

## C Persons and ICT

The Czech Statistical Office (CZSO) has been collecting detailed information on individuals using selected information and communication technologies (ICT) by means of a separate annual statistical survey named **Sample Survey on the ICT Use in Households and by Individuals (VŠIT)**. The first pilot survey was carried out in 2002.

Since 2006, the survey has been carried out in accord with the **Regulation (EC) No 808/2004** of the European Parliament and of the Council of 21 April 2004 concerning Community statistics on the information society. This allows obtaining of internationally comparable data within the EU Member States.

The survey applies the method of **personal interviews** with the use of personal computer (Computer Assisted Personal Interviewing – CAPI) in a sample of around 10 000 individuals aged 16+ years living in **private households** on the territory of Czechia. This means the survey does not cover individuals living in collective households (penitentiaries, social care establishments, retirement homes, etc.).

The survey results are grossed up to the whole population aged 16+ years. The data are available broken by a wide spectrum of demographic and social characteristics as, for instance, sex, age, educational attainment, economic activity, income group, region, and residential municipality size.

### Notes

**Time of survey:** 2<sup>nd</sup> quarter of reference year

**Reference period:**

3 months prior to the survey: use of the internet on selected devices, activities performed on the internet (shopping excluded) and internet security. A person uses selected devices, performs the activities or experience security incidents if she/he used the device, performed the activity or experienced the incident at least once in the last 3 months prior to the interview.

12 months prior to the survey: shopping online. A person purchased over the internet at least one item in the last 12 months.

**Educational attainment** is published for the age group 25-64 years. For purposes of this publication educational attainment was divided in four categories: primary, secondary without A level exam, secondary with A level exam and tertiary.

### Comparability of data published by the CZSO and Eurostat

Data published by Eurostat for Czechia slightly differ from data published by the CZSO. This difference is due to the fact that Eurostat includes solely individuals aged 16 to 74 years whereas the CZSO includes people aged 16 and over. For that reason tables for Czechia in this publication give two values - for total individuals aged 16+ years, and for total individuals aged 16–74 years.

**International data and comparisons** of certain indicators are taken from the Eurostat database for digital economy and society, data of which are every year updated in December or January. Detailed information can be found at: <https://ec.europa.eu/eurostat/web/digital-economy-and-society/overview>

### Definitions

- **Wireless internet connection (WiFi)** shall mean the internet connection through a local wireless network, secured or not. Typical examples include household wireless networks, local wireless networks of cafes, hospitals, airports, transport means, schools, etc. The WiFi connection is usually for free, it may be paid in certain cases as at the airports, for instance, or with limited access time.
- **Seeking information on travel and accommodation** includes searching for information in this field both in the form of browsing via an internet browser, and direct visits to selected web pages. Examples of information on travel may include information on

available flights, bus or railway connections, accommodation, car renting, or travel insurance.

- **Smartphone** is a mobile phone with operating system. Most of the smartphones are touchscreen phones, but there are exceptions (e.g. BlackBerry) which can be also operated by buttons. A smartphone user can use on his/her mobile phone the internet (including mobile apps).
- The **internet banking** is operated by means of an internet portal enabling remote control and administration of bank accounts through the internet. The portal shall enable, for instance, checking the account remainder, setting up of a payment or permanent payments, setting up limits of cash withdrawing from ATMs, etc. The internet banking can also be accessible through a mobile phone by means of an application of so-called mobile banking.
- A **purchase over the internet** shall mean ordering of any goods or services on a website or by means of an application for private purposes. Orders placed by means of email are not included. Goods or services ordered this way may not be paid over the internet, they could be paid in cash on delivery, or while delivered in person.
- **Hacking of an e-mail or social media account** refers to a fraudulent technique which results in sending of unwanted content from the owner's account without his knowledge. This category does not include receiving of spam e-mails, e.g. advertising messages.
- **Receiving fraudulent messages** (so called phishing) is a fraudulent technique used on the internet to retrieve sensitive data (passwords, credit card numbers, etc.) via e-mail communication.
- **Listening to music** includes listening to the web radio and listening to music on any other websites or via apps (e.g. Youtube or Spotify).
- **Redirection to fake websites** (so called pharming) is a fraudulent technique used on the internet to retrieve sensitive data from attack victims. Fake websites which are almost identical with the original websites require the user to enter a username, password, account number or credit card information.
- **Internet connection via mobile data** includes access to the internet on a mobile phone using a paid data plan from a mobile operator.
- **Watching videos** includes watching videos on webpages intended for sharing (e.g. Youtube), on webpages of TV broadcasters or internet TVs and watching videos on demand (e.g. via Netflix or HBO GO).

Detailed information on methodology of the survey can be found in the CZSO publication **ICT Use in Households and by Individuals in 2019**, code **062004-19**, accessible for free on the CZSO website at <https://www.czso.cz/csu/czso/vyuzivani-informacnich-a-komunikacnich-technologii-v-domacnostech-a-mezi-jednotlivci> (in the Czech language only).

**Further information on the theme can be found at** [https://www.czso.cz/csu/czso/domacnosti\\_a\\_jednotlivci](https://www.czso.cz/csu/czso/domacnosti_a_jednotlivci) (in the Czech language only)

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Tab. C1 Persons in Czechia using a mobile phone; 2019

%

	Total	Smartphone	Mobile phone without operating system
<b>Total (aged 16+ years)</b>	<b>96,9</b>	<b>69,6</b>	<b>31,3</b>
Total (aged 16–74)	97,8	75,8	26,3
<b>Sex (aged 16+ years)</b>			
Men	96,6	71,3	29,4
Women	97,1	68,0	33,0
<b>Age group (years)</b>			
16–24	99,2	98,6	4,7
25–34	98,4	94,8	10,2
35–44	98,3	91,2	11,7
45–54	98,8	81,5	22,0
55–64	97,7	60,4	40,5
65+	91,6	19,8	73,7
<b>Education attainment (aged 25–64)</b>			
Primary	87,8	53,6	34,5
Secondary without A-level examination	98,8	73,6	29,3
Secondary with A-level examination	98,7	88,3	16,0
Tertiary	99,8	95,5	9,8

as a percentage of all persons in a given socio-demographic group

Figure C1 Persons using a mobile phone by sex and age

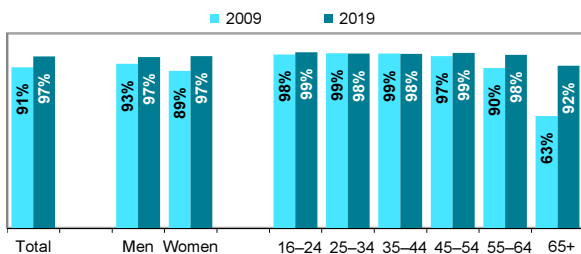
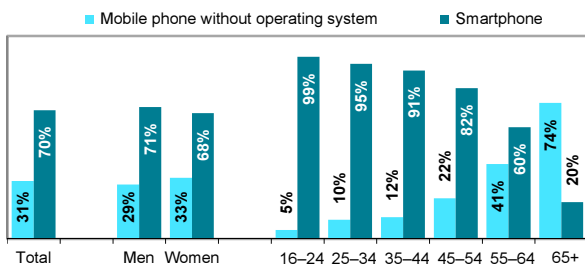


