

**Documentation of statistics for  
ICT Usage in Households and by Individuals 2024**

## 1 Introduction

The purpose of the statistics ICT Usage in Households and by Individuals is to analyse the access to and use of the Internet, and to follow the development. Survey questions have been deleted and added from time to time, in order to reflect new aspects and developments. The survey is based on international cooperation, a common Eurostat questionnaire and methodological guidelines. The statistics have been compiled since 2001 and in the present form it is comparable from 2008 onwards.

## 2 Statistical presentation

This survey is based on a European model questionnaire coordinated by Eurostat. The survey covers among other subjects; access to and use of the Internet and computers at home and at work, type of internet connection used, type of device used for internet access e-commerce etc. Results are calculated both for the population as a whole and for subgroups divided by sex, age, occupation, type of family etc. A number of questions concerning access are directed at households instead of the individual.

### 2.1 Data description

The purpose of the study is to analyze the access to and use of the Internet, and to follow the development. Survey questions have been deleted and added from time to time, in order to reflect new aspects and developments. The survey is based on international cooperation, a common Eurostat questionnaire and methodological guidelines.

The survey covers among other subjects; - access to and use of the Internet and computers at home and at work - type of internet connection used - type of device used for internet access - e-commerce - motives and obstacles to Internet usage - use of advanced internet-services, - use of mobile internet - Internet security

The StatBank table LABY51 is related to the theme [Land og by](#) and displays broadband coverage by municipality groups.

### 2.2 Classification system

The results of the survey are published on basis of following background variables, age, gender, geographical breakdown, education and income.

The StatBank table LABY51, related to the theme [Land og by](#), is broken down by [municipality groups](#).

### 2.3 Sector coverage

Not applicable for this survey.

## 2.4 Statistical concepts and definitions

Internet of Things: Internet-connected equipment, eg Smart TV, refrigerator, smart watch

Population: Population; individuals aged 16-89 years.

Welfare technology: Technology enabled solutions in the form of products or services used in, for example, the care and elderly area

Streaming: Streaming is watching or listening to content on the Internet via a browser, such as a series or music track, without downloading or saving the file on your device, such as a PC.

Cloud computing: Cloud services are either services that offer the possibility to store files on a server accessible over the Internet or software applications run over the Internet.

Household: The concept of households consist of one or more persons, who live in the same home and who are in family with each other (among these also cohabiting partners), but there can only be one married couple in the family.

Individual: Individuals resident in Denmark (excl. Greenland and the Faeroe Islands) in the age of 16-89 years, according to The Central Register of Persons (CPR). People without registered address in the CPR are not included in the survey.

Cookies: Cookies collect and store information about what internet users do online

Digital market platform: A digital platform mediates contact between buyer and seller, eg Facebook Marketplace, <http://www.dba.dk>, eBay etc.

Sharing economy: Transaction between private individuals, eg via AirBnB and GoMore, where individuals share their property or time with others - often for a fee

Download: Download is to retrieve or save a copy of a file, eg from a browser

Social media: Social networking services, eg TikTok, Instagram, Facebook, where you users chat online and share audio files, photos or videos

## 2.5 Statistical unit

Individuals and households

Tables related to the theme "Rural and urban" (e.g. LABY##) are distributed by municipal groups.

## 2.6 Statistical population

The covers individuals between 16 and 89 years resident in Denmark (excl. Greenland and the Faeroe Islands), according to The Central Register of Persons (Det Centrale Personregister, CPR).

## 2.7 Reference area

Denmark.

Tables related to the theme "Rural and urban" (e.g. LABY##) are distributed by municipal groups.

## **2.8 Time coverage**

2001-

Tables related to the theme "Rural and urban" (e.g. LABY##) cover from 2014 onwards.

## **2.9 Base period**

Not applicable for this survey.

## **2.10 Unit of measure**

Per cent of the population aged 16-89 years. But the indicators can also be published as percentage of Internet users, users of mobile phones or percentage of those that have bought or ordered goods or services online.

## **2.11 Reference period**

The survey is carried out by web forms and telephone interviews. Until 2006, the interviews were carried out every month in the period January-April with reference period in the last month and in the last year. From 2007 and onwards all interviews are conducted in March to May with reference period 'within the last three months' and 'in the last year'.

