



STATISTICAL SERVICE OF CYPRUS

**INFORMATION AND COMMUNICATION
TECHNOLOGIES (ICT) USAGE SURVEY IN
HOUSEHOLDS AND BY INDIVIDUALS
2015**

SUMMARY RESULTS

Nicosia, December 2015

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) USAGE SURVEY IN HOUSEHOLDS AND BY INDIVIDUALS 2015

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PREFACE

This report presents the results of the survey ICT Usage in Households and by Individuals 2015. The aim of the annual survey is to collect data on the access of households to selected Information and Communication Technologies (ICT), on the use of computers and the Internet, the reasons for using the Internet, the use of e-government and e-Commerce and the Internet Security.

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 Mrs. A. Ioannidou, Statistics Officer A, under the supervision of Mr. C. Diamantides, Senior Statistics Officer, Head of Methodology, Statistical Dissemination, Prices, Labour Market, Labour Cost, and ICT Surveys Division.

G. Chr. Georgiou
Director
Statistical Service

December, 2015

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. This frame was updated in September 2014, with newly-constructed housing units, obtained from the Electricity Authority of Cyprus. 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, 25 households were selected. In the cases of very small villages (less than 25 households), the villages were combined.

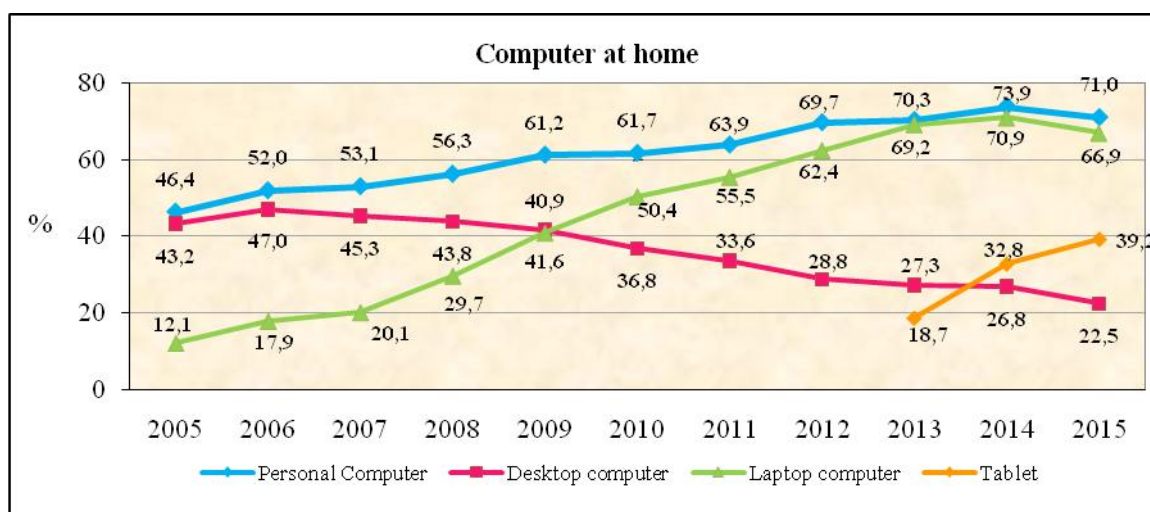
All individuals, aged 16-74, within each sampled household were selected.

B. MAIN FINDINGS

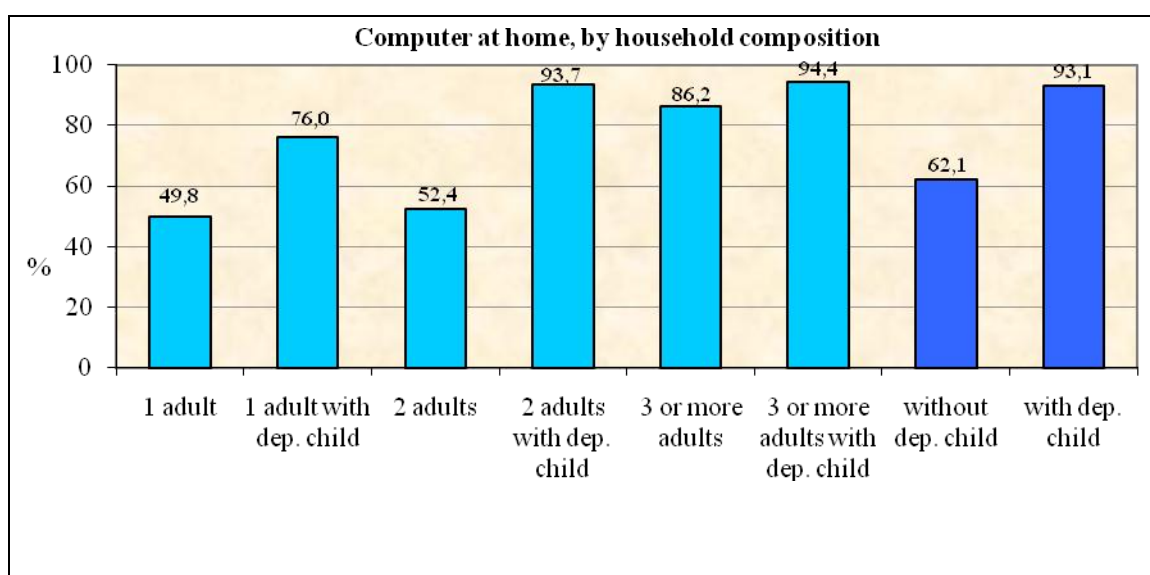
HOUSEHOLDS

Access to Information and Communication Technologies

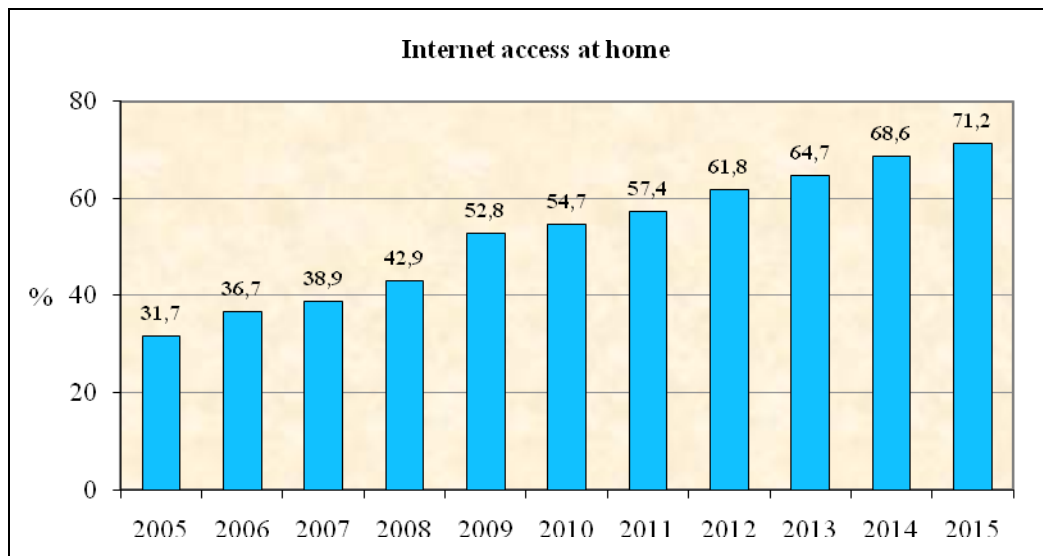
The percentage of households with access to a computer decreased compared to 2014. 71,0% of the households in Cyprus have access to a computer, either desktop, portable or handheld computer, in 2015. In particular, 22,5% of households had access to a desktop, 66,9% to a laptop and 39,2% to a tablet. The percentage of households with access to a desktop or to a laptop is decreasing while the percentage of households with access to a tablet is increasing significantly.



