



PRESS RELEASE

SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS: 2017

The Hellenic Statistical Authority announces data on the use of new technologies by households and their members, for the year 2017. The data derive from the sample Survey on the Use of Information and Communication Technologies by households and individuals, conducted for 2017.

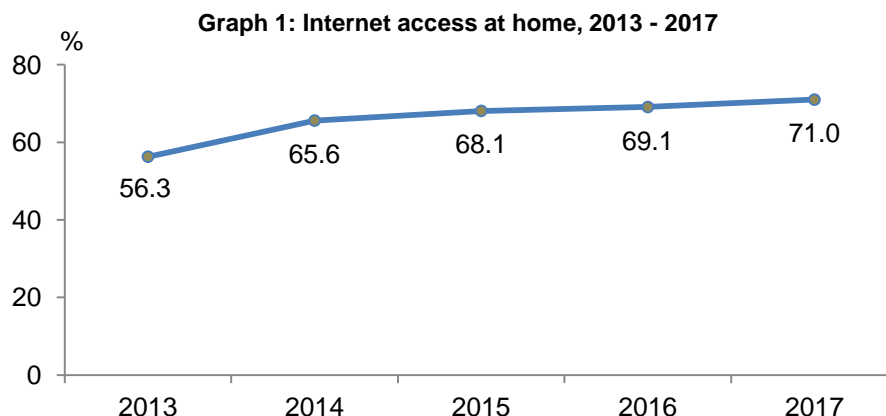
The survey was conducted on a final sample of 5.443 private households and equal number of individuals, throughout Greece, with the only prerequisite the existence in the household of at least one member aged 16 – 74 years old.

In the forthcoming press release on the Survey on the Use of Information and Communication Technologies by households and individuals, scheduled for 14 December 2017, data on **e-commerce** will be announced. The data of the 2018 survey will be announced on 8 November 2018.

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

According to the survey results 7 out of 10 households have internet access at home (71.0%).

During the last 5 years (2013 – 2017) a 26.1% increase is recorded in internet access at home (graph 1).

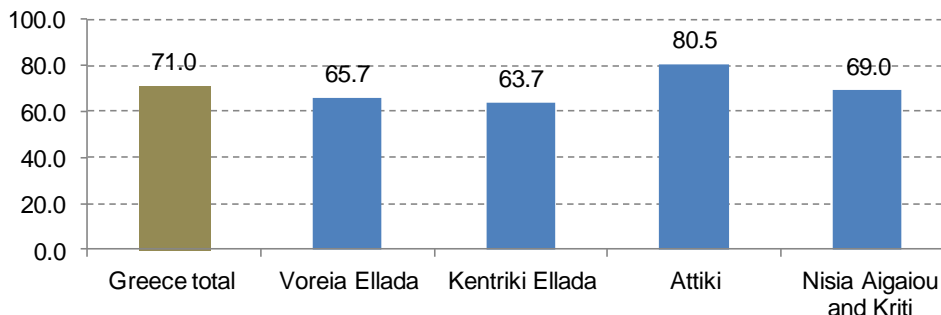


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More specifically, in 2017, an increase of 2.7% is recorded in the households having internet access at home, compared with 2016 (Table 1).

