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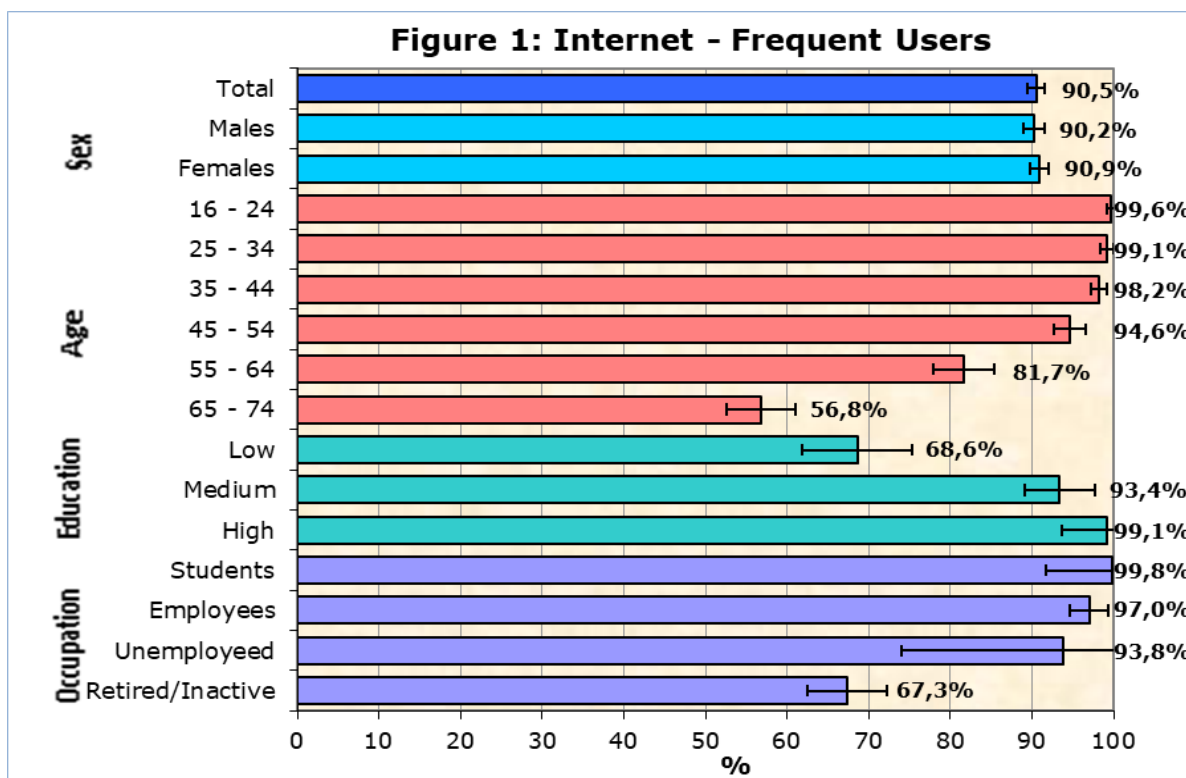
PRESS RELEASE

SURVEY RESULTS ON INFORMATION AND COMMUNICATION TECHNOLOGIES USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2020

Use of Internet

In 2020, Internet access in households increased and reached 92,8% compared to 89,6% in 2019. (Table 1)

90,5% of persons aged 16-74 years old are using the internet at least once a week. All persons aged 16-24 years old (99,6%) use the internet at least once a week. This percentage decreases with age, even though for individuals aged 65-74 years old the use of internet increased to 56,8% in 2020 compared to 44,3% in 2019. Persons with high educational level (99,1%) use the internet more frequently than persons with low educational level (68,6%). (Figure 1)

