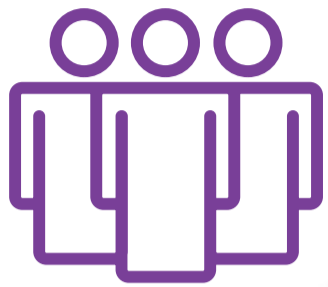


# Annual Survey on Infocomm Usage by Enterprises 2019



## More enterprises started using infocomm/digital tools for businesses over the years

This survey aims to gauge the levels and types of infocomm adoption and usage in enterprises in Singapore and identify the barriers to infocomm adoption.

### Usage of Computer, Internet, and Broadband among enterprises continued to increase in 2019.

Education, Health and Social Services; and Business Services were the three sectors with the highest infocomm adoption in 2019.



**92%**  
Computer



**95%**  
Internet



**94%**  
Broadband



**22%**  
Cloud



More enterprises used mobile devices and services to do business, which increased from 67% in 2017 to 74% in 2019.

Base: Enterprises with Internet Usage

#### Top 3 internet activities on desktop PCs and laptops



**94%**

Send/receive emails



**92%**

Information search



**89%**

Obtaining info from govt organisations

Base: Enterprises with Internet Usage on Desktop PCs and laptops

#### Top 3 internet activities on mobile/smart phones



**89%**

Other communications (e.g. Instant messaging)



**74%**

Send/receive emails



**70%**

Information search

Base: Enterprises with Internet Usage on mobile/smartphones



The proportion of enterprises engaged in e-commerce activities has increased in 2019

**13%**

2017

**19%**

2019

Base: Enterprises with Internet Usage



Usage of e-payments (especially GIRO) in enterprises continued to grow in 2019, with larger enterprises leading the pack

**57%**

2017

**81%**

2019



Enterprises that engaged in digital investment remained similar at 39% in 2019, with an average of 40% since 2017.

Top benefits from digital investment reported by enterprises were:

1. Reduction in operating costs (48%),
2. Use manpower more efficiently (46%)



**42%**  
2019

Cybersecurity adoption trends dropped from 52% in 2017 to 42% in 2019, with Virus Checking being the most commonly adopted cybersecurity measure among all enterprises.

Top adopted cybersecurity measures were:

- 1) Virus checking
- 2) Regular update of Anti-spyware software