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

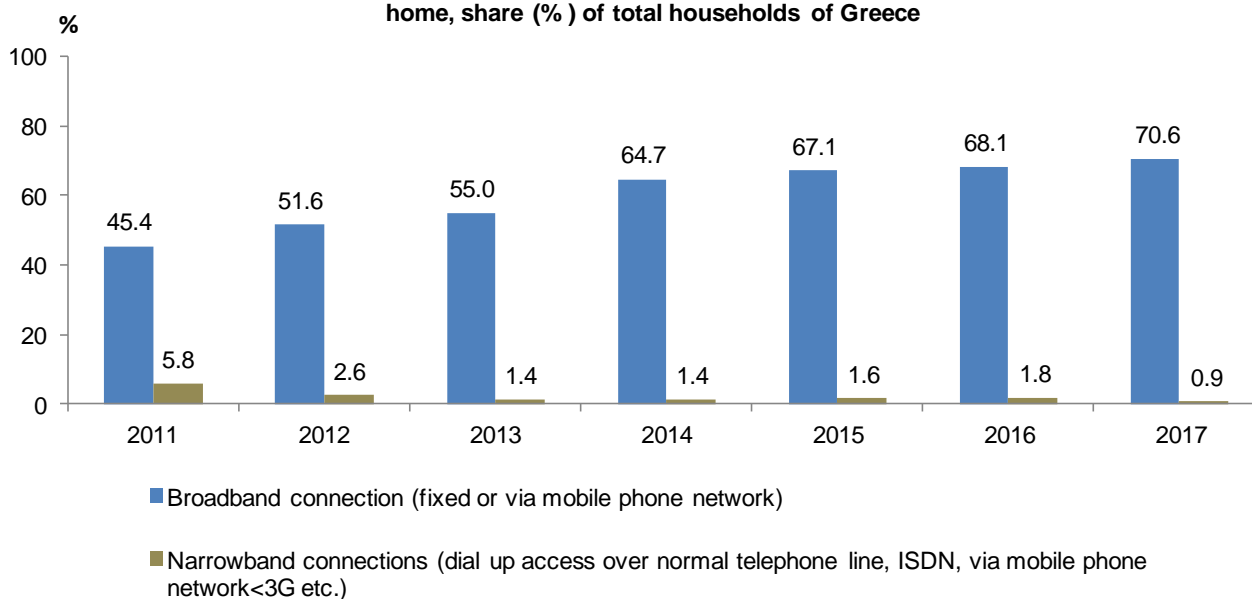
Graph 2: Geographical distribution of households with internet access at home by NUTS1 region, 2017



70.6% of the country households, with at least one member aged 16-74 years old, use broadband internet connection at home, recording an increase of 3.7%, compared with 2016.

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

Graph 3: Evolution of broadband and narrowband connections for internet access at home, share (%) of total households of Greece

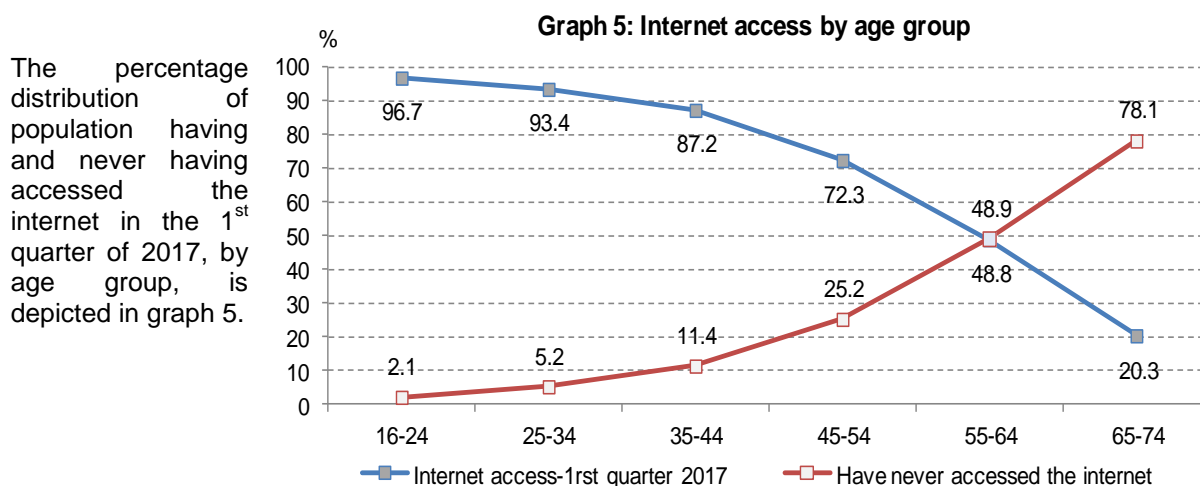
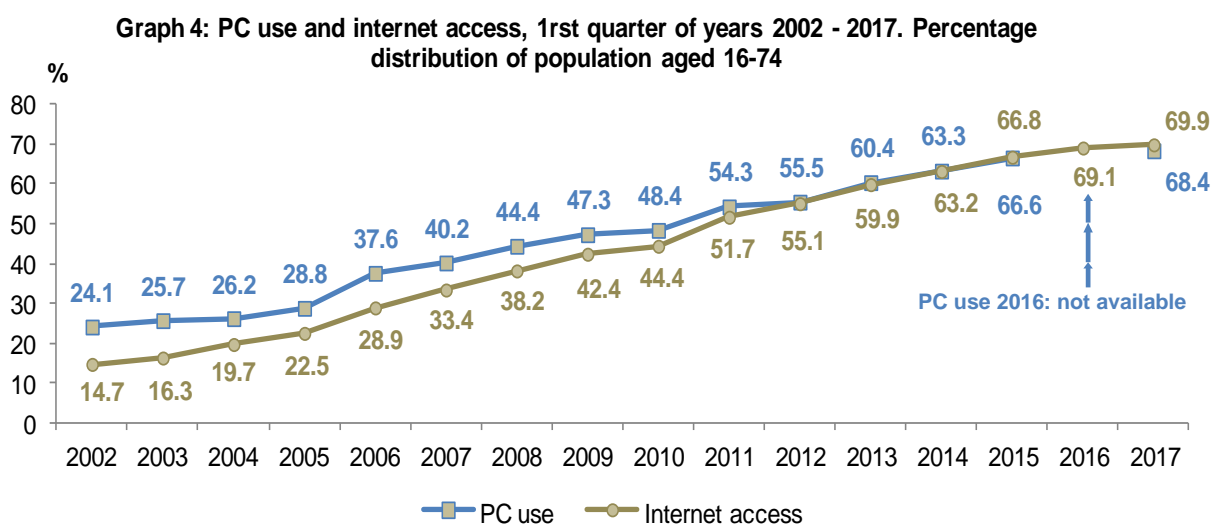


