

Citizens and the ICTs

Year 2012

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 2012 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, representing a total of 46,000 individuals. For further information see the methodological appendix, available on the Istat website.

In 2012, the percentage of households owning a personal computer (59.3%) and access to the Internet at home (55.5%) remains stable as compared to 2011, while broadband connection increases (from 45.8% to 48.6%).

Households with children (under 18) are the most ICTs-oriented: 83.9% own a PC, 79% have an Internet access at home and 70.8% have broadband access. On the other hand, households composed only by individuals of 65 and over maintain a low level of technological goods: only 13.9% own a PC and 11.8% have Internet access at home.

Strong inequalities at the territorial level persist in Italy in 2012. For example, in the Centre-north area 58.1% of households own Internet access at home and 51.4% have broadband access, while in the South area of Italy the percentages are, respectively 49.6% and 41.2%.

Comparing the availability of a PC, the Internet or broadband access, households with an executive, business person, self-employed professional as householder score about 17 percentage points more than those where the householder is a blue-collar worker.

The main reason for not having access to the Internet at home is the lack of the necessary skills (43.3%). 26.5% of households think the Internet is not useful and not interesting; 15.8% do not access the Internet from home because of its excessive costs (equipments, cost of connecting to the Internet), 13% do not access the Internet from home because they access it elsewhere.

In 2012, 52.3% of the population aged 3 and over uses a PC and 52.5% of the population aged 6 and over surfs the web. The Internet users’ percentage has grown as compared to 2011 (from 51.5% to 52.5%), but to a small extent. The greatest PC and Internet users are young people aged between 11 and 34 (respectively, over 78% and over 76%), while the users’ share decreases under 50% between people aged 54 and over.

Gender gaps have gradually been reduced. In 2005 women using the Internet were little more than a quarter (26.9%), but in 2012 they are almost half of the total (47%), while the men’s share has risen from 37.1% to 58.3%.

Gender gaps are neglectable up to 34 years.

In the last year, social gaps on ICTs slightly decreased. PC and the Internet users' percentages among manual workers and apprentices show slightly higher increases than those of executives, business people, self-employed professionals, and managerial employers.

During the last three months, the Internet users have surfed the web mostly to send or to receive e-mails (81.3%), to search information about goods and services (67.7%) and to post messages to chat sites, social networking sites, blogs, newsgroups or online discussion forums and instant messaging (51.2%).

Nowadays the web is a place for discussion and participation. In 2012 the share of individuals who claim to have used the Internet in the last 3 months to read or to post opinions on civic or political issues or to take part in online consultations or to vote to define civic or political issues has increased compared to 2011 (respectively +9 and +2.1 percentage points).

The web also confirms itself as an instrument of cultural consumption and participation: the Internet is used to read or to download online news, newspapers and news magazines (50.5%), to listen to web radios (27.2%), to watch web television (25.7%); to watch streaming videos or films (respectively 31.3% and 22%). Young people are the most active users of this specific context of the web.

E-commerce is on the rise: in 2012, 28.2% of the individuals aged 14 and over who have used the web during the last 12 months have bought or ordered goods or services for private use over the Internet, especially for holiday accommodation and other travel goods and services.

The percentage of those who have used online interactive services provided by public authorities in the last 12 months, for example to fill and send forms, remains stable, while the share of those who have interacted with public authorities over the Internet to obtain information decreases.

28.6% of individuals aged 14 and over who have surfed the web in the last 3 months have accessed the Internet using a portable computer and/or other handheld devices (e.g. mobile phone, smart phone, PDA, MP3 player, e-book reader, handheld games console) away from home or work.

More than half of the Internet users who have accessed the Internet via a mobile phone, smart phone or other handheld devices, excluding laptops or tablets, away from home or work, have chosen these devices to send or to receive e-mails (66.5%), to participate in social networks (54.4%), to use the Internet location applications (e.g. GPS) (54.2%).

FIGURE 1. Households by technological goods/services they own. Year 2011 and 2012 (per 100 households)

