

Survey on Information and Communication Technologies Equipment and Use in Households. Year 2011

61.9% of Spanish households have a broadband Internet connection, 9.3% more than in 2010

The number of Internet users grows 4.5% in the last year

Nine out of 10 Internet users aged between 16 and 24 participate in social networks

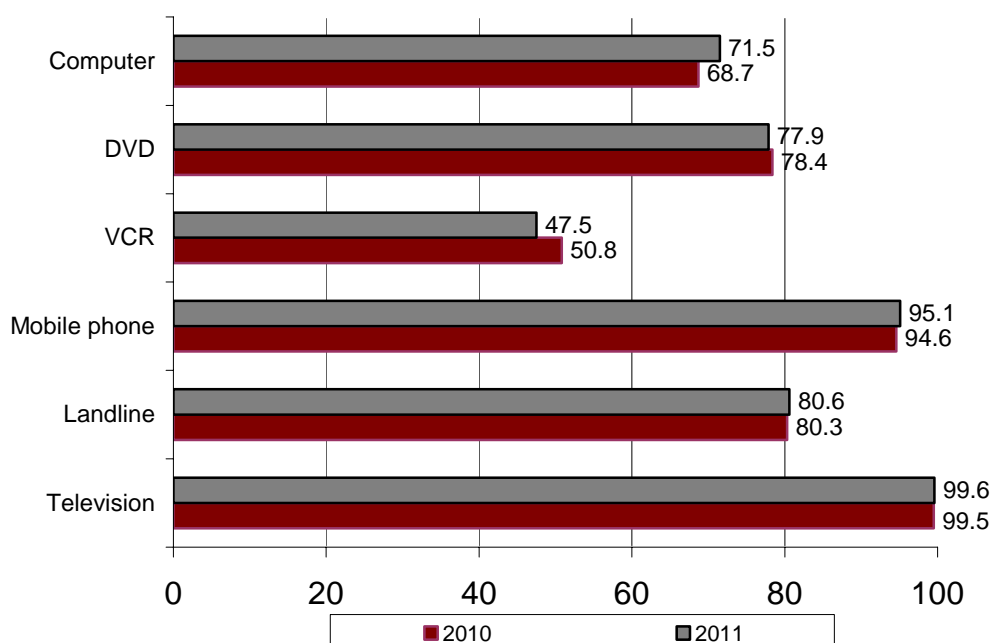
71.5% of households with at least one member between the ages of 16 and 74 years old had a computer in 2011. This percentage was 2.8 points higher than last year.

By type of computer, 48.9% of households had desktop computers or PCs, while laptops, almost reached the same implementation (48.8%). Between 2010 and 2011, a decrease of more than one point was observed in the level of PC equipment in households, and an increase of more than six points in laptops was observed.

By Autonomous Community, the greatest amount of computer equipment in households was observed in Madrid (77.3%), Cataluña (75.7%) and País Vasco (74.8%).

Household equipment regarding ITC products.

Years 2010 and 2011. (% of households)



99.4% of households had a telephone (either a landline or a mobile phone). 76.2% had both types. 4.4% of households only had a landline, whereas 18.9% of households only had mobile phones for communication from the household.

The implementation of landlines almost remained the same in the last year (increased 0.3 points). The implementation of mobile telephones increased softly (0.5 points), reaching 95.1% of households.

Dwellings with Internet access

63.9% of Spanish households had Internet access, as compared with 59.0% the previous year. **In Spain, there were 9.9 million family dwellings with Internet access**, representing an increase of more than 800,000 households as compared with the year 2010.