The main reasons for not accessing the internet at home remain, longitudinally, the same and in 2017 are: (a) lack of skills (70.2%), (b) the usefulness of internet information (23.1%) and (c) the high equipment cost (18.0%).

PC USE – INTERNET ACCESS

- 7 out of 10 (68.4%) persons aged 16-74 used a PC (at home, at work, at educational place, etc.) in the 1st quarter of 2017.
- 7 out of 10 (69.9%) persons aged 16-74 accessed the internet in the 1st quarter of 2017 (Table 1).

The shares of the population using a PC and accessing the internet over time are depicted in graph 4.



The percentage distribution of population having and never having accessed the internet in the 1st quarter of 2017, by age group, is depicted in graph 5.

According to the survey results, use of the internet on a regular basis, i.e. at least once a week, is recorded for 96.2% of the persons having used the internet in the 1st quarter of 2017, presenting an increase of 0.6% compared with 2016 (95.6%).

As regards educational level, 96.4% of the population having completed higher education (master/ PhD, University, Higher Technical Education schools, military school, tertiary non university schools) accessed the internet in the 1st quarter of 2017 and so did 80.6% of the population having completed medium educational level (public or private vocational schools, college of up to 2 years or more than 2 years, general or vocational upper secondary education schools and 35.0% of the population having completed low educational level (Vocational/ technical school, general, technical or vocational lower secondary education schools, or have never completed/attended any educational level).

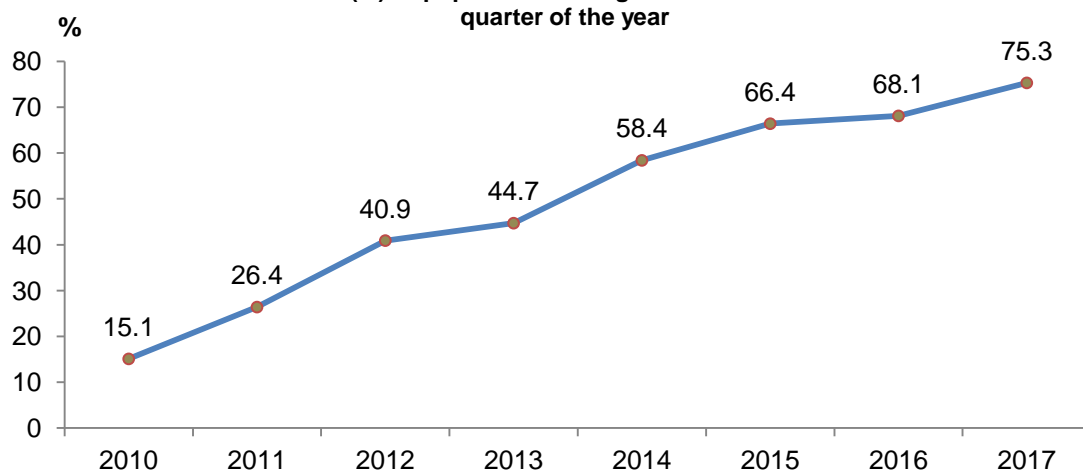
MOBILE INTERNET ACCESS AND UBIQUITOUS CONNECTIVITY

- More than 7 out of 10 persons having accessed the internet in the 1st quarter of 2017 accessed it away from home and work using a mobile device.

