



**STATISTICAL SERVICE OF CYPRUS**

**INFORMATION AND COMMUNICATION  
TECHNOLOGIES (ICT) USAGE SURVEY IN  
HOUSEHOLDS AND BY INDIVIDUALS  
2012**

**SUMMARY RESULTS**

**Nicosia, November 2012**

**INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)  
USAGE SURVEY IN HOUSEHOLDS AND BY INDIVIDUALS 2012**

	Page
Preface .....	
A. Survey Methodology .....	1
B. Main Findings	
HOUSEHOLDS .....	2
INDIVIDUALS .....	5
Computer Usage .....	5
Internet Usage .....	7
Mobile use of the Internet and ubiquitous connectivity.....	10
e-Government.....	12
e-Commerce.....	12

## **PREFACE**

This report presents the results of the survey ICT Usage in Households and by Individuals 2012. 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.

The report was prepared by Ms. Ch. Charalambous, under the supervision of Mr. C. Diamantides, Senior Statistics Officer, Head of the Statistical Dissemination and ICT Surveys Section.

G. Chr. Georgiou  
Director  
Statistical Service

November 2012

## **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 2011 Register. 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.

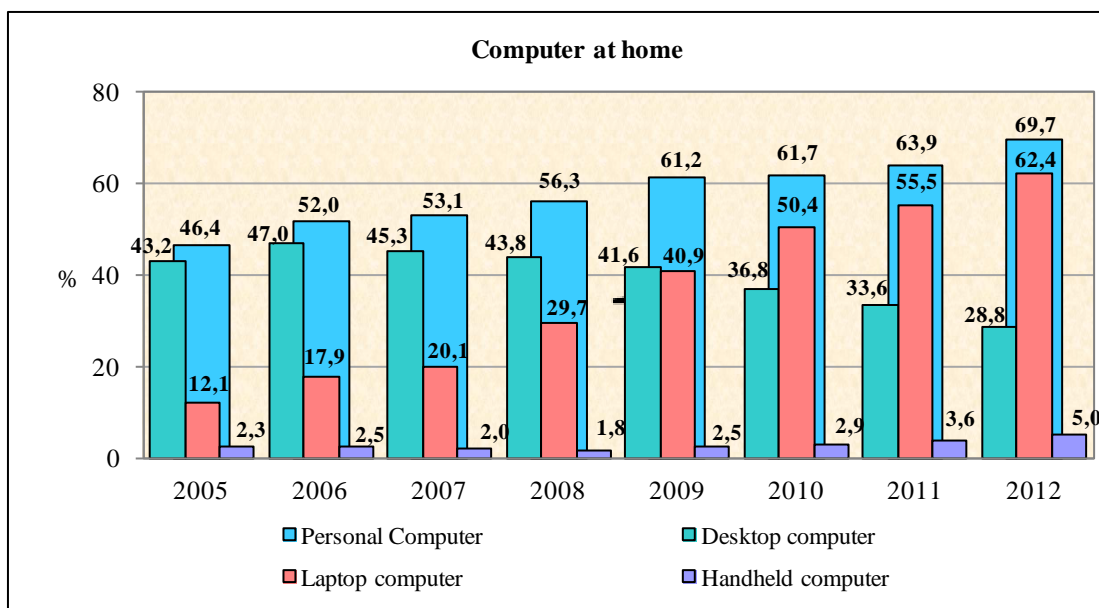
The selection in rural areas was conducted in two stages: the villages of each district were the Primary Sampling Units and the households the Ultimate Sampling Units. The sample of the villages was drawn with Probability proportional to size (p.p.s.), the latter being determined from the number of individuals.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

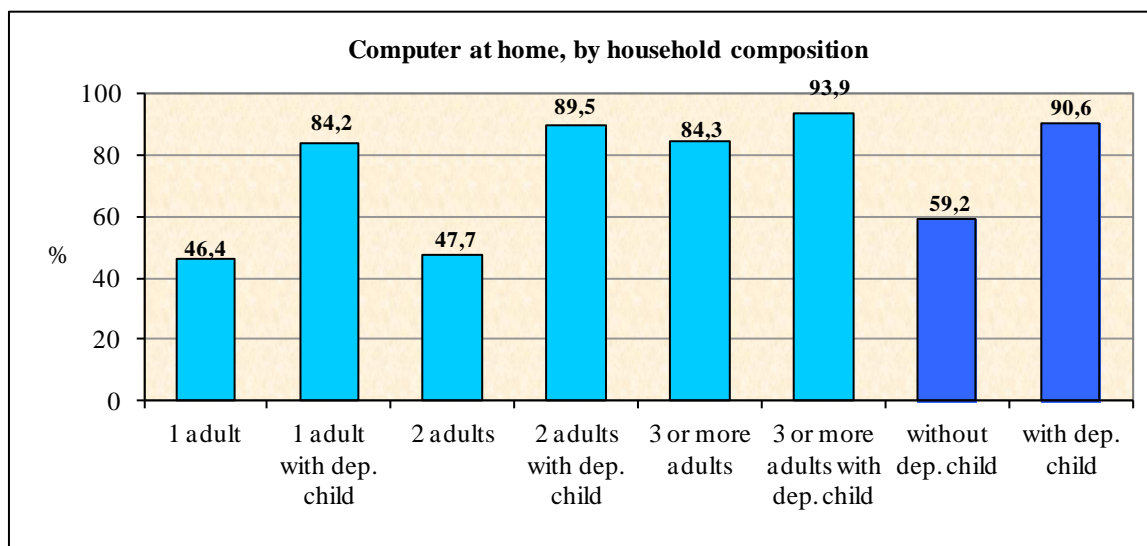
## **B. MAIN FINDINGS**

### **HOUSEHOLDS**

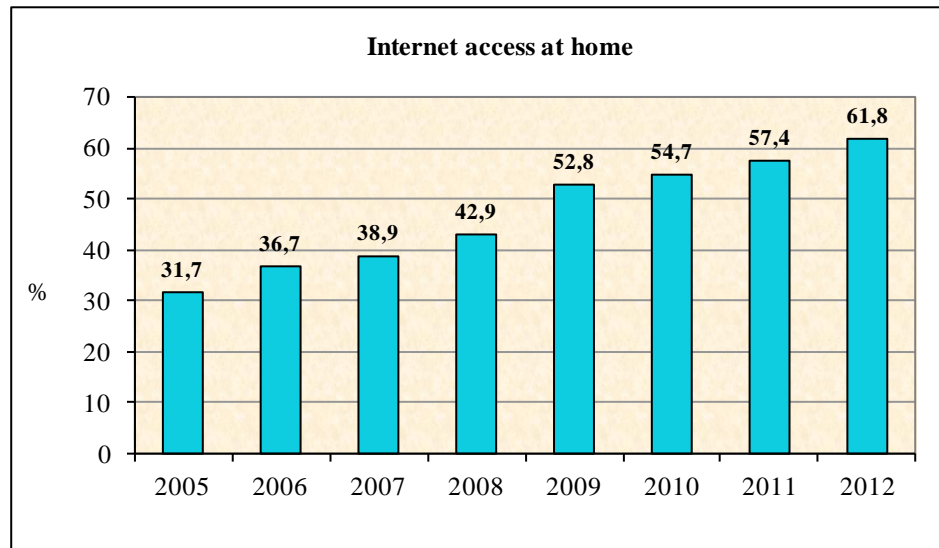
The percentage of households with access to a computer increases continuously. Almost 70,0% of the households in Cyprus have access to a computer, either desktop, portable or handheld computer, in 2012. In particular, 28,8% of households had access to a desktop, 62,4% to a portable and 5,0% to a handheld computer. The percentage of households with access to a desktop is decreasing with the years while the percentage of households with access to a laptop is increasing.



