D Enterprises

Data given in this chapter are based on results of the **Annual Statistical Survey on the ICT Use in Enterprises**, which has been carried out by the Czech Statistical Office (CZSO) since 2002. Since 2006, this survey has been mandatory for all EU member states according to the relevant regulation of the European Parliament and the Council.

The survey is every year conducted in the first quarter of the reference year in the sample of approximately **8 000 enterprises having 10+ employees** in selected economic activities. The results are then grossed up to the whole population of the measured enterprises, which is around 40 000 enterprises with 10+ employees.

The data obtained are available **broken** by prevailing economic activiy by the CZ-NACE classification, by size of enterprises measured, and by their mutual combination.

Notes

The reference period is, in case of majority of data on equipment or ICT use in enterprises, is the month, in which the enterprise filled in the report (questionnaire), i.e. usually February to April of the relevant year. In case of indicators on e-commerce and for other selected indicators the reference period is the entire relevant year (in this issue it is 2022 although the survey was carried out in 2023).

Comparability of the CZSO and Eurostat Data

Since 2016 the data published by Eurostat and by the CZSO have been identical. Data for **international comparisons** are taken from the Eurostat database for digital economy and society, data of which are every year updated in January. Detailed information can be found at: *https://bit.ly/EurostatDatabase*

Definitions (sorted alphabetically)

- **Advanced text analytics** in AI is text data mining technology, such as natural language processing or other advanced text generative techniques that can create formats from different types of data to enable deeper analysis.

- A **CRM system/application** (Customer Relationship Management) is focused on the relationship between the enterprise and its customers. CRM applications allow to estimate, predict and meet the needs of customers, their buying habits and consumer behaviour.

- An **ERP system/application** (Enterprise Resource Planning) is used to manage and share information between enterprises' activities (e.g. production, logistics, purchasing, warehousing, sales, distribution, asset management, invoicing, accounting etc.). ERP can be a software package or a customized application using only some of its modules according to specific enterprises' activities.

- An **Artificial Intelligence (AI)** refers to systems that use technologies such as: text mining, computer vision, speech recognition, natural language generation, machine learning, deep learning to gather and/or use data to predict, recommend or decide, with varying levels of autonomy, the best action to achieve specific goals. Artificial intelligence systems can be purely software based, e.g. chatbots and business virtual assistants based on natural language processing, face recognition systems based on computer vision or speech recognition systems, machine translation software, or embedded in devices, e.g. autonomous robots or drones.

- An **enterprise website** is a location on the World Wide Web identified by a Web address. Collection of Web files on a particular subject that includes a beginning file called a home page. Information on only enterprises' contacts published in internet databases or catalogues of enterprises are excluded.

- **Data analytics** involves the extraction of information from Big Data, the storage and processing of which exceeds the capabilities of conventional means of enterprise information technology. Special

programs such as Business Intelligence tools, SQL, Tableau, Python, SAS, Apache Spark, Excel VBA, etc. are used for it.

- Enterprises **conducting online meetings** are those whose employees use applications such as Skype, MS Teams, Google Meet, for video calls, chats or online lectures. They are used via the Internet, users can be connected from anywhere and communication can take place internally, but also between the company and its clients or business partners.

- **Employee access to mobile internet** on portable devices means that the enterprise provides mobile connectivity to employees with the understanding that the charges are at least partially (up to an agreed limit) the enterprise's expense and not the employees'. Employees can also connect to the internet from their personal device, but the data plan charges must be at least partly paid by the enterprise.

- **Fixed Internet connection** includes an external Internet connection supplied by the provider. This includes DSL connection, optical fiber connection, cable modem 'cable TV network connection', leased lines 'frame relay, ATM, digital multiplex' and also fixed wireless connection from a fixed location using WiFi or LTE technology. *This does not include mobile internet connection.*

- **Mobile connection** is an Internet connection via a data plan from mobile operators. Internet access takes place via the mobile telephone network, most often via a data SIM card inserted in a mobile phone / smartphone or tablet. The volume of transmitted data corresponds to the agreed data tariff.

- **Remote access** is the possibility of using the e-mail system of the enterprise, enterprise application or documents for users (employees) located outside the premises of the company, usually in the form of a secure connection via the Internet.

- **Robots/ Robotics:** according to their intended application, robots may be industrial or service. 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.

- Facebook, the professional network LinkedIn or websites sharing multimedia content (e.g. YouTube, Instagram) are considered **social networks** in this survey. An **enterprise using social networks** has its own profile or account based on them.

- **The use of paid cloud services** means that enterprises use tools, softwares, servers or even storage space that they have bought from cloud providers and use these services over the internet. The advantage of cloud applications is that they don't need to be installed or downloaded anywhere, they only require a web browser to use, and they can be accessed from any device and any location with internet access.

- **Web (e-commerce) sales** include sales via the enterprise's website (e.g. e-shop), mobile apps or online marketplaces. **An online marketplace** is a website where sellers can offer their goods or services for an agreed commission.

- **3D printing** is the process of creating three-dimensional material objects on a 3D printer. 3D objects are usually created layer by layer, by gradually adding continuous layers of material (most often thermoplastics, metals or resins), according to a digital template.

Detailed information on methodology of the survey can be found in the publication **Information and Communication Technologies in the Business Sphere in 2023** (code **062005-23**) accessible on the CZSO website at *https://bit.ly/PodnikyPublikace2023* (in the Czech language only).

Further information on the ICT use by enterprises can be found at:
https://www.czso.cz/csu/czso/podnikatelsky_sektor
(in the Czech language only).

D Enterprises

Table D1 Enterprises in Czechia with internet access; 2023

Percentage

	Fixed	Mobile, total	Mobile only
Total (10+ employees):	**93,0**	**85,4**	**4,1**
Small enterprises (10-49)	92,0	83,4	4,6
Medium enterprises (50-249)	96,5	91,6	2,6
Large enterprises (250+)	99,6	98,5	0,3
Industry (10+ employees):			
Manufacturing	95,3	87,4	2,9
Electricity, gas and water supply	97,4	95,0	2,3
Construction	89,5	84,6	6,6
Sale and repair of motor vehicles	98,5	89,5	1,5
Wholesale trade	94,8	88,5	3,8
Retail trade	94,4	80,1	1,8
Transport and storage	86,7	86,8	8,6
Accommodation	97,2	82,3	2,1
Food and beverage services	89,4	71,1	5,4
Travel agency and related activities	97,8	93,6	.
Media industries including publishing activities	98,2	89,0	.
Telecommunication and ICT activities	97,9	89,1	1,6
Professional, S&T activities	95,7	88,1	2,9
Administrative and support service activities	82,9	77,5	6,9

Figure D1 Enterprises using fixed internet connection
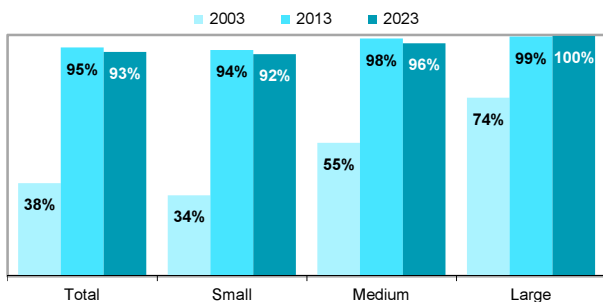
Figure D2 Enterprises using mobile internet connection
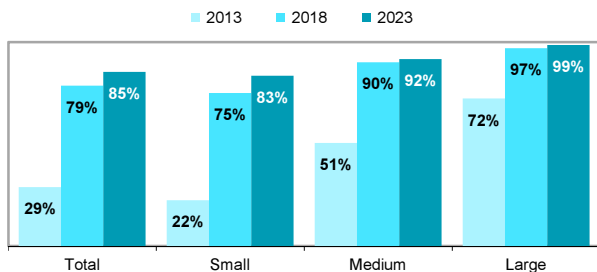
as a percentage of all enterprises with 10+ employees in a given group

Source: Czech Statistical Office, Survey on ICT usage in enterprises

D Enterprises

Table D2 The maximum contracted download speed of fixed internet connection used by enterprises in Czechia; 2023

Percentage

	< 30 Mbit/s	30–99,9 Mbit/s	≥ 100 Mbit/s
Total (10+ employees):	**81,0**	**44,7**	**7,5**
Small enterprises (10-49)	79,0	41,0	6,9
Medium enterprises (50-249)	87,3	55,2	8,5
Large enterprises (250+)	96,0	75,0	16,3
Industry (10+ employees):			
Manufacturing	80,8	40,8	5,8
Electricity, gas and water supply	83,8	52,4	7,7
Construction	75,0	36,9	3,9
Sale and repair of motor vehicles	88,0	42,8	8,9
Wholesale trade	85,7	47,7	6,7
Retail trade	80,0	43,6	11,3
Transport and storage	72,6	40,3	5,9
Accommodation	90,4	55,4	6,7
Food and beverage services	78,3	43,0	7,9
Travel agency and related activities	90,1	49,6	15,1
Media industries incl. publishing activities	91,4	64,4	19,2
Telecommunication and ICT activities	94,6	73,2	22,8
Professional, S&T activities	87,2	56,2	9,8
Administrative and support service activities	72,4	38,4	5,2

Figure D3 Enterprises using fixed internet connection with the maximum contracted download speed of at least 100 Mbit/s
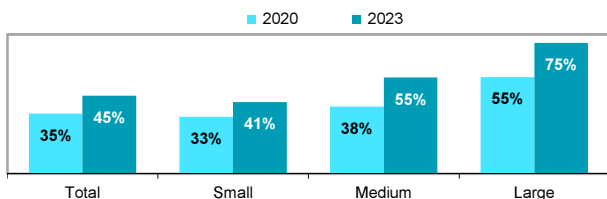
as a percentage of all enterprises with 10+ employees in a given group

