

**Survey on Equipment and Use of Information and Communication
Technologies (ICT) in Households
Year 2023**

95.4% of the population aged 16 to 74 have used the Internet in the last three months (0.9 points more than in 2022)

55.9% have made purchases online in the last three months (0.6 points more than in 2022)

66.2% have basic or advanced digital skills

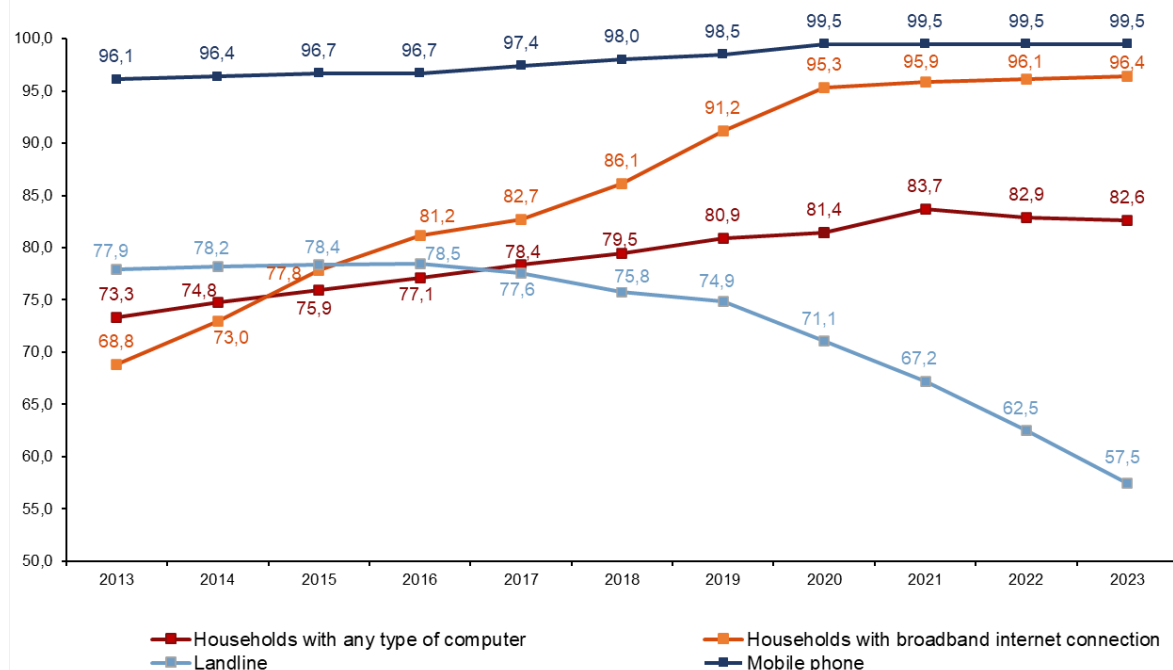
The mobile phone is present in 99.5% of households with at least one member aged between 16 and 74. Landlines are present in 57.5% of households, 5.0 points fewer than in 2022.

99.9% of households have some type of phone (landline or mobile) and 57.1% have both types. 0.4% only have a landline and 42.4% exclusively use a mobile phone.

82.6% of households have some type of computer (desktop, laptop, tablet, etc.), 0.3 points fewer than in 2022.

ICT Equipment in households. Year 2023

Percentage of households with a member aged 16 to 74



96.4% of households have Internet access via fixed and/or mobile broadband (compared to 96.1% in 2022). 83.1% gain access with a fixed broadband connection (fibre optics, cable, ADSL, etc.) and 13.4% only through a mobile connection (3G, 4G or 5G).