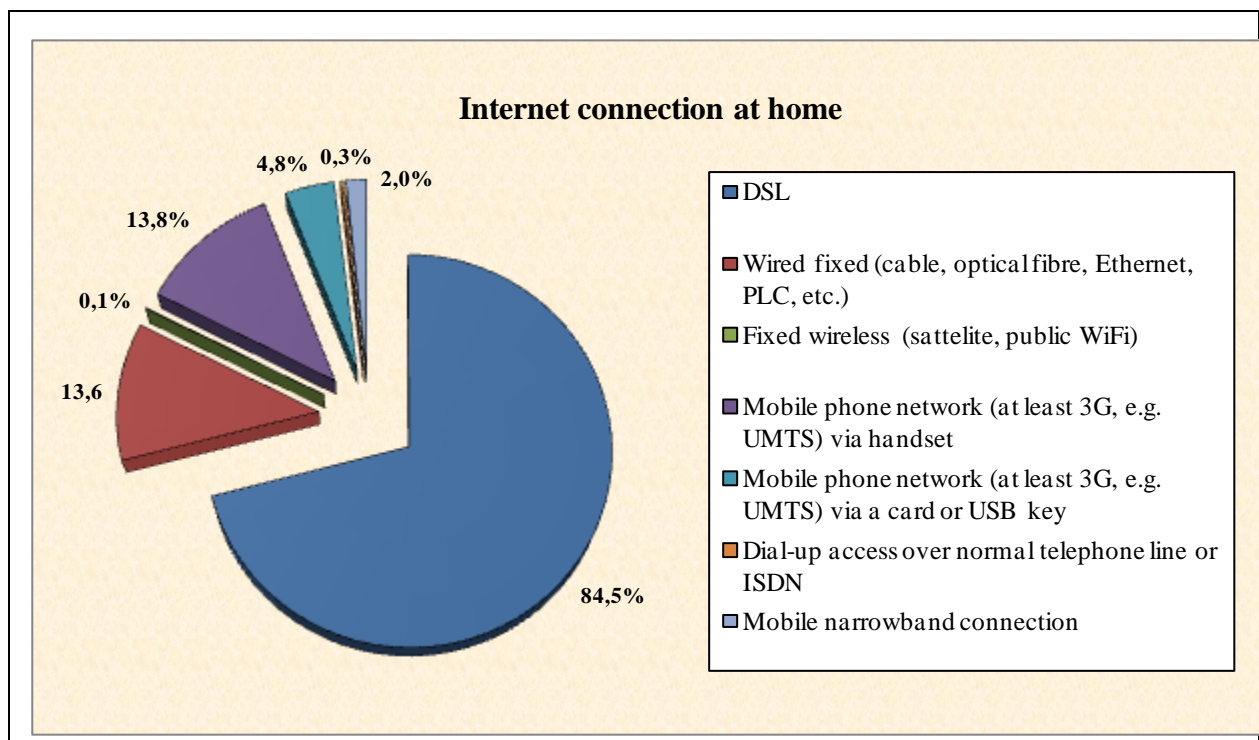
When looking at the access to a computer (desktop, laptop or palmtop) at home with respect to household composition we see that there is a gap between households with and without dependent children. A computer is found in 90,6% of households with dependent children. In households where there were no dependent children the same percentage is only 59,2%.



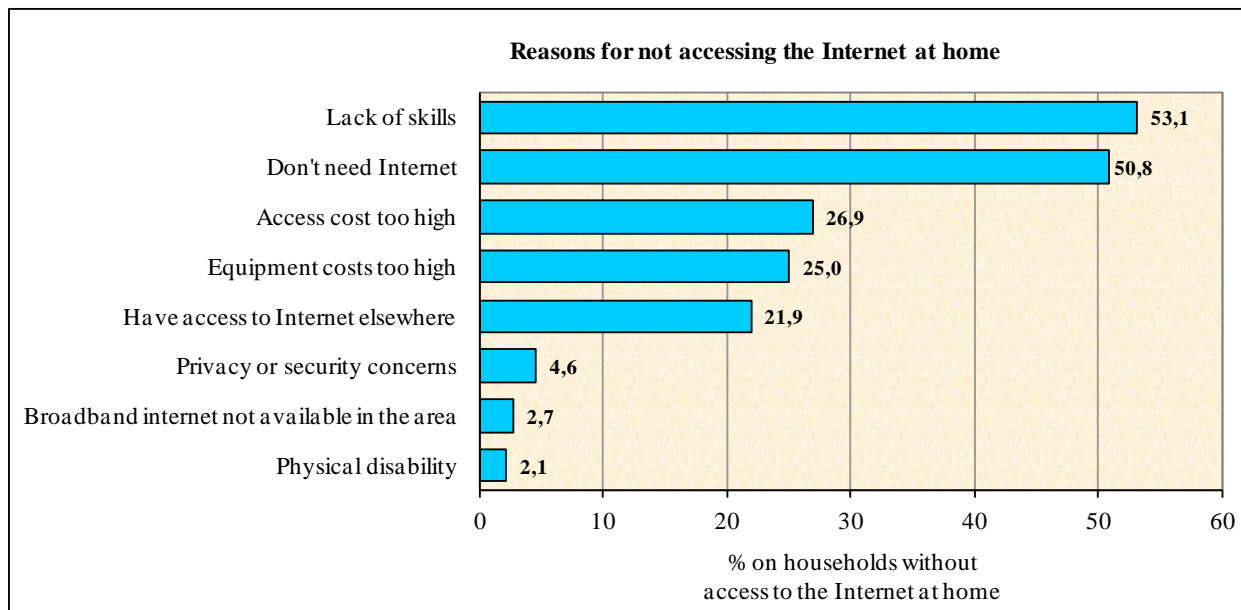
Internet access in households is increasing in Cyprus year by year. In the first quarter of 2012, the Internet was accessed at least once in 61,8% of the households compared to 31,7% in 2005.



There is a significant increase in broadband connections and a simultaneous decrease in narrowband connections (Modem, ISDN) over the years. The most common type for Internet access at home is DSL connection with a percentage of 84,5%, while the percentage of those having a Modem or ISDN connection dropped to 0,3% in 2012. It is worth mentioning that 18,6% of the households used mobile phone network either via handset or via a card or USB key.



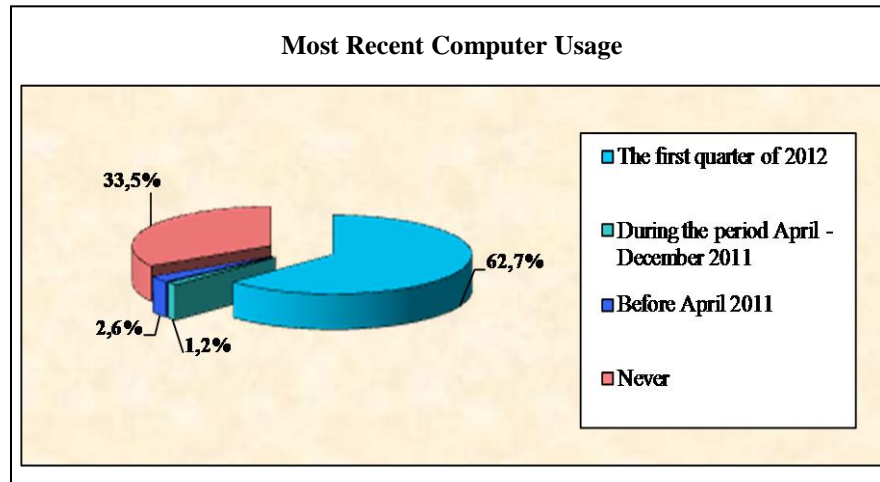
The main reason for not accessing the Internet at home in 2012 is the lack of skills (53,1% of the households that did not have access to the Internet at home). The second reason is that persons do not need the Internet (50,8%). 26,9% and 25,0% of the households do not have access to the Internet because access cost and equipment cost are too high, respectively.