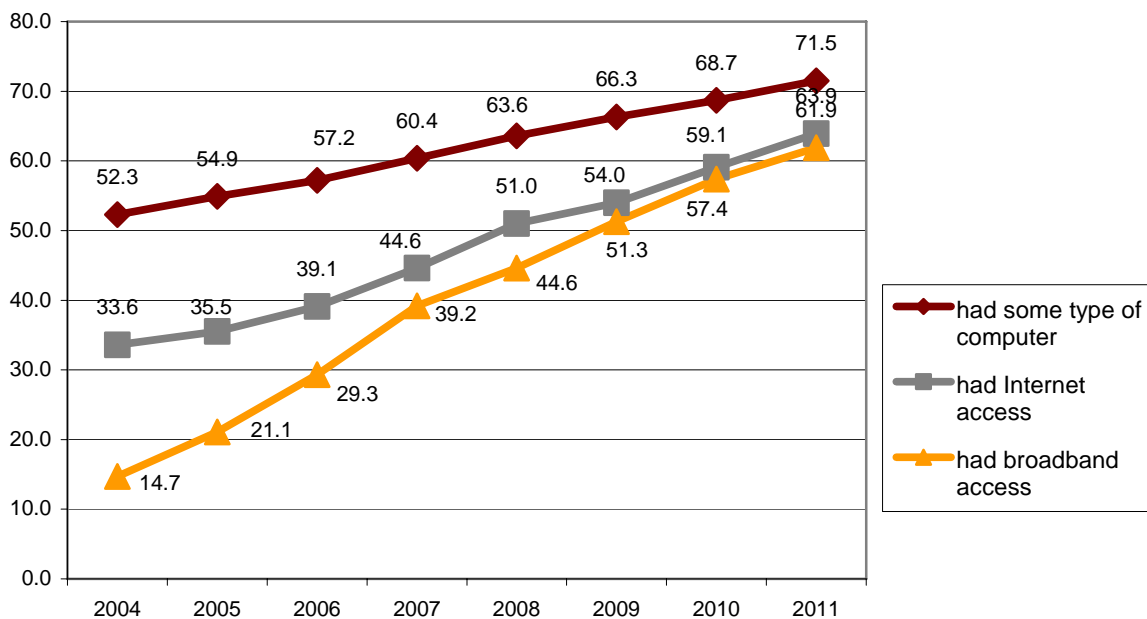
61.9% of households (almost 9.6 million dwellings) had a broadband Internet connection (ADSL, cable network, etc.), representing an increase of more than 800,000 households as compared with the previous year.

The main forms of broadband Internet connection were by ADSL line (which 74.9% of dwellings with Internet access had) and cable network (15.8%). The connection via broadband mobile phone line reached a coverage of 13.1% of the households with access. Worth noting the implementation reached by others broadband wireless connections (public Wifi, Wimax, satellite), with 8.6%.

The Autonomous Communities with the highest percentage of dwellings with Internet access were Comunidad de Madrid (72.2%) and Cataluña (71.0%). Moreover, Illes Balears, País Vasco, Cantabria and Comunidad Foral de Navarra showed a rate higher than the national average (63.9%).

Evolution of ICT equipment in dwellings

Years 2004-2011. National total (% of dwellings)



ICT use by children

The proportion of use of information technologies by the child population (from 10 to 15 years of age) was, in general, very high. Thus, the use of computers among children was practically universal (95.6%), whereas 87.1% used the Internet.

By sex, the differences in use of computers and the Internet were barely significant. On the other hand, the difference in availability of mobile phones among girls, in this age range, exceeded four points to boys.

The results suggested that **the Internet and, above all, computers, were used by practically the majority of those aged under 10 years old**. In turn, the time when mobile phones were first made available, increased significantly from the age of 10 years old, reaching 87.3% in the population aged 15 years old.

Percentage of children using ICT by sex and age

Year 2011

	Computer use	Internet use	Mobile phone
Total	95.6	87.1	65.8
Sex			
Males	95.1	86.3	63.7
Females	96.2	87.9	68.1
Age			
10	90.1	79.8	32.5
11	95.4	86.0	45.6
12	96.6	87.4	69.0
13	96.8	90.8	78.6
14	97.8	89.2	83.3
15	97.1	89.5	87.3

The use of ICT by persons aged between 16 and 74 years old

Almost 24 million persons, 69.3% of the population, used a computer in the last three months. This figure was almost two points higher than in the year 2010.

