

Statistics on the information society in Europe

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This edition of Statistics in focus presents some key results from the forthcoming publication "Statistics on the information society in Europe". The data presented concerns information communication technologies in society in general, in households, among the labour force and in enterprises.

- It is estimated that there were 117 million PCs in the EU in 2001, 31 per 100 inhabitants.
- In 2002 the proportion of households with an Internet connection ranged from just under one in eight (Greece), to one in two (Denmark and the United Kingdom).
- For private purposes the Internet is mainly used by individuals for e-mail and for finding product information. Books are the most commonly purchased products over the Internet.
- The proportion of computer professionals in the EU's labour force fell slightly to 1.7% in 2002.
- Four-fifths of enterprises used the Internet in 2002, half had a web-site, one-quarter made Internet purchases and one-tenth Internet sales.

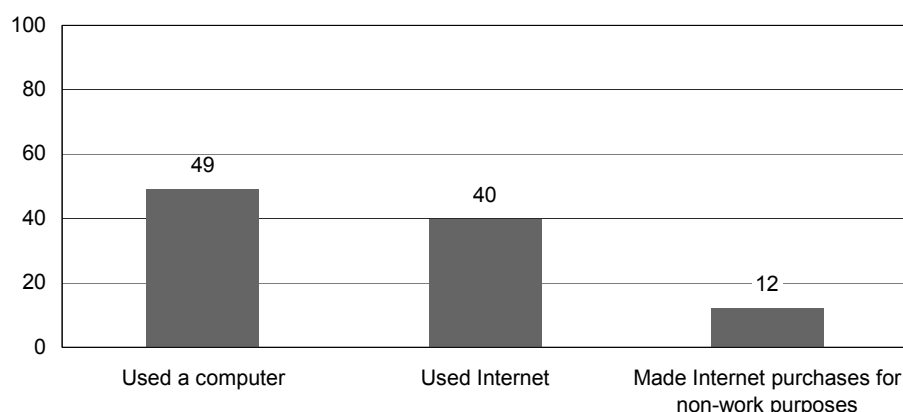


Figure 1a: Proportion of persons using ICT, EU, 2002 (%) (1)

(1) Excluding BE, FR, IE and NL.

Source: Survey on ICT usage in households, Eurostat.

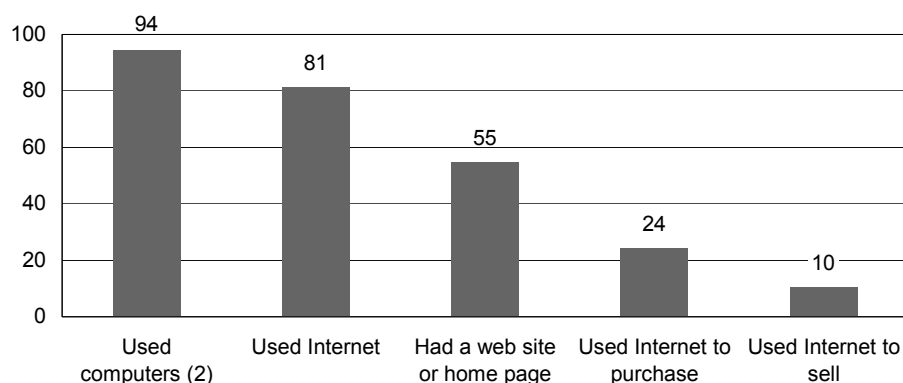


Figure 1b: Proportion of enterprises using ICT, EU, 2002 (%) (1)

(1) Excluding BE, FR, NL and UK.

Source: Survey on ICT usage in enterprises, Eurostat.

Statistics in focus

INDUSTRY, TRADE AND SERVICES

THEME 4 – 38/2003

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ICT penetration

There were 117 million PCs in use in the EU in 2001 (see table 1), which was equivalent to 31 per 100 inhabitants. There were three Member States that reported more than 50 PCs per 100 inhabitants;

Denmark (58, 2002), Sweden (56, 2001) and Luxembourg (52, 2001), while Greece, Spain, Italy and Portugal were the only countries to report an average of less than 20 PCs per 100 inhabitants.

