

15 November 2021

**Survey on Equipment and Use of Information and Communication  
Technologies (ICT) in Households  
Year 2021**

**93.9% of the population aged 16 to 74 have used the Internet in the last three months.**

**A total of 55.2% of the population has made purchases online in the last three months**

**A total of 17.6% of employed persons aged 16 to 74 have teleworked during the week prior to the interview.**

Among households with at least one member aged 16 to 74, a total of 83.7% had some type of computer (desktop, laptop, tablet ...); this represents an increase of 2.3 points compared to 2020. By device type, 77.9% have desktop or laptop computers and 57.5% have tablets.

Mobile phones are present in almost all households (99.5%, as in 2020). On the other hand, use of the landline telephone continues to decline. Such devices are available in 67.2% of households, 3.9 points less than in 2020.

99.9% of households have some type of telephone (landline or mobile) and 66.9% have both types. 0.3% of households only have a landline and 32.6% exclusively use their mobile to communicate from home (compared to 28.9% in 2020).

The larger the population of the municipality of residence and the higher the income, the more ICT equipment households have (computers, landline or mobile phones).

**ICT products in households by size of municipality. Year 2021**

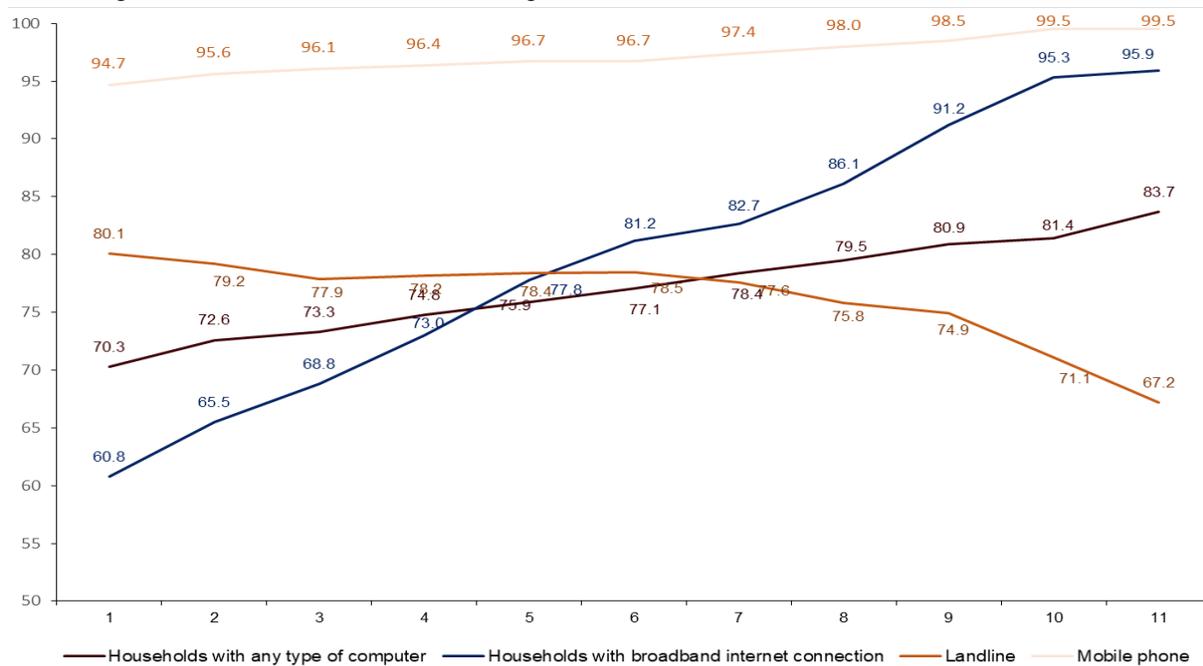
Percentage of households with a member aged 16 to 74

	Computer (any type) (1)	Computer (Desktop or laptop)	Tablet	Landline	Mobile phone
<b>TOTAL</b>	83.7	77.9	57.5	67.2	99.5
More than 100.000 inhabitants and provincial capitals	86.2	80.3	60.8	74.1	99.5
50.000 to less than 100.000 inhabitants	84.6	78.8	58.1	67.3	99.6
20.000 to less than 50.000 inhabitants	84.0	78.8	57.2	65.8	99.7
10.000 to less than 20.000 inhabitants	83.0	77.6	55.7	60.5	99.6
Less than 10.000 inhabitants	78.1	71.7	51.0	57.3	99.5

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

## ICT Equipment in households. Year 2021

Percentage of households with a member aged 16 to 74



## Households with Internet access

Almost 16 million households with at least one member between the ages of 16 and 74 (95.9% of the total, compared to 95.3% in 2020) 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 82.9% of households (regardless of whether they also have a mobile connection). For their part, 13.0% only access the Internet through a mobile connection (3G, 4G, 5G...).

The larger the population of the municipality and the higher the income level, the more fixed broadband and less connection only through mobile broadband is used by households.

## ICT products in households by size of municipality. Year 2021

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. 5G)
<b>TOTAL</b>	95.9	82.9	13.0
More than 100.000 inhabitants and provincial capitals	96.7	86.2	10.4
50.000 to less than 100.000 inhabitants	96.2	83.7	12.5
20.000 to less than 50.000 inhabitants	96.0	82.9	13.1
10.000 to less than 20.000 inhabitants	95.4	81.5	13.9
Less than 10.000 inhabitants	94.3	76.0	18.3

There is also a total of 4.1% of homes that do not have Internet. The most frequent reasons declared for the lack of internet connection is that 77.2% find it *Not useful*, 57.4% claim *Lack of knowledge for use* and 26.4% consider that it bears *High costs*. In addition, 5.9% *Do not have broadband availability in their area* and 5.7% have *Mobile broadband*, while 3.5% *Access the Internet from elsewhere*.

## Use of ICTs by people aged 16 to 74

Almost all the people aged 16 to 74 - 99.2% - have used a mobile phone in the last three months (0.3 points more than in 2020).

For their part, 93.9% have used the Internet in the last three months (0.7 points more than in 2020), representing a total of 33.1 million people (200,000 more users).

By frequency of use, 91.8% connect at least once a week (0.5 points more than in 2020), 85.8% daily (2.7 points more) and 82.7% several times a day (1.7 points more).

