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PRESS RELEASE

SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS OF THE YEAR 2011

COMPUTER USE AND INTERNET ACCESS

The upward tendency of recent years continues, both in the use of computer and Internet access.

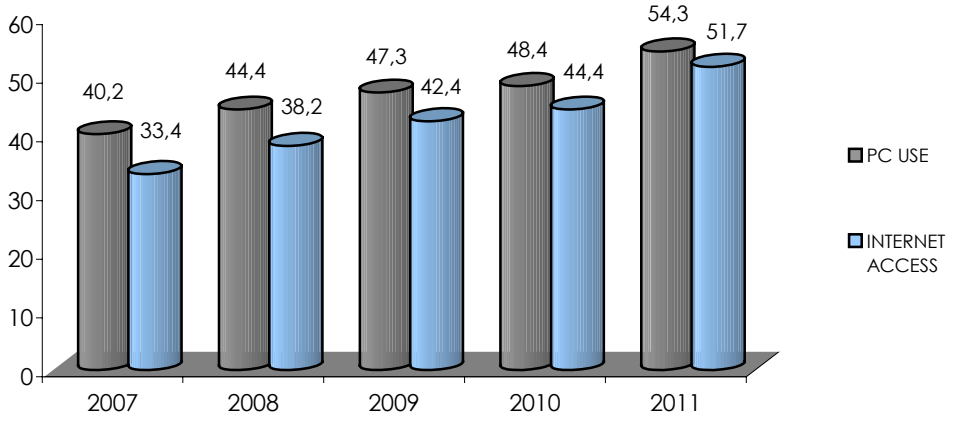
In the 1st quarter of 2011, the percentage of individuals who used PCs reached 54.3% and the percentage of individuals who accessed the Internet 51.7%.

The individuals may have used the PC and/or the Internet at any of the places of access, such as home, workplace, place of education, neighbors', friends' and relatives' house, hotels, Internet cafés, etc.

In the last five years (2007-2011) an increase was recorded in:

- PC use, by 35.1%
- Internet access, by 54.8%

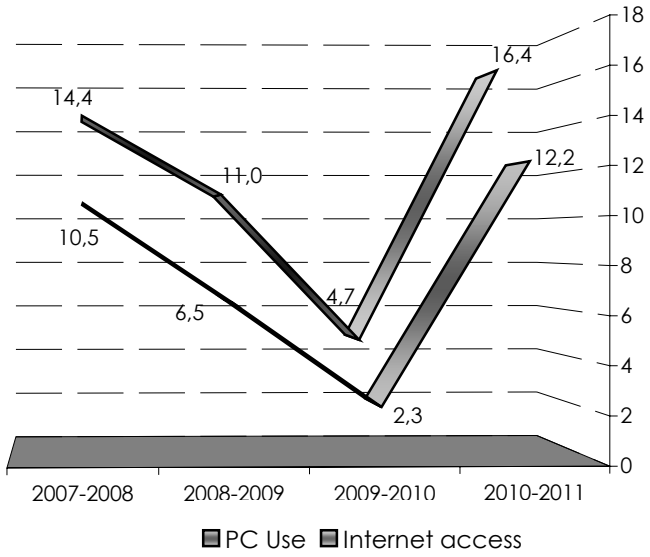
Computer use and Internet access: (1st quarter of the years 2007 – 2011)
(% of individuals)



For further information:
Population and Labor Market Statistics Division
Household Surveys' Section
G. Ntouros: 0030 213 1352174
M. Chalkiadaki: 0030 213 135 2896
J. Zouliatis: 0030 213 135 2941
Fax : 213 135 2906

The average annual growth rate for the same period is 7.9% for computer use and 11.6% for Internet access. Longitudinally, growth rates were decreasing until 2010, while in 2011 an opposite trend is recorded.

