



STATISTICAL SERVICE OF CYPRUS

**INFORMATION AND COMMUNICATION
TECHNOLOGIES (ICT) USAGE SURVEY IN
HOUSEHOLDS AND BY INDIVIDUALS
2013**

SUMMARY RESULTS

December 2013

C O N T E N T S

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) USAGE SURVEY IN HOUSEHOLDS AND BY INDIVIDUALS 2013

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PREFACE

This report presents the results of the survey ICT Usage in Households and by Individuals 2013. 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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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.

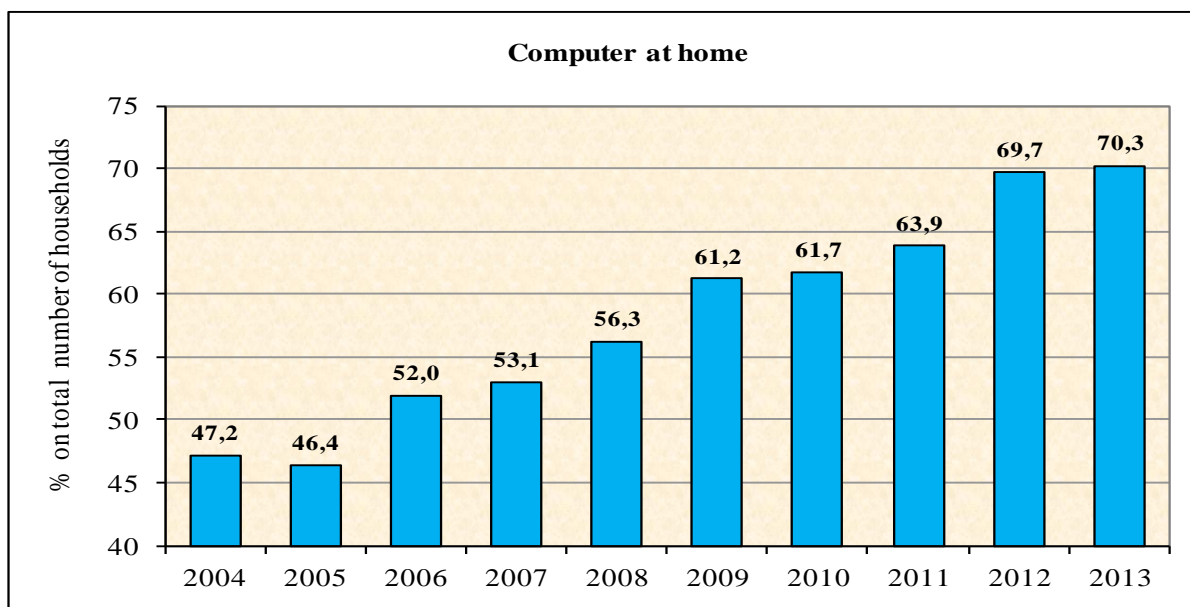
The selection in rural areas was conducted in two stages: the villages of each district were the Primary Sampling Units and the households the Ultimate Sampling Units. The sample of the villages was drawn with Probability proportional to size (p.p.s.), the latter being determined from the number of individuals.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

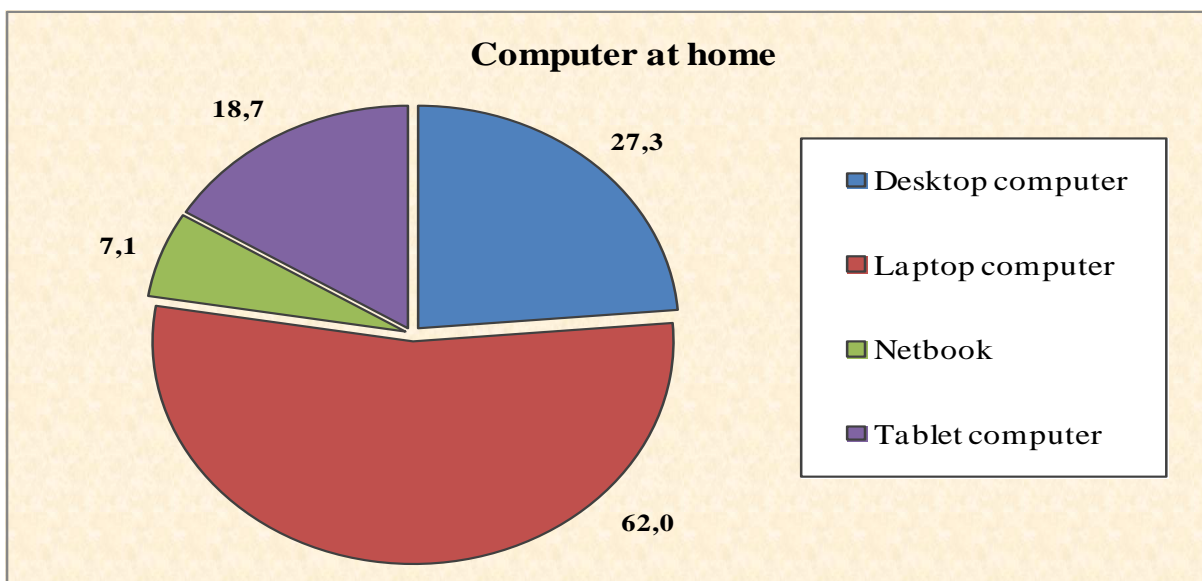
B. MAIN FINDINGS

HOUSEHOLDS

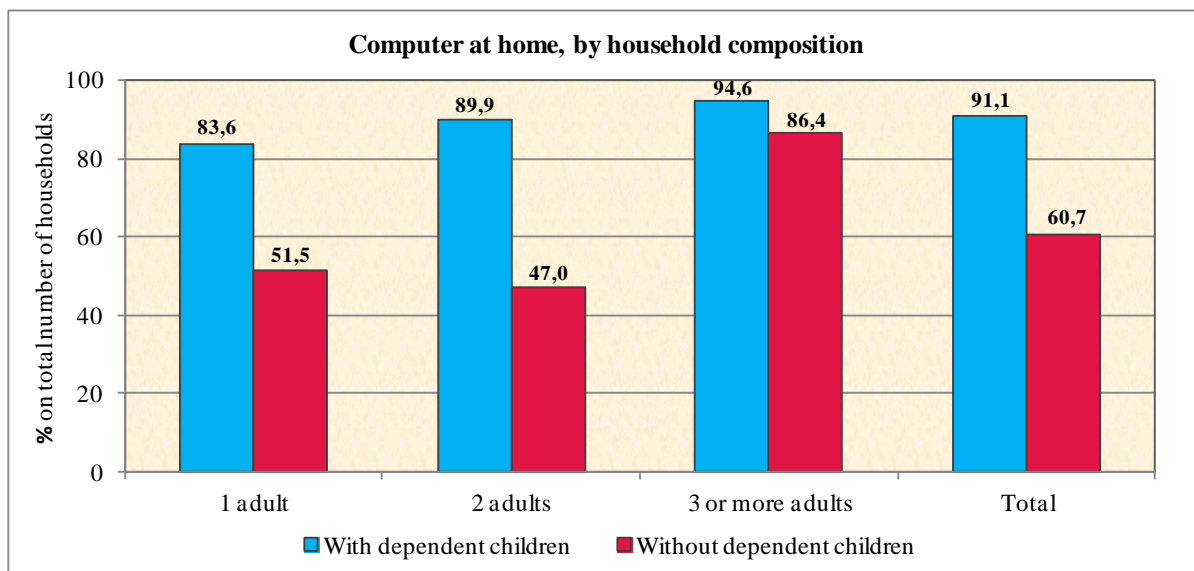
The percentage of households with access to a computer increase continuously year by year. 70,3% of the households in Cyprus have access to a computer, either desktop, portable or handheld computer, in 2013.



