

Information and Knowledge Society

Information and Communication Technologies Usage in Households and by Individuals

2019

80% of internet users participate in social networks

In 2019, 80.9% of households in Portugal have internet access at home (1.5 percentage points (pp) more than in 2018), and this access is more frequent in households with children up to 15 years old (94.5% ) than for those without children (73.2%). In 78.0% of households, the connection to the internet is performed via broadband.

In the same year, 76.2% of the resident population aged 16 to 74 is internet user, especially students (99.6%) and people who have completed secondary (96.9%) and tertiary education (98.7%). The proportion of internet users in the country continues to increase, but the distance from the EU-28 average is maintained (minus 12 pp in 2018). Nevertheless, 4/5 of users participate in social networks, a value that is higher than the EU-28 average (close to 2/3).

Mobile internet access (away from home and from the workplace and in portable equipment), with a level identical to the European average since 2016, maintains a strong upward trend in 2019 (84.1%, i.e. 3.2 pp more than in the previous year).

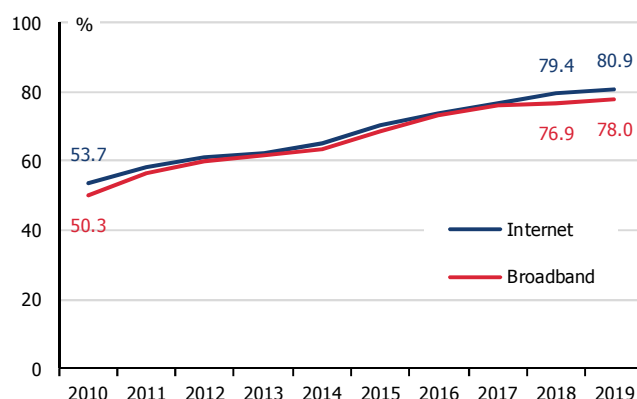
The proportion of residents aged 16 to 74 in Portugal using e-commerce also increased in 2019 to 38.7%, 2 pp more than in 2018.

Almost half of users limited their internet activities, such as the purchase of products or services, internet banking or the ones implying the provision of personal data, due to security concerns, and 27.6% faced security incidents in the 12 months prior to the interview, mainly related to phishing (18.2%) and pharming (14.9%).

**More than 80% of households have internet access at home, 78% via broadband**

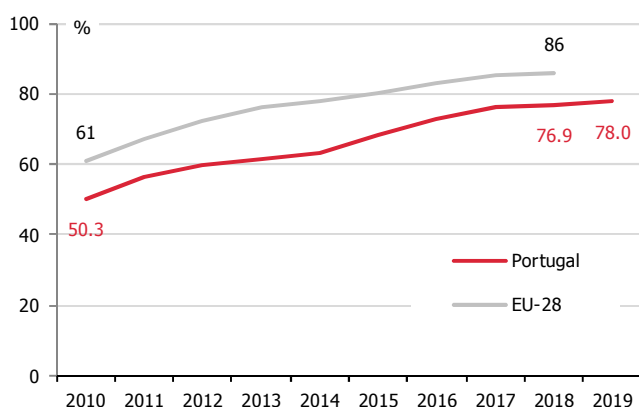
In 2019, 80.9% of households in Portugal have an internet connection at home, 2 pp more than in the previous year. For almost all of them, the connection is made by broadband.

**Figure 1. Proportion of households with internet connection and broadband connection at home, Portugal, 2010-2019**



Although broadband connection from home has increased by 27 pp since the beginning of the decade, the penetration rate of this type of connection among Portuguese households in 2018 continued to be lower (by 9 pp) than in the European Union (EU-28).

