



STATISTICAL SERVICE OF CYPRUS

**INFORMATION AND COMMUNICATION
TECHNOLOGIES (ICT) USAGE SURVEY IN
HOUSEHOLDS AND BY INDIVIDUALS
2011**

SUMMARY RESULTS

Nicosia, November 2011

**INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)
USAGE SURVEY IN HOUSEHOLDS AND BY INDIVIDUALS 2011**

| | Page |
|-----------------------------|------|
| Preface | |
| A. Survey Methodology | 1 |
| B. Main Findings | |
| HOUSEHOLDS | 2 |
| INDIVIDUALS | 5 |
| Computer Usage | 5 |
| Internet Usage | 6 |
| e-Government..... | 9 |
| e-Commerce | 9 |
| e-Skills..... | 11 |

PREFACE

This report presents the results of the survey ICT Usage in Households and by Individuals 2010. 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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November 2011

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 used for the selection of the sample was the Population Census 2001 Register. In addition, the newly constructed housing units since 2001 were also included in the frame. A list of domestic consumers was obtained by the Electricity Authority of Cyprus (EAC). The sampling frame 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.

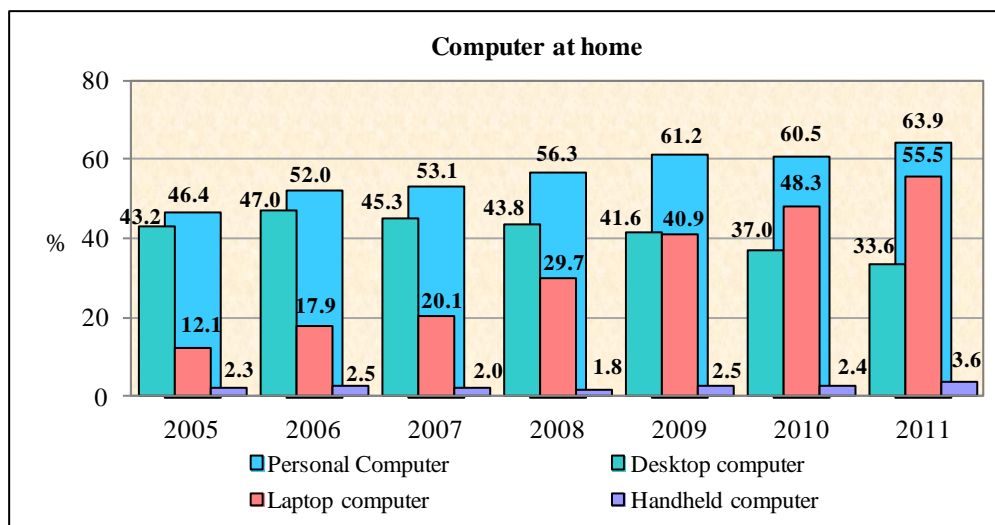
The selection in rural areas was conducted in two stages: the villages of each district were the Primary Sampling Units and the households the Ultimate Sampling Units. The sample of the villages was drawn with Probability proportional to size (p.p.s.), the latter being determined from the number of individuals. 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.

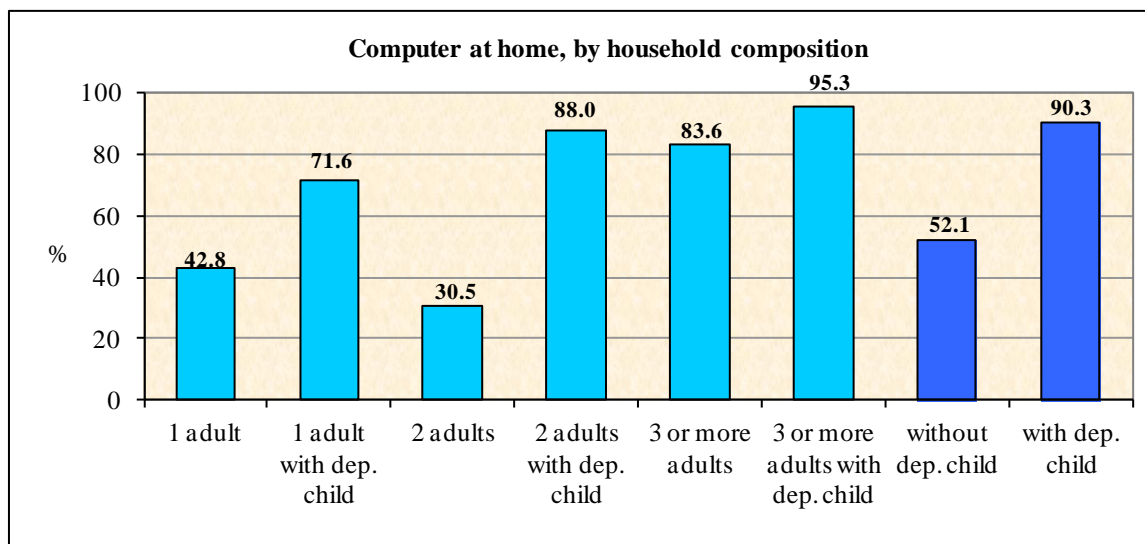
B. MAIN FINDINGS

HOUSEHOLDS

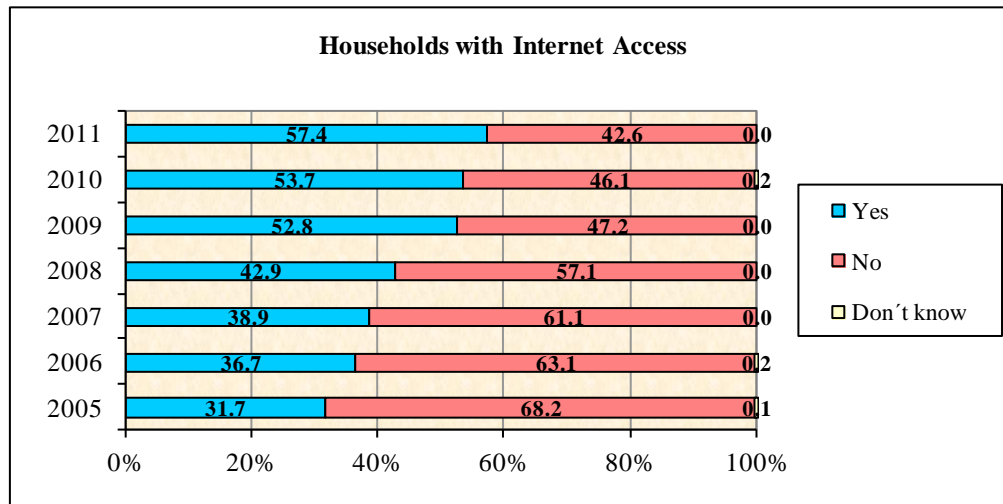
The percentage of households with access to a computer is continuously increasing. Almost two thirds of the households in Cyprus (63,9%) had access to a computer, either desktop, portable or handheld computer, in 2011. In particular, 33,6% of households had access to a desktop, 55,5% to a portable and 3,6% to a handheld computer. It is worth mentioning that 25,2% of households in Cyprus had access to both a desktop and a portable computer.



