TABLE 104-2

Use of business technologies for companies with 1–9 employees, by type: 2017

(Percent)

Technology	Companies (number)	No use	Testing but not using in production or service	In use for less than 5% of production or service	In use for between 5% and 25% of production or service	In use for more than 25% of production or service	Don't know
Augmented reality	3,500,973	80.3	0.3	0.2	0.2	0.2	18.7
Automated guided vehicles (AGVs) or AGV systems	3,500,973	81.9	0.2	0.2	0.1	0.3	17.3
Automated storage and retrieval systems	3,500,973	77.1	0.3	0.7	0.8	2.3	18.7
Machine learning	3,500,973	79.9	0.5	0.7	0.6	0.7	17.6
Machine vision software	3,500,973	81.1	0.3	0.4	0.3	0.5	17.4
Natural language processing	3,500,973	81.3	0.3	0.4	0.2	0.4	17.4
Radio-frequency identification (RFID) inventory system	3,500,973	82.1	0.2	0.3	0.2	0.2	17.0
Robotics	3,500,973	82.4	0.2	0.3	0.2	0.3	16.6
Touchscreens/ kiosks for customer interface (e.g., self-checkout, self-check-in, touchscreen ordering)	3,500,973	79.2	0.6	1.1	0.9	1.6	16.6
Voice recognition software	3,500,973	80.8	0.6	0.9	0.6	0.5	16.6

Note(s):

Detail may not add to total because of rounding. Statistics are representative of companies located in the United States.

Source(s):

National Center for Science and Engineering Statistics and U.S. Census Bureau, Annual Business Survey, 2017.