This project is co-funded by
the European Union

STATISTICAL SERVICE
OF CYPRUS

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) USAGE SURVEY IN HOUSEHOLDS AND BY INDIVIDUALS 2025

SUMMARY RESULTS

Nicosia, December 2025

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) USAGE SURVEY IN HOUSEHOLDS AND BY INDIVIDUALS 2025

PREFACE

This report presents the results of the survey ICT Usage in Households and by Individuals 2025. 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 2024/2182 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 2025 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. 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 years.

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 then selected within each community sampled.

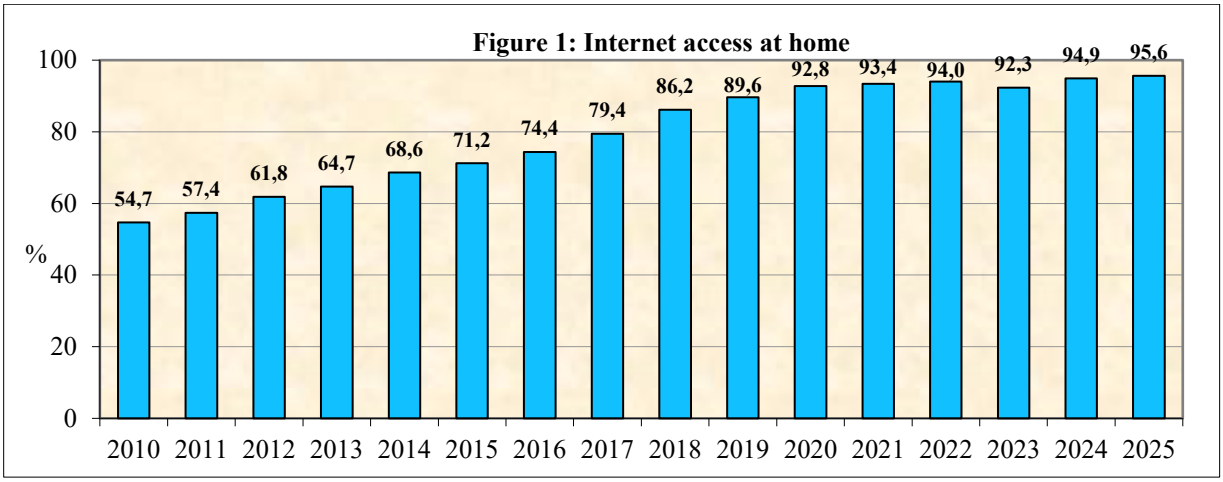
All individuals, aged 16-74 years, within each sampled household were selected for an interview.

B. MAIN FINDINGS

HOUSEHOLDS

Access to Information and Communication Technologies

Internet access by households slightly increased in 2025. 95,6% of the households have access to the internet at home by any device, compared to 94,9% in 2024 (Figure 1).

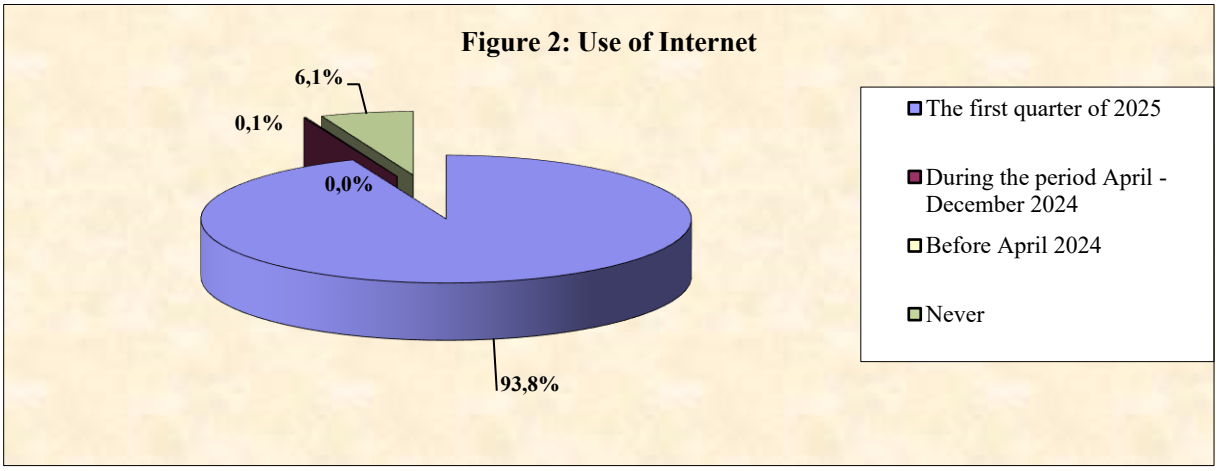


INDIVIDUALS

Use of the Internet

93,8% of individuals aged 16 – 74 accessed the internet in the first quarter of 2025. A percentage of 6,1% stated that they never used the internet while 0,1% used the internet before April of 2024 (Figure 2).

