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In 2014, 80.7 per cent of households in Malta and Gozo had access to the internet, while regular internet users reached 239,225 or 73.2 per cent of the population aged 16 to 74.

ICT Usage by Households: 2014

Computer and internet access in households

Internet access in households during 2014 increased by 1.9 percentage points when compared with the previous year. Households with children were more likely to have internet access at home, while just over half the households with one adult member and without children had an internet connection (Table 1). The largest percentage of internet access in households was registered in the Western District (87.5 per cent), while the smallest percentage was recorded in the Southern Harbour District (74.8 per cent) (Chart 1).

Computer and internet use by individuals

The highest percentage of computer and internet use was registered within the 16 to 24 age cohort, while the older population aged 65 to 74 recorded the lowest internet usage level (35.0 per cent) (Table 3). During 2014, 69.7 per cent of internet users also made use of a mobile internet connection (Table 5).

The share of internet users making use of eGovernment services stood at 55.0 per cent. An increase in eGovernment usage was noted in the majority of age cohorts (Table 7). In 2014, 64.2 per cent of internet users also acquired some form of products or services online. Clothes and sports goods were the most common acquired items (42.1 per cent) followed by purchases of holiday accommodation (26.3 per cent) and other transport arrangements (24.1 per cent) (Table 8).

E-skills

Survey results show that 82.6 per cent of computer users knew how to use the 'copy and paste tool', while 79.4 per cent were capable of copying or moving a file or folder (Table 9).

Cloud computing

In 2014, 31.6 per cent of internet users made use of cloud computing services. This was most common among persons with a tertiary level of education and younger age groups (Table 10). The type of documents most commonly shared and kept on the cloud include pictures, text, spreadsheets and presentations (Chart 3) ■

Compiled by:

**Unit C4: Education and
Information Society
Statistics**

**Directorate C: Social
Statistics**

Further information on data:

**Ms Sue Ann SCOTT
DRAGO**
T. +356 2599 7611
E. sueann.scott-drago@gov.mt

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Issued by: **External Cooperation and Communication Unit, National Statistics Office, Lascaris, Valletta VLT 2000, Malta.**
T. +356 2599 7219 F. +356 2599 7205 E. nso@gov.mt

Table 1. Access to the internet at home by type of household

Type of household	Number		% household population		Change	Change in percentage points
	2013	2014	2013	2014		
Household type:						
One adult without children	15,373	15,452	59.5	53.6	79	-5.9
One adult with children	:	:	:	:	:	:
Two adults without children	26,019	31,109	64.8	73.8	5,090	9.0
Two adults with children	19,179	26,017	95.3	97.7	6,838	2.4
Three or more adults without children	42,078	35,126	91.0	91.0	-6,952	0.0
Three or more adults with children	9,781	9,752	95.0	99.2	-29	4.2
Total	113,491	119,540	78.8	80.7	6,049	1.9

: Data not reliable due to small sample representation

Note: Totals may not add up due to rounding.

