

**Survey on Equipment and Use of Information and Communication  
Technologies (ICT) in Households  
Year 2013**

**69.8% of Spanish households have a broadband Internet  
connection, three points more than in 2012**

**53.8% of the Spanish population between the ages of 16 and 74  
years old uses the Internet daily**

**Seven out of ten users use a mobile device to access the Internet.  
The most commonly used device is the mobile phone**

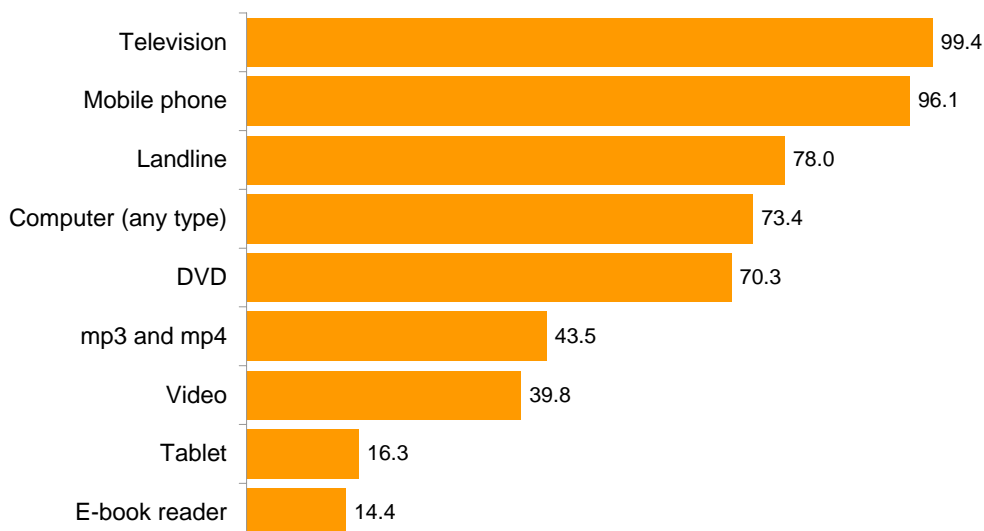
73.4% of households with at least one member between the ages of 16 and 74 years old had a computer in 2010. This percentage was slightly higher than that registered last year (0.8 points more).

By type of computer, 45.1% of households had desktop computers or PCs, while 54.3% had laptops with a physical keyboard and 16.3% had tablets.

**One third of Spanish households (34.3%) claimed to have more than one type of  
computer.**

**Household equipment regarding ITC products.**

Year 2013. National Total. (% of households)



99.3% of households had a telephone (either a landline or a mobile phone). 74.8% had both types. 3.2% of households only had a landline, whereas 21.3% of households only had mobile phones for communication from the household.

The implementation of landlines decreased 1.2 points in the last year. The implementation of mobile telephones increased half a point, reaching 96.1% of households.

### Dwellings with Internet access

69.8% of Spanish households had Internet access, as compared with 66.6% the previous year. In Spain, there were almost 11.1 million family dwellings with Internet access.

Regarding the type of connection, 68.9% of households (more than 10.9 million dwellings) had a broadband Internet connection (ADSL, cable network, etc.). Narrowband Internet connection had a testimonial presence.

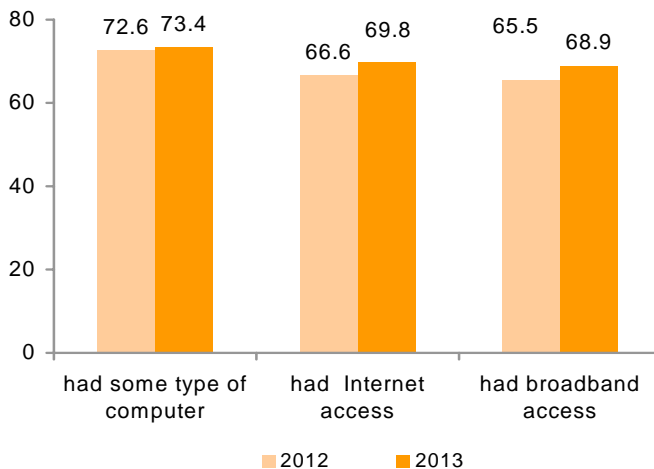
The main form of broadband Internet connection was by ADSL line (70.9% of dwellings with Internet access claimed to have it).

