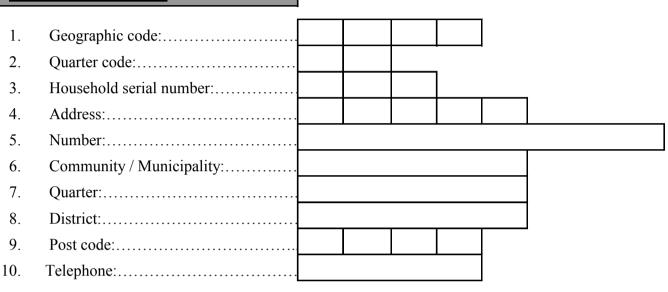


### STRICTLY CONFIDENTIAL

# SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2014

### **HOUSEHOLD DATA:**



#### **GENERAL INFORMATION:**

1. The aim of the survey is to collect data on the access to selected Information and Communication Technologies, the use of computers and the Internet, the reasons for using the Internet, the use of cloud computing services, on e-government and on e-Commerce.

2. The survey is based on the methodology and demands of the European Union.

3. The collection of data is carried out in accordance with the Statistics Law 15(I)/2000. The provision of information is compulsory and everyone included in the sample should cooperate with the enumerator.

4. All questions should be answered with the highest possible accuracy. If the requested information is not known then the best estimate should be provided.

5. The Statistical Service is bound by the Statistics Law to treat all information obtained as <u>STRICTLY</u> <u>CONFIDENTIAL</u>. Your responses will be used solely for statistical purposes.

G. Chr. Georgiou Director Statistical Service

# PERSONAL QUESTIONNAIRE

C	/1.1	
2		

Name:	7. <u>Employment</u>	
	Student	1
1. Gender	Employee	2
Male1	Self employed	3
Female2	Family worker	. 4
2. Birth Day	In compulsory military service	5
Day Month Year	Fulfilling domestic tasks (housewife)	6
	Unemployed	7
or	Retired	8
Age:	Of independent means	9
3. <u>Country of Birth</u>	Other inactive	10
	Child who has not been to school	11
4. <u>Country of Citizenship</u>	For employee or self employed (incl. family worker)	
	8a. Occupation	
5. Marital Status	<b>8b.</b> Permanent employment 1 Temporary employment	2
(a) Legal		
Married 1	8c. Full-time   1   Part-time	2
Unmarried	9. <u>Economic Activity</u>	
Widowed and not remarried	Agriculture, forestry and fishing	1
Widowed and not remarried    3      Divorced and not remarried    4	Agriculture, forestry and fishing Mining and quarrying, manufacturing and other industry	1
Divorced and not remarried	Mining and quarrying, manufacturing and other industry Construction Wholesale and retail trades, transport,	2
Divorced and not remarried	Mining and quarrying, manufacturing and other industry Construction	2
Divorced and not remarried	Mining and quarrying, manufacturing and other industry Construction Wholesale and retail trades, transport,	2
Divorced and not remarried	Mining and quarrying, manufacturing and other industry Construction Wholesale and retail trades, transport, accommodation and food service activities	2 3 4
Divorced and not remarried	Mining and quarrying, manufacturing and other industry Construction Wholesale and retail trades, transport, accommodation and food service activities Information and communication Financial and insurance activities	2 3 4 5 6
Divorced and not remarried	Mining and quarrying, manufacturing and other industry Construction Wholesale and retail trades, transport, accommodation and food service activities Information and communication	2 3 4 5
Divorced and not remarried	Mining and quarrying, manufacturing and other industry Construction Wholesale and retail trades, transport, accommodation and food service activities Information and communication Financial and insurance activities	2 3 4 5 6
Divorced and not remarried	Mining and quarrying, manufacturing and other industry         Construction         Wholesale and retail trades, transport,         accommodation and food service activities         Information and communication         Financial and insurance activities         Real estate activities         Business services         Public administration, defence, education,	2 3 4 5 6 7 8
Divorced and not remarried	Mining and quarrying, manufacturing and other industry         Construction         Wholesale and retail trades, transport,         accommodation and food service activities         Information and communication         Financial and insurance activities         Real estate activities         Business services	2 3 4 5 6 7
Divorced and not remarried	Mining and quarrying, manufacturing and other industry         Construction         Wholesale and retail trades, transport,         accommodation and food service activities         Information and communication         Financial and insurance activities         Real estate activities         Business services         Public administration, defence, education,	2 3 4 5 6 7 8
Divorced and not remarried	Mining and quarrying, manufacturing and other industry         Construction         Wholesale and retail trades, transport,         accommodation and food service activities         Information and communication         Financial and insurance activities         Real estate activities         Business services         Public administration, defence, education,         human health and social work activities	2 3 4 5 6 7 8 9
Divorced and not remarried	Mining and quarrying, manufacturing and other industry         Construction         Wholesale and retail trades, transport,         accommodation and food service activities         Information and communication         Financial and insurance activities         Real estate activities         Business services         Public administration, defence, education,         human health and social work activities	2 3 4 5 6 7 8 9

