

**Survey on Equipment and Use of Information and Communication
Technologies (ICT) in Households
Year 2022**

94.5% of the population aged 16 to 74 have used the Internet in the last three months

55.3% have shopped online in the last three months

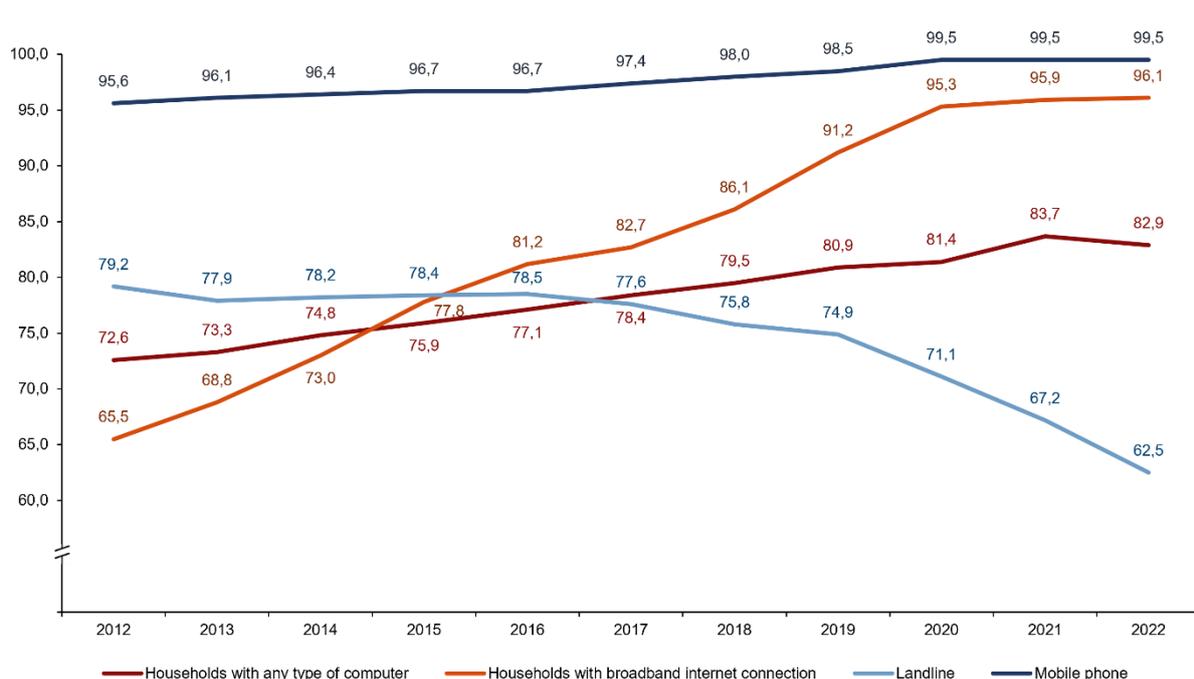
14.0% of employed persons aged 16 to 74 years old had teleworked during the week prior to the interview

82.9% of households with at least one member aged 16 to 74 years old had some type of computer (desktop, laptop, Tablet...). By type of device, 77.9% had desktop or laptop computers, and 55.4% had a Tablet.

The overall percentage of households with a computer decreased 0.8 points as compared with 2021. This decrease was mainly due to the drop of 2.1 points in Tablet ownership, as the proportion of households with desktop or laptop computers remained the same as in the previous year.

Evolution of ICT equipment in households

Percentage of households with a member aged 16 to 74 years old



Mobile telephones are present in almost all households (99.5%, the same as in 2021). Meanwhile, the fixed telephone continues its decline and is available in 62.5% of households, 4.7 points less than in 2021.

99.9% of households have some type of telephone (landline and/or mobile) and 62.1% have both types. 0.4% had only a landline and 37.3% used only a mobile phone to communicate from home (compared with 32.6% in 2021).

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

Households with Internet access

A total of 16.3 million households with at least one member aged 16 to 74 (96.1% of the total) have fixed and/or mobile broadband Internet access. In 2021, the percentage was 95.9%.

The main type of broadband connection is through fixed modalities (fibre optic or cable network, ADSL...), which is present in 83.0% of the households (regardless of whether they also have a mobile connection). On the other hand, 13.1% only access the Internet via mobile connection (3G, 4G, 5G...). In both types of connection, an increase of 0.1 points is observed with respect to 2021.

Households use more fixed broadband and less connection only via mobile broadband the larger the population of their municipality and the more net income they have.

96.2% of households with a net monthly income of 3,000 euros or more had fixed access and 3.4% only had mobile access. On the other hand, among households with an income of less than 900 euros, the percentages were 67.3% for fixed access and 21.8% only via mobile.

ICT use by 16-74 year olds

99.2% of people aged 16 to 74 have used a mobile phone in the last three months. This is the same percentage as in 2021.

