



## PRESS RELEASE

### SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS: 2018

The Hellenic Statistical Authority (ELSTAT) announces data on the use of new technologies by households and their members. The data derive from the sample Survey on the Use of Information and Communication Technologies by households and individuals, conducted for 2018.

The survey was conducted on a final sample of 5,205 private households and equal number of individuals, throughout Greece, with the only prerequisite the existence in the household of, at least, one member aged 16 – 74 years old.

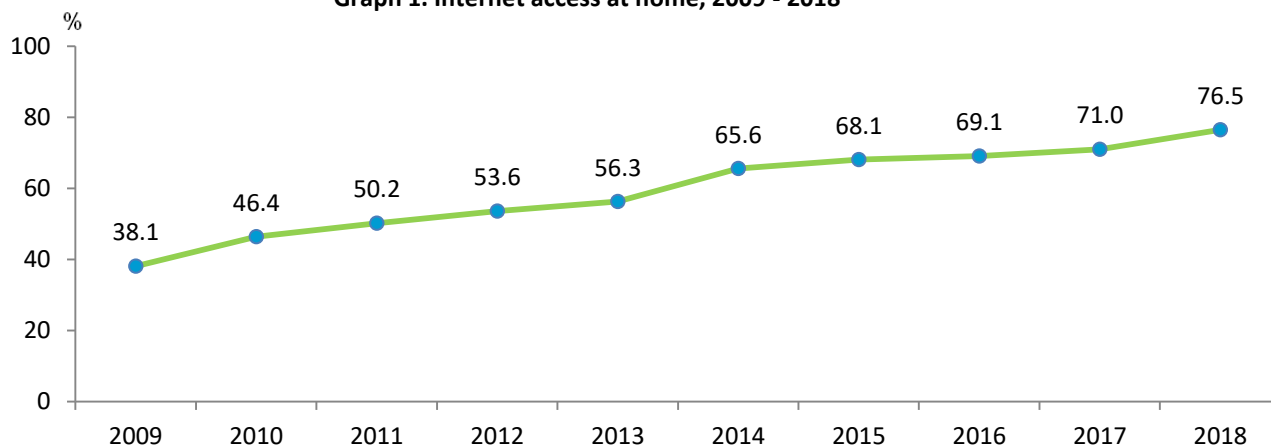
The forthcoming press release on the Survey on the Use of Information and Communication Technologies by households and individuals, scheduled for **13 December 2018**, will present data **on e-commerce and the use of information and communication technologies at work**.

#### HOUSEHOLDS AND NEW TECHNOLOGIES – INTERNET CONNECTION AT HOME – TYPE OF INTERNET CONNECTION

According to the survey results, 8 out of 10 households have internet access at home (76.5%).

During the last decade (2009 – 2018), a 100.8% increase is recorded in internet access at home (Graph 1).

