

## Information and Communication Technologies (ICT) Usage in Enterprises

<b>1. Contact</b>	
<b>1.1. Contact organisation</b>	National Statistics Office of Georgia (Geostat)
<b>1.2. Contact organisation unit</b>	Business Statistics Department Short-term Statistics Division
<b>1.3. Contact name</b>	Daviti Zhorzholiani Tinatin Ksovreli
<b>1.4. Contact person function</b>	Head of Business Statistics Department Head of Short-term Statistics Division
<b>1.5. Contact mail address</b>	30, Tsotne Dadiani Str., 0180, Tbilisi, Georgia
<b>1.6. Contact email address</b>	<a href="mailto:dzhorzholiani@geostat.ge">dzhorzholiani@geostat.ge</a> <a href="mailto:tksovreli@geostat.ge">tksovreli@geostat.ge</a>
<b>1.7. Contact phone number</b>	+995 32 236 72 10 (601) +995 32 236 72 10 (217)
<b>1.8. Contact fax number</b>	-

<b>2. Metadata update</b>	
<b>2.1. Metadata last certified</b>	May 30, 2025
<b>2.2. Metadata last posted</b>	May 30, 2025
<b>2.3. Metadata last update</b>	May 30, 2025

<b>3. Statistical presentation</b>	
<b>3.1. Data description</b>	
<p>The following main indicators are published according to the results of the survey (annual) of Information and Communication Technologies Usage in Enterprises:</p> <ol style="list-style-type: none"> <li>1. Access to the internet, Usage of the internet;</li> <li>2. Mobile connection to the Internet (for business purposes) with portable devices;</li> <li>3. Speed of the Internet, Sufficiency of the speed of the Internet;</li> <li>4. Having the enterprise website/webpage, Opportunities of the enterprise website/webpage;</li> <li>5. Use of social media (for business purposes);</li> <li>6. Web-sales of goods/services via enterprise's own website/app, Web-sales of goods/services via e-commerce marketplace websites/apps;</li> <li>7. Web-sales by countries or county groups;</li> <li>8. Use of ERP (Enterprise Resource Planning) type software, Use of CRM (Customer Relationship Management) software;</li> <li>9. Use of "smart" devices (IoT – Internet of Things);</li> <li>10. Use of AI (Artificial Intelligence);</li> <li>11. Use of "Big Data"</li> <li>12. Employment of ICT specialists in the enterprise;</li> <li>13. ICT-related incidents in the enterprise.</li> </ol> <p>Statistics are published on aggregated level and by the size of the enterprise.</p>	
<b>3.2. Classification system</b>	
The National Classification of Economic Activities (NACE Rev. 2).	
<b>3.3. Sector coverage</b>	
Survey involves the entire business sector, except of Mining and Quarrying (Section B).	
<b>3.4. Statistical concepts and definitions</b>	
<p><b>Large enterprise</b> – Enterprise with the average annual number of employees exceeding 249 people.  <b>Medium size enterprise</b> – Enterprise with the average annual number of employees between 50 and 249 people.  <b>Small enterprise</b> – Enterprise with the average annual number of employees not exceeding 49 people.  <b>Mobile connection to the Internet</b> – Access to the internet with portable devices for enterprise activity purposes through mobile network.</p>	

