

## Use of ICT and the Internet by households and individuals 2006

*Summary* The use of computers and the Internet is very widespread in Iceland. In 2006 almost nine out of every ten individuals 16–74 years of age used computers and the Internet. As in previous years the Internet is mainly used for information search and communication. In 2006, 31% of the population aged 16–74 years had ordered goods or services over the Internet during a period of three months prior to the survey.

Eight out of every ten Internet users have already used the Internet for interaction with public authorities and 8% of Internet users showed interest in dealing with public affairs through the media. Around 13% of the Internet users were not interested in interacting with public authorities online.

In 2006, a total of 84% of Icelandic households had a computer and 83% had access to the Internet. The percentage of households with high speed Internet connection, such as ADSL, SDSL or other kinds of xDSL connections, has increased from 26% in 2002 to 85% in 2006. Households with children under 16 years of age are more likely to have various kinds of IC technology than households with all members 16 years of age or older. In 2006, 95% of households with children had a computer and an access to the Internet whereas 78% of households without children had a computer and 75% had access to the Internet. High speed Internet connections were more often found within households with high income than within households with low income. Thus 98% of Internet-connected households in the highest income bracket were connected through xDSL while 64% of Internet-connected households in the lowest income bracket had this type of an Internet connection.

In the year 2005, the prevalence of an Internet connection at home was most widespread in Iceland compared with other European households. That year, a total of 48% of households within the EU countries had access to the Internet while 84% of Icelandic households had an access. That same year, 43% of the population aged 16–74 years in the EU were regular Internet users, while 81% of the Icelandic population in the same age were using the Internet at least once a week. Thus it can be argued that the *digital divide* is smaller in Iceland than in the EU.

This article discusses IC technology in Icelandic households as well as individuals' use of computers and the Internet. Emphasis is placed on computer and Internet related activities carried out by individuals, the purpose of Internet use, e-commerce and use of the Internet for interaction with public authorities. An international comparison is made based on results from Eurostat, the OECD and other Nordic statistical offices.



## Introduction

*The survey* In February and March 2006 Statistics Iceland in cooperation with Eurostat conducted its fifth survey on the use of ICT<sup>1</sup> by households and individuals. Each respondent represents one household and answers questions on the IC technology in the household as well as questions on his/her own use of a computer and the Internet.

Comparison between countries is mainly based on results from community surveys conducted in 2005.

## Technology in households

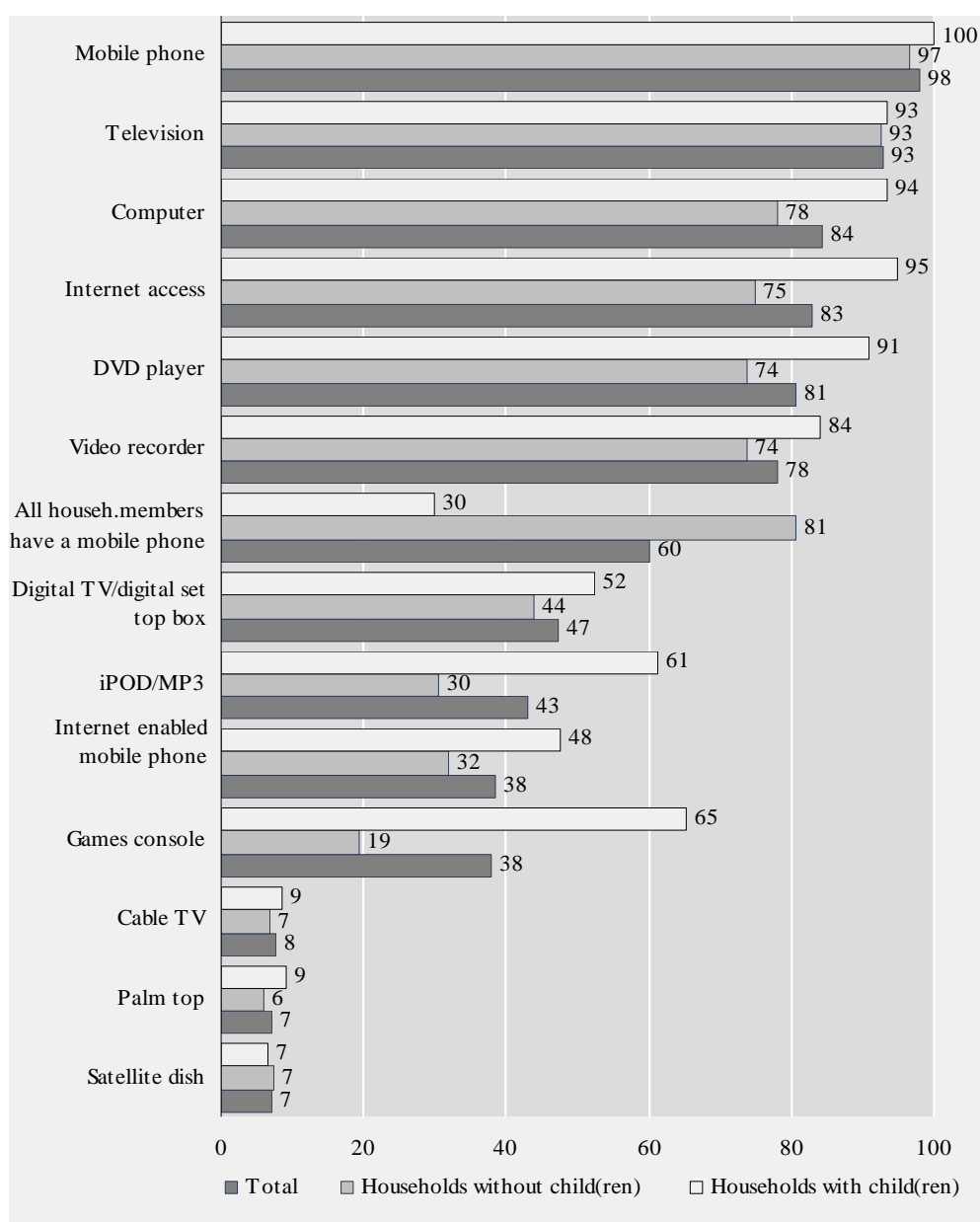
*Information communication technology* As previous surveys have shown, almost every household in Iceland has a TV (93%) and a mobile phone<sup>2</sup> (98%). The vast majority of households has a personal computer (84%) and an Internet connection (83%). Around 81% of Icelandic households have a DVD player and 78% of households own a VCR. A little less than half of Icelandic households have a digital TV or a digital set top box, 43% have an iPod or an MP3 player. Games console is to be found in 38% of the households and 7% own a palm top. There is an Internet enabled mobile phone in 38% of the households and within 60% of the households all household members have their own mobile phone (figure 1).

*Children e-enable the household* Households with children at the age of 0–15 years are more likely to have various kinds of IC technical equipments than households with all members older than 15 years of age. Thus almost every household with children have a computer and an access to the Internet (94–95%) whereas 78% of households without children have a computer and 75% have access to the Internet. It is also more common to find a VCR, DVD player, iPod/MP3 player and games console within households with children than within households with no children. In 2006, around 84% of households with children had a VCR, 91% had a DVD player, 61% had an iPod or an MP3 player and 65% owned a games console. Within households with no children around 74% of the households had a VCR, 74% had a DVD player, 30% had an iPod or an MP3 player and 19% owned a games console (figure 1).

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<sup>1</sup> Information Communication Technology.

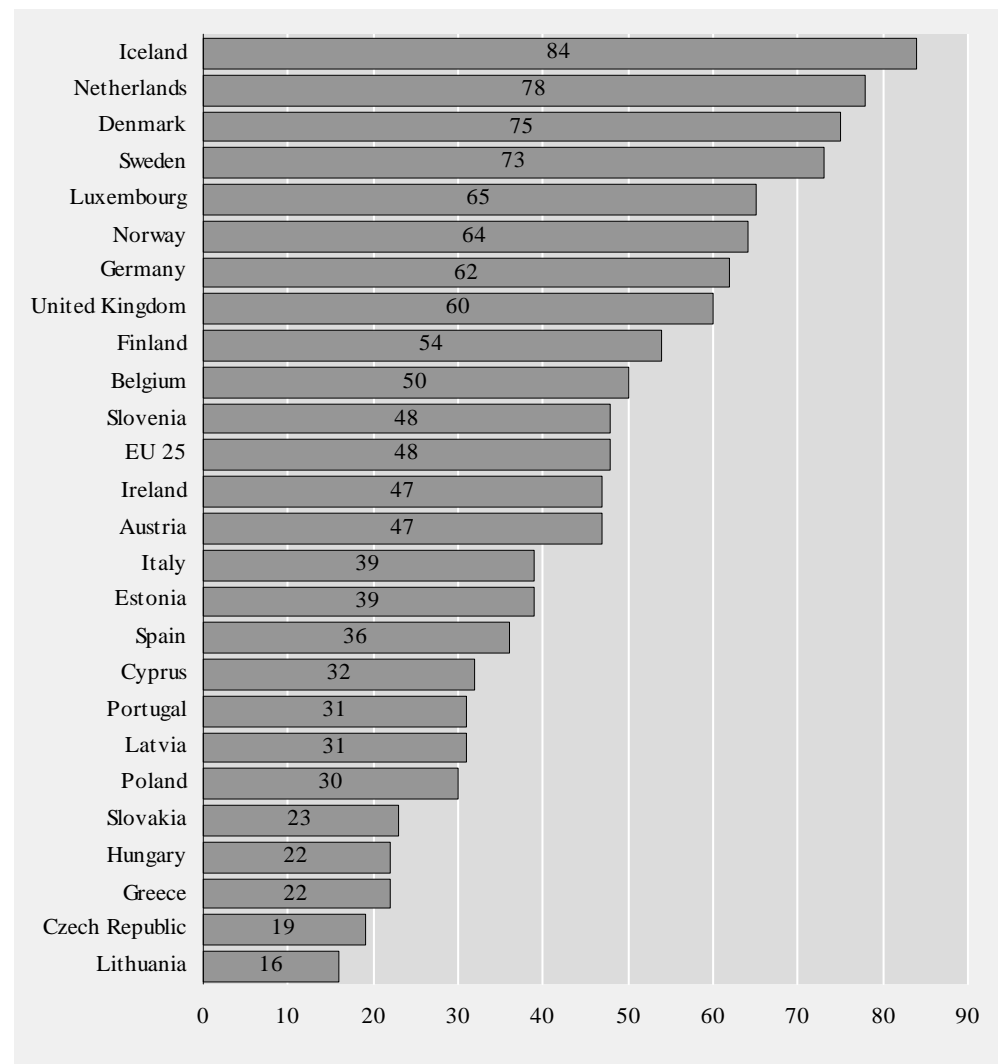
<sup>2</sup> Refers both to Internet enabled mobile phones as well as other types of mobile phones.

**Figure 1. IC technology in households by type of household 2006**

**Notes:** Percent of households.

*Internet connections in households are most common in Iceland*

Compared to other European countries, the prevalence of an Internet connection in households in Europe is highest in Iceland. In 2005 around 84% of Icelandic households had access to the Internet while the average prevalence in the EU countries was 48%. In the Netherlands, Denmark and Sweden between 73% and 78% had access to the Internet. The prevalence of Internet connected households was between 60% and 65% in Germany, Norway, Luxembourg and the United Kingdom. In 2005, an access to the Internet was least common within households in Lithuania, the Czech Republic, Greece, Hungary and Slovakia (figure 2).

**Figure 2. European households with Internet access 2005**

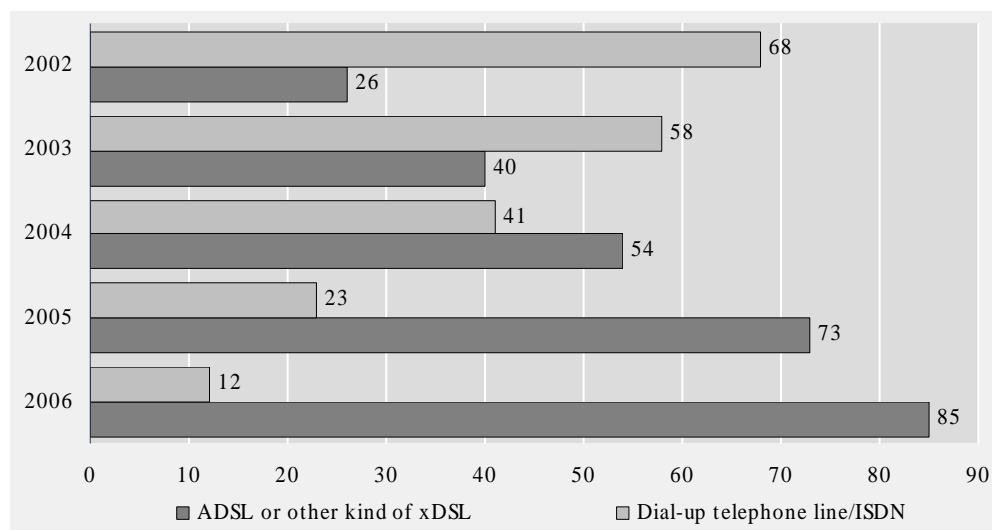
**Notes:** Percentage of households.

**Source:** Eurostat.

*Number of households using a high speed Internet connection has gradually increased since 2002*

The most common types of Internet connections in Icelandic households are a dial-up telephone connection, ISDN, ADSL, SDSL or other types of an xDSL<sup>1</sup>. The number of connected households using high speed Internet connection has gradually increased since the first survey in 2002. That year one out of every four households with access to the Internet used an xDSL connection. Now four years later around 85% of the Internet-connected households are connected through an xDSL. The prevalence of a dial-up telephone connection and ISDN have gradually decreased in the same period, from 68% in 2002 to 12% in 2006 (figure 3).

<sup>1</sup> Henceforward *xDSL* will be used to signify ADSL, SDSL and other kind of an xDSL Internet connection.

**Figure 3. Type of an Internet connection in households 2002–2006**

**Notes:** Percent of households with Internet access.

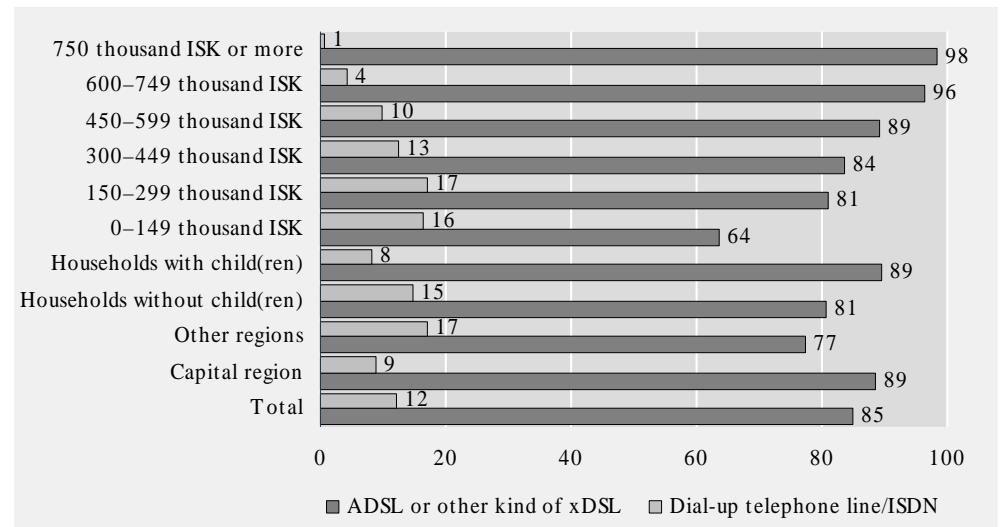
*Other types of Internet connections are hardly found within Icelandic households*

Other types of Internet connections than a dial-up telephone connection, ISDN or xDSL are very rare in Icelandic households. Thus only 2% of the households with access to the Internet used a cable modem or a broadband in 2006. Even fewer households were connected via mobile phone, such as *WAP* or *GPRS* (table 3).

*xDSL is more common in the capital region, within households with children and within households with high income*

Internet connections through xDSL are more common in households in the capital region (89%) than in other regions (77%). On the other hand it is more common for households in other regions (17%) than for households in the capital region (9%) to use a dial-up telephone connection or ISDN. When accessing the Internet, 89% of households with children use xDSL and only 8% of them use a dial-up telephone connection or ISDN. The prevalence of an xDSL connection within households without children younger than 16 years of age is 81% and 15% of them use a dial-up telephone connection or ISDN. High speed Internet connections are more often found within households with high income than within households with low income. Thus almost two out of every three households within the lowest income bracket used xDSL in 2006, whereas 98% of the households within the highest income bracket accessed the Internet through an xDSL connection (figure 4).

