

5 October 2017

**Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households. Year 2017**

**84.6% of the population aged 16 to 74 has used the Internet in the last three months. 69.0% use it everyday**

**52.3% of the population has used electronic administration**

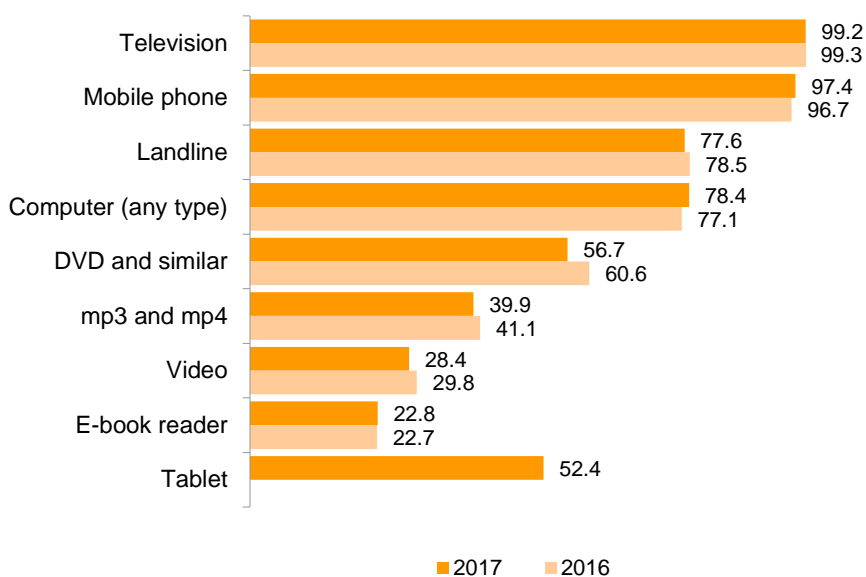
**Four out of every ten people aged 16 to 74 have bought through the Internet in the last three months**

78.4% of households with at least one member aged 16-74 years old had a computer in 2017. This percentage is slightly higher (1.3 points) than last year.

For the first time, this year the survey researches the availability of tablets<sup>1</sup>, which are found in 52.4% of households.

**Household equipment regarding ITC products**

Years 2016 and 2017. (% of households)



<sup>1</sup> The tablet is considered as a specific type of computer

The rest of ICT products remained at 2016 levels or continued to experience a decrease, such as MP3 or MP4, video and DVD players.

99.5% of households had a telephone (landline or mobile). 75.5% had both types of terminals. 2.1% of households only had a landline phone, whereas 21.9% exclusively had a mobile phone to communicate with from home. The implementation of mobile phones increased as compared with 2016, contrary to what happened with landline phones, reaching 97.4% of households.

### Households with Internet access

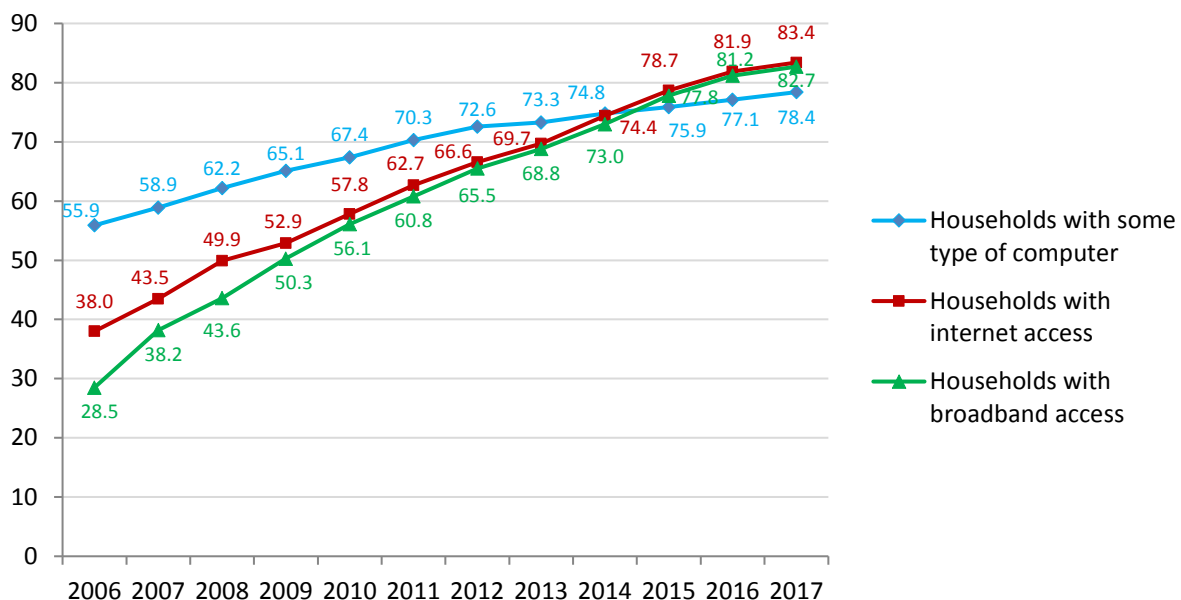
83.4% of Spanish households had access to the web as compared with 81.9% in the previous year. In terms of the type of connection, **in Spain there were more than 13.5 million households with broadband Internet connection** (ADSL, cable network, etc.), which represented 99.8% of the households that declared the type of Internet connection.