Figure 2: Use of Internet



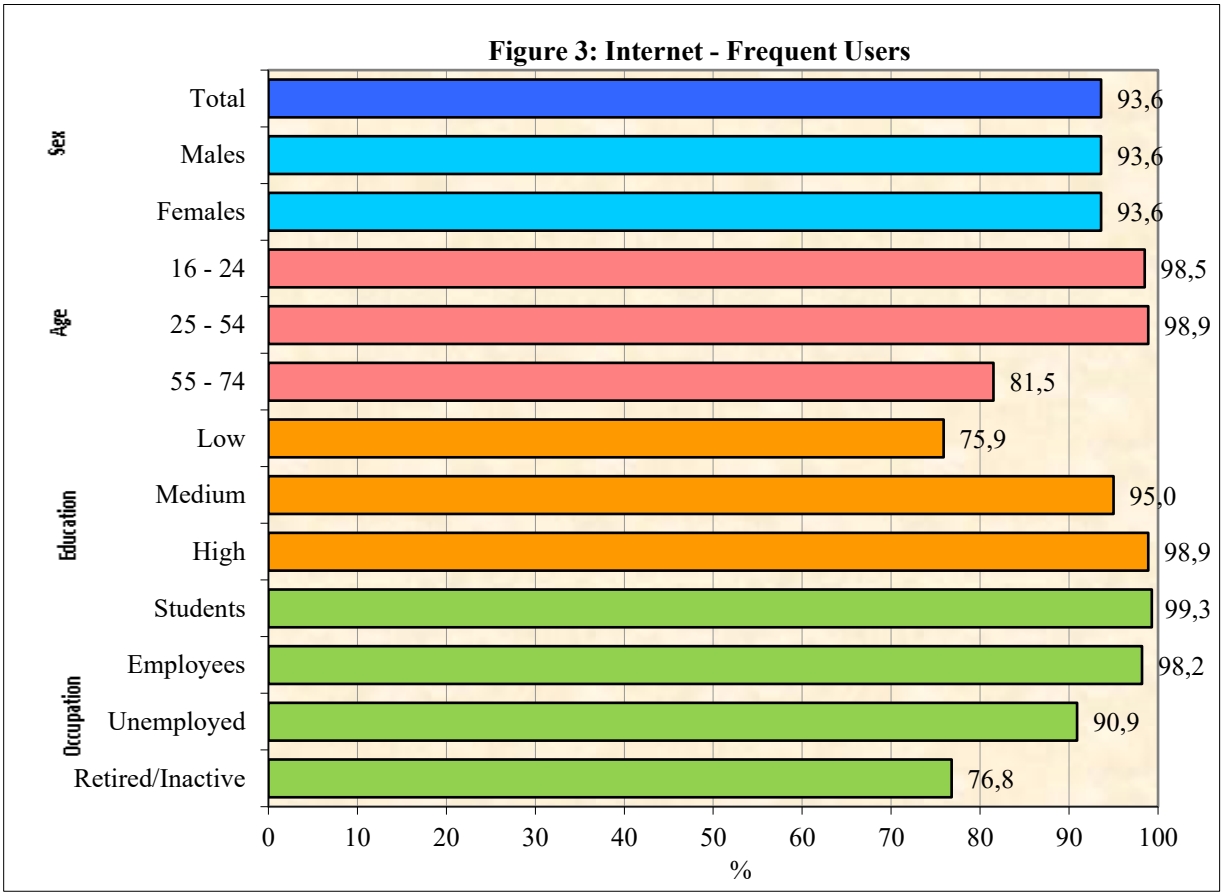
Regarding the frequency of internet use, more than nine out of ten persons use the internet at least once a week. Internet use decreases with age, starting at 98,5% for the 16-24 age group and 98,9% for the 25-54 age group, gradually dropping to 81,5% for the 55-74 age group. (Figure 3).

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).

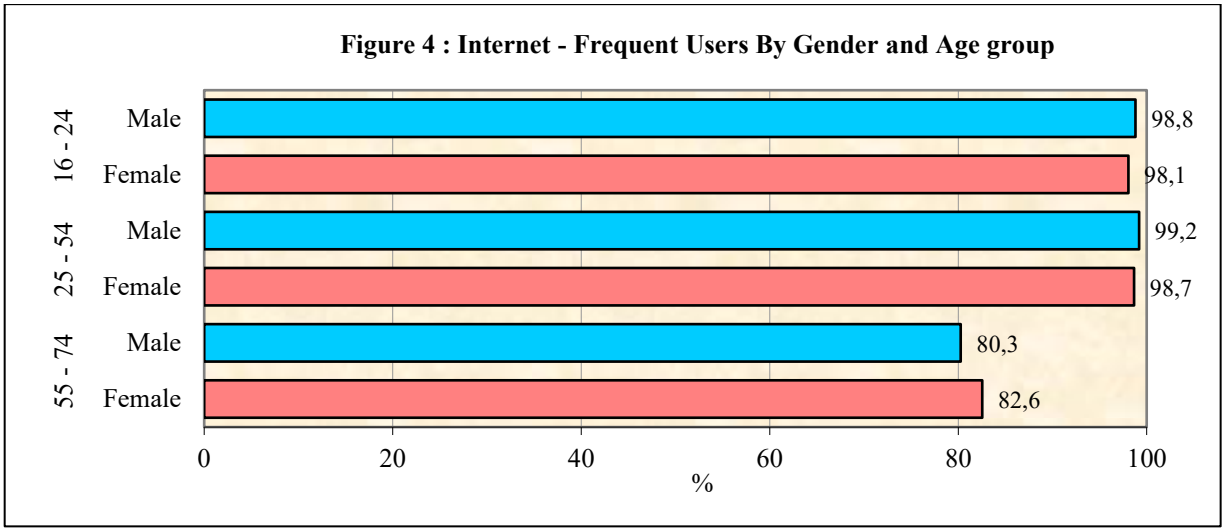
People with high educational attainment level use the internet more frequently than people with low educational attainment level. More specifically, 98,9% of people with high educational attainment level use the internet at least once a week compared to 75,9% of people with low educational attainment 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 (99,3%) followed by employees (98,2%). Unemployed persons come next with 90,9% while for retired or inactive persons usage drops to 76,8% (Figure 3).

Finally, the percentages of male and female frequent users are the same, at 93,6% (Figure 3).

