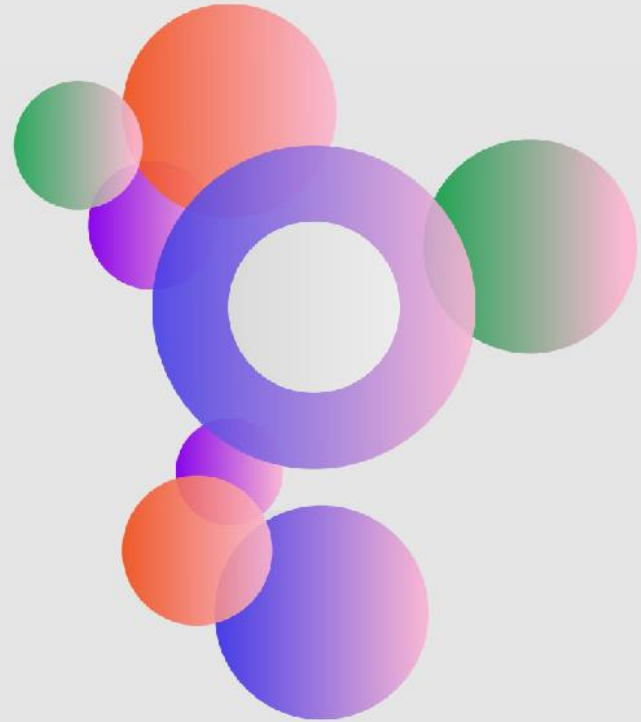


The Digital Divide in the City of Barcelona. 2020



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Barcelona



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BIT HABITAT

BIT Habitat is a municipal foundation that works to promote **urban innovation** in Barcelona in **different dimensions** and through **collaboration** between different stakeholders in order to:

1. address the main **urban challenges** that the city has to face
2. improve the **quality of life** of citizens, having a **safer** city, more **resilient** and **sustainable**

***Ca l'Alier**, Urban Innovation Center of Barcelona managed by BIT Habitat*



To achieve these goals, our scope of work focuses on 4 main lines:

COCREATION
MAKE THE STRATEGY TOGETHER

TRANSFORMATION
MAKE CHANGE POSSIBLE

DIVULGATION
MAKE KNOWN / INFORM

EDUCATION
GROWING THE CITIZEN OF THE
FUTURE

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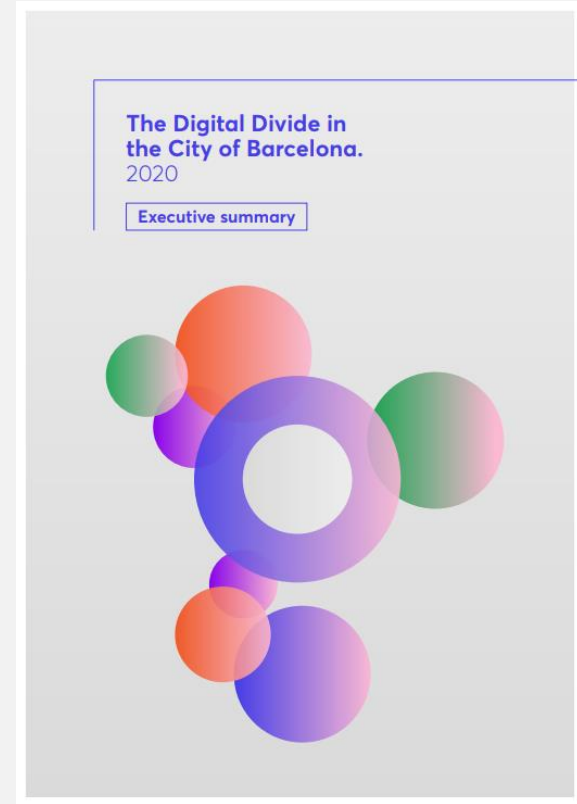
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DIVULGATION

MAKE KNOWN / INFORM

Information, knowledge dissemination, awareness raising and critical thinking about **urban innovation** and the relationship between **city**, **society** and **technology**.



