

17 February 2021 | 1100 hrs | 028/2021

Almost nine out of ten persons aged between 16 and 74 years used the internet in 2020.

ICT usage by Household: 2020

Internet usage by individuals

The survey on information and communication technology usage, which was partly financed by the European Commission, showed that the entire 16 to 24 age cohort used the internet in 2020, while individuals between 65 and 74 years recorded the lowest levels at 49.1 per cent (Table 2). Internet usage in Malta is at par with the EU-27 average (Chart 1).

Results show that internet was mostly used for communication purposes (97.1 per cent) and for the use of entertainment (95.9 per cent) (Chart 2).

e-Government services

Almost 64 per cent of internet users made use of e-Government services. In absolute terms, the population accessing e-Government services stood at 219,816 (Table 4). The uptake of this service was more common among individuals aged between 16 and 34 years.

Cloud computing

In 2020, 53.9 per cent of internet users made use of cloud computing services. The take up of such services was more popular among the youngest age cohort (16-24) with 76.0 per cent, followed by those aged within the 25-34 years (66.4 per cent) (Table 5).

Digital skills indicators

Almost seven out of every ten internet users have 'basic' or 'above basic' overall digital skills. Persons aged between 16 and 24 years had the highest 'above basic' digital skills when compared to the number of persons in the same age bracket (Table 6). The digital skills areas where a high percentage of persons resulted to be more fluent in, were 'information' and 'communication'. In this regard, for both areas, over 85 per cent of internet users resulted to have 'above basic' knowledge (Table 7).

e-Commerce

Internet users who engaged in e-commerce activities during the reference period amounted to 216,917 (62.7 per cent). The majority of e-commerce users were between 25 and 34 years (Table 8). The most common goods or services acquired online were clothes, deliveries from restaurants, fast-food chains or catering services, and consumer electronics or household appliances (Table 9) ■

Table 1. Latest instance of internet use

	Number		% total	
	2019	2020	2019	2020
Within three months prior to survey	337,646	345,816	85.8	86.9
3-12 months before survey	:	:	:	:
More than one year before survey	:	:	:	:
Never used the internet	50,708	49,323	12.9	12.4
Total	393,625	398,136	100.0	100.0

: Unreliable - less than 20 sample observations.

Note: Totals may not add up due to rounding.

Table 2. Demographic profile of internet users

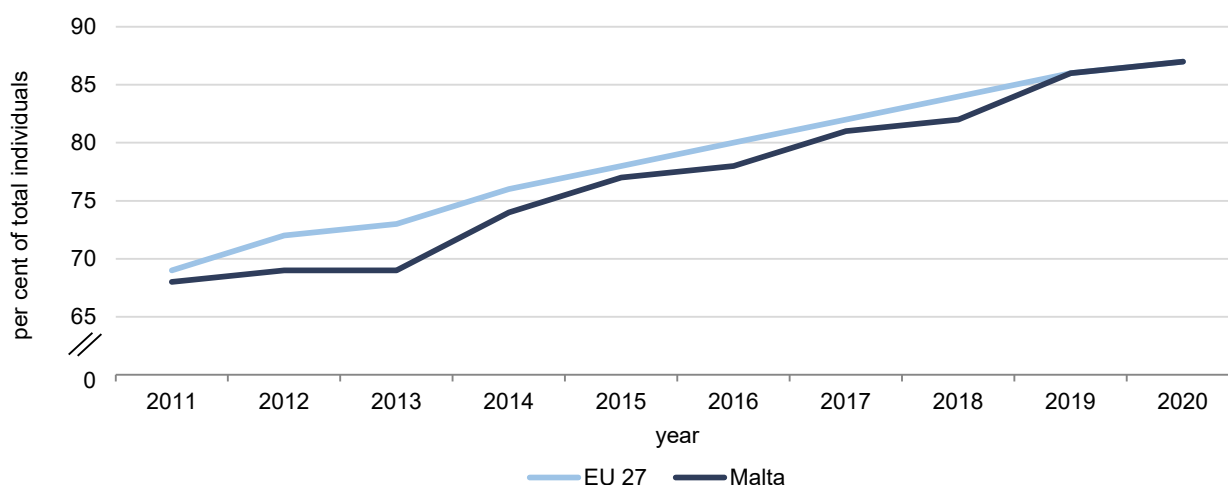
	Number ¹		% population ²	
	2019	2020	2019	2020
Sex:				
Males	175,576	181,139	85.7	86.8
Females	162,070	164,677	85.8	87.0
Age group:				
16-24	50,733	49,623	99.4	100.0
25-34	86,348	91,154	98.9	99.1
35-44	73,280	76,102	96.5	95.9
45-54	53,052	54,407	89.9	90.7
55-64	47,678	47,086	75.8	76.7
65-74	26,556	27,443	46.2	49.1
Total	337,646	345,816	85.8	86.9

