

**Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households  
Year 2014**

**74.4% of Spanish households have a broadband Internet connection, almost five points more than in 2013**

**For the first time, there are more Internet users (76.2%) than computer users (73.3%) in Spain. 77.1% of users accessed the Internet using a mobile phone**

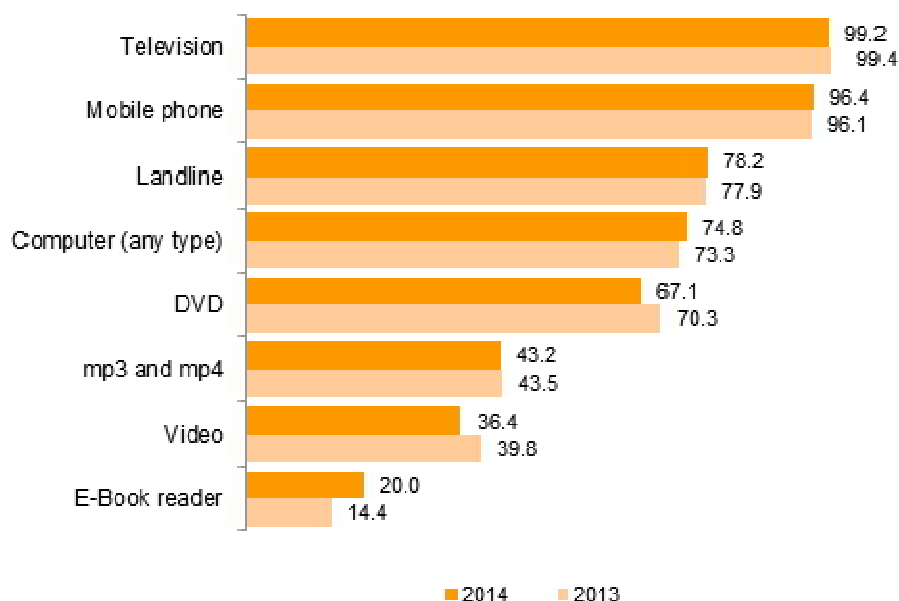
**More than half of the population (51.1%) participate in social networks**

74.8% of households with at least one member between the ages of 16 and 74 years old had a computer in 2014. This percentage was slightly higher than that registered last year (1.5 points more).

Of the ICT products analysed in the survey this year, only e-book readers clearly showed high growth, 5.6 points more than in the previous survey. It is already available in 20.0% of households.

**Household equipment regarding ITC products**

Years 2013 and 2014. (% de households)



99.1% of households had a telephone (either a landline or a mobile phone). 75.4% had both types. 2.7% of households only had a landline, whereas 20.9% of households only had mobile phones for communication from the household.

The implementation of landlines slightly increased in the last year, reaching 78.2%. The implementation of mobile telephones increased to the same extent, reaching 96.4% of households.

## Dwellings with Internet access

74.4% of Spanish households had Internet access, as compared with 69.7% the previous year. **In Spain, there were almost 11.9 million family dwellings with Internet access.**

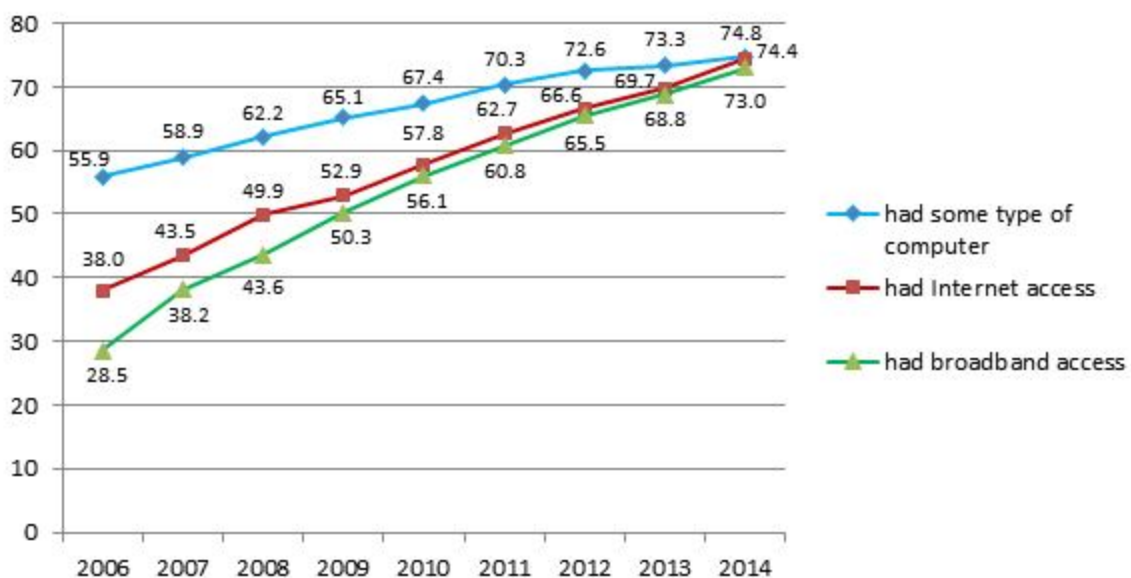
Regarding the type of connection, **73.0% of households (nearly 11.7 million)** had a **broadband Internet connection** (ADSL, cable network, etc.), which shows an increase of 800,000 households as compared to 2013. Narrowband Internet connection had a testimonial presence.

