Single Integrated Metadata Structure (SIMS v2.0)
(user oriented)

Country: Greece

Compiling agency: ELSTAT

Domain name: SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES, 2020

ELSTAT metadata
Reference metadata

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1.1 Contact organisation	Hellenic Statistical Authority (ELSTAT)
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3. Statistical presentation

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3.1 Data description

The survey on the usage of Information and Communication Technologies and e-commerce in enterprises, is conducted on a yearly basis and collects data on the use of information technologies by the enterprises. More specifically, the collected data mostly pertain to:

- The use of computers by the enterprises
- The access of enterprises to the internet
- Use of a website
- Sharing of information electronically within the enterprise and
- Development of e-commerce for sales over the internet

3.2 Classification system

Apart from the classification of the branch of economic activities (NACE Rev.2) no other statistical classification is used for this survey.

3.3 Sector coverage

The survey is conducted for the following branches of economic activity of NACE Rev.2:

- C (Manufacturing)
- D (Electricity, gas, steam and air conditioning supply)
- E (Water supply, sewerage, waste management and remediation activities)
- F (Construction)
- G (Wholesale and retail trade; repair of motor vehicles and motorcycles)
- H (Transportation and storage)
- I (Accommodation and food service activities)
- J (Information and communication)
- L (Real estate activities)
- M (Professional, scientific and technical activities)
- N (Administrative and support service activities) and more specifically sector 95.1

3.4 Statistical concepts and definitions

The survey is conducted on enterprises and the questions refer to the enterprise as a whole. The purpose of the survey is to compile results pertaining to the use of information technologies in the enterprises employing more than 10 persons.

The main variables of the survey are the following:

- Use of computers
- Number of persons employed in information and communication technologies
- Access to and use of the internet by the enterprise
- Use of mobile connection to the internet
- Existence of a business website and its usage
- Big Data analysis
- Internet of Things
- Web-sales of the enterprise

3.5 Statistical unit

The statistical unit of the survey is the enterprise.

3.6 Statistical population

All the enterprises which belong to the branches of economic activities referred to in paragraph 3.3 and which employ more than 10 persons.

3.7 Reference area

Greece total.

3.8 Time coverage

The survey is conducted on a yearly basis and it was first conducted in 2002.

3.9 Base period

Not applicable

4. Unit of measure

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The qualitative variables are expressed in percentage shares (%) and the values are measured in euro.

5. Reference period

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The economic data (turnover, purchases and sales), as well as the number of employed persons refer to the year preceding the year of the conduct of the survey. The other variables, such as the use of computers, internet access, etc refer to the year of the conduct of the survey.

6. Institutional mandate

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6.1 Legal acts and other agreements

The legal framework concerning the organization and operation of ELSTAT is as follows:

- Law 3832/2010 (Government Gazette No 38, Issue A): "*Hellenic Statistical System Establishment of the Hellenic Statistical Authority (ELSTAT) as an Independent Authority"*, as amended by article 90 paragraphs 8 and 9 of the Law 3842/2010 (Government Gazette No 58, Issue A): "*Restoration of fiscal justice, confrontation of tax evasion and other provisions*", by article 10 of the Law 3899/2010 (Government Gazette No 212, Issue A): "*Urgent measures for the implementation of the assistance program of the Greek Economy*", by article 45 of the Law 3943/2011 (Government Gazette No 66, Issue A): "*Combating tax evasion, staffing of auditing services and other provisions falling within the competence of the Ministry of Finance*", by article 22 paragraph 1 of the Law 3965/2011 (Government Gazette No 113, Issue A): "*Operations Reform of the Consignment and Loan Fund, Public Debt Management Agency, Public Enterprises and Government bodies, the establishment of the General Secretary of Public Property and other provisions*" and by article 51 of the Law 4021/2011 (Government Gazette No 218, Issue A): "*Enhanced measures for the supervision and restructuring of Credit Institutions – Regulation of issues of financial nature – Ratification of the European Financial Stability Facility (EFSF) Framework-Agreement and its amendments and other provisions."*
- Regulation (EC) No 223/2009 of the European Parliament and of the Council, on the European statistics (Official Journal of the European Union L 87/164).
- Article 14 of the Law 3470/2006 (Government Gazette No 132, Issue A): "*National Export Council, tax regulations and other provisions*".
- Article 3, paragraph 1c, of the Law 3448/2006 (Government Gazette No 57, Issue A): "*For the further use of information coming from the public sector and the settlement of matters falling within the responsibility of the Ministry of Interior, Public Administration and Decentralization*".
- European Statistics Code of Practice adopted by the Statistical Programme Committee on 24 February 2005 and promulgated in the Commission Recommendation of 25 May 2005 on the independence, integrity and accountability of the national and Community statistical Authorities, after its revision, which was adopted on 28 September 2011 by the European Statistical System Committee.
- Presidential Decree 226/2000 (Government Gazette No 195, Issue A): "*Organization of the General Secretariat of the National Statistical Service of Greece*".
- Articles 4, 8, 9, 10, 12, 13, 14, 15 and 16 of the Law 2392/1996 (Government Gazette No 60, Issue A): "*Access of the General Secretariat of the National Statistical Service of Greece to administrative sources and administrative files, Statistical Confidentiality Committee, settlement*

of matters concerning the conduct of censuses and statistical works, as well as of matters of the General Secretariat of the National Statistical Service of Greece".