Figure D4 The maximum contracted download speed of fixed internet connection used by enterprises by size
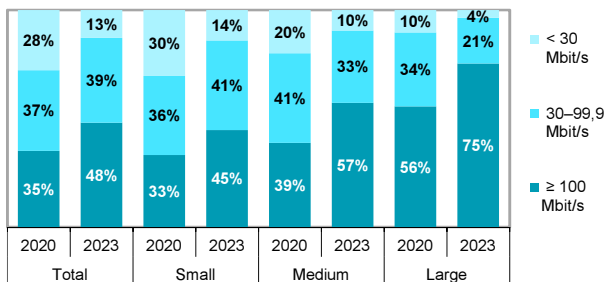
as a percentage of enterprises with fixed internet connection in a given group

Source: Czech Statistical Office, Survey on ICT usage in enterprises

D Enterprises

Figure D5 Enterprises in EU countries using fixed internet connection with the maximum contracted download speed of at least 100 Mbit/s; 2023

Country	%
Denmark	86%
Romania	82%
Spain	79%
Portugal	79%
Sweden	77%
Finland	76%
Malta	76%
Cyprus	72%
Luxembourg	71%
Netherlands	70%
Belgium	65%
France	63%
Lithuania	60%
Germany	60%
EU27	60%
Ireland	59%
Poland	55%
Slovenia	55%
Hungary	49%
Italy	49%
Bulgaria	47%
Estonia	46%
Austria	46%
Czechia	45%
Slovakia	43%
Latvia	41%
Croatia	38%
Greece	32%
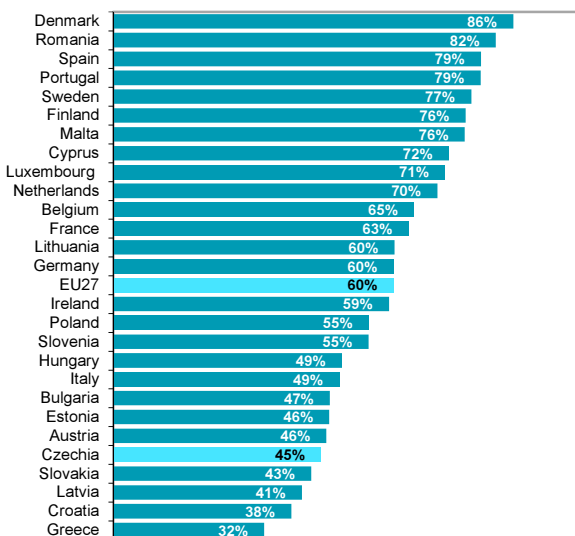
Figure D6 Enterprises in EU countries using fixed internet connection with the maximum contracted download speed of at least 1 Gbit/s; 2023

Country	%
Denmark	29%
Portugal	22%
Spain	21%
Malta	20%
Sweden	19%
France	17%
Luxembourg	17%
Cyprus	16%
Finland	15%
Netherlands	14%
Italy	14%
Lithuania	13%
Ireland	13%
EU27	13%
Hungary	13%
Poland	12%
Belgium	12%
Romania	11%
Slovenia	10%
Slovakia	10%
Germany	9%
Czechia	8%
Bulgaria	7%
Austria	6%
Latvia	6%
Estonia	5%
Croatia	5%
Greece	3%

Source: Eurostat
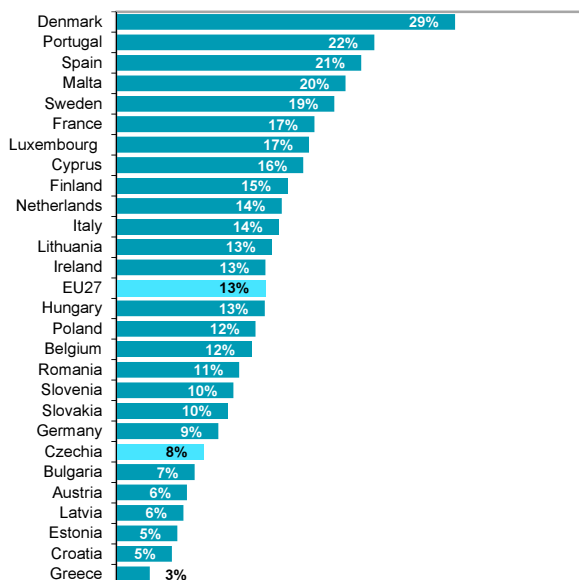
**Table D3 Employees of enterprises in Czechia
with access to the internet for business purposes; 2023**

Percentage

	Total	via mobile networks
Total (10+ employees):	**54,1**	**35,4**
Small enterprises (10-49)	54,3	39,0
Medium enterprises (50-249)	54,4	37,1
Large enterprises (250+)	53,9	32,3
Industry (10+ employees):		
Manufacturing	46,8	26,7
Electricity, gas and water supply	66,0	44,2
Construction	48,9	39,7
Sale and repair of motor vehicles	77,0	49,2
Wholesale trade	80,0	58,4
Retail trade	47,7	20,8
Transport and storage	53,7	40,0
Accommodation	52,3	26,6
Food and beverage services	37,6	22,6
Travel agency and related activities	83,6	59,2
Media industries including publishing activities	93,2	61,0
Telecommunication and ICT activities	94,0	73,9
Professional, S&T activities	87,8	66,7
Administrative and support service activities	25,2	18,4

**Figure D7 Employees of enterprises with access
to the internet for business purposes**

■ Total   ■ via mobile networks on enterprises' portable devices
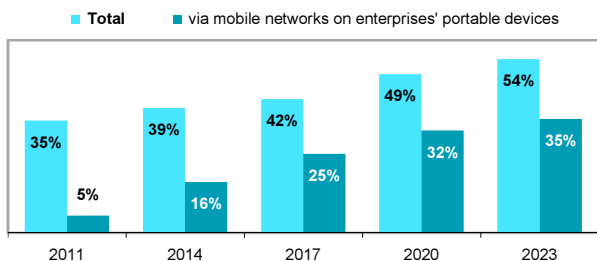
**Figure D8 Employees of enterprises with access
to the internet for business purposes; 2023**

■ Total   ■ via mobile networks on enterprises' portable devices

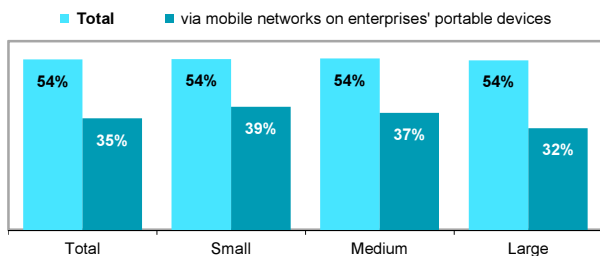*as a percentage of all employees in enterprises in a given group*

Source: Czech Statistical Office, Survey on ICT usage in enterprises

D Enterprises

Figure D9 Employees of enterprises in EU countries with access to the internet for business purposes

Legend: ■ 2023 ■ 2013

Country	2023	2013
Sweden	87%	71%
Finland	85%	64%
Denmark	79%	67%
Netherlands	78%	58%
Belgium*	71%	53%
Ireland	68%	49%
Austria	65%	44%
Germany	64%	51%
Lithuania	64%	40%
France	63%	49%
EU27	61%	46%
Slovenia	61%	48%
Latvia	61%	40%
Spain	60%	47%
Malta	60%	39%
Luxembourg	60%	53%
Hungary	59%	33%
Croatia	57%	45%
Estonia	57%	45%
Poland	55%	37%
Cyprus	55%	37%
Italy	55%	38%
Czechia	54%	36%
Slovakia	53%	40%
Portugal	49%	35%
Greece	47%	37%
Romania	42%	28%
Bulgaria	40%	24%

data for 2015

D Enterprises

Table D4 Enterprises in Czechia that allow employees to work remotely; 2022

	Allowing remote access to the documents and business applications	Conducting remote meetings via the internet
Total (10+ employees):	**53,4**	**42,0**
Small enterprises (10-49)	46,0	33,4
Medium enterprises (50-249)	78,3	69,9
Large enterprises (250+)	94,8	94,2
Industry (10+ employees):		
Manufacturing	57,6	45,9
Electricity, gas and water supply	58,9	49,9
Construction	40,0	18,5
Sale and repair of motor vehicles	65,8	48,4
Wholesale trade	64,1	54,3
Retail trade	43,7	29,4
Transport and storage	38,5	23,0
Accommodation	48,4	29,2
Food and beverage services	20,7	9,8
Travel agency and related activities	70,9	68,8
Media industries incl. publishing activities	81,8	78,2
Telecommunication and ICT activities	90,5	92,9
Professional, S&T activities	72,8	74,9
Administrative and support service activities	42,7	34,4

