

ANNUAL SURVEY ON INFOCOMM USAGE IN HOUSEHOLDS AND BY INDIVIDUALS FOR 2013



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PART I:
SURVEY OBJECTIVE AND METHODOLOGY

1. Survey Objective

The 2013 Annual Survey on Infocomm Usage in Households (“Survey”) has been conducted by IDA since the 1990s. The objective of the Survey is to assess the extent of infocomm adoption in Singapore resident households¹ and residents.

2. Methodology

Data was collected from 5,000 households and about 3,500 residents aged 7 years and above via face-to-face interviews. The sample of addresses was provided by the Singapore Department of Statistics based on a random selection using a two-stage stratified design by geographical location and housing type.

3. Concepts and Definitions

The definitions of the key terms used in this report are as follows:

Term	Definition
Household	Household refers to a group of two or more persons living together in the same house and sharing common food or other arrangements for essential living. It also includes a person living alone or a person living with others but having his own food arrangements. Although persons may be living in the same house, they may not be members of the same household.
Resident	Singapore Citizen or Permanent Resident.
Resident Household	Resident households are households with at least one resident (Singapore Citizen or Permanent Resident).
School-going children	School-going children refer to current students who are enrolled between primary education and pre-university / junior college education level.
Computer	Computer includes desktops, laptops, notebooks and tablets.
Computer access at home	Refers to having access to functional computers at home regardless of ownership (i.e. they may be owned by the household or employers and used at home).
Computer ownership	Computer ownership refers to computer owned by household.
Private housing	Private housing refers to landed properties, private condominiums and apartments.
Public housing	Public housing refers to HDB flats.

¹ Only households with at least one resident (Singapore Citizen or Permanent Resident) were interviewed; households comprising wholly of foreigners were not interviewed.

Term	Definition
Broadband	Internet connection speeds equal to, or greater than, 256 kbit/s, in one or both directions and includes connections using ADSL, cable modem, 3G, 3.5G/HSDPA and fibre broadband.
ADSL	Asymmetric Digital Subscriber Line (ADSL), a form of DSL is a data communications technology that enables data transmission over copper telephone lines.
Cable modem	A modem designed to operate over cable TV lines and enables Internet access.

4. Notes on Data

Past years' data are included for comparison purposes where available. Due to the rounding of figures to the nearest whole number, the sum of individual figures may not add up to the total or 100%.

PART II:

**SURVEY FINDINGS – INFOCOMM ACCESS IN
HOUSEHOLDS**

Summary

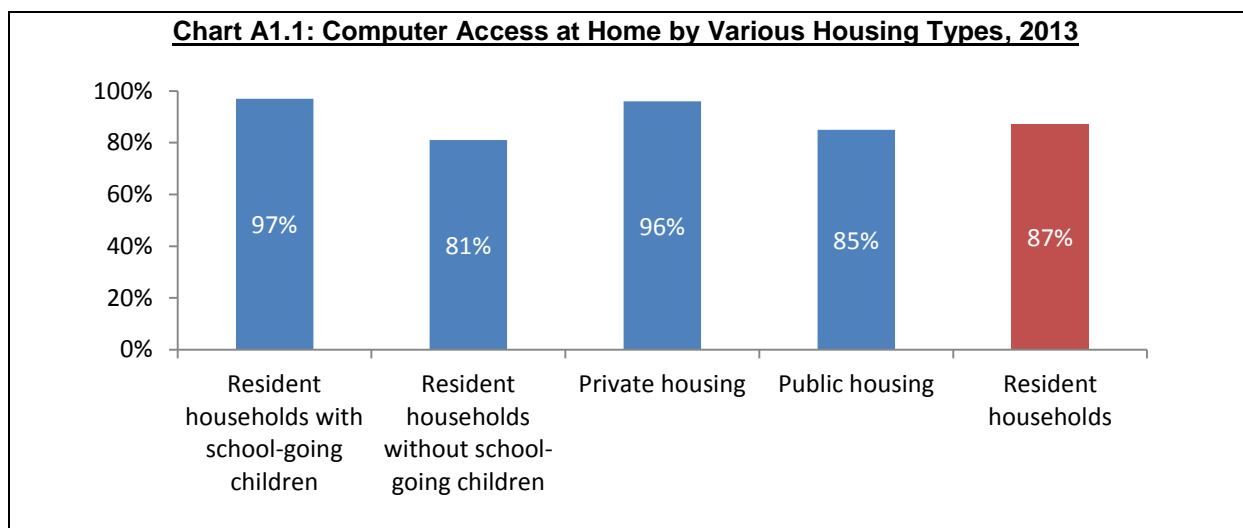
In 2013,

- About 87% of households had home computer access.
- About 87% of households had home Internet access and almost all of such households were connected to the Internet via broadband.
- About 97% of households with school-going children had home computer access and about 97% had home Internet access.
- More than half of households with school-going children had more than 2 home computers.
- Households in private housing continued to be ahead of those in public housing for home computer access and Internet access.
- “No need to use” and “Lack of skills” remained the main reasons for not having access to a computer or Internet.

A1. Computer Access within Households

About 87% of resident households had computer access, with about 97% of households with school-going children had computer access at home

Computer access in resident households was 87% in 2013 ([Chart A1.1](#)). When analysed by households with and without school-going children, higher proportion of households with school-going children (97%) had computer access at home as compared to households without school-going children (81%) in 2013.



In 2013, about 44% of resident households have at least 3 computers at home ([Chart A1.2](#)). Among households with school-going children, more than half (56%) have more than 2 computers at home ([Chart A1.3](#)).

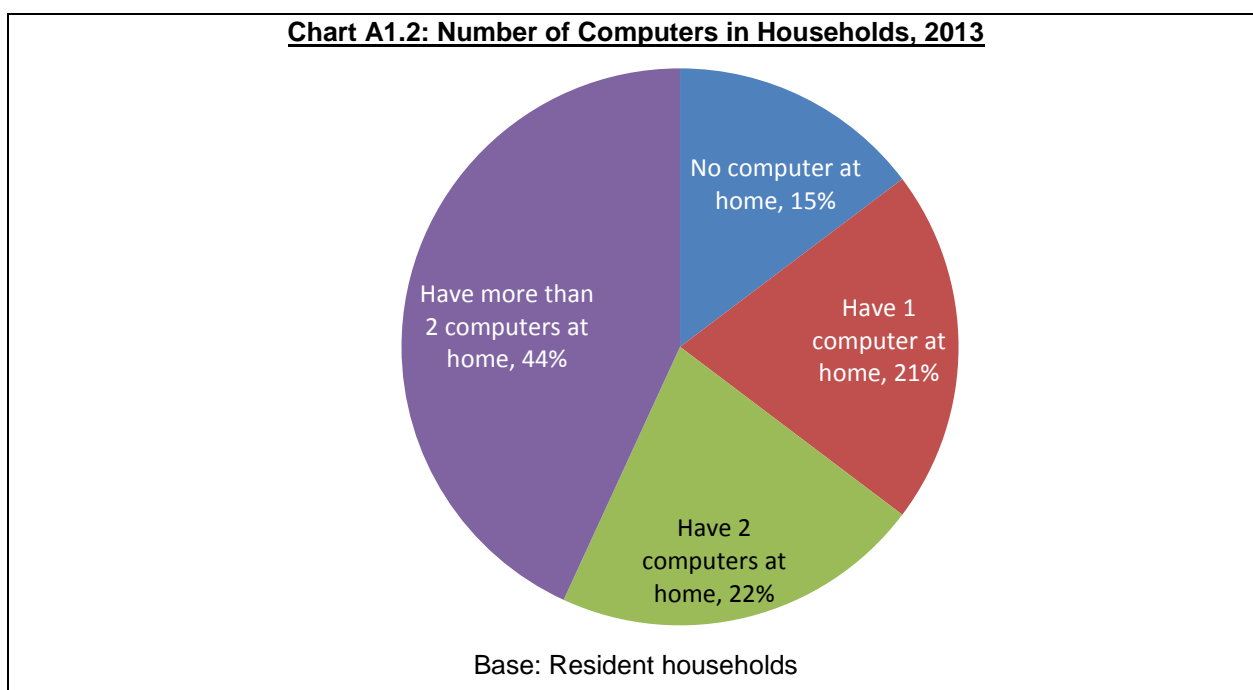
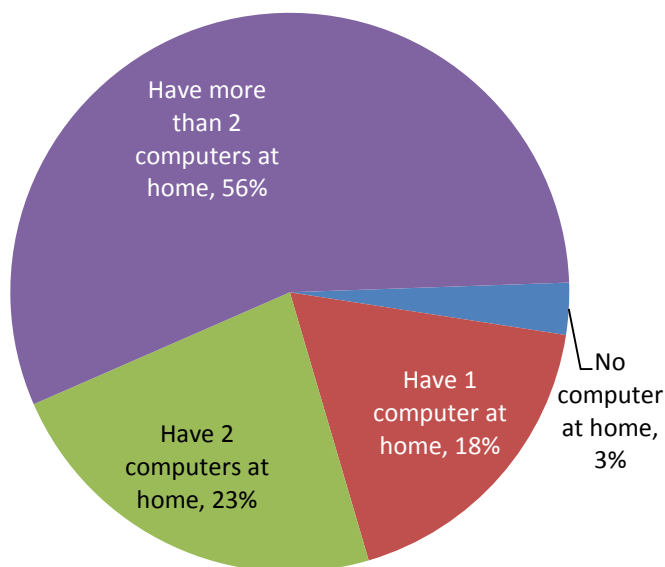


Chart A1.3: Number of Computers in Households with School-going Children, 2013



Base: Resident households with school-going children

“No need to use” and “lack of skills” were the top two reasons for households not having access to a computer in 2013

“No need to use” and “lack of skills” were the top two reasons cited by households for not having access to a computer at home ([Table A1.1](#)). For the first time, “Usually use mobile phone to access the Internet” appeared among the top 5 main reasons for not having a computer at home.

Table A1.1: Main Reason for Not Having Access to a Computer at Home, 2013

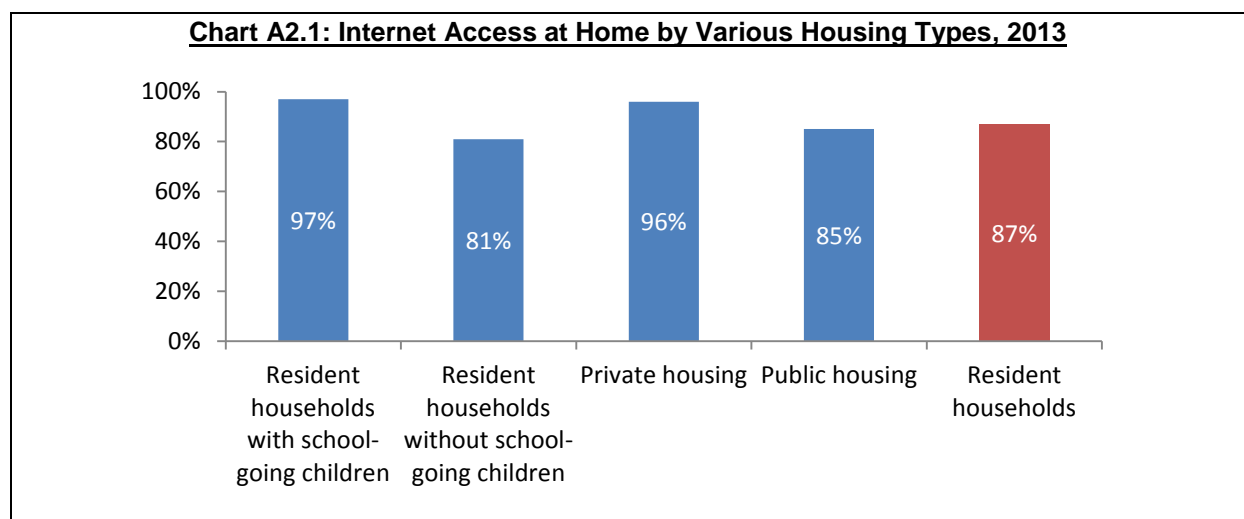
No.	Main Reason	2013
1	No need to use	41%
2	Lack of skills	31%
3	Old age is a barrier to learn computer skills	13%
4	Too costly to purchase a computer	10%
5	Usually use mobile phone to access Internet	4%

Base: Resident households that did not have access to a computer at home

A2. Internet Access within Households

About 87% of households had Internet access in 2013

Home Internet access was 87% in 2013 ([Chart A2.1](#)) and about 97% of households with school-going children had Internet access at home.



“Lack of interest” and “lack of knowledge” were the top two reasons for households without internet access

Households without home Internet access continued to cite “Lack of interest/no need to use” and “Lack of knowledge/skills/confidence” as the top two reasons ([Table A2.1](#)).

