

Citizens and the ICTs

Year 2014

Every year the survey on “Aspects of daily life” provides data on households’ behaviour and relevant aspects of their daily life.

The information presented today is taken from the survey carried out in March 2014 and concerns: access to information and communication technologies, use of personal computers, use of the Internet, use of mobile devices for connection to the Internet, use of the Internet to interact with public authorities, e-commerce.

The sample included over 19,000 households, for an overall amount of about 46,000 individuals. For further information see the methodological appendix, available on Istat website (Italian only).

In 2014, the percentage of households owning an access to the Internet at home (from 60.7% to 64%) and broadband access (from 59.7% to 62.7%) increases as compared to 2013.

Households with children under 18 are the most ICTs-oriented: 87.1% of them own a Pc, and 89% have Internet access at home. On the other hand, households composed only by individuals aged 65 and over maintain a low level of technological goods: only 17.8% own a Pc and 16.3% have Internet access at home.

Strong differences still persist at the territorial level in Italy in 2014. For example, in the Centre-north area 66% of households own a Pc, 66.6% have Internet access at home and 65.4% have a broadband access while in the South and Islands area of the Country the percentages are respectively 57.3%, 58.3% and 56.4%. The technological gap between the Centre-north and South and Islands areas of Italy is confirmed by the percentage of households owning a mobile phone enabled to Internet connection: 58.2% in the North-east, approximately 48% in the South and Islands.

In 2014, over half of the population aged 3 and over use a Pc (54.7%) and over half of the population aged 6 and over surf the web (57.3%). There is a significant increase in the daily use of internet (+3.3 percentage points).

Gender and generation gaps are persisting. The percentage of men using a pc is 59.3%, women’s percentage is 50.2%. 62.3% of men surf the Internet, whereas 52.7% of women does it. Young people aged 15-24 confirm themselves as the best users of personal computer and Internet: their percentages respectively overtake 83% and 89%.

In general, Italian people easily perform basic computer operations: 82.7% of pc users is able to move a file or a folder. 95.6% of Italian Internet users knows how to use a search engine. Only the digital natives, young people aged 15-24 and grown up with the Internet and the social networks, have computer skills significantly higher than the national average.

Internet evolution permitted a considerable growth of the means for human information and communication. In 2014, the percentage of people who used the web to interact with others through social networks grew

by 3.8 percentage points. The percentage of people who made web calls increased by 2.8 percentage points. 20.5% of Internet users aged 6 and over used the web to express their own opinion about social and political issues and 10.4% to participate in consultations or voting.

The module on ICT usage in households and by individuals also measures the use of e-government services by individuals and provides information on the perceived quality of public authorities' websites and satisfaction with e-government services. They cover contacts or interactions with websites concerning citizens' obligations, rights, official documents, public educational services and public health services. In 2014, there is a slight increase of Internet users who obtained information from websites (from 28.5% to 51.7%). 66.3% is satisfied with the possibility to find information and more than 7 in ten were satisfied with the pertinence of the information available.

The reasons for using *e-government* websites are: income tax declaration (26.3%), enrolment in higher education or university (21.4 %) and searching public libraries (16,9 %).

E-commerce is also increasing: in 2014, 34.1% of the individuals aged 14 and over, who used the web during the last 12 months, have bought or ordered goods or services for private use over the Internet, especially holiday accommodation, other travel arrangements, and clothes and sports goods.

In 2014 the module on ICT usage in households and by individuals investigated a new area of lct use: '*Cloud computing*'. Cloud services are a relatively new phenomenon compared with web applications for social networking, listening to music or watching films. In 2014, 28.3% of people surfing the Internet in the last 3 months used storage space on the web to save or share file. The type of files used in web storage applications are photos (73.9%), documents created with word processing and other software (47.4%) and music files in Mp3 or other format (37.3%) .

The main reason for use storage space are: protection against data loss (51.8%), possibility to share files with other persons easily (47.7%) and possibility to use files from several devices or locations (32.4%).

