

07 November 2018

**Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households.
Year 2018**

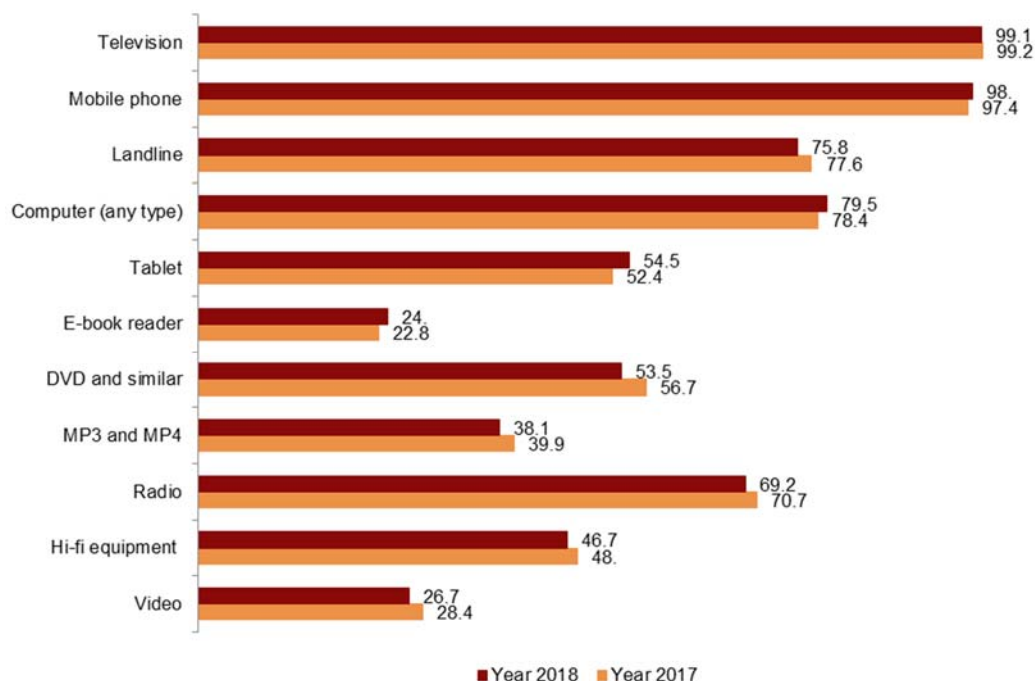
86.1% of the population aged 16 to 74 have used the Internet in the last three months. 72.1% do it on a daily basis

65.4% of the population has used e-government

43.5% of people aged 16 to 74 have made purchases online in the last three months

79.5% of households with at least one member aged 16-74 years old had a computer in 2018. This percentage is slightly higher (1.1 points) than last year.

Household equipment in technological products¹. Years 2017 and 2018
Percentage of households



¹ The category *Computer* includes any type of computer (desktop, laptop, portable, tablet, netbook, etc.)

54.5% of households owned a tablet, representing an increase of 2.1 points as compared with 2017. And 24.0%, an e-book reader (1.2 points more).

The rest of ICT products, except mobile phones, continued to experience gradual declines.

The implementation of the mobile phone continued to rise, increasing 0.6 points compared to 2017. Contrary to what happens with the landline phone, which dropped 1.8 points.

Almost all households, 99.6%, had a telephone (mobile or landline). 74.2% had both types of terminals. 1.6% of households had only a landline telephone, while 23.9% (21.9% in 2017) exclusively used a mobile telephone to communicate from home.

