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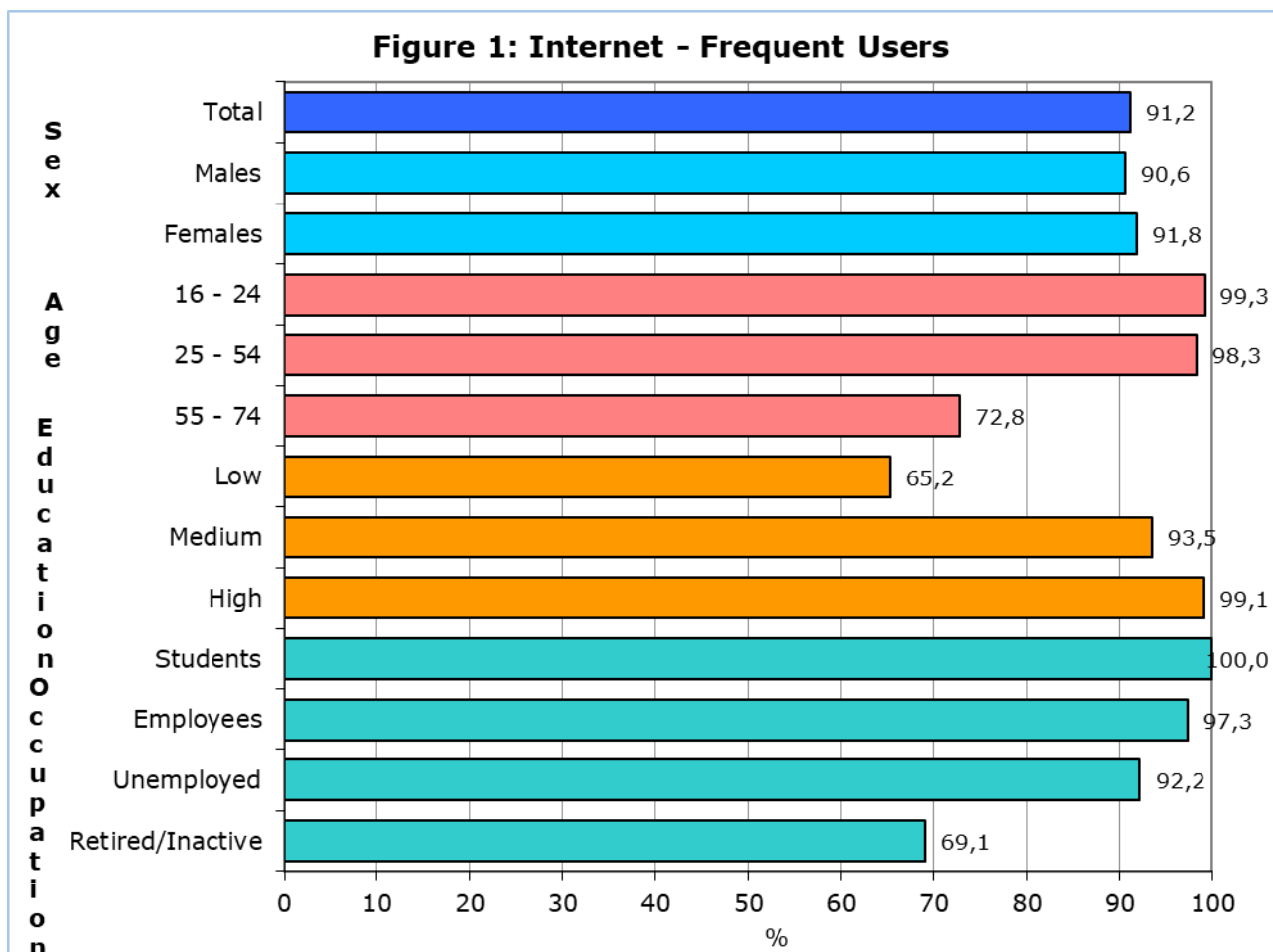
14 December, 2023

## PRESS RELEASE

### **SURVEY RESULTS ON INFORMATION AND COMMUNICATION TECHNOLOGIES USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2023**

