



HELLENIC REPUBLIC
HELLENIC STATISTICAL AUTHORITY

Piraeus, 8 December, 2022

PRESS RELEASE

SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES AND E-COMMERCE IN ENTERPRISES, 2022

The Hellenic Statistical Authority (ELSTAT) announces the results of the Annual Survey on the Use of Information and Communication Technologies and e-commerce in enterprises, for the year 2022, with reference period of data 1st January 2022 - 15th September 2022. The results pertain to the use of computers, internet access and ubiquitous connectivity, automatic exchange of information within the enterprise, as well as to orders, sales and purchases made through internet (e-commerce). It is noted that, e-commerce turnover includes sales of accommodation and travel e-shops.

The survey is annual, and it is based on a sample. It is conducted in accordance with Regulation (EU) 2019/2152 of the European Parliament and of the Council, concerning Community statistics on business and pursuant to Commission Regulation (EU) 1898/2021. The survey is conducted on the enterprises employing 10 persons or more.

According to the results of the survey:

- In 2022, out of a total of 39,460 enterprises¹ employing 10 persons or more, 38,337 enterprises had access to the internet for business purposes, whereas in 2021 respectively, out of a total of 35,623 enterprises, 35,172 enterprises had access to the internet for business purposes, recording an increase 9% as regards the number of enterprises having access to the internet. Access includes fixed line connection and mobile connection (Table 1).
- In 2022, out of a total of 39,460 enterprises employing 10 persons or more, with a total turnover of 295.9 billion euro, 7,472 enterprises received orders that were placed via a website or an application or EDI-type messages, representing 18.9% of the total number of enterprises and the corresponding turnover amounted to 20.5 billion euro, representing 6.9% of the total turnover. In 2021 respectively, out of a total of 35,623 enterprises with a total turnover of 228.7 billion euro, 7,637 enterprises received orders that were placed via a website or an application or EDI-type messages, representing 21.4% of the total number of enterprises and the corresponding turnover amounted to 13.3 billion euro, representing 5.8% of the total turnover (Table 2).

This press release also presents data concerning the downloading speed, meetings via the internet and remote access via computers or portable devices such as smartphones (Graphs 1 to 3).

Information on methodological issues:

Business Statistics Division
Structural Business Statistics Section
Head of the Section: Andriana Dafni
Tel: +30 213 1352044
E-mail: a.dafni@statistics.gr

Information on data provision:

Tel. +30 213 1352022, 2310, 2308
Email: data.dissem@statistics.gr

¹ Enterprises classified under Nace Rev. 2 divisions of economic activity 10-63, 68-82, 95.1

Table 1: Number of enterprises with access to the internet and employment data, 2022

	2022	2021*	Change % 2022/2021
Total number of enterprises **	39,460	35,623	10.8
Number of enterprises with access to the internet **	38,337	35,172	9.0
Total number of persons employed	1,722,403	1,304,977	32.0
Number of persons employed that use a portable device with access to the internet	426,219	283,194	50.5

Table 2: E-commerce, 2022 (Values in million €)

	2022	2021*	Change % 2022/2021
Total number of enterprises **	39,460	35,623	10.8
Number of enterprises that received orders for goods or services placed via a website or an application **	6,840	7,139	-4.2
Number of enterprises that received orders for goods or services placed via EDI-type messages **	632	498	26.9
Total turnover	295,863	228,666	29.4
Total turnover resulting from orders that were placed via a website or an application or EDI-type messages	20,466	13,250	54.5

(*) 2021 data have been revised.

(**) Enterprises classified under Nace Rev. 2 divisions 10-63, 68-82 and 95.1 of economic activity, employing 10 persons or more.

“E-commerce” is the sale or purchase of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders.

