

SURVEY ON THE INFORMATION SOCIETY. Administration 2015

67.7% of companies with Internet access use e-Administration services

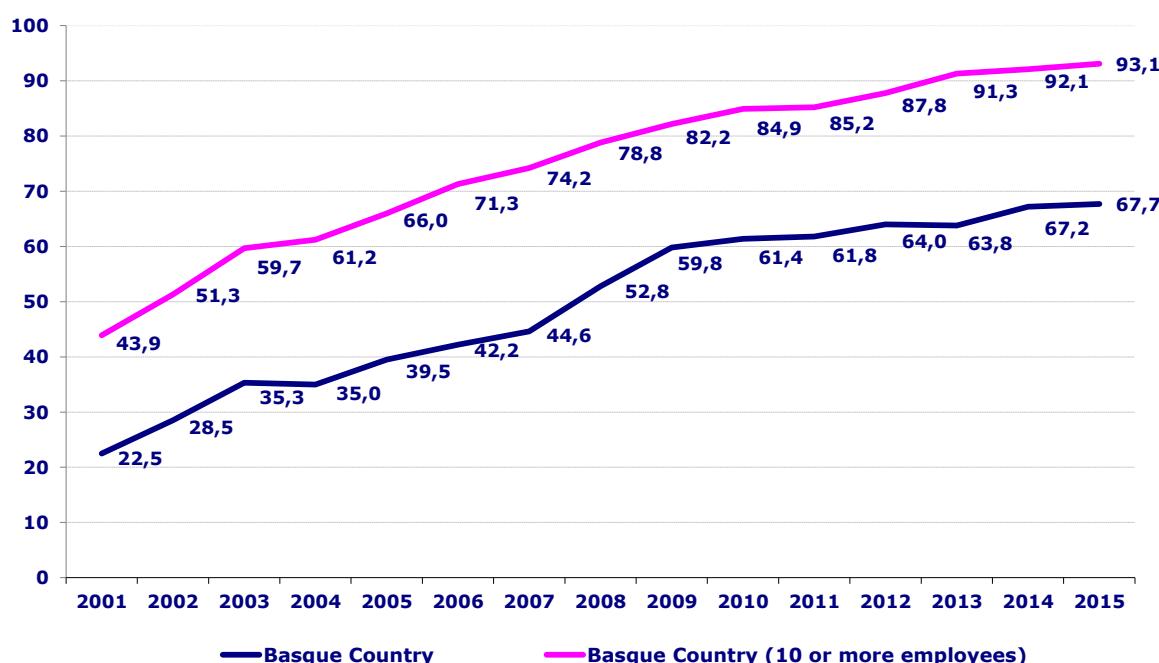
Basque companies interact on the Internet mostly with the Provincial Councils, followed by the Central Administration and the Basque Government

67.7% of Basque companies with Internet access used this method to carry out some form of procedure or service with the Public Administration in 2015, according to data prepared by Eustat. This percentage rose to 93.1% in companies with 10 or more employees.

Taking into account that 84.1% of companies in the Basque Country have Internet access, 56.9% interact electronically with the Administrations. This proportion is 91.1% for companies with 10 or more employees, of which almost all have access to the web (97.8%).

Moreover, the number of companies with Internet access 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 67.7% in 2015. These percentages are higher if we only take into account companies with 10 or more employees, going from 43.9% in 2001 to 93.1% in 2015.

Graph 1: Evolution of Basque companies with Internet access that carry out procedures with the Public Administration by electronic means in 2001-2015 (%)



Source: Eustat. Survey on the Information society. 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 55.3% of establishments with Internet access; obtaining printouts and forms (53.2%); declaring value added tax VAT (40.6%); returning completed printouts and forms (40.1%); and declaring corporation tax (35.9%). These figures are significantly 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 2015. (%)