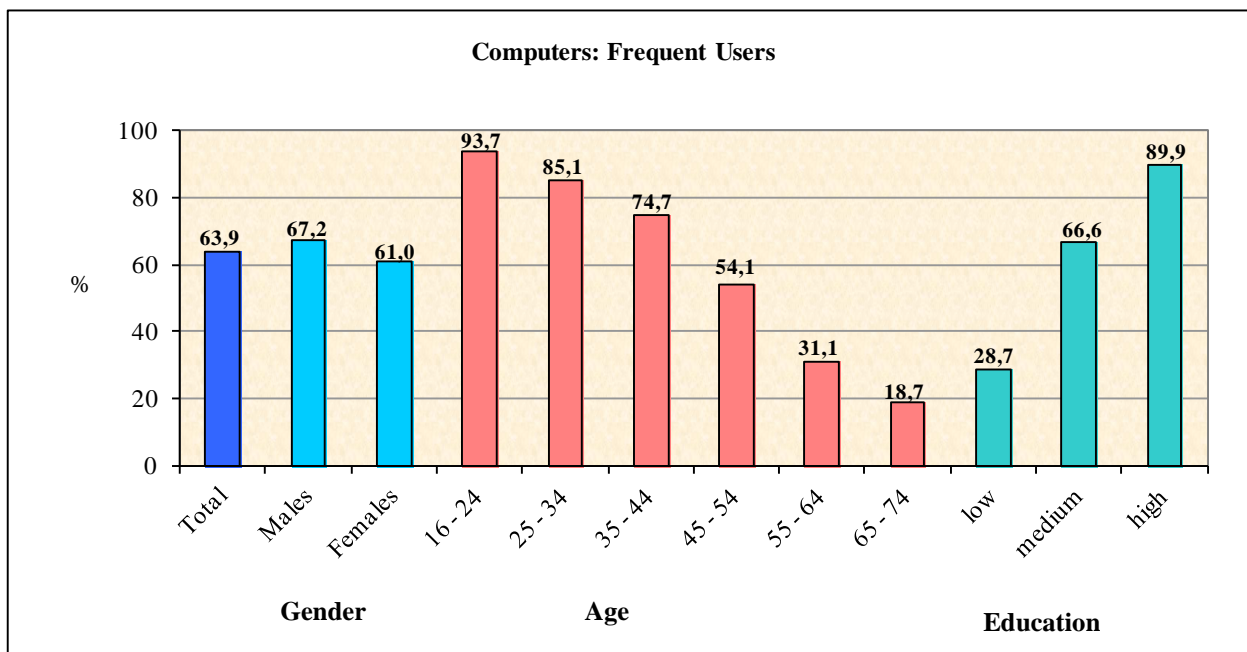
## INDIVIDUALS

### Computer Usage

Among persons, 16 – 74 years old, 66,5% has used a computer at some point of time. 62,7% used a computer during the first quarter of 2012.

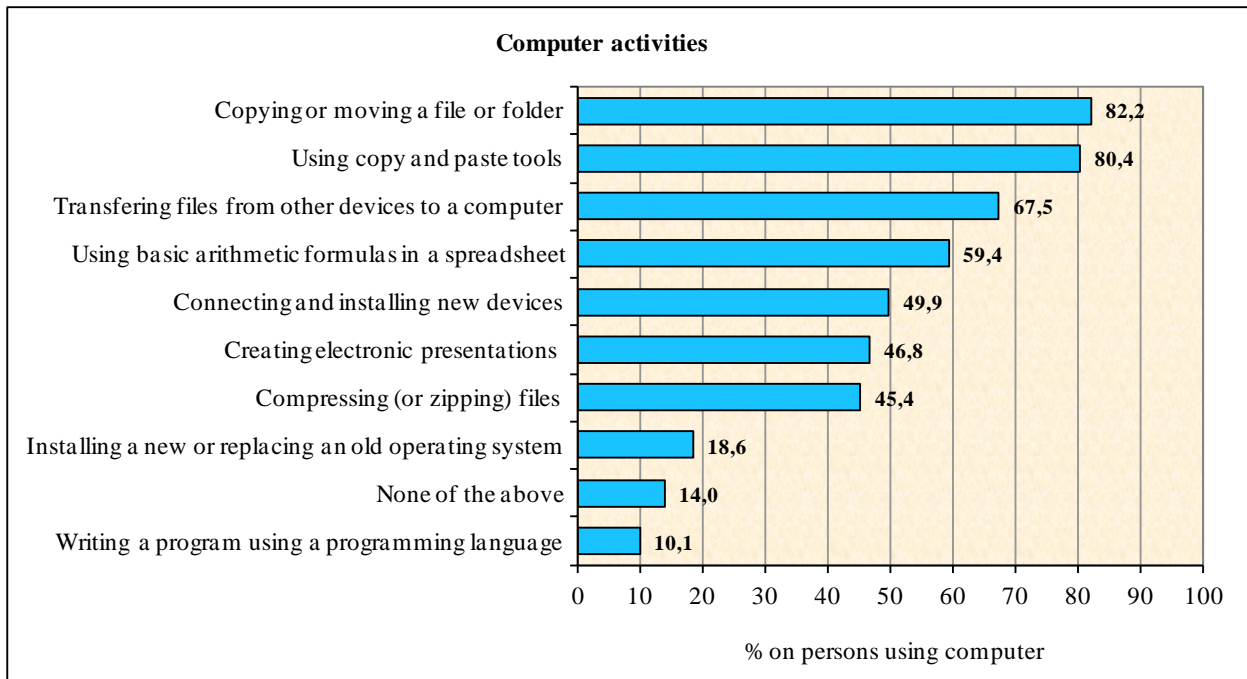


Almost all people that were using a computer during the first quarter of 2012, were using it at least once a week (63,9% of total population 16 – 74 years old). 67,2% of men (16 – 74 years old) use a computer frequently (i.e. at least once a week), whereas the same percentage for women is 61,0%. Age and education level also seem to be important factors on how often a person is using a computer. Younger and high educated persons were using computers more frequently. The percentage of frequent computer users decreases with age and increases with education level.



