

Entrepreneurs at the beginning of change management – problems and challenges

Katrīna Zariņa,
LCCI Member of the Board,
director of the Policy Department



Content

- About LCCI
- ICT infrastructure in Latvia
- E-commerce in Latvia
- E-services provided by Public institutions (municipalities and government institutions)



Who Are We ?

Largest professional business organization in Latvia

- Voluntary Participation
- Non profit organization
- Established in 1934
- 1850 individual member companies
- Member of International Chamber of Commerce and Eurochambres

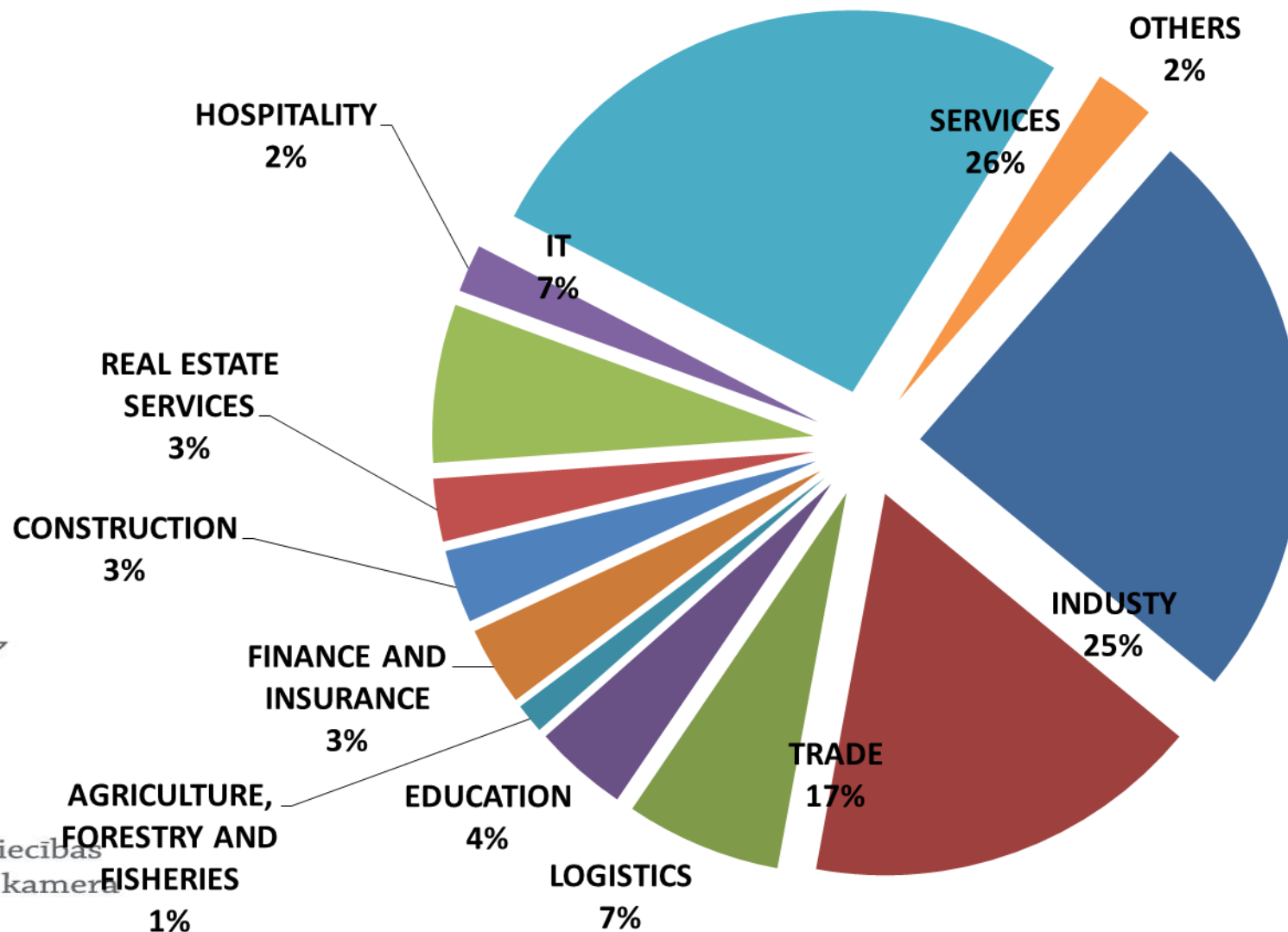


What do we do ?

