

EMBARGO: Wednesday 20 December 2017 - 11:00 CET

199/2017 - 20 December 2017

Internet usage

Online peer-to-peer accommodation services used by 1 in 6 EU citizens

8% booked transport services

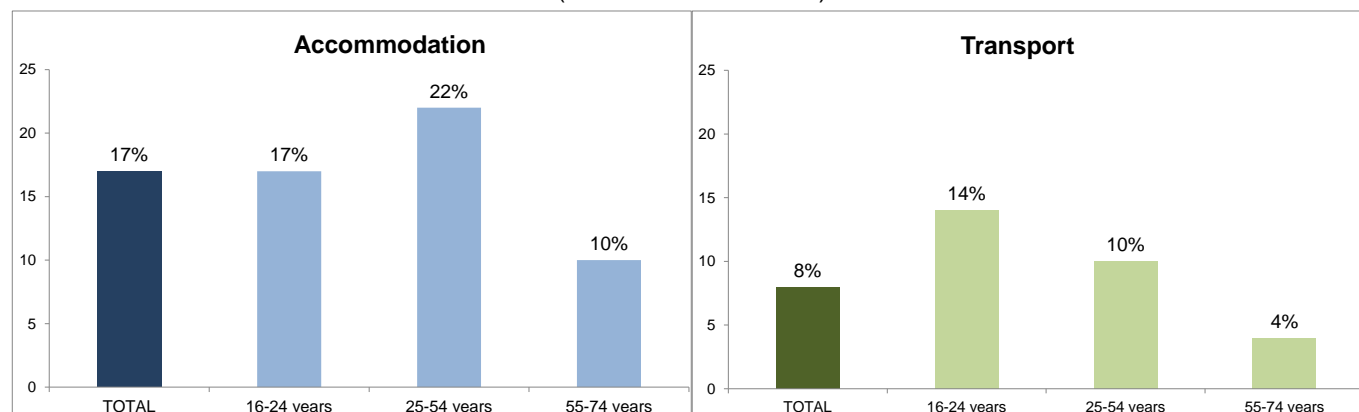
According to 2017 survey results, 17% of individuals in the **EU** arranged accommodation (room, apartment, house, holiday cottage, etc.) via websites or apps from another private individual for private purposes in the preceding 12 months. Most of them used dedicated websites or apps, but other websites or apps (including those of social networks) have also had a share in facilitating those activities. These peer-to-peer services are part of the so called 'collaborative' or 'sharing economy'.

Arranging transport services online was less common, being used by around 8% of individuals in the **EU**. Again, this was mainly done via dedicated websites or apps.

While online accommodation booking from another private individual was more common among individuals aged 25-54 (22%), arranging transport services from another private person tends to be more popular among the younger generation (14% of those aged 16-24).

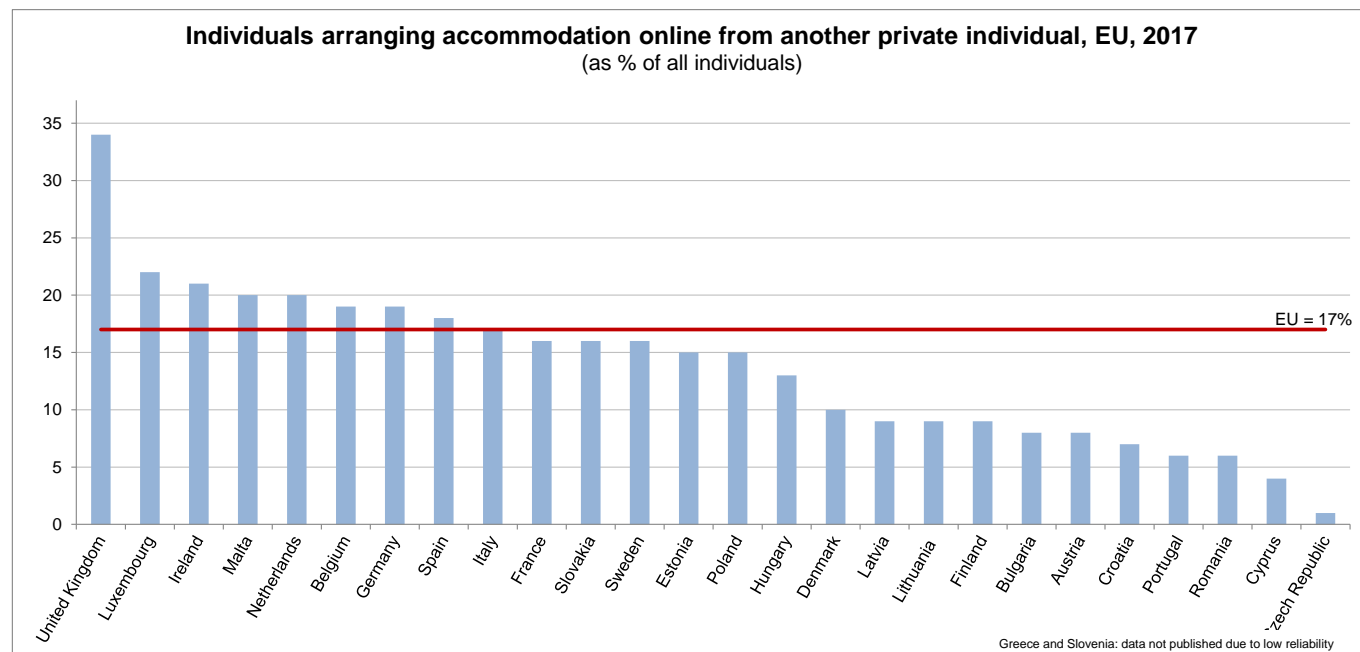
This information, issued by **Eurostat, the statistical office of the European Union**, is part of the results of the survey conducted in 2017 on ICT (Information and Communication Technologies) usage in households and by individuals.

