



Presentation results of ICT survey in Latvia

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Content of the ICT Survey

Contact and background information

Respondent's position, contact e-mail

*Company: name, region, legal form, size,
industry sector*

Turnover

USE of ICT systems

Use of PC, workstations, terminals

Use of IT technology

Data security

USE of Internet

Internet: type of connection, purpose of use

Interaction with government authorities

Website: existence, features

E-commerce / E-business

Purchase, Sales, Payments

*Integration of business processes with
suppliers/customers*

*Motivation for the use of E-commerce /
E-business*

Barriers on the use of ICT

Barriers on the use of Internet

Barriers on the use of E-commerce

Barriers on the use of ICT in general



Company industry sector

Automotive industry

Manufacturing of textiles and textile products

Financing / Banking / Insurance

Publishing and printing

Manufacturing of electrical and optical equipment

Manufacturing of basic metals and fabricated metal products

Manufacturing of pulp, paper, and paper products

Manufacturing of wood and wood products

Manufacturing of chemicals, chemical products, and man-made fibres

Manufacturing of food products and tobacco

Wholesale Trade

Retail Trade

Government, Public Administration

Energy Supply

Construction

Transport, Distribution, and Logistics

Health and Human Services

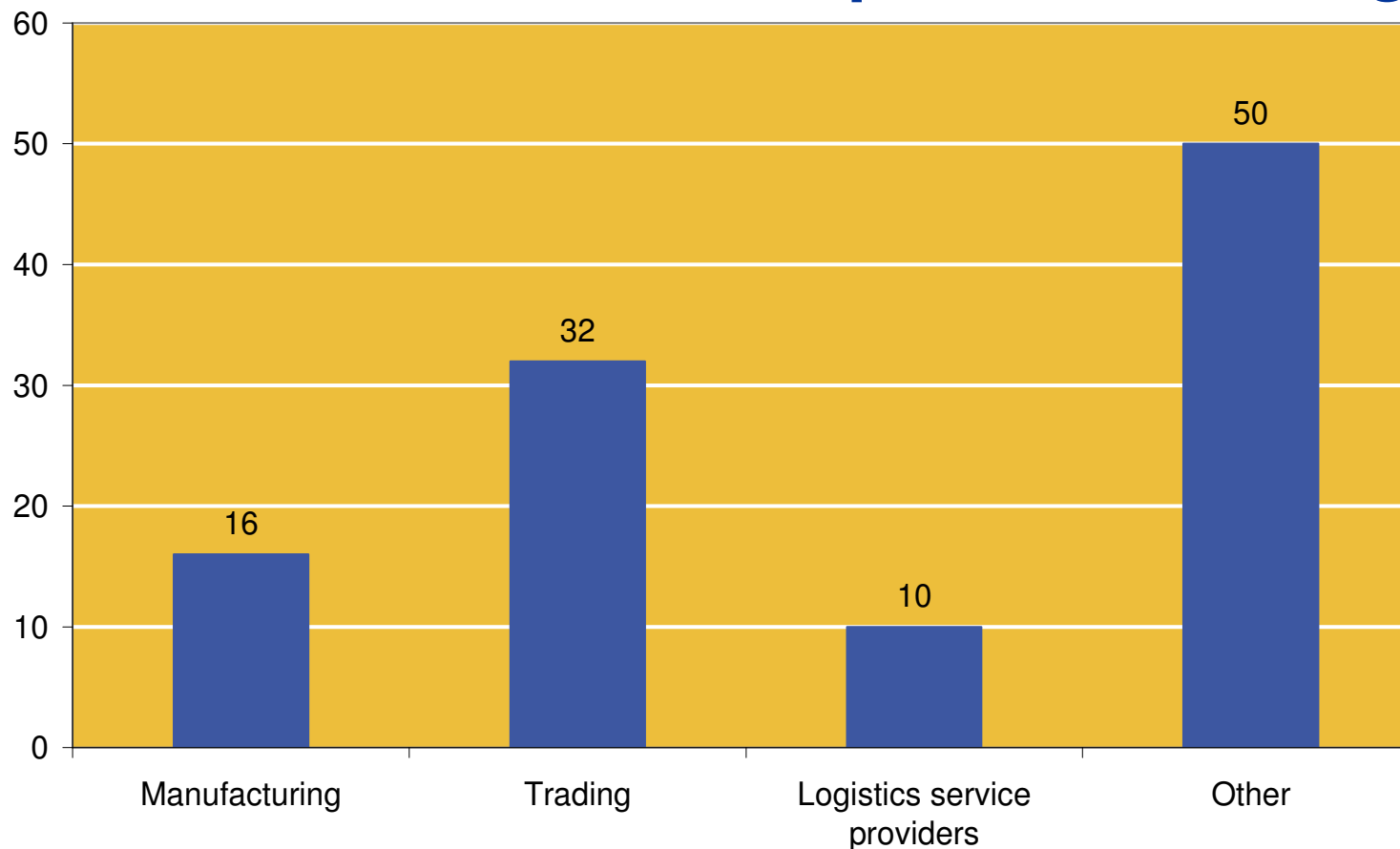
Tourism and Leisure Industry

ICT / Telecommunication

Maritime Industry

Other

Areas of business where companies are using ICT



Fields of business where ICT is used the most

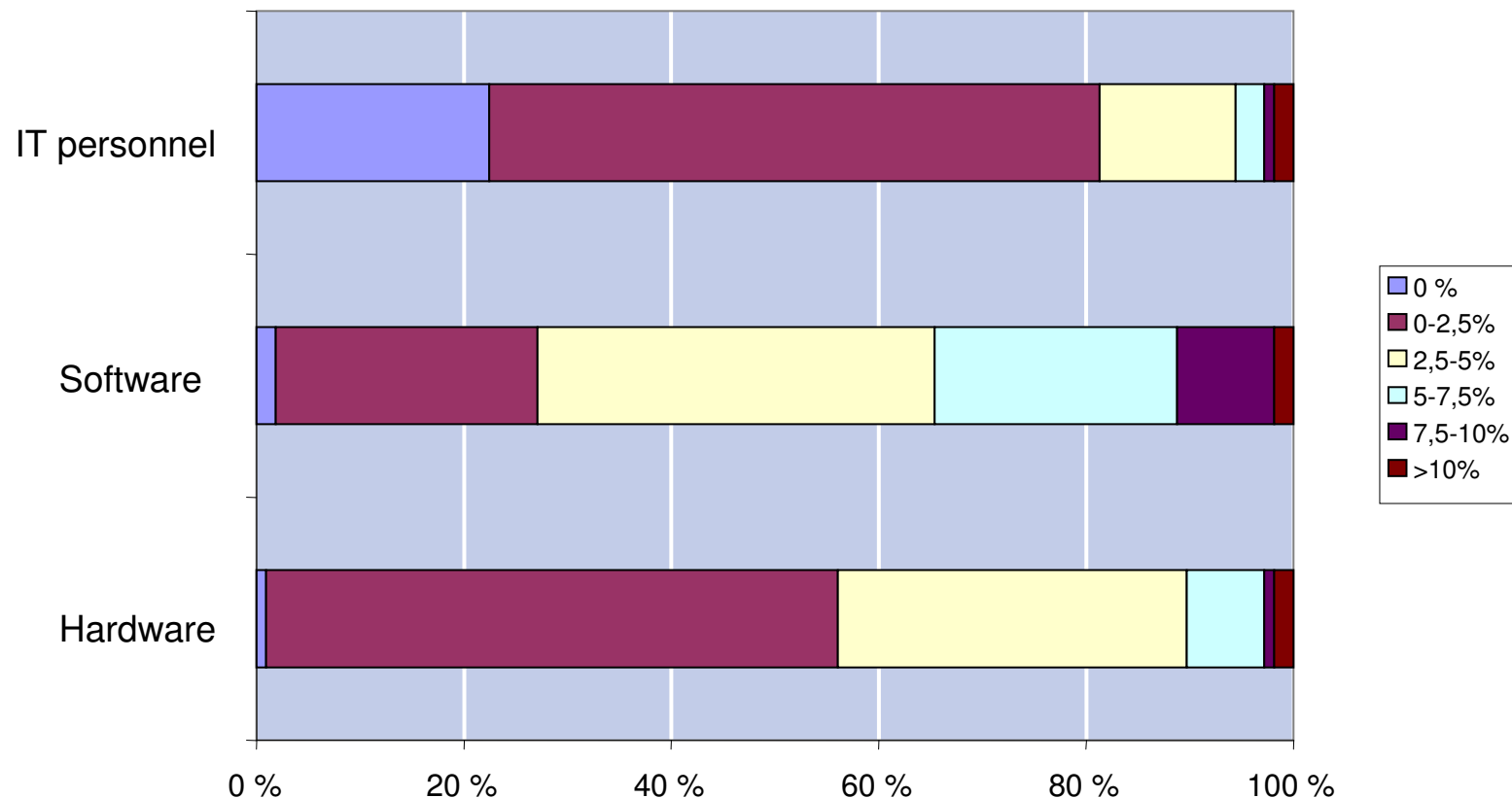
Manufacturing

Trading

Other

The reason is the that question 3 in questionnaire is incomplete: not all popular kinds of manufacture are specified and also the greater part of the manufacturing companies has got in section "Others"

ICT-costs expenses as a percentage of company turnover





ICT-costs expected development the next 3 years

| | Decrease | Remain constant | Increase |
|--------------|----------|-----------------|----------|
| Hardware | 1 | 49 | 58 |
| Software | 1 | 12 | 94 |
| IT personnel | 8 | 47 | 52 |