- Voice of Latvian companies and associations
- Service provider to our members:
 - Export support
 - Rising competitiveness - networking and exchange of information, sharing of knowledge
 - Lobbying



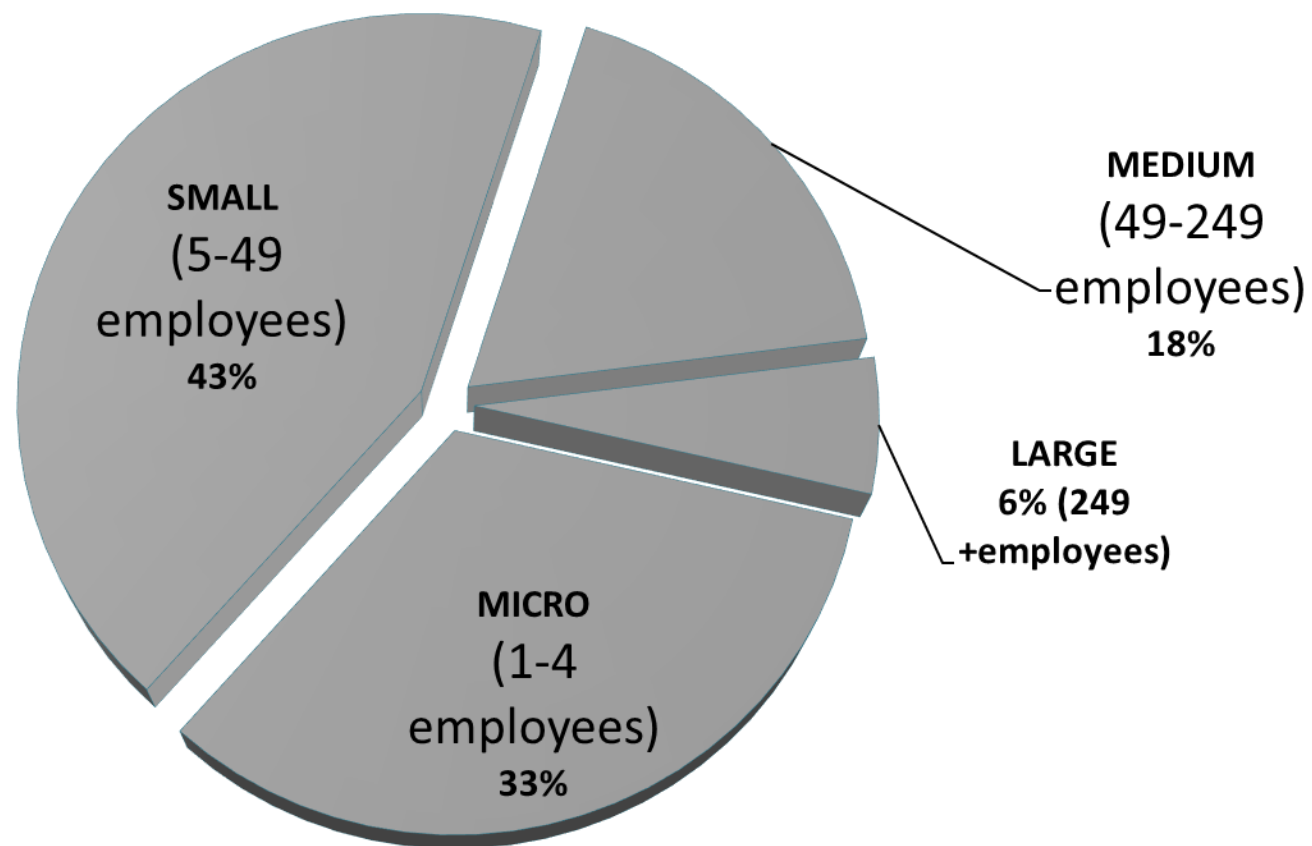
LCCI segmentation of members by sectors



Latvijas Tirdzniecības
un rūpniecības kamera

Latvijas uzņēmēju balss
kopš 1934.gada!

