

**SURVEY ON INFORMATION AND  
COMMUNICATION TECHNOLOGY  
USAGE IN HOUSEHOLDS  
(ICT-H 2004): RESULTS**

**EUROSTAT REPORT  
(MAY 2005)**

# Introduction

In the second quarter of 2004 the Instituto Nacional de Estadística conducted the Survey on Information and Communication Technology Usage in Households (ICT-H 2004), partly funded by the European Commission (Eurostat) under agreement 200349102038 signed in December 2003 by INE and Eurostat representatives.

This report comments on the main survey results. The technical features of the survey were set forth in an earlier interim report.

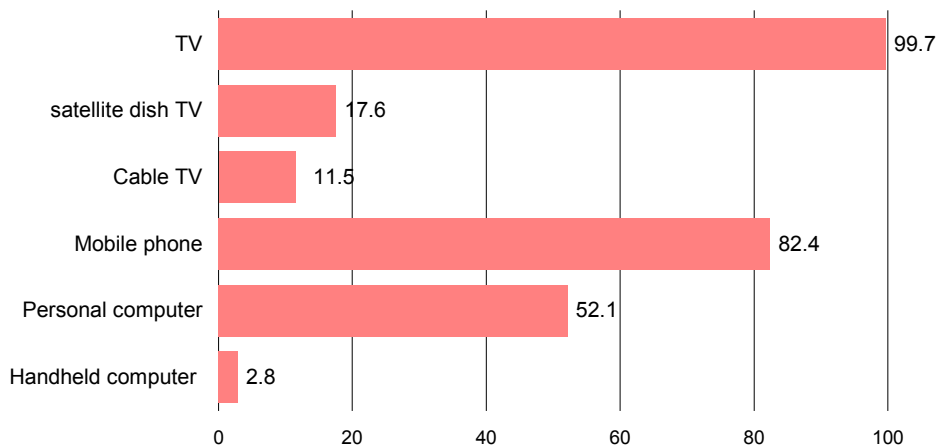
## ICT equipment in households

The overall figures show that the presence of information and communication equipment is widespread in Spanish households. Audiovisual reception equipment such as television and radio is heavily present in households. Fixed and mobile telephones are likewise commonplace. Moreover, IT equipment such as the computer reaches notable figures. Only the more recently invented equipment, such as the DVD or the GPS system in cars, attain more modest penetration figures.

Television may be said to be the most widespread ICT equipment, given that of the 13,448,110 households studied, it is present in 13,406,423 of them (99.7%). Therefore only 41,687 households lack a television.

The distribution of households equipped with a television follows the same pattern in all the socio-geographical characteristics examined. Differences only emerge in the distribution of form of television-channel reception: 17.6% of households receive broadcasts by satellite dish, while 11.5% receive signals over fibre-optic networks.

### ICT Household's equipment. Spain ( % households). 2004



The mobile telephone enjoys high penetration. At least one adult aged 16 to 74 with a mobile telephone is present in 82.4% of households. There are no major differences in distribution across geographical regions and habitats: 79.6% of Objective 1 region households have a mobile telephone, as against 86.2% in other regions.

About half of Spanish households, 7,011,403, or 52.1%, have at least one computer (desktop or laptop). Furthermore, 2.8% of households have some other type of computer (PDA type).

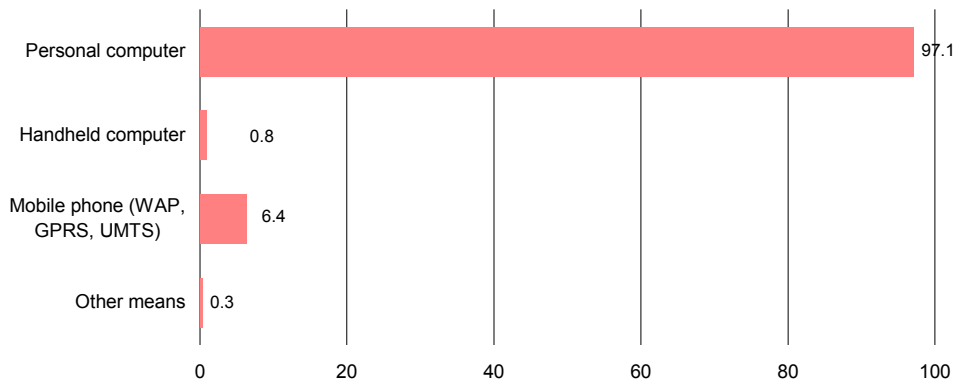
In general, the more members in the household the more likely the household is to have a desktop computer, with huge differences between single-member households (20.8% of households with a computer) and households with 5 members or more (64.8%).

