STATISTICAL SERVICE OF CYPRUS

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) USAGE SURVEY IN HOUSEHOLDS AND BY INDIVIDUALS 2007

<u>SUMMARY RESULTS</u>

Nicosia, December 2007

C O N T E N T S

**INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)
USAGE SURVEY IN HOUSEHOLDS AND BY INDIVIDUALS 2007**

PREFACE

This report presents the results of the survey ICT Usage in Households and by Individuals 2007. The aim of the annual survey is to collect data on the access of households to selected Information and Communication Technologies (ICT), on the usage of computers and the Internet, activities on the Internet and Internet commerce.

The survey, which is cofunded by the European Community, conforms to the regulation (EC) No. 808/2004 of the European Parliament and of the Council of 21 April 2004 concerning Community statistics on the information society. The objective of this Regulation is to establish a common framework for the systematic production of Community statistics on the information society.

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Director
Statistical Service

December 2007

A. SURVEY METHODOLOGY

The survey covers households with at least one member aged 16-74 (inclusive) and individuals aged 16 -74 (inclusive).

The sampling frame (Population Census 2001 Register) was stratified into urban and rural strata by district.

The selection in the urban areas was done by using simple systematic random sampling. A random start was selected, and by using the sampling interval N/n, the households for each district (urban areas) were selected.

The selection in rural areas was conducted in two stages: the villages of each district were the Primary Sampling Units and the households the Ultimate Sampling Units. The sample of the villages was drawn with Probability proportional to size (p.p.s.), the latter being determined from the number of individuals. Then in each selected village, 20 households were selected. In the cases of very small villages (less than 20 households), the villages were combined.

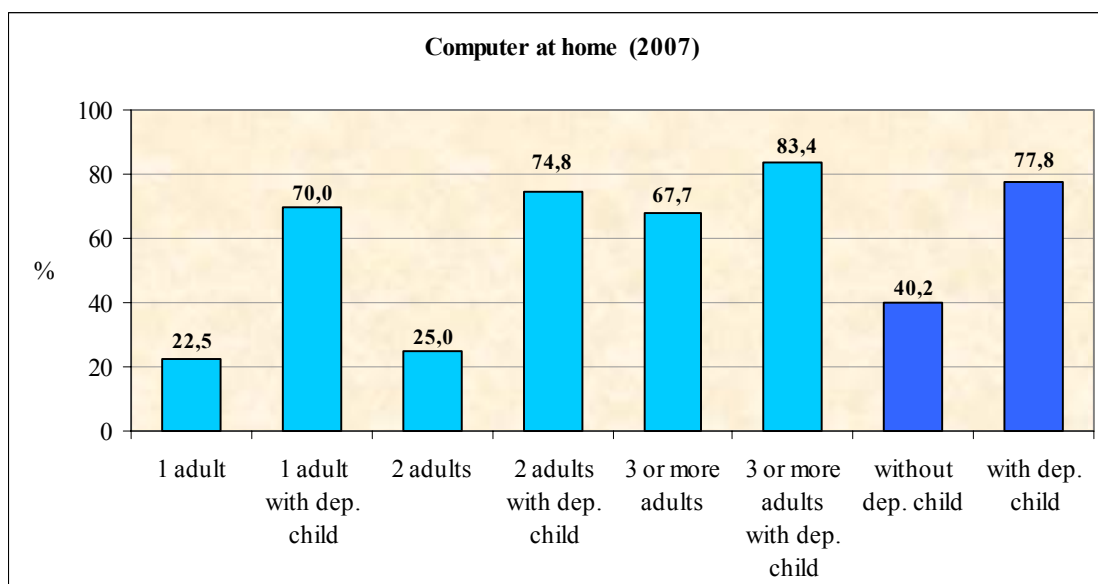All individuals, aged 16-74, within each sampled household were selected.

B. MAIN FINDINGS

HOUSEHOLDS

The percentage of households with access to a computer is continuously increasing. Half of the households in Cyprus (52,9%) had access to a computer, either desktop or portable, in 2007. Most of these households had access to a desktop computer. In particular, 45,3% of households had access to a desktop and 20,1% to a portable computer. It is worth to mention that 12,5% of households in Cyprus had access to both a desktop and a portable computer.

Computer at home

Year	%
2004	47,2
2005	46,4
2006	51,9
2007	52,9
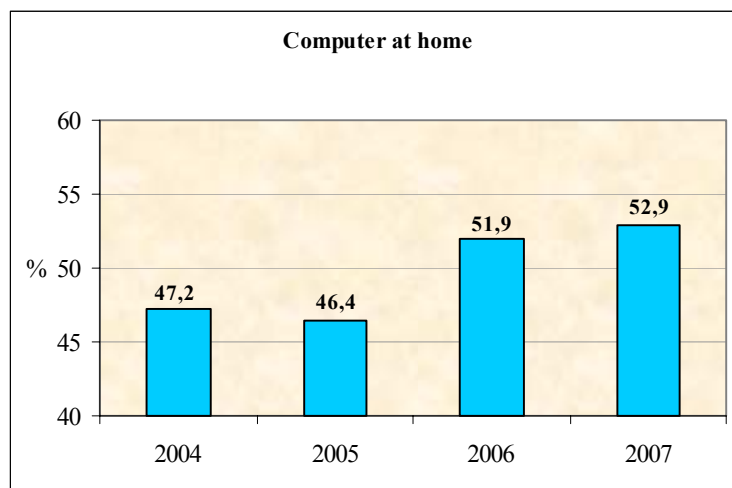
When looking at the access to a computer (desktop, laptop or palmtop) at home with respect to household composition we see that there is a gap between households with and without dependent children. A computer is found in 77,8% of households with dependent children. In households where there are no dependent children the same percentage is only 40,2%.