¹ Includes only persons who used the internet within three months prior to the surveying period (refer to Table 1).

² Refer to methodological note 5.

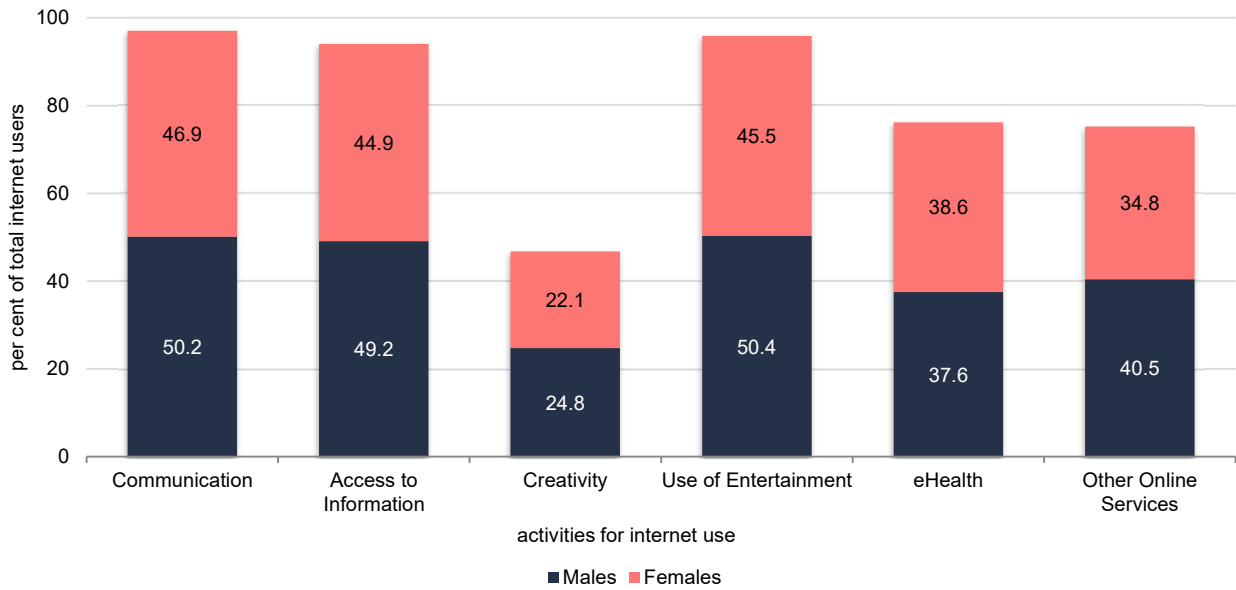
Note: Totals may not add up due to rounding.

Chart 1. Percentage of individuals who used the internet¹



¹ Includes only persons who used the internet within three months prior to the surveying period (refer to Table 2).

Chart 2. Main activities for internet use¹ by sex: 2020



¹ Includes only persons who used the internet within three months prior to the surveying period (refer to Table 2).

Notes:

1. Refer to Methodological note 4 for more information on internet activities.
2. Categories are not mutually exclusive.

Table 3. Frequency of internet use

	Number		% internet users ¹	
	2019	2020	2019	2020
Every day or almost every day	323,579	331,313	95.8	95.8
At least once a week (but not every day)	11,396 ^u	12,782 ^u	3.4 ^u	3.7 ^u
Less than once a week	:	:	:	:
Total	337,646	345,816	100.0	100.0

¹ Includes only persons who used the internet within three months prior to the surveying period (refer to Table 2).

^u Under represented - between 20 and 49 sample observations

: Unreliable - less than 20 sample observations.

Note: Totals may not add up due to rounding.

