

# Digital Economy and Society Index<sup>1</sup> 2016<sup>2</sup>

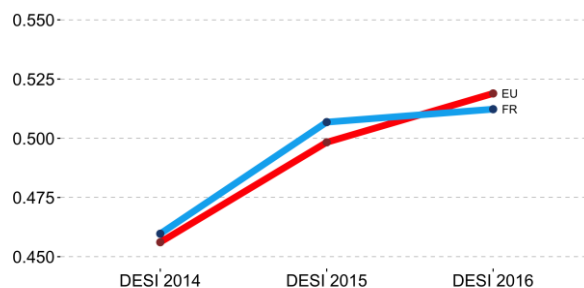
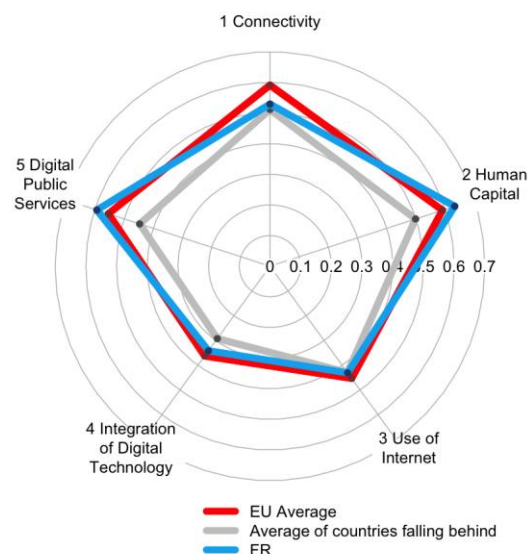
## Country Profile

### France

France has an overall score<sup>3</sup> of **0.51** and ranks **16<sup>th</sup>** out of the 28 EU Member States. In the past year, France has maintained its general score in value (0.51), but has regressed by two positions in rank. As a matter of fact, France has lost his position in terms of Connectivity, Human capital, and Digital public service. On Connectivity, all French households are covered by fixed broadband and 71% of households subscribe to fixed broadband. However only 45% of French households have access to fast broadband. In Human Capital, France counts 81% of Internet users in the population and 57% of citizens with at least basic skills; however, only 3.5% of persons are employed the way they can claim "ICT specialist skills". On Use of the Internet, it seems French people don't use it much to communicate (France lags behind in video calls and social networks), but they are keen online shoppers (74% shop online) and online TV and video consumers for which France ranks first in Europe. Integration of Digital Technologies by businesses is the area where France has its weakest value. However, the country fares quite well in online public services.

France falls into the cluster of **falling-behind<sup>4</sup>** countries, where it performs above average (FR's score was slightly lower than the EU average and over the last year the score grew at a slower pace than the EU; as such, FR is part of the falling behind cluster of countries)

DESI	France		Cluster score	EU score
	rank	score		
DESI 2016	16	0.51	0.44	0.52
DESI 2015	14	0.51 <sup>5</sup>	0.44	0.5



<sup>1</sup> The Digital Economy and Society Index (DESI) is a composite index developed by the European Commission (DG CNECT) to assess the development of EU countries towards a digital economy and society. It aggregates a set of relevant indicators structured around 5 dimensions: Connectivity, Human Capital, Use of Internet, Integration of Digital Technology and Digital Public Services. For more information about the DESI please refer to <http://ec.europa.eu/digital-agenda/en/digital-agenda-scoreboard>

<sup>2</sup> The DESI 2016 is constructed from indicators referring mostly to the calendar year 2015 (except when data is not available for that calendar year, in which case the latest prior data was used).

<sup>3</sup> DESI scores range from 0 to 1, the higher the score the better the country performance.

<sup>4</sup> In the DESI 2016, the falling-behind cluster of countries comprises Bulgaria, Cyprus, the Czech Republic, Greece, France, Hungary, Poland and Slovakia.