**Figure 4. Type of an Internet connection in households by residence, household type and household income 2006**



**Notes:** Percent of households with Internet access.

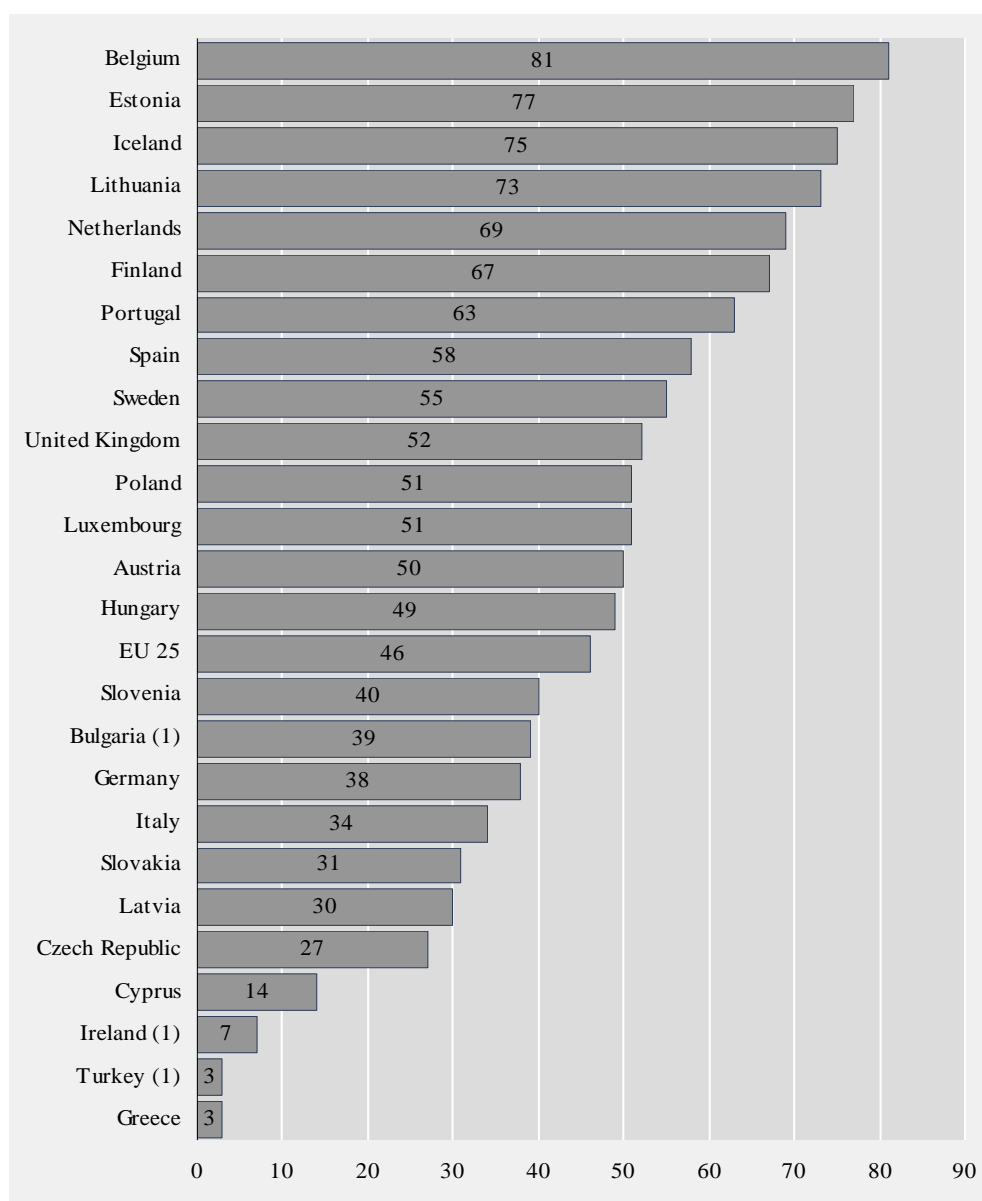
*Iceland leads the OECD in broadband penetration*

In December 2005, Iceland, Korea, the Netherlands and Denmark led the OECD in broadband penetration. With 26.7 subscribers per 100 inhabitants, Iceland had the highest broadband penetration rate within the OECD. That year, Korea had 25.4 subscribers per 100 inhabitants, the Netherlands 25.3 subscribers per 100 inhabitants and Denmark 25.0 subscribers per 100 inhabitants. The broadband penetration was also high in the other Nordic countries. Thus Finland, Norway and Sweden had more than 20 subscribers per 100 inhabitants each. The broadband penetration rate in the OECD was 13.6 subscribers per 100 inhabitants in December 2005<sup>1</sup>.

*On average, almost half of EU households use high speed Internet connection*

In 2005, three out of every four Icelandic households with access to the Internet had an xDSL connection or other kind of a broadband connection. That same year around 81% of Internet connected households in Belgium and 77% of Internet connected households in Estonia used high speed Internet connections. Within the EU, the average prevalence of high speed connections within Internet connected households was 46% (figure 5).

<sup>1</sup> See: [http://www.oecd.org/document/39/0,2340,en\\_2649\\_37441\\_36459431\\_1\\_1\\_1\\_37441,00.html](http://www.oecd.org/document/39/0,2340,en_2649_37441_36459431_1_1_1_37441,00.html).

**Figure 5. European households with high speed Internet connection 2005**

**Notes:** Percent of households with Internet access.  
(1) Data from 2004.

*The computer is the most common access device*

As in previous years, it is most common for households to access the Internet by using a computer (99%). Only a few households use other kind of devices (overview 1).

#### **Overview 1. Devices on which the Internet is accessed 2006**

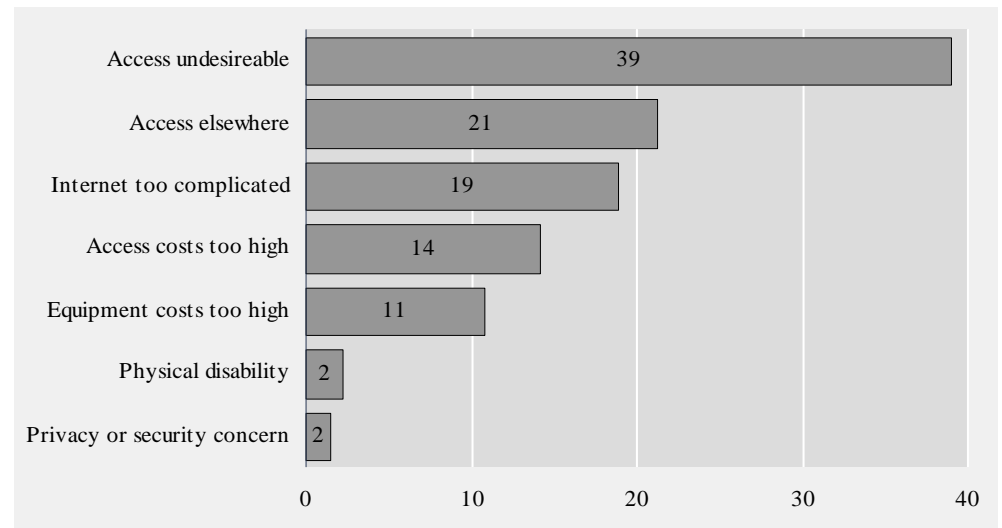
Percent	Computer	Palm top	Digital TV/ set top box	Mobile phone	Games console	Other/ Don't know
Total	99	2	2	3	1	0

**Symbols:** 0 less than half of the unit used. Percent of households with Internet access.

Where no Internet connection exists, 39% of the households don't want or don't need the Internet at home

Almost four out of every ten households without an access to the Internet, find the Internet undesirable or do not need it. One out of every five has access elsewhere and 19% find the Internet too complicated. Equipment costs are too high for one out of every ten households without Internet connection and 14% found the access costs too high. In 2% of these households privacy or security concerns were the reasons for not having an access to the Internet at home and in 2% of the households a physical disability prevented the use of the Internet (figure 6).

**Figure 6. Reasons for no Internet access in the household 2006**



Notes: Percent of households without Internet access.

### Individuals' use of a computer and the Internet

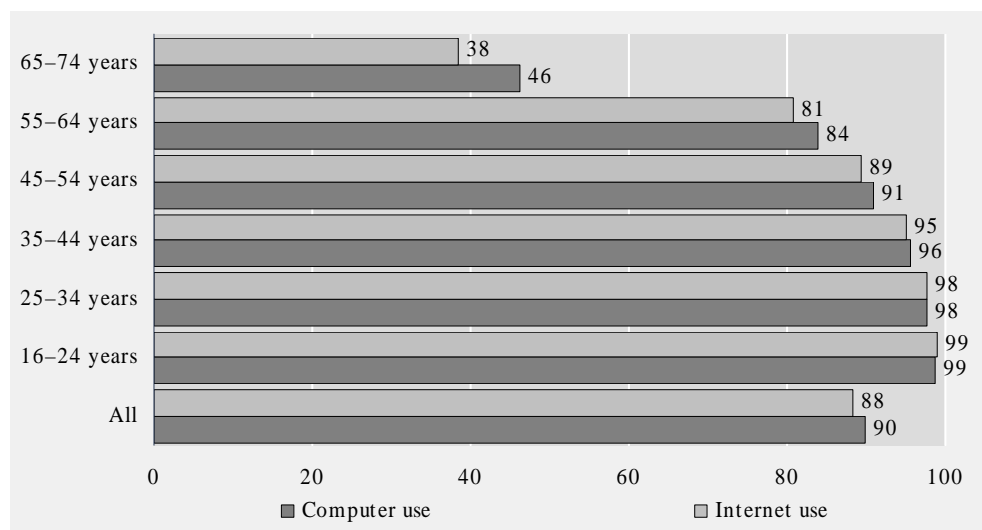
Nine out of every ten use a computer and the Internet

Use of computers and the Internet is very widespread among individuals in Iceland. In 2006, 90% of the population aged 16–74 years used a computer and 88% had used the Internet in a period of three months prior to the survey<sup>1</sup>. Almost everyone at the age of 16–44 years is using a computer and the Internet. The same applies to the vast majority of individuals at the age of 45–54 years, whereof 91% use a computer and 89% use the Internet. 84% of individuals aged 55–64 years use a computer and 81% use the Internet. Use of a computer and the Internet is least common among individuals aged 65–74 years, whereof 46% use a computer and 38% use the Internet (figure 7).

<sup>1</sup> Henceforward people, who had used a computer or the Internet in a three months period prior to the survey, will be called *computer and Internet users*.



**Figure 7. Individuals' use of a computer and the Internet by age 2006**

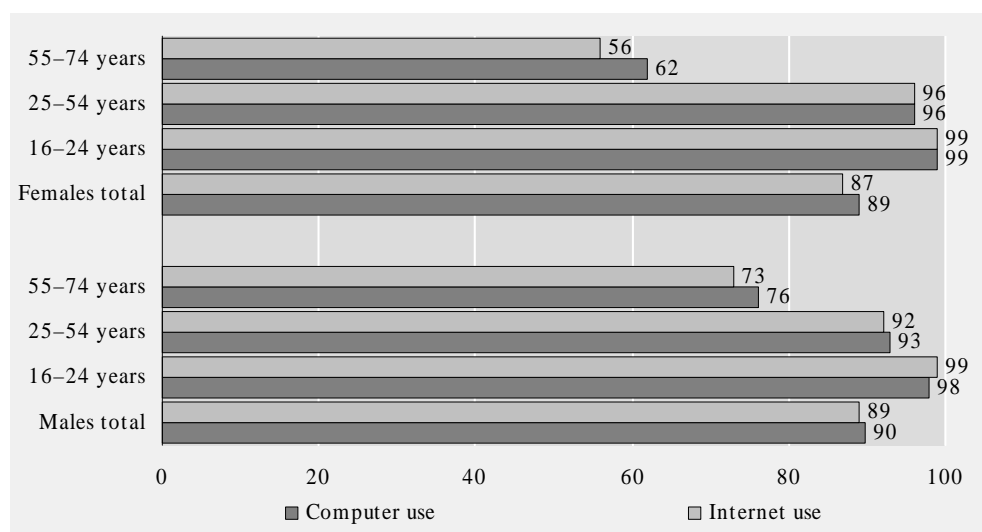


Notes: Percent of population.

*Men and women are equal users of computers and the Internet*

The prevalence of computer and Internet use is more or less the same for men and women. Thus 90% of men and 89% of women use a computer and 89% of men and 87% of women use the Internet. The prevalence of computer and Internet use is very high among individuals younger than 55 years of age. In 2006, more than nine out of every ten individuals at the age of 16–54 years were computer and Internet users. Three out of every four men at the age of 55–74 years used a computer and the Internet in the year 2006, which is an increase from the previous year when 60% of men in this age group were computer and Internet users. There is no change in the prevalence of computer and Internet use among women older than 54 years of age between the years 2005 and 2006. In 2006 62% of women at the age of 55–74 years used a computer and 56% were Internet users (figure 8).

**Figure 8. Individuals' use of a computer and the Internet by gender and age 2006**



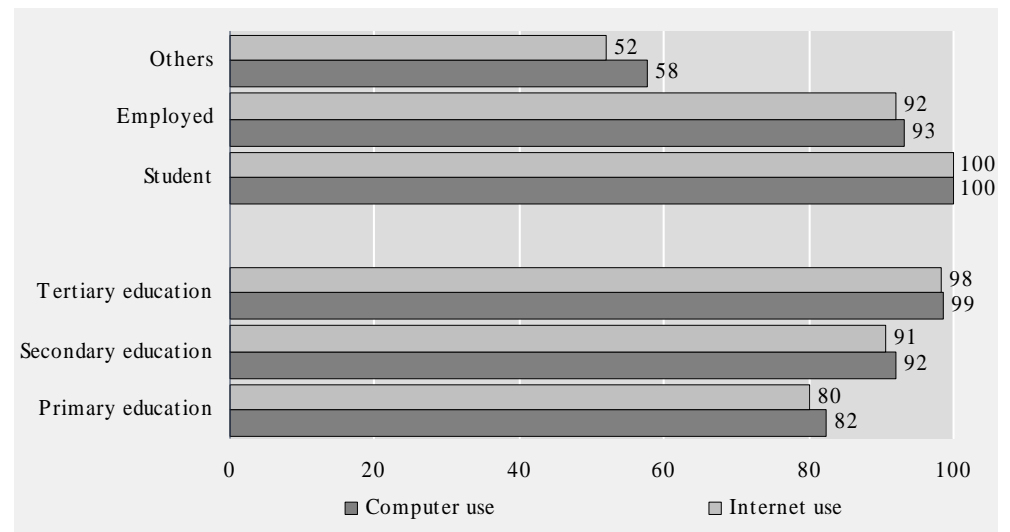
Notes: Percent of population.

*Students and people with high education are most likely to use a computer and the Internet*

All students use computers and the Internet, the vast majority of employed persons use computers (93%) and the Internet (92%) and within the employment group *Others* (pensioners, people fulfilling domestic tasks, unemployed etc.), 58% are computer users and around half of the individuals use the Internet (figure 9).

Individuals with the highest education are most likely to use a computer (99%) and the Internet (98%). Nevertheless, the vast majority of people with secondary and primary education is also using computers and the Internet. Thus 92% of individuals with secondary education use computers and 91% use the Internet, and eight out of every ten individuals with primary education are computer and Internet users (figure 9).

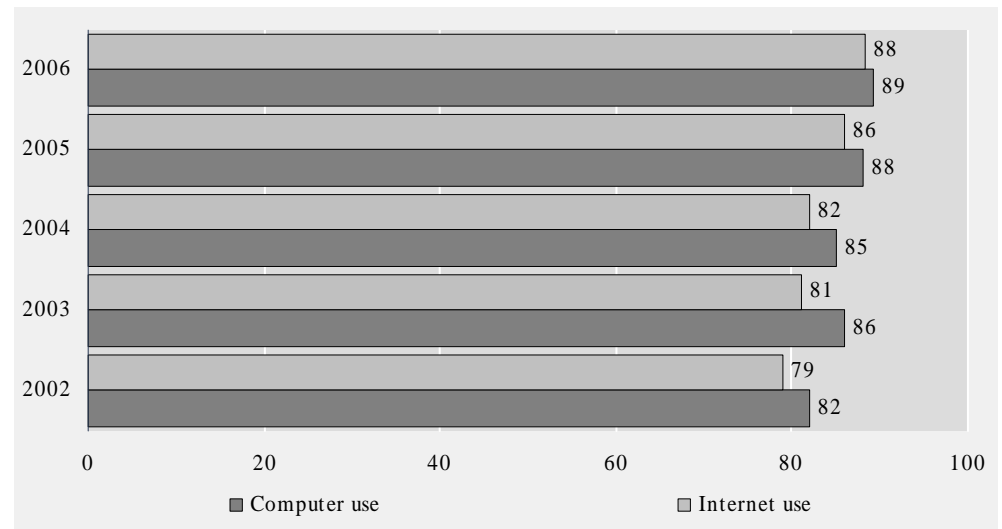
**Figure 9. Individuals' use of a computer and the Internet by education and occupation 2006**



**Notes:** Percent of population.

*Constant increase in the prevalence of computer and Internet use since 2002*

In the year 2002, when Statistics Iceland launched its first survey, computer and Internet use was already very widespread among individuals at the age of 16–74 years. That year around 80% of the Icelandic population were computer and Internet users. In the last five years there has been a constant increase in the prevalence of computer and Internet use. Thus in the year 2006 almost nine out of every ten Icelanders at the age of 16–74 years use a computer and the Internet (figure 10).

**Figure 10. Individuals' use of a computer and the Internet 2002–2006**

**Notes:** Percent of population.

*Nine out of every ten use a computer and the Internet at home*

In 2006, 89% of computer users used the device at home, 58% used a computer at of work, 24% used it at the place of education and 36% used a computer elsewhere. The same applies to the use of the Internet, 89% of the Internet users had used the medium at home, almost six out of every ten used the Internet at work, one out of every five used it at their place of education and 33% used the Internet elsewhere (overview 2).

