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**STATISTICAL SERVICE  
OF CYPRUS**

**INFORMATION AND COMMUNICATION  
TECHNOLOGIES (ICT) USAGE SURVEY IN  
HOUSEHOLDS AND BY INDIVIDUALS  
2023**

**SUMMARY RESULTS**

**Nicosia, December 2023**

**INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)  
USAGE SURVEY IN HOUSEHOLDS AND BY INDIVIDUALS 2023**

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## **PREFACE**

This report presents the results of the survey ICT Usage in Households and by Individuals 2023. 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, use of electronic identification (eId), e-Commerce, E - skills and privacy and protection of personal data.

The survey, which is co-funded by the European Union, conforms to the Commission Implementing Regulation 2020/1013 specifying the technical items of the data set, establishing the technical formats for transmission of information and specifying the detailed arrangements and content of the quality reports on the organization of a sample survey in the use of information and communication technologies domain for reference year 2023 pursuant to Regulation (EU) 2019/1700 of the European Parliament and of the Council. 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 Mr. Antreas Charalambous, Statistics Officer, ICT Survey Section under the supervision of Mr. Thomas Gregoriou, Statistics Officer A, and Mr. Isidoros Kypridakis, Senior Statistics Officer.

## **A. SURVEY METHODOLOGY**

The survey covers households with at least one member aged 16 – 74 and individuals aged 16 – 74.

The sampling frame used for the selection of the sample was the 2021 Population Census, with reference date the 1st of October 2021. The sampling units are the households.

The selection of the sample in urban areas was done by simple random sampling (one-stage sampling). In rural areas, two-stage sampling was used. Communities constituted the primary sampling units, while households were the secondary sampling units. Neighbouring communities with a small number of households were merged in order to create agglomerations with a minimum number of households. The sample of communities was selected with probability proportional to the size of the community (PPS). Some communities are large and therefore their probability of selection was equal to 1. A simple random sample of households was selected within each community selected.

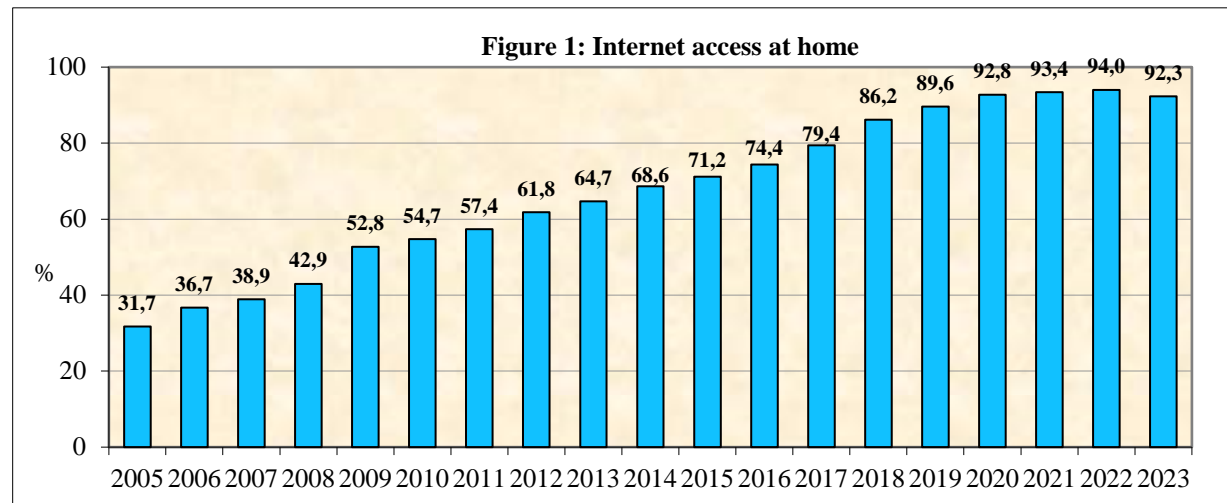
All individuals, aged 16-74 years, within each sampled household were selected.

## **B. MAIN FINDINGS**

### **HOUSEHOLDS**

#### **Access to Information and Communication Technologies**

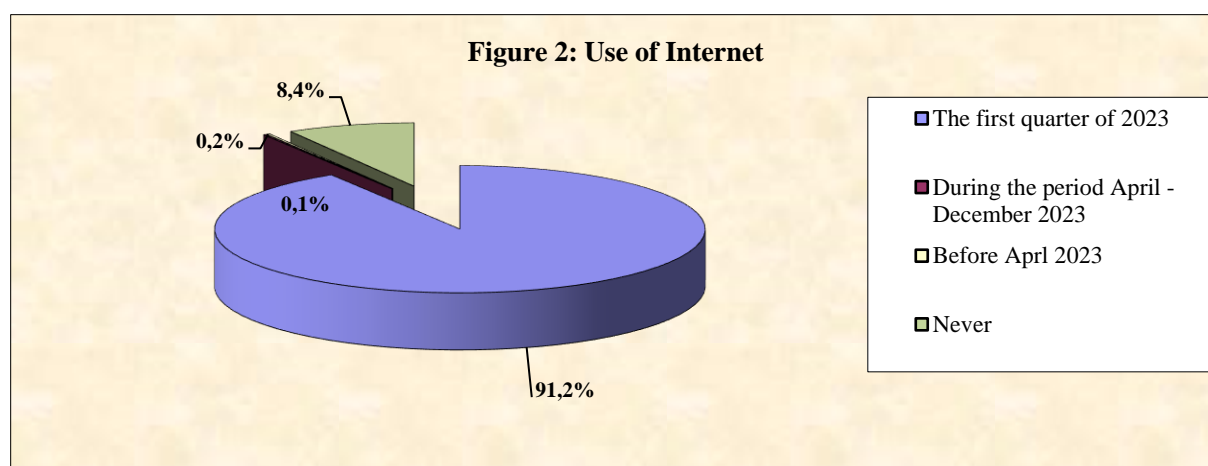
Internet access by households slightly decreased in 2023. 92,3% of the households have access to the internet at home by any device, compared to 94,0% in 2022 (Figure 1).



## **INDIVIDUALS**

### **Use of the Internet**

91,2% of individuals aged 16 – 74 accessed the internet in the first quarter of 2023. A percentage of 8,4% stated that they never used the internet while 0,2% used the internet before April of 2022 (Figure 2).



