

## Use of ICT and the Internet by households and individuals 2005

*Summary* The use of computers and the Internet is very widespread in Iceland. In 2005, 88% of the population aged 16–74 years used computers and 86% used the Internet. As in previous years, the Internet is mainly used for information search and communication. In 2005, 28% of individuals 16–74 years of age had ordered goods or services over the Internet over a period of three months prior to the survey.

In 2005, almost nine out of every ten households in Iceland had a computer and 84% had access to the Internet. The percentage of households with high speed Internet connection, such as ADSL, SDSL or other kinds of xDSL, has increased from 26% in 2002 to 73% in 2005. 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 2005, 97% of households with children had a computer and 94% had access to the Internet whereas 83% of households without children had a computer and 76% 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 92% of Internet-connected households in the highest income bracket were connected through xDSL and half of the Internet-connected households in the lowest income bracket had this type of an Internet connection.

In the year 2004, the prevalence of an Internet connection at home was most widespread in Iceland compared with other European households. That year, 81% of Icelandic households had access to the Internet, 69% in Denmark and 56–60% in Germany, Norway, Luxembourg and the United Kingdom. The lowest prevalence of households with access to the Internet was in Turkey or 7%. In 2004, the use of the Internet was more common among individuals in the Nordic countries than in the rest of Europe. That year around half of the population in the EU used the Internet, 70% of the Finnish population, 75% of the Norwegian population and 76% of the Danish population. The highest prevalence of Internet use among individuals in year 2004 was in Sweden and Iceland or 82%.

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 and e-commerce. An international comparison is made based on results from Eurostat.



## Introduction

- The survey* In February 2005, Statistics Iceland in cooperation with Eurostat, conducted its fourth survey on the use of ICT<sup>1</sup> by households and individuals. 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 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/or 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 2,000 individuals aged 16–74 years. This is the same sample size as in the surveys conducted by Statistics Iceland in 2003 and 2004. 1,604 interviews on IC technology in households and 1,588 interviews on individual's use of a computer and the Internet were completed. This corresponds to a response rate of a little over 81% (table 1).

**Table 1. Sample size and response rate 2005**

	Households		Individuals	
	Number	%	Number	%
<b>Sample</b>	<b>2.000</b>	<b>100,0</b>	<b>2.000</b>	<b>100,0</b>
Deceased	–	–	–	–
Domicile abroad	38	1,9	45	2,3
Net sample size	1.962	98,1	1.955	97,8
<b>Net sample size</b>	<b>1.962</b>	<b>100,0</b>	<b>1.955</b>	<b>100,0</b>
Respondents	1.604	81,8	1.588	81,2
Refusals	193	9,8	193	9,9
Sick or disabled	25	1,3	26	1,3
Away from home	35	1,8	43	2,2
No contact	102	5,2	102	5,2
Others	3	0,2	3	0,2

- 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 were calculated by applying weights to each answer with reference to age and sex.

- 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.

<sup>1</sup> Information Communication Technology

**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 for this survey:

- 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 Kjósarsahreppur.

## IC technology in households

### *Information communication technology*

As previous surveys have shown, almost every household in Iceland has a TV (98%) and a mobile phone<sup>1</sup> (98%). The vast majority of Icelandic households has a VCR (90%), a personal computer (89%) and an Internet connection (84%). Three out of every four households own a DVD player, 42% have a games console, one out of every four has an MP3 player and a palm top is to be found in 6% of the households. 40% of the households have a digital TV or a digital set top box, 6% have a satellite dish and 7% have access to cable TV. There is an Internet enabled mobile phone in 42% of the households and within 56% of the households all household members have their own mobile phone (figure 1).

### *Children e-enable the household*

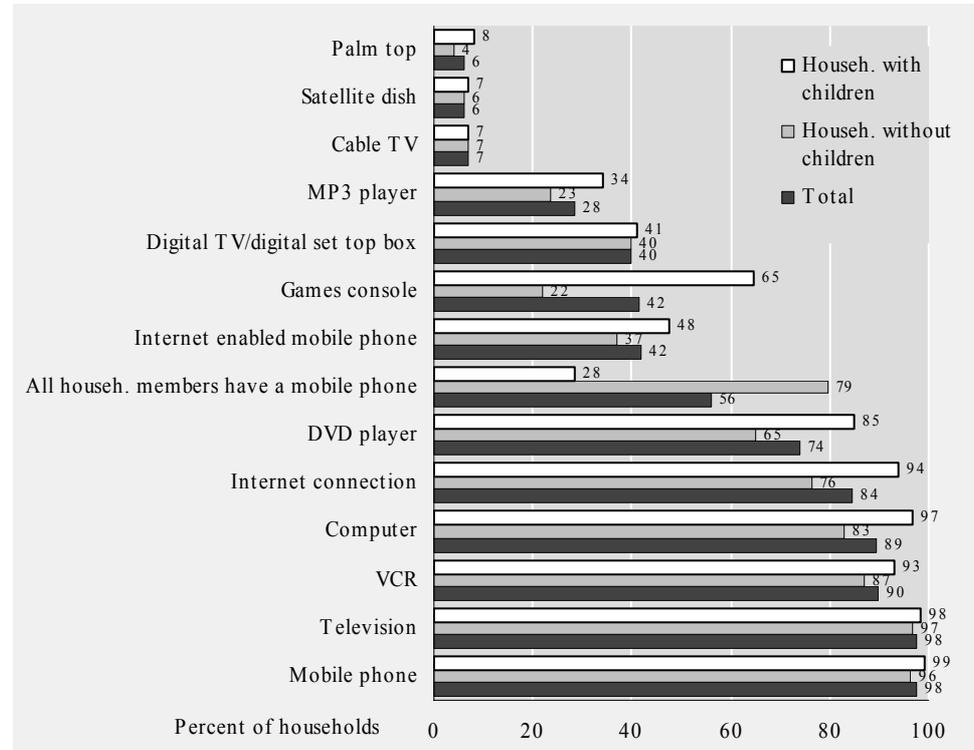
Households with children in the age of 0–15 years are more likely to have various kinds of IC technical equipment than households with all members older than 15 years of age. Thus almost every household with children have a computer (97%) and access to the Internet (94%) whereas 83% of households without children have a computer and 76% have access to the Internet. 93% of households with children

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<sup>1</sup> Refers both to Internet enabled mobile phones as well as other types of mobile phones.

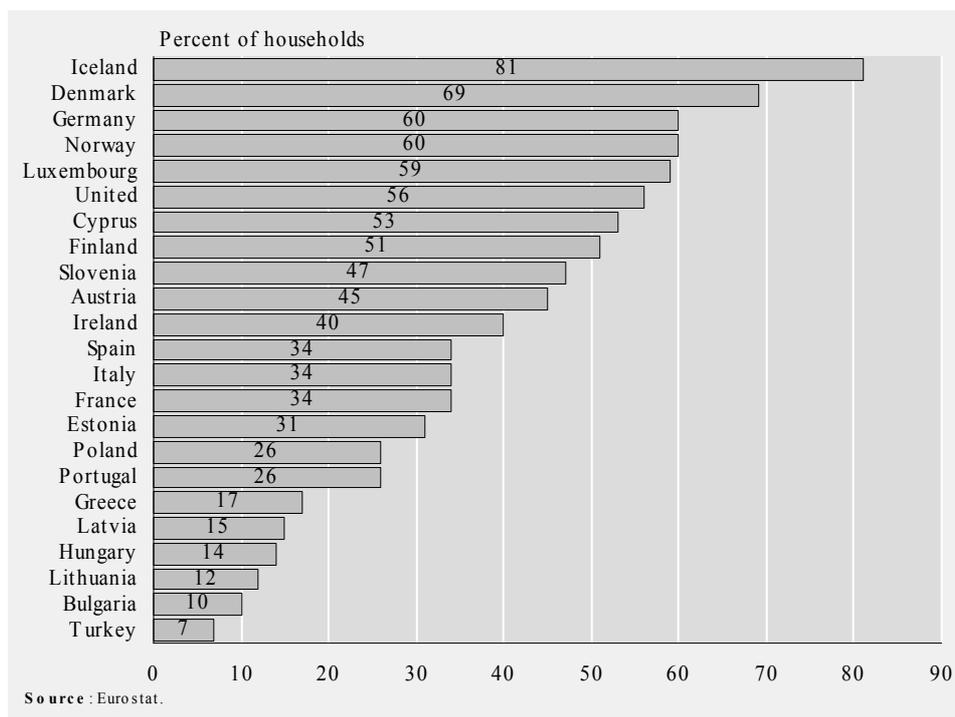
have a VCR, 85% hold a DVD player and games console is to be found in 65% of households with children. The prevalence of a VCR within households without children is 87%, 65% of them have a DVD player and 22% hold a games console (figure 1).

**Figure 1. IC technology in households by type of household 2005**



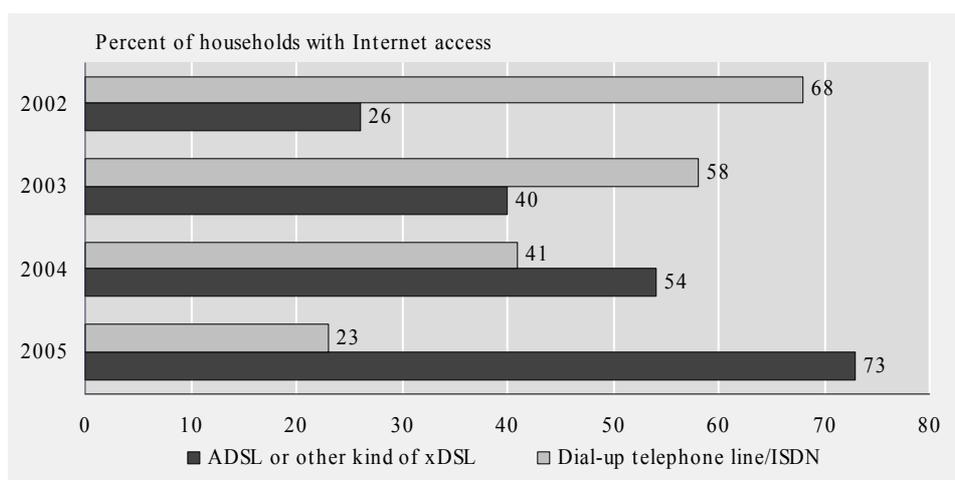
*Internet connections in households are most common in Iceland*

In 2004, the prevalence of an Internet connection in households in Europe was highest in Iceland. That year four out of every five Icelandic households had access to the Internet. The prevalence was 69% in Denmark, 56–60% in Germany, Luxembourg, Norway and the United Kingdom and 40–51% in Austria, Finland, Ireland and Slovenia. That same year one out of every three households in Estonia, France, Italy and Spain had access to the Internet as well as one out of every four households in Portugal and Poland. In year 2004, the prevalence of Internet-connected households was considerably lower in Greece (17%), Latvia (15%), Hungary (12%), Lithuania (12%) and Turkey (7%) (figure 2).

**Figure 2. European households with a connection to the Internet 2004**

*73% of Internet-connected households use a high speed Internet connection*

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 three years later around 73% 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 23% in 2005 (figure 3).

**Figure 3. Type of an Internet connection in households 2002–2005**

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

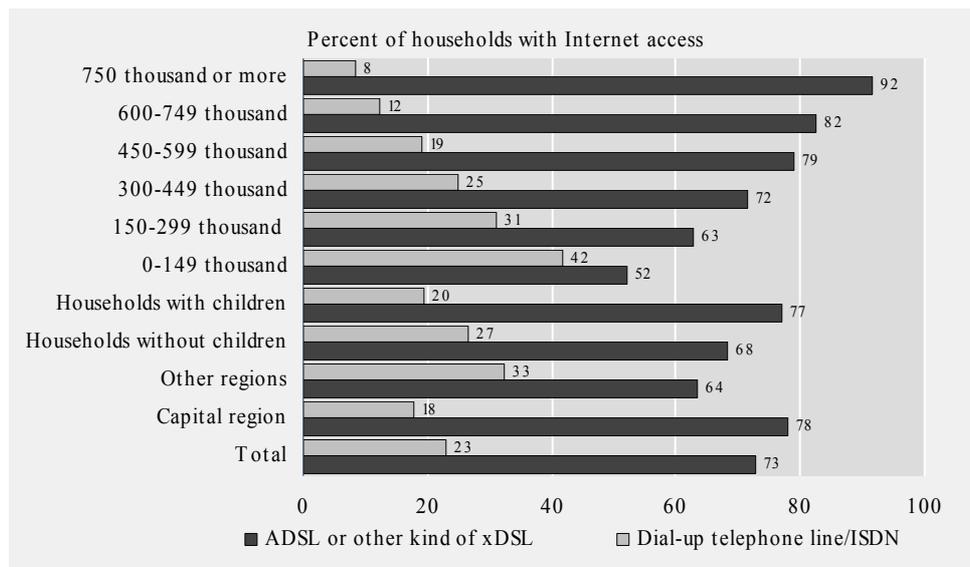
*Other types of Internet connections are very rare*

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 2005. Even fewer households were connected via mobile phone, such as *WAP* or *GPRS* (see table 4).