Figure D10 Enterprises with employees having remote access to the enterprises' documents and business applications
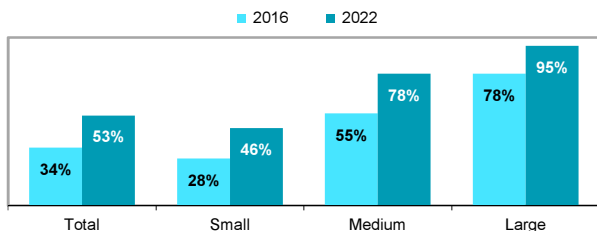
Figure D11 Enterprises conducting remote meetings via the internet; 2022
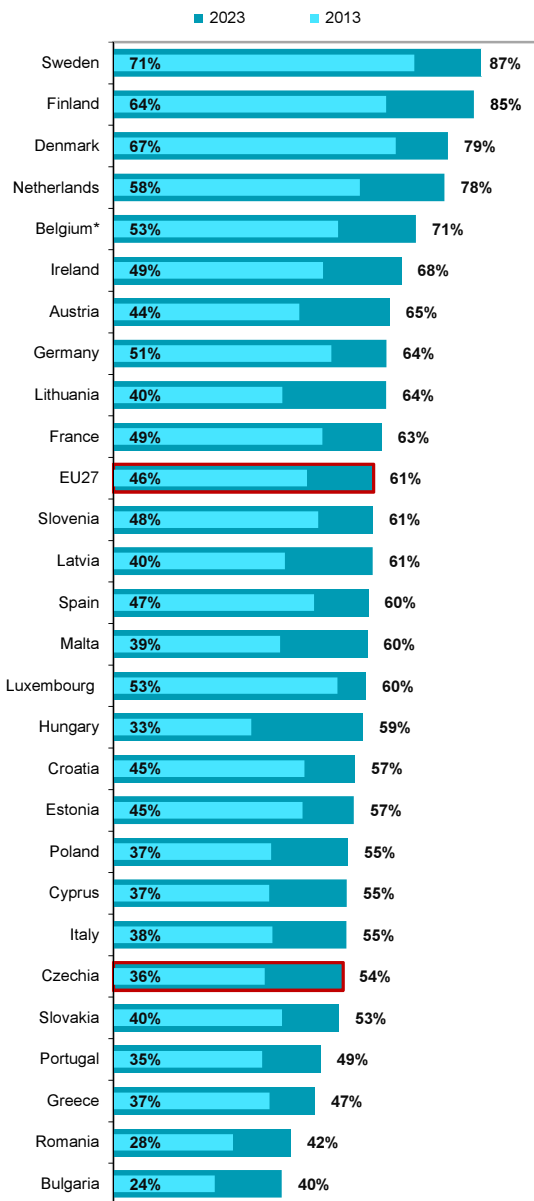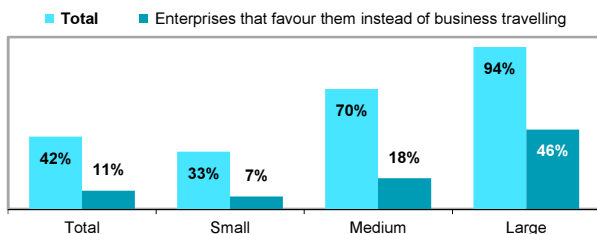

as a percentage of all enterprises with 10+ employees in a given group

Source: Czech Statistical Office, Survey on ICT usage in enterprises

D Enterprises

Figure D12 Enterprises in EU countries with employees having remote access to the e-mail system, documents and business applications of the enterprise; 2022

Country	%
Belgium	79%
Finland	78%
Croatia	75%
Estonia	70%
Sweden	70%
Netherlands	69%
Denmark	69%
Malta	68%
France	65%
Germany	64%
Spain	60%
Cyprus	59%
Slovenia	59%
Portugal	58%
Austria	58%
EU27	57%
Luxembourg	57%
Ireland	56%
Czechia	53%
Lithuania	50%
Latvia	48%
Italy	47%
Slovakia	47%
Poland	44%
Hungary	39%
Greece	36%
Bulgaria	35%
Romania	34%

Figure D13 Enterprises in EU countries conducting remote meetings via the internet; 2022

Country	%
Sweden	79%
Finland	78%
Denmark	78%
Malta	68%
Ireland	64%
Belgium	63%
Netherlands	61%
Germany	60%
Cyprus	59%
Luxembourg	54%
Spain	51%
EU27	50%
Austria	50%
Estonia	48%
Portugal	48%
Slovenia	46%
Italy	44%
France	44%
Czechia	42%
Croatia	40%
Latvia	39%
Lithuania	38%
Poland	37%
Slovakia	35%
Greece	33%
Romania	31%
Hungary	29%
Bulgaria	28%

Source: Eurostat

Table D5 Enterprises in Czechia having a website; 2023

Percentage

	Total	website content available	
		only in Czech	in at least two languages
Total (10+ employees):	**82,9**	**50,9**	**30,2**
Small enterprises (10-49)	80,8	54,0	25,2
Medium enterprises (50-249)	90,8	42,0	46,1
Large enterprises (250+)	93,3	26,2	64,4
Industry (10+ employees):			
Manufacturing	86,4	41,9	42,9
Electricity, gas and water supply	93,8	72,0	20,4
Construction	81,1	71,8	8,9
Sale and repair of motor vehicles	97,0	82,0	14,0
Wholesale trade	88,0	59,5	28,3
Retail trade	70,1	50,1	19,9
Transport and storage	68,3	42,9	23,9
Accommodation	95,9	22,3	73,2
Food and beverage services	79,4	52,2	27,3
Travel agency and related activities	94,6	49,7	38,1
Media industries incl. publishing activities	94,9	52,3	34,1
Telecommunication and ICT activities	93,1	36,1	44,3
Professional, S&T activities	89,4	42,5	41,7
Administrative and support service activities	66,3	50,1	14,2

Figure D14 Enterprises having a website

2003　2013　2023
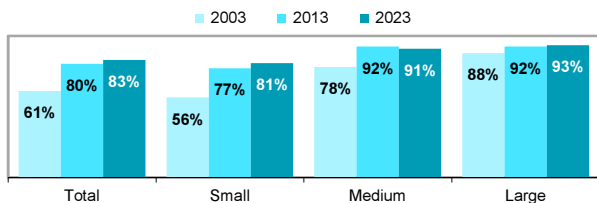
Figure D15 Enterprises in selected industries having website content available in foreign languages; 2023
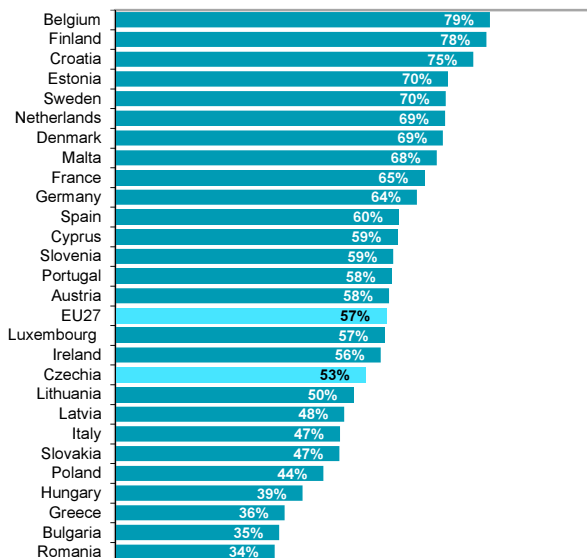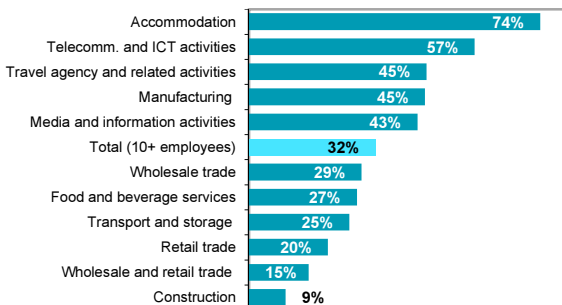

as a percentage of all enterprises with 10+ employees in a given group

Source: Czech Statistical Office, Survey on ICT usage in enterprises
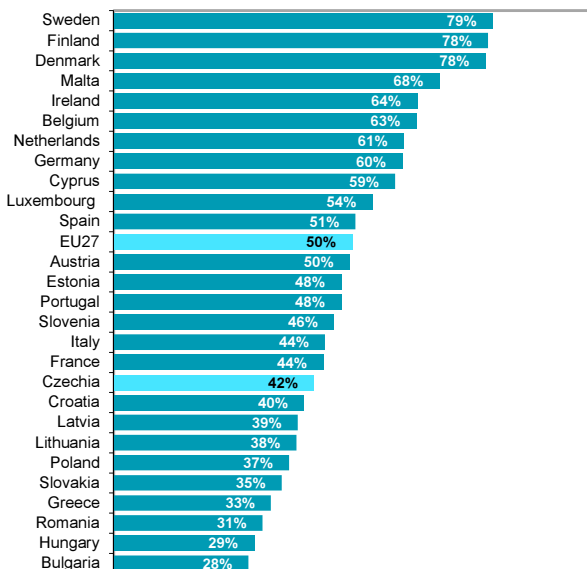
D Enterprises

Figure D16 Enterprises in EU countries having a website; 2023

Country	%
Finland	98%
Germany	93%
Denmark	91%
Austria	91%
Sweden	89%
Netherlands	88%
Belgium	87%
Luxembourg	84%
Czechia	83%
Malta	81%
Ireland	79%
EU27	78%
Spain	77%
Estonia	77%
Slovenia	77%
Lithuania	77%
Italy	74%
Slovakia	71%
Croatia	69%
France	69%
Cyprus	69%
Poland	67%
Latvia	67%
Hungary	66%
Portugal	62%
Greece	61%
Bulgaria	50%
Romania	50%

Figure D17 Enterprises in EU countries having website content available in at least two languages; 2023

Country	%
Belgium	48%
Finland	47%
Latvia	46%
Slovenia	44%
Estonia	43%
Luxembourg	40%
Lithuania	40%
Spain	35%
Netherlands	35%
Croatia	34%
Denmark	33%
Greece	32%
Italy	32%
Austria	31%
Portugal	31%
Czechia	30%
Slovakia	30%
EU27	27%
Cyprus	26%
Sweden	25%
Poland	25%
Hungary	24%
Germany	24%
Bulgaria	23%
France	17%
Romania	16%
Malta	12%
Ireland	5%

