

16 October 2019

**Survey on Equipment and Use of Information and Communication
Technologies (ICT) in Households.
Year 2019**

**Nine out of every ten people aged 16 to 74 have used the Internet in
the last three months.**

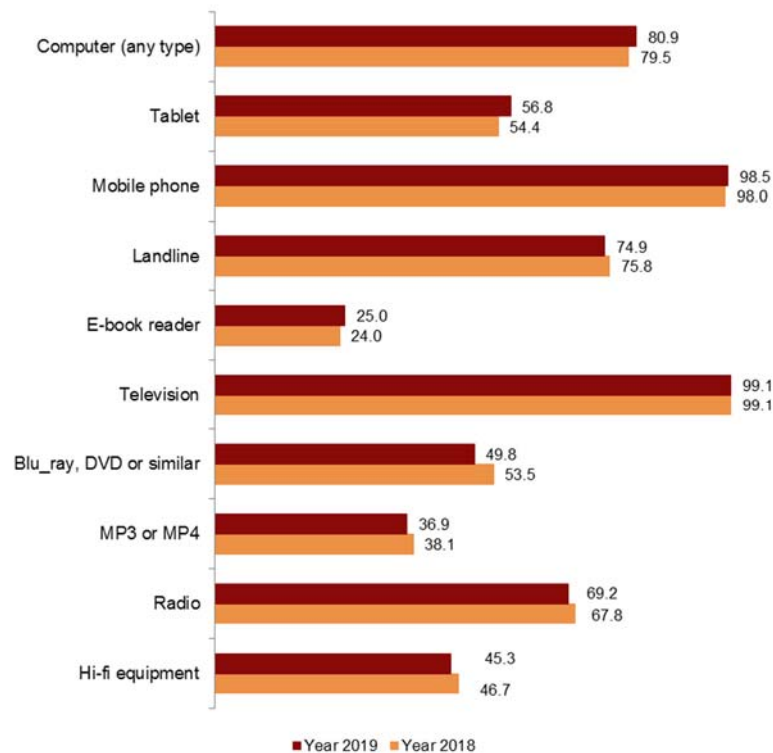
78.2% of women and 77.0% use the Internet daily.

**46.9% of people aged 16 to 74 have made purchases online in the
last three months**

80.9% of households with at least one member aged 16-74 years old had a computer of any kind (desktop, laptop, tablet...) in 2019. This percentage is 1.4 points higher than 2018. This increase is mainly due to the increase in tablets, which are present in 56.8% of households.

Household equipment in technological products¹. Years 2018 and 2019

Percentage of households with a member aged 16 to 74 years



¹ Tablet category is included in the previous category *Computer (any type)*.

The rest of ICT products, except e-readers and mobile phones, continued to experience gradual declines. The former increased by one point with respect to 2018, while the use of the mobile phone continues to rise, increasing 0.5 points. Contrary to what happens with the landline phone, which continues to drop (0.9 points compared to 2018).

Almost all households, 99.6%, had a telephone (mobile or landline). 73.7% had both types of terminals. 1.2% of households had only a landline telephone, while 24.7% (23.9% in 2018) exclusively used a mobile telephone to communicate from home.