Households with Internet access

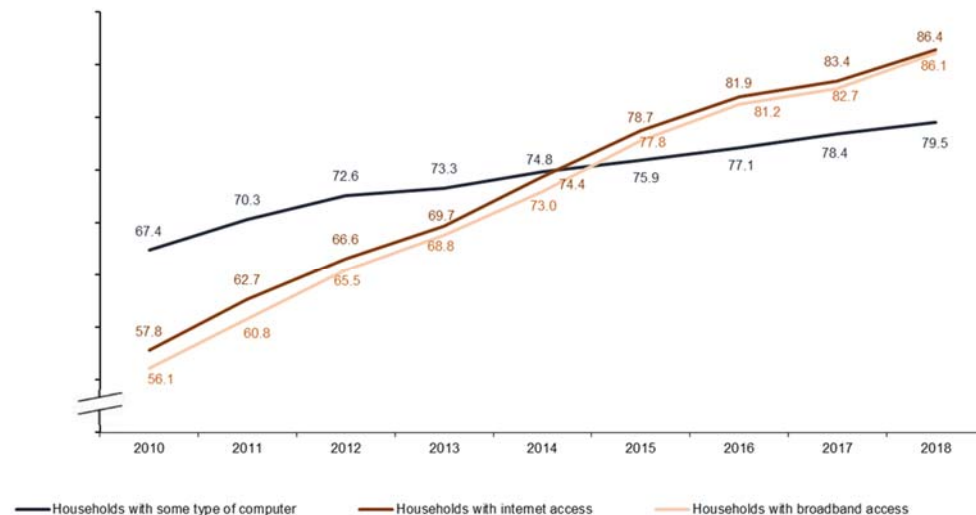
86.4% of Spanish households had access to the Internet, as compared with 83.4% in the previous year. Of these, almost all (99.9%, 14.1 million households) had broadband internet access (fibre optic or cable network, 3G or 4G mobile telephony, ADSL, etc.).

The main type of broadband connection was through a mobile phone (smartphone 3G or 4G, iPod, etc.), which was present in 83.6% of households with Internet access. It was followed by optical fibre (with 57.2% of households) and ADSL (with 35.0%).

On the other hand, the takeover of fibre in fixed broadband connections was consolidated (increased 7.9 points) compared to ADSL (decreased 6.7 points).

ICT Equipment in households. 2010-2018 Series

Percentage of households



The use of ICTs by minors

The proportion of use of ICTs in the population aged 10-15 was generally very high. Computer use is widespread (it was used by 91.3% of minors) and even more so Internet use (92.8%).

On the other hand, 69.8% of the population aged 10 to 15 had a mobile phone.

By sex, girls made greater use of new technologies. And the older they are, the greater the use of ICTs, especially from the age of 13.

Minors ICT users. Year 2018

Percentages

	Computer use	Internet use	Availability of mobile phone
TOTAL	91.3	92.8	69.8
Sex			
Males	90.4	92.5	68.2
Females	92.2	93.2	71.6
Age			
10 years	85.7	85.6	26.2
11 years	88.5	86.3	41.1
12 years	92.5	92.4	75.1
13 years	92.5	96.2	86.2
14 years	93.0	97.0	91.2
15 years	95.0	98.7	94.8

Use of ICTs by people aged 16 to 74

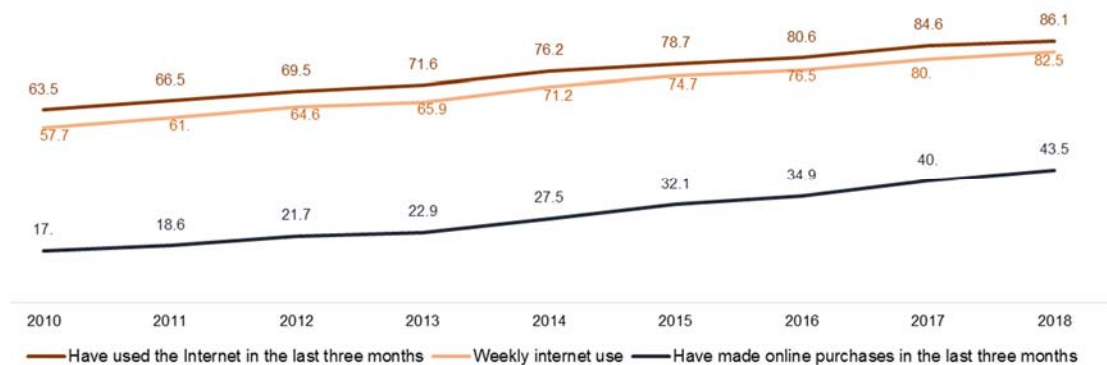
The number of people who have used the Internet in the last three months was almost 30 million. This represents 86.1% of the population aged 16 to 74, 1.5 points more than in 2017.

