Information and Knowledge Society

Information and Communication Technologies Usage in Households and by Individuals 2016

The proportion of mobile internet users doubled in 4 years

Internet access at home is a reality for 74% of Portuguese households; the majority access the internet by broadband connection.

Broadband access is specially widespread among households with children (94%) and those residing in the Área Metropolitana de Lisboa (82%).

74% of persons aged 16 to 74 years old have already used the internet (while 70% have done it in the 3 months prior to the interview).

The percentage of persons aged 45-54 who use the internet is increasing: 7 percentage points over the value for 2015.

In 2016, 23% of persons placed orders through the internet, a practice that is more frequent among those who have completed higher education (53%) and people aged 25 to 34 years old (44%).

The equipments most used to access the internet are mobile phones/smartphones (78%) and portable computers (73%).

In 2016, 72% of users accessed the internet on the go; this indicator accounted for 35% in 2012.

About half (49%) of users provided personal information over the internet.

**The majority of households access the internet via broadband connection**

The results of the Survey on the Usage of Information and Communication Technologies in Households and by Individuals carried out in 2016 show that 74% of households in Portugal have a connection to the Internet at home, the majority using broadband.

Proportion of households with Internet connection and broadband at home, Portugal, 2010-2016
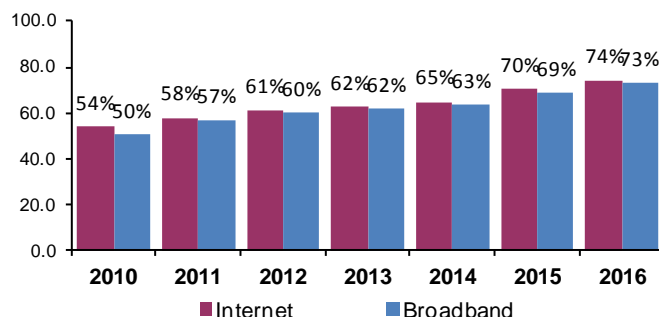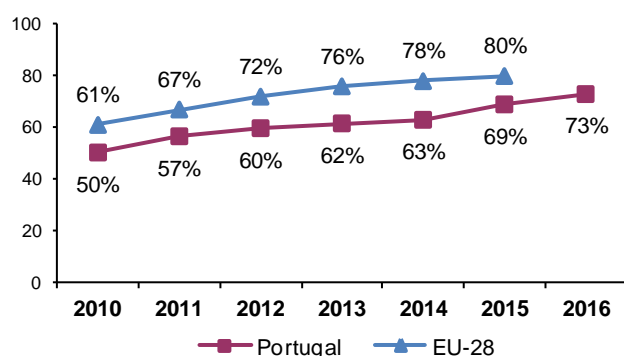

The highest proportion of households accessing the internet at home in 2016 refers to the Área Metropolitana de Lisboa, with a connection rate 8 p.p. above the national average: 82% have access to the internet, all by broadband. The Região Autónoma dos Açores e the Região Autónoma da Madeira also have proportions of broadband access at home above the national average, respectively, with 80% and 78%.