Computer at home (2007)

Category	%
1 adult	22,5
1 adult with dep. child	70,0
2 adults	25,0
2 adults with dep. child	74,8
3 or more adults	67,7
3 or more adults with dep. child	83,4
without dep. child	40,2
with dep. child	77,8

Internet access in households is increasing in Cyprus year by year. In the first quarter of 2007, the Internet was accessed at least once in 38,9% of the households. The same percentage was 36,7% and 31,7% for the first quarter of 2006 and 2005 respectively.

Households with Internet Access

Year	Yes	No	Don't know
2007	38,9	61,1	0,0
2006	36,7	63,1	0,2
2005	31,7	68,2	0,1
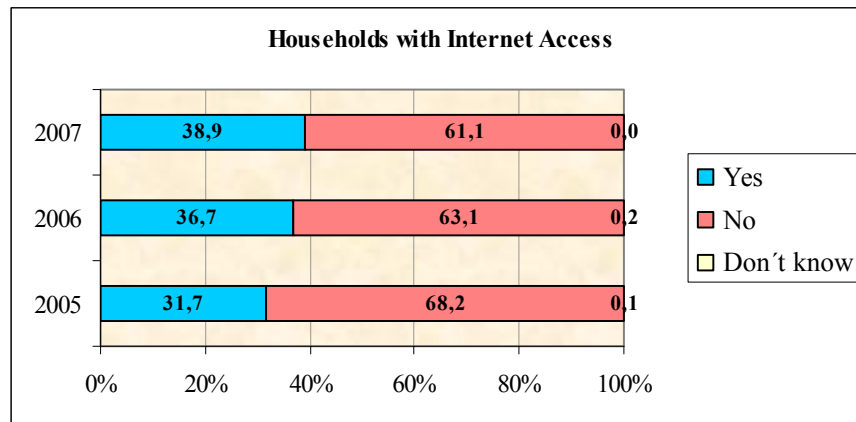
The majority of these households (80,5%) used a desktop computer to access the Internet. The portable computer is the second mostly used with 42,3% of households with Internet access using it to access the Internet. Handheld computers, TV sets and games consoles are not common devices for Internet access from home in Cyprus.

Devices Used for Internet Access at Home (2007)

% on households with Internet access

Device	%
Desktop computer	80,5
Portable computer	42,3
TV set	1,6
Games console	1,5
Mobile phone	12,5
Handheld computer	2,8
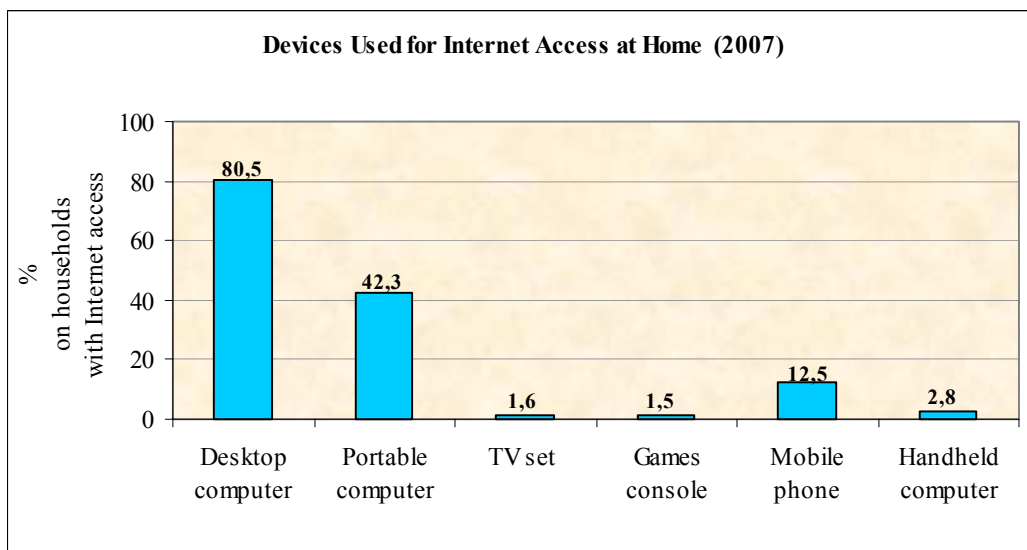
There was a significant increase in broadband connections and a simultaneous decrease in narrowband connections (Modem, ISDN) over the last years. While before 2007 the most common types for Internet access was the Modem or ISDN, in 2007 DSL has become the connection used by more than half (51,2%) of the households that have Internet access from home, whereas the same percentage dropped to 48,4% for Modem or ISDN connections.

