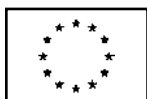


Statistics on the information society in Europe

Data 1996-2002

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Luxembourg: Office for Official Publications of the European Communities, 2003

ISBN 92-894-5888-7

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FOREWORD

This is the second edition of Statistics on the Information Society in Europe. It aims to provide detailed statistical information on the Information Society in the European Economic Area, Switzerland and the Candidate countries.

Statistical information from a variety of sources, mainly official sources, have been brought together for this publication. The publication uses data from three Eurostat sources that are focused on information society issues, namely the COINS database on communication statistics, the ICT usage and e-commerce survey of enterprises and, for the first time, data from the household survey on ICT usage. The publication also provides detailed data relevant to information and communication technologies extracted from broader Eurostat sources, notably Structural Business Statistics, PRODCOM, short-term business statistics, external trade and the Labour Force Survey. A number of other sources covering specific issues complete the picture. Issues of comparability which remain are indicated in the footnotes, particularly concerning coverage.

Chapter 1 looks at the eEurope Actions Plans and their benchmarking exercises. Chapters 2 and 3 provide data on the sectors producing ICT goods and services and the markets for these products. Chapters 4 to 8 look at ICT penetration and the use of ICT by different segments of society. Chapters 9 and 10 provide some background data and methodological information.

Eurostat aims to enhance the role of Information Society statistics within the European Statistical System and work is underway to collect existing statistical data on the Information Society from the Member States, to harmonise data and to build up new official data sets where there are important gaps.

**Statistics on the
Information Society in Europe**

This publication has been prepared under the responsibility of unit D7 of Eurostat, responsible for "Information society and services". The opinions expressed are those of the individual authors alone and do not necessarily reflect the position of the European Commission.

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1. eEUROPE

1. eEUROPE

The Barcelona European Council called on the European Commission to draw up an eEurope action plan focussing on 'the widespread availability and use of broadband networks throughout the Union by 2005', while at the same time developing the use of networks and information through initiatives such as eGovernment, eLearning, eHealth and eBusiness.

At the end of May 2003, the European Commission released a Communication entitled, 'eEurope 2005: an information society for all'. The main objectives of the plan include providing 'a favourable environment for private investment and for the creation of new jobs, to boost productivity, to modernise public services, and to give everyone the opportunity to participate in the global information society'. The eEurope 2005 plan aims to stimulate secure services, applications and content based on a widely available broadband infrastructure.

The action plan is based on two main groups of actions. Firstly, it encourages and aims to stimulate Internet services, applications and content (both on-line public services and e-commerce). This 'content initiative' should lead to an increase in the flow and use of information. It is supported by a complementary, second action, that focuses on improving the underlying communications infrastructure, namely, the promotion of broadband and the development of tools and awareness in relation to security matters. To achieve these goals the plan outlines four main tools.

1. Policy measures: to review and adapt legislation; to ensure that legislation does not hamper new services; to strengthen competition and inter-operability; to improve access to a variety of networks; and, to demonstrate political leadership. Some key targets include to:

- connect public administrations, schools and health care to broadband;
- create interactive public services, accessible for all, and offered on multiple platforms;
- provide on-line health services;
- remove obstacles to the deployment of broadband networks; review legislation affecting e-business.

2. Exchange of experience, of good practices and demonstration projects: projects will be launched to accelerate the creation of leading edge applications and infrastructure.

3. Monitoring and benchmarking progress: one of the key instruments being used to measure the improvements in the information society is benchmarking, whereby the performance of each country is compared against the best practices observed across the EU.

4. Co-ordination of existing policies: to bring out synergies between proposed actions; a steering group will provide a better overview of policy developments and ensure a good information exchange between national and European policy makers and the private sector.

This introduction has provided a brief summary of the eEurope initiative. It is in no way comprehensive and for further information readers are invited to refer to the web-site of the Directorate-General for Information Society, which is available at: http://www.europa.eu.int/information_society/index_en.htm.

2. THE ICT SECTOR

2.1 ICT SECTOR IN THE EU

Activities covered in sub-chapters 1 to 3

Unless otherwise noted in tables or graphs, the ICT aggregates presented in sub-chapters 1, 2 and 3 of this chapter cover the following activities

| ICT sector (ICT manufacturing and ICT services) | |
|---|--|
| <i>ICT manufacturing</i> | |
| 30 | Manufacture of office machinery and computers |
| 30.01 | Manufacture of office machinery |
| 30.02 | Manufacture of computers and other information processing |
| 31.3 | Manufacture of insulated wire and cable |
| 32 | Manufacture of radio, television and communication equipment and apparatus |
| 32.1 | Manufacture of electronic valves and tubes and other electronic components |
| 32.2 | Manufacture of television and radio transmitters and apparatus for line telephony and line telegraphy |
| 32.3 | Manufacture of television and radio receivers, sound or video recording or reproducing apparatus and associated goods |
| 33.2 | Manufacture of instruments and appliances for measuring, checking, testing, navigating and other purposes, except industrial process control equipment |
| 33.3 | Manufacture of industrial process control equipment |
| <i>ICT services</i> | |
| 51.43 | Wholesale of electrical household appliances and radio and television goods |
| 51.64 | Wholesale of office machinery and equipment |
| 51.65 | Wholesale of other machinery for use in industry, trade and navigation |
| 64.2 | Telecommunications |
| 72 | Computer and related activities |

The data used in this chapter of the publication comes from the structural business statistics database (SBS). The data are based on an enterprise survey, collected within the legal framework provided by the SBS Regulation (Council Regulation No. 58/97 of December 1996 concerning structural business statistics). The definitions are standardised and so the data should be comparable across industries and countries. The information presented reports on the structure and performance of the information and communication technologies (ICT) sector in the Member States, candidate countries, Iceland, Norway and Switzerland.

ICT value added in the EU stood at EUR 433 billion in 2000, split three-quarters for ICT services (75.1 %) and one-quarter for ICT manufacturing (24.9 %). Looking at the division of other main structural business statistics indicators for the ICT sector between manufacturing and services, a similar pattern was observed for turnover and the number of persons employed, with almost three-quarters of the total accounted for by ICT services.

On the other hand, the enterprise structure of the ICT sector was even more heavily weighted in favour of ICT services, as more than nine out of ten ICT enterprises were active in the service sector, in excess of 500 000 enterprises, compared to just 45 000 active in ICT manufacturing. This split was reinforced when looking at the development of the number of enterprises active in these two sectors between 1996 and 2000 (see figure 2.1.1). There were 12.2 % more enterprises active in the ICT manufacturing sector in 2000 compared to in 1996, while the corresponding rate of change for ICT services was 37.3 % more. The rapid pace of growth in the number of enterprises between 1996 and 1999 came to a halt in 2000, as the number of enterprises in the ICT services sector grew

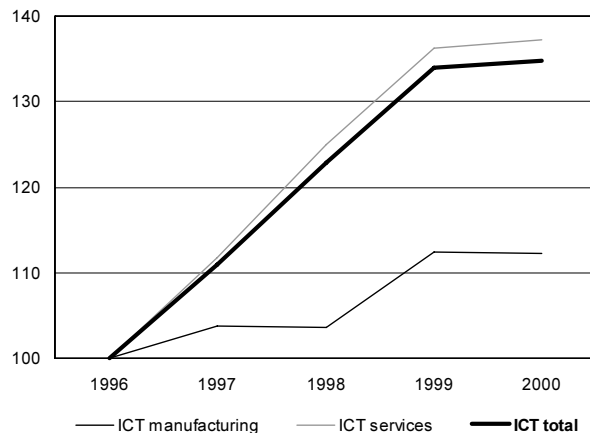
Table 2.1.1: ICT total, EU, 2000 (1)

| | Number of enterprises (thousands) | Turnover (EUR billion) | Value added at factor cost (EUR billion) | Number of persons employed (thousands) | Apparent labour productivity (EUR thousand per head) |
|-------------------|-----------------------------------|------------------------|--|--|--|
| ICT manufacturing | 45 | 429 | 108 | 1 531 | 70.3 |
| ICT services | 503 | 1 108 | 325 | 4 494 | 72.4 |
| ICT total | 548 | 1 537 | 433 | 6 024 | 71.9 |

(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Figure 2.1.1: Number of ICT enterprises in the EU (1996=100) (1)



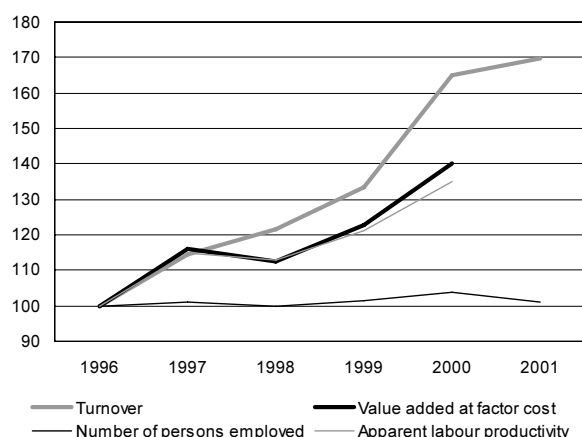
(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

by 0.8 %, while there was a modest reduction of 0.1 % in the number of ICT manufacturing enterprises.

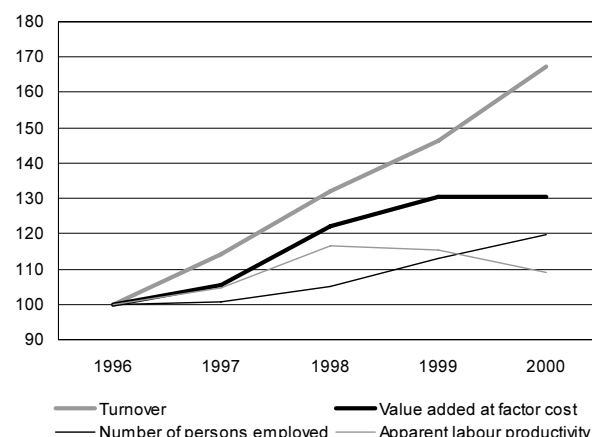
The value added generated by the EU's ICT manufacturing sector in 2000 was 14.1 % higher than in 1999 (on the basis of a current price comparison) and 40.3 % higher than in 1996 (see figure 2.1.2). The development of turnover grew at an even faster pace, such that by 2001 it was almost 70 % higher than in 1996. On the other hand, the number of persons employed fluctuated around its level of 1996. By 2000 there were nearly 4 % more persons employed in the ICT manufacturing sector than there had been in 1996. However, employment levels subsequently fell in 2001 by 2.5 % (compared to a year before), so that overall there were 1.2 % more persons employed in 2001 than there had been in 1996.

Within ICT services (see figure 2.1.3) there were contrasting trends for the main structural business statistics indicators between 1996 and 2000. Turnover and employment grew at a fairly smooth and constant rate during the period considered within the EU's ICT services sector. On the other hand, after having grown between 1996 and 1999, value added remained almost unchanged in 2000, resulting in a decline in the level of apparent labour productivity, as gains in value added did not keep pace with the expansion in the number of persons employed.

Figure 2.1.2: Key indicators of ICT manufacturing in the EU (1996=100) (1)

(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Figure 2.1.3: Key indicators of ICT services in the EU (1996=100) (1)

(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.1.2: Share in ICT manufacturing total, EU, 2000 (%) (1)

| | Number of enterprises | Turnover | Value added at factor cost | Number of persons employed |
|---|-----------------------|--------------|----------------------------|----------------------------|
| Manufacture of office machinery and computers (Division 30) | 14.2 | 21.9 | 14.7 | 13.2 |
| Manufacture of insulated wire and cable (Group 31.3) | 4.5 | 5.0 | 5.2 | 6.8 |
| Manufacture of electronic valves and tubes and other electronic components (Group 32.1) | 13.3 | 15.1 | 19.3 | 17.6 |
| Manufacture of television and radio transmitters and apparatus for line telephony and line telegraphy (Group 32.2) | 26.2 | 31.5 | 29.2 | 24.9 |
| Manufacture of television and radio receivers, sound or video recording or reproducing apparatus and associated goods (Group 32.3) | 7.4 | 11.7 | 8.9 | 10.8 |
| Manufacture of instruments and appliances for measuring, checking, testing, navigating and other purposes, except industrial process control equipment (Group 33.2) | 25.5 | 12.0 | 18.9 | 21.8 |
| Manufacture of industrial process control equipment (Group 33.3) | 8.8 | 2.6 | 3.8 | 4.7 |
| ICT manufacturing | 100.0 | 100.0 | 100.0 | 100.0 |

(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.1.3: Share in ICT services total, EU, 2000 (%) (1)

| | Number of enterprises | Turnover | Value added at factor cost | Number of persons employed |
|---|-----------------------|--------------|----------------------------|----------------------------|
| Wholesale of electrical household appliances and radio and television goods (Class 51.43) | 18.1 | 13.5 | 5.3 | 6.3 |
| Wholesale of office machinery and equipment (Class 51.64) | 30.3 | 20.4 | 10.1 | 10.6 |
| Wholesale of other machinery for use in industry, trade and navigation (Class 51.65) | 42.4 | 21.1 | 12.8 | 15.9 |
| Telecommunications (Group 64.2) | 0.3 | 23.9 | 36.1 | 22.5 |
| Computer and related activities (Division 72) | 8.9 | 21.1 | 35.7 | 44.7 |
| ICT services | 100.0 | 100.0 | 100.0 | 100.0 |

(1) Estimates.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Tables 2.1.2 and 2.1.3 show a breakdown of ICT manufacturing and services activity in the EU in 2000. The largest single NACE Group within the ICT manufacturing sector, no matter which size measure is used (from the four main indicators presented in table 2.1.2), was the manufacture of television and radio transmitters and apparatus for line telephony and line telegraphy (Group 32.2). In terms of its turnover, this sector accounted for 31.5 % of the EU's ICT manufacturing sector, while its share of value added was 29.2 % and its share of employment was 24.9 %. The smallest ICT manufacturing industries in 2000 were the manufacture of insulated wire and cable (NACE Group 31.3) and the manufacture of industrial process control equipment (NACE Group 33.3).

Within the ICT services sector the picture was not as clear. In terms of the number of enterprises, the wholesale trade of other machinery for use in industry, trade and navigation (NACE Class 51.65) was the largest activity, accounting for 42.4 % of all ICT services' enterprises (see table 2.1.3). However, in terms of value added and employment, this activity was the third largest in ICT services. The two ICT service sectors that reported the highest shares of turnover, value added and employment were dominated by relatively large enterprises. Both telecommunications (NACE Group 64.2) and computer and related activities (NACE Division 72) each contributed more than one-third to the EU's value added in the ICT services sector in 2000, while together accounting for less than 10 % of the total number of enterprises.

2.2 ICT MANUFACTURING AND SERVICES DEVELOPMENT

Table 2.2.1a: ICT manufacturing, 2001 (1)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|---------|-------|-------|--------|----|--------|--------|--------|--------|----|-------|-------|-------|--------|--------|--------|
| Number of enterprises (units) | 45 428 | 570 | 597 | 6 415 | : | 3 115 | 1 231 | 217 | 14 592 | 14 | 1 070 | 510 | 511 | 681 | 1 847 | 8 504 |
| Turnover (EUR million) | 428 570 | 6 449 | 3 697 | 99 644 | : | 14 390 | 69 574 | 25 679 | 39 937 | : | 6 678 | 8 140 | 4 185 | 47 397 | 21 771 | 74 893 |
| Value added at factor cost (EUR million) | 107 661 | 2 155 | 1 133 | 24 976 | : | 3 055 | 18 962 | 5 792 | 9 539 | : | 1 786 | 2 818 | 744 | 6 651 | 4 266 | 22 663 |
| Number of persons employed (thousands) | 1 563 | 25.5 | 24.3 | 352.0 | : | 66.2 | 265.5 | 37.1 | 183.5 | : | 29.6 | 38.4 | 21.4 | 65.3 | 82.5 | 288.2 |
| Apparent labour productivity (EUR thousand) | 68.9 | 84.8 | 46.2 | 67.1 | : | 46.2 | 63.5 | 140.3 | 53.1 | : | 63.0 | 71.9 | 34.3 | 140.1 | 64.2 | 72.7 |

(1) Value added and apparent labour productivity, 2000, except for ES; EU-15, 2000; BE, IT, number of persons employed, 2000; NL: excluding NACE Groups 32.2 and 32.3.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.2.1b: ICT manufacturing, 2001 (1)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|---|----|--------|--------|--------|----|--------|-------|--------|-------|--------|-------|--------|--------|--------|----|----|
| Number of enterprises (units) | : | 190 | 575 | 564 | : | 4 148 | 128 | 571 | 113 | 184 | 46 | 6 336 | 738 | 310 | : | : |
| Turnover (EUR million) | : | 2 815 | 3 685 | 258 | : | 2 564 | 97 | 7 623 | 37 | 307 | 1 765 | 5 484 | 658 | 840 | : | : |
| Value added at factor cost (EUR million) | : | 807 | 1 417 | 42 | : | 590 | 39 | : | : | : | 305 | 1 207 | : | 149 | : | : |
| Number of persons employed (units) | : | 11 381 | 19 235 | 13 545 | : | 58 192 | 5 916 | 67 997 | 1 914 | 10 558 | 3 162 | 75 405 | 26 055 | 24 429 | : | : |
| Apparent labour productivity (EUR thousand) | : | 70.9 | 73.7 | 3.0 | : | 10.1 | 6.3 | : | : | : | 96.4 | 16.0 | : | 5.9 | : | : |

(1) NO, 2000; CH, 2000 for NACE Division 32 only; BG, 2000 for value added and apparent labour productivity; CZ, 2000, except for number of enterprises; EE, for NACE Division 32 and Group 33.2 only; EE, 2000 for value added and apparent labour productivity; LV, excluding NACE Group 31.3; LT, excluding NACE Group 33.3; MT, 2000, excluding NACE Groups 31.3 and 33.3; PL, 2000 for value added, apparent labour productivity uses reference year 2000 for value added and 2001 for persons employed; SK, 2000 for value added and apparent labour productivity.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

Table 2.2.2a: ICT services, 2000 (1)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|-----------|--------|--------|---------|----|--------|---------|--------|---------|-------|--------|--------|--------|--------|--------|---------|
| Number of enterprises (units) | 503 166 | 13 461 | 9 144 | 60 647 | : | 37 175 | 66 776 | 2 642 | 97 824 | 1 547 | 21 260 | 11 757 | 6 975 | 7 707 | 32 685 | 152 102 |
| Turnover (EUR million) | 1 108 313 | 44 115 | 25 355 | 172 380 | : | 80 113 | 133 343 | 11 548 | 110 433 | 3 309 | 43 771 | 28 916 | 14 567 | 19 193 | 49 660 | 258 470 |
| Value added at factor cost (EUR million) | 325 384 | 10 784 | 7 331 | 47 725 | : | 21 468 | 30 217 | 3 668 | 34 758 | 1 137 | 11 739 | 6 845 | 4 148 | 5 197 | 14 282 | 91 306 |
| Number of persons employed (thousands) | 4 494 | 137 | 104 | 579 | : | 361 | 547 | 31 | 531 | 9 | 218 | 109 | 73 | 79 | 208 | 1 098 |
| Apparent labour productivity (EUR thousand) | 72.4 | 78.4 | 70.5 | 82.4 | : | 59.5 | 55.2 | 118.7 | 65.5 | 124.3 | 53.9 | 62.7 | 57.0 | 65.8 | 68.7 | 83.2 |

(1) EU-15, BE, number of enterprises, 1999; DK, DE, 1999; DE, FR, IE, excluding NACE Group 64.2; NL, excluding NACE Class 51.64 and NACE Group 64.2.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.2.2b: ICT services, 2000 (1)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|---|----|--------|--------|--------|-------|--------|-------|--------|-------|-------|-------|--------|---------|--------|-------|----|
| Number of enterprises (units) | : | 11 168 | 9 168 | 4 941 | : | 19 286 | 893 | 1 037 | 1 065 | 720 | 622 | 24 457 | 5 550 | 1 298 | 2 040 | : |
| Turnover (EUR million) | : | 24 059 | 7 300 | 1 750 | 261 | 1 583 | 687 | 3 625 | 667 | 90 | 323 | 6 709 | 2 922 | 1 089 | 1 301 | : |
| Value added at factor cost (EUR million) | : | 5 664 | 4 353 | 529 | 50 | 501 | 101 | 1 634 | 133 | 27 | 189 | 1 607 | 1 302 | 185 | 260 | : |
| Number of persons employed (units) | : | 83 310 | 50 209 | 48 966 | 1 810 | 39 730 | 6 971 | 36 246 | 9 231 | 3 497 | 4 154 | 50 356 | 100 348 | 15 522 | 9 745 | : |
| Apparent labour productivity (EUR thousand) | : | 68.0 | 86.7 | 10.8 | 27.4 | 12.6 | 14.5 | 45.1 | 14.4 | 7.8 | 45.5 | 31.9 | 13.0 | 11.9 | 26.7 | : |

(1) CH, CZ, LT, NACE Division 72 only; CY, excluding NACE Group 64.2 and NACE Division 72; EE, LV, PL, SK, excluding NACE Group 64.2; HU, NACE Group 64.2 and NACE Division 72 only; PL, SI, number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees); SI, 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

Almost one-third of the EU's ICT manufacturing enterprises were found in Italy, while almost two-thirds of the total number of enterprises were accounted for if the United Kingdom and Germany were added (see table 2.2.1a).

In terms of the main structural business statistics' indicators, Germany was the largest ICT manufacturer in the EU, closely followed by the United Kingdom and France. Finland was the fourth largest contributor to EU turnover, and the fifth largest in terms of value added. There were noticeable differences in the level of apparent labour productivity across ICT manufacturing sectors of the Member States, with Ireland and Finland both reporting productivity levels that were more than double the EU average. The United Kingdom was the only one of the five largest EU economies to report apparent labour productivity above the EU average. Table 2.2.2a shows that the rapid growth of apparent labour productivity in Finland and Ireland could, in part, be explained by value added more than trebling

in size in Finland and growing 2.7-fold in Ireland between 1996 and 2000. However, Finland and Ireland also reported two of the three highest growth rates for ICT manufacturing employment between 1996 and 2001, with the number of persons employed growing overall by 94.2 % in Finland and 33.7 % in Ireland; employment rose by 37.4 % in Sweden. In contrast, the level of employment in ICT manufacturing fell between 1996 and 2001 in France, Italy, Portugal and the United Kingdom, while it also fell between 1997 and 2001 in Austria and between 1999 and 2001 in Germany.

Table 2.2.3a: Developments in ICT manufacturing (1996=100)

| | BE | DK (1) | DE (2) | EL | ES | FR | IE | IT | LU (3) | NL (4) | AT (5) | PT | FI | SE | UK |
|-------------------------------------|-------|--------|--------|----|-------|-------|-------|-------|--------|--------|--------|-------|-------|-------|-------|
| Turnover | | | | | | | | | | | | | | | |
| 1996 | 100.0 | 100.0 | : | : | 100.0 | 100.0 | 100.0 | 100.0 | : | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 |
| 1997 | 100.2 | 102.3 | : | : | 102.8 | 104.2 | 128.1 | 102.2 | : | 121.1 | 100.0 | 110.1 | 129.6 | 118.9 | 133.3 |
| 1998 | 110.3 | 109.7 | : | : | 109.5 | 113.1 | 145.3 | 106.9 | 100.0 | 129.9 | 115.1 | 128.7 | 174.6 | 136.0 | 138.3 |
| 1999 | 122.0 | 139.9 | 100.0 | : | 120.5 | 122.0 | 218.5 | 92.4 | 110.7 | 140.8 | 111.7 | 132.8 | 238.9 | 161.0 | 149.2 |
| 2000 | 166.5 | 136.1 | 121.9 | : | 136.1 | 146.9 | 287.0 | 132.2 | 118.0 | 156.3 | 111.3 | 139.5 | 357.2 | 180.5 | 176.0 |
| 2001 | 157.3 | 147.3 | 134.6 | : | 138.8 | 131.1 | 271.2 | 139.6 | 116.5 | 156.7 | 103.9 | 171.5 | 682.5 | 155.4 | 155.2 |
| Value added at factor cost | | | | | | | | | | | | | | | |
| 1996 | 100.0 | 100.0 | : | : | 100.0 | 100.0 | 100.0 | 100.0 | : | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 |
| 1997 | 106.9 | 99.2 | : | : | 93.5 | 100.8 | 134.5 | 96.4 | : | 102.0 | 100.0 | 114.7 | 141.1 | 196.3 | 127.8 |
| 1998 | 90.6 | 106.5 | : | : | 93.6 | 103.9 | 122.4 | 94.5 | 100.0 | 112.0 | 119.5 | 137.0 | 192.1 | 131.4 | 136.7 |
| 1999 | 117.9 | 137.5 | 100.0 | : | 100.4 | 111.8 | 215.9 | 85.1 | 116.7 | 117.3 | 124.2 | 130.3 | 241.4 | 146.7 | 143.9 |
| 2000 | 139.3 | 122.9 | 113.8 | : | 104.0 | 126.9 | 268.0 | 110.6 | 112.9 | 135.1 | 128.3 | 126.3 | 317.0 | 119.9 | 163.4 |
| 2001 | : | : | : | : | 118.6 | : | : | : | : | : | : | : | : | : | : |
| Number of persons employed | | | | | | | | | | | | | | | |
| 1996 | 100.0 | 100.0 | : | : | 100.0 | 100.0 | 100.0 | 100.0 | : | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 |
| 1997 | 93.3 | 106.8 | : | : | 98.4 | 100.2 | 123.6 | 96.0 | : | 100.1 | 100.0 | 102.2 | 109.8 | 107.6 | 102.7 |
| 1998 | 92.6 | 103.1 | : | : | 97.7 | 102.1 | 128.1 | 92.8 | 100.0 | 100.4 | 99.6 | 108.1 | 121.6 | 115.3 | 97.5 |
| 1999 | 96.6 | 110.5 | 100.0 | : | 105.6 | 103.7 | 141.9 | 90.9 | 99.8 | 108.2 | 97.8 | 106.8 | 135.9 | 123.3 | 98.4 |
| 2000 | 102.9 | 115.3 | 103.5 | : | 109.1 | 107.6 | 148.5 | 92.9 | 101.4 | 114.0 | 99.4 | 83.5 | 141.2 | 110.7 | 99.6 |
| 2001 | 103.3 | 113.5 | 97.9 | : | 117.0 | 95.7 | 133.7 | 94.9 | 108.2 | 119.0 | 97.5 | 82.1 | 194.2 | 137.4 | 92.2 |
| Apparent labour productivity | | | | | | | | | | | | | | | |
| 1996 | 100.0 | 100.0 | : | : | 100.0 | 100.0 | 100.0 | 100.0 | : | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 |
| 1997 | 114.6 | 92.9 | : | : | 95.0 | 100.6 | 108.8 | 100.4 | : | 101.9 | 100.0 | 112.3 | 128.6 | 182.4 | 124.4 |
| 1998 | 97.8 | 103.3 | : | : | 95.8 | 101.8 | 95.5 | 101.9 | 100.0 | 111.6 | 120.0 | 126.7 | 158.0 | 114.0 | 140.3 |
| 1999 | 122.0 | 124.4 | 100.0 | : | 95.1 | 107.7 | 152.2 | 93.7 | 116.9 | 108.4 | 127.0 | 122.0 | 177.7 | 119.0 | 146.2 |
| 2000 | 135.4 | 106.6 | 110.0 | : | 95.3 | 118.0 | 180.4 | 119.0 | 111.2 | 118.5 | 129.0 | 151.2 | 224.5 | 108.3 | 164.0 |
| 2001 | : | : | : | : | 101.4 | : | : | : | : | : | : | : | : | : | : |

(1) Excluding NACE Groups 31.3 and 33.3.

(2) 1999=100.

(3) 1998=100; NACE Groups 31.3 and 33.2 only.

(4) Excluding NACE Groups 32.2 and 33.3.

(5) 1997=100.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.2.3b: Developments in ICT manufacturing (1996=100)

| | IS | NO | CH (1) | BG | CY (2) | CZ (3) | EE (4) | HU (5) | LV (3) | LT (4) | MT | PL | RO | SK (5) | SI (6) | TR |
|-------------------------------------|----|-------|--------|-------|--------|--------|--------|--------|--------|--------|----|-------|----|--------|--------|----|
| Turnover | | | | | | | | | | | | | | | | |
| 1996 | : | 100.0 | : | 100.0 | 100.0 | : | 100.0 | : | : | 100.0 | : | 100.0 | : | : | 100.0 | : |
| 1997 | : | 105.6 | 100.0 | 101.8 | 132.7 | 100.0 | 103.8 | : | 100.0 | 112.8 | : | 122.3 | : | : | 110.5 | : |
| 1998 | : | 107.5 | 114.5 | 112.2 | 105.5 | 114.6 | 164.2 | 100.0 | 109.3 | 117.8 | : | 142.1 | : | 100.0 | 119.0 | : |
| 1999 | : | 138.2 | 112.5 | 122.5 | : | 122.8 | 153.8 | 144.5 | : | 129.9 | : | : | : | 58.3 | 125.8 | : |
| 2000 | : | 148.5 | 118.3 | 170.6 | 190.9 | 193.7 | 188.5 | 156.1 | : | 209.5 | : | 179.5 | : | 86.9 | : | : |
| 2001 | : | : | : | 220.6 | : | : | : | 180.2 | : | : | : | 199.6 | : | 96.2 | : | : |
| Value added at factor cost | | | | | | | | | | | | | | | | |
| 1996 | : | 100.0 | : | : | 100.0 | : | 100.0 | : | : | 100.0 | : | 100.0 | : | : | 100.0 | : |
| 1997 | : | 106.4 | 100.0 | : | 120.0 | : | 138.5 | : | 100.0 | 107.6 | : | 111.0 | : | : | 107.0 | : |
| 1998 | : | 96.7 | 109.6 | : | 113.3 | : | 154.8 | 100.0 | 130.1 | 121.1 | : | 129.5 | : | 100.0 | 112.9 | : |
| 1999 | : | 120.9 | 115.7 | : | : | : | 195.2 | 114.8 | : | 118.3 | : | : | : | 79.3 | 118.3 | : |
| 2000 | : | 127.1 | 122.5 | : | 220.0 | : | 376.0 | : | : | 216.8 | : | 129.3 | : | 113.7 | : | : |
| 2001 | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : |
| Number of persons employed | | | | | | | | | | | | | | | | |
| 1996 | : | 100.0 | : | 100.0 | 100.0 | : | : | : | : | 100.0 | : | 100.0 | : | : | 100.0 | : |
| 1997 | : | 102.9 | 100.0 | 86.0 | 96.5 | 100.0 | : | : | : | 81.4 | : | 99.8 | : | : | 98.2 | : |
| 1998 | : | 103.4 | 109.1 | 79.6 | 96.5 | 98.9 | : | 100.0 | : | 68.0 | : | 99.2 | : | : | 99.2 | : |
| 1999 | : | 107.6 | 109.8 | 64.3 | : | 97.9 | : | 121.8 | : | 64.7 | : | : | : | : | 98.0 | : |
| 2000 | : | 112.5 | 110.9 | 55.4 | 101.2 | 109.4 | : | 145.8 | : | 61.8 | : | : | : | : | : | : |
| 2001 | : | : | : | 53.9 | : | : | : | 153.0 | : | : | : | 86.7 | : | : | : | : |
| Apparent labour productivity | | | | | | | | | | | | | | | | |
| 1996 | : | 100.0 | : | : | 100.0 | : | : | : | : | 100.0 | : | 100.0 | : | : | 100.0 | : |
| 1997 | : | 103.4 | 100.0 | : | 124.4 | : | : | : | : | 132.2 | : | 111.3 | : | : | 109.0 | : |
| 1998 | : | 93.5 | 100.5 | : | 117.5 | : | : | 100.0 | : | 178.1 | : | 130.5 | : | : | 113.8 | : |
| 1999 | : | 112.4 | 105.3 | : | : | : | : | 94.2 | : | 183.1 | : | : | : | : | 120.7 | : |
| 2000 | : | 113.1 | 110.5 | : | 217.4 | : | : | : | : | 351.0 | : | : | : | : | : | : |
| 2001 | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : |

(1) NACE Division 32 only; 1997=100.

(2) NACE Group 31.3 and NACE Division 32 only.

(3) 1997=100.

(4) NACE Divisions 30 and 32 only.

(5) 1998=100.

(6) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees).

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

2. THE ICT SECTOR

Table 2.2.4a: Developments in ICT services (1996=100)

| | BE | DK (1) | DE | EL | ES (2) | FR (3) | IE (3) | IT | LU (4) | NL (5) | AT (4) | PT | FI | SE (3)(4) | UK (2) |
|-------------------------------------|-------|--------|-------|----|--------|--------|--------|-------|--------|--------|--------|-------|-------|-----------|--------|
| Turnover | | | | | | | | | | | | | | | |
| 1996 | 100.0 | 100.0 | 100.0 | : | : | 100.0 | 100.0 | 100.0 | : | 100.0 | : | 100.0 | 100.0 | : | : |
| 1997 | 106.1 | 118.9 | 118.9 | : | : | 106.5 | 136.7 | 106.2 | 100.0 | 109.5 | 100.0 | 111.2 | 113.9 | 100.0 | : |
| 1998 | 123.2 | 535.4 | 89.9 | : | 100.0 | 123.4 | 194.8 | 131.9 | 125.6 | 117.8 | 101.2 | 134.7 | 124.9 | 116.5 | 100.0 |
| 1999 | 136.6 | 692.0 | 104.1 | : | 117.5 | 138.1 | 208.6 | 135.4 | 124.3 | 148.3 | 108.6 | 137.1 | 136.6 | 127.5 | 110.8 |
| 2000 | 167.9 | 278.3 | : | : | 140.5 | 152.8 | 388.2 | 164.2 | 134.8 | : | 133.6 | 154.5 | 158.5 | 146.3 | 128.6 |
| Value added at factor cost | | | | | | | | | | | | | | | |
| 1996 | 100.0 | 100.0 | : | : | : | 100.0 | 100.0 | 100.0 | : | 100.0 | : | 100.0 | 100.0 | : | : |
| 1997 | 96.0 | 124.4 | : | : | : | 104.3 | 148.3 | 103.6 | 100.0 | 101.8 | 100.0 | 105.8 | 111.3 | 100.0 | : |
| 1998 | 110.4 | 292.1 | : | : | 100.0 | 118.7 | 211.8 | 118.2 | 113.0 | 112.0 | 90.9 | 123.0 | 128.2 | 118.0 | 100.0 |
| 1999 | 122.5 | 429.5 | : | : | 86.0 | 136.6 | 252.9 | 118.1 | 135.8 | 149.1 | 97.2 | 138.0 | 143.1 | 135.0 | 109.1 |
| 2000 | 135.8 | 265.9 | : | : | 110.9 | 145.3 | 486.1 | 136.0 | 143.0 | : | 97.0 | 138.8 | 148.0 | 146.7 | 120.9 |
| Number of persons employed | | | | | | | | | | | | | | | |
| 1996 | 100.0 | 100.0 | : | : | : | 100.0 | 100.0 | 100.0 | : | 100.0 | : | 100.0 | 100.0 | : | : |
| 1997 | 102.8 | 86.3 | : | : | : | 103.2 | 118.4 | 93.1 | 100.0 | 102.0 | 100.0 | 101.8 | 106.5 | 100.0 | : |
| 1998 | 109.3 | 380.9 | : | : | 100.0 | 111.2 | 171.7 | 103.2 | 113.6 | 110.8 | 76.3 | 107.8 | 118.0 | 113.7 | 100.0 |
| 1999 | 121.4 | 588.2 | : | : | 104.9 | 120.6 | 170.1 | 112.1 | 120.8 | : | 76.2 | 107.6 | 126.5 | 123.1 | 109.9 |
| 2000 | 131.7 | 374.0 | : | : | 117.6 | 131.0 | 176.9 | 123.3 | 139.1 | : | 86.9 | 108.3 | 139.1 | 138.3 | 116.8 |
| Apparent labour productivity | | | | | | | | | | | | | | | |
| 1996 | 100.0 | 100.0 | : | : | : | 100.0 | 100.0 | 100.0 | : | 100.0 | : | 100.0 | 100.0 | : | : |
| 1997 | 93.4 | 144.2 | : | : | : | 101.1 | 125.3 | 111.2 | 100.0 | 99.9 | 100.0 | 103.9 | 104.6 | 100.0 | : |
| 1998 | 101.0 | 76.7 | : | : | 100.0 | 106.7 | 123.4 | 114.5 | 99.5 | 101.0 | 119.2 | 114.1 | 108.7 | 103.8 | 100.0 |
| 1999 | 100.9 | 73.0 | : | : | 82.0 | 113.3 | 148.7 | 105.3 | 112.5 | : | 127.6 | 128.2 | 113.1 | 109.7 | 99.2 |
| 2000 | 103.1 | 71.1 | : | : | 94.3 | 110.9 | 274.7 | 110.3 | 102.8 | : | 111.6 | 128.2 | 106.4 | 106.1 | 103.5 |

(1) NACE Group 64.2 only.

(2) 1998=100.

(3) Excluding NACE Group 64.2.

(4) 1997=100.

(5) Excluding NACE Group 64.2 and Division 72.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.2.4b: Developments in ICT services (1996=100)

| | IS | NO (1) | CH (2)(3) | BG (1) | CY (4) | CZ (2) | EE (2)(5) | HU (6) | LV (3)(5) | LT (2) | MT (7) | PL (1)(5) | RO (3) | SK (5) | SI (5) | TR |
|-------------------------------------|----|--------|-----------|--------|--------|--------|-----------|--------|-----------|--------|--------|-----------|--------|--------|--------|----|
| Turnover | | | | | | | | | | | | | | | | |
| 1996 | : | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 | : | : | 100.0 | : | 100.0 | : | 100.0 | 100.0 | : |
| 1997 | : | 116.9 | 100.0 | 100.6 | 95.6 | 88.4 | 150.9 | : | 100.0 | 195.4 | : | 123.8 | 100.0 | 128.0 | 115.5 | : |
| 1998 | : | : | 132.5 | 163.5 | 108.2 | 86.1 | 187.1 | 100.0 | 167.0 | 164.2 | : | 138.9 | 147.5 | 159.1 | 147.7 | : |
| 1999 | : | 142.8 | 153.2 | 194.1 | : | 92.7 | 194.3 | 118.5 | 194.1 | 205.0 | 100.0 | 169.0 | 172.8 | 154.1 | 192.2 | : |
| 2000 | : | 144.1 | 153.9 | 249.4 | 145.9 | 105.6 | 221.1 | 136.9 | : | 297.7 | 119.2 | 217.8 | 239.3 | : | : | : |
| 2001 | : | : | : | : | : | : | 277.9 | 192.2 | : | 439.4 | : | : | : | : | : | : |
| Value added at factor cost | | | | | | | | | | | | | | | | |
| 1996 | : | 100.0 | : | : | 100.0 | : | 100.0 | : | : | 100.0 | : | 100.0 | : | 100.0 | 100.0 | : |
| 1997 | : | 126.8 | 100.0 | : | 85.9 | : | 135.8 | : | 100.0 | 143.0 | : | 146.5 | 100.0 | 120.9 | 118.1 | : |
| 1998 | : | : | 109.6 | : | 95.4 | : | 195.4 | 100.0 | 176.3 | 198.9 | : | 177.5 | 160.0 | 143.3 | 146.8 | : |
| 1999 | : | 166.0 | 126.9 | : | : | : | 192.7 | 118.5 | 199.9 | 262.4 | 100.0 | 270.9 | 196.3 | 142.6 | 178.3 | : |
| 2000 | : | 160.5 | 144.1 | : | 126.9 | : | 277.1 | 131.0 | : | 294.6 | 137.4 | 304.1 | 285.3 | : | : | : |
| Number of persons employed | | | | | | | | | | | | | | | | |
| 1996 | : | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 | : | : | 100.0 | : | 100.0 | : | 100.0 | 100.0 | : |
| 1997 | : | 105.9 | 100.0 | 103.8 | 105.6 | 103.4 | 94.0 | : | 100.0 | 106.8 | : | 120.1 | 100.0 | 103.6 | 112.8 | : |
| 1998 | : | : | 116.2 | 104.5 | 110.6 | 98.8 | 96.0 | 100.0 | 108.4 | 117.1 | : | 135.1 | 105.5 | 111.9 | 126.2 | : |
| 1999 | : | 141.7 | 135.9 | 117.4 | : | 96.0 | 93.6 | 101.9 | 125.5 | 137.4 | 100.0 | 157.6 | 111.3 | 106.6 | 144.7 | : |
| 2000 | : | 148.3 | 155.0 | 126.1 | 118.3 | 108.1 | 111.0 | 108.7 | 135.8 | 154.1 | 115.2 | 183.0 | 107.9 | : | : | : |
| Apparent labour productivity | | | | | | | | | | | | | | | | |
| 1996 | : | 100.0 | : | : | 100.0 | : | 100.0 | : | : | 100.0 | : | 100.0 | : | 100.0 | 100.0 | : |
| 1997 | : | 119.7 | 100.0 | : | 81.4 | : | 144.4 | : | 100.0 | 133.9 | : | 122.0 | 100.0 | 116.7 | 104.7 | : |
| 1998 | : | : | 94.3 | : | 86.3 | : | 203.5 | 100.0 | 162.5 | 169.9 | : | 131.4 | 151.7 | 128.1 | 116.3 | : |
| 1999 | : | 117.1 | 93.4 | : | : | : | 205.8 | 116.3 | 159.4 | 191.0 | 100.0 | 171.9 | 176.3 | 133.8 | 123.2 | : |
| 2000 | : | 108.3 | 93.0 | : | 107.2 | : | 249.7 | 120.5 | : | 191.2 | 119.2 | 166.2 | 264.4 | : | : | : |

(1) Excluding NACE Group 64.2.

(2) NACE Division 72 only.

(3) 1997=100.

(4) Excluding NACE Group 64.2 and Division 72.

(5) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees).

(6) NACE Group 64.2 and Division 72 only; 1998=100.

(7) NACE Group 64.2 and Division 72 only; 1999=100.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

2.3 STRUCTURE OF ICT MANUFACTURING AND SERVICES

Table 2.3.1a: ICT manufacturing, 2000 (1)

| | EU-15 | BE | DK | DE | EL | ES (2) | FR | IE | IT | LU | NL (3) | AT | PT | FI | SE | UK |
|--|------------------|---------------|---------------|----------------|----|---------------|----------------|---------------|----------------|-------|---------------|---------------|---------------|---------------|----------------|---------------|
| Turnover (EUR million) | | | | | | | | | | | | | | | | |
| Division 30 | 93 999 | 170 | 281 | 18 270 | : | 4 120 | 15 557 | 20 114 | 4 814 | : | 3 227 | 418 | 86 | 437 | 627 | 25 995 |
| Class 30.01 | 7 208 | 26 | 20 | 1 508 | : | 94 | 963 | : | 433 | 0 | : | 38 | 0 | 10 | 276 | 2 778 |
| Class 30.02 | 86 790 | 144 | 262 | 16 762 | : | 4 026 | 14 594 | : | 4 381 | : | : | 380 | 86 | 428 | 351 | 23 218 |
| Group 31.3 | 21 455 | 428 | 270 | 5 072 | : | 1 471 | 3 724 | 499 | 3 433 | 0 | 817 | 445 | 390 | 447 | 1 106 | 3 000 |
| Division 32 | 250 337 | 5 598 | 1 996 | 47 732 | : | 6 865 | 45 100 | 6 008 | 22 613 | : | : | 7 306 | 2 784 | 23 062 | 21 543 | 42 587 |
| Group 32.1 | 64 902 | 1 283 | 300 | 17 518 | : | 1 479 | 19 178 | 4 113 | 5 731 | 0 | 770 | 1 955 | 959 | 521 | 1 177 | 10 129 |
| Group 32.2 | 135 080 | 2 173 | 879 | 18 090 | : | 2 505 | 22 315 | 1 681 | 15 307 | : | 112 | 4 131 | 893 | 22 369 | 19 047 | 24 645 |
| Group 32.3 | 50 355 | 2 142 | 816 | 12 124 | : | 2 880 | 3 607 | 214 | 1 576 | : | : | 1 220 | 932 | 172 | 1 319 | 7 813 |
| Group 33.2 | 51 448 | 394 | 814 | 17 371 | : | 1 428 | 10 463 | 481 | 4 210 | 138 | 1 602 | 477 | 63 | 544 | 1 508 | 11 713 |
| Group 33.3 | 11 331 | 236 | 44 | 1 841 | : | 506 | 3 107 | 72 | 2 734 | : | 249 | 78 | 81 | 315 | 503 | 1 627 |
| ICT manufacturing | 428 570 | 6 825 | 3 405 | 90 287 | | 14 390 | 77 949 | 27 174 | 37 805 | | 6 776 | 8 723 | 3 403 | 24 805 | 25 286 | 84 923 |
| Value added at factor cost (EUR million) | | | | | | | | | | | | | | | | |
| Division 30 | 15 867 | 53 | 109 | 4 207 | : | 703 | 3 072 | 2 582 | 720 | : | 626 | 56 | 12 | -1 | 183 | 3 690 |
| Class 30.01 | 2 043 | 3 | 10 | 556 | : | 30 | 251 | : | 125 | 0 | : | 11 | 0 | 3 | 91 | 582 |
| Class 30.02 | 13 823 | 50 | 99 | 3 650 | : | 673 | 2 821 | : | 595 | : | : | 45 | 12 | -4 | 92 | 3 108 |
| Group 31.3 | 5 607 | 102 | 58 | 1 266 | : | 357 | 1 022 | 114 | 617 | 0 | 255 | 166 | 79 | 105 | 326 | 1 088 |
| Division 32 | 61 774 | 1 775 | 586 | 11 428 | : | 1 595 | 10 289 | 2 881 | 5 832 | : | : | 2 345 | 601 | 6 191 | 3 027 | 12 213 |
| Group 32.1 | 20 768 | 436 | 132 | 5 474 | : | 569 | 4 344 | 2 284 | 2 317 | 0 | 236 | 778 | 244 | 224 | 354 | 3 448 |
| Group 32.2 | 31 439 | 834 | 204 | 3 409 | : | 717 | 5 481 | 536 | 3 217 | : | 31 | 1 267 | 203 | 5 906 | 2 379 | 7 099 |
| Group 32.3 | 9 567 | 505 | 250 | 2 545 | : | 309 | 464 | 60 | 299 | : | : | 301 | 154 | 61 | 295 | 1 666 |
| Group 33.2 | 20 334 | 123 | 360 | 7 316 | : | 659 | 3 423 | 189 | 1 511 | 56 | 576 | 219 | 28 | 228 | 585 | 5 058 |
| Group 33.3 | 4 079 | 101 | 20 | 760 | : | 170 | 1 156 | 26 | 859 | : | 93 | 32 | 24 | 128 | 146 | 614 |
| ICT manufacturing | 107 661 | 2 155 | 1 133 | 24 976 | | 3 484 | 18 962 | 5 792 | 9 539 | | 1 817 | 2 818 | 744 | 6 651 | 4 266 | 22 663 |
| Number of persons employed (units) | | | | | | | | | | | | | | | | |
| Division 30 | 206 000 | 963 | 1 815 | 47 400 | : | 9 363 | 40 102 | 20 491 | 16 445 | : | 8 480 | 870 | 367 | 893 | 3 797 | 56 159 |
| Class 30.01 | 36 500 | 103 | 189 | 10 035 | : | 898 | 4 145 | : | 2 384 | 0 | : | 294 | 3 | 86 | 1 599 | 11 798 |
| Class 30.02 | 169 500 | 860 | 1 626 | 37 364 | : | 8 465 | 35 957 | : | 14 061 | : | : | 576 | 364 | 807 | 2 198 | 44 361 |
| Group 31.3 | 107 000 | 1 836 | 1 713 | 24 872 | : | 8 325 | 17 169 | 3 289 | 13 789 | 0 | 3 549 | 3 053 | 2 705 | 2 145 | 4 454 | 18 861 |
| Division 32 | 834 800 | 19 057 | 14 425 | 170 571 | : | 33 493 | 160 161 | 15 013 | 101 989 | : | 42 518 | 30 414 | 16 578 | 38 618 | 46 459 | 145 259 |
| Group 32.1 | 275 700 | 5 248 | 3 099 | 66 268 | : | 13 380 | 70 908 | 9 410 | 32 529 | 0 | 4 852 | 10 729 | 6 482 | 4 563 | 6 069 | 44 090 |
| Group 32.2 | 389 600 | 8 003 | 4 747 | 60 569 | : | 12 122 | 77 940 | 4 621 | 61 948 | : | : | 15 069 | 4 562 | 33 006 | 35 071 | 68 073 |
| Group 32.3 | 169 400 | 5 806 | 6 579 | 43 733 | : | 7 991 | 11 313 | 982 | 7 512 | : | : | 4 616 | 5 534 | 1 049 | 5 319 | 33 096 |
| Group 33.2 | 341 000 | 2 345 | 6 046 | 117 317 | : | 11 446 | 57 615 | 1 999 | 31 829 | 1 265 | 9 744 | 4 258 | 1 221 | 3 889 | 9 371 | 81 204 |
| Group 33.3 | 73 700 | 1 212 | 520 | 12 110 | : | 3 550 | 23 389 | 474 | 15 604 | : | 1 732 | 578 | 847 | 1 920 | 2 349 | 10 062 |
| ICT manufacturing | 1 562 500 | 25 413 | 24 519 | 372 270 | | 66 177 | 298 436 | 41 266 | 179 656 | | 39 173 | 21 718 | 47 465 | 66 430 | 311 545 | |
| Apparent labour productivity (EUR thousand) | | | | | | | | | | | | | | | | |
| Division 30 | 77.0 | 55.3 | 59.9 | 88.7 | : | 75.1 | 76.6 | 126.0 | 43.8 | : | 73.8 | 64.7 | 33.5 | -1.1 | 48.2 | 65.7 |
| Class 30.01 | 56.0 | 27.2 | 50.3 | 55.4 | : | 33.5 | 60.7 | : | 52.3 | : | : | 37.4 | 0.0 | 33.7 | 57.0 | 49.3 |
| Class 30.02 | 81.6 | 58.6 | 61.0 | 97.7 | : | 79.5 | 78.4 | : | 42.3 | : | : | 78.6 | 33.8 | -5.0 | 41.7 | 70.1 |
| Group 31.3 | 52.4 | 55.8 | 33.7 | 50.9 | : | 42.8 | 59.5 | 34.5 | 44.7 | : | 71.8 | 54.4 | 29.4 | 49.0 | 73.1 | 57.7 |
| Division 32 | 74.0 | 93.1 | 40.6 | 67.0 | : | 47.6 | 64.2 | 191.9 | 57.2 | : | : | 77.1 | 36.2 | 160.3 | 65.2 | 84.1 |
| Group 32.1 | 75.3 | 83.0 | 42.7 | 82.6 | : | 42.6 | 61.3 | 242.8 | 71.2 | : | 48.7 | 72.5 | 37.7 | 49.0 | 58.3 | 78.2 |
| Group 32.2 | 80.7 | 104.2 | 42.9 | 56.3 | : | 59.1 | 70.3 | 116.0 | 51.9 | : | : | 84.1 | 44.5 | 178.9 | 67.8 | 104.3 |
| Group 32.3 | 56.5 | 87.0 | 38.0 | 58.2 | : | 38.7 | 41.0 | 61.2 | 39.8 | : | : | 65.2 | 27.8 | 58.2 | 55.5 | 50.3 |
| Group 33.2 | 59.6 | 52.2 | 59.6 | 62.4 | : | 57.6 | 59.4 | 94.7 | 47.5 | 44.4 | 59.2 | 51.4 | 23.0 | 58.6 | 62.4 | 62.3 |
| Group 33.3 | 55.3 | 83.7 | 38.3 | 62.7 | : | 47.9 | 49.4 | 55.1 | 55.1 | : | 53.9 | 54.7 | 28.0 | 66.4 | 62.1 | 61.0 |
| ICT manufacturing | 68.9 | 84.8 | 46.2 | 67.1 | | 52.7 | 63.5 | 140.3 | 53.1 | | 71.9 | 34.3 | 140.1 | 64.2 | 72.7 | |

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 2001.

(3) Excluding NACE Group 32.3 from the ICT manufacturing total.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.3.1a shows a set of main indicators broken down by country and by industrial activity. While it is normal to find that the highest levels of turnover, value added and employment are in the largest Member States, it is perhaps more pertinent to study the relative specialisation in ICT manufacturing that exists within the Member States.

Both of the countries where ICT manufacturing grew at a rapid pace during the late 1990s, Finland and Ireland, displayed particularly high relative specialisation ratios in terms of value added. Finland specialised in the manufacture of television and radio transmitters and apparatus for line telephony and line telegraphy (NACE Group 32.2), while Ireland was specialised in the manufacture of office machinery and

computers (NACE Division 30) and the manufacture of electronic valves and tubes and other electronic components (NACE Group 32.1). The remaining parts of the ICT manufacturing sector were far less developed in Finland and Ireland, indeed, often almost non-existent.

2. THE ICT SECTOR

Table 2.3.1b: ICT manufacturing, 2000 (1)

| | IS | NO | CH | BG | CY | CZ | EE | HU (2) | LV (3) | LT | MT | PL (4) | RO (3) | SK | SI (5) | TR |
|--|----|---------------|--------|---------------|------|---------------|-------|---------------|--------------|-------|-------|---------------|---------------|---------------|---------------|----|
| Turnover (EUR million) | | | | | | | | | | | | | | | | |
| Division 30 | : | 187 | : | 55 | : | 216 | : | 2 660 | 15 | 9 | 4 | 523 | 100 | 35 | 167 | : |
| Class 30.01 | : | 9 | : | : | : | : | 0 | : | 0 | : | 0 | 25 | : | 10 | 3 | : |
| Class 30.02 | : | 178 | : | : | : | : | : | : | 15 | : | 4 | 498 | : | 25 | 164 | : |
| Group 31.3 | : | 347 | : | 70 | 10 | 356 | : | 244 | : | : | : | 1 045 | : | 239 | 6 | : |
| Division 32 | : | 1 421 | 3 685 | 56 | 1 | 1 424 | 76 | 3 480 | 14 | 218 | 1 737 | 2 544 | 271 | 289 | 359 | : |
| Group 32.1 | : | 319 | : | 24 | : | 416 | 31 | 903 | 4 | : | 1 714 | 161 | 54 | 150 | 140 | : |
| Group 32.2 | : | 879 | : | 26 | 1 | : | : | 382 | 8 | : | : | 930 | 195 | 112 | 163 | : |
| Group 32.3 | : | 223 | : | 6 | : | : | : | 2 196 | 3 | : | : | 1 453 | 22 | 27 | 56 | : |
| Group 33.2 | : | 609 | : | 14 | : | 473 | 7 | 163 | 10 | : | 24 | 512 | 75 | 126 | 197 | : |
| Group 33.3 | : | 251 | : | 4 | : | 96 | : | 54 | 2 | : | : | 307 | 45 | 71 | 44 | : |
| ICT manufacturing | : | 2 815 | : | 200 | : | 2 564 | : | 6 600 | 41 | : | : | 4 931 | 490 | 760 | 773 | : |
| Value added at factor cost (EUR million) | | | | | | | | | | | | | | | | |
| Division 30 | : | 26 | : | 10 | : | 31 | : | 332 | 2 | 1 | 0 | 102 | 10 | 9 | 20 | : |
| Class 30.01 | : | 1 | : | : | : | : | 0 | 6 | 0 | : | 0 | 6 | : | 3 | 1 | : |
| Class 30.02 | : | 24 | : | : | : | : | : | 326 | 2 | : | 0 | 95 | : | 6 | 19 | : |
| Group 31.3 | : | 82 | : | 10 | 3 | 90 | : | 59 | : | : | : | 253 | : | 41 | 2 | : |
| Division 32 | : | 419 | 1 417 | 17 | 0 | 313 | 36 | 360 | 0 | 70 | 297 | 418 | 114 | 54 | 95 | : |
| Group 32.1 | : | 98 | : | 6 | : | 166 | 14 | 178 | 2 | : | 289 | 65 | 34 | 17 | 47 | : |
| Group 32.2 | : | 278 | : | 9 | 0 | 86 | : | 93 | -2 | : | : | 230 | 77 | 32 | 40 | : |
| Group 32.3 | : | 44 | : | 3 | : | 61 | : | 89 | 0 | : | : | 123 | 3 | 5 | 8 | : |
| Group 33.2 | : | 192 | : | 5 | : | 125 | 3 | 75 | 3 | : | 7 | 305 | 26 | 27 | 67 | : |
| Group 33.3 | : | 88 | : | 1 | : | 31 | : | 16 | 1 | : | : | 130 | 18 | 17 | 12 | : |
| ICT manufacturing | : | 807 | : | 42 | : | 590 | : | 842 | 5 | : | : | 1 207 | 167 | 149 | 195 | : |
| Number of persons employed (units) | | | | | | | | | | | | | | | | |
| Division 30 | : | 580 | : | 3 451 | : | 3 722 | : | 11 225 | 159 | 401 | 41 | 4 237 | 2 947 | 1 519 | 1 038 | : |
| Class 30.01 | : | 32 | : | : | : | : | 0 | : | 0 | : | 0 | 322 | : | 642 | 52 | : |
| Class 30.02 | : | 548 | : | : | : | : | : | : | 159 | : | 41 | 3 915 | : | 877 | 986 | : |
| Group 31.3 | : | 1 353 | : | 1 570 | 79 | 7 975 | : | 7 335 | : | : | : | 12 696 | : | 8 581 | 141 | : |
| Division 32 | : | 5 212 | 19 235 | 5 999 | 7 | 30 755 | 5 649 | 39 677 | 1 393 | 7 863 | 2 958 | 31 147 | 13 819 | 11 146 | 6 207 | : |
| Group 32.1 | : | 1 897 | : | 2 299 | : | 19 020 | 1 803 | 21 106 | 301 | : | 2 920 | 6 350 | 7 194 | 5 014 | 3 903 | : |
| Group 32.2 | : | 2 684 | : | 2 764 | 7 | 6 724 | : | 4 232 | 602 | : | : | 11 384 | 5 476 | 5 144 | 1 746 | : |
| Group 32.3 | : | 631 | : | 936 | : | 5 011 | : | 14 339 | 490 | : | : | 13 413 | 1 149 | 988 | 558 | : |
| Group 33.2 | : | 3 197 | : | 2 407 | : | 12 720 | 558 | 5 349 | 604 | : | 163 | 12 633 | 4 607 | 2 798 | 4 529 | : |
| Group 33.3 | : | 1 039 | : | 494 | : | 3 020 | : | 1 206 | 85 | : | : | 9 007 | 4 249 | 1 410 | 594 | : |
| ICT manufacturing | : | 11 381 | : | 13 921 | : | 58 192 | : | 64 792 | 2 241 | : | : | 69 720 | 25 622 | 25 454 | 12 509 | : |
| Apparent labour productivity (EUR thousand) | | | | | | | | | | | | | | | | |
| Division 30 | : | 44.0 | : | 2.8 | : | 8.3 | : | 29.1 | 9.4 | 2.5 | 9.8 | 24.0 | 3.3 | 6.1 | 18.8 | : |
| Class 30.01 | : | 37.5 | : | : | : | : | 0.0 | 10.9 | 0.0 | : | 0.0 | 19.3 | : | 4.5 | 17.3 | : |
| Class 30.02 | : | 44.3 | : | : | : | : | : | 29.9 | 9.4 | : | 9.8 | 24.3 | : | 7.2 | 19.0 | : |
| Group 31.3 | : | 60.9 | : | 6.3 | 40.5 | 11.3 | : | 9.4 | : | : | : | 19.9 | : | 4.8 | 12.8 | : |
| Division 32 | : | 80.5 | 73.7 | 2.8 | 14.3 | 10.2 | 6.4 | 12.1 | 0.1 | 8.9 | 100.5 | 13.4 | 8.2 | 4.9 | 15.3 | : |
| Group 32.1 | : | 51.7 | : | 2.5 | : | 8.7 | 7.5 | 9.4 | 7.3 | : | 98.8 | 10.2 | 4.7 | 3.5 | 12.1 | : |
| Group 32.2 | : | 103.5 | : | 3.1 | 14.3 | 12.8 | : | 33.0 | -4.0 | : | : | 20.2 | 14.1 | 6.1 | 22.7 | : |
| Group 32.3 | : | 68.9 | : | 2.7 | : | 12.1 | : | 11.0 | 0.6 | : | : | 9.2 | 2.2 | 5.4 | 14.3 | : |
| Group 33.2 | : | 60.1 | : | 2.0 | : | 9.9 | 5.7 | 13.1 | 4.3 | : | 44.2 | 24.2 | 5.6 | 9.8 | 14.7 | : |
| Group 33.3 | : | 84.6 | : | 2.0 | : | 10.2 | : | 16.5 | 7.1 | : | : | 14.4 | 4.2 | 12.3 | 20.2 | : |
| ICT manufacturing | : | 70.9 | : | 3.0 | : | 10.1 | : | 15.5 | 2.1 | : | : | 17.3 | 6.5 | 5.9 | 15.6 | : |

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) Value added and apparent labour productivity, 1999.

(3) Excluding NACE Group 31.3 from the ICT manufacturing total.

(4) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees).