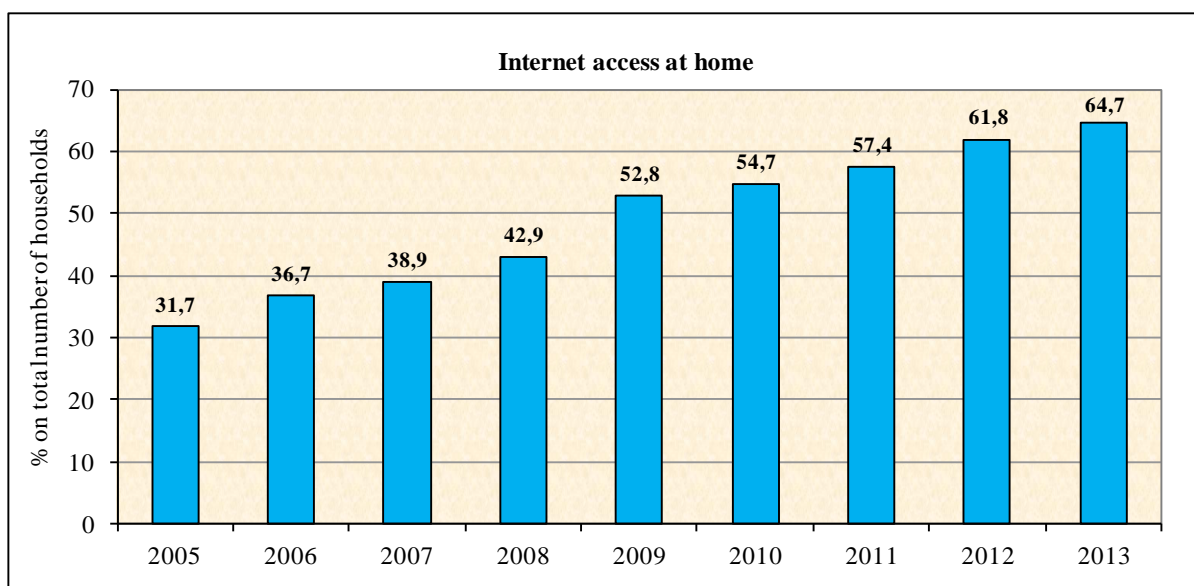
In particular, 27,3% of households had access to a desktop, 62,0% to a portable computer, 18,7% to a tablet computer and 7,1% to a netbook. The percentage of households with access to a desktop is decreasing with the years while the percentage of households with access to a netbook or tablet is increasing.



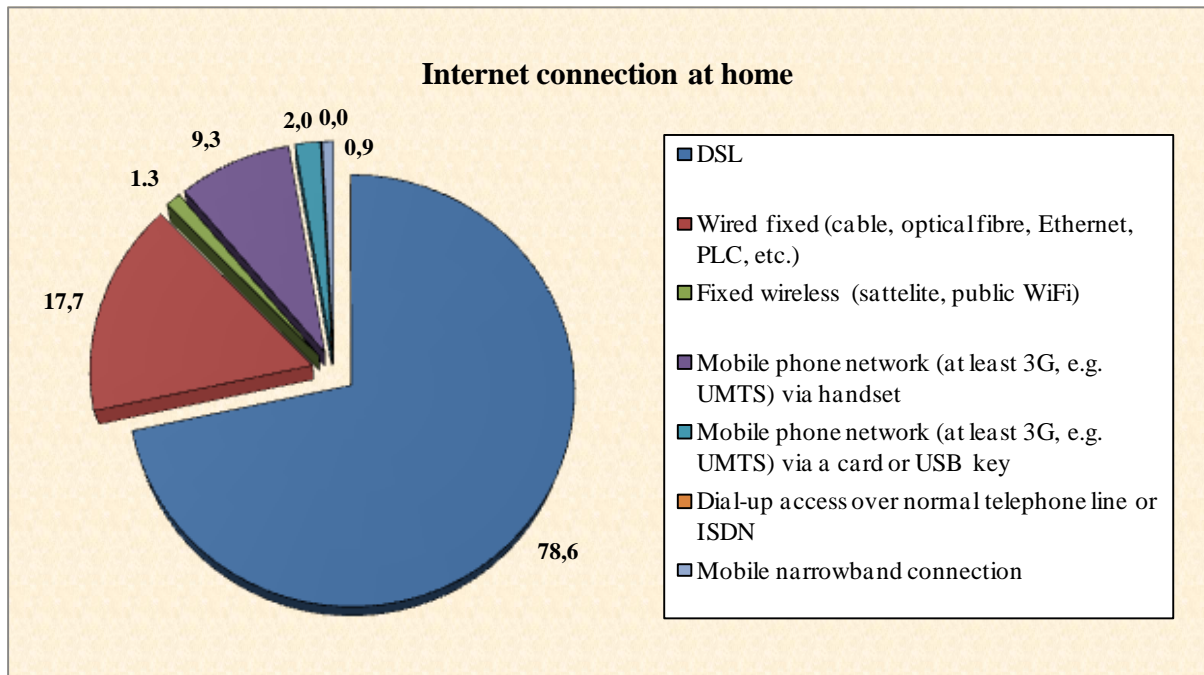
When looking at the access to a computer (desktop, laptop, netbook or tablet) at home with respect to household composition we see that there is a gap between households with and without dependent children. A computer is found in 91,1% of households with dependent children. In households where there were no dependent children the percentage is only 60,7%.



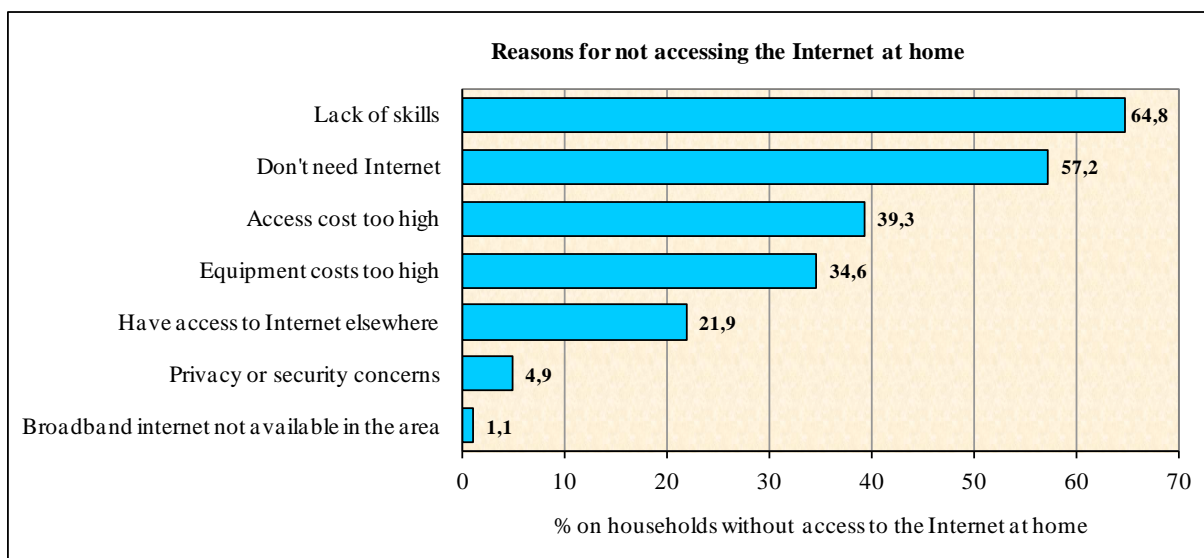
Internet access in households is increasing in Cyprus year by year. In the first quarter of 2013, the Internet was accessed at least once in 64,7% of the households compared to 31,7% in 2005.



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 78,6%, while 17,7% of the household use wired fixed connection (cable, optical fibre, etc).The percentage of those having a Modem or ISDN connection tends to zero in 2013. It is worth mentioning that 10,5% of the households used mobile phone network (at least 3G) either via handset or via a card or USB key.



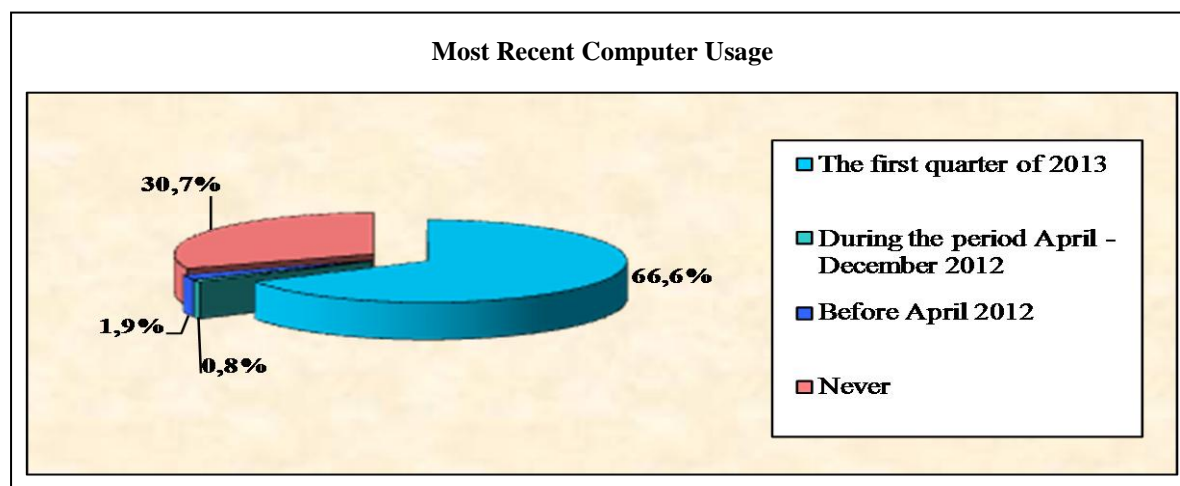
The main reason for not accessing the Internet at home in 2013 is the lack of skills (64,8% of the households without access to the Internet at home). The second reason is that persons do not need the Internet (57,2%). 39,3% and 34,6% of the households do not have access to the Internet because access cost and equipment cost are too high, respectively.



