

**Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households
Year 2015**

64.3% of the population aged 16 to 74 use the Internet daily

One out of three persons has bought through the Internet in the last three months

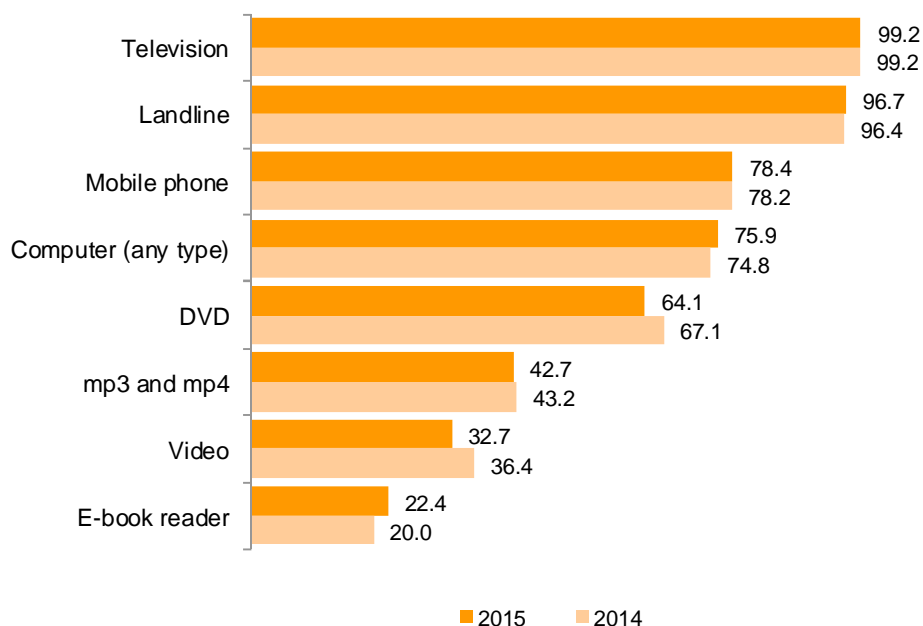
Persons who purchase online, shop an average of four times in three months and spend 70 Euros in each one

75.9% of households with at least one member between the ages of 16 and 74 years old had a computer in 2015. This percentage was slightly higher than that registered last year (1.1 points more).

Of the ICT products analysed in the survey this year, only e-book readers clearly showed high growth (2.4 points). The rest of products kept the same levels of 2014, except video and DVD, which decreased.

Household equipment regarding ITC products

Years 2014 y 2015. (% of households)



99.3% of households had a telephone (either a landline or a mobile phone). 75.8% had both types. 2.6% of households only had a landline, whereas 20.8% of households only had mobile phones for communication from the household.

The implementation of mobile phones slightly increased in the last year (0.3 points), reaching 96.7% of households.

Dwellings with Internet access

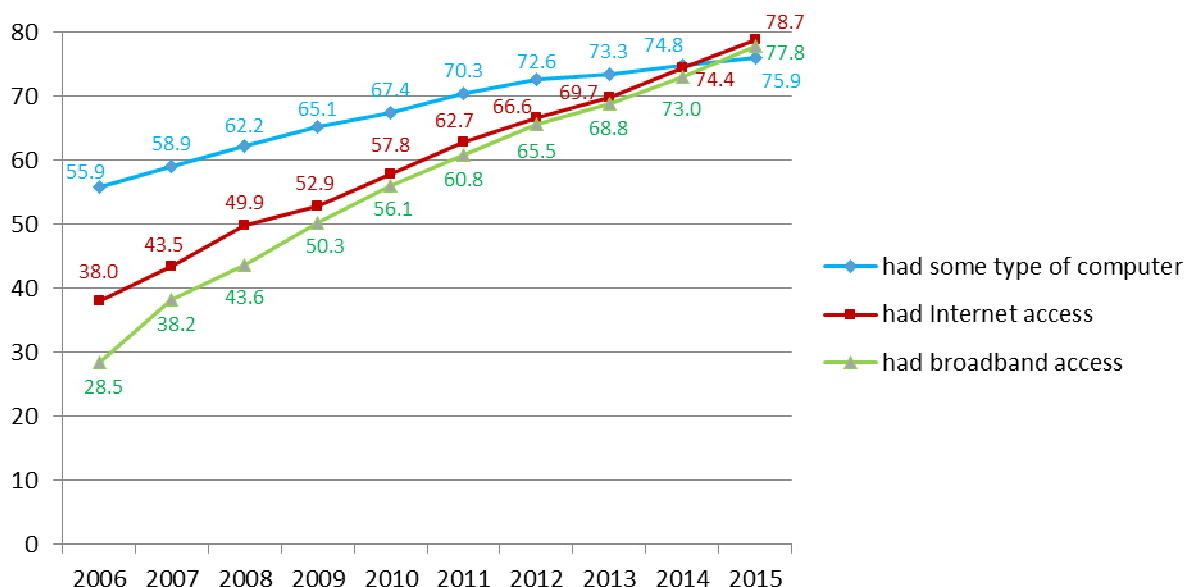
78.7% of Spanish households had Internet access, as compared with 74.4% the previous year. **In Spain, there were almost 12.6 million family dwellings with Internet access.**

