

INSTITUTO NACIONAL DE ESTADISTICA



# **Survey on Equipment and Use of Information and Communication Technologies in Households (ICT-H. 2009)**

**Methodological report**

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# 1 Presentation of the survey

The general objective of the Survey on the Equipment and Use of Communication and Information Technologies in Households (ICT-H) is to obtain data on the development of what is known as the *Information Society*.

The survey has the following specific objectives:

1. To ascertain the information and communication technologies equipment in Spanish households (ICT products: television, landline and mobile phone, computer equipment.).
2. To ascertain the use that the Spanish population makes of Internet and e-commerce.
3. To serve as a base to establish comparisons between Spain and other countries and meet the requirements of international institutions.
4. To obtain information that is comparable between Autonomous Communities.

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## 1.1 General description of the survey

In 2004 the survey started to be conducted continuously, as a 'Rotating Panel', in other words, the same dwellings (panel) are investigated over various years, with a quarter of the sample being renewed (i.e. rotating) every year.

The sample was obtained from the continuous municipal register of inhabitants. It comprised 2,578 census sections distributed by Autonomous Community. Eight main dwellings were selected within each section, and 6 reserve dwellings were also selected in case incidents were to arise regarding the main dwellings.

In the first wave of 2005 the corresponding quarter of the sample of dwellings was renewed. As regards the rest of the sections, the main and reserve dwellings that filled in the 2004 questionnaire are maintained (they are all considered main dwellings in 2005), as are the reserves that were not used before to replace main dwellings (they are still considered reserves in 2005).

The sample for the ICT-H 2005 survey was made up of 28,224 dwellings, 23,682 of which were main dwellings and the rest reserve dwellings that are used if something happens to the main dwelling. From this year, all first interview sections will have eight reserves, rather than the six for previous surveys, in order to reduce the loss of "effective" sample which occurs over time.

The same procedure was used in in all subsequent waves (second wave of 2005, first wave of 2006, second wave of 2006, 2007, 2008 and 2009). In this latest survey, the sample was composed of 27,828 dwellings, 24,935 of which were main dwellings and the rest reserve dwellings.

## TIC-H 2009

### Number of CAPI and CATI dwellings and sections, by province

Province	CATI		CAPI	
	Dwellings	Sections	Dwellings	Sections
01 Álava	117	16	57	13
02 Albacete	164	22	70	14
03 Alicante/ Alacant	388	52	222	38
04 Almería	340	48	245	43
05 Avila	59	9	43	8
06 Badajoz	403	54	189	39
07 Balears (Illes)	480	69	389	67
08 Barcelona	1.134	152	718	107
09 Burgos	139	19	86	16
10 Cáceres	214	30	188	32
11 Cádiz	395	66	431	74
12 Castellón/Castello	127	17	110	15
13 Ciudad Real	191	26	123	21
14 Córdoba	352	48	201	41
15 Coruña (A)	356	50	223	44
16 Cuenca	88	12	51	9
17 Girona	129	18	86	13
18 Granada	355	48	249	38
19 Guadalajara	61	9	75	10
20 Guipúzcoa	272	35	138	20
21 Huelva	274	39	186	35
22 Huesca	144	19	63	10
23 Jaén	338	48	219	42
24 León	200	27	134	18
25 Lleida	81	11	35	7
26 Rioja (La)	386	54	269	43
27 Lugo	115	16	71	14
28 Madrid	1.099	153	851	146
29 Málaga	461	69	362	74
30 Murcia	558	75	339	54
31 Navarra	1.386	180	665	104
32 Ourense	99	14	76	12
33 Asturias	1.316	175	740	135
34 Palencia	73	10	31	6
35 Palmas (Las)	358	49	218	42
36 Pontevedra	261	37	154	34
37 Salamanca	119	17	134	18
38 S. Cruz Tenerife	298	41	229	36
39 Cantabria	454	60	240	45
40 Segovia	56	8	36	6
41 Sevilla	500	75	392	81
42 Soria	32	5	44	6
43 Tarragona	122	17	103	17
44 Teruel	76	10	76	10
45 Toledo	214	30	195	28
46 Valencia	579	78	465	71
47 Valladolid	176	25	126	25
48 Vizcaya	442	57	270	36
49 Zamora	61	9	74	11
50 Zaragoza	500	67	333	48
51 Ceuta	70	12	67	12
52 Melilla	65	9	60	10
<b>Overall total</b>	<b>16.677</b>	<b>2.296</b>	<b>11.151</b>	<b>1.898</b>

**Total dwellings**

**27.828**

**Total sections**

**3.060**

The dwellings in sections undertaking the first interview and dwellings without a telephone were interviewed via personal interview with tablet (CAPI).