TABLE 1. HOUSEHOLDS BY TECHNOLOGICAL GOODS/SERVICES OWNED AND GEOGRAPHICAL AREAS YEARS 2013 AND 2014, (per 100 households)

	Satellite dish	DVD/Blu Ray reader	MP3/MP4 reader	Mobile phone	Enabled mobile phoneo	Game player	PC	Internet access	Broadband access	Digital camera	E-book reader
NORTH-WEST											
2013	33.3	56.5	31.9	94.0	45.0	22.7	64.0	61.8	60.8	56.1	6.4
2014	33.5	53.1	29.7	94.7	56.0	21.3	66.6	66.3	65.0	54.0	8.4
NORTH-EAST											
2013	36.8	59.7	33.0	93.7	51.7	20.6	66.8	65.4	64.6	58.5	5.7
2014	32.6	54.1	30.4	94.5	58.2	19.9	66.5	67.9	66.3	55.6	6.9
CENTRE											
2013	33.6	54.7	32.1	94.1	47.2	21.7	66.0	63.4	62.5	53.9	5.8
2014	34.4	51.5	27.8	94.8	57.3	19.9	64.5	65.8	64.9	53.0	7.8
SOUTH											
2013	30.9	47.6	26.2	90.2	35.6	17.0	57.6	55.1	53.8	47.1	4.5
2014	28.8	42.2	24.1	90.7	47.1	16.8	57.3	58.3	56.4	43.4	4.3
ISLANDS											
2013	31.3	47.1	26.6	93.5	37.1	16.4	56.3	54.7	54.1	48.8	3.2
2014	30.4	42.2	22.9	92.8	49.1	16.8	57.9	59.2	58.1	44.6	5.0
ITALY											
2013	33.3	53.8	30.4	93.1	43.9	20.2	62.8	60.7	59.7	53.4	5.4
2014	32.2	49.5	27.5	93.6	54.0	19.3	63.2	64.0	62.7	50.8	6.8

TABLE 2. INDIVIDUALS AGED 3 AND OVER WHO USED A COMPUTER (a) AND INDIVIDUALS AGED 6 AND OVER WHO USED THE INTERNET (a) BY SEX, AGE CLASS, GEOGRAPHICAL AREA, EMPLOYMENT STATUS AND POSITION - YEARS 2006-2014 (per 100 individuals with the same characteristics)