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Total number of PCs (millions)																
2000	105.3	2.3	2.7	27.6	0.8	5.8	17.9	1.4	10.3	0.2	6.3	2.3	1.1	2.1	4.5	20.2
2001	117.0	2.4	2.9	31.5	0.9	6.8	19.5	1.5	11.3	0.2	6.9	2.7	1.2	2.2	5.0	22.0
2002	:	2.5	3.1	35.9	:	:	20.7	:	:	:	:	:	:	2.3	:	:
PCs per 100 inhabitants (units)																
2000	28	22	51	34	7	14	30	36	18	46	39	28	10	40	51	34
2001	31	23	54	38	8	17	33	39	19	52	43	34	12	42	56	37
2002	:	24	58	43	:	:	35	:	:	:	:	:	:	44	:	:

Table 1: Personal computers

Source: International Telecommunications Union, estimates.

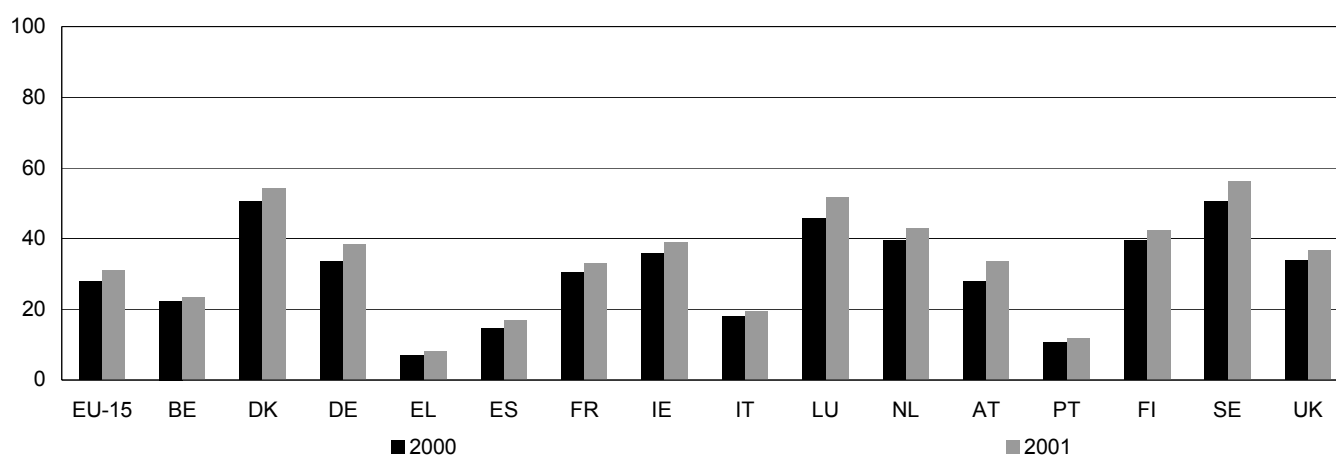


Figure 2: PCs per 100 inhabitants (units)

Source: International Telecommunications Union.

Table 2 shows that there were 135 million Internet users in the EU in 2002. This was an increase of 15 % compared to the year before. This marked a slow down in the pace at which the number of Internet users was growing, as in 2001 the growth rate had been 27 %.

Between 2001 and 2002, the highest growth in the number of Internet users among the Member States was recorded in Greece (up 43 %), Portugal (28 %), the United Kingdom (21 %) and France (20 %).

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Number of Internet users (millions)																
2000	92.8	3.0	2.1	24.8	1.0	5.5	8.5	0.7	13.2	0.1	7.0	2.7	2.5	1.9	4.0	15.8
2001	118.0	3.2	2.3	30.8	1.4	7.4	15.7	0.9	15.6	0.2	7.9	3.2	2.9	2.2	4.6	19.8
2002	135.1	3.4	2.5	35.0	2.0	7.9	18.7	1.1	17.0	0.2	8.6	3.3	3.7	2.7	5.1	24.0

Table 2: Internet users

Source: International Telecommunications Union.