*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 (78%) than in other regions (64%). On the other hand it is more common for households in other regions (33%) than for households in the capital region (18%) to use a dial-up telephone connection or ISDN. When accessing the Internet, 77% of households with children use xDSL and 20% 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 68% and 27% of them use a dial-up telephone connection or a ISDN. High speed Internet connections are more often found within households with high income than within households with low income. Thus a little over half of the households within the lowest income bracket used xDSL in 2005, whereas 92% 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 2005**



*The computer is the most common access device*

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

**Overview 1. Devices, on which the Internet is accessed 2005**

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

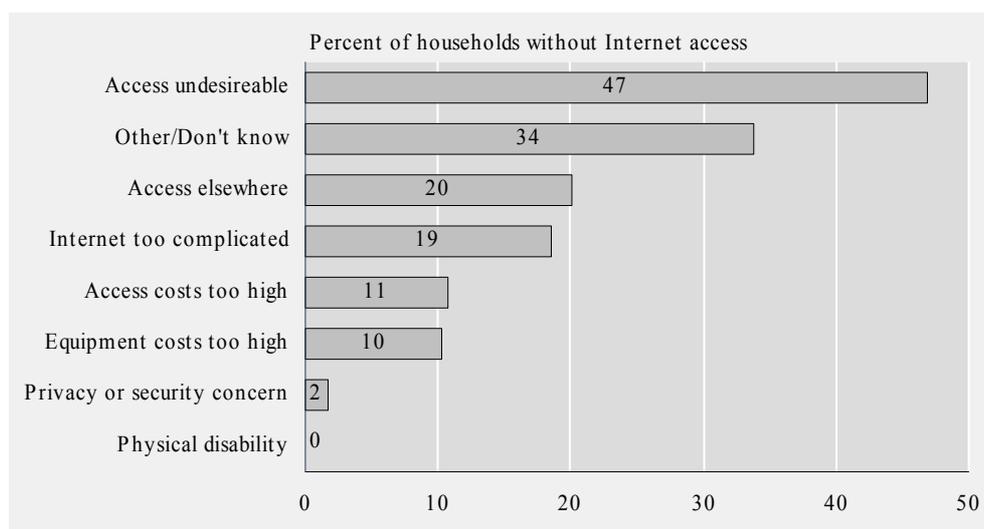
**Symbols:** – nil; 0 less than half of the unit used. Percent of households with Internet access.

*Some people don't want the Internet at home*

A little less than half of the households, without an access to the Internet, find the Internet undesirable. One out of every five has access elsewhere and 19% find the

Internet too complicated. For one out of every ten households without Internet connection, the access costs are too high and the same applies for the equipment costs. In 2% of these households privacy or security concerns were the reasons for not having an access to the Internet at home. Around one out of every three said, that the reason was other than mentioned or that they did not know, why the household was not connected to the Internet (figure 5).

**Figure 5. Reasons for no Internet access in the household 2005**



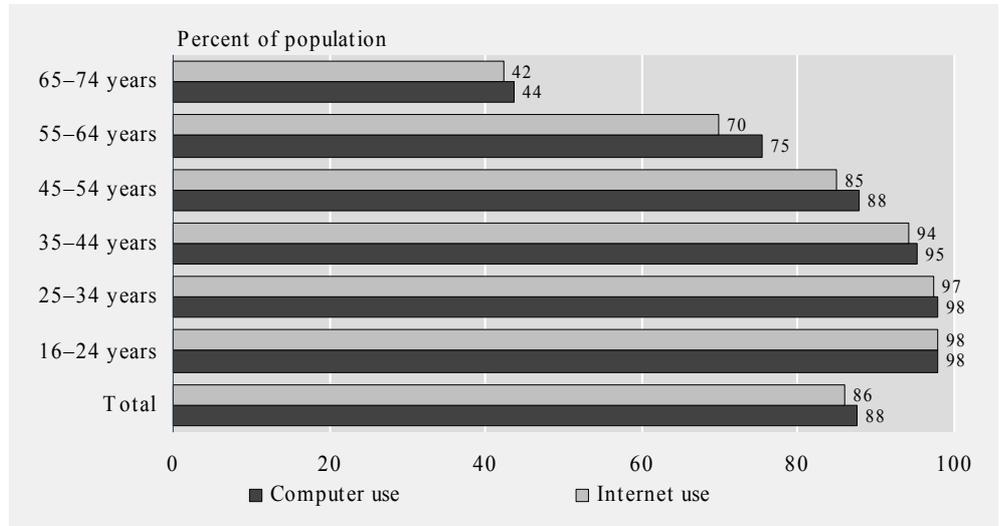
### Individuals' use of a computer and the Internet

*88% use computers and 86% use the Internet*

Use of computers and the Internet is very widespread among individuals in Iceland. In 2005 almost nine out of every ten had used a computer and 86% had used the Internet in a period of three months prior to the survey<sup>1</sup>. 94–98% of individuals in the age of 16–44 years are computer and Internet users. The vast majority of individuals in the age of 45–54 years (88%) use computers and 85% use the Internet. Three out of every four individuals aged 55–64 years are computer users and 70% of them use the Internet. Use of a computer and the Internet is least common among individuals in the age of 65–74 years, whereas 44% of them use a computer and 42% of them use the Internet (figure 6).

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

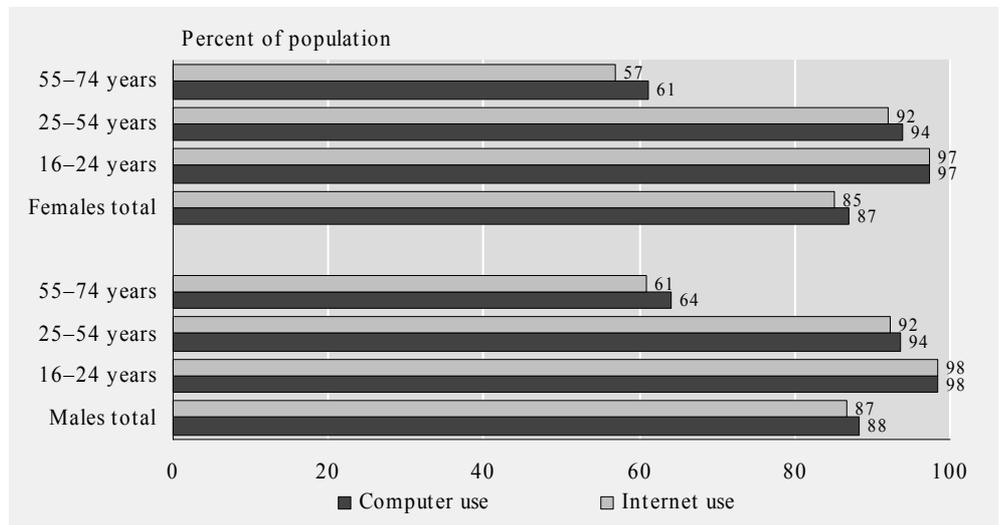
**Figure 6. Individuals' use of a computer and the Internet by age 2005**



*Women in the oldest age group are catching up with the men*

The prevalence of computer and Internet use is more or less the same for men and women. Thus 88% of the men and 87% of the women use a computer and 87% of the men and 85% of the women use the Internet. Men and women younger than 55 years of age are equal users of computers and the Internet. In the age group 55-74 years, women are catching up with the men. In 2004, there was a gap of 15 percentage points between the use of computers and the Internet by men and women but in 2005 the gap is only 3-4 percentage points (figure 7).

**Figure 7. Individuals' use of a computer and the Internet by gender and age 2005**



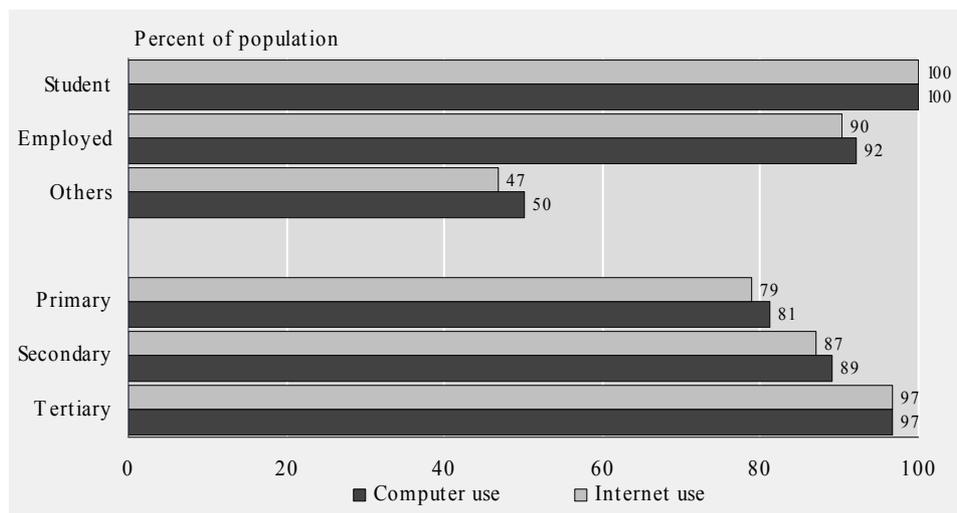
*Students and people with high education most likely to use a computer and the Internet*

All students use computers and the Internet, the vast majority of employed individuals use computers (92%) and the Internet (90%) and within the employment group *Others* around half of the individuals are computer or Internet users (figure 8).

People with the highest education are the greatest users of computers (97%) and the Internet (95%). Nevertheless, the vast majority of people with secondary and

primary education are also computer and Internet users. Thus 89% of individuals with secondary education use computers and 87% use the Internet, and 81% of individuals with primary education use computers and 79% use the Internet (figure 8).

**Figure 8. Individuals' use of a computer and the Internet by education and employment status 2005**



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

In 2005, more than nine out of every ten computer users used the device at home, 57% used a computer at their place of work, 22% used it at the place of education and 29% used a computer elsewhere. The same applies to the use of the Internet as 90% of the Internet users had used the media at home, more than half of them used the Internet at work, one out of every five used it at the of place of education and 26% used the Internet elsewhere (overview 2).

#### Overview 2. Place of use of computers and the Internet by individuals 2005

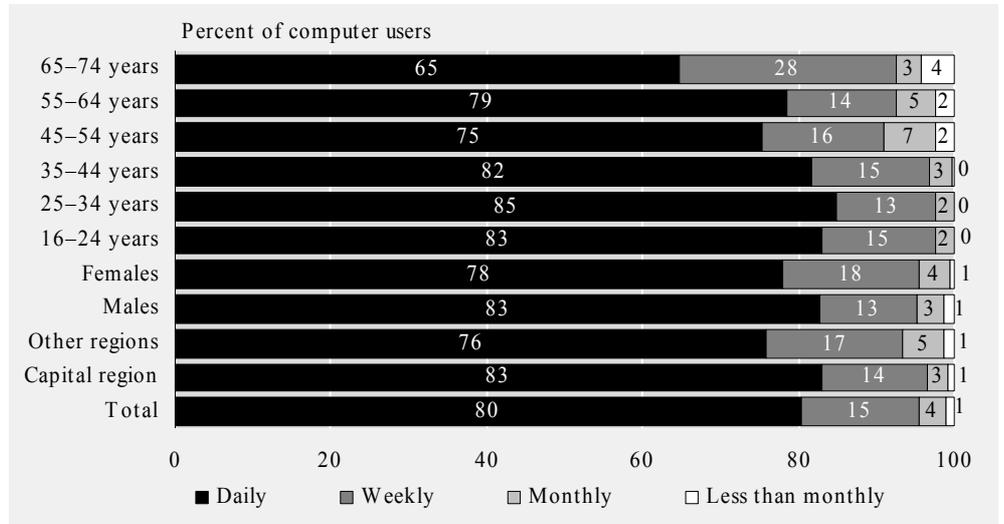
Percent %	At home	At the place of work	At the place of education	Elsewhere
Computer use	92	57	22	29
Internet use	90	54	20	26

Percent of computer and Internet users.

*Every day computer use is the most common*

Four out of every five use the computer almost every day. Daily use of the computer is as widespread among women as it is among men. It is more common for individuals in the capital region (83%) to use the computer almost every day than for individuals living in other regions (76%). 75–85% of individuals younger than 65 years of age and 65% of individuals aged 65–75 years use the computer almost every day (figure 9).

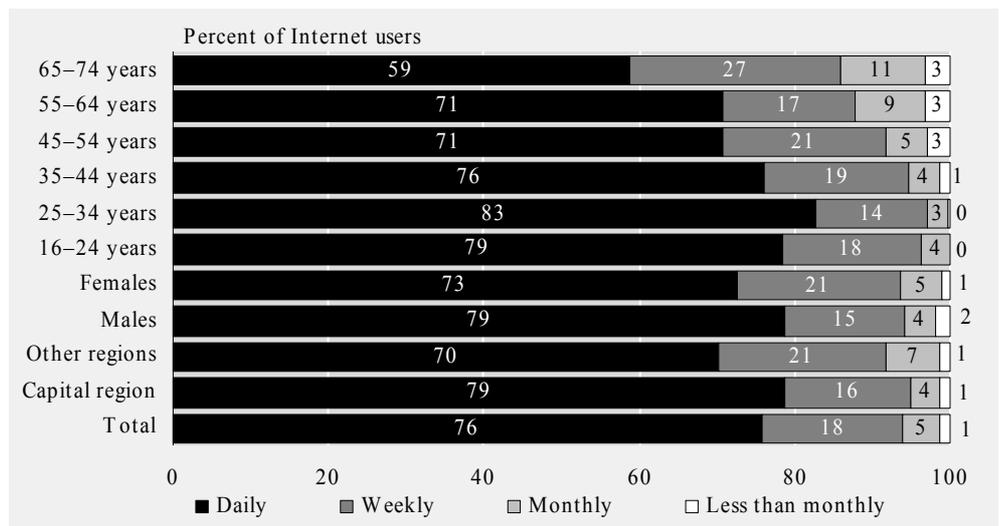
**Figure 9. Frequency of computer use by gender, age and residence 2005**



94% browse the Internet at least once a week

Three out of every four Internet users browse the Internet almost every day and 94% browse the Internet at least once a week. Daily use of the Internet is more common among individuals in the capital region (79%) than among individuals in other regions (70%). Men (79%) are also more likely to use the Internet almost every day than women (73%). Daily use of the Internet is least common among individuals older than 64 years of age. Thus 59% of the users in this age group browse the Internet almost daily, while 71% of individuals aged 45-64 years, 83% of individuals aged 25-34 years and 79% of individuals younger than 25 years of age use the Internet almost every day in 2005 (figure 10).

