

14 November 2024

## Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households

Year 2024

### Main results

- 95.8% of the population aged 16 to 74 used the Internet in the last three months (0.4 points more than in 2023).
- 56.7% made purchases online in the last three months (0.8 points more than in 2023).
- A 15.1% of the people employed between 16 and 74 years old worked remotely the week before the survey.

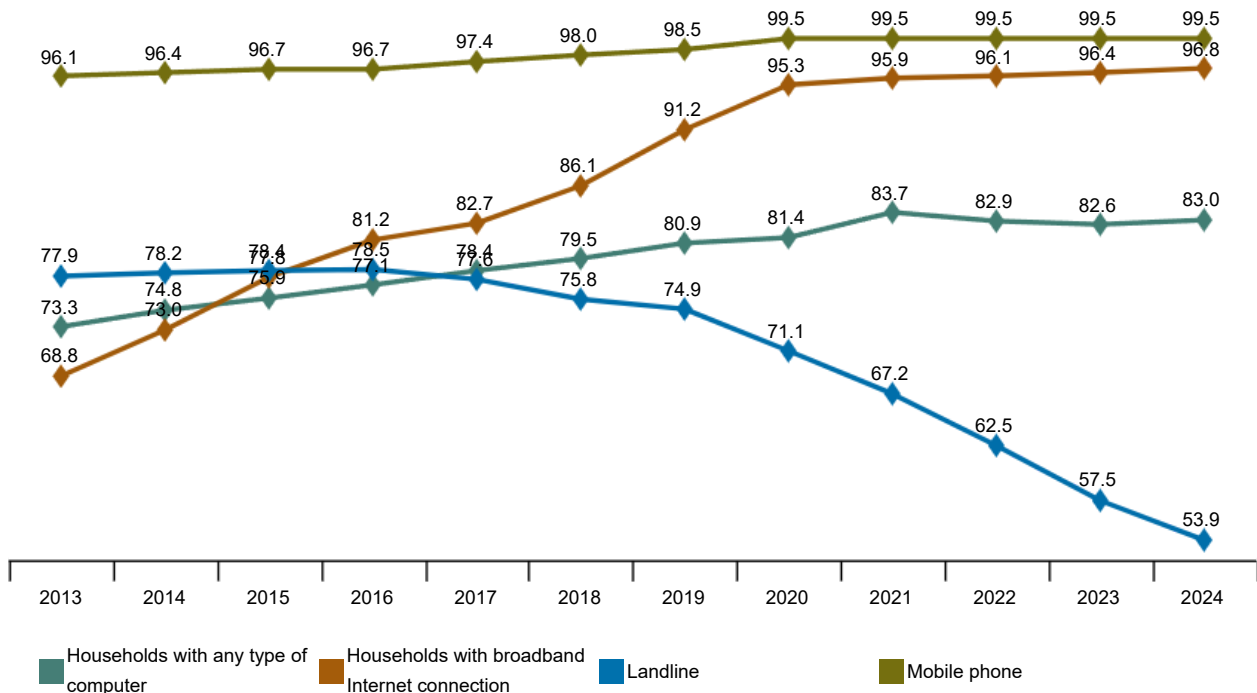
### More information

- [Annex of tables](#) (includes information from the Autonomous Communities)
- [Detailed results](#)
- [Infographics ICT in households / New technologies in households](#)

The mobile phone was present in 99.5% of households with at least one member aged between 16 and 74. Landlines in 53.9% of households, 3.6 points fewer than in 2023.

### Evolution of ICT equipment in households. Year 2024

Percentage of households with a member aged 16 to 74



99.8% of households had some type of phone (landline or mobile) and 53.6% had both types. 0.3% only had a landline and 45.9% exclusively used a mobile phone.

Current press release at: <https://www.ine.es/dyngs/Prensa/en/TICH2024.htm>

83.0% of households had some type of computer (desktop, laptop, tablet, etc.), 0.4 points fewer than in 2023

96.8% of households had Internet access via fixed and/or mobile broadband (compared to 96.4% in 2023).