Frequent Internet users are also increasing. 82.5% connected at least once a week (as compared with 80.0% in 2017) and 72.1% daily (as compared with 69.0% in 2017).

The majority of Internet users (93.5%) had used some type of mobile device to access the Internet outside their usual residence or workplace. 92.6% by mobile phone, 25.3% by laptop and 18.8% by tablet.

In turn, the activities most carried out in the last three months were *searching for information on goods and services* (for 84.0% of Internet users), *receiving or sending e-mail* (80.2%) and *viewing video content from sharing sites* (75.8%).

Use of ICTs by people aged 16 to 74. 2010-2018 Series
Percentages



Use of e-commerce

43.5% of the population aged 16 to 74 have purchased online in the last three months, compared with 40.0% in 2017.

On the other hand, 18.5 million people (53.3%) have carried out e-commerce operations in the last 12 months.

The most purchased products/services in the last 12 months were holiday accommodation (54.7%), sports equipment, clothing (56.5%) and tickets for shows (48.1%). All these percentages are higher than those recorded in 2017.

The number of purchases by e-commerce users and the money spent in the last three months also increased in 2018. Thus, the average number stood at 4.2 purchases (0.2 more than in 2017) and the average expenditure at 259.6 euros (9.6 more than in the previous year).

Use of ICTs by age

Internet use and Internet shopping increased in all age groups compared to 2017.

The use of the Internet in the last three months was practically universal (98.5%) among young people aged 16 to 24. From that age group on, it gradually decreases as age increases. From the age of 55 it decreases to 76.1%, reaching the minimum in the 65 to 74 age group (49.1%).

The same applies to frequent use of the Internet (at least once a week).

With regard to online shopping, the highest participation was found in the 25-34 age group (six out of 10 people of that age have purchased in the last three months).

From the age of 45 onwards, the indicator decreases as age increases, reaching 12.0% for persons aged 65 to 74.

ICT users by age group. Year 2018

Percentages

	Have used the Internet in the last three months	Frequent internet users (at least once a month)	Have made online purchases in the last three months
TOTAL	86.1	82.5	43.5
16 to 24 years old	98.5	96.9	54.7
25 to 34 years old	97.7	96.1	60.9
35 to 44 years old	96.6	95.0	56.4
45 to 54 years old	91.0	87.0	43.7
55 to 64 years old	76.1	69.6	27.4
65 to 74 years old	49.1	42.5	12.0

Use of ICTs by nationality

As in previous years, the percentage of the Spanish people using the Internet was lower than that of foreign users (by almost four points). And the same is true for frequent users.

However, the practice of making purchases through the Internet is greater in the case of the Spanish (9.5 points more than the foreigners).

ICT users by nationality. Year 2018

Percentages

	Have used the Internet in the last three months	Frequent internet users (at least once a month)	Have made online purchases in the last three months
TOTAL	86.1	82.5	43.5
Spanish	85.7	82.0	44.5
Foreign	89.6	86.8	35.0

Use of ICTs by sex

The difference between men and women in the use of the Internet continues to decrease. In 2018 it dropped to 1.0 point both in the use of the internet in the last three months and in frequent use (at least once a week).

The difference between men and women in online shopping has also decreased in the last three months. It stood at 2.3 points, compared to 4.9 points in 2017.