Figure C2 Types of mobile phones used by persons; 2019



as a percentage of all persons in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

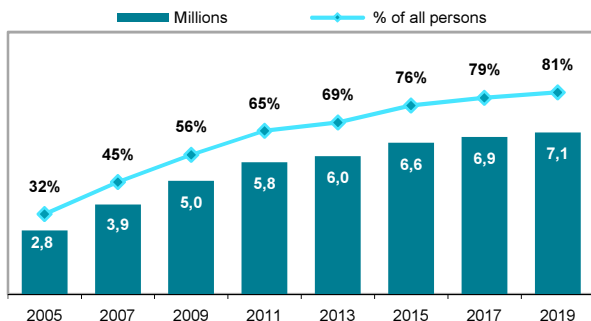
## C Persons and ICT

**Tab. C2 Persons in Czechia using the internet**

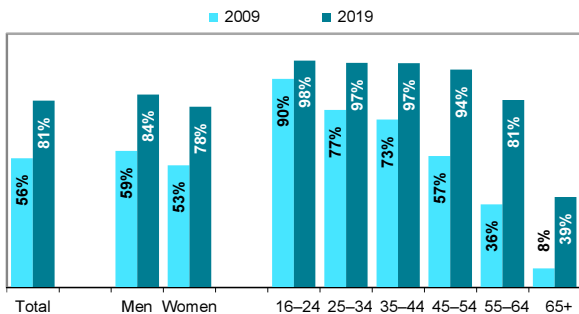
	%		
	2015	2018	2019
<b>Total (aged 16+ years)</b>	<b>75,7</b>	<b>80,7</b>	<b>80,9</b>
Total (aged 16–74)	81,3	86,5	87,0
<b>Sex (aged 16+ years)</b>			
Men	77,9	82,8	83,6
Women	73,5	78,7	78,3
<b>Age group (years)</b>			
16–24	97,0	99,1	98,3
25–34	95,4	98,9	97,3
35–44	93,9	97,6	97,1
45–54	86,7	93,4	94,3
55–64	68,0	77,3	81,2
65+	28,4	38,4	39,2
<b>Education attainment (aged 25–64)</b>			
Primary	49,2	66,6	67,8
Secondary without A-level examination	78,1	87,2	87,6
Secondary with A-level examination	95,0	97,2	97,8
Tertiary	99,4	99,7	99,7

as a percentage of all persons in a given socio-demographic group

**Figure C3 Persons aged 16+ using the internet**



**Figure C4 Usage of the internet by sex and age**

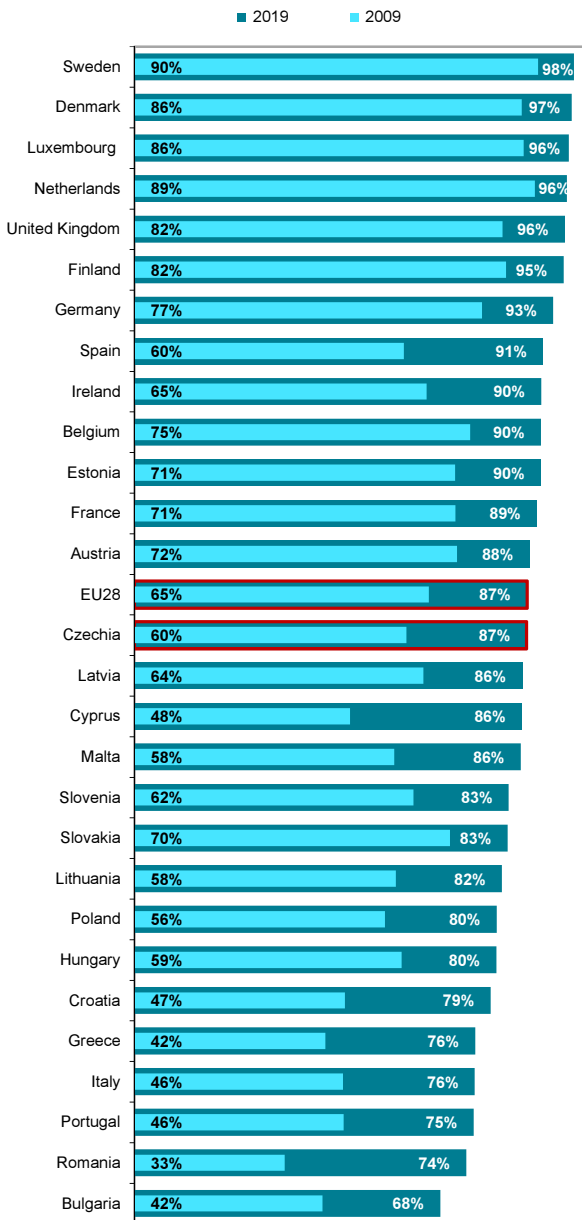


as a percentage of all persons in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

