

Information and knowledge society

Information and communication technologies usage in households and by individuals

2018

**The proportion of Internet banking users increased by 10 pp**

Internet access at home continues to increase, encompassing 79% of households in 2018, 2 percentage points (pp) more than in the previous year and 26 pp more than in 2010. Almost all households with Internet access at home have a broadband access.

In 2018, there are 81% of mobile Internet users, mainly via mobile phone or smartphone; 67% of residents used or installed applications on their smartphone. The proportion of Internet banking users aged 16 to 74 years is 52%, 10 pp more than in the previous year.

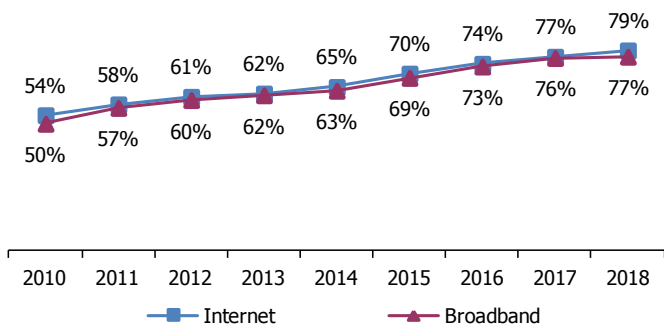
37% of residents aged 16 to 74 used e-commerce in the 12 months prior to the interview, 3 pp more than in the previous year and 22 pp more than in 2010, but below the European Union rate.

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

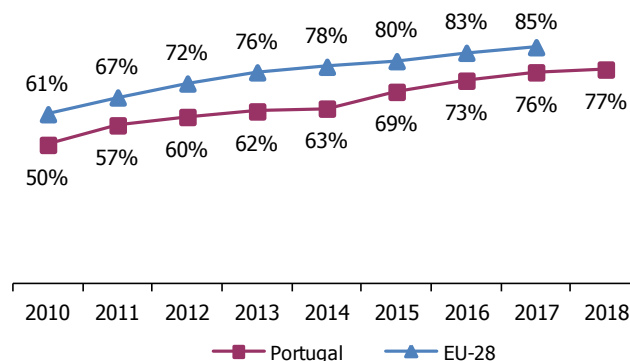
In 2018, 79% of households in Portugal have a connection to the Internet at home, 2 pp more than in the previous year. For almost all of them, the connection is made by broadband.

Although broadband connection from home has increased by 27 pp since 2010, the penetration rate of this type of connection among Portuguese households in 2017 continued to be lower (by 9 pp) than in the European Union (EU-28).

**Households with Internet connection at home and with broadband connection (%), Portugal, 2010-2018**

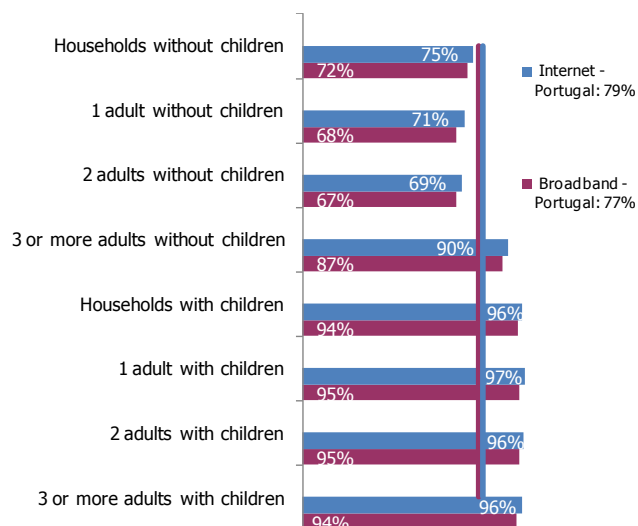


**Households with broadband connection at home (%), Portugal and EU-28, 2010-2018**



Households with children up to 15 years old remain the ones with the highest proportions of Internet access and broadband at home: 96% have access to the Internet at home and 94% do so via broadband.