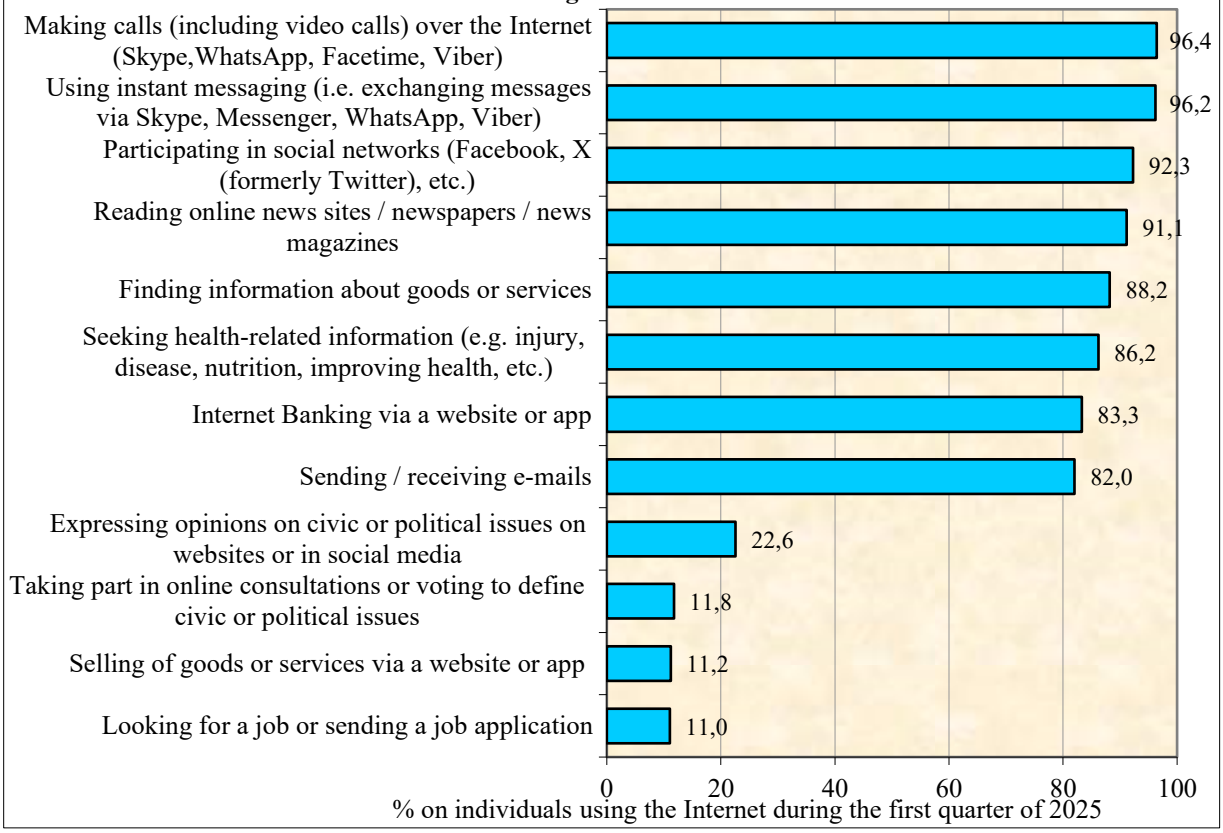


Regarding the 16–24 age group, the frequency of internet usage is similar for both males and females (98,8% and 98,1%, respectively). A similar pattern is observed in the 25–54 age group, where 99,2% of males and 98,7% of females use the internet frequently. In the 55–74 age group, internet usage drops to 80,3% among males and 82,6% among females (Figure 4).



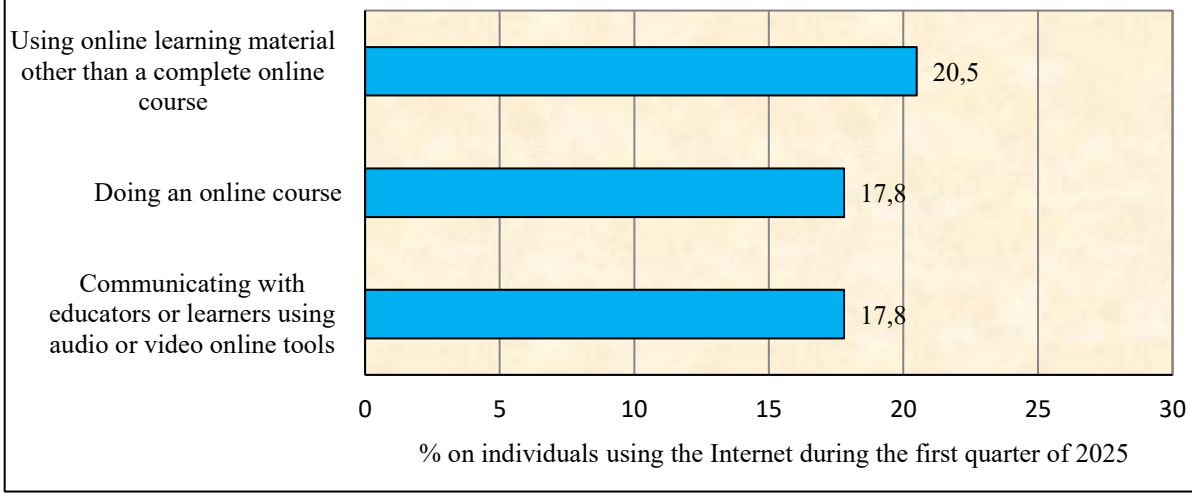
The most popular internet activities among individuals during the first quarter of 2025 were making calls over the internet (96,4%), instant messaging via Skype, Messenger, WhatsApp and Viber (96,2%), participating in social networks like Facebook and X (formely Twitter) (92,3%), reading online news (91,1%), finding information about goods or services (88,2%) and seeking health-related information (86,2%). Internet banking and sending / receiving emails followed, with 83,3% and 82,0% respectively (Figure 5).

Figure 5: Internet Activities



Learning activities refer to activities carried out over the internet for professional, educational or private purposes. In total, 20,5% of individuals used online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms). Additionally, 17,8% participated in an online course and communicated with educators or other learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, etc.) (Figure 6).

