

21 November 2017

Information and Knowledge Society

Information and Communication Technologies Usage in Households and by Individuals

2017

In Portugal, 34% of the population uses E-commerce

In 2017, 34% of the population aged 16 to 74 years old have used the Internet to order goods or services, more than doubling the figure for 2010 (15%). Nevertheless, the share of residents who have used the Internet to place orders is significantly below the EU-28 usage rate (24 percentage points less in 2016).

In 2017, 77% of households in Portugal have access to the Internet and for 76% the access is made by broadband.

The Internet access at home is more frequent among households living in the Área Metropolitana de Lisboa (86%) and those with children (97%).

The use of the Internet is widespread among students, young people up to 34 years old and those who have completed higher education.

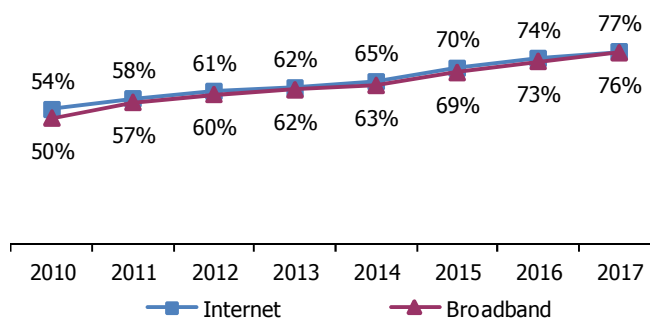
In the year under review, 79% of Internet users access to the network on the move, mainly using a smartphone (76%).

The rate of Internet usage for completing and submitting official forms over the Internet is 42% in 2017, i.e. 6 percentage points (pp) over the value for 2010.

The number of households accessing the Internet at home by broadband continues to increase

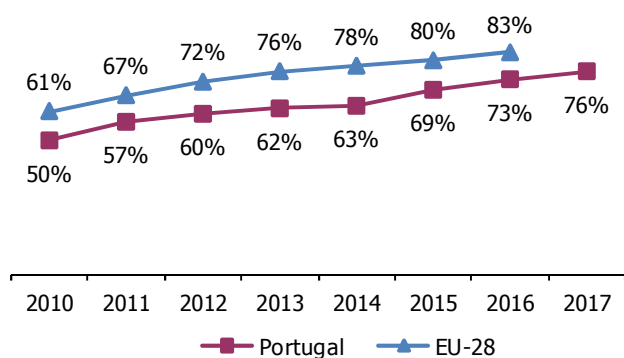
According to the results of the Survey on the Usage of Information and Communication Technologies in Households and by Individuals carried out in 2017, 77% of households in Portugal have a connection to the Internet at home, 3 pp more than in 2016. For almost all of them, the connection is made by broadband.

Households with Internet connection at home (%) and households connected at home by broadband (%), Portugal, 2010-2017



Although broadband Internet access from home has increased by 26 pp since 2010, the rate of broadband penetration among Portuguese households is still lower (by around 10 pp in 2016) than the one for European Union (EU-28) households.

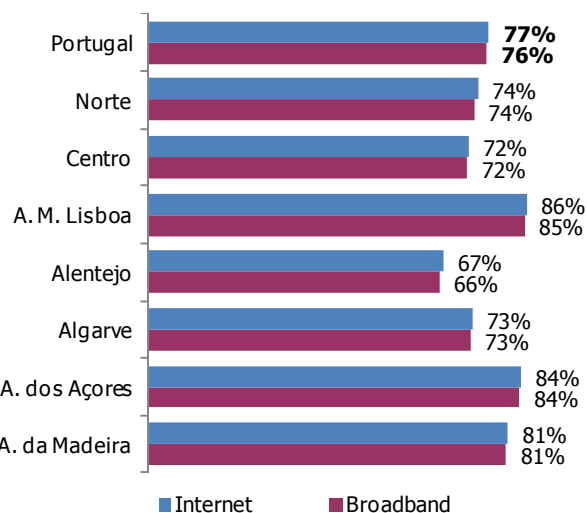
Households with broadband connection at home (%), Portugal and EU-28, 2010-2017



Internet connection at home is more frequent among households living in the Área Metropolitana de Lisboa

The percentage of households with Internet access at home and the percentage of those accessing the Internet by broadband in 2017 are higher among those living in the Área Metropolitana de Lisboa – 86% and 85% respectively – both 9 pp higher than the national percentages.

