



## PRESS RELEASE

### SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS: 2019

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 2019.

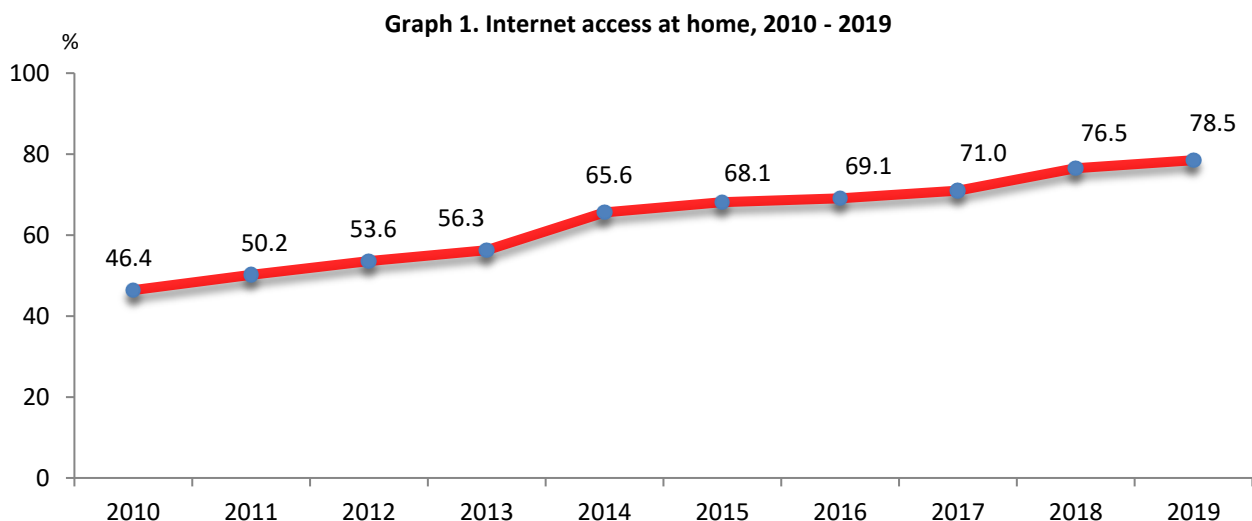
The survey was conducted on a final sample of 5,004 private households and equal number of individuals, throughout Greece, with the only prerequisite the existence in the household of, at least, one member aged 16 – 74 years old.

The forthcoming press release on the Survey on the Use of Information and Communication Technologies by households and individuals, scheduled for **11 December 2019**, will present data **on e-commerce and internet security**.

#### 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 (78.5%).

During the last decade (2010 – 2019), a 69.2% increase is recorded in internet access at home (Graph 1).



**Information on methodological issues:**

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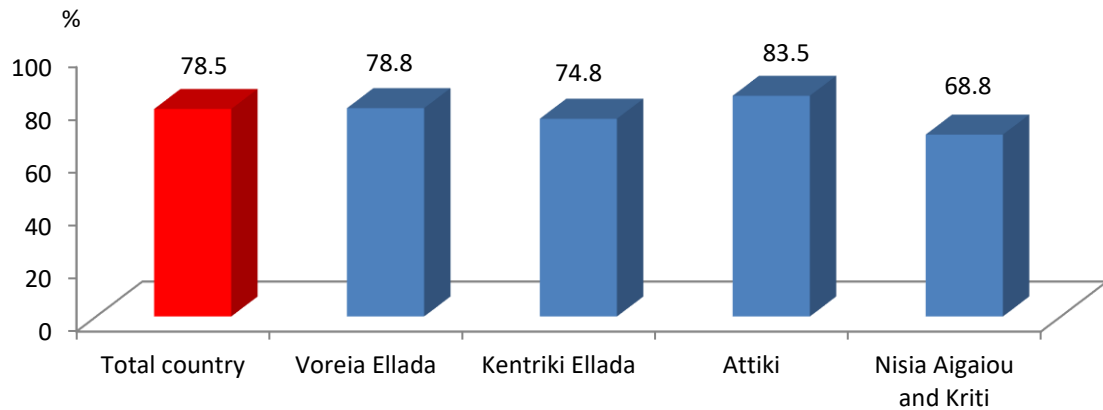
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More specifically, in 2019, an increase of 2.6% is recorded in the households having internet access at home, compared with 2018.

