

INFORMATION SOCIETY SURVEY -ESI- Administration 2012

64% of companies with access to Internet carry out procedures with the Public Administration digitally

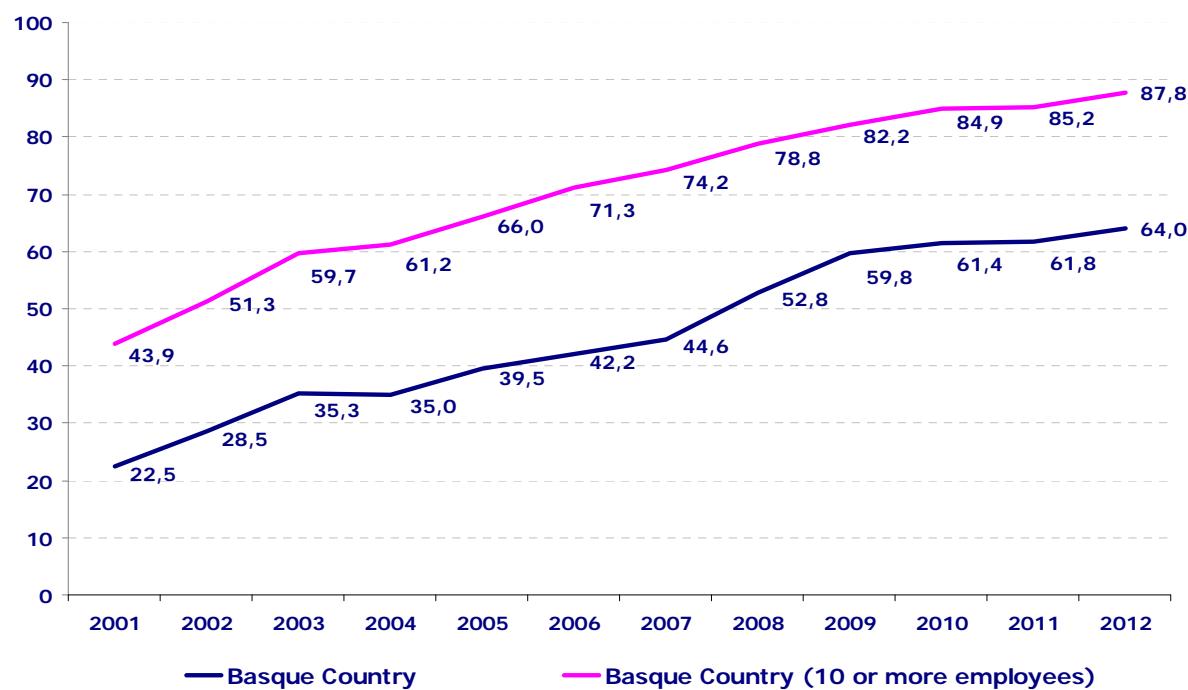
Via the Internet, Basque companies interact with the provincial councils and the Basque Government

64.0% of Basque companies with Internet access used this channel to carry out some form of procedure or make use of a service with the Public Administration in 2012, according to data provided by Eustat. This percentage rises to 87.8% in companies with 10 or more employees.

Bearing in mind that 73.8% of Basque countries have Internet access, overall electronic company interaction with the Administration stands at 47.2%. In companies with 10 or more employees, as practically all of these companies have Internet access (96.7%), this percentage rises to 84.9% of the total.

Furthermore, the number of countries that request this type of electronic relationship with the Administration has gradually increased in recent years. Thus, in the period between 2001 and 2012, the percentage of companies with Internet access that employ this channel to carry out procedures rose from 22.5% to 64.0%. These percentages are higher if we consider companies with 10 or more employees in isolation, rising from 43.9% in 2001 to 87.8% in 2012.