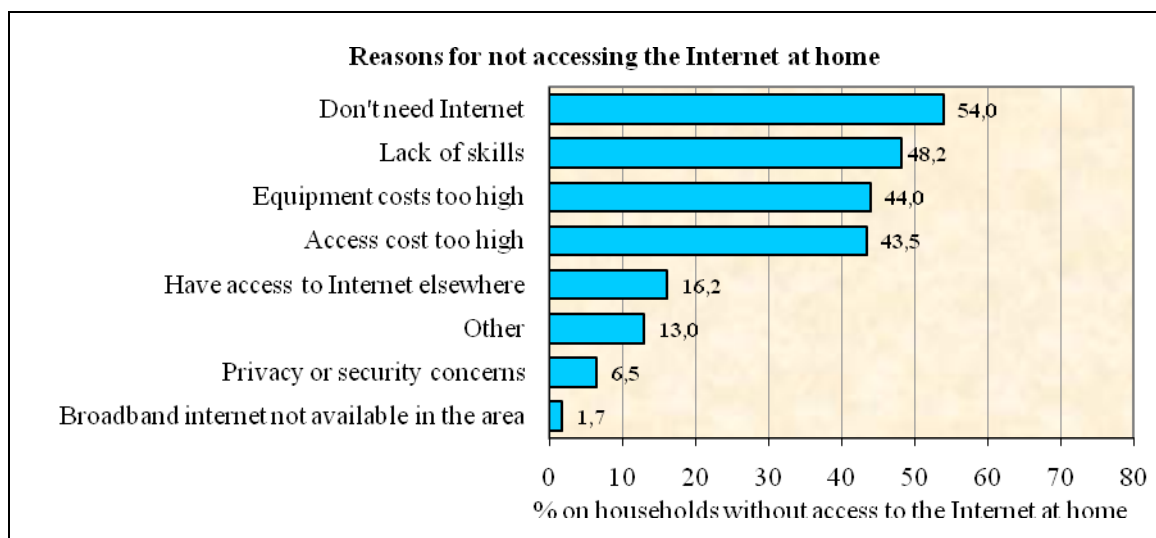
When looking at the access to a computer (desktop, laptop, netbook or tablet) at home with respect to household composition we see that there is a difference between households with and without dependent children. A computer is found in 93,1% of households with dependent children. In households where there were no dependent children the percentage is only 62,1%.



Internet access in households is increasing continuously in Cyprus year by year. In the first quarter of 2015, the Internet was accessed at least once in 71,2% of the households compared to 31,7% in 2005.



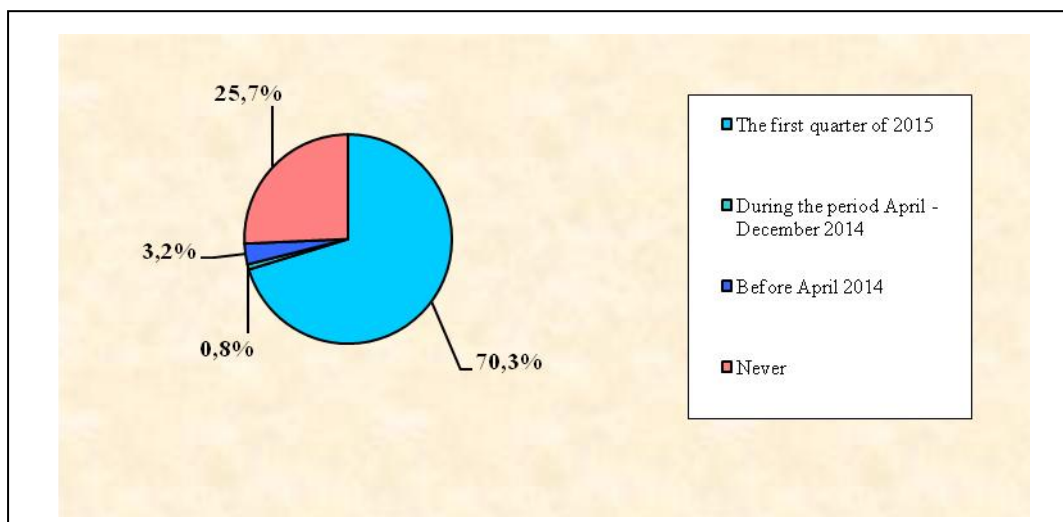
The main reason for not accessing the Internet at home in 2015 is that people don't need the internet (54%). The second reason is the lack of skills (48,2%). 44,0% and 43,5% of the households do not have access to the Internet because equipment and access cost is too high, respectively.



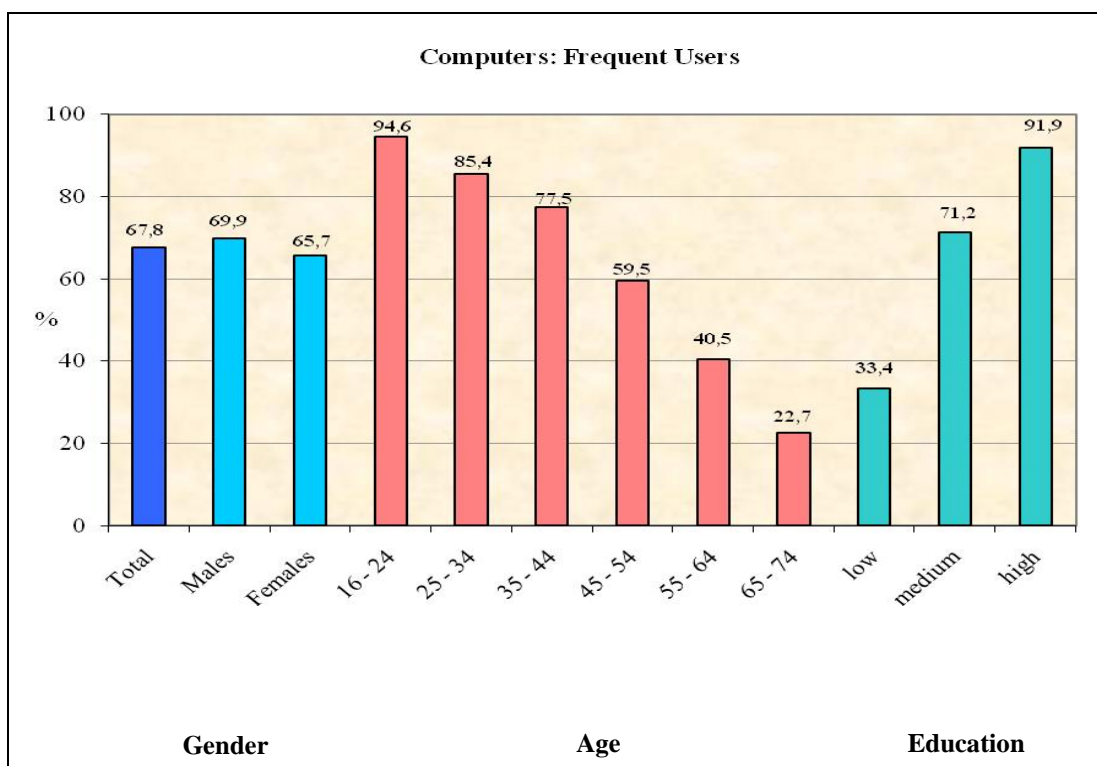
INDIVIDUALS

Use of Computer

Among persons, 16 – 74 years old, 74,3% has used a computer at some point of time. 70,3% used a computer during the first quarter of 2015.

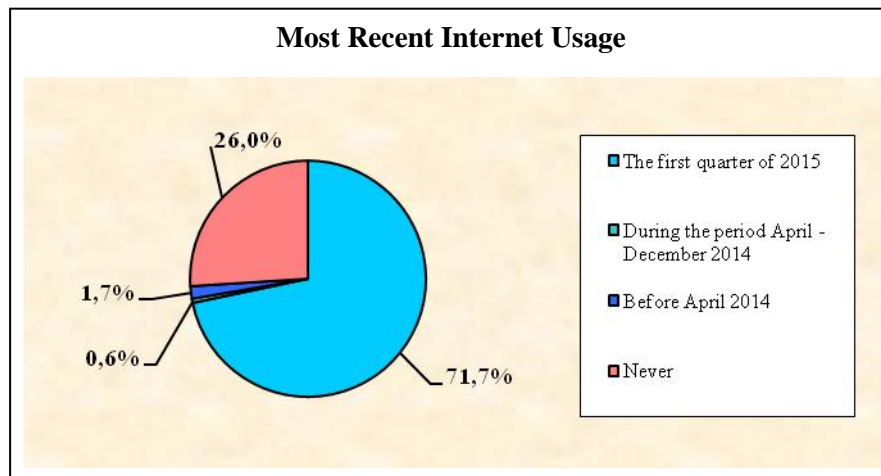


Almost all people that were using a computer during the first quarter of 2015, were using it at least once a week (67,8% of total population 16 – 74 years old). 69,9% of men (16 – 74 years old) use a computer frequently (i.e. at least once a week), whereas the same percentage for women is 65,7%. Age 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.

