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**INTERNET USE IN THE EU COUNTRIES**  
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**Abstract:**

Using the Internet today is a regular activity, especially in this time of pandemics, when a large part of the population is working and buying from home. With the help of EUROSTAT databases we have analyzed in this paper the evolution of the main activities on the Internet, taking into consideration the years 2007, 2015, and 2019.

*Key words: Internet use; information; search; e-mail; goods; services*

## **1. Introduction**

The main uses for the Internet, as shown in the EUROSTAT databases are: looking for information about education, training or course offers; doing an online course (of any subject); sending/receiving e-mails; telephoning or video calls; posting messages to social media sites or instant messaging; participating in social networks (creating user profile, posting messages or other contributions to Facebook, twitter, etc.); participating in social or professional networks; creating websites or blogs; uploading self-created content to any website to be shared; finding information about goods and services; reading/downloading online newspapers/news; downloading software; consulting wikis (to obtain knowledge on any subject); reading online news sites/newspapers/news magazines; playing/downloading games, images, films or music; listening to web radios and/or watching web TV; playing networked games with other persons; listening to web radio; Internet banking; travel and accommodation services; selling goods or services; job search or sending an application; participating in professional networks (creating user profile, posting messages or other contributions to LinkedIn, Xing, etc.); making an appointment with a practitioner via a website; seeking health information; reading and posting opinions on civic or political issues via websites; taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition); posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.); civic or political participation; online learning material; communicating with instructors or students using educational websites/portals; any of the other learning activities; instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber; playing or downloading games; listening to music (e.g. web radio, music streaming); watching internet streamed TV or videos; watching internet streamed TV (live or catch-up) from TV broadcasters; watching video on demand from commercial services; watching video content from sharing services; watching video content from commercial or sharing services; playing/downloading games, listening to music or watching videos (excluding VOD); playing/downloading games, listening to music or watching internet streamed TV or videos; managing a payment account to (potentially) pay for goods or services purchased over the internet.



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## 2. Analysis of the data

In order to have complete data from all the EU countries and to observe a net evolution of the indicators we selected the years 2007, 2015 and 2019. Also, analyzing some population trends, and the frequency of different uses of the Internet along the time we end up with 7 indicators that we will present in this paper: doing an online course (of any subject), sending/receiving e-mails, finding information about goods or services, internet banking, selling goods or services, job search or sending an application, and seeking health information.

We arranged the 28 member states of the European Union in the alphabetical order of the country codes, the same as they appear on the official site of the EU. We show also the values of the composite index at the level of the EU-28.

The first indicator analyzed was the use of the Internet for doing an online course of any subject. In 2007 in the majority of the EU countries only 1% of the population (16-64 years) was doing an online course. The situation didn't changed much and in 2015 in the same countries we had only 3%. Almost the same in 2019, with some countries having even a decrease of this percent. The highest percentage was in Finland, with 13% in 2007 and 21% in 2019, as you can see in the 3 tables below.

Doing an online course (of any subject)										
Year	EU-28	BE	BG	CZ	DK	DE	EE	IE	EL	ES
2019	10	9	2	6	12	8	14	13	6	15
2015	6	6	3	3	7	4	9	4	5	11
2007	3	2	1	1	4	2	7	3	2	4

**Table 1a** Doing an online course (BE-ES)

Doing an online course (of any subject)										
Year	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL
2019	8	5	7	6	4	7	10	6	12	13
2015	5	3	4	3	4	5	10	3	5	8
2007	2	1	2	1	6	5	3	2	3	3

**Table 1b** Doing an online course (FR-NL)

Doing an online course (of any subject)									
Year	AT	PL	PT	RO	SI	SK	FI	SE	UK
2019	8	5	6	3	5	5	21	18	19
2015	4	3	4	4	3	3	13	7	11
2007	1	:	1	1	2	1	13	3	5

**Table 1c** Doing an online course (AT-UK)

The second indicator analyzed was the use of the Internet for sending/receiving e-mails – the second most popular use along the time. Her Romania and Bulgaria have the lowest percentages – 20% and 43% and the highest ones are in Netherlands, Luxembourg, and Denmark.



