The Internet in Cyprus 2016 – Final Research Report

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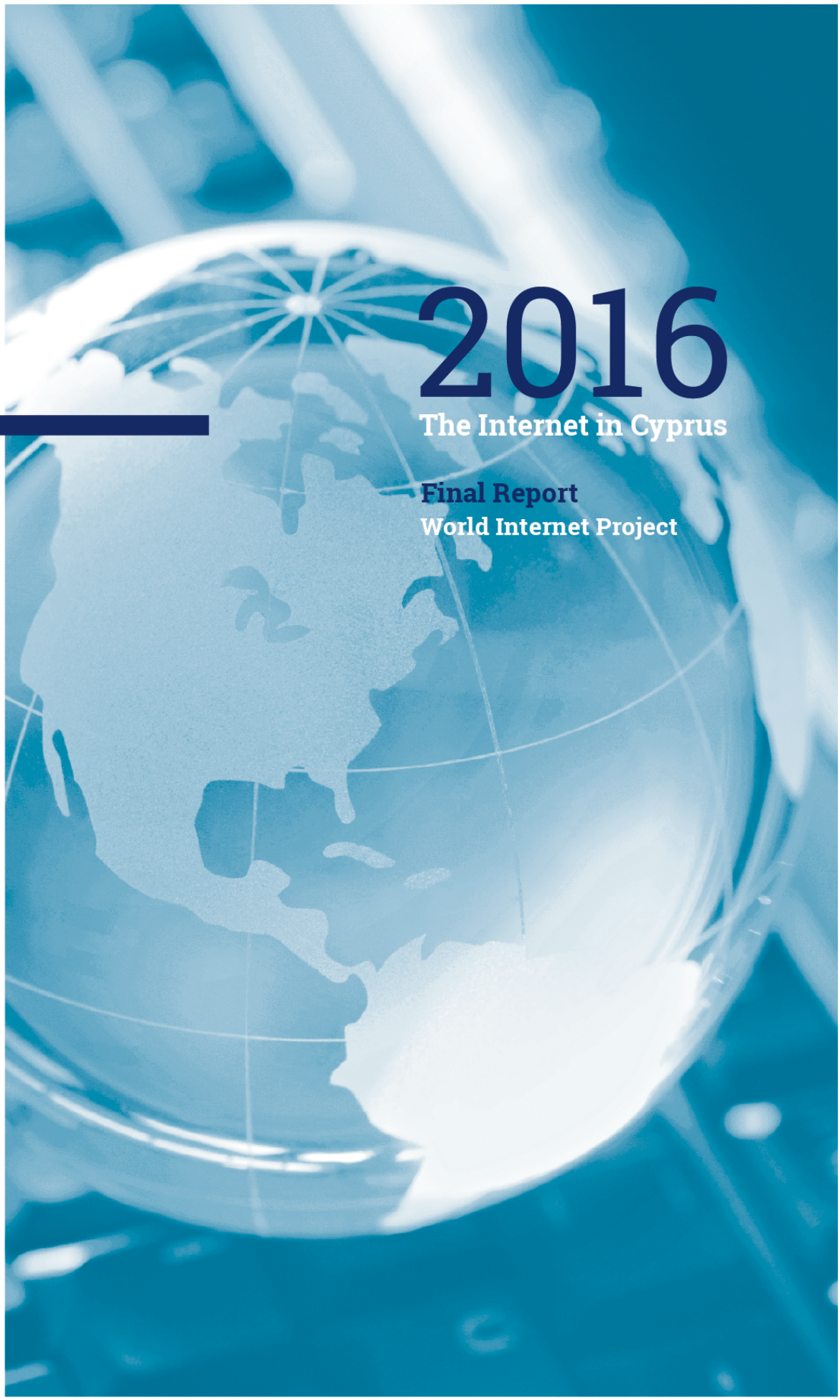

2016

The Internet in Cyprus

Final Report

World Internet Project

Cyprus University of Technology

Department of Communication and Internet Studies

CYPRUS UNIVERSITY OF TECHNOLOGY
FACULTY OF COMMUNICATION AND MEDIA STUDIES
DEPARTMENT OF COMMUNICATION AND INTERNET STUDIES

WORLD INTERNET PROJECT

THE INTERNET IN CYPRUS 2016

FINAL REPORT

December 2017

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EXECUTIVE SUMMARY

Internet use has been rising steadily in both communities in Cyprus over the last few years. Based on the WIP 2016 survey, it is estimated that more than 70% of the total population aged 15 and over in both communities in Cyprus is using the internet. Internet penetration in the Turkish-Cypriot community has risen more steeply since 2012, slightly surpassing the corresponding figure in the Greek-Cypriot community in 2014 and reaching 76.9% in 2016, more than six percentage units above the corresponding figure in the Greek-Cypriot community (70.8%).

Home connections are the most popular in both communities, reaching usage by 97.7% of internet users in the Greek-Cypriot community and by 88.4% in the Turkish-Cypriot community, while mobile data connections are notably more popular in the Turkish-Cypriot community (used by 77.7% of internet users, compared to 61.6% in the Greek-Cypriot community). Greek-Cypriot internet users use computers to connect the internet at a rate of 93.9%, mobile phones at rate of 86.2% and tablets at a rate of 49.1%, compared to 69.0%, 88.9% and 33.1% respectively among Turkish-Cypriot internet users. Mobile phone users in both communities connect to the internet more frequently than users of other devices, with 72.7% reporting doing so several times a day in the Greek-Cypriot community and 62.0% reporting doing so several times a day in the Turkish-Cypriot community.

Regarding demographic digital divides, in 2016, the urban-rural gap has completely disappeared in the Greek-Cypriot community, while in the Turkish-Cypriot community it has become more pronounced due to a very steep increase in internet use by urban residents (82.8% vs 68.6% among rural residents). Men connect to the internet more than women in both communities in all survey years. The gap seems to be narrowing in the Greek-Cypriot community, where its size is about five percentage units in 2016 (73.6% among men vs 68.1% among women), while in the Turkish-Cypriot community, in the same year, its size is more than ten percentage units (81.5%% among men vs 71.1% among women). Internet use decreases with age. Almost all people aged 15-24 (100% of Greek-Cypriots and 99.2% of Turkish-Cypriots) and about nine in ten people aged 25-34 (93.2% of Greek-Cypriots and 91.8% of Turkish-Cypriots) used the internet in 2016. The corresponding percentage for people aged 35-44 and 45-54 is lower, but still well above 70% in both communities. Internet use drops to below 50% for the remaining age groups to reach figures around or below 10% for the oldest group (75 or older). Still, a considerable increase in 2016 in the percentage of people aged 65-74 who use the internet in both

communities has also been observed. Educational attainment is positively associated with internet use with the more educated using the internet more than the less educated. In both communities, almost all students use the internet, while the percentages of internet use among non-students are significantly lower (64.3% in the Greek-Cypriot community and 71.7% in the Turkish-Cypriot community). In both communities, internet use is also significantly more prevalent among people who are employed: 82.2% in the Greek-Cypriot community and 91.3% in the Turkish-Cypriot community among the employed use the internet (vs 57.7% and 59.4% respectively among the non-employed). Housewives and househusbands (at 36.2% in the Greek-Cypriot community and 46.5% in the Turkish-Cypriot community) and the retired (at 26.7% in the Greek-Cypriot community and 37.0% in the Turkish-Cypriot community) are the groups that use the internet less. A positive association occurs between income and internet use in both communities.

Internet use also differs by membership in various groups or organizations. In the Greek-Cypriot community, the most pronounced differences are observed between members and non-members of cultural, professional and sport/recreation groups, with more internet use among members, and between members and non-members of religious groups, with more internet use among non-members. In the Turkish-Cypriot community, the most pronounced differences are between members and non-members of cultural, religious, environmental, sport/recreation and charity groups, with more internet use among members.

Regarding digital literacy skills, internet users in both communities, in their overwhelming majority, know how to open downloaded files, how to choose whom they share content with, how to download apps to a mobile device and find it easy to decide on the best keywords for online searches. Close to 75% of Greek-Cypriots (but only about one third of Turkish-Cypriots) also report knowing how to create and upload content.

Involvement in a wide variety of specific internet uses has been measured since 2008 in the Greek-Cypriot community and since 2012 in the Turkish-Cypriot community. A six-grade scale was used (with answer options "several times a day", "daily", "weekly", "monthly", "less than monthly" and "never"), which allows for both prevalence estimates (percentage using the internet in each specific way regardless of frequency of use) and analysis by frequency of use. Among the various uses measured, email remains the most prevalent communication activity, closely followed by instant messaging. Making phone calls over the internet is also becoming increasingly popular in both communities. Posting one's own content has generally been more popular in the Turkish-Cypriot community and the same applies for reporting or sharing links or content posted by others. Regarding using the internet for obtaining various kinds of information, looking for news is the most prevalent and frequent activity in both communities, while looking for travel information is very prevalent, although less frequent. Looking for jobs or work is among the least prevalent uses in both communities. Reading blogs is overall becoming more popular over the years, but not steadily so. Obtaining health

information and obtaining information about products have been popular since the early years of the WIP surveys in Cyprus and remain among the most prevalent activities in both communities in 2016, while comparing prices of products or services is becoming more popular in recent years. Buying online is becoming increasingly more prevalent (but not very frequent) in the Greek-Cypriot community, with more than two thirds of the sample reporting buying things online, but only slightly more than 10% doing so monthly or more often. In the Turkish-Cypriot community, about half of the sample reported buying things online and slightly more than 10% reported doing so monthly or more often. Making travel reservations and bookings is quite prevalent in the Greek-Cypriot community (close to 70%) while it seems to be gaining momentum in the Turkish-Cypriot community as well (close to 50%); again, at low frequencies of use in both communities. Paying bills online and doing e-banking are activities that have also been gaining momentum in both communities, but at lower prevalence compared to making travel reservations or bookings. Very few people in both communities use the internet for online investments or for online selling. The most popular entertainment activities on the internet are playing games, downloading or listening to music, downloading or watching music videos and visiting social networking sites, performed by typically large majorities with significant percentages doing so daily. Visiting religious or spiritual sites, betting, gambling or entering sweepstakes and visiting sites with sexual content are less popular, while dating online is almost non-existent. Regarding using the internet for educational purposes, looking up word definitions and fact checking are quite prevalent and frequent. Getting information about school-related work and distance learning are less prevalent.

Internet users in both communities have progressively grown skeptical about the reliability of information on the internet. In 2016, only about one third of Greek-Cypriot internet users and less than 20% of Turkish-Cypriot users reported trusting all or most of online information as reliable, while 40.5% in the Greek-Cypriot community and 52.2% in the Turkish-Cypriot community said that they trust only about half of online information as reliable.

Accidentally arriving at pornographic content was the most frequent type of online victimization in 2016 with about one third of Greek-Cypriots and more than half of Turkish-Cypriots reporting having had this experience. Receiving a virus is also common: about one third of respondents in each community reported having suffered from such incidents in 2016. Smaller percentages of users in both communities reported having been misled in their online purchases, having had their credit card details stolen via internet use, having been contacted by someone attempting to extort their bank or personal details or having been bullied or harassed online. Violation of privacy online is uncommon among internet users in both communities. Still, the majority of users in both communities is concerned about privacy violations online.

Regarding whether internet use enhances political efficacy, in 2016, close to 60% of Greek-Cypriot internet users agreed or strongly agreed that the internet increases

citizens' political power and more than 60% agreed or strongly agreed that the internet helps in better understanding of politics. On the other hand, only about one in every two Greek-Cypriot internet users agreed or strongly agreed that the internet helps citizens have more say regarding government actions and only about one in three agreed or strongly agreed that the internet enhances higher responsiveness by public officials. Turkish-Cypriot internet users are overall more pessimistic about this function of the internet, as the percentages of respondents who agreed or strongly agreed to each of the aforementioned statements are comparable to the percentages of respondents who disagreed or strongly disagreed .

Participants were also asked to what extent they use the internet in various ways related to social capital. Among these, using the internet to maintain relationships with family and to maintain relationships with friends are the most prevalent in both communities, while using the internet to expand professional or occupational ties is also very popular. Of lower popularity is the use of the internet to meet people from different occupations or people of different social statuses, to meet people of different lifestyles or from different cultures and to maintain relationships with people of similar political views. The internet is not a very popular means to connect with political parties, NGOs or public officials or to join protest or other social movements.

The degree of perceived freedom of political expression (in general) among Greek-Cypriots is at high levels with close to seven in every ten respondents feeling comfortable saying what they think about politics. Perception of freedom of political expression *online* is at much lower levels. A growing majority of Greek-Cypriot respondents believes that citizens should be free to criticize their government online, but only about one third believes that that it is OK to express extreme ideas online. About one in every two respondents states that the government must intensify regulation of the internet. In the Turkish-Cypriot community views and beliefs about freedom of expression are polarized and there is overwhelming support for the idea that citizens should be free to criticize their government online as well as for the idea that the government should regulate the internet more than it does.

Regarding social trust, respondents in both communities are more skeptical rather than optimistic in their views regarding the extent to which other people can be trusted, the extent to which other people are fair and the extent to which other people are helpful. With respect to trust in institutions, universities are the most trusted institutions in both communities, followed by public grade schools and the Church in the Greek-Cypriot community and followed by the police and public grade schools in the Turkish-Cypriot community. The least trusted institution in both communities are the political parties followed by the Parliament and public administration.

Finally, regarding off-line socializing, the overwhelming majority of respondents in both communities spends time with close relatives on a daily basis while spending time with other relatives and with friends or acquaintances are also

very common. Socializing with colleagues outside the work environment is less common among Greek-Cypriots and more common among Turkish-Cypriots.

INTRODUCTION

The World Internet Project – Cyprus, implemented by the Department of Communication and Internet Studies and funded by the Cyprus University of Technology, is part of the World Internet Project (www.worldinternetproject.net), an international ongoing international research project launched in 1999 and directed by the Annenberg School Center for the Digital Future at the University of Southern California. The first wave of the survey in Cyprus was conducted in late 2008 and the second in the spring of 2010. The third wave was conducted in the fall of 2012 in both the Greek-Cypriot and the Turkish-Cypriot communities. A similar trans-communal measurement was repeated in the fall of 2014 (fourth wave) and in the fall of 2016 (fifth wave).

The purpose of this report is to update current knowledge about internet use in Cyprus by presenting the results of the most recent measurement (2016) in both communities. The report also presents the trends in the Greek-Cypriot community from 2008-2016 (2008, 2010, 2012, 2014 and 2016) and in the Turkish-Cypriot community from 2012-2016 (2012, 2014 and 2016). The results are presented by wave and by community in the same graphs to allow for both longitudinal and comparative insights.

The population of interest in all waves and in both communities was defined as all people 15 years of age and above who live in Cyprus and can communicate in Greek, Turkish or English. Data for the first two waves (2008 and 2010) were collected in the Greek-Cypriot community by door-to-door face-to-face surveys of probability samples of 1000 people. For the third wave, data were collected by two telephone surveys, one in the Greek-Cypriot community with a probability sample of 1000 persons and one in the Turkish-Cypriot community with a probability sample of 1007 persons. For the fourth wave, data were also collected by two telephone surveys, one in the Greek-Cypriot community with a probability sample of 1000 persons and one in the Turkish-Cypriot community with a probability sample of 1039 persons. For the fifth wave, data were collected in the fall of 2016 also by two telephone surveys, one in the Greek-Cypriot community with a probability sample of 926 persons and one in the Turkish-Cypriot community with a probability sample of 1000 persons. The telephone interviews in the third, fourth and fifth waves were conducted with individual participants selected randomly within households that were preselected by a stratified random design from the telephone directory in each

community. The sampling was proportionately stratified with respect to district and area type (urban vs rural).

The instrument used in all surveys is a standardized questionnaire which includes all items required by the WIP International Project and a small number of additional items representing variables of theoretical interest, added by the core research teams in Cyprus. The questionnaire was translated in Greek and Turkish but was also available in English.

The data were entered manually (Greek-Cypriot community, 2012, 2016, Turkish-Cypriot community, 2016) and by use of a Computer Assisted Telephone Interview interface (Greek-Cypriot community, 2014, and Turkish-Cypriot community 2012 and 2014). Quality control revealed no significant errors in data construction. The final datasets were weighted based on gender, age and education.

This report contains descriptive presentation of all variables measured in the 2016 surveys with simultaneous presentation of corresponding results from the previous waves (in the Greek-Cypriot community, 2008, 2010, 2012 and 2014 and in the Turkish-Cypriot community, 2012 and 2014). The presentation mostly contains bar charts of relative frequencies. The relative frequencies of all categories (answer options) are presented on the charts, so that the reader can see the exact percentages without looking at data tables. Brief comments are included, mostly to direct the reader smoothly through the report rather than to interpret or discuss the etiology of what is reported. It should be noted that for simplicity purposes all text is written in plain language and that all figures represent *center point estimates*, based on the sample statistics.

1. INTERNET ACCESS AND USE

1.1. Internet Penetration

As shown in Figure 1.1.1, internet use has been rising steadily in both communities over the last few years. Based on the results of the WIP surveys, in 2016, more than 70% of the total population aged 15 and over in both communities has been using the internet. Internet penetration in the Turkish-Cypriot community has risen more steeply since 2012, slightly surpassing the corresponding figure in the Greek-Cypriot community in 2014 and reaching 76.9% in 2016, more than six percentage units above the corresponding figure in the Greek-Cypriot community.

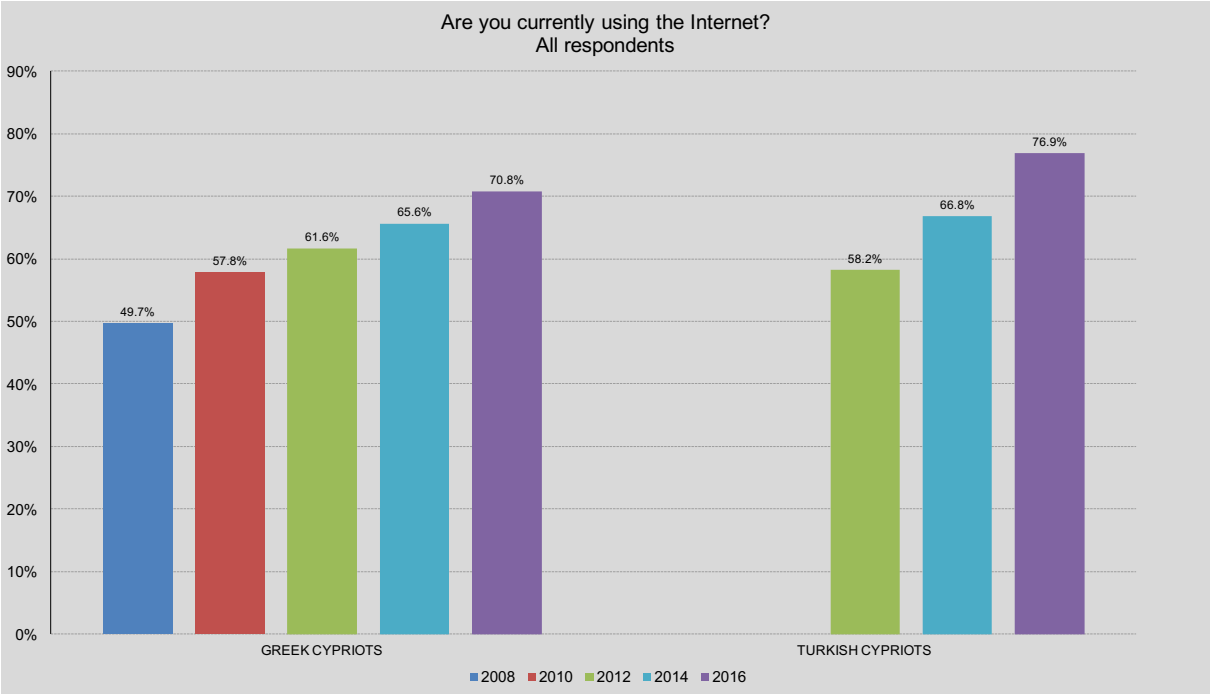

Figure 1.1.1 Internet Penetration

Lack of interest and lack of technical knowledge seem to be the main reasons for not using the internet, with roughly the same percentages of non-users citing these in 2014 in both communities. In 2016 the percentage of Greek-Cypriots that reported not knowing how to use the internet surpassed that of Turkish-Cypriots by more than ten percentage units (Figure 1.1.2).

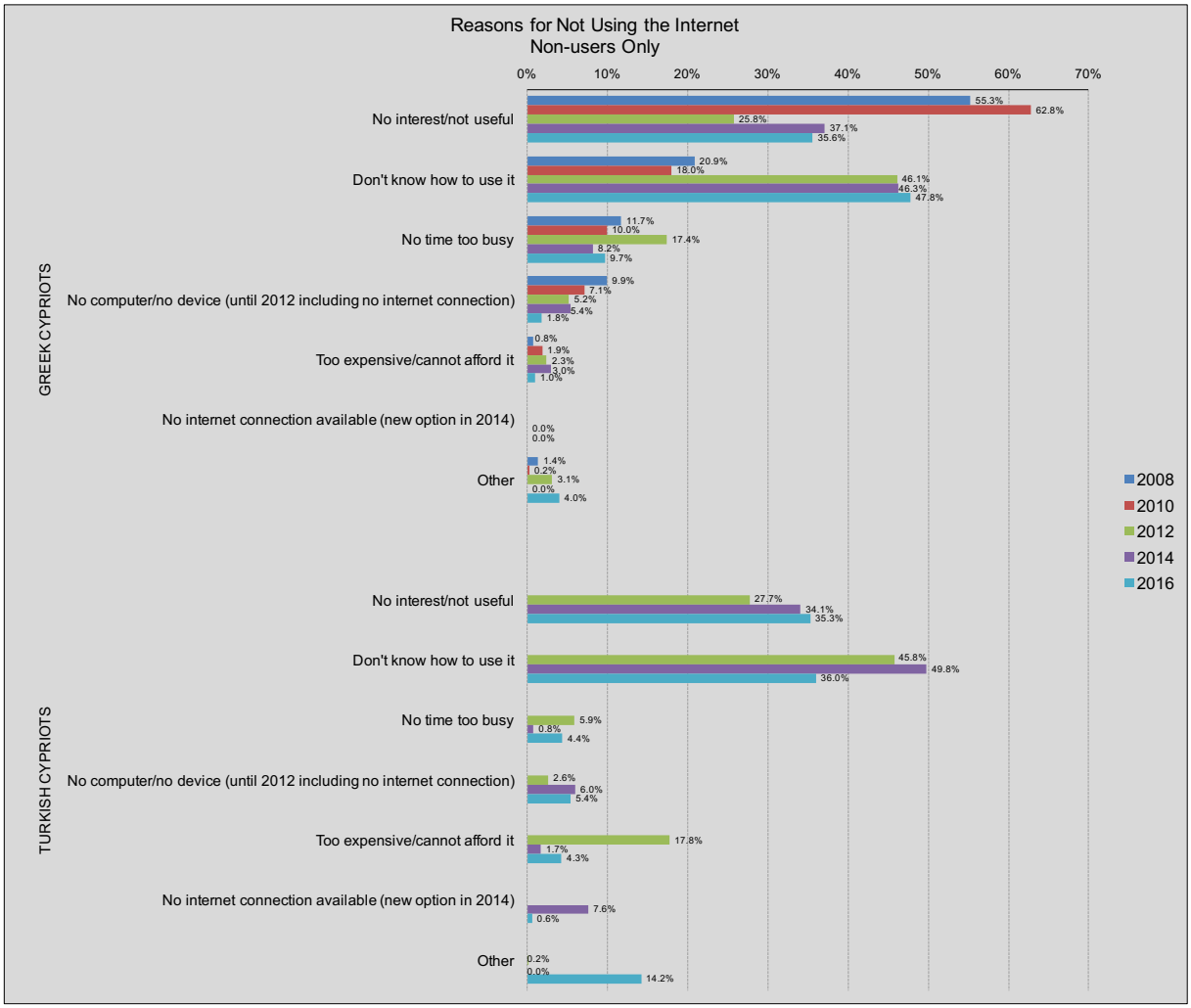

Figure 1.1.2 Reasons for not Using the Internet

In 2012, 2014 and 2016, Greek-Cypriots seem to have been using the internet for a longer time compared to Turkish-Cypriots (Figure 1.1.3). This shows that, compared to the Greek-Cypriot community, there are more late users in the Turkish-Cypriot community.

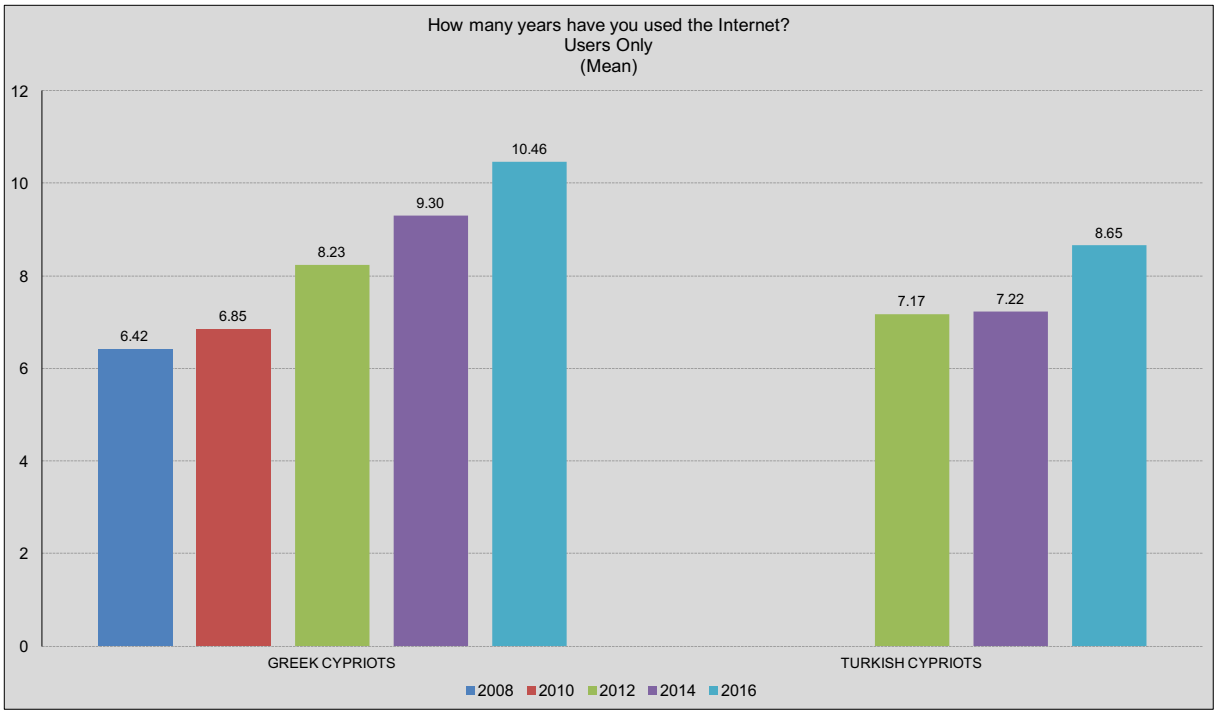

Figure 1.1.3 Years of Internet Use

1.2. Locations and Ways of Access

The question on access locations changed in 2016 to focus on ways of accessing the internet; thus, presenting the 2016 results together with those of earlier waves would be too complicated. To provide the relevant information, the results of the 2008-2014 waves are presented first, as they were presented in the 2014 report. These are shown in Figure 1.2.1. Until 2014, almost all Greek-Cypriot users connected to the internet at home, about three out of four Greek-Cypriots who were employed connected to the internet at work and about two thirds of student users did so at school. About 40% of Greek-Cypriots also connected from other locations, while only 13.2% connected on the move. Among Turkish-Cypriots, almost all users connected to internet at home, and, in contrast to the Greek-Cypriots, almost all users also connected from other locations, including almost all employees who connected at work and almost all students who connected at school. About one third of Turkish-Cypriot users also connected on the move.

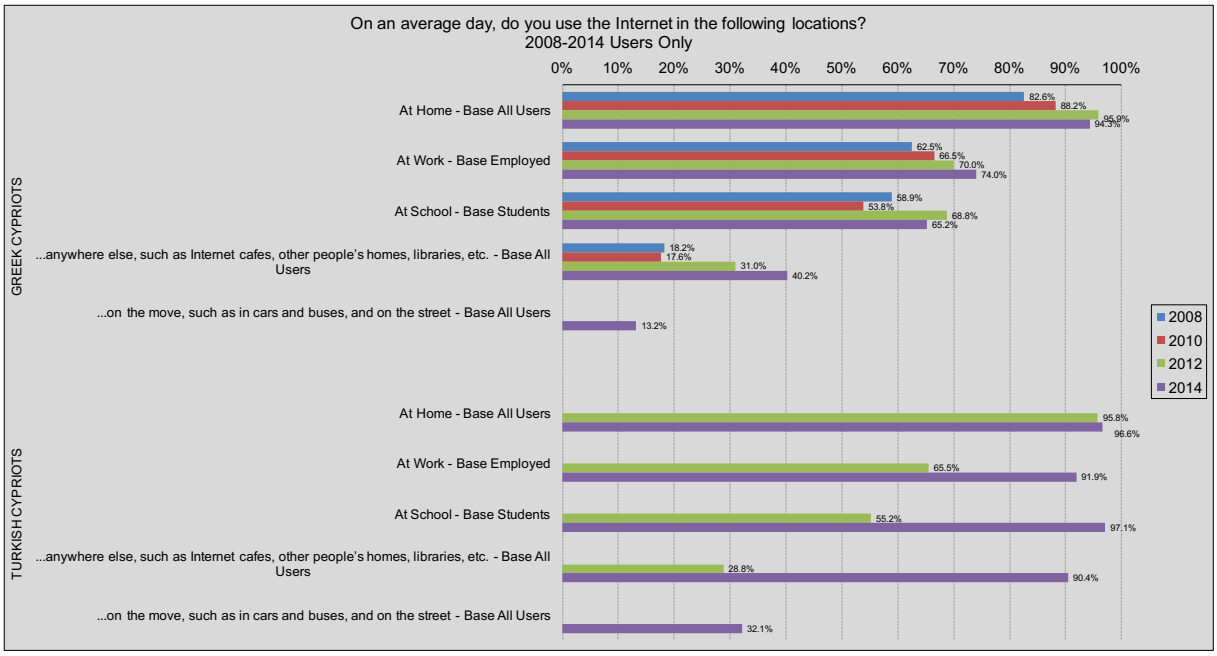

Figure 1.2.1 Internet Use by Access Location (2008-2014)

The corresponding results for 2016 are presented in Figure 1.2.2. Home connections remain the most popular in both communities, reaching almost 100% in the Greek-Cypriot community, while dropping from 96.6% in 2014 to 88.4% in 2016 in the Turkish-Cypriot community. The most important new questionnaire item in 2016 was the mobile data connection. This way to connect to the internet is notably more popular in the Turkish-Cypriot community (77.7%, compared to 61.6% in the Greek-Cypriot community).

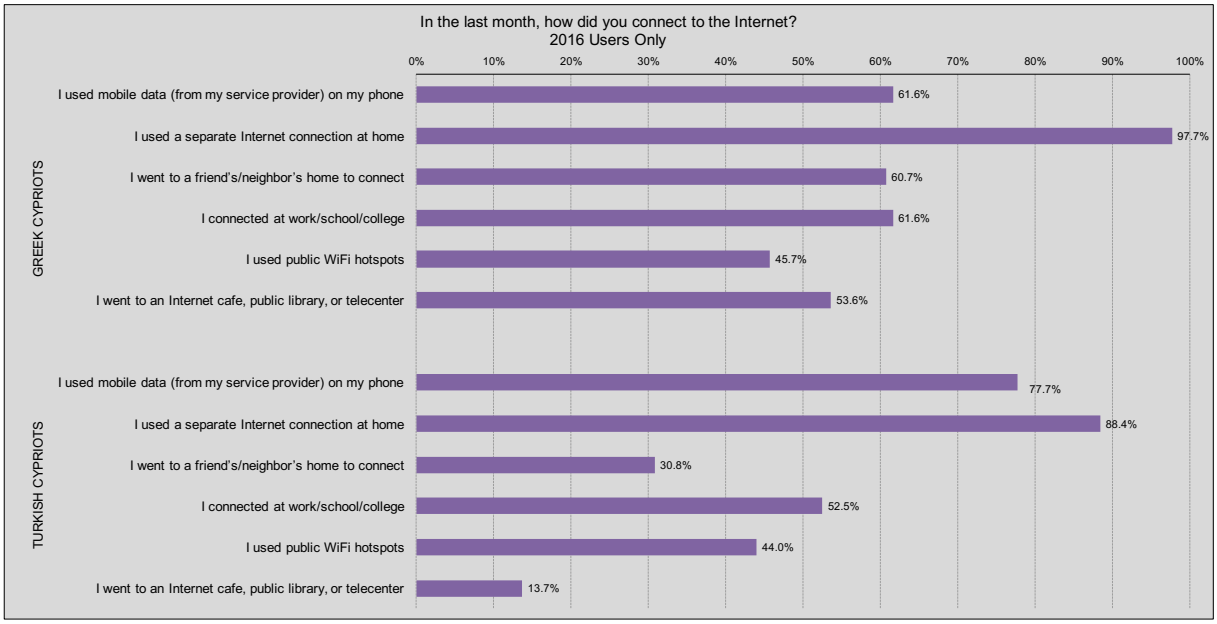

Figure 1.2.2 Ways of Connecting to the Internet (2016)

1.3. Devices

Figure 1.3.1 shows that in the Greek-Cypriot community the most popular means to connect to the internet is the computer with more than 90% of users in 2014 and 2016 connecting this way. Greek-Cypriots in 2016 also connect to the internet using mobile phones at rate of 86.2%, which represents a sharp increase since 2014 (62.5%) and an even sharper increase since 2012 (38.7%). Tablets remain less popular as only about half of internet users connect to the internet using this mean in 2016. In the Turkish-Cypriot community, the use of the computer has fallen from 88.9% in 2014 to 69.0% in 2016, while the use of mobile phones has remained at very high levels: since 2014, about half of internet users connect through mobile phones. Tablets and e-readers are less popular with only about one third of users connecting this way in 2016.

