

Survey on Information and Communication Technologies Equipment and Use in Households. Year 2009

51.3% of Spanish households have a broadband Internet connection

The number of Internet users grows 6.0% in the last year and reaches almost 21 million persons

15.7% of the population uses e-commerce

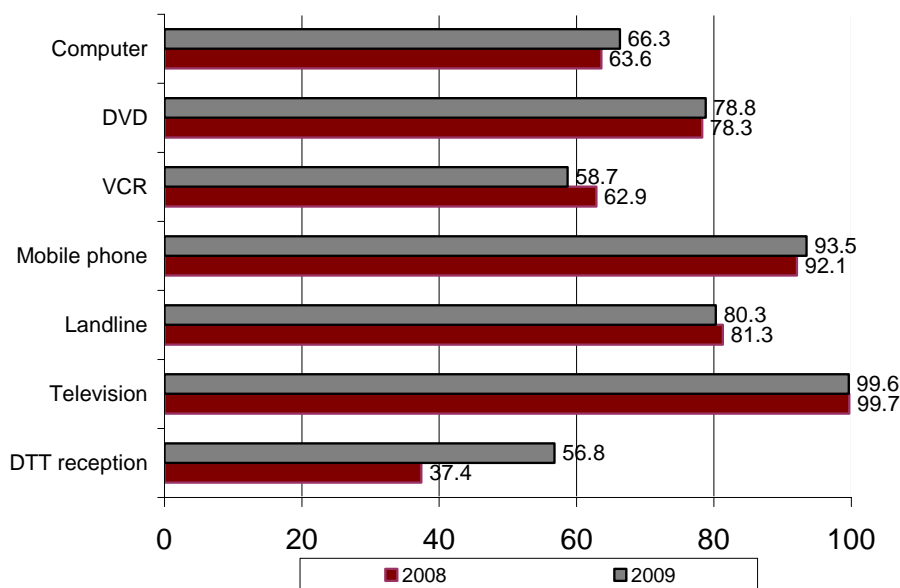
66.3% of households with at least one member between the ages of 16 and 74 years old had a computer in 2009. This percentage was 2.7 points higher than last year.

By type of computer, 51.3% of households had desktop computers or PCs, while 34.7% had laptops. Between 2008 and 2009, we observed a decrease of almost one point in the level of PC equipment in households, and an increase of more than eight points in laptops.

By Autonomous Community, the greatest amount of computer equipment in households was observed in Cataluña (72.9%), Comunidad de Madrid (72.8%), Comunidad Foral de Navarra (70.4%), Aragón (68.5%) and País Vasco (68.2%).

Household equipment regarding ICT products..

Years 2008 and 2009. (% of households)



99.3% of households had a telephone (landline or mobile phone). 74.5% of households had both a landline and a mobile phone. 5.8% of households only had a landline, whereas 19.0% of households only had mobile phones for communication from the household.

The implementation of landline telephones decreased one point in the last year. Conversely, the implementation of mobile phones increased 1.4 points, to be available in 93.5% of households.

78.8% of households had DVDs, 0.5% more than in 2008. This increase was in detriment of VCRs, which reduced their coverage by more four points in the last year.

Television coverage was practically universal (99.6% of households). It is worth highlighting that 19.6% of dwellings with a television could receive television channels via a satellite dish (1.8 points less than one year ago), 14.9% via cable and 5.3% via ADSL or a telephone line.

In turn, **56.8% of households had digital terrestrial television reception (DTT), this figure being more than 19 points higher than in 2008.** Although, what was most customary was to receive the signal through an external decoder (62.0% used this means), this device lost participation as compared with 2008 (3.3 points less). Conversely, **the percentage of households with televisions with DTT incorporated increased 11.5 points in one year, to reach 44.0% of the total.**

Dwellings with Internet access

54.0% of Spanish households had Internet access, as compared with 51.0% from the previous year. **In Spain there were 8.3 million family dwellings with Internet access,** representing an increase of more than half-a-million households as compared with the year 2008.

