

INFORMATION SOCIETY SURVEY (ESI) Administration 2013

63.8% of companies with Internet access carry out procedures with the Public Administration in electronic form

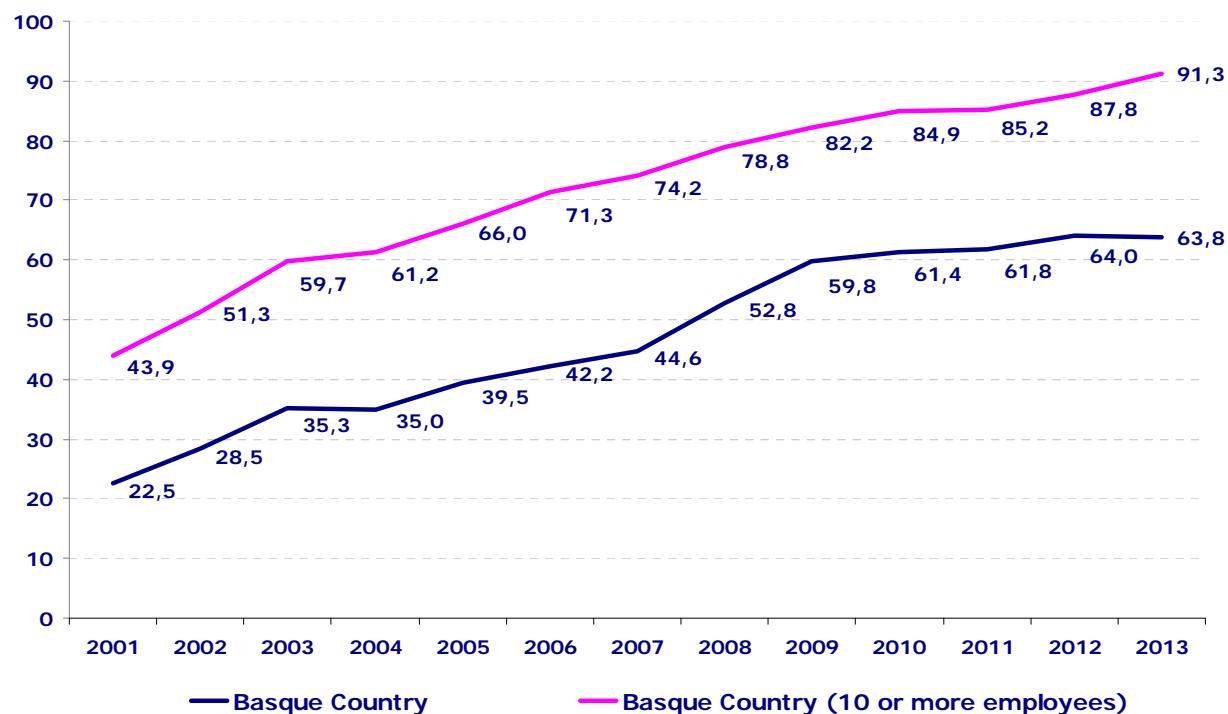
Basque companies interact on the Internet mostly with the Provincial Councils, followed by the Central Administration and the Basque Government

63.8% of Basque companies with Internet access used this method to carry out some form of procedure or service with the Public Administration in 2013, according to data prepared by Eustat. This percentage rose to 91.3% in companies with 10 or more employees.

Taking into account the fact that 78.8% of Basque companies have Internet access, the overall proportion of those that interact electronically with administrations is 50.3%. In companies with 10 or more employees, the fact that almost all of them (97.1%) have Internet access means that, in this case, the proportion is 88.7%.

Moreover, the number of companies that demand this type of electronic relationship with the Administration has increased in recent years. Thus, while 22.5% of companies with Internet access carried out procedures by this means in 2001, this figure rose to 63.8% in 2013. These percentages are higher if we only take into account companies with 10 or more employees, going from 43.9% in 2001 to 91.3% in 2013.

Graph 1: Evolution of Basque companies with Internet access that carry out procedures with the Public Administration by electronic means in 2001-2013 (%)



Source: EUSTAT. Information Society Survey (ESI). Administration

Regarding the **type of electronic procedures that Basque companies carry out** with the Administration, the ones that stand out are: obtaining information, performed by 55.6% of establishments with Internet access; obtaining printouts and forms (51.7%); declaring value added tax VAT (43.7%); returning completed printouts and forms (43.0%); and declaring corporation tax (38.9%). These percentages are higher in companies with 10 or more employees.

