

19 February 2020 | 1100 hrs | 026/2020

Almost nine out of ten persons aged between 16 and 74 years used the internet in 2019.

## ICT usage by Households: 2019

### Internet usage by individuals

The survey on information and communication technology usage, which was in part financed by the European Commission, showed, that nearly the entire 16 to 24 age cohort used the internet in 2019, while individuals between 65 to 74 recorded the lowest levels at 46.2 per cent within the same age cohort (Table 2). Internet usage in Malta is nearly at par with the EU-28 average (Chart 1).

Results show that internet was mostly used for communication purposes (97.1 per cent) and to access information (94.3 per cent) (Chart 2).

During 2019, 83.3 per cent of those between 16 and 74 accessed the internet away from home or work via their mobile or smartphone (Table 4). This result is fairly close with the EU-28 average (Chart 5).

### e-Government services

Almost 60 per cent of internet users made use of e-Government services. In absolute terms, the population accessing e-Government services stood at 198,941 (Table 5). The uptake of this service was more common among individuals aged between 16 and 34 years.

### Cloud computing

In 2019, 47.0 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 68.2 per cent, followed by those within the 25-34 age bracket (61.7 per cent) (Table 6).

### Digital skills indicators

Seven out of every ten internet users have 'basic' or 'above basic' overall digital skills. Persons 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 7). The digital skills areas where a high percentage of persons resulted to be more fluent were 'communication' and 'information'. In this regard for both areas over 80 per cent of Internet users resulted to have 'above basic knowledge' (Table 8).

### e-Commerce

Internet users who engaged in e-commerce activities during the reference year amounted to 227,238 (67.3 per cent). The majority of e-commerce users were between 25 and 34 years (Table 9). The most common items or services acquired online were clothes and sports goods, holiday accommodation and other travel arrangements (Table 10) ■

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

	Number		% total	
	2018 Revised	2019	2018 Revised	2019
Within three months prior to the survey	312,084	337,646	81.7	85.8
3-12 months prior to the survey	:	:	:	:
More than one year prior to the survey	:	:	:	:
Never used the internet	63,401	50,708	16.6	12.9
<b>Total</b>	<b>382,184</b>	<b>393,625</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. Profile of internet users**

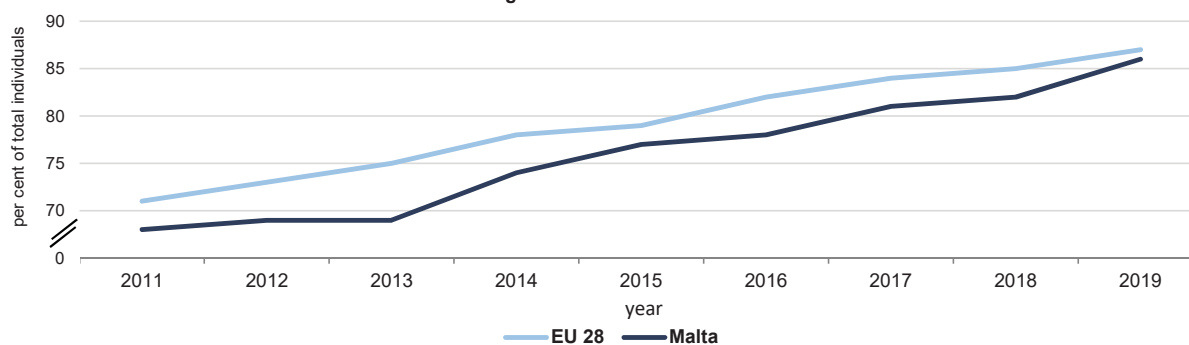
	Number <sup>1</sup>		% population <sup>2</sup>	
	2018 Revised	2019	2018 Revised	2019
Sex:				
Males	161,474	175,576	81.6	85.7
Females	150,610	162,070	81.7	85.8
Age group:				
16-24	49,391	50,733	100.0	99.4
25-34	83,307	86,348	98.3	98.9
35-44	69,789	73,280	94.6	96.5
45-54	47,753	53,052	83.3	89.9
55-64	40,655	47,678	66.6	75.8
65-74	21,188	26,556	37.9	46.2
<b>Total</b>	<b>312,084</b>	<b>337,646</b>	<b>81.7</b>	<b>85.8</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