## C Persons and ICT

Figure C5 Persons in EU countries aged 16–74 years using the internet



Source: Eurostat

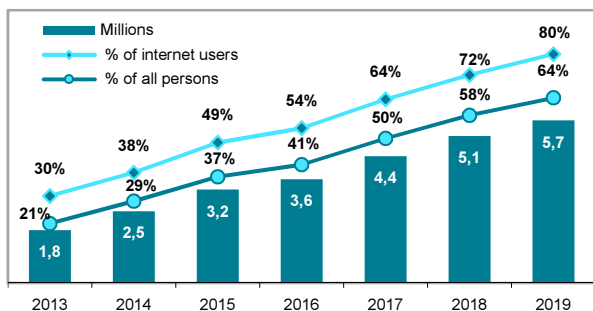
## C Persons and ICT

**Tab. C3 Persons in Czechia using the internet on mobile phones** %

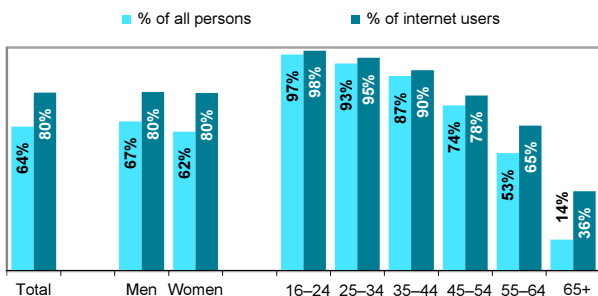
	2015	2018	2019
<b>Total (aged 16+ years)</b>	<b>37,0</b>	<b>58,4</b>	<b>64,5</b>
Total (aged 16–74)	40,1	63,7	70,5
<b>Sex (aged 16+ years)</b>			
Men	41,7	60,7	66,8
Women	32,5	56,3	62,3
<b>Age group (years)</b>			
16–24	77,1	93,7	96,8
25–34	68,0	90,0	92,7
35–44	48,6	81,6	87,1
45–54	28,1	66,6	73,9
55–64	14,2	35,9	52,6
65+	3,1	9,9	13,9
<b>Education attainment (aged 25–64)</b>			
Primary	15,5	43,2	49,9
Secondary without A-level examination	27,9	56,3	65,0
Secondary with A-level examination	43,4	76,8	83,7
Tertiary	68,3	87,5	93,6

as a percentage of all persons in a given socio-demographic group

**Figure C6 Persons aged 16+ using the internet on mobile phones**



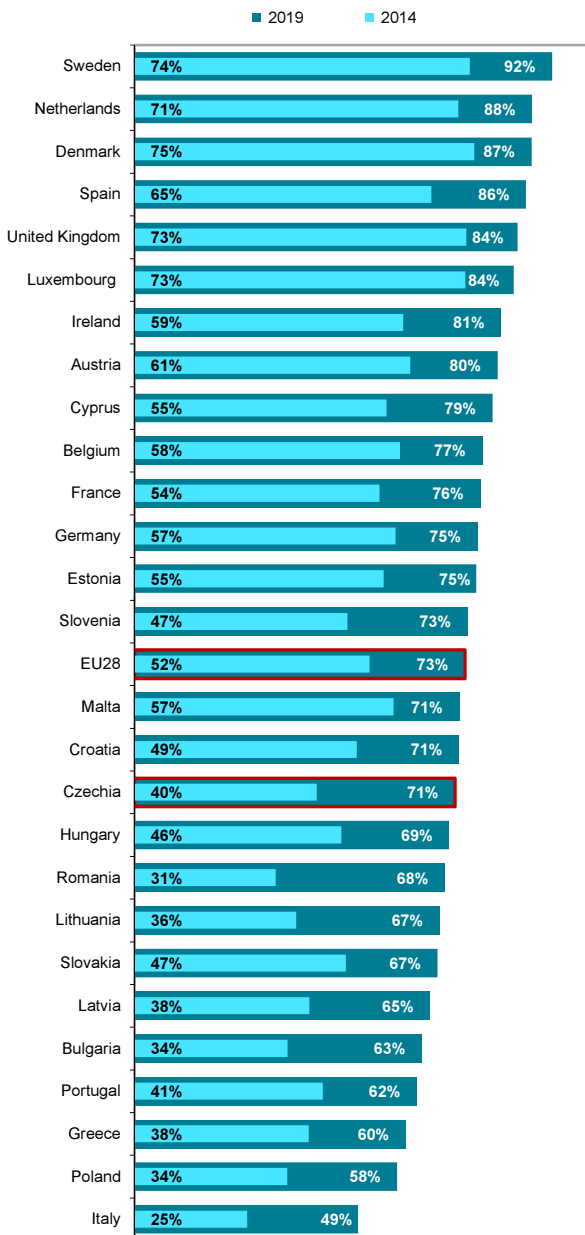
**Figure C7 Usage of the internet on mobile phones by sex and age; 2019**



Source: Czech Statistical Office, ICT use survey in households

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Figure C8 Persons in EU countries aged 16–74 years using the internet on mobile phones



Source: Eurostat

## C Persons and ICT

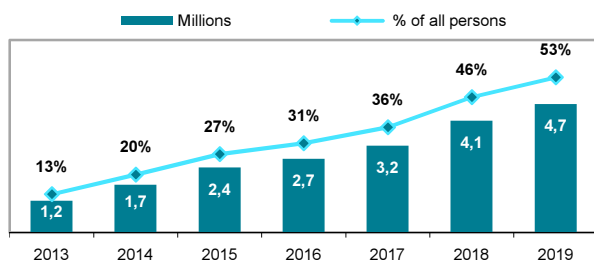
**Tab. C4 Persons in Czechia using mobile data or Wi-Fi to access the internet on mobile phones; 2019**

%

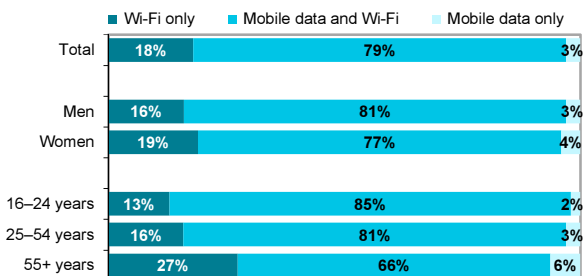
	Mobile data	Wi-Fi	Wi-Fi only
<b>Total (aged 16+ years)</b>	<b>53,2</b>	<b>62,3</b>	<b>11,3</b>
Total (aged 16–74)	58,3	68,2	12,3
<b>Sex (aged 16+ years)</b>			
Men	56,1	64,9	10,7
Women	50,5	59,9	11,8
<b>Age group (years)</b>			
16–24	84,0	95,1	12,8
25–34	82,7	89,9	10,0
35–44	72,1	84,6	15,0
45–54	59,1	71,6	14,9
55–64	39,1	50,1	13,5
65+	9,5	12,5	4,4
<b>Education attainment (aged 25–64)</b>			
Primary	38,8	43,2	11,1
Secondary without A-level examination	49,5	62,1	15,5
Secondary with A-level examination	70,2	81,6	13,5
Tertiary	82,9	92,1	10,8

as a percentage of all persons in a given socio-demographic group

**Figure C9 Persons aged 16+ using mobile data to access the internet on mobile phones**



**Figure C10 Usage of the internet on mobile phones by type of connection; 2019**



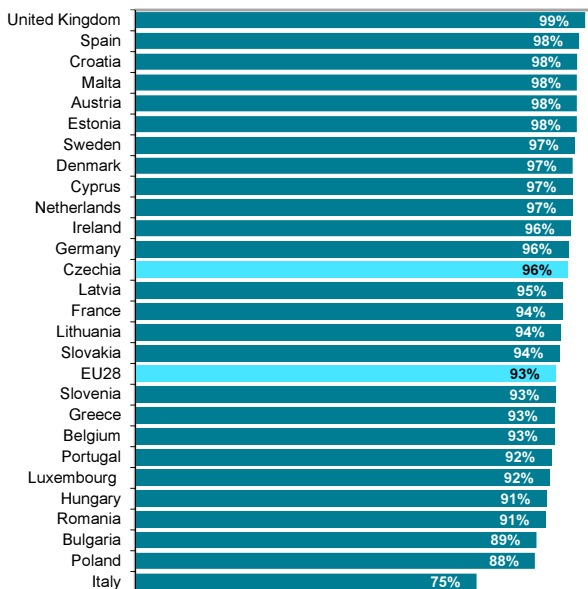
as a percentage of persons who use the internet on mobile phones

