



HELLENIC REPUBLIC  
HELLENIC STATISTICAL AUTHORITY

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## PRESS RELEASE

### SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES AND E-COMMERCE IN ENTERPRISES 2019

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 2019, pertaining 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).

The survey is annual, and it is based on sample. It is conducted in accordance with Regulation (EC) No 808/2004 of the European Parliament and of the Council, concerning Community statistics on the information society and pursuant to Commission Regulation 1798/2018 implementing the aforementioned Regulation. The survey is conducted on the enterprises employing 10 persons or more.

According to the results of the survey:

- In 2019, out of a total of 31,740 enterprises (\*) employing 10 persons or more, 27,127 enterprises, representing 85.5%, used computers, whereas in 2018, out of total of 29,401 enterprises, 25,515 enterprises, representing 86.8%, used computers. Computers include personal and portable computers, personal digital assistants (PDAs) and smartphones (Table 1).
- In 2019, out of a total of 31,740 enterprises (\*) employing 10 persons or more, with a total turnover of 265.6 billion euro, 3,400 enterprises received orders that were placed via a website or an application or EDI-type messages, representing 10.7% of the total number of enterprises and the corresponding turnover amounted to 10.2 billion euro, representing 3.8% of the total turnover. In 2018, out of a total of 29,401 enterprises with a total turnover of 237.2 billion euro, 3,312 enterprises received orders that were placed via a website or an application or EDI-type messages, representing 11.3% of the total number of enterprises and the corresponding turnover amounted to 9.0 billion euro, representing 3.8% of the total turnover (Table 2).

(\*) Enterprises classified under Nace Rev.2 divisions 10-63, 68-82 and 95.1 economic activity.

This press release also presents data concerning the downloading speed, the usage of a website, the information communication technology security, and the documentation on measures, practices or procedures on ICT security (Graphs 1 to 4).

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**Table 1: Number of enterprises using a computer and employment data, 2019 and 2018**

|  | 2019      | 2018      | Change<br>%<br>2019/2018 |
|--|-----------|-----------|--------------------------|
| Total number of enterprises (*)  | 31,740    | 29,401    | 8.0                      |
| Number of enterprises that use a computer  | 27,127    | 25,515    | 6.3                      |
| Number of enterprises that use a computer and have access to the internet                                      | 26,981    | 25,293    | 6.7                      |
| Number of enterprises that provide the employees portable devices allowing a mobile connection to the internet | 17,844    | 14,888    | 19.9                     |
| Number of enterprises that have their own website  | 18,820    | 19,053    | -1.2                     |
| Total number of employees  | 1,251,101 | 1,159,171 | 7.9                      |
| Number of employees that use a computer  | 524,649   | 491,636   | 6.7                      |
| Number of employees that use a portable device with access to the internet                                     | 210,684   | 170,509   | 23.6                     |

**Table 2: E-commerce, 2019 and 2018**

|  | 2019    | 2018    | Change<br>%<br>2019/2018 |
|--|---------|---------|--------------------------|
| Total number of enterprises (*)  | 31,740  | 29,401  | 8.0                      |
| Number of enterprises that received orders for goods or services placed via a website or an application    | 3,400   | 3,312   | 2.7                      |
| Number of enterprises that received orders for goods or services placed via EDI-type messages              | 488     | 296     | 65.2                     |
| Total turnover (**)  | 265,628 | 237,197 | 12.0                     |
| Total turnover resulting from orders that were placed via a website or an application or EDI-type messages | 10,200  | 9,042   | 12.8                     |