	MODULE A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES					
A1.	Do you or anyone in your household have access to any of the following type of					
	<u>computer</u> at home?		Yes	No		
	a) Desktop computer					
	b) Laptop computer					
	c) Netbook					
	d) Tablet					
	e) None of the above					
A2.	<b>Do you or anyone in your household have access to the Internet</b> <u>at</u> <u>home</u> ? (by any device)	Yes	$ \begin{array}{c} \mathbf{No} \\ \Box \\ \text{Go to} \rightarrow A5 \end{array} $	<b>Don't know</b> $\Box$ Go to $\rightarrow$ B1		
A3.	Which of the following devices do you use to access the Internet at ho	me?	Yes	No		
	a) Desktop computer					
	b) Portable computer (laptop, netbook, tablet)					
	c) Other mobile devices (mobile phone or smart phone, media or games e-book reader)	s player,				
	d) TV connected to the Internet (smart TV)					
	e) Games console (XBOX, PlayStation)					
	f) Don't know					
A4.	What types of Internet connections are used at home?		Yes	No		
	a) Fixed broadband connection (e.g. DSL, ADSL, VDSL, cable, optical satellite, public WiFi)	l fibre,				
	b) Mobile broadband connection (via mobile phone network, at least 30 e.g. UMTS, using SIM card or USB key, mobile phone or smart phot as a modem)					
	Other, narrowband connections					
	c) Dial-up access over normal telephone line or ISDN					
	d) Mobile narrowband connection (less than 3G, e.g. 2G+/GPRS, used phone or smart phone or modem in laptop)	by mobile				
Got	$o \rightarrow B1$					

A5.	What are the reasons for not having access to the Internet at home?	Yes	No
	a) Have access to Internet elsewhere		
	b) Don't need Internet (because not useful, not interesting etc.)		
	c) Equipment costs too high		
	d) Access costs too high (telephone, DSL subscription etc.)		
	e) Lack of skills		
	f) Privacy or security concerns		
	g) Broadband Internet is not available in the area		
	h) Other		

	The following modules are directed to individuals 16 - 74 old				
	PERSONAL QUESTIONNAIRE S/N OF ME	MBER:			
	MODULE B: USE OF COMPUTERS				
B1.	B1. When did you last use <u>a computer</u> (at home, at work or any other place)? (any type: desktop, laptop, netbook, tablet, excluding smart phones, PDA, games consoles, media players, e-book readers)				
	Within the last 3 months (The first quarter of 2014)				
	Between 3 months and a year ago (During the period April - December 2013)		So to $\rightarrow$ B3		
	More than 1 year ago (Before April 2013)		So to $\rightarrow$ B3		
	Never used one		So to $\rightarrow$ B3		
B2.	2. How often on average have you used <u>a computer</u> in the last 3 months (the first quarter of 2014)? (any type: desktop, laptop, netbook, tablet, excluding smart phones, PDA, games consoles, media players, e-book readers)				
	Every day or almost every day				
	At least once a week (but not every day)				
	Less than once a week				
B3.	Do you use any of the following type of telephone?	Yes	No		
	a) Mobile phone				
	b) Smart phone				
	c) None of the above				