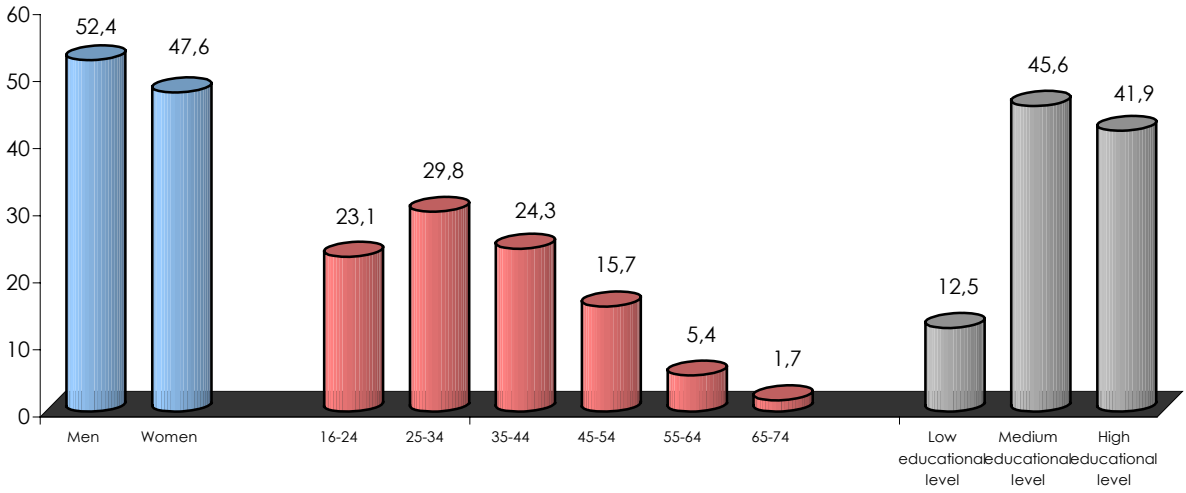
Average annual rates: 2007-2011

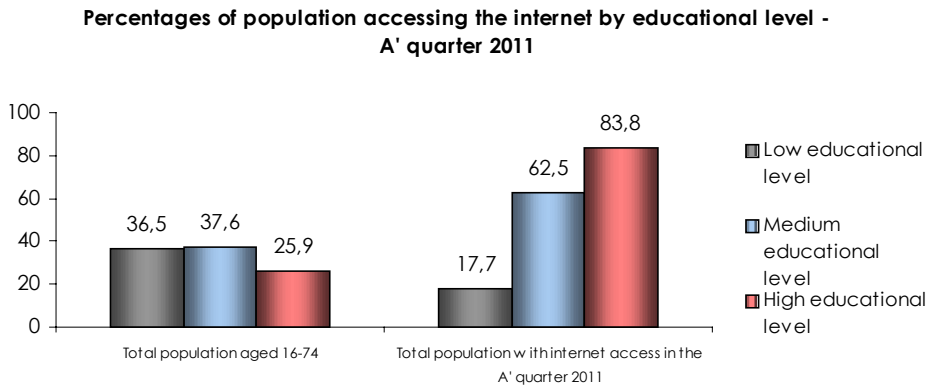


1.Profile of Internet users

Demographic factors, namely gender, age and education influence internet users. Results showed that males engage more in internet activities (52.4%) than females (47.6%). When looking at age groups, age group 25-34 years old is the largest comprising 29.8% of total internet users, while age group 45-54 comprises 15.7% and age group 55-74 7.1%. Regarding formal education, users of medium educational level (upper secondary education, vocational training institutes) are the most numerous with 45.6% while users of low educational level (no formal education completed, primary or lower secondary education) are less with 12.5%.