Nevertheless, worth noting was the implementation reached by mobile broadband connections through a handheld device (the latest generations of mobile telephones - at least 3G -, etc.), with 47.2% of dwellings having such access. This was followed by the cable or fibre optic network (18.9%), mobile broadband connections via USB modem or card (8.6%) and other broadband wireless connections (public Wifi, Wimax, satellite), with 7.3%<sup>1</sup>.

Regarding the households without Internet access, 65.3% said the reason was they did not believe that they needed one, 36.2% said they did not have enough knowledge to use it, 31.8% pointed out the equipment was too expensive and 29.1% said the connection was too expensive (31.0%).

### Evolution of ICT equipment in dwellings

Years 2012 and 2013. National Total. (% of dwellings )



<sup>1</sup> The percentages added up to more than 100 because Internet users may have indicated more than one response.

### Use of ICT by children

The proportion of ICT use by the underage population (10 to 15 years old) was, in general, very high. Thus, computer use among the young was practically universal (95.2%), while 91.8% used the Internet.

In turn, 63.0% of the children have a mobile phone, 2.8 points less than last year.

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 more than eight points to boys.

The evolution of 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 90.2% in the population aged 15 years old.

### Percentage of children using ICT by sex and age

Year 2013

|              | Computer use | Internet use | Mobile phone |
|--------------|--------------|--------------|--------------|
| <b>Total</b> | 95.2         | 91.8         | 63.0         |
| <b>Sex</b>   |              |              |              |
| Males        | 94.1         | 90.7         | 58.8         |
| Females      | 96.2         | 92.9         | 67.4         |
| <b>Age</b>   |              |              |              |
| 10           | 92.7         | 86.6         | 26.1         |
| 11           | 92.4         | 88.8         | 41.6         |
| 12           | 95.2         | 92.1         | 58.8         |
| 13           | 95.7         | 93.2         | 75.8         |
| 14           | 98.0         | 95.6         | 84.4         |
| 15           | 96.9         | 94.0         | 90.2         |

### ICT use by persons aged 16 to 74 years old

Almost 25 million persons, 72.0% of the population, used a computer in the last three months. This figure was similar than that recorded for the year 2012.

Regarding Internet use, **more than 24.8 million persons, 71.6% of the population aged 16 to 74 have used the Internet in the last three months.** This figure was more than two points higher than that registered in 2012.

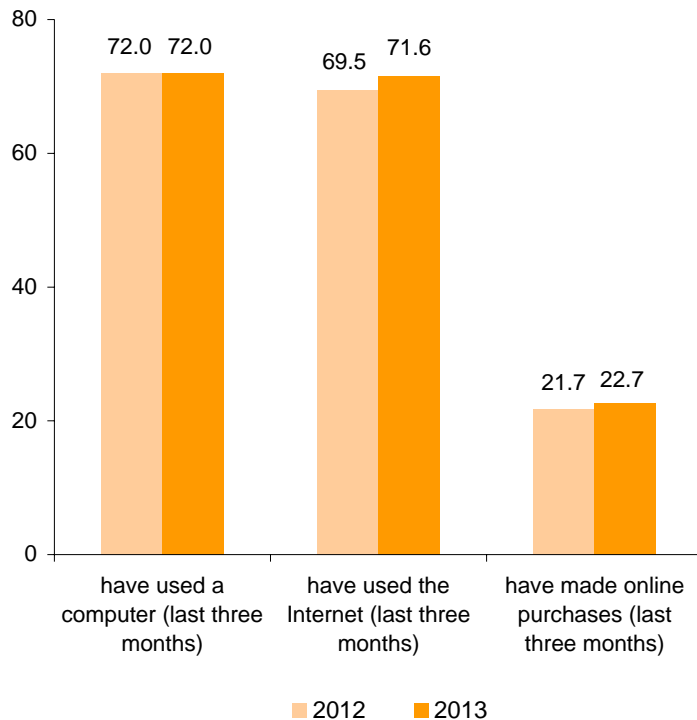
Frequent users (those who accessed the Internet at least once a week) represented 92.0% of the total for Internet users. These frequent users represented approximately 22.8 million persons and 65.8% of the population. The segment of Intensive users (daily use) reached 18.6 million persons (53.8% of the population between 16 and 74 years old).