## Internet access in households

4,524,533 households in Spain have Internet access, accounting for 33.6% of the total. Internet access is far more widespread in non-Objective 1 regions (42.2%, as against 27.3% in Objective 1 regions) and in urban habitats (40.4%, compared with 22.2% in low-density habitats).

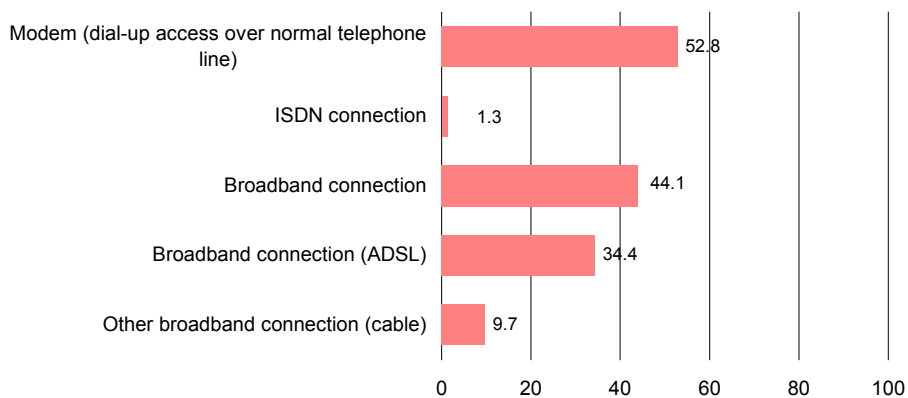
Most households connect to the Internet using a desktop or laptop (97.1%).

**Device used to access the Internet at home. Spain  
(% households) 2004**



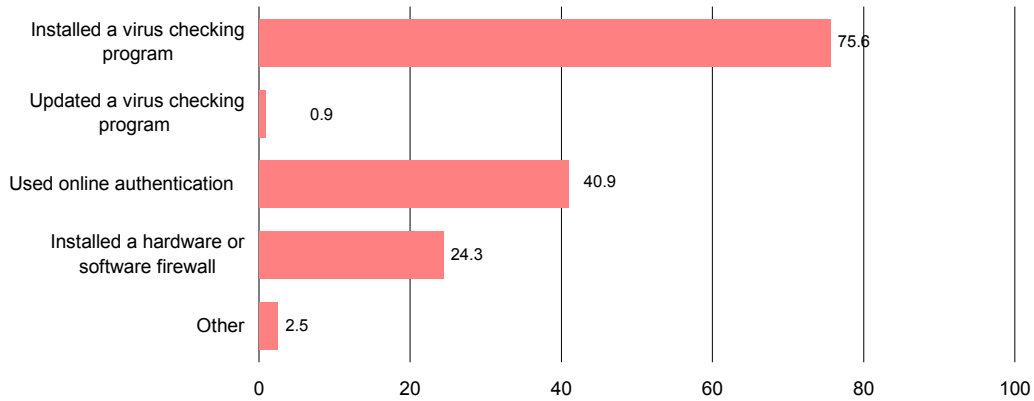
The commonest Internet connection type is still modem dial-up over a conventional telephone line (52.8% of households with Internet access). There has been a rise in the number of broadband lines, however, which are now present in 44.7% of households accessing the Internet.