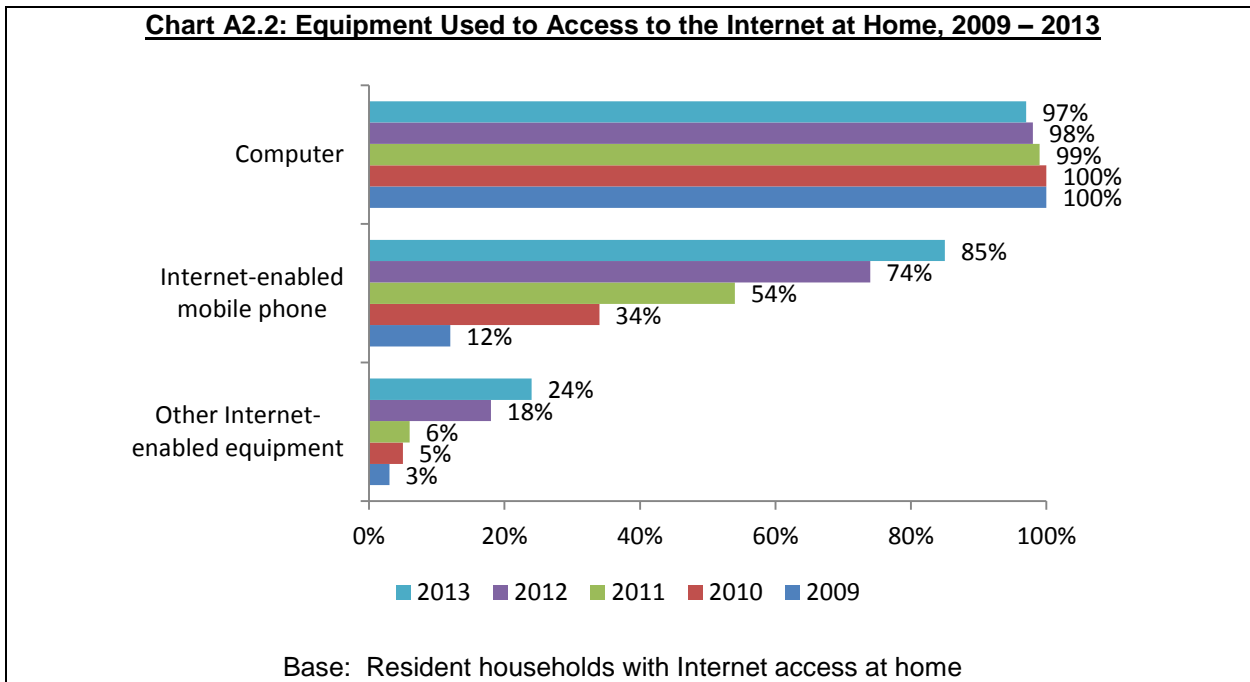
Table A2.1: Main Reason for Not Having Internet Access at Home, 2013

No.	Main Reason	2013
1	Lack of interest/No need to use	51%
2	Lack of knowledge/skills/confidence	28%
3	Have access to Internet elsewhere	7%
4	Costly equipment costs	5%
5	Subscription to the Internet is too costly	3%

Base: Resident households that did not have access to Internet at home

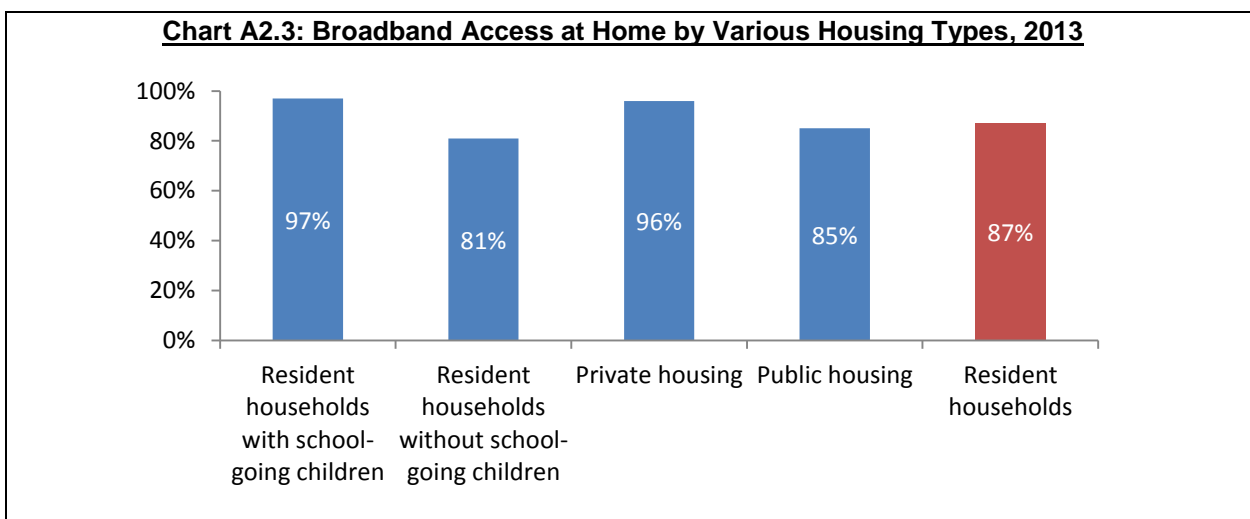
Households show trends of switching to using the Internet-enabled mobile phone to access the Internet

In 2013, almost 85% resident households reported using an Internet-enabled mobile phone to access the Internet at home (Chart A2.2). Although the computer continues to be the dominant equipment used for accessing the Internet at home, the slight decrease in the past two years may have been due to the switch to using the Internet-enabled mobile phone.



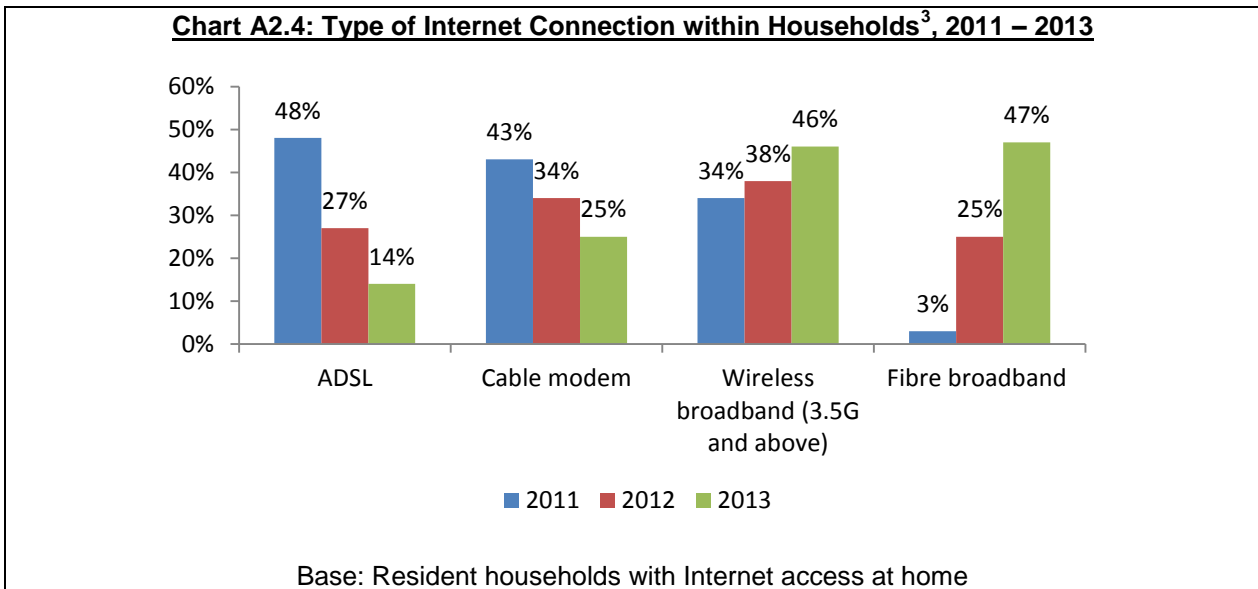
About 87% of households had broadband access in 2013

Proportion of home broadband access was 87% in 2013 (Chart A2.3), similar to that of Internet access.



Fibre and wireless broadband replacing ADSL and cable modem

In 2013, fibre broadband saw the highest increase, with about half of resident households with this Internet connection while the proportion of households with wireless broadband² increased to about 46% (Chart A2.4).



² Wireless broadband comprises 3G, 3.5G/HSDPA and Wimax; fixed broadband comprises ADSL, cable modem and fibre broadband.

³ Households with access to the Internet via both broadband and narrowband had been categorised as those with broadband Internet access. Please note that some households may have more than one type of broadband connection at home.

PART III:

**SURVEY FINDINGS - INFOCOMM ADOPTION
AND USAGE BY INDIVIDUALS**

Summary

In 2013,

- About 92% and 93% of residents had access to computer and Internet respectively, at any location in 2013, with home being the most predominant location of access for computer and internet among residents.
- About 78% and 81% of residents used the computer and Internet respectively, with higher usage among the younger and more educated residents.
- About 80% of Internet users used the Internet at least once a day and about 35% spent at least 2 hours in a typical Internet session.
- The two most commonly cited reasons for not using the Internet remained as “Lack of knowledge, skills or confidence” and “Not interested / No need to use”
- Internet users typically go online for communication (e.g. sending or receiving emails, using social networks and instant messaging), leisure activities and getting information.
- Six in ten residents who are Internet users aged 15 years and above had made purchases online before with the highest proportion in the age group of 25 to 34 years old.
- Among residents who had used portable equipment, about 90% aged 15 to 34 years old used the equipment to connect to the Internet wirelessly.
- The top three online activities on mobile equipment, i.e. using social networks, sending or receiving emails, and using instant messaging were for communication.
- At least seven in ten adopted Internet security software on the computer or smart phone used to access the Internet at home in 2013, with about half cited that they

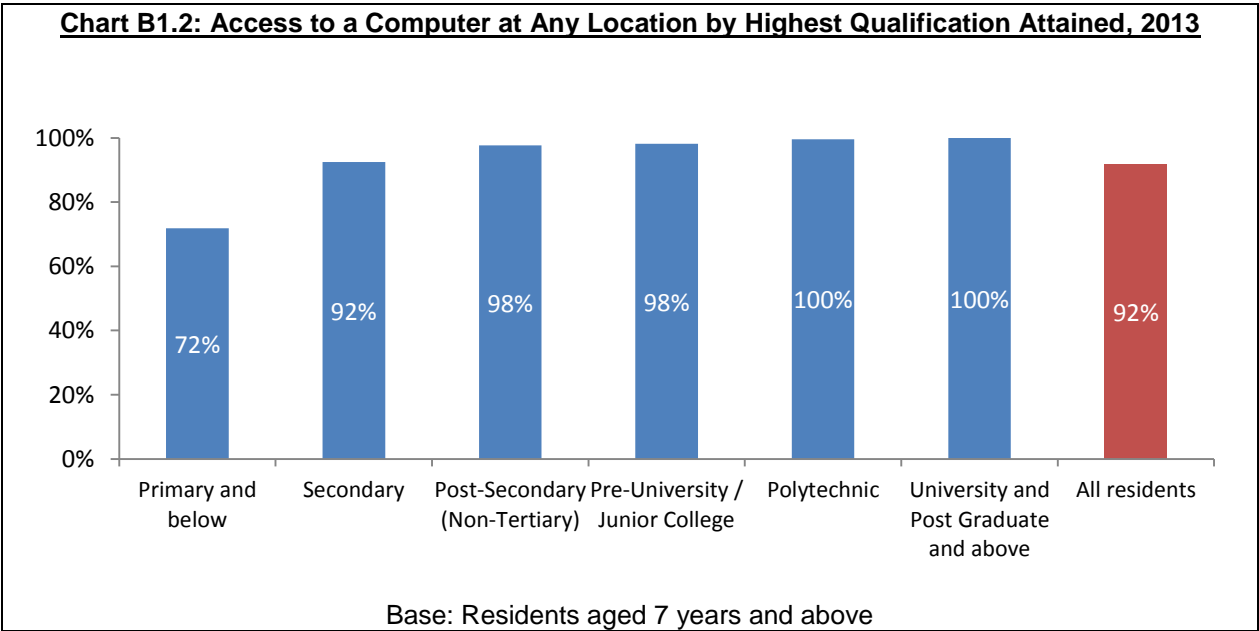
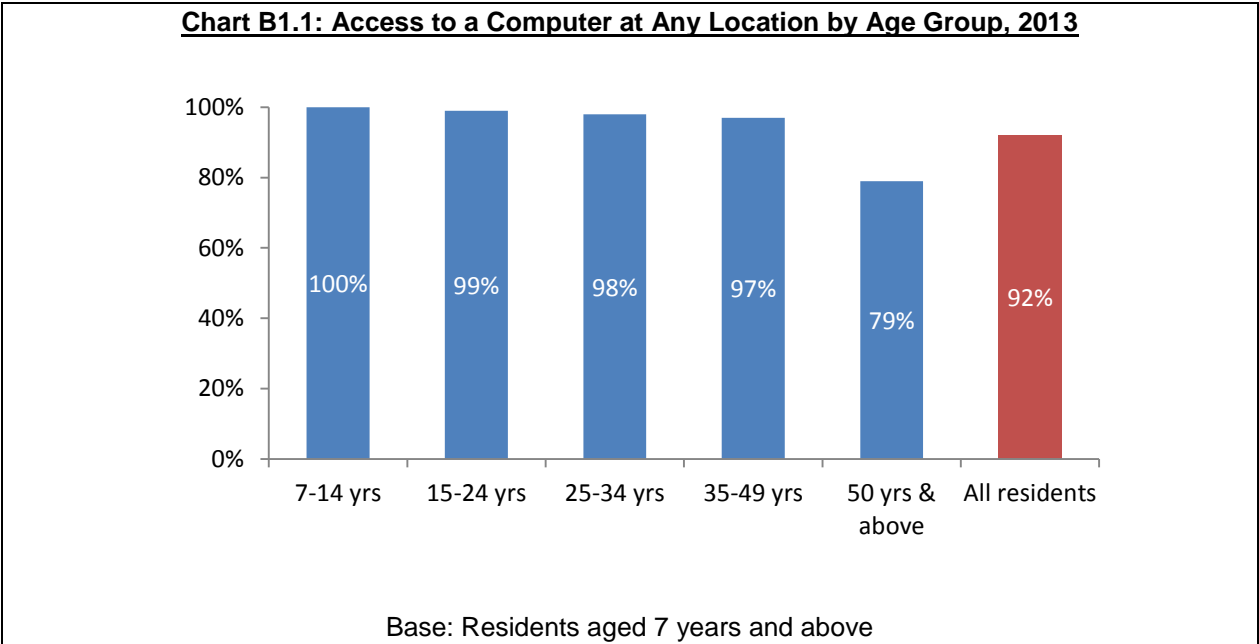
did not think that there was a necessity to have internet security software while about 12% did not know that the protection was necessary.

