



### ICT usage and e-commerce in enterprises survey' results

The results from the survey carried out in 2010 covers for consecutive time the growth tendency in ICT usage and e-commerce in enterprises. Almost the total number of the largest enterprises (250+ employees) have an Internet access in 2010 (99%) and 88% of them having a broadband connection. The average annual growth rate of the enterprises with Internet access for the period 2006 – 2010 is 2.5%.

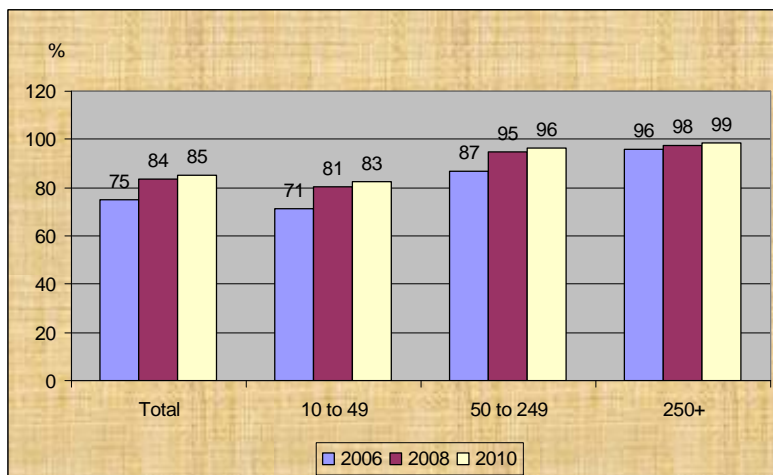


Fig.1 Share of enterprises having an Internet access, by number of employees

The share of the employees using computers in their work in sector “Financial and ensuring activities” is largest of 89.0% and right after them is ranking the ICT sector with 74.4%. The share of the employees which duties includes usage of computer is smallest in the “Construction” sector (12.8%).

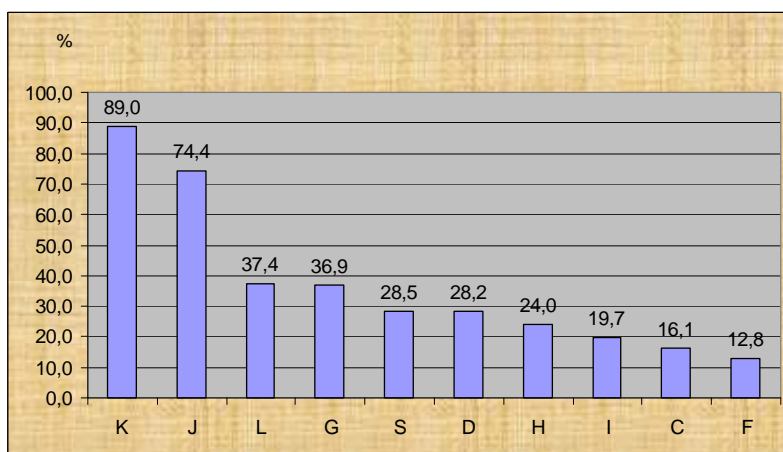


Fig.2 Share of employees who are using computers in their work, distributed by NACE rev.2 activities in 2010  
(1 – see the footnote at the last page)

The share of enterprises having their own web site or webpage has been increased of 3% within a year and it's reached 44% for the total number of enterprises in 2010. The largest companies with 250+ employees indicates growth of 5% as of 2009 and 76% of them report that maintain website or Internet page in order to develop their business as well in the net in 2010.

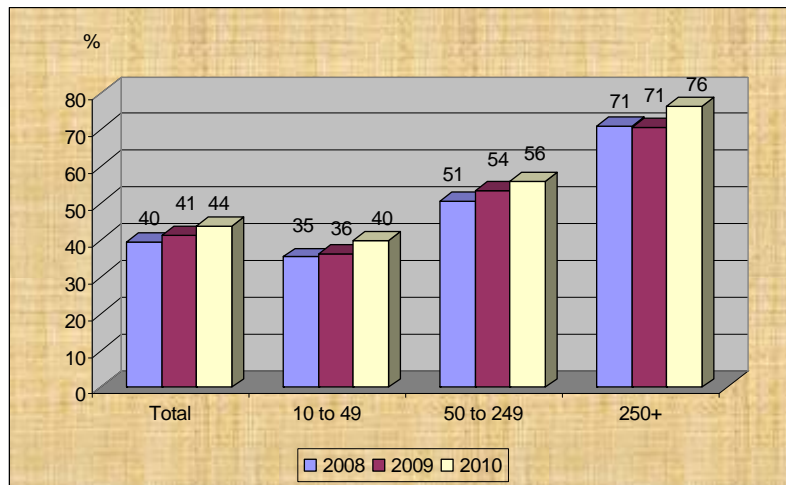


Fig.3 Share of enterprises having their own website or webpage, by number of employees

E-signature is contemporary cryptograph document that guarantees the security in using the software distribution, finance transactions and anywhere we exchange information in electronic way. Using the e-signature we save time and money and identify ourselves at important authorities in case of information exchange. E-signature is used by 48% of the enterprises in the country and the tendency is to be wider applied in the future among the business and society. The average annual growth rate of the e-signature usage for the period 2004 – 2010 is 7.2%.

