



La France se classe 16<sup>e</sup> selon l'indice DESI 2017. Elle obtient de bons résultats en matière de compétences numériques (9<sup>e</sup> place) et d'administration en ligne (9<sup>e</sup> place). En revanche, elle est en dessous de la moyenne de l'UE pour l'intégration des technologies numériques par les entreprises, la connectivité et l'utilisation d'Internet par les particuliers.

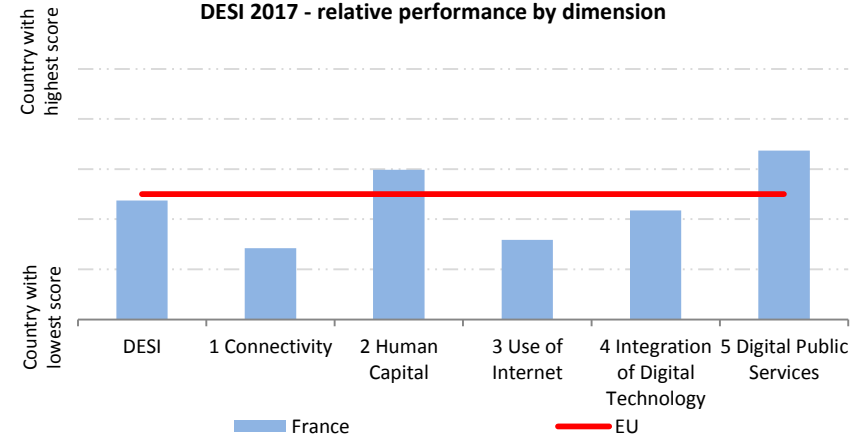
L'indice relatif à l'économie et à la société numériques est un indice composite permettant de mesurer les progrès accomplis à l'aide de cinq composantes:

- |   |   |
|---|---|
| 1 Connectivité                            | Haut débit fixe, haut débit mobile, vitesse de connexion et tarifs                |
| 2 Capital humain                          | Utilisation d'Internet, compétences numériques élémentaires et avancées           |
| 3 Utilisation d'Internet                  | Utilisation des services de contenu, de communication et de transactions en ligne |
| 4 Intégration des technologies numériques | Passage des entreprises au numérique et commerce en ligne                         |
| 5 Services publics numériques             | Administration en ligne   |

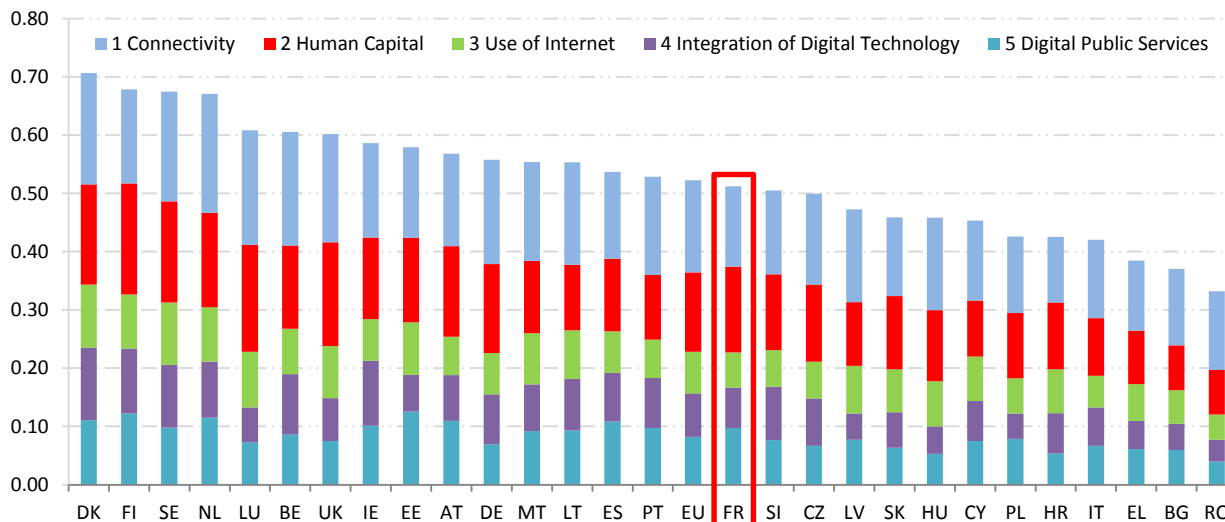
**Groupage:** la France appartient au groupe des pays obtenant des résultats moyens.