Households with Internet access

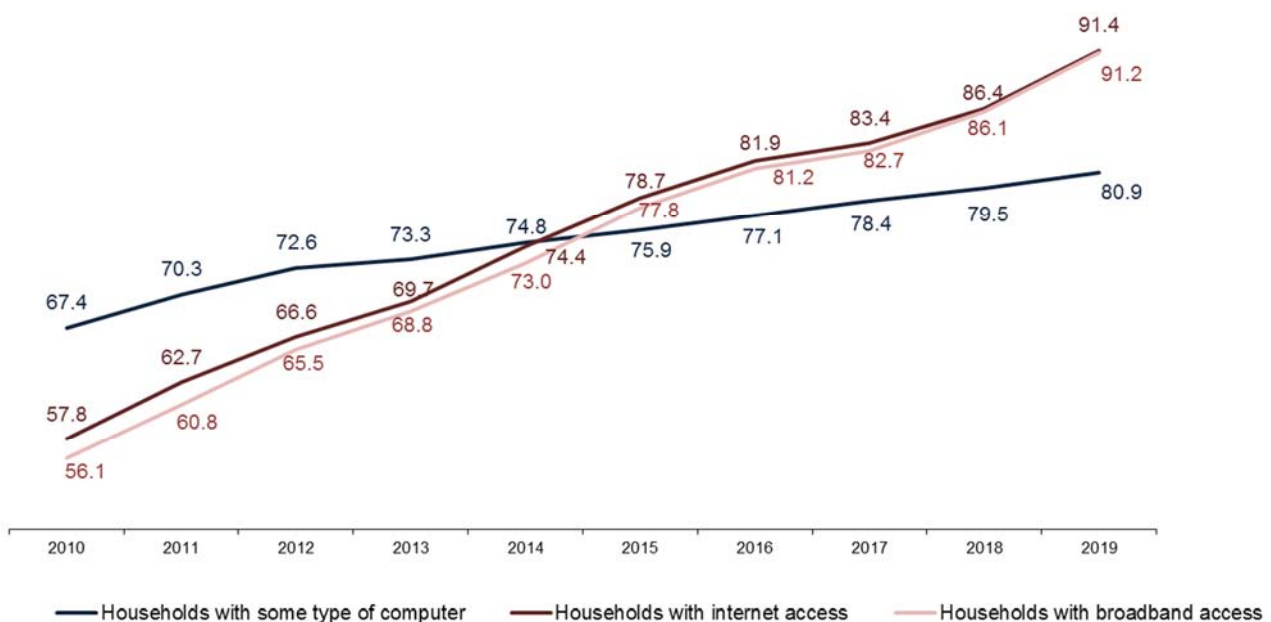
91.4% of Spanish households had access to the Internet, as compared with 86.4% in the previous year. Of these, almost all (99.7%, 15 million households) had broadband internet access (fibre optic or cable network, ADSL, 3G or 4G mobile telephony, ADSL, etc.).

The main type of broadband connection was through a fixed means (fibre optic, ADSL....), which was present in 85.2% of households with Internet access. Mobile means (through smartphone, 3G or 4G, USB modem or card) are used in 83.9% of households.

The households that do not have Internet indicate the following as the main reasons: *because they do not need the Internet (75.5%), lack of knowledge on how to use it (51.3%) and the high costs of the equipment (28.0%)*.

ICT Equipment in households. 2010-2019 Series

Percentage of households with a member aged 16 to 74 years



Use of ICT by minors (10 to 15 years)

The use of new technologies by minors is, in general, widespread. Computer use is very high (it was used by 89.7% of minors) and even more so Internet use (92.9%). On the other hand, 66.0% 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 ICT, especially from the age of 13.

Minors ICT users in the last three months Year 2019

Percentage of the population aged 10 to 15 years

	Computer use	Internet use	Availability of mobile phone
TOTAL	89.7	92.9	66.0
Sex			
Males	87.9	92.7	65.0
Females	91.7	93.1	67.1
Age			
10 years	79.1	86.7	22.3
11 years	87.3	92.2	38.1
12 years	91.2	92.4	63.9
13 years	93.9	93.0	84.0
14 years	93.7	95.2	92.5
15 years	93.6	98.0	93.8

Use of ICT by people aged 16 to 74

90.7% of people 16 to 74 years has used the Internet in the last three months (4.6 points higher than in 2018). This represents a total of 31.7 million users.

The proportion of Internet users with a higher frequency of use also increased. 87.7% goes online at least once per week (5.2 points higher than in 2018), 77.6% daily (5.5 points) and 74.9% several times a day (6.3 points).

