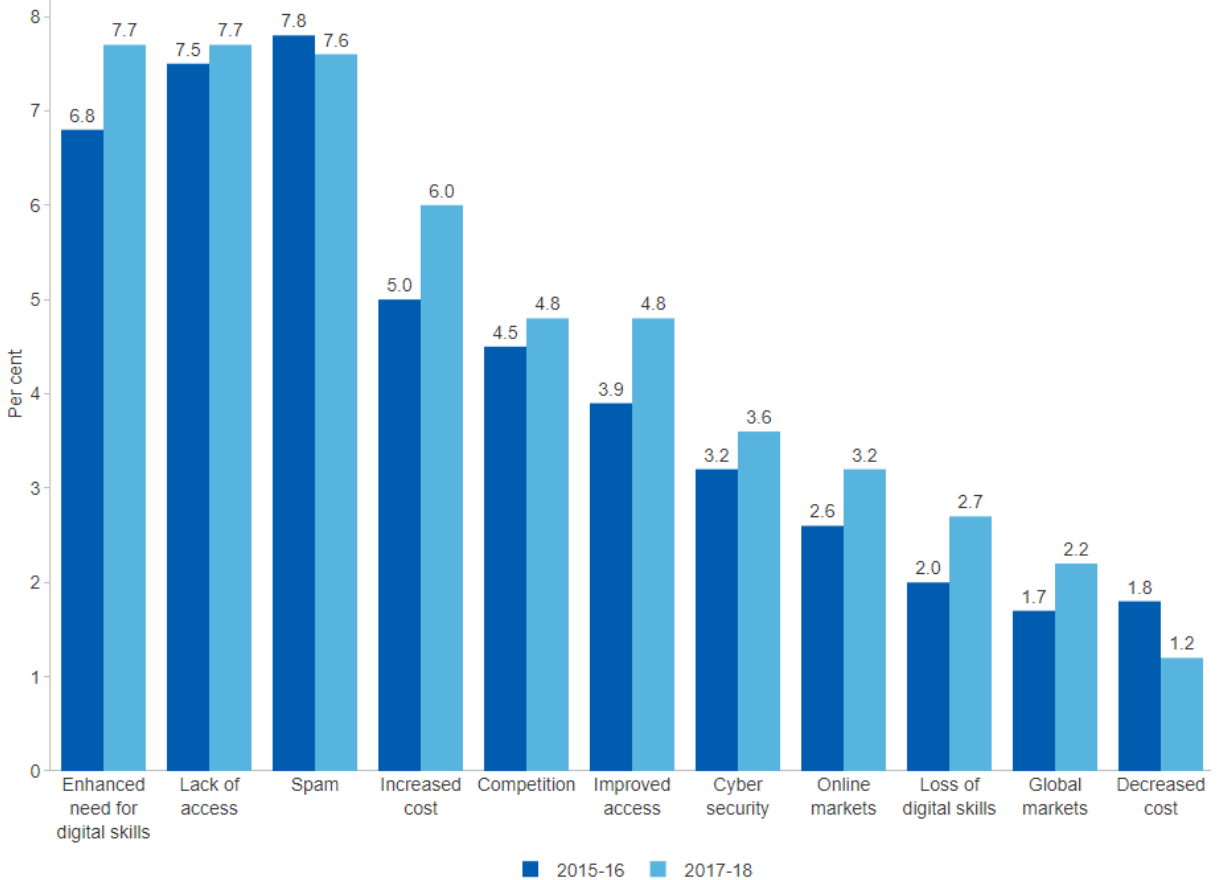


1.2.7 Factors impacting business ICT use

The introduction of new technologies entails not only opportunities but also challenges. In pursuing productivity gains through the uptake of digital technologies, businesses often need to adjust their business practices and resources to complement their ICT assets. The evidence suggests that these factors do not represent substantial obstacles for Australian businesses. The vast majority of businesses surveyed (72.3 per cent in 2017–18 and 74.5 per cent in 2015–16) did not identify any obvious factors as having fundamentally changed their use of ICT. In 2017–18, when they did identify some factors that changed their use of ICT the most commonly reported ones included *Spam* (7.6 per cent), *Lack of access to digital infrastructure* (7.7 per cent), and *Enhanced need for digital skills and capability* (7.7 per cent).¹

Figure: Factors impacting business ICT use, per cent, latest 2017–18



¹ ABS, *Characteristics of Australian Business*, Cat. No. 8129.0, Cat. No. 8158.0, Cat. No. 8166.0, Cat. No. 8167.0 and ABS.Stat (<https://www.abs.gov.au/>)