**For the first time, worth noting was that the main form of broadband Internet connection was by mobile broadband connections through a handheld device (the latest generations of mobile telephones - at least 3G -, etc.), with 67.2% of households having such access.** This was followed by ADSL line (66.2%), cable or fibre optic network (20.9%), mobile broadband connections via USB modem or card (e.g. in laptops), with 7.0%, and other broadband wireless connections (public Wifi, Wimax, satellite), with 6.5%.

This year, the devices used to connect to the Internet in households were studied. The main products used were mobile devices (different from laptops), like mobile phones, e-book readers, etc., indicated by 81.7% of households with Internet access; laptops (including netbooks and tablets), with 72.2%, and desktop computers, with 53.5%.

## Evolution of ICT equipment in households

Years 2006-2014. National Total (% of households)



Regarding the households without Internet access, 60.6% said the reason was *they did not believe that they needed one*, 38.6% said *they did not have enough knowledge to use it*, and some reported economic reasons: 31.0% pointed out *the equipment was too expensive* and 28.8% said *the connection was too expensive*.

### Use of ICT by children

The proportion of ICT use by the underage population (10 to 15 years old) was, in general, very high. Thus, computer use among the young reached 93.8%, while 92.0% used the Internet.

By sex, the differences in use of computers and the Internet were barely significant. On the other hand, the difference in availability of mobile phones among girls, in this age range, exceeded by more than three points to boys.

The evolution of the results suggested that **the Internet** and, above all, **computers, were used by practically the majority of those aged under 10 years old**. In turn, the time when mobile phones were first made available increased significantly from the age of 10 years old, reaching 90.3% in the population aged 15 years old.

Mobile phone availability (63.5%) increased by half a point as compared to the previous survey, which broke the negative trend in the evolution of this variable since 2009.

### Percentage of children using ICT by sex and age

Year 2014

	Computer use	Internet use	Mobile phone
<b>Total</b>	93.8	92.0	63.5
<b>Sex</b>			
Males	93.9	92.3	61.9
Females	93.6	91.6	65.3
<b>Age</b>			
10	90.7	89.3	23.9
11	92.4	88.5	40.4
12	94.3	92.4	64.3
13	94.7	92.2	78.7
14	95.6	93.7	85.6
15	95.2	96.0	90.3

### ICT use by persons aged 16 to 74 years old

73.3% of the population aged 16 to 74 used a computer in the last three months, which accounted for almost 25.3 million persons. It increased 1.5 points as compared to the previous year.

Regarding Internet use, **more than 26.2 million persons, 76.2% of the population aged 16 to 74 have used the Internet in the last three months**. This figure was more than 4.6 points higher than that registered in 2013. 81.7% of these Internet users have used some type of mobile device to access the Internet outside their main residence or workplace and 77.1% have accessed using a mobile phone.

**For the first time at a national level, the percentage of Internet users in the last three months exceeded that of computer users in that period**. Moreover, this situation is the same in all Autonomous Communities, **indicating an increasing use of those devices different from computers (smartphones, basically) to connect to the Internet**.

The following chart compares the estimations obtained at a national level for the reference time intervals of the use of the ICT that are commonly used (“). The figures are expressed in millions of persons (aged 16 to 74 years old).