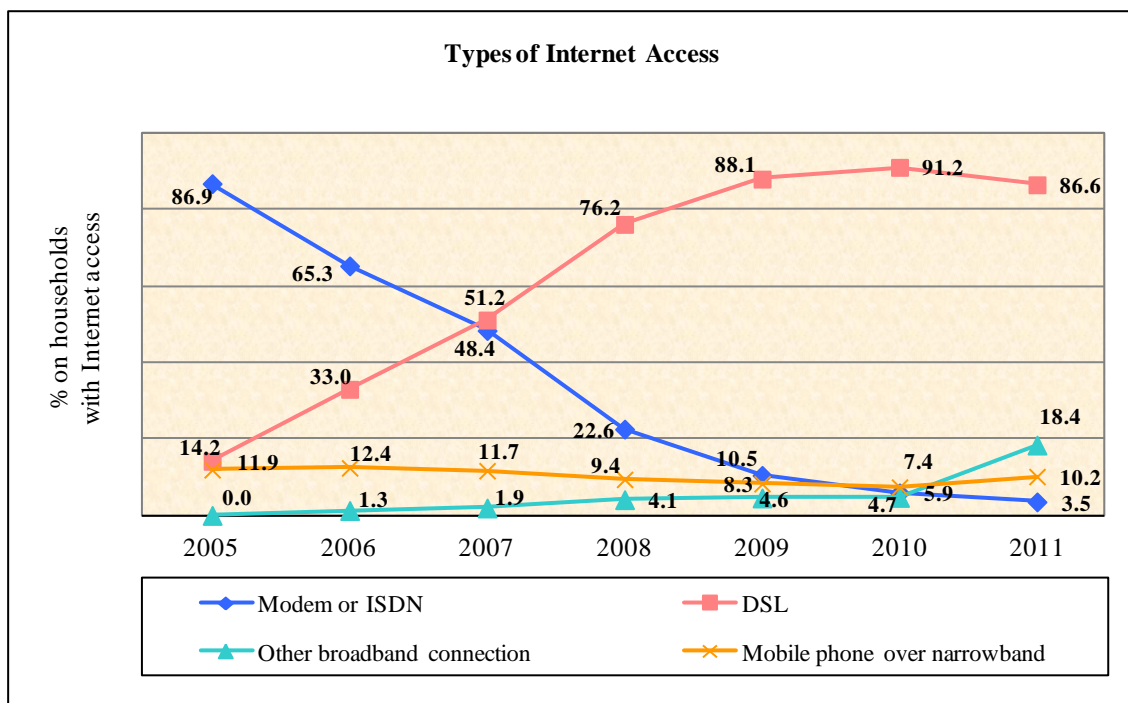
When looking at the access to a computer (desktop, laptop or palmtop) at home with respect to household composition we see that there was a gap between households with and without dependent children. A computer was found in 90,3% of households with dependent children. In households where there were no dependent children the same percentage was only 52,1%.



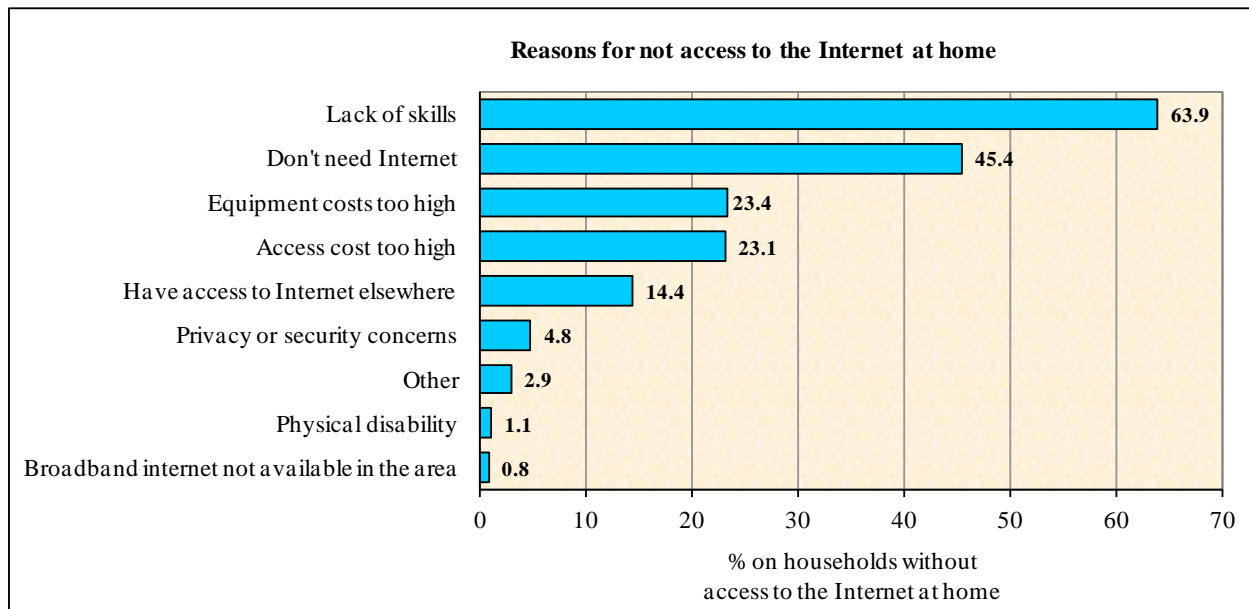
Internet access in households is increasing in Cyprus year by year. In the first quarter of 2011, the Internet was accessed at least once in 57,4% of the households. The same percentage was 53,7%, 52,8%, 42,9%, 38,9%, 36,7% and 31,7% for the first quarter of 2010, 2009, 2008, 2007, 2006 and 2005 respectively.