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

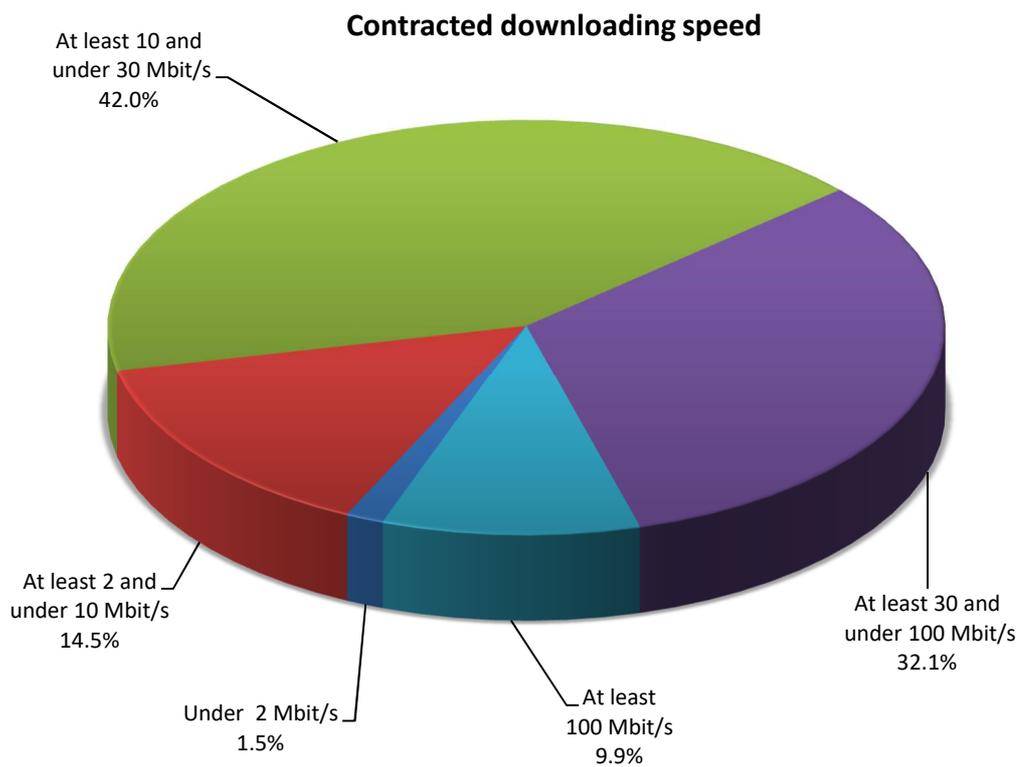
(\*\*) Turnover values are in millions of euros.

“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.

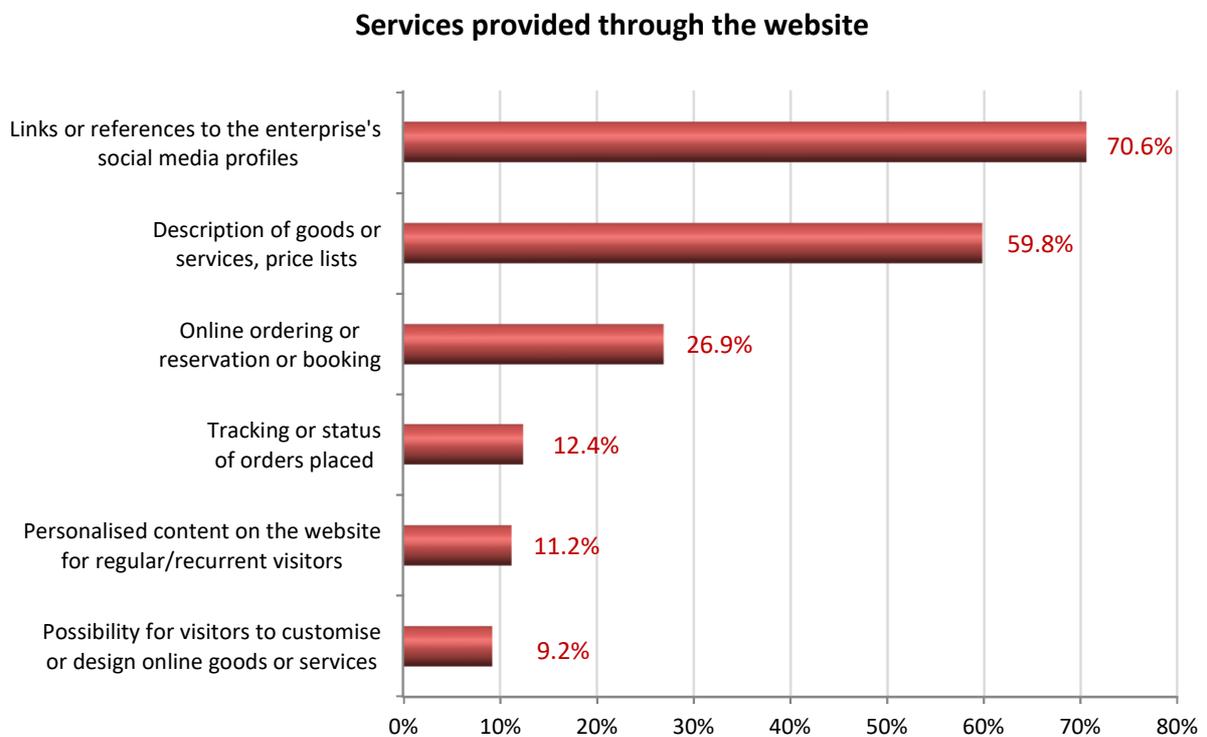
The payment and the delivery of the goods or services do not have to be conducted online.

