

**RESULTS OF THE SURVEY ON THE
EQUIPMENT AND USE OF
INFORMATION AND
COMMUNICATION TECHNOLOGIES
IN HOUSEHOLDS (ICT-H 2005)**

(November 2005)

Introduction

In the second quarter of 2005 the National Statistics Institute conducted the Survey on the Equipment and Use of Information and Communication Technologies in Households (ICT-H 2005).

The ICT-H-2005 Survey on the Equipment and Use of Information and Communication Technologies in Households has been undertaken in the second quarter of 2005 by the National Statistics Institute (INE), with collaboration from the Statistics Institute of Cataluña (IDESCAT) and the Statistics Institute of the Comunidad Foral de Navarra (IEN) in the scope of their corresponding Autonomous Communities. Furthermore, the INE has also subscribed a collaboration agreement with the Information and Communication Technology Foundation Centre of the Principado de Asturias.

The Survey follows the methodological recommendations established by the European Union Statistical Office (EUROSTAT) and positions itself as the only source of its kind whose data are strictly comparable not only among EU member countries, but also internationally.

This report is a comment on the main results obtained from said survey, whose technical characteristics are included in the methodological report.

ICT equipment in households

The overall figures for 2005 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. Likewise, communication equipment both as regards landlines and mobile telephones are also extremely commonplace. Furthermore, IT equipment such as computers reached notable figures. Equipment such as DVD players and videos are evermore present in Spanish households.

It is possible to say that the television is the most popular ICT device, since of the 15,264,629 dwellings surveyed, 15,185,157 of them (99.5%) had a television set, thus implying that the number of dwellings without a television set is under 80,000.

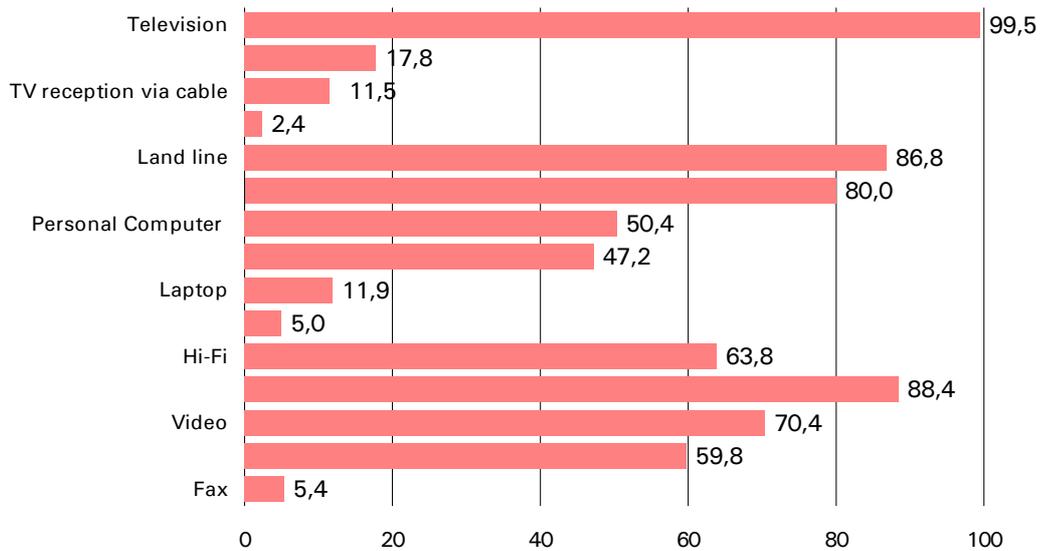
The distribution of households equipped with a television follows the same pattern in all the socio-geographical characteristics examined. Differences only emerge as regards the distribution of the form of television-channel reception: 17.8% of the households receive television via a satellite dish, while 11.5% receive signals through fibre-optic networks and 2.4% get digital terrestrial television.

Mobile phones have a high penetration rate, since in 80.0% of the households there is at least one adult aged 15 or older with a mobile phone. There are no major differences in distribution across geographical regions and habitats.

