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STATISTICAL SERVICE OF CYPRUS

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**CONFIDENTIAL** 

## SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2022

## **GENERAL INFORMATION:**

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, Internet of Things and Green ICT.

The survey is conducted following the European Commission Regulation 2019/1700.

The collection of data is carried out in accordance with the Official Statistics Law of 2021 (Law No. 25(I) / 2021. The provision of information is compulsory and everyone included in the sample should cooperate with the enumerator.

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

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, 2022

Technologies  Note: This module is directed to the household and asks about the household regardless of the device (e.g. desktop com			
devices, etc.).	uter, raptop, table	st, mobile of sit	indripriorio, ornare
A1. Do you or anyone in your household have access to internet at home?  (by any device)	he Yes □	No □ -> go to B1	Don't know ☐ -> go to B1

A2.	What is the maximum contracted download speed of the fastest fixed Internet connection of your household?  (tick one)	
a)	Less than 10 Mbit/s	
b)	At least 10 Mbit/s but less than 30 Mbit/s	
c)	At least 30 Mbit/s but less than 100 Mbit/s	
d)	At least 100 Mbit/s	

	If "Yes" to A2 $\alpha$ ) or A2b) or A2c), go to $\rightarrow$ A2, otherwise go to $\rightarrow$ B1		
A3.	Why does your household not upgrade this connection to higher data transfer speeds? (more than 100 Mbit/s); (tick one)	Yes	No
a)	Unnecessary		
b)	High cost		
c)	Lack of skills		
d)	No proper broadband connection in the area		

	Module B: Use of the internet  Note: This module asks about your internet use at any location (home, work or oth (desktop computer, laptop, tablet, mobile or smart phone, smart devices, etc.).	er places) via any device		
B1.	When did you last use the internet?			
	a) Within the last 3 months (the first quarter of 2022)	□ -> go to B2		
	b) Between 3 months and a year ago (during the period of April – December 2021)	□ -> go to C1		
	c) More than 1 year ago (before April 2021)	□ -> go to G1		
	d) Never used it	□ -> go to G1		
B2.	B2. How often on average, did you use the internet in the last 3 months (the first quarter of 2022)?  (tick one)			
	a) Several times during the day			
	b) Once a day or almost every day			
	c) At least once a week (but not every day)			
	d) Less than once a week			
	[-> go to B3]			

B3.	For which of the following activities did you use the internet (including via apps) in the last for private purpose (the first quarter of 2022)?	t 3 months		
	(tick all that apply)			
	Communication			
	a) Sending / receiving e-mails			
	b) Making calls (including video calls) over the internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MS Teams, Webex			
	<ul> <li>c) Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, etc.)</li> </ul>			
	d) Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat			
	Access to information			
	e) Finding information about goods or services			
	f) Reading online news sites/ newspapers/ news magazines			
	Civic and political participation			
	g) Expressing opinions on civic or political issues on websites or in social media (e.g. Facebook, Twitter, Instagram, YouTube)			
	h) Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)			
	Use of entertainment			
	i) Listening to music (e.g. web radio, music streaming) or downloading music			
	j) Watching internet streamed TV (live or catch-up) from TV broadcasters (e.g. [national examples])			
	k) Watching Video on Demand from commercial services (e.g. Netflix, HBO GO, Amazon Prime, Maxdome, Apple TV)			
	I) Watching video content from sharing services (e.g. YouTube)			
	m) Playing or downloading games			
	n) Listening to podcasts or downloading podcasts			
	eHealth			
	o) Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)			
	p) Making an appointment with a practitioner via a website or app (e.g. of a hospital or a health care centre)			
	q) Accessing personal health records online			
	r) Using other health services via a website or app instead of having to go to the hospital or visit a doctor (e.g. by getting a prescription or a consultation online)			
	Other on-line services			
	s) Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, shpock)			
	t) Internet Banking (including mobile banking)			
	[-> go to B4]			

B4.	Have you conducted any of the following learning activities over the internet for educat professional or private purposes in the last 3 months (the first quarter of 2022)?	ional,		
	(tick all that apply)			
	a) Doing an online course			
	<ul> <li>b) Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms)</li> <li>c) Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, [national examples], etc.)</li> </ul>			
	[-> go to B5]			
B5.	(Only for respondents who ticked 'yes' to B4 a) or b) or c)) What was the purpose of the learning activities you participated in the last 3 months (the first quarter of 2022)?			
	(tick all that apply)			
	a) For formal education (e.g. school or university)			
	b) For professional/work-related purposes			
	c) For private purpose			
	[-> go to C1]			