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 became the connection used by more than half (51,2%) of the households that had Internet access from home, whereas the same percentage dropped to 48,4% for Modem or ISDN connections. In 2008, 2009, 2010 and 2011 the trend continued. 86,6% of the households with Internet access had a DSL connection, while the percentage of those having a Modem or ISDN connection dropped to 3,5% in 2011. There was also a significant increase in connections with mobile phone over narrowband (10,2%), and a simultaneous increase in other broadband connections (18,4%).



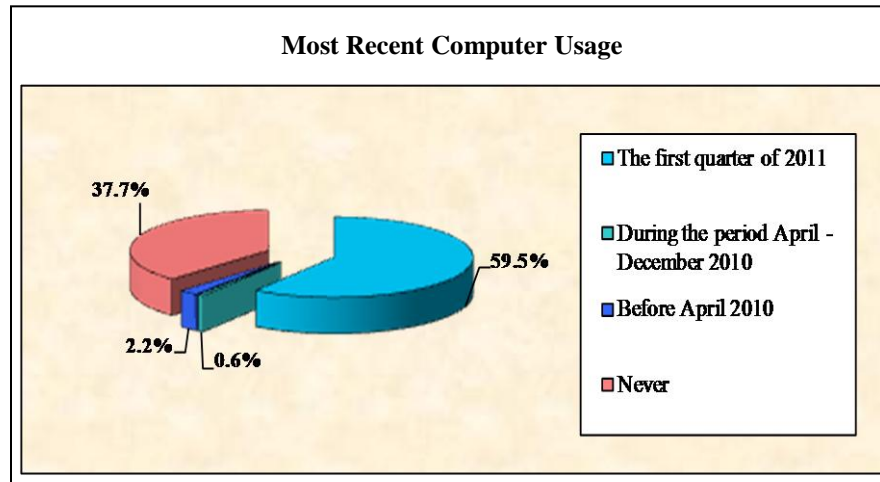
The main reason why households did not have access to the Internet at home in 2011 was because people in those households do not have the skill to use the Internet (63,9% of the households that did not have access to the Internet at home). The second reason mentioned by households for not having access to the Internet at home was that people in the household do not need the Internet (45,4%). 23,4% and 23,1% of the households do not have access to the Internet because access cost and equipment cost are too high, respectively.



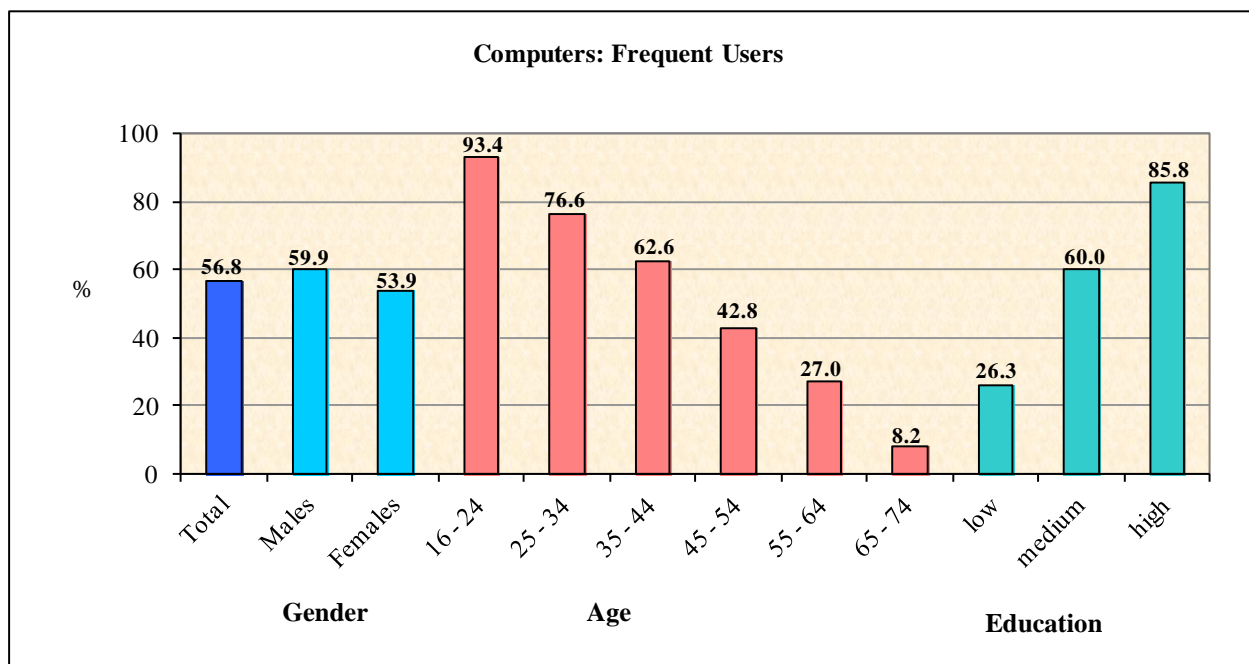
INDIVIDUALS

Computer Usage

Among Cypriots, 16 – 74 years old, 62,3% has used a computer at some point of time. 59,5% used a computer during the first quarter of 2011.

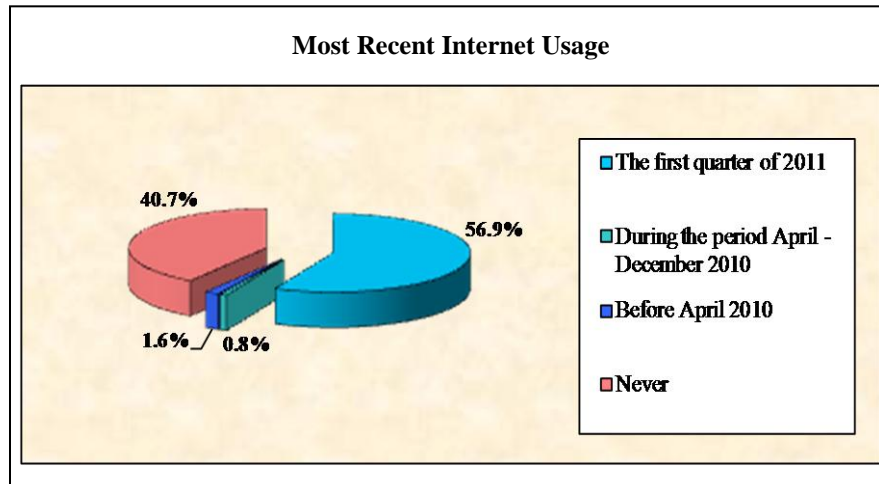


Almost all of the people that were using a computer during the first quarter of 2011, they were using it at least once a week (56,8% of total population 16 – 74 years old). 59,9% of Cypriot men (16 – 74 years old) used a computer frequently (i.e. at least once a week), whereas the same percentage for women was 53,9%. Age and education level also seem to be important factors on how often a person was using a computer. Younger and high educated persons were using computers more frequently. The percentage of frequent computer users was decreasing with age and increasing with education level.