Proportion of households with internet connection and connection via broadband at home, NUTS II, 2016
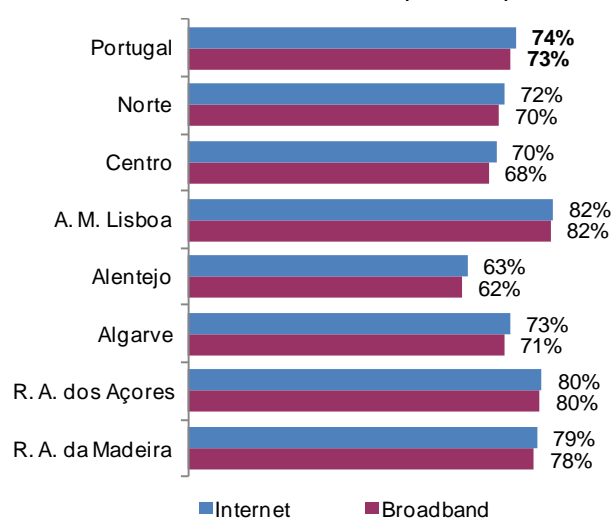
As in the EU-28 average, broadband internet access from home increased in Portugal by almost 20 percentage points (p.p.) from the beginning of the decade, as such keeping the distance between the national and the EU broadband penetration rates (11 p.p.).
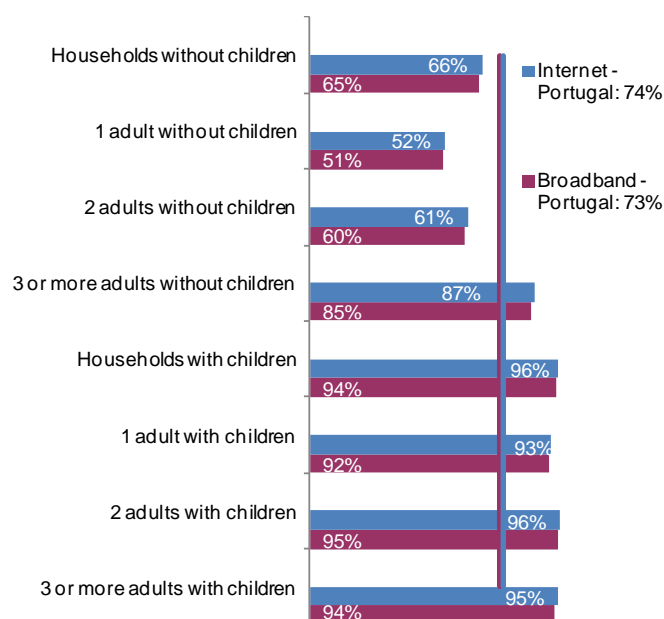
Proportion of households with broadband connection at home, Portugal and EU-28, 2010-2016

Internet connection prevails in households with children

Households with children are the ones with the highest proportions of internet access and broadband at home: respectively, 96% and 94%.

Proportion of households with internet connection and connection via broadband at home, by type of household, Portugal, 2016


Households without children generally show smaller proportions than the national average (66% for internet access and 65% for broadband access), with the exception of families composed by 3 or more adults, with 87% having internet connection and 85% having a broadband connection.

70% of residents aged 16-74 used the internet in the 3 months prior to the interview

In 2016, 74% of residents in Portugal aged 16-74 reported having used the internet at one time, a proportion that represents an increase of the national indicator by 20 p.p. compared to the beginning of the decade, and the reduction of the distance to the EU-28 (from 19 p.p. in 2010 to 11 p.p. in 2015).

Proportion of persons aged 16-74 who have ever used the internet, Portugal and EU-28, 2010-2016
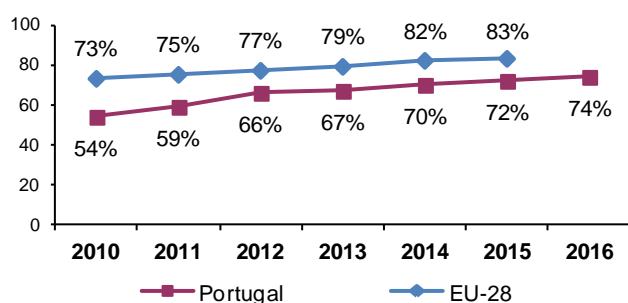

Focusing to recent users, 70% of persons aged 16-74 reported having used the internet in the 3 months prior to the interview.

Proportion of persons aged 16-74 who have ever used the internet and have used in 3 months prior to the interview, Portugal, 2010 2016
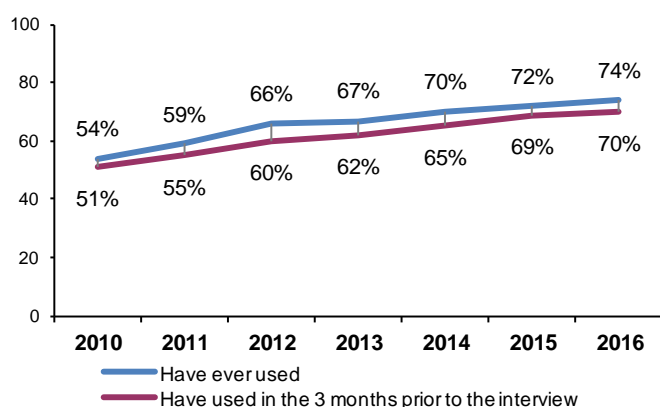
The difference between the two indicators has returned to the values of the beginning of the decade (3 to 4 p.p.) in the last two years, after a more steep distance (5 to 6 p.p.) between 2012 and 2014, revealing that an irregular connection to the internet is restricted to a minority of users.