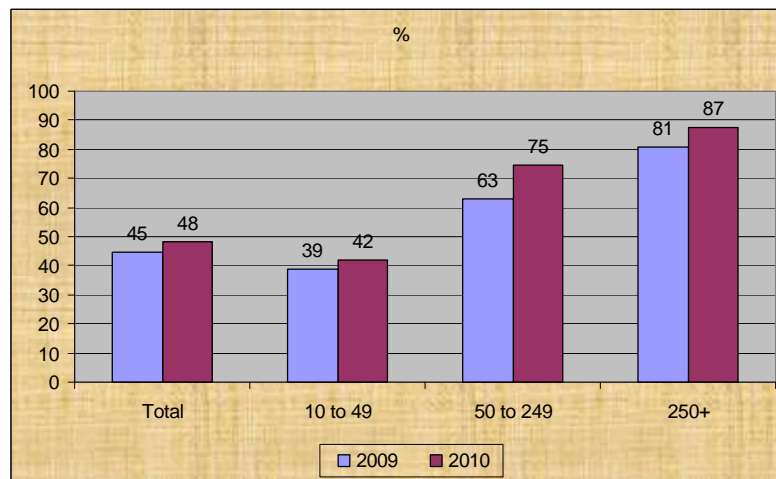


Fig.4 Share of enterprises using e-signature, by number of employees

The share of enterprises using e-Government services to obtain information from the public authorities is the largest (70%) and 66% obtaining different kind of forms (tax, statistical forms etc.). More and more enterprises sending filled in forms (62%) and 52% of the companies treat an administrative procedure completely electronically without the need for additional paper work, e.g. registration, declaration, authorization request etc, making the payment online.

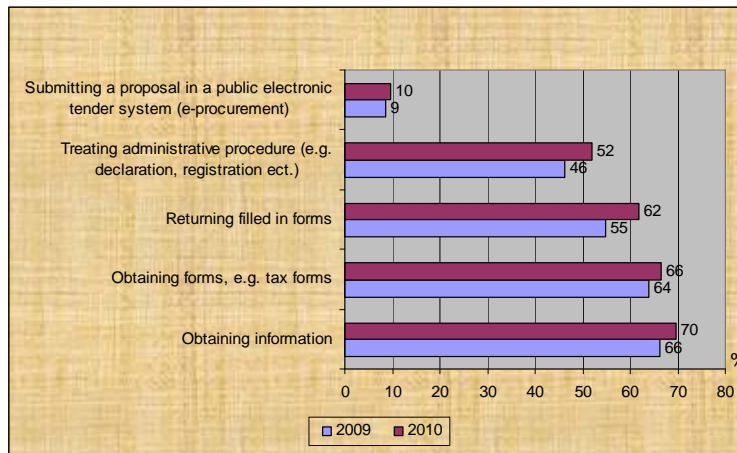


Fig.5 Share of enterprises using e-Government services

E-commerce ensures speed and convenience to the customers, save time and offers lower prices directly from the producer or the dealer without intermediation. The share of the enterprises placed orders via computer networks is 8% in 2010, excluding manually typed e-mails. Half as much are the companies which received orders via computer networks in 2010 (4%).

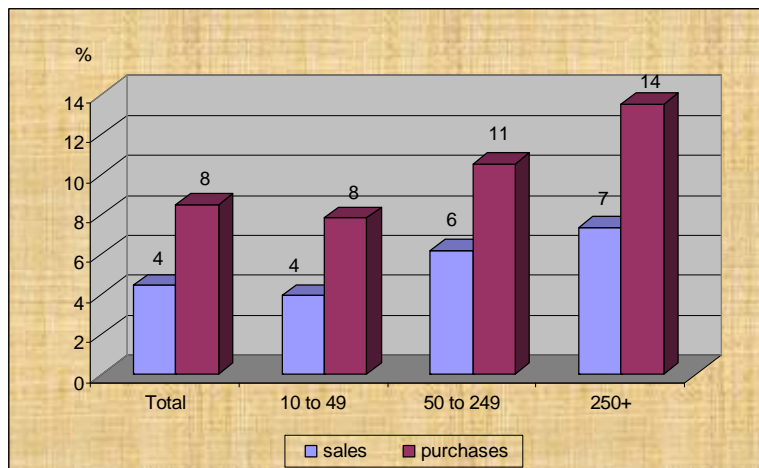


Fig.6 E-commerce in enterprises in 2010, by number of employees

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<sup>i</sup> K - FINANCIAL AND INSURANCE ACTIVITIES; J - INFORMATION AND COMMUNICATION; L - REAL ESTATE ACTIVITIES; G - WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES; S - OTHER SERVICE ACTIVITIES; D - ELECTRICITY, GAS, STEAM AND AIR CONDITIONING SUPPLY; H - TRANSPORTATION AND STORAGE; I - ACCOMMODATION AND FOOD SERVICE ACTIVITIES; C - MANUFACTURING; F - CONSTRUCTION.