**Figure 10. Frequency of Internet use by gender, age and residence 2005**

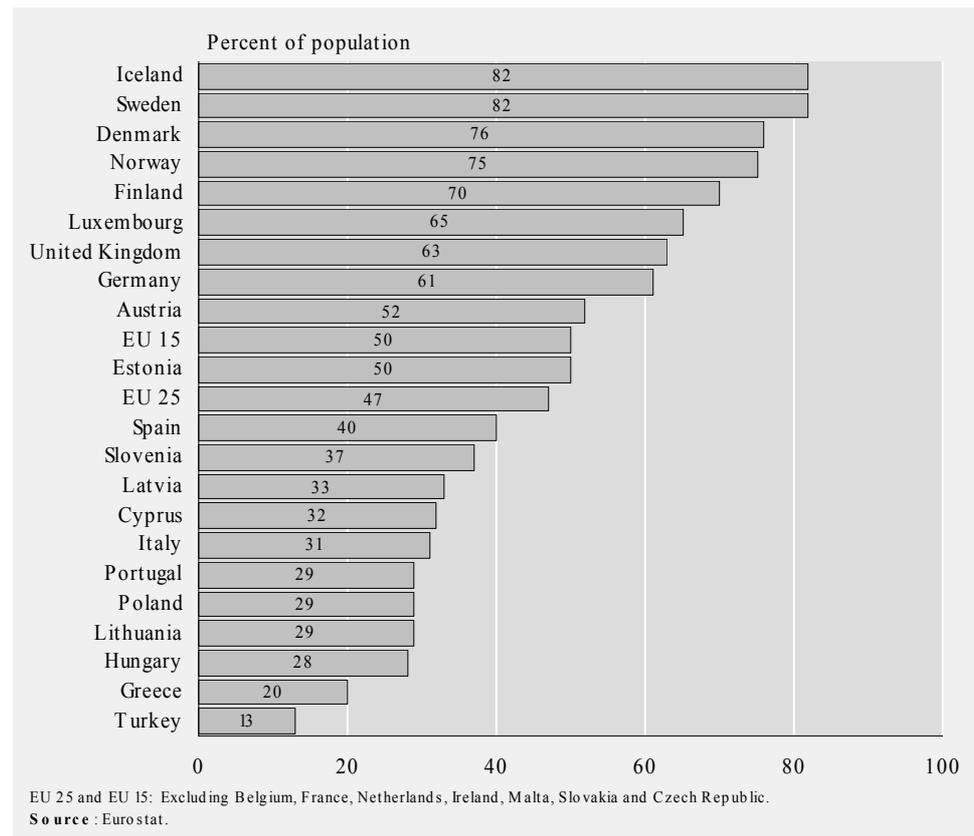


People in the Nordic countries are the greatest Internet users in Europe

In 2004, around half of the population of the European Union aged 16-74 years used the Internet. That same year the prevalence of Internet use among individuals was considerably higher in the five Nordic countries. Thus around 70% of the Finish population, 75% of the Norwegian population, 76% of the Danish population and 82% of the Swedish and the Icelandic population used the Internet. In Luxembourg, Germany and the United Kingdom 61-65% of the population were

Internet users. Around half of the Austrian and the Estonian populations used the Internet in 2004. That same year the prevalence of Internet use among individuals was 40% in Spain, 37% in Slovenia, 33% in Latvia, 32% in Cyprus and 31% in Italy. In Portugal, Poland, Lithuania and Hungary around 28–29% of the population used the Internet in 2004. The lowest prevalence of Internet use among individuals 16–74 years of age in year 2004, was in Greece (20%) and Turkey (13%) (figure 11).

**Figure 11. Europeans' use of the Internet 2004**



## Individuals' e-readiness

### Computer related activities

Individuals using a computer in a period of twelve months 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*
- Writing a computer program

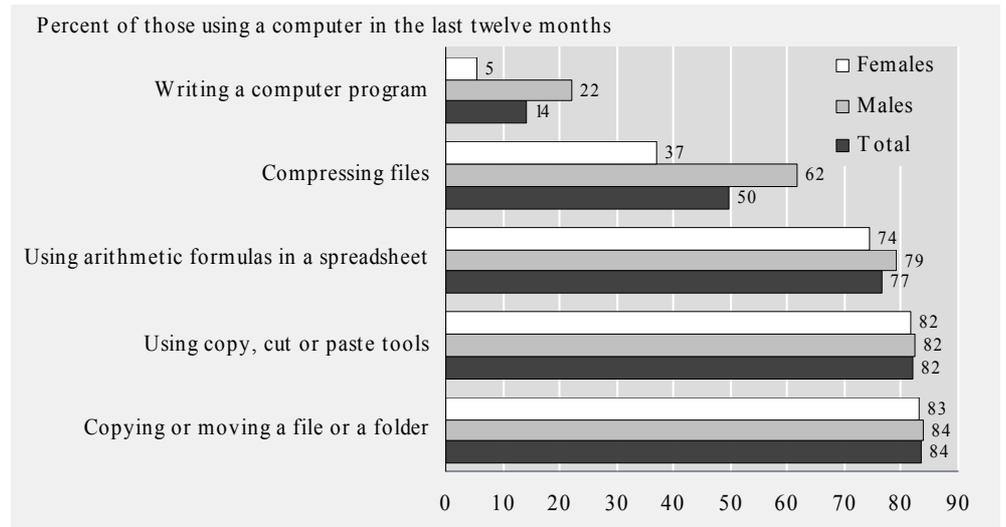
*50% have compressed a file and 14% have written a computer program*

Four out of every five individuals using a computer in a twelve month period prior to the survey had copied or moved a file or a folder or used *cut*, *copy* or *paste* tools to duplicate or move information within a document. 77% had used arithmetic formulas in a spreadsheet, 50% had compressed a file and 14% had written a computer program (figure 12).

*Men do the more complex things*

It was a little bit more common for men (79%) to have used arithmetic formulas in a spreadsheet, than it is for women (74%). The difference between the genders increases when it comes to the more complex things. In 2005, 62% of the men had used software to compress files against 37% of the women, and 22% of the men had written a computer program when only 5% of the women had done so (figure 12).

**Figure 12. Computer related activities by gender 2005**



*Internet related activities*

Individuals using the Internet in a twelve month period prior to the survey were asked which of the 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

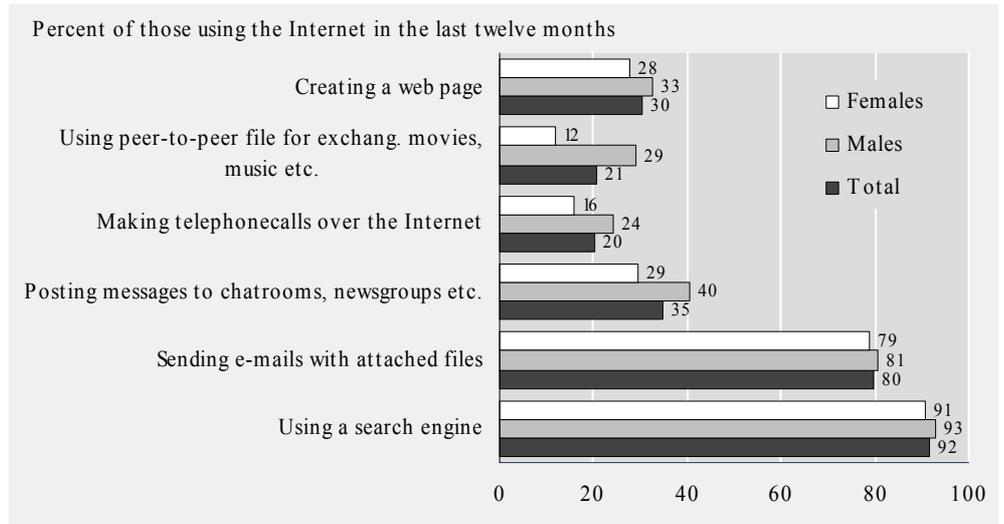
*One out of every five has made telephone calls over the Internet*

Almost everyone, who used the Internet in the twelve months prior to the survey, had sometimes used a search engine and four out of five had sent e-mails with attached files. 35% of the users had posted messages to chat rooms, newsgroups etc. and 21% had used peer-to-peer file sharing for exchanging movies or music. One out of every five had made telephone calls over the Internet and 30% had created a web page (figure 13).

*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. More men (40%) than women (29%) had used chat rooms, newsgroups etc., and also more men (24%) than women (16%) had made telephone calls over the Internet. In 2005, it was more common for men (29%) to have exchanged movies, music etc. by using peer-to-peer file sharing over the Internet than it was for women (12%). That same year one out of every three men and 28% of the women had sometimes created a web page on the Internet (figure 13).

**Figure 13. Internet related activities by gender 2005**

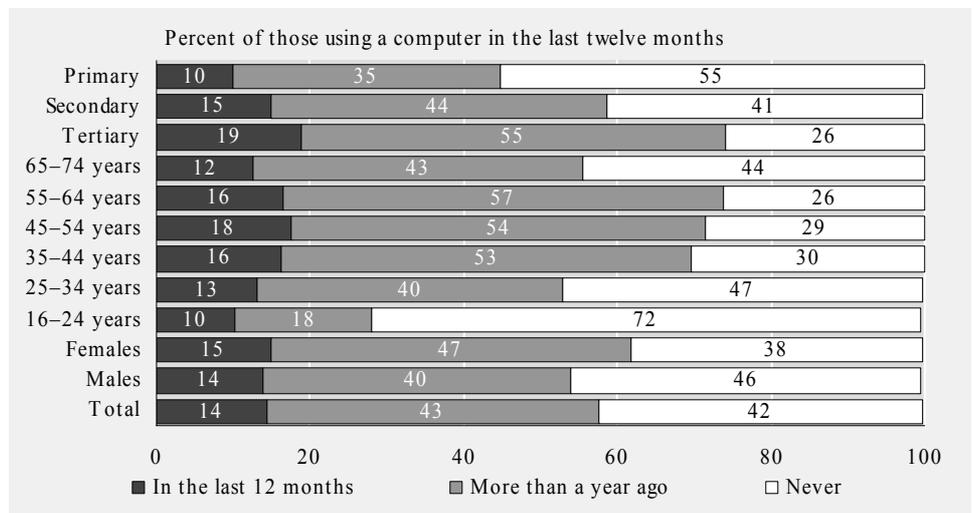


*43% have never attended any computer training course*

Individuals, who had used a computer in a twelve month period prior to the survey, were asked, whether they had taken any computer training courses. Of those, 43% had never attended any training course on any aspect of computer use. 42% of the individuals said that there were more than twelve months since their last training course. The rest or around 14% had been to a computer training course in the last twelve months prior to the survey (figure 14).

The percentage of individuals, who had never taken any computer training course, was highest among individuals in the age of 16–24 years or 72%. Within other age groups between 26% and 46% of the individuals had never attended a computer training course. It was more common for people with the highest education (19%) to have taken computer training courses in the last twelve months than for people with secondary education (15%) or people with primary education (10%) (figure 14).

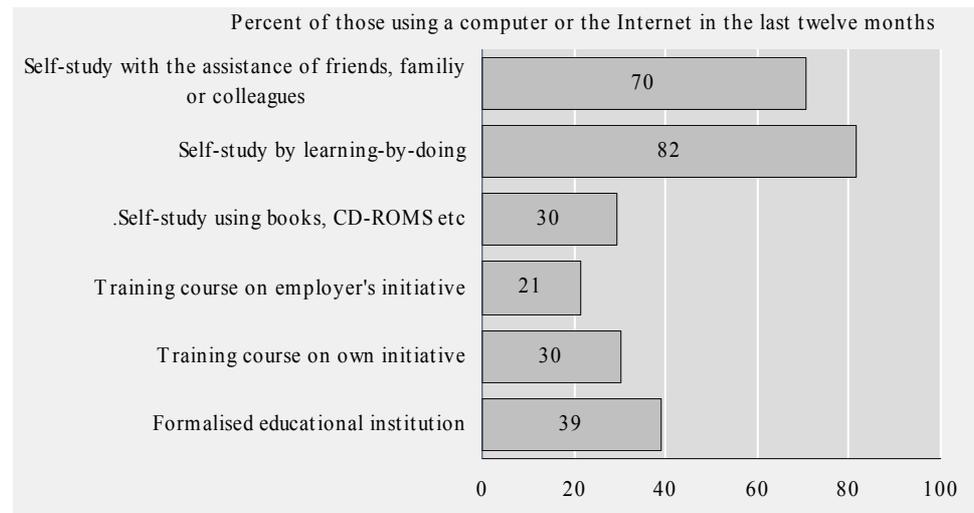
**Figure 14. Individuals attending a computer training course by gender, age and educations 2005**



*Most people learn by doing*

When asked, where or how the individuals had obtained their computer and Internet related skills, 39% said that they had learned it at school or at other formalised educational institution, 30% 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. A little less than 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 (82%), and 70% received help from friends, relatives or colleagues (figure 15).

**Figure 15. Where or how individuals obtained their computer and Internet related skills 2005**



### Purpose of the use of the Internet

*Communication and information search*

In 2005<sup>1</sup> like in 2004, the most common purpose of the use of the Internet for private purposes was to exchange e-mails and search for information on goods and services on the Internet (figure 16).

*E-mail, information search, newspapers, online banking and travel related purposes*

In 2005, 88% used the Internet for exchanging e-mails, 85% searched for information on goods and services, three out of every four read the online editions of newspapers and magazines, and 70% used the Internet for online banking. For almost two out of every three Internet users the purpose of the use of the media was related to travel and accommodation (figure 16).

*One out of every three listens to the radio or watches TV online*

In 2005, around half of the Internet users used chat-sites and similar. 37% listened to Web radios or watched Web television, 33% downloaded music, games and films from the Internet and a little less or 29% downloaded software from the Internet. The percentage of people telephoning or videoconferencing over the Internet was around 16% that same year (figure 16).

*Almost one out of every three placed orders online*

A little less than one out of every three users of the Internet had placed orders or purchased goods or services over the Internet. Yet only 7% had been selling goods

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

and services over the media in the same period. The same percentage or 7% had used the Internet for other financial services such as share purchases (figure 16).