**The main type of broadband Internet connection was that established through a handheld device** (latest-generation mobile phones—at least 3G—, etc.) **with 76.1% of households having access.** This was followed by cable or optical fibre network (49.3% of the households), ADSL line (41.7%), mobile broadband connections, via USB modem or card, (7.6%) and other fixed broadband connections, via satellite, public Wifi or Wimax, (7.4%).

As in 2016, the increases in cable or optical fibre networks (11.8 points more than the previous year), and the decrease of over six points in ADSL connections were noteworthy, in such a way that **the ASDL line has lost the primacy of fixed broadband connections.**

### Evolution of ICT equipment in households

2006-2017 Homogeneous series. National Total (% of households)



Households that did not have access indicated the main reason for this situation as *'because they do not need the Internet'* (reason indicated by 67.7% of the households that did not have network connection), *'because they have little knowledge of how to use it'* (43.7%) and for economic reasons: *'because equipment costs are too high'* (30.5%) or *'because connection costs are too high'* (29.9%).

### Use of ICT by children

In general, the proportion of information technology use by the child population (aged 10 to 15) was very high. Thus, the use of computers among children was very widespread (92.4%), and, even more so, the use of the Internet (95.1%). As in 2016, the number of children Internet users was greater than that of computer users.

By sex, the differences were not significant. By age, the results suggested that **the use of computers and the Internet was a widespread practice among those under 10 years of age.**

In turn, the availability of mobile phones significantly increased from the age of 10, reaching 94.0% in the population aged 15 years.

### Percentage of children using ICT by sex and age. Year 2017

	Computer use	Internet use	Availability of mobile phone
<b>Total</b>	92.4	95.1	69.1
<b>Sex</b>			
Males	91.1	94.9	68.2
Females	93.9	95.2	70.0
<b>Age</b>			
10	88.4	88.8	25.0
11	89.3	91.0	45.2
12	95.8	95.8	75.0
13	93.6	96.8	83.2
14	95.1	98.9	92.8
15	92.5	99.2	94.0

