

The percentage of companies with 10 or more employees that are involved in e-commerce in the Basque Country varies between 38% in Alto Deba and 5% in Las Encartaciones

Almost a half of companies with a website have a Basque version

28.8% of companies with 10 or more employees in the Basque Country made sales or purchases via e-commerce in 2014, which varied between 38% in Alto Deba and 5% in Las Encartaciones according to Eustat data. Compared with last year, this was 1.3 percentage points more than the Autonomous Region as a whole, and 5.7 percentage points more than in 2010. In addition to Alto Deba in Gipuzkoa, we can also single out the regions of Gernika-Bermeo in Bizkaia (34.9%) and Cantábrica Alavesa in Álava (30.5%).

Basque companies with 10 or more employees did, however, show high levels of ICT (Information & Communication Technology) equipment. Over 94% of the companies in all regions have an **internet** connection – the average for the regions as a whole being 97.8% – and 86.5% of companies have their own **website**. Of these companies, those that stand out are located in the regions of Alto Deba in Gipuzkoa (88.7%), Duranguesado and Gernika-Bermeo in Bizkaia (87.5%) and Llanada Alavesa and Cantábrica Alavesa in Álava (85.4%).

Companies with 10 or more employees that have internet access, and which carry out **procedures with public administrations** via e-commerce, also make up the majority, with 92.1% of companies meeting these criteria in 2015, one percentage point more than in 2014. These companies are predominantly found in the regions of Arratia-Nervión in Bizkaia (99.1%), Montaña Alavesa in Álava (97.3%) and Bajo Deba and Goierri in Gipuzkoa (both 93.7%). In fact, all regions exceeded 90% except for Bajo Bidasoa (86.0%).

The percentages of companies with more than 9 employees that have **computer networks** are also very high throughout the territory. On average, 94.4% of companies have them (1.1 percentage point more than in 2014), especially Duranguesado in Bizkaia and Rioja Alavesa in Álava, where the percentage for both is 100%, whilst in Gipuzkoa, Goierri stands out, where 97.7% have them.

The use of **open-source programmes** is on the increase, and is very extensive in Basque companies with 10 or more employees (81.7%). Particular mention should go to Etribaciones del Gorbea in Álava and Alto Deba in Gipuzkoa, where 92.0% of companies use them, whilst in Bizkaia, Gernika-Bermeo stands out, with 87.2% of companies using them.

Availability of Basque on Basque company websites

Websites are mostly available in Basque in companies based in the regions of Gipuzkoa (61.5% on average), whilst for the Autonomous Region as a whole, this figure is 48.6%. Thus, in this province they reached 74.3% of those found in companies in Alto Deba and 67.3% of those in Goierri, exceeding 54% in the other regions of Gipuzkoa. Following these were those in Bizkaia (42.6% on average), where it was possible to access the language in over half of the websites based in Markina-Ondarroa (65.7%) and Gernika-Bermeo (63.8%).

Lastly, in Álava (39.6% on average), Montaña Alavesa stood out, where 52.8% of websites were available in Basque, with this percentage dropping in the other regions.

Even though the percentages of ICT equipment are very similar in companies with 10 or more employees, Donostia-San Sebastián stands out amongst the Basque capitals, particularly in e-commerce and websites available in Basque, where its percentage is clearly the highest.

Table 1: ICT equipment in establishments of 10 or more employees in the Basque Country by capitals and regions (%). 2015

	Internet		Website		Computer networks	Open-source programs	e-Commerce (3)
	With connection	Carry out procedures with the Admin. (1)	Have	In Basque (2)			
BASQUE COUNTRY	97,8	93,1	86,5	48,6	94,4	81,7	28,8
Vitoria - Gasteiz	96,4	93,6	85,1	41,7	95,9	80,9	26,8
Bilbao	96,0	91,8	85,4	44,7	96,2	81,8	26,1
Donostia - San Sebastian	97,0	91,5	87,7	65,9	97,3	83,7	34,5
ARABA/ÁLAVA	97,8	93,6	85,4	39,6	94,9	81,5	27,1
Arabako Ibarrek / Valles Alaveses	98,5	94,2	78,4	31,6	99,7	87,8	16,2
Arabako Lautada / Llanada Alavesa	96,2	93,6	85,4	41,4	95,2	80,5	26,5
Arabako Mendialdea / Montaña Alavesa	98,7	97,3	61,1	52,8	97,8	85,2	19,6
Errioxa Arabarra / Rioja Alavesa	99,1	93,0	74,2	28,4	100,0	86,6	30,1
Gorbeia Inguruak / Estribac. del Gorbea	98,7	95,0	84,9	30,1	99,3	92,0	26,9
Kantauri Arabarra / Cantábrica Alavesa	96,7	92,6	85,4	36,0	92,5	86,5	30,5
BIZKAIA	97,7	93,7	86,7	42,6	95,2	80,8	26,9
Arratia Nerbioi / Arratia-Nervión	98,1	99,1	73,1	37,1	99,6	81,7	12,9
Bilbo Handia / Gran Bilbao	96,0	92,9	86,1	41,7	95,6	81,9	27,0
Durangaldea / Duranguesado	98,5	95,9	87,5	41,1	100,0	79,9	24,7
Enkartzioak / Encartaciones	98,2	94,6	85,9	42,6	99,7	65,1	4,6
Gernika-Bermeo	98,2	98,8	87,5	63,8	95,2	87,2	34,9
Markina-Ondarroa	98,4	96,2	64,1	65,7	90,8	85,0	30,4
Plentzia-Mungia	95,5	96,6	84,2	46,6	90,4	78,3	33,8
GIPUZKOA	97,8	91,9	86,6	61,5	93,1	83,1	32,5
Bidasoa Beherea / Bajo Bidasoa	97,2	86,0	85,6	54,4	95,8	87,6	29,6
Deba Beherea / Bajo Deba	96,8	93,7	85,3	59,8	93,3	86,8	30,2
Debagoiena / Alto Deba	97,3	93,4	88,7	74,3	93,4	92,0	38,1
Donostialdea	96,9	92,0	85,3	60,6	95,9	82,3	31,7
Goierrri	96,8	93,7	86,3	67,3	97,7	88,7	26,0
Tolosaldea / Tolosa	98,8	91,1	86,3	56,9	87,2	78,0	36,8
Urola-Kostaldea / Urola Costa	94,4	93,1	84,9	61,1	90,3	83,0	34,3

(1) Of the establishments with Internet, percentage of those that interact electronically with the administrations

(2) Of the establishments with a website, the percentage with availability in Basque

(3) The data on e-Commerce are from 31 December 2014

Source: Eustat. Survey on the information society. Companies

For further information:

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