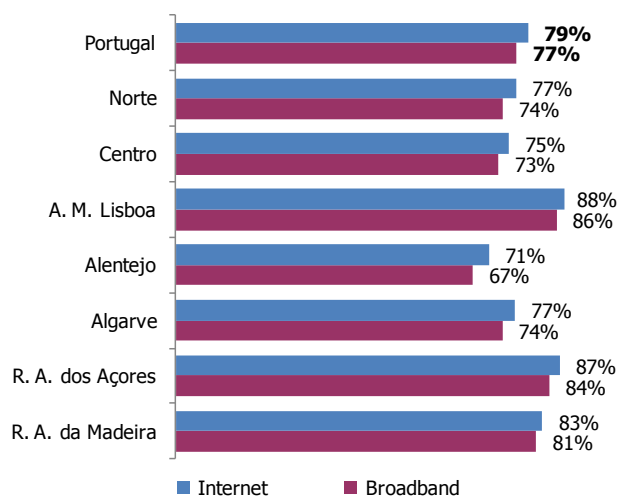
**Households with Internet connection at home and connected by broadband (%), by household type, Portugal, 2018**



Households without children generally have lower percentages of access (75% accessing the Internet at home and 72% using broadband). Households with 3 or more adults and no children are an exception, with 90% of Internet access (87% via broadband).

In 2018, both the Internet access at home and the use of broadband is more frequent in Área Metropolitana de Lisboa, Região Autónoma dos Açores and Região Autónoma da Madeira. The region of Alentejo continues to have the lowest Internet and broadband access levels in the country (respectively, 71% and 67%).

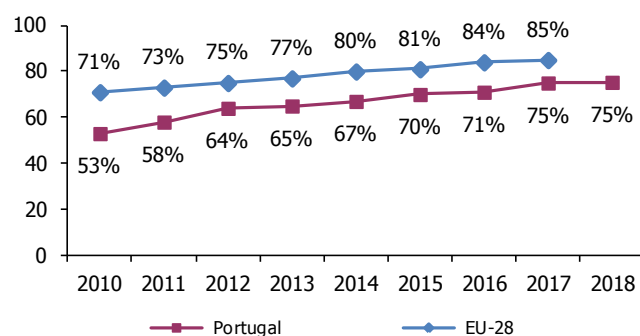
**Households with Internet connection at home (%) and households connected at home by broadband (%), NUTS 2, 2018**



**The percentage of Internet users increased by 22 pp in relation to the beginning of the decade**

In 2018, 75% of residents in Portugal aged 16 to 74 reported using the Internet in the 12 months prior to the interview<sup>1</sup>, a value that confirms the upward trend from the beginning of the decade (22 pp more). Despite this evolution, there is still a distance to the EU-28 average (10 pp less than in 2017).

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



<sup>1</sup> April/June 2017 to April/June 2018.

The percentage of Internet users among men (77%) is higher than that of women (74%).

**Profiles of persons aged 16-74 using the Internet in the 12 months prior to the interview, Portugal, 2018**

2018		Unit: %
		Internet
<b>Total</b>		75
<b>Sex</b>		
Men		77
Women		74
<b>Age group</b>		
16 to 24 years old		99
25 to 34 years old		98
35 to 44 years old		93
45 to 54 years old		80
55 to 64 years old		55
65 to 74 years old		34
<b>Education level</b>		
First and second stages of basic education (at most)		55
Upper secondary and post-secondary non-tertiary education		97
Tertiary education		98
<b>Employment situation</b>		
Employed or Self-Employed		87
Unemployed		70
Student		100
Retired and other inactives		39

The proportion of Internet users decreases significantly with age. While the proportion of users aged less than 55 is always higher than 80%, the value of the indicator reduces to 55% for the 55 to 64 years old age group and to 34% for the population aged 65 or over.

On the other hand, Internet usage rates are significantly higher for those who have completed tertiary (98%) and secondary education (97%).

