



22 November 2021

SURVEY ON INFORMATION AND COMMUNICATION TECHNOLOGIES USAGE IN HOUSEHOLDS AND BY INDIVIDUALS
2021

THERE ARE MORE E-COMMERCE USERS, MOSTLY WOMEN

In 2021, the proportion of e-commerce users¹ continued to increase: more 5.2 pp than in 2020.

The rate of e-commerce use increased mainly in the case of women, more 8.8 pp, with a significantly higher proportion (43.2%) in 2021 than men (37.4%).

The type of products or services ordered is the same as for 2020, with the predominance of users who ordered clothes, shoes, or accessories (69.0% in 2021 and 60.4% in 2020), deliveries from restaurants (46.0% in 2021 and 38.2% in 2020) and films, series or sports programs (34.9% in 2021 and 34.3% in 2020).

In 2021, the proportion of households connected to the internet at home through broadband increased by 2.4 pp compared to the previous year, reaching 84.1%.

In 2021, 83.0% of the resident population aged 16 to 74 use the internet. These results support the increase in growth in the previous year (plus 3.0 pp in 2020 and 4.0 pp more in 2021).

Internet users in 2021 do it mainly to communicate and access information: 91.4% exchanged instant messages (via WhatsApp, Messenger, etc.), 87.6% sent or received emails, 86.7% searched for information about products or services and 81.3% read news. In all activities related to learning, it stands out the proportion of those who use the internet to attend online courses (24.5%, 6.5 pp more than in 2020).

The proportion of people in teleworking decreased by about 11 pp compared to 2020, from 31.1% to 20.1%. The reference to the COVID-19 pandemic as a justification for working from home has also decreased, from 29.6% in 2020 to 17.5% in 2021 (minus 12.1 pp).

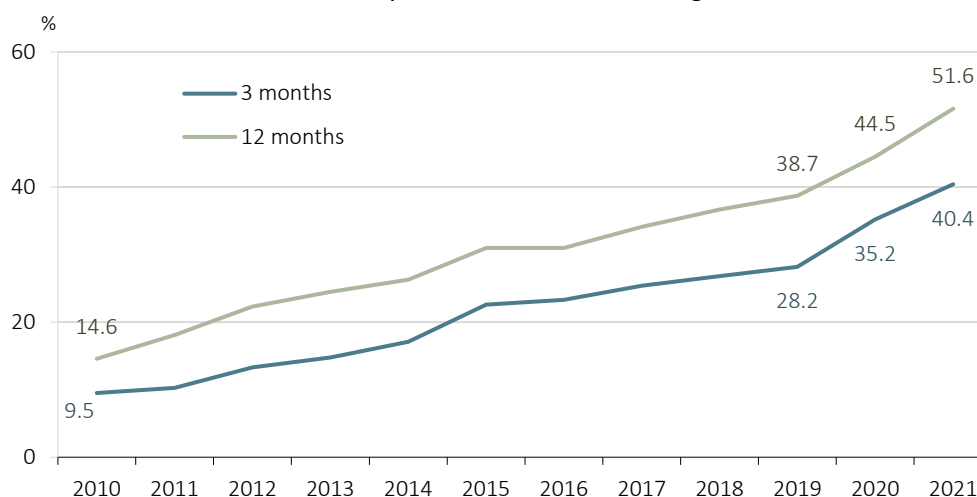
¹ Indicators related to e-commerce and internet usage generally refer to the 3 months prior to the interview, unless otherwise stated. Indicators related to teleworking refer to the month prior to the interview, and the results on internet access refer to the time of interview. Data collection for this survey took place between 9 June and 3 September 2021.



E-commerce users continue to increase

In 2021, 40.4% of people aged 16 to 74 placed orders over the internet, more 5.2 pp than in 2020. The percentage of users is considerably higher (51.6%) if we considered the 12 months prior to the interview.

Figure 1. Proportion of persons aged 16 to 74 years using e-commerce in the 3 months and in the 12 months prior to the interview, Portugal, 2010-2021



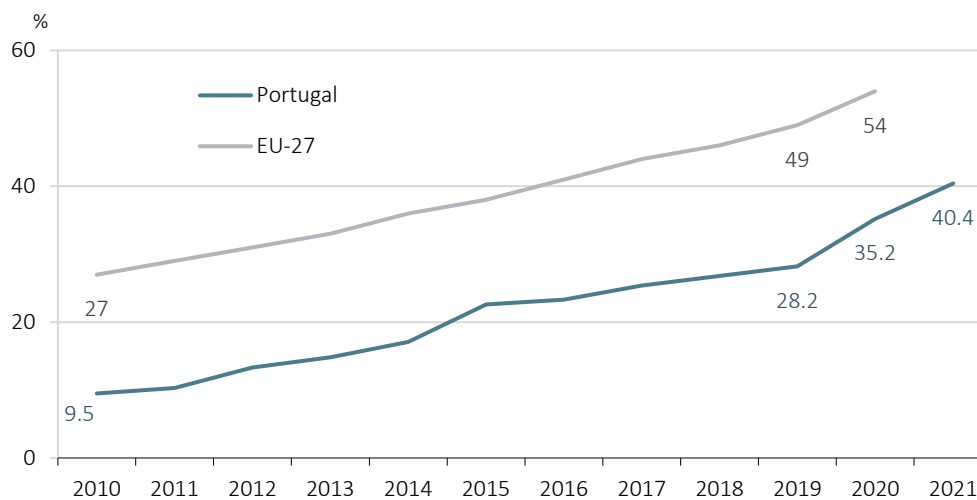
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

Yet, the proportion of e-commerce users in Portugal remains significantly lower than the European Union average (in 2020², 54% of the European population (EU-27) had placed orders online).

² Most recent year for which data are available for the EU-27.



Figure 2. Proportion of persons aged 16 to 74 years using e-commerce in the 3 months prior to the interview, Portugal and EU-27, 2010-2021



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals;

EUROSTAT, Survey on ICT Usage in Households and by Individuals (data extracted on 12/11/2021)

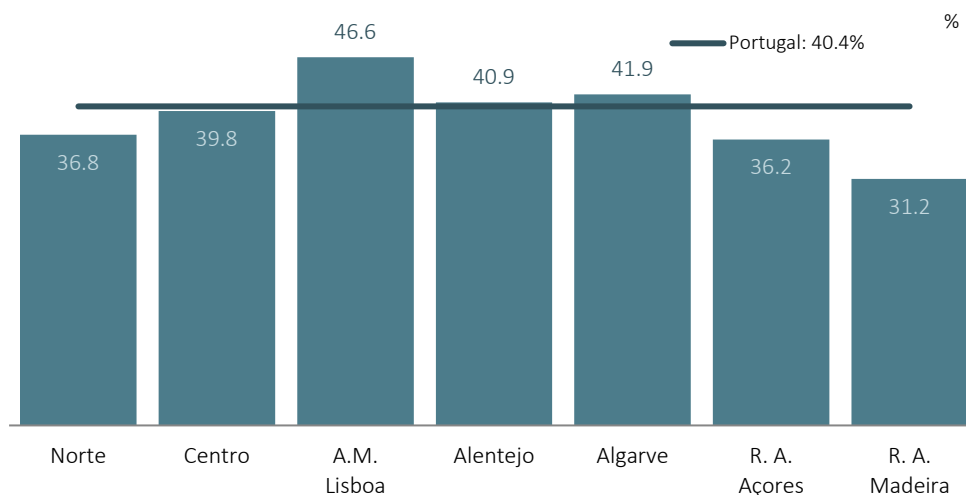
Note: Eurostat publishes data without decimals; data for 2021 is not available for EU-27.