Mo	odule C: Use of e-government				
For respondents who used the internet in the last 12 months – "Yes" to options a) or b) in question B1					
This module asks about the usage of websites or apps of public authorities (e.g. government and/or judiciary bodies at national, regional and local level, etc.) and the use of public services over the internet. Contacts through manually typed e-mails should be excluded.					
dec pub	Websites or apps of public authorities or 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).				
C1.	1. Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?				
	(tick all that apply or d))				
	<ul> <li>a) Accessed information stored about you by public authorities or public services (e.g. information regarding [pension], [health [including government health application]], [national examples])</li> </ul>				
	b) Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, enterprise registers)				
	c) Obtained information (e.g. about services, benefits, entitlements, laws, opening hours)				
	d) Have not performed any of the mentioned activities				
	[-> go to C2]				
C2.	C2. Have you downloaded/printed any official forms from a website or app of public authorities or public services for private purpose in the last 12 months?  (tick one)				
	a) Yes				
	b) No				
	[-> go to C3]				
C3.	Have you made any appointment or reservation via a website or app with public authorit services (e.g. reservation of a book in a public library, appointment with a government s state healthcare provider, <u>vaccination appointment</u> ) for private purpose in the last 12 mo (tick one)	ervant or a			
	a) Yes				
	b) No				
	[-> go to C4]				

C4.	Have you received any official communication/document by public authorities via your account on a website or app [name of the service - if applicable in the country] of public authorities or services (e.g notification of fines or invoices, letters, service of court summons, court documents, <u>Covid-19 testesults</u> , for private purpose in the last 12 months?		
	(Exclude the usage of e-mail or SMS based information messages or notifications that a document is avail		
	a) Yes		
	b) No		
	[-> go to C5]		

C5.	Have you submitted your tax declaration via a website or app for priv months?	ate purpose in the last 12	
	(tick one)		
	a) Yes, I did it myself		
	b) No, it was done automatically (by the tax authority, employer, other authority)		
	c) No, I delivered it to the tax authority in paper format		
	d) No, someone else did it on my behalf (e.g. family member, tax adviser)		
	e) No, for other reasons (e.g. not subject to income tax)		
	[-> go to C6]		
C6.	Have you performed any of the following activities via a website or app of services for private purpose in the last 12 months?	public authorities or public	
	(tick all that apply)		
	a) Requested official documents or certificates (e.g. graduation, birth, marriage, divorce, death, residence certificates, police or criminal records, [national examples])		
	b) Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in schools, universities, [national examples])		
	c) Made other requests, claims or complaints (e.g. report theft to the police, launch a legal complaint, request legal aid, initiate a civil claim procedure in front of a court, [national examples])		
	[If 'no' reply to all options in C6 -> go to C7; otherwise-> go to C8]		
C7.	(Only for respondents who answered 'no' to all options in C6)		
	What were the reasons for not requesting any official documents or not making any claims via a website or app of public authorities or public services in the last 12 months?		
	(tick all that apply or a))		
	a) I did not have to request any documents or to make any claims		
i i	b) Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use)		
	c) Concerns about the security of personal data or unwillingness to pay online (credit card fraud)		
	d) Lack of electronic signature, activated electronic identification (eID) or any other tool to use the eID (required for using the services) [national examples] (optional)		
	e) Another person did it on my behalf (e.g. consultant, adviser, relative)		
	f) Other reason		
	[-> If any of the following items selected: C1a) b), c), C2a), C3a), C4a), C5a), C6a), b), c) -> go to C8, otherwise -> go to D1]		

C8.	(Only for respondents who selected at least one of the following items: C1a), b), c), C2a), C3a), C4a), C5a),	C6 a), b), c))
	Have you encountered any of the following issues when using a website or app of public or public services in the last 12 months?	authorities
	(tick all that apply or g)	
	a) Website or app was difficult to use (e.g. it was not user-friendly, the wording was not clear, procedure was not well explained)	
	b) Technical problems experienced when using website or app (e.g. long loading, website crashed)	
	c) Problems in using the electronic signature or electronic identification (eID)	
	d) Not able to pay via the website or app (e.g. due to lack of access to the payment methods required)	
	e) Not able to access the service on smartphone or tablet (e.g. non compatible device version or non-available applications)	
	f) Other issue	
	g) I have not encountered any issues	
	[-> go to D1]	

