

49.5% of companies in the region of Alto Deba engaged in e-commerce in 2022

Gernika-Bermeo, with 81.9%, was the region with the highest percentage of websites in Basque in 2023

The region of Alto Deba stood out with 49.5% of companies with 10 or more employees making sales or purchases via e-commerce, followed by the regions of Donostialdea and Bajo Bidasoa in Gipuzkoa, with 45.8% and 45.0% respectively, Arratia-Nervión in Bizkaia, with 42.6%, and Rioja Alavesa in Álava, with 42.3%, according to Eustat data.

As regards the three capitals, the percentage of companies with 10 or more employees that used e-commerce stood at 47.1% in San Sebastián, 42.9% in Bilbao, and 33.0% in Vitoria-Gasteiz in 2022.

ICT equipment in establishments of 10 or more employees in the Basque Country by provincial capitals and districts (%). 2023

	Internet		Website		e-commerce (3)
	With connection	Carry out procedures with the Admin (1)	Have	In Basque (2)	
BASQUE COUNTRY	99,4	98,5	92,3	51,3	39,0
Vitoria-Gasteiz	99,5	98,9	93,5	41,8	33,0
Bilbao	99,9	99,3	95,4	47,0	42,9
Donostia / San Sebastian	99,0	98,4	92,2	60,2	47,1
ARABA/ALAVA	99,5	99,1	92,8	43,3	33,1
Añana	99,9	99,4	96,1	27,8	22,1
Arabako Errioxa / Rioja Alavesa	99,2	99,7	92,5	38,9	42,3
Arabako Kantaurialdea / Cantábrica Alavesa	98,9	99,5	84,7	54,8	32,4
Arabako Lautada / Llanada Alavesa	99,5	99,0	93,4	42,1	33,4
Arabako Mendialdea / Montaña Alavesa	99,8	99,5	79,7	58,3	26,9
Gorbeialdea / Estribaciones del Gorbea	99,9	99,4	95,7	44,0	26,0
BIZKAIA	99,6	98,5	93,8	45,9	38,9
Arratia-Nerbiol / Arratia-Nervión	99,9	98,1	93,9	59,1	42,6
Bilbo Handia / Gran Bilbao	99,7	98,9	94,0	41,3	39,0
Durangaldea / Duranguesado	99,7	96,8	91,8	55,3	38,1
Enkartzioak / Encartaciones	99,9	97,6	93,3	67,2	33,8
Gernika-Bermeo	99,9	96,8	93,7	81,9	36,7
Markina-Ondarroa	97,4	99,9	87,3	76,1	32,3
Plentzia-Mungia	95,7	96,9	94,7	50,7	38,7
GIPUZKOA	99,0	98,3	89,8	63,1	41,9
Bidasoa Behea / Bajo Bidasoa	99,3	96,4	85,7	54,3	45,0
Debabarrena / Bajo Deba	99,2	99,4	92,7	58,6	38,9
Debagoiena / Alto Deba	99,1	97,9	91,5	75,6	49,5
Donostialdea	99,3	98,7	91,5	59,8	45,8
Goierni	98,4	97,8	87,3	76,1	33,4
Tolosaldea	97,4	97,4	87,9	63,8	26,8
Urola Kosta	98,9	97,9	83,1	69,4	31,9

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

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

(3) The data on e-Commerce are from 31 December 2022

Date November 30, 2023

Source: Eustat. Survey on the Information society. Companies

It is worth pointing out that, for San Sebastián and Bilbao, this year's figures marked the high point of the available historic series, while the figure for Vitoria-Gasteiz, despite increasing by one tenth of a point compared to the previous year, was practically the same as the maximum obtained in 2020 (33.1%). From a more long-term perspective, in relation to 2015, these percentages represented varying increases in the three provincial capitals: 12.9 percentage points in San Sebastián, 9.8 points in Bilbao and 7.5 points in Vitoria-Gasteiz.

It should be noted that the e-commerce data is in relation to the 2022 financial year, whereas the other indicators correspond to 2023.

Basque companies with 10 or more employees showed high levels of ICT (Information & Communication Technology) equipment. The same can be said for **internet connection**, with percentages close to 100% in all the regions and in all three Basque capitals, giving an average for the Basque Country as a whole of 99.4% (1.6 points more than in 2015). Moreover, differences between regions were very small, as all of them were well over 95%.

In companies with internet access, of particular note was its use for carrying out **procedures with public administrations by electronic means**. Thus, in 2023, 98.5% of this type of company had done so, 5.4 points above the 2015 figure. By region, this was found to a greater extent in Cantábrica Alavesa in Álava (99.7%), Markina-Ondarroa in Bizkaia (with 99.9%) and Bajo Deba in Gipuzkoa (with 99.4%).

Additionally, 92.3% of companies of this size had a **website**, a cumulative increase of 5.8 percentage points in respect of 2015. Of particular relevance at the regional level were Añana in Álava, Plentzia-Mungia in Bizkaia and Bajo Deba in Gipuzkoa, with 96.1%, 94.7% and 92.7%, respectively. Among the capitals, Bilbao stood out with 95.4%, followed by Vitoria-Gasteiz (93.5%) and San Sebastián (92.2%).

Half of companies used the Basque language on their website

Just over half of company websites in the Basque Country were available in the Basque language (51.3%). Websites in Basque were more common among companies in Gipuzkoa (with an average of 63.1%), a province in which all seven regions surpassed 50%, reaching a high of 76.1% in Goierri. These were followed by companies in Bizkaia (with an average of 45.9%), where six of its seven regions exceeded 50%, with a high of 81.9% in Gernika-Bermeo, making it the region with the highest percentage of Basque-language websites in the Basque Country. In the case of Álava (average of 43.3%), two regions stood out with over 50%: Montaña Alavesa (58.3%) and Cantábrica Alavesa (54.8%).

Finally, as regards companies with 10 or more employees in the Basque capitals, although they obtained very similar percentages for all indicators, it is worth noting that in terms of ICT equipment, Bilbao stood out in the indicators of internet connection, carrying out procedures with the administration electronically, and websites. Meanwhile, San Sebastián came out on top in terms of websites available in Basque and the use of e-commerce.

For further information:

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