



PRESS RELEASE

SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS : 2015

DEGREE OF USE OF NEW TECHNOLOGIES

The Hellenic Statistical Authority announces data on the use of new technologies by households and their members, for the year 2015. The data derive from the sample Survey on the Use of Information and Communication Technologies by households, conducted for 2015.

The survey was conducted on a final sample of 4.667 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 of the Survey on the Use of Information and Communication Technologies by households and individuals, on 15 December 2015, data on **e-commerce** and **internet security** will be announced. Data for the survey of the year 2016 will be announced on 11 November 2016.

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 computer use, internet access and ubiquitous internet access, transactions with public authorities via the internet (e-government), e-commerce, etc.

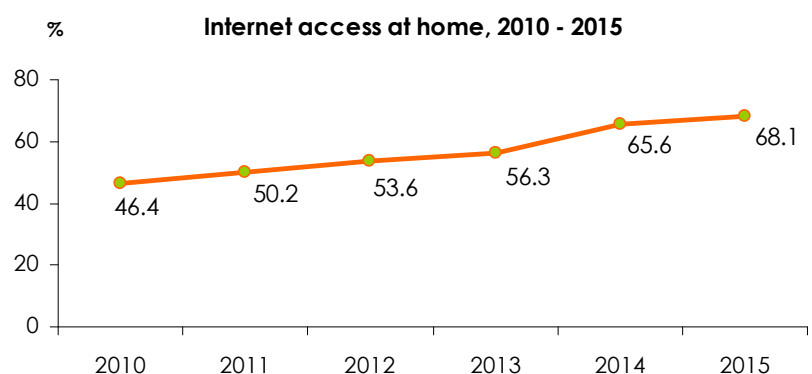
The survey was first conducted in Greece in 2002, and is fully harmonized with the corresponding surveys conducted by the other EU Member States.

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 being 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 a PC (68.6%) and internet access at home (68.1%).

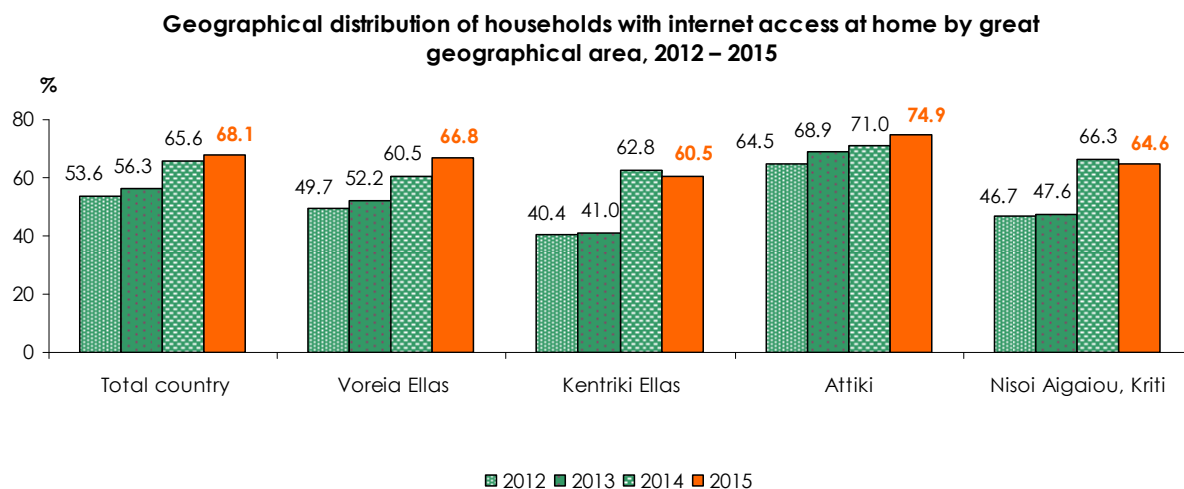
During the last 5 years (2010 – 2015) an increase by 46.8% is recorded in internet access at home.



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Specifically, in the percentages of the households of the country having a PC and internet access at home an increase is recorded by 7.2% and 3.8%, respectively, compared to 2014.

