

## Internet access and use in the EU27 in 2008

# Nearly 30% of individuals use internet banking

## 60% of households have internet access

In the **EU27**, 60% of households<sup>1</sup> had access to the internet during the first quarter of 2008, compared with 54% during the first quarter of 2007, and 48% had a broadband internet connection, compared with 42% in 2007.

These data<sup>2</sup> published by **Eurostat, the Statistical Office of the European Communities**, represent only a small part of the results of a survey on Information and Communication Technologies (ICT) usage in households and by individuals in the **EU27** Member States, **Norway, Iceland** and **Croatia**. As well as internet use and broadband connections, the survey also covers other indicators such as e-shopping, e-government and advanced communication and content related services.

### Household internet access ranges from 25% in Bulgaria to 86% in the Netherlands

In 2008, the proportion of households with internet access was three quarters or more in the **Netherlands** (86%), **Sweden** (84%), **Denmark** (82%), **Luxembourg** (80%) and **Germany** (75%). The lowest levels were registered in **Bulgaria** (25%), **Romania** (30%) and **Greece** (31%).

The proportion of households with a broadband connection in 2008 was also highest in the **Netherlands** and **Denmark** (both 74%) and **Sweden** (71%).

### One third of individuals in the EU27 use travel related internet services

In the second quarter of 2008, individuals aged 16-74 in the EU Member States were asked which activities they had carried out on the internet in the previous three months. In the **EU27**, nearly a third of all individuals had used internet for travel and accommodation services. Around 30% had used internet banking, interacted with public authorities or searched for health-related information. About a quarter had read online news or ordered goods or services. Around 15% had looked for jobs or sent applications by internet.

The Member States which had the highest proportions of individuals performing these internet activities were the **Netherlands, Denmark, Finland, Sweden** and **Luxembourg**.

### Internet access by households (%)

	Internet access			Broadband		
	2006	2007	2008	2006	2007	2008
<b>EU27*</b>	<b>49</b>	<b>54</b>	<b>60</b>	<b>30</b>	<b>42</b>	<b>48</b>
<b>Belgium</b>	54	60	:	48	56	:
<b>Bulgaria</b>	17	19	25	10	15	21
<b>Czech Rep.</b>	29	35	46	17	28	36
<b>Denmark</b>	79	78	82	63	70	74
<b>Germany</b>	67	71	75	34	50	55
<b>Estonia</b>	46	53	58	37	48	54
<b>Ireland</b>	50	57	63	13	31	43
<b>Greece</b>	23	25	31	4	7	22
<b>Spain</b>	39	45	51	29	39	45
<b>France</b>	41	49	62	30	43	57
<b>Italy</b>	40	43	42	16	25	31
<b>Cyprus</b>	37	39	43	12	20	33
<b>Latvia</b>	42	51	53	23	32	40
<b>Lithuania</b>	35	44	51	19	34	43
<b>Luxembourg</b>	70	75	80	44	58	61
<b>Hungary</b>	32	38	48	22	33	42
<b>Malta</b>	:	54	59	:	44	55
<b>Netherlands</b>	80	83	86	66	74	74
<b>Austria</b>	52	60	69	33	46	54
<b>Poland</b>	36	41	48	22	30	38
<b>Portugal</b>	35	40	46	24	30	39
<b>Romania</b>	14	22	30	5	8	13
<b>Slovenia</b>	54	58	59	34	44	50
<b>Slovakia</b>	27	46	58	11	27	35
<b>Finland</b>	65	69	72	53	63	66
<b>Sweden</b>	77	79	84	51	67	71
<b>United Kingdom</b>	63	67	71	44	57	62
<b>Iceland</b>	83	84	:	72	76	:
<b>Norway</b>	69	78	84	57	67	73
<b>Croatia</b>	:	41	45	:	23	27

\* Excludes Belgium in 2008.

: Data not available

## Activities carried out on the internet for private purposes, in % of all individuals, 2008

	Travel and accommodation services	Internet banking	Interacting with public authorities	Searching health information	Reading online news, newspapers or magazines	Ordering goods or services	Looking for job/sending application
<b>EU27*</b>	<b>32</b>	<b>29</b>	<b>28</b>	<b>28</b>	<b>26</b>	<b>25</b>	<b>13</b>
<b>BE</b>	:	:	:	:	:	:	:
<b>BG</b>	5	1	8	6	13	1	6
<b>CZ</b>	26	14	14	14	33	13	5
<b>DK</b>	47	61	44	36	52	47	23
<b>DE</b>	42	38	33	41	21	42	16
<b>EE</b>	27	55	34	25	54	7	15
<b>IE</b>	41	28	27	19	17	30	9
<b>EL</b>	17	5	10	10	19	6	5
<b>ES</b>	35	20	29	25	27	13	12
<b>FR</b>	38	40	43	39	22	28	17
<b>IT</b>	20	13	15	16	17	7	7
<b>CY</b>	18	11	16	12	23	7	4
<b>LV</b>	25	39	16	24	33	10	16
<b>LT</b>	15	27	20	21	43	4	10
<b>LU</b>	50	48	48	44	41	36	12
<b>HU</b>	23	13	25	29	33	8	14
<b>MT</b>	22	25	20	23	27	16	10
<b>NL</b>	50	69	54	46	43	43	17
<b>AT</b>	32	34	39	32	30	28	9
<b>PL</b>	14	17	16	19	19	12	8
<b>PT</b>	12	14	18	22	20	6	8
<b>RO</b>	7	2	9	11	14	3	3
<b>SI</b>	26	21	31	27	34	12	10
<b>SK</b>	29	24	30	25	34	13	13
<b>FI</b>	58	72	53	51	57	33	26
<b>SE</b>	46	65	52	32	45	38	22
<b>UK</b>	48	38	32	26	37	49	20
<b>NO</b>	61	75	62	41	73	46	22
<b>HR</b>	15	13	12	20	28	5	11

\* Excludes Belgium.

: Data not available

1. The survey covered households containing at least one person aged 16-74, and individuals aged 16-74. The reference period was the first quarter of 2008. Households were asked about internet access by any member of the household at home. Individuals were asked about activities they had carried out on the internet in the three months prior to the survey at home or at any other location.
2. Eurostat, Data in Focus 46/2008 "**Internet usage in 2008 Households and individuals**", available free of charge in pdf format on the Eurostat web site. The full set of data can be found in the dedicated section: <http://ec.europa.eu/eurostat/ict> under "Data".

Issued by: **Eurostat Press Office**

For further information on data:

**Johan WULLT**  
Tel: +352-4301-33 444  
[eurostat-pressoffice@ec.europa.eu](mailto:eurostat-pressoffice@ec.europa.eu)

**Heidi SEYBERT**  
Tel: +352-4301- 37 416  
[heidi.seybert@ec.europa.eu](mailto:heidi.seybert@ec.europa.eu)

Eurostat news releases on the Internet:  
<http://ec.europa.eu/eurostat>