ICT used by individuals

In most EU countries, less than half of households had access at home to the Internet in 2002. The highest household Internet access was reported by Denmark (56 %) and the United Kingdom (50 %), while in Spain (17 %), Portugal (16 %), and Greece (12%) less than one-fifth of households had home Internet access.

Desktop PCs were by far the most common device used to access the Internet, favoured by usually more than 90 % of Internet households (see table 3).

	EU	BE	DK	DE	EL	ES (1)	FR	IE	IT	LU	NL	AT	PT	FI	SE (2)	UK
Proportion of households having access to Internet	:	:	56	43	12	17	:	:	27	40	:	31	16	44	:	50
Households having access to Internet: proportion having access through selected devices (multiple answers possible)																
Desktop computer	:	:	95	92	96	95	:	:	:	91	:	92	90	84	91	85
Portable computer	:	:	15	14	6	8	:	:	:	19	:	16	10	17	19	18
Handheld computer	:	:	2	1	0	0	:	:	:	5	:	2	:	:	2	:
Television (digital television or set top box)	:	:	0	1	0	0	:	:	:	1	:	3	:	:	5	8
Mobile phone used alone (WAP, GPRS)	:	:	6	8	6	1	:	:	:	15	:	13	9	16	8	10
Games console	:	:	0	1	0	:	:	:	:	4	:	4	:	:	5	:
Other device	:	:	0	1	0	0	:	:	:	0	:	1	:	:	5	:

Table 3: Access to Internet, 2002 (%)

(1) Other device includes games console. (2) Mobile phone includes also mobile phone used with a portable computer. Source: Survey on ICT usage in households, Eurostat.

Approximately half of the EU population (aged 16 to 74) had used a computer in the three months prior to the survey, ranging from less than one-quarter in Greece (24 %) to more than three-quarters in Sweden (76 %).

Two fifths of surveyed persons had recently accessed the Internet, although there were significant differences among Member States, from a low of 15 % in Greece up to a high of 71 % in Sweden.

	EU(1)	BE	DK(2)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Individuals using a computer in the 3 months prior to the survey																
Used a computer	:	:	72	63	24	:	:	:	37	50	:	48	26	74	76	67
Individuals accessing the Internet in the 3 months prior to the survey																
Used Internet	40	:	64	49	15	19	:	:	28	40	:	37	17	62	71	56

Table 4: Use of computers and the Internet by individuals, 2002 (%)

(1) Excluding BE, FR, IE and NL. (2) Reference period was the previous month, not the previous 3 months. Source: Survey on ICT usage in households, Eurostat.

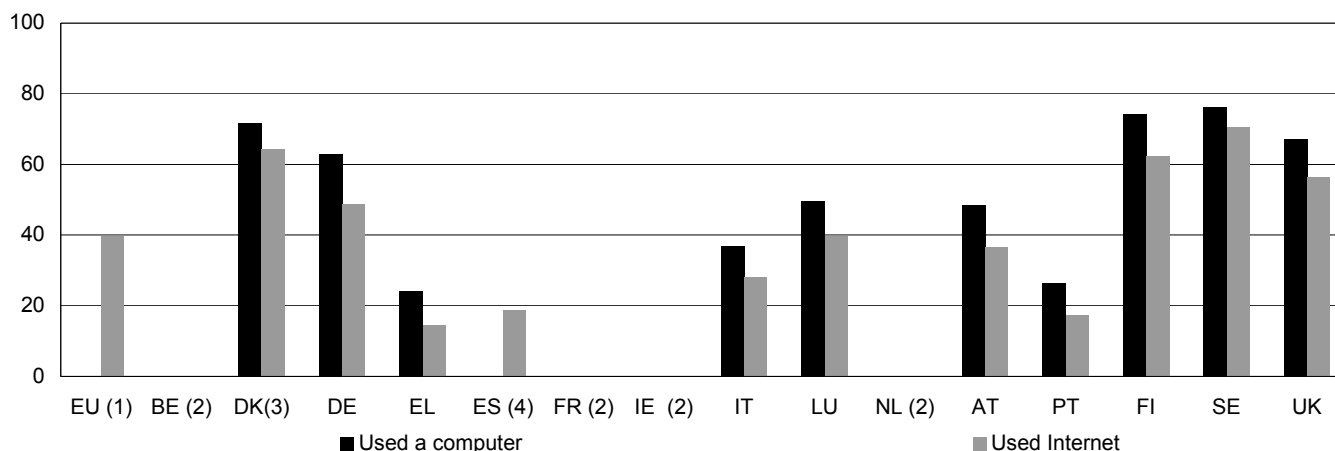


Figure 3: Use of a computer and the Internet in the 3 months prior to the survey, 2002 (%)