	MODULE C: USE OF THE INTERNET			
C1.	<ol> <li>When did you last use <u>the Internet</u>?</li> <li>(via any device: desktop, laptop, netbook, tablet, as well as smart phones, games consoles, e-book readers)</li> </ol>			
	Within the last 3 months (The first quarter of 2014)			
	Between 3 months and a year ago (During the period April - December 2013)	G	to to $\rightarrow E1$	
	More than 1 year ago (Before April 2013)	G	to to $\rightarrow$ F1	
	Never used it	G	to to $\rightarrow$ G1	
C2.	How often on average did you use <u>the Internet</u> in the last 3 months (the first quarte (via any device: desktop, laptop, netbook, tablet, as well as smart phones, games console		lers)	
	Every day or almost every day			
	At least once a week (but not every day)			
	Less than once a week			
C3.	Did you use any of the following devices to access the Internet away from home or			
	work in the last 3 months (the first quarter of 2014)?	Yes	No	
	a) Mobile phone (or smart phone)			
	<u>if "Yes" to a)</u> $\rightarrow$ a1) via mobile phone network			
	$\rightarrow$ a2) via wireless network (e.g. WiFi)			
	b) Portable computer (e.g. laptop, tablet)			
	$\underline{if "Yes" to b} \rightarrow b1$ ) via mobile phone network, using USB key or SIM card or mobile phone or smart phone as modem			
	$\rightarrow$ b2) via wireless network (e.g. WiFi)			
	c) Other devices (e.g. PDA, media player, games console etc.)			
	d) I didn't access the Internet via any mobile device away from home or work		·	

	C4. For which of the following activities did you use the Internet in the last 3 months (the first quarter of 2014) for private purpose?				
Com	Communication Yes No				
	a)	Sending / receiving e-mails			
	b)	Telephoning over the Internet / video calls (via webcam) over the Internet (using applications e.g. Skype, Facetime)			
	c)	Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter etc.)			
Acces	ss to	information	Yes	No	
	d)	Reading online news / newspapers / news magazines			
	e)	Finding information about goods or services			
Use o	f ent	<u>tertainment</u>	Yes	No	
	f)	Listening to web radio			
	g)	Playing or downloading games, images, films or music			
		if "Yes" to g) $\rightarrow$ h) Playing networked games with other persons			
Creat	tivity	Z	Yes	No	
	i)	Uploading self-created content (text, photos, music, videos, software etc.) to any website to be shared			
	j)	Creating websites or blogs			
<u>e-Hea</u>	alth		Yes	No	
	k)	Making an appointment with a practitioner via a website (e.g. of a hospital or a health care centre)			
Othe	r on-	line services	Yes	No	
	1)	Using services related to travel or travel related accommodation			
	m)	Selling of goods or services, e.g. via auctions (e.g. eBay)			
	n)	Internet Banking			

	MODULE D: USE OF CLOUD SERVICES			
	<b>Use of cloud services</b> refers to the use of Internet services for <b>storing files</b> for private purpose. These services offer the possibility to store on a server accessible over the Internet. Many of the files with others.			
	For respondents who answered "Within the last 3 months" to C1			
D1.	Did you use storage space on the Internet to save documents, pictures, music, video or other files (e.g. Google Drive, Dropbox, Windows Onedrive/ Skydrive, iCloud, Amazon Cloud Drive)?	Yes	No	
D2.	When sharing documents, pictures or other files electronically, which of the following did you use?	Yes	No	
	a) e-mails with attached files			
	b) Personal websites (e.g. blogs) or social networking sites (e.g. Facebook)			
	<ul> <li>c) Storage space on the Internet (e.g. Dropbox, Windows Onedrive/Skydrive, Google Drive) or file sharing services (e.g. Picasa, Flickr)</li> </ul>			
	d) Other means not using Internet (e.g. USB stick, DVD, Bluetooth)			
	e) None, did not share files			
If "	Yes" to D1) or "Yes" to D2c) $\rightarrow$ Go to D3, otherwise Go to $\rightarrow$ D7			
D3.	Did you use Internet storage space to save or share the following?	Yes	No	
	a) Texts (e.g. Word files), spreadsheets (e.g. Excel files) or electronic presentations (e.g. PowerPoint)			
	b) Photos			
	c) e-books or e-magazines			
	d) Music			
	e) Videos (incl. films, TV programmes)			
	f) Other			
D4.	Have you paid for Internet storage or file sharing services?	Yes	No	
D5.	What are the reasons for using Internet storage space to save or share files?	Yes	No	
	a) Possibility to use files from several devices or locations			
	b) Possibility to use larger memory space			
	c) Protection against data loss			
	d) Possibility to share files with other persons easily			
	e) Access to large libraries of music, TV programmes or films			