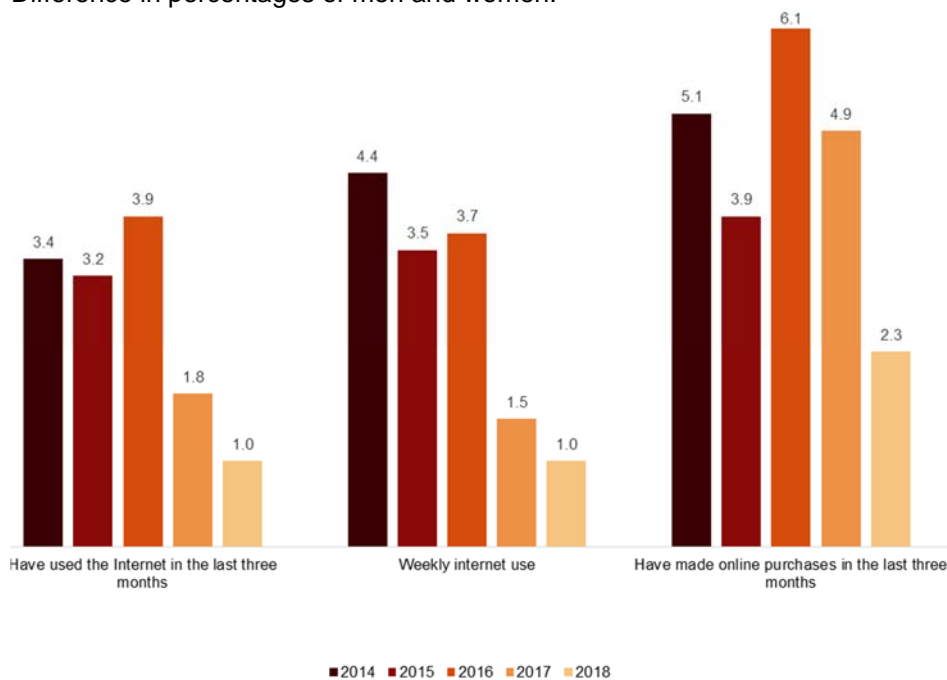
ICT users by sex. Year 2018

Percentages

	Have used the Internet in the last three months	Frequent internet users (at least once a month)	Have made online purchases in the last three months
TOTAL	86.1	82.5	43.5
Males	86.6	83.0	44.6
Females	85.6	82.0	42.3

Gender difference in ICT use indicators. 2014-2018 Series

Difference in percentages of men and women.



By age, the percentage of female users was higher than that of male users in age groups under 54.

In internet shopping, women showed higher percentages than men at younger ages (up to 34 years).

Difference in ICT use indicators between women and men by age groups.

Year 2018

Difference in percentages

	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
16 to 24 years old	0.4	0.5	2.5
25 to 34 years old	1.4	1.1	7.7
35 to 44 years old	0.4	0.8	-0.3
45 to 54 years old	2.9	3.8	-2.7
55 to 64 years old	-4.0	-3.8	-11.7
65 to 74 years old	-4.1	-5.3	-3.3

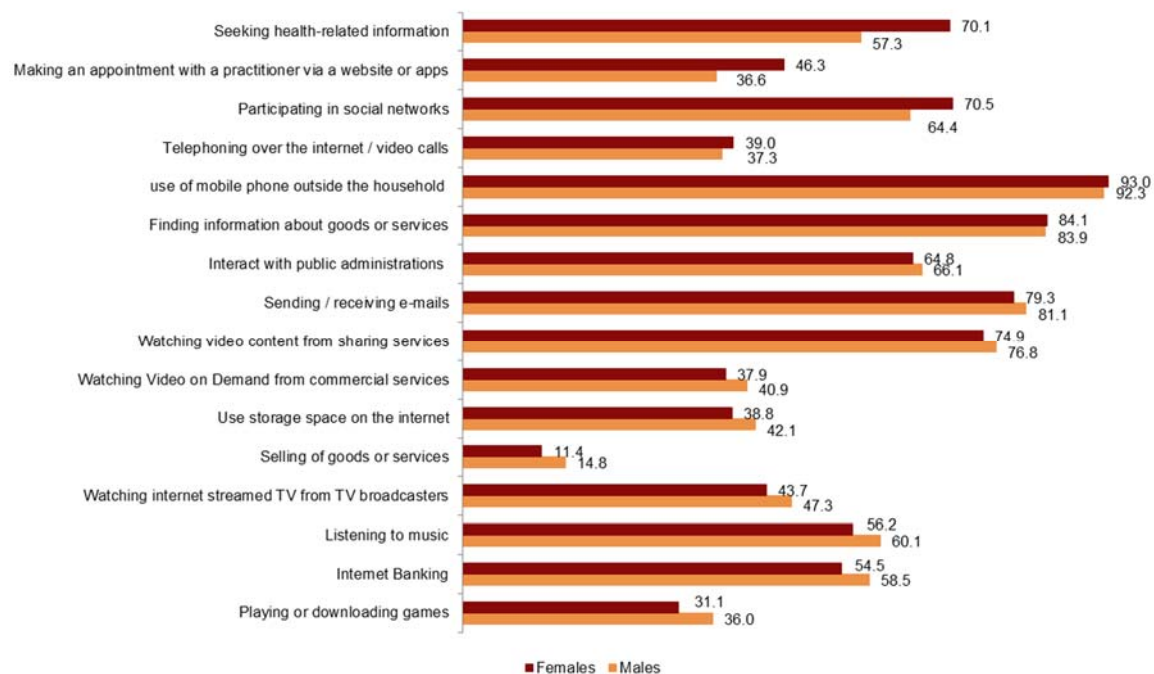
By sex and in relation to online shopping, women bought more sports equipment/clothing than men (59.8% for women, 53.3% for men), while men showed a greater preference for computer-related items: software and computer updates, computer equipment, electronic equipment, computer games (with 10 points difference over women).

