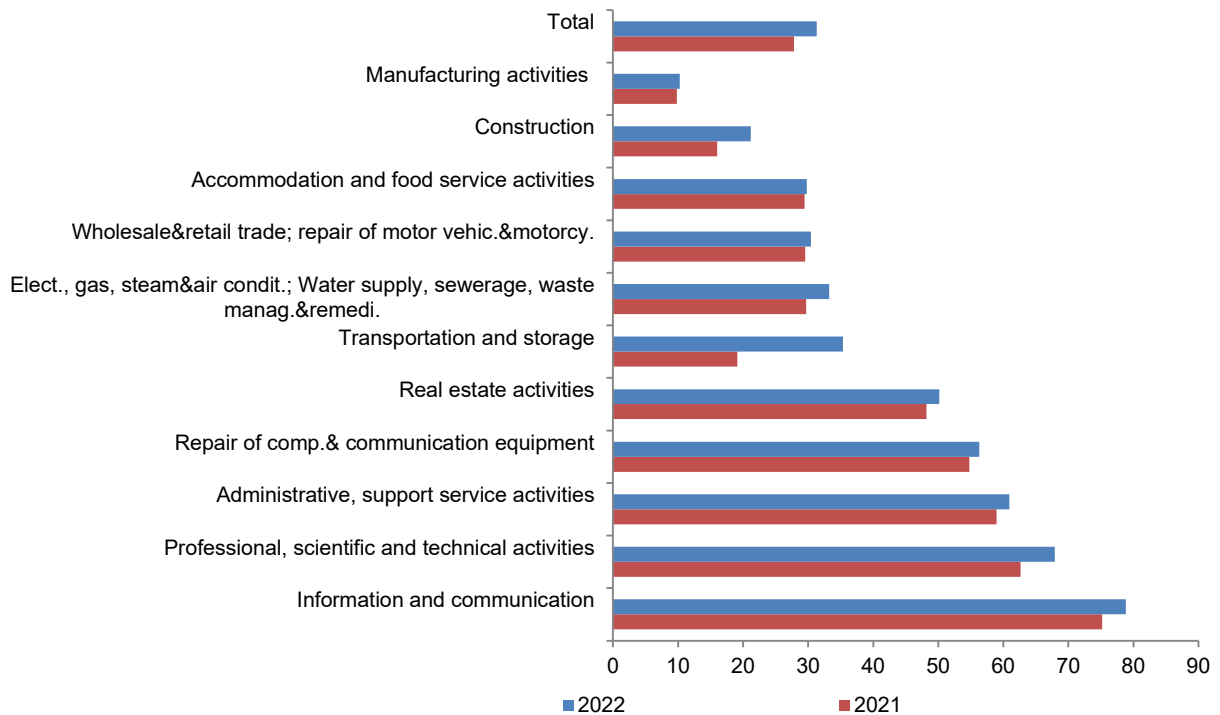


# Usage of Information and Communication Technologies in Enterprises, 2022

**Tirana, 29 September 2022:** Enterprises that used the computer for work purposes, during 2022, represent 99.0 % of enterprises with 10 or more employed, from 98.5 % in 2021.

The share of employees using the computer for work purposes is 31.3 % from 27.8 % that was in 2021. Computers are used to a greater extent by employees of enterprises that perform in information and communication sectors by 78.9 %, followed by professional, scientific and technical activities with 67.9 % and administrative and support service activities by 60.9 %.

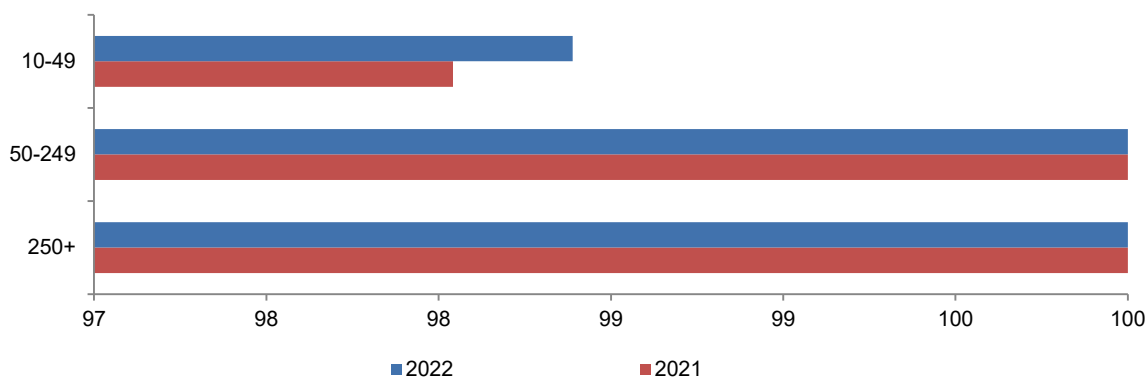
**Fig.1 Share of employees using computers at their work, by economic activity (%), 2022**