Source: Eurostat

D Enterprises

Table D6 Enterprises whose websites enabling visitors to carry out selected activities; 2023

Percentage

	View the product description / price lists	View job vacancies	Customise or design products online
Total (10+ employees):	**58,2**	**33,8**	**17,4**
Small enterprises (10-49)	56,8	25,9	17,8
Medium enterprises (50-249)	63,3	61,1	14,7
Large enterprises (250+)	65,8	81,3	20,5
Industry (10+ employees):			
Manufacturing	59,2	35,3	15,1
Electricity, gas and water supply	66,7	37,6	11,4
Construction	41,7	24,2	10,7
Sale and repair of motor vehicles	79,9	40,1	38,7
Wholesale trade	75,8	31,9	29,2
Retail trade	53,3	28,4	19,7
Transport and storage	42,2	31,9	13,7
Accommodation	90,3	27,9	44,8
Food and beverage services	76,2	19,5	14,3
Travel agency and related activities	90,0	34,3	55,8
Media industries incl. publishing activities	85,5	50,0	23,9
Telecommunication and ICT activities	66,2	64,8	18,7
Professional, S&T activities	51,3	46,7	13,0
Administrative and support service activ.	41,4	31,6	12,6

Figure D18 Enterprises whose websites enabling view job vacancies or online job application

■ 2013 ■ 2023

Total: 23%, 34%
Small: 17%, 26%
Medium: 44%, 61%
Large: 69%, 81%

Figure D19 Enterprises whose websites enabling visitors to carry out selected activities; 2023
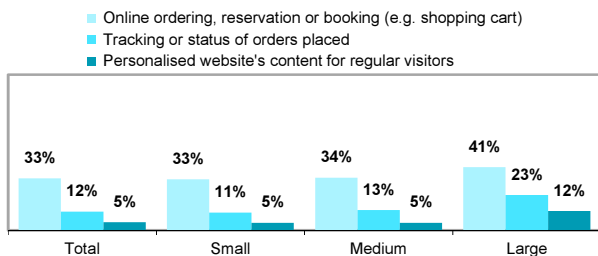
☐ Online ordering, reservation or booking (e.g. shopping cart)
■ Tracking or status of orders placed
■ Personalised website's content for regular visitors

Total: 33%, 12%, 5%
Small: 33%, 11%, 5%
Medium: 34%, 13%, 5%
Large: 41%, 23%, 12%

as a percentage of all enterprises with 10+ employees in a given group

Source: Czech Statistical Office, Survey on ICT usage in enterprises

D Enterprises
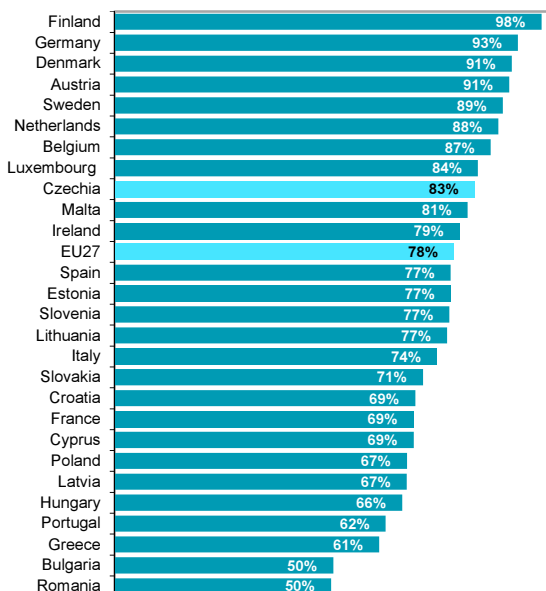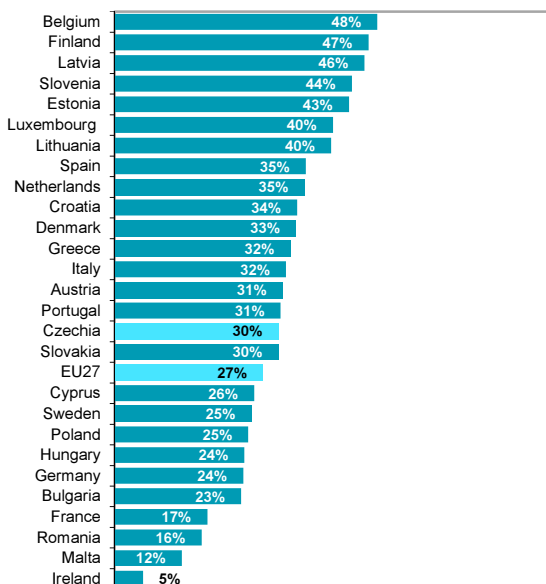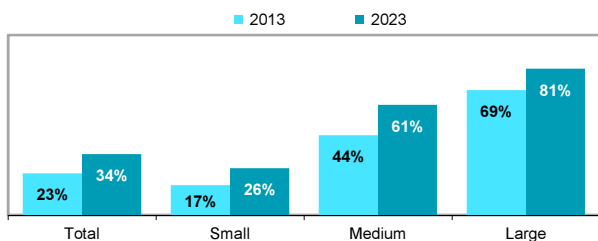
Figure D20 Enterprises in EU countries whose websites enabling view job vacancies or online job application; 2023

Country	%
Finland	85%
Germany	79%
Malta	77%
Netherlands	77%
Sweden	76%
Slovenia	76%
Belgium	71%
Cyprus	69%
Estonia	65%
Latvia	64%
Lithuania	64%
Ireland	64%
Luxembourg	63%
Spain	63%
EU27	63%
Slovakia	63%
Poland	62%
Austria	61%
Czechia	58%
Denmark	57%
Hungary	57%
Italy	55%
France	51%
Portugal	49%
Romania	45%
Greece	44%
Croatia	41%
Bulgaria	38%

Figure D21 Enterprises in EU countries whose websites enabling online ordering, reservation or booking; 2023

Country	%
Netherlands	37%
Malta	37%
Czechia	33%
Sweden	32%
Denmark	32%
Finland	30%
Austria	29%
Ireland	28%
Belgium	27%
Germany	26%
Slovakia	22%
EU27	22%
Romania	22%
France	21%
Greece	21%
Lithuania	20%
Hungary	19%
Spain	19%
Estonia	19%
Luxembourg	19%
Croatia	17%
Slovenia	17%
Italy	16%
Portugal	15%
Latvia	15%
Cyprus	14%
Bulgaria	14%
Poland	13%

Source: Eurostat

D Enterprises

Table D7 Enterprises in Czechia having web sales*; 2022

Percentage

	Total	Web sales generate at least 10 % of turnover
Total (10+ employees):	**20,5**	**13,1**
Small enterprises (10-49)	19,9	13,4
Medium enterprises (50-249)	21,7	11,0
Large enterprises (250+)	27,0	14,8
Industry (10+ employees):		
Manufacturing	17,0	8,4
Electricity, gas and water supply	8,0	6,2
Construction	5,8	4,1
Sale and repair of motor vehicles	29,5	18,2
Wholesale trade	41,9	26,5
Retail trade	41,4	26,6
Transport and storage	7,5	4,5
Accommodation	72,3	66,1
Food and beverage services	25,1	18,2
Travel agency and related activities	69,9	65,3
Media industries including publishing activities	54,1	37,4
Telecommunication and ICT activities	22,8	15,8
Professional, S&T activities	13,0	7,8
Administrative and support service activities	8,4	5,5

Figure D22 Enterprises having web sales*

■ 2012   ■ 2017   ■ 2022

Total: 20%, 19%, 21%
Small: 20%, 18%, 20%
Medium: 22%, 21%, 22%
Large: 22%, 27%, 27%

Figure D23 Enterprises for which web sales* generate at least 10 % of their total turnover

■ 2012   ■ 2017   ■ 2022

Total: 12%, 12%, 13%
Small: 12%, 12%, 13%
Medium: 12%, 12%, 11%
Large: 11%, 15%, 15%

* Web sales cover orders, booking and reservations placed via enterprise's websites or apps (webshops) or e-commerce marketplace websites or apps.
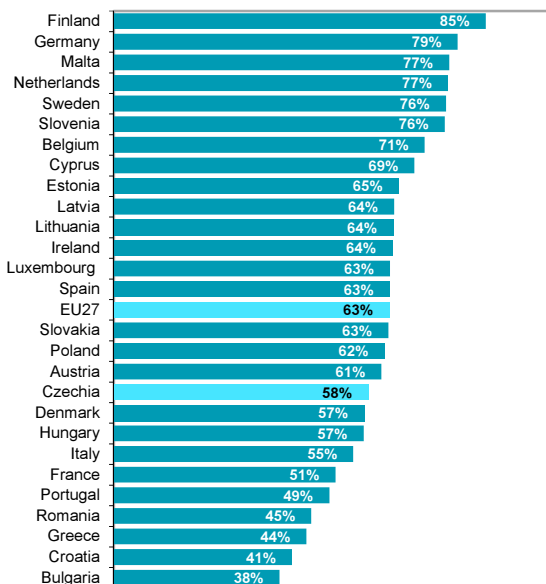
as a percentage of all enterprises with 10+ employees in a given group