The rate of e-commerce use is higher in the southern regions of Tejo

The Área Metropolitana de Lisboa remains the region with the highest proportion of e-commerce users (46.6%), and in the regions of Alentejo and Algarve the percentages of users are slightly higher than the national average for the first time. The region Centro continues, as in 2020, to register a rate very close to the national benchmark, with 39.8% of e-commerce users.



Figure 3. Proportion of persons aged 16 to 74 years using e-commerce in the 3 months prior to the interview, NUTS 2, 2021



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

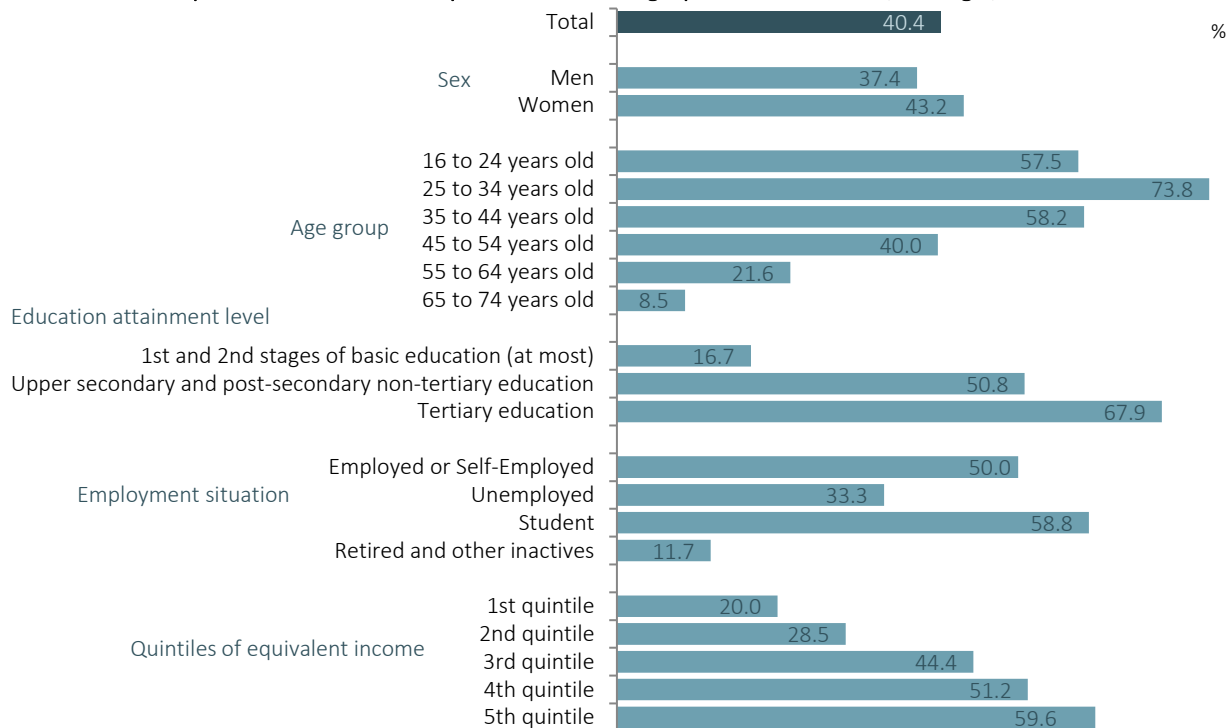
The rate of use of e-commerce has increased mainly in the case of women

In 2021, the proportion of women who placed orders over the Internet (43.2%) increased 8.8 pp compared to the previous year, being significantly higher (5.8 pp) than the proportion of men who did so (37.4%).

The proportions of internet users who placed online orders are also significantly higher in the 25-34 age group (73.8% of users) and in the case of users with a higher education (67.9%) or students (58.8%). Considering income classes, the asymmetry in the penetration rates between the first two quintiles (20.0% and 28.5%) and the three highest income quintiles (44.4% to 59.6%) is relevant.



Figure 4. Proportion of persons aged 16 to 74 years using e-commerce in the 3 months prior to the interview by some sociodemographic characteristics, Portugal, 2021



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

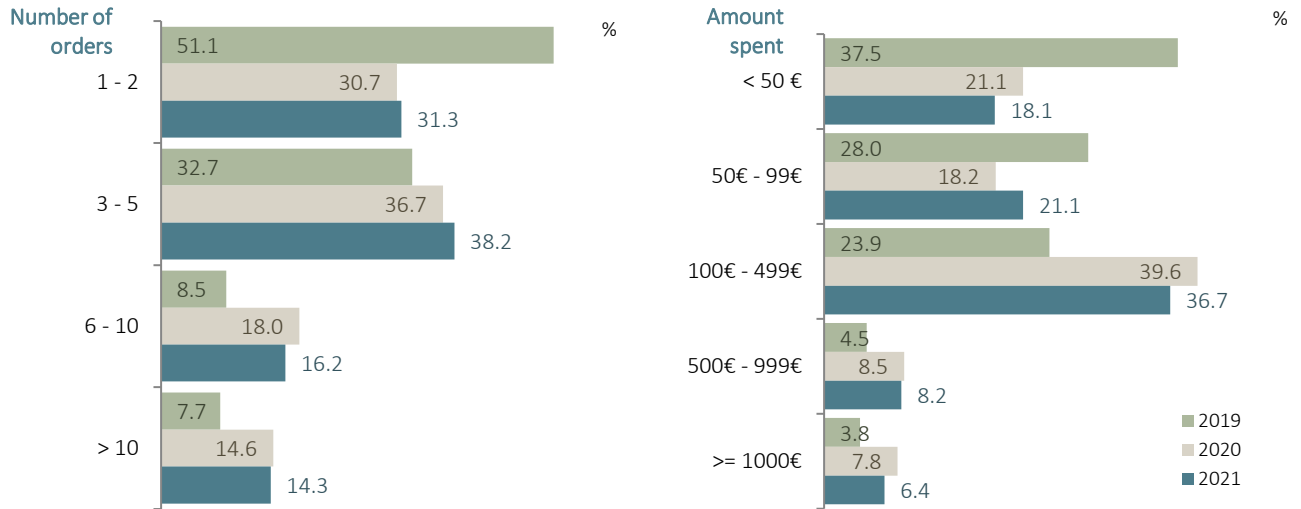
In 2021, e-commerce users slightly reduced the number of orders placed compared to 2020, mainly the percentage of users who placed more than 10 orders (-0.3 pp) and 6 to 10 orders (-1.8 pp). The proportion of users who placed 1 or 2 orders increased by 0.6 pp and the one of those who made 3 to 5 orders increased 1.5 pp.

A decrease to 2020 is also verified for the monetary value spent, with the decrease of the groups of users who spent 100€ or more. However, the preponderance (36.7%) of users who place orders through e-commerce with a value of 100€ to 499€ is kept.

Yet, the type of e-commerce purchases registered in 2021 is far from the one in 2019, when more than half of internet users made 1 or 2 orders and 37.5% spend less than 50€.