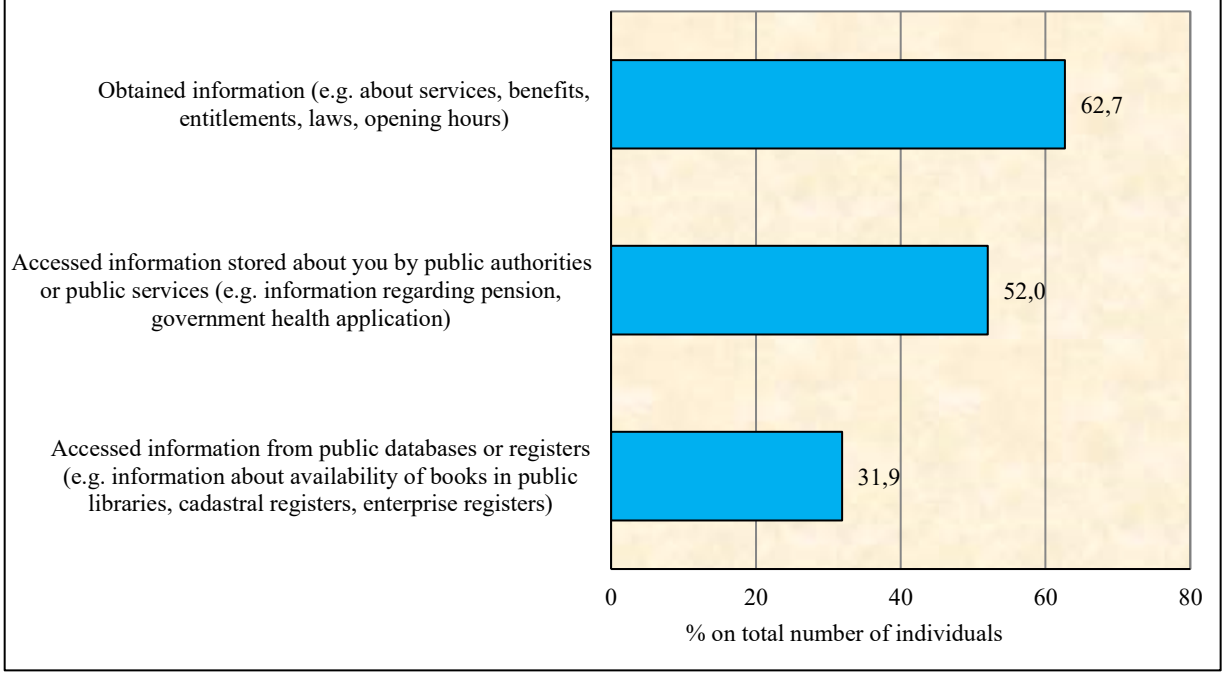
Figure 6: Learning activities over the Internet for professional , educational or private purposes



Use of e-Government

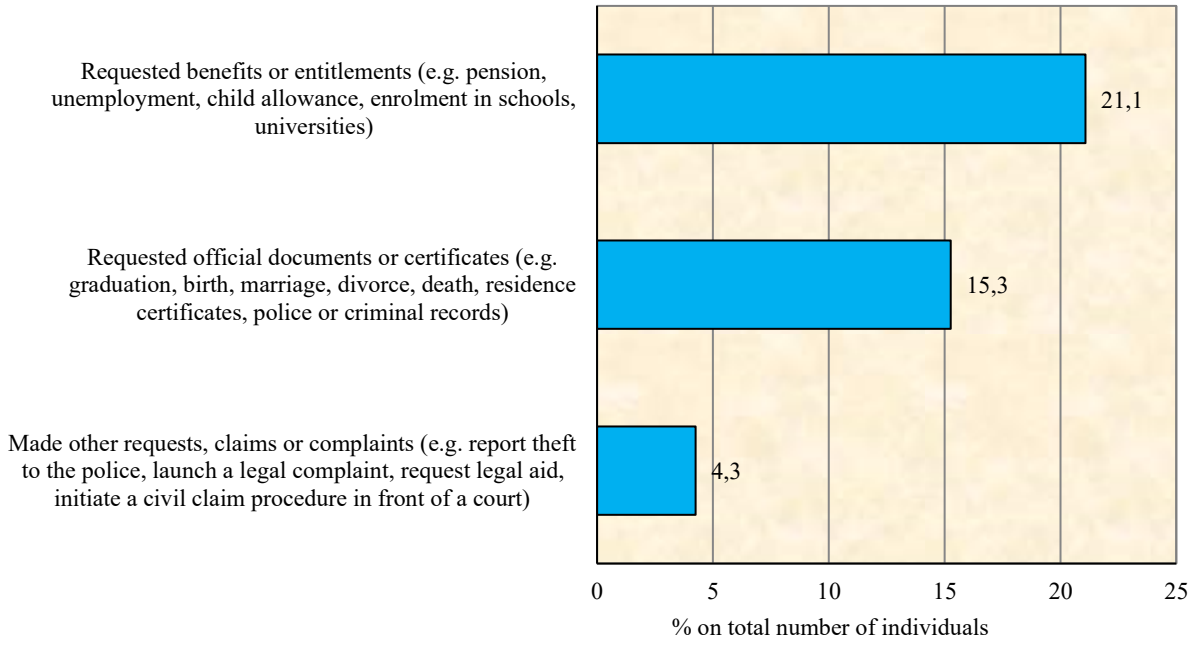
During the period of April 2024 - March 2025, 62,7% of individuals aged 16-74 years obtained information from public authorities online (e.g. about services, benefits, entitlements, laws, opening hours). In the same period, 52,0% accessed information stored about them by public authorities or public services, while 31,9% accessed information from public databases or registers (Figure 7).

Figure 7: Activities via a website or app of public authorities or public services for private purposes in the last 12 months (04/24 - 03/25):



Between April 2024 and March 2025, 21,1% of total number of individuals reported that they requested benefits or entitlements via a website or app of public authorities or public services. Requesting official documents or certificates was the second most common activity, reported by 15,3% of individuals, followed by making other requests, claims, or complaints, reported by 4,3% (Figure 8).

