

18 October 2021
[Modified: 29 November 2021]

Survey on ICT Usage and E-Commerce in Enterprises
 2020 – First quarter 2021

A total of 26.9 percent of companies made e-commerce sales - 1.4 points more than in 2019

Half of the companies surveyed allowed for digital remote work in the first quarter of 2021

Use of ICTs in companies with 10 or more employees

In the first quarter of 2021, 65.7% of employees in companies with 10 or more workers use computers for business purposes. A total of 59.4% used computers with an Internet connection.

Main variables. Percentages

Uso de las TIC. Porcentajes

	1st quarter 2021	1st quarter 2020
Persons employed use computers for business purposes	65.7	64.7
Persons employed use computers with access to the internet for business purposes	59.4	57.1
Enterprises have access to the internet	16.4	18.4
<i>Enterprises have access to the internet, of which:</i>	99.0	98.2
- Access to the internet and website ¹	78.3	78.1
- Electronic signature ¹	82.0	84.3
- Social media ¹	66.6	63.0
- Cloud computing ¹	32.4	28.2

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

Two out of every three companies with an internet connection used social media, 3.6 points more than the previous year. The aspect that has increased the most in the last year is the purchase of cloud services. Purchases of these services have risen 4.2 points, to 32.4%.

On the other hand, 80.2% of companies with an internet connection use a digital signature, or 2.3 points less than in the same period in 2020.

The percentage of companies with an internet connection that have a website/page remained the same compared to the first quarter of 2020, at 78.3%.

ICT Specialists

A total of 16.4% of companies employed specialists in Information and Communication Technologies (ICT) in the first quarter of 2021. This percentage was two points less than that of the same period of the previous year. The percentage of companies with women ICT specialists fell two tenths, to stand at 5.7%.

ICT Specialists. Percentage

	1st quarter 2021	1st quarter 2020
Enterprises with ICT specialists	16.4	18.4
Enterprises with ICT specialist women	5.7	5.9
Enterprises with less than 50% of ICT specialist women	4.4	4.8
Enterprises with at least 50% of ICT specialist women	1.2	1.1

Other technologies in companies

Of the other technologies studied, those most used are tools to manage information within the company (ERP = *Enterprise Resource Planning*), and tools to manage customer information (CRM = *Customer Relationship Management*), with 51, 7% and 41.8% of companies, respectively. Both have increased by 6.3 points compared to the previous time they were measured.

On the other hand, use of the Internet of Things (IoT) has increased the most (10.9 points). A total of 27.7% of companies currently use it.

Finally, Artificial Intelligence (AI) is used by 8.3% of companies.

Other technologies. National total. Percentage

	2020-2021	2019-2020	2018-2019
Enterprises that used ERP software	51.7	-	45.4
Enterprises that used CRM software	41.8	-	35.5
Enterprises that used IoT technology	27.7	16.8	-
Enterprises that performed Big Data analysis	11.1	8.5	-
Enterprises that used AI technologies	8.3	-	-

Telecommuting and COVID-19

Half of companies with 10 or more employees allowed teleworking in the first quarter of 2021.

A total of 44.4% indicated that due to the COVID-19 pandemic, the number of employees telecommuting has increased. On the other hand, 31.8% of companies that previously did not use telecommuting have begun to allow it.

Telecommuting by size of the enterprise. First quarter of 2021. Percentage

	Total	10-49	50-249	250+
Enterprises that allow teleworking	50.6	46.0	72.0	85.5
Companies with more employees teleworking due to COVID-19	44.4	39.4	68.1	83.5
Companies that allow teleworking only due to COVID-19	31.8	29.0	45.8	49.5
Persons employed who telework weekly	29.5	20.1	29.2	35.2

Use of ICT by Autonomous Community

The companies with 10 or more employees whose headquarters are located in Cataluña, Comunidad de Madrid and País Vasco have the highest intensities¹ in the use of ICT in the first quarter of 2021.

On the other hand, companies in the autonomous communities of Extremadura, Cantabria and the autonomous city of Melilla have the lowest percentages.