B1. COMPUTER AND INTERNET ACCESS OF INDIVIDUALS

B1.1 Computer Access

About 92% of residents had access to computer in 2013, with younger and more educated residents having higher access

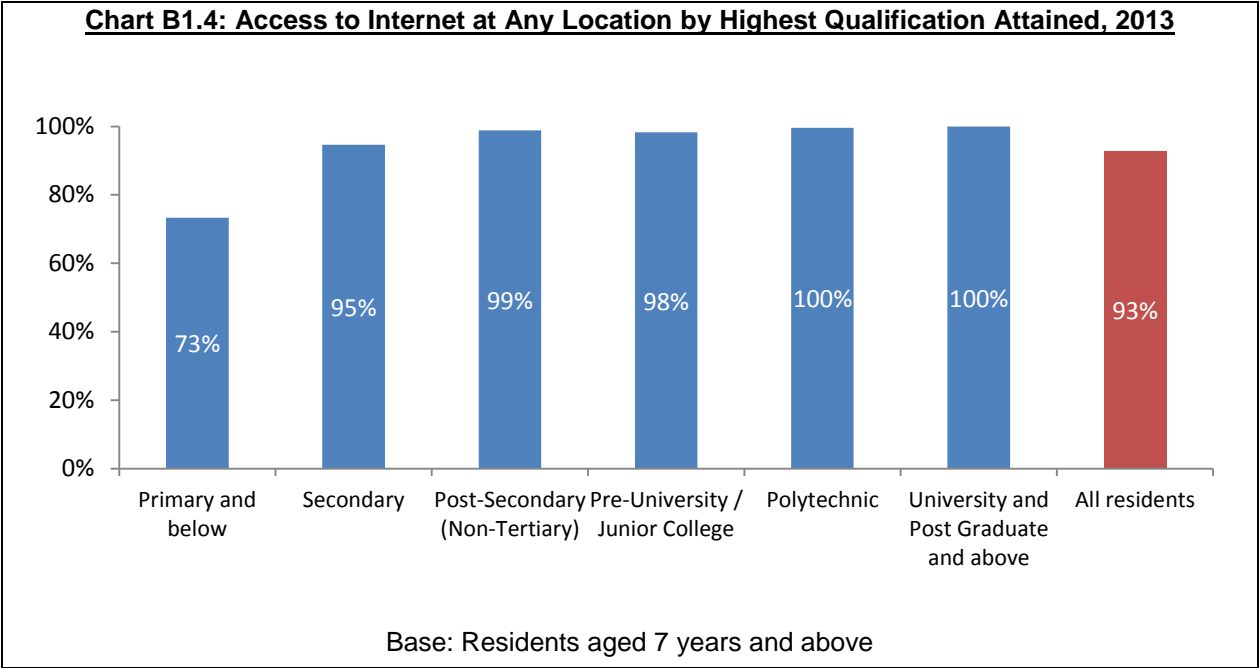
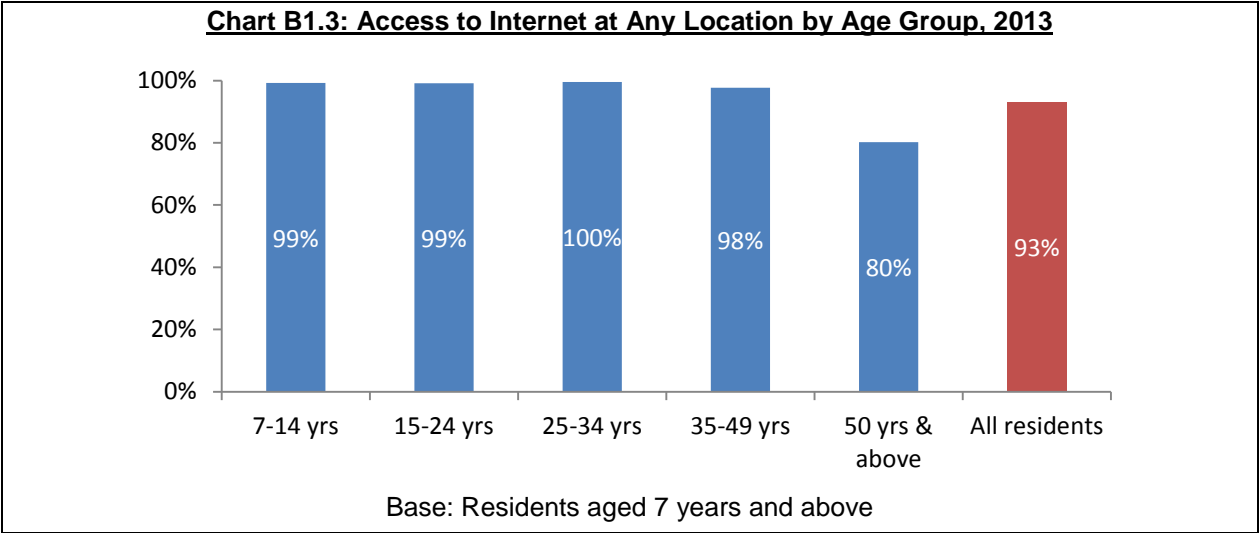
Overall, about 92% of residents had access to computers at any location in 2013 (Chart B1.1). Computer access decreases with age and almost all residents with Post-Secondary education and above had computer access (Chart B1.2).



B1.2 Internet Access

Similarly, about 93% of residents had access to the Internet in 2013, with younger and more educated residents having higher access

Overall, about 93% of residents had access to the Internet at any location in 2013 ([Chart B1.3](#)). Internet access decreases with age and almost all residents with Post-Secondary education and above had Internet access ([Chart B1.4](#)).

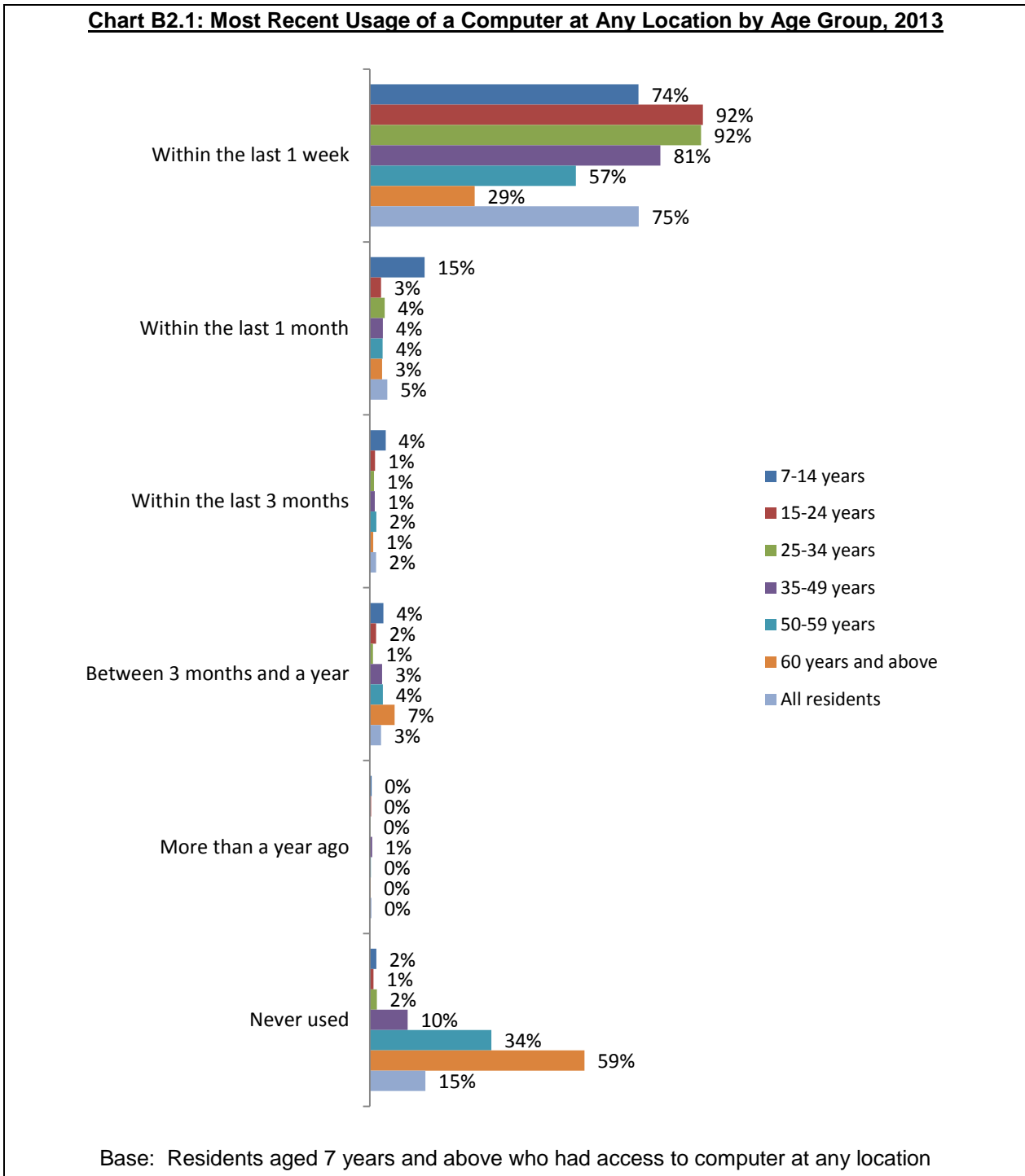


B2. COMPUTER AND INTERNET USAGE BY INDIVIDUALS

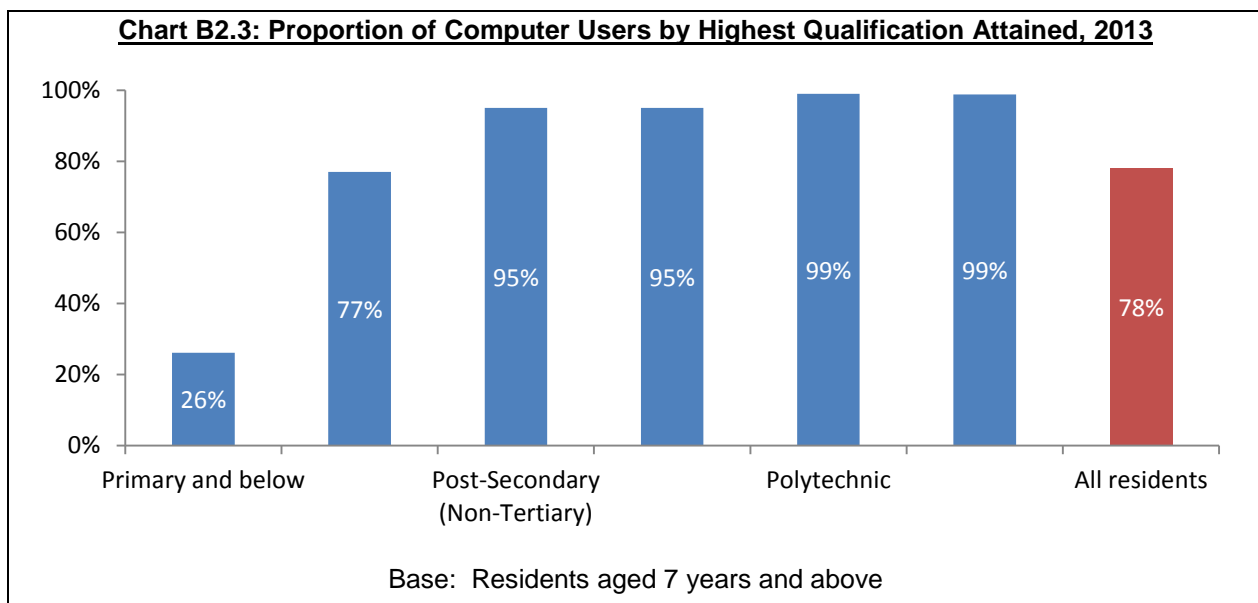
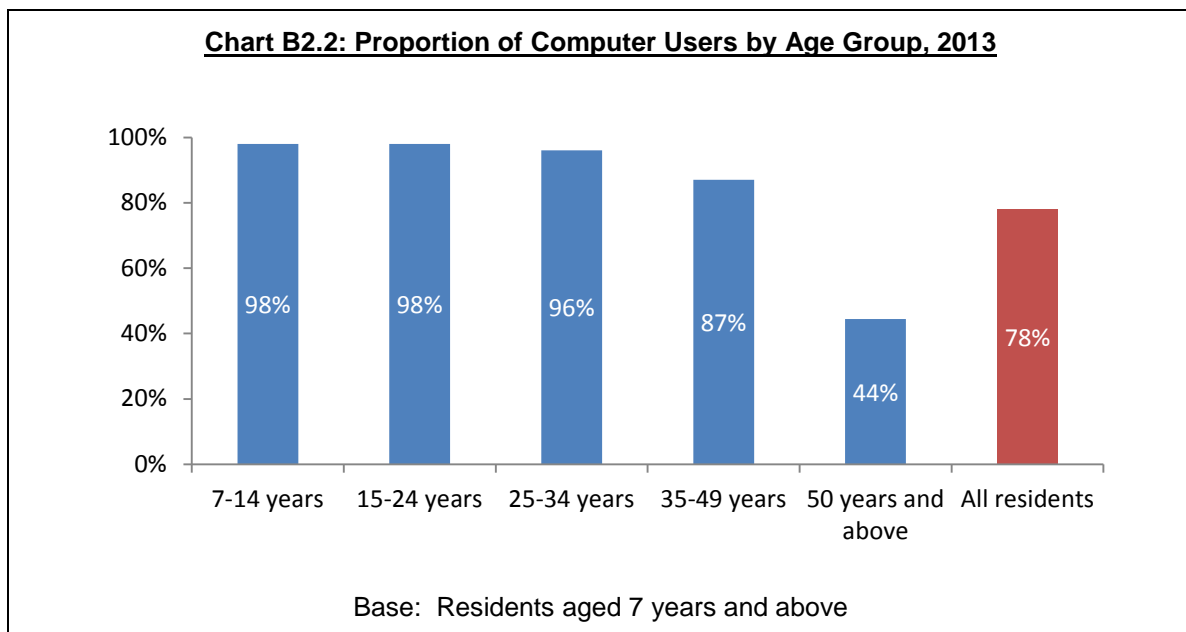
B2.1 Computer Usage

Most recent computer usage was within the last 1 week

Among residents who had access, about 75% used a computer within the last one week (Chart B2.1). About 6 in 10 residents aged 60 years and above had never used a computer even though they had access.