All other dwellings were interviewed by telephone, recording the survey on an electronic questionnaire from CATI centres.

The field work was conducted all over Spain. The collection period, from the CAPI centres, was from 19 January to 3 April 2009, while from the CATI centres, it was from 2 February to 15 May 2009.

The population object of investigation (objective population) are persons who live in main family dwellings. Although persons of all ages form part of the objective population, not all persons are investigated exhaustively, as they are only eligible for an exhaustive investigation of persons 16 and over at the time of the interview, of whom one is selected.

For the questionnaire, the table "Household members" is filled in first of all to decide which persons are household members and which are surveyable (household members aged 16 and over). This data must be provided by an informant who is a member of the household and is aged 18 or over).

The selection of the person to survey is made electronically by means of a random procedure.

Blocks II and III deal with the equipment of the household as to ICT products: television, computer, telephone, etc, and whether or not the household has Internet access.

Block IV is filled in if there are children aged 10-15 in the household. There is a series of questions for all of them related to the use of computers, the Internet and mobile phones.

Blocks II to IV may be filled in by the initial informant or the selected person.

Blocks V to VIII deal with the use of computers, the Internet, e-commerce and the electronic identification card, and the IX includes some socio-economic data on the selected person. Only the selected persons may respond.

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## 1.2 Organisation of field work

Data was collated in two ways:

- Personal interview with laptop computer or tablet (CAPI): The interviewer does not use paper questionnaires, rather s/he has a laptop computer onto which the questionnaire has been uploaded, so that interviews may be carried out with this laptop computer.

By using this method, households from sections with a new sample and households already included in the 2008 sample for whom there is no contact telephone, are interviewed.

- Telephone interview in a CATI centre: households from the 2008 sample are interviewed by phone from a CATI centre as long as they have a telephone number. The interviewer does not use paper questionnaires

but rather records responses from the informant on the electronic questionnaire directly.

The CATI centres are located in the Delegations of Madrid, Barcelona, Cádiz, Coruña, Sevilla, Valencia and Vizcaya and each one of them calls the following provinces:

Province where the CATI centre is located	Provinces from where information is collected
Madrid	Albacete, Avila, Badajoz, Burgos, Cáceres, Cantabria, Ciudad Real, Cuenca, Guadalajara, Rioja, Madrid, Palencia, Salamanca, Segovia, Soria, Toledo, Valladolid y Zamora
Barcelona	Baleares, Barcelona, Girona, Lleida y Tarragona
Coruña	Coruña, León, Lugo, Orense, Asturias y Pontevedra
Cádiz	Cádiz, Córdoba, Granada, Jaén, Las Palmas y Tenerife
Sevilla	Almería, Huelva, Málaga, Sevilla, Ceuta y Melilla
Vizcaya	Alava, Guipúzcoa, Navarra y Vizcaya
Valencia	Alicante, Castellón, Huesca, Murcia, Teruel, Valencia y Zaragoza

In CATI centres, personnel worked in two shifts from Monday to Friday. The first shift covered the interval from 9 am to 3 pm and the second from 3 pm to 9 pm.

Each sample section is allocated a week of initial work, plus 3 weeks more in order to make up any absent or inaccessible dwellings. The survey letters of introduction are sent the week prior to the first week of section work.

As regards personnel contracted for the survey, it is worth noting that there were 14 Interviewer Inspectors and 45 Interviewers for 16,667 CAPI main households; 41 Interviewer Inspectors and 164 Interviewers for 9,005 CAPI main households.

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### 1.3 Incidents concerning dwellings and groups and their treatment

The **dwelling keys** considered are:

- Unlocatable dwelling (IL)

In CAPI this incidence occurs when the dwelling is not located by an error in the entry address. The dwelling may not be located on the address that appears on the list of dwellings selected either because the address is incorrect, is duplicated with another dwelling included in the sample or because the dwelling does not currently exist.

This incidence does not exist in CATI.