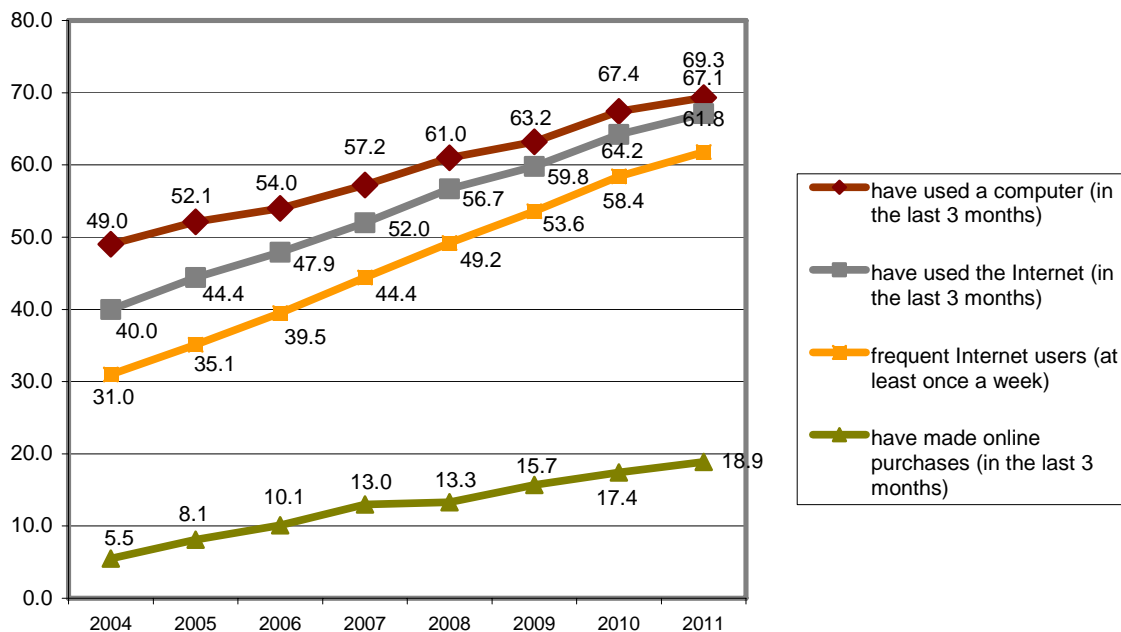
67.1% of the population aged 16 to 74 have used the Internet in the last three months, that is, more than 23.2 million persons. **The number of Internet users has increased 4.5%** as compared with 2010.

Frequent users, in other words, those who accessed the Internet on a daily basis or at least once a week, represented 92.1% of the total for Internet users. These frequent users represented approximately 21.4 million persons and **61.8% of the population**. This indicated an interannual increase of 5.8%. The segment of Intensive users (daily use) accounted for most of this increase, growing by 7.8% to 16.6 million persons (71.4% of Internet users).

The percentage of persons who made purchases via the Internet in the last three months experienced an increase of 1.5 points in the last year, standing at 18.9% of the adult population. Around 11 million persons (31.8 of the population between 16 and 74 years old) made purchases via the Internet some time in their life. The evolution of e-commerce, according to the survey, showed a less expansive growth profile than any of the other ICT variables considered.

The relative composition of the kinds of product bought in the last 12 months did not undergo a major variation compared to the previous survey. The most frequently compared products/services are holiday accommodation (52.9% of travellers of people bought on the Internet), other services for trips (49.0%), tickets for shows (41.6%) and, some way behind, sports and clothing material (30.5%).

Evolution of the use of ICT by persons aged between 16 and 74 years old
Years 2004-2011. (% of persons)



Use of ICT by nationality

The percentage of Spaniards using both computers and the Internet was around one point lower than foreign users. However, Spanish frequent Internet users exceeded foreign frequent Internet users by almost four points.