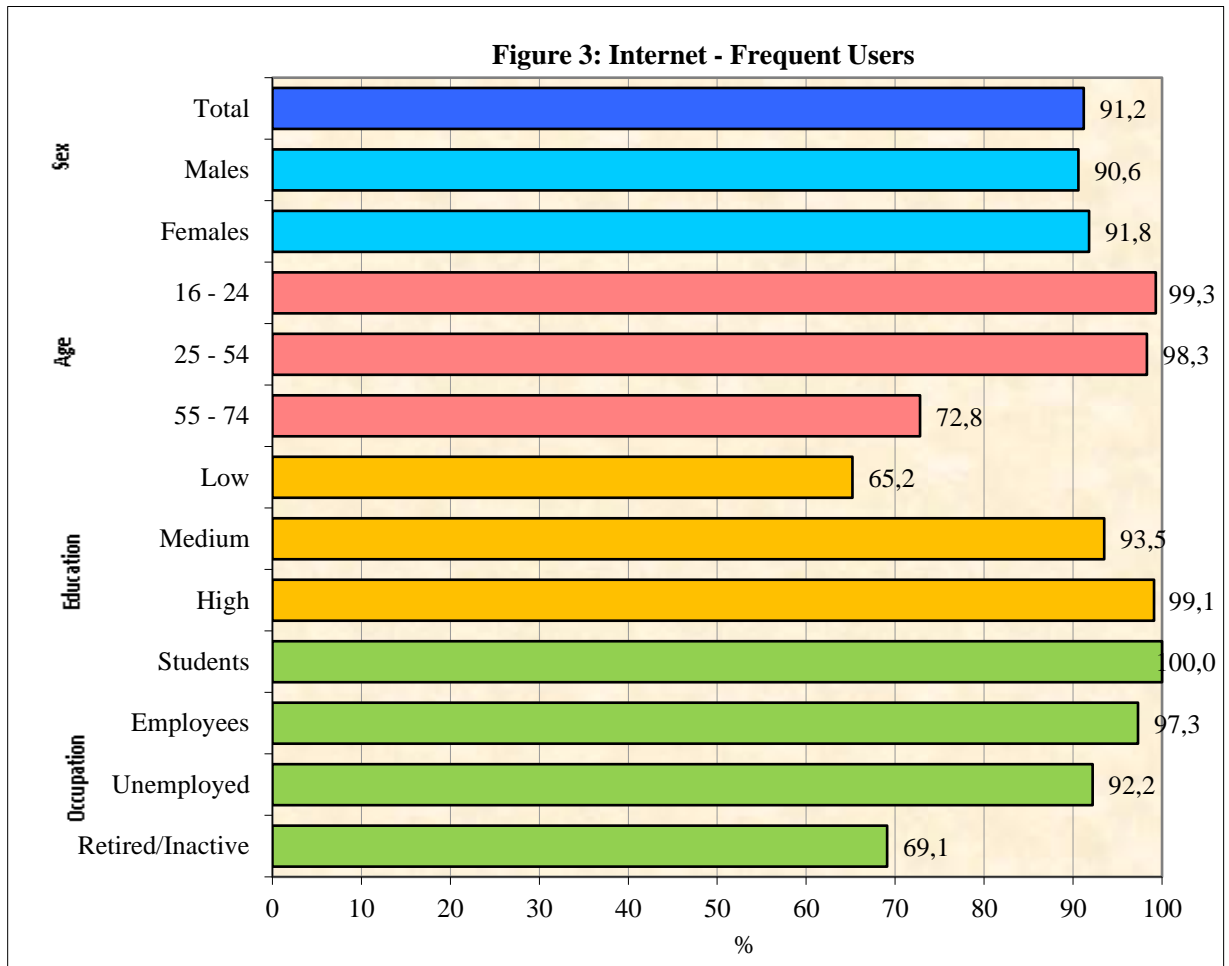
Regarding the frequency of internet use, nine out of ten persons use the internet at least once a week. The internet use decreases with age. Starting from 99,3% for the 16 – 24 age group the internet use gradually drops to 72,8% for the 55 – 74 age group (Figure 3).

Education is grouped into 3 main categories: low educational attainment level which includes less than primary education up to lower secondary education, medium educational attainment level which includes upper secondary education up to post secondary non-tertiary (< 2 years) education and high educational attainment level which includes short-cycle tertiary (2-3 years) education up to University (PhD).

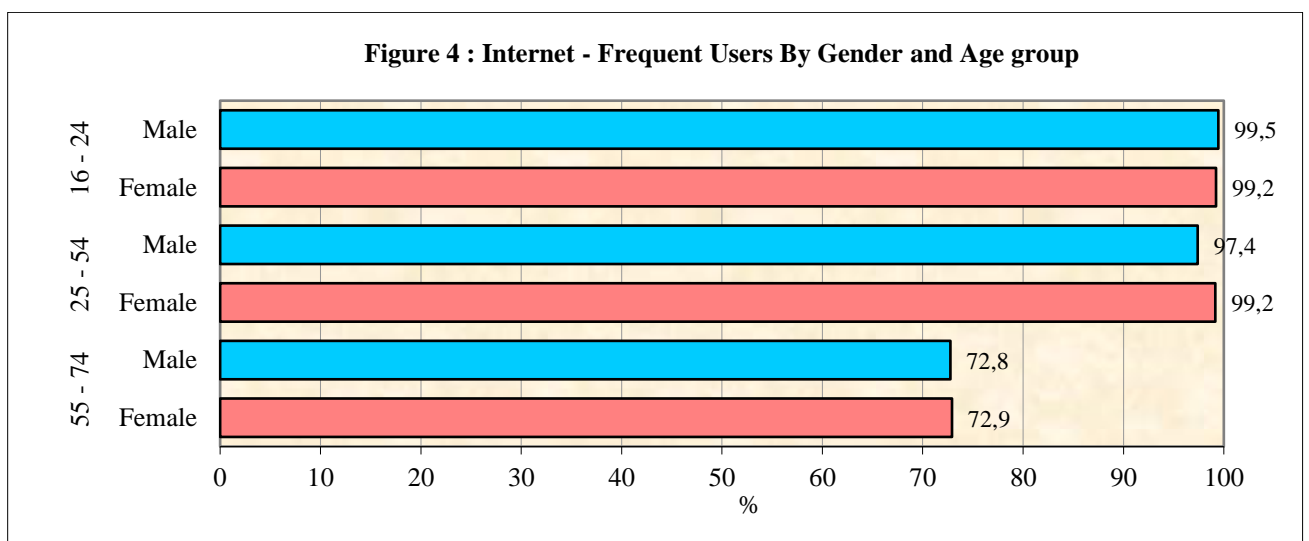
People with high educational attainment level use the internet more frequently than people with low educational attainment level. More specifically, 99,1% of people with high educational attainment level use the internet at least once a week compared to 65,2% of people with low educational attainment level (Figure 3).

There is also a difference between the frequency of internet usage depending on the occupation. The most frequent internet users (at least once a week) are students (100,0%) followed by employees (97,3%). Unemployed persons come next with 92,2% while for retired or inactive persons usage drops to 69,1% (Figure 3).