Types of Internet Access
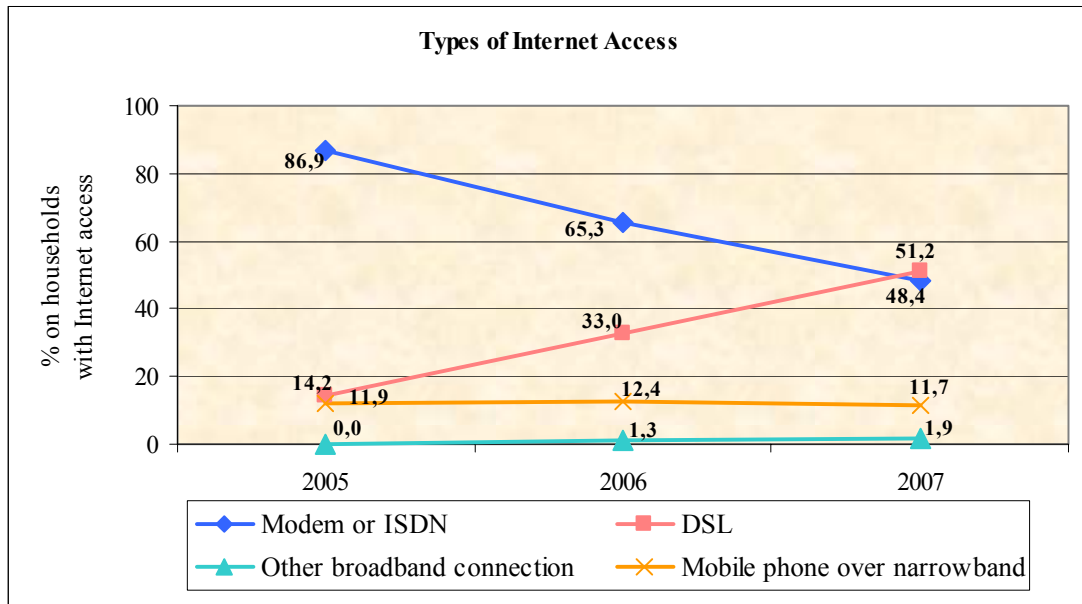
This trend is also verified by the results on Internet subscriptions from the Internet Access Survey, conducted annually by the Statistical Service. The percentage of the different types of connection on total subscriptions to Internet providers are shown on the graph below.

Types of Internet Access
(Survey on Internet Access)
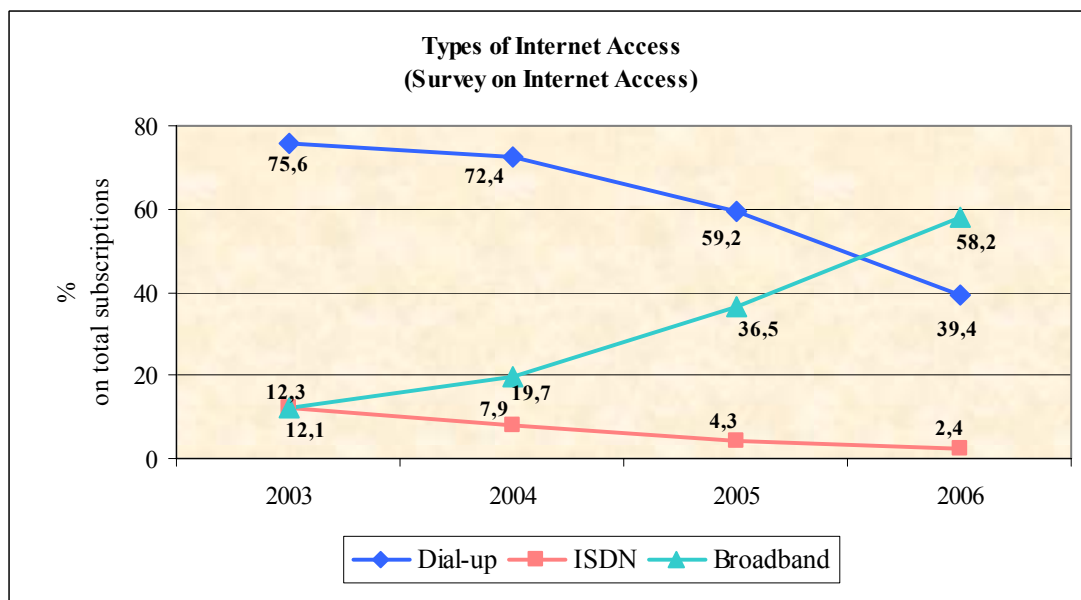
The main reason why households do not have a broadband connection to the Internet is because people in those households believe that they do not need it. 48,9% of the households that had access to the Internet but not with a broadband connection believe that they do not need a broadband connection. 15,9% do not have broadband because they have access to broadband connection to the Internet from somewhere else.

Reasons for not having a broadband connection at home (2007)

% on households without a broadband connection

12,6	48,9	12,5	15,9	29,5
Too expensive	No need	Not available in my area	Access broadband somewhere else	Other reasons
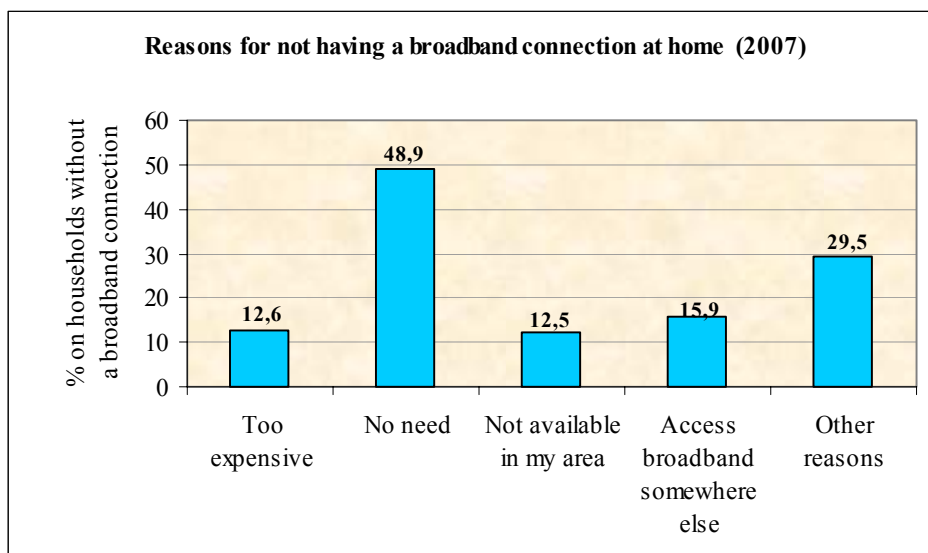
INDIVIDUALS
Computer Usage