The relationship between the evolution of mobile phones and landline telephones shows differentiating guidelines as regards the last three years, as there is a

stagnation of the number of dwellings with landlines whilst the number of mobile phones increases annually in over 800,000 new dwellings. These figures, although they could, to a certain extent, be concealing the "replacement effect" of mobiles over land lines, do actually indicate a "completion effect," since practically all Spanish households (98.2%) have one of the two types of telephone.

**Information and communication technology equipment in households.
Spain (% households). 2005**



The main conclusion that can be obtained from the information on the computer equipment of Spanish households is that half of them have a computer (desk top, laptop or PDA), specifically 7,726,362, which represent 50.6% of the total number of households. This variable continues an evolution that runs parallel to the number of households that have an Internet connection.

There is a trend that shows that, as regards the number of households with a computer, the more family members, the more frequent a computer in the dwelling. There are enormous differences between households with one member (19.7% of the dwellings with a computer) and households with 4 members (75.4%). It is also interesting to note that computers are not as present in the smaller municipalities (with less than 10,000 inhabitants), in which the penetration only amounts to 38.7%.

Internet access in households

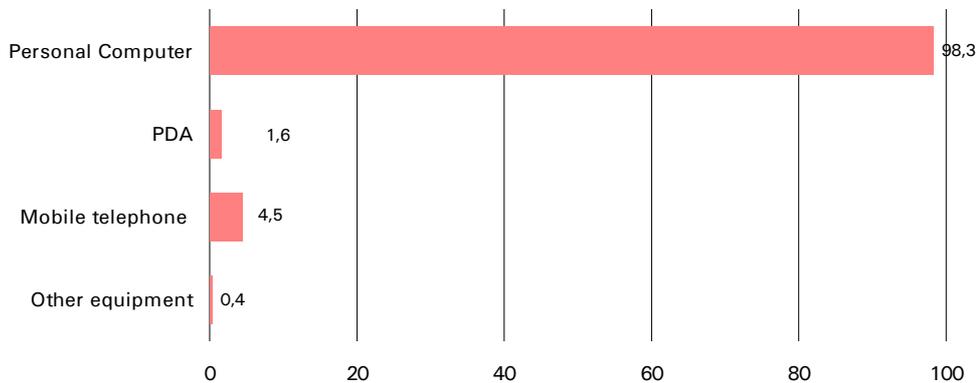
In Spain, there are 4,982,199 households with an Internet access, which represents 32.6% of the total. The evolution over the last three years has shown a progressive increase that is parallel to that of households that own a computer. This means that out of every three households with a computer, two also have an Internet access.

Proportionally, dwellings with Internet access are located in urban habitants, 38.5% in municipalities with over 100,000 inhabitants, compared to 21.9% in municipalities

with less than 10,000 inhabitants. The Autonomous Communities with a greater proportion of households with an Internet connection are Madrid (42.9%), Cataluña (40.9%) and País Vasco (40.8%), whilst the communities with the least amount of households with an Internet connection are Extremadura and Galicia (with 21.5% and 22.0% respectively).

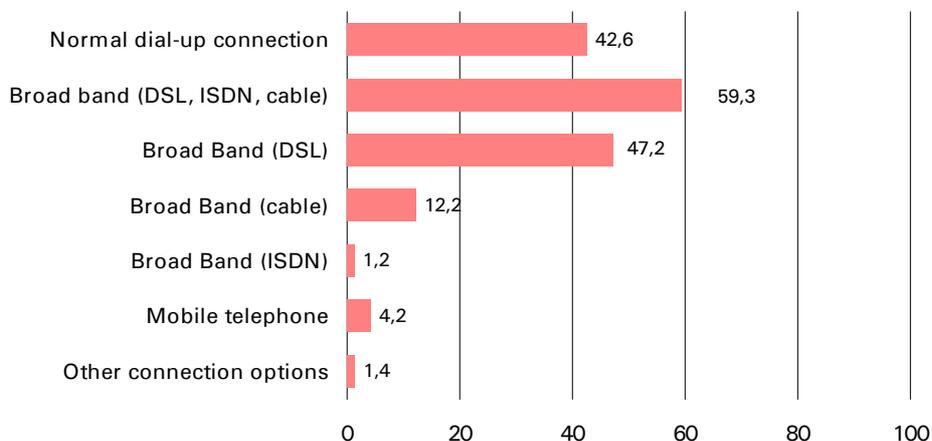
Most households connect to the Internet using a desktop (90.3%) or a laptop (20.6%).