Proportion of persons aged 16-74 using internet and e-commerce, Portugal, 2010-2016
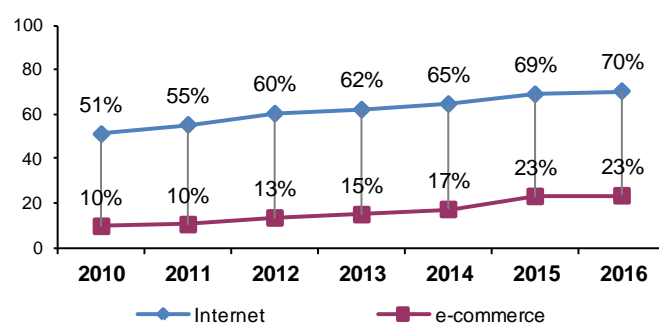
In comparison, there are quite fewer persons aged between 16 and 74 who have placed orders over the internet: 23% in 2016. This indicator has been increasing since 2010 (+13 p.p.), but at a slower pace than the proportion of internet users (+ 19 p.p.).

The Área Metropolitana de Lisboa is the region with the highest usage proportions in the country, with 82% of internet users and 31% of persons placing internet orders.

Proportion of persons aged 16-74 using internet and e-commerce, NUTS II, 2016

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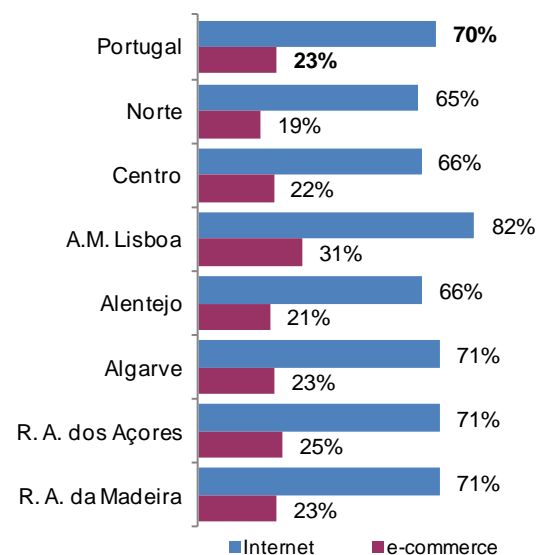
The use of internet and e-commerce is also more frequent in the Algarve and in the Regiões Autónomas dos Açores e da Madeira compared to the national average: in similar proportions, 71% of the residents in these regions use the internet; 25% of residents in the Região Autónoma dos Açores; and 23% of those residing in the Algarve and in the Região Autónoma da Madeira (in similar proportions) place orders over the internet.

There are more and more people aged 45 to 54 years old using the internet

Men tend to use the internet and carry out e-commerce in higher proportions than women: 72% of men vs. 69% of women use the internet; 25% of men vs. 22% of women place orders online.

Internet usage is also more frequent among the population up to 54 years (proportions above the national average), and covers almost all (99%) of the population aged between 16 and 24 years. The results also show that the proportion of users decreases significantly with the increasing of age. In 2016, it should be noted that the 45 to 54 age group registers for the first time a usage rate above the national average.

The practice of e-commerce is also higher for younger age groups, especially among persons aged between 25-34 (44%).

By level of education, internet usage rates are 96% for those who have completed secondary education and 98% for those with higher education. These population groups are also those mostly placing electronic orders in the 3 months prior to the interview (with proportions of 36% and 53%, respectively).