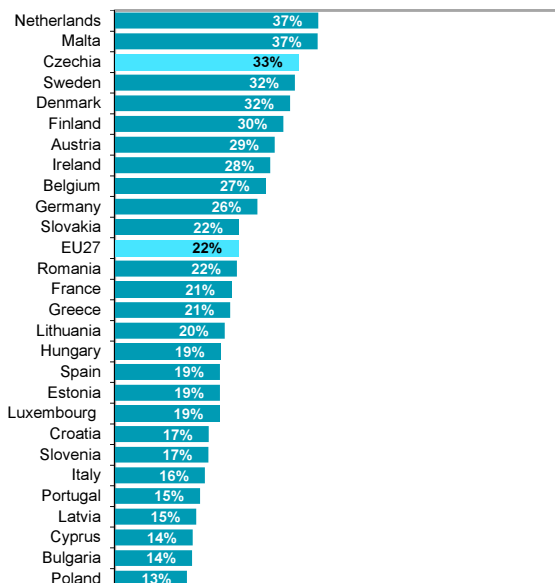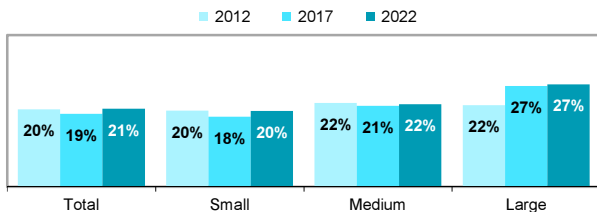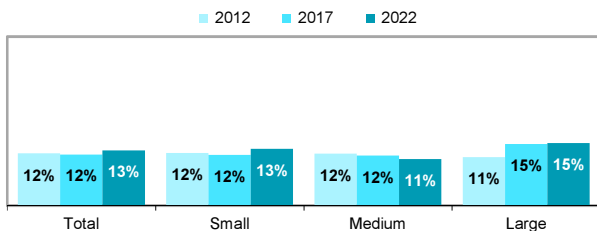*Source: Czech Statistical Office, Survey on ICT usage in enterprises*

D Enterprises

Figure D24 Enterprises in EU countries having web sales*; 2022

Country	%
Lithuania	37%
Malta	30%
Sweden	30%
Ireland	30%
Spain	30%
Denmark	29%
Belgium	26%
Netherlands	26%
Croatia	25%
Finland	24%
Austria	23%
Cyprus	22%
Czechia	21%
Hungary	20%
EU27	20%
Greece	20%
Slovenia	20%
Estonia	19%
Germany	19%
Latvia	18%
Poland	16%
Italy	16%
Slovakia	16%
France	15%
Bulgaria	14%
Portugal	14%
Luxembourg	12%
Romania	11%

Figure D25 Enterprises in EU countries for which web sales* generate at least 10 % of their total turnover; 2022

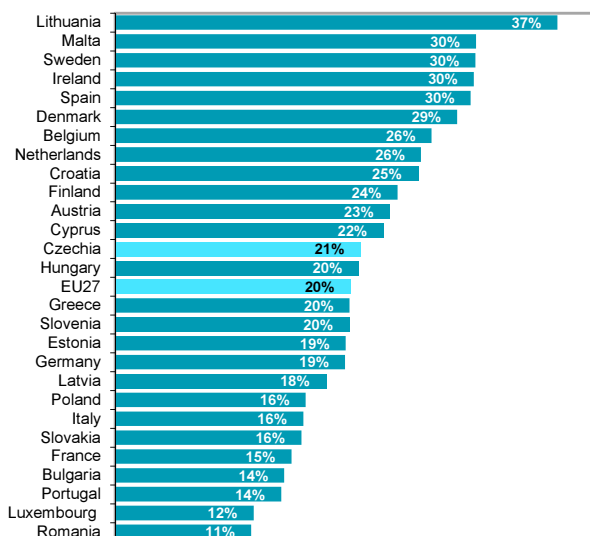| Country	%
Lithuania	17%
Croatia	16%
Sweden	16%
Denmark	16%
Spain	15%
Malta	15%
Ireland	14%
Netherlands	14%
Belgium	14%
Cyprus	13%
Czechia	13%
Hungary	13%
Greece	12%
Austria	10%
EU27	10%
Germany	10%
Romania	9%
Latvia	9%
Finland	8%
Poland	8%
Portugal	8%
Slovenia	7%
Bulgaria	7%
Estonia	7%
France	6%
Slovakia	6%
Italy	5%
Luxembourg	4%

* Web sales cover orders, booking and reservations placed via enterprise's websites or apps (webshops) or e-commerce marketplace websites or apps.

Source: Eurostat

D Enterprises

Table D8 Enterprises in Czechia having a user profile on social networks or multimedia content sharing websites; 2023

Percentage

	Facebook or LinkedIn	YouTube, Instagram etc.
Total (10+ employees):	**51,5**	**29,1**
Small enterprises (10-49)	47,5	26,0
Medium enterprises (50-249)	62,6	36,6
Large enterprises (250+)	86,6	61,3
Industry (10+ employees):		
Manufacturing	48,0	25,4
Electricity, gas and water supply	43,3	20,8
Construction	29,3	15,2
Sale and repair of motor vehicles	66,1	39,0
Wholesale trade	63,7	42,2
Retail trade	62,8	35,6
Transport and storage	38,0	12,4
Accommodation	86,3	62,1
Food and beverage services	68,4	44,2
Travel agency and related activities	85,5	64,9
Media industries including publishing activities	87,8	70,3
Telecommunication and ICT activities	76,5	47,6
Professional, S&T activities	57,2	32,5
Administrative and support service activities	36,8	15,6

Figure D26 Enterprises having a user profile on social networks like Facebook or LinkedIn

2013 2018 2023

	Total	Small	Medium	Large
2013	15%	14%	20%	25%
2018	42%	38%	54%	68%
2023	52%	48%	63%	87%

Figure D27 Enterprises having a user profile on multimedia content sharing websites or apps like YouTube or Instagram

2013 2018 2023

	Total	Small	Medium	Large
2013	6%	5%	9%	14%
2018	16%	13%	24%	37%
2023	29%	26%	37%	61%

as a percentage of all enterprises with 10+ employees in a given group

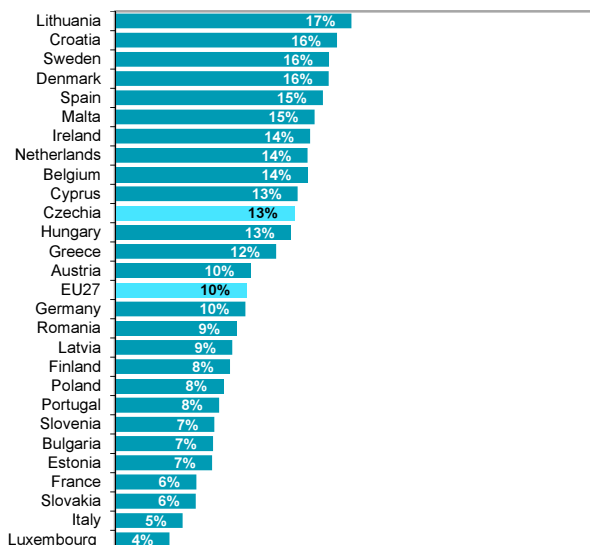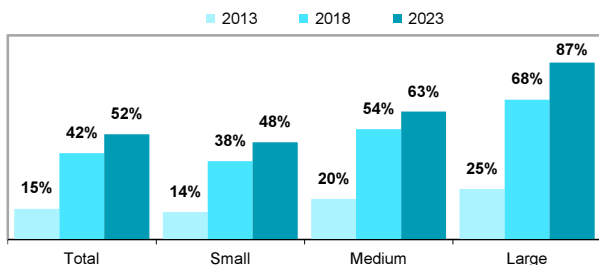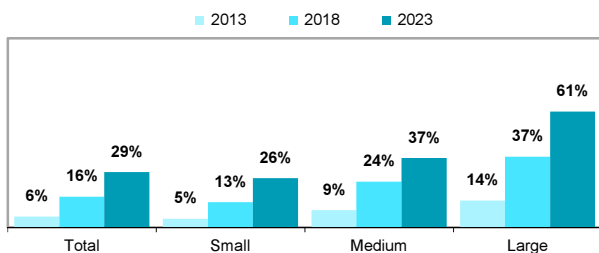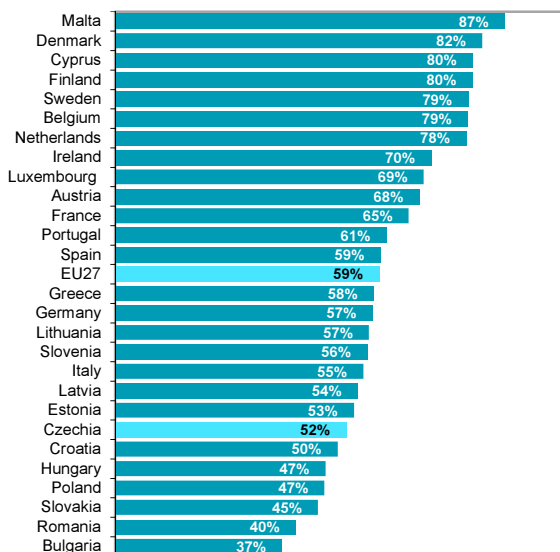*Source: Czech Statistical Office, Survey on ICT usage in enterprises*

D Enterprises

Figure D28 Enterprises in EU countries having a user profile on social networks like Facebook or LinkedIn; 2023

Country	Value
Malta	87%
Denmark	82%
Cyprus	80%
Finland	80%
Sweden	79%
Belgium	79%
Netherlands	78%
Ireland	70%
Luxembourg	69%
Austria	68%
France	65%
Portugal	61%
Spain	59%
EU27	59%
Greece	58%
Germany	57%
Lithuania	57%
Slovenia	56%
Italy	55%
Latvia	54%
Estonia	53%
Czechia	52%
Croatia	50%
Hungary	47%
Poland	47%
Slovakia	45%
Romania	40%
Bulgaria	37%

