



# INFORMATION AND COMMUNICATION TECHNOLOGY IN SWEDISH COMPANIES

An analysis of ICT use in companies in 2000

Summary in English

## Background

The Swedish Institute for Transport and Communications Analysis, SIKA, carries out regular work to describe and analyse communication patterns for both companies and individuals. This report is a study of the use of information and communications technology, ICT, in Swedish companies.

The work is based on a survey of companies' access to and use of ICT and information about the financial outcome. The report has been written by Anna Johansson.

## Summary

A large proportion of Swedish companies have access to computers and the Internet. They also have websites on the Internet to a great extent.

There are very few businesses that do not use computers at all. Most of these are companies with a small number of employees, between 10 and 19 people. At the same time, it is among these small companies that the largest number can be found where all employees have access to computers connected to the Internet.

However, large companies, with over 100 employees, obtained access to the Internet and created a website somewhat earlier. There are also more employees in large companies with their own e-mail address. Actual and planned access to videoconferencing equipment is also higher in companies with more employees, and it is also more common in large companies for part of the workforce to engage in teleworking.

Access to videoconferencing equipment and telework is considerably more common in companies that are intensive users of information and communication technology in that all employees have access to both computers and the Internet. There are also positive correlations between a decentralised work organisation, which can be expected to exist to a greater extent among companies which use telework, and use of information technology for communication purposes.

The turnover of a relatively large number of companies includes income from sales on the Internet, e-commerce. However, the proportions are low. Among the companies where all employees have access to computers with an Internet connection, it is slightly more common for part of the turnover to come from e-commerce.

It is difficult to find any clear links between access and use of information and communication technology on the one hand and the financial outcome on the other. The correlations are complex and it is not evident which direction they operate in. The outcome of yield statistics such as profitability shows slightly higher values on average among companies where telework and e-commerce are

relatively common in relation to other companies. Another financial statistic, the operating margin, is higher on average among companies that have videoconferencing equipment. At the same time, good finances in an enterprise are in many cases a prerequisite for, for instance, enabling it to invest in a videoconferencing facility.

Previous studies of Swedish companies have shown a positive effect on a company's productivity when it starts to use information technology for communications. More recently, a number of studies have been presented that show that the use of information and communication technology has made a positive contribution to Sweden's economic growth.



## THE SWEDISH INSTITUTE FOR TRANSPORT AND COMMUNICATIONS ANALYSIS

The Swedish Institute for Transport and Communications Analysis, SIKA, is an agency that is responsible to the Ministry of Industry, Employment and Communications. SIKA was established in 1995 and has three main areas of responsibility in the transport and communications sector:

- To carry out studies for the Government
- To develop forecasts and planning methods
- To be the responsible authority for official statistics

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