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

First quarter 2021	Electronic signature ⁽¹⁾	Internet & Web ⁽¹⁾	Social Media ⁽¹⁾	Cloud					
				ERP	CRM	Computing ⁽¹⁾	IoT	Big Data	AI
TOTAL	82.0	78.3	66.6	51.7	41.8	32.4	27.7	11.1	8.3
Andalucía	82.4	70.4	63.9	47.5	38.1	24.7	28.9	12.6	6.9
Aragón	76.4	78.6	66.0	56.0	44.6	32.1	31.0	10.8	7.8
Asturias, Principado de	83.4	78.6	68.5	49.7	41.5	24.6	26.4	10.1	6.6
Balears, Illes	72.9	78.2	70.7	36.6	37.4	31.0	33.9	7.8	5.2
Canarias	79.0	67.9	60.8	41.0	37.5	26.3	30.3	9.5	8.3
Cantabria	77.9	72.2	62.7	37.0	31.3	17.7	24.4	8.9	9.8
Castilla y León	84.0	78.8	67.7	49.7	43.8	25.8	28.9	9.6	9.3
Castilla-La Mancha	80.8	71.1	59.2	44.1	38.1	19.8	25.1	10.7	3.2
Cataluña	80.8	86.1	71.2	58.2	45.2	43.4	25.8	12.5	8.9
Comunitat Valenciana	83.6	77.5	67.5	51.7	40.5	30.6	28.9	11.0	8.4
Extremadura	80.5	67.9	65.8	38.1	34.9	17.0	28.7	11.5	6.3
Galicia	83.5	77.1	62.5	52.3	38.0	23.7	23.6	9.4	7.2
Madrid, Comunidad de	83.8	80.5	69.2	50.3	47.4	41.8	27.3	11.5	11.5
Murcia, Región de	86.6	73.7	62.7	52.1	40.3	19.6	31.9	8.9	5.9
Navarra, Comunidad Foral de	82.3	77.9	54.7	56.9	34.4	24.1	26.1	6.4	6.6
País Vasco	81.0	84.6	64.7	68.3	39.9	33.5	28.2	11.3	9.0
Rioja, La	91.9	79.5	58.6	52.6	36.3	19.2	19.6	6.6	4.2
Ceuta	97.5	63.9	45.0	46.9	34.7	33.5	28.3	2.7	2.9
Melilla	91.6	44.9	33.1	29.2	20.8	11.8	14.6	1.2	1.9

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

¹ 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, use of ERP, use of CRM, use of AI.

E-commerce

E-commerce sales

26.9% of companies with 10 or more employees made purchases via e-commerce in 2020. The volume of business generated by these sales reached 275,398 million euros, a decrease of 10.4% compared to 2019.

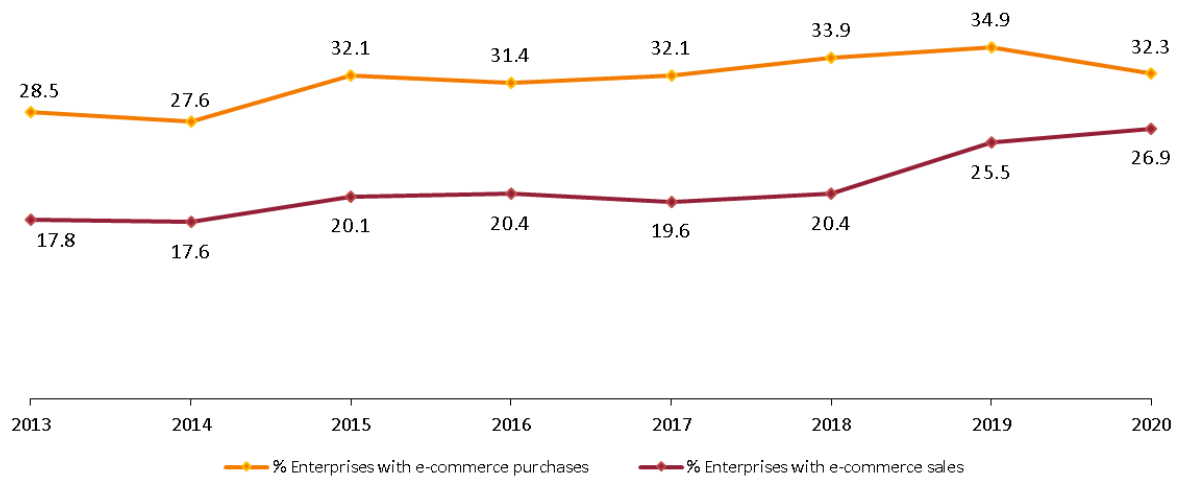
Sales through e-commerce accounted for 19.1% of total sales by companies with 10 or more employees, a similar figure similar to that of the previous year.