Equipment used to access the Internet in households Spain (% households with Internet access). 2005



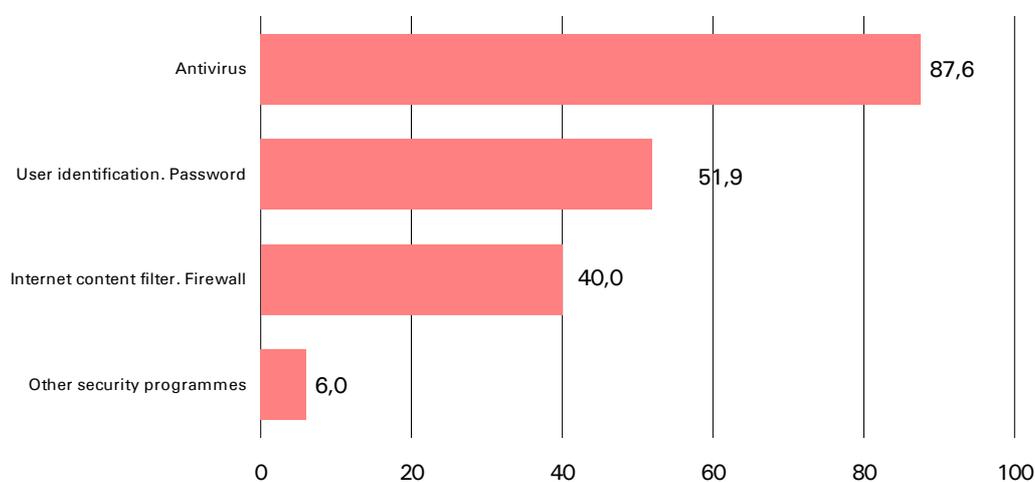
A spectacular change has been noted as regards the form of connecting to the Internet, since in 2005 Broad Band access is being used in 59.4% of the dwellings with an Internet access (whilst in 2004 it was only 44.7%). Normal dial-up connections now represent 42.6% of the households, whilst in 2004 it stood for most of the Internet access (52.9%).

Type of Internet connection Spain (% households) 2005



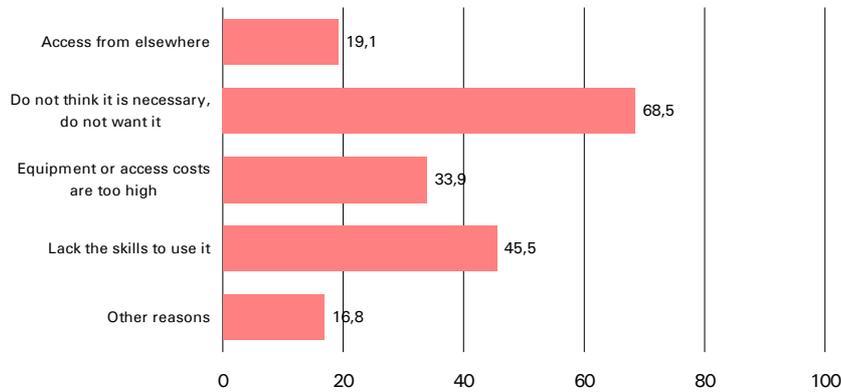
Problems concerning the security of the Internet connection have led residential users to install some type of security system over the last three months; *"antivirus programmes"* were installed in 87.6% of the computers in households with Internet access in the three months prior to the survey, 51.6% had some type of *"user identification or password"* and 40.0% had installed an *"Internet content filter"* of some kind. These are reasons enough for 63.7% of the households to have updated their security programmes in the three months prior to the survey.