Source: Czech Statistical Office, ICT use survey in households

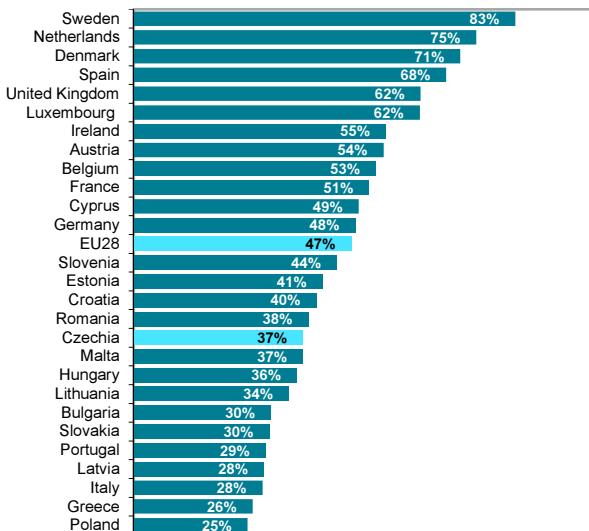


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**Figure C11 Persons in EU countries aged 16–29 years using the internet on mobile phones; 2019**



**Figure C12 Persons in EU countries aged 55–74 years using the internet on mobile phones; 2019**



Source: Eurostat

## C Persons and ICT

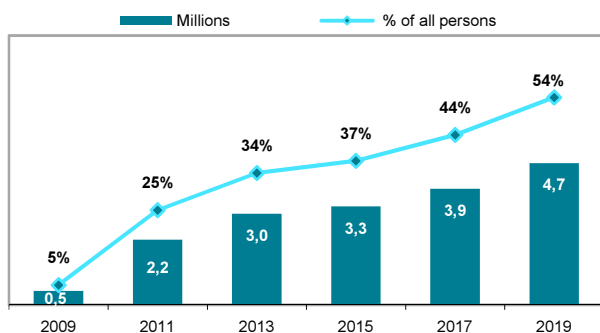
**Tab. C5 Persons in Czechia using social networks**

%

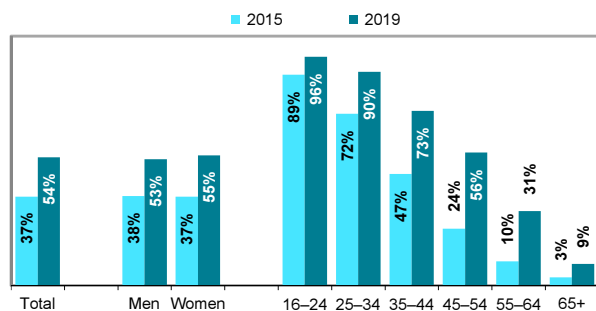
	2015	2018	2019
<b>Total (aged 16+ years)</b>	<b>37,4</b>	<b>51,0</b>	<b>54,0</b>
Total (aged 16–74)	40,7	55,6	58,9
<b>Sex (aged 16+ years)</b>			
Men	37,6	49,4	53,1
Women	37,3	52,6	54,8
<b>Age group (years)</b>			
16–24	88,7	97,0	96,2
25–34	72,3	89,8	89,9
35–44	46,9	69,3	73,5
45–54	23,9	45,5	55,9
55–64	10,1	27,2	31,3
65+	3,3	7,8	9,0
<b>Education attainment (aged 25–64)</b>			
Primary	15,8	40,6	44,3
Secondary without A-level examination	30,2	48,2	54,3
Secondary with A-level examination	43,9	63,5	68,0
Tertiary	55,3	74,3	75,3

as a percentage of all persons in a given socio-demographic group

**Figure C13 Persons aged 16+ using social networks**



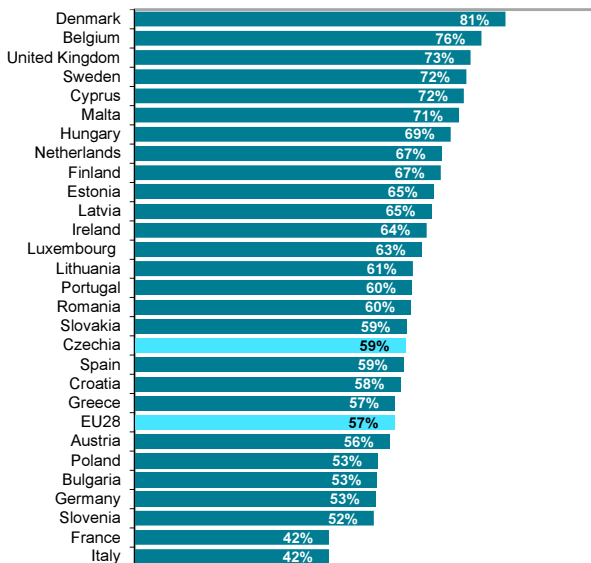
**Figure C14 Usage of social networks by sex and age**



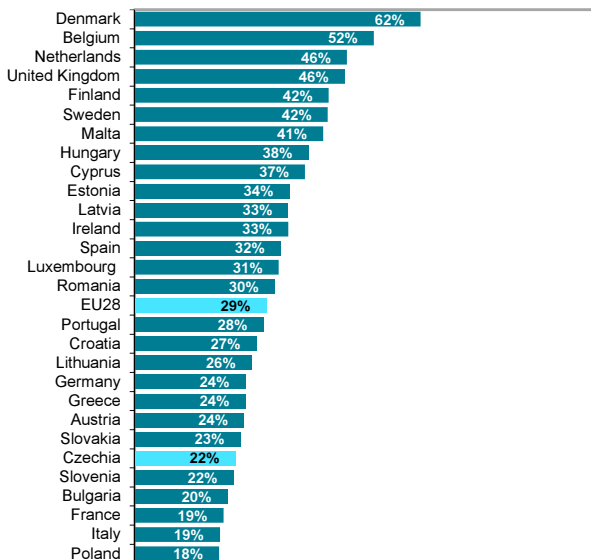
Source: Czech Statistical Office, ICT use survey in households

