

### Information and communication technologies usage and eCommerce in enterprises 2009

Data on ICT usage in enterprises survey show the widely use of Internet by the business. The growth rate observed for the period 2004 – 2009 is 22.1 percentage points and in 2009 reaches 83.9%. Broadband penetration is increasing faster during the last 6 years (41.2%) and 69.6% of the enterprises have broadband connection to the Internet during 2009.

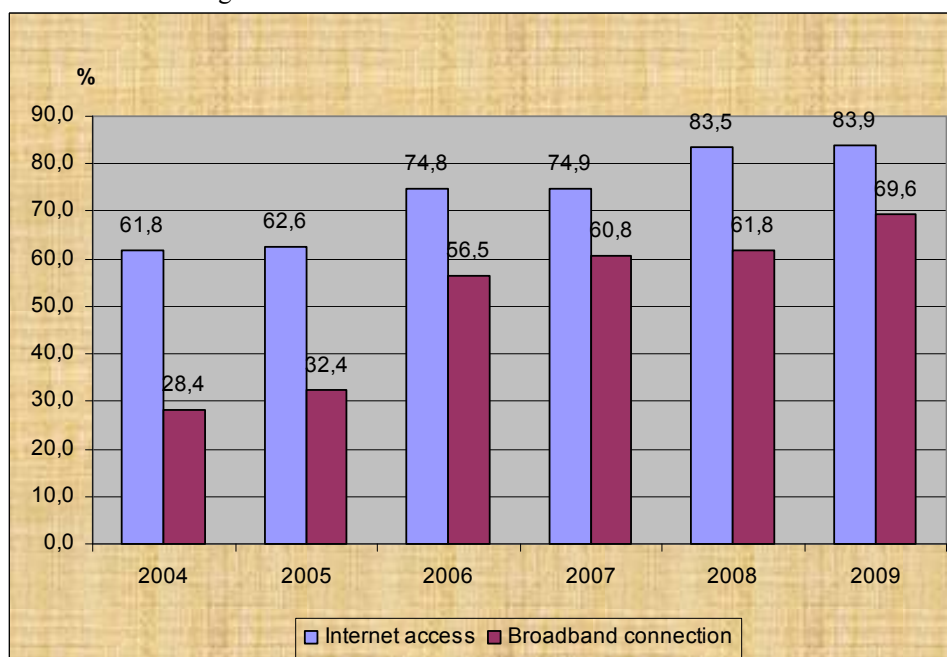


Fig.1 Share of enterprises using Internet and broadband

The share of enterprises having website or webpage is increasing lightly and in 2009 reaches 42.5 percentage points. An internal communications network using Internet protocol allowing communications within the enterprise is used by 40.1% of the respondents in 2009. Extranet is widespread in large enterprises with 250 or more employed persons and 36.6% of them have that kind of network.

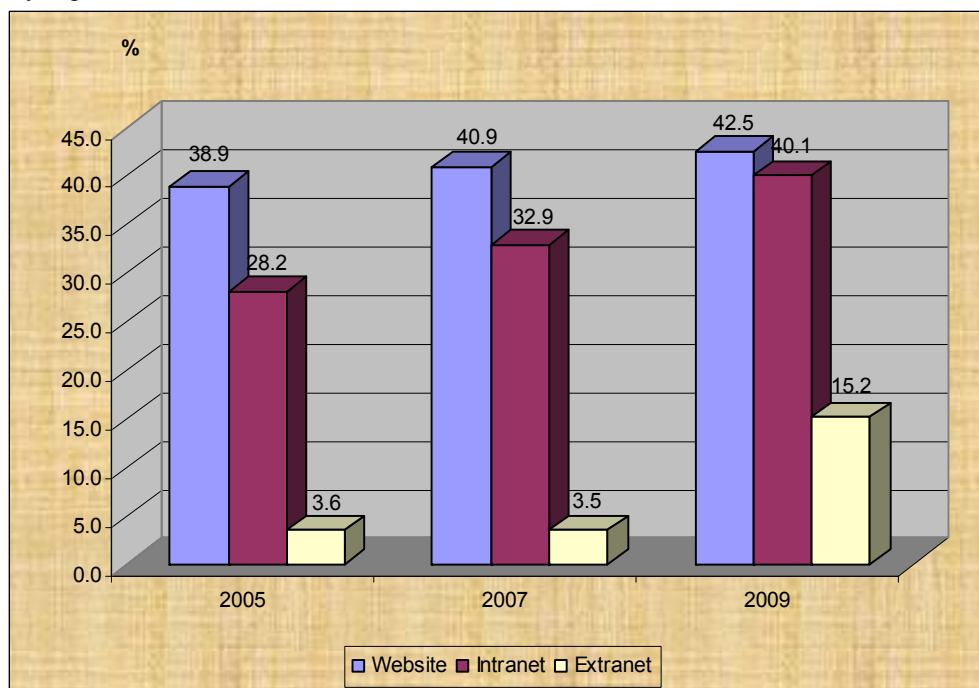


Fig.2 Share of enterprises having website, Intranet and/or Extranet

e-Government offers large assortment of services for the citizens and business and 60.0% of the enterprises took advantage of the global network facilities in order to obtain information, download or send filled in forms to

public authorities during 2009. The most active were largest enterprises with 250 or more employees and 88.9% of them used e-Government during 2009.