|                        | France rank | France score | Cluster score | EU score |
|------------------------|-------------|--------------|---------------|----------|
| DESI 2017              | 16          | 0.51         | 0.54          | 0.52     |
| DESI 2016 <sup>1</sup> | 16          | 0.48         | 0.51          | 0.49     |

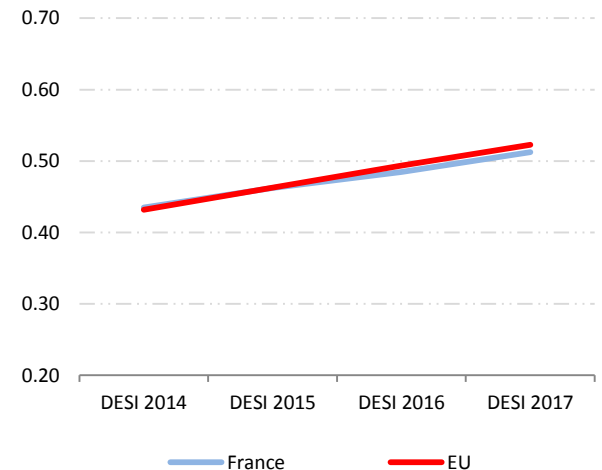
DESI 2017 - relative performance by dimension



Digital Economy and Society Index (DESI) 2017 ranking



DESI - evolution over time

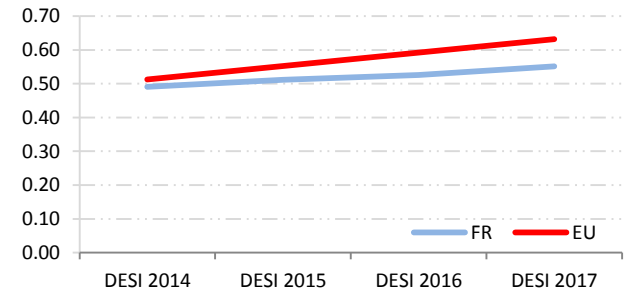


1) Connectivité: la France a assuré une couverture universelle en haut débit mais le niveau de connectivité atteint est inférieur à la moyenne européenne, notamment en raison de la faible couverture en haut débit rapide (NGA).

|   | France                     |      |                            |      | EU                         |  |
|---|----------------------------|------|----------------------------|------|----------------------------|--|
|   | DESI 2017                  |      | DESI 2016                  |      | DESI 2017                  |  |
|   | value                      | rank | value                      | rank | value                      |  |
| <b>1a1 Fixed Broadband Coverage</b><br>% households                       | 99.95%                     | ↑ 6  | 99.76%                     | 8    | 98%                        |  |
|   | 2016                       |      | 2015                       |      | 2016                       |  |
| <b>1a2 Fixed Broadband Take-up</b><br>% households                        | 72%                        | ↑ 11 | 71%                        | 12   | 74%                        |  |
|   | 2016                       |      | 2015                       |      | 2016                       |  |
| <b>1b1 Mobile Broadband Take-up</b><br>Subscriptions per 100 people       | 81                         | ↑ 14 | 73                         | 11   | 84                         |  |
|   | June 2016                  |      | June 2015                  |      | June 2016                  |  |
| <b>1b2 4G coverage<sup>2</sup></b><br>% households (average of operators) | 69%                        | 24   | NA                         |      | 84%                        |  |
|   | 2016                       |      |                            |      | 2016                       |  |
| <b>1b3 Spectrum<sup>3</sup></b><br>% of the target                        | 63%                        | ↑ 20 | 61%                        | 21   | 68%                        |  |
|   | 2016                       |      | 2015                       |      | 2016                       |  |
| <b>1c1 NGA Coverage</b><br>% households                                   | 47%                        | ↑ 27 | 45%                        | 26   | 76%                        |  |
|   | 2016                       |      | 2015                       |      | 2016                       |  |
| <b>1c2 Subscriptions to Fast Broadband</b><br>% subscriptions >= 30Mbps   | 18%                        | ↑ 24 | 15%                        | 23   | 37%                        |  |
|   | June 2016                  |      | June 2015                  |      | June 2016                  |  |
| <b>1d1 Fixed Broadband Price<sup>4</sup></b><br>% income                  | 1.1%                       | ↓ 11 | 0.9%                       | 7    | 1.2%                       |  |
|   | price 2016,<br>income 2015 |      | price 2015,<br>income 2015 |      | price 2016,<br>income 2015 |  |

