HELLENIC REPUBLIC

HELLENIC STATISTICAL AUTHORITY

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PRESS RELEASE

SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS: 2016

USE OF NEW TECHNOLOGIES

The Hellenic Statistical Authority announces data on the use of new technologies by households and their members, for the year 2016. The data derive form the sample Survey on the Use of Information and Communication Technologies by households, conducted for 2016.

The survey was conducted on a final sample of 4.774 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.

In the forthcoming press release on the Survey on the Use of Information and Communication Technologies by households and individuals, scheduled for 14 December 2016, data on **e-commerce** and **privacy and protection of personal identity** will be announced. Data for the survey of the year 2017 will be announced on 10 November 2017.

BACKGROUND AND PURPOSE OF THE SURVEY

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.

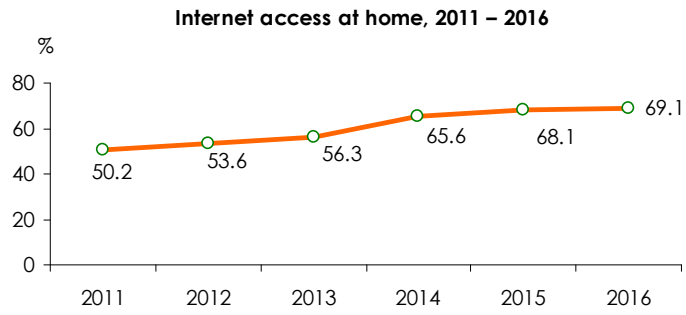
The survey was conducted in Greece for the first time in 2002, and is fully harmonized with the corresponding surveys conducted by the other EU Member States.

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.

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

- 7 out of 10 households have internet access at home (69.1%).

  During the last 5 years (2011 – 2016) a 37.6% increase is recorded in internet access at home.



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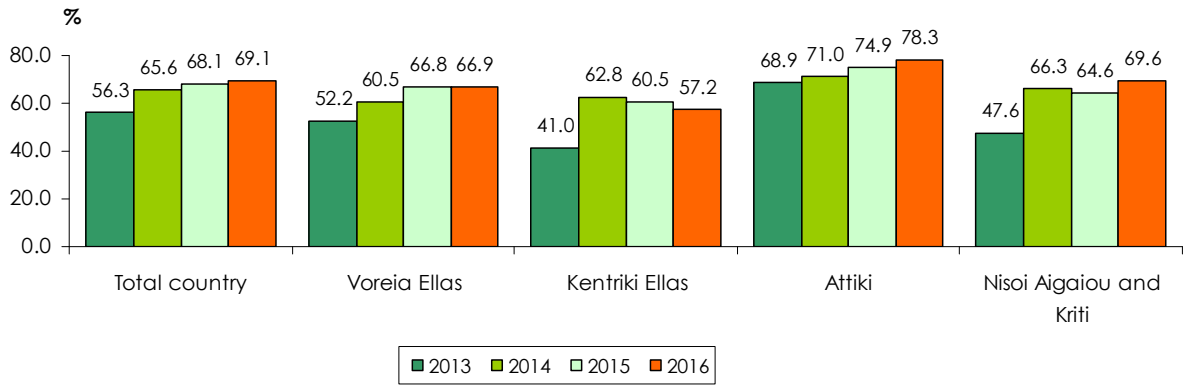
More specifically, in 2016, an increase of 1.5% is recorded in the households having internet access at home, compared with 2015 (see **Table** in the annex).