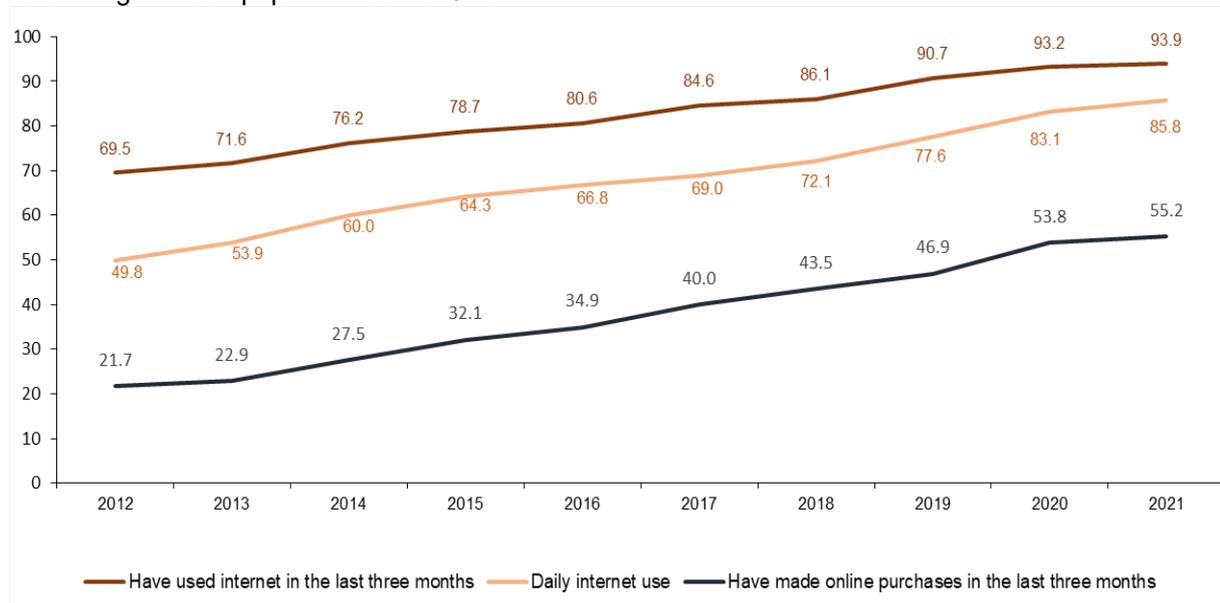
## Frequency of Internet use by people aged 16 to 74. Year 2021

Percentages of the population from 16 to 74

	Last 12 months	Last three months	In the last week	Daily	Several times a day
Año 2021	94.5	93.9	91.8	85.8	82.7
Año 2020	93.5	93.2	91.3	83.1	81.0

## Use of ICTs by people aged 16 to 74. Year 2021

Percentages of the population from 16 to 74



Regarding the devices used to connect to the Internet, 93.9% use a mobile phone, 54.1% a laptop, 37.1% a *tablet* and 32.2% a desktop computer.

The activities most carried out in the last three months by the population aged 16 to 74 have been *Using instant messaging services, such as WhatsApp* (90.2%, compared to 89.5% in 2020), *Receiving or sending emails* (79.1%, compared to 76.4%) and *Reading current news, newspapers or magazines online* (76.6%, compared to 75.9%).

Although there are activities whose frequency has decreased compared to 2020, they still show values higher than those observed in 2019. Among the most important are *Telephoning or making video calls over the Internet* (75.7% in 2021, 77.7% in 2020 and 54.9% in 2019) and *Searching for information on goods and services* (74.0% in 2021, 78.3 % in 2020 and 72.9% in 2019).

It should be noted that more than half of the users (51.3%) have made *An appointment with a doctor through a website or mobile app*. This percentage is 11.0 points higher than in 2020.

## 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 similar to that of 2020.

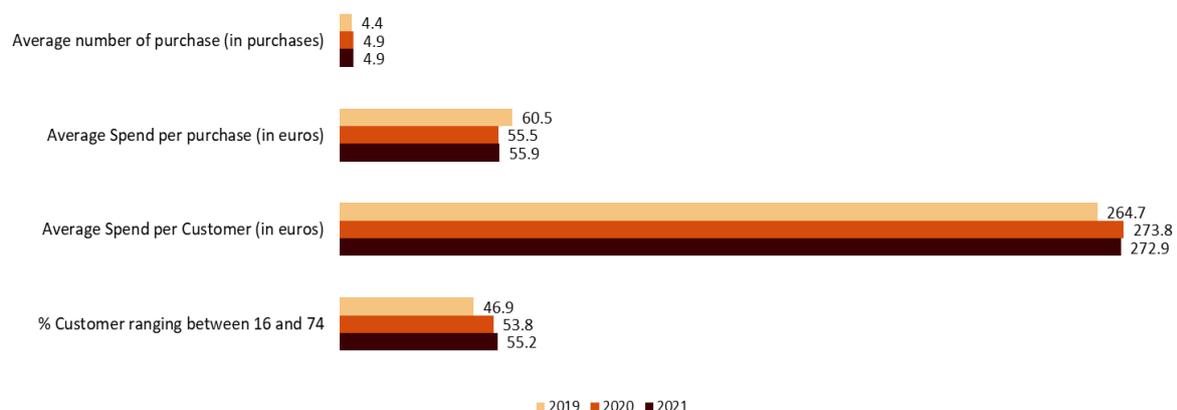
The most participative were students (96.4%) and young people aged 16 to 24 (93.2%). By sex, the activeness of women (66.5%) was higher than that of men (62.7%).

## Use of e-commerce

Almost 19.5 million people, or 55.2% of the population aged 16 to 74, have made online purchases in the last three months for private reasons. The upward trend thus continues compared to 53.8% in 2020 and 46.9% in 2019.

The average estimated cost per buyer reached 272.9 euros, the average cost of each purchase is 55.9 euros and the average number of purchases is 4.9. In all three cases, they are values similar to those of 2020.

## Estimated average values of purchases made in the last three months. Year 2021



It is estimated that 95.1 million purchases were made in the last three months, a figure higher than the 93.6 million in 2020. This increase is mainly due to the increase in the number of buyers.

A total of 54.1% of the population between 16 and 74 years old bought a product in physical format in the last three months (51.2% in 2020). The most purchased products were the same as in 2020, though with greater intensity. Thus, 37.4% of the population bought *Clothing, shoes or accessories* (7.2 points more than in 2020), 22.0% *Deliveries from restaurants, fast food and catering* (5.9 points more) and 18.3% *Sports articles* (4.3 points). Of purchases made, 15.1% were directly from individuals.