Graph 1. Internet access at home, 2009 - 2018

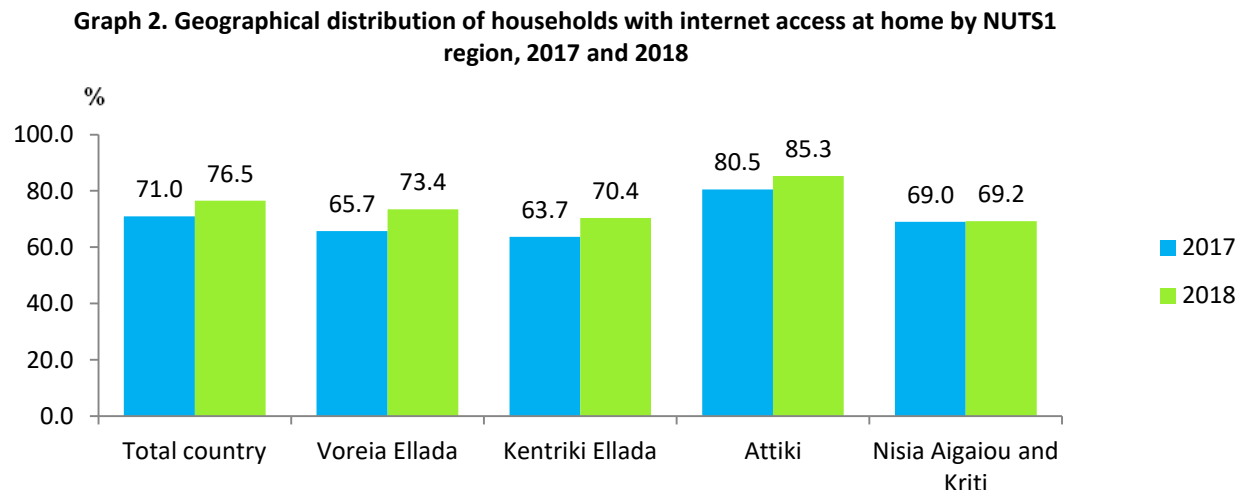


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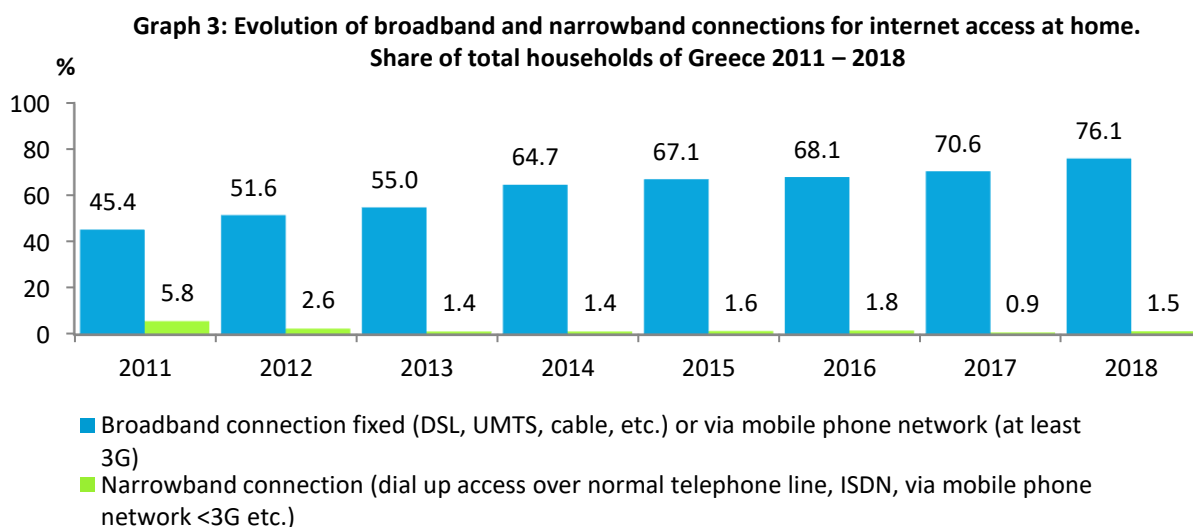
More specifically, in 2018, an increase of 7.8% is recorded in the households having internet access at home, compared with 2017.

The geographical distribution of households with internet access at home by NUTS1 Regions is depicted in Graph 2.



In 2018, 76.1% of the country households, with at least one member aged 16-74 years old, use broadband internet connection at home, recording an increase of 7.8%, compared with 2017.

Longitudinally, the evolution of broadband and narrowband connections for internet access at home is depicted in Graph 3.

