

# ICT Usage by Households: 2023

NR042/2024 Release Date: 04 March 2024

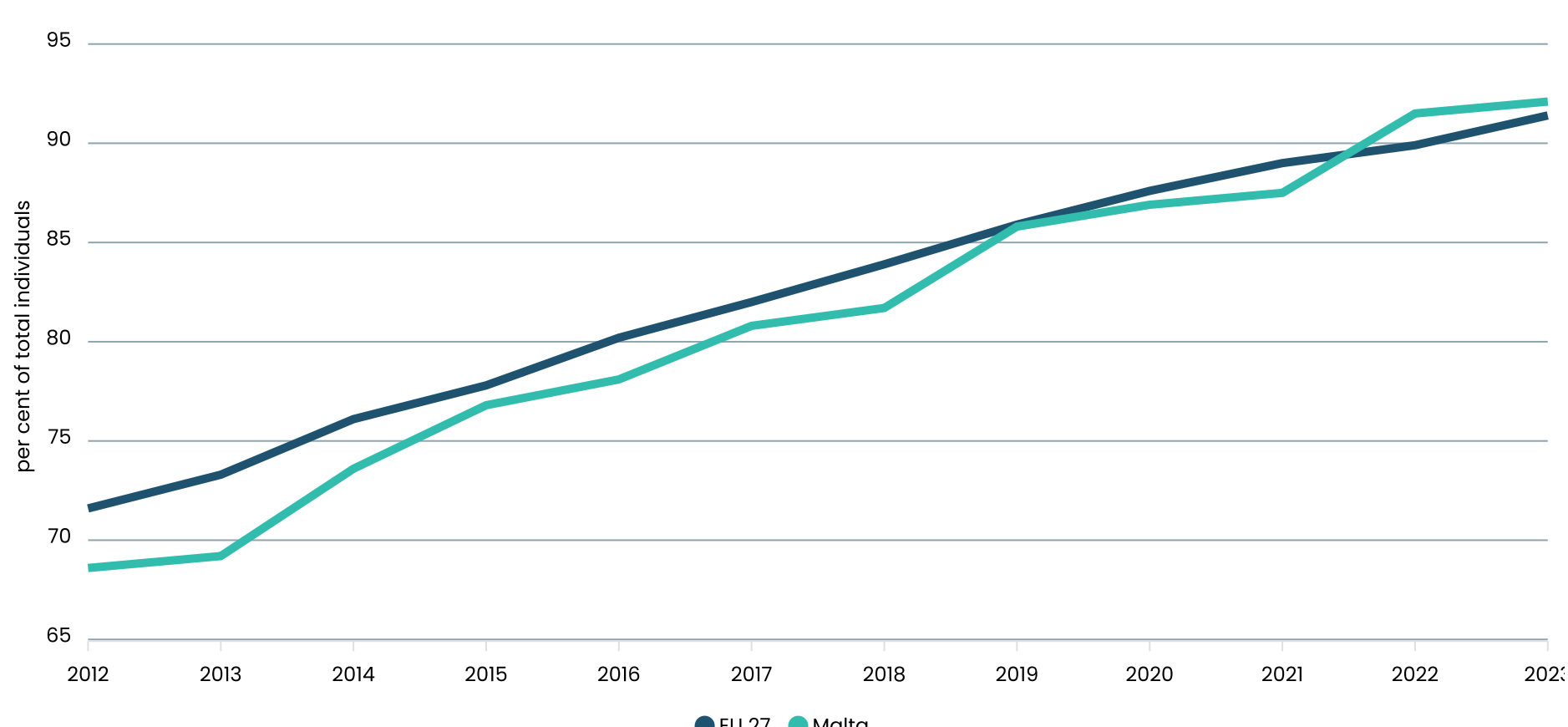
Nine out of ten persons aged between 16 and 74 years used the internet in 2023.