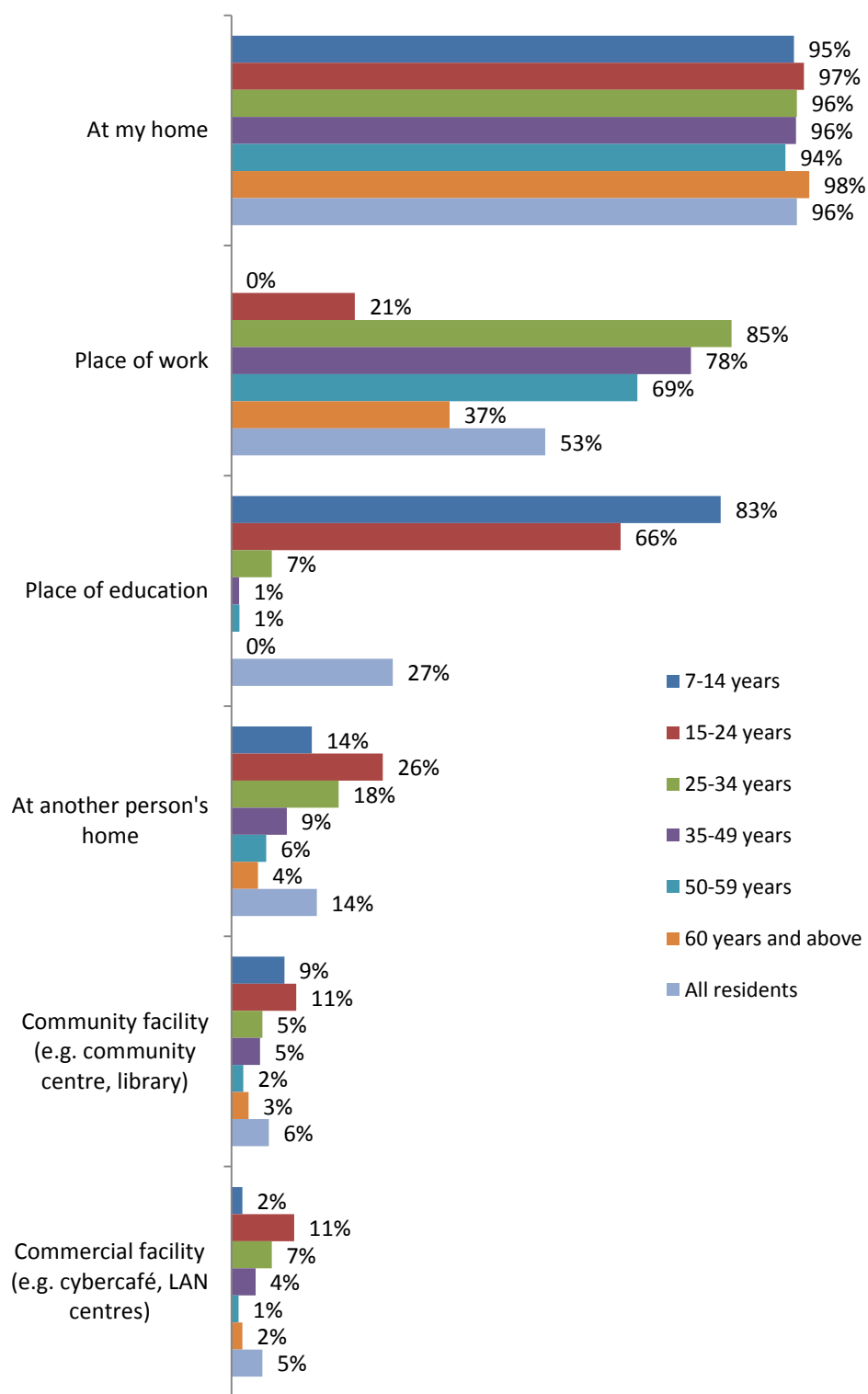


About 78% of residents used the computer (defined as computer users) with higher proportion of usage reported by younger residents and those with Post-Secondary education and above in 2013 (Charts B2.2 and B2.3).



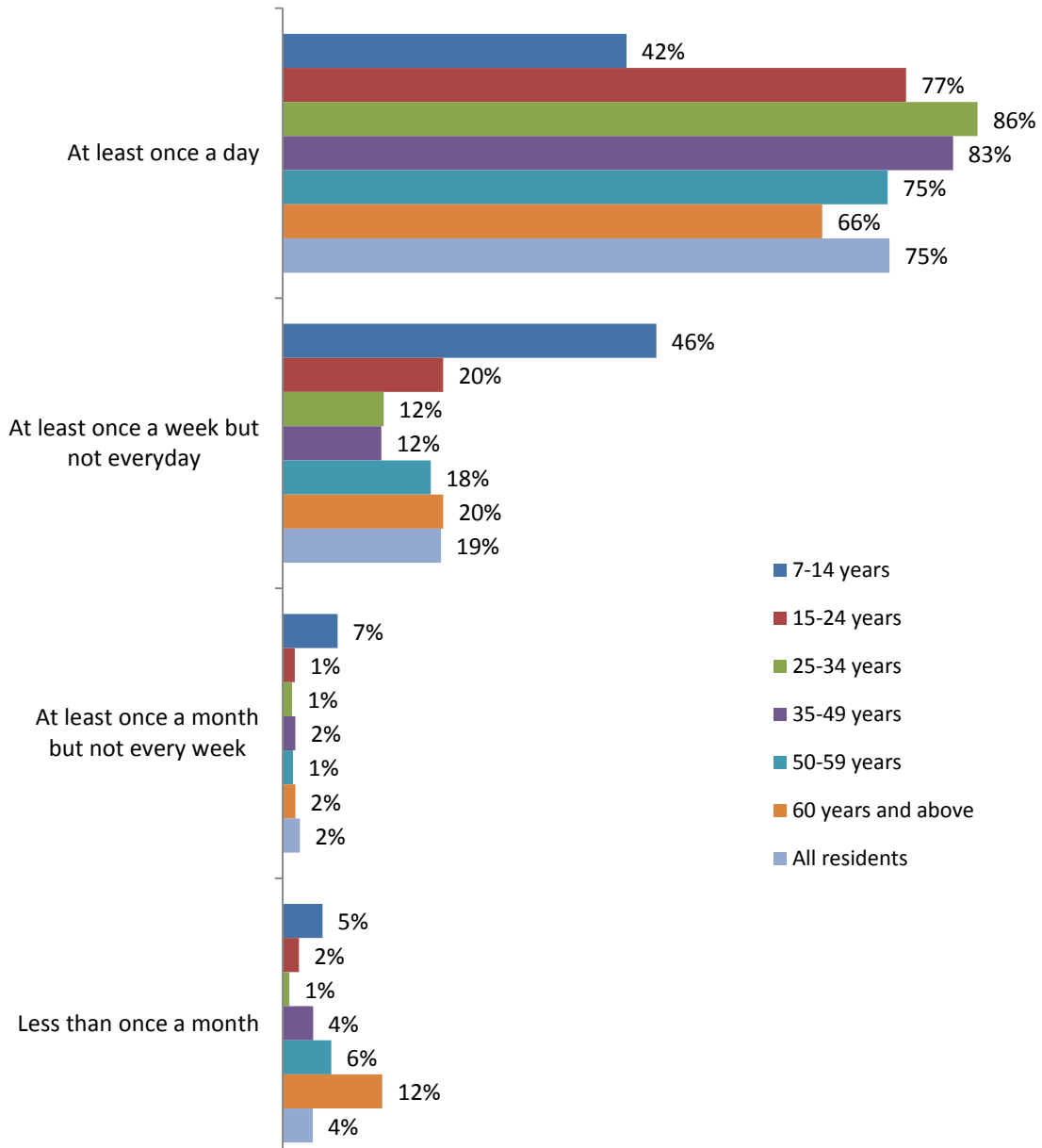
Computer usage was largely at home and 75% of residents used the computer at least once a day (Charts B2.4 and B2.5)