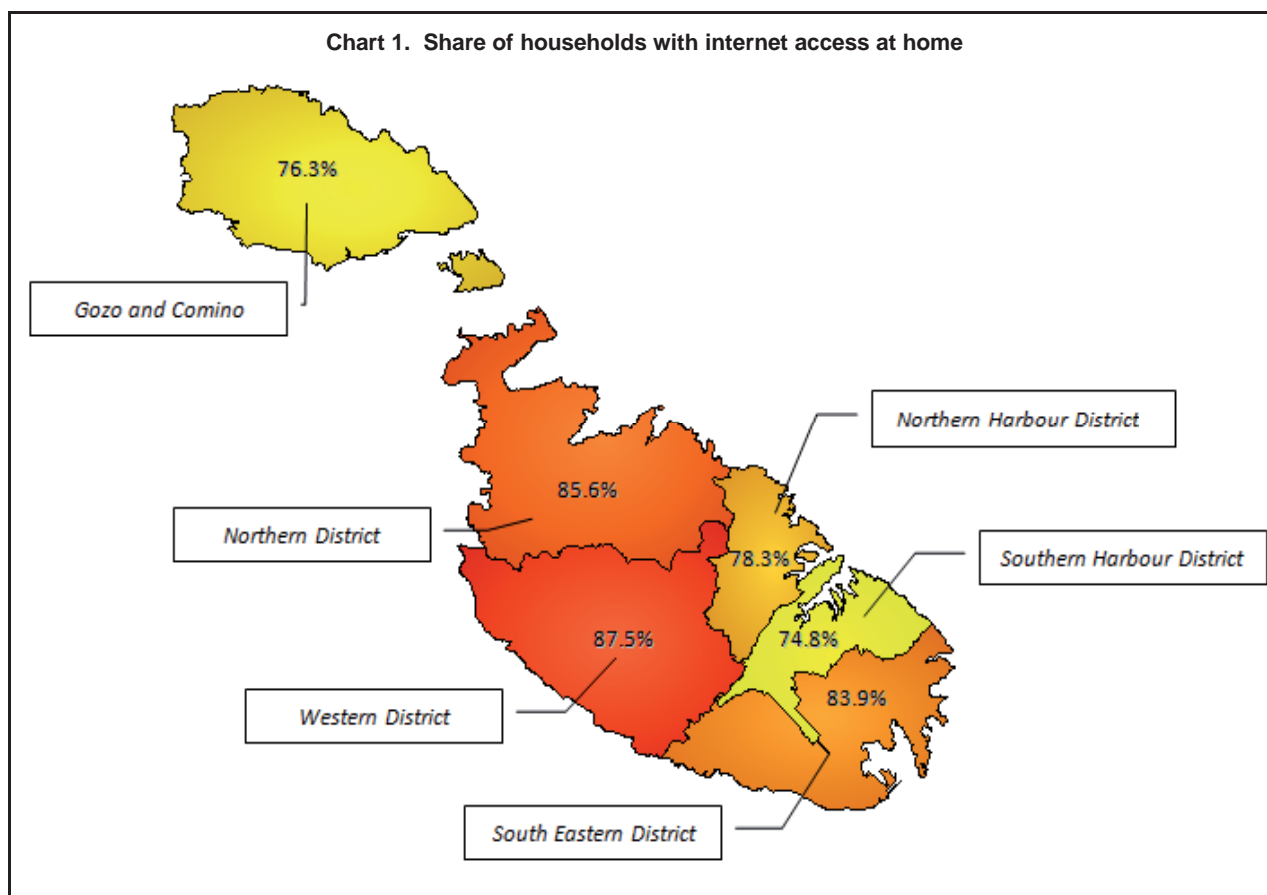


Table 2. Latest instance of computer and internet use

Latest instance	Computer users			Internet users		
	Number		% category	Number		% category
	2013	2014	2014	2013	2014	2014
Three months prior to survey	227,185	240,017	73.4	222,705	239,225	73.2
3-12 months prior survey	:	:	:	:	:	:
More than one year prior survey	:	6,349 ^u	1.9 ^u	:	:	:
Never used a computer	85,132	76,637	23.4	90,331	80,264	24.6
Total	323,164	326,930	100.0	323,164	326,930	100.0

^uUnder-represented

: Data not reliable due to small sample representation

Note: Totals may not add up due to rounding.