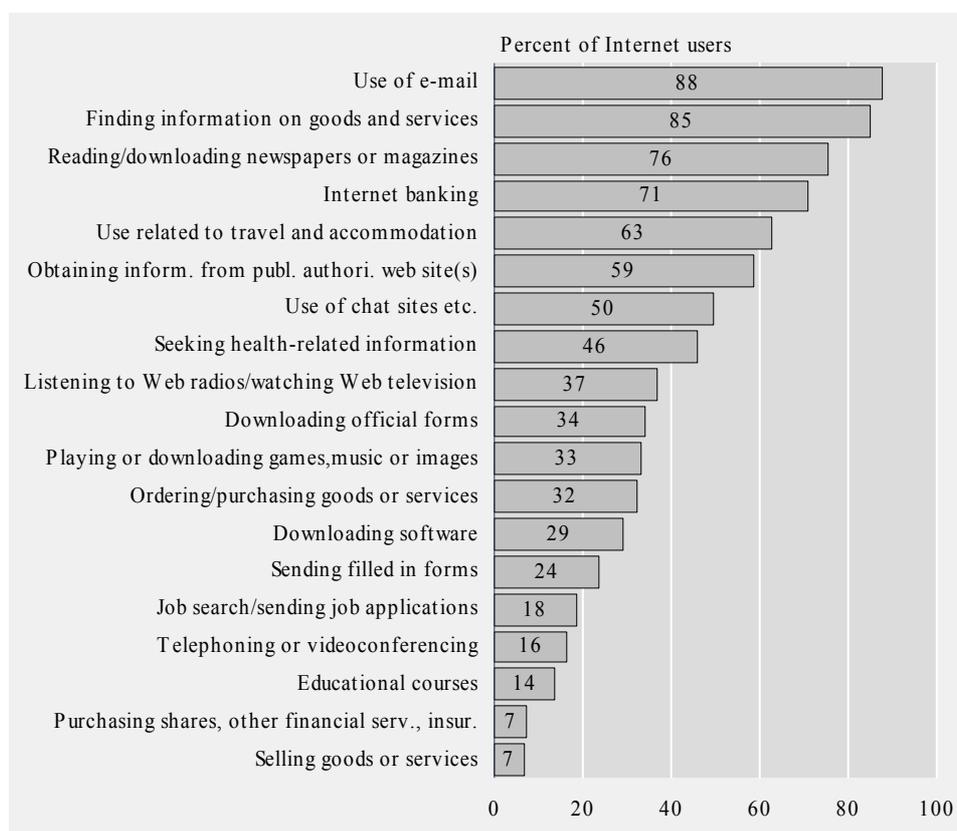
*46% searched for health-related information*

Almost half of the Internet users had browsed the Internet in search for health-related information, 59% had obtained information from the websites of public authorities, one out of every three downloaded official forms from the Internet and 24% of the Internet users had returned filled in forms over the Internet (figure 16). It is worth mentioning that in 2005 the online delivery of individuals' annual income tax returns in Iceland took place at the beginning of March, i.e. after this survey started. According to the taxation authorities, around 90% of individuals' income tax returns were returned online in 2005.

*Almost one out of every five uses the Internet for job search*

In 2005, a little less than one out of every five Internet users used the media to search for a job or send job applications. That same year around 14% had attended educational courses online (figure 16).

**Figure 16. Purpose of Internet use for private purposes 2005**

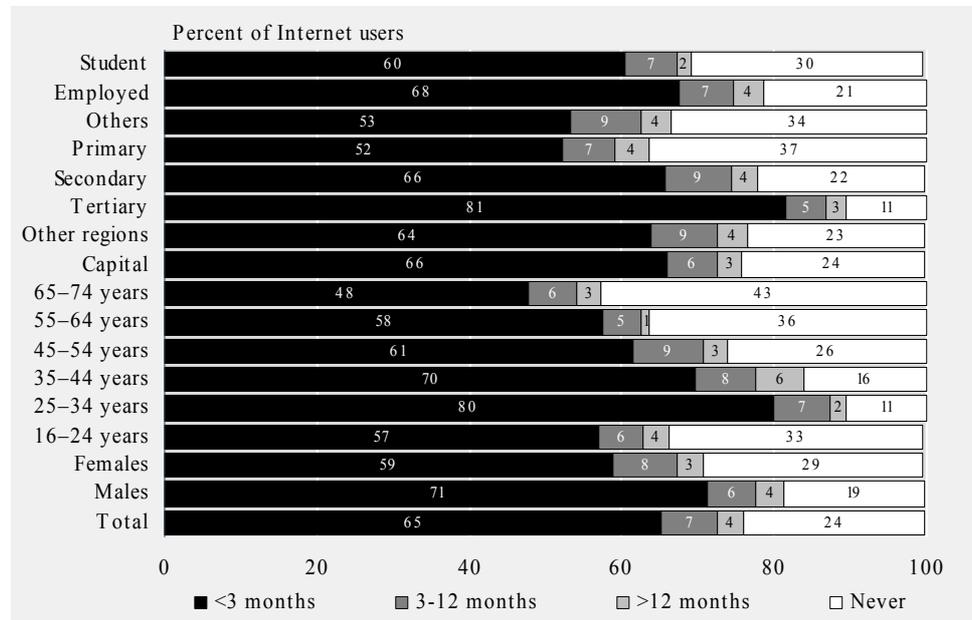


*76% of the Internet users have interacted with public authorities online*

In 2005, three out of every four Internet users had sometime interacted with public authorities over the Internet. It is more common for men (81%) than women (71%) to have interacted with public authorities over the Internet. It is also more common for individuals in the age of 25–64 years to have done so than for individuals younger than 25 years of age or older than 64 years of age. In 2005, individuals with the highest education were more likely to have interacted with public authorities over the Internet than others. Thus, 89% of individuals with tertiary education, 78% of individuals with secondary education and 63% of individuals with primary education had done so. That same year, 79% of employed

individuals, 69% of students and 66% within the employment bracket *Others* had used the Internet for interacting with public authorities (figure 17).

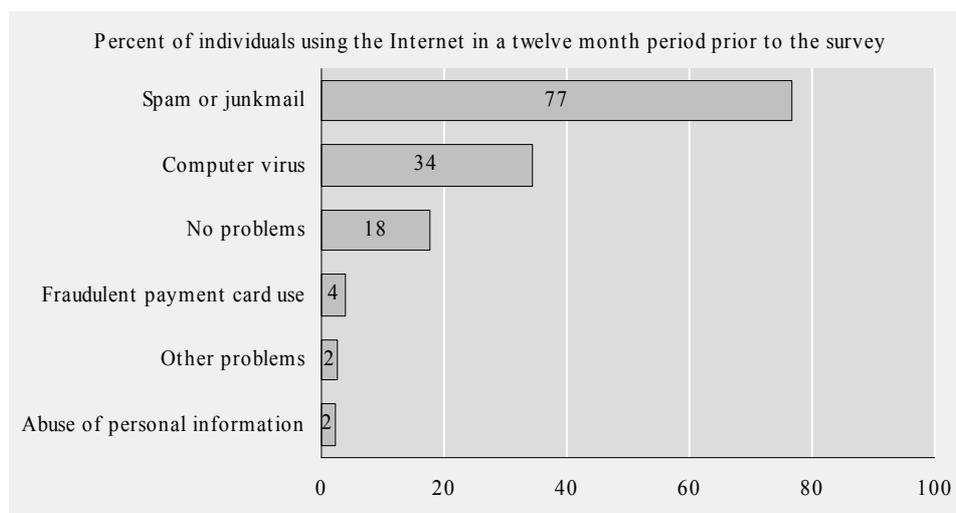
**Figure 17. Individuals' interaction with public authorities via the Internet by gender, age, residence, education and employment 2005**



**Security problems and security precautions connected with Internet use**

*Many get spammed*

Only 18% of those, who had been using the Internet in a period of twelve months prior to the survey, had not experienced any security problems during that time. The most common security problem encountered was spam or junk mail. Thus 77% of the respondents had been spammed or received junk mail. One out of every three had been attacked by a computer virus, resulting in a loss of information or time. 4% had encountered fraudulent payments card use, 2% had experienced an abuse of personal information and around 18% had experienced other problems than the above mentioned (figure 18).

**Figure 18. Security problems encountered when using the Internet 2005**

*Nine out of every ten take security precautions*

To avoid problems that might arise when transferring data over the Internet, 46% of individuals using the Internet at home had a virus checking program, 5% had a fire wall and 39% had both. This means that nine out of every ten individuals using the Internet at home had taken some kind of security precautions in 2005 (see table 21).

*Regular upgrade of the security software*

In 2005, 72% of individuals using the Internet at home, had installed upgraded or used automatic upgrade of security software within a three month period prior to the survey (see table 22).

*77% used online authentications*

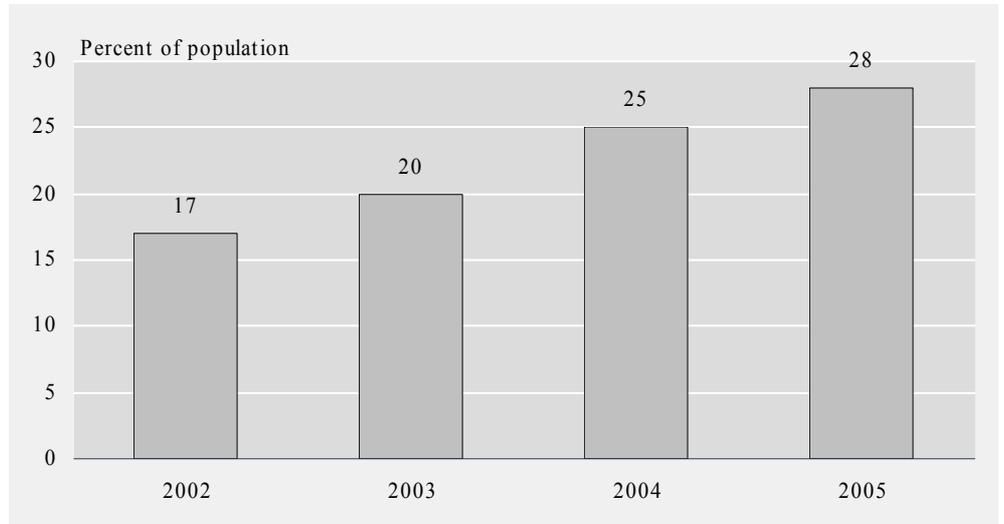
More than three out of every four individuals using the Internet in a period of twelve months prior to the survey, had during the preceding three months used a password, PIN code, digital signature or other kind of an online authentication (see table 23).

## **E-commerce**

*E-commerce is gradually increasing*

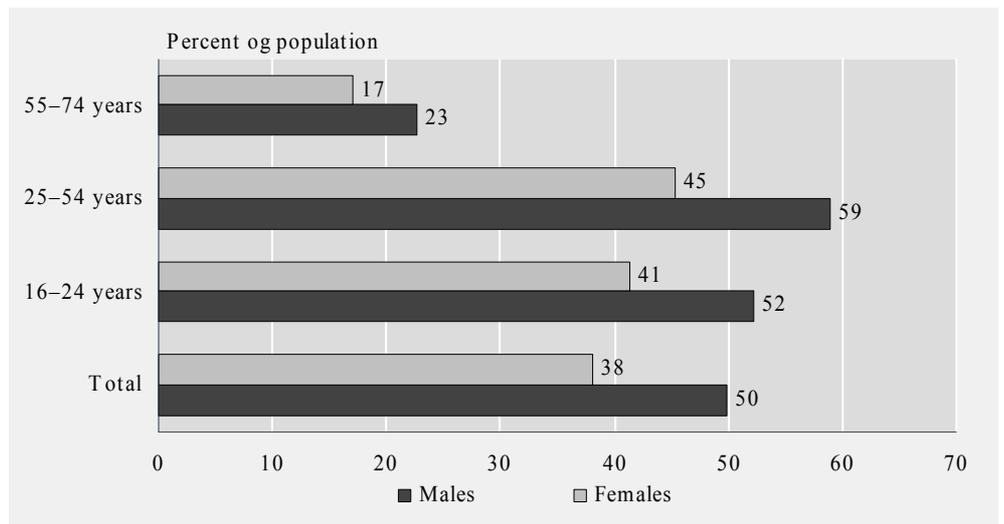
Since the first survey launched by Statistics Iceland in 2002, the percentage of individuals making online orders or purchases has gradually increased. In 2002, 17% of the population aged 16–74 years had ordered or purchased goods or services over the Internet. In 2005, 28% of the population aged 16–74 years had done so (figure 19).

**Figure 19. Online purchases in the last three months 2002–2005**



The percentage of individuals doing e-commerce increases when looking at a longer period than three months. In a twelve month period prior to the survey, 44% of the population aged 16–74 had ordered or purchased goods or services online in 2005. It was more common for men (50%) than women (38%) to have made online purchases. Individuals younger than 55 years were also more likely than the elderly to have ordered goods or services over the Internet. Thus, 52–59% of the men and 41–45% of the women younger than 55 years had placed orders online in this period, whereas 23% of the men and 17% of the women aged 55–74 years had done so (figure 20).