## Computer and Internet users by reference period of use

Year 2014. Millions of persons

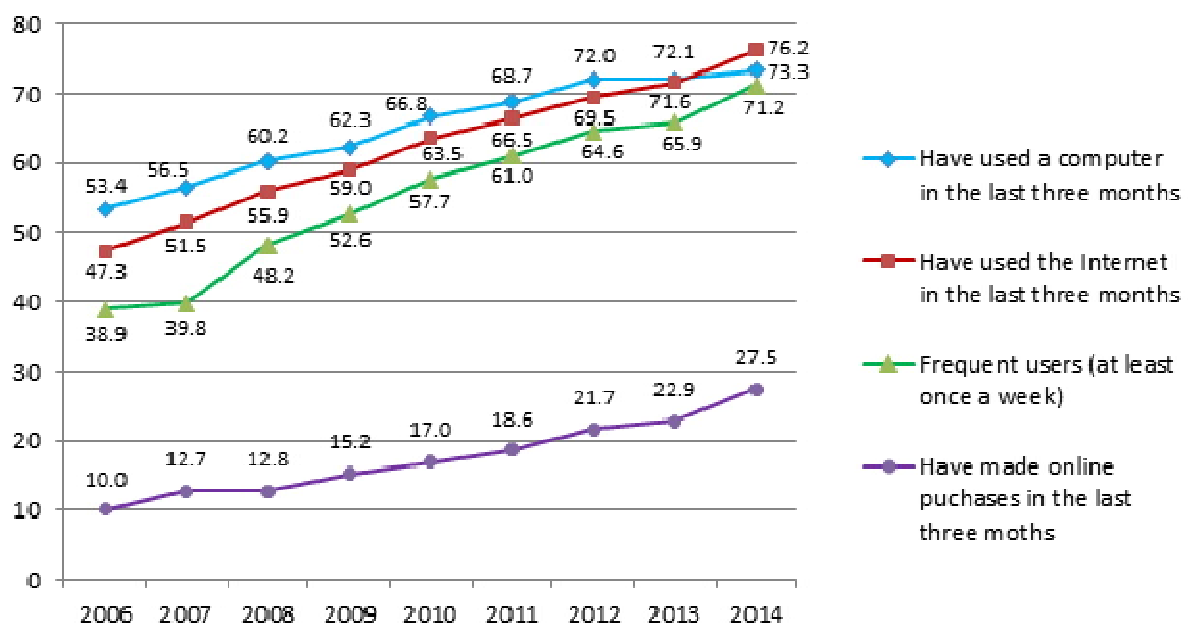
	Computer use	Internet use
Occasionally	27.5	27.1
Last 12 months	26.1	26.6
Last 3 months	25.3	26.2

The use of those devices different from computers to connect to the Internet increased for users in the last year (half a million more Internet users than computer users) and mostly users in the last three months (almost one million more). Meanwhile, the number of persons who occasionally used a computer still exceeded that of occasional Internet users.

Frequent users (those who accessed the Internet at least once a week in the last three months) represented 93.5% of the total for Internet users. These frequent users represented approximately 24.5 million persons and 71.2% of the population. **The segment of Intensive users (daily use)** was close to 20.7 million persons, that is, 60.0% of the population between 16 and 74 years old.

## Use of ICT by persons aged 16 to 74 years old

Years 2006-2014. National Total (% of persons)



In turn, the percentage of persons who made purchases via the Internet in the last three months experienced an increase of 4.6 points in the last year, standing at 27.5% of the adult population. Around 14.9 million persons (43.2% of the population between 16 and 74 years old) made purchases via the Internet some time in their life.

The most frequently purchased products/services are *holiday accommodation* (54.1 of the total of persons who bought on the Internet), *other services for trips* (46.1%), *sports and clothing material* (42.9%) and *tickets for shows* (42.0%).

## ICT use by Autonomous Community

The Autonomous Communities that registered above the national average for Spain in the three indicators regarding computer and Internet use were Comunidad de Madrid, Illes Balears, País Vasco and Cataluña.

Comunidad Foral de Navarra and Aragón exceeded the national average by two indicators, and La Rioja did so by one.

Regarding mobile phone use, the results were less disperse, with all Autonomous Communities very close to the national average (95.0%). Comunidad de Madrid, País Vasco, Illes Balears, Cataluña and Castilla y León recorded rates that were greater than said average.

