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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 households¹ 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 services² in 2013. Reasons for this interaction reported by **EU28** e-government users² 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 data³ 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 Europe⁴.

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
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

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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
EU28**	79	76	62	10	21
Belgium	80	79	68	12	15
Bulgaria	54	54	43	9	41
Czech Republic	73	69	54	16	17
Denmark	93	87	84	6	4
Germany	88	85	68	11	13
Estonia	80	79	63	14	16
Ireland	82	67	61	14	18
Greece	56	55	47	9	36
Spain	70	69	54	12	24
France	82	78	66	12	14
Croatia	65	64	53	10	29
Italy	69	68	54	2	34
Cyprus	65	64	53	9	32
Latvia	72	70	60	11	22
Lithuania	65	64	53	12	29
Luxembourg	94	70	82	11	5
Hungary	71	71	62	9	24
Malta	79	79	59	7	28
Netherlands	95	87	83	9	5
Austria	81	80	63	14	16
Poland	72	69	47	13	32
Portugal	62	62	48	10	33
Romania	58	56	32	13	42
Slovenia	76	74	58	11	23
Slovakia	78	70	61	13	15
Finland	89	88	80	9	6
Sweden**	93	87	81	11	4
United Kingdom	88	87	78	9	8
Iceland	96	95	91	5	(3)
Norway	94	88	85	8	(3)
Turkey	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 individuals	% of e-government users			
EU28**	41	44	20	16	9
Belgium	50	52	17	10	5
Bulgaria	23	50	5	8	23
Czech Republic	29	21	11	4	(2)
Denmark	85	74	18	19	4
Germany	49	35	9	9	3
Estonia	48	82	19	7	7
Ireland	45	25	26	7	8
Greece	36	63	30	23	8
Spain	44	44	34	20	16
France	60	57	22	30	12
Croatia	25	:	:	:	:
Italy	21	27	15	13	21
Cyprus	30	21	8	11	(5)
Latvia	35	41	8	8	(2)
Lithuania	34	70	9	8	3
Luxembourg	56	39	39	20	12
Hungary	37	38	20	12	8
Malta	32	(12)	34	(9)	17
Netherlands	79	57	17	18	7
Austria	54	60	15	10	6
Poland	23	51	9	(3)	6
Portugal	38	69	14	16	7
Romania	5	54	25	27	u
Slovenia	52	42	12	27	24
Slovakia	33	28	12	10	11
Finland	69	56	19	20	15
Sweden	78	59	31	32	14
United Kingdom	41	18	29	10	7
Iceland	81	75	15	8	26
Norway	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