Security programmes installed in computers during the last three months. Spain (% households with Internet access). 2005



On the other hand, persons resident in households without an Internet access state that the main reason for not having one is that they *"do not think it is necessary or do not want it"* (68.5% of the households), that they *"lack the skills to use it"* (45.5%) or that *"the equipment or access costs were too high"* (33.9%). Furthermore, a significant 19.1% stated that they *"access the Internet from elsewhere,"* that is to say that at least 1,965,477 persons use the Internet from a place that is not their home, as they do not have an Internet access in their own dwelling.

**Reasons why households do not have Internet access.
Spain (% households). 2005**



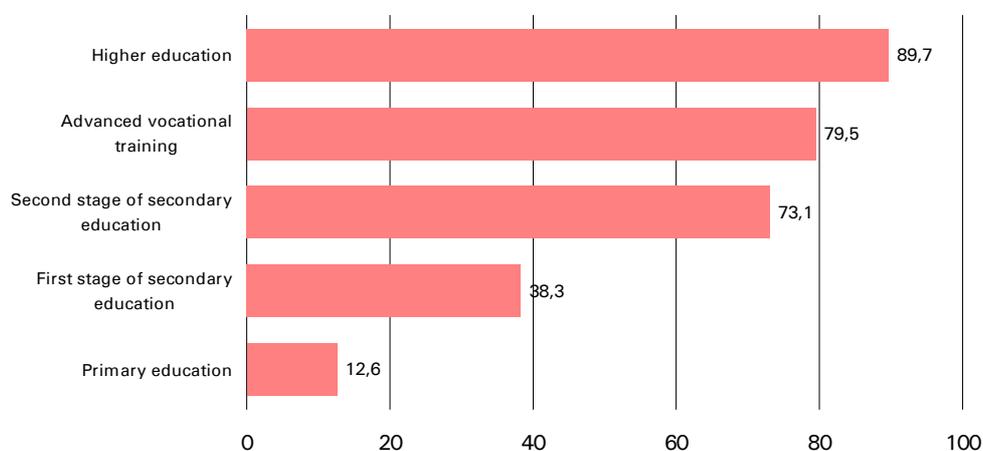
Use of computers among the population

In the year 2005, a total amount of 17,743,546 persons used a computer in Spain in the three months prior to the survey, which represents 48.25% of the population aged 16 years old and over. This figure accounts for an increase that has been progressing since 2003, as 1,300,000 new persons start using a computer every year.

Most people use computers at home (77.4% of the users in the three months prior to the survey) and at their workplace (50.6%); 30.9% of the users had access to a computer at a relative or friend's house.

The profile of the computer user shows that the youngest population are the biggest users, going from 85.6% of users aged between 16 to 24 to 1.6 users aged 75 or older. Men use them more than women (53.8% compared to 42.9%). The most influential variable is the level of education, since 89.7% of the users have a high level of education, whilst 12.6% are persons with a low level of education.

Persons who have used a computer in the last 3 months. Spain (% persons). 2005



Half of these users have taken some kind of computer course lasting for at least four hours, specifically 11,027,964 persons (53.8% of the persons who ever used a computer). Of those persons who took a computer course, 13.4% of them did so during the last year. This figure gives us an idea of the importance of the use of computers.

