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The survey on ICT usage and e-commerce in enterprises revealed that 97.5 per cent of enterprises (employing 10 or more employees) used the internet during 2020.

ICT usage and e-Commerce in Enterprises: 2020

Internet use by enterprises

During 2020, enterprises across all economic activities and size classes registered high levels of internet use (Table 1).

Just over 60,000 employees used the internet for business purposes, an increase of 10.0 per cent over 2019 levels. Among these, 31,449 employees also accessed the internet via a mobile device provided by their employer (Table 2).

Website use by enterprises

In 2020, 83.2 per cent of enterprises had their own website (Table 3). National levels are six percentage points higher when compared to EU-27 levels (Chart 1). Almost 90 per cent of enterprises operating in real estate, professional, administrative and other service activities reported to have a website. The most common features present in enterprises' websites were the provision of descriptions and price lists of goods and services and links or references to the company's social media profiles (Table 4).

Cloud computing use by enterprises

Cloud computing has been continuously increasing in popularity, with results showing that 1,164 enterprises (52.7 per cent) made use of this on-demand service. The most common forms of cloud computing used by enterprises were e-mail, finance or accounting software applications (Table 5).

E-Commerce sales

National e-commerce sales are five percentage points higher than the EU-27 average (Chart 2). The number of enterprises making sales through e-commerce increased by 2.3 percentage points over 2019 levels (Table 6). In 2020, total turnover generated through e-commerce sales amounted to €2.1 billion, an increase of 6.4 per cent over the sales recorded in 2019 (Chart 3).

During 2020, 79.4 per cent of the total turnover generated via e-commerce web sales was effected via the enterprise's own website or apps (Chart 4).

ICT specialists

In 2020, 29.2 per cent of enterprises employed ICT specialists (Table 7). Larger companies were more likely to employ ICT specialists and in fact among those with 250 or more persons the share was of 72.5 per cent. The number of enterprises providing ICT-related training to its employees has increased by almost 2.0 percentage points over the previous year with the larger companies having a higher prevalence of ICT-related training compared to smaller units (Table 8) ■

Table 1. Enterprises that use the internet by size class and main economic activity

Size class/ Main economic activity	Number		% all enterprises ¹	
	2019	2020	2019	2020
Size class:				
10-49	1,795	1,673	96.7	96.9
50-249	361	400	99.6	99.6
250+	64	80	100.0	100.0
Main economic activity:				
Manufacturing and Energy	312	312	99.5	98.9
Construction	136	136	95.5	96.2
Wholesale and Retail Trade	607	596	98.6	99.4
Accommodation and Food Service Activities, Transport and Communication	622	589	94.6	93.8
Real estate, Professional, Administrative and Other Service Activities	541	520	98.3	99.1
Total	2,219	2,152	97.3	97.5

¹ The total number of enterprises is provided in Table M1 in the methodological notes.

Notes:

1. Totals may not add up due to rounding.
2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 2. Number of employees accessing the internet by size class and main economic activity

Size class/ Main economic activity	Number		Average number of employees	
	2019	2020	2019	2020
	Employees using the Internet			
Size class:				
10-49	21,023	19,594	12	12
50-249	18,848	21,774	52	54
250+	14,834	18,812	233	235
Main economic activity:				
Manufacturing and Energy	7,719	9,014	25	29
Construction	2,252	2,484	17	18
Wholesale and Retail Trade	11,955	12,272	20	21
Accommodation and Food Service Activities, Transport and Communication	15,936	18,646	26	32
Real estate, Professional, Administrative and Other Service Activities	16,843	17,765	31	34
Total	54,705	60,180	25	28
	Employees using internet via a mobile device			
Size class:				
10-49	11,672	11,322	7	7
50-249	9,058	10,869	25	27
250+	7,788	9,258	123	116
Main economic activity:				
Manufacturing and Energy	3,505	3,905	11	13
Construction	1,443	1,524	11	11
Wholesale and Retail Trade	5,865	6,111	10	10
Accommodation and Food Service Activities, Transport and Communication	9,977	11,192	16	19
Real estate, Professional, Administrative and Other Service Activities	7,728	8,717	14	17
Total	28,519	31,449	13	15