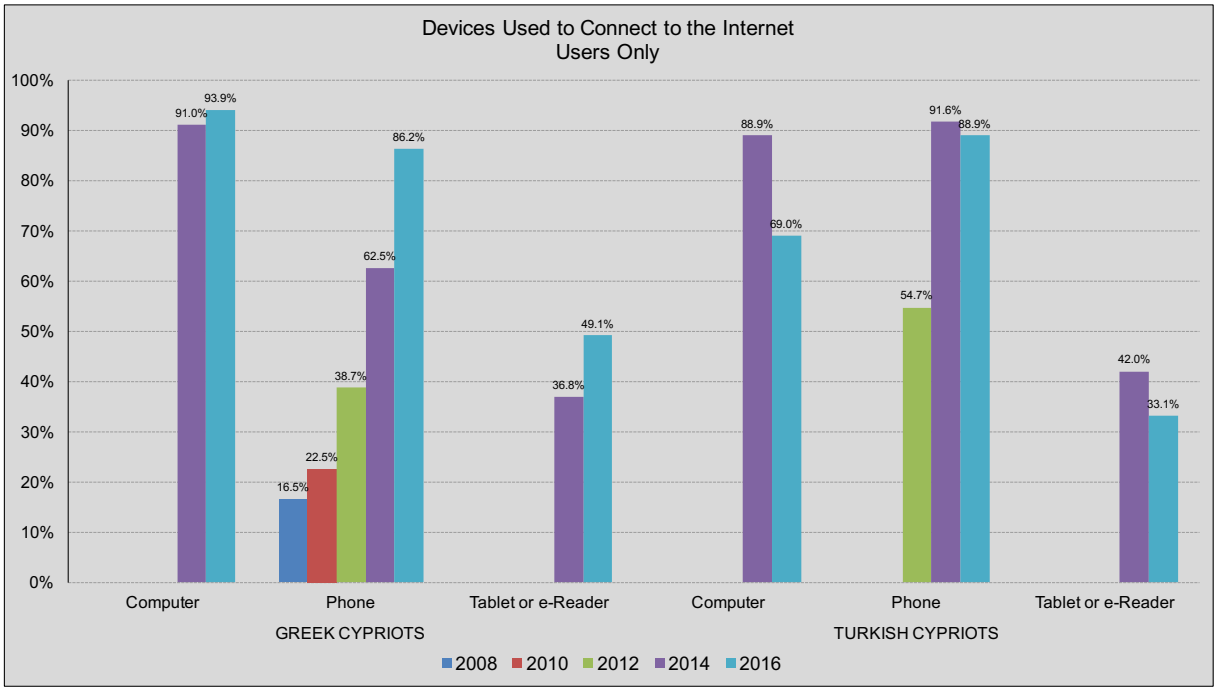

Figure 1.3.1 Devices Used to Connect to the Internet – Prevalence

The question on how users connect was more elaborate in 2016, asking for frequency of use of each device. The result is shown in Figure 1.3.2. Mobile phone users in both communities connect to the internet more frequently than users of other devices, with more than 70% reporting doing so several times a day in the Greek-Cypriot community and more than 60% reporting doing so several times a day in the Turkish-Cypriot community. Combining these results with the prevalence estimates of Figure 1.3.1, we can conclude that mobile phones are taking over as the primary means of connecting to the internet.

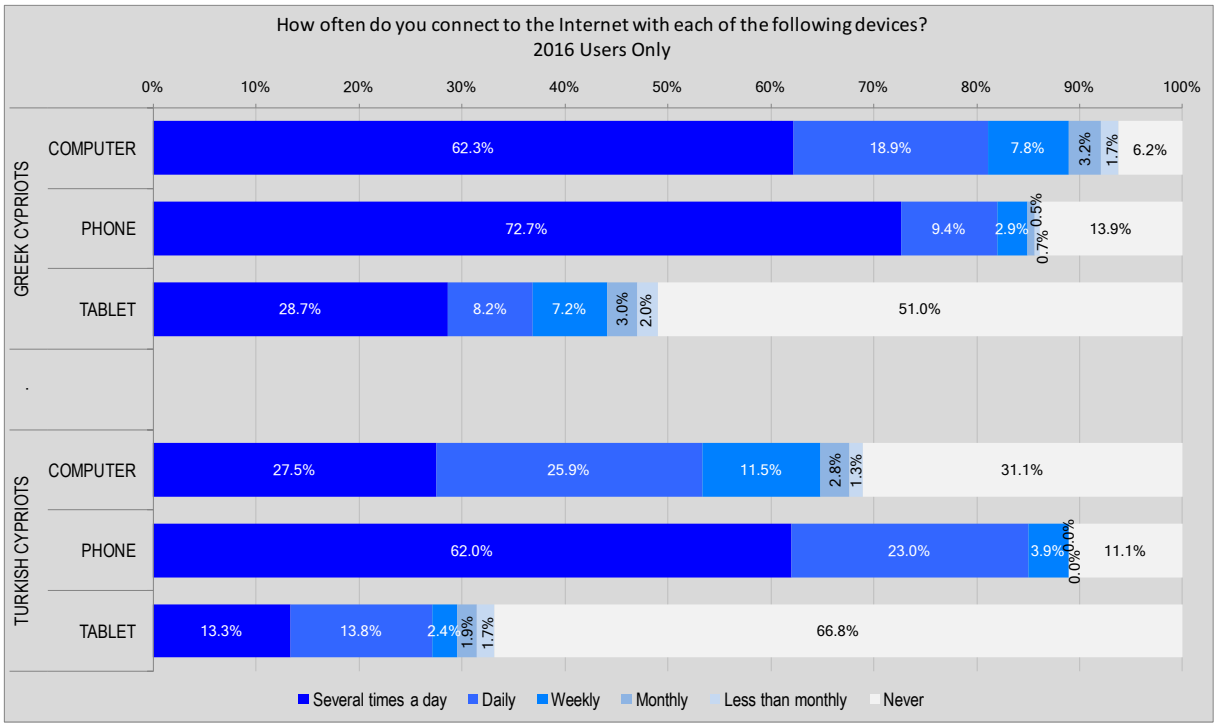

Figure 1.3.2 Devices Used to Connect to the Internet – Frequency

2. DIGITAL DIVIDES

2.1. Demographic Divides

Overall, a gap in internet use between residents of urban and residents of rural areas was visible, yet not very large, in both communities in the earlier waves of the WIP survey (Figure 2.1.1). In 2016, the gap has completely disappeared in the Greek-Cypriot community, while in the Turkish-Cypriot community it has become more pronounced due to a very steep increase in internet use by urban residents.

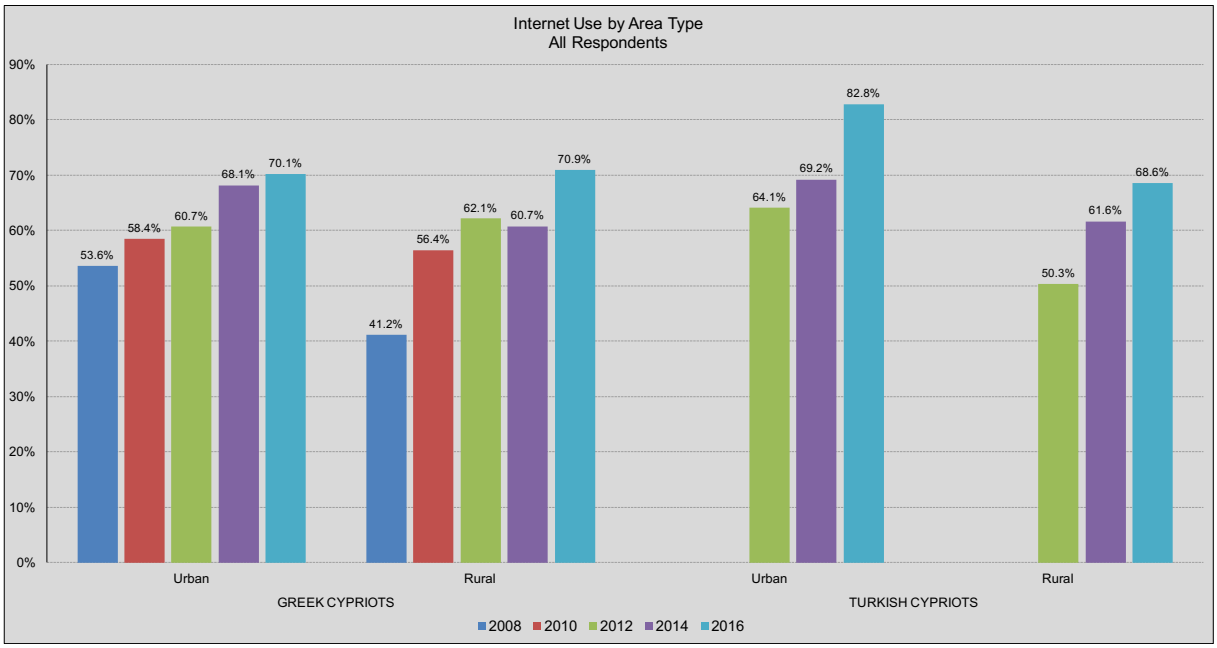

Figure 2.1.1 Internet Use by Area Type

With respect to gender (Figure 2.1.2), men connect to the internet more than women in both communities in all years. The gap seems to be narrowing in the Greek-Cypriot community, where its size is about five percentage units in 2016, while in the Turkish-Cypriot community, in the same year, its size is more than ten percentage units.

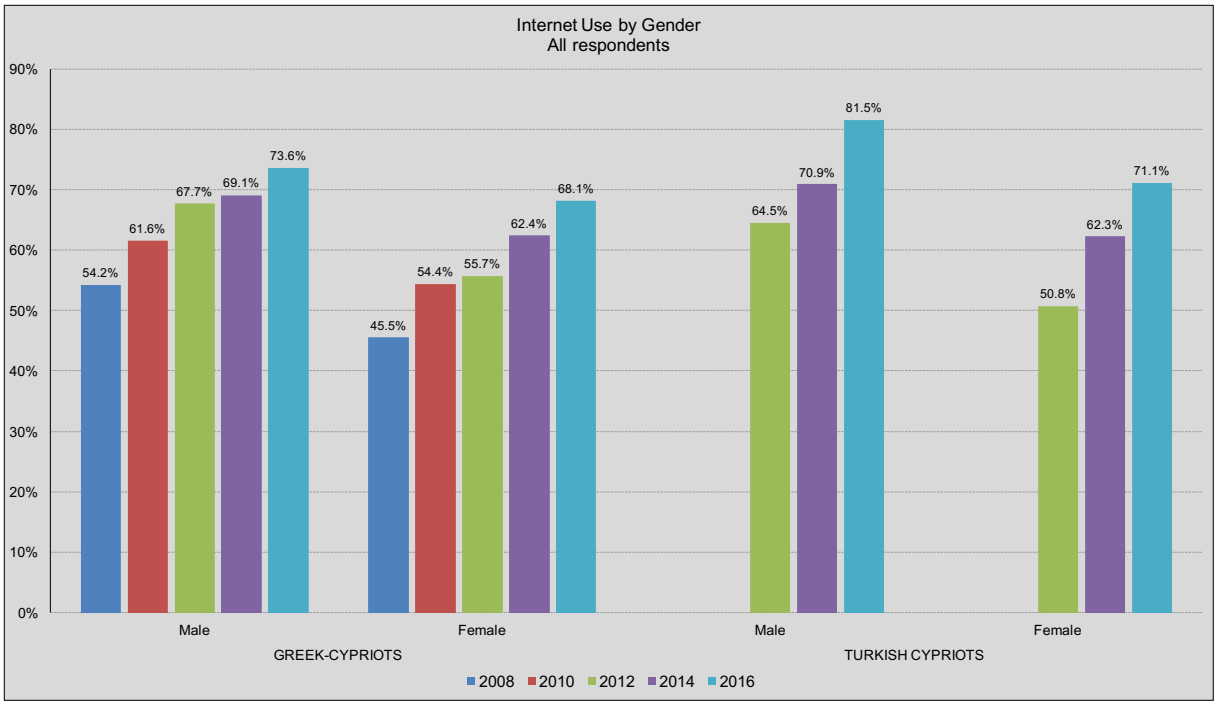

Figure 2.1.2 Internet Use by Gender

Internet use decreases with age. As shown in Figure 2.1.3, almost all people aged 15-24 and about nine out of every ten people aged 25-34 used the internet in 2016. The corresponding percentages for people aged 35-44 and 45-54 are lower, but still well above 70% in both communities. Internet use drops to below 50% for the remaining age groups to reach figures around or below 10% for the oldest group. A considerable increase in 2016 in the percentage of people aged 65-74 who use the internet in both communities should be mentioned.

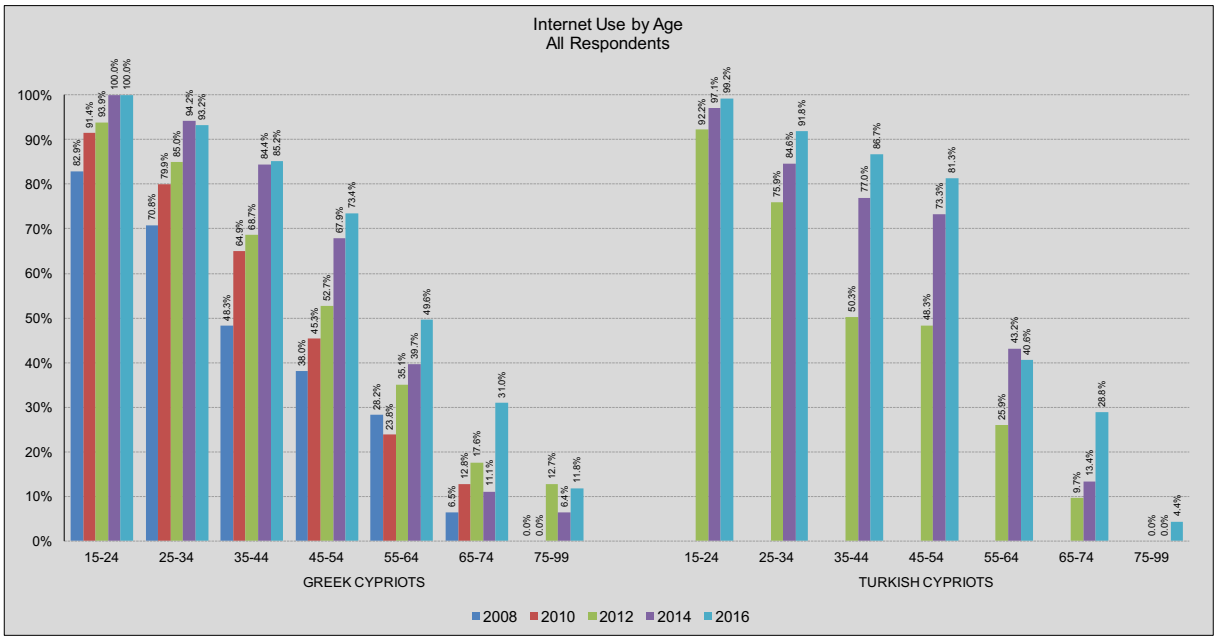

Figure 2.1.3 Internet Use by Age

Educational attainment is positively associated with internet use (Figure 2.1.4). The more educated use the internet more than the less educated. What seems to be an anomaly in the monotonicity of this relationship is that college or university graduates use the internet slightly less than college or university students. This can be explained by the fact that the latter group is still in an institutional environment where there is constant access and more frequent need to use the internet.

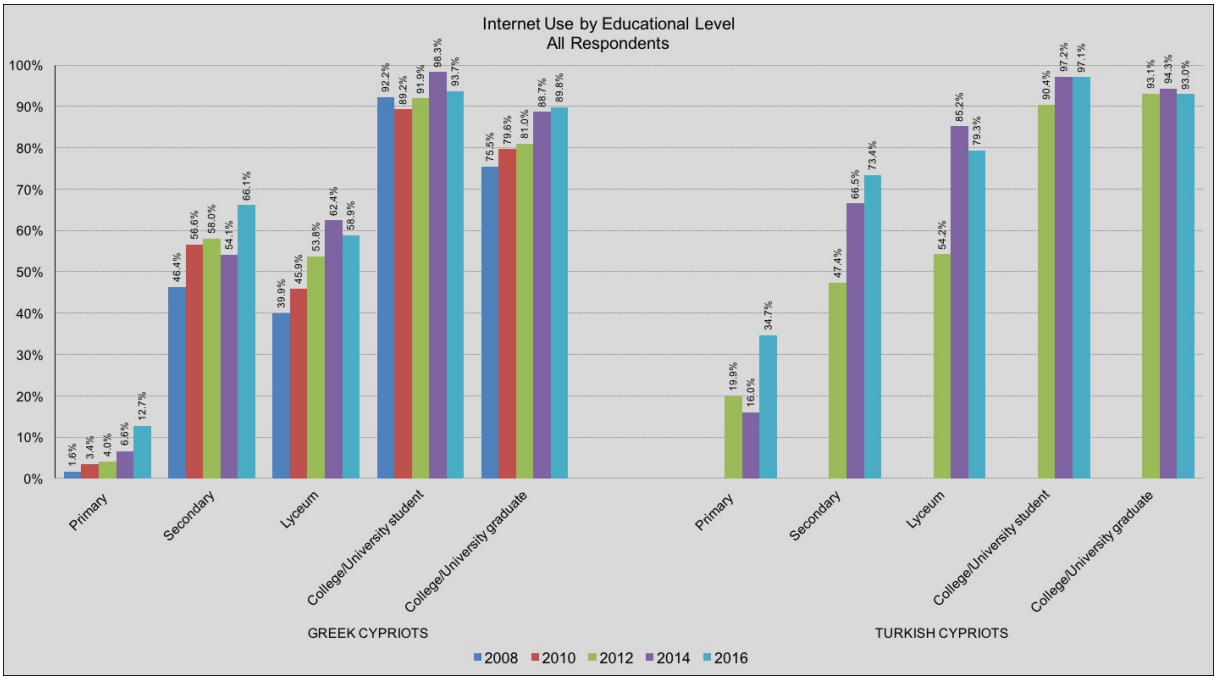

Figure 2.1.4 Internet Use by Educational Level

Figure 2.1.5 shows three comparisons. The first two columns for each community show the difference in internet use between students and all other participants. In both communities, almost all students use the internet, while the percentages of internet use among non-students are significantly lower. The second set of two columns compares persons who are employed to those who are not. The latter category contains all persons who are not employed, i.e., unemployed, housewives and househusbands, the retired and others. In both communities, internet use is significantly more prevalent among people who are employed. The last three columns for each community show an analysis by the three most important non-employment types; specifically, housepersons (housewives and househusbands), the unemployed and the retired. Housepersons and the retired are the categories that use the internet less. The unemployed in both communities use the internet at comparable rates to those of persons who are employed.

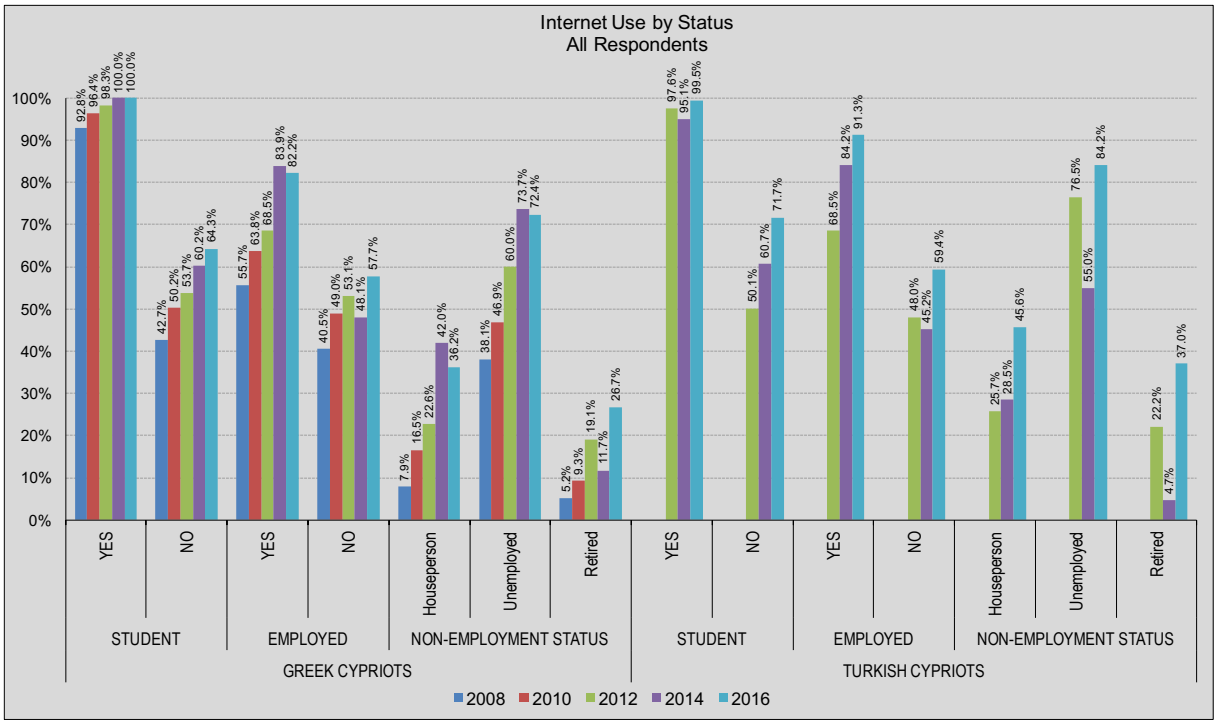

Figure 2.1.5 Internet Use by Student Status, Employment and Non-employment Status

A positive association occurs between income and internet use in both communities (Figure 2.1.6). In the Greek-Cypriot community, this relationship is steeper but seems to be reaching a saturation point at €3000 per month. In the Turkish-Cypriot community the relationship is weaker from the beginning of the scale (note that no prevalence estimates can be obtained from the data for incomes above €3000 per month, as the number of participants reporting such income is very small).

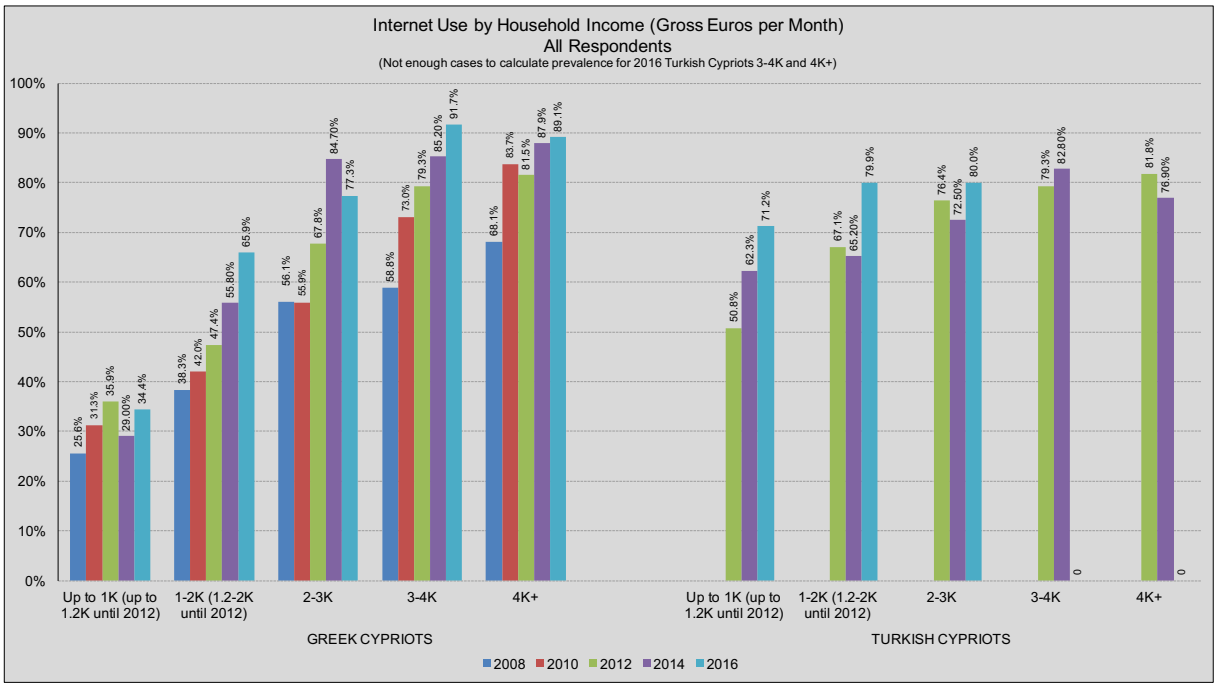

Figure 2.1.6 Internet Use by Income

2.2. By Membership in Organizations or Groups

As shown in Figure 2.2.1, internet use differs between members and non-members of various groups or organizations. In 2016, in the Greek-Cypriot community, the most pronounced differences are observed between members and non-members of cultural, professional and sport/recreation groups, with more internet use among members, and between members and non-members of religious groups, with more internet use among non-members. In the same year, in the Turkish-Cypriot community, the most pronounced differences are between members and non-members of cultural, religious, environmental, sport/recreation and charity groups, with more internet use among members.

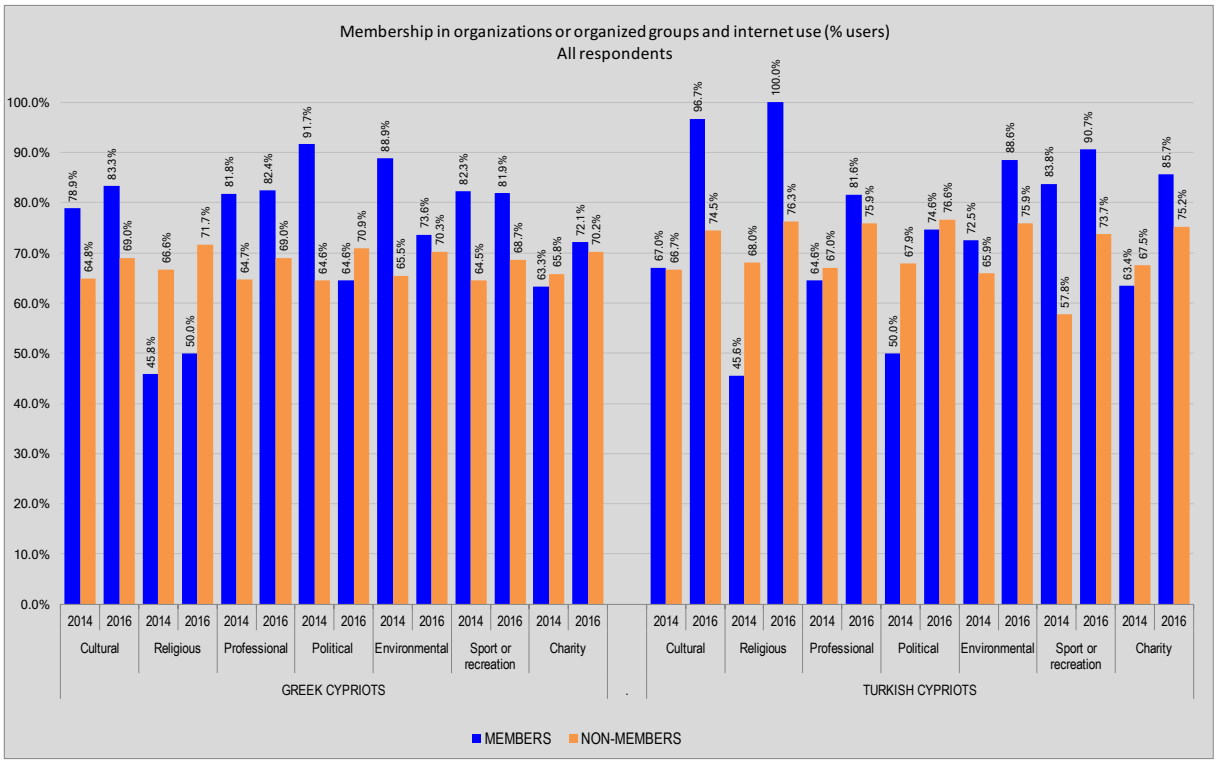

Figure 2.2.1 Internet Use by Membership in Organizations

3. DIGITAL LITERACY

In 2016, a new set of five items was introduced in the core questionnaire focusing on various skills related to digital literacy. Participants were asked to state to what extent they know how to do certain things, on a five-point Likert scale (as designed by the WIP in California). The results are presented in Figure 3.1.1. Internet users in both communities, in their overwhelming majority, know how to open downloaded files, how to choose who they share content with, how to download apps to a mobile device and find it easy to decide on the best keywords for online searches. Close to 75% of Greek-Cypriots, but only about one third of Turkish-Cypriots, report knowing how to create and upload content.

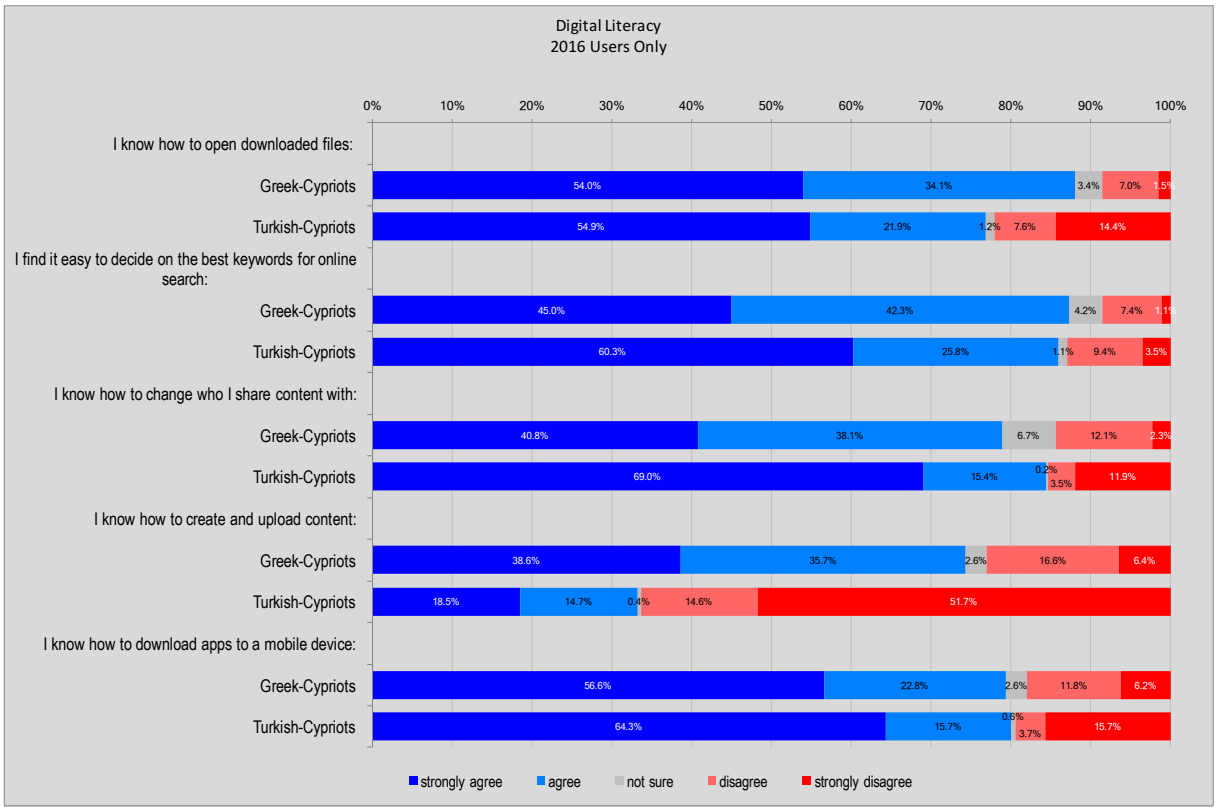

Figure 3.1.1 Digital Literacy Skills

4. INTERNET USES

4.1. Communication

Figures 4.1.1 – 4.1.5 show trends within each community and a comparison between the communities regarding using the internet for communication purposes. Electronic mail (Figure 4.1.1) remains the most prevalent activity in this category of use, closely followed by instant messaging (Figure 4.1.2), especially in recent years. Making phone calls over the internet is also becoming increasingly popular in both communities (Figure 4.1.3). Posting one's own content (Figure 4.1.4) has generally been more popular in the Turkish-Cypriot community and the same applies for reposting or sharing links or content posted by others (Figure 4.1.5), although, in 2016, such use of the internet has become equally prevalent and slightly more frequent among Greek-Cypriot users.

