



# 2014

The Internet in Cyprus

**Final Report**

World Internet Project



**Cyprus University of Technology**  
Department of Communication and Internet Studies



CYPRUS UNIVERSITY OF TECHNOLOGY  
DEPARTMENT OF COMMUNICATION AND INTERNET STUDIES

## **THE INTERNET IN CYPRUS 2014**

**FINAL REPORT**

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## EXECUTIVE SUMMARY

Internet use has been rising steadily in both communities in Cyprus over the last few years. In 2014, roughly two thirds of the total population aged 15 and over in both communities have been using the internet. The main reasons for not using the internet were lack of interest and lack of technical knowledge. Almost all Greek-Cypriot users connect to the internet at home, about three out of four Greek-Cypriot users who are employed connect to the internet at work and about two thirds of Greek-Cypriot users who are students do so at school. Among Turkish-Cypriots, almost all users connect to the internet at home and almost all users also connect from other locations, including almost all employees who connect at work and almost all students who connect at school. About one third of Turkish-Cypriot users also connect on the move (vs only about one eighth of Greek-Cypriot users). The most popular means to connect to the internet is the computer: more than 90% of users in both communities declared connecting to the internet this way. About two thirds of Greek-Cypriot users and more than 90% of Turkish-Cypriot users connect to the internet from their phones. The upward change in both communities with respect to the use of mobile phones has been dramatic in the last two years. Tablets and e-readers remain less popular.

The gap in internet use between residents of urban and residents of rural areas remains visible, yet not very large, in both communities: urbanites use the internet more than rural residents. The same applies to the gender divide: men connect to the internet more than women in both communities in all years. Internet use seems to decrease with age and increase with educational attainment. The use of the internet is also more prevalent among students, as compared to people who are employed or unemployed, housewives or househusbands and the retired. An almost linear positive association occurs in the relationship between income and internet use. The presence of children under 18 years of age in the household is also positively associated with internet use in both communities. Internet use differs between members and non-members in various organizations: more use is observed among Greek-Cypriot members of cultural, professional, political, environmental and sport or recreation organizations and among Turkish-Cypriot members of environmental and sport or recreation organizations, while less use is observed among Greek-Cypriot and Turkish-Cypriot members of religious organizations and Turkish-Cypriot members of political organizations.

Clear majorities in all years and in both communities believe that the internet is an important or very important source of information. Similar results were obtained for the importance of television as a source of information. Turkish-Cypriots seem to value newspapers as an important source of information at significantly greater percentages compared to Greek-Cypriots. Results for the radio as a source of information are similar to those for newspapers; yet, slight majorities in both communities do believe that this medium is important or very important in this respect. Respondents in both communities seem to trust interpersonal sources for information, with clear majorities reporting that these sources are important or very important. When it comes to importance as sources of entertainment, the internet and television produced similar

results to those about importance for information. Newspapers are generally not regarded as sources of entertainment. The radio falls somewhere in the middle of the distance between internet and television at the one end and newspapers at the other.

Among the various social uses of the internet addressed in the questionnaires, using the internet to maintain relationships with family and with friends are the most prevalent in both communities. Using the internet to expand professional or occupational ties is also very popular, especially in the Turkish-Cypriot community. Of lower prevalence is the use of the internet to meet different people (people from different occupations, of different social statuses, of different lifestyles or from different cultures) and to maintain relationships with people with 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.

Electronic mail remains the most prevalent online communicative activity, closely followed by instant messaging, especially in recent years. The prevalence of internet phone calls has also approached that of the e-mail and instant messaging in 2014, more so in the Turkish-Cypriot community. Also quite popular is posting messages or comments on discussion boards or forums, as well as posting messages or comments on social networking sites, posting one's own content and reposting or sharing links or content posted by others, especially in the Turkish-Cypriot community in 2014.

Regarding using the internet for obtaining various kinds of information, looking for news is the most prevalent activity (with the exception of the Turkish-Cypriot community in 2014). Looking for travel, health and product information remain relatively popular as well, followed by reading blogs.

With the exception of using online bank services in the Greek-Cypriot community in all waves and in the Turkish-Cypriot community in 2012 and using the internet to compare prices of products or services in the Greek-Cypriot community in 2014, the rest online transactions addressed in the survey (buying things online, making travel reservations or bookings, paying bills, making online investments and online selling) remain quite low in frequency.

The most popular entertainment activities on the internet are playing games, downloading or listening to music, downloading or watching music videos, surfing or web browsing and visiting social networking sites. Looking for jokes, cartoons or other humorous content and listening to online radio stations are also quite popular. The participants reported less frequent use of the internet for looking at religious or spiritual sites, betting, gambling or entering sweepstakes and for looking at sites with sexual content.

Regarding using the internet for educational purposes, looking up word definitions and fact checking are quite prevalent and frequent, especially in the Turkish-Cypriot community in 2014. Getting information about school-related work is less prevalent. Distance learning is also quite low in prevalence.

Greek-Cypriot users progressively grow more skeptical about the reliability of information on the internet. This skepticism is much more acute among Turkish-Cypriot users in 2014.

Online victimization is generally low among internet users in Cyprus. Very few respondents reported having had their credit card details stolen via internet use, having been misled in their online purchases or having been bullied or harassed online in the past year. One in ten internet users in both communities reports having received obscene or abusive e-mails and about the same percentage of Greek-Cypriot users has

been contacted by someone attempting to extort their bank or personal details. Accidentally arriving at pornographic content is more common, especially among Greek-Cypriots. The most frequent type of online victimization is receiving a virus.

Violation of privacy online, a theme explored only in the 2014 survey, is uncommon among Cypriot internet users and, when it occurred, it was considered a minor problem. The majority of users in both communities seems to accept as a fact that privacy is compromised online. A clear majority of Greek-Cypriot users reports being concerned about violations of privacy by governments, corporations and other users and this concern is even deeper among Turkish-Cypriots. Most users in both communities state that they actively protect their privacy online and that they feel that they can control their privacy.

Attitudes regarding internet-related political efficacy underwent a noticeable change over time. Most Greek-Cypriot users in 2008 and 2010 state that internet use is not related to an increase in citizens' political power, stronger citizen voice regarding government actions, better understanding of politics and higher responsiveness by public officials. Fewer respondents shared these pessimistic attitudes in 2012 and 2014. The opposite trend is observed in the Turkish-Cypriot community in the 2012 and 2014 surveys: pessimistic attitudes regarding the internet's ability to enhance political efficacy and the political system's responsiveness have increased.

The degree of self-reported freedom of political expression among Greek-Cypriot respondents clearly increased over time. Self-reported freedom of political expression online also increased from 2010 to 2014, yet most people tend to feel that it is not safe to openly discuss politics online. A growing majority of the respondents believes that citizens should be free to criticize their government and to express even extreme ideas online. Still, about half of the respondents state that the government must intensify the regulation of the internet. In the Turkish-Cypriot community, respondents express a significant degree of uncertainty, evident by the quite high percentage of respondents selecting the option "not sure" in many questions. There is a significant drop in the percentage of respondents who state that they enjoy freedom of political expression, from 2012 to 2014, and the same is true for online political expression. At the same time, there is decreasing support for the idea that citizens should be free to criticize their government or to openly express their ideas (even if extreme) online.

Respondents in both communities are more skeptical than optimistic regarding the extent to which one can trust other people. Greek-Cypriots are slightly more skeptical than Turkish-Cypriots.

Finally, regarding face-to-face socializing, the overwhelming majority of respondents in both communities spends time with close relatives on a daily basis and about half of the respondents (slightly more in the Turkish-Cypriot community) meet other relatives or friends and acquaintances a few times a week. Socializing with colleagues outside the work environment is not very common for Greek-Cypriots: the majority engages in such activities never or almost never. Social ties around work seem to be stronger 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](http://www.worldinternetproject.net)), an international ongoing research program 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 of the survey 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). The purpose of this report is to update current knowledge about internet use in Cyprus by presenting the results of the most recent measurements (2014) in both communities. The report also presents the trends in the Greek-Cypriot community from 2008-2014 (four points in time: 2008, 2010, 2012, 2014) and in the Turkish-Cypriot community from 2012-2014 (two points in time 2012, 2014). The results are presented by wave and by community in the same graphs to allow for both longitudinal and comparative analysis 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 in the fall of 2012 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 collected in the fall of 2014 also 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. The telephone interviews in the third and fourth waves were conducted with individual participants selected randomly within households that were selected 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 was a standardized questionnaire, which included all items required by the WIP International Project and a small number of additional items representing variables of theoretical interest. For the two bi-communal measurements, the questionnaire was translated in Greek and Turkish but was also available in English.

The data were entered manually (Greek-Cypriot community, 2012) 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 2014 surveys with simultaneous presentation of corresponding results from the previous waves (in the Greek-Cypriot community, 2008, 2010 and 2012 and in the Turkish-Cypriot community, 2012). The presentation mostly contains bar charts of relative frequencies. The relative frequencies of all categories (answer options) are presented on the bars, in order for the reader to know the percentages exactly, without looking at data tables. Brief comments are included, mostly to direct the reader smoothly through the report rather than to 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 Use

As shown in Figure 1.1.1, internet use has been rising steadily in both communities over the last few years. In 2014, roughly two thirds of the total population aged 15 and over in both communities have been using the internet. Internet penetration in the Turkish-Cypriot community has in fact risen more steeply since 2012, slightly surpassing the corresponding figure in the Greek-Cypriot community in 2014.

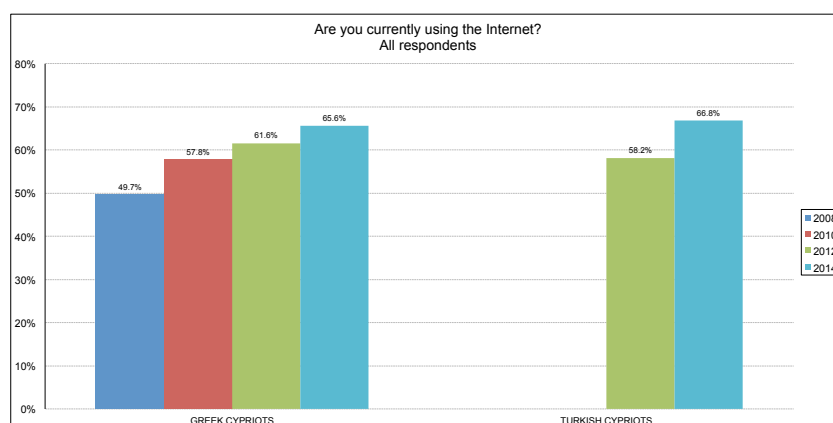


Figure 1.1.1. Internet Use

Lack of interest and lack of technical knowledge seem to be the main reasons for not using the internet, with roughly the same proportions citing these reasons in 2014 in both communities (Figure 1.1.2).

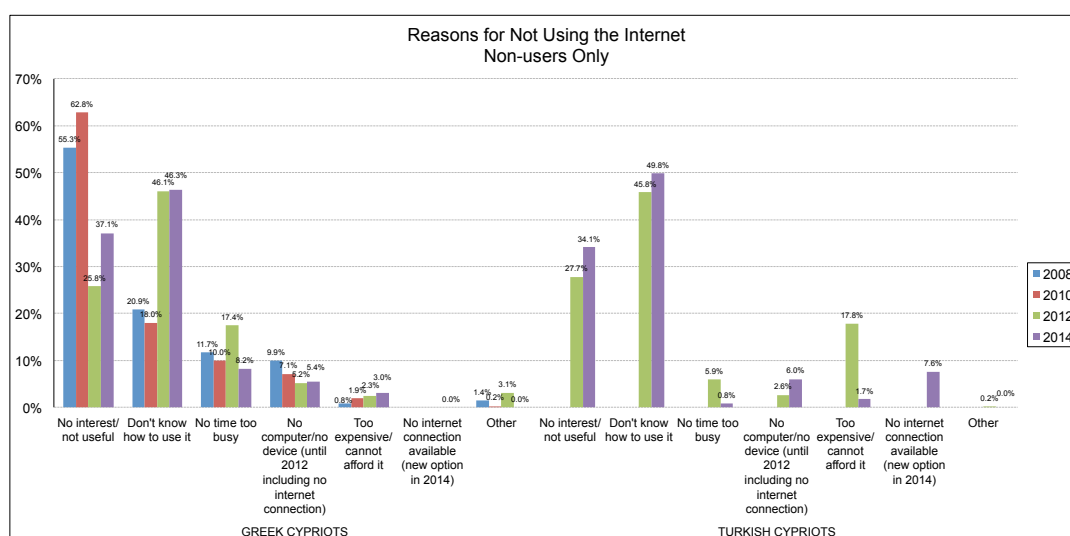


Figure 1.1.2. Reasons for not Using the Internet

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

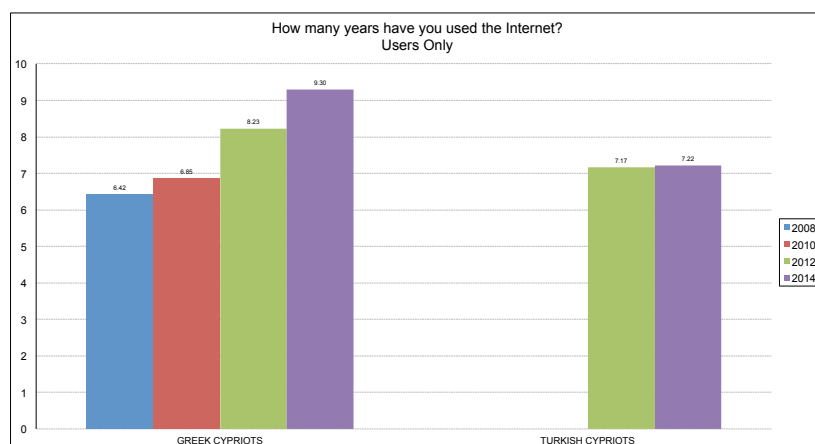


Figure 1.1.3. Years of Internet Use

## 1.2. Access and Connection to the Internet

Almost all Greek-Cypriot users connect to the internet at home. About three out of four Greek-Cypriots who are employed connect to the internet at work and about two thirds of student users do so at school. About forty percent of Greek-Cypriots also connects to the internet from other steady locations, while only 13.2% connects on the move. Among Turkish-Cypriots, almost all users connect to internet at home, and, in contrast to the Greek-Cypriots, almost all users also connect to the internet from other locations, including almost all employees who connect at work and almost all students who connect at school. About one third of Turkish-Cypriot users also connects on the move. As shown in Figure 1.2.1, the largest changes over time are those of the Turkish-Cypriot percentages who connect at work, at school, and from other steady locations.

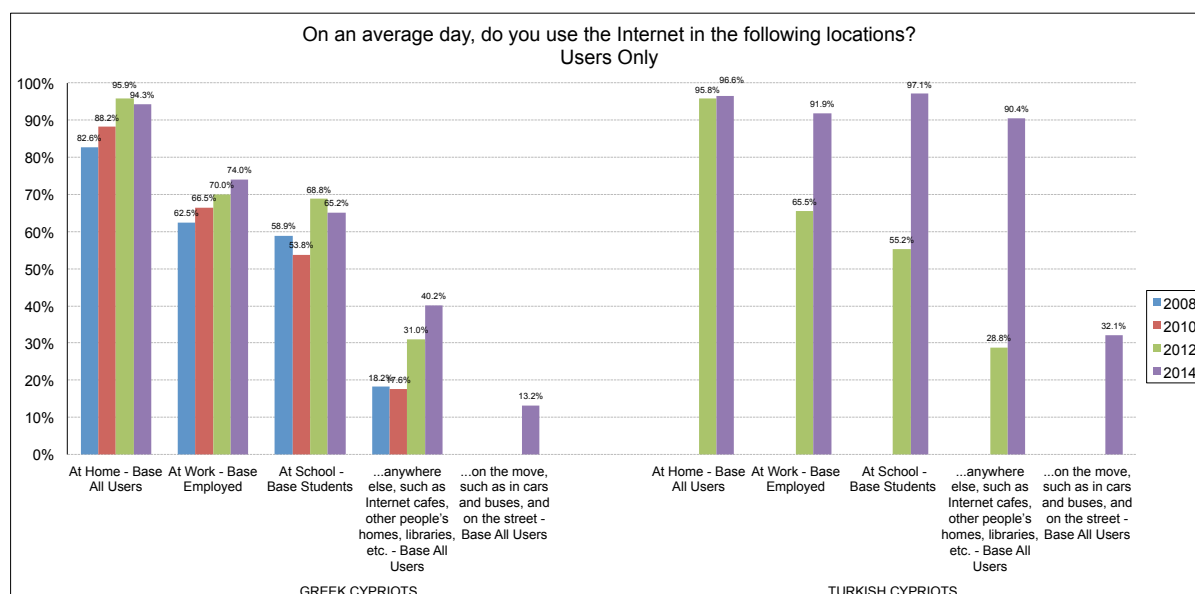


Figure 1.2.1. Internet Use by Access Location

Figure 1.2.2 shows that the most popular means to connect to the internet is the computer: more than 90% of users in both communities declared connecting to the internet this way. About two thirds of Greek-Cypriots connect to the internet from their phones. The corresponding figure in the Turkish-Cypriot community is dramatically larger (91.6%), even larger than the figure for computers, i.e., slightly more Turkish-Cypriots connect through mobile phones than through computers. It can also be observed that the change in both communities with respect to the use of mobile phones has been dramatic in the last two years. Tablets and e-readers remain less popular means to connect to the internet, than computers or phones.

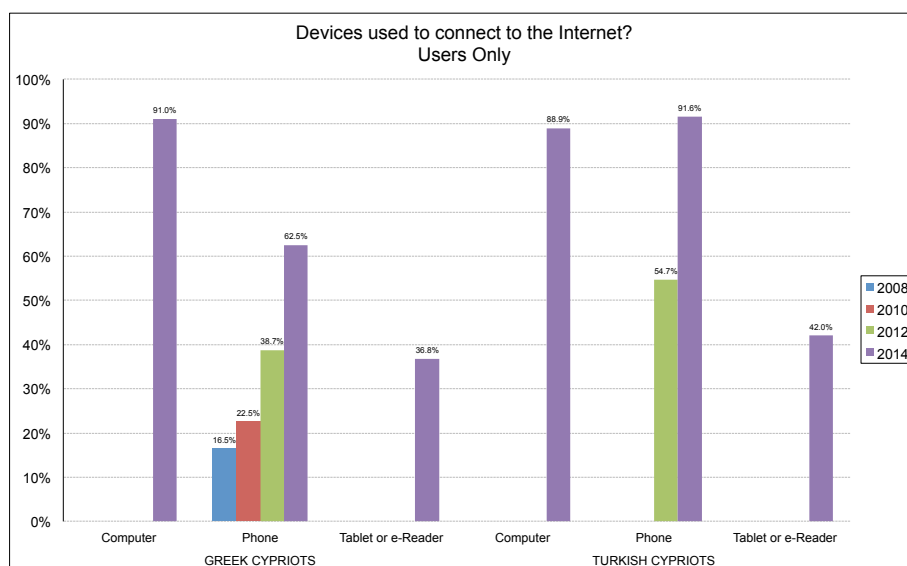


Figure 1.2.2. Devices Used to Connect to the Internet

As shown in Figure 1.2.3, almost all users in both communities have an internet connection at home.