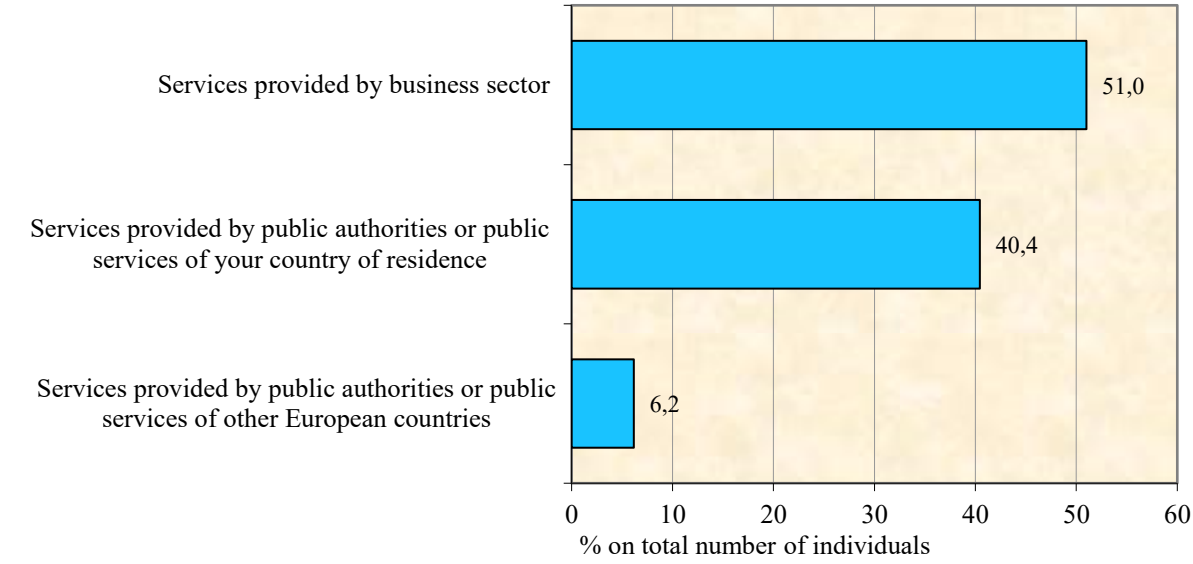
Figure 8: Activities via a website or app of public authorities or public services for private purposes in the last 12 months (04/24 - 03/25):



Use of electronic identification (eID)

Regarding electronic identification, percentages in the case of Cyprus increased recently. The most notable rise was observed in the use of eID for accessing services provided by the business sector (51,0%), followed by services provided by public authorities or public services of the country of residence (40,4%) (Figure 9).

Figure 9: Type of services used eID



Use of e-Commerce

The proportion of individuals buying or ordering goods or services over the internet during the first quarter of the year slightly decreased from 63,6% in 2024 to 62,0% in 2025 (Figure 10).

Figure 10: Persons who bought or ordered of goods or services for private use over the Internet during the first quarter of the year

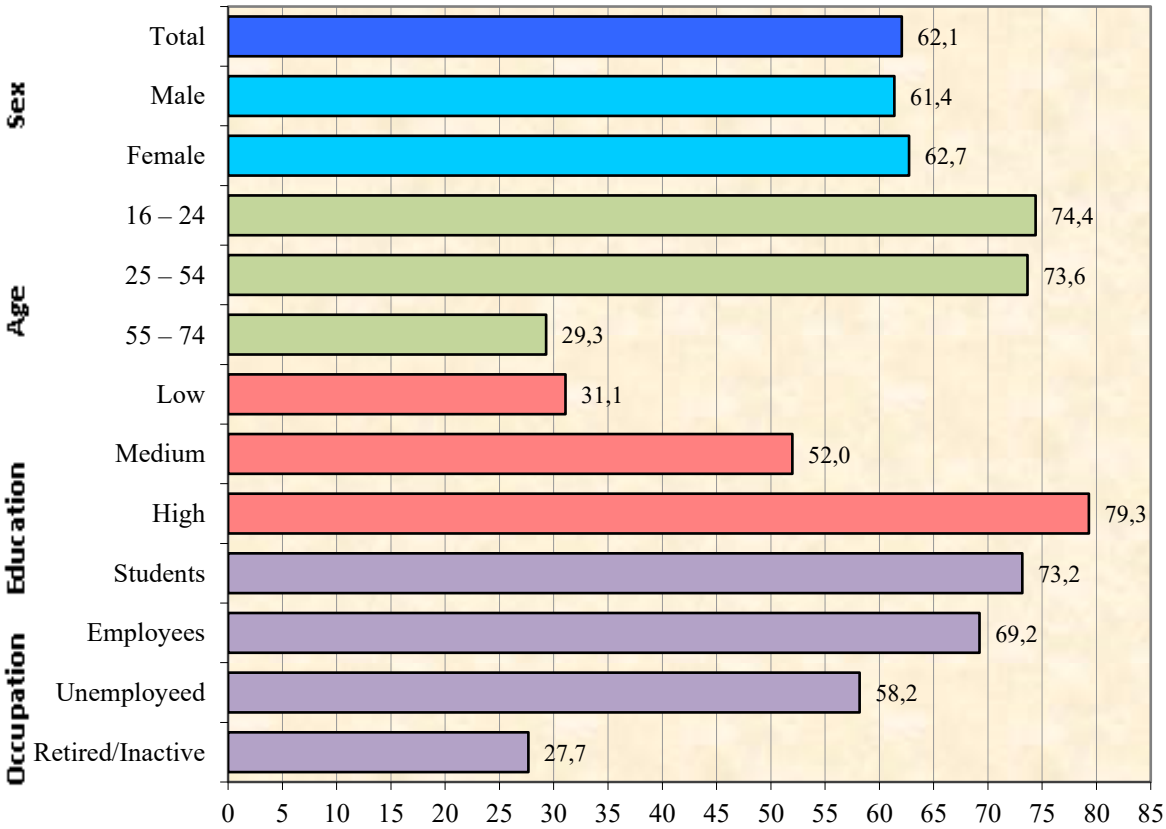
The age, educational level and occupation of a person seem to affect the e-commerce activity. Persons within the age group 16 - 24 years are more actively involved in e-commerce. 74,4% of the individuals within the age group 16 - 24, who have used the internet during the first quarter of 2025, have bought or ordered goods or services for private use via the internet during the first quarter of the year. They are closely followed by individuals aged 25–54 years with 73,6%. Among those aged 55–74 years, more than one in four (over 25%) made online purchases during the same period (Figure 11).

The educational attainment level also plays a crucial role in shaping online shopping behaviour. Individuals with a high level of education are considerably more inclined toward e-commerce, since 79,3% of them who used the internet during the first quarter of the year have bought or ordered goods and services via the internet. The percentage declines to 52,0% among those with a medium educational level, and 31,1% among those with a low educational level (Figure 11).

Similarly, occupation affects the likelihood of participating in online shopping. Among those who used the internet during the first quarter of 2025, 73,2% of students purchased goods or services online, followed by employees (69,2%), the unemployed (58,2%), and retired or inactive individuals (27,7%) (Figure 11).