**Type of Internet connection used. Spain  
(% households) 2004**



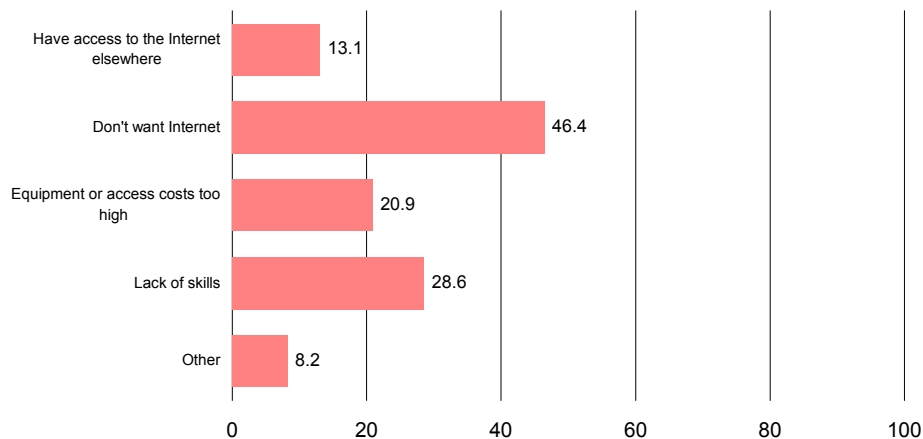
Internet use involves a measure of security risk. Over the last three months, therefore, residential users reported security software installed on their computers. Specifically, virus-checking software was installed on 49.9% of the computers in households, 27.0% operated a user login and password and 16.1% operated an Internet content filter. (In the Spanish survey the question eliciting this variable was posed to whole households, rather than individuals.)

**Security precautions taken in personal computers at households. Spain  
(% households with personal computer) 2004**



Residents in households without Internet access said that their main reason was that they 'did not want it, did not need it, or did not know about it' (46.4%), or they 'lacked the skills to use it' (28.6%), or 'equipment or access costs were too high' (20.9%), or, in a significant proportion (13.1%), that they 'access the Internet from elsewhere', i.e., at least 1,761,935 people use the Internet from a place other than their home through lack of household access. (In the Spanish survey the question eliciting this variable was posed to whole households, rather than individuals.)

**Main reasons for not having access to the Internet at home. Spain 2004 ( % households)**

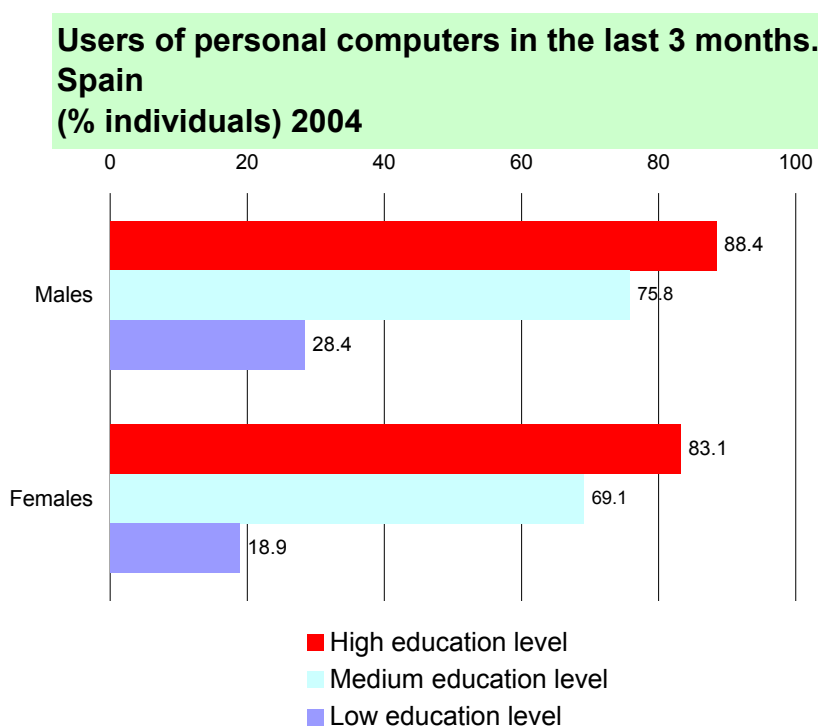


# Computer usage by the population

In 2004 a total 15,979,011 people used a computer at least once in the three months prior to the survey, and 1,121,806 used a computer between three months and a year ago, making up 49.0% and 3.4%, respectively, of the total population aged 16 and above.

The location of use for people using a computer in the last three months was chiefly at home (75.8%), while 51.1% used a computer in the workplace, 19.4% at their place of education and 22.7% elsewhere, such as at a library, Internet café, relative's or friend's home, etc.