02

DIGITAL DIVIDE

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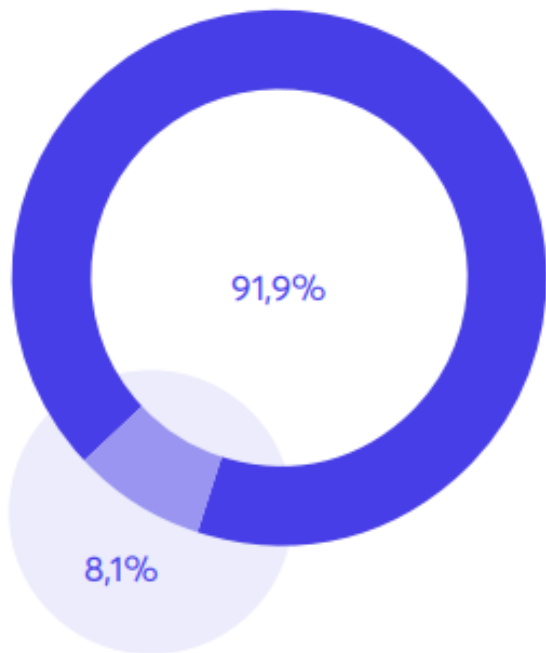
REPORT

In autumn 2020, Barcelona City Council carried out a survey among **2.542 city residents** to analyse the digital divide in the city and the impact of the pandemic on the use of information and communication technologies (ICTs).

AIMS

- To assess the evolution of the digital divide since last available survey (2016)
- To analyse how the lockdown caused by the Covid – 19 crisis has changed behaviour in the use of ICT

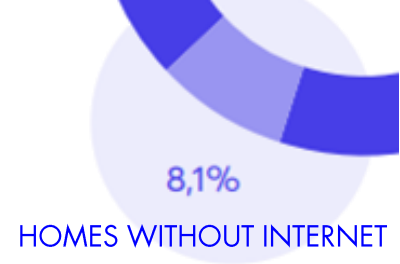
02.1. ACCESS



Base N: 2.542 people

- Most part of homes are connected to internet **(91,9 %)**
- Only **8,1 %** of homes are not connected to internet and this percentage is mainly made up of people over the age of 74 **(55 %)**
- Digital divide has narrowed significantly in Barcelona in the last four years: + **10 points** more today than in 2016

02.1. ACCESS



64,3 %

two thirds of the people without an internet connection state that they do not have internet because they do not use it or they don't know how to use it.

12,2 %

of the people without an internet connection state that they cannot afford it.

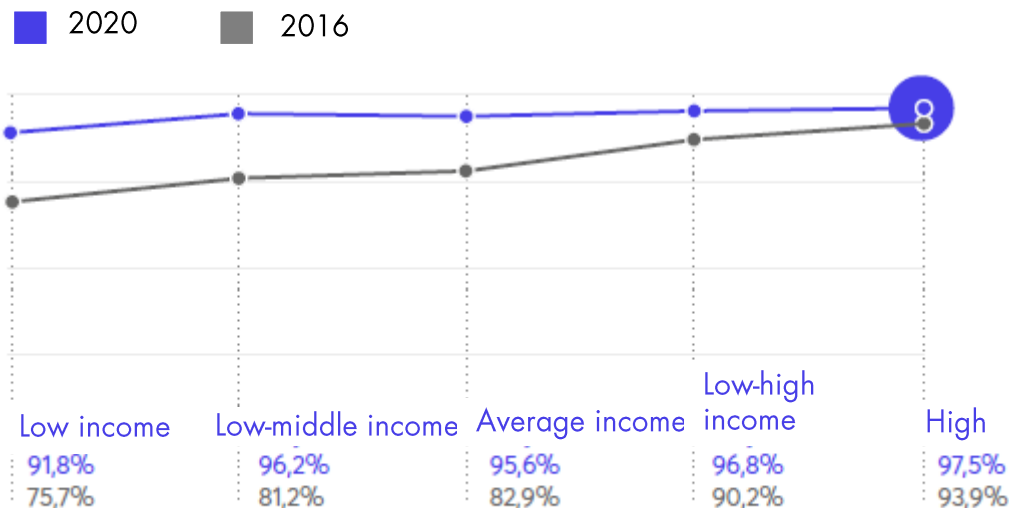
It means only **1%** of all surveyed do not have internet access for economic issues.