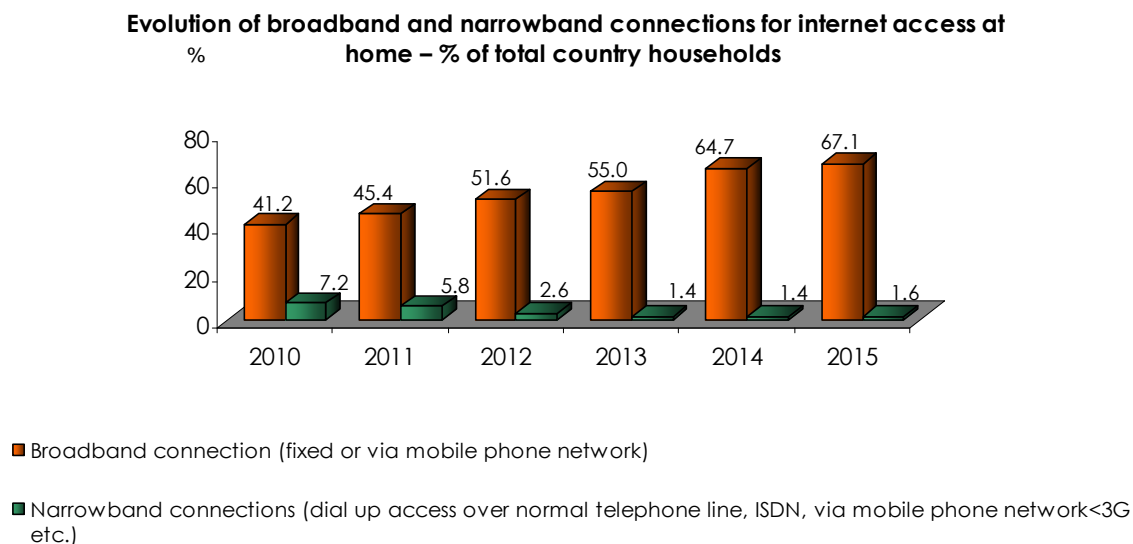
The geographical distribution (at NUTS1 level) of households with internet access at home is presented in the graph below:



Since the 1st quarter of 2014 increase has been recorded for Voreia Ellas and Attiki (10.4% and 5.5%, respectively), and decrease for Kentriki Ellas and Nisoi Aigaiou and Kriti (3.7% and 2.6%, respectively).

67.1% of the country households with at least one member aged 16-74 years old, use broadband internet connection at home, percentage presenting an increase 3.7%, compared to 2014.