(5) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees); 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

Table 2.3.2a: Share of activities in ICT manufacturing, 2000 (%) (1)

| | EU-15 | BE | DK | DE | EL | ES (2) | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|--------------|--------------|--------------|--------------|----|--------------|--------------|--------------|--------------|-----|-----|--------------|--------------|--------------|--------------|--------------|
| Turnover | | | | | | | | | | | | | | | | |
| Division 30 | 21.9 | 2.5 | 8.3 | 20.2 | : | 28.6 | 20.0 | 74.0 | 12.7 | : | : | 4.8 | 2.5 | 1.8 | 2.5 | 30.6 |
| Class 30.01 | 1.7 | 0.4 | 0.6 | 1.7 | : | 0.7 | 1.2 | : | 1.1 | : | : | 0.4 | 0.0 | 0.0 | 1.1 | 3.3 |
| Class 30.02 | 20.3 | 2.1 | 7.7 | 18.6 | : | 28.0 | 18.7 | : | 11.6 | : | : | 4.4 | 2.5 | 1.7 | 1.4 | 27.3 |
| Group 31.3 | 5.0 | 6.3 | 7.9 | 5.6 | : | 10.2 | 4.8 | 1.8 | 9.1 | : | : | 5.1 | 11.4 | 1.8 | 4.4 | 3.5 |
| Division 32 | 58.4 | 82.0 | 58.6 | 52.9 | : | 47.7 | 57.9 | 22.1 | 59.8 | : | : | 83.7 | 81.8 | 93.0 | 85.2 | 50.1 |
| Group 32.1 | 15.1 | 18.8 | 8.8 | 19.4 | : | 10.3 | 24.6 | 15.1 | 15.2 | : | : | 22.4 | 28.2 | 2.1 | 4.7 | 11.9 |
| Group 32.2 | 31.5 | 31.8 | 25.8 | 20.0 | : | 17.4 | 28.6 | 6.2 | 40.5 | : | : | 47.4 | 26.2 | 90.2 | 75.3 | 29.0 |
| Group 32.3 | 11.7 | 31.4 | 24.0 | 13.4 | : | 20.0 | 4.6 | 0.8 | 4.2 | : | : | 14.0 | 27.4 | 0.7 | 5.2 | 9.2 |
| Group 33.2 | 12.0 | 5.8 | 23.9 | 19.2 | : | 9.9 | 13.4 | 1.8 | 11.1 | : | : | 5.5 | 1.8 | 2.2 | 6.0 | 13.8 |
| Group 33.3 | 2.6 | 3.5 | 1.3 | 2.0 | : | 3.5 | 4.0 | 0.3 | 7.2 | : | : | 0.9 | 2.4 | 1.3 | 2.0 | 1.9 |
| ICT manufacturing | 100.0 | 100.0 | 100.0 | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 | : | : | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| Value added at factor cost | | | | | | | | | | | | | | | | |
| Division 30 | 14.7 | 2.5 | 9.6 | 16.8 | : | 20.2 | 16.2 | 44.6 | 7.5 | : | : | 2.0 | 1.7 | 0.0 | 4.3 | 16.3 |
| Class 30.01 | 1.9 | 0.1 | 0.8 | 2.2 | : | 0.9 | 1.3 | : | 1.3 | : | : | 0.4 | 0.0 | 0.0 | 2.1 | 2.6 |
| Class 30.02 | 12.8 | 2.3 | 8.8 | 14.6 | : | 19.3 | 14.9 | : | 6.2 | : | : | 1.6 | 1.7 | -0.1 | 2.1 | 13.7 |
| Group 31.3 | 5.2 | 4.8 | 5.1 | 5.1 | : | 10.2 | 5.4 | 2.0 | 6.5 | 5.1 | 5.1 | 5.9 | 10.7 | 1.6 | 7.6 | 4.8 |
| Division 32 | 57.4 | 82.4 | 51.8 | 45.8 | : | 45.8 | 54.3 | 49.7 | 61.1 | : | : | 83.2 | 80.7 | 93.1 | 71.0 | 53.9 |
| Group 32.1 | 19.3 | 20.2 | 11.7 | 21.9 | : | 16.3 | 22.9 | 39.4 | 24.3 | : | : | 27.6 | 32.8 | 3.4 | 8.3 | 15.2 |
| Group 32.2 | 29.2 | 38.7 | 18.0 | 13.6 | : | 20.6 | 28.9 | 9.3 | 33.7 | : | : | 44.9 | 27.3 | 88.8 | 55.8 | 31.3 |
| Group 32.3 | 8.9 | 23.4 | 22.1 | 10.2 | : | 8.9 | 2.4 | 1.0 | 3.1 | : | : | 10.7 | 20.7 | 0.9 | 6.9 | 7.4 |
| Group 33.2 | 18.9 | 5.7 | 31.8 | 29.3 | : | 18.9 | 18.1 | 3.3 | 15.8 | : | : | 7.8 | 3.8 | 3.4 | 13.7 | 22.3 |
| Group 33.3 | 3.8 | 4.7 | 1.8 | 3.0 | : | 4.9 | 6.1 | 0.5 | 9.0 | : | : | 1.1 | 3.2 | 1.9 | 3.4 | 2.7 |
| ICT manufacturing | 100.0 | 100.0 | 100.0 | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 | : | : | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| Number of persons employed | | | | | | | | | | | | | | | | |
| Division 30 | 13.2 | 3.8 | 7.4 | 12.7 | : | 14.1 | 13.4 | 49.7 | 9.2 | : | : | 2.2 | 1.7 | 1.9 | 5.7 | 18.0 |
| Class 30.01 | 2.3 | 0.4 | 0.8 | 2.7 | : | 1.4 | 1.4 | : | 1.3 | : | : | 0.8 | 0.0 | 0.2 | 2.4 | 3.8 |
| Class 30.02 | 10.8 | 3.4 | 6.6 | 10.0 | : | 12.8 | 12.0 | : | 7.8 | : | : | 1.5 | 1.7 | 1.7 | 3.3 | 14.2 |
| Group 31.3 | 6.8 | 7.2 | 7.0 | 6.7 | : | 12.6 | 5.8 | 8.0 | 7.7 | : | : | 7.8 | 12.5 | 4.5 | 6.7 | 6.1 |
| Division 32 | 53.4 | 75.0 | 58.8 | 45.8 | : | 50.6 | 53.7 | 36.4 | 56.8 | : | : | 77.6 | 76.3 | 81.4 | 69.9 | 46.6 |
| Group 32.1 | 17.6 | 20.7 | 12.6 | 17.8 | : | 20.2 | 23.8 | 22.8 | 18.1 | : | : | 27.4 | 29.8 | 9.6 | 9.1 | 14.2 |
| Group 32.2 | 24.9 | 31.5 | 19.4 | 16.3 | : | 18.3 | 26.1 | 11.2 | 34.5 | : | : | 38.5 | 21.0 | 69.5 | 52.8 | 21.9 |
| Group 32.3 | 10.8 | 22.8 | 26.8 | 11.7 | : | 12.1 | 3.8 | 2.4 | 4.2 | : | : | 11.8 | 25.5 | 2.2 | 8.0 | 10.6 |
| Group 33.2 | 21.8 | 9.2 | 24.7 | 31.5 | : | 17.3 | 19.3 | 4.8 | 17.7 | : | : | 10.9 | 5.6 | 8.2 | 14.1 | 26.1 |
| Group 33.3 | 4.7 | 4.8 | 2.1 | 3.3 | : | 5.4 | 7.8 | 1.1 | 8.7 | : | : | 1.5 | 3.9 | 4.0 | 3.5 | 3.2 |
| ICT manufacturing | 100.0 | 100.0 | 100.0 | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 | : | : | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| Apparent labour productivity (ICT manufacturing=100) | | | | | | | | | | | | | | | | |
| Division 30 | 111.8 | 65.3 | 129.6 | 132.3 | : | 142.7 | 120.6 | 89.8 | 82.4 | : | : | 90.0 | 97.8 | -0.8 | 75.0 | 90.3 |
| Class 30.01 | 81.2 | 32.1 | 108.8 | 82.6 | : | 63.7 | 95.5 | : | 98.6 | : | : | 52.0 | 0.0 | 24.1 | 88.8 | 67.8 |
| Class 30.02 | 118.4 | 69.1 | 132.0 | 145.6 | : | 151.1 | 123.5 | : | 79.7 | : | : | 109.3 | 98.6 | -3.5 | 65.0 | 96.3 |
| Group 31.3 | 76.1 | 65.8 | 72.9 | 75.8 | : | 81.4 | 93.7 | 24.6 | 84.3 | : | : | 75.6 | 85.6 | 35.0 | 113.8 | 79.3 |
| Division 32 | 107.4 | 109.9 | 88.0 | 99.9 | : | 90.5 | 101.1 | 136.7 | 107.7 | : | : | 107.2 | 105.7 | 114.4 | 101.5 | 115.6 |
| Group 32.1 | 109.3 | 97.9 | 92.3 | 123.1 | : | 80.8 | 96.4 | 173.0 | 134.1 | : | : | 100.8 | 109.9 | 35.0 | 90.7 | 107.5 |
| Group 32.2 | 117.1 | 122.9 | 92.9 | 83.9 | : | 112.3 | 110.7 | 82.7 | 97.8 | : | : | 116.8 | 129.8 | 127.7 | 105.6 | 143.4 |
| Group 32.3 | 82.0 | 102.6 | 82.3 | 86.8 | : | 73.5 | 64.6 | 43.6 | 75.0 | : | : | 90.6 | 81.0 | 41.6 | 86.4 | 69.2 |
| Group 33.2 | 86.5 | 61.6 | 129.0 | 93.0 | : | 109.3 | 93.5 | 67.5 | 89.4 | : | : | 71.5 | 67.2 | 41.8 | 97.1 | 85.6 |
| Group 33.3 | 80.3 | 98.7 | 82.8 | 93.5 | : | 91.1 | 77.8 | 39.2 | 103.7 | : | : | 76.0 | 81.6 | 47.4 | 96.7 | 83.8 |
| ICT manufacturing | 100.0 | 100.0 | 100.0 | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 | : | : | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 2000.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

2. THE ICT SECTOR

Table 2.3.2b: Share of activities in ICT manufacturing, 2000 (%) (1)

| | IS | NO | CH | BG | CY | CZ | EE | HU (2) | LV | LT | MT | PL (3) | RO | SK | SI (4) | TR |
|---|----|--------------|----|--------------|----|--------------|----|--------------|----|----|----|--------------|----|--------------|--------------|----|
| Turnover | | | | | | | | | | | | | | | | |
| Division 30 | : | 6.6 | : | 27.5 | : | 8.4 | : | 40.3 | : | : | : | 10.6 | : | 4.6 | 21.6 | : |
| Class 30.01 | : | 0.3 | : | : | : | : | : | : | : | : | : | 0.5 | : | 1.3 | 0.4 | : |
| Class 30.02 | : | 6.3 | : | : | : | : | : | : | : | : | : | 10.1 | : | 3.3 | 21.2 | : |
| Group 31.3 | : | 12.3 | : | 35.0 | : | 13.9 | : | 3.7 | : | : | : | 21.2 | : | 31.4 | 0.7 | : |
| Division 32 | : | 50.5 | : | 28.2 | : | 55.5 | : | 52.7 | : | : | : | 51.6 | : | 38.0 | 46.5 | : |
| Group 32.1 | : | 11.3 | : | 12.2 | : | 16.2 | : | 13.7 | : | : | : | 3.3 | : | 19.7 | 18.1 | : |
| Group 32.2 | : | 31.2 | : | 13.0 | : | : | : | 5.8 | : | : | : | 18.9 | : | 14.8 | 21.1 | : |
| Group 32.3 | : | 7.9 | : | 3.0 | : | : | : | 33.3 | : | : | : | 29.5 | : | 3.5 | 7.3 | : |
| Group 33.2 | : | 21.6 | : | 7.2 | : | 18.4 | : | 2.5 | : | : | : | 10.4 | : | 16.6 | 25.4 | : |
| Group 33.3 | : | 8.9 | : | 2.2 | : | 3.7 | : | 0.8 | : | : | : | 6.2 | : | 9.4 | 5.7 | : |
| ICT manufacturing | : | 100.0 | : | 100.0 | : | 100.0 | : | 100.0 | : | : | : | 100.0 | : | 100.0 | 100.0 | : |
| Value added at factor cost | | | | | | | | | | | | | | | | |
| Division 30 | : | 3.2 | : | 22.7 | : | 5.3 | : | 39.4 | : | : | : | 8.4 | : | 6.2 | 10.0 | : |
| Class 30.01 | : | 0.1 | : | : | : | : | : | 0.7 | : | : | : | 0.5 | : | 1.9 | 0.5 | : |
| Class 30.02 | : | 3.0 | : | : | : | : | : | 38.7 | : | : | : | 7.9 | : | 4.2 | 9.6 | : |
| Group 31.3 | : | 10.2 | : | 23.5 | : | 15.3 | : | 7.0 | : | : | : | 21.0 | : | 27.5 | 0.9 | : |
| Division 32 | : | 51.9 | : | 40.3 | : | 53.0 | : | 42.8 | : | : | : | 34.6 | : | 36.3 | 48.6 | : |
| Group 32.1 | : | 12.2 | : | 13.7 | : | 28.1 | : | 21.1 | : | : | : | 5.4 | : | 11.6 | 24.2 | : |
| Group 32.2 | : | 34.4 | : | 20.6 | : | 14.7 | : | 11.1 | : | : | : | 19.0 | : | 21.1 | 20.4 | : |
| Group 32.3 | : | 5.4 | : | 5.9 | : | 10.3 | : | 10.6 | : | : | : | 10.2 | : | 3.6 | 4.1 | : |
| Group 33.2 | : | 23.8 | : | 11.1 | : | 21.3 | : | 8.9 | : | : | : | 25.3 | : | 18.4 | 34.3 | : |
| Group 33.3 | : | 10.9 | : | 2.4 | : | 5.2 | : | 1.9 | : | : | : | 10.8 | : | 11.6 | 6.2 | : |
| ICT manufacturing | : | 100.0 | : | 100.0 | : | 100.0 | : | 100.0 | : | : | : | 100.0 | : | 100.0 | 100.0 | : |
| Number of persons employed | | | | | | | | | | | | | | | | |
| Division 30 | : | 5.1 | : | 24.8 | : | 6.4 | : | 17.3 | : | : | : | 6.1 | : | 6.0 | 8.3 | : |
| Class 30.01 | : | 0.3 | : | : | : | : | : | : | : | : | : | 0.5 | : | 2.5 | 0.4 | : |
| Class 30.02 | : | 4.8 | : | : | : | : | : | : | : | : | : | 5.6 | : | 3.4 | 7.9 | : |
| Group 31.3 | : | 11.9 | : | 11.3 | : | 13.7 | : | 11.3 | : | : | : | 18.2 | : | 33.7 | 1.1 | : |
| Division 32 | : | 45.8 | : | 43.1 | : | 52.9 | : | 61.2 | : | : | : | 44.7 | : | 43.8 | 49.6 | : |
| Group 32.1 | : | 16.7 | : | 16.5 | : | 32.7 | : | 32.6 | : | : | : | 9.1 | : | 19.7 | 31.2 | : |
| Group 32.2 | : | 23.6 | : | 19.9 | : | 11.6 | : | 6.5 | : | : | : | 16.3 | : | 20.2 | 14.0 | : |
| Group 32.3 | : | 5.5 | : | 6.7 | : | 8.6 | : | 22.1 | : | : | : | 19.2 | : | 3.9 | 4.5 | : |
| Group 33.2 | : | 28.1 | : | 17.3 | : | 21.9 | : | 8.3 | : | : | : | 18.1 | : | 11.0 | 36.2 | : |
| Group 33.3 | : | 9.1 | : | 3.5 | : | 5.2 | : | 1.9 | : | : | : | 12.9 | : | 5.5 | 4.7 | : |
| ICT manufacturing | : | 100.0 | : | 100.0 | : | 100.0 | : | 100.0 | : | : | : | 100.0 | : | 100.0 | 100.0 | : |
| Apparent labour productivity (ICT manufacturing = 100) | | | | | | | | | | | | | | | | |
| Division 30 | : | 62.0 | : | 91.8 | : | 82.2 | : | 187.0 | : | : | : | 138.3 | : | 104.5 | 120.6 | : |
| Class 30.01 | : | 52.9 | : | : | : | : | : | 69.9 | : | : | : | 111.2 | : | 77.1 | 111.1 | : |
| Class 30.02 | : | 62.5 | : | : | : | : | : | 192.6 | : | : | : | 140.6 | : | 122.6 | 121.7 | : |
| Group 31.3 | : | 85.8 | : | 208.0 | : | 111.4 | : | 60.4 | : | : | : | 115.1 | : | 81.6 | 81.9 | : |
| Division 32 | : | 113.4 | : | 93.5 | : | 100.3 | : | 77.7 | : | : | : | 77.4 | : | 82.9 | 98.0 | : |
| Group 32.1 | : | 72.9 | : | 83.2 | : | 85.9 | : | 60.7 | : | : | : | 58.7 | : | 58.9 | 77.5 | : |
| Group 32.2 | : | 145.9 | : | 103.8 | : | 126.8 | : | 212.2 | : | : | : | 116.7 | : | 104.5 | 145.9 | : |
| Group 32.3 | : | 97.2 | : | 88.1 | : | 119.4 | : | 70.6 | : | : | : | 52.9 | : | 91.6 | 92.0 | : |
| Group 33.2 | : | 84.7 | : | 64.4 | : | 97.3 | : | 84.5 | : | : | : | 139.6 | : | 167.2 | 94.7 | : |
| Group 33.3 | : | 119.3 | : | 66.8 | : | 100.3 | : | 106.5 | : | : | : | 83.3 | : | 209.5 | 129.7 | : |
| ICT manufacturing | : | 100.0 | : | 100.0 | : | 100.0 | : | 100.0 | : | : | : | 100.0 | : | 100.0 | 100.0 | : |

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) Value added and apparent labour productivity, 1999.

(3) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees).

(4) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees); 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

Table 2.3.3a: ICT services, 2000 (1)

| | EU-15 | BE | DK (2) | DE (2) | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|------------------|----------------|----------------|----------------|----------|----------------|----------|----------|----------------|--------------|----------|----------------|---------------|---------------|----------------|------------------|
| Turnover (EUR million) | | | | | | | | | | | | | | | | |
| Class 51.43 | 149 799 | 7 951 | 3 261 | 35 125 | : | 12 885 | 10 440 | 1 042 | 19 921 | 191 | 8 785 | 3 581 | 2 570 | 934 | 6 160 | 27 197 |
| Class 51.64 | 226 560 | 8 820 | 7 887 | 40 893 | : | 10 967 | 29 832 | 4 799 | 16 848 | 627 | : | 6 847 | 2 443 | 4 186 | 9 582 | 46 198 |
| Class 51.65 | 233 440 | 11 596 | 5 820 | 22 004 | : | 22 165 | 57 577 | 1 034 | 10 312 | 1 120 | 21 642 | 7 298 | 2 805 | 5 597 | 12 398 | 50 542 |
| Group 64.2 | 264 794 | 9 115 | 3 816 | 40 065 | : | 23 163 | : | : | 35 474 | 875 | : | 6 696 | 5 472 | 5 056 | 8 582 | 67 906 |
| Division 72 | 233 720 | 6 633 | 4 571 | 34 293 | : | 10 934 | 35 493 | 4 672 | 27 879 | 498 | 13 345 | 4 493 | 1 277 | 3 420 | 12 938 | 66 629 |
| ICT services | 1 108 313 | 44 115 | 25 355 | 172 380 | : | 80 113 | : | : | 110 433 | 3 309 | : | 28 916 | 14 567 | 19 193 | 49 660 | 258 470 |
| Value added at factor cost (EUR million) | | | | | | | | | | | | | | | | |
| Class 51.43 | 17 311 | 533 | 321 | 5 060 | : | 1 301 | 863 | 172 | 2 162 | 26 | 712 | 503 | 328 | 86 | 798 | 3 697 |
| Class 51.64 | 32 725 | 1 411 | 1 283 | 10 525 | : | 1 206 | 4 121 | 830 | 2 553 | 110 | : | 1 095 | 302 | 615 | 1 580 | 9 318 |
| Class 51.65 | 41 777 | 2 041 | 1 276 | 4 910 | : | 4 002 | 8 879 | 222 | 1 684 | 176 | 4 088 | 1 347 | 490 | 1 141 | 2 005 | 10 321 |
| Group 64.2 | 117 442 | 4 146 | 2 330 | 29 099 | : | 10 082 | : | : | 16 729 | 613 | : | 2 000 | 2 531 | 1 870 | 4 516 | 29 220 |
| Division 72 | 116 129 | 2 653 | 2 122 | 27 229 | : | 4 877 | 16 353 | 2 443 | 11 631 | 214 | 6 939 | 1 900 | 497 | 1 486 | 5 382 | 38 750 |
| ICT services | 325 384 | 10 784 | 7 331 | 76 823 | : | 21 468 | : | : | 34 758 | 1 137 | : | 6 845 | 4 148 | 5 197 | 14 282 | 91 306 |
| Number of persons employed (units) | | | | | | | | | | | | | | | | |
| Class 51.43 | 283 100 | 8 078 | 4 509 | 77 852 | : | 29 595 | 14 624 | 2 491 | 47 629 | 438 | 12 682 | 8 640 | 10 335 | 1 379 | 12 427 | 53 362 |
| Class 51.64 | 476 700 | 19 962 | 22 254 | 77 352 | : | 30 734 | 74 322 | 6 198 | 45 491 | 1 746 | : | 15 235 | 9 703 | 8 692 | 23 983 | 101 596 |
| Class 51.65 | 714 100 | 31 373 | 22 008 | 74 961 | : | 85 821 | 160 448 | 3 426 | 32 263 | 1 810 | 76 570 | 24 046 | 17 285 | 18 046 | 32 907 | 135 926 |
| Group 64.2 | 1 011 600 | 32 697 | 20 538 | : | : | 80 793 | : | : | 111 705 | 1 009 | 62 034 | 25 771 | 20 190 | 19 099 | 33 405 | 234 301 |
| Division 72 | 2 008 000 | 45 389 | 34 724 | 349 000 | : | 133 576 | 297 684 | 18 779 | 293 491 | 4 145 | 128 361 | 35 426 | 15 190 | 31 712 | 105 170 | 572 685 |
| ICT services | 4 493 500 | 137 499 | 104 033 | : | : | 360 519 | : | : | 530 579 | 9 148 | : | 109 118 | 72 703 | 78 928 | 207 892 | 1 097 870 |
| Apparent labour productivity (EUR thousand) | | | | | | | | | | | | | | | | |
| Class 51.43 | 61.1 | 65.9 | 71.1 | 65.0 | : | 44.0 | 59.0 | 69.0 | 45.4 | 58.4 | 56.1 | 58.2 | 31.7 | 62.1 | 64.2 | 69.3 |
| Class 51.64 | 68.6 | 70.7 | 57.6 | 136.1 | : | 39.2 | 55.4 | 133.9 | 56.1 | 62.7 | : | 71.9 | 31.2 | 70.7 | 65.9 | 91.7 |
| Class 51.65 | 58.5 | 65.1 | 58.0 | 65.5 | : | 46.6 | 55.3 | 64.9 | 52.2 | 97.0 | 53.4 | 56.0 | 28.3 | 63.2 | 60.9 | 75.9 |
| Group 64.2 | 116.1 | 126.8 | 113.4 | : | : | 124.8 | : | : | 149.8 | 607.5 | : | 77.6 | 125.4 | 97.9 | 135.2 | 124.7 |
| Division 72 | 57.8 | 58.4 | 61.1 | 78.0 | : | 36.5 | 54.9 | 130.1 | 39.6 | 51.5 | 54.1 | 53.6 | 32.7 | 46.8 | 51.2 | 67.7 |
| ICT services | 72.4 | 78.4 | 70.5 | : | : | 59.5 | : | : | 65.5 | 124.3 | : | 62.7 | 57.0 | 65.8 | 68.7 | 83.2 |

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.3.3b: ICT services, 2000 (1)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV (2) | LT | MT | PL (3) | RO | SK (2) | SI (4) | TR |
|--|----------|---------------|----------|---------------|----------|----------|----------|----------|---------------|----------|--------------|----------|----------------|---------------|--------------|----------|
| Turnover (EUR million) | | | | | | | | | | | | | | | | |
| Class 51.43 | : | 1 862 | : | 198 | 118 | : | 145 | : | 177 | : | 52 | 1 866 | 317 | 222 | 149 | : |
| Class 51.64 | : | 5 272 | : | 259 | 110 | : | 157 | : | 189 | : | 44 | 1 280 | 280 | 256 | 120 | : |
| Class 51.65 | : | 5 320 | : | 249 | 33 | : | 299 | : | 210 | : | 31 | 949 | 139 | 274 | 53 | : |
| Group 64.2 | : | 6 679 | : | 940 | : | : | : | 2 625 | 367 | : | 146 | : | 1 905 | 701 | 636 | : |
| Division 72 | : | 4 926 | 7 300 | 105 | : | 1 583 | 86 | 1 000 | 92 | 90 | 51 | 2 614 | 282 | 338 | 343 | : |
| ICT services | : | 24 059 | : | 1 750 | : | : | : | : | 1 034 | : | 323 | : | 2 922 | 1 790 | 1 301 | : |
| Value added at factor cost (EUR million) | | | | | | | | | | | | | | | | |
| Class 51.43 | : | 172 | : | 8 | 23 | : | 18 | : | 24 | : | 11 | 198 | 43 | 14 | 15 | : |
| Class 51.64 | : | 427 | : | 14 | 18 | : | 13 | : | 30 | : | 13 | 141 | 31 | 28 | 15 | : |
| Class 51.65 | : | 993 | : | 21 | 9 | : | 40 | : | 36 | : | 7 | 216 | 13 | 33 | 8 | : |
| Group 64.2 | : | 1 801 | : | 457 | : | : | : | 1 317 | 241 | : | 129 | : | 1 109 | 345 | 125 | : |
| Division 72 | : | 2 271 | 4 353 | 28 | : | 501 | 30 | 318 | 43 | 27 | 28 | 1 052 | 106 | 110 | 98 | : |
| ICT services | : | 5 664 | : | 529 | : | : | : | : | 374 | : | 189 | : | 1 302 | 530 | 260 | : |
| Number of persons employed (units) | | | | | | | | | | | | | | | | |
| Class 51.43 | : | 2 689 | : | 2 417 | 931 | : | 1 322 | : | 1 827 | : | 553 | 8 942 | 7 167 | 1 529 | 577 | : |
| Class 51.64 | : | 14 881 | : | 3 645 | 514 | : | 867 | : | 1 369 | : | 356 | 4 946 | 3 951 | 2 499 | 653 | : |
| Class 51.65 | : | 16 525 | : | 4 040 | 365 | : | 2 408 | : | 1 985 | : | 346 | 5 876 | 2 410 | 2 533 | 354 | : |
| Group 64.2 | : | 12 912 | : | 29 645 | : | : | : | 20 926 | 7 185 | : | 1 705 | : | 67 923 | 16 484 | 3 980 | : |
| Division 72 | : | 36 303 | 50 209 | 9 219 | : | 39 730 | 2 374 | 15 320 | 4 050 | 3 497 | 1 194 | 30 592 | 18 897 | 8 961 | 4 181 | : |
| ICT services | : | 83 310 | : | 48 966 | : | : | : | : | 16 416 | : | 4 154 | : | 100 348 | 32 006 | 9 745 | : |
| Apparent labour productivity (EUR thousand) | | | | | | | | | | | | | | | | |
| Class 51.43 | : | 63.9 | : | 3.4 | 24.9 | : | 13.5 | : | 13.0 | : | 20.4 | 22.2 | 5.9 | 9.1 | 26.0 | : |
| Class 51.64 | : | 28.7 | : | 3.8 | 34.6 | : | 15.3 | : | 21.8 | : | 36.5 | 28.5 | 7.9 | 11.1 | 22.4 | : |
| Class 51.65 | : | 60.1 | : | 5.3 | 23.6 | : | 16.6 | : | 18.2 | : | 21.1 | 36.7 | 5.6 | 12.9 | 22.0 | : |
| Group 64.2 | : | 139.5 | : | 15.4 | : | : | : | 62.9 | 33.6 | : | 75.8 | : | 16.3 | 20.9 | 31.4 | : |
| Division 72 | : | 62.5 | 86.7 | 3.0 | : | 12.6 | 12.7 | 20.7 | 10.6 | 7.8 | 23.5 | 34.4 | 5.6 | 12.3 | 23.3 | : |
| ICT services | : | 68.0 | : | 10.8 | : | : | : | : | 22.8 | : | 45.5 | : | 13.0 | 16.6 | 26.7 | : |

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 1998 for NACE Group 64.2, which also forms part of the ICT services total.

(3) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees).

(4) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees); 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

2. THE ICT SECTOR

Table 2.3.4a: Share of activities in ICT services, 2000 (%) (1)

| | EU-15 | BE | DK (2) | DE (2) | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|--------------|--------------|--------------|--------------|----|--------------|----|----|--------------|--------------|----|--------------|--------------|--------------|--------------|--------------|
| Turnover | | | | | | | | | | | | | | | | |
| Class 51.43 | 13.5 | 18.0 | 12.9 | 20.4 | : | 16.1 | : | : | 18.0 | 5.8 | : | 12.4 | 17.6 | 4.9 | 12.4 | 10.5 |
| Class 51.64 | 20.4 | 20.0 | 31.1 | 23.7 | : | 13.7 | : | : | 15.3 | 18.9 | : | 23.7 | 16.8 | 21.8 | 19.3 | 17.9 |
| Class 51.65 | 21.1 | 26.3 | 23.0 | 12.8 | : | 27.7 | : | : | 9.3 | 33.8 | : | 25.2 | 19.3 | 29.2 | 25.0 | 19.6 |
| Group 64.2 | 23.9 | 20.7 | 15.0 | 23.2 | : | 28.9 | : | : | 32.1 | 26.4 | : | 23.2 | 37.6 | 26.3 | 17.3 | 26.3 |
| Division 72 | 21.1 | 15.0 | 18.0 | 19.9 | : | 13.6 | : | : | 25.2 | 15.0 | : | 15.5 | 8.8 | 17.8 | 26.1 | 25.8 |
| ICT services | 100.0 | 100.0 | 100.0 | 100.0 | : | 100.0 | : | : | 100.0 | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| Value added at factor cost | | | | | | | | | | | | | | | | |
| Class 51.43 | 5.3 | 4.9 | 4.4 | 6.6 | : | 6.1 | : | : | 6.2 | 2.3 | : | 7.4 | 7.9 | 1.6 | 5.6 | 4.0 |
| Class 51.64 | 10.1 | 13.1 | 17.5 | 13.7 | : | 5.6 | : | : | 7.3 | 9.6 | : | 16.0 | 7.3 | 11.8 | 11.1 | 10.2 |
| Class 51.65 | 12.8 | 18.9 | 17.4 | 6.4 | : | 18.6 | : | : | 4.8 | 15.4 | : | 19.7 | 11.8 | 22.0 | 14.0 | 11.3 |
| Group 64.2 | 36.1 | 38.4 | 31.8 | 37.9 | : | 47.0 | : | : | 48.1 | 53.9 | : | 29.2 | 61.0 | 36.0 | 31.6 | 32.0 |
| Division 72 | 35.7 | 24.6 | 28.9 | 35.4 | : | 22.7 | : | : | 33.5 | 18.8 | : | 27.8 | 12.0 | 28.6 | 37.7 | 42.4 |
| ICT services | 100.0 | 100.0 | 100.0 | 100.0 | : | 100.0 | : | : | 100.0 | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| Number of persons employed | | | | | | | | | | | | | | | | |
| Class 51.43 | 6.3 | 5.9 | 4.3 | : | : | 8.2 | : | : | 9.0 | 4.8 | : | 7.9 | 14.2 | 1.7 | 6.0 | 4.9 |
| Class 51.64 | 10.6 | 14.5 | 21.4 | : | : | 8.5 | : | : | 8.6 | 19.1 | : | 14.0 | 13.3 | 11.0 | 11.5 | 9.3 |
| Class 51.65 | 15.9 | 22.8 | 21.2 | : | : | 23.8 | : | : | 6.1 | 19.8 | : | 22.0 | 23.8 | 22.9 | 15.8 | 12.4 |
| Group 64.2 | 22.5 | 23.8 | 19.7 | : | : | 22.4 | : | : | 21.1 | 11.0 | : | 23.6 | 27.8 | 24.2 | 16.1 | 21.3 |
| Division 72 | 44.7 | 33.0 | 33.4 | : | : | 37.1 | : | : | 55.3 | 45.3 | : | 32.5 | 20.9 | 40.2 | 50.6 | 52.2 |
| ICT services | 100.0 | 100.0 | 100.0 | : | : | 100.0 | : | : | 100.0 | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| Apparent labour productivity (ICT services=100) | | | | | | | | | | | | | | | | |
| Class 51.43 | 84.4 | 84.1 | 100.9 | : | : | 73.8 | : | : | 69.3 | 47.0 | : | 92.8 | 55.5 | 94.3 | 93.5 | 83.3 |
| Class 51.64 | 94.8 | 90.2 | 81.8 | : | : | 65.9 | : | : | 85.7 | 50.4 | : | 114.5 | 54.6 | 107.4 | 95.9 | 110.3 |
| Class 51.65 | 80.8 | 82.9 | 82.3 | : | : | 78.3 | : | : | 79.7 | 78.0 | : | 89.3 | 49.7 | 96.0 | 88.7 | 91.3 |
| Group 64.2 | 160.3 | 161.7 | 161.0 | : | : | 209.6 | : | : | 228.6 | 488.7 | : | 123.7 | 219.8 | 148.7 | 196.8 | 150.0 |
| Division 72 | 79.9 | 74.5 | 86.7 | : | : | 61.3 | : | : | 60.5 | 41.4 | : | 85.5 | 57.3 | 71.1 | 74.5 | 81.4 |
| ICT services | 100.0 | 100.0 | 100.0 | : | : | 100.0 | : | : | 100.0 | 100.0 | : | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms).

Table 2.3.4b: Share of activities in ICT services, 2000 (%) (1)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV (2) | LT | MT | PL | RO | SK (2) | SI (3) | TR |
|--|----|--------------|----|--------------|----|----|----|----|--------------|----|--------------|----|--------------|--------------|--------------|----|
| Turnover | | | | | | | | | | | | | | | | |
| Class 51.43 | : | 7.7 | : | 11.3 | : | : | : | : | 17.1 | : | 16.0 | : | 10.8 | 12.4 | 11.4 | : |
| Class 51.64 | : | 21.9 | : | 14.8 | : | : | : | : | 18.2 | : | 13.7 | : | 9.6 | 14.3 | 9.2 | : |
| Class 51.65 | : | 22.1 | : | 14.2 | : | : | : | : | 20.3 | : | 9.5 | : | 4.7 | 15.3 | 4.1 | : |
| Group 64.2 | : | 27.8 | : | 53.7 | : | : | : | : | 35.5 | : | 45.1 | : | 65.2 | 39.2 | 48.9 | : |
| Division 72 | : | 20.5 | : | 6.0 | : | : | : | : | 8.9 | : | 15.7 | : | 9.7 | 18.9 | 26.4 | : |
| ICT services | : | 100.0 | : | 100.0 | : | : | : | : | 100.0 | : | 100.0 | : | 100.0 | 100.0 | 100.0 | : |
| Value added at factor cost | | | | | | | | | | | | | | | | |
| Class 51.43 | : | 3.0 | : | 1.6 | : | : | : | : | 6.3 | : | 6.0 | : | 3.3 | 2.6 | 5.8 | : |
| Class 51.64 | : | 7.5 | : | 2.6 | : | : | : | : | 8.0 | : | 6.9 | : | 2.4 | 5.2 | 5.6 | : |
| Class 51.65 | : | 17.5 | : | 4.0 | : | : | : | : | 9.7 | : | 3.9 | : | 1.0 | 6.2 | 3.0 | : |
| Group 64.2 | : | 31.8 | : | 86.5 | : | : | : | : | 64.5 | : | 68.4 | : | 85.2 | 65.1 | 48.1 | : |
| Division 72 | : | 40.1 | : | 5.3 | : | : | : | : | 11.5 | : | 14.9 | : | 8.1 | 20.8 | 37.5 | : |
| ICT services | : | 100.0 | : | 100.0 | : | : | : | : | 100.0 | : | 100.0 | : | 100.0 | 100.0 | 100.0 | : |
| Number of persons employed | | | | | | | | | | | | | | | | |
| Class 51.43 | : | 3.2 | : | 4.9 | : | : | : | : | 11.1 | : | 13.3 | : | 7.1 | 4.8 | 5.9 | : |
| Class 51.64 | : | 17.9 | : | 7.4 | : | : | : | : | 8.3 | : | 8.6 | : | 3.9 | 7.8 | 6.7 | : |
| Class 51.65 | : | 19.8 | : | 8.3 | : | : | : | : | 12.1 | : | 8.3 | : | 2.4 | 7.9 | 3.6 | : |
| Group 64.2 | : | 15.5 | : | 60.5 | : | : | : | : | 43.8 | : | 41.0 | : | 67.7 | 51.5 | 40.8 | : |
| Division 72 | : | 43.6 | : | 18.8 | : | : | : | : | 24.7 | : | 28.7 | : | 18.8 | 28.0 | 42.9 | : |
| ICT services | : | 100.0 | : | 100.0 | : | : | : | : | 100.0 | : | 100.0 | : | 100.0 | 100.0 | 100.0 | : |
| Apparent labour productivity (ICT services = 100) | | | | | | | | | | | | | | | | |
| Class 51.43 | : | 93.9 | : | 31.4 | : | : | : | : | 56.9 | : | 44.9 | : | 45.7 | 54.9 | 97.5 | : |
| Class 51.64 | : | 42.2 | : | 35.1 | : | : | : | : | 95.8 | : | 80.3 | : | 61.2 | 67.0 | 83.8 | : |
| Class 51.65 | : | 88.4 | : | 48.8 | : | : | : | : | 80.0 | : | 46.4 | : | 42.8 | 78.0 | 82.6 | : |
| Group 64.2 | : | 205.2 | : | 143.0 | : | : | : | : | 147.3 | : | 166.7 | : | 125.9 | 126.5 | 117.8 | : |
| Division 72 | : | 92.0 | : | 27.9 | : | : | : | : | 46.7 | : | 51.7 | : | 43.1 | 74.4 | 87.4 | : |
| ICT services | : | 100.0 | : | 100.0 | : | : | : | : | 100.0 | : | 100.0 | : | 100.0 | 100.0 | 100.0 | : |

(1) For a list of NACE Divisions, Groups and Classes please refer to page 8.

(2) 1998 for NACE Group 64.2, which also forms part of the ICT services total.

(3) Number of employees instead of number of persons employed (apparent labour productivity is also calculated on the basis of the number of employees); 1999.

Source: Eurostat, structural business statistics (theme4/SBS/enterpr/enter_ms & enter_cc).

2.4 ICT BUSINESS DEMOGRAPHY

Activities covered in sub-chapter 2.4

Unless otherwise noted in tables or graphs, the ICT aggregates presented in sub-chapter 4 of this chapter cover the following activities

| C to K | Business economy |
|--------|---|
| | ICT sector (ICT manufacturing and ICT services) |
| | <i>ICT manufacturing</i> |
| 30 | Manufacture of office machinery and computers |
| 31.3 | Manufacture of insulated wire and cable |
| 32 | Manufacture of radio, television, and communication equipment and apparatus |
| 33.2 | Manufacture of instruments and appliances for measuring, checking, testing, navigating and other purposes |
| 33.3 | Manufacture of industrial process control equipment |
| | <i>ICT services</i> |
| 51.64 | Wholesale of office machinery and equipment |
| 64.2 | Telecommunications |
| 72 | Computer and related activities |

The term 'business demography' covers a range of indicators that describe the dynamic aspects of the population of enterprises. Enterprise demography is principally the assessment of enterprise births, deaths and survival rates, which together contribute to the number of active enterprises in each economy and activity. In other words, demography indicators measure the existing stock of active enterprises and the transformation of each cohort of enterprises.

Eurostat's business demography project currently relies upon a voluntary data collection exercise within the participating countries. Generally speaking the data were drawn from business registers, although some individual countries tried to improve the availability or freshness of their data on employment and turnover by integrating other sources. Note that the data coverage of the information presented for this sub-chapter, in terms of NACE activities, is different to that used for sub-chapters 2.1 to 2.3.

Table 2.4.1: Number of active enterprises (units), 1998

| | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO |
|--------------------------|---------|---------|----|----|-----------|----|----|-----------|--------|---------|----|---------|---------|---------|-----------|---------|
| Business economy | 482 817 | 245 762 | : | : | 2 519 299 | : | : | 3 596 450 | 20 797 | 507 531 | : | 711 485 | 235 617 | 475 625 | 1 678 575 | 200 528 |
| ICT sector | 11 715 | 10 572 | : | : | : | : | : | 84 453 | : | 20 197 | : | 5 472 | 7 280 | 24 507 | 145 815 | 6 487 |
| ICT manufacturing | 685 | 816 | : | : | : | : | : | 14 389 | : | 1 267 | : | 730 | 868 | 1 867 | 9 785 | 380 |
| Division 30 | 146 | 183 | : | : | 931 | : | : | 1 277 | : | 367 | : | 51 | 90 | 451 | 2 110 | 61 |
| Group 31.3 | 32 | 29 | : | : | : | : | : | 440 | 0 | 50 | : | 32 | 41 | 81 | 515 | 15 |
| Division 32 | 320 | 303 | : | : | 1 290 | : | : | 9 575 | : | 407 | : | 470 | 422 | 642 | 3 490 | 167 |
| Group 33.2 | 102 | 200 | : | : | : | : | : | 2 226 | 7 | 368 | : | 96 | 239 | 517 | 3 235 | 116 |
| Group 33.3 | 85 | 101 | : | : | : | : | : | 871 | 3 | 75 | : | 81 | 76 | 176 | 435 | 21 |
| ICT services | 11 030 | 9 756 | : | : | : | : | : | 70 064 | 842 | 18 930 | : | 4 742 | 6 412 | 22 640 | 136 030 | 6 107 |
| Class 51.64 | 2 046 | 1 691 | : | : | : | : | : | 5 928 | 255 | 4 557 | : | 1 424 | 1 214 | 3 182 | 3 390 | 1 771 |
| Group 64.2 | 499 | 134 | : | : | : | : | : | 555 | 40 | 663 | : | 218 | 296 | 330 | 6 015 | 218 |
| Division 72 | 8 485 | 7 931 | : | : | 19 564 | : | : | 63 581 | 547 | 13 710 | : | 3 100 | 4 902 | 19 128 | 126 625 | 4 118 |

Source: Eurostat, structural business statistics (theme4/SBS/Bus_Demo).

Table 2.4.2: Birth rates and death rates as a proportion of active enterprises, 1998 (%)

| | BE | DK | DE | EL | ES | FR | IE | IT (1) | LU | NL | AT | PT | FI | SE | UK | NO |
|--------------------------|------------------------|----|----|----|----|----|----|--------|----|----|----|----|----|----|----|----|
| | Birth rates | | | | | | | | | | | | | | | |
| Business economy | : | 10 | : | : | 10 | : | : | 11 | 13 | : | : | 9 | 8 | : | 9 | 12 |
| ICT sector | : | 22 | : | : | : | : | : | 21 | : | : | : | 15 | 11 | : | 18 | : |
| ICT manufacturing | : | 7 | : | : | : | : | : | 11 | : | : | : | 8 | 6 | : | 9 | : |
| Division 30 | : | 11 | : | : | 23 | : | : | 26 | : | : | : | 14 | 16 | 4 | 14 | 11 |
| Group 31.3 | : | 14 | : | : | : | : | : | 11 | : | : | : | 6 | 2 | : | 9 | 0 |
| Division 32 | 8 | 6 | : | : | 8 | : | : | 11 | : | : | : | 8 | 7 | 6 | 7 | 7 |
| Group 33.2 | : | 7 | : | : | : | : | : | 8 | 14 | : | : | 8 | 3 | : | 7 | 7 |
| Group 33.3 | 9 | 5 | : | : | : | : | : | 8 | 0 | : | : | 7 | 1 | : | 3 | : |
| ICT services | 16 | 23 | : | : | : | : | : | 23 | 20 | : | : | 16 | 12 | 13 | 19 | 21 |
| Class 51.64 | 10 | 11 | : | : | : | : | : | 10 | 15 | : | : | 15 | 4 | 5 | 6 | 7 |
| Group 64.2 | 25 | 25 | : | : | : | : | : | 33 | 13 | : | : | 22 | 16 | 12 | 22 | 20 |
| Division 72 | 18 | 26 | : | : | 18 | : | : | 24 | 22 | : | : | 16 | 14 | 14 | 19 | 28 |
| | Death rates (2) | | | | | | | | | | | | | | | |
| Business economy | 7 | 8 | : | : | 8 | : | : | 7 | 8 | 8 | : | 7 | 8 | 6 | 11 | : |
| ICT sector | : | 12 | : | : | : | : | : | 7 | : | 10 | : | 11 | 9 | 6 | 11 | : |
| ICT manufacturing | : | 6 | : | : | : | : | : | 5 | : | 9 | : | 11 | 6 | 4 | 10 | : |
| Division 30 | 5 | 9 | : | : | 9 | : | : | 7 | : | 14 | : | 16 | 16 | 6 | 13 | : |
| Group 31.3 | : | 7 | : | : | : | : | : | 6 | : | 4 | : | 3 | 2 | 4 | 11 | : |
| Division 32 | 7 | 6 | : | : | 6 | : | : | 5 | : | 8 | : | 12 | 6 | 4 | 10 | : |
| Group 33.2 | : | 5 | : | : | : | : | : | 5 | 0 | 7 | : | 11 | 3 | 4 | 9 | : |
| Group 33.3 | : | 6 | : | : | : | : | : | 5 | 0 | 3 | : | 0 | 3 | 5 | 7 | : |
| ICT services | 7 | 13 | : | : | : | : | : | 7 | 8 | 10 | : | 11 | 10 | 6 | 11 | : |
| Class 51.64 | 6 | 11 | : | : | : | : | : | 5 | 11 | 10 | : | 8 | 7 | 6 | 9 | : |
| Group 64.2 | 9 | 9 | : | : | : | : | : | 13 | 13 | 14 | : | 9 | 10 | 7 | 15 | : |
| Division 72 | 8 | 13 | : | : | 12 | : | : | 7 | 7 | 10 | : | 12 | 11 | 5 | 11 | : |

(1) IT, the quality of the 1998 data is affected by the re-integration into the business register of some units that had previously existed.

(2) BE, DK, PT, FI, provisional data; LU, as of 1 January.

Source: Eurostat, structural business statistics (theme4/SBS/Bus_Demo).

2. THE ICT SECTOR

Table 2.4.3: Survival rates of enterprises newly born in 1998 (%)

| | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO |
|---|----|----|----|----|----|----|----|----|-----|----|----|-----|-----|-----|-----|-----|
| Survival rate after one year (survived to 1999) | | | | | | | | | | | | | | | | |
| Business economy | : | 81 | : | : | 83 | : | : | 83 | 90 | : | : | 94 | 83 | : | 92 | 85 |
| ICT sector | : | 79 | : | : | : | : | : | 85 | : | : | : | 97 | 83 | : | 95 | : |
| ICT manufacturing | : | 80 | : | : | : | : | : | 86 | : | : | : | 93 | 91 | : | 90 | : |
| Division 30 | : | 86 | : | : | 83 | : | : | 83 | : | : | : | 100 | 71 | 100 | 93 | 100 |
| Group 31.3 | : | 75 | : | : | : | : | : | 79 | : | : | : | 100 | 100 | : | 89 | : |
| Division 32 | : | 67 | : | : | 85 | : | : | 87 | : | : | : | 89 | 97 | 100 | 88 | 92 |
| Group 33.2 | : | 92 | : | : | : | : | : | 85 | 100 | : | : | 100 | 100 | : | 87 | 75 |
| Group 33.3 | : | 80 | : | : | : | : | : | 95 | : | : | : | 100 | 100 | : | 100 | : |
| ICT services | : | 79 | : | : | : | : | : | 84 | 90 | : | : | 98 | 82 | 98 | 95 | 81 |
| Class 51.64 | : | 72 | : | : | : | : | : | 85 | 89 | : | : | 100 | 90 | 98 | 90 | 91 |
| Group 64.2 | : | 76 | : | : | : | : | : | 74 | 100 | : | : | 98 | 69 | 93 | 90 | 82 |
| Division 72 | : | 79 | : | : | 79 | : | : | 84 | 89 | : | : | 97 | 82 | 98 | 95 | 80 |
| Survival rate after two years (survived to 2000) | | | | | | | | | | | | | | | | |
| Business economy | : | 64 | : | : | 69 | : | : | 71 | 78 | : | : | 72 | 68 | : | 78 | 75 |
| ICT sector | : | 60 | : | : | : | : | : | 71 | : | : | : | 80 | 68 | : | 83 | : |
| ICT manufacturing | : | 61 | : | : | : | : | : | 75 | : | : | : | 63 | 80 | : | 75 | : |
| Division 30 | : | 71 | : | : | 66 | : | : | 73 | : | : | : | 57 | 57 | 94 | 74 | 71 |
| Group 31.3 | : | 50 | : | : | : | : | : | 66 | : | : | : | 100 | 100 | : | 78 | : |
| Division 32 | : | 44 | : | : | 70 | : | : | 76 | : | : | : | 57 | 83 | 90 | 75 | 67 |
| Group 33.2 | : | 62 | : | : | : | : | : | 73 | 100 | : | : | 63 | 100 | : | 76 | 75 |
| Group 33.3 | : | 80 | : | : | : | : | : | 92 | : | : | : | 100 | 100 | : | 100 | : |
| ICT services | : | 60 | : | : | : | : | : | 71 | 82 | : | : | 81 | 67 | 90 | 84 | 68 |
| Class 51.64 | : | 55 | : | : | : | : | : | 74 | 84 | : | : | 90 | 81 | 90 | 77 | 75 |
| Group 64.2 | : | 55 | : | : | : | : | : | 64 | 100 | : | : | 84 | 54 | 78 | 74 | 64 |
| Division 72 | : | 61 | : | : | 64 | : | : | 71 | 80 | : | : | 77 | 67 | 90 | 84 | 68 |

Source: Eurostat, structural business statistics (theme4/SBS/Bus_Demo).

Table 2.4.4: Average number of persons employed in enterprises newly born in 1998

| | BE | DK (1) | DE | EL | ES | FR | IE | IT (2) | LU | NL (1) | AT | PT | FI (1) | SE | UK | NO |
|---|-----|--------|----|----|------|----|----|--------|-----|--------|----|-----|--------|-----|-----|------|
| Average in 1998 | | | | | | | | | | | | | | | | |
| Business economy | : | 1.3 | : | : | 2.1 | : | : | 1.4 | 2.2 | : | : | 2.0 | 0.5 | : | 2.2 | 1.7 |
| ICT sector | : | 1.3 | : | : | : | : | : | 1.3 | : | : | : | : | 0.6 | : | : | : |
| ICT manufacturing | : | 1.7 | : | : | : | : | : | 1.5 | : | : | : | : | 1.2 | : | : | : |
| Division 30 | : | 1.0 | : | : | 1.5 | : | : | 1.4 | : | : | : | 1.1 | 0.6 | 2.1 | 1.8 | 1.4 |
| Group 31.3 | : | 1.0 | : | : | : | : | : | 2.2 | : | : | : | : | 1.0 | : | 5.3 | : |
| Division 32 | 5.8 | 1.7 | : | : | 5.5 | : | : | 1.5 | : | : | : | 1.9 | 1.4 | 1.6 | 4.4 | 14.6 |
| Group 33.2 | : | 3.2 | : | : | : | : | : | 1.7 | : | : | : | 1.6 | 0.4 | : | : | 9.4 |
| Group 33.3 | 2.6 | 0.8 | : | : | : | : | : | 2.0 | : | : | : | 5.3 | 8.0 | : | : | : |
| ICT services | 1.1 | 1.3 | : | : | : | : | : | 1.3 | 1.2 | : | : | 2.4 | 0.5 | 1.5 | 1.5 | 1.8 |
| Class 51.64 | 1.1 | 1.7 | : | : | : | : | : | 1.5 | 1.7 | : | : | 2.4 | 1.0 | 1.8 | 2.3 | 3.0 |
| Group 64.2 | 2.7 | 2.3 | : | : | : | : | : | 5.6 | 1.2 | : | : | 5.5 | 0.4 | 2.8 | 2.0 | 3.0 |
| Division 72 | 0.9 | 1.2 | : | : | 1.8 | : | : | 1.3 | 1.1 | : | : | 2.1 | 0.5 | 1.4 | 1.5 | 1.7 |
| Average in 1999 of enterprises having survived one year | | | | | | | | | | | | | | | | |
| Business economy | : | 1.6 | : | : | 2.6 | : | : | 1.7 | 2.7 | : | : | 2.1 | 0.8 | 1.4 | 2.3 | 2.2 |
| ICT sector | : | 1.6 | : | : | : | : | : | 1.7 | : | : | : | : | 0.9 | 1.7 | : | : |
| ICT manufacturing | : | 2.2 | : | : | : | : | : | 2.1 | : | : | : | : | 1.7 | 2.0 | : | : |
| Division 30 | : | 1.2 | : | : | 1.8 | : | : | 2.0 | : | : | : | 1.4 | 0.7 | 3.7 | 1.9 | 2.3 |
| Group 31.3 | : | 1.0 | : | : | : | : | : | 4.2 | : | : | : | : | 0.0 | 4.0 | 6.0 | : |
| Division 32 | : | 2.0 | : | : | 7.8 | : | : | 2.0 | : | : | : | 2.4 | 2.4 | 1.6 | 4.1 | 26.4 |
| Group 33.2 | : | 4.4 | : | : | : | : | : | 2.1 | : | : | : | 1.6 | 0.8 | 1.2 | 2.6 | 4.8 |
| Group 33.3 | : | 1.3 | : | : | : | : | : | 3.2 | : | : | : | 5.2 | 2.0 | 1.0 | : | : |
| ICT services | : | 1.6 | : | : | : | : | : | 1.6 | 1.6 | : | : | 2.5 | 0.9 | 1.7 | 1.5 | 2.8 |
| Class 51.64 | : | 2.9 | : | : | : | : | : | 1.9 | 2.2 | : | : | 2.3 | 1.8 | 2.2 | 2.5 | 4.5 |
| Group 64.2 | : | 4.5 | : | : | : | : | : | 9.2 | 1.2 | : | : | 6.5 | 1.2 | 3.6 | 2.4 | 4.6 |
| Division 72 | : | 1.5 | : | : | 2.8 | : | : | 1.5 | 1.4 | : | : | 2.2 | 0.8 | 1.6 | 1.5 | 2.5 |
| Average in 2000 of enterprises having survived two years | | | | | | | | | | | | | | | | |
| Business economy | : | 1.8 | : | : | 3.2 | : | : | 1.9 | : | : | : | 2.6 | 1.1 | 1.7 | : | 2.3 |
| ICT sector | : | : | : | : | : | : | : | 2.0 | : | : | : | : | 1.7 | 2.0 | : | : |
| ICT manufacturing | : | : | : | : | : | : | : | 2.5 | : | : | : | : | 3.8 | 2.3 | : | : |
| Division 30 | : | 1.4 | : | : | 2.3 | : | : | 2.4 | : | : | : | 1.3 | 0.6 | 4.4 | 2.1 | 2.6 |
| Group 31.3 | : | : | : | : | : | : | : | 6.4 | : | : | : | : | 0.0 | 5.3 | 6.7 | : |
| Division 32 | : | : | : | : | 10.6 | : | : | 2.3 | : | : | : | 6.7 | 5.7 | 1.8 | 2.7 | 36.0 |
| Group 33.2 | : | 2.5 | : | : | : | : | : | 2.4 | : | : | : | 2.0 | 1.0 | 1.4 | 2.8 | 16.5 |
| Group 33.3 | : | 0.8 | : | : | : | : | : | 3.6 | : | : | : | 5.5 | 7.0 | 1.3 | : | : |
| ICT services | : | 2.3 | : | : | : | : | : | 1.9 | 2.6 | : | : | 3.2 | 1.5 | 2.0 | 1.7 | 3.7 |
| Class 51.64 | : | 4.8 | : | : | : | : | : | 2.0 | 2.7 | : | : | 2.5 | 2.5 | 2.7 | 2.8 | 5.6 |
| Group 64.2 | : | 10.7 | : | : | : | : | : | 14.7 | 1.2 | : | : | 8.0 | 3.0 | 4.7 | 3.8 | 11.2 |
| Division 72 | : | 1.9 | : | : | 4.3 | : | : | 1.8 | 2.6 | : | : | 3.0 | 1.4 | 2.0 | 1.6 | 3.2 |

(1) Employment data are provided as full-time equivalents.

(2) The quality of the 1998 data is affected by the re-integration into the business register of some units that had previously existed.

Source: Eurostat, structural business statistics (theme4/SBS/Bus_Demo).

3. THE ICT MARKET

3.1 OUTPUT PRICES

Activities covered in this sub-chapter

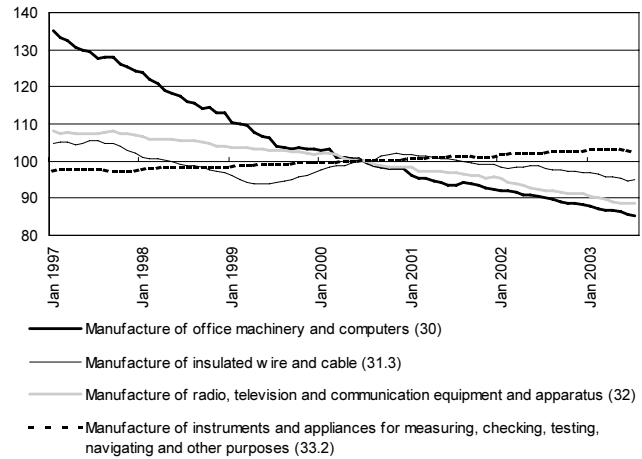
Unless otherwise noted in tables or graphs, the ICT aggregates presented in this sub-chapter cover the following activities

| ICT manufacturing | |
|-------------------|--|
| 30 | Manufacture of office machinery and computers |
| 31.3 | Manufacture of insulated wire and cable |
| 32 | Manufacture of radio, television and communication equipment and apparatus |
| 33.2 | Manufacture of instruments and appliances for measuring, checking, testing, navigating and other purposes, except industrial process control equipment |

The main basis of the information presented in this sub-chapter is Council Regulation No. 1165/98 of 19 May 1998 concerning short-term statistics (hereafter referred to as STS). The index of domestic output prices aims to show the changes in the ex-works selling prices of all products sold on the domestic market. The EU indices refer to overall weighted price changes. Note that the data coverage for the information presented in this sub-chapter, in terms of NACE activities, is different to that used for chapter 2.

Unlike most manufactured goods, where there has been some price inflation during the period shown in figure 3.1.1, output prices for many ICT products fell. Overall price inflation was equal to 6.8 % in the EU's manufacturing sector (NACE Section D) between 1997 and mid-2003. On the other hand, among the four ICT manufacturing activities for which data are available, three reported declining prices. The largest price reductions were recorded for office machinery and computers industry (NACE Division 30), where prices fell by more than one-third (36.8 %). Output prices of radio, television and communication equipment and apparatus (NACE Division 32) also declined by a relatively large amount, some 18.2 %. For the latter activity, the pace at which prices declined was more rapid from 2000 onwards.

Figure 3.1.1: Domestic producer price indices, monthly data, EU-15 (2000=100)



Source: Eurostat, European Business Trends (theme4/ebt/ebt_ind/ind_pric/107prin).

The only ICT manufacturing activity where output prices rose between 1997 and mid-2003 was instruments and appliances for measuring, checking, testing, navigating and other purposes (NACE Group 33.2), where output prices increased overall by 4.7 %, which was still less than the EU manufacturing average.

The trend of falling prices observed for the EU was repeated in the majority of the Member States (see table 3.1.1). Subject to data availability, the only country to report price increases for ICT manufacturing was Greece, while there was literally no change in prices in either Italy or the Netherlands. The largest price reductions on the basis of the evolution of prices between 2000 and 2002 were recorded in Finland, Sweden and Ireland, where output prices fell overall by more than 10 %, (in Finland by more than 25 %).

Table 3.1.1: Domestic producer price indices ICT manufacturing (2000=100)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|------|-------|----|----|-----|-----|-----|-----|-----|-----|----|-----|-----|-----|-----|-----|-----|
| 1995 | 120 | : | : | 111 | 83 | 104 | 147 | : | 101 | : | 99 | : | : | 135 | 127 | 128 |
| 1996 | 114 | : | : | 110 | 83 | 103 | 129 | : | 99 | : | 98 | 97 | : | 129 | 119 | 125 |
| 1997 | 110 | : | : | 108 | 89 | 103 | 115 | : | 99 | : | 97 | 99 | : | 125 | 116 | 117 |
| 1998 | 106 | : | : | 106 | 91 | 101 | 108 | : | 100 | : | 98 | 99 | : | 116 | 111 | 109 |
| 1999 | 102 | : | : | 102 | 93 | 99 | 101 | : | 100 | : | 98 | 99 | : | 109 | 108 | 104 |
| 2000 | 100 | : | : | 100 | 100 | 100 | 100 | 100 | 100 | : | 100 | 100 | 100 | 100 | 100 | 100 |
| 2001 | 97 | : | : | 99 | 101 | 99 | 97 | 97 | 101 | : | 100 | 99 | 99 | 85 | 86 | 95 |
| 2002 | 94 | : | : | 98 | 102 | 99 | 91 | 89 | 101 | : | 101 | 98 | 98 | 74 | 83 | 95 |

Source: Eurostat, European Business Trends (theme4/ebt/ebt_ind/ind_pric/linda07a).

Table 3.1.2: Domestic producer price indices (2000=100)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|-------|-----|----|-----|-----|-----|-----|-----|-----|----|-----|-----|-----|----|-----|-----|
| Manufacture of office machinery and computers (Division 30) | | | | | | | | | | | | | | | | |
| 1995 | 162 | 96 | : | 128 | : | 111 | : | : | 104 | : | 114 | : | : | : | 102 | 211 |
| 1996 | 145 | 98 | : | 123 | : | 104 | : | : | 98 | : | 104 | 100 | : | : | 100 | 192 |
| 1997 | 129 | 98 | : | 118 | : | 103 | : | : | 98 | : | 99 | 100 | : | : | 102 | 157 |
| 1998 | 117 | 99 | : | 112 | : | 103 | : | : | 99 | : | 99 | 100 | : | : | 95 | 131 |
| 1999 | 106 | 100 | : | 104 | : | 101 | : | : | 100 | : | 99 | 100 | : | : | 95 | 115 |
| 2000 | 100 | 100 | : | 100 | : | 100 | : | 100 | 100 | : | 100 | 100 | : | : | 100 | 100 |
| 2001 | 94 | 101 | : | 97 | : | 100 | : | 96 | 101 | : | 101 | 91 | : | : | 102 | 83 |
| 2002 | 90 | 99 | : | 95 | : | 98 | : | 86 | 102 | : | 102 | 79 | : | : | 89 | 78 |
| Manufacture of insulated wire and cable (Group 31.3) | | | | | | | | | | | | | | | | |
| 1995 | 109 | 99 | : | 106 | 68 | 103 | 120 | : | 112 | : | 93 | : | 94 | : | : | 114 |
| 1996 | 107 | 105 | : | 104 | 66 | 104 | 114 | : | 108 | : | 92 | : | 82 | : | : | 115 |
| 1997 | 104 | 106 | : | 101 | 78 | 104 | 112 | : | 105 | : | 95 | : | 78 | : | : | 111 |
| 1998 | 99 | 106 | : | 98 | 79 | 95 | 100 | : | 103 | : | 94 | : | 94 | : | : | 102 |
| 1999 | 95 | 102 | : | 96 | 80 | 93 | 93 | : | 96 | : | 93 | : | 78 | : | : | 98 |
| 2000 | 100 | 100 | : | 100 | 100 | 100 | 100 | : | 100 | : | 100 | : | 100 | : | : | 100 |
| 2001 | 100 | 98 | : | 100 | 104 | 99 | 102 | : | 100 | : | 102 | : | 99 | : | : | 98 |
| 2002 | 98 | 88 | : | 98 | 107 | 92 | 99 | : | 97 | : | 102 | : | 92 | : | : | 97 |
| Manufacture of radio, television and communication equipment and apparatus (Division 32) | | | | | | | | | | | | | | | | |
| 1995 | 114 | : | : | 110 | 91 | 103 | : | : | 99 | : | 97 | : | : | : | : | 114 |
| 1996 | 111 | : | : | 109 | 92 | 104 | : | : | 99 | : | 97 | 97 | : | : | : | 113 |
| 1997 | 108 | : | : | 108 | 94 | 104 | : | : | 99 | : | 98 | 99 | : | : | : | 110 |
| 1998 | 105 | : | : | 107 | 97 | 102 | : | : | 100 | : | 99 | 99 | : | : | : | 107 |
| 1999 | 103 | : | : | 104 | 100 | 101 | : | : | 100 | : | 99 | 99 | : | : | : | 103 |
| 2000 | 100 | : | : | 100 | 100 | 100 | : | : | 100 | : | 100 | 100 | 100 | : | : | 100 |
| 2001 | 97 | 101 | : | 99 | 98 | 99 | : | : | 102 | : | 99 | 100 | 100 | : | : | 97 |
| 2002 | 93 | 99 | : | 97 | 99 | 100 | : | : | 102 | : | 100 | 98 | 101 | : | : | 88 |
| Manufacture of instruments and appliances for measuring, checking, testing, navigating and other purposes (Group 33.2) | | | | | | | | | | | | | | | | |
| 1995 | 95 | : | : | 94 | 97 | 91 | : | : | 94 | : | 95 | : | : | : | 89 | 93 |
| 1996 | 96 | : | : | 95 | 100 | 95 | : | : | 97 | : | 95 | : | : | : | 91 | 96 |
| 1997 | 98 | : | : | 97 | 100 | 98 | : | : | 98 | : | 95 | : | : | : | 95 | 97 |
| 1998 | 98 | : | : | 98 | 100 | 100 | : | : | 100 | : | 96 | : | : | : | 99 | 98 |
| 1999 | 99 | : | : | 99 | 100 | 99 | : | : | 100 | : | 97 | : | : | : | 101 | 100 |
| 2000 | 100 | : | : | 100 | 100 | 100 | : | : | 100 | : | 100 | : | : | : | 100 | 100 |
| 2001 | 101 | : | : | 101 | 103 | 99 | : | : | 101 | : | 103 | : | : | : | 104 | 100 |
| 2002 | 102 | : | : | 103 | 118 | 102 | : | : | 102 | : | 106 | : | : | : | 106 | 102 |

Source: Eurostat, European Business Trends (theme4/ebt/ebt_ind/ind_pric/linda07a).

3.2 ICT PRODUCTION

Products covered in this sub-chapter

The tables presented in this sub-chapter show data for a selection of products within the following CPA headings

| | |
|------|--|
| 30 | Office machinery and computers |
| 31.3 | Insulated wire and cable |
| 32 | Radio, television and communication equipment and apparatus |
| 33.2 | Instruments and appliances for measuring, checking, testing, navigating and other purposes |

The legal basis of the data presented in this sub-chapter is Council Regulation (EEC) No. 3924/91 on the establishment of a Community survey of industrial production (Prodcom Regulation). The data presented includes limited information for the candidate countries. Note that the data are compiled on the basis of the annually refined Prodcom list, as opposed to the activity classification (NACE) that has been used in the first sub-chapter.

The physical volume and the value of production are normally recorded for the products in the Prodcom list. Different production concepts are used in the survey, namely:

- production sold during the survey period;
- actual production (total production) during the survey period. This includes any production which is incorporated into the manufacture of other products. Such production is normally taken to mean own products which are either processed into another product or fitted into another product in the reporting unit itself, in another plant belonging to it, or under contract in another unit;
- production during the survey period which is intended for sale.

The value of production sold / production intended for sale should be calculated on the basis of the ex-works selling price obtained / obtainable during the reporting period. It also includes packaging costs, even if they are charged separately. However, the following are not included:

- any turnover tax and consumer tax charged;
- separately charged freight costs;
- any discounts granted to customers.

Prodcom statistics normally cover all enterprises which manufacture products contained in the Prodcom list. Among the rules on representativeness, the Regulation stipulates that all enterprises in NACE Sections C, D and E employing at least 20 persons must be included. In addition, at least 90 % of production in each (4-digit) NACE Class must also be recorded.

While there are a relatively large number of cells that are either not available or confidential, the information presented does allow some comparisons of production at a very detailed level. For example, Germany was the largest producer (in value terms) of laptop PCs in the EU in 2002, while France produced the most facsimile machines, Finland had the highest value of production of radio transmission apparatus and the United Kingdom of electrical telephonic and telegraphic apparatus (just ahead of Finland).

Table 3.2.1: Production value of selected computer and other information processing equipment, 2002 (EUR million) (1)

| Code | Label | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO | BG | CZ | LT | PL | RO |
|----------|--|----------|------|---------|-------|-------|---------|-------|------|-------|----|-----|----|------|------|---------|---------|-----|----|----|----|------|------|
| 30021200 | Laptop PCs and palm-top organisers | : | : | 3 001.2 | - | 103.2 | 1 150.2 | : | 46.6 | - | - | - | - | - | 6.5 | 2 291.6 | : | - | - | - | - | - | - |
| 30021300 | Desk top PCs | 3 947.7 | 31.1 | 9.3 | 459.5 | - | 9.8 | : | 5.2 | - | - | - | - | 53.0 | 47.3 | 98.7 | 331.5 | - | - | - | - | 34.7 | 33.3 |
| 30021400 | Digital data processing machines: presented in the form of systems | 11 424.7 | : | 8.4 | : | 7.4 | : | 58.8 | 9.1 | - | - | - | - | - | - | 43.0 | 4 194.2 | - | - | - | - | 13.2 | - |
| 30021630 | Printers | 1 801.4 | : | 2.8 | 209.3 | - | 4.5 | 209.9 | : | 230.1 | - | - | - | - | - | : | 388.5 | - | - | - | - | - | - |
| 30021650 | Keyboards | : | : | : | 45.4 | - | 1.9 | : | 1.2 | - | - | - | - | - | - | - | 164.8 | - | - | - | - | - | - |
| 30021670 | Input or output units whether or not containing storage units in the same housing (including mice, plotters and keyboards) | : | : | 6.9 | 288.1 | - | 92.5 | : | 2.0 | 63.0 | - | 4.7 | : | : | 0.6 | 12.8 | 1 122.2 | - | - | - | - | - | - |
| 30021673 | Monitors (visual display units) | : | : | : | : | : | : | : | : | : | : | : | : | : | 0.6 | : | : | : | - | - | - | - | - |
| 30021679 | Other input, output units (including mice, plotters and scanners) | : | : | : | 149.0 | - | : | : | : | : | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 30021730 | Central storage units | : | : | : | 4.6 | - | : | : | : | : | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 30021757 | Hard and floppy disk drives | : | : | : | : | - | : | : | : | : | - | - | - | - | - | - | - | 2.4 | - | - | - | - | - |
| 30021790 | Storage units (excluding central storage units, disk storage units and magnetic tape storage units) | 391.7 | - | 0.3 | : | - | : | : | : | : | - | - | - | - | - | - | 78.6 | - | - | - | - | - | - |

(1) EU-15: BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

Source: Eurostat, Comext (PRODCOM).