Chart 3. Frequency of internet use by age group: 2020

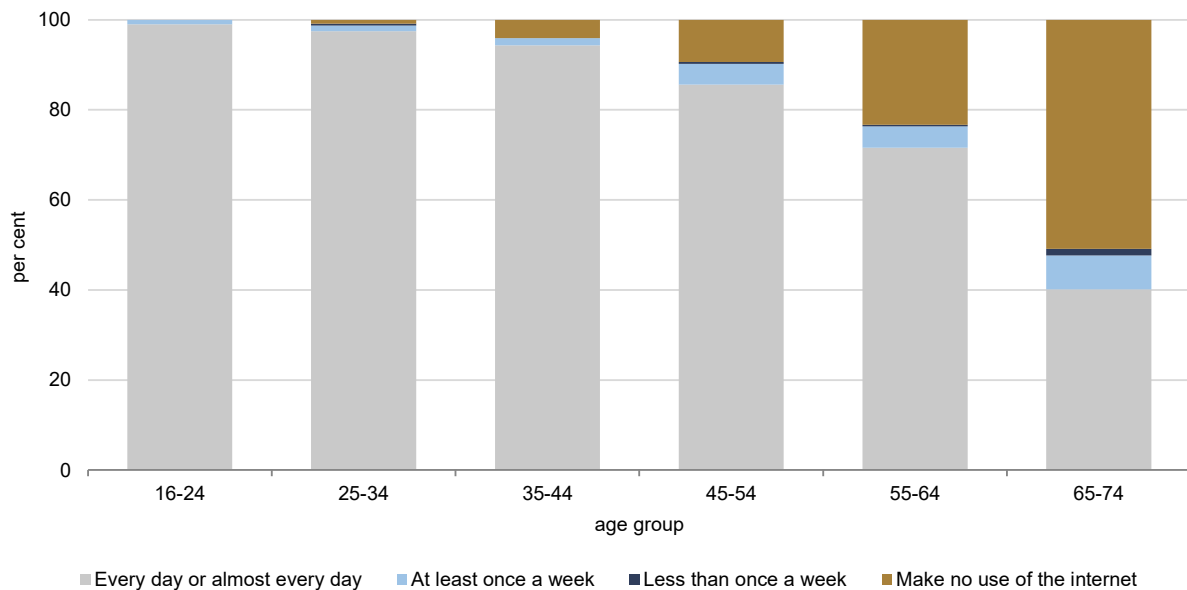


Table 4. Profile of e-Government users

	Number		% internet users ¹	
	2019	2020	2019	2020
Sex:				
Males	100,564	111,069	57.3	61.3
Females	98,377	108,747	60.7	66.0
Age group:				
16-24	36,999	33,732	72.9	68.0
25-34	60,365	67,377	69.9	73.9
35-44	46,237	51,004	63.1	67.0
45-54	27,090	30,949	51.1	56.9
55-64	19,235	25,738	40.3	54.7
65-74	9,014 ^u	11,016 ^u	33.9 ^u	40.1 ^u
Total	198,941	219,816	58.9	63.6

¹ Includes only persons who used the internet within three months prior to the surveying period (refer to Table 2).

^u Under represented - between 20 and 49 sample observations:

Notes:

1. Totals may not add up due to rounding.
2. Refer to Methodological note 4 for more information on e-Government.

Table 5. Profile of cloud computing users

	Number		% internet users ¹	
	2019	2020	2019	2020
Sex:				
Males	84,680	95,715	48.2	52.8
Females	73,891	90,590	45.6	55.0
Age Group:				
16-24	34,622	37,715	68.2	76.0
25-34	53,291	60,564	61.7	66.4
35-44	33,294	42,894	45.4	56.4
45-54	17,453	25,288	32.9	46.5
55-64	11,713 ^u	13,846 ^u	24.6 ^u	29.4 ^u
65-74	8,199 ^u	5,998 ^u	30.9 ^u	21.9 ^u
Total	158,572	186,305	47.0	53.9