02.1. : ACCESS

However, the narrowing of the digital divide still shows some pre-existing factors which continue conditioning the type of access and use of ICTs:

- **Income**
- **Educational level**
- **Employment situation**
- **Age**

02.1. : ACCESS_INCOME



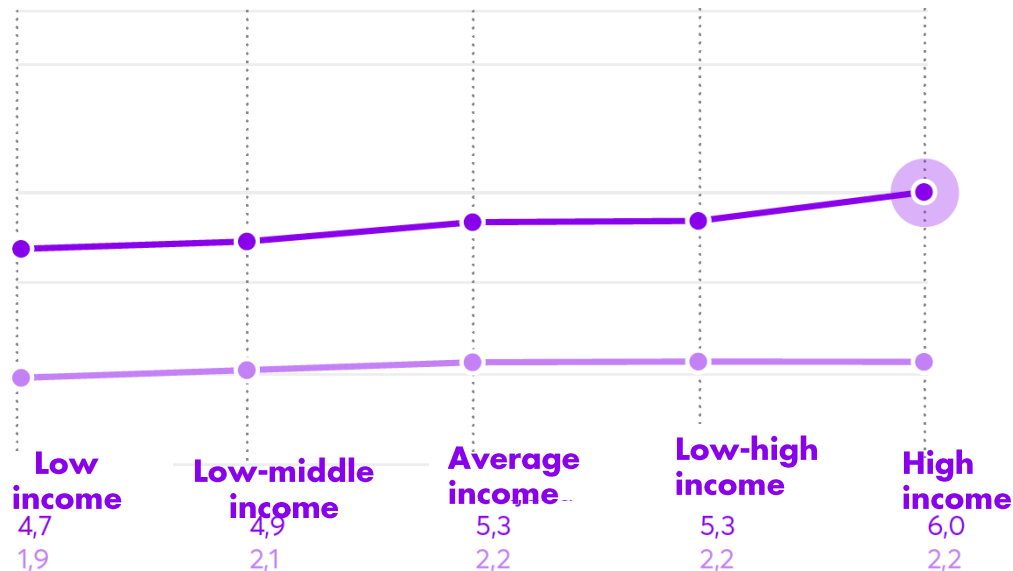
Population aged 16 to 74 years N = 2208

The degree of internet access among **low-income** households has increased from **75,7% to 91,8%** in last 4 years, reducing the gap with high-income households to just **6 percentage points**.

Methodological note: to compare the data from the 2020 survey with that from the survey conducted in 2016, we have eliminated from the sample people over 74 years of age because the previous survey only included people between 16 and 74 years of age.

02.1. : ACCESS_INCOME (DEVICES)

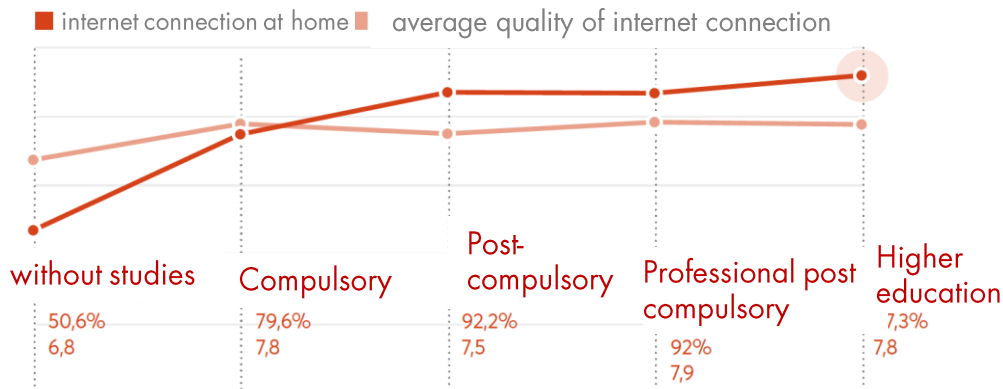
■ average home devices ■ average number of devices per person and household



- High-income households have an average of **6 devices**, in comparison with low-income households which have **less than 5**.
- The distribution of touchscreen devices is more balanced among the population than that of devices with a keyboard.