Chart B2.4: Location of Computer Usage by Age Group, 2013



Base: Computer users aged 7 years and above

Chart B2.5: Frequency of Computer Usage by Age Group, 2013

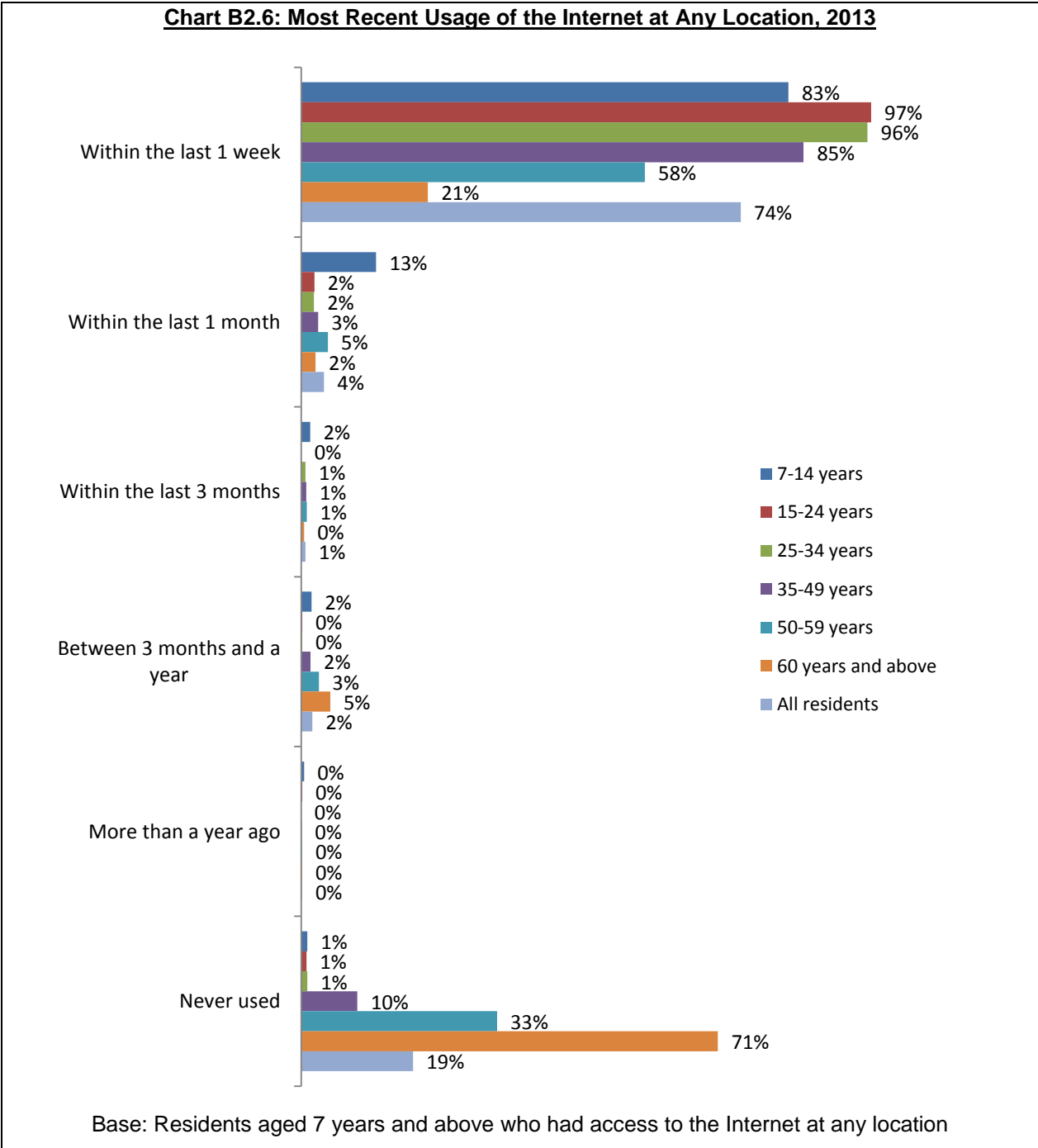


Base: Computer users aged 7 years and above

B2.2 Internet Usage

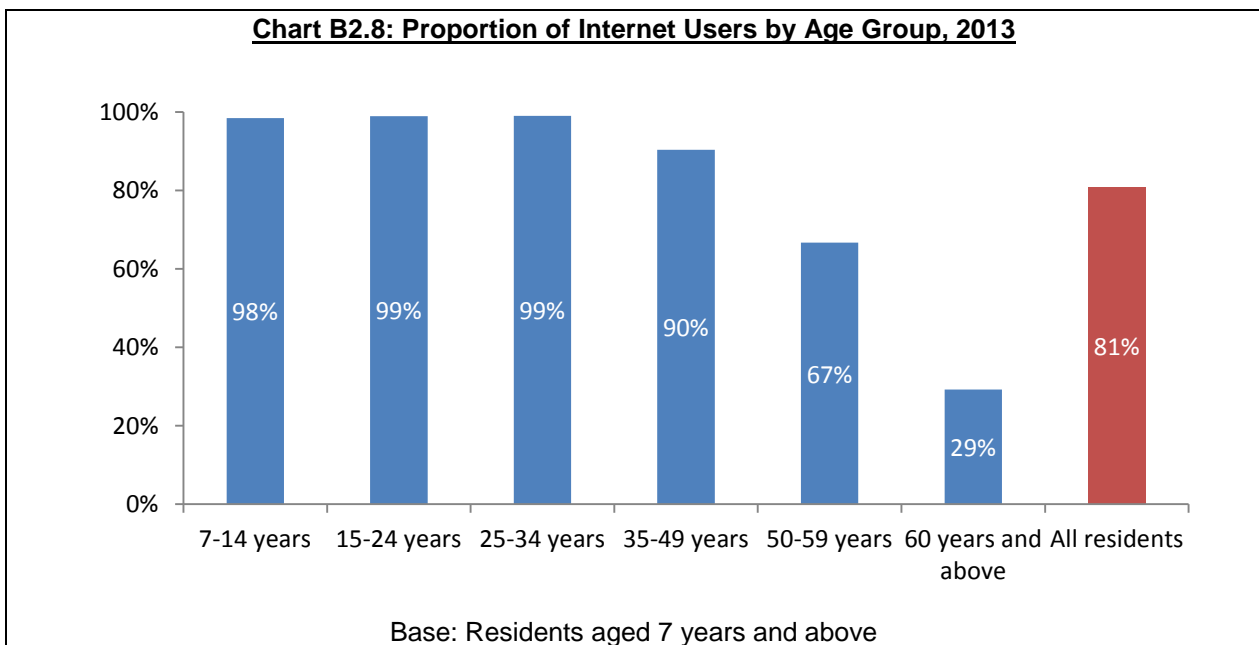
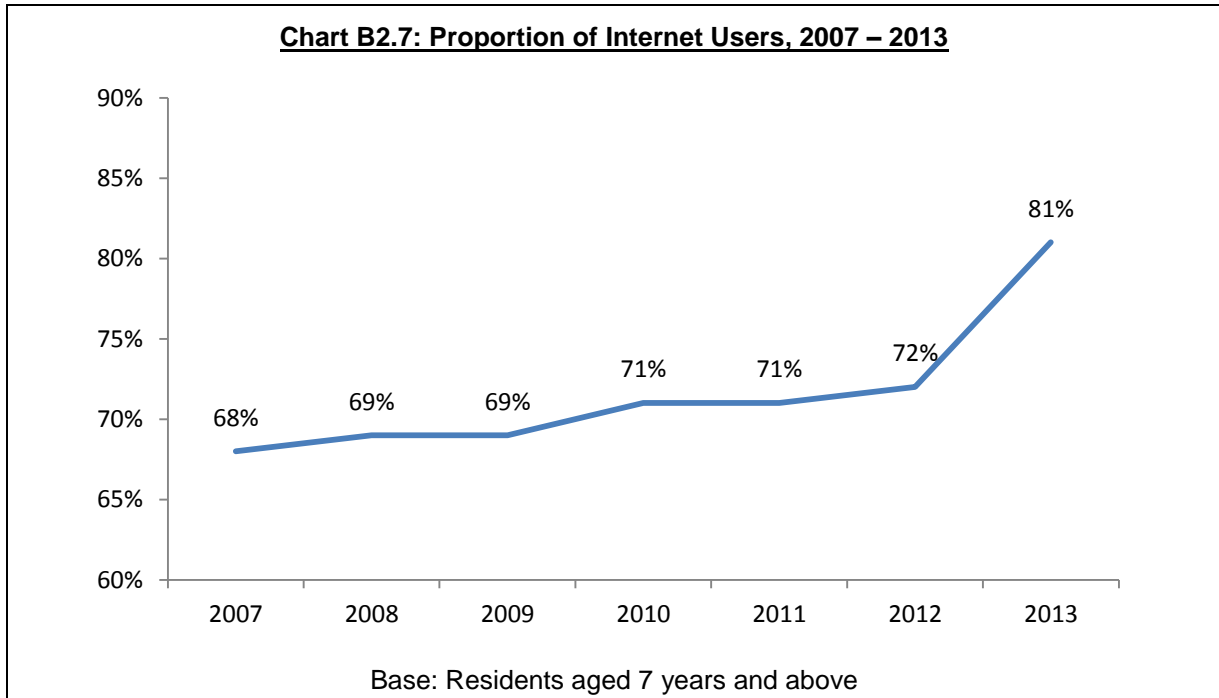
Most recent Internet usage was within the last 1 week

Amongst residents who had access, 74% used the Internet within the last one week (Chart B2.6). About 71% of residents aged 60 years and above and one-third of the residents in age group “50-59 years” had not used the Internet before despite having access.



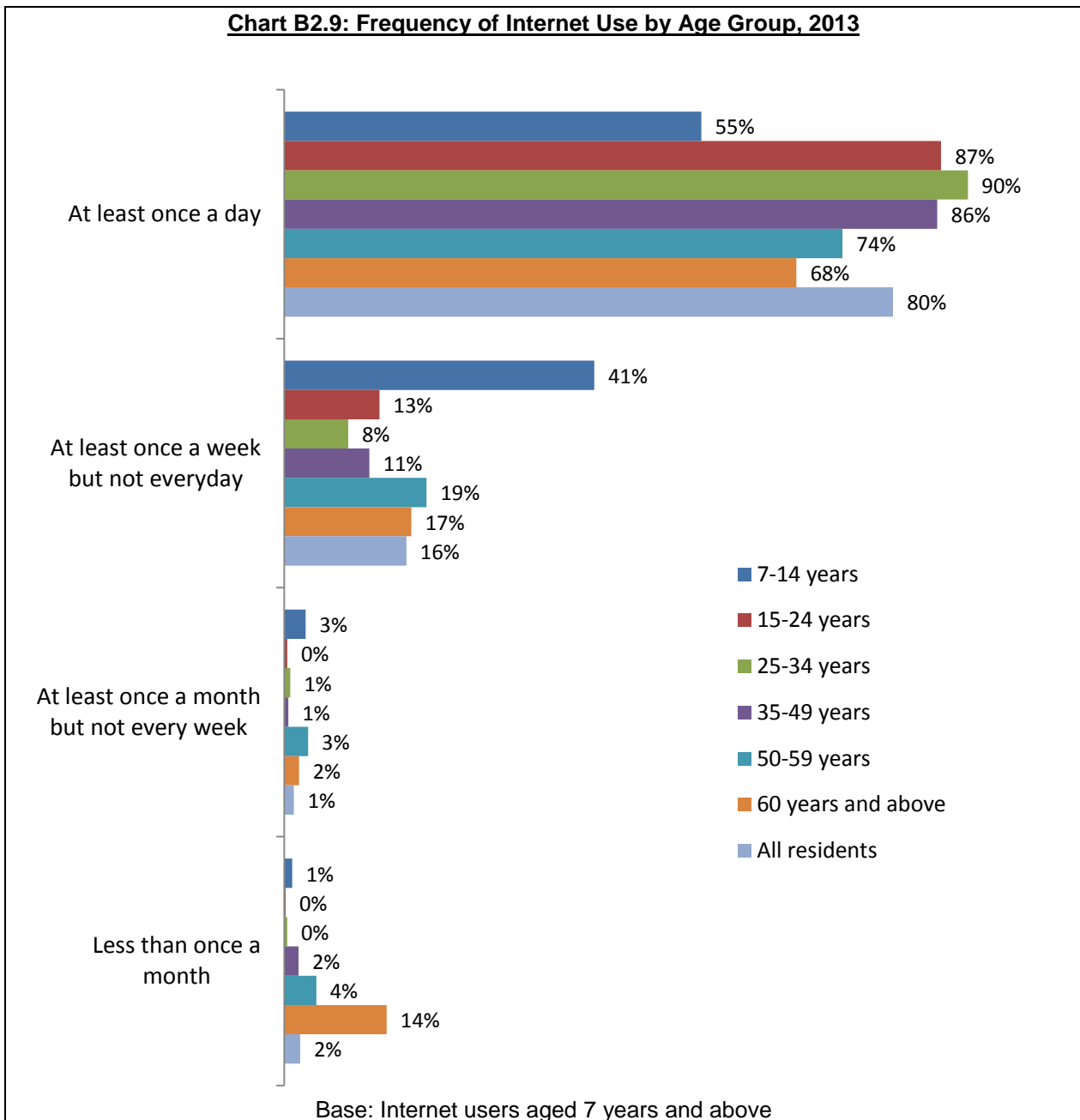
Highest proportion of Internet users found among residents under 35 years old

About 81% of residents used the Internet in 2013 (defined as Internet users) and almost all residents aged below 35 years old are Internet users (Charts B2.7 and B2.8).



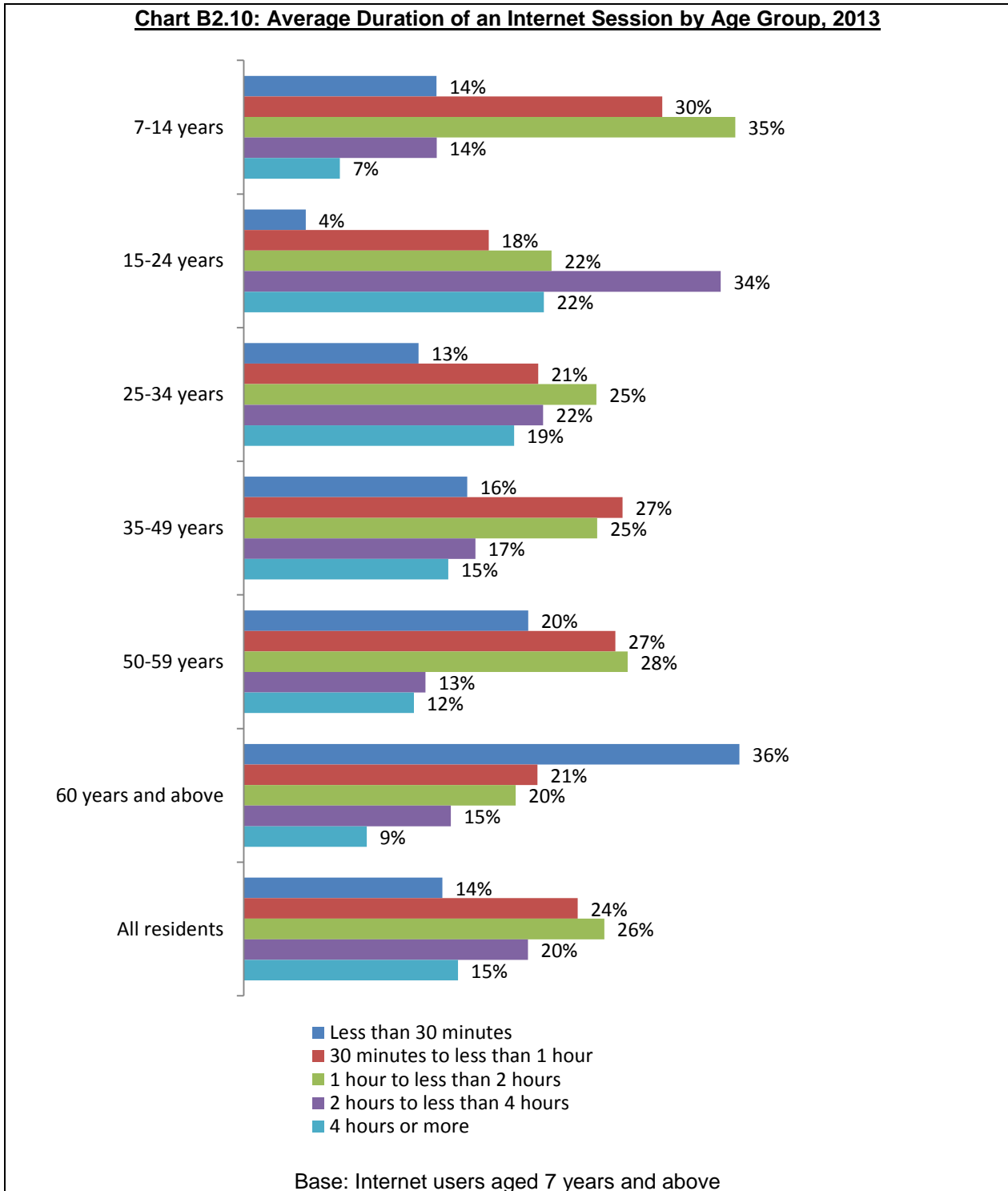
Daily Internet use reported by most residents

About 80% of Internet users used the Internet at least once a day ([Chart B2.9](#)).