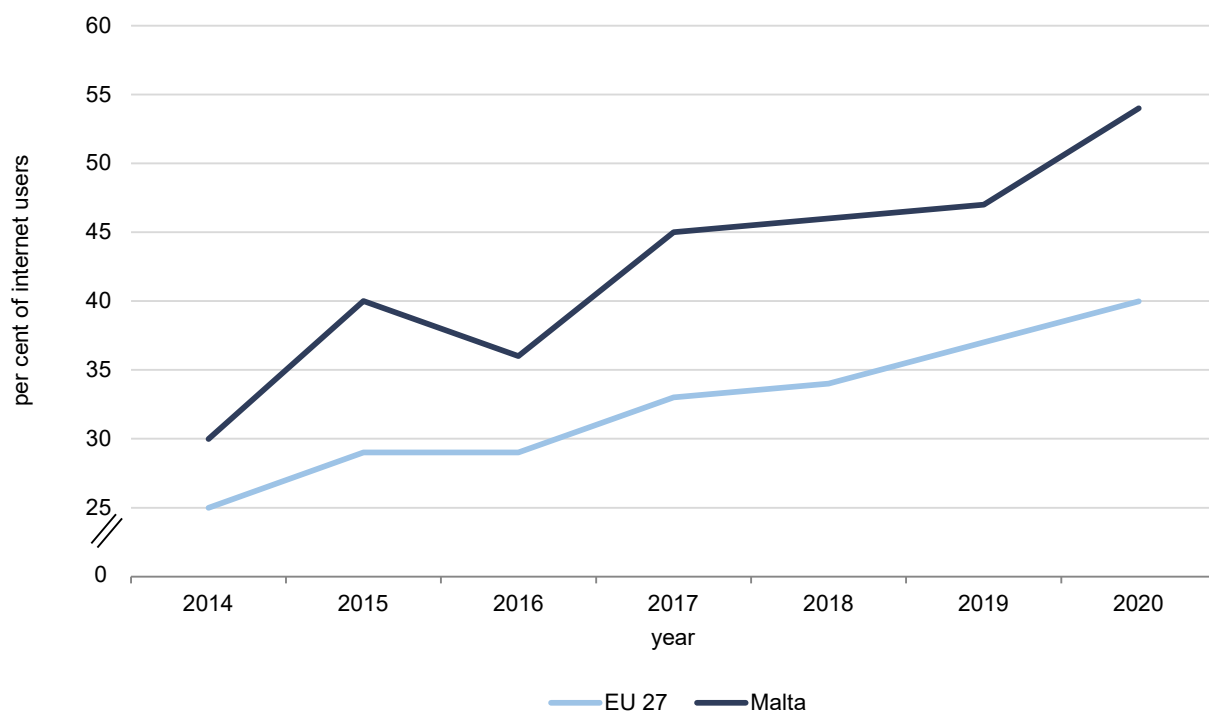
¹ Includes only persons who used the internet within three months prior to the surveying period (refer to Table 2).

^u Under represented - between 20 and 49 sample observations:

Notes:

1. Totals may not add up due to rounding.
2. Refer to Methodological note 4 for more information on cloud computing.

Chart 4. Percentage of persons accessing the internet using cloud computing¹



¹ Includes only persons who used the internet within three months prior to the surveying period (refer to Table 2).

Table 6. Digital skill indicator¹: 2020

	Internet Users	Digital Skill Indicator			
		No Skill	Low Skill	Basic Skill	Above Basic Skill
Sex:					
Males	181,139	:	62,917	35,827	80,985
Females	164,677	:	53,200	34,254	75,503
Age group:					
16-24	49,623	:	:	:	34,274
25-34	91,154	:	18,790 ^u	19,435 ^u	52,930
35-44	76,102	:	19,723	18,448	37,579
45-54	54,407	:	22,515	11,530 ^u	19,506
55-64	47,086	:	27,406	8,346 ^u	10,790 ^u
65-74	27,443	:	20,242	:	:
Total	345,816	:	116,118	70,081	156,488

¹ Includes only persons who used the internet within three months prior to the surveying period (refer to Table 2).

^u Under represented - between 20 and 49 sample observations:

: Unreliable - less than 20 sample observations.

