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Internet access and use in 2013

## **More than 60% of individuals in the EU28 use the internet daily**

**Income tax declaration: most used e-government service**

Internet access and use is widespread amongst the EU population. In the **EU28**, 79% of households<sup>1</sup> had access to the internet in 2013 and 76% had a broadband internet connection, compared with 55% and 42% respectively in 2007. For most individuals in the **EU28**, using the internet has become a regular activity, with 62% of individuals using it every day or almost every day and a further 10% at least once a week. On the other hand, 21% of individuals reported in 2013 that they have never used the internet, compared with 37% in 2007.

With regard to the use of e-government, 41% of individuals in the **EU28** used the internet to interact with public authorities or services<sup>2</sup> in 2013. Reasons for this interaction reported by **EU28** e-government users<sup>2</sup> were income tax declarations (44% of internet users who interacted with public authorities), requests for personal documents (20%), claiming social security benefits (16%) and enrolment in higher education or university (9%).

These data<sup>3</sup> published by **Eurostat, the statistical office of the European Union**, represent only a small part of the results of a survey on Information and Communication Technologies (ICT) usage in households and by individuals in the **EU28** Member States, **Iceland, Norway** and **Turkey**. In addition to internet access and use and e-government, the survey covers a variety of indicators such as mobile use of the internet, e-commerce and other activities carried out by individuals. The findings are used for monitoring several EU policies, in particular the Digital Agenda for Europe<sup>4</sup>.

### **Level of internet access ranges from 54% of households in Bulgaria to 95% in the Netherlands**

In most Member States, the level of internet access was high in 2013, with shares of more than 90% in the **Netherlands** (95% of households), **Luxembourg** (94%), **Denmark** and **Sweden** (both 93%). The lowest shares were registered in **Bulgaria** (54%), **Greece** (56%) and **Romania** (58%).

Broadband internet access enables higher speed when browsing and performing activities over the internet. In 2013, in every Member State at least half of households had a broadband connection. **Finland** (88%) registered the highest share of broadband connections, followed by **Denmark**, the **Netherlands**, **Sweden** (in 2012) and the **United Kingdom** (all 87%) and **Germany** (85%).

### **More than 80% of individuals use the internet daily in Denmark, the Netherlands, Luxembourg and Sweden**

In most Member States, the majority of individuals used the internet every day or almost every day, with the highest proportions registered in 2013 in **Denmark** (84% of individuals), the **Netherlands** (83%), **Luxembourg** (82%), **Sweden** (81%), **Finland** (80%) and the **United Kingdom** (78%). The highest shares of individuals who reported that they used the internet at least once a week, but not every day, were recorded in the **Czech Republic** (16%), **Estonia**, **Ireland** and **Austria** (all 14%). Around one third or more of individuals in **Romania** (42%), **Bulgaria** (41%), **Greece** (36%), **Italy** (34%), **Portugal** (33%), **Cyprus** and **Poland** (both 32%) have never used the internet, while in six Member States this proportion was below 10%.

## E-government services most used in the Nordic Member States and the Netherlands

More than half of all individuals in **Denmark** (85%), the **Netherlands** (79%), **Sweden** (78%), **Finland** (69%), **France** (60%), **Luxembourg** (56%), **Austria** (54%) and **Slovenia** (52%) reported in 2013 that they have used the internet to contact or interact with public authorities and services.

Among those e-government users, making income tax declarations online was one of the main purposes for interaction in 2013, with the highest shares registered in **Estonia** (82% of e-government users), **Denmark** (74%), **Lithuania** (70%) and **Portugal** (69%). Other major purposes were to request personal documents online, with the highest shares recorded in **Luxembourg** (39%), **Spain** and **Malta** (both 34%), **Sweden** (31%) and **Greece** (30%), and to claim social security benefits, with the highest shares registered in **Sweden** (32%), **France** (30%), **Romania** and **Slovenia** (both 27%). The highest shares of e-government users who used websites to enrol in higher education or university were found in **Slovenia** (24%), **Bulgaria** (23%) and **Italy** (21%).