Table 3. Demographic profile of computer and internet users

Demographic profile	Computer users			Internet users		
	Number		% category	Number		% category
	2013	2014	2014	2013	2014	2014
Sex:						
Males	117,018	123,711	74.9	115,394	123,318	74.6
Females	110,167	116,305	71.9	107,311	115,907	71.7
Age group:						
16-24	47,446	48,152	98.8	47,458	48,453	99.4
25-34	56,748	57,797	93.5	56,283	58,290	94.3
35-44	48,440	49,438	86.2	47,883	48,923	85.3
45-54	35,072	34,934	65.3	33,140	35,308	66.0
55-64	28,828	32,549	55.4	27,798	31,874	54.3
65-74	10,652	17,147	36.7	10,142	16,377	35.0
Education level:						
No schooling/Primary	6,460 ^u	9,136	20.4	5,194 ^u	8,612 ^u	19.2 ^u
Lower secondary	93,268	82,948	64.5	88,800	83,844	65.2
Upper secondary and post-secondary	54,802	63,331	93.6	55,300	62,394	92.2
Post-secondary non-tertiary	20,106	19,961	95.3	20,371	19,735	94.3
Tertiary	52,548	64,640	99.6	53,038	64,640	99.6
Total	227,185	240,017	73.4	222,705	239,225	73.2

^uUnder-represented

Notes:

1. Relates only to persons who accessed the internet/computer three months prior to the survey.
2. Totals may not add up due to rounding.

Table 4. Computer and internet users by user frequency

Frequency of use	Computer users			Internet users		
	Number		% category	Number		% category
	2013	2014	2014	2013	2014	2014
Every day or almost every day	191,374	202,801	84.5	190,460	205,499	85.9
At least once a week (but not every day)	23,963	27,726	11.6	23,534	24,108	10.1
Less than once a week	11,848	9,490 ^u	3.9 ^u	8,710 ^u	9,619 ^u	4.0 ^u
Total	227,185	240,017	100.0	222,705	239,225	100.0

^uUnder-represented

Notes:

1. Relates only to persons who accessed the internet/computer three months prior to the survey.
2. Totals may not add up due to rounding.

Table 5. Use of mobile devices to access the internet

Year and means of internet access	Number			% internet users (using the internet away from home)		
	Total	Via mobile phone network	Via wireless network	Total	Via mobile phone network	Via wireless network
2014 - means of internet access:						
Total	166,841	121,552	149,506	69.7	50.8	62.5
Mobile/Smart phone	145,311	110,949	124,135	60.7	46.4	51.9
Portable computer	106,076	42,256	97,808	44.3	17.7	40.9
Other handheld devices	12,894	:	:	5.4	:	:
2013 - means of internet access:						
Total	138,938	83,596	115,463	62.4	37.5	51.8
Mobile/Smart phone	112,429	76,655	82,634	50.5	34.4	37.1
Portable computer	88,838	21,269	80,883	39.9	9.6	36.3
Other handheld devices	:	:	:	:	:	:

: Data not reliable due to small sample representation

Notes:

1. Relates only to persons who accessed the internet three months prior to the survey.
2. Multiple responses were possible as categories are not mutually exclusive.
3. 'Other handheld devices' include: PDAs, MP3 players, e-book readers.
4. Totals may not add up due to rounding.