Meanwhile, 94.5% have used the Internet in the last three months (0.6 points more than in 2021), which means a total of 33.5 million people (400,000 more users).

By frequency of use, 92.9% connect at least once a week (1.1 points more than in 2021), 87.1% daily (1.3 points more) and 84.2% several times a day (1.5 points more).

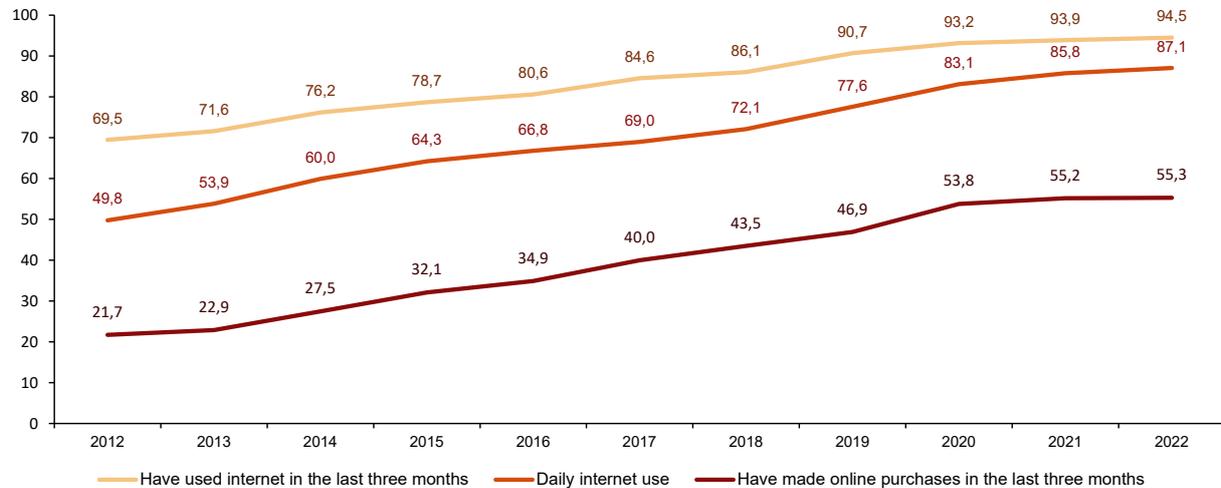
Frequency of Internet use. Years 2022 and 2021

Percentage of population aged 16-74 years

	Last 12 months	Last three months	In the last week	Daily	Several times a day
Year 2022	94,9	94,5	92,9	87,1	84,2
Year 2021	94,5	93,9	91,8	85,8	82,7

Developments in the use of ICTs

Percentage of population aged 16-74 years



ICT use by autonomous community

The Autonomous Communities with the highest percentage of Internet users in the last three months were Illes Balears (97.1%), Comunidad de Madrid (96.9%) and Cataluña (95.7%).

Those with the highest percentage of daily Internet use are Illes Balears (91.6%), Comunidad de Madrid (90.2%) and Comunitat Valenciana (88.7%).

ICT users by autonomous communities. Year 2022

Percentage of population aged 16-74 years

	Have used internet in the last three months	Have used internet daily	Have made online purchases in the last three months
TOTAL	94,5	87,1	55,3
Andalucía	93,1	86,7	55,4
Aragón	94,6	87,8	58,4
Asturias, Principado de	92,2	83,8	49,6
Balears, Illes	97,1	91,6	55,6
Canarias	93,9	84,8	38,8
Cantabria	92,2	84,2	52,6
Castilla y León	92,9	84,5	52,8
Castilla-La Mancha	92,3	84,2	53,8
Cataluña	95,7	88,3	57,1
Comunitat Valenciana	95,4	88,7	55,5
Extremadura	91,9	82,7	54,9
Galicia	91,7	81,7	50,5
Madrid, Comunidad de	96,9	90,2	62,0
Murcia, Región de	93,5	85,7	53,5
Navarra, Comunidad Foral de	95,4	88,3	58,1
País Vasco	95,3	88,2	56,8
Rioja, La	93,4	84,4	50,9
Ceuta	94,3	88,8	41,0
Melilla	99,0	92,5	66,4

Note: The data for the autonomous cities of Ceuta and Melilla may be affected by high sampling errors.