## Internet usage by individuals

The survey on information and communication technology usage, partly financed by the European Commission, revealed that nearly all individuals aged 16 to 34 used the internet in 2023. In contrast, individuals aged 65 to 74 recorded the lowest internet usage levels, with only 68.7 percent (Table 2). Notwithstanding this, internet usage in Malta exceeded the EU-27 average by 0.7 percentage points (Chart 1).

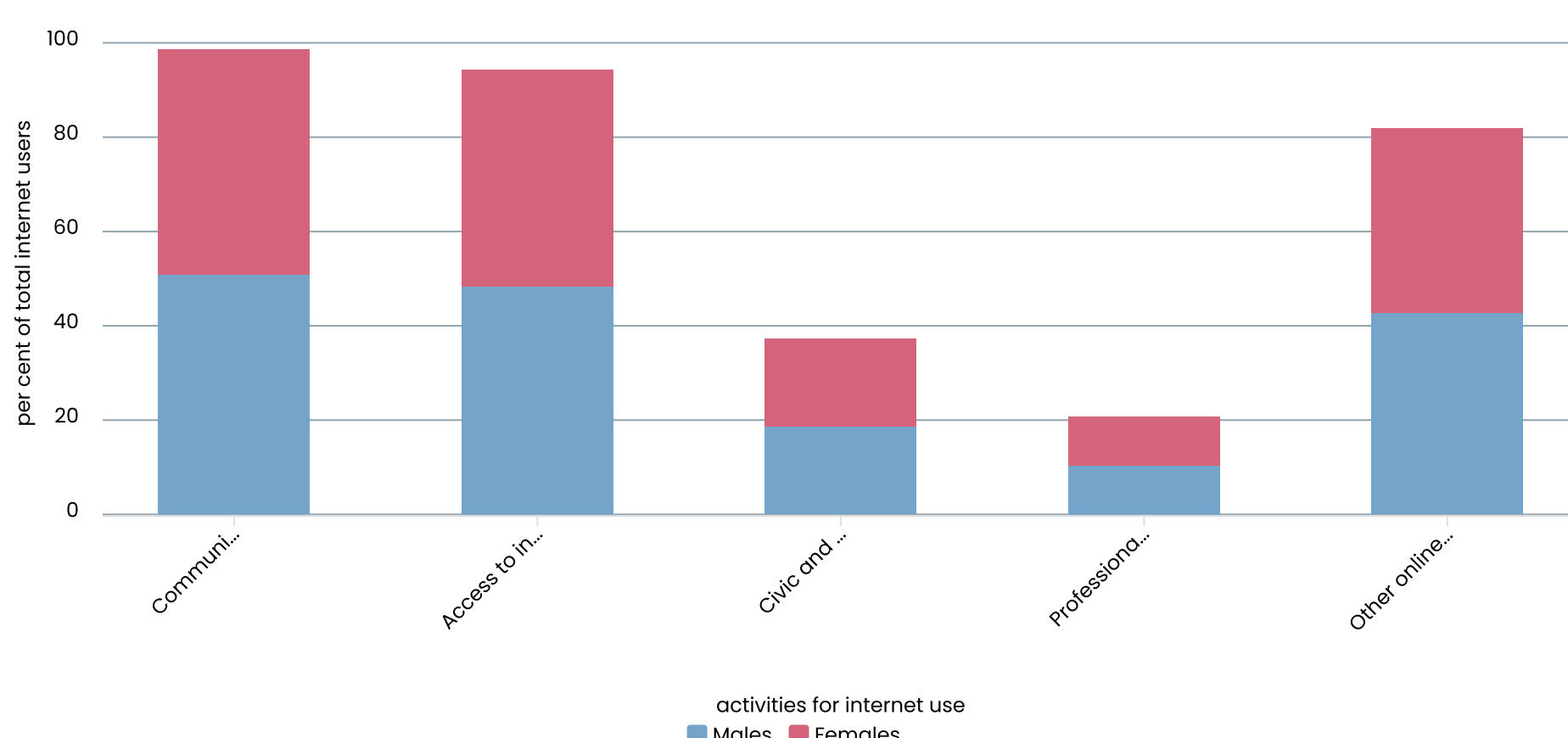
Chart 1. Percentage of individuals who used the internet <sup>1</sup>



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

Results indicate that internet usage was primarily for communication purposes, with 98.6 percent of individuals using it for this reason. Additionally, 94.3 percent of individuals reported using the internet for access to information (Table 3).