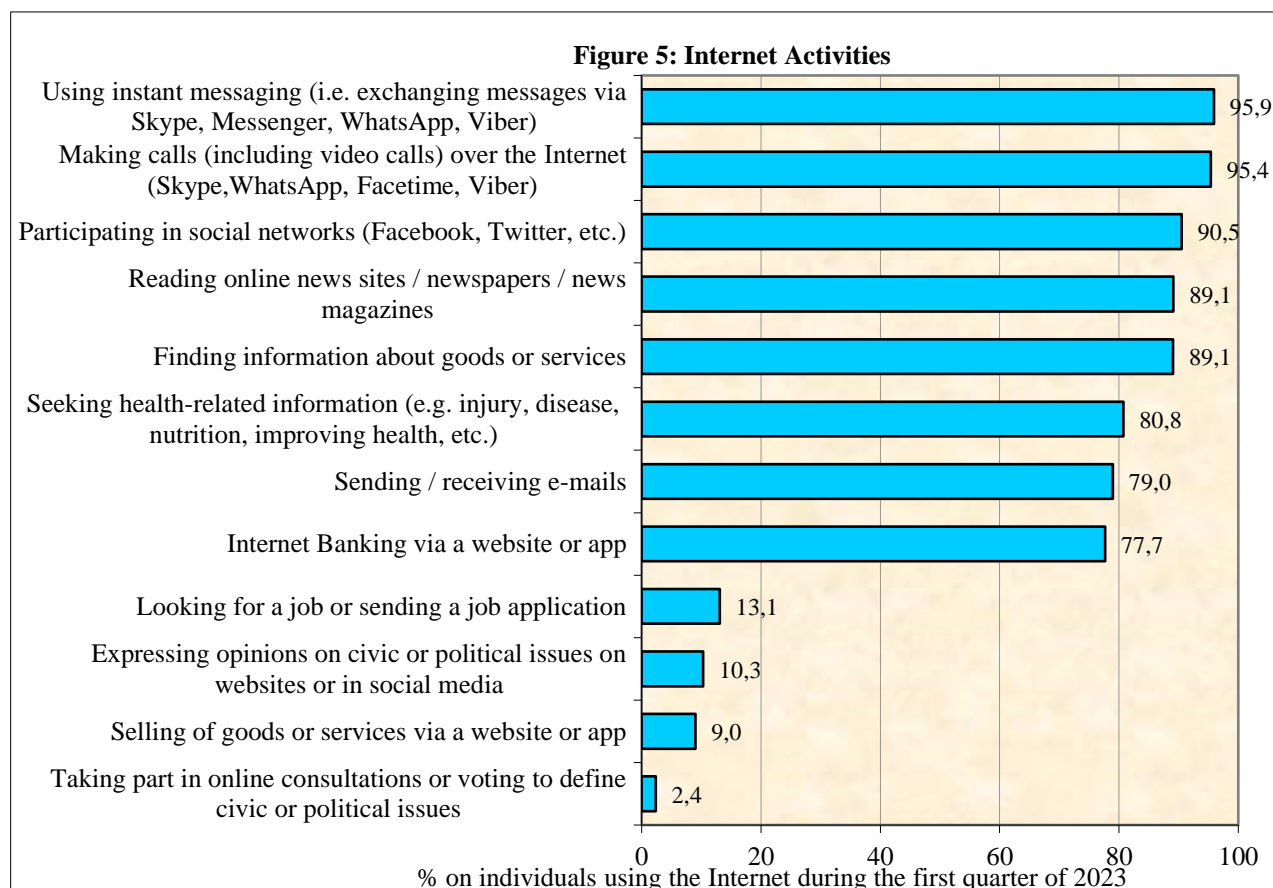
Finally, the percentages of female frequent users compared to male frequent users are higher. The percentages are 91,8% and 90,6% respectively (Figure 3).



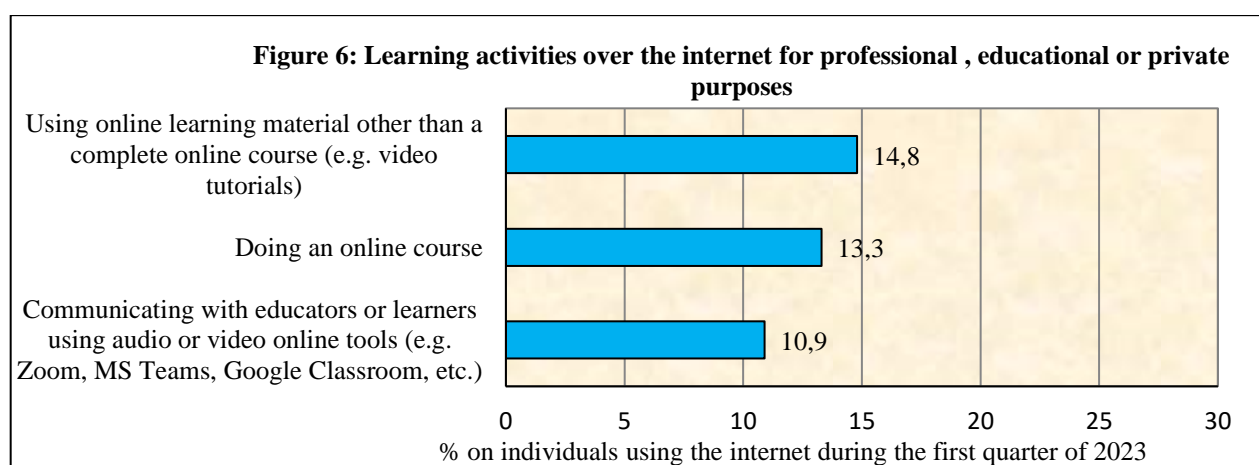
Regarding the age group 16-24 the frequency of internet usage is similar in both males and females (99,5% and 99,2% respectively). 99,2% of females and 97,4% of males aged 25-54 use the internet frequently. In the age group 55-74 the internet usage drops to 72,8% of males and 72,9% of females (Figure 4).



The most popular internet activities by individuals during the first quarter of 2023 were instant messaging via Skype, Messenger, WhatsApp and Viber (95,9%), making calls over the internet (95,4%), participating in social networks like Facebook and Twitter (90,5%), reading online news / newspapers / magazines (89,1%), finding information about goods or services (89,1%) and seeking health related information (80,8%). Sending / receiving emails and internet banking follow with 79,0% and 77,7% respectively (Figure 5).



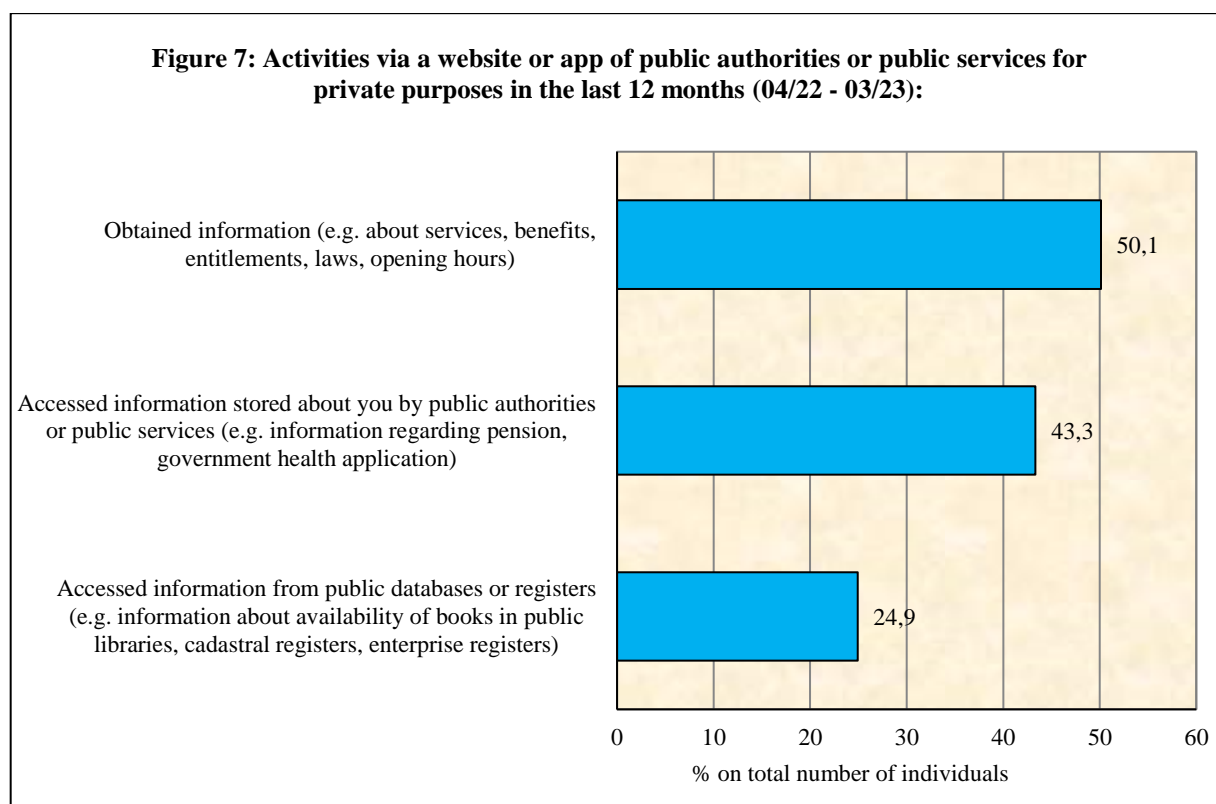
Learning activities refer to activities carried out over the internet for professional, educational or private purposes. 14,8% of individuals have used online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms) and 13,3% have done an online course. Also, 10,9% of individuals have communicated with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, etc.) (Figure 6).