Notes:

1. Mobile internet is accessed via a device provided by the enterprise.
2. Totals may not add up due to rounding.
3. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

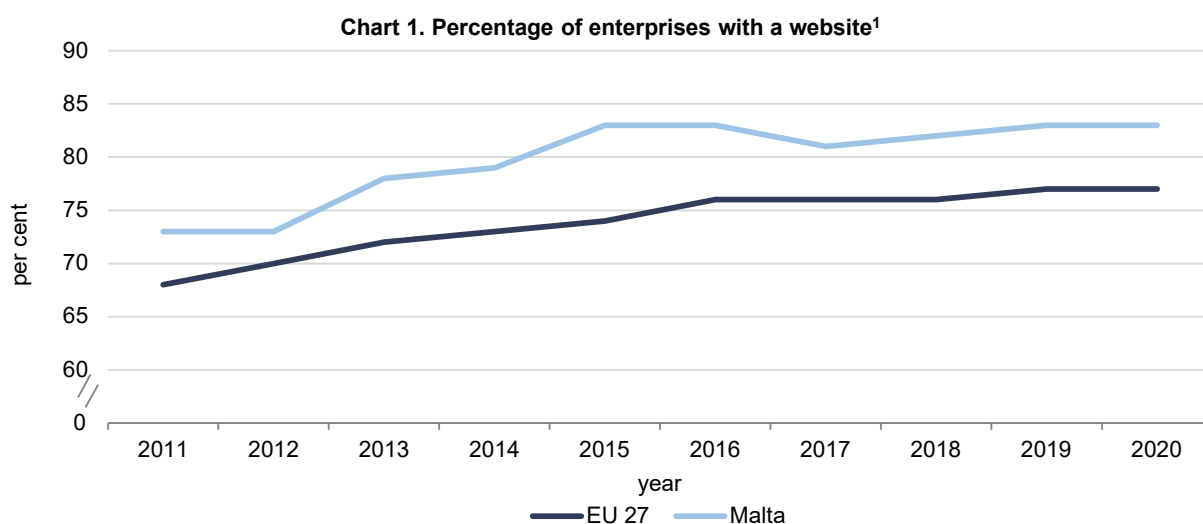
Table 3. Enterprises that have a website by size class and main economic activity

Size class/ Main economic activity	Number		% all enterprises ¹	
	2019	2020	2019	2020
Size class:				
10-49	1,489	1,391	80.2	80.6
50-249	339	374	93.5	93.1
250+	60	72	93.6	90.0
Main economic activity:				
Manufacturing and Energy	265	249	84.5	78.8
Construction	109	106	76.7	74.8
Wholesale and Retail Trade	494	503	80.2	83.9
Accommodation and Food Service Activities, Transport and Communication	535	521	81.3	83.0
Real estate, Professional, Administrative and Other Service Activities	483	459	87.7	87.4
Total	1,887	1,837	82.7	83.2

¹ The total number of enterprises is provided in Table M1 in the methodological notes.

Notes:

1. Totals may not add up due to rounding.
2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.



¹ The total number of enterprises having a website is given in Table 3.

Table 4. Features offered on the enterprises' website

Website features	Number ¹		% enterprises having a website ²	
	2019	2020	2019	2020
Description of goods or services, price lists	1,821	1,699	96.5	92.5
Online ordering or reservation or booking	780	746	41.3	40.6
Possibility for visitors to customise or design online goods or services	308	315	16.3	17.2
Tracking or status of orders placed	335	346	17.8	18.8
Personalised content in the website for regular/recurrent visitors	509	504	27.0	27.5
Links or references to the enterprise's social media profiles	1,455	1,423	77.1	77.5

¹ Enterprises may have more than one website feature. Thus figures are not mutually exclusive.

² The total number of enterprises having a website is given in Table 3.