Chart 2. Main activities for internet use by sex <sup>1</sup>



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

- Notes:
- Refer to Methodological note 4 for more information on internet activities.
  - Categories are not mutually exclusive.

## e-Government services

Between 2022 and 2023 the number of e-Government users increased by 5.6 per cent. In absolute terms, the population accessing e-Government services stood at 282,794, which is equivalent to 74.3 per cent of internet users. The uptake of this service was more common among individuals aged between 16 and 44 years. No major difference between males and females was noted in terms of use of e-Government services (Table 5).

## E-commerce

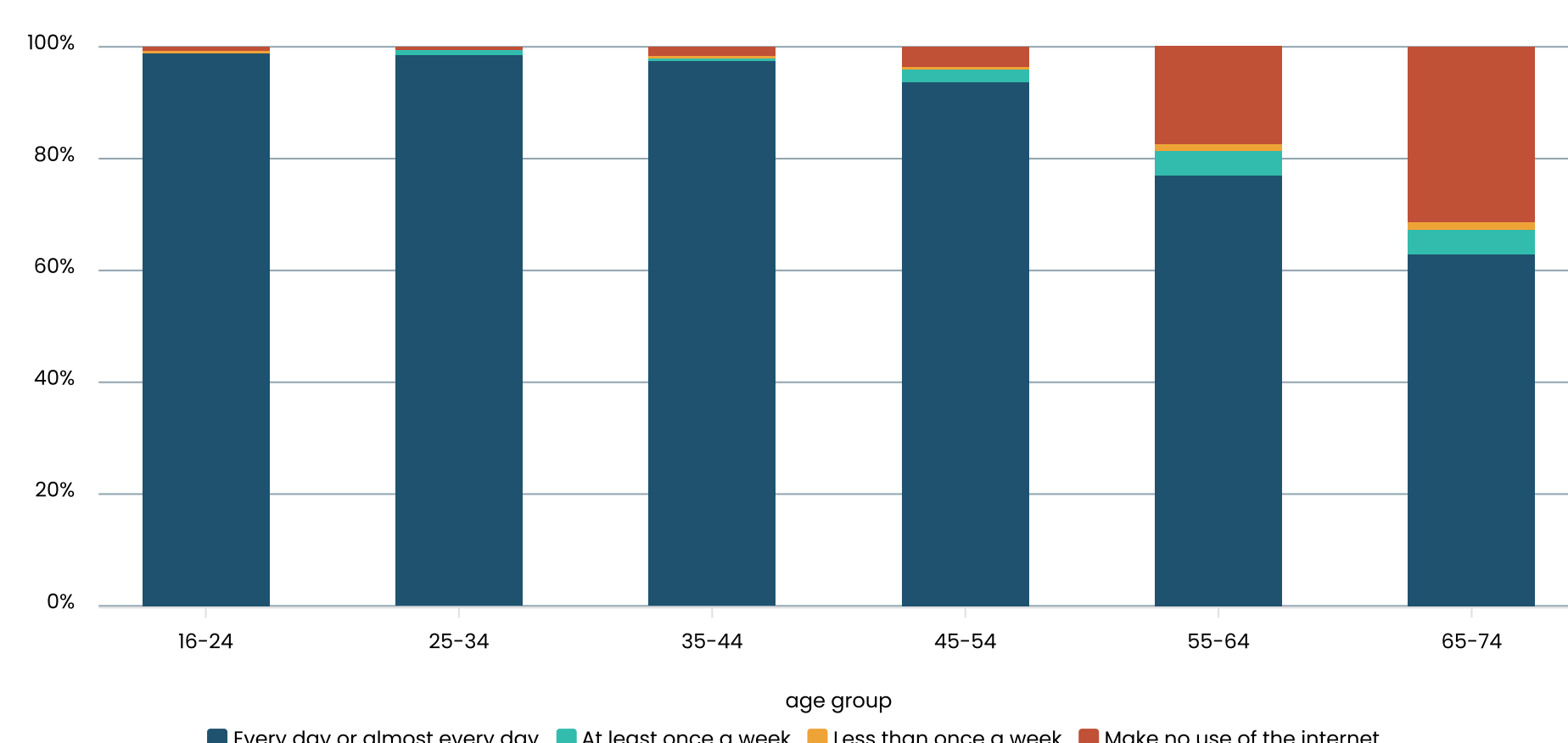
Internet users who engaged in e-commerce activities during the reference period amounted to 246,753 (64.8 per cent). In absolute terms, majority of e-commerce users (56.6 per cent) were within the 25 and 44 age bracket (Table 6). The most common goods or services acquired online were deliveries from restaurants, fast-food chains or catering services, followed by the purchase of clothes (Table 7). Differences of e-commerce activities can be noticed by sex, and in this regard males were more likely to opt for deliveries from restaurants, fast-food chains or catering services whereas females were more likely to purchase clothes online.