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Sending/receiving e-mails										
Year	EU-28	BE	BG	CZ	DK	DE	EE	IE	EL	ES
2019	75	80	40	82	94	86	82	77	59	72
2015	69	78	44	76	79	81	79	67	52	64
2007	48	60	25	42	74	64	54	48	21	42

**Table 2a** Sending/receiving e-mails (BE-ES)

Sending/receiving e-mails										
Year	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL
2019	79	59	59	56	72	62	83	72	69	93
2015	74	53	53	53	69	57	91	68	65	90
2007	49	26	31	30	46	39	71	47	40	79

**Table 2b** Sending/receiving e-mails (FR-NL)

Sending/receiving e-mails									
Year	AT	PL	PT	RO	SI	SK	FI	SE	UK
2019	79	65	64	43	72	71	90	91	89
2015	75	54	56	43	63	67	86	83	81
2007	54	32	33	20	44	50	71	69	61

**Table 2c** Sending/receiving e-mails (AT-UK)

The third indicator was the use of the Internet for finding information about goods and services, the second most common way of using the Internet. Romania has the smallest percentage of people doing this activity among the other EU countries – from 12% in 2007 to 33% in 2019. The highest percentages were in Netherlands – from 76% in 2007 to 89% in 2019. You can see the values for the rest of the EU countries in the next 3 tables.

Finding information about goods and services										
Year	EU-28	BE	BG	CZ	DK	DE	EE	IE	EL	ES
2019	68	76	38	76	85	86	78	77	67	73
2015	61	70	35	68	77	80	75	64	54	55
2007	46	55	17	37	68	63	49	45	28	41

**Table 3a** Finding information about goods and services (BE-ES)



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Finding information about goods and services										
Year	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL
2019	62	74	40	72	62	69	67	69	72	89
2015	69	57	37	54	54	57	76	61	61	84
2007	54	30	27	32	39	36	68	42	34	76

**Table 3b** Finding information about goods and services (FR-NL)

Finding information about goods and services									
Year	AT	PL	PT	RO	SI	SK	FI	SE	UK
2019	62	62	65	33	70	60	87	83	81
2015	62	42	52	26	61	57	82	73	74
2007	47	27	33	12	47	39	68	70	62

**Table 3c** Finding information about goods and services (AT-UK)

If we take into consideration the selling of goods and services on the Internet the situation is different – only 1% in Bulgaria, Cyprus, Lithuania, Romania in 2007 and 2% or 3% in 2019. The highest percentages were in Denmark – 22% in 2007 and 37% in 2015 and in Netherlands – 36% and Finland – 33% in 2019.

Selling goods or services										
Year	EU-28	BE	BG	CZ	DK	DE	EE	IE	EL	ES
2019	20	24	6	12	28	30	18	19	2	14
2015	19	19	9	14	37	31	19	11	3	10
2007	9	8	1	:	22	21	5	3	:	3

**Table 4a** Selling goods or services (BE-ES)

Selling goods or services										
Year	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL
2019	22	22	8	3	9	9	16	13	30	36
2015	27	35	9	2	6	3	16	18	25	28
2007	7	2	4	1	2	1	12	4	7	20

**Table 4b** Selling goods or services (FR-NL)

Selling goods or services									
Year	AT	PL	PT	RO	SI	SK	FI	SE	UK
2019	12	14	9	3	18	22	32	:	31
2015	10	12	8	3	18	9	23	18	23
2007	7	5	:	1	9	2	13	13	13

**Table 4c** Selling goods or services (AT-UK)



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The fifth indicator that we took into consideration was the use of the Internet for doing banking activities – definitively the most popular use among the European population in the Western countries. In the Eastern countries was only at 2% in 2007, 5% in 2015 and 8% and 9% respectively, in Romania and Bulgaria. Netherlands, Finland and Denmark were the champions – with 91% percent of the population doing banking on the Internet. Also in Sweden and Estonia more than 80% of the population is doing the same.

