Digital Economy and Society Index 2017 - **Netherlands**

The Netherlands ranks 4th in DESI 2017. The Netherlands ranks highest in connectivity; Dutch citizens are very active users of the Internet and have the right skills to do so. The digitisation of Public Services is among the most advanced in the EU while the country's challenge is to improve the take up of technology by business –although already above the EU average.

	Netherlands		Cluster	EU
	rank	score	score	score
DESI 2017	**4**	**0.67**	**0.63**	**0.52**
DESI 2016[1]	4	0.64	0.60	0.49

The Digital Economy and Society Index is a composite index measuring progress in digital through five components:

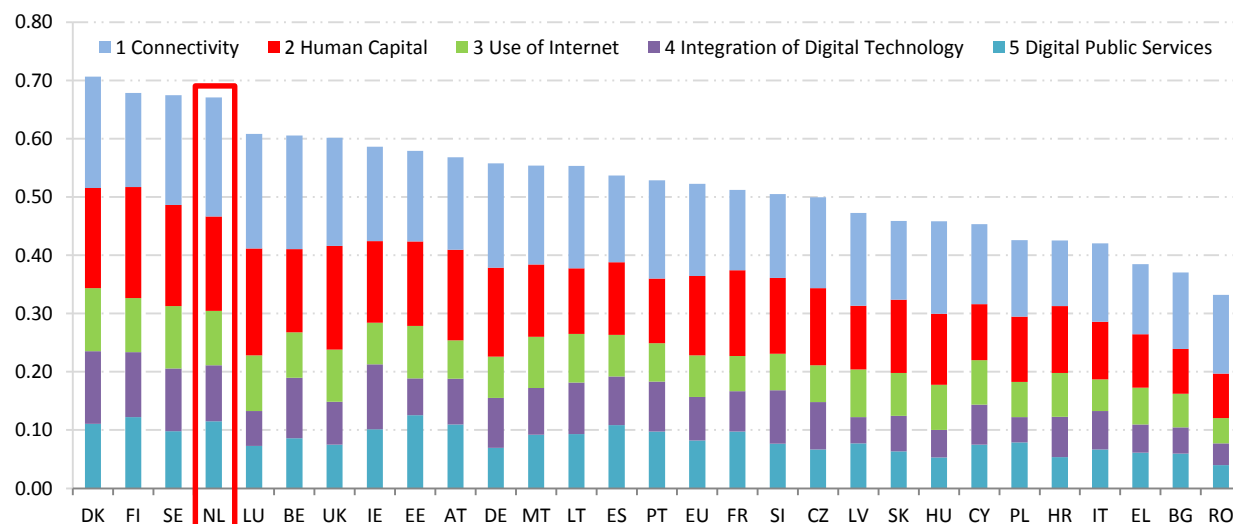| 1 Connectivity	Fixed Broadband, Mobile Broadband, Broadband speed and prices
2 Human Capital	Basic Skills and Internet Use, Advanced skills and Development
3 Use of Internet	Citizens' use of Content, Communication and Online Transactions
4 Integration of Digital Technology	Business digitisation and eCommerce
5 Digital Public Services	eGovernment