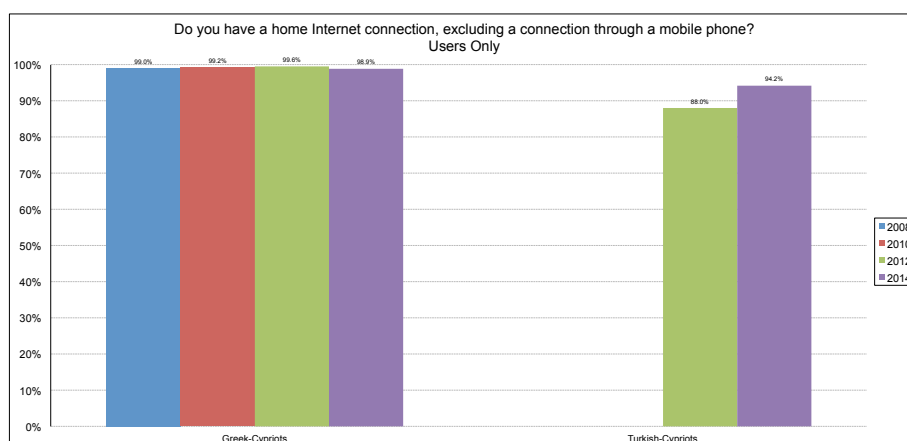


Figure 1.2.3. Non-Mobile Internet Connection at Home



## 2. DIGITAL DIVIDES

### 2.1. Demographic Divides

The gap in internet use between residents of urban and residents of rural areas is visible, yet not very large, in both communities and in all waves of the WIP survey, with the exception of the Greek-Cypriot community in 2012, where the gap had temporarily disappeared (Figure 2.1.1).

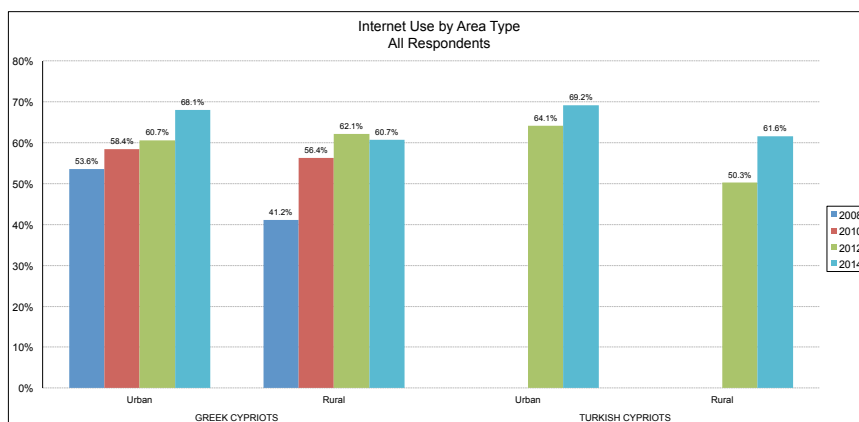


Figure 2.1.1. Internet Use by Area Type

The same applies, without exception, to the gender divide. As shown in Figure 2.1.2, men connect to the internet more than women in both communities in all years.

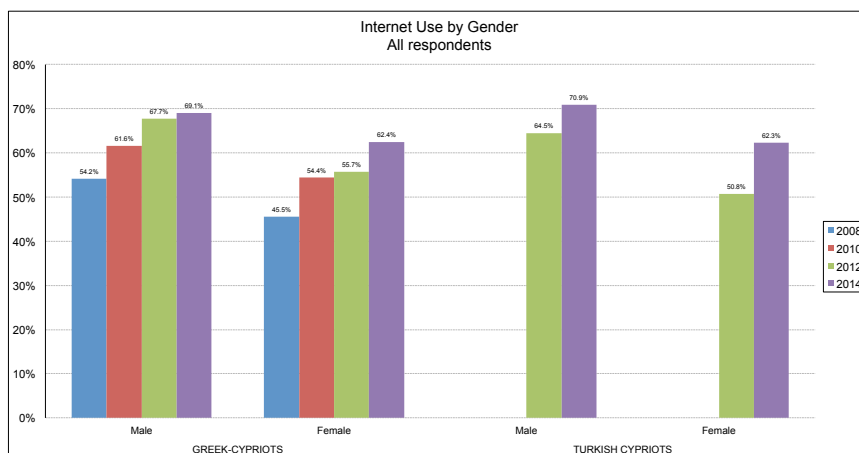


Figure 2.1.2. Internet Use by Gender

Internet use seems to decrease with age. As shown in Figure 2.1.3, almost all people aged 15-24 (100% of Greek-Cypriots and 97.1% of Turkish-Cypriots) used the internet in 2014, with a slight decrease in the next age group (25-34) and more significant monotonous falls thereafter.

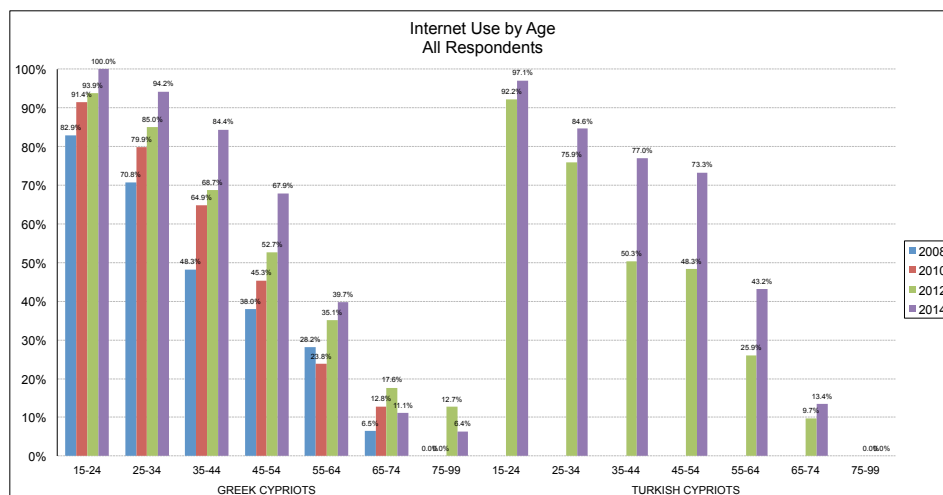


Figure 2.1.3. Internet Use by Age

The opposite is true for educational attainment (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 the fact that college or university graduates use the internet slightly less than college or university students. This can be explained by the fact the latter are still in an institutional environment where there is constant access and more frequent need to use the internet.

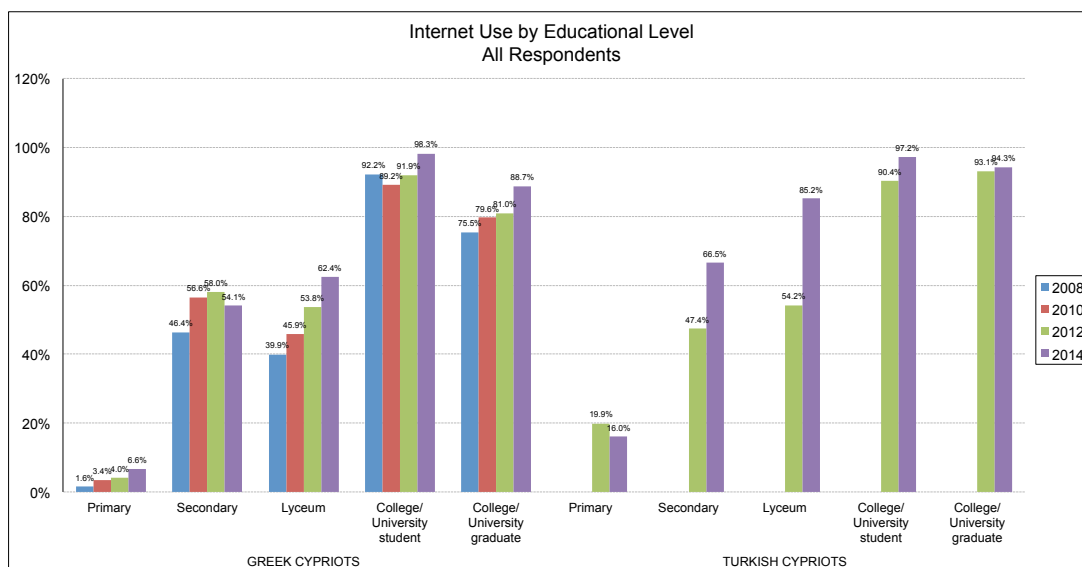


Figure 2.1.4. Internet Use by Educational Level

The use of the internet is also more frequent among students, as compared to people who are employed or unemployed, housewives or househusbands and the retired (Figure 2.1.5).

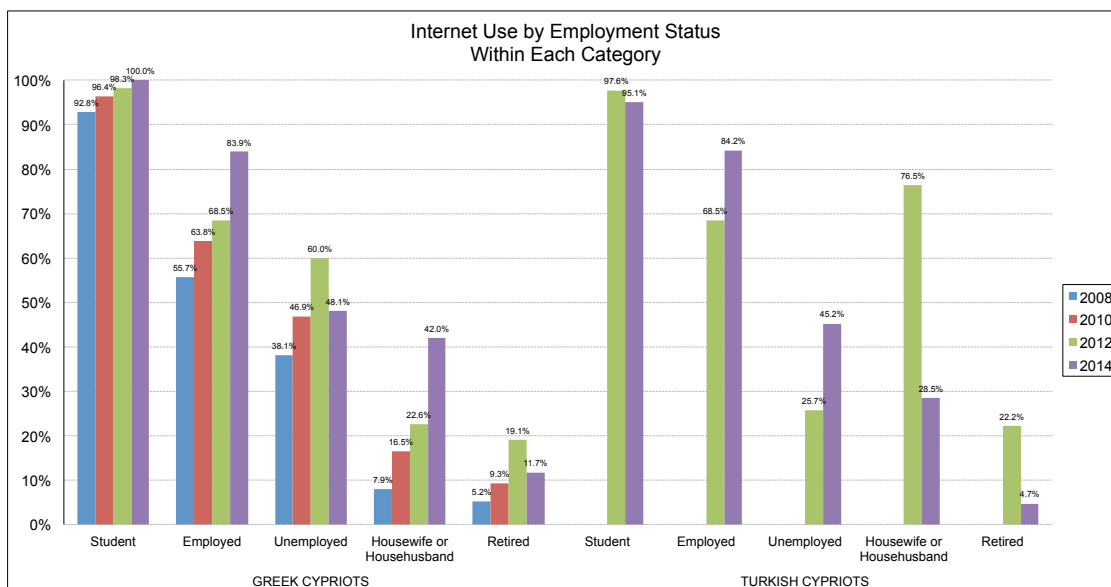


Figure 2.1.5. Internet Use by Employment Status

An almost linear positive association occurs in the relationship between income and internet use (Figure 2.1.6).

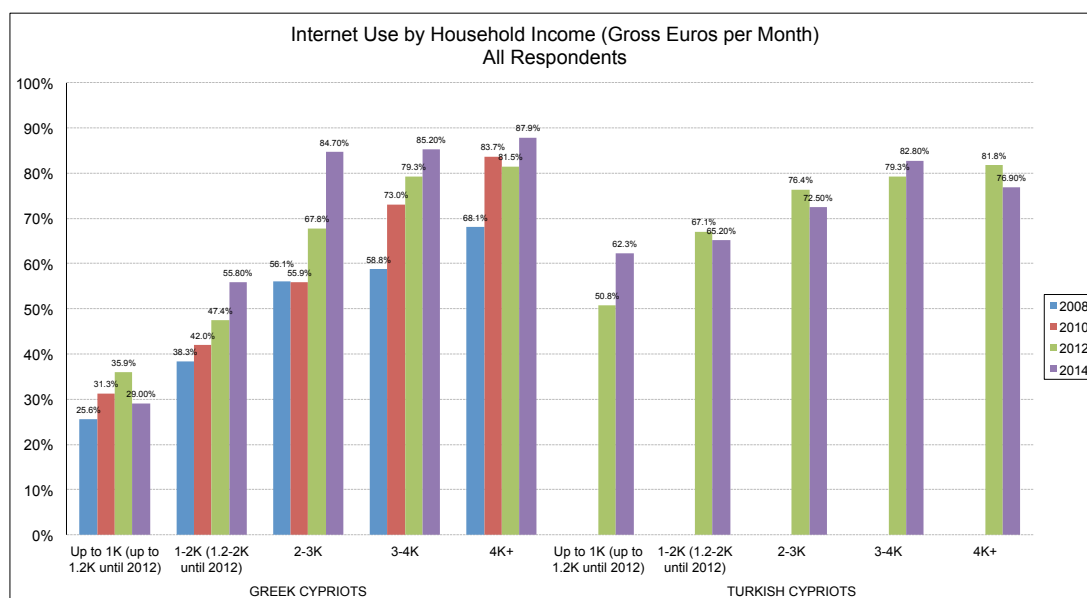


Figure 2.1.6. Internet Use by Income

The presence of children under 18 years of age in the household is associated with internet use in both communities. As presented in Figure 2.1.7, in 2014, 81.7% of Greek-Cypriots who live with children use the internet, whereas only 52.8% who do not live with children do so. The corresponding figures in the Turkish-Cypriot community are 79.8% and 59.5%.

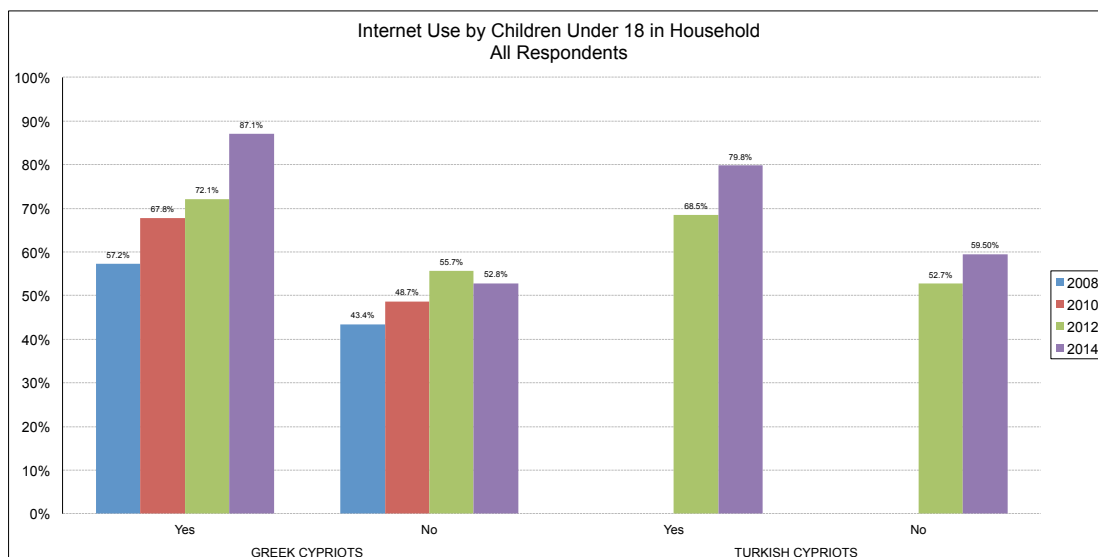


Figure 2.1.7. Internet Use by Children in the Household

## 2.2. By Membership in Organizations or Groups

The WIP 2014 measurement contained a new set of questions about membership in various groups or organizations and, as shown in Figure 2.2.1, internet use differs between members and non-members. More internet use is observed among Greek-Cypriot members of cultural, professional, political, environmental and sport or recreation organizations and among Turkish-Cypriot members of environmental and sport or recreation organizations, while less internet use is observed among Greek-Cypriot and Turkish-Cypriot members of religious organizations and Turkish-Cypriot members of political organizations. Membership in cultural or professional organizations among Turkish-Cypriots does not seem to affect internet use, while membership in charity organizations does not affect internet use in either community.

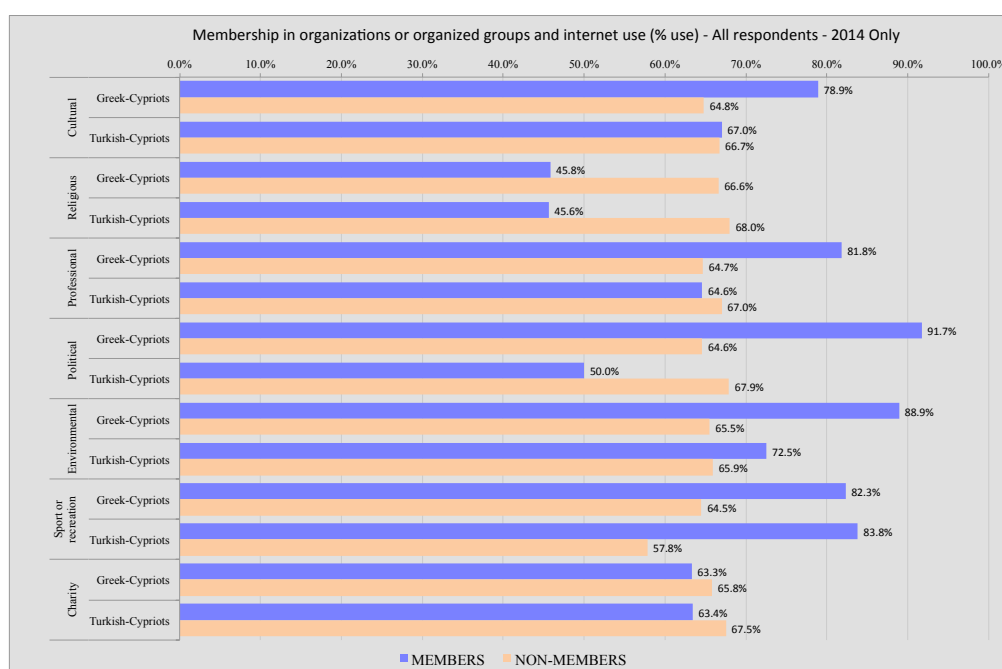


Figure 2.2.1. Internet Use by Membership in Organizations

## 3. MEDIA IMPORTANCE

### 3.1. As Sources of Information

As shown in Figure 3.1.1, a clear to overwhelming majority of the WIP survey participants in all years and in both communities believes that the internet is an important or very important source of information.

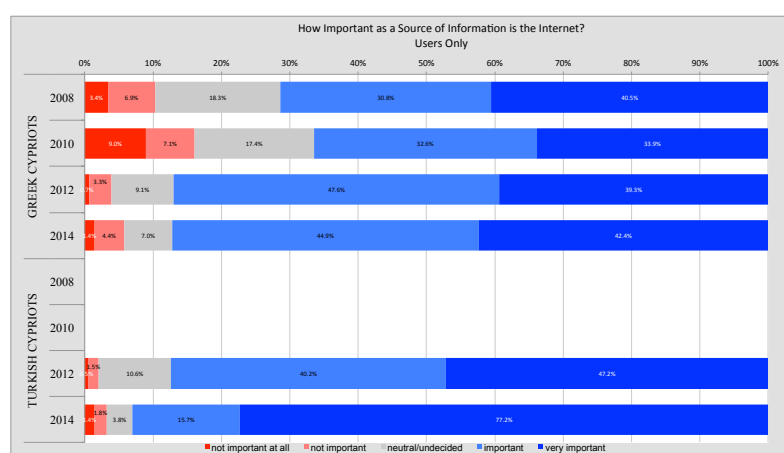


Figure 3.1.1. Importance of the Internet as a Source of Information

Similar results were obtained for the importance of television as a source of information (Figure 3.1.2), although the corresponding majorities were not as overwhelming.

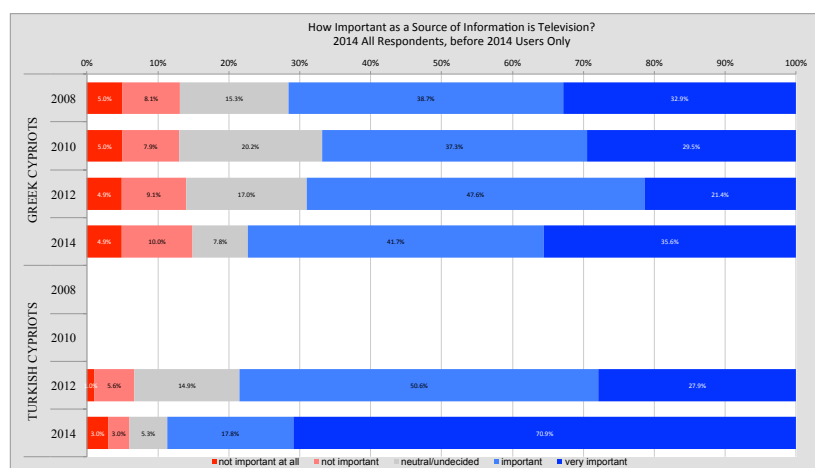


Figure 3.1.2. Importance of Television as a Source of Information

A clear difference between the two communities occurred for newspapers. Turkish-Cypriots seem to value newspapers as important or very important at significantly greater percentages (Figure 3.1.3).