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

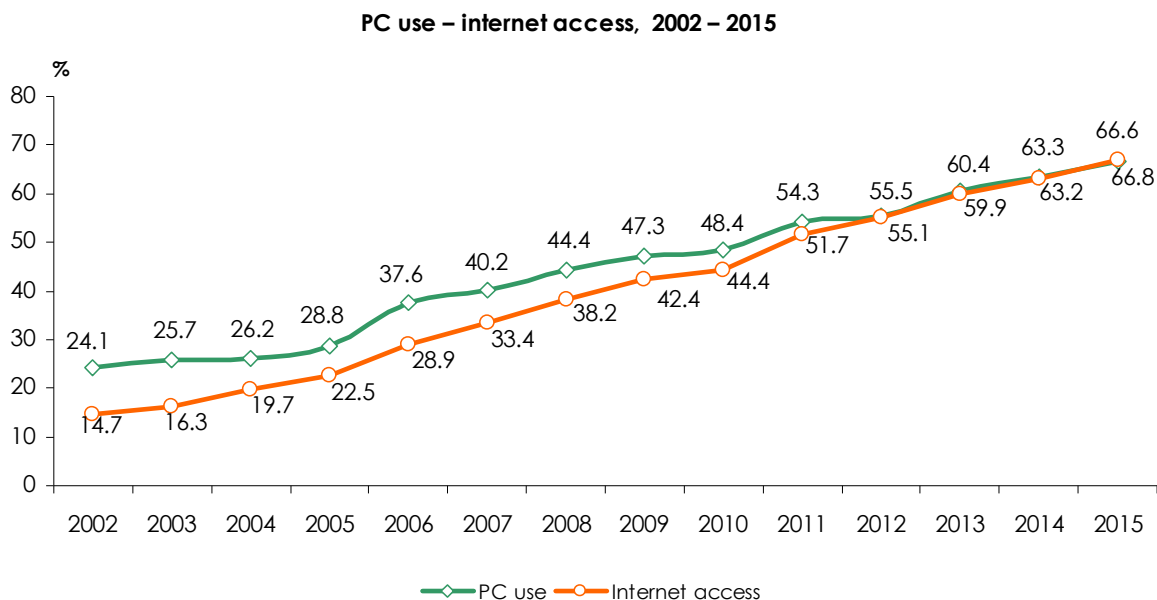


Main reasons for not accessing the internet at home are (a) lack of skills (60.7%), (b) the usefulness of internet information (25.9%) and (c) the high equipment cost (21.7%).

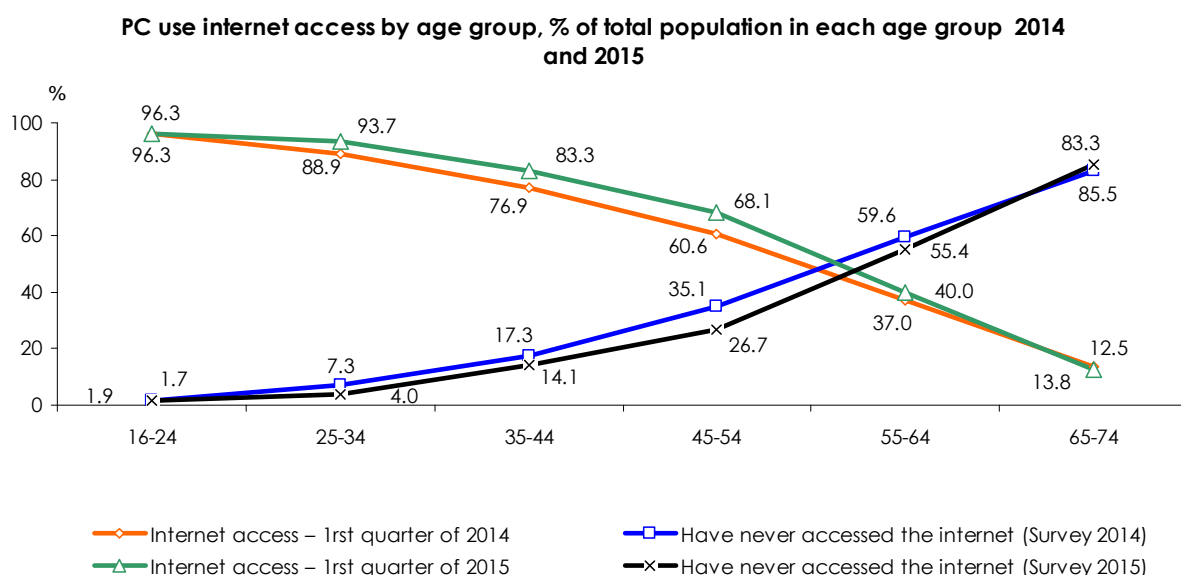
PC USE – INTERNET ACCESS

- During the 1st quarter of 2015, 66.6% of total population aged 16 – 74 years old used a PC.
- During the 1st quarter of 2015, 66.8% of total population aged 16 – 74 years old accessed the internet.