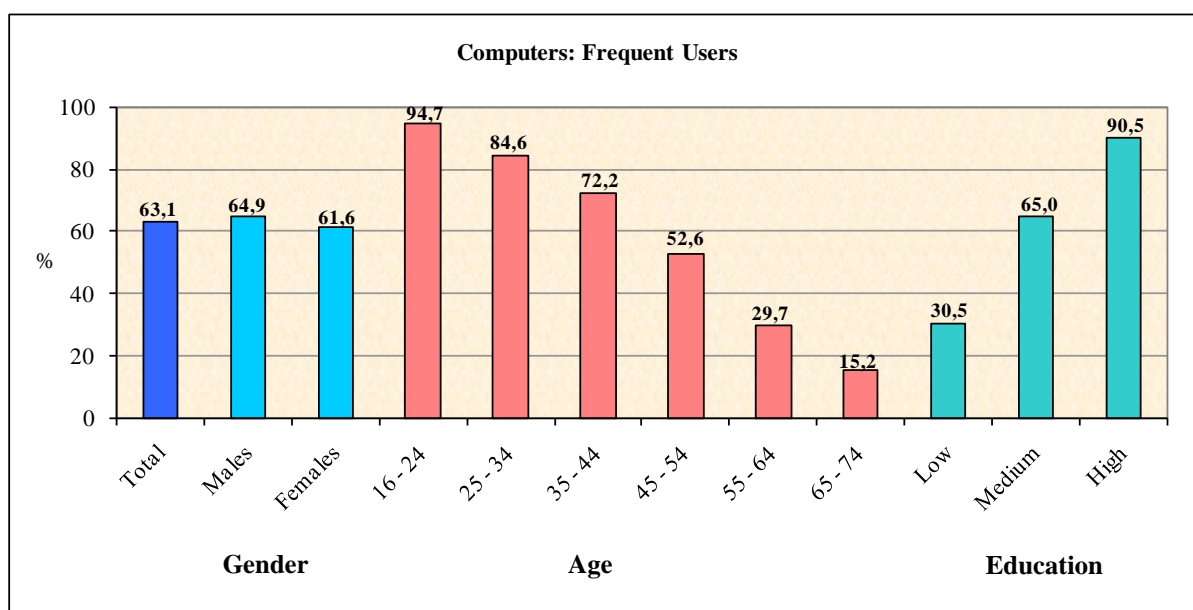
INDIVIDUALS

Computer Usage

Among persons, 16 – 74 years old, 69,3% has used a computer at some point of time. 66,6% used a computer during the first quarter of 2013.

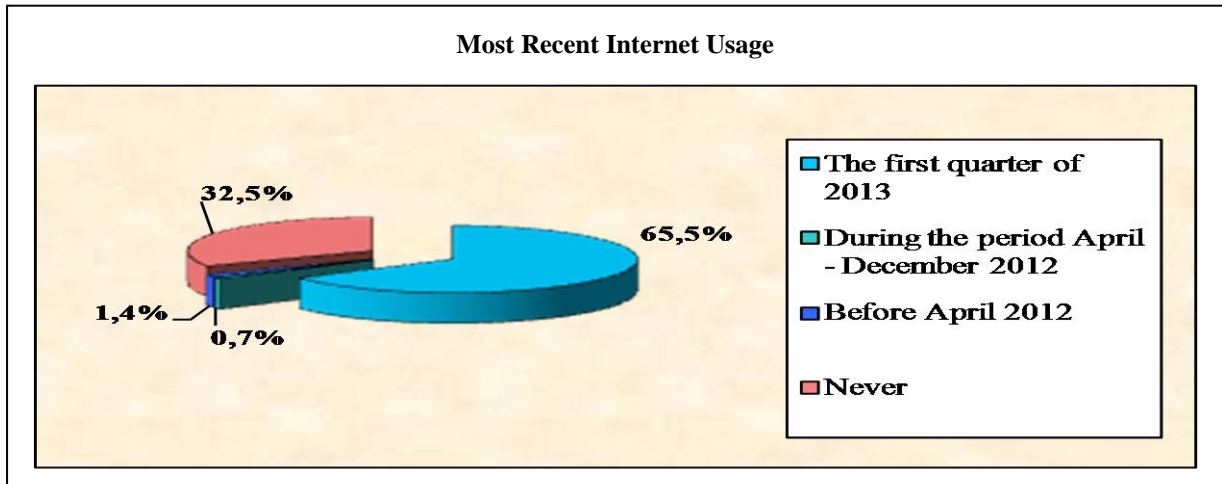


Almost all people that were using a computer during the first quarter of 2013, were using it at least once a week (63,1% of total population 16 – 74 years old). 64,9% of men (16 – 74 years old) use a computer frequently (i.e. at least once a week), whereas the percentage for women is 61,6%. Age and education 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.