The geographical distribution (at NUTS1 level) of households with internet access at home is presented in the graph below:

Geographical distribution of households with internet access at home by NUTS 1 region, 2013 – 2016

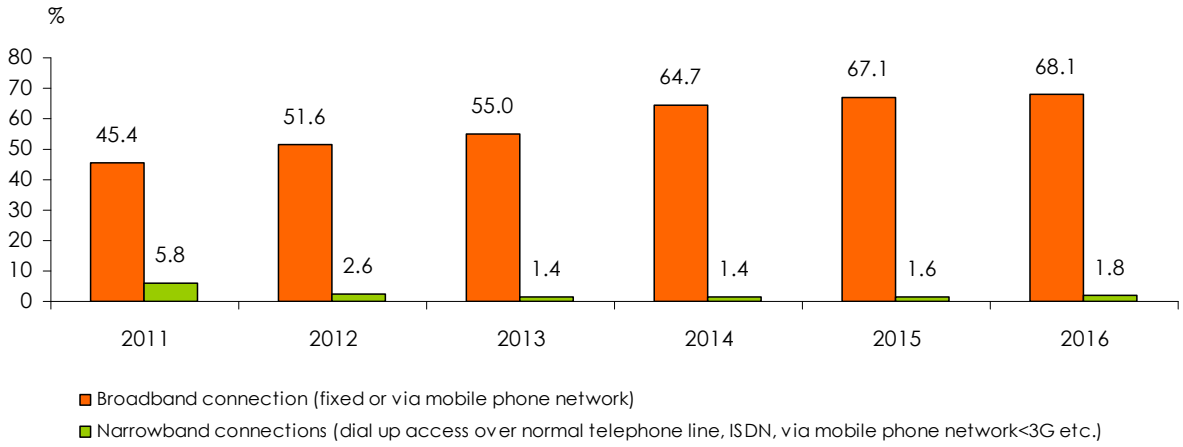


Since the 1rst quarter of 2015 an increase is recorded for Nisoi Aigaiou and Kriti and Attiki (7.7% and 4.5%, respectively) and a decrease in Kentriki Ellada (-5.5%), while no significant change is observed for Voreia Ellas (marginal increase of 0.2%)

68.1% of the country households, with at least one member aged 16-74 years old, use broadband internet connection at home, recording an increase of 1.5%, compared with 2015.

Longitudinally, the evolution of broadband connections as well as of narrowband connections for internet access at home are depicted in the following graph:

Evolution of broadband and narrowband connections for internet access at home, share (%) of total households of Greece



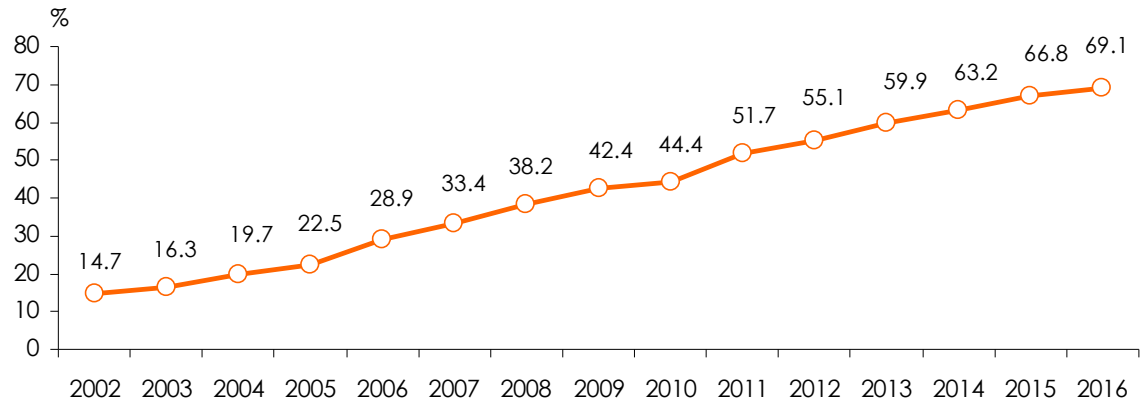
The main reasons for not accessing the internet at home are: (a) lack of skills (64.4%), (b) the usefulness of internet information (25.5%) and (c) the high equipment cost (19.9%).

INTERNET ACCESS

- During the 1st quarter of 2016, 69.1% of the total population aged 16 – 74 years old accessed the internet (see **Table** in the annex).