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

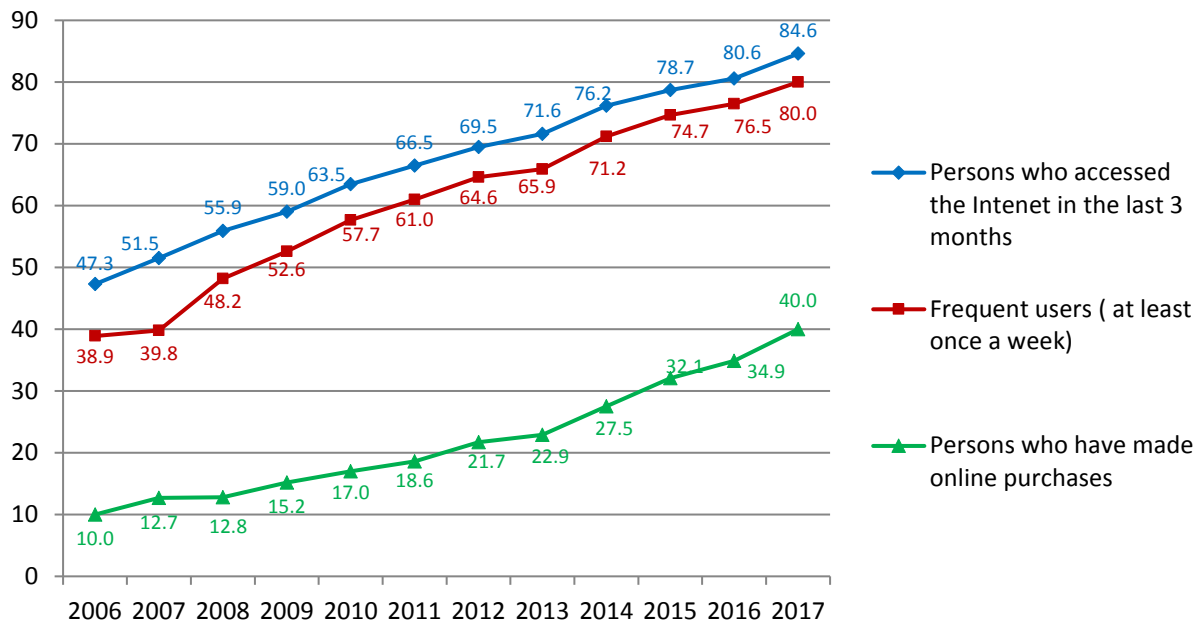
More than 29 million people have used Internet in the last three months. This represented 84.6% of the 16 to 74 year old population, four points more than in 2016.

Almost all of these users were frequent Internet users, since 94.5% of them connected to the web at least once a week during the last three months. These users accounted for, approximately, 27.5 million people (80.0% of the population). In addition, about 24 million people (almost 69% of the population aged 16 to 74 years) were intensive Internet users, given that they used it every day.

**91.7% of Internet users indicated to have used some kind of mobile device to access the internet outside the main residence or workplace. 90.4% accessed it through mobile phones (81.9% via mobile phone network and 69.5% via WiFi). 39.3% declared to have accessed it through a laptop.**

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

Homogeneous series 2006-2017. National Total (% of persons)



### Use of E-commerce

The percentage of persons who made purchases via the Internet in the last three months increased 5.1 points, reaching a penetration rate of 40.0% of the population. **Four out of every ten people aged 16 to 74 have made purchases through the Internet in the last three months.**

In turn, more than 17 million people (49.9% of the population) have carried out electronic commerce transactions in the last 12 months.

The most purchased products/services by this group were *holiday accommodation* (by 54.1%), *sports equipment and clothing* (53.5%), *tickets for shows* (47.6%) and *other services for trips* (44.7%).

Compared with 2016, electronic commerce users purchased less on-line, and also spent less in the last three months. The average figure stood at around 4.0 purchases (0.3 points less than in 2016) and the estimated average expenditure was around 250 euros in those three months (20 euros less than the previous year). However, **the average expenditure per purchase, of 63 euros, was similar to that of 2016.**

Only 8.6% of Internet buyers in the last year declared to have had some problem when making these purchases (half a point less than in 2016). In general terms, the most frequent problems were: *delays in delivery* (4.7% of buyers) and *products or services delivered with defects or different from those ordered* (3.0%).

In the last 12 months, the main reasons given by Internet users who did not purchase via Internet or did it more than one year ago were; *because they prefer to buy in person at a shop* (80.5%), *because they were worried about privacy or security during payment* (49.8%) and *because of the lack of skills or knowledge* (39.5%).

### Use of ICT by age

By age group, Internet use by those between the ages of 16 and 24 was practically universal (98.0%) and gradually decreased as the age increased. From the age of 55 the indicator dropped significantly and reached a minimum in the 65 to 74 years age group (43.7%). The same situation occurred in the frequent use of the Internet.

In terms of online purchases, the highest participation was shown in the 25 to 34 year old age group (57.2%) followed by the 35 to 44 age group (52.2%) and by the 16 to 24 age group (49.2%). From the age of 45 years, the indicator gradually decreased as the age increased, until reaching 10.1% among the elderly, those aged 65 to 74 years.

