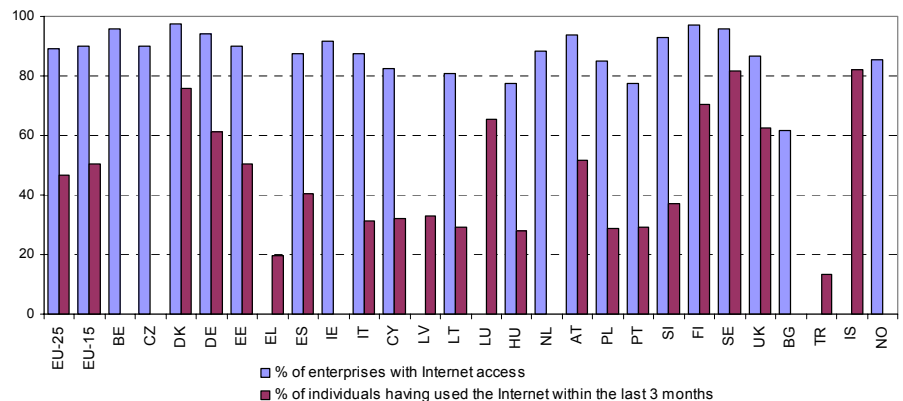


# Internet activities in the European Union

## Highlights

- 89% of EU enterprises actively used the Internet in 2004; 65% had a website.
- 47% of individuals had recently used the Internet. Those who did so were mainly looking for information and on-line services and used it for communication (e-mail).
- Reading and downloading on-line newspapers was a particularly widespread Internet activity in the Baltic States and Iceland. Playing or downloading games was popular in Greece, Cyprus and Turkey, but also in Finland.
- As was to be expected, by 2004 the playing and downloading of games and music was particularly popular amongst 16-to-24-year-olds; at the other end of the spectrum, Internet users of retirement age (65-74 years) frequently account for higher shares than the 55-64 age group.
- In Denmark, Germany, Estonia and Finland, around three quarters of Internet users who were unemployed at the time of the survey were looking for a job or sent a job application over the Internet.
- Internet-based banking activities were fairly widespread and performed by Internet users of all age groups, except for 16 to 24-year-olds.

Graph 1: Internet use by enterprises and individuals – 2004(%)



Source: Eurostat, Community survey on ICT usage in households and by individuals.

In 2004, more than 89% of enterprises in the Member States had Internet access and were using it. The countries with the highest proportion of enterprises with Internet access were Denmark and Finland (97%), Belgium and Sweden (96%) and Germany (94%). The lowest rates were observed in Lithuania (80%) and in Portugal and Hungary (77%). The latter two countries were 12 percentage points below the EU-25 average.

Looking at individuals using the Internet in 2004, Sweden was the country which used Internet most (81%), followed by Denmark (75%) and Finland (70%). These countries were well above the average of the Member States, which stood at 47%.

For individuals, it should be noted that Iceland reported a value slightly higher than that of Sweden, at 82%.

The above graph confirms that Denmark, Finland and Sweden are still the most advanced countries as far as Internet use is concerned, and this applies to both enterprises and individuals.

## Statistics in focus

INDUSTRY, TRADE AND SERVICES

POPULATION AND SOCIAL CONDITIONS

SCIENCE AND TECHNOLOGY

40/2005

Author

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## Information search and communication by far the most common activities

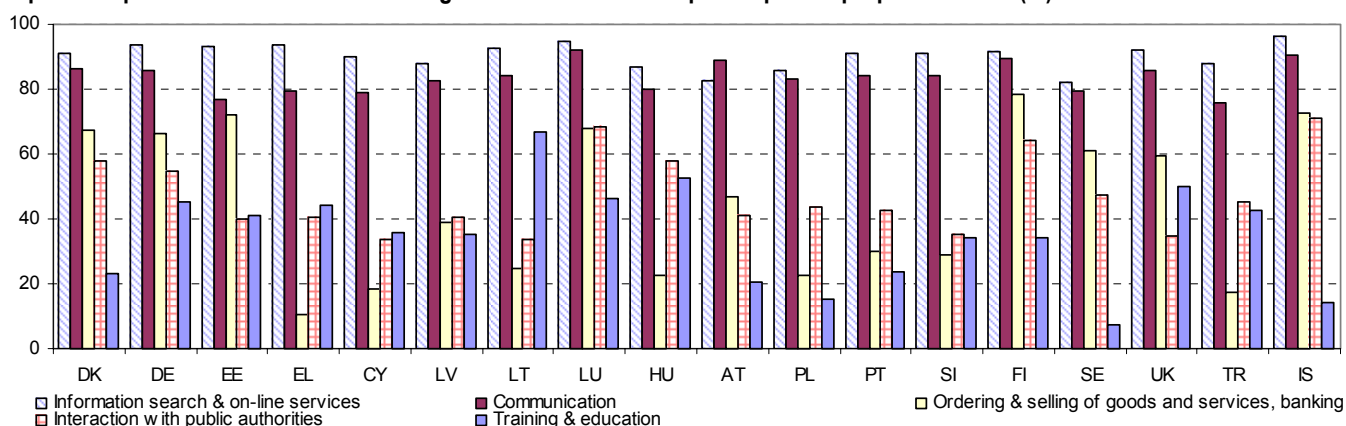
As shown in Graph 2, searching for information and on-line services was the most frequently used functionality of the Internet in all the Member States for which data are available, except in Austria (where 'communication' ranked first). Indeed, searching information and on-line services scored over 80% in all countries (ranging from 82% in Sweden to 95% in Luxembourg). Communication, i.e. the sending and receiving of e-mails, participation in chats and forums followed close behind, being used by between 77% (Estonia) and 92% (Luxembourg). Use of the Internet for 'on-line ordering and selling of goods and services, banking' came some distance behind. In seven of the 16 Member States, over 50% had used this functionality, whereas in Greece and Cyprus, Internet users appeared to be particularly reluctant (under 20%).