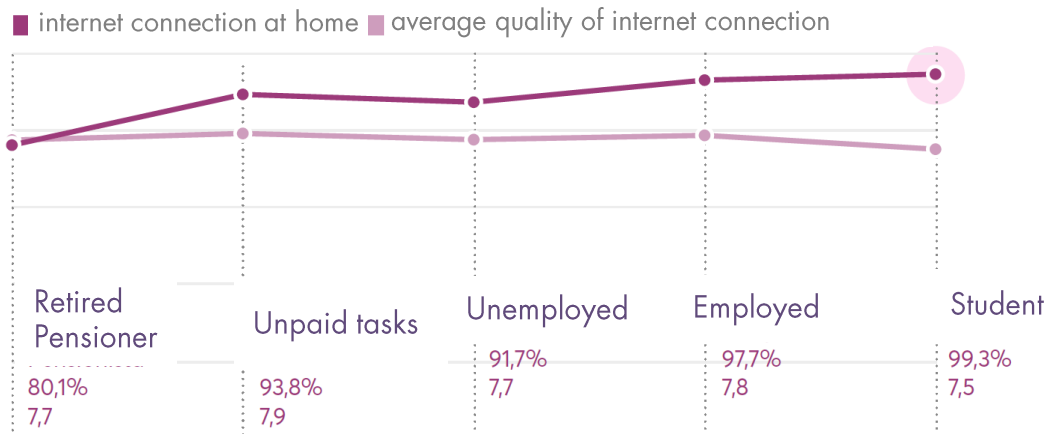
Base: There is a smartphone, laptop, tablet and / or desktop computer in the home. N=2433

02.1. : ACCESS_ STUDIES AND EMPLOYMENT SITUATION



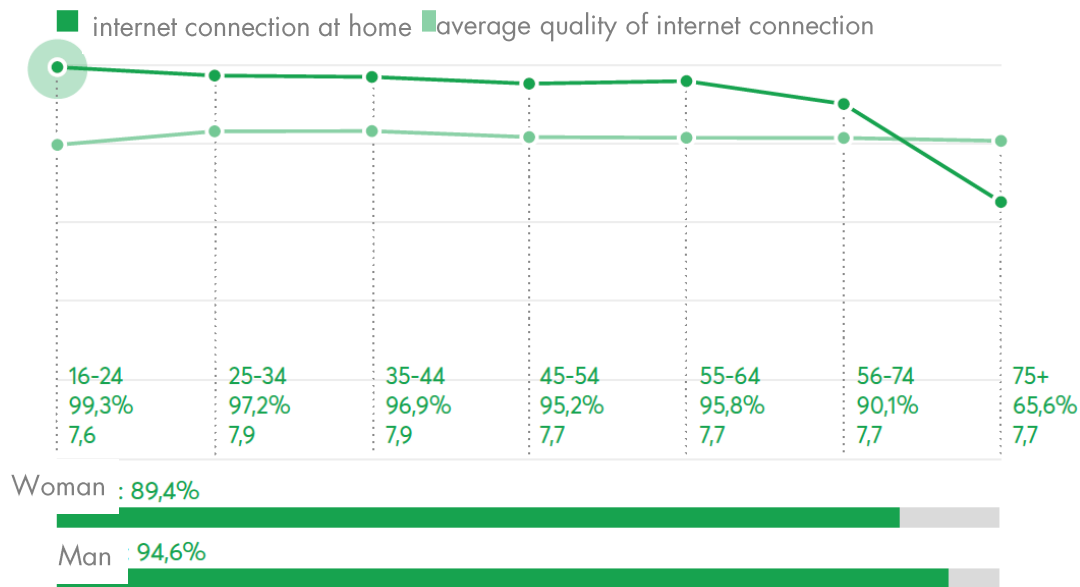
People with a university degree have a higher level of connection (97.3%) than those without studies (50.6%).