### Percentage of ICT users by age group Year 2017

	Have used the Internet in the last three months	Frequent users (at least once a week)	Have made online purchases in the last three months
<b>Total</b>	84.6	80.0	40.0
16 to 24 years old	98.0	96.2	49.2
25 to 34 years old	96.3	93.7	57.2
35 to 44 years old	95.8	91.9	52.2
45 to 54 years old	90.3	84.9	40.6
55 to 64 years old	73.9	66.4	23.3
65 to 74 years old	43.7	38.0	10.6

### Use of ICT by nationality

As in previous years, the percentage of Spanish people using the Internet was lower than that of foreign users (almost four points in 2017). Furthermore, the same happened with frequent users.

However, the practice of online shopping was greater in the case of Spaniards (more than 11 points).

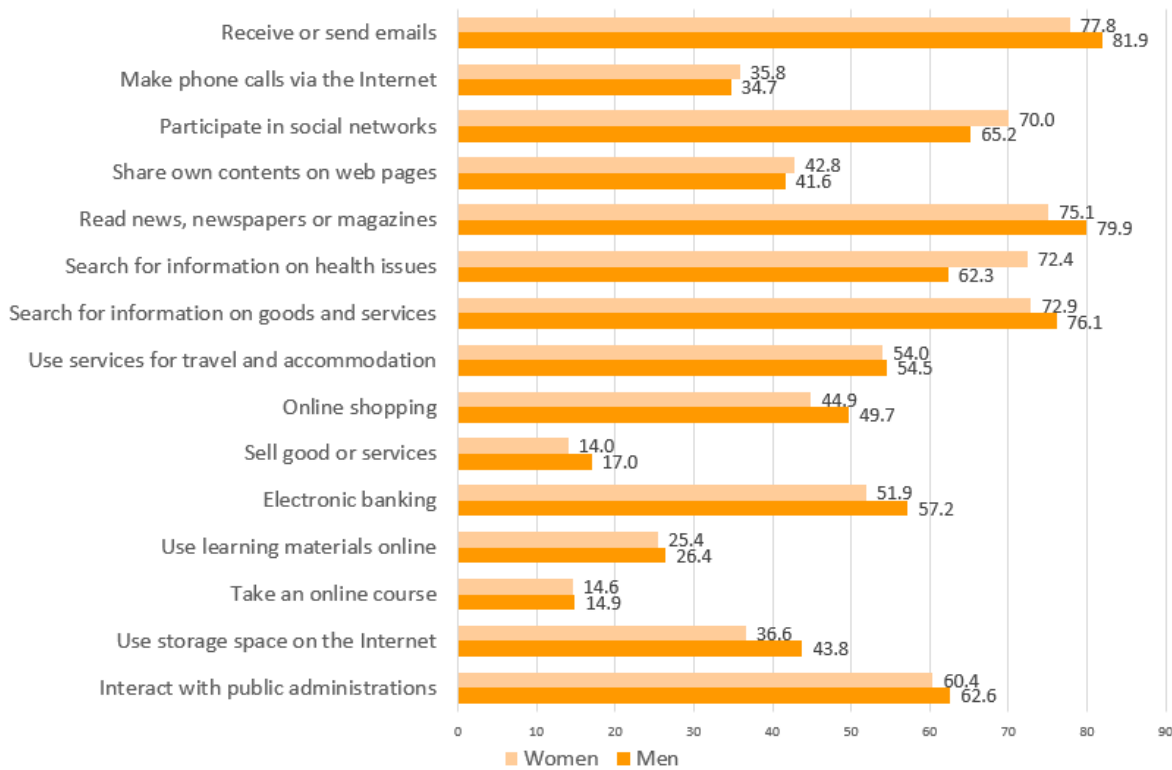
### Percentage of ICT users by nationality. Year 2017

	Have used the Internet in the last 3 months	Frequent users (at least once a week)	Have made online purchases in the last three months
<b>Total</b>	84.6	80.0	40.0
Spanish	84.2	79.8	41.2
Foreign	88.1	82.1	30.0

### ICT use by sex

When analysing the types of activities carried out via the Internet, it was observed that for both men and women the most frequent were: *receiving and sending emails; reading news, newspapers or current affairs magazines on-line; and searching for information about goods or services.*