Although highly dependent on the information supply side, interaction with public authorities (e-government) has become quite common. e-Government is particularly well-developed in Luxembourg and Finland: over 60% of Internet users declared that they had used the Internet for that purpose.

Finally, use of the Internet for training and education purposes was particularly widespread in Lithuania (67%) and Hungary (53%), but far less so in Denmark, Austria, Poland and Sweden.

In general, Luxembourg, Finland, Germany, Denmark and Estonia were the Member States which had the highest proportions of individuals using Internet for private purposes.

Graph 2: Proportion of Internet users having used the Internet for specific private purposes – 2004 (%)



Source: Eurostat, Community survey on ICT usage in households and by individuals.

Table 1 below shows that the gender profiles of Internet users who send and receive e-mails are very similar. The most active age group is 25 to 34-year-olds, followed by those between 16 and 24, regardless of gender.

On average, regardless of gender and age, Luxembourg ranked first (91%), closely followed by

Finland (88%) and Austria (87%). Poland and Hungary recorded the lowest shares with 67% and 74% respectively.

Iceland, which is not an EU country, generally scores highly and is often close to (or exceeds) the proportions of the most advanced Member States

Table 1: Proportion of Internet users sending/receiving e-mails, by gender & age group – 2004 (%)

	DK	DE	EE	EL	CY	LV	LT	LU	HU	AT	PL	PT	SI	FI	SE	UK	TR	IS
	<b>by gender</b>																	
Women	85.3	82.0	77.1	74.1	73.9	74.5	78.6	88.3	77.5	86.8	65.2	79.1	83.3	88.7	80.0	82.9	70.9	91.0
Men	85.5	84.2	76.6	81.1	76.7	73.9	75.9	92.4	73.7	87.7	68.0	82.5	75.6	87.3	76.1	86.0	67.9	87.5
	<b>by age-group</b>																	
16-24	87.4	86.2	82.1	78.5	71.5	73.9	75.9	90.7	75.3	88.5	78.2	84.1	83.0	89.5	81.2	84.2	69.6	92.4
25-34	90.7	88.3	82.5	80.7	85.0	78.6	83.3	94.5	63.6	84.7	58.2	83.7	73.2	87.7	77.2	86.3	60.0	91.9
35-44	84.0	82.4	64.0	75.1	68.4	71.5	73.9	86.7	72.3	90.7	64.9	76.9	80.0	87.4	78.8	81.4	59.5	85.3
45-54	82.1	77.7	78.4	73.2	78.0	70.1	79.0	89.4	:	87.4	58.7	78.1	:	85.6	75.5	86.3	44.0	82.3
55-64	84.0	77.8	75.1	87.7	70.9	75.9	77.6	94.9	:	85.4	72.3	:	:	74.9	70.6	90.6	100.0	73.4
65-74	79.0	84.5	64.3	100.0	83.3	71.8	51.3	87.8	:	:	:	:	:	:	:	:	:	:
16-74	85.4	83.2	76.9	78.2	75.4	74.2	77.3	90.6	73.5	87.4	66.6	80.9	79.2	88.0	78.0	84.5	68.8	89.2
	<b>by gender &amp; age-group</b>																	
Women 16-24	93.0	85.8	81.5	80.8	70.3	72.7	78.4	89.2	76.2	86.6	63.4	77.1	:	91.9	82.7	86.0	72.7	92.7
Women 25-54	84.3	81.6	75.9	69.8	76.0	75.2	79.0	87.1	72.5	87.2	68.1	81.0	82.8	89.0	80.3	80.8	69.6	91.8
Women 55-74	81.3	77.6	72.2	85.7	76.1	79.3	77.6	97.1	58.9	86.1	52.4	64.8	:	83.5	77.1	88.3	42.7	82.4
Men 16-24	81.8	86.6	82.7	76.8	72.6	75.0	73.4	92.2	78.7	87.1	66.1	79.9	75.8	88.9	76.7	81.0	72.7	89.6
Men 25-54	86.9	84.4	73.5	82.9	79.6	73.4	79.1	92.6	69.7	87.9	69.8	83.9	76.5	87.4	77.9	87.4	64.3	88.6
Men 55-74	84.2	81.0	72.4	93.8	73.1	69.6	65.8	92.1	:	87.6	68.6	82.6	:	84.7	70.8	86.9	54.6	78.8

Source: Eurostat, Community survey on ICT usage in households and by individuals.