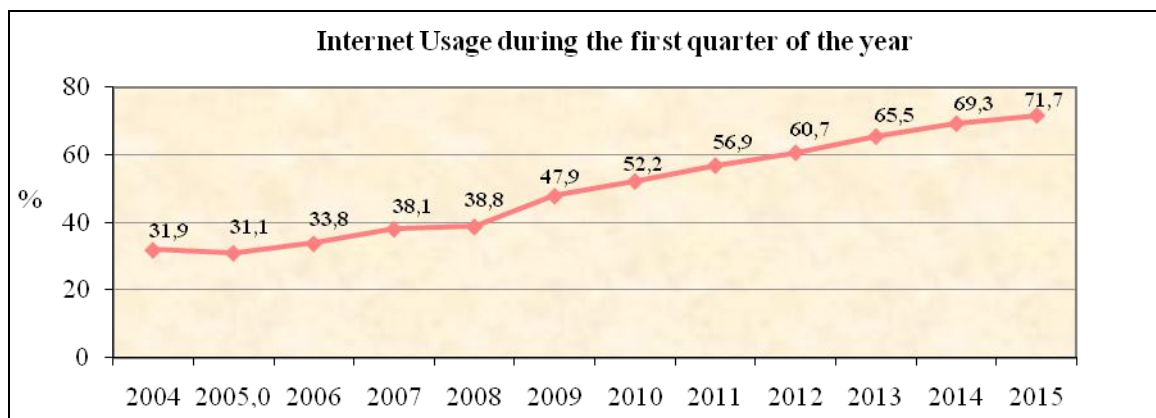


Use of the Internet

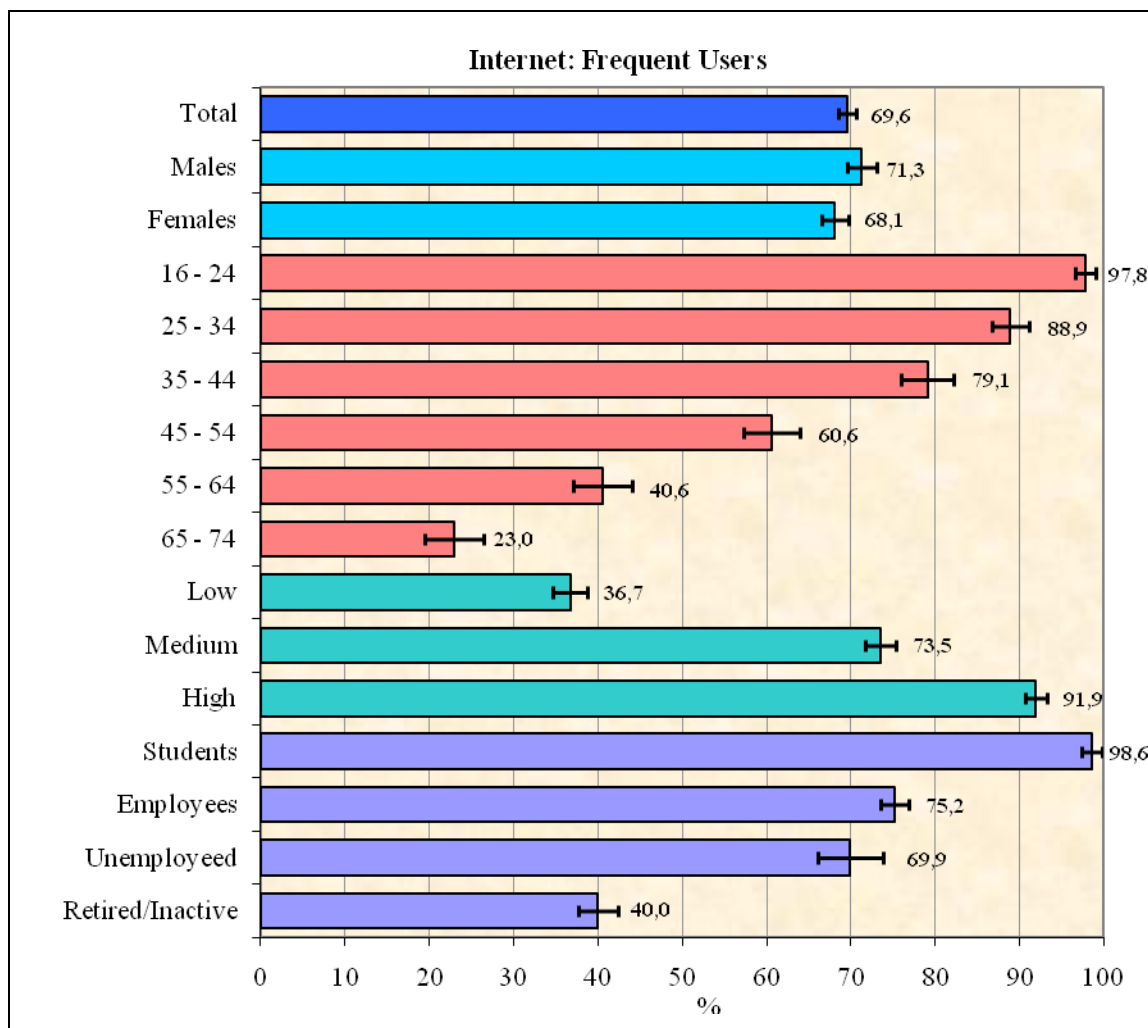
71,7% of the population accessed the Internet in the first quarter of 2015. 26,0% stated that they had never used the Internet. 1,7 % of persons 16 – 74 years old said that they had used the Internet, before the first quarter of 2015.



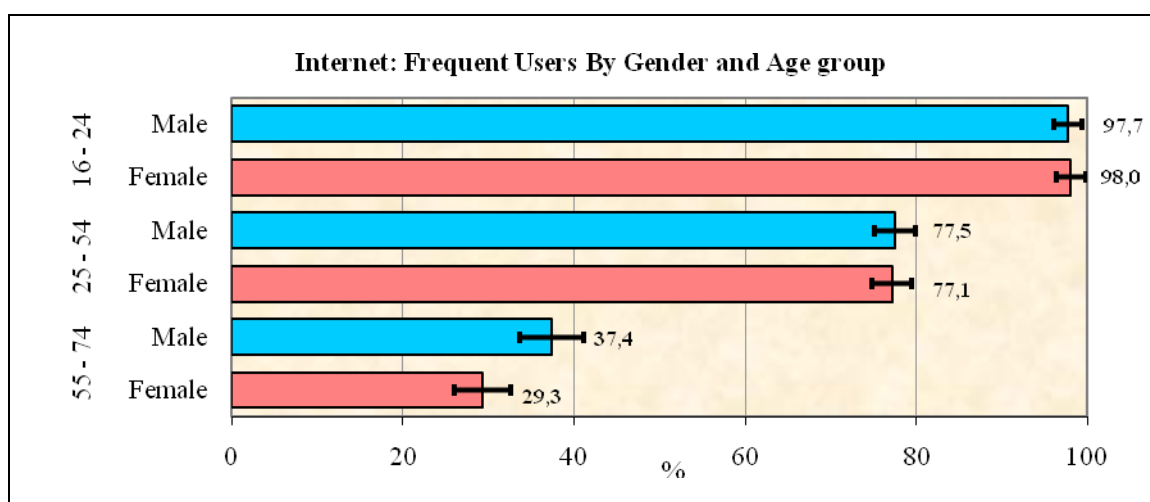
Compared to previous years the percentage of persons 16 – 74 years old using a computer or the Internet was increased in 2015. On the graph below we can see that there is an increasing trend in both percentages in the last years. At the same time the gap between the percentage of computer users and Internet users narrows.



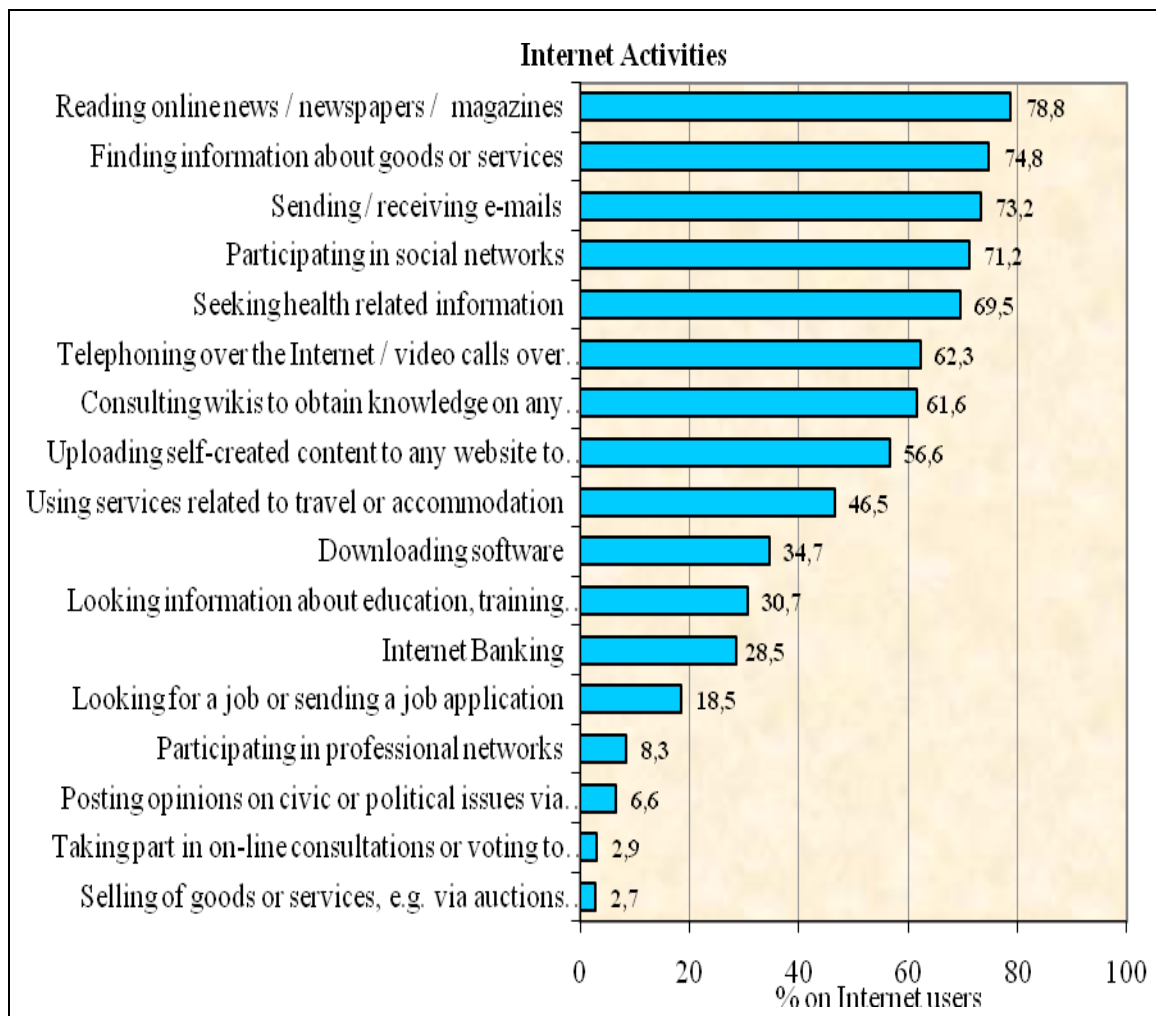
As regards how often people in Cyprus use the Internet, we see that 69,6% of persons (16 – 74) is using the Internet at least once a week. Similar to the frequency of using a computer, the frequency of accessing the Internet is affected by the gender, age and education level of a person. As age increases, the percentage of persons frequently uses the Internet decreases. Starting from 97,8% for the 16 – 24 age group it gradually goes down to 23,0% 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 71,3% and 68,1% respectively.