1. The survey covered households with at least one person aged 16-74, and individuals aged 16-74. In most countries it was conducted in the second quarter of 2013. Households were asked about internet access by any member of the household at home. Individuals were asked about frequency of internet use and about activities they had carried out on the internet in the last three months, or for e-government activities in the last 12 months, prior to the survey, at home or at any other location.
2. **Public authorities** refer to both public services and administrative activities, e.g. tax, social security, public health or public education. Public authorities can be at local, regional or national level. **E-government users** are individuals who used websites of public authorities or public services to obtain information, download forms or submit completed forms.
3. For more information see Statistics Explained article available free of charge on the Eurostat web site: [http://epp.eurostat.ec.europa.eu/statistics\\_explained/index.php/Internet\\_use\\_statistics\\_%E2%80%93\\_individuals](http://epp.eurostat.ec.europa.eu/statistics_explained/index.php/Internet_use_statistics_%E2%80%93_individuals)  
The full set of data can be found in the dedicated section: <http://ec.europa.eu/eurostat/ict> under "Data".
4. The 2013 survey questionnaire on "ICT usage in households and by individuals" comprised a set of questions specific to the interaction of individuals with public authorities (e-government). Statistics on e-government are requested in the framework of the Digital Agenda Scoreboard, see [http://ec.europa.eu/information\\_society/digital-agenda/index\\_en.htm](http://ec.europa.eu/information_society/digital-agenda/index_en.htm)

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# Internet access of households & frequency of internet use of individuals, 2013, %

|                       | % of households with: |                      | Frequency of internet use (% of individuals)* |   |                     |
|-----------------------|-----------------------|----------------------|---|---|---------------------|
|                       | Internet access       | Broadband connection | Every day or almost every day                 | At least once a week, but not every day | Never used internet |
| <b>EU28**</b>         | <b>79</b>             | <b>76</b>            | <b>62</b>                                     | <b>10</b>                               | <b>21</b>           |
| <b>Belgium</b>        | 80                    | 79                   | 68  | 12                                      | 15                  |
| <b>Bulgaria</b>       | 54                    | 54                   | 43  | 9                                       | 41                  |
| <b>Czech Republic</b> | 73                    | 69                   | 54  | 16                                      | 17                  |
| <b>Denmark</b>        | 93                    | 87                   | 84  | 6                                       | 4                   |
| <b>Germany</b>        | 88                    | 85                   | 68  | 11                                      | 13                  |
| <b>Estonia</b>        | 80                    | 79                   | 63  | 14                                      | 16                  |
| <b>Ireland</b>        | 82                    | 67                   | 61  | 14                                      | 18                  |
| <b>Greece</b>         | 56                    | 55                   | 47  | 9                                       | 36                  |
| <b>Spain</b>          | 70                    | 69                   | 54  | 12                                      | 24                  |
| <b>France</b>         | 82                    | 78                   | 66  | 12                                      | 14                  |
| <b>Croatia</b>        | 65                    | 64                   | 53  | 10                                      | 29                  |
| <b>Italy</b>          | 69                    | 68                   | 54  | 2                                       | 34                  |
| <b>Cyprus</b>         | 65                    | 64                   | 53  | 9                                       | 32                  |
| <b>Latvia</b>         | 72                    | 70                   | 60  | 11                                      | 22                  |
| <b>Lithuania</b>      | 65                    | 64                   | 53  | 12                                      | 29                  |
| <b>Luxembourg</b>     | 94                    | 70                   | 82  | 11                                      | 5                   |
| <b>Hungary</b>        | 71                    | 71                   | 62  | 9                                       | 24                  |
| <b>Malta</b>          | 79                    | 79                   | 59  | 7                                       | 28                  |
| <b>Netherlands</b>    | 95                    | 87                   | 83  | 9                                       | 5                   |
| <b>Austria</b>        | 81                    | 80                   | 63  | 14                                      | 16                  |
| <b>Poland</b>         | 72                    | 69                   | 47  | 13                                      | 32                  |
| <b>Portugal</b>       | 62                    | 62                   | 48  | 10                                      | 33                  |
| <b>Romania</b>        | 58                    | 56                   | 32  | 13                                      | 42                  |
| <b>Slovenia</b>       | 76                    | 74                   | 58  | 11                                      | 23                  |
| <b>Slovakia</b>       | 78                    | 70                   | 61  | 13                                      | 15                  |
| <b>Finland</b>        | 89                    | 88                   | 80  | 9                                       | 6                   |
| <b>Sweden**</b>       | 93                    | 87                   | 81  | 11                                      | 4                   |
| <b>United Kingdom</b> | 88                    | 87                   | 78  | 9                                       | 8                   |
| <b>Iceland</b>        | 96                    | 95                   | 91  | 5                                       | (3)                 |
| <b>Norway</b>         | 94                    | 88                   | 85  | 8                                       | (3)                 |
| <b>Turkey</b>         | 49                    | 46                   | 30  | 10                                      | 51                  |

\* Does not add up to 100%. The share of individuals using the internet less than once per week, e.g. once per month, is missing in the table.