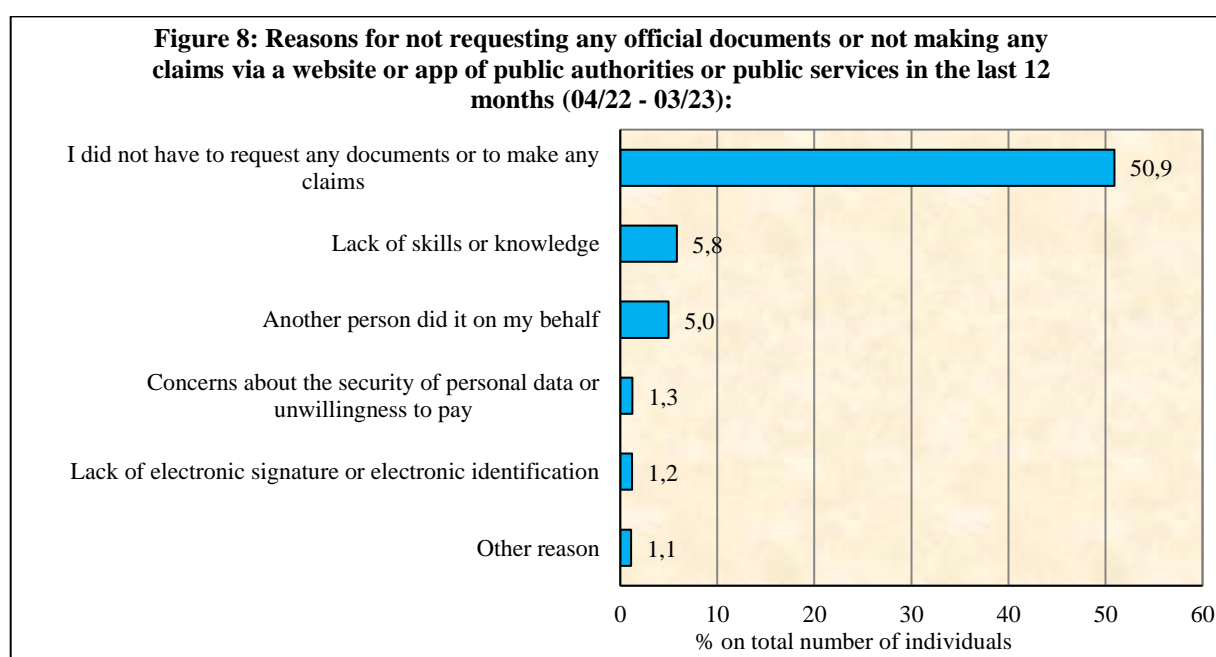


## Use of e-Government

During the period of April 2022 - March 2023, 50,1% of individuals used the internet to obtain information online (e.g. about services, benefits, entitlements, laws, opening hours), 43,3% accessed information stored about them by public authorities or public services and 24,9% accessed information from public databases or registers (Figure 7).

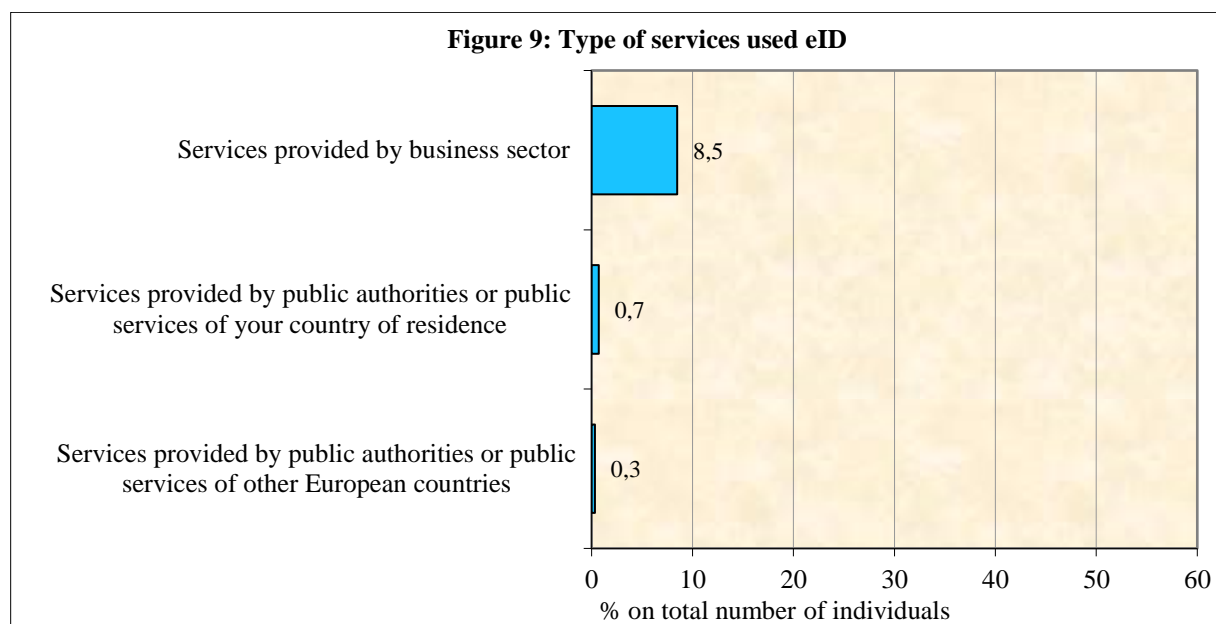


50,9% of total number of individuals said that there was no need to request any documents or make any claims via a website or app of public authorities or public services. Lack of skills or knowledge was second with 5,8%, followed by individuals who said that someone else did it on their behalf (5,0%) (Figure 8).