By sex, and in relation to the activities carried out on the Internet in the last three months, women showed a greater preference in health or social issues. Especially in seeking information on health issues (12.8 points more than men), making medical appointments (9.7 points more) and participating in social networks (6.1 points more).

Men showed a preference for *playing or downloading games* (4.9 points more than women), *using electronic banking* (4.0 points more) and *listening to music on the Internet* (3.9 points more).

Internet users in the last three months according to type of activity² carried out and sex. Year 2018

Percentages



² The activity of interacting with Public Administrations refers to Internet users in the last 12 months.

Use of sharing economy services

Of the total number of internet users in the last 12 months, 27.6% have used websites or apps to arrange accommodation with another person. By sex, there is the same percentage of men and women.

The use of transport service (blablacar...) was demanded in less proportion than the previous one (13.5% of Internet users) with similar percentages between men and women.

People aged 25 to 34 were the largest users of sharing economy. 38.2% of Internet users in this age group were users of accommodation services and 22.5% of transport services.

Electronic administration.

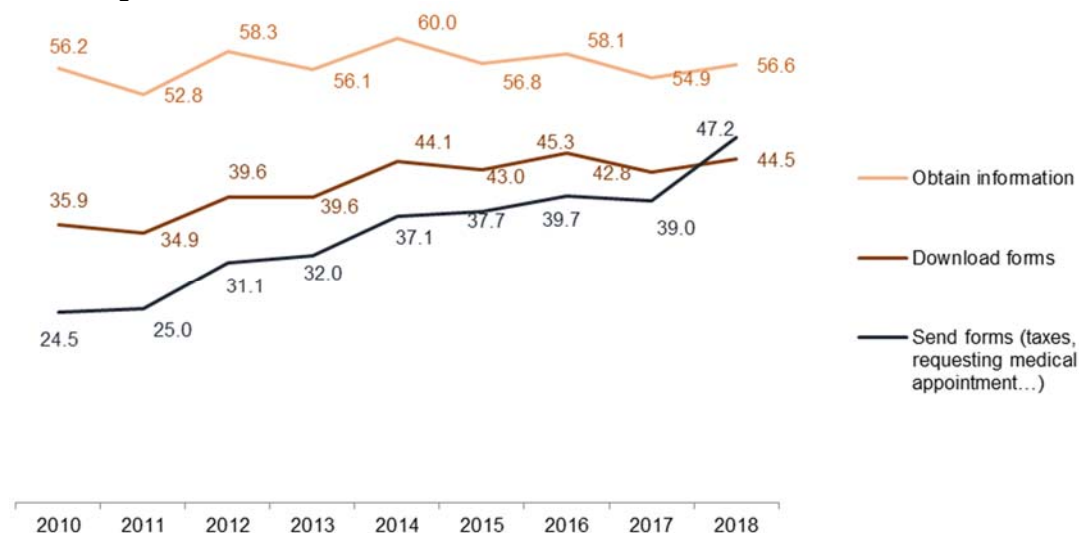
65.4% of Internet users have contacted or interacted with the public administrations or public services via the Internet in the last 12 months for personal reasons. This percentage is equivalent to 56.7% of the total population aged 16-74 (4.4 points more than in 2017). By age, citizens between 25 and 54 years old interacted in a higher proportion than the average.