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**Figure C15 Persons in EU countries aged 16–74 years using social networks; 2019**



**Figure C16 Persons in EU countries aged 55–74 years using social networks; 2019**



## C Persons and ICT

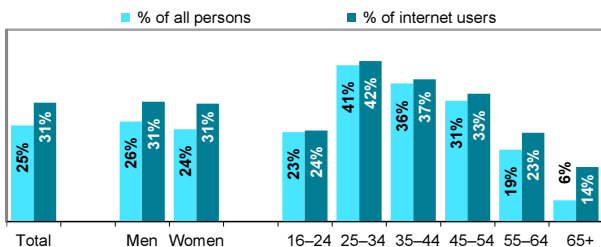
**Tab. C6 Persons in Czechia using the internet for selected activities related to travelling; 2019**

%

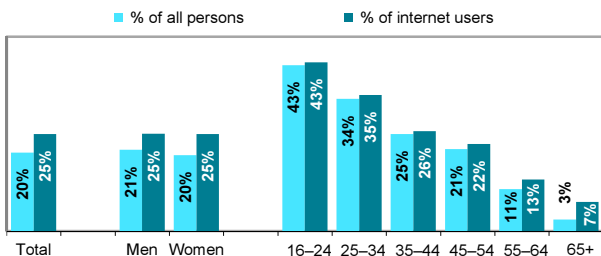
	Looking for info about travelling	Purchasing accommodation	Purchasing travel tickets
<b>Total (aged 16+ years)</b>	<b>52,0</b>	<b>25,0</b>	<b>20,2</b>
Total (aged 16–74)	56,6	27,3	22,1
<b>Sex (aged 16+ years)</b>			
Men	51,6	26,1	20,9
Women	52,4	24,1	19,5
<b>Age group (years)</b>			
16–24	65,3	23,3	42,6
25–34	73,2	40,7	34,0
35–44	67,7	36,0	24,9
45–54	59,3	31,4	21,1
55–64	45,7	18,8	10,7
65+	18,0	5,6	2,9
<b>Education attainment (aged 25–64)</b>			
Primary	27,3	6,4	6,0
Secondary without A-level examination	44,3	17,9	11,5
Secondary with A-level examination	71,8	36,7	25,1
Tertiary	82,3	53,5	41,8

as a percentage of all persons in a given socio-demographic group

**Figure C17 Purchasing accommodation over the internet by sex and age; 2019**



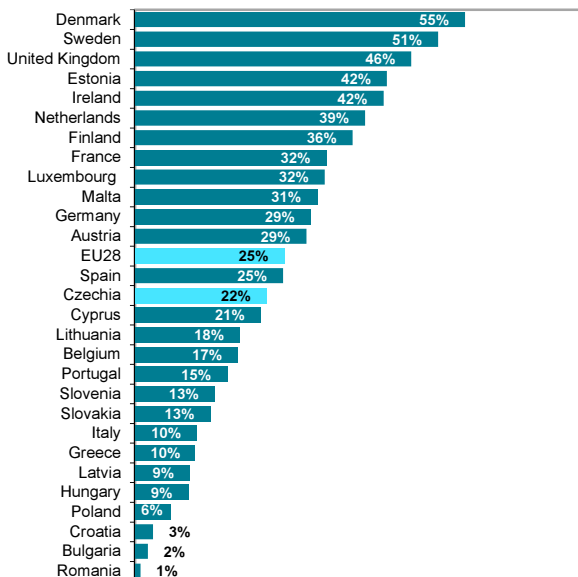
**Figure C18 Purchasing travel tickets over the internet by sex and age; 2019**



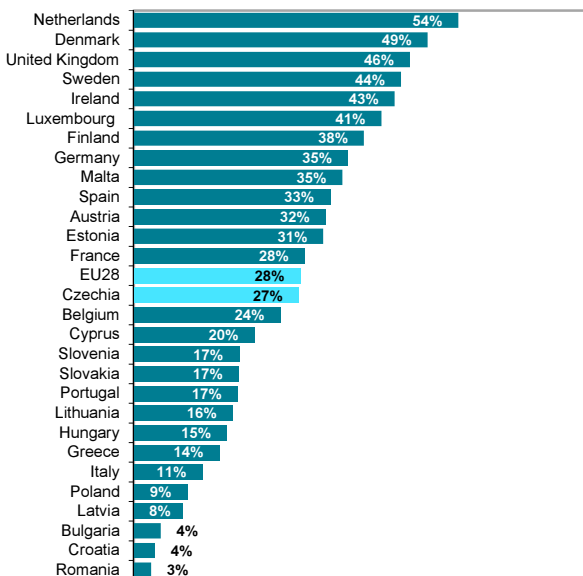
Source: Czech Statistical Office, ICT use survey in households

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**Figure C19 Persons in EU countries aged 16–74 years purchasing travel tickets over the internet; 2019**



**Figure C20 Persons in EU countries aged 16–74 years purchasing accommodation over the internet; 2019**



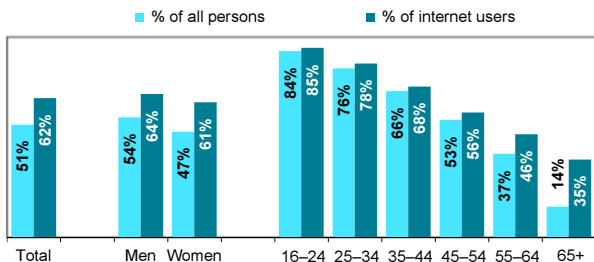
## C Persons and ICT

**Tab. C7 Persons in Czechia using the internet for selected entertainment activities; 2019**

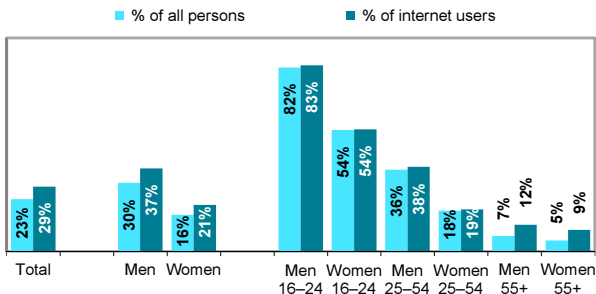
	Watching videos	Listening to music	Playing games (year 2018)
<b>Total (aged 16+ years)</b>	<b>50,5</b>	<b>46,3</b>	<b>23,2</b>
Total (aged 16–74)	55,0	50,5	25,2
<b>Sex (aged 16+ years)</b>			
Men	53,8	49,2	30,5
Women	47,5	43,6	16,2
<b>Age group (years)</b>			
16–24	83,6	90,6	68,3
25–34	75,9	78,3	41,2
35–44	65,7	63,1	26,8
45–54	52,8	42,0	14,1
55–64	37,5	25,2	9,2
65+	13,7	9,0	3,4
<b>Education attainment (aged 25–64)</b>			
Primary	33,0	33,7	21,6
Secondary without A-level examination	50,4	41,3	23,5
Secondary with A-level examination	62,0	58,5	25,2
Tertiary	72,4	66,8	19,4

