

16 November 2020

**Survey on Equipment and Use of Information and Communication
Technologies (ICT) in Households
Year 2020**

93.2% of the population aged 16 to 74 have used the Internet in the last three months.

83.8% of women and 82.4% of men navigate the internet daily.

53.8% of people aged 16 to 74 have made purchases online in the last three months

Among households with at least one member aged 16 to 74, a total of 81.4% had some type of computer (desktop, laptop, tablet ...); this represents an increase of 0.5 points compared to 2019. By device type, 76.2% have desktop or laptop computers and 58.4% have tablets.

Mobile phones are present in almost all households (99.5%, with an increase of one point compared to 2019). On the other hand, use of the landline telephone continues to decline. Such devices are available in 71.1% of households, 3.8 points less than in 2019.

A total of 70.6% of households had both types of telephones. 0.5% of households only have a landline and 28.9% exclusively use their mobile to communicate from home (compared to 24.7% in 2019).

In general terms, the larger the population in the municipality of residence and the higher the income, the more ICT equipment there is in households (computers, landline or mobile phone).

ICT products in households by size of municipality. Year 2020

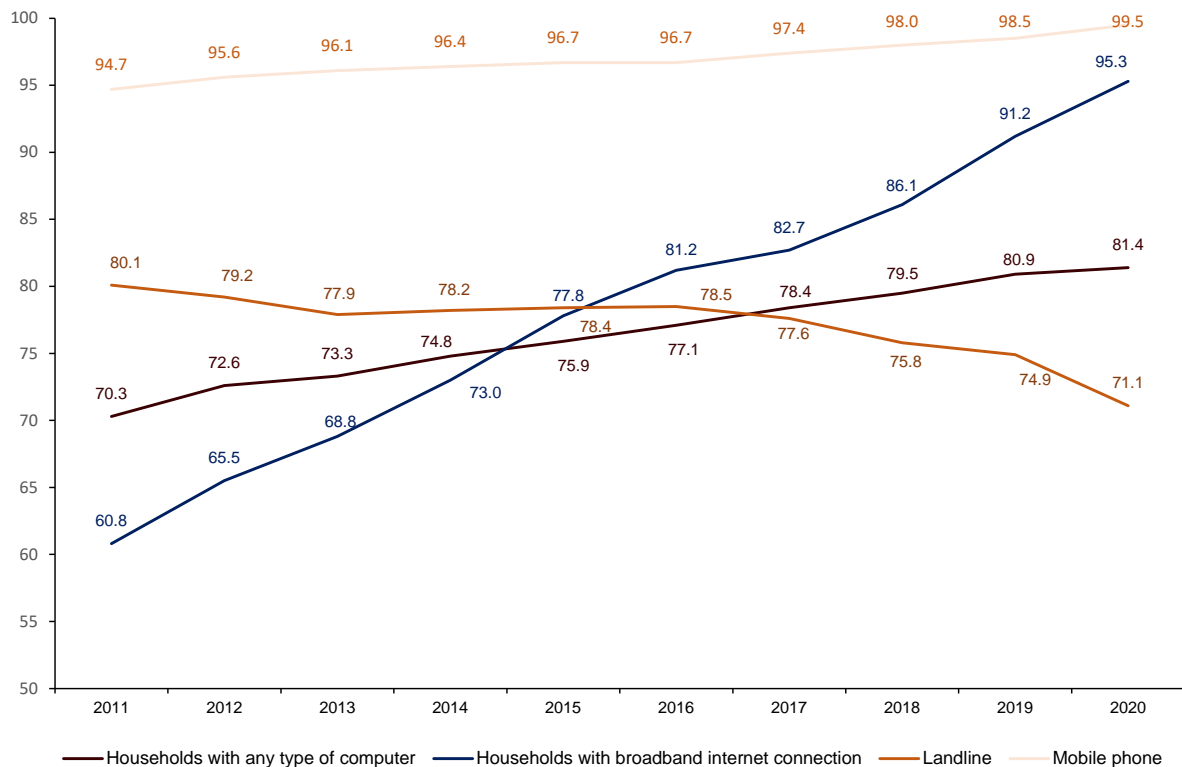
Percentage of households with a member aged 16 to 74

	Computer (any type) ¹	Computer (Desktop or laptop)	Tablet	Landline	Mobile phone
TOTAL	81.4	76.2	58.4	71.1	99.5
More than 100,000 inhabitants and provincial capitals	85.1	80.2	62.6	77.8	99.7
50,000 to less than 100,000 inhabitants	81.3	75.7	61.4	71.7	99.6
20,000 to less than 50,000 inhabitants	80.6	75.1	54.9	68.3	99.3
10,000 to less than 20,000 inhabitants	79.3	74.9	56.6	65.1	99.4
Less than 10,000 inhabitants	75.3	69.2	50.7	61.3	99.0

(1) Included any type of computer: desktop, laptop, tablet...