Students (99,3 %) and employed people (97,7%) are more connected than retired or pensioner people (80,1 %).



Base: there is internet connection in the home N=2334

02.1. : ACCESS_ AGE

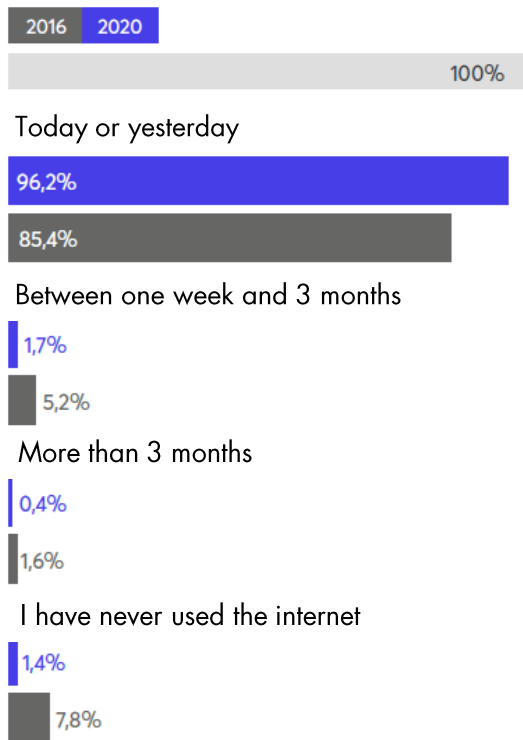


99.3% of young people between the ages of 16 and 24 live in a connected home, while only 65.6% of those over the age of 75 are connected.

Base: there is internet connection in the home N=2334

02.2. USE

LAST TIME THE INTERNET WAS USED



Base: Population aged 16 to 74. N=2208

96.2% of people between the ages of 16 and 74 claim to have connected to the internet in the last 24 hours:

11 points more than 4 years ago.

02.2. USE

MOST COMMON ACTIVITIES

2016:

- E-mail
- News
- Social Media



2020:

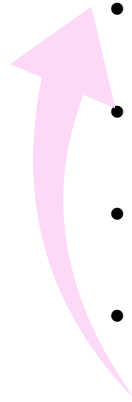
- Instant messaging (not foreseen in the 2016)
- E-mail



MOST INTENSIFIED ACTIVITIES

2016 - 2020

- Online courses
(13,5 to 48,8 %)
- Health consultations
(35,4 to 70,2 %)
- Administration Procedures
(42 to 75,6 %)
- Purchase and sale of goods and services
(53,6 to 76,2 %)



02.3. THE IMPACT OF COVID 19

The health emergency has increased the use of ICT by 62%.

Remote work



58.3% of the employed population has been able to carry out their work from home during this period.

Distance education



73.2% of school-aged children under 16 have been able to follow their studies during lockdown.