	Use of personal computer (b)								Use of Internet (c)							
	2007	2008	2009	2010	2011	2012	2013	2014	2007	2008	2009	2010	2011	2012	2013	2014
SEX																
Males	47.2	50.4	52.8	56.5	57.2	57.9	59.7	59.3	42.3	45.8	49.8	54.6	56.6	58.3	60.2	62.3
Female	36.6	39.7	42.5	45.8	47.4	47.1	49.3	50.2	31.7	35.0	39.4	43.6	46.7	47.0	49.7	52.7
Total	41.7	44.9	47.5	51.0	52.2	52.3	54.3	54.7	36.9	40.2	44.4	48.9	51.5	52.5	54.8	57.3
AGE CLASS																
3-5	13.8	15.6	16.9	18.0	17.7	17.4	23.3	22.0	-	-	-	-	-	-	-	-
6-10	52.4	57.4	56.9	59.1	56.7	53.1	56.2	52.8	18.0	22.2	30.5	36.7	38.2	40.7	44.9	44.4
11-14	74.3	77.6	81.4	83.6	81.9	80.6	82.5	80.2	55.8	59.3	69.6	75.7	78.0	76.3	80.7	80.8
15-17	77.8	81.9	86.0	89.3	88.9	87.9	89.3	85.8	70.1	76.7	82.1	87.2	89.1	88.3	89.6	90.9
18-19	77.4	80.0	86.0	89.8	88.2	86.6	88.1	89.1	74.8	77.2	83.7	90.4	88.7	88.6	89.9	93.8
20-24	71.9	73.8	79.0	82.8	85.0	84.0	84.8	83.7	68.4	71.0	77.6	82.1	85.5	85.6	85.4	89.1
25-34	61.5	65.5	69.6	74.3	77.1	78.5	78.7	77.8	58.7	62.6	67.9	73.3	77.0	78.9	80.1	83.5
35-44	54.1	58.6	62.0	66.6	70.0	69.3	72.8	73.1	48.5	53.8	58.2	64.6	69.4	68.9	73.4	76.1
45-54	44.2	48.7	51.6	55.9	57.1	59.0	61.0	64.0	39.2	44.0	48.6	53.0	56.0	58.6	61.2	65.6
55-59	29.9	33.6	36.0	44.1	43.8	45.1	50.1	50.9	26.3	29.7	33.1	41.0	42.2	45.2	48.7	52.5
60-64	17.5	20.5	25.0	28.3	29.7	31.3	36.9	40.8	14.9	18.0	22.8	25.2	28.6	30.9	36.4	41.6
65-74	6.9	9.1	9.9	13.7	14.9	17.2	19.5	21.2	5.5	7.2	8.5	12.1	13.8	16.3	18.9	21.1
75 and over	2.1	1.9	2.4	2.7	3.3	3.8	3.9	4.7	1.5	1.3	1.5	2.0	2.7	3.3	3.5	4.3
Total	41.7	44.9	47.5	51.0	52.2	52.3	54.3	54.7	36.9	40.2	44.4	48.9	51.5	52.5	54.8	57.3
GEOGRAPHICAL AREA																
North-west	46.9	49.4	51.8	55.6	56.9	57.0	57.5	58.7	41.9	44.7	48.3	53.6	56.5	57.1	58.0	61.4
North-east	45.7	49.6	51.1	54.1	57.0	57.1	59.5	57.7	41.2	45.4	48.2	51.3	55.9	57.6	60.1	61.3
Center	43.1	46.9	48.8	53.1	54.4	54.3	57.1	57.8	38.7	42.9	46.8	51.3	54.2	55.0	57.6	59.9
South	34.3	37.3	40.7	43.5	44.4	43.2	46.5	46.6	29.6	32.1	37.3	41.9	43.6	43.3	46.7	49.3
Islands	36.5	38.5	43.2	47.0	45.3	48.3	49.5	50.8	29.8	33.5	39.5	44.5	44.0	47.5	49.9	52.9
Italy	41.7	44.9	47.5	51.0	52.2	52.3	54.3	54.7	36.9	40.2	44.4	48.9	51.5	52.5	54.8	57.3
EMPLOYMENT STATUS AND POSITION (d)																
Employed	58.6	63.4	66.7	71.1	72.3	73.2	75.2	76.0	54.1	59.0	63.6	68.7	71.7	73.0	75.7	78.9
Executives, Business people, self-employed professionals	74.9	80.5	81.3	85.9	85.5	85.8	86.7	88.0	72.1	77.5	79.1	85.0	84.8	86.2	87.1	88.6
Managerial and administrative staff	79.6	84.3	85.4	87.3	89.3	89.4	90.0	90.6	74.9	80.4	82.9	85.1	88.3	89.0	89.9	91.4
Manual workers, apprentices	35.2	39.9	45.1	51.4	53.9	56.4	57.5	60.2	30.0	34.7	40.9	48.4	53.4	56.3	58.9	66.1
Self-employed and assistant	43.4	48.7	53.8	59.2	60.6	61.8	66.5	65.3	39.4	43.7	50.5	56.8	60.4	61.7	66.9	68.8
Job- seekers (not first time)	40.6	43.7	50.1	56.1	59.5	55.6	59.6	60.2	36.3	40.0	47.5	54.8	58.8	56.3	61.0	64.8
First-time job seekers	51.5	45.3	57.6	61.7	68.6	65.8	68.7	70.4	47.4	41.7	55.3	59.7	68.9	66.5	68.0	75.3
Housewives	10.9	13.3	16.3	18.4	20.6	19.4	21.7	22.9	8.0	10.8	14.3	17.1	19.5	19.3	21.6	24.2
Students	85.0	88.0	90.2	92.1	92.1	92.2	91.6	89.8	80.6	85.0	88.3	91.8	92.3	93.2	92.1	93.2
Retired	9.7	11.2	12.4	15.4	15.6	17.0	19.2	19.2	7.8	9.3	10.6	13.3	14.7	16.3	18.3	19.2
Other status	12.5	14.5	16.2	23.8	24.0	24.9	24.8	25.1	10.9	12.2	16.2	22.6	23.2	24.3	24.9	25.6
Total	40.6	43.7	46.5	50.3	51.8	52.2	54.1	54.7	37.0	40.3	44.1	48.4	51.1	52.1	54.3	57.0

(a) Within the last 12 months.

(b) Per 100 individuals aged 3 and over with the same characteristics.

(c) Per 100 individuals aged 6 and over with the same characteristics.

(d) Per 100 individuals aged 15 and over with the same characteristics.

For more details please refer to the Italian version

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