The usage of the internet is a widespread practice among students, and in 82% of the employed population. The proportion of students placing orders online (39%) is higher than that observed for the employed population. Regarding the unemployed, 68% refers using the internet.

Profiles of persons aged 16-74 using internet and e-commerce, Portugal, 2016

	Internet	e-commerce
Total	70	23
Sex		
Men	72	25
Women	69	22
Age group		
16 to 24 years old	99	41
25 to 34 years old	97	44
35 to 44 years old	89	35
45 to 54 years old	72	20
55 to 64 years old	47	7
65 to 74 years old	28	4
Education level		
Low	52	9
Medium	96	36
High	98	53
Employment situation		
Employed or Self-Employed	82	30
Unemployed	68	19
Student	100	39
Retired and other inactives	35	5

Portugal is getting closer to the EU regarding the proportion of the internet mobile users

The mobile phone/smartphone (78%) and the portable computer (73%) are the equipments most frequently referred by users to access the internet.

Proportion of persons aged 16-74 using the internet, by equipment used to access the internet, Portugal, 2016
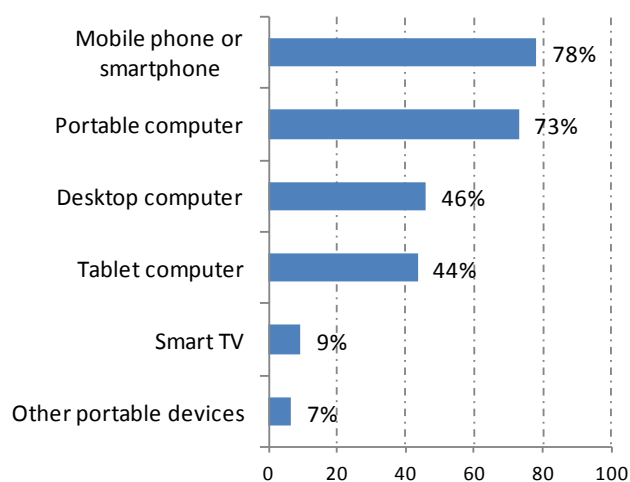

Desktop computers and tablets are referred by 46% and 44% of internet users, and the use of a smart TV by 9% of internet users. The survey outcomes show that internet users through smart TV do it primarily (82%) to watch video content on demand or from sharing services (e.g. YouTube, Netflix or HBO). Internet browsing and watching internet streamed TV are activities indicated by, respectively, 62% and 60% of internet users through a smart TV.

Proportion of persons aged 16-74 using smart TV to access the internet, by activity, Portugal, 2016
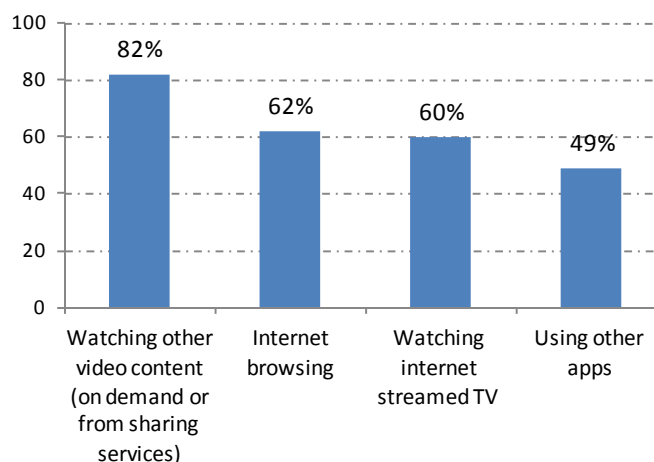

In 2016, 72% of internet users report having accessed the internet "on the go", i.e., using portable equipment away from home or work. This share is equal to the one achieved by the EU-28 in the previous year and reflects an increase of 37 p.p. from the start of the series (2012), faster than for the EU-28.

