

Survey on Information and Communication Technologies Equipment and Use in Households. Year 2010

57.4% of Spanish households have a broadband Internet connection, 11.6% more than in 2009

The number of Internet users grows 7.1% in the last year, exceeding 22.2 million persons

17.4% of the population use e-commerce

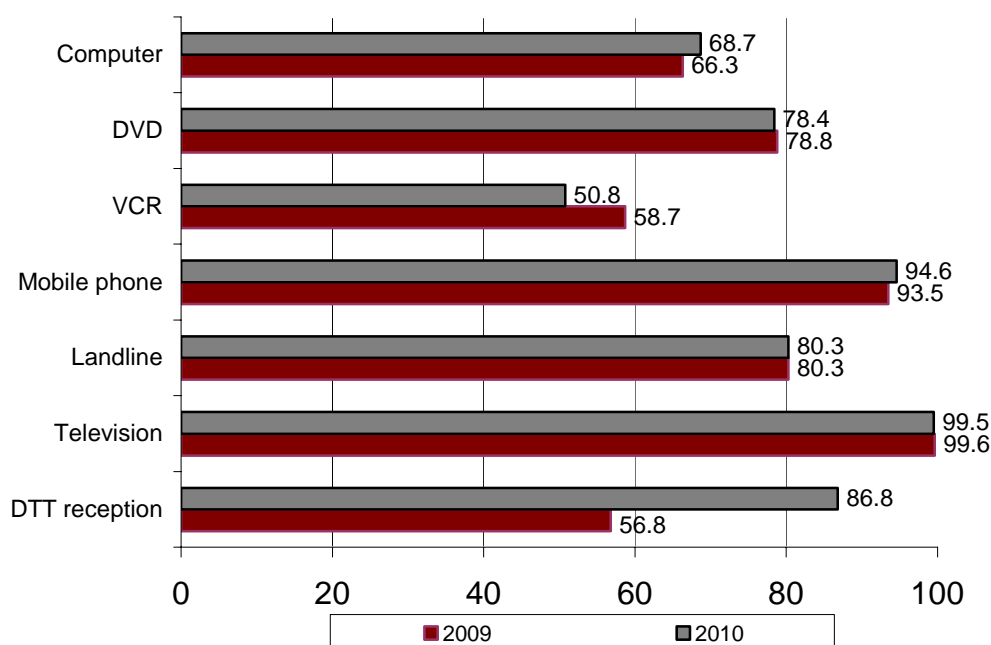
68.7% of households with at least one member between the ages of 16 and 74 years old had a computer in 2010. This percentage was 2.4 points higher than last year.

By type of computer, 50.1% of households had desktop computers or PCs, while 42.5% had laptops. Between 2009 and 2010, a decrease of more than one point was observed in the level of PC equipment in households, and an increase of almost eight points in laptops was observed.

By Autonomous Community, the greatest amount of computer equipment in households was observed in Madrid (74.7%), Illes Balears (74.0%) and Cataluña (73.1%).

Household equipment regarding ITC products.

Years 2009 and 2010. (% of households)



99.4% of households had a telephone (either a landline or a mobile phone). 75.6% had both types. 4.8% of households only had a landline, whereas 19.0% of households only had mobile phones for communication from the household.

The implementation of landlines remained the same in the last year. Conversely, **the implementation of mobile telephones increased 1.1 points**, reaching 94.6% of households.

78.4% of households had DVDs. The decrease in the use of VCRs continued, reducing their coverage by almost eight points over the last year.

Television coverage was practically universal (99.5% of households). It is worth highlighting that 16.2% of dwellings with a television could receive television channels via a satellite dish (3.4 points less than one year ago), 14.1% via cable and 5.6% via ADSL or a telephone line.

In turn, **86.8% of households had digital terrestrial television reception (DTT), this figure being 30 points higher than that registered in 2009**. (In order to clarify the percentage of use estimated by the survey, it is essential to remember that a considerable amount of data collection was prior to the closing day of the analogue broadcast). Although what was most customary was to receive the signal through an external decoder (63.6% used this means), the percentage of households with televisions with DTT incorporated increased 7.1 points in the last year, reaching 51.1% of the total.

Dwellings with Internet access

59.1% of Spanish households had Internet access, as compared with 54.0% the previous year. **In Spain, there were 9.0 million family dwellings with Internet access**, representing an increase of more than seven hundred thousand households as compared with the year 2009.

57.4% of households (almost 8.8 million dwellings) had a broadband Internet connection (ADSL, cable network, etc.), representing an increase of more than nine hundred thousand households as compared with the previous year.