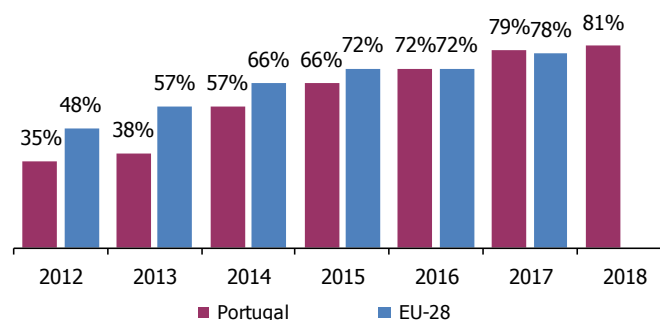
All students are Internet users; from the remaining groups by activity status the percentage of Internet users is larger among the employed population (87%).

**The percentage of mobile Internet users is still increasing**

Mobile Internet access (away from home and from the workplace and in portable equipment) is reported by Information and communication technologies usage in households and by individuals - 2018

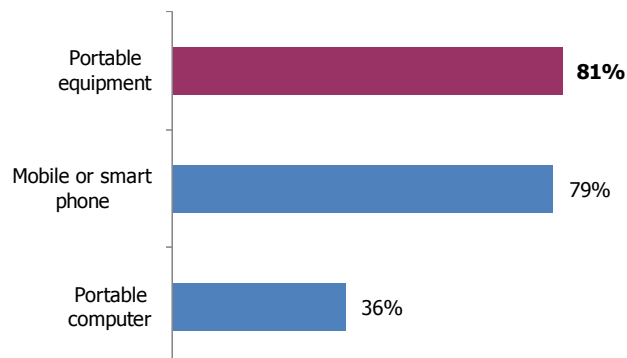
81% of Internet users in 2018, 2 pp more than in the previous year and more than doubling the proportion registered five years ago.

**Persons aged 16 to 74 using the Internet in portable equipment away from home and place of work (%), Portugal and EU-28, 2012-2018**



The mobile phone or smartphone is the main portable device used to access the Internet on the move, being referred by 79% of the Internet users.

**Persons aged 16 to 74 using the Internet on portable equipment away from and work (%), by type of equipment, Portugal, 2018**



**67% of residents use or have installed applications on their smartphone**

About 2/3 of the population aged 16 to 74 uses or has installed Internet applications on the smartphone (67%) in 2018. The higher percentages of users of this type of applications are found among the youngest, people with high levels of education and students.

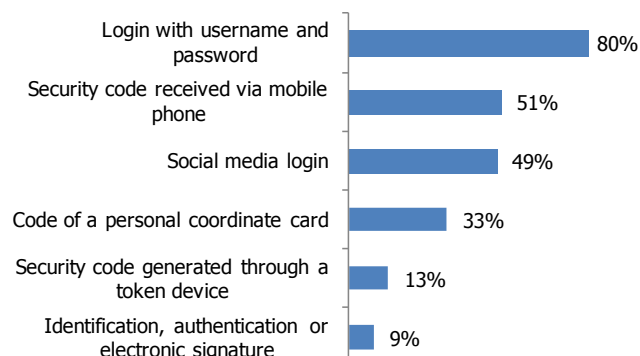
**Profiles of persons aged 16 to 74 who used or installed Internet applications on smartphone, Portugal, 2018**

2018		Unit: %
	Applications for smartphone	
<b>Total</b>		<b>67</b>
<b>Sex</b>		
Men		68
Women		65
<b>Age group</b>		
16 to 24 years old		88
25 to 34 years old		85
35 to 44 years old		75
45 to 54 years old		56
55 to 64 years old		42
65 to 74 years old		32
<b>Education level</b>		
First and second stages of basic education (at most)		51
Upper secondary and post-secondary non-tertiary education		73
Tertiary education		80
<b>Employment situation</b>		
Employed or Self-Employed		68
Unemployed		67
Student		87
Retired and other inactives		37

These users seek to safeguard the security and privacy associated with using their smartphone, since 41% use some type of security software (antivirus, anti-spam or firewall), and 45% have already restricted or refused access of applications to their personal data.