75.3 % of the persons having used the internet in the 1st quarter of 2017 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 10.6%, compared with the 1st quarter of 2016.

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

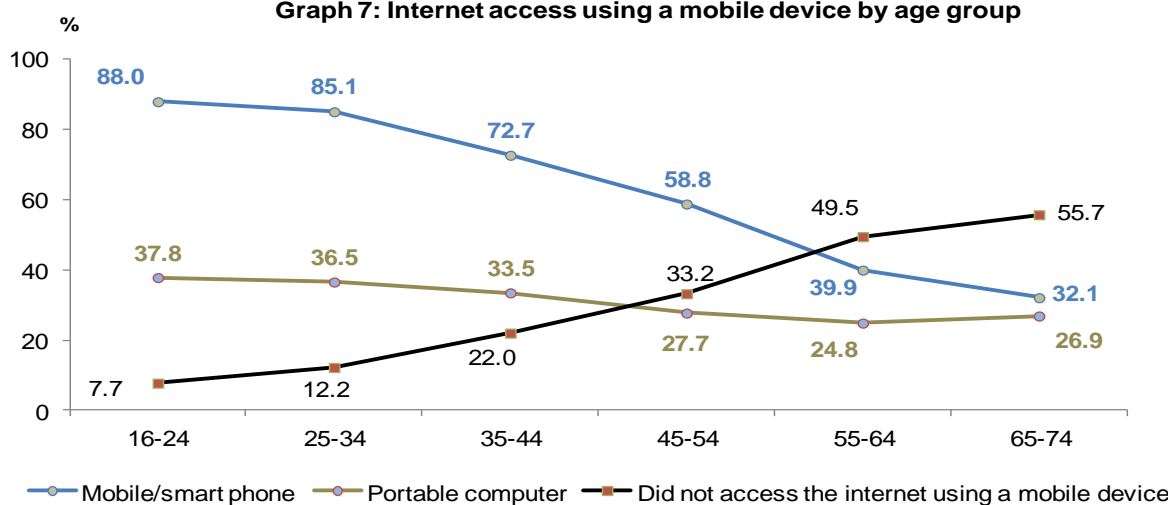
Graph 6: Internet access away from home and work using a mobile device, 2010 - 2017. Share (%) of population having accessed the internet in the 1st quarter of the year



Among the population accessing the internet away from home and work using a mobile device, 69.1% used a mobile or smart phone, 32.3% a portable PC (laptop, tablet, etc.) and 1.6% other portable device (PDA, MP3 player, e-book reader, portable game console, etc.).

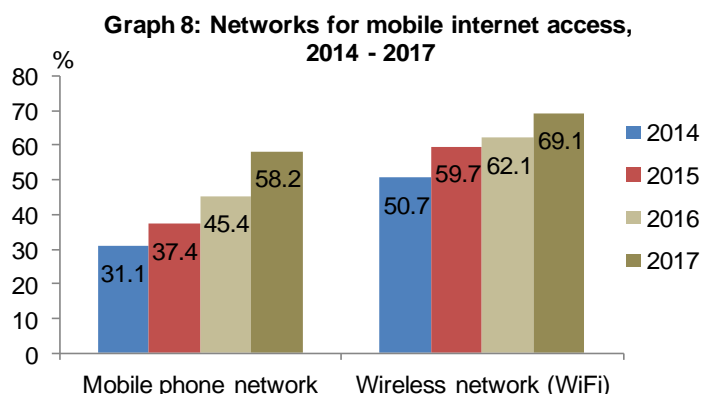
More specifically, in the 1st quarter of 2017, the share of population, by age group, not accessing the internet away from home and work using a mobile device and the share of population accessing the internet using a mobile/smart phone and portable PC, are depicted in graph 7.

Graph 7: Internet access using a mobile device by age group



The higher percentage for mobile internet access is recorded for young persons aged 16-24 years old: nine out of ten (92.3%) persons having accessed the internet in the 1st quarter of 2017 used a mobile device away from home and work / place of education.

As regards the network used for mobile internet access, according to the survey results, in 2017 compared with 2016, an increase of 28.2% and 11.3% is recorded for mobile phone and wireless (WiFi) networks, respectively (Table 1, Graph 8).



INTERNET ACTIVITIES

Regarding internet activities, in 2017, “reading news online on websites, newspapers and magazines” remains on the top of the list of internet activities, with 87.1% of internet users, followed by “search for information on goods and services” with 82.1% of internet users.