The main forms of broadband Internet connection were by ADSL line (which 75.9% of dwellings with Internet access had) and cable network (17.4%). Worth noting was that **the connection via broadband mobile phone line grew 6.6 points, reaching a coverage of 11.7% of the households with access**.

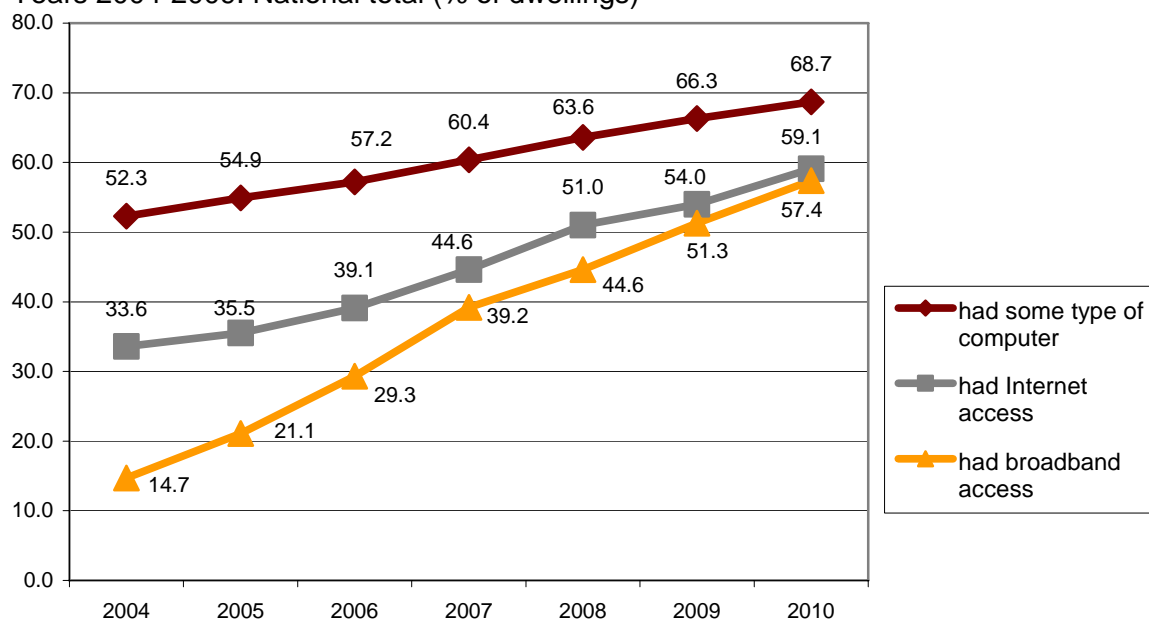
The main equipment used in dwellings for connecting to the Internet were desktop computers (72.0% of dwellings), laptops (61.1%) and mobile phones (25.4%), although access via other types of device (electronic organisers, PDAs, television or video console) increased. Amount them, worth noting was the increase in the connection by video console, which rose from 7.3% in 2009 to 13.8% in 2010.

The Autonomous Communities with the highest percentage of dwellings with Internet access were Cataluña (68.3%) and Comunidad de Madrid (66.9%). Moreover, Illes Balears, País Vasco, Comunidad Foral de Navarra, Aragón and Principado de Asturias shoed a rate higher than the national average (59.1%).

Regarding the reasons for households not having Internet access, of note was that they *did not need it* (56.3%). Following at a distance were other reasons, such as the *lack of knowledge to use it* (28.2%) and economic-type reasons, such as *the connection was too costly* (24.8%) and *the equipment was too costly* (23.0%).

Evolution of ICT equipment in dwellings

Years 2004-2009. National total (% of dwellings)



ICT use by children

The proportion of use of information technologies by the child population (from 10 to 15 years of age) was, in general, very high. Thus, the use of computers among children was practically universal (94.6%), whereas 87.3% 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, in this age range, exceeded seven points.

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 92.1% in the population aged 15 years old.

Percentage of children using ICT by sex and age

Year 2010

	Computer use	Internet use	Mobile phone
Total	94.6	87.3	66.7
Sex			
Males	93.9	86.6	63.2
Females	95.4	88.0	70.4
Age			
10	92.0	78.0	29.8
11	91.3	85.3	46.4
12	96.4	86.2	68.0
13	95.2	89.9	77.0
14	96.0	90.9	85.7
15	96.7	93.1	92.1

The use of ICT by persons aged between 16 and 74 years old

More than 23.3 million persons, 67.4% of the population, used a computer in the last three months. This figure was more than four points higher than in the year 2009.