**Figure 20. Online purchases in the last twelve months by gender and age 2005**

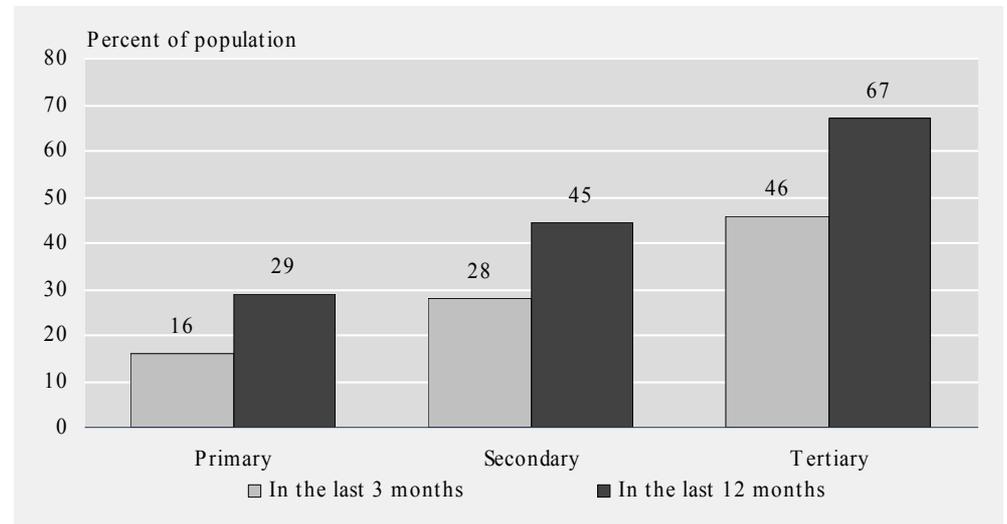


*E-commerce more common among individuals with high education*

It is more common for individuals with the highest education to have placed orders online. Thus 46% of individuals with tertiary education had ordered or purchased goods or services over the Internet in a period of three months prior to the survey and two out of every three individuals with the highest education had done so in a period of twelve months prior to the survey. Among individuals with secondary education, 28% had placed orders online in a period of three months prior to the survey and almost half of them had done so in a period of twelve months prior to

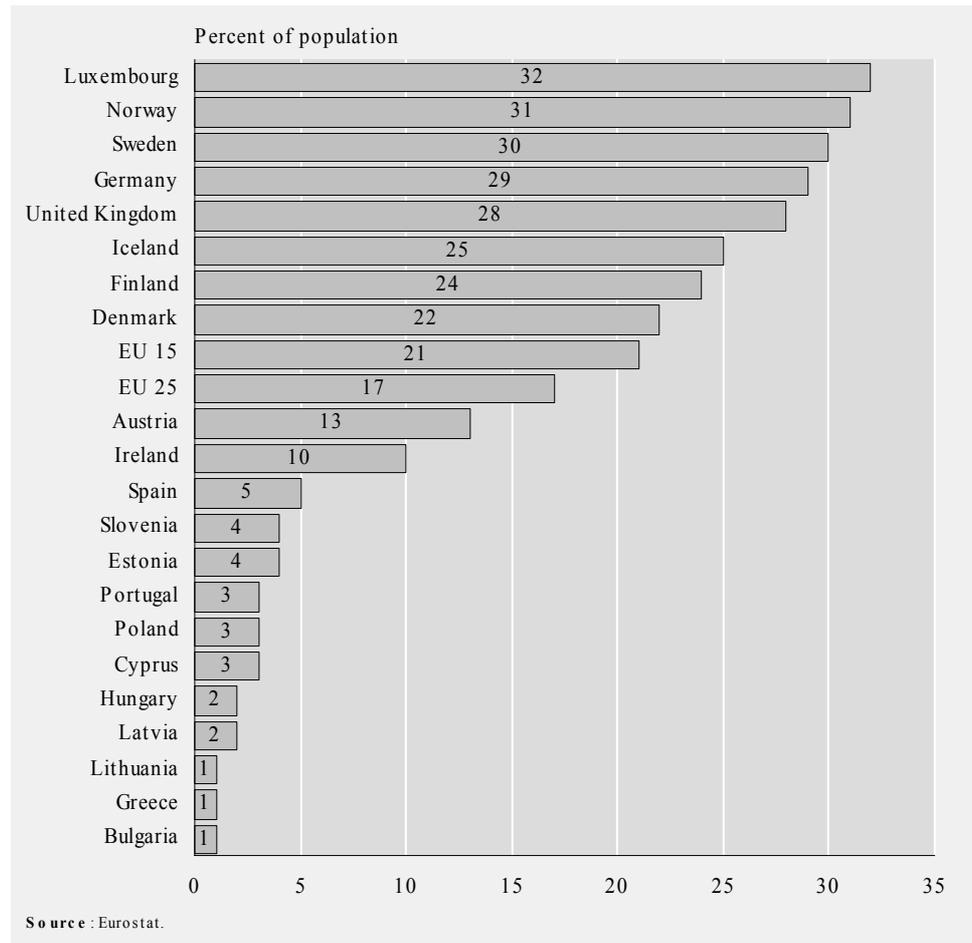
the survey. Around 16% of individuals with primary education had ordered or purchased goods or services over the Internet in a period of three months prior to the survey and 29% of them had ordered online in a longer period (figure 21).

**Figure 21. Online purchases by education 2005**



*Individuals' e-commerce in other European countries*

In 2004, it was most common for individuals in Luxembourg (32%), Norway (31%), Sweden (30%), Germany (29%) and the United Kingdom (28%) to have placed orders online. That same year, one out of every four individuals in Iceland (25%), Finland (24%) and Denmark (22%) had done so. On average, around 17% of individuals in the European Union (EU25) had used the Internet for ordering or purchasing goods or services in year 2004 (figure 22).

**Figure 22. Europeans doing e-commerce 2004**

*More common to order tickets online in 2005 than in 2004*

In 2005 as in 2004, the most common goods and services ordered online are related to travel and accommodation (71%). More than three out of every four placing online orders bought books, magazines or e-learning material. 28% ordered music, films etc. and 20% ordered clothes or sport goods over the Internet in 2005. Ordering tickets to events online was more common in 2005 (25%) than in 2004 (13%) (figure 23).

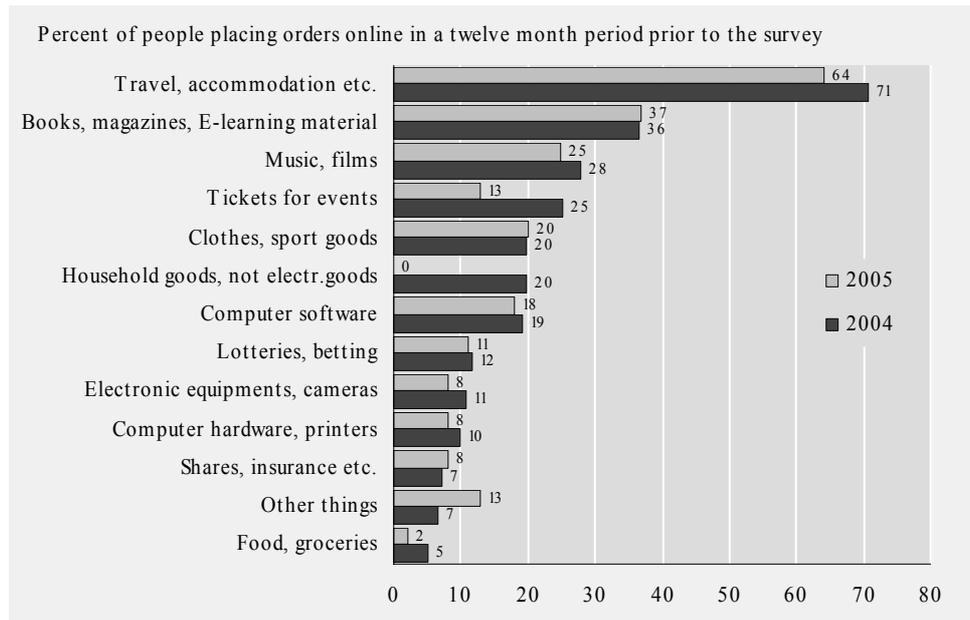
*Household goods, software, hardware and electronic equipment*

In 2005, one out of every five had ordered household goods other than electronic equipment online. 19% ordered software or computer games, 10% ordered computer hardware or printers and 11% ordered electronic equipment or cameras over the Internet that same year (figure 23).

*Least common to order food and groceries online*

Around 12% of individuals aged 16–74 years had used the Internet for ordering lotteries and 7% had purchased shares, insurance and similar online. As previous surveys have shown, it is least common for individuals to order food and groceries over the Internet as only 5% had done so in 2005. Around 7% had ordered other things than the above mentioned (figure 23).

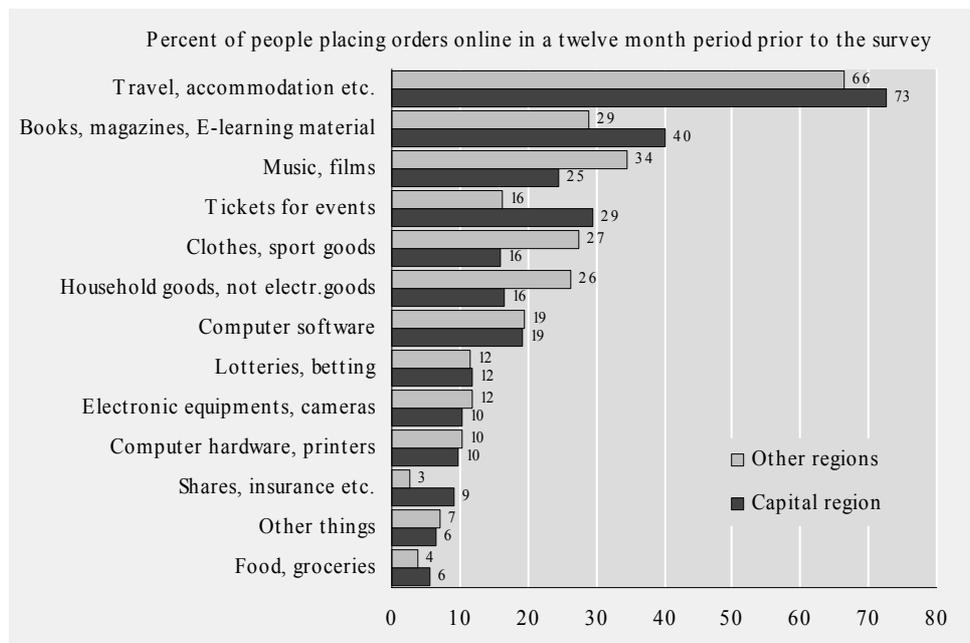
**Figure 23. Goods/services purchased via the Internet 2004 and 2005**



*Choice of goods/services by residence*

In 2005, it was slightly more common for individuals in the capital region than outside the capital region to have ordered goods or services related to travel, books, magazines or e-learning material as well as tickets to events over the Internet. Individuals living outside the capital region were more likely to have ordered music, films etc, clothes or sport goods as well as household goods other than electronic equipment over the Internet in that same year (figure 24).

**Figure 24. Goods/services purchased via the Internet by residence 2005**

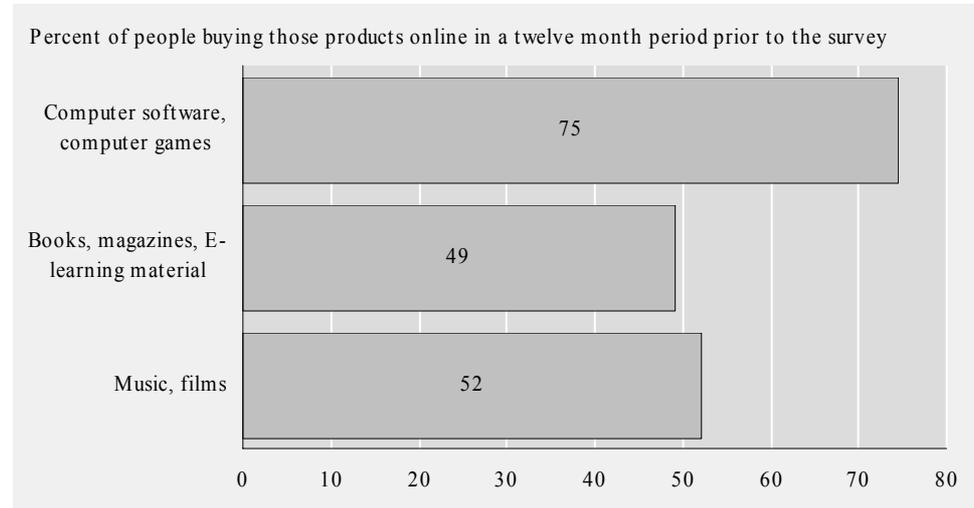


*Online delivery*

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. Around half of those, who had bought music, films, books, magazines or e-learning material, and 75% of those, who had purchased computer software or computer games over the Internet, got the products delivered online. (figure 25).

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



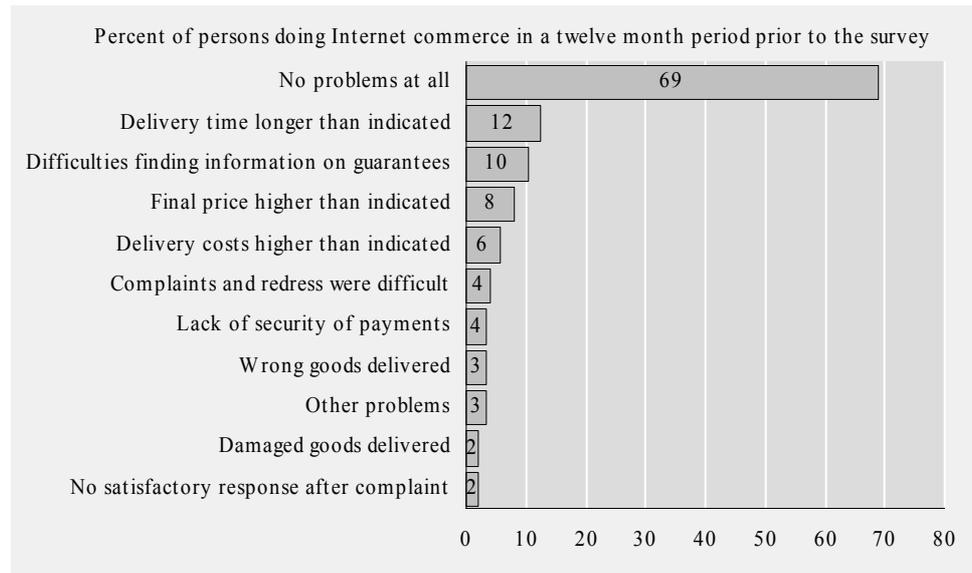
*Origin of the retailer*

In 2005, 71% 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 half of those ordering or purchasing goods or services over the Internet found the retailer when browsing the Internet (figure 27).