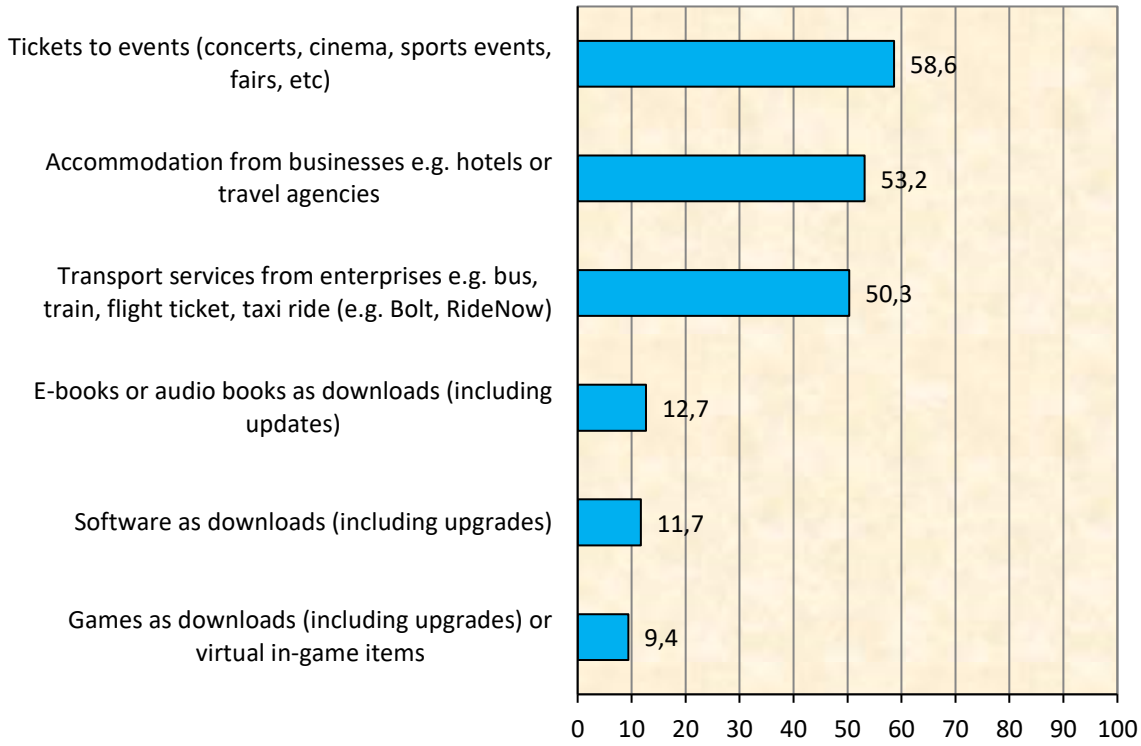
In summary, younger individuals, highly educated people, employees, and students represent the most predominant groups engaging in online shopping.

Figure 11: Individuals who bought or ordered of goods or services for private use over the Internet during the first quarter of the year



The most common services purchased via the internet are tickets to events (such as concerts, cinema, sports events, and fairs), accounting for 58,6% of online purchases. Accommodation services follow with 53,2%, while transport services rank third with 50,3% (Figure 12).

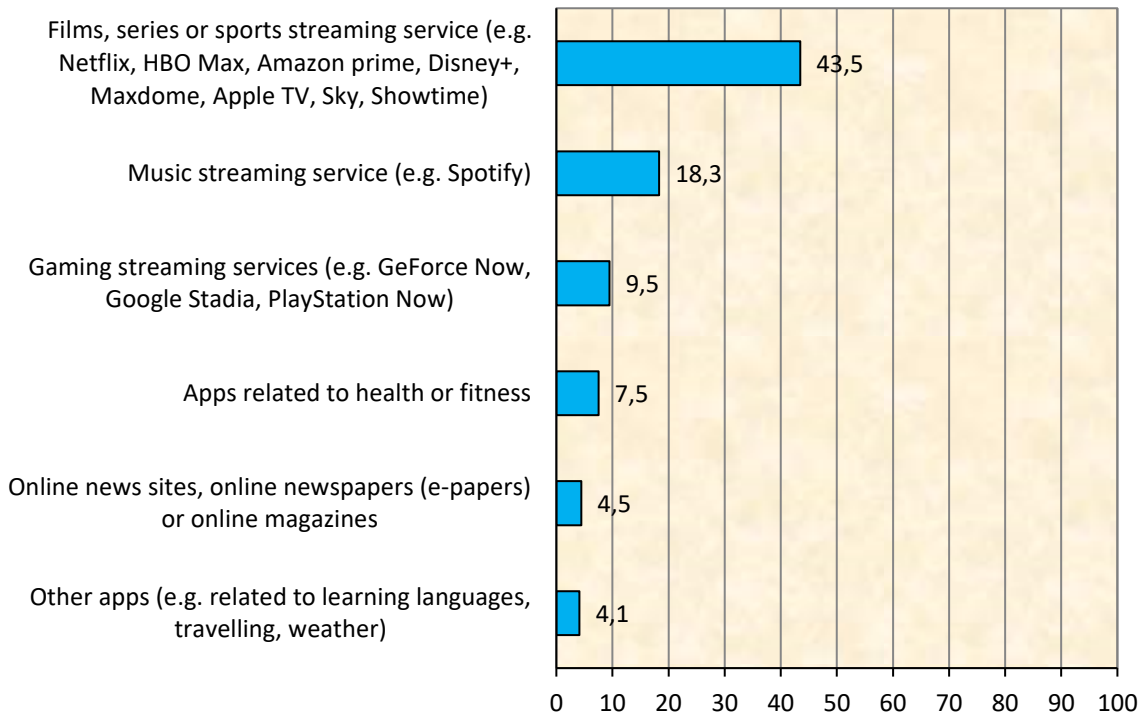
Figure 12:Goods or services bought via a website or app



% on individuals placing orders during the first quarter of 2025

During the first quarter of 2025, 43,5% of individuals who placed orders subscribed to film, series, or sports streaming services, while 18,3% subscribed to music streaming services. Additionally, 9,5% made online subscriptions to gaming streaming services (Figure 13).

