

Internet use in the EU, 2018 – digitalisation at work

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

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

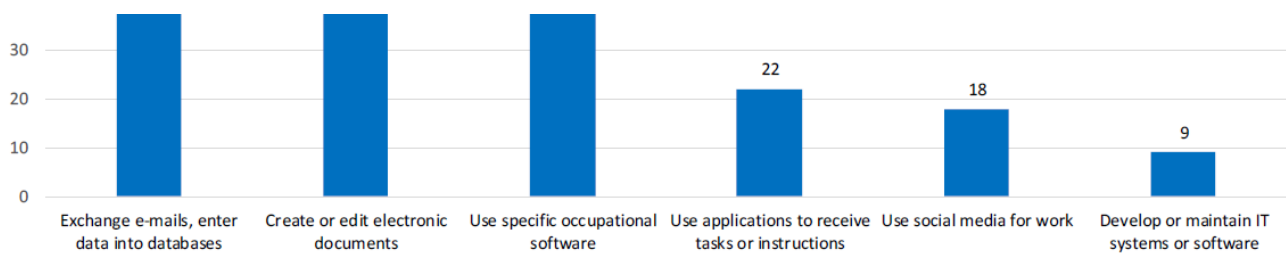
The job tasks of 16% of employed internet users in the **EU** had changed due to new software or computerised equipment in the twelve months prior to the survey, and 29% had to learn how to use new software or equipment for their job. Almost half (47%) of employed internet users in the **EU** assessed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

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

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

Digital activities at work in the EU, 2018
(% of employed who used internet in the last 12 months)

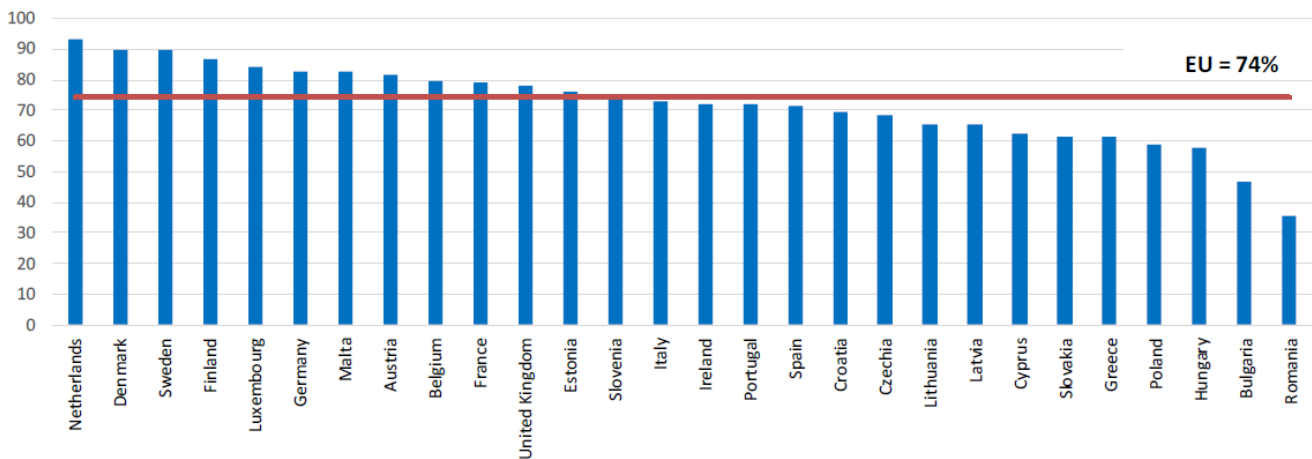




9 out of 10 employed internet surfers used computers or computerised equipment at work in the Netherlands and in the Nordic Member States

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

Use of computers or computerised equipment at work, 2018
(% of employed who used internet in the last 12 months)



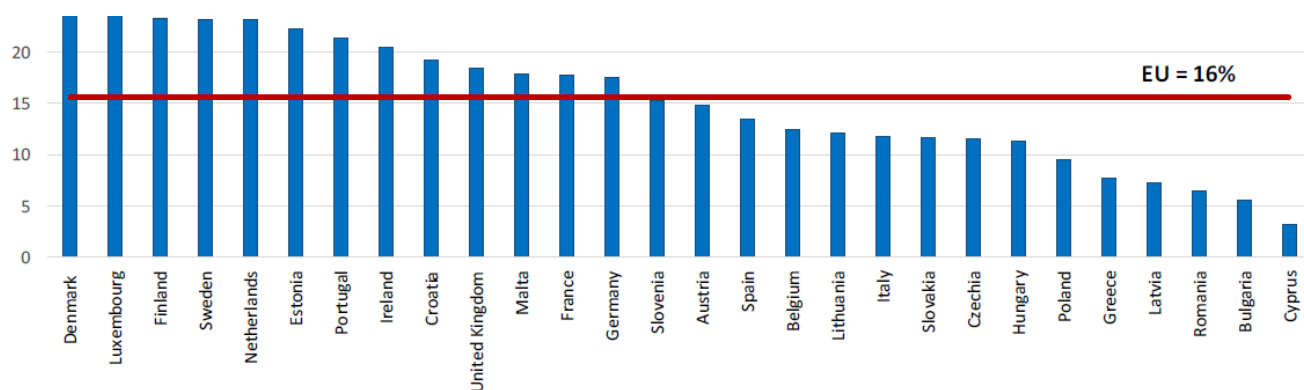
New software or computerised equipment changed main job tasks for more than a quarter of employed internet users in Denmark

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

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

Employed whose main job tasks changed as a result of introduction of new software or computerised equipment, 2018
(% of employed who used internet in the last 12 months)





Geographical information

The **European Union** (EU) includes Belgium, Bulgaria, Czechia, Denmark, Germany, Estonia, Ireland, Greece, Spain, France, Croatia, Italy, Cyprus, Latvia, Lithuania, Luxembourg, Hungary, Malta, the Netherlands, Austria, Poland, Portugal, Romania, Slovenia, Slovakia, Finland, Sweden and the United Kingdom.

Methods and definitions

The data source is the 2018 Community survey on ICT usage in households and by individuals. The survey covered individuals aged 16-74. In most countries it was conducted in the second quarter of 2018. Individuals were asked about frequency of internet use and about activities they had carried out on the internet in the last three or twelve months prior to the survey, at home or at any other location.

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

Timetable

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

Download the report [here](#)

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