ICT Equipment in households.

Percentage of households with a member aged 16 to 74



Households with Internet access

More than 15.5 million households with at least one member between the ages of 16 and 74 (95.3% of the total, compared to 91.2% in 2019) have fixed and/or mobile broadband Internet access.

The main type of broadband connection is through fixed modes (fibre optic or cable network, ADSL...), which is present in 82.1% of households (regardless of whether they also have a mobile connection). For their part, 13.2% only access the Internet through a mobile connection (3G or 4G...).

The larger the size of the municipality, the greater the number of households with fixed broadband connections. It thus reaches 85.5% in municipalities with more than 100,000 inhabitants or provincial capitals, compared to 73.7% in those with less than 10,000 inhabitants. This situation is practically reversed when the Internet connection is only via mobile broadband, ranging from 10.9% in the most populated municipalities to 18.6% in those with the smallest population.

For their part, households with higher incomes have a fixed broadband connection in higher proportions than those with lower incomes. While the latter have a higher percentage in access only by mobile devices.

96.2% of households with a net monthly income of 2,500 euros or more have fixed access and 3.6% have access only through mobile phones. On the contrary, among households that earn less than 900 euros, the percentages are 62.7% in fixed access and 23.2% only through mobile.

ICT products in households by size of municipality. Year 2020

Percentage of households with a member aged 16 to 74

	Broadband internet connection	Fixed broadband internet connection (fibre optic, ADSL....)	Mobile broadband internet connection only (3G, 4G...)
TOTAL	95.3	82.1	13.2
More than 100,000 inhabitants and provincial capitals	96.4	85.5	10.9
50,000 to less than 100,000 inhabitants	97.1	84.2	13.0
20,000 to less than 50,000 inhabitants	95.0	82.3	12.7
10,000 to less than 20,000 inhabitants	94.7	81.0	13.7
Less than 10,000 inhabitants	92.3	73.7	18.6

Use of ICT by minors (10 to 15 years old)

The use of new technologies by minors is, in general, very widespread. Computer use is very high (91.5% of minors compared to 89.7% in 2019) and Internet use even more so (94.5%, 92.9% in 2019). On the other hand, 69.5% of the population aged 10 to 15 had a mobile phone, compared to 66.0% in 2019.

By sex, girls made greater use of new technologies. By age, the use of ICT grows as the age of minors increases, especially after 13.

Minor users of ICT in the last three months. Year 2020

Percentage of the population aged 18 to 15 years

	Computer use in the last three months	Internet use in the last three months	Availability of mobile in the last three months phone
TOTAL	91.5	94.5	69.5
Sex			
Males	90.8	93.4	67.8
Females	92.3	95.7	71.3
Age			
10 years	81.5	86.7	22.1
11 years	88.9	92.4	41.4
12 years	91.5	92.8	68.8
13 years	93.4	95.9	88.1
14 years	95.9	99.1	92.8
15 years	96.3	99.2	95.7

Use of ICTs by people aged 16 to 74

A total of 93.2% of people aged 16 to 74 have used the Internet in the last three months (2.5 points more than in 2019). This represents a total of 32.8 million (with an increase of more than one million users).

By frequency of use, 91.3% connect at least once a week (3.6 points more than in 2019), 83.1% daily (5.5 points more) and 81.0% several times a day (6.1 points more).

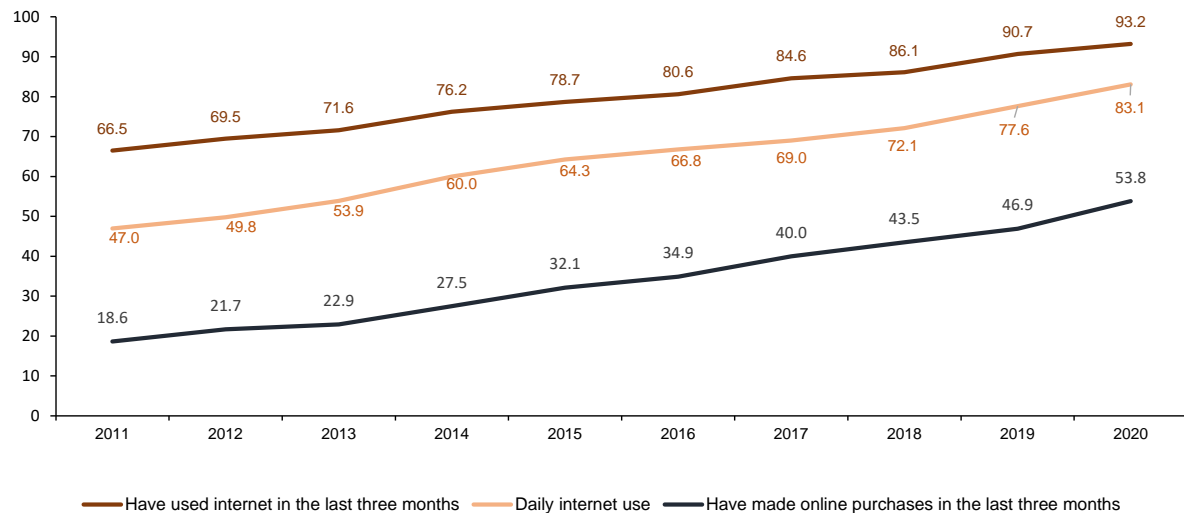
Use of ICTs by people aged 16 to 74. Year 2020

