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During 2013, 78.8 per cent of households in Malta and Gozo had access to the Internet. The proportion of Internet users accessing the Internet on a daily basis stood at 85.5 per cent.

ICT Usage by Individuals and Households: 2013

Computer and Internet Access in Households

An estimated 80.3 per cent of households had computer access last year, while 78.8 per cent also benefited from Internet access. The highest share of Internet access in households was registered in the Northern Harbour district (83.0 per cent), while the lowest proportion was recorded in Gozo and Comino (73.1 per cent - Chart 1).

Computer and Internet Use by individuals

During the first quarter of 2013, 70.3 per cent of individuals aged between 16 and 74 used computers, while 68.9 per cent used the Internet (Table 4). The highest degree of computer and Internet use was registered within the 16 to 24 age cohort, while older persons (65-74) still recorded the lowest level of computer and Internet use. From the respondents who used the Internet during the first quarter of 2013, 85.5 per cent did so on a daily basis. Furthermore, 62.4 per cent also made use of a mobile internet connection while away from home.

Internet was mainly used to access information and for communication purposes – Table 7. The number of Internet users who made use of e-government services during 2013 stood at 45.7 per cent, or 22.2 per cent lower than 2012. The majority of e-government users were males and fell within the 35 to 44 age cohorts.

E-Commerce activities were estimated at 66.3 per cent, equivalent to an increase of 5.6 percentage points over 2012. Clothing and sports goods were the mostly acquired items over the Internet (59.7 per cent). These were followed by shares for purchases of reading material and holiday accommodation at 29.8 and 29.1 per cent respectively.

E-Skills

The survey showed that 91.7 per cent of people who used the Internet at least once in their life know how to use a search engine. On the other hand, only 10.6 per cent of respondents said they knew how to create a web page. This survey also provided information on perceived e-skills of individuals, showing that 90.6 per cent of individuals believed they were able to communicate over the Internet, while 75.1 per cent felt capable to protect personal data (Table 11) ■

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Table 1. Households with access to a computer at home

	% household population		No.		Change	% change
	2012	2013	2012	2013		
Total	77.3	80.3	109,597	115,590	5,993	5.2
Household composition:						
One adult without children	52.1	62.6	13,402	16,160	2,758	17.1
One adult with children	:	:	:	:	:	:
Two adults without children	63.2	66.6	25,158	26,727	1,569	5.9
Two adults with children	94.8	96.1	22,379	19,344	-3,036	-15.7
Three or more adults without children	91.8	91.7	37,611	42,422	4,812	11.3
Three or more adults with children	97.5	94.5	11,047	9,736	-1,311	-13.5

: Data not reliable due to small sample representation

Table 2. Households with access to the internet at home

	% household population		No.		Change	% change
	2012	2013	2012	2013		
Total	76.7	78.8	109,916	113,491	3,574	3.1
Household composition:						
One adult without children	52.1	59.5	13,402	15,373	1,971	12.8
One adult with children	:	:	:	:	:	:
Two adults without children	62.2	64.8	24,785	26,019	1,234	4.7
Two adults with children	93.6	95.3	22,105	19,179	-2,926	-15.3
Three or more adults without children	90.7	91.0	37,181	42,078	4,896	11.6
Three or more adults with children	97.6	95.0	11,061	9,781	-1,280	-13.1