Among Cypriots, 16 – 74 years old, 52,8% has used a computer at some point of time. 47,0% have used a computer during the first quarter of 2007.
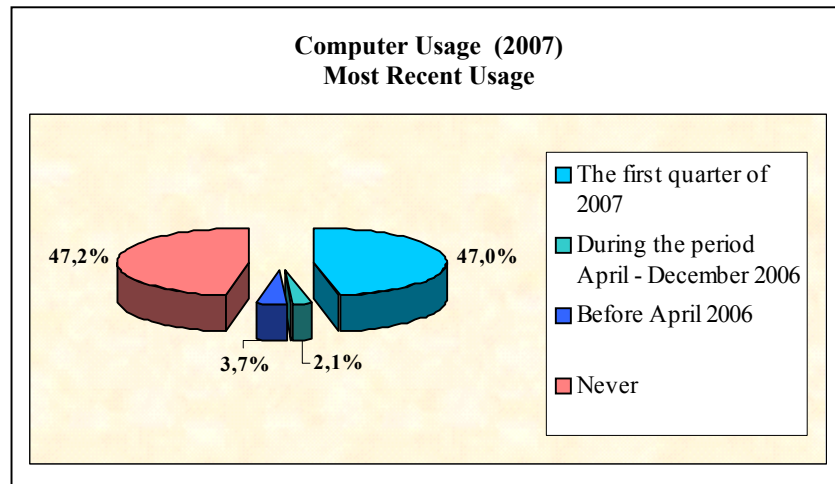
Almost all of the people that have used a computer during that period, they have used it at least once a week (44,0% of total population 16 – 74 years old). 45,1% of Cypriot men (16 – 74 years old) use a computer frequently (i.e. at least once a week). Compared to Cypriot women we find no significant difference since the same percentage for women is not much lower (42,9%). Unlike gender, age and education level seem to be important factors on how often a person is using a computer. Younger and high educated persons are using computers more frequently. The percentage of frequent computer users is decreasing with age and increasing with education level.
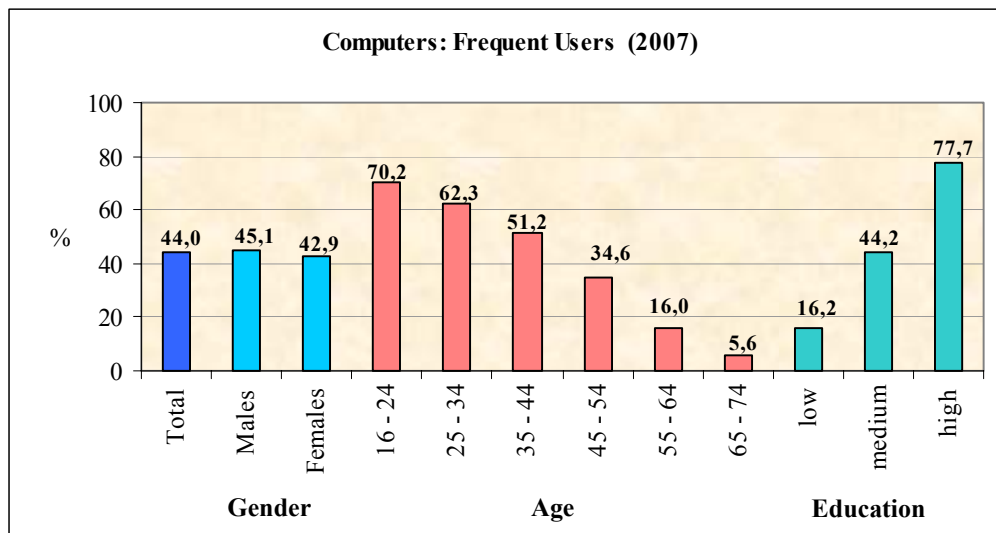
Internet Usage

38,1% of the population under study has accessed the Internet in the first quarter of 2007. 56,4% said that they have never used the Internet. 5,5% of Cypriots 16 – 74 years old said that have used the Internet, but not during the first quarter of the year.

Internet Usage (2007)
Most Recent Usage

- The first quarter of 2007
- During the period April - December 2006
- Before April 2006
- Never

38,1%
56,4%
2,7%
2,8%
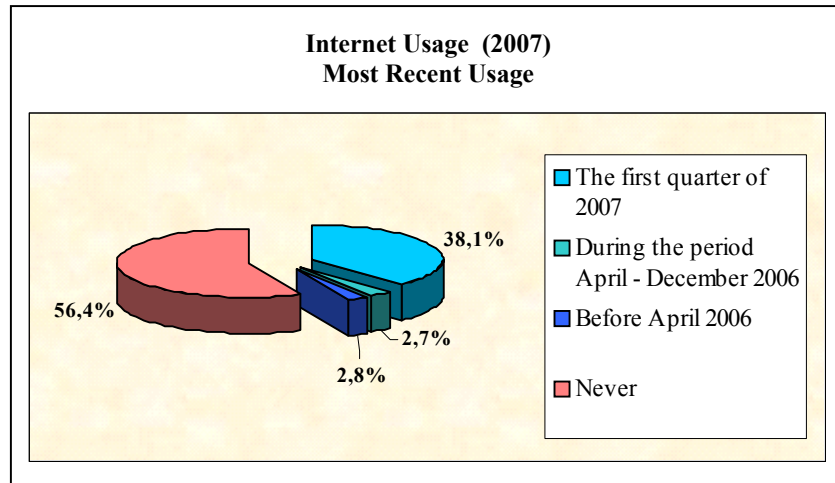
Compared to previous years the percentage of persons 16 – 74 years old that use a computer or the Internet has increased. On the graph below we can see that even though both percentages increase, the difference between the percentage of computer users and Internet users remains constant.