The legal framework governing the "Survey on ICT usage and e-commerce in enterprises" is as follows:

1. Regulation (EC) No 808/2004 of The European Parliament and of the Council
2. The relevant implementing Regulation, by year, which allows for a certain level of flexibility as regards the content of the survey variables. As regards the 2020 survey, it is governed by implementing Commission Regulation (EU) No 1910/2019.

6.2 Data sharing

None

7. Confidentiality

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7.1 Confidentiality - policy

The issues concerning the observance of statistical confidentiality by the Hellenic Statistical Authority (ELSTAT) are arranged by articles 6, 7 and 8 of the Law 3832/2010, as amended by article 90 paragraph 8 of Law 3842/2010 and by article 10 of Law 3899/2010, as well as by article 8 of Law 2392/1996, which was brought back into force, in accordance with article 90 paragraph 8 of Law 3842/2010.

Furthermore, ELSTAT disseminates the statistics in compliance with the statistical principles of the European Statistics Code of Practice and in particular with the principle of statistical confidentiality.

7.2 Confidentiality - data treatment

- ELSTAT protects and does not disseminate data it has obtained or it has access to, which enable the direct or indirect identification of the statistical units that have provided them by the disclosure of individual information directly received for statistical purposes or indirectly supplied from administrative or other sources. ELSTAT takes all appropriate preventive measures so as to render impossible the identification of individual statistical units by technical or other means that might reasonably be used by a third party. Statistical data that could potentially enable the identification of the statistical unit are disseminated by ELSTAT if and only if:
  a) These data have been treated, as it is specifically set out in the Regulation on Statistical Obligations of the agencies of the Hellenic Statistical System (ELSS), in such a way that their dissemination does not prejudice statistical confidentiality or
  b) the statistical unit has given its consent, without any reservations, for the disclosure of data.

- The confidential data that are transmitted by ELSS agencies to ELSTAT are used exclusively for statistical purposes and the only persons who have the right to have access to these data are the personnel engaged in this task and appointed by an act of the President of ELSTAT.

- The Statistical Confidentiality Committee (SCC) operating in ELSTAT, examines issues referring to the observance of statistical confidentiality. Within its competence is to recommend on:

  - the level of detail at which statistical data can be disseminated, so as the identification, either directly or indirectly, of the surveyed statistical unit is not possible;
  - the anonymization criteria for the microdata provided to users;
  - the granting to researchers access to confidential data for scientific purposes.

8. Release policy

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8.1 Release calendar

All Member States are obliged to transmit to Eurostat the survey results by the ***5th of October*** of the reference year of the survey. There is no predefined date for the release of the results. Eurostat announces the survey results through a press release which is usually published at the end of the month.

8.2 Release calendar access

8.3 User access

Users can have access to the survey results after submitting a relevant data request to the Section of Dissemination of Statistical Information, provided the requested data are not confidential.

9. Frequency of dissemination

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Yearly.

10. Accessibility and clarity

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10.1 News release

December of the current year.

10.2 Publications

No publication.

10.3 On-line database

Tabulated data are available at the following link:

http://www.statistics.gr/el/statistics/-/publication/SIN24/-

10.4 Micro-data access

For confidentiality reasons no access to microdata of enterprises is granted to users. Microdata can be given to users only after their submitting a relevant request to the Section of Dissemination of Statistical Information and after the approval of the Statistical Confidentiality Committee.

10.5 Other

No

10.6 Documentation on methodology

The methodological manual which is used for the conduct of the survey is compiled by Eurostat every year.

Definitions, explanations and clarifications are also available in the annual survey questionnaire.

10.7 Quality documentation

The survey results which are transmitted to Eurostat are accompanied by a Quality Report.

The Quality Report includes general information on methodology, such as:

- Statistical units
- Sampling frame
- Sampling design
- Response and non-response rate
- Sampling errors
- Grossing up procedures

11. Quality management

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11.1 Quality assurance

The Methodological Manual compiled by Eurostat provides common standards for the implementation of the survey in all EU Member States.
In addition, the use of Eurostat's standard questionnaire enhances the comparability of results among Member States and ensures quality of produced statistics.
Furthermore, the external survey workers who fill in the questionnaire are well trained, thus ensuring quality of results.
In addition, the detailed checking of the questionnaires by ELSTAT staff, as well as the logical checks carried out by the tabulation software guarantee the final quality for the results.
Finally, quality is ensured through the Quality Policy implemented by ELSTAT, which is available at the following link:

http://www.statistics.gr/el/policies

11.2 Quality assessment

Once the survey results of every Member State, accompanied by the relevant Quality Report, are received, Eurostat conducts the final quality checks and if any problems arise, it duly communicates every Member State for corrections or clarifications concerning the transmitted data.

It should be noted that the produced results are reliable because all the standards and correction rules laid down by Eurostat are implemented.