: Data not reliable due to small sample representation

Chart 1. Internet access in households by district

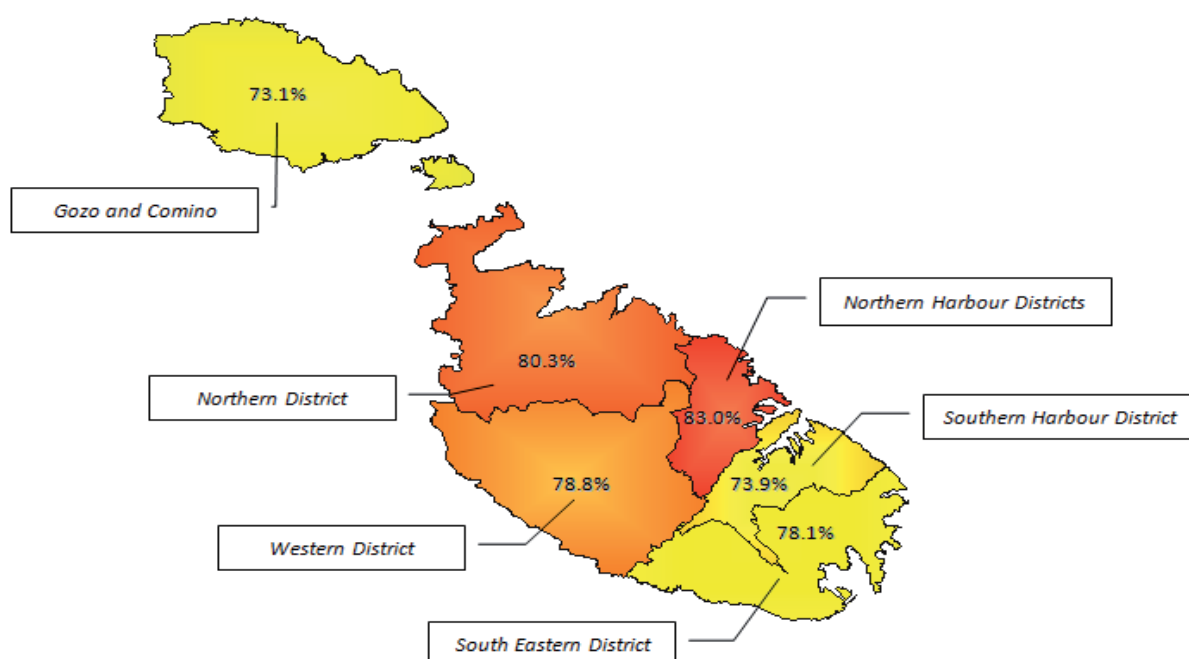


Table 3. Latest instance of computer and internet use

	Computer users			Internet users		
	No.		% population	No.		% population
	2012	2013	2013	2012	2013	2013
Total	321,449	323,164	100.0	321,449	323,164	100.0
Three months prior to survey*	222,760	227,185	70.3	220,383	222,705	68.9
3-12 months before survey	:	:	:	:	:	:
More than one year before survey	:	:	:	:	:	:
Never used a computer	88,141	85,132	26.3	93,069	90,331	28.0

*Equivalent to quarter one of the reference year

: Data not reliable due to small sample representation

Table 4. Profile of computer and internet users*

	Computer users			Internet users		
	No.		% population	No.		% population
	2012	2013	2013	2012	2013	2013
Total	222,760	227,185	70.3	220,383	222,705	68.9
Sex:						
Males	115,890	117,018	71.9	114,451	115,394	70.9
Females	106,870	110,167	68.6	105,932	107,311	66.9
Age Group:						
16-24	49,533	47,446	96.4	49,303	47,458	96.4
25-34	54,734	56,747	93.8	54,565	56,284	93.0
35-44	46,910	48,440	86.9	46,472	47,883	85.9
45-54	36,233	35,072	64.3	35,698	33,140	60.7
55-64	23,728	28,828	49.1	23,083	27,798	47.3
65-74	11,622	10,652	24.0	11,262	10,142	22.8
Education Level:						
No schooling/Primary	n	6,460 ^u	14.5 ^u	n	5,194 ^u	11.7 ^u
Lower secondary	n	40,128	58.7	n	38,606	56.5
Upper secondary and Post-secondary	n	84,477	77.8	n	81,532	75.1
Post-secondary non-tertiary	n	43,572	92.4	n	44,335	94.0
Tertiary	n	52,548	96.1	n	53,038	97.0

n: not comparable, break in series.

^u Under-represented

Table 5. Computer and internet users by user frequency*

	Computer Users			Internet Users		
	No.		% Population	No.		% Population
	2012	2013	2013	2012	2013	2013
Total	222,760	227,185	70.3	220,383	222,705	68.9
Every day or almost every day	186,011	191,374	84.2	183,648	190,460	85.5
At least once a week (but not every day)	28,177	23,963	10.5	28,176	23,534	10.6
Less than once a week	8,572 ^u	11,848	5.2	8,559 ^u	8,711 ^u	3.9 ^u

* includes only persons who used a computer during January-March of the reference year

^u Under-represented

: Data not reliable due to small sample representation

Table 6. Usage of mobile devices for internet access: 2013

	% internet users			No.		
	Total	Males	Females	Total	Males	Females
Access to Internet away from home	62.4	62.6	62.2	138,938	72,191	66,747
Through						
Mobile/Smart Phone	50.5	51.6	49.2	112,429	59,579	52,850
Portable computer	39.9	38.1	41.8	88,838	44,005	44,833

Note: Multiple options are possible since types of services are not mutually exclusive.