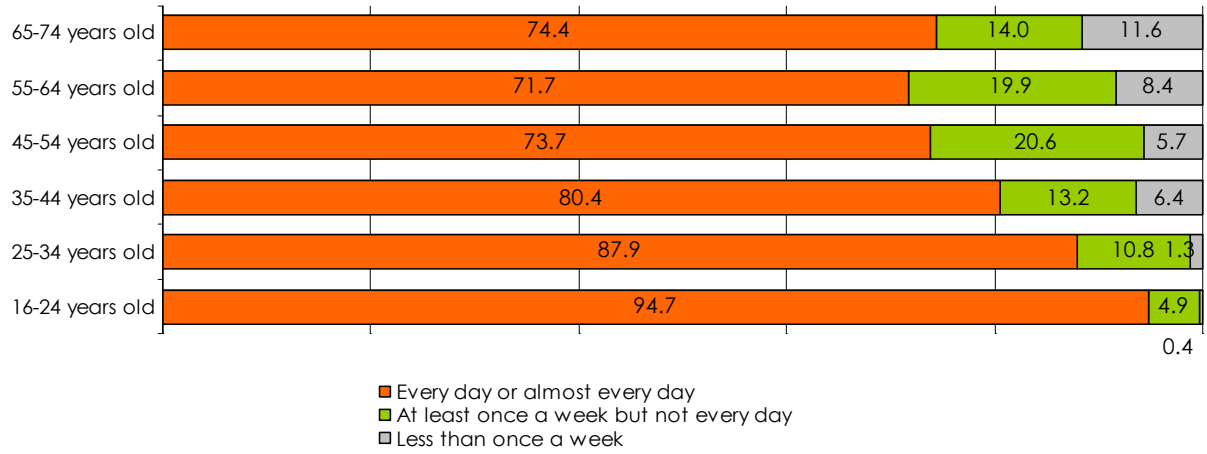
The share of the population accessing the internet over time is depicted in the graph below:

Internet access, 2002 – 2016



"Regular use" is considered the use of internet at least once a week, and it is recorded for 95.6% of the persons having used the internet in the 1st quarter of 2016, presenting an increase of 1.4% compared with 2015 (94.3%). The frequency of internet access, by age group, is depicted in the graph below:

Frequency of internet access by age group



As regards educational level, 94.1% of the population having completed high education (master/ PhD, University, Technical Vocational Institute, military school, tertiary non university school of three years duration, college of more than 2 years duration) accessed the internet in the 1st quarter of 2016 and so did 79.5% of the population having completed medium educational level (public or private vocational center, college of up to 2 years duration, lyceum (general, technical, vocational), technical vocational/ technical sschool -2nd cycle) and 33.9% of the population having completed low educational level (Vocational/ technical school -1st cycle, high school, primary school, or have never completed/attended any educational level).

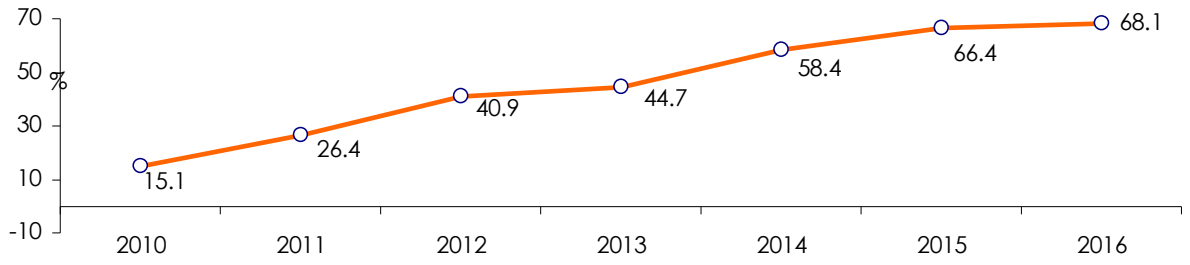
MOBILE INTERNET ACCESS AND UBIQUITOUS CONNECTIVITY

- 7 out of 10 persons having accessed the internet in the 1rst quarter of 2016 accessed it away from home and work using a mobile device.

