

# ANNUAL SURVEY ON INFOCOMM USAGE IN HOUSEHOLDS AND BY INDIVIDUALS FOR 2012

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**PART I:**  
**SURVEY OBJECTIVE AND METHODOLOGY**

## 1. Survey Objective

The 2012 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 households<sup>1</sup> and residents.

## 2. Methodology

Data was collected from 5,000 households and 5,000 residents aged 7 years and above via face-to-face interviews conducted from December 2012 to Jul 2013. 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
<b>Household</b>	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.
<b>Resident</b>	Singapore Citizen or Permanent Resident.
<b>Resident Household</b>	Resident households are households with at least one resident (Singapore Citizen or Permanent Resident).
<b>School-going children</b>	School-going children refer to current students who are enrolled between primary education and pre-university / junior college education level.
<b>Computer</b>	Computer includes desktops, laptops, notebooks and tablets.
<b>Computer access at home</b>	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).
<b>Computer ownership</b>	Computer ownership refers to computer owned by household.
<b>Private housing</b>	Private housing refers to landed properties, private condominiums and apartments.
<b>Public housing</b>	Public housing refers to HDB flats.

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

Term	Definition
<b>Broadband</b>	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, WiMAX and fibre broadband.
<b>ADSL</b>	Asymmetric Digital Subscriber Line (ADSL), a form of DSL is a data communications technology that enables data transmission over copper telephone lines.
<b>Cable modem</b>	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

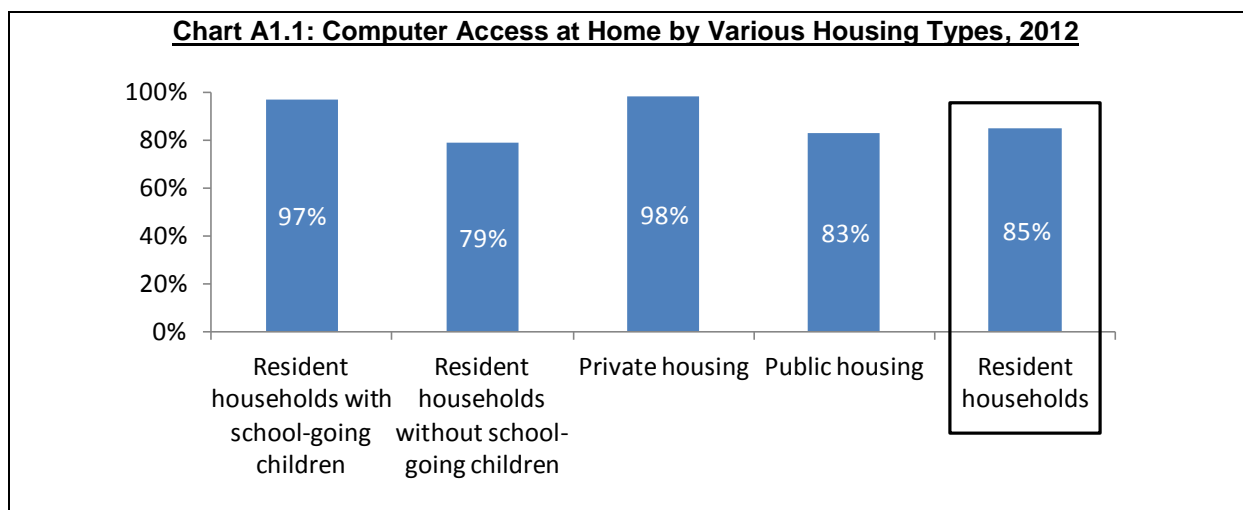
In 2012,

- About 85% of households had home computer access.
- About 84% 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 96% had home Internet access.
- Almost 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.

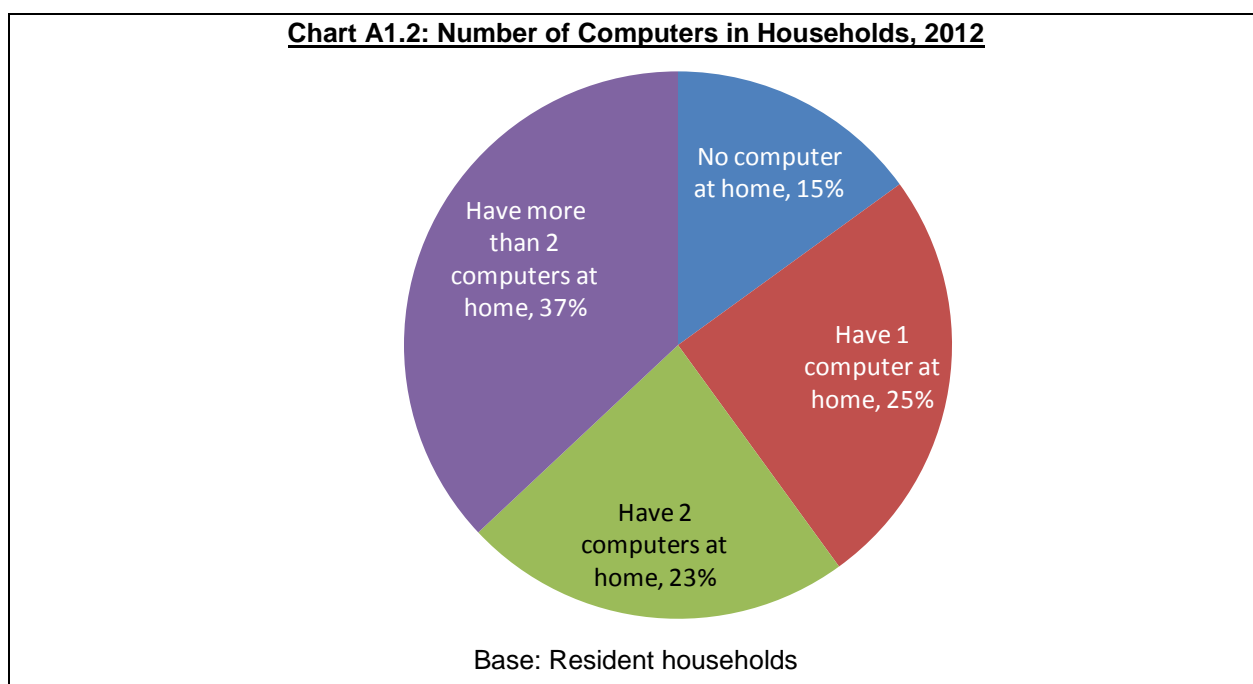
## A1. Computer Access within Households

**About 85% of resident households had computer access, with about 97% of households with school-going children had computer access at home**

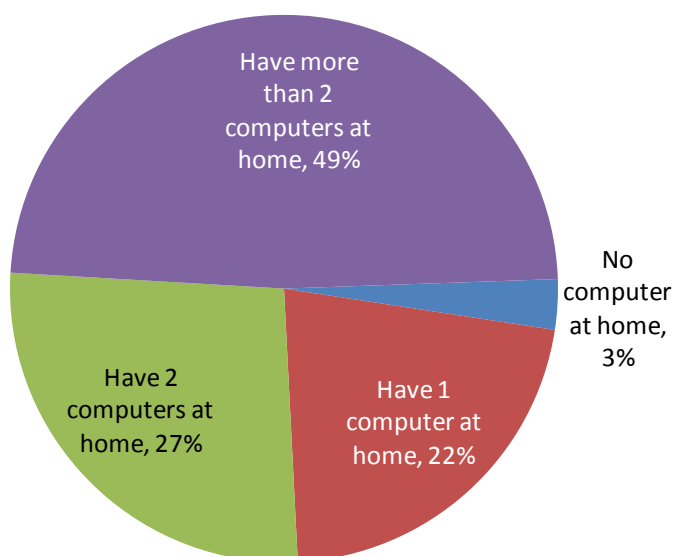
Computer access in resident households was 85% in 2012 (Chart A1.1). When analysed by households with and without school-going children, higher proportion of households with school-going children (97%) had computer access at home as compared to households without school-going children (79%) in 2012.



In 2012, about 37% of resident households have at least 2 computers at home (Chart A1.2). Among households with school-going children, almost half (49%) have more than 2 computers at home (Chart A1.3).



**Chart A1.3: Number of Computers in Households with School-going Children, 2012**



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 2012***

“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, 2012**

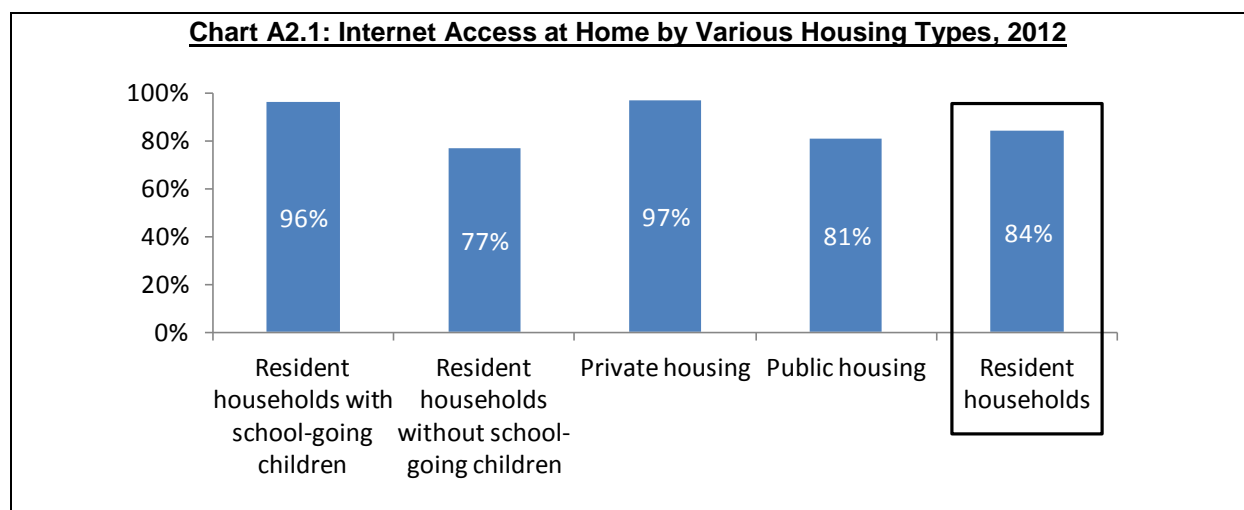
No.	Main Reason	2012
1	No need to use	37%
2	Lack of skills	38%
3	Old age is a barrier to learn computer skills	10%
4	Too costly to purchase a computer	10%
5	Usually use mobile phone to access Internet	3%

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

## A2. Internet Access within Households

### **About 84% of households had Internet access in 2012**

Home Internet access was 84% in 2012 ([Chart A2.1](#)) and about 96% 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](#)).