The user profile indicates that it is the younger population that most uses computers, varying from 82.7% and 80.9% of male and female users aged from 16 to 24 to 5.5% and 8.1% of male and female users aged from 65 to 74. More men than women use computers (54.0% compared with 44.1%). The most influential variable is educational level. 85.9% of users were of a high educational level, as against 23.4% of people of a low level.



This frequency is lower in people with primary education and progressively increases as the level of education rises. Students use computers intensively.

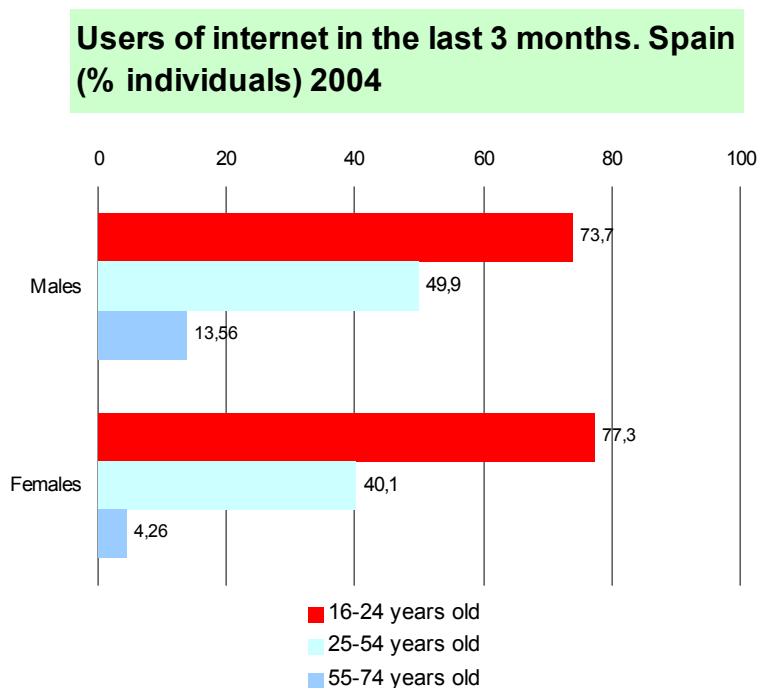
Over half of users have taken some kind of computer course lasting for at least four hours (specifically, 9,565,904 people, or 59.9% of computer users). In the last year 17.8% of computer users took some kind of course, while 42.0% took one or more courses more than a year ago.

# Internet usage by the population

Internet usage has become very widespread among the Spanish population. 40 respondents in every 100 reported Internet use in the past three months. This implies a figure of 13,159,360 people.

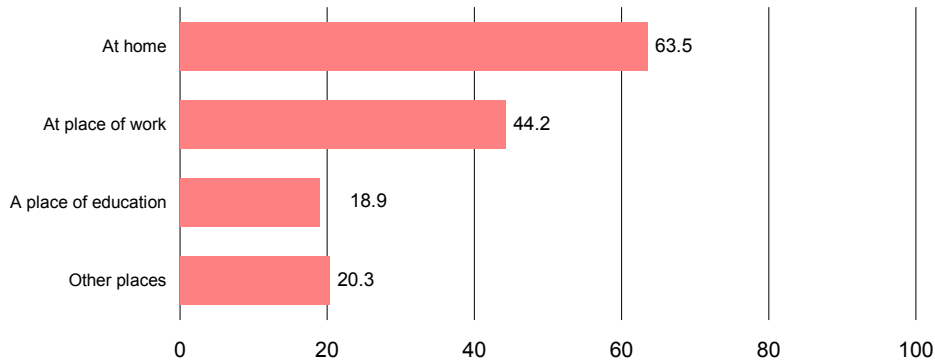
More men than women use the Internet (44.9% compared with 35.9%), as with computer use. People of medium and high educational level were most likely to use the Internet (61.2% and 76.8%, respectively), while 15.9% of low educational level also used the web.

Highest Internet usage was reported by the student group, at 89.9%. The figure fits in with Internet-use distribution by age, where the 16 to 24 age group stands out as the most active.



63.5% of users accessed the Internet from their home, 44.2% from their work, 18.9% from their educational centre and 20.3% from other places such as commercial Internet centres, Internet cafés, libraries, a relative's or friend's home, public centres, etc.

### Place of Internet use in the last 3 months. Spain (% users) 2004



The above are the survey results describing Internet users. Regarding the purpose and nature of Internet use, we find two dominant activities motivating people to use the Internet: “communications” and “search for information”.