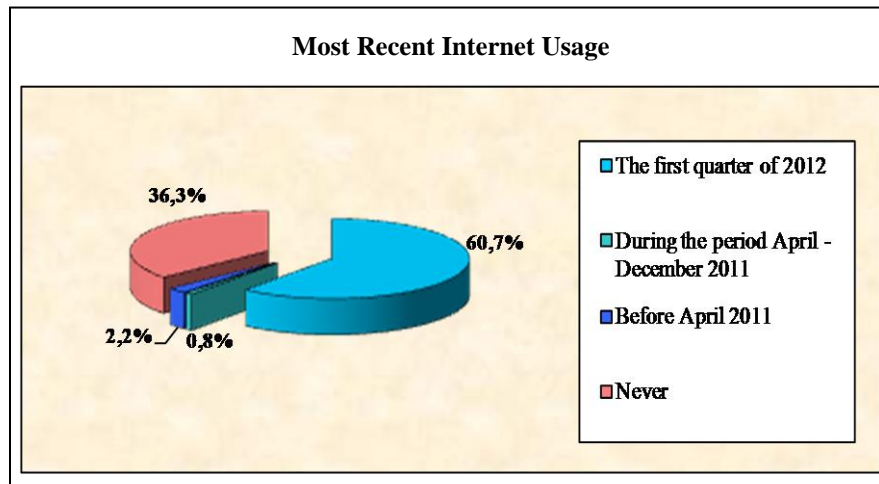


The most popular computer activity is *Copying or moving a file or folder* (82,2%) and *Using copy and paste tools* (80,4%). 67,5% of persons using a computer transferred files from other devices to a computer and 59,4% used arithmetic formulas in a spreadsheet.

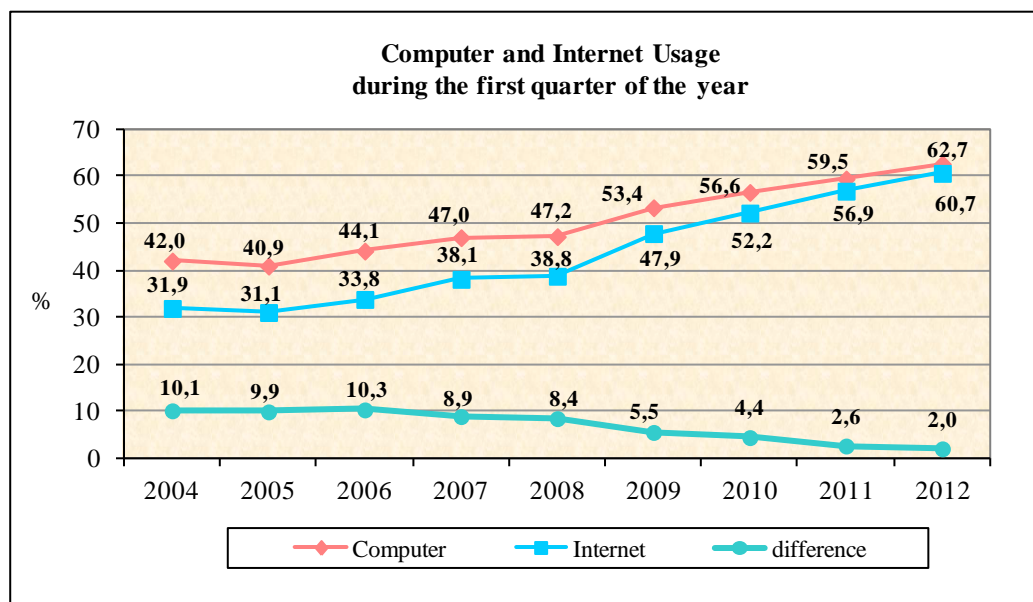


## Internet Usage

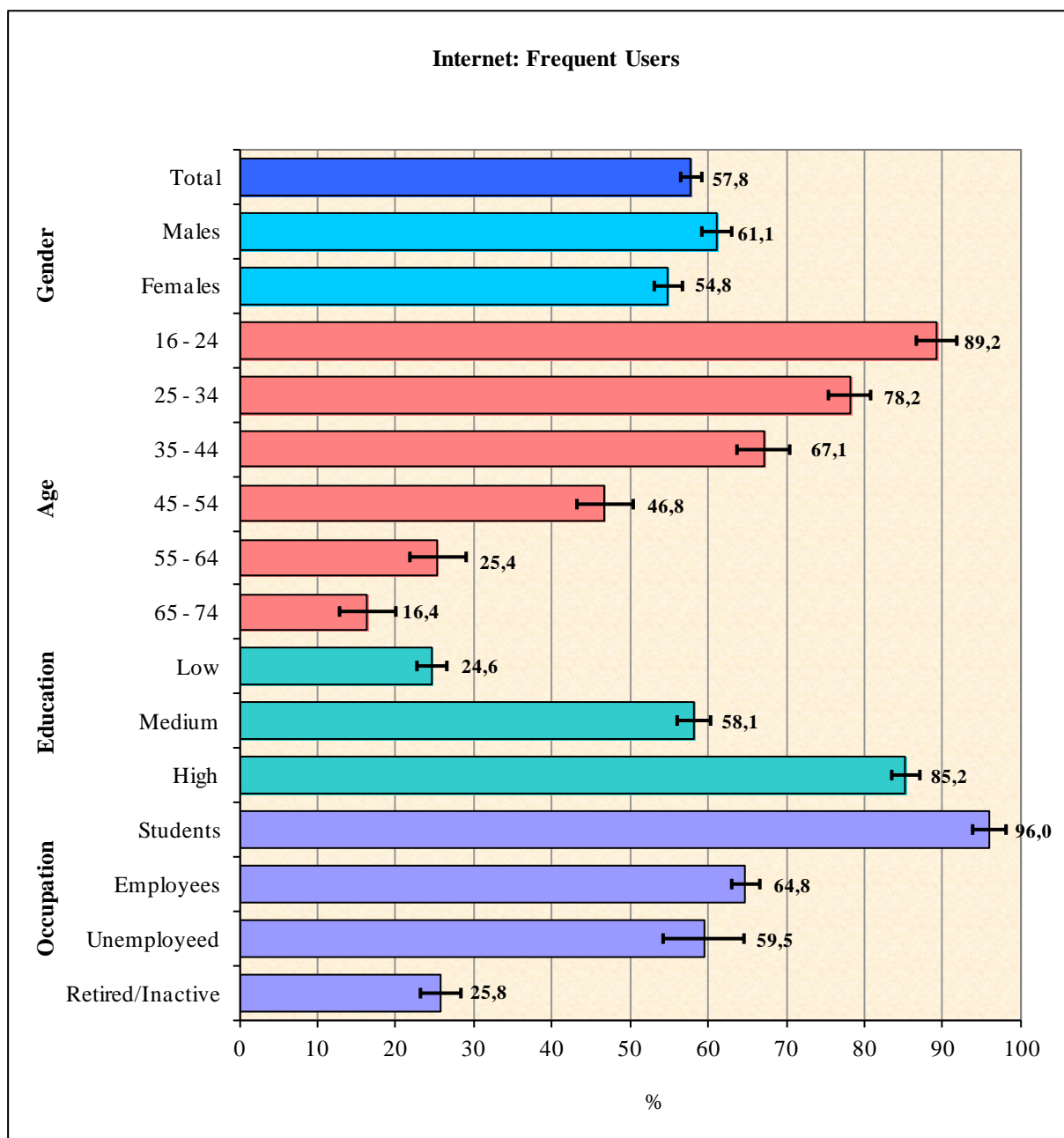
60,7% of the population under study accessed the Internet in the first quarter of 2012. 36,3% stated that they had never used the Internet. 3,0 % of persons 16 – 74 years old said that they had used the Internet, before the first quarter of 2012.