Frequency of use of the Internet by people aged 16 to 74 Year 2019

Percentage of the population aged 18 to 74 years

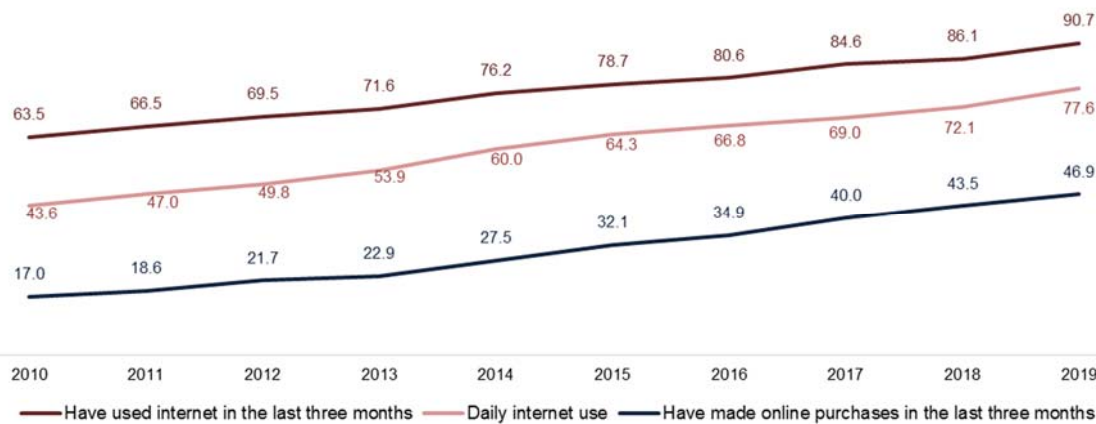
	In the last 12 months	In the last three months	In the last week	Daily	Several times a day
Year 2019	91.0	90.7	87.7	77.6	74.9
Year 2018	86.6	86.1	82.5	72.1	68.6

Over the last three months the majority of Internet users (95.6%) had used some type of mobile device to access the Internet outside their usual residence or workplace. 95.0% by mobile phone, 31.9% by laptop and 23.9% by tablet.

The main activities in the last three months were *use of instant messaging services, e.g. WhatsApp* (by 93.8% of these Internet users), *search for information on goods and services* (80.3%) and *receiving or sending emails* (79.6%).

Use of ICT by people aged 16 to 74 2010-2019 Series

Percentage of the population aged 18 to 74 years



Over the last three months 39.8% of Internet users had advanced digital skills (41.2% of men and 38.4% of women).

By age, the group with the highest skills is 16 to 24 years, with 68.4% of Internet users in this age group.

Users over the last three months by level of digital skills¹ and sex. Year 2019

Percentage of Internet users over the last three months

	Without digital skills	Low digital skills	Basic digital skills	Advanced digital skills
TOTAL	2.2	34.7	23.3	39.8
Males	1.9	33.3	23.6	41.2
Females	2.5	36.1	23.0	38.4

¹The level of digital skills is calculated as a combination of activities performed and computer skills used in the last three months. For more information consult the survey methodology.

Use of e-commerce

More than 20.2 million people (58.0% of the population aged 16 to 74 years, compared with 53.3% in 2018) have made e-commerce transactions in the past 12 months.

The products/services purchased are *holiday accommodation* (56.1% of buyers), *sports equipment and clothing* (55.7%) and *tickets* (49.2%).

In turn, 46.9% of the population aged 16 to 74 have purchased online in the last three months, compared with 43.5% in 2018.

During those three months, the average number of purchases increased to 4.4 (0.2 more than in 2018) and the average expenditure per buyer rose to 264.7 euros (with an increase of 5.1 euros). The average expenditure per purchase is 60.5 euros.

8.9% of Internet buyers in the last year declared having had a problem making these purchases. The most frequent problems are: *delivery delays* (5.2% of buyers) and *products or services delivered with defects or different to those purchased* (3.4%).

The main reason alleged by internet users over the last 12 months for not buying online (11.5 million) was *because they personally prefer to buy in a physical store* (84.1%). Followed by *because they are concerned about the privacy or payment security* (48.2%) and *lack of skills or knowledge* (43.9%).

