

YEAR 2013

CITIZENS AND the ICTs

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

The information presented today is taken from the survey carried out in March 2013 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 about 46,000 individuals. For further information see the methodological appendix, available on the Istat website.

In 2013, the percentage of households owning a personal computer (62.8%) and access to the Internet at home (60.7%) increases as compared to 2012.

Households with children under 18 are the most ICTs-oriented: 87.8% own a PC, and 85.7% have the Internet access at home. On the other hand, households composed only by individuals of 65 and over maintain a low level of technological goods: only 14.8% own a PC and 12.7% have the Internet access at home.

Strong inequalities at the territorial level persist in Italy in 2013. For example, in the Centre-north 65.4% of households own a PC and 63.3% own the Internet access at home, while in the South- island of Italy the percentages are respectively 57.2% and 55%. The technological gap between Centre-north and South of Italy is confirmed by the percentage of households owning a enabled to Internet mobile phone: 47.6% in the Centre-north, 36.1% in the South- island.

In 2013, over half of the population aged 3 and over (54.3%) uses a PC and over half of the population aged 6 and over surfs the web (54.8%). Children face the PC experience earlier and earlier: the greatest increases of percentages have to be referred to little children aged 3-5 (from 17.4% in 2012 to 23.3% in 2013). There’s a significant increase of Internet use within adult people aged 35-44 (73.4% in 2013, 68.9% in 2012) and also between adults aged 60-64 (from 30.9% in 2012 to 36.4% in 2013)

Gender and generation gaps are persisting. The percentage of men using a PC is 59.7%, women’s percentage is 49.3%. 60.2% of men surfs the Internet, whereas 49.7% of women does it. Young people aged 15-19 confirm themselves as the best users of personal computer and Internet: their percentages respectively overtake the 88% and the 89%.

In general, Italian people carry easily out the computer basic operations: 83.8% of PC users is able to move a file or a folder. 96.2% 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 which are significantly higher than the national average.

Internet evolution permitted a considerable growth of the means for human information and communication. In 2013, the percentage of people who used the web for interacting with others through

social networks and for consulting a wiki increased by 5 percentage points. The percentage of people who made web calls increased by 3 percentage points. Moreover, 20.9% of Internet users aged 6 and over used the web to express their own opinion about social and political issues, and 10% to participate in consultations or voting.

In 2013 there was a sharp increase in the use of the Internet to search for information on health (from 45,1% in 2011 to 49,6%). Women are more interested than men in searching information on health: they are 54.8%, male are 45%. The web is confirmed as a means of cultural diffusion: it's used to read newspapers, news, magazines (63% in 2013, 50.5% in 2012), to read or download books or e-books (17.3%) or to take out subscriptions (3.9%).

There is a slight increase of Internet users who send or download modules using the web services of the Public Administration, whereas the percentage of Internet users who search for informations on the Public Administration's websites remains stable..

One third of Internet users has related online with the Public Administration in 2013. The main reasons were the payment of tax (26.8%), enrolment in higher education or university (20.7%), access to public libraries (18%). 67.2% of Internet users is satisfied with the ease of finding informations, and a even greater percentage (71.7%) is satisfied with the usefulness of the information available on Public Administration web services.

E-commerce is also increasing: in 2013, 31.5% 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. The areas in which there has been a major growth compared to 2012 are the insurance and financial services (+7.6), and the order or purchase of books, newspapers, magazines, e-books (+5.3).

For more detailed information please refer to the Italian version.

FIGURE 1. Households by technological goods/services they own. Year 2012 and 2013 (per 100 households)