#### **Use of the Internet**

On the basis of the results of the ad hoc survey carried out by the Statistical Service of Cyprus, nine out of ten individuals use the internet at least once a week. Internet use decreases with age: starting from 99,3% for the 16–24 age group, internet use drops to 72,8% for the 55–74 age group. Persons with high educational attainment level use the internet more frequently (99,1%) than persons with low educational attainment level (65,2%). (Figure 1)



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 sites/newspapers/news magazines (89,1%) and finding information about goods or services (89,1%). (Table 1)

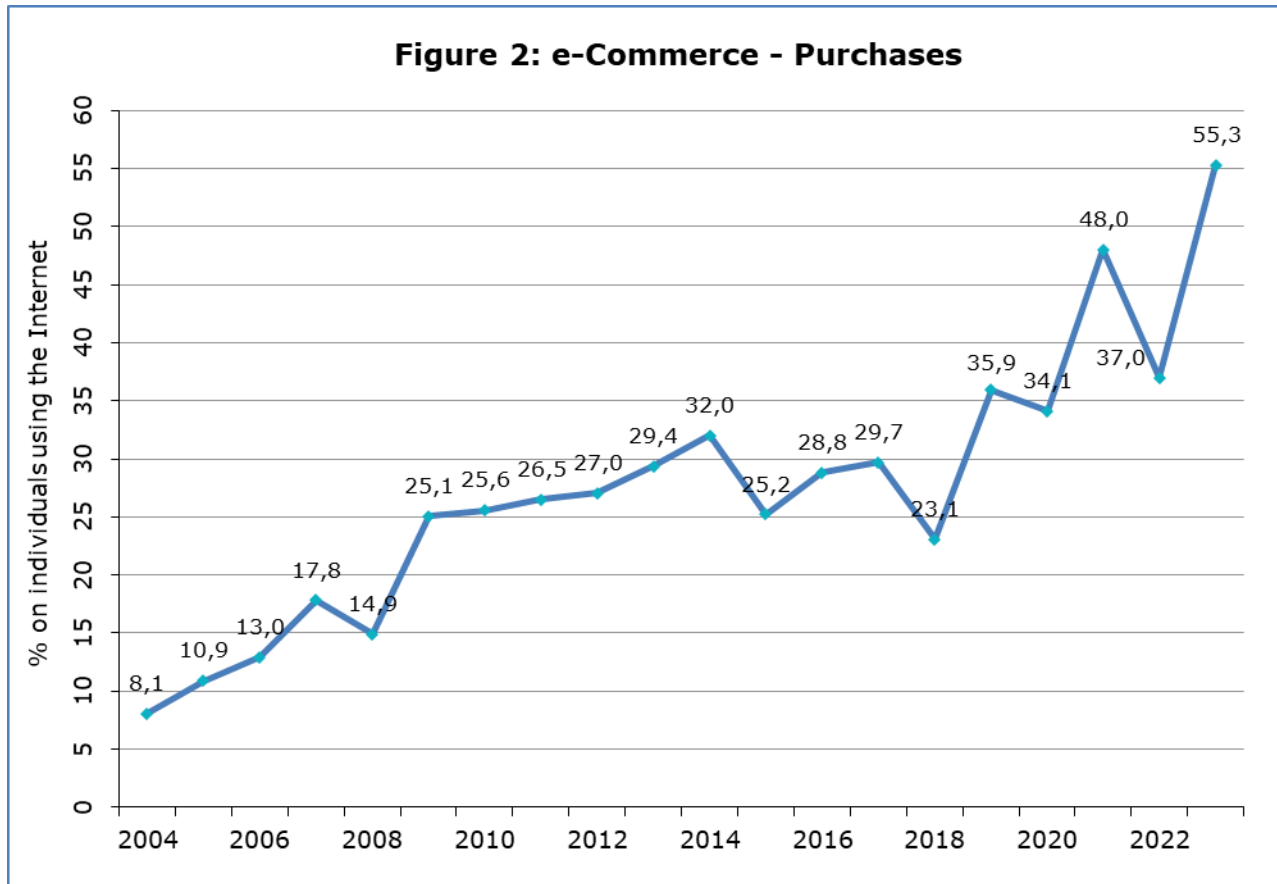
14,8% of persons that used the internet in the first quarter of 2023, used online learning material other than a complete online course, 13,3% had an online course and 10,9% communicated with educators or learners using audio or video online tools. (Table 1)

**e-Government**

During the period April 2022 - March 2023, 50,1% of individuals aged 16-74 obtained information online, 43,3% accessed information stored about them by public authorities or public services and 24,9% accessed information from public databases or registers.