Regarding the type of connection, **77.8% of households (nearly 12.5 million)** had a **broadband Internet connection** (ADSL, cable network, etc.), which shows an increase of 830,000 households as compared to the previous year. Narrowband Internet connection had a testimonial presence.

The main form of broadband Internet connection was by mobile broadband connections through a handheld device (the latest generations of mobile telephones - at least 3G -, etc.), **with 77.1% of households having such access.** This was followed by ADSL line (58.4%), cable or fibre optic network (27.9%), other broadband fixed connections (public Wifi, Wimax, satellite), with 7.0% and mobile broadband connections via USB modem or card (e.g. in laptops), with 6.6%.

Evolution of ICT equipment in households

Years 2006-2014. National Total (% of households)



Regarding the households without Internet access, 66.5% said the reason was *they did not believe that they needed one*, 40.3% said *they did not have enough knowledge to use it*, and some reported economic reasons: 29.1% pointed out *the equipment was too expensive* and 26.7% said *the connection was too expensive*.

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 is practically universal (95.1%), while 93.6% 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 exceeded by more than five 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 90.9% in the population aged 15 years old.

Mobile phone availability increased by 3.5 points as compared to 2014 survey. This indicator already reached 0.4 points last year, having shown a negative trend since 2009.

Percentage of children using ICT by sex and age

Year 2015

	Computer use	Internet use	Movil phon
Total	95.1	93.6	67.0
Sex			
Males	95.3	93.0	64.4
Females	94.9	94.2	69.8
Age			
10	90.8	88.0	29.7
11	93.9	94.5	42.2
12	96.6	92.0	69.5
13	96.1	96.2	78.4
14	96.5	95.8	90.4
15	96.3	94.8	90.9

ICT use by persons aged 16 to 74 years old

73.8% of the population aged 16 to 74 used a computer in the last three months, which accounted for almost 25.5 million persons. It increased 0.5 points as compared to the previous year.

Regarding Internet use, **more than 27.1 million persons, 78.7% of the population aged 16 to 74 have used the Internet in the last three months**. This figure was more than 2.5 points higher than that registered in the previous year.

84.8% of these Internet users have used some type of mobile device to access the Internet outside their main residence or workplace and **83.0% have accessed using a mobile phone**. The use of smartphones to access the Internet increased as compared to the previous year, reaching 5.9 points.

Computer and Internet users by reference period of use

Year 2015. Millions of persons

	Computer use	Internet use	Difference (Internet-Computer)
Occasionally	28,1	27,9	-0,2
Last 12 months	26,4	27,5	+1,1
Last 3 months	25,5	27,1	+1,6
Frequent	22,6	25,8	+3,2
Intensive	17,4	22,2	+4,8

Persons who have ever used the computer barely exceed in 200,000 persons, comparing with the persons who have ever use the Internet. For the rest of reference periods, Internet users exceed computer users (growing as the period of reference gets closer).