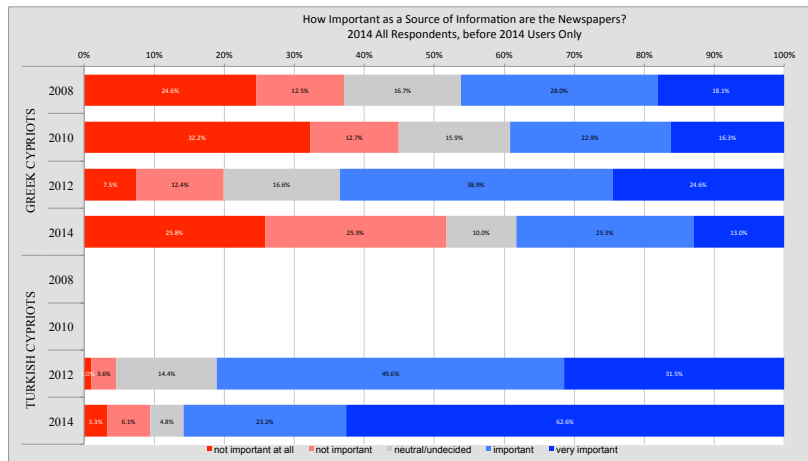


Figure 3.1.3. Importance of the Newspapers as a Source of Information

Results for the radio as a source of information are similar to those for newspapers; yet, slight majorities in both communities do believe that this medium is important or very important in this respect (Figure 3.1.4).

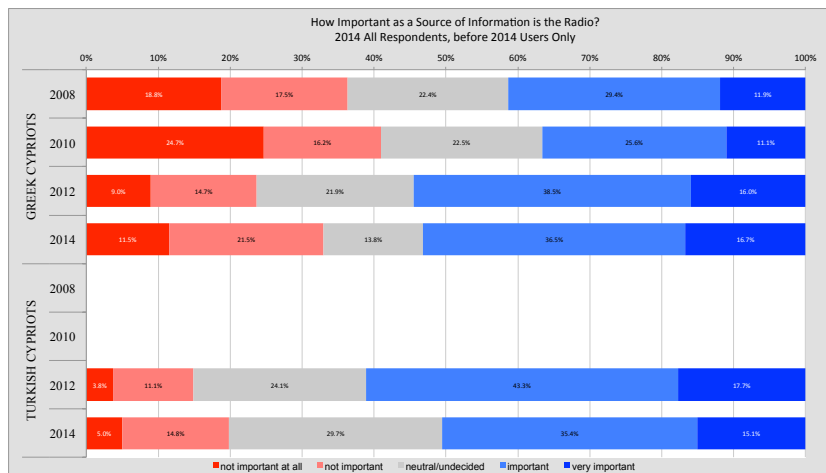


Figure 3.1.4. Importance of the Radio as a Source of Information

Finally, clear majorities in both communities report that interpersonal sources are important or very important as a source of information (Figure (3.1.5).

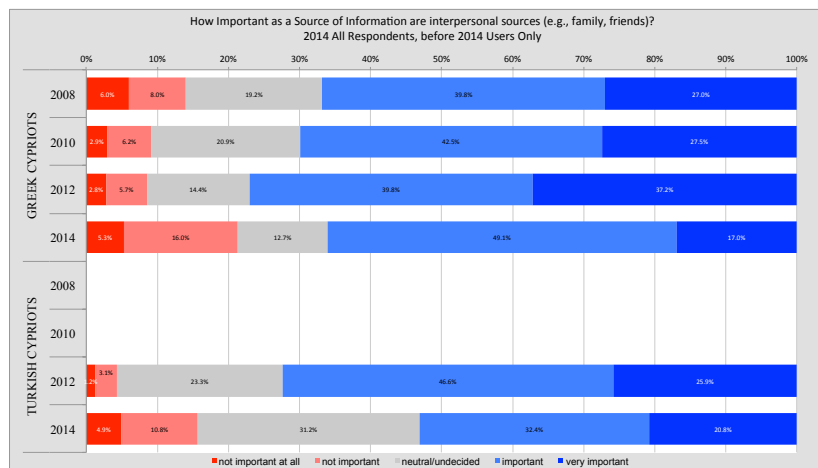


Figure 3.1.5. Importance of Interpersonal Sources for Information

### 3.2. As Sources of Entertainment

When it comes to importance as sources of entertainment, the internet produces similar results to those about importance for information. At least in the last two waves (2012 and 2014) clear to overwhelming majorities of the respondents in both communities believe that the internet is an important or very important source of entertainment (Figure 3.2.1).

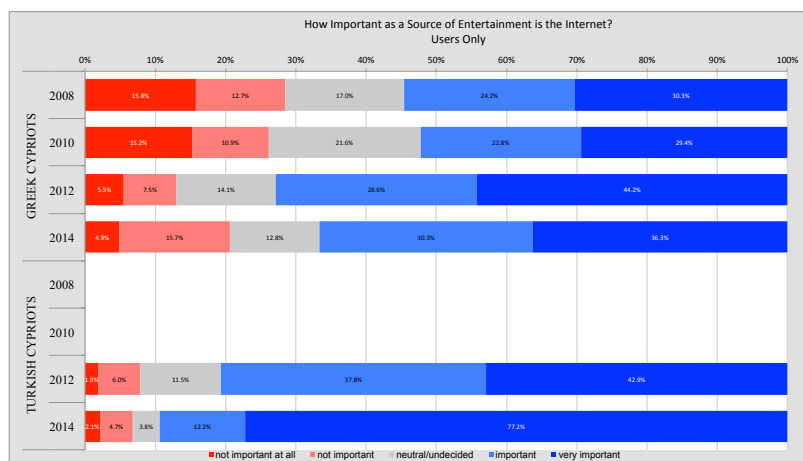


Figure 3.2.1. Importance of the Internet as a Source of Entertainment

A very similar result was obtained for television. In fact, Greek-Cypriots believe that it is an important source of entertainment, even more, and even more steadily, than the internet (Figure 3.2.2).

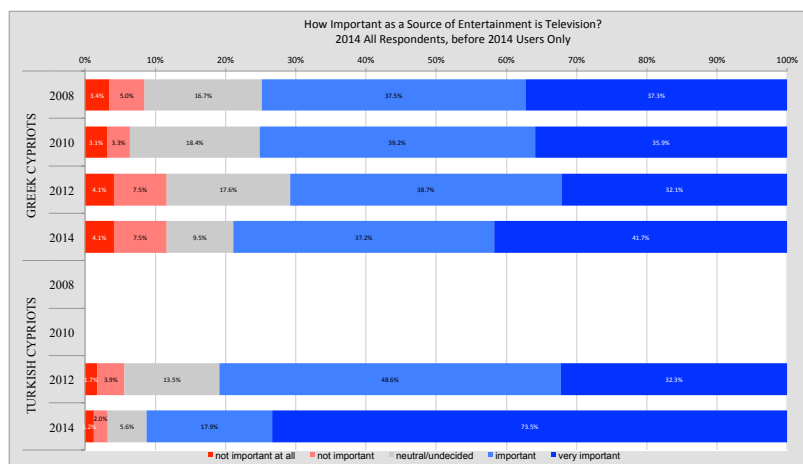


Figure 3.2.2. Importance of Television as a Source of Entertainment

Reasonably, newspapers are not regarded a source of entertainment, although in 2012 in the Greek-Cypriot community, about half of the respondents said that they are (Figure 3.2.3).

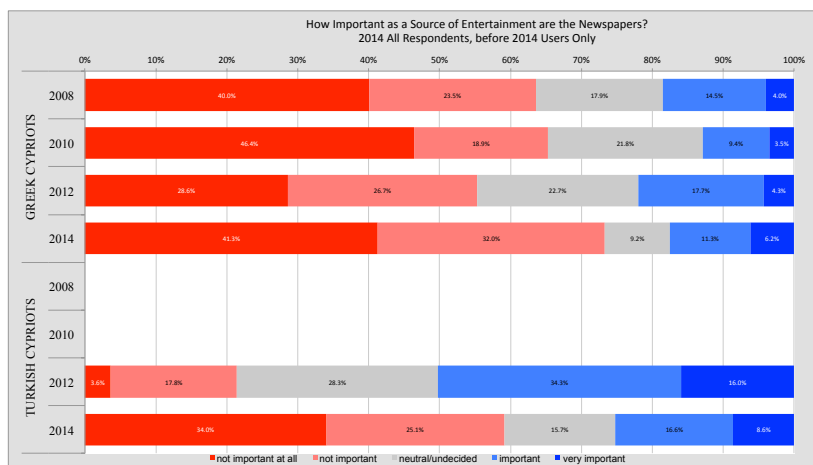


Figure 3.2.3. Importance of the Newspapers as a Source of Entertainment

The radio falls somewhere in the middle of the distance between internet and television at the one end and newspapers at the other (Figure 3.2.4). In 2012 and 2014, in the Greek-Cypriot community, the majority believed that the radio is important as a source of entertainment. In the Turkish-Cypriot community, although the percentage of those who think that the radio is important or very important was a slight majority in 2012, it fell dramatically in 2014, with a simultaneous dramatic increase in the percentage of those who think that, as a source of entertainment, the radio is not important or not important at all.

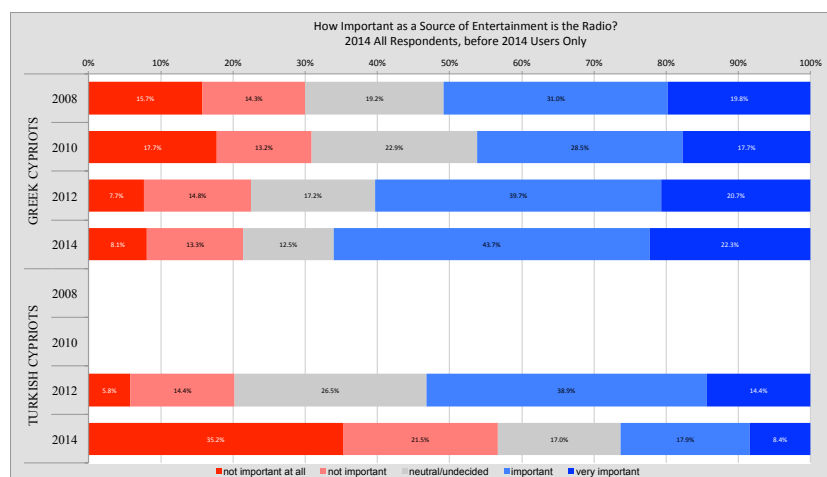


Figure 3.2.4. Importance of the Radio as a Source of Entertainment



## 4. INTERNET USES

### 4.1. Social

Social uses of the internet were explored only in the 2014 survey. The results are presented in Figures 4.1.1 – 4.1.6. Clearly, among the various uses addressed, using the internet to maintain relationships with family and with friends are the most prevalent in both communities. In the Turkish-Cypriot community, such use is overwhelming. Using the internet to expand professional or occupational ties is also very popular, especially in the Turkish-Cypriot community. Of lower, yet not insignificant, prevalence is the use of the internet to meet different people (people from different occupations, of different social statuses, of different lifestyles or from different cultures) and to maintain relationships with people of similar political views.

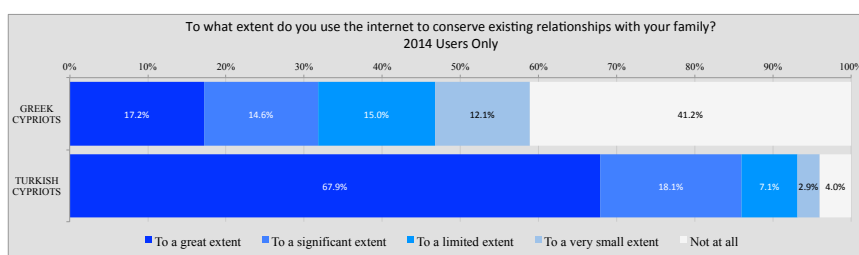


Figure 4.1.1. *Internet Use to Conserve Existing Relationships with Family*

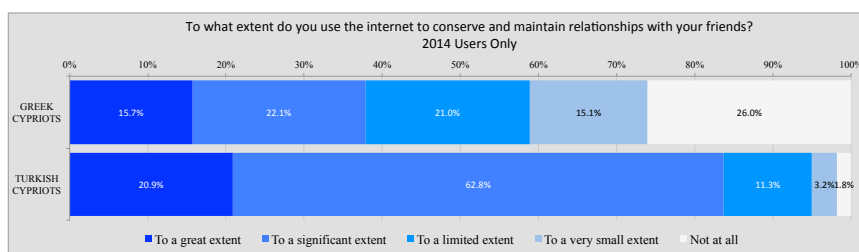


Figure 4.1.2. *Internet Use to Conserve Existing Relationships with Friends*

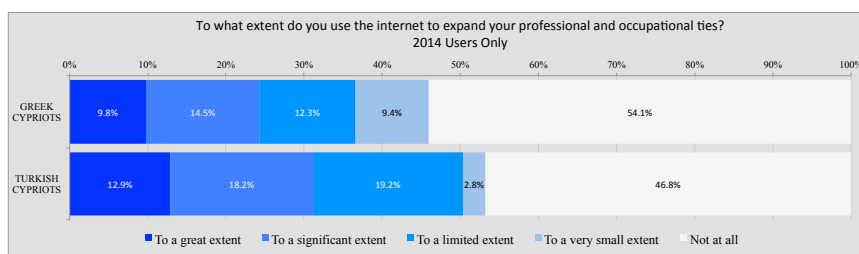


Figure 4.1.3. *Internet Use to Expand Professional or Occupational Ties*

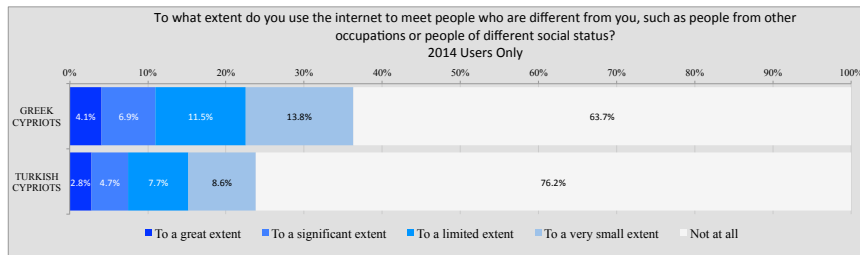


Figure 4.1.4. Internet Use to Meet Different People I

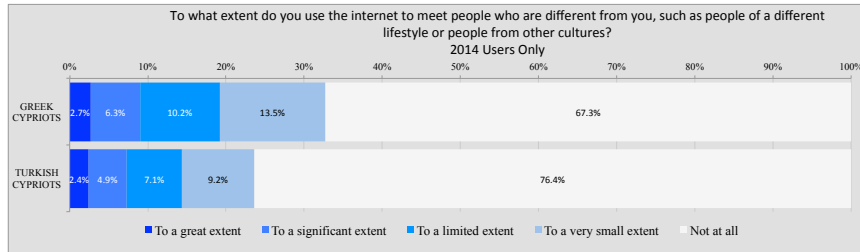


Figure 4.1.5. Internet Use to Meet Different People II

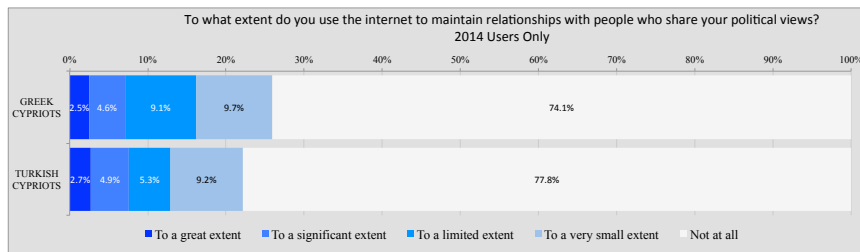


Figure 4.1.6. Internet Use to Maintain Relationships with People with Similar Political Views

## 4.2. Political

Figures 4.2.1 – 4.2.4 show the results of the measurements about internet use for political purposes. Obviously, 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.

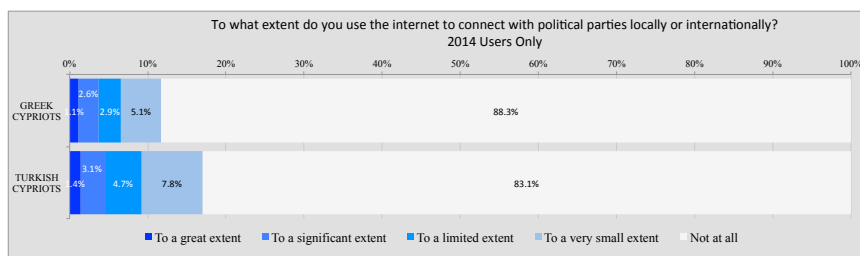


Figure 4.2.1. Internet Use to Connect with Political Parties Locally or Internationally

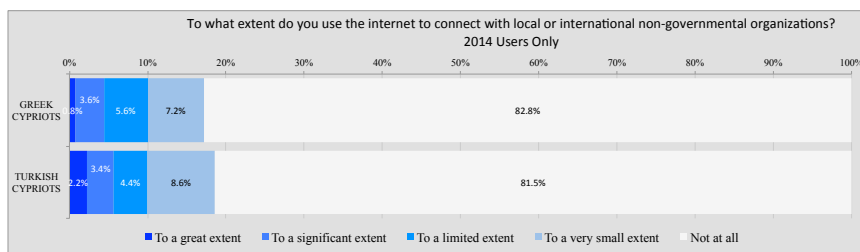


Figure 4.2.2. Internet Use to Connect with Local or International NGOs

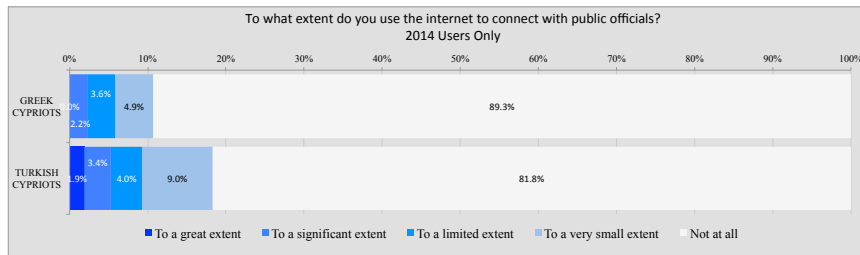


Figure 4.2.3. Internet Use to Connect with Public Officials

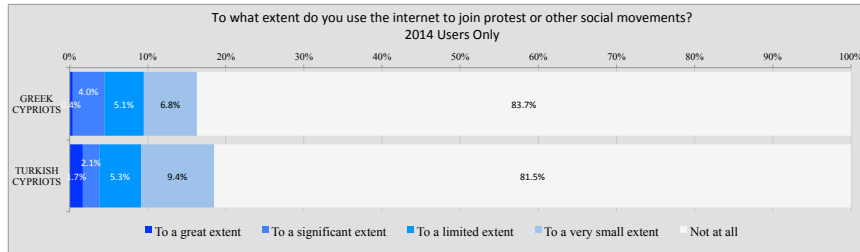


Figure 4.2.4. Internet Use to Join Protest or Other Social Movements

### 4.3. Communication

The following figures (4.3.1 – 4.3.7) show trends within each community and a comparison between the communities regarding using the internet for communication purposes. Electronic mail remains the most prevalent activity in this category of use, closely followed by instant messaging, especially in recent years. This applies to both communities, although a sharp decline in frequency of use is observed in the Turkish-Cypriot community in 2014 (i.e., although the prevalence of using email and instant messaging has increased, the percentage of those who use email or instant messaging daily or several times a day has fallen). The prevalence of internet phone calls has also approached that of the two aforementioned uses in 2014, more so in the Turkish-Cypriot community. Also quite popular is posting messages or comments on discussion boards or forums, posting messages or comments on social networking sites, posting one's own content and reposting or sharing links or content posted by others, especially in the Turkish-Cypriot community in 2014.