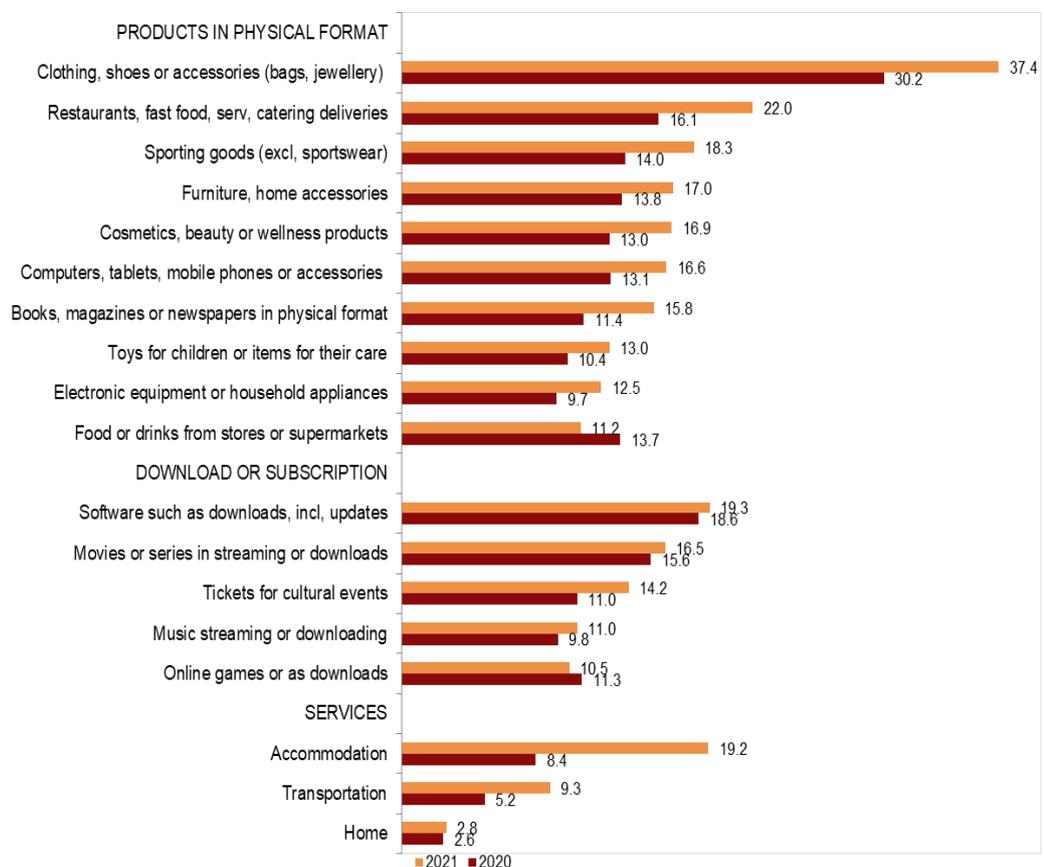
The only product group in which purchases fell was *Food or beverages from stores or supermarkets*. Items from this group were acquired by 11.2% of the population, 2.5 points less than in 2020.

The services contracted in the last three months also experienced greater demand than in 2020. A total of 19.2% hired some type of *Accommodation service* (compared to 8.4% the previous year), 9.3% *Transport services* (compared to 5.2%) and 2.8% *Services for the home* (2.3% in 2020). A total of 5.3%, 1.1% and 1.4%, respectively, arranged these services through individuals.

Finally, 38.2% of people aged 16 to 74 downloaded a product or subscription using the Internet in the last three months (compared to 35.7% in 2020): 19.3% *Software (downloads and updates)*, 16.5% *Movies or series in streaming and 14.2% Tickets to cultural events (cinema, concerts...)*. All downloads showed increases, except for *Online Games or as downloads on smartphones, computers, consoles* (0.8 points less) and *Electronic books, magazines or online newspapers* (0.6 points less).

## Most demanded products, downloads and services. Years 2021 and 2020.

Percentages of the population aged 16 to 74



The most frequent problems that online shoppers have encountered in the last three months have been: *Delays in delivery* (28.7% of buyers), *Technical failures of the website during the order or payment, or it was difficult to use* (16.4%) and *Difficulties in finding information about guarantees or other legal rights* (15.1%).

The main reason cited by non-buyers (11.3 million people) was *because they prefer to buy personally in a physical store* (83.0%). The other most frequent reasons were *Concern about privacy or security in payment* (46.6%) and *Lack of skills or knowledge* (44.2%).

## Use of ICTs by age

The use of the Internet in the last three months was practically universal (99.7%) among individuals aged 16 to 24. It then decreased as age increased. Above 55, it stood at 91.0%, while in the 65-74 age group it dropped to 73.3%.

The greatest increase occurred among those aged 65 to 74, 3.6 points more than in 2020 and 9.7 points more than in 2019.

Regarding Internet purchases, the highest frequencies were found in the age groups 25 to 34 years (74.3% had made purchases in the last three months), 35 to 44 years (68.7%) and from 16 to 24 years old (64.6%).

On the other hand, the greatest increases occurred among young people 16 to 24 years old (2.8 points more than in 2020) and those over 65 to 74 years old (2.5 points more).

## ICT users by sex and age group. Year 2021

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
<b>TOTAL</b>	93.9	85.8	55.2
<b>Sex</b>			
Males	93.9	85.1	55.7
Females	93.9	86.5	54.8
<b>Age</b>			
16 to 24 years	99.7	96.9	64.6
25 to 34 years	99.3	95.9	74.3
35 to 44 years	98.4	94.1	68.7
45 to 54 years	98.0	89.6	58.3
55 to 64 years	91.0	78.5	39.1
65 to 74 years	73.3	56.3	23.0

## Use of ICTs by sex

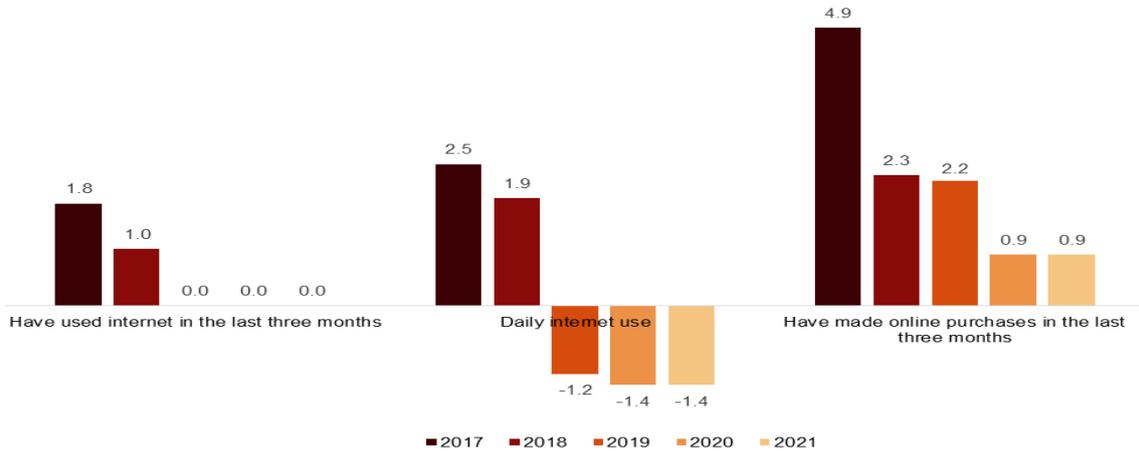
There are no great inequalities by sex in the use of ICT. As in 2020, the preference of women for the use of the Internet and of men for *online* purchases remained.

86.5% of women and 85.1% of men surf daily. Women outnumber men by 1.1 points in using it several times a day.

For their part, in relation to Internet purchases in the last three months, men outnumber women by 0.9 points.

**Gender gap in ICT use indicators Year 2021**

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



In terms of activities carried out on the Internet during the last three months, women showed greater preference for health, educational and social issues. Especially in *Searching for information on health issues* (7.4 points more than men), *Making an appointment with a doctor over the Internet* (5.3 points more) and *Taking an online course* (4.7 points more).