Clustering: The Netherlands belongs to the cluster of high performing countries.
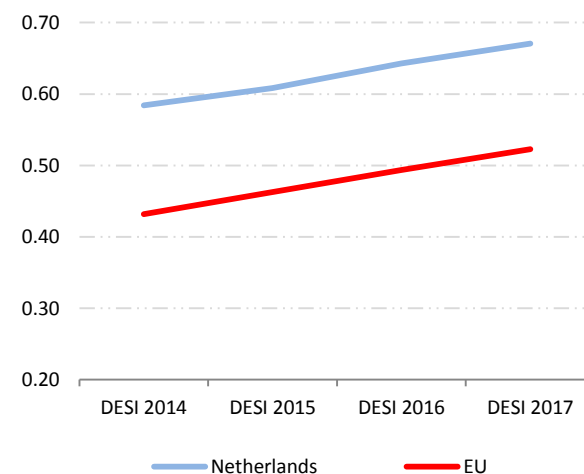
DESI 2017 - relative performance by dimension
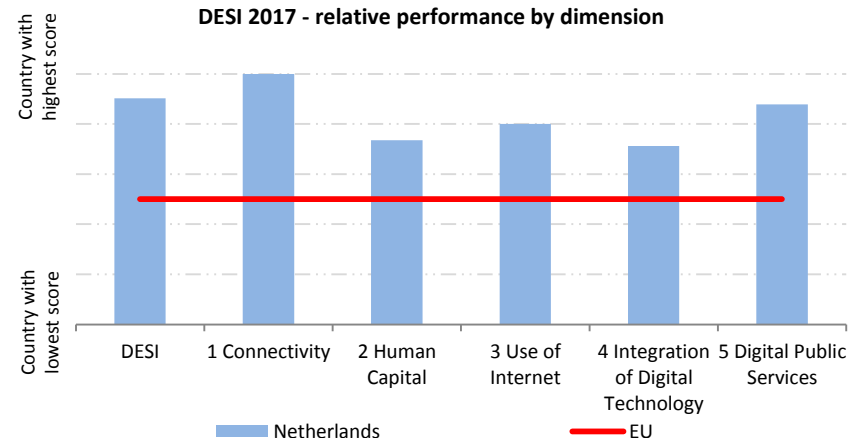
Digital Economy and Society Index (DESI) 2017 ranking


DESI - evolution over time

1) Connectivity: The Netherlands is leading in Connectivity, in particular when it comes to fixed broadband. Fast broadband access (NGA) is practically available to all Dutch households and most broadband users do subscribe to fast connections.

	Netherlands				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
1a1 Fixed Broadband Coverage % households	100% →	2	100%	2	98%
	2016		2015		2016
1a2 Fixed Broadband Take-up % households	95% ↑	2	94%	2	74%
	2016		2015		2016
1b1 Mobile Broadband Take-up Subscriptions per 100 people	85 ↑	12	80	9	84
	June 2016		June 2015		June 2016
1b2 4G coverage[2] % households (average of operators)	91%	16	NA		84%
	2016				2016
1b3 Spectrum[3] % of the target	61% ↓	21	65%	19	68%
	2016		2015		2016
1c1 NGA Coverage % households	98% →	3	98%	3	76%
	2016		2015		2016
1c2 Subscriptions to Fast Broadband % subscriptions >= 30Mbps	68% ↑	3	62%	3	37%
	June 2016		June 2015		June 2016
1d1 Fixed Broadband Price[4] % income	1.0% →	7	1.0%	8	1.2%
	price 2016, income 2015		price 2015, income 2015		price 2016, income 2015

| 1 Connectivity	Netherlands		Cluster	EU
	rank	score	score	score
DESI 2017	1	0.82	0.75	0.63
DESI 2016	1	0.80	0.73	0.59

1 Connectivity - evolution over time
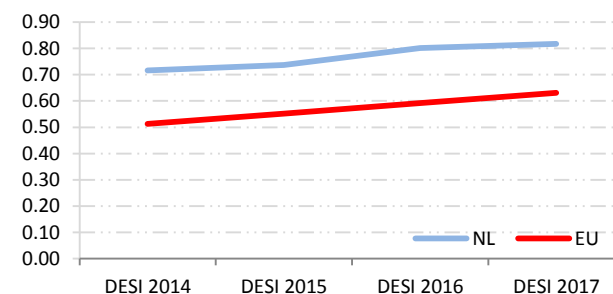
2) Human Capital: The Netherlands is one of Europe's leaders in terms of number of citizens using the Internet and having the skills to do it. However the number of graduates in science and technology stagnates and many companies find it hard to recruit ICT specialists.