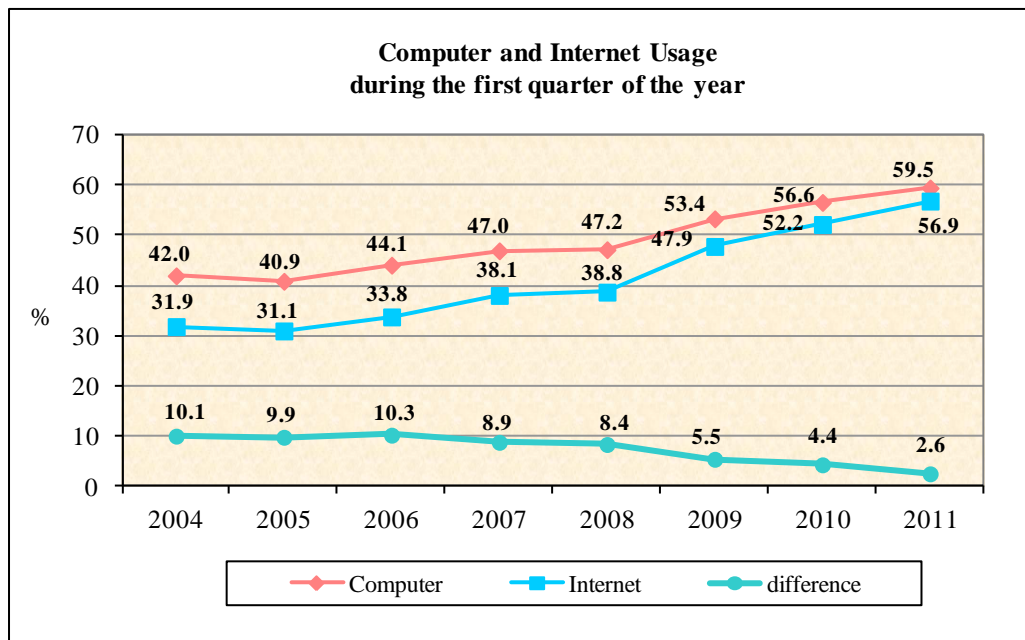


Internet Usage

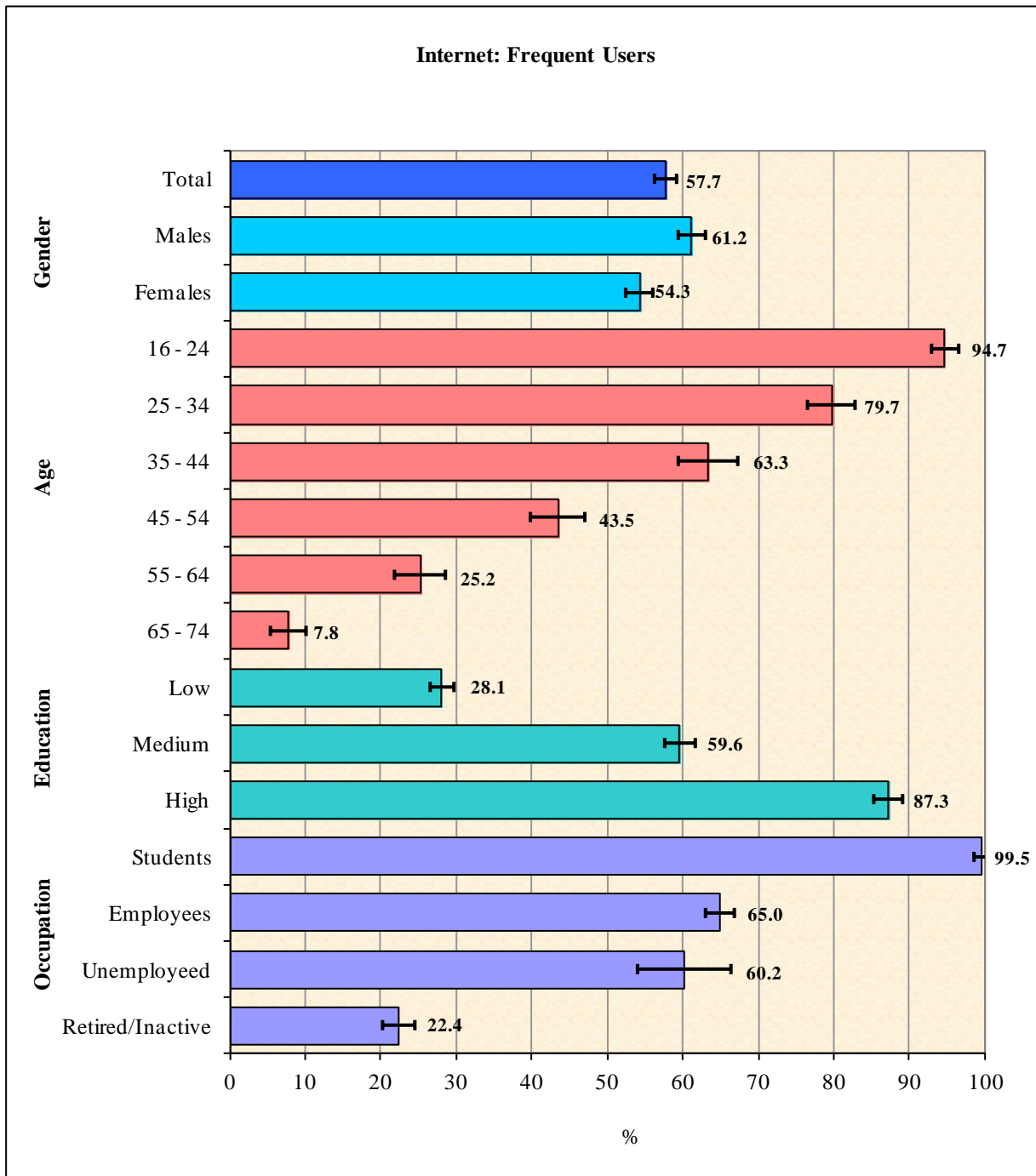
56,9% of the population under study had accessed the Internet in the first quarter of 2011. 40,7% said that they had never used the Internet. 2,4 % of Cypriots 16 – 74 years old said that they had used the Internet, but not during the first quarter of 2011.