<sup>5</sup> The DESI 2015 was re-calculated for all countries to reflect updates and corrections to the underlying indicator data (which took place between May 2015 and January 2016). As such, country scores and rankings may have changed from the previous publication. For further information please consult the DESI methodological note.

# 1 Connectivity

1 Connectivity	France		Cluster	EU
	rank	score	score	score
DESI 2016	20	0.53	0.51	0.59
DESI 2015	18	0.53	0.5	0.57

With an overall connectivity score of 0.53 the country ranks 20<sup>th</sup> among EU countries. French households are fully covered (100% coverage) by fixed broadband and 71% of households subscribe to fixed broadband. However only 45% of French households benefit from NGA (Next Generation Access or fast broadband networks providing at least 30 Mbps); moreover only 15% of French households with a subscription to fixed broadband actually choose a high-speed connection.

	France		France		EU
	DESI 2016 value	rank	DESI 2015 value	rank	DESI 2016 Value
<b>1a1 Fixed BB Coverage</b> % households	100% (June 2015)	→ 8	100% (December 2014)	8	97% (June 2015)
<b>1a2 Fixed BB Take-up</b> % households	71% (2015)	↓ 12	74% (2014)	9	72% (2015)
<b>1b1 Mobile BB Take-up</b> Subscribers per 100 people	73 (June 2015)	↑ 11	64 (December 2014)	15	75 (June 2015)
<b>1b2 Spectrum</b> % of the target for spectrum to be harmonised at EU level	61% (December 2015)	↓ 21	64% (December 2014)	21	69% (December 2015)
<b>1c1 NGA Coverage</b> % households, out of all households	45% (June 2015)	↑ 26	43% (December 2014)	26	71% (June 2015)
<b>1c2 Subscriptions to Fast BB</b> % of subscriptions >= 30Mbps, out of fixed BB subscriptions	15% (June 2015)	↑ 24	12% (December 2014)	23	30% (June 2015)
<b>1d1 Fixed BB Price</b> % individual gross income spent for the cheapest standalone Fixed Broadband subscription (lower values are better)	0.91% (Access cost: 2015; Income: 2014)	↓ 5	0.87% (Access cost: 2014; Income: 2014)	3	1.3% (Access cost: 2015; Income: 2014)

Broadband in France is available to all households (100%). Take-up of fixed broadband (71%) is slightly below EU average (72%) and take-up of mobile broadband has markedly improved (from 64 per 100 people to 73) although still below the EU average (75).

France needs to progress in its fast broadband (>= 30Mbps) environment: only 45% of households are covered by high-speed broadband (last available data: June 2015) and a small 15% have a high-speed subscription (far below the EU average of 30%, therefore France ranks 24<sup>th</sup> out of 28 and makes slow progress), limiting France's ability to exploit the benefits of the digital economy.

In order to tackle the problem of the coverage of high speed broadband, the French government has adopted the "*Plan Très Haut Débit*" and set up the "*Mission France Très Haut Débit*" with a view to an integral coverage of the national territory by 2022 (mostly with fibre connections).

## 2 Human Capital

2 Human Capital	France		Cluster	EU
	rank	score	score	score
DESI 2016	12	0.63	0.5	0.59
DESI 2015	10	0.65	0.48	0.58

With a Human Capital score of 0.63, France ranks 12<sup>th</sup> among EU countries. It performs slightly lower than last year in score (from 0.65 to 0.63) and in rank (from 10<sup>th</sup> to 12<sup>th</sup>).