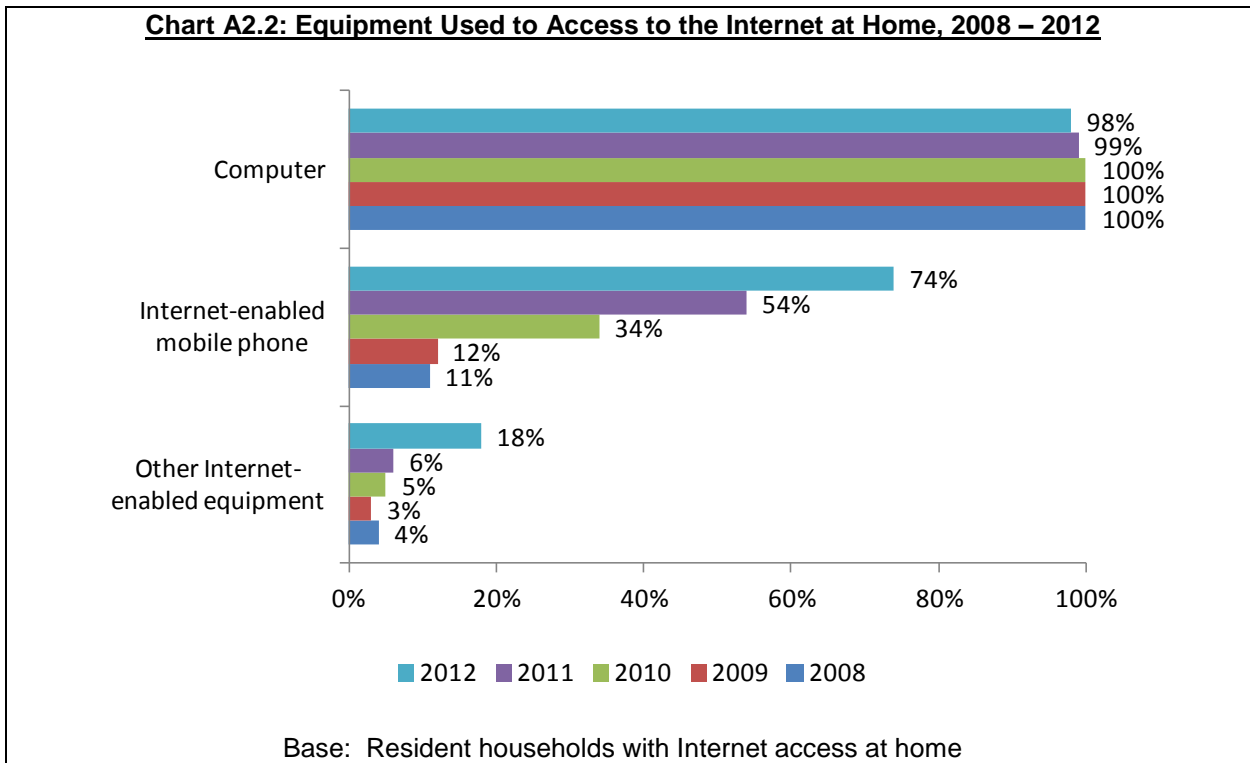
**Table A2.1: Main Reason for Not Having Internet Access at Home, 2012**

No.	Main Reason	2012
1	Lack of interest/No need to use	54%
2	Lack of knowledge/skills/confidence	24%
3	Have access to Internet elsewhere	11%
4	Costly equipment costs	5%
5	Subscription to the Internet is too costly	2%

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

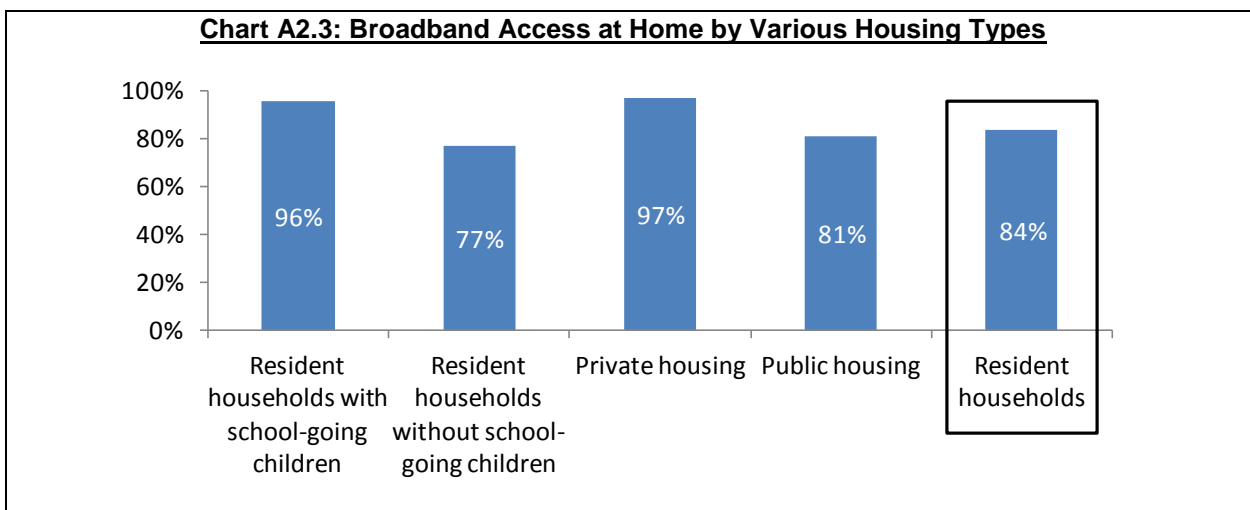
**Households show trends of switching to using the Internet-enabled mobile phone**

In 2012, almost 3 in 4 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.



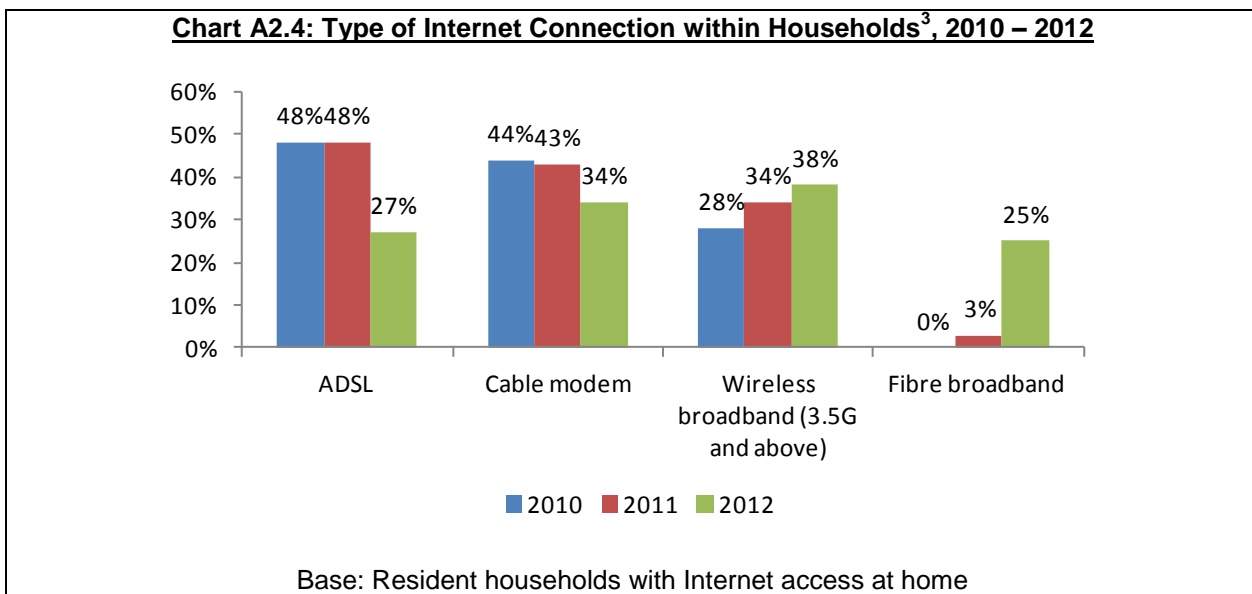
**About 84% of households had broadband access in 2012**

Proportion of home broadband access was 84% in 2012 (Chart A2.3), similar to that of Internet access.



**Fibre and wireless broadband replacing ADSL and cable modem**

In 2012, fibre broadband saw the highest increase, with about a quarter of resident households with this Internet connection while the proportion of households with wireless broadband<sup>2</sup> increased to about 38% (Chart A2.4).



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

<sup>3</sup> 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 2012,

- About 91% of residents had access to computer and Internet at any location in 2012, with home being the most predominant location of access for computer and internet among residents.
- About 71% and 72% of residents used the computer and Internet respectively, with higher usage among the younger and more educated residents.
- About 71% of Internet users used the Internet at least once a day and about 38% 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.
- More than half of residents 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 users of portable equipment, more than 8 in 10 residents aged 15 to 34 years old used the equipment to connect to the Internet wirelessly.
- The top two online activities on mobile equipment, i.e. using social networks, sending or receiving emails, were for communication.
- There was a decrease in the adoption of Internet security software on the computer used to access the Internet at home in 2012, with 59% cited that they did not think that there was a necessity to have internet security software while about 19% did not know that the protection was necessary.



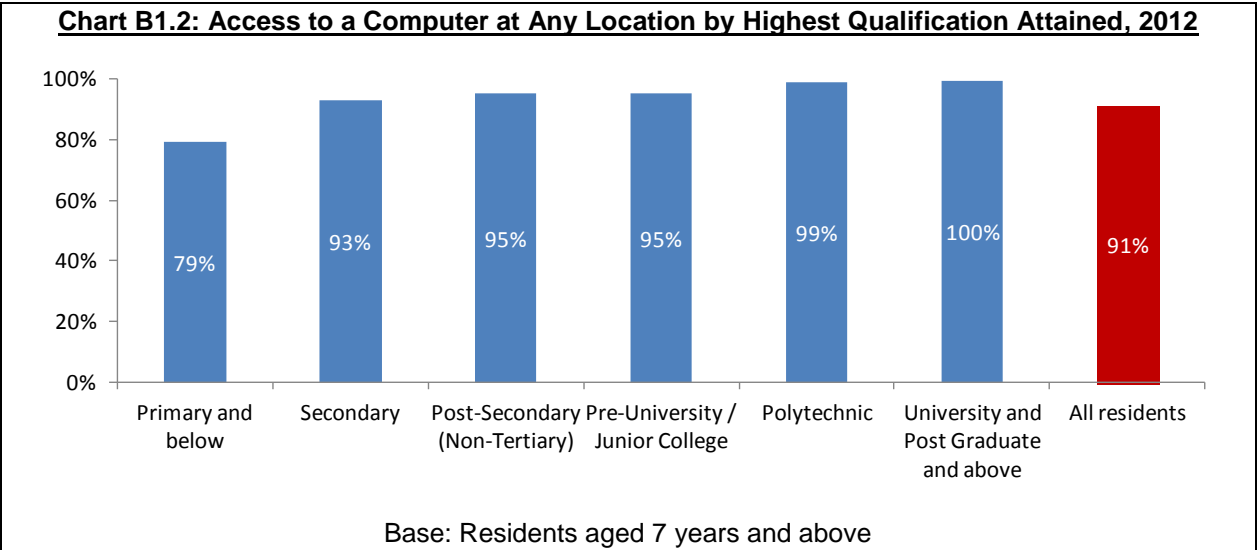
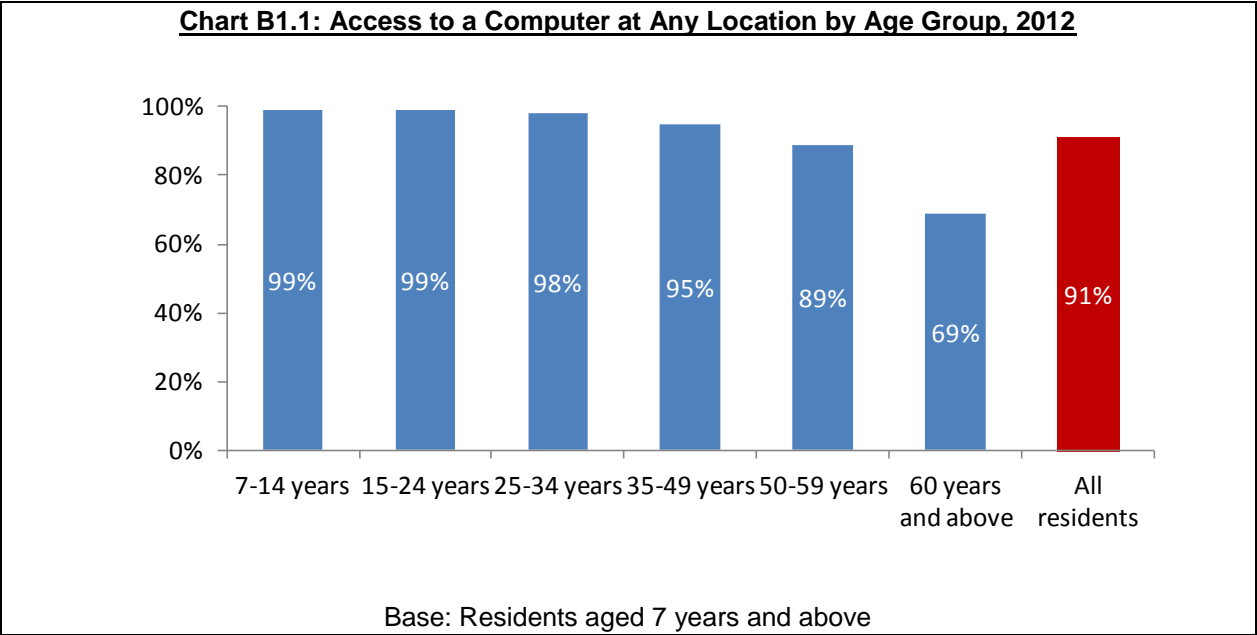
- About 7 in 10 home Internet users did not experience virus attacks.