The shares of the population using PC and accessing the internet over time are depicted in the graph below:

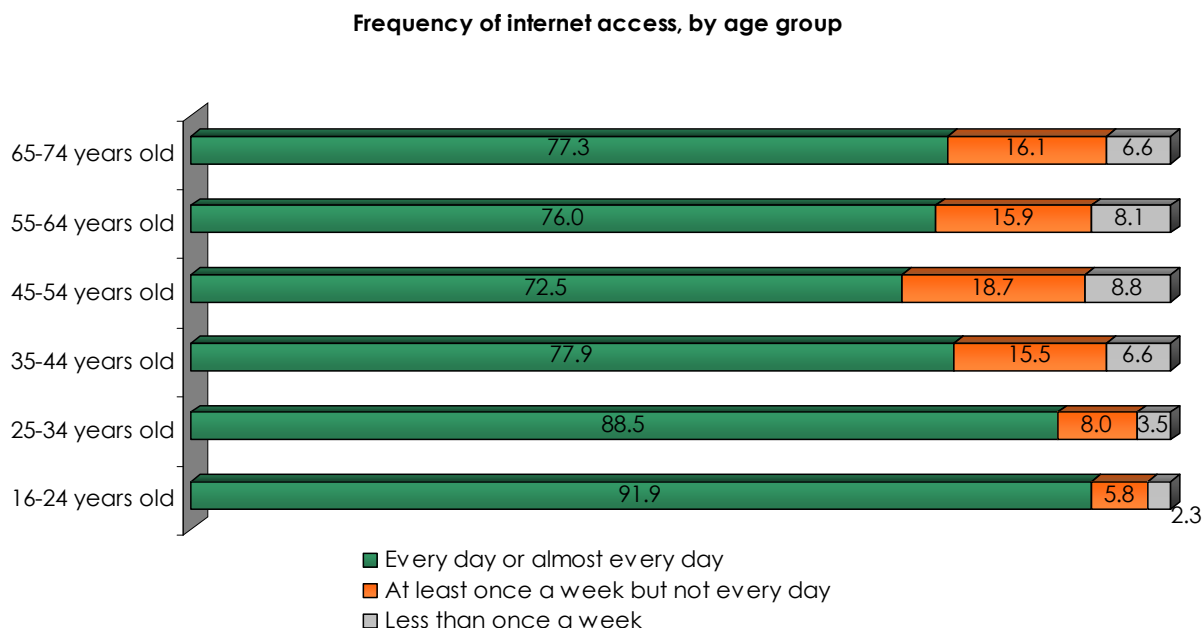


or the 1st quarter of 2015, percentages of population having used PC and of population having access to the internet, presented, in comparison to 2014, increase. Specifically, PC use and internet access presented increase by 5.2% and 5.7%, respectively, proportionate to the increases recorded in 2014 compared to 2013 (4.8% and 5.5%, respectively).



For age group 16-24 years old in the 1st quarter of 2015, compared with 2014, is recorded stability in the percentage for internet access. The largest increase (12.4%) for internet access was recorded for the age group 45-54 years old. Correspondingly, the largest decrease (45.2%), compared with 2014, was recorded for the population aged 25-34 not having ever accessed the internet. Regular use is considered the use of internet at least once a week, and it is recorded by 94.3% of the persons having used the internet in the 1st quarter of 2015, presenting an increase by 1.0%

compared to 2014 (93.4%). The variations recorded in the frequency of internet access, by age group, are depicted in the graph below:



As regards the educational level, 90.3% of population having completed high educational level (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 2015, 79.3% of 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 school (2nd cycle)) and 31.3% of population having completed low educational level (Vocational/ technical school (1st cycle), gymnasium, primary school, or have never completed/attended any educational level).