<p><b>EDI-sales</b> – Sales with agreed or standard automatic processing format and without direct messaging, using Electronic Data Interchange notifications (e.g., EDIFACT, UBL, XML, etc.).</p> <p><b>E-commerce</b> – Selling of goods/services through orders placed on websites/applications, or through EDI-type notifications specifically designed to receive orders and make online/offline transactions.</p> <p><b>Web-sales</b> – Sales through online shops or web forms on enterprise website or via outside network, despite of what kind of devices (personal computer, laptop, smartphone, etc.) are used to organize the network.</p> <p><b>EPR software</b> – Ready-made (e.g., SAP, ORACLE, Microsoft Dynamics AX, Microsoft Dynamics NAV, JD Edwards, etc.) or separately developed software/package which is tailored to the needs of the enterprise, and manages resources by exchanging the information between the enterprise's different functional fields (finances, accounting, planning, production, marketing, etc.).</p> <p><b>CRM software</b> – Software/package that manages consumer information;</p> <p><b>IoT “smart” devices</b> – Interconnected set of “smart” data collection and distribution devices and systems that can be monitored and remotely controlled using the internet.</p> <p><b>Big Data</b> – High velocity and diverse data collected from alternative/modern sources that, due to their high volumes, require specialized software and hardware for processing.</p> <p><b>AI (Artificial Intellect)</b> – Systems that collect and/or use data from text analysis, computer vision, voice recognition, natural language processing, machine learning or other technologies to generate forecasts and recommendations, to make decisions, and to achieve specific goals.</p>
<b>3.5. Statistical unit</b>
Enterprise.
<b>3.6. Statistical population</b>
<p>All active enterprises whose economic activities are related to the following sections of the National Classification of Economic Activities (NACE Rev. 2):</p> <ul style="list-style-type: none"> <li>C – Manufacturing;</li> <li>D – Electricity, gas, steam and air conditioning supply;</li> <li>E – Water supply; sewerage, waste management and remediation activities;</li> <li>F – Construction;</li> <li>G – Wholesale and retail trade; repair of motor vehicles and motorcycles;</li> <li>H – Transportation and storage;</li> <li>I – Accommodation and food service activities;</li> <li>J – Information and communication;</li> <li>K – Financial and insurance activities;</li> <li>L – Real estate activities;</li> <li>M – Professional, scientific and technical activities;</li> <li>N – Administrative and support service activities.</li> </ul>
<b>3.7. Reference area</b>
The entire territory of Georgia, except for the occupied regions.
<b>3.8. Time coverage</b>
Some indicators are available from 2015, while additional ones were added from 2018, 2020, or 2023.
<b>3.9. Base period</b>
-
<b>4. Unit of measure</b>
%.
<b>5. Reference period</b>
Year.
<b>6. Institutional mandate</b>
<b>6.1. Legal acts and other agreements</b>
<p>The Law of Georgia on Official Statistics;  <a href="https://www.geostat.ge/media/56202/The-Law-of-Georgia-on-Official-Statistics.pdf">https://www.geostat.ge/media/56202/The-Law-of-Georgia-on-Official-Statistics.pdf</a>  Statistical Work Programme (annual);  <a href="https://www.geostat.ge/en/modules/categories/307/statistical-work-programme">https://www.geostat.ge/en/modules/categories/307/statistical-work-programme</a></p>

Charter of the National Statistics Office of Georgia. <a href="https://www.geostat.ge/media/67749/New-Chapter-eng-upd.pdf">https://www.geostat.ge/media/67749/New-Chapter-eng-upd.pdf</a>
<b>6.2. Data sharing</b>
-