Percentages of the population from 16 to 74

	Last 12 months	Last three months	In the last week	Daily	Several times a day
Year 2020	93.5	93.2	91.3	83.1	81.0
Year 2019	91.0	90.7	87.7	77.6	74.9

Use of ICTs by people aged 16 to 74.

Percentages of the population aged 16 to 74



The activities most carried in the last three months by the population aged 16 to 74 have been *Using instant messaging services, such as WhatsApp* (89.5%, 85.1% in 2019), *Searching for information on goods and services* (78.3 %, 72.9% in 2019) and *Telephoning or making video calls over the Internet* (77.7%, 54.9% in 2019).

Participation in social networks

During the last three months, 64.7% of the population aged 16 to 74 have participated in general social networks (such as Instagram, Facebook, Twitter and YouTube). This percentage is 6.1 points higher than in 2019.

The most participative were students (93.8%) and young people aged 16 to 24 (93.0%). By sex, the activeness of women (70.5%) was higher than that of men (64.4%).

Use of e-commerce

Almost 19 million people, or 53.8% of the population aged 16 to 74, have made online purchases in the last three months for private reasons, compared to 46.9% in 2019. In the past 12 months, 62.6% have made purchases (58.0% in 2019).

The average estimated cost per buyer came to 273.8 euros, with an increase of 9.1 euros compared to 2019. It should be noted that while the average cost of each purchase decreased (standing at 55.5 euros, or 5.0 less than the previous year), the average number of purchases grew (coming to 4.9 purchases, or 0.5 more than in 2019). In total, 93.6 million purchases were made.

In the last three months, 51.2% of the population between 16 and 74 years of age bought some product in physical format; 30.2% *clothing, shoes and accessories (handbags, jewellery)*, 16.1% *restaurants, fast food, catering*, and 14.0% *sporting goods*. For their part, 14.8% made their purchase directly from individuals.

During the last 12 months, the products most purchased on the Internet were *clothing, shoes and accessories* (39.6% of the population purchased them), *computers, tablets, mobile phones and accessories* (24.2%) and *sporting goods* (22.0%). Of purchases made, 21.0% were from individuals.

Regarding the services contracted in the last three months, 8.4% of the population aged 16 to 74 contracted some type of *accommodation service*, 5.2% *transport services* and 2.3% *domestic services*. In the last three months, 2.6%, 0.7% and 0.9%, respectively, arranged these services through individuals.

In the last 12 months, 29.7% contracted some type of *accommodation service*, 15.8% *transport services* and 4.5% *domestic services*. In the last 12 months, 9.4%, 3.0% and 1.8%, respectively, arranged these services through individuals.

On the other hand, 35.7% of people aged 16 to 74 have downloaded a product or signed up for a subscription over the Internet in the last three months: 18.6% *software (including updates)*, 15.6% *movies or series in streaming* and 11.3% *downloaded or online games*.

Use of ICTs by age

The use of the Internet in the last three months was practically universal (99.8%) among young people aged 16 to 24. It then decreased as age increased. Above 55, it stood at 89.5%, while in the 65-74 age group it dropped to 69.7%.

Internet use increased among all age groups compared to 2019. The greatest increase occurred among those aged 65 to 74, with 6.1 points more than in 2019.

Regarding Internet purchases, the highest frequency was among those aged 25 to 34 (73.2% made purchases in last three months) followed by those aged 35 to 44 (69.2%) and those aged 16 to 24 (61.8%).

The percentage of the population that made purchases online grew in all age groups compared to 2019. The greatest increases occurred among those aged 35 to 44 (9.3 points more) and those aged 45 to 54 (9.1 points more).