51.3% of households (almost 7.9 million dwellings) had a broadband Internet connection (ADSL, cable network, etc.), representing an increase of approximately 1,135,000 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 (16.9%). Of other forms of connection, **the connection via telephone line, through a modem or RDSI, decreased more than nine points.**

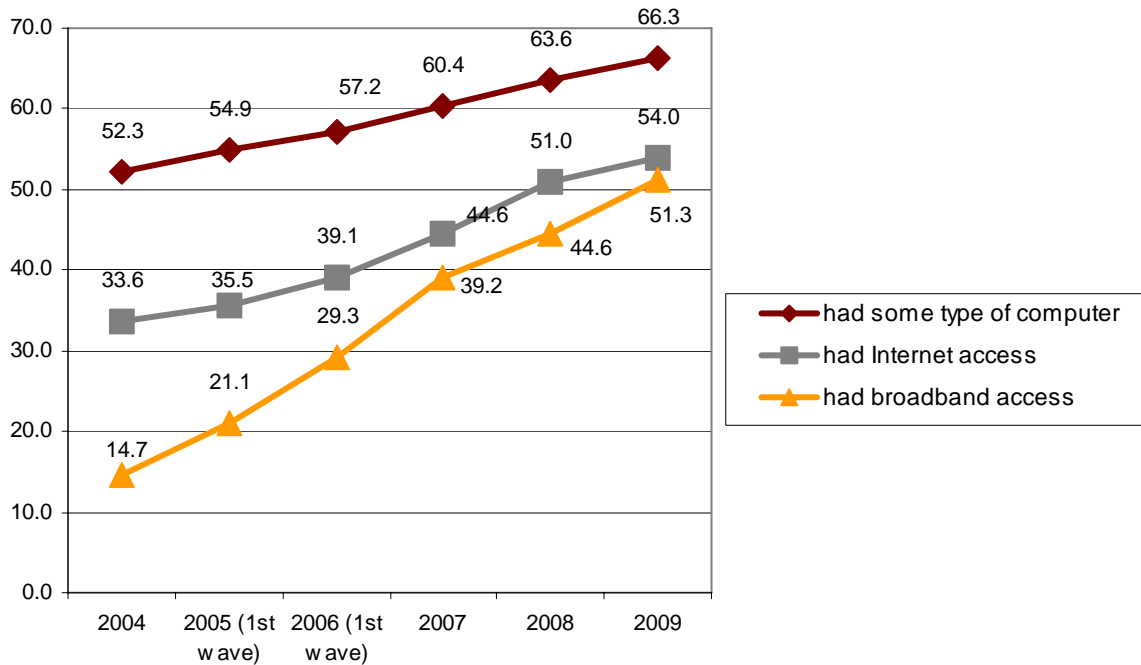
The main equipment used in dwellings for connecting to the Internet were desktop computers (76.2% of dwellings), laptops (50.8%) and mobile phones (11.3%), although the access via other types of device (electronic organisers, PDAs, television or videoconsole) increased. Among them, worth noting was the increase in the connection by videoconsole, which rose from 3.9% in 2008 to 7.3% in 2009.

The Autonomous Communities with the highest percentage of dwellings with Internet access were Comunidad de Madrid (64.3%) and Cataluña (62.7%). In addition, País Vasco, Comunidad Foral de Navarra, Illes Balears, Cantabria, Principado de Asturias, Canarias, and Aragón showed a rate higher than the average (54.0%).

The main reasons for households not having Internet access were fundamentally that they did not believe that they needed one (39.8% gave this as the reason) and the connection was too expensive (31.0%).

Evolution of ICT equipment in dwellings

Years 2004-2009. National total



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 (94.5%), while 85.1% used the Internet.

By sex, computer and Internet use was greater among boys than among girls, conversely to what occurred in previous years.

In terms of availability of mobile phones, the degree of penetration of this apparatus among the underage population (68.4%) remained significantly lower than that for other, older age groups. By sex, however, the difference in the availability of mobile phones, in favour of girls, increased to nine points.

Percentage of children using ICT by sex

Years 2008 and 2009

	Computer use	Internet use	Mobile phone use
Total			
2008	94.1	82.2	65.8
2009	94.5	85.1	68.4
Girls			
2008	94.3	82.2	69.7
2009	94.3	84.7	73.0
Boys			
2008	93.9	82.3	62.1
2009	94.7	85.4	64.0