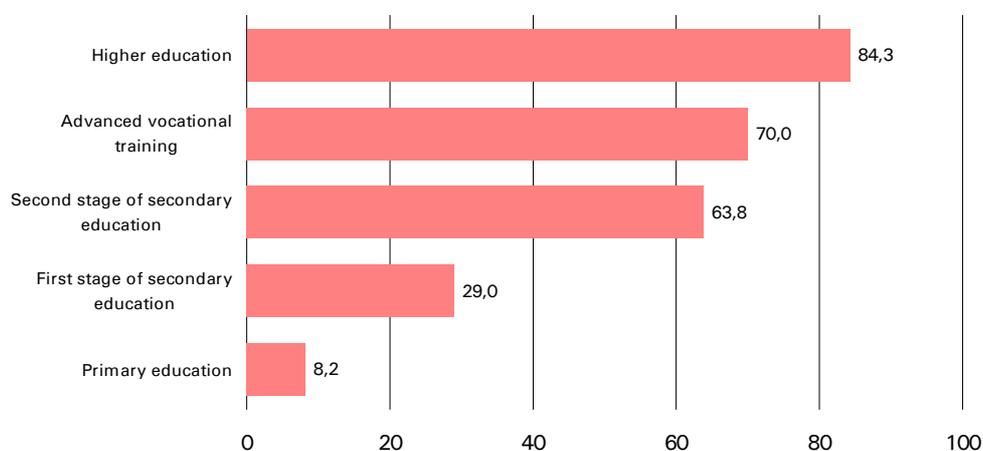
Use of the Internet among the population

Internet use has become very widespread among the Spanish population, since 41 persons in every 100 stated they had used it in the last three months. This totals 15,131,420 persons.

Another interesting fact is that of the persons who used a computer in the last three months, 84% of them did so to access the Internet.

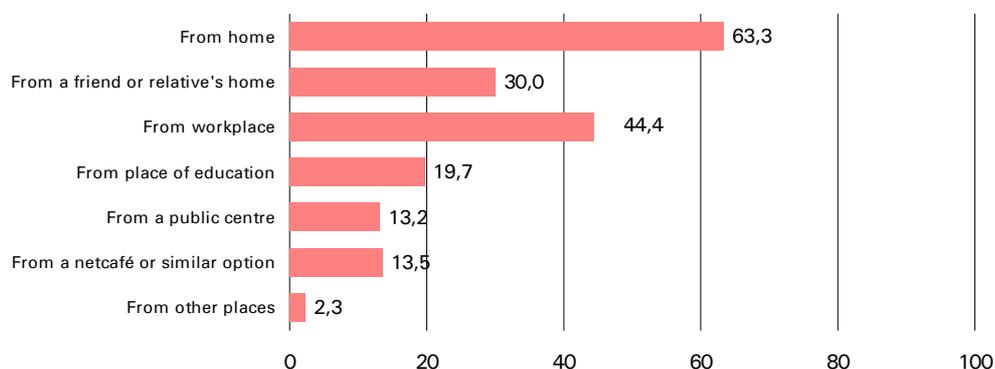
Internet is used more by men than by women (46.15% and 36.35% respectively), as occurs with the use of computers. Students are the population group that most uses the Internet, 80.4%. This figure coincides with the distribution by age, in which the group of persons aged between 15 to 24 years old stands out as those who use the Net the most. The Autonomous Community with the greatest proportion of users is Madrid, with 51.2%, and the one with the least is Extremadura, with 33.7%.

**Persons who have used the Internet during the last 3 months.
Spain (% persons). 2005**



In Spain, Internet is mainly accessed from home (63.35%), or from a friend or relative's home (30.0%), although work places (44.4%) are also important as regards Internet access.

