File No.: 05.27.006.024.002

CONFIDENTIAL

STATISTICAL SERVICE
1444 NICOSIA

SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2018

HOUSEHOLD DATA:

1. Geographic code:……………………
2. Quarter code:………………………
3. Household serial number:……………
4. Address:……………………………
5. Number:……………………………
6. Community / Municipality:…………
7. Quarter:……………………………
8. District:……………………………
9. Post code:…………………………
10. Telephone:…………………………

GENERAL INFORMATION:

1.   The aim of the survey is to collect data on the access to selected Information and Communication Technologies, the use of the Internet, use of e-Government, e-Commerce, Trust, Security and Privacy, ICT usage at work and digital skills.

2.   The survey is conducted following the European Commission Regulation 808/2004.

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 **CONFIDENTIAL**. Your responses will be used solely for statistical purposes.

S. Karagiorgis
Director
Statistical Service

April 2018

PERSONAL QUESTIONNAIRE

S/N [ ]

Name:

_ _

1. Gender

Male……….…………………………...	1
Female....................................	2

2. Birth Day

Day	Month	Year
[ ][ ]	[ ][ ]	[ ][ ][ ][ ]

or

Age: …………………………….. [ ][ ]

3. Country of Birth

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ [ ][ ]

4. Country of Citizenship

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ [ ][ ]

5. Marital Status

(a) Legal

Married ………….…….………………	1
Unmarried ……………….......…………	2
Widowed and not remarried ………….	3
Divorced and not remarried ………….	4

(b) "De facto"

Person living in a consensual union ….	1
Person not living in a consesual union .	2

6. Educational Level (completed on 31/3/2018)

Did not complete any education level ..	0
Primary school …………………………	1
Lower secondary school ………………	2
Upper secondary school ………………	3
Post secondary non-tertiary (< 2 years)	4
Short-cycle tertiary (2-3 years) ………	5
University (Bachelor) …………………	6
University (Master)……………………	7
University (PhD) ……………………	8

7. Employment

Student ………………………………………	1
Employee …………………………………	2
Self employed……………………………	3
Family worker …………………………	4
In compulsory military service ………………	5
Fulfilling domestic tasks (housewife) ………	6
Unemployed …………………………………	7
Retired ………………………………………	8
Of independent means …………………………	9
Other inactive ……………………………	10
Child who has not been to school ……………	11

For employee or self employed (incl. family worker)

8a. Occupation

_ _

8b Permanent employment [1] Temporary employment [2]

8c. Full-time [1] Part-time [2]

9. Economic Activity

Agriculture, forestry and fishing ……………	1
Mining and quarrying, manufacturing and other industry………………………………	2
Construction ……………..………………..	3
Wholesale and retail trades, transport, accommodation and food service activities ….	4
Information and communication ……………	5
Financial and insurance activities …………	6
Real estate activities ……...…………………	7
Business services ……………..……………	8
Public administration, defence, education, human health and social work activities	9
Other service activities ………………………	10

MODULE A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

		Yes	No
A1.	**Do you or anyone in your household have access to a computer at home?** (any type: desktop, laptop, netbook, tablet, excluding smart phones)	☐	☐ *Go to → A3*

		Yes	No
A2.	**Do you or anyone in your household have access to any of the following type of <u>computer</u> at home?**		
	a) Desktop computer	☐	☐
	b) Laptop computer	☐	☐
	c) Netbook	☐	☐
	d) Tablet	☐	☐
	e) None of the above	☐	

		Yes	No	Don't know
A3.	**Do you or anyone in your household have access to the Internet <u>at home</u>?** (by any device)	☐	☐ *Go to → B1*	☐ *Go to → B1*

		Yes	No
A4.	**What types of Internet connections are used at home?**		
	Broadband connections		
	a) Fixed broadband connection (e.g. DSL, ADSL, VDSL, cable, optical fibre, satellite, public WiFi connections)	☐	☐
	b) Mobile broadband connection (via mobile phone network, at least 3G, e.g. UMTS, using SIM card or USB key, mobile phone or smart phone as 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, using (SIM) card or USB key, mobile phone or smart phone as modem)	☐	☐

Go to →B1

The following modules are directed to individuals 16 - 74 old		
PERSONAL QUESTIONNAIRE	**S/N OF MEMBER:**	

MODULE B: USE OF THE INTERNET

B1. When did you last use <u>the Internet</u>?