- Dwelling used for other purposes (OF)

The household selected is dedicated entirely to purposes which are different from family residence. For example: convent, old people's home, garage, office, etc.

- Inaccessible dwelling (IN)

In CAPI this is the dwelling which cannot be accessed to carry out the interview due to geographical climatological (floods, snowfall, etc.) changes (when there are no routes to arrive there) or any other type of changes.

In CATI this incidence is automatically assigned when the telephone recorded for a dwelling does not correspond to the address in which the interview may be conducted and it is not possible to locate a correct telephone.

- Empty dwelling (V)

The dwelling selected is not a main dwelling, it may be a temporary dwelling (inhabited or uninhabited at the time of the interview) or inhabited for any reason, such as death or change of residence of persons who live there.

- Surveyable dwelling (E)

The **group keys** considered are:

- Total refusal (NT)

This is considered when it has not been possible to conduct the interview and the cause is the subsequent outright refusal of the initial informant after having started to collaborate.

- Refusal from the selected person (NS)

This case is considered as long as the initial informant answers the general household questions but **the selected person refuses to give information** either via an outright refusal as occurs subsequently after initially having started to collaborate.

- Total absence (AT)

This incidence occurs when, after successive visits (in CAPI) or successive calls (in CATI), it is not possible to contact anybody in the dwelling or when it

is possible to contact somebody who does not live in the dwelling and who gives information that its occupants are absent.

- Absence of the selected person (AS)

This is used after successive visits to the dwelling have not resulted in interview because the person selected is absent and cannot be contacted.

- Incapacity to respond (IC)

This incidence occurs when it is not possible to carry out the interview due to incapacity to respond whether due to age, disability, illness, lack of knowledge of the language or any other circumstances either from household members as a whole preventing initial contact as well as the selected persons.

In the case of the selected person's incapacity to respond it is admissible for the interviewer to use a third person as an intermediary to obtain the information.

- Surveyed group (E)

When none of the previous incidences occurs and the questionnaire filled in fulfils the requirements to be considered *complete*.

A questionnaire is **complete** if all corresponding questions according to the movement of the electronic questionnaire have been answered.

Moreover, for dwellings collected by means of telephone interview in CATI centres the results of all of them are collected and each one of the calls made.

**The possible** call results are:

- Not contacted (NC): when nobody answers the telephone or answer phone.

Without a telephone (ST): the telephone does not exist or is a fax or the interviewer verifies that the address to which this telephone corresponds is not the address to be interviewed.

-Engaged (C): the engaged tone.

Contact postponed (AP): the dwelling is contacted but before starting the interview the informant asks to be called at another time to conduct it or there is no valid informant in the dwelling at this time and the call is postponed.

- Partial interview because a new appointment is established (EPC): these are calls in which the questionnaires have been started to be filled in but the informant requests that the interview continue at another time.

- Partial interview interrupted for other reasons (EPO): these are calls in which the interview is interrupted due to the line being cut, problems with the system, etc.

- Interview completed (EF): these are calls in which the survey is completed, either because the questionnaire has been filled out completely, or because there is an incidence in the dwelling which makes it impossible to carry out the questionnaire. Households where the questionnaire is not carried out are

regarded as empty (V), used for other purposes (OF), or without a telephone (IN) and also those surveyed whereby their human groups refuses to take part (NT, NS), is absent (AT, AS) or is unable to respond (IC).

## 2. Sample design

### 2.1 Type of sampling

The sample design has been made in the whole country by means of a stratified tri-stage sample.

The first-stage units are the census sections. The second-stage units are main family dwellings. During the third stage, a person is selected in each dwelling who is aged 15 or over. Furthermore, all minors aged between 10 and 15 are also investigated in each dwelling.

The framework used for the sample selection is an area framework formed by the relation of existing census sections on January 1st 2001. Second stage units use the list of main family dwellings in each of the sections selected for the sample obtained from the most up-to-date continuous municipal register of inhabitants available.

Sections are grouped in strata in each Autonomous Community, in accordance with the size of the municipality they belong to.

