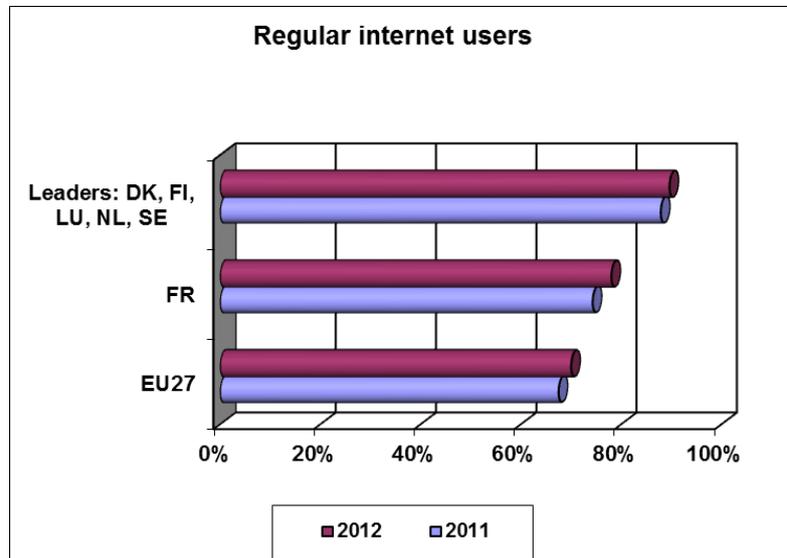


France: Internet usage and digital skills

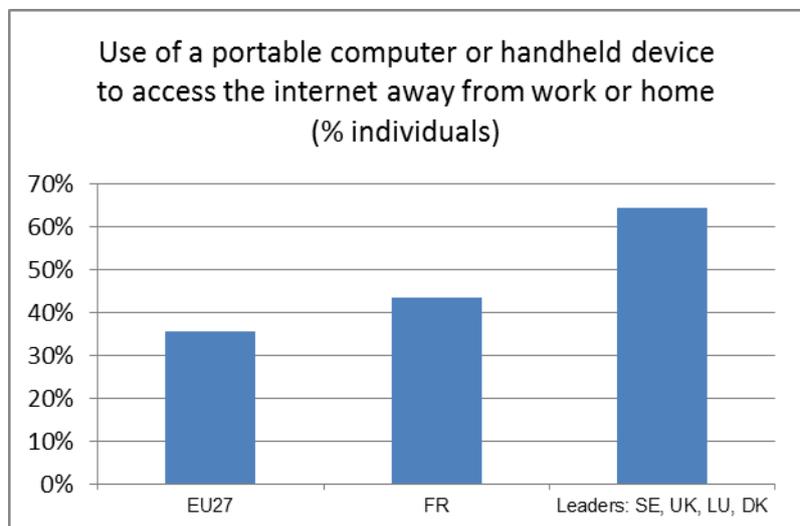
Internet usage

France is one of the countries which have integrated information technologies decidedly and in fact, French are above average users of the internet. 78% of them are now using the internet **regularly** (at least once a week), up 4 p.p. since 2011 and above the EU average of 70%. **Frequent use** is also high with 65% of the population going online every day, up from 62% in 2011, above the EU average of 59%. Less than 1 in 6 French citizens



(15%) have **never used the internet**, down from 28% in 2011, well below the EU average of 22%. With regard to **disadvantaged people**, the rate of regular internet usage is high, 66%, 12 p.p. above the EU average of 54%.

New data on mobile use of the internet shows that in France access to the internet via mobile devices is a little above the EU average: while an average 36% of EU citizens accessed the internet via a mobile device in 2012, in Spain that rate was 39%. On the other hand, enterprises in Spain are below the EU average (48%) in providing their staff with portable devices for accessing the internet. The figure for Spain is 45%.