Households with Internet connection at home (%) and households connected at home by broadband (%), NUTS 2, 2017

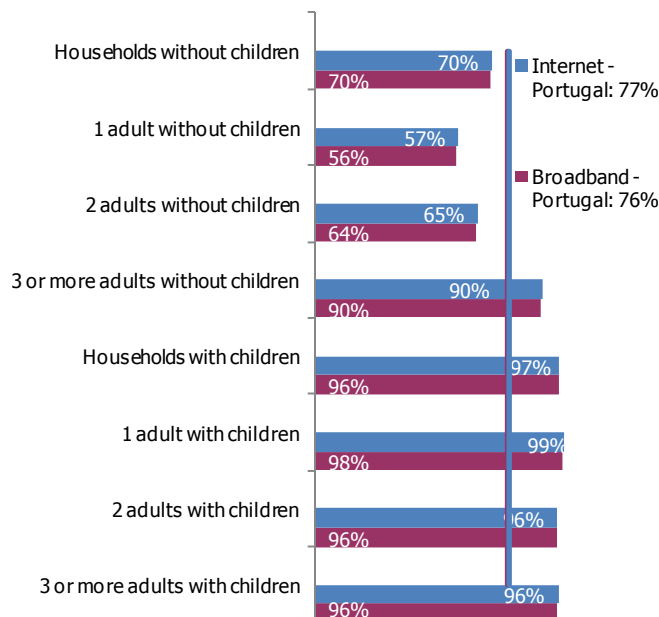


The Região Autónoma dos Açores and the Região Autónoma da Madeira also show percentages of broadband access at home by broadband above the national share, respectively, with 84% and 81%. In turn, the region of Alentejo continues to have the lowest percentages of Internet access at home (67%) and broadband connection at home (66%) in the country (10 pp less than the national share).

Internet access prevails in households with children

Households with children up to 15 years old remain the ones with the highest proportions of internet access and broadband at home: respectively, 97% and 96%.

Proportion of households with Internet connection at home (%) and households connected at home by broadband (%), by household type, Portugal, 2017

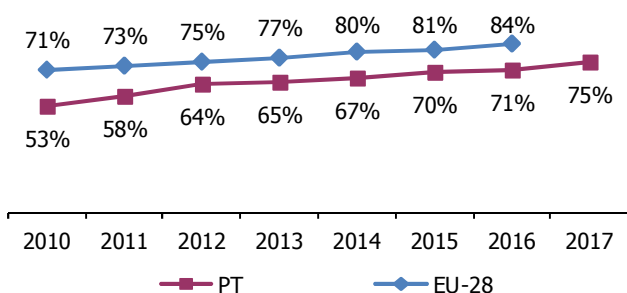


On the other hand, as previously, households without children generally account for lower percentages of access, with 70% accessing the Internet at home by broadband. For this group, the exception is the percentage of 90% relative to households composed of 3 or more adults and no children.

The percentage of Internet users increased by 4 pp and is now higher than the percentage of computer users

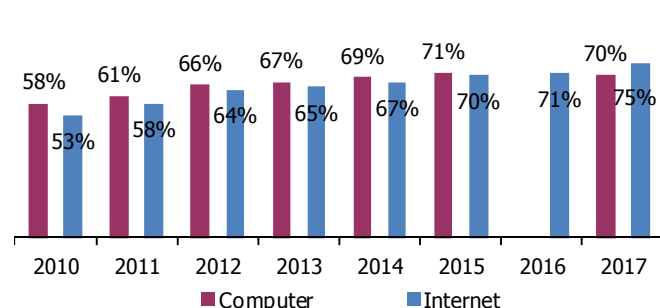
In 2017, 75% of residents in Portugal aged 16-74 have used the Internet in the 12 months prior to the interview¹, a value that reveals an increase of 4 pp compared to the previous year and confirms the upward trend from the beginning of the decade (up by 22 pp). Despite this evolution, there is still a distance to the EU-28 figure (minus 13 pp in 2016).