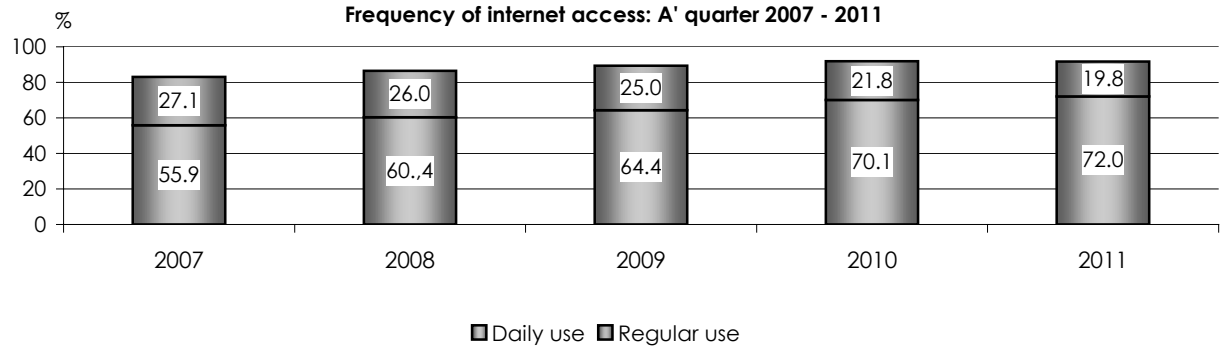
Internet use, by user's gender, age group and educational level: 1st Quarter 2011





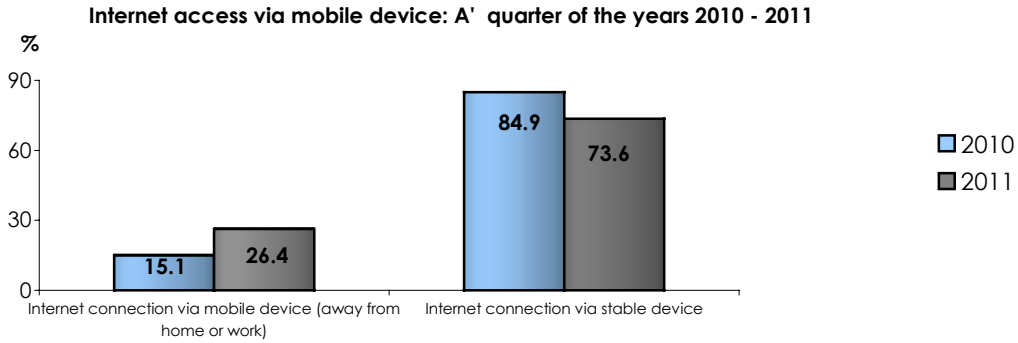
Concerning the educational level, only 2 out of 10 individuals of low educational level accessed the internet in the A' quarter of 2011, while the respective ratios for individuals with medium and high educational level are 6 out of 10 and 8 out of 10, respectively.

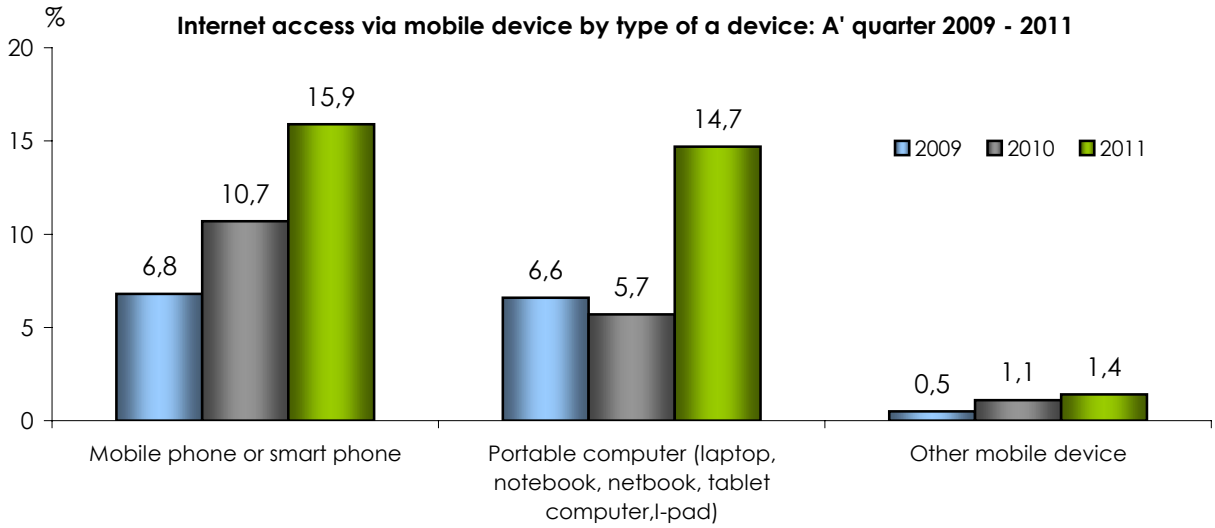
The indicator of internet regular users was included in the set of key performance targets of the Digital Agenda for Europe. In the first quarter of 2011, 72.0% of the respondents who used the internet did so on a daily basis, which is slightly higher than the percentage for 2010, while 91.8% made regular use -at least once a week- but not every day. Over time, the percentage of regular and daily internet users is depicted in the chart below:



Main place of internet access remains the home with 87.7%. Increase by 10.4%, compared to 2010, has been recorded in access from other places, with internet cafes still in the first place with 61.9%, therefore recording a large decrease (by 21%, approximately).

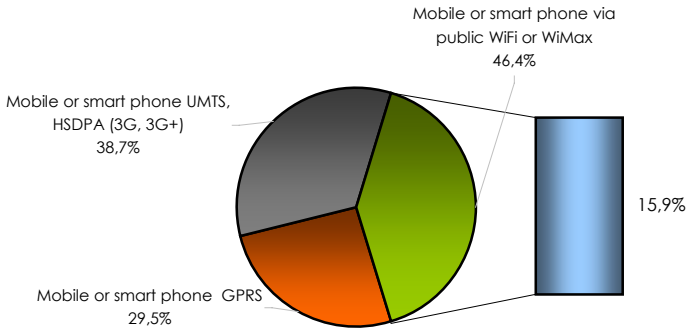
According to the survey results, internet access, away from home or work, via mobile devices –mobile or smart phone, laptop, notebook, netbook or tablet computer/i-pad or other mobile device like palmtop, PDA, etc.– continued to increase (increasing by 74.8%), while at the same time, the percentage of users accessing the internet via non-mobile devices continued to decline (decreasing by approximately 13% in comparison with 2010).



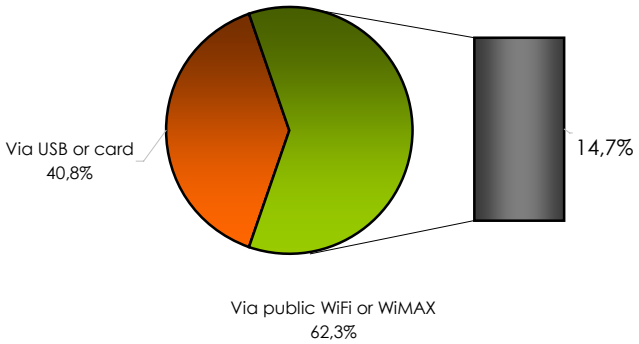


46.4% of the users, who access the internet away from home or work via mobile or smart phone, use public Wifi and WiMax networks for wireless internet access. The corresponding percentage for individuals accessing the internet away from home or work from portable computer reaches 62.3%. The percentages by connection technology are depicted in the graphs following.

Internet access via mobile or smart phone by connection technology

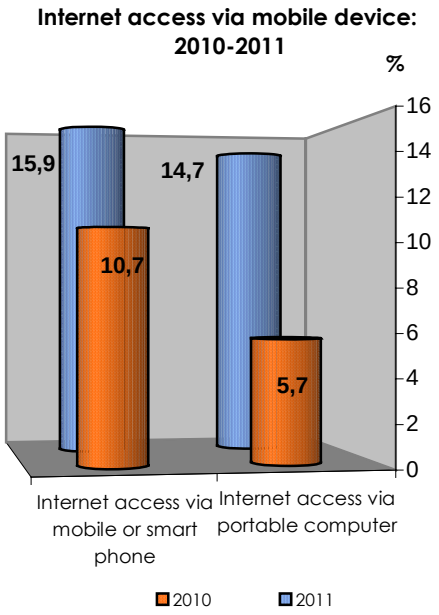


Internet access via portable computer by connection technology



Compared with 2010, a significant increase is observed in the percentages of individuals making ubiquitous internet access, away from home or work:

- Via mobile phone (increase by 48,6%), either mobile phone GPRS, 3G, 3G+ or smart phone and
- Via portable computer (increase by 157,9%) including laptops, notebooks, netbooks or tablet computers /i-pad.



