

**Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households
Year 2012**

Two out of three households have a broadband Internet connection, 8.0% more than in 2011

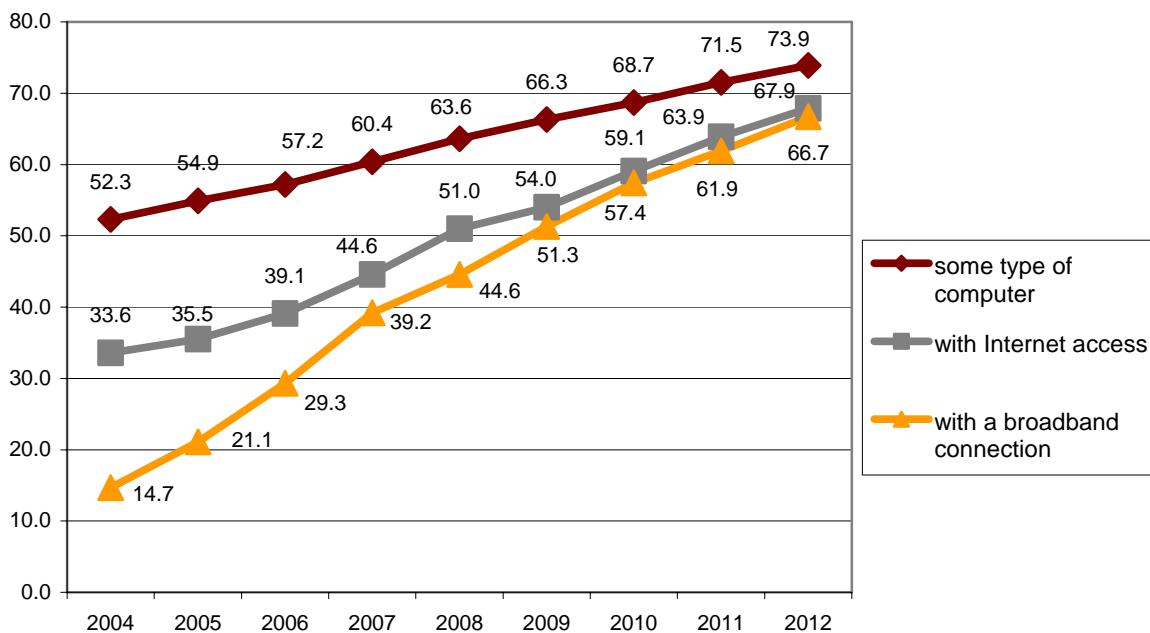
Half of the Spanish population uses the Internet daily

56% of Internet users use a mobile device to access the Internet

67.9% of Spanish households had Internet access in the year 2012, as compared with 63.9% the previous year. In Spain, there were 10.5 million family dwellings with Internet access, showing an increase of more than 600,000 households, as compared with 2011.

As for the type of Internet connection, 66.7% of households (almost 10.4 million dwellings) used broadband connections (ADSL, cable network, etc.), implying an increase of more than 700,000 households, as compared with the previous year.

**Performance of ICT equipment in dwellings
(% of dwellings)**



The main type of broadband Internet connection was ADSL (74.1% of dwellings with Internet access had this).

Nevertheless, worth noting was the degree of implementation reached by mobile broadband connections through a handheld device (the latest generations of mobile telephones - at least 3G -, etc.), with 26.9% of dwellings having such access. This was followed by the cable or fibre optic network (17.0%), and mobile broadband connections via USB modem or card (in laptops, for example), with 10.4%.

The Autonomous Communities with the highest percentages of Internet access were Comunidad de Madrid (78.0%) and Illes Balears (73.9%). Moreover, País Vasco, Cataluña, Comunidad Foral de Navarra, Cantabria and Aragón recorded rates above the national average (67.9%).