ICT users by sex and age group. Year 2020

Percentages of the population aged 16 to 74

	Have used internet in the last three months	Have used internet daily	Have made online purchases in the last three months
TOTAL	93.2	83.1	53.8
SEX			
Males	93.2	82.4	54.3
Females	93.2	83.8	53.4
Age			
16 to 24 years	99.8	97.0	61.8
25 to 34 years	99.7	97.0	73.2
35 to 44 years	99.0	92.2	69.2
45 to 54 years	97.1	85.4	55.6
55 to 64 years	89.5	72.7	37.2
65 to 74 years	69.7	50.7	20.5

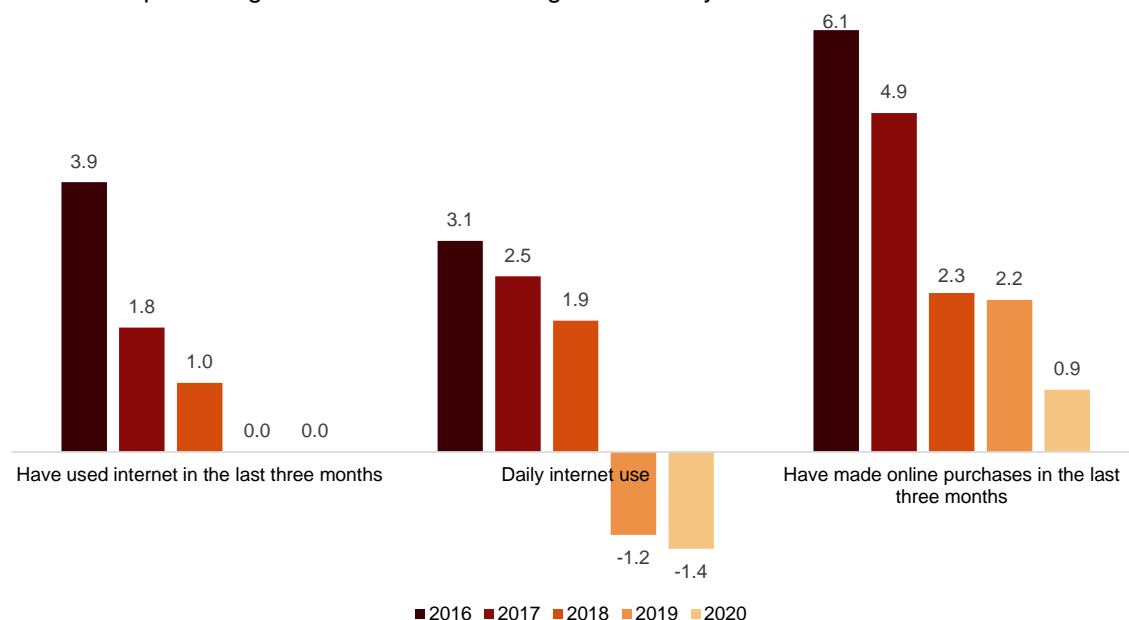
Use of ICTs by sex

There are no large inequalities regarding Internet use by sex: 83.8% of women and 82.4% of men surf daily. Women are 1.2 points higher, as they use the internet several times a day.

For its part, in the last three months the difference in Internet purchases in the once again reduced. Men were 0.9 points higher than women, compared to 2.2 in 2019.