# B1. COMPUTER AND INTERNET ACCESS OF INDIVIDUALS

## B1.1 Computer Access

**About 91% of residents had access to computer in 2012, with younger and more educated residents having higher access**

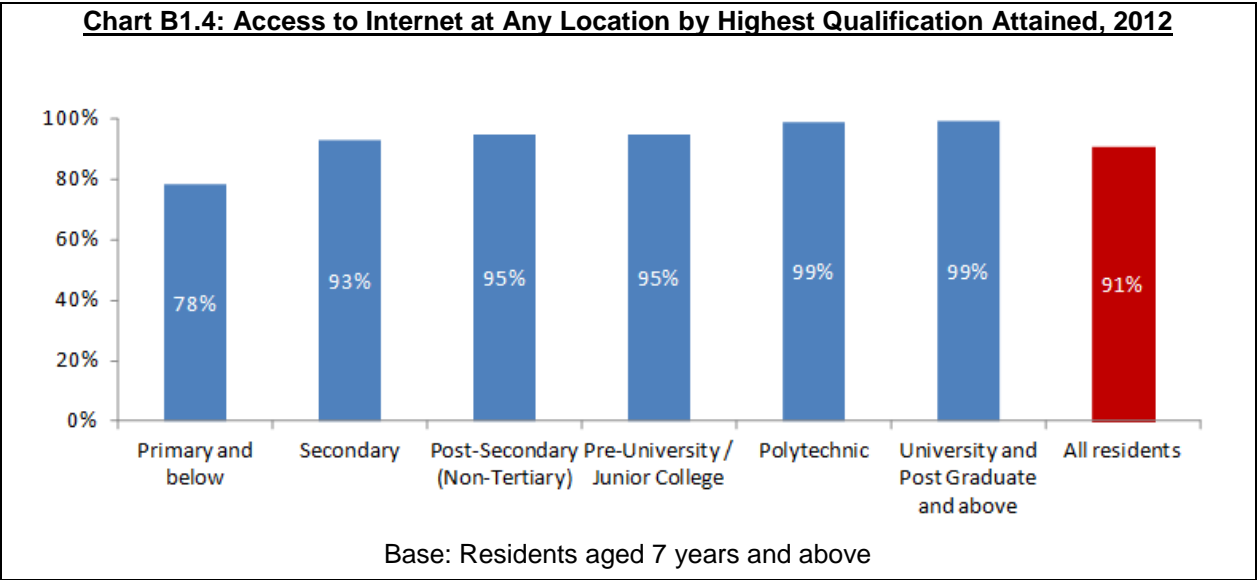
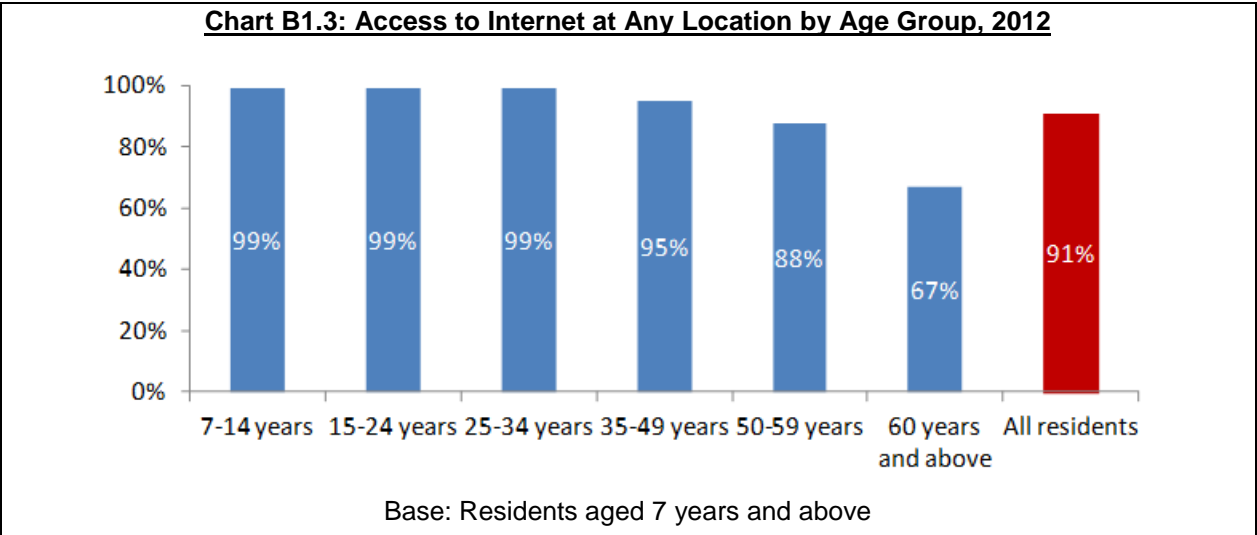
Overall, about 91% of residents had access to computers at any location in 2012 (Chart B1.1). Computer access decreases with age and almost all residents with tertiary education (polytechnic, university and post graduate and above) had computer access (Chart B1.2).



## B1.2 Internet Access

**Similarly, about 91% of residents had access to the Internet in 2012, with younger and more educated residents having higher access**

Overall, about 91% of residents had access to the Internet at any location in 2012 ([Chart B1.3](#)). Internet access decreases with age and almost all residents with tertiary education (polytechnic, university and post graduate and above) had computer access ([Chart B1.4](#)).