(1) Excluding BE, FR, IE and NL. (2) Not available. (3) Reference period was the previous month, not the previous 3 months. (4) "Used a computer", concerns only Internet users. Source: Survey on ICT usage in households, Eurostat.

ICT used by individuals (continued)

By far the most popular Internet application (for private purposes) was sending and receiving e-mails; this attracted two-thirds or more of Internet users in all countries with available data. Usage rates for other applications show that Internet was mainly seen as a source of information and entertainment, with high

usage rates for "finding information about goods and services" and "reading or downloading online newspapers and magazines".

	EU	BE	DK(1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Communication																
Sending/receiving e-mails	:	:	83	77	67	78	:	:	:	77	:	88	:	74	81	69
Videoconferencing	:	:	4	2	3	6	:	:	:	6	:	3	:	:	5	3
Other communication uses (chat sites, etc.)	:	:	10	21	20	32	:	:	:	20	:	17	:	16	18	11
Information search and on-line services																
Finding information about goods & services	:	:	77	70	66	49	:	:	:	73	:	42	:	73	87	60
Using services related to travel and accommodation	:	:	:	39	32	37	:	:	:	58	:	:	:	51	46	:
Using services related to training / education	:	:	42	38	42	38	:	:	:	38	:	26	:	45	6	25
Using health related services	:	:	37	10	10	9	:	:	:	30	:	8	:	25	20	:
Listening to web radios / for watching web television	:	:	13	6	17	:	:	:	:	14	:	6	:	10	19	7
Playing / downloading games and music	:	:	19	20	27	47	:	:	:	35	:	20	:	30	48	18
Reading / downloading online newspapers / news magazines	:	:	40	21	52	:	:	:	:	37	:	28	:	42	62	22
Purchase of goods and services, banking																
Financial services (Internet banking, share purchasing)	:	:	51	30	5	:	:	:	:	40	:	19	:	64	56	24
Purchasing / ordering goods or services (excl. shares / financial services)	:	:	28	30	6	:	:	:	:	30	:	14	:	19	37	33
Selling goods and services (eg via auctions)	:	:	5	11	0	6	:	:	:	7	:	3	:	8	6	1
Interaction with public authorities																
Obtaining information from public authorities web sites	:	:	55	29	24	:	:	:	:	37	:	22	18	50	57	11
Downloading official forms	:	:	18	14	2	:	:	:	:	12	:	14	2	19	33	:
Sending filled forms	:	:	22	7	7	:	:	:	:	12	:	8	2	7	16	:

Table 5: Individuals having used the Internet in the last 3 months: proportion having engaged in specified activities on the Internet (private purposes), 2002 (%)

(1) Reference period was the previous month, not the previous 3 months.

Source: Survey on ICT usage in households, Eurostat.

	EU	BE	DK(1)	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Food / groceries	:	:	7	6	0	:	:	:	:	11	:	6	:	:	3	18
Films / music	:	:	22	19	33	:	:	:	:	39	:	16	24	22	36	33
Books / magazines / e-learning material	:	:	30	48	41	:	:	:	:	73	:	39	44	29	34	32
Clothes, sports goods	:	:	32	30	6	:	:	:	:	21	:	18	:	33	28	19
Computer software (including video games)	:	:	22	14	11	:	:	:	:	20	:	14	17	:	15	16
Computer hardware	:	:	23	12	28	:	:	:	:	12	:	7	11	14	17	8
Electronic equipment (including cameras)	:	:	10	12	11	:	:	:	:	9	:	8	:	12	11	11
Shares / financial services / insurance	:	:	6	6	3	:	:	:	:	15	:	5	:	:	21	9
Travel and holiday accommodation	:	:	34	15	5	:	:	:	:	38	:	20	11	19	34	46
Tickets for events	:	:	35	10	0	:	:	:	:	24	:	17	17	17	30	32
Lotteries and betting	:	:	3	5	0	:	:	:	:	1	:	3	:	:	6	:
Other	:	:	18	25	12	:	:	:	:	5	:	12	16	:	18	:

Table 6: Individuals having purchased via the Internet in the last 3 months: proportion having purchased specified goods and services, 2002 (%)

(1) Reference period was the previous month, not the previous 3 months.