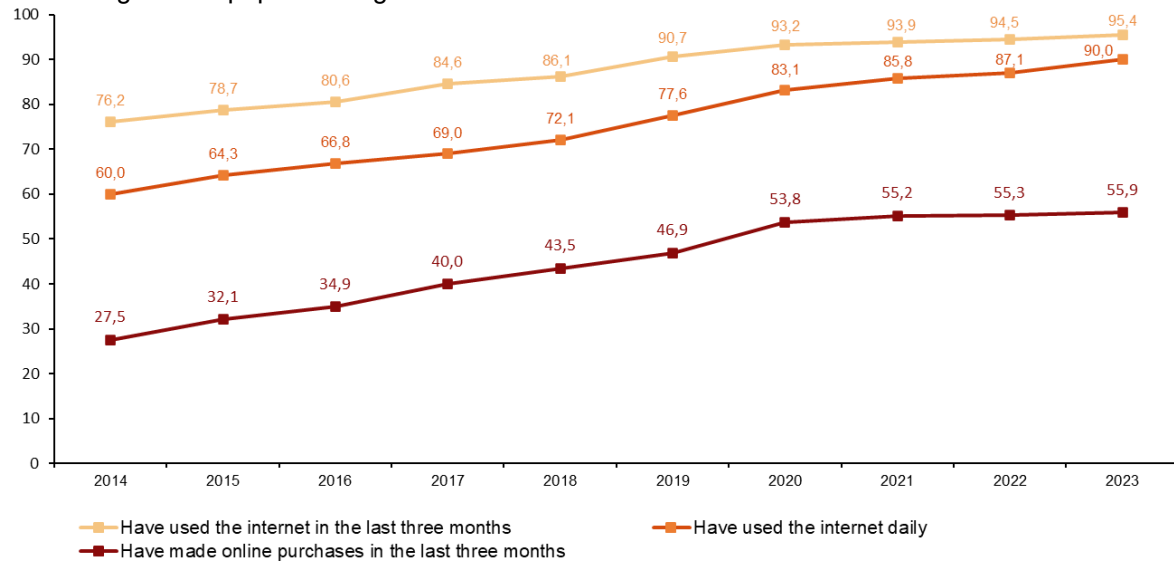
Use of ICT by people aged 16 to 74

95.4% of people aged 16 to 74 have used the Internet in the last three months (0.9 points more than in 2022) and 90.0% have done so on a daily basis.

55.9% have made purchases online for personal reasons in the last three months, 0.6 points more than in 2022.

Use of ICT by people aged 16 to 74

Percentage of the population aged 16 to 74



By sex, women display slightly higher percentages than men. 0.3 points more in Internet use in the last three months, 0.2 points more in daily use and 0.9 points more in online purchases.

ICT users by sex and age groups. Year 2023

Percentage of the population aged 16 to 74

	Have used the internet in the last three months	Have used the internet daily	Have made online purchases in the last three months
TOTAL	95,4	90,0	55,9
Sex			
Males	95,3	89,9	55,4
females	95,6	90,1	56,3
Age			
16 to 24 years	99,8	99,8	63,4
25 to 34 years	99,6	98,9	72,8
35 to 44 years	99,0	97,0	69,0
45 to 54 years	97,7	93,7	59,8
55 to 64 years	94,3	83,2	42,6
65 to 74 years	80,1	65,1	24,8

The autonomous communities with the highest percentages of Internet users and people making purchases in the last three months are the Community of Madrid (97.4% and 62.1%, respectively), the Balearic Islands (97.2% and 57.7%) and Catalonia (96.8% and 60.0%).

ICT users by Autonomous Communities and Cities. Year 2023

Percentage of the population aged 16 to 74

	Have used the internet in the last three months	Have used the internet daily	Have made online purchases in the last three months
TOTAL	95,4	90,0	55,9
Andalucía	94,8	88,7	55,4
Aragón	95,5	88,4	56,1
Asturias, Principado de	95,4	87,3	51,3
Balears, Illes	97,2	92,8	57,7
Canarias	96,2	89,5	43,8
Cantabria	93,7	87,1	54,8
Castilla y León	94,2	88,0	52,0
Castilla-La Mancha	94,3	88,2	52,7
Cataluña	96,8	92,9	60,0
Comunitat Valenciana	94,8	89,4	56,0
Extremadura	90,9	84,4	52,8
Galicia	92,2	85,9	51,0
Madrid, Comunidad de	97,4	93,5	62,1
Murcia, Región de	96,2	89,4	52,0
Navarra, Comunidad Foral de	96,0	90,3	57,1
País Vasco	95,3	88,5	55,7
Rioja, La	93,7	88,4	49,1
Ceuta	94,6	90,7	38,1
Melilla	99,3	96,6	63,9

Activities carried out and products purchased

The activities carried out most often in the last three months are related to communication (94.8% of the population aged 16 to 74). These include *Using instant messaging services such as WhatsApp* (92.5%), *Receiving and sending emails* (82.0%) and *Making video calls* (76.1%).

They are followed by activities related to information (87.0% of the population), use of Internet banking (71.5%), education (49.1%), political and social participation (21.1%), sales of goods and services (19.1%) and job searches (18.8%).

As for purchases made in the last three months, 54.6% of the population aged 16 to 74 have purchased a product in physical format, 0.4 points more than in 2022. And 20.1% have done so directly from individuals, compared to 18.1% in 2022.

By products, those purchased most often are *Clothing, shoes and accessories* (by 39.5% of the population), *Restaurant, fast food and catering deliveries* (23.4%) and *Cosmetics and beauty and well-being products* (19.1%).

41.9% of the population aged 16 to 74 have downloaded a product or subscription in the last three months, 2.0 points more than in 2022. Mainly *Tickets for cultural events* (25.8%), *Streaming films and series* (18.3%) and *Software downloads and updates* (15.9%).

Finally, 25.9% have subscribed to an *Accommodation service* in the last three months (1.0 points more than in 2022), while 20.6% have done so to *Transport services* (4.8 points more).