Use of ICTs by age

Internet use and Internet shopping increased in all age groups compared to 2018.

The use of the Internet in the last three months was practically universal (99.1%) 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 86.5%, reaching the 65 to 74 age group (63.6%). The same situation occurs in the daily use of the Internet.

With respect to online shopping, the highest frequency was found in the 25-34 age group (67.2% of people of that age have purchased in the last three months). From the age of 35 onwards, the indicator decreases as age increases, reaching 13.5% for persons aged 65 to 74.

ICT users by sex and age group. Year 2019

Percentage of the population aged 18 to 74 years

	Have used internet in the last three months	Have used internet daily	Have made online purchases in the last three months
TOTAL	90.7	77.6	46.9
Sex			
Males	90.7	77.0	48.0
females	90.7	78.2	45.8
Por edad			
16 to 24 years	99.1	93.6	56.4
25 to 34 years	97.9	93.5	67.2
35 to 44 years	97.4	87.6	59.9
45 to 54 years	94.4	79.0	46.5
55 to 64 years	86.5	64.9	32.9
65 to 74 years	63.6	43.3	13.5

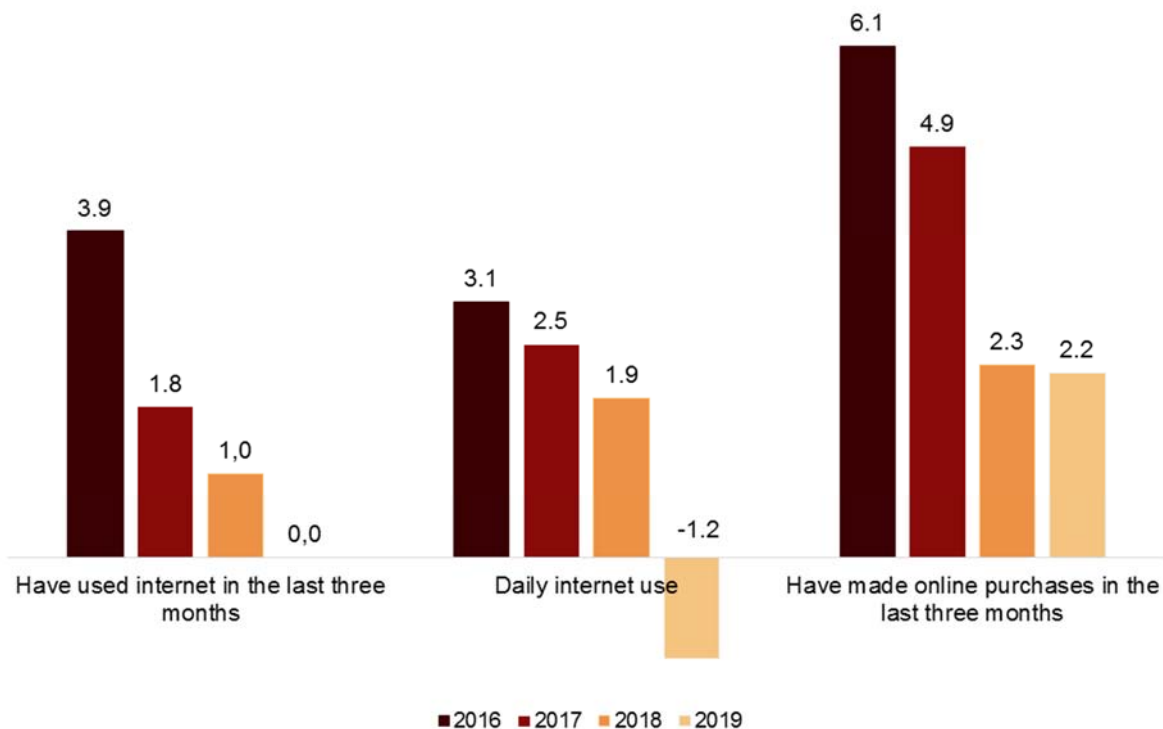
Use of ICT by sex

For the first time, in 2019 inequalities in the use of the Internet between men and women is no longer visible. Women even outnumber men by 1.2 points in daily use and 1.4 points in using it several times a day.