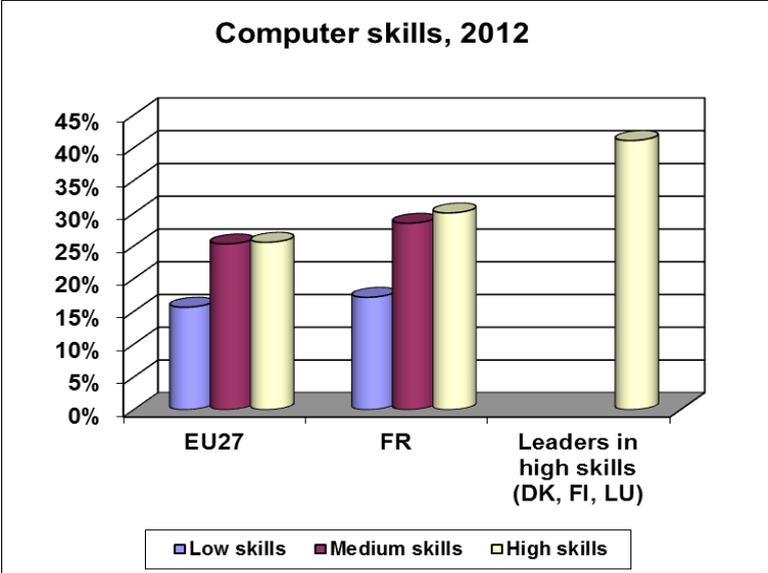


The French typically go online to look up information, manage their money and make use of travel and accommodation services. The most popular activity is finding information about goods and services with a rate of 69% (above the EU average of 62%). 54% perform internet banking, a significant 14 p.p. above the EU average, and another 38% are used to make travel and accommodation arrangements online, 2 p.p. above the average European. On the other hand, the French rely less on the internet for reading/downloading online

newspapers/news (31% in 2012, compared with the EU average of 45%, but a significant increase from the 2011 rate of 2011).

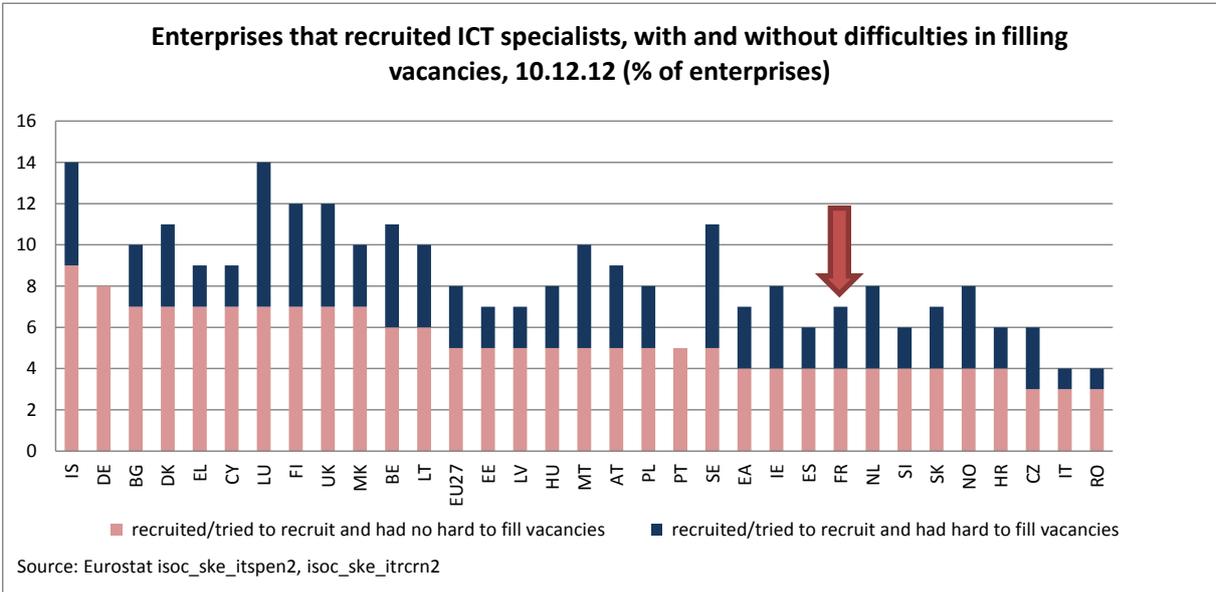
Digital Competence/ICT skills

76% of citizens in France have some level of computer skills, above the average for the EU of 67%. Rates of high medium and low level skills are all above the EU average. While in France the rate of high skills is 30% in the EU it is 26%. For medium skills it is 28%, compared to 25% and for low it is 17% compared to 16% for the EU average. Despite its above average rate of high skills, France is not one of the leaders in high computer skills. The leaders in high skills (DK, FI, LU) have rates at or above 40%.



Furthermore, 41% of the population still has either low or now skills at all. While this is below the EU average (of 49%), it is still substantial.