ICT use by persons aged 16 to 74 years old

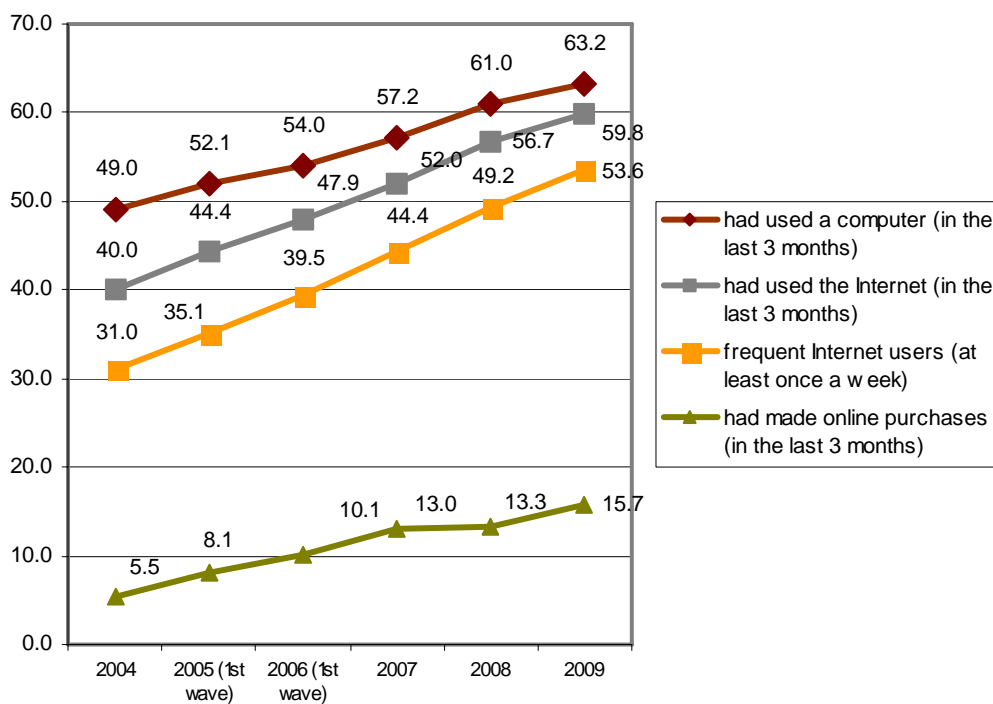
Almost 22 million persons, 63.2% of the population, had used a computer in the last three months. This figure was more than two points higher than that recorded for the year 2008.

59.8% of the population aged 16 to 74 years old had used the Internet in the last three months, that is, more than 20.7 million persons. **The number of Internet users increased 6.0%** with regard to 2008.

Frequent users, in other words, those who accessed the Internet on a daily basis or at least once a week, represented 89.6% of the total Internet users. These frequent users, approximately 18.5 million persons, **represented 53.6% of the population**, indicating an interannual increase of 9.5%.

Evolution of ICT use by persons aged 16 to 74 years old

Years 2004-2009



On the other hand, the percentage of persons who had made online purchases in the last three months experienced an increase of 2.4 points in the past year, standing at 15.7% of the population.

Use of ICT by nationality

Contrary to what occurred in the year 2008, the percentage of Spaniards who used computers was almost four points higher than the corresponding number of foreign nationals in 2009. This behaviour was similar to that regarding Internet use, with the percentage of Spaniards being two points higher.

Considering frequency, we could observe a greater difference, since **Spanish frequent Internet users exceeded foreign nationals by 6.3 points.**

As in 2008, foreign nationals made greater use of mobile phones.

Percentage of ICT users by nationality

Year 2009

	Persons who had used a computer in the last 3 months	Persons who had used the Internet in the last 3 months	Frequent Internet users (at least once a week)	Persons who had used a mobile phone
Total	63.2	59.8	53.6	90.5
Spanish	63.5	60.0	54.1	90.1
Foreign	59.7	58.0	47.8	95.0

Among Internet users, the percentage of Spaniards accessing the Internet from home was much higher than that of foreign nationals (82.2% as compared with 67.6%) and the same occurred with access from the workplace (44.7% as compared with 18.1%). Conversely, **32.1% of foreign nationals accessed the Internet from Internet cafés or similar, as compared with 6.6% of Spaniards.**