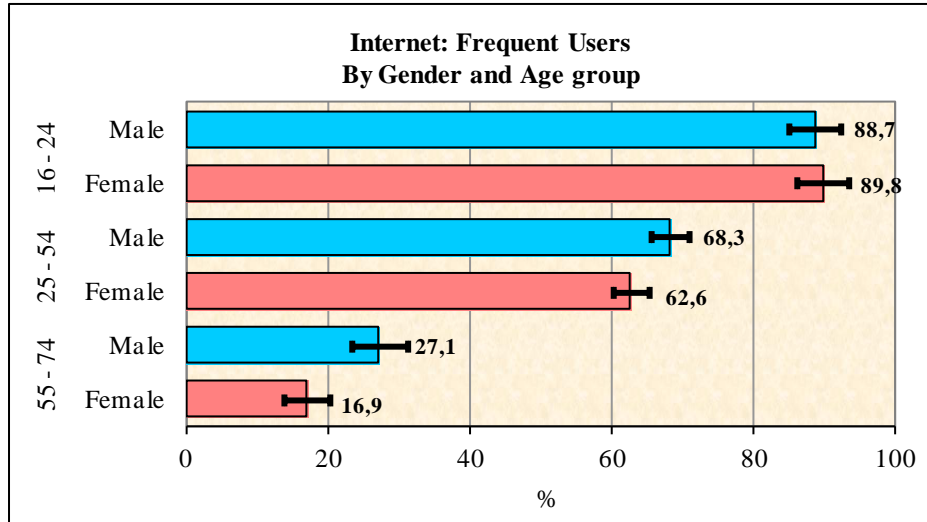
Compared to previous years the percentage of persons 16 – 74 years old using a computer or the Internet increased significantly in 2012. On the graph below we can see that there is an increasing trend in both percentages in the last years. At the same time the gap between the percentage of computer users and Internet users narrows.



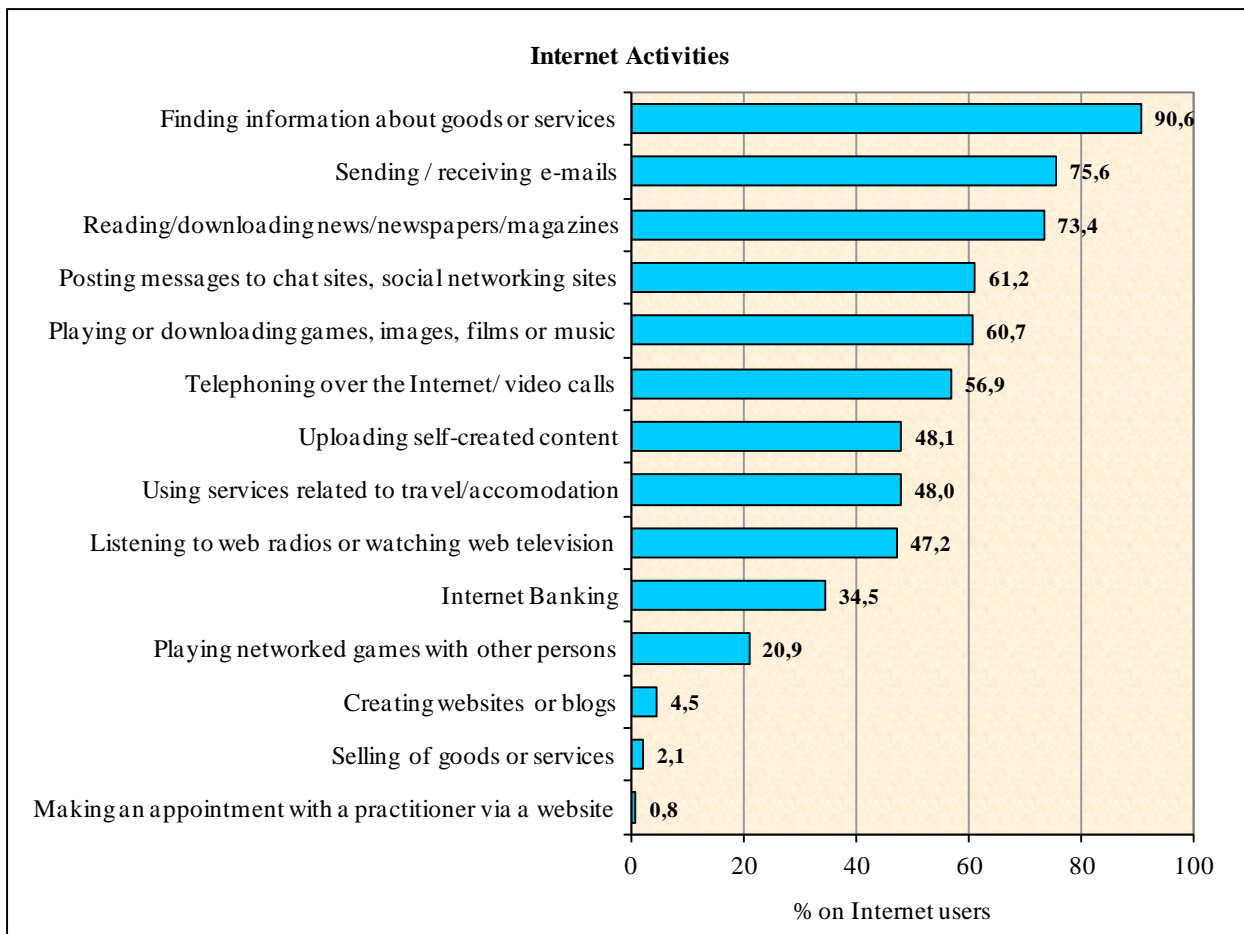
As regards how often people in Cyprus use the Internet, we see that 57,8% of persons (16 – 74) is using the Internet at least once a week. Similar to the frequency of using a computer, the frequency of accessing the Internet is affected by the gender, age and education level of a person. As age increases, the percentage of persons frequently uses the Internet decreases. Starting from 89,2% for the 16 – 24 age group it gradually goes down to 16,4% 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 is indeed a difference between the age groups. The same happened for the three education level categories, where as expected, high educated persons uses the Internet more frequently than persons with lower education. Proportionally there were more male frequent users than female, with percentages 61,1% and 54,8% respectively. The non-overlapping confidence intervals are strong evidence that this difference between males and females is 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 are 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.

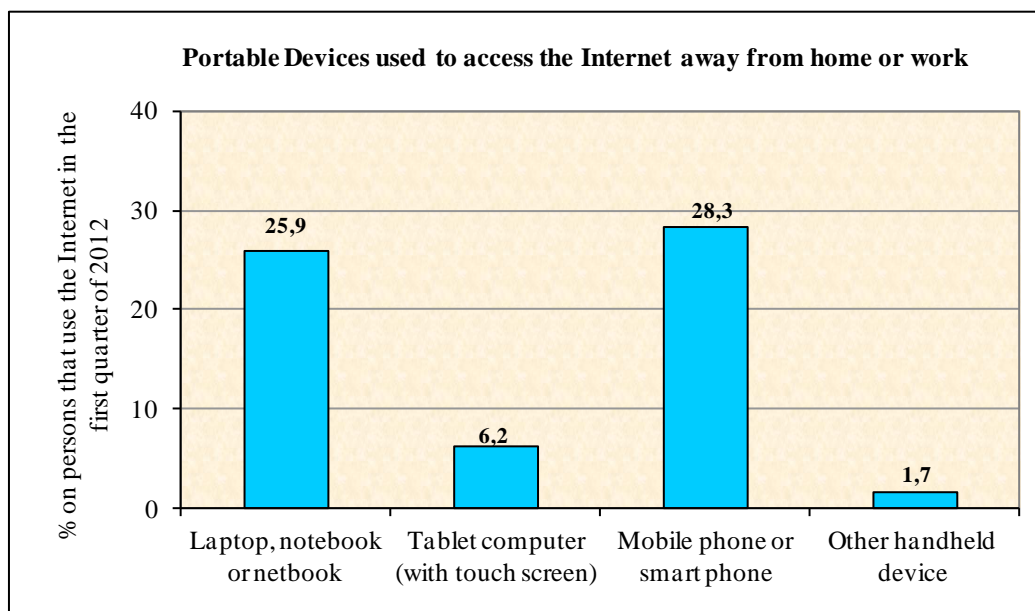


The most popular Internet activity among the population is *Finding Information about Goods or Services*, followed by *Sending/receiving e-mails* and *Reading/downloading news/newspapers/magazines* (90,6%, 75,6% and 73,4 % of Internet users respectively).

