

Press release: 13 426-192/24

5% of the population do not use the internet

Use of the internet depends on age and education

Vienna, 2024-09-19 – Between April and July 2023, one in twenty people in Austria aged between 16 and 74 stated that they had not used the internet in the three months prior to the survey. The main reasons given by the non-users were a lack of knowledge and no recognisable benefit. This is the result of an analysis conducted by Statistics Austria on behalf of the Federal Chancellery.

“5% of 16- to 74-year-olds in Austria do not use the internet, the reasons are primarily a question of age and education. While there are hardly any persons aged 16 to 44 who do not use the internet, a fifth of those aged 65 to 74 live offline. In addition, almost all people with Matura or university degree are online, while 12% of persons who have at most completed compulsory schooling do not use the internet,” explains Tobias Thomas, Director General Statistics at Statistics Austria.

5% did not use the internet and the majority had little interest in doing so in the future

In Austria, 95% of the population between 16 and 74 used the internet (so-called onliners) compared to 5% who did not (so-called offliners). Among offliners, only 15% were interested in using the internet in the future.

Lack of knowledge and perceived lack of benefits of the internet impede internet use

There are many reasons for not using the internet. Lack of knowledge regarding use of the internet (77%) and lack of knowledge regarding the required technical equipment (70%) were stated by the majority of offliners. However, no apparent benefit of the internet (69%) and the delegation of matters for which the internet is required to others (61%) were also mentioned as reasons. Additionally, a general rejection of the internet (60%) and security concerns (48%) were widespread. For a minority, the high amount of time (37%), the high running costs (34%) and the high cost of the required equipment as well as no (sufficiently fast) internet (30%) played a role. Health impairments (12%) were less likely to prevent internet use.

Non-use of the internet depends mainly on age and education

The older a person is and the lower their highest level of educational attainment, the more likely they are to be an offliner. There were hardly any non-users among 16- to 44-year-olds (<1%). This share increased to 2% among 45- to 54-year-olds and to 7% among 55- to 64-year-olds. Among 65- to 74-year-olds, one in five people did not use the internet (21%). While there were no significant numbers of offliners among people with Matura (an entitlement to take up studies at universities or other higher education institutions; <1%) and people with university degrees (<1%), their share increased among people with an apprenticeship/graduation from a school for intermediate vocational education (6%) and among people with a compulsory schooling qualification (12%). In addition, the living situation influences internet use. People living alone (9%) were more likely to be internet non-users than those in multi-person-households (4%).

For more detailed information and the analysis report “Non-use of the internet in Austria” (available only in German) please refer to our [website](#).

Non-use of the internet in Austria 2023

Characteristic	People who did not use the internet in the last three months prior to the survey, in %
Total	4.7
Age	
(16–24)	(0.1)
(25–34)	(0.6)
(35–44)	(0.0)
45–54	1.8
55–64	6.8
65–74	21.3
Gender	
Male	3.5
Female	5.8
Education level	
Compulsory schooling	11.5
Apprenticeship/school for intermediate vocational education	5.5
Matura (qualification for university entrance)	0.8
University	0.5
Degree of urbanisation	
Cities	3.2
Towns and suburbs	4.7
Rural areas	5.9
Household type	
One-person household	8.8
Multi-person household	3.7

S: STATISTICS AUSTRIA, Survey on ICT usage in households 2023. – Values based on low observation numbers appear in parentheses and are statistically not significant.

Information on methodology: These are the extrapolated results of the survey on ICT usage in households and by individuals in Austria in 2023. The survey is based on an EU regulation (Regulation (EC) No 2019/1700) which obliges Austria and all other EU member states to deliver specified data, as well as on a Commission Implementing regulation (Regulation (EC) No 2022/1399) and a Commission Delegated Regulation (Regulation (EC) No 2022/2279). Statistics Austria conducted the Austrian survey as a sample survey. The questionnaire, definitions and methodology were standardised across the EU.

Following the regulations, households with at least one household member between the ages of 16 and 74 years and household members within this age bracket were surveyed. Due to a national expansion, people between the ages of 75 and 84 years were also surveyed in Austria for the first time, and further data on non-use of the internet was collected. From April to July 2023, approximately 4 400 households and approximately 6 400 individuals took part in the survey via telephone interviews or web-based questionnaires. For households, the reference period was the time of the survey and for individuals, the time of the survey or the last three or twelve months prior to the survey.

The information in the press release refers to data on non-use of the internet by the 16- to 74-year-old population in the last three months prior to the survey; the sample includes 335 people.

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