(via any device: desktop, laptop, netbook, tablet, as well as smart phones, games consoles, e-book readers)

a) Within the last 3 months (The first quarter of 2018)	☐	*Go to → B2*
b) Between 3 months and a year ago (During the period April - December 2017)	☐	*Go to → B6*
c) More than 1 year ago (Before April 2017)	☐	*THE END*
d) Never used it (end of the interview)	☐	*THE END*

B2. How often on average did you use <u>the Internet</u> in the last 3 months (the first quarter of 2018)?
(via any device: desktop, laptop, netbook, tablet, as well as smart phones, games consoles, e-book readers)

a) Every day or almost every day	☐	*Go to →B2.1*
b) At least once a week (but not every day)	☐	*Go to → B3*
c) Less than once a week	☐	*Go to → B3*

	Yes	No
B2.1 Did you use the internet several times during the day?	☐	☐

B3. On which of the following devices did you use the internet in the last 3 months (the first quarter of 2018)?

	Yes	No
a) Desctop computer	☐	☐
b) Laptop	☐	☐
c) Tablet	☐	☐
d) Mobile phone or smart phone	☐	☐
e) Other mobile devices (e.g. media or games player, e-book reader, smart watch)	☐	☐

B4. Did you use any of the following mobile devices to access the internet away from home or work in the last 3 months (the first quarter of 2018)?

	Yes	No
a) Mobile phone or smart phone	☐	☐
b) Laptop	☐	☐
c) Tablet	☐	☐
d) Other devices (e.g. media or games player, e-book reader, smart watch)	☐	☐
e) I didn't access the internet via any mobile device away from home or work	☐	☐

B5.	**For which of the following activities did you use the Internet in the last 3 months (the first quarter of 2018) for private purpose?**		
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, Instagram, Snapchat etc.)	☐	☐
Access to information		**Yes**	**No**
	d) Finding information about goods or services	☐	☐
Use of entertainemt		**Yes**	**No**
	e) Listening to music (e.g. web radio, music streaming)	☐	☐
	f) Watching Internet streamed TV (live or catch-up) from TV broadcasters	☐	☐
	g) Watching Video on demand from commercial services (e.g. Netflix)	☐	☐
	h) Watching video content from sharing services (e.g. YouTube)	☐	☐
	i) Playing or downloading games	☐	☐
eHealth		**Yes**	**No**
	j) Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)	☐	☐
	k) Making an appointment with a practitioner via a website or apps (e.g. of a hospital or a health care centre)	☐	☐
Other on-line services		**Yes**	**No**
	l) Selling of goods or services, e.g. via auctions (e.g. eBay)	☐	☐
	m) Internet Banking	☐	☐

	Yes	No
B5.1 Did you use storage space on the Internet (cloud computing) to save documents, pictures, music, video or other files for private purposes in the last 3 months (the first quarter of 2018), e.g. Google Drive, Dropbox, Windows One Drive (formerly Skydrive), iCloud, Amazon Cloud Drive?	☐	☐

		Yes	No
B6. Have you used any website or app to arrange an accommodation (a room, apartment, house, holiday cottage, etc.) from another private individual in the last 12 months (April 2017 - March 2018)? *(For respondents who answered "yes" to B1a or B1b)*			
a)	Yes, intermediary websites or apps dedicated to arranging accomondation such as AIRBNB	☐	☐
	If "yes" to B6a specify which website		
b)	Yes, other websites or apps (including social networks)	☐	☐
c)	No, I have not	☐	☐

