



# Internet usage in enterprises with 10 or more persons employed, Slovenia, 1st quarter 2008

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*In the first quarter of 2008, 97% of enterprises with 10 or more persons employed had Internet access. 88% of enterprises used e-Government services.*

## Equipment of the enterprises with information-communication technology (ICT)

In the first quarter of 2008, 82% of enterprises with 10 or more persons employed used LAN (wire and wireless). The share of enterprises which used wireless LAN increased by 6 percentage points to 32%. 30% of enterprises used intranet (internal homepage), which is 2 percentage points more than in the same period of 2007.

The enterprises used intranet in the first quarter of 2008 for sharing: manuals, guides or training material (21%); working documents (20%); internal company newsletters or daily news and general policy or strategy of the enterprise (18%).

The usage of intranet in enterprises depends on the activity and the size of the enterprise (number of persons employed). The intranet usage was highest in large enterprises (250 and more persons employed) with 74%, followed by medium-sized enterprises (50-249 persons employed) with 40% and small enterprises (10-49 persons employed) with 26%.

As regards to activity, the intranet usage was with more than two thirds of enterprises the highest in the activity 'Computer and related activities' and the lowest with 18% in the activities 'Construction' and 'Hotels and restaurants'.

15% of enterprises used third party free or open source operating systems that enable insight into the source code and the possibility to modify it. The share increased by 2 percentage points in comparison with the same period of 2007. The usage is the highest in large enterprises with 51% (growth by 14 percentage points), while the share in small enterprises remained with 11% unchanged in comparison with the same period of 2007.

## The structure and the usage of the Internet

In the first quarter of 2008, 97% of enterprises with 10 or more persons employed had Internet access, which represents 1 percentage point increase after the stagnation in the last three years. There are significant changes in the structure of Internet access. The share of enterprises access to Internet via broadband connections increased by 5 percentage points reaching 84%. 73% of enterprises accessed the Internet via DSL (increase by 3 percentage points in comparison with the same period of 2007); access to the Internet via other fixed broadband connections (cable, leased lines) remained with 18% unchanged in comparison with the same period of 2007. Regarding the size of the enterprise, the share of Internet access via DSL was the largest with 80% in the medium-sized enterprises. Other fixed broadband connections for accessing the Internet are most frequently used by large enterprises with 60%. Narrowband access to the Internet was used by 12% of enterprises with 10 or more persons employed. 5% accessed the Internet via modem (2 percentage points less than in the same period of 2007) and 20% used ISDN (1 percentage point less than in the same period of 2007).

The share of mobile connection is increasing. In comparison with the same period of 2007 the share increased to 20%, growth by 7 percentage points.

92% of enterprises with 10 or more persons employed used the Internet for conducting banking and financial services and 41% for training and education of their employees.

The share of enterprises that use e-Government services is increasing. In comparison with 2006 the share increased by 5 percentage points to 88% in 2007. The biggest increase of the usage of e-

Government services was perceived in small enterprises; by 6 percentage points to 86%. The enterprises used e-Government services for: obtaining information (85%); obtaining forms (82%); returning filled in forms (69%). In comparison with 2006 the share of enterprises that use e-Government services for treating an administrative procedure completely electronically increased by 12 percentage points and reached 60%.

The growth of the number of enterprises with website

In the first quarter of 2008, 71% of enterprises with 10 or more persons employed had a website, 4 percentage points more than in the same period of 2007. Regarding the size of the enterprise (number of persons employed), the share of enterprises increased the most in small enterprises; by 6 percentage points to 67% in comparison with the same period of 2007.

The content and the presentation of the enterprises on the websites are also changing. 42% of enterprises provided to the visitors access to product catalogues or price lists, 18% of enterprises published open job positions on their websites, 9% of enterprises enabled online ordering on their website and 2% of enterprises also online payment.

The content of the website also depends on the size of the enterprise. 18% of large enterprises enabled online ordering and 9% of medium-sized and small enterprises. The percentage of enterprise that made online payment possible is also the highest in the large enterprises with 5% in comparison to a 2% share in small and medium-sized enterprises.

E-Business

In 2007, 11% of enterprises received orders via computer networks (via websites and EDI-Electronic Data Interchange). The value of orders received via computer networks represented 8% of total turnover of the enterprises (excluding VAT) with 10 or more persons employed. 6% of enterprises sold their products and/or services via websites, one percentage point less than in 2006. 26% of enterprises ordered goods and/or services via websites in 2007, 3 percentage points more than in 2006.