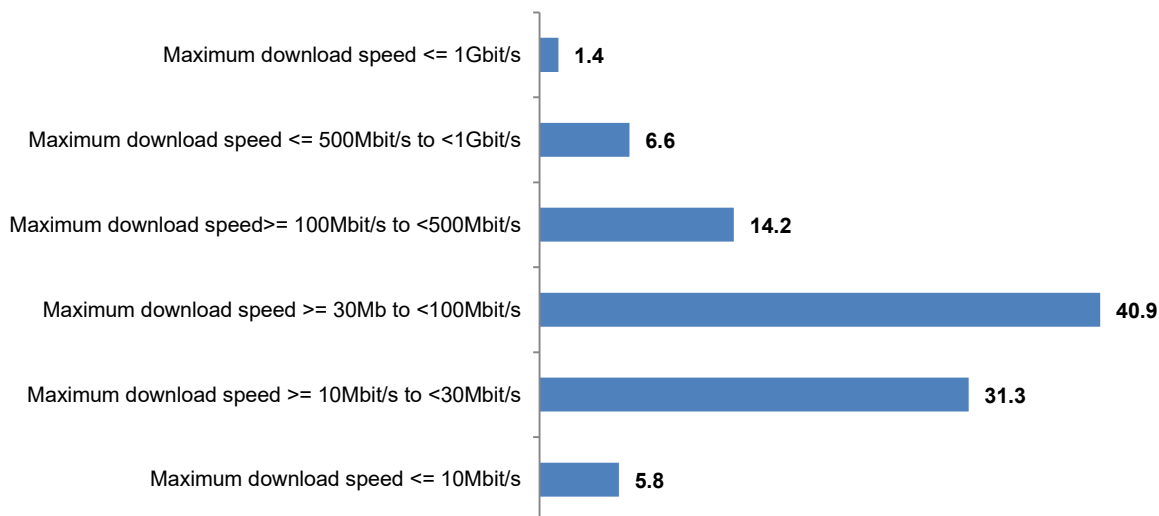
In 2022, the percentage of enterprises that use computers for work purposes with internet access is 98.7 % from 98.4 % in 2021. The share of employees who have used computers for work purposes with internet access is 29.2 % from 26. % in 2021.

In 2022, 100 % of the enterprises with 250+ employees have internet access. In enterprises with 250+ of employees, 33.6 % use computers with internet access.

**For release 29/09/2022**

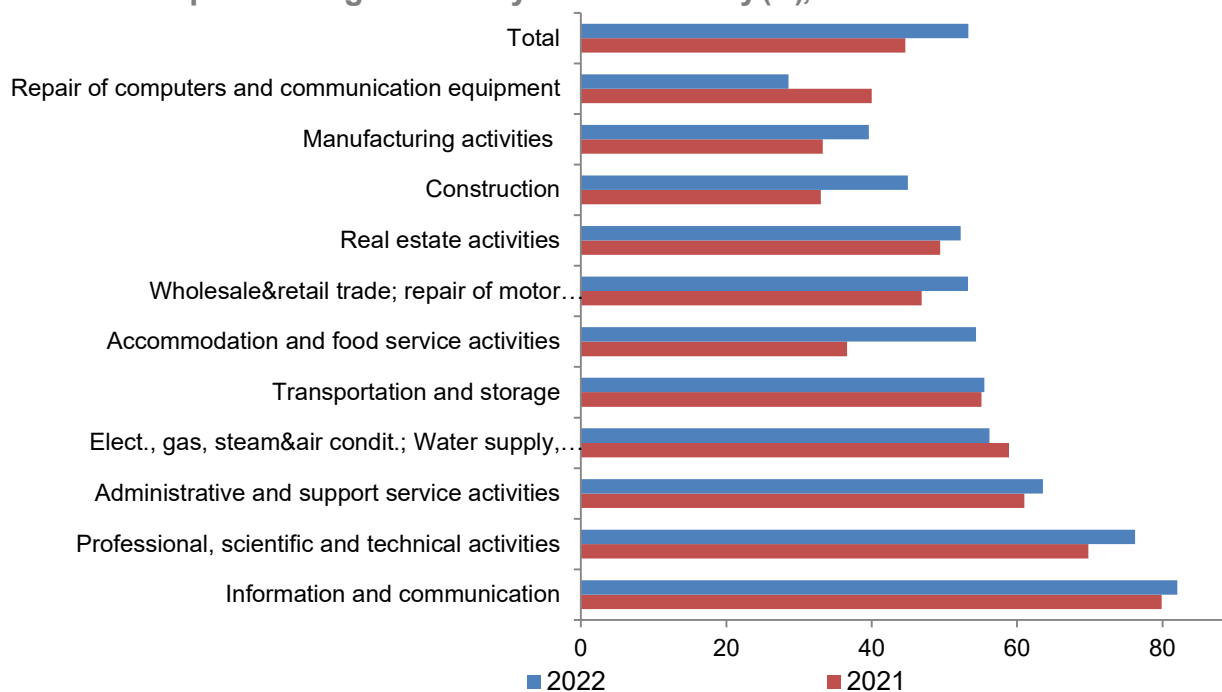
**Fig.2 Access to the internet in enterprises, by size class (%), 2022**