D6.	D6. When using storage space on the Internet or file sharing services, have you			
	experienced any of the following problems?	Yes	No	
	a) Slow speed of access or use			
	b) Incompatibility between different devices or file formats			
	c) Technical server problems, e.g. unavailability of the service			
	d) Disclosure of data to third parties due to security problems or breach			
	e) Unauthorised use of personal information by service provider			
	f) Terms and conditions of service provider ambiguous or difficult to understand			
	g) Difficulties moving files from one service provider to another			
	h) No problems were faced			
Go t	$0 \rightarrow D9$			
D7.	Were you aware of the existence of services providing storage space on the Internet?	Yes	No	
	(For respondents who answered "No" to D1) and "No" to D2c))			
			Go to $\rightarrow$ D9	
<b>D8</b> .	What are the reasons for not using services providing storage space on the Internet?	Yes	No	
	a) Save files on own devices, e-mail account or rarely / never save files			
	b) Share files using other ways (e-mail, social media, USB stick) or not share files online with others at all			
	c) Lack of knowledge about how to use such storage space			
	d) Concerns about security or privacy			
	e) Concerns about reliability of service providers			
D9.	Have you used software run over the Internet for editing text documents,	X7	N.	
	spreadsheets or presentations, e.g. Google Docs, Office 365?	Yes	No	
<b>D</b> 10				
D10.	Have you used software run over the Internet for editing pictures or videos, e.g. Picasa, WeVideo, JW Player?	Yes	No	
D11				
DII.	Have you used services over the Internet for playing music or video files uploaded or saved in Internet storage space, e.g. Amazon Cloud Player, iTunes in the Cloud	Yes	No	
	(iCloud), Google Play Music?			
	(iCloud), Google I lay Music:			

<ul> <li>Use of e-government refers to electronic contacts via the Internet with public authorities and some public services.</li> <li>Contacts through manually typed e-mails should be excluded.</li> <li>Contact and interaction with public authorities and public services include websites concerning citizen obligations,</li> <li>(e.g. tax declaration, notification of moving), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (e.g. public libraries, information on the enrolment in schools or universities),</li> <li>public health services (e.g. services of public hospitals).</li> </ul>				
For respondents who didn't answer "More than 1 year ago" or "Never used it"	to C1			
E1. Did you contact or interact with public authorities or public services over the Internet for private purposes in the last 12 months (April 2013 - March 2014) for the following activities? Includes websites concerning citizen obligations (e.g. tax declaration, notification of moving), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (e.g. public libraries, information on the enrolment in public schools or university), public health services (e.g. services of public hospitals). (Excludes manually typed e-mails)				
	Yes	No		
a) Obtaining information from web sites				
b) Downloading official forms				
c) Submitting completed forms				
If "No" to E1c) $\rightarrow$ Go to E2, otherwise Go to $\rightarrow$ F1				
E2. What were the reasons for not submitting completed forms to public authorities' websites for private purposes in the last 12 months (April 2013 - March 2014)? (For respondents who answered "No" to E1c)	websites for private purposes in the last 12 months (April 2013 - March 2014)?			
a) Did not have to submit official forms at all	$\Box$ Go to $\rightarrow$ F1			
b) There was no such website service available				
c) Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)				
d) Concerns about protection and security of personal data				
e) Lack of or problems with electronic signature or electronic ID/certificate (required for authentication/using the service)				
<ul> <li>f) Another person did it on my behalf (e.g. consultant, tax advisor, relative or family member)</li> </ul>				
g) Other reason				