	Module D: Use of e-commerce  For respondents who used the internet in the last 12 months – "Yes" to options a) or b) in question B1.  Note: The following questions concern buying for private use over the Internet, either via a website or with an app. Include also buying from private persons in marketplaces (e.g. Airbnb, Facebook Marketplace, [national examples]).			
01.	When did you last buy or order goods or services for private use over the internet? (tick one)			
	a) Within the last 3 months (the first quarter of 2022)	□ -> go to D2		
	b) Between 3 months and a year ago (during the period of April – December 2021)	□ -> go to D11		
	c) More than 1 year ago (before April 2021)	□-> go to D11		
	d) Never bought or ordered over the Internet	□-> go to D11		
D2.	Did you buy any of the following goods via a website or app for private use in first quarter of 2022)? Include online purchases from enterprises or private persons, (tick all that apply)	the last 3 months (the including used goods.		
	a) Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery)			
	b) Sports goods (excluding sport clothing)			
	c) Children toys or childcare items (e.g. nappies, bottles, baby strollers)			
	d) Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants)			
	e) Music as CDs, vinyls, etc.			
	f) Films or series as DVDs, Blu-ray, etc.			
	g) Printed books, magazines or newspapers			
	h) Computers, tablets, mobile phones or accessories			
	i) Consumer electronics (e.g. TV-sets, stereos, cameras, sound bars or smart speakers, virtual assistants) or household appliances (e.g. washing machines)			
	j) Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)			
	k) Deliveries from restaurants, fast-food chains, catering services			
	I) Food or beverages from stores or from meal-kits providers			
	m) Cosmetics, beauty or wellness products			
	n) Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)			
	o) Bicycles, mopeds, cars, or other vehicles or their spare parts			
	p) Other physical goods			
	[-> go to D3]			

D3.	(Only for respondents who answered 'yes' to any item in D2)  From whom did you buy the mentioned goods via a website or app in the last 3 months (of 2022)? Include online purchases from enterprises or private persons.  (tick all that apply)	the first quarter	
	a) National sellers		
	b) Sellers from other EU countries		
	c) Sellers from the rest of the world		
1	d) Country of origin of sellers is not known		
	[-> go to D4]		
D4.	(Only for respondents who answered 'yes' to any item in D2)  Did you buy any of the mentioned goods from private persons via a website or app Facebook Marketplace)?  (tick one)	(e.g. on eBay,	
	a) Yes		
	b) No		
	[-> go to D5]		
D5.	(Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1)  Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months (the first quarter of 2022)?  (tick all that apply)		
	a) Music as a streaming service or downloads		
	b) Films or series as a streaming service or downloads		
	c) E-books, online-magazines or online-newspapers	. 🗆	
	d) Games online or as downloads for smartphones, tablets, computers or consoles		
	e) Computer or other software as downloads including upgrades		
	f) Apps related to health or fitness (excluding free apps)		
	g) Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps)		
	[-> go to D6]		

D6.	(Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1)  Did you buy any of the following via a website or app for private use in the last 3 months (the first quarter of 2022)?  (tick all that apply)					
	a) Tickets to sports events					
	b) Tickets to cultural or other events (cinema, concerts, fairs, etc.)	ckets to cultural or other events (cinema, concerts, fairs, etc.)				
	c) Subscriptions to the internet or mobile phone connections					
	d) Subscriptions to electricity, water or heating supply, waste disposal or similar servi	ices				
	e) Household services (e.g. cleaning, babysitting, repair work, gardening) (also when be from private persons via e.g. Facebook Marketplace, [national examples])	oought				
	[-> go to D7]					
D7. (Only for respondents who answered 'yes' to e) in question D6) Did you buy any of the mentioned household services via a website or app from private pers Facebook Marketplace? (tick one)		persons (e.g. on				
	a) Yes					
	b) No					
	[-> go to D8]					
D8. (Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1)  Did you buy any transport service via a website or app for private use in the last 3 months (of 2022) from:  (tick all that apply)		s (the first quarter				
	a) A transport enterprise e.g. local bus, train, flight ticket, taxi ride (e.g. UBER¹, bolt)					
	b) A private person					
	[-> Go to D9]					
D9.	Did you rent accommodation via website or app for private use in the last 3 months (the first quarter o 2022) from:  (tick all that apply)					
	a) Enterprises such as hotels or travel agencies					
	b) A private person (e.g. Airbnb, [national examples])					
	-> go to D10]		Marie Ma			

<sup>&</sup>lt;sup>1</sup> "UBER" is to be mentioned in the list of examples only in countries where UBER offers its services in a way which can be assimilated to a taxi service.