Data for tables related to the theme "Rural and urban" (e.g. LABY##) are retrieved from <https://www.klimadatastyrelsen.dk>.

## **2.12 Frequency of dissemination**

The statistic is published annually.

## **2.13 Legal acts and other agreements**

Participation in the survey is voluntary.

EU statistics on the use of information and communication technologies in households and by individuals . Commission regulations implementing Regulation (EU) 2019/1700 of the European Parliament and Council of 14 October 2019

## **2.14 Cost and burden**

Not applicable for this survey.

## **2.15 Comment**

The purpose of the survey is to illustrate the IT-habits in Denmark based on a number of indicators, such as e-commerce, use of cell phones and smartphones and on use of computers and internet. The survey has been developed in cooperation with Danish Agency for Digitization and DaneAge Association.

### **3 Statistical processing**

The results of the survey are grossed-up to ensure their representativeness. After collecting the data, the sample is grouped by a number of background variables, such as age and gender. Each answer gets a 'weight' that correct possible biases. The calculations are done by a regression estimator.

#### **3.1 Source data**

The survey is questionnaire-based. The EU part of the survey is based on the results of approximately 3,800 conducted interviews - collected in May-August 2024, among a representative sample of the Danish population aged 16-74 years.

The national part of the study is based on the results of approximately 4,000 completed interviews collected in May-August 2024, among a representative sample of the Danish population aged 15-89 years.

Data for tables related to the theme "Rural and urban" (e.g. LABY##) are retrieved from <https://www.klimadatastyrelsen.dk>.

#### **3.2 Frequency of data collection**

The data is collected annually.

#### **3.3 Data collection**

Web form and telephone interviews.

Data for tables related to the theme "Rural and urban" (e.g. LABY##) are retrieved from <https://www.klimadatastyrelsen.dk>.

#### **3.4 Data validation**

The data is compared to last years results.

#### **3.5 Data compilation**

Data is compared with results from the previous year and checks are made to see if filters are correct.

After collecting the data, the sample is grouped into, among other things gender, age, marital status, family composition and gross income. Within each group is calculated by multiplying by a person's weight. The person weight is calculated by looking at the ratio between the total number of people in the CPR and the number of respondents in the group. This weight is then adjusted up and down according to the composition of the enumeration population with a regression estimate. The use of this method partially corrects for skewed non-attrition in the sample.

#### **3.6 Adjustment**

No further corrections are undertaken than those already described under validation and treatment.

## **4 Relevance**

The statistics are used by the general population, the authorities, interest organizations, journalists etc. as a basis for political initiatives, analyses, articles, forecasts, exam projects, etc.

### **4.1 User Needs**

There is great interest in the collected and published information from everyone who is interested in the development in the use of IT and digital solutions in Denmark and in the EU. IT use in the population is used, among other things, by ministries and regions. In addition, the study has a lot of media attention and is in demand by a number of actors such as politicians, public and private institutions as well as researchers and students.

The survey can be used to uncover the development in the use of the internet and identify areas of action. The survey is also used in Nordic and European collaboration.

### **4.2 User Satisfaction**

No systematic knowledge of user satisfaction is gathered for these statistics.

### **4.3 Data completeness rate**

Requirements in regulation and guidelines are met.

## **5 Accuracy and reliability**

The survey is based upon simple random selection samples, and the results are therefore subject to statistical uncertainty. For the entire populations access to Internet the uncertainty is limited, since the degree of coverage is high. Uncertainty reflects variations in the collected data in comparison to the size of the sample. If all persons/families were identical with respect to access to and use of the Internet, then a sample size of 1 would in principle be adequate.

## 5.1 Overall accuracy

*Coverage:* Up to the 2006 survey results were based upon approximately 1,000 interviews each month. The coverage of the sample is therefore acceptable and very high for the annual publications 2001-2003 where interviews were held in several months. From 2007 and onwards, the survey is based upon approximately 4,300 completed interviews (16-74 years). Data collection takes place in April every year.