In terms of subscriptions acquired over the internet, one notes that the most common are subscriptions to films or series as a streaming service or downloads (Table 8).

## Digital skills

Seven out of every 10 internet users possess 'basic' or 'above basic' overall digital skills with individuals aged between 16 and 24 years being the most likely to have 'above basic' digital skills (Table 9). The areas where a high percentage of individuals demonstrate proficiency are 'communication and collaboration skills' and 'information and data literacy skills'. In both areas, over 87 percent of internet users exhibit 'above basic' knowledge (Table 10).

Chart 3. Frequency of internet use by age group



**Table 1. Latest instance of internet use by year**

	Number		% total	
	2022	2023	2022	2023
Within three months prior to survey	366,130	380,761	91.5	92.1
3-12 months before survey	:	:	:	:
More than one year before survey	:	:	:	:
Never used the internet	29,698	28,915	7.4	7.0
<b>Total</b>	<b>399,965</b>	<b>413,544</b>	<b>100.0</b>	<b>100.0</b>

: Unreliable - less than 20 sample observations.

Note: Totals may not add up due to rounding.

**Table 2. Demographic profile of internet users by year**

	Number <sup>1</sup>		% population <sup>2</sup>	
	2022	2023	2022	2023
Sex:				
Males	194,137	197,411	91.9	90.3
Females	171,994	183,351	91.2	94.0
Age group:				
16-24	45,625	44,359	100.0	99.3
25-34	91,719	95,727	99.1	99.4
35-44	81,097	87,760	97.7	98.4
45-54	61,043	64,941	96.4	96.4
55-64	50,322	49,459	84.3	82.5
65-74	36,324	38,514	65.1	68.7
<b>Total</b>	<b>366,130</b>	<b>380,761</b>	<b>91.5</b>	<b>92.1</b>

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

<sup>2</sup> Refer to methodological note 5.

Note: Totals may not add up due to rounding.