In 2022, 99.0 % of enterprises use fixed-line connection to the internet for business purposes which includes ADSL, SDSL, VDSL, fibre optics technology (FTTP), cable technology, etc. from 98.1 % in 2021. The percentage of enterprises that have had download speeds higher than 30 Mbit / s is 63.0 % from 54.5 % in 2021, whereas the percentage of enterprises with over 100 Mbit/s is 22.1 %.

**Fig. 3 The maximum downloads speeds (%), 2022**

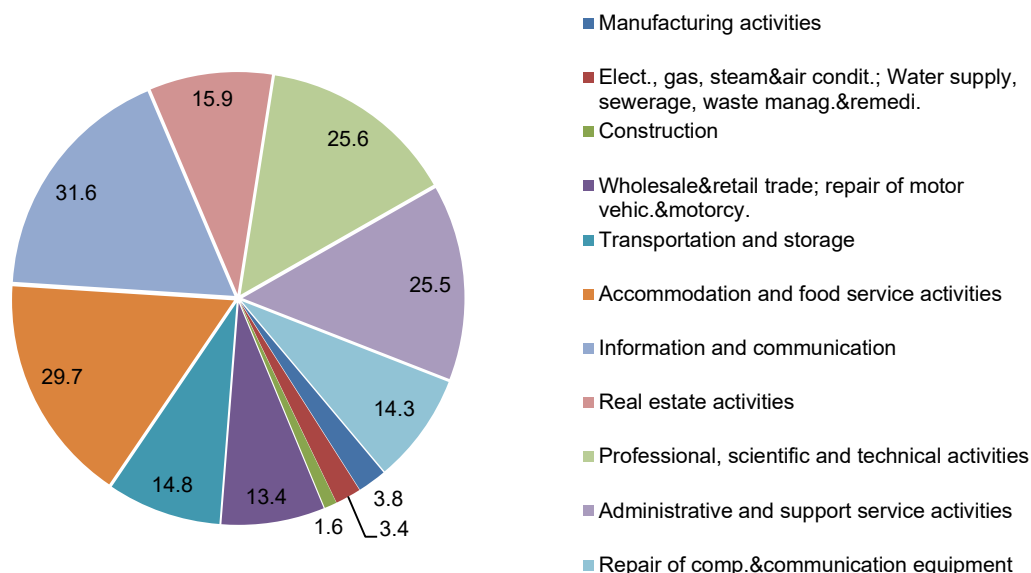
In 2022, the enterprises that had a website were 53.3 % of the enterprises using computers with internet access from 45.0 % in 2021.