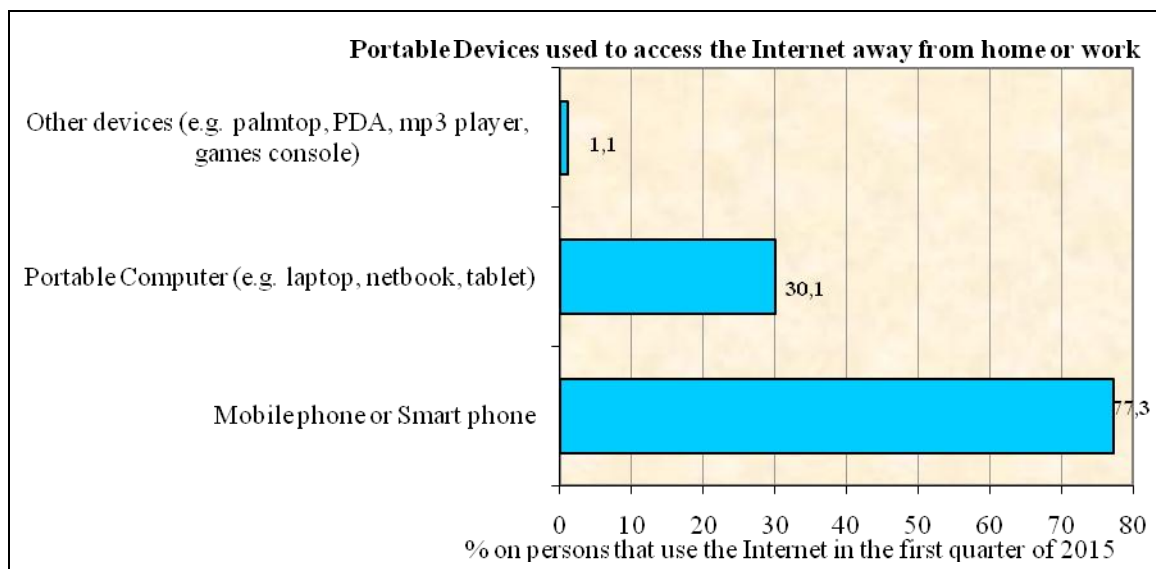
When looking at males and females broken down by age, we see that there is no difference in the frequency of internet use between people of younger age (16 – 24) while the for ages over 25 years old there are more male frequent users than female.



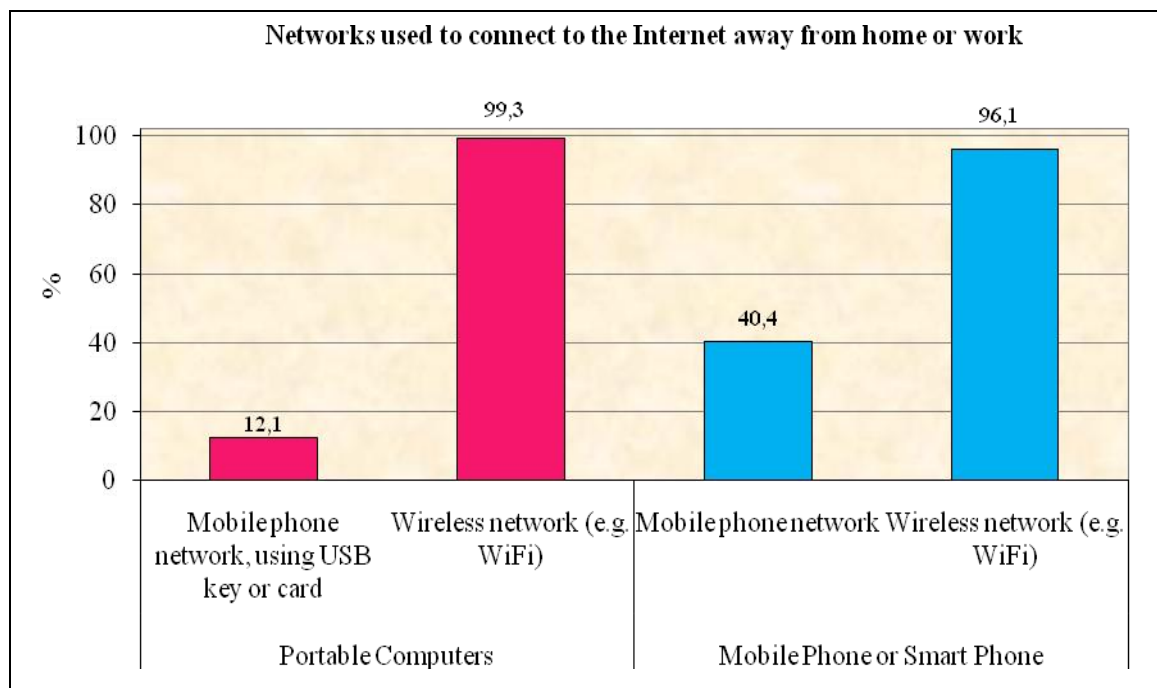
The most popular Internet activity among the population is *reading online news/newspapers/magazines*, followed by *finding information about goods or services*, *sending/receiving e-mails* and *Participating in social networks* (78,8%, 74,8%, 73,2% and 71,2% of Internet users respectively).



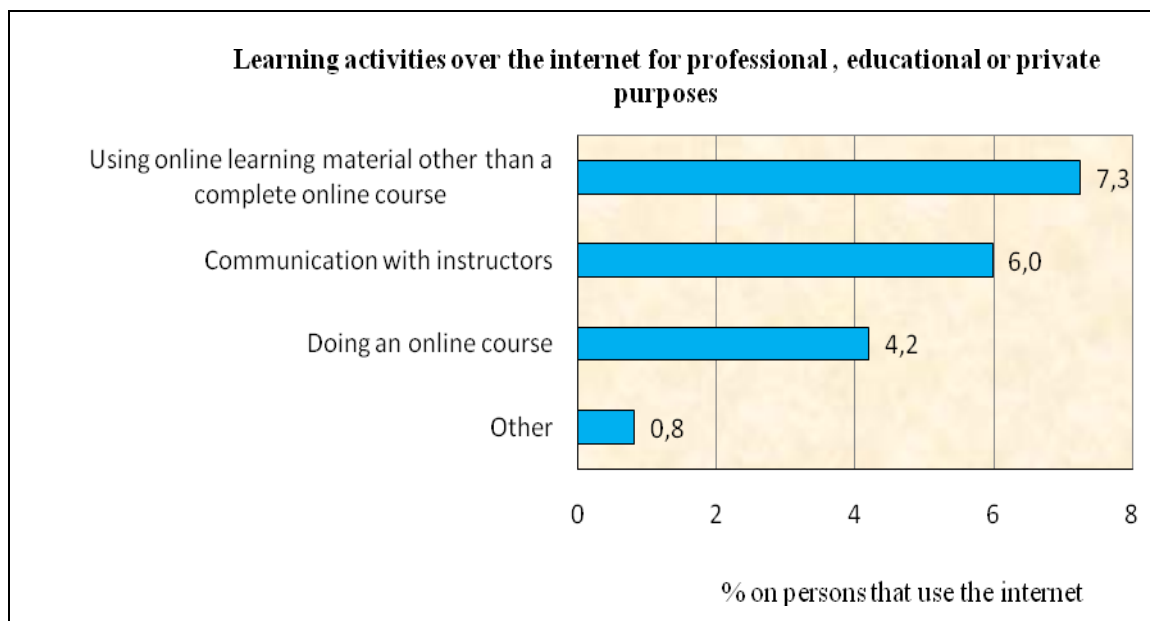
“Portable Devices” received much attention because of providing better opportunities to use the Internet anywhere and anytime (ubiquitous connectivity) due to their small size and weight. “Portable Devices” are classified in three broad categories: “Portable computers” that include laptops, notebooks, netbooks or tablet computers and “Handheld Devices” that include mobile phones / smart phones and other handheld devices such as PDAs, handheld e-book reader, Mp3 players or games consoles. In Cyprus, 77,3% of the persons that used the Internet in the first quarter of 2015, used mobile phone or smart phone to access the Internet away from home or work, 30,1% used a laptop, notebook / netbook or tablet and only 1,1% used other devices for accessing the internet away from home.



