

Internet access and use in 2011

Almost a quarter of persons aged 16-74 in the EU27 have never used the internet

For many people today it seems difficult to live without the internet, however a decreasing, but still non-negligible, part of the EU population has never used it. In the **EU27**, almost three quarters of households¹ had access to the internet in the first quarter of 2011, compared with almost half in the first quarter of 2006. The share of households with broadband internet connections more than doubled between 2006 and 2011, to reach 68% in 2011 compared with 30% in 2006. During the same period, the share of individuals aged 16-74 in the **EU27** who had never used the internet decreased from 42% to 24%.

These data² published by **Eurostat, the statistical office of the European Union**, represent only a small part of the results of a survey on Information and Communication Technologies (ICT) usage in households and by individuals in the **EU27** Member States, **Iceland, Norway, Croatia, the former Yugoslav Republic of Macedonia and Turkey**. As well as internet use and broadband connections, the survey also covers other indicators such as e-commerce, e-skills and e-government.

Household internet access ranges from 45% in Bulgaria to 94% in the Netherlands

The level of internet access increased in all Member States between 2006 and 2011, however differences remain significant. In 2011, shares of internet access of 90% and over were recorded in the **Netherlands** (94%), **Luxembourg** and **Sweden** (both 91%) and **Denmark** (90%), while shares of 50% and below were registered in **Bulgaria** (45%), **Romania** (47%) and **Greece** (50%).

Broadband internet access enables higher speed when browsing and performing activities over the internet. The proportion of households with a broadband connection rose in all Member States in 2011 compared with 2006. **Sweden** (86%) registered the highest share of broadband connections in 2011, followed by **Denmark** (84%), the **Netherlands** and the **United Kingdom** (both 83%) and **Finland** (81%), while **Romania** (31%), **Bulgaria** (40%) and **Greece** (45%) had the lowest.

Share of those who never used the internet varies between 5% in Sweden and 54% in Romania

The target set for 2015 by the Digital Agenda for Europe³ is to reduce the share of individuals in the **EU27** aged 16-74 who had never used the internet to 15%. This share stood at 24% in the **EU27** in 2011. In 2011, the highest proportions of those having never used the internet were observed in **Romania** (54% of individuals aged 16-74), **Bulgaria** (46%), **Greece** (45%), **Cyprus** and **Portugal** (both 41%), and the lowest in **Sweden** (5%), **Denmark** and the **Netherlands** (both 7%), **Luxembourg** (8%) and **Finland** (9%).

E-commerce most frequent in the United Kingdom, Denmark, Germany and Sweden

Almost half of internet users⁴ aged 16-74 in the **EU27** used the internet within the last 12 months to obtain information from websites of public authorities, and 28% to submit completed forms to public authorities, for example tax declarations (e-government). In 2011, the largest proportions of internet users who obtained information from websites of public authorities were observed in **Denmark** (86% of internet users), **Sweden** (74%), **Finland** (65%), **Estonia** and the **Netherlands** (both 62%). The highest shares of those having used the internet for submitting completed forms to public authorities were recorded in **Denmark** (70% of internet users), the **Netherlands** (52%), **Portugal** (48%) and **Estonia** (46%).

In 2011, 58% of internet users in the **EU27** had ordered goods or services over the internet (e-commerce) within the last 12 months. The highest shares were observed in the **United Kingdom** (82%), **Denmark** and **Germany** (both 77%) and **Sweden** (75%).

Households with internet access and broadband connections, %

	Internet access		Broadband connection	
	2006	2011	2006	2011
EU27	49	73	30	68
Belgium	54	77	48	74
Bulgaria	17	45	10	40
Czech Republic	29	67	17	63
Denmark	79	90	63	84
Germany	67	83	34	78
Estonia	46	71	37	66
Ireland	50	78	13	65
Greece	23	50	4	45
Spain	39	64	29	62
France	41	76	30	70
Italy	40	62	16	52
Cyprus	37	57	12	56
Latvia	42	64	23	59
Lithuania	35	62	19	57
Luxembourg	70	91	44	68
Hungary	32	65	22	61
Malta	53	75	41	75
Netherlands	80	94	66	83
Austria	52	75	33	72
Poland	36	67	22	61
Portugal	35	58	24	57
Romania	14	47	5	31
Slovenia	54	73	34	67
Slovakia	27	71	11	55
Finland	65	84	53	81
Sweden	77	91	51	86
United Kingdom	63	85	44	83
Iceland	83	93	72	93
Norway	69	92	57	80
Croatia*	41	61	23	56
Former Yug. Rep. of Macedonia*	14	46	1	37
Turkey*	20	43	17	39

* 2007 data instead of 2006 for Croatia and Turkey, 2010 data instead of 2011 for the former Yugoslav Republic of Macedonia.

**Individuals aged 16-74 who have never used the internet, and
use of e-government and e-commerce by internet users in the last 12 months, 2011**

	% of individuals aged 16-74 who have never used the internet		% of internet users having used internet in the last 12 months for:		
	2006	2011	obtaining information from websites of public authorities	submitting completed official forms to public authorities	ordering goods or services for private use
EU27	42	24	48	28	58
Belgium	34	14	u	u	53
Bulgaria	71	46	40	20	13
Czech Republic	49	24	37	45	41
Denmark	10	7	86	70	77
Germany	26	16	59	19	77
Estonia	34	20	62	46	27
Ireland	42	21	47	45	56
Greece	65	45	42	24	33
Spain	47	29	54	25	39
France	46	18	56	45	67
Italy	59	39	36	13	27
Cyprus	62	41	48	23	36
Latvia	45	27	57	30	27
Lithuania	54	33	41	37	25
Luxembourg	27	8	43	28	71
Hungary	52	28	52	25	32
Malta	58	30	41	23	65
Netherlands	16	7	62	52	74
Austria	34	18	55	31	56
Poland	52	33	32	14	46
Portugal	60	41	57	48	31
Romania	74	54	15	8	13
Slovenia	43	29	61	20	45
Slovakia	41	20	53	14	48
Finland	18	9	65	45	69
Sweden	10	5	74	44	75
United Kingdom	29	11	32	27	82
Iceland	9	4	71	74	51
Norway	17	5	76	56	78
Croatia	:	39	21	10	29
Former Yug. Rep. of Macedonia	69	:	:	:	:
Turkey	:	55	36	13	17

: Data not available

u Data not reliable due to item non response

1. The survey covered households with at least one person aged 16-74, and individuals aged 16-74. The main reference period was the first quarter of 2011. Households were asked about internet access by any member of the household at home. Individuals were asked about frequency of internet use and about activities they had carried out on the internet in the last three months prior to the survey for private purposes, or in the last twelve months for e-government and e-commerce activities, at home or at any other location.
2. Eurostat, Statistics in Focus 66/2011 "Internet use in households and by individuals in 2011", available free of charge in pdf format on the Eurostat web site. The full set of data can be found in the dedicated section: <http://ec.europa.eu/eurostat/ict> under "Data".
3. Digital Agenda for Europe: http://ec.europa.eu/information_society/digital-agenda/index_en.htm
4. Internet user: having used the internet in the last 12 months.

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