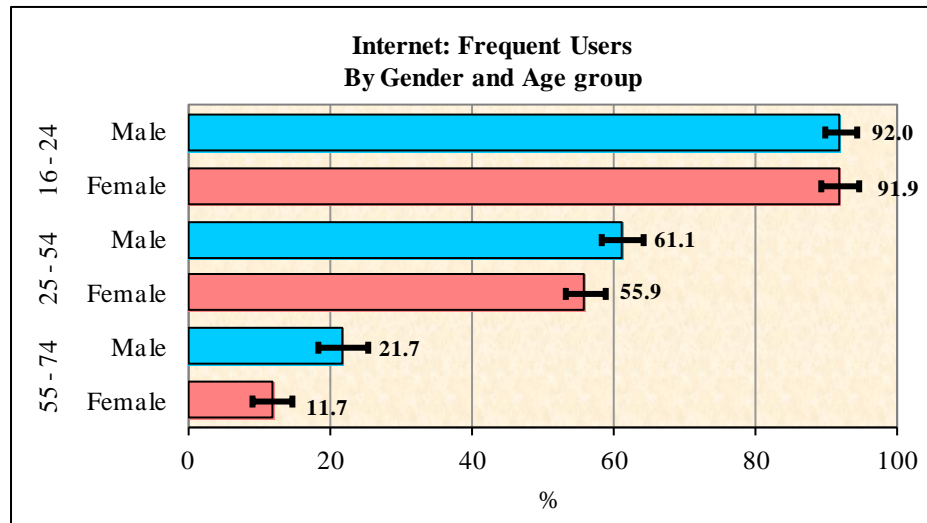
Compared to previous years the percentage of persons 16 – 74 years old that were using a computer or the Internet increased significantly in 2011. On the graph below we can see that there is an increasing trend in both percentages in the last years. At the same time the difference between the percentage of computer users and Internet users is slowly decreasing.



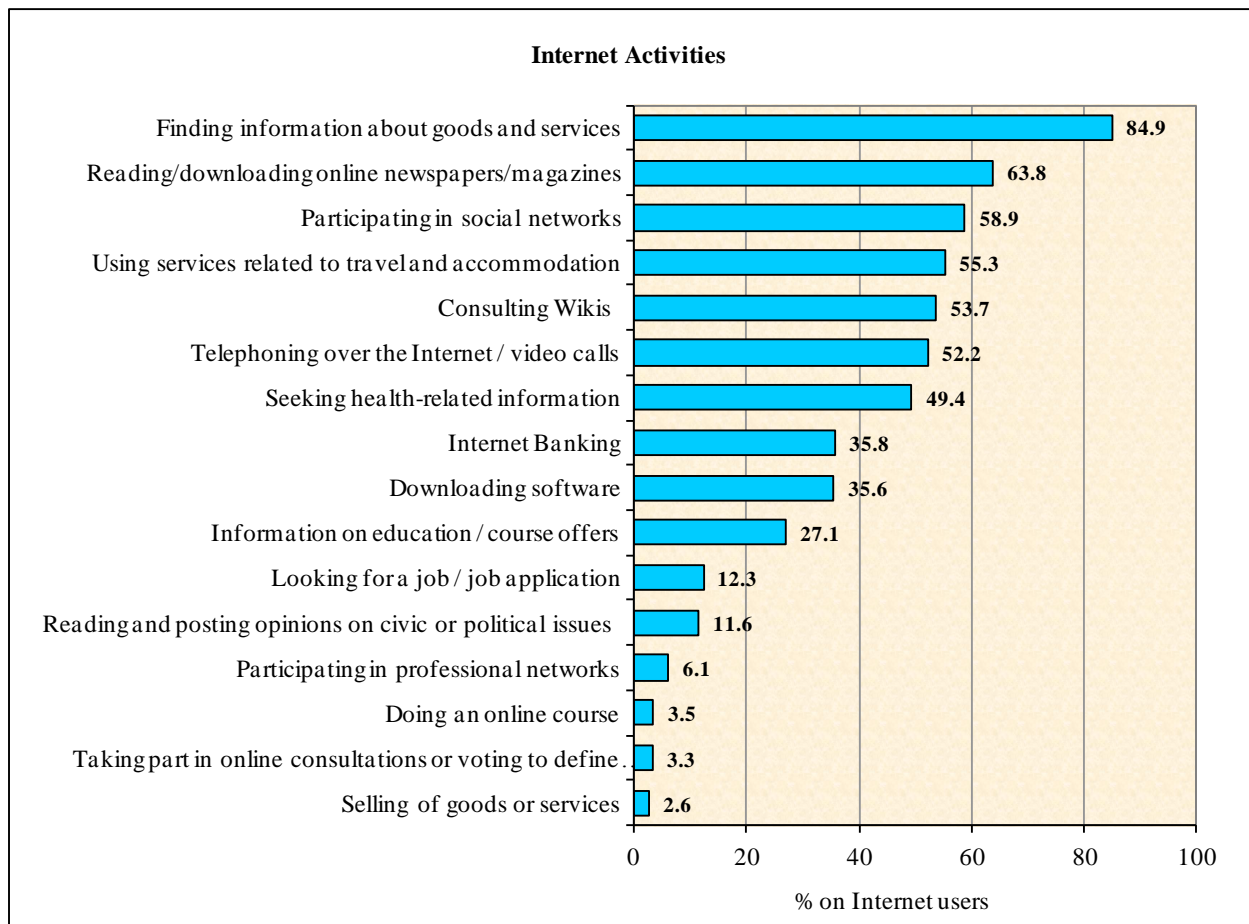
As far as how often people in Cyprus use the Internet, we see that 57,7% of Cypriots (16 – 74) were using the Internet at least once a week. Similar to the frequency of using a computer, the frequency of accessing the Internet was affected by the gender, age and education level of a person. As age increased, the percentage of persons frequently using the Internet decreased. Starting from 94,7% for the 16 – 24 age group it gradually went down to 7,8% for the 65 – 74 age group. The fact that the confidence intervals (shown on the graph) for the different age group percentages of frequent Internet users are not overlapping proves that there was indeed a difference between the age groups. The same happened for the three education level categories, where as expected, high educated persons used the Internet more frequently than persons with lower education. Proportionally there were more male frequent users than female, with percentages 61,2% and 54,3% respectively. The non-overlapping confidence intervals were strong evidence that this difference between males and females was statistically significant.