		Yes	No
B7. Have you used any website or app to arrange a transport service (e.g. by car) from another private individual in the last 12 months (April 2017 - March 2018)?			
a)	Yes, intermediary websites or apps dedicated to arranging transport services	☐	☐
	If "yes" to B7a specify which website		
b)	Yes, other websites or apps (including social networks)	☐	☐
c)	No, I have not	☐	☐

	Yes	No
B8. Have you obtained paid work by using an intermediary website or apps (e.g. Upwork, TaskRabbit, Freelancer, Amazon Mechanical Turk) in the last 12 months (April 2017-March 2018)? *Websites of employment agencies are excluded*	☐ *Go to → B8.1*	☐ *Go to →C1*

B8.1 Could you please specify if the income of this work is:	
a) the main source of your income	☐
b) an additional source of income	☐

MODULE C: USE OF E-GOVERNMENT

Use of e-government refers to electronic contacts via the Internet with public authorities and some public services. **Contacts through manually typed e-mails should be excluded.**

Contact and interaction with public authorities and public services include 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 schools or universities), public health services (e.g. services of public hospitals).

For respondents who didn't answer "More than 1 year ago" or "Never used it" in Question B1

C1. Did you contact or interact with public authorities or public services over the Internet for private purposes in the last 12 months (April 2017 - March 2018) 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 websites or apps	☐	☐
b) Downloading/printing official forms	☐	☐
c) Submitting completed forms online	☐ *Go to → D1*	☐ *Go to → C2*

C2. What were the reasons for not submitting completed forms to public authorities' websites or apps for private purposes in the last 12 months (April 2017 - March 2018)?

	Yes	**No**
a) Did not have to submit official forms at all	☐ *Go to → D1*	☐
b) There was no such online service available	☐	☐
c) Lack of skills or knowledge (e.g. did not know how to use website or it was too complicated to use)	☐	☐
d) Concerns about protection and security of personal data	☐	☐
e) Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)	☐	☐
f) Other reason	☐	☐

If "yes" to C2f specify the reason: ---

MODULE D: USE OF THE E-COMMERCE

Use of e-commerce refers to the purchase of goods and services over the Internet for **private use** 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.
Orders via websites or apps should be considered.

For respondents who didn't answer "More than 1 year ago" or "Never used it" in Question B1

D1. **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 2018)	☐	
Between 3 months and a year ago (During the period April - December 2017)	☐	
More than 1 year ago (Before April 2017)	☐	*Go to → D6*
Never bought or ordered	☐	*Go to → D6*

D2. **What types of goods or services did you buy or order over the Internet for private use in the last 12 months (April 2017 - March 2018)?**

		Yes	No
a)	Food or groceries	☐	☐
b)	Household goods (e.g. furniture, toys etc; excluding consumer electronics)	☐	☐
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)	Holiday accommodation (hotel etc.)	☐	☐
i)	Other travel arrangements (transport tickets, car hire etc.)	☐	☐
j)	Tickets for events	☐	☐
k)	Films, music	☐	☐
l)	Books, magazines, newspapers	☐	☐
m)	e-learning material	☐	☐
n)	Video games software, other computer software and software upgrades	☐	☐
o)	Other	☐	☐

D3.	**From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months (April 2017 - March 2018)?**		
		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	☐	☐

If yes to D1a go to D4, otherwise go to D6

D4a. How many times did you order or buy goods or services over the Internet for private use in the last 3 months (the first quarter of 2018)?

(For respondents who answered "Within the last 3 months" in question D1)

Please provide an estimate: …...……..**times**

D4b. or choose one of the following:

1 - 2 times	☐
3 - 5 times	☐
6 - 10 times	☐
More than 10 times	☐

D5a. How much as an estimate did you spend buying or ordering goods or services over the Internet (excluding shares or other financial services) for private use in the last 3 months (the first quarter of 2018)?