Computer and Internet Usage
during the first quarter of the year

%

60
50
40
30
20

42,0   40,9   44,1   47,0
31,9   31,1   33,8   38,1

2004   2005   2006   2007
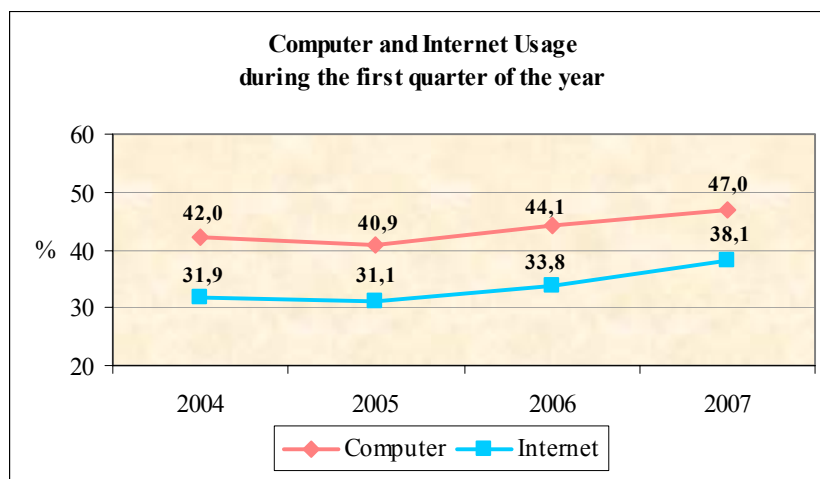
Computer   Internet

As far as how often people in Cyprus use the Internet, we see that 34,6% of Cypriots (16 – 74) use the Internet at least once a week. As happens with the frequency of using a computer, the frequency of accessing the Internet is affected by the age and education level of a person. As age increases, the percentage of persons frequently uses the Internet decreases. Starting from 57,3% for the 16 – 24 age group it gradually goes down to 4,1% for the 65 – 74 age group. The fact, that with the exception of the first two age groups, the confidence intervals (shown on the graph) for the different age group percentages of frequent Internet users are not overlapping proves that there is indeed a difference between the age groups. The same happens for the three education level categories, where as expected, high educated persons use the Internet more frequently than persons with lower education. Proportionally there are more male frequent users than female, with percentages 37,3% and 32,1% respectively. The non-overlapping confidence intervals are strong evidence that this difference between males and females is statistically significant.

Internet: Frequent Users (2007)
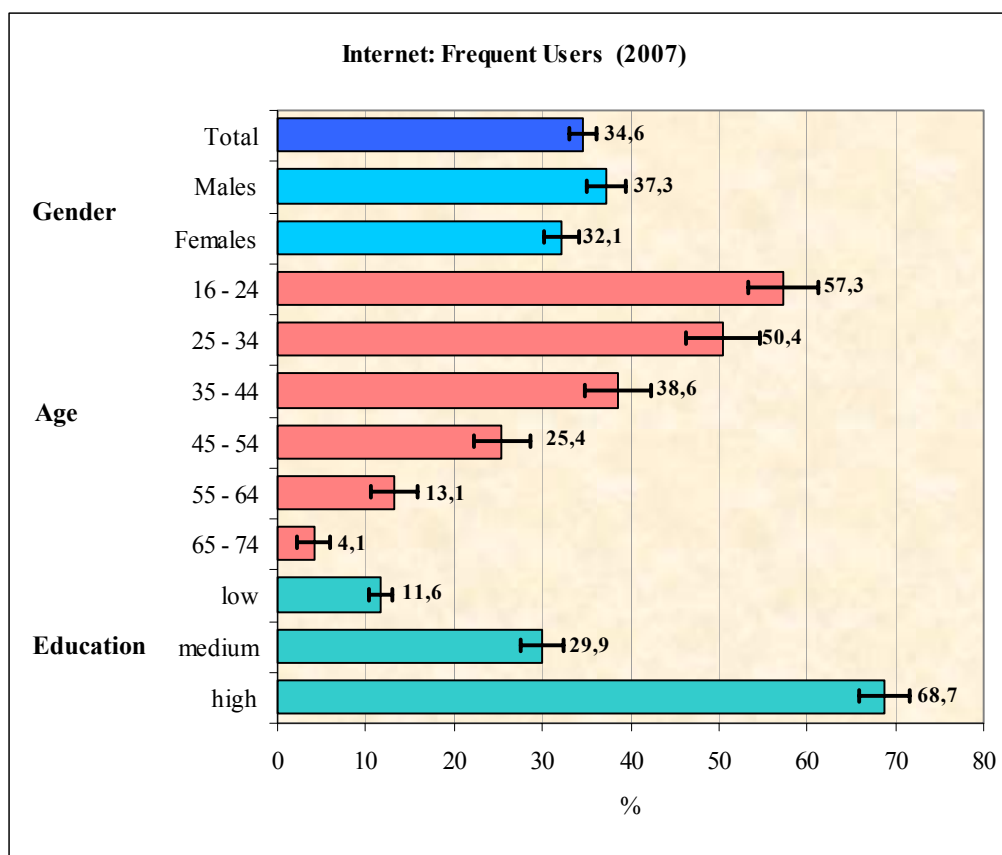
95% Confidence Intervals

