

Internet adoption and use: Businesses (OECD Internet Economy Outlook 2012)

This chapter provides an overview of ICT diffusion and use within businesses in OECD countries, focusing mainly on the Internet. Using the most up-to-date datasets and building on a series of indicators, it attempts to cover selected issues related to key aspects of firms' engagements in the information economy. It examines the extent of computer and Internet access and use among firms, and analyses the growth in broadband access and quality of connections. The chapter also looks at the various phases of e-business development and levels of complexity of external and internal communications, going from simple information sharing to more integrated issues such as supply chain management. The chapter then looks at the development of electronic commerce and its perceived benefits, and concludes with some considerations on real impacts of ICTs on business performance.

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