Table 1: Establishments with Internet access by type of electronic procedure with the various public administrations in 2013. (%)

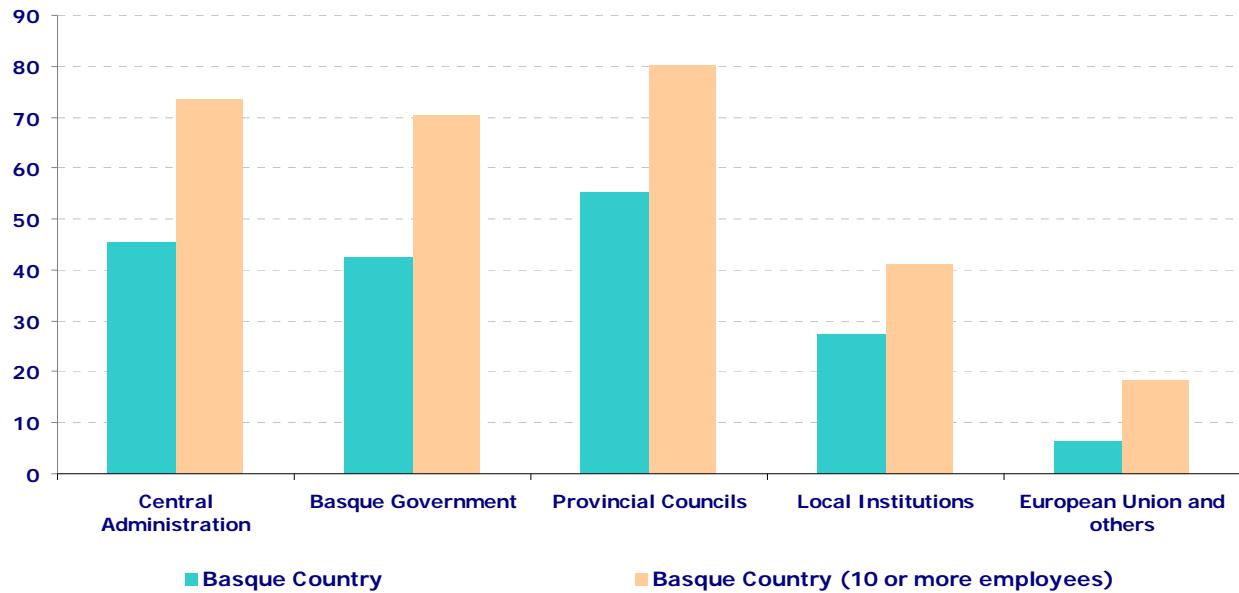
	Public sector		Central Administration		Basque Government		Provincial Councils		Local Institutions		European Union and others	
	Total	10 or more	Total	10 or more	Total	10 or more	Total	10 or more	Total	10 or more	Total	10 or more
Carries out procedures with the Administration via electronic channels	63,8	91,3	45,6	73,6	42,3	70,5	55,1	80,1	27,4	41,3	6,5	18,4
Obtaining information	55,6	83,1	22,0	48,3	39,3	66,4	45,1	68,2	25,4	39,3	5,6	16,7
Obtaining forms	51,7	80,4	17,1	40,8	33,1	60,1	42	66,3	19,8	29,6	3,1	10,3
Returning forms once they have been filled in	43	73,5	13,8	35,2	25,3	51,3	34,5	58,5	12,7	20,8	2,3	8,2
Carry out procedures in electronic form	28,5	59	10,3	27,4	14,9	38	20,9	42,6	6,3	12,7	1,9	5,6
Presenting proposals in e-procurement systems	7,1	14,3	2,3	7,5	3,6	9,4	4,4	8,3	2,1	3,1	0,6	1,7
Declaring social security contributions of employees	34,4	59,7	34,0	59,3	0,5	0,6
Filing company tax returns	38,9	61,4	8,8	15,9	.	.	33,2	53,5	.	.	0,1	0,2
Filing value-added tax returns (VAT)	43,7	63,9	9,2	15,1	.	.	37,6	55,3	.	.	0,1	0,5
Filing special tax returns or customs duties	5,8	18,6	5,7	17,8	.	.	0,1	0,7	.	.	0,1	0,6
Other process or services	2,3	3	0,8	1,1	0,5	0,9	1,5	1,7	0,2	0,3	0	0,1

Source: EUSTAT. Information Society Survey (ESI). Administration

Finally, regarding the **Administration with which the companies connected to the Internet to carry out these procedures**, two notable examples are the Provincial Councils (55.1%) and the Central Administration (45.6%). These percentages are largely explained by the competencies of these bodies in relation to the main taxes. Next were the Basque Government (42.3%) followed by local bodies (27.4%) and the European Union and others (6,5%).

Once again these percentages are higher if we only take into account companies of 10 or more employees. 80.1% of companies of this size with an Internet connection interact electronically with Provincial Councils, 73.6% with the Central Administration, 70.5% with the Basque Government, 41.3% with local bodies and, finally, 18.4% with the European Union and others.

Graph 2: Basque companies with Internet access that carry out procedures with the Public Administration by electronic means in 2013 (%)



Source: EUSTAT. Information Society Survey (ESI). Administration

For further information:

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