		Lower Limit	Estimated %	Upper Limit
	Total	33,1	34,6	36,1
Gender	**Male**	35,1	37,3	39,5
	Female	30,1	32,1	34,1
	16 – 24	53,3	57,3	61,3
	25 – 34	46,3	50,4	54,6
Age	**35 – 44**	34,9	38,6	42,3
	45 – 54	22,3	25,4	28,6
	55 – 64	10,5	13,1	15,8
	65 – 74	2,2	4,1	6,1
	Low	10,3	11,6	13,0
Education	**Medium**	27,5	29,9	32,4
	High	65,8	68,7	71,6

However, when looking at males and females broken down by age, we see that this difference is observed mainly among people of older age. The 95% confidence intervals are non-overlapping only for males and females 55 – 74 years old. Between young people there is no gender gap in frequency of Internet usage. For males and females 16 – 24 years of age the percentages of frequent Internet users are almost identical (57,5% and 57,0% respectively).

Internet: Frequent Users (2007)
By Gender and Age group

Age	Gender	Value
16 - 24	Male	57,5
16 - 24	Female	57,0
25 - 54	Male	40,8
25 - 54	Female	36,9
55 - 74	Male	13,7
55 - 74	Female	5,7
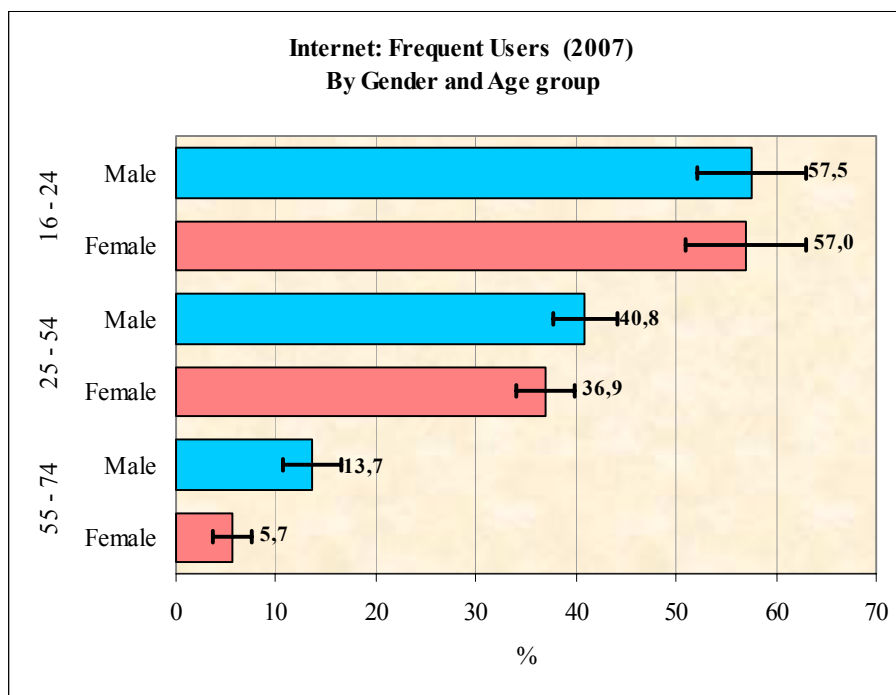
95% Confidence Intervals

Age	Gender	Lower Limit	Estimated %	Upper Limit
16 - 24	Male	52,1	57,5	63,0
16 - 24	Female	51,0	57,0	62,9
25 – 54	Male	37,6	40,8	44,0
25 – 54	Female	34,0	36,9	39,8
55 - 74	Male	10,7	13,7	16,6
55 - 74	Female	3,8	5,7	7,7

The most popular Internet activity among Cypriots is *Finding Information about Goods or Services*, followed by *Sending or Receiving e-mails* (85,0% and 77,7% of Internet users respectively).

Internet Acivities (2007)

Activity	% of Internet users
Information on goods/services	85,0
Sending/receiving e-mails	77,7
Services related to travel	59,3
Reading online newspapers	58,4
Learning purposes	54,1
Downloading games, films / music	51,8
Seeking health related information	37,6
Web radios / Web television	35,4
Internet banking	31,3
Downloading software	29,8
Information on education / course offers	25,9
Telephoning over the Internet	15,3
Looking for a job / job application	12,2
Online course	3,7
Selling goods and services	1,8

e-Government

There was a significant increase (from 12,7% in 2006 to 19,9% in 2007) in the percentage of individuals that have used the Internet to interact with public services or administrations. This increase was probably due to the publishing of the Cyprus government Web Portal in the fall of 2006 and the fact that more services became available over the Internet.

e-Government

	2004	2005	2006	2007
Any interaction via Internet	8,3	11,4	12,7	19,9
Obtaining information from public authorities' web sites	7,9	10,9	12,0	18,4
Downloading official forms	2,9	4,8	7,7	13,0
Sending filled in forms	1,2	1,7	3,4	9,6
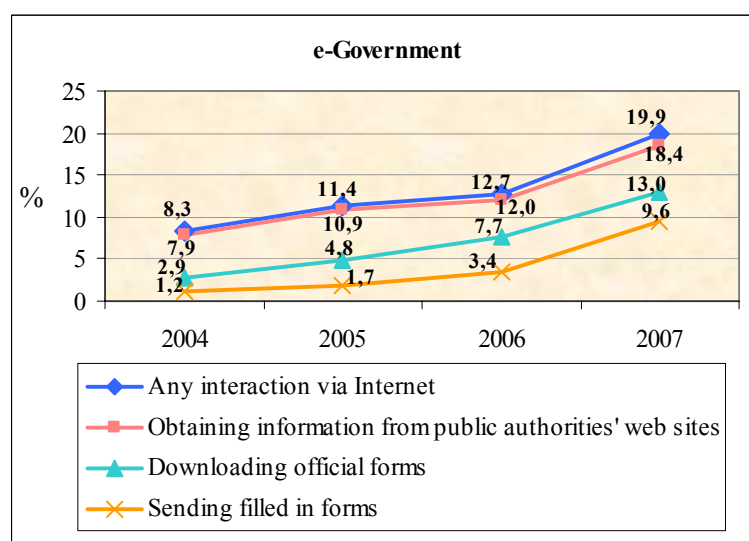
e-Commerce