E-commerce purchases

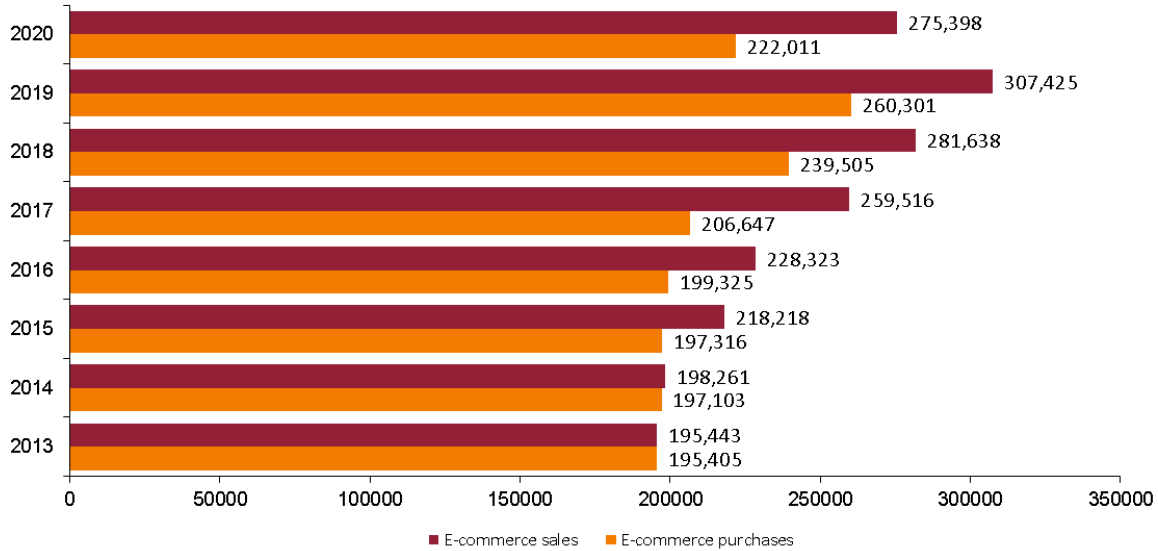
32.3% of companies with 10 or more employees made purchases through e-commerce in 2020. The total volume of orders for goods and services was 222,011 million euros, a decrease of 14.7%.

Purchases through e-commerce accounted for 22.7% of total purchases by companies of 10 or more employees, compared to 23.5% in the previous year.

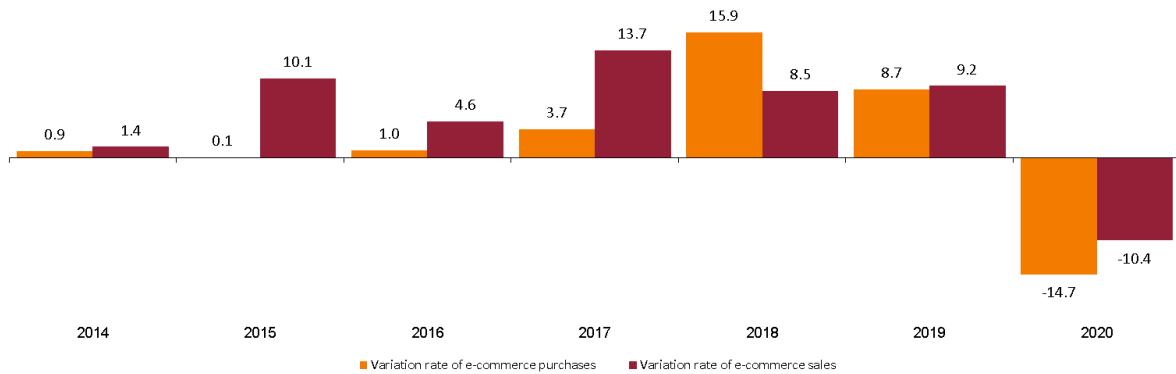
Companies that conduct e-commerce Percentages over the total number of companies