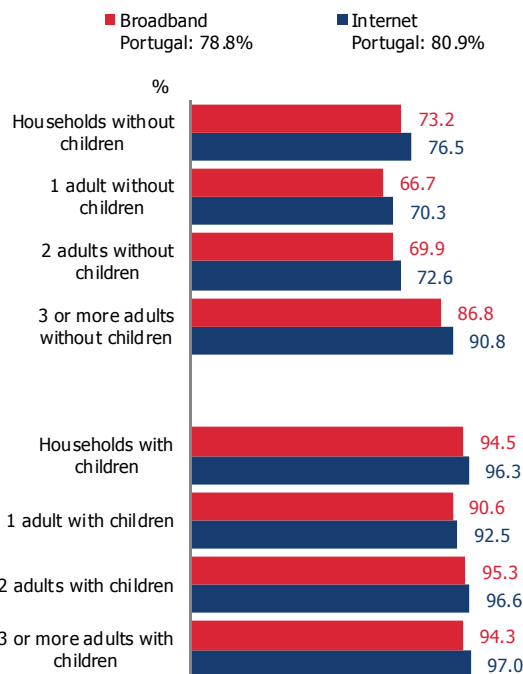
**Figure 2. Proportion of households with broadband connection at home, Portugal and EU-28, 2010-2019**



In 2019, households with children up to 15 years old remain the ones with the highest proportions of internet access and broadband at home: 96.3% have access to the internet at home and 94.5% do so via broadband.

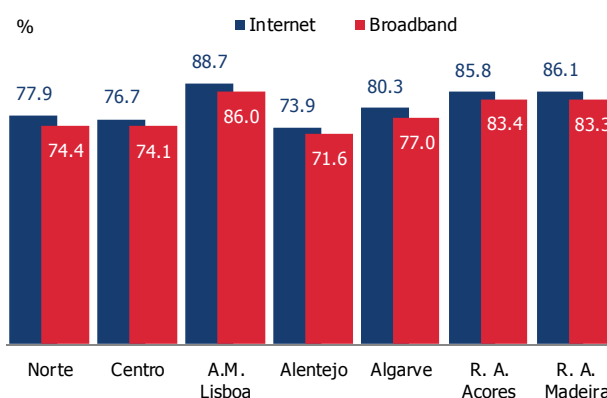
In contrast, households without children up to 15 years old have lower percentages of access (76.5% accessing the internet at home and 73.2% using broadband). Households with 3 or more adults and no children are an exception, with 90.8% of internet access (86.8% via broadband).

**Figure 3. Proportion of households with internet connection and broadband connection at home, by family composition, Portugal, 2019**



In 2019, 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, 73.9% and 71.6%).

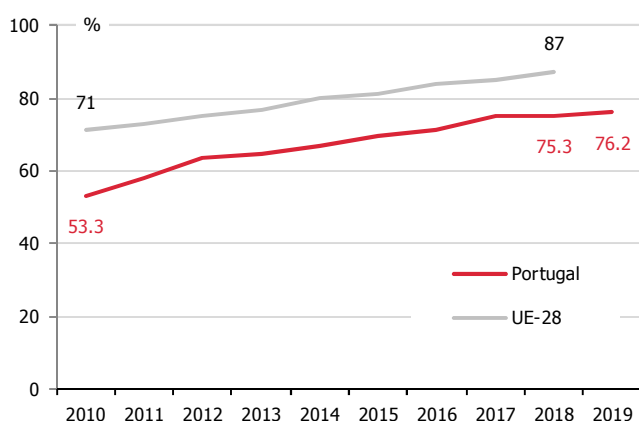
**Figure 4. Proportion of households with internet connection and broadband connection at home, NUTS 2, 2019**



## 76% of resident population uses the internet

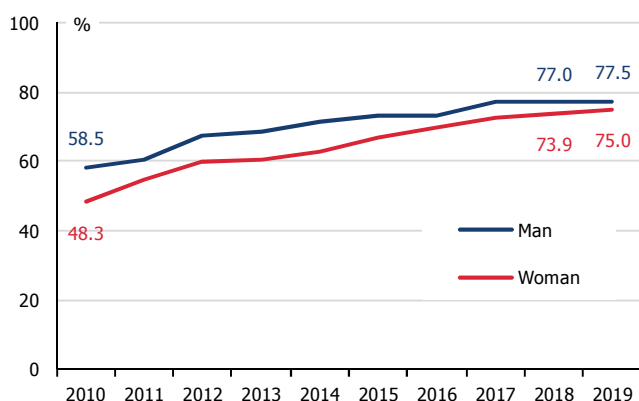
In 2019, 76.2% of residents in Portugal aged 16 to 74 reported using the internet in the 12 months prior to the interview, keeping up the upward trend observed since the beginning of the decade (22 pp more). Despite this evolution, there is still a distance to the EU-28 average (12 pp less than in 2018).