Percentage of Internet users by nationality and place of use

Year 2009

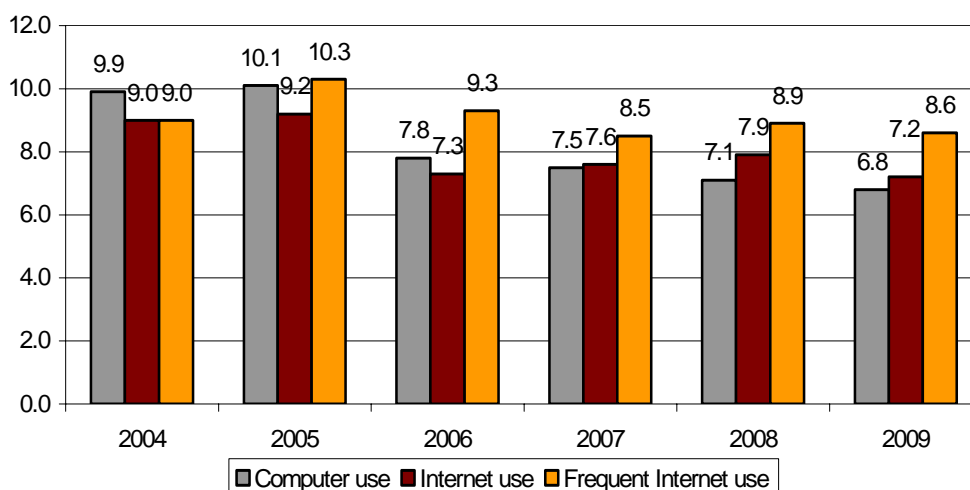
	From their dwelling	From other family members' or friends' dwellings	From the workplace	From the educational centre	From an Internet café or similar	From a public library
Total	81.2	27.6	42.9	14.3	8.4	9.8
Spanish	82.2	28.1	44.7	14.6	6.6	10.0
Foreign	67.6	21.3	18.1	9.8	32.1	6.7

The digital divide

The gender digital divide (that is, the difference in percentage points between the sexes as regards the main ICT use indicators) decreased in 2009 in the main indicators analysed (computer use, Internet use and frequent Internet use).

The gender digital divide (percentage difference between men and women)

Years 2004-2009



The use of ICT by Autonomous Community

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

Comunitat Valenciana exceeded the national average in the indicators referring to computer and Internet use in the last three months.

Percentage of ICT users by Autonomous Community

Year 2009

	Persons who had used a computer in the last 3 months	Persons who had used the Internet in the last 3 months	Frequent Internet users (at least once a week)	Persons who had used a mobile phone
National total	63.2	59.8	53.6	90.5
Andalucía	59.2	54.8	47.9	89.4
Aragón	67.7	62.8	56.9	90.3
Asturias (Principado de)	61.2	58.1	51.5	88.0
Balears (Illes)	68.0	65.0	59.6	89.9
Canarias	59.1	56.9	48.7	88.9
Cantabria	63.6	60.3	54.6	90.9
Castilla y León	61.1	57.4	49.7	90.2
Castilla-La Mancha	57.6	55.3	48.5	90.7
Cataluña	68.8	66.0	60.7	92.2
Comunitat Valenciana	64.1	60.5	52.9	90.8
Extremadura	53.5	49.6	41.5	89.1
Galicia	54.3	49.8	44.5	85.1
Madrid (Comunidad de)	70.1	67.8	63.6	93.7
Murcia (Región de)	55.2	51.4	46.0	90.3
Navarra (Comunidad Foral de)	70.0	65.5	57.6	89.9
País Vasco	65.5	62.5	56.0	90.2
Rioja (La)	58.7	53.6	46.2	90.1
Ceuta	54.1	49.3	44.6	76.2
Melilla	58.2	53.6	46.4	91.6

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

As with the previous year, Extremadura, Galicia and Región de Murcia presented the lowest percentages in the three indicators considered, where they failed to reach 90.0% of the national average. In turn, La Rioja stood below the threshold of 90.0% in Internet use, and Andalucía did not exceed said threshold in the case of frequent Internet users.

As regards mobile phone use, all of the Communities were very close to the national average (90.5%). Comunidad de Madrid, Cataluña, Cantabria, Comunitat Valenciana and Castilla-La Mancha surpassed the said average.

e-Commerce and trust

The form of payment most used by online buyers in the last year was the credit or debit card (73.5%). It was followed by means other than the Internet (in cash, ordinary bank transfers, etc.), with 24.1%.

5.7% of these buyers had had some type of problem with their purchases. The main problem was in delayed delivery (37.9% of them), followed by technical errors on the website at the time of ordering or at the time of payment (26.7%).