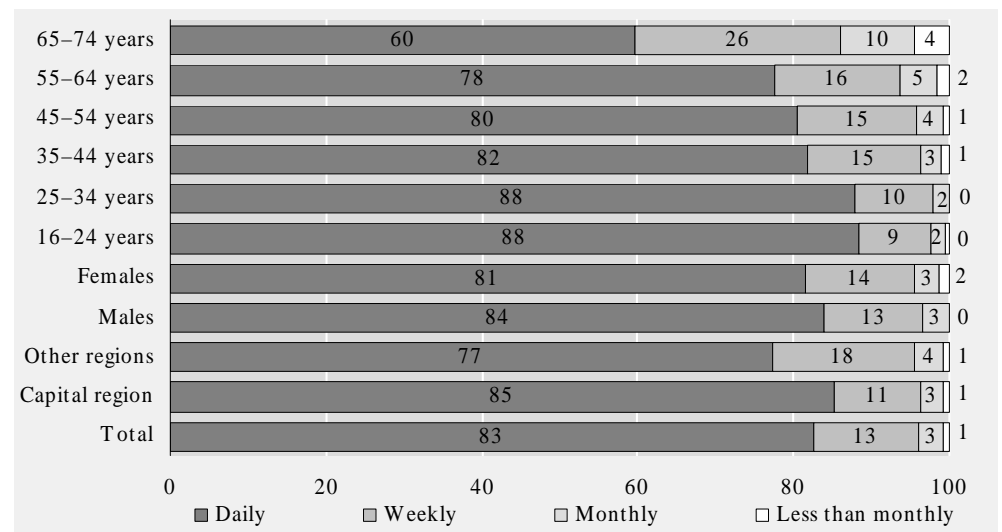
### Overview 2. Place of use of computers and the Internet by individuals 2006

Percent	At the place			
	At home	At work	of education	Elsewhere
Computer use	89	58	24	36
Internet use	89	58	25	33

**Notes:** Percent of computer and Internet users.

*Everyday computer use is the most common*

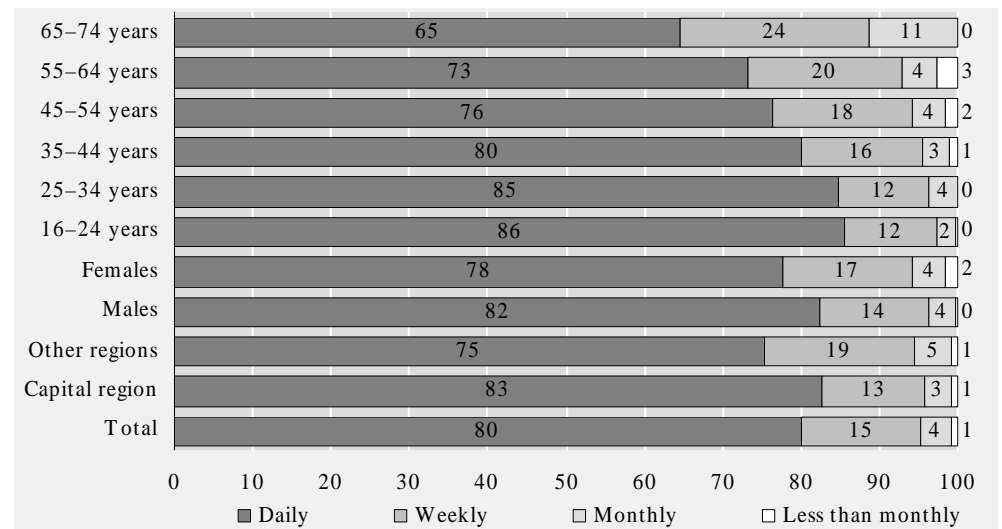
Everyone uses the computer at least once a week and the vast majority uses a computer every day. It is more common for individuals in the capital region (85%) to use the computer almost every day than for individuals living in other regions (77%). Daily use is also more common among younger people. 88% of individuals younger than 35 years of age used the computer almost every day in 2006, whereas 77–82% of individuals aged 35–64 years and 60% of individuals in the oldest age group were daily users (figure 11).

**Figure 11. Frequency of computer use by gender, age and residence 2006**

Notes: Percent of computer users.

95% browse the Internet at least once a week

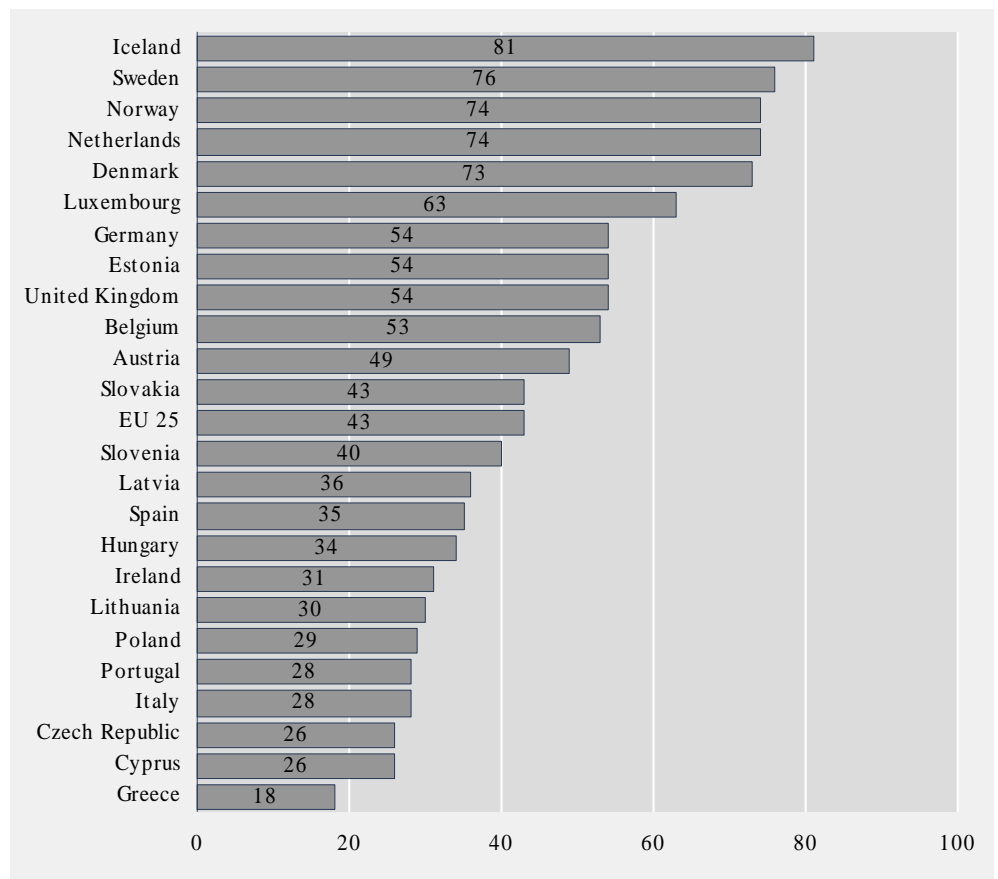
Eight out of every ten Internet users browse the Internet almost every day and 95% browse the Internet at least once a week. Daily use of the Internet is more widespread among individuals in the capital region (83%) than among individuals in other regions (75%). Individuals younger than 45 years of age are more likely to use the Internet almost every day than those who are older than 45 years of age. Thus four out of every five users at the age of 16–44 years browse the Internet almost every day, while 75% of individuals aged 45–64 years and 65% of individuals older than 64 years of age do so (figure 12).

**Figure 12. Frequency of Internet use by gender, age and residence 2006**

Notes: Percent of Internet users.

Regular Internet use most widespread in Iceland

In 2005, 43% of the population in the EU aged 16–74 years used the Internet at least once a week, whereas the prevalence of regular use of the Internet was considerably higher in the northern part of Europe than in the south. That year, regular use of the Internet was most common in Iceland (81%) and least common in Greece (18%) (figure 13).

**Figure 13. European's regular use of the Internet 2005**

**Notes:** Percent of population.

**Source:** Eurostat.

*The digital divide is smaller in Iceland than within the EU*

The Internet is a repository of information. The term *digital divide* refers to the gap between those with access to and the capability to use the digital technologies and those without. Age and education seem to affect the use of the digital technology. Thus young people are more likely to use IC technology and the Internet than the older ones, and people with high education are also more likely to use IC technology and the Internet than individuals with primary or secondary education.

In 2005, on average, there was a 10 percentage point difference between men's regular use of the Internet and women's regular use of the Internet within the EU. The greatest gap between the genders was in Luxembourg or 25 percentage points<sup>1</sup>. In Iceland the gap was only three percentage points. Thus 82% of Icelandic men and 79% of Icelandic women used the Internet at least once a week in the year 2005 (figure 14).

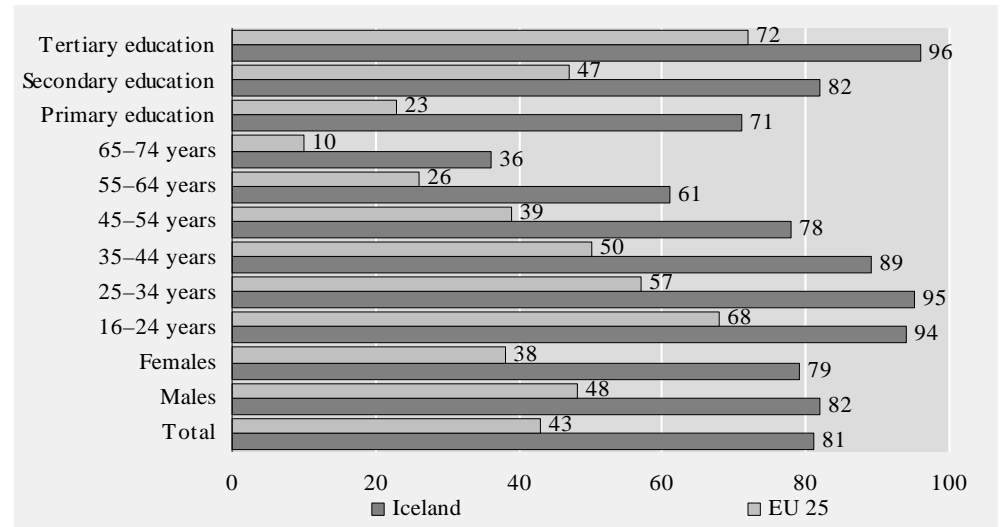
Based on age, the digital divide is smaller in Iceland than in the EU. Regular use of the Internet was three times more common among individuals within the youngest age group than it was within the oldest age group in Iceland in 2005, while it was almost seven times more common within the youngest age group as it was within the oldest age group in the EU (figure 14).

In Europe, individuals with the highest education are most likely to be regular Internet users. On average one out of every four individuals in the EU member states with primary education used the Internet on regular bases in 2005, almost

<sup>1</sup> See table 11.

half of individuals with secondary education and 72% of individuals with tertiary education were also regular users of the Internet. In Iceland 71% of individuals with primary education, 82% of individuals with secondary education and 96% of individuals with tertiary education used the Internet every week in 2005 (figure 14).

**Figure 14. Europeans' regular use of the Internet by gender, age and education 2005**



**Notes:** Percent of population.

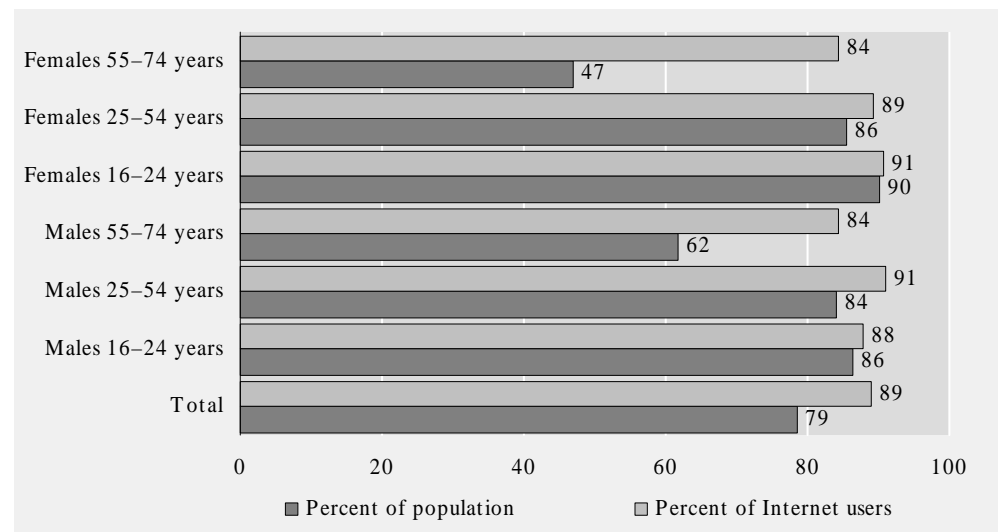
**Source:** Eurostat.

*One out of every ten accesses the Internet via mobile phone*

Despite of a very widespread use of mobile phones in Iceland only one out of every ten Internet users accesses the Internet via mobile phone. Young people are more likely to browse the Internet through a mobile phone. In 2006 between 10–15% of Internet users aged 16–54 years accessed the Internet via mobile phone while only 2% of individuals older than 54 used this option. Internet access via palm top is even less common. In 2006 only 2% of the Internet users had browsed the Internet through a palm top (table 13).

*80% of the Icelandic population can be contacted through e-mail*

Almost eight out of every ten Icelanders at the age of 16–74 years have their own e-mail address, either at home, at place of education or at work. Younger people are more likely to have their own e-mail address as those are also more likely to be Internet users. In 2006, 84–90% of individuals younger than 55 years of age had their own e-mail address, while 62% of men and 47% of women aged 55–74 years could be contacted through e-mail. There is almost no difference among Internet users between genders and age groups. Thus between 84–91% of Internet users had their own e-mail address in 2006 (figure 15).

**Figure 15. Individual with their own e-mail address by gender and age 2006**

*75% of Internet users have received spam*

Three out of every four Internet users had received junk mail, spam or other unsolicited e-mails in a period of three months prior to the survey. It is more common for younger people to get spammed than others. Thus 73–83% of Internet users younger than 55 years of age had received junk mail or spam, while 62–63% of Internet users older than 54 years of age had been spammed in this period (table 15).

### Purpose of the use of the Internet

*Communication and information search*

Since the first survey in 2002, there have been no big changes in the purpose of the use of the Internet<sup>1</sup>. In 2006, as in previous years, the most common use of the Internet for private purposes was to exchange e-mails, to search for information on goods and services, reading of online newspapers and magazines, Internet banking and use related to travel and accommodation.

*Three out of every four read newspapers og magazines online*

In 2006, 87% used the Internet for exchanging e-mails and 86% searched for information on goods and services. Almost half of Internet users browsed for health related information and 76% read the online versions of newspapers and magazines (figure 16).

*Increase in the use related to travel and accommodation and Internet banking*

Compared to the year 2002, there is an increase in the use related to travel and accommodation and in Internet banking. In 2006, three out of every four used the Internet for online banking while the prevalence was 58% in the year 2002. In 2006, seven out of every ten used the Internet for travel and accommodation purposes, while half of the Internet users were using the Internet for that purpose in the year 2002 (figure 16).

*More people call others and listen to radio or watch TV through the Internet*

In 2006, around half of the Internet users used chat-sites, which is an increase from the year 2002, when 19% of the Internet users were using chat-sites. The same applies to the use of radio and television online. In 2002, only 17% of Internet users listened to radio or watched TV via Internet. In 2006, almost half of the Internet users were listening to the radio or watching TV online. In 2002 the percentage of people telephoning or videoconferencing over the Internet was only

<sup>1</sup> As in previous survey individuals were asked, for which private purpose they had used the Internet in a period of three months prior to the survey.

8%. In 2006 one out of every five was telephoning or videoconferencing over the Internet (figure 16).

*One out of every three  
downloads software from the  
Internet*

One out of every three Internet users had downloaded software from the Internet in 2006. 38% of the Internet users downloaded music, games and films from the Internet that same year, which is similar to what it was in 2002 (figure 16).

*More people made online  
purchases in 2006 than in 2002*

The prevalence of selling goods and services over the Internet is almost the same in 2006 (10%) as it was in 2002 (7%). On the other hand, more Internet users had ordered goods or services online in 2006 (36%) than in 2002 (22%) (figure 16).

*20% use the Internet for job  
search*

In 2006, one out of every five Internet users used the media to search for a job or send job applications. That same year around 17% had attended educational courses online. In 2002, 15% of the Internet users had searched for a job or sent job applications through the Internet. That same year around 10% had attended educational courses online (figure 16).

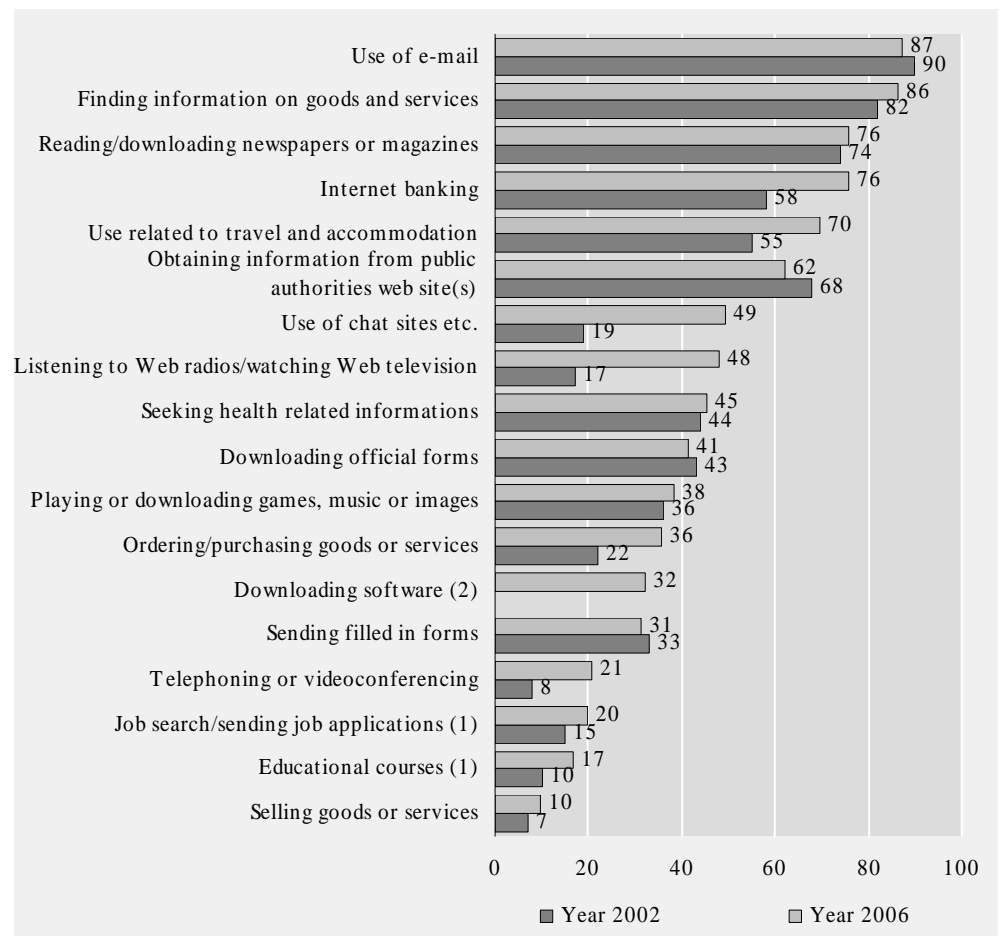
*The prevalence of interaction  
with public authorities has not  
changes since 2002*

In 2006, 62% of the Internet users had obtained information from public authorities' websites, 41% had downloaded official forms and 31% had returned filled in forms over the Internet<sup>1</sup>. The prevalence of interaction with public authorities in 2006 seems to be very similar to the prevalence in 2002, when 68% of the Internet users had obtained information from public authorities' websites, 43% had downloaded official forms and 33% had returned filled in forms over the Internet (figure 16).