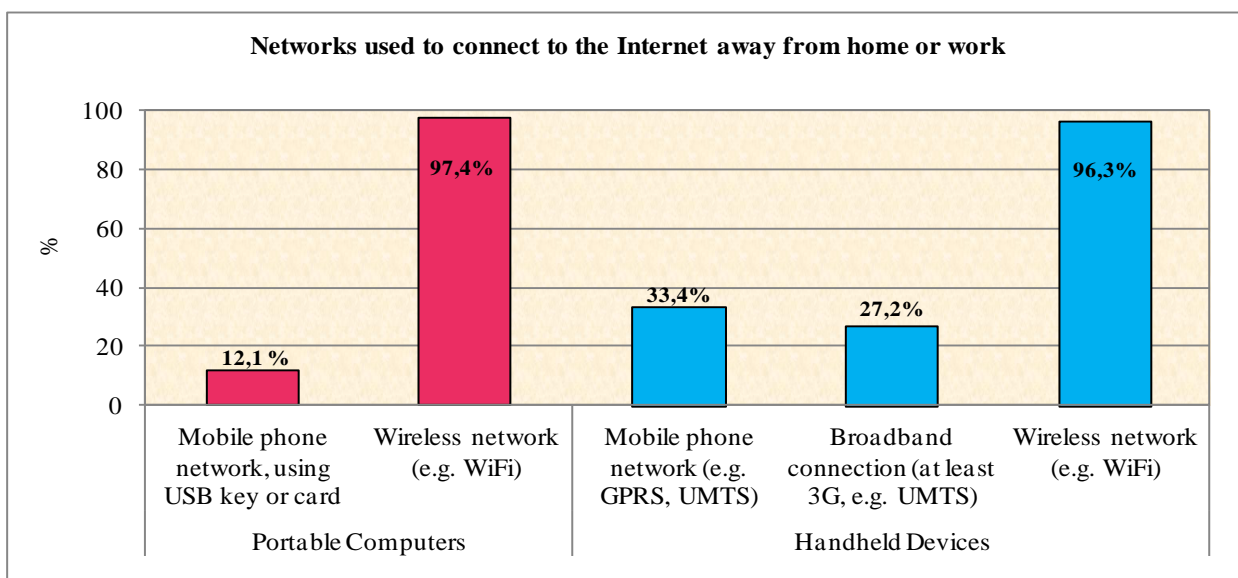


## **Mobile use of the Internet and ubiquitous connectivity**

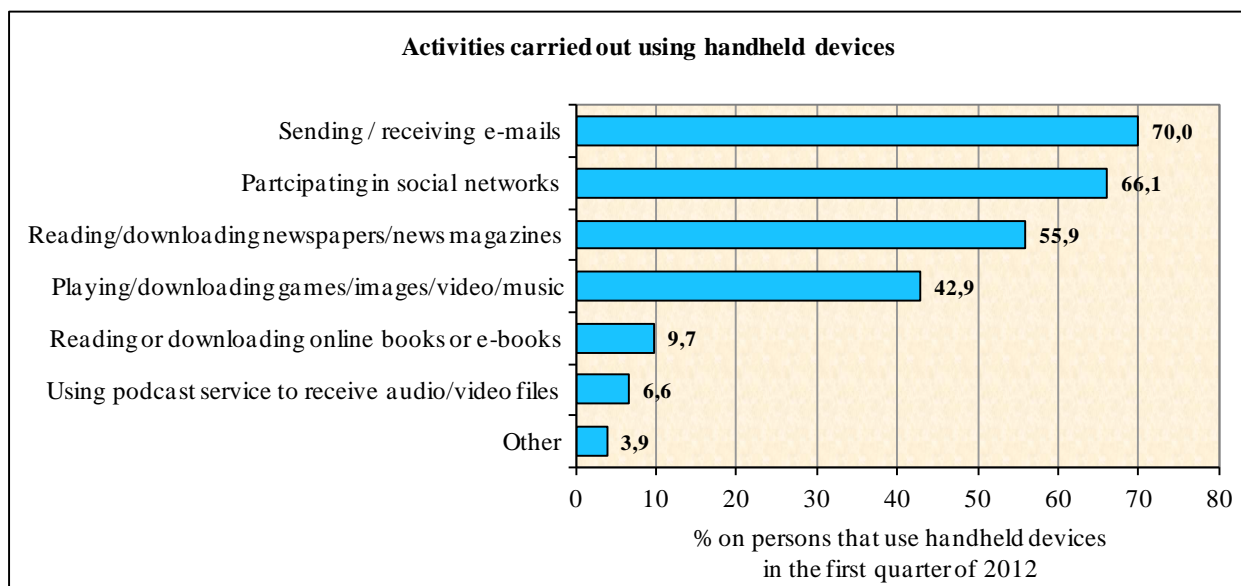
In the recent years, “Portable Devices” received much attention because of providing better opportunities to use the Internet anywhere and anytime (ubiquitous connectivity) due to their small size and weight. “Portable Devices” are classified in two broad categories: “Portable computers” that include laptops, notebooks, netbooks or tablet computers and “Handheld Devices” include mobile phones / smart phones or other handheld devices such as PDAs, handheld e-book reader, Mp3 players or games consoles. In Cyprus, almost 30% of the persons that use the Internet in the first quarter of 2012, use mobile phone or smart phone to access the Internet away from home or work while 25,9% use a laptop, notebook or netbook.



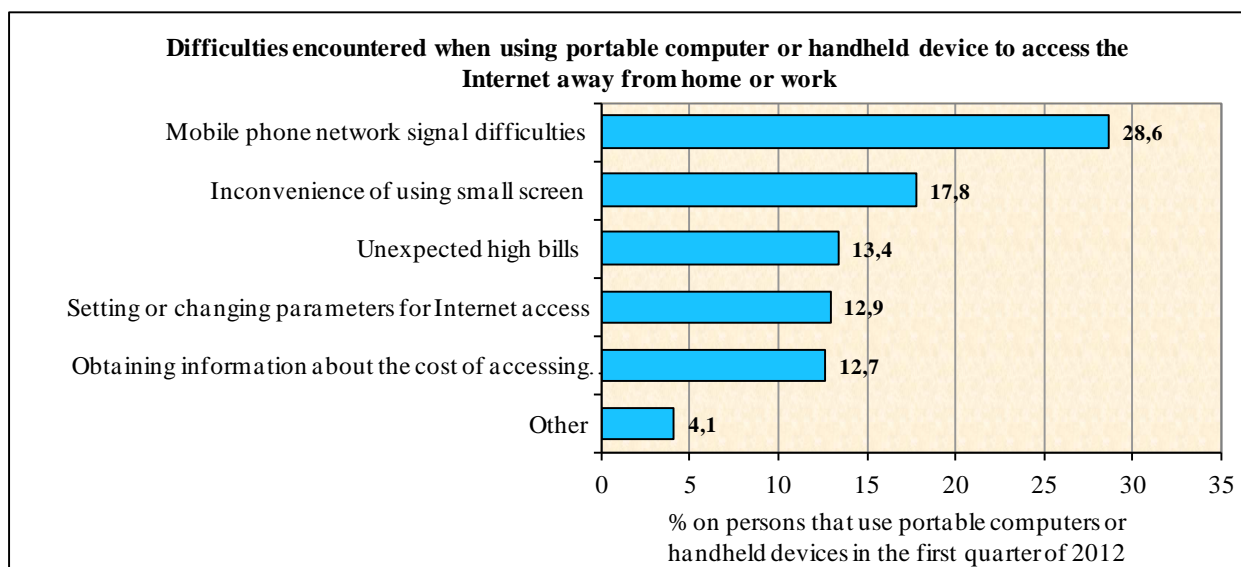
The most common network that people in Cyprus aged 16-74 years use to connect either the portable computer or the handheld device to the Internet away from home or work is the wireless network (e.g. WiFi). The one the third of the persons that use handheld devices use mobile phone network (e.g. GPRS, UMTS).