The most widespread services include *e-mail*, used by 9,963,214 people (75.7% of all users in the three months prior to the survey) and *search for information on goods and services*, used by 9,673,430 people (73.5% of users).

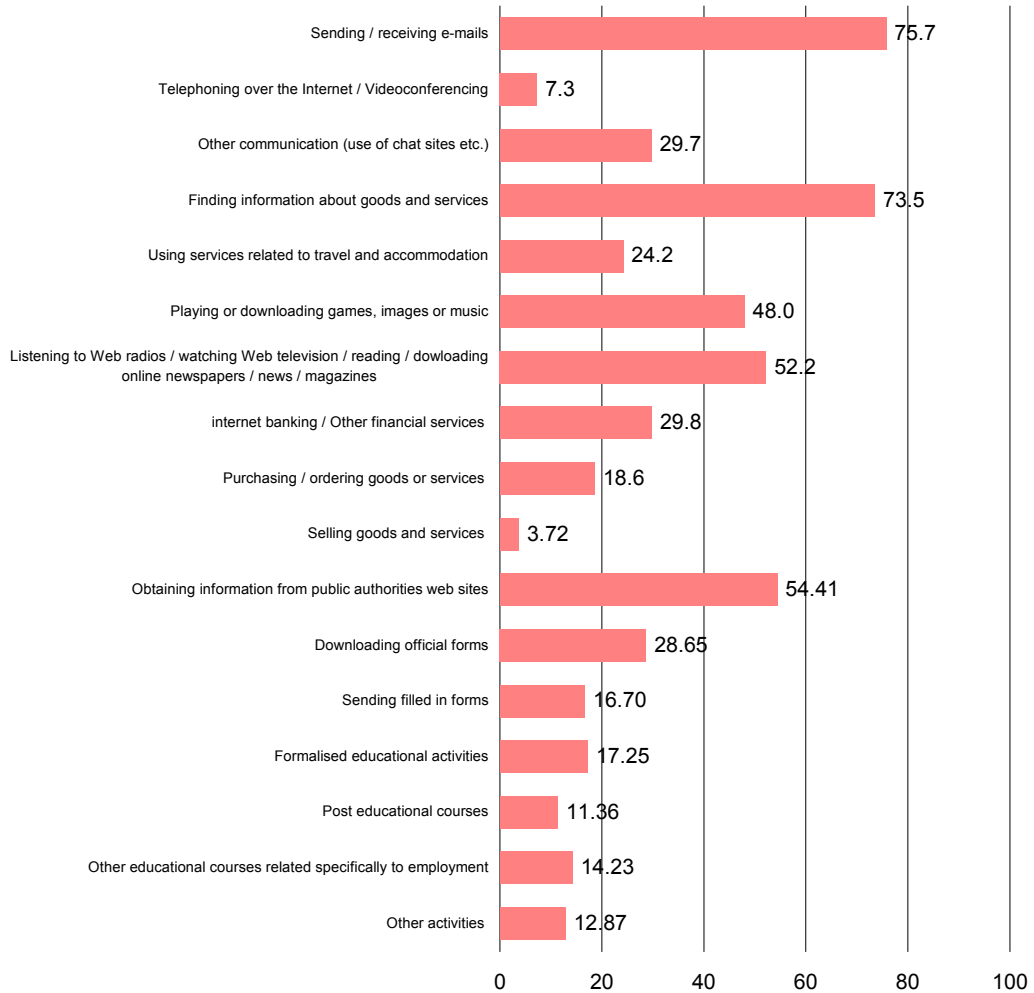
Other very frequently used services were *leisure services*, including a range of activities like online gaming, music, etc., reported by 47.9% of users, and *media* (online newspapers and magazines, radio and television), reported by 52.2% of users.

54.4% of users in the three months prior to the survey obtained *information from public authorities' websites*. However, this search did not translate into immediate use of the information, because only 16.7% of users *sent completed forms to public authorities*.

The main security problem facing Internet users are *unsolicited e-mails ('spam')*, affecting 9 million users, 68.4% of the total, in the three months prior to the survey. The next most widespread problem was *computer virus attacks*, affecting 55.3% of users.