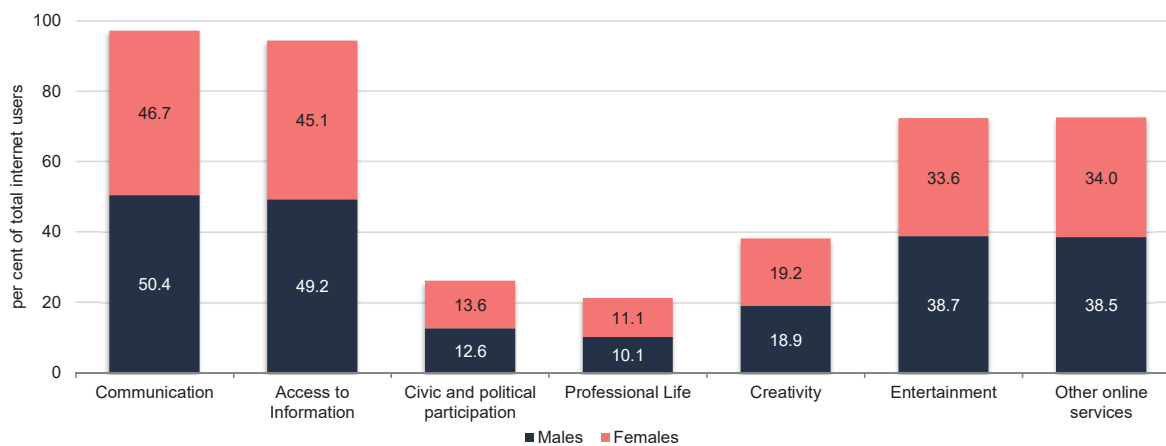
Note: Totals may not add up due to rounding.

**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)

**Chart 2. Main activities for internet use<sup>1</sup> by sex: 2019**



<sup>1</sup> 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 <sup>1</sup>	
	2018 Revised	2019	2018 Revised	2019
Every day or almost every day	294,569	323,579	94.4	95.8
At least once a week (but not every day)	12,952 <sup>u</sup>	11,396 <sup>u</sup>	4.2 <sup>u</sup>	3.4 <sup>u</sup>
Less than once a week	:	:	:	:
<b>Total</b>	<b>312,084</b>	<b>337,646</b>	<b>100.0</b>	<b>100.0</b>

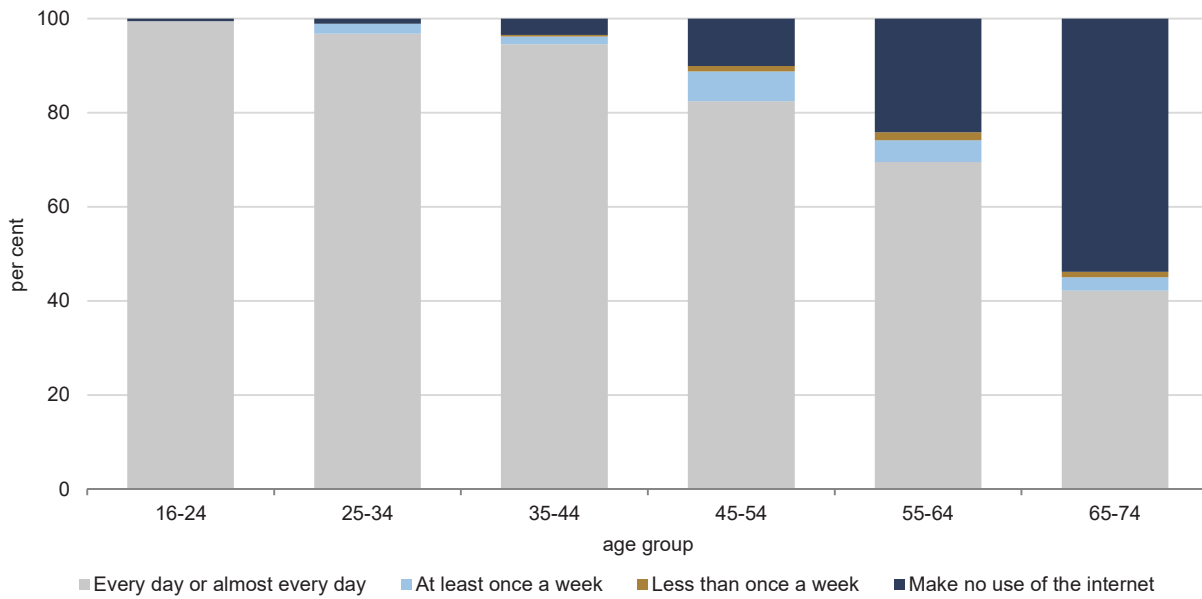
<sup>1</sup> Includes only persons who used the internet within three months prior to the surveying period (refer to Table 2)