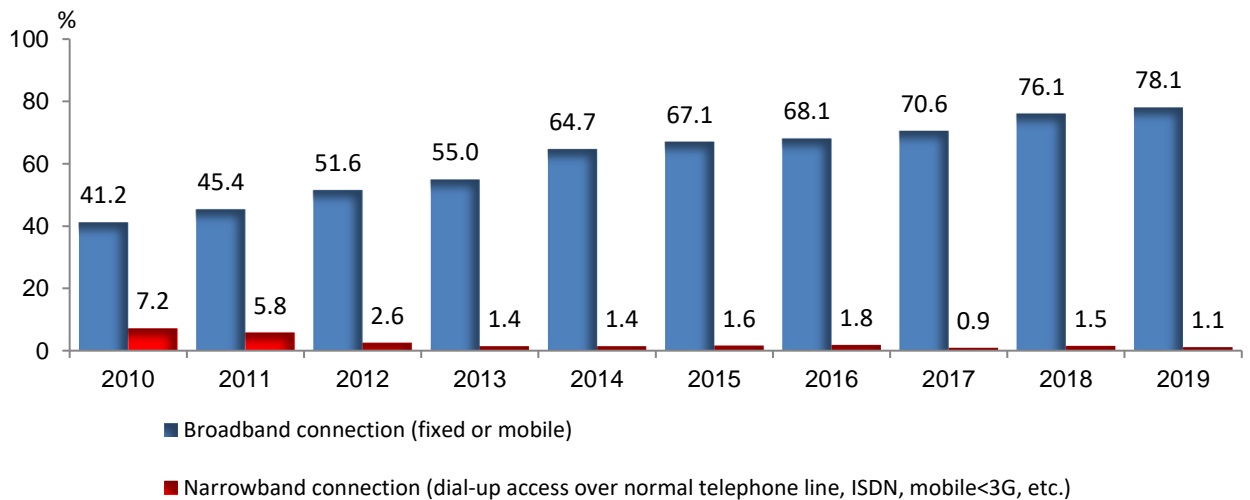
The distribution of households with internet access at home by geographical Region (NUTS1) is depicted in Graph 2.

**Graph 2. Geographical distribution of households with internet access at home by NUTS1 region, 2019**



In 2019, 78.1% of the country households, with at least one member aged 16-74 years old, use broadband internet connection at home, recording an increase of 2.6%, compared with the data of 2018, when relevant share was 76.1% (Graph 3).

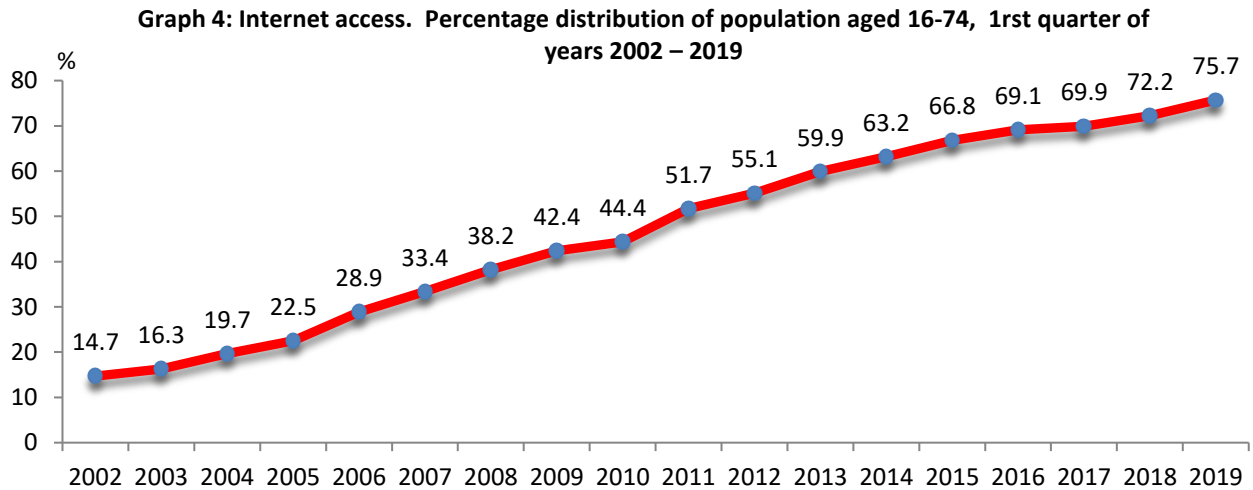
**Graph 3 : Evolution of broadband and narrowband connections for internet access at home. Share of total households of Greece 2010 – 2019**