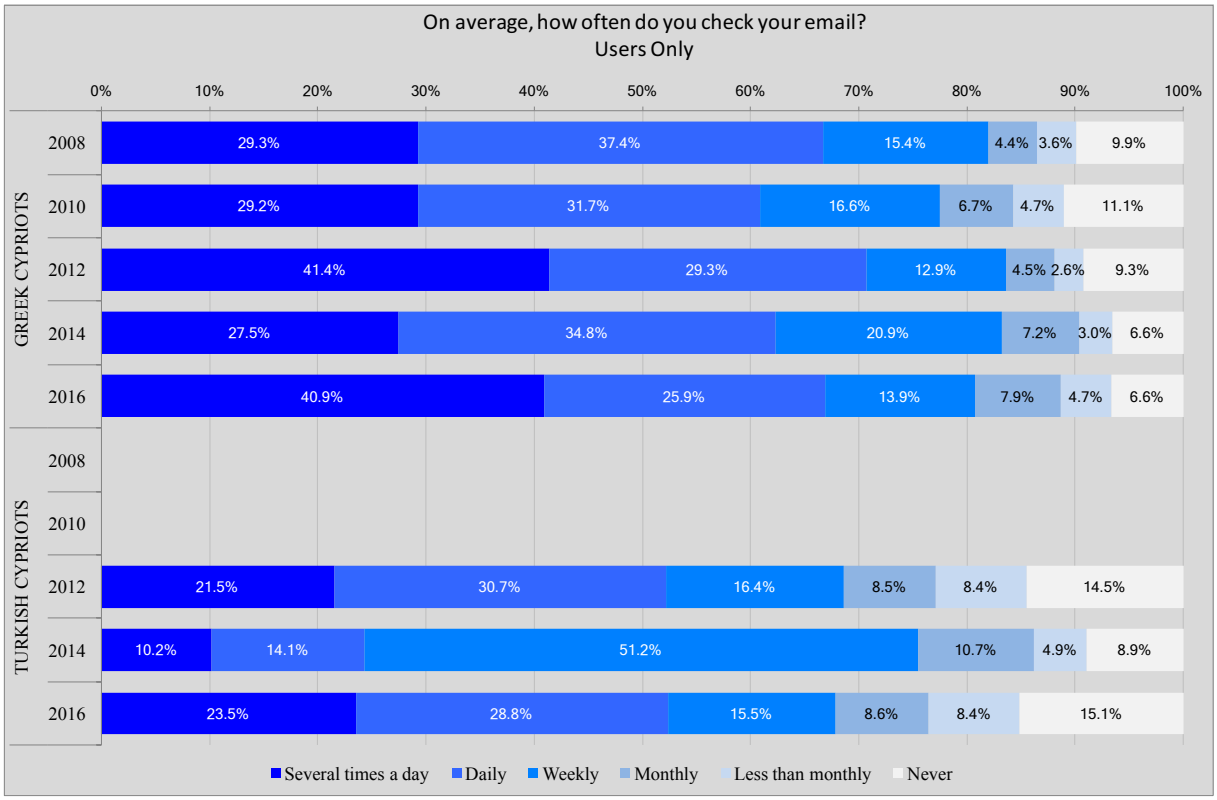

Figure 4.1.1 Internet Use to Check E-mail

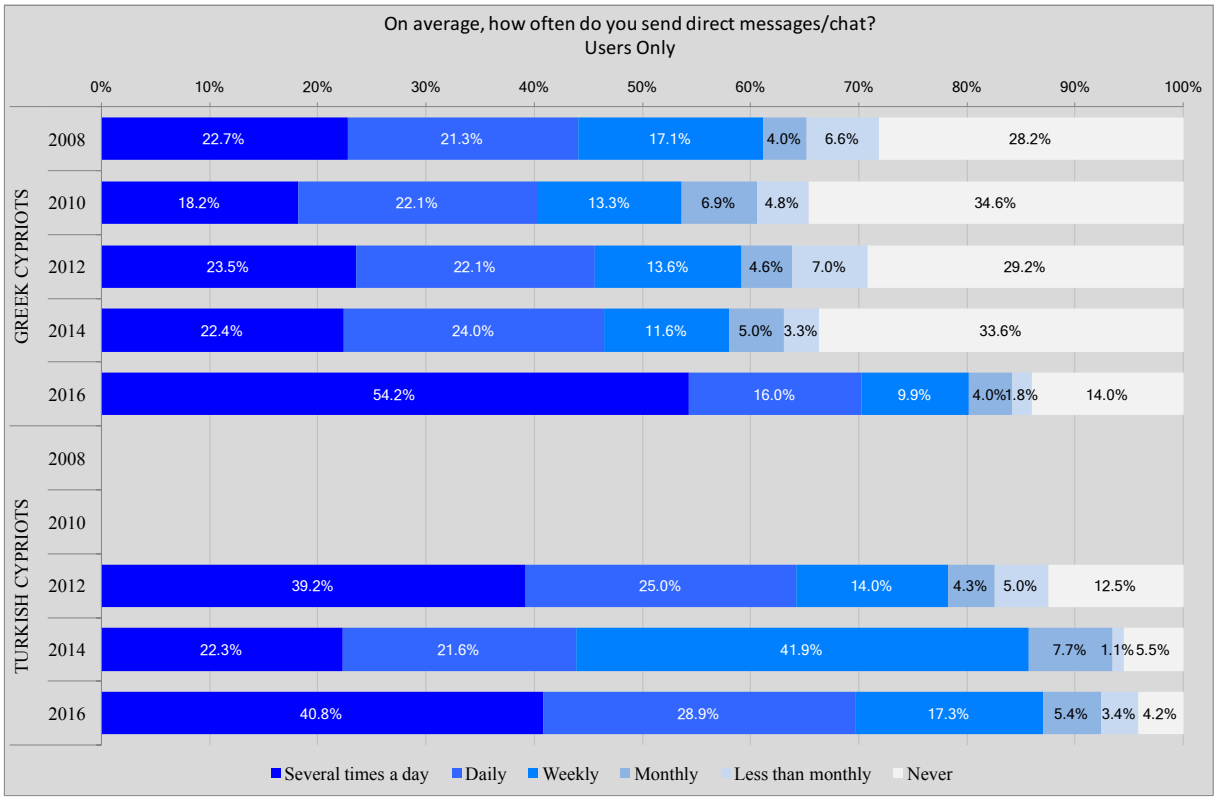

Figure 4.1.2 Internet Use for Instant Messaging

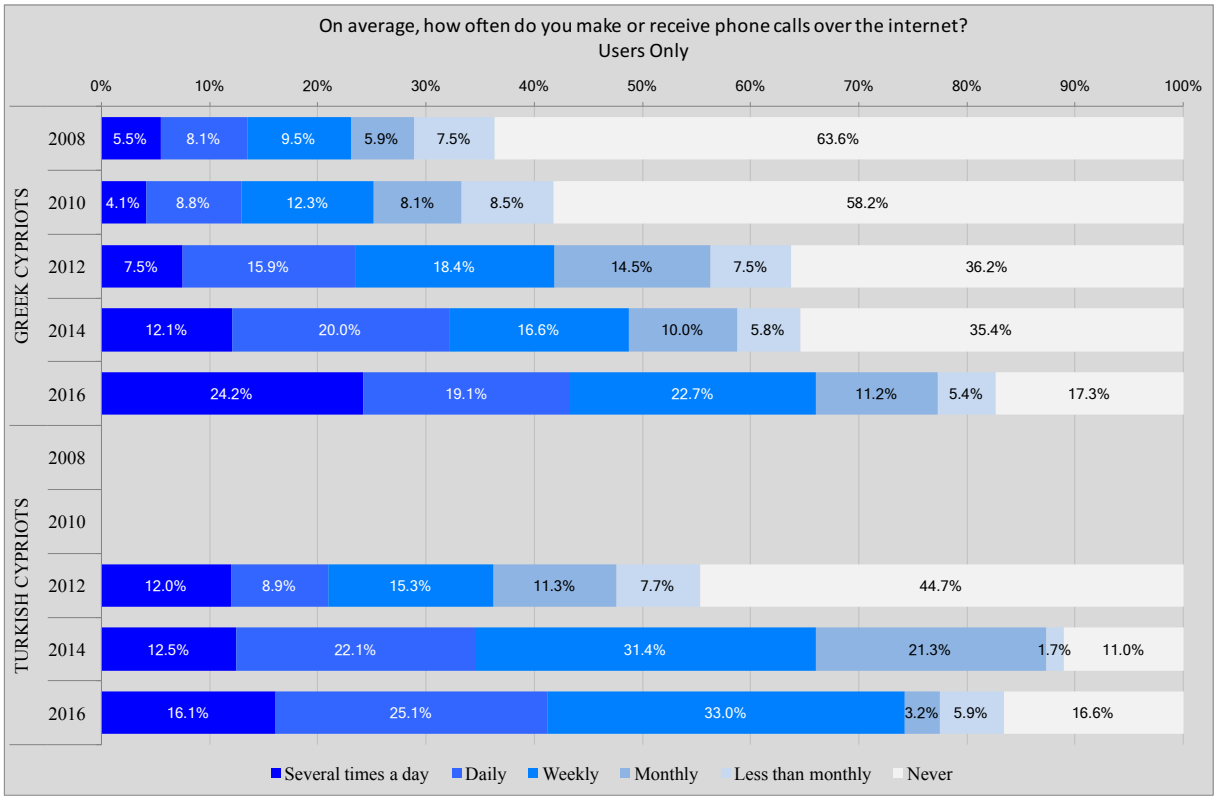

Figure 4.1.3 Internet Use for Phone Calls

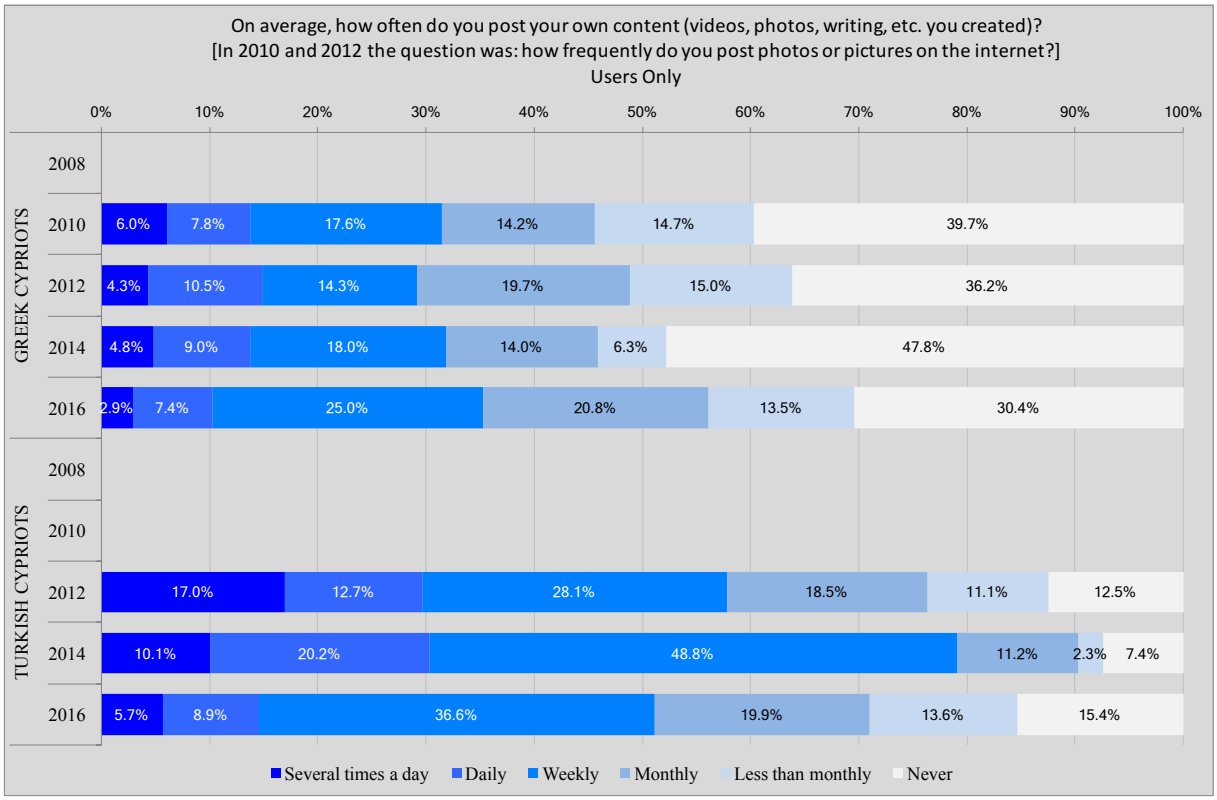

Figure 4.1.4 Internet Use for Posting Own Content

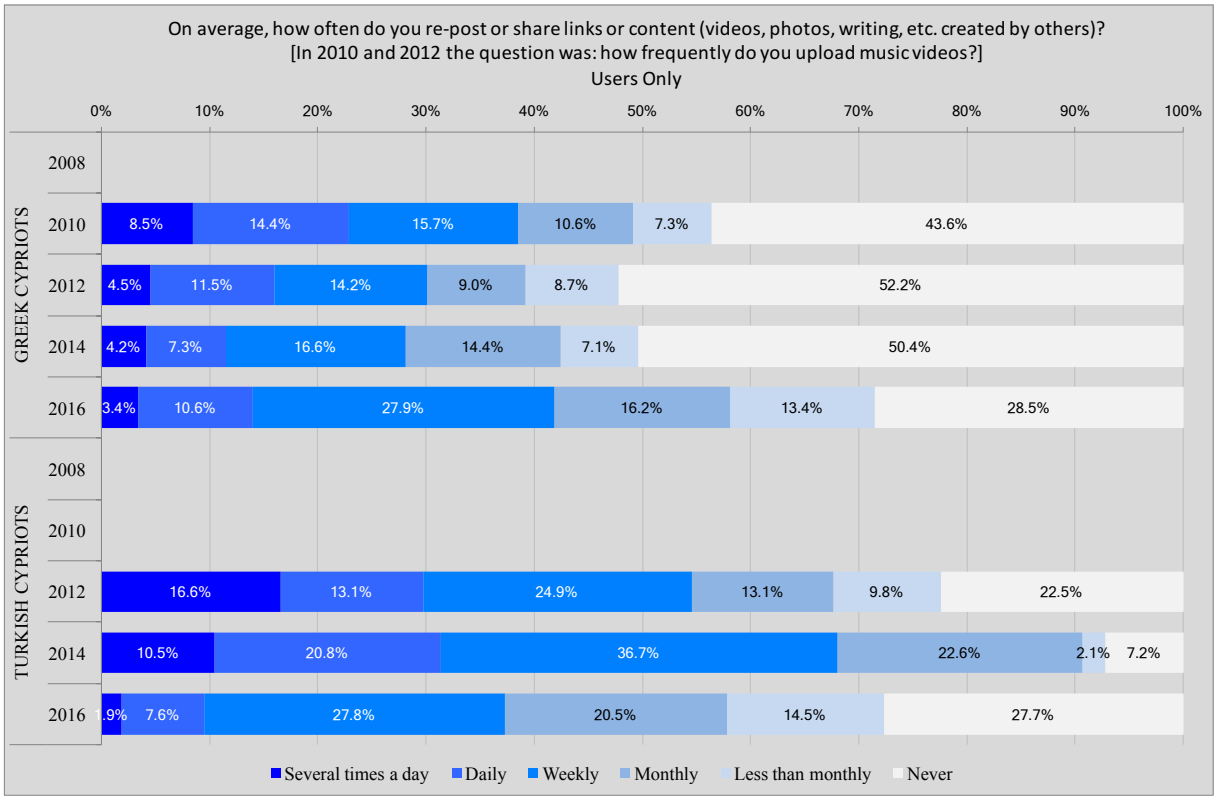

Figure 4.1.5 Internet Use for Reposting or Sharing Links or Content

4.2. Information

Regarding using the internet for obtaining various kinds of information, looking for news is the most prevalent activity (Figure 4.2.1). Looking for news is also very frequent as, in 2016, almost two out of three Greek-Cypriots and three out of four Turkish-Cypriots reported doing so daily or several times a day. Looking for travel information (Figure 4.2.2) is also very prevalent, although less frequent. Looking for jobs or work is among the least prevalent and frequent uses in both communities in all survey years (Figure 4.2.3). Reading blogs is overall becoming more popular over the years, but not steadily so (Figure 4.2.4). Obtaining health information (Figure 4.2.5) and information about products (Figure 4.2.6) have been popular since the early years of the WIP surveys in Cyprus and remain among the most prevalent activities in both communities in 2016. Finally, comparing prices of products or services (Figure 4.2.7) is becoming more popular in both communities since 2014 (when this item was introduced in the questionnaire).

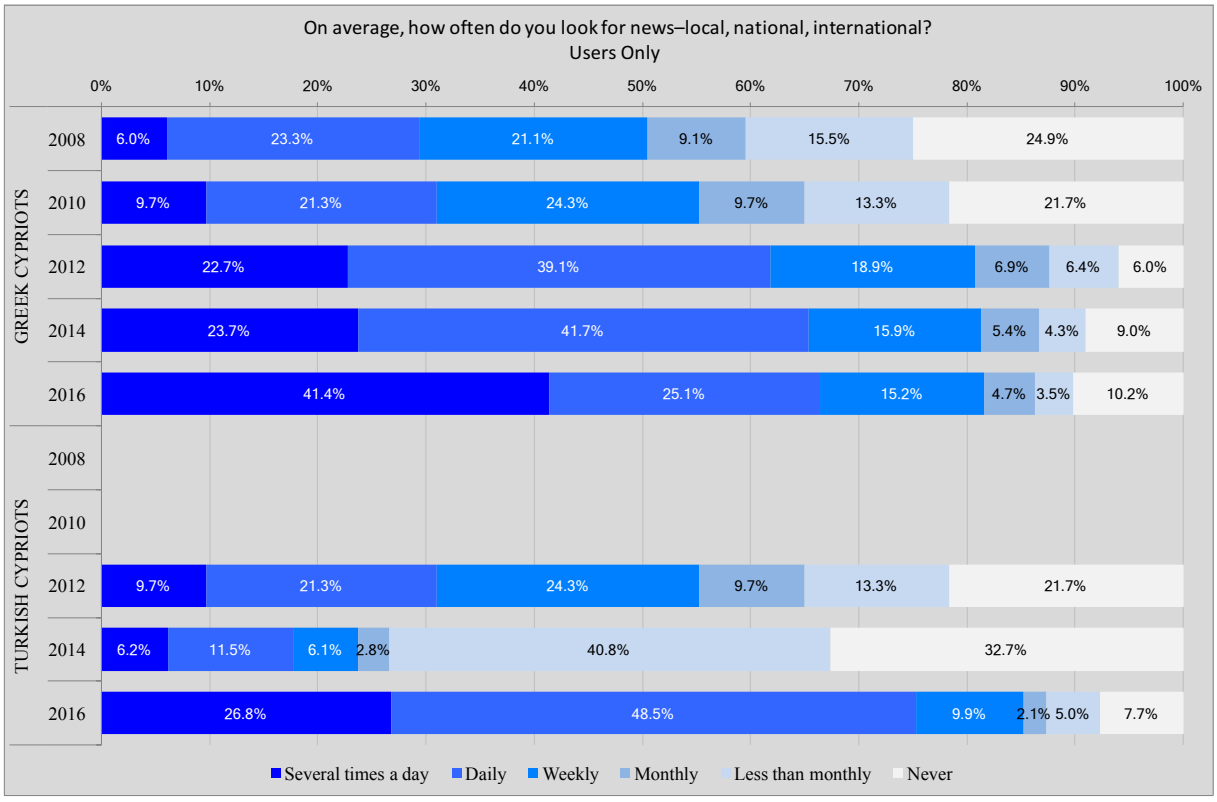

Figure 4.2.1 Internet Use for Looking for News

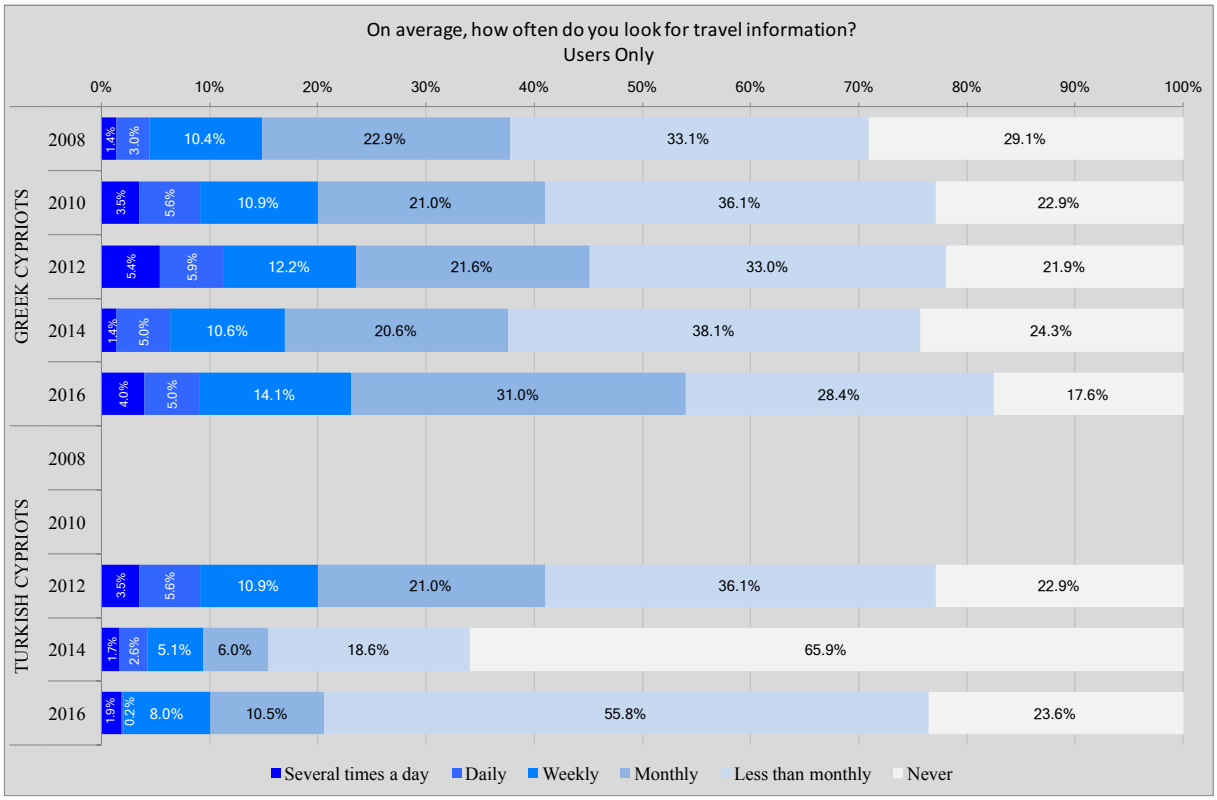

Figure 4.2.2 Internet Use for Looking for Travel Information

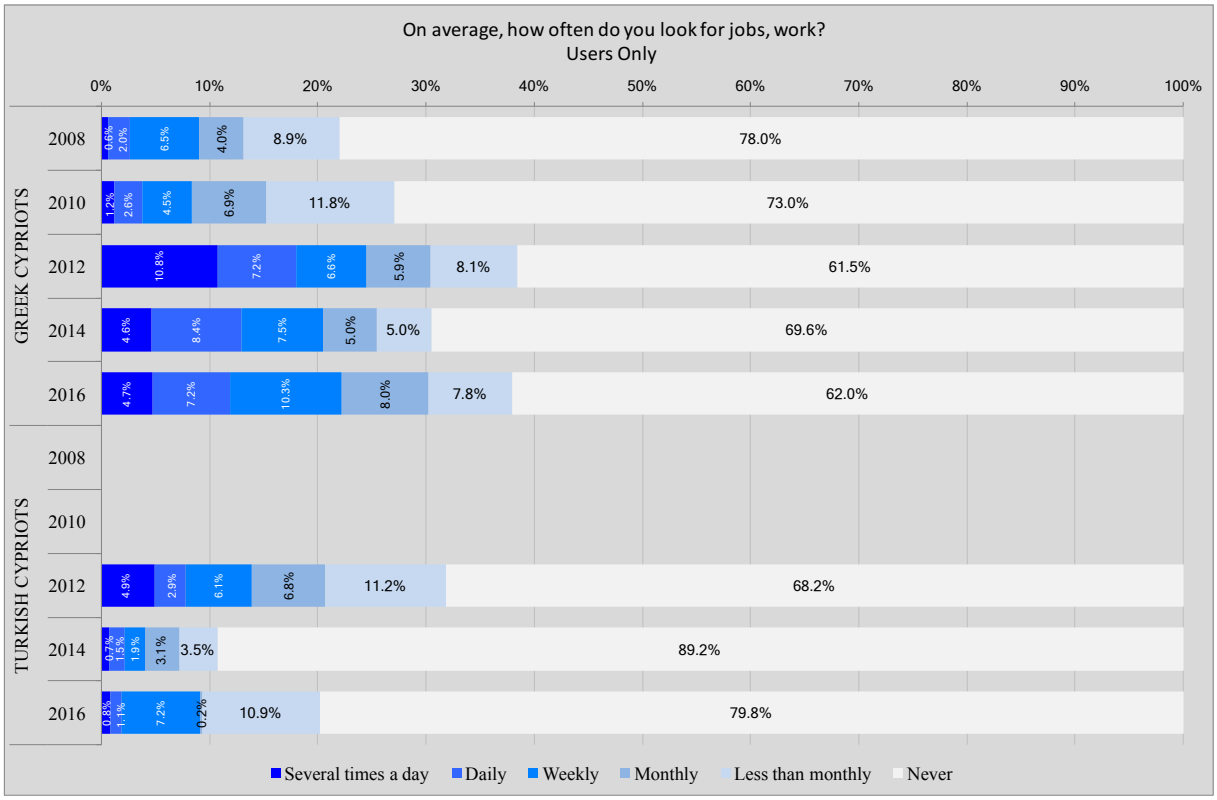

Figure 4.2.3 Internet Use for Looking for Jobs or Work

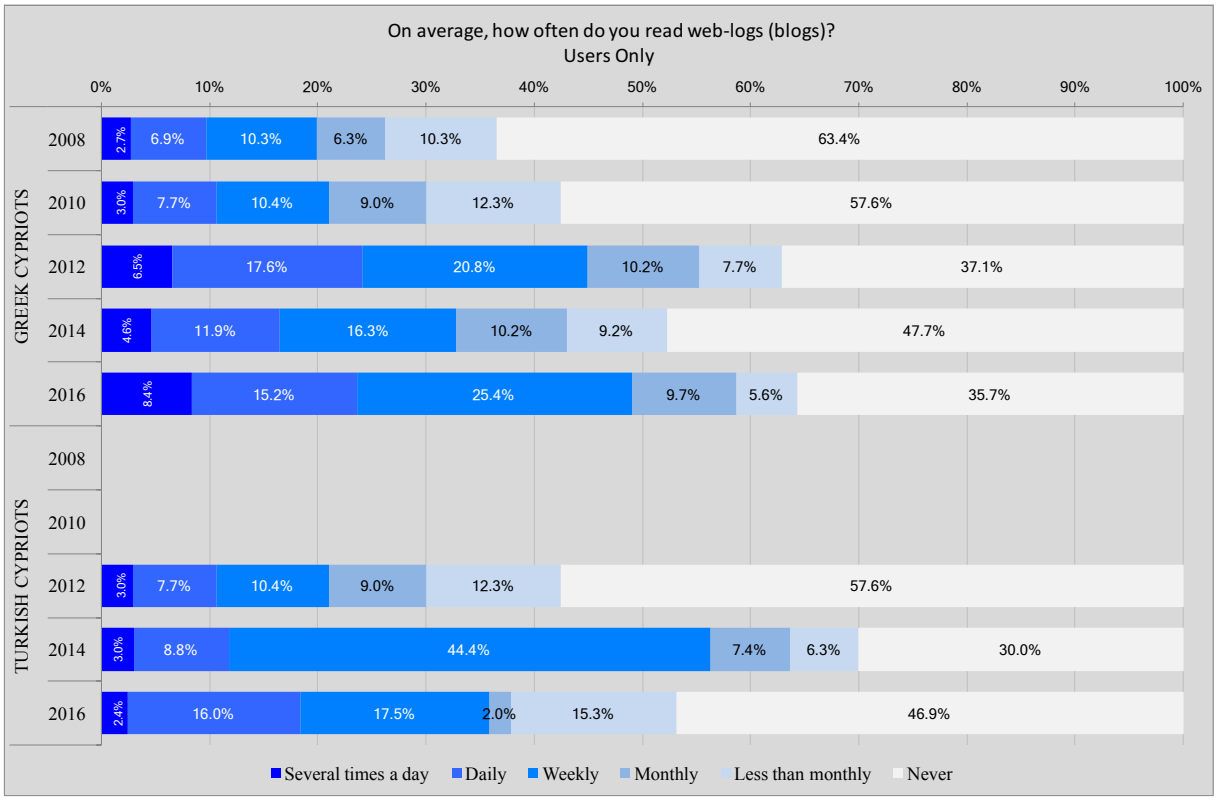

Figure 4.2.4 Internet Use for Reading Blogs

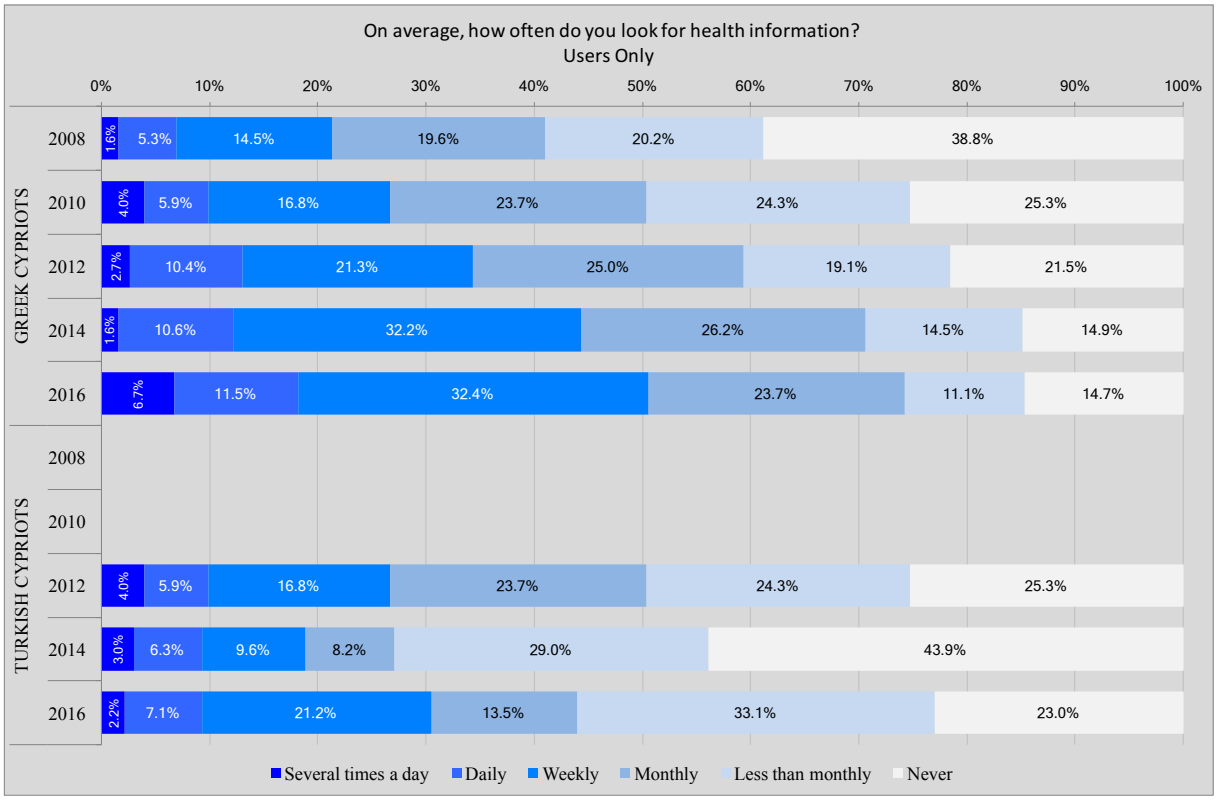

Figure 4.2.5 Internet Use for Looking for Health Information

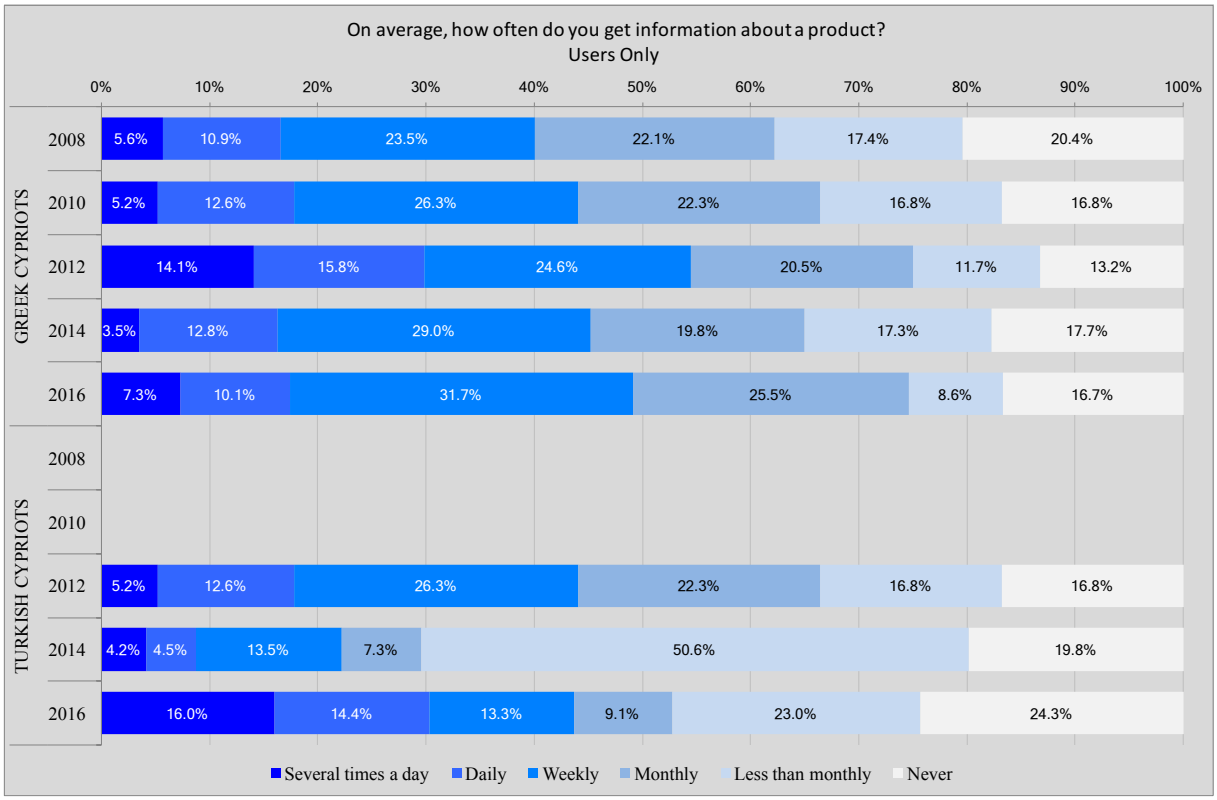

Figure 4.2.6 Internet Use for Looking for Product Information

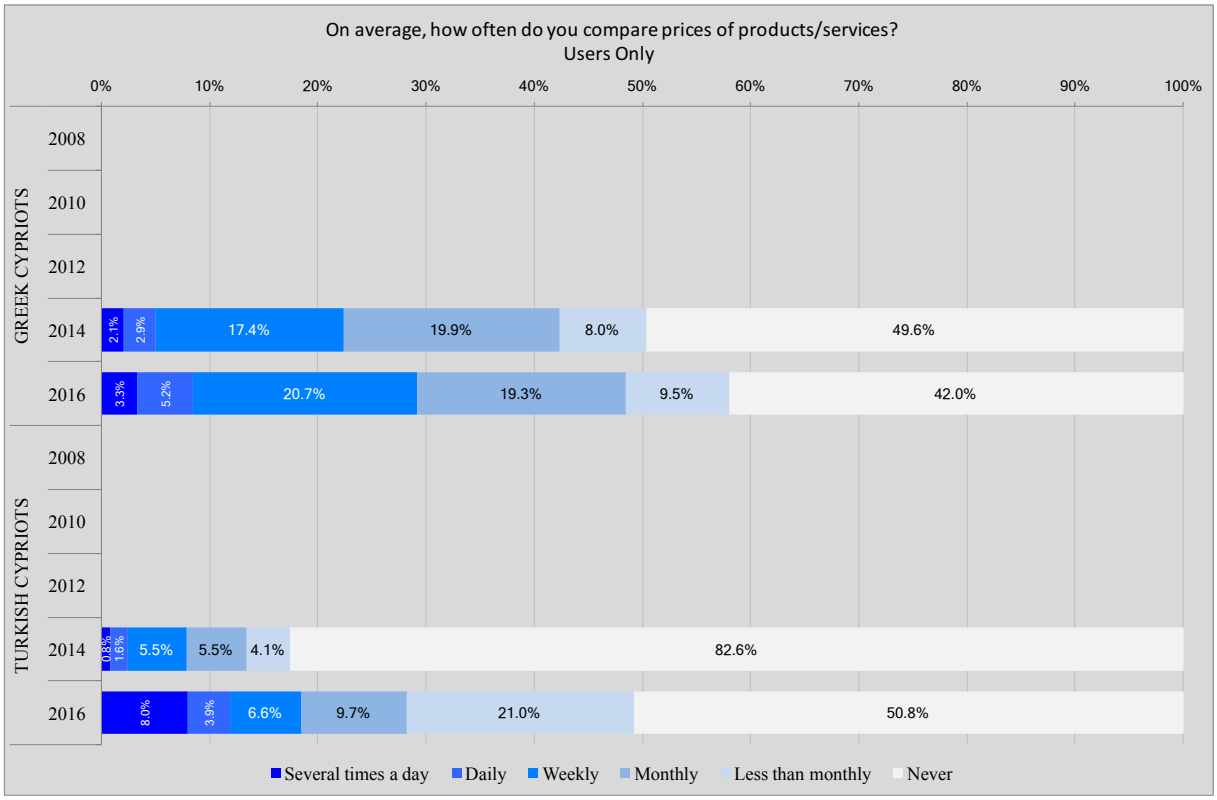

Figure 4.2.7 Internet Use for Comparing Prices of Products or Services

4.3. Online Transactions

Buying things online is becoming increasingly more popular in the Greek-Cypriot community, while it remains at lower prevalence in the Turkish-Cypriot community (Figure 4.3.1). The frequency of buying things online is low in both communities. Making travel reservations and bookings (Figure 4.3.2) has also become very prevalent in the Greek-Cypriot community while it seems to be gaining momentum in the Turkish-Cypriot community as well; again, at low frequencies in both communities. The same has been happening with respect to paying bills online (Figure 4.3.3) and doing e-banking (Figure 4.3.4), although at lower prevalence in both communities. Using the internet for online investments (Figure 4.3.5) or online selling (Figure 4.3.6) remain at very low prevalence in both communities.