The percentage recorded, in 2017, for each activity, in descending order, is presented below:

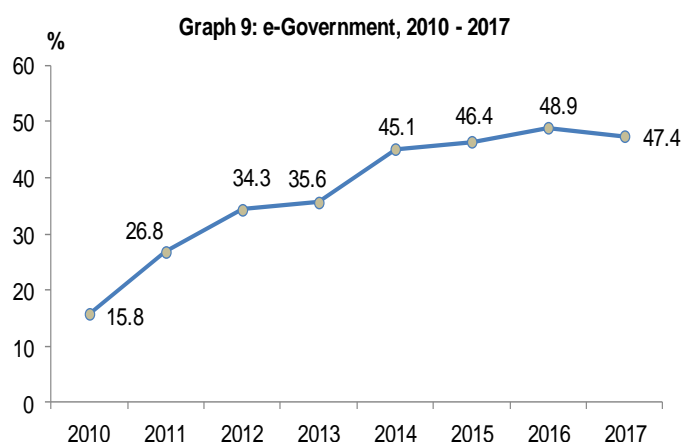
- Reading news online in websites, newspapers and magazines: **87.1%**.
- Finding information about goods or services: **82.1%**.
- Sending / receiving e-mails: **75.2%**.
- Participating in social networks (facebook, twitter, etc.): **71.5%**.
- Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.): **67.6%**.
- Telephoning over the internet / video calls (via webcam) over the internet (Skype, Facetime): **47.9%**.
- Uploading self-created context (text, photos, music, etc.) to any website to be shared: **46.3%**.
- Using services related to travel or travel related accommodation: **40.2%**.
- Internet banking: **35.9%**.
- Looking for a job or sending a job application: **22.0%**.
- Posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.): **12.6%**.
- Participating in professional networks (LinkedIn, Xing, etc.): **7.6%**.
- Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition): **5.2%**.
- Selling of goods or services via auctions (e.g. via e-Bay): **3.3%**.

For the first time, data were collected on collaborative economy and specifically on the use of internet platforms in order to obtain accommodation or transfer services, from other individuals.

- 1 out of 15 persons (6,9%), during April 2016 – March 2017, used platforms (websites or applications) in order to obtain accommodation (room, apartment, dwelling, country home, etc.) or to arrange a transport service (e.g. by car) from another individual, for personal use.

E-GOVERNMENT

- 1 out of 2 (47.4%) persons aged 16 – 74 years old used, during April 2016 – March 2017, e-government services for private purposes.

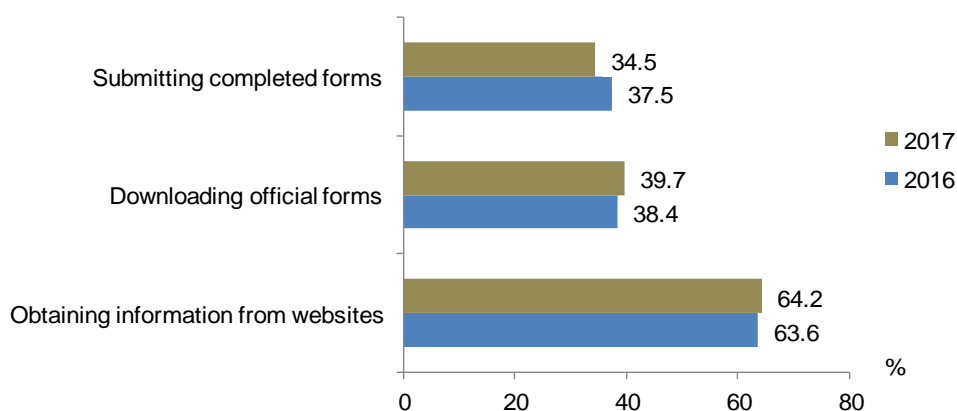


A decrease of 3.1% is recorded in the share of population using e-government services (Table 1, Graph 9).

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

The persons who had transactions with public services by type of service, as percentage of population having accessed the internet during April 2016 – March 2017 and April 2015 – March 2016, respectively, are depicted in graph 10.

Graph 10: Use of e-government services, 2016, 2017.
Share (%) of population having accessed the internet during the period April 2016 – March 2017 and April 2015 – March 2016



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: 93.5% 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 3.2% since 2016), 9.2% reported lack of skills or knowledge and 1.4% reported concerns about protection and security of personal data.