Purchasers in the last three months by type of product. Year 2023

Percentage of the population aged 16 to 74

TOTAL	Products in physical format formato físico	Downloads or subscriptions	Accommodation services	Transportation services
55,9	54,6	41,9	25,9	20,6

Digital skills and knowledge of computing

66.2% of people aged 16 to 74 have basic or advanced skills (2.0 points more than in 2021). This percentage rises to 69.3% among Internet users in the last three months, representing an increase of 0.9 points compared to 2021.

By sex, men outnumber women by 0.6 points, compared to 3.1 points in 2021.

By age groups, the younger the age, the greater the proportion of individuals with basic or advanced digital skills. This proportion increases the larger the population of the municipality of residence, the greater the income or the higher the level of education.

With a higher level of disaggregation, we can observe that 27.3% have basic skills (26.0% in 2021), while 38.9% have advanced (or superior) skills, compared to 38.2% in 2021.

Level of digital skills¹ and gender. Year 2023

Percentage of the population aged 16 to 74

	Overall Digital Skills: No skills, limited, narrow or low	Overall Digital Skills: Basic or above basic	Have not used the internet in the last three months
TOTAL	29,2	66,2	4,6
Males	28,8	66,5	4,7
Females	29,7	65,9	4,4

¹ The level of digital skills is calculated based on the Eurostat methodology and as a combination of activities carried out and computer knowledge used in the last three months.

With regard to knowledge of computing, 75.3% have carried out tasks with mobile phones and computers in the last three months and 65.8% have carried out ones related to computing (1.3 points and 1.1 point more than in 2021, respectively).

These tasks include *Copying, moving and transferring files between folders, devices (e.g. email, WhatsApp, USB, etc.) and in the cloud* (63.8%), *Downloading and Installing software and apps* (62.0%) and *Using a word processor* (50.7%).

In the last three months, 82.9% of Internet users have indicated that they have taken some of the actions suggested to manage access to their personal information on the Internet.

With respect to the degree of trust, 39.2% of Internet users have had little or no trust, 55.7% have had quite a lot and 5.1% have had a lot in the last three months. Men are more trusting more than women, And, in general, younger people are more so than older ones.

E-Government

Almost eight out of ten people aged 16 to 74 (79.7%) have contacted or interacted with the authorities or public services over the Internet in the last 12 months for particular reasons.

The most common contacts are *To make an appointment or booking* (62.2%) and *To access stored information* (60.8%).

Forms of contact with E-Government in the last 12 months. Year 2023

Percentage of the population aged 16 to 74

Have made any appointment or reservation	Accessed information stored	Downloaded/printed any official forms	Requested official documents, claims or complaints	Submitted your tax declaration via a website or app
62,2	60,8	47,0	40,4	25,9

Remote Work

13.8% of employed people aged 16 to 74 declared that they worked remotely during the week before the survey. This percentage is 0.2 points lower than in 2022.

The Community of Madrid (24.0% of employed people work remotely), Catalonia (19.4%) and the Valencian Community (13.7%) are the autonomous communities with the highest percentages.

On average, they work remotely 3.1 days a week, the same figure as in 2022. Employed people value their experience with this form of work very positively, with an average of 8.6 points out of 10.

Use of ICT by minors (aged 10 to 15)

93.1% of minors use a computer, the same number as in 2022. And 94.7% browse the Internet, 0.2 points fewer. 70.6% use a mobile phone, 1.1 points more than in 2022.

Minor users of ICT in the last three months. Year 2023

Percentage of the population aged 10 to 15

	Computer use in the last three months	The internet use in the last three months	Availability of mobile phone in the last three months
TOTAL	93,1	94,7	70,6
Sex			
Males	91,9	94,0	70,8
Females	94,4	95,4	70,5
Age			
10 years	89,5	91,7	23,3
11 years	90,6	92,3	45,7
12 years	93,2	95,2	72,1
13 years	94,2	95,3	88,2
14 years	94,4	96,1	94,1
15 years	96,0	97,1	94,8

Data reviews and updates

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 has been 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 implementing this operation.

Its aim is to obtain data on the development and evolution of the Information Society, which includes ICT home equipment, the degree of use of the Internet by the residents of these homes, e-commerce, digital skills, etc.

For the purposes of achieving greater comparability with Eurostat's data, the results refer to homes inhabited by at least one person aged 16 to 74 and people in the same age group. However, additional information is also included on minors (aged 10 to 15) and people aged 75 and over.

Type of operation: annual sampling statistics.

Population and geographical scope: main family homes and people residing in them throughout the national territory.

Reference period for the data: the calendar year.

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

Information collection period: from 11 May to 9 August 2023.

Type of sampling: Stratified three-stage. The first-stage units are the census sections. The second-stage units are the main family homes. In the third stage, one person aged 16 or over from each household is selected. Similarly, information is obtained from all the children aged 10 to 15 in the home. The theoretical sample size is 26,162 homes, of which a quarter are renewed each year.

Collection method: phone interviews and filling in information online.

For further information the methodology can be accessed at:

<https://www.ine.es/metodologia/t25/t25304506623.pdf>

The standardised methodological report can be found at:

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

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