Source: Survey on ICT usage in households, Eurostat.

ICT labour force

The Lisbon strategy is not just about raising productivity and growth, but also concerns employment and social cohesion. Indeed, this is one of the central themes of the eEurope 2005 action plan; opening-up ICT opportunities and trying to enhance ICT skills - this policy has been termed 'e-inclusion'.

On average, just over half (53 %) of the EU's active population used a computer in their professional lives in 2002 (see table 7), ranging from a low of between 30 % and 40 % in Greece, Spain and Portugal, to a high of more than 70 % in Denmark, the Netherlands, Finland and Sweden.

	EU-15	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Proportion of active population using a computer for professional purposes																
2001	53	51	73	56	36	42	45	43	58	66	65	57	27	67	71	59
2002	53	53	72	57	35	36	45	46	59	56	72	62	32	70	73	58
Proportion of active population using a computer for professional purposes that had computer training at the workplace																
2001	54	38	70	65	44	44	51	66	36	55	57	60	39	66	65	58
2002	49	38	71	54	44	46	51	56	30	60	53	58	37	72	64	53

Table 7: Persons using a PC for their work and having received computer training (%)

Source: Eurobarometer 56 "Information society", October-November 2001, for 2001 data; Eurobarometer 58 "Information society", September-October 2002, for 2002 data.

Shortages of qualified staff are detrimental to the pace at which enterprises and ultimately economies can grow. While the number of computer professionals, as a share of total EU employment, rose by 0.4 percentage points between 1999 and 2001, there was a decline of 0.1 percentage points in 2002 (see figure 4). The

highest proportion of computer professionals in total employment (more than 2 %) was recorded in the countries where the use of ICT was also highest, namely, Denmark, Finland, the United Kingdom, and in particular, the Netherlands and Sweden (more than 3 % of the workforce were computer professionals).

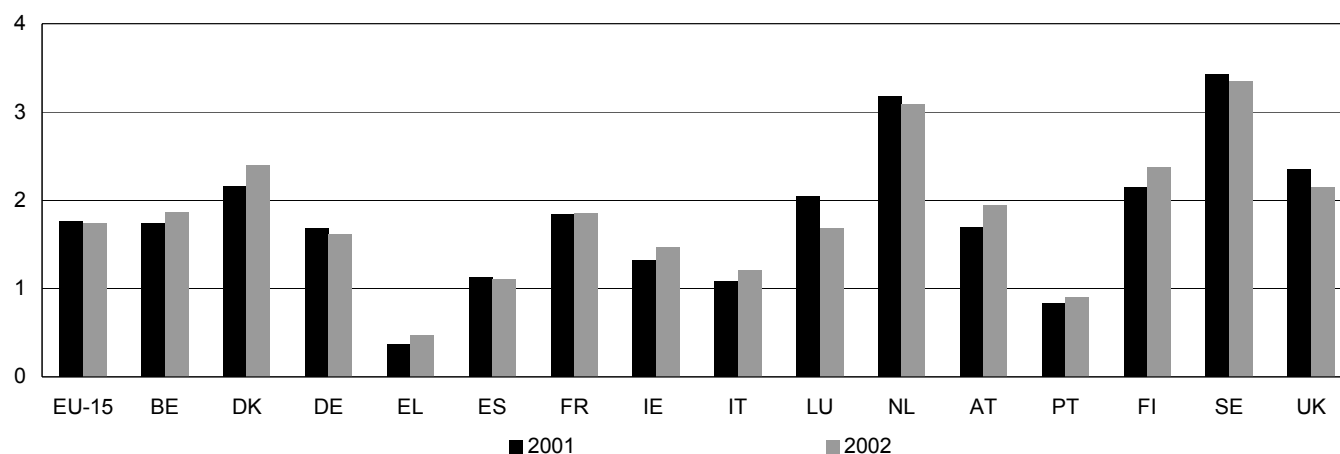


Figure 4: Computer professionals as a share of total employment (%)

Source: Eurostat, Labour force survey.