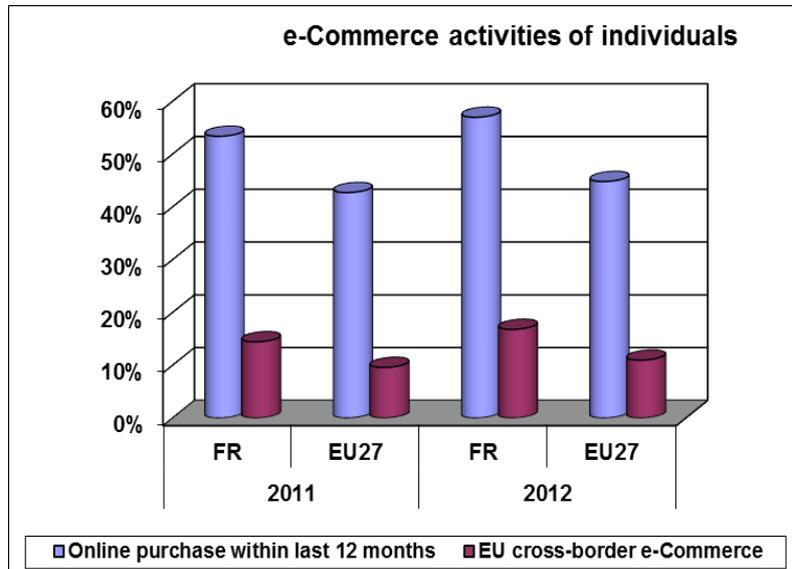
The EU suffers from a shortage of ICT professional skills and it is expected that by 2015 there could be as many as 900 000 unfilled vacancies in Europe in this domain. New data on hard to fill vacancies shows that while it is a cross European problem, in some countries the issue is more severe than in others. In France, 7% of enterprises recruited or tried to recruit ICT specialists in 2012 - equalling the rates of Slovakia and Estonia and only 1 p.p. below the EU average. 43% out of these (3% of firms) reported having difficulties recruiting such employees, which compares to 40% for the EU average.



Source: Eurostat isoc_ske_itspen2, isoc_ske_itrcrn2

e-Commerce

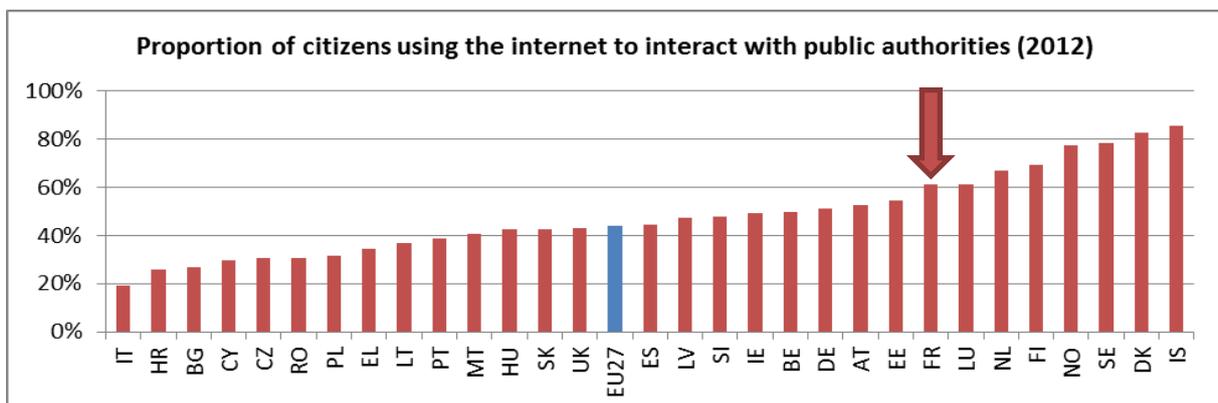
The French are formidable online shoppers with 57% of them in 2012 having purchased goods or services online within the last 12 months, 12 p.p. above the European average and 4 pp. above the 2011 level. They are also keen on buying from other EU sellers; at a rate of 17% compared with the EU average of 11%. However, buying from national sellers is still more prevalent: 52% of citizens engaged in online shopping from national sellers (11 p.p. above the EU average).



E-Commerce diffusion among French enterprises is slightly below the EU average. In fact, while 11% of French businesses engaged in e-Commerce sales in 2012 (a proportion that has remained stable over the past few years), the EU average was 14%. Similarly, 11% of French SMEs engaged in e-Commerce sales in 2012, while the EU average was 13%. There was a noteworthy decline in the percentage of enterprises purchasing online in 2012 (14%, down 6 p.p. over 2011), in line with the EU average, which also decreased from 19% in 2011 to 16% in 2012. The proportion of enterprises' turnover achieved through e-Commerce in 2012 was in line with the EU average (14%, 1 p.p. above the EU average, and stable since 2011).

e-Government

In 2012, 61% of citizens in France made use of the internet for eGovernment services, a 5 p.p. increase on the previous year. 40% sent filled-in forms. These rates are above those of the EU27 average, of 44% and 22% respectively.



Also noteworthy is the fact that 94% of French enterprises are using the Internet for interaction with public authorities, above the EU27 average of 87%.