The distribution of Internet users at NUTS 1 level (in the four great geographic areas of the country) for the years 2010 - 2011 is depicted in the following table 1:

Table 1. Internet users' distribution at NUTS 1 level %

GREAT GEOGRAPHIC AREA	2010	2011
Voreia Ellas (Northern Greece)	35.1	48.6
Kentriki Ellas (Central Greece)	38.6	40.5
Attiki (Attica)	53.8	60.2
Nisoi Aigaiou, Kriti (Aegean Islands, Crete)	40.3	48.3

Rapid growth of the Internet is observed in Northern Greece (a 38.5% increase), the Aegean Islands and Crete (a 20% increase), compared with 2010. Slower growth of about 12% and 5%, is observed in the areas of Attica and Central Greece, respectively.

The risk factors on the basis of which a person can be excluded from "e-inclusion" are:

- age
- educational level and
- labour status

More specifically, a person is considered to be at risk of being excluded from e-inclusion if:

- aged 55-74 years old
- has not completed any educational level or has completed low level of education, that is high school or lower technical school and
- is not employed (unemployed, retired or other non-economically active person)

According to the survey results:

- 2 out of 10 individuals face all three risk factors (ratio is stable compared to 2010)
- More individuals, 4 out of 10, do not face any risk factor (ratio in 2010 was 3 out of 10)
- More individuals, 7 out of 10, face at most 1 risk factor (ratio in 2010 was 6 out of 10)
- Less individuals, 3 out of 10, face at least two of the above mentioned factors (ratio in 2010 was 4 out of 10).

2.Internet activities

Similarly to 2010, information and on-line services search head the list of internet activities (74.9%), while the recorded percentage for individuals reading online or downloading newspapers and magazines –being the second mostly used activity- increased to 72.9%. Nevertheless, it is noted that information search recorded a 7.3%, decrease compared with 2010, while reading or downloading on-line newspapers / news magazines increased by 27.5%.

Analytically, the percentages recorded for each activity, in ascending order for 2011, are presented in the following table.

Table 2. Internet activities

A/A	ACTIVITY	2010	2011	2011/2010 %
1	Finding information about goods or services	80.8	74.9	-7.3
2	Reading or downloading online newspapers/ news magazines	57.2	72.9	27.5
3	Seeking health-related information (e.g. injury, disease, Nutrition, improving health, etc.	50.1	58.5	16.8
4	Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, etc.)	46.9	54.3	15.8
5	Consulting wikis to obtain knowledge on any subject (e.g. wikipedia, an online encyclopedia)	n.a.[1]	51.8	-
6	Using services related to travel or travel related accommodation	57.1	51.4	-10.0
7	Looking for information about education, training or course offers	27.6	39.3	42.4
8	Telephoning over the internet / video calls (via webcam) over the internet	21.5	31.8	47.9
9	Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)	n.a.[1]	28.8	-
10	Downloading software (other than games software)	22.0	26.2	19.1
11	Looking for a job or sending a job application	13.7	25.0	82.5
12	Internet banking	12.8	16.6	29.7
13	Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	n.a.[1]	9.6	-
14	Doing an online course (in any subject)	4.7	8.6	83.0
15	Participating in professional networks (LinkedIn, Xing, etc.)	n.a.[1]	7.3	-
16	Selling of goods or services, e.g. via auctions (e-Bay)	1.3	4.5	246.2

[1] *n.a. Not available information in the 2010 survey*

For almost all activities –for which data were also collected in 2010– an increase is recorded, compared with 2010. The largest increase (246.2%), albeit from a small base, has been recorded in selling goods or services (e-Bay, etc.). Other very large increases were recorded in taking online courses (83%) and in looking for a job or sending a job application through the internet (82.5%). Large increases are observed in telephoning/ making video calls over the internet (47.9%), and in looking for information about education, training or course offers (42.4%).

Besides the decrease recorded in finding information about goods or services (-7,3%), a decrease was also recorded in using services related to travel or travel-related accommodation (-10%).