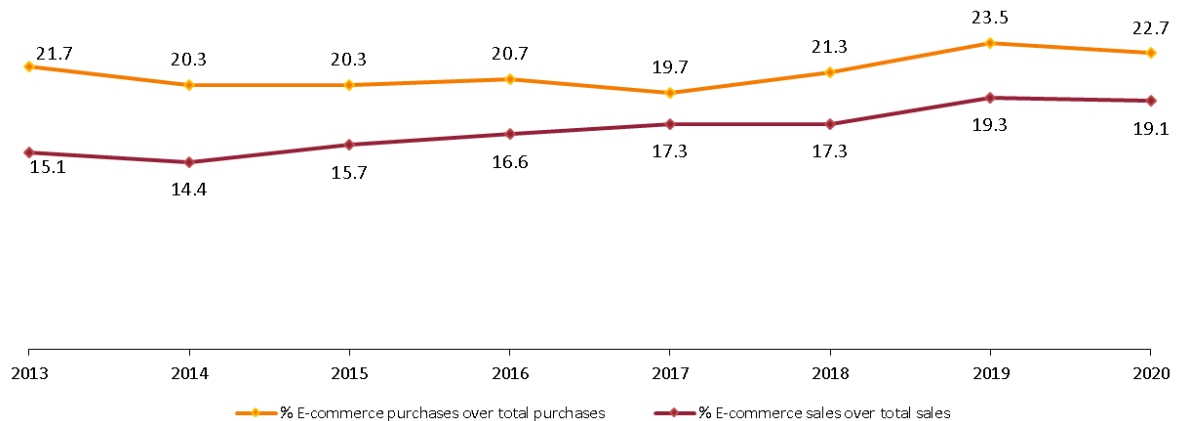
Volume of purchases and sales made by companies through e-commerce.
Millions of euros



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

One in five companies with fewer than 10 employees allowed telecommuting in the first quarter of 2021.

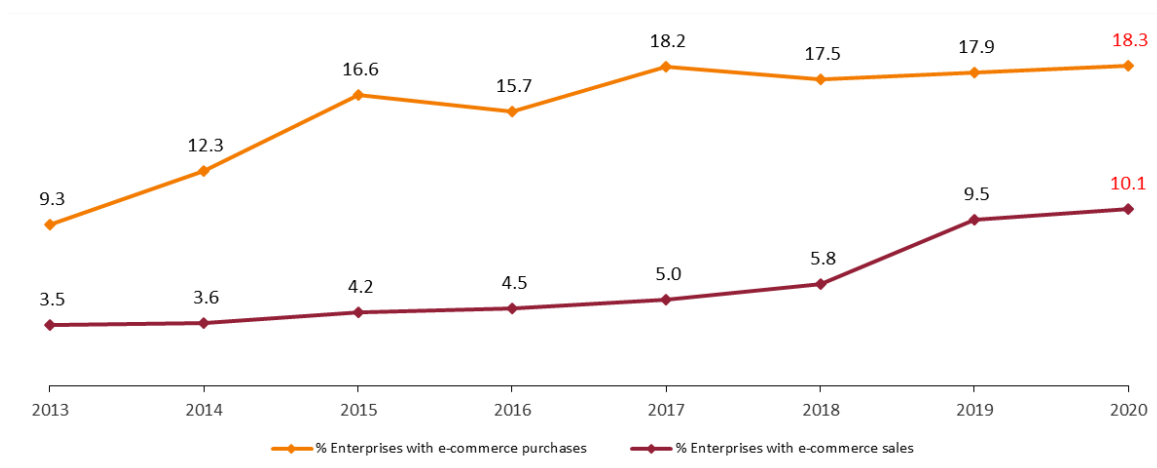
The aspects that increased the most in the first quarter in these companies were the fixed internet connection and the staff connected to the internet. On the other hand, the percentage of companies that employed ICT specialists decreased by one point compared to the same period in 2020.

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

	1st quarter 2021	1st quarter 2020
Computers	85.4	81.9
Persons employed use computers for business purposes	75.1	73.5
Persons employed use computers with access to the internet for business purposes	71.4	68.9
Enterprises with ICT specialists	1.4	2.5
Enterprises that allow teleworking	21.1	-
Enterprises that allow teleworking only due to COVID-19	6.5	-
<i>Enterprises have access to the internet, of which:</i>	83.0	78.2
- Fixed connection	83.7	78.3
- Access to the internet and website	29.4	28.8
- Social Media	36.3	35.2
- Cloud computing	10.2	8.6
- Electronic signature	58.3	58.9

With regard to the use of e-commerce, 10.1% of companies with less than 10 employees carried out sales by this means and 18.3% 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 you can access the methodology and the standardized methodological report at:

https://www.ine.es/dyngs/INEbase/es/operacion.htm?c=Estadistica_C&cid=1254736176743&menu=metodologia&idp=1254735576692

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