Internet banking										
Year	EU-28	BE	BG	CZ	DK	DE	EE	IE	EL	ES
2019	58	71	9	68	91	61	81	67	31	55
2015	46	62	5	48	85	51	81	51	14	39
2007	25	35	2	12	57	35	53	25	4	16

**Table 5a** Internet banking (BE-ES)

Internet banking										
Year	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL
2019	66	46	36	41	72	65	71	47	54	91
2015	58	33	28	20	64	50	65	34	47	85
2007	34	9	12	12	28	21	46	11	22	65

**Table 5b** Internet banking (FR-NL)

Internet banking									
Year	AT	PL	PT	RO	SI	SK	FI	SE	UK
2019	63	47	42	8	47	55	91	84	78
2015	51	31	28	5	34	37	86	80	58
2007	30	13	12	2	19	15	66	57	32

**Table 5c** Internet banking (AT-UK)

The sixth indicator that we have analyzed is the use of the Internet for job search or sending an application. Romania (with 3%, 6%, and 5%) has the lowest number of persons doing this activity, the same as Czechia (with 4%, 5%, and 6%). Denmark has the highest percentages – 26% in 2007, 36% in 2015, and 37% in 2019. More than 20% had also Finland, as you can observe in the tables below.

Job search or sending an application										
Year	EU-28	BE	BG	CZ	DK	DE	EE	IE	EL	ES
2019	17	12	7	6	37	17	21	17	13	18
2015	17	18	11	5	36	19	22	14	18	20
2007	12	8	5	4	26	17	13	7	5	10

**Table 6a** Job search or sending an application (BE-ES)



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Job search or sending an application										
Year	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL
2019	17	14	14	14	14	16	20	15	18	25
2015	17	16	12	13	15	12	20	17	23	24
2007	12	8	7	5	9	10	14	13	10	19

**Table 6b** Job search or sending an application (FR-NL)

Job search or sending an application									
Year	AT	PL	PT	RO	SI	SK	FI	SE	UK
2019	11	9	15	5	13	15	32	30	25
2015	13	10	14	6	13	10	27	26	26
2007	8	7	6	3	11	11	26	18	15

**Table 6c** Job search or sending an application (AT-UK)

The last indicator took into consideration was the use of the Internet for seeking health information. The same as for the previous one, Romania has the lowest percentages – 6% in 2007, 27% in 2015, and 31% in 2019. Also Bulgaria has only 30% in 2019. The highest percentage is in Finland – 76%, followed by Netherlands – 74%, and almost all the Western countries with more than 60%.

Seeking health information										
Year	EU-28	BE	BG	CZ	DK	DE	EE	IE	EL	ES
2019	55	49	30	56	67	66	60	57	50	60
2015	46	47	28	40	66	62	55	35	37	52
2007	24	25	5	11	38	41	26	13	8	21

**Table 7a** Seeking health information (BE-ES)

Seeking health information										
Year	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL
2019	50	63	35	69	48	61	58	60	62	74
2015	40	50	30	50	41	46	62	53	53	61
2007	29	15	16	14	11	19	48	22	20	45

**Table 7b** Seeking health information (FR-NL)



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Seeking health information									
Year	AT	PL	PT	RO	SI	SK	FI	SE	UK
2019	53	47	49	31	48	53	76	62	67
2015	54	28	47	27	47	47	66	52	53
2007	27	13	18	6	26	16	47	25	20

**Table 7c** Seeking health information (AT-UK)

### 3. Conclusions

Compared with the composite index at the level of the EU-28, the use of the Internet in Romania for the 7 indicators analyzed in this paper was at the lowest level. For doing an online course the ratio is 3.33. For sending/receiving e-mails the ratio is 1.74. For finding information about goods and services is 2.06. For selling goods or services is 6.66. For Internet banking is 7.25. For job search or sending an application is 3.4. For seeking health information is 1.77. For sure in the following period, due to the restrictions imposed by the evolution of the spreading of the Coronavirus, the Internet will be used for much more activities than in the present moment.

### References:

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