Persons aged 16-74 who have used the Internet in the 12 months prior to the interview (%), Portugal and EU-28, 2010-2017



For the first time, the data collected also show that the percentage of Internet users (75%) is higher than the percentage of computer users (70%).

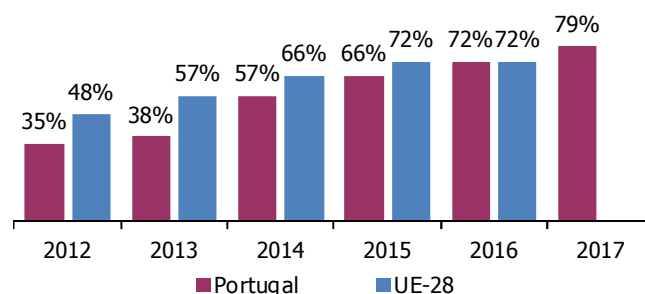
Persons aged 16-74 who have used a computer (%) and persons having used the Internet (%) in the 12 months prior to the interview, Portugal, 2010-2017²



The percentage of mobile Internet users continues to increase

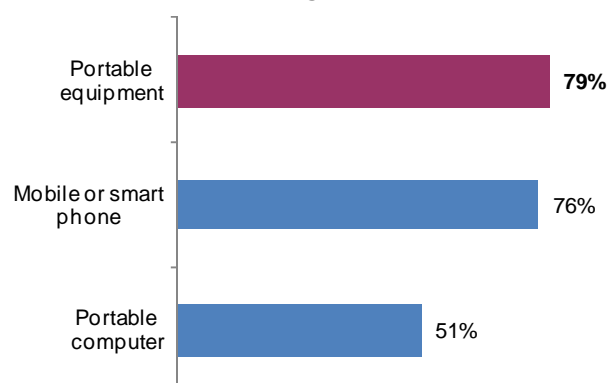
Mobile Internet access (away from home and from the place of work on portable equipment) is mentioned by 79% of Internet users in 2017. This share confirms the upward trend, and is higher than that observed for the EU-28.

Persons aged 16-74 using the Internet in portable equipment away from home and place of work (%), Portugal and EU-28, 2012-2017



Of the portable equipments used to access the Internet on the move, the smartphone is the most mentioned (76%) by Internet users.

Persons aged 16-74 using the Internet on portable equipment away from and work (%), by type of equipment, Portugal, 2017



¹ May/June 2016 to May/June 2017

² There is no data on computer usage available for 2016.

The use of the Internet is more frequent among students and people having completed higher education

The percentage of Internet users among men (77%) is higher than that among women (73%) at around 4 pp.

On the other hand, the proportion of Internet users decreases significantly with the increasing of age, accounting for more than 99% of the resident population with 34 or younger, and about 94% between 35 and 44 years old. From the age of 45, the percentage of Internet users decreases by around 20 pp every ten years.

By level of education, the percentage of Internet users is significantly higher for those who have completed higher (99%) and secondary education (97%).

All students are Internet users, while of the remaining groups the percentage of Internet users is larger among the employed population (86%).