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<sup>1</sup> In 2006, the collection of data for this survey had been finalized, when the online delivery of individuals' annual income tax returns in Iceland took place.



**Figure 16. Purpose of Internet use for private purposes in 2002 and 2006**

**Notes:** Percent of Internet users.

(1) Data from 2003 instead of 2002.

(2) This item was not in the 2002 survey round.

## Interaction with public authorities

*The vast majority of Internet users would like to interact with public authorities online*

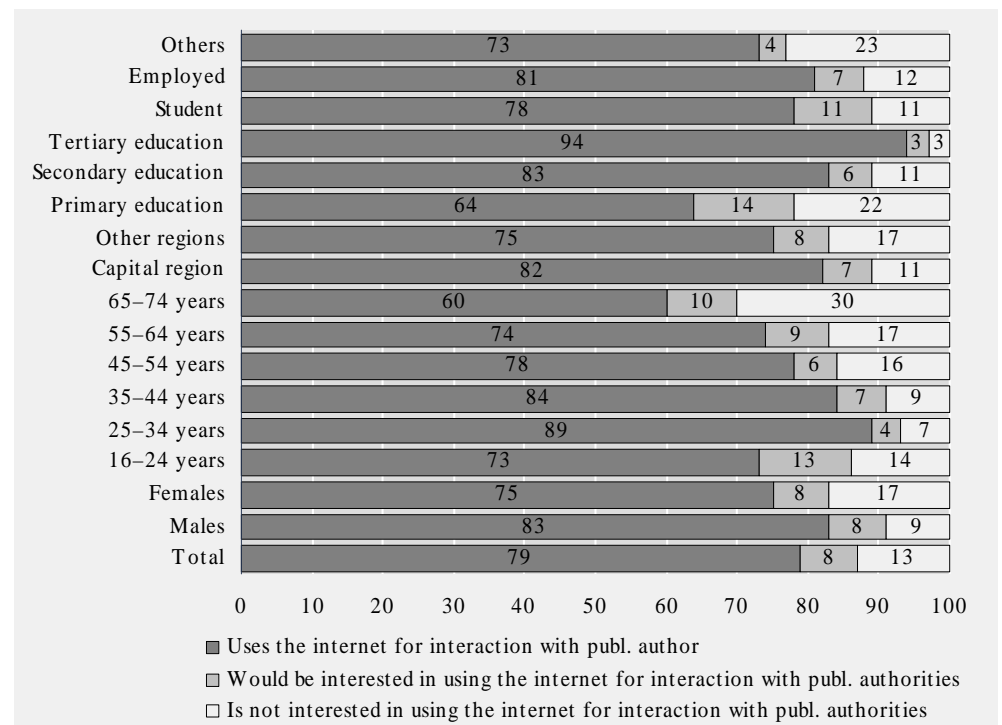
One of the themes in the new strategical framework of the European Commission on the Information Society *i2010* is people's interaction with public authorities online. This year's survey focused on people's interest in dealing with various matters over the Internet. In 2006, almost eight out of every ten Icelandic Internet users had already used this possibility and 8% were interested in using the Internet for interaction with public authorities. Around 13% of the Internet users showed no interest in using this possibility. The prevalence of Internet users, who were not interested in this, was highest among individuals aged 65–74 years or 30%, while 7–17% of individuals younger than 65 years of age showed no interest in using this possibility. More male Internet users (83%) had interacted with public authorities in 2006 than female Internet users. Interaction with public authorities via the Internet was also more widespread among individuals living in the capital region (82%) than among individuals living in other regions (74%) (figure 17).

*People with the highest education show the greatest interest*

Internet users with tertiary education show the greatest interest in using the Internet for interacting with public authorities. In 2006, 94% of individuals with tertiary education had done so and only 3% of the Internet users within this group showed no interest in using the Internet for interacting with public authorities. The vast majority of the Internet users with secondary education or 83% had already interacted with public authorities online but one out of every ten Internet users with

secondary education was not interested in using this possibility online. Interaction with public authorities was lowest among individuals with primary education or 64%. The percentage of those, who were not interested in using this possibility, was highest within this group or 22%. There is hardly any difference between occupational groups. Thus 80% of employed persons, 78% of students and 73% of individuals in the occupational group *Others* had used the Internet for interacting with public authorities in 2006 (figure 17).

**Figure 17. Individuals interaction with public authorities via the Internet by gender, age, residence, education and occupation 2006**



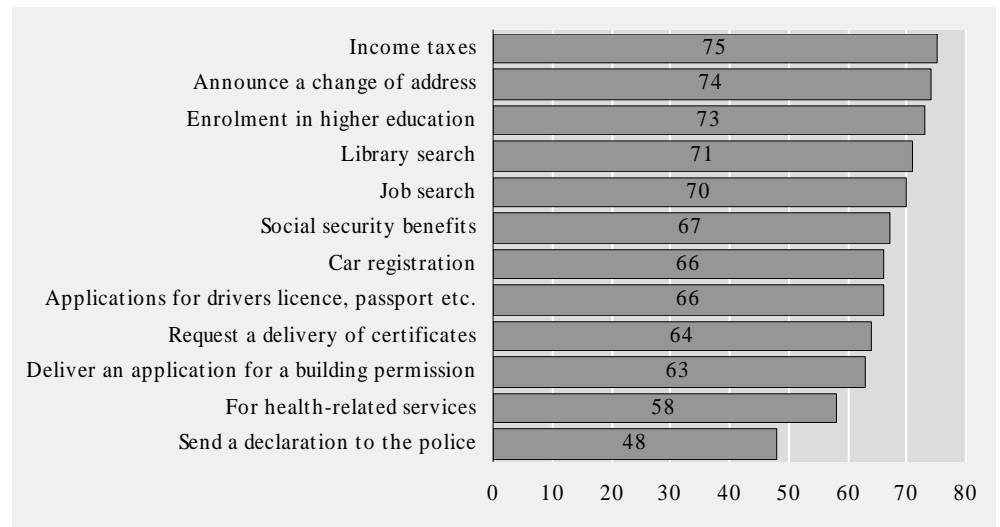
Notes: Percent of Internet users.

*Big interest in dealing with various matters online*

Internet users were asked, whether they had already dealt with or were interested in dealing with various matters over the Internet. Three out of every four Internet users are positive on delivering their annual income tax returns<sup>1</sup> online as well as announcing a change of address and enrolling in higher education. Seven out of every ten use or are willing to use the Internet for job and library search. Two out of every three Internet users would like to be able to apply for social security benefits, drivers licence, passport, building permission and get certificates such as birth and marriage certificates delivered online. 66% would also be able to register a car via the Internet, 58% could think of using the Internet for interactive health-related advice and 48% of the Internet users could see themselves sending a declaration to the police over the Internet (figure 18).

<sup>1</sup>According to the taxation authorities, more than 90% of individuals' income tax returns were returned online in 2006. The figure includes accountants' online deliveries.

**Figure 18. Public services, with which individuals have already dealt with or would be interested in dealing with via the Internet 2006**

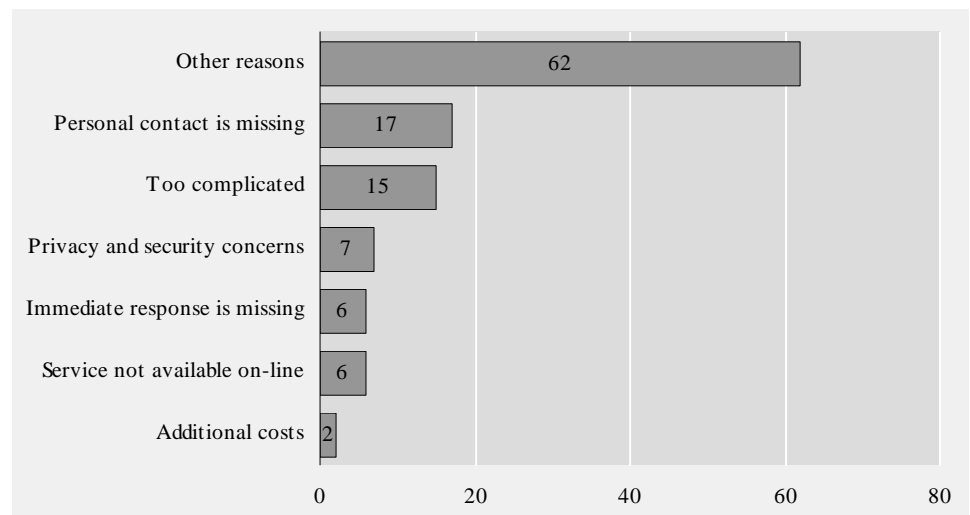


**Notes:** Percent of Internet users.

*17% are missing the personal contact when using the Internet*

When asked about the reasons for no interest in using the Internet for interaction with public authorities, 17% claimed, there would be a loss in the personal contact, 15% found this way of dealing with matters too complicated, 7% do not trust the Internet, 6% were missing the immediate response and the same percentage said, that the needed services were not available online or difficult to find. Only 2% were concerned with the additional costs of devices or Internet connection. However, 62% claimed there were other reasons than mentioned for not interacting with public authorities online (figure 19).

**Figure 19. Reasons for no interaction with public authorities via the Internet 2006**



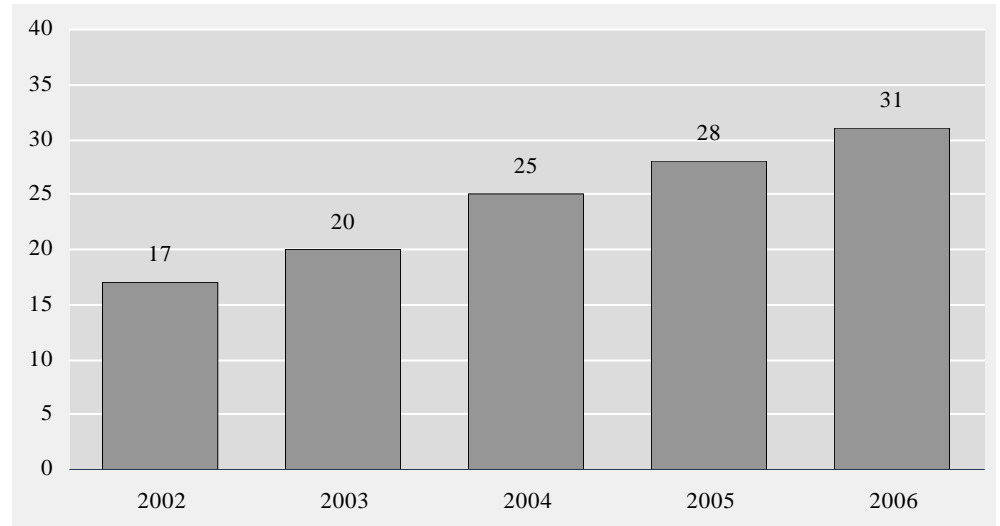
**Notes:** Percent of those not using the Internet for interaction with public authorities.

## E-commerce

*More people order online in 2006 than in 2002*

Since the first survey launched by Statistics Iceland in 2002, the percentage of individuals making online orders or purchases has gradually increased. In 2002, 17% of the population aged 16–74 years had ordered or purchased goods or services online within a three month period prior to the survey. In 2006, almost one out of every three had done so (figure 20).

**Figure 20. Online purchases in the last three months 2002–2006**



**Notes:** Percent of population.

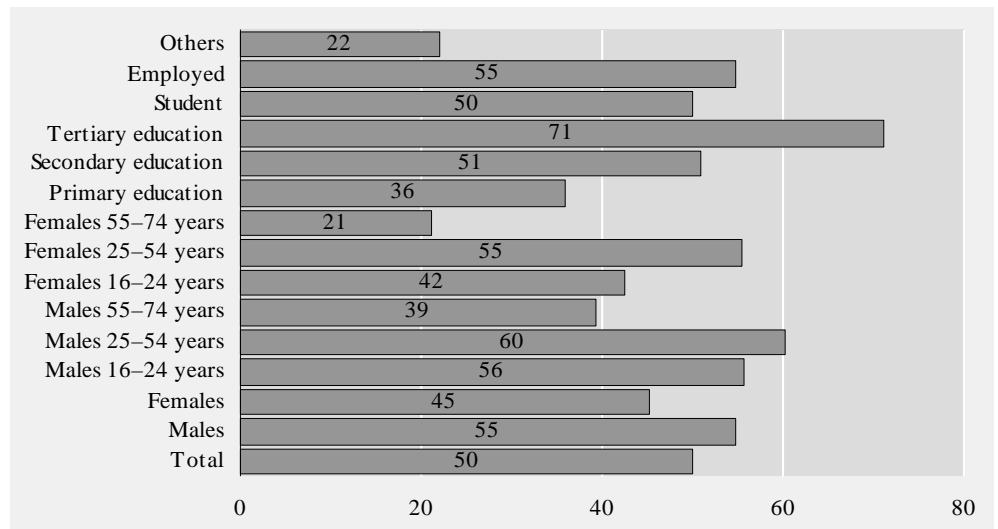
*Online purchases are most common among people aged 25–54 years*

Around 50% of the population aged 16–74 years had placed orders online in a twelve month period prior to the survey in 2006. More men (55%) than women (45%) had made online purchases in that period. Individuals aged 25–54 years are also more likely to place orders online. Thus 60% of men and 55% of women at the age of 25–54 years had made online purchases in a period of twelve months prior to the survey, while 56% of the men and 42% of the women younger than 25 years of age and 39% of men and 21% of women aged 55–74 years had placed orders online in this period (figure 21).

*E-commerce more common among individuals with high education*

In 2006, it was more common for individuals with the highest education to have placed orders online. Thus 71% of individuals with tertiary education had ordered or purchased goods or services over the Internet in a period of twelve months prior to the survey, while 51% of individuals with secondary education and 36% of individuals with primary education had done so. In 2006, 55% of the employed persons and half of the students had placed orders online in a period of twelve months prior to the survey. The percentage was lowest among individuals in the occupational group *Others*, or 22% (figure 21).

**Figure 21. Online purchases in the last twelve months by gender, age, education and occupation 2006**



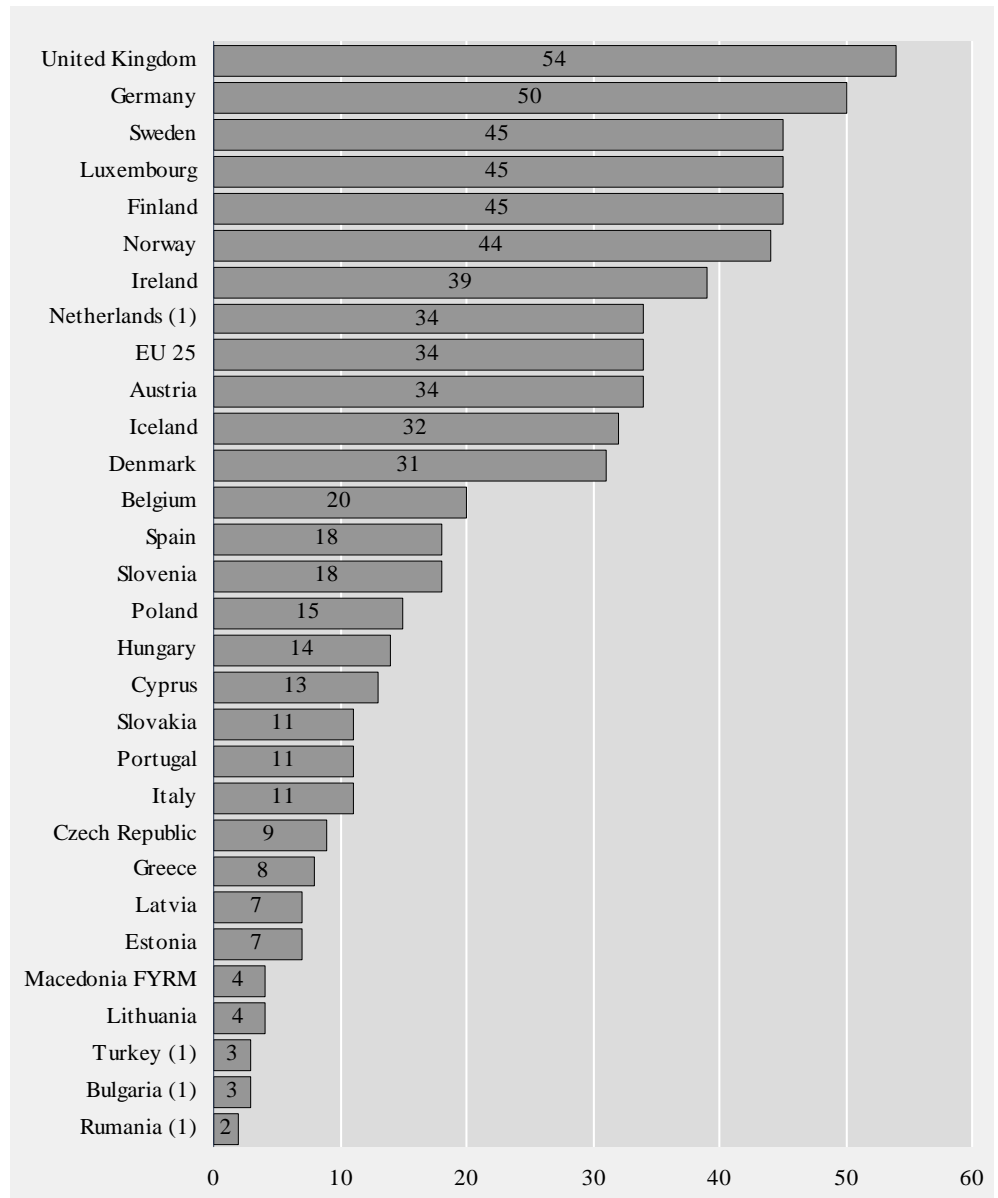
**Notes:** Percent of population.