Gender gap in ICT use indicators

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

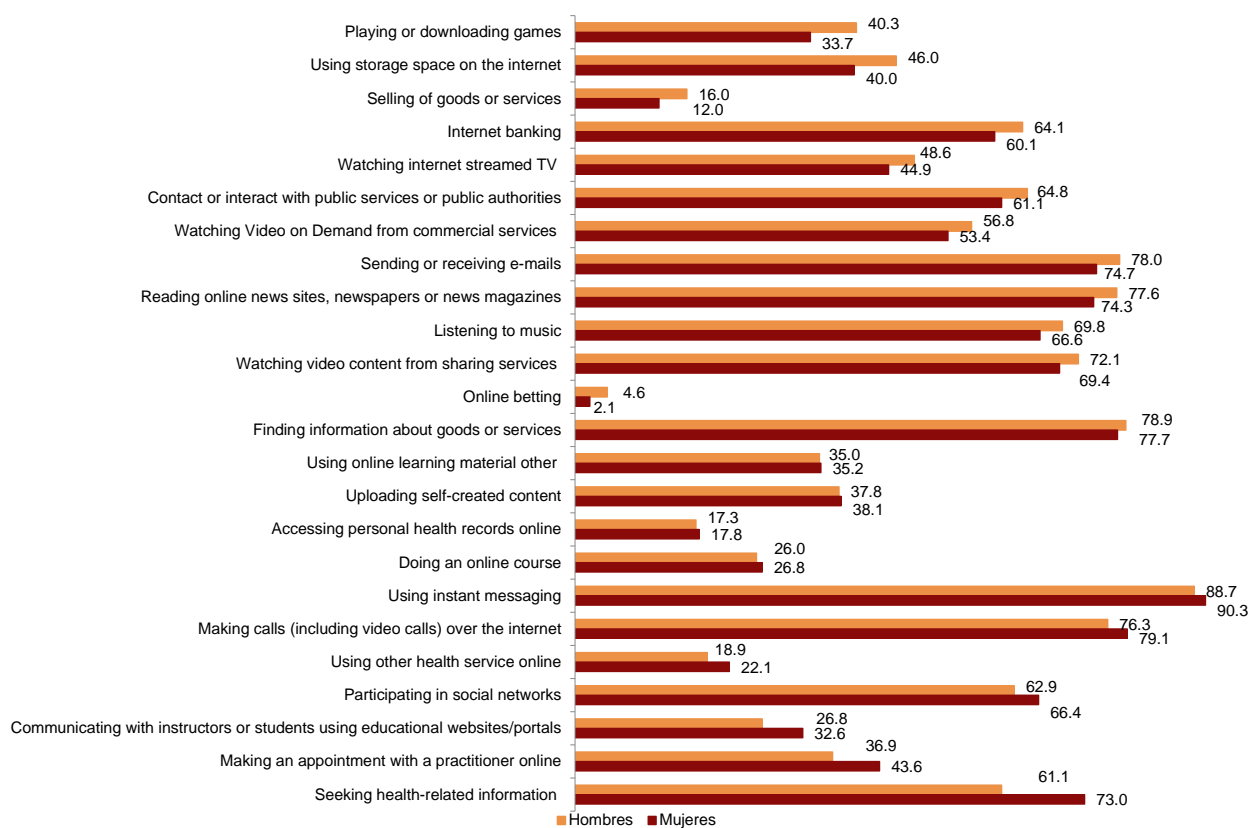


In terms of activities carried out on the Internet in the last three months, women showed greater preference for health, educational and social issues. Especially in *seeking information on health issues* (11.9 points more than men), *making an appointment with a doctor over the Internet* (6.7 points more) and *communicating with monitors or students using educational portals or websites* (5.8 more points).

For their part, men show a greater tendency to *play or download games* (6.6 points more than women), *use a storage space on the Internet* (6.0 points more) and to *sell goods or services* or *use online banking* (both 4.0 points more).

Activities carried out in the last three months by type of activity¹ performed and sex. Year 2020

Percentages of the population aged 16 to 74



(1) Interacting with Public Administrations refers to the activity carried out during the last 12 months

Regarding Internet purchases in the last three months, women bought more personal care items: *Clothing, shoes or accessories* (35.2% of women, compared to 25.2% of men), *Cosmetics, beauty or wellness products* (16.7%, compared to 9.2%) and *Personal cleaning or hygiene products* (10.8%, compared to 8.6%).

On the other hand, men showed a greater preference for buying products downloaded from the Internet, mainly games and software, (38.5%, compared to 32.9% of women), *Bicycles, motor cars and other vehicles or spare parts* (6.5%, compared to 2.4%) and *Sporting goods* (16.0%, compared to 12.1%).

E-Government

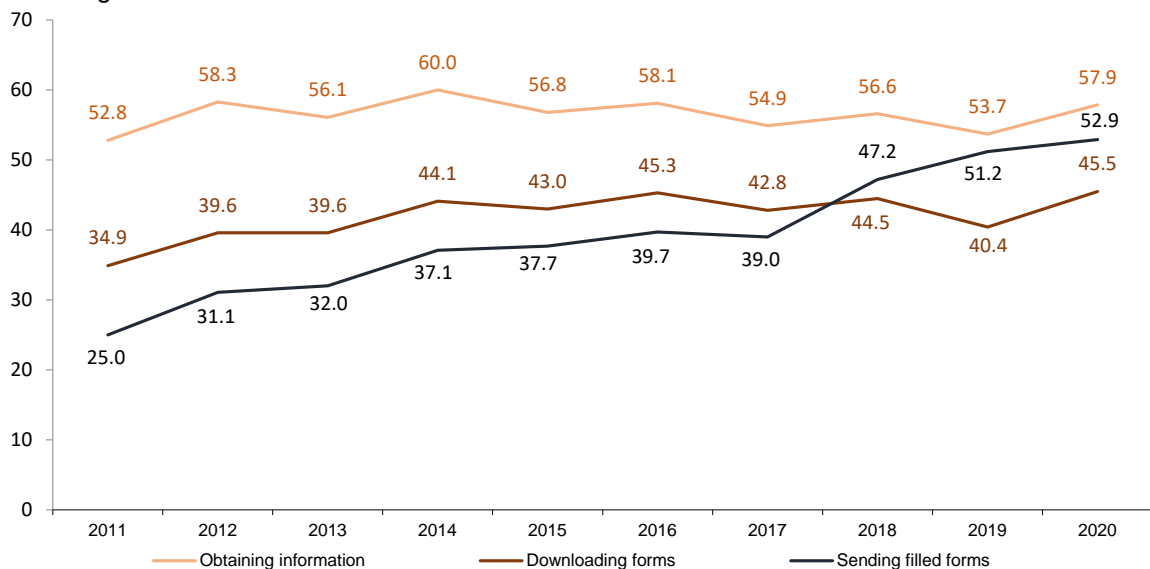
In the last 12 months, 67.3% of Internet users have contacted or interacted with the public administrations or public services via the Internet. This percentage is equivalent to 62.9% of the population aged 16-74 (5.3 points more than in 2019). By age, those between 25 and 54 had a higher proportion of interactions than the average.