## On-line newspapers frequently accessed in the Baltic states

Table 2 provides details of Internet users looking for specific information and on-line services. The category 'Finding information about goods and services' generally appeared to be the most widespread activity in the EU Member States, except for the three Baltic states, where 'reading or downloading online newspapers' was highest. This activity was also quite widespread in Iceland and, to a lesser degree, in Turkey.

'Playing and downloading games and music' was particularly popular in Greece and Cyprus (performed by 55% of Internet users), but also in Finland (54%). The lowest proportions were recorded in Austria (19%), followed by Germany (24%), Denmark (25%) and Sweden (28%).

Percentages of those 'Looking for a job or sending a job application' were fairly equal in most countries, except for Greece and Cyprus where this functionality was not often used (8% and 9% respectively). This contrasted with Finland, which was the only country to top 30% of Internet users.

Specific services relating to travel and accommodation have been developing rapidly in the last couple of years, boosted by the emergence of "low cost" air carriers, often offering the lowest prices to people booking flights over the Internet. However, looking at the data from the various countries in Table 3, these services reveal substantial disparities: while the United Kingdom and Luxembourg registered proportions of 68% and 66% respectively, Lithuania (18%), Poland (26%) and Austria (28%) had particularly low scores.

**Table 2: Proportion of Internet users looking for specified information and on-line services – 2004 (%)**

	DK	DE	EE	EL	CY	LV	LT	LU	HU
Finding information about goods & services	77.6	85.5	63.9	69.0	67.1	56.9	52.4	80.8	70.3
Using services related to travel & accommodation	42.7	51.7	:	52.1	35.7	28.5	17.9	65.8	42.6
Listening to Web radios / watching Web television	21.2	12.5	26.3	21.7	36.2	28.6	28.4	22.8	12.1
Playing / downloading games & music	24.5	23.9	38.8	55.2	55.1	46.9	52.3	44.5	42.5
Reading / downloading online newspapers	47.1	24.4	75.1	57.1	53.8	58.1	71.9	42.6	51.3
Looking for a job or sending a job application	21.5	22.8	23.8	8.1	8.8	26.7	15.2	17.0	22.6
	AT	PL	PT	SI	FI	SE	UK	TR	IS
Finding information about goods & services	68.8	50.9	79.1	79.8	83.7	72.7	78.4	47.6	87.3
Using services related to travel & accommodation	27.9	25.9	30.9	43.3	60.1	35.1	68.2	30.2	62.1
Listening to Web radios / watching Web television	6.2	19.5	27.5	17.4	16.9	15.6	15.4	37.9	25.7
Playing / downloading games & music	19.1	48.5	45.2	42.6	53.9	28.3	40.3	62.7	41.1
Reading / downloading online newspapers	31.0	47.1	50.2	44.3	52.1	34.3	29.2	61.5	74.2
Looking for a job or sending a job application	8.0	17.4	11.1	15.1	31.4	19.1	22.5	17.0	19.0

Source: Eurostat, Community survey on ICT usage in households and by individuals.

Looking at the use of Internet for services related to travel and accommodation by various age groups, it might come as a surprise that the over-55's often make the most use of it. Indeed, among the 15 Member States for which these detailed data are available (albeit not for all age classes in the case of Hungary, Portugal and Slovenia), seven reveal the highest share in the 65-74 age class and another two in the 55-64 age class.

To avoid misunderstandings, it should be pointed out that these age groups are not the part of the population that uses the Internet most, but those who actually use it a great deal for services related to travel and accommodation.

In Iceland, all age groups display quite significant levels of use, with a very narrow range between the various percentages (from 56% for those aged 16-24 to 67% for 55-to-64-year-olds).