On the other hand, the most commonly used identification procedure for accessing online services is to enter the username and password. Equally relevant in accessing online services are the security codes received through the mobile phone (51%) and credentials from social network (49%).

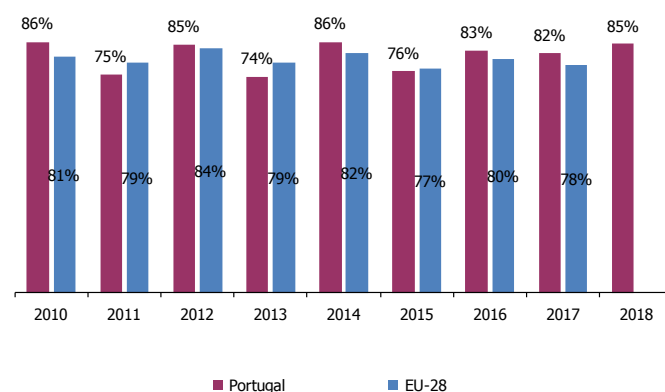
**Proportion of persons aged 16 to 74 who use identification procedures to access online services, by type of identification procedure used, Portugal, 2018**



**The proportion of people who joined Internet banking increased by 10 pp**

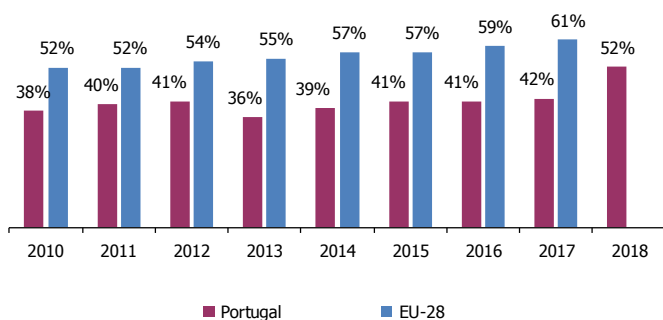
The share of residents reporting using the Internet to search for information on goods or services is 85% in 2018, a figure that is higher than that of the EU-28.

**Persons aged 16 to 74 using the Internet to search for information about goods or services (%), Portugal and EU-28, 2010-2018**



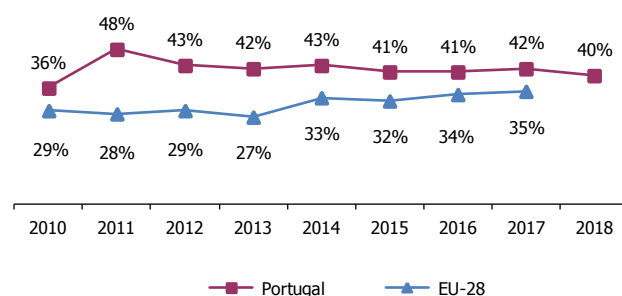
In 2018, 52% of Internet users aged 16 to 74 reported managing their bank account through online access (Internet banking), 10 pp more than in the previous year, but still lower than the one registered in the EU-28.

## Persons aged 16 to 74 using Internet banking (%), Portugal and EU-28, 2010-2018



value of this indicator was 7 pp above the EU-28 average (35%).

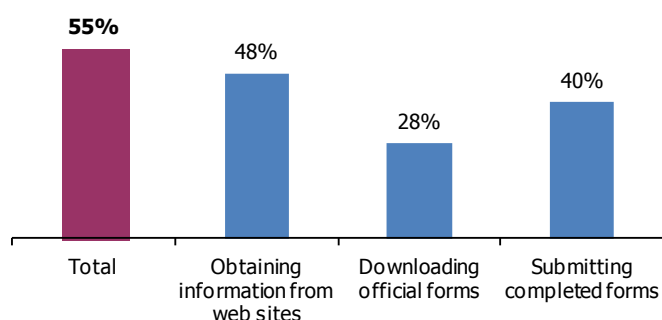
## Persons aged 16 to 74 having completed and submitted official forms to public administration (%), Portugal and EU-28, 2010-2018



## The percentage of persons using the Internet to interact with public authorities decreased

Out of people using the Internet in the 12 months prior to the interview, the proportion who reported using the Internet to interact public authorities has declined to 55% in that period (60% in 2017).