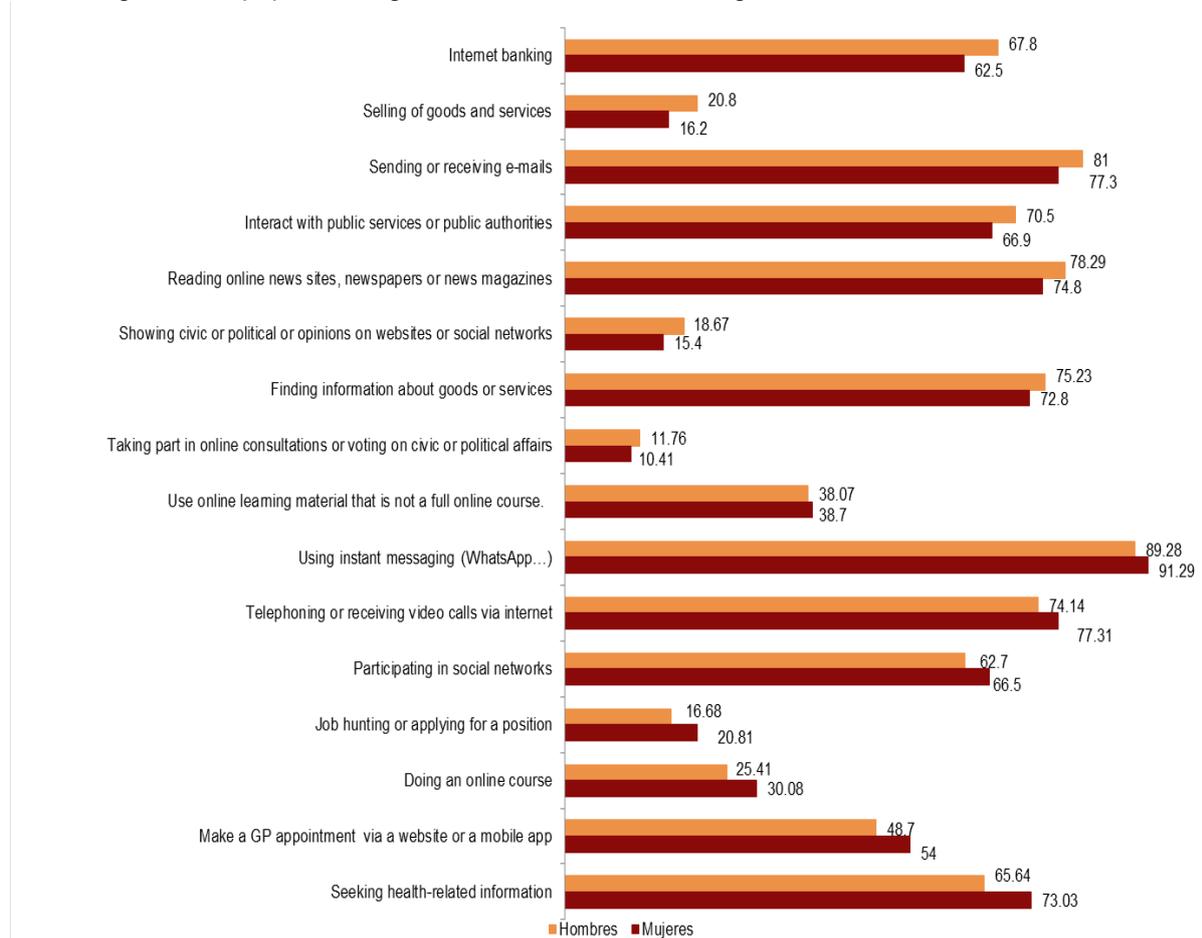
For their part, men show a greater trend in *Using electronic banking* (5.3 points more than women), *Selling goods or services* (4.6 points more) and *Receiving or sending emails* (3.7 points more).

Regarding Internet purchases in the last three months, women bought more personal care items and children's products: *Cosmetics, beauty or wellness products* (10.9 points more than men), *Clothing, shoes or accessories* (7.9 points more) and *Toys for children or childcare items* (1.4 points more).

For their part, men show a greater preference for *Computers, tablets, mobile phones or accessories* (7.8 points more than women), *Electronic equipment or household appliances* (7.3 points more), *Bicycles, cars or other vehicles or their parts for spare parts* (6.7 points more), *Sporting goods, excluding clothing* (6.6 points more) and for things *Downloaded from the Internet* (6.5 points more).

**Activities carried out in the last three months by type of activity performed and sex. Year 2021<sup>1</sup>**

Percentages of the population aged 16 to 74, ordered from highest to lowest between men and women



(1) Interacting with the General Government refers to the activity carried out during the last 12 months

**E-Government**

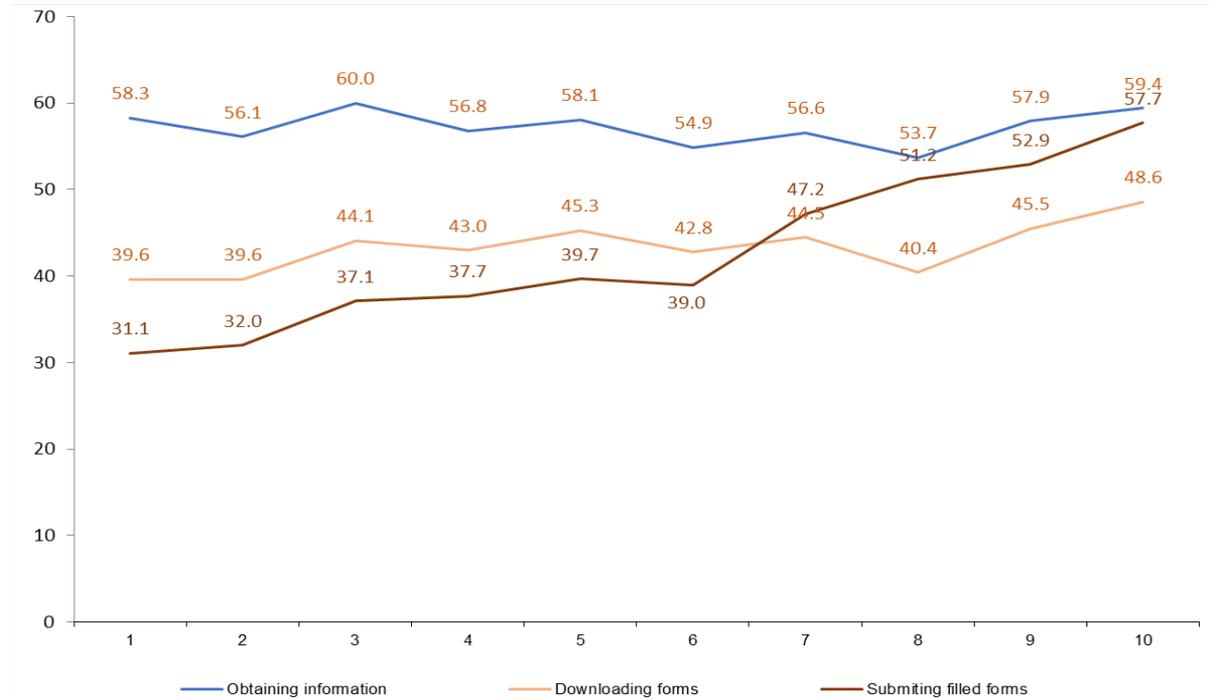
72.7% of Internet users have contacted or interacted with the public administrations or public services via the Internet in the last 12 months for personal reasons. This percentage is equivalent to 68.7% of the population aged 16-74 (5.8 points more than in 2020). By age, those between 25 and 54 had a higher proportion of interactions than the average.