In turn, the percentage of persons who made purchases via the Internet in the last three months experienced an increase of one point in the last year, standing at 22.7% of the adult population. **Around 13 million persons (37.4% of the population between 16 and 74 years old) made purchases via the Internet some time in their life.**

The most frequently purchased products/services are *holiday accommodation* (48.0% of the total of persons who bought on the Internet), *other services for trips* (44.5%), *sports and clothing material* (38.4%) and *tickets for shows* (36.6%). It is worth noting that 1.2% of users stated that they had purchased medicine online despite the prohibition of this type of purchase in Spain.

## Use of ICT by persons aged 16 to 74 years old

Years 2012 and 2013 (% of persons)



## Use of ICT by nationality

The percentage of Spaniards using both computers and the Internet was lower than foreign users (around three and four points, respectively). However, foreign frequent Internet users exceeded Spanish frequent Internet users only slightly (0.7 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 more used by foreign nationals.

## Percentage of ICT users by nationality

Year 2013

|              | 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) | Have made online purchases in the last three months | Have used a mobile phone in the last three months |
|--------------|---|---|--|---|---|
| <b>Total</b> | 72.0  | 71.6  | 65.8   | 22.7  | 94.2  |
| Spanish      | 71.7  | 71.1  | 65.8   | 23.4  | 93.8  |
| Foreign      | 74.7  | 75.0  | 66.5   | 17.6  | 97.1  |

Among users connecting to the Internet, the percentage of Spaniards doing so from home was much greater than that of foreign nationals (91.7% as compared with 79.4%), and the same applied where the connection was from the workplace (38.6% as compared with 17.2%).

In contrast, 23.2% of foreign nationals connected to the Internet from a cybercafé or similar place, as compared with 4.8% of Spaniards.

## Percentage of Internet users by nationality and place of use<sup>1</sup>

Year 2013

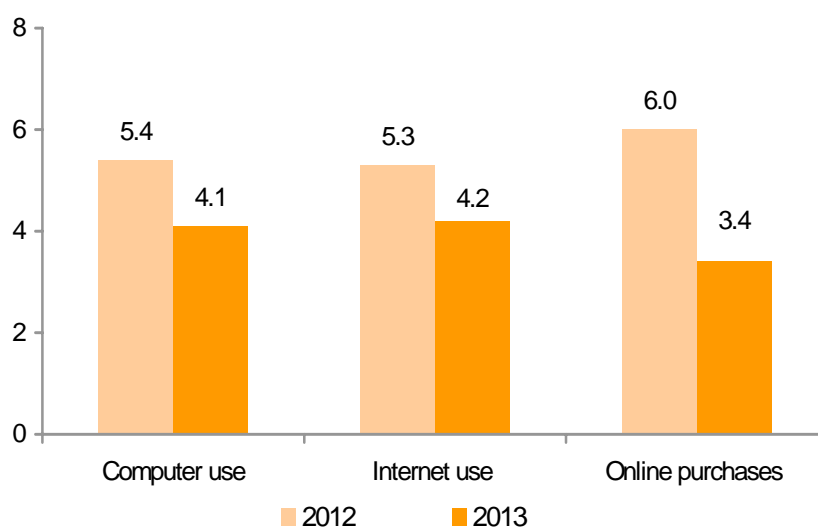
|              | From one's own dwelling | From the workplace | From the educational centre | From other family members' or friends' dwellings | From a public centre | From a cybercafé or similar place | From a public area with a wireless network (hotspot) |
|--------------|-------------------------|--------------------|-----------------------------|--|----------------------|-----------------------------------|--|
| <b>Total</b> | 90.2                    | 35.9               | 14.0                        | 31.4   | 15.2                 | 7.1                               | 19.5   |
| Spanish      | 91.7                    | 38.6               | 14.5                        | 31.8   | 15.2                 | 4.8                               | 19.9   |
| Foreign      | 79.4                    | 17.2               | 10.1                        | 28.1   | 15.0                 | 23.2                              | 16.5   |

<sup>1</sup> The percentages added up to more than 100 because Internet users may have indicated more than one response.