The following strata have been considered:

Stratum 0: Municipalities with more than 500,000 inhabitants

Stratum 1: Municipalities that are the province capitals with less than 500,000 inhabitants

Stratum 2: Municipalities between 100,000 and 500,000 inhabitants, that are not province capitals

Stratum 3: Municipalities between 50,000 and 100,000 inhabitants, that are not province capitals

Stratum 4: Municipalities between 20,000 and 50,000 inhabitants, that are not province capitals

Stratum 5: Municipalities between 10,000 and 20,000 inhabitants

Stratum 6: Municipalities with less than 10,000 inhabitants

For the purpose of reaching the objectives of each Autonomous Community, an agreement has been signed with some of them, and sub-strata have been defined. In the case of Navarra, substrata are based on the rural or urban type of municipality and on the geographical location within the country (Urban Pamplona, Rural Pamplona, Urban North, Rural North, Urban Middle, Rural Middle, Urban South and Rural South). As regards Asturias, for the same reason, other substrata have been defined based on the regions to which the municipality belongs (Navia, Narcea, Avilés, Oviedo, Gijón, Caudal, Nalón and Oriente).

For each Autonomous Community an independent sample is designed from that represented due to one of the survey objectives being to facilitate data with this level of breakdown.

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## 2.2 Size of the sample.- Allocation.

In order to fulfil the goals of the survey, i.e. to provide estimates with a specific degree of reliability on a national level and by Autonomous Community, the investigation uses 3,060 census sections, with 8 dwellings selected in each census section.

In order to obtain a minimum sample size that allows reliable estimates on an Autonomous Community level, the sample is distributed among them by using a commitment allocation, either uniform or proportional to the size of the Community such that the number of sections by stratum in each Autonomous Community is a multiple of four.

The sample initially designed by INE has increased in some Autonomous Communities in accordance with the agreements signed with them. In previous years, the samples for Asturias (2005), Andalucía (2006) and Navarra (2006).

The distribution of the number of sections selected by Autonomous Community is:

<b>Autonomous Community</b>	<b>Number of census sections</b>
Andalucía	588
Aragón	128
Asturias (Principado de)	232
Baleares (Islas)	92
Canarias	120
Cantabria	80
Castilla y León	172
Castilla - La Mancha	132
Cataluña	264
Comunidad Valenciana	196
Extremadura	112
Galicia	156
Madrid (Comunidad de)	204
Murcia (Región de)	100
Navarra (Comunidad Foral de)	240
País Vasco	144
Rioja (La)	72
Ceuta y Melilla (Ciudades Aut.)	28
<b>TOTAL</b>	<b>3,060</b>

Between strata, allocation is proportional to the size of these, always maintaining that the number of sections per stratum in each Autonomous Community is a multiple of four.

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### **2.3. Sample selection**

In order to conduct the ICT-H-09, the selection of first stage units in each stratum has been carried out with probability proportional to the size of each section. In the second stage, dwellings have been selected by means of a systematic sample with random start and equal probabilities of selection for each dwelling in the section. This procedure provides self weighted samples of dwellings in each stratum.

During a third stage, and within each dwelling, a person is chosen with equal probability among those 16 and over.

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### **2.4. Renewal of the sample**

In order to avoid tiring out respondent families, and to give other families that are new to the census section the chance of being selected, the sample of dwellings is renewed partially using the rotation shifts scheme.

Therefore, the survey is a rotating panel with four rotation shifts organised in such a way that, every year, dwellings in the sections belonging to a specific shift are renewed. The fact that the number of sections by Autonomous Community in the sample is a multiple of four, facilitates the appropriate distribution of sections among the four rotation shifts.

Although the sample of first units remains fixed, variations in the sectioning have been incorporated by using probability procedures consistent with the design of the sample.

The dwellings from the sections in rotation shift 4 were renewed during 2009.

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### **2.5. Estimators**

The following types of estimators have been considered to estimate the survey characteristics:

- Estimator for data on households
- estimator for data on persons aged 16 and over.
- estimator for data on persons aged 10 to 15.

Ratio estimators will be used in all cases, calibrated according to information from external sources.

### A). Estimator for data on households

So as to obtain characteristics regarding households, the survey uses an estimator obtained by means of the following steps:

A1) Expansion estimator based on the design factor with correction for non-response on a stratum level.

In each stratum  $h$ , the estimator for the total of a characteristic  $X$  is obtained by means of the following expression:

$$\hat{X}_h = \sum_{i=1}^{n_h} \sum_{j=1}^{v_{h(e)}} c_i \frac{V_h}{v_{h(e)}} x_{hij}$$

where:

$V_h$ : Dwellings from stratum  $h$ .