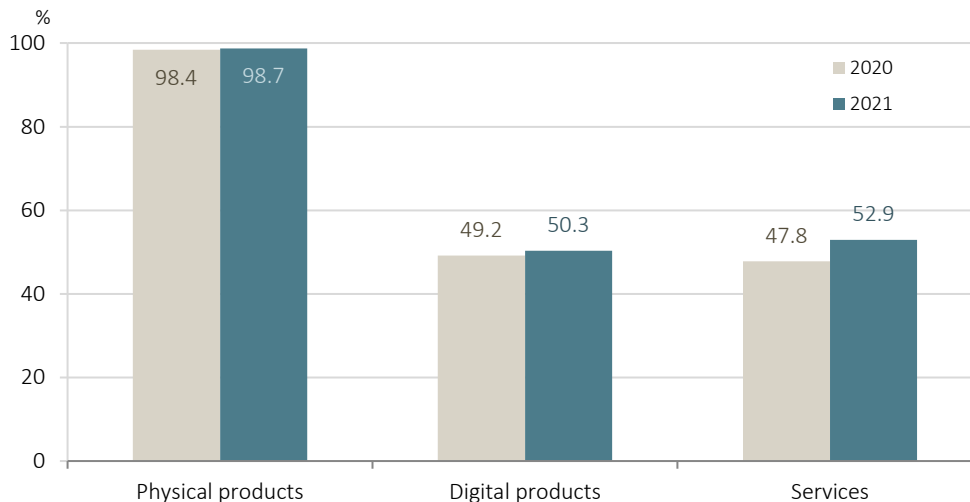
Figure 5. Proportion of persons aged 16 to 74 years using e-commerce in the 3 months prior to the interview by number of orders and amount spent, Portugal, 2019-2021



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

The majority of e-commerce users in 2021 ordered physical products (98.7% ordered at least one physical product); 52.9% reported ordering services and 50.3% ordered products in digital format.

Figure 6. Proportion of persons aged 16 to 74 years using e-commerce in the 3 months prior to the interview by type of goods or services ordered, Portugal, 2020-2021



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

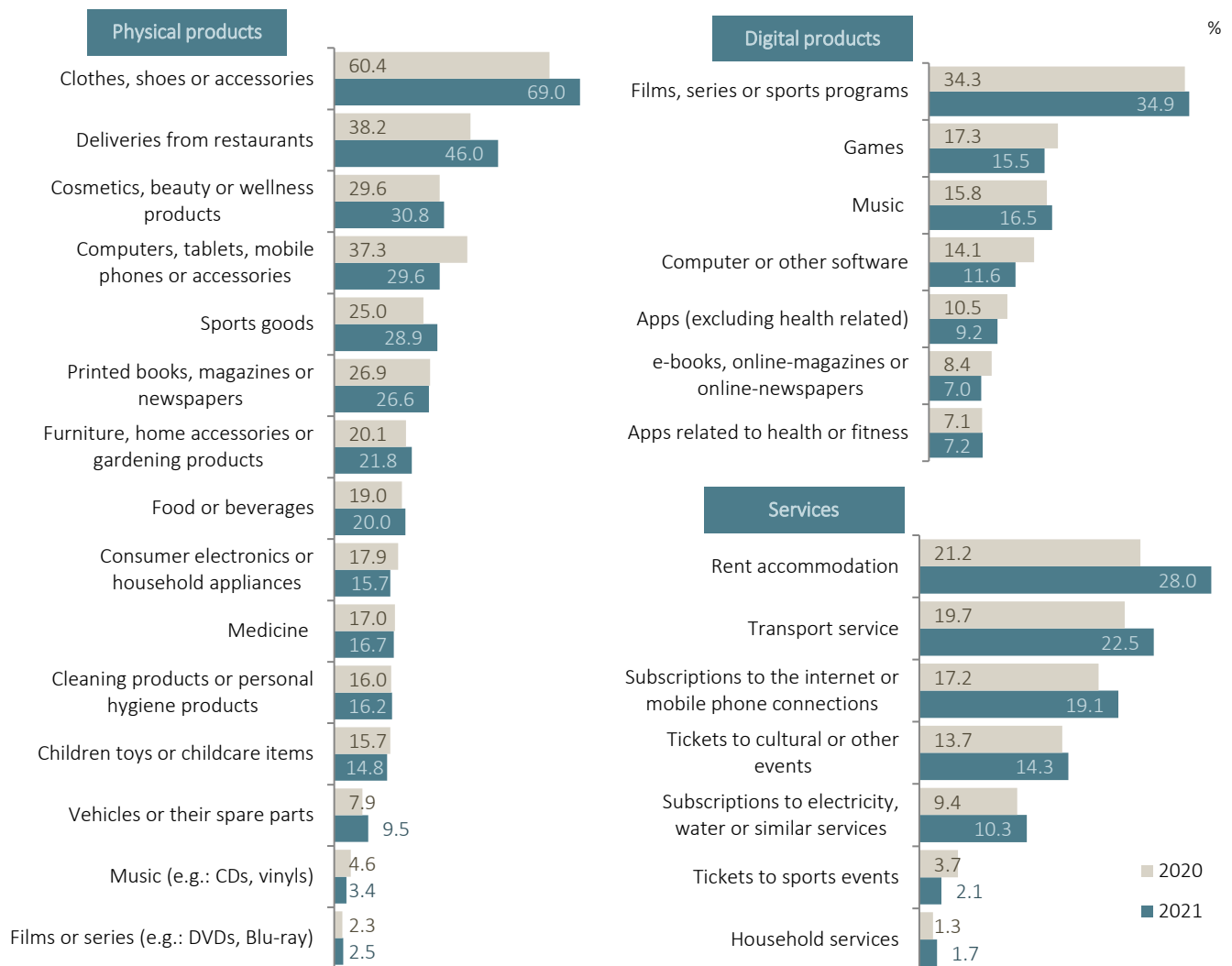


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The type of products or services ordered is the same as for 2020, keeping the predominance of clothes, shoes or accessories (69.0% in 2021 and 60.4% in 2020), deliveries from restaurants (46.0% in 2021 and 38.2% in 2020) and films, series or sports programs (34.9% in 2021 and 34.3% in 2020).

Regarding the purchase of services, it was mainly the proportions of users who made online accommodation reservations (6.8 pp), transport reservations (2.8 pp) and internet, telephone and mobile phone services (1.9 pp) that increased in 2021.

Figure 7. Proportion of persons aged 16 to 74 years using e-commerce in the 3 months prior to the interview by goods or services ordered, Portugal, 2020-2021



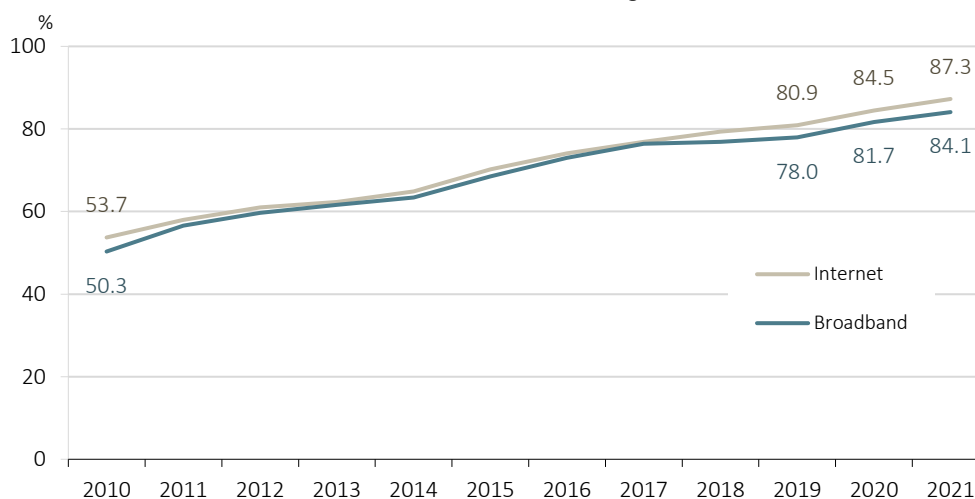
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.