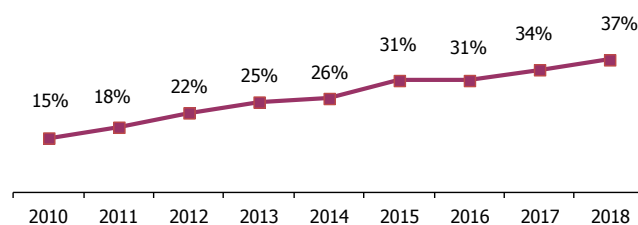
### Persons aged 16 to 74 having contacted with public authorities (%), by purpose of contact, Portugal, 2018



## 37% of the population uses e-commerce

In 2018, 37% of residents in Portugal aged 16 to 74 reported having used e-commerce in the 12 months prior to the interview<sup>2</sup>, 3 pp more than in previous year and 22 pp more than in 2010.

### Proportion of persons aged 16 to 74 using the e-commerce in 3 months and in the 12 months prior to the interview, Portugal and EU-28, 2010-2018



Obtaining information from the public authorities websites (49%) is the most frequently mentioned goal.

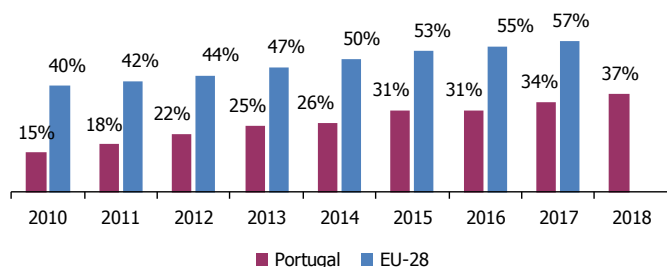
The proportion of persons who completed and sent official forms over the Internet is 40% in 2018, 2 pp less than in 2010. It should be noted that in 2017 the

Despite this growth, the proportion of residents in Portugal who have used the Internet to place orders in the 12 months prior to the interview has been

<sup>2</sup> April/June 2017 to April/June 2018.

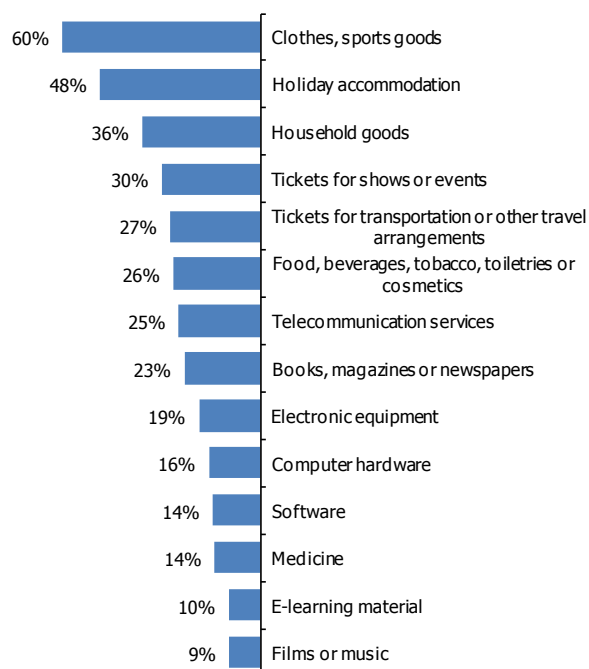
consistently below the EU-28 utilization rate (57% in 2017).