The most common network that people in Cyprus aged 16-74 years use to connect either the portable computer or the mobile phone / smart phone to the Internet away from home or work is the wireless network (e.g. WiFi). 40,4% of the persons that use mobile phones or smart phones use mobile phone network.

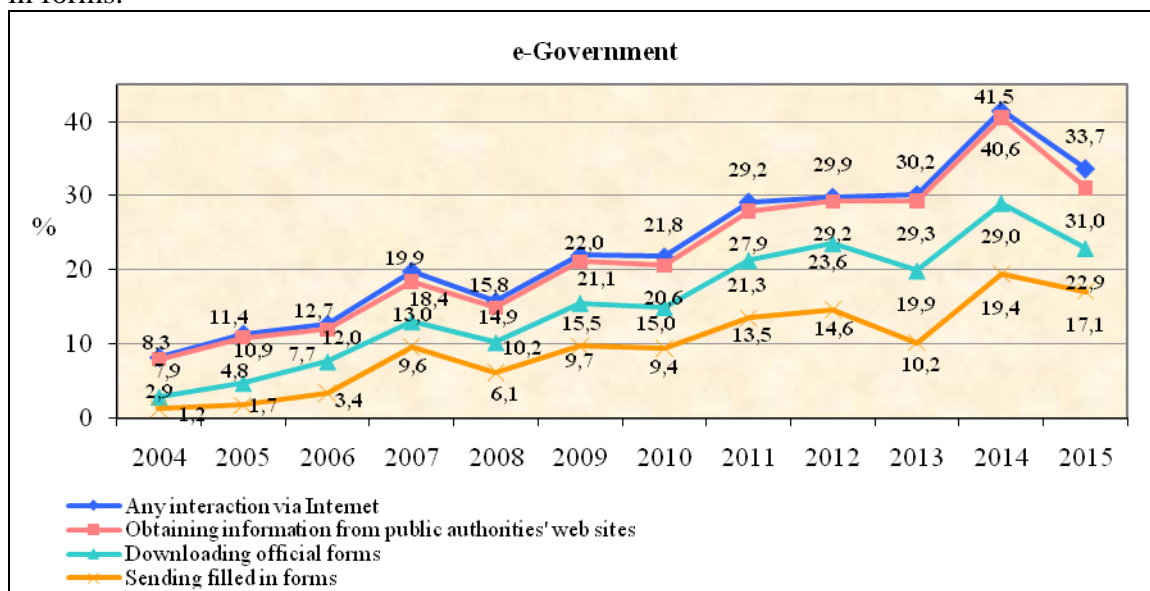


Learning activities over the internet refers to learning for professional, educational or private purposes. Among the persons that use the internet 7,3 % used online learning material other than a complete course, 6,0% communicated with instructors or students using educational websites, and 4,2% did an online course.

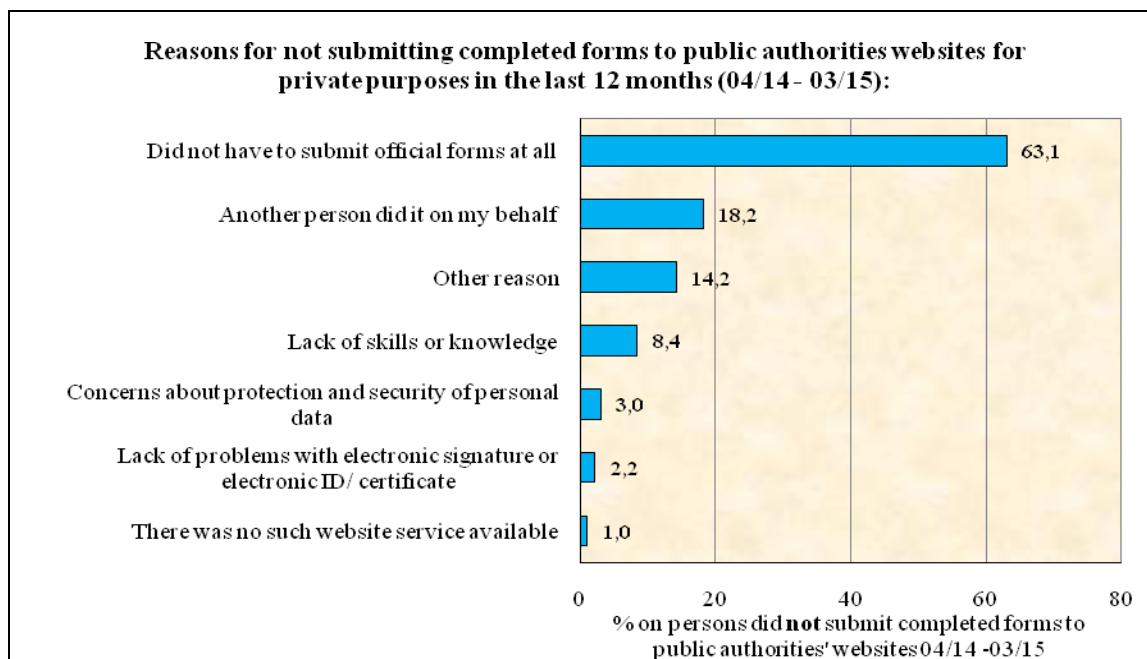


Use of e-Government

Compared to last year the percentage was decreased for persons 16 - 74 years old that use the Internet for interaction with public authorities. As we can see from the graph below, 33,7% have some kind of interaction with Public Authorities or Public Services. Particularly, 31,0% of the people in Cyprus aged 16 - 74 used the Internet for obtaining information from public authorities websites while 22,9% have downloaded official forms and 17,1% have sent filled in forms.

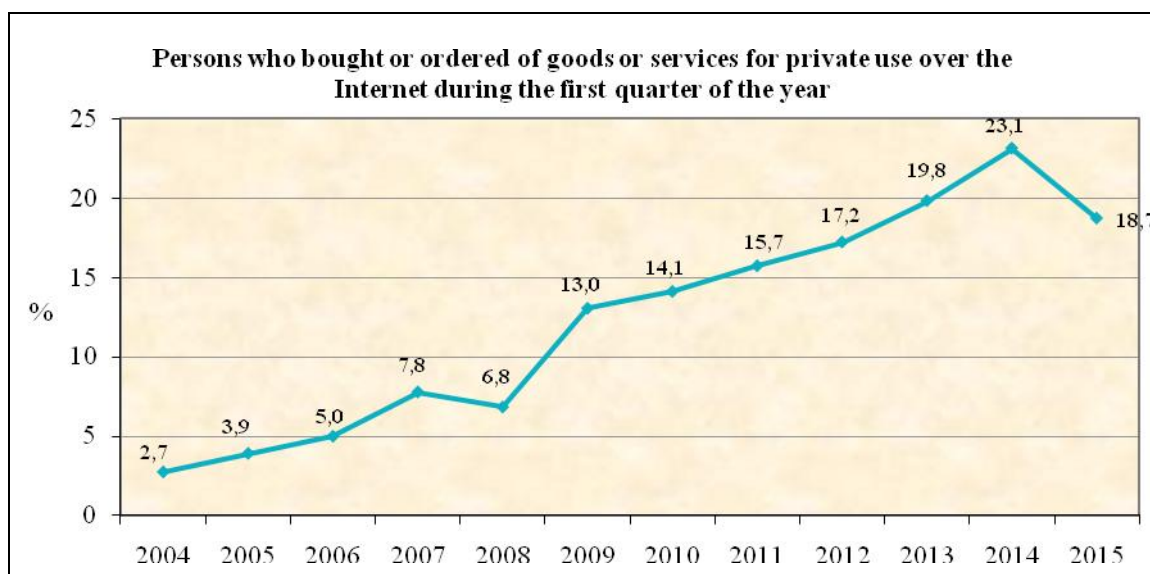


Among persons aged 16-74 who did not submit completed forms to public authorities or public services' websites, 18,2% argued that another person did it on behalf while 14,2% had other reason. It is worth noting that 63,1% stated that they did not have to submit any official forms.