LCCL segmentation of members by size



ICT infrastructure in Latvia

In 2015, computers were used by 98% of companies with 10 or more employees, an Internet connection was available to 97% of these companies, whereas 59% of these companies had their own website on the Internet. In 2015, 49% employees of all companies used a computer connected to the Internet



ICT infrastructure in Latvia I

At the beginning of the academic year 2014/2015, comprehensive schools used 25.9 thousand computers for their study process, which is approximately one computer per 8 students. Out of 827 schools with an Internet connection, 615 schools or 74.4% had their own home page in the academic year 2013/2014



ICT infrastructure in Latvia II

76% of households (households with at least 1 person aged 16 - 74) had an Internet connection in 2015. The most frequently used devices by households with an Internet access in 2014 were the following: laptops – 68%, desktop computers – 58%, mobile phones and other mobile devices - 37%, other devices – 3-7%. In terms of Internet accessibility, the best situation among households in 2015 was in Riga region – 81% and Pierīga region – 80%. In 2015, a computer and the Internet was used regularly (at least once a week) by 71% and 75 % of the population aged from 16 to 74 respectively



E-commerce in Latvia

- The number of enterprises selling goods or services on the internet is gradually increasing – there were 9.3 % of such enterprises in 2013, whereas their share had grown to 10.2 % in 2015
- In 2015, goods and services were sold on the internet most frequently by large enterprises (22.8 %), however, the largest turnover was recorded among medium enterprises – EUR 1 519 mln or 12.7 % of the total turnover of enterprises. The respective enterprises operated in the following sectors: repair of computer and communication equipment (54.4 %), travel agency, tour operator reservation services (52.6 %), and accommodation (47.9 %)



E-commerce in Latvia I

- The share of enterprises that have made purchases on the internet or other computer networks has almost doubled during a period of five years – reaching 41.1 % in 2015.
- A similar trend may be observed in the breakdown of enterprises by their size – in 2015 online purchases were carried out by 67.0 % of large enterprises, 50.8 % of medium enterprises and 38.7 % of small enterprises



E-commerce in Latvia II

- Online purchases were made most frequently by enterprises with the following main kinds of economic activity: repair of computers and communication equipment (88.6 %), computer programming, consultancy and provision of information service activities (81.0 %), provision of telecommunication activities (74.0 %), travel agency, tour operator reservation services and provision of related services (70.4 %)



Public E-services

E- Index

Latvia's e-index is the assessment of the e-environment of state institutions and municipalities. It provides an overview of how actively and appropriately for their circumstances state institutions and municipalities use the solutions provided by modern information and communication technology to improve the quality and availability of their services to citizens and businesses.



Public E-services I

Latvia's central government institution e-index

- The number of documents prepared by ministries and institutions totalled 5,738,557 per annum, thereof 14 % were prepared electronically. The institutions – leaders in sending electronic documents:
 1. Financial and Capital Market Commission – 100%;
 2. SJSC Latvia State Radio and Television Centre – 96%;
 3. Insolvency Administration – 82%



Public E-services II

Latvia's central government institution e-index

The number of services provided by the institutions totalled 44,615,585, thereof 19,728,494 (44%) were e-services. Most frequently electronically provided services:

1. The e-service “Technical inspection data” provided by JSC Road Traffic Safety Directorate – 3,615,000 times;
2. The e -service “Driver's licence data” provided by JSC Road Traffic Safety Directorate – 3,292,971 times;
3. The e-service “Information selection and the issuing of a computer printout for the land book folio” provided by the Court Administration – 2,700,000 times.



Summary

Challenges

- to raise the efficiency of the operation of public administration (by optimizing processes);
- to improve the business environment (by improving the e-commerce indicators);
- to raise the level of e - skills of the population (by improving the average level of skills and decreasing the proportion of people not using the Internet);
- to improve Internet accessibility (by improving Internet accessibility for households);



Summary I

- to ensure easy access of services in the electronic environment (by raising the proportion of the population and companies using the Internet for cooperation with public and local authorities, as well as with medical institutions);
- to increase the investment in research and innovation (by increasing the amount of investment and the proportion of innovative companies)





Latvijas Tirdzniecības
un rūpniecības kamera

www.chamber.lv

35 Kr. Valdemāra str., Rīga, LV-1010

katrina.zarina@chamber.lv

Latvijas uzņēmēju balss
kopš 1934.gada!