Table 7. Activities for which the internet is used: 2013

	% internet users			No.		
	Total	Males	Females	Total	Males	Females
Communication	91.6	89.7	93.6	203,927	103,534	100,393
Sending/receiving e-mails	81.5	78.8	84.4	181,497	90,919	90,578
Participating in social networks	73.5	68.3	79.1	163,656	78,764	84,891
Access to Information	92.9	93.4	92.4	206,930	107,820	99,111
Reading online news sites/papers/news magazines	70.4	70.5	70.2	156,701	81,338	75,364
Seeking health-related information	59.0	51.2	67.5	131,450	59,033	72,417
Accessing information on education, training and courses	61.3	56.0	66.9	136,440	64,599	71,841
finding information about goods and services	72.3	73.2	71.3	160,954	84,438	76,516
Downloading software (other than games software)	36.2	42.6	29.3	80,638	49,162	31,475
Civic and political participation	19.5	21.4	17.5	43,519	24,746	18,773
Posting opinions on civic or political issues via websites	13.3	14.4	12.0	29,573	16,650	12,923
Participating in on-line consultations or voting to define civic or political issues	13.5	15.4	11.4	30,085	17,817	12,267
Learning	50.2	49.0	51.5	111,740	56,518	55,223
Doing an online course	6.6	6.9 ^u	6.2 ^u	14,594	7,988 ^u	6,606 ^u
Consulting wikis to obtain knowledge on any subject	48.7	46.9	50.6	108,434	54,123	54,311
Professional Life	33.1	32.2	34.1	73,796	37,199	36,596
Looking for a job or sending a job application	28.9	27.4	30.6	64,418	31,609	32,809
Participating in professional networks	11.3	12.4	10.2	25,185	14,275	10,910
Other	82.1	81.7	82.5	182,779	94,288	88,491
Using services related to travel and accommodation	53.8	52.8	54.8	119,760	60,914	58,846
Selling of goods or services, e.g. via auctions	30.2	31.4	29.0	67,348	36,195	31,153
Telephoning/video calls over the internet	43.4	41.0	45.9	96,545	47,328	49,217
Internet Banking	62.4	64.0	60.7	138,977	73,802	65,175

Note: Multiple options are possible since types of services are not mutually exclusive.