**Figure 5. Proportion of persons aged 16 to 74 years using the internet in the 12 months prior to the interview, Portugal and EU-28, 2010-2019**



Although the percentage of internet users among men (77.5%) is higher than that of women (75.0%), the tendency of approximation between the two series is kept in 2019 (the difference between the two decreased from 10.2 pp in 2010 to 2.5 pp in 2019).

**Figure 6. Proportion of persons aged 16 to 74 years using the internet in the 12 months prior to the interview, by sex, Portugal, 2010-2019**



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 59.3% for the 55 to 64 years old age group and to 34.1% for the population aged 65 or over.

**Figure 7. Proportion of persons aged 16 to 74 years using the internet in the 12 months prior to the interview, total and by some sociodemographic characteristics, Portugal**

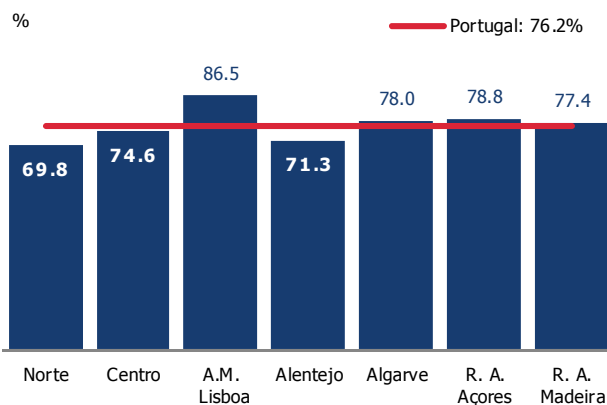
Year: 2019	Unit: %
<b>Total</b>	<b>76.2</b>
<b>Sex</b>	
Men	77.5
Women	75.0
<b>Age group</b>	
16 to 24 years old	99.5
25 to 34 years old	98.2
35 to 44 years old	95.2
45 to 54 years old	79.6
55 to 64 years old	59.3
65 to 74 years old	34.1
<b>Education attainment level</b>	
First and second stages of basic education	55.6
Upper secondary and post-secondary non-tertiary education	96.9
Tertiary education	98.7
<b>Employment situation</b>	
Employed or Self-Employed	88.1
Unemployed	74.5
Student	99.6
Retired and other inactives	38.4

Internet usage rates are significantly higher for those who have completed tertiary (98.7%) and upper secondary and post-secondary non-tertiary education (96.9%).

The use of internet is widespread among students; from the remaining groups by activity status the percentage of internet users is larger among the employed population (88.1%).

The percentages of internet users are higher in the Área Metropolitana de Lisboa (86.5%), Região Autónoma dos Açores (78.8%), Região Autónoma da Madeira (77.4%) and Algarve (78.0%).

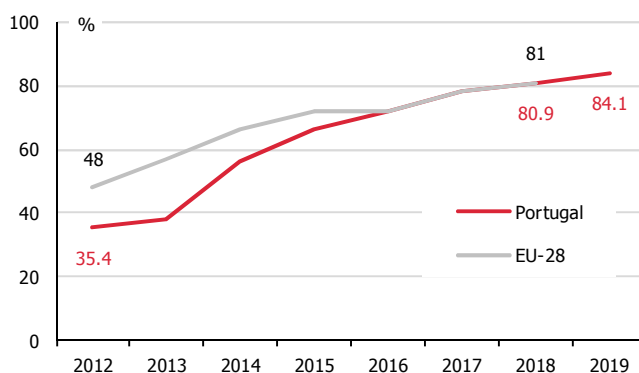
**Figure 8. Proportion of persons aged 16 to 74 years using the internet in the 12 months prior to the interview, NUTS 2, 2019**