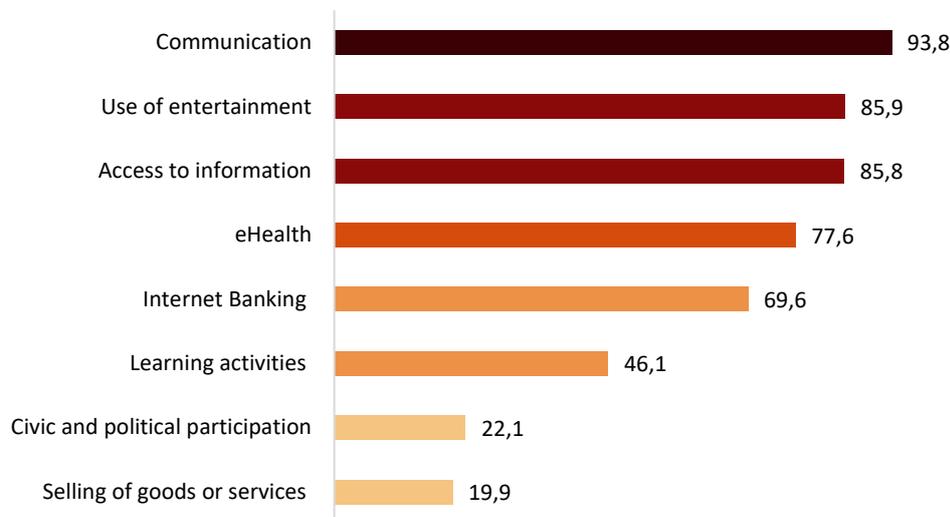
In turn, Comunidad de Madrid (62.0%), Aragón (58.4%) and Comunidad Foral de Navarra (58.1%) presented the highest percentages of persons who had purchased online in the last three months.

Activities carried out over the Internet

93.8% of persons aged 16 to 74 years old had carried out some activity related to communication in the last three months, 85.9% to entertainment and 85.8% to information.

Activities carried out over the Internet in the last three months. Year 2022

Percentage of population aged 16-74 years

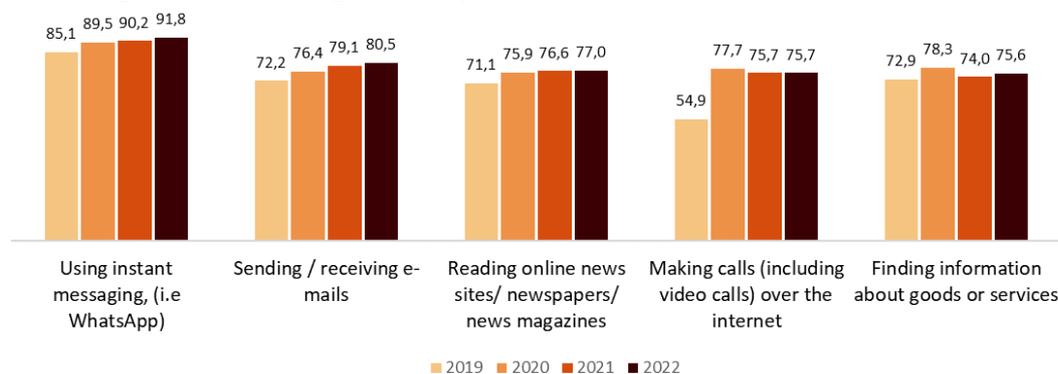


Detailed activity analysis

The activities most frequently carried out in the last three months were related to communication, such as *Using instant messaging services* (carried out by 91.8% of the population aged 16 to 74 years old), *Receiving or sending e-mails* (80.5%) and *Reading news, newspapers or current affairs magazines online* (77.0%).

Evolution of online activities in the last three months. Years 2022, 2021, 2020 and 2019

Percentage of population aged 16-74 years



In some activities, the percentages of 2020 users have not been exceeded. Among them, *Telephoning or making video calls over the Internet* (75.7%, compared to 77.7%) or *Searching for information on goods and services* (75.6%, compared to 78.3%).

With regard to health, it is worth highlighting the increase in the use of activities such as *Make an appointment with a doctor through a website or a mobile app*: with 54.8% of users. For its part, with respect to 2020 there are increases in *Access to personal health records* (22.5 points more) and *Other health services* (14.4 more).

With regard to participation in social networks, 63.2% of the population aged 16 to 74 years old had participated in the last three months in general social networks (such as Instagram, Facebook, Twitter, YouTube...). In 2021 the percentage was 64.7%.

The most active on social networks are students (94.4%) and young people aged 16 to 24 (92.6%). By sex, the activity of women (65.5%) exceeds that of men (60.9%).

Trust in the Internet

28.4% of Internet users in the last three months state that they have little or no confidence in the Internet (compared to 39.3% in 2021), 62.0% trust it quite a lot (56.1% in 2021) and 9.6% a lot (4.6% in 2021).

There are no differences between men and women. And, in general, young people show more confidence than older people.