64.2% of the population aged 16 to 74 have used the Internet in the last three months, that is, more than 22.2 million persons. **The number of Internet users has increased 7.1%** as compared with 2009.

Frequent users, in other words, those who accessed the Internet on a daily basis or at least once a week, represented 91.0% of the total for Internet users. These frequent users represented approximately 20.2 million persons and **58.4% of the population**. This indicated an interannual increase of 8.7%. The segment of Intensive users (daily use) accounted for most of this increase, growing by 13.3% to 15.4 million persons (69.2% of Internet users).

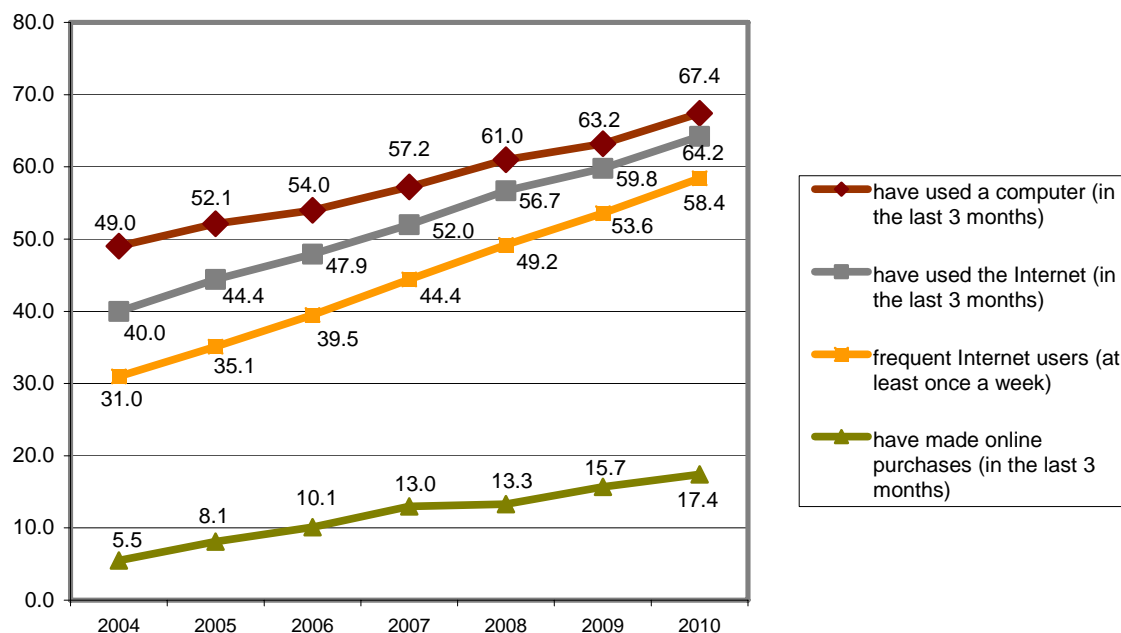
The evolution of results of the survey therefore showed not only an increase in the number of users, but an increasingly greater intensity of these in their Internet use.

Regarding use of mobile devices for accessing the Internet (*Internet anywhere*), worth noting was the increase in use of broadband mobile phones, which grew almost five points, and which were used by 20.3% of Internet users in the last three months. This use came close to the level for laptops (outside of the usual dwelling or workplace), which reached 24.3%.

The percentage of persons who made purchases via the Internet in the last three months experienced an increase of 1.7 points in the last year, standing at 17.4% of the adult population. The evolution of e-commerce, according to the survey, showed a less expansive growth profile than any of the other ICT variables considered.

Evolution of the use of ICT by persons aged between 16 and 74 years old

Years 2004-2009. (% of persons)



Use of ICT by nationality

The percentage of Spaniards using both computers and the Internet was around one point lower than foreign users. However, Spanish frequent Internet users exceeded foreign frequent Internet users by just over half a point.

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 used more by foreign nationals.

Percentage of ICT users by nationality

Year 2009

	Have used a computer in the last 3 months	Have used the Internet in the last 3 months	Frequent Internet users (at least once a week)	Have made online purchases in the last 3 months	Have used a mobile phone
Total	67.4	64.2	58.4	17.4	92.2
Spanish	67.3	64.1	58.4	17.7	91.8
Foreign	68.2	65.6	57.8	13.2	97.3

Among users connecting to the Internet, the percentage of Spaniards doing so from home was much greater than that of foreign nationals (85.5% as compared with 75.9%), and the same applied where the connection was from the workplace (42.5% as compared with 16.7%).