**Table 3: Proportion of Internet users using services related to travel and accommodation, by age group – 2004 (%)**

Age group	DK	DE	EL	CY	LV	LT	LU	HU	AT	PL	PT	SI	FI	SE	UK	TR	IS
16-24	30.3	38.9	47.7	21.9	21.5	10.8	39.8	36.7	15.6	17.1	20.6	33.6	46.5	22.5	56.4	21.6	56.2
25-34	40.7	57.0	54.2	45.1	37.5	23.2	68.9	49.2	29.5	36.5	40.1	50.8	62.3	38.0	70.2	37.3	60.2
35-44	45.6	51.6	54.3	42.3	31.1	24.6	73.9	42.0	34.4	31.2	34.6	42.7	67.9	37.5	74.1	37.4	66.7
45-54	47.8	54.8	56.3	40.2	29.8	21.9	73.1	47.1	29.8	27.8	30.9	:	63.1	38.4	70.8	40.1	63.0
55-64	49.6	55.2	44.8	40.0	17.1	25.6	74.2	:	29.5	37.3	30.7	:	60.1	34.7	73.2	28.0	66.9
65-74	36.4	59.8	76.2	55.6	30.1	30.2	54.8	:	37.5	44.6	:	:	59.9	43.9	59.2	58.1	66.7
16-74	42.7	51.7	52.1	35.7	28.5	17.9	65.8	42.6	27.9	25.9	30.9	43.3	60.1	35.1	68.2	30.2	62.1

Source: Eurostat, Community survey on ICT usage in households and by individuals.

## The playing and downloading of games and music generally declines with age, except among the over-65s

Taking a closer look at those Internet users playing and/or downloading games or music, it hardly comes as a surprise that 16-to-24 year-olds report the highest proportions (see Table 4). This is true for all countries for which data are available. Nevertheless, the proportions vary substantially: Cyprus and Finland indisputably come first, with 83% and 81% respectively of that age group. Denmark and Austria are the only countries where this proportion is below 50%. Austria recorded the lowest share at 39%.

Generally, the use of Internet for this purpose declines with age. In many countries, however, the

oldest age class (65-74 years) shows higher proportions of use than the 55-to-64s. This is particularly visible in Latvia and Luxembourg. This pattern is not followed by Greece, Lithuania, Austria and Poland. In fact, Poland recorded, the lowest share for playing/downloading games or music: 4% of the 65-to-74-year-olds used the Internet for this purpose, compared to 22% for the 55-64 age group.

Regardless of the age group, Denmark, Germany, and especially Austria were the countries where the Internet was used least for downloading/playing games and music in 2004.

**Table 4: Proportion of Internet users playing/downloading games and music, by age group – 2004 (%)**

Age group	DK	DE	EE	EL	CY	LV	LT	LU	HU	AT	PL	PT	SI	FI	SE	UK	TR	IS
16-24	49.2	51.6	63.2	74.2	82.6	63.7	69.4	71.4	64.4	38.6	68.9	68.7	60.7	80.5	56.6	62.1	73.8	70.5
25-34	28.5	25.6	41.8	51.1	53.3	46.4	49.0	45.4	37.0	18.7	39.2	44.6	42.1	64.4	31.5	39.9	59.4	45.1
35-44	21.8	15.7	20.7	42.8	34.0	33.7	35.7	37.0	27.5	12.1	30.6	27.1	:	46.4	23.9	39.4	45.8	30.1
45-54	15.2	14.8	25.6	37.7	27.3	26.8	28.4	36.9	23.1	8.9	27.3	21.2	:	40.3	19.0	28.1	41.7	25.6
55-64	10.9	10.6	11.6	24.0	18.2	21.1	24.1	28.4	:	11.6	22.3	17.4	:	30.8	12.4	28.3	30.9	22.7
65-74	12.5	:	13.3	17.2	22.2	40.8	15.1	38.1	:	10.3	4.4	21.5	:	36.5	18.6	:	41.7	24.5
16-74	24.5	23.9	38.8	55.2	55.1	46.9	52.3	44.5	42.5	19.1	48.5	45.2	42.6	53.9	28.3	40.3	62.7	41.1

Source: Eurostat, Community survey on ICT usage in households and by individuals.

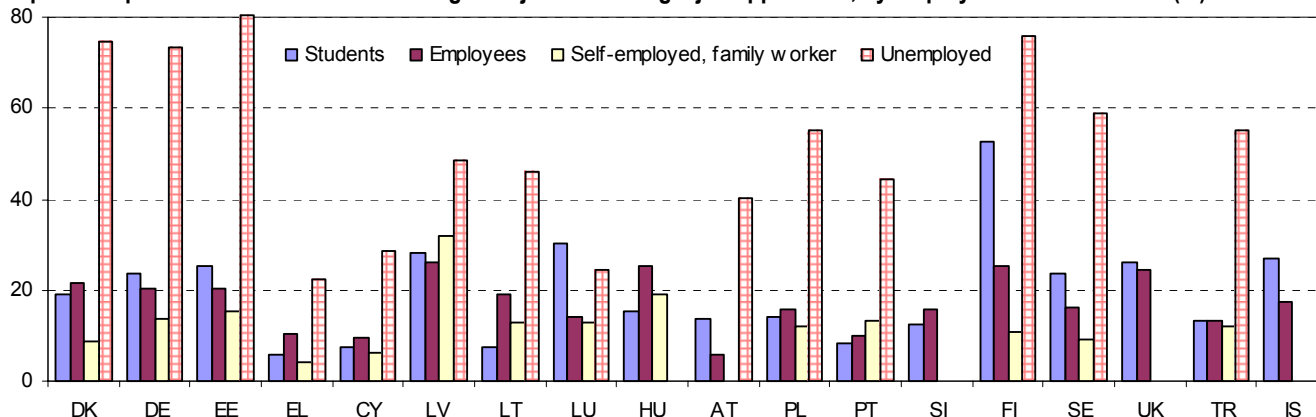
## Job search over the Internet: most common among the unemployed in Estonia