By form of interaction, 57.9% of Internet users stated that they had *obtained information from government websites*, 45.5% had *downloaded official forms* and 52.9% had *sent in completed forms (including submitting income tax returns or other taxes, requesting medical appointments, etc.)*.

On the other hand, 12.1% of Internet users state that they had to present a form even though they did not ultimately send it (11.3% in 2019). Among the reasons, 62.1% stated that *it was processed over the Internet by another person on their behalf—agent or acquaintances—* 34.6% for *lack of skills or knowledge* and 31.4% for *not having or having problems with signature or electronic certificate*.

Use of e-government according to form of contact.

Percentage of internet users in the last 12 months



Digital skills and computer knowledge

In the past three months, 44.1% of Internet users had advanced skills (39.8% in 2019).

By sex, 45.3% of men and 43.0% of women had advanced skills. The gap -2.3 points in favour of men- compares to 2.8 points in 2019.

By age, the group with the highest abilities is that between 16 and 24 years old (75.7% have advanced skills).

Regarding activity, 83.3% of students, 50.5% of those who are employed, and 32.2% of those who are unemployed possess advanced skills.

Level of digital skills¹ and gender. Year 2020

Percentage of internet users in the last three months

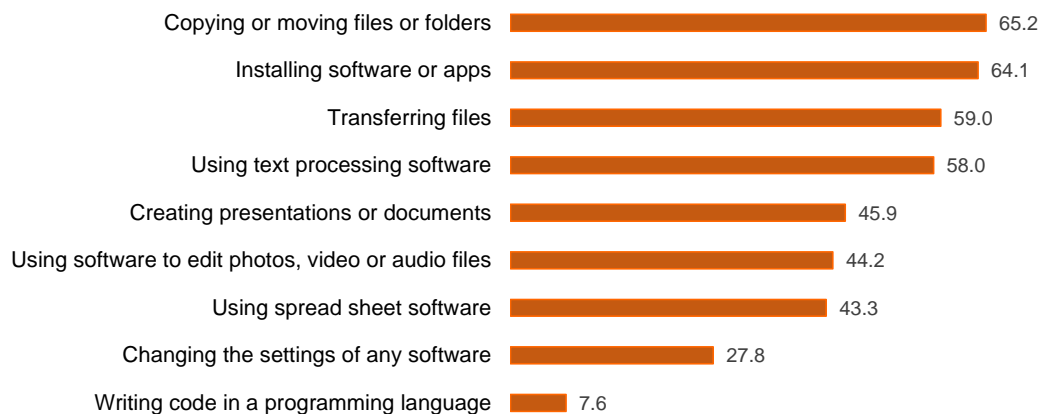
	Without e-skills	Low e-skills	Basic e-skills	Advanced e-skills
TOTAL	1.7	33.7	20.5	44.1
Males	1.5	31.4	21.7	45.3
Females	1.8	35.9	19.2	43.0

¹ The level of e-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.

Regarding the computer knowledge of Internet users in the last three months, the most used are *Copying or moving files or folders* (65.2%), *Installing software or apps* (64.1%) and *Transferring files between a computer and other devices such as digital cameras, mobile phones...* (59.0%).

Type of computer knowledge. Year 2020

Percentage of internet users in the last three months



Privacy and Protection of Personal Data

In the last three months, 79.7% of Internet users indicated that they took some of the actions suggested to manage access to their personal information on the Internet.

Among them, the most mentioned were *Denying permission to use personal information for advertising purposes* (66.8%), *Limiting access to their profile or content on social networks* (57.7%) and *Restricting access to their geographic location* (55.1%).

On the other hand, 51.2% affirmed that they *Verified that a website asking for personal information was secure* and 44.5% *Read the website privacy policy before providing personal information*.

In the last three months, 71.3% of Internet users stated that they know that *cookies* are files that can be used to track people's movements on the Internet, to make a profile of each user, and to present them with customized ads. 31.0% have made modifications to their browser settings to prevent or limit *cookies*.