68.1% of the persons having used the internet in the 1st quarter of 2016 were connected to the internet -away from home and work- using a mobile phone or smart phone, a portable PC (laptop, notebook, netbook or tablet) or other mobile device (PDA, MP3 player, e-book reader, portable games console, etc.), thus recording an increase of 2.6%, compared with the 1rst quarter of 2015.

The share of population accessing the internet away from home and work, on the go, as a percentage of population having accessed the internet, since 2010, is depicted in the graph below:

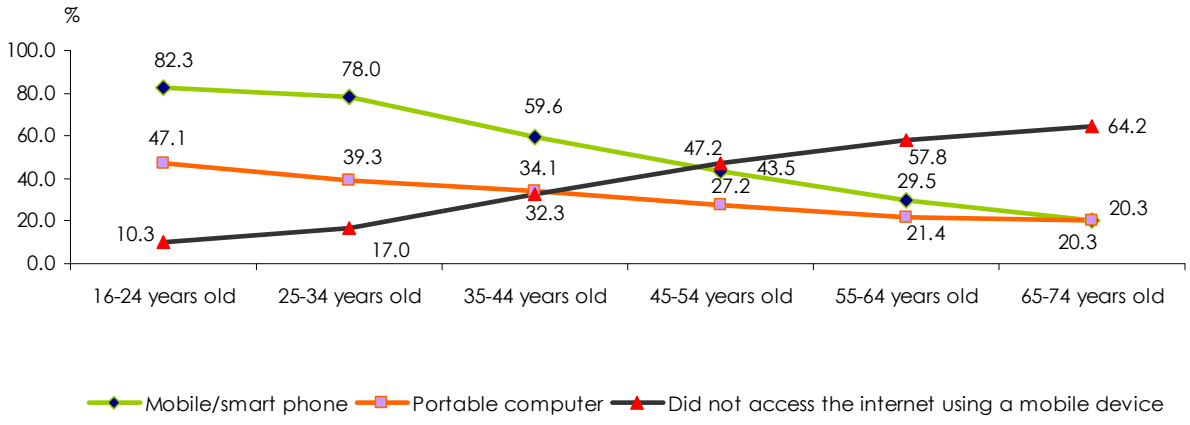
Internet access away from house and work using a mobile device, 2010 – 2016.
Share(%) of population having accessed the internet in the 1rst quarter of the year



Among the population accessing the internet away from home and work with the use of a mobile device, 59.9% used a mobile or smart phone, 34.3% portable PC (laptop, tablet, etc.) and 0.9% other portable device (PDA, MP3 player, e-book reader,portable game console, etc.).

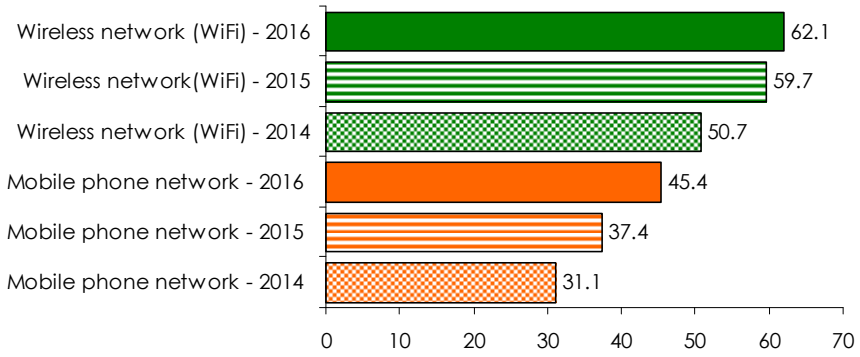
More specifically, in the 1st quarter of 2016, the share of population, by age group, not accessing the internet away from home and work with the use of a mobile device and the share of population accessing the internet using mobile/smart phone and portable PC, are depicted in the graph below:

Internet access using a mobile device



The higher percentage for mobile internet access is recorded for young persons aged 16-24 years old: nine out of ten (89.7%) persons having accessed the internet in the 1st quarter of 2016 used a mobile device away from home and work / place of education for students.