In most countries, job searching over the Internet has become quite common. For instance, websites dedicated to job vacancies offering links to the homepages of potential employers provide a speedy and efficient service to those seeking employment. The possibility of putting one's CV on the Internet widens the exposure to those looking for appropriate staff.

Graph 3 provides details of Internet users, broken down by employment status, who looked for a job or

sent a job application in 2004. As expected, the unemployed had used this facility most, well ahead of students. A noticeable feature is the use of this facility by unemployed persons in Denmark (75%), Germany (74%), Estonia (80%) and Finland (76%). For students, Finland stands out with a share of 53% - well ahead of Luxembourg (30%). The difference in use between students and employees is generally small, and in many countries it was employees who used this Internet facility more, especially in Latvia and Hungary.

**Graph 3: Proportion of Internet users looking for a job or sending a job application, by employment status – 2004 (%)**



Note: Austria: 'Self-employed, family worker' counted together with 'Employees'.

Source: Eurostat, Community survey on ICT usage in households and by individuals.

## Internet banking common among all age groups, except the 16 to 24-year-olds

Banking activities over the Internet, originally launched for larger enterprises, have now become commonplace for individuals too. The use of secure servers and data encryption technologies, for instance, has seen banking activities spread rapidly. However, many Internet users may continue to be reluctant to use this facility because of security and trust concerns.

Table 5 shows the proportion of Internet users, by age group, that actually performed banking activities in 2004.

Overall (considering Internet users between 16 and 74 years of age), it appears that, in 2004, banking activities over the Internet were the most widespread in Finland and Estonia with proportions of 72% and

69% respectively. This contrasts sharply with Greece and Hungary, where respectively only 7% and 10% of the Internet users used this facility.

Turning to the individual age groups, it is often the 25-34 year olds - a generation largely in employment - which exhibits the highest percentages. The lowest shares are generally found in the 16-to-24 age class, as it consists partly of persons still in education who most probably are less likely to use this facility.

Noteworthy is the fact that the differences between age groups (disregarding the 16-24 age group) within a country are relatively small. In other words, all age groups participate in this activity and no clear decrease with age can be observed.

**Table 5: Proportion of Internet users performing banking activities, by age group – 2004 (%)**

Age group	DK	DE	EE	EL	CY	LV	LT	LU	HU	AT	PL	PT	SI	FI	SE	UK	TR	IS
16-24	43.6	26.6	44.2	2.4	4.3	22.0	9.3	23.1	7.1	17.9	5.3	8.5	7.2	49.0	34.1	29.6	5.7	55.2
25-34	71.6	54.8	84.3	8.7	17.1	51.0	37.3	58.5	7.5	42.3	25.3	34.6	28.4	81.7	63.2	43.7	21.6	78.3
35-44	62.5	47.0	79.1	7.8	17.7	36.1	28.1	64.6	13.1	45.1	17.8	35.4	27.3	79.5	54.7	37.8	31.9	70.1
45-54	60.8	41.7	81.5	12.7	18.9	41.3	38.0	53.4	14.3	33.7	17.9	37.7	36.4	76.7	51.7	34.2	23.5	62.0
55-64	54.7	41.5	84.0	5.6	12.7	34.9	34.7	64.6	:	32.0	19.9	24.1	:	69.5	45.6	33.1	24.1	57.2
65-74	47.6	43.9	53.8	0.0	27.8	63.0	31.9	49.3	:	35.7	14.7	:	:	71.5	35.9	:	23.1	42.3
16-74	59.2	43.3	69.4	6.6	12.8	35.4	23.1	52.9	9.6	35.2	13.9	25.9	23.4	71.5	49.4	35.8	15.9	65.1

Source: Eurostat, Community survey on ICT usage in households and by individuals.

The same can be said for ordering goods and services over the Internet for private use. Internet users in Luxembourg, Germany and the UK were the most likely to order on-line (with shares of 60%, 58%

and 56% respectively). The 25-34 age group was slightly ahead in most countries, in contrast to Cyprus and Lithuania, where the highest proportions are recorded for the 65 to 74-year-olds.