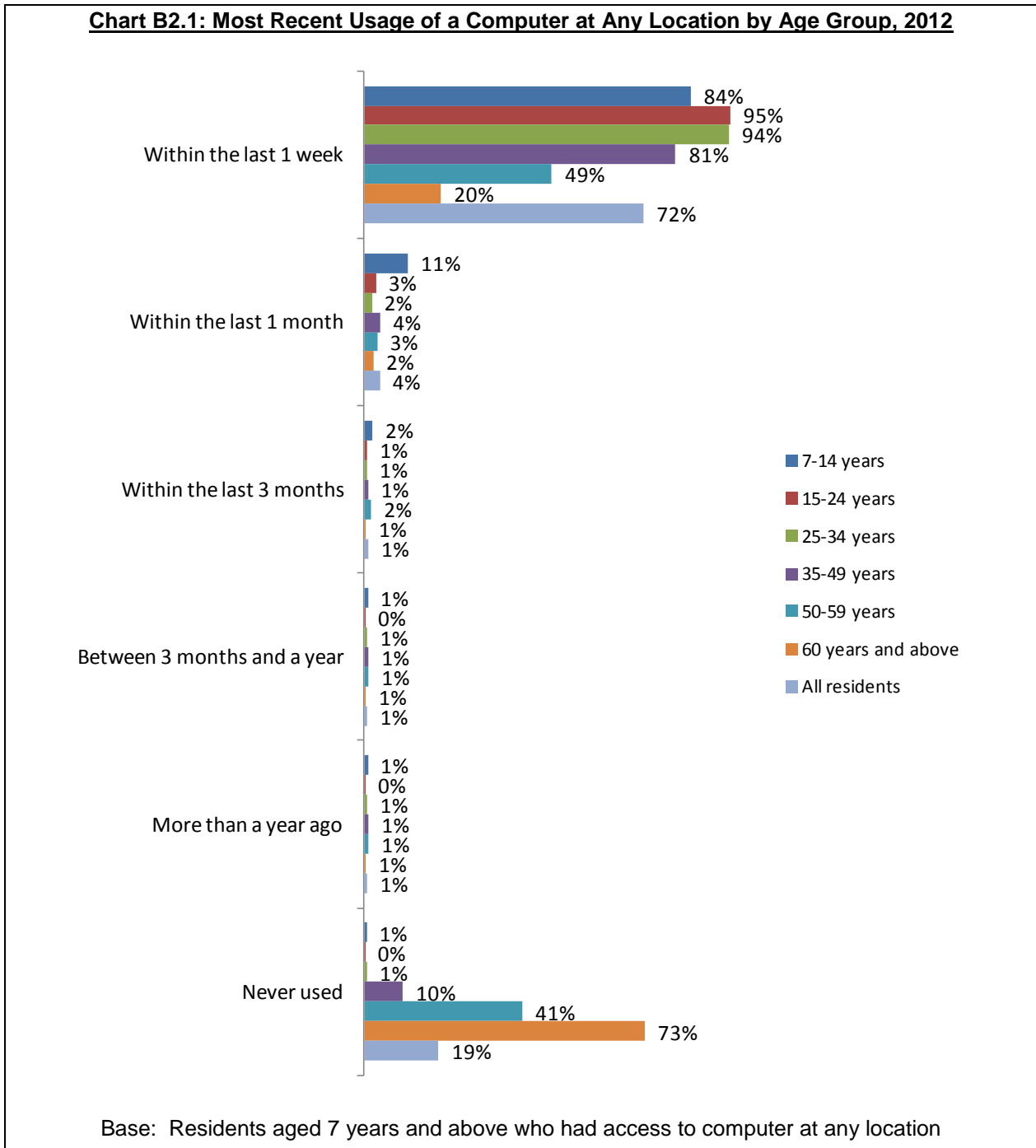


## B2. COMPUTER AND INTERNET USAGE BY INDIVIDUALS

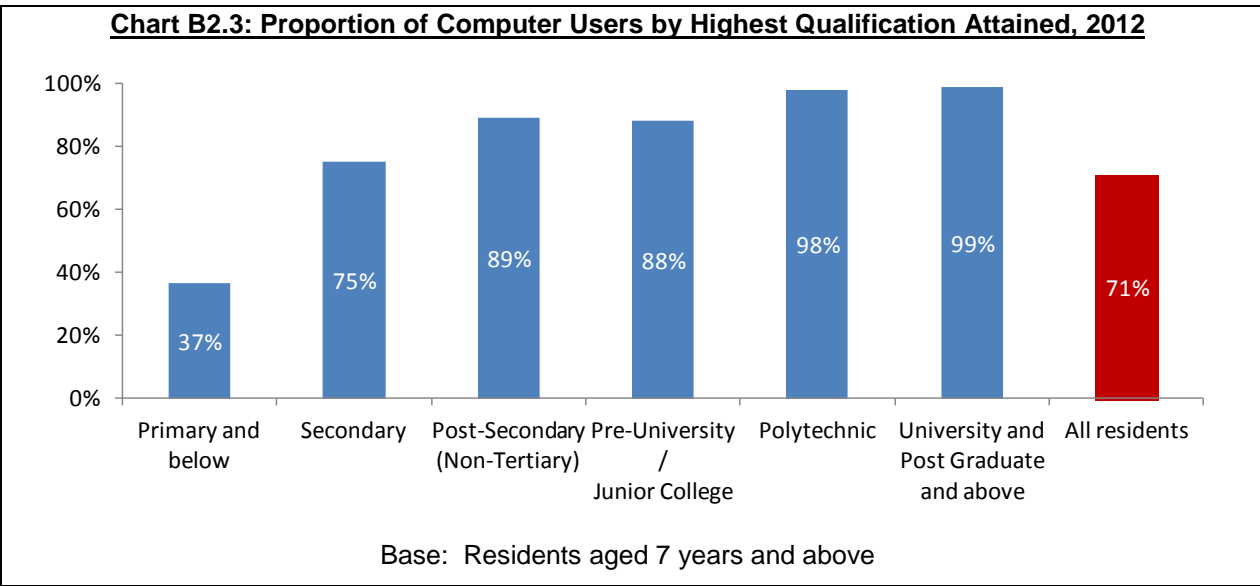
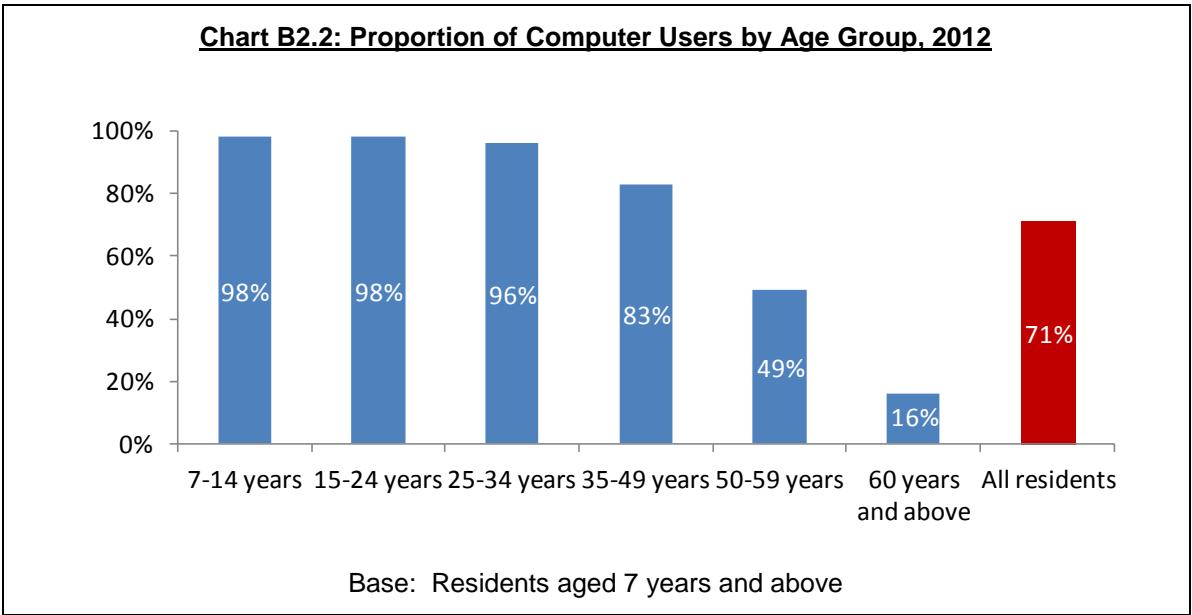
### B2.1 Computer Usage

#### *Most recent computer usage was within the last 1 week*

Among residents who had access, about 72% used a computer within the last one week ([Chart B2.1](#)). More than 7 in 10 residents aged 60 years and above had never used a computer even though they had access.

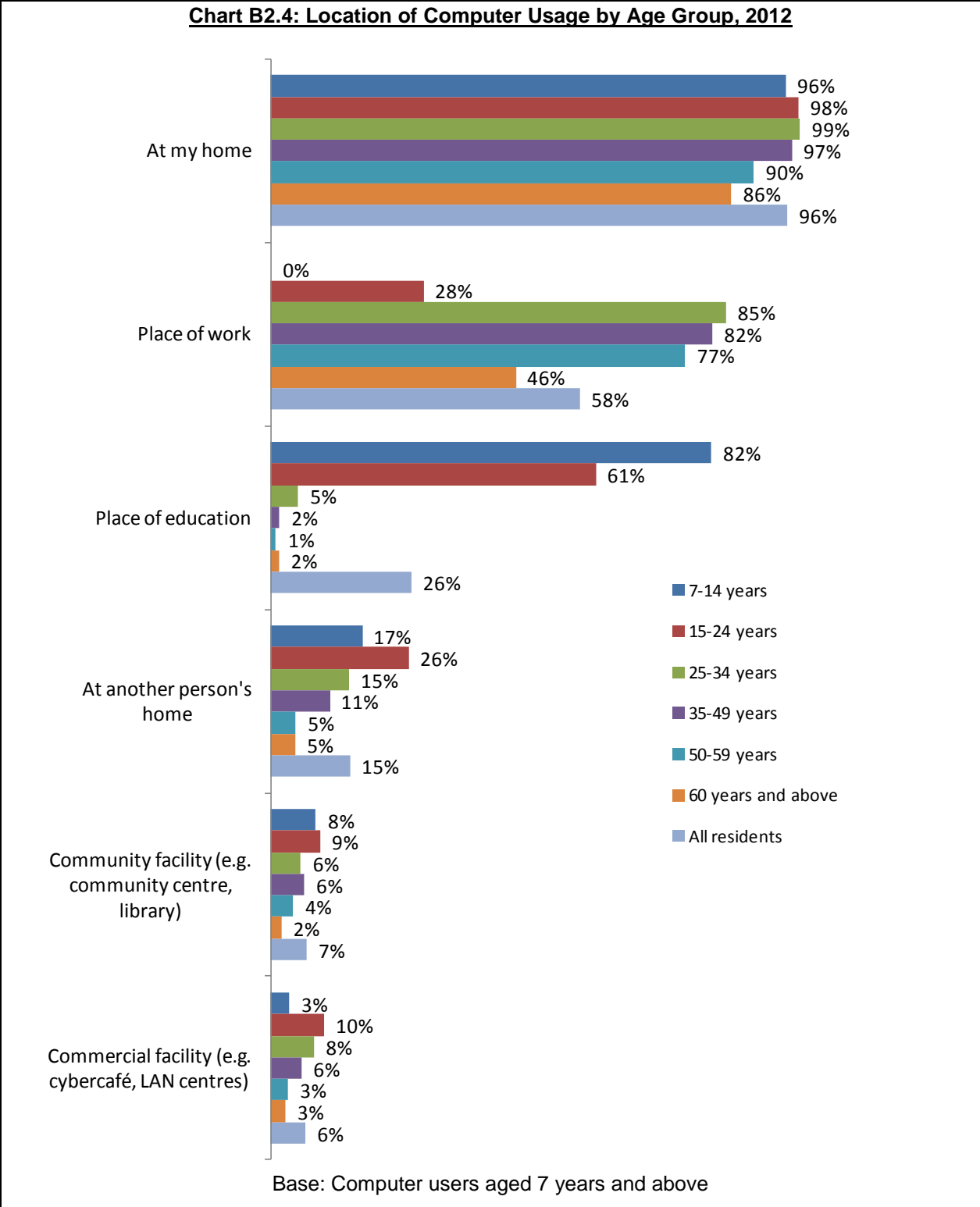


About 71% of residents used the computer (defined as computer users) with higher proportion of usage reported by younger residents and those with tertiary education (polytechnic, university and post graduate and above) in 2012 (Charts B2.2 and B2.3).

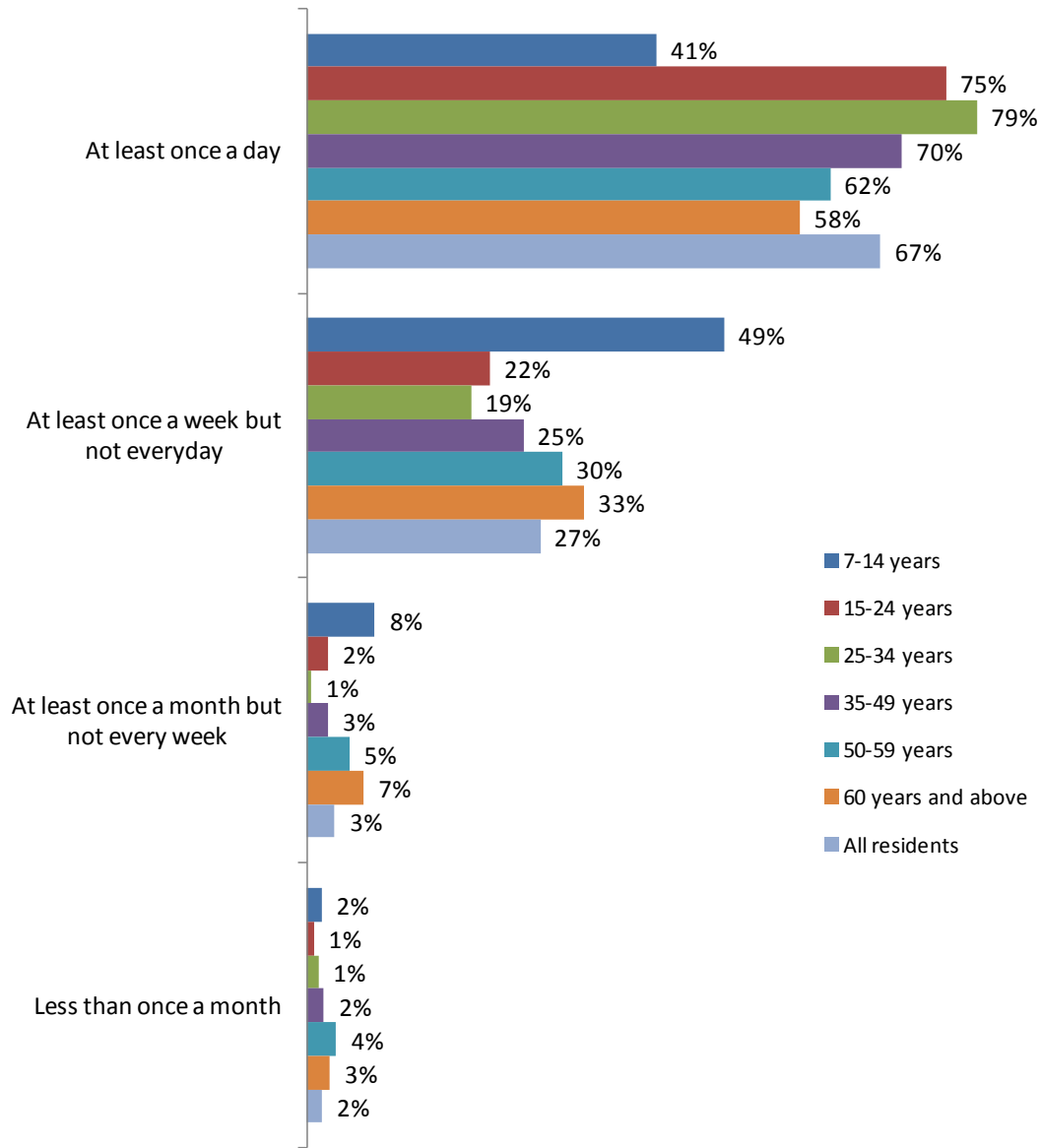


Computer usage was largely at home and about 67% of residents used the computer at least once a day (Charts B2.4 and B2.5)

