

SURVEY ON THE INFORMATION SOCIETY. Administration 2016

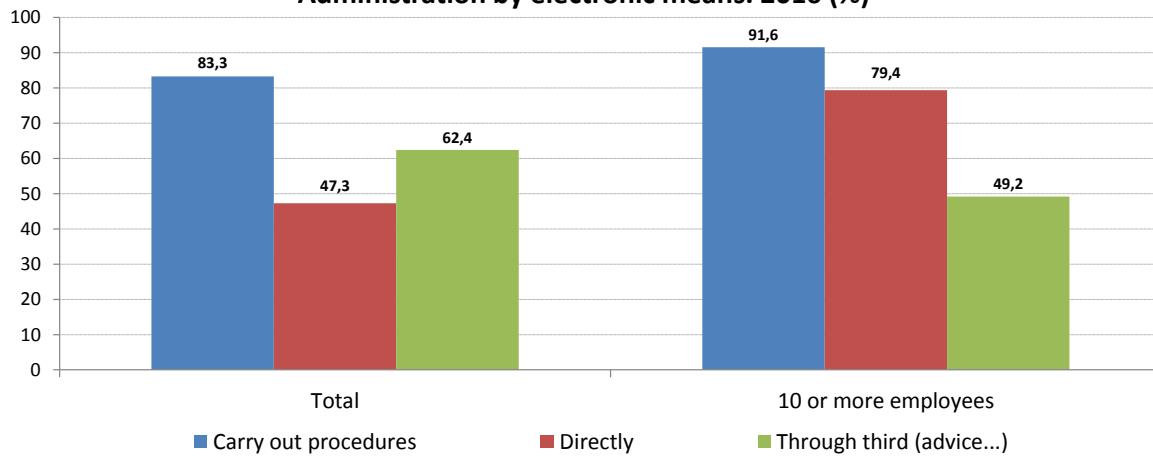
83.3% of companies in the Basque Country used Administration services

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

83.3% of Basque companies used the internet to carry out some form of procedure or service with the Public Administration in 2016, according to Eustat data. These procedures can either be carried out directly, with third parties (consultancies etc.) or with a combination of the two. This means that 47.3% of companies performed some kind of procedure directly, whilst 62.4% did so through third parties.

In companies with 10 or more employees, electronic processing accounted for 91.6% of all procedures. Seeing as these companies had more resources at their disposal due to their greater size, they predominantly carried out procedures directly (79.4%), whereas the percentage of companies that carried out procedures through third parties was lower at 49.2%.

Graphic 1. Basque companies that carry out procedures with the public Administration by electronic means. 2016 (%)



Source: Eustat. Survey on the Information society. (ESI) Administration

In terms of **the type of electronic procedures that Basque companies carried out** with the Administration, special mention should go to declaring value added tax (VAT), performed by 63.8% of establishments, gathering printouts and forms (61.8%), gathering information (60.6%), declaring corporate taxes (52.6%), declaring the social security contributions of employees (51.3%) and returning completed printouts and forms (49.5%). These figures are higher in companies with 10 or more employees.

Finally, regarding **the Administration with which the companies connected to the internet to carry out these procedures**, two notable examples are the Provincial

Councils (75.2%) and the Central Administration (60.0%). These percentages are largely explained by the competencies of these bodies in relation to the main taxes. Next were the Basque Government (44.9%) followed by local bodies (24.4%) and the European Union and others (8.6%).

Table 1: Establishments with Internet access by type of electronic procedure with the various public administrations in 2016. (%)