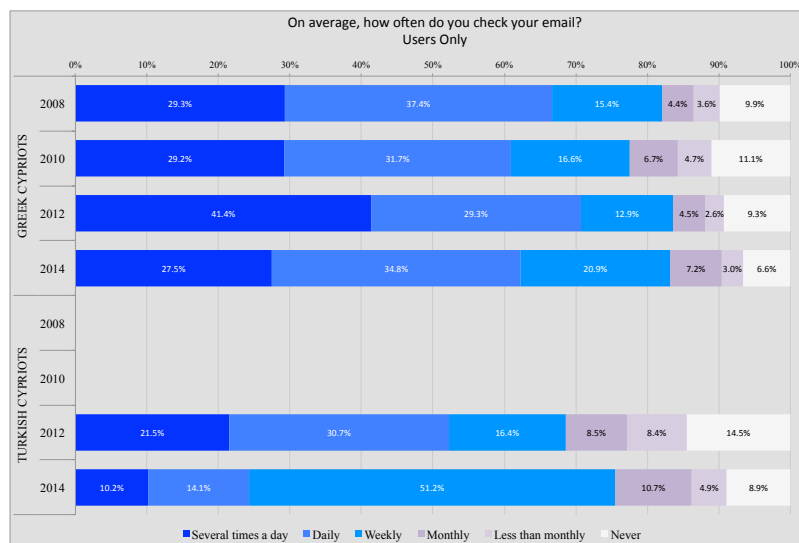


Figure 4.3.1. Internet Use to Check E-mail

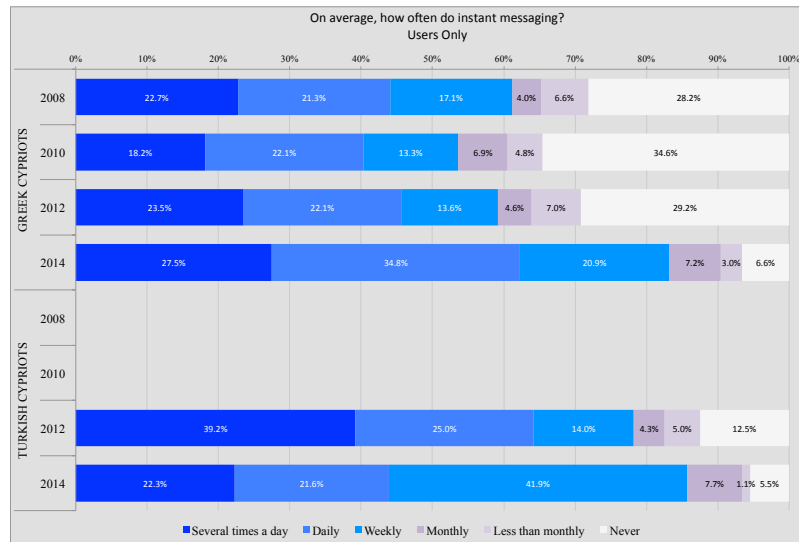


Figure 4.3.2. Internet Use for Instant Messaging

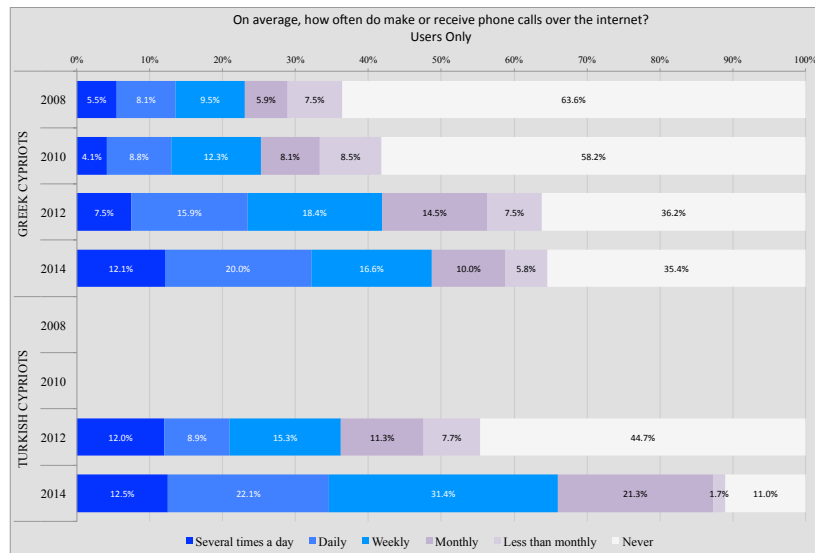


Figure 4.3.3. Internet Use for Phone Calls

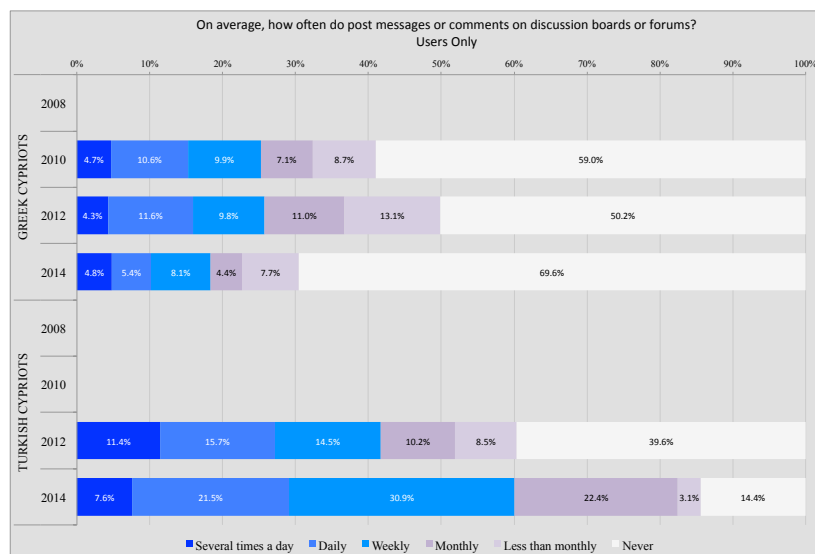


Figure 4.3.4. Internet Use for Posting Messages or Comments on Discussion Boards or Forums

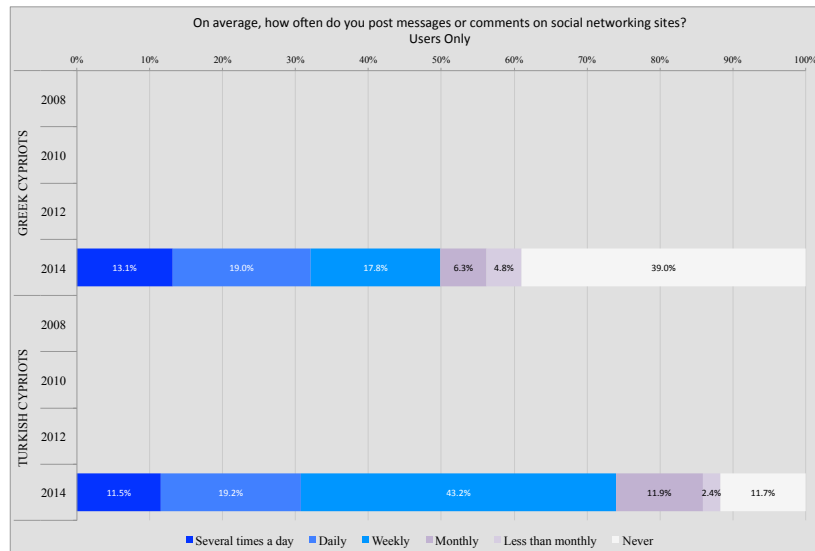


Figure 4.3.5. Internet Use for Posting Messages or Comments on Social Networking Sites

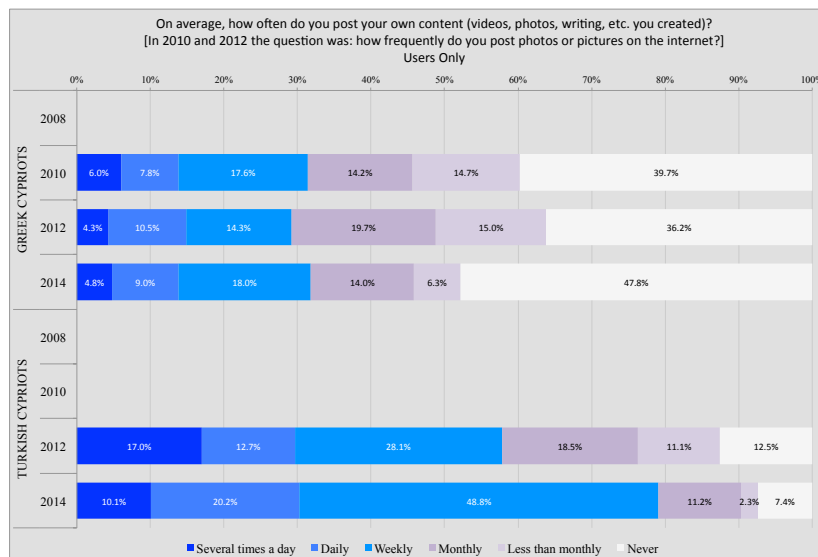


Figure 4.3.6. Internet Use for Posting Own Content

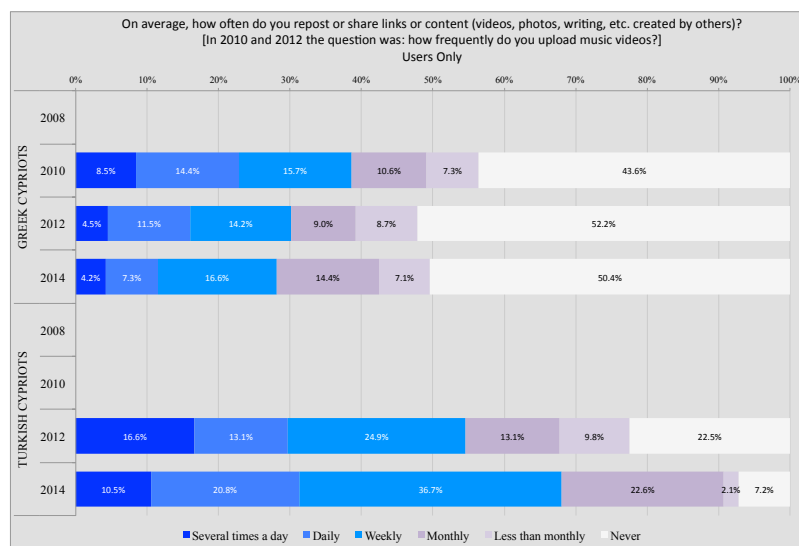


Figure 4.3.7. Internet Use for Reposting or Sharing Links or Content

#### 4.4. Information

Regarding using the internet for obtaining various kinds of information (Figures 4.4.1 – 4.4.6), looking for news is the most prevalent activity (with the exception of the Turkish-Cypriot community in 2014). Looking for travel, health and product information remain relatively popular as well, followed by reading blogs (the latter showing a remarkable increase in both prevalence and frequency in the Turkish-Cypriot community in 2014). Looking for jobs or work is not a frequent activity, reasonably because most people in the population of interest are employed.

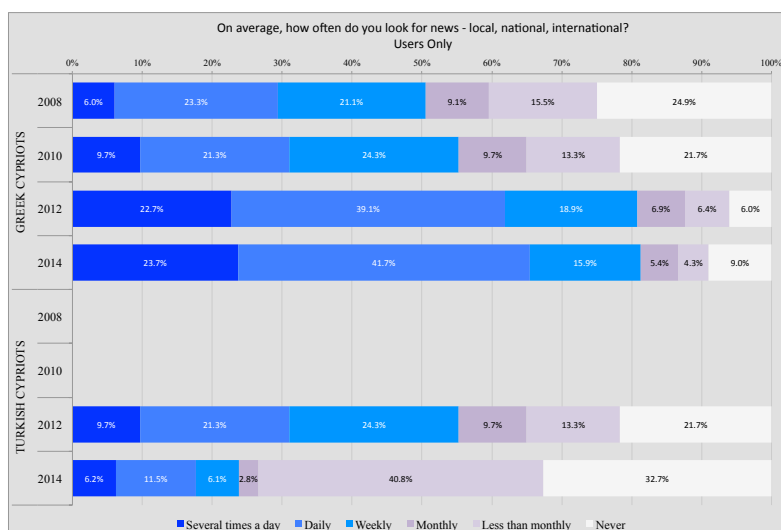


Figure 4.4.1. Internet Use for Looking for News

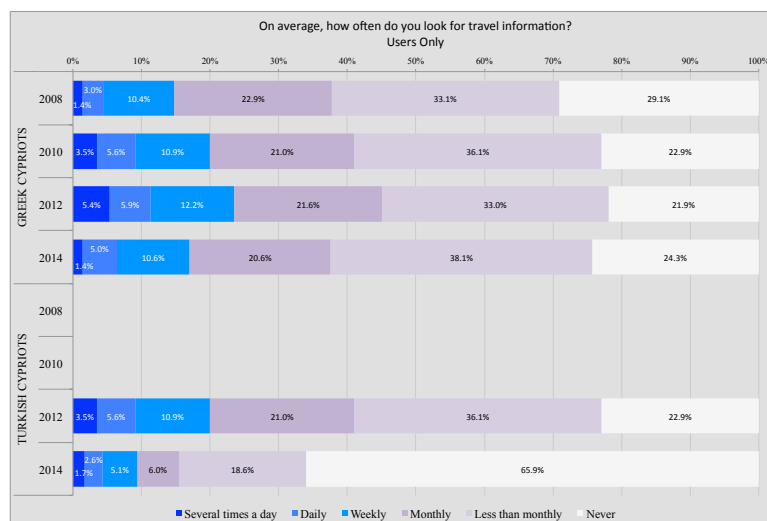


Figure 4.4.2. Internet Use for Looking for Travel Information

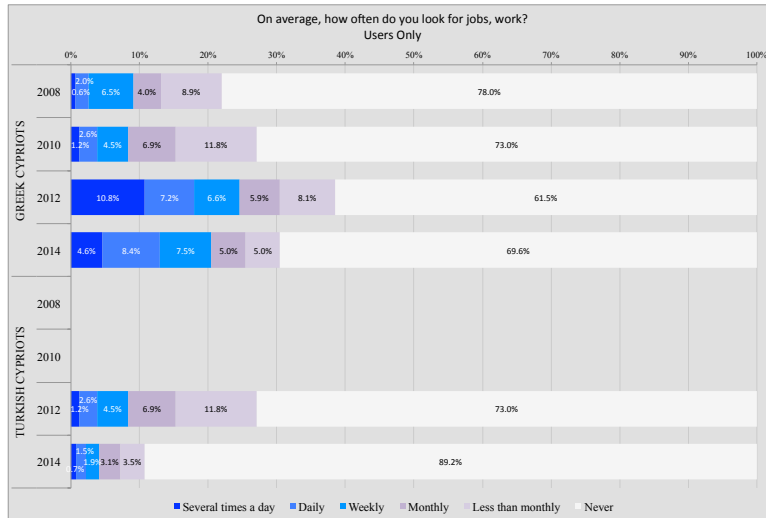


Figure 4.4.3. Internet Use for Looking for Jobs or Work

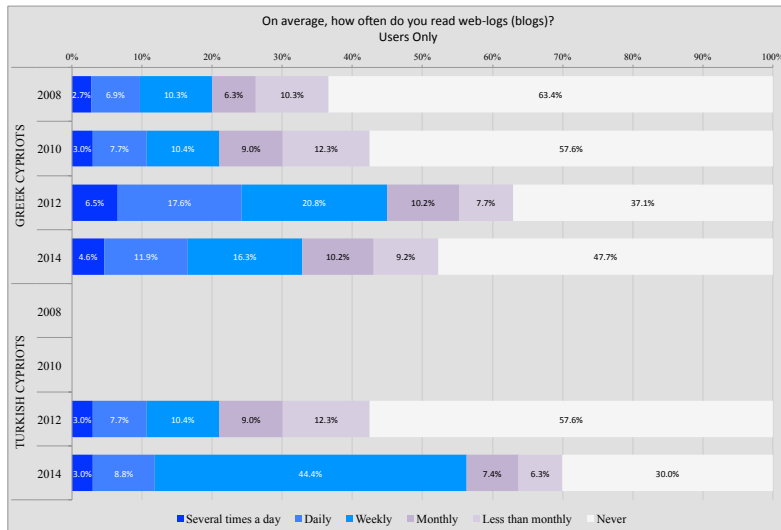


Figure 4.4.4. Internet Use for Reading Blogs

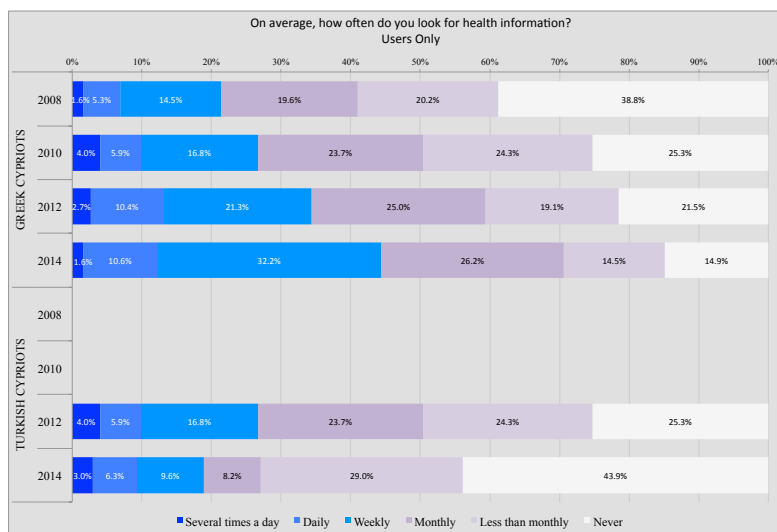


Figure 4.4.5. Internet Use for Looking for Health Information

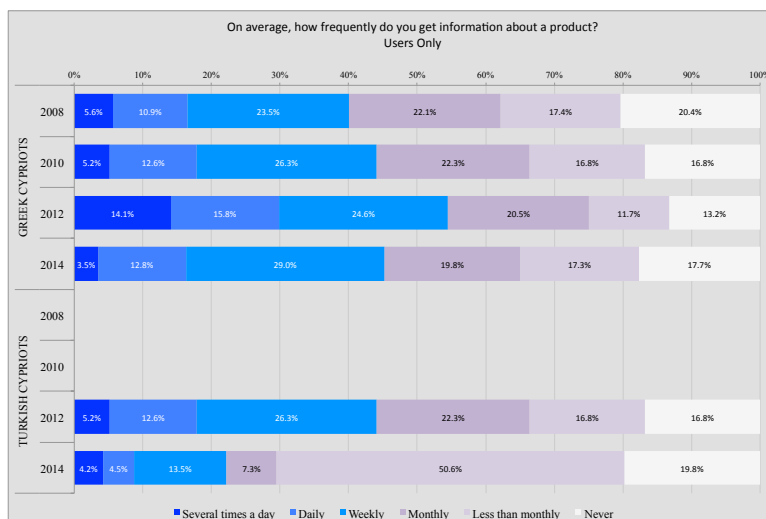


Figure 4.4.6. Internet Use for Looking for Product Information

### 4.5. Online Transactions

With the exception of using online bank services (Greek-Cypriot community, all waves, Turkish-Cypriot community, 2012) and using the internet to compare prices of products or services (Greek-Cypriot community, 2014), the frequency of using the internet for online transactions is quite low (Figures 4.5.1 – 4.5.7).

