

Digital Economy and Society Index¹ 2016²

Country Profile

Norway

1 Connectivity

	Norway				EU DESI 2016 value
	DESI 2016 value	rank	DESI 2015 value	rank	
1a1 Fixed BB Coverage % households	95% (June 2015) →	-	95% (December 2014)	-	97% (June 2015)
1a2 Fixed BB Take-up % households	83% (2015) ↑	-	80% (2014)	-	72% (2015)
1b1 Mobile BB Take-up Subscribers per 100 people	92 (June 2015) ↑	-	88 (December 2014)	-	75 (June 2015)
1b2 Spectrum % of the target for spectrum to be harmonised at EU level	96% (December 2015) ↑	-	73% (December 2014)	-	69% (December 2015)
1c1 NGA Coverage % households, out of all households	80% (2013) ↑	-	78% (December 2014)	-	71% (June 2015)
1c2 Subscriptions to Fast BB % of subscriptions >= 30Mbps, out of fixed BB subscriptions	41% (June 2015) ↑	-	24% (December 2014)	-	30% (June 2015)
1d1 Fixed BB Price % individual gross income spent for the cheapest standalone Fixed Broadband subscription (lower values are better)	1.4% (Access cost: 2015; Income: 2014) →	-	1.4% (Access cost: 2014; Income: 2014)	-	1.3% (Access cost: 2015; Income: 2014)

Fixed broadband is available to 95% of homes (below EU average, 97%). Networks capable of providing at least 30 Mbps are available to more than three quarters of homes (80% against 71% in the EU). Fixed broadband take-up is very high and subscriptions to fast broadband increased 17 percentage points from last year, surpassing EU average. The relative cost of a broadband connection has maintained compared to last year, and it is slightly higher than EU average.

¹ The Digital Economy and Society Index (DESI) is a composite index developed by the European Commission (DG CNECT) to assess the development of EU countries towards a digital economy and society. It aggregates a set of relevant indicators structured around 5 dimensions: Connectivity, Human Capital, Use of Internet, Integration of Digital Technology and Digital Public Services. For more information about the DESI please refer to <http://ec.europa.eu/digital-agenda/en/digital-agenda-scoreboard>

² The DESI 2016 is constructed from indicators referring mostly to the calendar year 2015 (except when data is not available for that calendar year, in which case the latest prior data was used).

2 Human Capital

	Norway				EU
	DESI 2016		DESI 2015		DESI 2016
	value	rank	value	rank	value
2a1 Internet Users % individuals (aged 16-74)	96% (2015) ↑	-	95% (2014)	-	76% (2015)
2a2 Basic Digital Skills % individuals (aged 16-74)	80% (2015)	-	n.a.	-	55% (2015)
2b1 ICT Specialists % employed individuals	4.8% (2014) ↑	-	4.3% (2013)	-	3.7% (2014)
2b2 STEM Graduates Graduates in STEM per 1000 individuals (aged 20 to 29)	13 (2013) ↑	-	10 (2012)	-	18 (2013)

Overall, 96% of the people use the internet and 80% of them have the digital skills that allow them to partake in the possibilities offered by the internet and to benefit from the opportunities offered by a digital society and economy. Percentage of ICT specialist is higher than EU average. However, a potential need to increase STEM graduates can be foreseen since average is behind EU average, despite having increased from last year.