12. Relevance

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12.1 User needs

The survey results have not yet been published by ELSTAT and as a result, users' needs have not yet been identified.

12.2 User satisfaction

A user satisfaction survey is conducted by the Section of Dissemination of Statistical Information.
http://www.statistics.gr/portal/page/portal/ESYE/PAGE-conferences

12.3 Data completeness

Completeness is quite satisfactory, since the survey covers all the variables laid down in EU Regulations.

13. Accuracy and reliability

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13.1 Overall accuracy

The survey is a sample survey and as a consequence there are sampling errors. There are also non-sampling errors, such as errors on account of non-response, which are corrected by using a reserve sample.

13.2 Sampling error

Sampling errors are depicted by calculating the coefficient of variation of the main survey variables.

Sampling errors are transmitted to Eurostat together with the survey results.

More specifically, for the 2020 survey the stratified random sampling and the Horvitz-Thompson estimation methods were implemented. More information can be found in the quality report of the survey.

13.3 Non-sampling error

Non-sampling errors refer to frame errors, errors on account of non-response and processing errors.

Non-response errors

In case an enterprise refuses to respond the following steps are taken:

1. An information note is sent to the enterprise
2. Contact over the phone with the IT responsible of the enterprise more than once.

In case of non-response, the enterprise is replaced by another one in a reserve sample.
In 2020, non-response rate amounted to 48,6 %.

Counting errors

This kind of errors is addressed by giving clear instructions for filling in correctly the survey questionnaire.
In cases of incomplete filling in of the questionnaire, the responsible person in the enterprise is contacted in order to get guidance on how to fill in the questionnaire correctly.
In a few cases, the questions which have not been answered are imputed on the basis of corresponding answers given by enterprises belonging to a corresponding branch of economic activity and having a corresponding size.

Processing errors

Both quantitative and quality checks are carried out in the database in order to correct any errors during data entry.

14. Timeliness and punctuality

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14.1 Timeliness

The survey results are published by Eurostat at the end of the current year, with the aim of being used for drawing policies on information society.
The time between the reference period of the survey data and the date of their release is approximately 90 days.

14.2 Punctuality

The results are produced and disseminated by Eurostat on a predefined date.

15. Coherence and comparability

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15.1 Comparability - geographical

The use of common definitions of variables and the implementation of common compilation methods all over Greece and in all EU Member States ensure geographical comparability of the results.

15.2 Comparability over time

Generally, the main variables of the survey are comparable over time since there are no significant changes in methodology and definitions.

However, the continuous development of Information Technologies necessitates the inclusion of new variables in the survey questionnaire (implementing regulation every ear). As a consequence, not all the variables are comparable over time.

15.3 Coherence cross-domain

No significant differences are observed between the results of the survey and the results from other publications.

15.4 Coherence - internal

Since the purpose of the survey is not to measure employment or economic variables, internal coherence is not the issue. ELSTAT is exploring the possibility to record the requested economic variables automatically from administrative data.

16. Cost and burden

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The burden of the enterprise refers to the time which is necessary for filling in the survey questionnaire. There is no other way to reduce this burden.

17. Data revision

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17.1 Revision policy

The revision of data, if necessary, is based on the circular concerning the Revision Policy of ELSTAT, which is available at the following link:

http://www.statistics.gr/el/policies

17.2 Revision practice

The procedure used for revising the data (if necessary) is based on the change of imputation coefficients, since the survey can not be re-conducted.

18. Statistical processing

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18.1 Source data

The primary data, as already mentioned, derive from a survey and not from administrative or other sources. The survey is conducted for each enterprise separately.
As regards the 2020 survey, the survey sample included 5001 enterprises, out of which 2.478 were valid, 89 were not valid and 2.434 did not respond.

The simple random stratified sampling method was used, with survey unit the enterprise, for enterprises employing more than 10 persons.
The sample was stratified on the basis of:

- the region (NUTS 2)
- the divisions of the sections of economic activity (NACE Rev.2), defined in the survey contract, in each region
- the size class of the enterprises (1,2,3,4 and 5)

18.2 Frequency of data collection

Data are collected on a yearly basis.

18.3 Data collection

At a first stage the survey questionnaire is sent to the enterprises by post and it is accompanied by an information letter and an envelope for posting it back to ELSTAT for free.

As regards the enterprises that do not respond, ELSTAT uses external survey workers (statistical interviewers) who pay a visit to the enterprise, fill in and collect the questionnaire. The statistical interviewers are trained on how to fill in the questionnaire.

Apart form the printed questionnaire, a web application has been developed for filling in the questionnaire electronically.

18.4 Data validation

Once the questionnaires are collected and their processing and checking is completed, the primary data are transmitted to the Division of Methodology in order to calculate the imputation coefficients and the standard errors.

Afterwards, the data are tabulated and checked for confidentiality.

The final results are transmitted to Eurostat, which carries out additional checks, asks for clarifications, when needed, and then the data are released at European level.

18.5 Data compilation

Until 2020 the survey results are transmitted to Eurostat with the aim of compiling European tables. National data flagged with “c” (confidential) are not included in the EU tables.

18.6 Adjustment

18.6.1 Seasonal adjustment

19. Comment

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