ICT use by enterprises

	EU (1)	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Proportion of enterprises using Internet	81	:	95	84	64	83	:	83	74	79	85	85	69	96	95	54
of which, proportion with web presence	67	:	80	78	52	46	:	64	62	65	68	75	55	72	84	100

Table 8: Enterprises with 10 or more persons employed: proportion of enterprises using Internet, 2002 (%)

(1) Excluding BE, FR, NL and UK.

Source: Survey on ICT usage in enterprises, Eurostat.

	EU (1)	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL	AT	PT	FI	SE	UK
Market products	81	:	96	82	97	54	:	90	88	69	88	88	58	86	97	:
Provide access to catalogues & price lists (2)	44	:	39	40	43	60	:	45	43	51	40	47	58	42	43	:
Deliver digital products (3)	8	:	11	11	7	6	:	12	5	20	20	7	5	11	4	:
Provide after sales support	29	:	27	45	11	18	:	18	7	23	30	12	16	31	35	:
Provide mobile Internet services	5	:	2	6	6	2	:	7	3	5	:	4	2	5	5	:

Table 9: Enterprises with 10 or more persons employed with a web site or homepage: proportion providing specified Internet services, 2002 (%)

(1) Excluding BE, FR, NL and UK. (2) SE, wording of these services was different.

(3) DK, wording of these services was different.

Source: Survey on ICT usage in enterprises, Eurostat.

	EU(1)	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL(2)	AT	PT	FI	SE	UK
Total	30	:	49	45	17	8	:	46	10	29	37	37	24	54	62	47
SME	30	:	48	45	16	8	:	45	10	29	37	36	24	53	62	47
Small	29	:	45	46	16	7	:	44	9	29	35	35	23	52	60	49
Medium	32	:	60	41	20	10	:	52	12	31	44	42	26	62	72	42
Large	39	:	80	41	27	15	:	62	15	23	54	56	30	70	83	45

Table 10: Enterprises with 10 or more persons employed using the Internet: proportion having purchased via Internet, 2001 (%)

(1) Excluding BE, FR, NL and UK. (2) All electronic networks.

Source: Survey on ICT usage in enterprises, Eurostat.

	EU(1)	BE	DK	DE	EL	ES	FR	IE	IT	LU	NL(2)	AT	PT(3)	FI	SE	UK
Total	13	:	25	19	14	3	:	26	5	15	40	25	11	17	14	19
SME	13	:	25	19	14	3	:	26	5	15	40	25	10	17	14	19
Small	13	:	25	19	14	2	:	25	5	14	39	26	10	16	13	20
Medium	13	:	26	18	13	4	:	27	4	18	41	22	11	21	18	16
Large	17	:	36	18	17	7	:	33	7	13	47	29	27	27	27	22

Table 11: Enterprises with 10 or more persons employed using the Internet: proportion having sold via Internet, 2001 (%)

(1) Excluding BE, FR, NL and UK. (2) All electronic networks. (3) Estimated.

Source: Survey on ICT usage in enterprises, Eurostat.

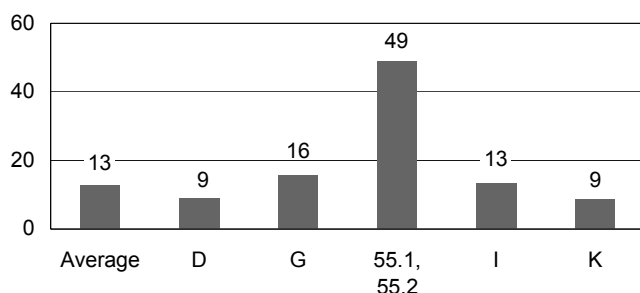


Figure 5: Enterprises with 10 or more persons employed using the Internet: proportion having sold via Internet, by NACE, EU, 2001 (%) (1)

(1) Excluding BE, FR, IE, NL and UK.