The reason considered to be most important at the time of purchasing online was the existence of security regarding legal rights and guarantees (84.7% of the buyers stated such). In this sense, 62.3% of the online buyers stated that they always read the sales conditions, while 6.7% never read them.

Other important reasons at the time of purchasing online were the lower prices (75.9%) and the easy of use of the website (74.5%).

3.0% of Internet users stated to have bet or gambled on some type of lottery online in the last 12 months.

Lastly, except in rights regarding privacy and data protection (known by 57.1% of Internet users), most of the Internet users were not aware of other fundamental consumer rights in the European Union regarding online purchases. Thus, the right to be informed of the contractual conditions was known by 49.3%; the cancellation of the purchase and the right to reimbursement within a short period by 38.8%, and the maximum period of 30 days for the delivery of the product by 31.5%.

Possession of the electronic national identity document

20.7% of Spaniards aged 16 to 74 years old claimed to have an electronic national identity document (DNle). Their distribution by sex was practically even. By age group, the group with the most noteworthy possession of DNle was aged 16 to 24 years old (25.1%), whereas the group aged 35 to 44 years old presented the lowest percentage (15.5%).

In addition, 7.4% of the population claimed to have other recognised electronic signature certificates (by nationality, 7.7% of Spaniards and 3.2% of foreign nationals).

In turn, 2.0% of the population had a DNle reader.

A total of 8.6 million persons aged 16 to 74 years old had DNle or other electronic signature certificates. 3.4% of them had used the DNle in their relations with the public administrations, while 14.2% had used other electronic signature certificates.

The use of ICT in the European Union

The countries with ICT indicators that were higher than the community average were located, for the most part, in Northern Europe, according to the data corresponding to the year 2008, the last year in which information was available from Eurostat.

Conversely, most countries that did not reach 90.0% of the community average in ICT indicators were located in the Mediterranean area or had recently joined the European Union.

Percentage of ICT users in the European Union countries

Year 2008

Country	Had used a computer in the last three months	Had used the Internet in the last three months	Frequent Internet users (at least once a week)
European Union	66	62	56
Belgium	71	69	66
Bulgaria	40	35	33
Czech Republic	63	58	51
Denmark	86	84	80
Germany	80	75	68
Estonia	66	66	62
Greece	44	38	33
Spain¹	(61) 63	(57) 60	(49) 54
France	71	68	63
Ireland	67	63	57
Italy	46	42	37
Cyprus	47	39	35
Latvia	63	61	57
Lithuania	56	53	50
Luxembourg	83	81	77
Hungary	63	59	56
Malta	51	49	46
Netherlands	88	87	83
Austria	76	71	66
Poland	55	49	44
Portugal	46	42	38
Rumania	35	29	26
Slovenia	60	56	52
Slovakia	72	66	62
Finland	84	83	78
Sweden	89	88	83
United Kingdom	80	76	70

Source: Eurostat

¹ Spain: data from 2009. In parenthesis, data from 2008.

The cells with figures above the average are shaded in grey

The figures below 90% of the Community average are in bold type

For further information see INEbase-www.ine.es/en/welcome_en.htm All press releases at: www.ine.es/en/prensa/prensa_en.htm

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Methodological note

The ICT-H 2009 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 cooperation 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). It is the only source of its kind whose data is strictly comparable not only among Member States of the Union, but also among other international scopes.

The Survey (ICT-H 2009) is a panel-type study that focuses on persons aged 10 and over residing in family dwellings, and collects information on household equipment as regards information and communication technologies (television, telephone, radio, computer equipment) and 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. Interviews are carried out between January and May of the current year, by telephone or by personal interview.

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 main family dwellings. In the third stage, one person aged 16 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 sample size is approximately 25,000 dwellings, one quarter of which is renewed each year.

Ratio estimators are used, to which calibrating techniques are applied, with the use of external information obtained from population projections by age group and sex.

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

Although the population scope has not varied as compared with previous surveys, it is important to mention that, for the purpose of achieving a greater comparability with the data published by Eurostat, the results published on the INE website refer to dwellings inhabited by at least one person aged 16 to 74 years old and persons of that same age group. Likewise, the data concerning minors refers to the group aged 10 to 15 years old (the group researched previously was aged 10 to 14 years old). Nonetheless, there is also a microdata file with the complete survey information.