Figure D29 Enterprises in EU countries having a user profile on multimedia content sharing websites or apps like YouTube or Instagram; 2023

Country	Value
Finland	52%
Malta	48%
Belgium	43%
Sweden	42%
Austria	40%
Netherlands	40%
Cyprus	39%
Spain	37%
Germany	37%
Denmark	36%
Greece	33%
EU27	31%
Luxembourg	31%
Slovenia	30%
Ireland	30%
Italy	30%
Czechia	29%
France	28%
Portugal	28%
Latvia	25%
Estonia	23%
Croatia	22%
Slovakia	21%
Poland	20%
Lithuania	20%
Hungary	17%
Romania	14%
Bulgaria	13%

Source: Eurostat

D Enterprises

Table D9 Enterprises in Czechia using paid cloud computing services

	2017	2020	2023
Total (10+ employees):	**22,0**	**28,8**	**47,1**
Small enterprises (10-49)	20,0	25,7	42,9
Medium enterprises (50-249)	27,5	36,9	60,0
Large enterprises (250+)	38,7	55,7	78,9
Industry (10+ employees):			
Manufacturing	19,1	26,5	45,7
Electricity, gas and water supply	24,6	31,1	44,0
Construction	17,0	17,8	43,0
Sale and repair of motor vehicles	22,9	29,7	42,3
Wholesale trade	28,4	38,7	58,0
Retail trade	23,1	27,6	41,3
Transport and storage	12,6	20,8	34,8
Accommodation	24,3	33,5	52,5
Food and beverage services	9,6	17,9	32,9
Travel agency and related activities	33,6	41,8	71,7
Media industries incl. publishing activities	44,0	48,5	70,9
Telecommunication and ICT activities	52,1	68,9	79,1
Professional, S&T activities	30,9	38,6	62,4
Administrative and support service activities	24,4	25,2	33,4

Figure D30 Enterprises using paid cloud computing services
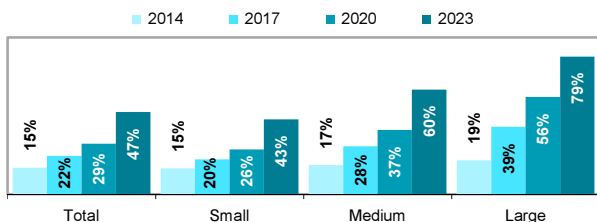
Figure D31 Enterprises using selected paid cloud computing services; 2023
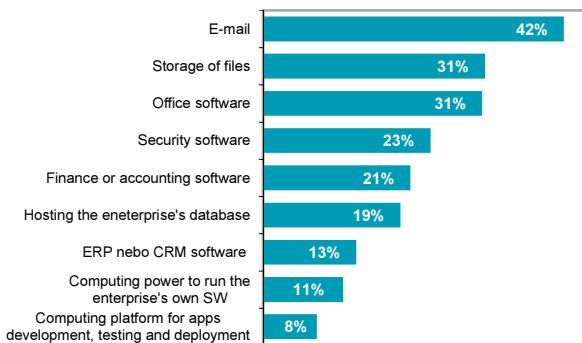
as a percentage of all enterprises with 10+ employees in a given group

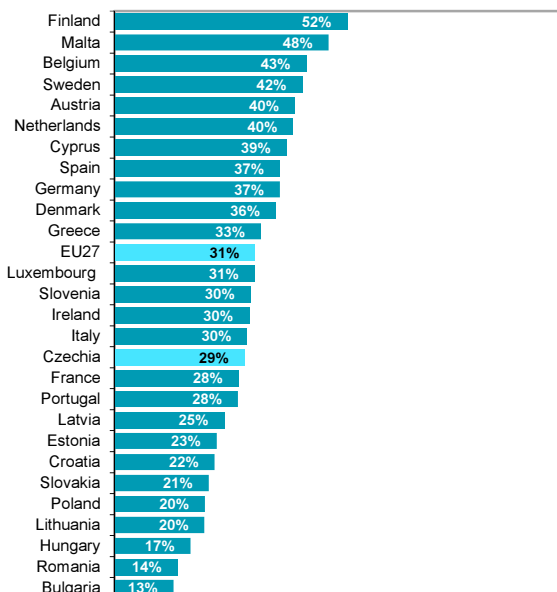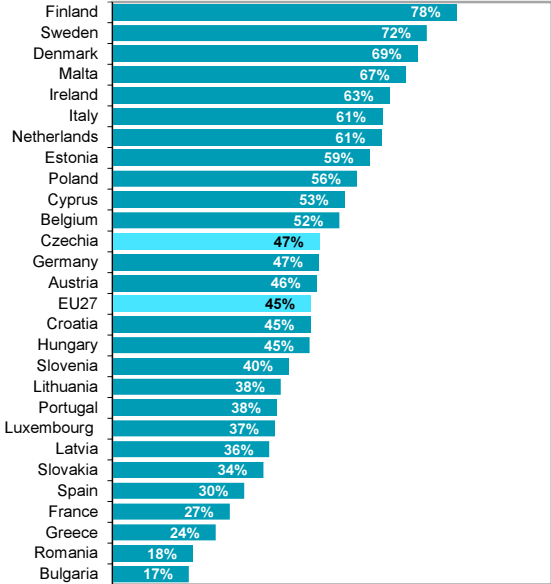*Source: Czech Statistical Office, Survey on ICT usage in enterprises*

**Figure D32 Enterprises in EU countries
using paid cloud computing services; 2023**

Country	%
Finland	78%
Sweden	72%
Denmark	69%
Malta	67%
Ireland	63%
Italy	61%
Netherlands	61%
Estonia	59%
Poland	56%
Cyprus	53%
Belgium	52%
Czechia	47%
Germany	47%
Austria	46%
EU27	45%
Croatia	45%
Hungary	45%
Slovenia	40%
Lithuania	38%
Portugal	38%
Luxembourg	37%
Latvia	36%
Slovakia	34%
Spain	30%
France	27%
Greece	24%
Romania	18%
Bulgaria	17%

**Figure D33 Enterprises in EU countries
using storage of files as a paid cloud computing service; 2023**

Country	%
Finland	65%
Sweden	59%
Denmark	58%
Malta	56%
Netherlands	51%
Estonia	45%
Belgium	44%
Ireland	41%
Italy	37%
Cyprus	36%
Austria	35%
Croatia	33%
Germany	32%
Czechia	31%
EU27	31%
Hungary	30%
Slovenia	29%
Portugal	28%
Luxembourg	25%
Spain	25%
Lithuania	25%
Poland	23%
Latvia	21%
Slovakia	21%
France	20%
Greece	15%
Bulgaria	13%
Romania	11%

Source: Eurostat

Tab. D10 Enterprises in Czechia performing data analytics; 2023

Percentage

	Total	by own employees	by external enterprise
Total (10+ employees):	**19,5**	**17,6**	**5,4**
Small enterprises (10-49)	15,3	13,4	4,4
Medium enterprises (50-249)	32,3	30,5	8,6
Large enterprises (250+)	51,5	49,3	12,9
Industry (10+ employees):			
Manufacturing	20,3	18,3	5,1
Electricity, gas and water supply	19,9	18,8	3,0
Construction	8,0	6,8	2,0
Sale and repair of motor vehicles	22,6	17,8	7,7
Wholesale trade	32,4	30,5	6,5
Retail trade	22,3	18,1	11,7
Transport and storage	14,6	12,4	4,0
Accommodation	19,5	16,8	8,6
Food and beverage services	11,6	9,4	5,2
Travel agency and related activities	28,9	28,9	6,5
Media industries incl. publishing activities	37,9	36,1	13,0
Telecommunication and ICT activities	38,5	37,2	7,7
Professional, S&T activities	20,2	19,3	5,6
Administrative and support service activ.	10,3	9,0	2,8

Figure D34 Enterprises by size performing data analytics on data from selected sources; 2023
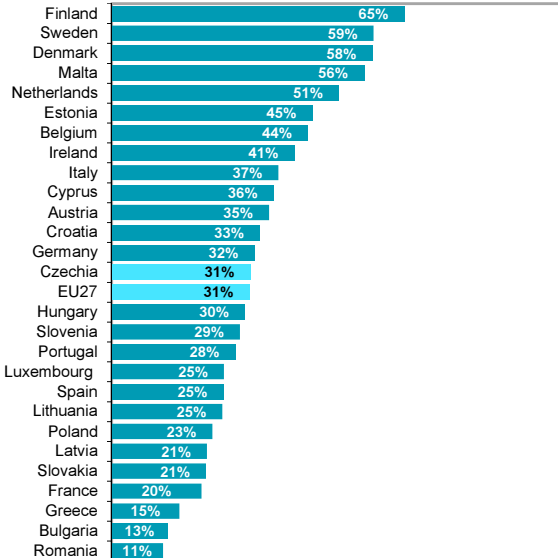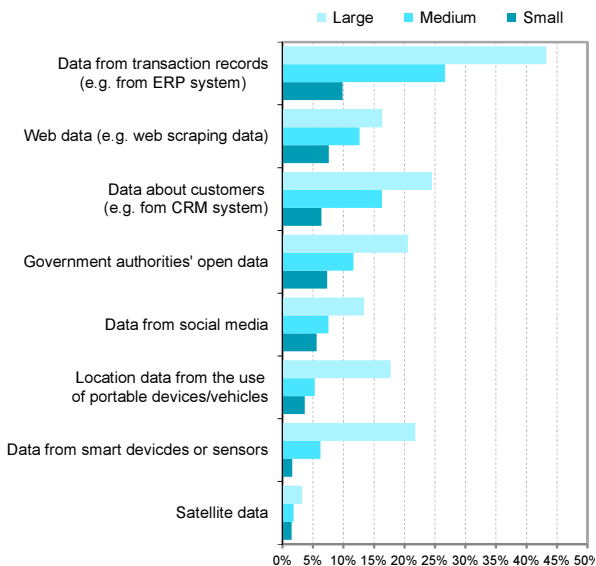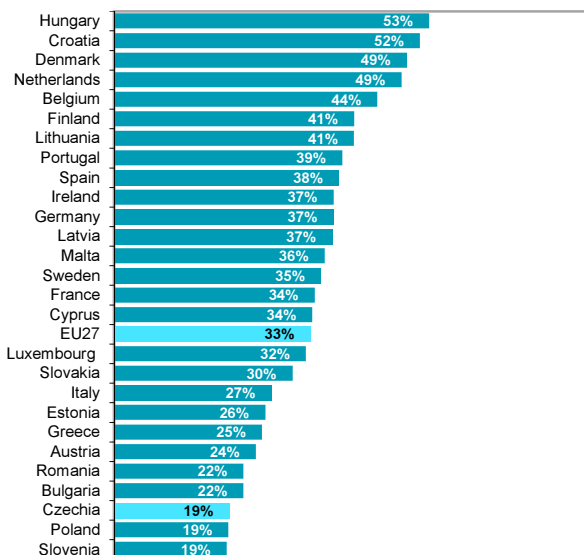