## 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 2013 in the main indicators analysed (computer and Internet use, and purchases via the Internet in the last three months) standing so, the trend of the last years.

## The gender digital gap (difference between percentages of men and women). Years 2012 and 2013



## 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, Comunidad de Madrid, País Vasco, Illes Balears, Cataluña, Aragón, Cantabria, Comunidad Foral de Navarra and Castilla y León. In turn, the latter Autonomous Community did not exceed said threshold in the case of regular Internet users, whereas Principado de Asturias did so, joining the previously mentioned Autonomous Communities.

Regarding mobile phone use, the results were less disperse, with all Autonomous Communities very close to the national average (94.2%). Comunidad de Madrid, Región de Murcia, Aragón, La Rioja, Comunitat Valenciana, Illes Balears and Cataluña, recorded rates that were greater than said average.

## Percentage of ICT users by Autonomous Community Year 2013

|                             | 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 month) | Have used a mobile phone in the last three months |
|-----------------------------|---|---|---|---|
| TOTAL                       | 72.0  | 71.6  | 65.8  | 94.2  |
| Andalucía                   | 67.0  | 67.0  | 60.4  | 93.7  |
| Aragón                      | 75.3  | 74.4  | 70.3  | 95.3  |
| Asturias, Principado de     | 70.3  | 69.4  | 66.6  | 92.9  |
| Balears, Illes              | 76.4  | 75.8  | 70.3  | 94.7  |
| Canarias                    | 66.5  | 66.0  | 60.6  | 93.4  |
| Cantabria                   | 75.3  | 73.9  | 69.6  | 91.6  |
| Castilla y León             | 73.3  | 71.7  | 64.7  | 93.3  |
| Castilla - La Mancha        | 67.4  | 65.6  | 59.7  | 91.8  |
| Cataluña                    | 75.5  | 74.9  | 69.5  | 94.6  |
| Comunitat Valenciana        | 69.4  | 70.0  | 63.7  | 94.8  |
| Extremadura                 | 63.6  | 65.7  | 58.7  | 94.0  |
| Galicia                     | 66.4  | 65.3  | 60.0  | 93.2  |
| Madrid, Comunidad de        | 80.7  | 80.1  | 75.1  | 95.6  |
| Murcia, Región de           | 67.1  | 68.8  | 61.1  | 95.5  |
| Navarra, Comunidad Foral de | 73.5  | 72.0  | 66.1  | 93.4  |
| País Vasco                  | 79.1  | 76.6  | 72.3  | 93.9  |
| Rioja, La                   | 71.4  | 71.3  | 63.4  | 95.1  |
| Ceuta                       | 76.1  | 76.9  | 74.8  | 94.7  |
| Melilla                     | 53.4  | 55.1  | 53.4  | 89.2  |

## Electronic administration

43.5% of the population has interacted with the Public Administrations online.