The most common activities that persons using handheld devices carry out is *Sending/receiving e-mails* and *Participating in social networks* (70,0% and 66,1% of persons that use handheld devices in the first quarter of 2012, respectively). More than half (55,9%) of persons that use handheld devices in the first quarter of 2012 were *Reading/downloading online news/newspapers / magazines*.

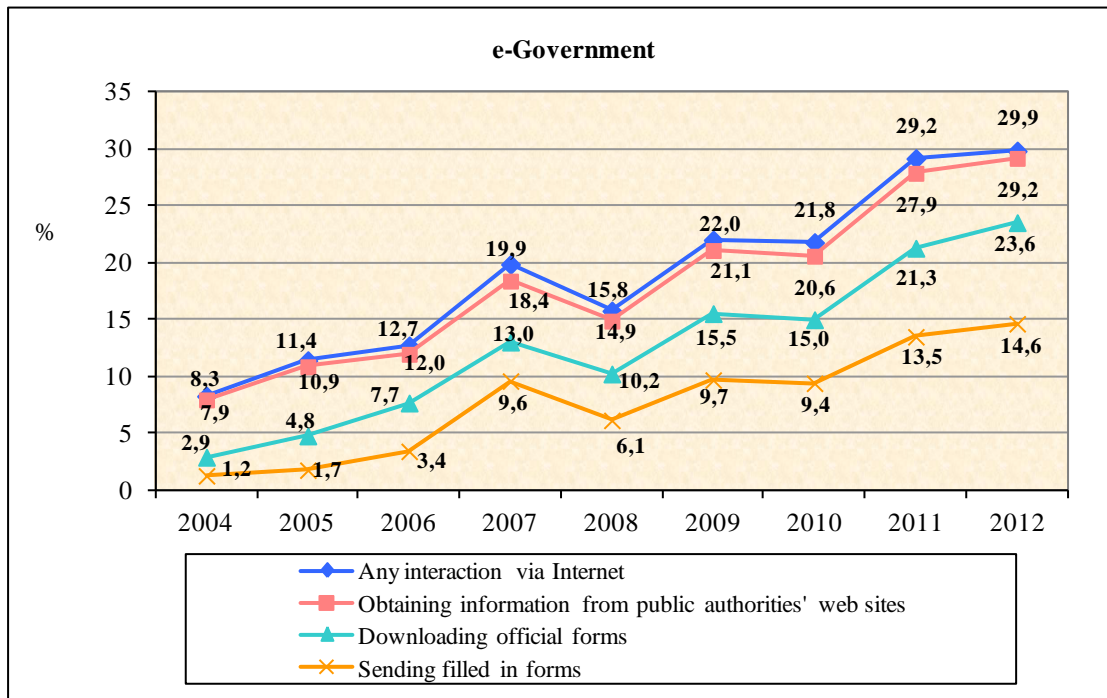


Persons that use either portable computers or handheld devices to access the Internet away from home or work encounter some problems but the most common is difficulties with mobile phone network signal with percentage 28,6%, while 17,8% find inconvenient the use of small screen.



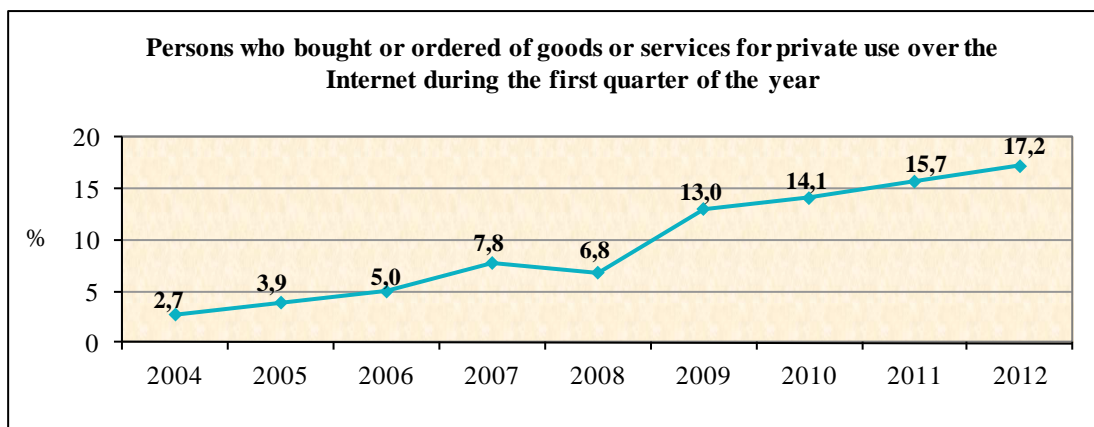
## e-Government

Compared to previous years the percentage of persons 16 – 74 years old that use the Internet for interaction with public authorities remain stable in 2012. As we can see from the graph below, 29,2% of the people in Cyprus aged 16 - 74 use the Internet for obtaining information from public authorities websites while 23,6% have downloaded official forms and 14,6% have sent filled in forms.