Table 3.2.2: Production value of selected of insulated wires and cables, 2002 (EUR million) (1)

| Code | Label | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO | BG | CZ | LT | PL | RO |
|----------|--|---------|----|------|-------|------|-------|---------|------|-------|----|------|------|------|------|------|-------|-------|----|-------|----|------|------|
| 31301200 | Insulated coaxial cables and other coaxial electric conductors for data and control purposes whether or not fitted with connectors | 1 146.8 | : | 0.2 | 196.4 | 12.9 | 27.6 | 159.3 | : | 167.9 | - | 40.4 | 16.0 | : | 35.8 | 84.6 | 194.3 | : | - | - | - | 6.1 | - |
| 31301330 | Electrical conductors used for telecommunications whether or not fitted with connectors, for a voltage <= 80 V | : | : | 9.8 | 258.3 | 14.9 | 75.0 | 287.0 | 18.3 | 181.5 | - | 41.5 | : | 30.3 | 26.2 | 22.6 | 190.1 | : | - | - | - | 52.5 | - |
| 31301350 | Other electrical conductors for data & control purposes whether or not fitted with connectors, voltage <= 80 V | 1 451.9 | : | 13.4 | 242.5 | - | 91.6 | 221.6 | : | 175.3 | - | 25.2 | 75.0 | 75.2 | 20.4 | 43.2 | 273.3 | : | - | - | - | 24.0 | - |
| 31301370 | Insulated electric conductors whether or not fitted with connectors, for a voltage > 80 V but <= 1 | : | : | : | : | : | : | : | : | : | - | - | - | - | - | - | - | 165.8 | - | 191.8 | - | 30.8 | 93.8 |
| 31301500 | Optical fibre cables made up of individually sheathed fibres whether or not assembled with electric conductors or fitted with connectors | 3 719.2 | : | 34.3 | 357.6 | 7.0 | 121.2 | 1 124.2 | : | 208.3 | - | 42.5 | : | : | 49.3 | : | 701.4 | 62.7 | - | - | - | 15.7 | - |

(1) EU-15: BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

Source: Eurostat, Comext (PRODCOM).

Table 3.2.3: Production value of selected electronic integrated circuits and microassemblies, 2002 (EUR million) (1)

| Code | Label | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO | BG | CZ | LT | PL | RO |
|----------|---|---------|------|---------|-------|-------|-------|---------|----|---------|----|------|----|------|-----|-------|-------|----|----|----|------|----|-----|
| 32106015 | Digital MOS integrated circuits (ICs): wafers not yet cut into chips | : | : | 1 738.4 | : | : | : | 986.5 | : | : | : | : | : | 55.9 | : | 236.1 | : | : | : | : | : | : | : |
| 32106017 | Digital MOS ICs: chips | : | : | 212.8 | : | : | 5.5 | : | : | : | : | : | : | 1.1 | : | : | : | : | : | : | : | : | : |
| 32106025 | Digital MOS ICs: DRAM (including modules) with a capacity <= 4 Mbits (2) | 383.6 | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 32106027 | Digital MOS ICs: DRAM (including modules) with a capacity > 4 Mbits | : | : | 918.9 | : | : | 59.2 | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 32106054 | MOS digital monolithic ICs with uverasable, programmable, read only memories (eproms) excluding circuits consisting solely of passive elements (2) | 784.2 | : | : | : | 245.9 | : | 745.2 | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 32106065 | Digital MOS ICs EEPROMS and flash EEPROMS (2) | : | : | : | : | : | : | : | : | 3.3 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 32106069 | Digital MOS ICs memories (including ROM, FIFO, LIFO) (excluding circuits consisting solely of passive elements, DRAMS, SRAMS, Cache-RAMS, [E]EPROMS) | : | : | : | : | : | : | 37.9 | : | 26.5 | : | : | : | : | : | : | : | : | : | : | 10.2 | : | : |
| 32106070 | Digital MOS ICs (CPUs and MPUs) | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 32106093 | Other digital MOS ICs (including MPR, MCU, ASIC, standard logic, PLD and other logic) | 4 691.1 | : | 2.3 | 725.9 | : | 379.3 | 1 602.1 | : | 1 602.1 | : | : | : | 27.0 | : | : | : | : | : | : | : | : | : |
| 32106095 | Linear (analogue) ICs | 2 365.8 | : | 10.8 | 358.6 | : | 850.9 | : | : | : | : | : | : | 8.2 | : | 85.1 | : | : | : | : | : | : | : |
| 32106097 | Hybrid ICs (excluding circuits consisting solely of passive elements) | 650.7 | : | 16.4 | 133.5 | : | 12.0 | 51.5 | : | 47.7 | : | : | : | 20.1 | : | 186.8 | 68.4 | : | : | : | : | : | : |
| 32106099 | Electronic microassemblies (excluding circuits consisting solely of passive elements, assemblies formed by mounting one or more discrete components on a support) | : | 99.0 | : | 425.4 | : | : | 1 686.7 | : | : | : | 21.6 | : | : | 0.2 | 0.0 | 659.7 | : | : | : | : | : | 8.3 |

(1) EU-15, BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

(2) 2000.

Source: Eurostat, Comext (PRODCOM).

Table 3.2.4: Production value of selected television and radio transmitters, and apparatus for line telephony and telegraphy, 2002 (EUR million) (1)

| Code | Label | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO | BG | CZ | LT | PL | RO |
|----------|---|----------|-------|---------|-------|---------|-------|-------|-------|-----|----|-------|------|----------|---------|---------|---------|----|----|----|----|----|-------|
| 32201150 | Radio/TV transmission apparatus without reception apparatus | 777.9 | 7.2 | 281.7 | 50.2 | 0.9 | 163.8 | | | | | | | | | | 261.5 | | | | | | |
| 32201170 | Radio transmission apparatus with reception apparatus | 35 337.6 | 493.3 | | 281.2 | 2 763.8 | 727.9 | | | | | | | 13 100.0 | 5 380.2 | 4 628.8 | 267.5 | | | | | | |
| 32201290 | Television cameras (including closed circuit TV cameras) (excluding camcorders) | | | 16.9 | | 0.0 | 14.6 | | | | | | | | | | 128.3 | | | | | | |
| 32202020 | Telephone sets (including line telephone sets with cordless handsets, videophones) (excluding telephone answering machines not an integral part of the set) | | | 66.6 | | 190.7 | 2.5 | 273.2 | | | | 113.1 | 5.1 | | | | | | | | | | 78.7 |
| 32202040 | Telephonic or telegraphic switching apparatus (excluding relays and switching equipment such as selectors for automatic telephone exchangers) | 13 267.6 | 10.6 | 1 859.7 | 17.1 | 2.5 | 355.8 | | | | | 353.3 | 86.7 | | | | 1 457.8 | | | | | | 165.9 |
| 32202050 | Telephonic/telegraphic apparatus for carrier-current line systems, not elsewhere classified (n.e.c.) | | 44.7 | 4.1 | 880.7 | 100.8 | 69.7 | 8.1 | 557.7 | | | 72.1 | 13.1 | | | | 539.2 | | | | | | |
| 32202060 | Electrical telephonic and telegraphic apparatus, n.e.c. | | | 5.3 | 249.2 | | 41.4 | | 255.0 | | | | | | 268.1 | 9.0 | 362.4 | | | | | | 0.7 |
| 32202075 | Facsimile machines (2) | 488.9 | | | | | | 151.8 | | 4.4 | | | | | | 0.0 | 141.4 | | | | | | |

(1) EU-15, BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

(2) 2000.

Source: Eurostat, Comext (PRODCOM).

Table 3.2.5: Production value of selected television and radio receivers, sound or video recording or reproducing apparatus and associated goods, 2002 (EUR million) (1)

| Code | Label | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO | BG | CZ | LT | PL | RO |
|----------|--|---------|----|-------|------|-------|---------|----|-------|----|----|-----|-------|----|------|----|---------|----|----|----|----|----|---------|
| 32301175 | Radio receivers, with sound recording or reproducing apparatus | 128.3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 19.6 | - | - | - | - | - | - |
| 32301179 | Radio receivers, not elsewhere classified (n.e.c.) (2) | - | - | - | - | - | 49.5 | - | - | - | - | - | - | - | - | - | 6.5 | - | - | - | - | - | - |
| 32301270 | Radio receivers motor vehicles with sound recording or reproducing apparatus (2) | - | - | - | - | - | 325.5 | - | - | - | - | - | 682.6 | - | - | - | - | - | - | - | - | - | - |
| 32301290 | Radio receivers for motor vehicles, n.e.c. | - | - | 715.6 | - | - | - | - | - | - | - | 0.0 | - | - | - | - | - | - | - | - | - | - | - |
| 32302020 | Colour television (TV) projection equipment and videoprojectors | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 32302030 | Colour TVs with a video recorder or player (2) | 321.2 | - | - | - | 166.6 | - | - | 23.0 | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 32302045 | Colour video monitors with cathode-ray tube | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 32302049 | Flat panel video monitor (for example LCD or plasma), without tuner (colour video monitors) (excluding with a cathode-ray tube) | - | - | - | - | 6.5 | - | - | 89.7 | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 32302050 | Colour TV receivers with integral tube (excluding television projection equipment, apparatus with a video recorder or player, video monitors) | - | - | - | - | - | - | - | 12.4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 32302060 | Flat panel colour TV receiver (for example LCD/plasma), excluding TV projection equipment, apparatus with video recorder/player, video monitors, TV receivers with integral tube (2) | 5 022.0 | - | 424.2 | - | 935.2 | 1 261.4 | - | 221.7 | - | - | - | - | - | 55.7 | - | 1 033.7 | - | - | - | - | - | 1 195.4 |
| 32302075 | Tuner blocks for CT/VCR and cable TV receiver units (colour video tuners) (excluding those which isolate high-frequency TV signals) | - | - | 23.4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 32302079 | Satellite TV receiver/decoder (colour TV receivers) (excluding with a screen, video tuners, video monitors, TV projection equipment, with integral tube) | - | - | - | 52.7 | - | 1.4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 32302083 | Black and white or other monochrome video monitors | - | - | - | - | - | - | - | - | - | - | - | - | - | 2.6 | - | 1 216.7 | - | - | - | - | - | - |
| 32303179 | CD players, mains/personal (excluding combined with radio/TV receivers, cassette players or player/recorders, coin/disc-operated record-players, turntables) | - | - | 1.1 | - | - | - | - | 47.3 | - | - | - | - | - | - | - | 0.8 | - | - | - | - | - | - |
| 32303230 | Dictating machines operated by an external source of power (2) | 29.4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 32303250 | Telephone answering machines with sound recording apparatus (excluding those forming an integral part of a telephone set) | 3.5 | - | 0.5 | - | - | - | - | - | - | - | - | - | - | - | - | 2.9 | - | - | - | - | - | - |
| 32303275 | Cassette recorders (cassette player/recorders) (including recording personal stereos) (excluding those combined with a radio or television receiver, dictating machines and so on) | - | - | - | - | - | - | - | - | - | - | - | - | - | 1.5 | - | - | - | - | - | - | - | - |
| 32303279 | Other tape recorders (magnetic tape player/recorders) (excluding those combined with a radio or TV receiver, dictating machines, telephone answering machines, cassette-type) | 39.1 | - | 0.4 | - | - | - | - | - | - | - | - | - | - | 0.3 | - | - | - | - | - | - | - | - |
| 32303290 | Sound recording apparatus (including digital disc audio recorders) (excluding dictating machines, telephone answering machines, magnetic tape player/recorders) | 61.0 | - | 0.2 | 15.8 | - | - | - | - | - | - | - | - | - | 1.5 | - | 16.2 | - | - | - | - | - | - |

Table 3.2.5: continued

| Code | Label | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO | BG | CZ | LT | PL | RO |
|----------|--|-------|----|-------|-------|----|------|------|----|------|----|----|----|----|------|-----|-------|----|----|----|-----|------|-----|
| 32303335 | Electronic stills cameras and video camcorders; digital cameras (still image video cameras and other video camera recorders) (excluding closed circuit TV cameras) | : | - | : | 80.5 | - | : | : | : | 12.2 | - | : | - | - | - | - | - | - | - | - | - | - | - |
| 32303339 | Video cassette recorders for magnetic tape of width <=1.3 cm and with a tape speed <=50 mm per second excluding those combined with television, or a built-in TV camera | : | - | 5.6 | 0.0 | - | : | : | - | - | - | - | - | - | - | - | 225.5 | - | - | - | - | - | - |
| 32303350 | Other video tape recorders excluding those combined with a TV - for magnetic tape of width <=1.3 cm and with a tape speed <=50 mm per second (2) | : | - | - | 397.0 | - | : | : | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 32303370 | Video recorders or player/recorders (including laser or digital video disc players/recorders) (excluding those combined with a television, for magnetic tape) | : | : | : | : | - | : | : | - | 68.6 | - | - | - | - | - | - | 51.0 | - | - | - | - | - | - |
| 32304100 | Microphones and their stands (excluding cordless microphones with a transmitter) | 147.0 | - | 0.1 | 71.5 | - | 3.8 | : | : | : | - | - | : | : | - | - | 8.2 | - | - | - | - | - | - |
| 32304235 | Single loudspeakers mounted in their enclosures (including frames or cabinets mainly designed for mounting loudspeakers) | 205.1 | : | 9.1 | 20.5 | - | 10.3 | : | : | 25.9 | - | : | - | : | 1.3 | 0.0 | 109.4 | : | - | - | - | 0.4 | : |
| 32304237 | Multiple loudspeakers mounted in the same enclosure (including frames or cabinets mainly designed for mounting loudspeakers) | 600.0 | : | 169.8 | 133.5 | - | 33.1 | 60.4 | : | 44.6 | - | : | - | : | 10.6 | - | 79.8 | : | - | - | - | 4.7 | : |
| 32304239 | Loudspeakers (including speaker drive units, frames or cabinets mainly designed for mounting loudspeakers) | 635.9 | : | 37.3 | : | - | 6.6 | : | - | 84.4 | - | - | - | - | - | - | 152.2 | : | - | - | - | 12.3 | : |
| 32304270 | Headphones and earphones, even combined with microphone, and sets consisting of a microphone and one or more loudspeakers (excluding airmen's headgear with headphones, telephone sets, cordless microphones with a transmitter, hearing aids) | : | - | : | 23.5 | - | 0.5 | : | : | : | - | : | - | - | 2.5 | - | 18.6 | - | - | - | - | - | - |
| 32304359 | Audio-frequency electric amplifiers (including hi-fi amplifiers) (excluding high or intermediate frequency amplifiers, telephonic and measurement amplifiers) | : | - | 2.1 | 174.0 | - | 5.0 | 9.5 | : | 0.8 | - | : | - | : | 2.1 | : | 62.6 | - | - | - | - | 2.1 | : |
| 32304370 | Electric sound amplifier sets (including public address systems with microphone and speaker) | : | - | : | : | - | 23.8 | : | - | 13.3 | - | - | - | : | 0.1 | - | 55.9 | : | - | - | 1.6 | : | 1.6 |
| 32304490 | Radio-telephony or radio-telegraphy reception apparatus (excluding portable receivers for calling or paging, those combined with radio receivers) | : | - | 0.5 | 24.6 | - | 31.4 | : | - | : | - | : | - | - | 2.5 | : | : | - | - | - | - | - | - |

(1) EU-15; BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

(2) 2000.

Source: Eurostat, Comext (PRODCOM).

Table 3.2.6: Production value of selected instruments and appliances for measuring, checking, testing and navigating, 2002 (EUR million) (1)

| Code | Label | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO | BG | CZ | LT | PL | RO |
|----------|---|---------|----|------|-------|----|-------|-------|----|------|----|----|----|-------|------|------|---------|-------|----|----|----|----|-----|
| 33201130 | Direction finding compasses (including magnetic, gyroscopic, binnacle and position finding) | : | : | : | : | : | : | : | : | : | : | : | : | : | 26.2 | : | 3.1 | : | - | - | : | : | : |
| 33201155 | Instruments and appliances for aeronautical or space navigation (excluding compasses) | : | : | 89.1 | : | : | 2.9 | 238.4 | : | : | : | : | : | : | : | : | 822.3 | : | - | - | : | : | : |
| 33201159 | Instruments and appliances for navigation (including for marine or river navigation) (excluding for aeronautical or space navigation, compasses) | 359.1 | - | 15.4 | : | : | : | 50.8 | : | : | : | : | : | : | : | : | 201.7 | 195.5 | - | - | : | : | : |
| 33201215 | Electronic surveying & hydrographic instruments & appliances (including rangefinders, levels, theodolites & tachometers, photogrammetrical instruments & appliances, excluding compasses) | : | - | 3.8 | 23.5 | : | : | : | : | : | : | : | : | : | 0.2 | : | 2.9 | : | - | - | : | : | : |
| 33201235 | Electronic instruments and apparatus for meteorological, hydrological and geophysical purposes (excluding compasses) | : | - | 0.0 | 12.7 | - | 256.2 | 13.9 | - | : | : | : | : | 137.9 | : | : | 41.3 | : | - | - | : | : | : |
| 33201239 | Other electronic instruments, not elsewhere classified (n.e.c.) | : | : | : | 1.7 | - | : | : | : | : | : | : | : | : | 2.1 | - | 50.4 | : | - | - | : | : | : |
| 33202030 | Radar apparatus | 2 696.5 | : | 24.6 | : | : | 3.5 | 549.8 | : | : | : | : | : | : | 1.1 | : | 1 133.6 | : | - | - | : | : | : |
| 33202050 | Radio navigational aid apparatus (including radio beacons and radio buoys, receivers, radio compasses equipped with multiple aerials or with a directional frame aerial) | : | - | : | 89.2 | - | : | 1.1 | - | : | : | : | : | : | 0.8 | - | 77.1 | : | - | - | : | : | : |
| 33202070 | Radio remote control apparatus (including for ships, pilotless aircraft, rockets, missiles, toys, and model ships or aircraft, for machines, for the detonation of mines) | 319.6 | : | 0.0 | 102.1 | - | 26.4 | : | : | 29.5 | - | : | : | : | - | 27.6 | 51.5 | - | - | - | : | : | : |
| 33204100 | Instruments and apparatus for measuring or detecting ionising radiations | : | : | : | 87.3 | - | : | 45.2 | - | : | : | : | : | : | 4.8 | - | 86.2 | - | - | - | : | : | : |
| 33204200 | Cathode-ray oscilloscopes and cathode-ray oscillographs | : | - | : | 19.6 | - | : | 0.1 | - | : | : | : | : | : | - | - | 0.1 | - | - | - | : | : | : |
| 33204310 | Multimeters | 95.0 | - | 0.3 | 55.5 | : | : | 11.7 | : | : | : | : | : | : | : | : | 12.0 | - | - | - | : | : | 0.1 |
| 33204330 | Instruments and apparatus, for measuring or checking voltage: electronic | 337.4 | - | 1.8 | 103.5 | : | 1.4 | 60.9 | : | 53.5 | - | : | : | : | 2.8 | : | 83.2 | : | - | - | : | : | 0.3 |
| 33204355 | Voltmeters | : | - | : | 3.9 | - | 4.7 | 0.0 | - | 5.3 | - | : | : | : | - | - | 5.6 | - | - | - | : | : | : |
| 33204359 | Non-electronic instruments and apparatus, for measuring or checking voltage, current, resistance or power, without a recording device (excluding multimeters, voltmeters) | 105.6 | - | 9.6 | 38.3 | : | 5.1 | 15.1 | : | 33.2 | - | : | : | : | 1.6 | : | 7.0 | - | - | - | : | : | : |
| 33204400 | Instruments and apparatus, for telecommunications | 1 574.2 | : | 37.2 | 231.6 | - | 19.2 | 48.3 | : | 56.4 | - | : | : | : | 6.7 | : | 857.8 | - | - | - | : | : | 0.0 |
| 33204520 | Instruments and apparatus for measuring or checking semiconductor wafers or devices | : | - | 0.9 | 46.8 | - | : | 39.0 | : | - | - | : | : | : | - | - | 60.0 | - | - | - | : | : | : |
| 33204530 | Instruments and apparatus, with a recording device, for measuring or checking electric gains (excluding gas, liquid or electricity supply or production meters) | : | - | 3.5 | 71.6 | - | : | : | - | 6.1 | - | : | : | : | 9.1 | : | 3.5 | - | - | - | : | : | 5.6 |
| 33204555 | Electronic instruments and apparatus, without a recording device, for measuring or checking electric gains (excluding gas, liquid or electricity supply or production meters) | 563.7 | - | 3.8 | 448.1 | - | 18.7 | 13.7 | : | 33.3 | - | : | : | : | - | : | : | - | - | - | : | : | : |
| 33204559 | Non-electronic instruments and apparatus, without a recording device, for measuring or checking electrical gains (excluding multimeters, voltmeters) | 76.5 | - | 0.7 | 11.1 | - | : | : | : | 17.7 | - | : | : | : | 0.1 | : | : | - | - | - | : | : | : |

Table 3.2.6: continued

| Code | Label | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO | BG | CZ | LT | PL | RO | |
|----------|---|---------|------|---------|-------|-------|-------|-------|-------|----|-------|----|------|------|-------|-------|-------|------|------|----|-----|------|------|---|
| 33205135 | Electronic thermometers and pyrometers, not combined with other instruments (excluding liquid filled) | 203.9 | 4.9 | 85.6 | - | - | - | 45.9 | 7.9 | - | - | - | - | - | - | - | 34.4 | - | 2.2 | - | - | - | - | |
| 33205175 | Electronic hydrometers, hygrometers and psychrometers | 33.1 | 0.5 | 5.7 | - | - | - | - | 0.2 | - | - | - | - | - | 0.9 | - | - | - | - | - | - | - | - | - |
| 33205235 | Electronic flow meters (excluding supply meters, hydrometric paddle-wheels) | 398.4 | - | 101.3 | - | 0.5 | 13.3 | 14.3 | 14.3 | - | 129.6 | - | - | - | 7.2 | - | 83.2 | - | - | - | - | - | - | - |
| 33205239 | Electronic instruments and apparatus for measuring or checking the level of liquids | - | 1.4 | 309.5 | - | 1.9 | 27.1 | 29.8 | 29.8 | - | - | - | - | - | 4.4 | - | 93.1 | - | - | - | - | - | - | - |
| 33205271 | Electronic pressure gauges, sensors, indicators and transmitters | - | 8.9 | 236.3 | - | 1.2 | 54.9 | 15.5 | 15.5 | - | - | - | - | - | 1.5 | - | 116.0 | 18.5 | - | - | - | - | - | - |
| 33205283 | Electronic instruments & apparatus for measuring variables of liquids/gases (including heat meters; excluding for measuring pressure/flow/level of liquids) | 634.3 | - | 324.6 | - | 2.3 | 123.7 | 14.0 | 14.0 | - | - | - | - | - | 23.5 | 3.3 | 131.7 | - | - | - | - | 6.1 | - | - |
| 33205313 | Electronic gas or smoke analysers | 478.0 | 3.2 | 100.6 | - | - | 77.1 | 19.1 | 19.1 | - | - | - | - | - | 9.0 | - | 263.9 | - | - | - | - | 2.5 | - | - |
| 33205330 | Spectrometers, spectrophotometers and so on, using optical radiations | 691.0 | - | 0.4 | 288.5 | - | - | - | 7.1 | - | - | - | - | - | 1.7 | - | 408.5 | - | - | - | - | - | - | - |
| 33205350 | Instruments and apparatus using optical radiations, n.e.c. | 977.2 | - | 36.4 | 262.4 | - | - | 16.4 | 16.4 | - | 14.9 | - | - | - | 1.0 | 167.3 | 61.6 | - | - | - | - | - | - | - |
| 33205381 | Electronic ph & rh meters, other apparatus for measuring conductivity & electrochemical quantities (including use laboratory/field environment, use process monitoring/control) | - | - | 74.7 | - | - | - | 8.3 | - | - | - | - | - | - | - | - | 48.9 | - | - | - | - | - | - | - |
| 33205383 | Other electronic instruments and apparatus | - | 44.8 | 230.4 | - | 8.2 | 138.1 | 58.1 | 58.1 | - | 28.2 | - | - | - | 57.3 | - | 76.9 | - | - | - | - | - | - | - |
| 33205385 | Viscometers, porosimeters and expansion meters | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 5.2 | - | - | - | - | - | - | - |
| 33205389 | Other instruments and apparatus for physical and chemical analysis | 318.3 | 0.0 | 208.1 | - | 0.0 | 51.6 | 73.3 | 73.3 | - | - | - | - | - | 0.6 | - | 19.4 | - | - | - | - | - | - | - |
| 33206210 | Electronic machines and appliances for testing the mechanical properties of metals (excluding metallographic machines or appliances, instruments for detecting defects) | - | - | 28.8 | - | - | - | - | - | - | - | - | - | - | - | - | 49.5 | - | - | - | - | - | - | - |
| 33206255 | Electronic machines and appliances for testing the properties of materials (excluding for metals) | - | - | 269.4 | - | 4.0 | - | 24.0 | 24.0 | - | - | - | - | - | 12.3 | - | 88.6 | - | - | - | - | - | - | - |
| 33206330 | Gas supply or production meters (including calibrated) | 306.4 | 4.0 | 100.6 | - | - | - | 53.5 | 53.5 | - | - | - | - | - | - | - | 90.9 | - | - | - | - | 15.2 | 14.4 | - |
| 33206350 | Liquid supply or production meters (including calibrated) (excluding pumps) | 512.9 | 34.5 | 177.1 | - | 40.1 | 101.0 | 42.1 | 42.1 | - | - | - | - | 7.0 | - | - | 17.9 | - | 1.0 | - | - | 24.3 | 21.0 | - |
| 33206370 | Electricity supply or production meters (including calibrated) (excluding voltmeters, ammeters, wattmeters and the like) | 459.4 | 0.0 | 69.8 | - | 31.0 | - | 109.3 | 109.3 | - | - | - | - | 21.6 | 32.0 | - | 82.9 | - | - | - | - | 28.4 | - | - |
| 33206430 | Revolution, production & entry counters, billiards meters, taximeters, mileometers, pedometers, hand-held counters, scalars, instruments/apparatus for measuring short time intervals | - | 8.1 | 120.1 | - | 109.5 | - | 0.3 | 0.3 | - | - | - | - | - | 1.1 | 12.6 | 30.4 | - | - | - | - | - | - | - |
| 33206453 | Vehicle speed indicators | 257.7 | 0.0 | - | - | - | - | - | - | - | - | - | - | - | - | - | 215.8 | - | - | - | - | - | - | - |
| 33206455 | Tachometers | - | 11.5 | 432.5 | - | - | - | - | - | - | - | - | - | - | - | - | 51.7 | - | - | - | - | - | - | - |
| 33206550 | Electronic instruments, appliances and machines for measuring or checking geometrical quantities (including comparators, coordinate measuring machines (CMMs)) | 1 033.9 | 1.2 | 562.9 | - | - | 65.8 | 108.8 | 108.8 | - | - | - | - | - | 0.9 | 42.7 | 225.7 | - | - | - | - | 3.1 | - | - |
| 33207015 | Electronic thermostats | 494.7 | 25.8 | 276.7 | - | 6.9 | 46.0 | 137.5 | 137.5 | - | - | - | - | - | - | - | 40.2 | - | - | - | 2.2 | - | - | - |
| 33207019 | Non-electronic thermostats | 703.0 | - | 166.8 | - | 44.1 | 92.8 | 99.8 | 99.8 | - | - | - | - | - | - | - | 68.7 | - | - | - | - | - | - | - |
| 33207030 | Manostats | 180.2 | - | 114.4 | - | - | - | 22.1 | 22.1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 33207050 | Hydraulic or pneumatic automatic regulating or controlling instruments and apparatus | 129.0 | 4.7 | 3.7 | - | - | 51.4 | 12.5 | 12.5 | - | - | - | - | 2.9 | - | - | 48.7 | - | - | - | 9.4 | - | - | - |
| 33207090 | Instruments and apparatus, regulating or controlling, n.e.c. | 2 633.1 | 62.6 | 1 426.6 | - | 213.7 | - | - | - | - | 32.1 | - | 27.1 | 16.9 | 242.9 | 452.0 | 98.2 | - | 13.0 | - | - | - | - | - |

(1) EU-15, BE, DK, EL, FR, LU, PT, UK, NO, LT, RO, 2001.

Source: Eurostat, Comext (PRODCOM).

3.3 EU'S EXTERNAL TRADE KEY INDICATORS

Products covered in sub-chapters 3.3 to 3.5

Unless otherwise noted in tables or graphs, the ICT aggregates presented in sub-chapters 3, 4 and 5 of this chapter cover the following CPA headings

| ICT | |
|------|--|
| 30 | Office machinery and computers |
| 31.3 | Insulated wire and cable |
| 32 | Radio, television and communication equipment and apparatus |
| 32.1 | Electronic valves, tubes and other electronic components |
| 32.2 | Television and radio transmitters, apparatus for line telephony and telegraphy |
| 32.3 | Television and radio receivers, sound or video recording or reproducing apparatus and associated goods |
| 33.2 | Instruments and appliances for measuring, checking, testing, navigating and other purposes |

EU external trade statistics are available in the Comext database, and can be compiled according to the product classification (CPA). No estimates are made for external trade statistics, although it is possible that subsequent revisions may occur. The data are processed by summing together product statistics, using a conversion table from the combined nomenclature (CN) to the CPA.

The data for EU-15 are reported in terms of trade flows outside of the EU, in other words extra-EU trade. However, for the individual Member States, the external trade flows reported are for trade with the rest of the world (in other words, they include both intra-EU and extra-EU trade). All external trade data are reported in current EUR terms.

The most striking development in the evolution of the EU's external trade performance was the slowdown in external trade activity since the Internet bubble burst in 2000. Figures 3.3.1 and 3.3.2 show graphically how the value of both ICT exports and imports has fallen since reaching highs in 2000.

The value of the EU's imports of ICT products fell for a number of product categories both between 2000 and 2001 and between 2001 and 2002. This was the case for office machinery and computers (CPA Division 30), electronic valves and tubes and other electronic components (CPA Group 32.1) and for TV and radio transmitters, apparatus for line telephony and telegraphy (CPA Group 32.2). TV and radio receivers, sound or video apparatus etc (CPA Group 32.3) was the only product grouping where the EU's imports rose between 2001 and 2002. In combination with falling import values for the other ICT products, the relative share of TV and radio receivers, sound or video apparatus etc. in total ICT imports rose from 13.9 % to 19.4 % between 2001 and 2002.

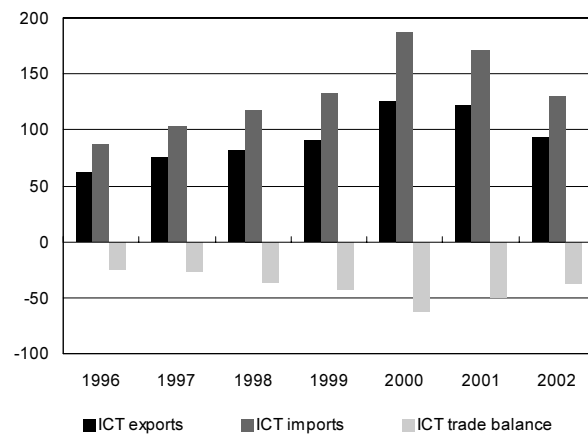
On the export side, ICT goods accounted for 9.3 % of the EU's manufactured exports in 2002 (see table 3.3.1). This share was in decline compared to a year earlier, when ICT goods had accounted for 12.4 % of total manufactured exports. The export value of each of the product categories in table 3.3.3 fell between 2001 and 2002. Office machinery and computers, followed by TV and radio transmitters, apparatus for line telephony and telegraphy generated the highest value of EU exports, among ICT products, in 2002.

Table 3.3.1: External trade overview, EU-15 (EUR million)

| | 2002 |
|--------------------------------|---------|
| ICT exports | 92 334 |
| ICT imports | 129 780 |
| ICT trade balance | -37 446 |
| ICT share in total exports (%) | 9.3 |
| ICT share in total imports (%) | 13.1 |

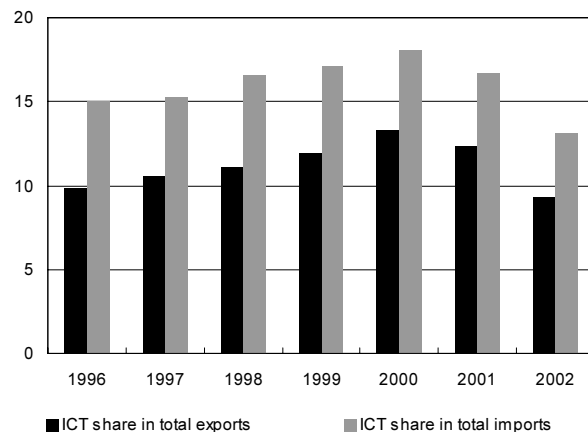
Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Figure 3.3.1: External trade overview, EU-15 (EUR billion)



Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Figure 3.3.2: Share of ICT in total trade, EU-15 (%)



Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

As imports decreased at a more rapid pace than exports the result was that the EU's trade deficit was reduced. The EU ran a trade deficit of EUR 37.4 billion in 2002, compared to a deficit of EUR 49.8 billion in 2001 (see table 3.3.2). As in previous years, by far the largest deficit (some EUR 31.8 billion) was recorded for office machinery and computers. These products accounted for 84.9 % of the EU's trade deficit in ICT products in 2002.

Table 3.3.2: External trade by product groupings, EU-15, 2002 (EUR million)

| | Office machinery and computers (Division 30) | Insulated wire and cable (Group 31.3) | Electronic valves and tubes and other electronic components (Group 32.1) | TV and radio transmitters, apparatus for line telephony and telegraphy (Group 32.2) | TV and radio receivers, sound or video apparatus etc. (Group 32.3) | Instruments and appliances for measuring, checking, testing, navigating etc. (Group 33.2) |
|---|---|--|---|--|---|--|
| Exports | 28 570 | 3 822 | 7 816 | 23 425 | 10 008 | 18 692 |
| Imports | 60 376 | 3 438 | 8 569 | 17 132 | 25 214 | 15 052 |
| Trade balance | -31 806 | 384 | -753 | 6 294 | -15 206 | 3 641 |
| Share of product group in ICT total exports (%) | 30.9 | 4.1 | 8.5 | 25.4 | 10.8 | 20.2 |
| Share of product group in ICT total imports (%) | 46.5 | 2.6 | 6.6 | 13.2 | 19.4 | 11.6 |

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Table 3.3.3: External trade by product groupings, EU-15 (EUR million)

| | Office machinery and computers (Division 30) | Insulated wire and cable (Group 31.3) | Electronic valves and tubes and other electronic components (Group 32.1) | TV and radio transmitters, apparatus for line telephony and telegraphy (Group 32.2) | TV and radio receivers, sound or video apparatus etc. (Group 32.3) | Instruments and appliances for measuring, checking, testing, navigating etc. (Group 33.2) |
|--|---|--|---|--|---|--|
| Exports | | | | | | |
| 1996 | 16 537 | 2 903 | 11 902 | 13 090 | 6 552 | 10 900 |
| 1997 | 19 587 | 3 413 | 14 702 | 16 547 | 8 610 | 13 212 |
| 1998 | 21 446 | 3 412 | 16 004 | 18 648 | 8 315 | 13 871 |
| 1999 | 24 049 | 3 531 | 18 491 | 21 681 | 8 658 | 14 139 |
| 2000 | 31 323 | 4 078 | 28 983 | 31 278 | 11 849 | 17 386 |
| 2001 | 31 505 | 4 411 | 26 151 | 29 606 | 11 026 | 18 728 |
| 2002 | 28 570 | 3 822 | 7 816 | 23 425 | 10 008 | 18 692 |
| Imports | | | | | | |
| 1996 | 37 603 | 1 809 | 19 352 | 8 176 | 11 112 | 9 112 |
| 1997 | 46 028 | 2 129 | 22 259 | 8 334 | 13 599 | 10 295 |
| 1998 | 54 277 | 2 377 | 23 678 | 10 947 | 14 916 | 11 529 |
| 1999 | 60 073 | 2 770 | 26 575 | 14 771 | 16 935 | 12 211 |
| 2000 | 71 531 | 3 848 | 47 609 | 24 887 | 23 498 | 15 948 |
| 2001 | 65 477 | 3 988 | 37 398 | 24 045 | 23 785 | 16 534 |
| 2002 | 60 376 | 3 438 | 8 569 | 17 132 | 25 214 | 15 052 |
| Trade balance | | | | | | |
| 1996 | -21 066 | 1 094 | -7 450 | 4 913 | -4 560 | 1 788 |
| 1997 | -26 441 | 1 284 | -7 557 | 8 214 | -4 989 | 2 918 |
| 1998 | -32 831 | 1 036 | -7 674 | 7 700 | -6 601 | 2 341 |
| 1999 | -36 024 | 761 | -8 084 | 6 910 | -8 277 | 1 927 |
| 2000 | -40 207 | 230 | -18 626 | 6 390 | -11 649 | 1 439 |
| 2001 | -33 971 | 423 | -11 247 | 5 562 | -12 760 | 2 194 |
| 2002 | -31 806 | 384 | -753 | 6 294 | -15 206 | 3 641 |
| Share of product group in ICT total exports (%) | | | | | | |
| 1996 | 26.7 | 4.7 | 19.2 | 21.2 | 10.6 | 17.6 |
| 1997 | 25.7 | 4.5 | 19.3 | 21.8 | 11.3 | 17.4 |
| 1998 | 26.3 | 4.2 | 19.6 | 22.8 | 10.2 | 17.0 |
| 1999 | 26.6 | 3.9 | 20.4 | 23.9 | 9.6 | 15.6 |
| 2000 | 25.1 | 3.3 | 23.2 | 25.0 | 9.5 | 13.9 |
| 2001 | 25.9 | 3.6 | 21.5 | 24.4 | 9.1 | 15.4 |
| 2002 | 30.9 | 4.1 | 8.5 | 25.4 | 10.8 | 20.2 |
| Share of product group in ICT total imports (%) | | | | | | |
| 1996 | 43.1 | 2.1 | 22.2 | 9.4 | 12.7 | 10.5 |
| 1997 | 44.8 | 2.1 | 21.7 | 8.1 | 13.2 | 10.0 |
| 1998 | 46.1 | 2.0 | 20.1 | 9.3 | 12.7 | 9.8 |
| 1999 | 45.1 | 2.1 | 19.9 | 11.1 | 12.7 | 9.2 |
| 2000 | 38.2 | 2.1 | 25.4 | 13.3 | 12.5 | 8.5 |
| 2001 | 38.2 | 2.3 | 21.8 | 14.0 | 13.9 | 9.7 |
| 2002 | 46.5 | 2.6 | 6.6 | 13.2 | 19.4 | 11.6 |

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

3.4 COUNTRY EXTERNAL TRADE KEY INDICATORS

In terms of the external trade performance of the Member States (see table 3.4.1a), there were just four countries that reported a positive trade position for ICT goods in 2002; they were Sweden (EUR 3.9 billion), Finland (EUR 3.3 billion), Ireland (EUR 1.3 billion) and Denmark (EUR 0.3 billion). Together these four countries accounted for 9.3 % of the EU's ICT imports and 22.6 % of its exports.

The largest deficits were registered in Germany, the Netherlands and the United Kingdom (all in excess of EUR 10 billion). Together these three countries accounted for 64.9 % of the EU's ICT imports and 51.2 % of its exports.

The candidate countries (see table 3.4.1b) also recorded a trade deficit for ICT products in 2002, equal to almost EUR 10 billion. With the exception of Lithuania and Malta, each of the 13 candidates recorded a trade deficit, the largest of which were registered by Hungary (EUR 3.5 billion), Poland (EUR 2.0 billion), the Czech Republic (EUR 1.7 billion) and Turkey (EUR 1.2 billion). The Czech Republic and Hungary were the only candidate countries to report that they exported more than EUR 1 billion of ICT goods in 2002.

The ICT share in total imports and exports varied considerably between countries (see tables 3.4.2a and 3.4.2b). ICT exports accounted for more than 10 % of manufactured goods that were exported in 2002 in Finland (23.0 %), Ireland (21.8 %), Sweden (17.5 %), the Netherlands (14.0 %) and the United Kingdom (12.6 %). Eight of the Member States reported that ICT imports accounted for more than 10 % of total manufactured imports. Shares rose to over 20 % in the Netherlands, Ireland and Luxembourg (where 42.1 % of all imported manufactured goods were ICT products).

Looking at the same indicators for the candidate countries, the Czech Republic, Hungary and Malta were the only candidates to report that more than 10 % of their total manufactured exports were accounted for by ICT products. The share in Malta rose to 81.2 %. Aside from Malta (50.1 %), the highest proportion of ICT imports in total manufactured imports was recorded in Hungary (31.6 %), followed by the Czech Republic (17.6 %).

Table 3.4.1a: External trade, 2002 (EUR million)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|---------|--------|-------|---------|------|--------|--------|-------|--------|--------|---------|--------|------|-------|-------|---------|
| ICT exports | 92 334 | 2 326 | 1 738 | 23 703 | 346 | 1 522 | 11 890 | 7 111 | 4 727 | 197 | 8 242 | 2 834 | 371 | 5 065 | 6 925 | 15 337 |
| ICT imports | 129 780 | 4 439 | 1 466 | 34 036 | 649 | 3 647 | 12 655 | 5 766 | 5 952 | 1 264 | 23 917 | 4 307 | 560 | 1 811 | 3 017 | 26 295 |
| ICT trade balance | -37 446 | -2 113 | 272 | -10 333 | -303 | -2 124 | -764 | 1 345 | -1 225 | -1 067 | -15 675 | -1 473 | -189 | 3 254 | 3 908 | -10 958 |
| ICT share in total exports (%) | 9.3 | 3.8 | 8.5 | 8.1 | 5.7 | 4.1 | 8.8 | 21.8 | 3.8 | 12.7 | 14.0 | 8.8 | 6.9 | 23.0 | 17.5 | 12.6 |
| ICT share in total imports (%) | 13.1 | 7.3 | 9.7 | 14.7 | 4.1 | 6.4 | 10.7 | 31.3 | 5.4 | 42.1 | 21.9 | 15.9 | 6.0 | 14.1 | 12.5 | 15.1 |
| Country share in the sum of EU-15 total exports (%) | ~ | 2.5 | 1.9 | 25.7 | 0.4 | 1.6 | 12.9 | 7.7 | 5.1 | 0.2 | 8.9 | 3.1 | 0.4 | 5.5 | 7.5 | 16.6 |
| Country share in the sum of EU-15 total imports (%) | ~ | 3.4 | 1.1 | 26.2 | 0.5 | 2.8 | 9.8 | 4.4 | 4.6 | 1.0 | 18.4 | 3.3 | 0.4 | 1.4 | 2.3 | 20.3 |

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Table 3.4.1b: External trade, 2002 (EUR million)

| | IS | NO | CH | BG(1) | CY(2) | CZ | EE | HU(2) | LV | LT(2) | MT(2) | PL | RO | SK | SI(2) | TR |
|--------------------------------|-----|-------|-------|-------|-------|--------|------|--------|-----|-------|-------|--------|------|------|-------|--------|
| ICT exports | 3 | 764 | 1 630 | 31 | 0 | 1 321 | 127 | 1 459 | 26 | 188 | 901 | 671 | 247 | 173 | 241 | 668 |
| ICT imports | 95 | 1 625 | 1 836 | 179 | 135 | 2 988 | 281 | 4 975 | 87 | 147 | 552 | 2 702 | 796 | 623 | 384 | 1 864 |
| ICT trade balance | -92 | -860 | -206 | -148 | -134 | -1 667 | -155 | -3 516 | -61 | 41 | 348 | -2 031 | -549 | -451 | -143 | -1 195 |
| ICT share in total exports (%) | 0.5 | 4.8 | 4.3 | 1.2 | 0.2 | 10.4 | 6.5 | 16.7 | 2.7 | 7.0 | 81.2 | 5.2 | 5.2 | 3.0 | 6.2 | 3.7 |
| ICT share in total imports (%) | 8.3 | 13.3 | 9.4 | 4.5 | 6.3 | 17.6 | 9.8 | 31.6 | 4.3 | 4.0 | 50.1 | 11.9 | 10.2 | 7.5 | 10.4 | 6.4 |

(1) 2000.

(2) 2001.

Source: Comext (EFTA (HS) SINCE 1988; COMTRADE HS SINCE 1988).

Table 3.4.2a: External trade (EUR million)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|---------|--------|-------|---------|------|--------|--------|--------|--------|--------|---------|--------|-------|-------|--------|---------|
| ICT exports | | | | | | | | | | | | | | | | |
| 1996 | 61 884 | : | 885 | 14 885 | 86 | 1 631 | 8 796 | 3 653 | 4 166 | : | 3 701 | 1 216 | 300 | 2 414 | 5 726 | 13 049 |
| 1997 | 76 072 | : | 1 106 | 17 490 | 147 | 1 751 | 11 176 | 5 131 | 4 125 | : | 4 704 | 2 070 | 296 | 3 173 | 7 172 | 15 845 |
| 1998 | 81 695 | : | 1 120 | 18 213 | 158 | 1 895 | 12 575 | 6 075 | 4 094 | : | 6 437 | 2 199 | 283 | 3 674 | 6 730 | 16 026 |
| 1999 | 90 549 | 1 946 | 1 308 | 20 585 | 197 | 1 711 | 13 529 | 7 562 | 4 446 | 71 | 7 323 | 2 418 | 215 | 4 178 | 8 263 | 16 796 |
| 2000 | 124 896 | 3 705 | 1 501 | 27 695 | 467 | 2 100 | 17 732 | 10 205 | 6 733 | 153 | 9 545 | 3 236 | 530 | 6 296 | 11 384 | 23 613 |
| 2001 | 121 427 | 3 384 | 1 523 | 29 397 | 431 | 1 951 | 17 170 | 10 848 | 7 649 | 160 | 10 091 | 3 185 | 586 | 5 645 | 7 731 | 21 676 |
| 2002 | 92 334 | 2 326 | 1 738 | 23 703 | 346 | 1 522 | 11 890 | 7 111 | 4 727 | 197 | 8 242 | 2 834 | 371 | 5 065 | 6 925 | 15 337 |
| ICT imports | | | | | | | | | | | | | | | | |
| 1996 | 87 164 | : | 949 | 20 933 | 269 | 2 227 | 10 690 | 4 201 | 4 541 | : | 13 150 | 1 228 | 574 | 1 276 | 2 420 | 22 411 |
| 1997 | 102 644 | : | 1 063 | 23 217 | 306 | 2 549 | 12 799 | 5 132 | 4 715 | : | 17 921 | 1 518 | 581 | 1 419 | 2 810 | 25 948 |
| 1998 | 117 724 | : | 1 111 | 26 192 | 320 | 2 928 | 13 931 | 6 846 | 4 869 | : | 23 649 | 1 751 | 623 | 1 590 | 2 773 | 27 837 |
| 1999 | 133 335 | 3 855 | 1 169 | 29 829 | 402 | 3 011 | 14 762 | 7 875 | 5 435 | 391 | 27 607 | 2 021 | 735 | 1 711 | 3 110 | 31 423 |
| 2000 | 187 320 | 5 641 | 1 432 | 42 841 | 558 | 4 040 | 19 812 | 9 472 | 7 568 | 928 | 38 431 | 3 566 | 916 | 3 012 | 4 846 | 44 256 |
| 2001 | 171 227 | 5 768 | 1 606 | 40 394 | 601 | 4 054 | 16 814 | 8 470 | 6 964 | 1 314 | 35 901 | 4 204 | 1 056 | 2 536 | 3 547 | 37 999 |
| 2002 | 129 780 | 4 439 | 1 466 | 34 036 | 649 | 3 647 | 12 655 | 5 766 | 5 952 | 1 264 | 23 917 | 4 307 | 560 | 1 811 | 3 017 | 26 295 |
| ICT trade balance | | | | | | | | | | | | | | | | |
| 1996 | -25 280 | : | -64 | -6 048 | -183 | -596 | -1 895 | -548 | -375 | : | -9 448 | -12 | -274 | 1 139 | 3 306 | -9 362 |
| 1997 | -26 572 | : | 43 | -5 727 | -159 | -797 | -1 623 | -1 | -590 | : | -13 217 | 552 | -284 | 1 753 | 4 362 | -10 103 |
| 1998 | -36 029 | : | 9 | -7 979 | -162 | -1 034 | -1 366 | -771 | -775 | : | -17 211 | 448 | -340 | 2 084 | 3 957 | -11 811 |
| 1999 | -42 787 | -1 910 | 139 | -9 243 | -204 | -1 301 | -1 233 | -313 | -989 | -321 | -20 284 | 397 | -519 | 2 467 | 5 153 | -14 627 |
| 2000 | -62 424 | -1 936 | 69 | -15 145 | -91 | -1 940 | -2 080 | 733 | -835 | -775 | -28 886 | -330 | -386 | 3 284 | 6 538 | -20 643 |
| 2001 | -49 800 | -2 384 | -83 | -10 997 | -170 | -2 103 | 356 | 2 378 | 685 | -1 153 | -25 809 | -1 019 | -469 | 3 109 | 4 184 | -16 323 |
| 2002 | -37 446 | -2 113 | 272 | -10 333 | -303 | -2 124 | -764 | 1 345 | -1 225 | -1 067 | -15 675 | -1 473 | -189 | 3 254 | 3 908 | -10 958 |
| ICT share in total exports (%) | | | | | | | | | | | | | | | | |
| 1996 | 9.9 | : | 6.5 | 8.5 | 2.0 | 6.0 | 9.7 | 33.3 | 4.7 | : | 11.2 | 7.4 | 8.0 | 16.4 | 20.0 | 15.1 |
| 1997 | 10.5 | : | 7.6 | 8.7 | 3.0 | 6.2 | 11.0 | 35.1 | 4.3 | : | 12.3 | 10.3 | 7.3 | 18.5 | 22.1 | 14.4 |
| 1998 | 11.1 | : | 7.6 | 8.6 | 3.5 | 6.6 | 11.7 | 34.5 | 4.3 | : | 16.0 | 10.7 | 7.1 | 21.4 | 21.2 | 15.6 |
| 1999 | 11.9 | 4.9 | 8.4 | 9.5 | 4.1 | 6.1 | 11.8 | 33.3 | 4.8 | 6.3 | 17.4 | 10.5 | 5.6 | 24.9 | 24.9 | 15.9 |
| 2000 | 13.3 | 7.1 | 8.2 | 10.7 | 7.0 | 5.7 | 13.1 | 33.1 | 5.8 | 10.6 | 17.7 | 11.4 | 10.2 | 28.4 | 27.4 | 17.8 |
| 2001 | 12.4 | 6.6 | 7.7 | 10.3 | 6.4 | 5.3 | 12.1 | 31.8 | 6.1 | 10.5 | 18.4 | 10.5 | 11.1 | 25.3 | 20.2 | 16.7 |
| 2002 | 9.3 | 3.8 | 8.5 | 8.1 | 5.7 | 4.1 | 8.8 | 21.8 | 3.8 | 12.7 | 14.0 | 8.8 | 6.9 | 23.0 | 17.5 | 12.6 |
| ICT share in total imports (%) | | | | | | | | | | | | | | | | |
| 1996 | 15.0 | : | 9.0 | 14.6 | 3.4 | 7.6 | 14.4 | 46.5 | 7.1 | : | 22.8 | 8.9 | 8.7 | 14.8 | 14.6 | 21.6 |
| 1997 | 15.3 | : | 9.0 | 14.5 | 3.7 | 7.3 | 14.9 | 42.9 | 6.5 | : | 25.7 | 9.9 | 7.9 | 14.3 | 15.1 | 20.7 |
| 1998 | 16.6 | : | 9.0 | 15.2 | 3.4 | 8.2 | 15.6 | 46.3 | 6.6 | : | 32.4 | 10.7 | 8.3 | 15.8 | 14.8 | 20.8 |
| 1999 | 17.1 | 8.4 | 9.0 | 15.9 | 4.2 | 7.6 | 15.0 | 46.9 | 6.8 | 20.3 | 31.8 | 10.9 | 9.0 | 16.4 | 15.0 | 22.0 |
| 2000 | 18.1 | 9.4 | 9.1 | 17.6 | 3.9 | 7.1 | 15.5 | 45.4 | 6.8 | 43.8 | 33.3 | 14.6 | 8.5 | 21.2 | 17.2 | 23.5 |
| 2001 | 16.7 | 9.5 | 10.0 | 16.6 | 4.1 | 7.1 | 13.2 | 43.8 | 6.1 | 45.8 | 31.9 | 15.8 | 9.6 | 19.1 | 14.6 | 20.4 |
| 2002 | 13.1 | 7.3 | 9.7 | 14.7 | 4.1 | 6.4 | 10.7 | 31.3 | 5.4 | 42.1 | 21.9 | 15.9 | 6.0 | 14.1 | 12.5 | 15.1 |
| Country share in the sum of EU-15 total exports (%) | | | | | | | | | | | | | | | | |
| 1996 | - | : | 1.4 | 24.1 | 0.1 | 2.6 | 14.2 | 5.9 | 6.7 | : | 6.0 | 2.0 | 0.5 | 3.9 | 9.3 | 21.1 |
| 1997 | - | : | 1.5 | 23.0 | 0.2 | 2.3 | 14.7 | 6.7 | 5.4 | : | 6.2 | 2.7 | 0.4 | 4.2 | 9.4 | 20.8 |
| 1998 | - | : | 1.4 | 22.3 | 0.2 | 2.3 | 15.4 | 7.4 | 5.0 | : | 7.9 | 2.7 | 0.3 | 4.5 | 8.2 | 19.6 |
| 1999 | - | 2.1 | 1.4 | 22.7 | 0.2 | 1.9 | 14.9 | 8.4 | 4.9 | 0.1 | 8.1 | 2.7 | 0.2 | 4.6 | 9.1 | 18.5 |
| 2000 | - | 3.0 | 1.2 | 22.2 | 0.4 | 1.7 | 14.2 | 8.2 | 5.4 | 0.1 | 7.6 | 2.6 | 0.4 | 5.0 | 9.1 | 18.9 |
| 2001 | - | 2.8 | 1.3 | 24.2 | 0.4 | 1.6 | 14.1 | 8.9 | 6.3 | 0.1 | 8.3 | 2.6 | 0.5 | 4.6 | 6.4 | 17.9 |
| 2002 | - | 2.5 | 1.9 | 25.7 | 0.4 | 1.6 | 12.9 | 7.7 | 5.1 | 0.2 | 8.9 | 3.1 | 0.4 | 5.5 | 7.5 | 16.6 |
| Country share in the sum of EU-15 total imports (%) | | | | | | | | | | | | | | | | |
| 1996 | - | : | 1.1 | 24.0 | 0.3 | 2.6 | 12.3 | 4.8 | 5.2 | : | 15.1 | 1.4 | 0.7 | 1.5 | 2.8 | 25.7 |
| 1997 | - | : | 1.0 | 22.6 | 0.3 | 2.5 | 12.5 | 5.0 | 4.6 | : | 17.5 | 1.5 | 0.6 | 1.4 | 2.7 | 25.3 |
| 1998 | - | : | 0.9 | 22.2 | 0.3 | 2.5 | 11.8 | 5.8 | 4.1 | : | 20.1 | 1.5 | 0.5 | 1.4 | 2.4 | 23.6 |
| 1999 | - | 2.9 | 0.9 | 22.4 | 0.3 | 2.3 | 11.1 | 5.9 | 4.1 | 0.3 | 20.7 | 1.5 | 0.6 | 1.3 | 2.3 | 23.6 |
| 2000 | - | 3.0 | 0.8 | 22.9 | 0.3 | 2.2 | 10.6 | 5.1 | 4.0 | 0.5 | 20.5 | 1.9 | 0.5 | 1.6 | 2.6 | 23.6 |
| 2001 | - | 3.4 | 0.9 | 23.6 | 0.4 | 2.4 | 9.8 | 4.9 | 4.1 | 0.8 | 21.0 | 2.5 | 0.6 | 1.5 | 2.1 | 22.2 |
| 2002 | - | 3.4 | 1.1 | 26.2 | 0.5 | 2.8 | 9.8 | 4.4 | 4.6 | 1.0 | 18.4 | 3.3 | 0.4 | 1.4 | 2.3 | 20.3 |

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

3. THE ICT MARKET

Table 3.4.2b: External trade (EUR million)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|---------------------------------------|------|--------|-------|------|------|--------|------|--------|-----|-----|-------|--------|------|------|------|--------|
| ICT exports | | | | | | | | | | | | | | | | |
| 1996 | 1 | 529 | 1 447 | 42 | 0 | 293 | 29 | 114 | 10 | 70 | 387 | 172 | 11 | 102 | 154 | 217 |
| 1997 | 1 | 626 | 1 543 | 50 | 0 | 339 | 79 | 198 | 22 | 148 | 384 | 213 | 12 | 149 | 165 | 215 |
| 1998 | 1 | 587 | 1 507 | 26 | 0 | 335 | 60 | 732 | 22 | 104 | 519 | 295 | 15 | 139 | 166 | 277 |
| 1999 | 1 | 657 | 1 840 | 23 | 0 | 406 | 46 | 1 140 | 23 | 84 | 670 | 229 | 43 | 120 | 140 | 291 |
| 2000 | 3 | 781 | 2 192 | 31 | 1 | 741 | 68 | 1 765 | 28 | 145 | 1 393 | 440 | 95 | 145 | 188 | 482 |
| 2001 | 2 | 868 | 2 201 | : | 0 | 812 | 136 | 1 459 | 22 | 188 | 901 | 548 | 111 | 193 | 241 | 679 |
| 2002 | 3 | 764 | 1 630 | : | : | 1 321 | 127 | : | 26 | : | : | 671 | 247 | 173 | : | 668 |
| ICT imports | | | | | | | | | | | | | | | | |
| 1996 | 70 | 1 116 | 1 809 | 65 | 94 | 943 | 84 | 434 | 35 | 61 | 248 | 1 219 | 230 | 193 | 227 | 854 |
| 1997 | 73 | 1 379 | 1 856 | 69 | 92 | 978 | 160 | 1 253 | 69 | 147 | 235 | 1 544 | 323 | 477 | 269 | 1 133 |
| 1998 | 92 | 1 489 | 1 856 | 84 | 105 | 1 212 | 199 | 1 719 | 90 | 129 | 344 | 1 972 | 447 | 518 | 289 | 1 260 |
| 1999 | 92 | 1 539 | 2 226 | 136 | 120 | 1 173 | 216 | 2 196 | 68 | 110 | 440 | 2 137 | 371 | 431 | 326 | 1 444 |
| 2000 | 117 | 1 800 | 2 842 | 179 | 147 | 1 645 | 458 | 4 342 | 79 | 115 | 904 | 2 839 | 778 | 541 | 344 | 2 451 |
| 2001 | 99 | 1 775 | 2 464 | : | 135 | 2 544 | 587 | 4 975 | 84 | 147 | 552 | 2 967 | 852 | 681 | 384 | 1 562 |
| 2002 | 95 | 1 625 | 1 836 | : | : | 2 988 | 281 | : | 87 | : | : | 2 702 | 796 | 623 | : | 1 864 |
| ICT trade balance | | | | | | | | | | | | | | | | |
| 1996 | -69 | -587 | -362 | -23 | -93 | -650 | -55 | -320 | -25 | 10 | 140 | -1 047 | -219 | -90 | -74 | -637 |
| 1997 | -72 | -753 | -313 | -19 | -92 | -639 | -80 | -1 055 | -47 | 1 | 148 | -1 331 | -311 | -328 | -104 | -918 |
| 1998 | -91 | -903 | -349 | -57 | -105 | -877 | -139 | -987 | -68 | -25 | 175 | -1 677 | -432 | -380 | -122 | -983 |
| 1999 | -91 | -882 | -386 | -113 | -119 | -767 | -170 | -1 056 | -45 | -26 | 229 | -1 908 | -328 | -311 | -187 | -1 153 |
| 2000 | -114 | -1 019 | -651 | -148 | -147 | -905 | -390 | -2 577 | -51 | 30 | 489 | -2 399 | -683 | -396 | -156 | -1 970 |
| 2001 | -97 | -908 | -263 | : | -134 | -1 733 | -452 | -3 516 | -63 | 41 | 348 | -2 419 | -741 | -488 | -143 | -883 |
| 2002 | -92 | -860 | -206 | : | : | -1 667 | -155 | : | -61 | : | : | -2 031 | -549 | -451 | : | -1 195 |
| ICT share in total exports (%) | | | | | | | | | | | | | | | | |
| 1996 | 0.1 | 5.9 | 5.7 | 1.8 | 0.1 | 4.1 | 3.6 | 3.1 | 1.6 | 4.0 | 74.4 | 2.6 | 0.4 | 3.0 | 6.6 | 2.4 |
| 1997 | 0.1 | 6.3 | 5.7 | 2.0 | 0.0 | 4.2 | 5.9 | 3.9 | 2.9 | 6.4 | 69.5 | 2.6 | 0.4 | 3.3 | 6.1 | 1.7 |
| 1998 | 0.2 | 7.2 | 5.7 | 1.4 | 0.0 | 3.9 | 4.6 | 12.7 | 3.2 | 5.1 | 74.0 | 3.6 | 0.6 | 3.3 | 6.0 | 2.3 |
| 1999 | 0.2 | 5.9 | 6.3 | 1.3 | 0.1 | 5.2 | 4.3 | 20.4 | 3.8 | 6.0 | 80.2 | 3.0 | 1.6 | 3.1 | 5.1 | 2.5 |
| 2000 | 0.5 | 5.3 | 6.1 | 1.2 | 0.3 | 7.5 | 5.2 | 23.5 | 3.9 | 6.7 | 88.4 | 4.2 | 2.4 | 2.8 | 5.5 | 3.4 |
| 2001 | 0.3 | 5.8 | 6.0 | : | 0.2 | 7.0 | 7.6 | 16.7 | 2.5 | 7.0 | 81.2 | 4.4 | 2.7 | 3.4 | 6.2 | 4.0 |
| 2002 | 0.5 | 4.8 | 4.3 | : | : | 10.4 | 6.5 | : | 2.7 | : | : | 5.2 | 5.2 | 3.0 | : | 3.7 |
| ICT share in total imports (%) | | | | | | | | | | | | | | | | |
| 1996 | 10.0 | 14.2 | 13.8 | 2.5 | 5.8 | 11.5 | 9.3 | 8.6 | 3.8 | 2.9 | 35.7 | 11.5 | 5.3 | 4.4 | 9.4 | 5.4 |
| 1997 | 9.8 | 14.5 | 12.1 | 2.6 | 5.4 | 10.6 | 10.0 | 17.8 | 6.1 | 5.5 | 36.6 | 11.3 | 6.8 | 8.2 | 10.0 | 5.4 |
| 1998 | 9.6 | 14.9 | 11.2 | 3.4 | 7.1 | 12.5 | 11.7 | 20.7 | 7.1 | 5.0 | 47.1 | 13.2 | 10.0 | 9.0 | 10.5 | 6.5 |
| 1999 | 8.8 | 15.4 | 13.4 | 5.2 | 7.4 | 12.0 | 13.3 | 23.5 | 5.4 | 4.8 | 47.8 | 14.2 | 9.6 | 8.5 | 11.1 | 8.0 |
| 2000 | 9.7 | 13.5 | 12.4 | 4.5 | 7.3 | 12.4 | 19.1 | 30.2 | 4.8 | 3.6 | 61.5 | 13.6 | 12.7 | 7.7 | 9.8 | 8.2 |
| 2001 | 8.7 | 14.6 | 11.0 | : | 6.3 | 16.4 | 20.9 | 31.6 | 4.5 | 4.0 | 50.1 | 13.8 | 11.6 | 8.2 | 10.4 | 6.1 |
| 2002 | 8.3 | 13.3 | 9.4 | : | : | 17.6 | 9.8 | : | 4.3 | : | : | 11.9 | 10.2 | 7.5 | : | 6.4 |

Source: Comext (EFTA (HS) SINCE 1988; COMTRADE HS SINCE 1988).