## Percentage of ICT users by Autonomous Community

Year 2014

	Have used a computer in the last three months	Have used the Internet in the last three months	Frequent Internet users (at least once a month)	Have used a mobile phone in the last three months
TOTAL	73.3	76.2	71.2	95.0
Andalucía	66.3	71.2	67.3	94.0
Aragón	73.8	76.1	72.5	94.0
Asturias, Principado de	71.0	74.0	69.3	93.0
Balears, Illes	79.1	81.1	77.5	95.0
Canarias	69.2	75.4	70.2	94.0
Cantabria	74.1	74.8	70.4	94.0
Castilla y León	72.2	74.9	68.1	95.0
Castilla - La Mancha	71.1	72.5	66.0	94.0
Cataluña	79.5	80.5	75.1	95.0
Comunitat Valenciana	70.2	74.2	68.6	94.0
Extremadura	63.7	68.3	63.8	94.0
Galicia	68.4	69.3	64.6	92.0
Madrid, Comunidad de	81.7	84.2	79.3	96.0
Murcia, Región de	71.0	73.0	67.1	94.0
Navarra, Comunidad Foral de	75.9	76.5	70.7	94.0
País Vasco	79.6	81.0	77.3	96.0
Rioja, La	74.1	75.7	70.1	94.0
Ceuta	78.8	84.8	74.7	95.0
Melilla	61.0	74.0	64.8	97.0

## Use of ICT by nationality

The percentage of Spaniards using both computers and the Internet was lower than foreign users (around four points in both cases). However, foreign frequent Internet users exceeded Spanish frequent Internet users only slightly (0.4 points).

As has occurred in successive instances of the performing of the survey, the practice of purchasing via the Internet was greater in the case of Spaniards, whereas the mobile phone was more used by foreign nationals.

## Percentage of ICT users by nationality

Year 2014

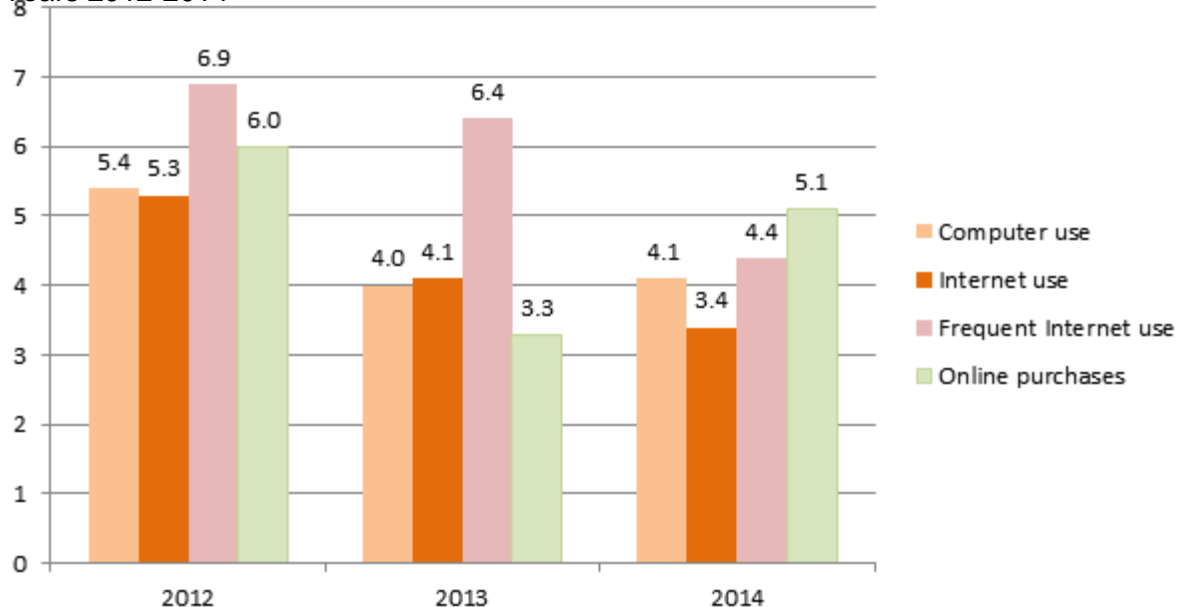
	Have used a computer in the last three months	Have used the Internet in the last three months	Frequent Internet users (at least once a week)	Have made online purchases in the last three months	Have used a mobile phone in the last three months
<b>Total</b>	73.3	76.2	71.2	27.5	95.0
Spanish	72.9	75.7	71.2	28.3	94.6
Foreign	77.1	79.8	71.6	21.6	98.1

## The digital gap

The gender digital gap (that is, the difference in points between the sexes as regards the main ICT use indicators) decreased again in 2014, both in the use of the Internet in the last three months and in the frequent use of the Internet, thus maintaining the trend of the past years. However, it increased in purchases via the Internet in the last three months.