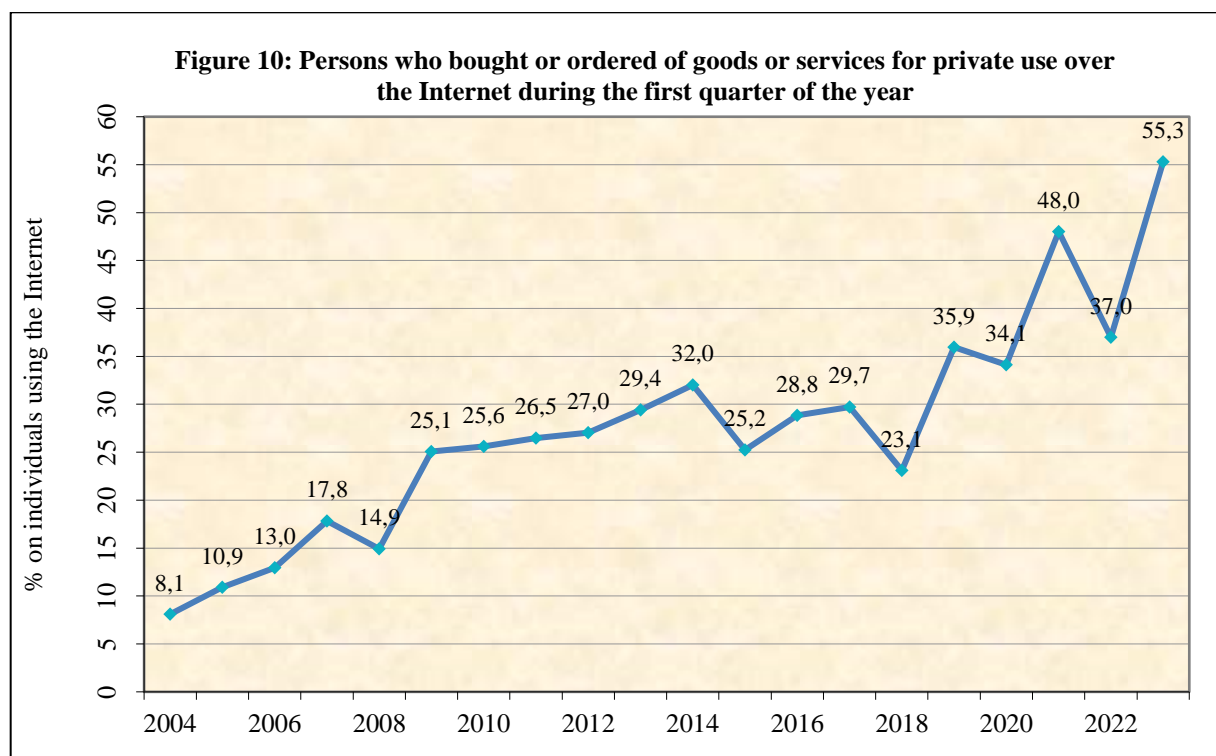
## Use of electronic identification (eID)

Regarding electronic identification, percentages in the case of Cyprus are extremely low. The most notable is the percentage of individuals that used eID for services provided by business sector (8,5%) (Figure 9).



## Use of e-Commerce

The proportion of individuals buying or ordering goods or services over the internet during the first quarter of the year increased from 37,0% in 2022 to 55,3% in 2023 (Figure 10).

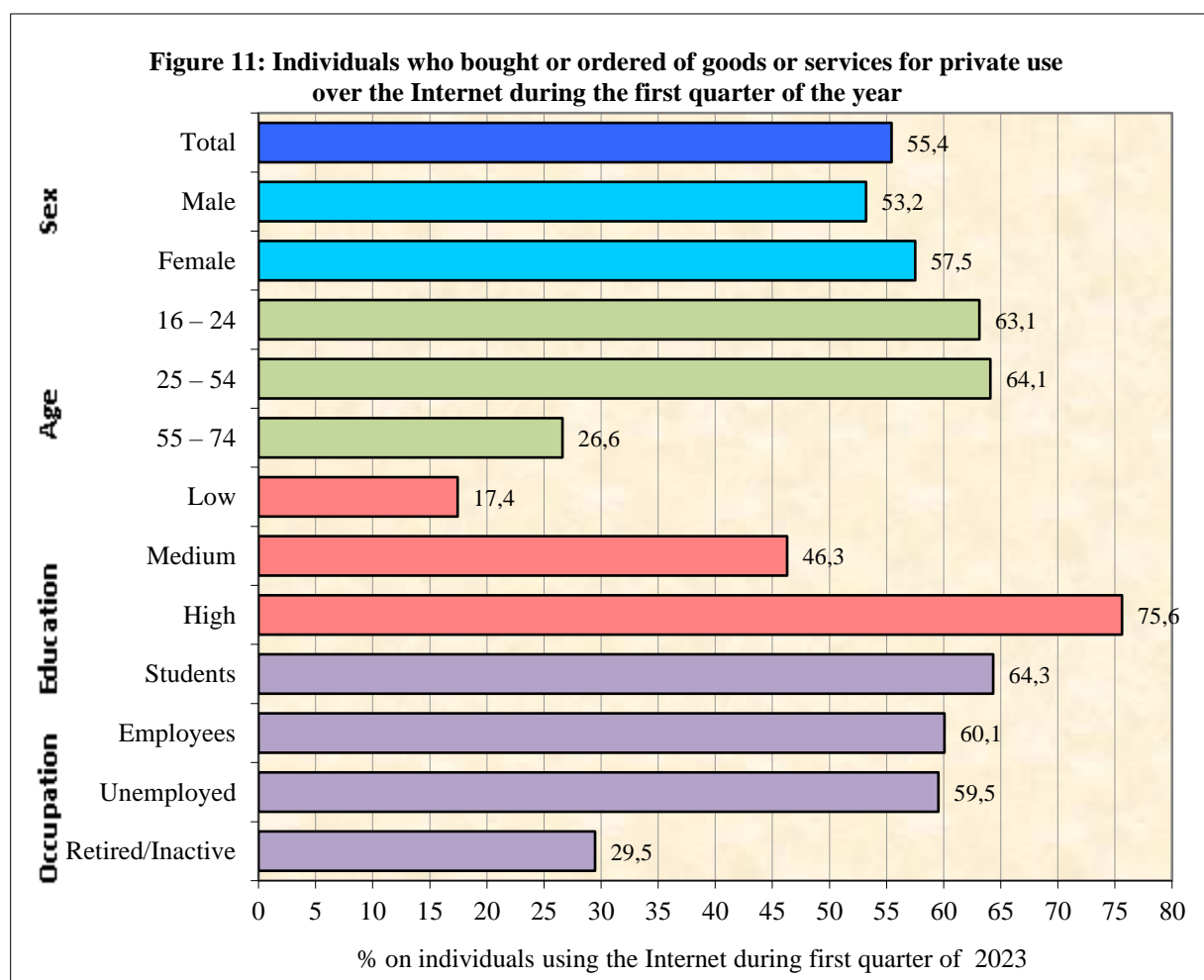


The age, educational level and occupation of a person seem to affect the e-commerce activity. Persons within the age group 25 - 54 years are more actively involved in e-commerce. 64,1% of the individuals within the age group 25 - 54, who have used the internet during the first quarter of 2023, have bought or ordered goods or services for private use via the internet during the first quarter of the year. Individuals within the age group 16-24 follow with 63,1%. More than 1 out of 4 individuals aged 55-74 bought or ordered goods and services for private use during the first quarter of 2023 (Figure 11).