As has occurred in successive instances of the performing of the survey, the practice of purchasing via the Internet was greater in the case of Spaniards, whereas the mobile phone was used more by foreign nationals.

Percentage of ICT users by nationality

Year 2011

	Have used a computer in the last 3 months	Have used the Internet in the last 3 months	Frequent Internet users (at least once a week)	Have made online purchases in the last 3 months	Have used a mobile phone
Total	69.3	67.1	61.8	18.9	92.8
Spanish	69.2	67.3	62.1	19.1	92.6
Foreign	70.1	69.8	58.2	16.2	95.9

Among users connecting to the Internet, the percentage of Spaniards doing so from home was much greater than that of foreign nationals (88.6% as compared with 75.4%), and the same applied where the connection was from the workplace (42.1% as compared with 21.6%).

In contrast, 21.3% of foreign nationals connected to the Internet from a cybercafé or similar place, as compared with 4.9% of Spaniards.

Percentage of Internet users by nationality and place of use

Year 2011

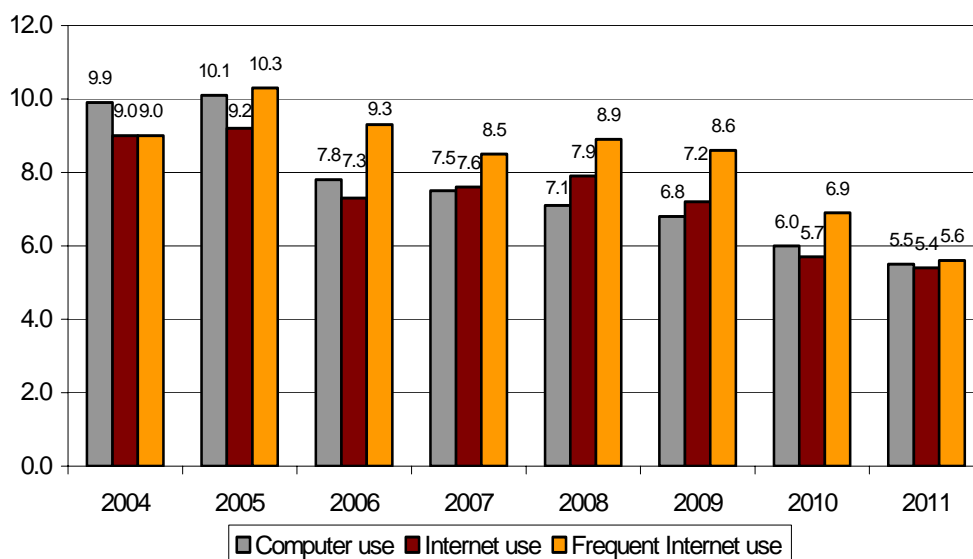
	From one's own dwelling	From other family members' or friends' dwellings	From the workplace	From the educational centre	From a cybercafé or similar place	From a public library
Total	87.7	26.4	40.7	12.8	6.0	9.3
Spanish	88.6	26.9	42.1	13.1	4.9	9.3
Foreign	75.4	20.0	21.6	8.1	21.3	9.1

The digital gap

The gender digital gap (that is, the difference in points between the sexes as regards the main ICT use indicators) decreased again in 2011 in the main indicators analysed (computer and Internet use and frequent use thereof) standing so, the trend of the last years. This digital gap decreased in the main indicators analyzed (computer and Internet use and usually use of it)

The gender digital gap (difference between percentages of men and women)

Years 2004-2011



The use of ICT by Autonomous Community

The Autonomous Communities above the average in Spain for the three indicators of computer and Internet use were Aragón, Illes Balears, Cantabria, Cataluña, Comunidad de Madrid, Comunidad Foral de Navarra and País Vasco.

La Rioja exceeded the national average in the indicator referring to computer and Internet use in the last three months. In turn, Principado de Asturias exceeded the national average in the case of frequent Internet users.