**Table 3. Main activities for internet use**

	Activity				
	Communication	Access to information	Civic and political participation	Professional life	Other online services
Sex:					
Males	193,287	184,135	71,097	39,650	162,788
Females	182,031	174,855	71,390	39,310	148,946
Age group:					
16-24	44,359	43,614	22,572	18,586	41,577
25-34	95,092	94,066	36,349	28,685	88,804
35-44	86,969	83,803	32,660	18,912	74,819
45-54	64,941	59,725	22,248	10,453 <sup>u</sup>	50,899
55-64	48,176	44,551	18,592	:	35,942
65-74	35,780	33,230	10,066 <sup>u</sup>	:	19,694
<b>Total</b>	<b>375,318</b>	<b>358,990</b>	<b>142,487</b>	<b>78,959</b>	<b>311,734</b>
<b>% internet users<sup>1</sup></b>					
Sex:					
Males	97.9	93.3	36.0	20.1	82.5
Females	99.3	95.4	38.9	21.4	81.2
Age group:					
16-24	100.0	98.3	50.9	41.9	93.7
25-34	99.3	98.3	38.0	30.0	92.8
35-44	99.1	95.5	37.2	21.6	85.3
45-54	100.0	92.0	34.3	16.1 <sup>u</sup>	78.4
55-64	97.4	90.1	37.6	:	72.7
65-74	92.9	86.3	26.1 <sup>u</sup>	:	51.1
<b>Total</b>	<b>98.6</b>	<b>94.3</b>	<b>37.4</b>	<b>20.7</b>	<b>81.9</b>

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

<sup>u</sup> 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 internet activities.
3. Categories are not mutually exclusive.

**Table 4. Frequency of internet use by year**

	Number		% internet users <sup>1</sup>	
	2022	2023	2022	2023
Every day or almost every day	358,028	370,509	97.8	97.3
At least once a week (but not every day)	6,073 <sup>u</sup>	7,937 <sup>u</sup>	1.7 <sup>u</sup>	2.1 <sup>u</sup>
Less than once a week	:	:	:	:
<b>Total</b>	<b>366,130</b>	<b>380,761</b>	<b>100.0</b>	<b>100.0</b>

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

<sup>u</sup> Under represented - between 20 and 49 sample observations.

:

Unreliable - less than 20 sample observations.

Note: Totals may not add up due to rounding.

**Table 5. Profile of e-Government users by year**

	Number		% internet users <sup>1</sup>	
	2022	2023	2022	2023
Sex:				
Males	139,044	144,844	71.6	73.4
Females	128,873	137,949	74.9	75.2
Age group:				
16-24	38,301	42,441	83.9	95.7
25-34	78,042	76,090	85.1	79.5
35-44	64,306	70,128	79.3	79.9
45-54	41,618	41,514	68.2	63.9
55-64	29,153	32,590	57.9	65.9
65-74	16,497	20,031	45.4	52.0
<b>Total</b>	<b>267,917</b>	<b>282,794</b>	<b>73.2</b>	<b>74.3</b>

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

Notes:

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

**Table 6. Profile of e-commerce users by year**

	Number <sup>1</sup>		% internet users	
	2022	2023	2022	2023
Sex:				
Males	121,252	126,854	62.5	64.3
Females	114,541	119,899	66.6	65.4
Age Group:				
16-24	38,473	36,174	84.3	81.5
25-34	74,650	77,073	81.4	80.5
35-44	57,257	62,650	70.6	71.4
45-54	36,583	39,105	59.9	60.2
55-64	20,023	21,640	39.8	43.8
65-74	8,807 <sup>u</sup>	10,112	24.2 <sup>u</sup>	26.3
<b>Total</b>	<b>235,793</b>	<b>246,753</b>	<b>64.4</b>	<b>64.8</b>

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

<sup>u</sup> Under represented - between 20 and 49 sample observations

Note: Totals may not add up due to rounding.