Proportion of persons aged 16-74 using the internet in portable equipment, Portugal and EU- 28, 2012-2016
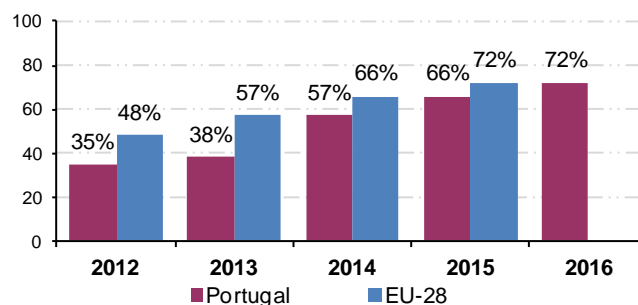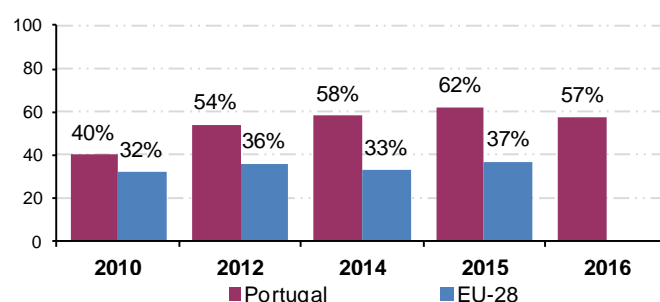

Mobile phone/smartphone is the portable equipment most mentioned (68%) by the users to access the internet "on the move".

Information and Communication Technologies Usage in Households and by Individuals 2016

Proportion of persons aged 16-74 using the internet on portable equipment away from and work, by type of equipment, Portugal, 2016

Portable equipment	**72%**
Mobile or smart phone	68%
Portable computer	42%
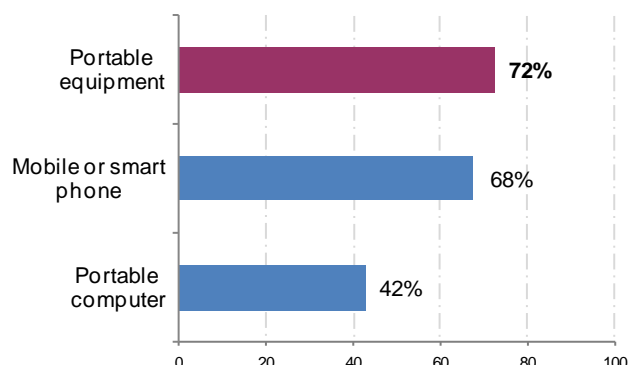
Proportion of persons aged 16-74 using the internet to upload self-created content on a website to be shared, Portugal and EU-28, 2010-2016[2]

Portugal: 2010: 40%, 2012: 54%, 2014: 58%, 2015: 62%, 2016: 57%
EU-28: 2010: 32%, 2012: 36%, 2014: 33%, 2015: 37%
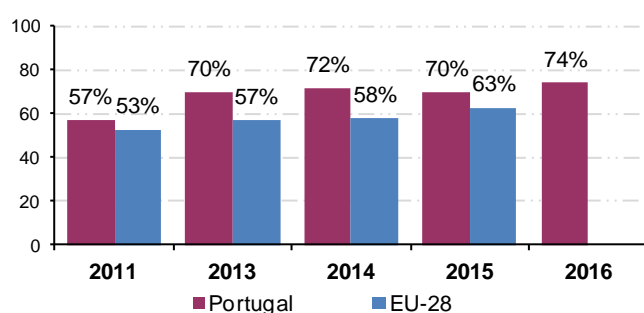
■ Portugal ■ EU-28

Nearly 2/3 of internet users participate in social networks

The use of the internet for communication activities such as participating in social networks, sharing self-created content and telephoning are activities where internet users in Portugal stand out, showing similar or even higher proportions than the EU-28 average.