| 1 Connectivity | France |       | Cluster | EU    |
|----------------|--------|-------|---------|-------|
|                | rank   | score | score   | score |
| DESI 2017      | 20     | 0.55  | 0.63    | 0.63  |
| DESI 2016      | 20     | 0.53  | 0.60    | 0.59  |

1 Connectivity - evolution over time

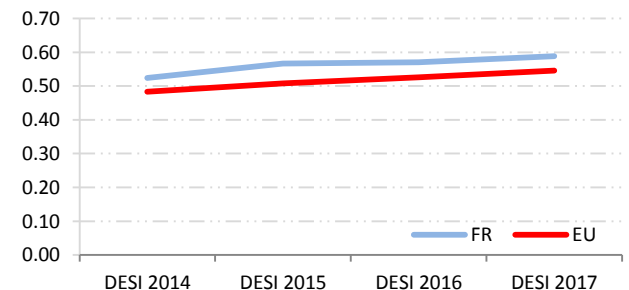


2) Capital humain: la France obtient de bons résultats en matière de compétences numériques, tant élémentaires qu'avancées, dus à une très forte proportion de diplômés scientifiques et techniques (2<sup>e</sup> place).

|  | France    |      |           |      | EU        |  |
|--|-----------|------|-----------|------|-----------|--|
|  | DESI 2017 |      | DESI 2016 |      | DESI 2017 |  |
|  | value     | rank | value     | rank | value     |  |
| <b>2a1 Internet Users</b><br>% individuals                     | 82%       | ↑ 10 | 81%       | 10   | 79%       |  |
|  | 2016      |      | 2015      |      | 2016      |  |
| <b>2a2 At Least Basic Digital Skills</b><br>% individuals      | 56%       | ↓ 11 | 57%       | 12   | 56%       |  |
|  | 2016      |      | 2015      |      | 2016      |  |
| <b>2b1 ICT Specialists<sup>5</sup></b><br>% individuals        | 3.6%      | ↑ 13 | 3.2%      | 16   | 3.5%      |  |
|  | 2015      |      | 2014      |      | 2015      |  |
| <b>2b2 STEM Graduates</b><br>Per 1000 individuals (aged 20-29) | 23        | → 2  | 23        | 2    | 19        |  |
|  | 2014      |      | 2013      |      | 2014      |  |

| 2 Human Capital | France |       | Cluster | EU    |
|-----------------|--------|-------|---------|-------|
|                 | rank   | score | score   | score |
| DESI 2017       | 9      | 0.59  | 0.57    | 0.55  |
| DESI 2016       | 10     | 0.57  | 0.55    | 0.53  |

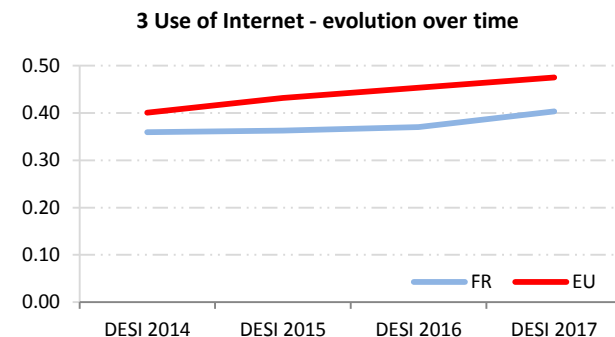
2 Human Capital - evolution over time



### 3) Utilisation d'Internet: un grand nombre d'internautes français utilisent les services de banque et d'achats en ligne. Cependant, ils tendent à utiliser moins de services de communication et de divertissement que les autres Européens.