*Individuals' e-commerce in other European countries*

Despite the widespread Internet use, e-commerce is not as widespread in Iceland as in Sweden, the United Kingdom, Germany and Luxemborg. In 2005, around 28% of the Icelandic population aged 16–74 years had placed orders online. That same year 36% of the population aged 16–74 years in Sweden and in the United Kingdom and around 31–32% of the population aged 16–74 years in Germany and Luxemborg had done so. On average, around 17% of individuals in the EU had used the Internet for ordering or purchasing goods or services in year 2005 (tables 10 and 21).

*E-commerce more common in the United Kingdom and in Germany than in Iceland*

On average, one out of every three Internet users in the European Union had placed orders online in 2005. That year, 54% of Internet users in the United Kingdom, 50% of the Internet users in Germany and 44–45% of the Internet users in Sweden, Luxemborg, Finland and Norway had done so. In Iceland, the prevalence of Internet users ordering goods or services over the Internet was a little less than EU average or 32% (figure 22).

**Figure 22. European Internet users doing e-commerce 2005**

**Notes:** Percent of Internet users.  
(1) Data from 2004.

**Source:** Eurostat, June 2006 (<http://europa.eu.int/comm/eurostat>), Nordic Information Society Statistics 2005 and Statistics Iceland.

*More people buy things related to travel and accommodation in 2006 than in 2002*

As in previous years the most common goods and services ordered online are related to travel and accommodation. In 2006 almost eight out of every ten individuals placing online orders bought goods and services related to travel and accommodation. This is an increase from the year 2002 when 33% had done so. Ordering tickets to events was also more common in 2006 (37%) than in 2002 (8%). The percentage of individuals ordering books, magazines, E-learning material as well as music and films has not changed between the years. Thus 37% of individuals placing online orders bought books, magazines and E-learning material in 2006 and in 2002 the percentage was 35%. In 2006 as in 2002, around one out of every three individuals placing online orders bought music or films over the Internet (figure 23).

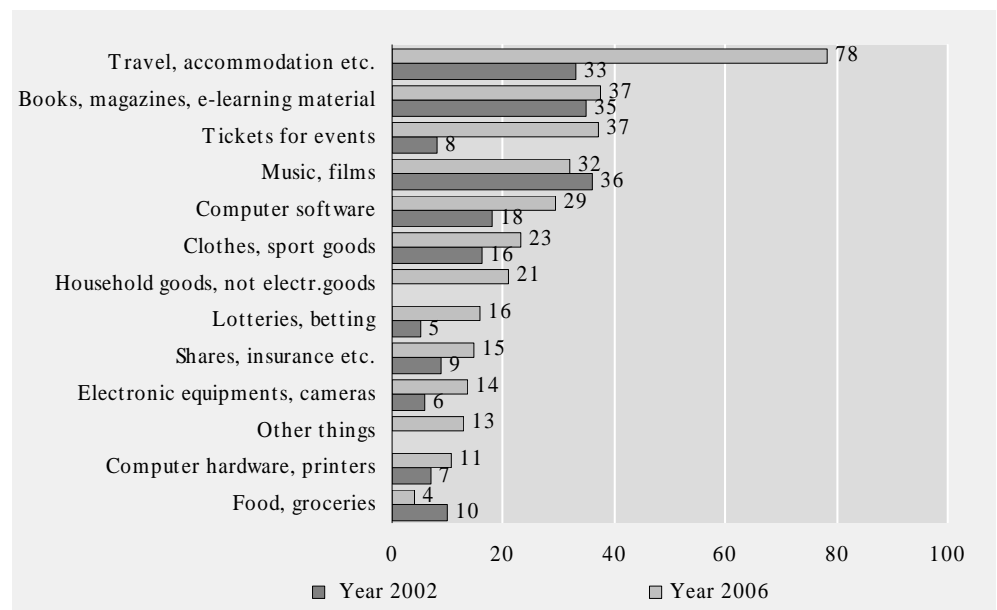
*More common to buy software online in 2006 than in 2002*

It was more common to buy computer software over the Internet in 2006 (29%) than in 2002 (18%). In 2006, one out of every five ordered household goods other than electronic equipments over the Internet. 14% ordered electronic equipments or cameras and 11% ordered computer hardware or printers over the Internet that same year. (figure 23).

*Least common to order food and groceries online*

One out of every six individuals placing orders online bought lotteries or bettings over the Internet in 2006 which is an increase from 2002 when 5% did so. In 2006, 15% of individuals ordered shares or insurance online, while 9% did so in 2002. As previous surveys have shown, it is least common for individuals to order food and groceries over the Internet. In 2002, 10% of individuals making online purchases had ordered food or groceries over the Internet, in 2006 only 4% had done so (figure 23).

**Figure 23. Goods/services purchased via the Internet 2002 and 2006**



**Notes:** Percent of people placing orders online in a twelve month period prior to the survey.

*More common for men to buy computer hardware, software or electronic equipments*

It seems to be more common for men than women to order computer hardware, computer software and electronic devices. In 2006, 16% of men and only 4% of women had ordered computer hardware or printers online, 19% of men and 7% of women had ordered electronic devices or cameras over the Internet and four out of every ten men had ordered computer software or computer games over the Internet, while 15% of women had done so (figure 24).

*One out of every four orders clothes and sport goods over the Internet*

In 2006 one out of every four had ordered clothes or sport goods online. It is more common for individuals younger than 55 years of age to orders this type of goods online. Thus 23–28% of men and women aged 16–54 years had ordered clothes or sport goods over the Internet while 8% of men and 10% of women older than 55 years had done so (figure 24).

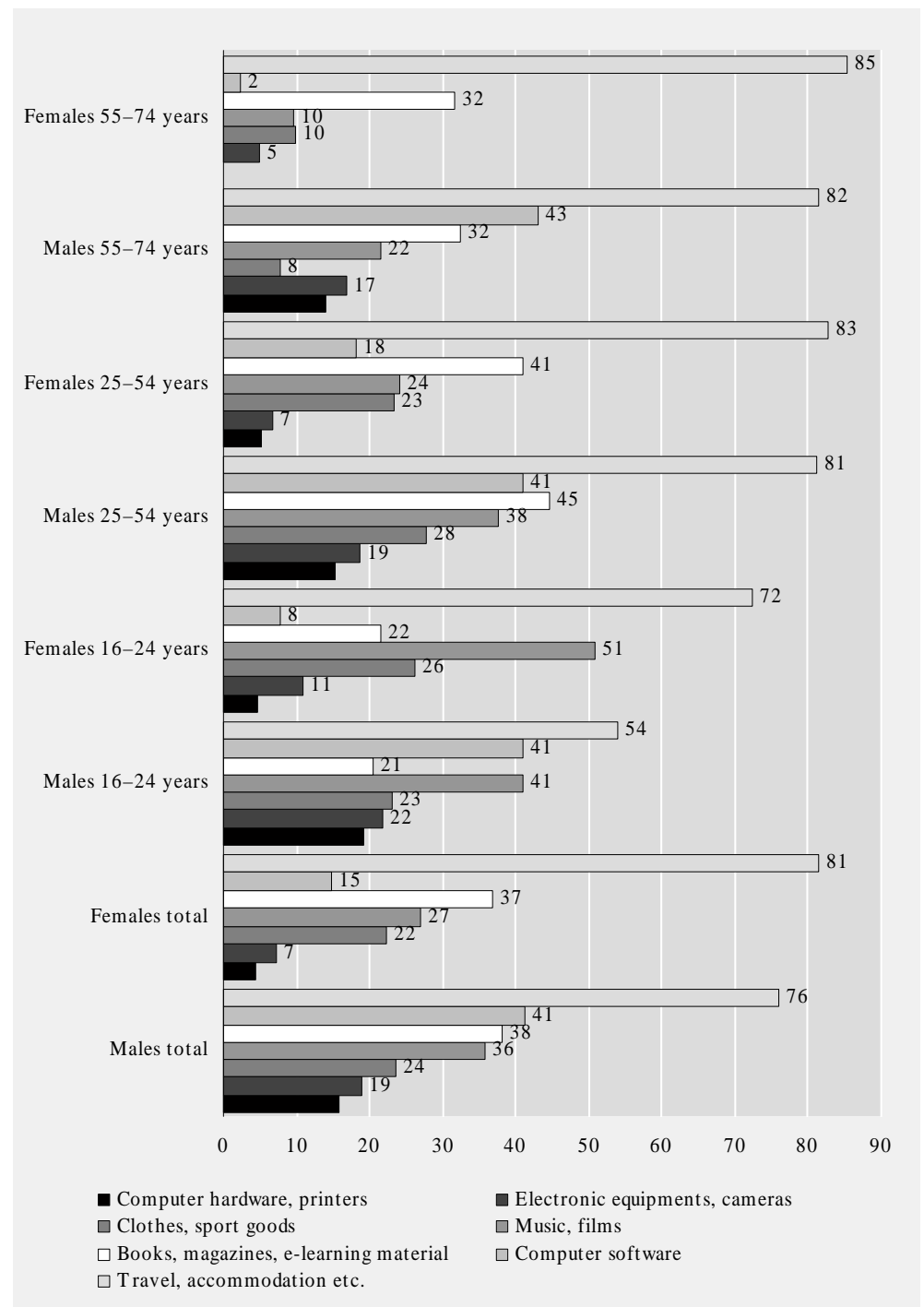
Ordering books, magazines or e-learning material is most common for individuals at the age of 25–54 years. In 2006, 41% of women and 45% of men in this age group ordered such things over the Internet, while 32% of men and women aged 55–74 years and 21–22% of men and women younger than 25 years had used the medium for ordering books, magazines or e-learning material (figure 24).

*Most common for women  
younger than 25 years to buy  
music or films online*

Ordering music or films over the Internet was most common among women in the youngest age group in 2006. Thus, 51% of women aged 16–24 years ordered music or films over the Internet while 41% of men in the same age group had done so. Within the age group 25–54 years, 38% of men (38%) and 24% of women had ordered music or films online while 22% of men and 10% of women older than 54 years of age had done so (figure 24).

As previous surveys have shown, the most common goods and services, people are ordering over the Internet, are related to travel and accommodation. In 2006, around 81–85% of men and women older than 24 years of age ordered this kind of goods or services online. Within the age group 16–24 years it was more common for women (72%) than men (54%) to order things related to travel and accommodation over the Internet (figure 24).

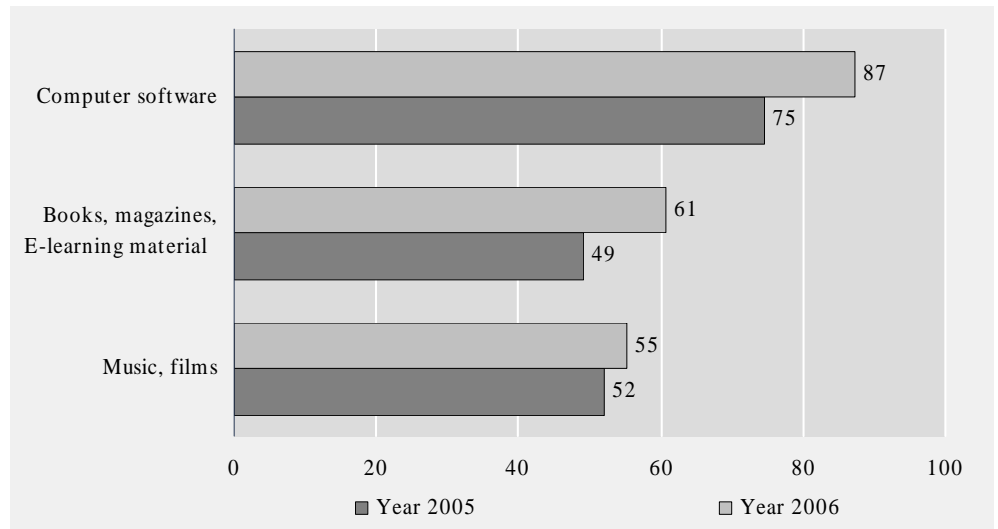


**Figure 24. Goods/services purchased via the Internet by gender and age 2006**

**Notes:** Percent of people placing orders online in a twelve months period prior to the survey.

*More common to get goods or services delivered online in 2006 than in 2005*

Individuals buying music, films, books, magazines, e-learning material, software or computer games over the Internet were asked whether any of those products were delivered online. In 2006 as in 2005, around half of those who had bought music or films over the Internet got the products delivered online. It is more common for people to get books, magazines and e-learning material as well as software and computer games delivered online in 2006 than in 2005. In 2006, around 61% of individuals purchasing books, magazines and e-learning material and 87% of those purchasing software or computer games over the Internet got the products delivered over the Internet (figure 25).

**Figure 25. Products delivered or up-graded online 2005 and 2006**

**Notes:** Percent of people buying those products online in a twelve months period prior to the survey.

*Origin of the retailer*

In 2006, 67% of those placing orders online, knew the retailer from outside the Internet, e.g. the retailer had a physical store or a catalogue outside the Internet. Around 58% of individuals ordering or purchasing goods or services over the Internet found the retailer when browsing the Internet (table 22).

*The vast majority has not experienced any problems through Internet commerce*

In 2006 the vast majority or 88% of individuals doing e-commerce had not experienced any problems when purchasing goods or services over the Internet. Only 4% had received wrong, damaged or no goods at all, 2% had experienced longer delivery time than indicated, 1% experienced lack of security of payments, the same percentage found it difficult to complain and get redress and 5% had experienced other problems than mentioned when ordering goods or services over the internet (table 25).

*Why people don't order over the Internet*

When asked about the reasons for not buying or ordering any goods or services over the Internet, half of the respondents said that they had no need, 30% prefer to shop in person and 29% were concerned with security. 13% said they did not know how to order online, 12% were worried about receiving the goods and 7% had no payment card allowing payments over the Internet. For 5% the delivery time was too long or it was problematic for them to receive goods at home. 13% said that the reason for not doing e-commerce was other than mentioned (figure 26).

**Figure 26. Reasons for not ordering or purchasing goods and services over the Internet 2006**



**Notes:** Percent of persons not doing any Internet commerce in the last twelve months or ever.

## Individuals' e-readiness

### Computer related activities

Individuals using a computer in a period of twelve month prior to the survey were asked which of the following computer related activities they had already carried out:

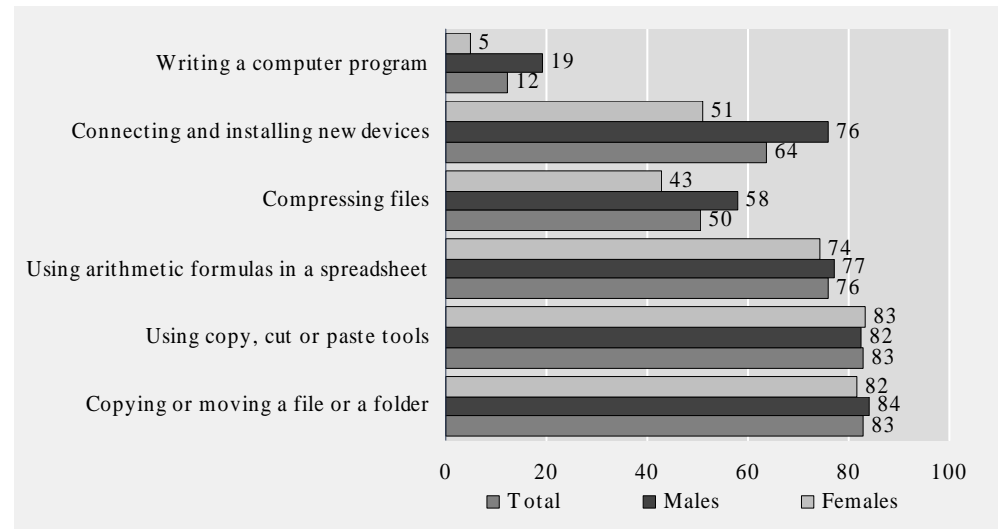
- Copying or moving a file or a folder
- Using *cut*, *copy* or *paste* tools
- Using arithmetic formulas in a spreadsheet
- Compressing a file, e.g. by using *Winzip*
- Connecting and installing new devices
- Writing a computer program

*50% have compressed a file and 12% have written a computer program*

Four out of every five individuals using a computer in a twelve months period prior to the survey had copied or moved a file or a folder or used *copy*, *cut* or *paste* tools to duplicate or move information within a document. 76% had used arithmetic formulas in a spreadsheet, 50% had compressed a file, 64% had connected and installed new devices and 12% had written a computer program (figure 27).

### Men perform more complex activities

It was a little bit more common for men (77%) to have used arithmetic formulas in a spreadsheet, than it was for women (74%). The difference between the genders increases when it comes to more complex activities. In 2006, 58% of men had used software to compress files against 43% of women, 76% of men had connected and installed new devices against 51% of women and 19% of men had written a computer program when only 5% of women had done so (figure 27).