Degree of confidence in the Internet by sex and age. Year 2022

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
TOTAL	28,4	62,0	9,6
Sex			
Males	28,8	61,3	9,9
Females	28,0	62,7	9,3
Age			
16 to 24 years	22,9	63,6	13,5
25 to 34 years	25,2	61,1	13,7
35 to 44 years	25,7	64,9	9,5
45 to 54 years	28,8	62,3	8,9
55 to 64 years	31,6	62,4	6,1
65 to 74 years	38,5	55,0	6,5

Use of e-commerce

Almost 19.6 million people, 55.3% of the population aged 16 to 74, have shopped online in the last three months for private reasons. This percentage is similar to the 55.2% in 2021 and maintains the upward trend of recent years.

The estimated average expenditure per buyer is 282.8 euros (272.9 euros in 2021), the average expenditure per purchase is 58.0 euros (55.9 euros in 2021) and the average number of purchases is 4.9 (the same as in 2021).

An estimated 95.4 million purchases were made online in the last three months, up from 95.1 million in 2021 and 93.6 million in 2020.

Most demanded products and services

54.2% of the population aged 16 to 74 years bought in the last three months some product in physical format by e-commerce (0.1 points more than in 2021).

18.1% bought some products directly from individuals, compared to 15.1% in 2021.

The most demanded products in 2022 are broadly the same as in 2021. 38.0% of the population buys *Clothing, shoes or accessories*, 22.5% *Restaurant, fast food and catering deliveries*, and 18.3% *Sporting goods (excludes Sportswear)*.

It is worth highlighting the increases in the percentage of people who buy *Cosmetics, beauty or wellness products* (1.4 points more than in 2021), *Medicines or dietary supplements* (0.9 points more) and *Clothing, shoes or accessories* (0.6 points more).

In terms of contracted services in the last three months, in 2022 there is a higher demand for contracted services compared to 2021.

Thus, 24.9% of the population contracted an *Accommodation service* (5.7 points more than the previous year), 15.8% *Transport services* (6.5 points more) and 4.3% *Services for the household* (1.5 points more). 7.2%, 2.3% and 2.0%, respectively, contracted these services with private individuals.

On the other hand, 39.9% of people aged 16 to 74 years have downloaded in the last three months through the Internet some product or subscription. This percentage, 1.7 points higher than in 2021, is mainly due to the increase in tickets *for cultural events (cinema, concerts...)* and *sporting events*.

ICT use by age

Daily Internet use is very widespread among people aged 16 to 24 years old (98.1% use it). And it decreases as age increases. From 55 years of age onwards, it stood at 80.0%, and in the 65-74 age group, it dropped to 59.9%.

The percentages of use increase in all age groups with respect to 2021. The largest increase occurs among those aged 65 to 74, with a rise of 3.6 points.

With regard to Internet purchases, the highest frequencies were found in the 25-34 age group (72.8% of these people had made purchases in the last three months).

Compared to 2021, the greatest increase in the percentage of purchases is among people aged 55 to 64 (2.3 points more). And the largest decrease, in those aged 25 to 34 years (1.5 points less).

ICT users by sex and age groups. Year 2022

Percentage of population aged 16-74 years

	Have used internet in the last three months	Have used internet daily	Have made online purchases in the last three months
TOTAL	94,5	87,1	55,3
Sex			
Males	94,5	87,1	55,1
Females	94,5	87,1	55,4
Age			
16 to 24 years	99,8	98,1	63,0
25 to 34 years	99,5	96,2	72,8
35 to 44 years	99,0	95,2	70,8
45 to 54 years	97,1	90,6	57,0
55 to 64 years	92,4	80,0	41,4
65 to 74 years	76,4	59,9	23,7

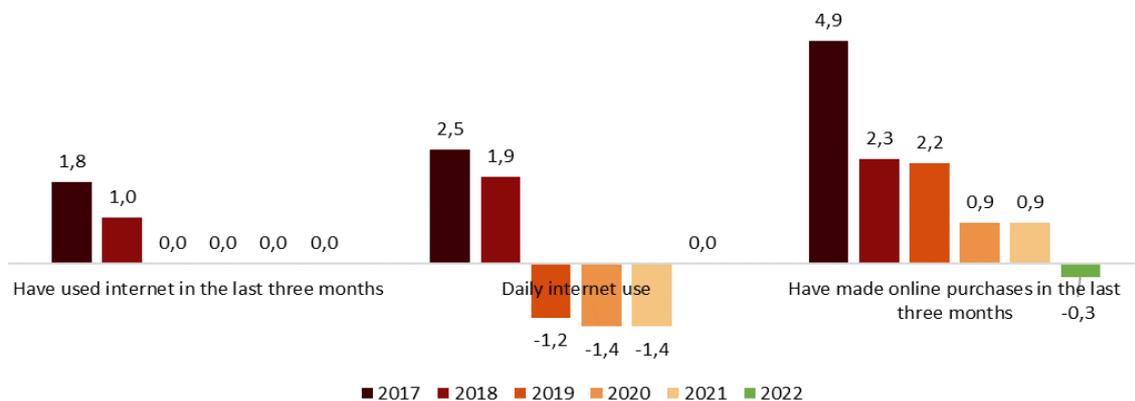
ICT use by gender

Women and men present similar percentages in Internet use in the last three months, as well as in daily use. The gap between both sexes is zero in both aspects.