**Place of Internet use in the last three months.
Spain (% users). 2005**



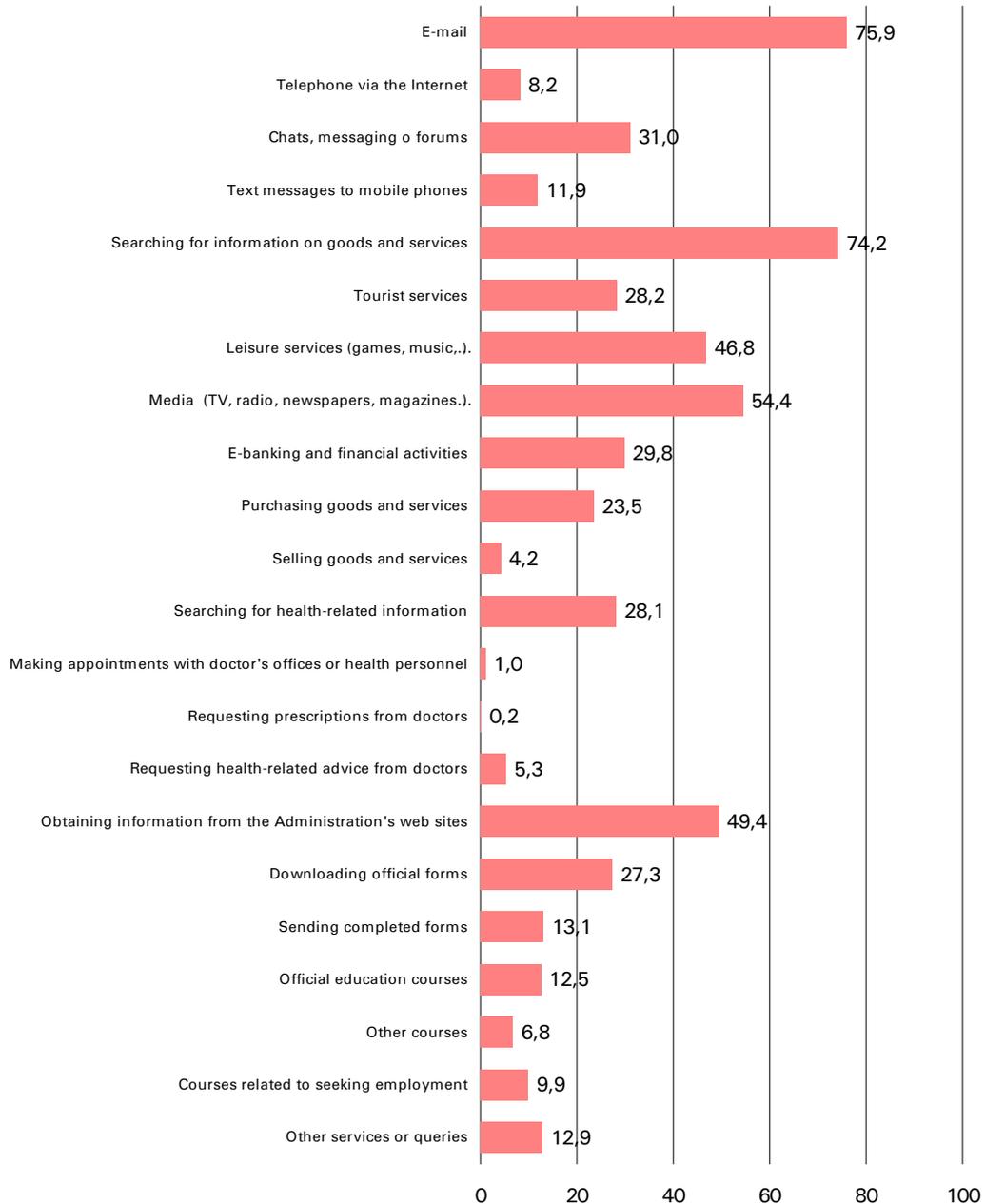
Access frequency is quite high, since 78.9% of the users had accessed the Internet during the week prior to the survey. These "frequent" users usually spend between one and five hours a week on the Internet.

This is all that can be said about the characteristics that describe the users. Furthering the uses these users make of the Internet, there are two main trends as regards the reasons why people access the Internet: "*communication*" and "*seeking information*."

The most widespread services are communication via *e-mail*, which was used by 11,489,493 persons (75.9% of the total amount of users in the three months prior to

the survey) and *searching for information on goods and services*, which was also used by over eleven million persons (74.2% of the users).

**Most used Internet services in the last three months.
Spain (% users). 2005**



Other very frequently used services were the *media*, i.e. reading newspapers and magazines online, listening to the radio or watching television, which were used by 54.4% of the users, and *leisure services*, including a range of activities like online gaming, music, etc., used by 46.8% of the users.