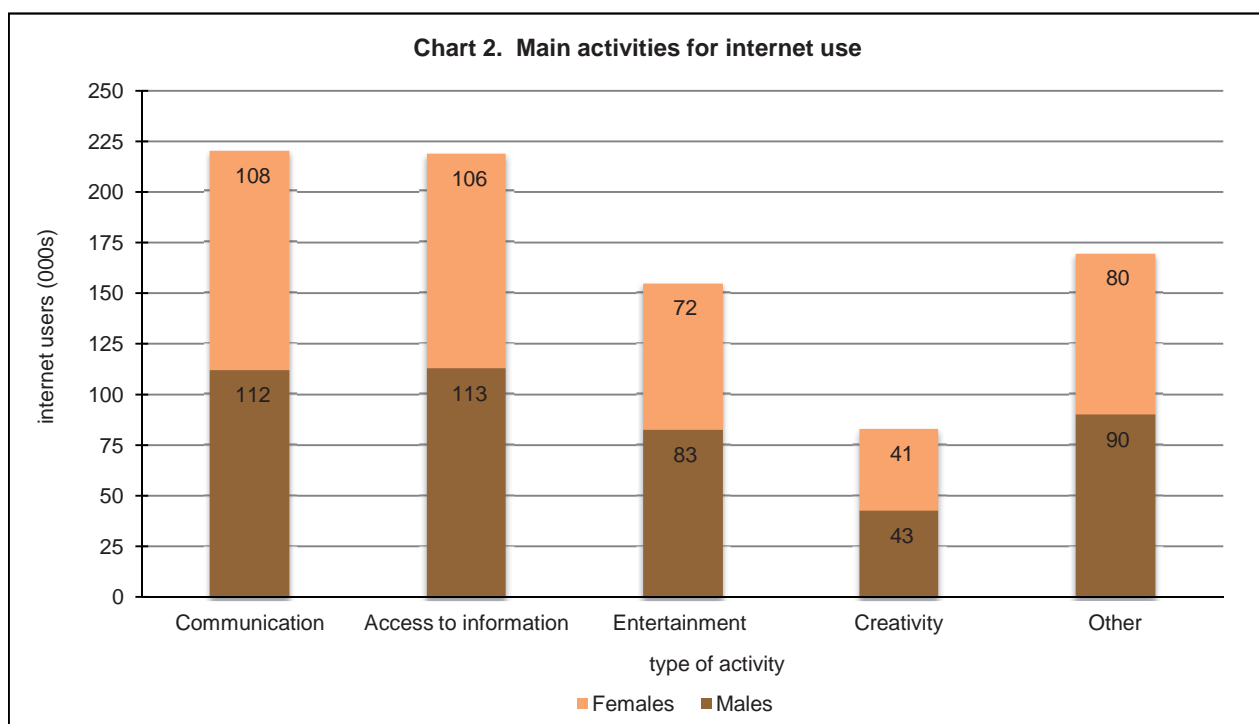


Table 6. Activities for internet use by sex

Activity	Number			% internet users		
	Total	Males	Females	Total	Males	Females
Communication	220,481	112,001	108,480	92.2	90.8	93.6
Sending/receiving e-mails	196,572	100,755	95,818	82.2	81.7	82.7
Telephoning/video calls over the internet	93,964	47,028	46,936	39.3	38.1	40.5
Participating in social networks	172,202	84,693	87,508	72.0	68.7	75.5
Access to Information	218,882	112,824	106,059	91.5	91.5	91.5
Reading online news sites/papers/news magazines	177,294	94,097	83,197	74.1	76.3	71.8
Finding information about goods and services	206,993	105,930	101,063	86.5	85.9	87.2
Entertainment	154,984	82,573	72,411	64.8	67.0	62.5
Listening to web radio	66,857	40,336	26,522	27.9	32.7	22.9
Playing or downloading games, images, films or music	133,327	68,974	64,353	55.7	55.9	55.5
Creativity	83,202	42,537	40,665	34.8	34.5	35.1
Uploading self-created content to any website to be shared	78,928	40,032	38,896	33.0	32.5	33.6
Creating websites and blogs	21,303	12,868	8,435 ^u	8.9	10.4	7.3
e-Health	14,643	7,923^u	6,720^u	6.1	6.4^u	5.8^u
Making an appointment with a practitioner via a website	14,643	7,923 ^u	6,720 ^u	6.1	6.4 ^u	5.8 ^u
Other	168,683	89,596	79,087	70.5	72.7	68.2
Using services related to travel and accommodation	114,569	61,473	53,096	47.9	49.8	45.8
Selling of goods or services, e.g. via auctions	54,185	30,388	23,797	22.7	24.6	20.5
Internet banking	145,517	79,902	65,616	60.8	64.8	56.6

^uUnder-represented

Notes:

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Table 7. Profile of eGovernment users