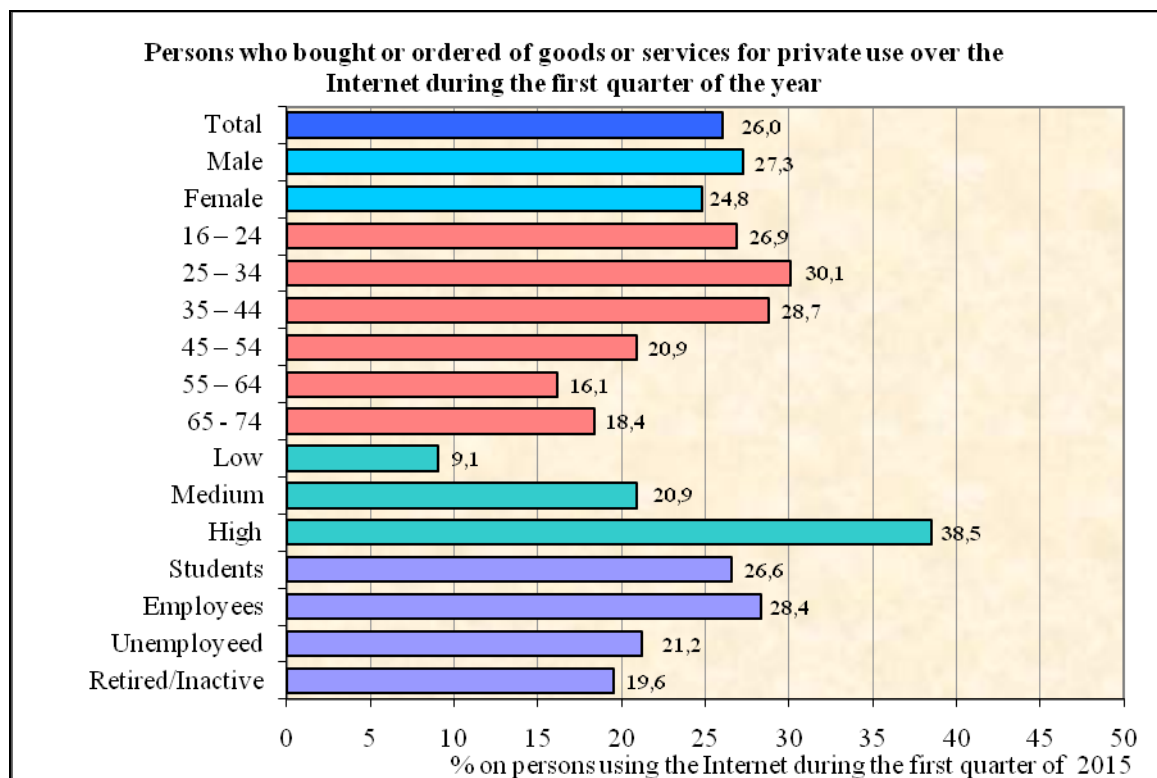


Use of e-Commerce

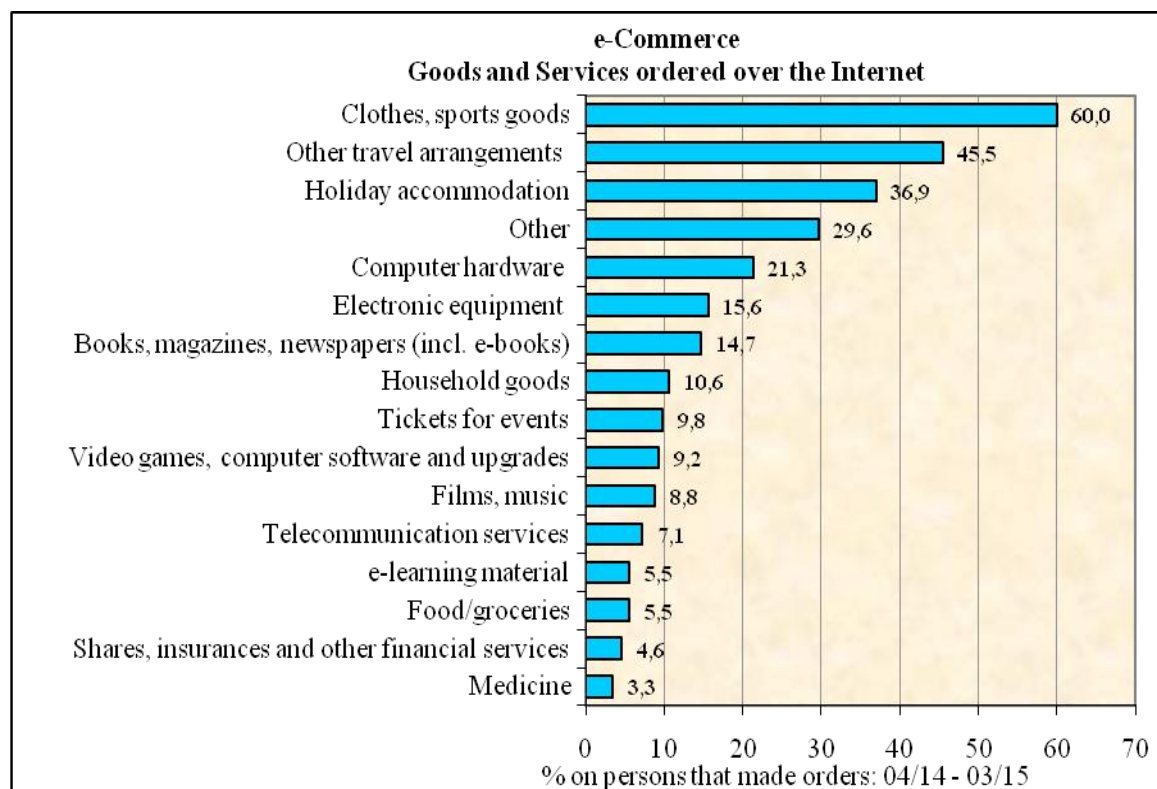
The percentage of individuals making online orders decreased to 18,7% in 2015 from 23,1% in 2014.



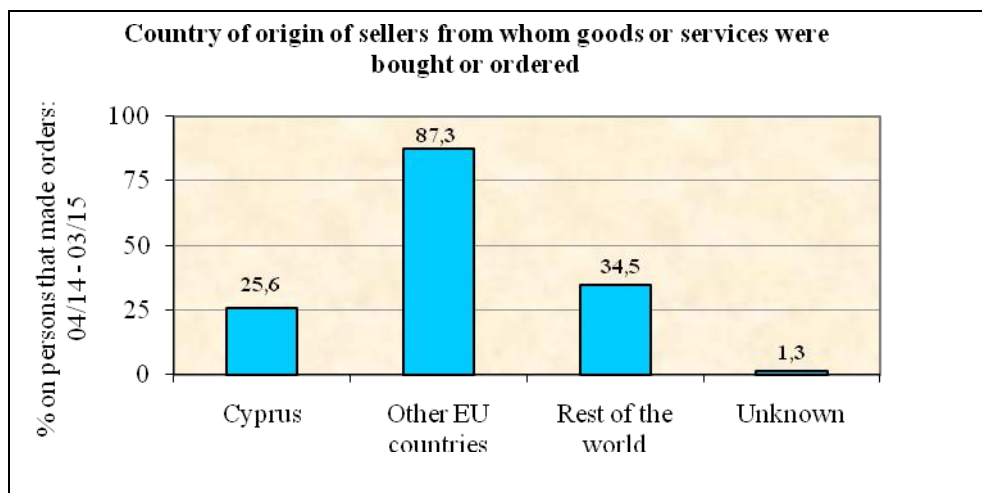
As we can see 26,0% of the population (16 – 74) that use the Internet in the first quarter of the year, bought or ordered goods or services for private use over the Internet. The gender, age, education level and occupation of a person seem to affect the e-commerce activity. Men are presented to buy or 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 and students buy or order goods and services for private use over the Internet more than unemployed person or retired/inactive person.