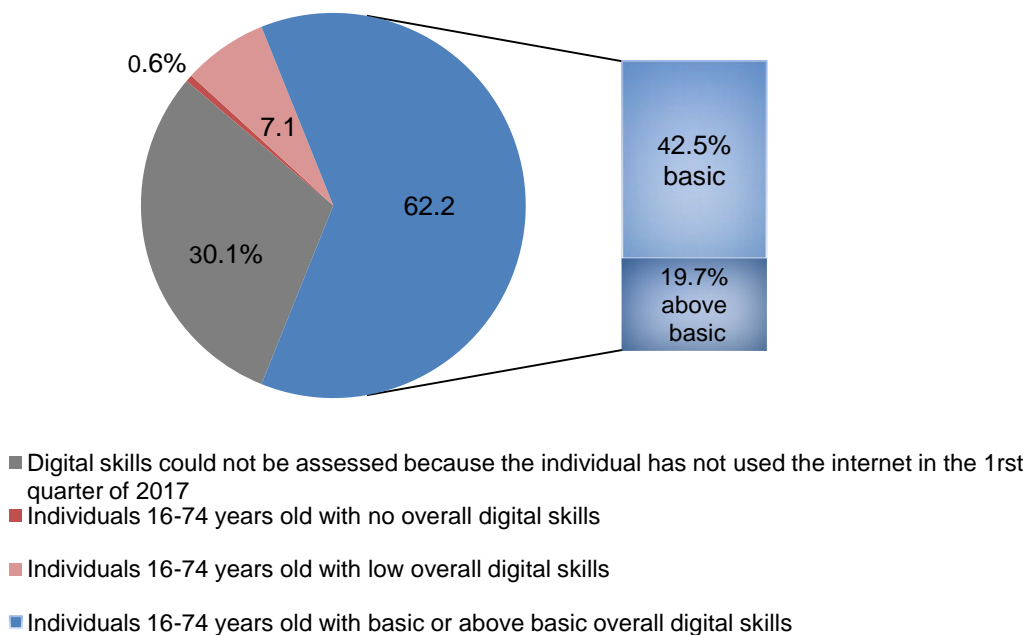
DIGITAL SKILLS

- 6 out of 10 persons aged 16-74 years old (62.2%) have at least basic digital skills.

Digital skills, according to Eurostat's classification, are divided into information skills, communication skills, problem solving skills and software skills. Each category includes specific internet activities/uses for which data are collected.

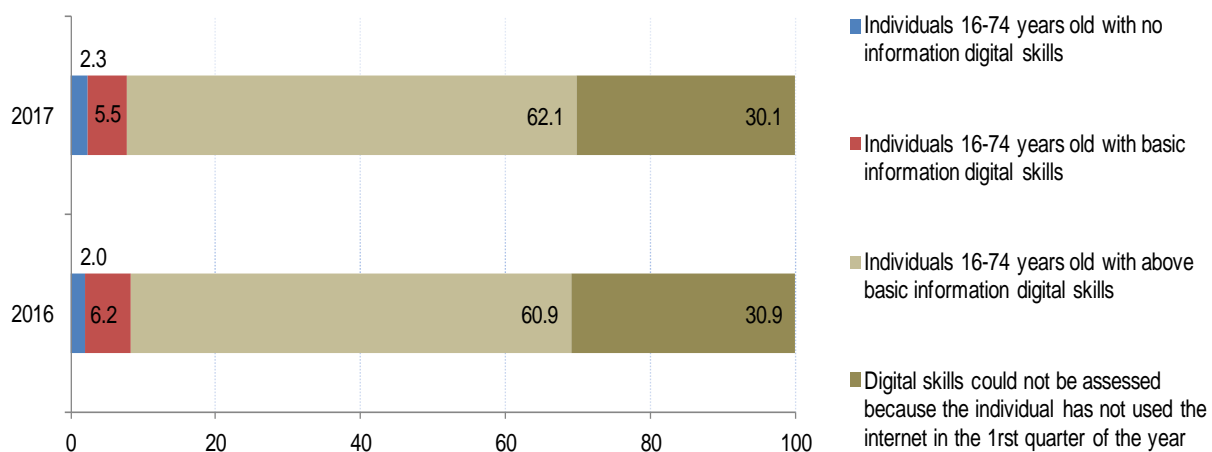
The share of population aged 16-74 years old by level of digital skills is depicted in graph 11.