Source: Survey on ICT usage in enterprises, Eurostat.

On average, 81 % of EU enterprises accessed the Internet in 2002, and a majority of them had their own web site or homepage (see table 8).

While almost one-third of the EU's enterprises using the Internet in 2002 made e-purchases (see table 10), only 13 % sold goods or services via the Internet (see table 11). Large enterprises were generally more inclined to buy or sell goods or services on the Internet than SMEs.

EU enterprises in the hotels and accommodation sector made by far the most use of Internet e-sales (see figure 5).

➤ ESSENTIAL INFORMATION – METHODOLOGICAL NOTES

Survey on ICT usage in households, 2002

Survey type: household survey.
Reference period: first quarter 2002.
Sampling unit: households and individuals.
Lower age limit for survey of individuals: 16 years.
Upper age limit for survey of individuals: 74 years.
Notes on coverage: Spanish data includes all persons aged 16 or more.
Data extracted on: 3 October 2003.

Survey on ICT usage in enterprises, 2002

Survey type: enterprise survey.
Survey period: first quarter 2002.
Reference period: January 2002 and/or the year 2001.
Sampling unit: enterprise.
Activity coverage: enterprises classified to NACE:
Section D (manufacturing);
Section G (distributive trades);
Groups 55.1 and 55.2 (hotels and accommodation);
Section I (transport and communication);
Division 67 (activities auxiliary to financial intermediation);
Section K (real estate, renting and business activities).
Size coverage: enterprises with 10 persons employed or more.
Size class breakdowns:
small enterprises (10-49 persons employed);
medium-sized enterprises (50-249 persons employed);
large enterprises (250 and more persons employed).
Weighting of results: results have generally been weighted by the number of enterprises. Information on purchases and sales have generally been weighted using purchases and turnover.
Notes on coverage and breakdowns: the coverage in terms of the target population and the detailed list of questions asked by each statistical authority varied. The differences in terms of the activities included and the size of enterprises surveyed are in some cases significant and this should be borne in mind when interpreting the data. The following tables indicate the main differences in the coverage of the data.

Data presented for all activities covered by the survey - exceptions:

DK	Excludes Division 67.
DE	Excludes Division 67.
IE	Excludes Division 67.
IT	Excludes Division 67.
NL	Includes Groups 55.3 to 55.5 and Divisions 65 and 66.
FI	Results for Division 67 have been included in the results for Section K and in the aggregate total of NACE D, G, 55.1, 55.2, I and K.

Data presented by size class - exceptions:

NL The size class split between medium-sized and large enterprises is 200 persons employed, not 250.

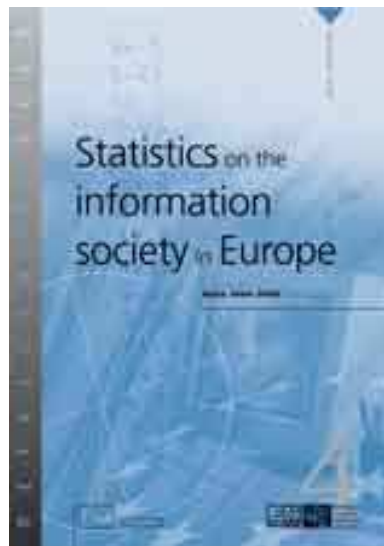
Data extracted on: 2 September 2003.

Labour force survey

Survey type: household survey.
Sampling unit: individuals.
Coverage of individuals: persons aged 15 years and over, living in private households.
Definition of employment: Persons in employment are those who during the reference week did any work for pay or profit, or were not working but had jobs from which they were temporarily absent. Family workers are included.
Computer professionals according to the international standard classification of occupations (ISCO-88): minor group 213 (computing professionals); part of submajor group 21 (physical, mathematical and engineering science professionals); part of major group 2 (professionals).

Forthcoming publication

The 2003 edition of the publication "Statistics on the information society in Europe" will be released within the next few months.



Further information:

➤ Reference publications

Title Statistics on the information society in Europe (forthcoming)

➤ Databases

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