The usage of automated data exchange

Automated data exchange was used by 40% of enterprises in the first quarter of 2008. The highest percentage of usage was with 72% between large enterprises.

21% of enterprises received orders via automated data exchange, and 18% sent orders to their suppliers. For sending e-invoices, 4% of enterprises used automated data exchange (the same as in the same period of 2007); 7% of enterprises received e-invoices (increase by one percentage point in comparison with the same period of 2007). 18% of enterprises sent payment instructions to financial institutions via automated data exchange and 29% sent/received data to/from public authorities.

The reasons why enterprises do not use the automated data exchange: 20% lack of interest; 18% lack of appropriate software and 14% of enterprises do not use automated data exchange because the return of the investment is too low and the lack of in-house expertise. The problem of lack of in-house expertise (15%) and lack of appropriate software (19%) is the highest in small enterprises.

27% of enterprises used electronic sharing of information on the supply chain management. 17% of enterprises electronically shared with their suppliers information on inventory levels, production plans or demand forecast and 19% of enterprises on progress of deliveries.

With its customers 13% enterprises shared electronically information on inventory levels, production plans or demand forecasts and 16% of enterprises on progress of deliveries. 19% of enterprises used websites and 8% automated data exchange to electronically share information.

Perceived benefits of the implementation of ICT projects in the last two years

11% of enterprises estimated that the implementation of ICT projects in the last two years (e.g. new/updated website; new intranet site) significantly caused improvements regarding the reorganisation and simplification of work routine. 6% of enterprises answered that implementation of ICT projects in the last two years significantly influenced the release of resources (financial, labour). For 5% of enterprises the implementation of ICT projects had significant influence on development of new products and services. And 4% of enterprises answered that the implementation of ICT projects had significant influence on higher earnings.

High percentage of equipment of enterprises of the financial sector (activity monetary intermediation and insurance) with ICT

The access to the Internet was 100% in the financial sector which is the same as in the same period of 2007. The most frequently used access to the Internet in the financial sector is via other fixed broadband connections (cable, leased lines) with 85%.

The usage of e-Government services was 100% in 2007, 79% of enterprises of the financial sector used e-Government for treating an administrative procedure completely electronically.

In comparison with the same period of 2007 the usage of third party free or open source operating systems increased by 5 percentage points reaching 48%. With 73% the usage of automated data exchange was 33 percentage points higher in comparison with the enterprises in other activities.

35% of enterprises in the financial sector estimated that the implementation of ICT projects in the

last two years (e.g. new/updated website; new intranet site) significantly influenced the reorganisation and simplification of work routine and the development of new products and services. 12% of enterprises answered that the implementation of ICT projects significantly influenced the release of resources (financial, labour) and higher earnings for the enterprises.

#### Internet usage in enterprises with 10 or more persons employed, 1<sup>st</sup> quarter 2005 - 1<sup>st</sup> quarter 2008

	1 <sup>st</sup> quarter 2005	1 <sup>st</sup> quarter 2006	1 <sup>st</sup> quarter 2007	1 <sup>st</sup> quarter 2008
	share (%)	share (%)	share (%)	share (%)
Internet access <sup>1)</sup>	96	96	96	97
Narrowband connection (modem, ISDN) <sup>2)</sup>	21	20	17	12
Broadband connection (DSL, cable, optical)	74	75	79	84
Modem	15	10	7	5
ISDN	27	22	21	20
xDSL	65	65	70	73
Other broadband connections (e.g. cable, leased line)	14	13	18	18
Website	59	62	67	71

1) Enterprises can use different types of Internet connection.

2) Enterprises with narrowband connections only.

Wireless connection not included in shares of narrowband and broadband connection.

#### E-government usage in enterprises with 10 or more persons employed, 1<sup>st</sup> quarter 2005 - 1<sup>st</sup> quarter 2008

	1 <sup>st</sup> quarter 2005	1 <sup>st</sup> quarter 2006	1 <sup>st</sup> quarter 2007	1 <sup>st</sup> quarter 2008
	share (%)	share (%)	share (%)	share (%)
E-government usage	72	75	83	88
Obtaining information	69	71	78	85
Obtaining forms (e.g. tax forms)	61	65	76	82
Returning filled in forms	45	49	61	69
E-services usage (e.g. e-reporting of VAT)	35	37	48	60

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