	Netherlands				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
2a1 Internet Users % individuals	92% ↑	4	91%	3	79%
	2016		2015		2016
2a2 At Least Basic Digital Skills % individuals	77% ↑	3	72%	4	56%
	2016		2015		2016
2b1 ICT Specialists[5] % individuals	5.0% ↑	3	4.9%	4	3.5%
	2015		2014		2015
2b2 STEM Graduates Per 1000 individuals (aged 20-29)	10 →	27	10	27	19
	2014		2013		2014

| 2 Human Capital	Netherlands		Cluster	EU
	rank	score	score	score
DESI 2017	6	0.65	0.68	0.55
DESI 2016	6	0.63	0.66	0.53

2 Human Capital - evolution over time
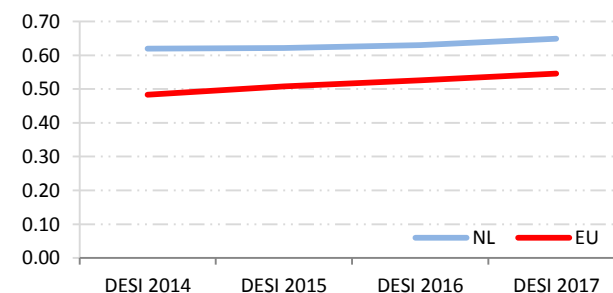
3) Use of Internet: The Netherlands scores high in the use of Internet; the number of users who read news, use social networks and perform video calls has increased over last year. Usage of online banking is the 2nd highest in the EU.

	Netherlands				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
3a1 News	**75%** ↑	**16**	**59%**	25	**70%**
% individuals who used Internet in the last 3 months	2016		2015		2016
3a2 Music, Videos and Games[6]	**88%**	**6**	**NA**		**78%**
% individuals who used Internet in the last 3 months	2016				2016
3a3 Video on Demand[7]	**39%**	**3**	**NA**		**21%**
% individuals who used Internet in the last 3 months	2016				2016
3b1 Video Calls	**39%** ↑	**20**	**34%**	23	**39%**
% individuals who used Internet in the last 3 months	2016		2015		2016
3b2 Social Networks	**66%** ↑	**19**	**64%**	19	**63%**
% individuals who used Internet in the last 3 months	2016		2015		2016
3c1 Banking	**91%** →	**2**	**91%**	3	**59%**
% individuals who used Internet in the last 3 months	2016		2015		2016
3c2 Shopping	**79%** ↑	**6**	**76%**	6	**66%**
% internet users (last year)	2016		2015		2016

3 Use of Internet	Netherlands		Cluster	EU
	rank	score	score	score
DESI 2017	**4**	**0.62**	**0.60**	**0.48**
DESI 2016	8	0.56	0.57	0.45

3 Use of Internet - evolution over time
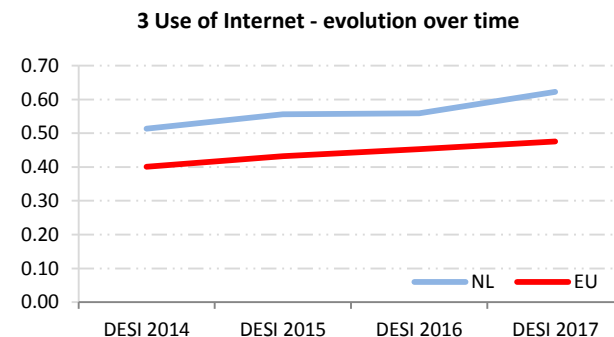
4) Integration of Digital Technology: The Netherlands is slowly progressing on business digitisation; many companies already use social media and cloud. However, online sales by SMEs is more limited, although the turnover derived from eCommerce has increased.