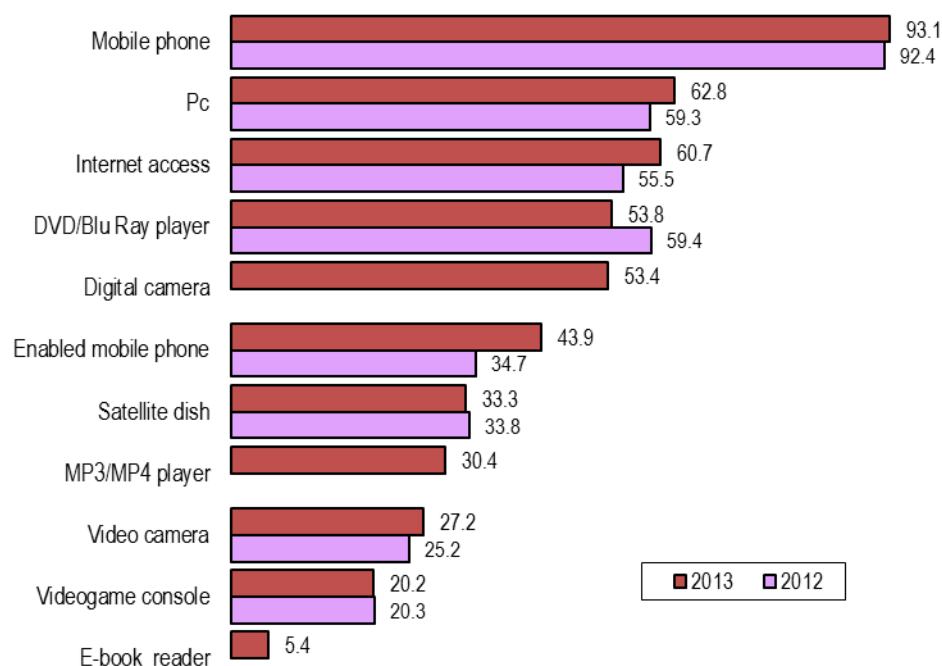


TABLE 1. HOUSEHOLDS BY TECHNOLOGICAL GOODS/SERVICES THEY OWN AND GEOGRAPHICAL MACRO-AREAS YEARS 2012 AND 2013, (per 100 households)

GEOGRAPHICAL MACRO-AREAS	Satellite dish	DVD/Blu ray reader	MP3/MP4 reader	Mobile phone	Enabled mobile phone	Game player	Pc	Internet access	Video camera	Digital camera	E-book reader
NORTH-WEST											
2012	33.5	59.4	-	93.3	37.7	23.0	61.8	57.8	23.7
2013	33.3	56.5	31.9	94.0	45.0	22.7	64.0	61.8	25.2	56.1	6.4
NORTH-EAST											
2012	35.3	63.7	-	92.5	40.3	21.0	62.1	58.4	23.5
2013	36.8	59.7	33.0	93.7	51.7	20.6	66.8	65.4	25.7	58.5	5.7
CENTER											
2012	34.2	61.0	-	94.5	37.6	21.1	61.3	58.3	27.2
2013	33.6	54.7	32.1	94.1	47.2	21.7	66.0	63.4	30.7	53.9	5.8
SOUTH											
2012	32.2	55.3	-	89.4	25.6	16.9	53.5	49.6	26.6
2013	30.9	47.6	26.2	90.2	35.6	17.0	57.6	55.1	28.4	47.1	4.5
ISLANDS											
2012	34.3	56.6	-	92.0	28.5	16.9	55.6	50.8	25.8
2013	31.3	47.1	26.6	93.5	37.1	16.4	56.3	54.7	26.2	48.8	3.2
ITALY											
2012	33.8	59.4	-	92.4	34.7	20.3	59.3	55.5	25.2
2013	33.3	53.8	30.4	93.1	43.9	20.2	62.8	60.7	27.2	53.4	5.4