^u Under-represented

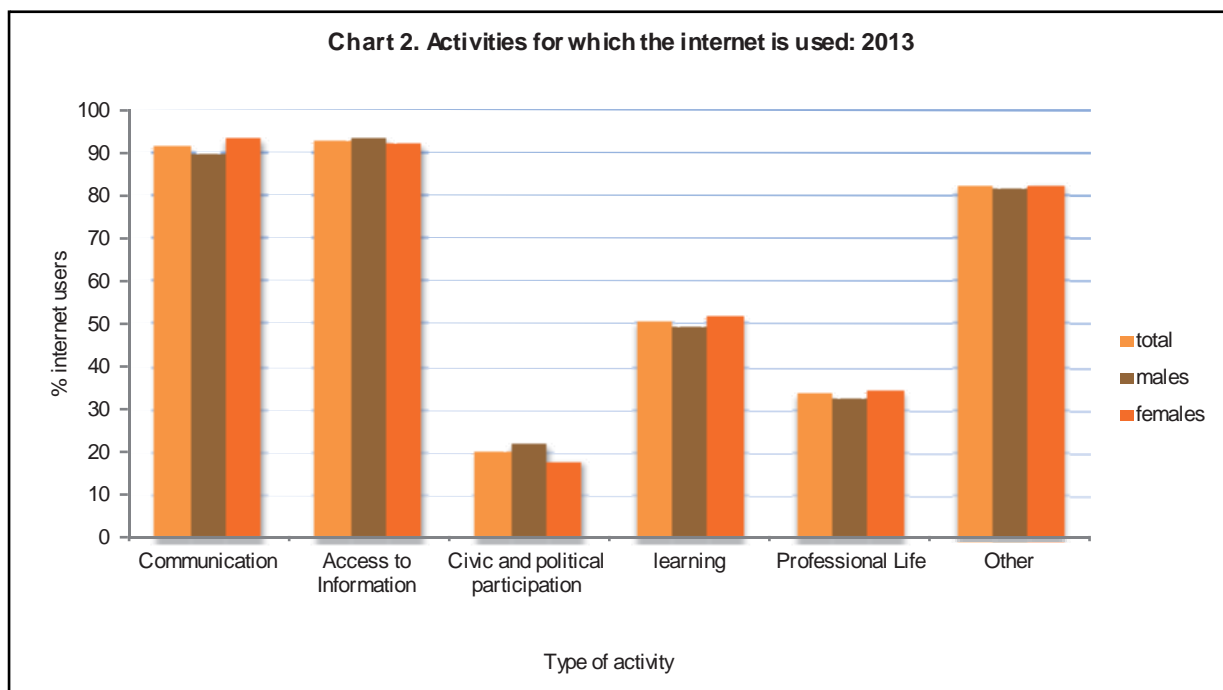


Table 8. Profile of e-government users*

	% internet users		Number		Change	% change
	2012	2013	2012	2013		
Total	59.3	45.7	130,767	101,681	-29,086	-22.2
Sex						
Males	62.1	48.4	71,061	55,903	-15,158	-21.3
Females	56.4	42.7	59,706	45,778	-13,928	-23.3
Age Group:						
16-24	55.7	55.7	27,444	20,425	-7,019	-25.6
25-34	64.2	63.1	35,018	29,746	-5,272	-15.1
35-44	65.8	65.0	30,569	22,647	-7,921	-25.9
45-54	52.7	51.0	18,817	15,098	-3,719	-19.8
55-64	55.0	53.6	12,692	9,893	-2,799	-22.1
65-74	55.3	55.3 ^u	6,227	3,872 ^u	-2,355	-37.8
Education Level:						
No schooling/Primary	n	:	n	:	n	n
Lower secondary	n	29.2	n	11,277	n	n
Upper secondary and Post-secondary	n	36.4	n	29,657	n	n
Post-secondary non-tertiary	n	52.1	n	23,083	n	n
Tertiary	n	70.6	n	37,433	n	n

* Includes only persons who used the internet during January-March of the reference year

^u Under-represented

: Data not reliable due to small sample representation

n: not comparable, break in series.

Table 9. Types of goods or services acquired over the Internet in the past year*

	% internet users		No.		Change	% change
	2012	2013	2012	2013		
Total	63.9	66.3	140,736	148,637	7,901	5.6
Food or groceries	:	:	:	:	:	:
Household goods	15.8	16.7	22,213	24,688	2,475	11.1
Medicine	3.5 ^u	3.3 ^d	4,913 ^d	4,892 ^d	-22 ^u	-0.4 ^u
Films, music	18.0	15.9	25,382	23,484	-1,898	-7.5
Books, magazines, newspapers	29.5	29.8	41,464	44,009	2,545	6.1
E-learning material	7.2	5.8	10,146	8,557	-1,589	-15.7
Clothes, sports goods	58.3	59.7	82,063	88,205	6,142	7.5
Video games software and upgrades	19.1	13.5	26,869	19,960	-6,909	-25.7
Other computer software and upgrades	11.3	10.7	15,967	15,778	-188	-1.2
Computer hardware	13.6	11.1	19,098	16,335	-2,763	-14.5
Electronic equipment	23.3	23.1	32,840	34,147	1,307	4.0
Telecommunication services	19.1	13.1	26,834	19,412	-7,423	-27.7
Financial services	3.2 ^d	2.7 ^d	4,512 ^d	4,001 ^d	-511 ^u	-11.3 ^d
Holiday accommodation	31.4	29.1	44,129	42,929	-1,200	-2.7
Other transport arrangements	26.5	27.6	37,257	40,755	3,498	9.4
Tickets for events	24.6	23.5	34,585	34,734	149	0.4
Other	19.6	17.6	27,552	26,053	-1,500	-5.4

Note: Multiple options are possible since types of services are not mutually exclusive.

* Includes only persons who used the internet during January-March of the reference year and who order over the internet in the previous 12 months

^u Under-represented

: Data not reliable due to small sample representation

Table 10. Internet usage related skills: 2013*

	% internet users			No.		
	Total	Males	Females	Total	Males	Females
Total	68.9	70.4	67.4	222,720	114,557	108,163
Using search engine to find information	91.7	91.0	92.3	213,420	109,345	104,075
Sending e-mails with attached files	76.8	74.5	79.1	178,731	89,537	89,194
Posting messages to chatrooms, newsgroups or an online discussion forum	42.8	43.0	42.6	99,657	51,609	48,047
Using internet to make telephone calls	44.2	41.8	46.8	102,955	50,207	52,748
Using peer-to-peer file sharing for exchanging of movies, music	25.7	25.7	25.7	59,841	30,843	28,998
Creating a Webpage	10.6	12.4	8.6	24,590	14,946	9,644
Uploading text, games, images, films or music to website	26.8	25.6	28.1	62,496	30,763	31,732
Modifying security settings of the internet	28.5	32.2	24.6	66,346	38,667	27,680

Note: Multiple options are possible since types of services are not mutually exclusive.