Profiles of persons aged 16-74 using the Internet in the 12 months prior to the interview, Portugal, 2017

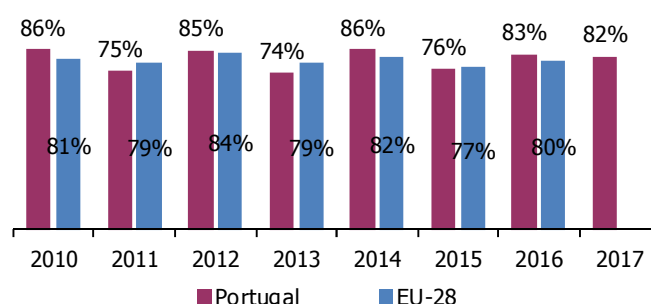
2017	Unit: %
Internet	
Total	75
Sex	
Men	77
Women	73
Age group	
16 to 24 years old	100
25 to 34 years old	99
35 to 44 years old	94
45 to 54 years old	77
55 to 64 years old	56
65 to 74 years old	33
Education level	
Low	58
Medium	97
High	99
Employment situation	
Employed or Self-Employed	86
Unemployed	71
Student	100
Retired and other inactives	38

Source: Survey on ICT Usage in Households and by Individuals, 2017

The Portuguese use the Internet mainly to get information about goods or services

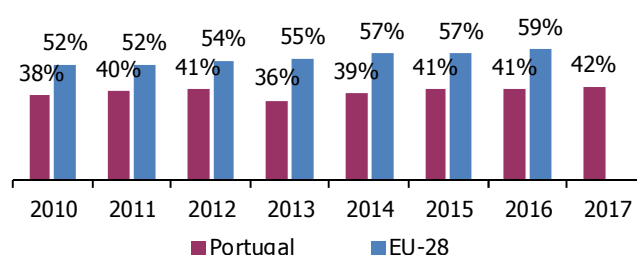
The share of residents using the Internet to search for information about goods or services is 82% in 2017, a value higher than the one recorded for the EU-28 in the previous year.

Persons aged 16-74 using the Internet to search for information about goods or services (%), Portugal and EU-28, 2010-2017



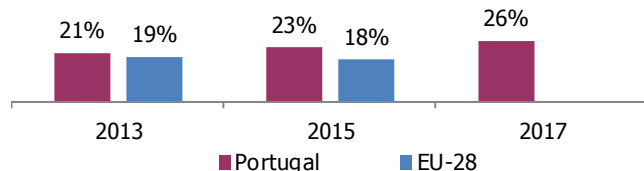
In 2017, 42% of Internet users aged 16 to 74 years old manage the bank account through online access (Internet banking). In 2016, this indicator was lower than the EU-28 figure.

Persons aged between 16 and 74 using Internet banking (%), Portugal and EU-28, 2010-2017

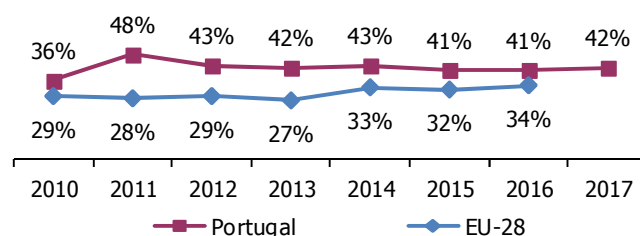


In 2017, 26% of Internet users refer participating in civic or political issues over the Internet, 3 pp higher than the previous year. Considering the most recent information available for the EU-28 i.e. 2015, this kind of use is more frequent in Portugal (23%) than in the EU-28 (18%).

Persons aged 16-74 using the Internet to participate in civic or political issues, Portugal and EU-28, 2013-2017³



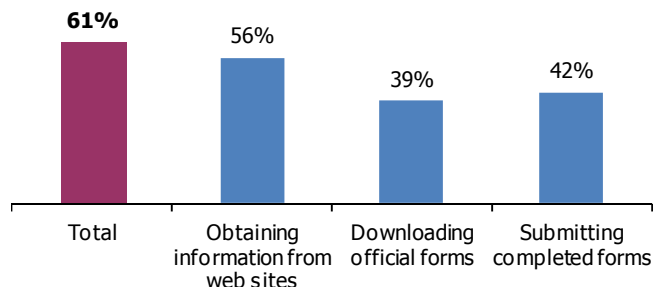
Persons aged 16-74 having completed and submitted official forms to public administration (%), Portugal and EU-28, 2010-2017



More than 60% of people use the Internet to interact with public authorities

Of people using the Internet in the 12 months prior to the interview, 61% have used the Internet to contact with public administration authorities, most frequently (56%) to search for information in their *websites*.