The main reasons for not accessing the internet from home are, longitudinally, the same, namely: a) lack of skills, (67.3%), b) information available on the internet is non-relevant and lack of interest for such information (22.5%) and c) too high cost of equipment (15.0%).

## INTERNET ACCESS

- More than 7 out of 10 (75.7%) persons, aged 16-74 accessed the internet during the 1st quarter of 2019, recording an increase of 4.8%, compared with the data of 2018, when relevant share was 72.2% (Graph 4).



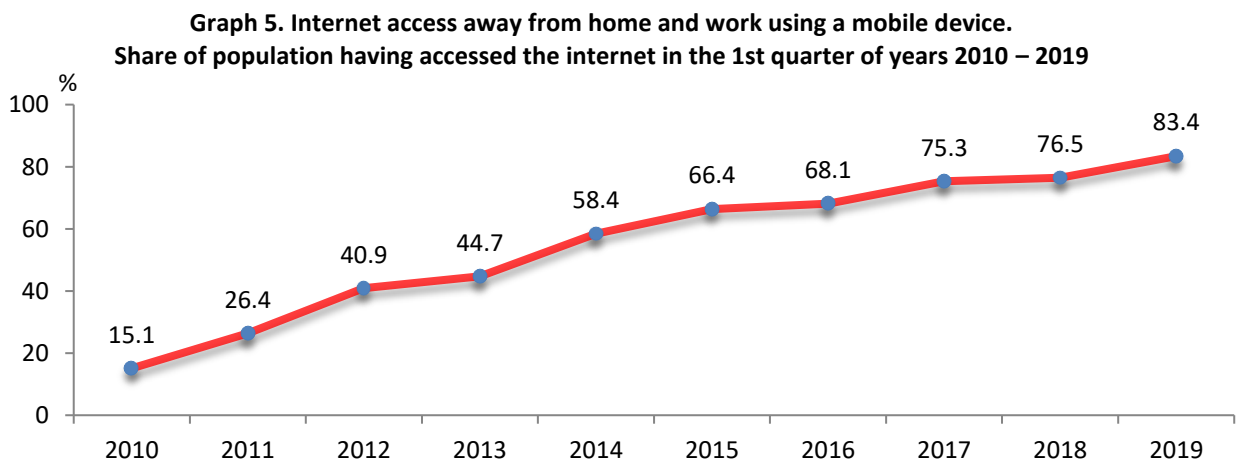
According to the survey results, use of the internet on a regular basis, i.e. at least once a week, is recorded for 97.4% of the persons having used the internet in the 1st quarter of 2019. 87.8% of regular internet users accessed the internet more than twice during the day.

## MOBILE INTERNET ACCESS AND UBIQUITOUS CONNECTIVITY

- 8 out of 10 persons (83.4%) having accessed the internet during the 1st quarter of 2019 accessed it away from home and work, using a mobile device, recording an increase of 9.0%, compared with the data of the 1st quarter of 2018, when relevant share was 76.5%.

Ubiquitous internet connectivity, away from home and work, can be achieved by 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.).

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 5.



Among the population accessing the internet away from home and work using a mobile device, 94.6% used a mobile or smart phone, 33.1% a portable PC (laptop, tablet, etc.), 20.2% a tablet and 1.6% another portable device (e.g. media player, portable game console, e-book reader, smart watch, etc.).

## INTERNET ACTIVITIES

As regards internet activities, in 2019, “Finding information about goods or services” is recorded for 88.3% of internet users.