Internet access at home continues to expand

In 2021, 87.3% of households in Portugal have internet connection at home, 2.8 pp more than in the previous year (84.5%). It also increased the proportion of those accessing the internet via broadband, from 81.7% in 2020³ to 84.1% in 2021, what amounts to a difference of over 33.8 pp compared to 2010.

Figure 8. Proportion of households with internet connection and broadband connection at home, Portugal, 2010-2021



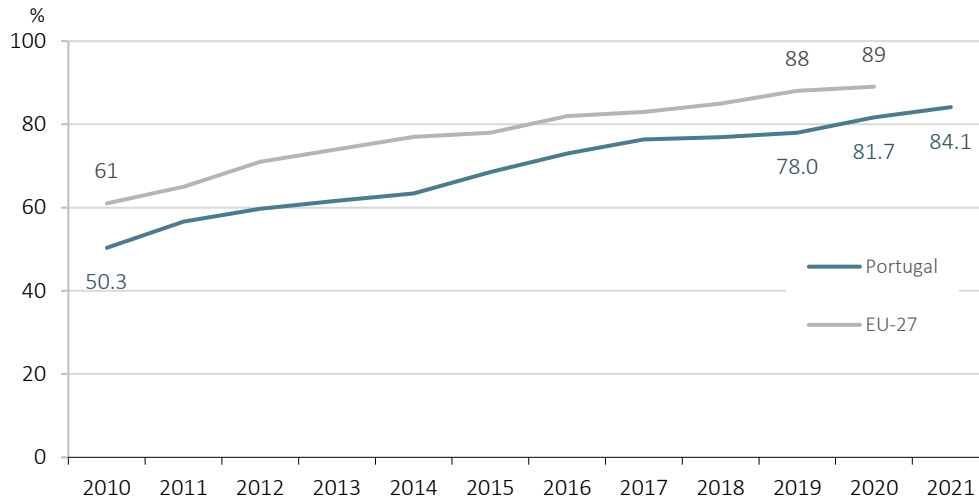
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

However, despite maintaining the growth trend, the rate of broadband penetration in Portuguese households remains lower than that for the European Union (EU-27) for 2020 (89%).

³ It is important to note that, both in 2020 and 2021, the survey data collection period took place in the context of the COVID-19 pandemic. As a result, one of the effects of this context was to accelerate the more intensive use of the internet.



Figure 9. Proportion of households with broadband connection at home, Portugal and EU-27, 2011-2021



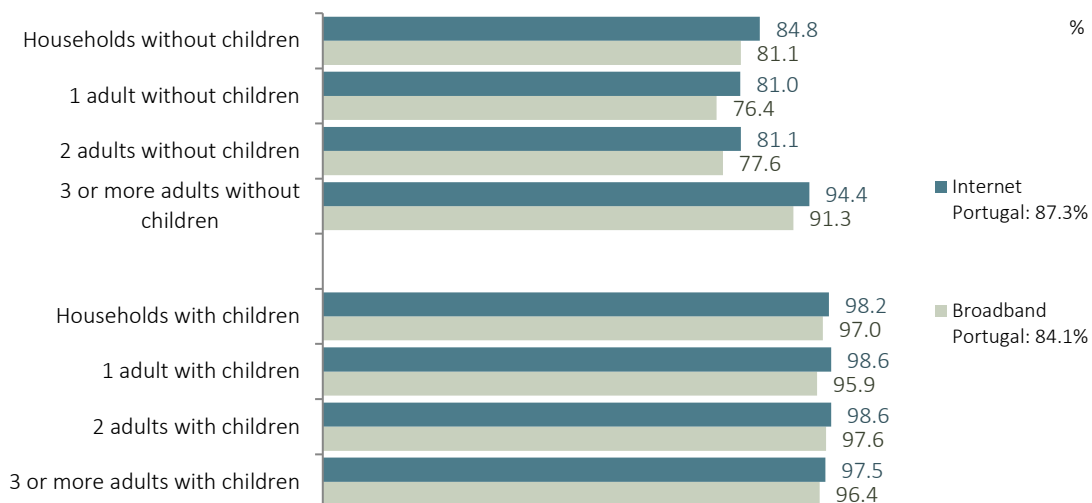
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals; EUROSTAT, Survey on ICT Usage in Households and by Individuals (data extracted on 12/11/2021)

Note: Eurostat publishes data without decimals; data for 2021 is not available for EU-27.

In 2021, households with children up to 15 years of age continue to have internet access rates (98.2%) and broadband access rates (97.0%) higher than most households.

The levels of access are generally lower for families without children up to 15 years old (84.8% report having internet access at home and 81.1% through broadband), except when they are composed of three or more adults, a condition in which 94.4% have access to internet and 91.3% to broadband.

Figure 10. Proportion of households with internet connection and broadband connection home by family composition, Portugal, 2021

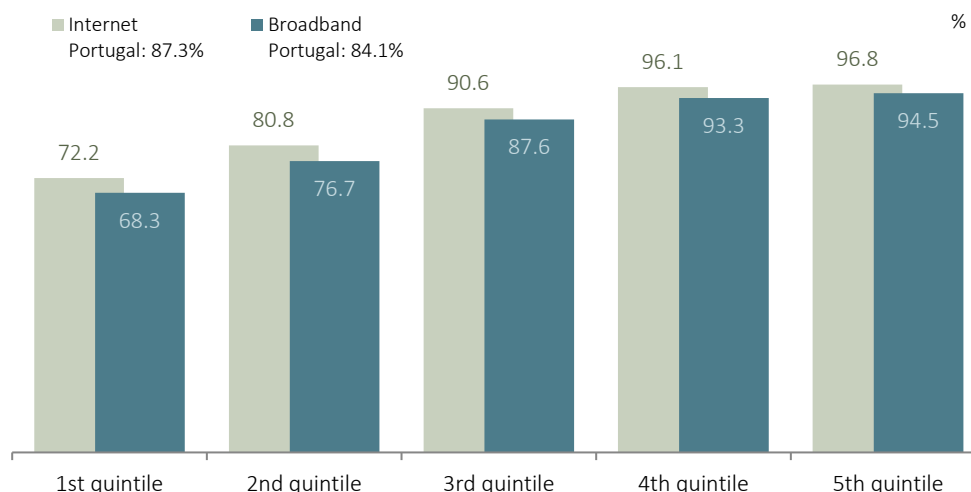


Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.



By income classes, the households of the highest quintile (20% of the households with the highest incomes⁴) are the ones with the highest levels of internet (96.8%) and broadband access (94.5%). For the 20% of households with the lowest incomes (1st quintile), the proportions of internet access at home and broadband access are substantially lower (72.2% and 68.3% respectively).