By form of interaction, 59.4% of Internet users stated that they had *obtained information from government websites or apps*, 48.6% *had downloaded official forms* and 57.7% *had sent in completed forms (including submitting income tax returns or other taxes, requesting medical appointments, etc.)*.

On the other hand, 10.1% of Internet users state that they had to present a form even though they did not ultimately send it (12.1% in 2020). Among the reasons, 68.3% stated that *it was processed over the Internet by another person on their behalf—agent or acquaintances—* 39.3% *for lack of skills or knowledge* and 36.9% *for not having or having problems with signature or electronic certificate*.

## Use of e-government according to form of contact. Year 2021

Percentage of internet users in the last 12 months

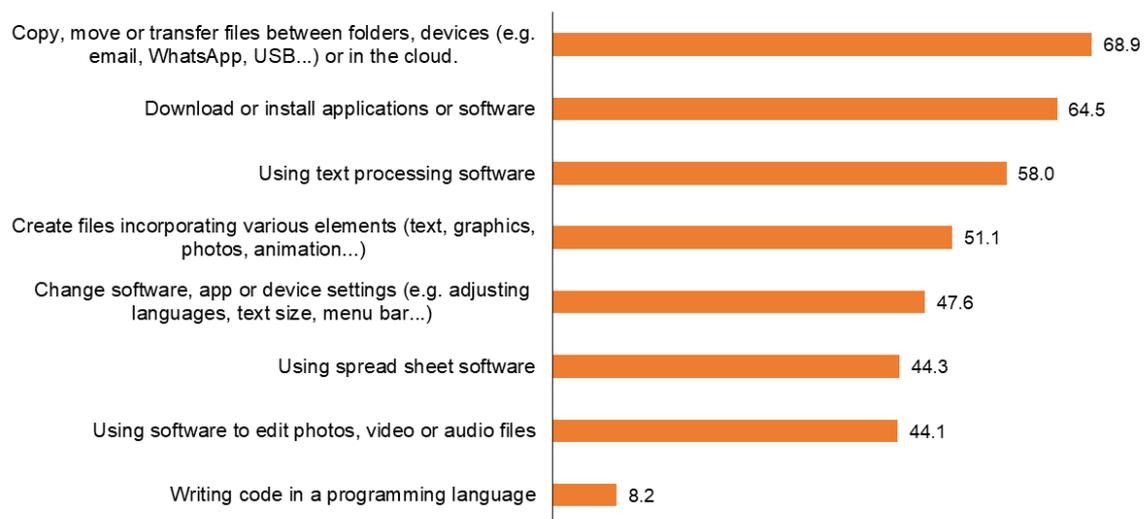


## Computer skills and confidence in the Internet

Regarding the computer knowledge of Internet users in the last three months, the most used were *Copying, moving or transferring files between folders, devices (e.g.; via email, WhatsApp, USB...) or in the cloud* (68.9%, compared to 65.2% in 2020), *Download or Install software or apps* (64.5%, compared to 64.1%) and *Use a word processor* (58.0%, the same percentage as in 2020).

## Type of computer knowledge. Year 2021<sup>1</sup>

Percentage of internet users in the last three months



(1) Starting in 2021, Eurostat reclassified the categories of computer literacy

Regarding the veracity of Internet content, 58.7% of Internet users in the last three months have found dubious information. Of these, 51.7% verified its veracity and 48.3% did not.

Regarding manners of verifying the veracity, 92.6% verified the sources or found information through the Internet, 19.7% followed or participated in discussions on the Internet and 58.1% outside the Internet

Among the reasons why the veracity has not been verified, 69.2% allege *Knowing that the information was not reliable*, 35.4% cited a *Lack of skills or knowledge to verify the information* and 41.7% were due to *Other reasons*

Regarding the degree of trust, 39.3% of Internet users in the last three months had little or no trust, 56.1% quite a bit and 4.6% a lot. Men are more trusting more than women, And, in general, the young more than the old.

### Degree of trust on the Internet by sex and age. Year 2021

Percentage of internet users in the last three months

	Level of trust: little or not at all	Level of trust: quite a lot	Level of trust: very much
<b>TOTAL</b>	39.3	56.1	4.6
<b>Sex</b>			
Males	36.8	57.9	5.3
Females	41.7	54.4	3.9
<b>Age</b>			
16 to 24 years	31.5	62.6	5.9
25 to 34 years	36.6	57.6	5.8
35 to 44 years	36.7	57.7	5.6
45 to 54 years	39.3	56.6	4.1
55 to 64 years	44.3	52.3	3.4
65 to 74 years	49.5	47.9	2.6

### Privacy and Protection of Personal Data

In the last three months, 80.9% 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* (68.6%), *Limiting access to their profile or content on social networks* (58.6%) and *Restricting access to their geographic location* (56.3%).

On the other hand, 51.5% stated that they *Checked that the website asking for personal information was secure*, 42.2% *Read the privacy policy of websites before providing personal information* and 17.2% *Request to update or delete their data*.

In the last three months, 73.4% 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. 34.9% have made modifications to their browser settings to prevent or limit *cookies*. A total of 15.9% reported using anti-tracking software to limit the ability to track their Internet activities.

## Use of ICTs by Autonomous Community and Cities

The Autonomous Communities with the highest percentage of Internet users in the last three months were Comunidad de Madrid (95.9%), Cataluña (95.5%) and Illes Balears (95.1%).

Those with the highest percentage in daily Internet use are Comunidad de Madrid (89.8%), Illes Balears (88.7%) and Cataluña (87.6%).

On the other hand, Comunidad de Madrid (61.6%), Cataluña (59.7%) and Comunidad Foral de Navarra (57.0%) presented the highest percentages of people who have bought online in the last three months.

### ICT users by Autonomous Communities and Cities. Year 2021

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	93.9	85.8	55.2
Andalucía	92.8	84.3	53.1
Aragón	94.8	84.6	55.8
Asturias, Principado de	92.6	85.3	53.8
Balears, Illes	95.1	88.7	55.4
Canarias	93.3	84.3	36.5
Cantabria	92.5	82.3	56.0
Castilla y León	92.7	83.0	54.1
Castilla-La Mancha	92.1	83.7	53.2
Cataluña	95.5	87.6	59.7
Comunitat Valenciana	94.8	87.4	55.8
Extremadura	90.9	81.1	51.8
Galicia	90.2	81.4	52.5
Madrid, Comunidad de	95.9	89.8	61.6
Murcia, Región de	94.8	87.3	53.2
Navarra, Comunidad Foral de	93.6	86.1	57.0
País Vasco	93.3	83.7	56.9
Rioja, La	92.5	82.0	51.5
Ceuta	94.0	88.2	46.6
Melilla	97.4	86.8	55.5

## Use of ICT by people 75 and older

A total of 31.8% of people over 74 years of age have used the Internet in the last three months, representing more than 1.4 million people. In 2020, 27.9% used it.

Of these, 20.6% use the Internet daily (17.1% in 2020) and 7.0% have bought *online* in the last three months (5.2% in 2020).