In relation to online purchases in the last three months, the percentage of women exceeds that of men by 0.3 points (55.4% compared to 55.1%). And, while the percentage of women is up 0.6 points compared to 2021, the percentage of men is reduced by the same amount.

Evolution of the gender gap in the ICT usage indicators. Year 2022

Percentage difference between men and women aged 16 to 74 years old



Regarding the activities carried out on the Internet in the last three months, women showed a greater preference for health or educational topics. Especially in *Searching for information on health issues* (9.8 points more than men), *Communicating with teachers or students online* (7.2 points more) or *Making an appointment with a doctor via the Internet* (6.4 points more).

On the other hand, men have a greater tendency towards entertainment activities such as *Online games* (6.9 points more than women), *Listening to or downloading music* and *Watching video content from sharing sites* (4.3 points more in both activities).

In relation to online purchases in the last three months, women buy more personal care items and children's products: *Cosmetics, beauty or wellness products* (11.4 points more than men), *Clothing, shoes or accessories* (9.1 points more) and *Toys for children or items for their care* (2.0 points more).

On the other hand, men show a greater preference for downloading *online games* (7.0 points more than women), *software* (6.1 points more) and physical products such as *computers, tablets, mobile phones or accessories* (6.0 points more).

e-Government

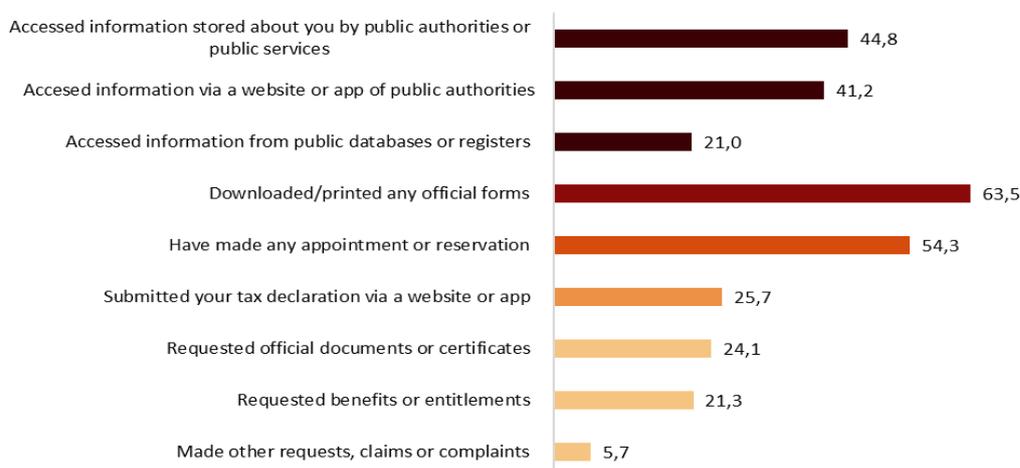
Almost eight out of 10 people aged 16 to 74 have contacted or interacted with public administrations or services via the Internet in the last 12 months for private reasons. This represents an increase of 11.0 points compared to 2021.

By age, those aged 25 to 54 interact in greater proportion. By sex, there are hardly any differences.

The most frequent procedures have been; 63.5% have *downloaded or printed an official form*, 54.3% have *arranged an appointment or made a reservation* and 44.8% have accessed the *information stored about themselves by the authorities or public services*.

Use of e-government by form of contact in the last 12 months. Year 2022

Percentage of population aged 16-74 years



Conversely, 6.7% of Internet users in the last 12 months did not request an official document or claim when they had the need to do so. Among the causes, the main one (59.2%) was that it was *processed online by someone else on their behalf*.

Finally, 60.9% of Internet users stated that they had had some problem with the use of e-Government. The main reasons given were *technical problems when using the website* (43.1%), *difficulty in use* (39.1%) and *problems when using the electronic signature* (24.1%).

e-Government by Autonomous Community

The Autonomous Communities with the highest percentages of the population aged 16 to 74 years old who, in the last 12 months, had interacted with the e-Administration were Comunidad Foral de Navarra (83.8%), Cataluña (82.8%) and Comunidad de Madrid (82.5%).

In terms of the average number of contacts for different purposes, the Comunidad de Madrid (3.4 contacts per inhabitant), Cataluña (3.3) and Comunidad Foral de Navarra and Comunitat Valenciana (both with 3.1) stand out.