3 Use of Internet

	Norway				EU
	DESI 2016		DESI 2015		DESI 2016
	value	rank	value	rank	value
3a1 News % individuals who used Internet in the last 3 months (aged 16-74)	93% (2015) ↑	-	92% (2014)	-	68% (2015)
3a2 Music, Videos and Games % individuals who used Internet in the last 3 months (aged 16-74)	56% (2014) →	-	56% (2014)	-	49% (2014)
3a3 Video on Demand % households that have a TV	68% (2014) →	-	68% (2014)	-	41% (2014)
3b1 Video Calls % individuals who used Internet in the last 3 months (aged 16-74)	46% (2015) ↑	-	45% (2014)	-	37% (2015)
3b2 Social Networks % individuals who used Internet in the last 3 months (aged 16-74)	76% (2015) ↑	-	73% (2014)	-	63% (2015)
3c1 Banking % individuals who used Internet in the last 3 months (aged 16-74)	93% (2015) →	-	93% (2014)	-	57% (2015)
3c2 Shopping % individuals who used Internet in the last year (aged 16-74)	78% (2015) ↓	-	79% (2014)	-	65% (2015)

A digital economy is partly fuelled by its citizens' consumption in the online channel and Norwegian Internet users engage in a broad range of online activities. They read news online (93%), listen to music, watch films and play games online (56%), use the Internet to communicate via video calls (46%) or through social networks (76%), and obtain video content using their broadband connections (mostly through Video on Demand – 68%). For all of these activities, engagement among Norwegians is much higher than overall in the EU, being European leaders in online banking.

4 Integration of Digital Technology

	Norway				EU
	DESI 2016		DESI 2015		DESI 2016
	value	rank	value	rank	value
4a1 Electronic Information Sharing % enterprises (no financial sector, 10+ employees)	32% (2015) ↓	-	34% (2014)	-	36% (2015)
4a2 RFID % enterprises (no financial sector, 10+ employees)	2.6% (2014) →	-	2.6% (2014)	-	3.8% (2014)
4a3 Social Media % enterprises (no financial sector, 10+ employees)	19% (2015) ↑	-	17% (2014)	-	18% (2015)
4a4 eInvoices % enterprises (no financial sector, 10+ employees)	30% (2015) ↑	-	21% (2014)	-	n.a.
4a5 Cloud % enterprises (no financial sector, 10+ employees)	28% (2015) ↑	-	21% (2014)	-	n.a.
4b1 SMEs Selling Online % SMEs (no financial sector, 10+ employees)	26% (2015) ↑	-	25% (2014)	-	16% (2015)
4b2 eCommerce Turnover % turnover of SMEs (no financial sector, 10-249 employees)	17% (2015) ↑	-	16% (2014)	-	9.4% (2015)
4b3 Selling Online Cross-border % SMEs (no financial sector, 10+ employees)	5.3% (2015) ↓	-	5.7% (2013)	-	7.5% (2015)

A true digital economy is one where businesses take full advantage of the possibilities and benefits offered by digital technologies, to improve their efficiency and productivity, as well as to reach costumers and develop online business models. Businesses are performing very well in this area. They increased adoption of cloud computing and eInvoices. SMEs selling online slightly improved their performance. However, online cross-border sales and electronic information sharing decreased compared to last year, with values below EU average.

5 Digital Public Services

	Norway				EU
	DESI 2016		DESI 2015		DESI 2016
	value	rank	value	rank	value
5a1 eGovernment Users % individuals returning filled forms, out of Internet users in the last year (aged 16-74)	59% (2015) ↑	-	58% (2014)	-	32% (2015)
5a2 Pre-filled Forms Score (0 to 100)	79 (2015) ↑	-	77 (2014)	-	49 (2015)
5a3 Online Service Completion Score (0 to 100)	90 (2015) ↑	-	83 (2014)	-	81 (2015)
5a4 Open Data Score (0 to 700)	n.a.	-	n.a.	-	351 (2015)

Modern public services offered online in an efficient manner are a vehicle for reduction of public administration expenditure as well as for efficiency gains for both enterprises and citizens. Norwegians use to a large extent Digital Public Services, well above EU average. Norway is performing very well when compared to the EU also in pre-filled Forms and Online Service Completion sub-indicators. These two figures measure the extent to which data already know to the public administration is already pre-filled when presented to the user (5a2) and the various steps in an interaction with the public administration – life event – can be performed completely online (5a3).