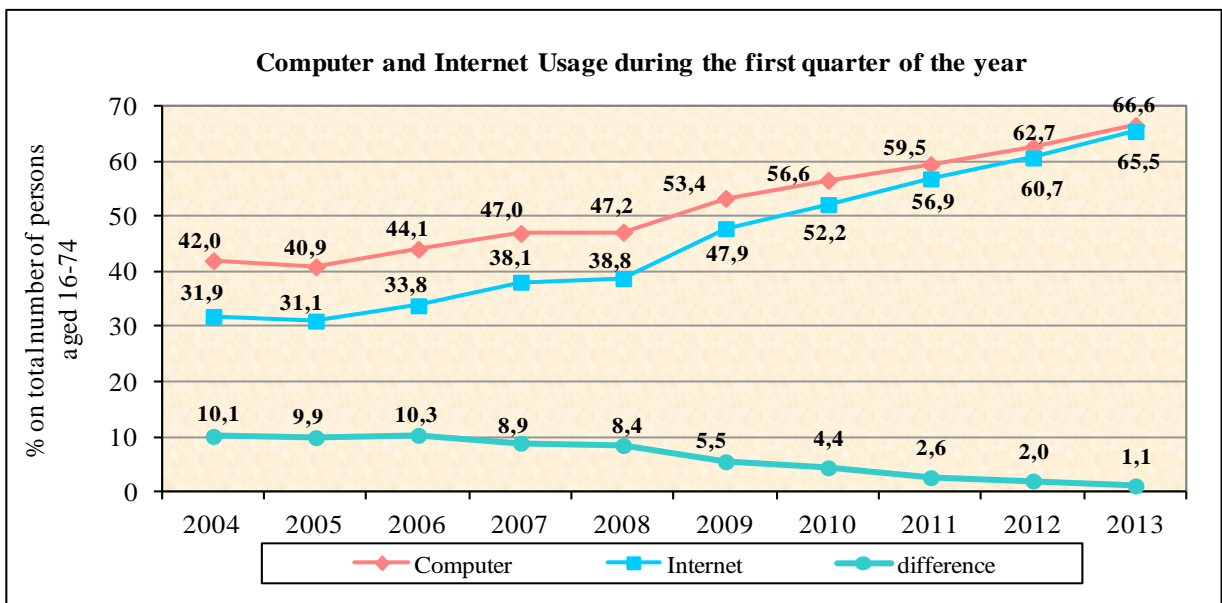


Internet Usage

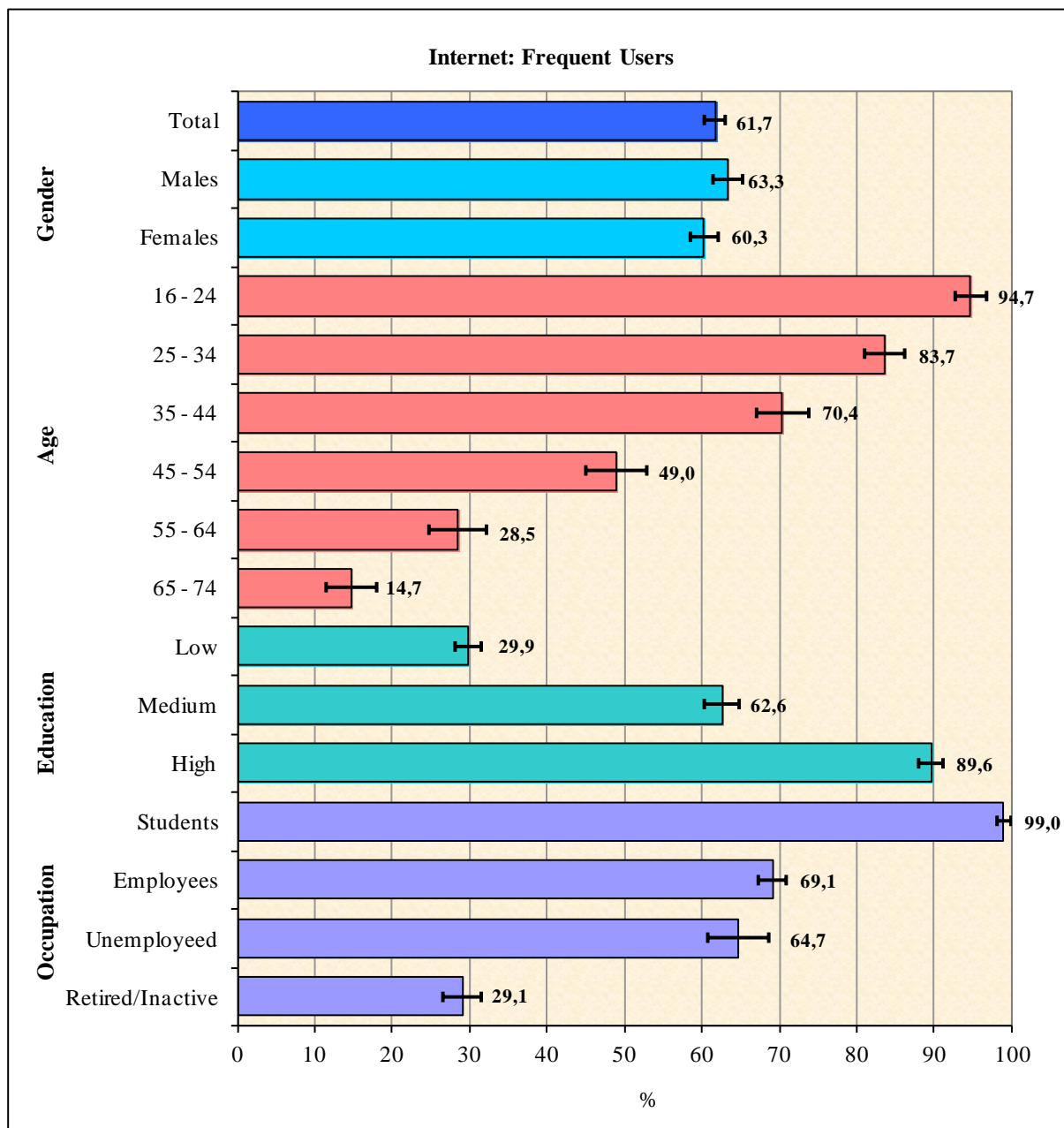
65,5% of the population under study accessed the Internet in the first quarter of 2013. 32,5% stated that they had never used the Internet. 2,1% of persons 16 – 74 years old said that they had used the Internet, before the first quarter of 2013.



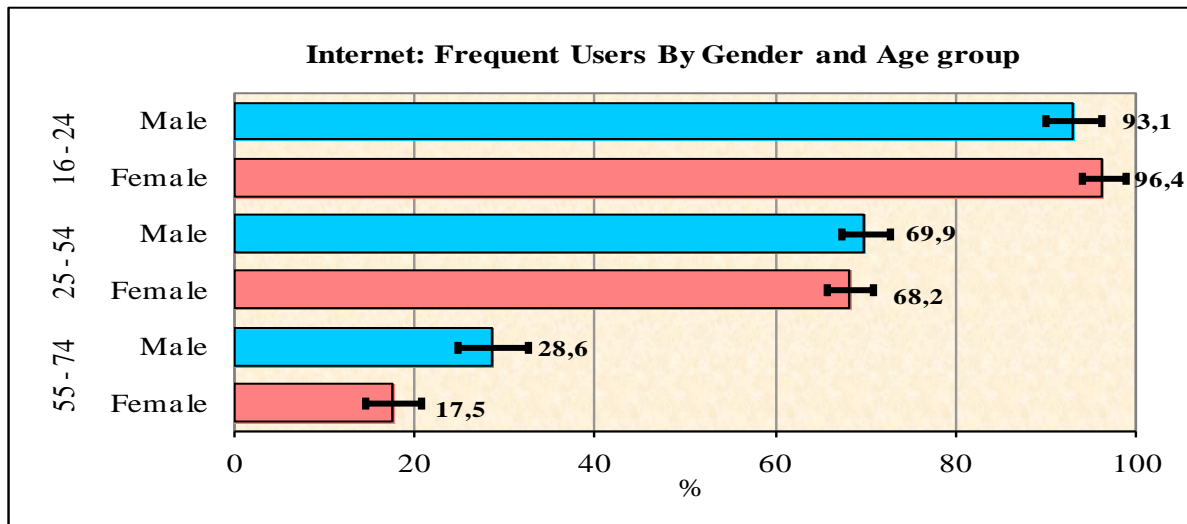
Compared to the previous year the percentage of persons 16 – 74 years old using a computer or the Internet increased significantly in 2013. On the graph below we can see that there is an increasing trend in both percentages in the last years. At the same time the gap between the percentage of computer users and Internet users narrows.



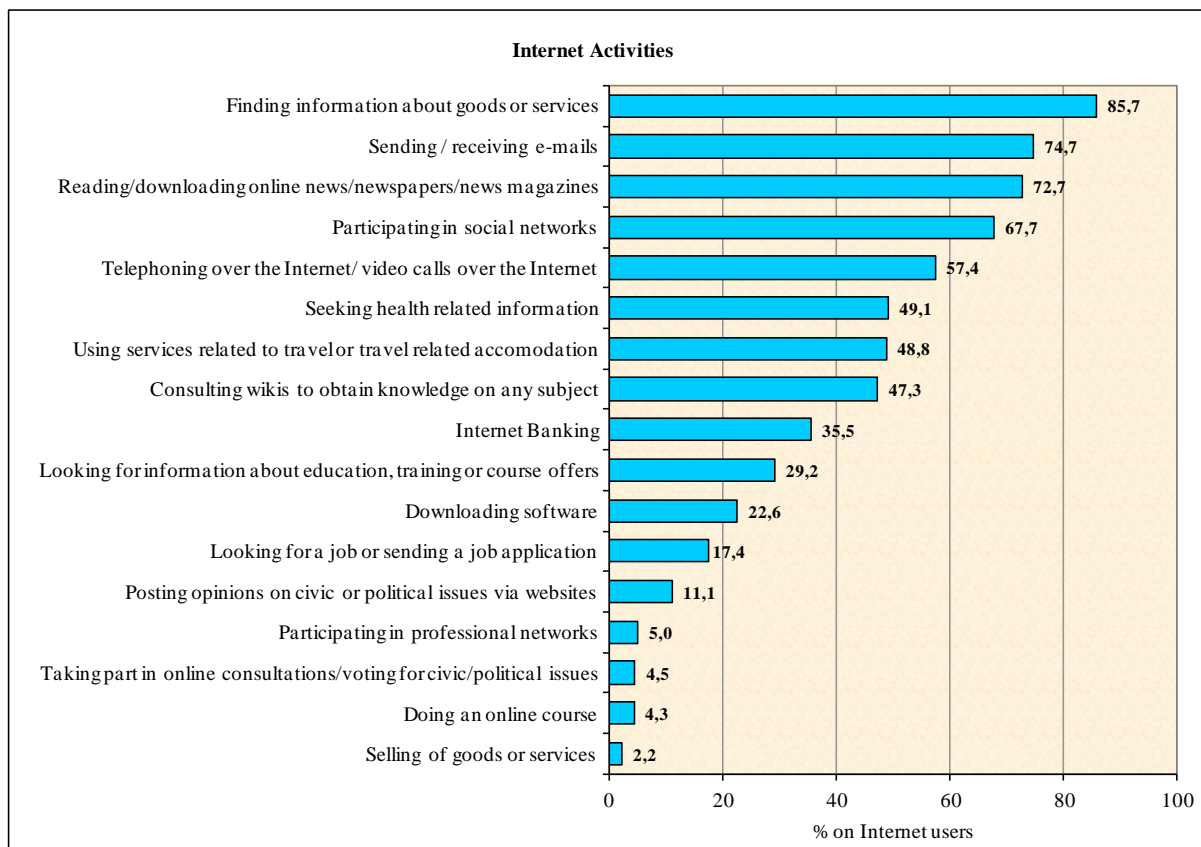
As regards how often people in Cyprus use the Internet, we see that 61,7% of persons (16 – 74) is using the Internet at least once a week. Similar to the frequency of using a computer, the frequency of accessing the Internet is affected by the gender, age and education level of a person. As age increases, the percentage of persons frequently uses the Internet decreases. Starting from 94,7% for the 16 – 24 age group it gradually goes down to 14,7% 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 63,3% and 60,3% 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 (96,4%) have a larger percentage than males (93,1%). 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.