By sex, the gap in favour of men remains at 2020 levels both in Internet use in the last three months (3.8 points) and in Internet purchases (1.1 points). And it only drops slightly in daily Internet use (2.6 points compared to 2.7 the previous year).

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* (26.0%, compared to 22.0% in 2020) and for *telephoning or making video calls via the Internet* (20.2%, compared to 8.9% in 2019). In addition, 20.2% *read the press and current affairs online magazines* (15.8% in 2020).

## Use of ICT by people 75 and older. Year 2021

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
<b>TOTAL</b>	31.8	20.6	7.0
<b>Sex</b>			
Males	34.1	22.2	7.6
Females	30.3	19.6	6.5
<b>Por edad</b>			
75 to 84 years	38.9	25.9	9.0
85 or more years	15.7	8.7	2.4

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

The use of new technologies by minors is, in general, very widespread. Computer use by minors is very high (95.1% compared to 91.5% in 2020) and Internet use still more so (97.5% compared to 94.5%). For its part, the use of mobile phones fell slightly (68.7%, which is 0.8 points less than in 2020).

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 2021

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
<b>TOTAL</b>	95.1	97.5	69.2
<b>Sex</b>			
Males	94.4	97.2	65.9
Females	95.9	97.7	72.8
<b>Age</b>			
10 years	89.8	93.0	22.1
11 years	94.4	97.2	45.0
12 years	95.1	97.2	67.9
13 years	96.4	98.6	85.6
14 years	96.8	99.0	93.5
15 years	97.9	99.5	96.3

### Tele School. Children from six to 15 years

Tele School is a concept that refers to attending class or carrying out other types of teaching activities, through the Internet (totally or partially), taught by the regular teachers at their school and referring to the academic year (in this case 2020/2021) through the use of computer, telematic and telecommunication means and systems from a place other than the school.

A total of 95.2% of children between the ages of six and 15 live in homes that have sufficient means or resources (Internet, computer equipment ...) to attend classes or Tele School activities.

A total of 52.7% of children between six and 15 years of age have taken or attended classes or *online* activities in whole or in part in the last three months.

On the other hand, 41.0% did not attend these classes even though they had proper resources because they were not compulsory or were not taught in academic year 20/21. 4.5% correspond to households without resources and the remaining 1.8% do not know if they have resources or if such activities were carried out.

By sex and age, higher percentages of *online* education are observed in girls and in those over 10 years of age.

### Minor (from six to 15 years old) users of Tele Escuela in the last three months by sex and age groups. Year 2021

Percentages of the population from six to 15

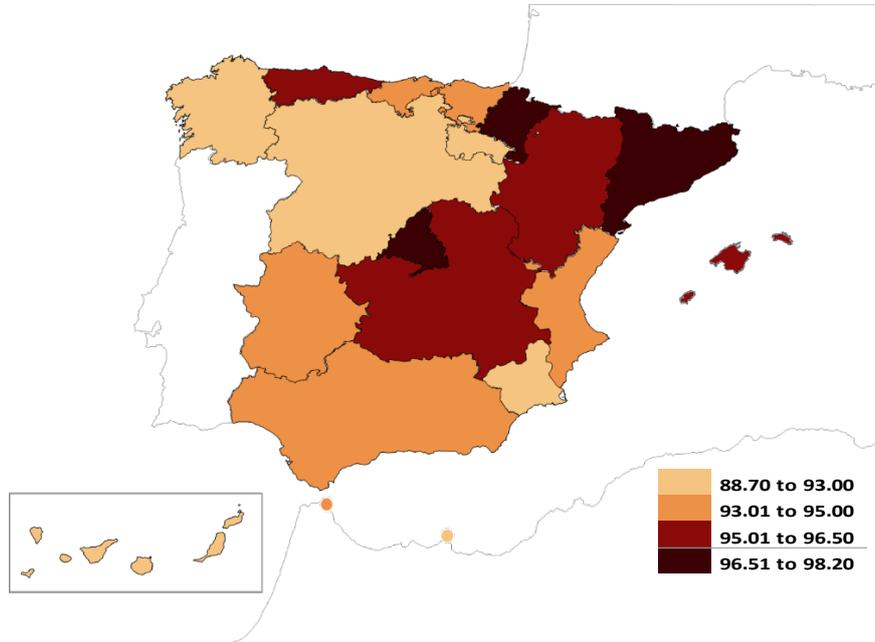
	Children living in households with resources to attend lessons /online learning activities	Children who have attended online lessons/ learning activities
<b>TOTAL</b>	95.4	53.0
<b>Sex</b>		
Males	95.4	52.2
Females	95.5	53.8
<b>Ages</b>		
6 to 9 years	92.3	39.5
10 to 15 years	97.7	62.7

### Tele School in the autonomous communities

The Autonomous Communities with the highest percentages of children residing in households with resources to access Tele School are Comunidad de Madrid (98.2%), Cataluña (97.8%) and Comunidad Foral de Navarra (96.8%).

**Children (six to 15 years old) who live in households with resources to attend classes online by community and autonomous cities. Year 2021**

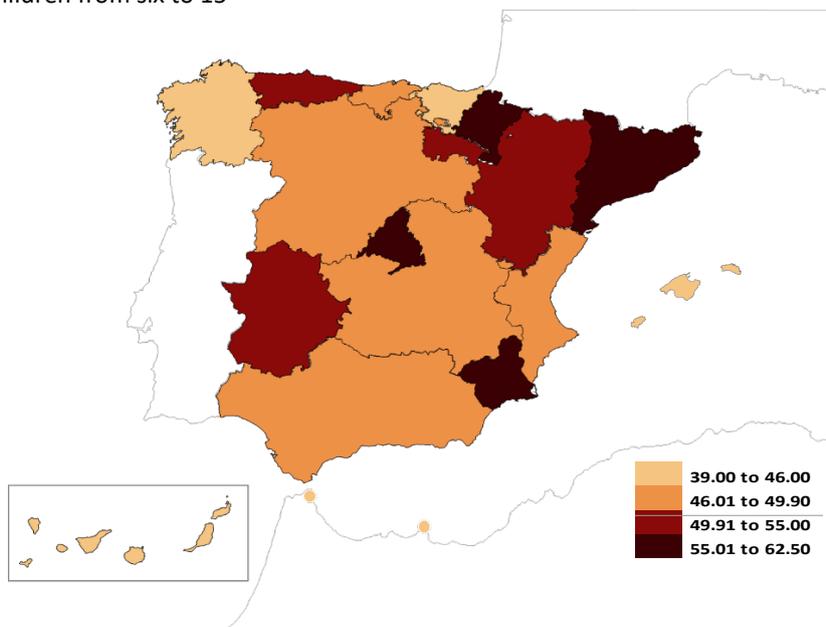
Percentages of children from six to 15



The highest percentages of children who have attended Tele School activities are in the Community of Madrid (62.3%) and with 59.7% Catalonia, the Comunidad Foral de Navarra and the Región de Murcia.