Individuals arranging accommodation or transport services online from another private individual, by age group in the EU, 2017
(as % of all individuals)



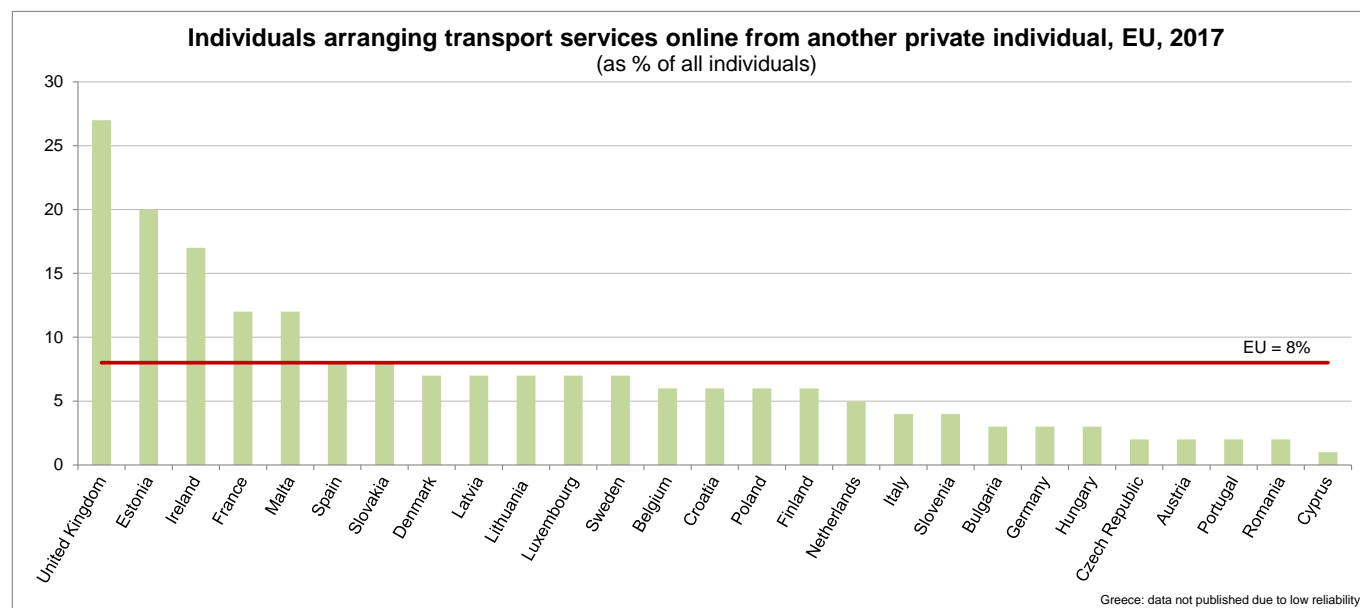
Arranging accommodation online from another private individual is most common in the United Kingdom and Luxembourg

Approximately 1 in 3 individuals aged 16 to 74 arranged accommodation from another private individual via a website or with an app in the **United Kingdom** (34%), as did about 1 in 5 individuals in **Luxembourg** (22%), **Ireland** (21%), **Malta** and the **Netherlands** (20% each). In contrast, the **Czech Republic** (1%) registered the lowest proportion among Member States for which data is available, followed by **Cyprus** (4%), **Portugal** and **Romania** (6% each) as well as **Croatia** (7%).