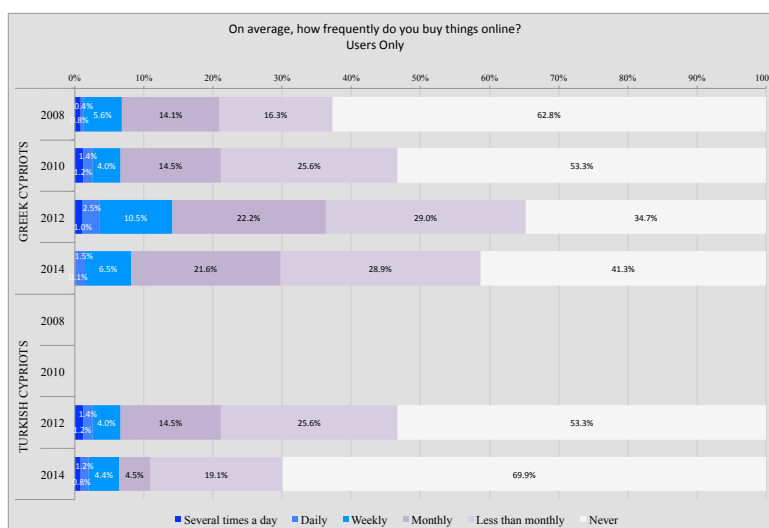


Figure 4.5.1. Internet Use for Buying Things Online



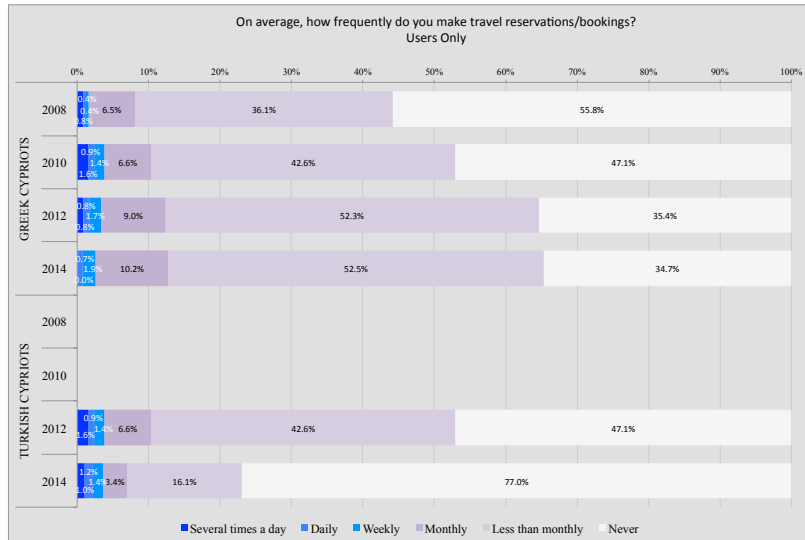


Figure 4.5.2. Internet Use for Travel Reservations/Bookings

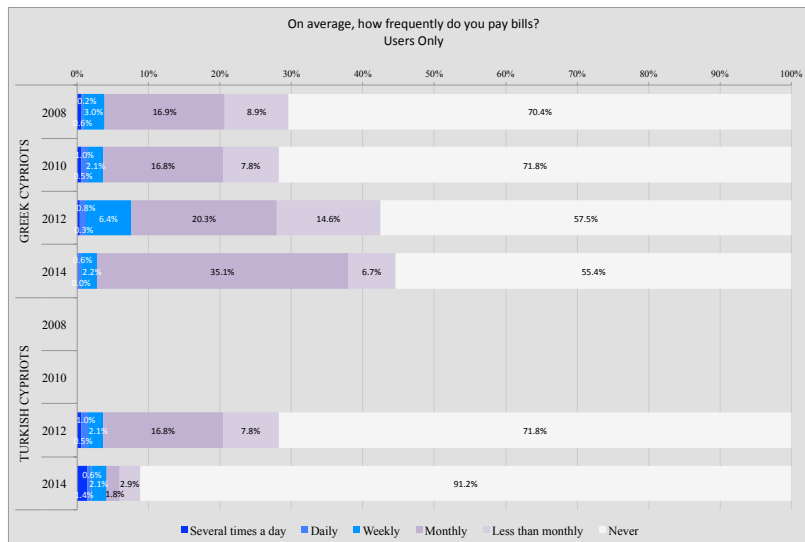


Figure 4.5.3. Internet Use for Paying Bills

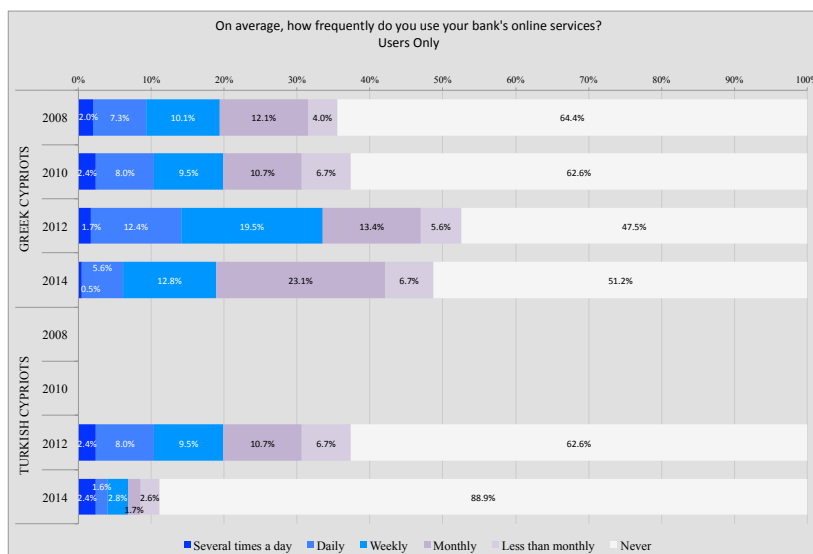


Figure 4.5.4. Internet Use for Bank Online Services

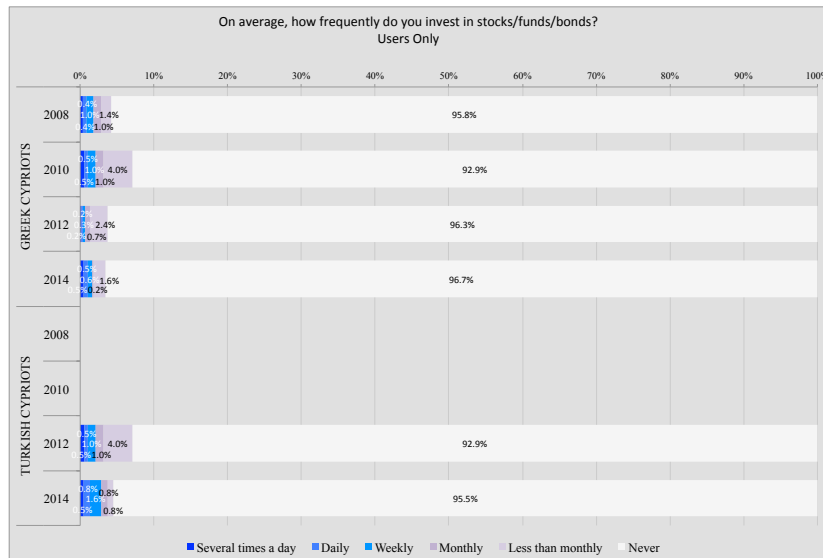


Figure 4.5.5. Internet Use for Online Investments

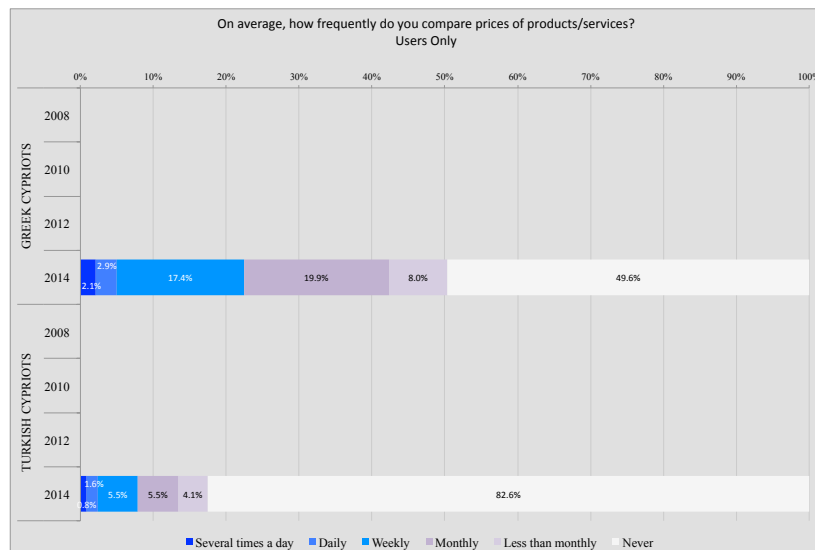


Figure 4.5.6. Internet Use for Comparison of Prices of Products or Services

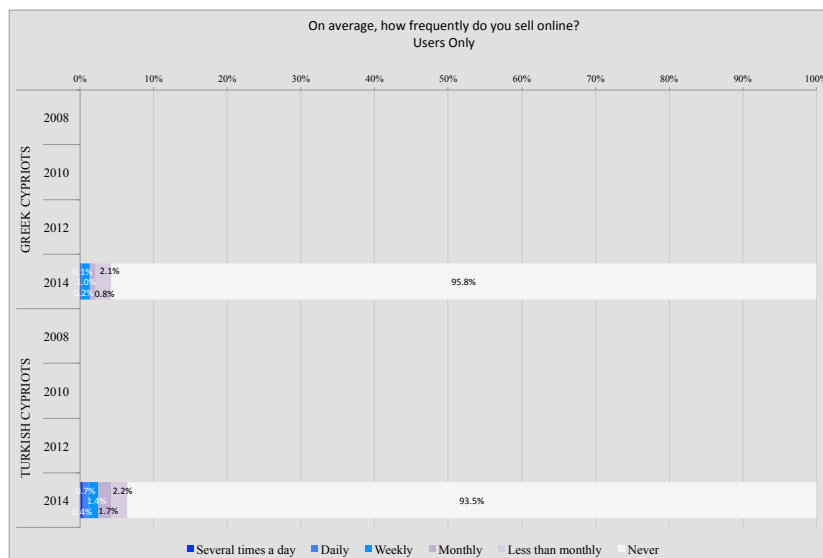


Figure 4.5.7. Internet Use for Online Selling

## 4.6. Entertainment

As shown in Figures 4.6.1 – 4.6.10, the most popular entertainment activities on the internet are playing games, downloading or listening to music, downloading or watching music videos, surfing or web browsing and visiting social networking sites. Looking for jokes, cartoons or other humorous content and listening to online radio stations are also quite popular. The participants reported less frequent use of the internet for looking at religious or spiritual sites, betting, gambling or entering sweepstakes and for looking at sites with sexual content.