Networks for mobile internet access, 2014, 2015, 2016



As regards the network used for mobile internet access, in 2016 compared with 2015 an increase of 21.4% and 4.0% is recorded for mobile phone and wireless (WiFi) networks, respectively (see **Table** in the annex).

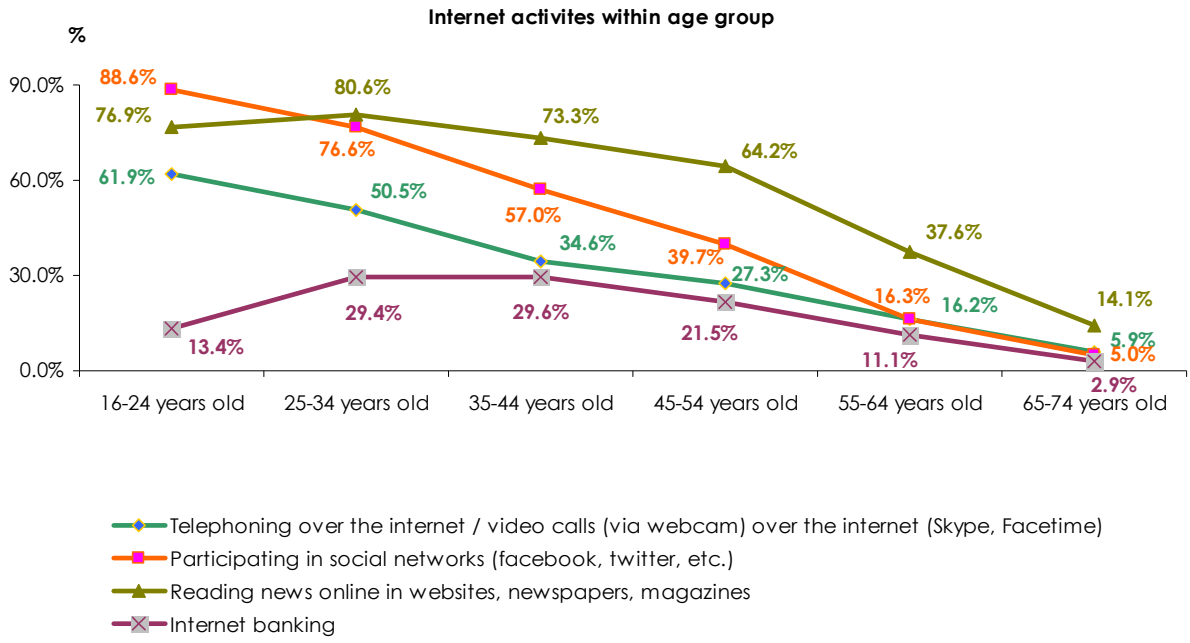
INTERNET ACTIVITIES

In 2016, "reading news online on websites, newspapers and magazines" tops the list of internet activities, with 85.3% of internet users, followed by "search for information and online services" with 81.9% of internet users.