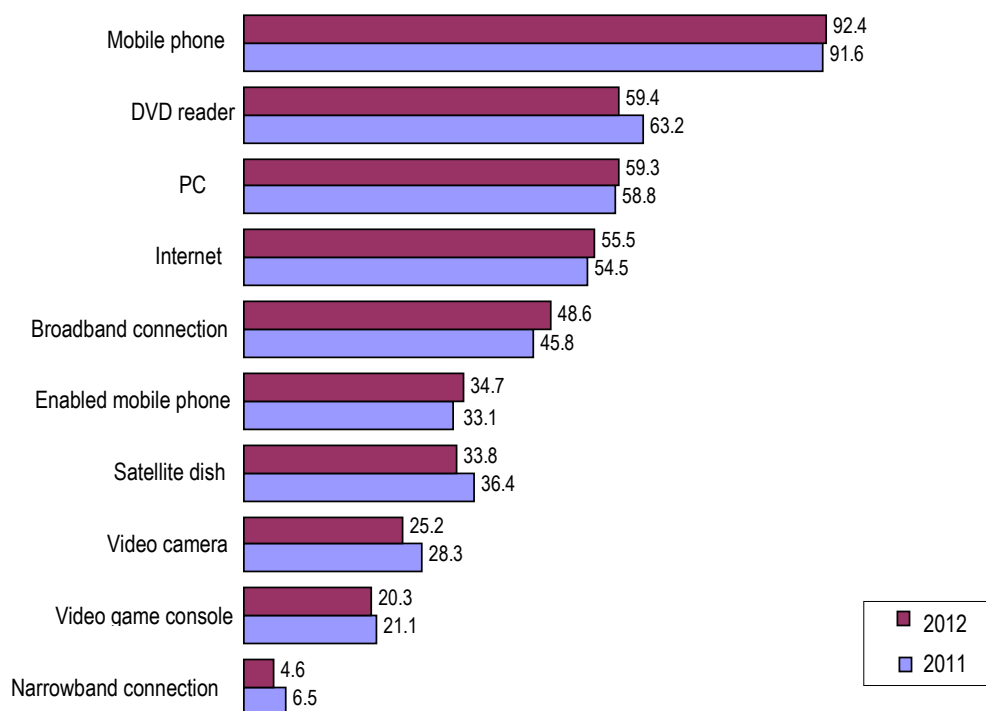


TABLE 1. HOUSEHOLDS BY TECHNOLOGICAL GOODS/SERVICES THEY OWN AND GEOGRAPHICAL AREAS. YEARS 2011 AND 2012, (per 100 households)

GEOGRAPHICAL MACRO-AREAS	Satellite dish	DVD reader	Mobile phone	Enabled mobile phone	Video game console	PC	Internet	Narrowband connection	Broadband connection	Video camera
NORTH-WEST										
2011	36.8	65.0	93.1	37.2	22.9	61.0	57.0	6.0	48.7	25.8
2012	33.5	59.4	93.3	37.7	23.0	61.8	57.8	4.6	50.8	23.7
NORTH-EAST										
2011	37.7	66.0	92.9	37.7	22.2	61.1	56.8	5.9	49.3	26.1
2012	35.3	63.7	92.5	40.3	21.0	62.1	58.4	3.7	53.0	23.5
CENTRE										
2011	39.7	65.7	93.2	35.8	21.9	61.9	58.1	6.5	49.4	32.1
2012	34.2	61.0	94.5	37.6	21.1	61.3	58.3	5.0	50.9	27.2
SOUTH										
2011	32.7	58.7	87.8	23.5	18.4	53.0	48.6	8.5	37.5	30.8
2012	32.2	55.3	89.4	25.6	16.9	53.5	49.6	5.3	41.2	26.6
ISLANDS										
2011	34.3	57.7	90.0	27.9	17.9	54.2	49.0	5.4	40.8	27.2
2012	34.3	56.6	92.0	28.5	16.9	55.6	50.8	3.9	45.1	25.8
ITALY										
2011	36.4	63.2	91.6	33.1	21.1	58.8	54.5	6.5	45.8	28.3
2012	33.8	59.4	92.4	34.7	20.3	59.3	55.5	4.6	48.6	25.2

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 MACRO-AREA, EMPLOYMENT STATUS AND POSITION.

YEARS 2005-2012 (per 100 individuals with the same characteristics)