Figure 11. Proportion of households with internet connection and broadband connection at home by quintiles of equivalent income, Portugal, 2021



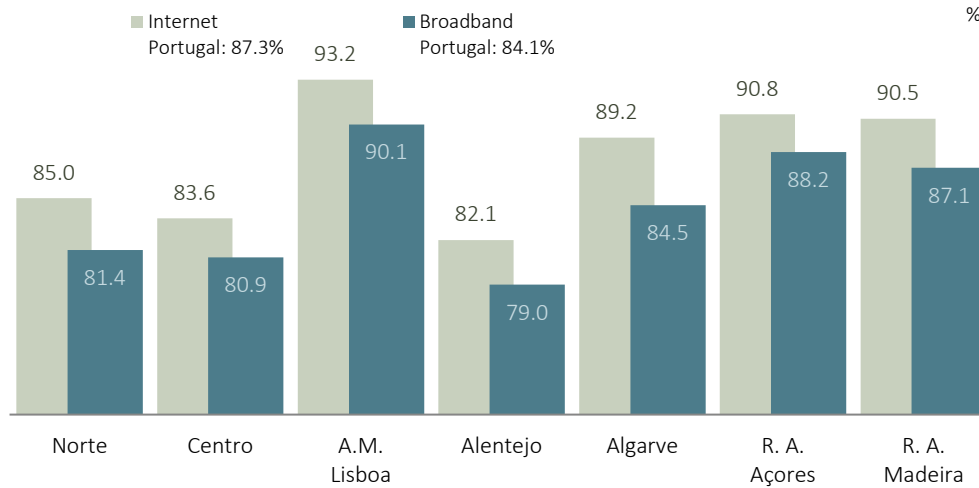
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

In 2021 the internet connection at home and broadband connection continue to be more frequent in Área Metropolitana de Lisboa, in Região Autónoma dos Açores, Região Autónoma da Madeira and Algarve. Alentejo continues to record the lowest rates of internet (82.1%) and broadband access (79.0%).

⁴ Equivalent monetary net monthly income.



Figure 12. Proportion of households with internet connection and broadband connection at home, NUTS 2, 2020

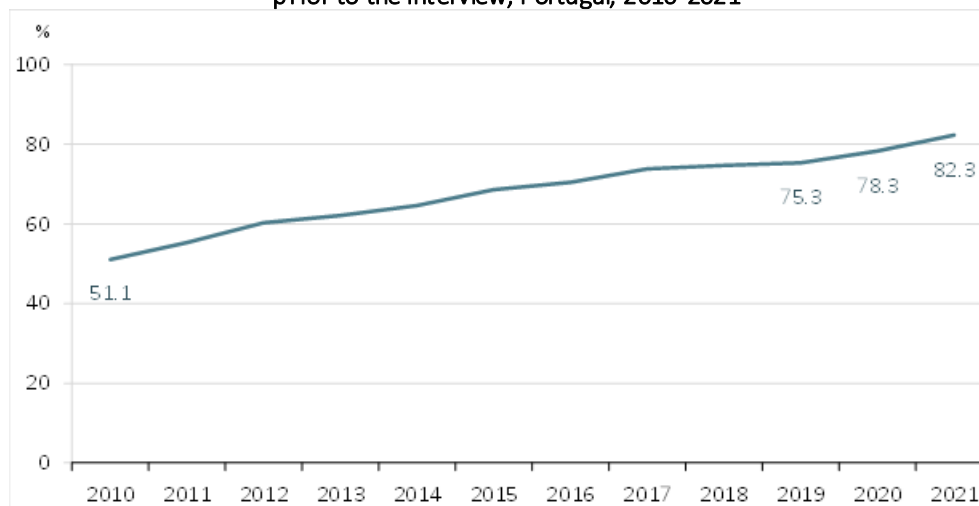


Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

8 out of 10 Portuguese use internet

In 2021, 83.0% of the resident population aged 16 to 74 use the internet. These results support the increase in growth in the previous year (3.0 pp more in 2020 and 4.0 pp more in 2021) and the significant evolution in relation to 2010, when internet users accounted for just over half of the population under analysis.

Figure 13. Proportion of persons aged 16 to 74 years using the internet in the 3 months prior to the interview, Portugal, 2010-2021

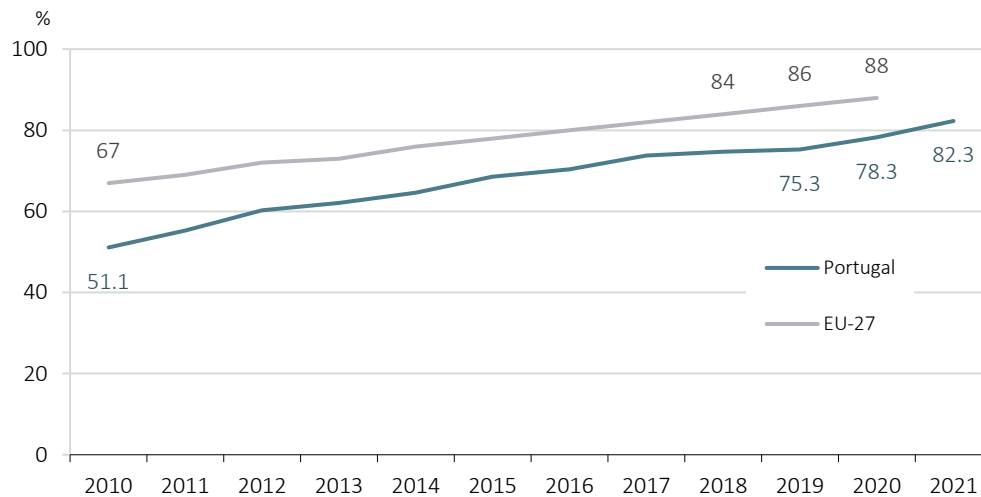


Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.



However, despite the increase since 2010 (more 31.2 pp), the proportion of internet users in Portugal remains below the European Union average in 2020 (EU-27: 88%).

Figure 14. Proportion of persons aged 16 to 74 years using the internet in the 3 months prior to the interview, Portugal and EU-27, 2010-2021



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals;

EUROSTAT, Survey on ICT Usage in Households and by Individuals (data extracted on 12/11/2021)

Note: Eurostat publishes data without decimals; data for 2021 is not available for EU-27.

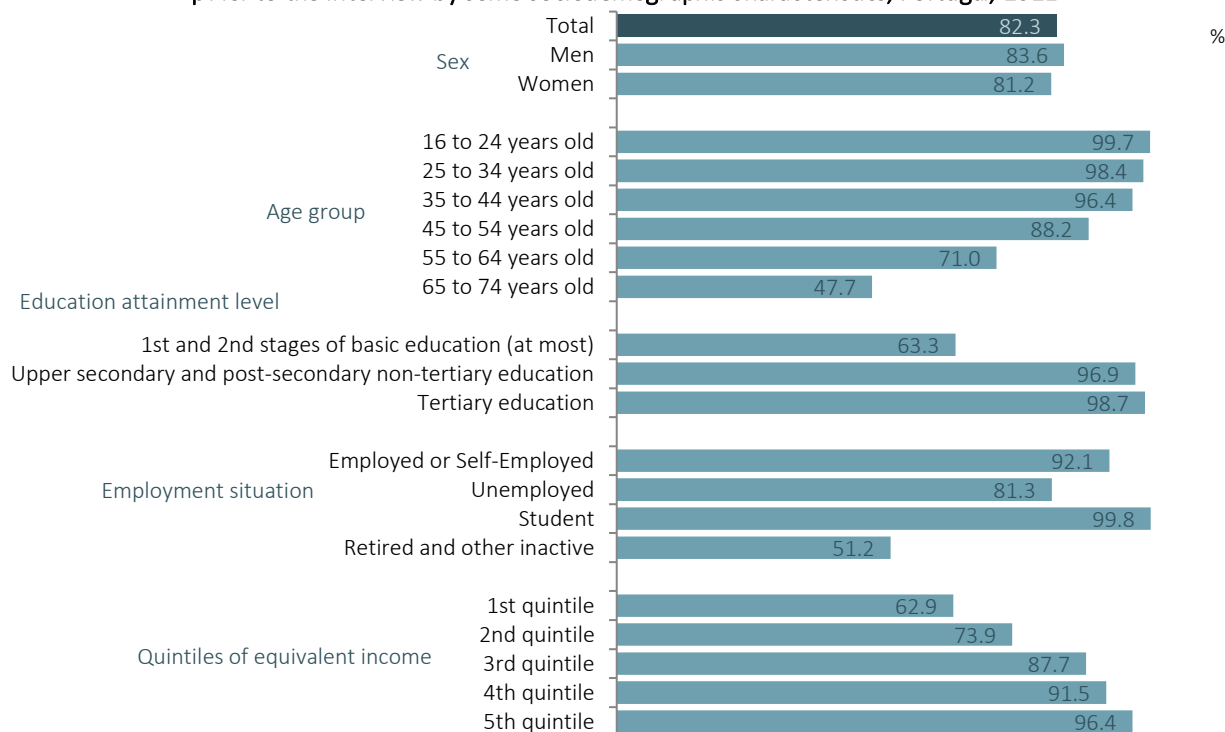
In 2021, the proportion of 81.2% of women using the internet remains lower than for men (83.6%).