In 2016, 74% of internet users participate in social networks, showing an increase of 17 p.p. from the start of the series (2011) and an increasing distance as from the EU-28 average (63% in the previous year).
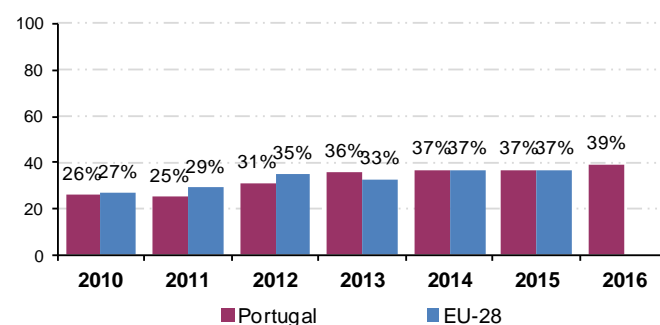
Proportion of persons aged 16-74 using the internet to participate in social networks, Portugal and EU-28, 2011-2016[1]

Portugal: 2011: 57%, 2013: 70%, 2014: 72%, 2015: 70%, 2016: 74%
EU-28: 2011: 53%, 2013: 57%, 2014: 58%, 2015: 63%

■ Portugal ■ EU-28

Sharing of self-created content via website is an activity carried out by 57% of internet users. Again in this case the national proportion is generally higher than the EU-28 average: in 2015, 62% compared to 37% for the EU (+ 25 p.p.).

Regarding the use of the internet to telephoning or making video calls, Portuguese users have been approaching the EU averages, registering similar proportions to the EU-28 in 2014 and in 2015: in both periods 37% of internet users in Portugal and in the EU-28 made telephone or video calls over the internet. The indicator obtained for Portugal in 2016 (39%) reveals a growth of 13 p.p. compared to 2010.

Proportion of persons aged 16-74 using the internet to telephoning or making video calls, Portugal and EU-28, 2010-2016

Portugal: 2010: 26%, 2011: 25%, 2012: 31%, 2013: 36%, 2014: 37%, 2015: 37%, 2016: 39%
EU-28: 2010: 27%, 2011: 29%, 2012: 35%, 2013: 33%, 2014: 37%, 2015: 37%

■ Portugal ■ EU-28

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[1] There is no data available for 2012.

[2] There is no data available for 2011 and 2013.

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STATISTICS PORTUGAL

One-third of internet users use cloud computing services

In 2016, one-third (34%) of internet users used internet storage space to store files in the 3 months prior to the interview, an indicator that grew by 10 p.p. compared to 2014.

Proportion of persons aged 16-74 using internet storage space to store files, Portugal and EU-28, 2014-2016
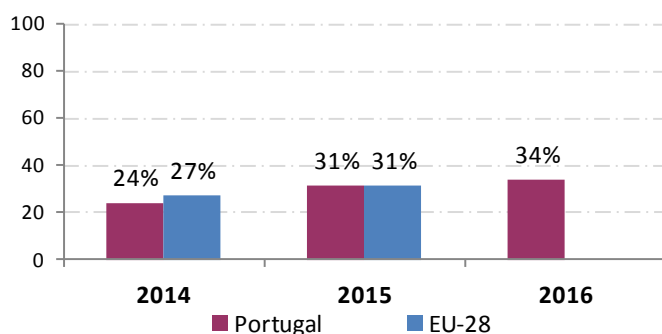

Regarding the proportion of users of cloud computing services by individuals, in 2015 the national figure was similar to the EU-28 average, with 31% of internet users using internet storage space to store files.

The proportion of persons contacting public authorities over the internet is higher than the EU average

Among the population of persons who used the internet in the 12 months prior to the interview, 63% contacted public authorities during this period, mainly to obtain information from the websites (59%).

Proportion of persons aged 16- 74 having contacted with public authorities, by purpose of contact, Portugal, 2016
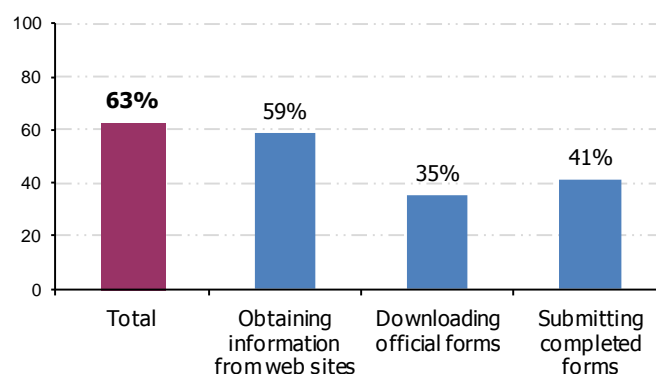
Of these users, 41% completed and submitted official forms over the internet in 2016, with an increase of 5 p.p. compared to 2010. In 2015, the indicator stood at 9 p.p. above the EU-28 average (32%).

