

Internet access and use of ICT in enterprises in 2011

In 2011, almost half of all enterprises in the EU27 accessed the internet via mobile broadband

Widespread use of e-government

In the **EU27**, enterprises¹ use the internet for a variety of purposes, among others, to present information on a website, offer online shopping facilities to customers and interact with public authorities². In the **EU27**, 95% of enterprises had access to the internet in January 2011. The share of enterprises having a fixed broadband connection³ to access the internet grew slightly from 84% in 2010 to 87% in 2011. On the other hand, the use of mobile broadband connections³ by enterprises in the **EU27** increased significantly in the same period, from 27% to 47%.

In 2010, the majority of enterprises in the **EU27** used the internet to interact with public authorities (e-government), with 74% of enterprises obtaining information from public authorities' websites and 69% submitting completed forms electronically⁴.

These data come from a report⁵ published by **Eurostat, the statistical office of the European Union**, and form part of the results of a survey conducted at the beginning of 2011 on ICT (Information and Communication Technologies) usage and e-commerce in enterprises in the **EU27** Member States, **Norway** and **Croatia**, with a special focus on internet use to interact with public authorities.

Largest shares of enterprises with mobile broadband connection to the internet in Finland, Sweden and Austria

The level of internet access and fixed broadband internet connections among enterprises in January 2011 was high in nearly all **EU27** Member States. The share of enterprises having mobile broadband connections to the internet grew in all Member States from 2010 to 2011, with the largest increases registered in **Estonia** (from 9% in 2010 to 48% in 2011), **Germany** (from 22% to 57%), **Greece** (from 6% to 38%) and **France** (from 28% to 60%). The highest shares of enterprises with mobile broadband access in 2011 were found in **Finland** (77%), **Sweden** (67%) and **Austria** (65%), and the lowest in **Romania** (15%), **Latvia** (23%) and **Poland** (24%).

Obtaining information from public authorities' websites common among EU enterprises

More than 90% of all enterprises in **Slovakia** (94%), **Lithuania** and **Finland** (both 92%) and **Sweden** (91%) reported that they used the internet to obtain information from public authorities' websites in 2010, while it was less than half of enterprises in **Romania** (47%) and the **Netherlands** (48%). On the other hand, 97% of enterprises in the **Netherlands** reported that they used the internet in 2010 to submit completed forms electronically to public authorities, followed by 93% in **Lithuania** and 87% in **Greece**, **Poland** and **Finland**. In **Italy** and **Romania** (both 39%) and **Cyprus** (40%) it was less common for enterprises to use the internet for the purpose of submitting completed forms electronically.

Less than 20% of EU enterprises have a website offering online ordering

In January 2011, 69% of enterprises in the **EU27** had a website, compared with 62% in 2006. While 17% of enterprises had a website with an online ordering, booking or reservation facility, which is a quarter of all enterprises with a website, the majority of enterprises in the **EU27** had in principle a website for information purposes.

The share of enterprises having a website differs considerably between the Member States. In January 2011, the highest shares of enterprises with a website were registered in the Nordic Member States **Finland** (93% of all enterprises), **Denmark** and **Sweden** (both 89%), and the lowest shares in **Romania** (34%) and **Bulgaria** (45%). In all Member States, the use of the website is mainly to inform and not to offer online ordering. The percentage of enterprises with a website offering an online ordering, booking or reservation facility ranged between 9% in **Cyprus** and **Portugal** and 33% in the **Czech Republic**.

Internet access, fixed and mobile broadband connections by enterprises, January 2011 (% of enterprises)

	Internet access	Fixed broadband connection	Mobile broadband connection	
			2010	2011
EU27	95	87	27	47
Belgium	96	86	29	29
Bulgaria	87	68	9	34
Czech Republic	96	87	18	25
Denmark	98	91	43	47
Germany	97	88	22	57
Estonia	96	90	9	48
Ireland	93	90	36	46
Greece	93	76	6	38
Spain	97	96	35	47
France	96	92	28	60
Italy	94	84	19	47
Cyprus	91	88	11	32
Latvia	92	82	12	23
Lithuania	98	87	20	49
Luxembourg	97	93	20	27
Hungary	89	84	22	38
Malta	95	94	28	41
Netherlands	100	91	28	41
Austria	98	82	46	65
Poland	94	73	21	24
Portugal	95	83	25	39
Romania	79	54	8	15
Slovenia	97	92	31	50
Slovakia	97	76	36	38
Finland	100	96	68	77
Sweden	96	94	55	67
United Kingdom	95	92	36	52
Iceland	:	:	43	:
Norway	97	87	39	53
Croatia	96	80	32	41

: Data not available

Internet and e-government use by enterprises, January 2011
(% of enterprises)

	Internet use		E-government* (interaction with public authorities)	
	Having a website or homepage	Website with online ordering/booking/reservation facility	Obtaining information from public authorities' websites	Submitting completed forms electronically
EU27	69	17	74	69
Belgium	77	14	85	71
Bulgaria	45	11	69	66
Czech Republic	77	33	82	61
Denmark	89	28	87	84
Germany	81	24	63	61
Estonia	73	14	85	80
Ireland	70	23	83	82
Greece	64	14	82	87
Spain	64	10	68	65
France	60	14	86	86
Italy	63	14	65	39
Cyprus	56	9	79	40
Latvia	53	14	82	85
Lithuania	68	21	92	93
Luxembourg	75	15	84	58
Hungary	60	15	83	74
Malta	73	21	85	53
Netherlands	82	27	48	97
Austria	83	18	82	73
Poland	65	12	81	87
Portugal	54	9	83	79
Romania	34	10	47	39
Slovenia	74	12	89	77
Slovakia	76	20	94	74
Finland	93	16	92	87
Sweden	89	27	91	83
United Kingdom	79	22	80	85
Norway	78	29	82	77
Croatia	66	11	72	63

* Data refer to 2010.

1. The survey covered **enterprises** with at least 10 persons employed in manufacturing, electricity, gas and steam, water supply, construction, wholesale and retail trades, repair of motor vehicles and motorcycles, transportation and storage, accommodation and food service activities, information and communication, real estate, professional, scientific and technical activities, administrative and support activities, repair of computers and communication equipment.
2. **Public authorities** refer to both public services and administrative activities, e.g. tax, customs, business registration, social security, public health, environment or commune administration. Public authorities can be at local, regional or national level. The 2011 survey questionnaire on "ICT usage and e-commerce in enterprises" comprised a set of questions specific to the interaction of enterprises with public authorities (e-government). Statistics on e-government are requested in the framework of the Digital Agenda Scoreboard. For more information on the Digital Agenda for Europe see http://ec.europa.eu/information_society/digital-agenda/index_en.htm
3. **Fixed broadband connection** refers to fixed internet connections by which a wide band of frequencies is available to send data, e.g. DSL connection. **Mobile broadband connection** refers to an internet connection which is accessed via high capacity mobile phone networks, e.g. via a portable computer using a 3G modem or 3G handset.
4. **Submitting completed forms electronically** refers e.g. to forms for customs or VAT declarations.
5. **Eurostat**, Statistics in Focus 65/2011 "ICT usage in enterprises 2011". Available free of charge in PDF format on the Eurostat website. The full set of data can be found in the dedicated section: <http://ec.europa.eu/eurostat/ict> under "Data", "Comprehensive databases". Please note that ICT data on the Eurostat website are grouped according to the year in which the survey was conducted.

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