Notes:

1. Totals may not add up due to rounding.

2. Refer to Methodological note 4 for more information on the digital skills indicator.

Table 7. Digital skills indicators breakdown by component and sex¹: 2020

		Sex		
		Males	Females	Total
Information Skills	No skill	11,242 ^u	6,289 ^u	17,532
	Basic Skill	15,725 ^u	12,273 ^u	27,999
	Above basic skill	154,171	146,115	300,286
Communication skills	No skill	9,502 ^u	6,137 ^u	15,639
	Basic Skill	20,180	12,450 ^u	32,629
	Above basic skill	151,457	146,091	297,548
Problem solving skills	No skill	18,033	20,257	38,290
	Basic Skill	38,039	32,972	71,011
	Above basic skill	125,067	111,448	236,515
Software skills	No skill	62,693	52,695	115,388
	Basic Skill	27,918	26,915	54,833
	Above basic skill	90,528	85,067	175,595
Total		181,139	164,677	345,816
		Percentage		
Information Skills	No skill	6.2 ^u	3.8 ^u	5.1
	Basic Skill	8.7 ^u	7.5 ^u	8.1
	Above basic skill	85.1	88.7	86.8
Communication skills	No skill	5.2 ^u	3.7 ^u	4.5
	Basic Skill	11.1	7.6 ^u	9.4
	Above basic skill	83.6	88.7	86.0
Problem solving skills	No skill	10.0	12.3	11.1
	Basic Skill	21.0	20.0	20.5
	Above basic skill	69.0	67.7	68.4
Software skills	No skill	34.6	32.0	33.4
	Basic Skill	15.4	16.3	15.9
	Above basic skill	50.0	51.7	50.8
Total		100.0	100.0	100.0

¹ Includes only persons who used the internet within three months prior to the surveying period (refer to Table 2).

^u Under represented - between 20 and 49 sample observations

Notes:

1. Totals may not add up due to rounding.
2. Refer to Methodological note 4 for more information on the digital skills indicator.

Table 8. Profile of e-commerce users¹

	Number		% internet users	
	2019	2020	2019	2020
Sex:				
Male	100,476	112,657	57.2	62.2
Female	94,554	104,260	58.3	63.3
Age Group:				
16-24	37,026	37,785	73.0	76.1
25-34	62,414	70,731	72.3	77.6
35-44	45,982	51,967	62.7	68.3
45-54	27,761	32,380	52.3	59.5
55-64	14,463	17,158	30.3	36.4
65-74	7,384 ^u	6,896 ^u	27.8 ^u	25.1 ^u
Total	195,030	216,917	57.8	62.7

¹ Includes only persons who used the internet and ordered over the internet within three months prior to the surveying period.

^u Under represented - between 20 and 49 sample observations

Note: Totals may not add up due to rounding.

Table 9. Types of goods acquired over the internet¹

Type of goods or services acquired	Males	Females	Total
Bicycles, mopeds, cars, or other vehicles or their spare parts	16,465 ^u	:	17,720
Children toys or childcare items	12,686 ^u	19,274	31,960
Cleaning products or personal hygiene products	15,813 ^u	26,838	42,651
Clothes	61,375	72,231	133,606
Computers, tablets, mobile phones or accessories	40,097	22,917	63,014
Consumer electronics or household appliances	51,507	33,524	85,031
Cosmetics, beauty or wellbeing products	14,146 ^u	32,775	46,921
Deliveries from restaurants, fast-food chains or catering services	67,761	63,787	131,548
Films or series	19,270 ^u	17,459 ^u	36,728
Food or beverages from stores or from meal-kits providers	35,981	47,789	83,770
Furniture, home accessories or gardening products	38,215	40,692	78,908
Medicine or dietary supplements such as vitamins	8,581 ^u	12,766 ^u	21,348
Music	18,652 ^u	19,352	38,004
Other physical goods	11,318 ^u	12,956 ^u	24,274
Printed books, magazines or newspapers	35,823	39,609	75,433
Sports Goods	24,513	20,096	44,609
Tickets to cultural or other events	:	:	11,146 ^u
Tickets to sports events	:	:	:

¹ Includes only persons who used the internet and ordered over the internet within three months prior to the surveying period.

: Unreliable - less than 20 sample observations.