Proportion of persons aged 16-74 having completed and submitted official forms to public administration, Portugal and EU-28, 2010-2016

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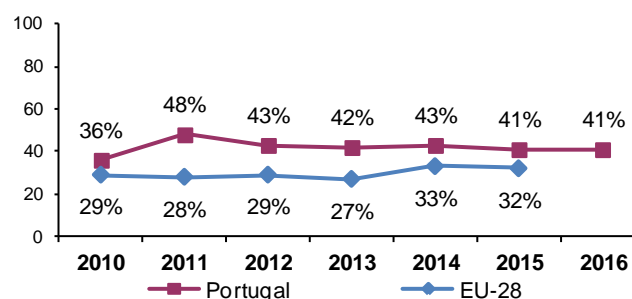
Eight out of ten internet users have taken measures to protect their personal data on the internet

About half (49%) of the persons who used the internet in the 12 months prior to the interview reported having provided personal information on the internet during this period. Personal details (such as name, date of birth or ID card number) are the data that most users (39%) provided on the internet. About a third of these users also reported having provided accounts or payment cards details (33%), and having provided other personal information such as identification of photos or the current location (34%).

Proportion of persons aged 16-74 years having provided personal information on the internet, by type of information provided, Portugal, 2016
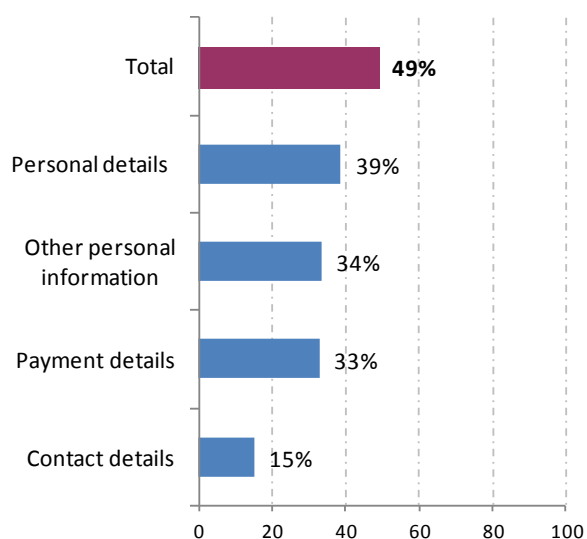
A large part (80%) of users refer they have taken at least one of the measures questioned about the protection of personal information on the internet. More

than half of the users: limited access to the profile and personal content placed on social networks (57%); verified the security of the websites used (52%); or expressed their willingness not to allow their personal information to be used for advertising purposes (52%).

Proportion of persons aged 16-74 having taken measures to protect personal information on the internet, by type of measures, Portugal, 2016
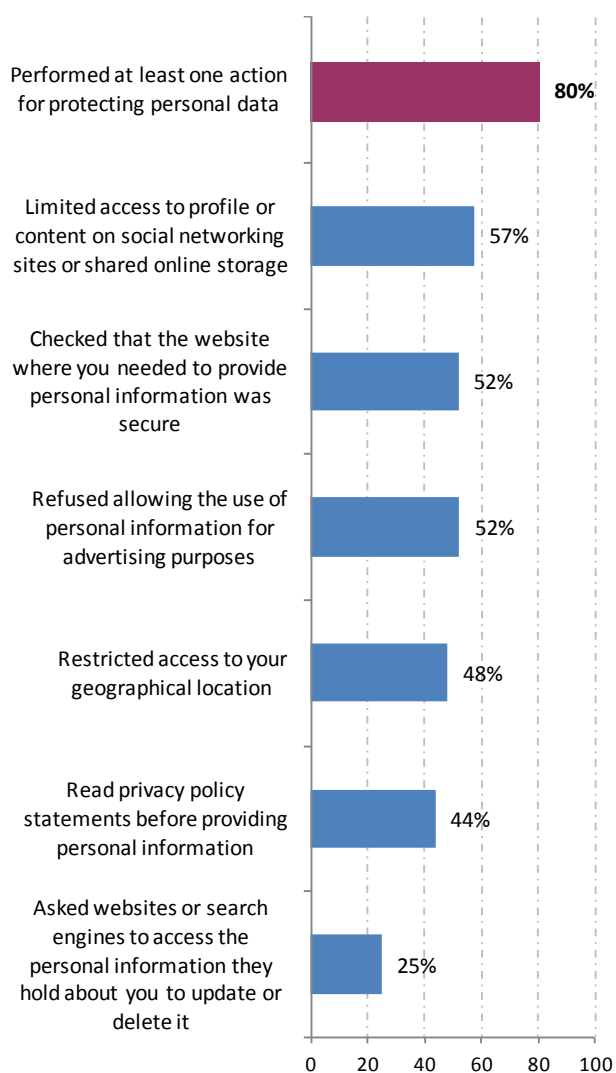
TECHNICAL NOTE