*69% have not experienced any problems through Internet commerce*

In 2005, seven out of every ten individuals doing e-commerce had not experienced any problems when purchasing goods or services over the Internet. 12% had experienced longer delivery time than indicated, 10% had difficulties finding information about guarantees, 8% said that the final price had been higher than indicated and 6% said that the delivery costs had been higher than indicated. 4% experienced lack of security of payments, the same percent found it difficult to complain and get redress and 2% had not got any satisfactory response after complaining. 3% had got wrong goods delivered and 2% had received damaged goods. (figure 26).

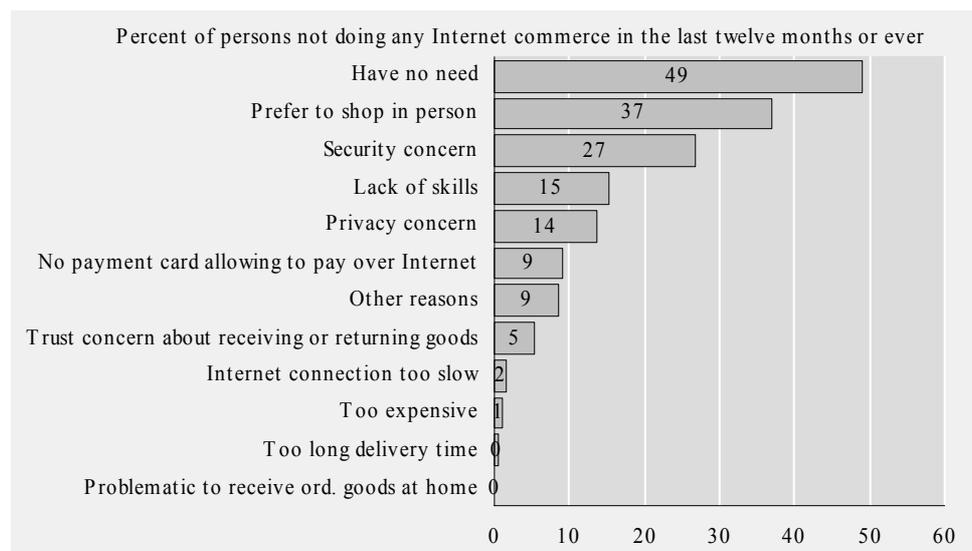
**Figure 26. Problems encountered through Internet commerce 2005**



*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 in a period of twelve months prior to the survey, half of the respondents said that they had no need, 37% prefer to shop in person and 27% were concerned about the security. 15% said they did not know how to order online, 14% were worried about giving personal details over the Internet and 9% had no payment card allowing to pay over the Internet. 5% were not confident about receiving and returning the goods ordered online, 2% said that their Internet connection was too slow and 1% found it too expensive to buy goods or services this way (figure 27).

**Figure 27. Reasons for not ordering or purchasing goods and services over the Internet 2005**



**Table 2. Information technology in households by residence, type of household and household income 2005**

Percent of households					
	Television	Computer	Video recorder	DVD player	MP3-player
<b>Total</b>	<b>98</b>	<b>89</b>	<b>90</b>	<b>74</b>	<b>28</b>
<b>Residence</b>					
Capital region	97	90	90	75	31
Other regions	98	88	90	73	24
<b>Type of household</b>					
Households without child(ren) under 16 years	97	83	87	65	23
Households with child(ren) under 16 years	98	97	93	85	34
<b>Household income in IKR</b>					
0–149 thousand	92	62	74	42	13
150–299 thousand	97	82	87	63	15
300–449 thousand	99	96	94	81	31
450–599 thousand	99	96	92	87	37
600–749 thousand	98	98	95	83	43
750 thousand or more	99	99	93	85	38

<sup>1</sup> Refers both to Internet enabled mobile phones as well as other types of mobile phones.

**Table 3. European households with Internet access 2004**

	Percent of households		Percent of households	
Austria	45	Ireland	40	
Bulgaria	10	Italy	34	
Cyprus	53	Latvia	15	
Denmark	69	Lithuania	12	
EU15	31	Luxembourg	59	
EU15	45	Norway	60	
EU25	42	Poland	26	
France	51	Portugal	26	
France	34	Slovenia	47	
Greece	60	Spain	34	
Greece	17	Turkey	7	
Hungary	14	United Kingdom	56	
Iceland	81			

Source: Eurostat.

**Symbols:**

0 less than half of the unit used.

... not available or result not statistically significant.

Palm top	Games console	Connection to the Internet	Mobile phone <sup>1</sup>	All household- members		Connection to digital TV	Satellite dish	Cable TV
				Internet enabled mobile phone	have their own mobile phone			
6	42	84	98	42	56	40	6	7
7	41	86	98	43	58	50	6	6
4	42	82	97	40	52	25	6	8
4	22	76	96	37	79	40	6	7
8	65	94	99	48	28	41	7	7
2	19	52	88	23	68	26	8	2
3	33	75	97	28	58	33	5	6
5	45	91	99	46	49	43	6	8
9	51	94	100	44	47	42	6	8
9	52	95	100	60	56	58	1	2
9	52	97	100	66	58	41	9	16

**Table 4. Type of Internet connection in households by residence, type of household and household income 2005**

Percent of households with Internet access	Via mobile				
	Modem or ISDN	ADSL or other types of xDSL	Via cable or broadband <sup>1</sup>	phone such as WAP, GPRS	Don't know
<b>Total</b>	<b>23</b>	<b>73</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Residence</b>					
Capital region	18	78	2	0	3
Other regions	33	64	3	0	1
<b>Type of household</b>					
Households without child(ren) under 16 years	27	68	2	0	3
Households with child(ren) under 16 years	20	77	2	1	1
<b>Household income in IKR</b>					
0–149 thousand	42	52	4	–	1
150–299 thousand	31	63	3	0	3
300–449 thousand	25	72	2	1	2
450–599 thousand	19	79	2	–	1
600–749 thousand	12	82	6	–	–
750 thousand or more	8	92	1	1	–

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

**Table 5. Devices, on which the Internet is accessed in households by residence, type of household and household income 2005**

Percent of households with Internet access	Digital TV					
	Computer	Palm top	TV set top box	Mobile phone	Games console	Other/ Don't know
<b>Total</b>	<b>99</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Residence</b>						
Capital region	99	0	0	1	0	0
Other regions	99	0	0	2	0	0
<b>Type of household</b>						
Households without child(ren) under 16 years	99	0	0	2	–	1
Households with child(ren) under 16 years	100	1	1	1	1	–
<b>Household income in IKR</b>						
0–149 thousand	100	–	–	3	–	–
150–299 thousand	100	1	–	1	0	0
300–449 thousand	99	–	1	1	–	0
450–599 thousand	99	0	1	1	0	1
600–749 thousand	100	1	1	3	1	–
750 thousand or more	100	1	–	3	2	–

**Table 6. Reasons for no Internet access at home by residence, type of household and household income 2005**

Percent of households without Internet access	Reasons for no Internet access							Other/ Don't know
	Access elsewhere	Access undesirable	Equipment costs too high	Access costs too high	Internet too complicated	Physical disability	Privacy or security concerns	
<b>Total</b>	<b>20</b>	<b>47</b>	<b>10</b>	<b>11</b>	<b>19</b>	<b>–</b>	<b>2</b>	<b>34</b>
<b>Residence</b>								
Capital region	22	47	10	10	19	–	1	31
Other regions	18	47	10	11	18	–	2	37
<b>Type of household</b>								
Households without child(ren) under 16 years	19	49	9	11	21	–	1	30
Households with child(ren) under 16 years	26	40	16	12	9	–	7	51
<b>Household income in IKR</b>								
0–149 thousand	10	49	13	14	29	–	–	32
150–299 thousand	21	50	11	11	20	–	3	38
300–449 thousand	24	45	6	9	3	–	–	42
450–599 thousand	53	20	13	7	7	–	7	33
600–749 thousand	40	40	20	–	20	–	–	20
750 thousand or more	33	67	–	–	–	–	–	–

**Table 7. Individuals' use of a computer by gender, age, residence, education and occupation 2005**

Percent of population	Less than 3 months	Between 3 and 12 months	More than 12 months ago or never
<b>All</b>	<b>88</b>	<b>1</b>	<b>11</b>
<b>Gender</b>			
Males	88	1	11
Females	87	1	11
<b>Age</b>			
16–24 years	98	0	1
25–34 years	98	0	1
35–44 years	95	1	4
45–54 years	88	2	10
55–64 years	75	1	23
65–74 years	44	4	52
<b>Males by age</b>			
16–24 years	98	1	1
25–54 years	94	0	5
55–74 years	64	3	33
<b>Females by age</b>			
16–24 years	97	–	1
25–54 years	94	1	4
55–74 years	61	2	37
<b>Residence</b>			
Capital region	89	1	9
Other regions	85	1	13
<b>Education</b>			
Primary	81	2	17
Secondary	89	1	10
Tertiary	97	1	3
<b>Occupation</b>			
Student	100	–	0
Employed	92	1	7
Others	50	3	47

**Table 8. Place of use of a computer by individuals by gender, age, residence, education and occupation 2005**

Percent of those using a computer in the last 3 months	At home	At the place of work	At the place of education	Elsewhere
<b>All</b>	<b>92</b>	<b>57</b>	<b>22</b>	<b>29</b>
<b>Gender</b>				
Males	94	59	22	31
Females	90	54	22	27
<b>Age</b>				
16–24 years	94	21	63	46
25–34 years	93	63	22	36
35–44 years	94	70	11	24
45–54 years	91	72	5	20
55–64 years	87	64	3	16
65–74 years	91	33	3	15
<b>Males by age</b>				
16–24 years	97	21	62	42
25–54 years	94	72	13	31
55–74 years	88	58	3	17
<b>Females by age</b>				
16–24 years	90	21	65	50
25–54 years	91	65	13	23
55–74 years	88	53	4	14
<b>Residence</b>				
Capital region	92	63	22	32
Other regions	92	45	22	24
<b>Education</b>				
Primary	89	36	30	29
Secondary	93	55	20	26
Tertiary	94	87	14	34
<b>Occupation</b>				
Student	94	17	89	46
Employed	91	70	9	26
Others	96	9	7	24

**Table 9. Frequency in the use of a computer by individuals by gender, age, residence, education and occupation 2005**

Percent of those using a computer in the last 3 months	Every day or almost every day	At least once a week	At least once a month	Less than once a month
<b>All</b>	<b>80</b>	<b>15</b>	<b>4</b>	<b>1</b>
<b>Gender</b>				
Males	83	13	3	1
Females	78	18	4	1
<b>Age</b>				
16–24 years	83	15	2	–
25–34 years	85	13	2	–
35–44 years	82	15	3	0
45–54 years	75	16	7	2
55–64 years	79	14	5	2
65–74 years	65	28	3	4
<b>Males by age</b>				
16–24 years	87	13	1	–
25–54 years	82	13	4	1
55–74 years	82	11	3	4
<b>Females by age</b>				
16–24 years	79	17	4	–
25–54 years	80	16	3	0
55–74 years	67	25	6	2
<b>Residence</b>				
Capital region	83	14	3	1
Other regions	76	17	5	1
<b>Education</b>				
Primary	72	20	7	2
Secondary	79	17	3	1
Tertiary	95	5	0	–
<b>Occupation</b>				
Student	90	9	0	–
Employed	80	15	4	1
Others	60	29	9	3

**Table 10. Individuals' use of the Internet by gender, age, residence, education and occupation 2005**

Percent of population	Less than 3 months	Between 3 and 12 months	More than 12 months ago or never
<b>All</b>	<b>86</b>	<b>1</b>	<b>12</b>
<b>Gender</b>			
Males	87	1	12
Females	85	2	13
<b>Age</b>			
16–24 years	98	–	1
25–34 years	97	1	1
35–44 years	94	1	5
45–54 years	85	2	13
55–64 years	70	2	28
65–74 years	42	5	53
<b>Males by age</b>			
16–24 years	98	–	2
25–54 years	92	1	6
55–74 years	61	3	36
<b>Females by age</b>			
16–24 years	97	–	1
25–54 years	92	2	6
55–74 years	57	3	40
<b>Residence</b>			
Capital region	87	1	11
Other regions	83	2	15
<b>Education</b>			
Primary	79	2	19
Secondary	87	2	12
Tertiary	97	0	3
<b>Occupation</b>			
Student	100	–	–
Employed	90	1	8
Others	47	4	49

**Table 11. Place of individuals' use of the Internet by gender, age, residence, education and occupation 2005**

Percent of those using the Internet in the last 3 months	At home	At the place of work	At the place of education	Elsewhere
<b>All</b>	<b>90</b>	<b>54</b>	<b>20</b>	<b>26</b>
<b>Gender</b>				
Males	92	56	20	28
Females	87	52	20	24
<b>Age</b>				
16–24 years	91	23	60	41
25–34 years	88	60	19	32
35–44 years	91	68	10	22
45–54 years	91	67	4	17
55–64 years	87	62	3	16
65–74 years	88	28	–	14
<b>Males by age</b>				
16–24 years	95	24	58	37
25–54 years	91	66	11	28
55–74 years	87	59	2	16
<b>Females by age</b>				
16–24 years	85	21	62	46
25–54 years	88	63	11	20
55–74 years	87	46	3	14
<b>Residence</b>				
Capital region	90	61	19	28
Other regions	90	43	21	23
<b>Education</b>				
Primary	87	32	29	27
Secondary	92	52	19	24
Tertiary	89	86	11	30
<b>Occupation</b>				
Student	92	18	85	41
Employed	88	67	7	23
Others	97	7	5	24

