



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, 2021

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 2021, with reference period of data 1st January 2021- 15th September 2021. 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 (EC) No 808/2004 of the European Parliament and of the Council, concerning Community statistics on the information society and pursuant to Commission Regulation 1910/2019 implementing the aforementioned Regulation. The survey is conducted on the enterprises employing 10 persons or more.

According to the results of the survey:

- In 2021, out of a total of 41,962 enterprises¹ employing 10 persons or more, 41,492 enterprises, representing 98.9%, had access to the internet for business purposes, whereas in 2020 respectively, out of a total of 37,460 enterprises, 35,944 enterprises, representing 96.0%, had access to the internet for business purposes. Access includes fixed line connection and mobile connection. (Table 1).
- In 2021, out of a total of 41,962 enterprises employing 10 persons or more, with a total turnover of 266.7 billion euro, 9,094 enterprises received orders that were placed via a website or an application or EDI-type messages, representing 21.7% of the total number of enterprises and the corresponding turnover amounted to 26.0 billion euro, representing 9.8% of the total turnover. In 2020 respectively, out of a total of 37,460 enterprises with a total turnover of 243.2 billion euro, 6,804 enterprises received orders that were placed via a website or an application or EDI-type messages, representing 18.2% of the total number of enterprises and the corresponding turnover amounted to 10.5 billion euro, representing 4.3% of the total turnover (Table 2).

This press release also presents data concerning the downloading speed, the usage of a website and the Internet of Things (Graphs 1 to 3).

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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, 2021-2020

	2021	2020	Change % 2021/2020
Total number of enterprises (*)	41,962	37,460	12.0
Number of enterprises with access to the internet	41,492	35,944	15.4
Number of enterprises having their own website	26,046	22,514	15.7
Total number of persons employed	1,480,599	1,400,482	5.7
Number of persons employed that use a portable device with access to the internet	317,756	287,025	10.7

Table 2: E-commerce, 2021-2020

	2021	2020	Change % 2021/2020
Total number of enterprises (*)	41,962	37,460	12.0
Number of enterprises that received orders for goods or services placed via a website or an application	8,583	6,329	35.6
Number of enterprises that received orders for goods or services placed via EDI-type messages	511	475	7.5
Total turnover (**)	266,711	243,209	9.7
Total turnover resulting from orders that were placed via a website or an application or EDI-type messages (**)	26,041	10,481	148.5

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

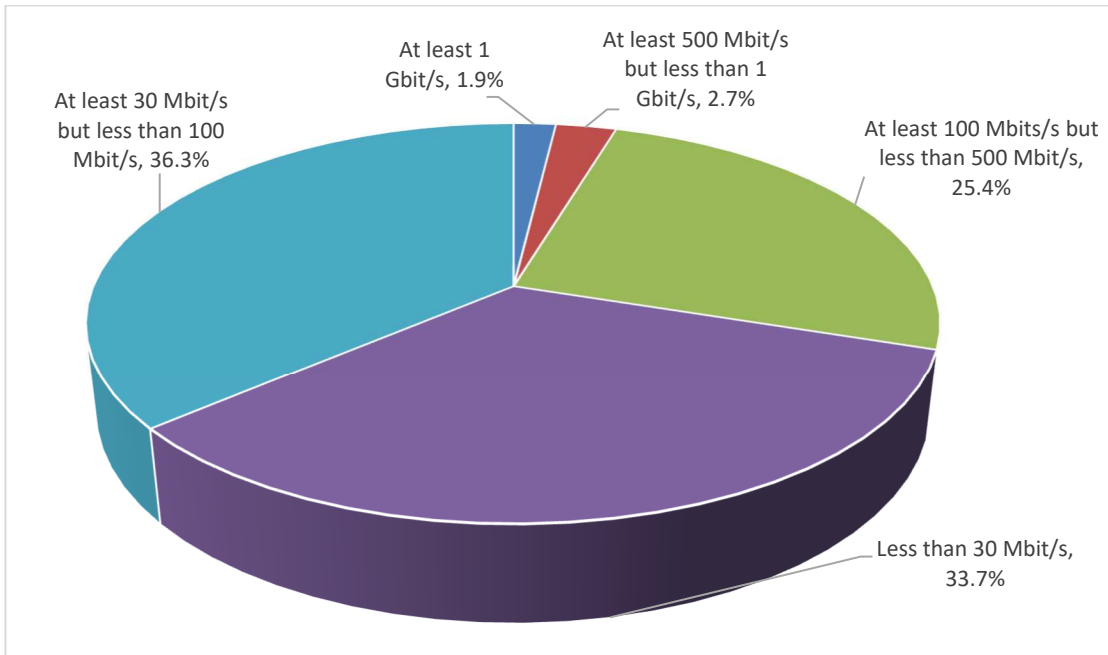
(**) Turnover values are in millions of euro.

“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.