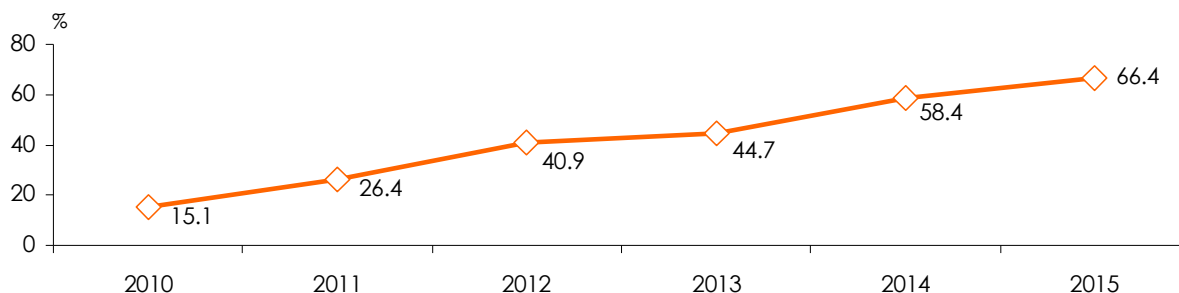
MOBILE INTERNET ACCESS AND UBIQUITOUS CONNECTIVITY

- 7 out of 10 persons having accessed the internet in the 1st quarter of 2015 accessed it away from home and work using a mobile device.

66.4% of the persons having used the internet in the 1st quarter of 2015 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 by 13.7%, compared with the 1st quarter of 2014.

The shares of population accessing the internet away from home and work, on the go, as a percentage of population having accessed the internet, for the last five years, are depicted in the graph below:

Internet access away from house and work using a mobile device, 2010 – 2015.
Share% of population having accessed the internet in the 1st quarter of the year

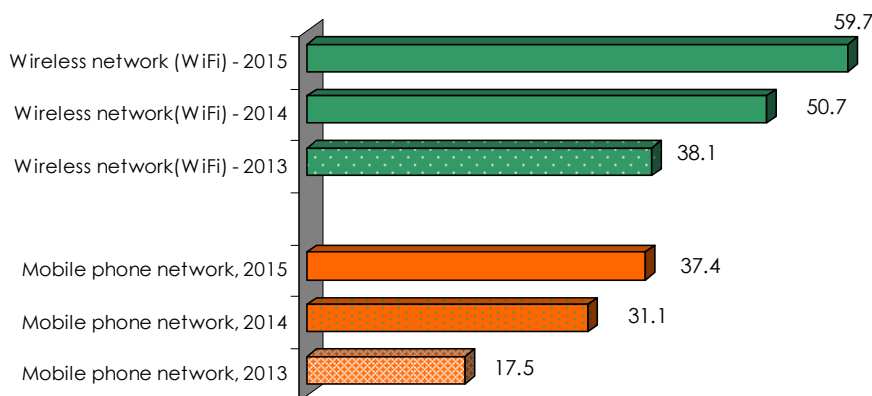


Among the population accessing the internet away from home and work with the use of a mobile device, 57.4% used a mobile or smart phone, 34.9% portable PC (laptop, tablet, etc.) and 2.4% other portable device (PDA, MP3 player, e-book reader, portable game console, etc.).

The largest percentage for internet access on the go has been recorded for age group 16-24 years old. Specifically, 87.5% of population aged 16 – 24 having accessed the internet in the 1st quarter of 2015, accessed the internet away from home and work using a mobile device, while percentages for age groups 25-34 and 35-44 are 77.1% and 65.5%, respectively.

Among population 16 – 24 having accessed the internet in the 1st quarter of 2015, 84.0% used as mobile device for internet mobile or smart phone, 39.0% portable PC and 2.5% other mobile device.

Networks for mobile internet access, 2013, 2014, 2015



Regarding to the network used for mobile internet access, an increase, compared to 2014, is recorded both for mobile phone and wireless (WiFi) networks by 20.3 % and 17.8 %, respectively.

INTERNET ACTIVITIES

Reading news online in websites, newspapers and magazines tops the list of internet activities, as also in 2014, carried out by 85.4% of internet users, and search for information and online services is the second mostly used activity, carried out by 80.4%.