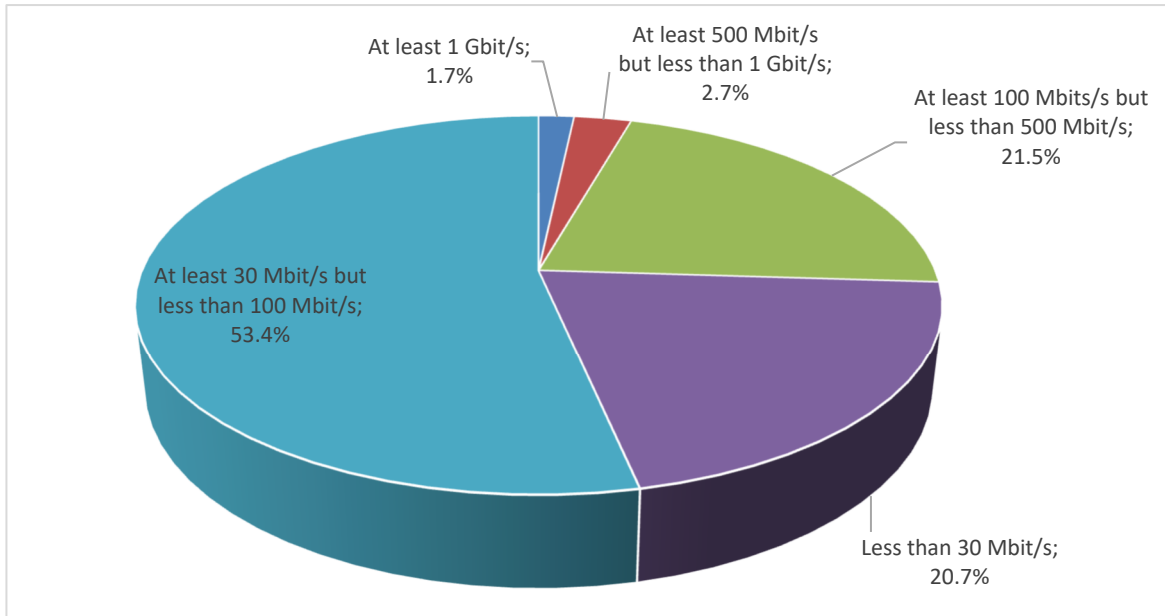
The payment and the delivery of the goods or services do not have to be conducted online.

E-commerce transactions exclude orders made by manually typed e-mail messages, phone, fax or other means of manually typed orders.

Maximum contracted download speed

The following graph presents the percentage distribution of the maximum download speed, in different Mbit/s ranges, as contracted by enterprises for the year 2022.

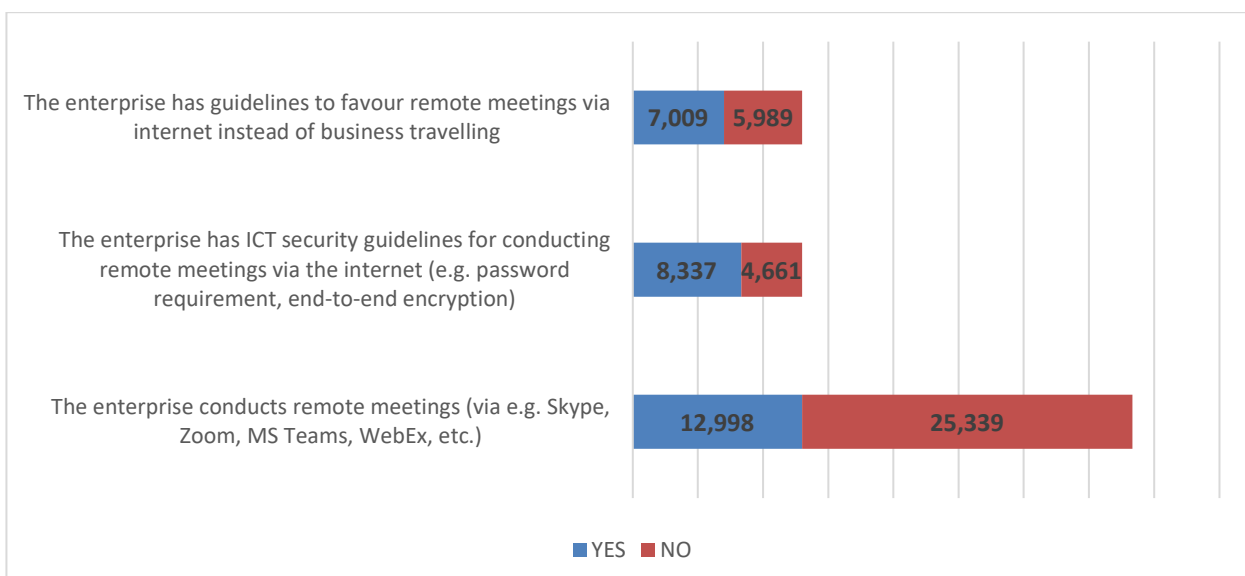
Graph 1: Maximum contracted download speed, 2022



Meetings via internet

Based on the available survey data, 12,998 out of the enterprises with access to the internet, conducted remote meetings (via e.g. Skype, Zoom, MS Teams, WebEx, etc.). The number of enterprises that have ICT security guidelines for conducting remote meetings via the internet (e.g. password requirement, end-to-end encryption) is 8,337, while 7,009 enterprises have guidelines to favour remote meetings via internet instead of business travelling (Graph 2).