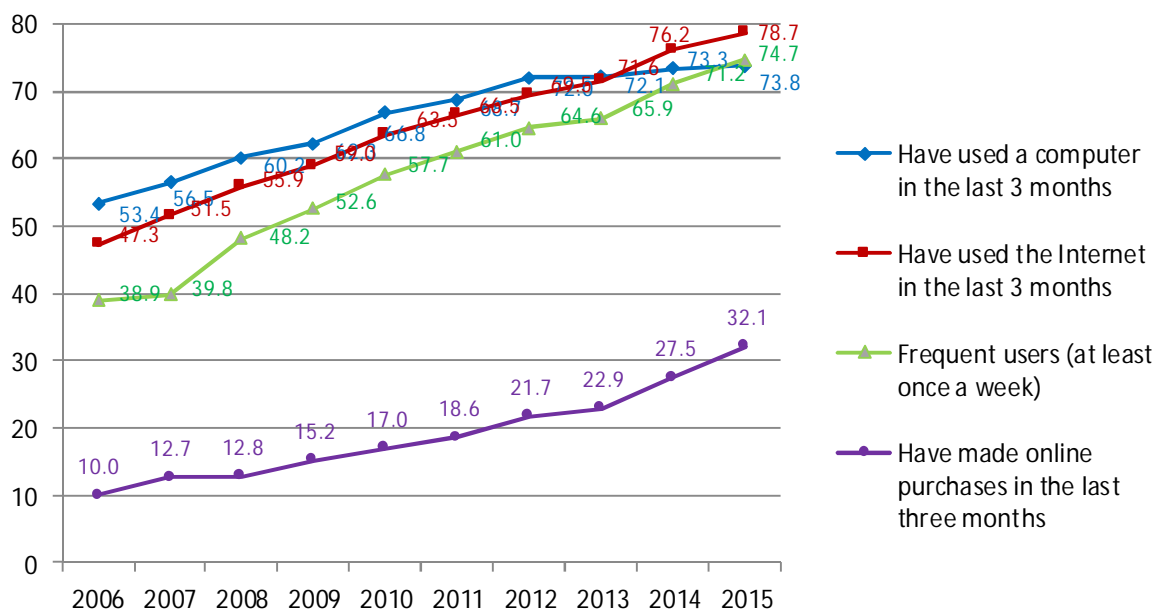
Frequent Internet users (those who accessed the Internet at least once a week in the last three months) represented 95.0% of the total for Internet users. These frequent users represented approximately 25.8 million persons (74.7% of the population). That is, **three out of four persons aged 16 to 74 are frequent Internet users.**

The segment of Intensive users (daily use) was close to 22.2 million persons, that is, 64.3% of the population between 16 and 74 years old.

In turn, online shopping keeps moving forward.

Use of ICT by persons aged 16 to 74 years old

Homogeneous series 2006-2015. National Total (% of persons)



Use of electronic commerce

The percentage of persons who made purchases via the Internet in the last three months experienced an increase of 4.6 points, standing at 32.1% of the population. Around **one out of three persons aged 16 to 74 bought via the Internet in the last three months.**

In turn, more than 16.5 million persons (48.0% 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* (54.6 of the total of persons who bought on the Internet in the last year), *sports and clothing material* (49.7%), *other services for trips* (47.5%) and *tickets for shows* (43.2%).

80.6% of Internet purchasers in the last three months declare to have bought between one to five times during that period. **The average number stands around four purchases.**

83.1% of the persons who have bought via Internet during the last three months claimed to have spent less than 500 euros in those purchases. The estimated average expenditure stands at 280 euros in those months. Thus, the estimation of **average expenditure per each purchase reaches 70 euros.**

9.1% of purchasers via Internet in the last year claimed to have had problems when making the purchases. The most mentioned problems are *delays in the delivery* (3.7) and *products or services delivered with defects or different from the ordered* (3.1%).

Internet users in the last 12 month, who did not purchase via Internet during that period, were asked about the reasons for that fact. 79.9% declared *because they prefer to purchase in person in a store (so they are able to see the products, because of their fidelity to the store, by force of habit)*, 44.8% *because they were worried about the privacy or security during the payment*, 35.4% *due to the lack of trust in the reception or return of the products, in claims and indemnities* and 33.2% *because the lack of skills or knowledge.*

Use of ICT by nationality

The percentage of Spaniards using the Internet was lower than foreign users (around three points). However, the percentage of frequent users is similar in both cases.

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 2015

	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
Total	73.8	78.7	74.7	32.1	95.4
Spanish	73.9	78.4	74.7	33.1	95.2
Foreign	72.8	81.5	74.8	23.1	97.4

ICT use by Autonomous Community

The Autonomous Communities that registered higher percentage of Internet users in the last three months were Comunidad de Madrid, Cataluña and Illes Balears.

Regarding mobile phone use, the results were more homogeneous, with all Autonomous Communities very close to the national average (95.4%). Comunidad de Madrid, Illes Balears and País Vasco recorded the highest percentages.