Extremadura and Galicia showed the lowest percentages in the three indicators considered, not reaching 90% of the national total.

As regards mobile phone use, the results showed less dispersion, with all Communities close to the national average (92.8%). Comunidad de Madrid, Cataluña, Región de Murcia, La Rioja, Aragón and País Vasco, exceeded said average.

Percentage of ICT users by Autonomous Community

Year 2011

	Persons who have used a computer in the last 3 months	Persons who have used the Internet in the last 3 months	Frequent Internet users (at least once per week)	Persons who have used a mobile phone
National total	69.3	67.1	61.8	92.8
Andalucía	64.8	62.4	55.8	92.1
Aragón	73.5	71.3	66.9	93.6
Asturias, Principado de	68.0	66.4	61.9	91.8
Balears, Illes	71.6	70.1	66.9	92.5
Canarias	64.0	62.8	55.8	90.7
Cantabria	72.0	69.2	64.9	92.3
Castilla y León	68.0	65.3	59.6	91.8
Castilla-La Mancha	64.3	61.9	57.0	91.4
Cataluña	73.6	71.8	67.5	94.5
Comunitat Valenciana	68.7	66.4	60.4	92.6
Extremadura	62.3	60.0	52.4	91.7
Galicia	62.2	58.5	53.4	89.2
Madrid, Comunidad de	76.8	75.0	70.8	94.6
Murcia, Región de	64.3	61.6	56.5	94.3
Navarra, Comunidad Foral de	72.5	70.5	65.1	93.1
País Vasco	73.6	71.2	64.4	93.6
Rioja, La	70.6	68.4	61.6	94.0
Ceuta	72.7	72.7	70.8	92.3
Melilla	70.1	69.1	63.7	93.8

Notes:

Figures greater than or equal to the national average are shaded in grey

Figures less than 90% of the national average are in bold print

Computer knowledge

44.5% of people who have used a computer state they have never undergone a course lasting at least three hours, regarding the use of computers, 28.0% undertook a course of these characteristics more than three years ago and 27.5% in the last three years.

Among the computer-related tasks which computer users have undertaken, those most frequently mentioned are: copying or moving files or folders (85.3%), using, copying or cutting and pasting into a document (85.1%) and transferring files between other devices and the computer (73.0%).

Minority activities carried out include installing a new operating system or replacing an old one (35.1%), modifying or verifying software application configuration parameters (33.9%) and writing a program using a computer programming language (18.2%).

Internet-related tasks which net users have undertaken at some time and are most frequently mentioned are: using a search engine to find information (97.2%), sending e-mail with attached files (82.3%) and, some way behind, sending messages to chats, news groups or on-line discussion forums (45.0%).

Among the more minority tasks are modifying the security configuration of Internet navigators (21.7%) and creating a website (12.5%).

89.9% of people who at some time have performed IT or internet-related tasks highlight self-learning by practice as the way to acquire some of their computer knowledge. Secondly, learning from other people (friends, family, colleagues), with 72.8%. The remaining learning methods are some way behind with percentages under 50%.

Most computer or Internet users positively assess their own computer knowledge regarding tackling certain situations. Therefore, 87.0% believe they have sufficient knowledge to communicate with relatives, friends, colleagues by means of Internet. As for frequency, they are followed by if they were job seeking or changing job within one year (62.4%), to protect their private computer from virus or other computer infections (58.6%) and to protect their personal information (56.7%).

Electronic administration

53.7% of internet users in the last year state having obtained information on administration websites, 35.6% state having downloaded official forms and 25.5% have sent forms filled in.

Of the total internet users in the last 12 months who sent forms filled in to the public administration, 59.6% opted to send them on Internet and 40.4% used other methods.

Participation in social networks

The survey investigated participation in social networks for the first time. 52.3% of internet users in the last three months participated in general social networks such as Facebook or Twitter by creating a user profile or by sending messages or other contributions.

Those who most frequently participated are students (90.2%) and young people aged 16-24 (88.5%). By sex, women participate more than men (54.8% compared to 49.9%).

