



15/08/2023

ComReg Media Release

ComReg survey shows working from home online is now more common

The Commission for Communications Regulation (ComReg) today published a Broadband Connectivity consumer survey which shows that 44% of respondents now work from home online at least one day a week. A third of respondents work from home online at least three days a week. Working from home online is most common among people in densely populated areas and with access to higher broadband speeds.

Broadband is seen as an essential service by 78% of respondents. 85% of households have a fixed line broadband connection at home. Households in rural areas or with older residents are slightly less likely than average to have a connection.

The 2023 Broadband Connectivity Survey was commissioned by the Commission for Communications Regulation (ComReg) and carried out by Behaviour and Attitudes. The goal of the survey is to monitor consumer use of broadband and views on broadband services in Ireland.

ComReg Commissioner, Garrett Blaney said that with almost half of adults working online at least a day a week, it is clear that broadband services are essential to our economic and social life. Services provided over broadband are having a transformative effect on education, entertainment, retailing and so many other areas.”

The survey provides a useful picture of how residential broadband use in Ireland is developing as coverage of high-speed broadband networks continues to expand across the country and remote working has become more common.

Other highlights of the survey also topics covered by the survey include:

- Households with a fixed broadband service report having an average of 4.2 devices connected to the internet via their home broadband connection, with younger and urban households tending to have more devices
- Most respondents are satisfied with their broadband service, but households in less densely populated areas are less likely to be satisfied
- Use of online services (such as search, browsing the Internet, social media and instant messaging) is most frequent in urban areas and among young households

- 15% of respondents do not have a fixed broadband connection at all. Most of these people report that they are not interested in fixed broadband, don't need it at home or use a smartphone instead.

The survey was carried out between November 2022 and March 2023. A representative sample of 2,993 adults was surveyed 'face to face' at home.

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