Table 3.4.3a: External trade by product groupings, 2002

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----------------|---------------|---------------|----------------|---------------|---------------|----------------|---------------|----------------|---------------|----------------|---------------|--------------|---------------|---------------|----------------|
| Exports (EUR million) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | 28 570 | 781 | 445 | 5 567 | 43 | 273 | 2 554 | 5 707 | 1 011 | 123 | 5 419 | 611 | 137 | 251 | 524 | 5 123 |
| Insulated wire and cable (Group 31.3) | 3 822 | 112 | 32 | 1 137 | 69 | 187 | 636 | 70 | 355 | 2 | 147 | 229 | 54 | 152 | 282 | 358 |
| Electronic valves, tubes, other components (Group 32.1) | 7 816 | 246 | 33 | 2 532 | 2 | 195 | 954 | 58 | 644 | 40 | 297 | 840 | 50 | 169 | 193 | 1 564 |
| TV & radio transmitters, telecoms apparatus (Group 32.2) | 23 425 | 483 | 357 | 5 717 | 173 | 356 | 3 301 | 979 | 1 091 | 8 | 859 | 366 | 65 | 3 512 | 3 478 | 2 682 |
| TV & radio receivers, sound/video apparatus (Group 32.3) | 10 008 | 477 | 385 | 1 947 | 29 | 286 | 1 819 | 112 | 560 | 8 | 513 | 359 | 46 | 524 | 1 649 | 1 294 |
| Instruments for measuring, checking etc. (Group 33.2) | 18 692 | 227 | 486 | 6 802 | 30 | 226 | 2 626 | 185 | 1 066 | 17 | 1 007 | 429 | 18 | 458 | 799 | 4 316 |
| Total ICT exports | 92 334 | 2 326 | 1 738 | 23 703 | 346 | 1 522 | 11 890 | 7 111 | 4 727 | 197 | 8 242 | 2 834 | 371 | 5 065 | 6 925 | 15 337 |
| Total exports (all products) | 990 757 | 60 694 | 20 335 | 292 833 | 6 103 | 37 492 | 135 376 | 32 659 | 123 938 | 1 551 | 58 678 | 32 100 | 5 406 | 22 025 | 39 578 | 121 991 |
| Imports (EUR million) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | 60 376 | 1 801 | 598 | 15 691 | 135 | 758 | 4 336 | 4 118 | 1 638 | 1 086 | 17 134 | 650 | 98 | 153 | 540 | 11 640 |
| Insulated wire and cable (Group 31.3) | 3 438 | 102 | 45 | 1 019 | 20 | 149 | 398 | 100 | 345 | 8 | 242 | 184 | 21 | 54 | 143 | 607 |
| Electronic valves, tubes, other components (Group 32.1) | 8 569 | 267 | 70 | 2 813 | 10 | 300 | 892 | 414 | 467 | 63 | 254 | 679 | 43 | 235 | 184 | 1 876 |
| TV & radio transmitters, telecoms apparatus (Group 32.2) | 17 132 | 341 | 189 | 3 735 | 142 | 492 | 1 447 | 667 | 960 | 45 | 2 143 | 1 964 | 102 | 422 | 699 | 3 783 |
| TV & radio receivers, sound/video apparatus (Group 32.3) | 25 214 | 1 498 | 385 | 6 478 | 154 | 1 562 | 3 209 | 268 | 1 453 | 56 | 2 868 | 477 | 209 | 778 | 979 | 4 842 |
| Instruments for measuring, checking etc. (Group 33.2) | 15 052 | 429 | 179 | 4 300 | 188 | 385 | 2 372 | 199 | 1 089 | 6 | 1 275 | 353 | 87 | 170 | 472 | 3 547 |
| Total ICT imports | 129 780 | 4 439 | 1 466 | 34 036 | 649 | 3 647 | 12 655 | 5 766 | 5 952 | 1 264 | 23 917 | 4 307 | 560 | 1 811 | 3 017 | 26 295 |
| Total imports (all products) | 987 454 | 60 749 | 15 177 | 232 169 | 15 817 | 56 878 | 118 210 | 18 446 | 110 730 | 3 001 | 109 316 | 27 037 | 9 379 | 12 800 | 24 062 | 173 683 |
| Share of ICT in total exports (%) | 9.3 | 3.8 | 8.5 | 8.1 | 5.7 | 4.1 | 8.8 | 21.8 | 3.8 | 12.7 | 14.0 | 8.8 | 6.9 | 23.0 | 17.5 | 12.6 |
| Share of ICT in total imports (%) | 13.1 | 7.3 | 9.7 | 14.7 | 4.1 | 6.4 | 10.7 | 31.3 | 5.4 | 42.1 | 21.9 | 15.9 | 6.0 | 14.1 | 12.5 | 15.1 |
| Trade balance (EUR million) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | -31 806 | -1 020 | -152 | -10 124 | -93 | -486 | -1 782 | 1 589 | -627 | -963 | -11 715 | -39 | 39 | 98 | -16 | -6 517 |
| Insulated wire and cable (Group 31.3) | 384 | 10 | -13 | 118 | 49 | 38 | 238 | -31 | 10 | -6 | -95 | 45 | 33 | 98 | 140 | -249 |
| Electronic valves, tubes, other components (Group 32.1) | -753 | -22 | -38 | -281 | -8 | -106 | 62 | -355 | 177 | -24 | 42 | 161 | 7 | -66 | 9 | -312 |
| TV & radio transmitters, telecoms apparatus (Group 32.2) | 6 294 | 142 | 168 | 1 982 | 31 | -136 | 1 853 | 312 | 130 | -37 | -1 284 | -1 598 | -37 | 3 090 | 2 778 | -1 101 |
| TV & radio receivers, sound/video apparatus (Group 32.3) | -15 206 | -1 021 | 1 | -4 530 | -125 | -1 275 | -1 390 | -156 | -893 | -48 | -2 355 | -118 | -163 | -254 | 670 | -3 548 |
| Instruments for measuring, checking etc. (Group 33.2) | 3 641 | -202 | 307 | 2 502 | -158 | -159 | 254 | -14 | -23 | 10 | -268 | 76 | -68 | 288 | 327 | 769 |
| Total ICT | -37 446 | -2 113 | 272 | -10 333 | -303 | -2 124 | -764 | 1 345 | -1 225 | -1 067 | -15 675 | -1 473 | -189 | 3 254 | 3 908 | -10 958 |
| Share of total ICT exports (%) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | 30.9 | 33.6 | 25.6 | 23.5 | 12.3 | 17.9 | 21.5 | 80.3 | 21.4 | 62.6 | 65.8 | 21.6 | 36.9 | 5.0 | 7.6 | 33.4 |
| Insulated wire and cable (Group 31.3) | 4.1 | 4.8 | 1.8 | 4.8 | 19.9 | 12.3 | 5.4 | 1.0 | 7.5 | 1.0 | 1.8 | 8.1 | 14.6 | 3.0 | 4.1 | 2.3 |
| Electronic valves, tubes, other components (Group 32.1) | 8.5 | 10.6 | 1.9 | 10.7 | 0.6 | 12.8 | 8.0 | 0.8 | 13.6 | 20.1 | 3.6 | 29.6 | 13.5 | 3.3 | 2.8 | 10.2 |
| TV & radio transmitters, telecoms apparatus (Group 32.2) | 25.4 | 20.8 | 20.5 | 24.1 | 50.1 | 23.4 | 27.8 | 13.8 | 23.1 | 3.9 | 10.4 | 12.9 | 17.7 | 69.3 | 50.2 | 17.5 |
| TV & radio receivers, sound/video apparatus (Group 32.3) | 10.8 | 20.5 | 22.2 | 8.2 | 8.4 | 18.8 | 15.3 | 1.6 | 11.8 | 4.0 | 6.2 | 12.7 | 12.5 | 10.3 | 23.8 | 8.4 |
| Instruments for measuring, checking etc. (Group 33.2) | 20.2 | 9.7 | 27.9 | 28.7 | 8.8 | 14.9 | 22.1 | 2.6 | 22.6 | 8.4 | 12.2 | 15.1 | 4.9 | 9.0 | 11.5 | 28.1 |
| Share of total ICT imports (%) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | 46.5 | 40.6 | 40.8 | 46.1 | 20.8 | 20.8 | 34.3 | 71.4 | 27.5 | 85.9 | 71.6 | 15.1 | 17.5 | 8.4 | 17.9 | 44.3 |
| Insulated wire and cable (Group 31.3) | 2.6 | 2.3 | 3.1 | 3.0 | 3.0 | 4.1 | 3.1 | 1.7 | 5.8 | 0.6 | 1.0 | 4.3 | 3.8 | 3.0 | 4.7 | 2.3 |
| Electronic valves, tubes, other components (Group 32.1) | 6.6 | 6.0 | 4.8 | 8.3 | 1.6 | 8.2 | 7.0 | 7.2 | 7.8 | 5.0 | 1.1 | 15.8 | 7.6 | 13.0 | 6.1 | 7.1 |
| TV & radio transmitters, telecoms apparatus (Group 32.2) | 13.2 | 7.7 | 12.9 | 11.0 | 21.9 | 13.5 | 11.4 | 11.6 | 16.1 | 3.5 | 9.0 | 45.6 | 18.2 | 23.3 | 23.2 | 14.4 |
| TV & radio receivers, sound/video apparatus (Group 32.3) | 19.4 | 33.7 | 26.2 | 19.0 | 23.7 | 42.8 | 25.4 | 4.6 | 24.4 | 4.4 | 12.0 | 11.1 | 37.3 | 42.9 | 32.5 | 18.4 |
| Instruments for measuring, checking etc. (Group 33.2) | 11.6 | 9.7 | 12.2 | 12.6 | 29.0 | 10.6 | 18.7 | 3.4 | 18.3 | 0.5 | 5.3 | 8.2 | 15.5 | 9.4 | 15.6 | 13.5 |
| Export specialisation among EU-15 (100=average for 15 Member States) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | - | 108.6 | 82.8 | 75.9 | 39.8 | 57.9 | 69.4 | 259.4 | 69.1 | 202.5 | 212.5 | 69.7 | 119.1 | 16.0 | 24.5 | 107.9 |
| Insulated wire and cable (Group 31.3) | - | 116.6 | 44.4 | 115.9 | 480.4 | 296.3 | 129.3 | 23.7 | 181.4 | 24.8 | 43.0 | 195.3 | 351.9 | 72.3 | 98.5 | 56.5 |
| Electronic valves, tubes, other components (Group 32.1) | - | 124.8 | 22.3 | 126.2 | 6.7 | 151.0 | 94.8 | 9.7 | 160.9 | 237.3 | 42.5 | 350.2 | 159.0 | 39.5 | 32.9 | 120.5 |
| TV & radio transmitters, telecoms apparatus (Group 32.2) | - | 81.8 | 80.9 | 95.1 | 197.4 | 92.2 | 109.4 | 54.2 | 90.9 | 15.3 | 41.1 | 50.9 | 69.6 | 273.3 | 197.9 | 68.9 |
| TV & radio receivers, sound/video apparatus (Group 32.3) | - | 189.2 | 204.6 | 75.8 | 77.1 | 173.4 | 141.1 | 14.5 | 109.3 | 36.5 | 57.4 | 116.9 | 115.5 | 95.4 | 219.7 | 77.8 |
| Instruments for measuring, checking etc. (Group 33.2) | - | 48.1 | 138.0 | 141.8 | 43.5 | 73.4 | 109.1 | 12.9 | 111.4 | 41.5 | 60.3 | 74.8 | 24.4 | 44.6 | 57.0 | 139.0 |
| Import specialisation among EU-15 (100=average for 15 Member States) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | - | 87.2 | 87.7 | 99.1 | 44.8 | 44.7 | 73.7 | 153.5 | 59.2 | 184.7 | 154.0 | 32.4 | 37.5 | 18.1 | 38.5 | 95.1 |
| Insulated wire and cable (Group 31.3) | - | 87.1 | 116.5 | 113.0 | 114.5 | 153.9 | 118.8 | 65.7 | 218.6 | 24.0 | 38.2 | 161.7 | 144.1 | 112.0 | 178.3 | 87.2 |
| Electronic valves, tubes, other components (Group 32.1) | - | 91.2 | 72.8 | 125.2 | 24.3 | 124.7 | 106.7 | 108.6 | 118.8 | 75.6 | 16.1 | 238.8 | 115.6 | 196.9 | 92.5 | 108.1 |
| TV & radio transmitters, telecoms apparatus (Group 32.2) | - | 58.2 | 97.8 | 83.1 | 165.7 | 102.3 | 86.6 | 87.6 | 122.2 | 26.8 | 67.9 | 345.4 | 138.2 | 176.4 | 175.6 | 109.0 |
| TV & radio receivers, sound/video apparatus (Group 32.3) | - | 173.7 | 135.1 | 98.0 | 121.8 | 220.4 | 130.5 | 23.9 | 125.6 | 22.8 | 61.7 | 57.0 | 192.2 | 221.0 | 167.0 | 94.8 |
| Instruments for measuring, checking etc. (Group 33.2) | - | 83.3 | 105.0 | 108.9 | 250.1 | 91.1 | 161.6 | 29.7 | 157.8 | 4.2 | 46.0 | 70.6 | 133.6 | 80.9 | 134.8 | 116.3 |

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

3. THE ICT MARKET

Table 3.4.3b: External trade by product groupings, 2002

| | IS | NO | CH | BG (1) | CY (2) | CZ | EE | HU (2) | LV | LT (2) | MT (2) | PL | RO | SK | SI (2) | TR |
|---|--------------|---------------|---------------|--------------|--------------|---------------|--------------|---------------|--------------|--------------|--------------|---------------|--------------|--------------|--------------|---------------|
| Exports (EUR million) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | 1 | 85 | 179 | 11 | 0 | 597 | 13 | 717 | 5 | 26 | 7 | 24 | 5 | 19 | 12 | 24 |
| Insulated wire and cable (Group 31.3) | 0 | 74 | 77 | 9 | 0 | 103 | 16 | 40 | 1 | 5 | 0 | 98 | 9 | 22 | 7 | 283 |
| Electronic valves, tubes, other components (Group | 0 | 8 | 180 | 4 | 0 | 320 | 3 | 196 | 0 | 101 | 891 | 208 | 6 | 27 | 20 | 12 |
| TV & radio transmitters, telecoms apparatus (Group | 0 | 203 | 214 | 3 | 0 | 85 | 53 | 177 | 8 | 18 | 0 | 70 | 39 | 10 | 129 | 55 |
| TV & radio receivers, sound/video apparatus (Group | 0 | 109 | 63 | 1 | 0 | 99 | 34 | 273 | 3 | 19 | 1 | 197 | 181 | 61 | 19 | 269 |
| Instruments for measuring, checking etc. (Group 33.2) | 2 | 284 | 917 | 3 | 0 | 117 | 7 | 56 | 10 | 19 | 1 | 74 | 8 | 34 | 55 | 26 |
| Total ICT exports | 3 | 764 | 1 630 | 31 | 0 | 1 321 | 127 | 1 459 | 26 | 188 | 901 | 671 | 247 | 173 | 241 | 668 |
| Total exports (all products) | 689 | 15 776 | 38 088 | 2 550 | 213 | 12 710 | 1 961 | 8 724 | 956 | 2 672 | 1 109 | 12 984 | 4 796 | 5 751 | 3 892 | 17 900 |
| Imports (EUR million) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | 36 | 874 | 731 | 77 | 79 | 1 843 | 83 | 1 329 | 24 | 39 | 43 | 1 173 | 261 | 212 | 171 | 614 |
| Insulated wire and cable (Group 31.3) | 2 | 34 | 42 | 22 | 7 | 94 | 7 | 154 | 14 | 19 | 7 | 81 | 49 | 78 | 31 | 48 |
| Electronic valves, tubes, other components (Group | 2 | 43 | 109 | 15 | 1 | 220 | 74 | 2 346 | 2 | 23 | 467 | 234 | 88 | 98 | 65 | 499 |
| TV & radio transmitters, telecoms apparatus (Group | 14 | 152 | 192 | 16 | 11 | 302 | 32 | 264 | 23 | 17 | 10 | 509 | 176 | 53 | 43 | 221 |
| TV & radio receivers, sound/video apparatus (Group | 22 | 378 | 426 | 32 | 28 | 347 | 69 | 758 | 16 | 32 | 11 | 526 | 131 | 130 | 46 | 261 |
| Instruments for measuring, checking etc. (Group 33.2) | 19 | 145 | 337 | 16 | 8 | 183 | 15 | 125 | 8 | 17 | 15 | 179 | 90 | 52 | 28 | 221 |
| Total ICT imports | 95 | 1 625 | 1 836 | 179 | 135 | 2 988 | 281 | 4 975 | 87 | 147 | 552 | 2 702 | 796 | 623 | 384 | 1 864 |
| Total imports (all products) | 1 143 | 12 223 | 19 513 | 3 936 | 2 146 | 16 990 | 2 874 | 15 763 | 2 016 | 3 690 | 1 102 | 22 613 | 7 802 | 8 284 | 3 677 | 29 077 |
| Share of ICT in total exports (%) | 0.5 | 4.8 | 4.3 | 1.2 | 0.2 | 10.4 | 6.5 | 16.7 | 2.7 | 7.0 | 81.2 | 5.2 | 5.2 | 3.0 | 6.2 | 3.7 |
| Share of ICT in total imports (%) | 8.3 | 13.3 | 9.4 | 4.5 | 6.3 | 17.6 | 9.8 | 31.6 | 4.3 | 4.0 | 50.1 | 11.9 | 10.2 | 7.5 | 10.4 | 6.4 |
| Trade balance (EUR million) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | -36 | -789 | -552 | -67 | -79 | -1 246 | -70 | -612 | -19 | -13 | -36 | -1 149 | -257 | -193 | -159 | -591 |
| Insulated wire and cable (Group 31.3) | -2 | 40 | 35 | -13 | -7 | 9 | 9 | -113 | -13 | -14 | -6 | 17 | -40 | -57 | -24 | 235 |
| Electronic valves, tubes, other components (Group | -2 | -34 | 71 | -11 | -1 | 100 | -71 | -2 150 | -1 | 78 | 424 | -27 | -82 | -71 | -46 | -487 |
| TV & radio transmitters, telecoms apparatus (Group | -14 | 52 | 22 | -13 | -11 | -217 | 22 | -87 | -15 | 2 | -10 | -438 | -137 | -43 | 86 | -166 |
| TV & radio receivers, sound/video apparatus (Group | -22 | -269 | -363 | -31 | -28 | -248 | -36 | -485 | -14 | -13 | -10 | -329 | 49 | -69 | -27 | 8 |
| Instruments for measuring, checking etc. (Group 33.2) | -17 | 139 | 580 | -13 | -8 | -66 | -8 | -69 | 2 | 2 | -13 | -104 | -82 | -18 | 27 | -195 |
| Total ICT | -92 | -860 | -206 | -148 | -134 | -1 667 | -155 | -3 516 | -61 | 41 | 348 | -2 031 | -549 | -451 | -143 | -1 195 |
| Share of total ICT exports (%) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | 18.3 | 11.1 | 11.0 | 34.0 | 84.3 | 45.2 | 10.3 | 49.1 | 17.5 | 14.0 | 0.8 | 3.6 | 1.9 | 11.0 | 4.9 | 3.6 |
| Insulated wire and cable (Group 31.3) | 1.6 | 9.7 | 4.7 | 29.4 | 1.2 | 7.8 | 12.6 | 2.8 | 4.7 | 2.5 | 0.0 | 14.6 | 3.5 | 12.6 | 3.1 | 42.4 |
| Electronic valves, tubes, other components (Group | 1.5 | 1.1 | 11.0 | 12.7 | 0.0 | 24.2 | 2.3 | 13.4 | 1.2 | 53.6 | 98.9 | 31.0 | 2.5 | 15.7 | 8.1 | 1.8 |
| TV & radio transmitters, telecoms apparatus (Group | 6.4 | 26.6 | 13.1 | 8.1 | 0.0 | 6.4 | 42.2 | 12.1 | 29.1 | 9.7 | 0.0 | 10.5 | 15.8 | 5.8 | 53.5 | 8.2 |
| TV & radio receivers, sound/video apparatus (Group | 3.6 | 14.2 | 3.9 | 4.8 | 4.7 | 7.5 | 26.7 | 18.7 | 10.1 | 10.2 | 0.1 | 29.3 | 73.2 | 35.5 | 7.7 | 40.2 |
| Instruments for measuring, checking etc. (Group 33.2) | 68.5 | 37.2 | 56.3 | 11.0 | 9.8 | 8.9 | 5.9 | 3.8 | 37.4 | 9.9 | 0.2 | 11.1 | 3.1 | 19.4 | 22.7 | 3.9 |
| Share of total ICT imports (%) | | | | | | | | | | | | | | | | |
| Office machinery and computers (Division 30) | 38.3 | 53.8 | 39.8 | 43.1 | 59.0 | 61.7 | 29.7 | 26.7 | 27.6 | 26.5 | 7.8 | 43.4 | 32.8 | 34.0 | 44.4 | 33.0 |
| Insulated wire and cable (Group 31.3) | 2.1 | 2.1 | 2.3 | 12.3 | 4.8 | 3.1 | 2.6 | 3.1 | 16.4 | 12.7 | 1.2 | 3.0 | 6.1 | 12.6 | 8.2 | 2.6 |
| Electronic valves, tubes, other components (Group | 1.7 | 2.6 | 5.9 | 8.5 | 1.1 | 7.4 | 26.4 | 47.1 | 1.9 | 15.8 | 84.5 | 8.7 | 11.1 | 15.7 | 17.0 | 26.8 |
| TV & radio transmitters, telecoms apparatus (Group | 14.5 | 9.3 | 10.4 | 8.9 | 7.8 | 10.1 | 11.2 | 5.3 | 26.4 | 11.4 | 1.8 | 18.8 | 22.2 | 8.5 | 11.2 | 11.9 |
| TV & radio receivers, sound/video apparatus (Group | 23.2 | 23.3 | 23.2 | 18.0 | 21.1 | 11.6 | 24.7 | 15.2 | 18.7 | 21.9 | 2.0 | 19.5 | 16.5 | 20.9 | 12.0 | 14.0 |
| Instruments for measuring, checking etc. (Group 33.2) | 20.2 | 8.9 | 18.4 | 9.2 | 6.2 | 6.1 | 5.4 | 2.5 | 9.0 | 11.7 | 2.7 | 6.6 | 11.3 | 8.3 | 7.2 | 11.8 |

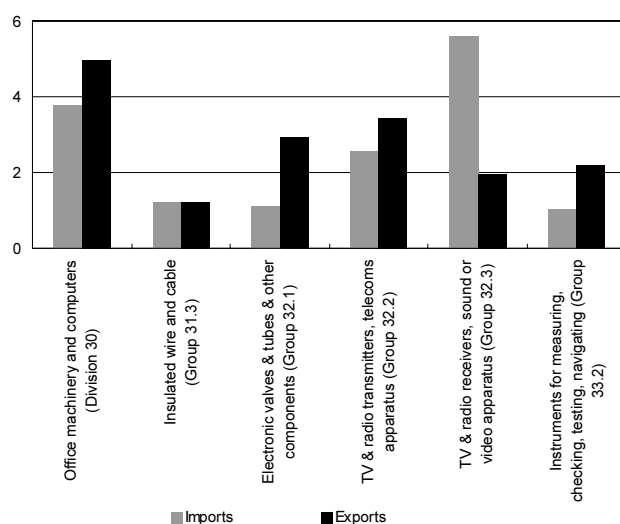
(1) 2000.

(2) 2001.

Source: Comext (EFTA (HS) SINCE 1988; COMTRADE HS SINCE 1988).

3.5 EU'S EXTERNAL TRADE PARTNERS

Figure 3.5.1: EU's external trade with candidate countries, broken down by product groupings, 2002 (EUR billion)



Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

The EU's main export partners for ICT trade are the United States and the candidate countries (see table 3.5.1), which together accounted for 38 % of ICT exports in 2002. Between 1997 and 2002 the largest increase in EU exports by partner was recorded for those destined for the candidate countries; their share rose from 13.8 % to 18.1 % of the total. In contrast, the export share of the southern and eastern Asian countries, especially the NICs, declined during the same period.

As there was a sharp increase in the share of EU exports of ICT products that were destined for the candidate countries, there was also a reciprocal increase in the share of EU ICT imports that originated from the candidate countries (see table 3.5.2). Their share of the EU's total ICT imports rose from 4.6 % in 1997 to 11.8 % by 2002. This was not the largest gain, however, as China gained 10.1 percentage points, such that by 2002 it accounted for 16.0 % of the EU's ICT imports. As a result, China became the third largest supplier onto the EU market behind the United States and the four original NICs (Hong Kong, South Korea, Singapore and Taiwan).

Table 3.5.1: ICT exports by partner

| | 1997 (%) | 2002 (%) | (% points) |
|---|--------------|--------------|------------|
| United States | 19.7 | 19.9 | 0.2 |
| Candidate countries (13) | 13.8 | 18.1 | 4.3 |
| EFTA (Iceland, Norway, Switzerland, Liechtenstein) | 8.6 | 9.8 | 1.2 |
| NIC1 (Hong Kong, South Korea, Singapore, Taiwan) | 14.9 | 8.6 | -6.2 |
| Other Middle East (Bahrain, Iraq, Iran, Kuwait, Oman, Qatar, Saudi Arabia, UAE, Yemen) | 3.6 | 6.0 | 2.4 |
| Other Euro-med (Algeria, Egypt, Israel, Jordan, Lebanon, Morocco, the Palestinian Authority, Syria, Tunisia) | 3.3 | 4.4 | 1.1 |
| Russian Federation | 2.9 | 4.3 | 1.4 |
| NIC2 (Malaysia, Philippines, Thailand, Indonesia) | 7.7 | 4.1 | -3.6 |
| Japan | 5.0 | 4.0 | -1.1 |
| China | 3.2 | 4.0 | 0.8 |
| Central and South America (Mexico, Guatemala, Honduras, El Salvador, Nicaragua, Costa Rica, Panama, Colombia, Venezuela, Ecuador, Peru, Brazil, Chile, Bolivia, Paraguay, Uruguay, Argentina, Belize, Suriname, Guyana) | 5.0 | 3.2 | -1.8 |
| South Africa | 2.0 | 2.1 | 0.1 |
| Canada | 1.2 | 1.5 | 0.3 |
| Australia | 1.8 | 1.3 | -0.6 |
| Other | 7.4 | 8.8 | 1.4 |
| Total | 100.0 | 100.0 | ~ |

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Table 3.5.2: ICT imports by partner

| | 1997 (%) | 2002 (%) | (% points) |
|---|--------------|--------------|------------|
| United States | 28.6 | 21.0 | -7.7 |
| NIC1 (Hong Kong, South Korea, Singapore, Taiwan) | 21.9 | 20.3 | -1.6 |
| Japan | 17.4 | 12.9 | -4.5 |
| China | 5.9 | 16.0 | 10.1 |
| NIC2 (Malaysia, Philippines, Thailand, Indonesia) | 10.4 | 9.5 | -1.0 |
| Candidate countries (13) | 4.6 | 11.8 | 7.2 |
| EFTA (IS, NO, CH, LI) | 3.2 | 3.0 | -0.3 |
| Other Euro-med (Algeria, Egypt, Israel, Jordan, Lebanon, Morocco, the Palestinian Authority, Syria, Tunisia) | 1.5 | 1.5 | 0.0 |
| Canada | 1.4 | 1.3 | -0.2 |
| Central and South America (Mexico, Guatemala, Honduras, El Salvador, Nicaragua, Costa Rica, Panama, Colombia, Venezuela, Ecuador, Peru, Brazil, Chile, Bolivia, Paraguay, Uruguay, Argentina, Belize, Suriname, Guyana) | 0.6 | 1.3 | 0.7 |
| Other Middle East (Bahrain, Iraq, Iran, Kuwait, Oman, Qatar, Saudi Arabia, UAE, Yemen) | 0.5 | 0.6 | 0.0 |
| Australia | 0.2 | 0.3 | 0.0 |
| South Africa | 0.1 | 0.2 | 0.1 |
| Russian Federation | 0.0 | 0.1 | 0.0 |
| Other | 3.5 | 0.7 | -2.8 |
| Total | 100.0 | 100.0 | ~ |

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

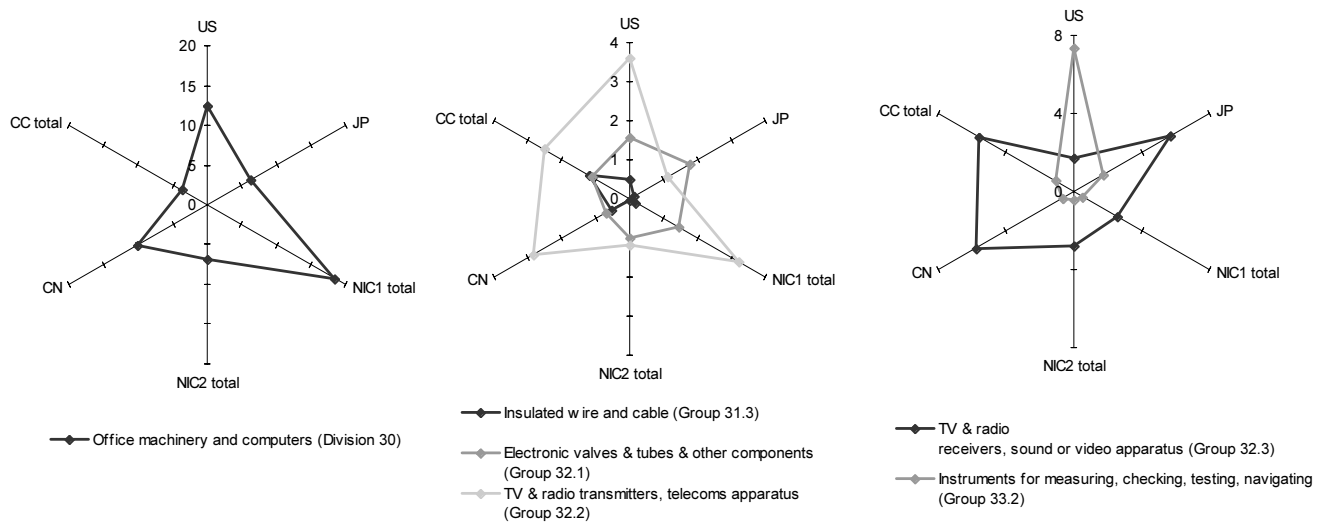
3. THE ICT MARKET

Table 3.5.3: EU's external trade with selected partner countries, broken down by product groupings, 2002 (EUR million)

| | Office machinery and computers (Division 30) | Insulated wire and cable (Group 31.3) | Electronic valves & tubes & other components (Group 32.1) | TV & radio transmitters, telecoms apparatus (Group 32.2) | TV & radio receivers, sound or video apparatus (Group 32.3) | Instruments for measuring, checking, testing, navigating (Group 33.2) | ICT total |
|----------------------|--|---------------------------------------|---|--|---|---|-----------|
| Exports | | | | | | | |
| US | 6 424 | 351 | 1 144 | 3 204 | 1 830 | 5 411 | 18 364 |
| JP | 1 526 | 61 | 194 | 470 | 382 | 1 036 | 3 669 |
| NIC1 total | 2 256 | 248 | 825 | 2 046 | 816 | 1 778 | 7 969 |
| NIC2 total | 663 | 160 | 812 | 1 346 | 411 | 368 | 3 760 |
| CN | 653 | 147 | 313 | 982 | 662 | 893 | 3 650 |
| CC total | 4 945 | 1 214 | 2 941 | 3 444 | 1 971 | 2 194 | 16 709 |
| Imports | | | | | | | |
| US | 12 460 | 512 | 1 570 | 3 614 | 1 720 | 7 332 | 27 208 |
| JP | 6 306 | 106 | 1 789 | 1 094 | 5 684 | 1 701 | 16 679 |
| NIC1 total | 18 374 | 196 | 1 411 | 3 216 | 2 590 | 503 | 26 290 |
| NIC2 total | 6 858 | 52 | 987 | 1 195 | 2 766 | 442 | 12 301 |
| CN | 10 200 | 552 | 700 | 2 869 | 5 801 | 657 | 20 779 |
| CC total | 3 766 | 1 208 | 1 099 | 2 540 | 5 597 | 1 038 | 15 249 |
| Trade balance | | | | | | | |
| US | -6 036 | -161 | -426 | -410 | 111 | -1 921 | -8 844 |
| JP | -4 780 | -45 | -1 594 | -625 | -5 302 | -665 | -13 010 |
| NIC1 total | -16 118 | 52 | -586 | -1 170 | -1 774 | 1 275 | -18 321 |
| NIC2 total | -6 196 | 107 | -175 | 151 | -2 355 | -74 | -8 541 |
| CN | -9 547 | -405 | -387 | -1 886 | -5 139 | 237 | -17 128 |
| CC total | 1 179 | 6 | 1 841 | 903 | -3 627 | 1 156 | 1 459 |

Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

Figure 3.5.2: EU's imports from selected partner countries, by product groupings, 2002 (EUR billion)



Source: Eurostat, Comext (EEC SPECIAL TRADE SINCE 1988).

4. ICT PENETRATION

4.1 TELEPHONE INFRASTRUCTURE AND USE

For most of the products covered in this chapter there has been a fairly rapid take-up of technology, as product life-cycles have been seen to be faster for modern ICT goods than more traditional manufactured products. Nevertheless, many new ICT products have yet to reach maturity and saturation, as is the case for more traditional domestic appliances, such as television sets or white household goods.

One such ICT product where the product life-cycle has reached maturity is the telephone. 2002 saw stagnation or even a decline in the use of traditional, fixed line telephony in a number of countries; other telecommunications markets were still in the process of being developed. In addition, while the pace at which mobile subscriptions were being sold was slowing in 2002, there were nevertheless new products coming on-stream and some European manufacturers switched their attention to new geographical markets, such as China.

The action plan for eEurope 2005 suggests there may be some difficulty in encouraging private enterprise to invest in new technologies when these often require more powerful infrastructure. For example, funding advanced multimedia services depends on the availability of broadband for these services to run efficiently, while funding broadband depends on the availability of new services that will use it. As such, the action plan continues by saying that 'action is needed to stimulate services and infrastructure to create the dynamic where one side develops from the growth of the other (...). This means not only developing an investment friendly legal framework but also taking action that stimulates demand and so reduces uncertainty to private investors'. These difficulties can be demonstrated by the pace at which 3G has been introduced into Europe over the last 18 months. It should also be noted that licence auctions have absorbed investment capacity.

The number of main telephone lines in the EU reached 207 million in 2001, an increase of 1.3 % compared to 2000, and fixed telecom bandwidth also increased. However, the latest data available for seven of the Member States shows that there was a decline in the number of main telephone lines. This pattern is a direct consequence of the growing importance of mobile telephones and consumers choosing not to renew their fixed line subscriptions. This evolution has been evident in two of the Member States since the mid-1990s, namely Finland and Sweden, where the number of main telephone lines fell overall by 4.7 % and 5.6 % between 1997 and 2002. A similar phenomenon was reported in 8 of the 13 candidate countries, as the number of main telephone lines declined between 2001 and 2002 (see table 4.1.1b).

Turning to mobile phones, tables 4.1.2a and 4.1.2b (overleaf) present information on the number of mobile operators. Despite efforts to encourage competition and to open-up markets, the number of operators remains relatively low in the majority of Member States and candidate countries. Indeed, just France, the Netherlands, Finland, Sweden and Norway have more than five mobile operators. In some cases, there was an expansion in the number of operators, which was subsequently followed by a period of consolidation with the number of operators being reduced (for example, Germany, Finland, Norway and Lithuania).

The number of mobile subscriptions (see tables 4.1.3a and 4.1.3b) needs to be interpreted with care. It is relatively common to find that consumers switch between various subscription packages and do not actually close an account, despite the fact that they no longer use it. As such, it is generally agreed that the count of subscriptions overstates the true use of mobile telephony. The number of mobile subscriptions approached saturation in a number of Member States in 2002, with six countries reporting penetration rates in excess of 80 subscriptions per 100 inhabitants, and Luxembourg with a penetration rate of 98 per 100. As certain age groups within the population usually do not possess a mobile subscription (young children), these figures confirm that a certain share of the population has more than one subscription. This could, in part, be explained by a number of persons having one mobile subscription for work purposes and another for private use.

The number of mobile subscriptions in the EU grew by at least 50 % annually up until 2000, when the number of mobile subscriptions (235 million) overtook the number of fixed lines. Between 2000 and 2001 the rapid expansion in the number of mobile subscriptions in the EU slowed, but growth of 18 % was nevertheless recorded. Data is available for a limited set of six Member States for 2002 and this shows a subsequent further decline in the pace at which the number of mobile subscriptions was growing. The highest growth rate between 2001 and 2002 was registered in the United Kingdom (11.1 %), while the slowest pace of growth was in Germany (5.3 %).

When looking at new infrastructure developments that allow modern, telecommunications services, it is important to reflect on national policies. Some countries favoured the development of ISDN, others encouraged cable or satellite connections, while it is still too early in many countries to judge the take-up of broadband.

Germany and Italy reported a relatively high take-up of ISDN, while Belgium, Denmark, Germany and Sweden have high take-up rates for DSL Internet access, while in the Netherlands, Austria and Portugal cable modems were the preferred means of connecting to the Internet (see table 4.1.6).

Table 4.1.1a: Main telephone lines

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|---------|-------|-------|--------|-------|--------|--------|-------|--------|-----|--------|-------|-------|-------|-------|--------|
| Number of main telephone lines (thousands) (1) | | | | | | | | | | | | | | | | |
| 1991 | 159 000 | 4 096 | 2 951 | 33 700 | 4 190 | 13 264 | 29 080 | 1 030 | 23 071 | 192 | 7 175 | 3 344 | : | 2 718 | 5 913 | 25 910 |
| 1992 | 165 000 | 4 264 | 3 005 | 35 800 | 4 497 | 13 792 | 29 905 | 1 096 | 23 709 | 207 | 7 395 | 3 466 | : | 2 742 | 5 922 | 26 514 |
| 1993 | 171 000 | 4 396 | 3 060 | 37 500 | 4 744 | 14 253 | 30 900 | 1 170 | 24 167 | 215 | 7 630 | 3 579 | : | 2 763 | 5 907 | 27 336 |
| 1994 | 177 000 | 4 526 | 3 123 | 39 900 | 4 976 | 14 685 | 31 600 | 1 240 | 24 542 | 222 | 7 830 | 3 681 | : | 2 801 | 5 967 | 28 358 |
| 1995 | 184 823 | 4 632 | 3 203 | 42 000 | 5 163 | 15 095 | 32 400 | 1 310 | 24 845 | 234 | 8 124 | 3 797 | 3 586 | 2 810 | 6 013 | 29 411 |
| 1996 | 188 432 | 4 725 | 3 251 | 44 200 | 5 329 | 15 413 | 32 900 | 1 390 | 25 259 | 258 | 8 431 | 3 902 | 3 822 | 2 842 | 6 032 | 30 678 |
| 1997 | 193 570 | 4 939 | 3 341 | 45 200 | 5 431 | 15 900 | 33 700 | 1 500 | 25 698 | 280 | 8 860 | 3 969 | 4 002 | 2 861 | 6 010 | 31 879 |
| 1998 | 197 726 | 5 056 | 3 496 | 46 530 | 5 536 | 16 300 | 34 099 | 1 600 | 25 968 | 293 | 9 337 | 3 997 | 4 117 | 2 855 | 5 995 | 32 547 |
| 1999 | 200 064 | 5 261 | 3 638 | 48 210 | 5 611 | 16 700 | 34 100 | 1 770 | 26 502 | 311 | 9 610 | 3 886 | 4 230 | 2 850 | 5 969 | 31 416 |
| 2000 | 203 954 | 5 295 | 3 826 | 50 220 | 5 659 | 17 453 | 33 987 | 1 590 | 27 153 | 331 | 9 879 | 3 833 | 4 314 | 2 849 | 5 786 | 31 317 |
| 2001 | 206 627 | 5 132 | 3 882 | 52 280 | 5 608 | 17 531 | 34 074 | 1 860 | 27 303 | 336 | 10 000 | 3 810 | 4 383 | 2 806 | 5 668 | 31 492 |
| 2002 | : | 5 120 | : | 53 720 | : | : | : | : | : | 248 | : | : | 4 361 | 2 726 | 5 673 | 30 773 |
| Number of main telephone lines per 100 inhabitants (units) (2) | | | | | | | | | | | | | | | | |
| 1991 | 43 | 41 | 57 | 42 | 41 | 34 | 51 | 29 | 41 | 50 | 48 | : | 27 | 54 | 69 | 45 |
| 1992 | 45 | 42 | 58 | 44 | 44 | 35 | 52 | 31 | 42 | 53 | 49 | : | 31 | 54 | 68 | 46 |
| 1993 | 46 | 44 | 59 | 46 | 46 | 36 | 54 | 33 | 42 | 54 | 50 | : | 33 | 55 | 68 | 47 |
| 1994 | 48 | 45 | 60 | 49 | 48 | 38 | 55 | 35 | 43 | 55 | 51 | : | 35 | 55 | 68 | 49 |
| 1995 | 50 | 46 | 61 | 52 | 49 | 39 | 56 | 36 | 43 | 58 | 53 | 47 | 36 | 55 | 68 | 50 |
| 1996 | 51 | 47 | 62 | 54 | 51 | 39 | 57 | 38 | 45 | 63 | 54 | 48 | 38 | 56 | 68 | 52 |
| 1997 | 52 | 49 | 63 | 55 | 52 | 40 | 58 | 41 | 45 | 67 | 57 | 49 | 40 | 56 | 68 | 54 |
| 1998 | 53 | 50 | 66 | 57 | 53 | 41 | 58 | 43 | 45 | 69 | 60 | 49 | 41 | 55 | 68 | 55 |
| 1999 | 53 | 52 | 68 | 59 | 53 | 42 | 58 | 47 | 46 | 72 | 61 | 48 | 42 | 55 | 67 | 53 |
| 2000 | 54 | 52 | 72 | 61 | 54 | 44 | 58 | 42 | 47 | 76 | 62 | 47 | 42 | 55 | 65 | 53 |
| 2001 | : | 50 | 73 | 64 | : | 44 | 58 | 49 | 47 | 77 | 63 | 47 | 44 | 54 | 64 | 53 |
| 2002 | : | 47 | : | 65 | : | : | : | : | : | 56 | : | : | 42 | 52 | 64 | 52 |

(1) Source: theme4/coins/telecom/t_acces1.

(2) Source: theme4/coins/telecom/t_acces3.

Source: Eurostat, Communications (theme4/coins/telecom).

Table 4.1.1b: Main telephone lines

| | IS | LI | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|---|-----|----|-------|-------|-------|-----|-------|-----|-------|-----|-------|-----|--------|-------|-------|-----|--------|
| Number of main telephone lines (thousands) (1) | | | | | | | | | | | | | | | | | |
| 1991 | 136 | 17 | 2 198 | 4 082 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1992 | 140 | 18 | 2 268 | 4 185 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1993 | 144 | 19 | 2 335 | 4 266 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1994 | 148 | 19 | 2 392 | 4 258 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1995 | 149 | 20 | 2 476 | 4 480 | 2 563 | 347 | 2 398 | 412 | 2 157 | 724 | 941 | 171 | 5 729 | 2 968 | 1 125 | 615 | 13 228 |
| 1996 | 154 | 20 | 2 589 | 4 571 | 2 647 | 366 | 2 816 | 439 | 2 651 | 750 | 993 | 181 | 6 532 | 3 161 | 1 246 | 665 | 14 286 |
| 1997 | 155 | 20 | 2 735 | 4 688 | 2 681 | 386 | 3 277 | 469 | 3 095 | 740 | 1 048 | 187 | 7 619 | 3 427 | 1 392 | 710 | 15 744 |
| 1998 | 178 | 20 | 2 935 | 4 884 | 2 758 | 405 | 3 741 | 499 | 3 385 | 742 | 1 110 | 192 | 8 808 | 3 627 | 1 539 | 723 | 16 960 |
| 1999 | 158 | 20 | 3 176 | 4 153 | 2 833 | 424 | 3 853 | 515 | 3 609 | 732 | 1 145 | 198 | 10 175 | 3 780 | 1 655 | 758 | 18 054 |
| 2000 | 159 | : | 3 302 | 4 108 | 2 882 | 440 | 3 871 | 522 | 3 801 | 735 | 1 180 | 207 | 10 947 | 3 899 | 1 698 | 785 | 18 395 |
| 2001 | 157 | : | 3 314 | 4 101 | 2 922 | 435 | 3 861 | 512 | 3 746 | 722 | 1 144 | 211 | 11 427 | 4 165 | 1 556 | 800 | 18 904 |
| 2002 | 149 | : | : | 4 078 | 2 906 | 427 | 3 675 | 477 | 3 670 | 701 | 930 | : | 11 744 | 4 360 | 1 403 | 808 | 18 915 |
| Number of main telephone lines per 100 inhabitants (units) (2) | | | | | | | | | | | | | | | | | |
| 1991 | 53 | 60 | 52 | 60 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1992 | 54 | 62 | 53 | 61 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1993 | 54 | 63 | 54 | 61 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1994 | 56 | 61 | 55 | 61 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1995 | 56 | 64 | 57 | 64 | 30 | 48 | 23 | 28 | 21 | 29 | 25 | 46 | 15 | 13 | 21 | 31 | 22 |
| 1996 | 57 | 64 | 59 | 65 | 32 | 50 | 27 | 30 | 26 | 30 | 27 | 49 | 17 | 14 | 23 | 33 | 23 |
| 1997 | 58 | 63 | 62 | 66 | 32 | 52 | 32 | 32 | 30 | 30 | 28 | 50 | 20 | 15 | 26 | 36 | 25 |
| 1998 | 66 | 63 | 66 | 69 | 33 | 54 | 36 | 34 | 33 | 30 | 30 | 51 | 23 | 16 | 29 | 36 | 27 |
| 1999 | 57 | 62 | 71 | 58 | 34 | 56 | 37 | 36 | 35 | 30 | 31 | 52 | 26 | 17 | 31 | 38 | 28 |
| 2000 | 58 | : | 74 | 57 | 35 | 58 | 38 | 38 | 37 | 31 | 32 | 54 | 28 | 17 | 31 | 40 | 28 |
| 2001 | 56 | : | 74 | 57 | 37 | 57 | 38 | 37 | 37 | 31 | 33 | 54 | 30 | 19 | 29 | 40 | 29 |
| 2002 | 52 | : | : | 57 | 37 | 56 | 36 | 35 | 36 | 30 | 27 | : | 30 | 19 | : | 40 | 28 |

(1) Source: theme4/coins/telecom/t_acces1.

(2) Source: theme4/coins/telecom/t_acces3.

Source: Eurostat, Communications (theme4/coins/telecom).

4. ICT PENETRATION

Table 4.1.2a: Cellular mobile operators

| | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Number of cellular mobile operators (units) | | | | | | | | | | | | | | | |
| 1996 | 2 | 1 | 3 | : | 2 | : | : | : | : | 1 | : | 2 | 2 | : | 4 |
| 1997 | 2 | 3 | 3 | : | 2 | : | : | : | : | 3 | : | 2 | 16 | : | 4 |
| 1998 | 3 | 4 | 4 | : | 3 | 6 | : | 2 | : | 3 | : | 3 | : | 7 | 4 |
| 1999 | 3 | 4 | 4 | 3 | 4 | 6 | 2 | 3 | 2 | 7 | : | 3 | 41 | 4 | 4 |
| 2000 | 3 | 4 | 6 | 3 | 4 | 6 | 2 | 4 | 2 | 7 | : | 3 | 10 | 5 | 4 |
| 2001 | 3 | 5 | 6 | 4 | 4 | 14 | 3 | 4 | 2 | 7 | : | 3 | 11 | 13 | 4 |
| 2002 | 3 | : | 4 | : | : | : | : | : | 2 | : | : | 3 | 13 | 13 | 4 |

Source: Eurostat, Communications (theme4/coins/telecom/t_operat).

Table 4.1.2b: Cellular mobile operators

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|--|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Number of cellular mobile operators (units) | | | | | | | | | | | | | | | | |
| 1995 | 1 | : | 1 | 2 | 1 | 2 | 3 | 6 | 1 | 3 | 1 | 3 | 1 | : | 1 | 1 |
| 1996 | 1 | : | 1 | 2 | 1 | 2 | 3 | 6 | 2 | 3 | 1 | 3 | 3 | 2 | 1 | 1 |
| 1997 | 2 | : | 2 | 2 | 1 | 2 | 3 | 4 | 2 | 3 | 1 | 3 | 3 | 2 | 1 | 2 |
| 1998 | 2 | 3 | 3 | 2 | 1 | 2 | 3 | 5 | 2 | 3 | 1 | 3 | 3 | 2 | 2 | 2 |
| 1999 | 2 | 11 | 4 | 2 | 1 | 3 | 3 | 5 | 2 | 4 | 2 | 3 | 4 | 2 | 2 | 2 |
| 2000 | 3 | 10 | 4 | 3 | 1 | 3 | 3 | 4 | 2 | 4 | 2 | 3 | 4 | 2 | 3 | 4 |
| 2001 | 3 | : | : | 3 | 1 | 3 | 4 | 4 | 3 | 3 | : | 3 | 4 | 2 | 3 | 4 |

Source: Eurostat, Communications (theme4/coins/telecom/t_operat).

Table 4.1.3a: Cellular mobile services

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|---------|-------|-------|--------|-------|--------|--------|-------|--------|-----|--------|-------|-------|-------|-------|--------|
| Subscriptions to cellular mobile services (thousands) (1) | | | | | | | | | | | | | | | | |
| 1992 | 5 643 | 63 | 211 | 976 | : | 180 | 438 | 44 | 784 | 1 | 167 | 173 | : | 387 | 673 | 1 510 |
| 1993 | 8 469 | 68 | 358 | 1 779 | 48 | 257 | 573 | 61 | 1 209 | 5 | 217 | 222 | : | 490 | 810 | 2 270 |
| 1994 | 13 554 | 128 | 504 | 2 498 | 167 | 412 | 724 | 88 | 2 242 | 13 | 322 | 279 | : | 677 | 1 386 | 3 940 |
| 1995 | 21 512 | 235 | 822 | 3 764 | 273 | 944 | 1 302 | 158 | 3 923 | 27 | 539 | 384 | 341 | 1 039 | 2 025 | 5 736 |
| 1996 | 33 500 | 478 | 1 317 | 5 554 | 550 | 2 997 | 2 467 | 289 | 6 422 | 45 | 1 016 | 599 | 664 | 1 502 | 2 492 | 7 109 |
| 1997 | 52 566 | 974 | 1 444 | 8 276 | 938 | 4 041 | 5 817 | 533 | 11 738 | 67 | 1 717 | 1 160 | 1 507 | 2 163 | 3 169 | 9 023 |
| 1998 | 89 523 | 1 756 | 1 931 | 13 913 | 2 057 | 6 437 | 11 210 | 946 | 20 489 | 209 | 3 450 | 2 293 | 3 075 | 2 947 | 3 932 | 14 878 |
| 1999 | 148 403 | 3 193 | 2 629 | 23 446 | 3 894 | 15 004 | 20 619 | 1 400 | 29 857 | 209 | 6 800 | 4 250 | 4 671 | 3 364 | 5 125 | 23 942 |
| 2000 | 235 322 | 5 181 | 3 543 | 48 202 | 5 932 | 24 265 | 29 681 | 2 398 | 42 246 | 303 | 10 755 | 6 253 | 6 665 | 3 673 | 6 369 | 40 049 |
| 2001 | 277 591 | 7 697 | 3 954 | 56 245 | 7 964 | 29 656 | 36 997 | 2 800 | 48 698 | : | 12 352 | 6 566 | 7 978 | 4 176 | 7 158 | 44 919 |
| 2002 | : | 8 136 | : | 59 200 | : | : | : | : | : | 382 | : | : | 8 529 | 4 555 | 7 918 | 49 921 |
| Number of subscriptions to cellular mobile services per 100 inhabitants (units) (2) | | | | | | | | | | | | | | | | |
| 1992 | 2 | 1 | 4 | 1 | : | 0 | 1 | 1 | 1 | 0 | 1 | : | 0 | 8 | 8 | 3 |
| 1993 | 2 | 1 | 7 | 2 | 0 | 1 | 1 | 2 | 2 | 1 | 1 | : | 1 | 10 | 9 | 4 |
| 1994 | 4 | 1 | 10 | 3 | 2 | 1 | 1 | 2 | 4 | 3 | 2 | : | 2 | 13 | 16 | 7 |
| 1995 | 6 | 2 | 16 | 5 | 3 | 2 | 2 | 4 | 7 | 3 | 5 | : | 3 | 20 | 23 | 10 |
| 1996 | 9 | 5 | 25 | 7 | 5 | 8 | 4 | 8 | 11 | 7 | 7 | : | 7 | 29 | 28 | 12 |
| 1997 | 14 | 10 | 27 | 10 | 9 | 10 | 10 | 15 | 20 | 16 | 11 | 14 | 15 | 42 | 36 | 15 |
| 1998 | 24 | 17 | 36 | 17 | 20 | 16 | 19 | 26 | 36 | 49 | 22 | 28 | 30 | 57 | 44 | 25 |
| 1999 | 40 | 31 | 49 | 29 | 37 | 38 | 35 | 37 | 52 | 49 | 43 | 53 | 46 | 65 | 58 | 40 |
| 2000 | 63 | 49 | 66 | 59 | 56 | 61 | 51 | 63 | 73 | 70 | 68 | 77 | 65 | 71 | 72 | 67 |
| 2001 | : | 75 | 74 | 68 | : | 74 | 63 | 73 | 84 | 98 | 77 | 81 | 78 | 81 | 81 | 75 |
| 2002 | : | 79 | : | 72 | : | : | : | : | : | : | : | : | 83 | 88 | 89 | 83 |

(1) Source: theme4/coins/telecom/t_acces1.

(2) Source: theme4/coins/telecom/t_acces3.

Source: Eurostat, Communications (theme4/coins/telecom).

Table 4.1.3b: Cellular mobile services

| | IS | LI | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|--|-----|----|-------|-------|-------|-----|-------|-----|-------|-------|-----|-----|--------|-------|-------|-------|--------|
| Subscriptions to cellular mobile services (thousands) (1) | | | | | | | | | | | | | | | | | |
| 1992 | 15 | 1 | 284 | 216 | 10 | 0 | 5 | 1 | 14 | : | : | 1 | 0 | 93 | 2 | : | : |
| 1993 | 18 | 2 | 376 | 263 | 19 | 1 | 7 | 1 | 22 | : | : | 1 | 18 | 157 | 3 | : | : |
| 1994 | 22 | : | 590 | 333 | 26 | 2 | 11 | 2 | 40 | : | : | 1 | 62 | 220 | 5 | : | : |
| 1995 | 31 | : | 981 | 447 | 16 | 44 | 46 | 30 | 267 | 14 | 15 | 11 | 75 | : | 27 | 13 | 251 |
| 1996 | 46 | : | 1 216 | 663 | 40 | 71 | 200 | 70 | 473 | 51 | 29 | 13 | 217 | : | 41 | 29 | 360 |
| 1997 | 66 | : | 1 677 | 1 044 | 37 | 92 | 521 | 144 | 706 | 151 | 76 | 18 | 812 | 202 | 92 | 192 | 1 610 |
| 1998 | 105 | 8 | 2 106 | 1 699 | 131 | 116 | 965 | 247 | 1 034 | 268 | 167 | 19 | 1 944 | 552 | 196 | 497 | 3 507 |
| 1999 | 162 | 10 | 2 745 | 3 058 | 328 | 152 | 1 995 | 387 | 1 620 | 344 | 279 | 24 | 3 956 | 1 126 | 648 | 663 | 7 684 |
| 2000 | 215 | : | 3 368 | 4 639 | 738 | 218 | 4 346 | 557 | 3 076 | 509 | 401 | 113 | 6 748 | 2 019 | 1 138 | 1 110 | 15 063 |
| 2001 | 248 | : | 3 689 | 5 276 | 1 615 | 314 | 6 947 | 739 | 4 967 | 1 018 | 625 | 239 | 9 605 | 4 595 | 1 509 | 2 147 | 19 573 |
| 2002 | 260 | : | : | 5 747 | 2 500 | 418 | 8 610 | 882 | 6 886 | 1 632 | 917 | : | 13 898 | 5 099 | 1 539 | 2 923 | 23 374 |
| Number of subscriptions to cellular mobile services per 100 inhabitants (units) (2) | | | | | | | | | | | | | | | | | |
| 1992 | 6 | 5 | 7 | 3 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1993 | 7 | 5 | 9 | 4 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1994 | 8 | : | 14 | 5 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1995 | 12 | : | 23 | 6 | 0 | 6 | 0 | 2 | 3 | 1 | 0 | 3 | 0 | : | 0 | 1 | 0 |
| 1996 | 17 | : | 28 | 9 | 0 | 10 | 2 | 5 | 5 | 1 | 1 | 3 | 1 | : | 1 | 2 | 1 |
| 1997 | 24 | : | 38 | 15 | 0 | 12 | 5 | 10 | 7 | 3 | 4 | 5 | 2 | 1 | 4 | 5 | 3 |
| 1998 | 38 | 24 | 48 | 24 | 2 | 16 | 9 | 17 | 10 | 7 | 7 | 5 | 5 | 2 | 9 | 10 | 6 |
| 1999 | 59 | 30 | 62 | 43 | 4 | 20 | 19 | 27 | 16 | 11 | 9 | 6 | 10 | 5 | 12 | 33 | 12 |
| 2000 | 77 | : | 75 | 65 | 9 | 29 | 42 | 41 | 30 | 17 | 14 | 30 | 17 | 9 | 21 | 57 | 23 |
| 2001 | 88 | : | 82 | 73 | 20 | 41 | 68 | 54 | 49 | 26 | 29 | 61 | 25 | 20 | 40 | 76 | 30 |
| 2002 | 91 | : | : | 80 | 32 | 55 | 84 | 65 | 68 | 39 | 47 | : | 36 | 23 | : | 77 | 35 |

(1) Source: theme4/coins/telecom/t_acces1.

(2) Source: theme4/coins/telecom/t_acces3.

Source: Eurostat, Communications (theme4/coins/telecom).

Table 4.1.4a: ISDN subscriptions

| | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|-----|-----|--------|----|-----|-------|----|-------|----|-----|-----|-----|-----|-----|-----|
| Integrated services digital network (ISDN) subscriptions (thousands) | | | | | | | | | | | | | | | |
| 1991 | 0 | : | 65 | : | : | 26 | : | : | : | : | : | : | : | : | 6 |
| 1992 | 1 | 1 | 150 | : | 0 | 63 | : | : | : | 0 | 0 | : | : | : | 12 |
| 1993 | 1 | 2 | 300 | : | 1 | 103 | : | 4 | 0 | 1 | 0 | : | 4 | : | 50 |
| 1994 | 9 | 6 | 537 | : | 5 | 920 | : | 15 | 0 | 6 | 4 | : | 11 | 10 | 93 |
| 1995 | 28 | 14 | 961 | : | 28 | 284 | : | 49 | 2 | 29 | 17 | 8 | 6 | 17 | 117 |
| 1996 | 55 | 30 | 1 945 | 1 | 96 | 444 | : | 110 | 4 | 96 | 42 | 20 | 27 | 53 | 145 |
| 1997 | 99 | 58 | 7 341 | 2 | 228 | 701 | 6 | 290 | 10 | 279 | 86 | 48 | 58 | 72 | 266 |
| 1998 | 185 | 113 | 10 254 | 4 | 295 | 1 540 | 10 | 653 | 18 | 574 | 156 | 90 | 100 | 122 | 426 |
| 1999 | 319 | 241 | 13 636 | 29 | 544 | : | : | 2 526 | 28 | : | : | 140 | 157 | : | 566 |
| 2000 | 430 | 351 | 17 947 | : | : | : | : | 4 593 | : | : | : | 195 | 208 | 270 | 776 |
| 2001 | 446 | : | 21 640 | : | : | : | : | 5 407 | : | : | : | : | 276 | 285 | 906 |

Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

Table 4.1.4b: ISDN subscriptions

| | IS | LI | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|---|----|----|-----|-----|-----|----|----|----|-----|----|----|----|-----|----|----|----|----|
| Integrated services digital network (ISDN) subscriptions (thousands) | | | | | | | | | | | | | | | | | |
| 1990 | : | : | : | 1 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1991 | : | : | 1 | 2 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1992 | : | : | : | 8 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1993 | : | : | 2 | 29 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 1994 | : | 1 | 12 | 69 | : | : | : | 0 | : | : | : | : | : | : | : | : | : |
| 1995 | 3 | 1 | 44 | 126 | : | : | : | 0 | : | : | : | : | : | : | : | 0 | : |
| 1996 | 12 | 2 | 150 | 208 | : | 1 | 0 | 16 | : | : | : | : | 0 | : | : | 6 | : |
| 1997 | 10 | 2 | 310 | 341 | 153 | 1 | 3 | 22 | : | : | : | : | 1 | : | 3 | 14 | : |
| 1998 | 13 | 4 | 532 | 531 | 229 | 3 | 11 | 31 | 123 | : | : | : | 99 | : | 4 | 31 | 2 |
| 1999 | 18 | : | 703 | 727 | 346 | 7 | 26 | 41 | 322 | : | : | : | 207 | : | 12 | 54 | 7 |
| 2000 | 18 | : | : | 861 | : | 14 | 84 | 46 | 487 | : | 7 | : | : | : | 31 | 76 | 9 |

Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

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Table 4.1.5a: DSL subscriptions (units)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--------------------------|-------|-----|----|-------|----|----|----|----|-----|----|----|----|----|----|-----|-----|
| DSL subscriptions | | | | | | | | | | | | | | | | |
| 2000 | : | 44 | 26 | 162 | : | : | : | : | 131 | : | : | : | : | 10 | : | 38 |
| 2001 | : | 230 | : | 2 070 | : | : | : | : | 456 | : | : | : | 3 | 61 | 228 | 140 |

Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

Table 4.1.5b: DSL subscriptions (units)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|--------------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| DSL subscriptions | | | | | | | | | | | | | | | | |
| 2000 | : | 2 | : | 4 | : | : | : | : | 0 | : | : | : | : | : | : | : |
| 2001 | : | 11 | : | 35 | : | : | : | 6 | : | : | : | : | : | : | 3 | : |

Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

Table 4.1.6: Broadband connections to Internet (% of home Internet users)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | |
|---------------------|-------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| DSL | | | | | | | | | | | | | | | | | |
| June 2001 | | 4 | 11 | 7 | 5 | 0 | 3 | 4 | 0 | 2 | 1 | 2 | 7 | 0 | 2 | 7 | 2 |
| November 2002 | | 13 | 35 | 22 | 21 | 1 | 17 | 12 | 0 | 8 | 6 | 7 | 13 | 2 | 9 | 23 | 4 |
| Cable modems | | | | | | | | | | | | | | | | | |
| June 2001 | | 10 | 19 | 6 | 7 | 3 | 3 | 9 | 4 | 7 | 3 | 19 | 14 | 10 | 2 | 7 | 12 |
| November 2002 | | 9 | 18 | 12 | 13 | 3 | 6 | 4 | 1 | 1 | 1 | 22 | 17 | 20 | 8 | 3 | 8 |

Source: Flash Eurobarometer 135, November 2002.

Table 4.1.7a: Telephone use (million minutes)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|-------|-------|-----|--------|----|--------|----|----|--------|----|----|----|-------|-------|-------|--------|
| Calls from fixed to mobile networks (1) | | | | | | | | | | | | | | | | |
| 1999 | : | 1 215 | : | 7 410 | : | 4 104 | : | : | : | : | : | : | 671 | : | 1 810 | 9 031 |
| 2000 | : | 1 576 | : | 10 760 | : | 5 854 | : | : | 18 601 | : | : | : | 1 939 | : | 2 238 | 12 096 |
| 2001 | : | 1 844 | : | 12 600 | : | : | : | : | : | : | : | : | 2 987 | : | 2 974 | 13 579 |
| Calls from mobile to fixed networks (1) | | | | | | | | | | | | | | | | |
| 1999 | : | : | : | : | : | 4 789 | : | : | : | : | : | : | : | : | : | : |
| 2000 | : | : | : | : | : | 5 190 | : | : | 7 035 | : | : | : | 1 069 | : | : | : |
| 2001 | : | : | : | : | : | : | : | : | 7 880 | : | : | : | 620 | : | 1 356 | 21 603 |
| Calls from mobile to mobile networks (1) | | | | | | | | | | | | | | | | |
| 1999 | : | : | : | : | : | 5 073 | : | : | : | : | : | : | 786 | : | : | : |
| 2000 | : | : | : | : | : | 10 489 | : | : | 3 980 | : | : | : | 1 420 | : | : | 4 755 |
| 2001 | : | : | : | : | : | : | : | : | 5 682 | : | : | : | 1 165 | : | 3 574 | 6 113 |
| Calls within mobile networks (1) | | | | | | | | | | | | | | | | |
| 1999 | : | : | : | : | : | 5 393 | : | : | : | : | : | : | 2 462 | : | : | : |
| 2000 | : | : | : | : | : | : | : | : | 9 440 | : | : | : | 3 699 | : | : | 8 890 |
| 2001 | : | : | : | : | : | : | : | : | 11 952 | : | : | : | 3 885 | : | 708 | 13 217 |
| Short text messages (millions) (2) | | | | | | | | | | | | | | | | |
| 1999 | : | : | : | 3 600 | : | : | : | : | : | : | : | : | : | 705 | 141 | 2 361 |
| 2000 | : | : | 753 | 11 400 | : | 2 665 | : | : | : | : | : | : | : | 992 | 494 | 8 041 |
| 2001 | : | : | : | 16 000 | : | : | : | : | : | : | : | : | : | 1 202 | 1 013 | 13 201 |

(1) Source: theme4/coins/telecom/t_traffic. (2) Source: theme4/coins/telecom/t_sms.
Source: Eurostat, Communications (theme4/coins/telecom).

Table 4.1.7b: Telephone use (million minutes)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|---|-----|-------|-------|----|----|-------|-----|-------|----|----|----|----|----|-----|-----|----|
| Calls from fixed to mobile networks (1) | | | | | | | | | | | | | | | | |
| 1999 | : | 1 454 | 1 124 | : | : | 667 | : | : | 48 | : | : | : | : | : | 206 | : |
| 2000 | : | : | 1 544 | : | : | 573 | 109 | 1 088 | 73 | 80 | : | : | : | 543 | 266 | : |
| 2001 | 149 | : | 1 967 | : | : | 756 | : | 1 185 | 99 | 78 | : | : | : | 353 | 244 | : |
| Calls from mobile to fixed networks (1) | | | | | | | | | | | | | | | | |
| 1999 | : | 1 355 | : | : | : | 642 | : | 561 | : | : | : | : | : | : | : | : |
| 2000 | : | : | : | : | : | 468 | : | 686 | : | : | : | : | : | 696 | : | : |
| 2001 | 146 | : | : | : | : | 646 | : | 676 | : | : | : | : | : | 244 | : | : |
| Calls from mobile to mobile networks (1) | | | | | | | | | | | | | | | | |
| 1999 | : | 252 | : | : | : | 304 | : | 331 | : | : | : | : | : | : | : | : |
| 2000 | : | : | : | : | : | 550 | : | 638 | : | : | : | : | : | 107 | : | : |
| 2001 | 25 | : | : | : | : | 1 140 | : | 1 033 | 12 | : | : | : | : | 236 | : | : |
| Calls within mobile networks (1) | | | | | | | | | | | | | | | | |
| 1999 | : | 945 | : | : | : | 1 079 | : | 680 | : | : | : | : | : | : | : | : |
| 2000 | : | : | : | : | : | 1 316 | : | 1 334 | : | : | : | : | : | 854 | : | : |
| 2001 | 103 | : | : | : | : | 2 442 | : | 2 198 | : | : | : | : | : | 956 | : | : |
| Short text messages (millions) (2) | | | | | | | | | | | | | | | | |
| 1999 | : | 515 | 288 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 2000 | : | 1 241 | 1 053 | : | : | : | : | : | : | : | : | : | : | : | : | : |
| 2001 | 90 | : | 3 025 | : | : | : | : | 810 | : | : | : | : | : | 362 | 221 | : |

(1) Source: theme4/coins/telecom/t_traffic. (2) Source: theme4/coins/telecom/t_sms.
Source: Eurostat, Communications (theme4/coins/telecom).