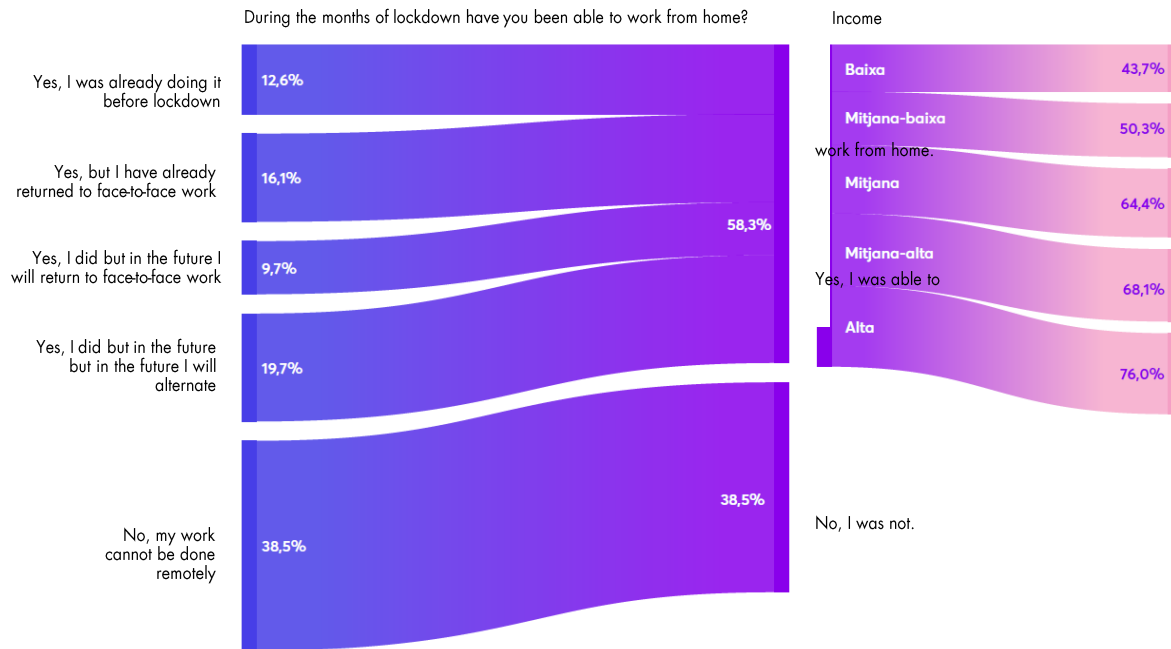
E-Government procedures



75.6% of the population (16-74 years) who have connected in the last 3 months have done a digital procedure.

02.3. THE IMPACT OF COVID 19

Remote work



58.3% of the population have been able to work from home during the months of lockdown.

The remote work shows high differences between low (**43,7 %**) and high income areas (**76 %**).

Base: Employed. N=1300

02.3. THE IMPACT OF COVID 19

Distance education

73,2%

73,2%

of school-age children under 16
have been able to follow
distance learning

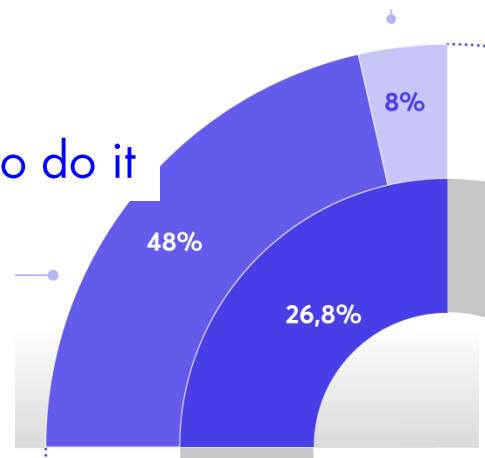


26,8%

not have been able to do it

the school did not
offer distance
learning

They don't have quality
connection or enough devices



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02.3. THE IMPACT OF COVID 19

Distance education

REASONS WHY ONLINE EDUCATION COULD NOT BE FOLLOWED DURING LOCKDOWN

The school has not offered online education.



The child is too young.



We don't have time to help our kids.



We don't have enough devices.



We do not have the necessary training.



We don't have a good connection.



Other answers.



In **low-income households**, those families who have not been able to follow online education point that they do not have the enough devices, quality connection or training.

High-income households claim that the school did not offer online education or that they did not have time to follow up their children.

Base: They were unable to continue their education. N=161

02.3. THE IMPACT OF COVID 19

Procedures with e-administration

The situation of lockdown and the socio-sanitary crisis have generated an increase in procedures through e-government.

**People carrying out
electronic procedures**

75%

mid or high-income areas

63,7%

low-income areas

The most vulnerable groups have been particularly affected by this new situation in which urgent needs have emerged.

Open access to the report



The report and the survey results can be viewed openly and permanently in the following places (available in Catalan and Spanish):

- The report is available on the website for BIT Habitat (bithabitat.barcelona/bretxadigitalbarcelona)
- The data are available on Open Data BCN (opendata-ajuntament.barcelona.cat)
- The tables are available on the website for Statistics and Dissemination of Data (bcn.cat/estadistica)

Thank you very much

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