	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	67,7	93,1	46,6	72,9	43,4	72,5	55,6	79,1	25,7	41,8	7,4	18,2
Obtaining information	55,3	83,5	26,6	52,0	39,4	68,1	44,7	67,4	24,1	39,4	5,6	17,2
Obtaining forms	53,2	80,5	21,8	43,3	33,1	61,2	42,2	64,6	18,7	31,3	4,2	11,5
Returning forms once they have been filled in	40,1	69,2	16,9	36,7	24,1	50,9	31,2	54,0	11,0	22,0	3,2	8,2
Carry out procedures in electronic form	27,9	55,7	11,3	28,2	15,0	38,2	19,7	41,3	5,8	14,0	2,1	6,3
Presenting proposals in e-procurement systems	6,2	15,3	2,8	8,6	3,5	10,1	3,7	8,2	1,8	4,1	0,9	1,9
Declaring social security contributions of employees	33,6	60,1	33,0	59,7	0,6	0,5
Filing company tax returns	35,9	60,5	13,3	22,2	.	.	30,3	50,8	.	.	0,0	0,1
Filing value-added tax returns (VAT)	40,6	63,3	13,6	21,6	.	.	34,1	53,5	.	.	0,5	0,8
Filing special tax returns or customs duties	6,4	19,1	6,2	18,5	.	.	0,0	0,1	.	.	0,5	1,2
Other process or services	2,0	3,3	0,8	1,0	0,5	0,6	1,2	1,8	0,5	0,6	0,1	0,1

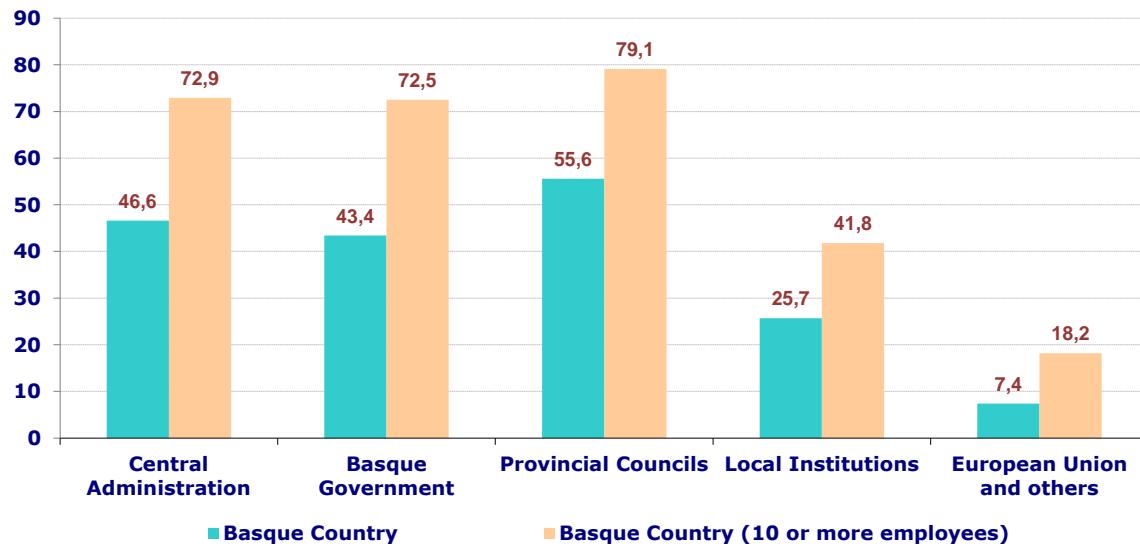
Source: Eustat. Survey on the Information society. Administration

Finally, regarding **the Administration with which the companies connected to the Internet to carry out these procedures**, two notable examples are the Provincial Councils (55.6%) and the Central Administration (46.6%). These percentages are largely explained by the competencies of these bodies in relation to the main taxes. Next were the Basque Government (43.4%) followed by local bodies (25.7%) and the European Union and others (7.4%).

Once again these percentages are higher if we only take into account companies of 10 or more employees. 79.1% of companies of this size with an Internet connection interact electronically with Provincial Councils, 72.9% with the Central Administration, 72.5% of them do so with the Basque Government, 41.8% with local bodies and, finally, 18.2% with the European Union and others.

Furthermore, whereas the autonomous administrations are mostly used to 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.

Graph 2: Basque companies with Internet access that carry out procedures with the Public Administration by electronic means in 2015 (%)



Source: Eustat. Survey on the Information society. Administration

For further information:

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