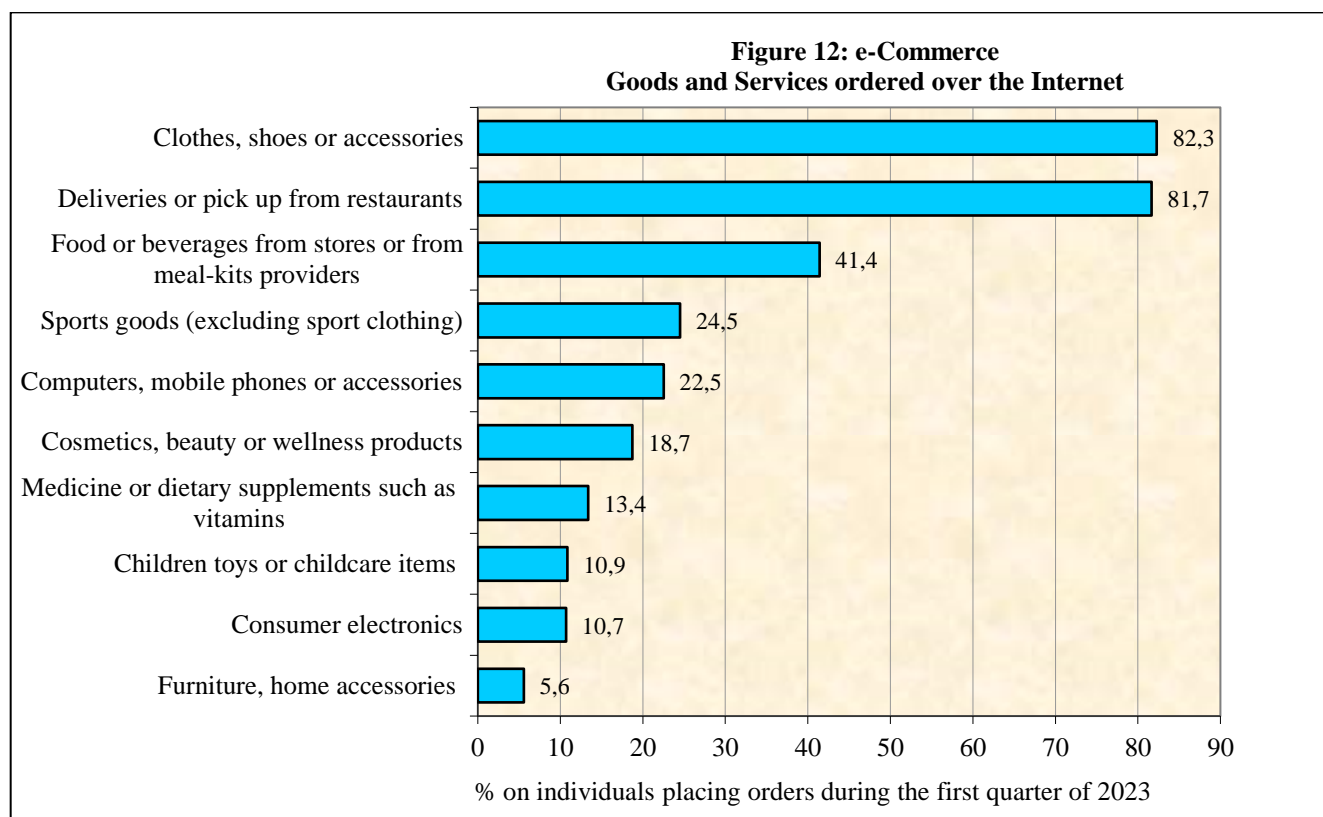
Furthermore, the educational attainment level seems to play a very important role in the shopping habits of individuals. Individuals with high educational attainment level prefer online shopping, since 75,6% of them who used the internet during the first quarter of the year have bought or ordered goods and services via the internet. That percentage drops to 46,3% in individuals with medium educational attainment level and 17,4% in individuals with low level (Figure 11).

64,3% of students who used the internet during the first quarter of 2023, have bought or ordered goods and services over the internet. Employees follow with 60,1%, unemployed with 59,5% and retired or inactive with 29,5% (Figure 11).

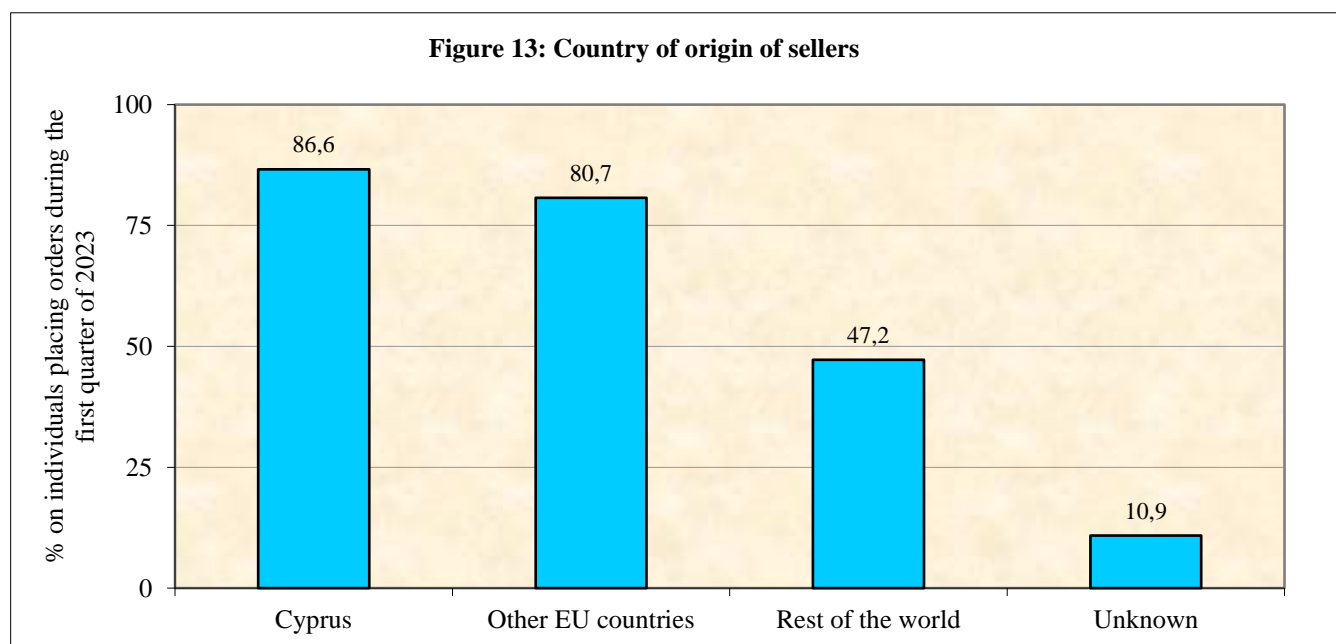
Younger individuals, highly educated people, employees and students seem to be the most predominant online shoppers.