**MODULE E: USE OF E-GOVERNMENT** 

	MODULE F: USE OF THE E-COMMERCE			
	Use of e-commerce refers to the purchase of goods and services over the Internet for <b>private use</b> via any device (desktop, portable or handheld, including mobile or smart phone). Purchases refer to ordering goods or services for which payment is required but the payment does not have to be online. Orders via manually typed e-mails, SMS or MMS should be excluded.			
	For respondents who didn't answer "Never used it" to C1			
F1.	When did you last buy or order goods or services for private use over the Internet? (excluding manually typed e-mails, SMS, MMS) (via any device: desktop, portable or handheld, including mobile or smart phones)			
	Within the last 3 months (The first quarter of 2014)			
	Between 3 months and a year ago (During the period April - December 2013)		$0 \rightarrow G1$	
	More than 1 year ago (Before April 2013)			
	Never bought or ordered	Got	$0 \rightarrow G1$	
F2.	What types of goods or services did you buy or order over the Internet for private use in the last 12 months (April 2013 - March 2014)?			
		Yes	No	
	a) Food or groceries			
	b) Household goods (e.g. furniture, toys etc.)			
	c) Medicine			
	d) Clothes, sports goods			
	e) Computer hardware (e.g. external hard disks, graphic cards)			
	f) Electronic equipment (incl. cameras)			
	g) Telecommunication services (e.g. TV, broadband subscriptions, fixed line or mobile phone subscriptions, uploading money on prepaid phone cards etc.)			
	h) Share purchases, insurance policies and other financial services			
	i) Holiday accommodation (hotel etc.)			
	j) Other travel arrangements (transport tickets, carhire etc.)			
	k) Tickets for events			
	l) Films, music			
	m) Books, magazines, newspapers (incl. e-books)			
	n) e-learning material			
	o) Video games software, other computer software and software upgrades			
	p) Other			
	respondents who answer "Yes" to F2 l), m), n), or o) Go to $\rightarrow$ F3 respondents who answer "No" to F2 l), m), n), and o) Go to $\rightarrow$ F4			

F3.	3. Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post?			
	(If <b>"Yes"</b> to F2 l), m), n) or o))	Yes	No	
	a) Films, music			
	b) (Electronic) books, magazines, newspapers, e-learning material			
	c) Computer software (incl. computer and video games and software upgrades)			
F4.	From whom did you buy or order goods or services for private purpose over the			
	Internet in the last 12 months (April 2013 - March 2014)?	Yes	No	
	a) Sellers from Cyprus			
	b) Sellers from other EU countries			
	c) Sellers from the rest of the world			
	d) Country of origin of sellers is not known			
F5.	How did you pay for goods or services ordered over the Internet for private use in the			
	last 12 months (April 2013 - March 2014)?	Yes	No	
	a) Provided credit or debit card details, over the Internet			
	b) Provided pre-paid card or pre-paid account details over the Internet			
	c) Electronic bank transfer via Internet banking			
	d) Payment not via Internet (in cash, via ordinary bank transfer etc.)			

	MODULE G: E-SKILLS							
	For respondents who didn't answer "Never used one" to B1							
G1.	1. Which of the following computer related activities have you ev	Yes	No					
	a) Copying or moving a file or folder							
	b) Using copy and paste tools to duplicate or move information	within a document						
	c) Using basic arithmetic formulas in a spreadsheet							
	d) Compressing (or zipping) files							
	e) Connecting and installing new devices (e.g. modem, printer)							
	f) Writing a computer program using a specialised programmin	g language						
	g) Transferring files between computer and other devices (from mobile phone, mp3/mp4 player)	digital camera or from/to						
	<ul> <li>h) Modifying or verifying the configuration parameters of softw (except Internet browsers)</li> </ul>	are applications						
	<ul> <li>i) Creating electronic presentations with presentation software ( e.g. images, sound, video or charts</li> </ul>	e.g. slides) including						
	j) Installing a new or replacing an old operating system							
	k) None of the above			]				

## **REASONS FOR NOT COMPLETING THE QUESTIONNAIRE:**

1.	The household refuses to cooperate
2.	The household is absent for long period
3.	The house has been demolished
4.	The house is empty
5.	The house is inhabited temporarily by individuals who live permanently in other place
6.	The house is used for non housing reasons
7.	The house can not be located
8	Other reasons (specify):

# NOTES:


# ENUMERATOR'S INFORMATION:

Enumerator's name:
Enumerator's code:
Date of interview:
Time needed to fill out this questionnaire:

### FOR OFFICIAL USE ONLY:

Code of the person who checked the questionnaire: .....