<b>7. Confidentiality</b>
<b>7.1. Confidentiality – policy</b>
<p>1. The Law of Georgia on Official Statistics:</p> <ul style="list-style-type: none"> <li>• According to the article 5 of the law Statistical confidentiality and exclusive use for statistical purposes – individual data collected or received by the producer of official statistics, relating to natural or legal persons, must be strictly confidential and used only for statistical purposes.</li> <li>• According to the article 34 (Observing Confidentiality of Statistical Data) of the law 1. Data collected, processed, and stored to produce official statistics are confidential if they enable the direct or indirect identification of a statistical unit. In addition, aggregated data are subject to statistical confidentiality: a) Aggregates composed of 1 to 3 units, when the unit is a natural or legal person if one of these units could be identified indirectly, thereby disclosing individual data about this unit. Aggregates composed of more than 3 units may be declared confidential by the Executive Director if required to ensure statistical confidentiality; b) Information declares as a state secret on the basis of the „Law of Georgia on State Secrets“. 2. Confidential data shall be used exclusively for the purposes of producing statistics in accordance with this law. 3. Statistical data about the administrative body cannot be considered confidential information, except for the information determined by the Law of Georgia „On State Secrets“. 4. Individual data obtained from publicly available sources, which are defined as public information in accordance with the legislation of Georgia, shall not be considered confidential information. 5. Confidential (individual) data may be published if there is written consent from the statistical unit regarding the publication of such data. 6. It is not allowed to disseminate and distribute confidential data or use it for non-statistical purposes.</li> <li>• According to the article 38 (Confidentiality commitments) of the law the confidential statistical data collected and processed for statistical purposes shall not be used or disseminated either for personal, academic, research or any other activities, by the employees of the producers of Official Statistics.</li> </ul> <p><a href="https://www.geostat.ge/media/56202/The-Law-of-Georgia-on-Official-Statistics.pdf">https://www.geostat.ge/media/56202/The-Law-of-Georgia-on-Official-Statistics.pdf</a></p> <p>2. Data Confidentiality Policy at Geostat <a href="https://www.geostat.ge/media/20860/Data-Confidentiality-Policy-at-Geostat_En.pdf">https://www.geostat.ge/media/20860/Data-Confidentiality-Policy-at-Geostat_En.pdf</a></p> <p>3. Procedure for providing access to confidential data for research purposes <a href="https://www.geostat.ge/media/61533/Rule-on-Access-to-Confidential-Data-for-Scientific-and-Research-Purposes....pdf">https://www.geostat.ge/media/61533/Rule-on-Access-to-Confidential-Data-for-Scientific-and-Research-Purposes....pdf</a></p> <p>4. The Law of Georgia on Personal Data Protection <a href="https://matsne.gov.ge/en/document/view/1561437?publication=9">https://matsne.gov.ge/en/document/view/1561437?publication=9</a></p>
<b>7.2. Confidentiality – data treatment</b>
<ul style="list-style-type: none"> <li>• Confidentiality guidelines.</li> <li>• Written undertakings by an employee of Geostat on ensuring confidentiality of gained/collected data as a result of official duties.</li> </ul>

<b>8. Release policy</b>
<b>8.1. Release calendar</b>
Data dissemination dates are defined by the calendar developed on the basis of the Statistical Work Programme, which is published on the website of Geostat and is publicly available.
<b>8.2. Release calendar access</b>
<a href="https://www.geostat.ge/en/calendar">https://www.geostat.ge/en/calendar</a>
<b>8.3. User access</b>
All users have the equal access to the statistical data simultaneously.

<b>9. Frequency of dissemination</b>
Annual.

<b>10. Accessibility and clarity</b>
--------------------------------------

<b>10.1. News release</b>
Press-release is available at Geostat website: <a href="https://www.geostat.ge/en/news?year=&amp;month=&amp;category=17">https://www.geostat.ge/en/news?year=&amp;month=&amp;category=17</a>
<b>10.2. Publications</b>
-
<b>10.3. On-line database</b>
Data available at Geostat website: <a href="https://www.geostat.ge/en/modules/categories/105/information-and-communication-technologies-usage-in-enterprises">https://www.geostat.ge/en/modules/categories/105/information-and-communication-technologies-usage-in-enterprises</a>
<b>10.4. Micro-data access</b>
Microdata is available upon request according to the „Rules on Access to Confidential Data for Scientific and Research Purposes“: <a href="https://www.geostat.ge/media/61533/Rule-on-Access-to-Confidential-Data-for-Scientific-and-Research-Purposes....pdf">https://www.geostat.ge/media/61533/Rule-on-Access-to-Confidential-Data-for-Scientific-and-Research-Purposes....pdf</a>
<b>10.5. Other</b>
-
<b>10.6. Documentation on methodology</b>
Documentation of methodology is presented on the website of Geostat: <a href="https://www.geostat.ge/en/modules/categories/121/methodologia-business-statistics">https://www.geostat.ge/en/modules/categories/121/methodologia-business-statistics</a>
<b>10.7. Quality documentation</b>
-