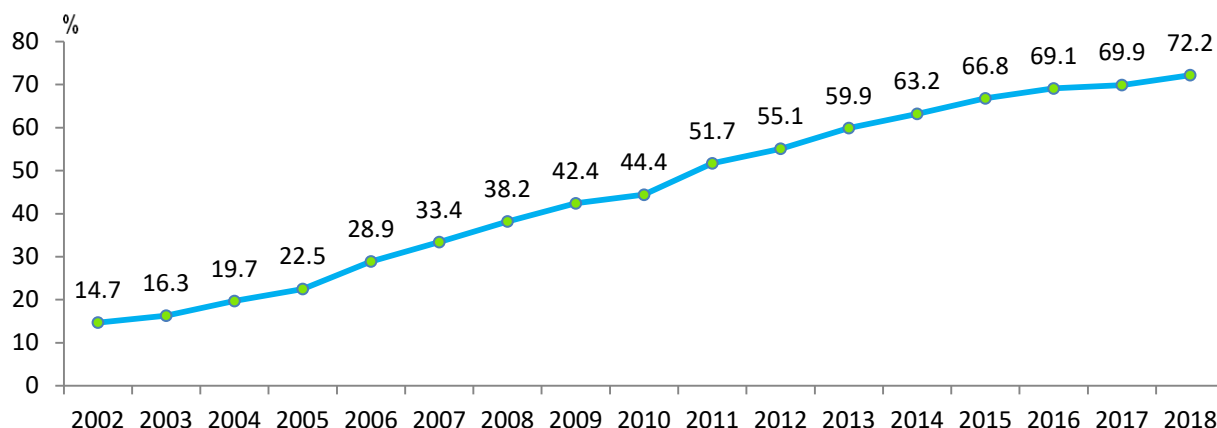


## INTERNET ACCESS

- More than 7 out of 10 (72.2%) persons, aged 16-74, accessed the internet in the 1st quarter of 2018, recording an increase of 3.3%, compared with 2017.

The share of the population accessing the internet, over time, is depicted in Graph 4.

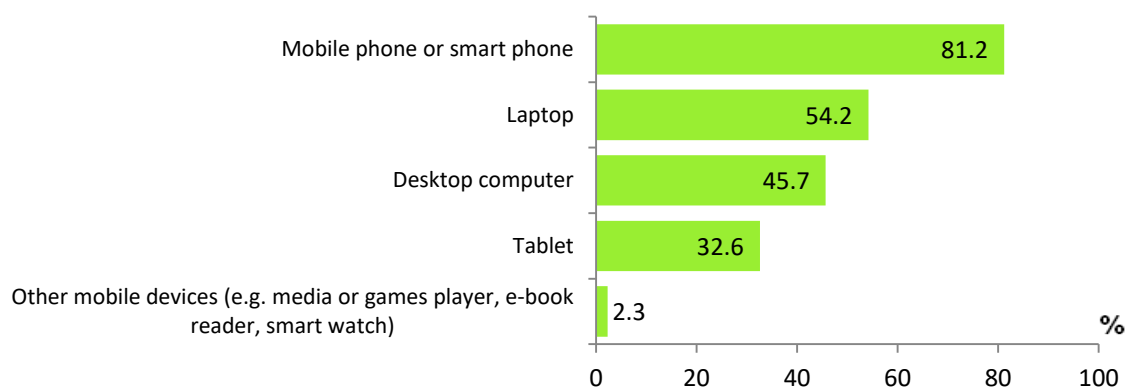
**Graph 4: Internet access. Percentage distribution of population aged 16-74, 1st quarter of years 2002 – 2018**



According to the survey results, use of the internet on a regular basis, i.e. at least once a week, is recorded for 96.6% of the persons having used the internet in the 1st quarter of 2018. 90.5% of regular internet users accessed the internet more than twice during the day.

The most commonly used device for accessing the internet is mobile phone or “smart phone”, with 81.2% of the population aged 16-74 who accessed the internet during the 1<sup>st</sup> quarter of 2018. The devices used for accessing the internet are presented more analytically in Graph 5.

**Graph 5. Devices for internet access. Percentage distribution of population aged 16-74 having accessed the internet during the 1st quarter of 2018**