(For respondents who answered "Within the last 3 months" in question D1)

Please provide an estimate: €…...……..

D5b. or choose one of the following:

Less than 50 euro	☐
50 to less than 100 euro	☐
100 to less than 500 euro	☐
500 to less than 1000 euro	☐
1000 euro and more	☐
Don't know	☐

D6.	**Did you carry out any of the following financial activities over the internet (excluing e-mail) for private purposes in the last 12 months (April 2017 - March 2018)?**		
	(For respondents who answered yes to "Within the last 3 months" in question B1)	**Yes**	**No**
	a) Buying or selling shares, bonds, funds or other investment services	☐	☐
	b) Buying or renewing existing insurance policies, including those offered as a package together with another service (e.g. travel insurane offered together with a plane ticket)	☐	☐
	c) Taking a loan or mortage or arranging credit from banks or other financial providers	☐	☐

MODULE E: TRUST, SECURITY AND PRIVACY

For respondents who didn't answer "More than 1 year ago" or "Never used it" in question B1

E1. Have you used the following identification procedures for online services (e.g. online banking, public services, ordering or buying goods or services online) for private purposes in the last 12 months (April 2017- March 2018)?	Yes	No
a) Simple login with username and password	☐	☐
b) Social media login used for other services	☐	☐
c) A security token	☐	☐
d) Electronic identification certificate or card used with a card reader	☐	☐
e) Procedure involving your mobile phone (a code received via a message)	☐	☐
f) Single use pin code list (plastic card with codes, scratch codes, etc.) or random characters of a password	☐	☐
g) Other electronic identification procedure	☐	☐
h) I have not used any electronic identification procedure	☐	☐

	Yes	No
E2. Do you use a smartphone for private purposes?	☐	☐
		Go to → Q1

E3. Does your smartphone have any kind of security software or service like antivirus, antispam or firewall?	Yes	No
a) Yes, installed automatically or provided with the operating system	☐	☐
b) Yes, I installed it or subscribed to it or somebody else did it	☐	☐
c) No	☐	☐
d) I do not know	☐	☐

E4. Have you ever lost information, documents, pictures or other kind of data on your smartphone as a result of a virus or other hostile type of programs?	Yes	No
a) Yes	☐	☐
b) No	☐	☐
c) I do not know	☐	☐

E5. When using or installing an application (app) on your smartphone, have you restricted or refused access to your personal data (e.g. your location, contact list)?	Yes	No
a) Yes, at least once	☐	☐
b) No	☐	☐
c) I did not know it was possible	☐	☐
d) Not applicable (I do not use applications)	☐	☐

MODULE Q: ICT USAGE AT WORK		
The folowing questions concern the usage of information and communication technologies (computers and the internet) for your working activities. In case of multiple activities, please always refer to your **main paid job.**		
For respondents who answered 2 or 3 or 4 (employee, or self employed or family worker) in Question 7 of the personal questionnaire		
For respondents who didn't answer "More than 1 year ago" or "Never used it" in Question B1		

		Yes	No
Q1.	**Do you use computers, laptops, smartphones, tablets or other portable devices at work?**	☐ *Go to → Q3*	☐
Q2.	**Do you use other computerised equipment or machinery such as those used in production lines, transportation or other services (including handheld devices such as those used for stock control) at work?**	☐ *Go to → Q4*	☐ *Go to → R1*

Q3. Do you carry out any of the following activities in your work at least once per week?