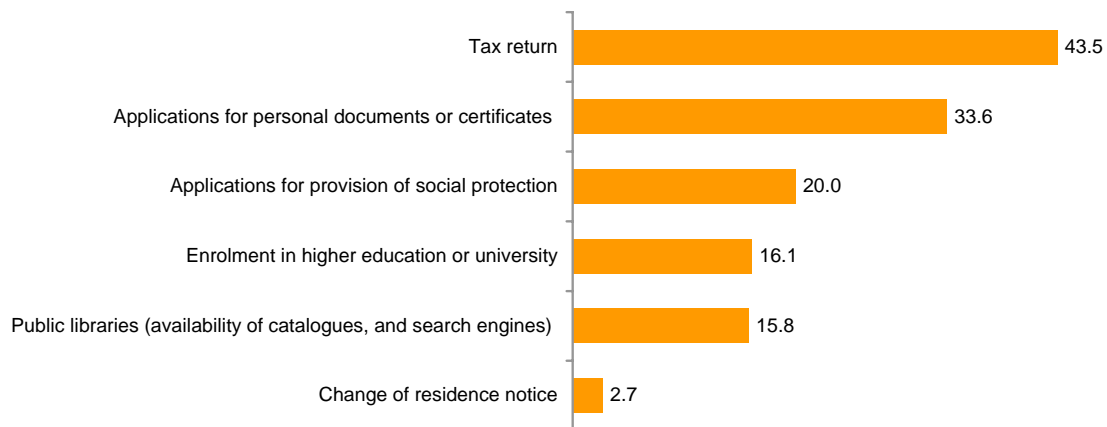
Regarding the type of interaction, 55.9% of Internet users in the last year claimed to have obtained information from the Administration websites, 39.6% stated that they downloaded official forms and 31.9% had sent completed forms.

Out of the total Internet users in the last 12 months who used the Internet to contact or interact with the Public Administrations, 43.5% stated that they had done so in order to *file their tax return*. They were followed by *applications for personal documents (passport, ID card or driving licence)* or *certificates (birth, marriage or death)*, standing at 33.6%, *applications for provision of social protection*, such as for unemployment, retirement or

provision for children (20.0%), *enrolment in higher education or university* (16.1%) and the use of *public libraries* (15.8%). Finally, *change of residence notice* is included (2.7%)<sup>1</sup>.

**Use of the Administration and Public Services websites, by specific reasons, in the last 12 months. Type of interaction<sup>1</sup>**

% Over the total number of users of Administration websites in the last 12 months



57.6% of persons who used the Internet in the last year to interact with Public Administrations stated that they had not experienced any problems in said interaction. However, 28.1% of these users indicated that they found *information to be lacking, unclear or out-of-date*. As regards other problems registered, *technical problems with the website* (26.8%) and *unanswered need for assistance* (18.6%) were highlighted<sup>1</sup>.

Internet users enjoyed a high level of satisfaction regarding their online interaction with Public Administrations. Thus, 85.3% were “basically satisfied” with the *usefulness of available information*, 79.6% with the *ease with which they found information*, 79.1% with the *ease with which they were able to use the website features*, and 78.5% with the *information provided during the process or application tracking*.

Irrespective of their contact or interaction online, 51.2% of Internet users dealt with Public Administrations in person or by visiting in the last year. Other means mentioned were the *telephone (excluding SMS)* (35.6%), *email* (18.2%) and *post, SMS, fax etc.* (7.4%)<sup>1</sup>.

Regarding reasons why Internet users who needed to send a filled out form to Public Administrations did not do so online in the last year, 52.8% stated that *they placed greater trust in paper submission* (52.8%) and 50.4% that *personal contact is in decline, and that they preferred visits* (50.4%)<sup>1</sup>.

**Internet knowledge**

Internet-related tasks which net users have undertaken at some time and are most frequently mentioned are: using a *search engine to find information* (97.1%), *sending e-mail with attached files* (79.5%) and, *sending messages to chats, news groups or on-line discussion forums* (54.2%)<sup>1</sup>.

<sup>1</sup> The percentages added up to more than 100 because Internet users may have indicated more than one response.

Most Internet users (88.2%) who have undertaken Internet-related tasks believe they have sufficient knowledge to *communicate with relatives, friends, and colleagues by means of Internet*. Followed by those who believe they are able to *protect their personal information* (54.6%), *protect their private computer from virus or other computer infections* (54.3%) and *if they were job seeking or changing job (were this the case) within one year* (49.2%).

### **Mobile Internet**

69.9% 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.

The most commonly used device was the mobile phone, mentioned by 63.2% of Internet users. Followed by laptop computers -including *netbooks* and *tablets*- with a 31.6%. The rest of devices -PDAs, iPod, game machines, etc- were less used (6.3%)<sup>1</sup>

Mobile telephony was the most frequently used type of connection for mobile phone access. In turn, most laptops accessed to the Internet via Wireless connections.