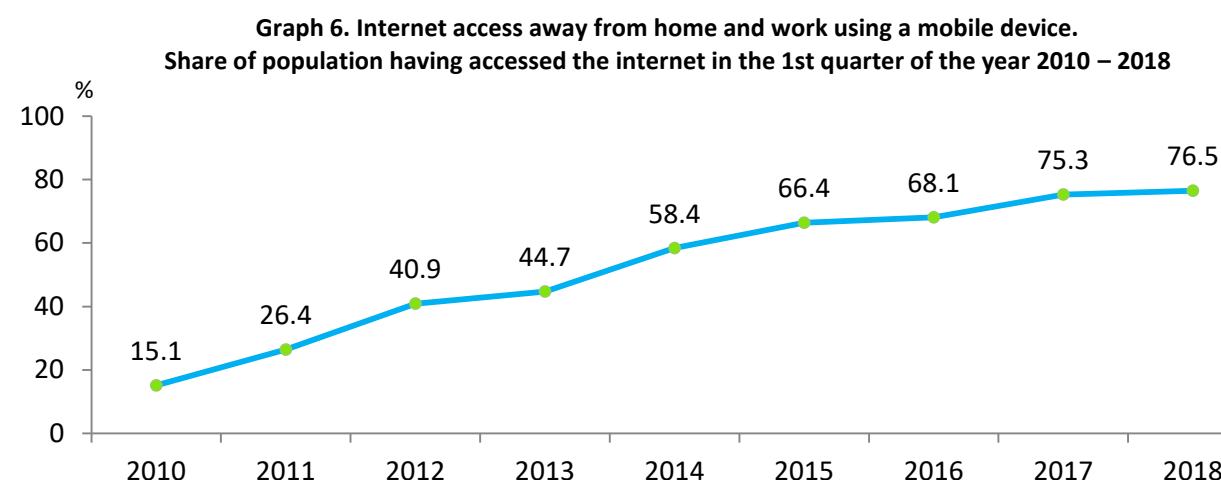


## MOBILE INTERNET ACCESS AND UBIQUITOUS CONNECTIVITY

- 8 out of 10 persons (76.5%) having accessed the internet in the 1st quarter of 2018 accessed it away from home and work, using a mobile device.

76.5 % of the persons having used the internet in the 1st quarter of 2018 were connected to the internet - away from home and work- using a mobile phone or smart phone, a portable PC (laptop, notebook, net book or tablet) or other mobile device (PDA, MP3 player, e-book reader, portable games console, etc.), thus recording an increase of 1.6%, compared with the 1st quarter of 2017.

The population accessing the internet away from home and work, on the go, as a share of the population having accessed the internet, since 2010, is depicted in Graph 6.



Among the population accessing the internet away from home and work using a mobile device, 72.2% used a mobile or smart phone, 16.5% a portable PC (laptop, tablet, etc.), 12.7% a tablet and 0.9% another portable device (e.g. media player, portable game console, e-book reader, smart watch, etc.).

More specifically, in the 1st quarter of 2018, the share of population, by age group, that accessed the internet using a mobile/smart phone, a portable PC and another device and the share of population not accessing the internet using a mobile device are depicted in Table 1.

**Table 1. Internet access away from home and work using a mobile device by age group, 1<sup>st</sup> quarter 2018 (%)**

Mobile device	Age group					
	16 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65 – 74
Mobile phone	<b>93.3</b>	86.3	74.7	61.3	50.6	40.8
Portable PC or tablet	21.9	<b>23.1</b>	20.6	22.9	22.5	18.7
Other mobile device	0.9	<b>1.4</b>	1.2	0.5	0.2	0.0
Not accessing the internet via a mobile device	5.9	10.8	22.0	32.6	42.3	<b>48.4</b>

## INTERNET ACTIVITIES

As regards internet activities, in 2018, “Finding information about goods or services” is recorded for 89.4% of internet users.

The share of persons using the internet in the 1<sup>st</sup> quarter of 2018, for each activity, in descending order, is presented below:

- Finding information about goods or services: 89.4%.
- Sending / receiving e-mails: 75.3%.
- Participating in social networks (facebook, instagram, twitter, snapchat, etc.): 73.4%
- Listening to music (e.g. web radio, You Tube, streaming): 72.0%
- Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.): 65.2%.

- Telephoning over the internet / video calls (via webcam) over the internet (Skype, Facetime, Viber, Whats App, etc.): 61.1%.
- Watching videos (for free) using sharing servicing, e.g. You tube: 59.3%
- Internet-banking: 37.8%
- Gaming: 31.2%
- Watching Internet streamed TV (live or catch-up) from TV broadcasters: 17.1%
- Watching videos on demand by commercial services (e.g. Nova Go, Cosmote TV Go, Netflix): 10.6%
- Making an appointment with a practitioner via a website : 9.8%
- Selling of goods or services via auctions (e.g. via e-Bay): 4.6%