*Sample/section:* The sample is made by simple random selection from CPR. Up until the 2006 survey, a new sample was drawn every month among a representative section of the Danish population between 16-74 years. 1,000 interviews were carried out each month, from a sample of approximately 1,460 persons. Types of unit non-response are no telephone number for the dwelling unit, refusal and non-contact. In 2007 approximately 3,000 interviews were held in April, from a sample of approximately 4,500 persons. Types of unit non-response are the same as before. The 2009 survey is based on 4,303 completed interviews. The number of completed interviews was 4,600 in 2010, when coverage was extended from 16-74 years to 16-89 years. In 2013 the survey is based on 5,696 interviews (16-89 years). In 2016, the population is expanded with 15-year-old citizens and 6,222 interviews are conducted. The 2017 survey is based on 6,200 interviews with citizens between the ages of 15 and 89. The 2018 survey covers the 15-89-year-olds and consists of 6,300 completed interviews. 2019 consists of 5,793 completed interviews with people aged 15-89. In 2020, there were 5,946 completed interviews with citizens aged 16 to 89. In 2021, the survey will be split in two, so that it consists of an EU survey with approx. 4,200 responses and a national survey with approx. 2,700 responses to reduce the reporting burden. In 2022, there were approx. 4,000 responses to the national part of the survey and approximately 4,400 to the EU part. In 2023, there were around 4,000 responses to the EU part and around 3,700 to the national part of the survey. In 2024, there were 3,800 responses to the EU part and 4,000 responses to the national part of the survey.

*Collection/measuring:* Information is collected by telephone interviews. From 2008 it is possible for respondents to choose to supply information via a web-based questionnaire. Background information about the respondents is collected from register information from CPR.

*Calculation method:* After collecting the data the sample is grouped after for instance sex, age, civil status, family status and gross income. Within each group individual results are multiplied with an individual weight. The weight of person is equal to the number of persons in the CPR and the number of persons in the group. This weight is afterwards further adjusted up and/or down depending on the composition in the enumeration population with a regression estimate. The use of this method adjusts for an uneven loss in the sample.

There are calculations of sampling error for chosen questions and chosen groups.

## 5.2 Sampling error

Sampling error 2022 for the EU-questionnaire (Standard error in percentage points)

- Proportion of individuals having ordered goods or services for private use over the internet : 0,52

The statistical uncertainty of the shares of individuals that have ordered goods or services for private use is calculated to  $\pm 0,52$  per cent in 2022 with an interval of confidence of 95 per cent. Uncertainty increases in relation to background variables, e.g. type of occupation, since these shares are based on a smaller number of interviews. The uncertainty was for instance estimated to  $\pm 1,57$  per cent for 2022 for 65-74 year olds who have ordered goods and services for private use.

### **5.3 Non-sampling error**

There aren't any questionnaires with errors, due to built-in filters that help the respondents. E.g. a respondent that has answered 'no' to Internet use, will not get questions on Internet activities.

### **5.4 Quality management**

Statistics Denmark follows the recommendations on organisation and management of quality given in the Code of Practice for European Statistics (CoP) and the implementation guidelines given in the Quality Assurance Framework of the European Statistical System (QAF). A Working Group on Quality and a central quality assurance function have been established to continuously carry through control of products and processes.

### **5.5 Quality assurance**

Statistics Denmark follows the principles in the Code of Practice for European Statistics (CoP) and uses the Quality Assurance Framework of the European Statistical System (QAF) for the implementation of the principles. This involves continuous decentralized and central control of products and processes based on documentation following international standards. The central quality assurance function reports to the Working Group on Quality. Reports include suggestions for improvement that are assessed, decided and subsequently implemented.

### **5.6 Quality assessment**

The quality of the survey in general is appraised to be high.

In 2024 the EU-survey result are based on responses from 3.800 respondents aged 16-74 years.

The survey is based on simple random samples and therefore the results are subject to a sampling error.

### **5.7 Data revision - policy**

Statistics Denmark revises published figures in accordance with the [Revision Policy for Statistics Denmark](#). The common procedures and principles of the Revision Policy are for some statistics supplemented by a specific revision practice.

### **5.8 Data revision practice**

Only final indicators are published.

## **6 Timeliness and punctuality**

The survey is published annually and the results are usually published without delay in relation to the scheduled date.