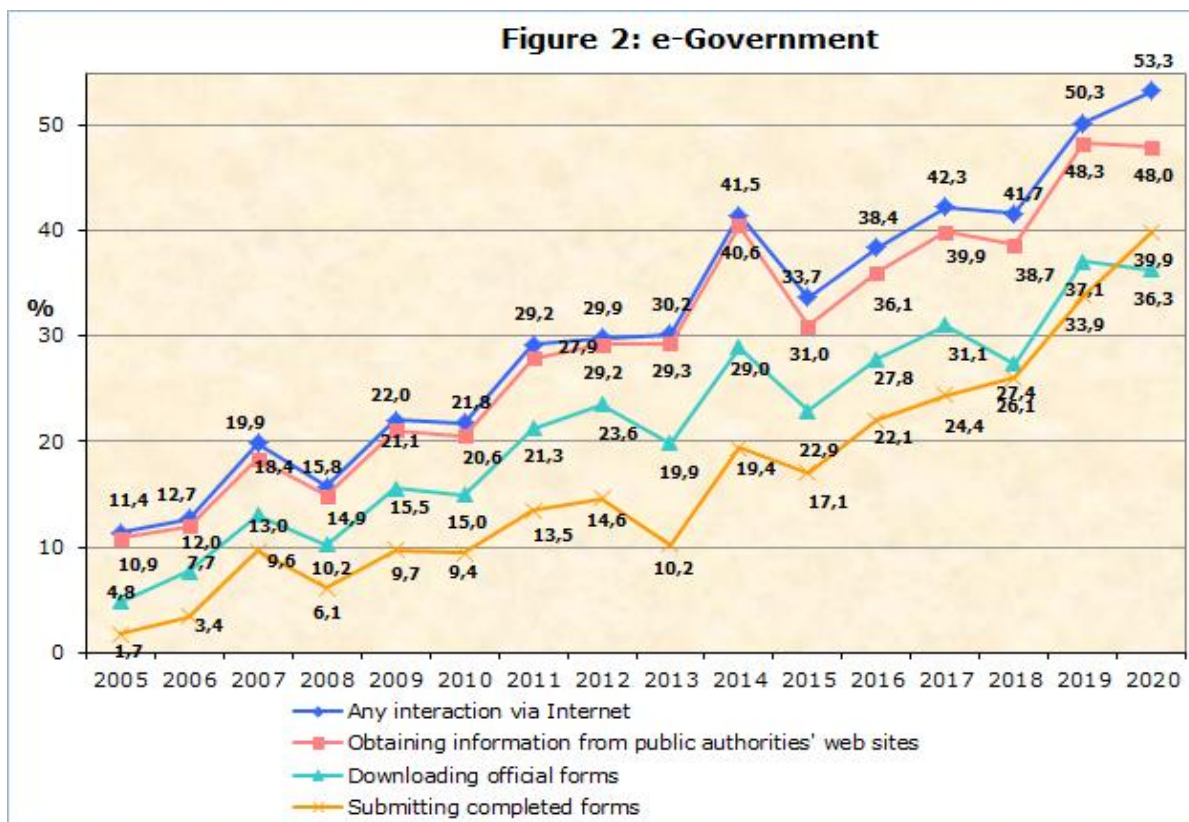


The most popular Internet activities are the following: telephone calls over the internet/video calls (via webcam) over the Internet (94,0%), use of instant messaging (92,4%), search of information about goods and services (86,2%), participation in social networks (86,1%), and watching video content from sharing services (84,2%). (Table 2)

20,6% of persons that used the Internet in the first quarter of 2020, did an online course, 18,4% used online learning material other than a complete online course and 17,1% communicated online with instructors or students. (Table 2)

e-Government

Compared to 2019, the percentage of persons who use the Internet for interaction with public authorities in 2020 increased from 50,3% to 53,3%. This is due to the increase of people using the Internet for submitting completed forms (from 33,9% to 39,9%). The percentage of people obtaining information from public authorities' websites remained at the same levels while the percentage of downloading official forms slightly decreased (from 37,1% to 36,3%). (Figure 2)



e-Commerce

The percentage of individuals 16-74 years old making online orders during the first quarter of the year decreased to 34,2% in 2020 compared to 36,2% in 2019. (Table 4)

The most popular categories of goods/services ordered online were the following: clothes, shoes or accessories (64,1%), deliveries or pick up from restaurants, fast-food chains (50,4%) and computers, tablets, mobile phones or accessories(36,1%). (Table 4)

Among the people that bought or ordered goods or services for private use in the first quarter of 2020, 65,8% prefer sellers from Cyprus, 60,3% bought from sellers from other EU countries and 49,9% from the rest of the world. 42,2% of these persons bought goods or services of value between 100-300 euro. (Table 4)

Table 1

Computer in Household (% of Households)	2017	2018	2019	2020
Personal Computer	75,9	78,7	74,8	78,1
By computer type:				
Desktop computer	20,3	20,1	21,0	23,7
Laptop	65,0	68,5	64,9	67,0
Tablet	45,9	44,2	44,3	47,9
By household type:				
With dependent children	94,9	93,3	90,7	94,5
Without dependent children	68,5	72,0	68,2	71,0
Households with Internet Access	79,4	86,2	89,6	92,8