SEX, AGE CLASS, GEOGRAPHICAL MACRO-AREA, EMPLOYMENT STATUS AND POSITION	Use of personal computer (b)								Use of Internet (c)							
	2005	2006	2007	2008	2009	2010	2011	2012	2005	2006	2007	2008	2009	2010	2011	2012
SEX																
Males	45.3	46.9	47.2	50.4	52.8	56.5	57.2	57.9	37.1	39.5	42.3	45.8	49.8	54.6	56.6	58.3
Females	34.7	36.1	36.6	39.7	42.5	45.8	47.4	47.1	26.9	29.0	31.7	35.0	39.4	43.6	46.7	47.0
Total	39.9	41.4	41.7	44.9	47.5	51.0	52.2	52.3	31.8	34.1	36.9	40.2	44.4	48.9	51.5	52.5
AGE CLASS																
3-5	16.9	13.9	13.8	15.6	16.9	18.0	17.7	17.4	-	-	-	-	-	-	-	-
6-10	53.2	54.0	52.4	57.4	56.9	59.1	56.7	53.1	13.0	15.4	18.0	22.2	30.5	36.7	38.2	40.7
11-14	73.8	74.3	74.3	77.6	81.4	83.6	81.9	80.6	44.2	48.1	55.8	59.3	69.6	75.7	78.0	76.3
15-17	80.2	79.7	77.8	81.9	86.0	89.3	88.9	87.9	63.5	67.2	70.1	76.7	82.1	87.2	89.1	88.3
18-19	75.9	77.4	77.4	80.0	86.0	89.8	88.2	86.6	67.4	68.6	74.8	77.2	83.7	90.4	88.7	88.6
20-24	69.1	72.4	71.9	73.8	79.0	82.8	85.0	84.0	63.1	66.2	68.4	71.0	77.6	82.1	85.5	85.6
25-34	57.1	60.4	61.5	65.5	69.6	74.3	77.1	78.5	50.7	54.4	58.7	62.6	67.9	73.3	77.0	78.9
35-44	52.0	53.8	54.1	58.6	62.0	66.6	70.0	69.3	43.1	45.7	48.5	53.8	58.2	64.6	69.4	68.9
45-54	40.5	43.6	44.2	48.7	51.6	55.9	57.1	59.0	32.4	36.4	39.2	44.0	48.6	53.0	56.0	58.6
55-59	25.0	26.7	29.9	33.6	36.0	44.1	43.8	45.1	19.4	21.5	26.3	29.7	33.1	41.0	42.2	45.2
60-64	13.8	16.4	17.5	20.5	25.0	28.3	29.7	31.3	10.8	12.3	14.9	18.0	22.8	25.2	28.6	30.9
65-74	5.5	7.0	6.9	9.1	9.9	13.7	14.9	17.2	3.9	4.8	5.5	7.2	8.5	12.1	13.8	16.3
75 e più	1.5	1.4	2.1	1.9	2.4	2.7	3.3	3.8	1.0	0.9	1.5	1.3	1.5	2.0	2.7	3.3
Total	39.9	41.4	41.7	44.9	47.5	51.0	52.2	52.3	31.8	34.1	36.9	40.2	44.4	48.9	51.5	52.5
GEOGRAPHICAL AREA																
North-west	43.7	46.4	46.9	49.4	51.8	55.6	56.9	57.0	35.8	39.0	41.9	44.7	48.3	53.6	56.5	57.1
North-east	44.1	44.8	45.7	49.6	51.1	54.1	57.0	57.1	35.6	38.1	41.2	45.4	48.2	51.3	55.9	57.6
Centre	42.4	43.2	43.1	46.9	48.8	53.1	54.4	54.3	35.9	37.0	38.7	42.9	46.8	51.3	54.2	55.0
South	33.7	34.4	34.3	37.3	40.7	43.5	44.4	43.2	24.8	26.2	29.6	32.1	37.3	41.9	43.6	43.3
Islands	32.8	35.6	36.5	38.5	43.2	47.0	45.3	48.3	24.5	27.7	29.8	33.5	39.5	44.5	44.0	47.5
Italy	39.9	41.4	41.7	44.9	47.5	51.0	52.2	52.3	31.8	34.1	36.9	40.2	44.4	48.9	51.5	52.5
EMPLOYMENT STATUS AND POSITION (d)																
Employed	56.4	58.7	58.6	63.4	66.7	71.1	72.3	73.2	48.0	51.0	54.1	59.0	63.6	68.7	71.7	73.0
Executives. Business people. self-employed professionals	72.2	76.0	74.9	80.5	81.3	85.9	85.5	85.8	66.9	69.8	72.1	77.5	79.1	85.0	84.8	86.2
Managerial and administrative staff	78.3	78.7	79.6	84.3	85.4	87.3	89.3	89.4	68.6	71.0	74.9	80.4	82.9	85.1	88.3	89.0
Manual workers. apprentices	31.4	35.4	35.2	39.9	45.1	51.4	53.9	56.4	22.8	27.3	30.0	34.7	40.9	48.4	53.4	56.3
Self-employed and assistants	39.1	43.0	43.4	48.7	53.8	59.2	60.6	61.8	32.4	35.3	39.4	43.7	50.5	56.8	60.4	61.7
Job- seekers (not first time)	33.5	36.8	40.6	43.7	50.1	56.1	59.5	55.6	27.0	31.1	36.3	40.0	47.5	54.8	58.8	56.3
First-time job seekers	43.5	48.2	51.5	45.3	57.6	61.7	68.6	65.8	35.8	39.9	47.4	41.7	55.3	59.7	68.9	66.5
Housewives	8.8	10.7	10.9	13.3	16.3	18.4	20.6	19.4	5.7	7.5	8.0	10.8	14.3	17.1	19.5	19.3
Students	86.5	87.3	85.0	88.0	90.2	92.1	92.1	92.2	76.5	79.9	80.6	85.0	88.3	91.8	92.3	93.2
Retired	8.0	9.3	9.7	11.2	12.4	15.4	15.6	17.0	5.9	6.5	7.8	9.3	10.6	13.3	14.7	16.3
Other status	12.9	12.7	12.5	14.5	16.2	23.8	24.0	24.9	10.4	9.9	10.9	12.2	16.2	22.6	23.2	24.3
Total	38.3	40.1	40.6	43.7	46.5	50.3	51.8	52.2	32.3	34.4	37.0	40.3	44.1	48.4	51.1	52.1

(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 detailed information please refer to the Italian version.

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