The share of persons using the internet in the 1<sup>st</sup> quarter of 2019, for each activity, in descending order, is presented below:

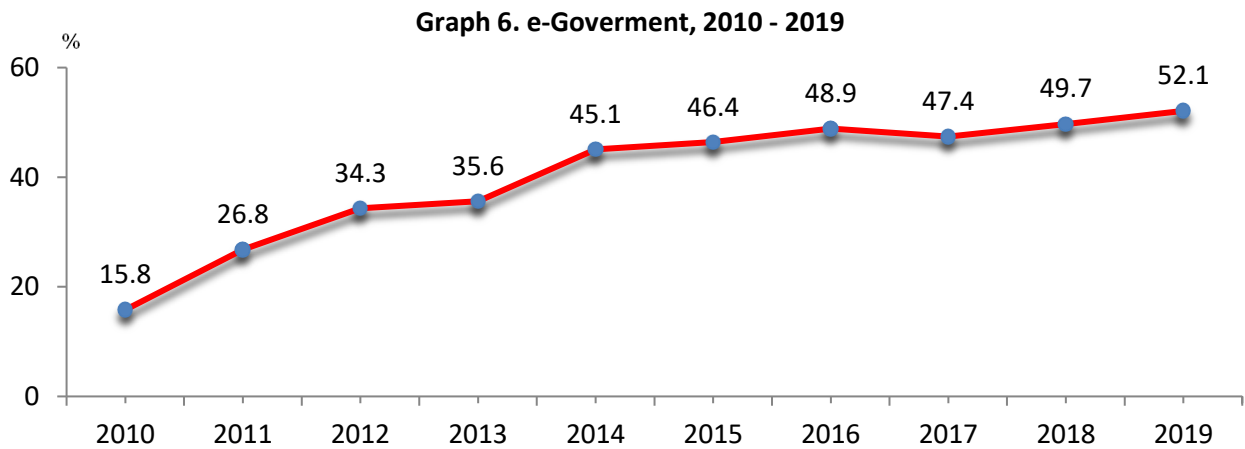
- Finding information about goods or services: **88.3%**.
- Reading online news sites, newspapers, news magazines: **87.7%**.
- Sending / receiving e-mails: **77.9%**.
- Participating in social networks (facebook, instagram, twitter, snapchat, etc.): **74.9%**.
- Listening to music (e.g. web radio, You Tube, streaming): **72.9%**.
- Exchanging messages via Skype, Messenger, Viber, Whats App, etc.: **72.0%**.
- Telephoning over the internet / video calls (via webcam) over the internet (Skype, Facetime, Viber, Whats App, etc.): **66.8%**.
- Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.): **65.9%**.
- Uploading self-created content (text, photos, music, videos, software) to any website to be shared : **46.2%**.
- Internet-banking: **40.3%**.
- Looking for a job or sending a job application: **17.0%**.
- Posting opinion on civic or political issues via websites (e.g. blogs, social networks, etc.): **13.1%**.
- Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition): **3.8%**.
- Selling of goods or services via auctions (e.g. via e-Bay): **3.2%**.

Furthermore, the survey collected data on the use of sites and apps (internet platforms) in order to obtain accommodation (room, apartment, house, country home, etc.) from other individuals, for private purposes.

- 2 out of 10 persons (16.8%) having used the internet during the period from April 2018 to March 2019, used platforms such as AirBnb, iha Holidays, Homeaway, etc. in order to find accommodation (room, apartment, country holiday home, etc.) from another individual, recording an increase of 75.0%, compared with the data of 2018, when relevant share was 9.6%.