In contrast, **26.2% of foreign nationals connected to the Internet from a cybercafé or similar place, as compared with 5.7% of Spaniards.**

Percentage of Internet users by nationality and place of use

Year 2009

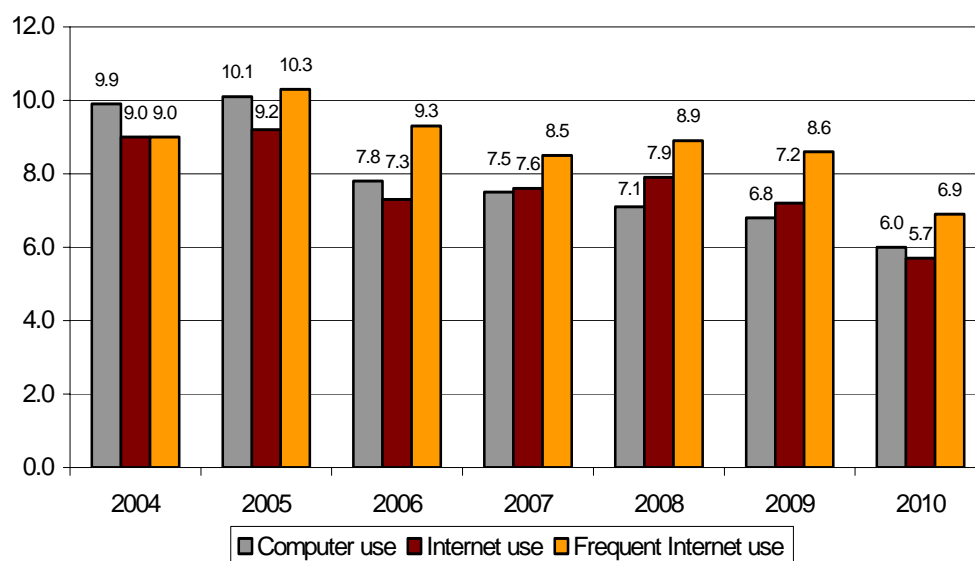
	From one's own dwelling	From other family members' or friends' dwellings	From the workplace	From the educational centre	From a cybercafé or similar place	From a public library
Total	84.8	26.5	40.6	12.8	7.2	8.6
Spanish	85.5	26.8	42.5	13.2	5.7	8.6
Foreign	75.9	22.7	16.7	7.2	26.2	8.0

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 2010 in the main indicators analysed (computer and Internet use and frequent use thereof).

The gender digital gap (difference between percentages of men and women)

Years 2004-2010



The use of ICT by Autonomous Community

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

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

According to the results of the survey this year, Canarias and Galicia showed the lowest percentages in the three indicators considered, not reaching 90% of the national total.

In turn, Extremadura was below the threshold of 90% in Internet use (both in the last three months, and in frequent users) and Andalucía and Región de Murcia did not exceed said threshold in the case of frequent Internet users.

As regards mobile phone use, the results showed less dispersion, with all Communities close to the national average (92.2%). Comunidad de Madrid, Comunitat Valenciana, Cataluña, Illes Balears, Región de Murcia, Aragón, País Vasco and Comunidad Foral de Navarra, exceeded said average.

Percentage of ICT users by Autonomous Community

Year 2010

	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 per week)	Persons who have used a mobile phone
National total	67.4	64.2	58.4	92.2
Andalucía	63.2	59.2	52.4	91.0
Aragón	70.5	67.7	61.2	93.0
Asturias (Principado de)	66.3	62.7	56.5	90.9
Balears (Illes)	73.0	71.1	65.1	93.1
Canarias	60.0	57.0	51.5	92.1
Cantabria	68.5	63.4	57.5	90.5
Castilla y León	65.2	61.7	56.3	90.8
Castilla-La Mancha	65.3	62.9	55.8	91.1
Cataluña	73.1	71.8	67.7	93.1
Comunitat Valenciana	67.5	62.8	56.1	93.6
Extremadura	61.1	57.2	48.5	91.0
Galicia	57.8	53.6	48.3	88.4
Madrid (Comunidad de)	74.0	71.3	66.7	93.7
Murcia (Región de)	62.5	58.7	52.4	93.1
Navarra (Comunidad Foral de)	68.4	64.3	58.5	92.9
País Vasco	70.0	66.6	60.7	93.0
Rioja (La)	67.0	62.3	55.5	91.2
Ceuta	64.4	62.3	55.4	88.8
Melilla	65.3	60.5	51.1	92.6

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

Internet security

Among the possible security problems relating to Internet use, *viruses or other computer infections* were of concern (a great deal, or relatively) for 72.5% of Internet users in the last year. 33.0% of them claimed to have experienced this problem in the last 12 months.