$v_{h(e)}$ : Size of effective sample of dwellings in stratum  $h$ .

$n_h$ : Number of sample sections in stratum  $h$ .

$x_{hij}$ : value of the of study in dwelling  $j$ , section  $i$ .

$c_i$ : Update coefficient. Value that depends on section  $i$ . This represents the growth of the same from the selection of the simple of first units to the moment of conducting the survey.  
(See note).

#### Note on the calculation of coefficient $c_i$

The probability of selection of a household is the following:

$$P(V_{ish}) = K_h \cdot \frac{V_s}{V_h} \cdot \frac{m}{V_s} = K_h \cdot \frac{m}{V_h} \quad (\text{are self-weighted samples on a stratum level})$$

where:

$K_h$  = no. of sample sections in stratum  $h$ .

$m$  = no. of dwellings in the sample in each section=8

$V_h$  = dwellings in stratum  $h$ .

$V_s$  = dwellings in section  $s$ .

Given that the sections are updated periodically, the probability of selection of the sample dwellings corresponding to the sections of the rotation shift that is being renewed, change in the following way:

If we call the number of dwellings in the updated section  $V'_s$ , we arrive at:

$$P(V_{ish}) = K_h \cdot \frac{V_s}{V_h} \cdot \frac{m}{V_{s'}} = K_h \cdot \frac{V_s}{V_h} \cdot \frac{m \cdot \frac{V_s'}{V_s}}{V_{s'}} = K_h \cdot \frac{m}{V_h}$$

As may be observed, in order for the new dwellings to have the same probability as the rest of the sample dwellings, it is necessary to introduce a coefficient, which we call the growth coefficient, and which is defined as:

$$C_i = \frac{V'_s}{V_s}$$

A2) Separate ratio estimator, to adjust to the population projection in each stratum h.

$$\hat{X}_h^R = \frac{\sum_{i=1}^{\Omega_h} \sum_{j=1}^{V_{ih(e)}} C_i X_{hij}}{\sum_{i=1}^{\Omega_h} \sum_{j=1}^{V_{ih(e)}} C_i P_{hij}} P_h$$

where:

$p_{hij}$ : Total sample persons (aged 16 and over) from dwelling j, section i.

$P_h$ : Population projection in stratum h.

A3) The final estimator is obtained by applying reweighting techniques to the previous estimator, using CALMAR software.

As an auxiliary variable, we have used the total dwellings classified by size (5 sizes) for each Autonomous Community. This information is from the Economically Active Population Survey.

## B). Estimator for data on persons aged 16 and over

The final estimator is obtained from the individual questionnaire, whose responses come from a person selected among household members aged 16 and over. The estimator is similar to that used in the case of the household but bearing in mind the existence of a factor that incorporates the probability of selection corresponding to the person inside the dwelling.

B1) Estimator based on the design factor with correction for non-response.

$$\hat{X}_h = \sum_{i=1}^{n_h} \sum_{j=1}^{v_{h(e)}} c_i \frac{V_h p_{hij}}{v_{h(e)}} x_{hij}$$

B2) Separate ratio estimator, to adjust to the population projection in each stratum.

$$\hat{X}_h^R = \frac{\sum_{i=1}^{n_h} \sum_{j=1}^{v_{h(e)}} c_i p_{hij} x_{hij}}{\sum_{i=1}^{n_h} \sum_{j=1}^{v_{h(e)}} c_i p_{hij}} P_h$$

B3) Implementation of re-weighting techniques by age groups and sex on an Autonomous Community level (CALMAR) with populations referring to 15 February 2009, provided by the Demographic Analyses and Forecasting units.

### C). Estimator for data on persons aged 10 to 15 years

The sampling information relating to all household members between the ages of 10 and 15 is supplied by the person aged 16 or over selected in each household.

The estimator used to obtain the information related to persons aged 10 to 15 is analogous to that described in section A, with the exception of the auxiliary variables, used in calibration (section A.3), which are the population projections of for 10 to 15 years, by sex, in each Autonomous Community, provided by the Demographic Analyses and Forecasting units.

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## 2.6. Sampling errors

The indirect Jackknife method is used for the calculation of sample errors of the main characteristics investigated. (\*).<sup>1</sup>

This method is based on the formation of subsamples in which each one of them is obtained by eliminating a primary unit from the total sample. The estimate of the variance of the estimator has the following expression.