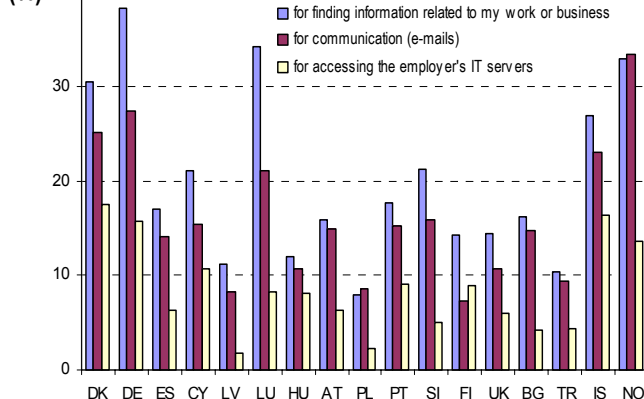
**Table 6: Proportion of Internet users having ordered goods or services, for private use, by age group – 2004 (%)**

Age group	EU-25	EU-15	DK	DE	EE	EL	ES	CY	LV	LT	LU	HU	AT	PL	PT	FI	SE	UK	BG	TR	IS	NO
16-24	34.6	41.2	62.3	56.2	10.1	2.7	12.6	6.7	7.3	3.2	44.8	10.8	26.7	11.4	9.9	48.9	55.1	47.6	5.1	2.6	39.4	57.9
25-34	51.6	56.0	60.8	73.6	15.2	7.3	22.8	19.2	12.9	4.2	67.1	20.6	45.0	21.4	17.7	60.3	64.1	63.3	4.3	6.6	49.3	63.0
35-44	48.1	51.0	55.6	57.8	11.0	8.6	22.1	12.0	8.1	2.3	64.2	15.6	37.6	18.7	18.6	48.1	56.1	59.9	8.5	8.0	50.2	53.4
45-54	43.9	47.9	51.9	51.1	13.8	11.2	19.5	11.7	5.9	3.9	62.2	11.8	30.5	9.8	:	37.4	45.3	59.7	4.5	2.3	42.5	44.2
55-64	37.5	39.7	33.5	42.8	5.3	4.8	15.2	13.8	1.0	0.0	60.0	12.7	21.4	7.8	:	26.6	37.7	47.2	2.2	2.2	34.6	44.1
65-74	:	:	21.3	:	12.5	9.8	6.9	50.0	12.2	9.5	53.9	20.4	25.1	17.7	:	23.6	:	39.4	15.4	0.0	17.5	28.1
16-74	43.7	48.0	52.2	57.6	11.7	6.3	18.9	12.6	8.5	3.3	60.1	14.3	34.3	14.3	14.3	45.3	51.0	55.9	55.3	4.6	43.7	52.8

Source: Eurostat, Community survey on ICT usage in households and by individuals.

## Teleworking using ICT most widespread in Denmark, Germany and Luxembourg

**Graph 4: Proportion of Internet users performing selected work activities outside the premises of their employer – 2004 (%)**



Source: Eurostat, Community survey on ICT usage in househ. and by individuals.

With the general development of the Internet and better devices for its access (especially in terms of cost and speed), new possibilities have been created for teleworking.

Looking at persons employed using the Internet for work-related activities outside the premises of their employer, it appears that, of the EU Member States, Denmark, Germany and Luxembourg show the highest participation. Finding work-related information was the most common reason (except for Poland), followed by communication (e-mail). Remote access to employers' IT servers requires a more advanced IT infrastructure and, as was to be expected, showed the lowest shares of the three categories, except for Finland where this share was higher than for communication (9% against 7%).

## Web presence for 90% of large enterprises

As 'information search and on-line services' is the most widespread purpose among individuals (see Graph 2), the setting-up and maintenance of websites is becoming increasingly important. At EU-25 level, 65% of enterprises, regardless of size, had set up a website by 2004 (see Table 7). Close to 90% of large enterprises (250 and more persons employed) did so. In general, the percentages decrease with the size of the enterprise. For small enterprises, the average was only 61%.

More revealing is a look at specific national features: taking all enterprises together, the percentage ranged from 38% in Portugal to 86% in Sweden.

More than 95% of large enterprises in Denmark, Germany, Austria and Sweden featured a website; the lowest proportion was in Hungary (64%).

**Table 7: Proportion of connected enterprises with a website by size class – 2004 (%)**

Size class	EU-25	EU-15	BE	CZ	DK	DE	EE	ES	IE	IT	CY	LT
Small (10-49)	61.4	63.0	67.5	63.8	80.6	73.2	54.6	41.8	60.0	47.5	49.9	44.1
Medium (50-249)	78.8	80.7	82.4	80.7	93.2	88.6	67.6	60.7	75.6	69.9	71.5	57.1
Large (250+)	89.7	91.1	89.9	87.8	97.0	95.9	81.9	77.1	92.5	80.1	93.2	73.4
All enterprises	65.2	66.6	70.4	67.6	83.1	76.9	57.5	45.5	64.8	50.5	54.3	48.1
Size class	HU	NL	AT	PL	PT	SI	FI	SE	UK	BG	NO	
Small (10-49)	42.9	71.7	72.2	45.4	33.4	56.1	73.7	83.3	73.5	37.6	69.0	
Medium (50-249)	49.0	82.3	89.2	67.3	52.3	79.1	92.7	95.3	87.0	44.7	86.1	
Large (250+)	63.5	92.2	95.1	84.0	75.5	90.3	92.9	97.8	92.4	58.4	91.0	
All enterprises	44.7	74.1	75.6	51.5	38.1	62.3	77.6	85.6	76.5	40.3	71.9	