Graph 2: Meetings via internet, 2022 (number of enterprises)



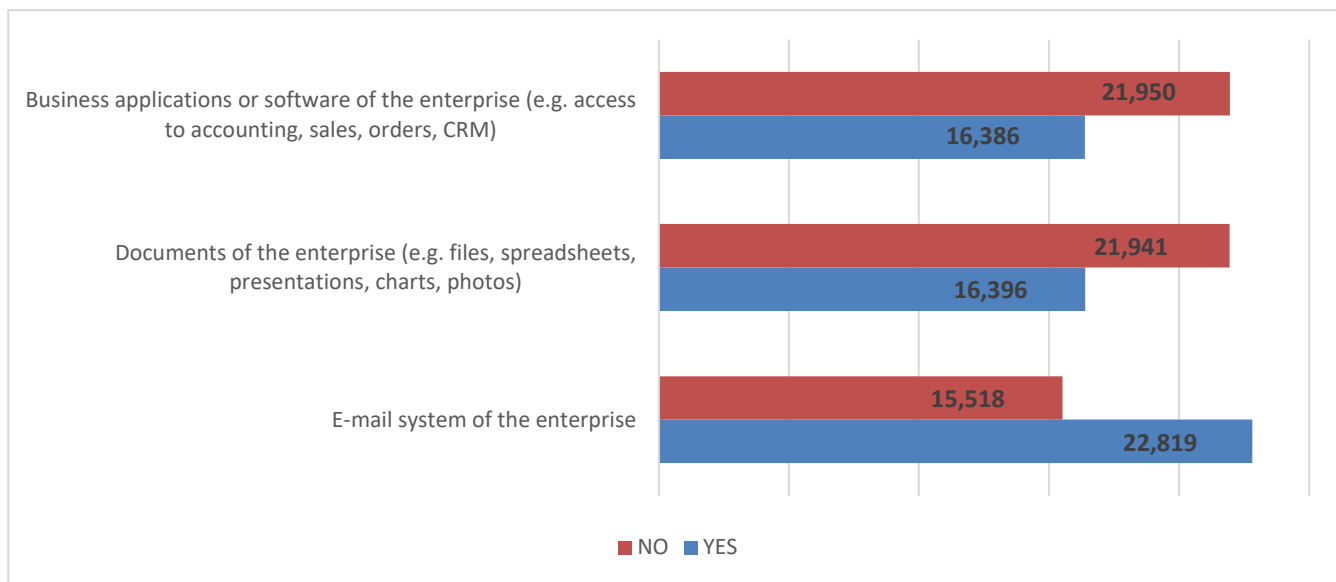
Remote access

According to the survey data, out of the 38,337 enterprises that had access to the internet for business purposes in the year 2022, at least one of the persons employed had remote access via computers or portable devices such as smartphones to:

- the e-mail system of the enterprise in 22,818 enterprises,
- documents of the enterprise (e.g. files, spreadsheets, presentations, charts, photos) in 16,396 enterprises,
- business applications or software of the enterprise (e.g. access to accounting, sales, orders, CRM) in 16,386 enterprises,

as shown in Graph 3.

Graph 3: Remote access, 2022 (number of enterprises)



EXPLANATORY NOTES

Survey on the Use of Information and Communication Technologies and e-Commerce in enterprises	<p>The Survey on the Use of Information and Communication Technologies and e-Commerce in enterprises is part of the European Statistical Program, in which all EU-countries participate. The main purpose of this survey is to study, at European and national level, the degree of ICT usage in enterprises. A significant part of the survey data is used for decision making for the Information Society. The survey was conducted by means of sending by post the survey questionnaire to the enterprises and by personal visits paid by trained external statistical interviewers to the enterprises that had not responded. In addition, a relevant web application is available on the website of ELSTAT for the electronic submission of data.</p>
Legal framework	<p>The survey is conducted in accordance with the Regulation (EU) 2019/2152 of the European Parliament and of the Council, concerning Community statistics on business and pursuant to Commission Regulation (EU) 1898/2021.</p>
Reference period	<p>01/01/2022 to 15/09/2022.</p>
Coverage	<p>The survey covered all the enterprises in Greece, employing 10 persons or more, under divisions 10-63, 68-82 and 95.1 of NACE Rev. 2 economic activity.</p>
Methodology	<p>The one-stage stratified sampling was implemented for the survey. The primary sampling unit was the enterprise employing 10 persons or more.</p> <p>The main stratification criteria are the following:</p> <ul style="list-style-type: none">- The Region (NUTS 2),- NACE Rev. 2 groups,- Size class of the enterprise
References	<p>More information on the survey “Use of Information and Communication Technologies and e-Commerce in enterprises” is available on the webpage of the Hellenic Statistical Authority, www.statistics.gr, Section: Industry, Commerce, Services, Transport > Use of Information and Communication Technologies (ICT).</p>