**Percentage of Internet users in the last three months<sup>1</sup> by type of activity carried out and sex. Year 2017**



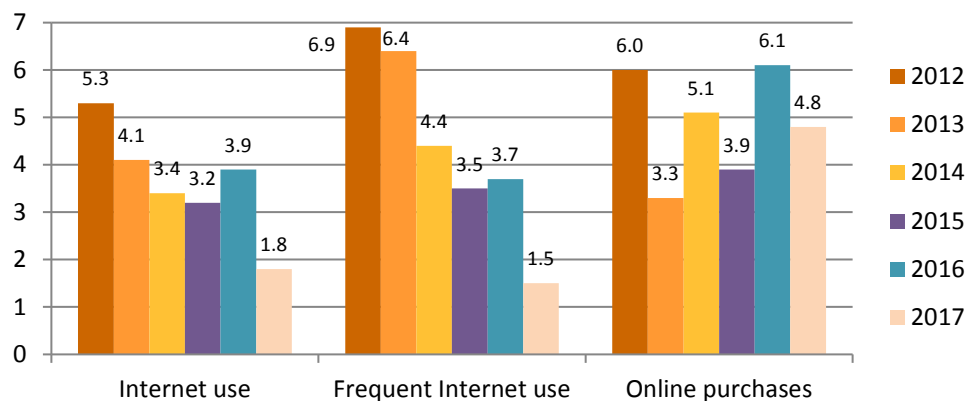
(1) The activity of interacting with public administrations refers to Internet users of the last 12 months.

The difference in percentage points between men and women in the use of the Internet in the last three months and in the frequent use of the Internet has decreased in 2017.

Therefore, the downward trend, which endured from 2012 and broke in 2016, has recovered. In that period, the difference in Internet access between men and women decreased from 5.3 to 1.8 points, and that of frequent use decreased from 6.9 to 1.5 points.

**The difference between men and women for online shopping decreased to 4.8 points in 2017, from 6.1 in 2016.**

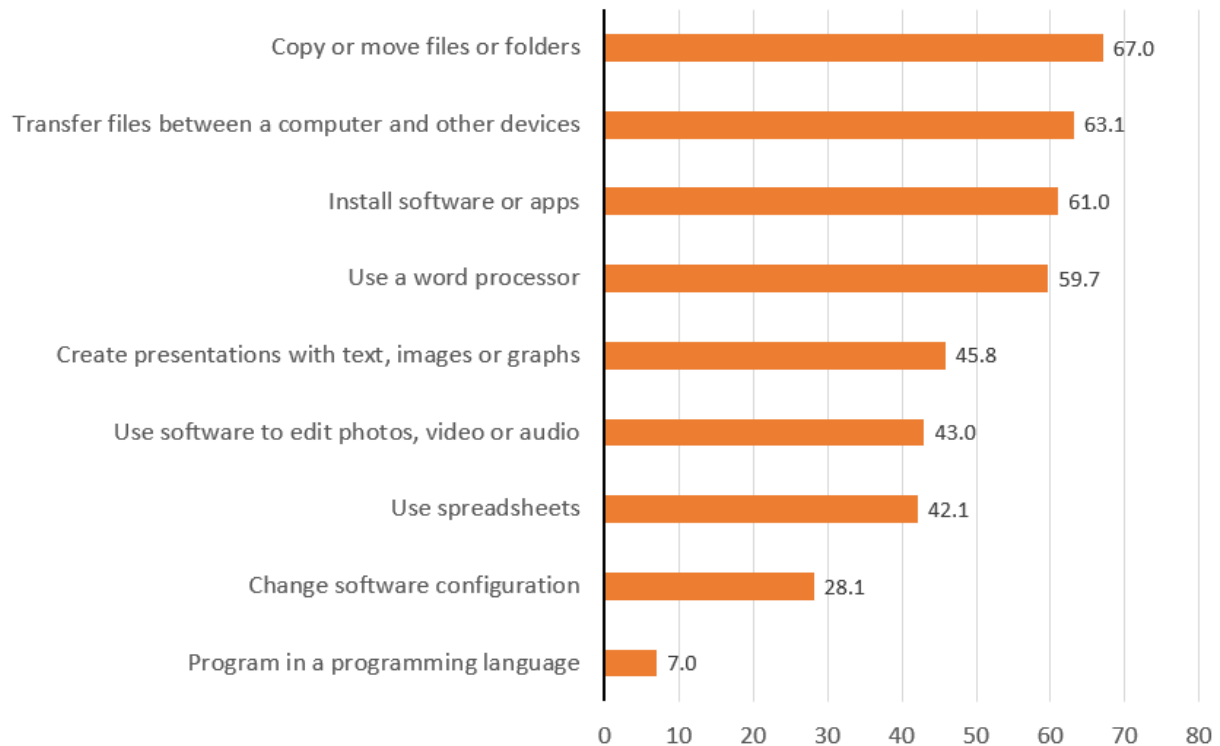
**The gender digital gap. Years 2012-2017**



### Technological skills of Internet users

The technological skills that Internet users mostly declared to have, in the last 12 months were: *copying or moving files or folders* (67.0%) and *transferring files between a computer and other devices—such as digital cameras, mobile phones, etc.—* (63.1%).