Persons aged 16-74 having contacted with public authorities (%), by purpose of contact, Portugal, 2017

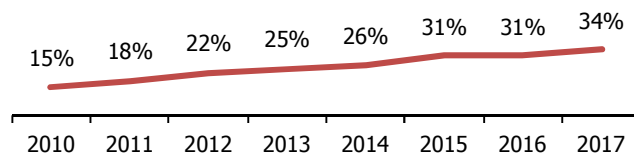


On the other hand, 42% completed and submitted official forms over the Internet in 2017, with an increase of 6 pp compared to 2010. In 2016, the indicator stood at 7 pp above the EU-28 average (34%).

34% of the population uses E-commerce in Portugal

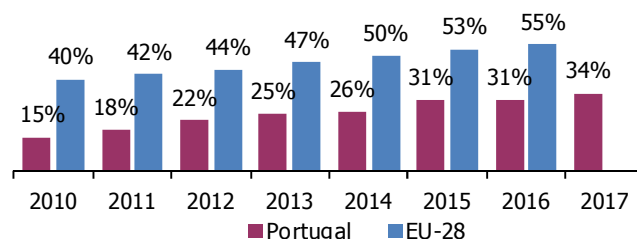
In 2017, 34% of the population aged 16 to 74 years old referred having used the Internet to order goods or services in the 12 months prior to the interview⁴, 3 pp more than in previous year and more than doubling the figure for 2010 (15%).

Proportion of persons aged 16-74 using the e-commerce in 3 months and in the 12 months prior to the interview, Portugal and EU-28, 2010-2017



Nevertheless, the share of residents who have used the Internet to place orders in the 12 months prior to the interview is significantly below the EU-28 usage rate.

Persons aged 16-74 using E-commerce in the 12 months prior to the interview (%), Portugal and EU-28, 2010-2017

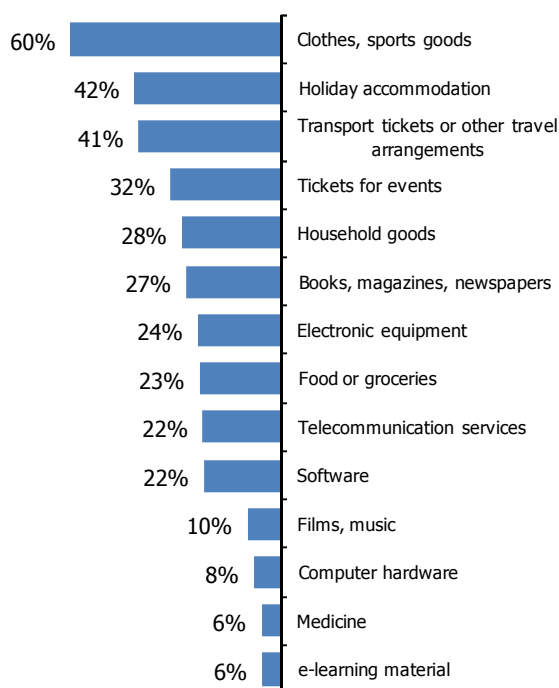


³ There is no data available for 2014 and 2016.

⁴ May/June 2016 to May/June 2017

Goods or services ordered through the Internet are mainly clothes and sports goods, mentioned by 60% of those who used E-commerce in the 12 previous to the interview. There is also a relevant proportion of those using the Internet to buy holiday accommodation (42%), transport tickets and other travel arrangements (41%) and tickets for cultural or sporting events (32%).

Persons aged 16-74 using E-commerce in the 12 months prior to the interview (%), by type of goods and services ordered, Portugal, 2017



The use of E-commerce is more frequent among those aged 34 or younger

The use of E-commerce is higher for men (37%) than by women (32%) at about 5pp.

On the other hand, the use of E-commerce is more frequent among the younger, in particular for the ones between 25 and 34 years old (62%).