Second, in terms of the degree of concern, was *children's access to inappropriate websites or contact with potentially dangerous persons* (62.6%). However, this problem was only experienced by 1.7% of Internet users over the last year, which confirms the high degree of social awareness of this matter.

59.3% of Internet users in the last 12 months claimed to be concerned about the *receipt of unsolicited emails (spam)*. In this case, the degree of concern was closer to that of the occurrence of the problem (49.7%).

Other situations, such as the *abuse of personal information sent via the Internet* (mentioned by 61.2% as a reason for concern), economic losses *due to fraudulent messages* (56.0%) or the *fraudulent use of credit or debit cards* (58.2%) showed degrees of concern that were far greater than the actual levels of occurrence (6.6%, 3.1% and 1.9%, respectively).

Among the activities that they avoided carrying out online in the last 12 months, due to security reasons, worth noting were *purchasing or ordering goods for private use* (40.0%), *to providing personal information to virtual communities* (39.8%) and *carrying out electronic banking activities* (31.6%).

Most Internet users in the last 12 months (84.3%) used some computer security software. The most commonly-used tool was *a virus detection programme* (87.8%), followed at a distance by *a firewall (hardware or software)* (49.3%), *an email filter* (36.8%) and *parental control software* (11.7%). 23.0% of security software users *used a package of programs, but did not know the components*.

78.4% of Internet users in the last 12 months who used some computer security software updated it periodically (automatically or manually). Almost half (42.4%) of those who did not do so *did not know how to update it*.

45.9% of Internet users in the last 12 months *never or almost never* made backups of their files in an external storage device or in an Internet server memory space. 22.3% did so *always or almost always*.

Possession of the electronic national identity document

29.6% of Spaniards aged 16 to 74 years old claimed to have an electronic national identity document (DNle). Its distribution by sex was practically equal (the percentage of men was 1.8 points higher than the percentage of women).

By age group, the group with the most DNles was that aged 25 to 34 years old (36.3%), whereas the group aged 35 to 44 years old presented the lowest percentage (21.6%).

Moreover, 9.0% of the population claimed to have other recognised electronic signature certificates (by nationality, 9.3% of Spaniards and 4.1% of foreign nationals).

More than 11.5 million persons aged 16 to 74 years old had a DNle or other electronic signature certificates. 4.7% of them had used the DNle in their relationship with the Public Administrations, whilst 13.0% had used other electronic signature certificates.

ICT use in the European Union

The companies with ICT indicators higher than the Community average were mainly located in Northern Europe, according to the data corresponding to the year 2009, the most recent year for which information from Eurostat was available.

Conversely, most countries that did not reach 90% of the Community average were located in the Mediterranean area, or had recently joined the European Union.

Percentage of ICT users in European Union countries

Year 2009

Country	Have used a computer in the last 3 months	Have used the internet in the last 3 months	Frequent Internet users (at least once a week)
European Union	68	65	60
Belgium	76	75	70
Bulgaria	44	42	40
Czech Republic	64	60	54
Denmark	87	86	82
Germany	81	77	71
Estonia	71	71	67
Greece	47	42	38
Spain¹	(63) 67	(60) 64	(54) 58
France	72	69	65
Ireland	68	65	60
Italy	49	46	42
Cyprus	53	48	45
Latvia	65	64	61
Lithuania	60	58	55
Luxembourg	88	86	83
Hungary	63	59	57
Malta	60	58	55
Netherlands	90	89	86
Austria	75	72	67
Poland	59	56	52
Portugal	51	46	42
Rumania	42	33	31
Slovenia	65	62	58
Slovakia	74	70	66
Finland	84	82	79
Sweden	91	90	86
United Kingdom	84	82	76

Source: Eurostat

¹ Spain: data from 2010. In parenthesis, the data from 2009.

The cells with figures that are higher than the community average are highlighted in grey.

The figures that are lower than 90% of the community average are in bold.

Methodological note

The ICT-H 2010 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 partnership 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). This is the only source of its kind whose data is strictly comparable, not only among EU Member States, but across all international realms.

The ICT-H 2010 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 tri-stage sample type is used. The first-stage units are the census sections. The second-stage units are the main family dwellings. In the third stage, one person aged 16 years old 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 size of the sample is 25,000 dwellings, one fourth of which are 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 website stated also provides the microdata file with the complete information from the survey.