

Information and communication technologies in enterprises

Year 2012

Istat disseminates the main findings of the survey on the use of information and communication technologies (ICT) in enterprises with at least 10 persons employed working in industry and services. The data refer to the use of ICT in January 2012, while those on electronic commerce and the use of online services offered by the Public Administration are for 2011.

In 2012 the survey has included a special section regarding eSkill and work mobility.¹

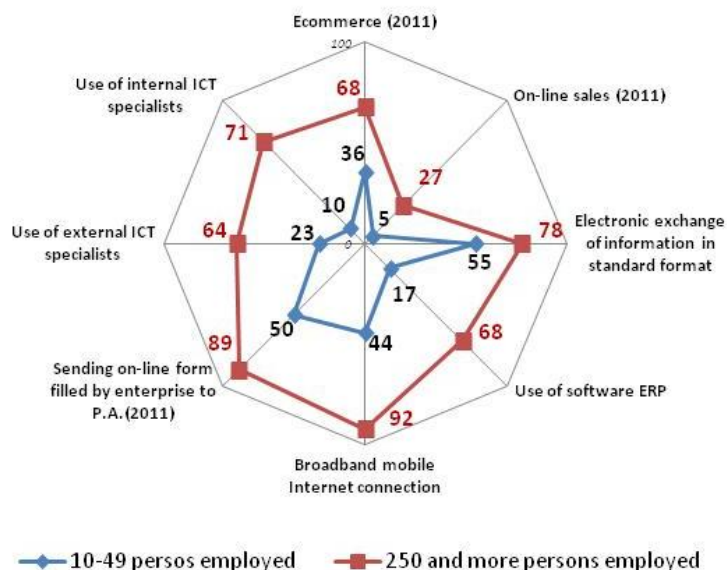
- In 2012, 95.7% of enterprises with 10 persons employed has a Internet connection; in many economic sectors have been reached saturation levels.
- The 93.6% of companies is connected to the Internet via fixed or mobile broadband, but only 26% of businesses connected to the Internet uses nominal speeds of 10 Mbit/s or more; in terms of diffusion of the mobile broadband usage, 11.3% of the persons employed are provided by the enterprises with devices for a mobile broadband connections to the Internet.
- The 64.5% of businesses has a website, but only 10.6% of these sites provides online ordering or reservation or booking service to users.
- The 46.6% of enterprises provide staff with portable devices that allow a mobile connection to the Internet for business use.
- In 2011, 83.5% of companies have made use of information services offered online by the Public Sector (eGovernment) and 88.5% of enterprises use an intermediary to interact (on-line or off-line) with Public Administrations.
- The interaction with third parties' (other businesses, banks, PA) information systems is automatic for 60% of enterprises.
- The 54% of enterprises share internally information relating to purchases and sales of the company among the business functions with IT applications or software.
- E-commerce is made by 37.5% of enterprise. Only 6.2% sells online own goods or services accounting for 6.4% of on-line sales out of the total one.
- Regarding with eSkill, one enterprise out seven use internal ICT specialists while one out four retrieves ICT specialists outside.
- The gap between small and large enterprises is still very pronounced and it is more than 30 percentage points in activities such as using ICT specialists, mobile broadband connections, the online submission of completed forms to the PA, the electronic exchange of information in standard format, use of specific software (like ERP) to share data internally, e-commerce.
- In last recent years, Italian companies have gradually increased adoption of basic ICT improving types of Internet connection (percentage of enterprises using fixed broadband Internet connections increases from 83% in 2009 to 91.5% in 2012) and with them also on-line relationships with other external actors such as the P.A. (percentage of companies that directly send filled in forms via Web raised from 46% to 53%).
- However slower is the diffusion of automation in exchanges of information with business suppliers or customers (from 21% in 2009 to 23% in 2012) and also the adoption of specific software for the use of customer information with other functional areas to purposes of analysis and marketing (from 13% in 2009 to 17% in 2012).
- The opportunity to sell online was caught by some specific sectors such as publishing (from 22.6% in 2009 to 53.6% of the 2012 companies that sell online their services) and accommodation activities (from 39% to 46.7%).

¹ Complete information on ICT usage at European level (Eurostat) and latest publication are available at the following link: http://epp.eurostat.ec.europa.eu/portal/page/portal/information_society/introduction .
For latest statistics in focus on ICT see the link http://epp.eurostat.ec.europa.eu/cache/ITY_OFFPUB/KS-SF-12-046/EN/KS-SF-12-046-EN.PDF .

**MAIN TECHNOLOGICAL INDICATORS FOR ENTERPRISES
WITH AT LEAST 10 PERSONS EMPLOYED. Year 2012, percentage values**

ICT USAGE	
Enterprises using computers	97.5
Enterprises with Internet access	95.7
Enterprises with fixed broadband Internet access	91.6
Enterprises with mobile broadband Internet access	48.1
Persons employed provided by the enterprises with devices for a mobile broadband connections to the internet (work mobility)	11.3
Enterprises with web site/homepages	64.5
Enterprises using the internet for interacting with public authorities (Year 2011)	83.5
ICT FOR ORGANIZATIONAL PROCESSES	
Enterprises sending/receiving of messages suitable for automatic processing to/from systems outside the enterprise	60.1
Enterprises sharing electronically with suppliers or clients information on supply chain (SCM)	23.1
Enterprises using software for automatic share of information within the enterprise	54.0
ELECTRONIC COMMERCE (YEAR 2011)	
Enterprises doing e-commerce transactions (sales or purchases)	37.5
Enterprises selling on-line	6.2
Enterprises selling on-line at least 1% of turnover	4.4
On-line turnover out of total turnover	6.4
Enterprises purchasing on-line	35.1

**TECHNOLOGICAL DIFFERENCES BETWEEN LARGE
AND SMALL FIRMS FOR SOME INDICATORS ICT. Year 2012, percentage values**



Contact person:
ISTAT – National Institute of Statistics
Structural Business and Institution Statistics Division
Via Tuscolana, 1768 – 00179 Rome, Italy
Alessandra Nurra
ph. +39.06.4673.6104
nurra@istat.it