## The gender digital gap (difference between percentages of men and women)

Years 2012-2014



## **Use of cloud services**

30.9% of Internet users in the last three months used storage spaces on the Internet to store files for private purposes, and 26.0% used them to share files.

In short, taking into account those two aspects, almost one third (32.4%) of Internet users in the last three months stated that they have used storage spaces on the Internet, either to store or to share files. Cloud services were used by 8.5 million users.

Some of the other methods most frequently used by Internet users to share files were *e-mails with attached files* (66.3%), *other methods without using the Internet (USB flash drives, DVDs, etc.)* (58.0%) and *personal web pages or social networks* (46.5%).

Regarding the material stored or shared in storage spaces on the Internet, the most frequently mentioned products were: *photos* (83.8%), *texts, spreadsheets or electronic presentations* (66.6%), *music* (42.1%) and *videos (including films)* (40.5%).

6.4% of persons who have used these storage spaces on the Internet claimed to have paid some money for these services.

The reasons indicated the most for the use of these spaces were: *to share files with other persons easily* (72.0%), *to use files from different devices or at different locations* (64.4%), *as protection from data loss* (56.5%) and *to use more memory space* (53.5%).

Regarding the problems experienced due to the use of these services, the most frequently mentioned problems were: *slow speed to access or use the service* (44.2%), *technical problems on the server* (28.7%) and *incompatibility of different devices or file formats* (26.1%). Worth noting was that 40.4% of persons who used cloud services claimed that they did not have any problems.

60.5% of Internet users in the last three months who did not use storage spaces on the Internet during that period stated that they were unaware of the existence of these services. It was the main reason for not using them.

Other reasons mentioned for not using these spaces were: *because they stored the files in their own devices or e-mail accounts or they seldom or never stored the files* (27.4%), *because they shared files using other methods (e-mail, social networks, USB flash drives) or never shared files online with other persons* (20.0%) and *for security or privacy reasons* (15.5%).

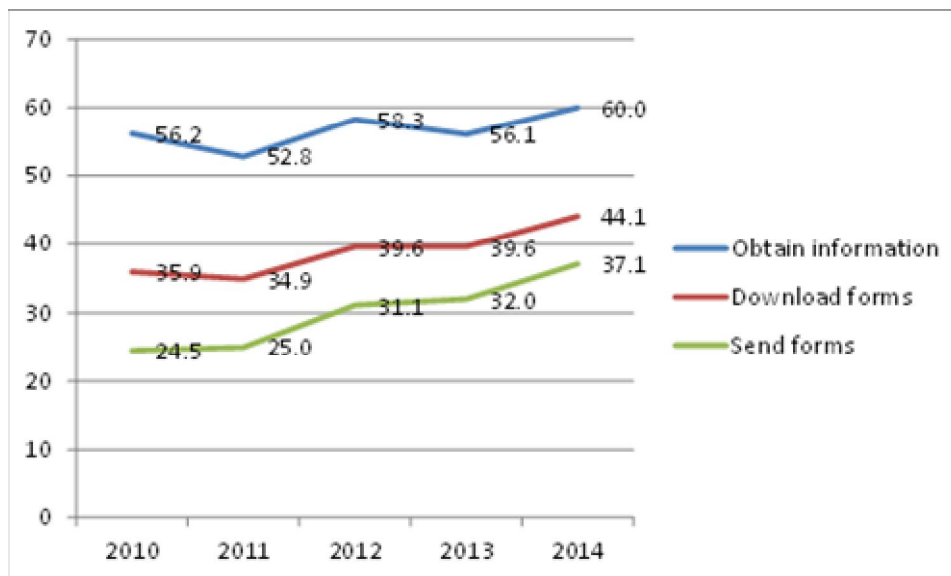
## **Electronic administration**

63.4% of the persons who have used the Internet in the last 12 months (that is, 49.0% of the total population aged 16 to 74 years old) has contacted or interacted with the Public Administrations for personal reasons.