Table 5. Enterprises' use of cloud computing by size class and main economic activity: 2020

Size class/ Main economic activity	Cloud Computing Users	Types of cloud computing used ¹						
		a) E-mail	b) Office software (e.g. word processors, spreadsheets, etc.)	c) Hosting the enterprise's database(s)	d) Storage of files	e) Finance or accounting software applications	f) Customer Relationship Management (CRM) software	g) Computing power to run software used by the enterprise
Size class:								
10-49	830	714	606	435	353	673	248	280
50-249	278	237	213	124	111	211	90	83
250+	56	51	48	32	32	46	24	28
Main economic activity:								
Manufacturing and Energy	151	126	106	43	42	115	18	30
Construction	54	46	36	27	26	45	7 ^u	9 ^u
Wholesale and Retail Trade	286	241	218	134	104	225	75	88
Accommodation and Food Service Activities, Transport and Communication	334	290	255	180	159	267	123	128
Real estate, Professional, Administrative and Other Service Activities	338	299	250	208	167	279	139	136
Total	1,164	1,003	866	590	497	931	362	391

¹ Enterprises may have selected more than one reason. Thus figures are not mutually exclusive.

^u Under-represented

Notes:

1. Totals may not add up due to rounding.

2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 6. Enterprises conducting sales through e-commerce by size class and main economic activity

Size class/ Main economic activity	Number ¹		% all enterprises ²	
	2019	2020	2019	2020
Size class:				
10-49	396	401	21.3	23.2
50-249	125	143	34.6	35.6
250+	24	34	38.2	41.9
Main economic activity:				
Manufacturing and Energy	53	49	17.0	15.4
Construction	10 ^u	9 ^u	7.1 ^u	6.3 ^u
Wholesale and Retail Trade	147	161	23.8	26.9
Accommodation and Food Service Activities, Transport and Communication	221	240	33.5	38.2
Real estate, Professional, Administrative and Other Service Activities	115	119	20.8	22.7
Total	545	578	23.9	26.2

¹ Includes both web and EDI-type sales. Refer to methodological note 6 for more information.

² The total number of enterprises is provided in Table M1 in the methodological notes.

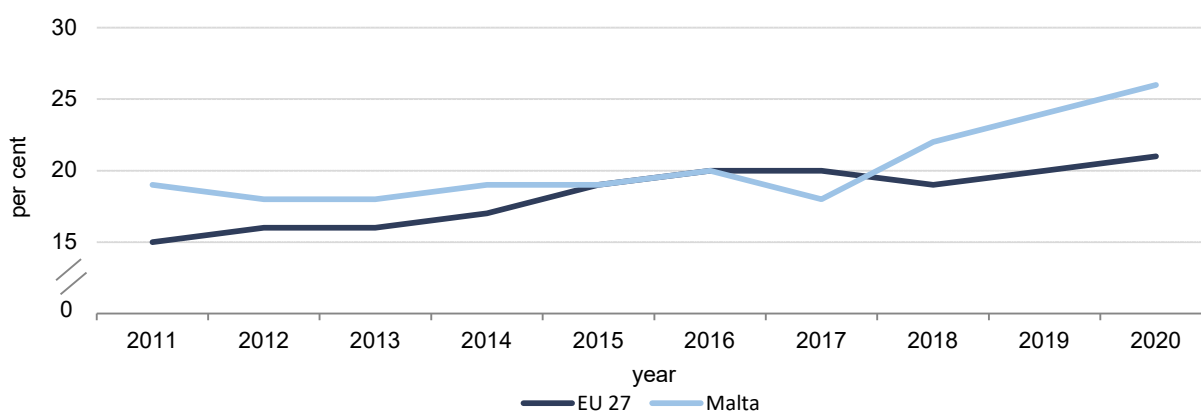
^u Under-represented

Notes:

1. Totals may not add up due to rounding.

2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

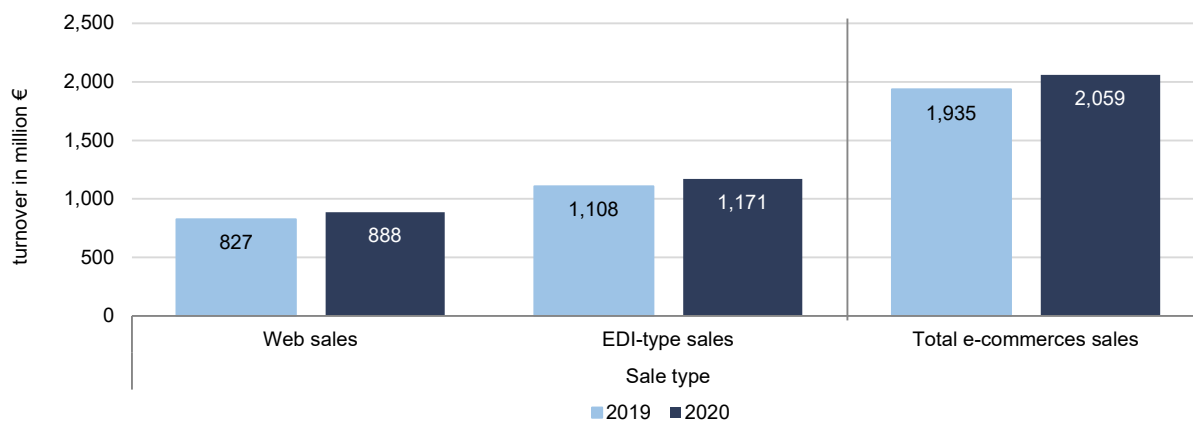
Chart 2. Percentage of enterprises conducting sales through e-commerce¹



¹ Total number of enterprises performing e-commerce sales is given in Table 6.

Note: Refer to methodological note 6 for more information on different e-commerce types.

Chart 3. Turnover generated from e-commerce sales¹



¹ Total number of enterprises performing e-commerce sales is given in Table 6.

Note: Refer to methodological note 6 for more information on different e-commerce types.

Chart 4. Turnover generated via e-commerce web sales by platform: 2020

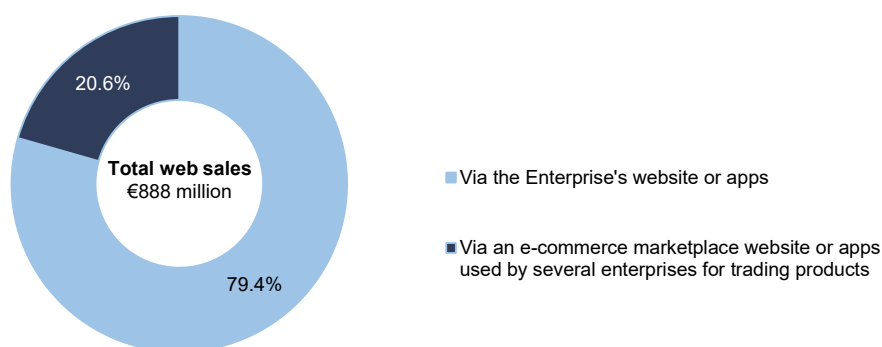


Table 7. Enterprises employing ICT specialists by size class and main economic activity

Size class/ Main economic activity	Number		% all enterprises ¹	
	2019	2020	2019	2020
Size class:				
10-49	397	387	21.4	22.4
50-249	179	199	49.4	49.7
250+	47	58	74.4	72.5
Main economic activity:				
Manufacturing and Energy	75	85	24.0	26.8
Construction	14 ^u	14 ^u	10.1 ^u	9.8 ^u
Wholesale and Retail Trade	139	153	22.5	25.6
Accommodation and Food Service Activities, Transport and Communication	213	204	32.3	32.6
Real estate, Professional, Administrative and Other Service Activities	182	188	33.0	35.9
Total	623	645	27.3	29.2

¹ The total number of enterprises is provided in Table M1 in the methodological notes.