### Percentage of Internet users in the last 12 months by technological skills. Year 2017



### Use of sharing economy services

Following the community regulations of this survey, a section on the use of sharing economy services has been incorporated in 2017. For the first time, the survey has researched the use of the Internet to arrange accommodation (room, apartment, house, etc.) or transport service (car, for example) with another person.

**21.4%** of the total number of Internet users in the last 12 months **have used web pages or apps to arrange accommodation with other individuals; that is, more than six million people.** 81.3% of these people used websites or apps specialised in this service.

The sharing economy service was used in the same proportion by both men and women. By age group, those who used it most were people aged from 25 to 34 years (28.3%).

Transport service was used to a lesser extent (8.9% of Internet users) and was more frequent among men (9.8%) than among women (8.0%). The youngest group were those who declared using it the most (16.7% of people aged 16 to 24 years).

## E-government

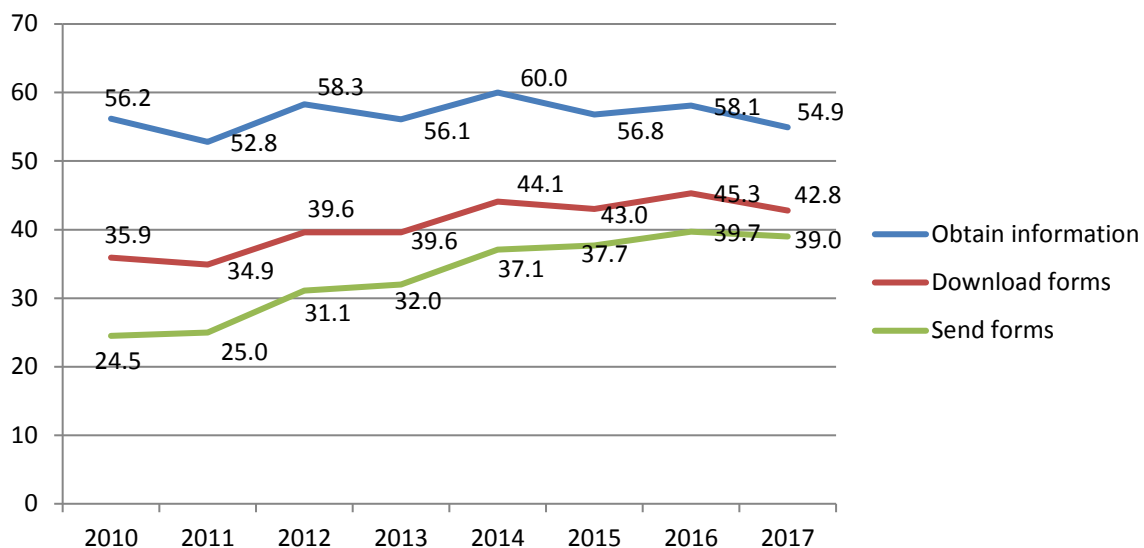
61.5% of people who have used the Internet in the last 12 months have contacted or interacted with public administrations or services via the Internet for particular reasons. This percentage corresponded to **52.3% of the total population** aged 16 to 74 years, (2.2 points more than in 2016). Those who interacted with it to a higher than average extent were people aged between 25 and 54 years old.

By methods of contact, 54.9% of Internet users in the last year declared to have obtained information from the administration web pages, 42.8% said to have downloaded official forms and 39.0% to have sent completed forms.

As for the reasons why Internet users, who needed to send a completed form to the public administrations, did not do so via the Internet in the last year, 48.5% stated that it was *because another person has processed it via Internet on their behalf (an agent, a tax advisor, a relative or friend)*, 28.4% *because of a lack of skills or knowledge*, 27.9% *because they did not have an electronic signature or certificate or because they had problems with them* and 20.4% *for being concerned about the protection and security of personal data*.