Figure 13:Goods or services subscribed via a website or app



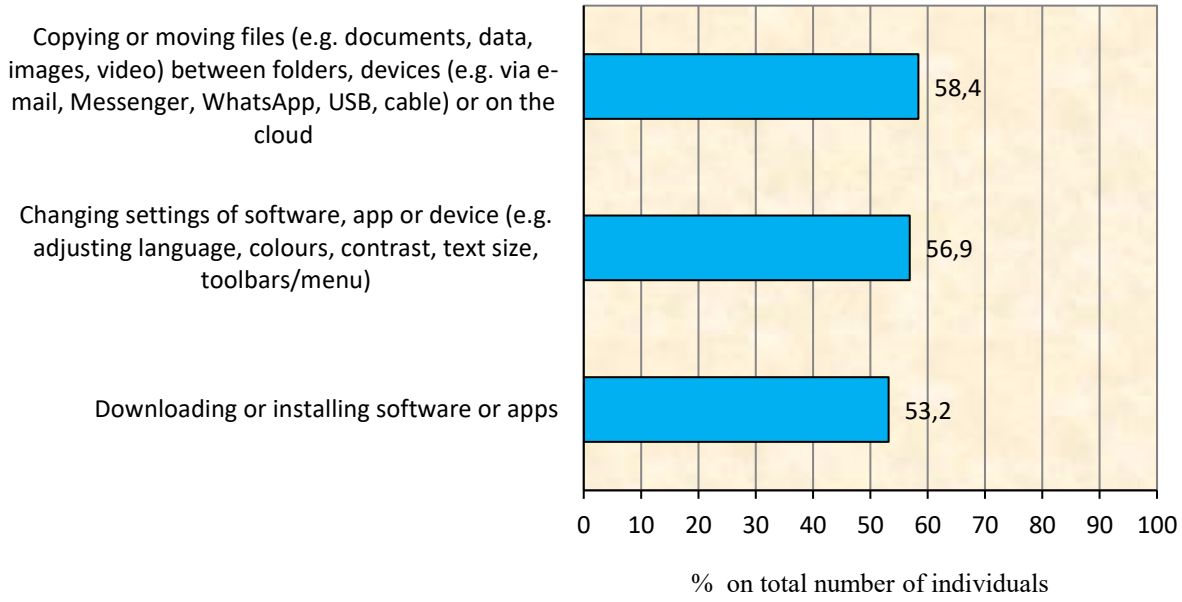
% on individuals placing orders during the first quarter of 2025

e-Skills

The term e-Skills refers to an individual's ability to manage data, information, and digital content (i.e., to organise, store, and retrieve data and content in digital environments), to solve technical problems (i.e., to identify and address issues that arise when operating digital devices, ranging from basic troubleshooting to more complex problem-solving), and to identify needs and technological solutions (i.e., to customise digital environments according to personal requirements).

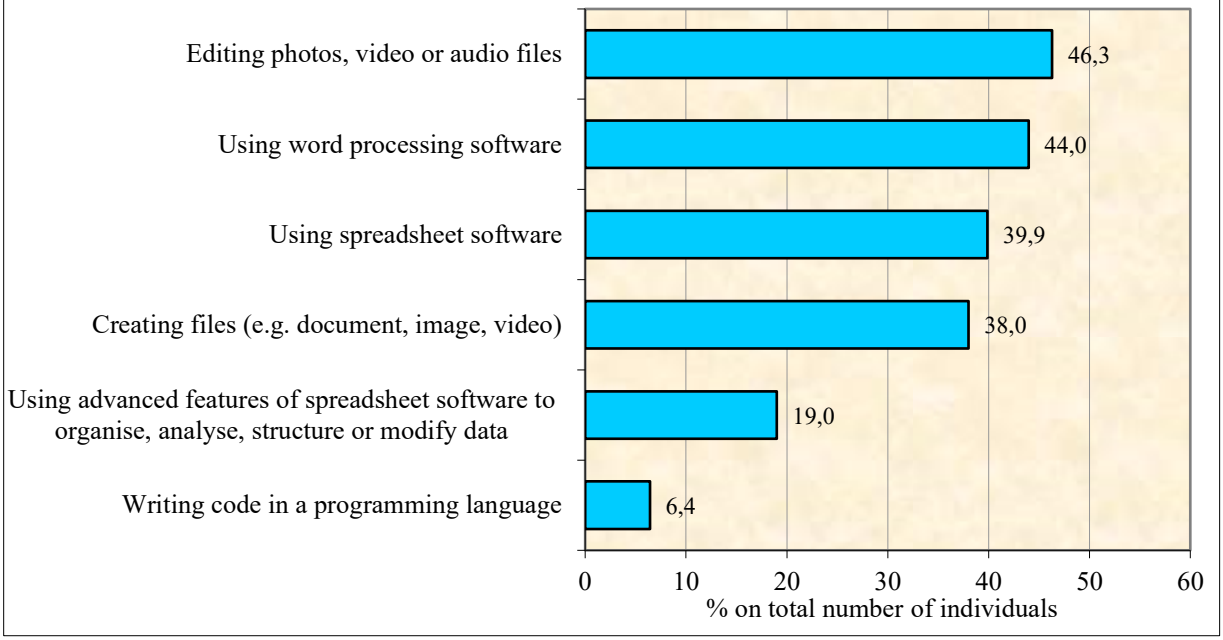
In the first quarter of 2025, 58,4% of total individuals, copied or moved files (e.g. documents, data, images, video) between folders, devices (e.g. via email, Messenger, WhatsApp, USB, cable) or on the cloud, while 56,9% changed settings of software, applications or devices (e.g. adjusting language, colours, contrast, text size, toolbars/menu). Additionaly, 53,2% downloaded or installed software or apps (Figure 14).

Figure 14:Computer related activities



The most common software-related activity among internet users was editing photos, videos, or audio files (46,3%), followed by using word processing software (44,0%). Using spreadsheet software and creating digital files (such as documents, images, or videos) were also frequent activities, reported by 39,9% and 38,0% of users, respectively (Figure 15).

