

i2010 Annual Report 2007



Latvia shows uneven performance in information society indicators. Enterprise use and government service levels are among the lowest in Europe, whereas certain types of connectivity and citizen use are above the EU average.

Latvia Today

Broadband subscriptions in Latvia remain less than half of the EU average. Digital Subscriber Line (DSL) accounts for about half of all connections. The country still has a base of nearly 50% narrowband users, and DSL coverage is high, which could mean future faster broadband growth is possible. Latvian citizens use the basic and utility online services at average levels, despite low connectivity. Furthermore, media services and internet telephony are considerably more popular, much like in its Baltic neighbours. The above average consumption of audiovisual digital content has not been harnessed commercially – possibly due to the market's limited size and low broadband connectivity – both hindering factors in the roll out of high quality offerings.

The availability of public services continues to be among the lowest in Europe, and use among enterprises is the lowest or close to lowest in Europe in most regards. Citizen use has increased and is now above average with the few services available, although advanced use is naturally less common. Broadband connectivity in schools is low, and the actual use of ICT and computer availability is the lowest of the measured countries.

Skills levels in the workforce are about average, with a slight decrease for specialist levels, possible due to workforce developments. However, enterprise and workforce use of the internet is in several aspects among the lowest in Europe.

Latvian ICT Policy

Latvia has three ICT-related priorities: eGovernment, network security and improvement of broadband coverage.

eTrust: The introduction of a safe electronic signature and certifications are in the implementation phase and smartcard-based solutions are being issued since September 2006.

eGovernment: Enabling legislation was passed in 2005 and 2006, and a coordination unit has been set up. Measures to date include: the implementation of an integrated register of state information systems until 2009, the installation of an Intranet-based accounting systems until the end of 2009, the installation of an electronic procurement agency and an electronic document circulation system within national government. National unified information systems for libraries, state archives and museum inventory are being implemented. Also, a unified web portal was launched. State information systems are developed and improved; schools, libraries and local governments are equipped with internet access and public internet access points are being set up.

Broadband: Two programmes are under way to develop broadband in rural areas until 2008.

Inclusion: ICT is already used to train groups at risk of social exclusion. Telework for disabled persons and distance learning are at an early planning stage.

| Broadband | 2003 | 2004 | 2005 | 2006 | EU25 | Rank |
|---|-------------|-------------|-------------|-------------|-------------|-------------|
| Total DSL coverage (as % of total population) | | | 85.0 | | 87.4 | 18 |
| DSL coverage in rural areas (as % of total population) | | | | | 65.9 | |
| Broadband penetration (as % of population) | | 2.4 | 4.5 | 9.3 | 15.7 | 19 |
| DSL penetration (as % of population) | | 1.4 | 2.6 | 4.0 | 12.8 | 22 |
| Predominant download speed | | | LE 512kbps | | | |
| Households having broadband (as % of those having access to the internet at home) | | 36.6 | 45.7 | 53.3 | 62.1 | 22 |
| % of enterprises with broadband access | | 44.8 | 48.1 | 58.9 | 74.5 | 22 |
| Number of 3G subscribers per 100 inhabitants | | | 0.0 | | 5.0 | 22 |
| Digital Television in households | | | | | 30.6 | |
| Music: number of single downloads per 100 inhabitants | | | | | | |
| Internet Usage | | | | | | |
| % population who are regular internet users | | 27.3 | 36.3 | 46.0 | 46.7 | 14 |
| Take up of internet services (as % of population) | | | | | | |
| Sending emails | | 24.6 | 33.1 | 40.5 | 43.8 | 16 |
| Looking for information about goods and services | | 18.8 | 27.2 | 36.2 | 42.9 | 16 |
| Internet telephoning or videoconferencing | | 2.9 | 8.3 | 14.0 | 7.1 | 5 |
| Playing/downloading games and music | | 15.5 | 20.6 | 23.9 | 18.2 | 11 |
| Listening to the web radio/watching web tv | | 9.5 | 11.5 | 17.0 | 11.8 | 8 |
| Reading online newspapers/magazines | | 19.2 | 23.8 | 26.7 | 19.0 | 10 |
| Internet banking | | 11.7 | 15.6 | 22.1 | 22.0 | 13 |
| Places of access | | | | | | |
| % at home | | 10.9 | 20.7 | 31.4 | 42.6 | 18 |
| % at work | | 17.2 | 18.2 | 21.6 | 23.0 | 16 |
| % at educational place | | 6.8 | 7.0 | 9.2 | 8.0 | 14 |
| % at PIAP | | 11.6 | 8.2 | 8.8 | 6.8 | 7 |
| eGovernment Indicators | | | | | | |
| % basic public services for citizens fully available online | | 8.3 | | 8.3 | 36.8 | 23 |
| % basic public services for enterprises fully available online | | 0.0 | | 12.5 | 67.8 | 27 |
| % of population using e-Government services | | 13.4 | 13.4 | 25.0 | 23.8 | 14 |
| of which for returning filled in forms | | 3.6 | 5.0 | 6.1 | 8.1 | 17 |
| % of enterprises using e-Government services | | 40.5 | 35.2 | 39.9 | 63.7 | 27 |
| of which for returning filled in forms | | 14.6 | 15.2 | 20.6 | 44.8 | 26 |
| ICT in schools | | | | | | |
| Number of computers connected per 100 pupils | | | | 5.1 | 9.9 | 27 |
| % of schools with broadband access | | | | 67.0 | 67.0 | 19 |
| % of teachers having used the computer in class during the last 12 months | | | | 34.9 | 74.3 | 27 |
| e-Commerce | | | | | | |
| E-commerce as % of total turnover of enterprises | | | 0.7 | 1.3 | 11.7 | 22 |
| % enterprises receiving internet orders | | | 1.8 | 3.0 | 13.9 | 25 |
| % enterprises purchasing on the internet | | | 7.3 | 12.9 | 37.9 | 23 |
| e-business. % enterprises: | | | | | | |
| with integrated internal business processes | | 14.9 | 17.4 | 14.6 | 37.3 | 25 |
| with integrated external business processes | | 4.0 | 3.6 | 5.1 | 13.5 | 23 |
| Security: % enterprises using Secure servers | | 13.8 | 12.2 | 15.4 | 41.0 | 22 |
| % using digital signatures for authentication | | 6.7 | 7.3 | 9.3 | 14.3 | 21 |
| Employment and Skills | | | | | | |
| % employees using computers connected to the Internet | | 17.3 | 16.5 | 19.1 | 36.1 | 26 |
| % of persons employed with ICT user skills. | 17.3 | 17.0 | 17.1 | 18.9 | 18.5 | 13 |
| % of persons employed with ICT specialist skills | 3.0 | 3.3 | 3.3 | 3.1 | 3.1 | 11 |
| Indicators on growth of ICT sector and R&D | | | | | | |
| ICT sector share of total GDP | | | | | 5.5 | |
| ICT sector share of total employment | | | | | 4.0 | |
| ICT sector growth (constant prices). | | | | | 3.6 | |
| R&D expenditure in ICT by the business sector, as % of GDP | | | | | 0.3 | |
| === as % of total R&D expenditure | | | | | 25.7 | |