Cyprus has very low percentages of individuals making online orders. Only 7,8% of Cypriots have made orders of goods or services for private use over the Internet during the first quarter of 2007. However, there is a steady increase in the percentage of people that use the Internet to make orders of goods or services over the last four years.

Persons who bought or ordered of goods or services for private use over the Internet during the first quarter of the year

Year	%
2004	2,7
2005	3,9
2006	5,0
2007	7,8
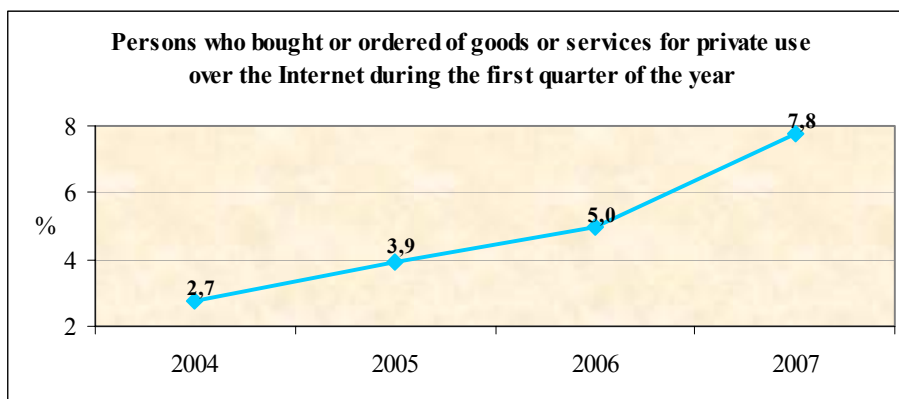
11,3% of Cypriots 16-74 years old have made orders over the Internet at some point of time.

Most recent buy or order of goods or services for private use over the Internet (2007)

Category	%
The first quarter of 2007	7,8
During April - December 2006	2,0
Before April 2006	1,5
Never bought or ordered	32,3
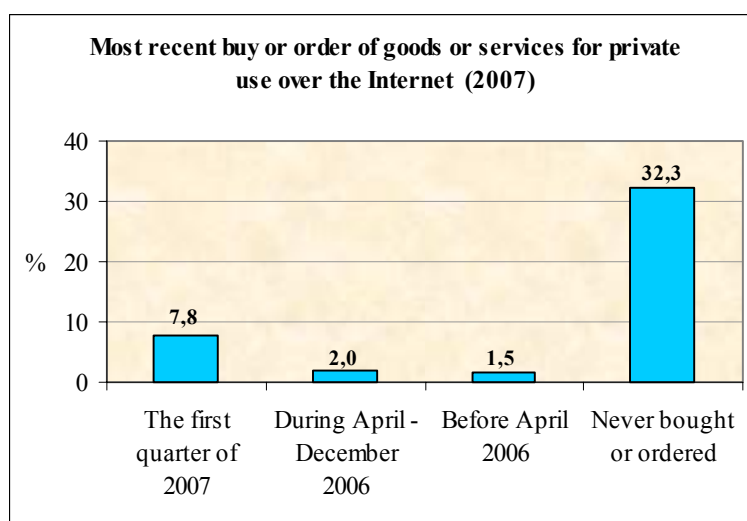
Tickets for travel and holiday accommodation is what most of the people order over the Internet. 37,6% of Cypriots who ordered goods or services over the Internet in the last 12 months, have ordered *tickets for travel and holiday accommodation*. Second in Cypriots´ preferences comes the category of *books, magazines, newspapers and e-learning material* (33,6%).

e-Commerce (2007)
Goods and Services ordered over the Internet

Category	%
Travel and holiday accommodation	37,6
Books/magazines/e-learning material	33,6
Clothes, sports goods	29,1
Films/music	23,6
Computer software and upgrades	16,7
Electronic equipment	15,7
Computer hardware	14,1
Tickets for events	6,6
Household goods	5,8
Shares/Financial services/insurance	5,8
Lotteries and betting	4,5
Food/groceries	3,2

% on persons that made orders: 04/06 - 03/07

e-Skills

40,1% of Cypriots 16 – 74 years old have taken a training course (of at least 3 hours) on any aspect of computer use at some point of time.