4.2 INTERNET INFRASTRUCTURE

The information society has potential to improve productivity and the quality of life. This potential could grow given the technological developments associated with broadband and multi-platform access (the possibility to connect to the Internet via new means, such as digital TV or 3G mobile phones). The data in this sub-chapter looks at the supply of Internet infrastructure, one of the key elements of the action plan for eEurope 2005.

There were almost 16 million Internet hosts with country code Top Level Domains (ccTLD) associated with EU Member States in August 2003 (see table 4.2.1a). The largest share were associated with the Netherlands (21.1 %), however, Finland reported the highest ratio of Internet hosts registered to its ccTLD per 100 inhabitants at 23.6, followed by the Netherlands (20.8), while the EU average was just 4.2 hosts per 100 inhabitants. Sweden was the only other Member State to report an average number of Internet hosts associated to its ccTLD over 10 per 100 inhabitants, while the United Kingdom (5.3 hosts) was the only one of the five largest Member States to record an average that was above that of the EU.

One indicator that covers the subject area of secure access to networks is that of the number of secure servers (see tables 4.2.2a and 4.2.2b). In July 2002 there were an average of 79 secure servers per million inhabitants in the EU. Ireland, the United Kingdom and Luxembourg had the highest number of secure servers per head, at over 150 per million inhabitants.

The number of Internet service providers (see table 4.2.3a) expanded at a rapid pace in Germany between 2000 and 2001, more than trebling, while between 2001 and 2002 growth was more subdued at 34.1 %. Germany had by far the highest number of Internet service providers in 2002 at 4 220, ahead of the United Kingdom with 700.

Table 4.2.1a: Internet hosts

| | EU Sum | .be | .dk | .de | .gr | .es | .fr | .ie | .it | .lu | .nl | .at | .pt | .fi | .se | .uk |
|---|--------|-----|------|-------|-----|-----|-------|-----|-------|-----|-------|-----|-----|-------|------|-------|
| Number of Internet hosts (thousands) (1) | | | | | | | | | | | | | | | | |
| 1997 | 4 652 | 107 | 169 | 1 132 | 28 | 196 | 355 | 40 | 254 | 5 | 391 | 108 | 42 | 487 | 349 | 988 |
| 1998 | 6 417 | 209 | 298 | 1 450 | 50 | 307 | 511 | 56 | 387 | 8 | 626 | 173 | 56 | 460 | 379 | 1 449 |
| 1999 | 8 489 | 339 | 338 | 1 635 | 75 | 470 | 1 233 | 64 | 302 | 10 | 959 | 263 | 78 | 462 | 523 | 1 739 |
| 2000 | 10 477 | 300 | 334 | 2 040 | 111 | 455 | 1 122 | 111 | 1 020 | 12 | 1 624 | 483 | 62 | 529 | 596 | 1 678 |
| 2001 | 12 690 | 352 | 561 | 2 426 | 143 | 539 | 789 | 128 | 680 | 14 | 2 632 | 326 | 247 | 887 | 735 | 2 231 |
| 2002 | 15 321 | 337 | 837 | 2 594 | 161 | 590 | 1 389 | 136 | 673 | : | 3 137 | 368 | 165 | 1 220 | 849 | 2 866 |
| 2003 | 15 933 | 216 | 803 | 2 477 | 182 | 738 | 1 632 | 149 | 603 | 3 | 3 364 | 281 | 191 | 1 229 | 918 | 3 147 |
| Internet hosts per 100 inhabitants (units) (2) | | | | | | | | | | | | | | | | |
| 1997 | 1.2 | 1.1 | 3.2 | 1.4 | 0.3 | 0.5 | 0.6 | 1.1 | 0.4 | 1.1 | 2.5 | 1.3 | 0.4 | 9.5 | 3.9 | 1.7 |
| 1998 | 1.7 | 2.0 | 5.6 | 1.8 | 0.5 | 0.8 | 0.9 | 1.5 | 0.7 | 1.8 | 4.0 | 2.1 | 0.6 | 8.9 | 4.3 | 2.5 |
| 1999 | 2.3 | 3.3 | 6.4 | 2.0 | 0.7 | 1.2 | 2.1 | 1.7 | 0.5 | 2.2 | 6.1 | 3.2 | 0.8 | 8.9 | 5.9 | 2.9 |
| 2000 | 2.8 | 2.9 | 6.3 | 2.5 | 1.0 | 1.1 | 1.9 | 2.9 | 1.8 | 2.7 | 10.2 | 6.0 | 0.6 | 10.2 | 6.7 | 2.8 |
| 2001 | 3.4 | 3.4 | 10.5 | 3.0 | 1.4 | 1.3 | 1.3 | 3.3 | 1.2 | 3.2 | 16.5 | 4.0 | 2.4 | 17.1 | 8.3 | 3.7 |
| 2002 | 4.1 | 3.3 | 15.6 | 3.1 | 1.5 | 1.5 | 2.3 | 3.5 | 1.2 | : | 19.5 | 4.6 | 1.6 | 23.5 | 9.5 | 4.9 |
| 2003 | 4.2 | 2.1 | 14.9 | 3.0 | 1.6 | 1.8 | 2.7 | 3.8 | 1.1 | 0.7 | 20.8 | 3.5 | 1.8 | 23.6 | 10.3 | 5.3 |

(1) Hosts account for country code Top Level Domains (TLDs) unless otherwise specified; December for all years except 2003 which is August.

(2) All population data for January of the reference year.

Source: RIPE NCC; Eurostat, Demography (theme3/demo/dgen/gind), for population data.

Table 4.2.1b: Internet hosts

| | .is | .no | .ch | .bg | .cy | .cz | .ee | .hu | .lv | .lt | .mt | .pl | .ro | .sk | .si | .tr (1) | Generic (2) |
|---|------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|---------|-------------|
| Number of Internet hosts (thousands) (3) | | | | | | | | | | | | | | | | | |
| 1997 | 19 | 292 | 189 | 7 | 3 | 57 | 16 | 68 | 7 | 4 | 1 | 88 | 14 | 15 | 20 | : | 10 462 |
| 1998 | 25 | 319 | 245 | 10 | 5 | 86 | 24 | 96 | 14 | 10 | 2 | 131 | 24 | 22 | 23 | : | 23 079 |
| 1999 | 30 | 439 | 270 | 17 | 6 | 122 | 30 | 120 | 19 | 14 | 6 | 171 | 36 | 28 | 24 | 79 | 37 854 |
| 2000 | 40 | 453 | 263 | 18 | 8 | 159 | 41 | 104 | 20 | 18 | 7 | 340 | 42 | 38 | 22 | 70 | 64 731 |
| 2001 | 55 | 305 | 528 | 27 | 2 | 216 | 51 | 168 | 25 | 35 | 9 | 490 | 46 | 73 | 30 | 107 | 87 307 |
| 2002 | 55 | 293 | 525 | 28 | 2 | 228 | 54 | 171 | 31 | 30 | 9 | 484 | 48 | 79 | 33 | 118 | 109 791 |
| 2003 | 100 | 561 | 532 | 39 | 5 | 277 | 63 | 334 | 38 | 52 | 8 | 754 | 45 | 93 | 40 | 228 | 111 684 |
| Internet hosts per 100 inhabitants (units) (4) | | | | | | | | | | | | | | | | | |
| 1997 | 7.0 | 6.6 | 2.7 | 0.1 | 0.4 | 0.6 | 1.1 | 0.7 | 0.3 | 0.1 | 0.2 | 0.2 | 0.1 | 0.3 | 1.0 | : | ~ |
| 1998 | 9.2 | 7.2 | 3.5 | 0.1 | 0.7 | 0.8 | 1.7 | 0.9 | 0.6 | 0.3 | 0.5 | 0.3 | 0.1 | 0.4 | 1.2 | : | ~ |
| 1999 | 10.8 | 9.9 | 3.8 | 0.2 | 0.8 | 1.2 | 2.1 | 1.2 | 0.8 | 0.4 | 1.6 | 0.4 | 0.2 | 0.5 | 1.2 | 0.1 | ~ |
| 2000 | 14.3 | 10.1 | 3.7 | 0.2 | 1.1 | 1.6 | 3.0 | 1.0 | 0.8 | 0.5 | 1.7 | 0.9 | 0.2 | 0.7 | 1.1 | 0.1 | ~ |
| 2001 | 19.6 | 6.8 | 7.4 | 0.3 | 0.3 | 2.1 | 3.7 | 1.7 | 1.1 | 1.0 | 2.3 | 1.3 | 0.2 | 1.3 | 1.5 | 0.2 | ~ |
| 2002 | 19.3 | 6.5 | 7.2 | 0.4 | 0.3 | 2.2 | 4.0 | 1.7 | 1.3 | 0.9 | 2.3 | 1.3 | 0.2 | 1.5 | 1.6 | 0.2 | ~ |
| 2003 | 34.8 | 12.3 | 7.3 | 0.5 | 0.7 | 2.7 | 4.7 | 3.3 | 1.6 | 1.5 | 1.9 | 2.0 | 0.2 | 1.7 | 2.0 | 0.3 | ~ |

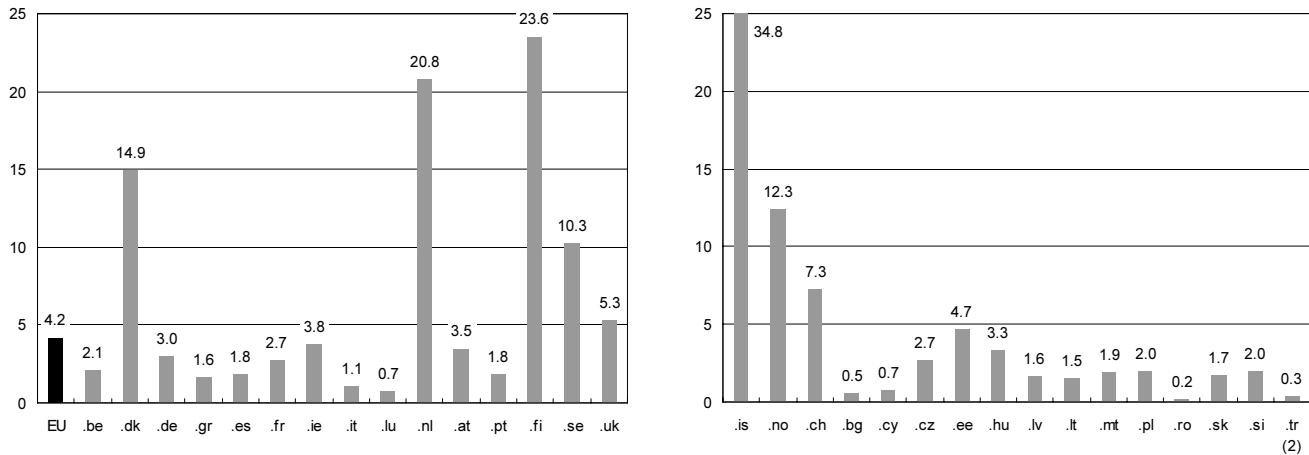
(1) Population data, source: Eurostat, Auxiliary indicators (theme2/aux_ind/aux_pem). (2) Generic includes .com, .org, .int, .net, .edu and .gov.

(3) Hosts account for country code Top Level Domains (TLDs) unless otherwise specified; December for all years except 2003 which is August. Generic, July for all years except 2003 which is January. (4) All population data for January of the reference year.

Source: RIPE NCC for European countries; ISC for Generic; Eurostat, Demography (theme3/demo/dgen/gind), for population data.

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Figure 4.2.1: Internet hosts per 100 inhabitants, August 2003 (units) (1)



(1) All population data for January of the reference year; hosts account for country code Top Level Domains (TLDs).

(2) Population data, source: Eurostat, Auxiliary indicators (theme2/aux_ind/aux_pem).

Source: RIPE NCC for number of hosts; Eurostat, Demography (theme3/demo/dgen/gind), for population data.

Table 4.2.2a: Number of secure servers

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|-------|----|-----|-----|-----|----|-----|-----|----|-----|----|-----|----|-----|-----|-----|
| Number of secure servers per million inhabitants (units) | | | | | | | | | | | | | | | | |
| July 1999 | 17 | 16 | 21 | 20 | 5 | 11 | 11 | 26 | 8 | 60 | 19 | 30 | 6 | 35 | 46 | 29 |
| July 2000 | 38 | 26 | 54 | 46 | 8 | 19 | 22 | 65 | 14 | 100 | 34 | 55 | 12 | 66 | 91 | 74 |
| July 2001 | 65 | 42 | 98 | 78 | 17 | 30 | 33 | 123 | 22 | 155 | 67 | 109 | 19 | 127 | 142 | 132 |
| July 2002 | 79 | 43 | 123 | 97 | 16 | 33 | 42 | 151 | 20 | 220 | 83 | 117 | 21 | 143 | 140 | 171 |
| Annual growth of the number of secure servers per million inhabitants (%) | | | | | | | | | | | | | | | | |
| 2000 | 118 | 68 | 157 | 131 | 81 | 75 | 104 | 150 | 84 | 67 | 76 | 85 | 96 | 90 | 99 | 153 |
| 2001 | 73 | 61 | 81 | 71 | 102 | 57 | 52 | 91 | 59 | 55 | 97 | 97 | 66 | 92 | 55 | 80 |
| 2002 | 21 | 2 | 26 | 24 | -4 | 8 | 27 | 22 | -8 | 42 | 25 | 7 | 11 | 12 | -1 | 29 |

Source: OECD (Communications outlook) and Netcraft (www.netcraft.com), 2003.

Table 4.2.2b: Number of secure servers

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|--|-----|-----|-----|----|----|-----|----|-----|----|----|----|-----|----|-----|----|-----|
| Number of secure servers per million inhabitants (units) | | | | | | | | | | | | | | | | |
| July 1999 | 105 | 29 | 56 | : | : | 9 | : | 3 | : | : | : | 2 | : | 0 | : | 1 |
| July 2000 | 238 | 61 | 119 | : | : | 19 | : | 9 | : | : | : | 5 | : | 8 | : | 2 |
| July 2001 | 324 | 109 | 191 | : | : | 37 | : | 16 | : | : | : | 12 | : | 20 | : | 4 |
| July 2002 | 477 | 117 | 215 | : | : | 18 | : | 8 | : | : | : | 10 | : | 7 | : | 6 |
| Annual growth of the number of secure servers per million inhabitants (%) | | | | | | | | | | | | | | | | |
| 2000 | 128 | 109 | 112 | : | : | 121 | : | 248 | : | : | : | 208 | : | : | : | 128 |
| 2001 | 36 | 80 | 60 | : | : | 97 | : | 83 | : | : | : | 148 | : | 144 | : | 146 |
| 2002 | 47 | 7 | 13 | : | : | -52 | : | -49 | : | : | : | -20 | : | -65 | : | 37 |

Source: OECD (Communications outlook) and Netcraft (www.netcraft.com), 2003.

Table 4.2.3a: Internet service providers (units)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|-------|----|----|-------|-----|-----|-----|----|-----|----|----|----|----|----|-----|-----|
| Number of Internet service providers | | | | | | | | | | | | | | | | |
| 1998 | : | 18 | 9 | 1 000 | : | 82 | : | : | 488 | : | : | : | 10 | : | : | : |
| 1999 | : | 48 | 16 | 1 000 | 144 | 276 | : | : | 523 | 20 | : | : | 24 | 35 | : | 400 |
| 2000 | : | 75 | 44 | 1 000 | 170 | 438 | 246 | : | 507 | 22 | : | : | 29 | : | 120 | 600 |
| 2001 | : | 99 | : | 3 146 | 193 | 590 | 238 | : | 507 | 33 | : | : | 30 | 45 | : | 700 |
| 2002 | : | 98 | : | 4 220 | : | : | : | : | : | 32 | : | : | 32 | 51 | : | 700 |

Source: Eurostat, Communications (theme4/coins/telecom/t_operat).

Table 4.2.3b: Internet service providers (units)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI (1) | TR |
|---|----|----|----|-----|----|-----|----|----|----|----|----|----|----|----|--------|-----|
| Number of Internet service providers | | | | | | | | | | | | | | | | |
| 1998 | : | : | : | : | 4 | 40 | : | : | 18 | : | 14 | : | : | 41 | 5 | : |
| 1999 | : | : | 75 | : | 4 | 220 | : | : | 64 | : | 16 | : | : | 49 | 15 | 81 |
| 2000 | : | : | 94 | 200 | 4 | 325 | 34 | 40 | : | : | 17 | : | : | 64 | 34 | 94 |
| 2001 | : | : | : | 200 | 5 | 320 | : | 46 | : | : | 15 | : | : | 60 | 47 | 104 |
| 2002 | : | : | : | : | : | : | : | : | : | : | : | : | : | : | 49 | : |

(1) Estimate for 2002.

Source: Eurostat, Communications (theme4/coins/telecom/t_operat).

4.3 INTERNET EQUIPMENT AND USE

This sub-chapter concentrates on the use of the Internet, through indicators such as the number of PCs (the most common access device), the number of Internet users (in terms of inhabitants) and the volume of use (as measured by subscriptions and the number of minutes connected to the Internet).

There were 117 million PCs in use in the EU in 2001 (see table 4.3.1a), which was equivalent to 31 per 100 inhabitants. Three Member States that reported more than 50 PCs per 100 inhabitants; Denmark (57.7, 2002), Sweden (56.1, 2001) and Luxembourg (51.7, 2001), while Greece, Spain, Italy and Portugal were the only countries to report an average of less than 20 PCs per 100 inhabitants. Slovenia, Cyprus, Malta and Estonia were the only candidate countries where the average number of PCs per 100 inhabitants rose to over 20.

Table 4.3.2a shows that there were 135 million Internet users in the EU in 2002. This was an increase of 14.5 % compared to the year before. This marked a slow down in the pace at which the number of Internet users was growing, as in 2001 the growth rate had been 27.1 %.

An average of 35.7 % of the EU's inhabitants used the Internet in 2002. Internet use climbed to over 50 % of the population in Sweden (57.3 %), the Netherlands (53.0 %) and Finland (50.9 %), while in the candidate countries Estonia and Slovenia reported Internet use in excess of 40 %. Between 2001 and 2002, the highest growth in the number of Internet users among the Member States was recorded in Greece (up 42.9 %), Portugal (27.6 %) and the United Kingdom (21.2 %).

Table 4.3.1a: Personal computers

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|-------|------|------|------|-----|------|------|------|------|------|------|------|------|------|------|------|
| Total number of PCs (millions) | | | | | | | | | | | | | | | | |
| 2000 | 105.3 | 2.3 | 2.7 | 27.6 | 0.8 | 5.8 | 17.9 | 1.4 | 10.3 | 0.2 | 6.3 | 2.3 | 1.1 | 2.1 | 4.5 | 20.2 |
| 2001 | 117.0 | 2.4 | 2.9 | 31.5 | 0.9 | 6.8 | 19.5 | 1.5 | 11.3 | 0.2 | 6.9 | 2.7 | 1.2 | 2.2 | 5.0 | 22.0 |
| 2002 | : | 2.5 | 3.1 | 35.9 | : | : | 20.7 | : | : | : | : | : | : | 2.3 | : | : |
| PCs per 100 inhabitants (units) | | | | | | | | | | | | | | | | |
| 2000 | 28.0 | 22.4 | 50.7 | 33.6 | 7.1 | 14.5 | 30.4 | 35.9 | 18.0 | 45.6 | 39.4 | 28.0 | 10.5 | 39.6 | 50.7 | 33.8 |
| 2001 | 31.0 | 23.3 | 54.2 | 38.2 | 8.1 | 16.8 | 32.9 | 39.1 | 19.5 | 51.7 | 42.8 | 33.5 | 11.7 | 42.4 | 56.1 | 36.6 |
| 2002 | : | 24.2 | 57.7 | 43.5 | : | : | 34.7 | : | : | : | : | : | : | : | : | : |

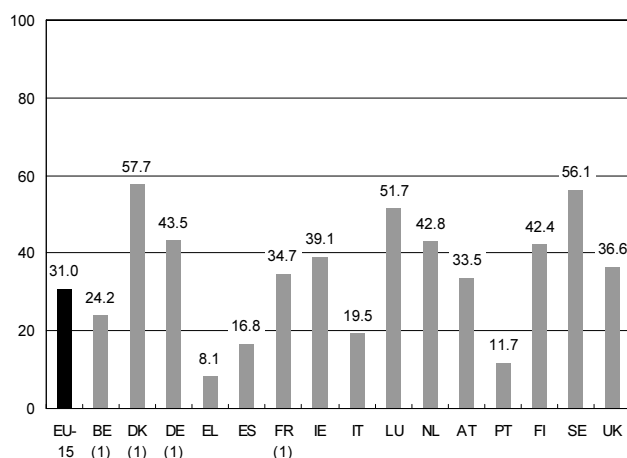
Source: ITU estimates.

Table 4.3.1b: Personal computers

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|--|----|------|------|------|-----|------|------|------|------|------|-----|------|-----|------|------|------|
| Total number of PCs (millions) | | | | | | | | | | | | | | | | |
| 2000 | | 0.1 | 2.2 | 3.6 | 0.3 | 0.2 | 1.3 | 0.2 | 0.9 | 0.3 | 0.2 | 0.1 | 2.7 | 0.7 | 0.7 | 0.5 |
| 2001 | | 0.1 | 2.3 | 3.9 | 0.3 | 0.2 | 1.5 | 0.3 | 1.0 | 0.4 | 0.3 | 0.1 | 3.3 | 0.8 | 0.8 | 0.6 |
| 2002 | | 0.1 | : | : | 0.3 | : | 0.3 | 1.1 | 0.4 | : | : | : | : | 1.0 | 0.6 | : |
| PCs per 100 inhabitants (units) | | | | | | | | | | | | | | | | |
| 2000 | | 39.2 | 49.1 | 49.9 | 3.1 | 22.1 | 12.2 | 15.3 | 8.7 | 14.0 | 6.5 | 20.5 | 6.9 | 3.2 | 13.7 | 27.5 |
| 2001 | | 41.8 | 50.8 | 53.8 | 3.2 | 24.7 | 14.7 | 17.5 | 9.5 | 15.3 | 7.1 | 23.0 | 8.5 | 3.6 | 14.9 | 27.6 |
| 2002 | | 45.1 | : | : | 3.5 | : | 21.0 | 10.8 | 17.2 | : | : | : | : | 18.0 | 30.1 | 4.1 |

Source: ITU estimates.

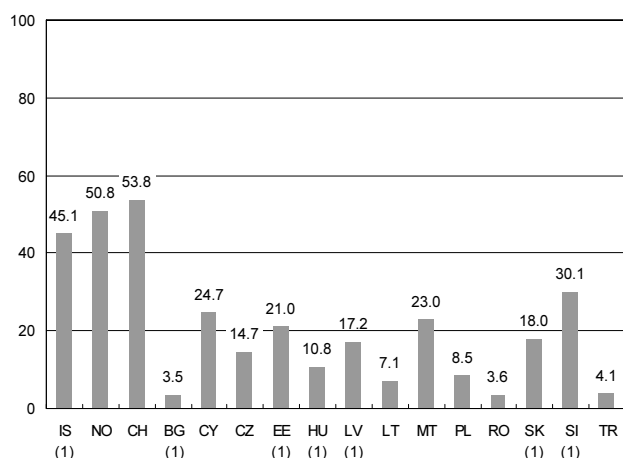
Figure 4.3.1a: PCs per 100 inhabitants, 2001 (units)



(1) 2002.

Source: ITU estimates.

Figure 4.3.1b: PCs per 100 inhabitants, 2001 (units)



(1) 2002.

Source: ITU estimates.

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Table 4.3.2a: Internet users

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|---------|-------|-------|--------|-------|-------|--------|-------|--------|------|-------|-------|-------|-------|-------|--------|
| Number of Internet users (thousands) | | | | | | | | | | | | | | | | |
| 2000 | 92 790 | 3 000 | 2 090 | 24 800 | 1 000 | 5 486 | 8 460 | 679 | 13 200 | 100 | 7 000 | 2 700 | 2 500 | 1 927 | 4 048 | 15 800 |
| 2001 | 117 981 | 3 200 | 2 300 | 30 800 | 1 400 | 7 388 | 15 653 | 895 | 15 600 | 160 | 7 900 | 3 150 | 2 900 | 2 235 | 4 600 | 19 800 |
| 2002 | 135 107 | 3 400 | 2 500 | 35 000 | 2 000 | 7 856 | 18 716 | 1 065 | 17 000 | 165 | 8 590 | 3 340 | 3 700 | 2 650 | 5 125 | 24 000 |
| Internet users per 100 inhabitants (units) | | | | | | | | | | | | | | | | |
| 2000 | 24.6 | 29.2 | 39.2 | 30.2 | 9.5 | 13.7 | 14.4 | 17.9 | 23.0 | 22.8 | 43.8 | 33.2 | 24.9 | 37.2 | 45.6 | 26.4 |
| 2001 | 31.1 | 31.0 | 42.9 | 37.4 | 13.2 | 18.3 | 26.4 | 23.3 | 26.9 | 36.0 | 49.1 | 38.7 | 28.1 | 43.0 | 51.6 | 33.0 |
| 2002 | 35.7 | 32.9 | 46.5 | 42.4 | 18.2 | 19.3 | 31.4 | 27.1 | 30.1 | 36.7 | 53.0 | 40.9 | 35.5 | 50.9 | 57.3 | 40.6 |

Source: ITU.

Table 4.3.2b: Internet users

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|---|------|-------|-------|-----|------|-------|------|-------|------|-----|------|-------|-------|------|------|-------|
| Number of Internet users (thousands) | | | | | | | | | | | | | | | | |
| 2000 | 168 | 1 950 | 2 096 | 430 | 120 | 1 000 | 392 | 715 | 150 | 225 | 51 | 2 800 | 800 | 507 | 300 | 2 000 |
| 2001 | 172 | 2 100 | 2 224 | 605 | 150 | 1 500 | 430 | 1 480 | 170 | 250 | 99 | 3 800 | 1 000 | 674 | 600 | 4 000 |
| 2002 | 175 | 2 300 | 2 375 | : | 210 | : | 560 | 1 600 | 310 | : | : | : | 1 800 | 863 | 800 | 4 900 |
| Internet users per 100 inhabitants (units) | | | | | | | | | | | | | | | | |
| 2000 | 59.8 | 43.5 | 29.1 | 5.3 | 17.7 | 9.7 | 27.2 | 7.1 | 6.2 | 6.1 | 13.1 | 7.2 | 3.6 | 9.4 | 15.1 | 3.1 |
| 2001 | 59.9 | 46.4 | 30.7 | 7.5 | 21.8 | 14.7 | 30.0 | 14.8 | 7.2 | 6.8 | 25.3 | 9.8 | 4.5 | 12.5 | 30.1 | 6.0 |
| 2002 | 60.8 | 50.5 | 32.6 | : | 30.0 | : | 41.3 | 15.8 | 13.3 | : | : | : | 8.1 | 16.0 | 40.1 | 7.3 |

Source: ITU.

Table 4.3.3a: Internet use

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|--------|-------|-------|--------|-----|--------|-------|-------|--------|----|-------|----|-------|-------|--------|---------|
| Number of Internet subscriptions (thousands) (1) | | | | | | | | | | | | | | | | |
| 1998 (2) | 16 743 | 207 | : | 7 500 | 100 | 667 | 1 280 | 300 | 1 399 | : | 1 067 | : | 173 | : | 1 550 | 2 500 |
| 1999 (3) | 36 342 | 735 | 1 135 | 11 100 | 193 | 3 100 | 3 030 | 444 | 3 950 | : | 2 835 | : | 474 | 466 | 1 880 | 7 000 |
| 2000 (4) | 59 295 | 1 150 | 1 684 | 18 250 | 235 | 8 251 | 5 263 | 1 040 | : | : | 5 911 | : | 1 987 | 616 | 2 307 | 12 600 |
| 2001 | : | : | : | 24 770 | : | 10 740 | : | : | : | : | : | : | 3 459 | 930 | 2 849 | : |
| 2002 | : | 1 694 | : | : | : | : | : | : | : | : | : | : | 5 165 | 1 212 | 2 895 | 13 100 |
| Internet, minutes of connection (millions) (5) | | | | | | | | | | | | | | | | |
| 1998 | : | : | : | : | : | : | : | : | 8 923 | : | : | : | 1 100 | : | : | 20 262 |
| 1999 | : | : | : | : | : | 10 892 | : | : | 13 123 | : | : | : | 2 800 | : | 5 402 | 42 986 |
| 2000 | : | : | : | : | : | 30 363 | : | 6 | : | : | : | : | 5 630 | : | 12 711 | 90 462 |
| 2001 | : | : | : | : | : | : | : | : | : | : | : | : | : | : | 9 814 | 138 646 |

(1) Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

(2) EU-15, excluding DK, LU, AT and FI.

(3) EU-15, excluding LU and AT.

(4) EU-15, excluding IT, LU and AT.

(5) Source: Eurostat, Communications (theme4/coins/telecom/t_traffic).

Source: Eurostat, Communications (theme4/coins/telecom).

Table 4.3.3b: Internet use

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|---|----|-------|-------|-----|----|-------|----|-----|----|----|----|----|-----|-----|-----|-------|
| Number of Internet subscriptions (thousands) | | | | | | | | | | | | | | | | |
| 1998 | : | 381 | 425 | 1 | 10 | 86 | : | : | 80 | : | : | : | : | 63 | 43 | 230 |
| 1999 | : | : | 992 | 3 | 17 | 199 | : | 145 | : | : | 25 | : | : | 83 | 72 | 437 |
| 2000 | : | : | 1 665 | 6 | 28 | 418 | : | 230 | : | : | 34 | : | : | 92 | 140 | 1 629 |
| 2001 | : | 2 599 | 2 209 | 135 | 37 | 1 257 | : | 322 | : | : | 50 | : | 363 | 100 | : | 1 621 |
| 2002 | : | : | 2 350 | 144 | 46 | 1 644 | 0 | 446 | : | : | : | : | : | 134 | 542 | : |

Source: Eurostat, Communications (theme4/coins/telecom/t_acces1).

4.4 ACCESS COSTS

The price of Internet access can be split in two: variable costs associated with the amount of time spent on-line, and fixed costs associated with the setting-up of an Internet access and monthly charges for using a particular service provider.

Table 4.4.1 provides information on the standard, monthly, fixed costs that are associated with various types of Internet access. The cost of ADSL was generally higher than that of cable modem access, although national differences meant this was not the case in Luxembourg, Austria and the United Kingdom. PSTN services were noticeably cheaper in France and the United Kingdom. The second half of the table shows the number of dial-up hours that would need to be used to match the fixed service cost. This indicator suggests that dial-up costs were relatively low in Spain, Ireland, Finland and the United Kingdom.

Table 4.4.2 provides more detail on access costs in relation to residential users. These were generally lowest in Germany, Spain, France and the United Kingdom, other than for access in excess of 40 hours, where Germany remained relatively cheap.

Table 4.4.1: Comparison of Internet access costs

| | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|----|----|----|----|-----|----|----|----|----|----|----|----|-----|
| Price comparison of cheapest service for each type of access (EUR/month) (1) | | | | | | | | | | | | | | | |
| ADSL | 33 | 48 | 27 | : | 45 | 32 | 113 | 25 | 54 | 33 | 29 | 38 | 53 | 35 | 34 |
| Cable modem | 30 | 10 | 12 | : | 38 | 32 | 25 | : | 64 | 31 | 45 | 16 | 43 | 29 | 51 |
| PSTN peak 40h | 84 | 29 | 24 | 27 | 20 | 15 | 56 | 31 | 32 | 31 | 28 | 46 | 29 | 28 | 9 |
| PSTN off-peak 40h | 34 | 25 | 21 | 19 | 18 | 15 | 15 | 23 | 29 | 24 | 18 | 24 | 29 | 28 | 11 |
| Number of dial up hours per month needed to match cost of fixed access (2) | | | | | | | | | | | | | | | |
| Peak: hours vs. ADSL | 15 | 26 | 46 | : | 51 | 45 | 75 | 25 | 27 | 18 | 1 | 33 | 73 | 11 | 103 |
| Peak: hours vs. cable | 13 | : | 20 | : | 37 | 46 | 12 | : | 39 | 15 | 24 | 14 | 59 | 3 | 174 |
| Off-peak: hours vs. ADSL | 38 | 52 | 51 | : | 61 | 45 | 262 | 44 | 35 | 55 | 23 | 65 | 73 | 51 | 82 |
| Off-peak: hours vs. cable | 33 | : | 23 | : | 45 | 46 | 27 | : | 49 | 51 | 59 | 27 | 59 | 43 | 143 |

(1) Prices including VAT; for ADSL and cable modem the cheapest option in each country is selected, generally the lowest bitrate from the cheapest provider; basic line rental not included (e.g. telephone line rental).

(2) Calculations are based on the cheapest packages for each type of access, in each country; the selection of dial-up package corresponds to 40 hours usage; for DK, usage cannot be calculated compared to cable.

Source: European Commission, Teligen survey, November 2002.

Table 4.4.2: Internet dial-up access costs for a residential user (EUR/month) (1)

| | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|--------|--------|--------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 20 hour peak time usage per month | | | | | | | | | | | | | | | |
| Total ISP | 2.00 | 15.22 | : | 9.99 | : | 14.00 | 8.92 | : | 19.81 | 14.00 | 12.00 | : | : | 16.09 | 9.48 |
| Total PSTN | 57.12 | 15.75 | 25.21 | 20.37 | 25.42 | 13.00 | 42.98 | 30.85 | 18.40 | 17.18 | 15.98 | 36.94 | 28.10 | 13.87 | 15.03 |
| Total cost per month | 59.12 | 30.97 | 25.21 | 30.36 | 25.42 | 27.00 | 51.90 | 30.85 | 38.21 | 31.18 | 27.98 | 36.94 | 28.10 | 29.97 | 24.51 |
| 20 hour off-peak time usage per month | | | | | | | | | | | | | | | |
| Total ISP | : | 8.48 | : | 9.99 | : | 14.00 | 11.96 | : | : | 14.00 | 12.00 | : | : | : | 11.08 |
| Total PSTN | 33.52 | 20.77 | 24.01 | 16.07 | 25.42 | 13.00 | 19.60 | 26.07 | 33.04 | 17.18 | 15.98 | 25.95 | 28.10 | 27.73 | 15.03 |
| Total cost per month | 33.52 | 29.25 | 24.01 | 26.06 | 25.42 | 27.00 | 31.56 | 26.07 | 33.04 | 31.18 | 27.98 | 25.95 | 28.10 | 27.73 | 26.11 |
| 40 hour peak time usage per month | | | | | | | | | | | | | | | |
| Total ISP | 2.00 | 29.13 | : | 9.99 | 19.90 | 14.94 | 8.92 | 5.55 | 32.20 | 21.00 | 28.01 | : | : | 27.75 | 9.48 |
| Total PSTN | 98.04 | 15.75 | 37.09 | 28.96 | 13.54 | 13.00 | 66.36 | 40.47 | 18.40 | 34.33 | 15.98 | 59.79 | 42.75 | 13.87 | 15.03 |
| Total cost per month | 100.04 | 44.88 | 37.09 | 38.95 | 33.44 | 27.94 | 75.27 | 46.02 | 50.60 | 55.33 | 43.99 | 59.79 | 42.75 | 41.62 | 24.51 |
| 40 hour off-peak time usage per month | | | | | | | | | | | | | | | |
| Total ISP | 1.83 | 15.22 | : | 9.99 | 17.99 | 14.94 | 15.00 | : | 28.75 | 5.00 | 18.17 | : | : | : | 11.08 |
| Total PSTN | 48.10 | 25.78 | 34.69 | 20.37 | 13.54 | 13.00 | 19.60 | 37.57 | 18.40 | 41.61 | 15.98 | 37.80 | 42.75 | 41.58 | 15.03 |
| Total cost per month | 49.93 | 41.00 | 34.69 | 30.36 | 31.53 | 27.94 | 34.60 | 37.57 | 47.15 | 46.61 | 34.15 | 37.80 | 42.75 | 41.58 | 26.11 |
| 150 hour peak time usage per month | | | | | | | | | | | | | | | |
| Total ISP | 2.00 | 40.26 | : | 9.99 | : | 14.94 | 8.92 | 5.55 | 96.60 | 5.00 | 5.55 | : | : | 104.33 | 11.08 |
| Total PSTN | 323.10 | 72.78 | 102.43 | 76.20 | 102.64 | 143.60 | 194.93 | 111.69 | 18.40 | 184.39 | 105.98 | 185.43 | 123.30 | 13.87 | 136.26 |
| Total cost per month | 325.10 | 113.04 | 102.43 | 86.19 | 102.64 | 158.54 | 203.85 | 117.24 | 115.00 | 189.39 | 111.53 | 185.43 | 123.30 | 118.21 | 147.34 |
| 150 hour off-peak time usage per month | | | | | | | | | | | | | | | |
| Total ISP | 1.83 | 40.26 | : | 9.99 | : | 14.94 | 30.00 | : | : | 5.00 | : | : | : | 33.19 | 15.81 |
| Total PSTN | 135.83 | 72.78 | 93.43 | 43.99 | 102.64 | 143.60 | 38.75 | 100.84 | 128.20 | 108.79 | 105.98 | 102.96 | 123.30 | 78.69 | 104.08 |
| Total cost per month | 137.66 | 113.04 | 93.43 | 53.98 | 102.64 | 158.54 | 68.75 | 100.84 | 128.20 | 113.79 | 105.98 | 102.96 | 123.30 | 111.88 | 119.89 |

(1) Including VAT and PSTN rental charge; the lowest price for each country is selected.

Source: European Commission, Teligen survey, November 2002.

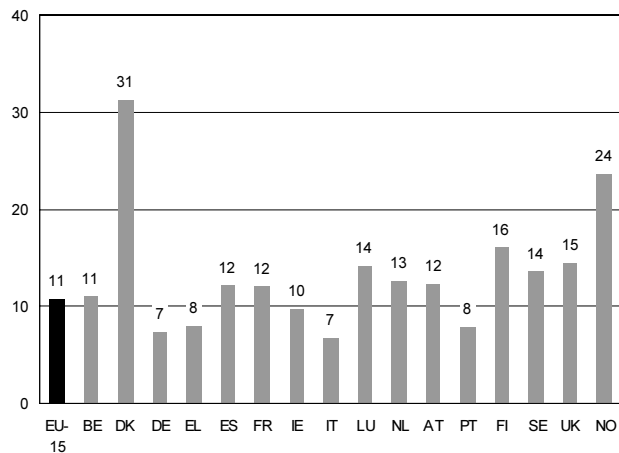
5. ICT AND EDUCATION

5. ICT AND EDUCATION

On the demand side, actions on e-government, e-health and e-learning are designed to foster the development of new Internet services. In addition to providing both better and cheaper services, it is hoped that the aggregated demand of public authorities can be used to provide an impetus for the creation of new networks and services.

Figure 5.1 shows the average number of PCs that were used for educational purposes (as opposed to secretarial or management purposes) per 100 pupils in January 2002. On average, there were 11 PCs per 100 pupils in the EU, with Denmark reporting a ratio that was significantly above the other countries (31 PCs). Germany, Greece, Ireland, Italy and Portugal all

Figure 5.1: PC penetration in schools, January 2002 (computers per 100 pupils) (1)

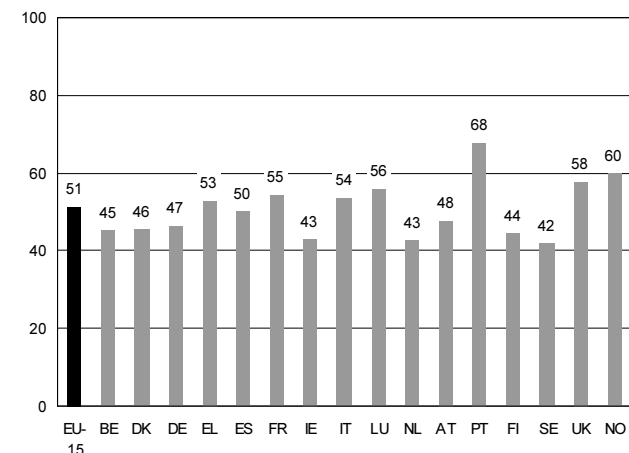


(1) In schools using computers for educational purposes.
Source: Flash Eurobarometer 118, January-February 2002.

reported an average of less than 10 PCs per 100 pupils.

Several Member States reported that there was at least one PC being used for educational purposes in every school (Denmark, Finland, Sweden and the United Kingdom). The EU average was 95 % of all schools using a computer. Internet connections were almost as widespread, as they covered 93 % of all schools in the EU, while 85 % of all schools in the EU used the Internet for educational purposes and 88 % had an e-mail address. On the other hand, only slightly more than one-third (36 %) of schools in the EU had recourse to a helpdesk facility, a share that rose to over 75 % in the Netherlands, Sweden and the United Kingdom.

Figure 5.2: Computers used for education: proportion less than three years old, January 2002 (%) (1)



(1) In schools using computers for educational purposes.
Source: Flash Eurobarometer 118, January-February 2002.

Table 5.1: Schools with computers and Internet connections, responses from headteachers, January 2002

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO |
|--|-------|-----|-----|-----|----|----|-----|-----|----|-----|-----|-----|----|-----|-----|-----|-----|
| Computer/student ratio: number of computers per 100 pupils (1) | | | | | | | | | | | | | | | | | |
| January 2002 | 11 | 11 | 31 | 7 | 8 | 12 | 12 | 10 | 7 | 14 | 13 | 12 | 8 | 16 | 14 | 15 | 24 |
| Computer/teacher ratio: number of computers per 100 teachers (1) | | | | | | | | | | | | | | | | | |
| January 2002 | 134 | 120 | 210 | 113 | 61 | 95 | 144 | 149 | 53 | 141 | 162 | 120 | 68 | 212 | 152 | 250 | 157 |
| Proportion of computers used for educative purposes that are: (%) (1) | | | | | | | | | | | | | | | | | |
| connected to the Internet | 58 | 42 | 81 | 59 | 51 | 60 | 52 | 52 | 46 | 51 | 43 | 55 | 68 | 75 | 80 | 74 | 65 |
| less than three years old | 51 | 45 | 46 | 47 | 53 | 50 | 55 | 43 | 54 | 56 | 43 | 48 | 68 | 44 | 42 | 58 | 60 |
| Proportion of schools that: (%) | | | | | | | | | | | | | | | | | |
| Use computers for education | 95 | 99 | 100 | 95 | 65 | 88 | 97 | 99 | 95 | 98 | 99 | 95 | 95 | 100 | 100 | 100 | 100 |
| Have an Internet connection | 93 | 93 | 100 | 99 | 59 | 94 | 89 | 99 | 88 | 67 | 92 | 94 | 92 | 99 | 99 | 99 | 99 |
| Use Internet for education | 85 | 81 | 99 | 87 | 51 | 74 | 85 | 97 | 80 | 60 | 86 | 70 | 89 | 99 | 99 | 97 | 96 |
| Have an e-mail address | 88 | 83 | 98 | 93 | 48 | 89 | 85 | 95 | 82 | 51 | 90 | 91 | 73 | 88 | 90 | 95 | 97 |
| Have a Web-page | 51 | 45 | 80 | 61 | 19 | 42 | 38 | 29 | 45 | 42 | 50 | 52 | 34 | 75 | 81 | 60 | 57 |
| Have an internal PC network | 51 | 38 | 76 | 48 | 25 | 40 | 39 | 24 | 63 | 43 | 50 | 52 | 30 | 25 | 69 | 71 | 46 |
| Have access to Helpdesk | 36 | 40 | 67 | 16 | 13 | 31 | 25 | 35 | 12 | 44 | 77 | 24 | 24 | 41 | 79 | 88 | 58 |

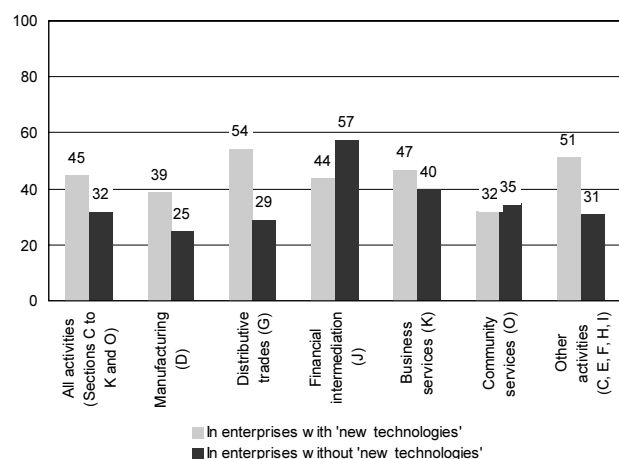
(1) In schools using computers for educational purposes.
Source: Flash Eurobarometer 118, January-February 2002.

Table 5.2: Schools with access to the Internet: proportion with selected type of access, January 2002 (%)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO |
|----------------------------|-------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Standard telephone line | 28 | 37 | 3 | 23 | 37 | 28 | 42 | 74 | 25 | 11 | 11 | 28 | 28 | 11 | 10 | 28 | 5 |
| ISDN line | 64 | 58 | 16 | 86 | 69 | 42 | 41 | 27 | 69 | 37 | 53 | 49 | 74 | 35 | 28 | 77 | 73 |
| ADSL line | 19 | 16 | 26 | 25 | 1 | 43 | 21 | 0 | 13 | 4 | 6 | 15 | 1 | 12 | 19 | 12 | 11 |
| Special modem for TV-cable | 6 | 18 | 3 | 4 | 2 | 2 | 7 | 0 | 1 | 0 | 35 | 11 | 1 | 4 | 4 | 6 | 2 |
| Others | 7 | 4 | 53 | 8 | 3 | 1 | 5 | 1 | 1 | 56 | 6 | 0 | 0 | 43 | 42 | 8 | 11 |

Source: Flash Eurobarometer 118, January-February 2002.

Figure 5.3: Proportion of employees participating in CVT courses, EU, 1999 (%)



Source: Eurostat, Continuing Vocational Training (theme3/training/cvts/cvts2).

Table 5.3a: Proportion of employees participating in CVT courses, all activities (Sections C to K and O), 1999 (%)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|-------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Employees in enterprises with 'new technologies' | 45 | 53 | 53 | 36 | 22 | 32 | 54 | 47 | 37 | 41 | 47 | 38 | 29 | 55 | 67 | 53 |
| Employees in enterprises without 'new technologies' | 32 | 29 | 53 | 23 | 4 | 14 | 43 | 23 | 15 | 28 | 35 | 26 | 7 | 35 | 54 | 46 |

Source: Eurostat, Continuing Vocational Training (theme3/training/cvts/cvts2).

Table 5.3b: Proportion of employees participating in CVT courses, all activities (Sections C to K and O), 1999 (%)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Employees in enterprises with 'new technologies' | : | 55 | : | 28 | : | 49 | 27 | 19 | 19 | 16 | : | 25 | 11 | : | 47 | : |
| Employees in enterprises without 'new technologies' | : | 41 | : | 6 | : | 32 | 12 | 8 | 6 | 4 | : | 9 | 3 | : | 14 | : |

Source: Eurostat, Continuing Vocational Training (theme3/training/cvts/cvts2).

Table 5.4a: Proportion of employees in enterprises with 'new technologies' participating in CVT courses, 1999 (%)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|-------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| All activities (Sections C to K and O) | 45 | 53 | 53 | 36 | 22 | 32 | 54 | 47 | 37 | 41 | 47 | 38 | 29 | 55 | 67 | 53 |
| Manufacturing (D) | 39 | 51 | 46 | 32 | 16 | 31 | 50 | 48 | 27 | 45 | 46 | 32 | 23 | 51 | 67 | 46 |
| Distributive trades (G) | 54 | 48 | 53 | 29 | 14 | 34 | 61 | 37 | 29 | 49 | 41 | 43 | 40 | 44 | 60 | 75 |
| Financial intermediation (J) | 44 | 64 | 67 | 40 | 53 | 61 | 73 | 62 | 57 | 51 | 66 | 54 | 49 | 55 | 85 | 37 |
| Business services (K) | 47 | 61 | 62 | 39 | 15 | 28 | 54 | 47 | 37 | 33 | 41 | 41 | 19 | 59 | 71 | 55 |
| Community services (O) | 32 | 40 | 57 | 43 | 12 | 21 | 47 | 43 | 20 | 18 | 49 | 21 | 18 | 59 | 69 | 26 |
| Other activities (C, E, F, H, I) | 51 | 49 | 61 | 42 | 17 | 27 | 46 | 50 | 58 | 20 | 52 | 39 | 28 | 62 | 62 | 60 |

Source: Eurostat, Continuing Vocational Training (theme3/training/cvts/cvts2).

Table 5.4b: Proportion of employees in enterprises with 'new technologies' participating in CVT courses, 1999 (%)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|--|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| All activities (Sections C to K and O) | : | 55 | : | 28 | : | 49 | 27 | 19 | 19 | 16 | : | 25 | 11 | : | 47 | : |
| Manufacturing (D) | : | 44 | : | 23 | : | 48 | 19 | 16 | 15 | 13 | : | 24 | 11 | : | 48 | : |
| Distributive trades (G) | : | 49 | : | 28 | : | 34 | 31 | 11 | 14 | 11 | : | 20 | 3 | : | 35 | : |
| Financial intermediation (J) | : | : | : | 44 | : | 75 | 76 | 39 | 43 | 34 | : | 63 | 14 | : | 62 | : |
| Business services (K) | : | 59 | : | 10 | : | 45 | 17 | 25 | 16 | 18 | : | 35 | 10 | : | 35 | : |
| Community services (O) | : | 61 | : | 26 | : | 36 | 0 | 13 | 16 | 11 | : | 9 | 24 | : | 13 | : |
| Other activities (C, E, F, H, I) | : | 52 | : | 35 | : | 56 | 32 | 34 | 21 | 19 | : | 22 | 13 | : | 53 | : |

Source: Eurostat, Continuing Vocational Training (theme3/training/cvts/cvts2).

6. ICT LABOUR FORCE

6.1 ICT SKILLS (DIGITAL LITERACY), WORKPLACE TRAINING, ICT USE IN THE WORKPLACE

The Lisbon strategy is not just about raising productivity and growth, but also concerns employment and social cohesion. Indeed, this is one of the central themes of the eEurope 2005 action plan; opening-up ICT opportunities and trying to enhance ICT skills - this policy has been termed 'e-inclusion'.

On average, just over half (53 %) of the EU's active population used a computer in their professional lives in 2002, ranging from a low of between 30 % and 40 % in Greece, Spain and Portugal, to a high of more than 70 % in Denmark, the Netherlands, Finland and Sweden.

Table 6.1.1: Persons using a PC for their work and having received computer training (%)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|------|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| | Proportion of active population using a computer for professional purposes | | | | | | | | | | | | | | | |
| 2001 | 53 | 51 | 73 | 56 | 36 | 42 | 45 | 43 | 58 | 66 | 65 | 57 | 27 | 67 | 71 | 59 |
| 2002 | 53 | 53 | 72 | 57 | 35 | 36 | 45 | 46 | 59 | 56 | 72 | 62 | 32 | 70 | 73 | 58 |
| | Proportion of active population using a computer for professional purposes that had computer training at the workplace | | | | | | | | | | | | | | | |
| 2001 | 54 | 38 | 70 | 65 | 44 | 44 | 51 | 66 | 36 | 55 | 57 | 60 | 39 | 66 | 65 | 58 |
| 2002 | 49 | 38 | 71 | 54 | 44 | 46 | 51 | 56 | 30 | 60 | 53 | 58 | 37 | 72 | 64 | 53 |

Source: Eurobarometer 56 "Information society", October-November 2001, for 2001 data; Eurobarometer 58 "Information society", September-October 2002, for 2002 data.

6.2 COMPUTER PROFESSIONALS

Skills' shortages of qualified staff are detrimental to the pace at which enterprises and ultimately economies can grow. While the number of computer professionals, as a share of total EU employment, rose by 0.4 percentage points between 1999 and 2001, there was a decline of 0.1 points in 2002 (see table 6.2.1a). The highest proportion of computer professionals (more than 2 %) was recorded in the countries where the use of ICT was also highest, namely, Denmark, Finland, the United Kingdom, and in particular, the Netherlands and Sweden (more than 3 % of the workforce were computer professionals).

Among the candidate countries, the share of computer professionals in total employment was usually lower than the EU average; the Czech Republic (1.8 %) was the only candidate country to report a higher proportion of computer professionals. Computer professionals are often a highly mobile and flexible workforce, willing to travel to take-up a new post.

Table 6.2.1a: Computer professionals as a share of total employment (%)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 1998 | : | 1.4 | 1.9 | 1.2 | 0.4 | 0.9 | 1.3 | : | 0.7 | 1.5 | 2.6 | 1.3 | 0.5 | 1.7 | 2.2 | 1.4 |
| 1999 | 1.4 | 1.6 | 2.0 | 1.3 | 0.3 | 1.0 | 1.6 | 1.2 | 0.9 | 1.8 | 2.8 | 1.4 | 0.7 | 2.1 | 2.5 | 1.7 |
| 2000 | 1.5 | 1.5 | 2.3 | 1.5 | 0.4 | 1.0 | 1.6 | 1.2 | 0.9 | 1.5 | 3.2 | 1.5 | 0.6 | 2.0 | 3.3 | 1.8 |
| 2001 | 1.8 | 1.7 | 2.2 | 1.7 | 0.4 | 1.1 | 1.8 | 1.3 | 1.1 | 2.0 | 3.2 | 1.7 | 0.8 | 2.2 | 3.4 | 2.3 |
| 2002 | 1.7 | 1.9 | 2.4 | 1.6 | 0.5 | 1.1 | 1.8 | 1.5 | 1.2 | 1.7 | 3.1 | 1.9 | 0.9 | 2.4 | 3.3 | 2.2 |

Source: Eurostat, Labour force survey.

Table 6.2.1b: Computer professionals as a share of total employment (%)

| | IS | NO | CH | BG | CY | CZ | EE (1) | HU | LV (2) | LT | MT | PL | RO | SK | SI (3) | TR |
|------|-----|-----|-----|-----|-----|-----|--------|-----|--------|-----|----|-----|----|-----|--------|----|
| 1998 | 1.7 | 1.6 | 2.3 | : | : | 1.2 | 0.4 | 0.9 | 0.6 | 0.4 | : | 0.6 | : | 1.1 | 0.8 | : |
| 1999 | 2.2 | 1.9 | 2.3 | : | 0.7 | 1.4 | 0.5 | 0.9 | 0.7 | 0.3 | : | 0.6 | : | 1.1 | 1.0 | : |
| 2000 | 2.3 | 2.2 | 2.6 | 0.4 | 0.7 | 1.5 | : | 0.9 | 1.0 | 0.6 | : | 0.7 | : | 1.0 | 1.2 | : |
| 2001 | 2.1 | 2.5 | 2.9 | 0.5 | 0.9 | 1.7 | : | 1.2 | 0.7 | 0.4 | : | 0.8 | : | 1.1 | 1.0 | : |
| 2002 | 1.7 | 2.5 | 2.7 | 0.4 | 0.7 | 1.8 | 1.5 | 1.2 | 0.8 | : | : | 0.9 | : | 1.2 | 1.3 | : |

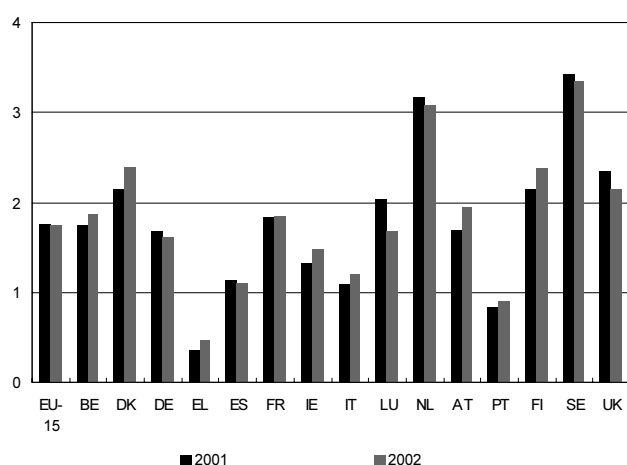
(1) Data not reliable.

(2) 2001, data not reliable.

(3) 1998 to 2001, data not reliable.

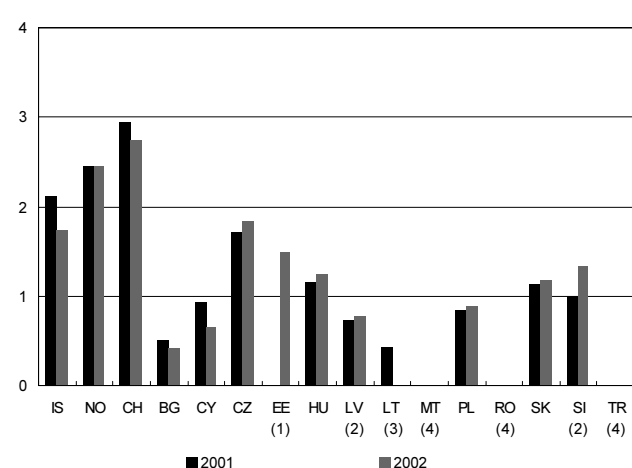
Source: Eurostat, Labour force survey.

Figure 6.2.1a: Computer professionals as a share of total employment (%)



Source: Eurostat, Labour force survey.

Figure 6.2.1b: Computer professionals as a share of total employment (%)



(1) 2001, not available; 2002, not reliable.

(2) 2001, not reliable.

(3) 2002, not available.

(4) Not available.

Source: Eurostat, Labour force survey.

6.3 S&T GRADUATES

One of the main ways of improving the flow of qualified staff into computing-related disciplines is to encourage a higher take-up of graduate courses in mathematics, science and technology, and more specifically, computing science. Between 25 % and 30 % of all graduates that left their place of learning in 2001 had obtained a mathematics, science or technology-related degree. Of these, the vast majority were male (about 70 %), and this has resulted in a number of initiatives to increase female participation rates in science and technology related studies.

Table 6.3.1a shows that only France, Ireland and Sweden reported that in excess of 30% of their graduates in 2001 were in the disciplines of mathematics, science and technology. Figures 6.3.1a and 6.3.1b look in more detail at the breakdown of mathematics, science and technology degrees, providing information on the proportion of graduates that specifically followed a computing degree course (note that these figures are given as a proportion of mathematics, science and technology graduates and not total graduates). More than one in three mathematics, science and technology graduates in Ireland were computer science graduates. The United Kingdom, Spain and Belgium also reported a relatively high degree of specialisation in computer sciences.

Table 6.3.1a: Mathematics, science and technology graduates

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|-------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Proportion of graduates that were mathematics, science and technology graduates (%) | | | | | | | | | | | | | | | | |
| 1998 | : | 20 | 19 | 29 | : | 22 | 31 | 32 | 24 | 21 | 17 | 33 | : | 26 | 26 | 26 |
| 1999 | : | : | 18 | 27 | : | 24 | 30 | : | 24 | : | 17 | 30 | : | 30 | 28 | 26 |
| 2000 | 26 | 19 | 22 | 27 | : | 25 | 31 | 35 | 23 | 15 | 16 | 30 | 18 | 28 | 31 | 28 |
| 2001 (1) | : | 19 | : | 26 | : | 27 | : | 32 | : | : | 16 | 27 | 17 | : | 32 | 27 |
| Mathematics, science and technology graduates, in 2001, by gender (%) (1)(2) | | | | | | | | | | | | | | | | |
| Male | : | 76 | 71 | 78 | : | 69 | 69 | 64 | 63 | : | 83 | 79 | 58 | 73 | 67 | 67 |
| Female | : | 24 | 29 | 22 | : | 31 | 31 | 36 | 37 | : | 17 | 21 | 42 | 27 | 33 | 33 |

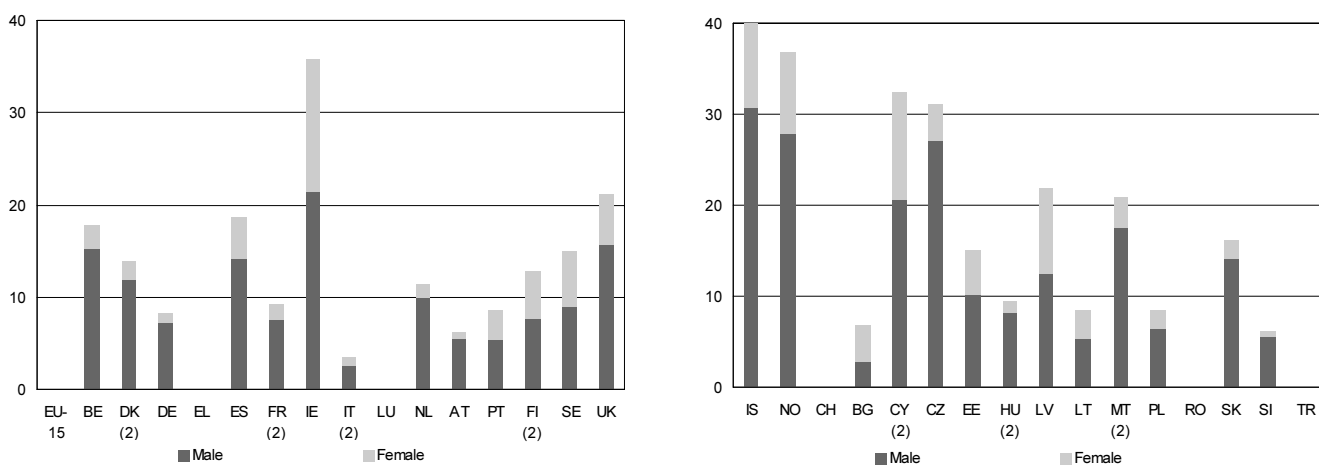
(1) BE, data for Flemish community exclude second qualification; PT, ISCED level 5B excludes second qualification. (2) DK, FR, IT, LU, FI, 2000.
Source: Joint UNESCO-OECD-EUROSTAT data collection (UOE) questionnaires on educational finance and on graduates.

Table 6.3.1b: Mathematics, science and technology graduates

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|--|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Proportion of graduates that were mathematics, science and technology graduates (%) | | | | | | | | | | | | | | | | |
| 1998 | 19 | 13 | : | 16 | : | 25 | 11 | 16 | 19 | 25 | : | 12 | 25 | 21 | 24 | : |
| 1999 | 16 | 16 | : | 18 | 14 | 24 | 19 | 17 | 17 | 27 | 5 | 15 | 25 | 21 | 23 | 30 |
| 2000 | 20 | 17 | : | 17 | 12 | 24 | 19 | 12 | 16 | 26 | 10 | 15 | 26 | 21 | 23 | 30 |
| 2001 (1) | 19 | 17 | : | 19 | : | 23 | 18 | : | 12 | 26 | 9 | 14 | 25 | 26 | 20 | 30 |
| Mathematics, science and technology graduates, in 2001, by gender (%) (1)(2) | | | | | | | | | | | | | | | | |
| Male | 64 | 75 | : | 60 | 69 | 73 | 67 | 77 | 59 | 64 | 74 | 64 | 64 | 68 | 76 | : |
| Female | 36 | 25 | : | 40 | 31 | 27 | 33 | 23 | 41 | 36 | 26 | 36 | 36 | 32 | 24 | : |

(1) RO, data exclude second qualification and ISCED level 6. (2) CY, HU, 2000.
Source: Joint UNESCO-OECD-EUROSTAT data collection (UOE) questionnaires on educational finance and on graduates.

Figure 6.3.1: Proportion of mathematics, science and technology graduates that were computing graduates in 2001, by gender (%) (1)



(1) BE, data for Flemish community exclude second qualification; AT, ISCED 5B refers to previous year; PT, ISCED level 5B excludes second qualification; FI, data include those who graduated a second time at the same ISCED level; CY, data exclude tertiary students graduating abroad; EL, LU, CH, RO, TR, not available.
(2) Data for 2000.

Source: Joint UNESCO-OECD-EUROSTAT data collection (UOE) questionnaires on educational finance and on graduates.

7. ICT USE BY HOUSEHOLDS AND INDIVIDUALS

EU aggregates and population coverage in this chapter

EU aggregates in this chapter exclude Belgium, France, Ireland and the Netherlands.

The population coverage is individuals aged 16 to 74 (inclusive). Data for Spain covers all persons aged 16 or over.

7.1 HOUSEHOLD USE OF ICT

In 2002, EU households were more equipped with communication devices than with information technology although significant differences existed among Member States (see table 7.1.1). The television was the most common ICT device owned by households when considering all reception modes (terrestrial, satellite and cable). The popularity of mobile telephony was also widespread, as in all countries at least 60 % of households owned a mobile phone set. In Denmark, Luxembourg, Finland and the United Kingdom the proportion of households with an Internet enabled mobile phone was 15 % or higher and in the same countries the proportion of households with other types of mobile phones exceeded 70 %. Note that the same household may have several mobile phones and these may be of different types (Internet enabled or otherwise), and so these percentages can not simply be aggregated.