	France				EU
	DESI 2016		DESI 2015		DESI 2016
	value	rank	value	rank	value
<b>2a1 Internet Users</b> % individuals (aged 16-74)	81% (2015) ↑	10	80% (2014)	10	76% (2015)
<b>2a2 Basic Digital Skills</b> % individuals (aged 16-74)	57% (2015)	12	n.a.	-	55% (2015)
<b>2b1 ICT Specialists</b> % employed individuals	3.5% (2014) →	17	3.5% (2013)	17	3.7% (2014)
<b>2b2 STEM Graduates</b> Graduates in STEM per 1000 individuals (aged 20 to 29)	23 (2013) →	2	23 (2012)	2	18

With 81% of Internet users in the population and 57% of citizens with at least basic skills, France performs better than the rest of Europe on average (76% and 55% respectively) and therefore ranks 10<sup>th</sup> and 12<sup>th</sup> respectively.

With a rate of 3.5% of persons employed, the share of persons employed with "ICT specialist skills" stands below the EU average of 3.7%. Moreover, no progress has been made in increasing the share of persons employed with "ICT specialist skills" since last year.

On the contrary, with a rate of 23 per 1000 individuals (between 20 and 29 years old) with a STEM (Sciences, Technology, Engineering and Mathematics) graduate degree and a rank of 2<sup>rd</sup> (among 28 member states), France performs better than the main EU member states (UK, DE, IT ...) in terms of high-level training in scientific matters, although there was no progress over the last year.

## 3 Use of Internet

3 Use of Internet	France		Cluster	EU
	rank	score	score	score
DESI 2016	17	0.43	0.43	0.45
DESI 2015	17	0.42	0.42	0.43

In terms of the propensity of individuals to use Internet services, France scores 0.43 (up from 0.42 last year) and ranks 17<sup>th</sup> among EU countries. In relative terms, French citizens appear to refrain most from using the Internet when they need to communicate, as suggested by the fact that France lags behind both in video calls and social networks.

	France				EU
	DESI 2016		DESI 2015		DESI 2016
	Value	rank	value	rank	value
<b>3a1 News</b> % individuals who used Internet in the last 3 months (aged 16-74)	50% (2015)	↑ 27	46% (2014)	27	68% (2015)
<b>3a2 Music, Videos and Games</b> % individuals who used Internet in the last 3 months (aged 16-74)	47% (2014)	20	47% (2014)	20	49% (2014)
<b>3a3 Video on Demand</b> % households that have a TV	79% (2014)	1	79% (2014)	1	41% (2014)
<b>3b1 Video Calls</b> % individuals who used Internet in the last 3 months (aged 16-74)	30% (2015)	26	n.a.	-	37% (2015)
<b>3b2 Social Networks</b> % individuals who used Internet in the last 3 months (aged 16-74)	45% (2015)	↓ 28	46% (2014)	28	63% (2015)
<b>3c1 Banking</b> % individuals who used Internet in the last 3 months (aged 16-74)	69% (2015)	→ 9	69% (2014)	10	57% (2015)
<b>3c2 Shopping</b> % individuals who used Internet in the last year (aged 16-74)	74% (2015)	↑ 8	73% (2014)	8	65% (2015)

French Internet users engage in a broad range of online activities. Engagement among French people shows a contrasted situation between the different activities.

While French people are keen to use online media (Video on Demand) for which France ranks 1<sup>st</sup> in Europe, they are very reluctant to engage into social activities online. The share of French Internet users that use social networks (45% to be compared with an EU average of 63%) is the lowest of all EU countries. In the same way, French people are amongst the weakest internet users in terms of consulting news (score of 50%, 27<sup>th</sup> rank: last but one in Europe) and using Internet for Music / Videos / Games (score of 47%, 20<sup>th</sup> rank in Europe).

However they don't hesitate to carry out transactions online, as France scores well in online banking and shopping.

## 4 Integration of Digital Technology

4 Integration of Digital Technology	France		Cluster	EU
	rank	score	score	score
DESI 2016	18	0.34	0.29	0.36
DESI 2015	21	0.28	0.31	0.33

Integration of Digital Technology by businesses is the DESI 2016 dimension where France performs worst in score. France's businesses, especially Small and Medium Enterprises (SMEs) need to better exploit the possibilities offered by online sales and by cross-border sales.