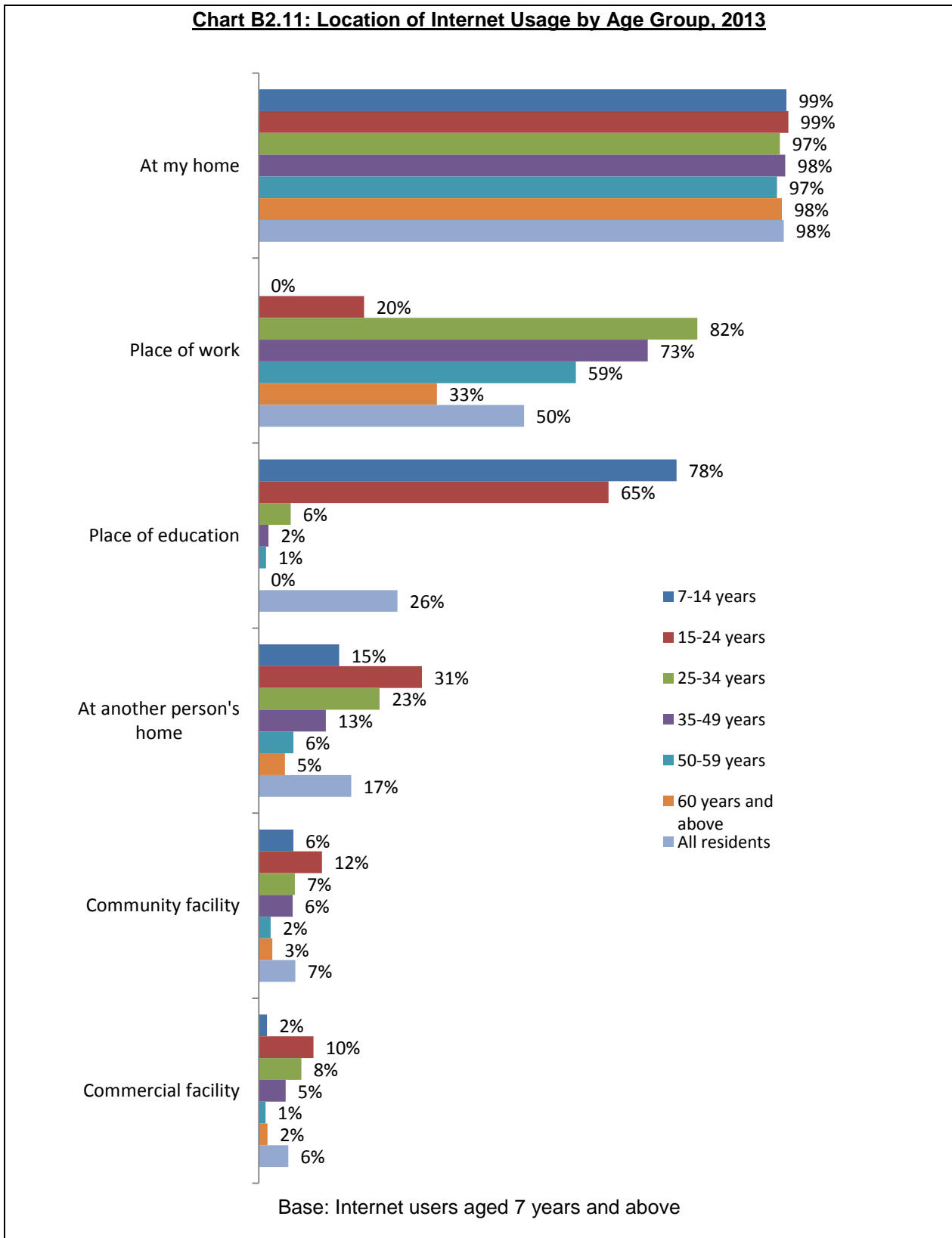
Younger residents generally spend more time on the Internet

About half of the Internet users spent an average of 30 minutes to less than 2 hours on the Internet during a typical session ([Chart B2.10](#)). Amongst residents aged 15-24 years, more than half (56%) spent more than 2 hours in a typical session.



Younger residents usually use the Internet at home and at school

Home and place of work were the two most common places to use the Internet across all age groups (Chart B2.11).



“Lack of knowledge, skills or confidence” and “Not interested / No need to use” were still the main reasons for not using the Internet in 2013

The two most commonly cited reasons for not using the Internet remained as “Lack of knowledge, skills or confidence” and “Not interested / No need to use” (Table B2.1).

Table B2.1: Main Reason for Not Using the Internet, 2011 – 2013

No.	Main reason for not using the Internet	2011	2012	2013
1.	Lack of knowledge, skills or confidence	53%	63%	60%
2.	Not interested / No need to use	46%	36%	36%
3.	Equipment costs are too high	1%	0%	2%

Base: Residents aged 7 years and above who had never used the Internet before

B3. INTERNET APPLICATIONS AND SERVICES

The Internet primarily used for communication

Table B3.1 shows the different primary Internet activity groups⁴ of Internet users over the last three years. The top three were activities related to communication, leisure activities and getting information⁵.

Table B3.1: Primary Internet Activity Groups of Internet Users, 2011 – 2013

Primary Internet activity group	All residents		
	2011	2012	2013
Communication	72%	71%	83%
Leisure activities	46%	61%	72%
Getting information	43%	49%	65%
Purchasing or ordering goods or services	8%	17%	40%
Online banking	12%	17%	34%
Education or learning activities	12%	14%	22%
Dealing with government organisations / public authorities	3%	7%	16%
Creating content	13%	13%	7%

Base: Internet users aged 7 years and above

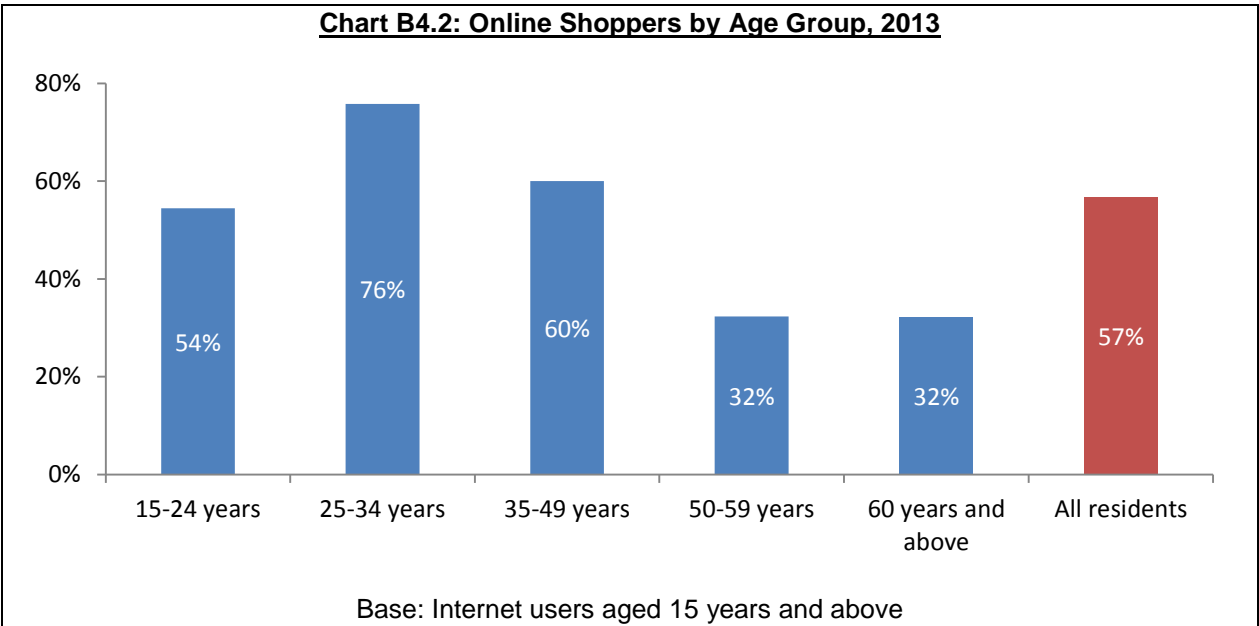
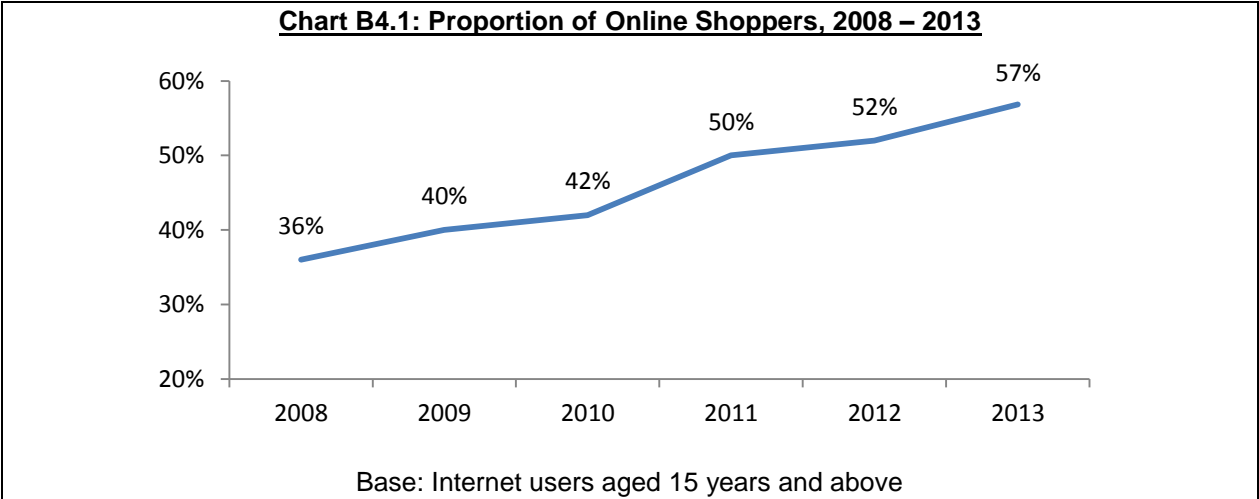
⁴ A primary Internet activity refers to an activity that is engaged in during all or most of the Internet sessions.

⁵ Annex contains the types of detailed activities under each primary activity group, and the primary Internet activity group by age groups.

B4. ONLINE SHOPPING

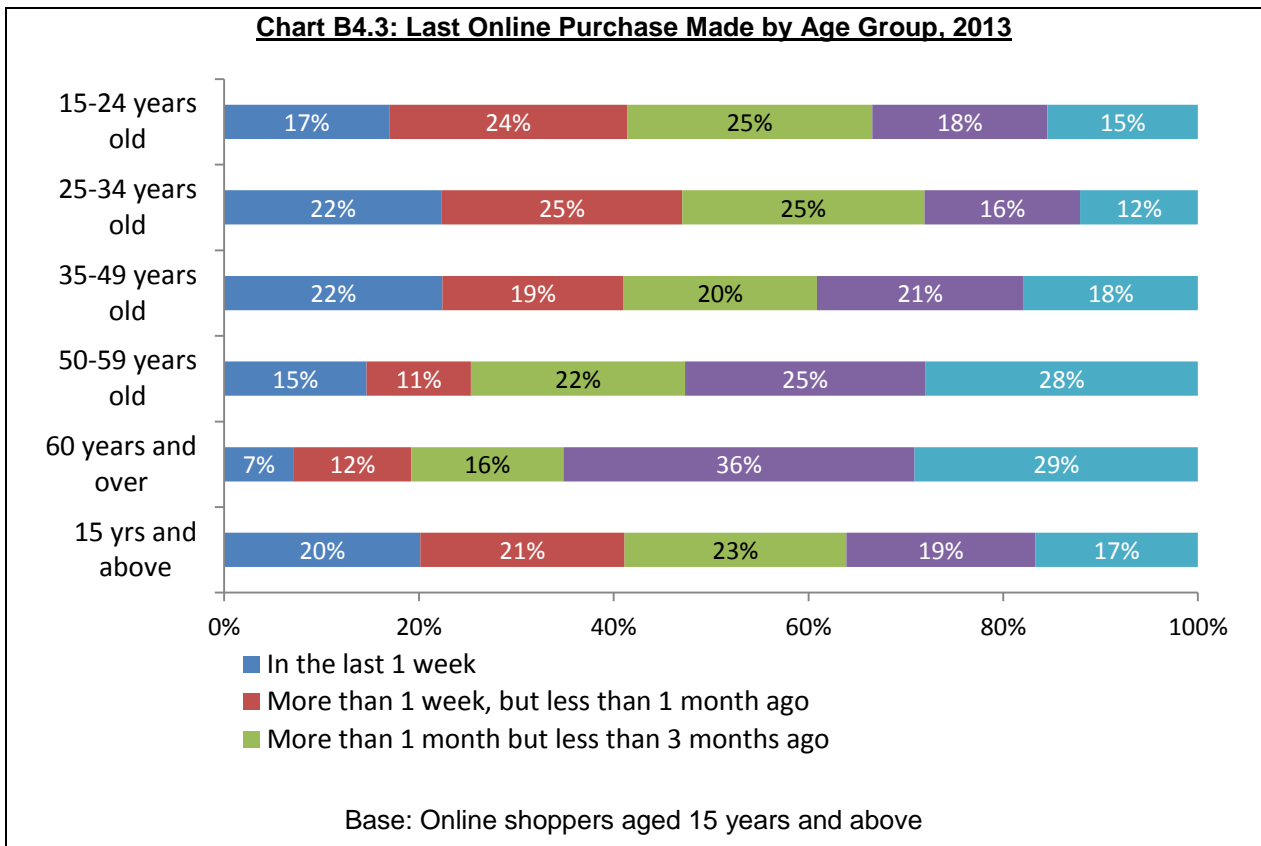
Six in ten of the Internet users have made an online purchase in 2013

About 6 in 10 of the Internet users aged 15 years and above had made an online purchase before (defined as online shoppers) with the highest proportion in age group 25-34 years old (Charts B4.1 and B4.2).



Two in ten made online purchase in the last one week

Two in ten online shoppers made purchases online in the last one week while four in ten had done so in the last month (Chart B4.3).