^u Under represented - between 20 and 49 sample observations

Notes:

1. Totals may not add up due to rounding.
2. Respondents could choose more than one option.

Table 10. Types of subscriptions acquired over the internet¹

Type of goods or services acquired	Males	Females	Total
Apps related to health or fitness	10,546 ^u	12,502 ^u	23,048
Computer software or other software as downloads including upgrades	31,328	19,867	51,195
e-Books, online-magazines or online-newspapers	11,598 ^u	10,464 ^u	22,062
Films or series as a streaming service or downloads	35,274	34,538	69,812
Household services	:	:	8,220 ^u
Music as a streaming service or downloads	25,890	19,831	45,721
Online games or downloads for smartphones, tablets, computers or consoles	27,615	16,208 ^u	43,823
Other (e.g. learning languages, travelling, weather)	13,383 ^u	10,065 ^u	23,448
Subscriptions to internet or mobile phone connections	35,413	22,611	58,024
Subscriptions to electricity, water, heating supply, waste disposal or similar services	18,376	14,568 ^u	32,945

¹ Includes only persons who used the internet and ordered over the internet within three months prior to the surveying period.

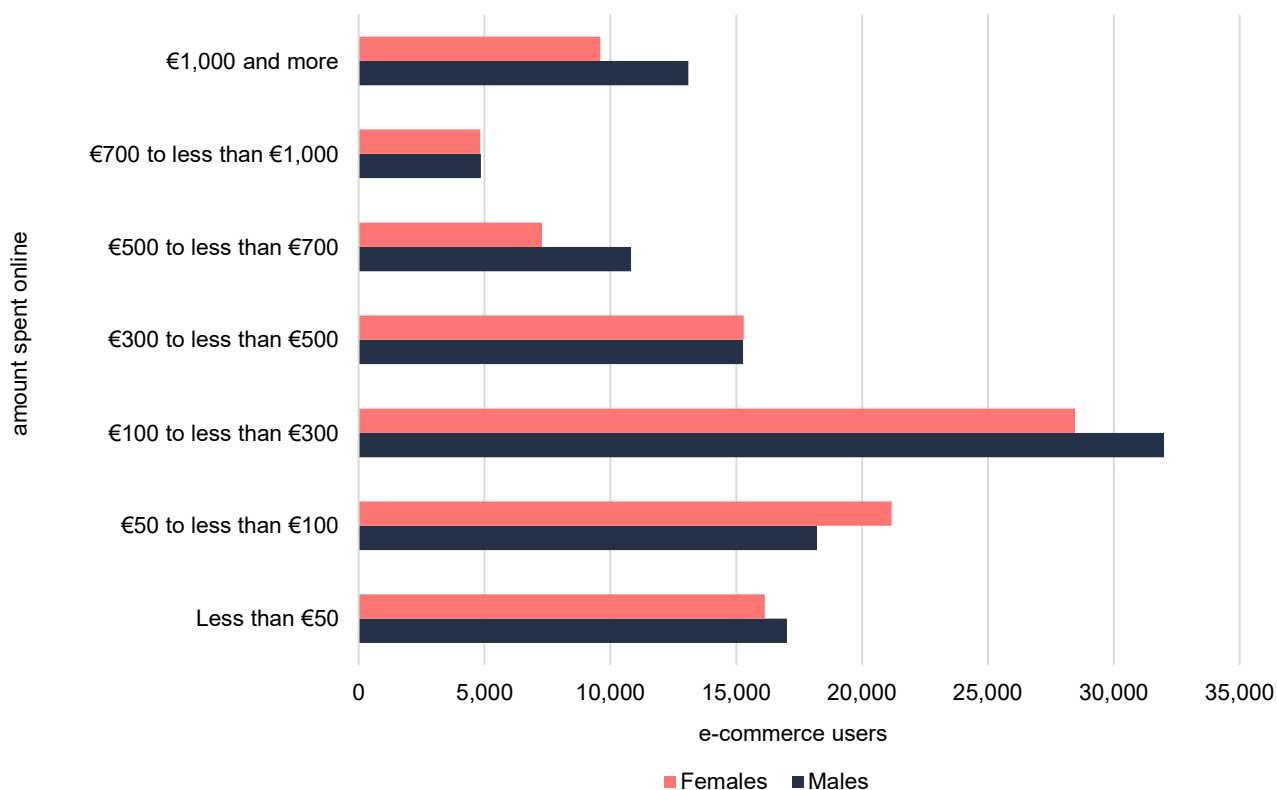
: Unreliable - less than 20 sample observations.

^u Under represented - between 20 and 49 sample observations

Notes:

1. Totals may not add up due to rounding.
2. Respondents could choose more than one option.

Chart 5. Amount spent on goods or services¹



¹ Includes only persons who used the internet and ordered over the internet within three months prior to the surveying period.