Demographic profile	Number		% category		Change	Change in percentage points
	2013	2014	2013	2014		
Sex:						
Males	55,903	70,364	48.4	57.1	14,461	8.6
Females	45,778	61,327	42.7	52.9	15,548	10.3
Age group:						
16-24	20,425	27,507	43.0	56.8	7,082	13.7
25-34	29,746	35,265	52.9	60.5	5,519	7.6
35-44	22,647	29,135	47.3	59.6	6,488	12.3
45-54	15,098	20,127	45.6	57.0	5,029	11.4
55-64	9,893	13,629	35.6	42.8	3,736	7.2
65-74	3,872 ^u	6,027 ^u	38.2 ^u	36.8 ^u	2,155 ^u	-1.4 ^u
Education level:						
No schooling/Primary	:	:	:	:	:	:
Lower secondary	28,483	30,212	32.1	36.0	1,729	4.0
Upper secondary and post-secondary	23,649	35,821	42.8	57.4	12,172	14.6
Post-secondary non-tertiary	11,884	12,443	58.3	63.1	559	4.7
Tertiary	37,434	51,760	70.6	80.1	14,326	9.5
Total	101,681	131,691	45.7	55.0	30,009	9.4

^u Under-represented

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Notes:

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Table 8. Goods or services acquired over the internet during the year prior to the survey

Type of goods or services acquired	Number		% internet users		Change	Change in percentage points
	2013	2014	2013	2014		
Food or groceries	:	:	:	:	:	:
Household goods	24,922	36,893	11.2	15.4	11,971	4.2
Medicine	4,892 ^u	:	2.2 ^u	:	:	:
Films, music	23,484	34,175	10.5	14.3	10,691	3.8
Books, magazines, newspapers	44,009	50,568	19.8	21.1	6,559	1.3
E-learning material	8,557 ^u	17,197	3.8 ^u	7.2	8,640 ^u	3.4 ^u
Clothes, sports goods	88,205	100,653	39.6	42.1	12,447	2.5
Video games software and upgrades	30,077	37,898	13.5	15.8	7,821	2.3
Computer hardware	16,589	43,879	7.4	18.3	27,290	10.9
Electronic equipment	34,147	46,219	15.3	19.3	12,072	4.0
Telecommunication services	19,412	29,668	8.7	12.4	10,257	3.7
Financial services	4,001 ^u	:	1.8 ^u	:	:	:
Holiday accommodation	42,929	62,932	19.3	26.3	20,003	7.0
Other transport arrangements	40,755	57,572	18.3	24.1	16,817	5.8
Tickets for events	34,734	44,022	15.6	18.4	9,288	2.8
Other	26,331	28,739	11.8	12.0	2,408	0.2
Total	148,637	153,574	66.7	64.2	4,937	-2.5

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Notes:

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Table 9. Computer skills by sex

Type of computer skills	Number			% computer users		
	Total	Males	Females	Total	Males	Females
Copying or moving a file or folder	190,669	99,162	91,508	79.4	80.2	78.7
Using copy and paste tools	198,308	103,637	94,671	82.6	83.8	81.4
Using basic arithmetic formulas in spreadsheets	141,785	76,514	65,271	59.1	61.8	56.1
Compressing files	121,892	69,454	52,438	50.8	56.1	45.1
Connecting or installing a new device	110,744	66,276	44,469	46.1	53.6	38.2
Writing a computer program using specialised programming language	31,871	19,927	11,945	13.3	16.1	10.3
Transferring files between computer and storage devices	152,614	85,574	67,039	63.6	69.2	57.6
Modifying or verifying the configuration parameters of software application	54,241	37,483	16,758	22.6	30.3	14.4
Creating electronic presentation	99,574	54,565	45,010	41.5	44.1	38.7
Installing a new or replacing an old operating system	64,056	43,895	20,161	26.7	35.5	17.3
None of the above	38,547	18,306	20,241	16.1	14.8	17.4

Notes:

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2. Multiple responses were possible as categories are not mutually exclusive.
3. Totals may not add up due to rounding.