<sup>u</sup> under-represented - Margin of error is between 30 and 40 per cent

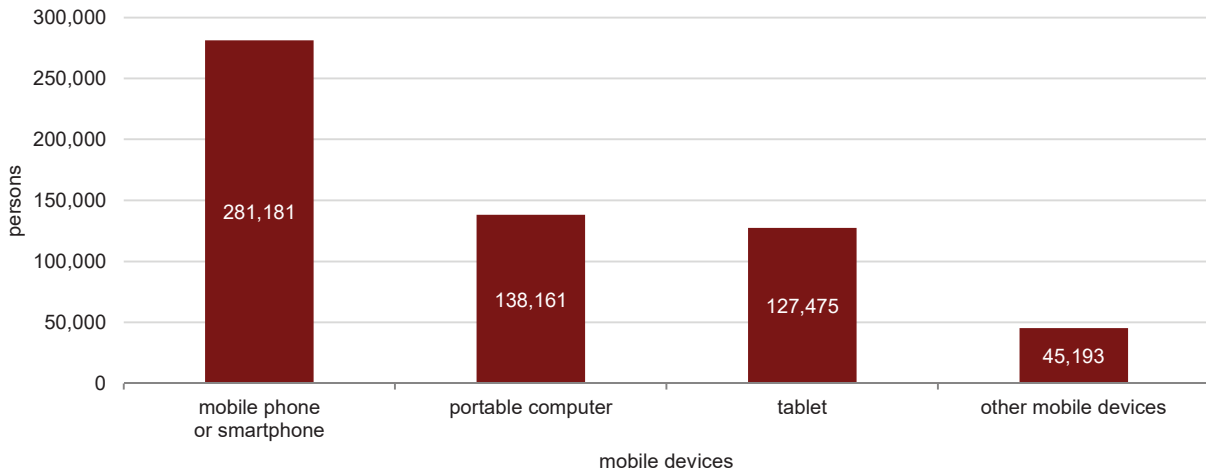
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Note: Totals may not add up due to rounding.

**Chart 3. Frequency of internet use by age group: 2019**



**Chart 4. Individuals accessing the internet away from home or work via mobile devices<sup>1</sup>: 2019**



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

Note: Categories are not mutually exclusive.

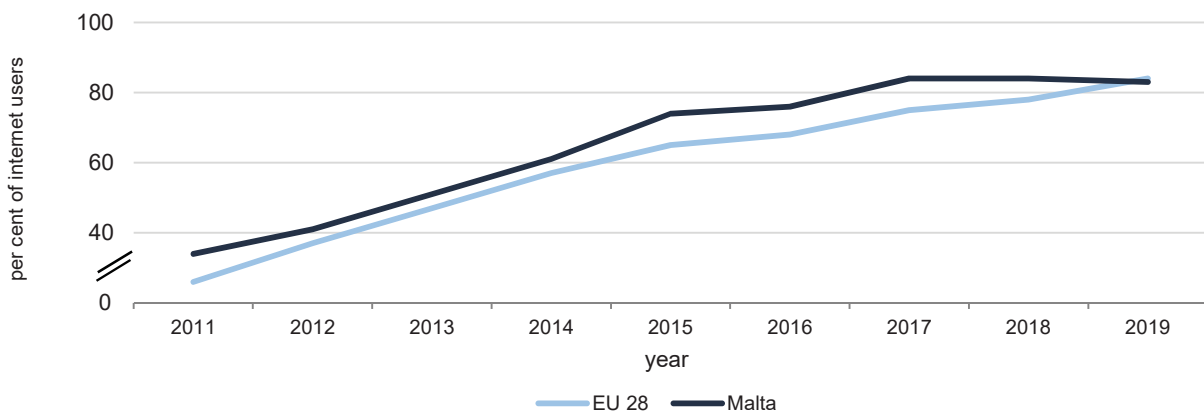
**Table 4. Profile of persons accessing the internet using mobile phone or smartphone away from home or work**

	Number		% internet users <sup>1</sup>	
	2018 Revised	2019	2018 Revised	2019
Sex:				
Males	135,946	146,805	84.2	83.6
Females	126,842	134,376	84.2	82.9
Age group:				
16-24	47,441	48,985	96.1	96.6
25-34	79,570	82,637	95.5	95.7
35-44	64,528	66,939	92.5	91.3
45-54	35,848	38,187	75.1	72.0
55-64	25,817	30,915	63.5	64.8
65-74	9,585	13,518	45.2	50.9
<b>Total</b>	<b>262,788</b>	<b>281,181</b>	<b>84.2</b>	<b>83.3</b>

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

Note: Totals may not add up due to rounding.