<b>11. Quality management</b>
<b>11.1. Quality assurance</b>
To ensure the quality of the statistical processes and products Geostat follows Chapter 10 – Quality of official statistics – of the Law of Georgia on Official Statistics, as well as the European Statistics Code of Practice, the UN Fundamental Principles of Official Statistics and Quality Assurance Framework of the European Statistical System (ESS QAF).
<b>11.2. Quality assessment</b>
Methodology and Quality Management Division of Geostat, along with the sectoral departments, is responsible for the quality of the produced statistical products and processes. The Division carries out quality audit, self-assessment of statistical processes and assesses the risks for the quality of statistical processes and products. Geostat has developed policy documents, guidelines and standard routine descriptions. These documents ensure the standardization of statistical processes and products and the establishment of a unified quality assurance system. Quality policy is available on the following link: <a href="https://www.geostat.ge/media/44380/QP_Geostat_EN.pdf">https://www.geostat.ge/media/44380/QP_Geostat_EN.pdf</a>

<b>12. Relevance</b>
<b>12.1. User needs</b>
The main stakeholders are: business sector representatives, researchers and students, international organizations, state institutions, media, etc. Named stakeholders need these data to carry out different types of statistical analysis, to plan a marketing strategies or to evaluate and study the economic situation.
<b>12.2. User satisfaction</b>
In 2023 user satisfaction survey was conducted, the target of the survey was to analyze the assessment of quality of statistical data by users and explore ways to improve user services. The survey report is available on the website of Geostat: <a href="https://www.geostat.ge/en/page/customer-service">https://www.geostat.ge/en/page/customer-service</a>
<b>12.3. Completeness</b>
Data covers major statistical indicators.

<b>13. Accuracy and reliability</b>
<b>13.1. Overall accuracy</b>
Data meets quality requirements and the processed data is compared to the relevant data of the last period. In some cases, data is verified using administrative data sources, or with the representatives of the enterprises.
<b>13.2. Sampling error</b>
1. At the country level does not exceed 2%;

2. At the economic activity level does not exceed 5%;
3. At the enterprise size level does not exceed 5%.
<b>13.3. Non-sampling error</b>
Following types of non-sampling errors might be present in the survey of ICT usage in enterprises: data entry errors, errors in data processing.
<b>14. Timeliness and punctuality</b>
<b>14.1. Timeliness</b>
The survey results are published on May 31 of the next year of the reporting period.
<b>14.2. Punctuality</b>
The data is published according to the date specified in the statistical work program. There has not been any violation of publication dates.
<b>15. Coherence and comparability</b>
<b>15.1. Comparability – geographical</b>
Same methodology and approaches have been used across the different regions of the country.
<b>15.2. Comparability – over time</b>
The data are comparable over time. Note, that the statistical population up to 2018 consisted of enterprises with at least ten employees, while the statistical population and the sampling frame from 2019 onward consists of all enterprises with at least one employee from covered sectors.
<b>15.3. Coherence – cross domain</b>
The data are coherent.
<b>15.4. Coherence – internal</b>
The data are coherent.
<b>16. Cost and burden</b>
The data are received and processed within the framework of the Geostat budget. Separate funding is not provided.
<b>17. Data revision</b>
<b>17.1. Data revision – policy</b>
Statistical data revision policy is available on the website of Geostat: <a href="https://www.geostat.ge/media/59824/Data-Revision-Policy-and-Error-Correction-at-Geostat_Eng.pdf">https://www.geostat.ge/media/59824/Data-Revision-Policy-and-Error-Correction-at-Geostat_Eng.pdf</a>
<b>17.2. Data revision – practice</b>
There is no planned revision of the data. Unplanned revision (in order to specify the data) has not taken place in practice.
<b>18. Statistical processing</b>
<b>18.1. Source data</b>
Online questionnaires completed by the respondents.
<b>18.2. Frequency of data collection</b>
Annual.
<b>18.3. Data collection</b>
Data is collected through online questionnaires.
<b>18.4. Data validation</b>
Primary data validation is done through software-based arithmetic and logical controls built-in into the database. Secondary control is carried out by the field staff (interviewers) and the staff of Short-term Statistics Division.
<b>18.5. Data compilation</b>
Data editing and imputation is used to compile data.
<b>18.6. Adjustment</b>
-
<b>19. Comment</b>

-
---