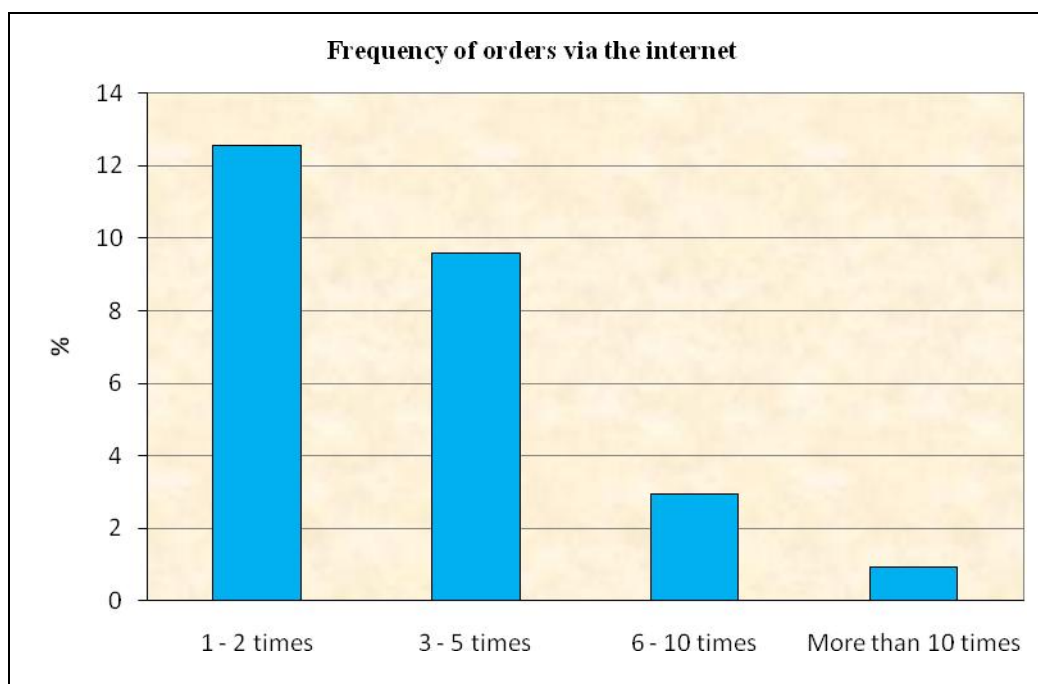
60% of the persons who ordered goods or services over the Internet in the last 12 months (April 2015 - March 2015), ordered *clothes or sports goods*, 45,5% *other travel arrangements* such as transport tickets, car hire etc. Third in consumers' preferences comes the category of *holiday accommodation* with percentage 36,9%.



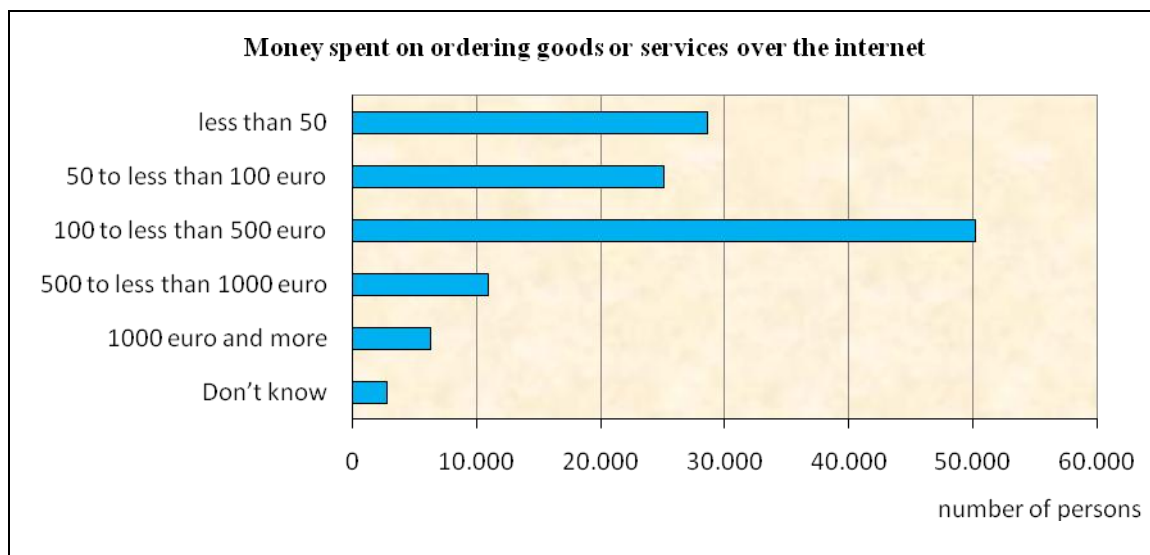
Among the people that bought or ordered goods or services for private use in the period April 2014 - March 2015 a significant percentage of 87,3% prefer sellers from other EU countries, 34,5% from the rest of the world and only 25,6% buy or order from sellers in Cyprus.



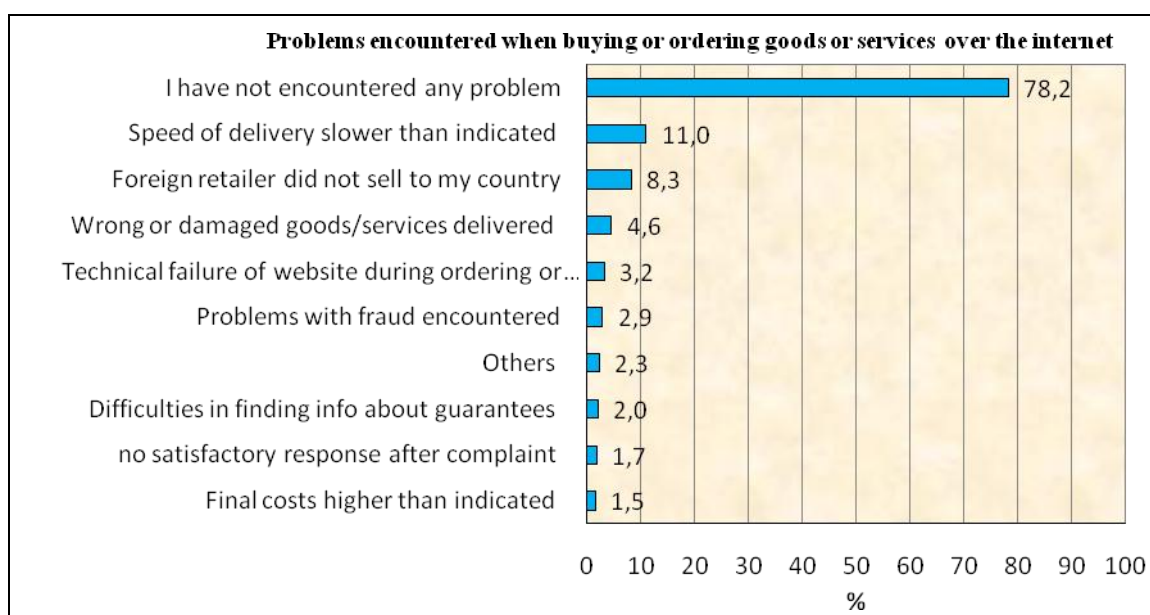
About 12% of persons that bought or ordered goods or services for private use ordered 1-2 times during the first quarter of 2015 and about 10% ordered 3-5 times.



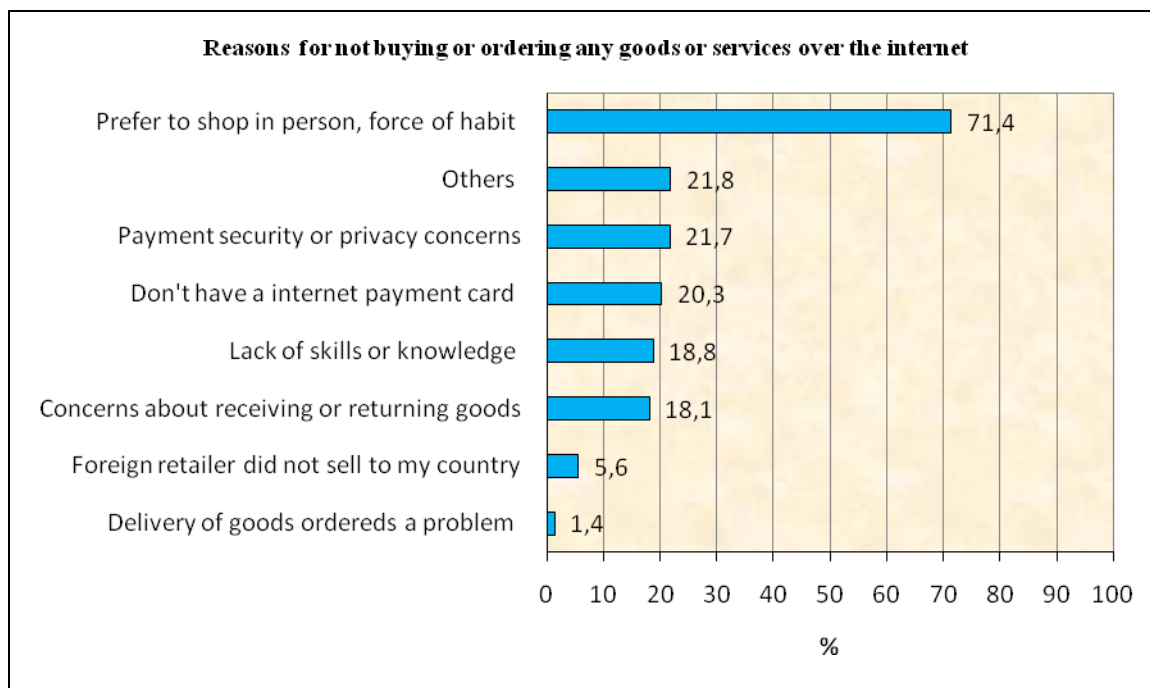
The following table shows the money spend on orders over the internet during the first quarter of 2015.