85.7% gained access with a fixed broadband connection (fibre optics, cable, ADSL, etc.) and 11.1% only through a mobile connection (3G, 4G or 5G).

### Use of ICT by people aged 16 to 74

95.8% of people aged 16 to 74 used the Internet in the last three months (0.4 points more than in 2023) and 91.5% did so on a daily basis (1.5 points more).

56.7% made purchases online for personal reasons in the last three months, 0.8 points more than in 2023.

The autonomous communities with the highest percentages of Internet users and people making purchases in the last three months are the Community of Madrid (97.7% and 62.8% respectively), Catalonia (97.0% and 62.5%) and Balearic Islands (96.3% and 60.5%).

### Internet use by autonomous communities and cities. Year 2024

Percentage of population aged 16-74

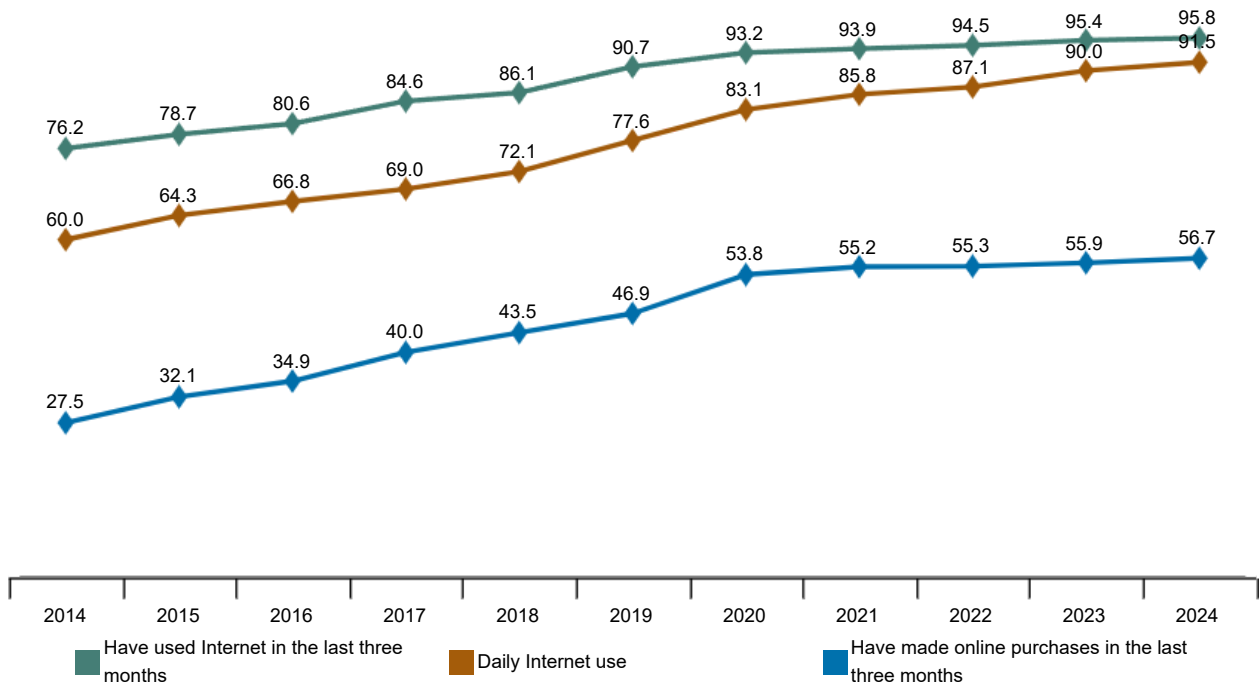
|                                    | Year 2024                                       |                              |   |
|------------------------------------|---|------------------------------|---|
|                                    | Have used the internet in the last three months | Have used the internet daily | Have made online purchases in the last three months |
| <b>TOTAL</b>                       | 95.8  | 91.5                         | 56.7  |
| <b>Andalucía</b>                   | 95.0  | 91.6                         | 53.7  |
| <b>Aragón</b>                      | 96.2  | 92.6                         | 56.0  |
| <b>Asturias, Principado de</b>     | 92.8  | 86.9                         | 52.7  |
| <b>Balears, Illes</b>              | 96.3  | 93.3                         | 60.5  |
| <b>Canarias</b>                    | 96.1  | 92.5                         | 48.7  |
| <b>Cantabria</b>                   | 94.3  | 89.9                         | 56.6  |
| <b>Castilla y León</b>             | 94.7  | 88.7                         | 50.1  |
| <b>Castilla - La Mancha</b>        | 95.9  | 90.9                         | 54.1  |
| <b>Cataluña</b>                    | 97.0  | 92.7                         | 62.5  |
| <b>Comunitat Valenciana</b>        | 95.8  | 92.5                         | 55.9  |
| <b>Extremadura</b>                 | 92.1  | 88.3                         | 53.4  |
| <b>Galicia</b>                     | 92.5  | 86.9                         | 53.6  |
| <b>Madrid, Comunidad de</b>        | 97.7  | 93.5                         | 62.8  |
| <b>Murcia, Región de</b>           | 95.4  | 90.1                         | 51.9  |
| <b>Navarra, Comunidad Foral de</b> | 95.7  | 92.2                         | 59.9  |
| <b>País Vasco</b>                  | 95.8  | 89.5                         | 56.4  |
| <b>Rioja, La</b>                   | 94.3  | 89.8                         | 52.8  |
| <b>Ceuta</b>                       | 95.2  | 89.7                         | 45.1  |
| <b>Melilla</b>                     | 96.4  | 92.4                         | 54.0  |