**Figure 27. Computer related activities by gender 2006**

**Notes:** Percent of those using a computer in the last 12 months.

#### *Internet related activities*

Individuals using the Internet in a twelve month period prior to the survey were asked which of the following Internet related activities they had already carried out:

- Using a search engine to find information
- Sending e-mails with attached files
- Posting messages to chat rooms, newsgroups etc.
- Making telephone calls over the Internet
- Using peer-to-peer file sharing for exchanging movies, music etc.
- Creating a web page

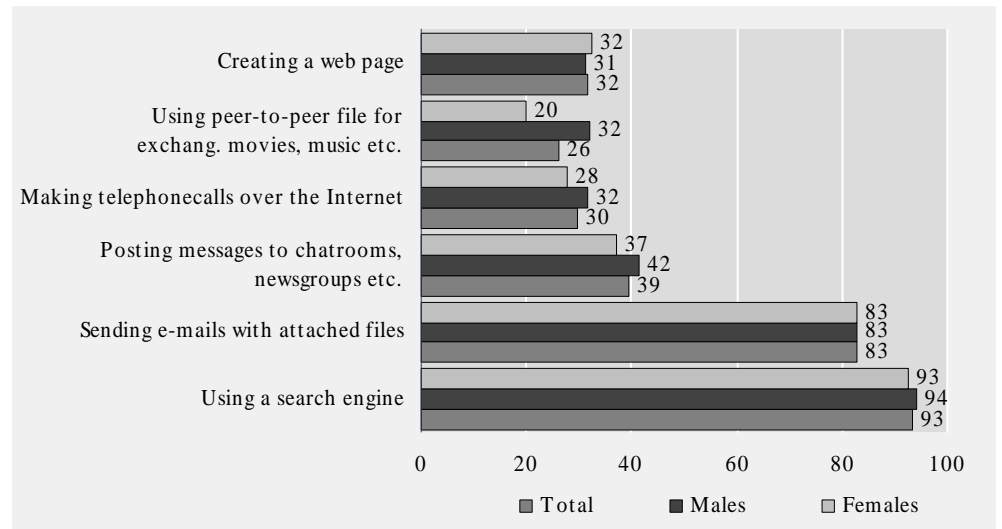
#### *More common to make telephone calls over the Internet in 2006 than in 2005*

Almost everyone, who used the Internet in the twelve months prior to the survey, had sometimes used a search engine and four out of every five had sent e-mails with attached files. 39% of the users had posted messages to chat rooms, newsgroups etc., 26% had used peer-to-peer file sharing for exchanging movies or music and 32% had created a web page. It was more common for the users to have made telephone calls over the Internet in 2006 than in 2005. In 2006, around 30% of the users made telephone calls online against 20% in year 2005 (figure 28).

#### *More common for men than women to use chatrooms and peer-to-peer*

Men and women were as likely to have used a search engine and to have sent e-mails with attachments. A little more men (42%) than women (37%) had used chat rooms, newsgroups etc., and more men (32%) than women (28%) had made telephone calls over the Internet. In 2006, it was more common for men (32%) to have exchanged movies, music etc. by using peer-to-peer file sharing over the Internet than it was for women (20%). That same year 31% of men and 32% of women had created a web page on the Internet (figure 28).

**Figure 28. Internet related activities by gender 2006**



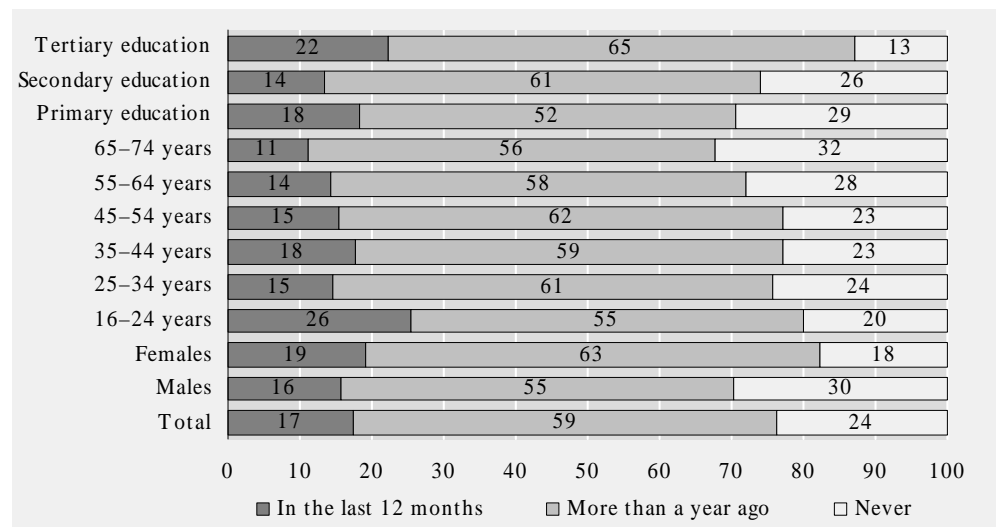
Notes: Percent of those using the Internet in the last 12 months.

*Individuals with the highest education are most likely to have attended a computer training course*

Individuals who had used a computer in a period of twelve months prior to the survey were asked whether they had taken any computer training courses. Of those, 24% had never attended any training course on any aspect of computer use. 59% of the individuals had attended a training course more than one year ago. The rest or 17% had been to a computer training course in the last twelve months prior to the survey (figure 29).

The percentage of individuals who had never taken any computer training course was higher among men (30%) than women (18%). It is also more common for individuals older than 54 years of age to have never taken any computer training course. Thus 28–32% of individuals aged 55–74 years had never attended any computer training course while the percentage was between 20% and 23% within other age groups. It was more common for people with the highest education (87%) to have taken computer training courses than for people with secondary education (73%) or people with primary education (70%) (figure 29).

**Figure 29. Individuals attending a computer training course by gender, age and educations 2006**

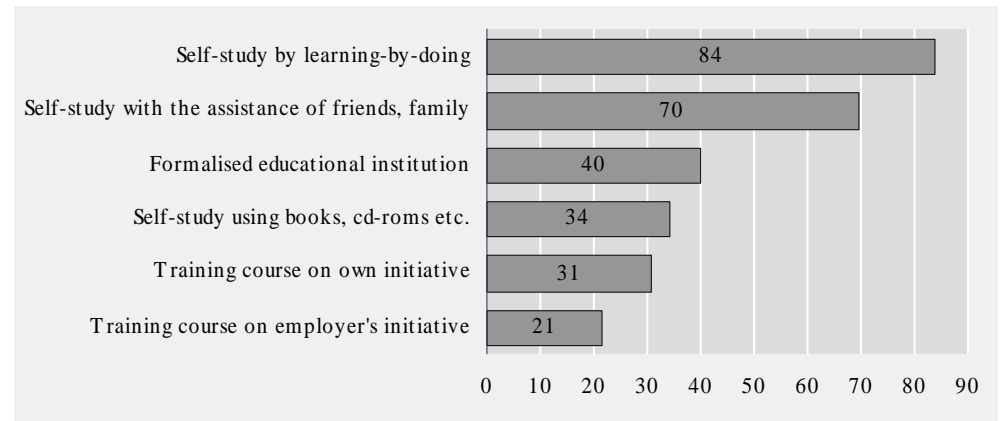


Notes: Percent of those using a computer in the last 12 months.

*Most people learn by doing or receive help from others*

When asked where or how the individuals had obtained their computer and Internet related skills, 40% said that they had learned it at school or at other educational institution, 31% had attended a training course on their own initiative and 21% had attended a training course on the initiative or the demand of their employer. One out of every three had used books, CD-ROMS and other helping tools for self-study. The vast majority had learned to use a computer and the Internet by themselves in the sense of learning-by-doing (84%), and 70% received help from friends, relatives or colleagues (figure 30).

**Figure 30. Where or how individuals obtained their computer and Internet related skills 2006**



**Notes:** Percent of those using a computer or the Internet in the last 12 months.

## Collection and processing of data

*The questionnaire* Statistics Iceland followed Eurostat's methodology and used a model questionnaire prepared by Eurostat. That makes the results presented in this article comparable with the results of similar surveys of other national statistical institutes within the EU as well as within the Nordic countries.

*The respondent* This survey deals with the use of IC technology in households and by individuals, where each individual represents one household. Thus every respondent had to answer questions on the IC technology in the household as well as questions on his/hers own use of a computer and the Internet. Participation was voluntary.

*Method of data collection* The survey was conducted as a telephone survey with the aid of the BLAISE system for recording. All interviews were carried out centrally from Statistics Iceland's survey centre. Five days prior to the survey start all participants received a letter from Statistics Iceland explaining the purpose of the survey and requesting their cooperation.

*Sample size and response rate* The gross sample size was 2,020 individuals aged 16–74 years. This is the same sample size as in the surveys conducted by Statistics Iceland in 2003, 2004 and 2005. 1,618 interviews on IC technology in households and 1,571 interviews on individual's use of a computer and the Internet were completed. This corresponds to a response rate of around 80% (table 1).

*Presentation of results* Results for households are presented by residence, household type and income. Results for individuals are presented by gender, age, residence, education and occupation. Totals and percentages for individuals were calculated by applying weights to each answer with reference to age and sex. Totals and percentages for

households were calculated by applying weights to each answer with reference to number of household members aged 16–74 years.

**Table 1. Sample size and response rate 2006**

	Households		Individuals	
	Number	%	Number	%
<b>Sample</b>	<b>2,020</b>	<b>100.0</b>	<b>2,020</b>	<b>100.0</b>
Deceased	–	–	–	–
Domicile abroad	53	2.6	54	2.7
Net sample size	1,967	97.4	1,966	97.3
<b>Net sample size</b>	<b>1,967</b>	<b>100.0</b>	<b>1,966</b>	<b>100.0</b>
Respondents	1,618	82.3	1,571	79.9
Refusals	177	9.0	178	9.1
Sick or disabled	12	0.6	14	0.7
Away from home or no contact	159	8.1	198	10.1
Others	1	0.1	5	0.3

*Concepts* The following concepts are used, when presenting the results:

**Age.** The criterion is the age the respondent has reached on the first day of the data collection period.

**Child.** All individuals at the age of 0–15 years are regarded as *children*.

**Education.** In the ICT survey the respondents are asked about their highest educational attainment. The answers are classified according to the International Standard Classification of Education (ISCED 97). Three categories are used. The first corresponds to categories 1 and 2 of ISCED 97, the second category corresponds to categories 3 and 4 of ISCED 97 and the third category corresponds to categories 5 and 6 of ISCED 97.

**Employment status.** Three employment status categories were defined:

- Students
- Employed (employee, self-employed and unpaid family workers)
- Others (pensioners, people fulfilling domestic tasks, unemployed etc.)

**Household income.** Gross monthly household income in Icelandic Krónur (ISK) is divided into six income brackets:

- 0–149 thousand
- 150–299 thousand
- 300–449 thousand
- 450–599 thousand
- 600–749 thousand
- 750 thousand or more

**Residence.** Information on the municipality of residence of the respondents was obtained from The National Register of Persons subject to confirmation by the respondents. In this report, the results are shown broken down into regional categories, the capital region and regions outside of the capital region. The capital region consists of the following municipalities: Reykjavík, Seltjarnarnes, Hafnarfjörður, Álftanes, Garðabær, Kópavogur and Kjósarhreppur.

**Table 2. Information technology in households by residence, type of household and household income 2006**

Percent of households						
	Tele- vision	Computer	Video recorder	DVD player	iPod/MP3- player	Palm top
<b>Total</b>	93	84	78	81	43	7
<b>Residence</b>						
Capital region	92	86	78	83	46	9
Other regions	95	81	78	77	38	5
<b>Type of household</b>						
Households without child(ren) under 16 years	93	78	74	74	30	6
Households with child(ren) under 16 years	93	94	84	91	61	9
<b>Household income in ISK</b>						
0–149 thousand	90	55	63	52	18	2
150–299 thousand	89	78	69	74	30	6
300–449 thousand	97	92	81	87	41	6
450–599 thousand	93	95	86	88	54	6
600–749 thousand	94	96	88	90	56	12
750 thousand or more	95	93	85	95	70	17

<sup>1</sup> Refers to mobile phones in general.

### Symbols used within tables

- nil, i.e. nothing.
- 0 less than half of the unit used.
- ... not available or result not statistically significant.

*Computer users* are those using a computer in a period of three months prior to the survey.

*Internet users* are those using the Internet in a period of three months prior to the survey.



Games console	Connection to the Internet	Mobile phone <sup>1</sup>	Internet enabled mobile phone	All household-members have their own mobile phone	Connection to digital TV	Satellite dish	Cable TV
38	83	98	38	60	47	7	8
38	86	98	40	62	54	8	6
38	78	98	35	57	36	6	11
19	75	97	32	81	44	7	7
65	95	100	48	30	52	7	9
12	50	93	19	67	27	7	6
30	73	97	33	62	40	5	6
42	91	100	36	56	45	8	9
49	95	99	45	52	56	4	8
47	98	100	47	64	60	8	6
55	96	100	61	64	69	9	10

**Table 3. Type of Internet connection in households by residence, type of household and household income 2006**

Percent of households with Internet access	Modem or ISDN	ADSL or other types of xDSL	Via cable or broadband <sup>1</sup>	Via mobile phone such as WAP, GPRS
<b>Total</b>	12	85	2	0
<b>Residence</b>				
Capital region	9	89	1	0
Other regions	17	77	4	1
<b>Type of household</b>				
Households without child(ren) under 16 years	15	81	3	0
Households with child(ren) under 16 years	8	89	2	0
<b>Household income in ISK</b>				
0–149 thousand	16	64	11	2
150–299 thousand	17	81	1	–
300–449 thousand	13	84	3	1
450–599 thousand	10	89	1	–
600–749 thousand	4	96	1	–
750 thousand or more	1	98	2	0

<sup>1</sup> E.g. LAN, cable modem, fibre optic cable, fixed wireless technologies, satellite technologies and UMTS.

**Table 4. Computer and Internet access in European households 2006**

Percent of Households	Computer			Internet access		
	Total	Households without child(ren) under 16 years	Households with child(ren) under 16 years	Total	Households without child(ren) under 16 years	Households with child(ren) under 16 years
Austria	63	55	85	47	40	63
Belgium	...	...	...	50	43	69
Bulgaria	...	...	...	...	...	...
Croatia	...	...	...	...	...	...
Cyprus	46	31	73	32	24	44
Czech Republic	30	17	53	19	11	33
Denmark	84	...	...	75	...	...
Estonia	43	36	...	39	32	...
EU 25	58	51	74	48	43	60
Finland	64	56	88	54	46	79
France	...	...	...	...	...	...
Germany	70	64	91	62	56	82
Greece	33	28	45	22	20	27
Hungary	42	35	61	22	19	29
<b>Iceland</b>	<b>89</b>	<b>83</b>	<b>97</b>	<b>84</b>	<b>76</b>	<b>94</b>
Ireland	55	47	68	47	41	58
Italy	46	38	62	39	33	51
Latvia	32	26	47	31	26	43
Lithuania	32	23	49	16	12	22
Luxembourg	75	69	91	65	60	78
Macedonia FYRM	...	...	...	...	...	...
Malta	...	...	...	...	...	...
Netherlands	78	70	92	78	70	92
Norway	74	69	94	64	58	87
Poland	40	33	56	30	27	38
Portugal	42	38	63	31	29	44
Rumania	...	...	...	...	...	...
Slovakia	47	32	67	23	17	32
Slovenia	61	...	...	48	...	...
Spain	55	47	70	36	32	44
Sweden	80	74	95	73	66	89
Turkey	...	...	...	...	...	...
United Kingdom	70	64	84	60	55	73

Source: Eurostat, April 2006 (<http://europa.eu.int/comm/eurostat>).

**Table 5. Broadband access in European households 2005**

Percent	Percent of all households	Percent of households with Internet access	Percent	Percent of all households	Percent of households with Internet access
Austria	23	50	Latvia	13	30
Belgium	41	81	Lithuania	12	73
Bulgaria <sup>1</sup>	4	39	Luxembourg	39	51
Croatia	...	...	Macedonia FYRM <sup>1</sup>	...	...
Cyprus	4	14	Malta	...	...
Czech Republic	5	27	Netherlands	54	69
Denmark	51	...	Norway	41	...
Estonia	30	77	Poland	16	51
EU 25	23	46	Portugal	20	63
Finland	36	67	Rumania <sup>1</sup>	...	...
France <sup>1</sup>	...	...	Slovakia	7	31
Germany	23	38	Slovenia	19	40
Greece	1	3	Spain	21	58
Hungary	11	49	Sweden	40	55
<b>Iceland</b>	<b>63</b>	<b>75</b>	Turkey <sup>1</sup>	–	3
Ireland <sup>1</sup>	3	7	United Kingdom	32	52
Italy	13	34			

<sup>1</sup> Data from year 2004.

Source: Eurostat, April 2006 (<http://europa.eu.int/comm/eurostat>).