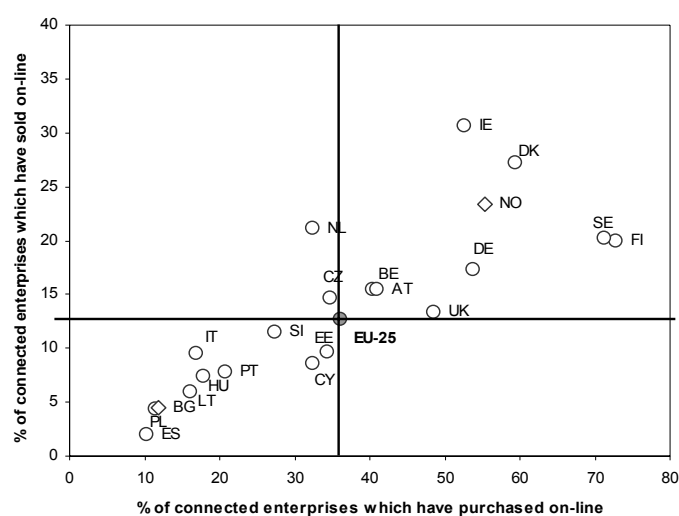
Source: Eurostat, Community survey on ICT usage and E-commerce in Enterprises.

Internet presence is a condition for selling over the Web. Graph 5 below links the percentage of enterprises selling with those purchasing on-line. Keeping in mind that purchasing on-line is generally more common than selling on-line, the Nordic countries (Finland, Sweden, Denmark and Norway) and Ireland form a cluster where these two elements were most developed.

At the other end of the spectrum, all new Member States, with the exception of the Czech Republic, recorded percentages under the EU average for both buying and selling.

Turning to other Internet functionalities used by enterprises (see Table 8), it appears that 'banking and financial services' were well developed. Where data were available, 'market monitoring' appeared to be fairly significant. The remaining services were often of lesser relevance to enterprises. Because of data availability, however, it is not possible to draw a detailed picture.

**Graph 5: E-commerce by enterprises – 2004 (%)**



Source: Eurostat, Community survey on ICT usage and E-commerce in Enterprises.

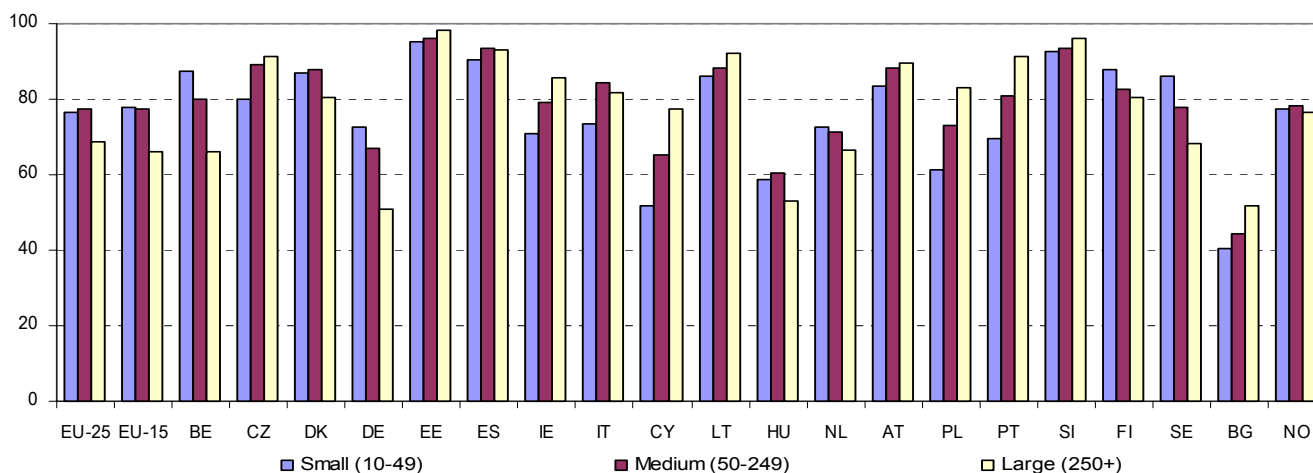
**Table 8: Internet purposes by connected enterprises (as a customer) – 2004 (%)**