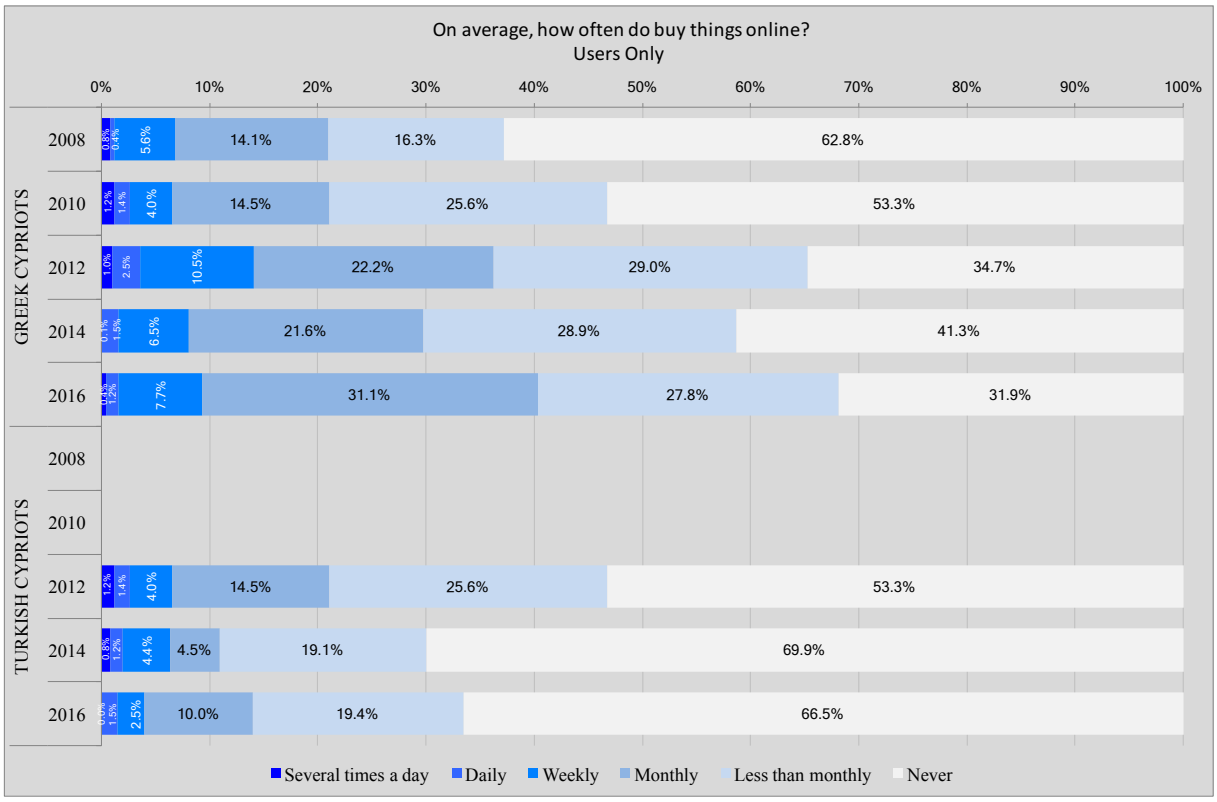

Figure 4.3.1 Internet Use for Buying Things Online

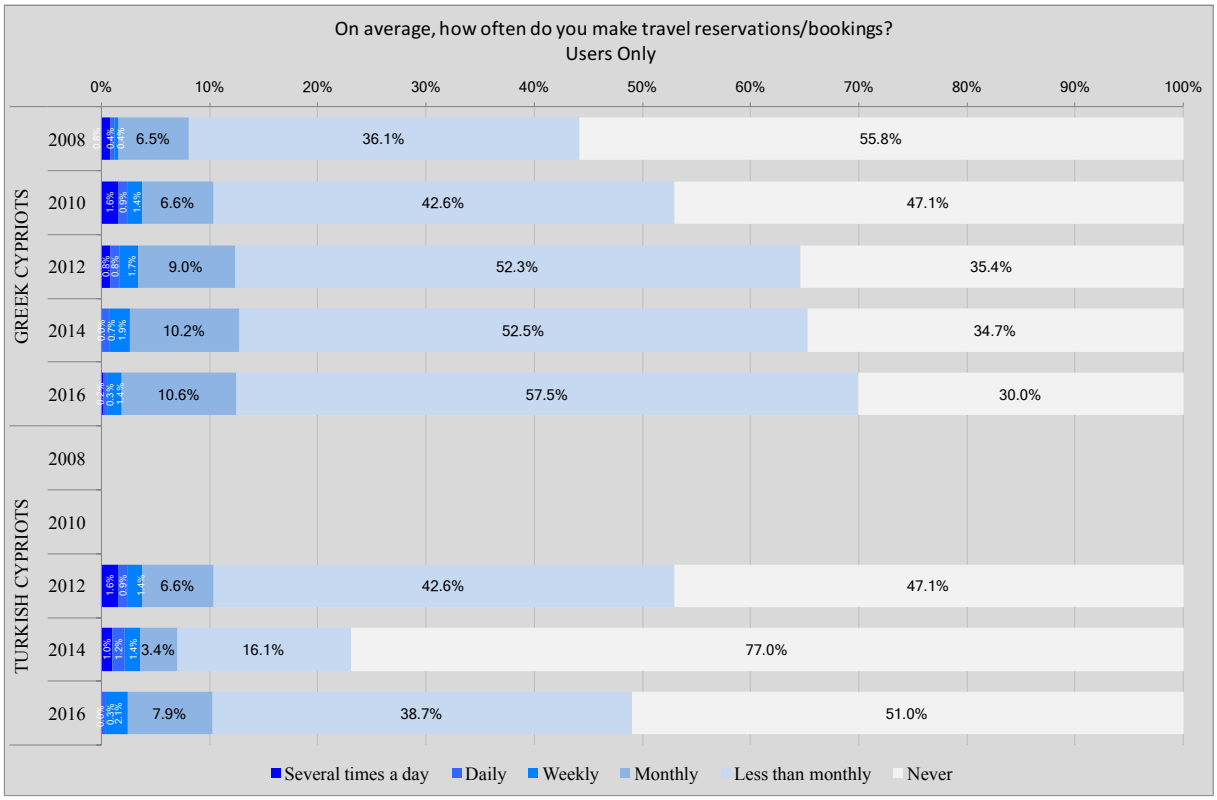

Figure 4.3.2 Internet Use for Travel Reservations/Bookings

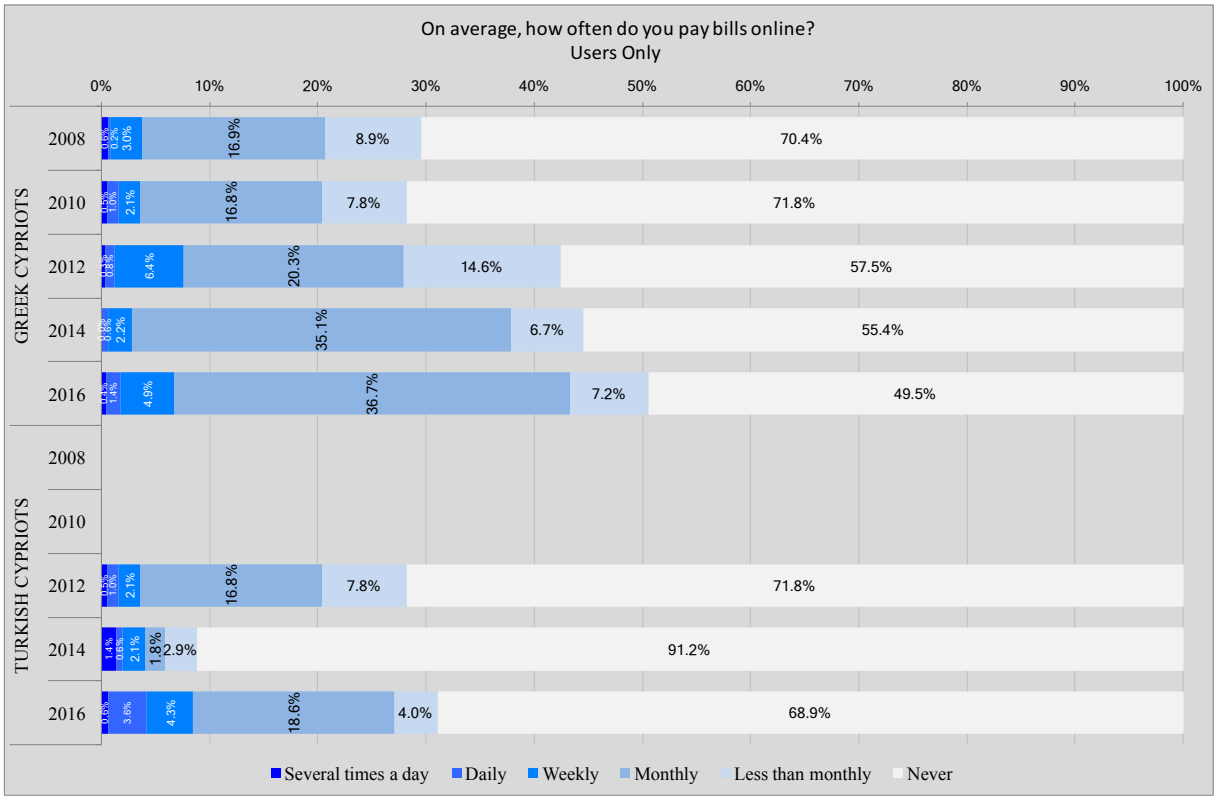

Figure 4.3.3 Internet Use for Paying Bills

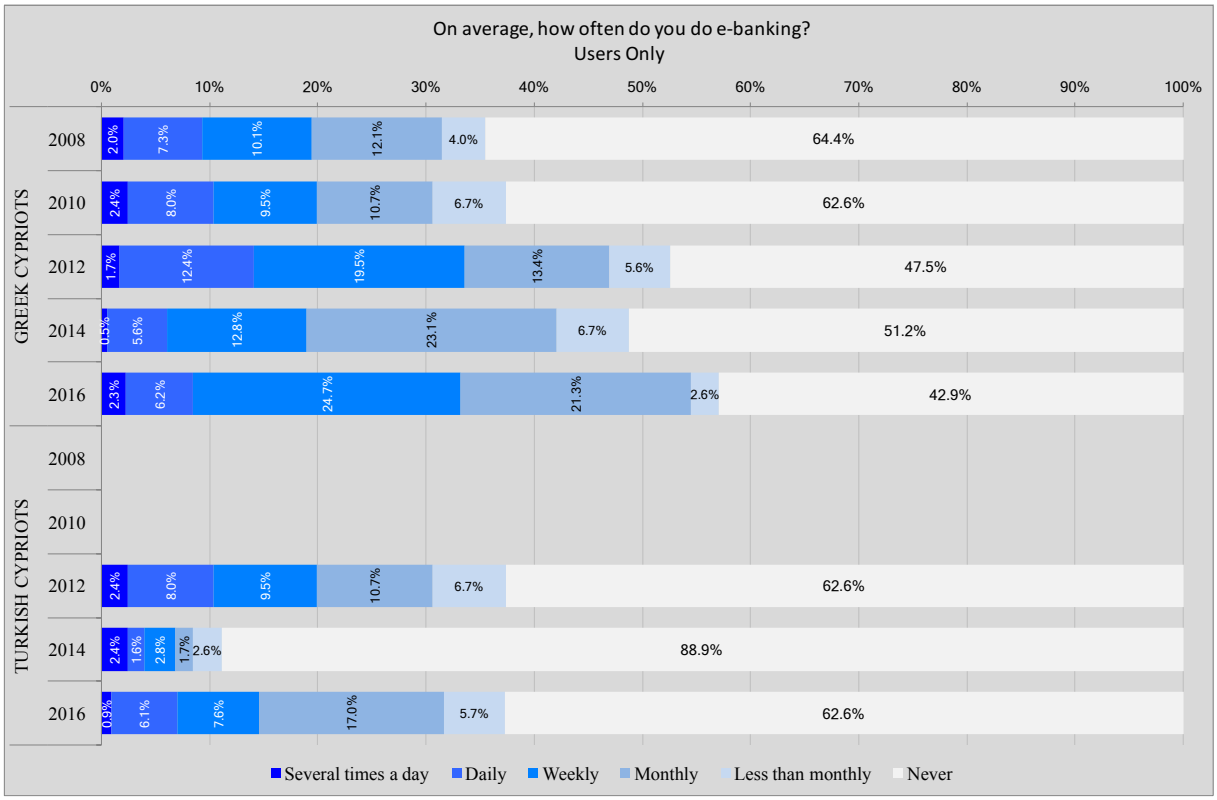

Figure 4.3.4 Internet Use for Bank Online Services

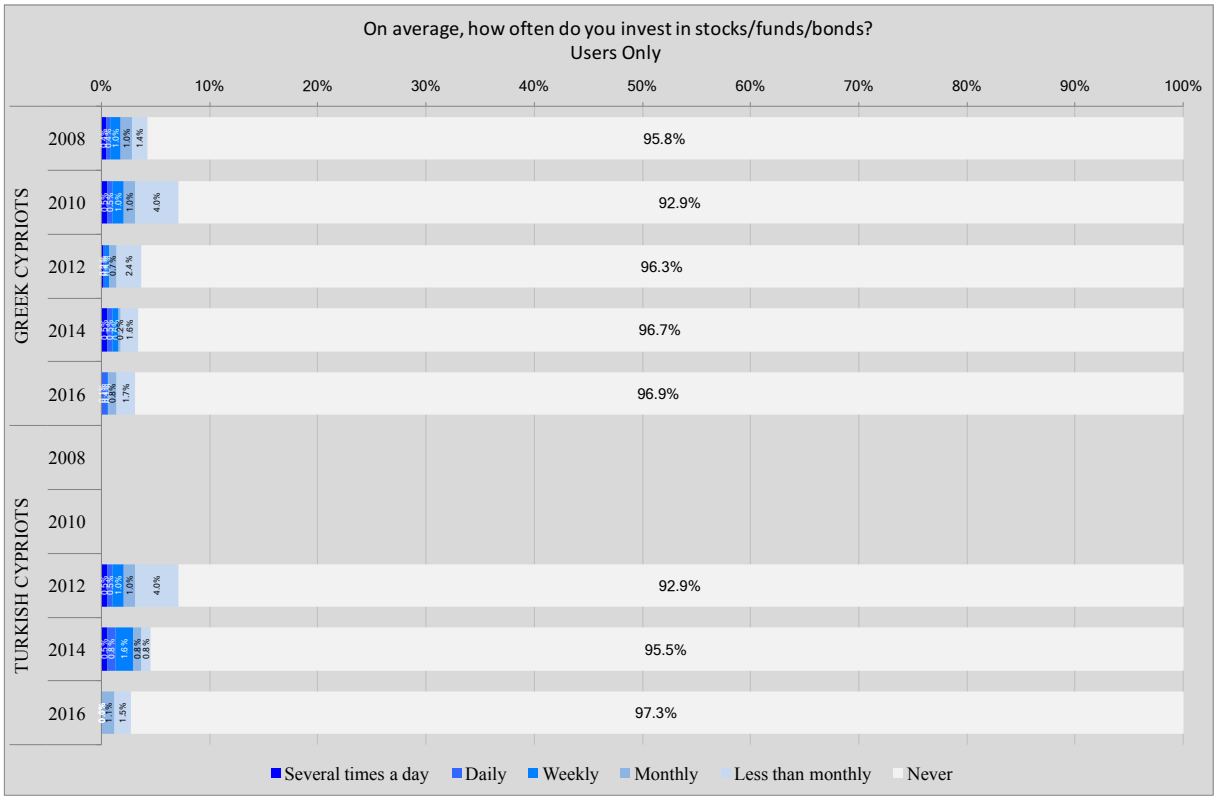

Figure 4.3.5 Internet Use for Online Investments

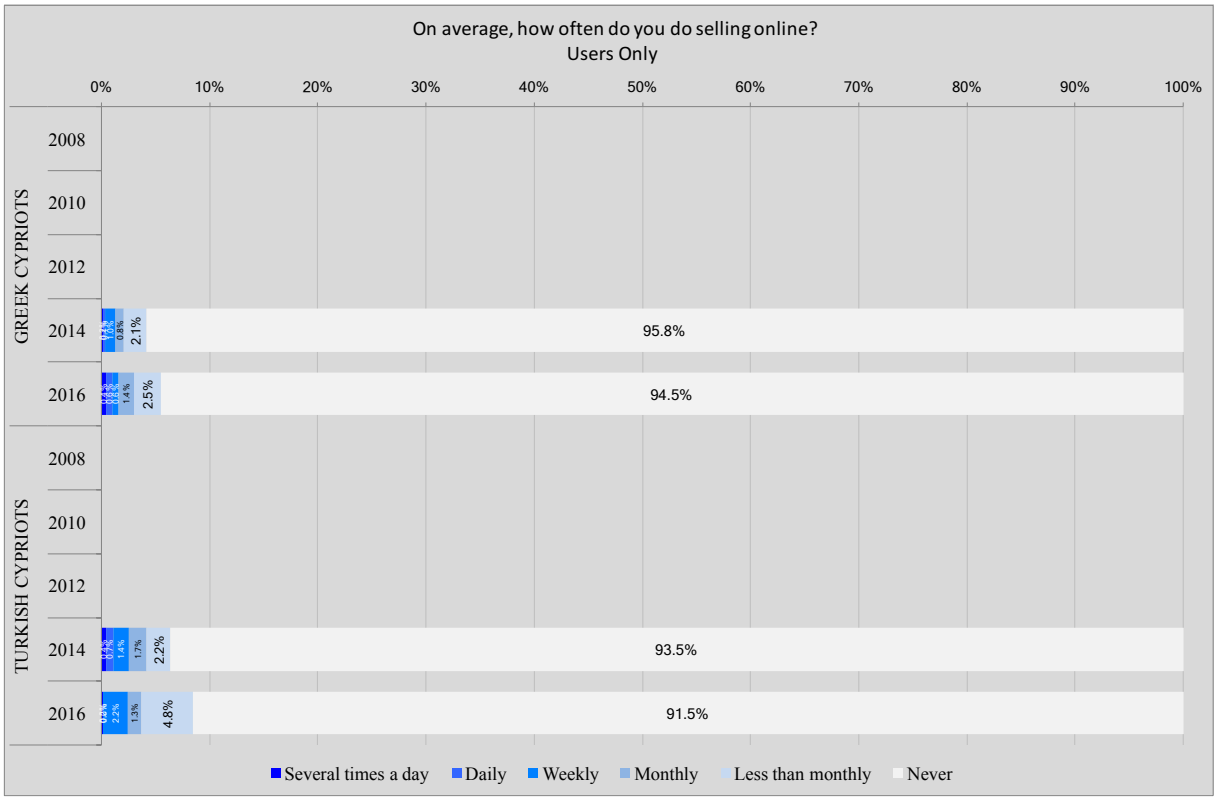

Figure 4.3.6 Internet Use for Online Selling

4.4. Entertainment

The most popular entertainment activities on the internet are playing games (Figure 4.4.1), downloading or listening to music (Figure 4.4.2), downloading or watching music videos (Figure 4.4.3) and visiting social networking sites (Figure 4.4.4). Of lower popularity are religious or spiritual sites (Figure 4.4.5), betting, gambling or sweepstakes sites (Figure 4.4.6) and sites with sexual content (Figure 4.4.7). Dating online, introduced in the 2016 survey, is almost non-existent in both communities (Figure 4.4.8).