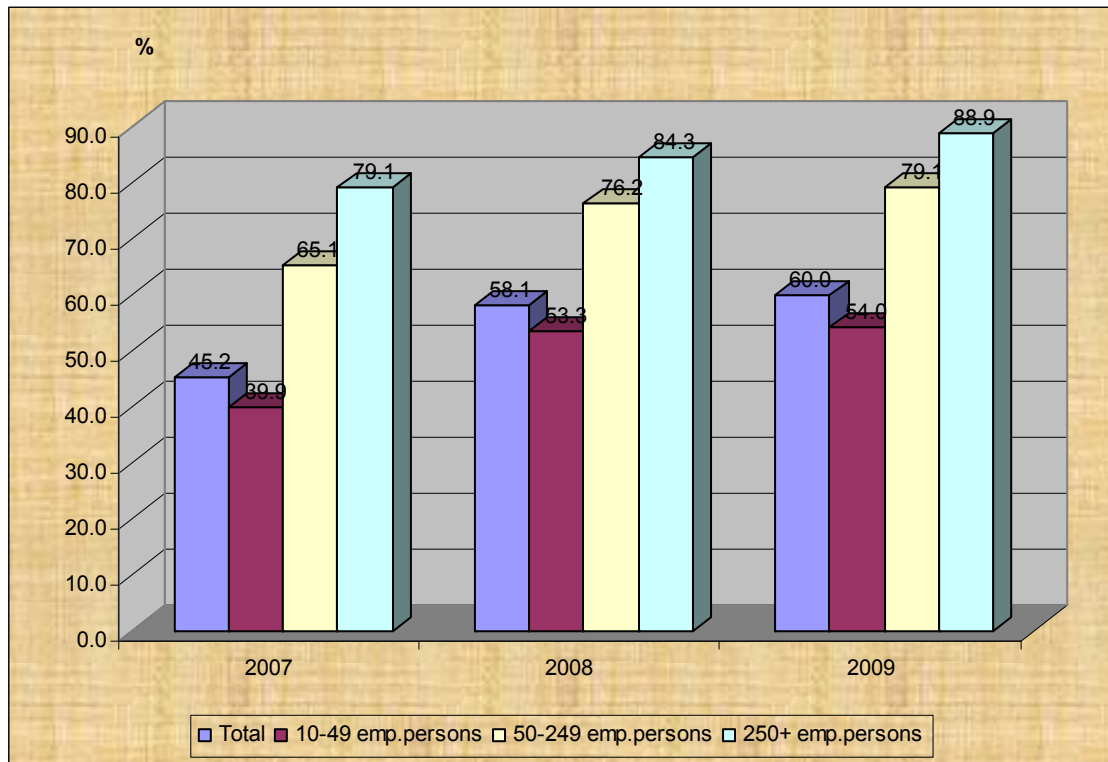


Fig.3 Share of enterprises used eGovernment

The number of Bulgarian companies that sell goods and services via Internet increased twice during the last 2 years and during 2009 the share of enterprises with Internet access that receive orders in the network reached 4.2%. Nevertheless e-commerce in enterprises is still underdeveloped and Bulgaria ranks on the last positions among EU27 countries in online markets of purchases in 2009 (8.3%). As most serious barriers to electronic sales the respondents indicate security concerns, related with payment, technical problems, and low demand of the customers.

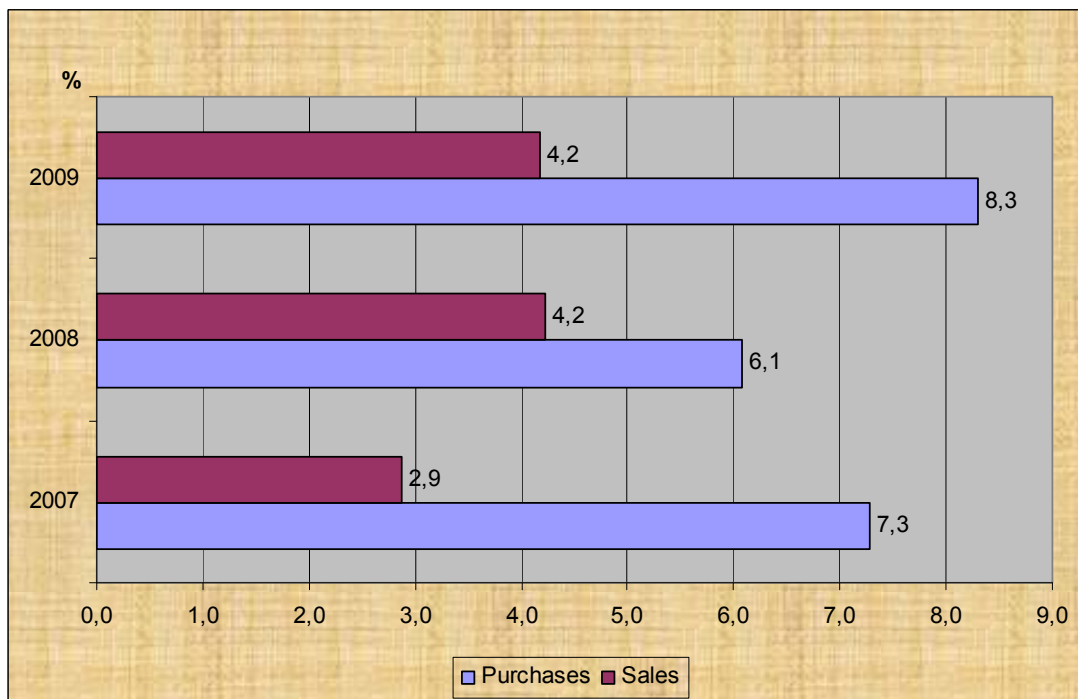


Fig.4 Share of enterprises, that sell and purchase goods and services via Internet of the enterprises with Internet connection