	France				EU
	DESI 2016		DESI 2015		DESI 2016
	Value	rank	value	rank	value
<b>4a1 Electronic Information Sharing</b> % enterprises (no financial sector, 10+ employees)	39% (2015) ↑	10	35% (2014)	13	36% (2015)
<b>4a2 RFID</b> % enterprises (no financial sector, 10+ employees)	2.7% (2014)	24	2.7% (2014)	24	3.8% (2014)
<b>4a3 Social Media</b> % enterprises (no financial sector, 10+ employees)	12% (2015)	20	n.a.	-	18% (2015)
<b>4a4 eInvoices</b> % enterprises (no financial sector, 10+ employees)	n.a.	-	n.a.	-	n.a.
<b>4a5 Cloud</b> % enterprises (no financial sector, 10+ employees)	n.a.	-	7.5% (2014)	18	n.a.
<b>4b1 SMEs Selling Online</b> % SMEs (no financial sector, 10+ employees)	16% (2015) ↑	13	11% (2014)	19	16% (2015)
<b>4b2 eCommerce Turnover</b> % turnover of SMEs (no financial sector, 10-249 employees)	11% (2015) ↑	10	9.4% (2014)	11	9.4% (2015)
<b>4b3 Selling Online Cross-border</b> % SMEs (no financial sector, 10+ employees)	7.9% (2015) ↑	15	5.2% (2013)	19	7.5% (2015)

A true digital economy is one where businesses take full advantage of the possibilities and benefits offered by digital technologies to improve their efficiency and productivity, as well as to reach customers and realise sales. In this respect, the adoption of e-Business practices by French companies shows a contrasted situation.

The adoption of digital technologies is an important driver of labour productivity growth and needs to be strengthened. French companies have relatively well integrated electronic information sharing (39% of all companies, ranking 10<sup>th</sup> among 28 EU Member States).

On the contrary, French businesses fare badly in terms of adoption of advanced technologies: Radio-Frequency Identification (only 2.7% of all companies against an EU average of 3.8%, 24<sup>th</sup> rank) and cloud computing (only 7.5%, 18<sup>th</sup> rank).

French SMEs takes an average position but have improved their situation: 16% (11% in 2014) of SMEs sell online (13<sup>th</sup> rank, just in the EU average), and 7.9% (5.2% in 2013) of SMEs sell cross-border via Internet (15<sup>th</sup> rank, EU average: 7.5%).

## 5 Digital Public Services

5 Digital Public Services	France		Cluster	EU
	rank	score	score	score
DESI 2016	13	0.59	0.45	0.55
DESI 2015	11	0.61	0.47	0.54

Digital Public Services is a dimension where France performs fairly well. With a score of 0.59, France ranks 13<sup>th</sup> among EU countries, two ranks down from last year.

	France				EU DESI 2016 value
	DESI 2016		DESI 2015		
	Value	rank	value	rank	
<b>5a1 eGovernment Users</b> % individuals returning filled forms, out of Internet users in the last year (aged 16-74)	48% (2015)	7	n.a.	-	32% (2015)
<b>5a2 Pre-filled Forms</b> Score (0 to 100)	27 (2015) →	20	27 (2014)	20	49 (2015)
<b>5a3 Online Service Completion</b> Score (0 to 100)	86 (2015) ↑	12	80 (2014)	13	81 (2015)
<b>5a4 Open Data</b> Score (0 to 700)	435 (2015) ↓	8	535 (2014)	3	351 (2015)

Modern public services offered online in an efficient manner are a vehicle for reducing public spending as well as for driving efficiency gains for enterprises, citizens, and the public administration. France fares fairly well in online public services. Its indicator scores place it among the top performers in the EU: 48% of internet users interact online with public authorities by sending filled-in forms (7<sup>th</sup> rank, EU average: 32%). However some weakness can be observed in terms of prefilled forms with a score of 27 (20<sup>th</sup> rank, EU average: 49).