Current press release at: <https://www.ine.es/dyngs/Prensa/en/TICH2024.htm>

By sex, women displayed slightly higher percentages than men. 0.8 points more in Internet use in the last three months, 0.2 points more in daily use and 2.3 points more in online purchases in the last three months.

**Evolution in ICT use by people aged 16 to 74. Year 2024**

Percentage of population aged 16-74

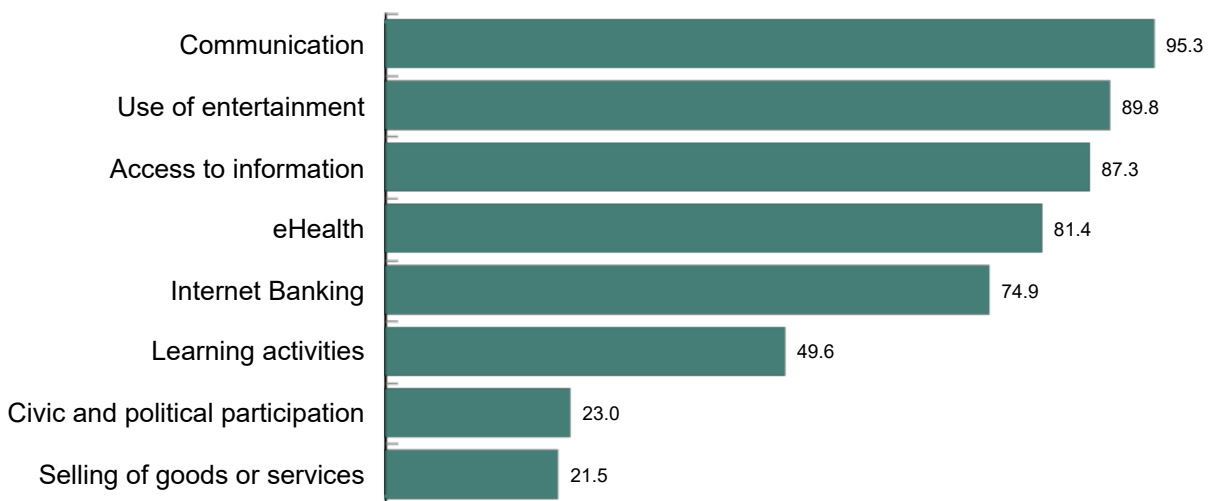


**Activities carried out and products purchased**

95.3% of people aged 16-74 did some activity related to communication, 89.8% to entertainment and 87.3% to information.