**Table 7. Types of goods acquired over the internet by sex<sup>1</sup>**

Type of goods or services acquired	Males	Females	Total
Bicycles, mopeds, cars, or other vehicles or their spare parts	21,265	:	24,725
Children toys or childcare items	24,094	26,824	50,918
Cleaning products or personal hygiene products	22,136	31,468	53,604
Clothes	66,275	91,669	157,944
Computers, tablets, mobile phones or accessories	44,526	26,974	71,499
Consumer electronics or household appliances	57,766	37,454	95,220
Cosmetics, beauty or wellbeing products	17,165	40,133	57,297
Deliveries from restaurants, fast-food chains or catering services	83,129	81,586	164,715
Films, series or music	39,122	37,328	76,450
Food or beverages from stores or from meal-kits providers	45,072	52,403	97,475
Furniture, home accessories or gardening products	45,494	44,216	89,710
Medicine or dietary supplements such as vitamins	13,210 <sup>u</sup>	18,243	31,453
Other physical goods	20,292	11,680 <sup>u</sup>	31,972
Printed books, magazines or newspapers	40,957	43,437	84,394
Sports goods	33,531	27,637	61,168
Tickets to cultural or other events	37,648	37,990	75,638
Tickets to sports events	21,332	13,153	34,485

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

<sup>u</sup> 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. Respondents could choose more than one option.



**Table 8. Types of subscriptions acquired over the internet by sex<sup>1</sup>**

Type of subscriptions acquired	Males	Females	Total
Apps related to health or fitness	23,407	20,086	43,492
Computer software or other software as downloads including upgrades	41,936	25,440	67,376
e-Books, online-magazines or online-newspapers	23,465	20,966	44,431
Films or series as a streaming service or downloads	63,872	61,339	125,211
Household services	:	5,167 <sup>u</sup>	10,620 <sup>u</sup>
Music as a streaming service or downloads	44,037	32,391	76,428
Online games or downloads for smartphones, tablets, computers or consoles	45,036	21,325	66,361
Other (e.g. learning languages, travelling, weather)	18,825	14,707	33,531
Subscriptions to internet or mobile phone connections	41,695	39,046	80,741
Subscriptions to electricity, water, heating supply, waste disposal or similar services	22,827	18,668	41,495

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

<sup>u</sup> 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. Respondents could choose more than one option.

**Table 9. Digital skills indicators by level, sex and age group<sup>1</sup>**

	Internet users	Digital skills level					
		No skill	Limited	Narrow skill	Low skill	Basic skill	Above basic skill
Sex:							
Males	197,411	:	7,082 <sup>u</sup>	14,395	35,490	58,432	78,668
Females	183,351	:	7,455 <sup>u</sup>	16,940	33,248	49,245	74,264
Age group:							
16-24	44,359	:	:	:	:	11,524 <sup>u</sup>	31,401
25-34	95,727	:	:	:	10,809 <sup>u</sup>	31,164	52,228
35-44	87,760	:	:	5,033 <sup>u</sup>	19,272	29,056	32,548
45-54	64,941	:	:	8,792 <sup>u</sup>	14,378	15,527	22,086
55-64	49,459	:	:	10,231 <sup>u</sup>	12,059	11,044	11,776
65-74	38,514	:	6,546 <sup>u</sup>	5,975 <sup>u</sup>	10,787	9,362 <sup>u</sup>	:
<b>Total</b>	<b>380,761</b>	<b>5,542<sup>u</sup></b>	<b>14,537</b>	<b>31,335</b>	<b>68,738</b>	<b>107,677</b>	<b>152,932</b>

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

<sup>u</sup> 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 10. Digital skills indicators by sex, component and level<sup>1</sup>**