By form of interaction, 56.6% of Internet users stated that they had *obtained information from government websites*, 44.5% *had downloaded official forms* and 47.2% *had sent in completed forms (including submitting income tax returns or other taxes, requesting medical appointments, etc.)*.

On the other hand, 15.2% of Internet users stated that they needed to submit a form even though they did not send it. Among the reasons, more than half (51.4%) stated that *it was processed over the Internet by another person on their behalf—agent or acquaintances—* 27.8% *for lack of skills or knowledge* and 23.1% *for not having or having problems with signature or electronic certificate*.

Use of e-government according to form of contact. 2010-2018 Series

Percentage of internet users in the last 12 months



Computer skills and confidence in the Internet

One in four Internet users (24.6%) has carried out some learning activity in the last 12 months related to the use of computers, software or applications. By sex, 25.8% of men and 23.4% of women. The predominant age group corresponded to the 25-34 age bracket, with 30.0%.

By type of training, 14.1% carried out *online training or free self-study*, 10.4% *on-the-job training (by peers or supervisors)* and 8.4% *free training provided by public programmes or services other than their employer*.

With regard to the degree of confidence, 32.0% of Internet users stated that they trusted the Internet little or nothing, 59.7% quite a lot and the remaining 8.3% were very confident.

By age group, it was observed that the older the person, the less trust in the Internet.

Use of ICT at work

Of the total number of Internet users who reported being working last week, 64.4% used computers or mobile devices (62.3% of men and 66.9% of women).

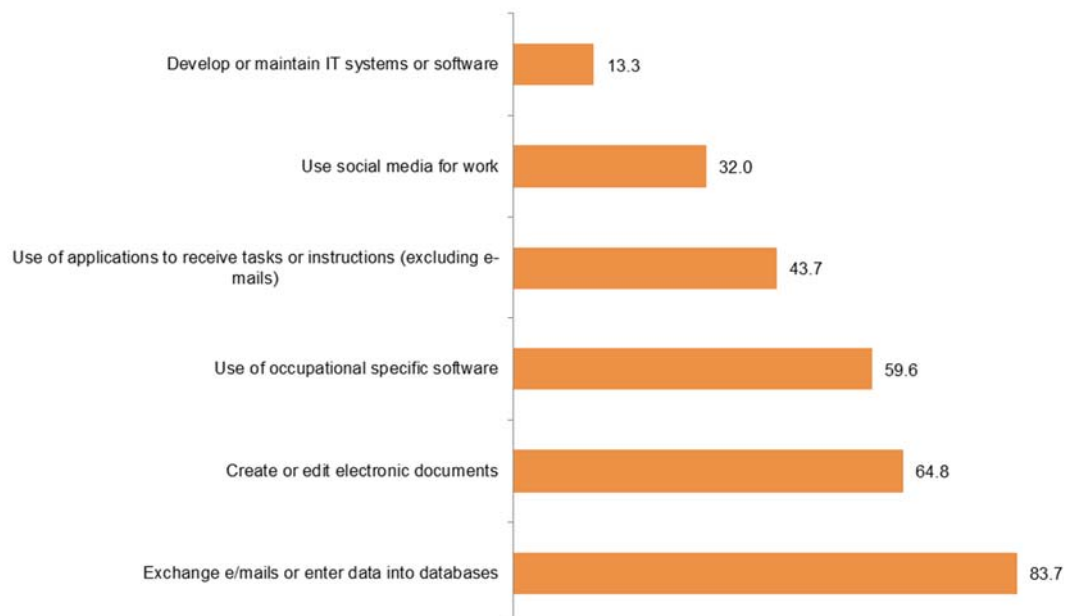
Similar percentages were found in the 25 to 64 age group. However, less use was observed in those aged 16 to 24 (50.0%) and in those aged 65 to 74 (60.4%).

The most common activities carried out at least once a week were the *exchange of e-mails or entering data into databases* (83.7%), *the creation or edition of electronic documents* (64.8%) and *the use of work-specific software* (59.6%).