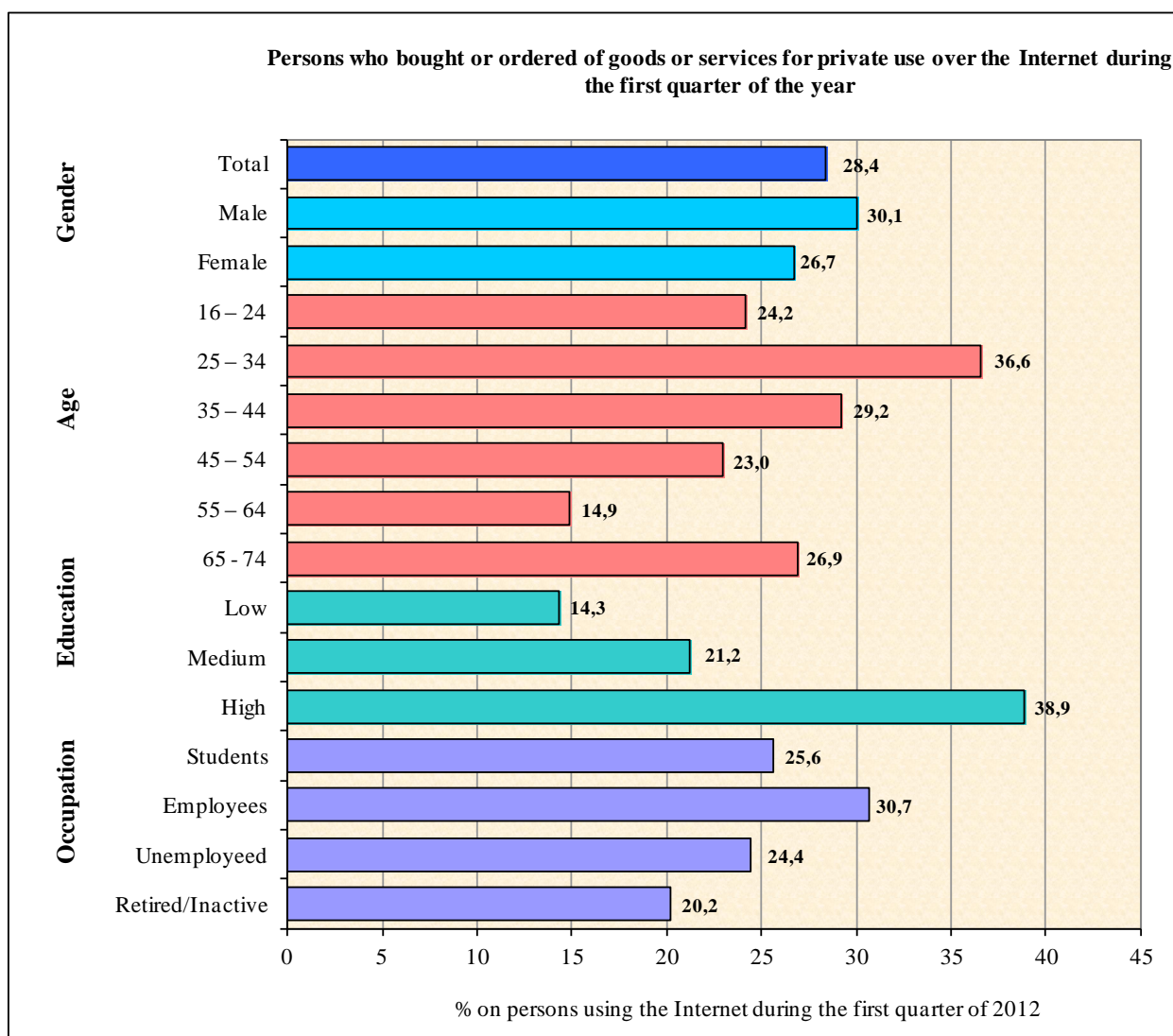


## e-Commerce

The percentage of individuals making online orders increase to 17,2% in 2012 from 15,7% in 2011.

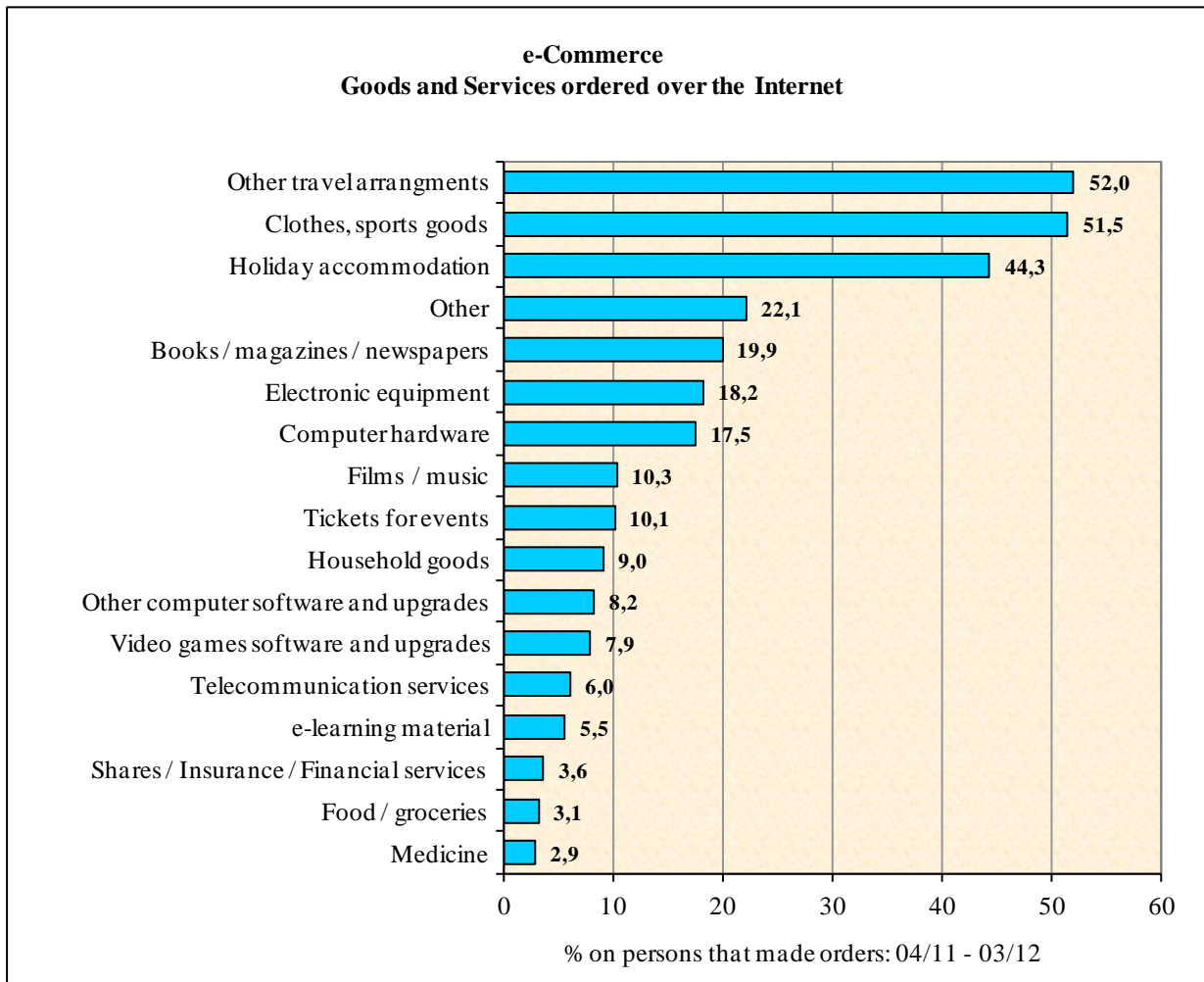


As we can see 28,4% of the population (16 – 74) that use the Internet in the first quarter of the year, bought or ordered goods or services for private use over the Internet. The gender, age, education level and occupation of a person seem to affect the e-commerce activity. Men are presented to buy or order goods or services over the Internet more than women while persons of age 25-34 years are more actively involved in e-commerce. Regarding education level categories, where as expected, high educated persons use e-commerce more than persons with lower education. The occupation does not affect that much the e-commerce activity of a person but nevertheless employees buy or order goods and services for private use over the Internet more than students, unemployed person or retired/inactive person.





More than half of the people ordered over the Internet order *other travel arrangements* in the last 12 months. 51,5% of Cypriots who ordered goods or services over the Internet in the last 12 months, ordered *clothes and sports good*. Third in Cypriots' preferences comes the category of *holiday accommodation* with percentage 44,3%.



Among the people that bought or ordered goods or services for private use in the period April 2011 - March 2012 a significant percentage of 87,4% prefer sellers from other EU countries while only 18,6% buy or order from sellers in Cyprus.