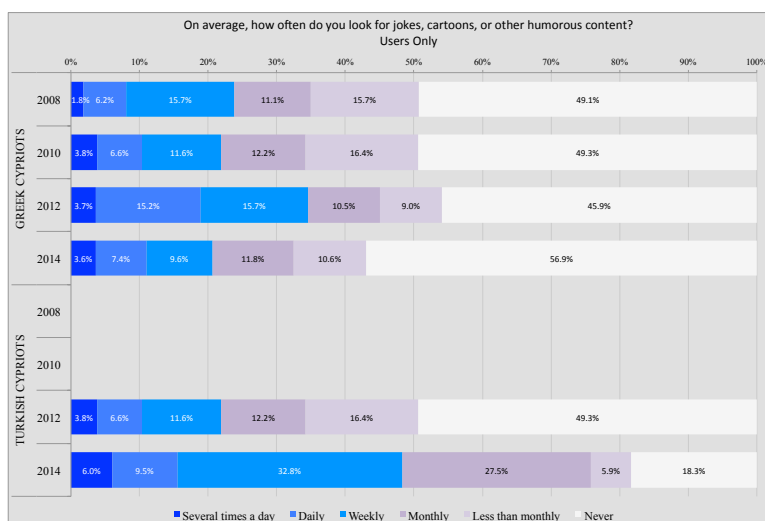


Figure 4.6.1. Internet Use for Looking for Humorous Content

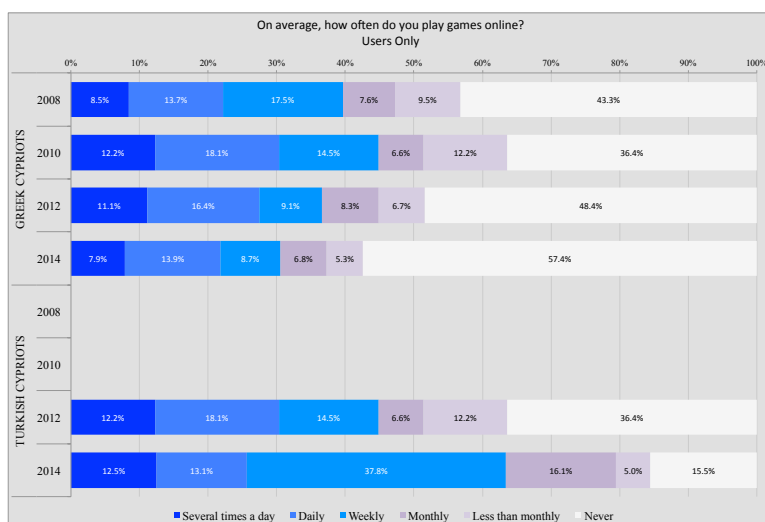


Figure 4.6.2. Internet Use for Playing Games Online

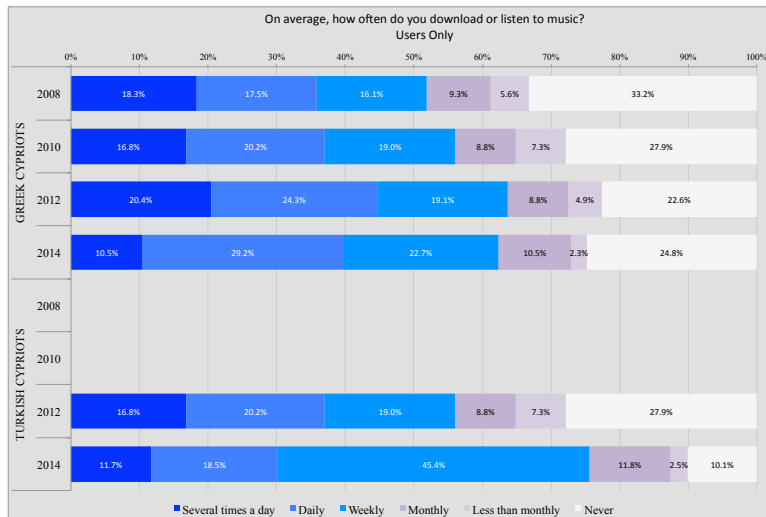


Figure 4.6.3. Internet Use for Downloading or Listening to Music

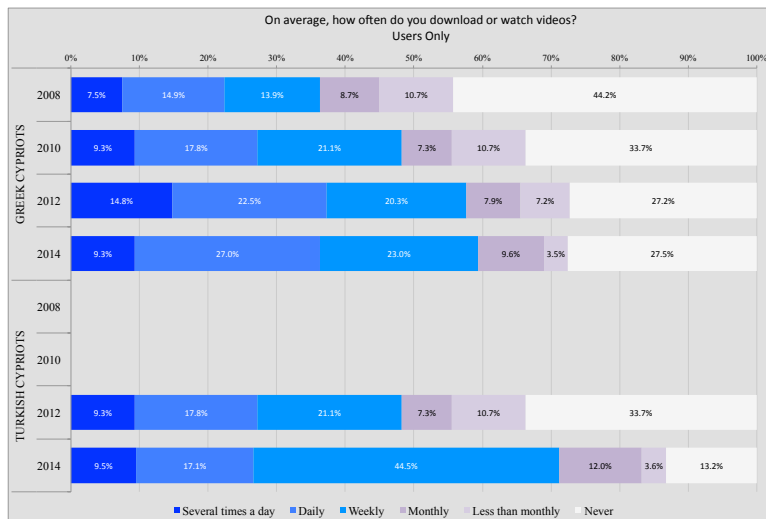


Figure 4.6.4. Internet Use for Downloading or Watching Videos

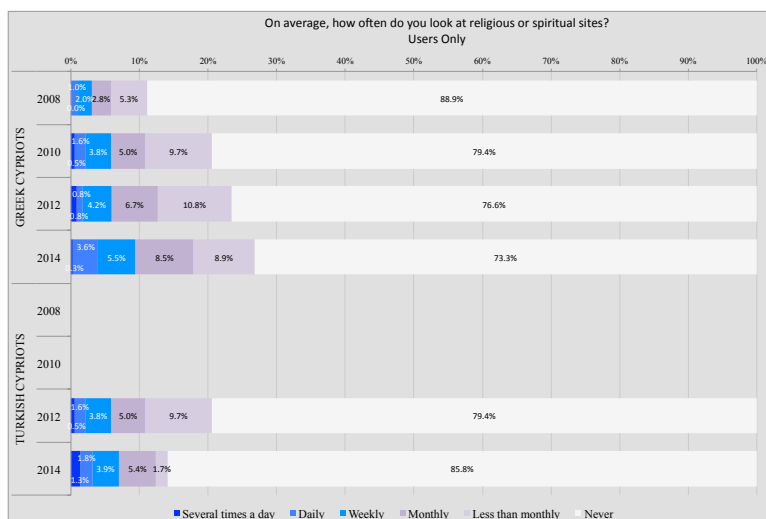


Figure 4.6.5. Internet Use for Looking at Religious or Spiritual Sites

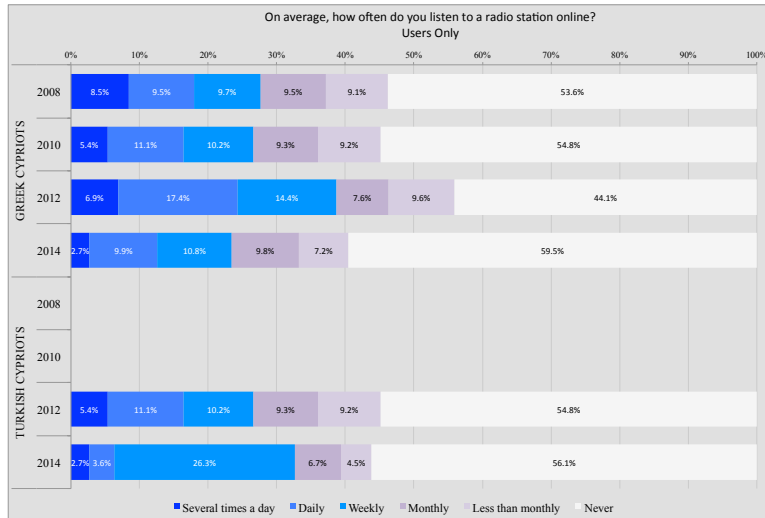


Figure 4.6.6. Internet Use for Listening to Radio Stations

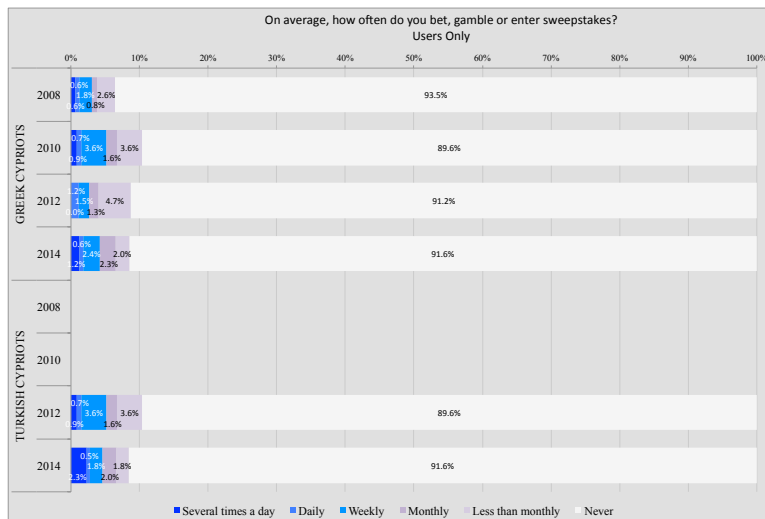


Figure 4.6.7. Internet Use for Betting, Gambling or Entering Sweepstakes

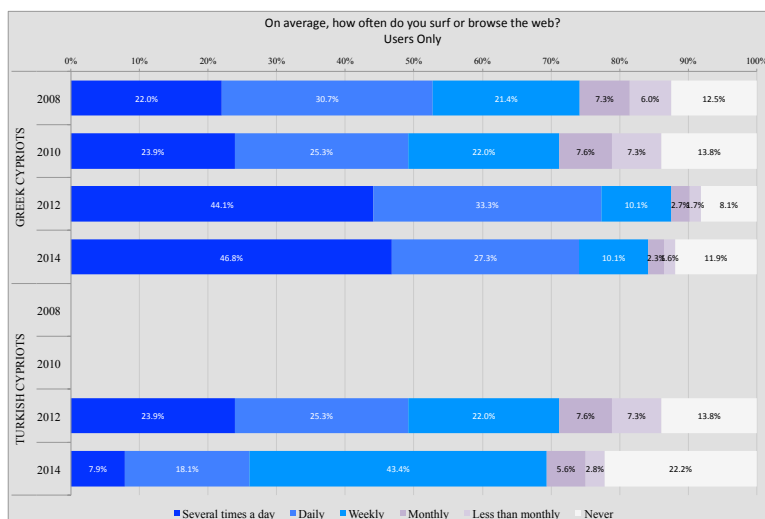


Figure 4.6.8. Internet Use for Surfing or Web-browsing

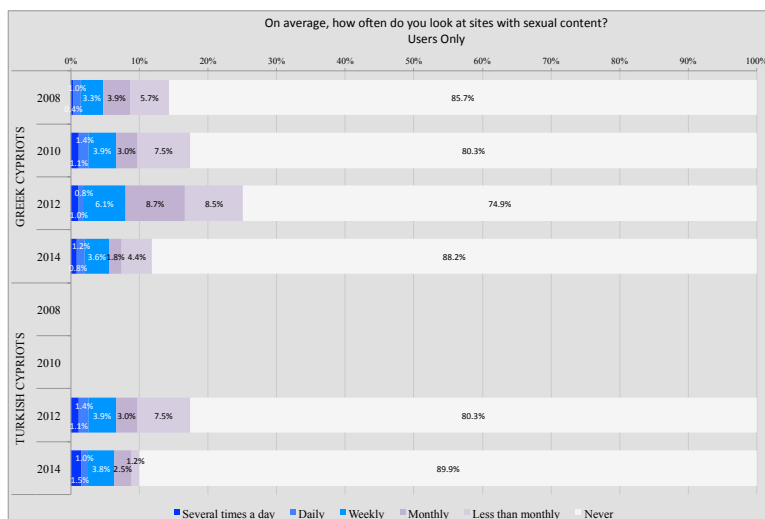


Figure 4.6.9. Internet Use for Looking at Sites with Sexual Content

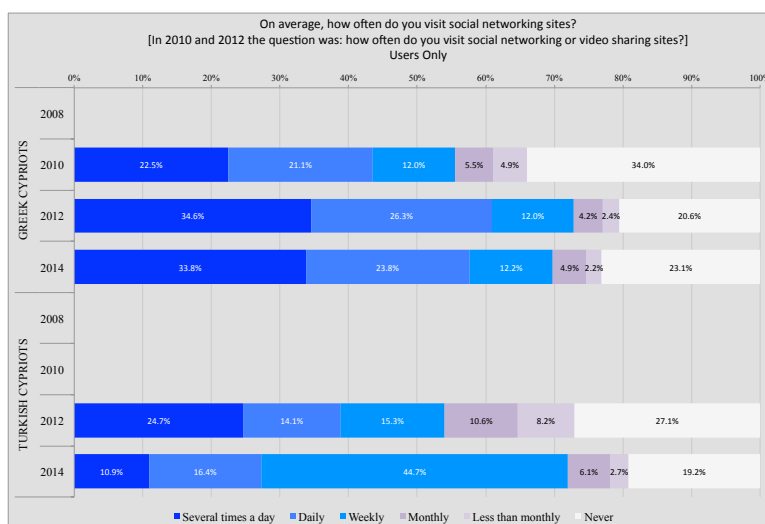


Figure 4.6.10. Internet Use for Visiting Social Networking Sites

## 4.7. Learning

The results of the surveys for using the internet for educational purposes are presented in Figures 4.7.1 – 4.7.4. Looking up word definitions and fact checking are quite prevalent and frequent, especially in the Turkish-Cypriot community in 2014. Getting information about school-related work is less prevalent, as expected (reasonably, most users are not in school or university and would only occasionally need to look for such information). Distance learning is also quite low in prevalence.

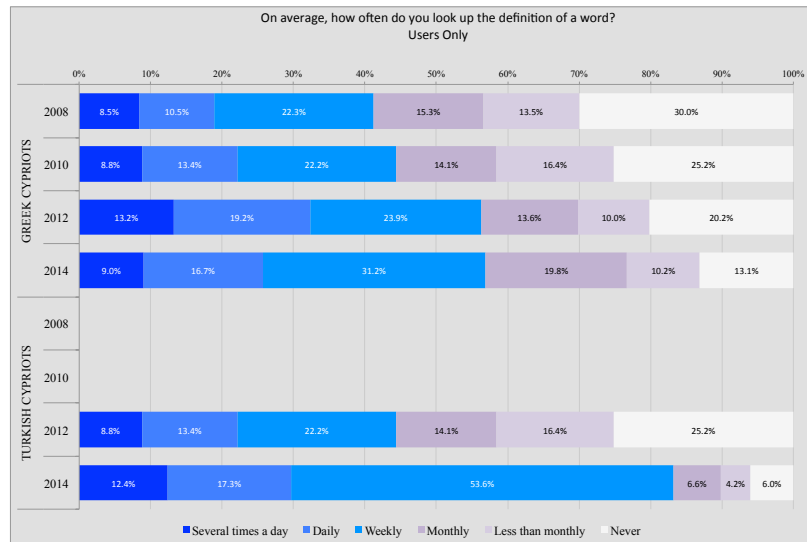


Figure 4.7.1. Internet Use for Looking Up Word Definitions

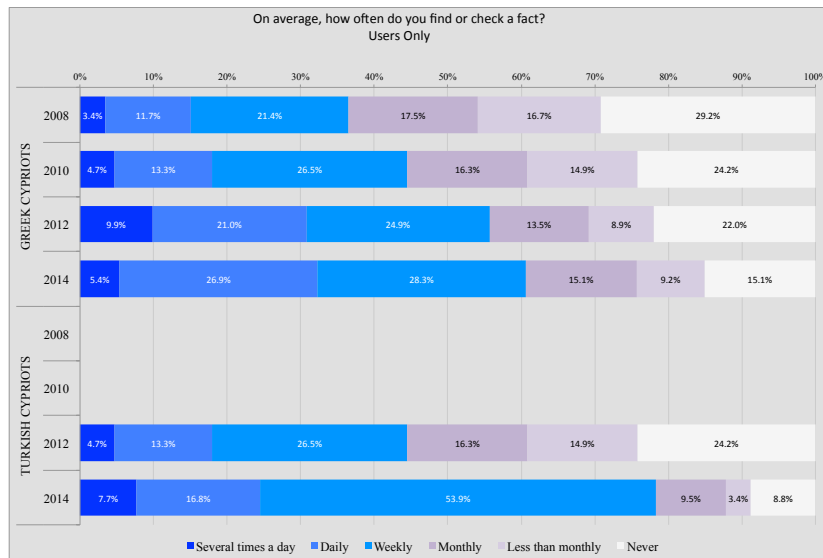


Figure 4.7.2. Internet Use for Fact Checking

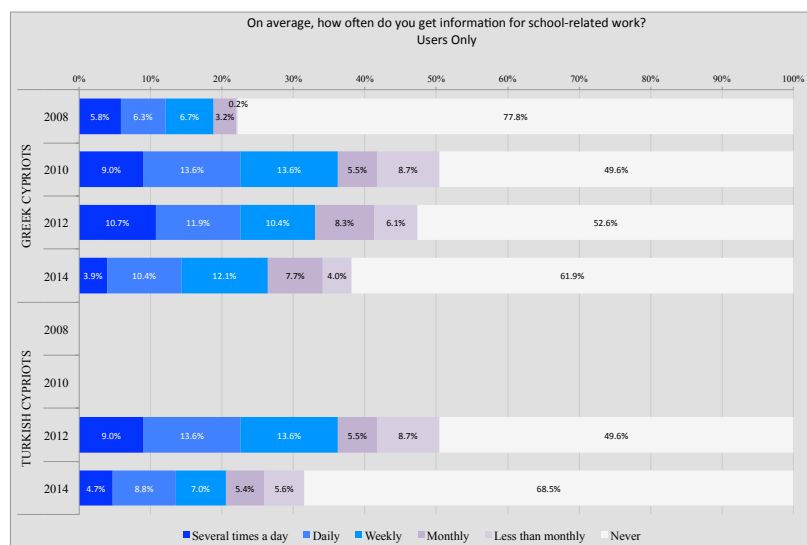


Figure 4.7.3. Internet Use for Getting Information for School-Related Work

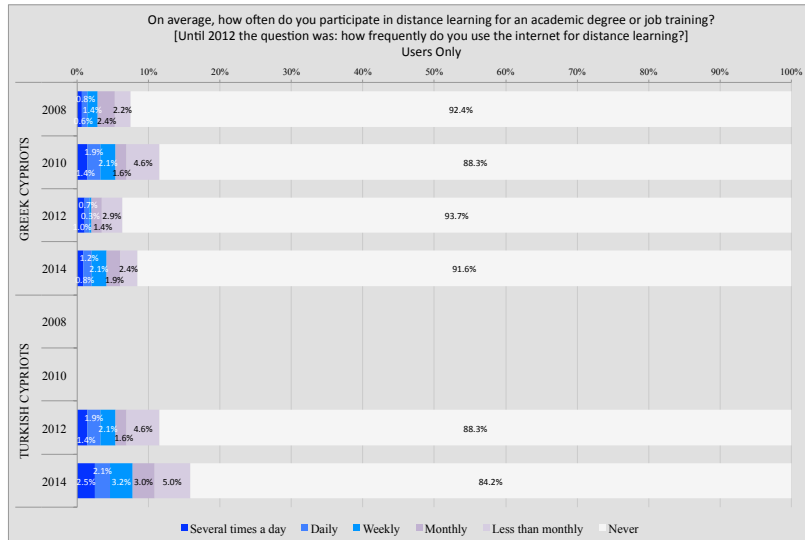


Figure 4.7.4. Internet Use for Distance Learning



## 5. PERCEPTIONS, EXPERIENCES, CONCERNS AND OPINIONS

### 5.1. Perception of Reliability

Greek-Cypriot users progressively grow more skeptical toward the reliability of information on the internet (Figure 5.1.1). Whereas in 2008 and 2010 almost half of the respondents reported trusting most of the information online, the respective percentage sunk to about one fourth in 2012, with a slight increase in 2014. Growing skepticism is much more acute among Turkish-Cypriot users, as in 2014 a clear majority finds only a small portion of online information generally reliable.

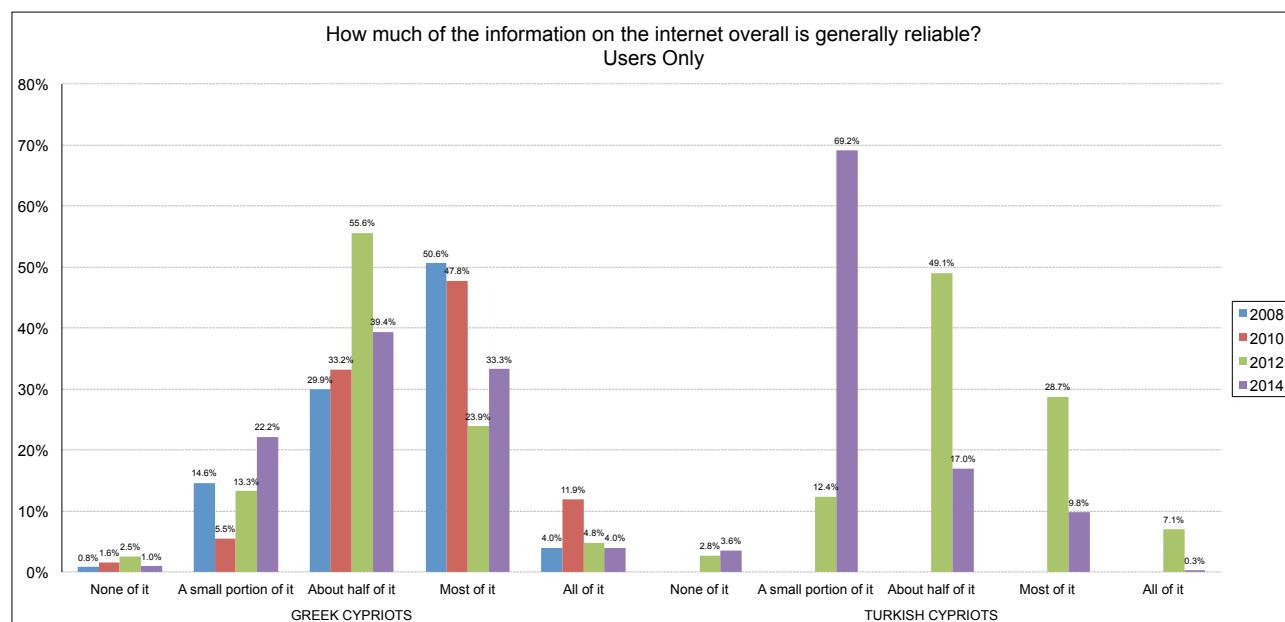


Figure 5.1.1. Perception of Internet Reliability

### 5.2. Online Victimization

Online victimization (Figure 5.2.1) is generally low among internet users in Cyprus. Very few respondents reported having had their credit card details stolen via internet use, having been misled in their online purchases or having been bullied or harassed online in the past year. One in ten internet users in both communities reports having received obscene or abusive e-mails and about the same percentage of Greek-Cypriot users has been contacted by someone attempting to extort their bank or personal details. Accidentally arriving at pornographic content is more common, especially among Greek-Cypriots. The most frequent type of online victimization is receiving a virus: the overwhelming majority of Turkish-Cypriot users had this experience in the past year, compared to about one third of Greek-Cypriot users.

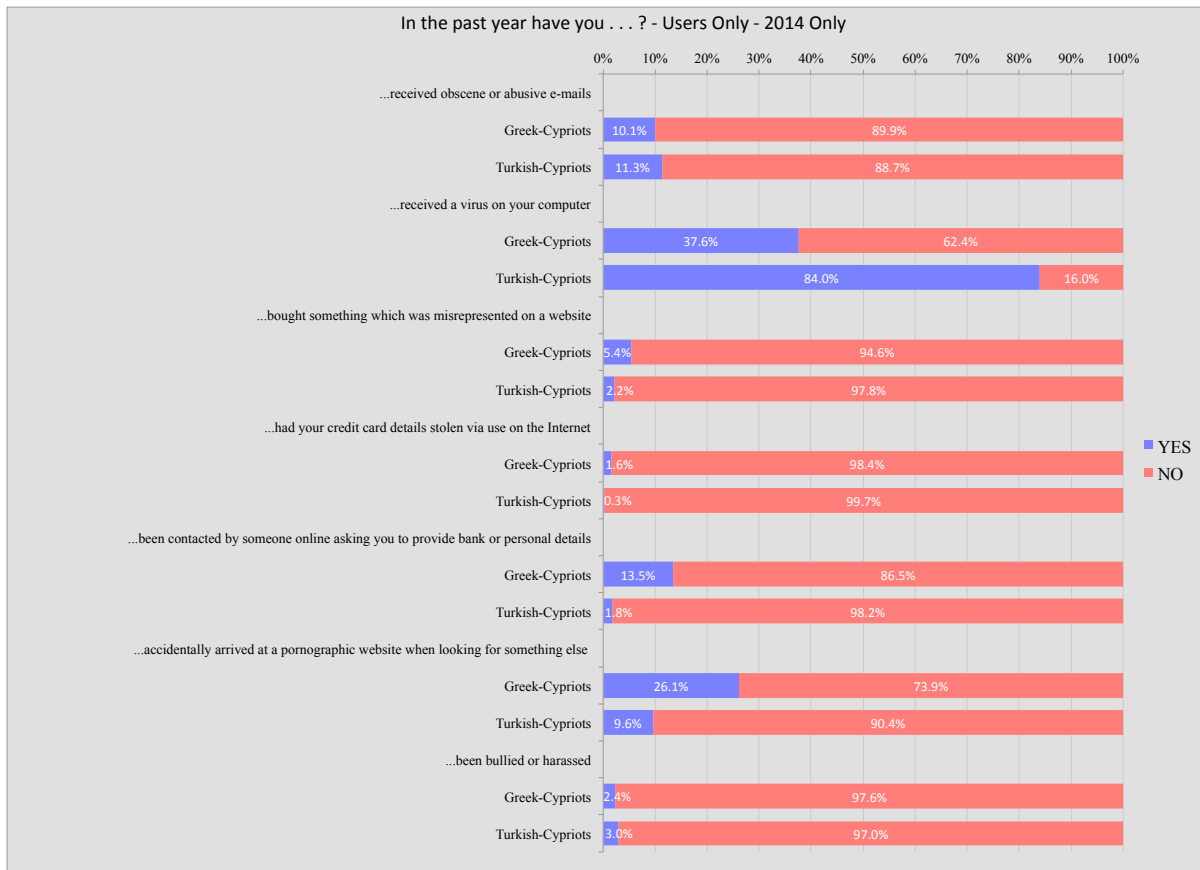


Figure 5.2.1. Online Victimization

### 5.3. Privacy Violation

As shown in Figure 5.3.1, violation of privacy online, a theme explored only in the 2014 survey, is uncommon among Cypriot internet users and, when it occurs, it is considered a minor problem.

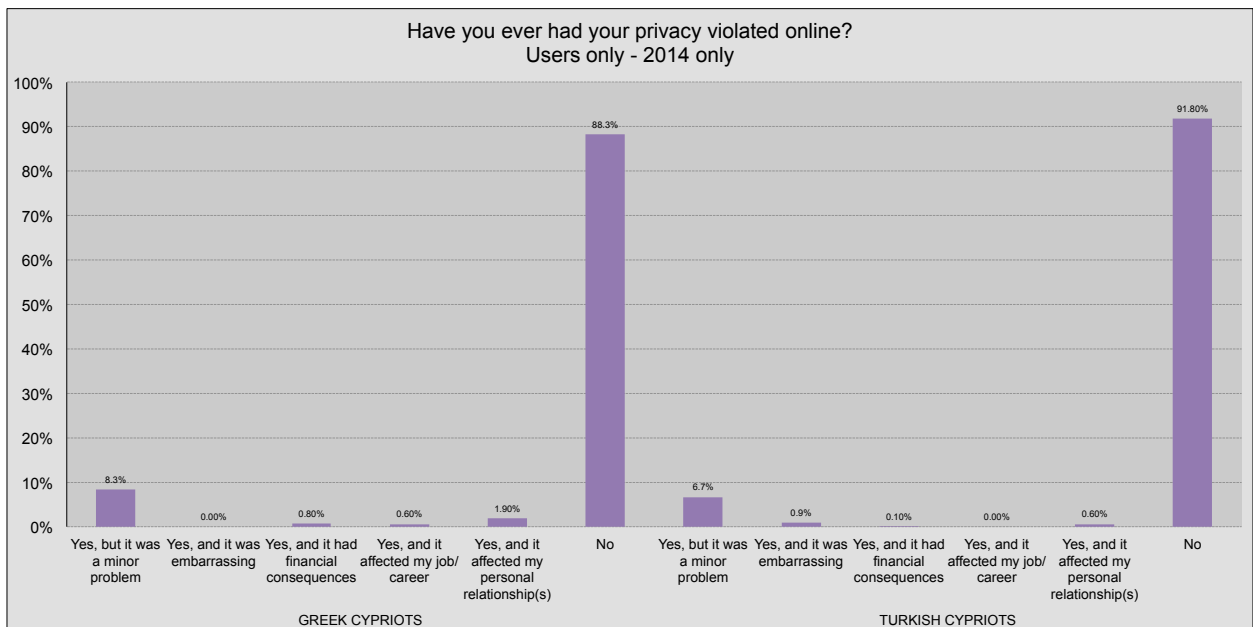


Figure 5.3.1. Privacy Violation

## 5.4. Privacy Concerns

The majority of internet users in both communities is concerned about privacy violations online. As shown in Figure 5.4.1, 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 users and this concern is even deeper among Turkish-Cypriots (Figures 5.4.2, 5.4.4). Concerns about the government and companies monitoring users' actions grow over time: the percentage of users worried about government and corporate surveillance more than doubled between 2010 and 2014 among Greek-Cypriots and the same upward trend is evident among Turkish-Cypriots (Figures 5.4.9 – 10). Most users in both communities state that they actively protect their privacy online and that they feel they can control their privacy, again, with Turkish-Cypriots stating strong agreement in higher percentages (Figures 5.4.5, 5.4.8). In 2014, users were asked whether they agree or disagree with the statement "I have nothing to hide". Interestingly, vast majorities in both communities agreed with this statement (Figure 5.4.7), despite the aforementioned growing concerns about privacy violations. Moreover, almost half of Greek-Cypriots and a clear majority of Turkish-Cypriots find that concerns about privacy are exaggerated (Figure 5.4.6).