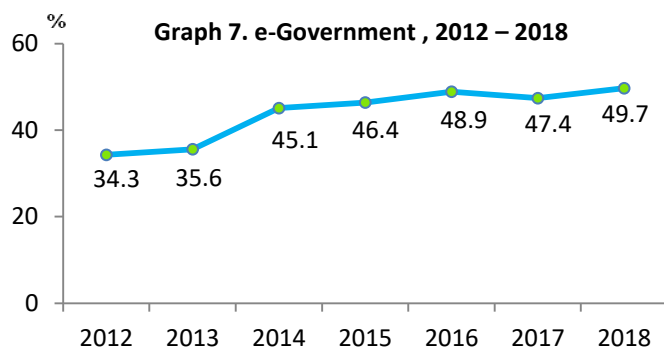
Furthermore, the survey collected data on collaborative economy and more specifically on the use of internet platforms in order to obtain accommodation or transfer services from other individuals.

- 1 out of 10 persons (9.6%), during April 2017 – March 2018, used platforms (websites or applications) in order to obtain accommodation (room, apartment, dwelling, country home, etc.) from another private individual, for private purposes.
- 1 out of 25 persons (4.2%) arranged a transport service (e.g. by car) from another individual, for private purposes.

In comparison with the relevant data for the year 2017, an 88.2% increase is recorded in the use of websites or applications to obtain accommodation from another private individual and an increase of 133.3 % in the use of websites or applications to arrange a transport service from another private individual.

#### E-GOVERNMENT

- 1 out of 2 (49.7%) persons, aged 16 – 74, used e-government services for private purposes during the period April 2017 – March 2018.

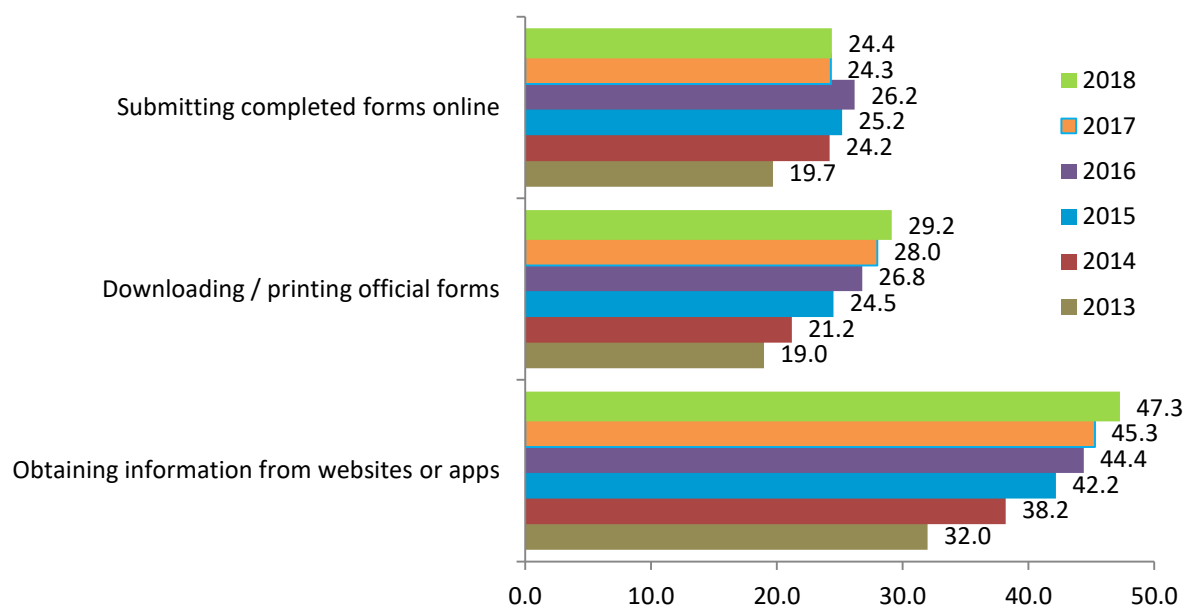


An increase of 4.9% is recorded in the share of population that used e-government services, compared with the relevant share recorded during the previous year (Graph 7). E-government services, in general, include any contact or interaction a citizen may have with public services websites, for private purposes. More specifically, such services include services concerning citizens' obligations (tax declaration, etc.), official documents (ID card, birth certificate, etc),

education services (public libraries, information and enrolment in public schools or universities), public health services (appointment scheduling, granting medical certificates for nursing or patient examination, etc.).