**Table 6. Devices, on which the Internet is accessed in households by residence, type of household and household income 2006**

Percent of households with Internet access	Digital TV					Other devices
	Computer	Palm top	TV set top box	Mobile phone	Games console	
<b>Total</b>	99	2	2	3	1	0
<b>Residence</b>						
Capital region	99	2	1	3	1	0
Other regions	99	1	2	3	1	1
<b>Type of household</b>						
Households without child(ren) under 16 years	99	2	1	2	0	1
Households with child(ren) under 16 years	100	2	2	4	1	0
<b>Household income in ISK</b>						
0–149 thousand	95	–	2	–	–	2
150–299 thousand	99	4	1	3	0	1
300–449 thousand	99	1	2	4	1	0
450–599 thousand	100	1	2	4	0	–
600–749 thousand	100	2	1	2	–	–
750 thousand or more	100	2	3	6	2	–

**Table 7. Reasons for no Internet access at home by residence, type of household and household income 2006**

Percent of households without Internet access	Access Access undesirable/ elsewhere	Access no need	Equipment costs too high	Access costs too high	Internet too complicated	Physical disability	Privacy or security concerns
<b>Total</b>	21	39	11	14	19	2	2
<b>Residence</b>							
Capital region	21	34	12	18	16	3	2
Other regions	21	45	10	10	22	2	1
<b>Type of household</b>							
Households without child(ren) under 16 years	20	44	12	14	21	3	2
Households with child(ren) under 16 years	30	–	6	18	4	–	–
<b>Household income in ISK</b>							
0–149 thousand	5	62	17	20	28	2	–
150–299 thousand	23	30	10	12	16	2	1
300–449 thousand	36	–	4	15	7	–	–
450–599 thousand	62	28	–	–	15	–	8
600–749 thousand	48	–	–	–	–	–	–
750 thousand or more	18	–	–	–	18	–	–

**Table 8. Individuals' use of a computer and the Internet by gender, age, residence, education and occupation 2006**

Percent of population	Computer use			Internet use		
	Less than 3 months	Between 3 and 12 months	More than 12 months ago or never	Less than 3 months	Between 3 and 12 months	More than 12 months ago or never
<b>All</b>	90	2	9	88	1	10
<b>Gender</b>						
Males	90	2	8	89	1	10
Females	89	1	10	87	1	11
<b>Age</b>						
16–24 years	99	1	0	99	1	0
25–34 years	98	0	2	98	–	2
35–44 years	96	2	3	95	1	4
45–54 years	91	1	8	89	1	10
55–64 years	84	3	13	81	3	17
65–74 years	46	4	49	38	4	57
<b>Males by age</b>						
16–24 years	98	1	1	99	1	–
25–54 years	93	1	5	92	1	7
55–74 years	76	3	21	73	2	25
<b>Females by age</b>						
16–24 years	99	1	–	99	–	1
25–54 years	96	0	3	96	0	4
55–74 years	62	4	33	56	5	40
<b>Residence</b>						
Capital region	92	1	7	91	1	8
Other regions	86	3	11	84	2	14
<b>Education</b>						
Primary	82	2	16	80	1	19
Secondary	92	2	6	91	1	8
Tertiary	99	0	1	98	1	1
<b>Occupation</b>						
Student	100	–	–	100	–	–
Employed	93	1	6	92	1	7
Others	58	5	37	52	6	42

**Table 9. Frequency in the use of a computer by individuals by gender, age, residence, education and occupation 2006**

Percent of those using a computer or the Internet in the last 3 months	Computer use				Internet use			
	Every day or almost every day	At least once a week	At least once a month	Less than once a month	Every day or almost every day	At least once a week	At least once a month	Less than once a month
<b>All</b>	83	13	3	1	80	15	4	1
<b>Gender</b>								
Males	84	13	3	0	82	14	4	0
Females	81	14	3	1	78	16	4	2
<b>Age</b>								
16–24 years	88	9	2	0	86	12	2	0
25–34 years	88	10	2	–	85	12	4	–
35–44 years	82	15	3	1	80	16	3	1
45–54 years	80	15	4	1	76	18	4	1
55–64 years	77	16	5	2	73	20	4	3
65–74 years	60	26	10	4	65	24	11	–
<b>Males by age</b>								
16–24 years	91	7	1	–	87	12	1	–
25–54 years	83	14	4	–	82	14	4	0
55–74 years	79	16	5	1	79	17	3	1
<b>Females by age</b>								
16–24 years	86	11	3	1	84	12	3	1
25–54 years	84	13	2	1	79	16	3	1
55–74 years	66	22	7	4	62	25	9	4
<b>Residence</b>								
Capital region	85	11	3	1	83	13	3	1
Other regions	77	18	3	1	75	19	5	1
<b>Education</b>								
Primary	76	18	4	2	74	19	5	2
Secondary	80	16	3	1	78	16	4	1
Tertiary	95	3	2	0	91	7	1	–
<b>Occupation</b>								
Student	94	5	1	–	92	7	2	–
Employed	82	14	3	1	79	16	4	1
Others	66	24	6	4	64	24	9	3

**Table 10. Place of individuals' use of a computer and the Internet by gender, age, residence, education and occupation 2006**

Percent of those using a computer or the Internet in the last 3 months	Computer use				Internet use			
	At home	At work	At place of education	At other places	At home	At work	At place of education	At other places
<b>All</b>	89	58	24	36	89	58	25	33
<b>Gender</b>								
Males	90	60	21	37	91	58	18	34
Females	87	55	28	35	90	54	26	32
<b>Age</b>								
16–24 years	92	26	62	60	90	24	60	58
25–34 years	92	61	25	43	93	60	24	39
35–44 years	87	70	17	27	91	66	13	24
45–54 years	86	75	10	24	89	74	7	22
55–64 years	84	63	5	25	86	61	4	20
65–74 years	95	31	3	16	96	33	–	15
<b>Males by age</b>								
16–24 years	96	27	61	58	92	23	58	57
25–54 years	89	72	14	35	90	70	10	31
55–74 years	87	58	4	22	89	56	2	18
<b>Females by age</b>								
16–24 years	88	26	63	63	88	24	61	60
25–54 years	87	66	22	28	92	63	20	26
55–74 years	87	50	6	23	86	53	4	20
<b>Residence</b>								
Capital region	89	61	25	37	91	60	22	34
Other regions	88	51	24	34	89	48	22	32
<b>Education</b>								
Primary	89	36	32	37	91	34	30	36
Secondary	86	57	21	31	88	53	19	29
Tertiary	93	87	21	42	93	87	16	36
<b>Occupation</b>								
Student	92	15	88	61	94	15	86	56
Employed	87	73	12	32	89	70	9	29
Others	96	12	3	21	97	11	2	21

**Tafla 11. Regular users of the Internet by gender, age and education 2006**

Percent of population					
	All	Males	Females	16–24 years	25–34 years
Austria	49	54	43	74	68
Belgium	53	58	48	76	68
Bulgaria	...	...	...	...	...
Croatia	...	...	...	...	...
Cyprus	26	28	24	49	40
Czech Republic	26	29	23	51	33
Denmark	73	75	71	90	88
Estonia	54	57	51	83	62
EU 25	43	48	38	68	57
Finland	...	...	...	...	...
France	...	...	...	...	...
Germany	54	62	47	81	77
Greece	18	22	15	37	30
Holland	74	79	68	92	89
Hungary	34	34	33	55	39
<b>Iceland</b>	<b>81</b>	<b>82</b>	<b>79</b>	<b>94</b>	<b>95</b>
Ireland	31	30	32	34	41
Italy	28	34	23	51	42
Latvia	36	37	36	75	51
Lithuania	30	30	29	65	38
Luxembourg	63	76	51	83	68
Macedonia FYRM	...	...	...	...	...
Malta	...	...	...	...	...
Norway	74	80	67	90	86
Poland	29	31	28	62	38
Portugal	28	31	25	62	40
Rumania	...	...	...	...	...
Slovakia	43	47	39	68	50
Slovenia	40	42	39	...	...
Spain	35	40	30	62	52
Sweden	76	80	72	93	90
Turkey	...	...	...	...	...
United Kingdom	54	61	47	74	68

**Notes:** Regular use is at least once a week during a three months period prior to the survey.

**Source:** Eurostat, April 2006 (<http://europa.eu.int/comm/eurostat>).



35–44 years	45–54 years	55–64 years	65–74 years	Primary education	Secondary education	Tertiary education
57	45	23	7	28	51	75
62	52	33	10	34	56	79
...	...	...	...	...	...	...
...	...	...	...	...	...	...
25	18	7	3	10	23	57
32	25	12	...	20	22	66
85	76	58	27	60	73	89
66	53	28	...	44	49	69
50	39	26	10	23	47	72
...	...	...	...	...	...	...
...	...	...	...	...	...	...
64	52	37	16	46	54	69
21	13	6	1	4	23	50
83	73	55	29	53	81	92
42	35	17	5	10	46	75
<b>89</b>	<b>78</b>	<b>61</b>	<b>36</b>	<b>71</b>	<b>82</b>	<b>96</b>
37	27	19	7	14	35	59
35	25	12	...	11	44	66
36	26	12	3	23	32	67
28	22	8	2	25	20	61
72	66	52	23	47	69	88
...	...	...	...	...	...	...
...	...	...	...	...	...	...
90	74	55	22	43	72	90
28	19	11	2	26	23	64
29	18	8	...	13	70	79
...	...	...	...	...	...	...
46	45	14	1	20	47	74
...	...	...	...	...	40	...
38	25	14	3	13	50	69
86	77	68	26	63	71	93
...	...	...	...	...	...	...
62	51	37	20	22	58	76

**Table 12. Use of a mobile phone by gender, age, residence, education and occupation 2006**

	Percent of population	Percent of Internet users		Percent of population	Percent of Internet users
<b>All</b>	97	98	<b>Females by age</b>		
			16–24 years	99	99
<b>Gender</b>			25–54 years	99	99
Males	97	98	55–74 years	90	96
Females	97	98			
			<b>Residence</b>		
<b>Age</b>			Capital region	97	98
16–24 years	99	99	Other regions	97	99
25–34 years	99	100			
35–44 years	99	99	<b>Education</b>		
45–54 years	96	97	Primary	95	99
55–64 years	95	97	Secondary	98	98
65–74 years	88	96	Tertiary	99	99
			<b>Occupation</b>		
<b>Males by age</b>			Student	99	99
16–24 years	99	99	Employed	98	98
25–54 years	98	99	Others	90	97
55–74 years	95	98			

**Table 13. Individuals' use of Internet enabled mobile devices by gender, age, residence, education and occupation 2006**

Percent of Internet users	Mobile phone via			Percent of Internet users	Mobile phone via		
	WAP or GPRS	UMTS	Palm top		WAP or GPRS	UMTS	Palm top
<b>All</b>	10	1	2	<b>Females by age</b>			
				16–24 years	12	–	–
<b>Gender</b>				25–54 years	9	1	1
Males	12	1	3	55–74 years	1	–	–
Females	8	0	0				
				<b>Residence</b>			
<b>Age</b>				Capital region	10	1	2
16–24 years	15	0	1	Other regions	10	0	1
25–34 years	13	1	2				
35–44 years	10	1	2	<b>Education</b>			
45–54 years	10	1	2	Primary	12	0	1
55–64 years	2	–	1	Secondary	9	1	2
65–74 years	2	–	–	Tertiary	10	1	3
				<b>Occupation</b>			
<b>Males by age</b>				Student	13	0	0
16–24 years	17	1	2	Employed	10	1	2
25–54 years	13	1	3	Others	4	1	1
55–74 years	3	–	2				

**Table 14. Individuals with e-mail address by gender, age, residence, education and occupation 2006**

	Percent of population	Percent of Internet users		Percent of population	Percent of Internet users
<b>All</b>	79	89	<b>Females by age</b>		
<b>Gender</b>			16–24 years	90	91
Males	79	89	25–54 years	86	89
Females	78	89	55–74 years	47	84
<b>Age</b>			<b>Residence</b>		
16–24 years	88	89	Capital region	82	90
25–34 years	90	92	Other regions	73	87
35–44 years	85	89	<b>Education</b>		
45–54 years	79	89	Primary	67	84
55–64 years	68	85	Secondary	81	89
65–74 years	32	83	Tertiary	93	95
<b>Males by age</b>			<b>Occupation</b>		
16–24 years	86	88	Student	94	94
25–54 years	84	91	Employed	81	88
55–74 years	62	84	Others	44	85

**Table 15. Internet users, who have received Spam<sup>1</sup> by gender, age, residence, education and occupation 2006**

Percent of Internet users		Percent of Internet users	
<b>All</b>	75	<b>Females by age</b>	
<b>Gender</b>		16–24 years	78
Males	77	25–54 years	75
Females	73	55–74 years	58
<b>Age</b>		<b>Residence</b>	
16–24 years	78	Capital region	78
25–34 years	83	Other regions	70
35–44 years	73	<b>Education</b>	
45–54 years	76	Primary	68
55–64 years	63	Secondary	72
65–74 years	62	Tertiary	89
<b>Males by age</b>		<b>Occupation</b>	
16–24 years	78	Student	81
25–54 years	80	Employed	75
55–74 years	66	Others	60

<sup>1</sup> In a period of three months prior to the survey.

**Table 16. Purpose of individuals' use of the Internet by gender, age, residence, education and**

Percent of Internet users	Communication			Information search and online services						
	Use of e-mail	Tele- foning or video- confer- encing	Use of chat sites etc.	Finding inform. about goods and services	Use related to travel and accommo- dation	Listening to Web radio/ watching Web television	Playing or down- loading games, music or images	Down- loading soft- ware	Reading/ down- loading News- papers/ magazines	Seeking health- related informa- tion
<b>All</b>	87	21	49	86	70	48	38	32	76	45
<b>Gender</b>										
Males	87	22	47	89	70	52	44	44	77	35
Females	88	20	52	83	69	45	33	20	74	56
<b>Age</b>										
16–24 years	86	25	85	82	57	54	68	37	65	35
25–34 years	93	23	66	94	74	56	49	40	79	58
35–44 years	89	19	42	90	75	49	29	31	80	44
45–54 years	87	17	28	84	72	42	23	27	79	46
55–64 years	80	18	20	82	73	35	17	22	75	46
65–74 years	74	17	10	68	64	36	22	26	75	28
<b>Males by age</b>										
16–24 years	81	27	85	86	57	57	80	53	66	28
25–54 years	89	21	43	93	73	53	40	44	81	38
55–74 years	83	18	18	82	76	41	18	32	79	31
<b>Females by age</b>										
16–24 years	91	23	86	78	57	52	56	21	64	42
25–54 years	90	19	49	87	74	46	29	22	78	60
55–74 years	74	18	17	74	64	28	18	11	70	56
<b>Residence</b>										
Capital region	90	22	50	88	73	51	38	33	77	48
Other regions	83	18	47	84	63	42	39	30	73	40
<b>Education</b>										
Primary	80	16	56	81	57	41	46	25	65	38
Secondary	87	19	46	86	70	48	36	34	77	43
Tertiary	97	28	46	94	84	59	33	39	87	58
<b>Occupation</b>										
Student	93	24	87	84	59	57	65	40	66	44
Employed	86	20	42	88	73	48	33	31	79	46
Others	83	16	35	71	57	30	29	19	67	44

**Notes:** People were asked about for which private purpose they had used the Internet in the last three months prior to the survey.

## occupation 2006

Banking and e-commerce			Training, education and job search		Interaction with public authorities		
Internet banking	Ordering or purchasing goods or services	Selling goods and services	Educational courses	Job search/ sending job applicat.	Obtaining informat. from public author. web site(s)	Down- loading official forms	Sending filled in forms
76	36	10	17	20	62	41	31
77	38	13	17	20	66	44	34
75	33	6	17	19	58	39	28
67	31	8	22	33	62	29	21
85	44	12	15	21	70	51	38
83	39	13	18	20	66	45	32
77	32	9	15	14	61	45	36
63	31	5	12	9	50	36	27
61	26	2	16	4	37	34	30
66	35	9	22	36	67	33	23
83	40	15	16	19	69	49	37
67	36	7	14	7	55	41	34
67	26	6	22	30	57	26	18
81	38	8	17	18	62	45	33
57	23	1	11	10	37	28	19
79	36	10	17	23	63	44	33
69	35	8	17	14	59	37	28
60	27	8	15	21	51	24	16
79	35	8	15	18	60	42	35
91	47	13	22	22	80	64	45
71	30	5	26	36	68	32	25
78	38	11	15	17	62	45	34
59	21	9	12	13	47	28	22

**Table 17. Individuals interaction with public authorities via the Internet by gender, age, residence, education and occupation 2006**

Percent of Internet users	Uses the Internet for interaction with public authorities	Would be interested in using the Internet for interaction with public authorities	Is not interested in using the Internet for interaction with public authorities
<b>All</b>	79	8	13
<b>Gender</b>			
Males	83	8	9
Females	75	8	17
<b>Age</b>			
16–24 years	72	13	14
25–34 years	88	4	7
35–44 years	84	7	9
45–54 years	78	6	16
55–64 years	73	9	17
65–74 years	61	10	30
<b>Males by age</b>			
16–24 years	79	10	10
25–54 years	86	6	8
55–74 years	77	10	13
<b>Females by age</b>			
16–24 years	66	16	18
25–54 years	81	5	14
55–74 years	62	8	29
<b>Residence</b>			
Capital region	82	7	11
Other regions	74	8	17
<b>Education</b>			
Primary	64	14	22
Secondary	83	6	11
Tertiary	94	3	3
<b>Occupation</b>			
Student	78	11	11
Employed	80	7	12
Others	73	4	23

**Table 18. Reasons for no interaction with public authorities via the Internet by gender, age, residence, education and occupation 2006**

Percent of those not using the Internet for interaction with public authorities	Service not available on-line or difficult to find	Personal contact is missing	Immediate response is missing	Concerned about protection and security of pers. data	Additional costs e.g. connection cost	Too complex	Other reasons
<b>All</b>	6	17	6	7	2	15	62
<b>Gender</b>							
Males	7	14	5	7	3	13	67
Females	5	20	7	7	2	16	59
<b>Age</b>							
16–24 years	6	7	6	5	3	11	80
25–34 years	3	23	6	9	0	11	66
35–44 years	6	16	10	10	2	11	65
45–54 years	8	18	5	7	2	18	49
55–64 years	6	31	6	6	4	19	46
65–74 years	–	14	–	5	–	28	58
<b>Males by age</b>							
16–24 years	7	7	4	7	4	14	79
25–54 years	7	16	7	5	2	12	64
55–74 years	7	14	4	11	4	14	61
<b>Females by age</b>							
16–24 years	6	8	8	4	2	10	81
25–54 years	6	20	7	11	1	15	55
55–74 years	2	34	5	2	2	27	42
<b>Residence</b>							
Capital region	5	16	6	5	2	13	66
Other regions	7	19	6	9	2	18	58
<b>Education</b>							
Primary	6	14	7	8	2	17	64
Secondary	4	17	4	6	1	15	63
Tertiary	13	38	4	4	–	–	48
<b>Occupation</b>							
Student	7	9	7	6	2	9	78
Employed	6	19	7	8	1	14	60
Others	4	21	–	4	3	31	51

**Table 19. Public services, with which individuals have already dealt with or would be interested in**

Percent of Internet users	Income taxes	Job search	Social security benefits	Delivering application for drivers licence, passport etc.	Car registration	Delivering application for a building permission
<b>All</b>	75	70	67	66	66	63
<b>Gender</b>						
Males	80	72	69	69	70	69
Females	70	68	64	62	63	58
<b>Age</b>						
16–24 years	68	68	59	56	57	51
25–34 years	87	82	79	77	76	75
35–44 years	79	76	73	73	74	72
45–54 years	75	67	66	66	68	63
55–64 years	68	57	57	56	59	56
65–74 years	53	33	41	35	35	37
<b>Males by age</b>						
16–24 years	72	71	62	61	59	53
25–54 years	85	77	75	75	77	77
55–74 years	73	55	59	56	59	58
<b>Females by age</b>						
16–24 years	64	66	57	51	55	49
25–54 years	76	74	71	70	69	64
55–74 years	54	46	45	45	45	43
<b>Residence</b>						
Capital region	77	72	67	69	69	65
Other regions	73	67	66	59	60	60
<b>Education</b>						
Primary	62	58	51	51	52	50
Secondary	79	72	70	69	69	66
Tertiary	88	83	84	81	82	77
<b>Occupation</b>						
Student	72	72	66	62	66	56
Employed	77	71	69	67	68	67
Others	66	53	53	55	51	48