\*\* Broadband connection: Data for 2012 instead of 2013 for Sweden; EU28 does not include data for Sweden

( ) Data with reduced reliability due to small number of respondents

## E-government use by individuals for private purposes, 2013

|                       | Individuals who interacted with public authorities over the internet | Purpose of interaction*: |                               |                                   |   |
|-----------------------|--|--------------------------|-------------------------------|-----------------------------------|---|
|                       |  | income tax declaration   | requesting personal documents | claiming social security benefits | enrolment in higher education or university |
|                       |  | % of e-government users  |                               |                                   |   |
|                       | % of individuals   |                          |                               |                                   |   |
| <b>EU28**</b>         | <b>41</b>  | <b>44</b>                | <b>20</b>                     | <b>16</b>                         | <b>9</b>                                    |
| <b>Belgium</b>        | 50   | 52                       | 17                            | 10                                | 5   |
| <b>Bulgaria</b>       | 23   | 50                       | 5                             | 8                                 | 23  |
| <b>Czech Republic</b> | 29   | 21                       | 11                            | 4                                 | (2)   |
| <b>Denmark</b>        | 85   | 74                       | 18                            | 19                                | 4   |
| <b>Germany</b>        | 49   | 35                       | 9                             | 9                                 | 3   |
| <b>Estonia</b>        | 48   | 82                       | 19                            | 7                                 | 7   |
| <b>Ireland</b>        | 45   | 25                       | 26                            | 7                                 | 8   |
| <b>Greece</b>         | 36   | 63                       | 30                            | 23                                | 8   |
| <b>Spain</b>          | 44   | 44                       | 34                            | 20                                | 16  |
| <b>France</b>         | 60   | 57                       | 22                            | 30                                | 12  |
| <b>Croatia</b>        | 25   | :                        | :                             | :                                 | :   |
| <b>Italy</b>          | 21   | 27                       | 15                            | 13                                | 21  |
| <b>Cyprus</b>         | 30   | 21                       | 8                             | 11                                | (5)   |
| <b>Latvia</b>         | 35   | 41                       | 8                             | 8                                 | (2)   |
| <b>Lithuania</b>      | 34   | 70                       | 9                             | 8                                 | 3   |
| <b>Luxembourg</b>     | 56   | 39                       | 39                            | 20                                | 12  |
| <b>Hungary</b>        | 37   | 38                       | 20                            | 12                                | 8   |
| <b>Malta</b>          | 32   | (12)                     | 34                            | (9)                               | 17  |
| <b>Netherlands</b>    | 79   | 57                       | 17                            | 18                                | 7   |
| <b>Austria</b>        | 54   | 60                       | 15                            | 10                                | 6   |
| <b>Poland</b>         | 23   | 51                       | 9                             | (3)                               | 6   |
| <b>Portugal</b>       | 38   | 69                       | 14                            | 16                                | 7   |
| <b>Romania</b>        | 5  | 54                       | 25                            | 27                                | u   |
| <b>Slovenia</b>       | 52   | 42                       | 12                            | 27                                | 24  |
| <b>Slovakia</b>       | 33   | 28                       | 12                            | 10                                | 11  |
| <b>Finland</b>        | 69   | 56                       | 19                            | 20                                | 15  |
| <b>Sweden</b>         | 78   | 59                       | 31                            | 32                                | 14  |
| <b>United Kingdom</b> | 41   | 18                       | 29                            | 10                                | 7   |
| <b>Iceland</b>        | 81   | 75                       | 15                            | 8                                 | 26  |
| <b>Norway</b>         | 76   | 66                       | 17                            | 17                                | 14  |

: Data not available

( ) Data with reduced reliability due to small number of respondents

u Data not reliable due to small number of respondents or high non-response

\* More than one possible answer

\*\* Purpose of interaction: excluding data for Croatia