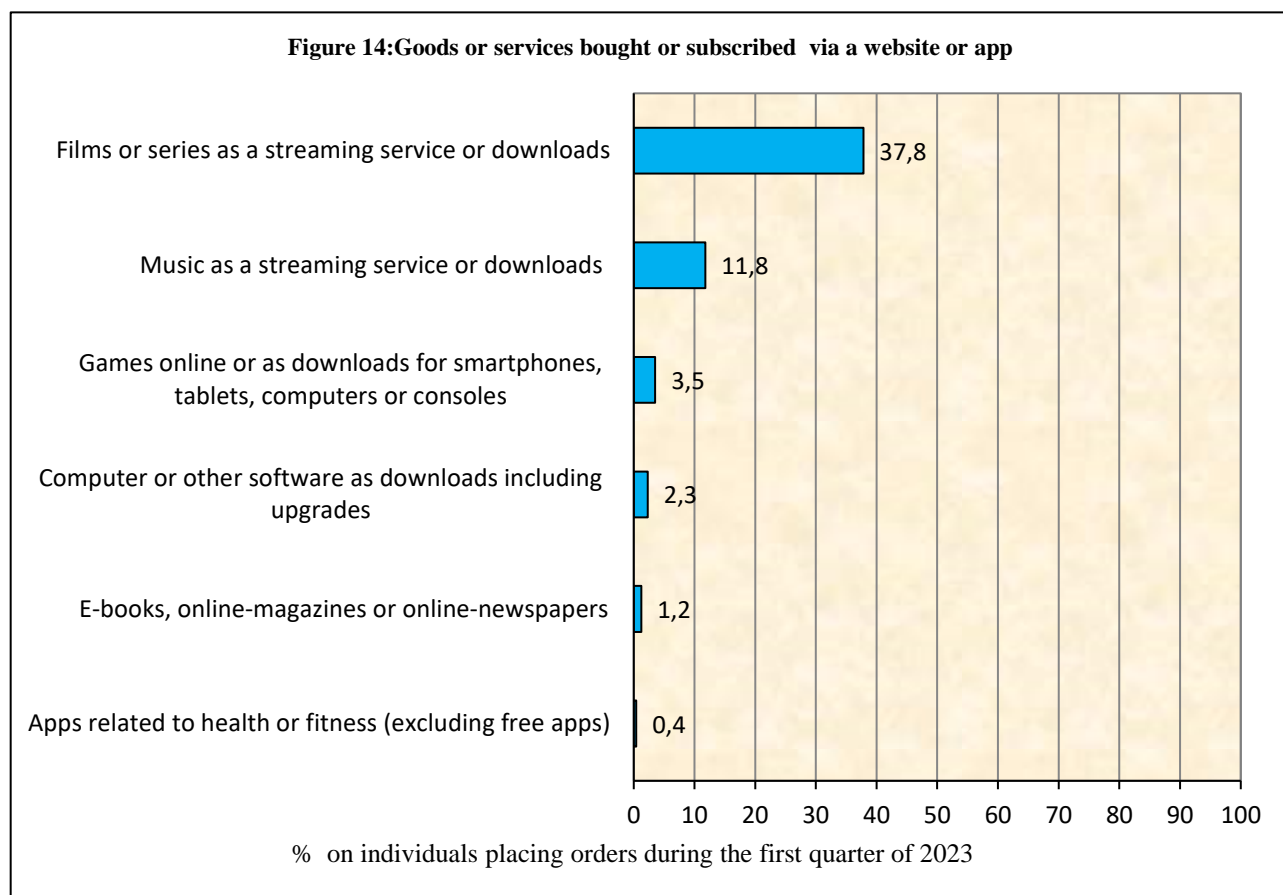
82,3% who ordered goods or services over the internet in the first quarter of 2023, ordered clothes, shoes or accessories. The answer “Deliveries or pick up from restaurants, fast-food chains and catering services” follows with 81,7%. 41,4% of individuals ordered food or beverages from stores or from meal-kits providers and 24,5% ordered sports goods (excluding sport clothing). Computers, tablets, mobile phones or accessories and cosmetics, beauty or wellness products follow with 22,5% and 18,7% respectively (Figure 12).



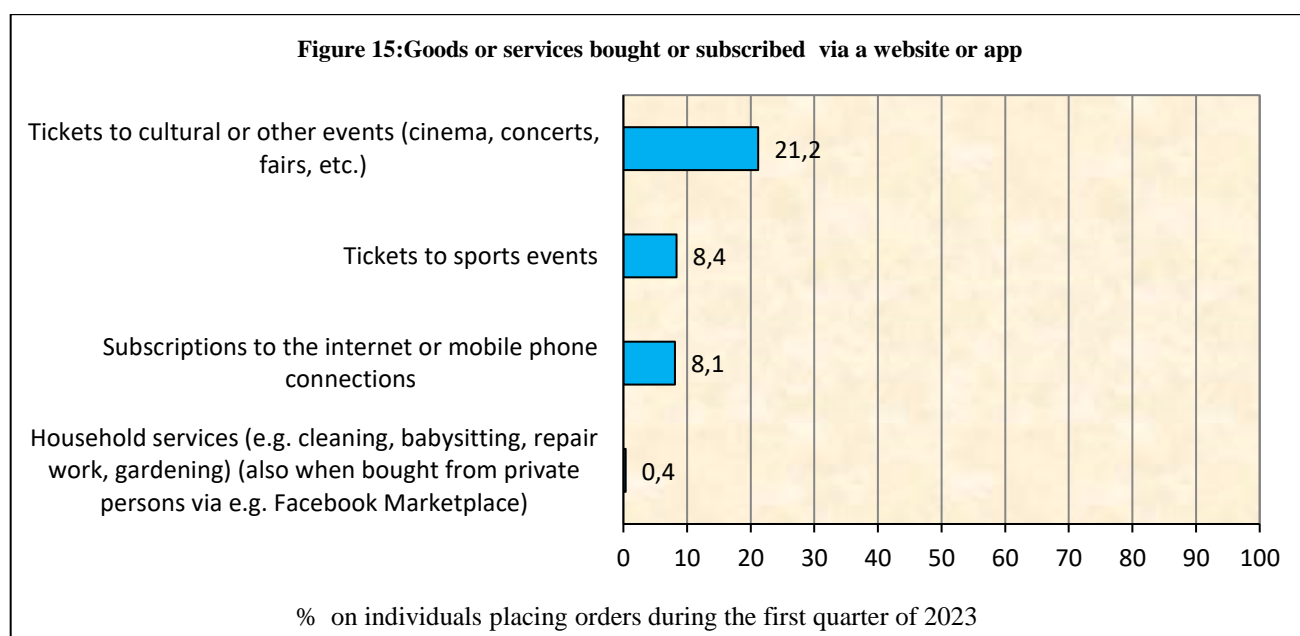
Among the people that bought or ordered goods or services for private use in the first quarter of 2023, a significant percentage of 86,6% preferred sellers from Cyprus, 80,7% bought or ordered from sellers from other EU member countries and 47,2% from sellers from the rest of the world. 10,9% bought or ordered goods from sellers whose country of origin was not known (Figure 13).



The most common services bought or subscribed via the internet are films or series as a streaming service or downloads (37,8%). Music as a streaming service, online games and computer or other software as downloads follow with 11,8%, 3,5% and 2,3% respectively (Figure 14).



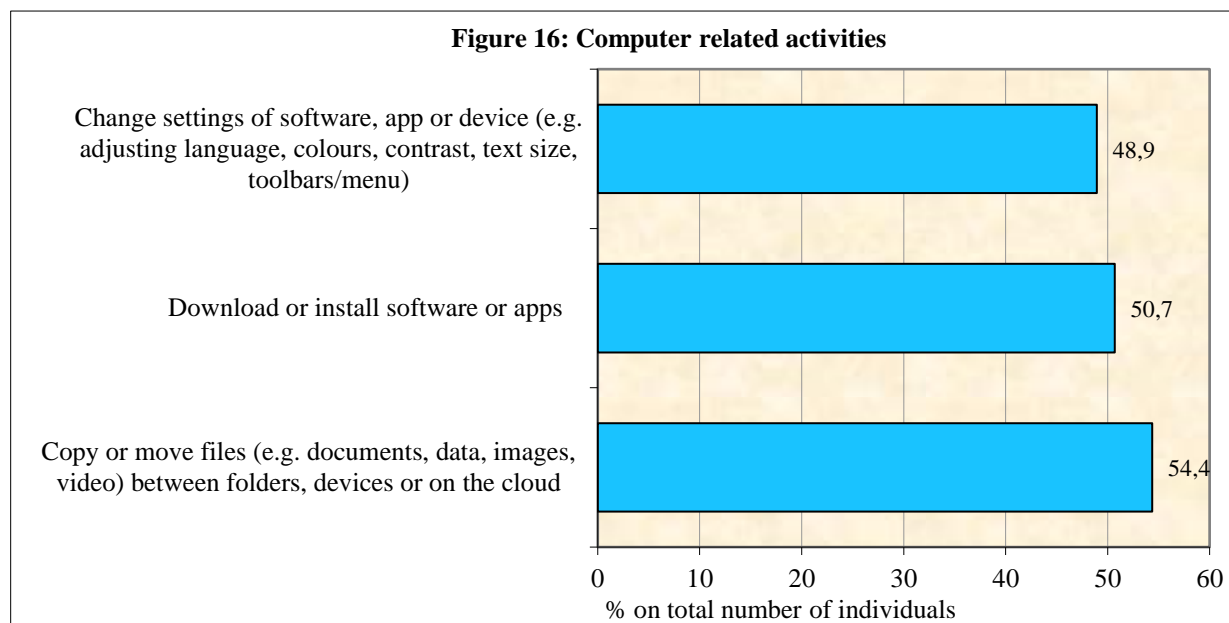
21,2% of individuals placing orders the first quarter of 2023 bought online tickets to cultural events and 8,4% to sports events. Also, 8,1% made online subscriptions to the internet or mobile connections (Figure 15).