The main problem that persons experienced when using the internet for buying or ordering goods or services was the speed of delivery. 11,0% claim that the speed of delivery was slower than indicated. It is worth mentioning that 78,2% of persons buying over the internet did not face any problems.

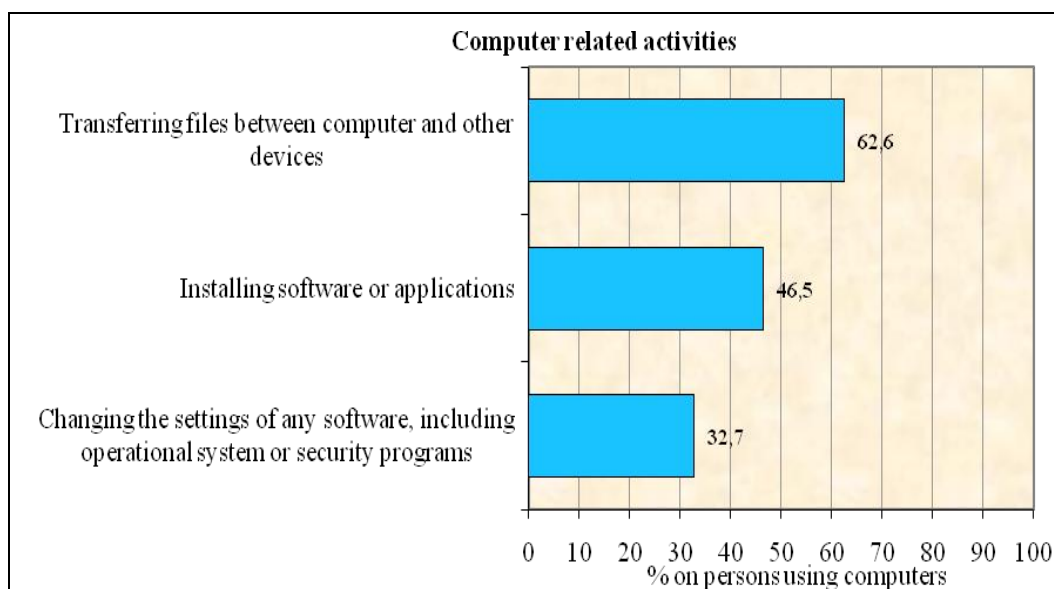


As it can be noted the main reason for not buying or ordering any goods or services via internet, is the preference to shop in person along with the force of habit (71,4%). 21,7% stated that they have payment security concerns and 20,3% do not have a payment card allowing them to pay over the Internet.

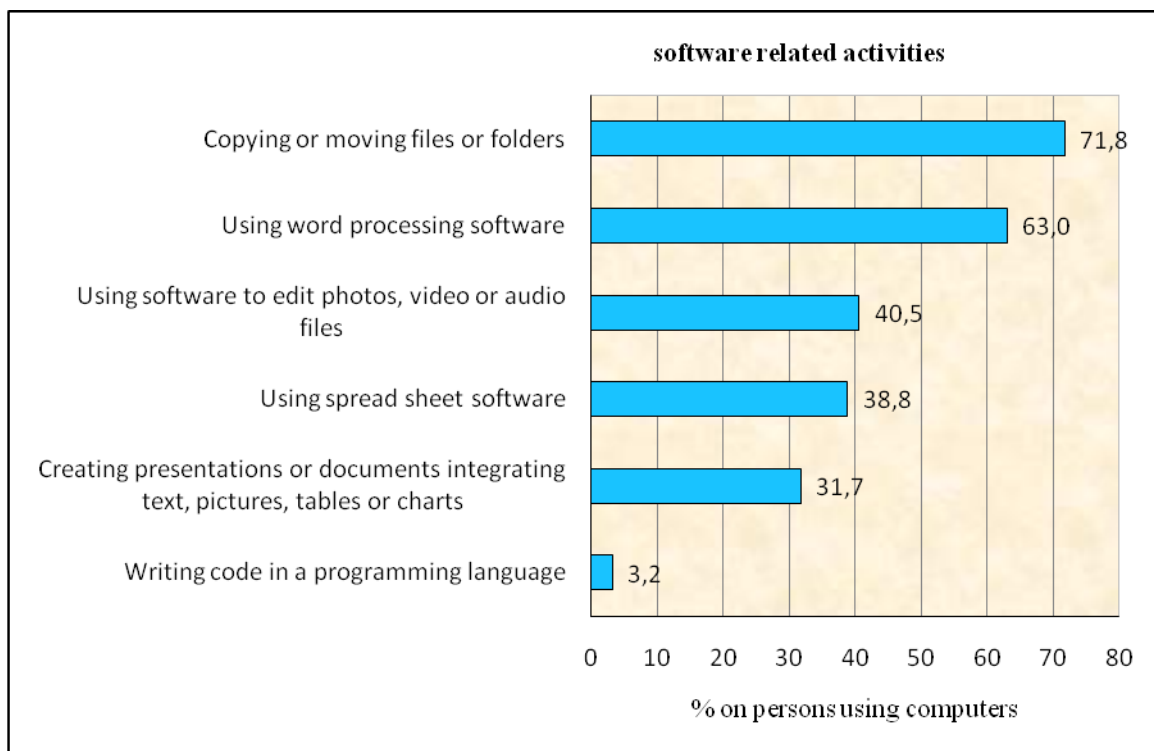


e-Skills

The majority of the persons that used computer, *transferred files between computer and other devices* (62,6%) while 46,5% *installed software or applications* and 32,7% *changed the settings of any software, including operational system or security programs*.

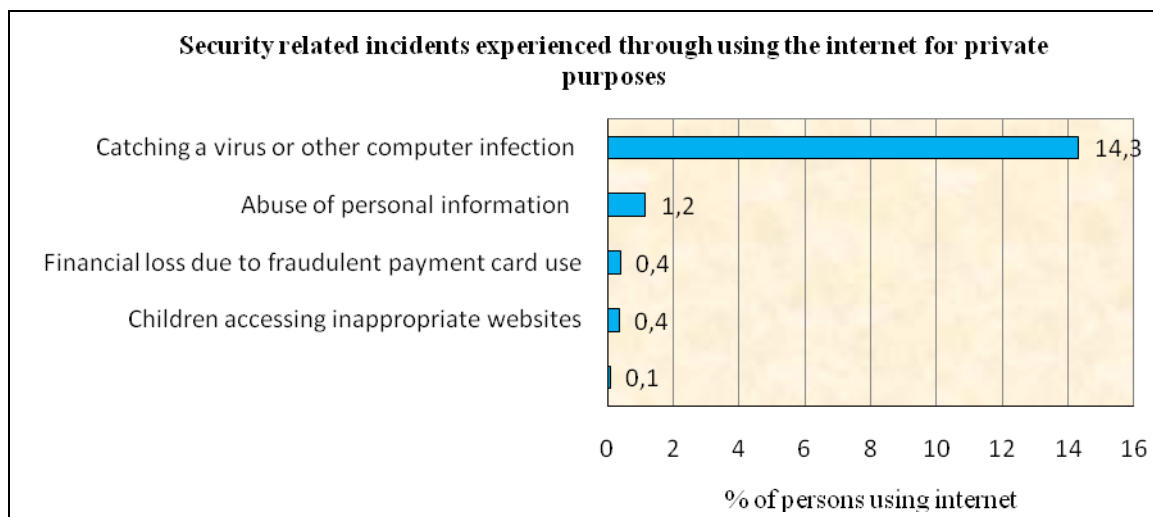


The most common software activities were *copying or moving files or folders* (71,8%) and *using word processing software* 63,0%. *Using software to edit photos, videos or audio files* and *using spread sheet software* follow with 40,5% and 38,8% respectively.



Internet Security

Among the people that used the internet for private purposes in the last 12 months 14,3% reported that they faced problems with virus or other computer infection.



The main security concern that limited activities among persons that used the internet for private purposes during the period April 2014 – March 2015 was the provision of personal information (13,9%). Ordering or buying goods or services for private use and carrying out banking activities follow with 9,6% and 8,7% respectively.