## The percentage of mobile internet users continues to increase

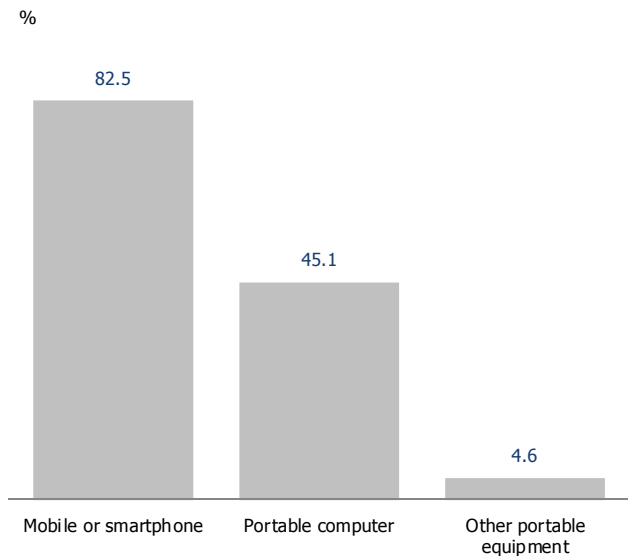
Mobile internet access (away from home and from the workplace and in portable equipment) is reported by 84.1% of internet users in 2019, 3.2 pp higher than in the previous year and 48.7 pp higher than in 2012. It also stands out that Portugal records similar levels to the EU average for this indicator between 2016 and 2018.

**Figure 9. Proportion of persons aged 16 to 74 years using portable equipment to access the internet away from home and work in the 3 months prior to the interview, Portugal and EU-28, 2012-2019**



The mobile phone or smartphone is the main portable device used to access the internet on the move (82.5%).

**Figure 10. Proportion of persons aged between 16 and 74 years old using the internet on portable equipment away from and work in the 3 months prior to the interview, by type of equipment, Portugal, 2019**

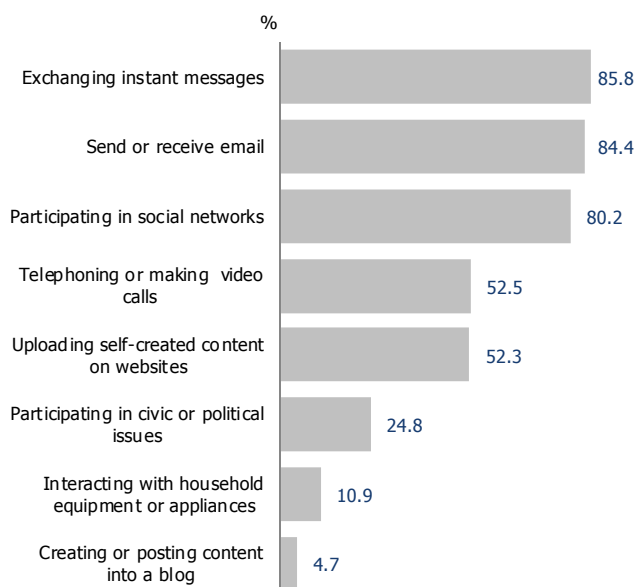


## One in 10 internet users interact with home appliances over the internet

Of the internet users<sup>1</sup> aged between 16 to 74 years old, 85.8% reported doing it to exchange instant messages, 84.4% to send or receive email and 80.2% to participate in social networks. The Survey results also indicate that 10.9% of users use the internet to interact with domestic appliances.

<sup>1</sup> Persons who used internet in the three months prior to the interview.