**dealing with via the Internet by gender, age, residence, education and occupation 2006**

To send a declaration to the police	To send a declaration to the police	Library search (e.g. catalogues)	Request a delivery of certificates (e.g. birth cert., marriage cert.)	Enrolment in higher education or university	Announce a change of address	For interactive advice and other health-related services
48	48	71	64	73	74	58
52	52	73	66	74	78	60
44	44	68	61	72	71	55
38	38	68	53	67	67	56
58	58	80	77	86	86	66
54	54	74	70	78	79	63
48	48	68	63	71	73	54
40	40	63	57	63	68	48
35	35	56	32	45	54	39
37	37	70	54	69	70	57
58	58	76	73	81	83	64
49	49	67	58	59	69	51
39	39	66	51	66	64	55
50	50	72	68	77	76	58
26	26	55	43	57	58	40
51	51	73	67	74	76	59
43	43	66	57	70	71	55
34	34	57	50	59	61	48
51	51	72	64	76	77	57
63	63	88	81	87	89	71
42	42	75	57	75	73	59
50	50	71	67	75	76	58
39	39	58	50	52	61	52

**Table 20. Internet commerce by individuals by gender, age, residence, education and occupation 2006**

	Percent of population		Percent of Internet users	
	In the last 3 months	In the last 12 months	In the last 3 months	In the last 12 months
<b>All</b>	31	50	36	57
<b>Gender</b>				
Males	34	55	38	61
Females	29	45	33	52
<b>Age</b>				
16–24 years	30	49	31	50
25–34 years	43	69	44	71
35–44 years	37	59	39	62
45–54 years	28	45	32	50
55–64 years	25	41	31	50
65–74 years	10	14	26	36
<b>Males by age</b>				
16–24 years	34	56	35	57
25–54 years	37	60	40	65
55–74 years	26	39	36	54
<b>Females by age</b>				
16–24 years	26	42	26	43
25–54 years	36	55	38	58
55–74 years	13	21	23	38
<b>Residence</b>				
Capital region	33	52	36	58
Other regions	29	46	35	55
<b>Education</b>				
Primary	21	36	27	45
Secondary	32	51	35	56
Tertiary	46	71	47	73
<b>Occupation</b>				
Student	30	50	30	50
Employed	35	55	38	59
Others	11	22	21	42

**Table 21. Europeans' Internet commerce 2005**

	Percent of population	Percent of Internet users
Austria	19	34
Belgium	11	20
Bulgaria <sup>1</sup>	1	3
Croatia	...	...
Cyprus	4	13
Czech Republic	3	9
Denmark	...	31
Estonia	4	7
EU 25	17	34
Finland	25	45
France	...	...
Germany	32	50
Greece	2	8
Hungary	5	14
<b>Iceland</b>	<b>28</b>	<b>32</b>
Ireland	14	39
Italy	4	11
Latvia	3	7
Lithuania	1	4
Luxembourg	31	45
Macedonia FYRM <sup>1</sup>	1	4
Malta	...	...
Netherlands <sup>1</sup>	24	34
Norway	...	44
Poland	5	15
Portugal	4	11
Rumania <sup>1</sup>	–	2
Slovakia	6	11
Slovenia	8	18
Spain	8	18
Sweden	36	45
Turkey <sup>1</sup>	–	3
United Kingdom	36	54

<sup>1</sup> Data from year 2004.

**Source:** Eurostat, April 2006 (<http://europa.eu.int/comm/eurostat>), Nordic Information Society Statistics 2005 and Statistics Iceland.

**Table 22. Goods/services purchased over the Internet by individuals by gender, age, residence,**

Percent of individuals doing Internet commerce in the last 12 months	Food, groceries	Household goods, excl. elect. equipm.	Music, films	Books, magaz., e-learning material	Clothes, sport goods	Computer software
<b>All</b>	<b>4</b>	<b>21</b>	<b>32</b>	<b>37</b>	<b>23</b>	<b>29</b>
<b>Gender</b>						
Males	5	21	36	38	24	41
Females	3	22	27	37	22	15
<b>Age</b>						
16–24 years	5	12	45	21	24	27
25–34 years	5	33	36	41	31	31
35–44 years	4	22	28	42	20	29
45–54 years	2	17	27	48	25	31
55–64 years	3	11	14	29	8	24
65–74 years	6	17	34	45	11	51
<b>Males by age</b>						
16–24 years	9	6	41	21	23	41
25–54 years	4	27	38	45	28	41
55–74 years	3	12	22	32	8	43
<b>Females by age</b>						
16–24 years	–	20	51	22	26	8
25–54 years	4	23	24	41	23	18
55–74 years	5	12	10	32	10	2
<b>Residence</b>						
Capital region	4	19	31	40	23	30
Other regions	4	25	33	33	24	27
<b>Education</b>						
Primary	6	21	32	22	21	23
Secondary	3	21	32	32	26	28
Tertiary	3	22	32	56	22	36
<b>Occupation</b>						
Student	6	15	35	28	25	28
Employed	3	23	32	40	23	30
Others	7	9	23	31	14	29

**education and occupation 2006**

Computer hardware	Electronic equipment, cameras	Shares, insurance, etc.	Travel, accommodation etc.	Tickets for events	Lotteries, betting	Other things
<b>11</b>	<b>14</b>	<b>15</b>	<b>78</b>	<b>37</b>	<b>16</b>	<b>13</b>
16	19	19	76	36	17	15
4	7	10	81	38	14	10
13	17	4	62	33	6	12
11	17	17	80	35	23	11
11	10	17	83	39	21	16
7	10	18	84	46	11	13
6	11	15	83	34	12	14
23	23	17	84	29	11	5
19	22	5	54	29	9	10
15	19	22	81	38	20	17
14	17	22	82	37	15	14
5	11	2	72	37	3	15
5	7	12	83	40	18	9
–	5	5	85	27	5	10
10	13	20	82	43	16	12
13	14	5	70	26	15	14
12	14	5	67	25	12	16
10	15	13	78	33	19	14
11	12	24	89	52	16	9
13	14	7	63	37	10	8
11	13	17	82	38	18	14
8	24	10	68	26	9	11

**Table 23. Products delivered or up-graded online by gender, age, residence, education and occupation 2006**

Percent of individuals buying those particular products online in the last 12 months	Music, films	Books, magazines, e-learning material	Computer software
<b>All</b>	55	61	87
<b>Gender</b>			
Males	54	61	87
Females	57	60	89
<b>Age</b>			
16–24 years	61	64	78
25–34 years	48	63	89
35–44 years	57	62	88
45–54 years	66	62	95
55–64 years	41	51	86
65–74 years	33	38	78
<b>Males by age</b>			
16–24 years	59	69	75
25–54 years	55	62	91
55–74 years	36	52	86
<b>Females by age</b>			
16–24 years	64	57	100
25–54 years	55	63	89
55–74 years	50	38	–
<b>Residence</b>			
Capital region	58	59	87
Other regions	50	64	88
<b>Education</b>			
Primary	52	61	83
Secondary	62	64	84
Tertiary	50	59	93
<b>Occupation</b>			
Student	65	65	85
Employed	53	61	88
Others	49	46	91

**Table 24. Origin of the retailer for products ordered or bought over the Internet by gender, age, residence, education and occupation 2006**

Percent of persons doing Internet commerce in the last 12 months	Retailers known from outside the Internet (physical store, catalogue)	Retailers known from the Internet or found on the Internet
<b>All</b>	67	58
<b>Gender</b>		
Males	66	62
Females	68	53
<b>Age</b>		
16–24 years	65	53
25–34 years	68	61
35–44 years	67	55
45–54 years	64	68
55–64 years	73	46
65–74 years	67	73
<b>Males by age</b>		
16–24 years	62	56
25–54 years	66	64
55–74 years	72	59
<b>Females by age</b>		
16–24 years	71	49
25–54 years	66	57
55–74 years	71	37
<b>Residence</b>		
Capital region	64	62
Other regions	73	50
<b>Education</b>		
Primary	69	47
Secondary	68	61
Tertiary	64	65
<b>Occupation</b>		
Student	65	61
Employed	68	58
Others	61	51

**Table 25. Problems encountered through Internet commerce by gender, age, residence, education and**

Percent of persons doing Internet commerce in the last 12 months	Difficulties finding information on guarantees	Delivery time longer than indicated	Final price higher than indicated	Wrong, damaged or no goods delivered
<b>All</b>	0	2	0	4
<b>Gender</b>				
Males	1	2	0	5
Females	–	2	–	3
<b>Age</b>				
16–24 years	1	2	1	4
25–34 years	–	2	0	6
35–44 years	–	2	–	2
45–54 years	1	3	–	4
55–64 years	1	1	–	2
65–74 years	–	–	–	–
<b>Males by age</b>				
16–24 years	1	1	1	6
25–54 years	0	2	0	5
55–74 years	2	2	–	3
<b>Females by age</b>				
16–24 years	–	3	–	2
25–54 years	–	2	–	3
55–74 years	–	–	–	–
<b>Residence</b>				
Capital region	1	2	0	4
Other regions	–	2	–	3
<b>Education</b>				
Primary	0	2	0	3
Secondary	0	2	0	4
Tertiary	0	2	–	5
<b>Occupation</b>				
Student	1	3	1	7
Employed	0	2	0	4
Others	–	–	–	–



**occupation 2006**

	Lack of security of payments	Complaints and redress were difficult	Other problems	No problems at all
	1	1	5	88
	2	1	6	85
	–	1	4	91
	1	1	5	85
	0	0	6	86
	1	2	4	89
	1	1	4	89
	2	–	8	87
	–	–	6	94
	1	3	6	81
	2	1	5	86
	3	–	11	83
	–	–	3	91
	–	1	5	90
	–	–	2	98
	2	1	5	87
	–	0	7	88
	1	1	3	89
	1	1	6	87
	0	1	7	87
	–	1	3	86
	1	1	6	87
	–	–	5	95

**Table 26. Reasons for not buying or ordering goods or services over the Internet by gender, age,**

Percent of persons not doing any Internet commerce in the last 12 months or ever	Have no need	Prefer to shop in person/loyalty to shops/force of habit	Lack of skills	Too expensive or problematic to receive ord. goods at home
<b>All</b>	48	30	13	2
<b>Gender</b>				
Males	48	28	11	2
Females	47	31	14	2
<b>Age</b>				
16–24 years	54	24	10	3
25–34 years	55	22	19	3
35–44 years	41	31	6	1
45–54 years	50	34	7	1
55–64 years	39	38	17	1
65–74 years	42	28	40	–
<b>Males by age</b>				
16–24 years	52	26	5	5
25–54 years	50	26	11	1
55–74 years	41	37	20	2
<b>Females by age</b>				
16–24 years	55	23	15	2
25–54 years	46	33	9	2
55–74 years	40	33	26	–
<b>Residence</b>				
Capital region	47	30	11	2
Other regions	49	29	16	2
<b>Education</b>				
Primary	47	30	16	3
Secondary	49	27	10	1
Tertiary	44	36	10	2
<b>Occupation</b>				
Student	59	21	9	3
Employed	45	32	13	2
Others	42	29	18	1

**residence, education and occupation 2006**

Concern about giving credit card or personal details over the Internet	Trust concern about receiving or returning goods; complaint/redress concern	No payment card allowing to pay over the Internet	Speed of Internet-connection too slow	Other reasons
29	12	7	1	13
33	13	9	1	15
27	10	6	1	12
20	12	19	2	13
27	16	5	3	12
37	8	5	1	13
32	10	2	–	12
36	16	5	1	18
26	5	–	–	10
29	19	26	3	11
33	11	4	–	14
36	12	2	2	22
13	7	14	1	14
31	11	4	2	11
30	13	5	–	11
29	11	7	1	13
30	13	8	1	14
24	11	14	2	14
30	12	2	1	16
42	13	3	–	6
21	13	15	3	9
32	12	5	1	14
27	10	5	–	17

**Table 27. Computer related activities carried out by gender, age, residence, education and occupation 2006**

Percent of those using a computer in the last 12 months	Copying or moving a file or a folder	Using <i>copy, cut</i> or <i>paste</i> tools	Using arithmetic formulas in a spreadsheet	Compressing files	Connecting and installing new devices	Writing a computer program	None of the activities mentioned
<b>All</b>	83	83	76	50	64	12	8
<b>Gender</b>							
Males	84	82	77	58	76	19	7
Females	82	83	74	43	51	5	9
<b>Age</b>							
16–24 years	89	97	81	58	72	14	1
25–34 years	88	90	83	64	75	13	3
35–44 years	85	87	80	50	67	13	4
45–54 years	82	76	76	46	58	11	11
55–64 years	74	70	62	35	46	10	15
65–74 years	58	40	43	21	32	9	40
<b>Males by age</b>							
16–24 years	91	97	80	73	87	21	–
25–54 years	85	83	80	59	78	20	6
55–74 years	75	66	64	39	60	16	15
<b>Females by age</b>							
16–24 years	86	96	82	42	58	7	3
25–54 years	85	86	79	49	57	5	5
55–74 years	63	57	48	22	21	2	30
<b>Residence</b>							
Capital region	87	88	80	52	66	13	4
Other regions	75	74	68	47	58	10	13
<b>Education</b>							
Primary	72	74	67	44	54	7	13
Secondary	84	82	76	47	63	11	8
Tertiary	97	96	89	64	78	21	0
<b>Occupation</b>							
Student	90	96	86	66	75	14	1
Employed	84	83	76	49	64	12	7
Others	64	58	53	34	42	9	25

**Table 28. Internet related activities carried out by gender, age, residence, education and occupation 2006**

Percent of those using the Internet in the last 12 months	Using a search engine	Sending e-mails with attached files	Posting messages to chatrooms, newsgroups etc.	Making telephone-calls over the Internet	Using peer-to-peer file sharing for exchange movies, music etc.	Creating a web page	None of the activities mentioned
<b>All</b>	93	83	39	30	26	32	3
<b>Gender</b>							
Males	94	83	42	32	32	31	3
Females	93	83	37	28	20	32	3
<b>Age</b>							
16–24 years	98	89	60	32	59	58	–
25–34 years	96	88	52	36	35	45	1
35–44 years	97	84	38	27	19	23	1
45–54 years	92	78	25	25	9	18	5
55–64 years	87	74	19	29	4	10	7
65–74 years	70	64	9	23	6	13	19
<b>Males by age</b>							
16–24 years	97	89	70	35	68	54	–
25–54 years	96	83	40	31	28	30	2
55–74 years	86	74	16	30	6	12	10
<b>Females by age</b>							
16–24 years	98	90	49	28	49	63	–
25–54 years	94	84	38	29	15	29	3
55–74 years	78	68	17	24	3	9	9
<b>Residence</b>							
Capital region	95	87	40	32	27	33	2
Other regions	90	76	37	25	25	29	5
<b>Education</b>							
Primary	90	72	37	25	34	35	6
Secondary	94	84	37	28	21	23	3
Tertiary	99	96	47	39	23	40	–
<b>Occupation</b>							
Student	98	94	63	32	55	60	0
Employed	94	83	35	30	21	26	3
Others	82	64	27	26	13	20	11

**Table 29. Computer training courses attended by gender, age, residence, education and occupation 2006**

Percent of those using a computer in the last 12 months	In the last 12 months	More than a year ago	No training course taken
<b>All</b>	17	59	24
<b>Gender</b>			
Males	16	55	30
Females	19	63	18
<b>Age</b>			
16–24 years	26	55	20
25–34 years	14	61	24
35–44 years	18	59	23
45–54 years	15	62	23
55–64 years	14	57	28
65–74 years	11	56	32
<b>Males by age</b>			
16–24 years	29	50	21
25–54 years	13	55	31
55–74 years	10	57	34
<b>Females by age</b>			
16–24 years	22	59	19
25–54 years	18	66	16
55–74 years	18	58	24
<b>Residence</b>			
Capital region	18	61	20
Other regions	16	54	30
<b>Education</b>			
Primary	18	52	29
Secondary	13	60	26
Tertiary	22	65	13
<b>Occupation</b>			
Student	31	50	20
Employed	15	61	24
Others	10	58	32

**Table 30. Where or how individuals obtained their computer and Internet related skills by gender, age, residence, education and employment 2006**

Percent of those using a computer or the Internet in the last 12 months	Formalised educational institution (school, college or university)	Training courses on own initiative	Training courses on employer's initiative	Self-study using books, cd-roms etc.	Self-study in the sense of learning-by-doing	Self-study with the assistance of friends, relatives, colleagues
<b>All</b>	40	31	21	34	84	70
<b>Gender</b>						
Males	36	26	17	38	87	68
Females	44	35	26	31	80	71
<b>Age</b>						
16–24 years	79	11	2	26	89	74
25–34 years	57	18	16	36	93	68
35–44 years	33	39	24	37	84	65
45–54 years	17	49	33	41	81	74
55–64 years	9	37	40	34	75	69
65–74 years	10	43	20	23	57	64
<b>Males by age</b>						
16–24 years	77	14	1	31	89	70
25–54 years	31	28	19	40	89	68
55–74 years	10	35	28	38	81	66
<b>Females by age</b>						
16–24 years	81	9	4	21	89	78
25–54 years	41	41	29	36	84	69
55–74 years	9	42	41	23	58	70
<b>Residence</b>						
Capital region	40	33	24	36	86	69
Other regions	40	27	17	31	80	70
<b>Education</b>						
Primary	41	25	16	28	79	72
Secondary	34	32	20	33	82	67
Tertiary	48	37	31	45	93	72
<b>Occupation</b>						
Student	80	13	5	30	91	72
Employed	33	34	26	36	84	70
Others	22	37	14	25	67	58

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