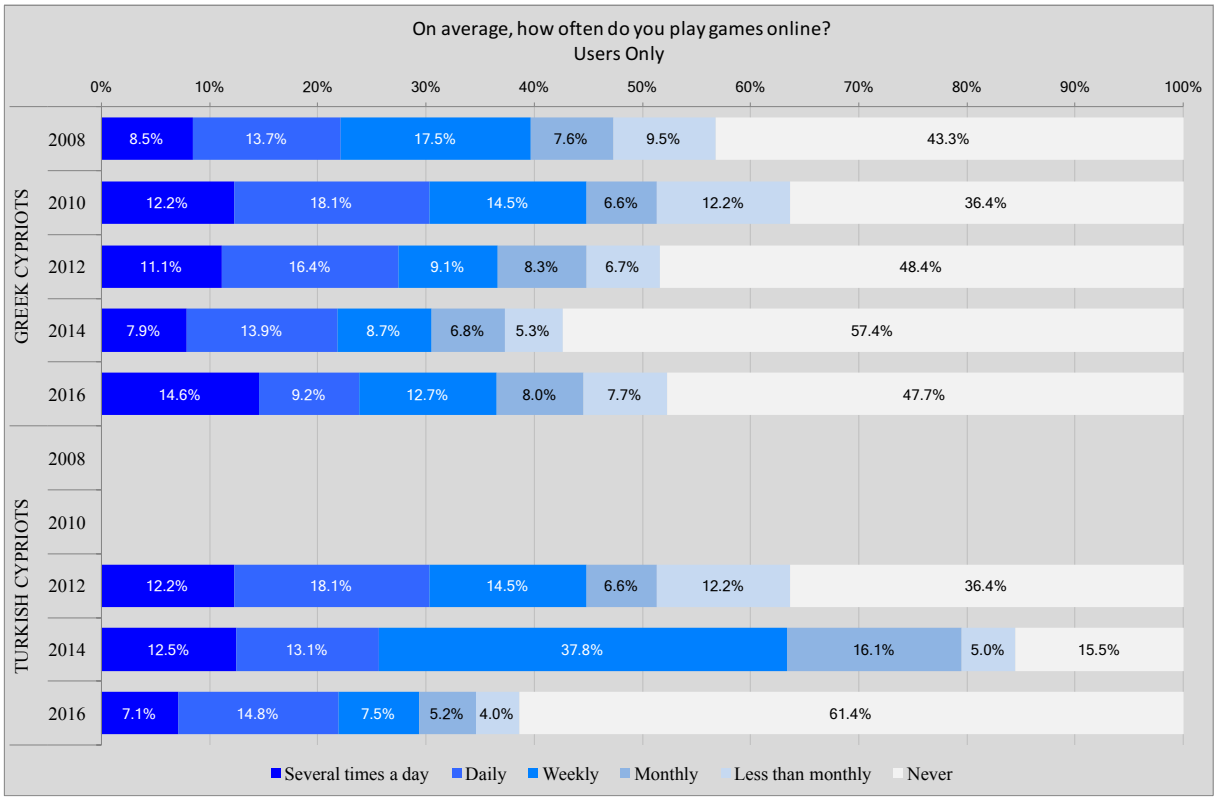

Figure 4.4.1 Internet Use for Playing Games Online

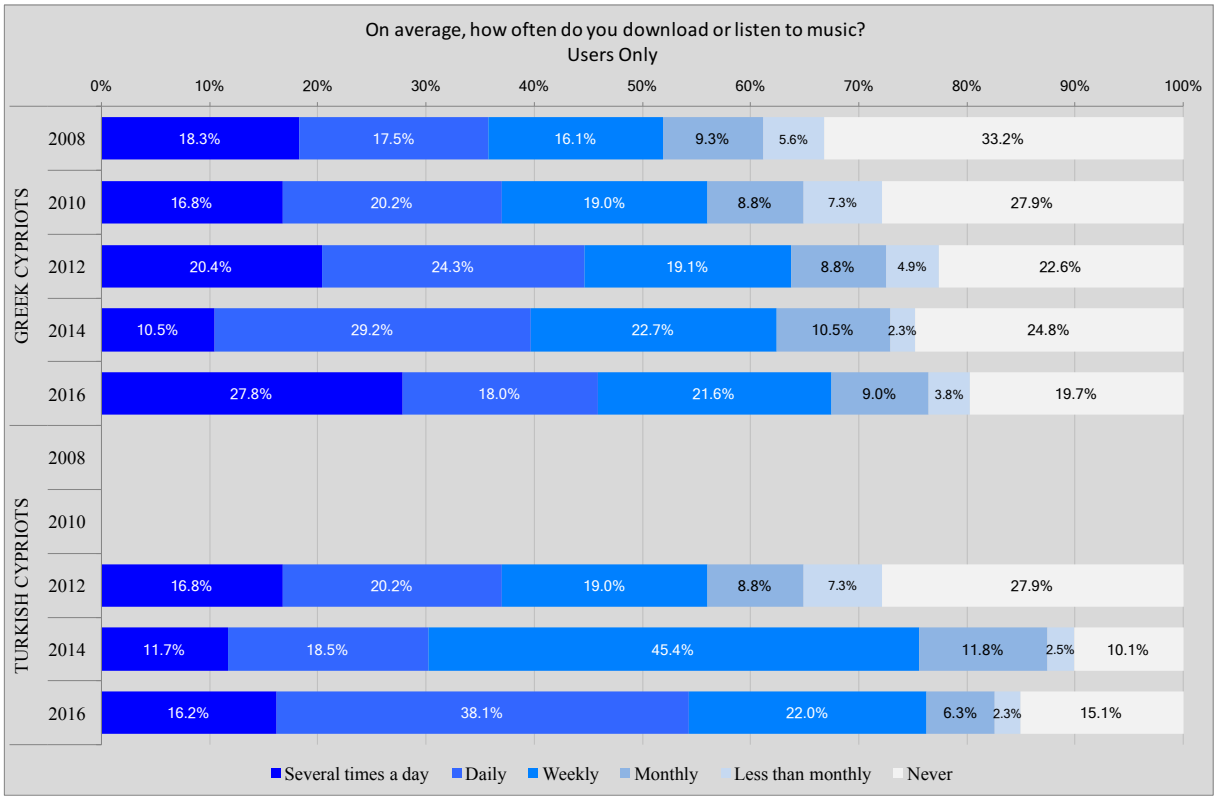

Figure 4.4.2 Internet Use for Downloading or Listening to Music

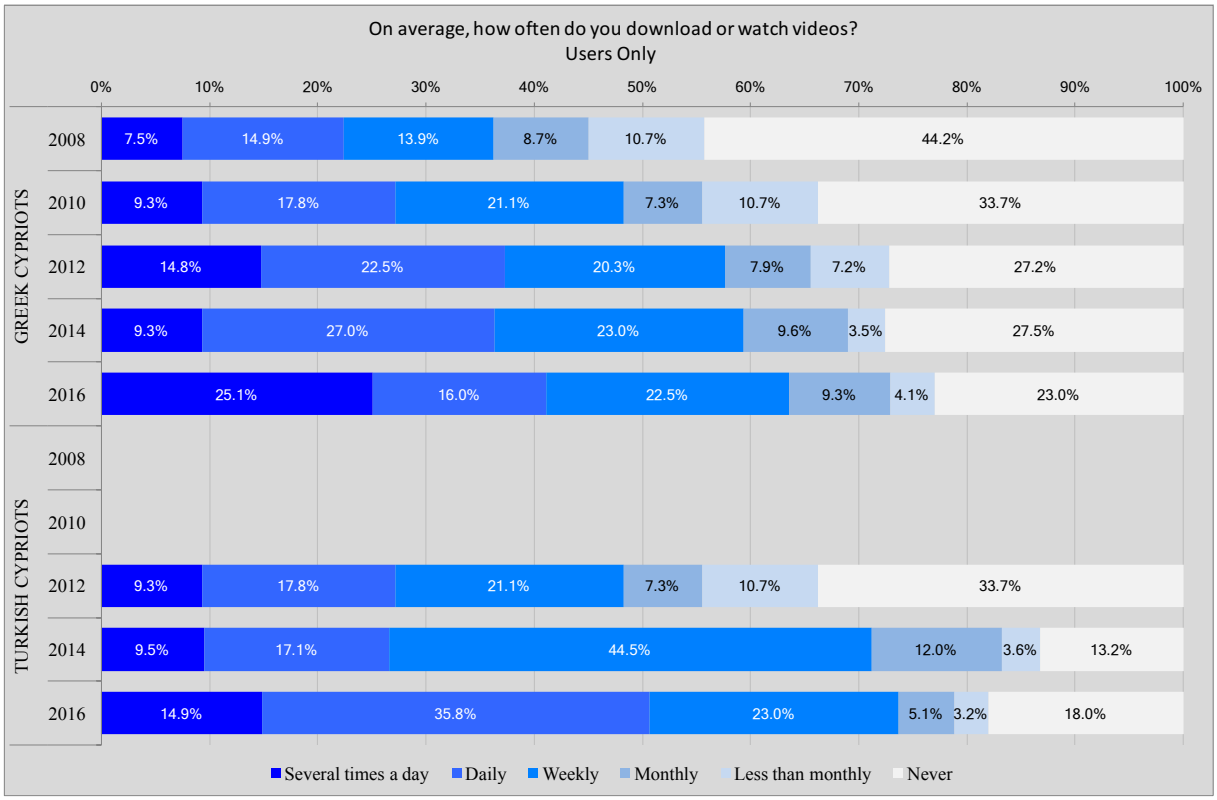

Figure 4.4.3 Internet Use for Downloading or Watching Videos

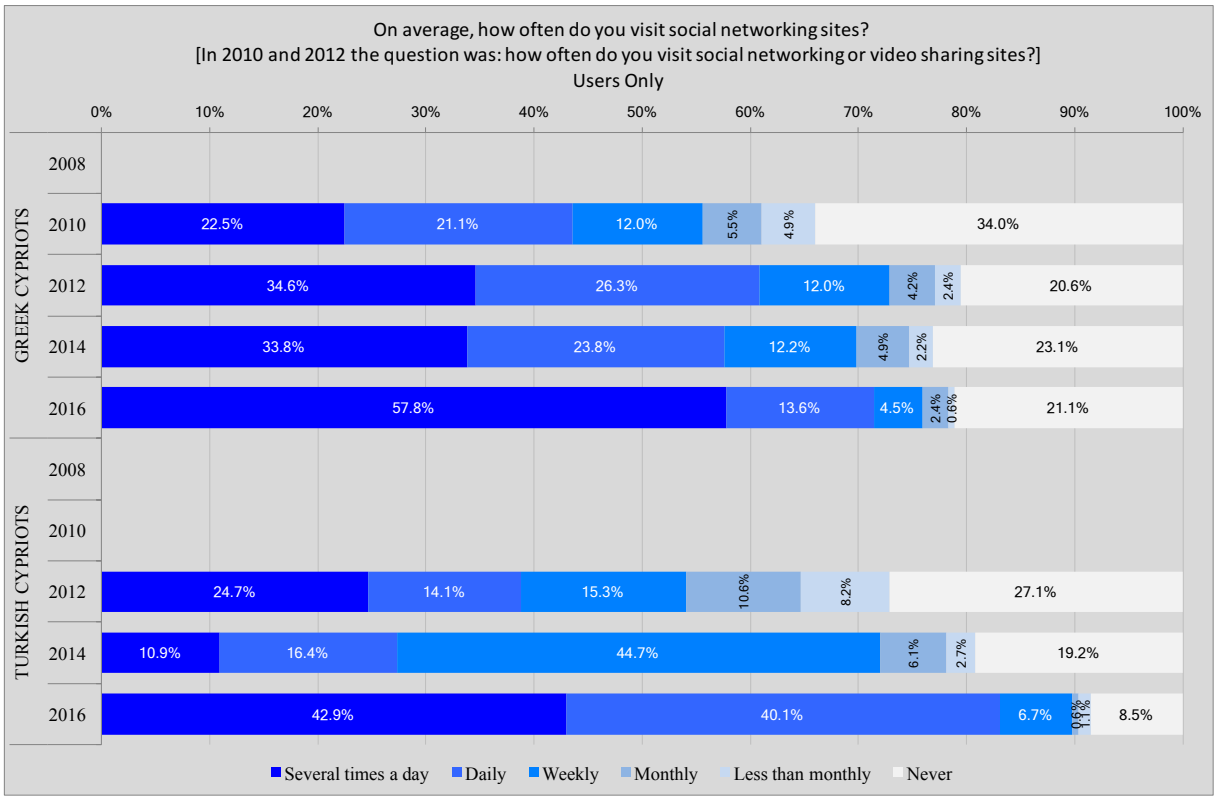

Figure 4.4.4 Internet Use for Visiting Social Networking Sites

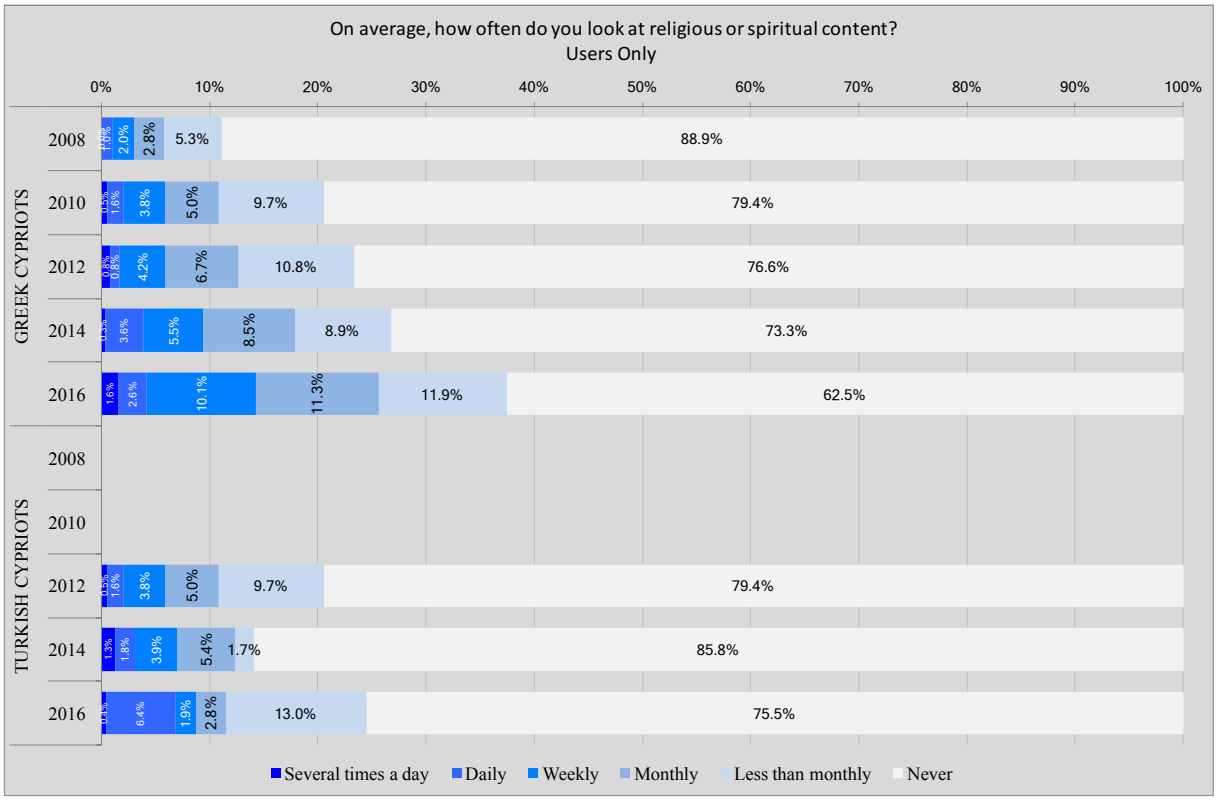

Figure 4.4.5 Internet Use for Looking at Religious or Spiritual Sites

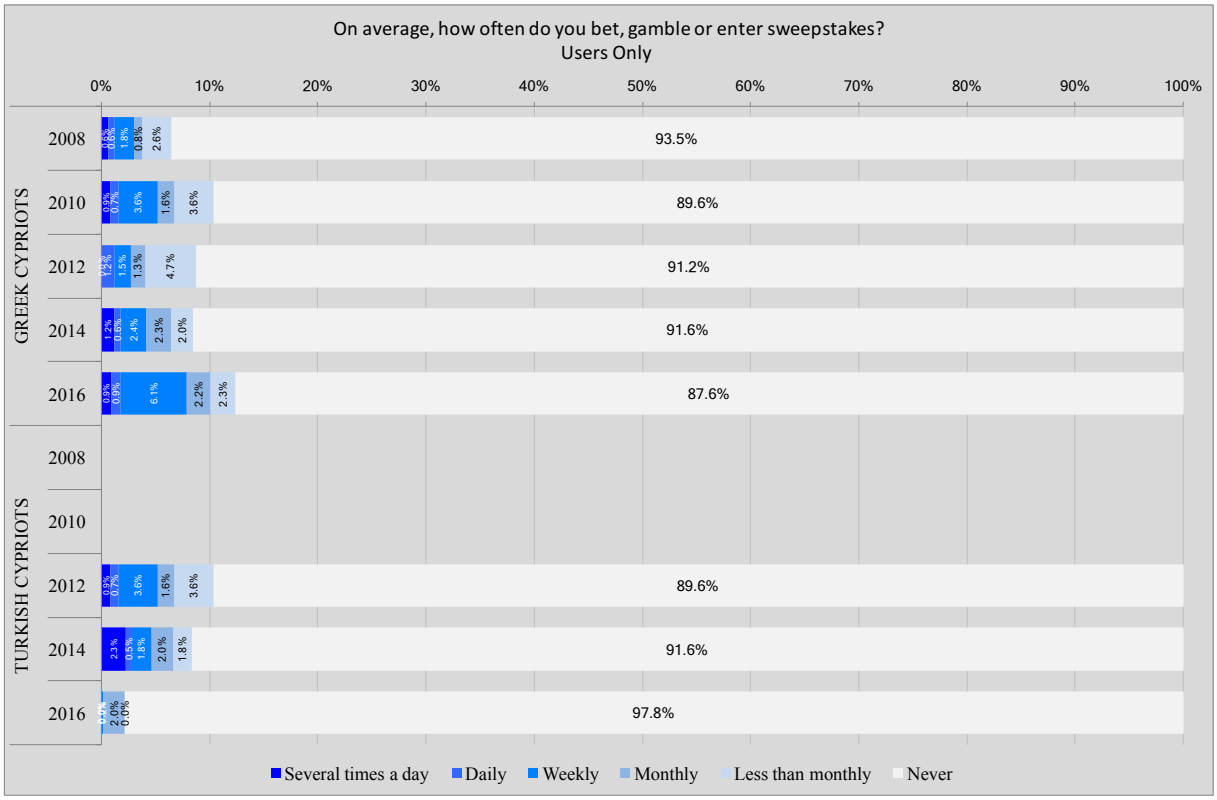

Figure 4.4.6 Internet Use for Betting, Gambling or Entering Sweepstakes

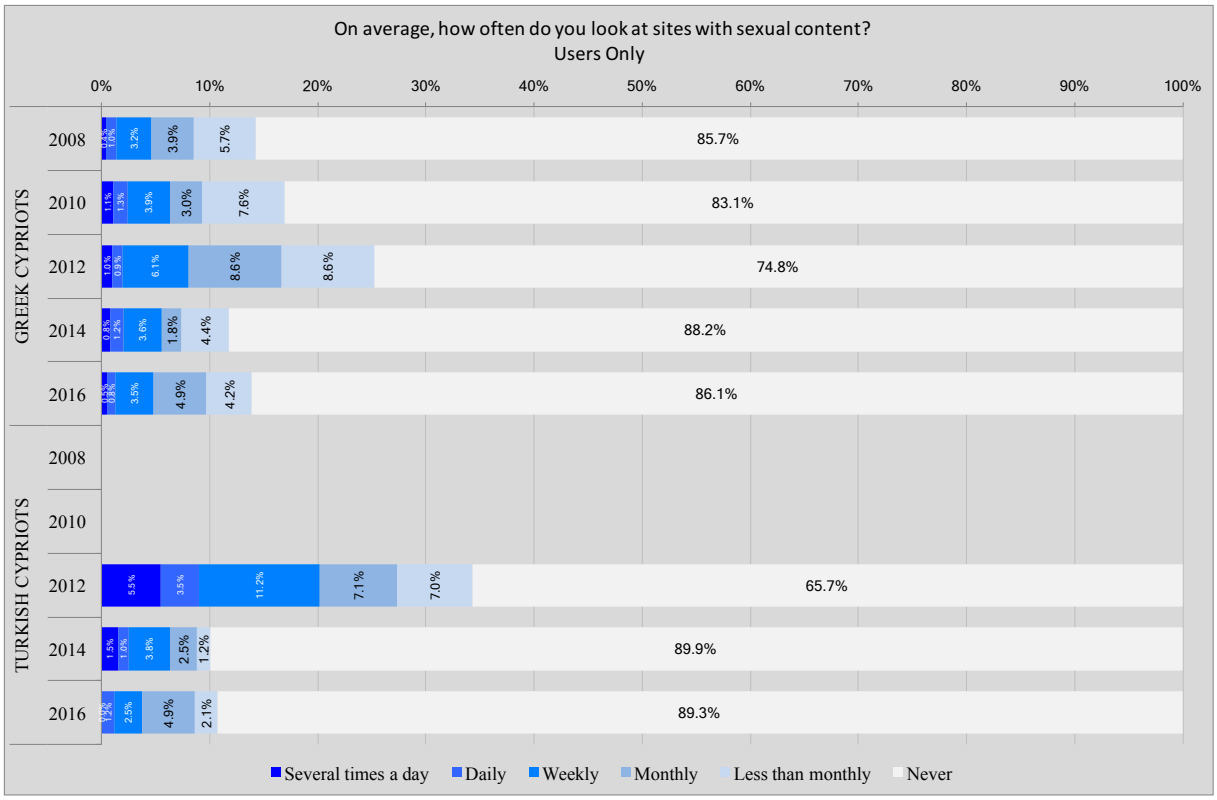

Figure 4.4.7 Internet Use for Looking at Sites with Sexual Content

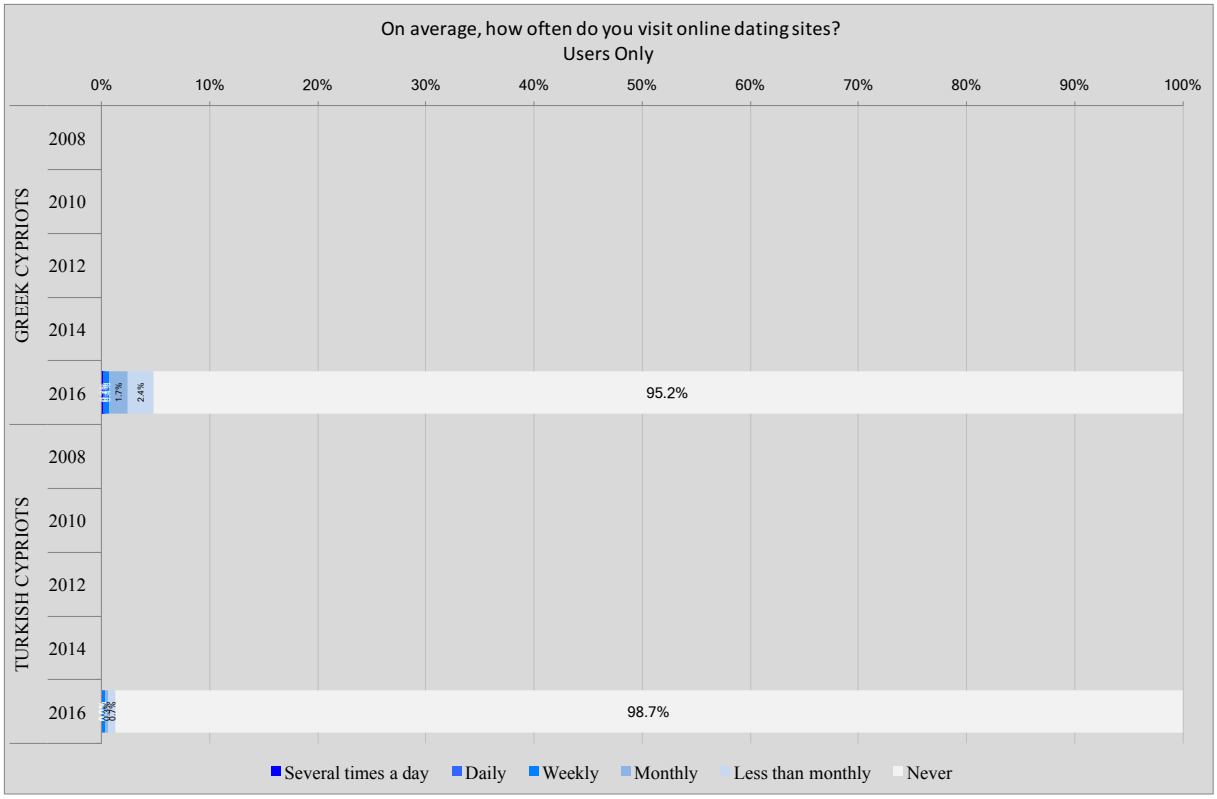

Figure 4.4.8 Internet Use for Visiting Dating Sites

4.5. Learning

The results of the WIP surveys for using the internet for educational purposes are presented in Figures 4.5.1 – 4.5.4. Looking up word definitions (Figure 4.5.1) and fact checking (Figure 4.5.2) are quite prevalent and frequent. Getting information about school-related work (Figure 4.5.3) is less prevalent and distance learning remains low in prevalence as well (Figure 4.5.4).

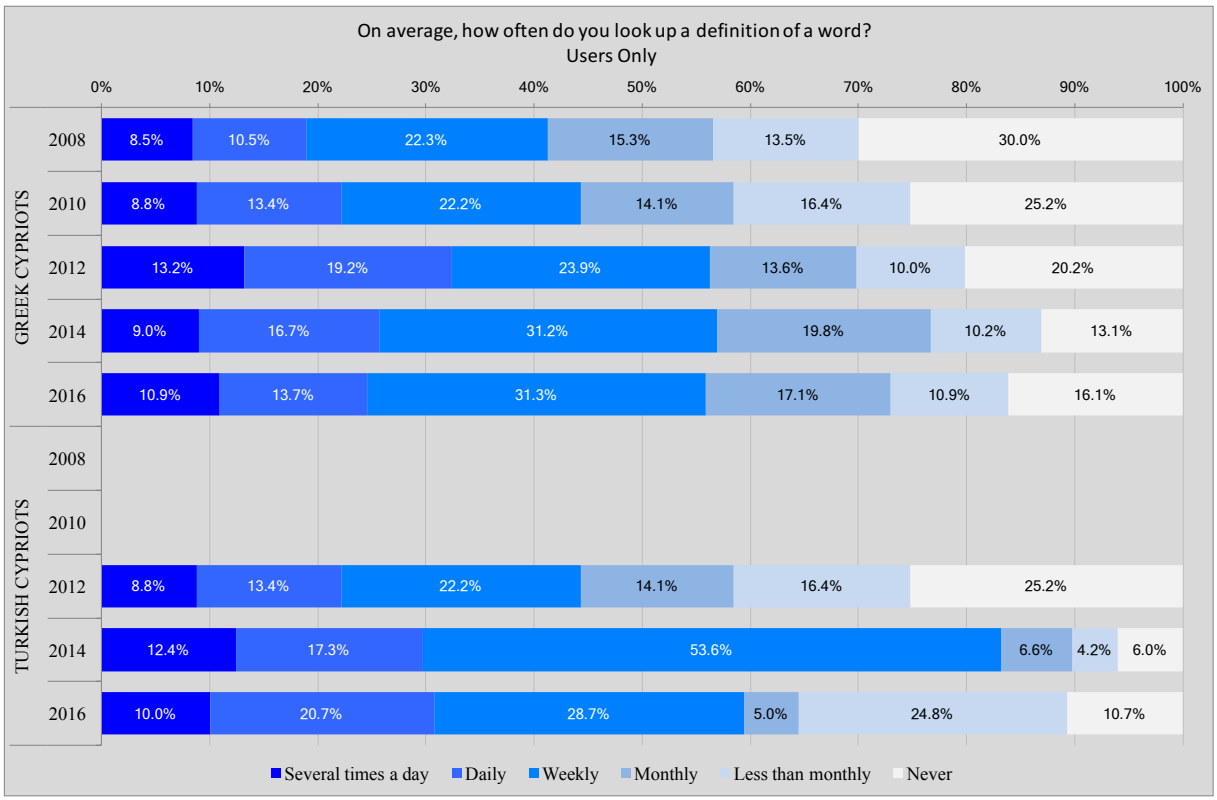

Figure 4.5.1 Internet Use for Looking Up Word Definitions

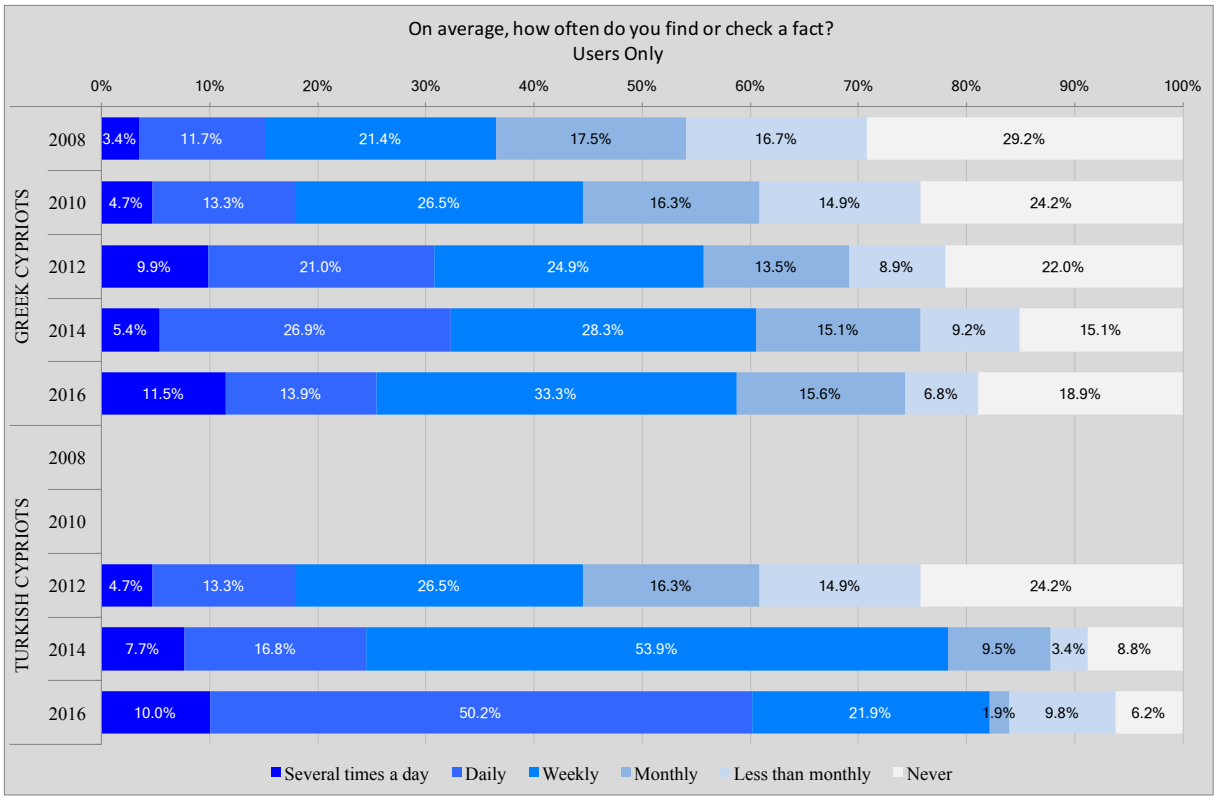

Figure 4.5.2 Internet Use for Fact Checking

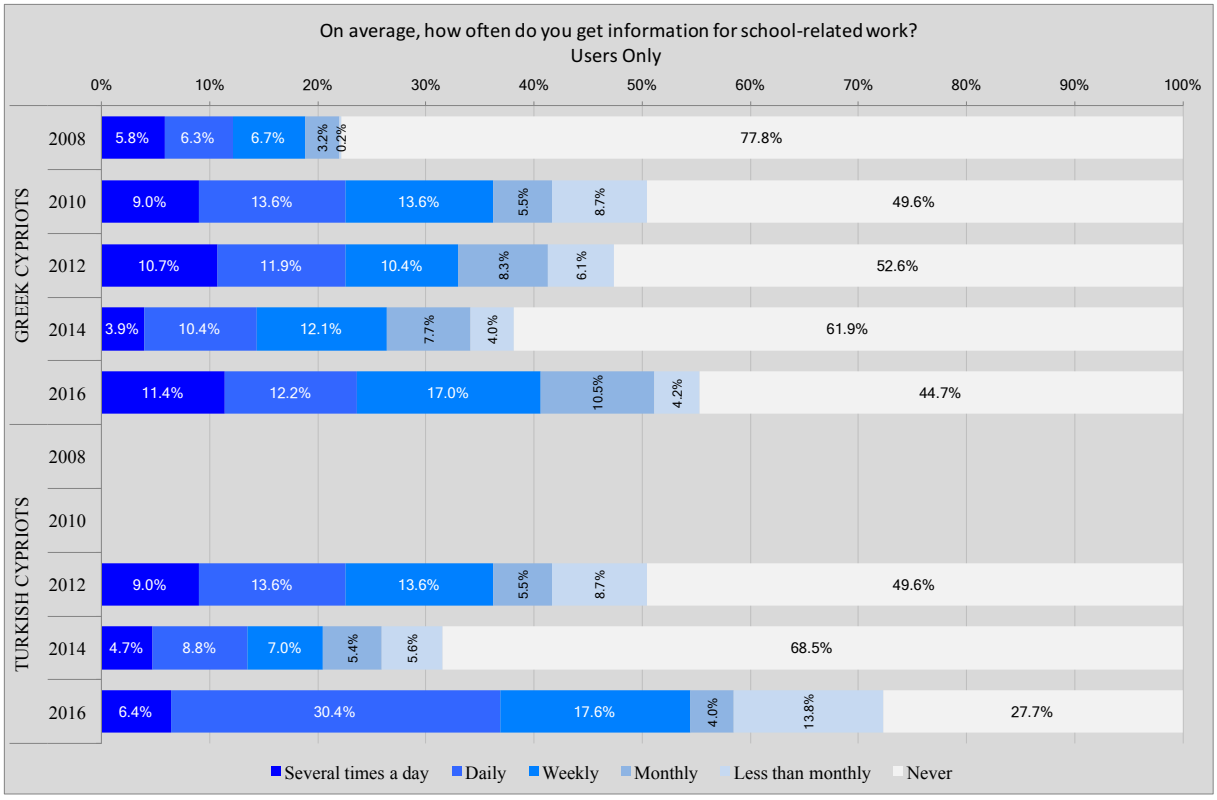

Figure 4.5.3 Internet Use for Getting Information for School-Related Work

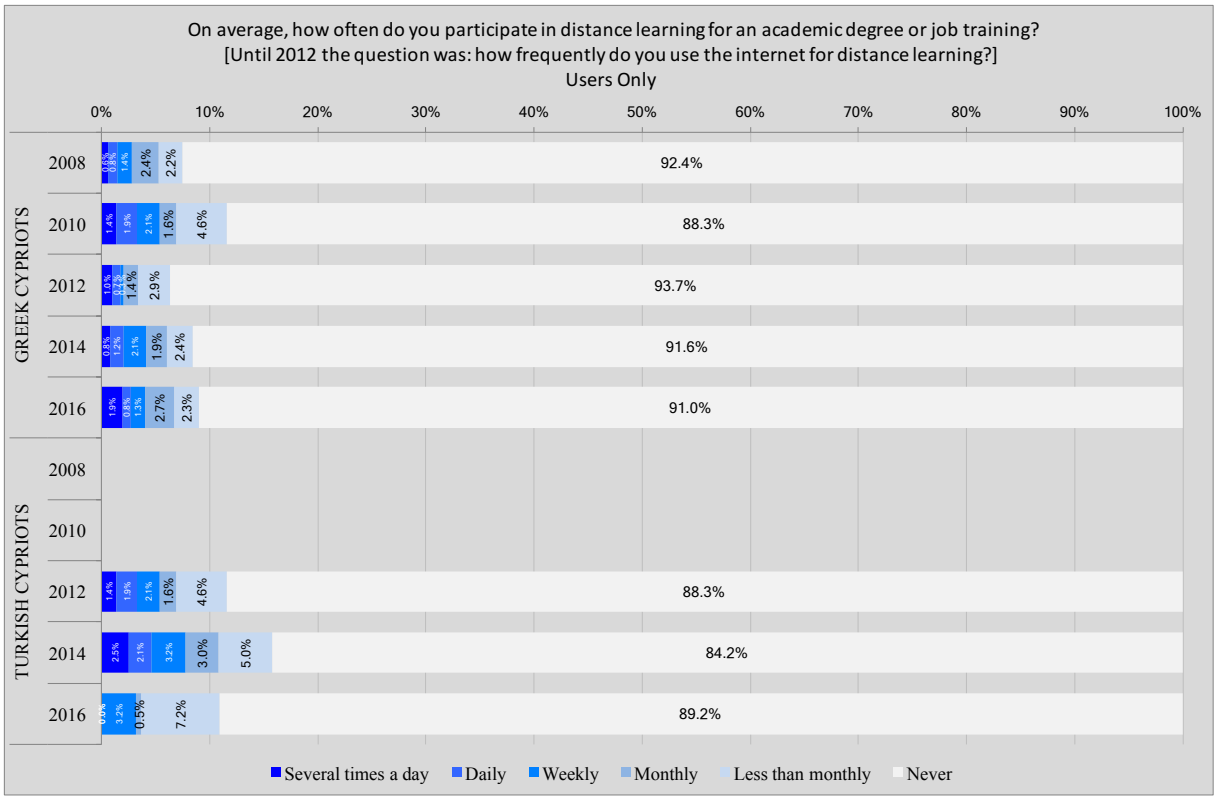

Figure 4.5.4 Internet Use for Distance Learning

5. PERCEPTIONS AND EXPERIENCES

5.1. Perception of Reliability

Since 2008, Greek-Cypriot users have progressively grown more skeptical about the reliability of information on the internet (Figure 5.1.1). While in 2008 and 2010 more than half of the respondents reported trusting most or all of the information online, the respective percentage sunk to less then 40% in 2012, with a slight increase in 2014 and 2016, when about one third of internet users reported trusting most or all of online information as reliable. Growing skepticism was much more acute among Turkish-Cypriot users, as in 2014 a clear majority found only a small portion of online information reliable. In 2016, a more balanced opinion has been observed but the percentage of users in the Turkish-Cypriot community that feels that most or all of the information on the internet is reliable is still under 20%.

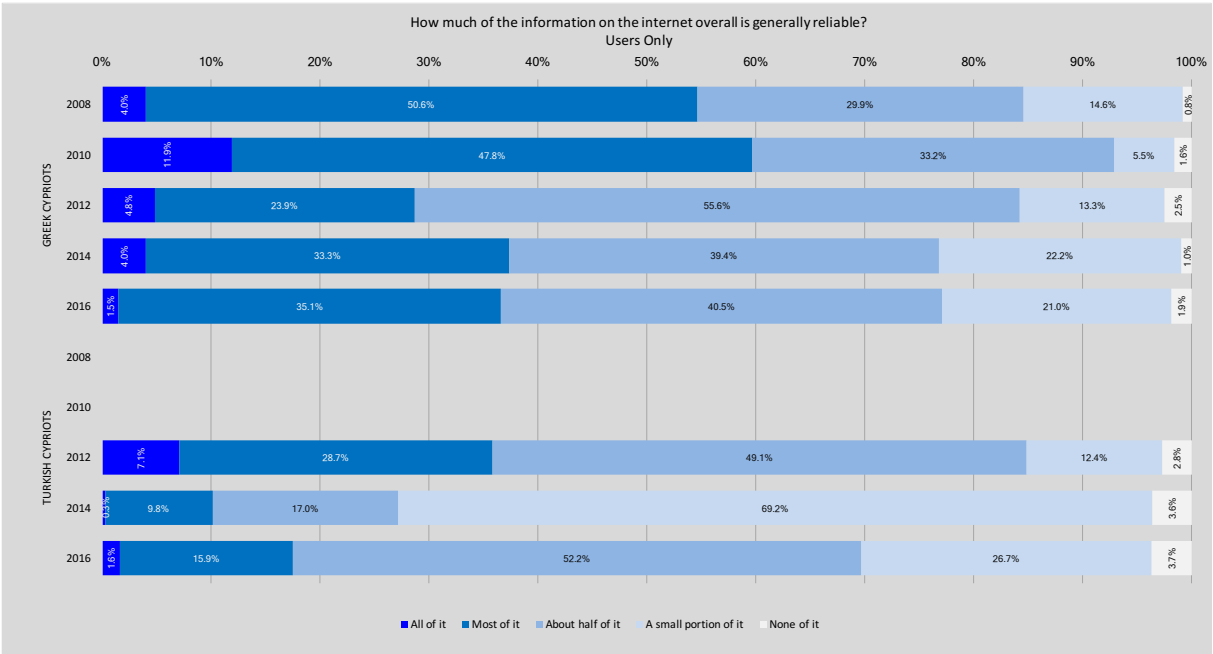

Figure 5.1.1 Perception of Internet Reliability

5.2. Online Victimization

The most frequent type of online victimization (Figure 5.2.1) is accidentally arriving at pornographic content, with about one third of Greek-Cypriots and more than half

of Turkish-Cypriots reporting having had this experience in 2016. Receiving a virus is also common: the vast majority of Turkish-Cypriot users reported having had this experience in 2014, compared to about one third of Greek-Cypriot users in the same year. In 2016, the percentages have dropped in both communities, but remain between 30-40%. Smaller percentages of users in both communities reported having been misled in their online purchases, having had their credit card details stolen via internet use, having been contacted by someone attempting to extort their bank or personal details or having been bullied or harassed online.

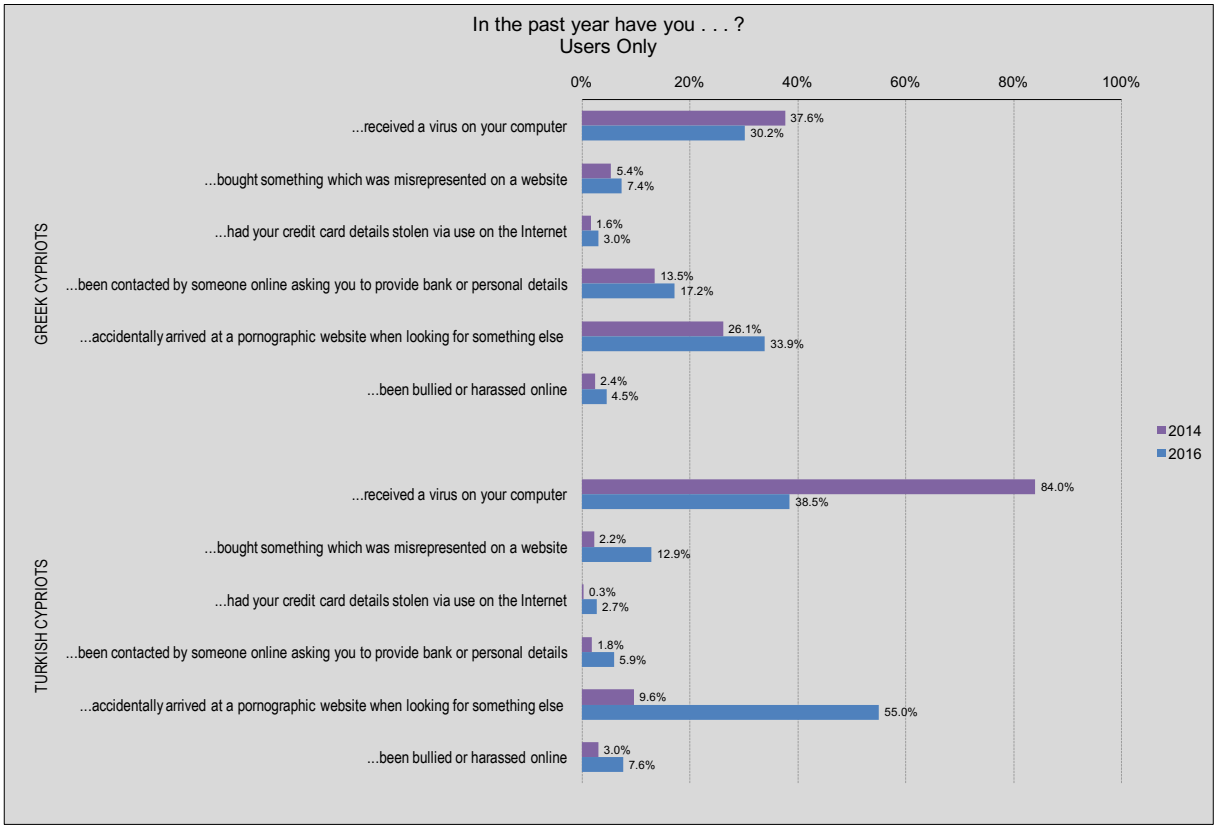

Figure 5.2.1 Online Victimization

5.3. Privacy Violation

As shown in Figure 5.3.1, violation of privacy online is uncommon among internet users in both communities. Similar results were obtained in 2014 (not reported here because the question was asked in a different way, which prohibits comparative presentation).

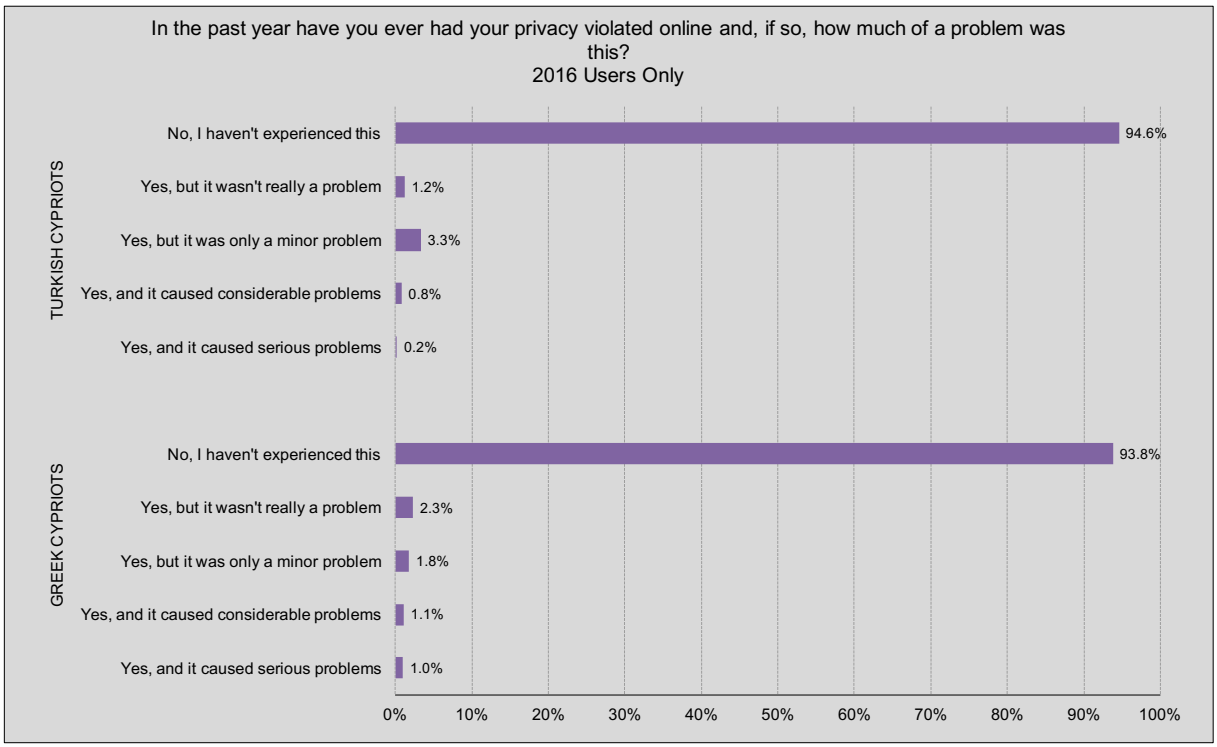

Figure 5.3.1 Privacy Violation

6. PRIVACY CONCERNS

The majority of internet users in both communities is concerned about privacy violations online. As shown in Figure 6.1.1, clear majorities in both communities agree or strongly agree that it should be accepted as a fact that "there is no privacy" – with a remarkably stronger tendency for the "strongly agree" option in the Turkish-Cypriot community. A clear majority of Greek-Cypriot users reports being concerned about violations of privacy by governments, corporations and other people (Figures 6.1.2, 6.1.3 and 6.1.4). This concern is much more prevalent among Turkish-Cypriot users in 2014, but remarkably less prevalent in 2016. Most users in both communities state that they actively protect their privacy online (Figure 6.1.5) as well as that they feel that they can control their privacy online (Figure 6.1.8). A significant difference exists between the two communities with respect to the statement "concerns about privacy are exaggerated", with smaller percentages among Greek-Cypriots reporting agreement (Figure 6.1.7). Users were also asked whether they agree or disagree with the statement "I have nothing to hide". Overwhelming majorities among Greek-Cypriots in 2014 and 2016 report agreement, while among Turkish-Cypriots agreement is less prevalent, especially in 2016 (Figure 6.1.8).