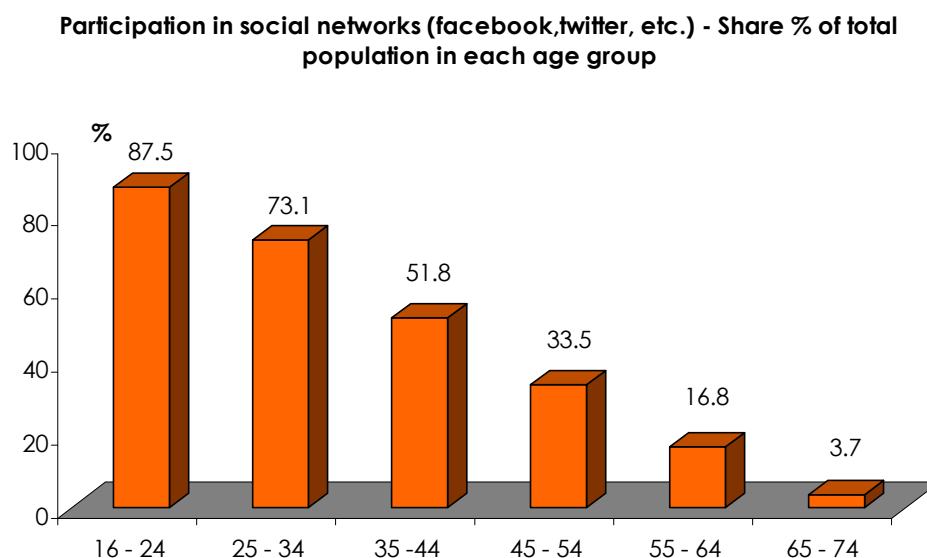
The percentages recorded in 2015 for each activity, in descending order are presented below:

- Reading news online in websites, newspapers, magazines 85.4%.
- Finding information about goods or services 80.4%.
- Sending / receiving e-mails 77.1%.
- Participating in social networks (facebook, twitter, etc.) 65.7%.

- Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.) 55.7%.
- Consulting wikis to obtain knowledge on any subject 50.3%.
- Looking for information about education, training or course offers 47.7%
- Telephoning over the internet / video calls (via webcam) over the internet (Skype) 44.0%.
- Uploading self-created context (text, photos, music, etc.) to any website to be shared 34.8%.
- Using services related to travel or travel related accommodation 31.2%.
- Looking for a job or sending a job application 26.6%
- Downloading software (other than games software) 22.2%
- Internet banking 20.8%.
- Posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.) 16.3%.
- Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition) 7.7%
- Participating in professional networks (LinkedIn, Xing, etc.) 6.8%
- Selling of goods or services via auctions (e.g. via e-Bay) 5.1%.

Participation in social networks (facebook, twitter etc.) is recorded –as pre-mentioned– by 65.7% of internet users that accessed the internet in the 1st quarter of 2015, and as far as the frequency of use is concerned, 93.2% are regular users (use at least once a week) and 6.8% use it less than once a week.

In total population aged 16-74 years old the percentage for participation in social networks (facebook, twitter etc.) is 43.9% and the largest percentage 87.5% has been recorded among population aged 16-24 years old. Following graph presents the percentages for participation in social networks within each age group.

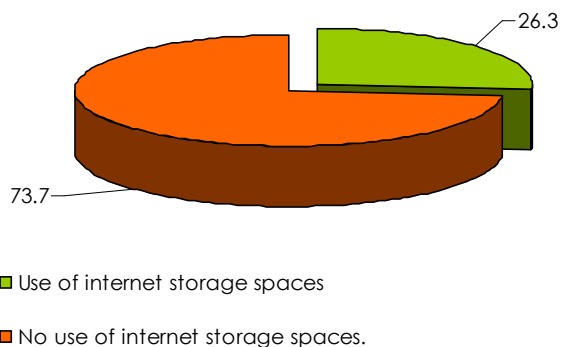


In the last five years (2010-2015) the largest increase is recorded for selling of goods or services via auctions (e.g. via e-Bay) (+292.3%), telephoning over the internet / making video calls (via webcam) over the internet (Skype) (+104.7%) and internet banking (+62.5%), while decrease is recorded for using services related to travel or travel related accommodation (-45.4%).

USE OF CLOUD SERVICES

Regarding the use of internet storage spaces, 3 out of 10 (26.3%) internet users having accessed the internet in the 1st quarter 2015 used it in order to save or share files (documents, images, music, videos or other files). Compared to 2014, an increase by 44.5% is recorded.