### **Participation in social networks**

64.1% of Internet users in the last three months (46.4% of the population aged 16 to 74) participated in general social networks such as Facebook, Twitter or Tuenti, by creating a user profile or by sending messages or other contributions.

Those who most frequently participated are students (94.8%) and young people aged 16-24 (94.5%). By sex, women participate more than men (65.6% compared to 62.8%).

Conversely, 14.6% of web users in the last three months have participated in professional networks such as LinkedIn or Xing. This percentage stands at 47.1% in workers related to the ICT sector and attains 29.3% in advanced degree graduates.



## 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 2012

| 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) |
|--------------------------|---|---|--|
| <b>European Union</b>    | <b>74</b>                                     | <b>74</b>                                       | <b>70</b>                                      |
| Germany                  | 84  | 82  | 78   |
| Austria                  | 82  | 80  | 76   |
| Belgium                  | 82  | 81  | 78   |
| Bulgaria                 | 53  | 52  | 50   |
| Cyprus                   | 63  | 61  | 58   |
| Denmark                  | 93  | 92  | 89   |
| Slovakia                 | 78  | 77  | 74   |
| Slovenia                 | 70  | 68  | 65   |
| <b>Spain<sup>1</sup></b> | <b>(72) 72</b>                                | <b>(70) 72</b>                                  | <b>(65) 66</b>                                 |
| Estonia                  | 79  | 78  | 75   |
| Finland                  | 91  | 90  | 88   |
| France                   | 80  | 81  | 78   |
| Greece                   | 55  | 55  | 50   |
| Hungary                  | 72  | 71  | 69   |
| Ireland                  | 77  | 77  | 74   |
| Italy                    | 56  | 56  | 53   |
| Latvia                   | 73  | 73  | 70   |
| Lithuania                | 68  | 67  | 65   |
| Luxembourg               | 93  | 92  | 90   |
| Malta                    | 69  | 68  | 66   |
| Netherlands              | 93  | 93  | 91   |
| Poland                   | 64  | 62  | 59   |
| Portugal                 | 62  | 60  | 56   |
| United Kingdom           | 88  | 87  | 84   |
| Czech Republic           | 73  | 73  | 66   |
| Rumania                  | 48  | 46  | 43   |
| Sweden                   | 93  | 93  | 91   |

Source: Eurostat

<sup>1</sup> Spain: Data from 2013. In parenthesis, the data from 2012

## **Methodological note**

The Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households, TIC-H 2013, 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 2013 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.

Currently, the survey has 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.

The ICT-H 2013 Survey, published today by the INE, has incorporated some relevant methodological changes and new features. Among them, it is worth noting the use of new population estimates, derived from the Census of the year 2011, in order to calculate the different data obtained in the survey.

The Population and Housing Census is an operation that the INE carries out every 10 years. The latest Census refers to the year 2011, and provides, alongside other data, updated information on population figures, as well as their age structure and composition of households.

This information is fundamental in surveys aimed at households which, like the ICT-H, use it to raise data obtained to the whole population.

Since its beginnings, the ICT-H has incorporated successive population estimates in its calculation process, taking projections calculated by the INE. However, the Population and Housing Census offers more updated information on the population. Therefore, this new population data is incorporated into the survey for the year 2013, affording a greater degree of precision and reliability.

On the other hand, the results corresponding to use of ICT by persons are also calibrated by nationality, as well as the traditional calibration by sex and age.

The change in populations introduced into the ICT-H for the year 2013 and the additional calibration lead to a break in the series of data published thus far, which prevents establishing standardised comparisons. For this reason, it is necessary to revise ICT-H data published prior to the year 2013. This revision will consist of recalculating data, taking into account the new population estimates derived from the Population Census and the new calibration by nationality.

In this first phase, the main indicators for the year 2012 have been recalculated, in order to be able to provide variations calculated in a standardised way. In a second phase during the coming months, a standardised series will be published with the revision both of the detailed results and of the microdata files.

All this information will be available on the INE website ([www.ine.es/en/](http://www.ine.es/en/)).