**Fig.4 Share of enterprises having a website by economic activity (%), 2022**



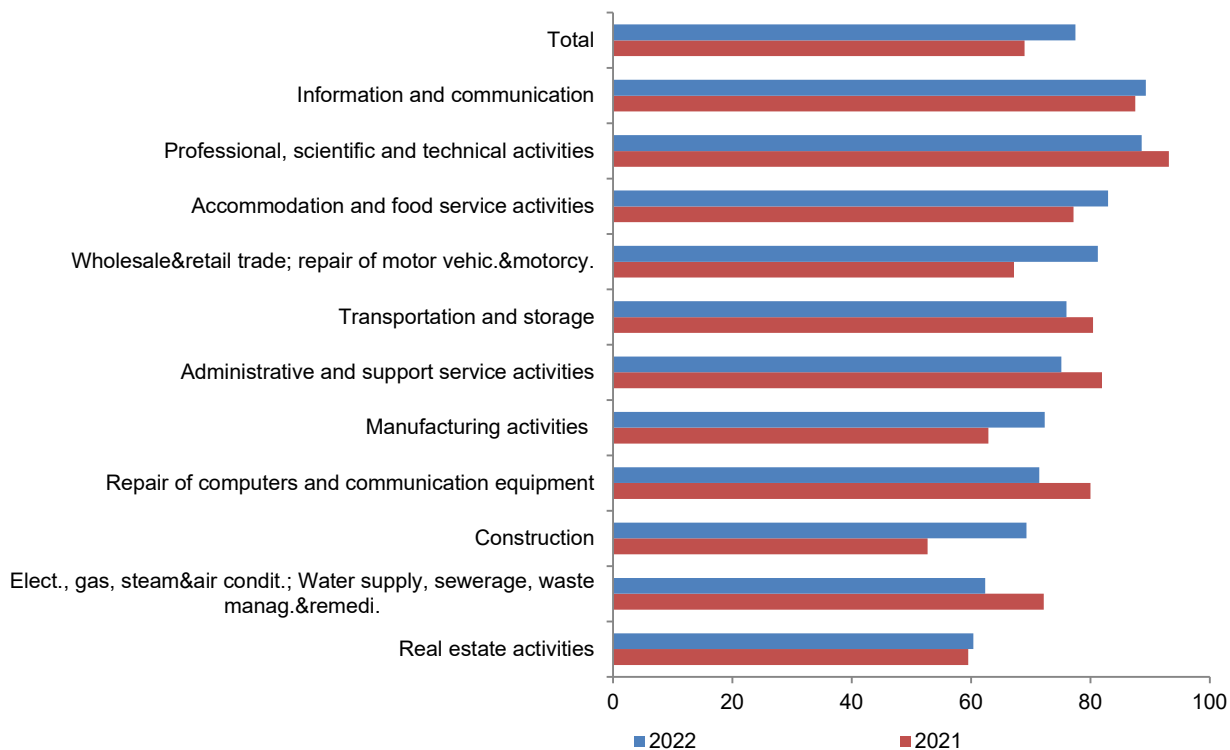
In 2022, 13.8 % of enterprises have sold products/services via their website or dedicated applications, e-commerce marketplace websites, and apps used by several enterprises for trading goods or services. The highest share of electronic commerce is carried out by enterprises operating in the information and communication activities 31.6 %, accommodation, and food service activities by 29.7 %, and Professional, scientific and technical activities by 25.6 %.

**Fig.5 Online sales through websites/applications by economic activity (%), 2022**



Social media, such as Facebook, LinkedIn, Twitter, YouTube, etc. is used by 77.5 % of enterprises from 69.0 % in 2021.

**Fig. 6 Usage of social media in enterprises, by economic activity (%), 2022**

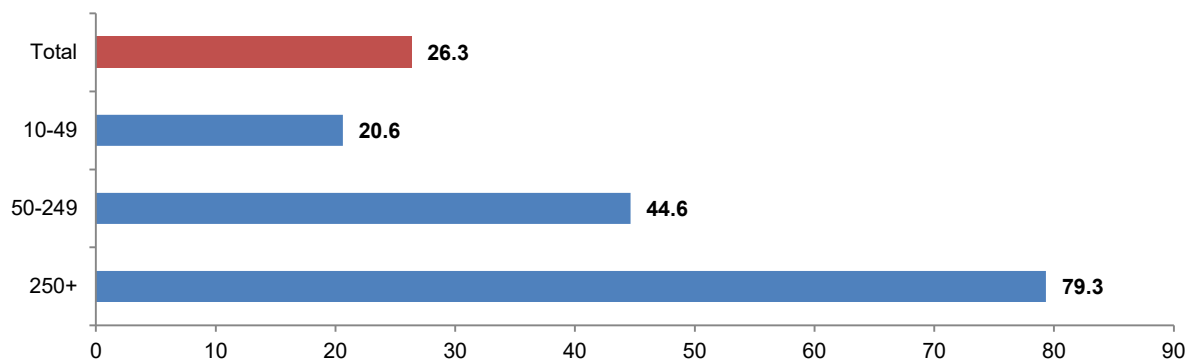


In 2022, 38.6% of enterprises conducted remote meetings (via e.g. Skype, Zoom, MS Teams, WebEx, etc.) and 42.0% of enterprises had remote access (via computers or portable devices such as smartphones) to the E-mail system of the enterprise, documents of the enterprise and business applications or software of the enterprise.

In 2022, 66.2% of enterprises have used measures, measures, controls and procedures applied on enterprise's ICT systems to ensure integrity, authenticity, availability and confidentiality of enterprise's data and systems.