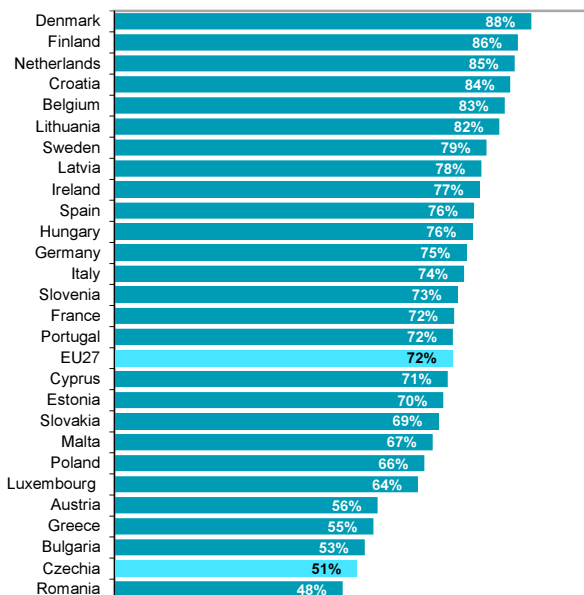*as a percentage of all enterprises with 10+ employees in a given group*

Source: Czech Statistical Office, Survey on ICT usage in enterprises

D Enterprises

Figure D35 Enterprises in EU coutries performing data analytics; 2023

Country	%
Hungary	53%
Croatia	52%
Denmark	49%
Netherlands	49%
Belgium	44%
Finland	41%
Lithuania	41%
Portugal	39%
Spain	38%
Ireland	37%
Germany	37%
Latvia	37%
Malta	36%
Sweden	35%
France	34%
Cyprus	34%
EU27	33%
Luxembourg	32%
Slovakia	30%
Italy	27%
Estonia	26%
Greece	25%
Austria	24%
Romania	22%
Bulgaria	22%
Czechia	19%
Poland	19%
Slovenia	19%

Figure D36 Large enterprises in EU countries performing data analytics; 2023

| Country	%
Denmark	88%
Finland	86%
Netherlands	85%
Croatia	84%
Belgium	83%
Lithuania	82%
Sweden	79%
Latvia	78%
Ireland	77%
Spain	76%
Hungary	76%
Germany	75%
Italy	74%
Slovenia	73%
France	72%
Portugal	72%
EU27	72%
Cyprus	71%
Estonia	70%
Slovakia	69%
Malta	67%
Poland	66%
Luxembourg	64%
Austria	56%
Greece	55%
Bulgaria	53%
Czechia	51%
Romania	48%

Source: Eurostat

Tab. D11 Enterprises in Czechia using Artificial Intelligence; 2023

Percentage

	Total	Advanced text analysis	Machine (or deep) learning
Total (10+ employees):	**5,9**	**3,0**	**2,3**
Small enterprises (10-49)	4,0	2,0	1,5
Medium enterprises (50-249)	9,8	5,2	3,9
Large enterprises (250+)	28,4	14,9	12,1
Industry (10+ employees):			
Manufacturing	6,0	2,2	2,0
Electricity, gas and water supply	5,2	3,0	2,3
Construction	1,3	0,8	0,4
Sale and repair of motor vehicles	3,5	1,3	1,2
Wholesale trade	5,1	0,9	0,5
Retail trade	6,1	5,3	2,5
Transport and storage	4,4	3,3	1,5
Accommodation	3,3	1,8	0,8
Food and beverage services	2,4	2,4	1,0
Travel agency and related activities	8,7	6,4	.
Media industries incl. publishing activities	13,1	7,7	8,9
Telecommunication and ICT activities	25,6	14,6	18,4
Professional, S&T activities	9,4	5,7	3,6
Administrative and support service activities	5,3	2,3	1,7

Figure D37 Enterprises using Artificial Intelligence; 2023
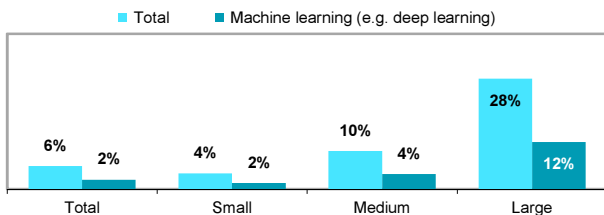
as a percentage of all enterprises with 10+ employees in a given group

Figure D38 Large enterprises using selected Artificial Intelligence technologies; 2023
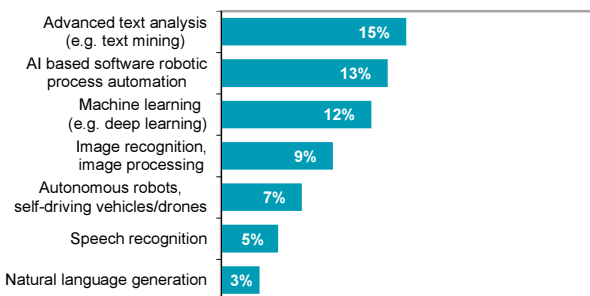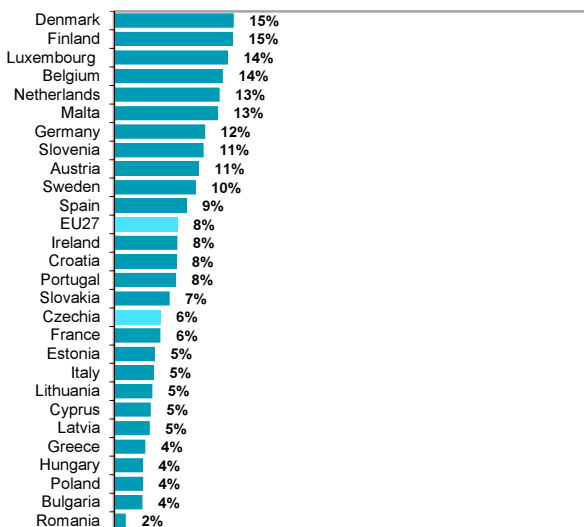

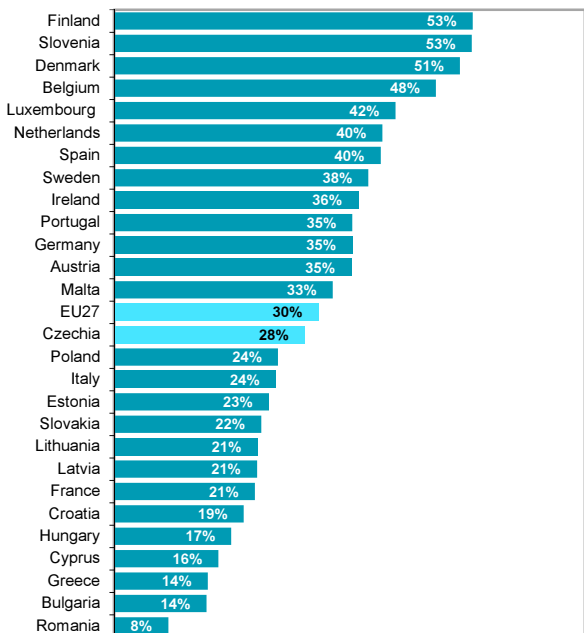as a percentage of large enterprises with 250+ employees in a given group

Source: Czech Statistical Office, Survey on ICT usage in enterprises

Figure D39 Enterprises in EU countries using Artificial Intelligence; 2023

Country	%
Denmark	15%
Finland	15%
Luxembourg	14%
Belgium	14%
Netherlands	13%
Malta	13%
Germany	12%
Slovenia	11%
Austria	11%
Sweden	10%
Spain	9%
EU27	8%
Ireland	8%
Croatia	8%
Portugal	8%
Slovakia	7%
Czechia	6%
France	6%
Estonia	5%
Italy	5%
Lithuania	5%
Cyprus	5%
Latvia	5%
Greece	4%
Hungary	4%
Poland	4%
Bulgaria	4%
Romania	2%