The percentage recorded, in 2016, for each activity, in descending order, is presented below:

- Reading news online in websites, newspapers and magazines: 85.3%.
- Finding information about goods or services: 81.9%.
- Sending / receiving e-mails: 74.7%.
- Participating in social networks (facebook, twitter, etc.): 67.5%.
- Watching video content from sharing services (e.g. from YouTube): 59.9%.
- Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.) : 58.8%.
- Listening to music (e.g. web radio, music from online music libraries / clouds): 47.4%.
- Telephoning over the internet / video calls (via webcam) over the internet (Skype, Facetime): 46.5%.
- Using services related to travel or travel related accommodation: 39.9%.
- Uploading self-created context (text, photos, music, etc.) to any website to be shared: 34.9%.
- Playing or downloading games: 31.8%
- Internet banking: 27.7%.
- Watching internet streamed TV (live or catch-up) from TV broadcasters: 14.9%
- Watching video on demand from commercial services: 11.9%
- Using payment accounts (e.g. PayPal) to pay for goods or services purchased over the internet):11.7%
- Creating websites or blogs: 6.0%
- Making an appointment with a doctor via the website of a hospital or Health Care Center: 3.0%
- Selling of goods or services via auctions (e.g. via e-Bay): 2.8%.

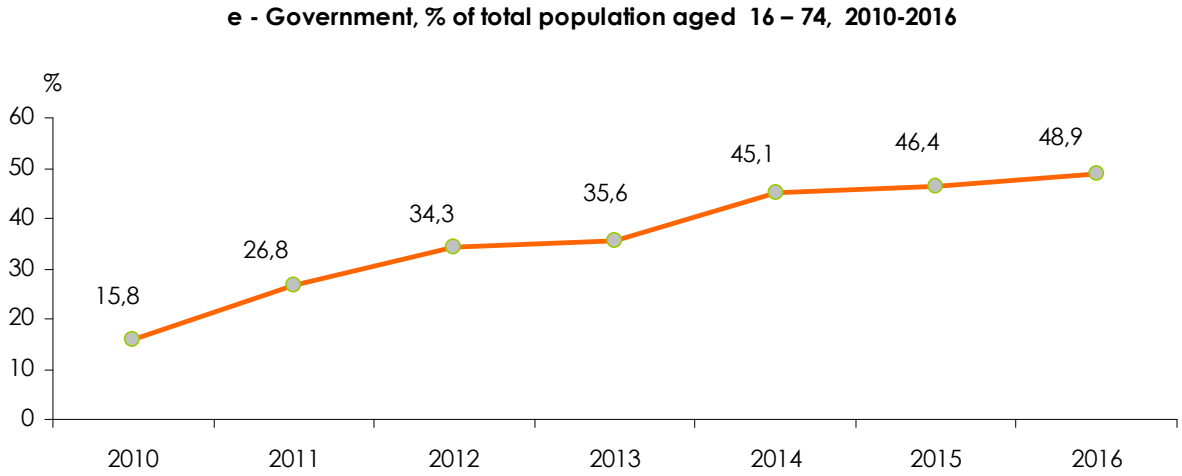
The following graph presents the percentage distribution for the participation in some of the above mentioned internet activities by each age group.



In 2016 compared with 2015, an increase is recorded for internet banking (+33.2%), using services related to travel or travel related accommodation (+27.9%), telephoning over the internet / making video calls (via webcam) over the internet (Skype) (+5.7%) and for seeking health-related information (+5.6%).

E-GOVERNMENT

- 1 out of 2 persons (48.9%), aged 16 – 74 years old, used during April 2015 – March 2016, for private purposes, e-government services.