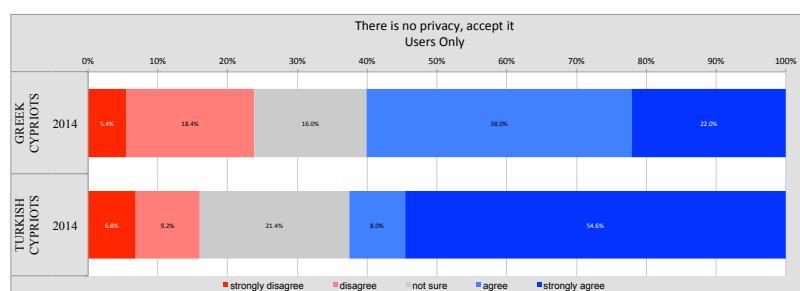


Figure 5.4.1. Privacy Concerns I

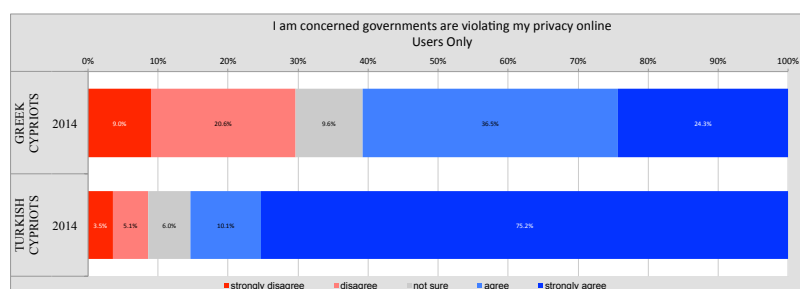


Figure 5.4.2. Privacy Concerns II

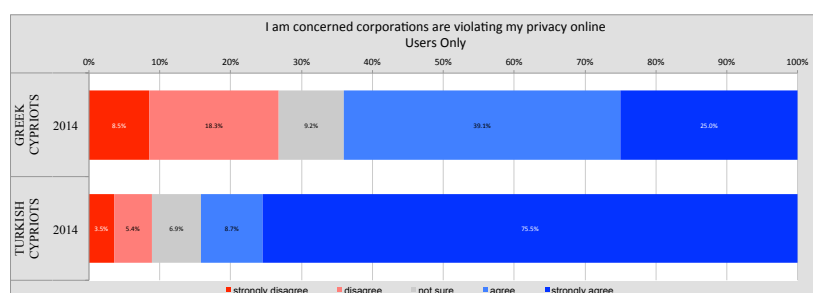


Figure 5.4.3. Privacy Concerns III

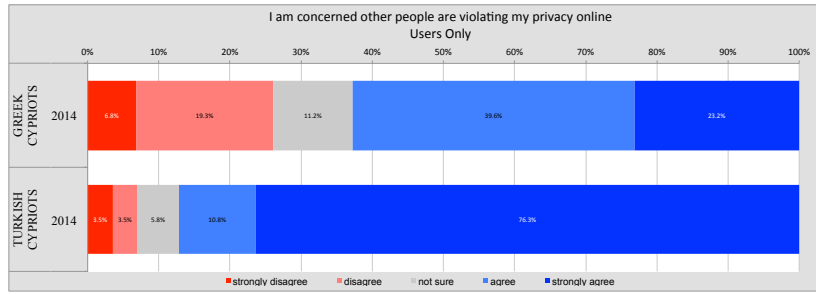


Figure 5.4.4. Privacy Concerns IV

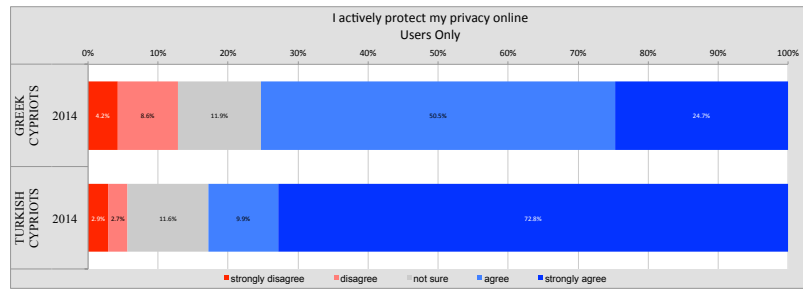


Figure 5.4.5. Privacy Concerns V

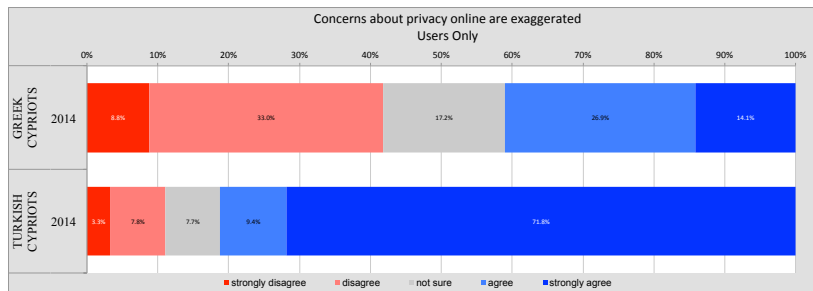


Figure 5.4.6. Privacy Concerns VI

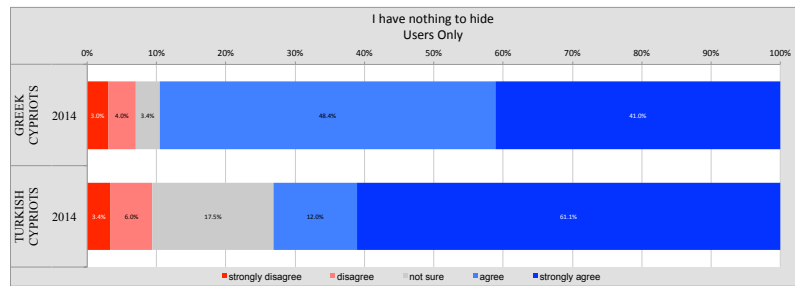


Figure 5.4.7. Privacy Concerns VII

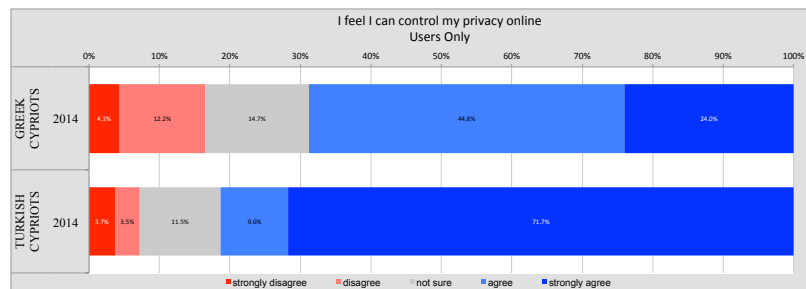


Figure 5.4.8. Privacy Concerns VIII

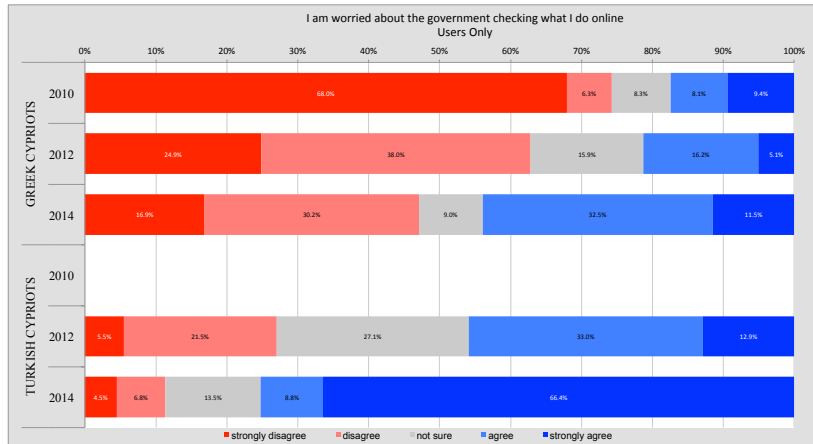


Figure 5.4.9. Privacy Concerns IX

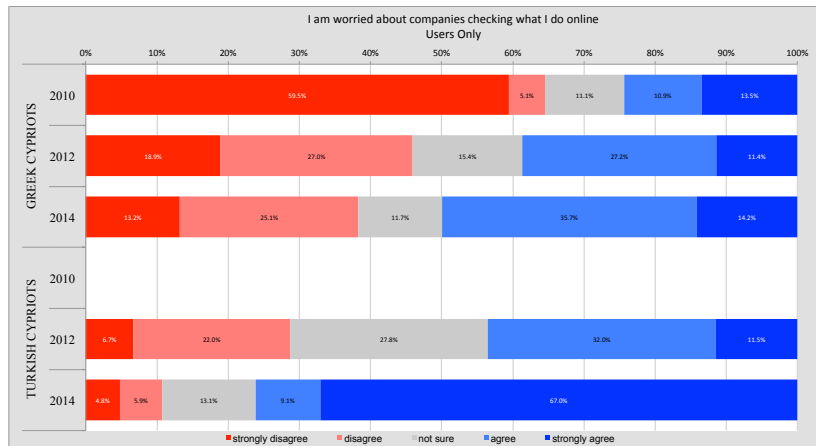


Figure 5.4.10. Privacy Concerns X

## 6. POLITICAL EFFICACY

The issue of political efficacy through internet use was explored by the use of four questions, as presented below (Figures 6.1.1 – 6.1.4). Generally, attitudes regarding internet-related political efficacy underwent a noticeable change over time. Most Greek-Cypriot internet users in 2008 and 2010 think that internet use does not enhance political efficacy (increase in citizens' political power, stronger citizen voice regarding government actions, better understanding of politics and higher responsiveness by public officials); whereas, in 2012 and 2014, more users think that the internet does enhance citizens' political power and ability to better understand politics, compared to those who do not. The opposite trend is observed in the Turkish-Cypriot community in the 2012 and 2014 surveys where pessimistic attitudes regarding the internet's ability to enhance political efficacy and the political system's responsiveness have increased.

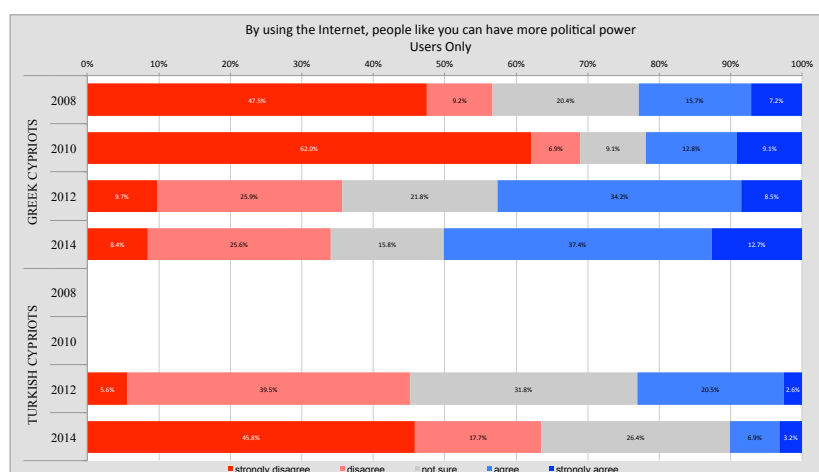


Figure 6.1.1. Political Efficacy I

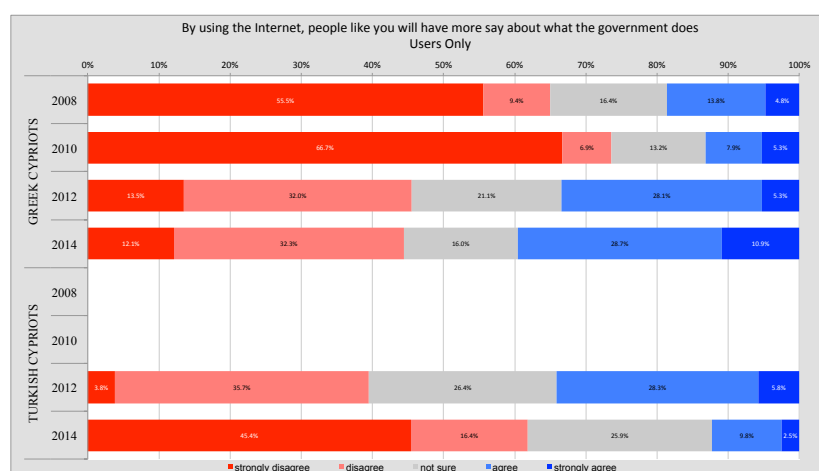


Figure 6.1.2. Political Efficacy II

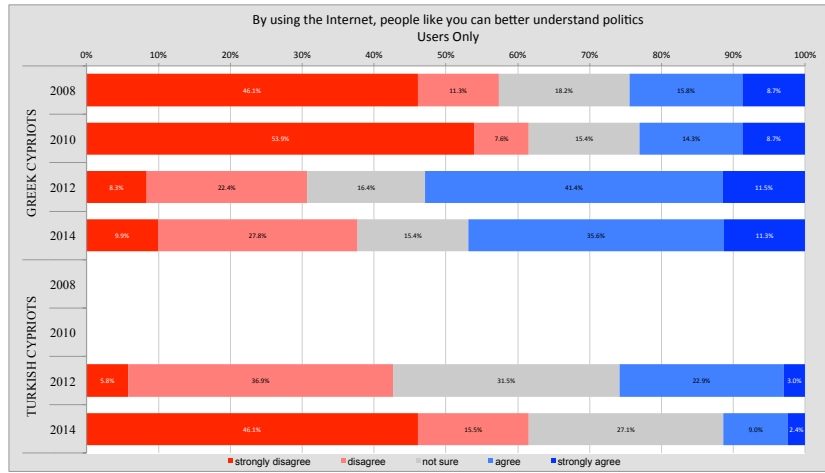


Figure 6.1.3. Political Efficacy III

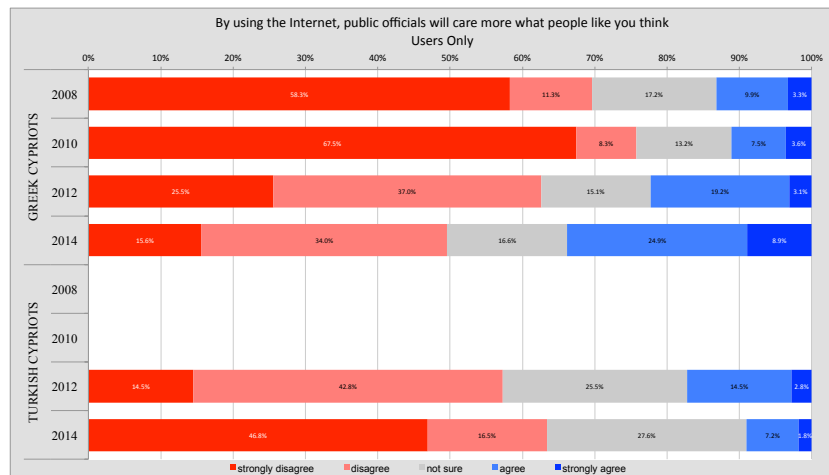


Figure 6.1.4. Political Efficacy IV

## 7. FREEDOM OF EXPRESSION

Among Greek-Cypriot respondents, the degree of self-reported freedom of political expression (in general, online or offline) increased from 2010 to 2012 and remained at about the same levels in 2014 (Figure 7.1.1). Self-reported freedom of political expression online also increased from 2010 to 2014, yet most people tend to feel that it is not safe to openly discuss politics online (Figure 7.1.2). A growing majority of Greek-Cypriot respondents believes that citizens should be free to criticize their government online (Figure 7.1.3) and to express even extreme ideas online (Figure 7.1.4). Still, about half of the respondents state that the government must intensify regulation of the internet, although there is a slight downward trend over time (Figure 7.1.5). In the Turkish-Cypriot community, the survey results are more complicated. In general, respondents express a significant degree of uncertainty, evident by the quite high percentage of respondents selecting the option "not sure". There is a significant drop in the percentage of respondents who state that they enjoy freedom of political expression (in general) from 2012 to 2014 (Figure 7.1.1), and the same is true for online political expression (Figure 7.1.2), which reaches very low levels. At the same time, there is decreasing support for the idea that citizens should be free to criticize their government online (Figure 7.1.3) and to openly express their ideas online, even if they are extreme (Figure 7.1.4). A remarkable increase in the percentage of Turkish-Cypriot respondents who agree or strongly agree (especially those who strongly agree) that the government should intensify regulation of the internet is observed between 2012 and 2014 (Figure 7.1.5).