Table 10. Demographic profile of cloud computing users

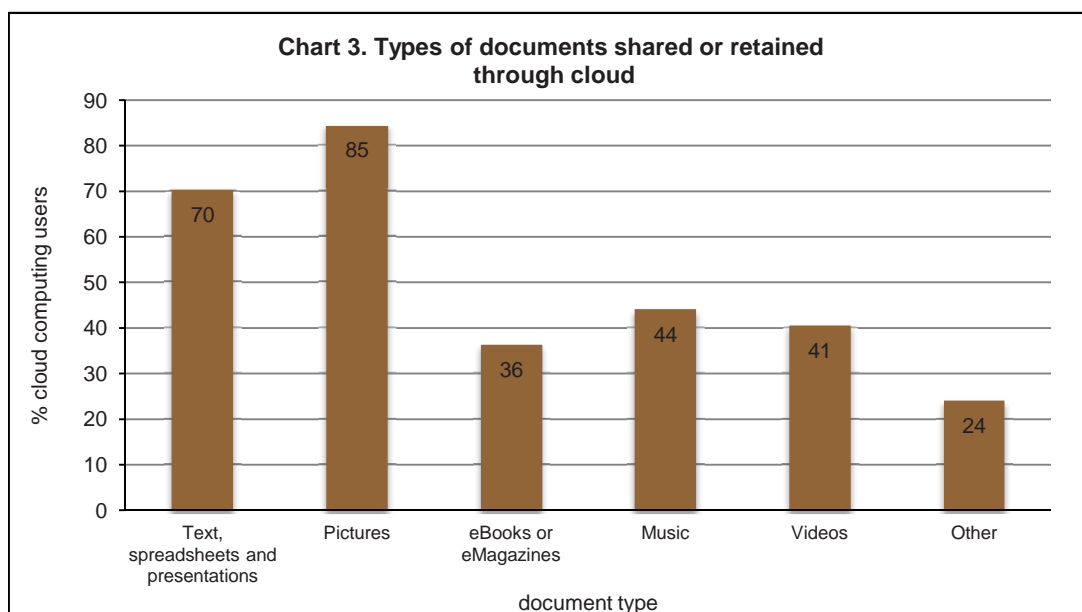
Demographic profile	Number	% category
Sex:		
Males	44,294	35.9
Females	31,291	27.0
Age group:		
16-24	25,807	53.3
25-34	21,386	36.7
35-44	13,570	27.7
45-54	7,406 ^u	21.0 ^u
55-64	:	:
65-74	:	:
Education level:		
No schooling/Primary	:	:
Lower secondary	10,922	13.0
Upper secondary and post-secondary	21,226	34.0
Post-secondary non-tertiary	5,983 ^u	30.3 ^u
Tertiary	36,186	56.0
Total	75,585	31.6

^u Under-represented

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Notes:

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Note: Relates only to persons who accessed the internet three months prior to the survey.

Methodological Notes

1. 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 database held and maintained by NSO. A total of 1,259 questionnaires were collected between May and June 2014, the majority of which through face-to-face interviews, yielding an overall response rate of 83.9 per cent.
2. Separate weights for households and individuals were computed. For calibration purposes, data were subdivided by sex, age groups and districts (NUTS 4 classification).
3. To ensure reliable results, regular audits were conducted together with checks for data entry errors and for outliers.
4. Returned questionnaires were at times incomplete, thus resulting in item non-response. Other non-sampling errors may occur for reasons such as respondent error, the quality of the sampling frame, and data entry errors. While every effort was made to minimise these errors, these are still present and must be borne in mind by the users of these data.
5. Education breakdown in all tables is based in ISCED 2011 levels as shown below:

Education level	ISCED 2011 levels
No schooling/Primary	0, 1
Lower secondary	2
Upper secondary and post-secondary	3
Post-secondary non-tertiary	4
Tertiary	5, 6, 7, 8

6. Use of internet referred to in this news release includes all means of accessing this medium. On a separate note, use of computers includes the use of desktop, portable or handheld computers and excludes the use of mobile or smart phones, PDAs, game consoles, media players and e-book readers.
7. More information relating to this news release may be accessed at:
 Statistical Concepts: <http://nso.gov.mt/metadata/concepts.aspx>
 Metadata: <http://nso.gov.mt/metadata/reports.aspx?id=44>

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