When looking at males and females broken down by age, we see a completely different picture for people of younger age. The 95% confidence intervals are not overlapping for males and females for all age groups. Proportionally there were more male frequent users than female in persons over 25 years old. However, for males and females 16 – 24 years of age the females have a slightly larger percentage than males. This difference might be due to the fact that military service is compulsory for males after secondary education, i.e. at the age of 18.

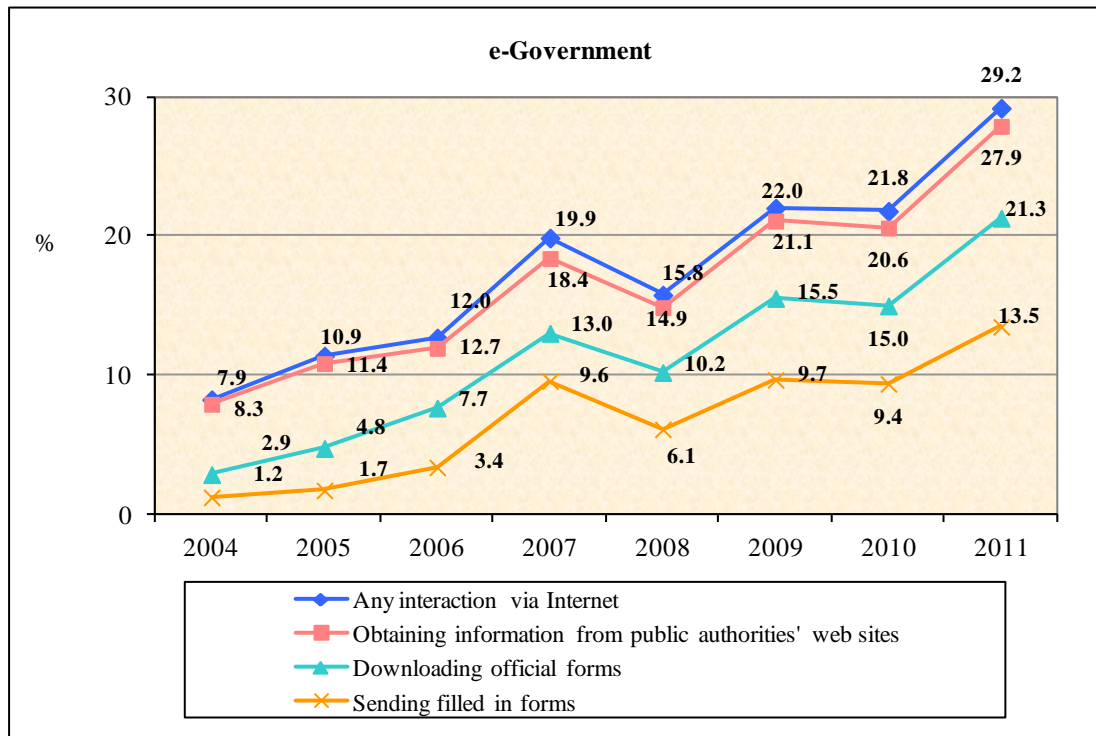


The most popular Internet activity among Cypriots was *Finding Information about Goods or Services*, followed by *Reading/downloading online newspapers/magazines* (84,9% and 63,8% of Internet users respectively).



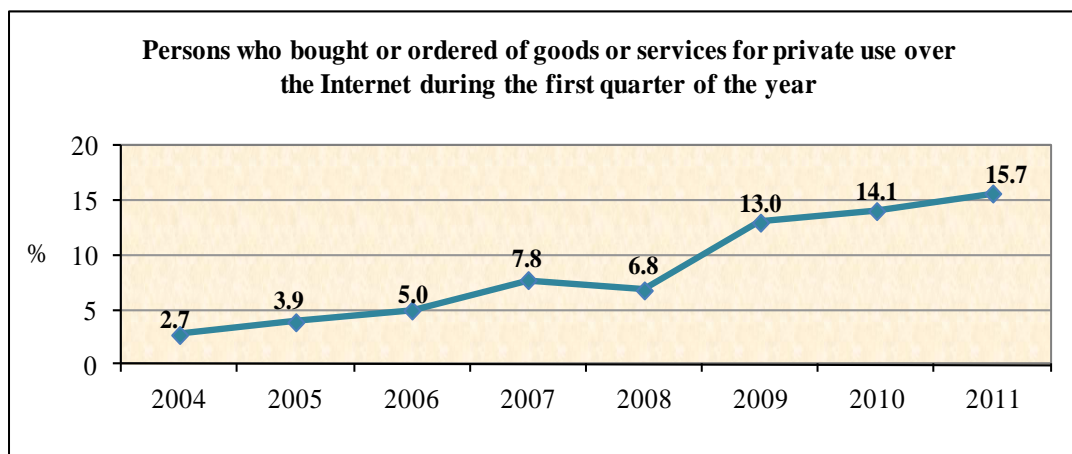
e-Government

Compared to previous years the percentage of persons 16 – 74 years old that were using the Internet for interaction with public authorities increased significantly in 2011. As we can see from the graph below, 27,9% of the Cypriots aged 16 - 74 used the Internet for obtaining information from public authorities websites while 21,3% has downloaded official forms and 13,5% has sent filled in forms.