On the other hand, 16.4% of the workers have used other automated equipment or machinery such as those used in production lines, assembly lines, distribution or other services (including portable devices for stock control).

ICT activities carried out at work at least once a week. Year 2018

(Percentage over people working with computers or mobile devices)



Participation in social networks

67.4% of internet users in the last three months participated in general social networks such as Facebook, Twitter or YouTube. This figure has fallen compared to 2017 by 0.2 points.

The most participative were students (91.2%) and young people aged 16 to 24 (90.6%). By sex, the participation of women (70.5 per cent) was higher than that of men (64.4 per cent).

Use of ICTs by Autonomous Community

The Autonomous Communities with the highest percentage of Internet users in the last three months were Comunidad de Madrid (91.0%), Illes Balears (89.8%) and Aragón (89.2%).

The Autonomous Communities with the highest percentage of frequent Internet use (at least once a week) were Comunidad de Madrid (87.6%), Illes Balears (87.0%) and the Autonomous City of Melilla (86.2%).

On the other hand, Comunidad Foral de Navarra (52.2%), Comunidad de Madrid (52.1%) and Cataluña (49.3%) presented the highest percentages of people who had purchased online in the last three months.

ICT users by Autonomous Communities and Cities. Year 2018

Percentages

	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
TOTAL	86.1	82.5	43.5
Andalucía	84.8	80.3	38.0
Aragón	89.2	83.9	48.6
Asturias, Principado de	85.7	82.6	40.9
Balears, Illes	89.8	87.0	49.0
Canarias	84.6	82.5	27.0
Cantabria	82.3	80.0	44.9
Castilla y León	82.5	77.1	41.8
Castilla-La Mancha	80.5	76.2	37.7
Cataluña	88.0	85.1	49.3
Comunitat Valenciana	86.3	83.5	44.7
Extremadura	82.5	78.2	38.0
Galicia	80.4	76.3	40.4
Madrid, Comunidad de	91.0	87.6	52.1
Murcia, Región de	85.7	83.6	35.9
Navarra, Comunidad Foral de	88.1	83.4	52.2
País Vasco	86.3	83.0	45.1
Rioja, La	82.8	78.0	42.3
Ceuta	85.9	80.0	30.5
Melilla	88.8	86.2	36.1

Review and update of data

The data published today are final. All results are available on INEBase.

Methodological note

The Survey on Equipment and Use of Information and Communication Technologies in Households, ICT-H 2018, has been carried out by the National Statistics Institute (INE), following the methodological recommendations of the Statistical Office of the European Union (EUROSTAT). It is the only source of its kind whose data are strictly comparable not only between countries of the Union, but also in other international fields.

The objective is to collect information on the equipment of the household in information and communication technologies (telephone, computer equipment, Internet access) and on the use of Internet and e-commerce by the residents of these dwellings. In order to analyse more aspects of the use of new technologies, the questionnaire is dynamic so new sections are included with different frequency.

For the purpose of achieving greater comparability with the data published by EUROSTAT, the results published on the INE website from 2006 refer to dwellings inhabited by at least one person between 16 and 74 years of age and to persons in the same age group.

Type of operation: annual sample statistics.

Population scope: The survey investigates the main family dwellings and the persons resident in them at the time of the interview.

Geographical scope: the entire national territory.

Reference period of the data: the calendar year.

Type of sampling: Stratified tri-stage sampling. The first stage units are the census tracts. The second stage units are the main family dwellings. In the third stage, one person is selected from each dwelling aged 16 years old or over. Information is also obtained for all children aged 10 to 15 in the dwelling. The theoretical sample size is 24,809 dwellings, a quarter of which are renewed each year.

Collection method: Since 2017, in addition to the traditional methods of collection by telephone interview or personal visit, web collection has also been used.

For more information you can access the methodology at:

https://www.ine.es/en/metodologia/t25/t25304506617_en.pdf

And the standardised methodological report at:

<http://www.ine.es/dynt3/metadatos/en/RespuestaDatos.html?oe=30450>

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Press office: **Telephone numbers: 91 583 93 63 /94 08** — gprensa@ine.es

Information Area: **Telephone number: 91 583 91 00** – www.ine.es/infoine