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

**Graph 1: Maximum contracted downloading speed, 2019**



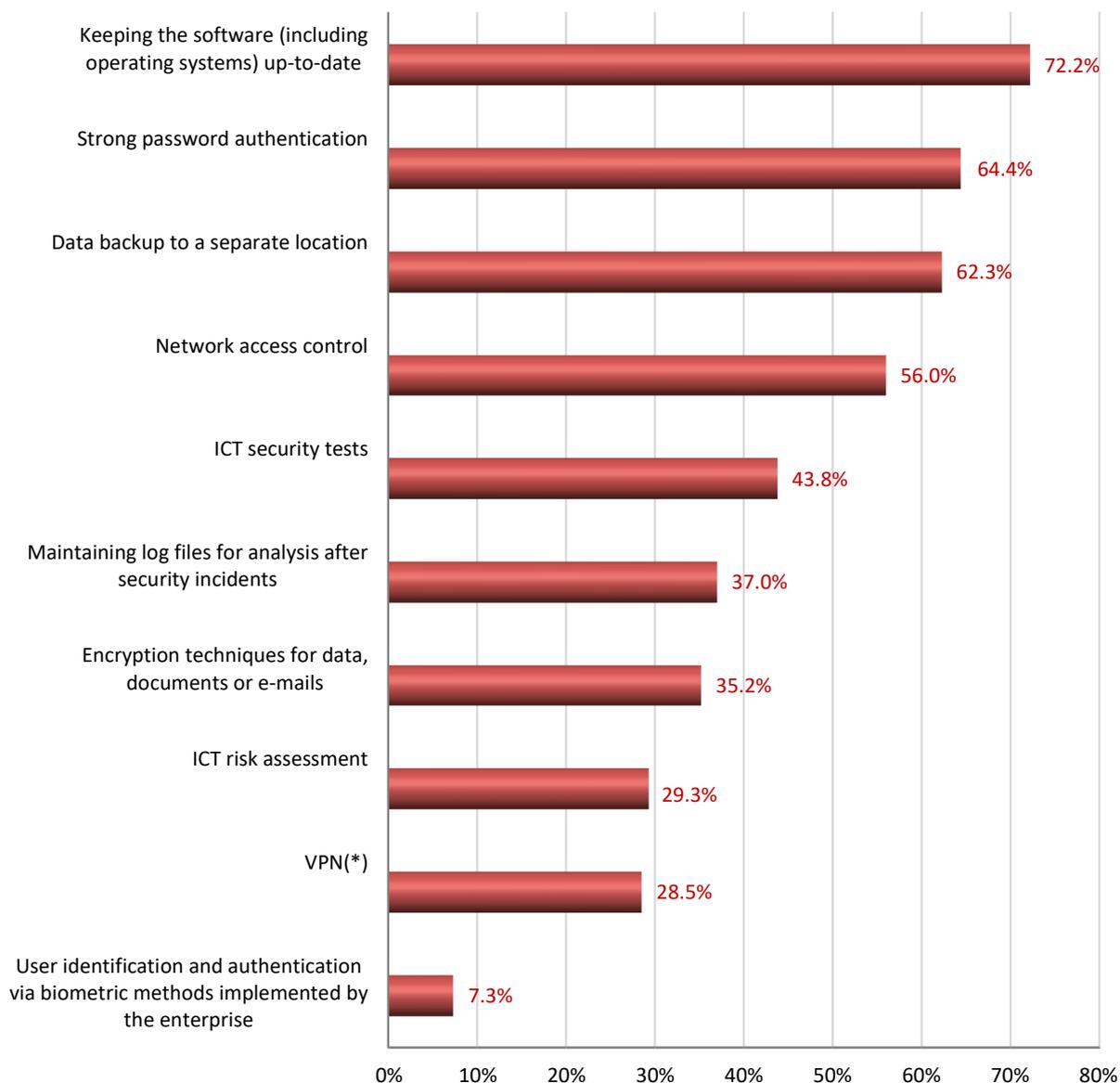
**Graph 2: Use of a website, 2019**



Note: The above mentioned data was collected through a multiple choice question.

**Graph 3: Information Communication Technology security, 2019**

**ICT security measures used by enterprises having access to internet**



(\*) Virtual Private Network extends a private network across a public network to enable secure exchange of data over public network