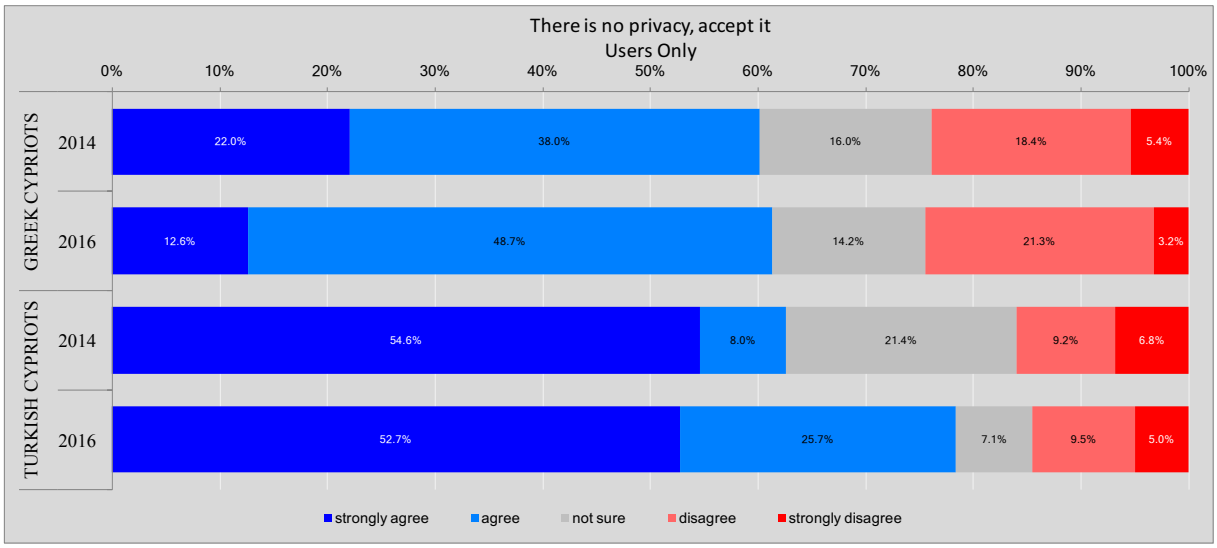

Figure 6.1.1 Privacy Concerns I

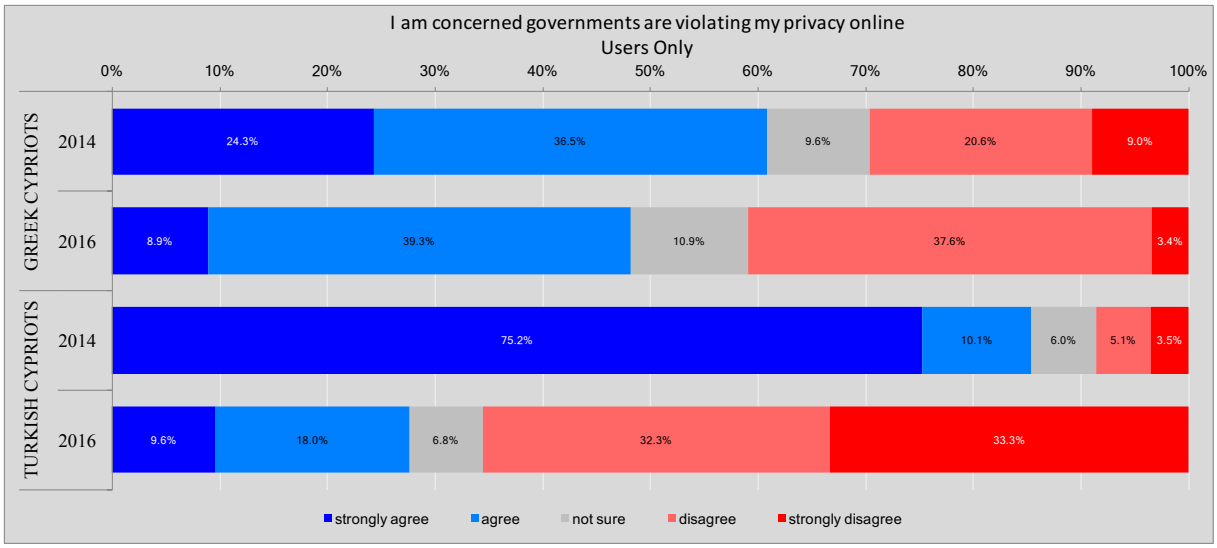

Figure 6.1.2 Privacy Concerns II

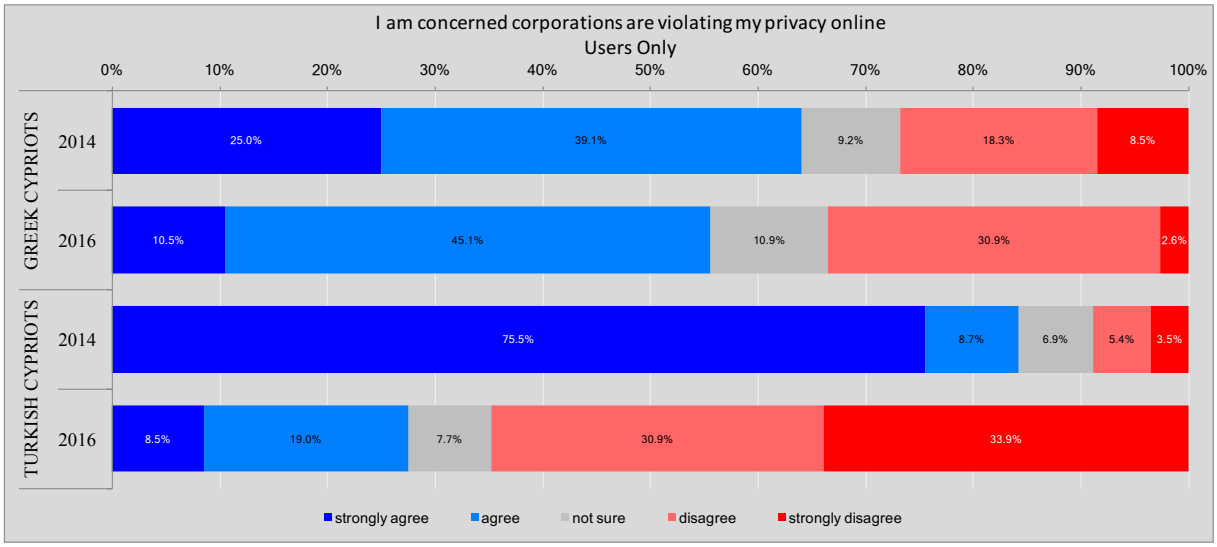

Figure 6.1.3 Privacy Concerns III

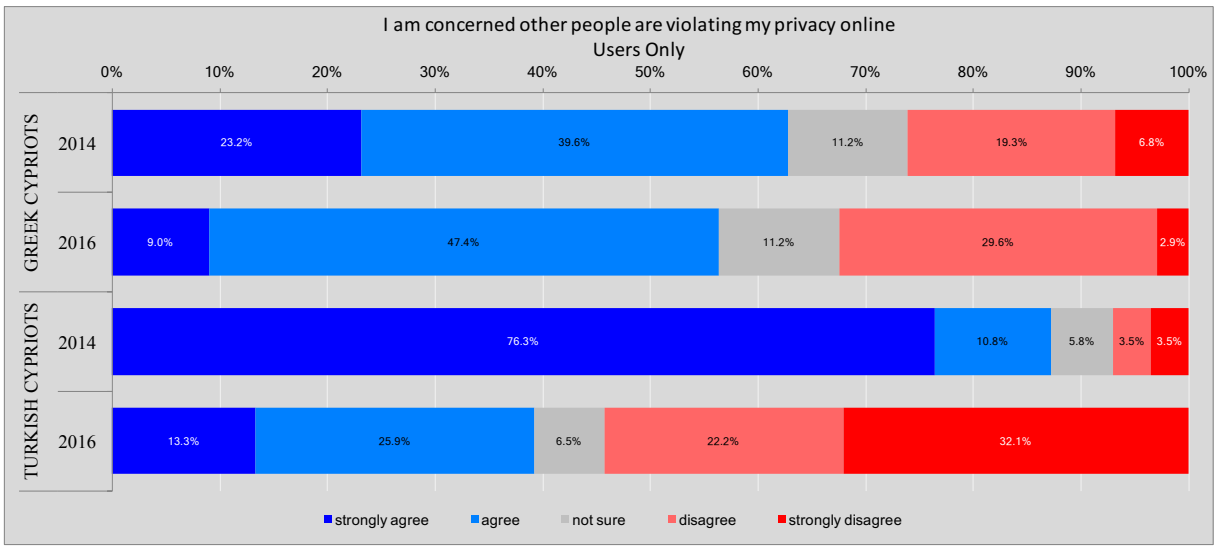

Figure 6.1.4 Privacy Concerns IV

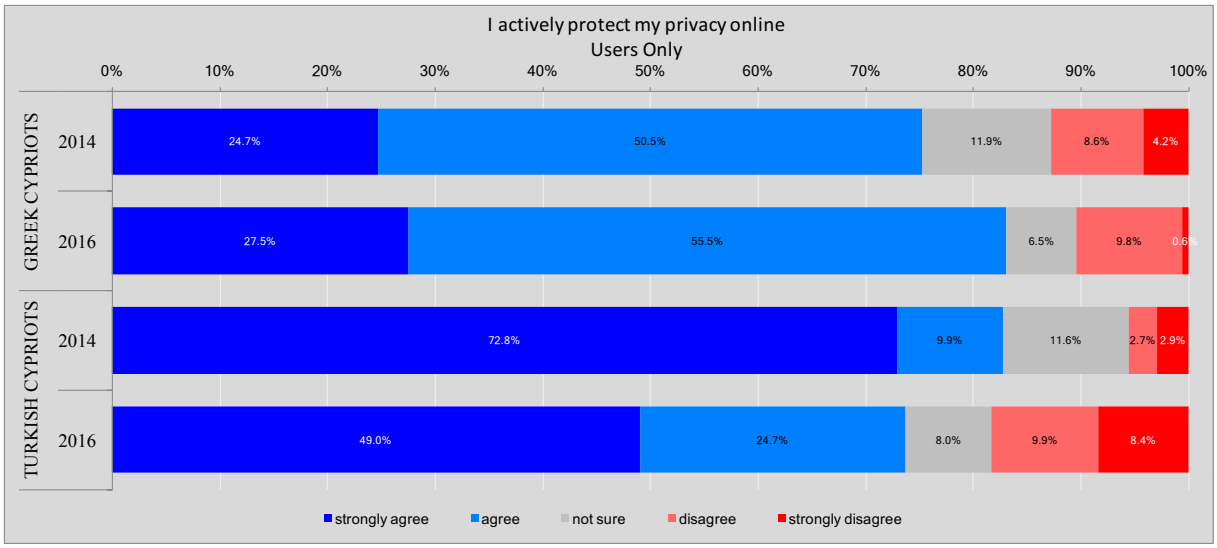

Figure 6.1.5 Privacy Concerns V

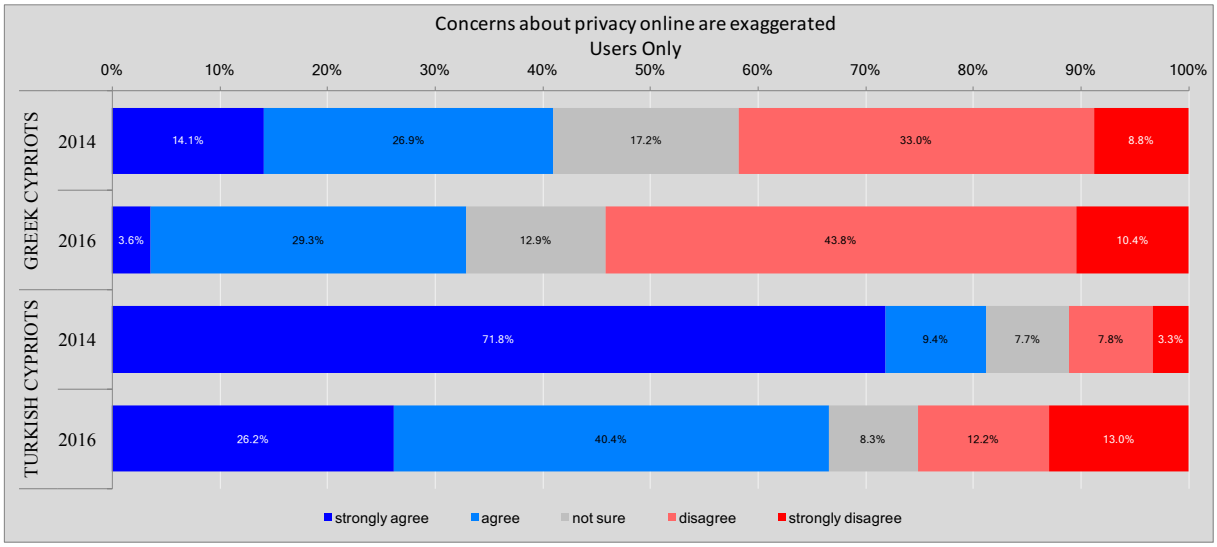

Figure 6.1.6 Privacy Concerns VI

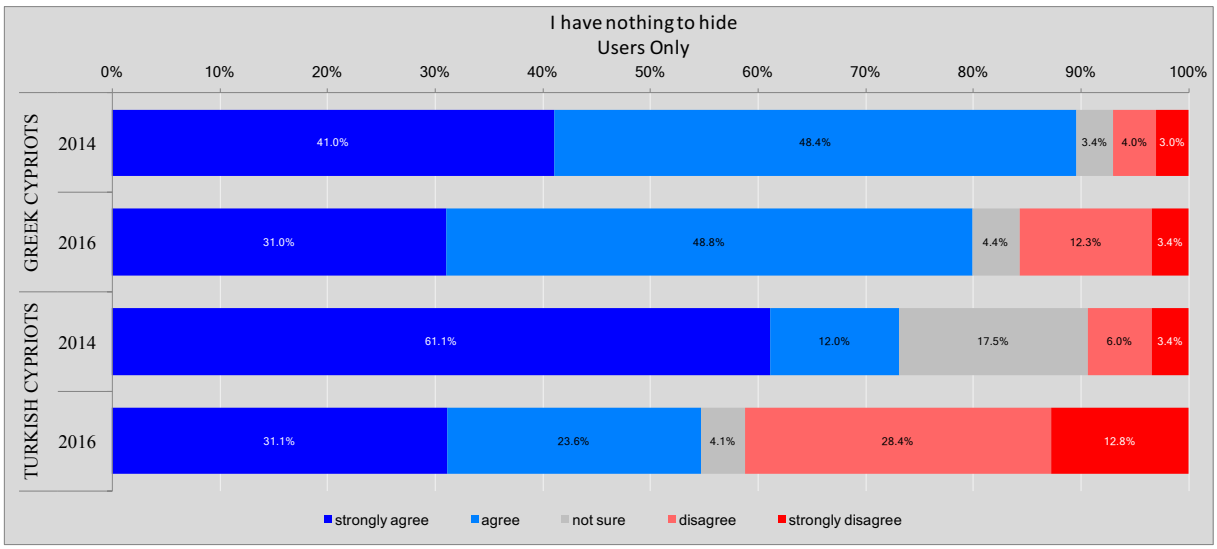

Figure 6.1.7 Privacy Concerns VII

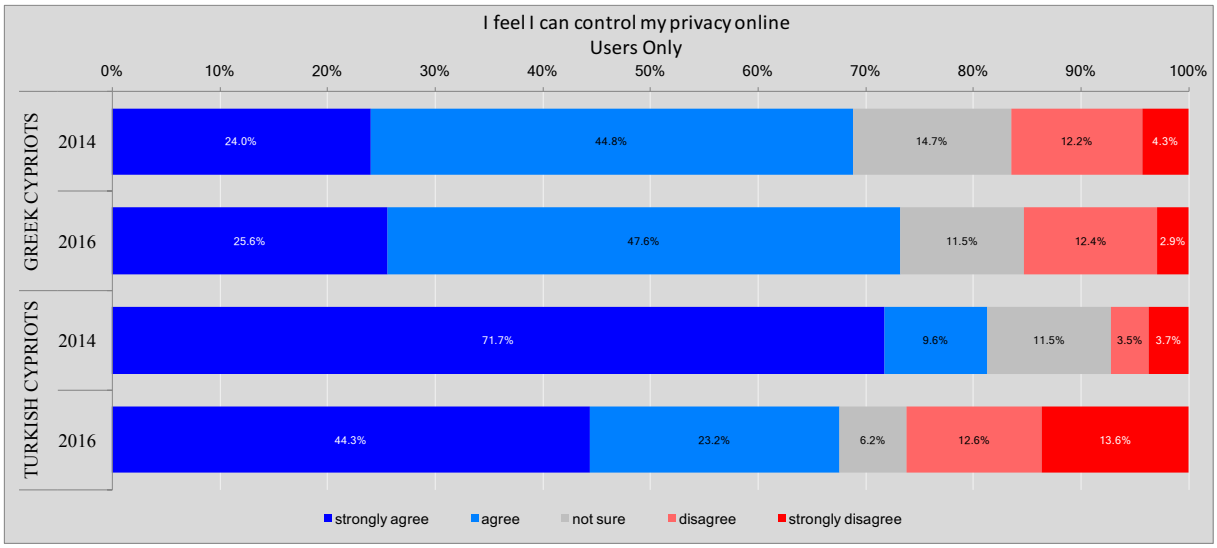

Figure 6.1.8 Privacy Concerns VIII

7. POLITICAL EFFICACY

The issue of political efficacy was explored using four questions which were included in the WIP surveys from 2008 for Greek-Cypriots and from 2012 for Turkish-Cypriots. The questions were asked only to internet users until 2012. In 2014, a decision was made by the Cyprus principal investigators to ask all respondents. The decision was implemented from 2014 in the Turkish-Cypriot survey and from 2016 in the Greek-Cypriot survey. Thus, other than the usual comparisons presented in the report (i.e., among survey waves and between communities) the presentation of the results for the four political efficacy items is further organized by user status.

As shown in Figures 7.1.1 – 7.1.4, most Greek-Cypriot internet users in 2008 and 2010 did not think that internet use enhances political efficacy; whereas, from 2012 to 2016, increasingly larger percentages of users have reported more favorable opinions. In 2016, close to 60% of Greek-Cypriot internet users agreed or strongly agreed that the internet increases citizens' political power and more than 60% agreed or strongly agreed that the internet helps in better understanding of politics. On the other hand, only about one in every two Greek-Cypriot internet users agreed or strongly agreed that the internet helps citizens have more say regarding government actions and only about one out of three agreed or strongly agreed that the internet enhances higher responsiveness by public officials. It seems hence that the internet enhances only the internal political efficacy of the Greek-Cypriot respondents. Turkish-Cypriot internet users are overall slightly more pessimistic about this function of the internet. In 2016, the percentages of respondents who agreed or strongly agreed are comparable to the percentages of those who disagreed or strongly disagreed on all aforementioned statements. When comparing internet users to non-users in the Greek-Cypriot community in 2016, we observe that users have a stronger belief in internet-related political efficacy. When comparing internet users to non-users in the Turkish-Cypriot community, we see that non-users report similar opinions to those of users, especially in 2016.

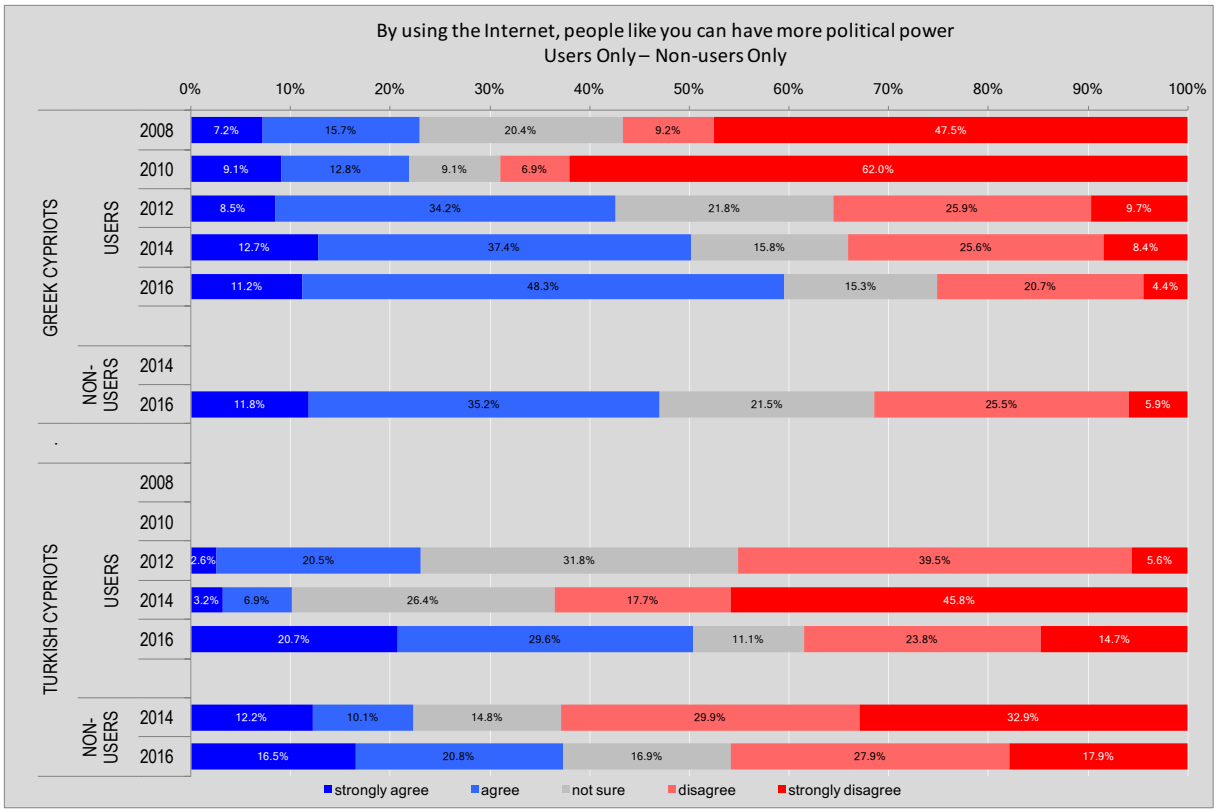

Figure 7.1.1 Political Efficacy I

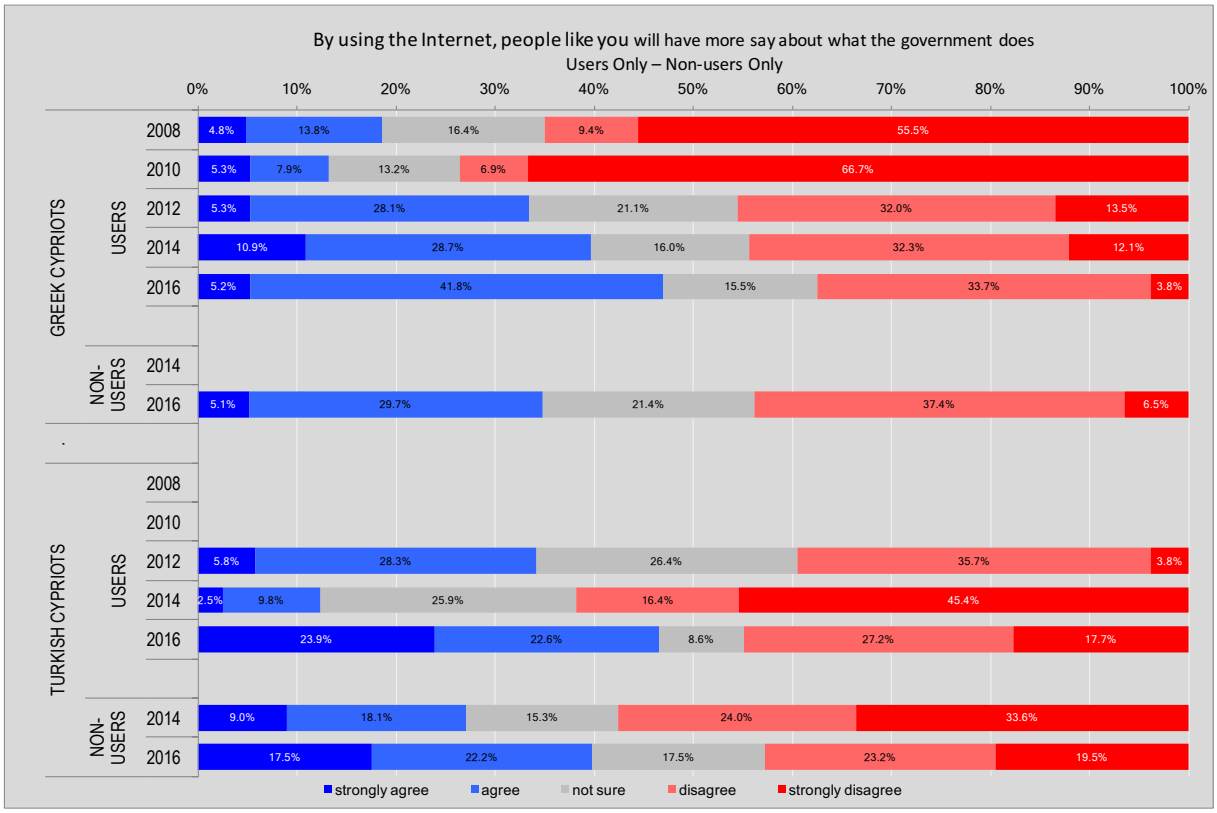

Figure 7.1.2 Political Efficacy II

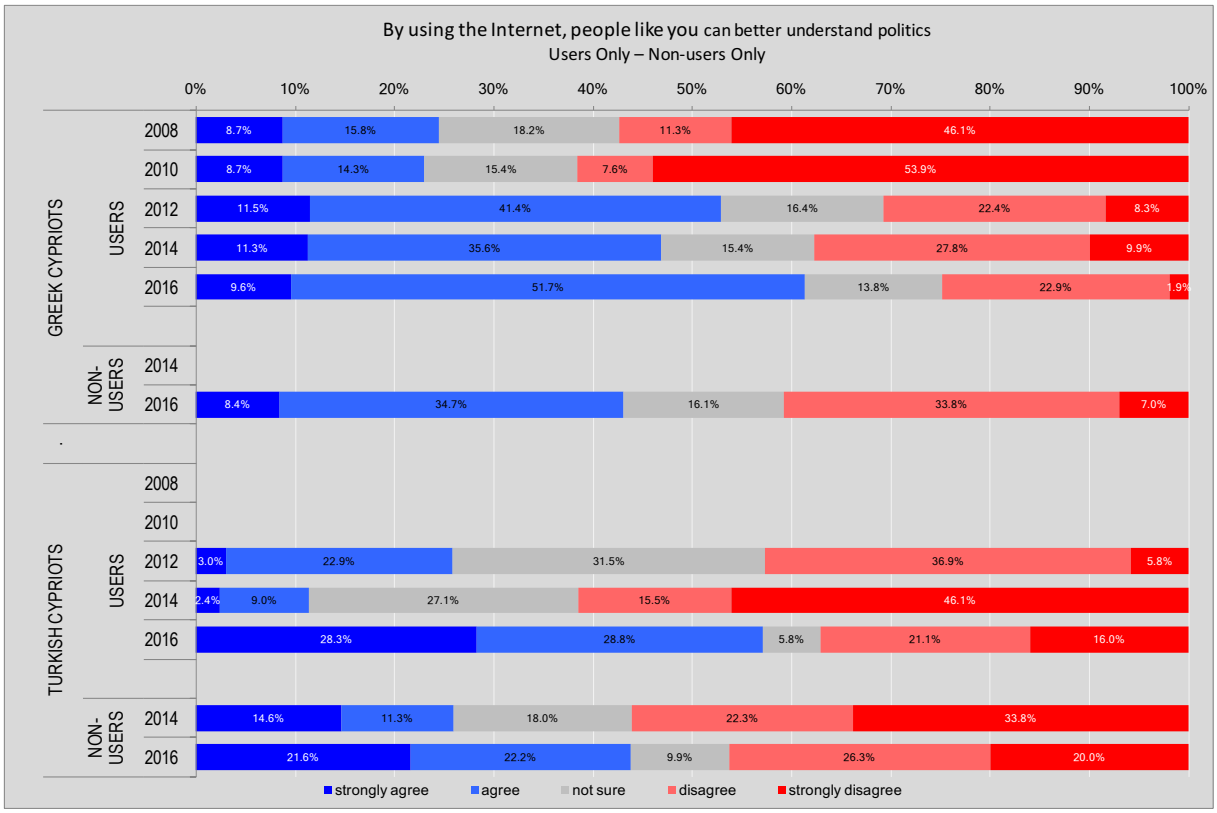

Figure 7.1.3 Political Efficacy III

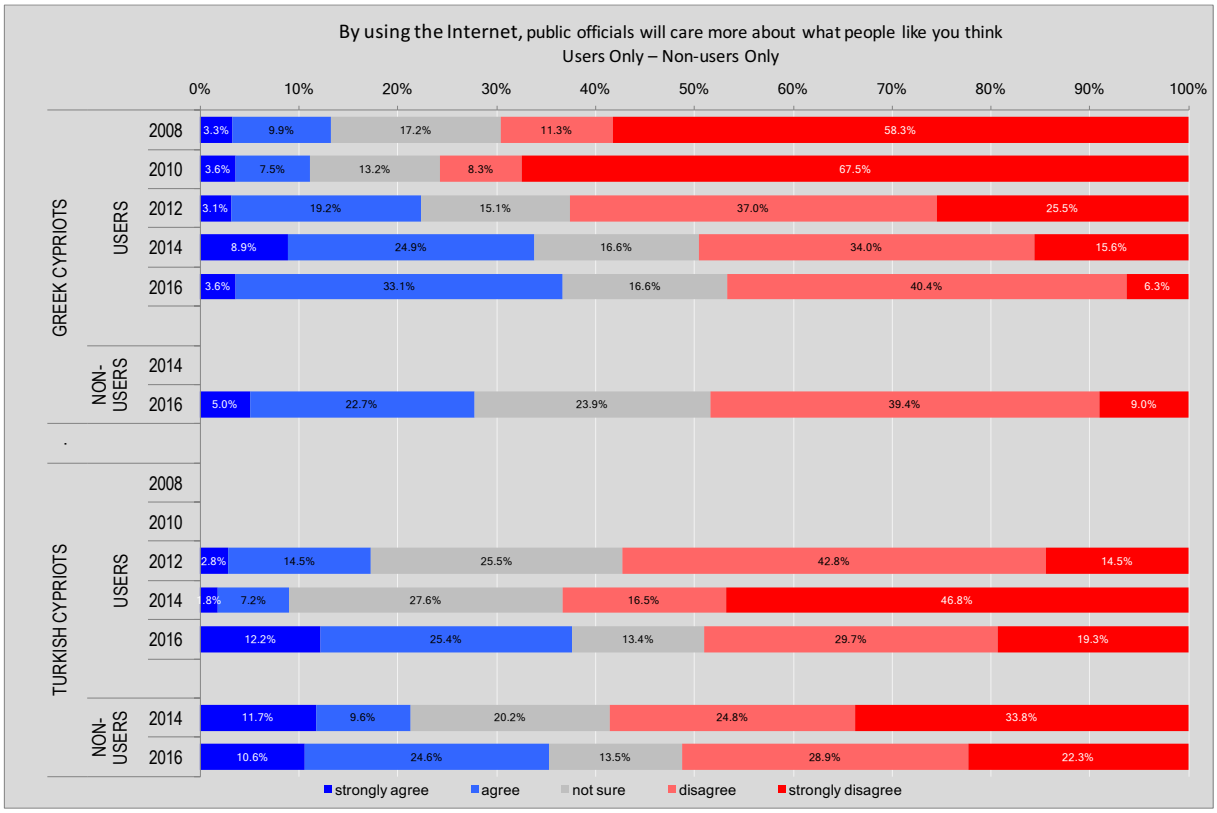

Figure 7.1.4 Political Efficacy IV

8. ONLINE SOCIAL CAPITAL

Social capital related uses of the internet were explored in the 2014 and 2016 surveys. Among the various uses addressed, using the internet to conserve relationships with family (Figure 8.1.1) and to maintain relationships with friends (Figure 8.1.2) are the most prevalent in both communities in both waves. Using the internet to expand professional or occupational ties is also very popular (Figure 8.1.3). Of lower popularity is the use of the internet to meet people from different occupations or people of different social statuses (Figure 8.1.4), to meet people of different lifestyles or from different cultures (Figure 8.1.5) and to maintain relationships with people of similar political views (Figure 8.1.6). The internet is not a very popular means to connect with political parties (Figure 8.1.7), NGOs (Figure 8.1.8) or public officials (Figure 8.1.9) or to join protest or social movements (Figure 8.1.10).

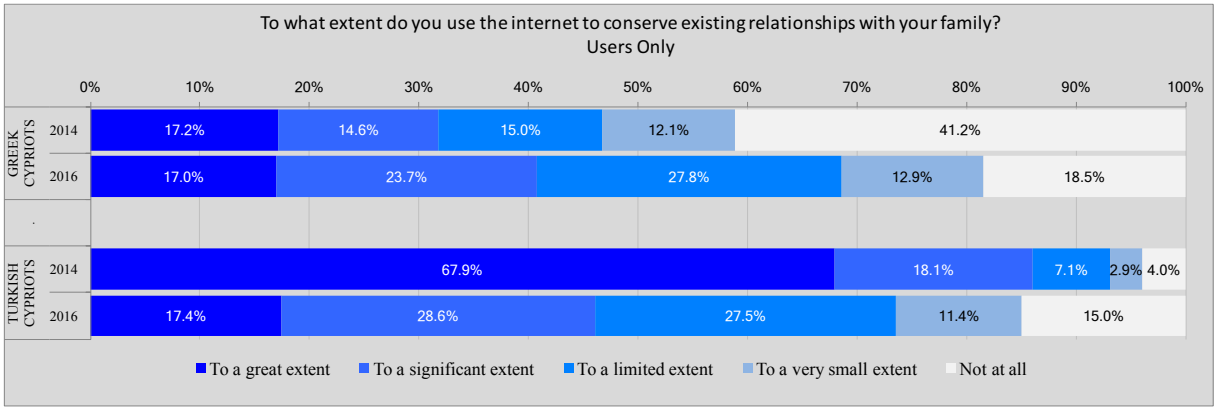

Figure 8.1.1 Internet Use to Conserve Existing Relationships with Family

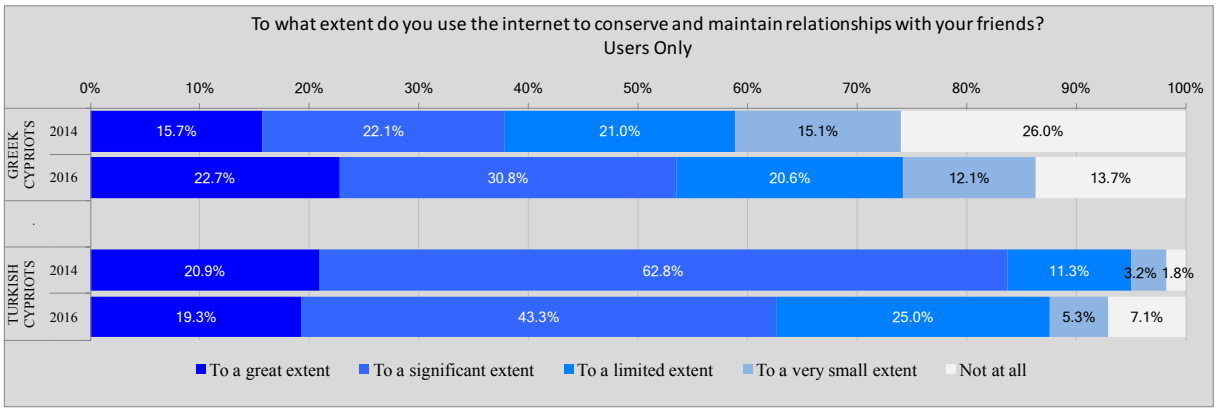

Figure 8.1.2 Internet Use to Conserve Existing Relationships with Friends

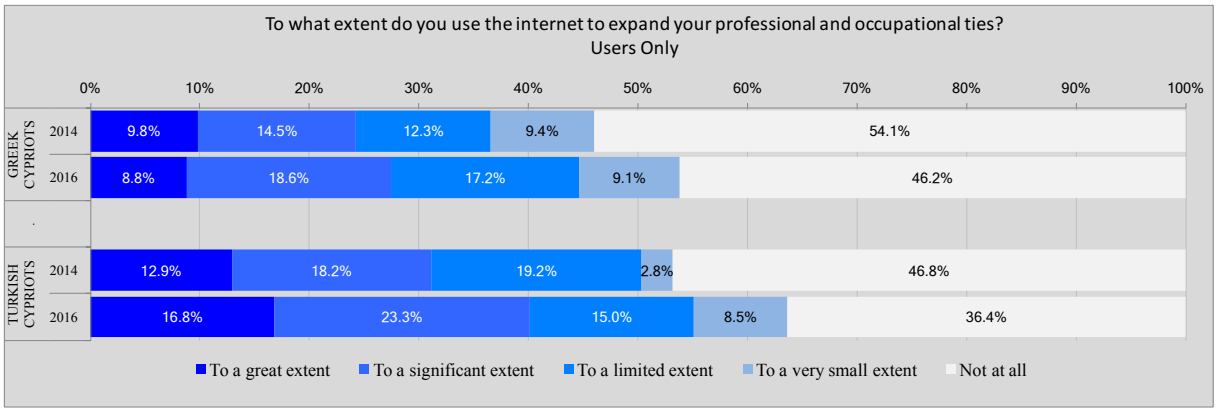

Figure 8.1.3 Internet Use to Expand Professional or Occupational Ties

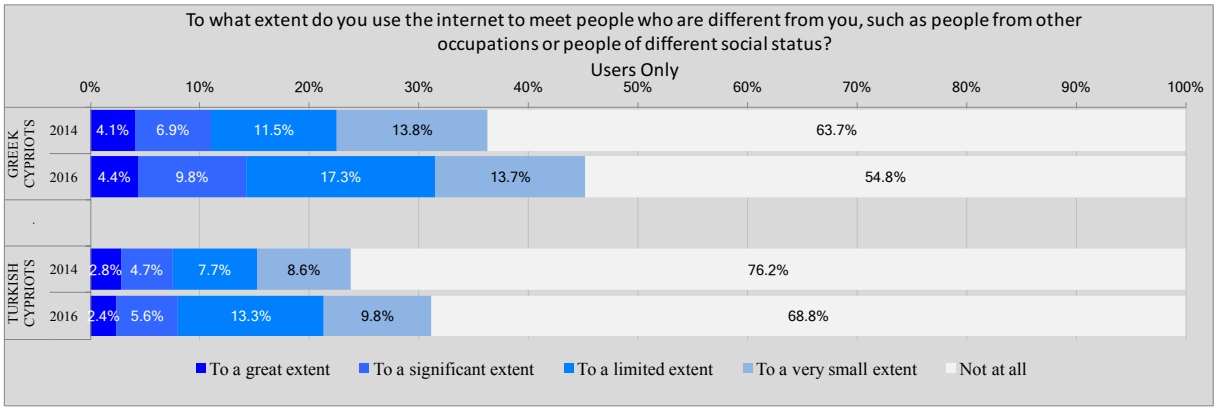

Figure 8.1.4 Internet Use to Meet Different People I

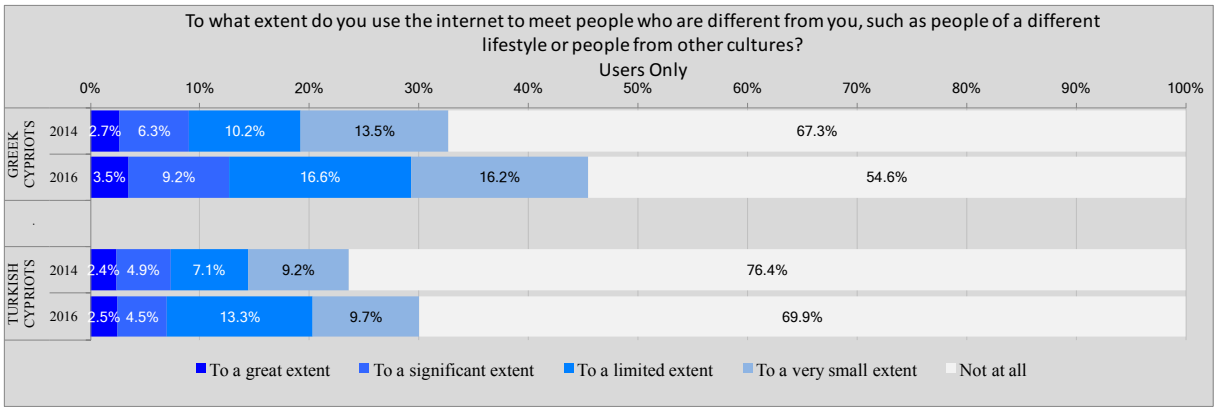

Figure 8.1.5 Internet Use to Meet Different People II

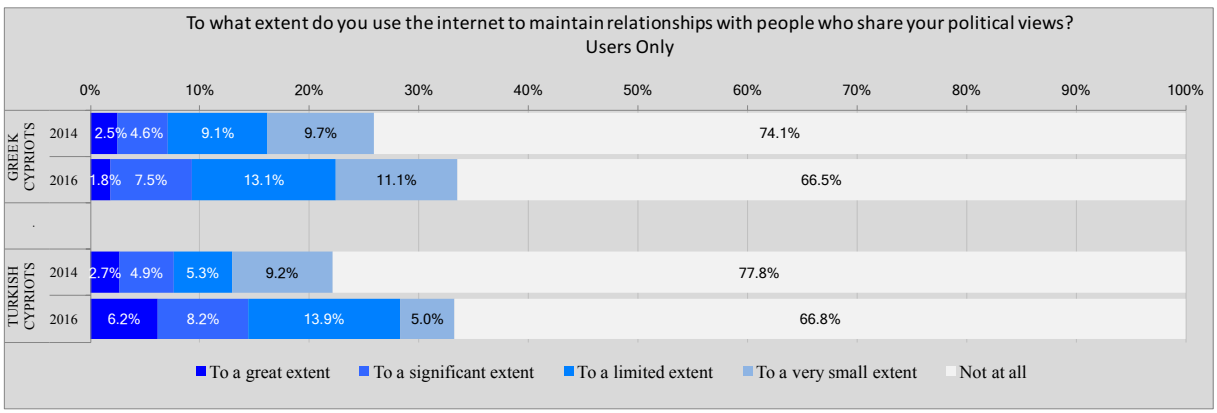

Figure 8.1.6 Internet Use to Maintain Relationships with People with Similar Political Views