**Persons aged 16 to 74 using e-commerce in the 12 months prior to the interview (%), Portugal and EU-28, 2010-2018**



The main products or services ordered over the Internet are clothing or sports equipment (60% of e-commerce users in the 12 prior to the interview), accommodation reservations (48%), household items (36%) and tickets for shows, events cultural or sports activities (30%).

**Persons aged 16-74 using e-commerce in the 12 months prior to the interview (%), by type of goods and services ordered, Portugal, 2018**



The rate of use of e-commerce by men (39%) is higher than that of women (35%) and is more frequent in the

younger age groups, particularly in the 25 to 34 age group (70%).

**Profiles of persons aged 16 to 74 using e-commerce in the 12 months prior to the interview (%), Portugal, 2018**

Year: 2018 Unit: %

E-commerce	
<b>Total</b>	<b>37</b>
<b>Sex</b>	
Men	39
Women	35
<b>Age group</b>	
16 to 24 years old	60
25 to 34 years old	70
35 to 44 years old	51
45 to 54 years old	32
55 to 64 years old	16
65 to 74 years old	6
<b>Education level</b>	
First and second stages of basic education (at most)	16
Upper secondary and post-secondary non-tertiary education	53
Tertiary education	66
<b>Employment situation</b>	
Employed	45
Unemployed	31
Student	62
Other inactives	9

By education level, e-commerce usage rates are, as in the case of the Internet, higher for those who have completed tertiary education (66%) and for those who have completed secondary education (53%).

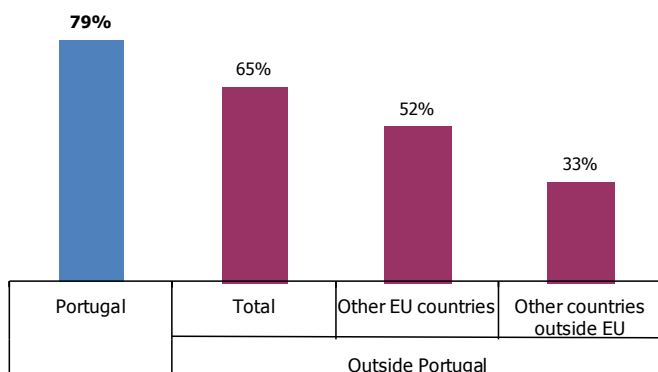
The students are also those who use electronic commerce the most (62%).

**79% of e-commerce users use national suppliers**

Out of the persons who placed orders over the Internet in the 12 months prior to the interview, a majority (79%) ordered products or services from national suppliers.

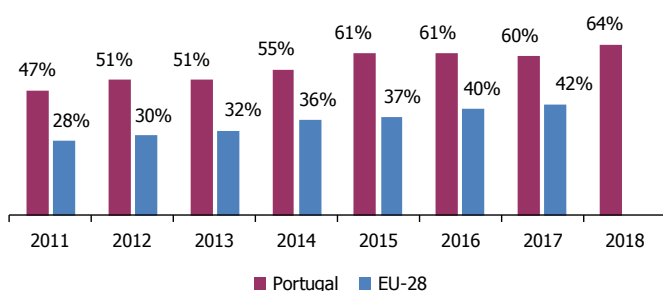


**Persons aged 16 to 74 using e-commerce in the 12 months prior to the interview (%), by origin of sellers, Portugal, 2018**



About 2/3 of these users reported having placed orders to foreign suppliers (outside Portugal), mainly suppliers from countries belonging to the European Union (52%). The comparison with the results of 2017 for EU-28 shows that e-commerce users in Portugal are more likely to use foreign suppliers to buy products or services over the Internet than European users.