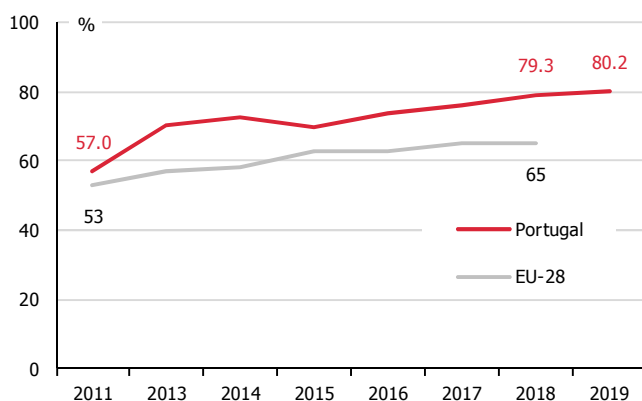
**Figure 11. Proportion of persons aged 16 to 74 years using internet for activities of interaction in the 3 months prior to the interview, by type of activity, Portugal, 2019**



## 80% of internet users participate in social networks

The proportion of resident internet users participating in social networks (80.2% in 2019) maintains the upward trend recorded since the beginning of the series (23.2 pp more than in 2011), and is still higher than in the EU-28 (65% in 2018).

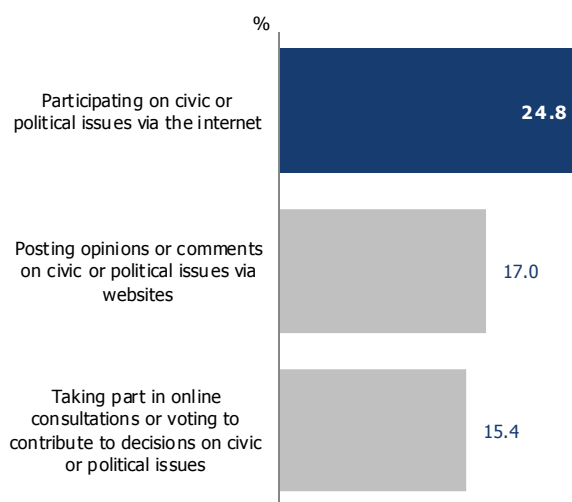
**Figure 12. Proportion of persons aged 16 to 74 years using internet for participating in social networks in the 3 months prior to the interview, Portugal and EU-28, 2011, 2013-2019**



## Almost 25% of internet users reported having a civic or political intervention on the internet

In 2019, almost 25% of internet users reported having had a civic or political intervention on the internet: 17.0% published opinions or comments on these topics and 15.4% participated in online consultations or polls about civic or political issues.

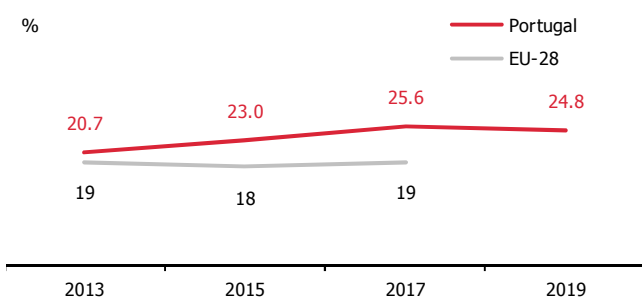
**Figure 13. Proportion of persons aged 16 to 74 years using internet for participating on civic or political issues in the 3 months prior to the interview, by type of activity, Portugal, 2019**



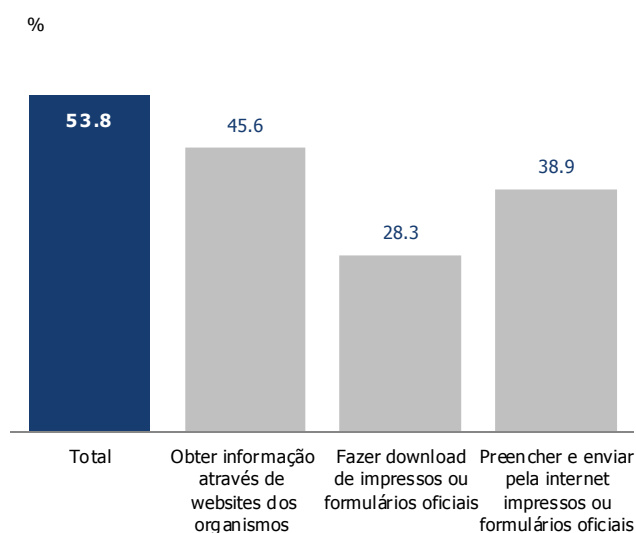
The proportion of users intervening in civic or political issues on the internet in 2019 decreased in relation to 2017 (24.8%), however remaining above the EU-28 level registered two years ago<sup>2</sup> (19%).