	EU-25	EU-15	BE	CZ	DK	DE	EE	ES	IE	IT	CY	LT
Banking & financial services	76.4	77.3	85.7	82.1	87.0	70.8	95.6	91.0	73.1	74.9	54.5	86.6
Training & education	21.6	19.7	14.7	:	9.4	21.5	28.0	30.9	23.3	8.9	58.9	58.9
Market monitoring	:	:	56.9	:	37.5	64.6	:	43.1	35.2	:	70.0	52.4
Receiving digital products	:	:	35.6	:	35.4	52.7	:	29.7	23.2	:	23.0	23.4
Obtaining after sale services	:	:	24.2	:	:	52.3	:	25.1	15.8	:	22.6	8.1
	HU	NL	AT	PL	PT	SI	FI	SE	UK	BG	NO	
Banking & financial services	58.7	72.1	84.4	64.7	72.2	93.0	86.7	84.3	:	41.8	77.6	
Training & education	12.6	10.4	24.7	41.9	23.5	32.3	33.2	20.2	:	41.0	17.8	
Market monitoring	72.5	75.3	49.3	51.4	43.3	:	:	:	:	61.6	40.4	
Receiving digital products	16.8	24.4	33.5	42.9	22.0	:	:	65.4	:	24.3	41.3	
Obtaining after sale services	15.4	27.8	14.8	12.7	17.8	:	:	:	:	9.4	44.7	

Source: Eurostat, Community survey on ICT usage and E-commerce in Enterprises.



**Graph 6: Proportion of connected enterprises having used Internet for banking & financial services, by size-class – 2004 (%)**



Source: Eurostat, Community survey on ICT usage and E-commerce in Enterprises.

Taking a closer look at the use of Internet for banking and financial services by enterprise size-class, relatively small differences are observed. In general, Hungary scores low compared to Estonia, Spain and Slovenia, which were well above the EU average. In

countries like Germany, the Netherlands, Finland and Sweden, the shares of enterprises using Internet for banking and financial services decrease with company size, a reversal of the pattern seen in many other countries.

## ➤ ESSENTIAL INFORMATION – METHODOLOGICAL NOTES

### ABBREVIATIONS

**EU:** European Union, including the 25 Member States (EU-25): Belgium (BE), the Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Greece (EL), Spain (ES), France (FR), Ireland (IE), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), the Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE) and the United Kingdom (UK).

**EU-15:** European Union, including 15 Member States (BE, DK, DE, EL, ES, FR, IE, IT, LU, NL, AT, PT, FI, SE, UK).

**BG:** Bulgaria – **TR:** Turkey – **IS:** Iceland – **NO:** Norway

### SYMBOLS

“.” non available or confidential.

### SURVEY ON ICT USAGE IN ENTERPRISES

**Survey period:** first quarter 2004

**Sample size:** 99 069 enterprises employing 10 persons or more (in EU-25, Candidate countries, Iceland and Norway)

**Activity coverage:** enterprises classified in the following NACE Rev. 1.1 categories:

*Section D – Manufacturing*

*Section F – Construction*

*Section G – Distributive trades*

*Section H, Groups 55.1 and 55.2 – Hotels and accommodation*

*Section I – Transport, storage and communication*

*Section K – Real estate, renting and business activities*

*Section O Groups 92.1 and 92.2 – Motion picture, video, radio and television activities*

For a full overview of the NACE classification, please refer to RAMON, Eurostat's classification server:  
<http://europa.eu.int/comm/eurostat/ramon>.

### SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS

**Survey period:** first quarter 2004

**Sample size:** 75 016 households and 136 452 individuals (in EU-25, Candidate countries, Iceland and Norway)

**Lower age limit for survey of individuals:** 16 years

**Upper age limit for survey of individuals:** 74 years

**EXTRACTION DATE** for all figures presented in this publication: 31 January 2005

**Data for Luxembourg received after the extraction date:**

**Table 7:** Small: 64,4 ; Medium: 69,3 ; Large: 86,9 ; All enterprises: 66,3.

**Table 8:** Banking & financial services: 67,8 ; Training & education: 12,3 ; Market monitoring: 40,7 ; Receiving digital products: 47,2 ; Obtaining after sale services: 24,3.

**Graph 6:** Small: 69,7 ; Medium: 60,0 ; Large: 69,2.

# Further information:

## Reference publications

Databases: [EUROSTAT Website/Home page/Data](#)

- [-]  **Industry, trade and services**
    - [+]  Industry, trade and services - horizontal view
    - [-]  **Information society statistics**
  
  - [-]  **Population and social conditions**
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    - [+]  Health 
    - [+]  Education and training
    - [+]  Labour market
    - [+]  Living conditions and welfare
    - [-]  **Information society statistics**
  
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### European Statistical Data Support:

Eurostat set up with the members of the 'European statistical system' a network of support centres, which will exist in nearly all Member States as well as in some EFTA countries.

Their mission is to provide help and guidance to Internet users of European statistical data.

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