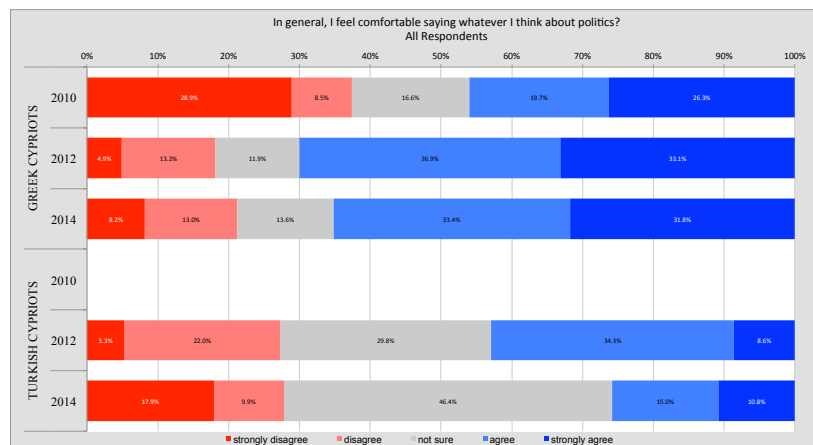


Figure 7.1.1. Freedom of Expression I



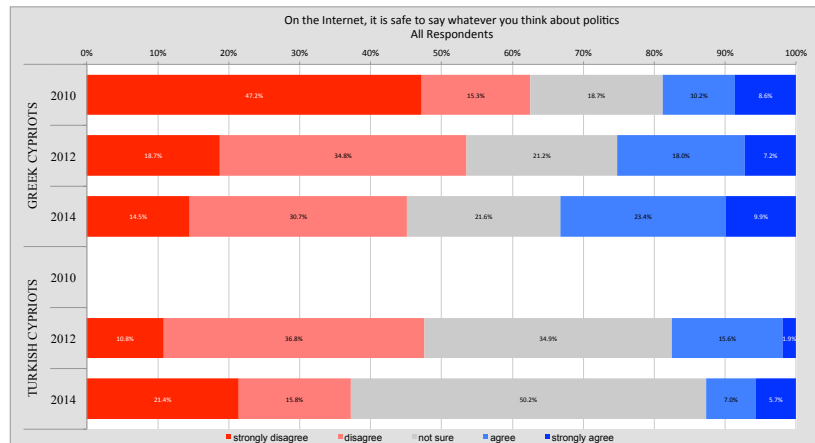


Figure 7.1.2. Freedom of Expression II

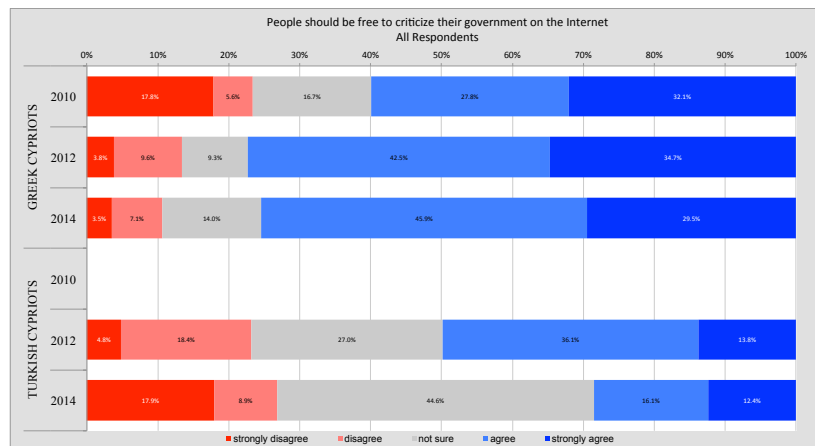


Figure 7.1.3. Freedom of Expression III

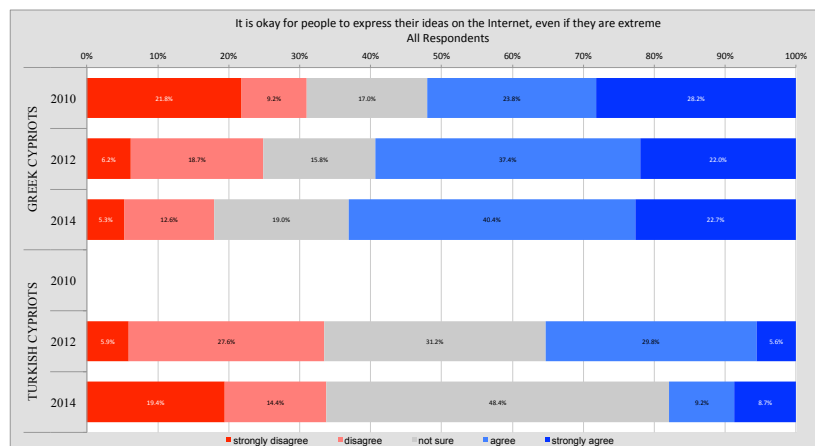


Figure 7.1.4. Freedom of Expression IV

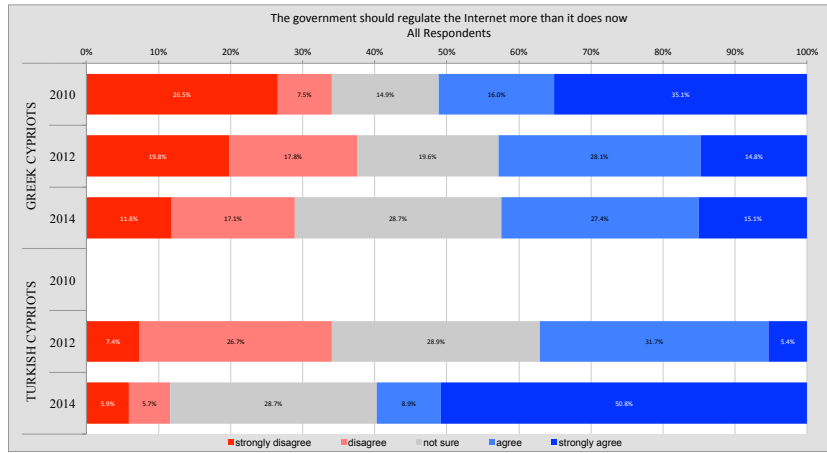


Figure 7.1.5. Freedom of Expression V

## 8. SOCIAL TRUST AND OFF-LINE SOCIAL LIFE

### 8.1. Social Trust

Figures 8.1.1 – 8.1.3 show the detailed results for three items measuring social trust. A more readable summary is presented in Figure 8.1.4, where the mean scores for each item are plotted by wave (2012 and 2014 only) for each community. Obviously, respondents in both communities are more skeptical than optimistic regarding the extent to which one can trust other people (all means range from 3 to 5 on the 10 point scale). Greek-Cypriots are slightly more skeptical than Turkish-Cypriots, with almost identical scores in 2012 and 2014. Turkish-Cypriots seem to have become slightly more trustful of other people in 2014.

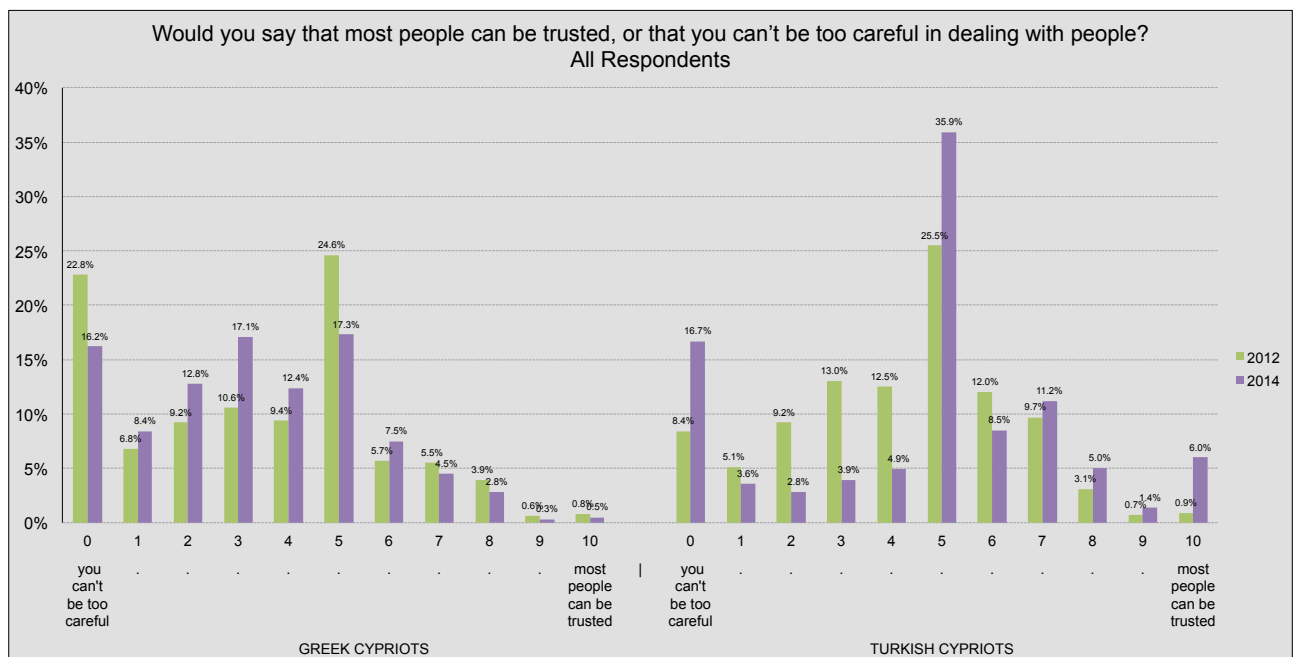


Figure 8.1.1. Social Trust I

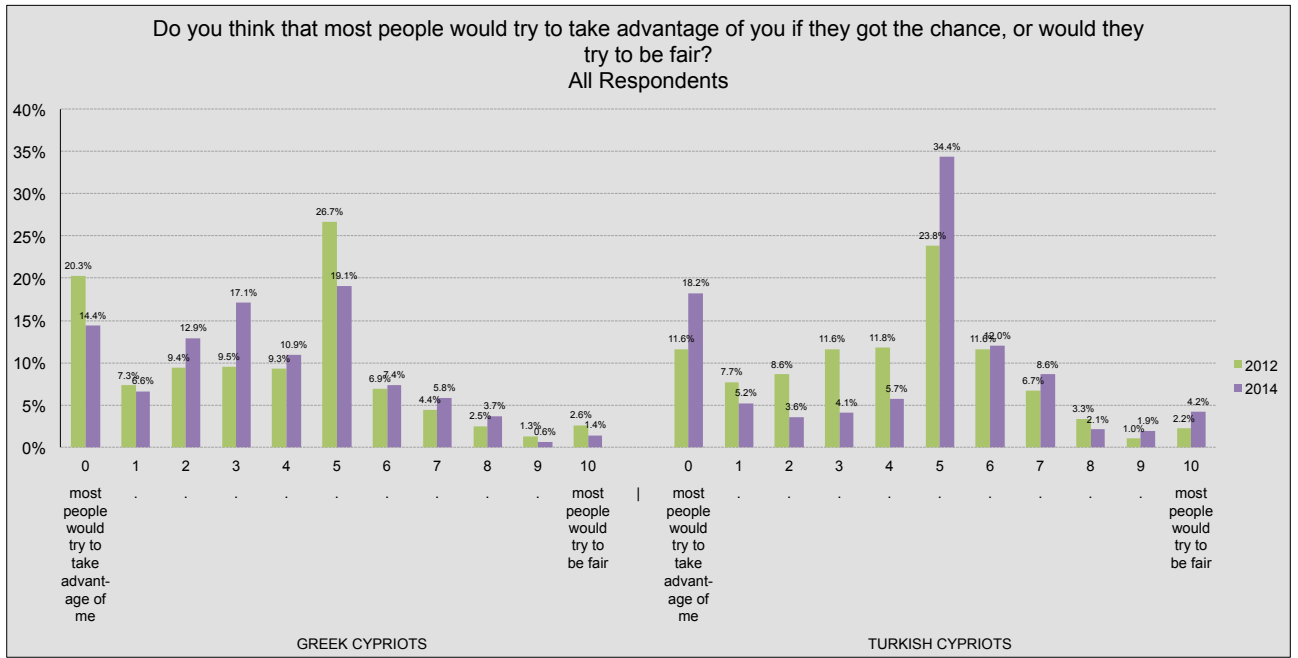


Figure 8.1.2. Social Trust II

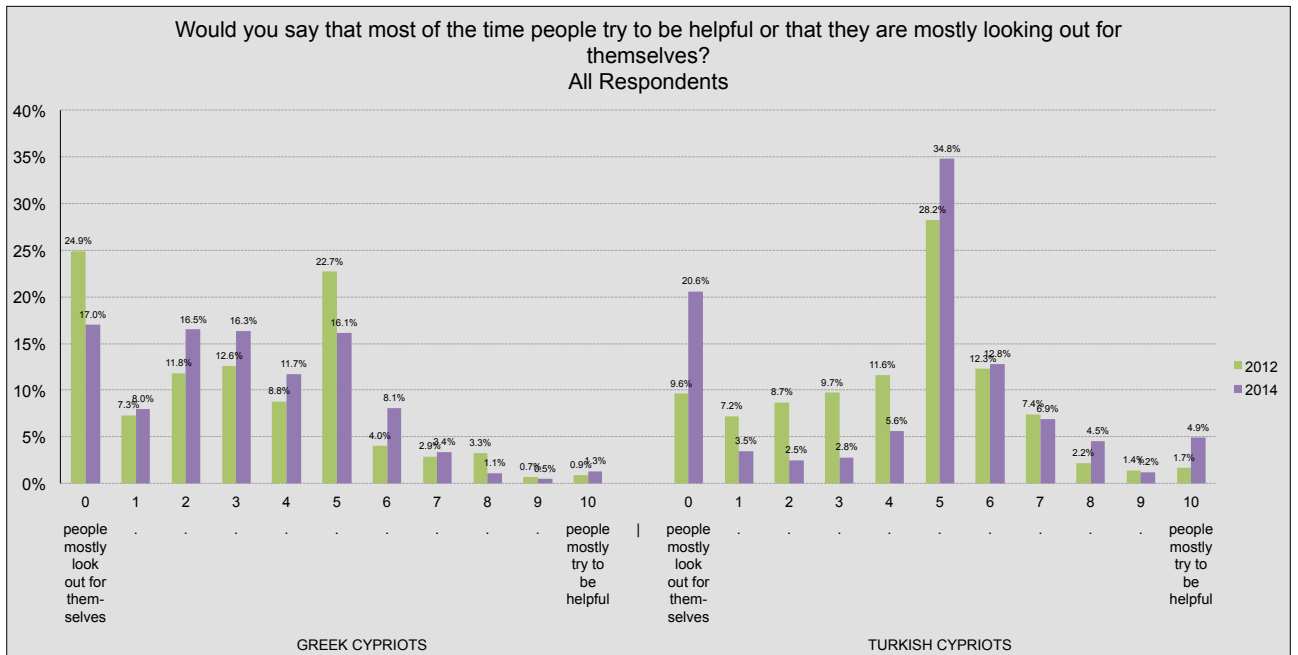


Figure 8.1.3. Social Trust III

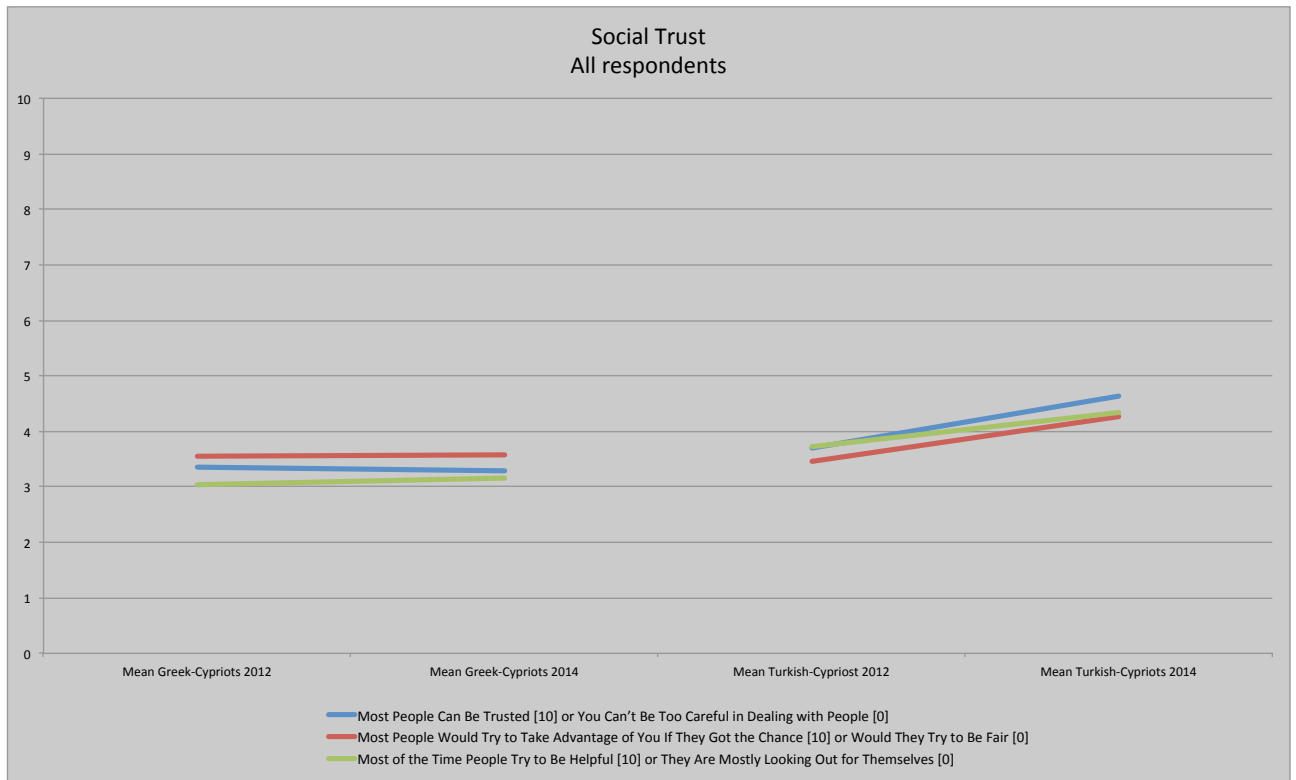


Figure 8.1.4. Social Trust Means

## 8.2. Off-Line Social Life

Finally, regarding face-to-face socializing, the overwhelming majority of respondents in both communities spends time with close relatives on a daily basis (Figure 8.2.1). About half of the respondents (slightly more in the Turkish-Cypriot community) meet other relatives or friends and acquaintances a few times a week (Figures 8.2.2 - 8.2.3). Socializing with colleagues outside the work environment is not so common for Greek-Cypriots, as the majority engages in such activities never or almost never. Social ties around work seem to be stronger among Turkish-Cypriots (Figure 8.2.4).

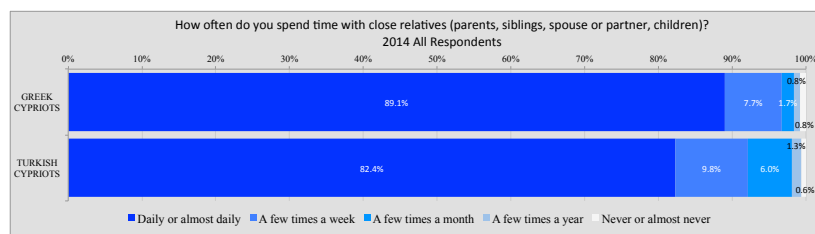


Figure 8.2.1. Time Spent with Close Relatives

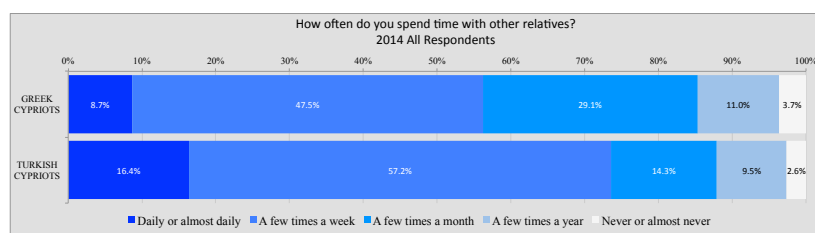


Figure 8.2.2. Time Spent with Other Relatives

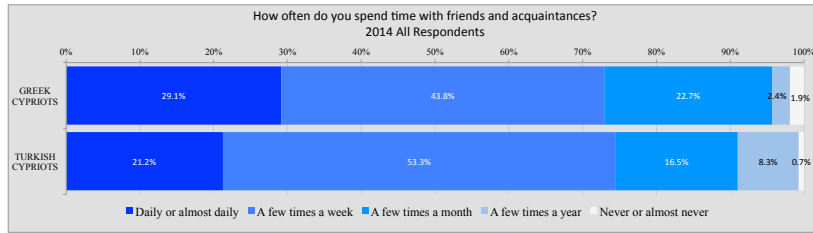


Figure 8.2.3. Time Spent with Friends and Acquaintances

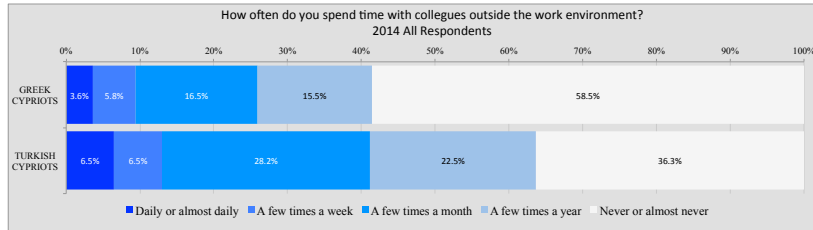


Figure 8.2.4. Time Spent with Colleagues outside the Work Environment