<sup>2</sup> The latest data available for EU-28 refer to 2017 and are provided by Eurostat with rounding to unit.

**Figure 14. Proportion of persons aged 16 to 74 years using internet for participating on civic or political issues in the 3 months prior to the interview, Portugal and EU-28, 2013, 2015, 2017, 2019**



**Figure 16. Proportion of persons aged 16 to 74 years having contacted with public authorities in the 12 months prior to the interview, total and by purpose of contact, Portugal, 2019**

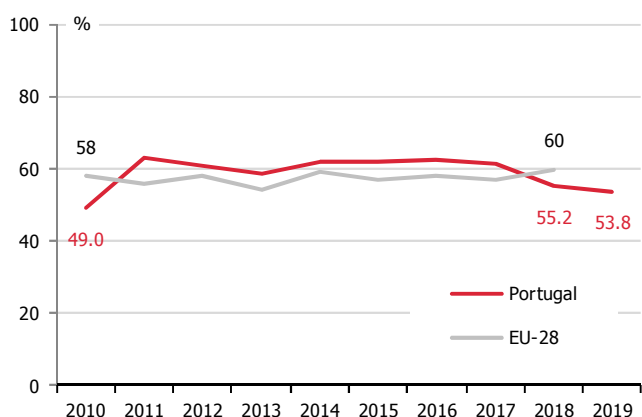


## The percentage of persons using the internet to interact with public authorities continues to decrease

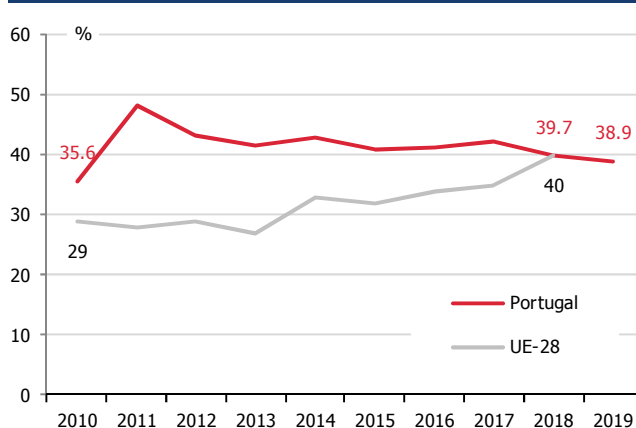
Out of people using the internet in the 12 months prior to the interview in 2019, the proportion who reported using the internet to interact public authorities continued to decreased (61.3% in 2017, 55.2% in 2018 and 53.8% in 2019).

The proportion of persons who completed and sent official forms over the internet is 39.8% in 2019, keeping a stabilization trend for Portugal; by contrast, in the EU-28 the trend is for growth, with a rate of 40% in 2018.

**Figure 15. Proportion of persons aged 16 to 74 years having contacted with public authorities in the 12 months prior to the interview, Portugal and EU-28, 2010-2019**



**Figure 17. Proportion of persons aged 16 to 74 years using internet in the 12 months prior to the interview for submitting completed forms to public authorities, Portugal and EU-28, 2010-2019**

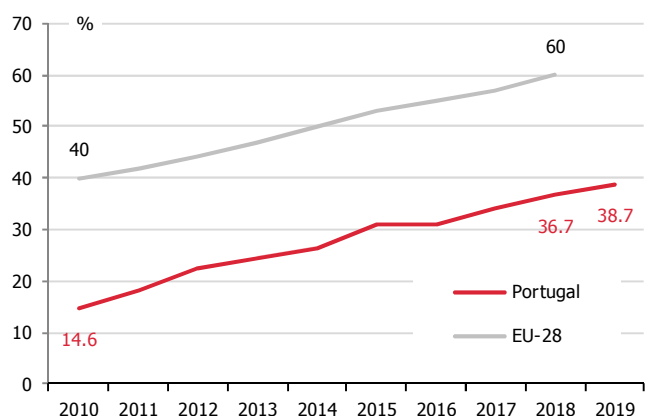


Obtaining information from the public authorities websites (45.6%) continues in 2019 to be the most frequently mentioned objective.

