



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, 2020**

The Hellenic Statistical Authority announces the results of the Annual Survey on the Use of Information and Communication Technologies and e-commerce in enterprises, for the year 2020, with reference period of data 1.1.2020-15.9.2020. 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 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 2020, out of a total of 37,460 enterprises<sup>1</sup> employing 10 persons or more, 33,430 enterprises, representing 89.2%, used computers, whereas in 2019 respectively, out of total of 31,740 enterprises, 27,127 enterprises, representing 85.5%, used computers. Computers include personal and portable computers, personal digital assistants (PDAs) and smartphones (Table 1).
- In 2020, out of a total of 37,460 enterprises employing 10 persons or more, with a total turnover of 243.2 billion euro, 5,559 enterprises received orders that were placed via a website or an application or EDI-type messages, representing 14.8% of the total number of enterprises and the corresponding turnover amounted to 10.5 billion euro, representing 4.3% of the total turnover. In 2019 respectively, out of a total of 31,740 enterprises 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 (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).

#### **Information for 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](mailto:a.dafni@statistics.gr)

#### **Information for data provision:**

Tel. +30 213 1352022, 2310, 2308  
Email: [Data.dissem@statistics.gr](mailto:Data.dissem@statistics.gr)

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

**Table 1: Number of enterprises using a computer and employment data, 2020-2019**

	2020	2019	Change % 2020/2019
Total number of enterprises (*)	37,460	31,740	18.0
Number of enterprises that use a computer	33,430	27,127	23.2
Number of enterprises that have their own website	22,514	18,820	19.6
Total number of employees	1,400,482	1,251,101	11.9
Number of employees that use a portable device with access to the internet	287,025	210,684	36.2

**Table 2: E-commerce, 2020-2019**

	2020	2019	Change % 2020/2019
Total number of enterprises (*)	37,460	31,740	18.0
Number of enterprises that received orders for goods or services placed via a website or an application	5,559	3,400	63.5
Number of enterprises that received orders for goods or services placed via EDI-type messages	475	488	-2.6
Total turnover (**)	243,209	265,628	-8.4
Total turnover resulting from orders that were placed via a website or an application or EDI-type messages (**)	10,481	10,200	2.8

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

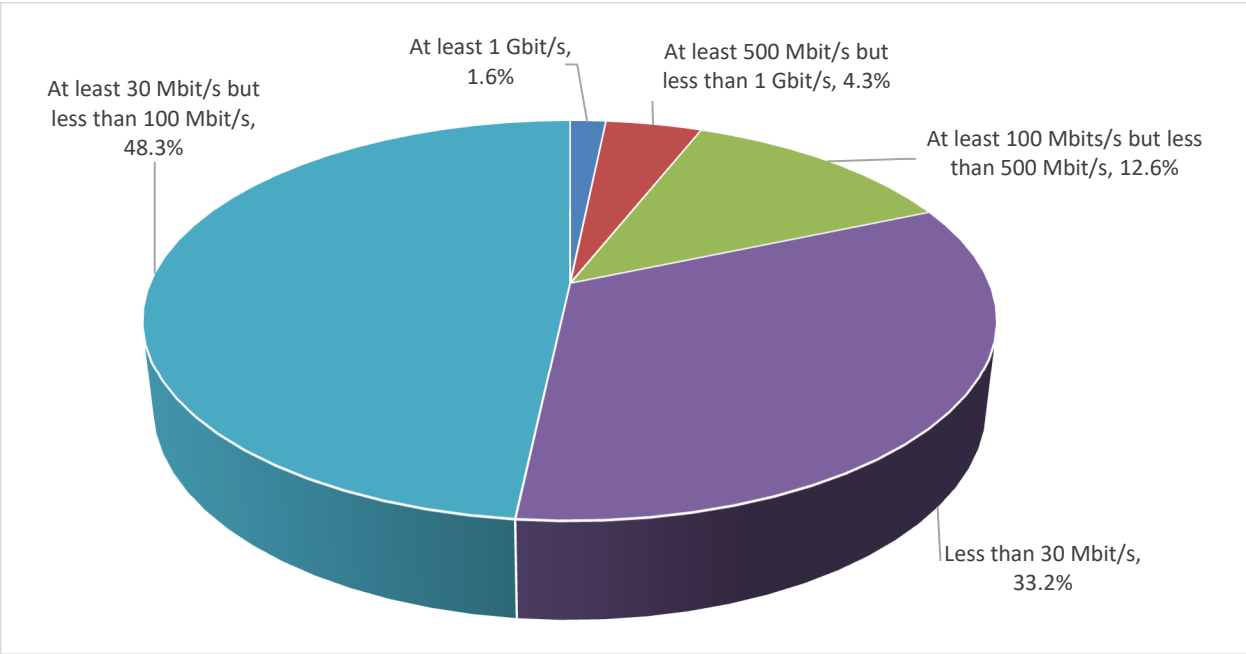
(\*\*) Turnover values are in millions of euro.