**Table 12. Frequency in individuals' use of the Internet by gender, age, residence, education and occupation 2005**

Percent of those using the Internet in the last 3 months	Every day or almost every day	At least once a week	At least once a month	Less than once a month
<b>All</b>	<b>76</b>	<b>18</b>	<b>5</b>	<b>1</b>
<b>Gender</b>				
Males	79	15	4	2
Females	73	21	5	1
<b>Age</b>				
16–24 years	79	18	4	–
25–34 years	83	14	3	0
35–44 years	76	19	4	1
45–54 years	71	21	5	3
55–64 years	71	17	9	3
65–74 years	59	27	11	3
<b>Males by age</b>				
16–24 years	81	16	3	–
25–54 years	78	16	4	2
55–74 years	78	12	7	3
<b>Females by age</b>				
16–24 years	75	20	5	–
25–54 years	76	20	4	1
55–74 years	56	28	12	4
<b>Residence</b>				
Capital region	79	16	4	1
Other regions	70	21	7	1
<b>Education</b>				
Primary	67	23	7	3
Secondary	74	20	5	1
Tertiary	90	9	1	1
<b>Occupation</b>				
Student	85	13	1	0
Employed	75	18	5	1
Others	59	31	6	4

**Table 13. Individuals' use of the Internet in European countries by gender and age 2004**

Percent of population	Males									Females			
	All		16–24	25–54	55–74	All		16–24	25–54	55–74			
	All	All	years	years	years	All	years	years	years				
Austria	52	58	81	65	27	46	75	55	14				
Cyprus	32	36	61	37	12	28	66	27	3				
Denmark	76	79	92	85	58	73	93	82	46				
Estonia	50	50	80	52	17	51	82	59	19				
EU 15 <sup>1</sup>	50	55	79	64	30	46	76	57	19				
EU 25 <sup>1</sup>	47	51	76	57	27	43	74	51	16				
Finland	70	70	95	79	38	71	97	84	35				
Germany	61	65	93	75	35	57	90	71	20				
Greece	20	23	45	26	3	16	37	19	1				
Hungary	28	30	67	28	...	26	66	27	4				
Iceland	82	84	97	87	60	81	97	88	44				
Italy	31	37	59	43	13	26	57	31	4				
Latvia	33	34	67	33	6	33	70	37	6				
Lithuania	29	30	70	25	5	29	74	28	5				
Luxembourg	65	74	89	83	47	57	87	63	19				
Norway	75	79	93	86	52	71	95	83	31				
Poland	29	30	67	25	8	28	66	26	6				
Portugal	29	32	63	34	8	27	64	29	3				
Slovenia	37	39	70	43	...	35	72	39	...				
Spain	40	45	...	...	...	36	...	...	...				
Sweden	82	83	98	89	62	80	97	87	61				
Turkey	13	19	38	16	2	8	16	6	0				
United Kingdom	63	67	86	74	40	59	80	68	29				

<sup>1</sup> Excluding BE, CZ, FR, IE, MT, NL and SK.

Source: Eurostat.

**Table 14. Computer related activities carried out by gender, age, residence, education and occupation 2005**

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	Writing a computer program
<b>All</b>	<b>84</b>	<b>82</b>	<b>77</b>	<b>50</b>	<b>14</b>
<b>Gender</b>					
Males	84	82	79	62	22
Females	83	82	74	37	5
<b>Age</b>					
16–24 years	85	90	83	58	17
25–34 years	89	91	83	63	17
35–44 years	87	85	80	54	13
45–54 years	82	79	77	40	13
55–64 years	73	65	61	32	8
65–74 years	64	47	45	15	7
<b>Males by age</b>					
16–24 years	86	91	82	71	26
25–54 years	87	86	83	65	24
55–74 years	70	58	59	38	12
<b>Females by age</b>					
16–24 years	85	89	83	44	7
25–54 years	86	84	77	40	6
55–74 years	70	62	54	16	3
<b>Residence</b>					
Capital region	84	85	79	52	16
Other regions	82	77	73	45	10
<b>Education</b>					
Primary	74	73	66	39	8
Secondary	85	81	79	49	13
Tertiary	95	96	89	64	23
<b>Occupation</b>					
Student	91	93	86	62	19
Employed	84	82	78	49	14
Others	69	59	49	28	6

**Table 15. Internet related activities carried out by gender, age, residence, education and occupation 2005**

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 exchang. movies, music etc.	Creating a web page
<b>All</b>	<b>92</b>	<b>80</b>	<b>35</b>	<b>20</b>	<b>21</b>	<b>30</b>
<b>Gender</b>						
Males	93	81	40	24	29	33
Females	91	79	29	16	12	28
<b>Age</b>						
16–24 years	91	84	59	21	50	56
25–34 years	95	91	48	28	29	44
35–44 years	96	83	29	17	10	22
45–54 years	90	76	18	19	6	17
55–64 years	86	61	15	14	3	7
65–74 years	77	54	9	8	4	3
<b>Males by age</b>						
16–24 years	91	85	66	27	60	58
25–54 years	95	84	38	25	24	31
55–74 years	86	60	17	17	6	6
<b>Females by age</b>						
16–24 years	91	83	51	15	38	54
25–54 years	93	83	28	18	7	25
55–74 years	80	58	10	7	1	5
<b>Residence</b>						
Capital region	93	82	35	23	21	30
Other regions	90	75	36	15	20	31
<b>Education</b>						
Primary	87	69	33	16	26	31
Secondary	93	80	33	21	20	26
Tertiary	97	94	42	25	16	38
<b>Occupation</b>						
Student	93	90	58	23	52	55
Employed	93	79	32	20	15	27
Others	79	64	20	12	7	13

**Table 16. Computer training courses attended by gender, age, residence, education and occupation 2005**

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>	<b>14</b>	<b>43</b>	<b>42</b>
<b>Gender</b>			
Males	14	40	46
Females	15	47	38
<b>Age</b>			
16–24 years	10	18	72
25–34 years	13	40	47
35–44 years	16	53	30
45–54 years	18	54	29
55–64 years	16	57	26
65–74 years	12	43	44
<b>Males by age</b>			
16–24 years	12	20	67
25–54 years	15	45	40
55–74 years	15	47	38
<b>Females by age</b>			
16–24 years	9	15	76
25–54 years	17	53	30
55–74 years	16	60	25
<b>Residence</b>			
Capital region	16	44	40
Other regions	12	42	46
<b>Education</b>			
Primary	10	35	55
Secondary	15	44	41
Tertiary	19	55	26
<b>Occupation</b>			
Student	12	21	67
Employed	16	48	37
Others	8	48	44

**Table 17. Where or how individuals obtained their computer and Internet related skills by gender, age, residence, education and employment 2005**

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>	<b>39</b>	<b>30</b>	<b>21</b>	<b>30</b>	<b>82</b>	<b>70</b>
<b>Gender</b>						
Males	37	28	20	34	86	69
Females	41	33	23	25	77	72
<b>Age</b>						
16–24 years	72	5	2	23	84	68
25–34 years	58	21	16	30	84	69
35–44 years	36	40	27	35	88	72
45–54 years	14	46	30	30	77	73
55–64 years	8	48	35	24	74	70
65–74 years	1	33	34	36	70	73
<b>Males by age</b>						
16–24 years	64	5	3	20	86	63
25–54 years	36	32	23	39	88	71
55–74 years	4	39	30	33	81	69
<b>Females by age</b>						
16–24 years	80	6	2	27	82	73
25–54 years	38	38	26	25	79	72
55–74 years	8	49	39	23	65	73
<b>Residence</b>						
Capital region	39	32	26	31	82	70
Other regions	39	28	14	28	81	71
<b>Education</b>						
Primary	36	24	14	22	77	70
Secondary	35	31	20	31	84	70
Tertiary	51	37	33	37	85	72
<b>Occupation</b>						
Student	70	7	2	25	85	69
Employed	34	35	26	30	82	71
Others	21	36	18	27	69	69

**Table 18. Purpose of individuals' use of the Internet by gender, age, residence, education and occupation 2005**

Percent of those using the Internet in the last 3 months	Information search and online services						
	Finding inform. about goods and services	Use related to travel and accommodation	Listening to Web radion/ watching Web television	Playing or downloading games, music or images	Down-loading software	Reading/ downloading newspapers/ magazines	Seeking health-related information
<b>All</b>	<b>85</b>	<b>63</b>	<b>37</b>	<b>33</b>	<b>29</b>	<b>76</b>	<b>46</b>
<b>Gender</b>							
Males	86	64	43	41	42	81	38
Females	84	62	30	25	16	71	54
<b>Age</b>							
16–24 years	85	52	45	62	39	70	45
25–34 years	93	65	46	40	37	83	60
35–44 years	88	66	35	27	27	80	50
45–54 years	83	67	25	15	25	73	36
55–64 years	73	67	27	12	12	71	38
65–74 years	69	61	25	24	12	71	19
<b>Males by age</b>							
16–24 years	83	48	53	77	54	72	37
25–54 years	90	69	42	35	44	83	41
55–74 years	76	70	35	16	16	84	29
<b>Females by age</b>							
16–24 years	87	56	36	46	22	67	55
25–54 years	86	63	31	21	16	75	58
55–74 years	68	61	18	15	8	58	36
<b>Residence</b>							
Capital region	85	66	38	33	30	78	48
Other regions	84	58	33	34	27	72	42
<b>Education</b>							
Primary	79	46	33	43	24	66	38
Secondary	85	65	33	29	30	77	43
Tertiary	93	80	46	29	36	86	60
<b>Occupation</b>							
Student	87	51	43	64	44	75	49
Employed	85	66	36	27	27	77	46
Others	80	57	26	26	10	70	44

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

Communication			Banking and e-commerce				Training, education and job search			Interaction with public author.		
Use of e-mail	Tele- phoning or video- confer- encing	Use of chat sites etc.	Internet banking	Other	Ordering	Selling goods and services	Educational courses	Job search/ sending job applicat.	Obtaining	Down- loading official forms	Sending filled in forms	
				e.g. shares purchases	or purchasing goods or services				inform. from public author. web site(s)			
<b>88</b>	<b>16</b>	<b>50</b>	<b>71</b>	<b>7</b>	<b>32</b>	<b>7</b>	<b>14</b>	<b>18</b>	<b>59</b>	<b>34</b>	<b>24</b>	
87	19	48	72	11	37	10	13	18	66	36	26	
88	14	51	70	4	28	3	15	19	50	32	22	
90	22	88	63	2	29	8	17	31	50	24	20	
93	21	68	85	8	43	9	18	28	73	44	32	
89	12	38	74	9	34	8	14	13	62	42	27	
84	14	27	69	11	27	4	11	10	54	29	21	
80	13	17	65	7	27	3	8	6	53	30	17	
76	8	16	46	8	17	2	1	3	41	26	12	
87	27	90	65	5	30	13	16	28	52	25	19	
89	17	42	75	13	40	11	14	17	72	40	28	
81	15	15	68	9	29	2	6	6	62	36	24	
93	16	86	60	–	27	3	19	35	48	22	21	
89	15	48	77	5	30	3	15	18	54	38	26	
77	8	20	51	5	19	3	6	4	37	21	8	
89	18	51	75	9	33	8	11	21	59	35	26	
85	13	48	64	5	31	5	18	13	58	33	21	
80	14	57	58	4	20	6	11	20	45	21	16	
88	17	44	74	7	32	7	13	17	59	33	23	
96	19	50	84	12	47	6	18	19	74	53	36	
93	22	89	65	4	29	5	21	33	54	28	24	
87	15	42	73	9	33	7	13	16	61	36	24	
86	13	39	64	3	28	5	5	14	44	27	14	

**Table 19. Individual's interaction with public authorities over the Internet by gender, age, residence, education and occupation 2005**

Percent of those using the Internet in the last 3 months	Within the last 3 months	Between 3 and 12 months	More than 12 months ago	Never
<b>All</b>	<b>65</b>	<b>7</b>	<b>4</b>	<b>24</b>
<b>Gender</b>				
Males	71	6	4	19
Females	59	8	3	29
<b>Age</b>				
16–24 years	57	6	4	33
25–34 years	80	7	2	11
35–44 years	70	8	6	16
45–54 years	61	9	3	26
55–64 years	58	5	1	36
65–74 years	48	6	3	43
<b>Males by age</b>				
16–24 years	59	7	5	28
25–54 years	77	6	4	13
55–74 years	66	4	1	29
<b>Females by age</b>				
16–24 years	55	5	1	39
25–54 years	64	10	4	21
55–74 years	43	6	3	48
<b>Residence</b>				
Capital region	66	6	3	24
Other regions	64	9	4	23
<b>Education</b>				
Primary	52	7	4	37
Secondary	66	9	4	22
Tertiary	81	5	3	11
<b>Occupation</b>				
Student	60	7	2	30
Employed	68	7	4	21
Others	53	9	4	34

**Table 20. Problems encountered through the use of the Internet by gender, age, residence, education and occupation 2005**

Percent of those using the Internet in the last 12 months	Computer virus	Fraudulent payment card use	Abuse of personal information	Spam	Other problems	No problems encountered
<b>All</b>	<b>34</b>	<b>4</b>	<b>2</b>	<b>77</b>	<b>2</b>	<b>18</b>
<b>Gender</b>						
Males	37	5	3	81	3	15
Females	31	3	1	72	2	21
<b>Age</b>						
16–24 years	37	6	4	83	4	11
25–34 years	39	4	2	80	3	13
35–44 years	32	3	2	77	4	18
45–54 years	36	3	1	74	0	21
55–64 years	27	3	4	72	1	24
65–74 years	21	3	1	53	–	39
<b>Males by age</b>						
16–24 years	34	9	5	84	6	10
25–54 years	39	4	2	81	3	14
55–74 years	34	4	5	74	2	22
<b>Females by age</b>						
16–24 years	40	3	1	83	1	13
25–54 years	32	3	1	73	2	20
55–74 years	16	3	2	58	–	35
<b>Residence</b>						
Capital region	34	5	2	79	2	16
Other regions	34	2	2	72	3	20
<b>Education</b>						
Primary	34	3	1	71	2	22
Secondary	33	4	3	74	3	19
Tertiary	36	4	2	88	3	9
<b>Occupation</b>						
Student	40	5	4	83	3	12
Employed	33	4	2	77	2	17
Others	31	1	2	59	2	34