**Persons aged 16-74 ordering goods or services to foreigner sellers in the 12 months prior to the interview (%), Portugal and EU-28, 2011-2018**

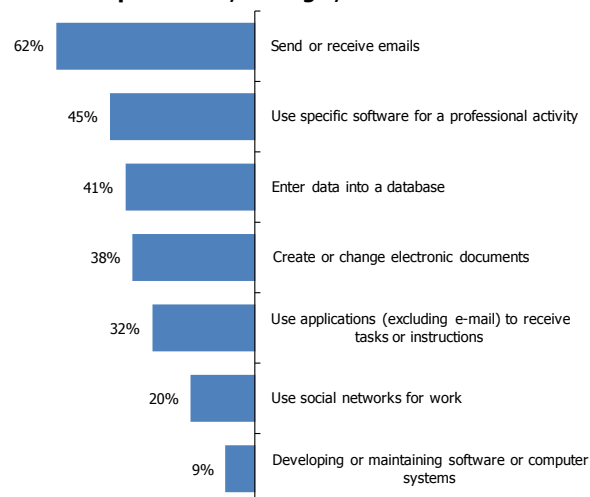


**The use of electronic mail is the information and communication activity more transversal to employees in Portugal**

The main activity of information and communication performed by people employed in Portugal is the exchange of electronic mail in the scope of their

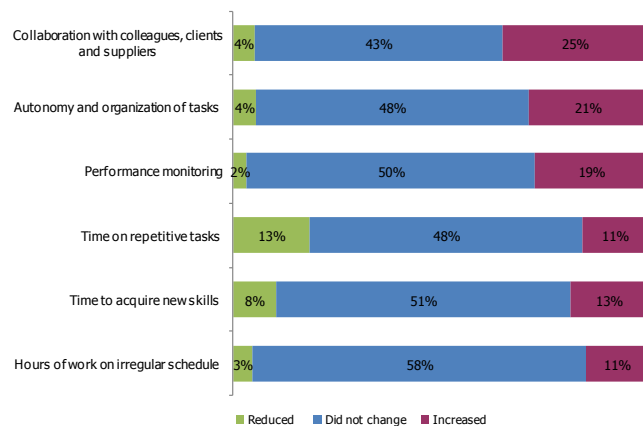
professional tasks. This is followed by the use of specific software for their professional activity (45%) and the introduction of data into databases (41%).

**Employed persons aged 16 to 74 who used the Internet in the 12 months prior to the interview (%), by type of activity performed, Portugal, 2018**



The use of information and communication technologies has allowed changing several aspects in the work of the residents, specially the collaboration with colleagues, clients and suppliers (25%), the autonomy in the organization of the tasks (21%) and the monitoring of the performance in the work (19%).

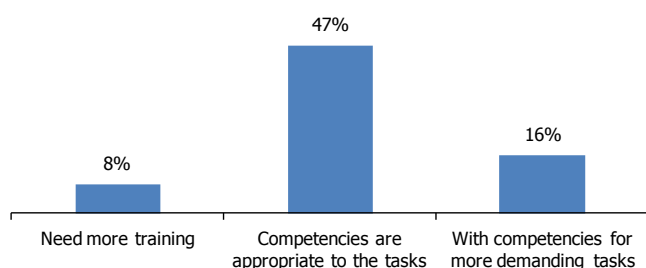
**Employed persons from 16 to 74 years who used the Internet in the 12 months prior to the interview (%), by evaluation of the impact of ICT use at work, Portugal, 2018**



## Almost half of Portuguese workers consider that they have adequate skills to use ICT

In 2018, 47% of employees consider that their competencies are suitable to use computers, software or applications at work. Only 8% say they need more training for this type of task and 16% say that their skills allow them performing more demanding tasks than those they are currently doing.

### Employed persons from 16 to 74 years who used the Internet in the 12 months prior to the interview (%), by self-assessment of skills for the use of ICT at work, Portugal, 2018



## 22% of the employed population used the Internet to work from home

In 2018, 22% of employed persons reported using the Internet to work from home in the 12 months prior to the interview; 20% needed to do it abroad or in mobility and 17% used portable equipment for this purpose.



## 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 16 to 74 years old and the equal number of persons in this age group.

The estimates presented have been obtained from a sample of 6,671 households with at least one person aged 16 to 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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