

Spotlight: Spain

Nearly three-quarters of workers in Spain want network upgrades to be delivered faster as Internet access becomes crucial to society and the economy



With almost 3 in 4 (74%) workers stating the reliability and quality of their broadband Internet connection is important to them, it's perhaps unsurprising that a similar proportion (73%) think everyone should be able to connect to secure, fast, reliable services in public or on the move, regardless of their location.

But respondents also feel Internet infrastructure has a critical role to play in Spain's stability. More than 7 in 10 (71%) think it's vital for future economic growth in the country, while nearly as many (70%) say it's crucial to developing and maintaining a well-informed, educated population.

With these factors in mind, 72% want plans to ensure fast and reliable Internet for every citizen to accelerate.

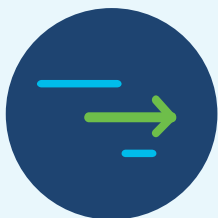
Tackling blackspots

Almost half (49%) of Spanish workers say they were unable to access critical services such as online medical appointments, online education, social care, and utility services during lockdown, due to an unreliable broadband connection.

One of the biggest areas of digital discrepancy remains the gap between coverage in urban and rural areas, which affects those living in the countryside as well as major industries such as agriculture. Almost 7 in 10 (69%) respondents living rurally want speedier upgrades to services.

When asked how respondents would most like to connect from home in the future, 34% of Spanish professionals would like to connect via fibre-optic broadband, while 19% would like to connect wirelessly through 5G broadband.

Key takeaways



72% say accelerating plans to create better connectivity across the country is vital



72% of workers claim hybrid working patterns must be aided by dramatic improvements to connectivity



84% actively use their broadband at home for four hours or more each day



73% of respondents believe everyone should be able to securely connect to fast and reliable Internet when in public places or while on the move regardless of location

A large majority of professionals in Spain want to ensure Internet infrastructure continues to support the shift to new working models: 72% feel broadband must dramatically improve to support people doing their job from anywhere.

With more than 4 in 10 (41%) stating they use the Internet at home to do their job or run their own business, Spanish workers place great value in the speed and stability of Internet services.

Affordable connections

Further pressure on connections comes in the form of 61% of respondents highlighting three or more people are simultaneously online at their home throughout the day. Almost half (49%) believe their online activity will increase or stay the same in the next 12 months.

With an eye on these factors, more than 4 in 10 (41%) claim they will upgrade their Internet service in the year to come, while more than a fifth (21%) feel they won't do so because a better service than their existing connection is not available.

Prioritising critical services is another key issue. More than a quarter (26%) of respondents would prioritise using their broadband connection for education, while 16% chose social care such as child support services, mental welfare and counselling.

Home broadband usage patterns anticipated over the next 12 months