**Children (six to 15 years) who have attended classes online by community and autonomous cities. Year 2021**

Percentages of children from six to 15



## Remote Work

Teleworking is remote work that is carried out through the exclusive or near-exclusive use of the computer, telematic and telecommunication media and systems. The work is non-presential (outside the office) and can be done from the home, in co-working centres, outdoors... wherever there is an Internet connection. In addition, a person is considered employed if such is felt and declared.

A total of 17.6% of employed persons aged 16 to 74 (3.3 million people) claim to have teleworked during the week prior to the interview. On the other hand, 17.4% stated that they choose not to do telework, although their work allowed it, and the remaining 65.0% were not able to because their type of work did not allow them to work remotely.

### Telecommuting rate by sex and age group Year 2021

Percentages of the population from 16 to 74 who are employed

	People who have worked remotely	People who have worked remotely although their job would let them do so	People who have worked remotely because their job would not let them do so
<b>TOTAL</b>	17.6	17.4	65.0
<b>Sex</b>			
Males	17.1	15.3	67.6
Females	18.1	20.0	62.0
<b>Age</b>			
16 to 24 years	9.4	12.8	77.8
25 to 34 years	17.5	16.8	65.7
35 to 44 years	20.1	18.5	61.4
45 to 54 years	18.0	17.4	64.7
55 to 64 years	15.6	17.9	66.5
65 to 74 years	17.7	17.7	64.7

By age, 20.1% of employed persons aged 35 to 44 have worked remotely, while 18.0% of those aged 45 to 54 have done so. Those who have teleworked the least are those aged 16 to 24 (9.4%).

By sex, women worked *online* more than men (18.1%, compared to 17.1%).

The highest percentages of people employed who are teleworking were observed at the highest educational levels (33.4% with university studies, compared to 1.3% of those in the First Stage of Secondary Education and lower).

By type of contract, 19.8% of employed persons with a permanent contract have teleworked, compared to 10.2% of those with a temporary contract. By occupation, the highest percentages were found among scientific and intellectual professionals (37.2%) and in technicians and middle-level professionals (32.8%).

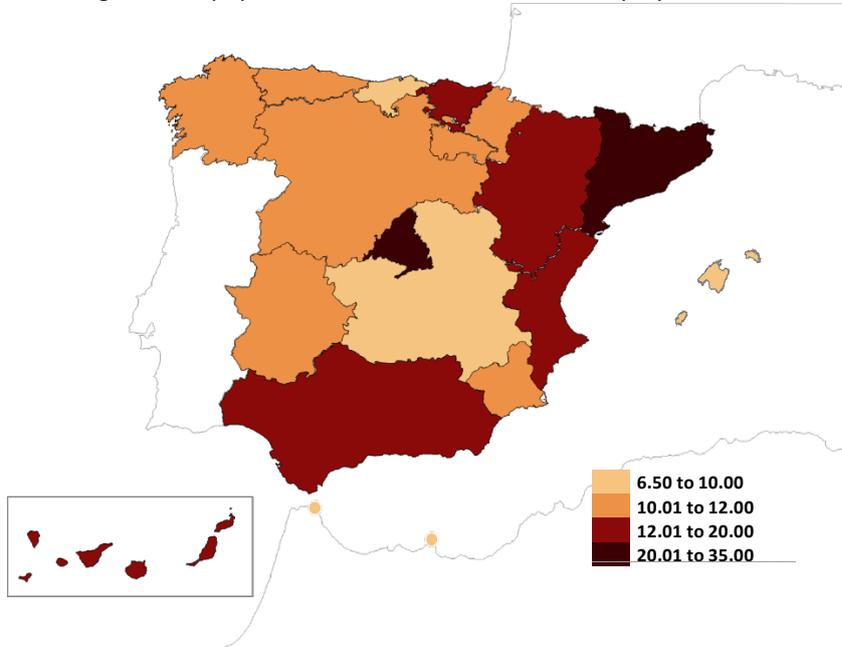
Regarding the characteristics of the home, telework is more frequent in those with the highest net monthly income. Thus, 32.3% of those with 3,000 euros or more have worked *online*, compared to 8.6% of those with less than 1,600 euros.

Regarding the population of the municipality of residence, 23.9% of those living in municipalities with more than 100,000 inhabitants and provincial capitals have teleworked, compared to 10.7% of municipalities with less than 20,000 inhabitants.

By autonomous communities, the Comunidad de Madrid stands out (34.5% of those employed telework), Cataluña (23.4%), Comunitat Valenciana and Canarias (15.5% in both).

**Frequency of Teleworking by community and autonomous cities. Year 2021**

Percentages of the population from 16 to 74 who are employed

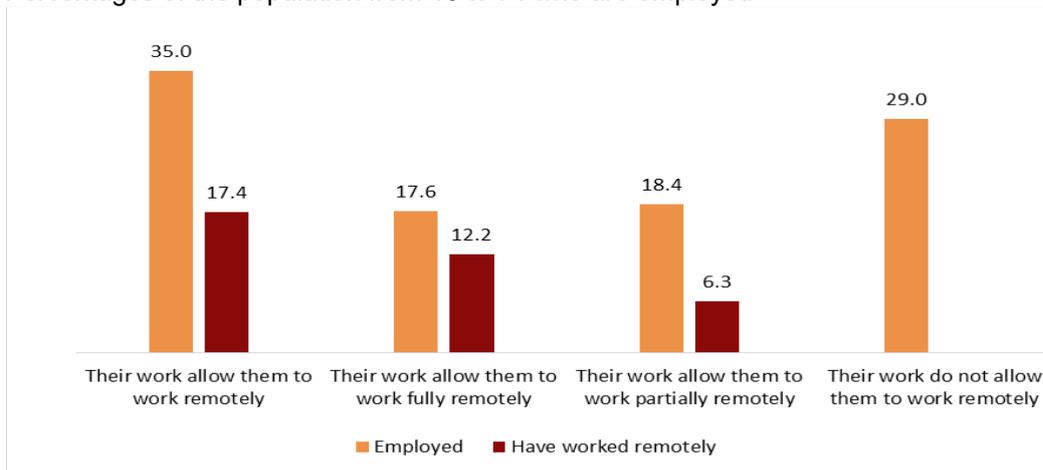


**Telework schedules**

For 35.0% of those employed between 16 and 74 years of age, their work would allow them to telework. A total of 17.7% could do it fulltime and 17.3% only parttime. Finally, 17.6%, 12.2% and 5.3% of those employed, respectively, have teleworked.