Conversely, 10.4% of web users in the last three months have participated in professional networks such as LinkedIn or Xing. This percentage stands at 27.2% in workers related to the ICT sector and attains 17.7% in advanced degree graduates.

ICT use in the European Union

The companies with ICT indicators higher than the Community average were mainly located in Northern Europe. Conversely, most countries that did not reach 90% of the Community average were located in the Mediterranean area, or had recently joined the European Union.

Percentage of ICT users in European Union countries

Year 2009

Country	Have used a computer in the last 3 months	Have used the internet in the last 3 months	Frequent Internet users (at least once a week)
European Union	71	69	65
Belgium	79	78	75
Bulgaria	45	43	42
Czech Republic	69	66	58
Denmark	89	88	86
Germany	83	80	74
Estonia	75	74	71
Greece	48	44	41
Spain ¹	(67) 69	(64) 67	(58) 62
France	79	79	75
Ireland	70	67	63
Italy	53	51	48
Cyprus	57	52	50
Latvia	67	66	62
Lithuania	62	60	58
Luxembourg	90	90	86
Hungary	64	62	61
Malta	64	62	60
Netherlands	91	90	88
Austria	77	74	70
Poland	62	59	55
Portugal	55	51	47
Rumania	41	36	34
Slovenia	70	68	65
Slovakia	78	76	73
Finland	88	86	83
Sweden	92	91	88
United Kingdom	86	83	80

Source: Eurostat

¹ Spain: data from 2011. In parenthesis, the data from 2010.

The cells with figures that are higher than the community average are highlighted in grey.

The figures that are lower than 90% of the community average are in bold.

Methodological note

The ICT-H 2010 Survey on Information and Communication Technologies Equipment and Use in Households has been carried out by the National Statistics Institute (INE) in cooperation with the Statistics Institute of Cataluña (IDESCAT), the Statistics Institute of Andalucía (IEA) and the Statistics Institute of Navarra (IEN), within the scope of their respective Autonomous Communities. Likewise, the INE has signed a partnership agreement with the Fundación Centro Tecnológico de la Información y Comunicación (Information and Communication Technologies Foundation Centre - CTIC) in Principado de Asturias.

There is also a cooperation agreement with the Ministry of Industry, Tourism and Trade, through public business entity Red.es for researching certain information society indicators.

The Survey follows the methodological recommendations of the Statistical Office of the European Communities (Eurostat). This is the only source of its kind whose data is strictly comparable, not only among EU Member States, but across all international realms.

The ICT-H 2010 is a panel-type research focusing on persons aged 10 years old and over, resident in family dwellings, which collects information on the equipment of the household as regards information and communication technologies (television, telephone, radio, IT equipment) and on the use of computers, the Internet and e-commerce.

In 2005 and 2006, the survey was six-monthly, but in 2007 it returned to a yearly frequency. The interviews were conducted between January and May of the current year, by telephone and by personal visit.

For each Autonomous Community, an independent sample is designed to represent it, given that one of the objectives of the survey is to facilitate data on that breakdown level.

A stratified tri-stage sample type is used. The first-stage units are the census sections. The second-stage units are the main family dwellings. In the third stage, one person aged 16 years old or over is selected from each dwelling; likewise, information is obtained on all children aged 10 to 15 years old residing in the dwelling. The theoretical size of the sample is 25,000 dwellings, one fourth of which are renewed every year.

Ratio estimators are used, to which calibration techniques are applied using information from external sources.

A survey variable consistency control is performed on the sample, both in the data collection process (microedition) and in the subsequent data processing.

For the purpose of achieving a greater comparability with the data published by Eurostat, the results published on the INE website as of 2006 refer to dwellings inhabited by at least one person aged 16 to 74 years old and persons of that same age group. In addition, the data on minors refer, as of 2007, to the group aged 10 to 15 years old (previously, this studied minors aged 10 to 14 years old). The website stated also provides the microdata file with the complete information from the survey.