The persons who had transactions with public services, during the last 12 months, analytically for the years 2013-2018, by type of service, as percentage of total population aged 16-74 years old, is presented in Graph 8. The last twelve months for the 2018 survey means the period from April 2017 to March 2018, for the 2017 survey the period from April 2016 – March 2017, and similarly the same applies for previous years.

**Graph 8: Use of e-government services during the last 12 months, 2013 – 2018.**  
Share of total population aged 16-74 years old.



More specifically, the reasons for not having submitted completed forms, such as tax declaration, via the internet by those who had to submit such forms, are as follows: 98.0% of them mentioned that such forms were submitted by another person on their behalf, e.g., tax adviser, family member, friend, etc. (recording an increase 4.8% compared with 2017), 8.1% reported lack of skills or knowledge and 0.3% reported concerns about protection and security of personal data.

### **TRUST, SECURITY AND PRIVACY OF PERSONAL DATA**

The survey collected information on issues concerning trust, security and privacy of personal data when accessing the internet from any device, but specifically from smart phones.

For many internet services the users are asked to validate their identity. For some internet services the users have to follow “strict” online identification procedures and some other they require only a password for login.

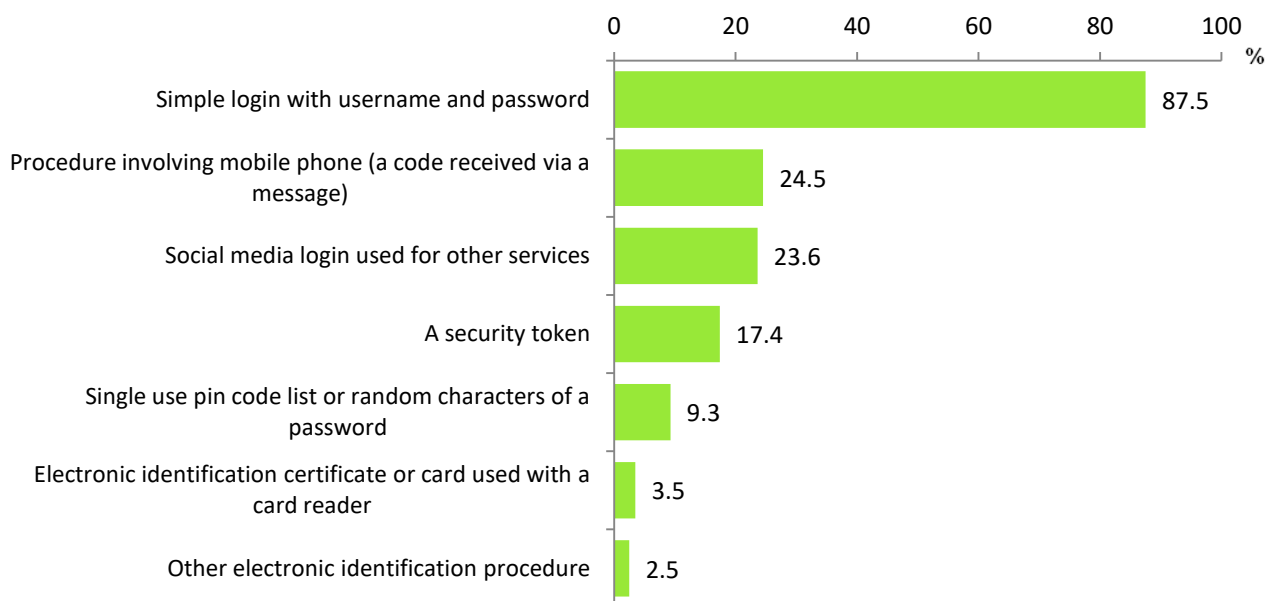
Strict identifications procedures are those using: a) security tokens, b) electronic identification certificate or card used with a card reader, c) mobile phone (a code received via a message).

A simple identification procedure requires a simple login with username and password. This procedure is usually followed for login to an e-mail account or social media account.