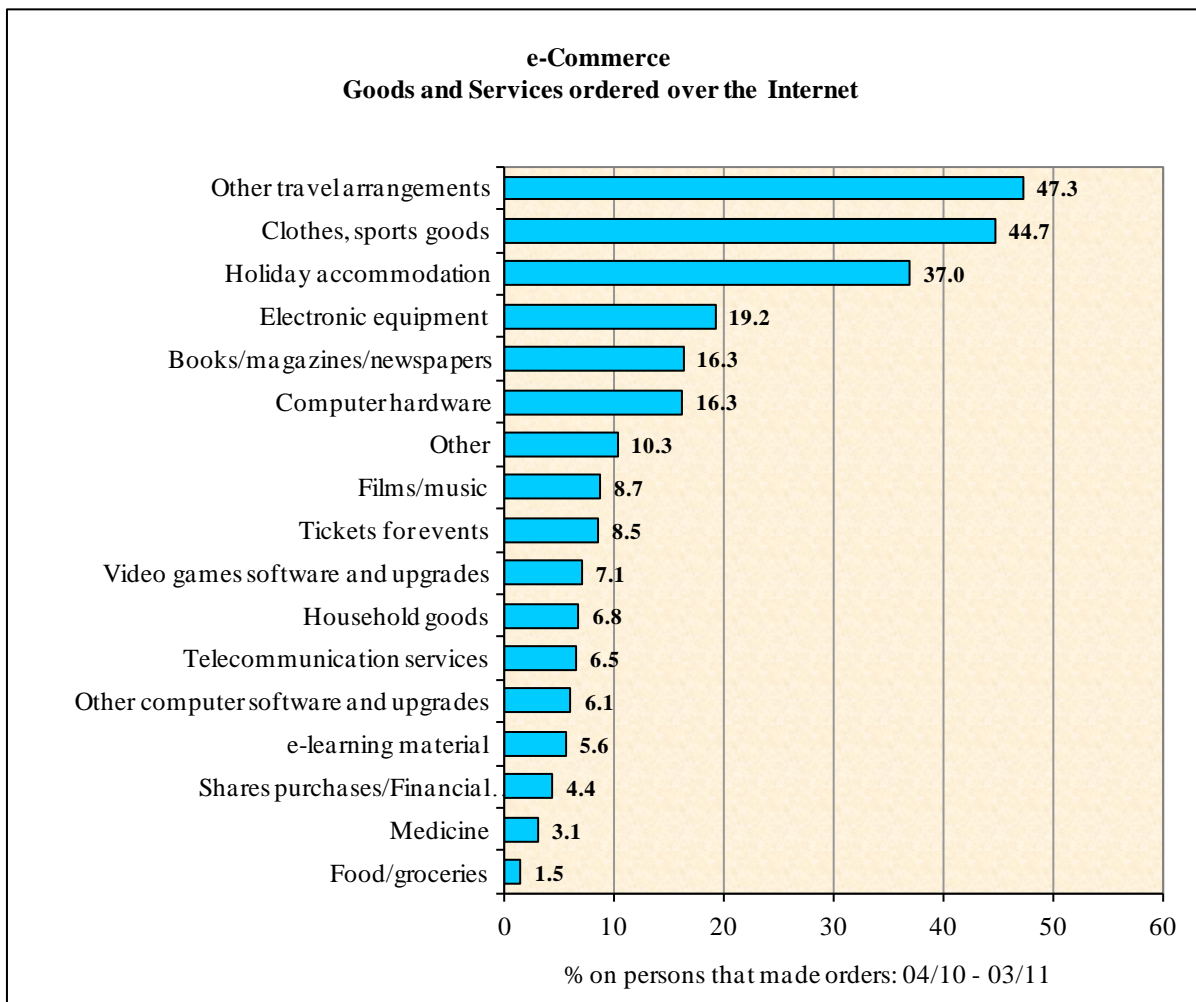


e-Commerce

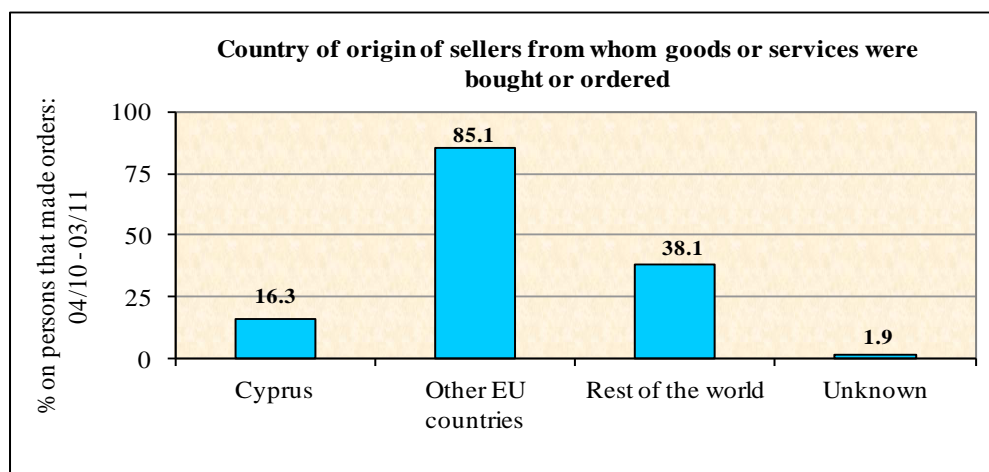
The percentage of individuals making online orders increase to 15,7% in 2011 from 14,1% in 2010.



Approximately half of the people ordered over the Internet order *other travel arrangements* in the last 12 months. 44,7% of Cypriots who ordered goods or services over the Internet in the last 12 months, ordered *clothes and sports good*. Third in Cypriots' preferences came the category of *holiday accommodation* with percentage 37,0%.

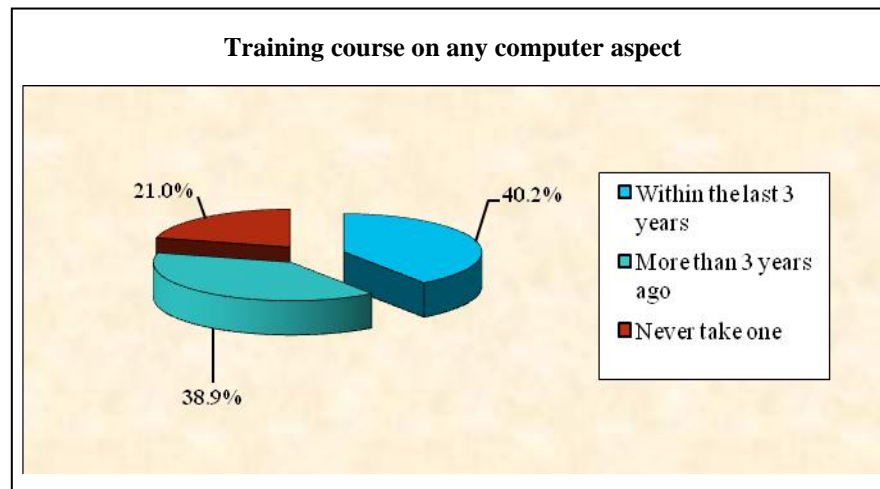


Among the people that bought or ordered goods or services for private use in the period April 2010 - March 2011 a significant percentage of 85,1% prefer sellers from other EU countries while only 16,3% bought or ordered from sellers in Cyprus.