Almost all young people aged 16 to 24 and all students used the internet.

The rate of internet users is also higher than 90% for the population aged 25 to 44, for people (16-74 years) who have completed higher (98.7%) and secondary (96.9%) education levels, for those with an employment (92.1%) and for those in households with higher incomes (96.4% in the 5th quintile and 91.5% in the 4th quintile).



Figure 15. Proportion of persons aged 16 to 74 years using the internet in the 3 months prior to the interview by some sociodemographic characteristics, Portugal, 2021



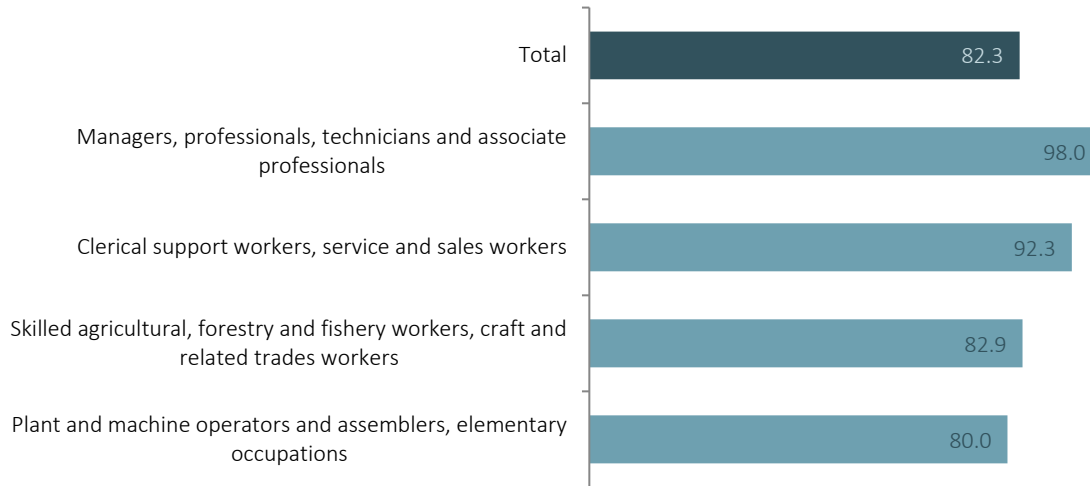
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

By occupation, the percentages of internet users who have a job can be discriminated according to 3 levels of use:

- 98.0% in the case of *managers, professionals, technicians, and associate professionals*;
- 92.3% for *clerical support workers, service and sales workers, and*
- 82.9% and 80.0%, respectively for *skilled agricultural, forestry and fishery workers, craft and related trades workers and plant and machine operators and assemblers, elementary occupations*.



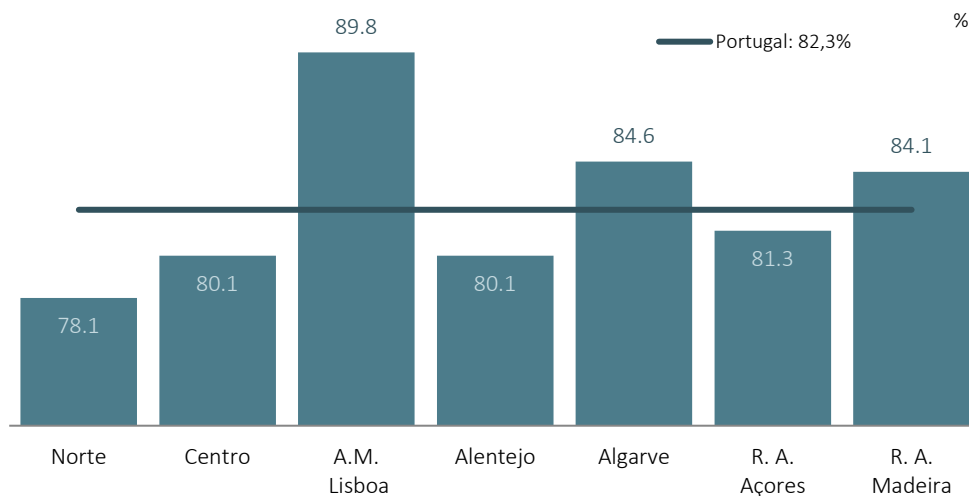
Figure 16. Proportion of persons employed aged 16 to 74 years using the internet in the 3 months prior to the interview, by occupation, Portugal, 2021



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

The Área Metropolitana de Lisboa, the Algarve and the Região Autónoma da Madeira are the regions with the highest proportions of internet users (89.8%, 84.6% and 84.1%, respectively). Norte has the lowest proportion (78.1%).

Figure 17. Proportion of persons aged 16 to 74 years using the internet in the 3 months prior to the interview, NUTS 2, 2021