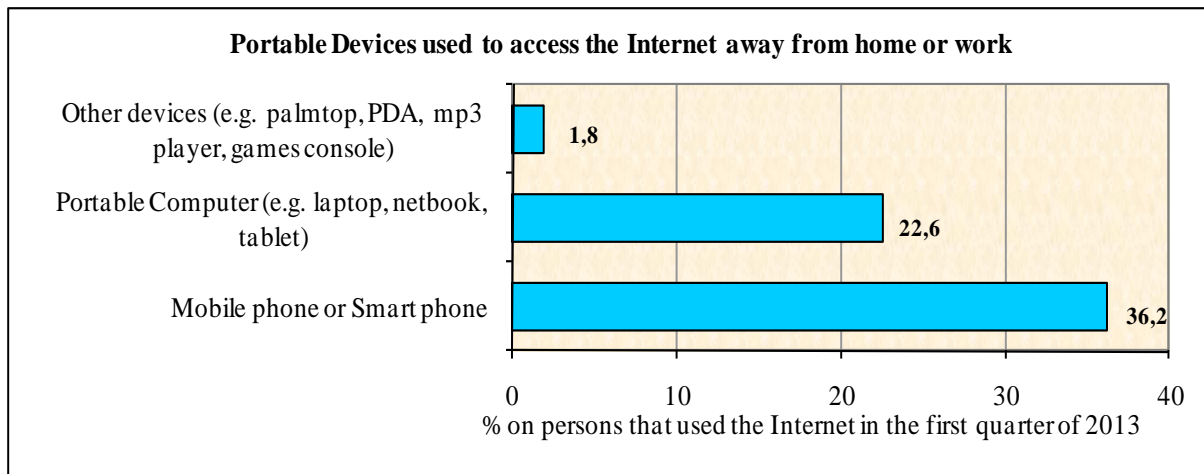


The most popular Internet activity among the population is *Finding Information about Goods or Services*, followed by *Sending/receiving e-mails* and *Reading/downloading news/newspapers/ magazines* (85,7%, 74,7% and 72,7 % of Internet users respectively).

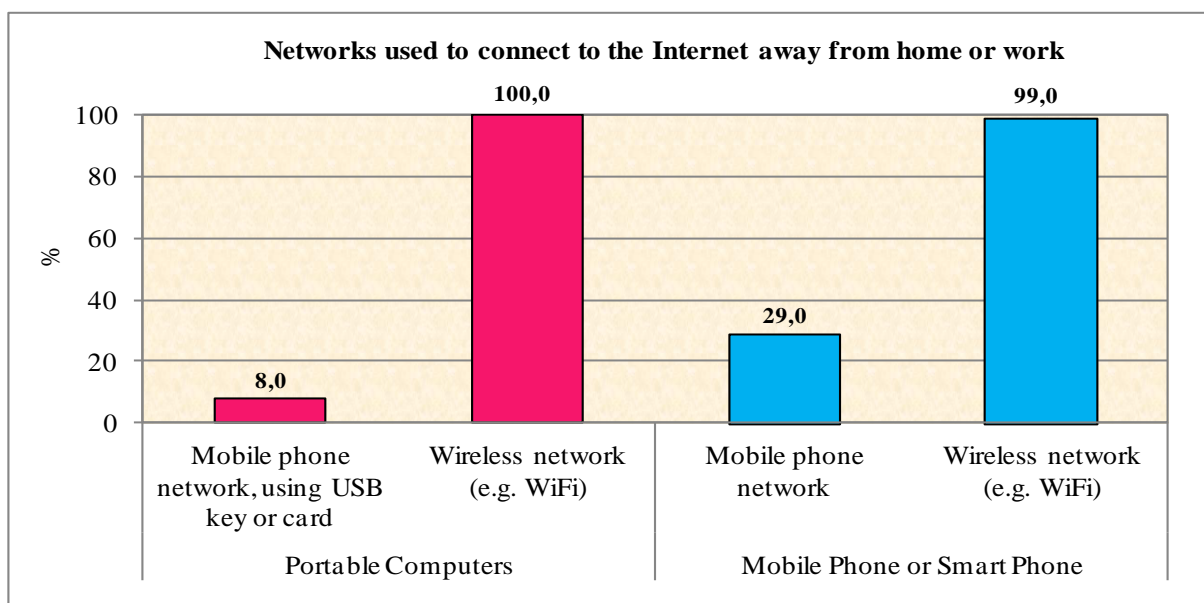


Mobile use of the Internet and ubiquitous connectivity

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 37% of the persons that use the Internet in the first quarter of 2013, use mobile phone or smart phone to access the Internet away from home or work while 22,6% use a laptop, notebook / netbook or tablet.

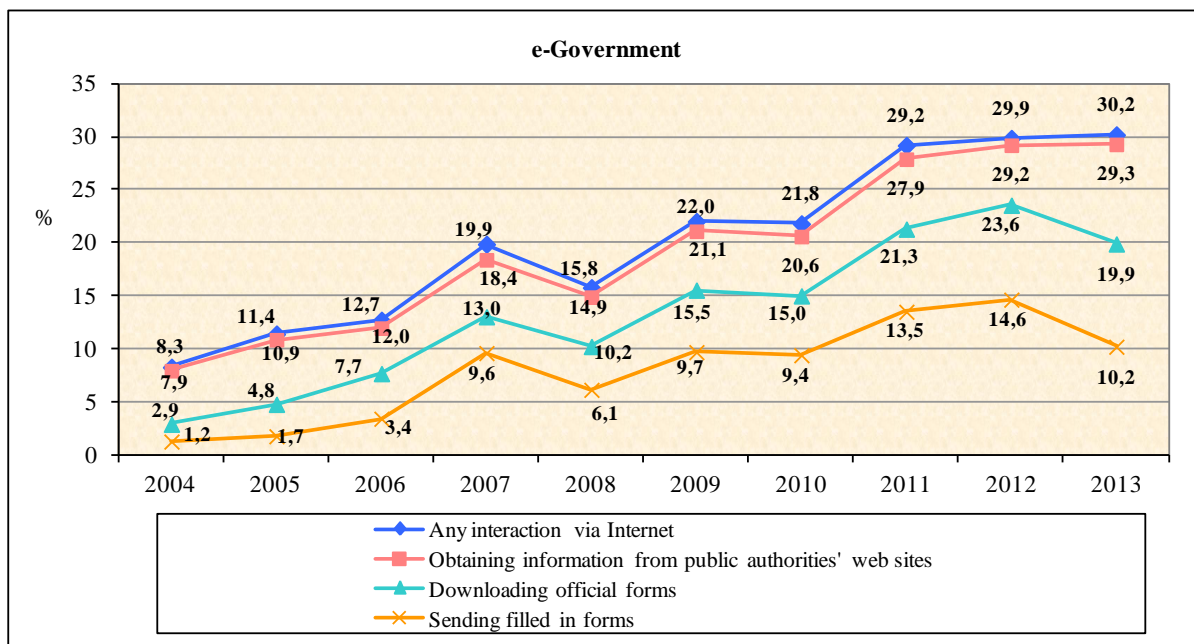


The most common network that people in Cyprus aged 16 – 74 years use to connect either the portable computer or mobile phone or smartphone to the Internet away from home or work is the wireless network (e.g. WiFi). Almost 30,0% of the persons that use mobile phones or smart phones use mobile phone network.