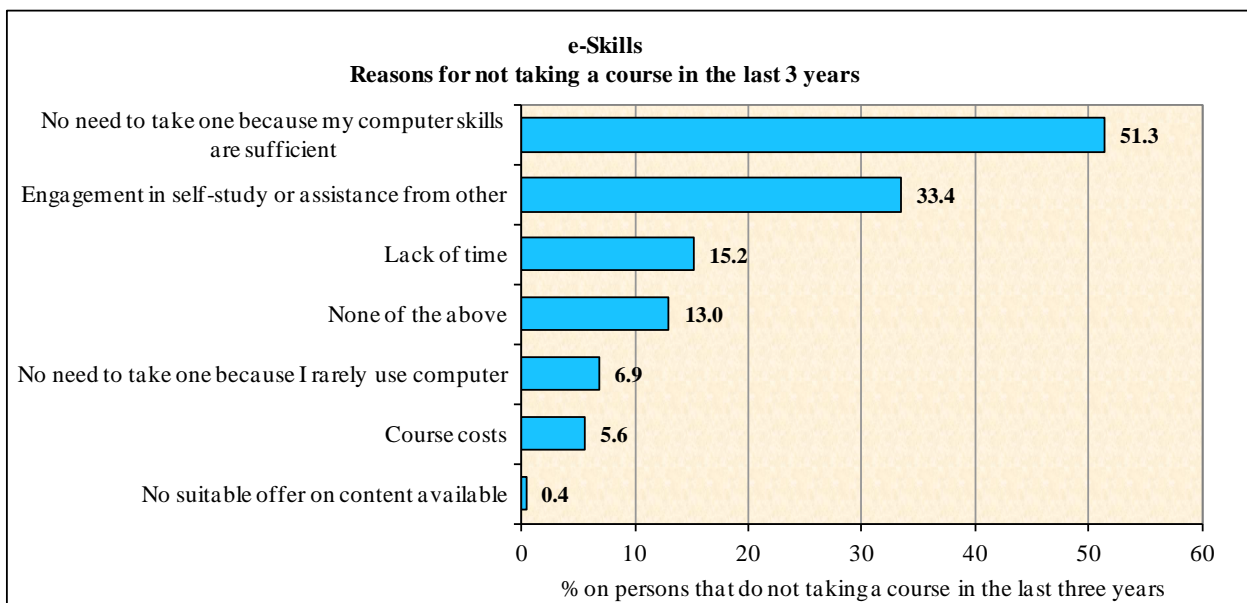


e-Skills

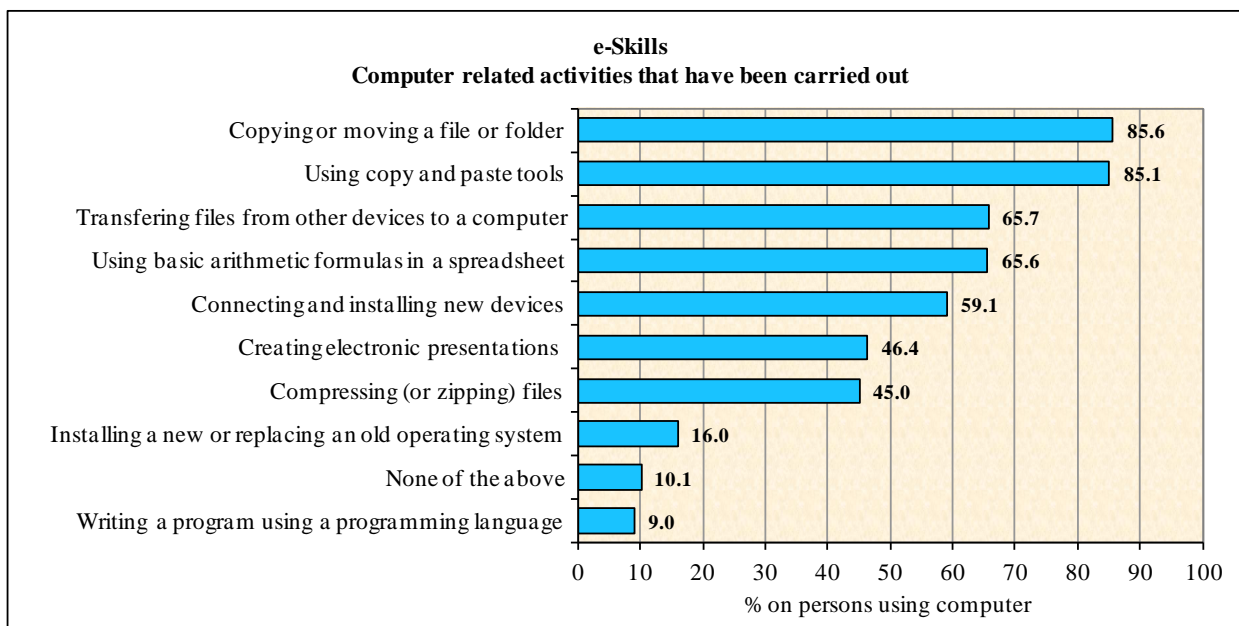
40,2% of persons 16 -74 years old that has used a computer in anytime, has attended a training course within the last three years while a percentage of 21,0% have never taken one.



The most frequent reason for not taking a training course in the last three years is because they feel confident about their computer skills and thus there is no need of taking a course (51,3%). 33,4% of the persons that do not attend a training course said that they engaged in self study or assistance from other. Third in row reason is the lack of time with percentage of 15,2%.



The most popular **computer** activity among Cypriots using a computer was *Copying or moving a file or folder* (85,6%) and *Using copy and paste tools* (85,1%). 65,7% of persons using a computer transferred files from other devices to a computer and 65,6% used arithmetic formulas in a spreadsheet.



Almost all the persons that used the Internet, *used a search engine to find information* (95,9%) while 78,4% *sent emails with attached files* (documents, pictures, etc.) and 56,5% *used the Internet to make telephone calls*. *Uploading text, games, images, films or music to website* and *posting messages to chatrooms or online discussion forums* follow with percentage 44,1% and 43,9% respectively.