Personal computers, on the other hand, failed to reach similar take-up rates since only five countries reported that more than half of households were equipped with a desktop or portable: Denmark (72 % of households), Germany (65 %), the United Kingdom (58 %), Finland (55 %) and Luxembourg (53 %).

The greater equipment rates reported by households with dependent children compared to those without dependent children may well reflect the greater demand for communication and entertainment of families with children. However it must be noted that households without dependent children regroup young households with no children, older ones whose children have already left home, as well as other categories of households across all age groups that have no children.

Table 7.1.1: Proportion of households with selected ICT, 2002 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK (1) |
|--|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--------|
| Internet enabled mobile phone | : | : | 15 | 12 | 2 | 14 | : | : | 11 | 15 | : | 13 | 6 | 17 | : | 18 |
| Other types of mobile phone | : | : | 71 | 64 | 69 | 60 | : | : | 64 | 75 | : | 60 | 67 | 74 | : | 76 |
| Conventional, analogue, terrestrial television | : | : | 38 | 23 | 98 | 97 | : | : | 89 | 13 | : | 21 | : | 95 | : | : |
| Digital terrestrial television | : | : | 12 | 1 | 2 | 2 | : | : | 4 | 3 | : | : | : | 3 | : | 3 |
| Satellite dish connected to a television | : | : | 19 | 37 | 4 | 7 | : | : | 19 | 20 | : | 42 | 6 | 12 | : | 23 |
| Cable television | : | : | 38 | 49 | 0 | 4 | : | : | 3 | 72 | : | 37 | 25 | 32 | : | 8 |
| Personal computer: | : | : | 72 | 65 | 25 | 36 | : | : | 38 | 53 | : | 45 | 31 | 55 | : | 58 |
| desktop computer | : | : | 70 | 55 | 24 | 35 | : | : | 33 | 49 | : | 43 | 27 | 51 | : | 54 |
| portable computer | : | : | 15 | 10 | 2 | 3 | : | : | 5 | 12 | : | 9 | 3 | 11 | : | 15 |
| Handheld computer (palmtop) | : | : | 4 | 3 | 0 | 1 | : | : | 1 | 9 | : | 2 | 0 | : | : | 5 |
| Car with traffic navigation system | : | : | 2 | 2 | 0 | : | : | : | 1 | 2 | : | 1 | : | : | : | 2 |

(1) The wording of questions concerning digital and satellite television was non standard.
Source: Survey on ICT usage in households, Eurostat.

Table 7.1.2: Proportion of households with selected ICT by type of household, 2002 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK (1) |
|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--------|
| Internet enabled mobile phone | | | | | | | | | | | | | | | | |
| Households without dependent children | : | : | : | : | 1 | 10 | : | : | 8 | 14 | : | 11 | : | 13 | : | 16 |
| Households with dependent children | : | : | : | : | 3 | 21 | : | : | 16 | 19 | : | 17 | : | 26 | : | : |
| Other types of mobile phone | | | | | | | | | | | | | | | | |
| Households without dependent children | : | : | : | 57 | 57 | 49 | : | : | 56 | 68 | : | 56 | : | 74 | : | 71 |
| Households with dependent children | : | : | : | 82 | 88 | 83 | : | : | 77 | 89 | : | 73 | : | 73 | : | 86 |
| Conventional, analogue, terrestrial television | | | | | | | | | | | | | | | | |
| Households without dependent children | : | : | : | 24 | 98 | 97 | : | : | 89 | 14 | : | 22 | : | 95 | : | : |
| Households with dependent children | : | : | : | : | 98 | 97 | : | : | 89 | 10 | : | 18 | : | 97 | : | : |
| Digital terrestrial television | | | | | | | | | | | | | | | | |
| Households without dependent children | : | : | : | 33 | 3 | 6 | : | : | 14 | 16 | : | 38 | : | 11 | : | 20 |
| Households with dependent children | : | : | : | 47 | 6 | 10 | : | : | 27 | 27 | : | 52 | : | 16 | : | 30 |
| Satellite dish connected to a television | | | | | | | | | | | | | | | | |
| Households without dependent children | : | : | : | 50 | 0 | 3 | : | : | 2 | 74 | : | 39 | : | 33 | : | : |
| Households with dependent children | : | : | : | : | 0 | 5 | : | : | 4 | 69 | : | 33 | : | 30 | : | : |
| Personal computer: | | | | | | | | | | | | | | | | |
| <i>desktop computer</i> | | | | | | | | | | | | | | | | |
| Households without dependent children | : | : | : | 43 | 15 | 24 | : | : | 21 | 36 | : | 35 | : | 41 | : | 45 |
| Households with dependent children | : | : | : | 84 | 37 | 57 | : | : | 55 | 74 | : | 65 | : | 79 | : | 73 |
| <i>portable computer</i> | | | | | | | | | | | | | | | | |
| Households without dependent children | : | : | : | : | 1 | 3 | : | : | 5 | 10 | : | 9 | : | 10 | : | 14 |
| Households with dependent children | : | : | : | : | 3 | 4 | : | : | 6 | 16 | : | 11 | : | 15 | : | : |

(1) The wording of questions concerning digital and satellite television was non standard.
Source: Survey on ICT usage in households, Eurostat.

7.2 HOUSEHOLD INTERNET ACCESS

In most EU countries, less than half of households had access at home to the Internet in 2002. The highest household Internet access was reported by Denmark (56 %) and the United Kingdom (50 %), while in Spain (17 %), Portugal (16 %), and Greece less than one-fifth of households had home Internet access. Desktop PCs were by far the favourite devices used to access the Internet (favoured by usually more than 90 % of Internet households), and access through mobile phones showed particularly high rates in Austria (13 %), Luxembourg (15 %) and Finland (16 %) (see table 7.2.1). In addition, households with dependent children reported much higher Internet access rates than those with no dependent children (see table 7.2.2).

Table 7.2.1: Access to Internet, 2002 (%)

| | EU | BE | DK | DE | EL | ES (1) | FR | IE | IT | LU | NL | AT | PT | FI | SE (2) | UK |
|--|----|----|----|----|----|--------|----|----|----|----|----|----|----|----|--------|----|
| Proportion of households having access to Internet (3) | | | | | | | | | | | | | | | | |
| Have access to Internet | : | : | 56 | 43 | 12 | 17 | : | : | 27 | 40 | : | 31 | 16 | 44 | : | 50 |
| Have no access to Internet | : | : | 44 | 57 | 87 | 83 | : | : | 71 | 60 | : | 65 | 84 | 56 | : | 50 |
| Households having access to Internet: proportion having access through selected devices (multiple answers possible) (3) | | | | | | | | | | | | | | | | |
| Desktop computer | : | : | 95 | 92 | 96 | 95 | : | : | 91 | : | 92 | 90 | 84 | 91 | : | 85 |
| Portable computer | : | : | 15 | 14 | 6 | 8 | : | : | 19 | : | 16 | 10 | 17 | 19 | : | 18 |
| Handheld computer | : | : | 2 | 1 | 0 | 0 | : | : | 5 | : | 2 | : | : | 2 | : | : |
| Television (digital television or set top box) | : | : | 0 | 1 | 0 | 0 | : | : | 1 | : | 3 | : | : | 5 | : | 8 |
| Mobile phone used alone (WAP, GPRS) | : | : | 6 | 8 | 6 | 1 | : | : | 15 | : | 13 | 9 | 16 | 8 | : | 10 |
| Games console | : | : | 0 | 1 | 0 | : | : | : | 4 | : | 4 | : | : | 5 | : | : |
| Other device | : | : | 0 | 1 | 0 | 0 | : | : | 0 | : | 1 | : | : | 5 | : | : |

(1) Other device includes games console.

(2) Mobile phone used alone includes also mobile phone used with a portable computer.

(3) Proportion of do not know / no answer is not shown.

Source: Survey on ICT usage in households, Eurostat.

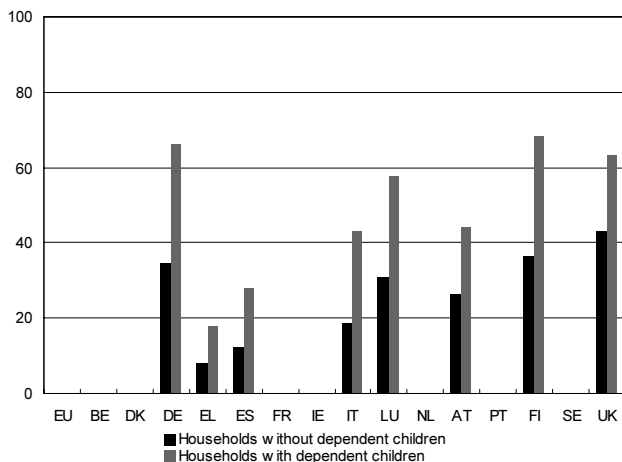
Table 7.2.2: Access to Internet, 2002 (%) (1)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Households having access to Internet | | | | | | | | | | | | | | | | |
| Households without dependent children | : | : | : | 35 | 8 | 12 | : | : | 18 | 31 | : | 26 | : | 36 | : | 43 |
| Households with dependent children | : | : | : | 66 | 18 | 28 | : | : | 43 | 58 | : | 44 | : | 68 | : | 63 |

(1) Proportion of do not know / no answer is not shown.

Source: Survey on ICT usage in households, Eurostat.

Figure 7.2.1: Proportion of households having access to Internet, 2002 (%) (1)



(1) EU, BE, DK, FR, IE, NL, PT and SE, not available; proportion of do not know/no answer is not shown.

Source: Survey on ICT usage in households, Eurostat.

7.3 USE OF COMPUTERS AND INTERNET

Approximately half of the EU population (aged 16 to 74) had used a computer in the three months prior to the survey, ranging from less than one-quarter in Greece (24 %) to more than three-quarters in Sweden (76 %); note the Spanish data only refers to persons having used a computer and the Internet. Daily use of computers was most common at work: only in Denmark and Greece were computers used more often on a daily basis at home than in the workplace (see table 7.3.1).

While in all countries for which data was available men used computers more than women, the gap was generally contained within a few percentage points and was never more than 10 percentage points. The same was not true when looking at the different age groups. In all countries, computer usage significantly decreased with age, from the highest usage rate of 73 % among the youngest (16 to 24 years) down to less than half this proportion (30 %) among the 55 to 64 years age group. A breakdown by both sex and age reveals that there were relatively equal computer usage rates between men and women in younger age groups while the disparity grew as age gets higher (see table 7.3.3).

Two fifths of surveyed persons had recently accessed the Internet, although there were important differences among Member States, from a low of 15 % in Greece up to a high of 71 % in Sweden. As with computer users, Internet users were more likely to be men than women (see table 7.3.5), while the access rate was again strongly related to age, with 63 % of the 16-24 age group accessing the Internet recently, compared to 22 % in the 55-64 age group.

Computer and Internet use was also strongly dependent on the education level achieved. They were both approximately three times higher among the persons having reached a high education level compared to those having achieved a lower education level. It is nevertheless interesting to note that the Internet access gap between education levels was much narrower in the Nordic Member States and Germany, resulting from a higher usage rate among the persons with lower education. Similarly, retired persons were much less prone to access the Internet than students or persons in employment.

Table 7.3.1: Use of computers, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES (2) | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|--------|----|----|--------|----|----|----|----|----|----|----|----|----|----|
| Proportion of persons using a computer in the 3 months prior to the survey | | | | | | | | | | | | | | | | |
| Used a computer | 49 | : | 72 | 63 | 24 | 19 | : | : | 37 | 50 | : | 48 | 26 | 74 | 76 | 67 |
| Persons having used a computer in the 3 months prior to the survey: frequency of use by location | | | | | | | | | | | | | | | | |
| At home: | | | | | | | | | | | | | | | | |
| daily | 30 | : | 46 | 31 | 38 | 38 | : | : | 21 | 36 | : | 29 | 28 | 27 | 36 | 29 |
| weekly | 38 | : | 30 | 40 | 22 | 32 | : | : | 39 | 33 | : | 33 | 34 | 36 | 39 | 38 |
| monthly | 10 | : | 10 | 11 | 4 | 7 | : | : | 11 | 10 | : | 7 | 7 | 9 | 10 | 9 |
| less than once a month | 3 | : | 4 | 3 | 2 | 1 | : | : | 3 | 6 | : | 3 | 2 | 3 | 3 | 3 |
| At work: | | | | | | | | | | | | | | | | |
| daily | 41 | : | 43 | 36 | 34 | 38 | : | : | 42 | 52 | : | 50 | 42 | 42 | 46 | 45 |
| weekly | 9 | : | 5 | 7 | 5 | 8 | : | : | 10 | 5 | : | 9 | 9 | 8 | 11 | 10 |
| monthly | 2 | : | 2 | 2 | 1 | 2 | : | : | 2 | 3 | : | 1 | 1 | 2 | 2 | 2 |
| less than once a month | : | : | 1 | 1 | 0 | 0 | : | : | 1 | 1 | : | 1 | 1 | : | 1 | 1 |
| At a place of education: | | | | | | | | | | | | | | | | |
| daily | 4 | : | 7 | 3 | 3 | 5 | : | : | 3 | 2 | : | 7 | 6 | 5 | 7 | 3 |
| weekly | 7 | : | 5 | 6 | 6 | 8 | : | : | 8 | 6 | : | 6 | 14 | 9 | 10 | 9 |
| monthly | 2 | : | 2 | 2 | 1 | 4 | : | : | 3 | 2 | : | 1 | 3 | 3 | 3 | 3 |
| less than once a month | : | : | 0 | 2 | 0 | 1 | : | : | 2 | 1 | : | 2 | 1 | : | 3 | 2 |
| At another place: | | | | | | | | | | | | | | | | |
| daily | : | : | : | 1 | 2 | 1 | : | : | 1 | 2 | : | 2 | 2 | 2 | 2 | 1 |
| weekly | : | : | : | 4 | 4 | 5 | : | : | 4 | 4 | : | 4 | 5 | 10 | 8 | 4 |
| monthly | : | : | : | 5 | 3 | 5 | : | : | 4 | 4 | : | 3 | 3 | 13 | 9 | 5 |
| less than once a month | : | : | : | 5 | 1 | 2 | : | : | 5 | 5 | : | 3 | 2 | 8 | 5 | 4 |

(1) Reference period was the previous month, not the previous 3 months. (2) Questions only asked to Internet users.
Source: Survey on ICT usage in households, Eurostat.

Table 7.3.2: Use of computers, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|--------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Proportion of persons using a computer in the 3 months prior to the survey | | | | | | | | | | | | | | | | |
| Men | : | : | 75 | 67 | 28 | : | : | : | 42 | 54 | : | 53 | 28 | 75 | 78 | 68 |
| Women | : | : | 68 | : | 20 | : | : | : | 32 | 45 | : | 44 | 25 | 74 | 74 | 67 |

(1) Reference period was the previous month, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

7. ICT USE BY HOUSEHOLDS AND INDIVIDUALS

Approximately two thirds of persons accessing the Internet did so from home and a relatively large proportion accessed Internet from the workplace. In both of these locations usage frequency was high, with daily or weekly access the most common frequencies, however persons using an Internet connection at work tended more to use it on a daily basis, while the home connection was used more on a weekly basis (see tables 7.3.9 and 7.3.10).

The average amount of time spent on-line by persons having accessed the Internet was relatively limited, as most of them had connected for less than 2 hours within the three months prior to the survey. Interestingly, men tended to spend more time on-line than women (see table 7.3.12), this gender gap being noted in nearly every country for all of the time classes from 6 hours of use or more.

Table 7.3.3: Proportion of persons using a computer in the 3 months prior to the survey by age group and gender, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---------------------------------|----|----|--------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| All persons (aged 16-74) | | | | | | | | | | | | | | | | |
| Men | : | : | 75 | 67 | 28 | : | : | : | 42 | 54 | : | 53 | 28 | 75 | 78 | 68 |
| Women | : | : | 68 | : | 20 | : | : | : | 32 | 45 | : | 44 | 25 | 74 | 74 | 67 |
| Persons aged 16-24 | | | | | | | | | | | | | | | | |
| Men | : | : | 91 | 91 | 55 | : | : | : | 65 | 60 | : | 76 | 51 | 94 | 97 | 85 |
| Women | : | : | 87 | 91 | 48 | : | : | : | 65 | 90 | : | 78 | 58 | 97 | 96 | 87 |
| Persons aged 25-34 | | | | | | | | | | | | | | | | |
| Men | : | : | 86 | 84 | 39 | : | : | : | 53 | 79 | : | 67 | 38 | 92 | 94 | 79 |
| Women | : | : | 81 | 77 | 37 | : | : | : | 50 | 70 | : | 58 | 38 | 93 | 89 | 84 |
| Persons aged 35-44 | | | | | | | | | | | | | | | | |
| Men | : | : | 82 | 79 | 37 | : | : | : | 52 | 61 | : | 64 | 27 | 85 | 92 | 75 |
| Women | : | : | 81 | 75 | 20 | : | : | : | 39 | 66 | : | 55 | 25 | 88 | 84 | 81 |
| Persons aged 45-54 | | | | | | | | | | | | | | | | |
| Men | : | : | 77 | 68 | 21 | : | : | : | 46 | 60 | : | 52 | 20 | 73 | 78 | 69 |
| Women | : | : | 74 | 63 | 12 | : | : | : | 26 | 34 | : | 39 | 16 | 82 | 82 | 67 |
| Persons aged 55-64 | | | | | | | | | | | | | | | | |
| Men | : | : | 63 | 46 | : | : | : | : | 21 | 28 | : | 30 | 12 | 53 | 70 | 51 |
| Women | : | : | 48 | 33 | : | : | : | : | 7 | 17 | : | 15 | 4 | 51 | 58 | 45 |
| Persons aged 65-74 | | | | | | | | | | | | | | | | |
| Men | : | : | 36 | 28 | 3 | : | : | : | 6 | 15 | : | 9 | 4 | 30 | 28 | 27 |
| Women | : | : | 19 | : | 1 | : | : | : | 1 | 1 | : | 3 | : | : | 28 | 16 |

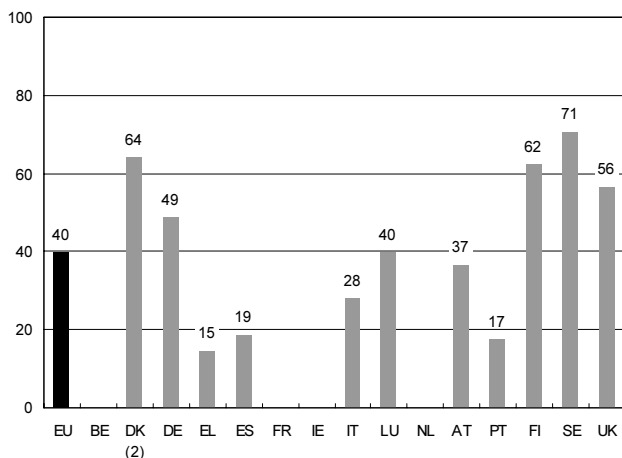
(1) Reference period was the previous month, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

Table 7.3.4: Use of Internet, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|--------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Proportion of persons accessing Internet in the 3 months prior to the survey | | | | | | | | | | | | | | | | |
| Accessed Internet | 40 | : | 64 | 49 | 15 | 19 | : | : | 28 | 40 | : | 37 | 17 | 62 | 71 | 56 |
| Did not access Internet | : | : | 36 | 51 | 85 | : | : | : | 70 | 60 | : | 63 | 81 | 37 | 29 | 43 |
| Do not know / answer not available | 60 | : | 0 | 0 | 0 | : | : | : | 2 | : | : | 0 | 1 | 0 | 0 | 0 |

(1) Reference period was the previous month, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

Figure 7.3.1: Proportion of persons accessing Internet in the 3 months prior to the survey, 2002 (%) (1)



(1) BE, FR, IE and NL, not available.

(2) Reference period was the previous month, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

Table 7.3.5: A comparison of computer and Internet use by gender, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|--------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Proportion of persons accessing Internet in the 3 months prior to the survey | | | | | | | | | | | | | | | | |
| Men | : | : | 69 | 54 | 18 | : | : | : | 33 | 45 | : | 41 | 19 | 64 | 73 | 59 |
| Women | : | : | 60 | : | 12 | : | : | : | 23 | 35 | : | 32 | 16 | 61 | 68 | : |

(1) Reference period was the previous month, not the previous 3 months.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.6: A comparison of computer and Internet use by age, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES (2) | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|--------|----|----|--------|----|----|----|----|----|----|----|----|----|----|
| Proportion of persons using a computer in the 3 months prior to the survey | | | | | | | | | | | | | | | | |
| 16-24 years old | 73 | : | 89 | 91 | 51 | 38 | : | : | 65 | 75 | : | 77 | 55 | 95 | 97 | 86 |
| 25-34 years old | 63 | : | 84 | 81 | 38 | 30 | : | : | 51 | 75 | : | 63 | 38 | 93 | 91 | 81 |
| 35-44 years old | 60 | : | 82 | 77 | 28 | 22 | : | : | 46 | 63 | : | 59 | 26 | 87 | 88 | 78 |
| 45-54 years old | 50 | : | 75 | 65 | 16 | 14 | : | : | 36 | 49 | : | 46 | 18 | 77 | 80 | 68 |
| 55-64 years old | 30 | : | 56 | 39 | 6 | 6 | : | : | 14 | 22 | : | 22 | 8 | 52 | 64 | 48 |
| 65-74 years old | : | : | 27 | : | 2 | 1 | : | : | 3 | 7 | : | 6 | 2 | 20 | 28 | 21 |
| Proportion of persons accessing Internet in the 3 months prior to the survey | | | | | | | | | | | | | | | | |
| 16-24 years old | 63 | : | 88 | 77 | 32 | 38 | : | : | 52 | 64 | : | 62 | 38 | 91 | 97 | 80 |
| 25-34 years old | 54 | : | 80 | 69 | 26 | 30 | : | : | 41 | 64 | : | 49 | 27 | 85 | 90 | 70 |
| 35-44 years old | 48 | : | 73 | 60 | 16 | 22 | : | : | 34 | 51 | : | 44 | 16 | 72 | 81 | 64 |
| 45-54 years old | 38 | : | 65 | 46 | 8 | 14 | : | : | 25 | 35 | : | 32 | 10 | 58 | 73 | 55 |
| 55-64 years old | 22 | : | 45 | 26 | 4 | 6 | : | : | 9 | 16 | : | 15 | 4 | 39 | 56 | 37 |
| 65-74 years old | : | : | 18 | : | 1 | 1 | : | : | 2 | 3 | : | 3 | 1 | 11 | 20 | 14 |

(1) Reference period was the previous month, not the previous 3 months.

(2) Questions about computer use only asked to Internet users.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.7: A comparison of computer and Internet use by education level, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES (2) | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|--------|----|----|--------|----|----|----|----|----|----|----|----|----|----|
| Proportion of persons using a computer in the 3 months prior to the survey | | | | | | | | | | | | | | | | |
| All education levels | 49 | : | 72 | 59 | 24 | 19 | : | : | 38 | 50 | : | 48 | 30 | 82 | 76 | 67 |
| Low (ISCED 1 and 2) | 27 | : | 56 | 49 | 7 | 7 | : | : | 18 | 26 | : | 29 | 17 | 76 | 56 | 37 |
| Medium (ISCED 3 and 4) | 61 | : | 75 | 58 | 35 | 32 | : | : | 59 | 61 | : | 54 | 71 | 90 | 79 | 78 |
| High (ISCED 5 and 6) | 75 | : | 87 | 75 | 58 | 47 | : | : | 77 | 90 | : | 79 | 81 | 97 | 93 | 90 |
| Proportion of persons accessing Internet in the 3 months prior to the survey | | | | | | | | | | | | | | | | |
| All education levels | 40 | : | 64 | 45 | 14 | 19 | : | : | 29 | 40 | : | 37 | 20 | 70 | 71 | 56 |
| Low (ISCED 1 and 2) | 20 | : | 49 | 36 | 4 | 7 | : | : | 12 | 17 | : | 21 | 9 | 60 | 50 | 27 |
| Medium (ISCED 3 and 4) | 48 | : | 67 | 44 | 21 | 32 | : | : | 46 | 48 | : | 40 | 51 | 81 | 73 | 64 |
| High (ISCED 5 and 6) | 67 | : | 81 | 63 | 39 | 46 | : | : | 66 | 84 | : | 68 | 65 | 90 | 89 | 85 |

(1) Reference period was the previous month, not the previous 3 months.

(2) Questions about computer use only asked to Internet users.

Source: Survey on ICT usage in households, Eurostat.

7. ICT USE BY HOUSEHOLDS AND INDIVIDUALS

Table 7.3.8: A comparison of computer and Internet use by working status, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES (2) | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|--------|-----|----|--------|----|----|----|----|----|----|----|----|----|----|
| Proportion of persons using a computer in the 3 months prior to the survey | | | | | | | | | | | | | | | | |
| All working status | 48 | : | 72 | 59 | 20 | 19 | : | : | 37 | 50 | : | 48 | 26 | 74 | 76 | 67 |
| Student | 74 | : | 95 | 100 | 27 | 47 | : | : | 82 | 90 | : | 90 | 82 | 99 | 98 | 94 |
| Employee, self-employed, family worker | 62 | : | 79 | 78 | 32 | 25 | : | : | 50 | 67 | : | 62 | 28 | 86 | 84 | 77 |
| Retired person | 13 | : | 28 | 18 | 2 | 3 | : | : | 7 | 12 | : | 11 | 3 | 27 | 31 | 28 |
| Other | 36 | : | 59 | 59 | 7 | 16 | : | : | 15 | 25 | : | 29 | 10 | 63 | 74 | 49 |
| Proportion of persons accessing Internet in the 3 months prior to the survey | | | | | | | | | | | | | | | | |
| All working status | 39 | : | 64 | 45 | 12 | 19 | : | : | 28 | 40 | : | 37 | 17 | 62 | 71 | 56 |
| Student | 68 | : | 92 | 97 | 18 | 47 | : | : | 69 | 85 | : | 80 | 63 | 97 | 96 | 93 |
| Employee, self-employed, family worker | 51 | : | 71 | 61 | 19 | 25 | : | : | 38 | 54 | : | 46 | 18 | 71 | 79 | 65 |
| Retired person | 9 | : | 18 | 11 | 2 | 3 | : | : | 4 | 6 | : | 7 | 2 | 18 | 21 | 21 |
| Other | 27 | : | 54 | 44 | 3 | 16 | : | : | 11 | 17 | : | 19 | 6 | 51 | 65 | 36 |

(1) Reference period was the previous month, not the previous 3 months.

(2) Questions about computer use only asked to Internet users.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.9: Persons having accessed Internet in the 3 months prior to the survey: proportion having accessed from selected locations, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK (2) |
|--|----|----|--------|----|----|----|----|----|----|----|----|----|----|----|----|--------|
| At home | 76 | : | 77 | 80 | 56 | 68 | : | : | 73 | 79 | : | 64 | 61 | 65 | 84 | 79 |
| At work | : | : | 50 | 35 | 39 | 42 | : | : | 48 | 53 | : | 56 | 45 | : | 53 | 45 |
| At a place of education | : | : | 15 | 11 | 10 | 15 | : | : | 15 | 12 | : | 16 | 27 | : | 17 | 18 |
| At another place, of which selected locations: | 25 | : | 17 | 20 | 16 | 21 | : | : | 14 | 19 | : | 15 | 12 | 31 | 20 | 40 |
| public library | : | : | 4 | 3 | 1 | : | : | : | : | 6 | : | 2 | 3 | 13 | 7 | 8 |
| post office | : | : | 0 | 0 | 0 | : | : | : | : | 2 | : | 0 | : | : | : | : |
| public office, town hall, community centre | : | : | 0 | 1 | 0 | : | : | : | : | 3 | : | 1 | 2 | 4 | 4 | 2 |
| Internet Café | : | : | 1 | 3 | 11 | 11 | : | : | : | 6 | : | 3 | 1 | 3 | 2 | 9 |
| at a neighbour, friend or relative's house | : | : | 10 | 14 | 7 | 11 | : | : | : | 15 | : | 10 | 8 | 22 | 15 | 31 |

(1) Reference period was the previous month, not the previous 3 months.

(2) The wording of questions concerning locations was not standard.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.10: Persons having accessed Internet in the 3 months prior to the survey: proportion having connected with specified frequency (by location), 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK (2) |
|--------------------------------|----|----|--------|----|----|----|----|----|----|----|----|----|----|----|----|--------|
| At home | | | | | | | | | | | | | | | | |
| Daily | 22 | : | 34 | 22 | 30 | 29 | : | : | 14 | 29 | : | 25 | 20 | 19 | 28 | 20 |
| Weekly | 40 | : | 32 | 43 | 20 | 31 | : | : | 41 | 36 | : | 30 | 32 | 35 | 42 | 42 |
| Monthly | 11 | : | 10 | 11 | 5 | 7 | : | : | 14 | 9 | : | 6 | 7 | 8 | 11 | 12 |
| Less than once a month | 4 | : | 1 | 4 | 1 | 1 | : | : | 4 | 5 | : | 3 | 2 | 3 | 3 | 5 |
| At work | | | | | | | | | | | | | | | | |
| Daily | 22 | : | 31 | 16 | 25 | 26 | : | : | 22 | 32 | : | 36 | 22 | 30 | 32 | 23 |
| Weekly | 14 | : | 12 | 12 | 13 | 12 | : | : | 19 | 13 | : | 15 | 18 | 13 | 16 | 13 |
| Monthly | 5 | : | 4 | 4 | 1 | 3 | : | : | 5 | 5 | : | 2 | 4 | 4 | 4 | 6 |
| Less than once a month | : | : | 2 | 2 | 0 | 1 | : | : | 2 | 2 | : | 3 | 1 | : | 1 | 3 |
| At a place of education | | | | | | | | | | | | | | | | |
| Daily | 3 | : | 6 | 2 | 2 | 3 | : | : | 2 | 3 | : | 5 | 4 | 5 | 5 | 3 |
| Weekly | 7 | : | 6 | 5 | 5 | 7 | : | : | 7 | 5 | : | 8 | 16 | 9 | 9 | 9 |
| Monthly | 3 | : | 2 | 3 | 3 | 4 | : | : | 3 | 3 | : | 1 | 5 | 3 | 2 | 3 |
| Less than once a month | : | : | 0 | 3 | 0 | 1 | : | : | 2 | 1 | : | 2 | 2 | : | 1 | 2 |
| At another place | | | | | | | | | | | | | | | | |
| Daily | 2 | : | 1 | 1 | 2 | 2 | : | : | 1 | 2 | : | 2 | 1 | 2 | 1 | 4 |
| Weekly | 6 | : | 4 | 5 | 7 | 7 | : | : | 3 | 3 | : | 6 | 5 | 8 | 6 | 8 |
| Monthly | 8 | : | 9 | 6 | 4 | 8 | : | : | 4 | 6 | : | 3 | 4 | 13 | 8 | 14 |
| Less than once a month | 8 | : | 3 | 8 | 2 | 5 | : | : | 5 | 9 | : | 4 | 2 | 8 | 5 | 14 |

(1) Reference period was the previous month, not the previous 3 months.

(2) The wording of questions concerning frequency was not standard.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.11: Persons having accessed Internet in the 3 months prior to the survey: proportion spending specified

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK (1) |
|------------------------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--------|
| Less than 1 hour | : | : | 0 | 16 | 15 | 24 | : | : | : | 0 | : | 3 | : | 20 | 1 | 21 |
| 1-2 hours | : | : | 38 | 40 | 30 | 43 | : | : | 36 | 46 | : | 38 | : | 33 | 44 | 17 |
| 3-5 hours | : | : | 26 | 24 | 28 | : | : | : | 23 | 25 | : | 30 | : | 20 | 23 | 19 |
| 6-10 hours | : | : | 16 | 12 | 13 | 18 | : | : | 20 | 16 | : | 16 | : | 14 | 16 | 9 |
| 11-14 hours | : | : | 5 | 1 | 3 | 8 | : | : | 3 | 3 | : | 3 | : | 2 | 3 | 5 |
| 15-21 hours | : | : | 4 | 4 | 3 | 5 | : | : | 6 | 6 | : | 6 | : | 5 | 6 | 2 |
| More than 21 hours | : | : | 7 | 3 | 7 | 1 | : | : | 5 | 2 | : | 4 | : | 4 | 6 | : |
| Do not know / answer not available | : | : | 3 | 0 | 0 | 2 | : | : | 8 | 1 | : | 0 | : | 3 | 1 | 28 |

(1) The following non-standard time categories were used: 1 hour or less; over 1 hour up to 2 hours; over 2 hours up to 5 hours; over 5 hours up to 10 hours; over 10 hours up to 20 hours; over 20 hours up to 40 hours; over 40 hours.

Source: Survey on ICT usage in households, Eurostat.

Table 7.3.12: Persons having accessed Internet in the 3 months prior to the survey: proportion spending specified amount of time on the Internet during these 3 months, 2002 (%) (1)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---------------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Less than 1 hour | | | | | | | | | | | | | | | | |
| Men | : | : | 0 | : | 14 | 20 | : | : | : | 0 | : | 2 | : | 20 | 1 | : |
| Women | : | : | 0 | : | 16 | 29 | : | : | : | 0 | : | 4 | : | 20 | 1 | : |
| 1-2 hours | | | | | | | | | | | | | | | | |
| Men | : | : | 32 | : | 28 | 42 | : | : | 32 | 38 | : | 35 | : | 30 | 36 | : |
| Women | : | : | 45 | : | 32 | 44 | : | : | 41 | 55 | : | 42 | : | 35 | 51 | : |
| 3-5 hours | | | | | | | | | | | | | | | | |
| Men | : | : | 26 | : | 29 | : | : | : | 23 | 24 | : | 29 | : | 21 | 24 | : |
| Women | : | : | 27 | : | 26 | : | : | : | 22 | 26 | : | 30 | : | 18 | 22 | : |
| 6-10 hours | | | | | | | | | | | | | | | | |
| Men | : | : | 17 | : | 13 | 19 | : | : | 22 | 20 | : | 18 | : | 14 | 18 | : |
| Women | : | : | 14 | : | 14 | 16 | : | : | 17 | 11 | : | 14 | : | 13 | 14 | : |
| 11-14 hours | | | | | | | | | | | | | | | | |
| Men | : | : | 8 | : | 4 | 10 | : | : | 3 | 3 | : | 3 | : | : | 4 | : |
| Women | : | : | 2 | : | 2 | 6 | : | : | 2 | 3 | : | 2 | : | : | 3 | : |
| 15-21 hours | | | | | | | | | | | | | | | | |
| Men | : | : | 5 | : | 1 | 6 | : | : | 7 | 9 | : | 7 | : | 6 | 8 | : |
| Women | : | : | 3 | : | 6 | 3 | : | : | 5 | 3 | : | 5 | : | 4 | 4 | : |
| More than 21 hours | | | | | | | | | | | | | | | | |
| Men | : | : | 10 | : | 10 | 2 | : | : | 6 | 4 | : | 5 | : | 5 | 8 | : |
| Women | : | : | 4 | : | 3 | 1 | : | : | 4 | 0 | : | 3 | : | : | 4 | : |

(1) Proportion of do not know/no answer is not shown.

Source: Survey on ICT usage in households, Eurostat.

7.4 PURPOSE OF INTERNET USE

The most popular Internet application (for private purposes) was by far sending and receiving e-mails; this attracted two-thirds or more of Internet users in all countries. Usage rate for other applications show that Internet was mainly seen as a source of information, with high usage rates for "finding information about goods and services" and "reading or downloading online newspapers and magazines". In several countries, access to financial services was also quite a popular Internet activity, as was obtaining information from public authorities' web sites, particularly in the Nordic countries and Luxembourg (see table 7.4.1).

In all countries female Internet users made more use of the Internet than their male counterparts for services related to training or education and services related to health. Male Internet users however were more likely than female Internet users to use more entertainment oriented applications, such as to download or play games, watch or listen to web television or radio, or to read on-line newspapers and magazines. Equally, all of the selected types of purchasing and banking, as well as all of the selected types of interaction with public authorities were more likely to have been done by male rather than female Internet users (see table 7.4.2).

Age also appeared as a discriminating factor for several activities. For example non e-mail communication (such as instant messaging or chat rooms) and downloading of games and music was clearly favoured by younger rather than older users, while the use of financial services and e-government activities displayed higher usage frequency among older age groups, with stable rates across all age groups older than 25 years (see table 7.4.3).

The usage pattern of Internet activities by age is also reflected in the breakdown by education level and by working status (see tables 7.4.4 and 7.4.5), the latter being to a large extent influenced by age. Unsurprisingly persons with low education and those still studying shared the same usage pattern of the 16-24 age group, namely being the most active users of non e-mail communication and on-line games and music.

Table 7.4.1: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified activities for private purposes, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES (2) | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|----|----|--------|----|----|--------|----|----|----|----|----|----|----|----|----|----|
| Communication | | | | | | | | | | | | | | | | |
| Sending/receiving e-mails | : | : | 83 | 77 | 67 | 78 | : | : | : | 77 | : | 88 | : | 74 | 81 | 69 |
| Videoconferencing | : | : | 4 | 2 | 3 | 6 | : | : | : | 6 | : | 3 | : | : | 5 | 3 |
| Other communication uses (for example chat sites) | : | : | 10 | 21 | 20 | 32 | : | : | : | 20 | : | 17 | : | 16 | 18 | 11 |
| Information search and on-line services | | | | | | | | | | | | | | | | |
| Finding information about goods and services | : | : | 77 | 70 | 66 | 49 | : | : | : | 73 | : | 42 | : | 73 | 87 | 60 |
| Using services related to travel and accommodation | : | : | : | 39 | 32 | 37 | : | : | : | 58 | : | : | : | 51 | 46 | : |
| Using services related to training / | : | : | 42 | 38 | 42 | 38 | : | : | : | 38 | : | 26 | : | 45 | 6 | 25 |
| Using health related services | : | : | 37 | 10 | 10 | 9 | : | : | : | 30 | : | 8 | : | 25 | 20 | : |
| Listening to web radios, watching web television | : | : | 13 | 6 | 17 | : | : | : | : | 14 | : | 6 | : | 10 | 19 | 7 |
| Playing / downloading games and music | : | : | 19 | 20 | 27 | 47 | : | : | : | 35 | : | 20 | : | 30 | 48 | 18 |
| Reading / downloading online newspapers / news magazines | : | : | 40 | 21 | 52 | 44 | : | : | : | 37 | : | 28 | : | 42 | 62 | 22 |
| Purchase of goods and services, banking | | | | | | | | | | | | | | | | |
| Financial services (banking, share purchasing) | : | : | 51 | 30 | 5 | 23 | : | : | : | 40 | : | 19 | : | 64 | 56 | 24 |
| Purchasing / ordering non-financial goods or services | : | : | 28 | 30 | 6 | : | : | : | : | 30 | : | 14 | : | 19 | 37 | 33 |
| Selling goods and services (for example via auctions) | : | : | 5 | 11 | 0 | 6 | : | : | : | 7 | : | 3 | : | 8 | 6 | 1 |
| Interaction with public authorities | | | | | | | | | | | | | | | | |
| Obtaining information from public authorities' web sites | : | : | 55 | 29 | 24 | : | : | : | : | 37 | : | 22 | 18 | 50 | 57 | 11 |
| Downloading official forms | : | : | 18 | 14 | 2 | : | : | : | : | 12 | : | 14 | 2 | 19 | 33 | : |
| Sending filled forms | : | : | 22 | 7 | 7 | 32 | : | : | : | 12 | : | 8 | 2 | 7 | 16 | : |

(1) Among persons having used the Internet in the previous month, not the previous 3 months.

(2) Reading / downloading online newspapers / news magazines includes also listening to web radios, watching web television; financial services (banking, share purchasing) includes also purchasing / ordering of non-financial goods or services; sending filled forms includes all interaction with public authorities.

Source: Survey on ICT usage in households, Eurostat.

Table 7.4.2: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified activities for private purposes, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES (2) | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|----|----|--------|----|----|--------|----|----|----|----|----|----|----|----|----|----|
| Communication | | | | | | | | | | | | | | | | |
| Sending/receiving e-mails | | | | | | | | | | | | | | | | |
| Men | : | : | 84 | : | 69 | 79 | : | : | : | 78 | : | 88 | : | 72 | 81 | : |
| Women | : | : | 83 | : | 63 | 77 | : | : | : | 75 | : | 89 | : | 77 | 81 | : |
| Videoconferencing | | | | | | | | | | | | | | | | |
| Men | : | : | 5 | : | 3 | 6 | : | : | : | 5 | : | 4 | : | : | 7 | : |
| Women | : | : | 3 | : | 4 | 5 | : | : | : | 8 | : | 3 | : | : | 4 | : |
| Other communication uses (for example chat sites) | | | | | | | | | | | | | | | | |
| Men | : | : | 13 | : | 20 | 31 | : | : | : | 20 | : | 17 | : | 18 | 22 | : |
| Women | : | : | 7 | : | 19 | 33 | : | : | : | 20 | : | 16 | : | 14 | 15 | : |
| Information search and on-line services | | | | | | | | | | | | | | | | |
| Finding information about goods and services | | | | | | | | | | | | | | | | |
| Men | : | : | 81 | : | 69 | 53 | : | : | : | 74 | : | 45 | : | 75 | 90 | : |
| Women | : | : | 72 | : | 61 | 45 | : | : | : | 72 | : | 38 | : | 71 | 85 | : |
| Using services related to travel and accommodation | | | | | | | | | | | | | | | | |
| Men | : | : | : | : | 32 | 37 | : | : | : | 59 | : | : | : | 49 | 44 | : |
| Women | : | : | : | : | 32 | 37 | : | : | : | 57 | : | : | : | 53 | 48 | : |
| Using services related to training / education | | | | | | | | | | | | | | | | |
| Men | : | : | 40 | : | 38 | 35 | : | : | : | 36 | : | 25 | : | 42 | 5 | : |
| Women | : | : | 45 | : | 48 | 41 | : | : | : | 42 | : | 28 | : | 49 | 7 | : |
| Using health related services | | | | | | | | | | | | | | | | |
| Men | : | : | 32 | : | 7 | 8 | : | : | : | 24 | : | 7 | : | 19 | 15 | : |
| Women | : | : | 43 | : | 15 | 11 | : | : | : | 38 | : | 10 | : | 31 | 26 | : |
| Listening to web radios, watching web television | | | | | | | | | | | | | | | | |
| Men | : | : | 17 | : | 18 | : | : | : | : | 19 | : | 8 | : | 12 | 25 | : |
| Women | : | : | 8 | : | 17 | : | : | : | : | 9 | : | 5 | : | 7 | 11 | : |
| Playing / downloading games and music | | | | | | | | | | | | | | | | |
| Men | : | : | 24 | : | 28 | 51 | : | : | : | 36 | : | 23 | : | 36 | 55 | : |
| Women | : | : | 14 | : | 26 | 43 | : | : | : | 34 | : | 16 | : | 25 | 40 | : |
| Reading / downloading online newspapers / news magazines | | | | | | | | | | | | | | | | |
| Men | : | : | 47 | : | 54 | 49 | : | : | : | 38 | : | 31 | : | 45 | 69 | : |
| Women | : | : | 31 | : | 48 | 39 | : | : | : | 35 | : | 24 | : | 38 | 55 | : |
| Purchase of goods and services, banking | | | | | | | | | | | | | | | | |
| Financial services (banking, share purchasing) | | | | | | | | | | | | | | | | |
| Men | : | : | 56 | : | 6 | 27 | : | : | : | 46 | : | 22 | : | 65 | 60 | : |
| Women | : | : | 45 | : | 3 | 17 | : | : | : | 33 | : | 15 | : | 63 | 51 | : |
| Purchasing / ordering non-financial goods or services | | | | | | | | | | | | | | | | |
| Men | : | : | 32 | : | 6 | : | : | : | : | 37 | : | 16 | : | 20 | 42 | : |
| Women | : | : | 24 | : | 5 | : | : | : | : | 22 | : | 12 | : | 17 | 31 | : |
| Selling goods and services (for example via auctions) | | | | | | | | | | | | | | | | |
| Men | : | : | 6 | : | 0 | 7 | : | : | : | 9 | : | 4 | : | 12 | 7 | : |
| Women | : | : | 3 | : | 0 | 5 | : | : | : | 4 | : | 2 | : | : | 4 | : |
| Interaction with public authorities | | | | | | | | | | | | | | | | |
| Obtaining information from public | | | | | | | | | | | | | | | | |
| Men | : | : | 60 | : | 26 | : | : | : | : | 42 | : | 23 | 19 | 51 | 61 | : |
| Women | : | : | 48 | : | 21 | : | : | : | : | 32 | : | 20 | 17 | 50 | 52 | : |
| Downloading official forms | | | | | | | | | | | | | | | | |
| Men | : | : | 20 | : | 3 | : | : | : | : | 15 | : | 16 | 3 | 20 | 38 | : |
| Women | : | : | 15 | : | 1 | : | : | : | : | 9 | : | 12 | 2 | 17 | 27 | : |
| Sending filled forms | | | | | | | | | | | | | | | | |
| Men | : | : | 25 | : | 10 | 33 | : | : | : | 13 | : | 9 | 2 | 8 | 18 | : |
| Women | : | : | 17 | : | 4 | 30 | : | : | : | 11 | : | 7 | 2 | 5 | 14 | : |

(1) Among persons having used the Internet in the previous month, not the previous 3 months.

(2) Reading / downloading online newspapers / news magazines includes also listening to web radios, watching web television; financial services (banking, share purchasing) includes also purchasing / ordering of non-financial goods or services; sending filled forms includes all interaction with public authorities.

Source: Survey on ICT usage in households, Eurostat.

7. ICT USE BY HOUSEHOLDS AND INDIVIDUALS

Table 7.4.3: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified activities for private purposes, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES (2) | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|----|----|--------|----|----|--------|----|----|----|----|----|----|----|----|----|----|
| Other (not e-mail or videoconferencing) communication uses (for example chat sites) | | | | | | | | | | | | | | | | |
| Persons aged 16-24 | : | : | 26 | 44 | 23 | 58 | : | : | : | 51 | : | 32 | : | 35 | 48 | 29 |
| Persons aged 25-34 | : | : | 10 | : | 25 | 25 | : | : | : | 16 | : | 16 | : | 16 | 24 | 13 |
| Persons aged 35-44 | : | : | 8 | 14 | 10 | 17 | : | : | : | 12 | : | 10 | : | 10 | 12 | : |
| Persons aged 45-54 | : | : | 4 | : | 10 | 17 | : | : | : | 12 | : | 9 | : | : | 8 | : |
| Persons aged 55-64 | : | : | 3 | : | 22 | 12 | : | : | : | 18 | : | 8 | : | : | 7 | : |
| Persons aged 65-74 | : | : | 1 | : | 19 | 17 | : | : | : | 0 | : | 14 | : | : | 6 | : |
| Services related to training / education | | | | | | | | | | | | | | | | |
| Persons aged 16-24 | : | : | 75 | 70 | 47 | 51 | : | : | : | 47 | : | 35 | : | 67 | 10 | 43 |
| Persons aged 25-34 | : | : | 48 | 40 | 45 | 35 | : | : | : | 30 | : | 26 | : | 44 | 7 | 21 |
| Persons aged 35-44 | : | : | 34 | 32 | 35 | 31 | : | : | : | 45 | : | 25 | : | 43 | 6 | 23 |
| Persons aged 45-54 | : | : | 32 | 29 | 27 | 30 | : | : | : | 38 | : | 20 | : | 37 | 6 | 20 |
| Persons aged 55-64 | : | : | 23 | : | 34 | 23 | : | : | : | 30 | : | 17 | : | 24 | 3 | : |
| Persons aged 65-74 | : | : | 6 | : | 58 | 20 | : | : | : | 29 | : | 21 | : | : | 1 | : |
| Playing / downloading games and music | | | | | | | | | | | | | | | | |
| Persons aged 16-24 | : | : | 40 | 42 | 39 | 69 | : | : | : | 57 | : | 39 | : | 57 | 80 | 35 |
| Persons aged 25-34 | : | : | 22 | : | 20 | 45 | : | : | : | 39 | : | 20 | : | 29 | 54 | 22 |
| Persons aged 35-44 | : | : | 15 | : | 26 | 36 | : | : | : | 22 | : | 13 | : | 23 | 43 | 12 |
| Persons aged 45-54 | : | : | 12 | : | 20 | 30 | : | : | : | 35 | : | 10 | : | 14 | 38 | : |
| Persons aged 55-64 | : | : | 4 | : | 11 | 20 | : | : | : | 12 | : | 8 | : | : | 27 | : |
| Persons aged 65-74 | : | : | 11 | : | 0 | 26 | : | : | : | 19 | : | 12 | : | : | 31 | : |
| Financial services (banking, share purchasing) | | | | | | | | | | | | | | | | |
| Persons aged 16-24 | : | : | 31 | : | 3 | 9 | : | : | : | 9 | : | 8 | : | 40 | 43 | 16 |
| Persons aged 25-34 | : | : | 59 | 40 | 5 | 27 | : | : | : | 43 | : | 24 | : | 72 | 65 | 32 |
| Persons aged 35-44 | : | : | 59 | 31 | 7 | 29 | : | : | : | 52 | : | 22 | : | 74 | 59 | 23 |
| Persons aged 45-54 | : | : | 53 | 34 | 6 | 34 | : | : | : | 47 | : | 19 | : | 71 | 58 | 26 |
| Persons aged 55-64 | : | : | 50 | : | 5 | 34 | : | : | : | 51 | : | 19 | : | 67 | 49 | 26 |
| Persons aged 65-74 | : | : | 50 | : | 0 | 34 | : | : | : | 13 | : | 21 | : | : | 42 | : |
| Obtaining information from public authorities' web sites | | | | | | | | | | | | | | | | |
| Persons aged 16-24 | : | : | 40 | 20 | 23 | : | : | : | : | 22 | : | 17 | 8 | 37 | 43 | : |
| Persons aged 25-34 | : | : | 53 | 30 | 23 | : | : | : | : | 40 | : | 24 | 21 | 57 | 61 | 11 |
| Persons aged 35-44 | : | : | 58 | 31 | 30 | : | : | : | : | 40 | : | 23 | 24 | 57 | 59 | 13 |
| Persons aged 45-54 | : | : | 64 | 35 | 28 | : | : | : | : | 37 | : | 22 | 29 | 53 | 64 | 16 |
| Persons aged 55-64 | : | : | 59 | : | 13 | : | : | : | : | 42 | : | 22 | 33 | 47 | 53 | 15 |
| Persons aged 65-74 | : | : | 59 | : | 0 | : | : | : | : | 80 | : | 27 | : | : | 49 | : |

(1) Among persons having used the Internet in the previous month, not the previous 3 months.

(2) Financial services (banking, share purchasing) includes also purchasing / ordering of non-financial goods or services.

Source: Survey on ICT usage in households, Eurostat.

Table 7.4.4: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified activities for private purposes, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES (2) | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|----|----|--------|----|----|--------|----|----|----|----|----|----|----|----|----|----|
| Other (not e-mail or videoconferencing) communication uses (for example chat sites) | | | | | | | | | | | | | | | | |
| Low education level (ISCED 1 and 2) | : | : | 18 | 37 | 24 | 49 | : | : | : | 25 | : | 28 | : | 15 | 33 | 10 |
| Medium education level (ISCED 3 and 4) | : | : | 9 | 20 | 22 | 36 | : | : | : | 23 | : | 15 | : | 7 | 17 | 15 |
| High education level (ISCED 5 and 6) | : | : | 5 | 12 | 17 | 20 | : | : | : | 14 | : | 10 | : | : | 12 | 7 |
| Services related to training / education | | | | | | | | | | | | | | | | |
| Low education level (ISCED 1 and 2) | : | : | 50 | 52 | 53 | 35 | : | : | : | 35 | : | 30 | : | 46 | 6 | 20 |
| Medium education level (ISCED 3 and 4) | : | : | 37 | 35 | 36 | 41 | : | : | : | 36 | : | 23 | : | 41 | 6 | 25 |
| High education level (ISCED 5 and 6) | : | : | 43 | 38 | 46 | 37 | : | : | : | 43 | : | 39 | : | 44 | 7 | 28 |
| Playing / downloading games and music | | | | | | | | | | | | | | | | |
| Low education level (ISCED 1 and 2) | : | : | 33 | 35 | 33 | 59 | : | : | : | 55 | : | 34 | : | 27 | 66 | 16 |
| Medium education level (ISCED 3 and 4) | : | : | 16 | 19 | 36 | 52 | : | : | : | 30 | : | 19 | : | 20 | 47 | 21 |
| High education level (ISCED 5 and 6) | : | : | 12 | 12 | 15 | 39 | : | : | : | 28 | : | 12 | : | : | 39 | 14 |
| Financial services (banking, share purchasing) | | | | | | | | | | | | | | | | |
| Low education level (ISCED 1 and 2) | : | : | 36 | 16 | 2 | 14 | : | : | : | 30 | : | 7 | : | 68 | 40 | 15 |
| Medium education level (ISCED 3 and 4) | : | : | 56 | 30 | 3 | 19 | : | : | : | 39 | : | 20 | : | 73 | 58 | 23 |
| High education level (ISCED 5 and 6) | : | : | 57 | 40 | 7 | 30 | : | : | : | 48 | : | 26 | : | 76 | 63 | 29 |
| Obtaining information from public authorities' web sites | | | | | | | | | | | | | | | | |
| Low education level (ISCED 1 and 2) | : | : | 43 | 16 | 12 | : | : | : | : | 26 | : | 13 | 12 | 51 | 44 | : |
| Medium education level (ISCED 3 and 4) | : | : | 56 | 28 | 24 | : | : | : | : | 36 | : | 21 | 16 | 61 | 53 | 7 |
| High education level (ISCED 5 and 6) | : | : | 65 | 37 | 28 | : | : | : | : | 46 | : | 33 | 27 | 66 | 70 | 18 |

(1) Among persons having used the Internet in the previous month, not the previous 3 months.

(2) Financial services (banking, share purchasing) includes also purchasing / ordering of non-financial goods or services.

Source: Survey on ICT usage in households, Eurostat.

Table 7.4.5: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified activities for private purposes, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES (2) | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|----|----|--------|----|----|--------|----|----|----|----|----|----|----|----|----|----|
| Other (not e-mail or videoconferencing) communication uses (for example chat sites) | | | | | | | | | | | | | | | | |
| Student | : | : | 21 | 28 | 24 | 55 | : | : | : | 51 | : | 34 | : | 36 | 38 | 39 |
| Employee, self-employed, family worker | : | : | 8 | 20 | 16 | 22 | : | : | : | 17 | : | 14 | : | 10 | 14 | 7 |
| Retired person | : | : | 7 | : | 34 | 27 | : | : | : | 4 | : | 12 | : | : | 9 | : |
| Other | : | : | 8 | 32 | 36 | 36 | : | : | : | 13 | : | 15 | : | : | 36 | : |
| Services related to training / education | | | | | | | | | | | | | | | | |
| Student | : | : | 81 | 92 | 54 | 57 | : | : | : | 69 | : | 51 | : | 72 | 12 | 69 |
| Employee, self-employed, family worker | : | : | 34 | 34 | 36 | 30 | : | : | : | 33 | : | 22 | : | 39 | 5 | 19 |
| Retired person | : | : | 4 | : | 22 | 32 | : | : | : | 27 | : | 18 | : | : | 3 | : |
| Other | : | : | 49 | 58 | 56 | 33 | : | : | : | 44 | : | 23 | : | 51 | 7 | 25 |
| Playing / downloading games and music | | | | | | | | | | | | | | | | |
| Student | : | : | 37 | 36 | 40 | 66 | : | : | : | 55 | : | 38 | : | 56 | 66 | 39 |
| Employee, self-employed, family worker | : | : | 14 | 19 | 22 | 39 | : | : | : | 31 | : | 17 | : | 22 | 44 | 14 |
| Retired person | : | : | 16 | : | 19 | 45 | : | : | : | 13 | : | 15 | : | : | 36 | : |
| Other | : | : | 26 | 29 | 29 | 52 | : | : | : | 41 | : | 19 | : | 35 | 61 | 23 |
| Financial services (banking, share purchasing) | | | | | | | | | | | | | | | | |
| Student | : | : | 33 | 28 | 4 | 8 | : | : | : | 8 | : | 8 | : | 40 | 43 | 13 |
| Employee, self-employed, family worker | : | : | 56 | 32 | 6 | 29 | : | : | : | 45 | : | 21 | : | 72 | 59 | 26 |
| Retired person | : | : | 51 | 36 | 5 | 26 | : | : | : | 34 | : | 22 | : | 69 | 48 | : |
| Other | : | : | 50 | 17 | 2 | 17 | : | : | : | 44 | : | 15 | : | 60 | 48 | 19 |
| Obtaining information from public authorities' web sites | | | | | | | | | | | | | | | | |
| Student | : | : | 46 | 49 | 23 | : | : | : | : | 24 | : | 21 | 7 | 43 | 54 | : |
| Employee, self-employed, family worker | : | : | 58 | 29 | 26 | : | : | : | : | 40 | : | 22 | 23 | 53 | 57 | 13 |
| Retired person | : | : | 58 | 32 | 25 | : | : | : | : | 75 | : | 25 | : | 49 | 56 | : |
| Other | : | : | 42 | 19 | 14 | : | : | : | : | 26 | : | 20 | 12 | 49 | 57 | : |

(1) Among persons having used the Internet in the previous month, not the previous 3 months.

(2) Financial services (banking, share purchasing) includes also purchasing / ordering of non-financial goods or services.

Source: Survey on ICT usage in households, Eurostat.

Table 7.4.6: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified work related activities at home, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT (2) | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|--------|----|----|----|----|----|--------|----|----|----|----|----|----|----|
| Looking for a job / sending job applications | 10 | : | 20 | 12 | 3 | 6 | : | : | 1 | 5 | : | 2 | 2 | 14 | 29 | 9 |
| Finding information related to own work or own business | 21 | : | 28 | 19 | 24 | 23 | : | : | 9 | 28 | : | 14 | 20 | 27 | 33 | 28 |
| Sending work carried out at home to another | : | : | : | 5 | 2 | 5 | : | : | 4 | 8 | : | 6 | 2 | 11 | 17 | 13 |
| Other activities | 9 | : | 8 | 13 | 12 | 1 | : | : | 7 | 19 | : | 10 | 8 | 15 | 18 | 6 |

(1) Among persons having used the Internet in the previous month, not the previous 3 months. (2) Question only asked to employed persons.

Source: Survey on ICT usage in households, Eurostat.

Table 7.4.7: Persons having accessed Internet in the 3 months prior to the survey: proportion having undertaken specified work related activities at home, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT (2) | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|--------|----|----|----|----|----|--------|----|----|----|----|----|----|----|
| Looking for a job / sending job applications | | | | | | | | | | | | | | | | |
| Education levels | | | | | | | | | | | | | | | | |
| Low (ISCED 1 and 2) | : | : | 21 | 10 | 1 | 3 | : | : | 0 | 4 | : | 2 | : | 16 | 31 | : |
| Medium (ISCED 3 and 4) | : | : | 19 | 12 | 2 | 6 | : | : | 1 | 3 | : | 2 | 2 | 10 | 29 | 6 |
| High (ISCED 5 and 6) | : | : | 20 | 10 | 4 | 8 | : | : | 2 | 7 | : | 3 | 3 | : | 29 | 15 |
| Age groups | | | | | | | | | | | | | | | | |
| 16-24 years old | : | : | 24 | : | 4 | 7 | : | : | 0 | 4 | : | 3 | : | 23 | 49 | 8 |
| 25-34 years old | : | : | 30 | : | 3 | 9 | : | : | 2 | 7 | : | 3 | 2 | 18 | 40 | 12 |
| 35-44 years old | : | : | 21 | : | 2 | 3 | : | : | 1 | 4 | : | 2 | : | 12 | 27 | 10 |
| 45-54 years old | : | : | 14 | : | 1 | 3 | : | : | 0 | 3 | : | 2 | : | : | 23 | : |
| 55-64 years old | : | : | 6 | : | 0 | 3 | : | : | 0 | 3 | : | 1 | : | : | 9 | : |
| 65-74 years old | : | : | 0 | : | 0 | 0 | : | : | 0 | 0 | : | 0 | : | : | 0 | : |
| Finding information related to own work or own business | | | | | | | | | | | | | | | | |
| Education levels | | | | | | | | | | | | | | | | |
| Low (ISCED 1 and 2) | 10 | : | 11 | 10 | 22 | 13 | : | : | 7 | 12 | : | 8 | 12 | 5 | 19 | 11 |
| Medium (ISCED 3 and 4) | : | : | 28 | 16 | 18 | 17 | : | : | 8 | 24 | : | 12 | 16 | : | 32 | 22 |
| High (ISCED 5 and 6) | : | : | 45 | 30 | 31 | 31 | : | : | 16 | 42 | : | 30 | 36 | : | 43 | 42 |
| Age groups | | | | | | | | | | | | | | | | |
| 16-24 years old | : | : | 6 | 17 | 20 | 12 | : | : | 2 | 23 | : | 10 | 8 | : | 13 | 16 |
| 25-34 years old | 23 | : | 29 | 22 | 24 | 25 | : | : | 8 | 26 | : | 14 | 26 | 27 | 36 | 31 |
| 35-44 years old | 26 | : | 38 | 21 | 28 | 29 | : | : | 13 | 33 | : | 17 | 30 | 42 | 39 | 34 |
| 45-54 years old | 27 | : | 38 | 21 | 28 | 34 | : | : | 16 | 34 | : | 17 | 30 | 39 | 41 | 34 |
| 55-64 years old | : | : | 31 | : | 21 | 23 | : | : | 12 | 29 | : | 10 | 28 | 24 | 35 | 24 |
| 65-74 years old | : | : | 5 | : | 24 | 13 | : | : | 6 | 10 | : | 5 | : | : | 1 | : |
| Sending work carried out at home to another work place (teleworking) | | | | | | | | | | | | | | | | |
| Education levels | | | | | | | | | | | | | | | | |
| Low (ISCED 1 and 2) | : | : | : | : | 3 | 1 | : | : | 1 | 1 | : | 1 | : | 8 | 6 | : |
| Medium (ISCED 3 and 4) | : | : | : | : | 4 | 2 | 3 | : | 3 | 5 | : | 6 | 2 | 16 | 14 | 9 |
| High (ISCED 5 and 6) | : | : | : | : | 10 | 2 | 7 | : | 9 | 15 | : | 12 | 5 | 36 | 27 | 22 |
| Age groups | | | | | | | | | | | | | | | | |
| 16-24 years old | : | : | : | : | 1 | 2 | : | : | 0 | 0 | : | 2 | : | : | 5 | : |
| 25-34 years old | : | : | : | : | 3 | 6 | : | : | 4 | 9 | : | 8 | 3 | 11 | 16 | 14 |
| 35-44 years old | : | : | : | : | 2 | 5 | : | : | 6 | 11 | : | 8 | 4 | 20 | 21 | 19 |
| 45-54 years old | : | : | : | : | 1 | 7 | : | : | 5 | 12 | : | 7 | : | 15 | 24 | 18 |
| 55-64 years old | : | : | : | : | 0 | 6 | : | : | 5 | 6 | : | 6 | : | : | 18 | : |
| 65-74 years old | : | : | : | : | 0 | 5 | : | : | 2 | 0 | : | 3 | : | : | 0 | : |

(1) Among persons having used the Internet in the previous month, not the previous 3 months. (2) Question only asked to employed persons.

Source: Survey on ICT usage in households, Eurostat.

7.5 INTERNET PURCHASES

Among the persons having recently accessed the Internet, more than one third had made purchases on-line for non-work purposes in the United Kingdom (43 %), Luxembourg and Sweden (both 34 %). In contrast Greece (5 %), Portugal (6 %), Spain and Italy (both 11 %) reported the lowest e-commerce activity in terms of the proportion of Internet users.

Male Internet users were more likely to buy on-line than female Internet users as were Internet users in the age group between 25 and 34 years. The incidence of e-commerce activity was quite stable across age groups in a few countries (for example in Austria) but most countries reported a fall in this activity in the higher age groups.

Table 7.5.1: Persons having accessed Internet in the 3 months prior to the survey: proportion using Internet for buying or ordering goods and services for non-work purposes, 2002 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|-------------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Made Internet purchases | : | : | : | : | 5 | 11 | : | : | 11 | 34 | : | 21 | 6 | 18 | 34 | 43 |

Source: Survey on ICT usage in households, Eurostat.

Table 7.5.2: Persons having accessed Internet in the 3 months prior to the survey: proportion using Internet for buying or ordering goods and services for non-work purposes by gender, 2002 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Made Internet purchases | | | | | | | | | | | | | | | | |
| Men | : | : | : | : | 5 | 13 | : | : | 14 | 41 | : | 24 | 8 | 18 | 38 | : |
| Women | : | : | : | : | 4 | 9 | : | : | 7 | 24 | : | 17 | 3 | 17 | 29 | : |
| Did not make Internet purchases | | | | | | | | | | | | | | | | |
| Men | : | : | : | 63 | 95 | 86 | : | : | 82 | 52 | : | 76 | 91 | 82 | 62 | : |
| Women | : | : | : | : | 96 | 91 | : | : | 88 | 68 | : | 83 | 96 | 83 | 71 | : |
| Do not know / answer not available | | | | | | | | | | | | | | | | |
| Men | : | : | : | 37 | 0 | 0 | : | : | 4 | 7 | : | 0 | 1 | 0 | 0 | : |
| Women | : | : | : | : | 0 | 0 | : | : | 5 | 8 | : | 0 | 1 | 0 | 0 | : |

Source: Survey on ICT usage in households, Eurostat.