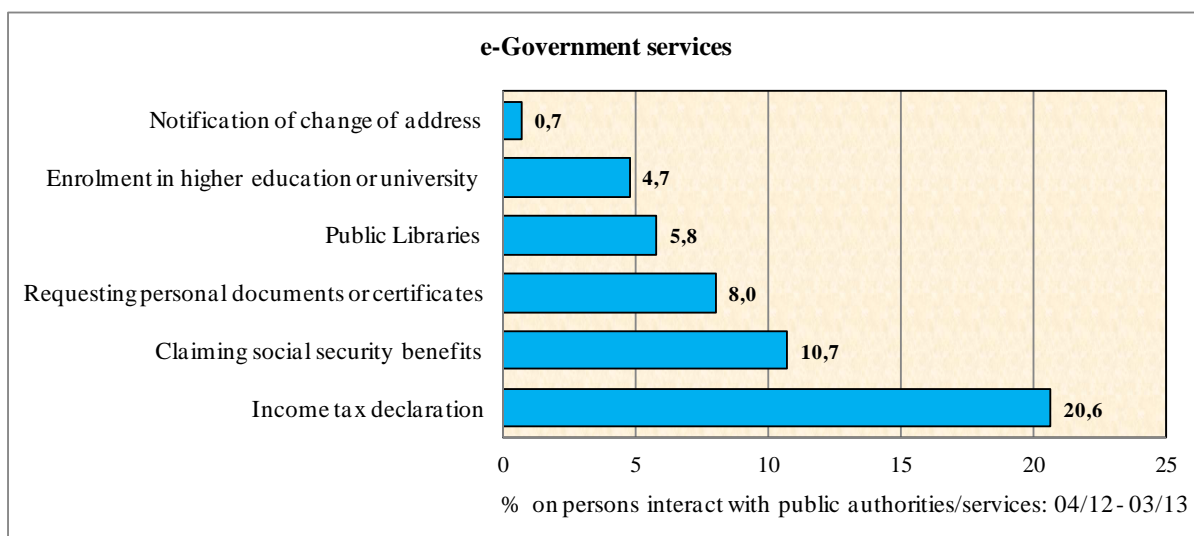


e-Government

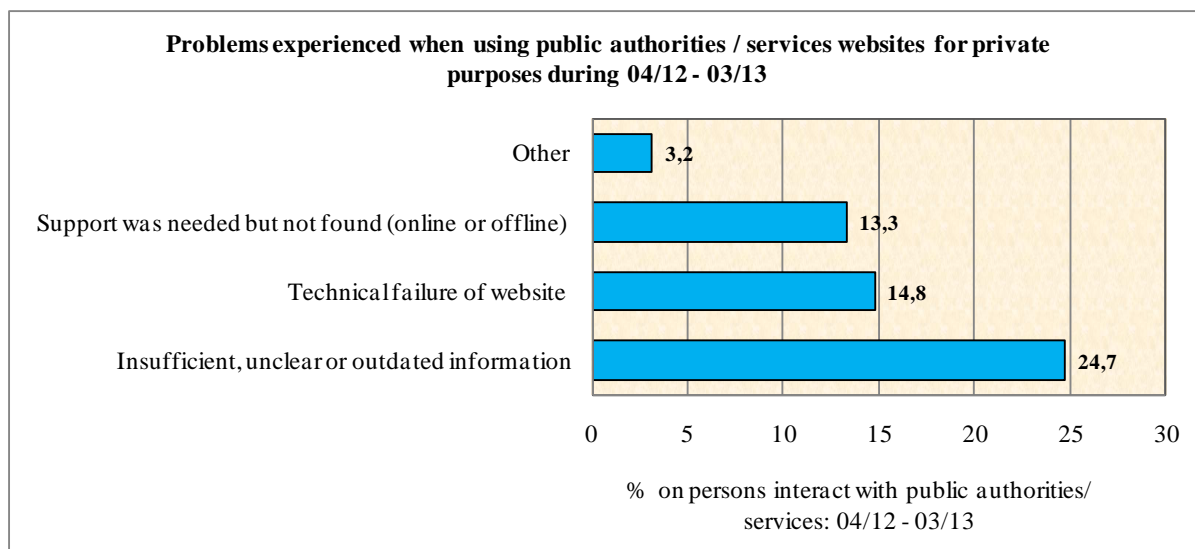
Compared to previous years the percentage of persons 16 – 74 years old that use the Internet for interaction with public authorities remains stable in 2013. As we can see from the graph below, 29,3% of the people in Cyprus aged 16 – 74 use the Internet for obtaining information from public authorities websites while 19,9% have downloaded official forms and 10,2% have sent filled in forms.



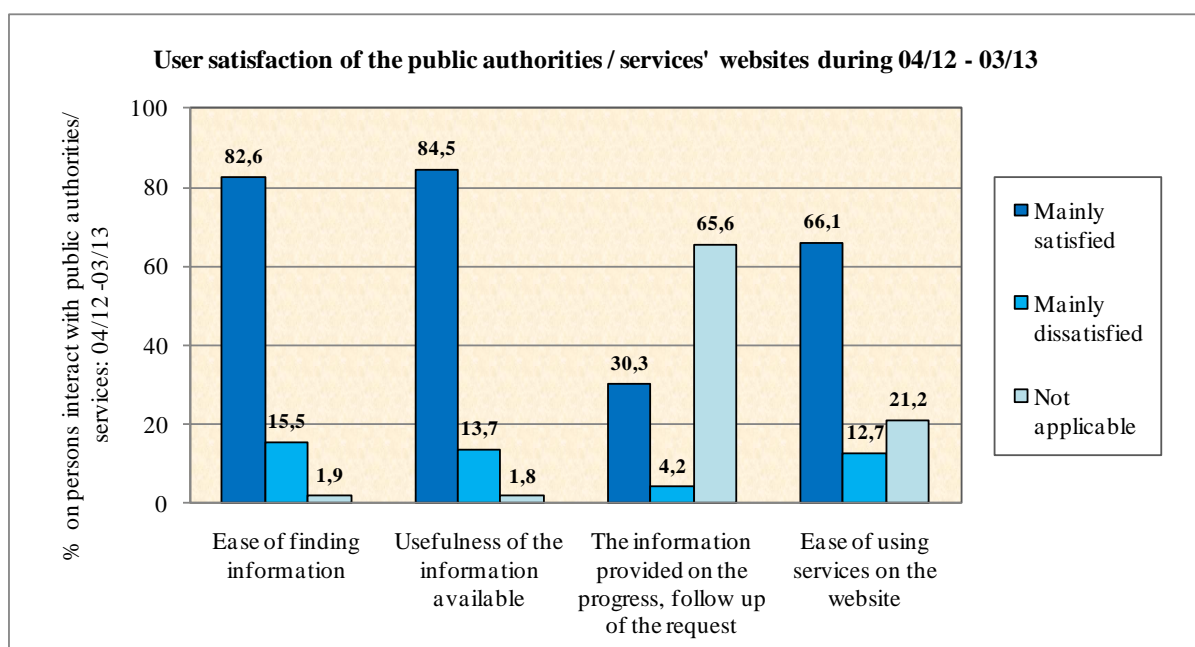
Persons aged 16 – 74 who interacted with public authorities or public services over the Internet during April 2012 – March 2013 are asked for the types of services offered on websites they used. 20,6% of the persons that interacted with public authorities or public services submitted the income tax declaration form electronically while 10,7% claimed social security benefits such as unemployment benefits, retirements, child allowance. A proportion of 8,0% of the persons that interacted with public authorities or public services requested personal documents (passport, ID card etc.) or certificates (birth, marriage, death).



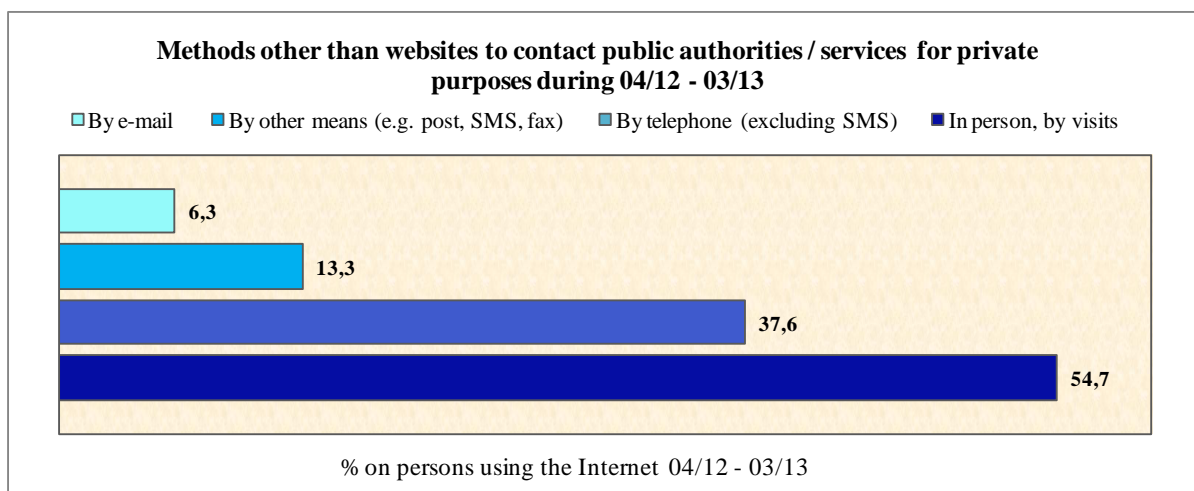
The most common problem that persons aged 16 – 74 experienced when using public authorities or public services' websites for private purposes during April 2012 – March 2013, was that the information on the website was insufficient, unclear - not written in a way understandable to him/her - or outdated.