Online booking of transport services from another private individual most used in the United Kingdom, Estonia and Ireland

The highest share of individuals who arranged transport services from another private individual via any website or app was registered in the **United Kingdom** (27%), ahead of **Estonia** (20%) and **Ireland** (17%). At the opposite end of the scale, the lowest shares were recorded in **Cyprus** (1%), the **Czech Republic**, **Austria**, **Portugal** and **Romania** (2% each).



In nearly all Member States, the share of individuals using a website or app to arrange accommodation from other individuals was higher than for transport, the only exceptions being **Estonia** (15% for accommodation vs. 20% for transport) and the **Czech Republic** (1% for accommodation vs. 2% for transport).

Individuals arranging accommodation/transport online from another private individual, 2017
(as % of all individuals)

	Accommodation services		Transport services	
	Via any website or app	Via dedicated websites or apps	Via any website or app	Via dedicated websites or apps
EU	17	14	8	7
Belgium	19	13	6	5
Bulgaria	8	3	3	1
Czech Republic	1	0	2	1
Denmark	10	8	7	6
Germany	19	15	3	3
Estonia	15	13	20	19
Ireland	21	17	17	15
Greece	:(u)	:(u)	:(u)	:(u)
Spain	18	15	8	5
France*	16	14	12	11
Croatia	7	4	6	5
Italy	17	13	4	3
Cyprus	4	2	1	0
Latvia	9	5	7	3
Lithuania	9	5	7	5
Luxembourg	22	18	7	5
Hungary	13	7	3	2
Malta	20	17	12	10
Netherlands	20	17	5	5
Austria	8	6	2	1
Poland	15	11	6	5
Portugal	6	4	2	1
Romania	6	5	2	1
Slovenia	:(u)	:(u)	4	3
Slovakia	16	8	8	4
Finland	9	6	6	5
Sweden	16	12	7	5
United Kingdom	34	31	27	24
Iceland	17	12	17	8
Norway	11	9	10	8
Switzerland	:(u)	:(u)	:(u)	:(u)
Montenegro	15	12	4	3
FYR of Macedonia	8	4	3	2
Serbia	12	9	6	3
Turkey	:(u)	:(u)	:(u)	:(u)

'0' Not significant.

:(u) Data not published due to lower reliability.

* Possibly overestimated as the data include both demand and supply.

Geographical information

The **European Union** (EU) includes Belgium, Bulgaria, the Czech Republic, Denmark, Germany, Estonia, Ireland, Greece, Spain, France, Croatia, Italy, Cyprus, Latvia, Lithuania, Luxembourg, Hungary, Malta, the Netherlands, Austria, Poland, Portugal, Romania, Slovenia, Slovakia, Finland, Sweden and the United Kingdom.

Methods and definitions

The data source is the 2017 Community survey on ICT usage in households and by individuals. The survey covered individuals aged 16-74. In most countries it was conducted in the second quarter of 2017. The data are used to monitor several EU policies, in particular the Digital Agenda for Europe.

Collaborative economy refers to business models where activities are facilitated by collaborative platforms that create an open marketplace for the temporary usage of goods or services often provided by private individuals.

Peer-to-peer refers to transactions between private individuals only, where the accommodation or transport service is acquired from a private person for private purposes.

Dedicated websites or apps refer to digital platforms or apps created to enable private individuals to share access to accommodation or transport services. These platforms act as intermediaries, bringing together individuals who have underutilized goods or services with individuals who would like to rent those services or goods. Examples are Airbnb, Blablacar, Lovehomeswap, Huizenruil.com, Bed&Fed, Homeaway, Wimdu, Roorama, Couchsurfing, UberPop, UberPool, Together, Liftshare, Wundercar, Otodojadz, JedziemyRazem.

Timetable

A news release on e-commerce in EU enterprises was published on 14 December 2017.

For more information

Eurostat website section on digital economy and society statistics.

Eurostat database on digital economy and society.

Eurostat Statistics Explained article on e-commerce statistics for individuals

European Commission Digital Single Market strategy.

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