## Evolution of the use of e-government by methods of contact

Years 2010-2017. (% of Internet users in the last year)



## Participation in social networks

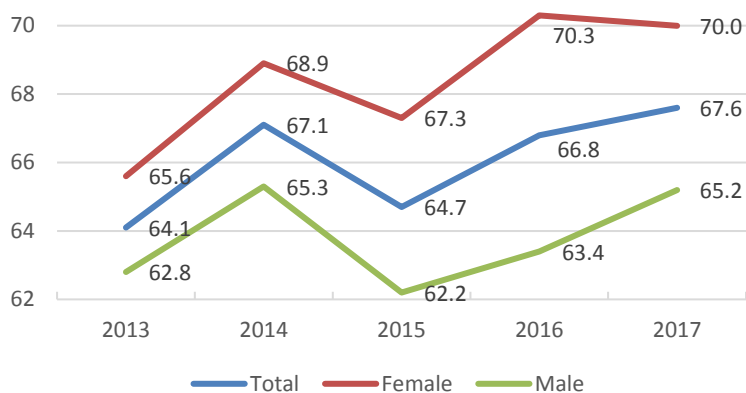
In the last three months, **67.6% of Internet users participated in general social networks**, such as Facebook, Twitter or YouTube, creating a user profile, sending messages or other contributions.

The most participative were students (90.4%) and young people aged from 16 to 24 years (90.0%). By sex, participation by women (70.0%) was greater than that of men (65.2%).



## Evolution of participation in social networks by sex

Years 2013-2017. (%Internet users in the last three months)



## ICT use by Autonomous Community

The Autonomous Communities with the highest percentage of Internet users in the last three months were Comunidad de Madrid, Illes Balears, Aragón, Comunidad Foral de Navarra, Cataluña and País Vasco, all of them above the Spanish average.

These Autonomous Communities, along with Canarias, Comunitat Valenciana and Región de Murcia, also presented a higher percentage in the frequent use of the Internet than the Spanish average.

## Percentage of ICT users by Autonomous Community. Year 2017

	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
<b>Total</b>	84.6	80.0	40.0
Andalucía	83.9	78.2	36.0
Aragón	86.8	82.4	45.3
Asturias, Principado de	82.3	77.0	40.8
Balears, Illes	88.5	85.7	47.9
Canarias	83.5	80.3	31.2
Cantabria	82.7	77.3	46.3
Castilla y León	81.3	76.9	35.4
Castilla - La Mancha	78.3	73.3	37.3
Cataluña	85.7	81.8	45.5
Comunitat Valenciana	84.0	80.4	36.6
Extremadura	80.2	76.0	34.3
Galicia	79.4	72.1	32.1
Madrid, Comunidad de	90.0	85.5	48.3
Murcia, Región de	84.5	81.1	32.1
Navarra, Comunidad Foral de	86.7	82.1	48.7
País Vasco	85.7	81.8	43.3
Rioja, La	82.0	75.8	39.3
Ceuta	81.4	81.4	30.1
Melilla	88.0	82.5	45.8

## Methodological note

The Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households, ICT-H 2017, 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 public business entity Red.es for the research of 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 domains.

The 2017 ICT-H Survey is a panel-type research focusing on persons aged 10 years old and over, residents in households, which collects information on ICT household equipment (television, telephone, computer equipment, Internet access) and on the use of computers, the Internet and electronic commerce.

Currently, the survey is carried out annually. The collection of information is conducted between January and May of the current year. For the first time in 2017, in addition to the traditional collection methods, by telephone interview or personal visit, web collection has also been used.

In each Autonomous Community, an independent sample is designed to represent it, given that one of the objectives of the survey is to provide data with 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 household. During the third stage, a person aged 16 years old or over is selected in each household. In addition, information on all children aged 10 to 15 of the household is obtained. The theoretical size of the sample is about 24,000 households, 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, 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 households inhabited by at least one person aged between 16 and 74 years old and to persons of that same age group. In addition, as of 2007, the data on minors refers to the group aged 10 to 15 years old (previously, this studied minors aged 10 to 14 years old). The methodological report and the microdata file with the complete information of the survey are also available on the aforementioned website.