Apparels and Travel products were still the two most popular items purchased online in the last 12 months in 2013

The two most popular items bought online for private purposes were clothing, footwear, sporting goods or accessories (68%) followed by travel products (34%) and Tickets for entertainment events (31%) (Table B4.1). The proportion of users who purchased clothing, footwear, sporting goods or accessories increased by 15 percentage points over the last three years (Table B4.2).

Table B4.1: Top Ten Goods or Services Purchased Online by Age Group, 2013

Items	15-24 years	25-34 years	35-49 years	50-59 years	60 years & above	15 years & above
Clothing, footwear, sporting goods or accessories	78%	73%	61%	48%	32%	68%
Travel product(s) (e.g. air ticket, accommodation, vehicle hire)	16%	35%	41%	50%	57%	34%
Ticket(s) for entertainment event(s) (e.g. cinema, theatre, concert, sports game)	25%	39%	30%	26%	0%	31%
Food or groceries	7%	17%	19%	15%	6%	15%
Computer equipment or parts (including peripheral equipment)	6%	10%	11%	16%	0%	10%
Books, magazines, newspaper (in physical form)	10%	8%	9%	4%	0%	9%
Computer or video games (in digital form)	13%	9%	5%	1%	0%	8%
Computer software (in digital form)	8%	10%	7%	4%	0%	8%
IT and telecommunication services (excluding software) (e.g. subscription of Internet access service, mobile phones)	4%	9%	8%	7%	0%	7%
Books, magazines, newspaper (in digital form)	5%	7%	8%	5%	0%	7%

Base: Online shoppers aged 15 years and above who had made at least one online purchase

Table B4.2: Top Ten Goods or Services Purchased Online, 2011 – 2013

Items	15 years & above		
	2011	2012	2013
Clothing, footwear, sporting goods or accessories	53%	57%	68%
Travel products	41%	36%	34%
Tickets for entertainment events	35%	36%	31%
Food or groceries	7%	9%	15%
Computer equipment or parts (incl peripheral equipment)	8%	8%	10%
Books, magazines, newspaper (in physical form)	11%	9%	9%
Computer or video games (in digital form)	5%	4%	8%
Computer software (in digital form)	6%	5%	8%
IT and telecommunication services (excl software)	6%	8%	7%
Books, magazines, newspaper (in digital form)	6%	4%	7%

Base: Online shoppers aged 15 years and above who had made at least one online purchase

Online purchases mostly paid using credit cards

Credit card payment was the most common mode of payment for goods or services purchased online ([Table B4.3](#)).

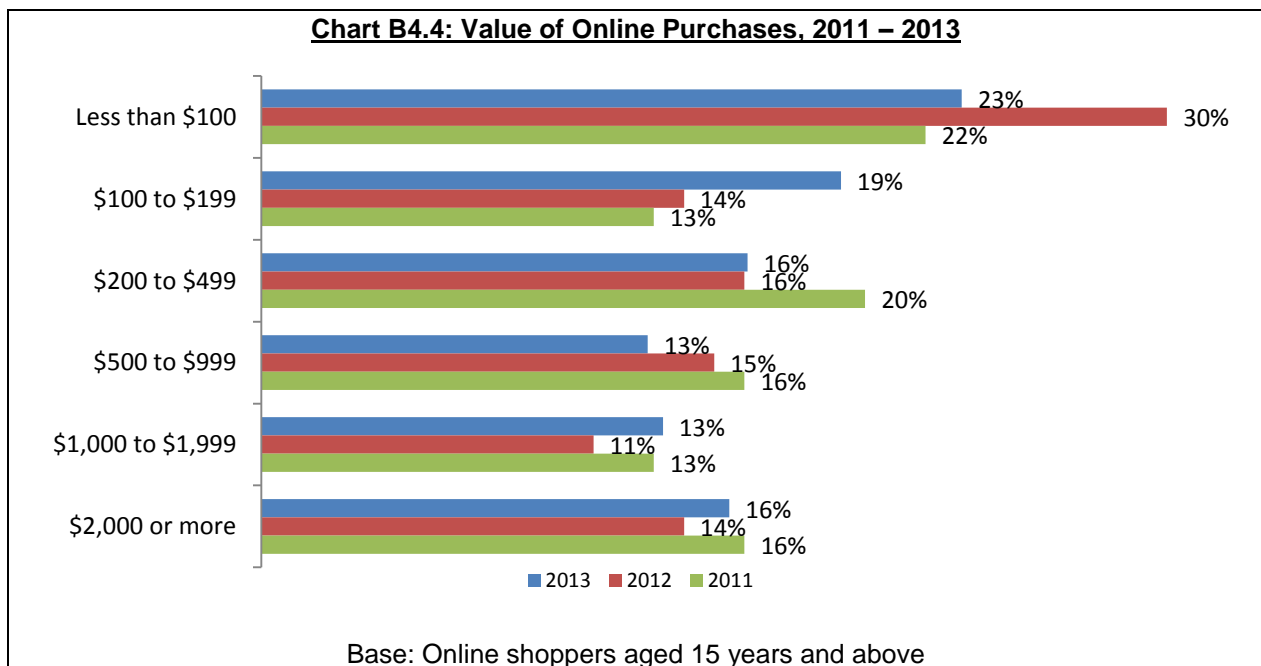
Table B4.3: Payment Methods for Goods or Services Purchased Online by Age Group, 2013

Payment Method	15-24 years	25-34 years	35-49 years	50-59 years	60 years & above	15 years & above
Credit cards	37%	78%	84%	88%	94%	71%
Direct debit / Pay using bank account	53%	24%	15%	11%	0%	27%
eNETS virtual account / PayPal	23%	21%	17%	13%	6%	19%
Cash on delivery	17%	11%	9%	4%	0%	11%
Payment using mobile phone or through the telecommunication bills	2%	1%	1%	0%	0%	1%

Base: Online shoppers aged 15 years and above who had made at least one online purchase

About 8 in 10 online shoppers spent more than \$100 on online purchases

About 77% of online shoppers spent more than \$100 on their online purchases in 2013 ([Chart B4.4](#)).



“Prefer to shop in person or deal personally with a service provider” and “Lack of interest” were main reasons for not shopping online in 2013

Among Internet users who have never shopped online, the most commonly cited reason for not doing so was “Prefer to shop in person or deal personally with a service provider” (36%) followed by “Lack of interest” (32%) (Table B4.4).

Table B4.4: Main Reason for Not Shopping Online by Age Group, 2013

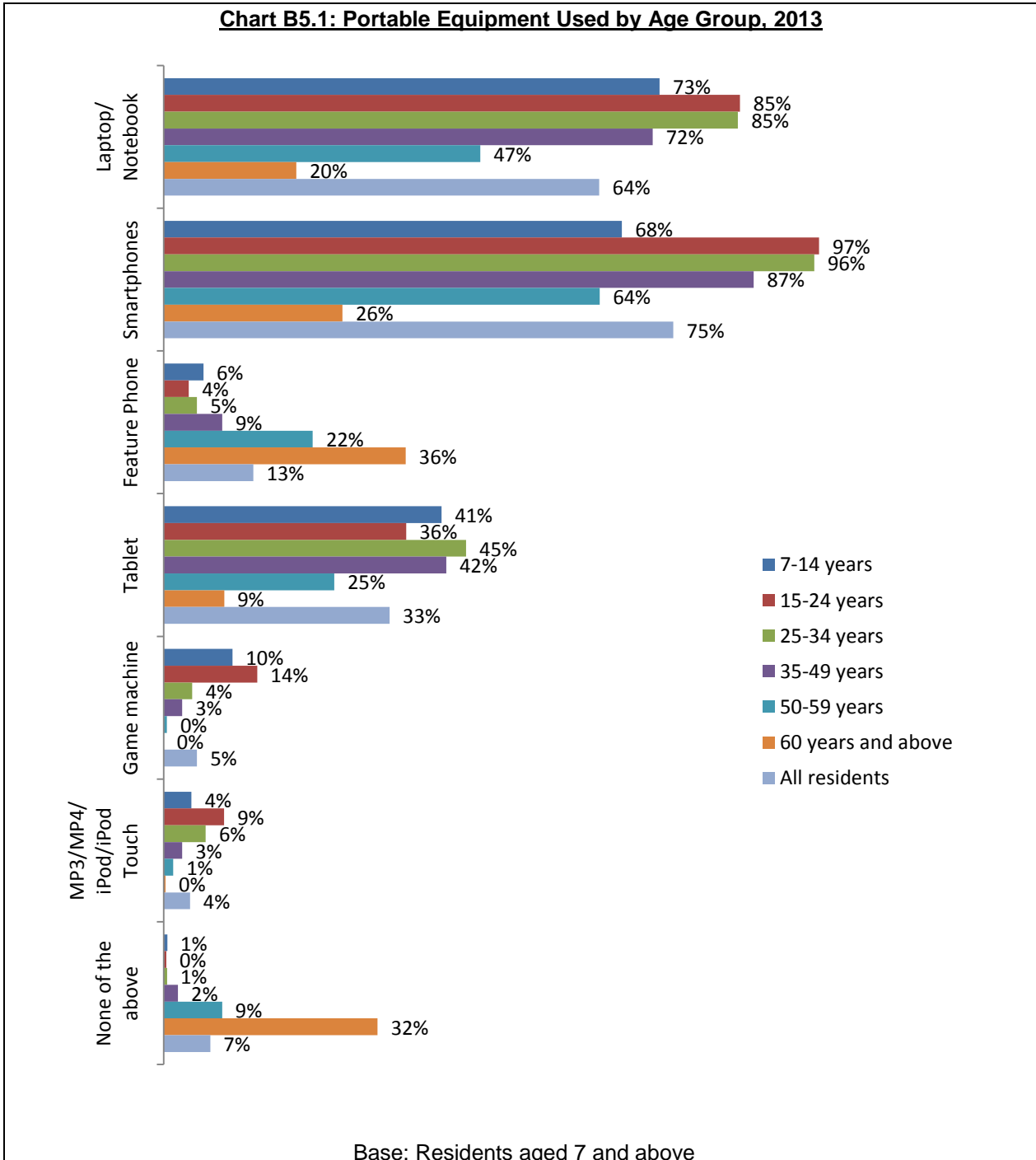
Main reason	15-24 years	25-34 years	35-49 years	50-59 years	60 years & above	15 years & above
Prefer to shop in person or deal personally with a service provider	35%	46%	34%	36%	27%	36%
Lack of interest	33%	32%	33%	33%	0%	32%
Trust concerns (e.g. worried about warranty, receiving goods or services, or returning goods)	11%	10%	10%	7%	3%	9%
Lack of knowledge, skills or confidence in using infocomm/Internet	3%	4%	7%	14%	42%	8%
Security concerns (e.g. concerns about viruses)	4%	4%	7%	4%	3%	5%
Privacy concerns (e.g. worried about giving personal details over the Internet)	3%	3%	5%	4%	17%	4%
Lack of means to make online payments	6%	1%	2%	1%	0%	3%
Inconvenient payment methods (e.g. too many steps to purchase product)	5%	1%	3%	0%	7%	2%

Base: Internet users aged 15 years and above who had never made an online purchase

B5. USAGE OF PORTABLE INFOCOMM EQUIPMENT

Almost all residents aged 15-34 years used a smartphone

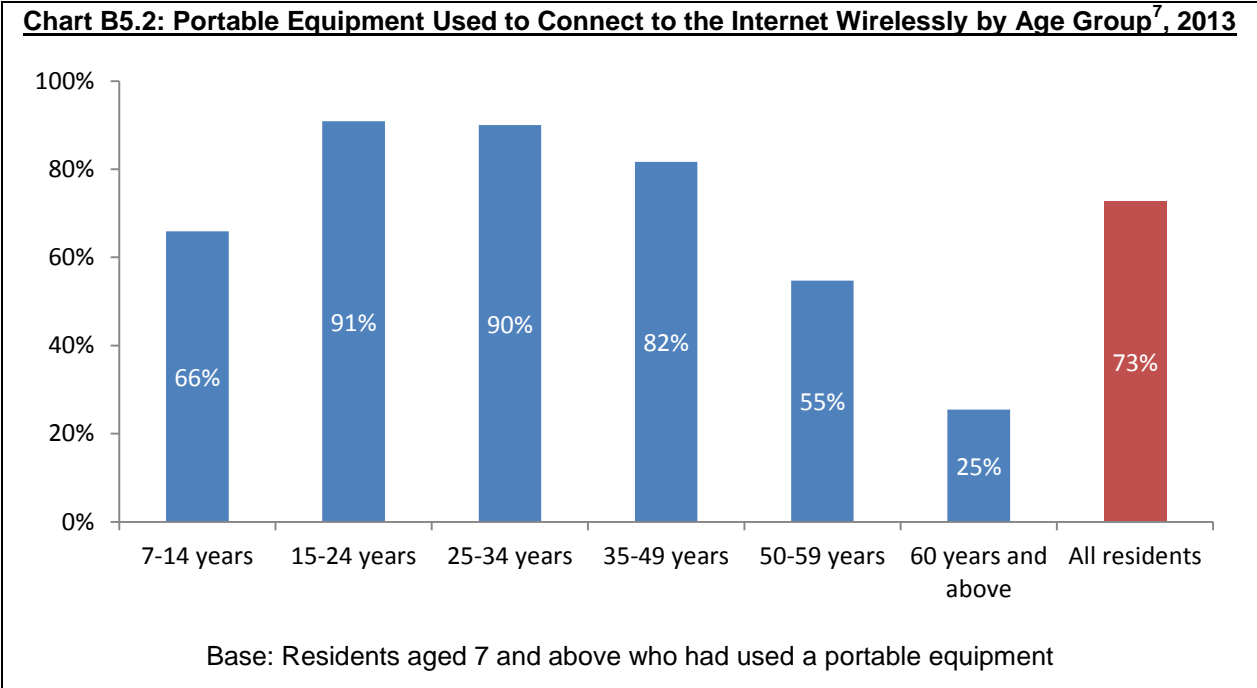
In 2013, about 75% of the residents used a smartphone⁶ (Chart B5.1). The highest smartphone usage was among residents aged 15 to 34 years old (96-97%).