**Chart B2.4: Location of Computer Usage by Age Group, 2012**



**Chart B2.5: Frequency of Computer Usage by Age Group, 2012**

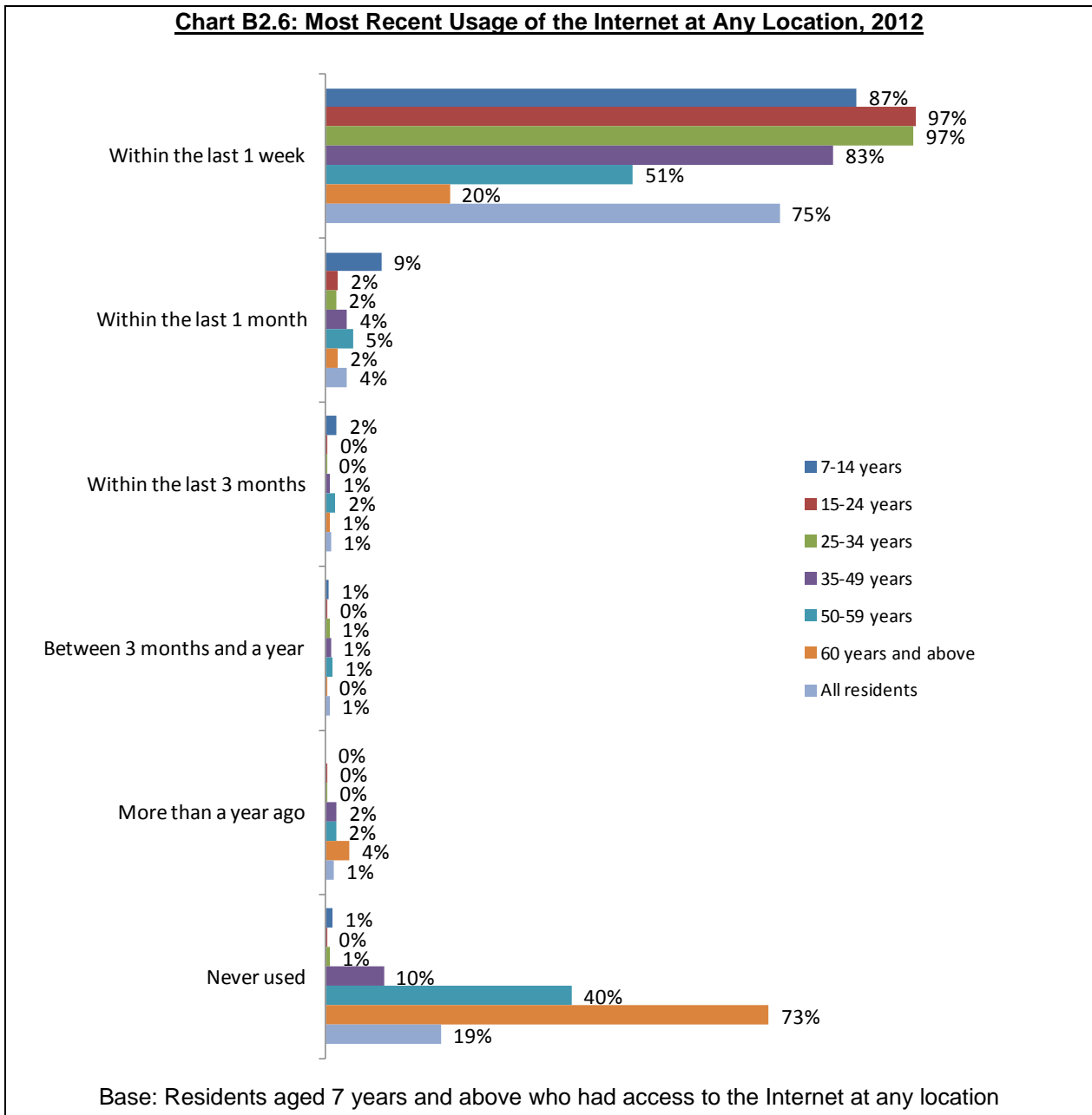


Base: Computer users aged 7 years and above

## B2.2 Internet Usage

### ***Most recent Internet usage was within the last 1 week***

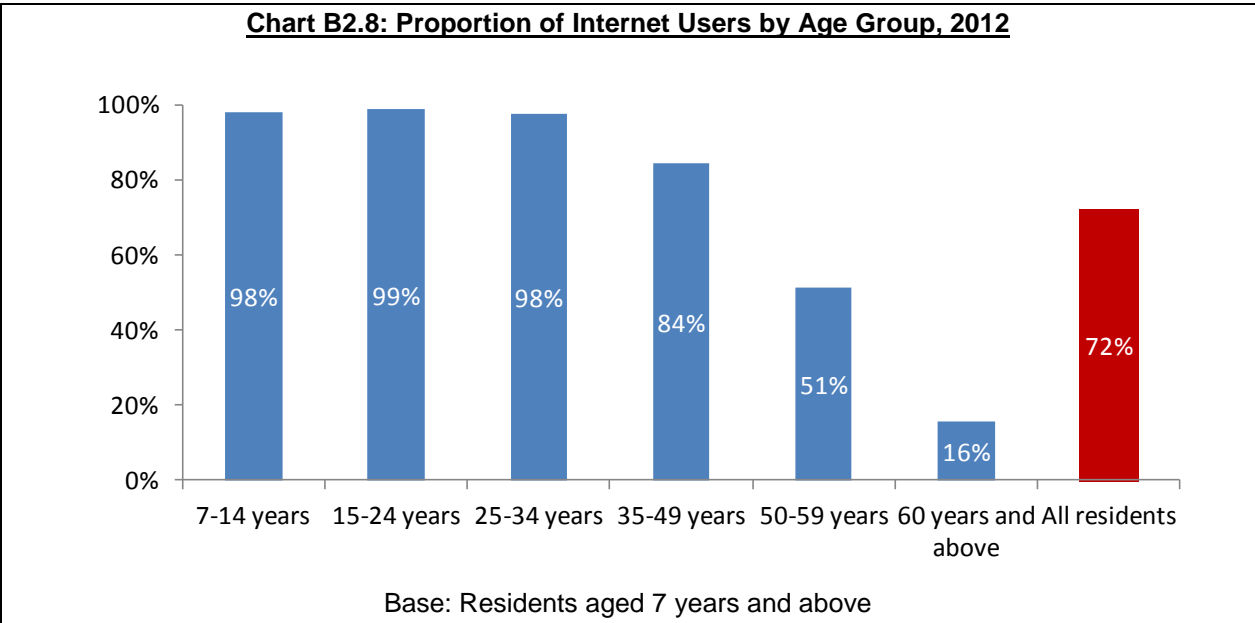
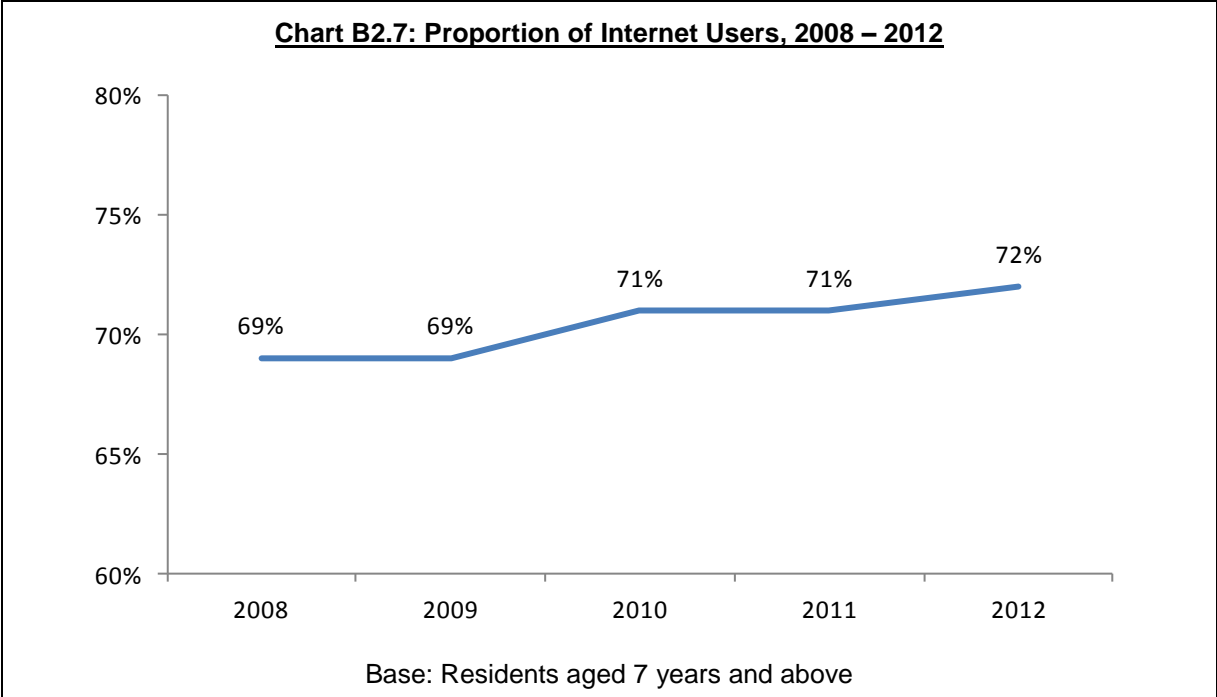
Amongst residents who had access, about 75% used the Internet within the last one week ([Chart B2.6](#)). About 73% of residents aged 60 years and above and two-fifth of the residents in age group “50-59 years” had not used the Internet before despite having access.