In turn, the difference in internet purchases in the last three months stands at 2.2 points, compared to 2.3 in 2018.

Gender difference in ICT use indicators 2016-2019 series

Difference in percentages of men and women aged 16 to 74 years



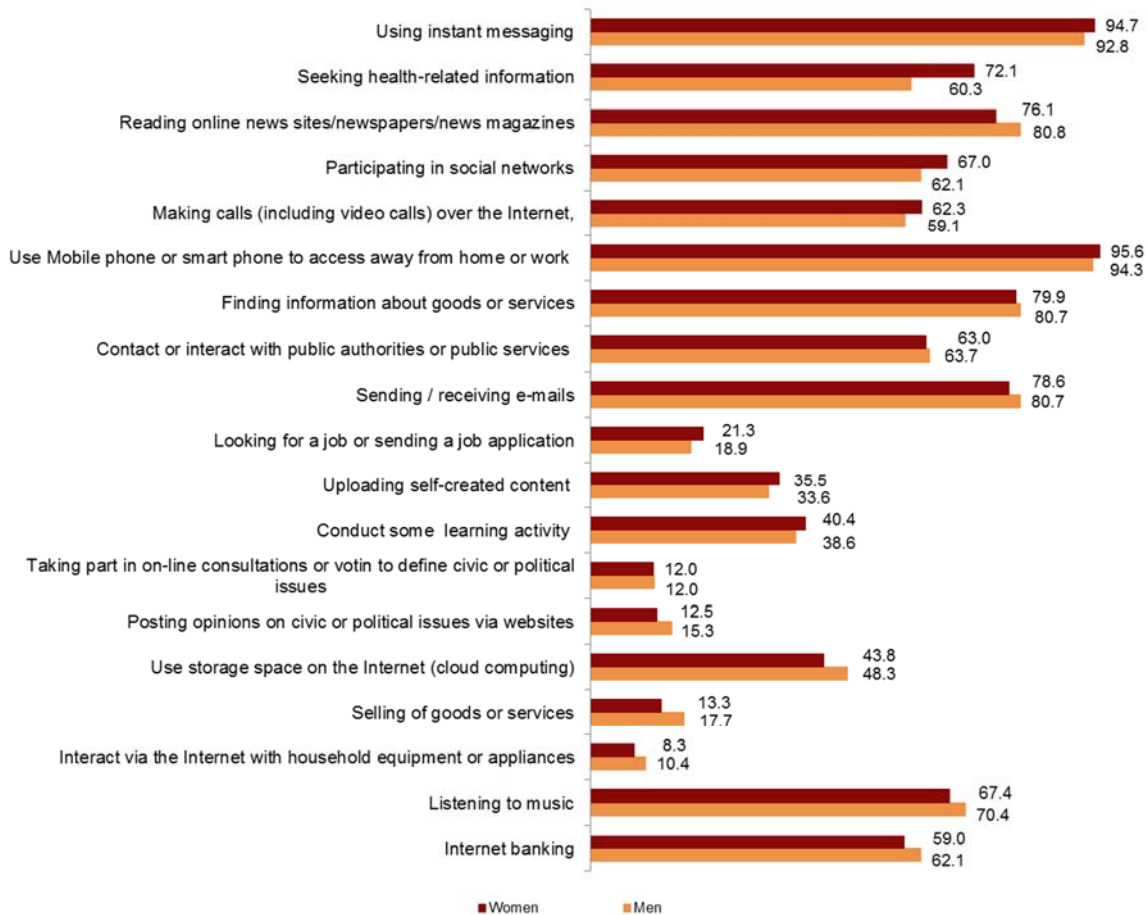
By sex and in relation to online shopping in the last 12 months, women bought more sports equipment/clothing than men (58.7% for women, 52.7% for men) and more accommodation services (57.6% compared to 54.7%), while men showed a greater preference for computer-related items: electronic and computer equipment, computer games and their updates (with 10 points difference over women).