Relationship with e-Government by Autonomous Community in the last 12 months. Year 2022

Percentage of population aged 16-74 years

	Have used websites or apps of public authorities or public services (e-government)	Average of contacts via the internet
TOTAL	79,7	3,0
Andalucía	78,1	2,9
Aragón	79,1	2,9
Asturias, Principado de	77,3	2,5
Balears, Illes	79,6	2,9
Canarias	80,8	3,0
Cantabria	76,7	2,6
Castilla y León	77,8	2,6
Castilla-La Mancha	75,5	2,7
Cataluña	82,8	3,3
Comunitat Valenciana	80,9	3,1
Extremadura	69,8	2,5
Galicia	77,0	2,8
Madrid, Comunidad de	82,5	3,4
Murcia, Región de	74,7	2,8
Navarra, Comunidad Foral de	83,8	3,1
País Vasco	81,2	3,0
Rioja, La	81,2	3,0
Ceuta	85,6	3,3
Melilla	92,4	3,6

Internet of Things

The Internet of Things refers to the use of everyday Internet-connected devices that can also connect to each other to enable advanced services, such as controlling the device remotely, adjusting settings, or providing instructions for tasks to be performed.

Almost four out of 10 people aged 16 to 74 (39.1%) use home automation devices or services in the home. 23.5% use virtual assistants in the form of smart speakers or Apps (such as Alexa, Google Home, Siri, Cortana...), 16.3% use connected appliances and 11.8% use energy management systems (lights, plugs, thermostats...).

By sex, 40.1% of men and 38.1% of women used home automation devices or services. By age, the highest use was in the 35-44 age group, with 47.0%.

With regard to the reasons for not using them, 22.5% stated that they were unaware of this type of device and the remaining 77.5% were aware of them but did not use them.

As for the rest of the devices connected to the Internet at home, the most used are televisions with Internet connection, including Smart TVs (by 69.3% of the population aged 16 to 74 years), game consoles connected to the Internet (27.3%) and audio systems or smart speakers, such as Alexa or Google Home (25.4%).

Finally, with regard to portable devices connected to the Internet, 36.2% use smartwatches, headphones or fitness bands, 10.6% use cars with built-in wireless connection and 9.8% use devices for health and medical care.

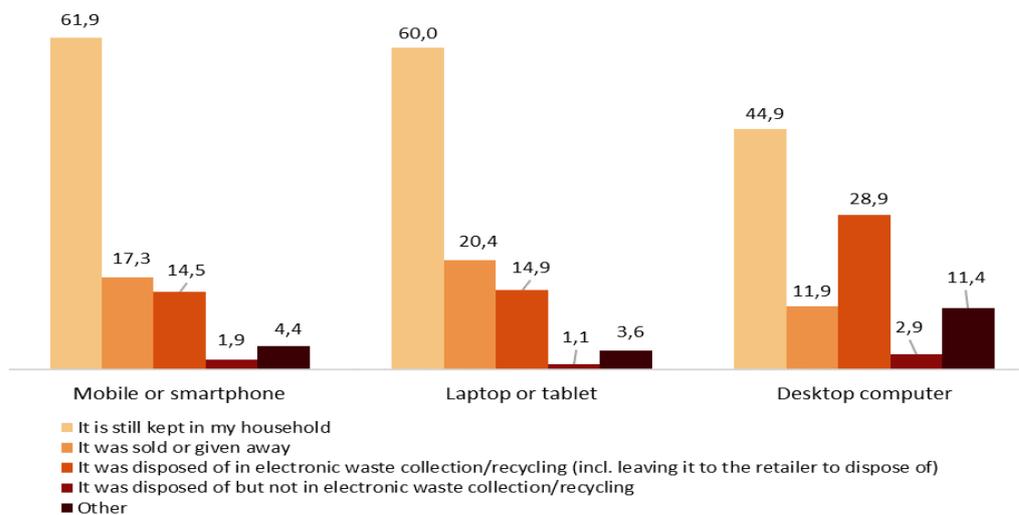
The recycling of ICT products

The percentages of the population aged 16 to 74 who have recycled an ICT product at an electronic recycling point or in a shop do not exceed 30%. This was done by 14.5% who owned a mobile phone, 14.9% who owned a laptop or tablet and 28.9% who owned a desktop computer.

Most of these ICT products that have ceased to be used are kept at home: 61.9% of mobiles, 60.0% of laptops or tablets and 44.9% of desktop computers.

Destination and recycling of ICT products. Year 2022

Percentage of population aged 16-74 years who have stopped using or replaced the device



Telework

Teleworking is considered to be remote work that is carried out through the exclusive or prevalent use of computer, telematic and telecommunication means and systems. The work is carried out outside the offices and can be done from home, in coworking centres, outdoors... wherever there is an Internet connection. In addition, a person is considered to be busy if he/she perceives and declares that he/she is busy.

14.0% of employed people aged 16 to 74 years old (3.3 million people) stated that they had teleworked during the week prior to the interview. On the other hand, 18.9% stated that they had not done so, even if their work allowed them to do so, and the remaining 67.1% because their type of work did not allow them to do so.