D10.	Did you buy any other services (excluding financial and insurance services) than those mentione previously via a website or app for private use in the last 3 months (the first quarter of 2022)? (tick one)		
	a) Yes		
	b) No		
	[-> Go to D11]		
D11.	(Only for respondents who answered 'yes' to "Within the last 3 months" in question B1)		
	Did you carry out any of the following via a website or app for private purposes in the last 3 months (the first quarter of 2022)?		
	(tick all that apply)		
	a) Buy insurance policies, including travel insurance, also as a package together with e.g. a ticket	plane	
	b) Take a loan, mortgage or arrange credit from banks or other financial providers		
	c) Buy or sell shares, bonds, units in funds or other financial assets		
	[-> go to E1]		

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For respondents who used the internet in the last 3 months - "Yes" to option a) in question B1

The following questions concern the use of internet connected devices or systems for private purposes that can also be connected to each other to enable advanced services; e.g. remotely controlling the device, adjusting settings, giving instructions for tasks to be performed, receiving feedback from the device, etc.

E1.	Have you used any of the following internet-connected devices or systems for private purposes?
	(tick all that apply or e))

a) Internet-connected thermostat, utility meter, lights, plug-ins or other internet-connected solutions for energy management for your home	□-> Go to E3
b) Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for your home	□-> Go to E3
c) Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines	□ -> Go to E3
d) A virtual assistant in the form of a smart speaker or of an app, such as Google Home, Amazon Alexa/Echo/Computer, Google Assistant, Siri, Cortana, Bixby	□-> Go to E3
e) I have not used any of the above	□ -> Go to E2

## E2. (Only for respondents who answered 'Yes' to E1e))

What were the reasons for not using any of the mentioned internet-connected devices or systems for private purposes?

(tick all that apply or a))

a) I didn't know such devices or systems exist	☐ -> if 'yes' to E2 a), go to question E3; if 'no', go to b)-i) of question E2
b) I had no need to use those connected devices/systems	
c) Costs too high	
d) Lack of compatibility with other devices or systems	
e) Lack of skills to use those devices or systems	
f) Concerns about the privacy and protection of data about me generated by those devices or systems	
g) Concerns about security (e.g. that the device or system will be hacked)	
h) Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem)	
i) Other reasons	

[-> go to E3]

E3.	E3. Have you used the internet on any of the following devices in your home for private purposes?  (tick all that apply)		
	a) An internet-connected TV		
	b) An internet-connected game console		
	c) An internet-connected home audio system, smart speakers		
	[-> Go to E4]		
E4	Have you used any of the following internet-connected devices for private pur (tick all that apply)	rposes?	
	a) A smart watch, a fitness band, connected goggles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes		
	b) Internet-connected devices for monitoring blood pressure, sugar level, body weight (e.g. smart scales) or other internet-connected devices for health and medical care		
	c) Toys connected to the internet, such as robot toys (including educational) or dolls		
	d) A car with built-in wireless internet connection		
	[if 'Yes' to any of the following reply options: E1 a), b), c), d); E3 a), b), c); E4 a), b), c), d) -> go to E5, otherwise go to F1]]		
E5	(Only for respondents who answered 'Yes' to any of the following reply options: E1		
	Have you encountered any of the following problems with the mentioned intersystems?  (tick all that apply or e))	rnet-connected devices or	
	a) Security or privacy problems (e.g. the device or system was hacked, problems with the protection of information about me and my family generated by those devices or systems)	e 🗆	
	b) Safety or health problems (e.g. the use of the device or system lead to an accident, injury or health problem)		
	c) Difficulties with using the device (e.g. setting-up, installing, connecting, pairing the device)		
	d) Other problems (e.g. connection problems, support problems)		
	e) I have not encountered any problem		
	[-> go to F1]		