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 *searching for information on health issues* (11.8 points more than men), *participating in social networks* (4.9 more points) and *calling or video calling online e.g. WhatsApp* (3.2 more).

In turn, in men there is a greater tendency to *read news, newspapers or magazines* (4.7 points more than women), *use online storage space* (4.5 points) and *sell goods or services* (4.4 points).

Internet users in the last three months according to type of activity¹ carried out and sex. Year 2019

Percentage of the population aged 18 to 74 years



¹ Contact or interact with public authorities or public services is referred to Internet users in the last 12 months.

Use of sharing economy services (private)

25.8% of the total number of internet users in the last 12 months (23.5% of the population aged 16 to 74 years) have used websites or apps to arrange **accommodation** with another person.

By sex, there are more women Internet users (26.3%) than men (25.4%). By age, the largest users are those aged 25 to 34 years (38.8% of Internet users of that age). People with a higher level of education were the largest users of the sharing economy. More than 40% of university graduates have booked accommodation via this method.

In turn, the use of **transport services**¹ between individuals is in lesser demand than the former (11.9% of Internet users, 10.8% of the population).

In this case men outnumber women (12.9% vs. 10.9%). By age, the largest users are those in the younger age group, 16 to 24 years, with 20.4%.

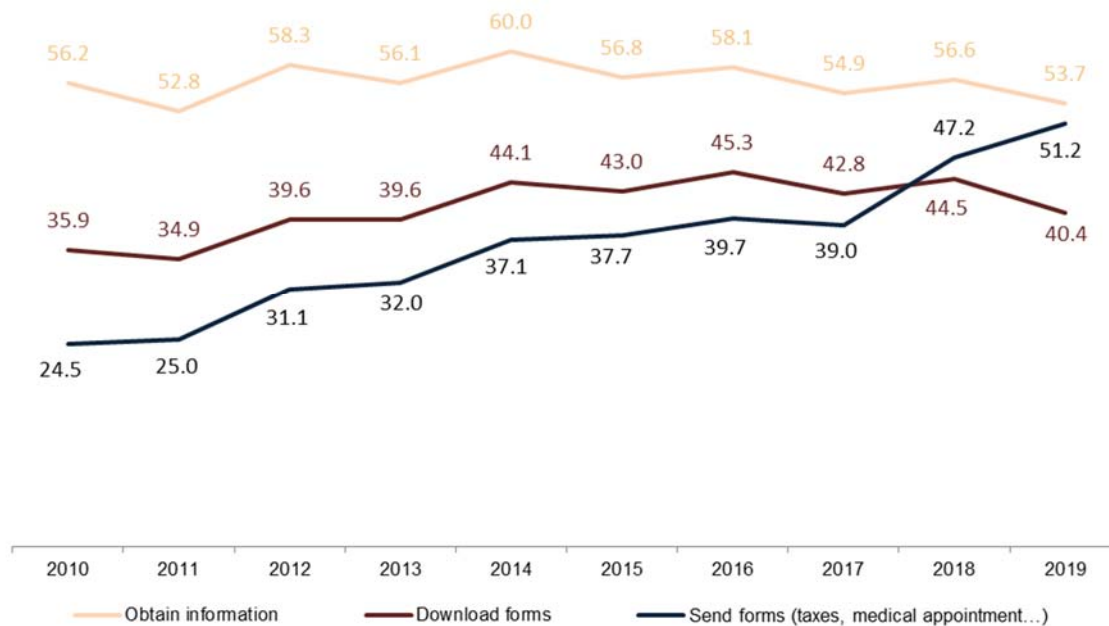
¹ Does not include transport such as Uber, Cabify...because the service is provided by professional drivers and not by individuals.

Electronic administration

63.3% 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 57.6% of the population aged 16-74 (0.9 points more than in 2018). By age, those aged between 25 and 54 interacted in a higher proportion than the average.