Percentage of ICT users by Autonomous Community

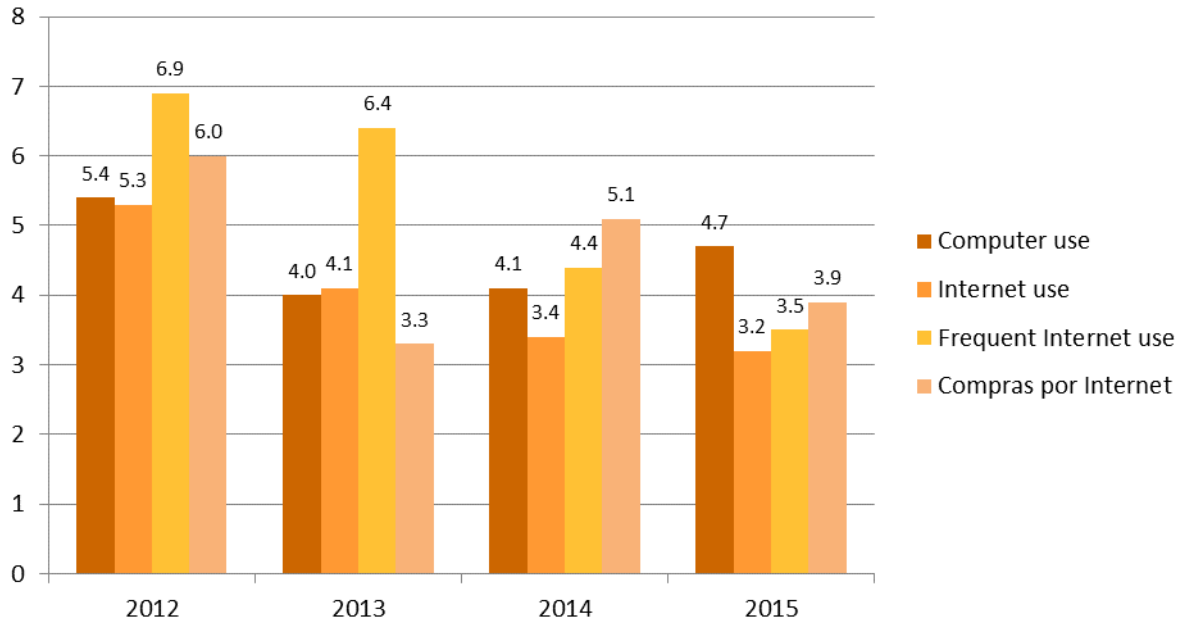
Year 2015

	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	73,8	78,7	74,7	95,4
Andalucía	65,6	74,1	70,5	93,7
Aragón	74,8	79,8	75,3	95,2
Asturias, Principado de	73,3	78,3	73,4	94,4
Balears, Illes	76,0	82,6	77,8	97,3
Canarias	71,0	75,7	72,3	92,9
Cantabria	75,2	78,8	75,5	96,2
Castilla y León	74,2	77,6	72,1	96,3
Castilla - La Mancha	70,7	74,3	70,1	95,6
Cataluña	79,5	83,1	79,4	95,3
Comunitat Valenciana	72,2	77,1	72,6	95,4
Extremadura	65,7	72,6	69,8	95,1
Galicia	67,6	71,9	67,2	94,6
Madrid, Comunidad de	82,7	85,9	82,4	98,1
Murcia, Región de	71,5	78,0	73,9	96,7
Navarra, Comunidad Foral de	78,0	79,6	75,3	94,1
País Vasco	79,0	81,5	78,1	96,8
Rioja, La	76,1	78,7	74,9	95,5
Ceuta	81,9	82,9	81,5	96,0
Melilla	71,4	74,3	73,8	96,6

The digital gap

The gender digital gap (that is, the difference in points between the sexes as regards the main ICT use indicators) decreased in the main analysed indicators (use of the Internet in the last three months, frequent use of the Internet and Internet purchases), continuing the observed historic trends.