49.4% of users in the three months prior to the survey obtained *information from the Administration's different web sites*. Nevertheless, this search did not result in an

immediate use of this information, given that only 13.1% of the users *sent completed forms to the Administration via the Internet*.

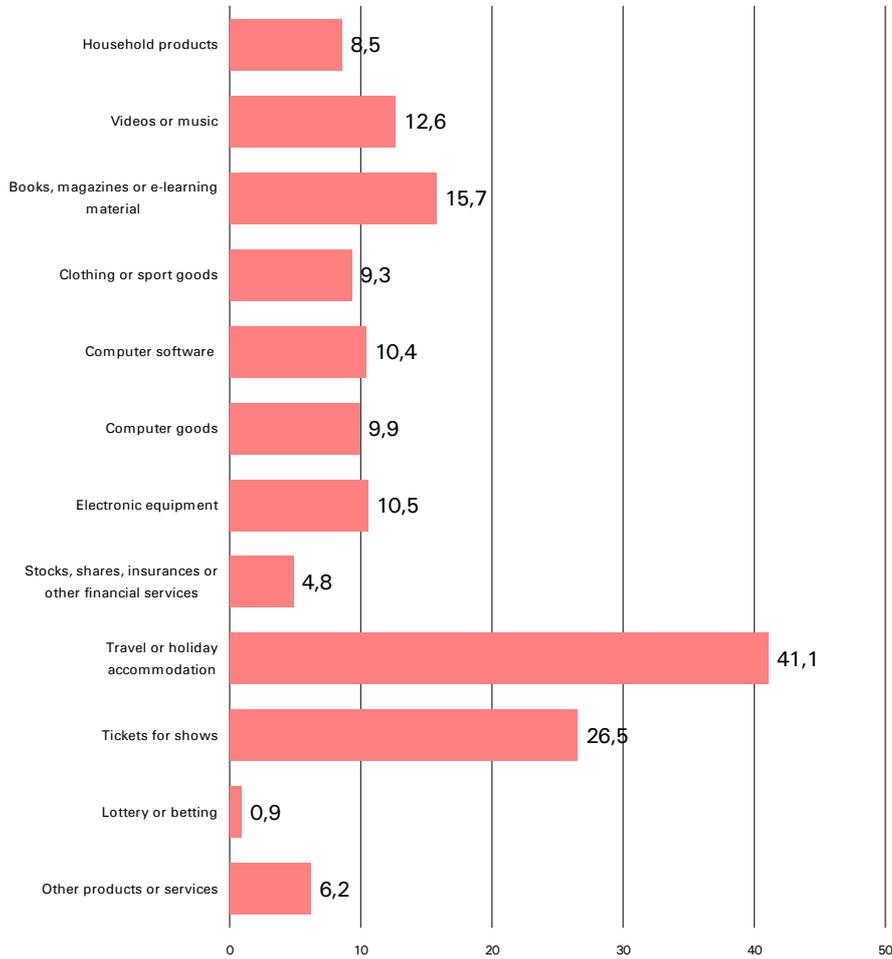
The main security problem Internet users have to face are *un-requested or unwanted emails (spam)*. This problem has affected almost 10 million users, proportionally 6 of every 10 users in the three months prior to the survey. The other most widespread problem were *computer virus* attacks that reach the user's computer. This problem affected 47.3% users.

Use of e-commerce among the population

A total of 2,703,425 persons bought products or services over the Internet in the three months prior to the survey, which represents 7.35% of total number of adults aged 16 and over. There were another 1,217,981 persons (3.3%) who purchased over the Internet in a period of over three months or during the year previous to the survey.

Men are the most habitual buyers (almost doubling the proportion of women). They are usually middle aged (25 to 34 years old), with higher education and resident in a highly populated municipality.