as a percentage of all persons in a given socio-demographic group

**Figure C21 Watching videos on the internet by sex and age; 2019**



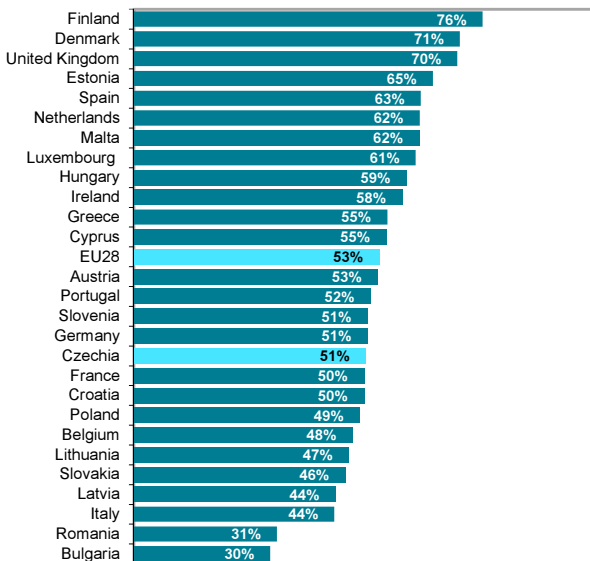
**Figure C22 Playing games on the internet by sex and age; 2018**



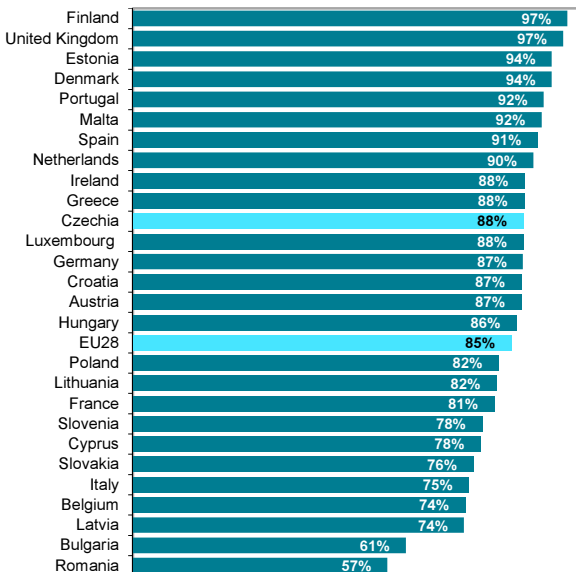
Source: Czech Statistical Office, ICT use survey in households

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**Figure C23 Persons in EU countries aged 16–74 years listening to music on the internet; 2019**



**Figure C24 Persons in EU countries aged 16–29 years listening to music on the internet; 2019**



Source: Eurostat

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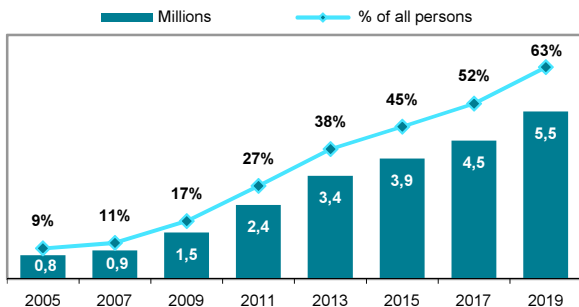
**Tab. C8 Persons in Czechia using internet banking**

%

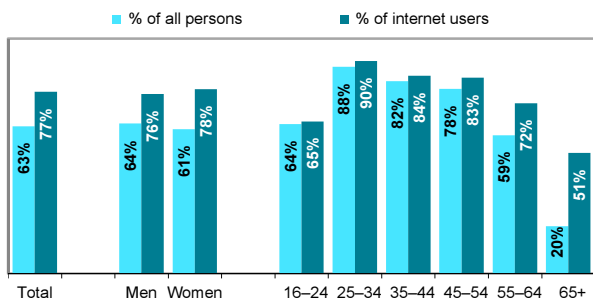
	2015	2018	2019
<b>Total (aged 16+ years)</b>	<b>44,9</b>	<b>57,6</b>	<b>62,5</b>
Total (aged 16–74)	48,5	62,4	68,0
<b>Sex (aged 16+ years)</b>			
Men	47,0	59,2	63,8
Women	43,0	56,0	61,4
<b>Age group (years)</b>			
16–24	36,1	54,7	63,5
25–34	68,4	84,4	87,9
35–44	68,5	81,7	81,7
45–54	54,8	72,1	78,5
55–64	33,4	46,7	58,7
65+	10,2	16,0	20,1
<b>Education attainment (aged 25–64)</b>			
Primary	22,0	32,0	33,1
Secondary without A-level examination	51,4	58,0	63,7
Secondary with A-level examination	75,5	82,0	87,2
Tertiary	88,6	90,2	93,5