The gender digital gap (difference between percentages of men and women)
Years 2012-2015

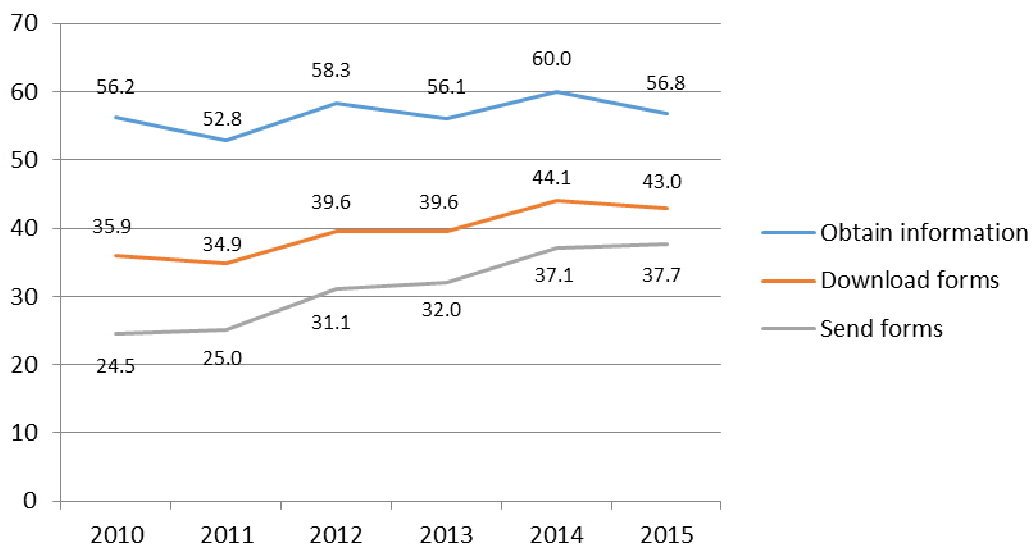


Electronic administration

62.0% of the persons who have used the Internet in the last 12 months has contacted or interacted with the Public Administrations or Services via Internet for personal reasons. That is, 49.4% of the total population aged 16 to 74 years old (0.4 points more than in 2014).

Regarding the type of interaction, 56.8% of Internet users in the last year claimed to have obtained information from the Administration websites, 43.0% stated that they downloaded official forms and 37.7% had sent completed forms.

Evolution of the use of electronic administration by means of contact
Years 2010-2015. (% of Internet users in the last year)



Regarding the causes why users with the need to send some completed form to the Public Administrations did not do it via the Internet last year, 44.2% declared it was because *it was processed via Internet by another person on their behalf –business agent, financial advisor, relative or acquaintance–*, 23.8% due to *lack of skills or knowledge*, 14.7% due to *being worried for protection and security of their personal data* and 14.4% for *not having electronic signature or certificate or having problems with them*.

Internet trust and security

64.4% of Internet users in the last year claimed to have suffered any of the investigated incidents when using the Internet. The one most mentioned is *receiving non-asked e-mails (spam)*, mentioned by 59.2% of users. *Infecting with a virus or other computer infection, therefore the lost information or time* (24.6%), followed it. The rest of events were mentioned by less than 5% of Internet users. Excluding spam, 29.6% of Internet users in the last 12 months claimed to have suffered any of these incidents.

50.9% of Internet users in the last year have limited or avoided some activities in the Internet due to security reasons. The most affected activities by these precautions are *provide personal information to virtual communities for social and professional networks* (29.8%), *purchasing or order goods or services for private use* (27.6%), *downloading software, music, video files, games and other date files* (23.8%) and *performing electronic bank activities, such as bank accounts management* (22.7%). These data reflect the existing generic mistrust about the Internet, due to the difference among users that limit or inhibit their acts and the ones that have suffer any real incident.

Internet users in the last year were asked about the level of trust in the Internet. 30.7% answered that *few or nothing* (almost two points less than the previous year), 60.9% answered than *some* and 8.4% that *much*.

More than a half of Internet users in the last 12 months (53.6%) claimed to have done backups of their computer files in an external storage device or in an Internet server memory space.

Most Internet users in the last 12 months (77.4%) used some computer security software. The most commonly-used tool was *a virus detection programme and/or an antispy programme* (65.9%), *a firewall (hardware or software)* (33.7%) and *an email filter in order to prevent spam* (22.3%). 17.3% of security software users *used a package of programs, but did not know the components*

90.0% of Internet users who used some computer security software updated it. 77.6% *have periodically available a new update* (automatically or manually) and 11.3% *do it occasionally or when they remember*.

52.0% of Internet users in the last 12 months knows that “cookies” are files that can be used to monitor the movement of persons in the Internet, for making a profile of each user and present them advertisement personalized. 24.0% *have make modification in their browser configuration in order to prevent or limit cookies*.

Methodological note

The Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households, TIC-H 2015, 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 2015 ICT-H 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.