### Ecommerce usage continues to increase

In 2019, 38.7% of residents in Portugal aged 16 to 74 reported having used e-commerce in the 12 months prior to the interview, i.e. 2 pp more than in 2018.

**Figure 18. Proportion of persons aged 16 to 74 years using e-commerce in the 12 months prior to the interview, Portugal and EU-28, 2010-2019**



Despite the growth observed since 2010 (24 pp more), the proportion of residents in Portugal who have used the internet to place orders in the 12 months prior to the interview has been consistently below the EU-28 utilization rate (60% in 2018).

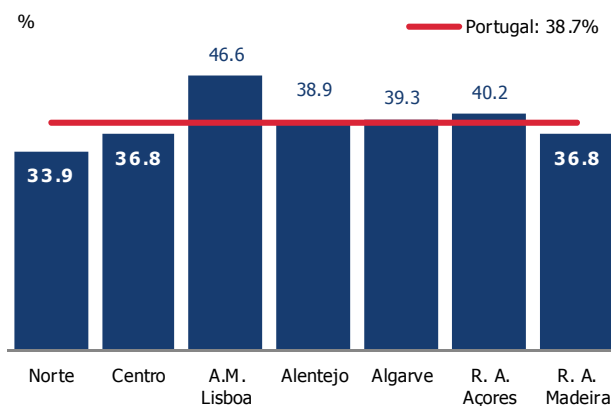
Similarly to other information and communication technologies, the usage of e-commerce by men (40.9%) is higher than for women (36.7%) and it is more frequent in younger age groups (71, 0% for the population aged 25 to 34), for students (62.3%) and for the population who completed tertiary (69.4%) or upper secondary and post-secondary non-tertiary education (55.4%).

**Figura 19. Proportion of persons aged 16 to 74 years using e-commerce in the 12 months prior to the interview, total and by some sociodemographic characteristics, Portugal**

Year: 2019	Unit: %
<b>Total</b>	<b>38.7</b>
<b>Sex</b>	
Men	40.9
Women	36.7
<b>Age group</b>	
16 to 24 years old	63.9
25 to 34 years old	71.0
35 to 44 years old	57.6
45 to 54 years old	34.3
55 to 64 years old	16.4
65 to 74 years old	7.0
<b>Education attainment level</b>	
First and second stages of basic education	16.3
Upper secondary and post-secondary non-tertiary education	55.4
Tertiary education	69.4
<b>Employment situation</b>	
Employed or Self-Employed	48.1
Unemployed	31.3
Student	62.3
Retired and other inactives	9.1

By region, the use of e-commerce is higher in the Área Metropolitana de Lisboa (46.6%), Região Autónoma dos Açores (40.2%) and in the Algarve (39.3%) and Alentejo (38.9%).

**Figure 20. Proportion of persons aged 16 to 74 years using e-commerce in the 12 months prior to the interview, NUTS 2, 2019**