⁶ A smartphone has more sophisticated functions than a feature phone. Examples of such functions are: i) able to open and read documents (e.g. pdf, office document) and ii) able to add / install applications on phone. These two categories are mutually exclusive, i.e. a mobile phone can only be a feature phone or a smartphone.

Among residents who had used portable infocomm equipment, about 90% aged 15-34 connected to the Internet wirelessly

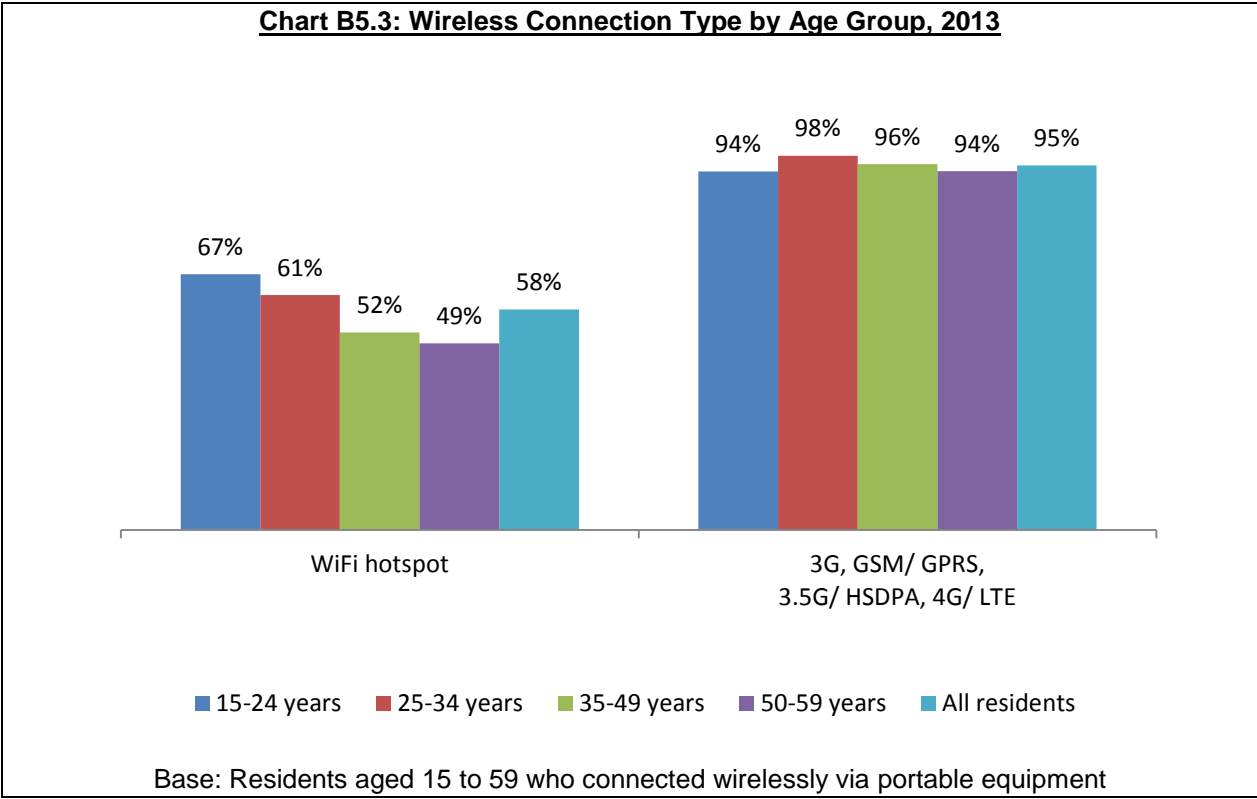
Among residents who had used portable infocomm equipment, about three-quarter connected to the Internet wirelessly and more than 9 in 10 residents aged 15 to 34 years old used the equipment to connect to the Internet wirelessly (Chart B5.2).



⁷ Wireless connection excludes connection through a wireless router. It includes connection via WiFi hotspots, 3G, GSM/GPRS and wireless broadband (e.g. WiMax, 3.5G/HSDPA).

Residents favour mobile network over WiFi hotspots

Overall, users tend to use their mobile network when connecting wirelessly (Chart B5.3).



Staying connected via social networks as top mobile online activity

Among online activities on mobile equipment⁸, communication (using social networks, and sending or receiving email and using instant messaging) made up the top 3 activities. (Table B5.1).

Table B5.1: Top Ten Internet Activities on Mobile Equipment by Age Group, 2013

Activity	7-14 years	15-24 years	25-34 years	35-49 years	50-59 years	60 years & above	All residents
Using social networks	54%	82%	80%	66%	55%	54%	65%
Sending or receiving emails	22%	59%	69%	63%	57%	63%	54%
Using instant messaging	43%	59%	55%	49%	46%	56%	47%
Searching for information or general web browsing	27%	44%	52%	50%	50%	64%	45%
For purchasing or ordering goods or services or making transactions (e.g. making reservations)	2%	47%	70%	52%	26%	21%	40%
Getting information about goods or services	9%	38%	52%	46%	43%	39%	39%
Downloading or watching movies, short films or images	39%	46%	33%	31%	22%	22%	32%
For online banking: Checking account information	0%	25%	50%	44%	33%	35%	31%
Reading online news	7%	29%	38%	39%	35%	51%	30%
For online banking: Payment of bills	0%	15%	41%	33%	24%	26%	22%

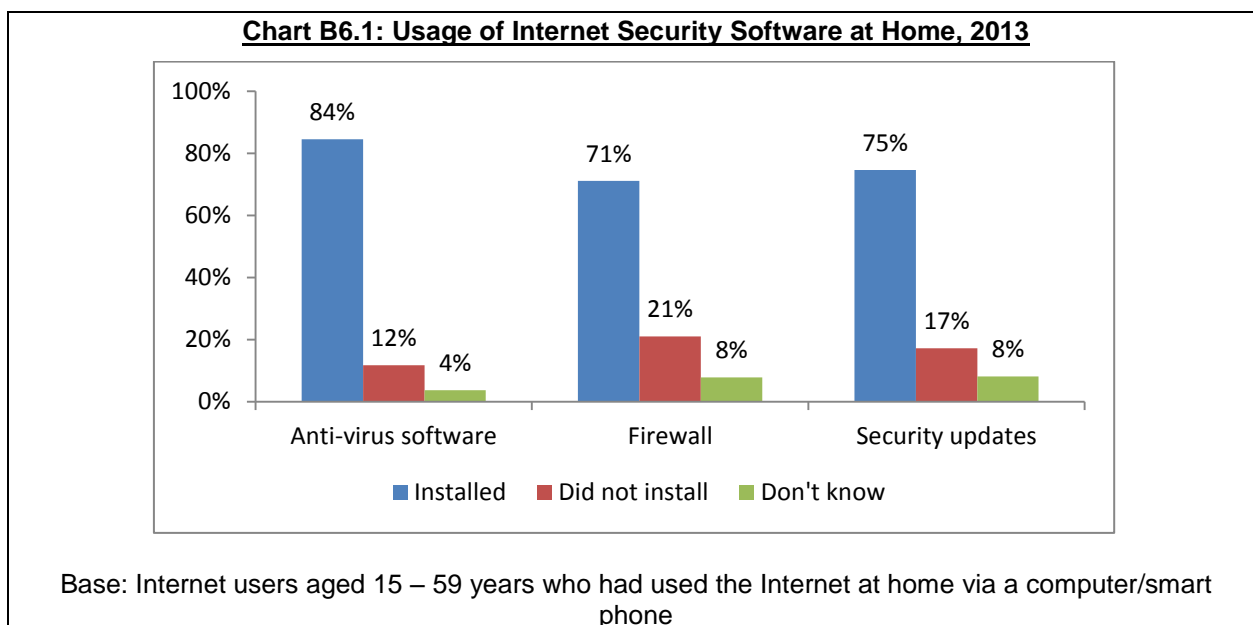
Base: Residents aged 7 and above who had used mobile equipment

⁸ Mobile equipment is defined as portable equipment excluding laptop/notebook.

B6. INTERNET SECURITY AT HOME

Seven out of ten adopted Internet security on computer/Smartphone used to access the Internet at home

Anti-virus software, security updates and firewall were installed on the computer and/or smartphones used to access the Internet at home (Chart B6.1).



'Don't think that the protection is necessary' was the main reason for not using Internet security software in 2013

Among users who accessed the Internet at home via a computer and/or smart phone and did not install any one of the Internet security software (anti-virus, firewall, security updates), 45% cited that they did not think that there was a necessity to install anti-virus software, 50% cited the same for firewall, and 58% for security updates. About 11%-13% did not know that the protection was necessary (Table B6.1).

Table B6.1: Reasons for Not Using Internet Security at Home, 2013

No.	Reason for not using anti-virus, firewall or security updates at home	Anti-virus software	Firewall	Security updates
1.	Don't think that the protection is necessary	45%	50%	58%
2.	Don't know that the protection is necessary	13%	11%	12%
3.	Lack of knowledge, skills or confidence	9%	22%	19%
4.	Costs of software or subscription	13%	12%	11%
5.	No need as it is an iPad	21%	5%	N.A.

Base: Internet users aged 15 – 59 years who had used the Internet at home via a computer or a smart phone that was not protected by any one of the Internet security software (anti-virus, firewall, security updates).

PART IV: ANNEX

C1. PRIMARY INTERNET ACTIVITIES

Table C1.1: Primary Internet Activities by Residents, 2013

Primary Internet activity	All residents
Getting information	65%
Other information or general web browsing	45%
About goods or services	39%
From government organisations / public authorities (from websites or via email)	10%
Related to health or health services	10%
About job opportunities	9%
Communicating	83%
Social networks (e.g. Facebook, Twitter, LinkedIn, Google+)	65%
Sending or receiving emails	54%
Instant messaging	47%
Telephoning over the Internet (VoIP) - Voice (e.g. Skype, Viber)	9%
Reading blogs that are created by others	8%
Telephoning over the Internet (VoIP) - Video (e.g. Skype, Viber)	6%
Chat rooms	3%
Peer-to-Peer (e.g. Napster, RealNetworks)	2%
Creating content	7%
Sharing of self created content (e.g. photos, videos, music, writing, opinions, feedback, forum discussion)	6%
Creating / maintaining own blogs	2%
Creating / maintaining own websites	1%
For online banking	34%
Checking account information	31%
Payment of bills	22%
Transferring of funds to other bank accounts	21%

Primary Internet activity	All residents
<i>For purchasing or ordering goods or services</i>	40%
<i>For dealing with government organisations / public authorities</i>	16%
Making online payments	13%
Downloading or requesting forms	7%
Completing or lodging forms online (e.g. income tax filing)	6%
<i>For leisure activities</i>	72%
Downloading or watching movies, short films or images	32%
Reading online news	30%
Downloading or listening to online music	22%
Playing or downloading computer / mobile / video games	22%
Interactive online gaming	17%
Watching web television	13%
Downloading or uploading other media (e.g. digital photographs)	6%
Reading electronic books	6%
Reading online magazines	6%
Listening to web radio	5%
<i>For education or learning activities</i>	22%
Education or training activities (e.g. e-learning)	21%
Access documents / applications from the school server (for school work)	10%
<i>Other primary Internet activities</i>	19%
Looking for directions (e.g. Google maps, gothere.sg)	21%
Downloading software, patches or upgrades	10%
Applying for jobs / Uploading of resumes:	5%
Trading of securities	3%
Accessing insurance account	2%
Others	0.1%

Base: Internet users aged 7 years and above

Table C1.2: Primary Internet Activity Groups of Users Aged 7 to 34 Years Old, 2011 – 2013

Primary Internet activity group	7-14 years			15-24 years			25-34 years		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Communicating	45%	49%	57%	86%	80%	92%	84%	82%	93%
Leisure activities	60%	73%	84%	49%	68%	82%	43%	59%	69%
Getting information	11%	18%	30%	35%	42%	65%	54%	56%	77%
Purchasing or ordering goods or services	0%	0%	2%	8%	14%	46%	14%	29%	67%
Online banking	0%	0%	0%	5%	8%	27%	21%	28%	54%
Education or learning activities	36%	45%	63%	24%	26%	41%	4%	4%	11%
Dealing with government organisations / public authorities	0%	0%	1%	1%	2%	12%	5%	9%	24%
Creating content	9%	12%	6%	23%	23%	13%	14%	15%	9%

Base: Internet users aged 7 to 34 years old

Table C1.3: Primary Internet Activity Groups of Users Aged 35 Years Old and Above, 2011 – 2013

Primary Internet activity group	35-49 years			50-59 years			60 years & above		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Communicating	71%	70%	86%	66%	63%	77%	57%	70%	72%
Leisure activities	43%	54%	67%	37%	51%	62%	32%	55%	68%
Getting information	55%	59%	72%	48%	58%	66%	51%	51%	67%
Purchasing or ordering goods or services	11%	20%	49%	5%	13%	23%	3%	11%	15%
Online banking	18%	25%	45%	13%	15%	31%	8%	14%	29%
Education or learning activities	3%	4%	9%	1%	2%	5%	1%	0%	5%
Dealing with government organisations / public authorities	5%	11%	21%	3%	9%	16%	2%	8%	15%
Creating content	9%	9%	6%	7%	6%	2%	9%	10%	3%

Base: Internet users aged 35 years and above