|  | France    |      |           |      | EU        |
|--|-----------|------|-----------|------|-----------|
|  | DESI 2017 |      | DESI 2016 |      | DESI 2017 |
|  | value     | rank | value     | rank | value     |
| <b>3a1 News</b>                                      | 56%       | ↑ 27 | 50%       | 27   | 70%       |
| % individuals who used Internet in the last 3 months | 2016      |      | 2015      |      | 2016      |
| <b>3a2 Music, Videos and Games<sup>6</sup></b>       | 75%       | 21   | NA        |      | 78%       |
| % individuals who used Internet in the last 3 months | 2016      |      |           |      | 2016      |
| <b>3a3 Video on Demand<sup>7</sup></b>               | 12%       | 18   | NA        |      | 21%       |
| % individuals who used Internet in the last 3 months | 2016      |      |           |      | 2016      |
| <b>3b1 Video Calls</b>                               | 34%       | ↑ 25 | 30%       | 26   | 39%       |
| % individuals who used Internet in the last 3 months | 2016      |      | 2015      |      | 2016      |
| <b>3b2 Social Networks</b>                           | 47%       | ↑ 28 | 45%       | 28   | 63%       |
| % individuals who used Internet in the last 3 months | 2016      |      | 2015      |      | 2016      |
| <b>3c1 Banking</b>                                   | 69%       | → 10 | 69%       | 9    | 59%       |
| % individuals who used Internet in the last 3 months | 2016      |      | 2015      |      | 2016      |
| <b>3c2 Shopping</b>                                  | 75%       | ↑ 7  | 74%       | 8    | 66%       |
| % internet users (last year)                         | 2016      |      | 2015      |      | 2016      |

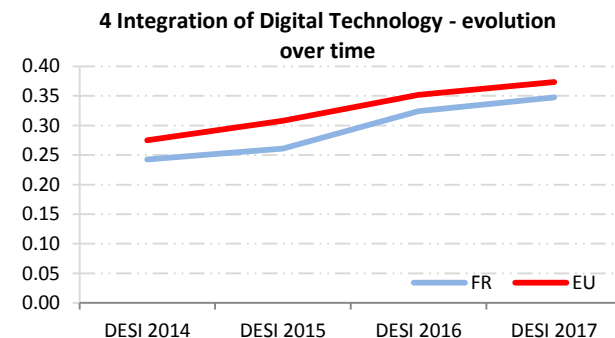
| 3 Use of Internet | France |       | Cluster | EU    |
|-------------------|--------|-------|---------|-------|
|                   | rank   | score | score   | score |
| DESI 2017         | 25     | 0.40  | 0.45    | 0.48  |
| DESI 2016         | 25     | 0.37  | 0.42    | 0.45  |



### 4) Intégration des technologies numériques: les entreprises en France sont plutôt actives dans le domaine du commerce électronique mais le taux d'intégration des autres technologies numériques (facturation électronique, informatique en nuage, identification électronique) y est inférieur à la moyenne de l'UE.

|   | France    |      |           |      | EU        |
|---|-----------|------|-----------|------|-----------|
|   | DESI 2017 |      | DESI 2016 |      | DESI 2017 |
|   | value     | rank | value     | rank | value     |
| <b>4a1 Electronic Information Sharing</b> | 39%       | 10   | 39%       | 10   | 36%       |
| % enterprises                             | 2015      |      | 2015      |      | 2015      |
| <b>4a2 RFID</b>                           | 2.7%      | 24   | 2.7%      | 24   | 3.9%      |
| % enterprises                             | 2014      |      | 2014      |      | 2014      |
| <b>4a3 Social Media</b>                   | 14%       | ↑ 20 | 12%       | 20   | 20%       |
| % enterprises                             | 2016      |      | 2015      |      | 2016      |
| <b>4a4 eInvoices</b>                      | 15%       | 16   | NA        |      | 18%       |
| % enterprises                             | 2016      |      | 2015      |      | 2016      |
| <b>4a5 Cloud</b>                          | 12%       | 16   | NA        |      | 13%       |
| % enterprises                             | 2016      |      | 2015      |      | 2016      |
| <b>4b1 SMEs Selling Online</b>            | 16%       | → 15 | 16%       | 13   | 17%       |
| % SMEs                                    | 2016      |      | 2015      |      | 2016      |
| <b>4b2 eCommerce Turnover</b>             | 10.3%     | ↓ 10 | 10.6%     | 9    | 9.4%      |
| % SME turnover                            | 2016      |      | 2015      |      | 2016      |
| <b>4b3 Selling Online Cross-border</b>    | 7.9%      | 15   | 7.9%      | 15   | 7.5%      |
| % SMEs                                    | 2015      |      | 2015      |      | 2015      |