By age, 16.0% of employed persons aged 35 to 44 years old and 15.5% of those aged 25 to 34 years old worked remotely. The fewest were those aged 16 to 24 years old (7.0%). By sex, the percentage of women working *online* exceeded that of men (14.3% as compared with 13.7%).

Incidence of Telework by sex and age groups. Year 2022

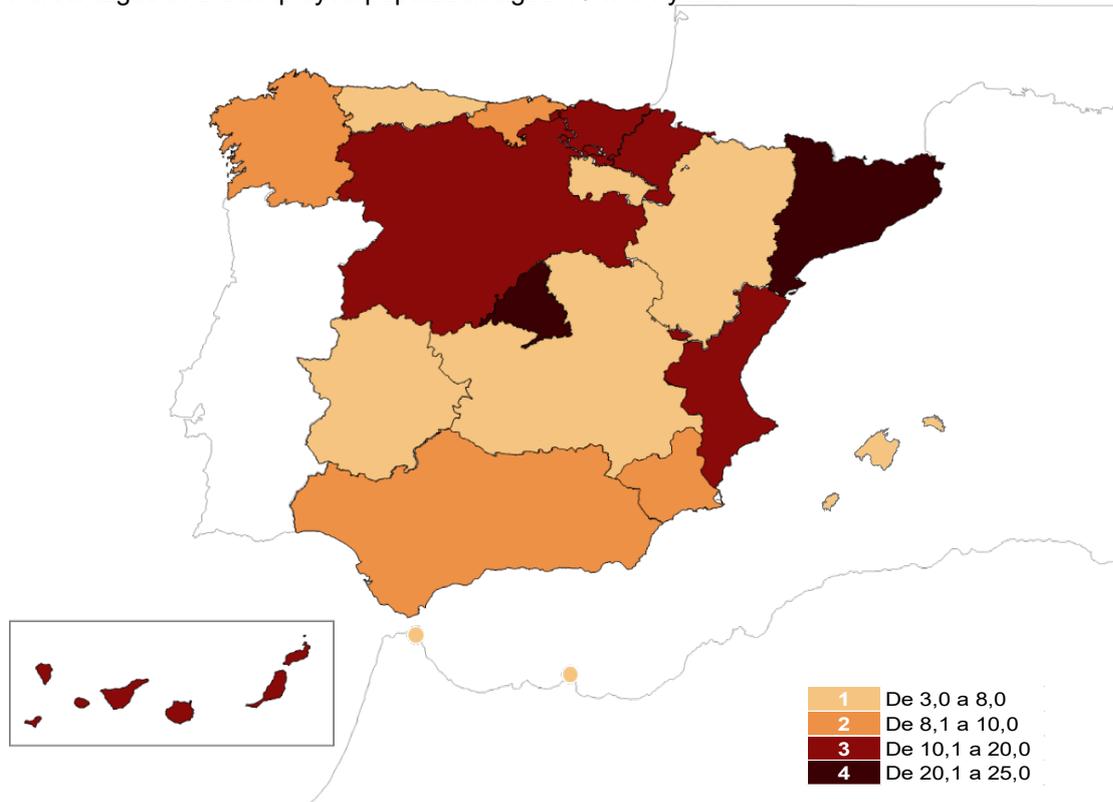
Percentages of the employed population aged 16 to 74 years

	People who have worked remotely	People who have worked remotely because their job would not let them do so	People who have worked remotely although their job would let them do so
TOTAL	14,0	67,1	18,9
Sex			
Males	13,7	68,8	17,5
Females	14,3	65,1	20,5
Age			
16 to 24 years	7,0	85,8	7,2
25 to 34 years	15,5	67,1	17,5
35 to 44 years	16,0	63,7	20,3
45 to 54 years	13,9	65,3	20,8
55 to 64 years	12,2	69,2	18,6
65 to 74 years	12,7	62,3	25,0

By Autonomous Community, the highest percentages of people who telework are in the Community of Madrid (24.9% of those employed), Catalonia (21.8%) and the Basque Country (13.6%).

Incidence of Teleworking by Autonomous Community. Year 2022

Percentages of the employed population aged 16 to 74 years



By level of studies, the highest percentages were observed in the highest levels (26.8% with university studies, as compared with 1.7% of those in the first stage of Secondary Education and lower).

By type of contract, 15.4% of employed persons with a permanent contract teleworked, as compared with 6.9% of those with a temporary contract. By occupation, the highest percentages were found in scientific and intellectual professionals (26.2%) and in technicians and mid-level professionals (24.8%).

Regarding the characteristics of the household, teleworking is more present in those with higher net monthly incomes. Thus, 29.1% of those with 3,000 euros or more have worked *online*, compared to 6.2% of those with less than 1,600 euros.