Table 2

Internet Use	2017	2018	2019	2020
% Individuals that Used the Internet (1 st quarter of the year)	80,7	84,4	86,1	90,8
Most popular Internet Activities				
Telephoning over the internet/video calls (via webcam) over the internet	70,0	74,4	84,0	94,0
Using instant messaging	...	...	88,6	92,4
Finding information about goods and services	76,1	85,1	83,2	86,2
Participation in Social Networks	78,1	81,7	83,3	86,1
Watching video content from sharing services	79,0	78,1	81,7	83,3
Learning Activities over the Internet				
Online course	5,5	...	6,6	20,6
Online material	10,9	...	13,1	18,4
Communication with instructors or students	8,2	...	7,9	10,1

... Data not available

Table 3

e-Government	2017	2018	2019	2020
% Individuals that Interact with Public Authorities (% of all individuals)	42,3	41,7	50,3	53,3
Obtaining information from public authorities' web sites	39,9	38,7	48,3	48,0
Downloading official forms	31,1	27,4	37,1	36,3
Submitting completed forms	24,4	26,1	33,9	39,9

Table 4

Buys/Orders Through Internet	2017	2018	2019	2020
% of Individuals that Bought/Ordered Goods or Services (1 st quarter of the year)	24,4	23,3	36,2	34,2
Most Common Goods and Services (% of individuals that bought/ordered goods or services during the 1 st quarter of the year)				
Clothes, shoes or accessories	...	...	...	64,1
Deliveries or pick up from restaurants and fast food chains	...	...	...	50,4
Computers, tablets, mobile phones or accessories	...	...	...	36,1
Sports goods (excluding sport clothing)	...	...	...	25,6
Cosmetics, beauty or wellness products	...	...	...	21,6
Food or beverages from stores or from meal kits providers	...	...	...	14,0
Country of Origin of Sellers				
Sellers from Cyprus	27,3	34,6	45,1	65,8
Sellers from other EU countries	82,4	82,9	84,6	60,3
Sellers from the rest of the world	39,4	35,8	44,2	49,9
Categories of Amount Spent				
100 to less than 300 euro	...	...	...	42,2
50 to less than 100 euro	23,0	24,3	25,1	22,4
300 to less than 500 euro	...	...	...	15,6

... Data not available

METHODOLOGICAL NOTES

Aim

The aim of the survey is to collect data on the access of households to selected Information and Communication Technologies (ICT), the use of Internet, use of e-Government, e-Commerce, Privacy and Protection of Personal Data, Trust, Security and Privacy and Internet of Things.

Coverage

The survey was conducted during the period April – June 2020 and covered 1.771 households with at least one member aged 16 – 74 (inclusive) and 3.612 individuals aged 16 – 74 (inclusive).

The survey covers all the government controlled areas of the Republic of Cyprus.

Sampling

The sampling frame used for the selection of the sample was the 2011 Population Census Frame, with reference date the 1st of October 2011. The sampling units are households. Auxiliary information for each household (district, municipality, quarter, address, number of persons, telephone numbers) is also included in the frame. The 2011 Census frame was updated at different time periods with data obtained from the Electricity Authority of Cyprus.

The selection of the sample in urban areas is done by simple random sampling (one-stage sampling). In rural areas, two-stage sampling is used. Villages are the primary sampling units, while households are the secondary sampling units. Neighbouring Villages with a small number of households are merged in order to create complexes with a minimum number of households. The sample of villages is selected with probability proportional to the size of the village (PPS). Some villages are large and therefore their probability of selection is equal to 1. A simple random sample of households is selected from each village.

All individuals, aged 16-74, within each sampled household were selected.

Data Collection

The data collection was conducted through telephone interviews with all individuals of household aged 16 -74 years. In case of absence of an individual, some other member that knew answered the questionnaire.

Reference Period

The data refers to first quarter of 2020, unless otherwise stated.

Definitions

e- Commerce: Use of e-commerce refers to the purchase of goods and services over the Internet for private use via any device. Purchases refer to ordering goods or services for which payment is required but the payment does not have to be online. Orders via manually typed e-mails, SMS or MMS should be excluded.

e- Government: Use of e-government refers to electronic contacts via the Internet with public authorities and some public services. Contacts through manually typed e-mails should be excluded.

Use of Internet: Internet use via any device: desktop, laptop, netbook, tablet, as well as smart phones, games consoles, e-book readers.

Further information

[Survey Results –Information and Communication Technologies \(ICT\) Usage in Households and by Individuals Survey, 2020](#)

Statistical Service (CYSTAT) Website, subtheme [Information Society](#)

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