	Netherlands				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
4a1 Electronic Information Sharing	**45%**	**4**	**45%**	4	**36%**
% enterprises	2015		2015		2015
4a2 RFID	**3.1%**	**19**	**3.1%**	19	**3.9%**
% enterprises	2014		2014		2014
4a3 Social Media	**38%** ↑	**2**	**37%**	1	**20%**
% enterprises	2016		2015		2016
4a4 eInvoices	**19%** ↑	**11**	**15%**	8	**18%**
% enterprises	2016		2015		2016
4a5 Cloud	**29%**	**4**	**NA**		**13%**
% enterprises	2016		2015		2016
4b1 SMEs Selling Online	**16%** ↓	**14**	**17%**	11	**17%**
% SMEs	2016		2015		2016
4b2 eCommerce Turnover	**9.2%** ↑	**14**	**8.3%**	13	**9.4%**
% SME turnover	2016		2015		2016
4b3 Selling Online Cross-border	**10.3%**	**7**	**10.3%**	7	**7.5%**
% SMEs	2015		2015		2015

4 Integration of Digital Technology	Netherlands		Cluster	EU
	rank	score	score	score
DESI 2017	**6**	**0.48**	**0.44**	**0.37**
DESI 2016	6	0.46	0.41	0.35

4 Integration of Digital Technology - evolution over time
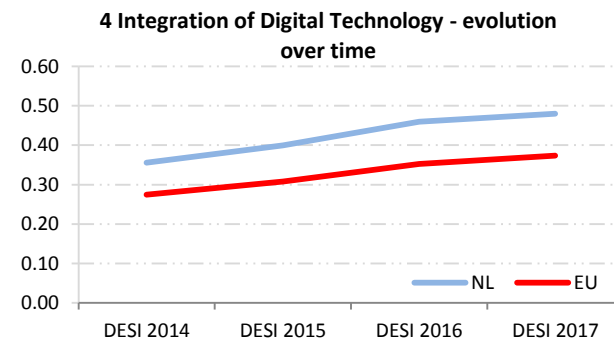
5) Digital Public Services: The Netherlands ranks 3rd in EU for the online provision of public services. Its advanced performance concerns all indicators, from the quality of public services to the provision of open data.

5 Digital Public Services	Netherlands		Cluster	EU
	rank	score	score	score
DESI 2017	**3**	**0.77**	**0.59**	**0.55**
DESI 2016	4	0.73	0.57	0.51

	Netherlands				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
5a1 eGovernment Users	**58%** ↑	**4**	**56%**	**5**	**34%**
% internet users (last year)	2016		2015		2016
5a2 Pre-filled Forms	**74** ↓	**5**	**76**	**6**	**49**
Score (0 to 100)	2016		2015		2016
5a3 Online Service Completion	**89** ↓	**11**	**91**	**8**	**82**
Score (0 to 100)	2016		2015		2016
5a4 Open Data[8]	**79%** ↑	**4**	**60%**	**7**	**59%**
% of maximum score	2016		2015		2016

5 Digital Public Services - evolution over time

Methodological note

[1] **DESI 2016** was re-calculated for all countries to reflect slight changes in the choice of indicators and corrections to the underlying indicator data. As a result, country scores and rankings may have changed from the previous publication.
[2] **4G coverage**: This is a new DESI indicator measuring the average coverage of telecom operators' 4G networks.
[3] **Spectrum**: There is a decrease in most of the Member States due to the additional EU harmonisation of the 700 MHz band in April 2016.
[4] **Fixed Broadband Price**: Due to a slight methodological change, historical data was re-calculated.
[5] **ICT Specialists**: Historical data have been revised by Eurostat.
[6] **Music, Videos and Games**: Break in series due to a change in the Eurostat survey.
[7] **Video on Demand**: Break in series due to a change of data source. New source is Eurostat.
[8] **Open Data**: Change of data source. The historical data have also been restated. The new source is the European Data Portal.

Explore DESI at https://ec.europa.eu/digital-single-market/en/desi