Methodological Notes

1. The survey on Information and Communication Technology (ICT) usage by households is conducted by the National Statistics Office (NSO) on an annual basis, under European Regulation (EC) No. 808/2004. The target population for this survey included all persons aged between 16 and 74 residing in private households. A gross sample of 1,500 individuals was selected using systematic random sampling from a population register held and maintained by NSO. A total of 1,172 filled questionnaires were collected between May and June 2020. Most surveys were carried out through telephone.
2. In order to produce population based estimates, weights for individual respondents were computed. For calibration purposes, data was subdivided by sex, age groups and districts (NUTS 4 classification).
3. Use of internet referred to in this news release includes all means of accessing this medium.
4. Definitions:

Main activities for internet use:

Communication includes sending and/or receiving emails, calling or video calling over the internet, instant messaging and participating in social networks.

Access to information includes reading online news and finding information about goods or services.

Creativity includes sharing or publishing self-created content on a website or app.

Entertainment includes listening to music, watching Internet streamed TV, watching Video on Demand from commercial services (e.g. Netflix, HBO, Amazon Prime, etc.), watching video content from sharing services (e.g. YouTube) and playing and downloading games.

eHealth includes seeking health-related information, making an appointment with a practitioner via a website or apps, accessing personal health records online, using other health services via a website or app instead of having to go to the hospital or visit a doctor.

Other online services include selling of goods or services and internet banking.

Cloud computing

Cloud computing services offer the possibility to store files or folders on a server accessible over the internet. Many of them are also used for sharing files with other individuals.

e-Government users

e-Government users include individuals who obtained information from public authorities or public services over the internet for private purposes, individuals who downloaded or printed official forms, and individuals who submitted completed forms online.

Digital skills indicators

Digital skills indicators are indicators based on selected activities related to internet or software use, performed by individuals aged 16-74 in four specific areas, namely:

Information skills - identify, locate, retrieve, store, organise and analyse digital information, judging its relevance and purpose.

Communication skills - communicate in digital environments, share resources through online tools, link with others and collaborate through digital tools, interact with and participate in communities and networks, cross-cultural awareness.

Problem solving skills - identify digital needs and resources, make informed decisions as to which are the most appropriate digital tools according to the purpose or need, solve conceptual problems through digital means, creatively use technologies, solve technical problems, update one's own and others' competences.

Software skills - Create and edit new content (from word processing to images and video); integrate and re-elaborate previous knowledge and content; produce creative expressions, media outputs and programming; deal with and apply intellectual property rights and licences.

It is assumed that individuals having performed certain activities have the corresponding skills. Therefore the indicators can be considered as proxy of the digital competences and skills of individuals.

A detailed explanation and further breakdown of this indicator can be found in:

https://ec.europa.eu/eurostat/cache/metadata/en/tepsr_sp410_esmsip2.htm

5. Below is a demographic profile of individuals' population frame used for the purposes of this survey:

	Number		% population	
	2019	2020	2019	2020
Sex:				
Male	204,766	208,803	52.0	52.4
Female	188,859	189,333	48.0	47.6
Age Group:				
16-24	51,017	49,623	13.0	12.5
25-34	87,277	91,951	22.2	23.1
35-44	75,930	79,315	19.3	19.9
45-54	59,011	60,010	15.0	15.1
55-64	62,869	61,390	16.0	15.4
65-74	57,521	55,847	14.6	14.0
Total	393,625	398,136	100.0	100.0

6. More information relating to this news release may be accessed at:

Sources and Methods:

https://nso.gov.mt/en/nso/Sources_and_Methods/Unit_C2/Labour_Market_Statistics/Pages/ICT-Usage-by-Individuals-and-Households.aspx

Statistical Concepts: <https://metadata.nso.gov.mt/>

7. References to this News Release are to be cited appropriately.

8. A detailed news release calendar is available on:

https://nso.gov.mt/en/News_Releases/Release_Calendar/Pages/News-Release-Calendar.aspx

European statistics comparable to data in this News Release are available at:

[EUROSTAT Website/Homepage/Statistics Database](https://ec.europa.eu/eurostat/tgm/table.do?tab=table&init=1&language=en&plugin=1)

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