Costs assumed to increase the most

Software

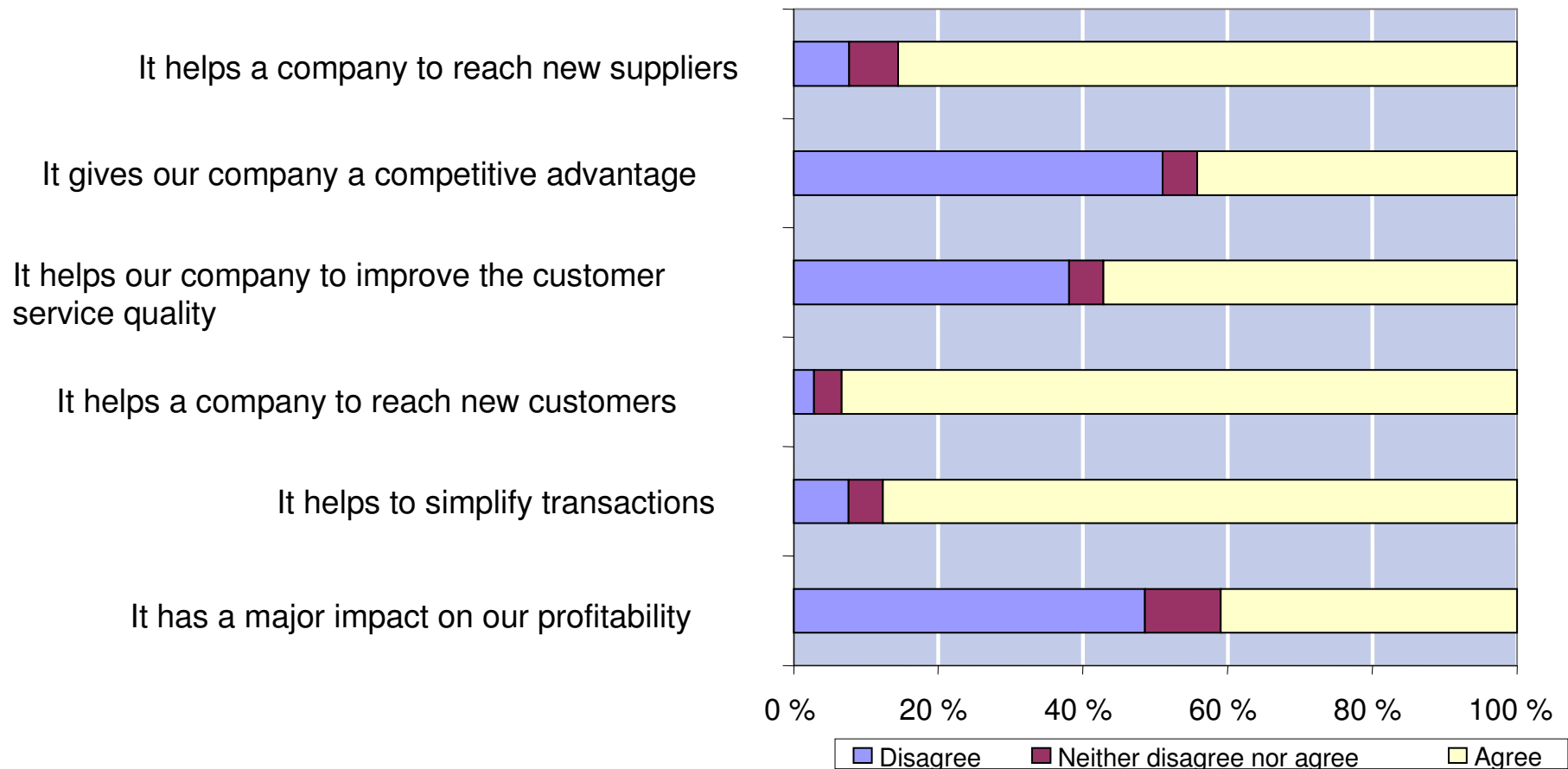
Because the software represents the intellectual property being the copyright object protected by the law and very costly estimated

Costs assumed to decrease the most

IT personal

Because qualified ICT personnel is very expensive and to get it in circumstances of "headhunting" becomes more difficult every year

Companies' views on the E-commerce importance





The statement the companies most agree with

It helps a company to reach new customer

It helps to simplify transactions

It helps a company to reach new suppliers

The statement the companies most disagree with

It gives our company a competitive advantage

It has a major impact on our profitability

It helps our company to improve the customer service quality

Conclusion 1:

Use of ICT systems give the low costs: 2.5 % of the company turnover

Conclusion 2:

Latvian enterprises has a great number of the owned Internet-sites and their functional completeness

Conclusion 3:

Use of ICT systems give high level of communication on all contacts levels, simplicity of transactions and support in finding new clients and suppliers

Recommendations for further use of the Internet, e-commerce, and ICT:

- extending the fields of activity of the enterprises using ICT systems
- increasing interaction of the enterprises with the governmental authorities by means of the Internet
- prompt introduction of e-commerce and e-business, and increase of the amount of trade or business implementation by electronic means with clients and suppliers
- changing the prevailing negative opinion about the opportunities of e-commerce and e-business



Thank you for your attention!

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