- 9 out of 10 (87.8%) persons who used the internet during April 2017 – March 2018 followed some online identification procedure.

The identification procedures which were used are presented in Graph 9:

**Graph 9. Identification procedures for online services. Share of population having accessed the internet during April 2017 – March 2018**



- 8 out of 10 (80.5%) persons who used the internet during the period April 2017 – March 2018 used a smart phone for private purposes.
- 6 out of 10 (59.1%) persons who used a smart phone have a security software or service (antivirus, antispam, firewall) in their mobile phone, which was either installed automatically or provided with the operating system (42.5%) or which was installed by them and probably they subscribed to it for a fee (16.6%).
- 5.3% of those who used a smart phone reported having lost information, documents or other kind of data from their phone, on account of viruses or other “hostile” type of programme.
- More than 4 out of 10 (43.5%) persons who used a smart phone have, at least once, restricted or refused access to their personal data (e.g. location, contact list), when using or installing an application (app) on their smart phone.

## EXPLANATORY NOTES

### Survey on the Use of Information and Communication Technologies by Households and Individuals

The Survey on the Use of Information and Communication Technologies by Households and Individuals (HH ICT) is part of the European Statistical Program, in which all EU-countries participate. The main purpose of this survey is to study, at European and national level, the degree of ICT use by households. Most of the provided data are used for the benchmarking of the indicators of Information Society for 2016 – 2021. The survey was conducted by telephone.

The survey collects data on the access of households to selected information and communication technologies and more specifically data on internet access and ubiquitous internet connectivity, transactions with public authorities via the internet (e-government), e-commerce, etc.

The survey was conducted in Greece for the first time in 2002, and is fully harmonized with the corresponding surveys conducted by the other EU Member States.

The survey data are collected via telephone by means of questions answered by one only member of the household, which is randomly selected, with the only prerequisite that he/she is 16-74 years old. The questionnaire helps collecting data with regard to the household, in general, as well as individual information concerning the selected household member.

**Legal basis** The survey is conducted in the framework of Regulation 808/2004 of the European Parliament and the Council for the information society statistics and in compliance with the implementing Regulation 1515/2017.

**Reference period** 01/01/2018 - 31/03/2018.

**Coverage** The survey covered all private households throughout Greece, irrespective of their size or socioeconomic characteristics, with the only prerequisite that at least one person aged 16 – 74 years old lives in the household.

**Methodology** The three stage stratified sampling has been used with ultimate unit the individual. The sample selection for individuals – households has been done from households having been surveyed in the EU-SILC of the year 2017 whose primary sampling units are selected in the first stage.

Stratification criteria for the second stage were:

- Region (13 regions (NUTS2) as well as the Major City Agglomerations (Athens and Thessaloniki)
- Urbanization degree: (Urban areas 30,000+ inhabitants, Urban areas 5,000 – 29,999 inhabitants, urban-rural areas with 1,000 – 4,999 inhabitants and Rural 1-999 inhabitants).

The initial sample consists of 7,500 households, within of which one individual aged 16 – 74 years old is randomly selected with equal selection probabilities among household members aged 16 – 74 years old.

**Great geographical areas (NUTS 1)** **Voreia Ellada (Northern Greece):** Anatoliki Makedonia, Thraki (East Macedonia and Thrace), Kentriki Makedonia (Central Macedonia), Dytiki Makedonia (West Macedonia), Ipeiros (Epirus).  
**Kentriki Ellada (Central Greece):** Thessalia (Thessaly), Ionioi Nisoi (Ionian Islands), Dytiki Ellas (Western Greece), Sterea Ellas (Central Greece), Peloponnisos (Peloponnese).  
**Attiki (Attica):** Attiki (Attica).  
**Nisia Aigaiou, Kriti (Aegean Islands and Crete):** Voreio Aigaio (Northern Aegean), Notio Aigaio (Southern Aegean), Kriti (Crete).

**References** More information on the survey is available on the webpage of the Hellenic Statistical Authority, [www.statistics.gr](http://www.statistics.gr), Section: Statistics / Industry – Commerce – Services - Transportations / Use of information and communication technologies (ICT) / Use of information and communication technologies (ICT) by Households- Individuals.