ICT use by persons aged 16 to 74 years old

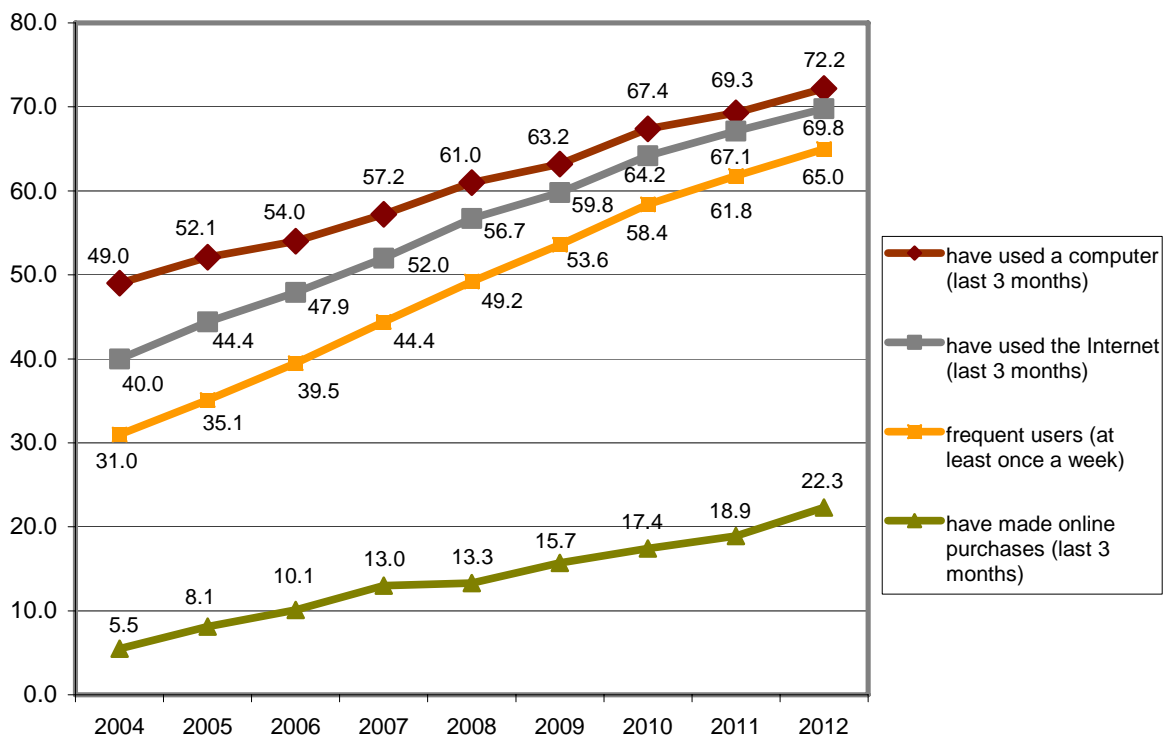
72.2% of the population had used a computer in the last three months. This figure was almost three points higher than that recorded for the year 2011.

In turn, 69.8% of persons aged 16 to 74 years old had used the Internet in the last three months, indicating a 3.8% increase, as compared with 2011.

Frequent users, that is, those that access the Internet daily or at least once a week, accounted for 65.0% of the population, with annual growth of 4.9%.

The segment of intensive Internet users, or those who access it daily, already reached half of the population (49.9%).

Performance of ICT use by persons aged 16 to 74 years old (% of persons)



The percentage of persons who made purchases online in the last three months rose 3.4 points in the last year, standing at 22.3% of the population. Approximately 10.7 million

persons (31.0% of the population aged 16 to 74 years old) had carried out e-commerce transactions in the last year.

The relative composition of the types of products purchased in the last 12 months did not experience significant variations, as compared with the previous survey. The products/services most often purchased were *holiday accommodation* (by 54.6% of the persons who had made purchases online), *other travel services* (49.7%) and *tickets for entertainment* (40.3%).

ICT use by Autonomous Community

The Autonomous Communities that registered above the national average for Spain in the three indicators regarding computer and Internet use were, in decreasing order by Internet use, Comunidad de Madrid, País Vasco, Cataluña, Illes Balears, Aragón, Comunidad Foral de Navarra and Cantabria.

Regarding mobile phone use, the results were less disperse, with all Autonomous Communities very close to the national average (94.3%). Región de Murcia, Comunidad de Madrid, Cataluña, Aragón, Extremadura, La Rioja, País Vasco and Andalucía recorded rates that were greater than or equal to said average.

Percentage of ICT users by Autonomous Community

Year 2012

	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 a week)	Persons who have used a mobile phone in the last 3 months
TOTAL	72.2	69.8	65.0	94.3
Andalucía	68.4	67.0	61.4	94.3
Aragón	74.1	72.7	69.2	95.1
Asturias, Principado de	70.5	61.5	57.6	93.2
Balears, Illes	74.9	74.5	69.9	90.7
Canarias	66.1	65.6	60.3	94.2
Cantabria	74.2	70.5	66.7	93.4
Castilla y León	69.6	67.3	62.3	93.3
Castilla - La Mancha	68.3	66.5	61.0	93.1
Cataluña	76.4	74.6	70.4	95.5
Comunitat Valenciana	68.9	64.7	60.5	94.0
Extremadura	65.4	63.1	56.1	95.0
Galicia	66.1	63.5	56.8	92.2
Madrid, Comunidad de	81.2	77.7	74.3	95.6
Murcia, Región de	69.3	68.6	62.3	96.6
Navarra, Comunidad Foral de	74.0	72.4	67.1	93.3
País Vasco	76.8	75.7	70.6	94.3
Rioja, La	71.2	65.6	60.6	94.4
Ceuta	66.3	66.7	64.0	79.4
Melilla	58.4	57.5	55.9	89.8

Mobile Internet

56.0% of Internet users in the last three months had used some kind of mobile device to access the Internet outside of the regular dwelling or workplace during that period. This figure accounted for 39.0% of the population.