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

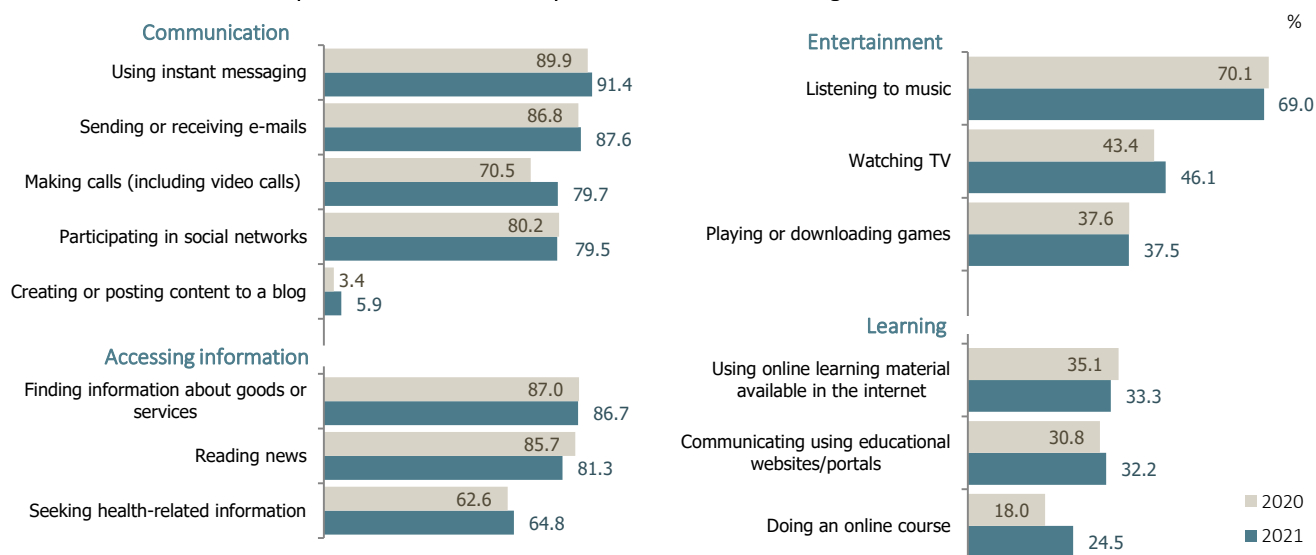
In 2021, as in the previous year, the population aged 16 to 74 who used the internet do it mainly to communicate and access information: 91.4% of those people exchanged instant messages (via WhatsApp, Messenger, etc.), 87.6% sent or received emails, 86.7% searched information about products or services and 81.3% read news.



The proportion of people who used the internet to make calls (including video calls) was the one that increased the most, from 70.5% in 2020 to 79.7% in 2021.

Listening to music remains the main reason for entertainment in internet use (69.0%).

Figure 18. Proportion of persons aged 16 to 74 years using the internet in the 3 months prior to the interview by internet activities, Portugal, 2020-2021

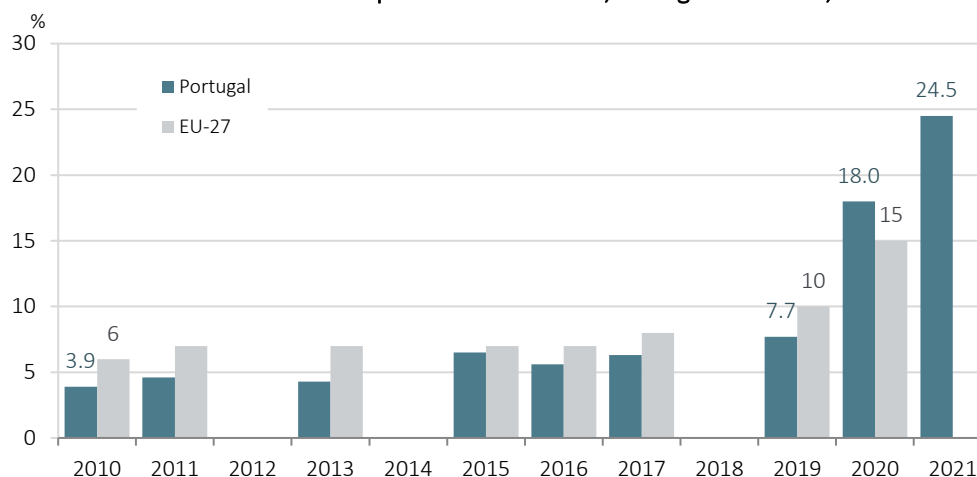


Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.



The learning-related activities show some stability in 2021, except for the proportion of those who use the internet to attend online courses, which increased by 6.5pp compared to the previous year (24.5% in 2021). The increase in this activity in 2020 (from 7.7% to 18.0%) exceeded the one registered for the EU-27 (15%) and the national proportion achieved in 2021 exceeds the one recorded in 2020 in the EU-27 by about 10 pp.

Figure 19. Proportion of persons aged between 16 and 74 years old using the internet for doing an online course in the 3 months prior to the interview, Portugal and EU-27, 2010-2021



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals;

EUROSTAT, Survey on ICT Usage in Households and by Individuals (data extracted on 12/11/2021)

Note: Eurostat publishes data without decimals; data not collected in 2012, 2014 and 2018; data for 2021 is not available for EU-27.

The proportion of persons working from home has decreased

The proportion of internet users working from home during the collection period decreased compared to the previous⁵ year⁶: 21.9% worked always or almost always at home in the month prior to the interview (in 2020 they were 33.1%), and 20.1% worked at home using information and communication technologies (ICT), namely with the use of a computer and/or smartphone (in 2020 there were 31.1%).

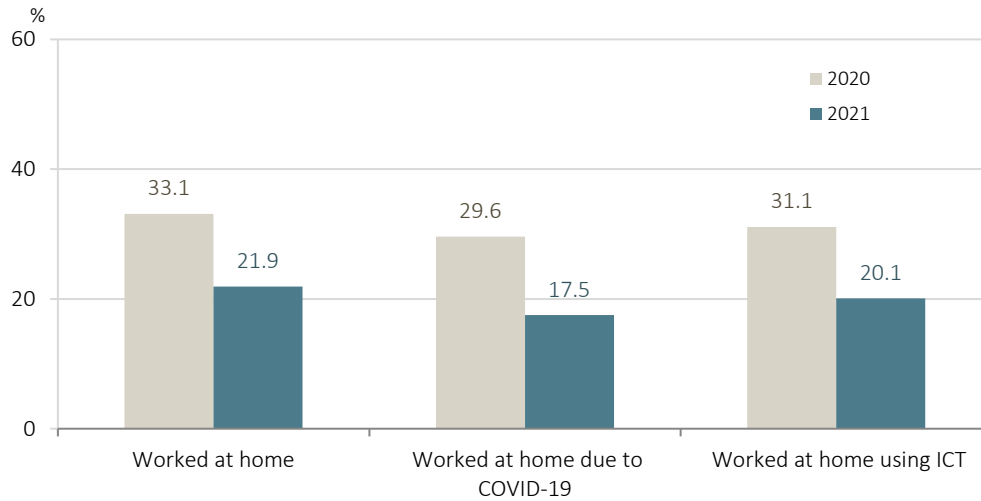
In 2021, the reference to the COVID-19 pandemic as a justification for working from home is made only by 17.5% of internet users employed, 12.1 pp less than in the previous year.

⁵ Includes users who worked at home always or most of the time, in the month before the interview. In 2021, the data collection of the survey took place between 9 June and 3 September 2021.

⁶ In 2020, the data collection of the survey took place between 29 April to 31 August.



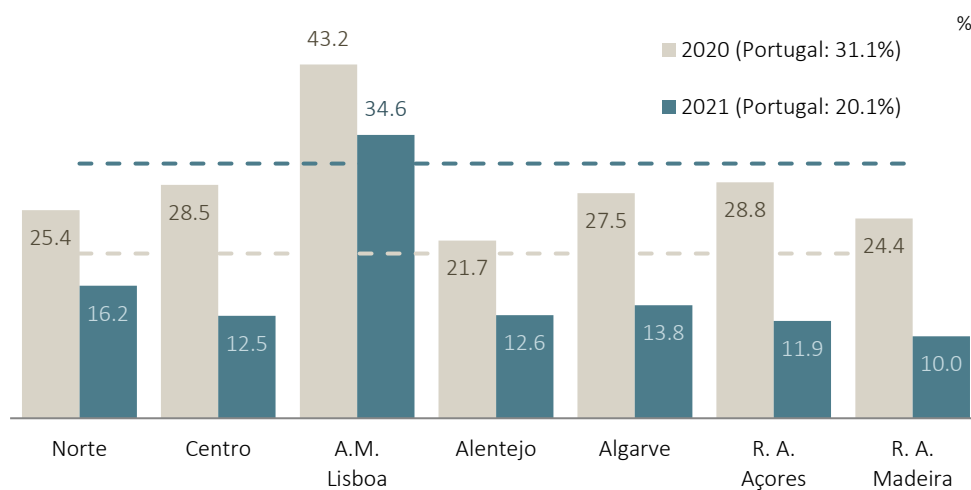
Figure 20. Proportion of employed internet users who worked at home in the month prior to the interview, Portugal, 2020-2021



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

The Área Metropolitana de Lisboa remains the region in which the proportion of people in teleworking is higher (34,6%), despite the decrease of 8.6 pp compared to 2020. In the remaining regions, the percentage of people in teleworking is lower in the autonomous regions (10.0% in Região Autónoma da Madeira and 11.9% in Região Autónoma da Açores). It was in Centro, Algarve and in the autonomous regions that the proportions of people in teleworking were further reduced.