## **6.1 Timeliness and time lag - final results**

ICT usage in households and by individuals is published annually in News from Statistics Denmark and in one annual publications. The time of publication, that is the time between the end of the reference period (primo August) and the date of publication is approximately 20 days.

## **6.2 Punctuality**

The results of the survey are usually published without delay in relation to the scheduled date.

## **7 Comparability**

The survey is harmonized with the EU model questionnaire, which is used in most member states.

### **7.1 Comparability - geographical**

The survey is harmonized with the EU model questionnaire, which is used in most member states.

### **7.2 Comparability over time**

The survey has been carried out since January 2001. A large part of the indicators have been replaced with others to be able to measure the newest trends in ICT. Key figures are comparable over time. The survey replaces the survey Personal computers and access to the Internet (Pc'ere og adgang til internet), carried out from May 1997 to the end of 2000.

All responses were collected during the corona crisis and closures in mid-March -to end of May 202., COVID19 has an impact on comparability over time. The population's use of IT have increased during the period.

### **7.3 Coherence - cross domain**

Similar surveys are carried out in other EU member states based on the same Eurostat model questionnaire. Results from all EU countries are available on Eurostats homepage.

### **7.4 Coherence - internal**

A number of checks and validation mechanisms as well as reporting aides for the respondent's understanding of the questionnaire are built into the digital form. This includes among other things filter and routing mechanisms.

## **8 Accessibility and clarity**

The statistics are published in the series Nyt fra Danmarks Statistik (in Danish only - News from Statistics Denmark), in Statistical Yearbook (up to 2017), in Key Figures on Information Society Denmark and Information Society Denmark in Eurostat database and publications and in Statbank Denmark (<http://www.statbank.dk>)

## 8.1 Release calendar

The publication date appears in the release calendar. The date is confirmed in the weeks before.

## 8.3 User access

Statistics are always published at 8:00 a.m. at the day announced in the release calendar. No one outside of Statistics Denmark can access the statistics before they are published.

## 8.2 Release calendar access

The Release Calendar can be accessed on our English website: [Release Calendar](#).

## 8.4 News release

The statistics are published in the series [Nyt fra Danmarks Statistik](#) (in Danish only - News from Statistics Denmark).

## 8.5 Publications

- [Publication with annual results](#)

## 8.6 On-line database

The statistics are published in the StatBank under the subjects in the following tables:

- [BEBRIT07](#): Purchase via internet - per cent of the population (16-74 years) by type, latest purchase and time
- [BEBRIT02](#): Latest use of internet - per cent of the population (16-74 years) by type, latest use and time
- [BEBRIT08](#): E-commerce during the past year by type, product and time
- [FABRIT01](#): Access to computer and internet in by household type - (2008) by type, access and time
- [BEBRIT09](#): Use of internet for private purposes - per cent of the population(16-74 years) by type, internet activity and time
- [BEBRIT11](#): E-commerce by type of sellers by type, sellers and time
- [BEBRIT18](#): Use of cloud computing - per cent of the population (16-74 years) by type and time
- [BEBRIT19](#): It-security problems within the last year - per cent of internet users (16-74) by type and activity
- [BEBRIT20](#): Use of streaming services - per cent of individuals (16-89 years) by type and purpose
- [BEBRIT22](#): Considerations when buying IT equipment - percent of the population (16-74 years) by type and consideration when buying

## 8.7 Micro-data access

The basic material is stored electronically.

## **8.8 Other**

Data is sent to Eurostat in a data transmission. EU comparisons are available at [Eurostat](#) tick Data>database by themes>Science Technology, digital society>ICT usage in households and by individuals

## **8.9 Confidentiality - policy**

Not relevant for these statistics.

## **8.10 Confidentiality - data treatment**

Not applicable.

## **8.11 Documentation on methodology**

The method and content are also described in the annual publication.

## **8.12 Quality documentation**

Results from the quality evaluation of products and selected processes are available in detail for each statistics and in summary reports for the Working Group on Quality.

## **9 Contact**

The administrative placement of these statistics is in the division of Science, Technology and Culture. The contact person is Anne Vibeke Jacobsen, tel.: + 45 2014 8428, and e-mail: AVJ@dst.dk.