The most commonly used devices were the so-called *handheld* devices (mobile phones, PDAs, mp3/mp4 players, e-books, etc.) mentioned, as a whole, by 45.1% of Internet users. Laptop computers (including *tablets*) were indicated by 35.4% of Internet users.

Wireless connections (basically WiFi) were the most frequently used for mobile access as a whole (used by 44.0% of users), whereas mobile telephony was mentioned by 39.8% of Internet users.

Among the Internet services used with a handheld device for specific reasons in the last three months, worth noting were: *receiving/sending emails* (79.4%), *participating in social networks* (68.4%), *reading or downloading news, newspapers or current affairs magazines online* (62.3%). 55.1% had used some GPS-based Internet application in order to obtain information on the place they were located.

47.5% of employed persons who had accessed the Internet using a laptop computer or a handheld device outside of their regular dwelling or workplace in the last three months claimed to have carried out professional tasks in these online sessions.

Among the problems they stated in accessing the Internet using some mobile device, worth noting were the *frequent difficulties with the mobile telephony signal* (36.8%), the *inconveniences due to using a small screen or due to writing a text on a handheld device* (20.6%) and the *difficulties in establishing or modifying the Internet access settings* (20.5%).

Among the Internet users who did not access the Internet using mobile devices, the reason most frequently given was because they did not need Internet access outside of their home or workplace (80.6%). Following this was the high cost of the device and/or the Internet subscription (17.8%).

Electronic administration

44.7% of the population had interacted with the Public Administrations online (5.6 points higher than the previous year).

59.4% of Internet users in the last year claimed to have obtained information from the Administration websites, 41.0% stated that they downloaded official forms and 32.2% had sent completed forms.

Of the 12.4 million Internet users from the last 12 months who needed to submit forms to the Public Administrations, 35.7% did not use the Internet for said purpose. The main reasons given by this group were the following: *they did not have an electronic signature or certificate* (25.1%), *because another person did the paperwork online for them - a manager, tax advisor, relative or acquaintance* - (24.3%) and *due to a lack of abilities or knowledge* (21.1%).

ICT use in the European Union

The countries with ICT indicators higher than the community average were mainly found in northern Europe. Conversely, most of the countries that were the farthest away from the community average were those to the south and east of the European Union.

Percentage of ICT users in European Union countries

Year 2011

Country	Have used a computer in the last three months	Have used the Internet in the last three months	Frequent Internet users (at least once a week)
European Union	73	71	68
Germany	84	81	77
Austria	81	79	76
Belgium	82	82	78
Bulgaria	49	48	46
Cyprus	59	57	54
Denmark	90	90	87
Slovakia	76	74	72
Slovenia	70	67	64
Spain¹	(69) 72	(67) 70	(62) 65
Estonia	77	77	73
Finland	89	89	86
France	78	78	74
Greece	54	52	47
Hungary	69	68	66
Ireland	76	75	71
Italy	55	54	51
Latvia	70	70	66
Lithuania	64	64	61
Luxembourg	91	90	86
Malta	69	68	66
Netherlands	92	91	90
Poland	64	62	58
Portugal	58	55	51
United Kingdom	87	85	81
Czech Republic	72	70	63
Rumania	43	40	37
Sweden	93	93	91

Source: Eurostat

¹Spain: Data from 2012. In parenthesis, the data from 2011.

Methodological note

The Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households, TIC-H 2012, has been carried out by the National Statistics Institute (INE), in partnership with the Cataluña Statistics Institute (IDESCAT), within the scope of its Autonomous Community.

Moreover, there is a partnership agreement with the Ministry of Industry, Energy and Tourism through the Red.es public business entity for the research of given 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 domains.

The ICT-H 2012 Survey 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 three-stage sample type is used. The first-stage units are the census sections. The second-stage units are the main family dwellings. During the third stage, a person aged 16 years old or over is selected in each dwelling. Furthermore, all minors aged 10 to 15 are also researched in each dwelling. The theoretical size of the sample is 20,000 dwellings, one fourth of which is 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 aforementioned website also provides the microdata file with the complete information from the survey.