Figure 21. Proportion of employed internet users who used ICT to work at home in the month prior to the interview, NUTS 2, 2020-2021

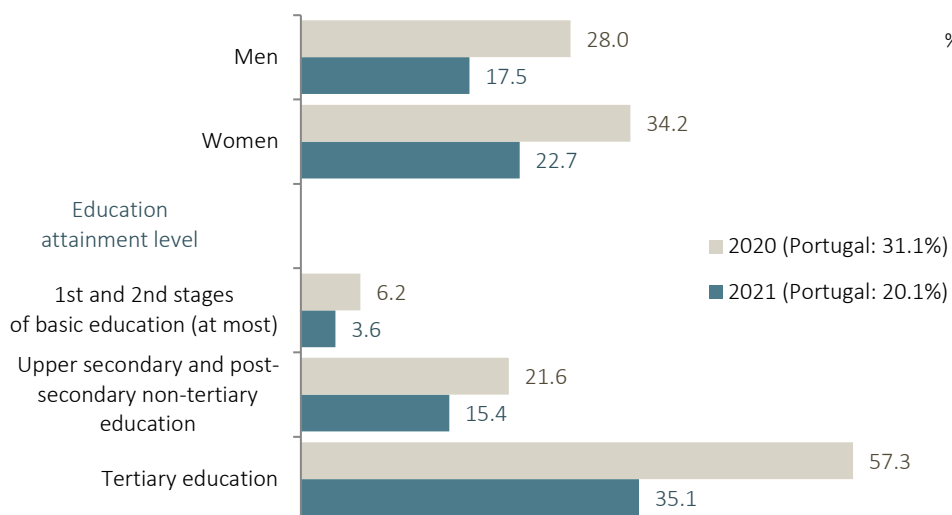


Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.



Despite the general decrease in work from home, the proportion of people in teleworking in 2021 remains significantly higher for those who have completed higher education (35.1%, which compared with 15.4% and 3.6% for those who have completed secondary and basic education, respectively). The proportion of women in teleworking (22.7%) remains higher than that of men (17.5%).

Figure 22. Proportion of employed internet users who used ICT to work at home in the month prior to the interview by sex and education attainment level, Portugal, 2020-2021



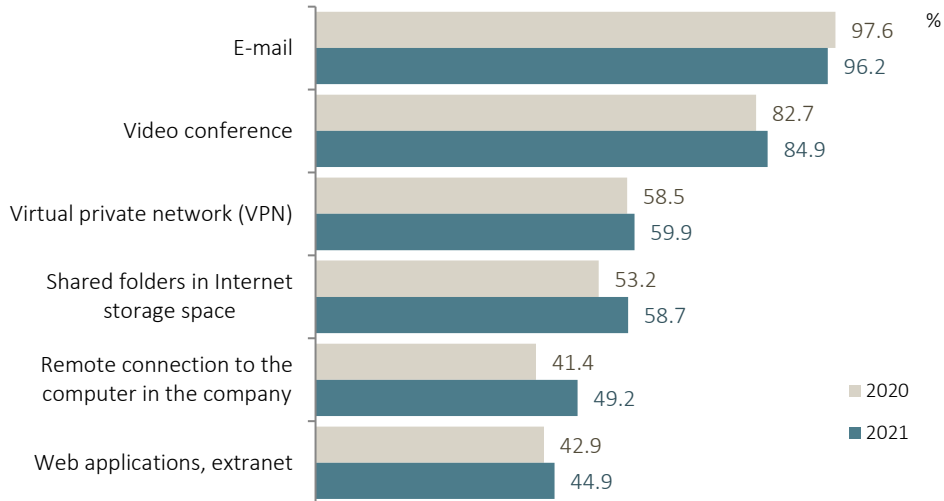
Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.

In 2021, the most widely used technologies in teleworking were, similarly to 2020, e-mail (96.2% of teleworking employees), videoconference (84.9%), virtual private network connection (VPN) (59.9%) and shared folders in internet storage space (58.7%). Less than 50% of employees in teleworking reported the use of a remote connection to the computer in the workplace (49.2%) and web applications or extranet (44.9%).



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Figure 23. Proportion of employed internet users who used ICT to work at home in the month prior to the interview by technology used, Portugal, 2020-2021



Source: Statistics Portugal, Survey on ICT Usage in Households and by Individuals.



METHODOLOGICAL 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 EU regulations and currently pursuant to implementing Regulation (EU) 2019/1700 of the European Parliament and Council of 10 October 2019).

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.

The sample was dimensioned and stratified by NUTS 2 in order to obtain representative estimates for mainland Portugal and for the autonomous regions of Açores and Madeira. Nevertheless, for other levels of disaggregation (not necessarily geographic), the representativeness is evaluated according to the specific sampling errors.

The estimates presented have been obtained from a sample of 6,185 households with at least one person aged 16 to 74 years old and the same number of persons in this age group.

Indicators related to e-commerce and internet usage generally refer to the 3 months prior to the interview. Indicators related to teleworking refer to the month prior to the interview, and the results on internet access refer to the time of the interview. Data collection for this survey took place between 9 June and 3 September 2021.

DEFINITIONS

BLOG – An internet diary using user-friendly publication systems.

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.

E-MAIL – System that allows the sending of messages by computers inserted in communication networks or by other type of communication equipment.

EQUIVALENT INCOME – The result of the division of the household's disposable income by its size in terms of "equivalent adults". Note: "Equivalent adults" is a unit resulting from the application of the OECD modified scale.

EXTRANET – An intranet partially open to selected external users outside an organization. A login name and password are needed for outside access to this part of the intranet.



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.).

MODIFIED OECD EQUIVALENCE SCALE – An equivalence scale that assigns a weight of 1.0 to the first household member aged 14 or over, 0.5 to each additional member aged 14 or more and 0.3 to each member aged less than 14 years old. The use of this scale accounts for differences in size and age composition among households.

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).

TELEWORK – Remote work using computer and telecommunications means in the production and/or transfer of work results.

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

VIDEOCONFERENCE – Set of telecommunications facilities that allow bidirectional communication through electronic devices, sharing their acoustic and visual spaces through the transmission of audio signals, control and textual documents plus video signals transmitted in real time.

VIRTUAL PRIVATE NETWORK – Network used by a company or private group to make connections between sites, for voice or data communications, as if they were dedicated lines between such sites. The equipment used is located on the premises of the public telecommunications operator and forms an integral part of the public network, but has the software arranged in partitions to allow a genuine private network.

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).