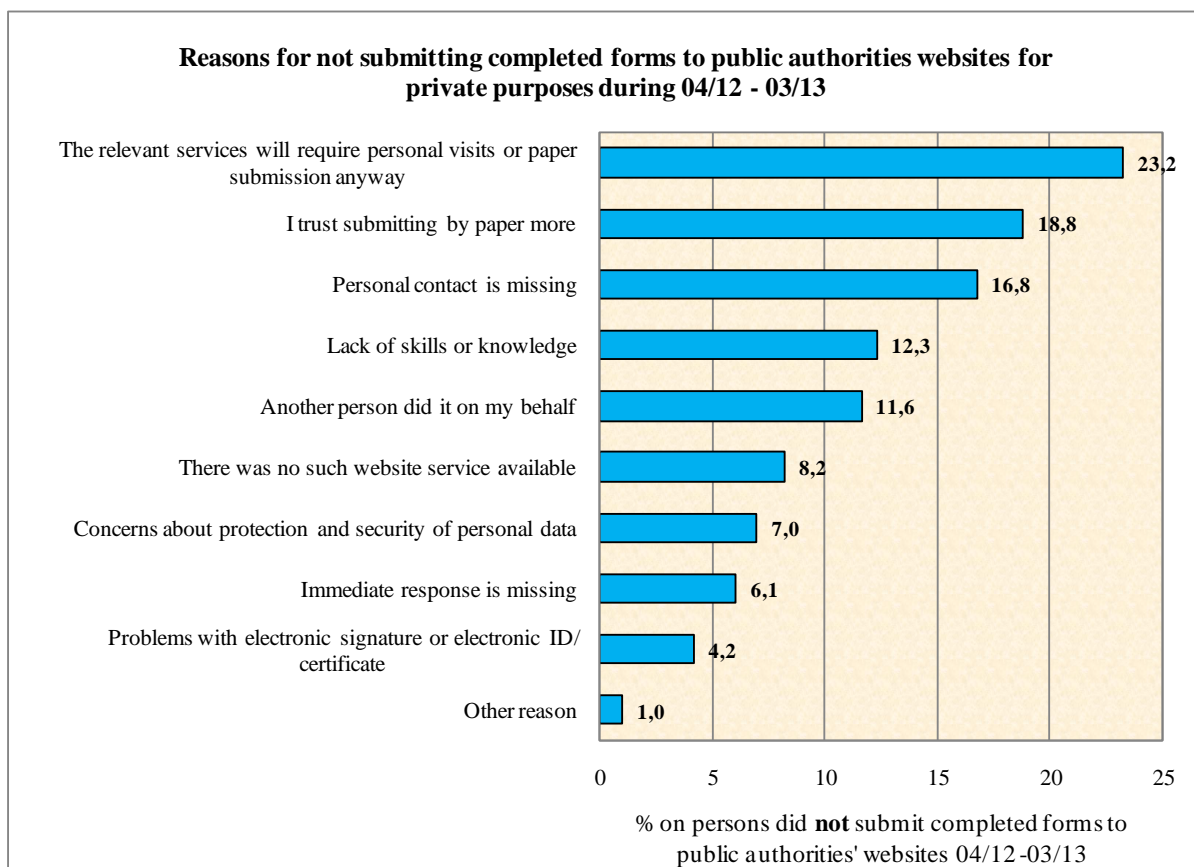
In general, persons who interacted with public authorities or public services during April 2012 — March 2013, seem to be satisfied from the ease of finding information on the websites, of the usefulness of the information available and the ease of using services on the website. The corresponding proportions are present in the graph below. It is noted that “Not applicable” refers to cases where, for example persons did not use services for submitting requests and required no information on progress or follow up.



More than half of the persons (54,7%) who used the Internet during March 2012 – April 2013, preferred to visit the public authorities in order to process their request in person while more than one third (37,6%) contacted public authorities by telephone. In Cyprus, Internet users seem to prefer more traditional ways of contacting public authorities or public services rather than using the Internet.

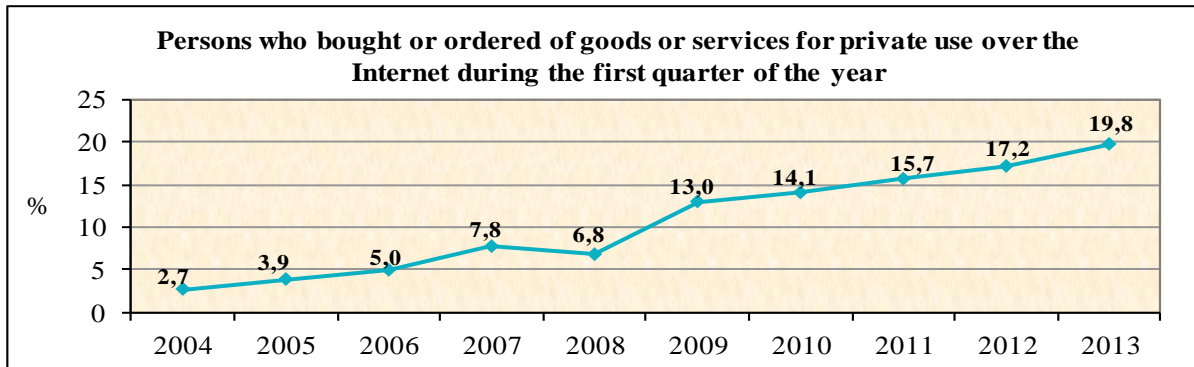


Among persons aged 16 – 74 who did not submit completed forms to public authorities or public services' websites, 23,2% argued that the relevant services will required personal visits or paper submission anyway while 18,8% preferred to do it by paper because they trusted submitting by paper more. 12,3% of the persons who did not submit completed forms to public authorities or public services' websites did not have the skills to do it online while for the 11,6% another person did it on behalf.