Three out of every four users (76.1%) expressed concern that their *online* activities could be being monitored to offer tailored advertising. Of these, 24.8% stated that they were very concerned, and 51.3% were somewhat concerned. However, only 14.9% reported using anti-tracking software to limit the ability to track their Internet activities.

Internet trust, security and privacy

In the last three months, 88.0% of Internet users have used some type of identification procedure to access *online* services. Of this, 83.7% was using a *simple login with username and password*, 65.2% was *receiving a message on their mobile phone with a code*, and 45.7% was with a *social media login used for other services*. A total of 56.7% used at least three identification procedures.

Regarding mobile phone security, 8.5% lost data from their device as a result of a virus. Regarding the protection measures adopted, 45.9% had installed some type of security software or service such as antivirus, anti-spam and firewalls, and 61.5% had restricted or rejected access to personal data at least once when installing an application.

Regarding the degree of trust on the Internet, 40.7% of Internet users in the last three months had little or no trust, 54.8% quite a bit and 4.5% a lot. Men are more trusting more than women, and young people more than older people.

Degree of trust on the Internet by sex and age. Year 2020

Percentage of internet users in the last 12 months

	Level of trust: little or not at all	Level of trust: quite a lot	Level of trust: very much
TOTAL	40.7	54.8	4.5
Por sexo			
Males	38.5	56.5	5.0
Females	42.8	53.1	4.1
Age			
16 to 24 years	35.3	58.3	6.4
25 to 34 years	37.3	57.6	5.1
35 to 44 years	38.0	56.3	5.6
45 to 54 years	41.2	55.0	3.8
55 to 64 years	45.2	52.3	2.6
65 to 74 years	50.0	46.1	4.0

The Internet of Things

The Internet of Things is a concept that refers to the use of everyday devices connected to the Internet that can also connect with each other to enable advanced services: such as controlling the device remotely, adjusting the settings or giving instructions for the tasks to be carried out.

Almost three out of every 10 people aged 16 to 74 (29.0%) have used home automation devices or services at home. Specifically, 16.9% have used virtual assistants in the form of a smart speaker or app (such as Alexa, Google Home, Siri, Cortana,...), 10.1% have used connected appliances, 8.9% alarm/home security systems (locks, cameras, smoke detectors,...) and 7.8%, home energy management systems (lights, sockets, thermostats,...).

By sex, 30.3% of men and 27.7% of women have used home automation devices or services. By age, the highest use was in the 25 to 34 age group, with 37.9%.

Use of home automation devices or services by sex and age. Year 2020

Percentages of the population aged 16 to 74

	Used some of the domotic devices	Solutions for home energy management	Security/safety solutions for your home	Home appliances	Virtual assistant	Did not used any of the domotic devices
TOTAL	29.0	7.8	8.9	10.1	16.9	71.0
Sex						
Males	30.3	8.8	10.0	10.2	17.4	69.7
Females	27.7	6.9	7.8	10.0	16.3	72.3
Ages						
16 to 24 years	36.0	8.3	6.4	10.5	26.5	64.0
25 to 34 years	37.9	11.4	10.3	16.4	22.1	62.1
35 to 44 years	35.6	10.5	11.6	14.6	19.3	64.4
45 to 54 years	28.3	8.0	9.0	9.0	16.4	71.7
55 to 64 years	22.0	5.2	8.0	5.9	11.5	78.0
65 to 74 years	12.8	2.7	6.2	3.0	6.3	87.2

When internet users in the last three months were asked about their reasons for not using them, 22.1% were unaware of this type of device. On the other hand, 77.9% were aware of these types of devices, but do not use them. The main reasons given were: 74.8% *not having had the need* to use them, 38.7% who did not use them due to *high costs* and 35.6% due to *privacy and personal data protection problems and security problems*.

As for the rest of the domestic devices connected to the Internet, the most used are internet-connected televisions, including Smart TVs (66.4% of the population aged 16 to 74 years), internet-connected game consoles (30.2%) and audio systems or smart speakers, such as Alexa and Google Home (16.1%).

Finally, regarding portable devices connected to the Internet, 22.7% use smart watches, headphones, security trackers or fitness bands connected to the Internet, 6.9% use devices for health and medical care (control of blood pressure, body weight...), 6.8% cars with a built-in wireless Internet connection and 2.7% Internet-connected toys (including educational toys) such as robots, dolls....

Use of devices connected to the Internet at home by sex and age. Year 2020

Percentages of the population aged 16 to 74

	An internet-connected TV	An internet-connected game console	An internet-connected home audio system, smart speakers
TOTAL	66.4	30.2	16.1
Sex			
Males	68.1	37.1	17.3
Females	64.7	23.5	15.0
Age			
16 to 24 years	77.4	56.3	23.4
25 to 34 years	78.2	40.3	20.8
35 to 44 years	76.2	38.6	21.2
45 to 54 years	69.7	31.7	15.6
55 to 64 years	55.2	12.5	10.3
65 to 74 years	37.4	3.4	4.9

Use of ICT by people 75 and older

In the last three months, 27.9% (compared to 23.4% in 2019) of people over 74 years of age have used the Internet, representing more than 1.2 million people. Of these, 17.1% use the Internet daily (11.9% in 2019) and 5.2% have bought *online* in the last three months (3.6% in 2019).