Type and level		Sex		
		Males	Females	Total
Information and data literacy skills	No skill	11,852	7,044 <sup>u</sup>	18,896
	Basic skill	16,354	11,714	28,068
	Above basic skill	169,204	164,593	333,797
Communication and collaboration skills	No skill	:	:	5,443 <sup>u</sup>
	Basic skill	8,119 <sup>u</sup>	:	11,065 <sup>u</sup>
	Above basic skill	185,168	179,086	364,253
Digital content creation skills	No skill	47,370	48,438	95,808
	Basic skill	42,475	35,207	77,682
	Above basic skill	107,566	99,706	207,271
Safety skills	No skill	27,251	26,962	54,214
	Basic skill	58,125	42,107	100,232
	Above basic skill	112,035	114,281	226,316
Problem solving skills	No skill	9,150 <sup>u</sup>	14,762	23,912
	Basic skill	49,085	44,890	93,975
	Above basic skill	139,176	123,698	262,874
<b>Total</b>		<b>197,411</b>	<b>183,351</b>	<b>380,761</b>
<b>% internet users</b>				
Information and data literacy skills	No skill	6.0	3.8 <sup>u</sup>	5.0
	Basic skill	8.3	6.4	7.4
	Above basic skill	85.7	89.8	87.7
Communication and collaboration skills	No skill	:	:	1.4 <sup>u</sup>
	Basic skill	4.1 <sup>u</sup>	:	2.9 <sup>u</sup>
	Above basic skill	93.8	97.7	95.7
Digital content creation skills	No skill	24.0	26.4	25.2
	Basic skill	21.5	19.2	20.4
	Above basic skill	54.5	54.4	54.4
Safety skills	No skill	13.8	14.7	14.2
	Basic skill	29.4	23.0	26.3
	Above basic skill	56.8	62.3	59.4
Problem solving skills	No skill	4.6 <sup>u</sup>	8.1	6.3
	Basic skill	24.9	24.5	24.7
	Above basic skill	70.5	67.5	69.0
<b>Total</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

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

<sup>u</sup> 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 indicators.

# 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 2,210 individuals was selected using systematic random sampling from the population register held and maintained by NSO. A total of 1,663 filled questionnaires were collected between April and June 2023. Most surveys were carried out through telephone interviews.
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, making calls over the internet, instant messaging and participating in social networks.

**Access to information** includes reading online news, seeking health-related information, and finding information about goods or services.

**Civic and political participation** includes expressing opinions on civic or political matters on websites or in social media and taking part in online consultations or voting on civic and political issues.

**Professional life** includes looking for a job or sending a job application online.

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

**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 and data literacy skills** – To articulate information needs, to locate and retrieve digital data, information and content. To judge the relevance of the source and its content. To store, manage, organize digital data, information and content.

**Communication and collaboration skills** – To interact, communicate and collaborate through digital technologies while being aware of cultural and generational diversity. To participate in society through public and private digital services and participatory citizenship. To manage one's digital identity and reputation.

**Digital content creation skills** – To create and edit digital content. To improve and integrate information and content into an existing body of knowledge while understanding how copyright and licences are to be applied. To know how to give understandable instructions for a computer system.

**Safety skills** – To protect devices, content, personal data and privacy in digital environments. To protect physical and psychological health, and to be aware of digital technologies for social well-being and social inclusion. To be aware of the environmental impact of digital technologies and their use.

**Problem solving skills** – To identify needs and problems, and to resolve conceptual problems and problem situations in digital environments. To use digital tools to innovate processes and products. To keep up-to-date with the digital evolution.

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.

5. Below is a demographic profile of individuals' population frame used for the purposes of this survey. Population estimates are based on pre census 2021 levels.

	Number		% population	
	2022	2023	2022	2023
Sex:				
Males	211,338	218,524	52.8	52.8
Females	188,627	195,020	47.2	47.2
Age Group:				
16-24	45,625	44,671	11.4	10.8
25-34	92,526	96,332	23.1	23.3
35-44	82,977	89,212	20.7	21.6
45-54	63,294	67,368	15.8	16.3
55-64	59,721	59,917	14.9	14.5
65-74	55,822	56,044	14.0	13.6
<b>Total</b>	<b>399,965</b>	<b>413,544</b>	<b>100</b>	<b>100</b>

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

[Sources and methods](#)

[Statistical Concepts](#)

7. References to this news release are to be cited appropriately. For guidance on access and re-use of data please visit our [dedicated webpage](#).

8. European statistics comparable to data in this News Release are available [here](#).

9. A detailed news release calendar is available [online](#).

10. For further assistance send your request through our [online request form](#).