as a percentage of all persons in a given socio-demographic group

**Figure C25 Persons aged 16+ using internet banking**



**Figure C26 Usage of internet banking by sex and age; 2019**

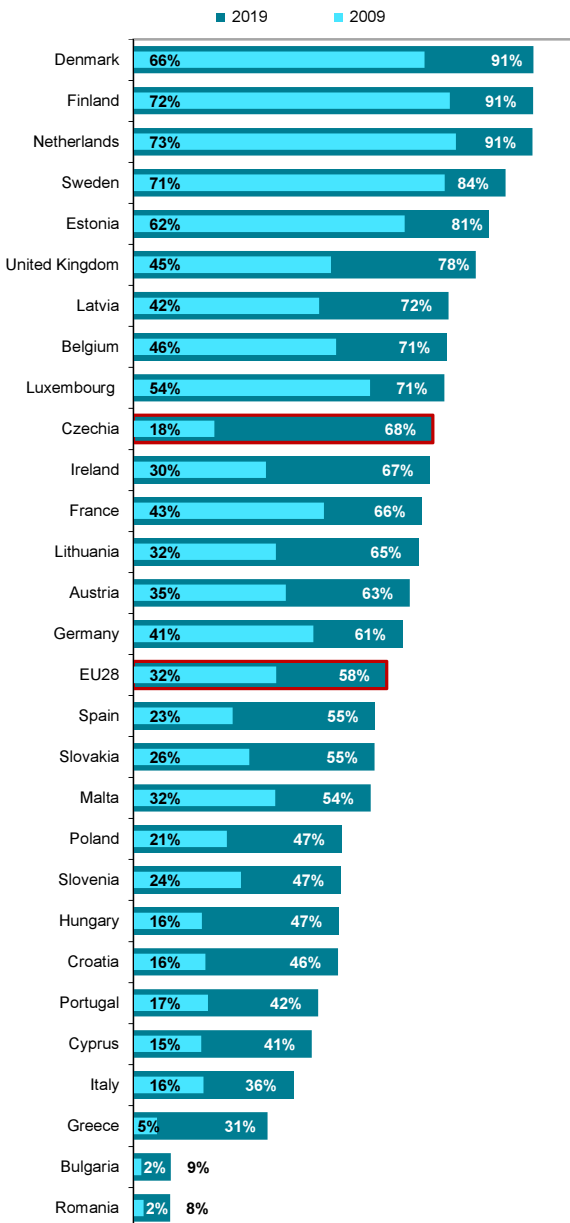


Source: Czech Statistical Office, ICT use survey in households



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**Figure C27 Persons in EU countries aged 16–74 years using internet banking**



Source: Eurostat

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**Tab. C9 Persons in Czechia, who experienced selected security incidents; 2019**

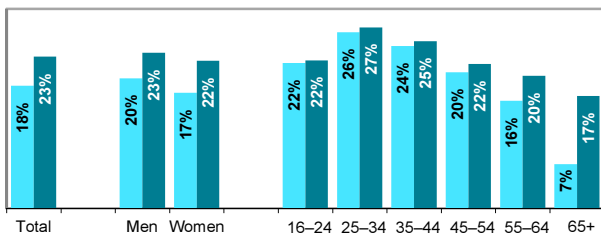
%

	Receiving fraudulent messages	Hacking of e-mail or social media account	Redirection to fake websites
<b>Total (aged 16+ years)</b>	15,7	4,5	3,3
Total (aged 16–74)	17,0	4,8	3,6
<b>Sex (aged 16+ years)</b>			
Men	16,7	4,6	4,1
Women	14,8	4,4	2,6
<b>Age group (years)</b>			
16–24	17,1	6,2	6,1
25–34	22,5	5,8	5,9
35–44	21,6	5,6	3,5
45–54	16,9	5,3	3,8
55–64	14,2	3,8	2,1
65+	5,8	1,8	0,7
<b>Education attainment (aged 25–64)</b>			
Primary	7,6	2,0	3,4
Secondary without A-level exam.	12,9	3,0	1,7
Secondary with A-level examination	22,6	6,2	4,8
Tertiary	25,5	7,5	5,7

as a percentage of all persons in a given socio-demographic group

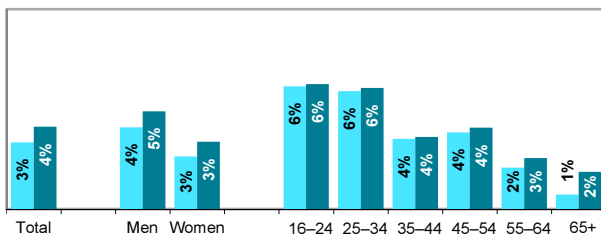
**Figure C28 Experience with at least one security incident on the internet by sex and age; 2019**

■ % of all persons      ■ % of internet users



**Figure C29 Redirection to fake websites by sex and age; 2019**

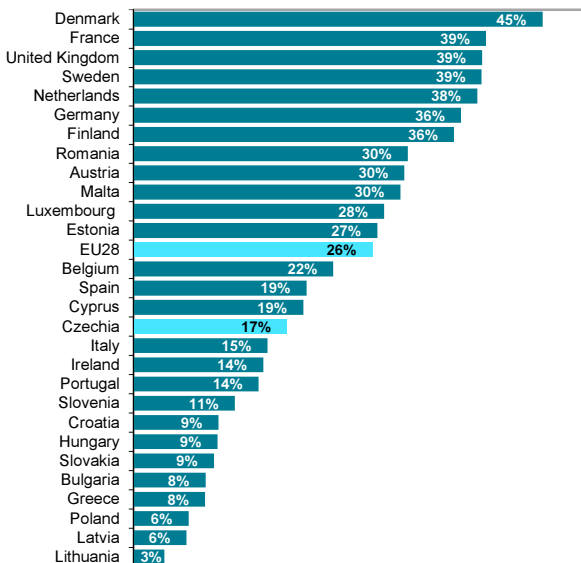
■ % of all persons      ■ % of internet users



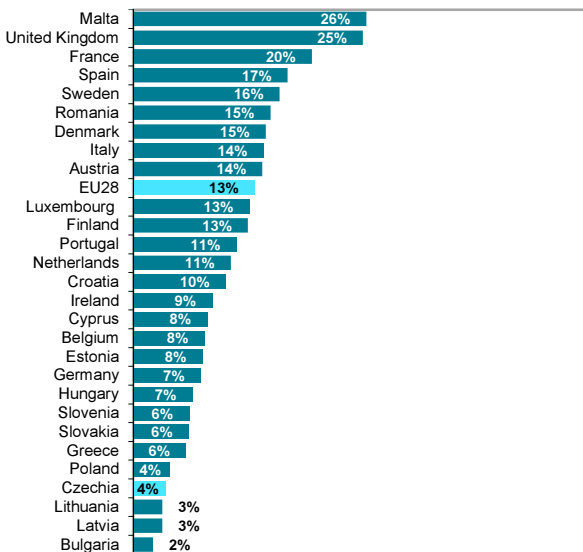
Source: Czech Statistical Office, ICT use survey in households