Indicators in this press release were based on data from the Survey on Information and Communication Technologies Usage in households and by Individuals (IUTICF), held by Statistics Portugal on an annual basis since 2002 (since 2006 in accordance with specific Community regulations and pursuant to Regulation (EC) No 808/2004 of the European Parliament and of the Council of 21 April 2004).

The IUTICF is an annual survey based on a representative sample of households resident in Portugal with at least one individual aged between 16 and 74 years old and the equal number of persons in this age group.

The estimates presented have been obtained from a sample of 7,642 households with at least one person aged between 16 and 74 years old and an equal number of persons in this age group.

The reference period for the information is the time of the interview for household data, and the 3 months prior to the date of the interview for data relating to persons.

The sample was dimensioned and stratified by NUTS II in order to produce representative estimates for Portugal and for the Regiões Autónomas dos Açores e da Madeira. Nevertheless, for other levels of disaggregation (not necessarily geographic), the representativeness is evaluated according to the associated sampling errors.

Main concepts:

BROABAND - A connection that makes possible the transmition, at a high speed, of considerable quantities of information, such as television images. The types of broadband connection are: XDSL (ADSL, SDSL, etc.), cable, UMTS or other such as satellite.

E-COMMERCE - Business process conducted via Internet Protocol-based networks or via other computer-mediated networks. The goods and services are ordered over those networks, but the payment and the ultimate delivery of the good or service may be conducted on or off-line. Orders received via telephone, facsimile, or manually typed e-mails are not counted as electronic commerce. Note: if the e-mail system is used for the transmission of an automatic message, i.e. computer-to-computer without human intervention, then it is considered an e-commerce transaction.

INTERNET (www access) - The connection to the set of global computer networks interlinked by the TCP/IP protocol (Transmission Control Protocol/Internet Protocol), where data and service servers are located (FTP, WWW, email, etc.).

INTERNET STORAGE SPACE - Service that allows the storage of electronic files on Internet, is an alternative to local storage (CD, pen drive), and provides the access to information and the share of files from any location and among different users.

PUBLIC ADMINISTRATION BODY - A non-personalised service of the public administration constituting a functional unit.

SOCIAL NETWORK- Set of sites which favour the formation of virtual communities with common interests.

WEBSITE - A programmed webpage or set of webpages viewed using a browser (Internet Explorer, Netscape, etc.). Each webpage has its own www address (e.g., www.organismo.pt), known as a URL (Uniform Resource Locator).

PRIVATE HOUSEHOLD - A group of people living at the same dwelling, with either "de jure" or "de facto" family relationships, occupying the all or part of a dwelling; or a single person that fully or partly accupies a dwelling. Note: Guests with maintenance obligations as well as other persons are included in the private household, as long as the fundamental or basic expenses together with income are shared. Domestic personnel cohabiting in the dwelling can also be considered to belong to the privete household (if they don't go way every week to the dwelling where their household lives).

SMART TV - Television with Internet access that provides interactive content such as video on demand, games, applications, e-mail and browsing.

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