Figure 15: Software related activities

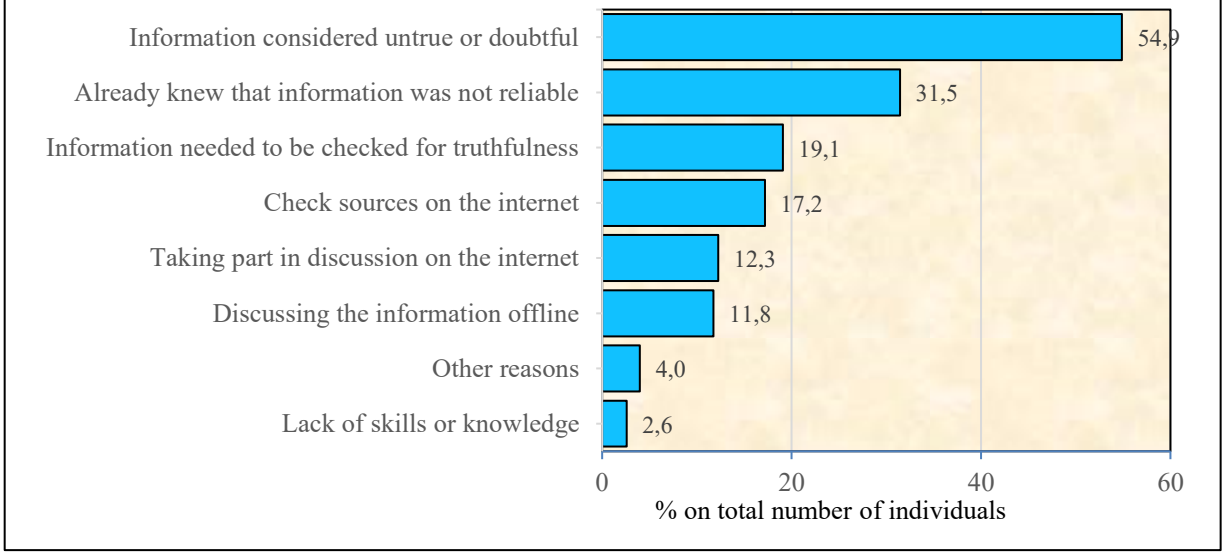


In the first quarter of 2025, 54,9% of the total number of individuals have seen information or content (e.g. videos, images) that they considered to be untrue or doubtful on internet news sites or social media (e.g. Facebook, Instagram, YouTube, X (formely Twitter)) (Figure 16).

Among them, 31,5% 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, while 19,1% declared that they have checked the truthfulness of the information or content they found on internet news sites or social media. (Figure 16).

Of those who verified the information, 17,2% did so by checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia, etc.), 12,3% by following or taking part in discussion on the internet regarding the information and 11,8% by discussing the information offline with other persons or using sources not on the internet (Figure 16).

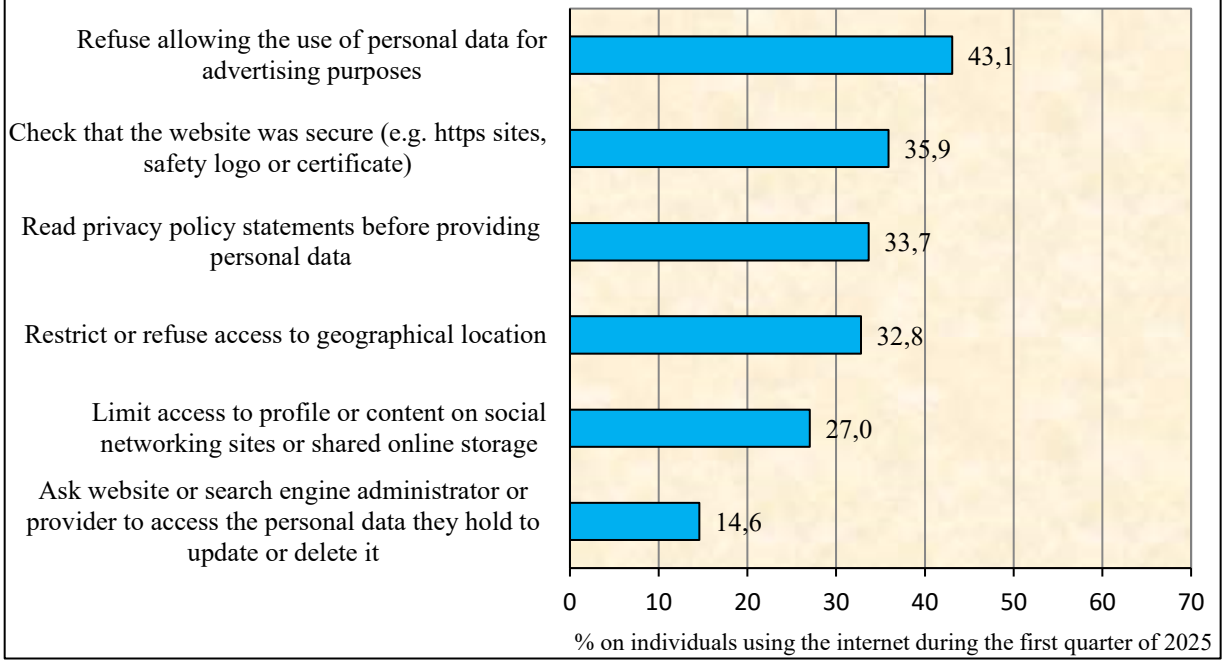
Figure 16: Truthfulness of information



Privacy and Protection of Personal Data

The main activity undertaken by internet users to manage access to their personal information online in the first quarter of 2025 was refusing the use of personal data for advertising purposes (43,1%). This was followed by checking that a website was secure (35,9%). Additionally, 33,7% of users reported reading privacy policy statements before providing personal data, while 32,8% restricted or refused access to their geographical location (Figure 17).

Figure 17: Activities to manage access to the personal information over the internet



Age group 75–89 years

For the first time in the 2025 survey, data were collected from individuals aged 75–89 in the selected households, on an optional basis. One of the most significant findings is that 41,1% of people in this age group reported using the internet during the first quarter of 2025. Of these, 54,4% were men and 45,6% were women.

Regarding e-government, during the period April 2024 – March 2025, 42,8% of individuals aged 75–89 received information electronically from government services, 38,2% accessed information that had been stored for them by public authorities or services, while 19,8% accessed information from public databases or registers.

Finally, in relation to e-commerce, the share of individuals in this age group who purchased or ordered goods or services online during the first quarter of the year stood at only 14,4%.