Profiles of persons aged 16-74 using E-commerce in the 12 months prior to the interview (%), Portugal, 2017

2017	Unit: %
	e-commerce
Total	34
Sex	
Men	37
Women	32
Age group	
16 to 24 years old	56
25 to 34 years old	62
35 to 44 years old	51
45 to 54 years old	30
55 to 64 years old	15
65 to 74 years old	7
Education level	
Low	15
Medium	52
High	68
Employment situation	
Employed or Self-Employed	42
Unemployed	26
Student	58
Retired and other inactives	7

Source: Survey on ICT Usage in Households and by Individuals, 2017

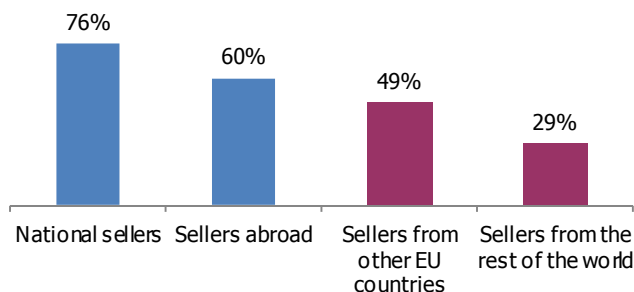
By level of education, and similarly to indicators on Internet, the usage of E-commerce is significantly higher for those who have completed higher education (68%) and for those who have completed secondary education (52%).

Students are the ones using E-commerce the most (58%).

Over 75% of national E-commerce users use national suppliers

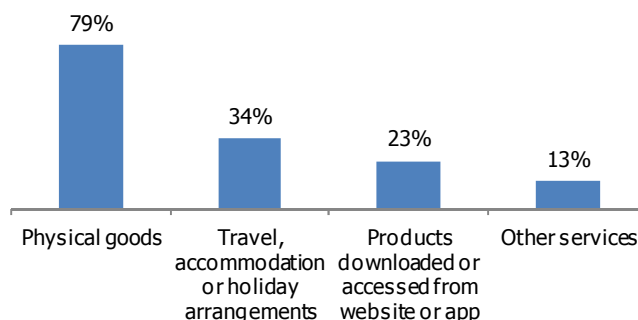
Of those placing orders over the Internet in the 12 months prior to the interview, 76% ordered goods or services from national suppliers and 60% from abroad, mainly the European Union (49%).

Persons aged 16-74 using E-commerce in the 12 months prior to the interview (%), by origin of sellers, Portugal, 2017



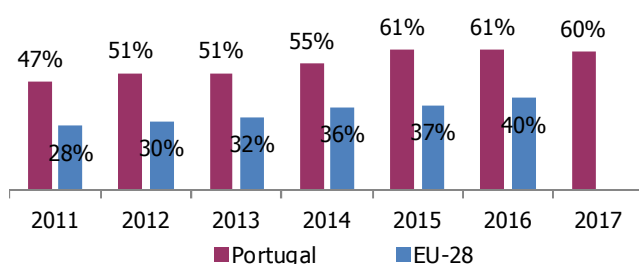
Orders made to foreign suppliers basically involved physical goods (79%), while those related to travel and accommodation were made by 34% of buyers using foreign suppliers, and 23% purchased digital received products i.e. downloaded or accessed through a website or Internet application.

Persons aged 16-74 ordering goods or services to foreigner sellers in the 12 months prior to the interview (%), by type of goods and services, Portugal, 2017



The comparison with the EU-28 results for 2016 shows that E-commerce users in Portugal are more likely to use foreign suppliers to purchase goods and services over the Internet than European E-commerce buyers in general.

Persons aged 16-74 ordering goods or services to foreigner sellers in the 12 months prior to the interview (%), Portugal and EU-28, 2011-2017



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 7,478 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 of the information is the time of the interview for household data. The indicators related to people may be referenced to the 3 months or 12 months prior to the time of the interview.

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:

BROADBAND - A connection that makes possible the transmission, 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.).

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

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 occupies 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 private household (if they don't go away every week to the dwelling where their household lives).

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).

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