	Yes	No
a) Exchange e-mails or enter data into databases	☐	☐
b) Create or edit electronic documents	☐	☐
c) Use social media for work	☐	☐
d) Use of applications to receive tasks or instructions (excluding e-mails)	☐	☐
e) Use of occupational specific software (e.g. for design, data analysis, processing, etc.)	☐	☐
f) Develop or maintain IT systems or software	☐	☐
g) I do not carry out any of the listed activities in my work at least once per week	☐	☐

		Yes	No
Q4.	**Have your main job tasks changed as a result of the introduction of new software or computerised equipment in the last 12 months (April 2017- March 2018)?**	☐	☐
Q5.	**Did you have to learn how to use new software or computerised equipment for your job in the last 12 months (April 2017- March 2018)?**	☐	☐
Q6.	**Have you been involved in choosing, modifying or testing the software or computerised equipment you use at work in the last 12 months (April 2017- March 2018)?**	☐	☐

Q7. Which of the following statements best describes your skills relating to the use of computers, software or applications at work?
(tick only one)

a) I need further training to cope well with my duties	☐
b) My skills correspond well with my duties	☐
c) I have the skills to cope with more demanding duties	☐

Q8.	Has the usage of computers, laptops, smartphones, or other computerised equipment at work changed any of the following characteristics of your work in the last 12 months (April 2017 - March 2018)?			
	(tick all that apply)	*Increase*	*Decrease*	*No relevant change*
	a) The time spent on repetitive tasks	☐	☐	☐
	b) The independence in organising my tasks	☐	☐	☐
	c) The monitoring of my performance at work	☐	☐	☐
	d) Time spent on aquiring new skills needed for work	☐	☐	☐
	e) The ease of collaboration with colleagues or business partners	☐	☐	☐
	f) The amount of irregular working hours (night,week-end,shift work)	☐	☐	☐

Q9.	How often did you work from home in the last 12 months (April 2017 - March 2018)? *(tick one)*	
	a) Every day or almost every day	☐
	b) At least once a week (but not every day)	☐
	c) Less than once a week	☐
	d) Never	☐ *Go to → Q10*

		Yes	No
Q9.1	When working from home, did you use the Internet for your job?	☐	☐

Q10.	How often did you work at an external site (e.g. construction site, agricultural field, other public/private spaces) or on the move (e.g. in a vehicle) in the last 12 months (April 2017 - March 2018)? *(tick one)*	
	a) Every day or almost every day	☐
	b) At least once a week (but not every day)	☐
	c) Less than once a week	☐
	d) Never	☐ *Go to → R1*

		Yes	No
Q10.1	When working at an external site or on the move did you use laptops, smartphones, tables or other portable devices for your job?	☐	☐

MODULE R: DIGITAL SKILLS		
For respondents who didn't answer "More than 1 year ago" or "Never used it" in question B1		
R1. Have you carried out any of the following learning activities to improve your skills relating to the use of computers, software or applications in the last 12 months (April 2017 - March 2018)?	**Yes**	**No**
a) Free online training or self-study	☐	☐
b) Training paid by youself	☐	☐
c) Free training provided by public programs or organisations (other than your employer)	☐	☐
d) Training paid or provided by your employer	☐	☐
e) On-the- job training (e.g. co-workers, supervisors)	☐	☐
R2. In which of the following fields relating to the use of computers, software or applications did you carry out the training in the last 12 months (April 2017- March 2018)?	**Yes**	**No**
a) Online marketing or e-Commerce	☐	☐
b) Social media (e.g. google groups, Facebook, Jive)	☐	☐
c) Programming languages, including design or management of websites	☐	☐
d) Data analysis or management of databases	☐	☐
e) Maintenance of computer networks, servers, etc.	☐	☐
f) IT- security of privacy management	☐	☐
g) Specific software applications for work	☐	☐
h) Other fields of training related to the use of computers, software or applications	☐	☐
MODULE S: USE OF TELEPHONE		
S1. Do you use any of the following type of telephones?	**Yes**	**No**
a) Mobile phone	☐	☐
b) Smart phone	☐	☐
c) None of the above	☐	

HOUSEHOLD INCOME: *(net monthly income)*	€0 - €1.221 ☐	€1.222 - €1.979 ☐	€1.980 - €3.147 ☐	€3.148 - ☐

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: ....