| 4 Integration of Digital Technology | France |       | Cluster | EU    |
|-------------------------------------|--------|-------|---------|-------|
|                                     | rank   | score | score   | score |
| DESI 2017                           | 16     | 0.35  | 0.40    | 0.37  |
| DESI 2016                           | 18     | 0.32  | 0.37    | 0.35  |

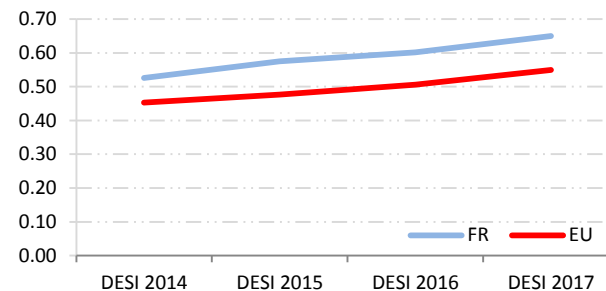


5) Services publics numériques: la France est l'un des leaders européens en matière d'administration en ligne (utilisation et services proposés en ligne) et de données ouvertes. Cependant, les formulaires proposés en ligne par les services publics ne comportent pas assez de champs préremplis.

|  | France             |      |                    |      | EU                 |
|--|--------------------|------|--------------------|------|--------------------|
|  | DESI 2017<br>value | rank | DESI 2016<br>value | rank | DESI 2017<br>value |
| <b>5a1 eGovernment Users</b><br>% internet users (last year) | 56% ↑              | 6    | 48%                | 7    | 34%                |
| <b>5a2 Pre-filled Forms</b><br>Score (0 to 100)              | 27 →               | 22   | 27                 | 20   | 49                 |
| <b>5a3 Online Service Completion</b><br>Score (0 to 100)     | 86 →               | 13   | 86                 | 12   | 82                 |
| <b>5a4 Open Data<sup>8</sup></b><br>% of maximum score       | 86% ↑              | 2    | 76%                | 2    | 59%                |

| 5 Digital Public Services | France |       | Cluster | EU    |
|---------------------------|--------|-------|---------|-------|
|                           | rank   | score | score   | score |
| DESI 2017                 | 9      | 0.65  | 0.59    | 0.55  |
| DESI 2016                 | 9      | 0.60  | 0.56    | 0.51  |

5 Digital Public Services - evolution over time



### Methodological note

<sup>1</sup> **DESI 2016** was re-calculated for all countries to reflect slight changes in the choice of indicators and corrections to the underlying indicator data. As a result, country scores and rankings may have changed from the previous publication.

<sup>2</sup> **4G coverage:** This is a new DESI indicator measuring the average coverage of telecom operators' 4G networks.

<sup>3</sup> **Spectrum:** There is a decrease in most of the Member States due to the additional EU harmonisation of the 700 MHz band in April 2016.

<sup>4</sup> **Fixed Broadband Price:** Due to a slight methodological change, historical data was re-calculated.

<sup>5</sup> **ICT Specialists:** Historical data have been revised by Eurostat.

<sup>6</sup> **Music, Videos and Games:** Break in series due to a change in the Eurostat survey.

<sup>7</sup> **Video on Demand:** Break in series due to a change of data source. New source is Eurostat.

<sup>8</sup> **Open Data:** Change of data source. The historical data have also been restated. The new source is the European Data Portal.