	Module F. Green ici							
	For respondents who used the internet in the last 3 months – "Yes" to option a) in question B1.							
	William Religion		tan. In	A SECURITY OF SECU	10 Sept. 1240			440
F1.	What did you do with any of the following devices when you replaced or were no longer usi them?				er using			
	(For each item,	please refer t	o your per	sonal, most recent dev	ice that you replac	ed/no lon	ger u	se)
(for each item tick one)								
		a) It is still kept in my household	b) It was sold or given away	c) It was disposed of in electronic waste collection/recycling (incl. leaving it to the retailer to dispose of)	d) It was disposed of but not in electronic waste collection/ recycling	e) It never bought o still in us	or is	f) Other
	<ul><li>a) Mobile or smartphone</li></ul>							
	b) Laptop or tablet							
	c) Desktop computer							
	[-> Go to F2]							217
F2.	When you most recently bought a mobile or smartphone, tablet, laptop or desktop computer, which of the following characteristics did you consider important?  (tick all that apply or g) or h))							
	a) Price							
	b) Hard drive ch	naracteristics	(storage, s	speed), processor spee	ed			
c) Ecodesign of the device e.g. durable, upgradeable and reparable designs that requirement fewer materials; environmentally friendly materials used for packaging, etc.					t require			
	d) Possibility to	) Possibility to extend the life span of the device by buying extra guarantee						
	e) Energy efficiency of the device							
	f) A take-back scheme offered by manufacturer or seller (i.e. the manufacturer or seller takes the device which becomes obsolete at no cost or offers discounts to the client to purchase another device)							
	g) Have not cor	nsidered any	of the men	tioned characteristics				
	h) Never bough	) Never bought any of these devices						

[-> Go to G1]

	Module G: Socio-demographic backgro	und infor	mation	
DEMO	GRAPHY			
G1.	Age in completed years			
	Date of birth	DD	/ MM / YYYY	
	Reference date	(DD	/ MM / YYYY)	
G2.	Sex	Male □	Female	
CITIZE	NSHIP AND MIGRANT BACKGROUND			
G3.	Country of birth			
G4.	Country of main citizenship			
EDUCA	TION ATTAINMENT AND BACKGROUND			
G5.	Educational attainment level (highest level of education successfully completed before 31/3/2022)			
	□ No formal education [ ISCED 0 ]			
-	☐ Primary education [ISCED 1]			
	☐ Lower secondary education [ISCED 2]			
	☐ Upper secondary education [ ISCED 3 ]			
	□ Post-secondary non-tertiary education [ ISCED 4 ]			
*	☐ Short-cycle tertiary education [ ISCED 5 ]			
	☐ Bachelor's or equivalent level [ISCED 6]			
	☐ Master's or equivalent level [ISCED 7]			
	□ Doctoral or equivalent level [ ISCED 8 ]			

MAIN ACTIVITY STATUS (Employment situation)			
G6.	Main activity status (self-defined)		
	(tick only one)		
	Employed		
	Unemployed		
	Retired		
	Unable to work due to a long-standing health problems		
	Student, pupil (not in the labour force)		
	Fulfilling domestic tasks		
	Compulsory military or civilian service (if applicable)		
	Other		
G7.	Status in employment in the main job		
	Self-employed person with employees		
	Self-employed person without employees		
	Employee		
	Family worker (unpaid)		
G8.			
	Full-time job		
	Part-time job		
G9.			
	Permanent job		
	Fixed-term contract		
G10.	Economic activity of the local unit for the main job		
	A Agriculture, Forestry and Fishing		
	B Mining and Quarrying		
	C Manufacturing		
	D Electricity, Gas, Steam and Air Conditioning Supply		
	E Water supply; sewerage, waste management and remediation activities		
	F Construction		
	G Wholesale and retail trade; repair of motor vehicles and motorcycles		

Н	Transportation and Storage □			
ı	Accommodation and Food Service Activities			
J	Information and Communication			
К	Financial and Insurance Activities			
L	Real Estate Activities			
М	Professional, Scientific and Technical Activities			
N	Administrative and Support Service Activities			
0	Public Administration And Defence;			
Р	Education			
Q	Human Health and Social Work Activities □			
R	Arts, Entertainment and Recreation			
s	Other Service Activities			
151-2-0-105-2				
HLY HOUSEI	HLY HOUSEHOLD INCOME			
Household ir	ncome: 60 61 274			

TOTAL	TOTAL MONTHLY HOUSEHOLD INCOME			
G11.	Household income: (total average net current monthly income)	€0 - €1.271 €1.272 - €1.951 €1.952 - €2.777 €2.778 - €3.978 €3.979 -		
DISABI	LITY AND OTHER ELEMENTS OF T	THE MINIMUM EUROPEAN HEALTH MODULE		
G12.	Please indicate to what extent your activities have been limited during the last 6 months due to any health problem:    severely limited (means that performing or accomplishing an activity cannot be done or only done with extreme difficulty, and that this situation has been ongoing for at least the past 6 months. Persons in this category usually cannot do the activity alone and would need further help from other people.)    limited but not severely (means that performing or accomplishing a usual activity can be done but only with some difficulties, and that this situation has been ongoing for at least the past 6 months. Persons in this category usually do not need help from other persons.)    not limited at all			
INTERV	INTERVIEW DURATION			
G13. I	nterview duration	<> min		

