



2021 SURVEY ON INFORMATION AND COMMUNICATIONS TECHNOLOGY



Core ICT Industries
Final Results



Core Information and Communication Technology (ICT) Industries are industries comprising the Information Economy (IE) and the ICT-Enabled Services.

IE refers to industries involved in producing and trading of ICT products, and those which primarily used ICT in providing products and services.

ICT-Enabled Services are services that are delivered remotely over ICT networks (i.e. over voice or data networks, including the Internet).

TOTAL NUMBER OF ESTABLISHMENTS

INFORMATION ECONOMY

3,678
Establishments

ICT-ENABLED SERVICES

1,299
Establishments

PROPORTION OF ESTABLISHMENTS:

	Information Economy	ICT-Enabled Services
WHICH OWNED AND USED COMPUTERS AND COMMUNICATION EQUIPMENT	99.7%	99.9%
WITH INTERNET	98.7%	99.8%
WITH WEBSITE	44.8%	62.6%
WITH SOCIAL MEDIA ACCOUNT	60.7%	64.3%
WITH E-COMMERCE VIA THE INTERNET	27.9%	54.8%
WITH BUSINESS TRANSACTION VIA CELLULAR MOBILE PHONE/SMARTPHONE	48.2%	34.8%

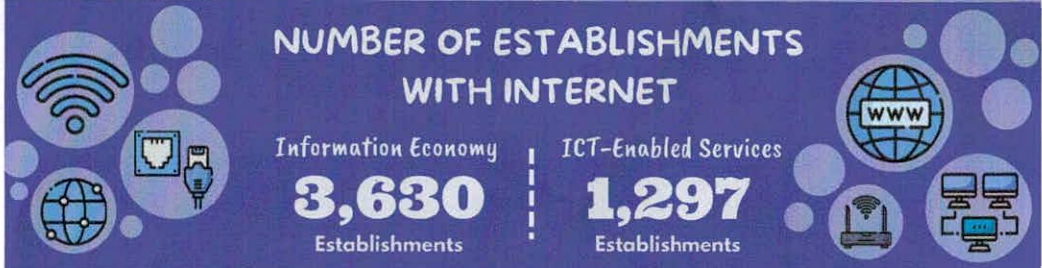
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NUMBER OF ESTABLISHMENTS WITH INTERNET

Information Economy
3,630
Establishments

ICT-Enabled Services
1,297
Establishments



PROPORTION OF ESTABLISHMENTS WHICH USED THE INTERNET FOR:

Obtaining Information from Government Organizations

Information Economy
69.0%

ICT-Enabled Services
63.5%

Downloading or Requesting Government Forms

Information Economy
71.5%

ICT-Enabled Services
73.6%

Completing Forms On-line or Sending Completed Forms

Information Economy
66.1%

ICT-Enabled Services
74.3%

Making On-line Payments to Government Organizations

Information Economy
60.2%

ICT-Enabled Services
61.9%

TOTAL EMPLOYMENT

INFORMATION ECONOMY
429,087
Employees

ICT-ENABLED SERVICES
752,142
Employees

PROPORTION OF EMPLOYEES WHO ARE:

ROUTINELY USING COMPUTER AT WORK

Information Economy
57.9%

ICT-Enabled Services
83.5%

ROUTINELY USING COMPUTER WITH INTERNET CONNECTION OR ACCESS AT WORK

Information Economy
53.3%

ICT-Enabled Services
83.1%



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