A 15.8% increase was observed in participation in social networks (creating user profiles, posting messages or other contributions to Facebook, Twitter etc.) and it's worth noting that the age group accounting for the largest share in this activity (35.9%) is the age group 25-34 years old.

3. e-Government

The term e-government means the electronic networking of government agencies, offering to citizens the possibility to interact and obtain information and aiming at enabling them to make all transactions with government agencies via the internet.

One out of two individuals having used the internet in the last twelve months (April 2010 - March 2011) uses the internet for obtaining information from public authorities' websites, for downloading official forms or for sending filled-in forms, such as tax declarations.

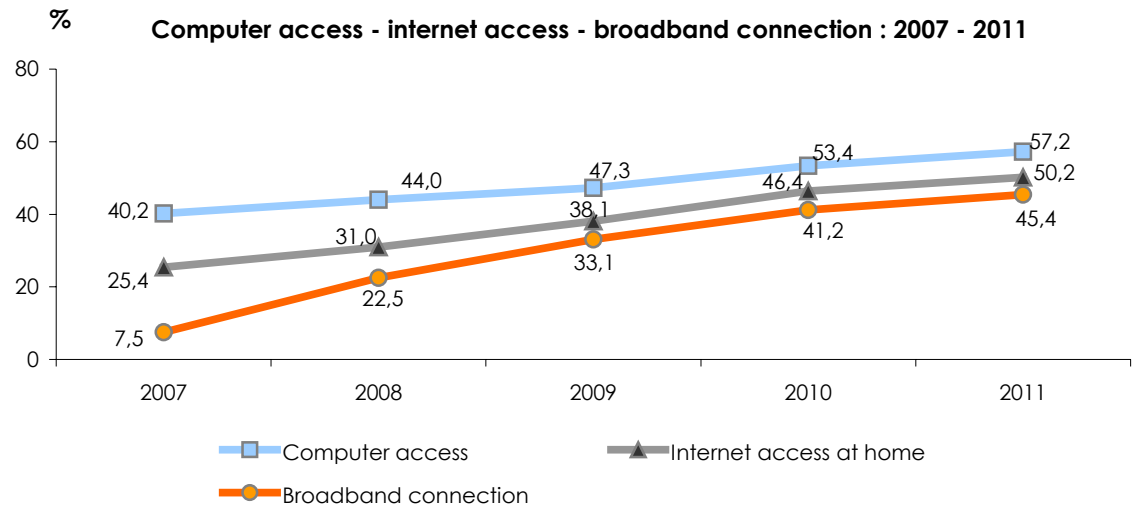
During April 2010 – March 2011, a 45% increase compared with April 2009 – March 2010 is recorded in e-government transactions for personal use.

Longitudinally, e-government shows a very large increase of 87% between the first quarter of 2008 (e-government use 27.4%) and the first quarter of 2011.

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

- 1 out of 2 households has Internet access at home (50.2%)
- 57.2% of households have a computer, of any type, at home
- 45.4% of total households have broadband connection and 90.5% of households with internet access at home.

Longitudinally, the relation of households with new technologies (computer access, internet access, broadband connection) is depicted in the following chart:

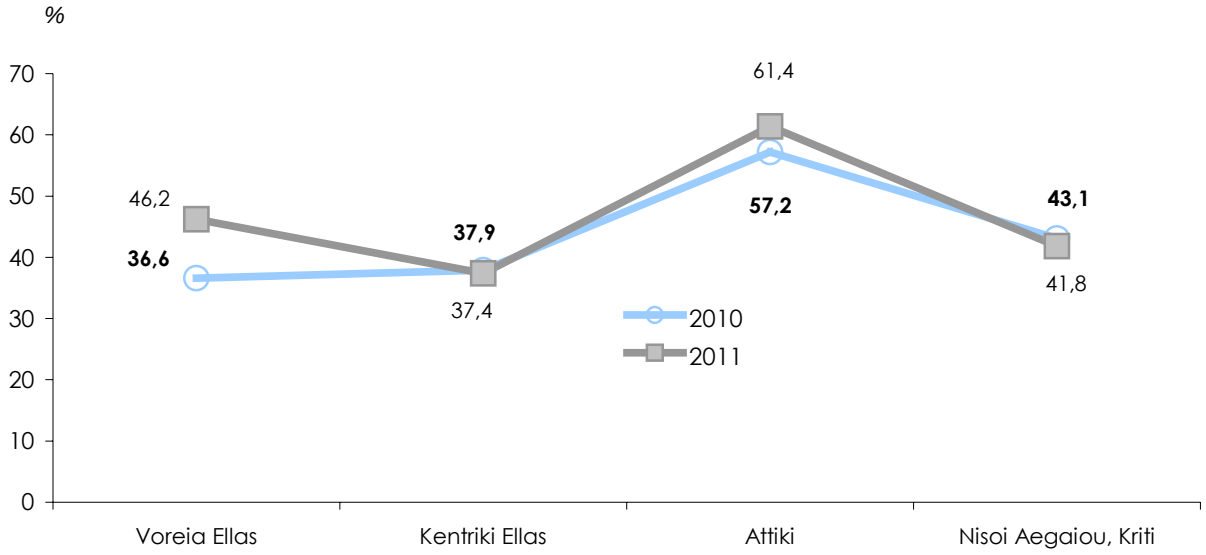


In the last five years :

- Internet access at home increased by 97.6%
- Computer access increased by approximately 42.3% and
- Broadband connections increased by 505.3%.

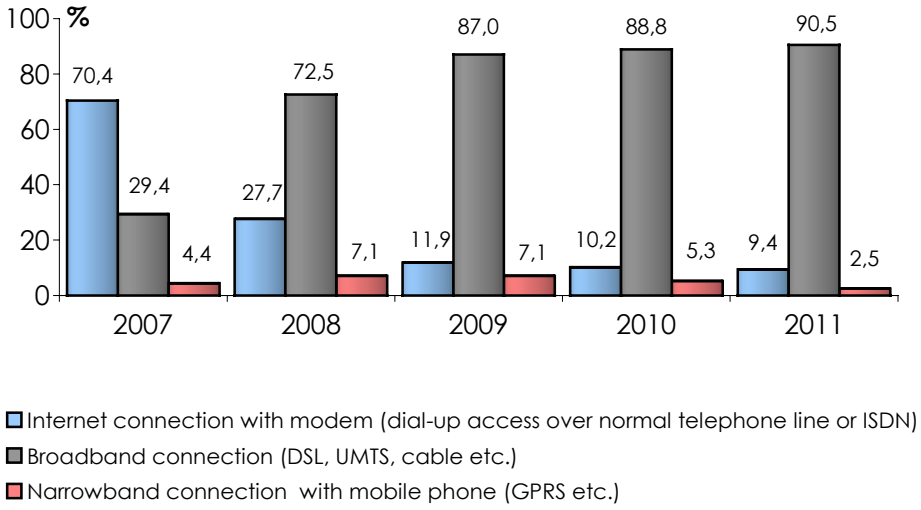
The distribution of households having internet access at home at NUTS 1 level (in the four great geographic areas of the country) for the years 2010 - 2011 is depicted in the following graph. Increase by 26.2% is observed in Northern Greece and by 7.3% in Attica, while there is a small decrease in the Aegean Islands and Grete (3%) and in Central Greece (1.3%).

Percent of population with internet access in the 4 great geographic areas of the Country: 2010 and 2011