Table 7.5.3: Persons having accessed Internet in the 3 months prior to the survey: proportion using Internet for buying or ordering goods and services for non-work purposes, 2002 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--------------------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Made Internet purchases | | | | | | | | | | | | | | | | |
| Persons aged 16-24 | : | : | : | 28 | 4 | 7 | : | : | 8 | 19 | : | 16 | 4 | 18 | 40 | 31 |
| Persons aged 25-34 | : | : | : | 48 | 7 | 14 | : | : | 14 | 39 | : | 26 | 8 | 22 | 42 | 54 |
| Persons aged 35-44 | : | : | : | 37 | 3 | 12 | : | : | 13 | 38 | : | 21 | 7 | 21 | 38 | 46 |
| Persons aged 45-54 | : | : | : | 34 | 4 | 12 | : | : | 9 | 35 | : | 20 | : | 13 | 29 | 43 |
| Persons aged 55-64 | : | : | : | : | 1 | 12 | : | : | 10 | 19 | : | 16 | : | : | 19 | 44 |
| Persons aged 65-74 | : | : | : | : | 0 | 4 | : | : | 7 | 38 | : | 22 | : | : | 12 | : |

Source: Survey on ICT usage in households, Eurostat.

7.6 TYPE AND VALUE OF INTERNET PURCHASES

The most popular goods purchased on-line were media products, such as books, films and music. Interestingly, e-buyers in Denmark and Finland showed a particular interest for clothes and sports goods. Computer hardware was also a popular item bought on-line, while food and groceries seemed to appeal particularly to British shoppers.

Turning to services, travel and holiday accommodation were the most frequently products bought on-line, together with

tickets for events. The high recourse to financial services in Luxembourg and Sweden is notable (see table 7.6.1).

A breakdown by gender shows that male Internet shoppers were particularly interested in films and music, computer related products, electronic equipment, financial services and betting. In contrast, female Internet shoppers were more likely to purchase food and groceries, books and clothes on-line than their male counterparts (see table 7.6.2).

Table 7.6.1: Persons having made Internet purchases in the 3 months prior to the survey: proportion having purchased selected products, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---|----|----|--------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Food, groceries | : | : | 7 | 6 | 0 | : | : | : | : | 11 | : | 6 | : | : | 3 | 18 |
| Films, music | : | : | 22 | 19 | 33 | : | : | : | : | 39 | : | 16 | 24 | 22 | 36 | 33 |
| Books, magazines, e-learning material | : | : | 30 | 48 | 41 | : | : | : | : | 73 | : | 39 | 44 | 29 | 34 | 32 |
| Clothes, sports goods | : | : | 32 | 30 | 6 | : | : | : | : | 21 | : | 18 | : | 33 | 28 | 19 |
| Computer software (including video games) | : | : | 22 | 14 | 11 | : | : | : | : | 20 | : | 14 | 17 | : | 15 | 16 |
| Computer hardware | : | : | 23 | 12 | 28 | : | : | : | : | 12 | : | 7 | 11 | 14 | 17 | 8 |
| Electronic equipment (including cameras) | : | : | 10 | 12 | 11 | : | : | : | : | 9 | : | 8 | : | 12 | 11 | 11 |
| Shares, financial services, insurance | : | : | 6 | 6 | 3 | : | : | : | : | 15 | : | 5 | : | : | 21 | 9 |
| Travel and holiday accommodation | : | : | 34 | 15 | 5 | : | : | : | : | 38 | : | 20 | 11 | 19 | 34 | 46 |
| Tickets for events | : | : | 35 | 10 | 0 | : | : | : | : | 24 | : | 17 | 17 | 17 | 30 | 32 |
| Lotteries and betting | : | : | 3 | 5 | 0 | : | : | : | : | 1 | : | 3 | : | 45 | 6 | : |
| Other products | : | : | 18 | 25 | 12 | : | : | : | : | 5 | : | 12 | 16 | : | 18 | : |

(1) Reference period was the previous year, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

Table 7.6.2: Persons having made Internet purchases in the 3 months prior to the survey: proportion having purchased selected products, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--|----|----|--------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Food, groceries | | | | | | | | | | | | | | | | |
| Men | : | : | 6 | : | 0 | : | : | : | : | 8 | : | 6 | : | : | 2 | : |
| Women | : | : | 10 | : | 0 | : | : | : | : | 16 | : | 8 | : | : | 3 | : |
| Films, music | | | | | | | | | | | | | | | | |
| Men | : | : | 27 | : | 50 | : | : | : | : | 42 | : | 17 | 27 | 29 | 40 | : |
| Women | : | : | 13 | : | 6 | : | : | : | : | 34 | : | 13 | : | : | 29 | : |
| Books, magazines, e-learning material | | | | | | | | | | | | | | | | |
| Men | : | : | 30 | : | 34 | : | : | : | : | 69 | : | 38 | 43 | 23 | 31 | : |
| Women | : | : | 31 | : | 51 | : | : | : | : | 80 | : | 40 | 46 | 35 | 39 | : |
| Clothes, sports goods | | | | | | | | | | | | | | | | |
| Men | : | : | 25 | : | 0 | : | : | : | : | 21 | : | 14 | : | : | 20 | : |
| Women | : | : | 43 | : | 16 | : | : | : | : | 20 | : | 27 | : | 49 | 38 | : |
| Computer software (including video games) | | | | | | | | | | | | | | | | |
| Men | : | : | 28 | : | 11 | : | : | : | : | 25 | : | 17 | 21 | : | 21 | : |
| Women | : | : | 13 | : | 12 | : | : | : | : | 9 | : | 6 | : | : | 6 | : |
| Computer hardware | | | | | | | | | | | | | | | | |
| Men | : | : | 33 | : | 41 | : | : | : | : | 17 | : | 10 | : | 23 | 25 | : |
| Women | : | : | 7 | : | 6 | : | : | : | : | 3 | : | 3 | : | : | 5 | : |
| Electronic equipment (including cameras) | | | | | | | | | | | | | | | | |
| Men | : | : | 13 | : | 18 | : | : | : | : | 12 | : | 10 | : | : | 15 | : |
| Women | : | : | 5 | : | 0 | : | : | : | : | 1 | : | 4 | : | : | 4 | : |
| Shares, financial services, insurance | | | | | | | | | | | | | | | | |
| Men | : | : | 7 | : | 4 | : | : | : | : | 18 | : | 7 | : | : | 26 | : |
| Women | : | : | 4 | : | 0 | : | : | : | : | 8 | : | 2 | : | : | 14 | : |
| Travel and holiday accommodation | | | | | | | | | | | | | | | | |
| Men | : | : | 34 | : | 4 | : | : | : | : | 41 | : | 21 | : | 21 | 33 | : |
| Women | : | : | 33 | : | 8 | : | : | : | : | 30 | : | 18 | : | : | 35 | : |
| Tickets for events | | | | | | | | | | | | | | | | |
| Men | : | : | 36 | : | 0 | : | : | : | : | 25 | : | 16 | 15 | : | 30 | : |
| Women | : | : | 34 | : | 0 | : | : | : | : | 21 | : | 19 | : | : | 30 | : |
| Lotteries and betting | | | | | | | | | | | | | | | | |
| Men | : | : | 5 | : | 0 | : | : | : | : | 2 | : | 4 | : | : | 9 | : |
| Women | : | : | 1 | : | 0 | : | : | : | : | 1 | : | 2 | : | : | 1 | : |
| Other products | | | | | | | | | | | | | | | | |
| Men | : | : | 16 | : | 4 | : | : | : | : | 6 | : | 12 | 15 | : | 17 | : |
| Women | : | : | 21 | : | 25 | : | : | : | : | 4 | : | 11 | : | : | 18 | : |

(1) Reference period was the previous year, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

7. ICT USE BY HOUSEHOLDS AND INDIVIDUALS

In nearly all countries with data available the majority of Internet shoppers spent on-line less than 300 euro in the 3 months prior to the survey. In general, male Internet shoppers were more likely to spend larger amounts of money on-line, with most countries reporting a higher proportion of men in the categories from 200 euro upwards. The main exception to this pattern was Greece, where male Internet shoppers were concentrated in the 200-299 euro bracket, while a significant proportion of female Internet shoppers spent more than this amount.

Security issues appear to present a concern for some persons buying on-line, as in several countries a majority of them did not provide credit cards details during their e-commerce transactions (see table 7.6.5).

Table 7.6.3: Persons having made Internet purchases in the 3 months prior to the survey: proportion spending specified amount of money (excluding financial investment) on the Internet during these 3 months, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|--------------------|----|----|--------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 0-29 euro | : | : | 11 | 10 | 13 | 35 | : | : | : | 5 | : | 7 | 12 | : | 6 | 7 |
| 30-99 euro | : | : | 16 | 25 | 19 | 24 | : | : | : | 20 | : | 22 | 25 | 30 | 21 | 11 |
| 100-199 euro | : | : | 9 | 23 | 14 | 22 | : | : | : | 19 | : | 21 | 25 | 19 | 20 | 15 |
| 200-299 euro | : | : | 5 | 12 | 40 | 11 | : | : | : | 19 | : | 14 | 14 | : | 14 | 15 |
| 300-499 euro | : | : | 2 | 12 | 11 | 5 | : | : | : | 10 | : | 15 | : | 12 | 10 | 20 |
| 500-999 euro | : | : | 3 | 8 | 3 | 1 | : | : | : | 11 | : | 13 | : | : | 10 | 12 |
| 1 000-2 499 euro | : | : | 2 | 4 | 1 | 0 | : | : | : | 10 | : | 6 | : | : | 11 | 7 |
| 2 500 euro or more | : | : | 0 | 1 | 0 | 0 | : | : | : | 4 | : | 2 | : | : | 4 | : |

(1) Reference period was the previous month, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

Table 7.6.4: Persons having made Internet purchases in the 3 months prior to the survey: proportion spending specified amount of money (excluding financial investment) on the Internet during these 3 months, 2002 (%)

| | EU | BE | DK (1) | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|---------------------------|----|----|--------|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 0-29 euro | | | | | | | | | | | | | | | | |
| Men | : | : | 11 | : | 11 | 38 | : | : | : | 5 | : | 6 | : | : | 5 | : |
| Women | : | : | 11 | : | 16 | 30 | : | : | : | 4 | : | 10 | : | : | 7 | : |
| 30-99 euro | | | | | | | | | | | | | | | | |
| Men | : | : | 14 | : | 19 | 24 | : | : | : | 18 | : | 20 | 24 | 24 | 19 | : |
| Women | : | : | 18 | : | 18 | 22 | : | : | : | 25 | : | 25 | : | : | 24 | : |
| 100-199 euro | | | | | | | | | | | | | | | | |
| Men | : | : | 8 | : | 7 | 18 | : | : | : | 20 | : | 20 | 27 | : | 20 | : |
| Women | : | : | 10 | : | 24 | 28 | : | : | : | 17 | : | 23 | : | : | 19 | : |
| 200-299 euro | | | | | | | | | | | | | | | | |
| Men | : | : | 5 | : | 55 | 11 | : | : | : | 16 | : | 14 | 14 | : | 13 | : |
| Women | : | : | 6 | : | 16 | 9 | : | : | : | 24 | : | 13 | : | : | 14 | : |
| 300-499 euro | | | | | | | | | | | | | | | | |
| Men | : | : | 3 | : | 6 | 6 | : | : | : | 11 | : | 17 | : | : | 11 | : |
| Women | : | : | 1 | : | 20 | 5 | : | : | : | 7 | : | 13 | : | : | 9 | : |
| 500-999 euro | | | | | | | | | | | | | | | | |
| Men | : | : | 5 | : | 0 | 1 | : | : | : | 14 | : | 14 | : | : | 12 | : |
| Women | : | : | 1 | : | 8 | 1 | : | : | : | 6 | : | 12 | : | : | 7 | : |
| 1 000-2 499 euro | | | | | | | | | | | | | | | | |
| Men | : | : | 4 | : | 1 | 0 | : | : | : | 10 | : | 7 | : | : | 11 | : |
| Women | : | : | 0 | : | 0 | 0 | : | : | : | 12 | : | 3 | : | : | 11 | : |
| 2 500 euro or more | | | | | | | | | | | | | | | | |
| Men | : | : | 0 | : | 0 | 0 | : | : | : | 5 | : | 2 | : | : | 5 | : |
| Women | : | : | 0 | : | 0 | 0 | : | : | : | 4 | : | 2 | : | : | 3 | : |

(1) Reference period was the previous month, not the previous 3 months.
Source: Survey on ICT usage in households, Eurostat.

Table 7.6.5: Persons having made Internet purchases in the 3 months prior to the survey: proportion having given credit card details over the Internet for any of these purchases, 2002 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|----------------------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Gave credit card details | : | : | : | 18 | 56 | 59 | : | : | : | 79 | : | 37 | : | 14 | 25 | 85 |
| Did not give credit card details | : | : | : | 81 | 44 | 39 | : | : | : | 21 | : | 63 | : | 25 | 75 | : |

Source: Survey on ICT usage in households, Eurostat.

8. ICT USE BY ENTERPRISES

NACE activities covered in this chapter

| Data in this chapter cover enterprises in the following activities | |
|--|--|
| | Total: D, G, 55.1, 55.2, I, 67, K (1) |
| D | Manufacturing |
| G | Distribution |
| 55.1, 55.2 | Hotels and accommodation (2) |
| I | Transport, storage and communication |
| 67 | Activities auxiliary to financial intermediation (3) |
| K | Business services (real estate, renting and business activities) (4) |

- (1) DK, DE, IE, IT, exclude Division 67.
- (2) NL, includes Groups 55.3 to 55.5.
- (3) NL, includes Divisions 65 and 66.
- (4) FI, includes Division 67.

EU aggregates in this chapter

EU aggregates in this chapter exclude Belgium, France, the Netherlands and the United Kingdom; for data presented with an activity breakdown, Ireland is also excluded

Size classes covered in this chapter

| Data in this chapter cover enterprises with 10 persons employed or more, using the following breakdown (1) | |
|--|---|
| Total | Enterprises with 10 or more persons employed |
| SME | Enterprises with 10 to 249 persons employed |
| Small | Enterprises with 10 to 49 persons employed |
| Medium | Enterprises with 50 to 249 persons employed |
| Large | Enterprises with 250 or more persons employed |

(1) NL, the boundary between medium (and SME) and large enterprises is 200 persons employed, not 250 persons employed.

8.1 USE OF ICT TECHNOLOGIES

The vast majority (94 %) of enterprises in the EU used computers at the start of 2002 (see table 8.1.1). However, the take-up rates of intranet and Internet use were more varied across countries. On average, 29 % of EU enterprises used an intranet (an internal network system that is similar to Internet, but that is specific to the enterprise), while 81 % had recourse to use the Internet. As with the use of computers, the figures generally displayed an increase in the use of these technologies as a function of the average size of an enterprise, as is clearly shown in figure 8.1.3.

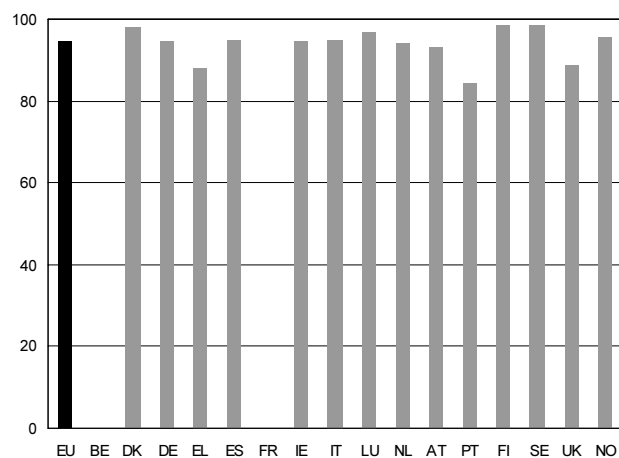
Table 8.1.5 shows the type of connections that were used by enterprises for their Internet access. Note that these data do not sum to 100 % as an enterprise can have more than one way of accessing the Internet. In general, the highest enterprise use of modern infrastructures, such as broadband, was recorded in the Nordic countries (Denmark, Finland, Sweden and Norway).

Table 8.1.1: Proportion of enterprises using computers, beginning 2002 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO |
|--------|-----|----|-----|-----|----|-----|----|----|-----|----|----|-----|----|-----|-----|-----|----|
| Total | 94 | : | 98 | 95 | 88 | 95 | : | 95 | 95 | 97 | 94 | 93 | 84 | 99 | 99 | 89 | 95 |
| SME | 94 | : | 98 | 94 | 88 | 95 | : | 95 | 95 | 97 | 94 | 93 | 84 | 99 | 99 | 88 | 95 |
| Small | 94 | : | 97 | 94 | 87 | 94 | : | 94 | 94 | 96 | 94 | 92 | 81 | 98 | 98 | 86 | 95 |
| Medium | 99 | : | 100 | 99 | 99 | 99 | : | 99 | 99 | 99 | 96 | 99 | 97 | 100 | 100 | 98 | 99 |
| Large | 100 | : | 100 | 100 | 99 | 100 | : | 98 | 100 | 97 | 97 | 100 | 99 | 100 | 100 | 100 | 99 |

Source: E-commerce database, Eurostat.

Figure 8.1.1: Proportion of enterprises using computers, beginning 2002 (%)



Source: E-commerce database, Eurostat.

Table 8.1.2: Proportion of enterprises using computers, beginning 2002 (%)

| | NACE activities | | | | | |
|----|-----------------|----|----|------------|----|-----|
| | Average | D | G | 55.1, 55.2 | I | K |
| EU | 94 | 93 | 95 | 95 | 95 | 97 |
| BE | : | : | : | : | : | : |
| DK | 98 | 97 | 99 | 92 | 96 | 100 |
| DE | 95 | 94 | 92 | 94 | 99 | 98 |
| EL | 88 | 85 | 91 | 81 | 95 | 95 |
| ES | 95 | 92 | 98 | 98 | 96 | 95 |
| FR | : | : | : | : | : | : |
| IE | : | : | 93 | 93 | 94 | 95 |
| IT | 95 | 95 | 98 | 96 | 86 | 95 |
| LU | 97 | 95 | 96 | 88 | 97 | 99 |
| NL | 94 | 97 | 96 | 82 | 93 | 93 |
| AT | 93 | 93 | 93 | 95 | 84 | 99 |
| PT | 84 | 79 | 90 | 100 | 97 | 92 |
| FI | 99 | 98 | 99 | 98 | 99 | 100 |
| SE | 99 | 99 | 99 | 99 | 94 | 100 |
| UK | 88 | 95 | 86 | 65 | 91 | 95 |
| NO | 95 | 97 | 94 | 98 | 90 | 98 |

Source: E-commerce database, Eurostat.

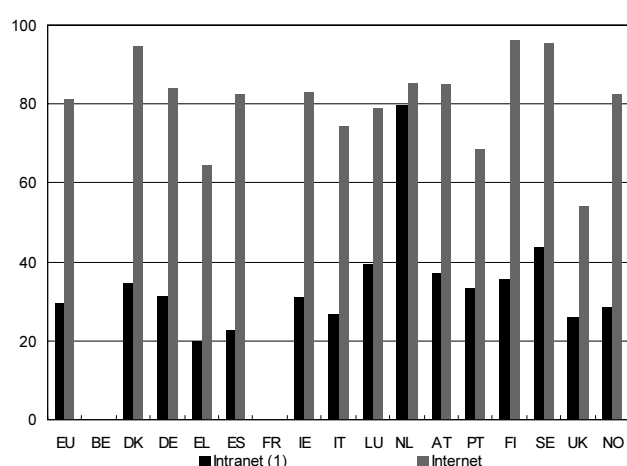
Table 8.1.3: Proportion of enterprises using intranet and Internet, 2002 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO |
|---|----|----|-----|----|----|----|----|----|----|----|----|-----|----|-----|-----|----|----|
| Proportion of enterprises using intranet (1) | | | | | | | | | | | | | | | | | |
| Total | 29 | : | 35 | 31 | 20 | 23 | : | 31 | 27 | 40 | 80 | 37 | 34 | 36 | 44 | 26 | 28 |
| SME | 28 | : | 33 | 30 | 19 | 22 | : | 30 | 26 | 38 | 79 | 35 | 33 | 33 | 43 | 24 | 27 |
| Small | 25 | : | 29 | 26 | 18 | 18 | : | 26 | 23 | 34 | 77 | 32 | 30 | 29 | 38 | 21 | 23 |
| Medium | 48 | : | 50 | 48 | 48 | 40 | : | 48 | 47 | 55 | 92 | 54 | 48 | 53 | 66 | 42 | 48 |
| Large | 73 | : | 81 | 73 | 66 | 68 | : | 67 | 70 | 78 | 96 | 77 | 72 | 80 | 82 | 65 | 78 |
| Proportion of enterprises using Internet | | | | | | | | | | | | | | | | | |
| Total | 81 | : | 95 | 84 | 64 | 83 | : | 83 | 74 | 79 | 85 | 85 | 69 | 96 | 95 | 54 | 82 |
| SME | 81 | : | 95 | 83 | 64 | 82 | : | 82 | 74 | 78 | 85 | 84 | 68 | 96 | 95 | 53 | 82 |
| Small | 79 | : | 94 | 82 | 63 | 80 | : | 80 | 72 | 77 | 84 | 82 | 64 | 95 | 94 | 49 | 80 |
| Medium | 92 | : | 99 | 90 | 91 | 94 | : | 94 | 89 | 83 | 91 | 96 | 91 | 99 | 99 | 75 | 95 |
| Large | 98 | : | 100 | 98 | 96 | 98 | : | 96 | 95 | 96 | 95 | 100 | 98 | 100 | 100 | 86 | 96 |

(1) NL, enterprises with computers connected in a network within the enterprise (for example a LAN).

Source: E-commerce database, Eurostat.

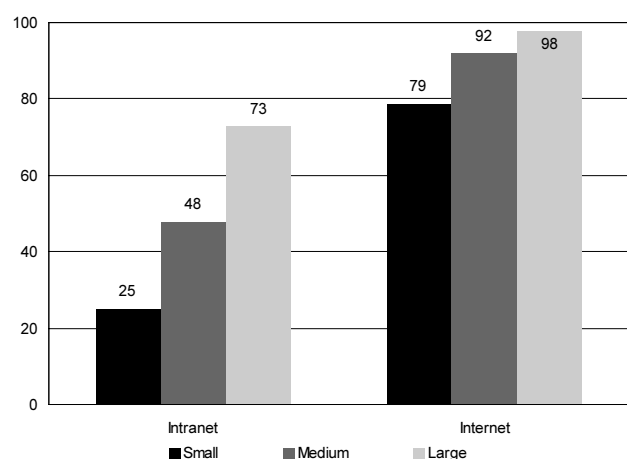
Figure 8.1.2: Proportion of enterprises using intranet and Internet, 2002 (%)



(1) NL, enterprises with computers connected in a network within the enterprise (for example a LAN).

Source: E-commerce database, Eurostat.

Figure 8.1.3: Proportion of enterprises using intranet and Internet by size, EU, 2002 (%)



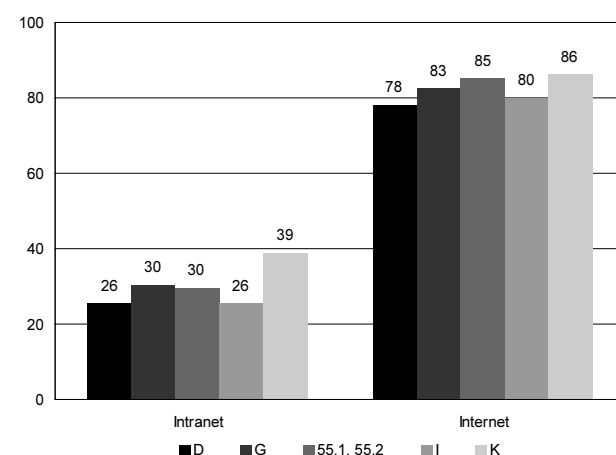
Source: E-commerce database, Eurostat.

Table 8.1.4: Proportion of enterprises using Internet, 2002 (%)

| | Average | NACE activities | | | | |
|----|---------|-----------------|----|------------|----|----|
| | | D | G | 55.1, 55.2 | I | K |
| EU | 81 | 78 | 83 | 85 | 80 | 86 |
| BE | : | : | : | : | : | : |
| DK | 95 | 92 | 96 | 85 | 94 | 98 |
| DE | 84 | 82 | 83 | 85 | 85 | 87 |
| EL | 64 | 62 | 66 | 47 | 76 | 86 |
| ES | 82 | 79 | 88 | 89 | 84 | 81 |
| FR | : | : | : | : | : | : |
| IE | : | : | 75 | 88 | 83 | 88 |
| IT | 74 | 73 | 76 | 82 | 65 | 79 |
| LU | 78 | 74 | 71 | 83 | 77 | 91 |
| NL | 85 | 89 | 86 | 67 | 79 | 88 |
| AT | 85 | 84 | 83 | 88 | 73 | 94 |
| PT | 69 | 64 | 72 | 100 | 84 | 78 |
| FI | 96 | 96 | 95 | 97 | 93 | 99 |
| SE | 95 | 96 | 95 | 97 | 90 | 97 |
| UK | 54 | 63 | 45 | 28 | 51 | 66 |
| NO | 82 | 92 | 73 | 92 | 79 | 92 |

Source: E-commerce database, Eurostat.

Figure 8.1.4: Proportion of enterprises using intranet and Internet by activity, EU, 2002 (%)



Source: E-commerce database, Eurostat.

Table 8.1.5: Enterprises using the Internet: proportion with selected types of Internet access, 2002 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL (1) | AT | PT | FI | SE | UK | NO |
|---|----|----|----|----|----|----|----|----|----|----|--------|----|----|----|----|----|----|
| Internet via analog modem | : | : | 17 | : | 54 | 51 | : | 51 | 39 | 34 | 29 | 25 | 56 | 21 | 49 | 56 | 7 |
| Internet via ISDN | : | : | 39 | : | 56 | 37 | : | : | 59 | 68 | 57 | 65 | 34 | 35 | 51 | : | 60 |
| Internet via xDSL (2) | : | : | 37 | : | 1 | : | : | 6 | 18 | 17 | 12 | 23 | 17 | 31 | 13 | 16 | 22 |
| Internet via other broadband connection (> 2Mbps) (3) | : | : | 23 | : | 3 | 6 | : | 5 | 1 | 7 | 5 | 11 | 12 | 15 | 21 | 13 | 25 |

(1) Excluding cable and some other type of connections. (2) NO, fixed connection with transmission capacity below 2 Mbps.

(3) NO, fixed connection with transmission capacity of at least 2 Mbps.

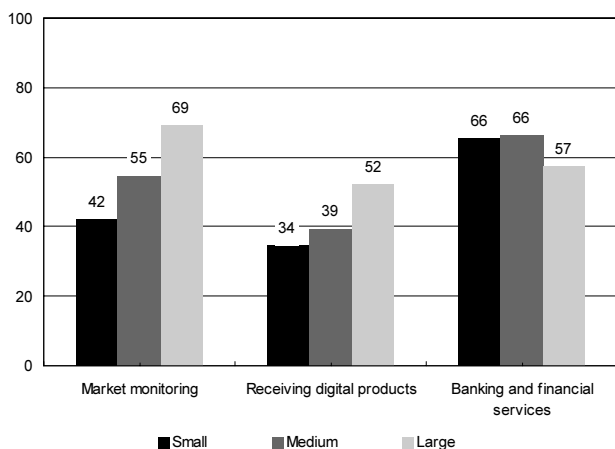
Source: E-commerce database, Eurostat.

8.2 USE AND PROVISION OF INTERNET SERVICES

The main use of the Internet by EU enterprises, as customers, was for banking and financial services, some 65 % of all enterprises. This figure was heavily influenced by the high proportion of SMEs using such services, whereas large enterprises had less recourse to bank over the Internet (see figure 8.2.1). Large enterprises used the Internet more for market monitoring (69 %).

Of the EU enterprises that used the Internet, a majority (67 %) had their own web site or homepage. Large enterprises were more likely to have a web presence than SMEs (see figure 8.2.4), while enterprises in the hotels and accommodation sector reported a much higher web presence (87%) than enterprises in the other activities that were part of the e-commerce survey (see figure 8.2.5).

Figure 8.2.1: Enterprises using the Internet: proportion using selected Internet services (as a customer), EU, 2002 (%)

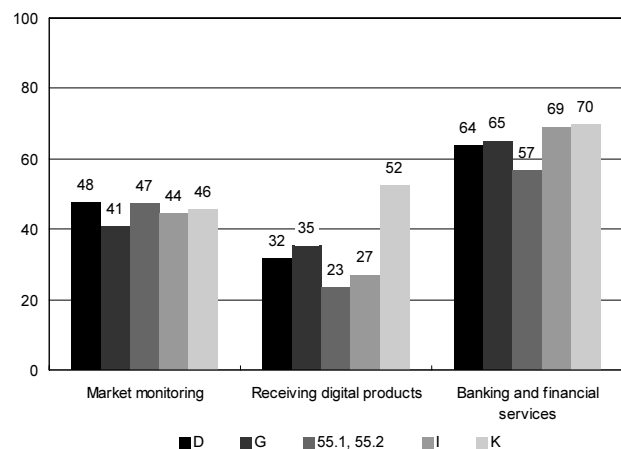


Source: E-commerce database, Eurostat.

For those EU enterprises that had a web site or a homepage, by far the most popular use of the Internet was as a means to market products (81 %). This observation held across all countries, except for Spain and Portugal, where relatively more enterprises provided access to catalogues and price lists.

The proportion of enterprises offering particular services on the Internet generally rose as a function of the size of an enterprise (see figure 8.2.6). Broken down by activity (see figure 8.2.7), hotels and accommodation services reported the highest recourse to the two most popular services offered on the Internet, namely, marketing products and providing catalogues and price lists.

Figure 8.2.2: Enterprises using the Internet: proportion using selected Internet services (as a customer), EU, 2002 (%)



Source: E-commerce database, Eurostat.

Table 8.2.1: Enterprises using the Internet: proportion using selected Internet services (as a customer), 2002 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE (1) | UK | NO |
|----------------------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--------|----|----|
| Market monitoring (1) | 45 | : | 44 | 41 | 77 | 54 | : | 40 | 38 | 55 | 63 | 66 | 43 | 61 | 53 | : | 52 |
| Receiving digital products | 36 | : | 45 | 42 | 15 | 21 | : | 30 | 33 | 62 | 27 | 26 | 18 | 60 | 65 | : | 58 |
| Obtaining after sales services | : | : | : | 50 | 15 | 23 | : | 22 | 15 | 31 | 30 | 16 | 14 | 36 | 70 | : | : |
| Banking & financial services (1) | 65 | : | 72 | 65 | 60 | 78 | : | 69 | 52 | 54 | 78 | 68 | 71 | 85 | 75 | : | 73 |

(1) SE, wording of these services was different.

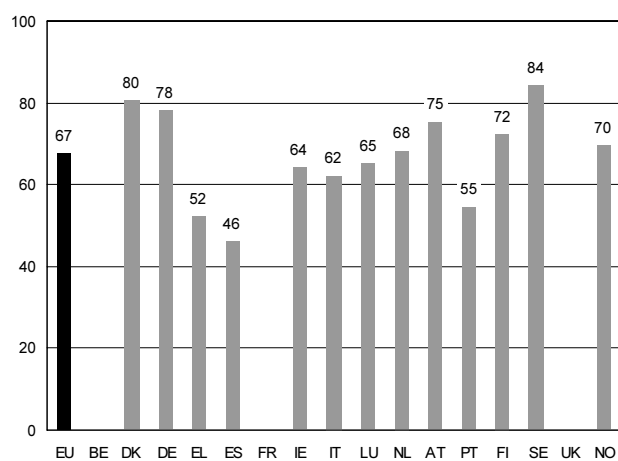
Source: E-commerce database, Eurostat.

Table 8.2.2: Enterprises using the Internet: proportion having a web site or a homepage, 2002 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO |
|--------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Total | 67 | : | 80 | 78 | 52 | 46 | : | 64 | 62 | 65 | 68 | 75 | 55 | 72 | 84 | : | 70 |
| SME | 67 | : | 80 | 78 | 52 | 45 | : | 63 | 62 | 65 | 67 | 75 | 54 | 71 | 84 | : | 69 |
| Small | 64 | : | 79 | 76 | 51 | 42 | : | 61 | 59 | 62 | 65 | 72 | 52 | 68 | 82 | : | 67 |
| Medium | 80 | : | 84 | 89 | 68 | 62 | : | 75 | 77 | 75 | 78 | 86 | 60 | 88 | 92 | : | 80 |
| Large | 85 | : | 92 | 88 | 74 | 74 | : | 80 | 82 | 73 | 86 | 91 | 71 | 91 | 97 | : | 87 |

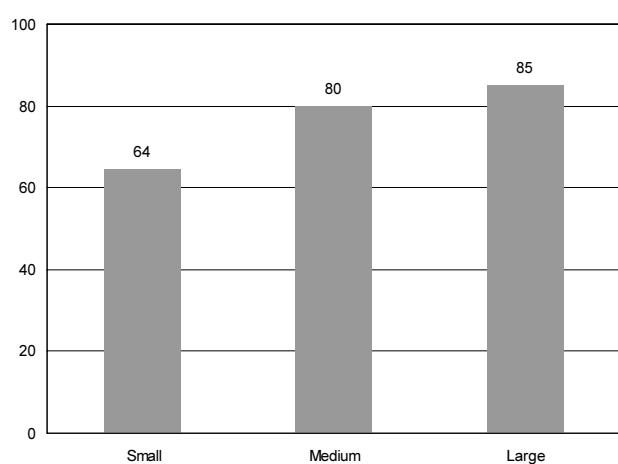
Source: E-commerce database, Eurostat.

Figure 8.2.3: Proportion of enterprises having a web site or a homepage, 2002 (%)



Source: E-commerce database, Eurostat.

Figure 8.2.4: Enterprises using the Internet: proportion having a web site or a homepage, EU, 2002 (%)



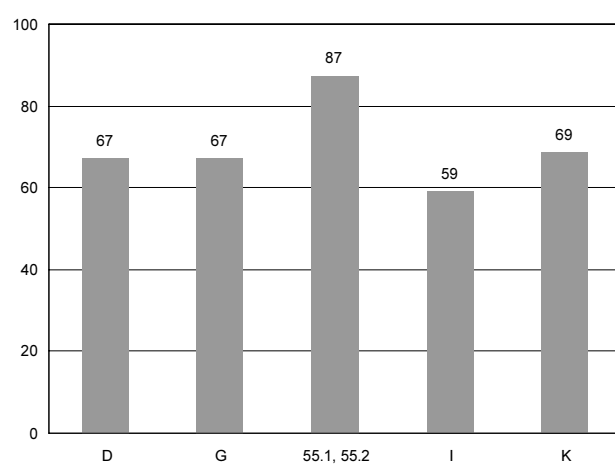
Source: E-commerce database, Eurostat.

Table 8.2.3: Enterprises using the Internet: proportion having a web site or a homepage, 2002 (%)

| | Average | NACE activities | | | | |
|----|---------|-----------------|----|------------|----|----|
| | | D | G | 55.1, 55.2 | I | K |
| EU | 68 | 67 | 67 | 87 | 59 | 69 |
| BE | : | : | : | : | : | : |
| DK | 80 | 80 | 80 | 73 | 62 | 91 |
| DE | 78 | 80 | 80 | 89 | 65 | 77 |
| EL | 52 | 50 | 53 | 90 | 51 | 46 |
| ES | 46 | 47 | 43 | 71 | 46 | 45 |
| FR | : | : | : | : | : | : |
| IE | : | : | 56 | 92 | 68 | 68 |
| IT | 62 | 64 | 60 | 90 | 52 | 54 |
| LU | 65 | 64 | 65 | 89 | 52 | 70 |
| NL | 68 | 66 | 63 | 79 | 63 | 76 |
| AT | 75 | 74 | 72 | 98 | 70 | 72 |
| PT | 55 | 57 | 48 | 69 | 59 | 57 |
| FI | 72 | 73 | 68 | 93 | 63 | 79 |
| SE | 84 | 83 | 82 | 99 | 74 | 90 |
| UK | : | : | : | : | : | : |
| NO | 70 | 69 | 61 | 78 | 66 | 87 |

Source: E-commerce database, Eurostat.

Figure 8.2.5: Enterprises using the Internet: proportion having a web site or a homepage, EU, 2002 (%)



Source: E-commerce database, Eurostat.

8. ICT USE BY ENTERPRISES

Table 8.2.4: Enterprises with a web site or homepage: proportion providing Internet services, 2002 (%)

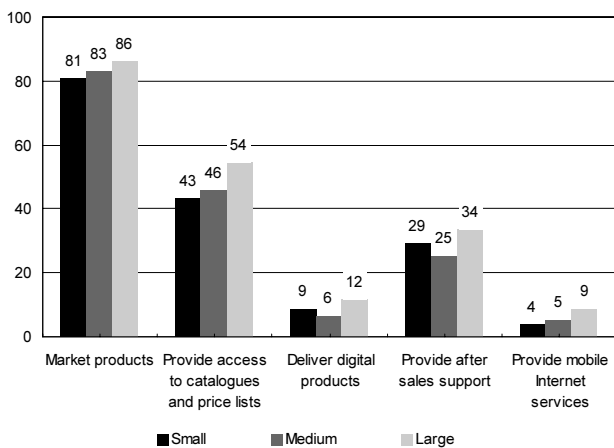
| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO |
|--|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Market products | 81 | : | 96 | 82 | 97 | 54 | : | 90 | 88 | 69 | 88 | 88 | 58 | 86 | 97 | : | 93 |
| Provide access to catalogues & price lists (1) | 44 | : | 39 | 40 | 43 | 60 | : | 45 | 43 | 51 | 40 | 47 | 58 | 42 | 43 | : | 43 |
| Deliver digital products (2) | 8 | : | 11 | 11 | 7 | 6 | : | 12 | 5 | 20 | 20 | 7 | 5 | 11 | 4 | : | 14 |
| Provide after sales support | 29 | : | 27 | 45 | 11 | 18 | : | 18 | 7 | 23 | 30 | 12 | 16 | 31 | 35 | : | 30 |
| Provide mobile Internet services | 5 | : | 2 | 6 | 6 | 2 | : | 7 | 3 | 5 | : | 4 | 2 | 5 | 5 | : | 3 |

(1) SE, wording of these services was different.

(2) DK, wording of these services was different.

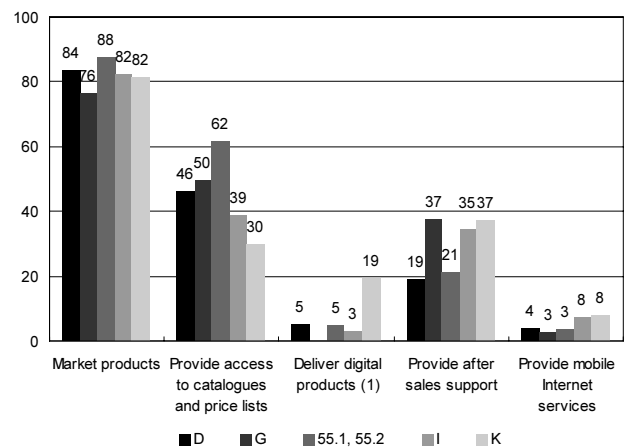
Source: E-commerce database, Eurostat.

Figure 8.2.6: Enterprises with a web site or homepage: proportion providing Internet services by size, EU, 2002 (%)



Source: E-commerce database, Eurostat.

Figure 8.2.7: Enterprises with a web site or homepage: proportion providing Internet services by activity, EU, 2002 (%)



(1) Section G, not available.

Source: E-commerce database, Eurostat.

8.3 INTERNET PURCHASES

Of the EU enterprises that used the Internet, almost one-third (30 %) purchased goods or services in 2001. As with the majority of indicators in this chapter, the recourse to e-purchasing generally grew with the average size of an enterprise, as 39 % of large enterprises in the EU used e-purchasing (see table 8.3.1).

The highest proportion of enterprises using e-purchasing was recorded in Denmark, Finland and Sweden, followed by the United Kingdom and Germany. These five countries were the only ones to report that more than 40 % of enterprises that used the Internet engaged in e-purchasing.

An average of 41 % of EU enterprises that used the Internet in 2001 within the business services sector (NACE Section K) made use of e-purchasing. This activity accounted for the highest proportion of enterprises using e-purchasing in every Member State, except for Portugal and Finland, where a higher proportion of enterprises in the hotels and accommodation sector used e-purchasing (see table 8.3.2).

There is a limited set of information available with respect to the importance of e-purchasing in 11 of the Member States. This shows that the vast majority of enterprises used e-purchasing for less than 10 % of their total purchases (see overleaf). In the Netherlands, there was a considerably higher share of enterprises (15 %), in particular SMEs, that were making 50 % or more of their purchases through the Internet. Large enterprises in Luxembourg also made considerably more use of e-purchasing, some 13 % making 50 % or more of their purchases through the Internet.

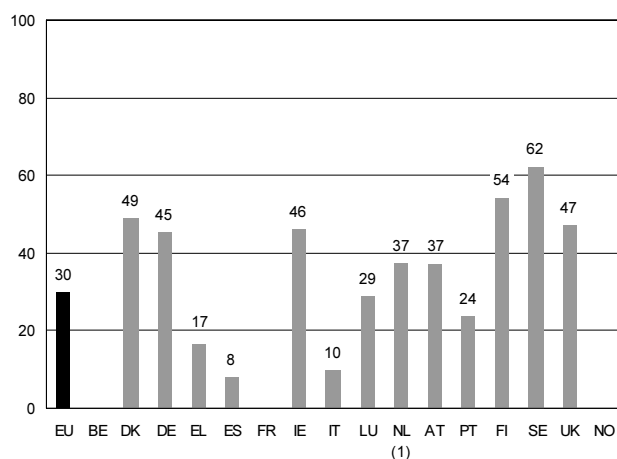
Table 8.3.1: Enterprises using the Internet: proportion having purchased via Internet, 2001 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL (1) | AT | PT | FI | SE | UK | NO |
|--------|----|----|----|----|----|----|----|----|----|----|--------|----|----|----|----|----|----|
| Total | 30 | : | 49 | 45 | 17 | 8 | : | 46 | 10 | 29 | 37 | 37 | 24 | 54 | 62 | 47 | : |
| SME | 30 | : | 48 | 45 | 16 | 8 | : | 45 | 10 | 29 | 37 | 36 | 24 | 53 | 62 | 47 | : |
| Small | 29 | : | 45 | 46 | 16 | 7 | : | 44 | 9 | 29 | 35 | 35 | 23 | 52 | 60 | 49 | : |
| Medium | 32 | : | 60 | 41 | 20 | 10 | : | 52 | 12 | 31 | 44 | 42 | 26 | 62 | 72 | 42 | : |
| Large | 39 | : | 80 | 41 | 27 | 15 | : | 62 | 15 | 23 | 54 | 56 | 30 | 70 | 83 | 45 | : |

(1) All electronic networks.

Source: E-commerce database, Eurostat.

Figure 8.3.1: Enterprises using the Internet: proportion having purchased via Internet, 2001 (%)



(1) All electronic networks.

Source: E-commerce database, Eurostat.

Table 8.3.2: Enterprises using the Internet: proportion having purchased via Internet by activity, 2001 (%)

| | NACE activities | | | | | |
|--------|-----------------|----|----|------------|----|----|
| | Average | D | G | 55.1, 55.2 | I | K |
| EU | 30 | 22 | 34 | 24 | 27 | 41 |
| BE | : | : | : | : | : | : |
| DK | 49 | 44 | 49 | 31 | 31 | 67 |
| DE | 45 | 37 | 51 | 35 | 40 | 53 |
| EL | 17 | 14 | 16 | 14 | 21 | 31 |
| ES | 8 | 7 | 9 | 3 | 7 | 9 |
| FR | : | : | : | : | : | : |
| IE | : | : | 38 | 31 | 52 | 58 |
| IT | 10 | 8 | 11 | 9 | 6 | 18 |
| LU | 29 | 30 | 28 | 24 | 16 | 37 |
| NL (1) | 37 | 33 | 40 | 34 | 35 | 40 |
| AT | 37 | 38 | 33 | 32 | 39 | 45 |
| PT | 24 | 23 | 23 | 34 | 24 | 26 |
| FI | 54 | 51 | 56 | 67 | 40 | 64 |
| SE | 62 | 59 | 59 | 51 | 48 | 78 |
| UK | 47 | 35 | 43 | 5 | 64 | 67 |
| NO | : | : | : | : | : | : |

(1) All electronic networks.

Source: E-commerce database, Eurostat.

8. ICT USE BY ENTERPRISES

Table 8.3.3: Enterprises having purchased via the Internet in 2001: proportion whose Internet purchases were: (%) (1)

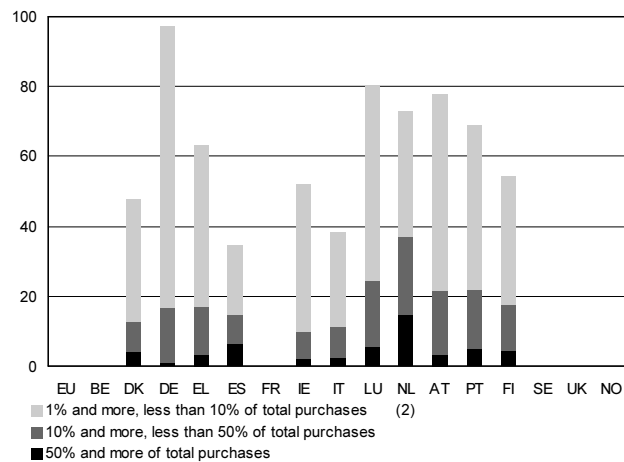
| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL (2) | AT | PT | FI | SE | UK | NO | |
|---------------------------------------|----|----|----|----|----|----|----|----|----|----|--------|----|----|----|----|----|----|--|
| 1% or more of total purchases | | | | | | | | | | | | | | | | | | |
| Total | : | : | 48 | 97 | 63 | 35 | : | 52 | 38 | 80 | 73 | 78 | 69 | 54 | : | : | : | |
| SME | : | : | 49 | 98 | 65 | 35 | : | 52 | 39 | 81 | 73 | 78 | 70 | 55 | : | : | : | |
| Small | : | : | 50 | 98 | 66 | 38 | : | 53 | 42 | 81 | 74 | 80 | 67 | 56 | : | : | : | |
| Medium | : | : | 44 | 97 | 55 | 27 | : | 52 | 22 | 79 | 70 | 74 | 78 | 50 | : | : | : | |
| Large | : | : | 35 | 90 | 22 | 25 | : | 51 | 21 | 60 | 69 | 67 | 55 | 51 | : | : | : | |
| 10% or more of total purchases | | | | | | | | | | | | | | | | | | |
| Total | : | : | 13 | 17 | 17 | 15 | : | 10 | 11 | 24 | 37 | 22 | 22 | 18 | : | : | : | |
| SME | : | : | 13 | 17 | 18 | 15 | : | 10 | 11 | 25 | 38 | 22 | 23 | 18 | : | : | : | |
| Small | : | : | 16 | 18 | 19 | 17 | : | 10 | 13 | 25 | 40 | 25 | 24 | 19 | : | : | : | |
| Medium | : | : | 6 | 9 | 10 | 11 | : | 9 | 5 | 22 | 27 | 13 | 18 | 15 | : | : | : | |
| Large | : | : | 5 | 9 | 3 | 6 | : | 12 | 4 | 13 | 27 | 12 | 10 | 12 | : | : | : | |
| 50% or more of total purchases | | | | | | | | | | | | | | | | | | |
| Total | : | : | 4 | 1 | 3 | 6 | : | 2 | 2 | 6 | 15 | 3 | 5 | 4 | : | : | : | |
| SME | : | : | 4 | 1 | 3 | 7 | : | 2 | 2 | 6 | 15 | 3 | 5 | 5 | : | : | : | |
| Small | : | : | 5 | 1 | 3 | 8 | : | 2 | 2 | 5 | 16 | 4 | 5 | 5 | : | : | : | |
| Medium | : | : | 1 | 0 | 4 | 2 | : | 1 | 1 | 6 | 10 | 0 | 5 | 2 | : | : | : | |
| Large | : | : | 0 | 0 | 0 | 2 | : | 0 | 1 | 13 | 10 | 2 | 2 | 2 | : | : | : | |

(1) Enterprises weighted by their purchases except LU and AT (weighted by turnover).

(2) All electronic networks.

Source: E-commerce database, Eurostat.

Figure 8.3.2: Enterprises having purchased via the Internet in 2001: proportion whose Internet purchases were: (%) (1)



(1) Enterprises weighted by their purchases except LU and AT (weighted by turnover).

(2) All electronic networks.

Source: E-commerce database, Eurostat.

8.4 INTERNET SALES

While almost one-third of the EU's enterprises using the Internet in 2001 made e-purchases, only 13 % sold goods or services via the Internet (see table 8.4.1). Large enterprises were generally more inclined to sell goods or services on the Internet than SMEs, although this was not true in Germany or Luxembourg. The highest recourse to the use of e-sales was found in Denmark, Ireland, the Netherlands, Austria and Norway, where upwards of 20 % of enterprises sold goods or services via the Internet.

Broken down by activity, EU enterprises in the hotels and accommodation sector made by far the most use of e-sales, as 49 % of those enterprises using the Internet recorded e-sales in 2001 (see table 8.4.2). This sector recorded the highest proportion of enterprises selling via the Internet in every Member State, except for the Netherlands and the United Kingdom, where a higher proportion of transport, storage and communications' enterprises made e-sales.

As with e-purchases, a relatively small share of total sales was accounted for by e-sales. Within the EU, only 1 % of those enterprises that used the Internet in 2001 made 50 % or more of their sales through the Internet. The Netherlands, together with Greece and Sweden, stood out by reporting that 5 % of their enterprises that sold via the Internet made at least 50 % of their sales through the Internet.

Table 8.4.1: Enterprises using the Internet: proportion having sold via Internet, 2001 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL (1) | AT | PT (2) | FI | SE | UK | NO (3) |
|--------|----|----|----|----|----|----|----|----|----|----|--------|----|--------|----|----|----|--------|
| Total | 13 | : | 25 | 19 | 14 | 3 | : | 26 | 5 | 15 | 40 | 25 | 11 | 17 | 14 | 19 | 27 |
| SME | 13 | : | 25 | 19 | 14 | 3 | : | 26 | 5 | 15 | 40 | 25 | 10 | 17 | 14 | 19 | 27 |
| Small | 13 | : | 25 | 19 | 14 | 2 | : | 25 | 5 | 14 | 39 | 26 | 10 | 16 | 13 | 20 | 27 |
| Medium | 13 | : | 26 | 18 | 13 | 4 | : | 27 | 4 | 18 | 41 | 22 | 11 | 21 | 18 | 16 | 29 |
| Large | 17 | : | 36 | 18 | 17 | 7 | : | 33 | 7 | 13 | 47 | 29 | 27 | 27 | 27 | 22 | 33 |

(1) All electronic networks.

(2) Estimated.

(3) Proportion having received orders via homepage.

Source: E-commerce database, Eurostat.

Table 8.4.2: Enterprises using the Internet: proportion having sold via Internet, 2001 (%)

| | NACE activities | | | | | |
|--------|-----------------|----|----|------------|----|----|
| | Average | D | G | 55.1, 55.2 | I | K |
| EU | 13 | 9 | 16 | 49 | 13 | 9 |
| BE | : | : | : | : | : | : |
| DK | 25 | 18 | 32 | 44 | 21 | 26 |
| DE | 19 | 16 | 24 | 59 | 19 | 9 |
| EL | 14 | 11 | 9 | 59 | 24 | 12 |
| ES | 3 | 2 | 3 | 21 | 2 | 2 |
| FR | : | : | : | : | : | : |
| IE | : | : | 23 | 72 | 34 | 18 |
| IT | 5 | 4 | 5 | 36 | 3 | 4 |
| LU | 16 | 18 | 17 | 65 | 13 | 8 |
| NL (1) | 40 | 40 | 41 | 46 | 59 | 31 |
| AT | 25 | 16 | 25 | 70 | 25 | 15 |
| PT (2) | 11 | 10 | 7 | 60 | 14 | 10 |
| FI | 17 | 12 | 17 | 71 | 21 | 21 |
| SE | 14 | 9 | 17 | 49 | 16 | 13 |
| UK | 19 | 22 | 23 | 20 | 26 | 12 |
| NO (3) | 27 | 24 | 28 | 61 | 23 | 27 |

(1) All electronic networks.

(2) Estimated.

(3) Proportion having received orders via homepage.

Source: E-commerce database, Eurostat.

8. ICT USE BY ENTERPRISES

Table 8.4.3: Enterprises having sold via the Internet during 2001: proportion whose Internet sales were: (%) (1)

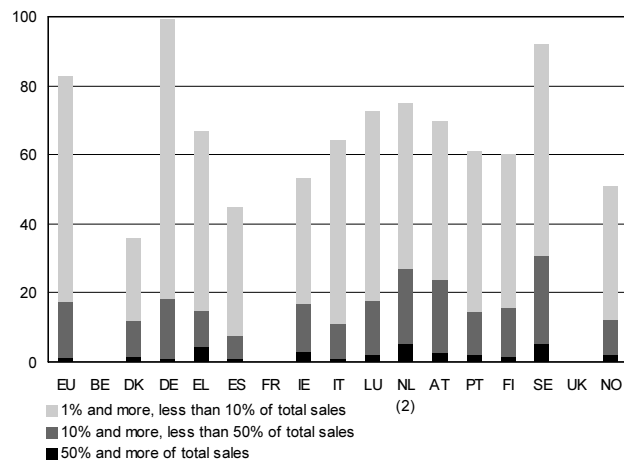
| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL (2) | AT | PT | FI | SE | UK | NO |
|-----------------------------------|----|----|----|----|----|----|----|----|----|----|--------|----|----|----|----|----|----|
| 1% or more of total sales | | | | | | | | | | | | | | | | | |
| Total | 83 | : | 36 | 99 | 67 | 45 | : | 53 | 64 | 73 | 75 | 70 | 61 | 60 | 92 | : | 51 |
| SME | 83 | : | 36 | 99 | 67 | 45 | : | 53 | 64 | 74 | 75 | 70 | 63 | 60 | 93 | : | 51 |
| Small | 84 | : | 37 | 99 | 68 | 43 | : | 55 | 64 | 78 | 75 | 72 | 70 | 61 | 94 | : | 51 |
| Medium | 80 | : | 32 | 99 | 58 | 52 | : | 48 | 66 | 62 | 76 | 62 | 43 | 55 | 88 | : | 50 |
| Large | 71 | : | 34 | 91 | 64 | 36 | : | 47 | 52 | 25 | 75 | 61 | 33 | 60 | 80 | : | 53 |
| 10% or more of total sales | | | | | | | | | | | | | | | | | |
| Total | 17 | : | 12 | 18 | 15 | 8 | : | 17 | 11 | 18 | 27 | 24 | 14 | 16 | 31 | : | 12 |
| SME | 18 | : | 12 | 18 | 15 | 8 | : | 17 | 11 | 18 | 26 | 25 | 15 | 16 | 31 | : | 12 |
| Small | 18 | : | 13 | 20 | 15 | 7 | : | 18 | 10 | 20 | 25 | 26 | 14 | 16 | 30 | : | 12 |
| Medium | 15 | : | 11 | 12 | 8 | 10 | : | 16 | 16 | 15 | 33 | 17 | 20 | 18 | 37 | : | 12 |
| Large | 9 | : | 8 | 6 | 9 | 8 | : | 9 | 14 | 0 | 38 | 11 | 4 | 13 | 24 | : | 18 |
| 50% or more of total sales | | | | | | | | | | | | | | | | | |
| Total | 1 | : | 2 | 1 | 5 | 1 | : | 3 | 1 | 2 | 5 | 3 | 2 | 2 | 5 | : | 2 |
| SME | 1 | : | 2 | 1 | 5 | 1 | : | 3 | 1 | 2 | 4 | 3 | 2 | 2 | 5 | : | 2 |
| Small | 1 | : | 2 | 1 | 5 | 0 | : | 3 | 1 | 3 | 4 | 3 | 2 | 1 | 4 | : | 2 |
| Medium | 2 | : | 0 | 1 | 0 | 2 | : | 1 | 3 | 0 | 8 | 4 | 3 | 4 | 9 | : | 2 |
| Large | 2 | : | 0 | 2 | 0 | 2 | : | 2 | 1 | 0 | 17 | 2 | 1 | 0 | 4 | : | 1 |

(1) Enterprises weighted by their turnover.

(2) All electronic networks.

Source: E-commerce database, Eurostat.

Figure 8.4.2: Enterprises having sold via the Internet during 2001: proportion whose Internet sales were: (%) (1)



(1) Enterprises weighted by their turnover.

(2) All electronic networks.

Source: E-commerce database, Eurostat.

8.5 DESTINATION OF INTERNET SALES

Turning to the breakdown of Internet e-sales by customer type, it is apparent that there were considerably more business to business (B2B) sales than business to consumer (B2C) sales (see table 8.5.1). Subject to data availability, B2B sales accounted for between 51 % (Germany) and 86 % of e-sales (Italy and Finland) in 2001. Note that these figures are in relation to total sales, and as such, it is perhaps not surprising that B2B sales are more important, as one could imagine that the average value of a B2B transaction is considerably higher than the average value of a B2C transaction.

The two activities that tended to report the highest proportion of B2C e-sales were hotels and accommodation and transport, storage and communication services, while manufacturing and distributive trades generally had a low proportion B2C e-sales, except in Germany and the United Kingdom.

Table 8.5.3 shows the destination of Internet sales according to the country of origin of the customer (be the customer a businesses or a consumer). As may be expected, the majority of e-sales are made within the domestic market, on average 78 % of total e-sales in the EU in 2001. There were two countries where a majority of e-sales were made to other EU countries; they were Ireland and Luxembourg.

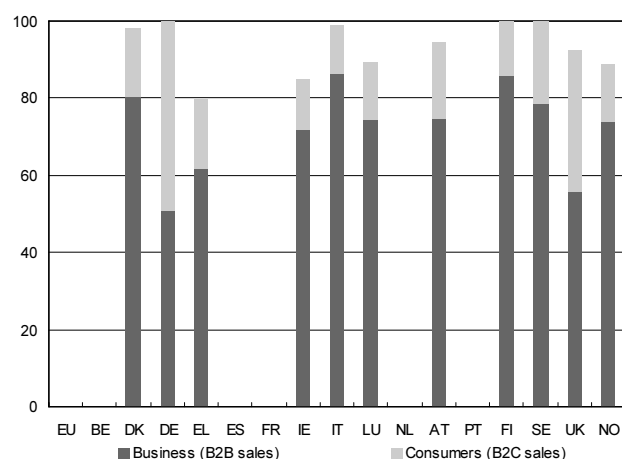
The activity that generally recorded the highest proportion of e-sales to non-domestic markets was that of hotels and accommodation (see table 8.5.4). On the other hand, distributive trades and business services tended to report the highest proportion of domestic e-sales.

Table 8.5.1: Proportion of Internet sales by customer type, 2001 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO |
|------------------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Business (B2B sales) | | | | | | | | | | | | | | | | | |
| Total | : | : | 80 | 51 | 62 | : | : | 72 | 86 | 75 | : | 75 | : | 86 | 79 | 56 | 74 |
| SME | : | : | 82 | 56 | 49 | : | : | 17 | 83 | 75 | : | 78 | : | : | 75 | 59 | 80 |
| Small | : | : | 63 | 46 | 51 | : | : | 14 | 68 | 55 | : | 88 | : | : | 76 | 50 | 36 |
| Medium | : | : | 91 | 65 | 36 | : | : | 19 | 91 | 80 | : | 43 | : | : | 75 | 68 | 89 |
| Large | : | : | 78 | 48 | 73 | : | : | 78 | 90 | 48 | : | 66 | : | : | 81 | 54 | 54 |
| Consumers (B2C sales) | | | | | | | | | | | | | | | | | |
| Total | : | : | 18 | 49 | 18 | : | : | 13 | 13 | 15 | : | 20 | : | 14 | 21 | 37 | 15 |
| SME | : | : | 17 | 44 | 25 | : | : | 24 | 16 | 15 | : | 16 | : | : | 25 | 21 | 10 |
| Small | : | : | 35 | 54 | 24 | : | : | 18 | 30 | 26 | : | 6 | : | : | 24 | 9 | 35 |
| Medium | : | : | 8 | 35 | 26 | : | : | 30 | 8 | 12 | : | 52 | : | : | 25 | 32 | 4 |
| Large | : | : | 19 | 52 | 12 | : | : | 12 | 10 | 5 | : | 30 | : | : | 19 | 44 | 32 |

Source: E-commerce database, Eurostat.

Figure 8.5.1: Proportion of Internet sales by customer type, 2001 (%)



Source: E-commerce database, Eurostat.

Table 8.5.2: Proportion of Internet sales that were to consumers (B2C sales), 2001 (%)

| | NACE activities | | | | | |
|----|-----------------|----|----|------------|----|----|
| | Average | D | G | 55.1, 55.2 | I | K |
| EU | : | : | : | : | : | : |
| BE | : | : | : | : | : | : |
| DK | 18 | 14 | 11 | 24 | 50 | 33 |
| DE | 49 | 21 | 61 | 53 | 55 | 41 |
| EL | 18 | 23 | 19 | 18 | 56 | 9 |
| ES | : | : | : | : | : | : |
| FR | : | : | : | : | : | : |
| IE | : | : | 2 | 8 | 62 | 38 |
| IT | 13 | 8 | 11 | 83 | 27 | 34 |
| LU | 15 | 1 | 31 | 49 | 33 | 8 |
| NL | : | : | : | : | : | : |
| AT | 20 | 22 | 11 | 52 | 41 | 27 |
| PT | : | : | : | : | : | : |
| FI | : | : | : | : | : | : |
| SE | : | : | : | 34 | : | : |
| UK | : | : | 45 | 65 | 51 | 13 |
| NO | 15 | 9 | 7 | 24 | 54 | 30 |

Source: E-commerce database, Eurostat.

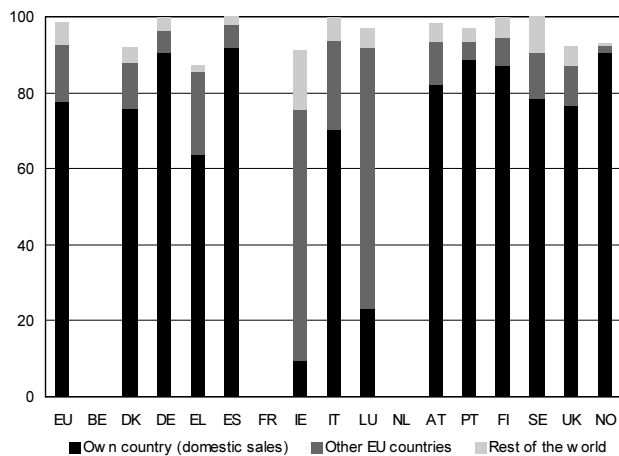
8. ICT USE BY ENTERPRISES

Table 8.5.3: Proportion of Internet sales by customer destination, 2001 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK | NO |
|-------------------------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Own country (domestic sales) | | | | | | | | | | | | | | | | | |
| Total | 78 | : | 76 | 90 | 64 | 92 | : | 10 | 70 | 23 | : | 82 | 89 | 87 | 78 | 76 | 91 |
| SME | : | : | 80 | 83 | 26 | 88 | : | 37 | 81 | 24 | : | 86 | 87 | : | : | 63 | 92 |
| Small | : | : | 85 | 86 | 19 | 83 | : | 60 | 65 | 36 | : | 90 | 76 | : | : | 41 | 70 |
| Medium | : | : | 77 | 81 | 60 | 90 | : | 15 | 90 | 21 | : | 70 | 92 | : | : | 84 | 96 |
| Large | : | : | 70 | 94 | 97 | 93 | : | 7 | 59 | 5 | : | 72 | 92 | : | : | 83 | 87 |
| Other EU countries | | | | | | | | | | | | | | | | | |
| Total | 15 | : | 12 | 6 | 22 | 6 | : | 66 | 23 | 69 | : | 11 | 5 | 8 | 12 | 11 | 2 |
| SME | : | : | 12 | 6 | 45 | 7 | : | 18 | 12 | 69 | : | 10 | 4 | : | : | 11 | 1 |
| Small | : | : | 4 | 7 | 51 | 7 | : | 9 | 23 | 39 | : | 6 | 7 | : | : | 12 | 2 |
| Medium | : | : | 16 | 5 | 14 | 8 | : | 27 | 7 | 76 | : | 25 | 3 | : | : | 11 | 1 |
| Large | : | : | 12 | 6 | 2 | 5 | : | 71 | 35 | 76 | : | 15 | 6 | : | : | 11 | 3 |
| Rest of the world | | | | | | | | | | | | | | | | | |
| Total | 6 | : | 4 | 4 | 2 | 2 | : | 16 | 6 | 5 | : | 5 | 4 | 5 | 9 | 5 | 1 |
| SME | : | : | 5 | 11 | 3 | 4 | : | 23 | 6 | 5 | : | 3 | 5 | : | : | 6 | 1 |
| Small | : | : | 4 | 7 | 2 | 10 | : | 11 | 12 | 11 | : | 3 | 13 | : | : | 6 | 1 |
| Medium | : | : | 5 | 15 | 5 | 2 | : | 33 | 3 | 4 | : | 4 | 2 | : | : | 5 | 1 |
| Large | : | : | 2 | 1 | 1 | 2 | : | 15 | 6 | 19 | : | 8 | 0 | : | : | 5 | 0 |
| Do not know / no answer | | | | | | | | | | | | | | | | | |
| Total | 1 | : | 8 | 0 | 13 | 0 | : | 9 | 0 | 3 | : | 2 | 3 | 0 | 0 | 8 | 7 |
| SME | : | : | 3 | 0 | 27 | 0 | : | 22 | 0 | 3 | : | 1 | 3 | : | : | 20 | 6 |
| Small | : | : | 6 | 0 | 28 | 0 | : | 20 | 0 | 15 | : | 1 | 3 | : | : | 41 | 28 |
| Medium | : | : | 2 | 0 | 21 | 0 | : | 25 | 0 | 0 | : | 1 | 3 | : | : | 0 | 2 |
| Large | : | : | 15 | 0 | 1 | 0 | : | 7 | 0 | 0 | : | 4 | 2 | : | : | 2 | 10 |

Source: E-commerce database, Eurostat.

Figure 8.5.2: Proportion of Internet sales by destination, 2001 (%)



Source: E-commerce database, Eurostat.