**Table 21. Security precaution made at home when using the Internet by gender, age, residence, education and occupation 2005**

Percent of individuals using the Internet at home in the last 3 months	Only a virus checking program	Only a fire wall	Both a virus checking program and a fire wall	Doesn't know
<b>All</b>	<b>46</b>	<b>5</b>	<b>39</b>	<b>9</b>
<b>Gender</b>				
Males	40	5	45	8
Females	54	4	31	9
<b>Age</b>				
16–24 years	39	6	43	10
25–34 years	41	8	44	6
35–44 years	44	4	45	7
45–54 years	59	3	31	6
55–64 years	57	5	27	10
65–74 years	43	–	19	31
<b>Males by age</b>				
16–24 years	35	7	47	8
25–54 years	39	5	48	7
55–74 years	52	3	32	10
<b>Females by age</b>				
16–24 years	44	4	37	13
25–54 years	57	4	33	5
55–74 years	54	4	17	22
<b>Residence</b>				
Capital region	43	6	41	9
Other regions	52	3	35	8
<b>Education</b>				
Primary	51	3	32	13
Secondary	47	6	38	9
Tertiary	41	6	48	3
<b>Occupation</b>				
Student	37	7	46	10
Employed	47	5	38	8
Others	58	–	24	15

**Table 22. Installation/upgrade of security precautions by gender, age, residence, education and occupation 2005**

Percent of individuals using the Internet at home in the last 3 months	Security precautions installed/upgraded	Percent of individuals using the Internet at home in the last 3 months	Security precautions installed/upgraded
<b>All</b>	<b>72</b>	<b>Females by age</b>	
		16–24 years	72
<b>Gender</b>		25–54 years	73
Males	74	55–74 years	52
Females	70	<b>Residence</b>	
<b>Age</b>		Capital region	72
16–24 years	75	Other regions	72
25–34 years	76	<b>Education</b>	
35–44 years	73	Primary	67
45–54 years	73	Secondary	73
55–64 years	68	Tertiary	77
65–74 years	39	<b>Occupation</b>	
<b>Males by age</b>		Student	77
16–24 years	78	Employed	72
25–54 years	74	Others	61
55–74 years	67		

**Table 23. Use of online authentication by gender, age, residence, education and occupation 2005**

Percent of those using the Internet in the last 3 months	Use of password, PIN or digital signature	Percent of those using the Internet in the last 3 months	Use of password, PIN or digital signature
<b>All</b>	<b>77</b>	<b>Females by age</b>	
		16–24 years	88
<b>Gender</b>		25–54 years	76
Males	77	55–74 years	61
Females	76	<b>Residence</b>	
<b>Age</b>		Capital region	79
16–24 years	83	Other regions	73
25–34 years	86	<b>Education</b>	
35–44 years	73	Primary	70
45–54 years	71	Secondary	74
55–64 years	68	Tertiary	88
65–74 years	57	<b>Occupation</b>	
<b>Males by age</b>		Student	87
16–24 years	79	Employed	75
25–54 years	78	Others	71
55–74 years	69		

**Table 24. Internet commerce by individuals by gender, age, residence, education and occupation 2005**

Percent	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>	<b>28</b>	<b>44</b>	<b>32</b>	<b>51</b>
<b>Gender</b>				
Males	32	50	37	57
Females	24	38	28	45
<b>Age</b>				
16–24 years	28	47	29	48
25–34 years	42	65	43	66
35–44 years	32	51	34	54
45–54 years	23	40	27	47
55–64 years	19	26	27	38
65–74 years	7	10	17	24
<b>Males by age</b>				
16–24 years	30	52	30	53
25–54 years	37	59	40	63
55–74 years	18	23	29	37
<b>Females by age</b>				
16–24 years	26	41	27	42
25–54 years	28	45	30	49
55–74 years	11	17	19	30
<b>Residence</b>				
Capital region	29	47	33	53
Other regions	26	40	31	47
<b>Education</b>				
Primary	16	29	20	36
Secondary	28	45	32	51
Tertiary	46	67	47	70
<b>Occupation</b>				
Student	29	51	29	51
Employed	30	47	33	52
Others	13	19	28	40

**Table 25. Europeans' Internet commerce 2004**

Percent	Percent of population	Percent of Internet users	Percent	Percent of population	Percent of Internet users
Austria	13	24	Italy	...	...
Bulgaria	1	3	Latvia	2	6
Czech Republic	...	...	Lithuania	1	2
Cyprus	3	9	Luxembourg	32	49
Denmark	22	29	Netherlands	...	...
Estonia	4	8	Norway	31	42
EU15	21	38	Poland	3	10
EU25	17	34	Portugal	3	10
Finland	24	34	Slovenia	4	11
Germany	29	47	Spain	5	14
Greece	1	4	Sweden	30	36
Hungary	2	9	Turkey	0	3
Iceland	25	30	United Kingdom	28	44
Ireland	10	...			

**Note:** Internet commerce in a period of three months prior to the survey.

**Source:** Eurostat.

**Table 26. Goods/services purchased over the Internet by individuals by gender, age, residence, education and occupation 2005**

Percent of individuals doing Internet commerce in the last 12 months	Food, groceries	Household goods, excl. elect.equipm.	Music, films	Books, maga- zines, E-learning material	Clothes, sport goods
<b>All</b>	<b>5</b>	<b>20</b>	<b>28</b>	<b>36</b>	<b>20</b>
<b>Gender</b>					
Males	5	21	35	39	21
Females	5	18	19	34	18
<b>Age</b>					
16–24 years	4	19	40	34	26
25–34 years	6	25	32	40	21
35–44 years	5	23	26	32	21
45–54 years	4	14	17	39	12
55–64 years	7	12	17	42	17
65–74 years	–	6	6	20	–
<b>Males by age</b>					
16–24 years	3	21	47	34	26
25–54 years	5	22	33	39	20
55–74 years	5	15	20	42	17
<b>Females by age</b>					
16–24 years	6	16	30	34	25
25–54 years	5	20	17	34	18
55–74 years	6	6	9	32	9
<b>Residence</b>					
Capital region	6	16	25	40	16
Other regions	4	26	34	29	27
<b>Education</b>					
Primary	6	22	31	24	22
Secondary	4	23	28	35	21
Tertiary	6	16	27	46	17
<b>Occupation</b>					
Student	4	15	35	34	23
Employed	6	21	27	38	19
Others	–	20	23	26	18

Computer software	Computer hardware	Electronic equipment, cameras	Shares, insurance, etc.	Travel, accommodation etc.	Tickets for events	Lotteries, betting	Other things
<b>19</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>71</b>	<b>25</b>	<b>12</b>	<b>7</b>
28	15	16	9	70	26	14	6
8	4	4	4	71	24	9	8
19	12	12	4	53	22	10	6
22	15	15	7	68	26	13	7
18	8	10	11	81	22	13	7
18	5	6	6	80	30	12	5
23	9	10	7	69	32	10	8
–	–	–	7	81	13	–	13
28	19	16	4	49	24	13	7
27	14	17	11	76	25	14	5
30	12	10	7	71	32	12	10
6	2	6	3	59	19	6	5
9	5	3	4	75	26	11	9
3	–	6	6	71	23	3	9
19	10	10	9	73	29	12	6
19	10	12	3	66	16	12	7
20	9	11	4	55	14	11	6
17	10	14	6	68	23	13	7
22	11	7	10	84	35	11	7
20	11	11	4	50	18	8	7
19	10	11	8	76	27	12	7
15	5	5	3	62	12	16	5

**Table 27. Products delivered or up-graded online by gender, age, residence, education and occupation 2005**

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>	<b>52</b>	<b>49</b>	<b>75</b>
<b>Gender</b>			
Males	59	50	76
Females	36	48	70
<b>Age</b>			
16–24 years	58	56	59
25–34 years	55	47	71
35–44 years	34	50	72
45–54 years	70	49	90
55–64 years	40	44	100
65–74 years	–	36	–
<b>Males by age</b>			
16–24 years	66	61	53
25–54 years	58	49	78
55–74 years	38	36	100
<b>Females by age</b>			
16–24 years	42	50	100
25–54 years	33	47	63
55–74 years	33	55	100
<b>Residence</b>			
Capital region	52	50	83
Other regions	51	45	57
<b>Education</b>			
Primary	55	53	64
Secondary	54	53	72
Tertiary	48	47	84
<b>Occupation</b>			
Student	52	43	50
Employed	52	51	80
Others	55	51	66

**Table 28. Origin of the retailer for products ordered or bought over the Internet by gender, age, residence, education and occupation 2005**

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>	<b>71</b>	<b>55</b>
<b>Gender</b>		
Males	72	60
Females	69	49
<b>Age</b>		
16–24 years	67	53
25–34 years	68	62
35–44 years	75	50
45–54 years	74	54
55–64 years	74	54
65–74 years	68	39
<b>Males by age</b>		
16–24 years	62	60
25–54 years	75	59
55–74 years	74	61
<b>Females by age</b>		
16–24 years	73	44
25–54 years	68	52
55–74 years	71	38
<b>Residence</b>		
Capital region	66	61
Other regions	81	44
<b>Education</b>		
Primary	69	48
Secondary	72	55
Tertiary	71	60
<b>Occupation</b>		
Student	59	58
Employed	73	55
Others	74	47

**Table 29. Problems encountered through Internet commerce by gender, age, residence, education and occupation 2005**

Percent of persons doing Internet commerce in the last 12 months	Difficulties finding information on guarantees	Delivery time longer than indicated	Delivery costs higher than indicated	Final price higher than indicated
<b>All</b>	<b>10</b>	<b>12</b>	<b>6</b>	<b>8</b>
<b>Gender</b>				
Males	13	16	7	9
Females	7	8	5	7
<b>Age</b>				
16–24 years	9	12	9	12
25–34 years	11	18	6	10
35–44 years	13	10	4	5
45–54 years	9	7	3	6
55–64 years	8	10	7	7
65–74 years	–	13	–	–
<b>Males by age</b>				
16–24 years	10	16	12	18
25–54 years	14	15	5	7
55–74 years	7	15	7	5
<b>Females by age</b>				
16–24 years	8	6	5	5
25–54 years	7	9	5	8
55–74 years	6	6	3	6
<b>Residence</b>				
Capital region	10	12	6	10
Other regions	11	13	5	5
<b>Education</b>				
Primary	7	11	6	11
Secondary	9	13	5	7
Tertiary	14	13	6	8
<b>Occupation</b>				
Student	7	15	8	14
Employed	11	11	5	7
Others	5	18	3	5

Wrong goods delivered	Damaged goods delivered	Lack of security of payments	Complaints and redress were difficult	No satisfactory response received after complaint	Other problems	No problems at all
<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>69</b>
4	3	4	5	3	4	63
3	1	2	3	1	3	76
6	1	3	4	2	2	66
2	3	4	4	2	2	66
5	1	3	4	3	6	67
1	3	3	4	–	3	75
5	2	4	5	5	4	76
–	–	–	–	–	–	80
4	1	4	3	3	3	57
4	4	4	5	2	4	64
5	–	5	7	7	5	73
8	–	2	5	2	–	78
1	0	3	2	1	4	75
3	3	–	–	–	–	82
3	2	4	4	3	4	69
4	2	2	3	1	2	69
6	1	6	4	1	2	68
3	3	3	4	3	4	72
2	3	3	4	2	3	66
5	2	2	4	2	3	64
3	2	4	4	2	4	70
2	2	–	–	–	–	72

**Table 30. Reasons for not buying or ordering goods or services over the Internet by gender, age, residence, education and occupation 2005**

Percent of persons not doing any Internet commerce in the last 12 months or ever	Prefer to shop in person/loyalty to shops/force of habit					Lack of skills		Too expensive		Too long delivery time	
	Have no need										
<b>All</b>	<b>49</b>	<b>37</b>	<b>15</b>	<b>1</b>	<b>0</b>						
<b>Gender</b>											
Males	52	32	15	0	0						
Females	46	41	15	2	1						
<b>Age</b>											
16–24 years	44	33	11	–	–						
25–34 years	50	41	11	1	2						
35–44 years	46	39	13	0	1						
45–54 years	49	35	14	2	–						
55–64 years	58	39	27	2	–						
65–74 years	54	36	25	2	–						
<b>Males by age</b>											
16–24 years	41	33	5	–	–						
25–54 years	53	32	14	–	1						
55–74 years	60	29	26	1	–						
<b>Females by age</b>											
16–24 years	46	33	16	–	–						
25–54 years	44	42	11	2	1						
55–74 years	53	47	27	3	–						
<b>Residence</b>											
Capital region	45	38	15	1	0						
Other regions	55	35	16	1	0						
<b>Education</b>											
Primary	47	35	20	2	–						
Secondary	50	34	13	1	1						
Tertiary	51	47	9	1	1						
<b>Occupation</b>											
Student	39	33	10	1	–						
Employed	52	37	16	1	1						
Others	43	41	22	5	–						

Problematic to receive ord. goods at home	Security concern about giving credit card details over the Internet	Privacy concern about giving 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
0	27	14	5	9	2	9
–	28	14	5	7	2	9
0	26	13	5	10	2	8
1	20	8	6	25	2	5
1	26	10	7	7	2	12
–	28	16	3	6	1	11
–	34	15	6	5	1	10
–	28	22	6	3	3	6
–	23	12	3	–	2	10
–	26	8	3	21	3	5
–	30	14	5	4	1	10
–	26	19	6	1	2	9
1	15	8	8	28	–	4
0	29	13	5	7	2	11
–	27	18	4	3	2	5
0	27	14	6	10	1	9
–	27	13	5	8	3	9
0	25	13	4	15	1	7
0	29	14	7	6	2	10
–	28	14	3	3	2	11
1	24	13	9	24	1	3
0	27	13	5	6	2	10
–	29	19	4	7	3	10





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