**Chart 5. Percentage of persons accessing the internet using mobile phone or smartphone away from home or work<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)

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

	Number		% internet users <sup>1</sup>	
	2018 Revised	2019	2018 Revised	2019
Sex:				
Males	92,537	100,564	57.3	57.3
Females	85,024	98,377	56.5	60.7
Age group:				
16-24	33,198	36,999	67.2	72.9
25-34	52,841	60,365	63.4	69.9
35-44	42,187	46,237	60.4	63.1
45-54	25,593	27,090	53.6	51.1
55-64	16,158	19,235	39.7	40.3
65-74	7,583 <sup>u</sup>	9,014	35.8 <sup>u</sup>	33.9
<b>Total</b>	<b>177,561</b>	<b>198,941</b>	<b>56.9</b>	<b>58.9</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 - Margin of error is between 30 and 40 per cent

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 cloud computing users**

	Number		% internet users <sup>1</sup>	
	2018 Revised	2019	2018 Revised	2019
Sex:				
Males	74,036	84,680	45.9	48.2
Females	70,641	73,891	46.9	45.6
Age Group:				
16-24	35,374	34,622	71.6	68.2
25-34	50,742	53,291	60.9	61.7
35-44	29,892	33,294	42.8	45.4
45-54	18,646	17,453	39.0	32.9
55-64	7,790 <sup>u</sup>	11,713	19.2 <sup>u</sup>	24.6
65-74	:	8,199 <sup>u</sup>	:	30.9 <sup>u</sup>
<b>Total</b>	<b>144,677</b>	<b>158,572</b>	<b>46.4</b>	<b>47.0</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 - Margin of error is between 30 and 40 per cent

: 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 cloud computing.

**Table 7. Profile of internet users by digital skill indicator<sup>1</sup>: 2019**

	Internet Users	Digital skill indicator			
		No Skill	Low Skill	Basic Skill	Above Basic Skill
Sex:					
Males	175,576	:	58,329	35,487	81,046
Females	162,070	:	56,839	34,237	69,527
Age group:					
16-24	50,733	:	:	10,884	32,762
25-34	86,348	:	17,003	15,599	53,379
35-44	73,280	:	22,827	18,330	32,123
45-54	53,052	:	23,307	12,379	17,366
55-64	47,678	:	29,295	8,116 <sup>u</sup>	9,655
65-74	26,556	:	15,650	:	5,288 <sup>u</sup>
<b>Total</b>	<b>337,646</b>	:	<b>115,168</b>	<b>69,724</b>	<b>150,573</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 - Margin of error is between 30 and 40 per cent

: 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 skill indicator.

**Table 8. Digital skills indicators breakdown by component and sex<sup>1</sup>: 2019**

		Sex		
		Males	Females	Total
Information skills	No skill	13,932	11,192	25,124
	Basic skill	22,084	11,566	33,651
	Above basic skill	139,560	139,311	278,872
Communication skills	No skill	7,112 <sup>u</sup>	:	11,428
	Basic skill	21,659	19,308	40,967
	Above basic skill	146,805	138,446	285,251
Problem solving skills	No skill	21,278	23,445	44,723
	Basic skill	35,110	38,647	73,757
	Above basic skill	119,188	99,978	219,166
Software skills	No skill	54,748	56,558	111,306
	Basic skill	25,786	23,902	49,688
	Above basic skill	95,042	81,609	176,651
<b>Total</b>		<b>175,576</b>	<b>162,070</b>	<b>337,646</b>
		Percentage		
		Males	Females	Total
Information skills	No skill	7.9	6.9	7.4
	Basic skill	12.6	7.1	10.0
	Above basic skill	79.5	86.0	82.6
Communication skills	No skill	4.1 <sup>u</sup>	:	3.4
	Basic skill	12.3	11.9	12.1
	Above basic skill	83.6	85.4	84.5
Problem solving skills	No skill	12.1	14.5	13.2
	Basic skill	20.0	23.8	21.8
	Above basic skill	67.9	61.7	64.9
Software skills	No skill	31.2	34.9	33.0
	Basic skill	14.7	14.7	14.7
	Above basic skill	54.1	50.4	52.3
<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 - Margin of error is between 30 and 40 per cent

: 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 skill indicator.