**Internet activities used for private use in the last 3 months. Spain (% users) 2004**

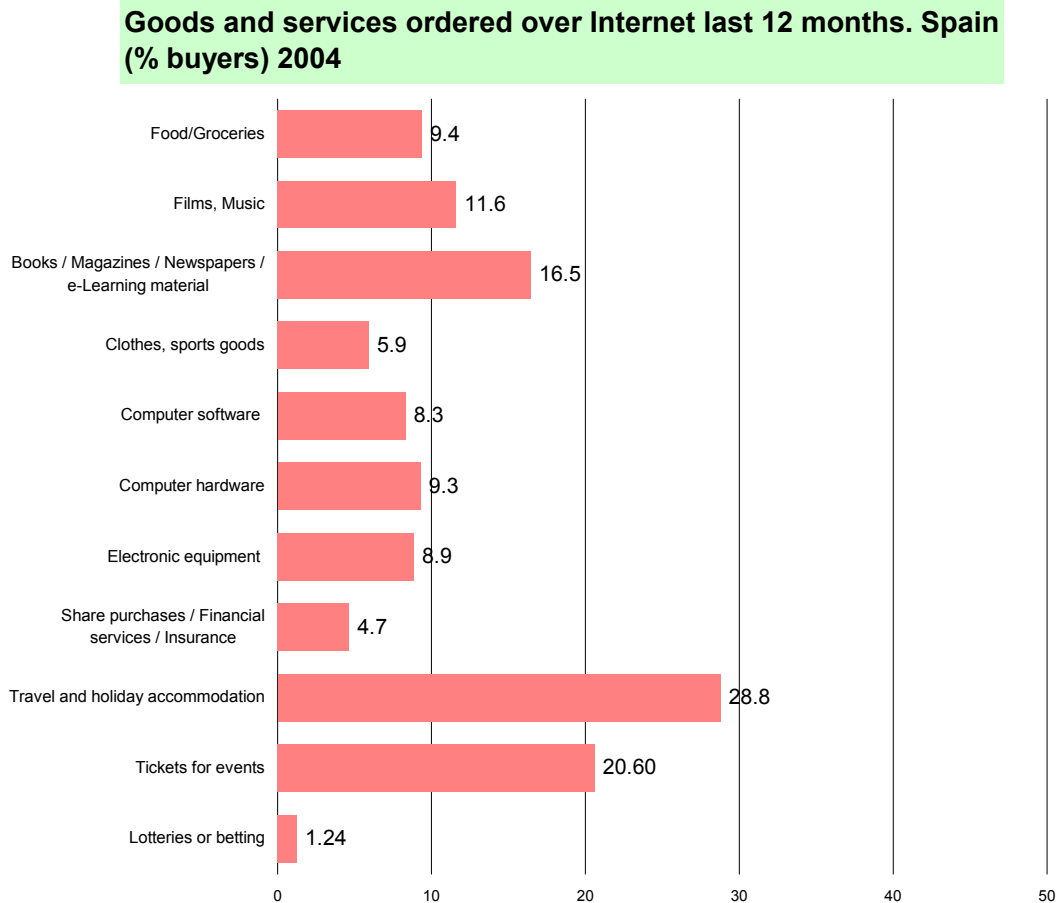


## e-commerce usage by the population

A total of 1,792,328 people purchased products or services over the Internet in the past three months, representing 5.5% of all adults aged 16 to 74. Internet users purchasing over the Internet in the past three months and in the past year totalled 914,992 (2.8%).

The profile of the most regular purchaser is male (almost double in proportion to female), middle aged (from 25 to 34), with an advanced education and residing in a densely populated municipality.

The most frequently purchased products in the past year were *travel and holiday accommodation* (28.8% of purchasers), *tickets for events* (20.6%) and *books, magazines, newspapers and e-learning material* (16.5%).



The reasons given by respondents who had not made any Internet purchase in the past year or at all were that they “*prefer to shop in person*” (35.3%) or the simple fact that they “*have no need*” (22.8%), either because they are not attracted to any Internet-offered products or because they can buy goods and services satisfactorily by other means. Other reasons given were “*security concerns*” and “*privacy concerns*” regarding giving credit-card or personal details, reported by 26.3% and 22.1% of respondents, respectively.

**Main reasons for not buying/ordering any goods and services for private use. Spain  
( % not buyers ) 2004**

