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**Trade and Development Board**

**Intergovernmental Group of Experts on E-Commerce and the Digital Economy**

## **Contribution to the Working Group on Measuring E-Commerce and the Digital Economy**

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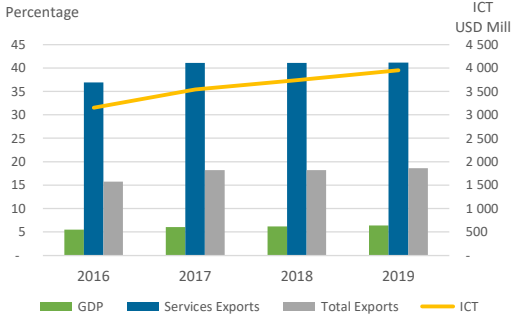


## Introduction

Throughout fourth continuous years, in 2020, the Banco Central de Costa Rica has measured exports of services provided through technology, information and communication (ICT) networks, this time corresponding to the 2019 activity.

## MAIN RESULTS IN 2019

### 1. Relative importance of ICT-enabled services



Source: Banco Central de Costa Rica.

Exports of services provided through ICT networks increased their relative importance in terms of gross domestic product and within the total external sales of goods and services.

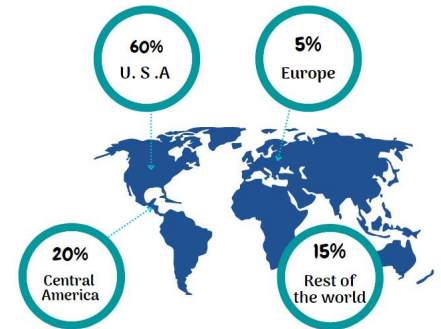
### 2. Exports of ICT-enabled services by economic activity

Economic Activity	N° Enterprises	Sales ICT USD Mill	Relative Participation (%)
Agriculture	-	-	-
Commerce	69	177	5
Manufacture	16	84	2
Services	992	3 689	93
<b>Total</b>	<b>1077</b>	<b>3 950</b>	<b>100</b>

Source: Banco Central de Costa Rica.

Services activity contributed up to 93% of the sales provided through technology, information and communication (ICT) networks.

### 3. Exports of ICT-enabled services by destiny



Source: Banco Central de Costa Rica.

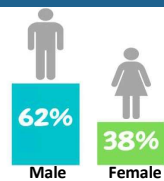
Enterprises: 70% of the enterprises involved in sales of ICT-enabled services to the rest of the world, have a capital share which belongs to residents, mainly SME's

## MAIN RESULTS IN 2019

### 4. ICT-enabled services sales by size and relative participation.

Size	N° Enterprises	ICT sales Mill. USD	Relative Participation (%)
1 Micro	734	23	0.6
2 Small	60	40	1
3 Medium	79	69	1.8
4 Large	204	3 818	96.6
<b>Total</b>	<b>1 077</b>	<b>3 950</b>	<b>100</b>

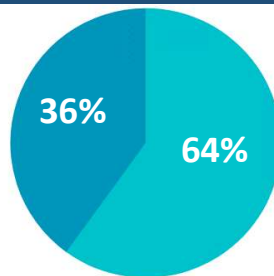
### 7. Share of the employment by gender



These companies provided 143 706 job opportunities, equivalent to 6.6% of total employment in the country.

Source: Banco Central de Costa Rica with INEC's data.

### 5. ICT-enabled services sales by Regime



Legend: ■ Definitive ■ Free Zone

Source: Banco Central de Costa Rica.

The total of export of services provided through technology, information and communication (ICT) networks, was led by large companies (size 4). Additionally, 64% of sales corresponded to Free Trade Zone Regime. Services with highest relative participation in the measurement are management, IT and marketing.

### 6. ICT-enabled services by type of service consulted

Types of services	ICT sales USD Mill.	Relative Participation
Telecommunications	29	1
Computer services	780	20
Sales and marketing services	186	5
Information services	8	0
Insurance and financial services	87	2
Management, administration and back office services	2 737	69
Licensing services	0	0
Engineering, related technical services and R&D	118	3
Education and training services	5	0
<b>TOTAL</b>	<b>3 950</b>	<b>100</b>

Source: Banco Central de Costa Rica.

# Acknowledgement

We want to thank all the enterprises from private and public sector which provided information and contributed to the achievement of the targets of this research.