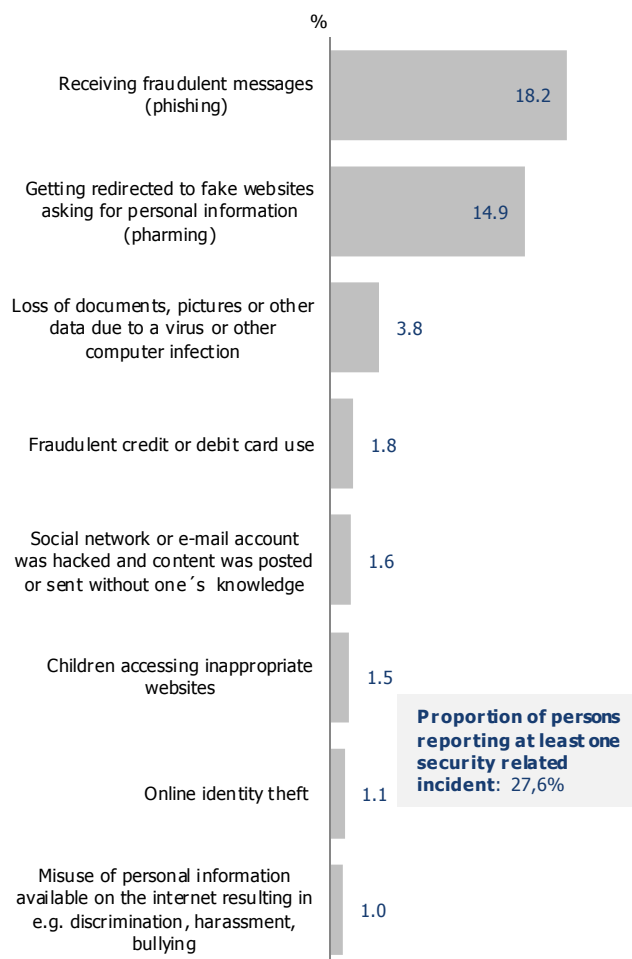


## Nearly half of internet users have avoided doing activities on the internet

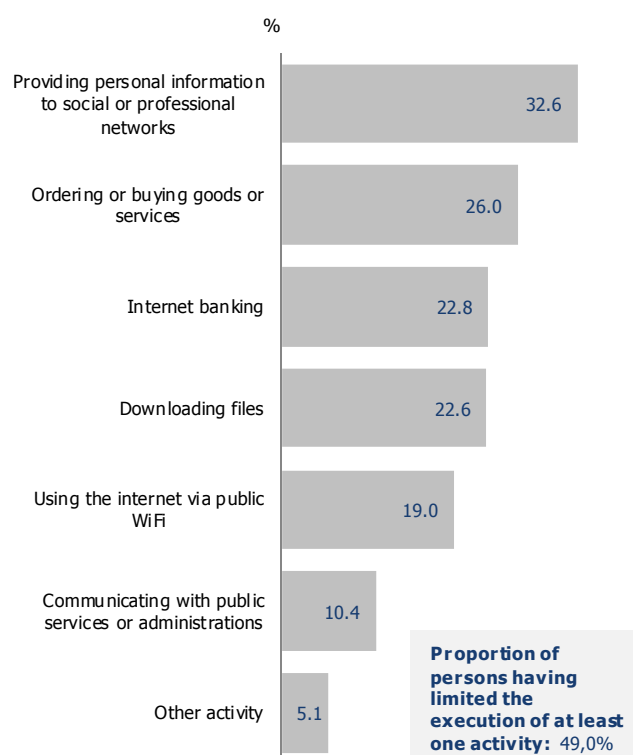
More than 1/4 of internet users (27.6%) faced security incidents in the 12 months prior to the interview, the main issues being the reception of fraudulent messages - phishing (18.2%) and the redirection to fake websites - pharming (14.9%).

On the other hand, 49.0% of users reported having avoided or limited their internet activities in the twelve months prior to the interview due to concerns about security of internet usage, especially regarding the provision of personal information in social or professional networks (32.6% of internet users), the purchase of products or services (26.0%), internet banking (22.8%) and download of files (22.6%).

**Figure 21. Proportion of persons aged 16 to 74 years, by type of security related incident reported when using the internet for personal purposes in the 12 months prior to the interview, Portugal, 2019**



**Figure 22. Proportion of persons aged 16 to 74 years, by type of activity whose execution was limited in the last 12 months prior to the interview due to security concerns, Portugal, 2019**





## 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 6,624 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.).

**PHARMING** - Computer crime which consists of placing false information on a DNS server and requiring the redirection of a user request on the Web to a different destination than intended, although your program continue to show the correct website.

**PHISHING** - Computer crime consisting of the mass distribution of e-mail messages linking to fake banking or other websites, with requests to update customers' personal data.

**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).

**SOCIAL NETWORK** - Set of sites that privilege the formation of virtual communities with common interests.

**VIRUS** - Malicious program that can replicate itself and hides itself in an application or other executable system components.

**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](http://www.organismo.pt)), known as a URL (Uniform Resource Locator).

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