Graph 1: Evolution of Basque companies with Internet access that carry out procedures with the Public Administration via electronic channels. 2001-2012. (%)



Source: EUSTAT. Information Society Survey -ESI- Administration

With regards to the **type of electronic procedures carried out by Basque companies** with the Administration, attention should be drawn to obtaining information, taking in 56.6% of the establishments with Internet access, obtaining forms (53.2%), returning these forms once they have been filled in (43.4%) and carrying out administrative procedures using electronic channels exclusively (34.3%).

In terms of company size, those with 10 or more employees, whilst these percentages are higher, the order of the most employed procedures remains the same.

Table 1: Establishments with Internet access according to the type of procedure with the Public Administration employing electronic channels. (%)

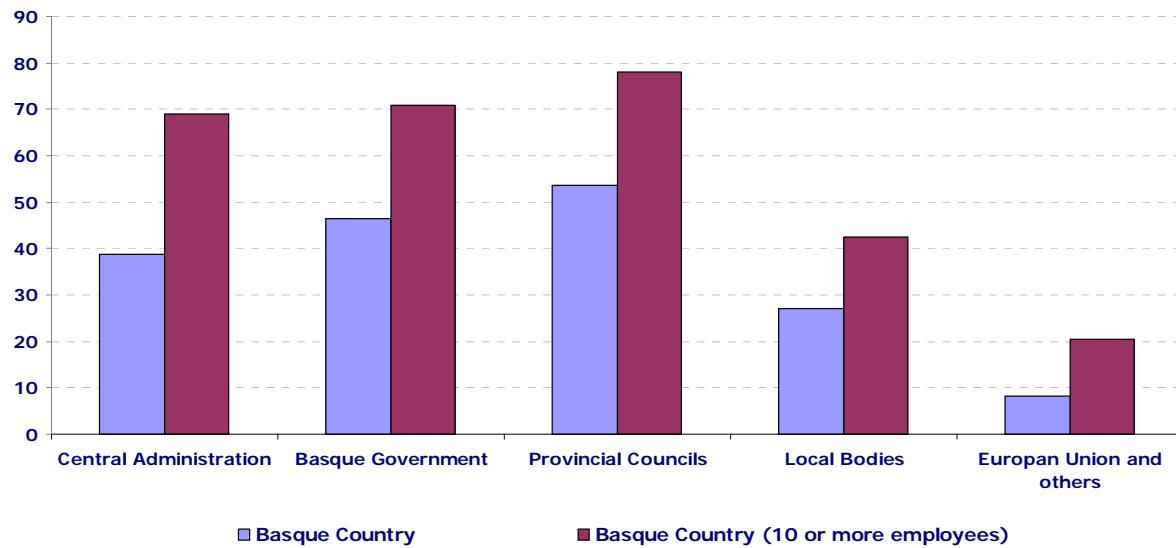
	Total	10 or more employees
Obtaining information	56,6	81,8
Obtaining forms	53,2	79,6
Returning forms once they have been filled in	43,4	71,9
Processing an administrative procedure exclusively via electronic channels	34,3	59,6
Filing value-added tax returns (VAT)	34,1	57,5
Filing company tax returns	28,9	52,7
Declaring social security contributions of employees	23,5	50,9
Presenting proposals in e-procurement systems	8,1	15,3
Filing special tax returns or customs duties	7,3	19,5
Others	2,4	3,8

Source: EUSTAT. Information Society Survey -ESI- Administration.

Finally, with regards to **which Administration is used to carry out these procedures** by companies with Internet access, attention should be drawn to the provincial councils (53.5%) and the Basque Government (46.5%), followed by the Central Administration (38.8%), local Administrations (27.2%) and, finally, the administrative bodies of the European Union or other entities (8.2%).

Once again, these percentages are higher if we consider companies with 10 or more employees exclusively. Thus, 78.1% of companies of this size with Internet access interact with the provincial councils, 70.8% with the Basque Government, 68.9% with the Central Administration, 42.4% with local bodies and, finally, 20.4% with the European Union or other entities.

Graph 2: Basque companies with Internet access that carry out procedures with the Public Administration via electronic channels. (%)



Source: EUSTAT. Information Society Survey -ESI- Administration

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