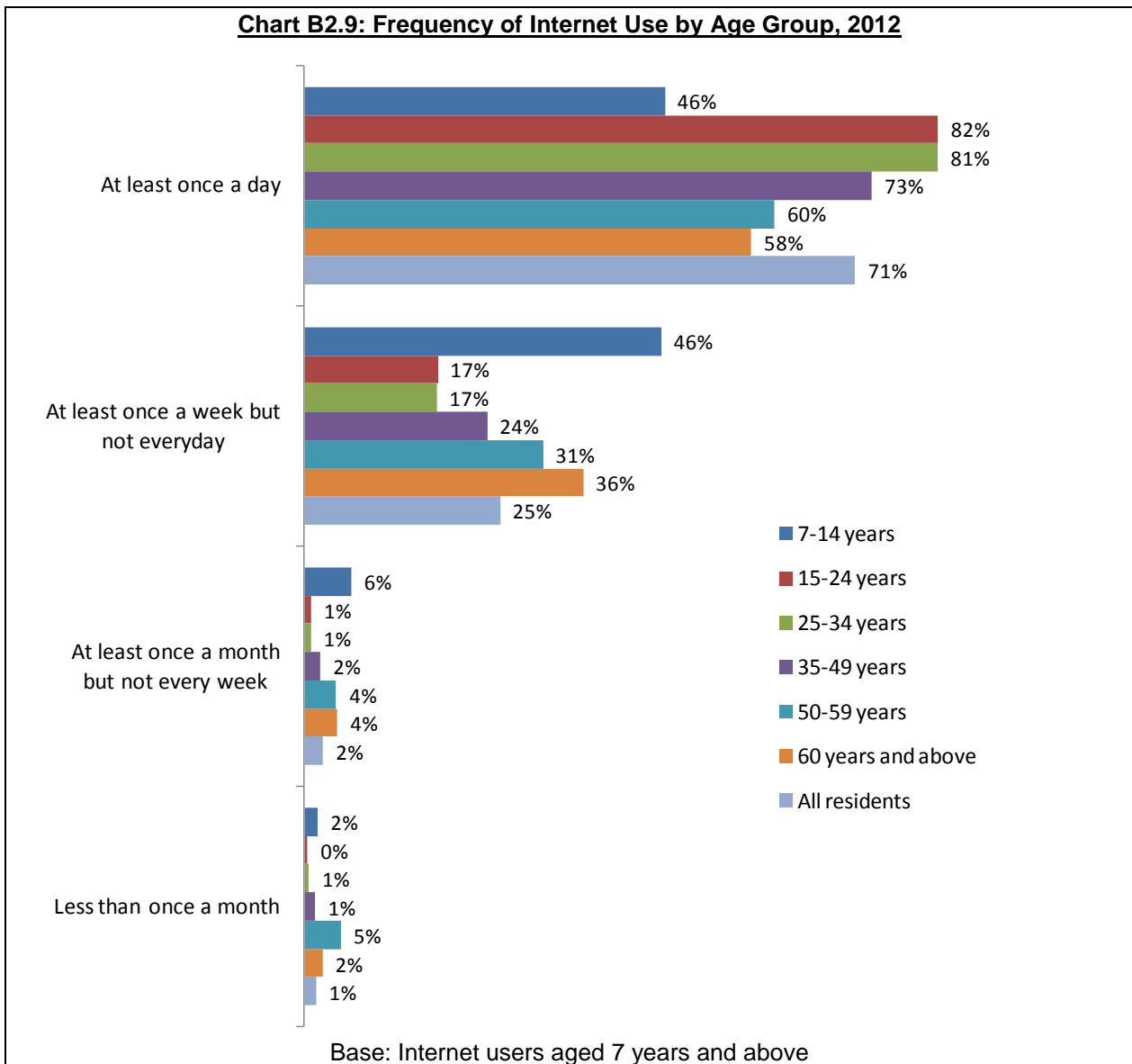
**Highest proportion of Internet users found among residents under 35 years old**

About 72% of residents used the Internet in 2012 (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

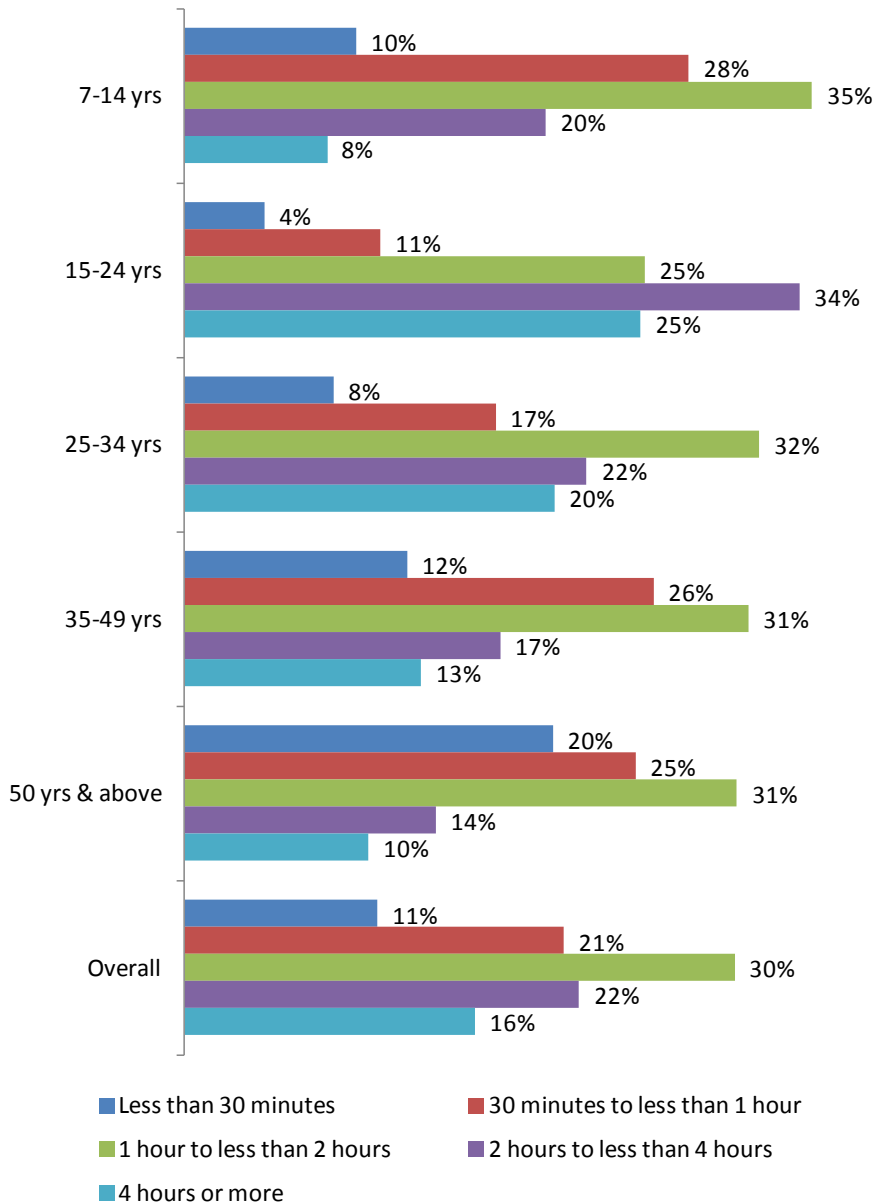
About 71% of Internet users used the Internet at least once a day ([Chart B2.9](#)).



## Younger residents generally spend more time on the Internet

About half (51%) 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, about a quarter spent at least 4 hours in a typical session.

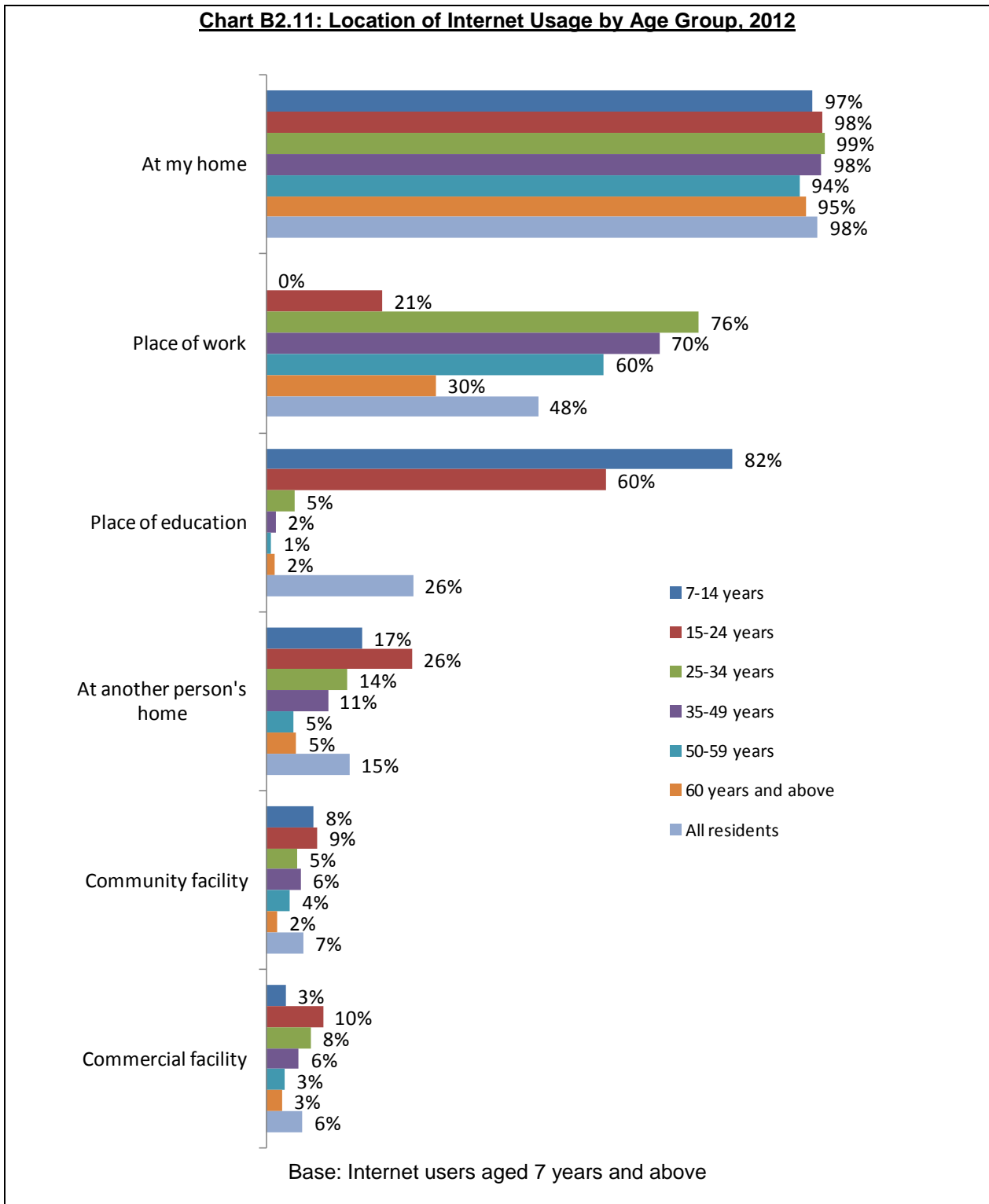
**Chart B2.10: Average Duration of an Internet Session by Age Group, 2012**



Base: Internet users aged 7 years and above

## 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 main reasons for not using the Internet in 2012***

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, 2010 – 2012**

No.	Main reason for not using the Internet	2010	2011	2012
1.	Lack of knowledge, skills or confidence	56%	53%	63%
2.	Not interested / No need to use	42%	46%	36%
3.	Equipment costs are too high	1%	1%	0%

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 groups<sup>4</sup> of Internet users over the last three years. The top three were activities related to communication, leisure activities and getting information<sup>5</sup>.