“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.

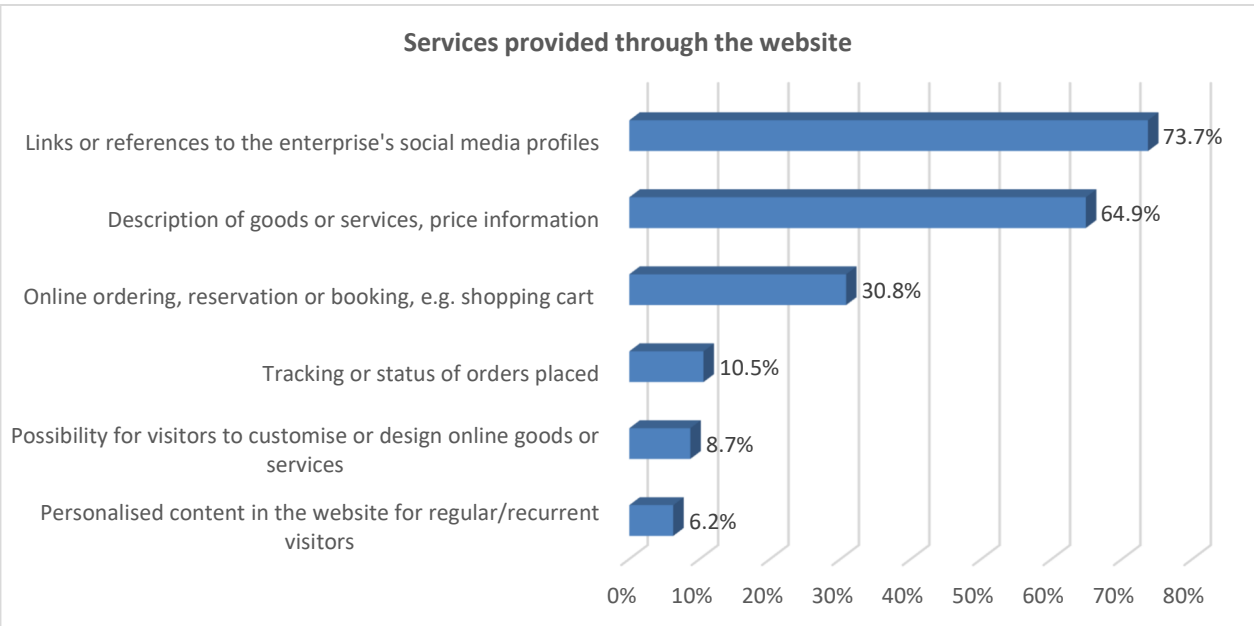
The payment and the delivery of the goods or services do not have to be conducted online.