By sex, the difference in favour of men was reduced. In Internet use the difference is 3.8 points, compared to 6.4 points in 2019, and in daily Internet use the difference is 2.7 points, compared to 4.2 the previous year. In purchases, the gap is 1.1 points (it was 1.9 in 2019).

Among the *online* activities carried out by those over 74 years of age in the last three months, the use of communication applications such as WhatsApp stands out, both for *instant messaging* (22.0%, 16.8% in 2019) and for *telephoning or making video calls via the Internet* (16.6%, 8.9% in 2019). In third place, *reading the press and current online magazines* (15.8%, 13.1% in 2019).

Use of ICT by people 75 and older. Year 2020

Population aged 75 years old and over

	Have used internet in the last three months	Have used internet daily	Have made online purchases in the last three months
TOTAL	27.9	17.1	5.2
Sex			
Males	30.2	18.7	5.8
Females	26.4	16.0	4.7
Por edad			
75 to 84 years	34.6	21.5	6.6
85 or more years	13.7	7.7	2.0

Use of ICTs by Autonomous Community

The communities with the highest percentage of Internet users in the last three months were Comunidad de Madrid (96.0%, 94.1% in 2019), Cataluña (95.7%, 93.7% in 2019) and Comunidad Foral de Navarra (95.4%, 95.0% in 2019).

Those with the highest percentage of daily Internet use are Comunidad de Madrid (87.6%, 83.1% in 2019), Illes Balears (85.7%, 78.3% in 2019) and Catalonia (85.5%, 81.0% in 2019).

For their part, Comunidad de Madrid (62.9%, 55.6% in 2019), Catalonia (60.2%, 52.0% in 2019) and Comunidad Foral de Navarra (59.0%, 54.7% in 2019) show the highest percentages of persons who have bought online in the last three months.

ICT users by Autonomous Communities and Cities. Year 2020

Percentages of the population from 16 to 74

	Have used internet in the last three months	Have used internet daily	Have made online purchases in the last three months
TOTAL	93.2	83.1	53.8
Andalucía	92.4	84.0	50.3
Aragón	94.2	84.5	53.4
Asturias, Principado de	91.1	80.4	52.1
Balears, Illes	94.3	85.7	52.8
Canarias	91.6	82.3	37.5
Cantabria	91.7	79.0	51.7
Castilla y León	90.7	81.5	50.2
Castilla-La Mancha	92.7	78.9	52.9
Cataluña	95.7	85.5	60.2
Comunitat Valenciana	93.1	81.5	53.0
Extremadura	91.6	77.6	51.9
Galicia	87.4	75.2	47.2
Madrid, Comunidad de	96.0	87.6	62.9
Murcia, Región de	90.6	83.2	48.8
Navarra, Comunidad Foral de	95.4	82.6	59.0
País Vasco	93.4	79.4	55.4
Rioja, La	92.7	80.9	50.0
Ceuta	95.3	84.6	55.1
Melilla	96.7	85.3	48.7

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 Homes was carried out by the INE following the methodological recommendations of the Statistical Office of the European Union (Eurostat). The European Union has co-financed the costs of executing this operation. It is the only source of its kind whose data are strictly comparable between Union countries and in other international areas.

The objective of the ICT-H Survey is to obtain data on the development and evolution of the Information Society, which includes ICT household equipment (telephone, computer equipment, Internet access) and the use of the Internet and electronic commerce by residents of these homes. In order to analyze more aspects of the use of new technologies, the questionnaire is dynamic and includes new sections with different periodicity.

For the purposes of achieving greater comparability with Eurostat data, the results refer to dwellings inhabited by at least one person aged 16 to 74 and to persons of the same age group. Additional information is also included on minors (10-15 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 residing in them at the time of the interview.

Geographical scope: the entire national territory.

Reference period of the data: the calendar year.

Information reference period: the different periods (12 months, three months...) refer to the time interval prior to the moment of the interview.

Information collection period: The start was on March 2, 2020. Due to the declaration of the state of alarm, the closure was extended to September 15.

Type of sampling: Stratified three-stage. The first stage units are the census sections. 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 25,837 dwellings, a quarter of which are renewed each year.

Collection method: Due to the pandemic, personal interviews have been replaced by telephone interviews.

For more information the methodology can be accessed at:

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

The standardized methodological report is at:

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

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