**Table B3.1: Primary Internet Activity Groups of Internet Users, 2010 – 2012**

Primary Internet activity group	All residents		
	2010	2011	2012
Communication	74%	72%	71%
Leisure activities	45%	46%	61%
Getting information	46%	43%	49%
Online banking	15%	12%	17%
Purchasing or ordering goods or services	4%	8%	17%
Education or learning activities	18%	12%	14%
Creating content	12%	13%	13%
Dealing with government organisations / public authorities	6%	3%	7%

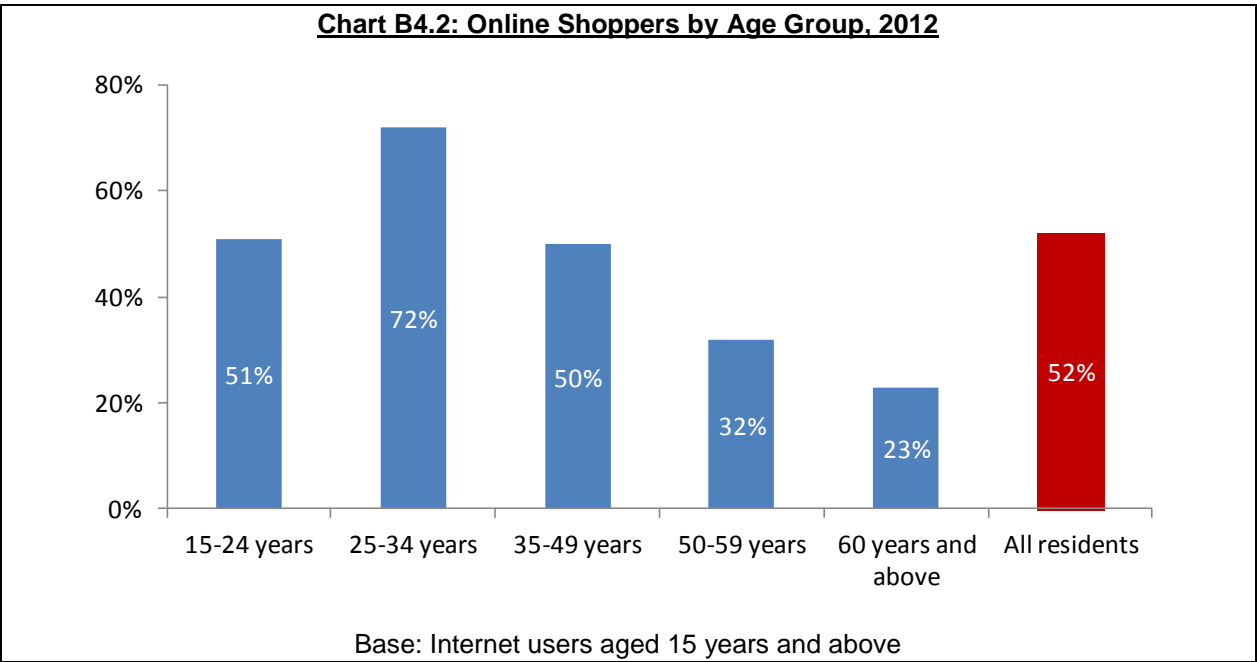
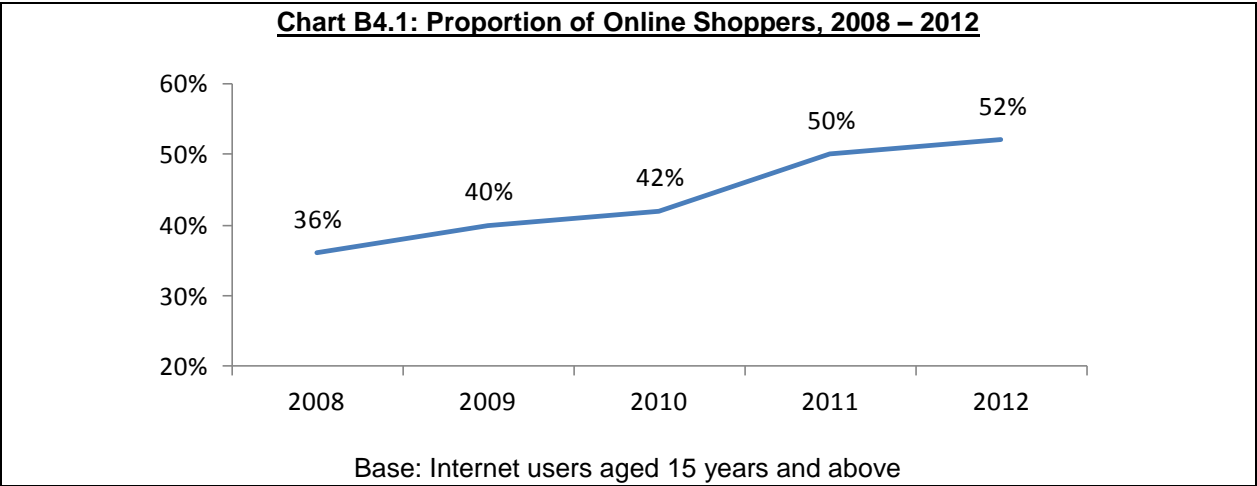
Base: Internet users aged 7 years and above

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

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

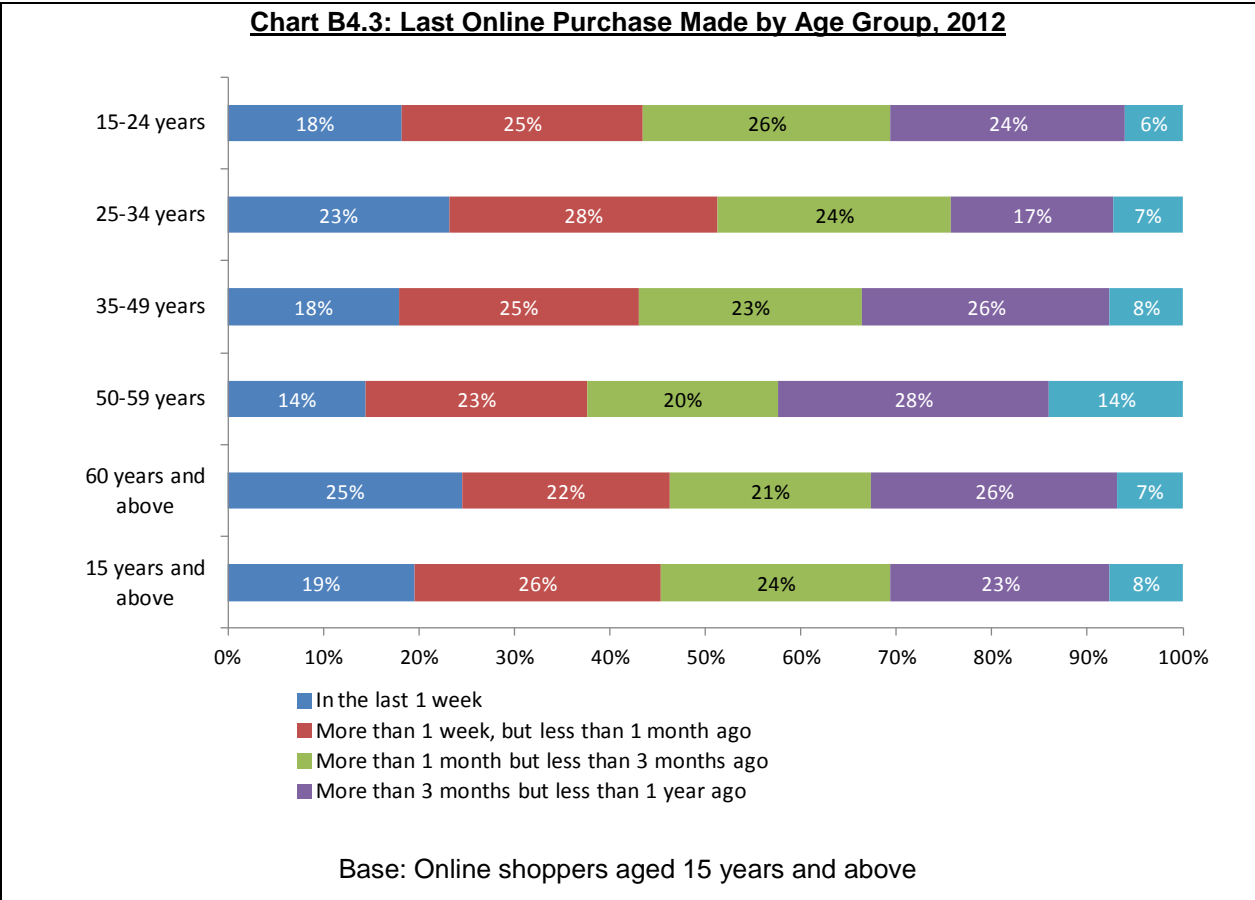
# B4. ONLINE SHOPPING

**More than half of the Internet users have made an online purchase in 2012** More than half 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).



**Last online purchase were made in the last one week**

Almost 2 in 10 online shoppers made purchases online in the last one week while about 45% had done so in the last month (Chart B4.3).





***Apparels and Travel products were two most popular items purchased online in the last 12 months in 2012***

The two most popular items bought online for private purposes were clothing, footwear, sporting goods or accessories (57%) followed by travel products (36%) and Tickets for entertainment events (36%) (Table B4.1). The proportion of users who purchased clothing, footwear, sporting goods or accessories increased by 10 percentage points over the last three years (Table B4.2).