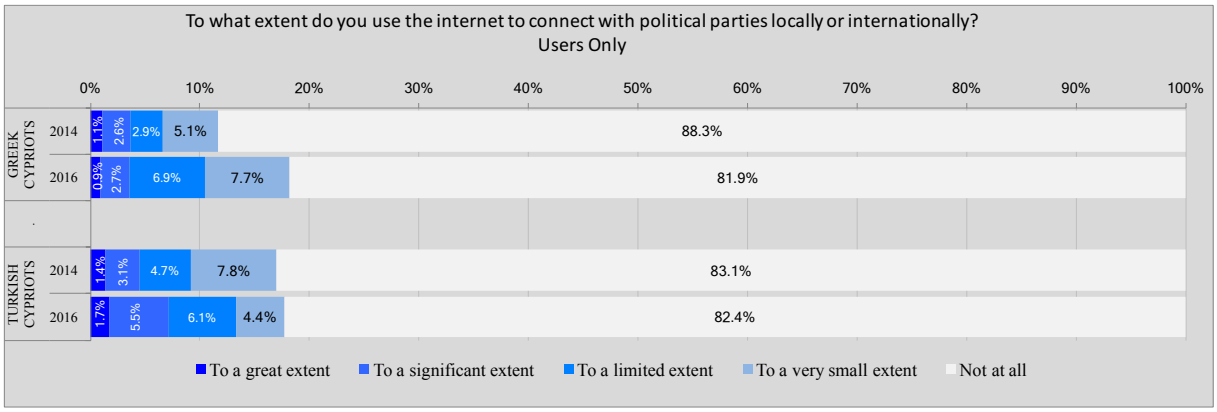

Figure 8.1.7 Internet Use to Connect with Political Parties Locally or Internationally

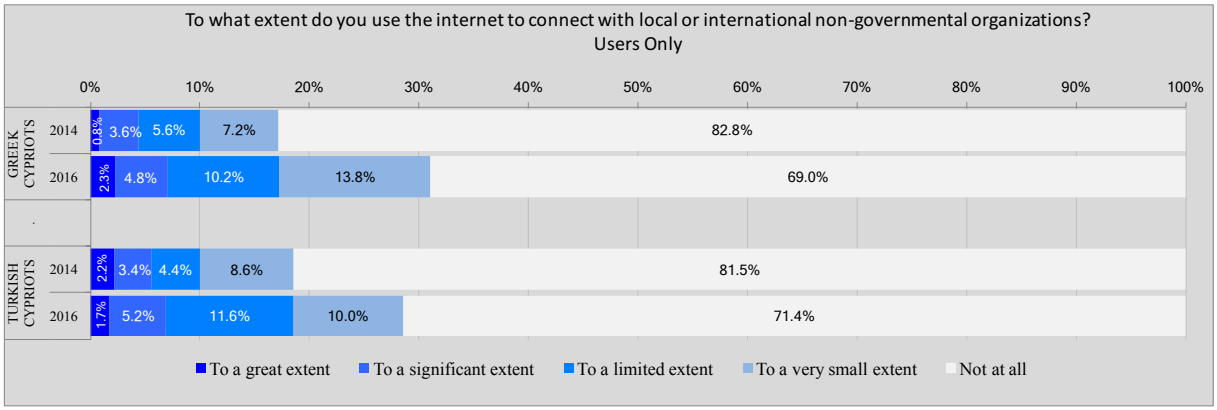

Figure 8.1.8 Internet Use to Connect with Local or International NGOs

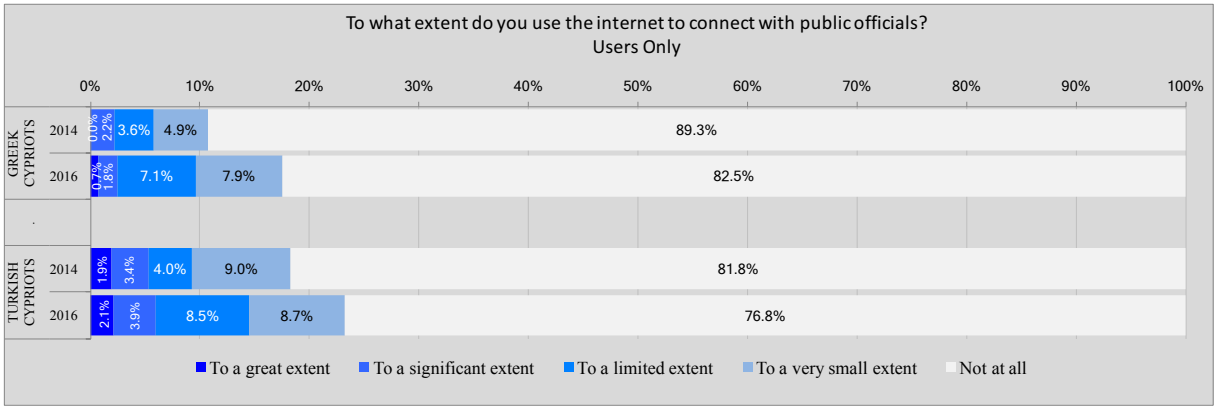

Figure 8.1.9 Internet Use to Connect with Public Officials

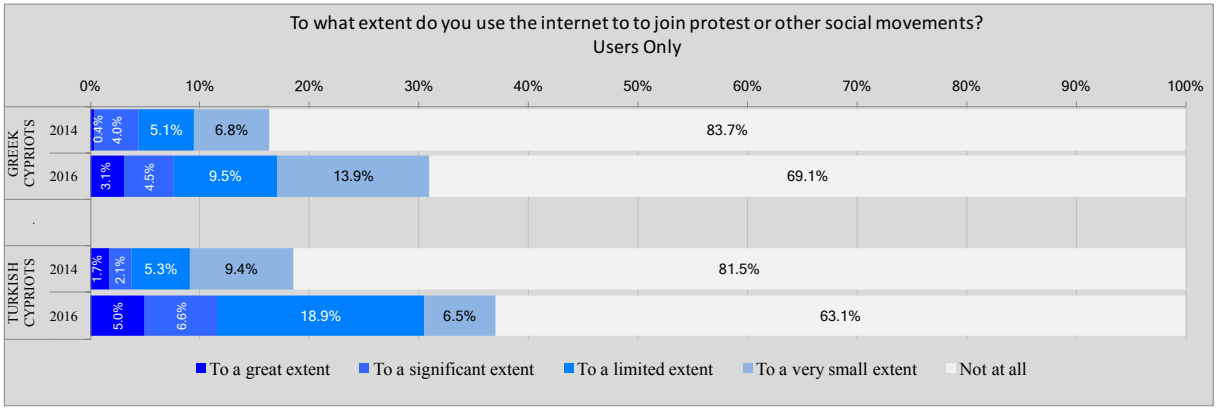

Figure 8.1.10 Internet Use to Join Protest or Other Social Movements

9. FREEDOM OF EXPRESSION

Among Greek-Cypriot respondents, the degree of self-reported perceived freedom of political expression (in general, online or offline) increased from 2010 to 2012 and remained at about the same levels in 2014 and 2016 (Figure 9.1.1). Perception of freedom of political expression *online* also increased from 2010 to 2014 but with a downward shift in 2016 (Figure 9.1.2). A growing majority of Greek-Cypriot respondents believes that citizens should be free to criticize their government online (Figure 9.1.3) and, until 2014, to express even extreme ideas online (Figure 9.1.4). About half of Greek-Cypriot respondents in 2016 state that the government must intensify regulation of the internet (Figure 9.1.5). In the Turkish-Cypriot community, the survey results are more complicated. In general, until 2014, respondents express a significant degree of uncertainty, evident by the high percentage of respondents selecting the option "not sure". In 2016, a polarization of views and beliefs about freedom of expression is evident with respect to the statements "In general, I feel comfortable saying whatever I think about politics" (Figure 9.1.1), "On the internet, it is safe to say whatever you think about politics" (Figure 9.1.2), and "It is OK for people to express their ideas on the Internet, even if they are extreme" (Figure 9.1.4). At the same time, in 2016, there is overwhelming support for the idea that citizens should be free to criticize their government online (Figure 9.1.3) as well as for the idea that he government should regulate the internet more than it does (Figure 9.1.5).

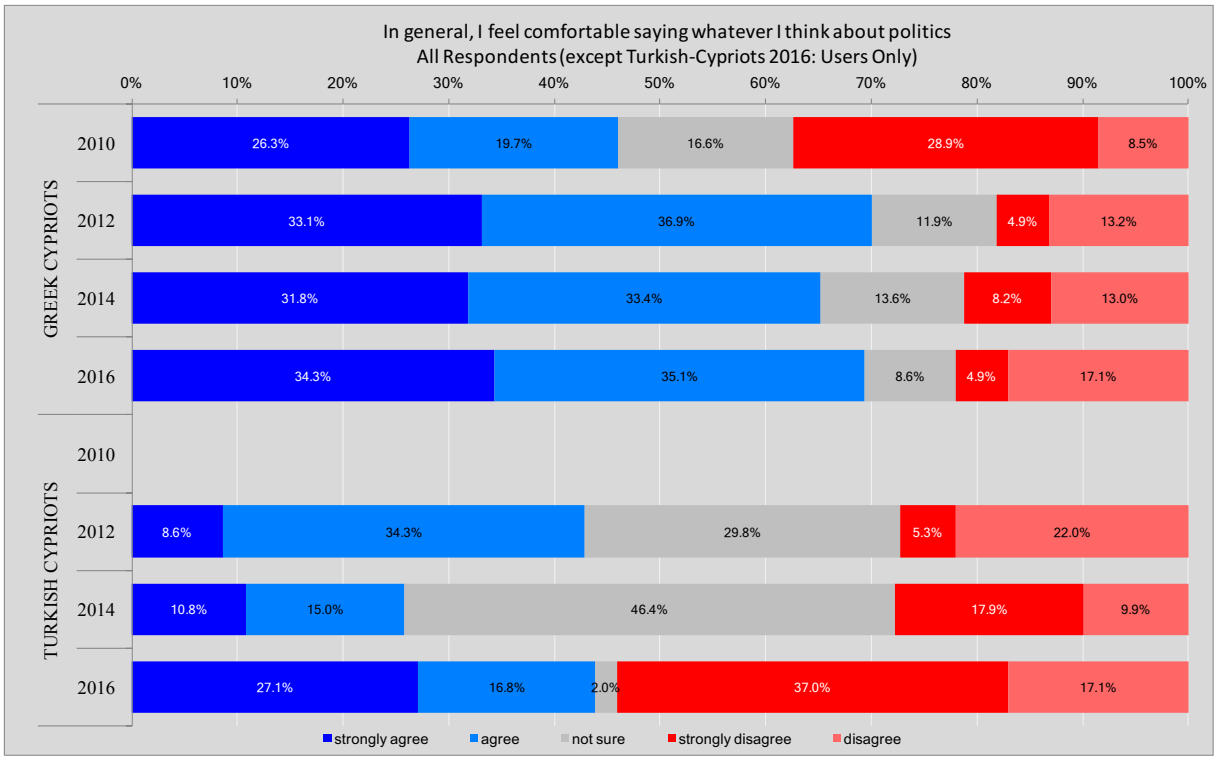

Figure 9.1.1 Freedom of Expression I

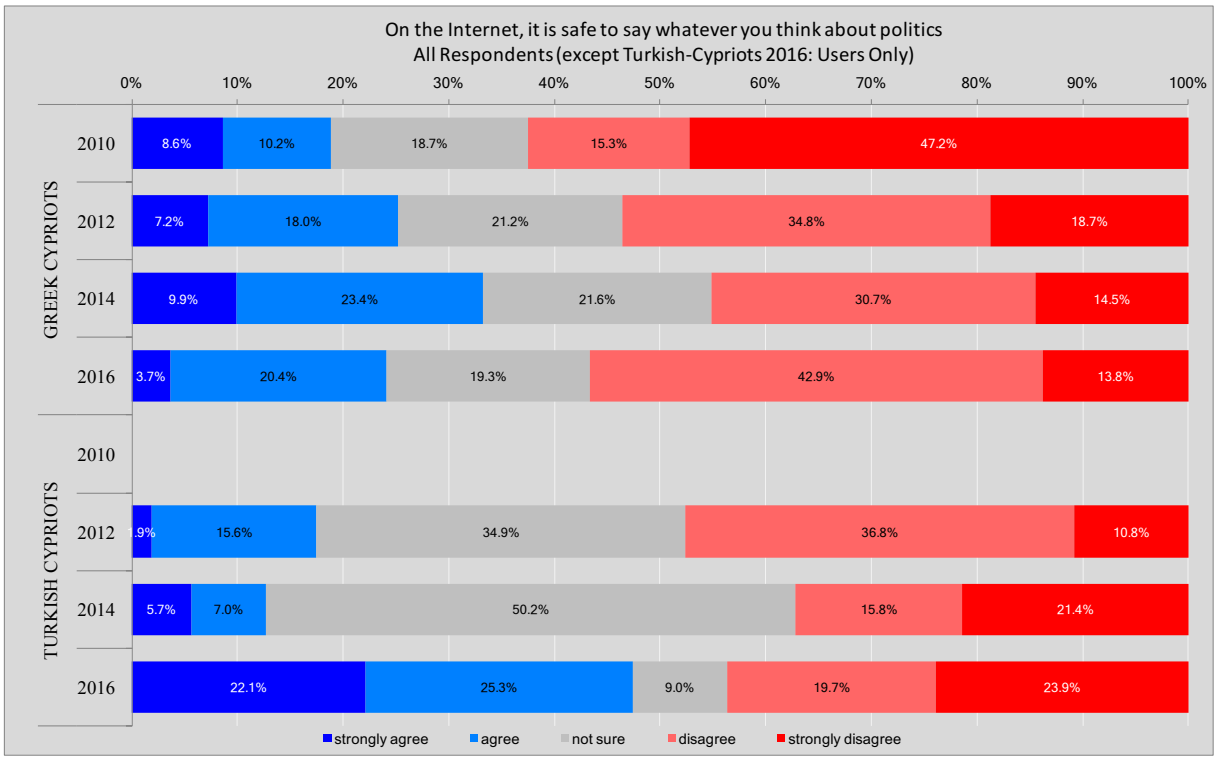

Figure 9.1.2 Freedom of Expression II

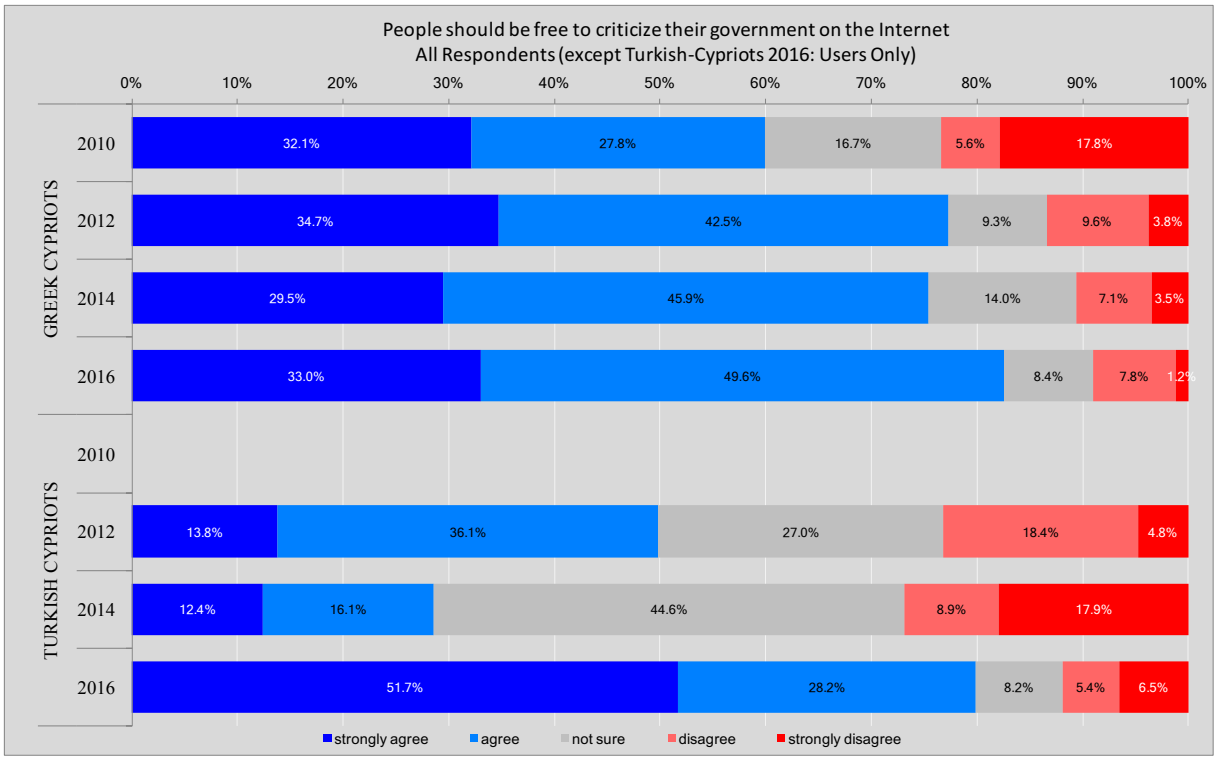

Figure 9.1.3 Freedom of Expression III

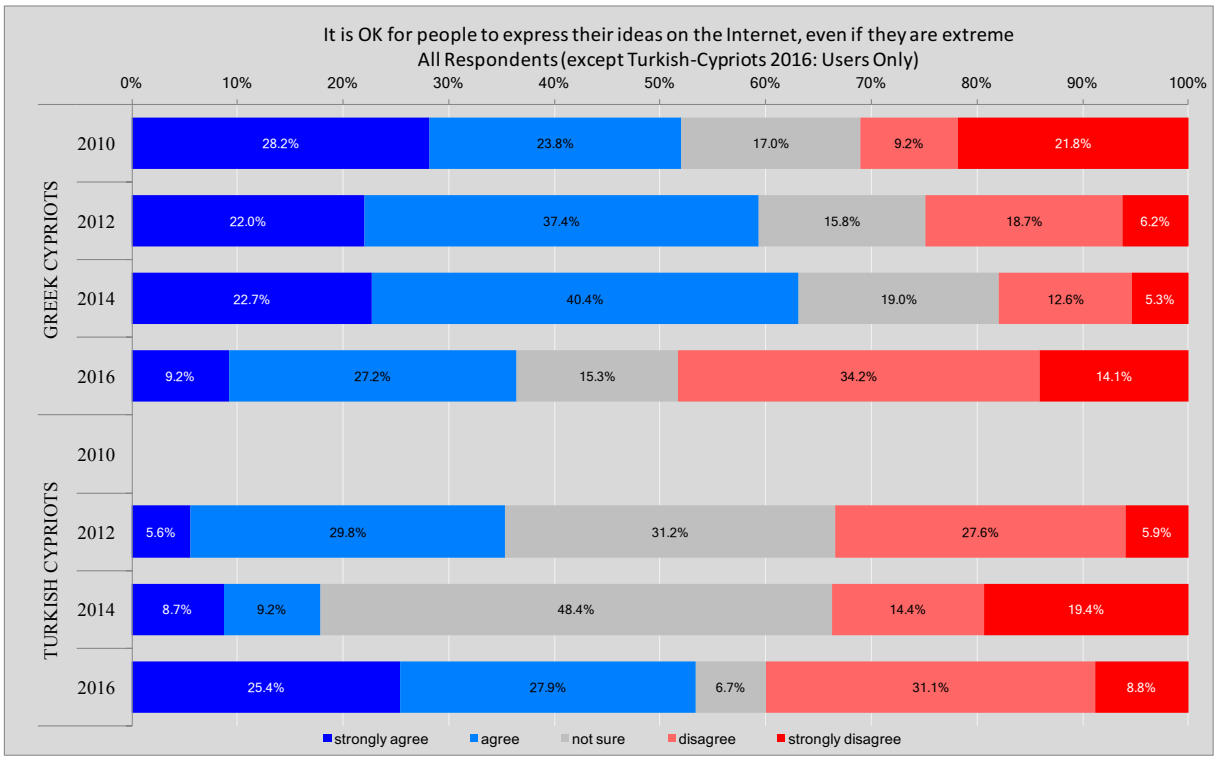

Figure 9.1.4 Freedom of Expression IV

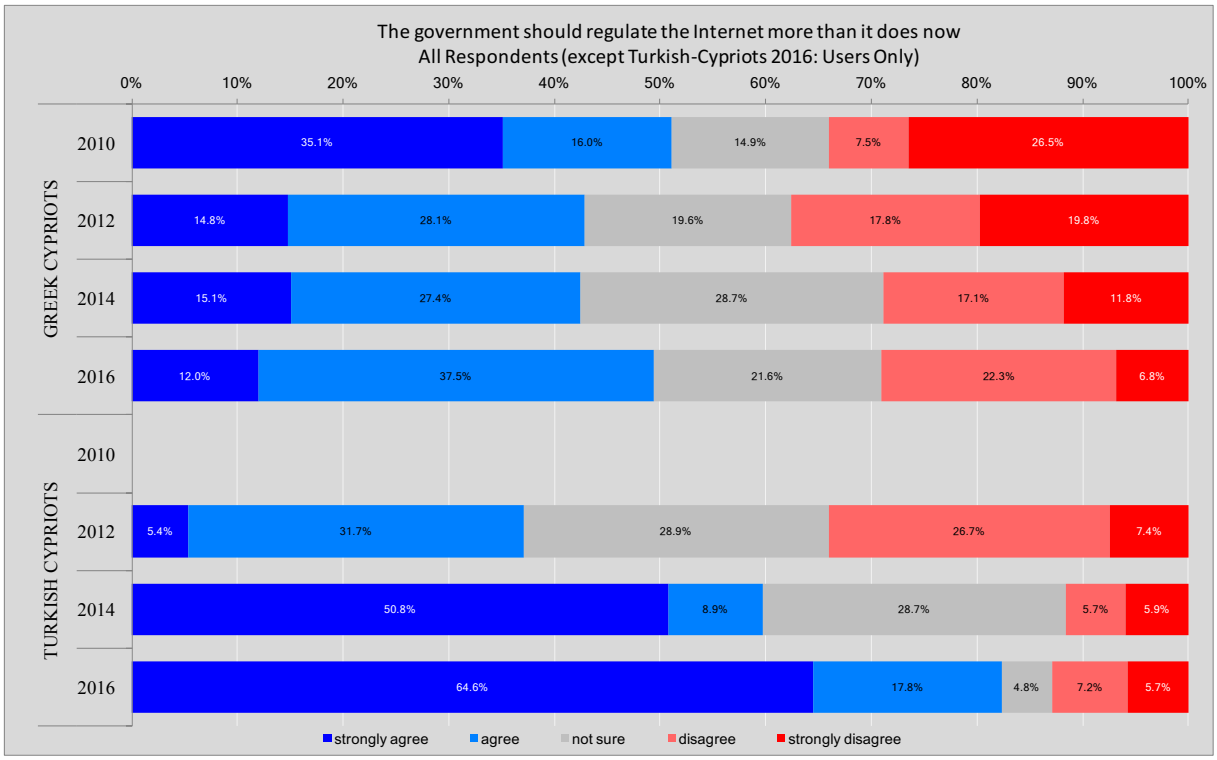

Figure 9.1.5 Freedom of Expression V

10. SOCIAL TRUST

10.1. Generalized Trust

Figures 10.1.1 – 10.1.3 show the detailed results for three items measuring generalized trust among all respondents. A summary (means trend) is presented in Figure 10.1.4, where the mean scores for each item are plotted by wave (2012, 2014 and 2016) for each community. Since all means range from 3 to 5 on the 10-point scale, it can be concluded that respondents in both communities are more skeptical rather than optimistic in their views regarding the extent to which other people can be trusted (Figure 10.1.1), the extent to which other people are fair (Figure 10.1.2) and the extent to which other people are helpful (Figure 10.1.3).

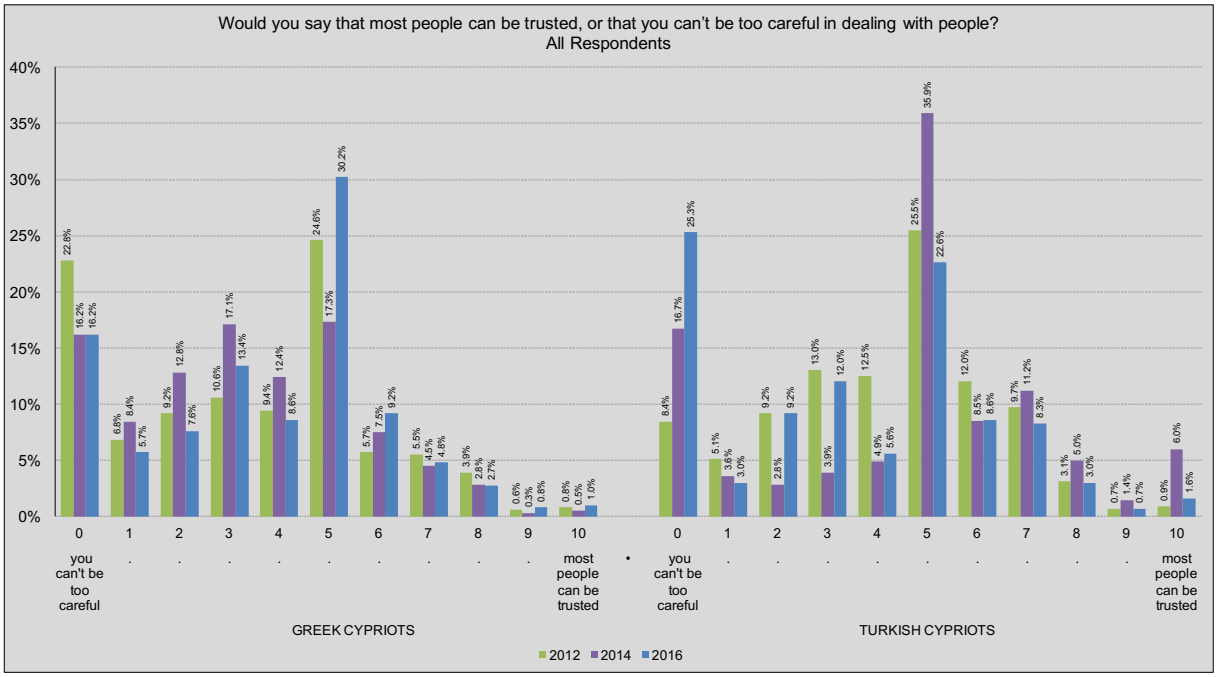

Figure 10.1.1 Generalized Trust I

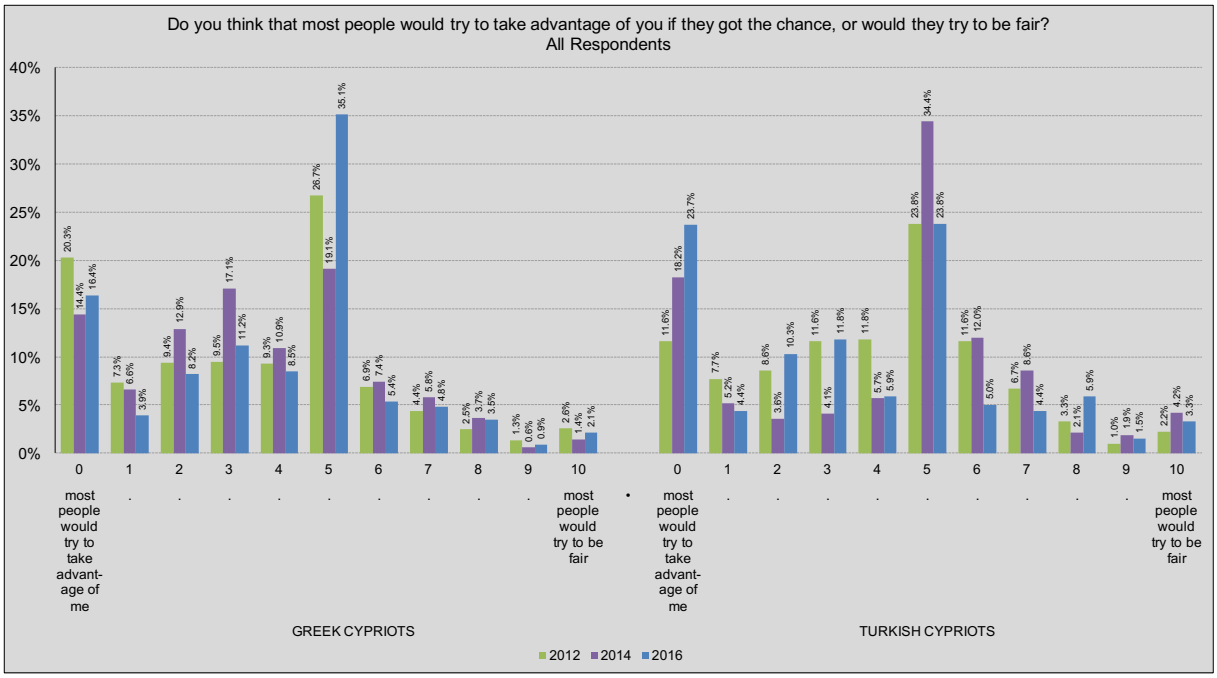

Figure 10.1.2 Generalized Trust II

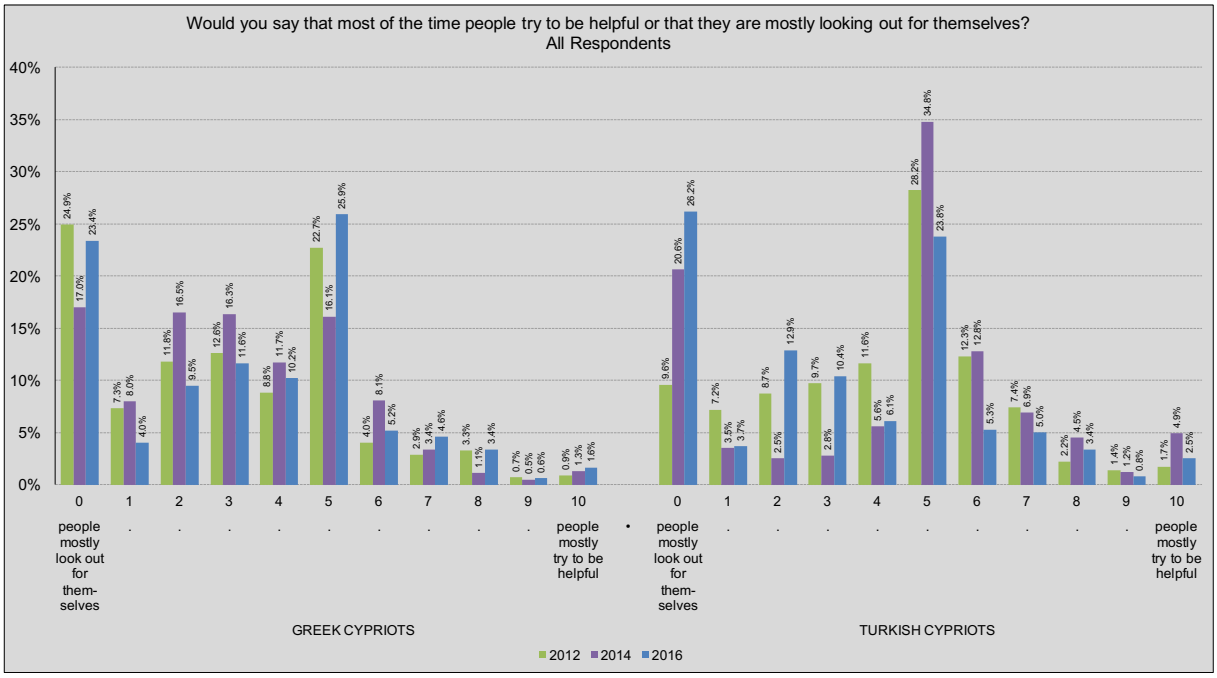

Figure 10.1.3 Generalized Trust III

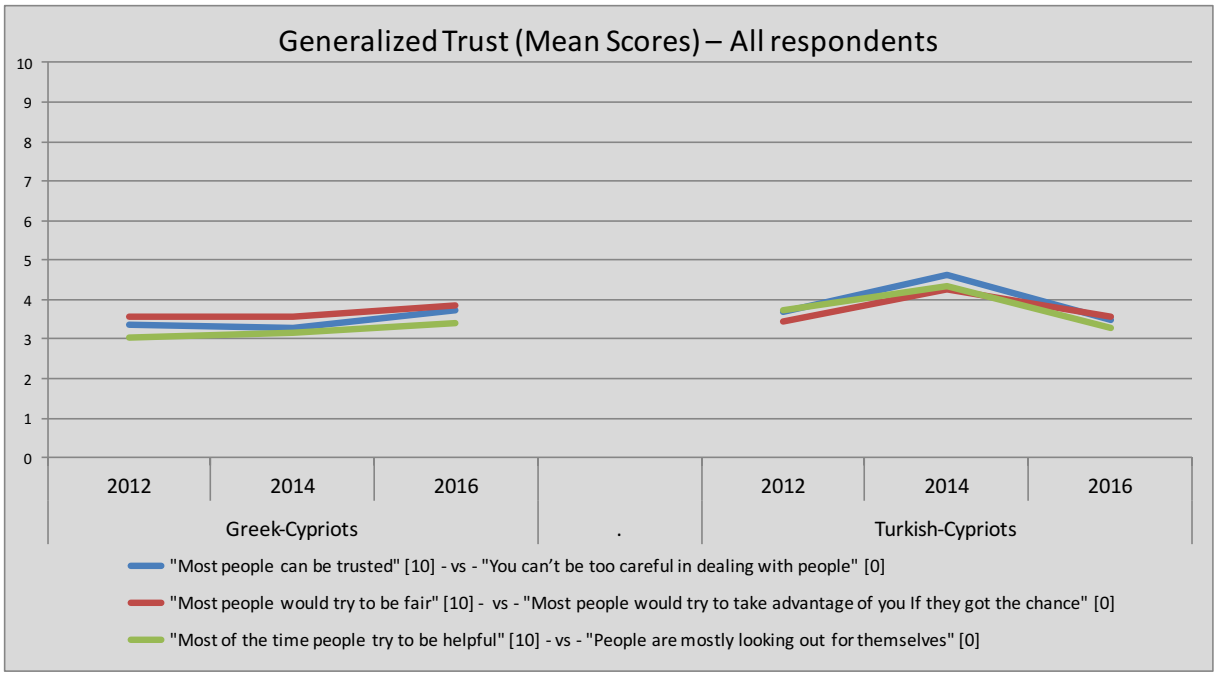

Figure 10.1.4 Generalized Trust Means

10.2. Trust in Institutions

In 2016, a new set of items was introduced in the questionnaire by the principal investigators in Cyprus. Specifically, all respondents were asked to what extent they trust certain institutions on a semantic differential scale ranging from 0 ("not at all") to 10 ("absolutely"). The results are presented in Figures 10.2.1 – 10.2.9. Figure 10.2.10 presents a comparative view of the average scores by institution and by community. As it can be observed, universities are the most trusted institutions in both communities, with an average score of 7.31 in the Greek-Cypriot community and 6.41 in the Turkish-Cypriot community, followed by public grade schools and the Church in the Greek-Cypriot community and followed by the police and public grade schools in the Turkish-Cypriot community. The least trusted institution in both communities are political parties, with an average score of 2.65 in the Greek-Cypriot community, an average score of 2.61 in the Turkish-Cypriot community and with 31.6% of Greek-Cypriots and 41.7% of Turkish-Cypriots stating that they do not trust them "at all". Both Greek-Cypriots and Turkish-Cypriot also tend not to trust the Parliament and pubic administration, with mean scores between 3.33 and 4.03. Among the remaining institutions in the Greek-Cypriot community, the Police and the Media are in the middle of the trust scale (with mean scores 5.15 and 4.76 respectively), while labor unions are less trusted (mean score 3.76). In the Turkish-Cypriot community, the Media, labor unions and the Religious Affairs Office fall in the middle range of the trust scale with mean scores 4.90, 4.30 and 4.89 respectively.