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 2006-2013 (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)							
	2006	2007	2008	2009	2010	2011	2012	2013	2006	2007	2008	2009	2010	2011	2012	2013
SEX																
Males	46.9	47.2	50.4	52.8	56.5	57.2	57.9	59.7	39.5	42.3	45.8	49.8	54.6	56.6	58.3	60.2
Female	36.1	36.6	39.7	42.5	45.8	47.4	47.1	49.3	29.0	31.7	35.0	39.4	43.6	46.7	47.0	49.7
Total	41.4	41.7	44.9	47.5	51.0	52.2	52.3	54.3	34.1	36.9	40.2	44.4	48.9	51.5	52.5	54.8
AGE CLASS																
3-5	13.9	13.8	15.6	16.9	18.0	17.7	17.4	23.3
6-10	54.0	52.4	57.4	56.9	59.1	56.7	53.1	56.2	15.4	18.0	22.2	30.5	36.7	38.2	40.7	44.9
11-14	74.3	74.3	77.6	81.4	83.6	81.9	80.6	82.5	48.1	55.8	59.3	69.6	75.7	78.0	76.3	80.7
15-17	79.7	77.8	81.9	86.0	89.3	88.9	87.9	89.3	67.2	70.1	76.7	82.1	87.2	89.1	88.3	89.6
18-19	77.4	77.4	80.0	86.0	89.8	88.2	86.6	88.1	68.6	74.8	77.2	83.7	90.4	88.7	88.6	89.9
20-24	72.4	71.9	73.8	79.0	82.8	85.0	84.0	84.8	66.2	68.4	71.0	77.6	82.1	85.5	85.6	85.4
25-34	60.4	61.5	65.5	69.6	74.3	77.1	78.5	78.7	54.4	58.7	62.6	67.9	73.3	77.0	78.9	80.1
35-44	53.8	54.1	58.6	62.0	66.6	70.0	69.3	72.8	45.7	48.5	53.8	58.2	64.6	69.4	68.9	73.4
45-54	43.6	44.2	48.7	51.6	55.9	57.1	59.0	61.0	36.4	39.2	44.0	48.6	53.0	56.0	58.6	61.2
55-59	26.7	29.9	33.6	36.0	44.1	43.8	45.1	50.1	21.5	26.3	29.7	33.1	41.0	42.2	45.2	48.7
60-64	16.4	17.5	20.5	25.0	28.3	29.7	31.3	36.9	12.3	14.9	18.0	22.8	25.2	28.6	30.9	36.4
65-74	7.0	6.9	9.1	9.9	13.7	14.9	17.2	19.5	4.8	5.5	7.2	8.5	12.1	13.8	16.3	18.9
75 e più	1.4	2.1	1.9	2.4	2.7	3.3	3.8	3.9	0.9	1.5	1.3	1.5	2.0	2.7	3.3	3.5
Total	41.4	41.7	44.9	47.5	51.0	52.2	52.3	54.3	34.1	36.9	40.2	44.4	48.9	51.5	52.5	54.8
GEOGRAPHICAL MACRO-AREA																
North-west	46.4	46.9	49.4	51.8	55.6	56.9	57.0	57.5	39.0	41.9	44.7	48.3	53.6	56.5	57.1	58.0
North-east	44.8	45.7	49.6	51.1	54.1	57.0	57.1	59.5	38.1	41.2	45.4	48.2	51.3	55.9	57.6	60.1
Centre	43.2	43.1	46.9	48.8	53.1	54.4	54.3	57.1	37.0	38.7	42.9	46.8	51.3	54.2	55.0	57.6
South	34.4	34.3	37.3	40.7	43.5	44.4	43.2	46.5	26.2	29.6	32.1	37.3	41.9	43.6	43.3	46.7
Islands	35.6	36.5	38.5	43.2	47.0	45.3	48.3	49.5	27.7	29.8	33.5	39.5	44.5	44.0	47.5	49.9
Italy	41.4	41.7	44.9	47.5	51.0	52.2	52.3	54.3	34.1	36.9	40.2	44.4	48.9	51.5	52.5	54.8
EMPLOYMENT STATUS AND POSITION (d)																
Employed	58.7	58.6	63.4	66.7	71.1	72.3	73.2	75.2	51.0	54.1	59.0	63.6	68.7	71.7	73.0	75.7
Executives, Business people, self-employed professionals	76.0	74.9	80.5	81.3	85.9	85.5	85.8	86.7	69.8	72.1	77.5	79.1	85.0	84.8	86.2	87.1
Managerial and administrative staff	78.7	79.6	84.3	85.4	87.3	89.3	89.4	90.0	71.0	74.9	80.4	82.9	85.1	88.3	89.0	89.9
Manual workers, apprentices	35.4	35.2	39.9	45.1	51.4	53.9	56.4	57.5	27.3	30.0	34.7	40.9	48.4	53.4	56.3	58.9
Self-employed and assistants	43.0	43.4	48.7	53.8	59.2	60.6	61.8	66.5	35.3	39.4	43.7	50.5	56.8	60.4	61.7	66.9
Job- seekers (not first time)	36.8	40.6	43.7	50.1	56.1	59.5	55.6	59.6	31.1	36.3	40.0	47.5	54.8	58.8	56.3	61.0
First-time job seekers	48.2	51.5	45.3	57.6	61.7	68.6	65.8	68.7	39.9	47.4	41.7	55.3	59.7	68.9	66.5	68.0
Housewives	10.7	10.9	13.3	16.3	18.4	20.6	19.4	21.7	7.5	8.0	10.8	14.3	17.1	19.5	19.3	21.6
Students	87.3	85.0	88.0	90.2	92.1	92.1	92.2	91.6	79.9	80.6	85.0	88.3	91.8	92.3	93.2	92.1
Retired	9.3	9.7	11.2	12.4	15.4	15.6	17.0	19.2	6.5	7.8	9.3	10.6	13.3	14.7	16.3	18.3
Other status	12.7	12.5	14.5	16.2	23.8	24.0	24.9	24.8	9.9	10.9	12.2	16.2	22.6	23.2	24.3	24.9
Total	40.1	40.6	43.7	46.5	50.3	51.8	52.2	54.1	34.4	37.0	40.3	44.1	48.4	51.1	52.1	54.3

(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.