In 2022, 5.5 % of enterprises used industrial or service robots to perform certain tasks automatically (robotic welding, laser cutting, surveillance, cleaning, transportation, etc.).

In 2022, 26.3% of enterprises have ICT specialists whom the main job is to develop, operate or maintain enterprise ICT systems and applications.

**Fig.7 ICT specialists by size class (%), 2022**

In 2022, 46.7 % of enterprises applied measures to reduce the amount of paper used for printing and copying or to reduce the energy consumption of the ICT equipment, of which:

- 40.2 % enterprises reduced the amount of paper used for printing and copying
- 41.4 % enterprises reduced the amount of energy consumption of the ICT equipment

# Methodology

INSTAT for measuring the level of indicators of the usage of information and communication technology conducted in 2022 the survey on "Information and Communication Technology" in economic enterprises with 10 and more employed.

The term "Information and Communication Technology (ICT)" refers to technologies that provide access to information through telecommunications. The term ICT is similar to the term Information Technology (IT) but focuses on communication technologies that include the Internet, the network, mobile phones, and other communication media.

The purpose of the Survey on "Information and Communication Technology" is to collect and disseminate harmonized and comparable information on the usage of Information and Communication Technology (ICT) in the enterprise. For measuring the use of ICT, INSTAT interviewed 1,907 enterprises of all legal forms and property types with 10 and more employed.

## Observation units

The observation units are enterprises with 10 and more employed that have been active in the Statistical Business Register.

## Coverage

The survey covers units in the Statistical Business Register performing activities by NACE classification (NACE Rev. 2).

Section	Description
C	Manufacturing activities
D, E	Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities
F	Construction
G	Wholesale and retail trade; repair of motor vehicles and motorcycles
H	Transportation and storage
I	Accommodation and food service activities
J	Information and communication
L	Real estate activities
M (Sessions 69-74)	Professional, scientific and technical activities
N	Administrative and support service activities
S (Sessions 95.1)	Repair of computers and communication equipment

### **Methods of data collection**

The data collection process was carried out during March 2022 using CAPI method with face-to-face interviews using tablets.

The reference period for the main variables was the time of data collection, the first quarter of 2022. For the questions about ICT specialists and skills, Internet/EDI sales and, Internet/EDI orders the reference period is the previous year.

### **Definitions**

**Computers:** Including Personal Computers, portable computers, tablets, other portable devices such as Smartphone.

**Internet access:** The term "internet access" means having an external connection to the internet through an "internet service provider" (ISP).

**Website:** Website is a document with hypertext, as it is shown by a web browser. Websites can have text, hypertext links, images, videos and sound.

**Social media:** Social media as: Facebook, Google+, Twitter, YouTube etc. are used by enterprises for connecting, creating or exchanging information via the Internet with customers, partners or among employed within the enterprise. Enterprises are using social media if they have a user profile, an account or a user license depending on the requirements and the type of social media.

**EDI, EDI-type:** Electronic Data Interchange (EDI) refers to the structured transmission of data or documents between organizations or enterprises by electronic means. It also refers specifically to a family of standards (EDI-type) and EDI-type messages suitable for automated processing.

**Sales via website (web sales):** Web sales are sales made via an online store (web shop), via web forms on a website or extranet, or apps. Web sales are distinguished from EDI sales. In particular, the type of e-Commerce transaction is defined by the method of making the order.

**Online payment:** An online payment is an integrated ordering-payment transaction.

**EDI e-commerce:** Orders initiated with EDI-type messages. EDI (electronic data interchange) is an e-business tool for exchanging different kinds of business messages. EDI is here used as a generic term for sending or receiving business information in an agreed format suitable for automated processing (e.g. EDIFACT, XML, etc.) and without the individual message being manually typed.

**Robots – Robotics:** According to their intended application, robots may be industrial or service robots. An industrial robot is an automatically controlled, reprogrammable, multipurpose manipulator programmable in three or more axes, which may be either fixed in place or mobile for use in industrial automation applications. A service robot is a machine that has a degree of autonomy and is able to operate in complex and dynamic environment that may require interaction with persons, objects or other devices, excluding its use in industrial automation applications.

**ICT specialists:** Those employees whose main task is to develop, operate or maintain ICT systems and users are considered, such as database specialists, ICT data specialists, such as: database specialists, ICT support specialists, etc. ICT specialists have the relevant skills to specify, design, install, support, manage, evaluate or perform research activities.

**Remote access:** Measures enterprises' readiness, capacity or willingness to make it possible for their employees to work remotely by allowing them a remote access to enterprise's resources such as: remote e-mail access, remote access to documents and ICT systems of the enterprise.