Telework evolution

The percentage of employed people aged 16 to 74 who have teleworked has fallen by 3.6 points compared to 2021.

This decline is due to two factors. On the one hand, the increase in the number of employed people whose jobs no longer allow them to telework. And, on the other hand, the increase in those who have not teleworked, even if their job allowed them to do it *online*.

32.9% of employed people performed a type of work that they reported could be done *online* (compared to 35.0% in 2021).

On the other hand, 14.0% teleworked, compared to 17.6% in 2021. This decrease affects, above all, teleworking that can be carried out and is carried out completely.

Type of work according to their availability for telework and effective telework. Year 2022 and 2021

Percentages of the employed population aged 16 to 74 years

	Year 2022	Year 2021	2022-2021
Their work allow them to work remotely	32,9	35,0	-2,1
Fully	13,8	17,7	-3,9
Partially	19,1	17,3	1,8
Have worked remotely	14,0	17,6	-3,6
Fully	8,0	12,2	-4,2
Partially	6,0	5,3	0,7

Telework days and assessment

33.6% of people who have worked *online* have done so every day, 26.1% between three and four days.

On average, employed people worked online 3.1 days a week, compared to 3.5 in 2021.

On the other hand, people who have teleworked have rated their experience very positively, with an average of 8.4 points out of 10.

By sex, men gave an average score of 8.5 points and women 8.3. By age, the highest scores were given by the older group (65 to 74 years of age) with 8.6 points and the lowest by the younger group (16 to 24 years of age) with 8.2 points.

ICT use by people aged 75 years and over

35.9% of people over 74 years of age have used the Internet in the last three months, that is, 1.6 million people.

24.1% use the web daily (compared to 20.6% in 2021) and 7.4% have shopped *online* in the last three months (7.0% in 2021).

By gender, the gap in favour of older men narrows in 2022 with respect to internet use, both in the last three months and in daily use. However, it grows with respect to online shopping in the last three months.

Among the *online* activities carried out by the over 74s in the last three months, the use of communication applications such as WhatsApp for *instant messaging, telephoning or making video calls over the Internet* stand out.

In addition, 21.3% *read the press and current affairs magazines online*.

ICT users of persons aged 75 and over. Year 2022

Percentages of the population aged 75 and over

	Have used internet in the last three months	Have used internet daily	Have made online purchases in the last three months
TOTAL	35,9	24,1	7,4
Sex			
Males	36,4	24,7	8,7
Females	35,6	23,7	6,4
Age			
75 to 84 years	43,2	29,9	9,3
85 or more years	16,4	8,6	2,0

The use of ICTs by minors (10-15 years old)

93.1% of children used a computer and 94.9% used the Internet. On the other hand, 69.5% use mobile phones.

By sex, girls used computers and mobile phones more (0.3 and 2.3 points more, respectively). And boys are more likely to use the Internet (0.9 points more).

By age, the use of ICT increases as the age of minors increases, especially from 13 onwards.

Lesser users of ICT in the last three months. Year 2022

Percentages of population aged 10 to 15 years old

	Computer use in the last three months	Internet use in the last three months	Availability of mobile in the last three months phone
TOTAL	93,1	94,9	69,5
Sex			
Males	92,9	95,4	68,4
Females	93,2	94,5	70,7
Age			
10 years	90,1	90,0	21,2
11 years	92,2	93,2	40,3
12 years	92,9	94,8	75,5
13 years	93,1	95,5	87,1
14 years	94,0	96,9	91,6
15 years	95,5	98,3	94,9

Revisions and updating of data

The data published today is final. All results are available on INEbase.

Methodological note

The Survey on Equipment and Use of Information and Communication Technologies in Households has been carried out by the INE, following the methodological recommendations of the European Union Statistics Office (Eurostat). The European Union has co-financed the execution costs of this operation and it is the only source of its kind whose data is strictly comparable between countries of the Union and in other international scopes.

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

For the purpose of achieving greater comparability with Eurostat data, the results refer to dwellings inhabited by at least one person aged 16 to 74 years old, and to persons of the same age group. However, additional information is included for minors aged six to 15 years old and persons aged 75 years old and over.

Type of operation: annual sample statistics.

Population scope: main family dwellings and persons resident therein.

Geographical scope: the entire national territory.

Data reference period: the calendar year.

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

Data collection period: from 25 April to 20 August 2022.

Type of sampling: Tri-stage stratified. 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 or over. Likewise, information is obtained from all children aged 10 to 15 years old in the dwelling. The theoretical sample size is 25,611 dwellings, of which a quarter is renewed each year.

Method of collection: telephone interviews and completion via the Internet

For more information you can access the methodology:

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

And to the standardized methodological report at:

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

INE statistics are compiled in accordance with the European Statistics Code of Practice, which underpins the quality policy and strategy of the institution. For more information, see the [Quality in the INE and Code of Good Practice](#) section on the INE website.

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