## C Persons and ICT

**Figure C30 Persons in EU countries aged 16–74 years, who received fraudulent messages; 2019**



**Figure C31 Persons in EU countries aged 16–74 years, who were redirected to fake websites; 2019**



## C Persons and ICT

Tab. C10 Persons in Czechia purchasing over the internet

%

	2015	2018	2019
<b>Total (aged 16+ years)</b>	<b>41,9</b>	<b>53,9</b>	<b>58,8</b>
Total (aged 16–74)	45,3	58,6	64,0
<b>Sex (aged 16+ years)</b>			
Men	42,6	53,6	59,2
Women	41,2	54,2	58,5
<b>Age group (years)</b>			
16–24	60,6	71,0	81,4
25–34	66,9	81,3	86,5
35–44	59,2	71,4	76,9
45–54	41,2	63,8	69,8
55–64	25,7	41,2	45,4
65+	8,0	13,5	16,4
<b>Education attainment (aged 25–64)</b>			
Primary	21,8	32,0	33,4
Secondary without A-level examination	46,0	50,5	54,6
Secondary with A-level examination	71,5	73,9	79,8
Tertiary	84,6	84,0	88,9

as a percentage of all persons in a given socio-demographic group

Figure C32 Persons aged 16+ purchasing over the internet

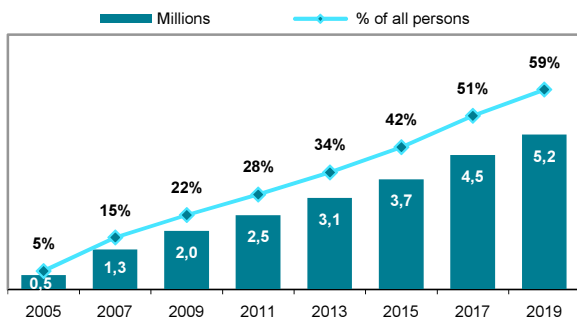
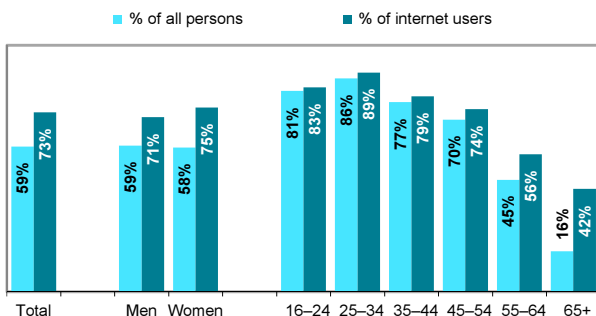


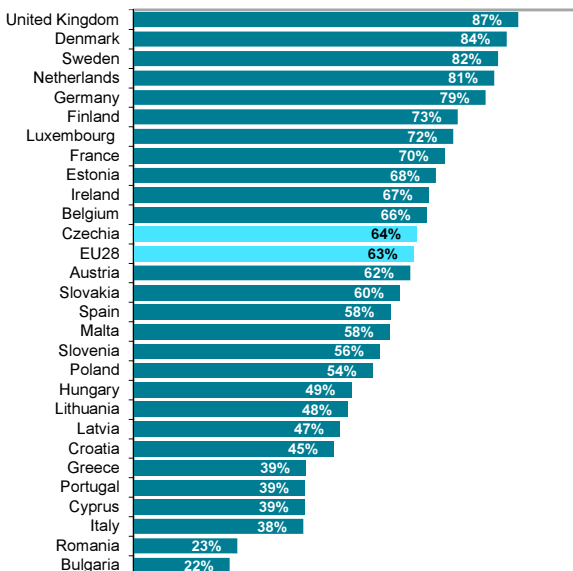
Figure C33 Purchasing over the internet by sex and age; 2019



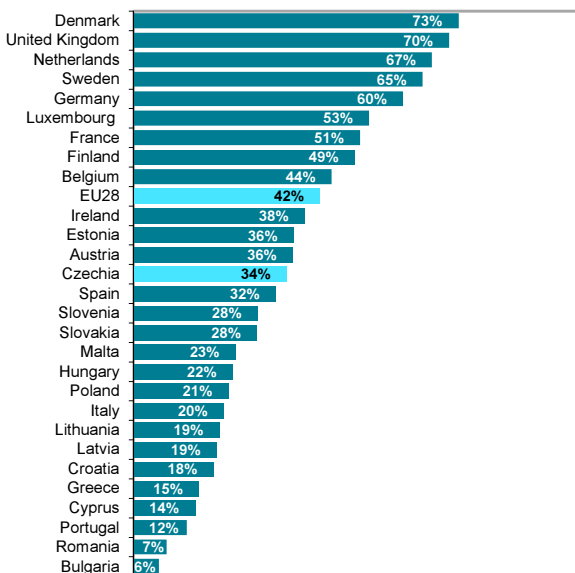
Source: Czech Statistical Office, ICT use survey in households

## C Persons and ICT

**Figure C34 Persons in EU countries aged 16–74 years purchasing over the internet; 2019**



**Figure C35 Persons in EU countries aged 55–74 years purchasing over the internet; 2019**



## C Persons and ICT

**Tab. C11 Persons in Czechia purchasing over the internet by country of origin of the seller; 2019**

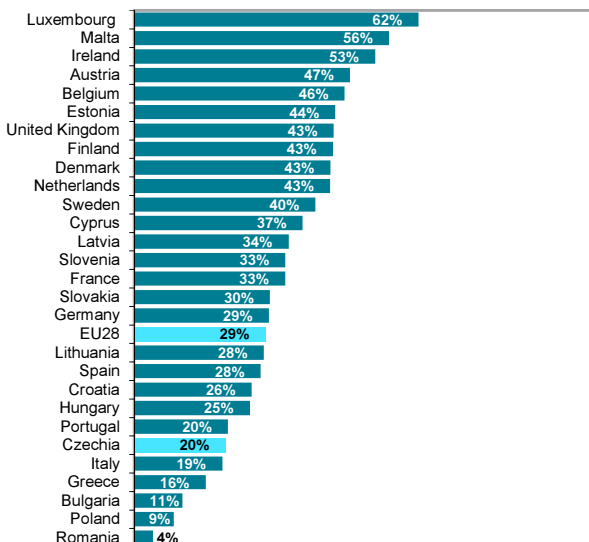
%

	National sellers	Foreign sellers	
		from other EU countries	from countries out of EU
<b>Total (aged 16+ years)</b>	<b>53,4</b>	<b>11,9</b>	<b>11,1</b>
Total (aged 16–74)	58,1	13,0	12,2
<b>Sex (aged 16+ years)</b>			
Men	53,8	12,2	10,8
Women	53,0	11,6	11,4
<b>Age group (years)</b>			
16–24	70,6	17,2	22,1
25–34	78,5	20,4	23,5
35–44	70,7	17,6	14,0
45–54	63,4	12,7	9,8
55–64	42,1	6,2	4,5
65+	14,7	2,2	0,9
<b>Education attainment (aged 25–64)</b>			
Primary	28,1	2,8	5,2
Secondary without A-level examination	48,8	7,8	9,0
Secondary with A-level examination	73,9	15,2	15,3
Tertiary	82,1	27,1	17,8

as a percentage of all persons in a given socio-demographic group

Source: Czech Statistical Office, ICT use survey in households

**Figure C36 Persons in EU countries aged 16–74 years purchasing over the internet from countries out of EU; 2019**



Source: Eurostat