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<sup>1</sup> (\*) CALJACK software, developed by P. Lavallé of Statistics Canada, has been used

$$\widehat{\text{Var}}(\hat{X}) = \sum_h \frac{(n_h - 1)}{n_h} \sum_{j \in h} (\hat{X}_{(hj)} - \hat{X})^2$$

where:

$\hat{X}_{(hj)}$  is the estimate of  $X$  when primary unit  $j$  from stratum  $h$  is removed from the sample.

$\hat{X}$  is the estimate of  $X$  obtained with the whole sample.

$n_h$  is the number of primary units in stratum  $h$ .

The sample error allows us to build a numerical interval in which a certain confidence exists, measured in terms of probability, that it contains the true value of the estimated characteristic. The most frequently used confidence interval is that comprised between the estimation, minus 1.96 times the sample error, and the estimation, plus 1.96 times the sample error. This interval has a confidence of 95%, measured in terms of probability, of finding within it the true value of that which is being estimated.

The INE website (<http://www.ine.es/en/>) publishes the sample errors of some of the main variables relating to dwellings, persons (16 to 74 years of age) y children (10 to 15 years of age). They are grouped in three tables located after the results of the Survey, which include information on both a national level and by Autonomous Community. Formally, these errors are expressed as the estimations of *the typical deviations* of the estimators of the characteristics in question, expressed as a percentage, and called *standard errors*.

### 3. Results of the field work

#### FINAL SUMMARY OF INCIDENTS

		Incidents in households											Reservations polled		
	Total households	Total completed	E	NT	NS	AT	AS	IC	Surveyable	IN	V	OF	IL		Total polled
<b>Total CATI</b>	<b>16,677</b>	<b>13,257</b> 79.5%	<b>12,551</b> 80.8%	<b>1,046</b> 6.7%	<b>215</b> 1.4%	<b>1,379</b> 8.9%	<b>273</b> 1.8%	<b>61</b> 0.4%	<b>15,525</b> 93.1%	<b>919</b> 5.5%	<b>222</b> 1.3%	<b>11</b> 0.1%			
<b>Total CAPI</b>	<b>8,258</b>	<b>8,258</b> 100.0%	<b>5,318</b> 77.2%	<b>746</b> 10.8%	<b>54</b> 0.8%	<b>672</b> 9.8%	<b>45</b> 0.7%	<b>53</b> 0.8%	<b>6,888</b> 83.4%	<b>31</b> 0.4%	<b>1,169</b> 14.2%	<b>53</b> 0.6%	<b>117</b> 1.4%	<b>1,775</b>	<b>7,093</b> 85.9%
<b>TOTAL</b>	<b>24,935</b>	<b>21,515</b> 86.3%	<b>17,869</b> 79.7%	<b>1,792</b> 8.0%	<b>269</b> 1.2%	<b>2,051</b> 9.2%	<b>318</b> 1.4%	<b>114</b> 0.5%	<b>22,413</b> 89.9%	<b>950</b> 3.8%	<b>1,391</b> 5.6%	<b>64</b> 0.3%	<b>117</b> 0.5%	<b>1,775</b>	<b>19,644</b> 78.8%

The percentage of the total completed on the total for initial households

Surveyable=E+NT+NS+AT+AS+IC

In incidents E, NT, NS, AT, AS and IC, the percentages are calculated on the surveyable total. For the remainder, the percentages are calculated on the total for completed main households

## 4. Dissemination of the results

The statistical tables of the commented results of the survey and the methodological report will be published on the INE web site ([www.ine.es](http://www.ine.es)) and, if applicable, in the corresponding electronic publication.

With the aim of achieving greater comparability with the data published by Eurostat, the statistical tables of the final ICT-H 2009 results refer to dwellings inhabited by at least one person aged from 16 to 74 years and to people in this same age group. In years prior to 2006, the results referred to the total number of dwellings and people aged 15 years old and above.

In tables relating to dwellings, the main magnitudes will refer to ICT equipment in the dwelling (television, computer, telephone, radio, video, etc.), as well as access and way of connecting to the Internet. As regards household members, among others, tables will be created for the use of computers, the Internet and e-mail.

These statistical variables inherent to the survey will be cross-referenced with the socio-demographic variables obtained in the same, such as the size of the household and of the municipality where it is located, sex, level of training of the persons, employment situation, etc.