**Internet activities in the last three months. Year 2024**

Percentage of population aged 16-74



Current press release at: <https://www.ine.es/dyngs/Prensa/en/TICH2024.htm>

As for purchases made in the last three months, 55.5% of the population aged 16 to 74 purchased a product in physical format, 0.9 points more than in 2023.

45.1% of the population aged 16 to 74 downloaded a product or subscription in the last three months, 3.2 points more than in 2023. Finally, 23.9% subscribed to an *Accommodation service* in the last three months (2.0 points more than in 2023), while 22.7% did so to *Transport services* (2.1 points more).

The most purchased or downloaded products were *Clothing, shoes or accessories* (by 40.6% of the population), *Event tickets* (26.4%) and *Restaurant deliveries, fast food, catering* (24.9%).

**Purchasers in the last three months by product type. Year 2024**

Percentage of population aged 16-74

| Year 2024 |                             |                            |                        |                         |  |
|-----------|-----------------------------|----------------------------|------------------------|-------------------------|--|
| TOTAL     | Products in physical format | Downloads or subscriptions | Accommodation services | Transportation services |  |
| 56.7      | 55.5                        | 45.1                       | 23.9                   | 22.7                    |  |

**E-Government**

Almost eight out of ten people aged 16 to 74 (79.7%) contacted or interacted with the authorities or public services over the Internet in the last 12 months for particular reasons.

The most common contacts were for *Accessing stored information* (61.5%) and *Making an appointment or booking* (58.8%).

**Remote Working**

15.1% of employed people aged 16 to 74 declared that they worked remotely during the week before the survey. This percentage is 1.3 points higher than in 2023.

The Community of Madrid (26.7% of employed people worked remotely), Catalonia (21.5%) and the Valencian Community (13.5%) were the autonomous communities with the highest percentages.

On average, they worked remotely 3.0 days a week, 0.1 days less than in 2023.

Employed people valued their experience with this form of work very positively, with an average of 8.7 points out of 10.

**Use of ICT by minors (aged 10 to 15)**

95.8% of minors used a computer, 2.7 points more than in 2023. And 96.0% browsed the Internet, 1.3 points more. Meanwhile, 69.6% used a mobile phone, 1.0 points less than in 2023.

**Data revisions and updates**

The data published today are final. All results of this operation are available on [INEbase](#).

Current press release at: <https://www.ine.es/dyngs/Prensa/en/TICH2024.htm>

## Methodological note

The Survey on Equipment and Use of Information and Communication Technologies in Homes has been carried out by the INE following the methodological recommendations of the Statistical Office of the European Union (Eurostat).

Its aim is to obtain data on the development and evolution of the Information Society, which includes I household ICT equipment, degree of Internet use, activities carried out, e-commerce, e-government, etc.

For the purposes of achieving greater comparability with Eurostat's data, the results refer to homes inhabited by at least one person aged 16 to 74 and people in the same age group. However, additional information is also included on minors (aged 10 to 15) and people aged 75 and over.

**Type of operation:** annual sampling statistics.

**Population and geographical scope:** main family homes and people residing in them throughout the national territory.

**Reference period for the data:** the calendar year.

**Information reference period:** the different periods (12 months, three months, last week, etc.) refer to the time interval prior to the moment of the interview.

**Information collection period:** from 1 April to 28 June 2024.

**Sampling type:** Stratified three-stage. The first-stage units are the census sections. The second-stage units are the main family homes. In the third stage, one person aged 16 or over from each household is selected. Similarly, information is obtained from all the children aged 10 to 15 in the home. The theoretical sample size is 26,193 homes, of which a quarter are renewed each year.


**Collection method:** phone interviews and filling in information online.

For more information, you can access the [methodology](#) and the [standardised methodological report](#).

INE statistics are produced in accordance with the Code of Good Practice for European Statistics. More information on [Quality at INE and the Code of Best Practices](#).

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For further information see [INEbase](#)

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