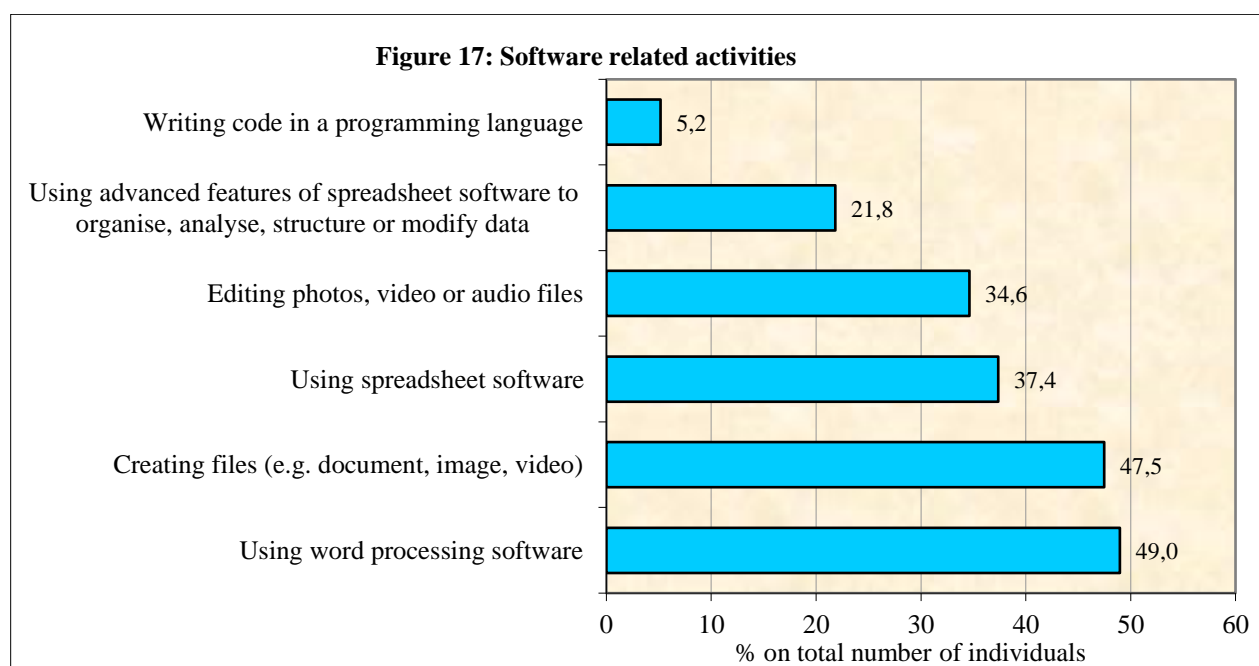
## e-Skills

With the term e-Skills we refer to the ability of the individual to manage data, information and digital content (organise, store and retrieve data, information and content in digital environments), to solve technical problems (identify technical problems when operating devices and solve them, from trouble-shooting to solving more complex problems) and to identify needs and technological responses (customisation of digital environments to personal needs).

54,4% of total individuals, copied or moved files (e.g. documents, data, images, video) between folders, devices (e.g. via email, Messenger, WhatsApp, USB, cable) or on the cloud, 50,7% downloaded or installed software or apps and 48,9% changed settings of software, applications or devices (e.g. adjusting language, colours, contrast, text size, toolbars/menu) (Figure 16).



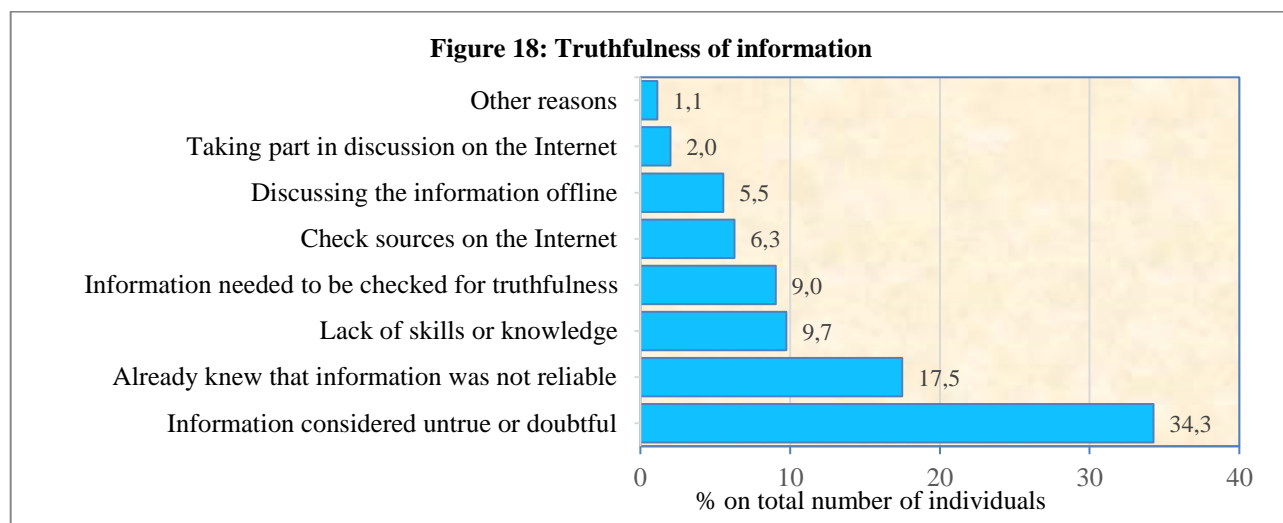
The most common software activity among internet users was the use of word processing software (49,0%). Creating files (document, image, video) and using spreadsheet software follow with 47,5% and 37,4% respectively (Figure 17).



34,3% of the total number of individuals have seen information or content (e.g. videos, images) that they considered to be untrue or doubtful on internet news sites or social media (e.g. Facebook, Instagram, YouTube, Twitter) (Figure 18).

17,5% did not check the truthfulness of the information or content found on the internet because they already knew that information, content or source was not reliable and 9,7% due to lack of skills or knowledge (e.g. did not know how to check information on the internet or it was too complicated to do) (Figure 18).

9,0% declared that they have checked the truthfulness of the information or content they found on internet news sites or social media. 6,3% checked the truthfulness of the information by checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia, etc.), 5,5% by discussing the information offline with other persons or using sources not on the internet and 2,0% by following or taking part in discussion on the internet regarding the information (Figure 18).



### **Privacy and Protection of Personal Data**

The main activity carried out by internet users to manage access to their personal information over the internet in the first quarter of 2023, was to refuse allowing the use of personal data for advertising purposes (61,5%). Limiting access to their profile or content on social networking sites or shared online storage follows with 44,1%. Restrict or refuse access to geographical location was third with 43,4% (Figure 19).