## E-GOVERNMENT

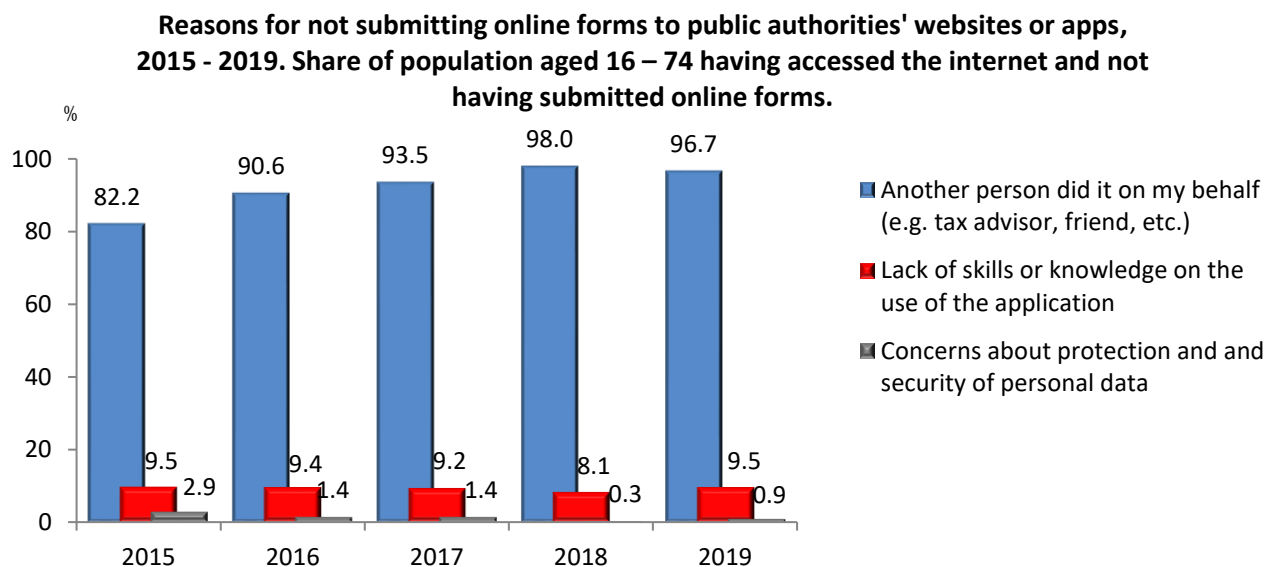
- 1 out of 2 (52.1%) persons, aged 16 – 74, used e-government services for private purposes during the period April 2018 – March 2019.



An increase of 4.8% is recorded in the share of population that used e-government services, compared with the relevant share recorded during the previous year (Graph 6).

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.).

More specifically, for those persons who have not submitted online completed forms (e.g. tax declaration), although they had to, the reasons for not doing so were recorded, the most important being as depicted in Graph 7, below.



96.7% of persons having accessed the internet, who did not submit online forms they had to, 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), 9.5% reported lack of skills or knowledge and 0.9% reported concerns about protection and security of personal data.

## 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 Programme, 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 harmonised 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 1798/2018.

**Reference period** 01/01/2019 - 31/03/2019.

**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 Survey on the Use of Information and Communication Technologies by Households and Individuals was conducted by using the three-stage stratified sampling, with ultimate unit the individual. The sample of individuals-households was selected among the households having been surveyed in the EU-SILC of the years 2016-2018 that are the primary sampling units of the first stage.

The design of the stratification includes two stratification criteria:

1. Region (NUTS 2): The 13 NUTS 2 Regions of Greece including the two the Major City Agglomerations for Athens and Thessaloniki.
2. Urbanisation degree: In each Region, the households are allocated on the basis of the urbanisation decree of the Municipal /Local Communities where they belong. With the exception of the two the Major City Agglomerations of Athens and Thessaloniki, the stratification by urbanisation degree is as follows:

1	Municipal/Local Communities with at least 30,000 inhabitants
2	Municipal/Local Communities with 5,000 – 29,999 inhabitants
3	Municipal/Local Communities with 1,000 - 4,999 inhabitants
4	Municipal/Local Communities up to 999 inhabitants

The total size of the units of the second stage of the sample amounts to 7,501 households, among which a person aged 16 – 74 years is surveyed, selected with equal selection possibilities among the household members aged 16 – 74 years.

**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 Ellada (Western Greece), Sterea Ellada (Central Greece), Peloponnisos (Peloponnese).  
**Attiki (Attica):** Attiki (Attica).  
**Nisia Aigaiou, Kriti (Aegean Islands and Crete):** Voreio Aigaiou (Northern Aegean), Notio Aigaiou (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.