^u Under-represented

Notes:

1. Totals may not add up due to rounding.

2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 8. Enterprises that provide ICT-related training to employees by size class and main economic activity

Size class/ Main economic activity	Number		% all enterprises ¹	
	2019	2020	2019	2020
Size class:				
10-49	403	397	21.7	23.0
50-249	157	178	43.4	44.3
250+	39	49	61.4	61.5
Main economic activity:				
Manufacturing and Energy	79	69	25.2	21.9
Construction	17 ^u	13 ^u	12.0 ^u	9.0 ^u
Wholesale and Retail Trade	153	159	24.9	26.5
Accommodation and Food Service Activities, Transport and Communication	185	204	28.0	32.6
Real estate, Professional, Administrative and Other Service Activities	165	179	29.9	34.1
Total	599	624	26.3	28.2

¹ The total number of enterprises is provided in Table M1 in the methodological notes.

^u Under-represented

Notes:

1. Totals may not add up due to rounding.

2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Methodological Notes

1. The survey on ICT usage and e-commerce in enterprises is conducted by the National Statistics Office (NSO) on an annual basis, under European Regulation (EC) No. 808/2004. The survey covers enterprises employing 10 or more employees (including employees on both full-time and part-time basis and excluding apprentices and interns) from selected economic sectors. This survey studies various aspects of the Maltese digital economy and society, focusing on the use of information and communication technologies (ICTs) by enterprises.
2. For the purpose of this news release, a census of enterprises employing a minimum of 10 employees (full-time and part-time) was undertaken. The register of businesses maintained by NSO was used as the sampling frame for this survey.
3. The enterprise, as defined in the Council Regulation (EC) No 696/93 of 15 March 1993 is *"The smallest combination of legal units that is an organizational unit producing goods or services, which benefits from a certain degree of autonomy in decision-making, especially for the allocation of its current resources. An enterprise carries out one or more activities at one or more locations. An enterprise may be a sole legal unit."* Economic Activity is based on the enterprises' main activity.
4. Enterprises were divided into strata depending on their size class and economic activity, in line with NACE Rev. 2 Classification.

Table M1. Size Class and Main Economic Activity

		Total number of enterprises	
		2019	2020
Size class			
	10-49 employees	1,856	1,727
	50-249 employees	362	401
	250+ employees	64	80
Total		2,281	2,208
Nace Rev. 2	Main economic activity (full description of sections)		
C, D and E	Manufacturing; Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	314	316
F	Construction	142	141
G	Wholesale and retail trade; repair of motor vehicles and motorcycles	616	599
H, I and J	Transportation and storage; Accommodation and food service activities; Information and communication	658	627
L, M, N and S	Real estate activities; Professional, scientific and technical activities; Administrative and support service activities; Other service activities	551	525
Total		2,281	2,208

5. An overall response rate of 67.4 per cent was achieved. Some questionnaires were returned to the Office with some incomplete data, resulting in item non-response. These were then imputed using appropriate statistical methods. Furthermore, various non-sampling errors could have occurred, primarily related to the respondent and/or errors during processing. While every effort was made to minimise such occurrences, these are known to be present and remain impossible to quantify precisely.

6. Definitions:

e-Commerce is the sales of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving orders. Two types of e-commerce are identified in this news release:

- a) **Web sales** are sales made via an online store (web shop), or via web forms on a website, or extranet, or via web applications.
- b) **EDI-type sales** are sales made via EDI-type messages (EDI: Electronic Data Interchange) meaning:
 - in an agreed or standard format suitable for automated processing (e.g. EDIFACT, XML, etc.); and
 - without the individual message being typed manually.

ICT specialists refers to employees for whom ICT is their main job. Tasks include development, operating or maintaining ICT systems or applications.

7. More information relating to this news release may be accessed at:

Sources and Methods:

https://nso.gov.mt/en/nso/Sources_and_Methods/Unit_C4/Education_and_Information_Society_Statistics/Pages/ICT-Usage-by-Enterprises.aspx

Statistical Concepts: <https://metadata.nso.gov.mt/>

8. References to this News Release are to be cited appropriately.

9. A detailed news release calendar is available on:

https://nso.gov.mt/en/News_Releases/Release_Calendar/Pages/News-Release-Calendar.aspx

European statistics comparable to data in this News Release are available at:

[EUROSTAT Website/Homepage/Statistics Database](https://ec.europa.eu/eurostat/tgm/table.do?tab=table&init=1&language=en&code=sdg_8_8_1)

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