Graph 11: Digital skills. Percentage distribution of population aged 16-74 years old by level of skills, 2017

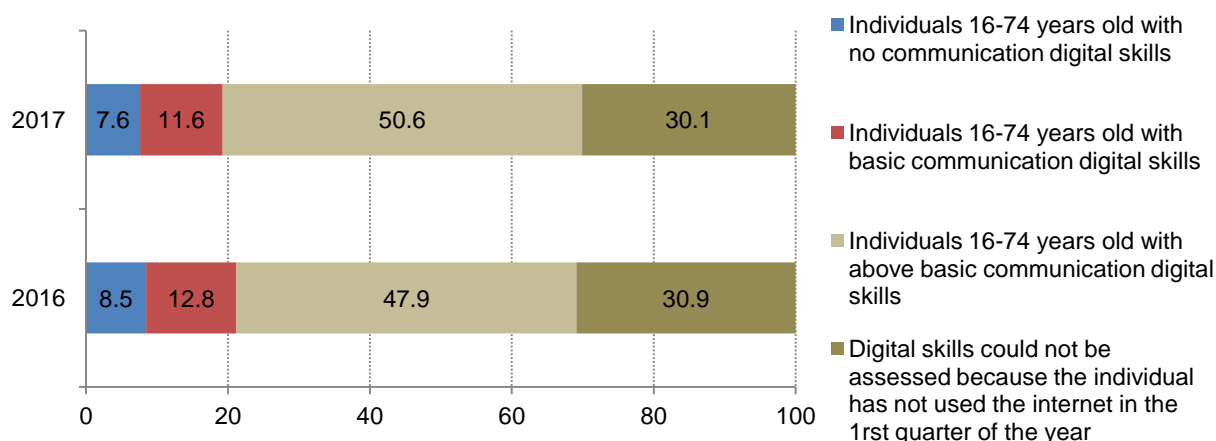


The following graphs depict the slight differences observed in the percentage of population by level of digital skills, in 2017, compared with 2016:

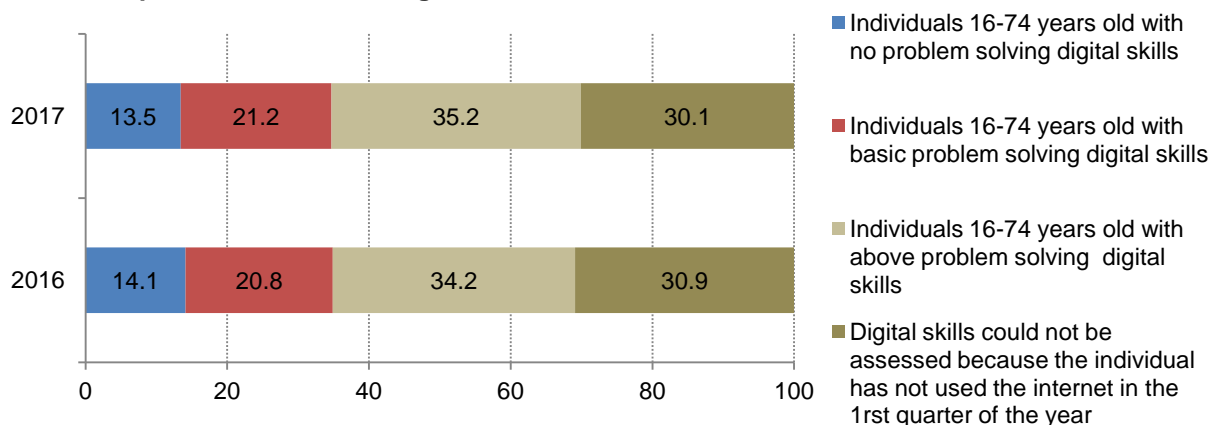
Graph 12: Information skills



Graph 13: Communication skills



Graph 14: Problem solving skills



Graph 15: Software skills

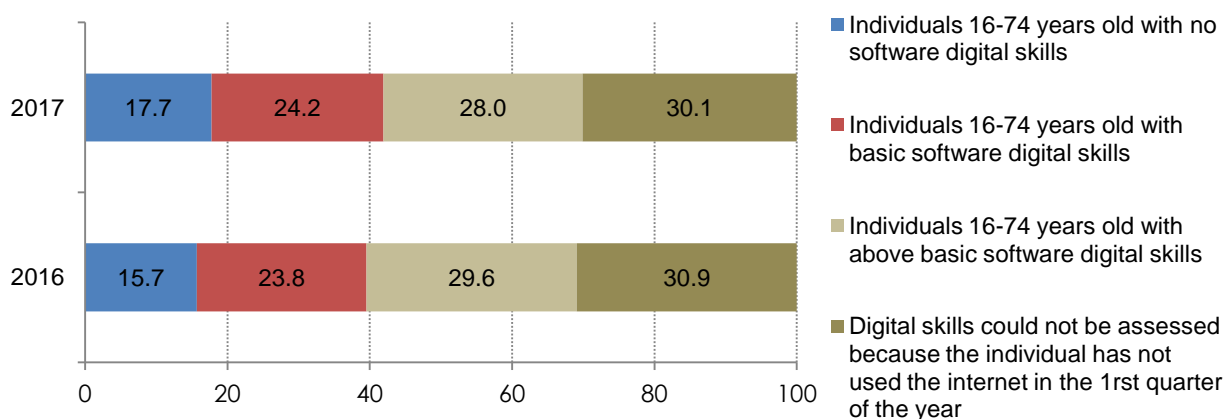


Table 1: Survey on the use of information and communication technologies in households and by individuals. Main aggregates, 2016 and 2017.

	2016	%	2017	%	Change 2016-2017 %
Total country population 16-74 years old	7,967,858	100.0	7,767,310	100.0	-2.5
Population 16-74 years old having accessed the internet (1 st quarter of the years)	5,504,827	69.1	5,428,803	69.9	+1.2
Population 16-74 years old having accessed the internet away from home and work using a mobile device via wireless (WiFi) network (1 st quarter of the years)	3,419,471	62.1*	3,749,559	69.1*	+11.3
Population 16-74 years old having accessed the internet away from home and work using a mobile device via mobile phone network (1 st quarter of the years)	2,496,505	45.4*	3,158,043	58.2*	+28.2
Population 16-74 years old having used e-government services (April 2015 - March 2016), (April 2016 - March 2017)	3,895,407	48.9	3,678,058	47.4	-3.1
Total country households (with at least one member aged 16-74)	3,753,842	100.0	3,620,098	100,0	-3.6
Households with internet access at home	2,594,889	69.1	2,568,734	71.0	+2.7

* as percentage of population 16-74 years old having accessed the internet during the 1st 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 (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 2003/2015.

Reference period 01/01/2017 - 31/03/2017.

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 2016 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 7,501 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.

Digital skills Digital skills, according to Eurostat classification, are divided into information skills, communication skills, problem solving skills and software skills. Each category includes specific internet activities/uses for which data are collected.

More specifically as regards the classification of digital skills:

(a) **Information skills** are evaluated on the basis of one's ability to:

- Copy or move files or folders
- Use storage space on the internet (cloud services)
- Obtain information from public authorities' web sites
- Find information about goods or services
- Seek health-related information (e.g. injury, disease, nutrition, improving health, etc.)

(b) **Communication skills** are evaluated on the basis of one's ability to:

- Send or receive e-mails
- Participate in social networks (e.g. Facebook, Twitter, etc.)
- Telephone / make video calls via webcam over the internet (using applications like Skype, or Facetime)
- Upload self-created content (text, photos, music, videos, software, etc.) to any website to be shared.

- (c) **Problem solving skills** are evaluated on the basis of one's ability to:
- Transfer files between computers or other devices (e.g. digital camera, mobile phone, MP3, MP4)
 - Install software of applications
 - Change the settings of any software, including operational system or security programs
 - Buy / order goods or services
 - Sell goods or services e.g. via auctions (eBay)
 - Do an online course / use online learning material / communicate with instructors or students using educational websites/portals
 - Do internet banking.
- (d) **Software skills** are evaluated on the basis of one's ability to:
- Use word processing software (e.g. Word)
 - Use spreadsheet software (e.g. Excel)
 - Use software (e.g. Adobe Photoshop) to edit photos, video or audio files
 - Create presentations or documents integrating text, pictures, tables or charts (e.g. with Power Point)
 - Write code in a programming language
 - Use advanced functions in a spreadsheet to organize and analyze data, such as sorting, filtering, using formulas, creating charts.

Great geographical areas (NUTS 1)

Voreia Ellada (Northern Greece): Anatoliki Makedonia, Thraki (East Macedonia and Thrace), Kentriki Makedonia (Central Macedonia), Dytiki Makedonia (West Macedonia), Thessalia (Thessaly).

Kentriki Ellada (Central Greece): Ipeiros (Epirus), 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, Section: Statistics / Industry – Commerce – Services - Transportations / Use of information and communication technologies (ICT) / Use of information and communication technologies (ICT) by Households- Individuals.