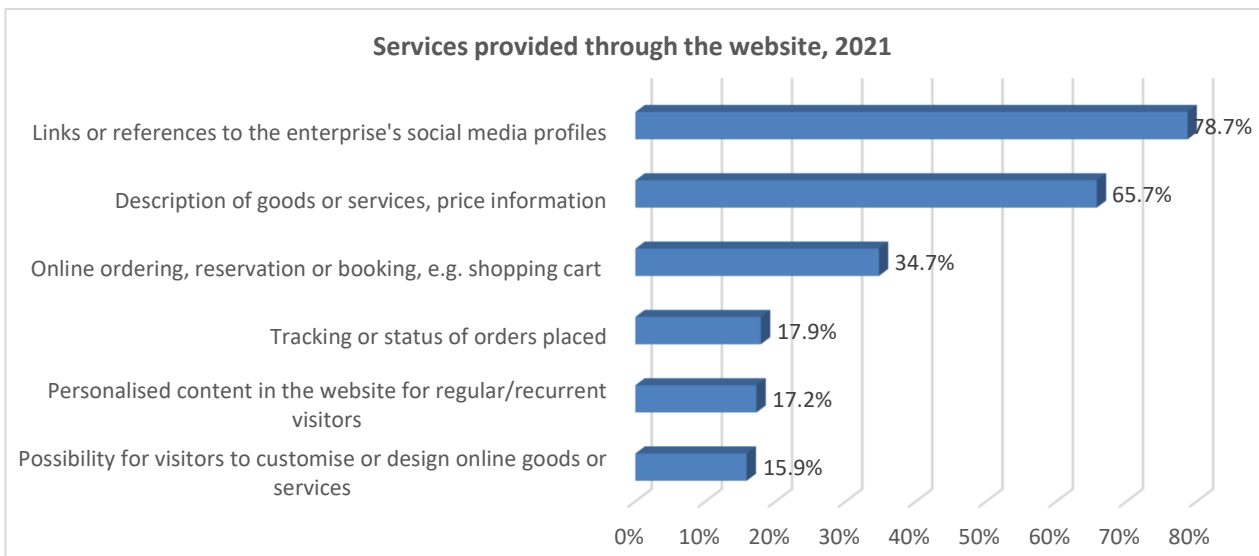
The payment and the delivery of the goods or services do not have to be conducted online.

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, 2021



Graph 2: Use of a website, 2021

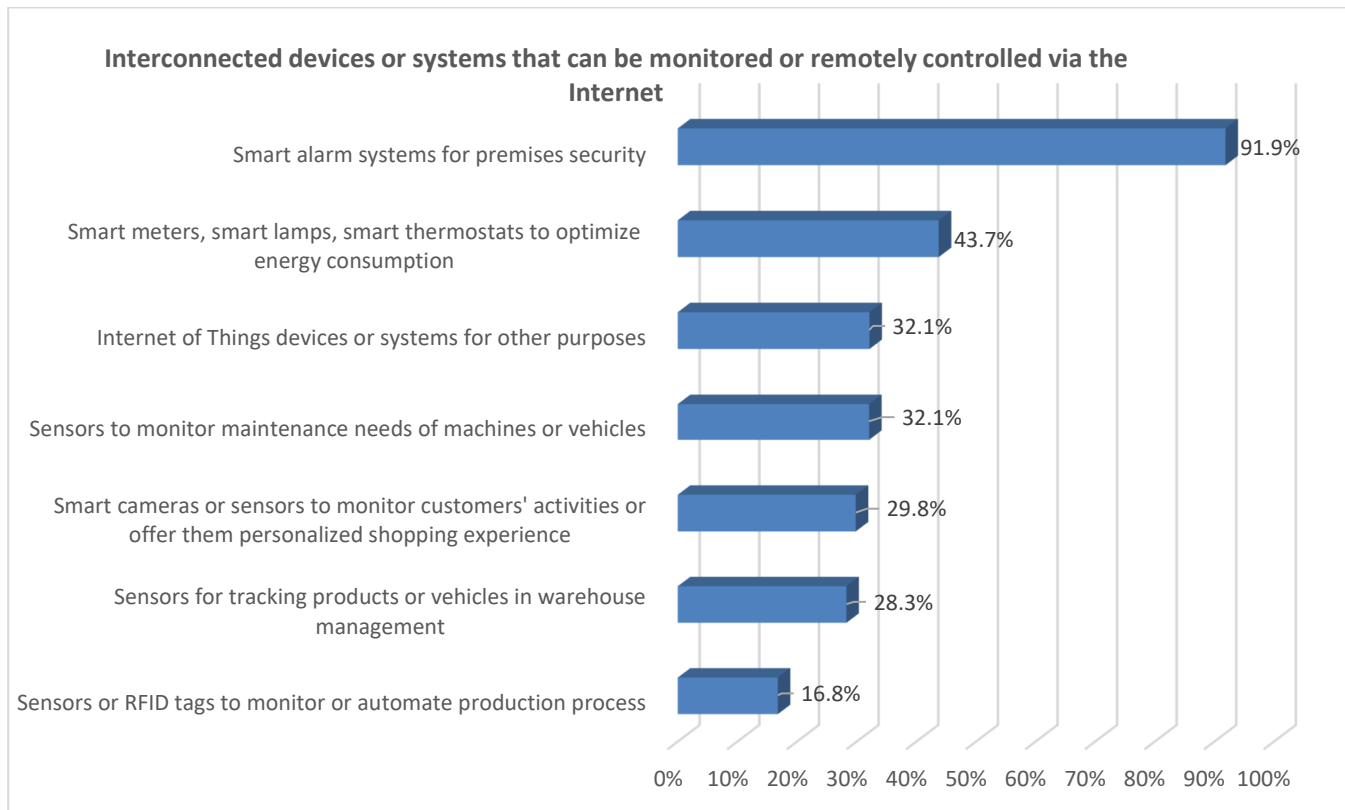


Note: The above-mentioned data were collected through a multiple-choice question.

Internet of Things (IoT), refers to interconnected devices or systems often called “smart” devices or systems. They collect and exchange data and can be monitored or remotely controlled via the Internet.

According to the survey data, out of the 41,492 enterprises that had access to the internet for business purposes in the year 2021, 9,214 enterprises (22.2%) use such interconnected devices that can be controlled remotely. The number of enterprises (in percentage) per type of interconnected devices is shown in Graph 3:

Graph 3: Internet of Things, 2021



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

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 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.

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 1910/2019 implementing the above Regulation.

Reference period

01/01/2021 to 15/09/2021.

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

References

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).