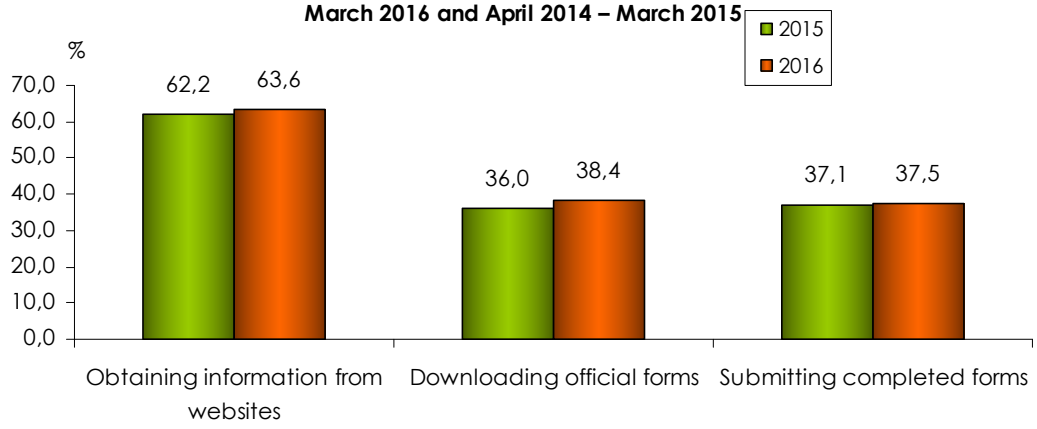
In 2016 compared with 2015, an increase of 5.4% is recorded in the population using e-government services (see **Table** in the annex).

E-government services, in general, include any contact or interaction a citizen may have with public services websites, for personal use. More specifically, such services include services concerning citizens' obligations (tax declaration, etc.), official documents (ID card, birth certificate, etc.), public educational services (public libraries, information and enrolment in public schools or university),

public health services (appointment scheduling, granting medical certificates for nursing or patient examination, etc.).

Transactions with public services by type of service, as percentage of population having accessed the internet during April 2015 – March 2016 and April 2014 – March 2015, respectively, are depicted in the graph below:

Use of e-government services.
Share (%) of population having accessed the internet during the period April 2015 – March 2016 and April 2014 – March 2015



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: 90.6% of them mentioned that such forms were submitted by another person on their behalf, e.g., tax adviser, family member, friend, etc., 9.4% reported lack of skills or knowledge and 2.5% lack of or problems with electronic signature or electronic ID.

ANNEX

Table: Survey on the use of information and communication technologies in households and by individuals. Main aggregates, 2015 and 2016.

	2015	%	2016	%	Change 2015-2016 %
Total country population 16-74 years old	**8,008,858**	100.0	**7,967,858**	100.0	-0.5
Population 16-74 years old having accessed the internet (A'quarter of the years)	5,352,717	66.8	5,504,827	69.1	+3.4
Population 16-74 years old having accessed the internet away from home and work using a mobile device via wireless (WiFi) network (A'quarter of the years)	3,196,490	59.7*	3,419,471	62.1*	+4.0
Population 16-74 years old having accessed the internet away from home and work using a mobile device via mobile phone network (A'quarter of the years)	2,002,006	37.4*	2,496,505	45.4*	+21.4
Population 16-74 years old having used e-government services (April 2014 - March 2015), (April 2015 - March 2016)	3,716,316	46.4	3,895,407	48.9	+5.4
Total country households (with at least one member aged 16-74)	**3,773,655**	100.0	**3,753,842**	100.0	-0.5
Households with internet access at home	2,569,516	68.1	2,594,889	69.1	+1.5

* as percentage of population 16-74 years old having accessed the internet during the A' quarter of the years.

EXPLANATORY NOTES

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

The Survey on the Use of Information and Communication Technologies by Households and by 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.

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 2003/2015.

Reference period

01/01/2016 - 31/03/2016.

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 years 2012-2015 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 1-1,999 inhabitants).

The initial sample consists of 7,000 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 Ellas (Northern Greece): Anatoliki Makedonia, Thraki (East Macedonia and Thrace), Kentriki Makedonia (Central Macedonia), Dytiki Makedonia (West Macedonia), Ipeiros (Epirus).
Kentriki Ellas (Central Greece): Thessalia (Thessaly), Ionioi Nisoi (Ionian Islands), Dytiki Ellas (Western Greece), Sterea Ellas (Central Greece), Peloponnisos (Peloponnese).
Attiki (Attica): Attiki (Attica).
Nisoi 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, Section: Statistics / Industry – Commerce – Services - Transportations / Use of information and communication technologies (ICT) / Use of information and communication technologies by Households and Individuals (ICT).