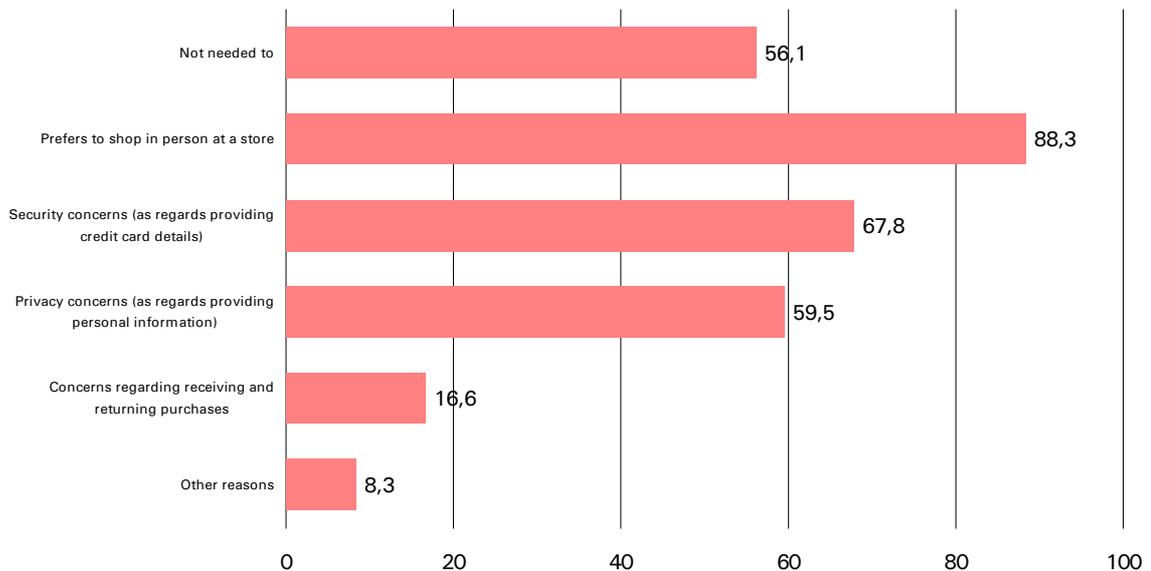
Products purchased via the Internet during the last twelve months. España (% compradores). 2005



The products most frequently purchased over the Internet in the last year were *travel and accommodation* (41.1% of the purchasers in the last year), *tickets for different shows* (26.5%) and *books, magazines, newspapers and equipment for electronic learning* (15.7%).

Persons who used the Internet and did not purchase items using the Internet during the year prior to the survey had different reasons for not doing so, such as "*prefer to purchase in person at the store*" (88.3%) or simply have "*not needed to*" (56.1%), either because they are not attracted to any products offered on the Internet or because the acquisition of goods and services can be performed appropriately using other traditional means. Other reasons are "*security concerns*" or "*privacy concerns*" when entering credit card details or providing personal information, standing for 67.8% and 57.5% of the reasons given by non-purchasers respectively.

Reasons for not purchasing over the Internet in the last twelve months. Spain (% of non-buying Internet). 2005



Use of ICTs among children

There are evermore children who have a tight-knit relationship with new information and communication technologies, and it is possible to note a progressive increase over the last years.

As regards the indicator for children that have used a computer in the three months prior to the survey, it has gone from 59.3% in the year 2003 to 70.4% in the year 2005. There are no notable differences as regards the socio-geographical characteristics under study.

A very similar situation appears in terms of the use of the Internet in the three months prior to the survey, which shows that 1,357,349 children did use it, representing a 65.1% in 2005, when this percentage amounted to 50.5% in 2003.

Both indicators show a trend as regards the homogeneous distribution by Autonomous Community, that is to say, Communities with a lower proportion of children using computers and accessing the Internet are gradually catching up with those Communities that have a larger proportion.

It is important to note the use of communication technologies, since the number of children with a mobile phone, which amounted to 34.3% in the year 2003, has increased to 53.8% in 2005. Curiously girls are the most frequent users in this

section, following the trend that has been developing in previous years. As regards the other socio-demographic variables under study, most of the results are homogeneous.