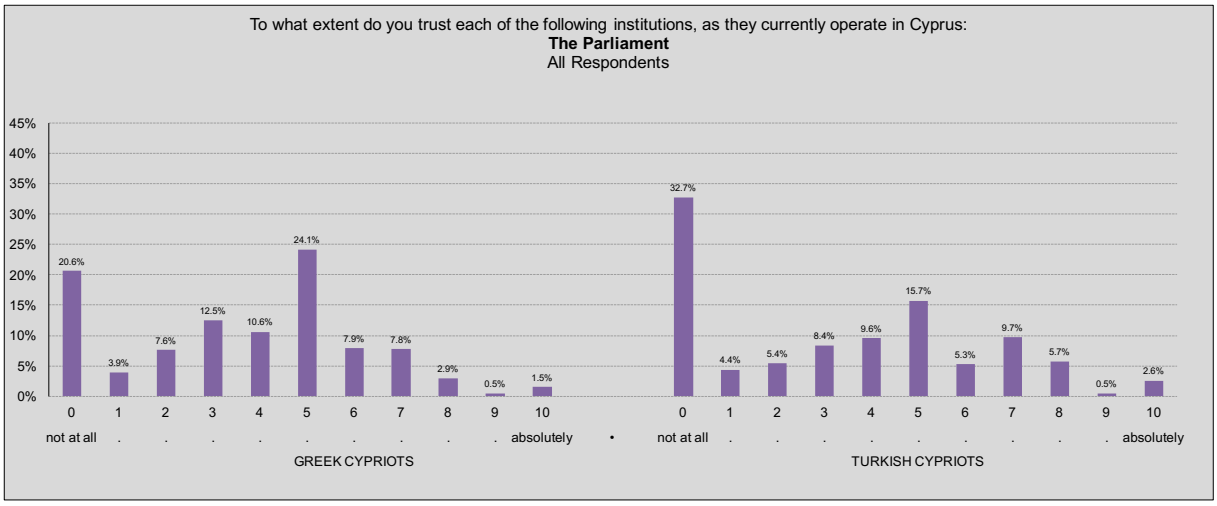

Figure 10.2.1 Trust in Institutions I

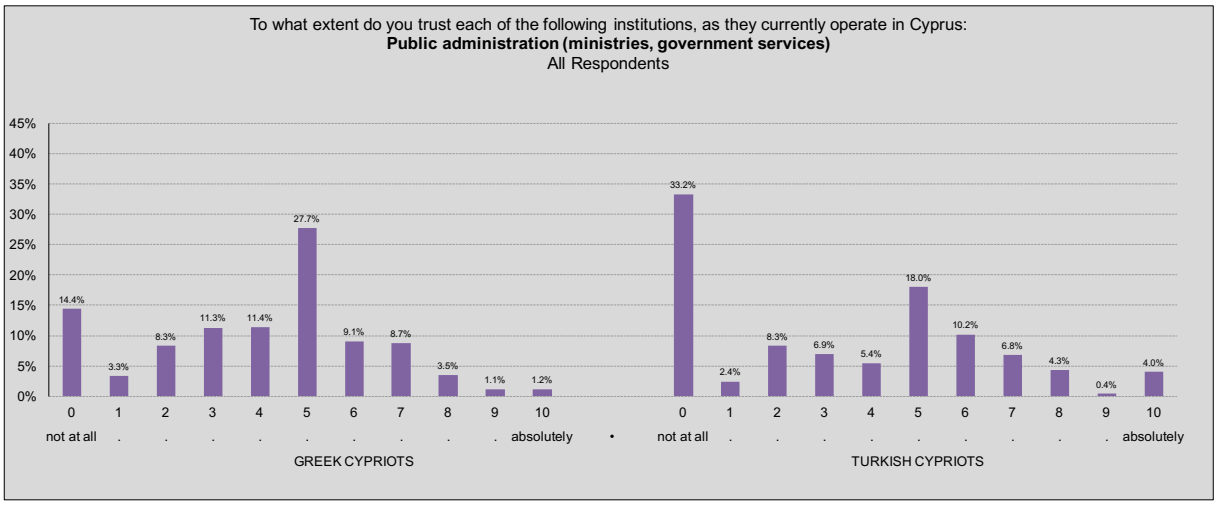

Figure 10.2.2 Trust in Institutions II

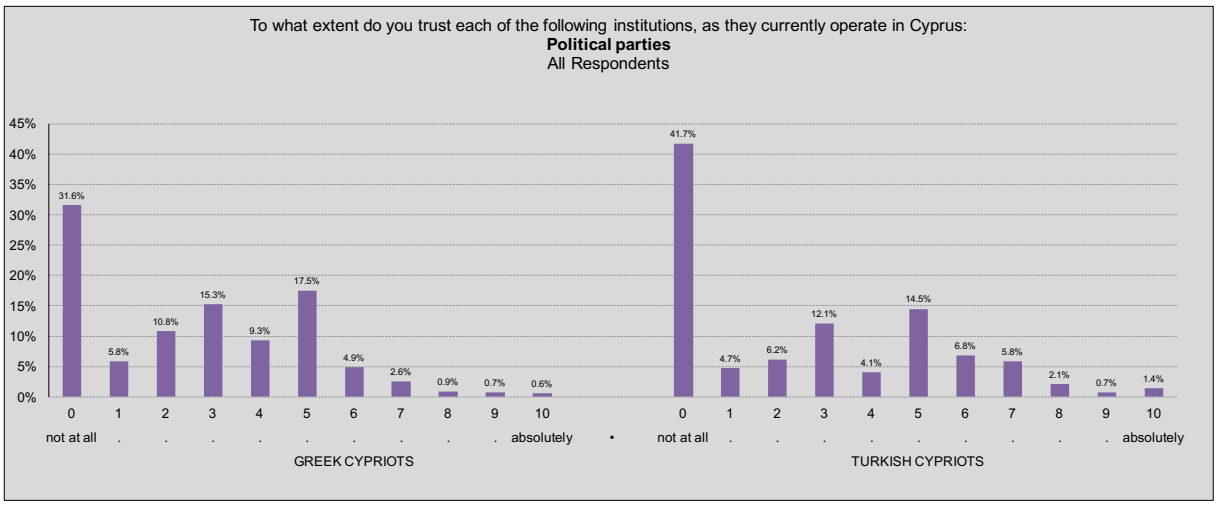

Figure 10.2.3 Trust in Institutions III

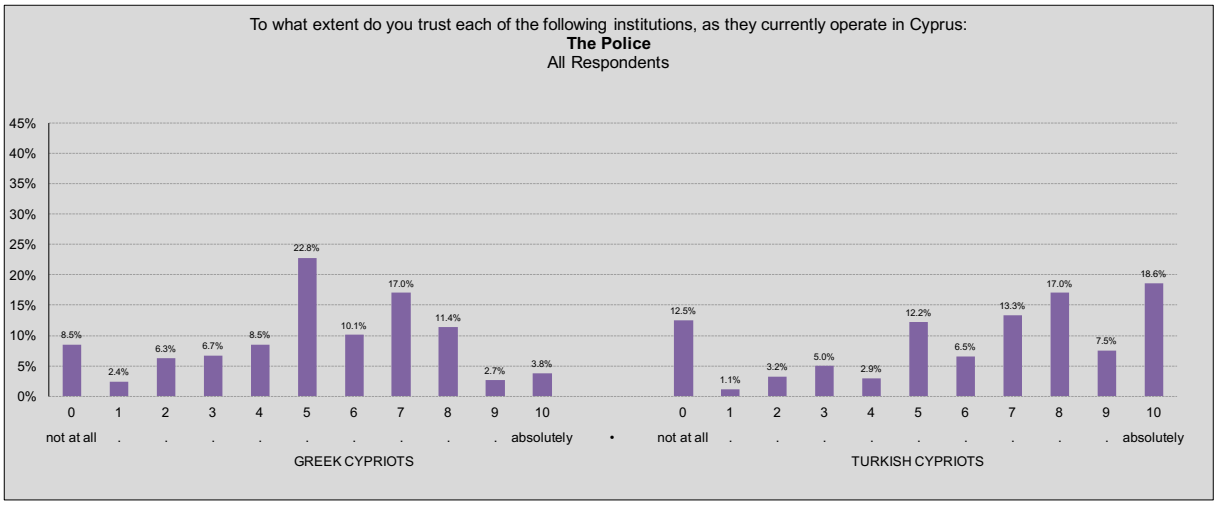

Figure 10.2.4 Trust in Institutions IV

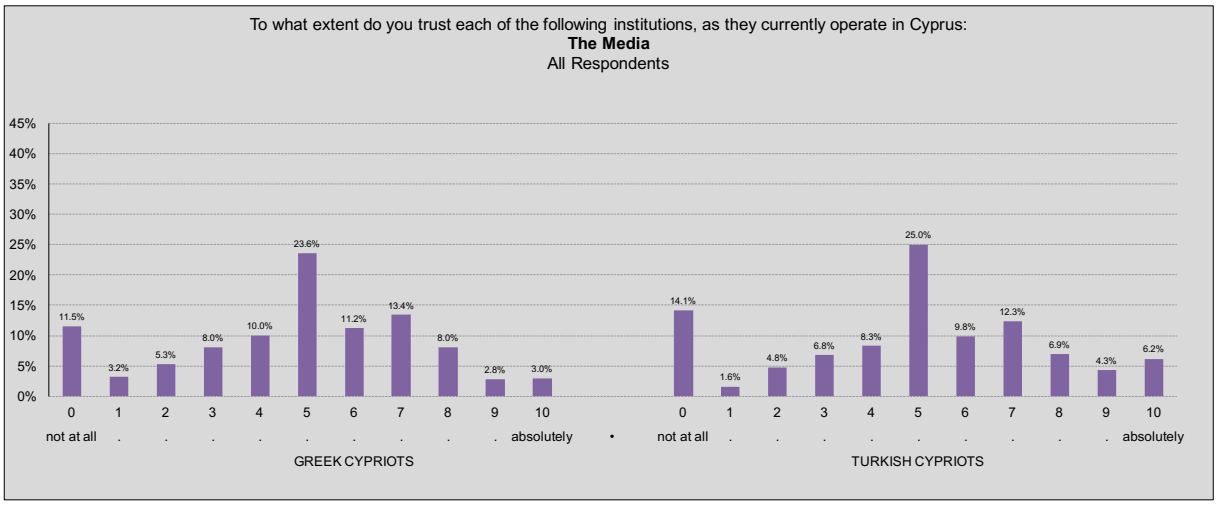

Figure 10.2.5 Trust in Institutions V

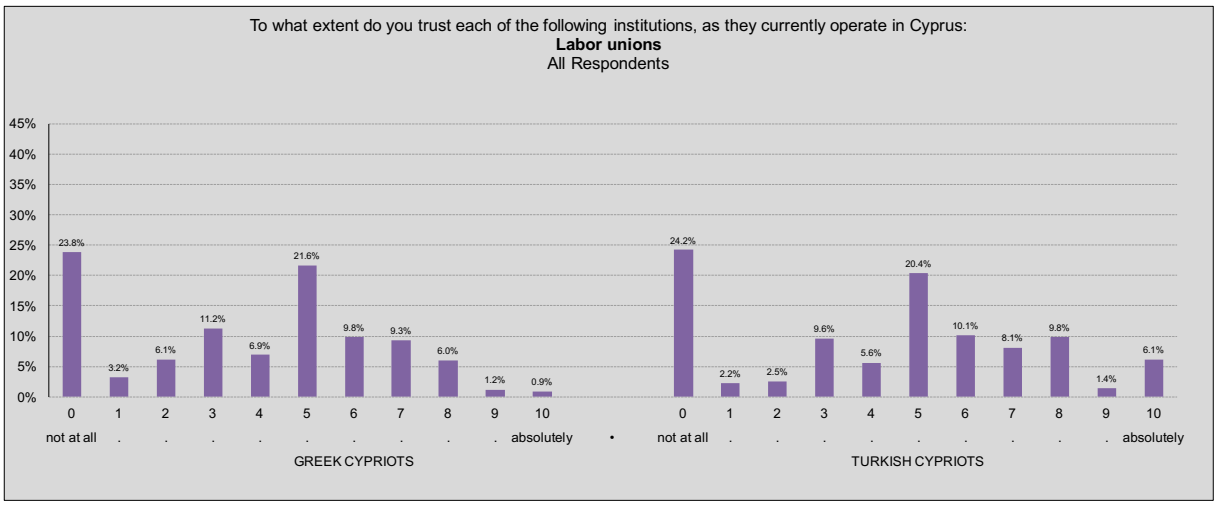

Figure 10.2.6 Trust in Institutions VI

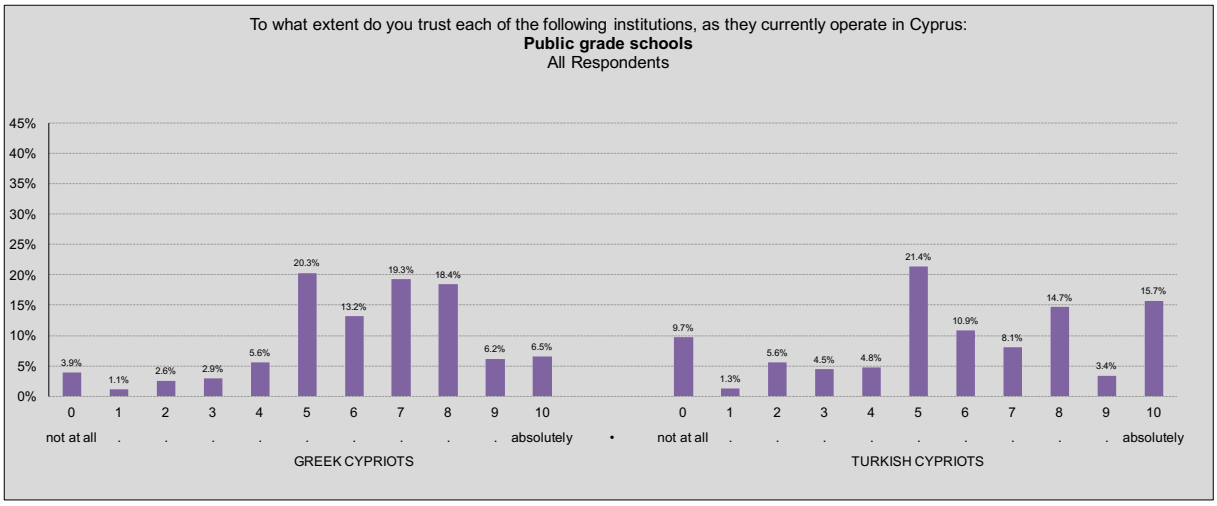

Figure 10.2.7 Trust in Institutions VII

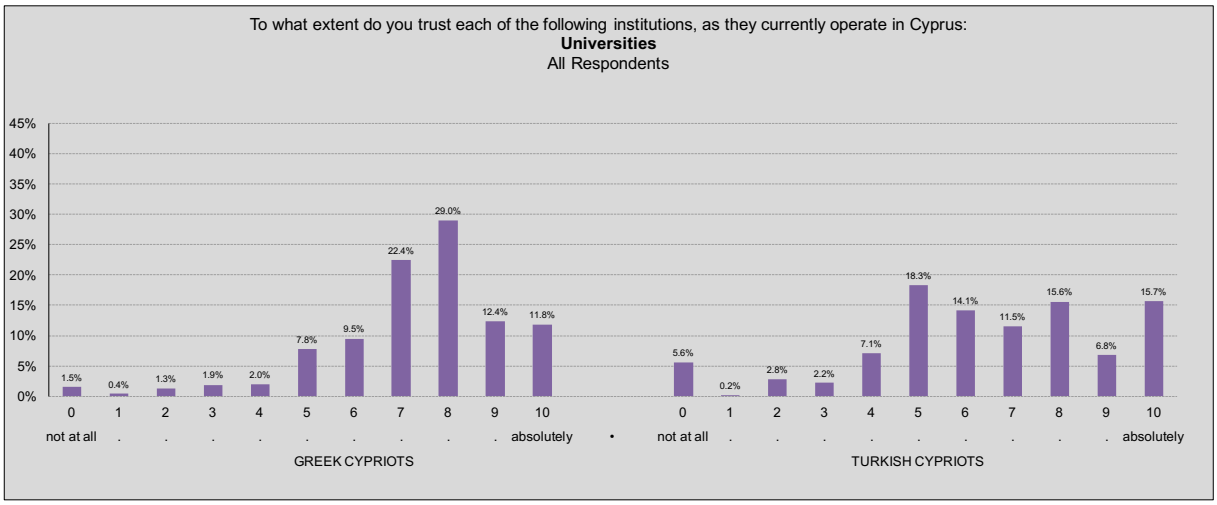

Figure 10.2.8 Trust in Institutions VIII

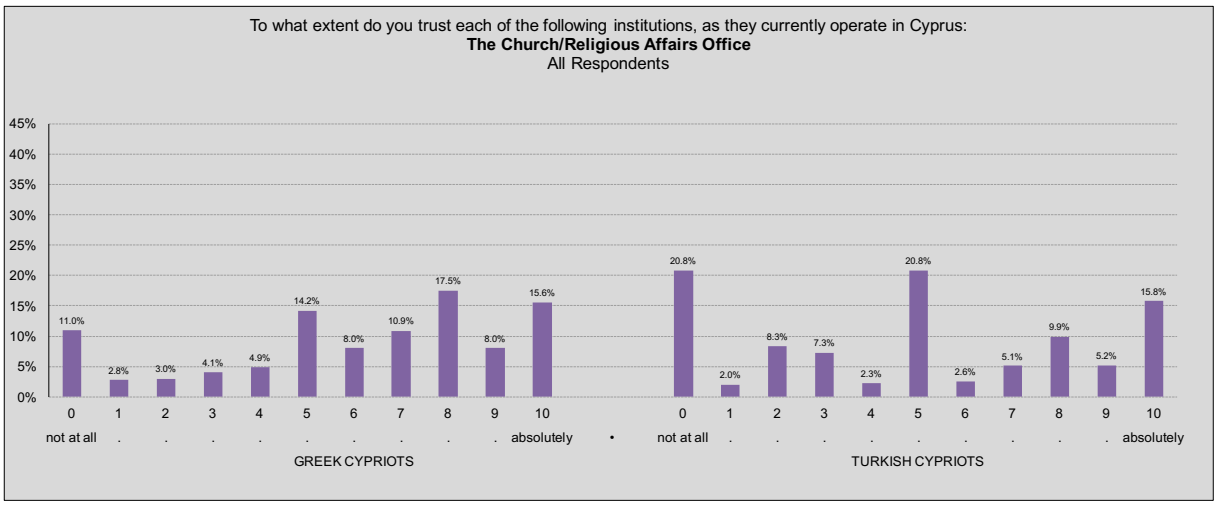

Figure 10.2.9 Trust in Institutions IX

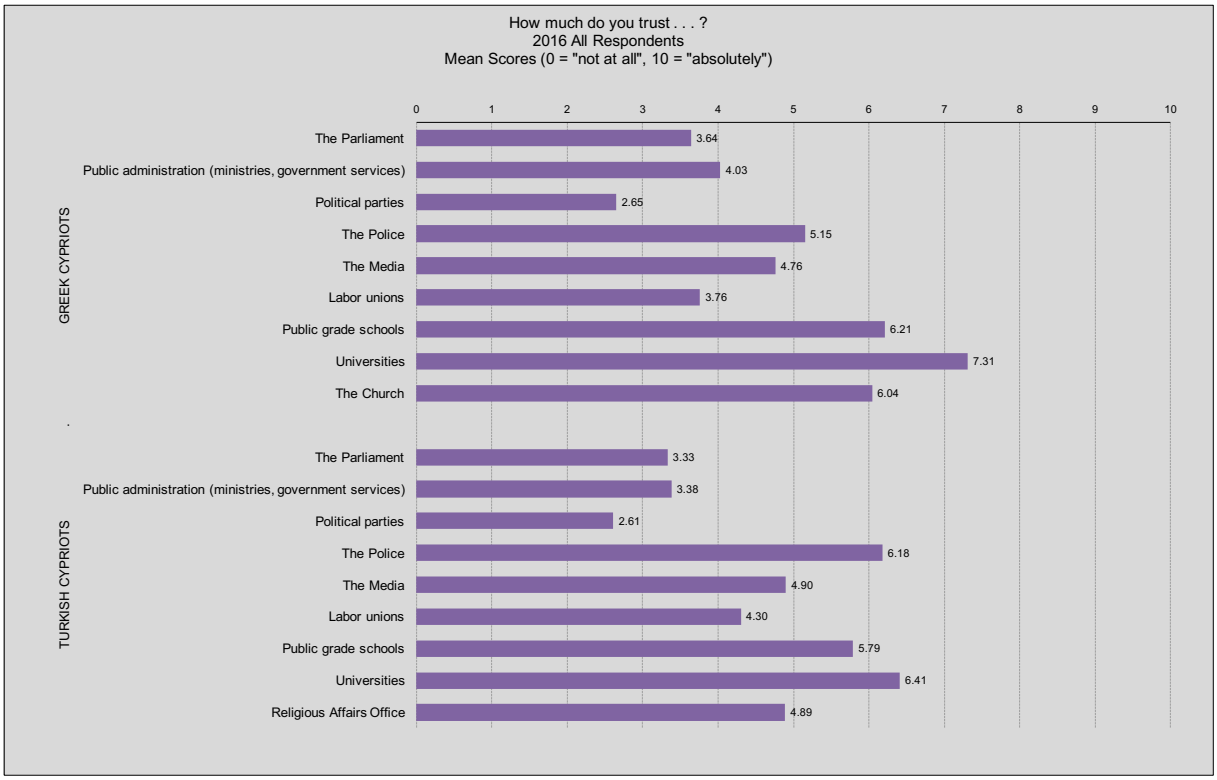

Figure 10.2.10 Trust in Institutions – Mean Scores

11. OFF-LINE SOCIAL LIFE

Finally, regarding off-line socializing, the overwhelming majority of respondents in both communities in 2014, when the corresponding questionnaire items were introduced, and in 2016 reports spending time with close relatives on a daily basis (Figure 11.1.1). Spending time with other relatives (Figure 10.1.2) and with friends or acquaintances (Figure 11.1.3) are also very common, while socializing with colleagues outside the work environment (Figure 11.1.4) is less common, with the exception of Turkish-Cypriots in 2016, the majority of which reports such socializing as often as daily, almost daily or a few times a week.

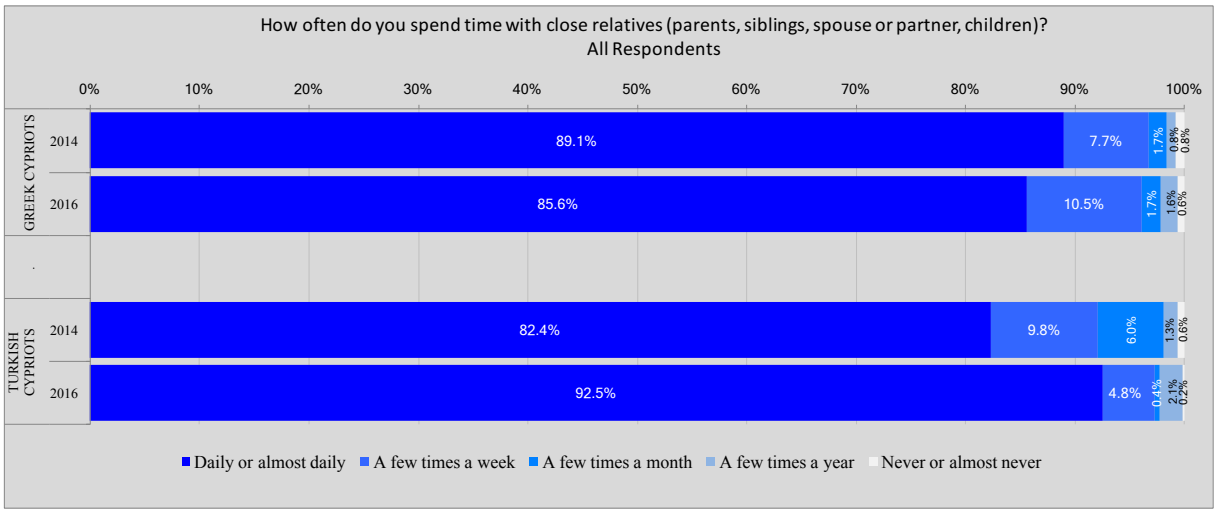

Figure 11.1.1 Time Spent with Close Relatives

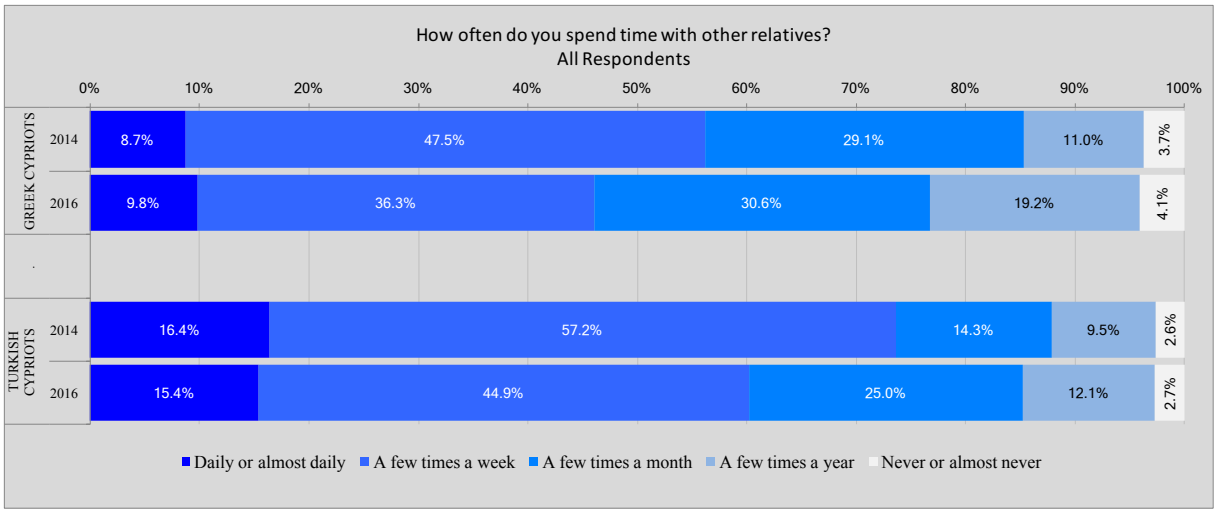

Figure 11.1.2 Time Spent with Other Relatives

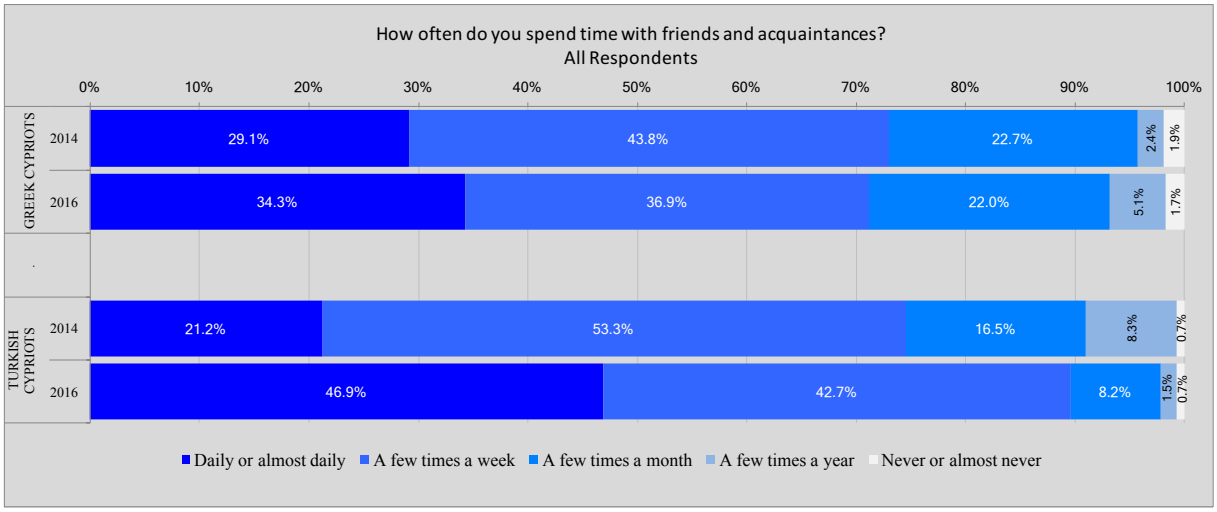

Figure 11.1.3 Time Spent with Friends and Acquaintances

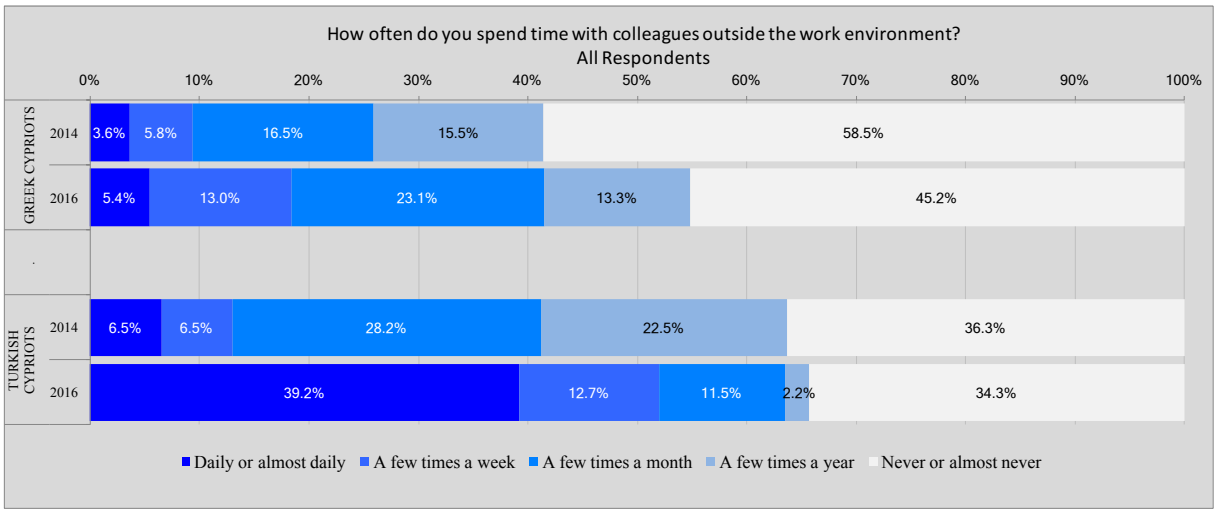

Figure 11.1.4 Time Spent with Colleagues outside the Work Environment