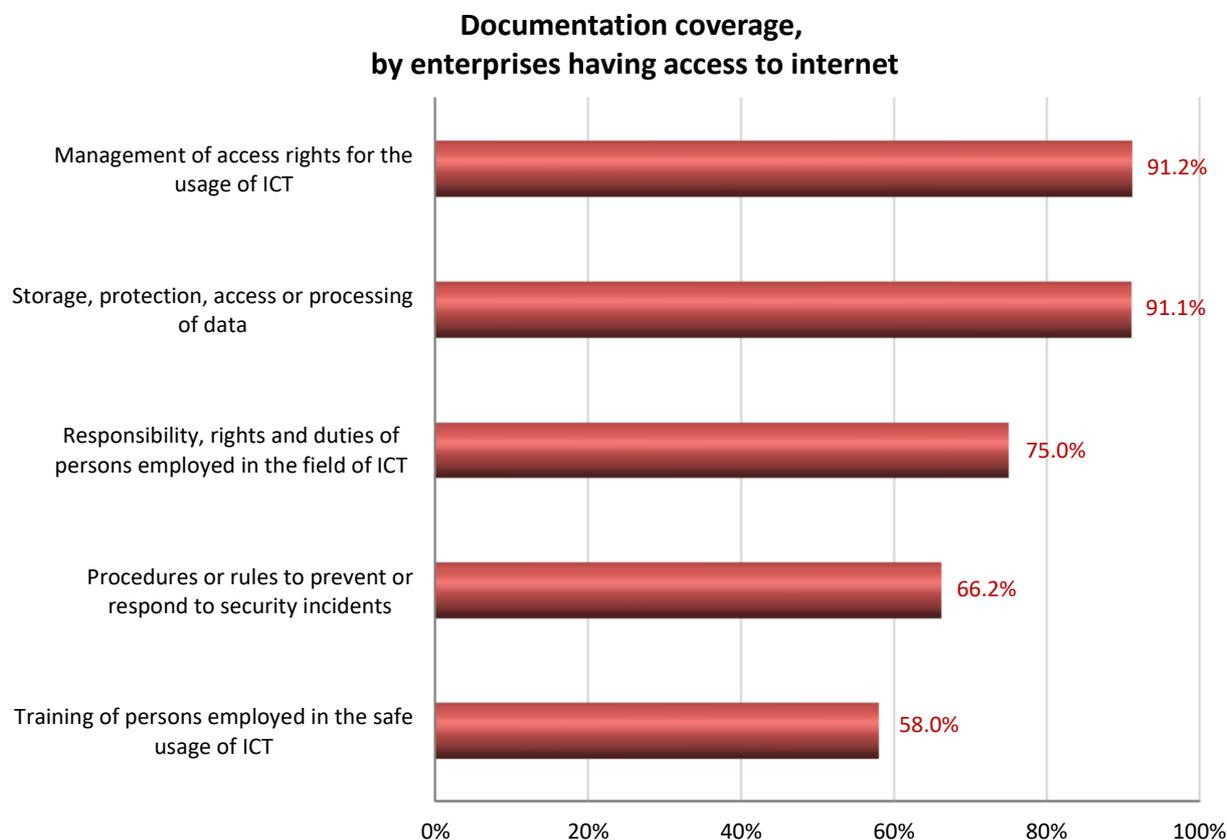
Note: The above mentioned data was collected through a multiple choice question.

**Definition**

Information Communication Technology security are the measures, controls and procedures applied to information and communication systems, in order to ensure the integrity, authenticity, availability and confidentiality of data and systems.

According to the survey data, out of the 26,981 enterprises that use a computer and have access to internet 4,615 of them (17.1%) have documentation on measures, practices or procedures on ICT security. The number of enterprises (%) having documentation, in relation to the measures, practices or procedures documented, is as follows (Graph 4):

**Graph 4: Documentation on measures, practices or procedures on ICT security, 2019**



*Note: The above mentioned data was collected through a multiple choice question.*

Out of the 26,981 enterprises that use computer and have access to internet, the percentage of enterprises that have encountered a system security problem are as follows:

- 5.2% of enterprises due to the lack of availability of information and communication technology services,
- 4.9% of enterprises due to data destruction or corruption,
- 1.7% of enterprises due to the disclosure of confidential data.

Finally, 30% of the 26,981 enterprises, using computers and having access to internet, have insurance against incidents of threat, to their Information Communication Technology security systems.

## EXPLANATORY NOTES

### **Survey on the Use of Information and Communication Technologies and e-Commerce in enterprises**

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 are 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 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.

### **Legal framework**

The survey is conducted in the framework of Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning statistics on the information society and pursuant to Commission Regulation (EU) No 1798/2018 implementing the above Regulation.

### **Reference period**

01/01/2019 to 15/09/2019.

### **Coverage**

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.

### **Methodology**

The one-stage stratified sampling was implemented for the survey. The primary sampling unit was the enterprise employing 10 persons or more.

The main stratification criteria are the following:

- The Region (NUTS 2)
- NACE Rev.2 groups,
- Size class of the enterprise (1, 2, 3, 4 and 5)

### **Variables of the survey**

The main variables of the survey are:

- Use of computers
- ICT specialists employed by the enterprise
- Access and use of Internet
- Enterprise website and its use
- Web sales

### **References**

More information on the survey “Use of Information and Communication Technologies and e-Commerce in enterprises” (tables, graphs, methodology, etc) is available on the webpage of the Hellenic Statistical Authority, [www.statistics.gr](http://www.statistics.gr), Section: Industry, Commerce, Services, Transport > Use of Information and Communication Technologies (ICT).