Regarding the type of interaction, 60.0% of Internet users in the last year claimed to have obtained information from the Administration websites, 44.1% stated that they downloaded official forms and 37.1% had sent completed forms.

## Evolution of the use of electronic administration by means of contact

Years 2010-2014. (% of Internet users in the last year)



Regarding the causes why users with the need to send some completed form to the Public Administrations did not do it via the Internet last year, 38.8% declared it was because *it was processed by another person on their behalf –business agent, financial advisor, relative or acquaintance–*, 24.0% due to *lack of skills or knowledge* and 19.0% for *not having electronic signature or certificate or having problems with them*.

## Electronic ID Card (DNle)

47.9% of persons aged 16 to 74 years old claimed to have an electronic ID Card (DNle). 6.8% had some other electronic certificate and 8.5% had a card reader with an electronic microchip.

14.9% of Internet users who had a DNle used it in some occasion *to interact with the Public Administrations online*, 4.9% did so *in their relations with private companies via the Internet (e.g., online banking, insurance, etc.)* and 5.9% used it *to sign documents online*. 83.2% of these persons had never used the DNle for said activities.

Users with some other electronic certificate were asked the same questions. Persons within this group used those certificates more frequently, even though the group was less numerous. Thus, 58.2% used them *to interact with the Public Administrations*, 21.2% *in their relations with companies* and 35.0% *to sign documents via the Internet*. 31.8% of persons in this group had never used their electronic certificate for said activities.

## Participation in social networks

67.1% of Internet users in the last three months (51.1% of the population aged 16 to 74) participated in general social networks such as Facebook, Twitter or Tuenti, by creating a user profile or by sending messages or other contributions.

Those who most frequently participated are students (92.0%) and young people aged 16-24 (91.3%). By sex, women participate more than men (68.9% compared to 65.3%)

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## **Methodological note**

The Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households, TIC-H 2014, has been carried out by the National Statistics Institute (INE), in partnership with the Cataluña Statistics Institute (IDESCAT) and the Institute of Statistics and Cartography of Andalucía (IECA), within the scope of its Autonomous Community.

Moreover, there is a partnership agreement with the Ministry of Industry, Energy and Tourism through the Red.es public business entity for the research of given information society indicators.

The Survey follows the methodological recommendations of the Statistical Office of the European Communities (Eurostat). This is the only source of its kind whose data is strictly comparable, not only among EU Member States, but across all international domains.

The ICT-H Survey is a panel-type research focusing on persons aged 10 years old and over, resident in family dwellings, which collects information on the equipment of the household as regards information and communication technologies (television, telephone, radio, IT equipment) and on the use of computers, the Internet and e-commerce.

Currently, the survey has a yearly frequency. The interviews were conducted between January and May of the current year, by telephone and by personal visit.

For each Autonomous Community, an independent sample is designed to represent it, given that one of the objectives of the survey is to facilitate data on that breakdown level.

A stratified three-stage sample type is used. The first-stage units are the census sections. The second-stage units are the main family dwellings. During the third stage, a person aged 16 years old or over is selected in each dwelling. Furthermore, all minors aged 10 to 15 are also researched in each dwelling. The theoretical size of the sample is 20,000 dwellings, one fourth of which is renewed every year.

Ratio estimators are used, to which calibration techniques are applied using information from external sources.

A survey variable consistency control is performed on the sample, both in the data collection process (microedition) and in the subsequent data processing.

For the purpose of achieving a greater comparability with the data published by Eurostat, the results published on the INE website as of 2006 refer to dwellings inhabited by at least one person aged 16 to 74 years old and persons of that same age group. In addition, the data on minors refer, as of 2007, to the group aged 10 to 15 years old (previously, this studied minors aged 10 to 14 years old). The aforementioned website also provides the microdata file with the complete information from the survey.

On 20th May 2014, we fulfilled the commitment of publishing the homogeneous series of results for the survey corresponding to the 2006-2013 period including the latest revisions of the population base from the 2011 Census. Using this revision, the calibration by nationality of the use of ICT by persons was introduced, in addition to the usual calibration by sex and age, so as to improve the quality of the survey.