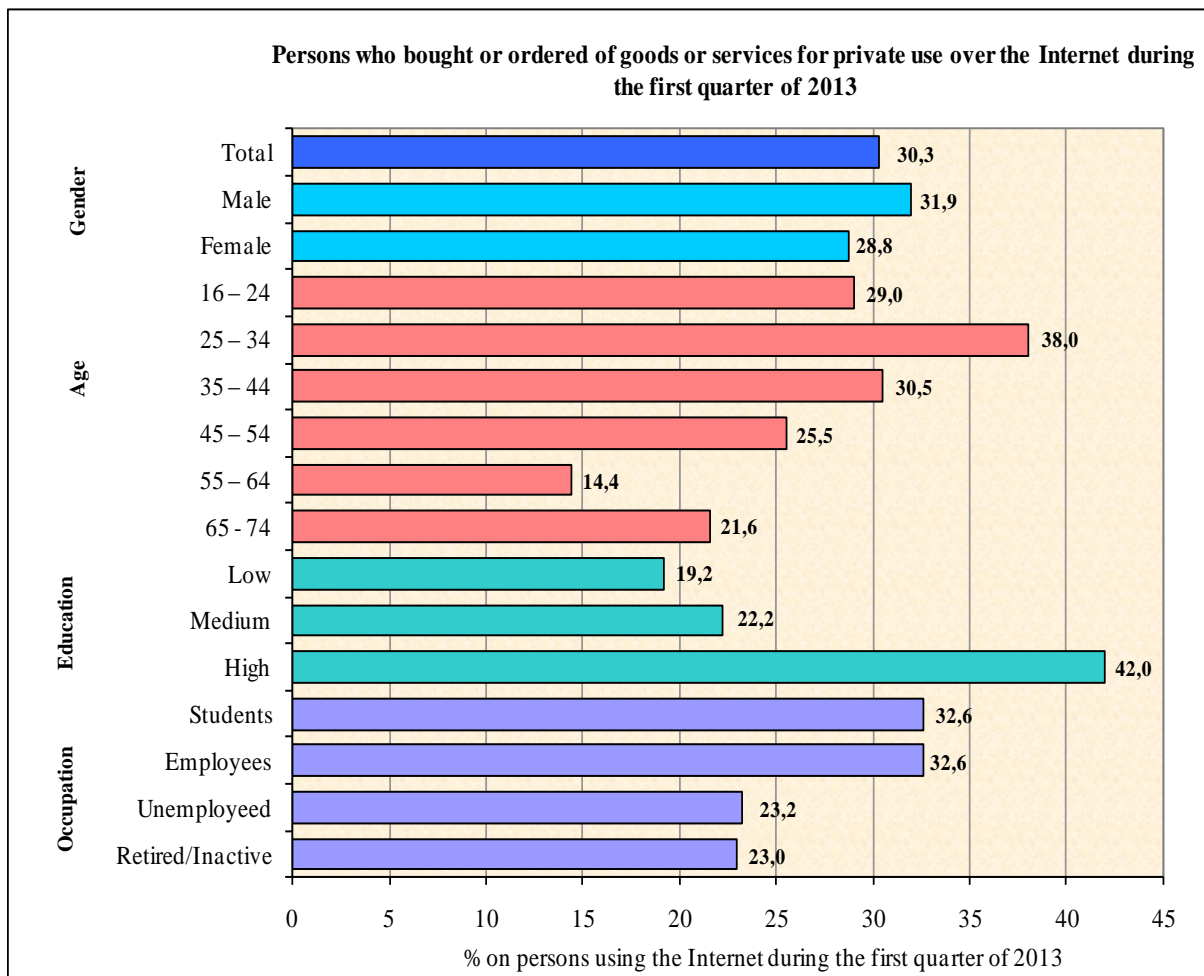


e-Commerce

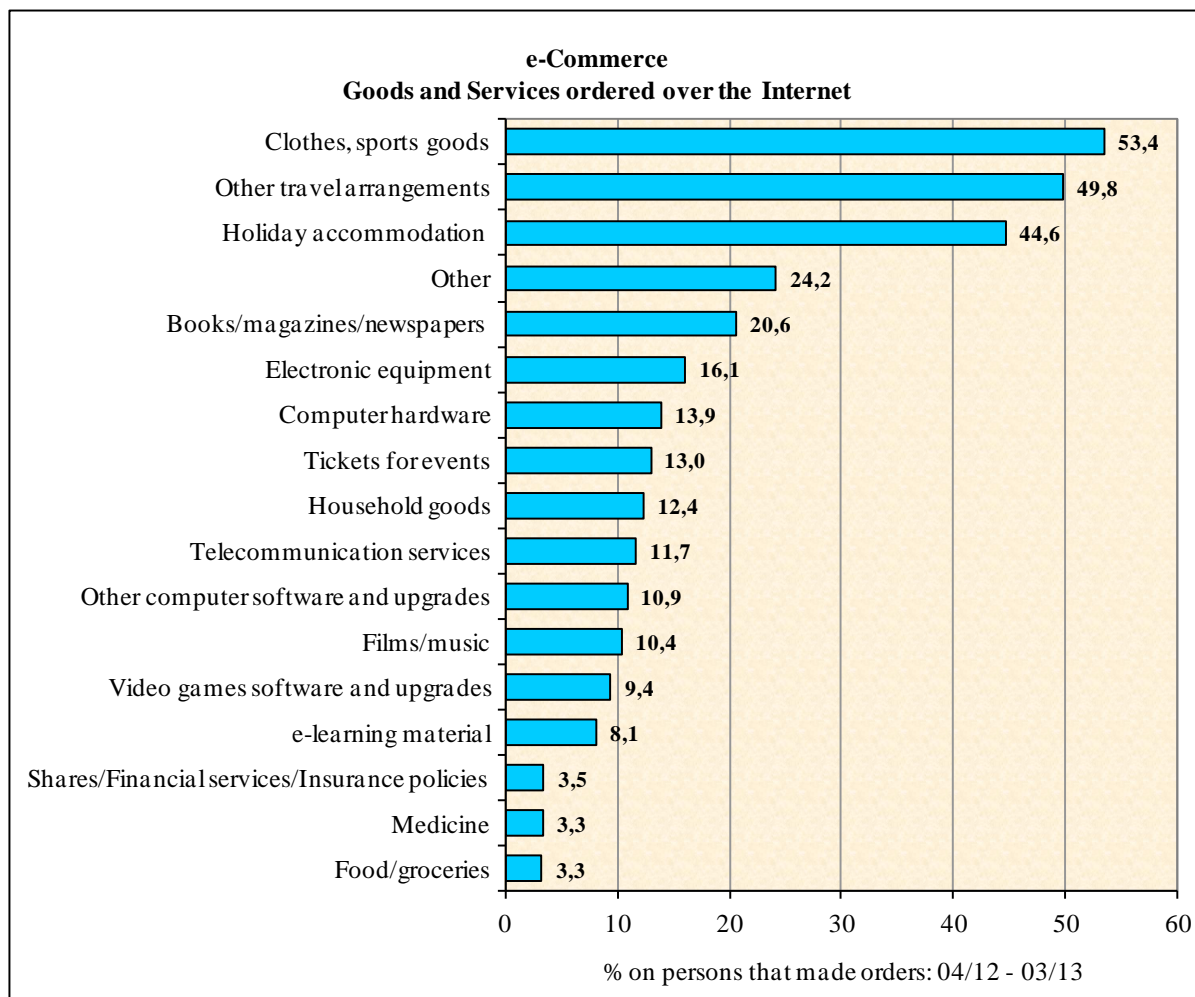
The percentage of individuals making online orders increases to 19,8% in 2013 from 17,2% in 2012.



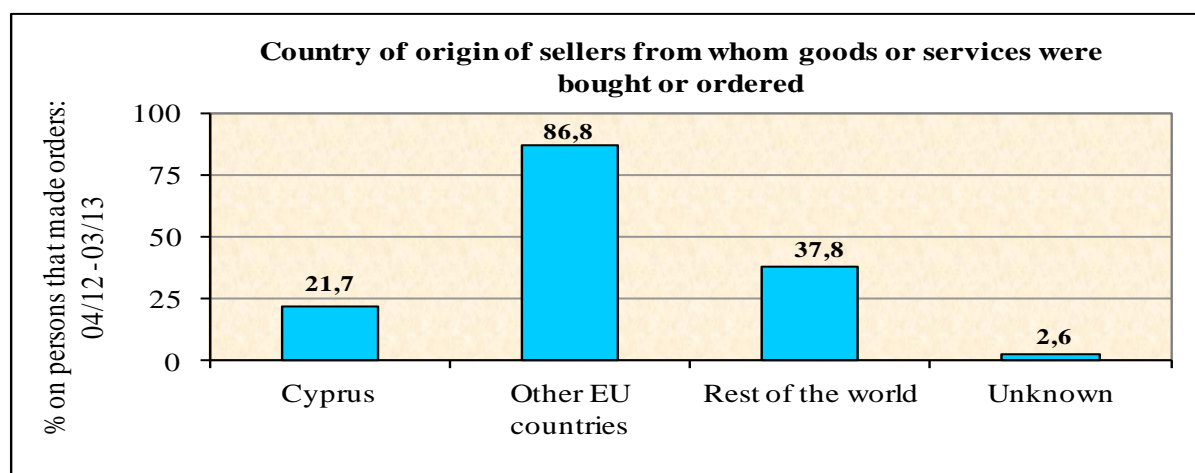
As we can see 30,3% of the population (16 – 74) that use the Internet in the first quarter of the year, bought or ordered goods or services for private use over the Internet. The gender, age, education level and occupation of a person seem to affect the e-commerce activity. Men are presented to buy or order goods or services over the Internet more than women while persons of age 25 – 34 years are more actively involved in e-commerce with a percentage of 38,0%. 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 and students buy or order goods and services for private use over the Internet more than unemployed person or retired / inactive person.



More than half of the people ordered over the Internet order *clothes and sports goods* during April 2012 – March 2013. Almost half of the persons who ordered goods or services over the Internet during April 2012 – March 2013, ordered *other travel arrangements* such as transport tickets, car hire etc. Third in consumers' preferences comes the category of *holiday accommodation* with percentage 44,6%.



Among the people that bought or ordered goods or services for private use in the period April 2012 – March 2013 a significant percentage of 86,8% prefer sellers from other EU countries, 37,8% from the rest of the world and only 21,7% buy or order from sellers in Cyprus.



e-Skills

Almost all the persons that used the Internet, *used a search engine to find information* (95,2%), while 72,3% *sent e-mails with attached files (documents, pictures, etc.)* and 59,8% *used the Internet to make telephone calls*. *Posting messages to chatrooms or online discussion forums* and *Uploading text, games, images, films or music to websites* follow with percentage 58,6% and 56,0% respectively. It is worth mentioning that only 1,6% of the persons that used the Internet *created webpage*.