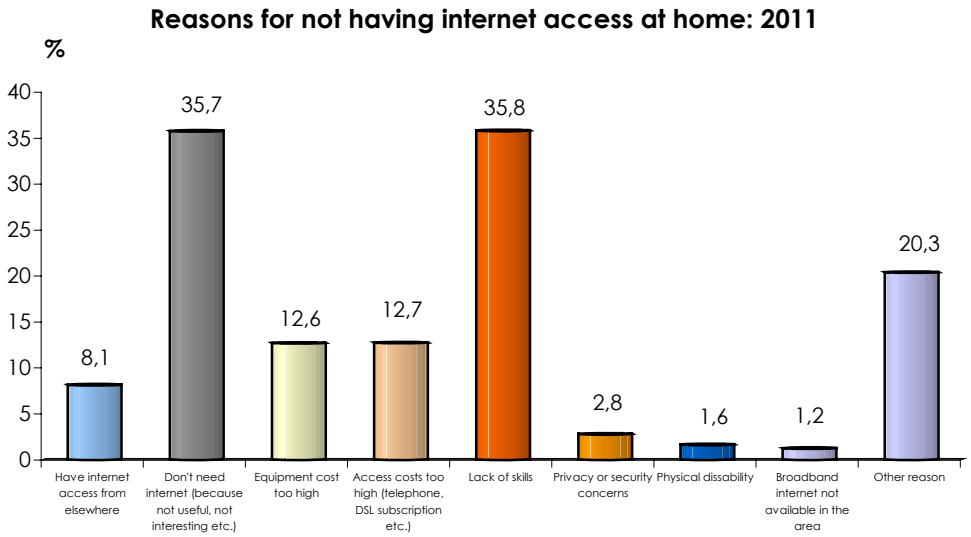
Regarding the type of internet connection the following graph presents the distribution of shares over the last five years. The growth of broadband connections, which had been characterized by very high rates until 2009, is now continuing at a reduced rate (increase of 1.9% compared with 2010), while internet connections with modem over a normal telephone line (dial-up access or ISDN) are significantly decreasing (showing a 7.8% decrease compared with 2010).

Type of internet connection: 2007 - 2011



Exploring the reasons for avoiding having internet access at home, lack of skills has been reported by 35.8% and the non-usefulness of internet information by 35.7% of those who report not having internet access at home.

The range of reasons for not having Internet access at home is depicted in the following graph:



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 the study, at European and national level, of the degree of use of ICT use in households. Most of the provided data are being used for the benchmarking of 2011-2015 (adopted by the HLG (High Level Group) i-2010 in November 2009) which followed the action plan eEurope 2005. The survey was conducted by telephone.

Legal Basis

The survey is being conducted in the framework of Regulation 808/2004 of the European Council and the Parliament.

Reference Period

01/01/2011 to 31/03/2011

Coverage

The survey covered all private households throughout the country, irrespective of their size or socioeconomic characteristics, with the only condition being that at least one person aged 16-74 years old lives in the household.

Methodology

The three-stage area sampling was adopted for the survey. The primary sampling units are the areas (one or more unified city blocks) participating in the EU-SILC of the years 2009 and 2010. The secondary sampling units are the households of EU-SILC consisting of members belonging to the target population (individuals aged 16 – 74 years old). The final sampling unit is one person randomly selected among the household members aged 16 to 74.

The first stratification criterion for the target population is the geographical division of the country. In each Region (NUTS 2) the Municipal / Local communities were stratified into four strata according to their population, on the basis of the results of the 2001 General Population Census. More specifically, except for the former two Major City Agglomerations (Athens and Thessaloniki). the stratification is as follows:

1. Municipal / Local communities with more than 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 former Greater Athens Area was divided into 31 household strata of about equal size on the basis of the social and economic characteristics of the Municipalities / Municipal Units where the households belong. Similarly, the former Greater Thessaloniki Area was divided into 9 equally sized household strata. The two Major City Agglomerations account for 40% of total population.

The sample consists of 6.500 households (sampling fraction 0.16%) and an equal number of individuals aged 16 – 74 years (sampling fraction 0.07%). Households in the sample are a sub-sample of the households being surveyed in EU - SILC of the years 2009 and 2010 that have telephones.

Major geographic regions (NUTS 1)

Voreia Ellas (Northern Greece): Anatoliki Makedonia Thraki (East Macedonia and Thrace), Kentriki Makedonia (Central Macedonia), Dytiki Makedonia (West Macedonia), Thessalia (Thessaly).
Kentriki Ellas (Central Greece): Ipeiros (Epirus), Ionioi Nisoi (Ionian Islands), Dytiki Ellas (Western Greece), Sterea Ellas (Central Greece), Peloponnisos (Peloponnese).
Attiki (Attica): Attiki
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:Statistical Themes > Technology.