Use of electronic administration according to form of contact. 2010-2019 Series

Percentage of internet users in the last 12 months



By form of interaction, 53.7% of Internet users stated that they had *obtained information from government websites*, 40.4% had *downloaded official forms* and 51.2% had *sent in completed forms (including submitting income tax returns or other taxes, requesting medical appointments, etc.)*.

On the other hand, 11.3% of Internet users stated that they needed to submit a form even though they did not send it. Among the reasons, more than half (51.8%) stated that *it was processed over the Internet by another person on their behalf—agent or acquaintances—* 33.1% for *lack of skills or knowledge* and 24.6% for *not having or having problems with signature or electronic certificate*.

Participation in social networks

64.6% of internet users in the last three months participated in general social networks (such as Facebook, Twitter or YouTube). This percentage was 2.8 points lower than in 2018.

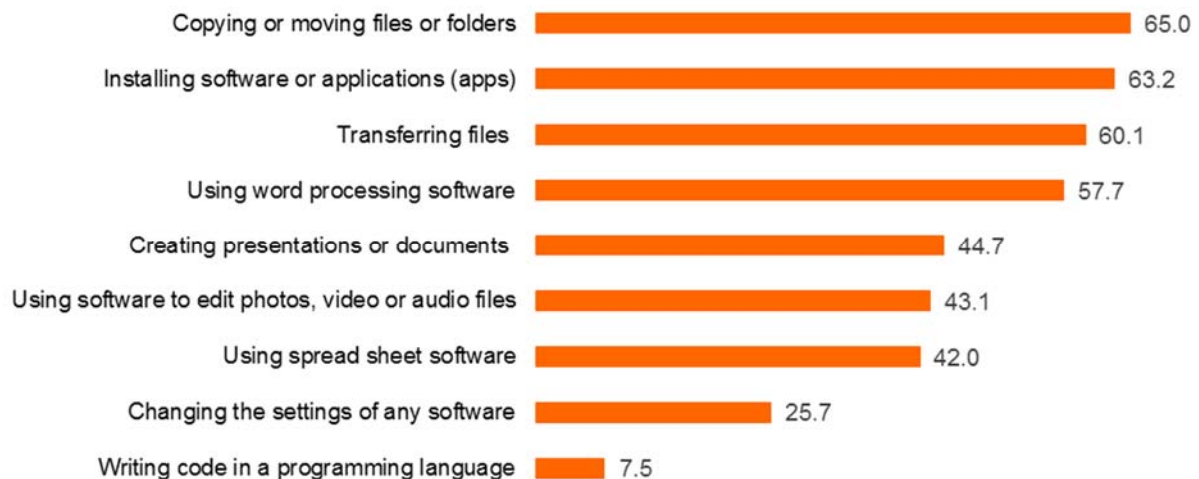
The most participative were students (91.1%) and young people aged 16 to 24 (90.6%). By sex, the participation of women (67.0%) was higher than that of men (62.1%).

Computer skills

The technology skills that Internet users said they had used the most in the past 12 months are mostly *copying or moving files or folders* (65.0%), *installing software or apps* (63.2%) and *transferring files between a computer and other devices - such as digital cameras, mobile phones* (60.1%).

Internet users by technological skills in the last 12 months Year 2019

Percentage of internet users in the last 12 months



Trust and confidence in the internet

With regard to the degree of confidence, over the last 12 months 32.4% of Internet users stated that they trusted the Internet little or not at all, 59.6% quite a lot and the remaining 8.0% were very confident. By age group, it was observed that the older the person, the less trust in the Internet.

31.5% of internet users (28.6% of people between 16 and 74 years) reported having suffered a security incident while using the Internet in the past 12 months. Of the incidents studied the most frequent were: *Receiving fraudulent messages or phishing* (21.1% of internet users), *being redirected to false websites that solicit personal information or pharming* (18.7%) and *fraudulent use of their credit or debit cards* (3.4%).