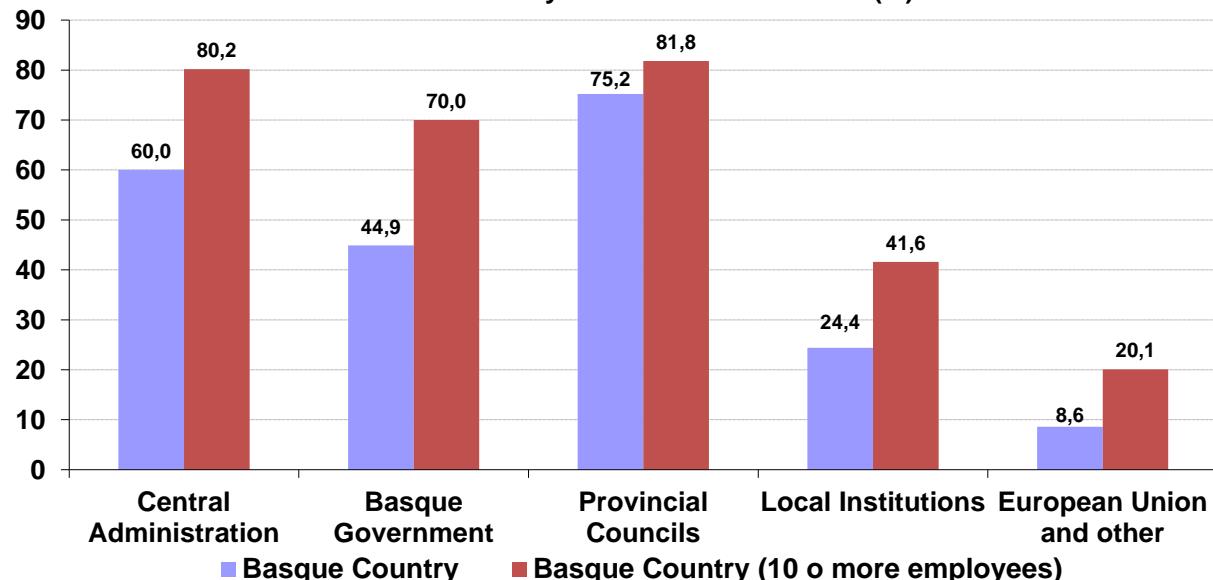
| | Public sector | | Central Administration | | Basque Government | | Provincial Councils | | Local Institutions | | European Union and others | |
|---|---------------|-------------|------------------------|-------------|-------------------|-------------|---------------------|-------------|--------------------|-------------|---------------------------|-------------|
| | 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 | 83,3 | 91,6 | 60,0 | 80,2 | 44,9 | 70,0 | 75,2 | 81,8 | 24,4 | 41,6 | 8,6 | 20,1 |
| Obtaining information | 60,6 | 81,9 | 23,9 | 50,9 | 36,4 | 65,2 | 50,1 | 68,0 | 21,1 | 37,9 | 6,7 | 17,6 |
| Obtaining forms | 61,8 | 80,7 | 20,1 | 45,2 | 34,3 | 58,1 | 50,2 | 67,7 | 16,6 | 30,7 | 3,7 | 10,6 |
| Returning forms once they have been filled in | 49,5 | 73,9 | 16,6 | 40,3 | 25,9 | 50,6 | 40,4 | 60,4 | 11,8 | 23,8 | 2,3 | 7,7 |
| Carry out procedures in electronic form | 42,3 | 65,9 | 14,1 | 34,9 | 19,3 | 41,8 | 32,0 | 49,3 | 8,0 | 15,2 | 2,0 | 5,4 |
| Presenting proposals in e-procurement systems | 11,6 | 19,3 | 3,5 | 10,1 | 5,1 | 10,2 | 7,6 | 10,8 | 2,0 | 3,8 | 1,1 | 2,4 |
| Declaring social security contributions of employees | 51,3 | 69,5 | 50,3 | 68,7 | . | . | . | . | . | . | 1,4 | 1,3 |
| Filing company tax returns | 52,6 | 68,8 | 11,1 | 17,4 | . | . | 46,8 | 62,0 | . | . | 0,5 | 0,6 |
| Filing value-added tax returns (VAT) | 63,8 | 70,3 | 11,0 | 18,4 | . | . | 59,1 | 64,6 | . | . | 0,6 | 0,7 |
| Filing special tax returns or customs duties | 10,8 | 24,3 | 10,6 | 23,8 | . | . | . | . | . | . | 0,6 | 1,1 |
| Other process or services | 3,4 | 3,7 | 1,1 | 1,2 | 0,9 | 1,1 | 1,9 | 2,1 | 0,3 | 0,8 | 0,2 | 0,2 |

Source: Eustat. Survey on the Information society. Administration

Once again these percentages are higher if we only take into account companies of 10 or more employees. 81.8% of companies of this size with an internet connection interact electronically with Provincial Councils, 80.2% with the Central Administration, 70.0% of them do so with the Basque Government, 41.6% with local bodies and, finally, 20.1% with the European Union and others.

Furthermore, whereas the autonomous administrations are mostly used to declare value added tax, search for information and to obtain printouts and forms as the main procedures, the Central Administration is mostly used to declare the social contributions of employees.

Graphic 2. Basque companies that carry out procedures with the public Administration by electronic means. 2016 (%)



Source: Eustat. Survey on the Information society. Administration

For further information:

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