

Internet use in the EU, 2018 – digitalisation at work

## 16% of employed internet users reported changes in their job tasks due to new software or computerised equipment

At the beginning of 2018, 87% of people in the **European Union** (EU), aged between 16 and 74 years, had used internet at least once in the last twelve months. Of those internet users that were employed, 71% reported using computers, laptops, smartphones, tablets or other portable devices at work and 19% used computerised equipment or machinery.

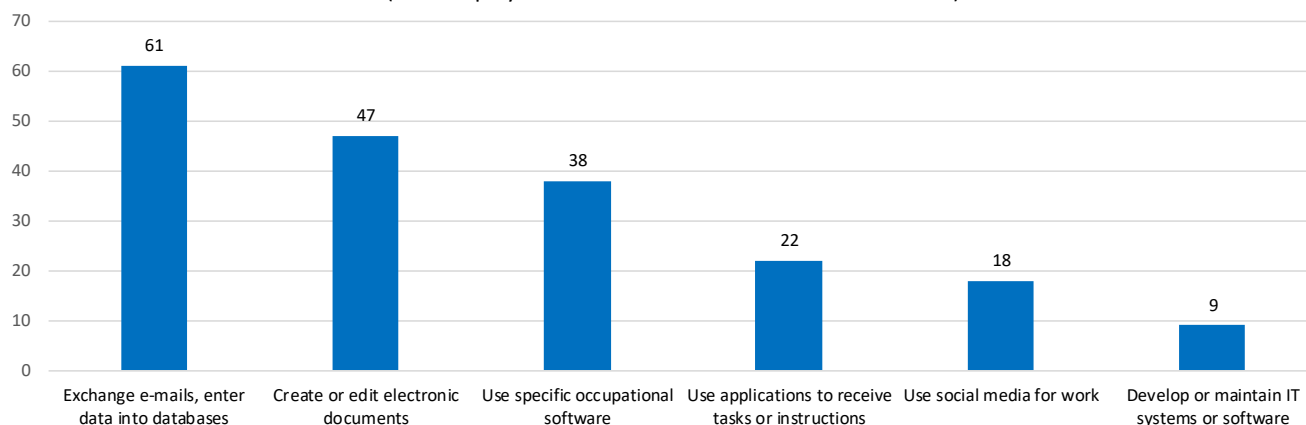
The job tasks of 16% of employed internet users in the **EU** had changed due to new software or computerised equipment in the twelve months prior to the survey, and 29% had to learn how to use new software or equipment for their job. Almost half (47%) of employed internet users in the **EU** assessed their skills relating to the use of computers, software or applications at work as adequate for their duties, while 18% had more skills than required for the current duties and 9% admitted that they needed further training.

The most common work activities with computers, laptops, smartphones, tablets or other portable devices or computerised equipment in the **EU** were exchanging emails or entering data in databases (61%), creating or editing electronic documents (47%) and using specific occupational software (38%). Applications to receive tasks or instructions were used by 22% of employed internet users and social media were used for work by 18%. 9% of employed internet users were involved in developing or maintaining IT systems or software.

This information, issued by **Eurostat, the statistical office of the European Union**, is part of the results of the survey conducted in 2018 on ICT (Information and Communication Technologies) usage in households and by individuals.

### Digital activities at work in the EU, 2018

(% of employed who used internet in the last 12 months)

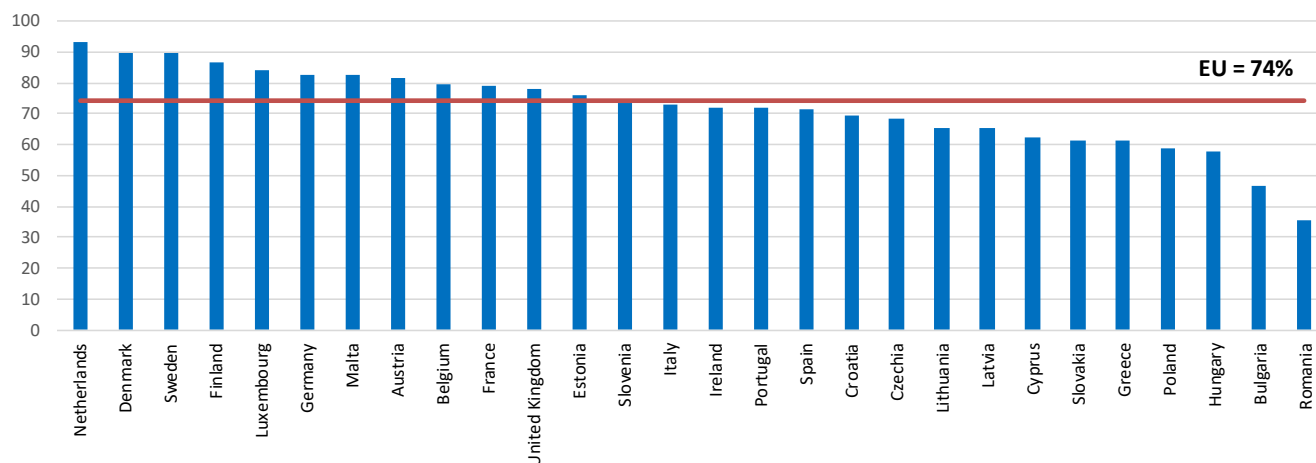


## 9 out of 10 employed internet surfers used computers or computerised equipment at work in the Netherlands and in the Nordic Member States

In 2018, the highest share of employed internet users used computers, laptops, smartphones, tablets or other portable devices or computerised equipment at work in the **Netherlands** (93%), followed by **Denmark**, **Sweden** (both 90%) and **Finland** (87%). The lowest proportions, below half of the employed internet users, were recorded in **Romania** (36%) and **Bulgaria** (47%).