In addition, 60.4% of Internet users has avoided or limited online activity in the last year for security reasons. Of these activities the main ones were: *providing personal information to virtual communities for social and professional networks* (37.5% of Internet users), *using the Internet through public WiFi* (32.1%) and *downloading software, music, games, etc.* (30.6%).

With regard to protective actions taken over the past 12 months, 56.6% of Internet users has made backup copies of their files and 66.6% have used some kind of computer security software or tool. In both cases, the frequency of these measures decreases as the age increases.

Use of ICT by Autonomous Community

The Autonomous Communities with the highest percentage of Internet users in the last three months were Comunidad Foral de Navarra (95.0%), Comunidad de Madrid (89.8%) and Illes Balears (94.1%).

The greatest percentage of daily Internet use is seen in Madrid (83.1%), Murcia (81.5%) and Catalonia (81.0%).

On the other hand, Comunidad de Madrid (55.6%), Comunidad Foral de Navarra (54.7%) and Illes Balears (52.4%) presented the highest percentages of people who had purchased online in the last three months.

ICT users by Autonomous Communities and Cities. Year 2019

Percentage of the population aged 18 to 74 years

	Have used internet in the last three months	Have used internet daily	Have made online purchases in the last three months
TOTAL	90.7	77.6	46.9
Andalucía	89.4	77.4	42.7
Aragón	91.8	78.6	49.8
Asturias, Principado de	89.2	75.0	44.4
Balears, Illes	94.1	78.3	52.4
Canarias	89.7	75.7	35.2
Cantabria	89.1	74.9	45.9
Castilla y León	88.6	73.1	44.1
Castilla-La Mancha	87.2	72.8	43.5
Cataluña	93.7	81.0	52.0
Comunitat Valenciana	89.7	75.5	47.9
Extremadura	88.6	75.1	43.2
Galicia	84.0	67.1	39.2
Madrid, Comunidad de	94.1	83.1	55.6
Murcia, Región de	89.8	81.5	38.4
Navarra, Comunidad Foral de	95.0	80.2	54.7
País Vasco	91.5	77.8	48.6
Rioja, La	89.6	75.0	42.2
Ceuta	94.9	81.9	51.6
Melilla	87.6	75.1	23.8

Use of ICT by people aged 75 and over

23.4% of people over the age of 74 years has used the Internet in the last three months, representing over 842,000 people. 11.9% use the Internet daily, while a 3.6% have made online purchases in the last three months.

By sex, men outnumber women in all three areas. By age group, there are large differences among people between the ages of 75 and 84 and those over 84 years.

Among the online activities carried out by those aged over 74 years internet users in the last three months note the *using instant messaging* (71.7%), *reading newspapers* (55.9%) and *using of electronic mail* (44.0%).

Use of ICT by people aged 75 and over Year 2019

Population aged 75 and over

	Have used internet in the last three months	Have used internet daily	Have made online purchases in the last three months
TOTAL	23.4	11.9	3.6
Sex			
Males	27.2	14.4	4.7
females	20.8	10.2	2.8
Age			
75 to 84 years	29.2	15.4	4.4
85 or more years	11.1	4.6	1.8

Data review and update

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 2019, 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.

However, it contains additional information about tables concerning minors (10 to 15 years) and people aged 75 and over.

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.

Reference period of the information: the different periods (12 months, three months....) refer to the period of time prior to the time of the interview.

Information collection period. The interviews have been conducted continuously during the months of February to May.

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 25,441 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 access the methodology at:

<https://www.ine.es/metodologia/t25/t25304506619.pdf>

And the standardised methodological report at:

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

For further information see **INEbase:** www.ine.es/en/ Twitter: [@es_ine](https://twitter.com/es_ine)

All press releases at: www.ine.es/en/prensa/prensa_en.htm

Press office: Telephone numbers: (+34) 91 583 93 63 /94 08 – gprensa@ine.es

Information Area: Telephone number: (+34) 91 583 91 00 – www.ine.es/infoine/?L=1