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, 2020**



**Graph 2: Use of a website, 2020**

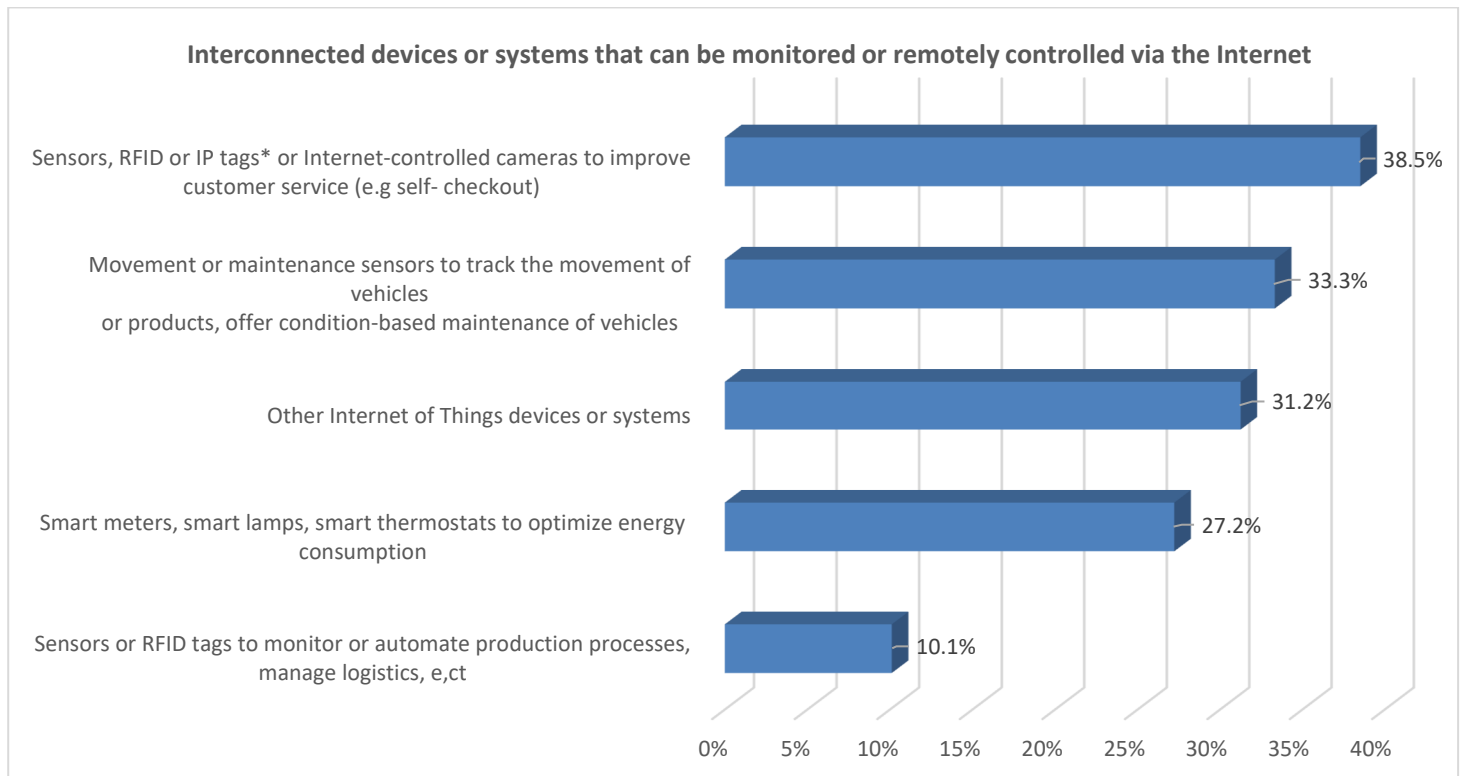


Note: The above-mentioned data were collected through a multiple-choice question.

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 33,430 enterprises that use computers in the year 2020, 4,158 enterprises (12.4%) 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, 2020**



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**

01/01/2020 to 15/09/2020.

### **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

### **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” 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).