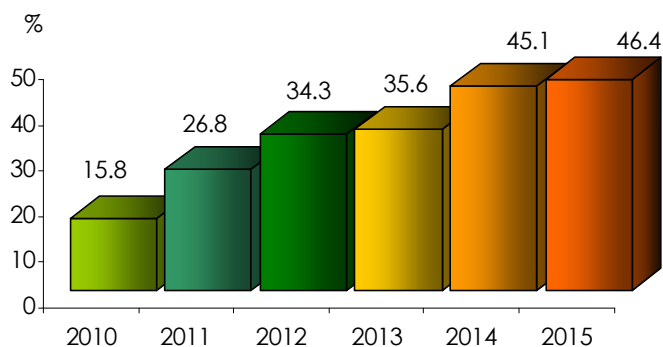
**Use of internet storage spaces.
Share (%) of population that accessed the
internet: 1st quarter 2015**



E-GOVERNMENT

- 1 out of 2 persons aged 16 – 74 years old, used in the time period April 2014 – March 2015, for private purposes, e-government services.

e - Government, % of total population aged 16 – 74

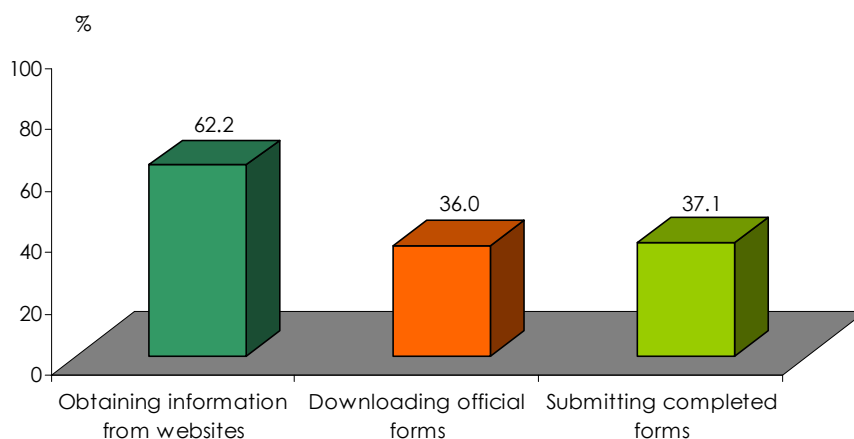


Compared with 2014, an increase by 2.9% is recorded for the percentage of the population using e-government services.

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 or service, as percentage of population having accessed the internet in the time period April 2014 – March 2015, are depicted in the graph below:

Use of e-government services, 2015. Share % of population having accessed the internet in the time period April 2014 – March 2015



Specifically, for internet users the reasons for not having submitted completed forms, such as tax declaration, although they had to submit such forms, were recorded. 82.2% of them mentioned that the submission, on their behalf, was done by another person e.g. tax adviser, family member, friend, etc., 9.5% invoked lack of skills or knowledge and 2.9% concerns about protection and security of personal data.

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 2011 – 2015 (adopted by the 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 for information society statistics and in compliance with the implementing Regulation 1196/2014.

Reference period

01/01/2015 έως 31/03/2015.

Coverage

The survey covered all private households throughout the Country, 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 multi stage stratified sampling has been used. Primary sampling units are the areas (one of more blocks) having participated in the National Health Survey of 2014.

Secondary sampling units are households from the National Health Survey with household members aged 16-74 years old, belonging to the selected primary sampling units.

Ultimate sampling unit is the individual aged 16-74 years old, randomly selected among household members.

Stratification criteria were:

- Region (13 regions (NUTS2) as well as the Major City Agglomerations (Athens and Thessaloniki)
- Urbanization degree: (Urban areas 10.000+ inhabitants, Semi-urban 2.000 – 9.999 inhabitants and Rural 1-1.999 inhabitants).

The initial sample consists of 7,001 households.

Great geographical areas (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 (Attica).

Nisoi Aigaïou, 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.