e-Skills (2007)
Last training on any aspect of computer use

Category	%
The first quarter of 2007	7,0
During April - December 2006	4,6
Between March 2006 - March 2004	8,2
Before March 2004	20,3
Never	12,6
Never used a computer	47,2
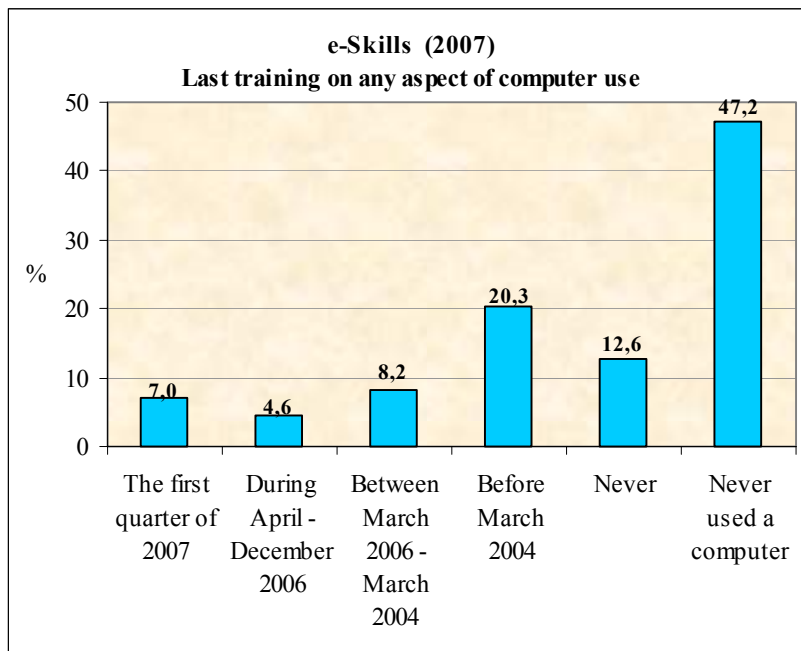
The reason why people in Cyprus are not taking any courses on computer use is because they believe that they do not need it, either because their computer skills are, in their opinion, sufficient, or because they rarely use computers.

Reasons for not having taken a course on computer use recently (2007)
% on individuals that did not take a course in the last 3 years

Reason	%
No need - sufficient computer skills	53,5
No need - rarely use computers	30,4
Lack of time	7,5
Course costs	1,5
No suitable offer available	0,6
Courses are too difficult	0,4
None of the above	10,5
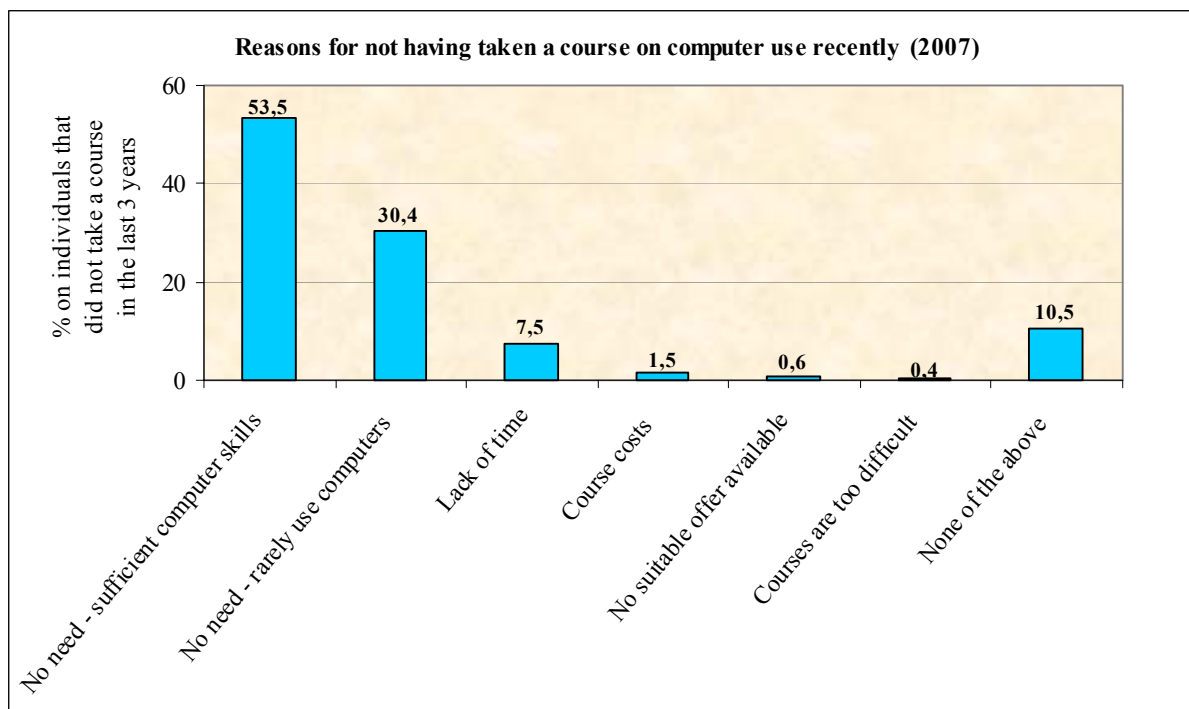
Copying or moving a file or folder and *Using copy and paste tools to duplicate or move information within a document* are the most common computer activities conducted by Cypriots. More advanced activities, like *writing a computer program using a specialized programming language* are conducted by only 6,6% of Cypriots.

Since less people use the Internet than a computer, it is reasonable that Internet activities will have smaller percentages than Computer activities. More common activities are the *use of a search engine to find information over the Internet* and *sending e-mails with attached files*.

Internet and Computer Activities (2007)

Activity	%
Copied or moved a file or folder	45,5
Copy and paste within a document	43,1
Used arithmetic formulas in a spreadsheet	32,1
Connected and installed new devices	28,0
Compressed files	24,6
Detected and solved computer problems	11,1
Connected computers to a LAN	9,6
Written a computer program	6,6
Used a search engine to find information	36,9
Sent email with attached files	28,9
Kept viruses / spyware away from computer	15,4
Found, downloaded and installed software	10,9
Made phone calls over the Internet	8,9
Posted messages to chat rooms	7,9
Used peer-to-peer file sharing	7,4
Created a web page	5,0