**Type of work according to availability for teleworking and effective teleworking. Year 2021**

Percentages of the population from 16 to 74 who are employed



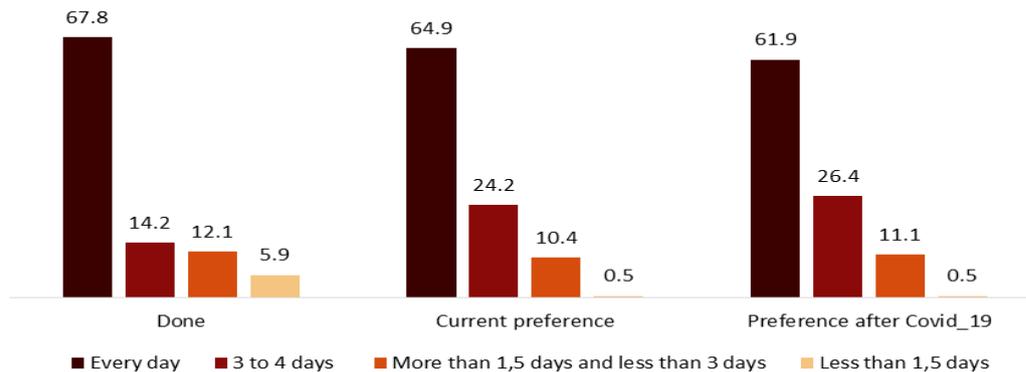
A total of 47.4% of the people who have worked *online* have done so every day, 17.8% between three and four days, 20.2% more than 1.5 days and less than three and 14, 7% less than 1.5 days (or less than 30% of your working day). On average, 3.5 days a week

Among the people who have teleworked because their work allows them to do so fulltime, 67.8% did it every day.

These employed individuals prefer to telework every day: 65.0% in their current situation and 61.9% as an option once the pandemic is over.

## Telework day; performed and preferences. Year 2021

Percentages of the population aged 16 to 74 who have teleworked and whose work allows them to fully telework



They have teleworked, on average, 4.2 days a week, although they state that they prefer 4.3-day workdays both as an alternative for the current moment and once the Covid\_19 pandemic has been overcome.

By sex, there are hardly any differences. By age, those over 65 to 74 years old show a higher proportion of telework days; 4.9 days currently and 4.6 days as a preferable option both in the present and in the future following Covid\_19. On the other hand, the youngest group, between 16 and 24 years old, declared shorter working hours outside the usual centre (3.6 days as current, 3.9 as preferential).

By habitational area, the higher the density of the municipality of residence, the higher the proportion of telework days observed in all categories.

By Autonomous Communities, with respect to the average number of current working days *online*, the Comunidad de Madrid (4.4 days), the Principado de Asturias (4.3) and Andalucía and Cataluña, with 4.2 days, stand out. Regarding the days that they would like to carry out, it is worth mentioning the tele-days declared in the Comunidad de Madrid (currently 4.6 days and 4.5 days after Covid\_19) and Castilla-La Mancha (with 4.4 days in both options) followed by the Principado de Asturias, Castilla y León and Cataluña, with 4.3 days for all the days.

## Average telework days per week; currently performed, current preference and preference after Covid\_19. Year 2021

Percentages of the population aged 16 to 74 who have teleworked and whose work allows them to fully telework

	Currently performed: Average number of remote work days	Currently preferred: Average number of remote work days	Once Covid-19 is over: Average number of remote work days
<b>TOTAL</b>	4.2	4.3	4.3
<b>Sex</b>			
Males	4.2	4.3	4.2
Females	4.2	4.3	4.3
<b>Age</b>			
16 to 24 years	3.6	3.9	3.9
25 to 34 years	4.4	4.3	4.3
35 to 44 years	4.2	4.4	4.3
45 to 54 years	4.2	4.3	4.2
55 to 64 years	3.9	4.3	4.2
65 to 74 years	4.9	4.6	4.6
<b>Habitat</b>			
More than 100.000 inhabitants and provincial capitals	4.3	4.5	4.4
20,000 to less than 100,000	4.1	4.2	4.1
Less than 10.000 inhabitants	4.0	3.9	3.8

## Assessment of teleworking, advantages and disadvantages

People who have teleworked have valued their experience with this work modality very positively, with an average of 8.2 points out of 10.

The professional assessment (8.3 points) exceeded the personal one (8.1 points). And that of women (8.4 points) that of men (8.1 points).

## General, professional and personal assessment of teleworking by sex. Year 2021

Percentages of the population from 16 to 74 that has done telework



By communities, teleworking has been most valued has in the Comunidad de Madrid and La Rioja (8.4 points) followed by Canarias, Castilla-La Mancha and Cataluña (8.3 points all three).

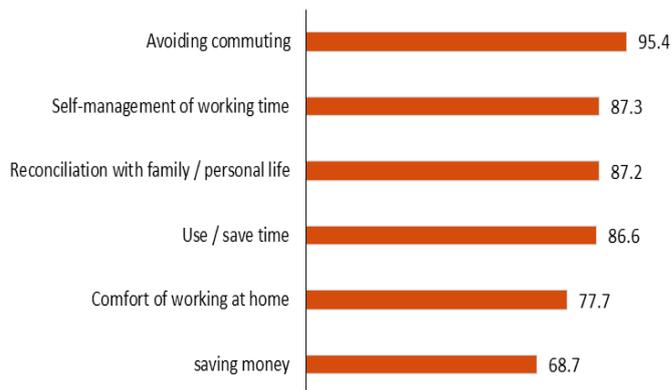
The main advantages declared regarding teleworking have been *Avoiding travel* (95.4%), *Self-management of working time* (87.3%) and *Reconciliation with family/personal life* (87.2%).

On the other hand, the main disadvantages have been *Lack of social contact with colleagues* (82.2%), *No disconnection from work* (60.8%) and *Work overload* (47.0%).

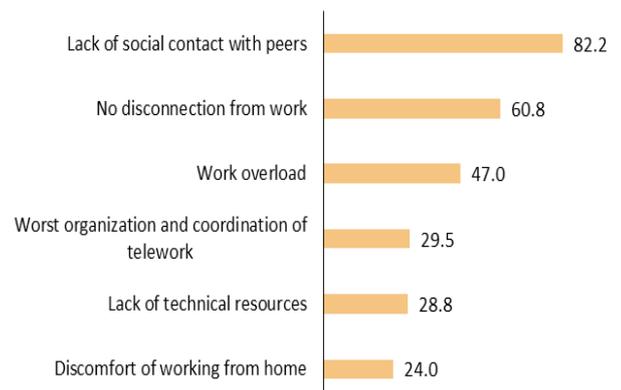
### Advantages and disadvantages of Teleworking. Year 2021

Percentages of the population from 16 to 74 that has done telework

#### Advantages



#### Disadvantages



### Reasons why you have not teleworked

A total of 65.0% of the employed population aged 16 to 74 declared that their work does not allow them to telework. For 17.4%, their work if they would allow it, but they ended up not doing so.

The main reasons for not working *online* are that they *Prefer face-to-face work even though their work would allow them to telework* (58.5%), *The company does not wish to implement it* (35.8%), *The company does not have sufficient technological means* (15.5%) and *Their home is not suitable for teleworking* (10.8%).

For 19.9%, the reason why they did not telework did not depend on their circumstances or personal preferences or on the company in which they carried out their activity.

### 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 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 analyse 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 from six to 15 years and people aged 75 and over.

**Type of operation:** annual sample statistics.

**Population scope:** Main family dwellings and persons residing in them.

**Geographical scope:** the entire national territory.

**Reference period of the data:** the calendar year.

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

**Information collection period:** From May 25 to August 23, 2021.

**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:** 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>

INE statistics are produced in accordance with the Code of Good Practice for European Statistics, which is the basis for the institution's quality policy and strategy. For more information see the section on [Quality at INE and the Code of Best Practices](#) on the INE website.

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