### Use of computers or computerised equipment at work, 2018

(% of employed who used internet in the last 12 months)



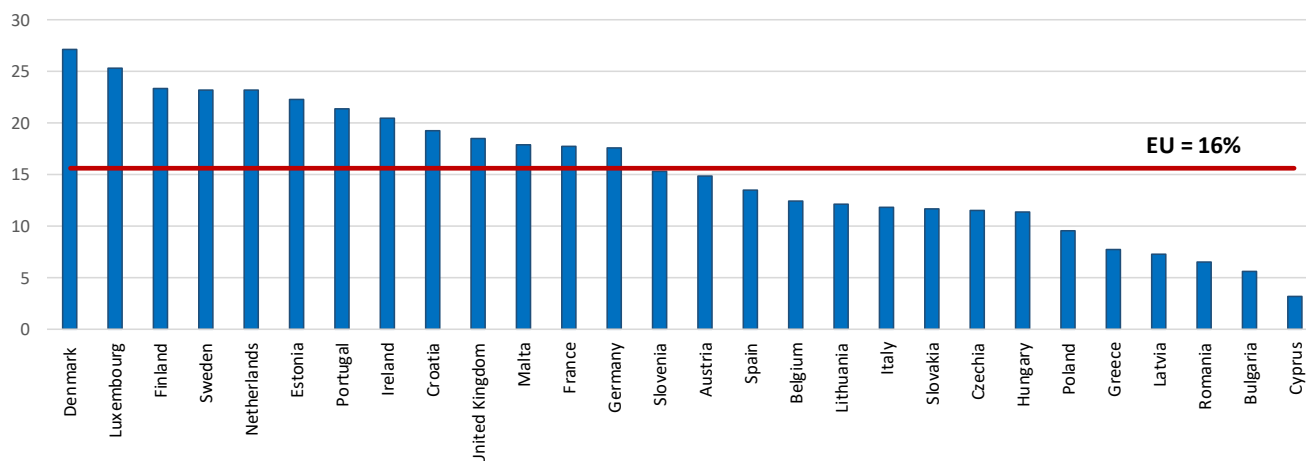
## New software or computerised equipment changed main job tasks for more than a quarter of employed internet users in Denmark

The job tasks of 16% of employed internet users in the **EU** changed due to new software or computerised equipment in 2018. Those with high education were more likely to be affected by this change than those with medium and low education (20%, 14% and 9% respectively).

Among the EU Member States, the highest share of employed internet users whose main job tasks changed due to new software or computerised equipment was registered in **Denmark** (27%), **Luxembourg** (25%), **Finland**, **Sweden** and the **Netherlands** (all 23%). At the other end of the scale, **Cyprus** (3%), **Bulgaria** (6%), **Romania** and **Latvia** (both 7%) had the lowest share.

### Employed whose main job tasks changed as a result of introduction of new software or computerised equipment, 2018

(% of employed who used internet in the last 12 months)



## Geographical information

The **European Union** (EU) includes Belgium, Bulgaria, Czechia, 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 2018 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 2018. Individuals were asked about frequency of internet use and about activities they had carried out on the internet in the last three or twelve months prior to the survey, at home or at any other location.

**Employed** refer to employees, self-employed and family workers.

## Timetable

A news release on the use of internet by enterprises was published on 13 December 2018.

## 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

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## Use of computers or computerised equipment at work, 2018

(% of the employed who have used the internet in the last 12 months)

	ICT usage at work			Activities carried out*					
	Use computers, laptops, smartphones, tablets	Use computerised equipment or machinery	Use computers or computerised equipment	Exchange e-mails, enter data into databases	Create electronic documents	Use specific occupational software	Use applications to receive tasks or instructions	Use social media for work	Develop or maintain IT systems or software
<b>EU</b>	<b>71</b>	<b>19</b>	<b>74</b>	<b>61</b>	<b>47</b>	<b>38</b>	<b>22</b>	<b>18</b>	<b>9</b>
Belgium	76	32	80	69	43	42	28	17	8
Bulgaria	45	9	47	32	27	18	11	10	2
Czechia	58	29	68	55	48	36	20	13	5
Denmark	88	31	90	74	55	36	19	25	14
Germany	79	20	83	69	55	49	13	15	8
Estonia	74	30	76	68	56	41	40	23	8
Ireland	68	26	72	56	41	28	27	16	9
Greece	60	30	61	48	46	28	15	17	9
Spain	64	16	72	54	42	38	28	21	9
France	76	16	79	62	44	42	26	13	7
Croatia	66	3	69	60	48	31	3	12	5
Italy	71	7	73	59	42	27	17	19	10
Cyprus	60	2	62	50	47	24	12	17	5
Latvia	61	27	65	48	33	31	20	16	4
Lithuania	63	19	65	51	34	33	16	20	4
Luxembourg	82	25	84	72	61	42	27	20	11
Hungary	56	15	58	49	41	32	29	16	8
Malta	81	20	83	70	50	45	36	32	12
Netherlands	91	32	93	79	67	48	35	31	12
Austria	78	19	81	72	53	56	18	18	11
Poland	57	14	59	46	37	25	18	14	5
Portugal	69	16	72	63	37	44	32	20	9
Romania	34	7	36	29	18	15	10	11	2
Slovenia	70	27	74	59	50	35	23	14	13
Slovakia	54	7	61	46	31	17	17	12	2
Finland	85	25	87	80	57	52	38	25	15
Sweden	75	:	90	68	51	36	19	21	11
United Kingdom	76	19	78	66	56	43	33	22	13
Iceland	81	19	84	70	48	45	25	45	12
Norway	90	21	91	84	68	69	51	34	15

\* Respondents could select more than one option.

: Data not published due to low reliability.