**Table 9. Profile of e-commerce users<sup>1</sup>**

	Number		% internet users	
	2018 Revised	2019	2018 Revised	2019
Sex:				
Males	108,549	116,775	67.2	66.5
Females	99,160	110,463	65.8	68.2
Age Group:				
16-24	41,517	43,447	84.1	85.6
25-34	69,584	68,956	83.5	79.9
35-44	49,134	54,756	70.4	74.7
45-54	26,817	32,645	56.2	61.5
55-64	15,346	18,045	37.7	37.8
65-74	:	9,389 <sup>u</sup>	:	35.4 <sup>u</sup>
<b>Total</b>	<b>207,709</b>	<b>227,238</b>	<b>66.6</b>	<b>67.3</b>

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

<sup>u</sup> under-represented - Margin of error is between 30 and 40 per cent

: Unreliable - less than 20 sample observations

Note: Totals may not add up due to rounding.

**Table 10. Types of goods or services acquired over the internet<sup>1</sup>**

Type of goods or services acquired	Number		% e-commerce users	
	2018 Revised	2019	2018 Revised	2019
Food or groceries	20,203	33,023	9.7	14.5
Household goods	67,686	73,122	32.6	32.2
Medicine	10,692 <sup>u</sup>	11,496 <sup>u</sup>	5.1 <sup>u</sup>	5.1 <sup>u</sup>
Films, music	58,569	60,375	28.2	26.6
Books, magazines, newspapers	66,741	69,225	32.1	30.5
E-learning material	30,986	33,940	14.9	14.9
Clothes, sports goods	157,538	162,326	75.8	71.4
Video games software and upgrades	56,101	58,679	27.0	25.8
Computer hardware	54,952	55,945	26.5	24.6
Electronic equipment	65,438	70,844	31.5	31.2
Telecommunication services	67,378	85,480	32.4	37.6
Holiday accommodation	128,794	136,199	62.0	59.9
Other travel arrangements	112,847	120,345	54.3	53.0
Tickets for events	92,916	111,502	44.7	49.1
Other	37,756	41,211	18.2	18.1
<b>Total</b>	<b>207,709</b>	<b>227,238</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 and who ordered over the internet in the last year

<sup>u</sup> under-represented - Margin of error is between 30 and 40 per cent

Note: Respondents could tick more than one option.

## Methodological Notes

1. The survey on 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 database held and maintained by NSO. A total of 1,045 filled questionnaires were collected between May and June 2019. The majority of surveys were carried out through face-to-face 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, calling or video calling 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 posting opinions on civic or political issues via a website and taking part in online consultations or voting to define civic or political issues.

**Professional life** includes looking for jobs or sending job applications.

**Creativity** includes uploading self-created content to any website to be shared.

**Entertainment** includes listening to music.

**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](https://ec.europa.eu/eurostat/cache/metadata/en/tepsr_sp410_esmsip2.htm)



5. Below is a demographic profile of

	Number		% population	
	2018 Revised	2019	2018 Revised	2019
Sex:				
Male	197,854	204,766	51.8	52.0
Female	184,330	188,859	48.2	48.0
Age Group:				
16-24	49,391	51,017	12.9	13.0
25-34	84,738	87,277	22.2	22.2
35-44	73,758	75,930	19.3	19.3
45-54	57,326	59,011	15.0	15.0
55-64	61,086	62,869	16.0	16.0
65-74	55,885	57,521	14.6	14.6
<b>Total</b>	<b>382,184</b>	<b>393,625</b>	<b>100.0</b>	<b>100.0</b>

6. Figures for 2018 were revised due to demographic updates.

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

Statistical Concepts: <http://nso.gov.mt/metadata/concepts.aspx>

Metadata: <http://nso.gov.mt/metadata/reports.aspx?id=44>

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

9. A detailed news release calendar is available on:

[https://nso.gov.mt/en/News\\_Releases/Release\\_Calendar/Pages/News-Release-Calendar.aspx](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/)

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<https://nso.gov.mt/en/Services/Pages/Request-for-Information.aspx>