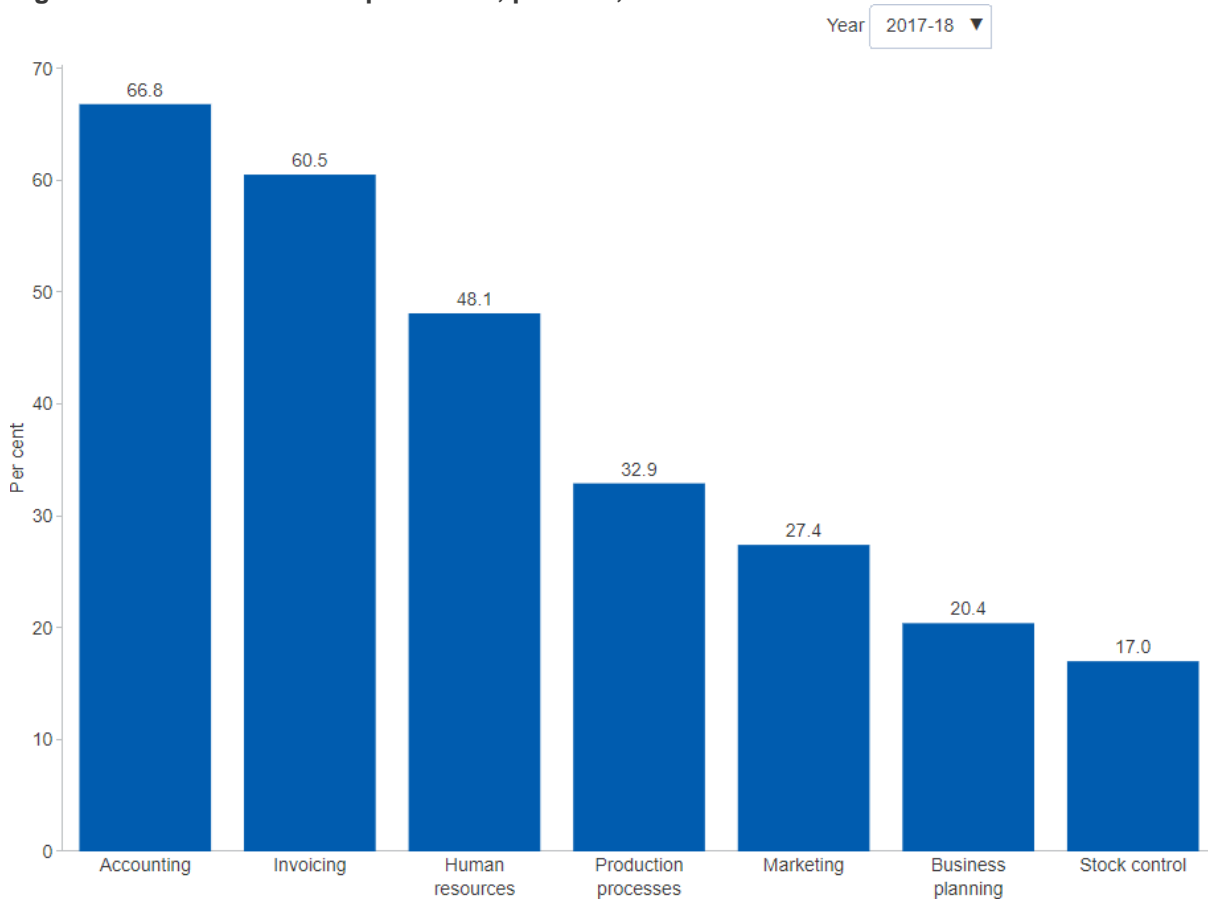


### 1.2.8 ICT use in business processes

The use of ICT has increased gradually between 2013–14 and 2017–18. In 2017–18, Australian businesses used ICT most extensively for *Accounting* (66.8 per cent), followed by *Invoicing* (60.5 per cent) and *Human resources* (48.1 per cent) purposes. On the other hand, only 17.0 per cent of businesses use ICT in *Stock control*. The share of businesses using ICT extensively tends to increase with business size (data not shown). For example, in 2017–18 in the case of ICT use for *Business planning* (20.4 per cent), business proportions were 16.5 per cent for micro businesses (0–4 employees), 22.0 per cent for small businesses (5–19 employees), 38.1 per cent for medium-sized businesses (20–199 employees) and 61.5 per cent for large businesses (200 or more employees). This pattern may in part reflect differences in business requirements at different scales of operation.<sup>1</sup>

**Figure: ICT use in business processes, per cent, latest 2017–18**



<sup>1</sup> 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/>)