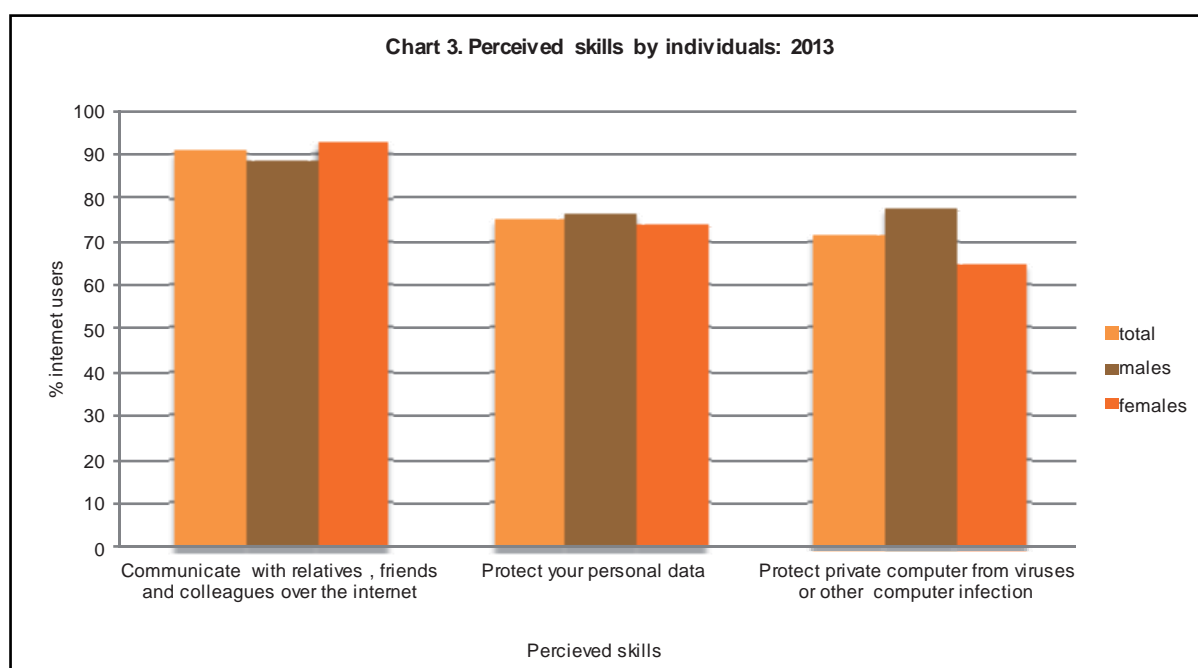
* includes all who used the internet at least once in their life.

Table 11. Perceived skills: 2013*

	% internet users			No.		
	Total	Males	Females	Total	Males	Females
Sufficient internet skills to:						
Communicate with relatives, friends and colleagues over the internet	90.6	88.6	92.7	201,701	101,477	100,224
Protect your personal data	75.1	76.3	73.8	167,218	87,408	79,810
Protect private computer from viruses or other computer infection	71.4	77.7	64.8	159,105	89,003	70,102

Note: Multiple options are possible since types of services are not mutually exclusive.

* includes all who used the internet at least once in their life.



Methodological Notes

1. The target population for this survey included all households having at least one member between 16 and 74 years. The survey reference period was between January and March 2013.
2. The sampling frame for this survey was subdivided by district and household size. A sample of 1,500 individuals was selected using systematic random sampling from a population database held and maintained by NSO.
3. A total of 1,315 questionnaires were collected, the majority of which through face-to-face interviews.
4. Separate weights for households and individuals were computed. For calibration purposes, data were subdivided by sex, age groups and districts (NUTS 4 classification).
5. To ensure reliable results, regular audits were conducted together with checks for data entry errors and for outliers.
6. In dealing with a sample and despite the efforts mentioned above, an element of sampling error is inevitable.
7. This survey had an overall response rate of 86.2 per cent. In addition returned questionnaires were at times incomplete, thus resulting in item non-response. Furthermore as a result of the weighting and imputation methods which had to be adopted, results were influenced by unknown errors which were very difficult to quantify.

On the other hand, other non-sampling errors may occur for reasons such as respondent error, non-response, 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.

8. Unlike previous years, in 2013 background information on education level was coded relative to International Standard Classification for Education (ISCED). All tables that include education breakdown are not comparable to previous statistics.