Figure D40 Large enterprises in EU countries using Artificial Intelligence; 2023

Country	%
Finland	53%
Slovenia	53%
Denmark	51%
Belgium	48%
Luxembourg	42%
Netherlands	40%
Spain	40%
Sweden	38%
Ireland	36%
Portugal	35%
Germany	35%
Austria	35%
Malta	33%
EU27	30%
Czechia	28%
Poland	24%
Italy	24%
Estonia	23%
Slovakia	22%
Lithuania	21%
Latvia	21%
France	21%
Croatia	19%
Hungary	17%
Cyprus	16%
Greece	14%
Bulgaria	14%
Romania	8%

Source: Eurostat

Tab. D12 Enterprises in Czechia by level of digitalisation*; 2023

Percentage

	very low	low	high
Total (10+ employees):	**49,1**	**29,9**	**21,0**
Small enterprises (10-49)	54,2	29,5	16,4
Medium enterprises (50-249)	33,9	32,6	33,5
Large enterprises (250+)	8,8	28,3	62,8
Industry (10+ employees):			
Manufacturing	51,9	30,7	17,4
Electricity, gas and water supply	60,3	24,1	15,6
Construction	65,7	28,8	5,5
Sale and repair of motor vehicles	38,9	33,7	27,4
Wholesale trade	28,3	32,6	39,1
Retail trade	44,9	22,2	32,9
Transport and storage	70,2	20,8	9,0
Accommodation, food and beverage services	48,4	33,1	18,5
Travel agency and related activities	12,1	28,4	59,4
Information and communication	11,2	31,5	57,3
Professional, S&T activities	34,0	40,1	26,0
Administrative and support service activities	69,7	22,2	8,2

Figure D41 Enterprises by level of digitalisation*; 2023
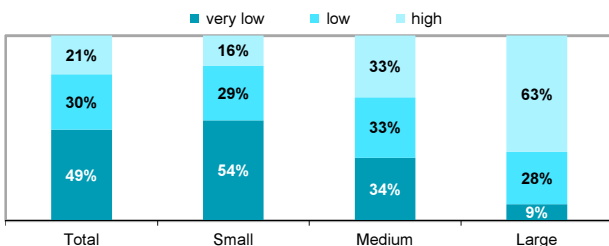
as a percentage of all enterprises with 10+ employees in a given group

* The level of digitisation (so-called Digital Intensity Index) of enterprises is determined by the EC according to the number of digital technologies used by enterprises (or the conditions met) from the following 12-point list:

1/ at least 50% of employees use enterprises' devices with internet access
2/ enterprise uses fixed internet connection with maximum contracted download speed of at least 30 Mbit/s
3/ enterprise uses artificial intelligence
4/ enterprise performs data analytics
5/ enterprise uses at least one paid cloud service
6/ enterprise uses at least one of advanced paid cloud services
7/ enterprise has a user profile on at least one type of social media
8/ enterprise has a user profile on at least two types of social media
9/ enterprise uses an ERP system application to manage business processes
10/ enterprise uses a CRM system application to evaluate customer information
11/ enterprises' web sales or EDI sales exceed 1% of their sales
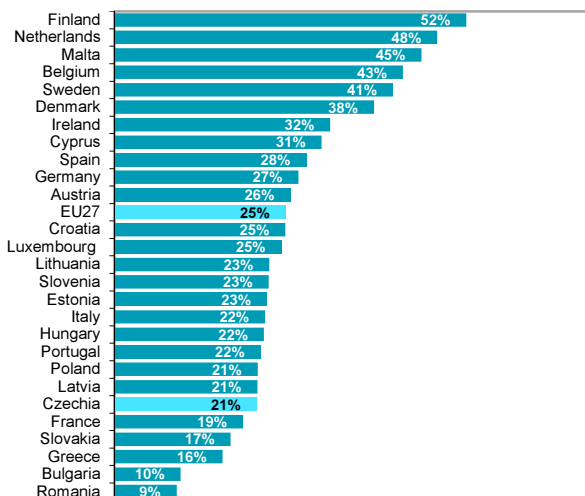12/ enterprises' web sales exceed 1% of their sales and sales to end customers exceed 10% of web sales

Enterprises that don't use any of these digital technologies or use no more than 3 digital technologies (see list above) have a very low level of digitalisation, those who use 4 to 6 technologies have a low and who use at least 7 of the 12 digital technologies a high.

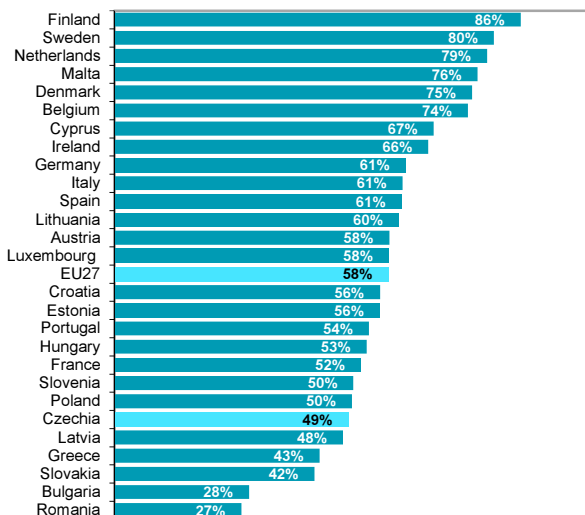*Source: Czech Statistical Office, Survey on ICT usage in enterprises*

D Enterprises

Figure D42 Enterprises in EU countries with a high level of digitalisation*; 2023

Country	%
Finland	52%
Netherlands	48%
Malta	45%
Belgium	43%
Sweden	41%
Denmark	38%
Ireland	32%
Cyprus	31%
Spain	28%
Germany	27%
Austria	26%
EU27	25%
Croatia	25%
Luxembourg	25%
Lithuania	23%
Slovenia	23%
Estonia	23%
Italy	22%
Hungary	22%
Portugal	22%
Poland	21%
Latvia	21%
Czechia	21%
France	19%
Slovakia	17%
Greece	16%
Bulgaria	10%
Romania	9%

Figure D43 Small and medium enterprises in EU countries with at least a basic level of digitalisation; 2023**

Country	%
Finland	86%
Sweden	80%
Netherlands	79%
Malta	76%
Denmark	75%
Belgium	74%
Cyprus	67%
Ireland	66%
Germany	61%
Italy	61%
Spain	61%
Lithuania	60%
Austria	58%
Luxembourg	58%
EU27	58%
Croatia	56%
Estonia	56%
Portugal	54%
Hungary	53%
France	52%
Slovenia	50%
Poland	50%
Czechia	49%
Latvia	48%
Greece	43%
Slovakia	42%
Bulgaria	28%
Romania	27%

Enterprises that use at least 7 of the 12 selected digital technologies (see the list on the previous page) have a high level of digitalisation.

**At least a basic level of digitalisation is achieved by SMEs using at least 4 of the 12 selected digital technologies (see the list on the previous page).*
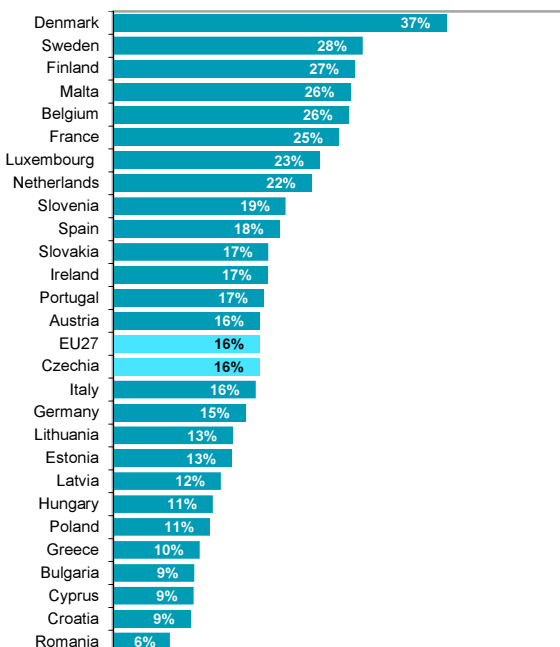
Source: Eurostat

Table D13 Enterprises in Manufacturing in Czechia using 3D printing and robotics; 2022

Percentage

	3D printing	Robotics
Manufacturing, total (10+ employees):	**15,0**	**16,6**
Small enterprises (10-49)	8,6	7,2
Medium enterprises (50-249)	21,6	28,2
Large enterprises (250+)	52,1	64,3
Manufacturing industry (10+ epmloyees):		
Manufacturing of food products	2,9	10,6
Manufacturing of textiles and wearing apparel	5,2	3,8
Manufacturing of wood and paper	5,6	8,9
Manufacturing of chemicals or pharmaceutical products	13,9	12,3
Manufacturing of rubber and plastics products	14,6	30,4
Manufacturing of glass and building materials	10,6	20,0
Manufacturing of basic metals	10,8	18,3
Manufacturing of computer and electronic products	48,8	19,7
Manufacturing of electrical equipment	30,9	20,2
Manufacturing of machinery	27,3	17,0
Manuf. of motor vehicles or other transport equipment	34,7	42,8

Source: Czech Statistical Office, Survey on ICT usage in enterprises

Figure D44 Enterprises in Manufacturing in EU countries using industrial robots; 2022

Country	Percentage
Denmark	37%
Sweden	28%
Finland	27%
Malta	26%
Belgium	26%
France	25%
Luxembourg	23%
Netherlands	22%
Slovenia	19%
Spain	18%
Slovakia	17%
Ireland	17%
Portugal	17%
Austria	16%
EU27	16%
Czechia	16%
Italy	16%
Germany	15%
Lithuania	13%
Estonia	13%
Latvia	12%
Hungary	11%
Poland	11%
Greece	10%
Bulgaria	9%
Cyprus	9%
Croatia	9%
Romania	6%

Source: Eurostat