Table 8.5.4: Proportion of Internet sales that were domestic sales, 2001 (%)

| | NACE activities | | | | | |
|----|-----------------|----|----|------------|----|----|
| | Average | D | G | 55.1, 55.2 | I | K |
| EU | : | : | : | : | : | : |
| BE | : | : | : | : | : | : |
| DK | 76 | 53 | 85 | 72 | 55 | 78 |
| DE | 90 | 86 | 92 | 74 | 93 | 88 |
| EL | 64 | 20 | 92 | 14 | 34 | 99 |
| ES | 92 | 89 | 93 | 59 | 99 | 95 |
| FR | : | : | : | : | : | : |
| IE | : | : | 73 | 19 | 15 | 58 |
| IT | 70 | 63 | 99 | 31 | 89 | 85 |
| LU | 23 | 7 | 52 | 6 | 39 | 25 |
| NL | : | : | : | : | : | : |
| AT | 82 | 35 | 95 | 28 | 88 | 64 |
| PT | 89 | 89 | 98 | 29 | 69 | 98 |
| FI | : | : | : | : | : | : |
| SE | : | : | : | : | : | : |
| UK | 82 | 71 | 85 | 81 | 89 | 87 |
| NO | 91 | 79 | 94 | 32 | 86 | 86 |

Source: E-commerce database, Eurostat.

8.6 ON-LINE PAYMENT

It is possible, using the data from the e-commerce survey, to break down the information that has been provided on e-sales and to look at the proportion of enterprises that received on-line payments. These types of payments are encouraged when a secure environment has been set-up with encryption of the information during the payment procedure.

The proportion of enterprises selling goods and services on the Internet that received on-line payments varied between 30 % in Sweden and 7 % in the Netherlands in 2001. Given that additional costs are usually incurred when setting up an on-line payments system, it is perhaps not surprising to find that a higher proportion of large enterprises received on-line payments; this was not the case in Germany, Greece and Norway.

There was no strong pattern as regards an activity breakdown of on-line payments, which were somewhat more common among enterprises having sold on-line in the transport, storage and communication services and the business services sectors.

Table 8.6.1: Enterprises having sold via the Internet: proportion having received on-line payments, 2001(%)

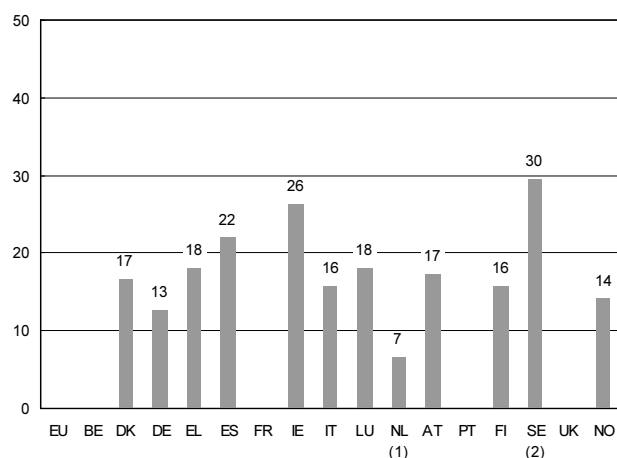
| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL (1) | AT | PT | FI | SE (2) | UK | NO |
|--------|----|----|----|----|----|----|----|----|----|----|--------|----|----|----|--------|----|----|
| Total | : | : | 17 | 13 | 18 | 22 | : | 26 | 16 | 18 | 7 | 17 | : | 16 | 30 | : | 14 |
| SME | : | : | 17 | 13 | 18 | 21 | : | 26 | 16 | 18 | 7 | 17 | : | 15 | 29 | : | 14 |
| Small | : | : | 17 | 13 | 18 | 23 | : | 27 | 16 | 16 | 7 | 17 | : | 14 | 29 | : | 15 |
| Medium | : | : | 16 | 14 | 21 | 16 | : | 22 | 13 | 25 | 7 | 14 | : | 18 | 29 | : | 11 |
| Large | : | : | 20 | 12 | 14 | 30 | : | 39 | 26 | 25 | 9 | 27 | : | 24 | 34 | : | 13 |

(1) All electronic networks.

(2) Wording of these services was different.

Source: E-commerce database, Eurostat.

Figure 8.6.1: Enterprises having sold via the Internet: proportion having received on-line payments, 2001 (%)



(1) All electronic networks.

(2) Wording of these services was different.

Source: E-commerce database, Eurostat.

Table 8.6.2: Enterprises having sold via the Internet: proportion having received on-line payments, 2001 (%)

| | NACE activities | | | | | |
|--------|-----------------|----|----|------------|----|----|
| | Average | D | G | 55.1, 55.2 | I | K |
| EU | : | : | : | : | : | : |
| BE | : | : | : | : | : | : |
| DK | 17 | 15 | 18 | 19 | 20 | 16 |
| DE | 13 | 21 | 8 | 12 | 15 | 7 |
| EL | 18 | 9 | 13 | 19 | 36 | 44 |
| ES | 22 | 21 | 16 | 26 | 39 | 24 |
| FR | : | : | : | : | : | : |
| IE | : | : | 24 | 25 | 41 | 30 |
| IT | 16 | 15 | 20 | 7 | 25 | 31 |
| LU | 18 | 13 | 27 | 6 | 17 | 11 |
| NL (1) | 6 | 5 | 6 | 14 | 4 | 8 |
| AT | 17 | 11 | 15 | 27 | 18 | 10 |
| PT | : | : | : | : | : | : |
| FI | 16 | 18 | 18 | 11 | 19 | 11 |
| SE (2) | : | : | 24 | 22 | 39 | 39 |
| UK | : | : | : | : | : | : |
| NO | 14 | 15 | 15 | 10 | 14 | 13 |

(1) All electronic networks.

(2) Wording of these services was different.

Source: E-commerce database, Eurostat.

8.7 USE OF SPECIALISED MARKET PLACES

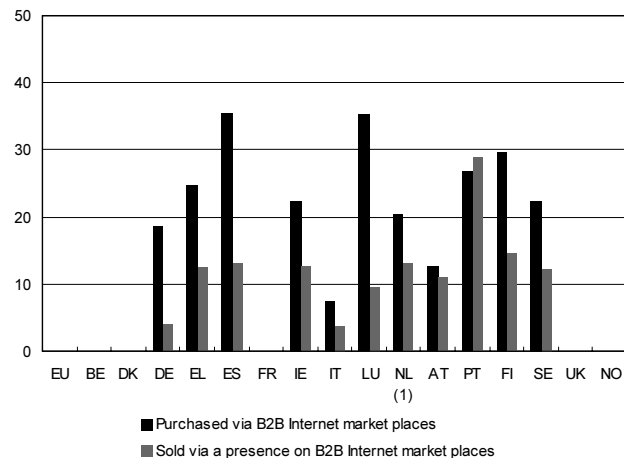
Table 8.7.1: Enterprises having traded via the Internet: proportion having traded via specialised B2B Internet market places, 2001 (%)

| | EU | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL (1) | AT | PT | FI | SE | UK | NO |
|--|----|----|----|----|----|----|----|----|----|----|--------|----|----|----|----|----|----|
| Purchased via specialised B2B Internet market places | | | | | | | | | | | | | | | | | |
| Total | : | : | : | 19 | 25 | 36 | : | 22 | 7 | 35 | 20 | 13 | 27 | 30 | 22 | : | : |
| SME | : | : | : | 18 | 25 | 35 | : | 22 | 7 | 36 | 20 | 12 | 27 | 29 | 22 | : | : |
| Small | : | : | : | 19 | 24 | 34 | : | 22 | 8 | 33 | 19 | 11 | 26 | 28 | 21 | : | : |
| Medium | : | : | : | 14 | 28 | 42 | : | 23 | 7 | 49 | 22 | 17 | 29 | 32 | 23 | : | : |
| Large | : | : | : | 37 | 31 | 37 | : | 35 | 9 | 7 | 27 | 27 | 34 | 36 | 36 | : | : |
| Sold via a presence on specialised B2B Internet market places | | | | | | | | | | | | | | | | | |
| Total | : | : | : | 4 | 12 | 13 | : | 13 | 4 | 10 | 13 | 11 | 29 | 15 | 12 | : | : |
| SME | : | : | : | 4 | 12 | 13 | : | 12 | 4 | 9 | 13 | 11 | 30 | 14 | 11 | : | : |
| Small | : | : | : | 3 | 12 | 10 | : | 11 | 3 | 7 | 12 | 10 | 31 | 13 | 10 | : | : |
| Medium | : | : | : | 5 | 15 | 20 | : | 16 | 5 | 13 | 16 | 12 | 24 | 20 | 13 | : | : |
| Large | : | : | : | 13 | 18 | 22 | : | 15 | 10 | 38 | 24 | 18 | 19 | 19 | 32 | : | : |

(1) NL, all electronic networks.

Source: E-commerce database, Eurostat.

Figure 8.7.1: Enterprises having traded via the Internet: proportion having traded via specialised B2B Internet market places, 2001 (%)



(1) NL, all electronic networks.

Source: E-commerce database, Eurostat.

Among those enterprises that traded on the Internet, more than one-third in Spain (36 %) and Luxembourg (35 %) purchased via specialised B2B market places in 2001. As with e-commerce in general, the proportion of enterprises that made purchases using specialised market places was higher than the proportion of enterprises that made sales using market places, except in Portugal. Indeed, Portugal reported the highest proportion of Internet traders that made B2B sales via Internet market places, some 29 % in 2001 (see table 8.7.1).

The highest proportion of Internet traders that made e-purchases through Internet market places was often found in the activity of distributive trades, while business services and hotels and accommodation often reported the highest proportion of enterprises making e-sales through Internet market places (see table 8.7.3).

Table 8.7.2: Enterprises having purchased via the Internet: proportion having purchased via specialised B2B Internet market places, 2001 (%)

| | NACE activities | | | | | |
|--------|-----------------|----|----|------------|----|----|
| | Average | D | G | 55.1, 55.2 | I | K |
| EU | : | : | : | : | : | : |
| BE | : | : | : | : | : | : |
| DK | : | : | : | : | : | : |
| DE | 19 | 16 | 25 | 10 | 19 | 13 |
| EL | 25 | 12 | 28 | 21 | 32 | 46 |
| ES | 36 | 32 | 30 | 65 | 54 | 45 |
| FR | : | : | : | : | : | : |
| IE | : | : | 28 | 17 | 21 | 22 |
| IT | 7 | 3 | 13 | 7 | 11 | 12 |
| LU | 35 | 27 | 47 | 15 | 33 | 29 |
| NL (1) | 20 | 13 | 23 | 13 | 27 | 22 |
| AT | 13 | 8 | 17 | 9 | 18 | 13 |
| PT | 27 | 25 | 32 | 13 | 19 | 28 |
| FI | 30 | 25 | 28 | 48 | 24 | 39 |
| SE | 22 | 15 | 27 | 17 | 19 | 27 |
| UK | : | : | : | : | : | : |
| NO | : | : | : | : | : | : |

(1) NL, all electronic networks.

Source: E-commerce database, Eurostat.

Table 8.7.3: Enterprises having sold via the Internet: proportion having sold via a presence on specialised B2B Internet market places, 2001 (%)

| | NACE activities | | | | | |
|--------|-----------------|----|----|------------|----|----|
| | Average | D | G | 55.1, 55.2 | I | K |
| EU | : | : | : | : | : | : |
| BE | : | : | : | : | : | : |
| DK | : | : | : | : | : | : |
| DE | 4 | 8 | 0 | 3 | 7 | 6 |
| EL | 12 | 3 | 25 | 11 | 1 | 46 |
| ES | 13 | 13 | 10 | 19 | 18 | 12 |
| FR | : | : | : | : | : | : |
| IE | : | : | 13 | 11 | 19 | 16 |
| IT | 4 | 3 | 5 | 5 | 7 | 4 |
| LU | 10 | 9 | 11 | 6 | 7 | 14 |
| NL (1) | 13 | 7 | 15 | 6 | 15 | 19 |
| AT | 11 | 7 | 9 | 15 | 9 | 12 |
| PT | 29 | 30 | 26 | 46 | 6 | 17 |
| FI | 15 | 14 | 15 | 17 | 9 | 17 |
| SE | : | : | 13 | 11 | 6 | 17 |
| UK | : | : | : | : | : | : |
| NO | : | : | : | : | : | : |

(1) All electronic networks.

Source: E-commerce database, Eurostat.

9. BACKGROUND INFORMATION

9. BACKGROUND INFORMATION

Table 9.1a: Gross domestic product at market prices (million EUR) (1)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|------|-----------|---------|---------|-----------|---------|---------|-----------|---------|-----------|--------|---------|---------|---------|---------|---------|-----------|
| 1991 | 5 779 259 | 163 487 | 108 446 | 1 432 662 | 73 081 | 443 715 | 987 210 | 38 648 | 939 612 | 9 702 | 244 639 | 136 573 | 65 534 | 99 897 | 200 132 | 836 147 |
| 1992 | 6 023 600 | 174 275 | 113 694 | 1 561 713 | 77 024 | 463 263 | 1 040 541 | 41 447 | 951 165 | 10 402 | 258 143 | 146 955 | 75 479 | 83 967 | 197 151 | 828 109 |
| 1993 | 6 048 845 | 184 466 | 118 541 | 1 670 811 | 79 771 | 425 936 | 1 089 369 | 42 570 | 849 037 | 11 805 | 276 822 | 158 511 | 73 635 | 73 771 | 169 434 | 823 509 |
| 1994 | 6 341 930 | 198 401 | 128 024 | 1 763 730 | 84 353 | 425 089 | 1 139 319 | 46 148 | 863 368 | 12 951 | 293 571 | 168 108 | 76 303 | 84 411 | 179 807 | 878 109 |
| 1995 | 6 594 771 | 211 551 | 137 793 | 1 880 207 | 89 888 | 446 881 | 1 188 101 | 50 833 | 839 042 | 13 827 | 317 323 | 179 840 | 82 631 | 99 220 | 189 888 | 867 743 |
| 1996 | 6 926 707 | 212 474 | 144 155 | 1 878 151 | 97 973 | 480 535 | 1 224 606 | 57 646 | 971 065 | 14 296 | 324 479 | 182 364 | 88 310 | 100 624 | 213 413 | 936 614 |
| 1997 | 7 295 176 | 216 137 | 149 169 | 1 863 458 | 107 103 | 495 627 | 1 241 129 | 70 719 | 1 029 991 | 15 416 | 332 654 | 181 645 | 93 901 | 108 215 | 218 489 | 1 171 548 |
| 1998 | 7 638 446 | 223 687 | 154 069 | 1 916 370 | 108 977 | 525 454 | 1 297 574 | 77 673 | 1 068 947 | 16 889 | 351 648 | 189 333 | 100 355 | 115 596 | 221 385 | 1 270 463 |
| 1999 | 8 036 874 | 235 632 | 162 430 | 1 978 600 | 117 850 | 565 199 | 1 355 102 | 89 614 | 1 107 994 | 18 870 | 374 070 | 197 154 | 108 030 | 119 985 | 235 997 | 1 369 988 |
| 2000 | 8 567 467 | 247 469 | 171 829 | 2 030 000 | 123 140 | 609 319 | 1 420 138 | 102 845 | 1 166 548 | 21 313 | 402 291 | 207 037 | 115 548 | 130 145 | 260 120 | 1 559 392 |
| 2001 | 8 861 884 | 254 283 | 177 840 | 2 071 200 | 131 026 | 651 641 | 1 475 584 | 114 743 | 1 220 147 | 22 082 | 429 127 | 211 857 | 123 054 | 135 228 | 244 905 | 1 596 986 |
| 2002 | 9 164 519 | 260 744 | 183 731 | 2 108 200 | 141 354 | 693 925 | 1 520 804 | 129 344 | 1 258 349 | 22 340 | 444 649 | 216 831 | 129 280 | 139 716 | 255 423 | 1 659 624 |

(1) In current prices, ECU instead of euro up to 1998.

Source: National accounts (NewCronos Theme2/aggs/aggs_gdp/a_gdp_c), Eurostat.

Table 9.1b: Gross domestic product at market prices (million EUR) (1)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|------|-------|---------|---------|--------|--------|--------|-------|--------|-------|--------|-------|---------|--------|--------|--------|---------|
| 1991 | 5 498 | 96 019 | 188 248 | 4 009 | : | : | : | 17 569 | : | : | 2 018 | 40 102 | 15 161 | : | 9 451 | 122 275 |
| 1992 | 5 378 | 98 274 | 188 344 | 3 934 | : | : | : | 17 032 | 1 121 | 1 589 | 2 118 | 38 639 | 8 949 | : | 10 342 | 122 425 |
| 1993 | 5 215 | 99 935 | 202 173 | 9 253 | 5 636 | 29 860 | 1 409 | 32 973 | 1 849 | 2 278 | 2 103 | 73 406 | 22 618 | 11 417 | 10 832 | 153 880 |
| 1994 | 5 284 | 104 298 | 220 482 | 8 162 | 6 273 | 34 634 | 1 940 | 34 910 | 3 076 | 3 572 | 2 291 | 83 323 | 25 246 | 13 003 | 12 130 | 108 862 |
| 1995 | 5 339 | 113 139 | 235 052 | 10 019 | 6 772 | 39 804 | 2 728 | 34 119 | 3 378 | 4 736 | 2 483 | 97 179 | 27 100 | 14 833 | 14 343 | 129 564 |
| 1996 | 5 731 | 125 287 | 233 328 | 7 822 | 7 027 | 45 476 | 3 432 | 35 583 | 4 013 | 6 208 | 2 622 | 113 323 | 27 770 | 16 403 | 14 876 | 143 121 |
| 1997 | 6 373 | 138 596 | 225 895 | 9 167 | 7 506 | 46 755 | 4 075 | 40 352 | 4 958 | 8 492 | 2 945 | 127 131 | 31 181 | 18 702 | 16 063 | 167 799 |
| 1998 | 7 122 | 133 729 | 234 268 | 11 386 | 8 136 | 50 636 | 4 668 | 41 931 | 5 441 | 9 713 | 3 132 | 141 292 | 37 436 | 19 763 | 17 497 | 177 796 |
| 1999 | 7 859 | 148 373 | 242 771 | 12 164 | 8 690 | 51 575 | 4 878 | 45 075 | 6 217 | 9 992 | 3 420 | 145 507 | 33 388 | 19 131 | 18 760 | 173 097 |
| 2000 | 9 069 | 180 589 | 260 313 | 13 734 | 9 604 | 55 755 | 5 585 | 50 654 | 7 776 | 12 096 | 3 867 | 177 984 | 40 346 | 21 926 | 20 436 | 216 736 |
| 2001 | 8 474 | 187 722 | 274 662 | 15 250 | 10 210 | 63 849 | 6 257 | 57 873 | 8 593 | 13 259 | 4 055 | 204 455 | 44 887 | 22 847 | 21 750 | 161 836 |
| 2002 | 8 986 | 201 949 | 284 140 | 16 583 | 10 762 | 73 875 | 6 904 | 69 889 | 8 940 | 14 649 | 4 097 | 200 198 | 48 362 | 25 147 | 23 385 | 191 711 |

(1) In current prices, ECU instead of euro up to 1998.

Source: National accounts (NewCronos Theme2/aggs/aggs_gdp/a_gdp_c), Eurostat.

Table 9.2a: Population at 1st of January (thousands)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|------|---------|--------|-------|--------|--------|--------|--------|-------|--------|-----|--------|-------|--------|-------|-------|--------|
| 1991 | 365 382 | 9 987 | 5 147 | 79 753 | 10 200 | 38 875 | 56 841 | 3 521 | 56 744 | 384 | 15 010 | 7 769 | 9 878 | 4 999 | 8 591 | 57 685 |
| 1992 | 367 061 | 10 022 | 5 162 | 80 275 | 10 295 | 38 965 | 57 111 | 3 548 | 56 757 | 390 | 15 129 | 7 868 | 9 961 | 5 029 | 8 644 | 57 907 |
| 1993 | 368 935 | 10 068 | 5 181 | 80 975 | 10 349 | 39 057 | 57 369 | 3 569 | 56 960 | 395 | 15 239 | 7 962 | 9 965 | 5 055 | 8 692 | 58 099 |
| 1994 | 370 324 | 10 101 | 5 197 | 81 338 | 10 410 | 39 136 | 57 565 | 3 583 | 57 139 | 401 | 15 342 | 8 015 | 9 983 | 5 078 | 8 745 | 58 293 |
| 1995 | 371 442 | 10 131 | 5 216 | 81 539 | 10 443 | 39 197 | 57 753 | 3 598 | 57 269 | 407 | 15 424 | 8 040 | 10 013 | 5 099 | 8 816 | 58 500 |
| 1996 | 372 476 | 10 143 | 5 251 | 81 818 | 10 465 | 39 249 | 57 936 | 3 620 | 57 333 | 413 | 15 494 | 8 055 | 10 041 | 5 117 | 8 838 | 58 704 |
| 1997 | 373 487 | 10 170 | 5 275 | 82 012 | 10 487 | 39 309 | 58 116 | 3 652 | 57 461 | 418 | 15 567 | 8 068 | 10 070 | 5 132 | 8 845 | 58 905 |
| 1998 | 374 345 | 10 192 | 5 295 | 82 057 | 10 511 | 39 388 | 58 299 | 3 694 | 57 563 | 424 | 15 654 | 8 075 | 10 108 | 5 147 | 8 848 | 59 090 |
| 1999 | 375 277 | 10 214 | 5 314 | 82 037 | 10 522 | 39 519 | 58 497 | 3 735 | 57 613 | 429 | 15 760 | 8 083 | 10 150 | 5 160 | 8 854 | 59 391 |
| 2000 | 376 482 | 10 239 | 5 330 | 82 164 | 10 554 | 39 733 | 58 749 | 3 777 | 57 680 | 436 | 15 864 | 8 103 | 10 198 | 5 171 | 8 861 | 59 623 |
| 2001 | 378 005 | 10 263 | 5 349 | 82 260 | 10 565 | 40 122 | 59 039 | 3 826 | 57 844 | 440 | 15 987 | 8 121 | 10 263 | 5 181 | 8 883 | 59 863 |
| 2002 | 377 698 | 10 310 | 5 368 | 82 440 | 10 988 | 40 409 | 59 338 | 3 901 | 56 994 | 444 | 16 105 | 8 039 | 10 336 | 5 195 | 8 909 | 58 922 |
| 2003 | 378 988 | 10 356 | 5 384 | 82 542 | 11 018 | 40 683 | 59 626 | 3 961 | 57 072 | 448 | 16 193 | 8 058 | 10 414 | 5 206 | 8 941 | 59 086 |

Source: Population (NewCronos Theme3/demo/dgen/gind), Eurostat.

Table 9.2b: Population at 1st of January (thousands)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|------|-----|-------|-------|-------|-----|--------|-------|--------|-------|-------|-----|--------|--------|-------|-------|--------|
| 1991 | 256 | 4 250 | 6 751 | 8 669 | 687 | 10 364 | 1 571 | 10 373 | 2 668 | 3 737 | 356 | 38 183 | 23 192 | 5 272 | 2 000 | : |
| 1992 | 260 | 4 274 | 6 843 | 8 596 | 700 | 10 313 | 1 562 | 10 374 | 2 657 | 3 747 | 360 | 38 309 | 22 811 | 5 296 | 1 999 | : |
| 1993 | 262 | 4 299 | 6 908 | 8 485 | 714 | 10 326 | 1 527 | 10 365 | 2 606 | 3 737 | 363 | 38 418 | 22 779 | 5 314 | 1 994 | : |
| 1994 | 265 | 4 325 | 6 969 | 8 460 | 723 | 10 334 | 1 507 | 10 350 | 2 566 | 3 724 | 366 | 38 505 | 22 748 | 5 337 | 1 989 | : |
| 1995 | 267 | 4 348 | 7 019 | 8 427 | 730 | 10 333 | 1 492 | 10 337 | 2 530 | 3 718 | 370 | 38 581 | 22 712 | 5 356 | 1 990 | 61 644 |
| 1996 | 268 | 4 370 | 7 062 | 8 385 | 736 | 10 321 | 1 476 | 10 321 | 2 502 | 3 712 | 371 | 38 609 | 22 656 | 5 368 | 1 990 | 62 697 |
| 1997 | 270 | 4 393 | 7 081 | 8 341 | 741 | 10 309 | 1 462 | 10 301 | 2 480 | 3 707 | 374 | 38 639 | 22 582 | 5 379 | 1 987 | 62 480 |
| 1998 | 272 | 4 418 | 7 097 | 8 283 | 746 | 10 299 | 1 454 | 10 280 | 2 458 | 3 704 | 377 | 38 660 | 22 526 | 5 388 | 1 985 | 63 459 |
| 1999 | 276 | 4 445 | 7 124 | 8 230 | 752 | 10 290 | 1 446 | 10 253 | 2 439 | 3 701 | 379 | 38 667 | 22 489 | 5 393 | 1 978 | 64 345 |
| 2000 | 279 | 4 479 | 7 164 | 8 191 | 755 | 10 278 | 1 372 | 10 222 | 2 380 | 3 699 | 380 | 38 654 | 22 456 | 5 399 | 1 988 | 67 461 |
| 2001 | 283 | 4 503 | 7 204 | 7 936 | 785 | 10 232 | 1 367 | 10 200 | 2 364 | 3 480 | 391 | 38 249 | 21 911 | 5 379 | 1 990 | 68 610 |
| 2002 | 287 | 4 524 | 7 261 | 7 891 | 793 | 10 206 | 1 361 | 10 175 | 2 346 | 3 476 | 395 | 38 237 | 21 872 | 5 379 | 1 994 | 69 665 |
| 2003 | 289 | 4 552 | 7 321 | 7 846 | 805 | 10 203 | 1 356 | 10 152 | 2 332 | 3 463 | 397 | 38 214 | 21 812 | 5 379 | 1 995 | 70 361 |

Source: Population (NewCronos Theme3/demo/dgen/gind), Eurostat; TR, Auxiliary indicators (NewCronos Theme2/aux_ind/aux_pem), Eurostat.

Table 9.3a: Total employment (thousands) (1)

| | EU-15 | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|------|---------|-------|-------|--------|-------|--------|--------|-------|--------|-----|-------|-------|-------|-------|-------|--------|
| 1991 | 158 269 | 3 793 | 2 621 | 38 499 | 3 634 | 13 951 | 22 876 | 1 172 | 22 736 | 165 | 6 824 | 3 951 | 4 712 | 2 341 | 4 495 | 26 501 |
| 1992 | 156 369 | 3 776 | 2 600 | 37 885 | 3 686 | 13 734 | 22 743 | 1 176 | 22 674 | 165 | 6 913 | 3 959 | 4 635 | 2 175 | 4 295 | 25 952 |
| 1993 | 153 630 | 3 747 | 2 562 | 37 356 | 3 717 | 13 325 | 22 450 | 1 193 | 22 025 | 165 | 6 932 | 3 934 | 4 540 | 2 045 | 4 071 | 25 568 |
| 1994 | 153 387 | 3 732 | 2 599 | 37 279 | 3 786 | 13 294 | 22 483 | 1 231 | 21 627 | 167 | 6 976 | 3 929 | 4 493 | 2 016 | 4 036 | 25 740 |
| 1995 | 154 713 | 3 894 | 2 632 | 37 330 | 3 820 | 13 580 | 22 682 | 1 285 | 21 526 | 168 | 7 133 | 3 928 | 4 484 | 2 056 | 4 095 | 26 100 |
| 1996 | 155 641 | 3 907 | 2 659 | 37 210 | 3 805 | 13 748 | 22 768 | 1 331 | 21 736 | 170 | 7 298 | 3 904 | 4 555 | 2 083 | 4 058 | 26 412 |
| 1997 | 157 105 | 3 942 | 2 692 | 37 145 | 3 784 | 14 147 | 22 867 | 1 405 | 21 793 | 172 | 7 534 | 3 924 | 4 626 | 2 152 | 4 007 | 26 916 |
| 1998 | 159 784 | 4 011 | 2 735 | 37 554 | 3 940 | 14 699 | 23 215 | 1 526 | 21 994 | 176 | 7 733 | 3 964 | 4 751 | 2 195 | 4 066 | 27 227 |
| 1999 | 162 537 | 4 063 | 2 768 | 38 006 | 3 941 | 15 217 | 23 680 | 1 617 | 22 255 | 180 | 7 935 | 4 020 | 4 839 | 2 251 | 4 153 | 27 611 |
| 2000 | 165 804 | 4 139 | 2 782 | 38 681 | 3 935 | 15 714 | 24 290 | 1 693 | 22 660 | 185 | 8 114 | 4 050 | 4 951 | 2 301 | 4 258 | 28 053 |
| 2001 | 167 916 | 4 197 | 2 792 | 38 851 | 3 921 | 16 093 | 24 717 | 1 743 | 23 047 | 190 | 8 264 | 4 077 | 5 020 | 2 335 | 4 337 | 28 332 |
| 2002 | 167 795 | 4 189 | 2 776 | 38 610 | 3 914 | 16 303 | 24 924 | 1 766 | 23 345 | 194 | 8 339 | 4 061 | 5 027 | 2 344 | 4 347 | 27 659 |

(1) national employment.

Source: Auxiliary indicators (NewCronos Theme2/aux_ind/aux_pem), Eurostat.

Table 9.3b: Total employment (thousands) (1)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|------|-----|-------|----|-------|-----|-------|-----|-------|-------|-------|-----|--------|--------|-------|-----|--------|
| 1991 | 125 | 2 036 | : | 3 564 | : | : | 811 | : | 1 397 | 1 898 | 125 | : | 10 786 | : | 874 | : |
| 1992 | 123 | 2 031 | : | 3 274 | : | : | 763 | 4 085 | 1 294 | 1 855 | 126 | 15 181 | 10 458 | : | 834 | : |
| 1993 | 122 | 2 041 | : | 3 222 | : | 4 874 | 702 | 3 827 | 1 205 | 1 778 | 127 | 14 894 | 10 062 | : | 819 | : |
| 1994 | 123 | 2 069 | : | 3 242 | 273 | 4 927 | 678 | 3 752 | 1 083 | 1 675 | 128 | 14 658 | 10 012 | 2 103 | 816 | : |
| 1995 | 124 | 2 113 | : | 3 282 | 282 | 4 963 | 636 | 3 623 | 970 | 1 644 | 132 | 14 791 | 9 493 | 2 147 | 825 | : |
| 1996 | 127 | 2 156 | : | 3 286 | 285 | 4 972 | 621 | 3 605 | 952 | 1 659 | 134 | 14 968 | 9 379 | 2 218 | 817 | : |
| 1997 | 129 | 2 220 | : | 3 157 | 284 | 4 937 | 622 | 3 610 | 993 | 1 669 | 134 | 15 177 | 9 023 | 2 194 | 813 | : |
| 1998 | 133 | 2 276 | : | 3 153 | 287 | 4 866 | 609 | 3 675 | 991 | 1 656 | 134 | 15 356 | 8 813 | 2 228 | 813 | : |
| 1999 | 137 | 2 294 | : | 3 088 | 290 | 4 764 | 583 | 3 792 | 973 | 1 648 | 135 | 14 757 | 8 420 | 2 157 | 823 | : |
| 2000 | 140 | 2 304 | : | 2 980 | 302 | 4 732 | 575 | 3 829 | 944 | 1 586 | 136 | 14 526 | 8 629 | 2 102 | 895 | 21 970 |
| 2001 | 141 | 2 316 | : | 2 968 | 304 | 4 750 | 580 | 3 845 | 965 | 1 522 | 138 | 14 207 | 8 563 | 2 123 | 903 | 21 744 |
| 2002 | 140 | 2 318 | : | 2 992 | 309 | 4 796 | 588 | 3 871 | 991 | 1 399 | 137 | 13 782 | 7 819 | 2 127 | 902 | 21 779 |

(1) national employment.

Source: Auxiliary indicators (NewCronos Theme2/aux_ind/aux_pem), Eurostat.

Table 9.4a: Average EUR/ECU exchange rates (1)

| | BE | DK | DE | EL | ES | FR | IE | IT | LU | NL | AT | PT | FI | SE | UK |
|------|---------|---------|---------|---------|---------|---------|----------|----------|---------|---------|---------|---------|---------|---------|----------|
| 1991 | 42.2233 | 7.90859 | 2.05076 | 225.216 | 128.469 | 6.97332 | 0.767809 | 1 533.24 | 42.2233 | 2.31098 | 14.4309 | 178.614 | 5.00211 | 7.47927 | 0.701012 |
| 1992 | 41.5932 | 7.80925 | 2.02031 | 247.026 | 132.526 | 6.84839 | 0.760718 | 1 595.52 | 41.5932 | 2.27482 | 14.2169 | 174.714 | 5.80703 | 7.53295 | 0.737650 |
| 1993 | 40.4713 | 7.59359 | 1.93639 | 268.568 | 149.124 | 6.63368 | 0.799952 | 1 841.23 | 40.4713 | 2.17521 | 13.6238 | 188.370 | 6.89628 | 9.12151 | 0.779988 |
| 1994 | 39.6565 | 7.54328 | 1.92453 | 288.026 | 158.918 | 6.58262 | 0.793618 | 1 915.06 | 39.6565 | 2.15827 | 13.5396 | 196.896 | 6.19077 | 9.16308 | 0.775903 |
| 1995 | 38.5519 | 7.32804 | 1.87375 | 302.989 | 163.000 | 6.52506 | 0.815525 | 2 130.14 | 38.5519 | 2.09891 | 13.1824 | 196.105 | 5.70855 | 9.33192 | 0.828789 |
| 1996 | 39.2986 | 7.35934 | 1.90954 | 305.546 | 160.748 | 6.49300 | 0.793448 | 1 958.96 | 39.2986 | 2.13973 | 13.4345 | 195.761 | 5.82817 | 8.51472 | 0.813798 |
| 1997 | 40.5332 | 7.48361 | 1.96438 | 309.355 | 165.887 | 6.61260 | 0.747516 | 1 929.30 | 40.5332 | 2.21081 | 13.8240 | 198.589 | 5.88064 | 8.65117 | 0.692304 |
| 1998 | 40.6207 | 7.49930 | 1.96913 | 330.731 | 167.184 | 6.60141 | 0.786245 | 1 943.65 | 40.6207 | 2.21967 | 13.8545 | 201.695 | 5.98251 | 8.91593 | 0.676434 |
| 1999 | 40.3399 | 7.43552 | 1.95583 | 325.820 | 166.386 | 6.55957 | 0.787564 | 1 936.27 | 40.3399 | 2.20371 | 13.7603 | 200.482 | 5.94573 | 8.80752 | 0.658735 |
| 2000 | 40.3399 | 7.45382 | 1.95583 | 336.678 | 166.386 | 6.55957 | 0.787564 | 1 936.27 | 40.3399 | 2.20371 | 13.7603 | 200.482 | 5.94573 | 8.44519 | 0.609478 |
| 2001 | 40.3399 | 7.45207 | 1.95583 | 340.750 | 166.386 | 6.55957 | 0.787564 | 1 936.27 | 40.3399 | 2.20371 | 13.7603 | 200.482 | 5.94573 | 9.25511 | 0.621874 |
| 2002 | 40.3399 | 7.43052 | 1.95583 | 340.750 | 166.386 | 6.55957 | 0.787564 | 1 936.27 | 40.3399 | 2.20371 | 13.7603 | 200.482 | 5.94573 | 9.16107 | 0.628831 |

(1) 1 EUR = X national currency.

Source: Exchange rates (NewCronos Theme2/exint/exchrt), Eurostat.

Table 9.4b: Average EUR/ECU exchange rates (1)

| | IS | NO | CH | BG | CY | CZ | EE | HU | LV | LT | MT | PL | RO | SK | SI | TR |
|------|---------|---------|---------|----------|----------|---------|---------|---------|----------|---------|----------|---------|----------|---------|---------|-----------|
| 1991 | 73.0018 | 8.01701 | 1.77245 | 0.033850 | 0.573350 | : | : | 142.202 | : | : | 0.399820 | 2.01692 | 145.370 | : | 36.9694 | 5 153.29 |
| 1992 | 74.5743 | 8.04177 | 1.81776 | 0.051054 | 0.583675 | : | : | 172.777 | 0.896066 | 2.14329 | 0.412953 | 2.97484 | 673.713 | : | 98.4341 | 8 930.95 |
| 1993 | 79.2528 | 8.30954 | 1.73019 | 0.032308 | 0.582941 | 34.1690 | 15.4911 | 107.611 | 0.793600 | 5.08682 | 0.447021 | 2.12217 | 885.825 | 36.0317 | 132.486 | 12 879.3 |
| 1994 | 83.1063 | 8.37420 | 1.82128 | 0.064389 | 0.583931 | 34.1509 | 15.3962 | 125.030 | 0.664101 | 4.73191 | 0.448852 | 2.70153 | 1 971.56 | 38.1182 | 152.766 | 35 535.3 |
| 1995 | 84.6853 | 8.28575 | 1.54574 | 0.087866 | 0.591619 | 34.6960 | 14.9900 | 164.545 | 0.689537 | 5.23203 | 0.461431 | 3.17049 | 2 661.81 | 38.8649 | 154.880 | 59 912.1 |
| 1996 | 84.6558 | 8.19659 | 1.56790 | 0.225149 | 0.591904 | 34.4572 | 15.2763 | 193.741 | 0.699605 | 5.07899 | 0.458156 | 3.42232 | 3 922.19 | 38.9229 | 171.778 | 103 214 |
| 1997 | 80.4391 | 8.01861 | 1.64400 | 1.90157 | 0.582628 | 35.9304 | 15.7150 | 211.654 | 0.659401 | 4.53616 | 0.437495 | 3.71545 | 8 111.50 | 38.1061 | 180.996 | 171 848 |
| 1998 | 79.6976 | 8.46587 | 1.62203 | 1.96913 | 0.577418 | 36.3196 | 15.7530 | 240.573 | 0.660240 | 4.48437 | 0.434983 | 3.91784 | 9 984.88 | 39.5407 | 185.958 | 293 736 |
| 1999 | 77.1821 | 8.31041 | 1.60034 | 1.95584 | 0.578850 | 36.8843 | 15.6466 | 252.767 | 0.625601 | 4.26405 | 0.425773 | 4.22741 | 16 345.2 | 44.1229 | 194.473 | 447 237 |
| 2000 | 72.5848 | 8.11292 | 1.55786 | 1.94792 | 0.573924 | 35.5995 | 15.6466 | 260.045 | 0.559227 | 3.69516 | 0.404138 | 4.00817 | 19 921.8 | 42.6017 | 206.613 | 574 816 |
| 2001 | 87.4173 | 8.04844 | 1.51052 | 1.94819 | 0.575892 | 34.0685 | 15.6466 | 256.591 | 0.560060 | 3.58229 | 0.403007 | 3.67214 | 26 004.0 | 43.3001 | 217.980 | 1 102 430 |
| 2002 | 86.1781 | 7.50863 | 1.46703 | 1.94921 | 0.575301 | 30.8036 | 15.6466 | 242.958 | 0.581048 | 3.45943 | 0.408936 | 3.85742 | 31 269.7 | 42.6935 | 225.977 | 1 439 680 |

(1) 1 EUR = X national currency.

Source: Exchange rates (NewCronos Theme2/exint/exchrt), Eurostat.

10. SOURCES AND METHODOLOGY

10. SOURCES AND METHODOLOGY

PRESENTATION AND TIMELINESS OF DATA

Unless otherwise specified monetary values are presented in EUR at current prices and current exchange rates. Data was extracted from NewCronos and Comext between July and September 2003.

STRUCTURAL BUSINESS STATISTICS

The SBS data used in this publication has been compiled using the enterprise as the statistical unit. Enterprises are classified to the NACE Rev. 1 classification according to their principal activity. No enterprise size threshold is applied. Summary definitions of the variables used to measure the ICT sector in this publication are given below.

The number of enterprises is a count of the number of enterprises registered to the population concerned in the business register corrected for errors, in particular frame errors. Dormant units are excluded. This statistic should include all units active during at least a part of the reference period.

The number of persons employed is defined as the total number of persons who work in the observation unit (inclusive of working proprietors, partners working regularly in the unit and unpaid family workers), as well as persons who work outside the unit who belong to it and are paid by it (e.g. sales representatives, delivery personnel). It includes persons absent for a short period and also those on strike, but not those absent for an indefinite period. It also includes part-time workers on the pay-roll, as well as seasonal workers, apprentices and home workers on the pay-roll. The number of persons employed excludes manpower supplied to the unit by other enterprises.

Turnover comprises the totals invoiced by the observation unit during the reference period, and this corresponds to market sales of goods or services supplied to third parties. Turnover includes all duties and taxes on the goods or services invoiced by the unit with the exception of the VAT invoiced by the unit vis-à-vis its customer and other similar deductible taxes directly linked to turnover.

Value added at factor cost can be calculated from the sum of i) turnover ii) capitalised production iii) other operating income, minus the sum of i) purchases of goods and services ii) other taxes on products which are linked to turnover but not deductible iii) duties and taxes linked to production, plus or minus changes in stocks. Alternatively it can be calculated from gross operating surplus by adding personnel costs. Value added at factor cost is calculated "gross" as value adjustments (such as depreciation) are not subtracted.

Apparent labour productivity is calculated as value added at factor cost divided by the number of persons employed.

SHORT-TERM STATISTICS: DOMESTIC OUTPUT PRICE INDEX

Definition: all price-determining characteristics of the products should be taken into account, including quantity of units sold, transport provided, rebates, service conditions, guarantee conditions and destination. The specification must be such that in subsequent reference periods, the observation unit is able to identify the product and to provide the appropriate price per unit. The appropriate price is the ex-factory price that includes all duties and taxes on the goods and services invoiced by the unit but excludes VAT invoiced by the unit vis-à-vis its customer and similar deductible taxes directly linked to turnover. The actual transaction price should be measured, and not a list price. If transport costs are included this should be part of the product specification. The price of period t should refer to the moment when the order is made, not the moment when the commodities leave the factory gates. The measured price refers preferably to a particular day in the middle of the month. If no price information is available for the day in question, the price may represent an average over the whole period. The domestic market is defined as customers resident in the same national territory as the observation unit.

Frequency: monthly.

Statistical unit: prices are collected at the level of individual products, and aggregated using weights for products and/or kind-of-activity units.

Weights: are based on turnover information from the Structural Business Statistics database or on information coming directly from Member States. Weights and base years are revised every five years. The current base year is 2000.

PRODCOM

Size coverage: Prodcom statistics normally cover all enterprises which manufacture products contained in the Prodcom list. Among the rules on representativeness, the Regulation stipulates that all enterprises in NACE Sections C, D and E employing at least 20 persons must be included. In addition, at least 90 % of production in each NACE Class must also be recorded.

Frequency: mainly annual.

Definition of production: production is measured using one of three concepts: production sold (sales); production intended for sale (whether sold in the same reference period or a later one); total production (including also production incorporated by the same enterprises into other products).

Prodcom list: data is compiled for approximately 5,000 product headings that are specified in the annually updated Prodcom List.

Valuation: the value should be calculated on the basis of the ex-works selling price obtained / obtainable during the reporting period. It also includes packaging costs, even if they are charged separately. The following are not included: turnover tax and consumer tax charged; separately charged freight costs; any discounts granted to customers.

EXTERNAL TRADE

The external trade data used in this publication are compiled using data reported according to the Combined Nomenclature. For EU-15 as the reporting country only extra-EU trade is provided; for all other reporting countries, including the individual Member States, both intra-EU and extra-EU trade are included in total trade figures. The external trade figures provided in this publication only include trade in goods, not services.

Imports and exports are calculated according to “statistical regime number 4”, and as such cover normal trade (mainly goods exported definitively and released into free circulation), inward and outward processing and economic processing arrangements for textiles.

The statistical value of external trade is the value calculated at national frontiers. It can be FOB value (free on board), for exports/dispatches, or CIF (cost, insurance, freight), for imports/arrivals: it therefore includes only incidental expenses (freight, insurance) incurred in the part of the journey located on the territory of the Member State from which the goods are exported (in the case of exports/dispatches) and in the part of the journey located outside of the territory of the Member State which imports the goods (in the case of imports/arrivals). The statistical value is generally based on the customs value (which does not include, inter alia, import duties or other Community taxes on the import or sale of goods) in the case of extra-EU trade, or on taxable value, in the case of intra-EU trade. In the case of processing it is always the total value of the goods which is entered, before and after processing, not only the value added.

COINS

COINS is a database containing annual information on the telecommunications and postal services sectors in EU and EFTA countries since 1980. The database contains statistics describing both sectors, including indicators on economy, infrastructure, traffic, demand, service quality and employment.

CONTINUING VOCATIONAL TRAINING SURVEY

Activity coverage: NACE Sections C to K and O.

Reference year: 1999.

Survey type: enterprise survey.

Size coverage: enterprises with 10 and more employees.

Sampling unit: enterprise.

Definition of new technologies: technologically new products are those whose technological characteristics or intended uses differ significantly from those of previously produced products. A technologically improved product is an existing product whose performance has been significantly enhanced or upgraded. A new or improved service is considered to be a technological innovation when its characteristics and ways of use are either completely new or significantly improved qualitatively or in terms of performance and technologies used. The introduction of a new or significantly improved service or production or delivery method can require the use of radically new technologies or a new combination of existing technologies or new knowledge.

LABOUR FORCE SURVEY

Survey type: household survey.

Sampling unit: individuals.

Coverage of individuals: persons aged 15 years and over, living in private households.

Definition of employment: Persons in employment are those who during the reference week did any work for pay or profit, or were not working but had jobs from which they were temporarily absent. Family workers are included.

Computer professionals according to the international standard classification of occupations (ISCO-88): minor group 213 (computing professionals); part of submajor group 21 (physical, mathematical and engineering science professionals); part of major group 2 (professionals).

UNESCO-OECD-EUROSTAT DATA COLLECTION

Coverage: education in the ordinary school and university system, as defined in the International Standard Classification of Education (ISCED 97). The data cover full- and part-time-students in public and private establishments. They cover school-based general education and vocational education/training (including combined school- and work-based programmes such as dual system apprenticeship). Exclusively (initial and continuing) work-based training is not included in the statistics.

Reference years: 1998 stands for school/academic year 1997/98, 1999 for 1998/99 and so on.

Graduate educational levels (ISCED): ISCED 5 First stage of tertiary education (5A, 5B) and ISCED 6 Second stage of tertiary education (leading to an advanced research qualification).

Mathematics, science and technology fields of education and training according to ISCED97: life sciences (ISC 42), physical sciences (ISC 44), mathematics and statistics (ISC 46), computing (ISC 48), engineering and engineering trades (ISC 52), manufacturing and processing (ISC 54), architecture and building (ISC 58).

EUROSTAT SURVEY ON ICT USAGE IN HOUSEHOLDS, 2002

Main survey subject: ICT usage of households and individuals.

Survey type: household survey.

Reference period: first quarter 2002.

Sampling unit: households and individuals.

Lower age limit for survey of individuals: 16 years.

Upper age limit for survey of individuals: 74 years.

Geographic breakdown: results of the survey have been compiled for each country and, where relevant, with a breakdown of national results into three spatial categories: objective 1 regions, of which ultra-peripheral regions, and other regions.

Stratification: results of the survey have been compiled according to a number of socio-demographic categories (such as age, working status, household composition).

Note concerning Spanish data: the breakdown of households by the structure of the household is not standard. The following breakdown has been used.

| Standard label | Spanish data |
|--|--------------|
| H'hold without dep. children, with 1 adult | 1 person |
| H'hold without dep. children, with 2 adults | 2 persons |
| H'hold without dep. children, with 3+ adults | 3 persons |
| H'hold with dep. children, with 1 adult | 4 persons |
| H'hold with dep. children, with 2 adults | 5 persons |
| H'hold with dep. children, with 3+ adults | 6+ persons |

EUROSTAT SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES, 2002

Main survey subject: ICT usage and e-commerce in enterprises.

Survey type: enterprise survey.

Survey period: first quarter 2002.

Reference period: January 2002 for ICT usage, 2001 for information on purchases and sales and other specified indicators.

Activity coverage: enterprises classified to NACE Sections D and G, Groups 55.1 and 55.2, Section I, Division 67 and Section K.

Size coverage: enterprises with 10 persons employed or more.

Sampling unit: enterprise.

Stratification: results of the survey have been compiled for separate activity and size class breakdowns.

Activity breakdowns:

- for Section D for an aggregation of Subsections into 4 regroupings:
 - a) DA, DB, DC, DD, DE;
 - b) DF, DG, DH;
 - c) DI, DJ;
 - d) DK, DL, DN.
- for Section G at the 2-digit level;
- for Groups 55.1 and 55.2 combined;
- for Division 67 as a whole;
- for Section I for an aggregation of Divisions 60 to 63 and separately for Division 64;
- for Section K for an aggregation of Divisions 70, 71, 73 and 74 and separately for Division 72.

Size class breakdowns:

- small enterprises (10-49 persons employed);
- medium-sized enterprises (50-249 persons employed);
- large enterprises (250 and more persons employed).

Weighting of results: results have generally been weighted by the number of enterprises. Information on purchases and sales have generally been weighted using purchases and turnover. Employment weighting has been used in addition to enterprise weighting for questions on computer usage by employees and for a number of other selected questions.

OTHER SOURCES USED IN THE PUBLICATION

| Name | Sources used | Web address |
|---|---|---|
| Organisation for Economic Cooperation and Development - OECD | OECD Communications outlook 2001 | http://www.oecd.org/ |
| International Telecommunication Union - ITU | ICT free statistics | http://www.itu.int/ITU-D/ict/statistics/ |
| Internet Software Consortium - ISC | Internet domain survey | http://www.isc.org/ds/ |
| Netcraft | Secure server survey | http://www.netcraft.com/ssl/ |
| Réseaux IP Européens, Network Coordination Centre - RIPE NCC | Internet statistics - the RIPE region hostcount | http://www.ripe.net/ripenc/pub-services/stats/hostcount/index.html |

DIRECTORATE-GENERALS OF THE EUROPEAN COMMISSION

The following Directorate-Generals produce reports and data on information society related issues.

| Directorate-General | Web address |
|---|---|
| Eurostat - DG ESTAT | http://www.europa.eu.int/comm/dgs/eurostat/index_en.htm |
| Directorate-General information society - DG INFSO | http://www.europa.eu.int/information_society/index_en.htm |
| Directorate-General press and communication - DG PRESS Eurobarometer surveys | http://www.europa.eu.int/comm/dgs/press_communication/index_en.htm |
| Directorate-General for employment and social affairs - DG EMPL | http://www.europa.eu.int/comm/dgs/employment_social/index_en.htm |
| Directorate-General for economic and financial affairs - DG ECFIN | http://www.europa.eu.int/comm/dgs/economy_finance/index_en.htm |

LIST OF NATIONAL STATISTICAL OFFICES

| Country | | Web address |
|--------------------|---|---|
| Belgium | Nationaal Instituut voor de Statistiek / Institut National de Statistique (Statistics Belgium) | http://www.statbel.fgov.be/ |
| Denmark | Danmarks Statistik (Statistics Denmark) | http://www.dst.dk/ |
| Germany | Statistisches Bundesamt (Federal Statistical Office) | http://www.destatis.de/ |
| Greece | National Statistical Service of Greece | http://www.statistics.gr/ |
| Spain | Instituto Nacional de Estadística (National Statistics Institute) | http://www.ine.es/ |
| France | Institut National de la Statistique et des Etudes Economiques (National Institute for Statistics and Economic Studies) | http://www.insee.fr/ |
| Ireland | Central Statistics Office | http://www.cso.ie/ |
| Italy | Istituto nazionale di statistica (National Institute of Statistics) | http://www.istat.it/ |
| Luxembourg | Service central de la statistique et des études économiques | http://www.statec.lu/ |
| The Netherlands | Centraal Bureau voor de Statistiek (Statistics Netherlands) | http://www.cbs.nl/ |
| Austria | Statistik Austria | http://www.statistik.at/ |
| Portugal | Instituto Nacional de Estatística | http://www.ine.pt/ |
| Finland | Tilastokeskus (Statistics Finland) | http://www.stat.fi/ |
| Sweden | Statistiska centralbyrån (Statistics Sweden) | http://www.scb.se/ |
| The United Kingdom | Office for National Statistics | http://www.statistics.gov.uk/ |
| Iceland | Hagstofa Íslands (Statistics Iceland) | http://www.statice.is/ |
| Norway | Statistisk sentralbyrå (Statistics Norway) | http://www.ssb.no/ |
| Switzerland | Statistik Schweiz | http://www.statistik.admin.ch/ |
| Bulgaria | National Statistical Institute | http://www.nsi.bg/ |
| Cyprus | Statistical Service of the Republic of Cyprus | http://www.mof.gov.cy/mof/cystat/statistics.nsf/ |
| Czech Republic | Czech Statistical Office | http://www.czso.cz/ |
| Estonia | Statistikaamet (Statistical Office of Estonia) | http://www.stat.ee/ |
| Hungary | Központi Statisztikai Hivatal (Hungarian Central Statistical Office) | http://www.ksh.hu/ |
| Latvia | Central Statistical Bureau of Latvia | http://www.csb.lv/ |
| Lithuania | Statistics Lithuania | http://www.std.lt/ |
| Malta | National Statistics Office | http://www.nso.gov.mt/ |
| Poland | Central Statistical Office | http://www.stat.gov.pl/ |
| Romania | Institutul National de Statistica (National Institute of Statistics) | http://www.insse.ro/ |
| Slovakia | Štatistický úrad Slovenskej republiky (Statistical Office of the Slovak Republic) | http://www.statistics.sk/ |
| Slovenia | Statistical Office of the Republic of Slovenia | http://www.stat.si/ |
| Turkey | State Institute of Statistics | http://www.die.gov.tr/ |

10. SOURCES AND METHODOLOGY

SIGNS, COUNTRY ABBREVIATIONS, COUNTRY CODE TOP LEVEL DOMAINS (TLD'S) AND OTHER ABBREVIATIONS

| | | | |
|-------|-------------------------------|------|--|
| : | not available | ADSL | Asymmetric Digital Subscriber Line |
| 0 | less than half the unit used | B2B | Business to Business |
| - | 0 (zero) | B2C | Business to Consumer |
| ~ | not relevant | CVTS | Continuing Vocational Training Survey |
| EU-15 | European Union (15 countries) | DSL | Digital Subscriber Line |
| BE | Belgium .be | EB | Eurobarometer |
| DK | Denmark .dk | EDI | Electronic Data Interchange |
| DE | Germany .de | EUR | Euro (note that EUR is also used in series that were originally compiled in ECU as the exchange rate was 1 ECU to 1 EUR) |
| EL | Greece .gr | GDP | Gross Domestic Product |
| ES | Spain .es | GP | General Practitioner |
| FR | France .fr | GSM | Global System for Mobile communication |
| IE | Ireland .ie | HTML | HyperText Markup Language |
| IT | Italy .it | ICT | Information and Communication Technologies |
| LU | Luxembourg .lu | IP | Internet Protocol |
| NL | the Netherlands .nl | ISDN | Integrated Services Digital Network |
| AT | Austria .at | ISP | Internet Service Provider |
| PT | Portugal .pt | IT | Information Technology |
| FI | Finland .fi | LFS | Labour Force Survey |
| SE | Sweden .se | NACE | Statistical classification of economic activities in the European Community |
| UK | the United Kingdom .uk | NIC | Newly Industrialising Country |
| IS | Iceland .is | PC | Personal Computer |
| NO | Norway .no | PSTN | Public Switched Telephone Network |
| CH | Switzerland .ch | SBS | Structural Business Statistics |
| BG | Bulgaria .bg | SME | Small and Medium-sized Enterprises |
| CY | Cyprus .cy | TLD | Top Level Domain |
| CZ | Czech Republic .cz | UMTS | Universal Mobile Telecommunications System |
| EE | Estonia .ee | WWW | World Wide Web |
| HU | Hungary .hu | | |
| LV | Latvia .lv | | |
| LT | Lithuania .lt | | |
| MT | Malta .mt | | |
| PL | Poland .pl | | |
| RO | Romania .ro | | |
| SK | Slovak Republic .sk | | |
| SI | Slovenia .si | | |
| TR | Turkey .tr | | |

GLOSSARY

- A -

ADSL (Asymmetric Digital Subscriber Line): A technology that allows the use of a copper line to send a large quantity of data (for example a television picture) in one direction and a small quantity (for example a control channel and a telephone call) in the other.

- B -

Bandwidth: The physical characteristic of a telecommunication system that indicates the speed at which information can be transferred. In analogue systems, it is measured in cycles per second (Hertz) and in digital systems in binary bits per second (bps).

Broadband: A service or connection allowing a considerable amount of information to be conveyed, such as television pictures. Generally defined as a bandwidth greater than 2Mbps.

B2B (Business-to-Business) e-Commerce: Commerce conducted between businesses over an Intranet, Extranet or Internet (in other words IP networks). This trade may be conducted between a business and its supply chain as well as between a business and other business end-consumer. It may be conducted directly between buyer and seller or through a third party called online intermediary.

B2C (Business-to-Consumer) e-Commerce: commerce conducted between businesses and private consumers over an Extranet, Internet or Intranet (in other words IP networks).

- C -

Cable modem: a device that interfaces between coaxial cable television/voice channel and home computing equipment. Holds the potential for providing high speed Internet access.

Chip: Chip is short for microchip, the complex yet tiny modules that store computer memory or provide logic circuitry for microprocessors.

country code Top Level Domain (ccTLD): A domain name locates an organisation or other entity on the Internet. The ".fr" or ".uk" part of the domain name reflects the geographical location in which the entity wants to be perceived to be.

- D -

Desktop: Desktop is an abbreviated form of desktop computer, a personal computer that fits on top of a desk.

Dial-up: Dial-up pertains to a telephone connection in a system of many lines shared by many users. A dial-up connection is established and maintained for a limited duration of time. Dial-up lines are sometimes called switched lines.

DSL (Digital Subscriber Line): A high-bandwidth (broadband), local loop technology for connecting business or residential subscribers to the Internet.

- E -

e-Commerce: In the narrow sense, electronic commerce is any transaction of sale/purchase of goods or services conducted over the Internet, in other words over a Web page, Extranets and other applications that run over the Internet, such as EDI over the Internet, or over any other Web enabled application (for example through a mobile or a TV set). The payment and the ultimate delivery of the goods or services may be conducted on or off-line. In the broad sense, electronic commerce transactions are Internet transactions plus transactions conducted over EDI or any other online applications used in automated transactions (for example, interactive telephone systems). Transactions over facsimile, telephone or non-interactive e-mail are not included.

EDI (Electronic Data Interchange): Exchange of structured electronic messages (such as orders or invoices) in a defined standard between enterprises and over special telecommunication networks in order to replace paper transactions.

eEurope: A political initiative of the European Commission at the highest level, to accelerate the transition to the information society, dated December 1999. An initiative of the European Commission to accelerate the transition to the Information Society, launched in December 1999. The eEurope Action Plan launched in 2000 for the period 2000-2002 is part of the initiative.

electronic Mail (e-Mail): The electronic transmission of letters, messages from one computer to another.

e-Marketplaces: Specialised Internet commerce sites for businesses that allow buyers and suppliers to trade with each other.

Encryption: the conversion of data into a form that cannot be easily understood by unauthorised people.

Extranet: An extension of a company's Intranet that allows external users to access some parts of the Intranet.

- F -

Flat rate: A charge levied on the client irrespective of the usage of the line accessed.

- G -

generic Top Level Domain (gTLD): A gTLD is the top-level domain name of an Internet address that identifies it generically as associated with some domain class, such as .com (commercial), .net (originally intended for Internet service providers, but now used for many purposes), .org (for non-profit organisations, industry groups, and others), .gov (U.S. government agencies), .mil (for the military), .edu (for educational institutions); and .int (for international treaties or databases and not much used).

GSM: Global System for Mobile communication is a digital mobile telephone system that is widely used in Europe and other parts of the world. GSM uses a variation of time division multiple access and is the most widely used of the three digital wireless telephone technologies (TDMA, GSM, and CDMA - Code Division Multiple Access). GSM digitises and compresses data, then sends it down a channel with two other streams of user data, each in its own time slot. Since many GSM network operators have roaming agreements with foreign operators, users can often continue to use their mobile phones when they travel to other countries.

- H -

Hardware: The term arose as a way to distinguish the "box" and the electronic circuitry and components of a computer from the program you put in it to make it do things. Hardware implies permanence and invariability. Hardware includes not only the computer proper but also the cables, connectors, power supply units, and peripheral devices such as the keyboard, mouse, audio speakers, and printers.

Host: Hosts are permanently interconnected computers and therefore are the central nervous system of the Internet, keeping it alive by routing traffic, exchanging e-mails, and providing information. Any computer system with an Internet Protocol address connected to the network is a host.

HTML: HTML (Hyper-Text Markup Language) is the set of markup symbols or codes inserted in a file intended for display on a World Wide Web browser page. The markup tells the Web browser how to display a Web page's words and images for the user.

- I -

ICT (Information and Communication Technologies): A generic term that covers both information technology (computer hardware and software) and telecommunications equipment and services.

Internet: The world-wide network of interconnected computer systems which uses protocols defined by the Internet Engineering Task Force.

Internet Protocol (IP): The Internet Protocol (IP) is the method or protocol by which data is sent from one computer to another on the Internet. Each computer (known as a host) on the Internet has at least one IP address that uniquely identifies it from all other computers on the Internet. When you send or receive data (for example, an e-mail note or a Web page), the message gets divided into little chunks called packets. Each of these packets contains both the sender's Internet address and the receiver's address. Any packet is sent first to a gateway computer that understands a small part of the Internet. The gateway computer reads the destination address and forwards the packet to an adjacent gateway that in turn reads the destination address and so forth across the Internet until one gateway recognises the packet as belonging to a computer within its immediate neighbourhood or domain. That gateway then forwards the packet directly to the computer whose address is specified.

Intranet: An internal computer network that operates using the same protocol as the Internet. Its main benefit is seen as being a means of sharing information internally, between company employees.

ISDN (Integrated Service Digital Network): A telecommunication service that turns a copper phone line into a high speed digital link that can quickly transmit voice, data and video images simultaneously.

ISP (Internet Service Provider): A supplier of Internet services including access. Originally distinguished from IAPs (Internet Access Provider) since they provide the major backbone connections between countries, and sold on bandwidth to smaller IAPs.

- L -

Laptop: A laptop computer, usually called a notebook computer by manufacturers, is a battery-powered personal computer generally smaller than a briefcase that can easily be transported and conveniently used in temporary spaces such as in public transports, in libraries, temporary offices, and at meetings.

Local Loop Unbundling: The process where the incumbent operator makes its local network (the connection between the customer's premises and the local exchange) available to other companies. The customer is then able to choose another supplier other than the incumbent to provide service.

- M -

Metered/Unmetered Charges: Whether prices are charged on the measurement of actual usage (metered) or not (unmetered). A metered charge is the antithesis of a flat rate charge.

Minitel: A small - French - terminal (keyboard, display and modem) which is not a network, but a tool for connecting to certain kind of networks.

Mobile commerce: Any transaction with a monetary value conducted via mobile telecommunication networks. The use of a wireless terminal (telephone, Personal Digital Assistant (PDA), PC device or custom terminal) and the mobile network to access information and conduct transactions that results in the transfer of value in exchange for information, services or goods.

- N -

New Economy: What rapidly spread since the mid-1990s due to the advent of information and communication technology, re-dimensioning the importance of more traditional industries (for example automobiles, pharmaceuticals) and affecting the balance and weighting among economic sectors.

- O -

Offline/online: used to describe someone who is not/is currently connected to the Internet.

- P -

PPP (Purchasing Power Parity): As financial data converted at market exchange rates would not give a true comparison of the actual volumes of goods and services to which they correspond, Eurostat calculates PPPs which are alternative exchange rates ensuring that the sums converted have the same purchasing power. PPPs are obtained using the price ratios between the different countries for a basket of goods and services which are both comparable and representative. The individual price ratios are aggregated, according to well-defined criteria, up to the GDP global parity level.

PSTN: Public Switched Telephone Network refers to the world's collection of interconnected voice-oriented public telephone networks. Today, it adopts almost entirely digital technology except for the final link from the central (local) telephone office to the user.

- S -

Secure Servers: Allow users to encrypt information on (for example credit card data) that facilitates electronic commerce. A count of secure servers provides a measure of the distribution of e-commerce activities across countries.

Server: A server is a particular kind of host computer that provides information in the popular World Wide Web format used by browsers. It is a computer program that provides services to other computer programs in the same or other computers. A web server is the computer program (housed in a computer) that serves requested HTML pages or files.

Software: The various kinds of programmes used to operate computers and related devices. Software is often divided into application software (programmes that do work users are directly interested in) and system software (which includes operating systems and any programme that supports application software).

- T -

Telework: The use of computers and telecommunications to change the accepted geography of work, entailing staff working away from the office, thus, at home or on the road, using computers and online connections. Self-employed people who prefer home as work base and connect with customers and colleagues across networks are also classed as teleworkers.

Telecommuting: Term 'invented' by Jack Nilles in his publication 'The telecommunications transportation trade-off' (1976). Arrangement enabling workers to avoid commuting, by working at home or closer to home.

Third Generation mobile services (3G): see UMTS.

Transistor: A transistor regulates current or voltage flow and acts as a switch or gate for electronic signals. A transistor consists of three layers of a semiconductor material, each capable of carrying a current. A semiconductor is a material such as germanium and silicon that conducts electricity.

- U -

UMTS (Universal Mobile Telecommunications System): Also known as 3G technology, it is a cellular standard that supports speeds up to 2Mbps, and was designed as a successor to GSM.

- V -

Venture Capital: Refers to equity investments made for the launch, early development, or expansion of a business.

- W -

WWW (World Wide Web): The collection of HTML or XML pages that reside on Web servers across the world (The World Wide Web is the system of connected documents on the Internet which often contain colour pictures, video and sound, and can be searched for information about a particular subject).

MORE METHODOLOGICAL INFORMATION

Detailed information on methods and definitions of Eurostat statistics are available from the Business Methods site on CIRCA at the following address:

http://forum.europa.eu.int/irc/dsis/bmethods/info/data/new/main_en.html