**e-Commerce**

The proportion of individuals aged 16-74 years old placing online orders during the first quarter of 2023 increased significantly to 55,3% compared to 37,0% in the corresponding period of 2022. (Figure 2)



The most popular categories of goods/services ordered online were the following: clothes (including sport clothing), shoes or accessories (82,3%), deliveries or pick up from restaurants, fast-food chains (81,7%), food or beverages from stores or from meal-kits providers (41,4%) and sports goods (excluding sport clothing) (24,5%). (Table 2)

Among the people who bought or ordered goods or services for private use in the first quarter of 2023, 86,6% preferred sellers from Cyprus, 80,7% bought from sellers from other EU member countries and 47,2% from sellers from the rest of the world. (Table 2)

**Table 1**

<b>Internet Use</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Households with Internet Access</b>	<b>92,8</b>	<b>93,4</b>	<b>94,0</b>	<b>92,3</b>
<b>Individuals that Used the Internet</b> (during the 1 <sup>st</sup> quarter of the year) (% on total individuals aged 16-74)	<b>90,8</b>	<b>90,8</b>	<b>89,6</b>	<b>91,2</b>
<b>Most popular Internet Activities</b> (% on total individuals aged 16-74 that used the internet during the 1 <sup>st</sup> quarter of the year)				
Using instant messaging	92,4	94,3	91,9	95,9
Telephoning over the internet/video calls (via webcam) over the internet	94,0	94,2	91,4	95,4
Participation in social networks	86,1	86,6	87,0	90,5
Reading online news sites/newspapers/news magazines	83,3	86,1	86,6	89,1
Finding information about goods and services	78,8	88,8	78,4	89,1
<b>Learning Activities over the Internet</b>				
Online material	18,4	19,0	17,8	14,8
Online course	20,6	21,7	17,7	13,3
Communication with instructors or students	10,1	...	17,0	10,9

... Data not available

**Table 2**

<b>e-Commerce</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Purchases / Orders of goods and services over the internet</b> (during the 1 <sup>st</sup> quarter of the year) (% on total individuals aged 16-74 that used the internet)	<b>48,0</b>	<b>37,0</b>	<b>55,3</b>
<b>Country of Origin of Sellers</b> (% on total individuals aged 16-74 that ordered goods or services over the internet during the 1st quarter of the year)			
Sellers from Cyprus	75,5	84,8	86,6
Sellers from other EU countries	61,8	77,7	80,7
Sellers from the rest of the world	56,8	59,7	47,2

## **METHODOLOGICAL NOTE**

### **Aim**

The aim of the survey is to collect data on the access to selected Information and Communication Technologies (ICT), 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

### **Coverage**

The survey was conducted during the period April – June 2023 and covered 1.803 households with at least one member aged 16 – 74 and 3.540 individuals aged 16 – 74.

### **Sampling**

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.

### **Data Collection**

The data collection was conducted through personal interviews with all individuals of households aged 16-74 years. In case of absence of an individual, another family member helped with the answers.

### **Reference Period**

The data refer to the first quarter of 2023, unless otherwise stated.

### **Definitions**

**Use of e- Commerce:** refers to the purchase of goods and services over the internet for private use via any device. 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 are excluded.

**Use of e- Government:** refers to electronic contacts via the internet with public authorities and some public services. Contacts through manually typed e-mails are excluded.

**Use of the Internet:** Internet use via any device: desktop, laptop, netbook, tablet, as well as smart phones, games consoles, e-book readers.

### ***For more information:***

CYSTAT Portal, subtheme [Information Society](#)

[CYSTAT-DB](#) (Online Database)

[Methodological Information](#)

**Data up to 2020 are available in excel format under [Predefined Tables](#).**

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