**Table B4.1: Top Ten Goods or Services Purchased Online by Age Group, 2012**

Items	15-24 years	25-34 years	35-49 years	50-59 years	60 years & above
Clothing, footwear, sporting goods or accessories	74%	64%	47%	25%	23%
Travel products	15%	37%	46%	50%	53%
Tickets for entertainment events	31%	41%	34%	33%	42%
Books, magazines, newspaper (in physical form)	6%	10%	10%	7%	6%
Food or groceries	3%	11%	12%	8%	9%
IT and telecommunication services (excl software)	6%	8%	9%	9%	0%
Computer equipment or parts (incl peripheral equipment)	5%	7%	10%	5%	20%
Computer software (in digital form)	4%	4%	5%	9%	13%
Financial products	2%	3%	6%	8%	26%
Books, magazines, newspaper (in digital form)	1%	5%	5%	5%	13%

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, 2010 – 2012**

Items	15 years & above		
	2010	2011	2012
Clothing, footwear, sporting goods or accessories	47%	53%	57%
Travel products	41%	41%	36%
Tickets for entertainment events	28%	35%	36%
Books, magazines, newspaper (in physical form)	11%	11%	9%
Food or groceries	7%	7%	9%
IT and telecommunication services (excl software)	5%	6%	8%
Computer equipment or parts (incl peripheral equipment)	7%	8%	8%
Computer software (in digital form)	6%	6%	5%
Financial products	5%	5%	5%
Books, magazines, newspaper (in digital form)	6%	6%	4%

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, 2012**

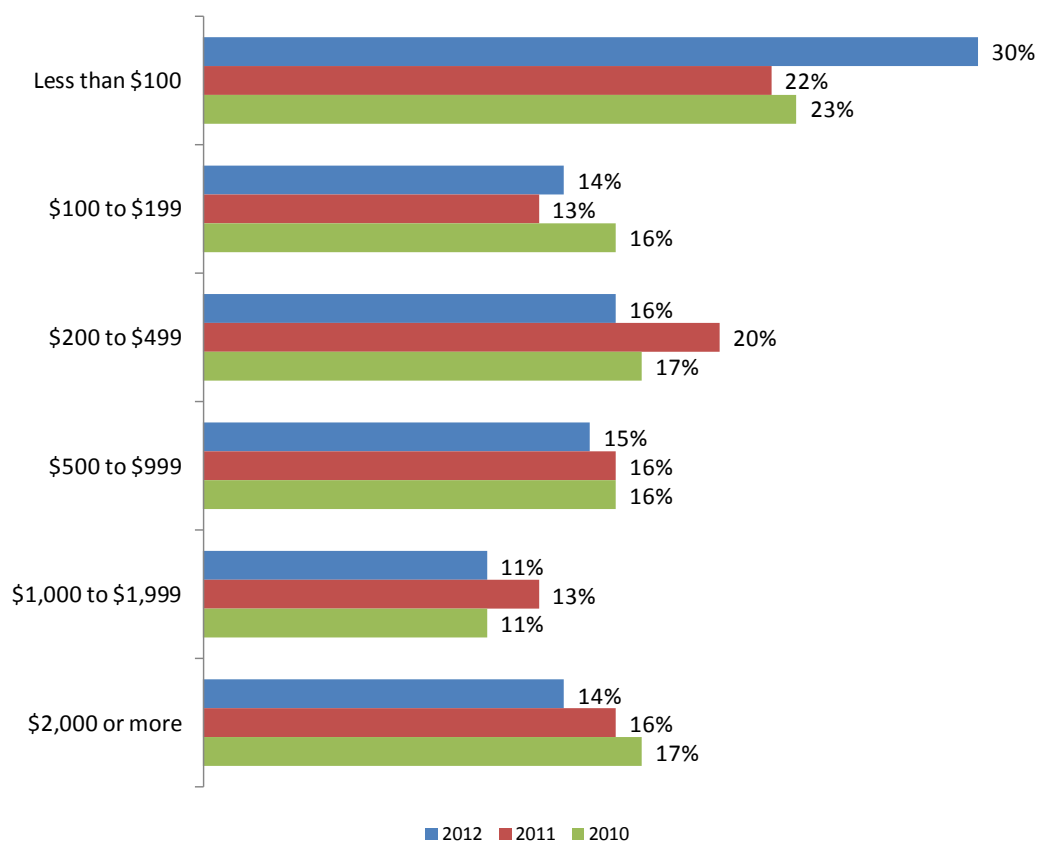
Payment Method	15-24 years	25-34 years	35-49 years	50-59 years	60 years & above	15 years & above
Credit cards	46%	79%	88%	85%	77%	74%
Direct debit / Pay using bank account	51%	20%	12%	13%	16%	25%
eNETS virtual account / PayPal	17%	19%	16%	16%	18%	17%
Cash on delivery	8%	4%	4%	3%	4%	5%
Payment using mobile phone or through the telecommunication	0%	1%	0%	0%	0%	0%

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

## About 7 in 10 online shoppers spent more than \$100 on online purchases

About 70% of online shoppers spent more than \$100 on their online purchases in 2012 ([Chart B4.4](#)).

**Chart B4.4: Value of Online Purchases, 2010 – 2012**



Base: Online shoppers aged 15 years and above

***“Prefer to shop in person or deal personally with a service provider” and “Lack of interest” were main reasons for not shopping online in 2012***

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” (34%) followed by “Lack of interest” (29%) (Table B4.4).

**Table B4.4: Main Reason for Not Shopping Online by Age Group, 2012**

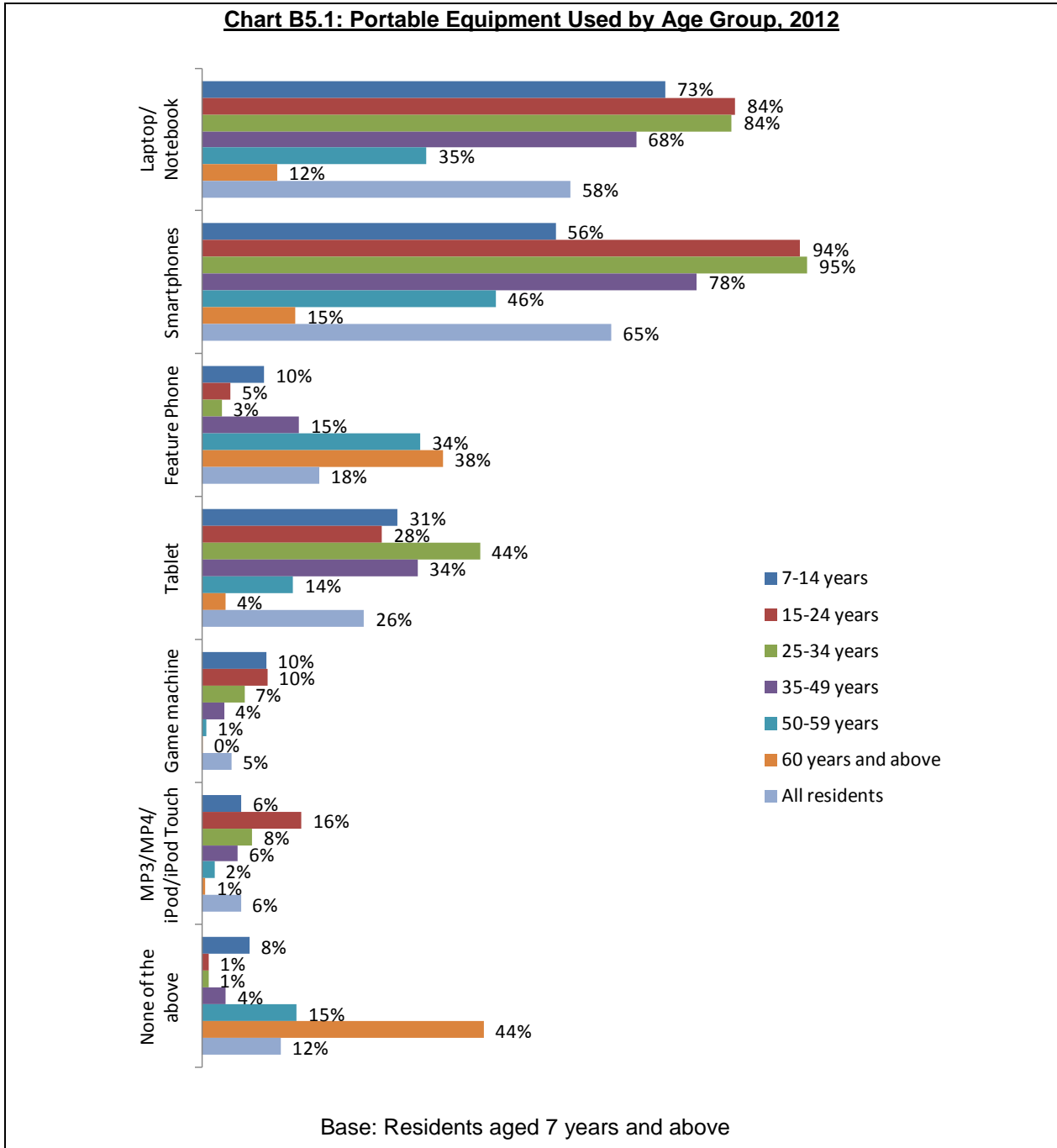
Main reason	15-24 years	25-34 years	35-49 years	50-59 years	60 years & above	15 years & above
Prefer to shop in person or deal personally with a service provider	32%	40%	35%	31%	28%	34%
Lack of interest	26%	32%	29%	30%	41%	29%
Trust concerns (e.g. worried about warranty, receiving goods or services, or returning goods)	17%	11%	11%	15%	8%	13%
Lack of knowledge, skills or confidence in using infocomm/Internet	2%	4%	9%	13%	8%	7%
Security concerns (e.g. concerns about viruses)	4%	5%	7%	4%	8%	5%
Lack of means to make online payments	12%	2%	2%	2%	1%	5%
Privacy concerns (e.g. worried about giving personal details over the Internet)	2%	5%	5%	2%	4%	4%
Inconvenient payment methods (e.g. too many steps to purchase product)	4%	0%	2%	1%	1%	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*

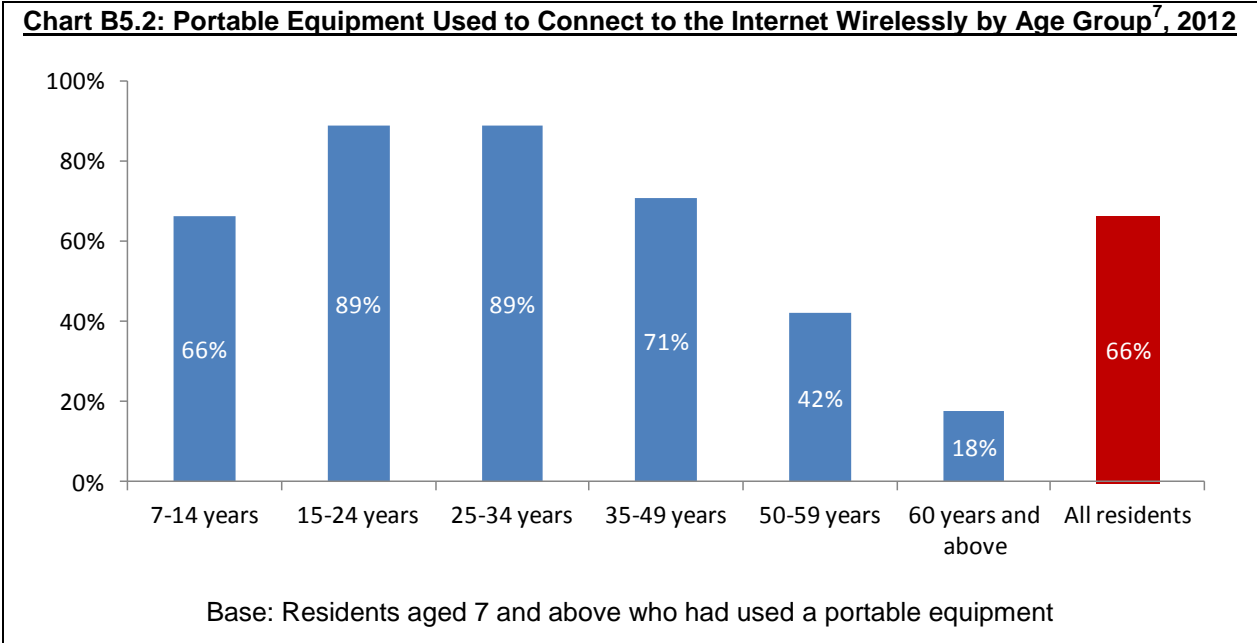
In 2012, about 65% of the residents used a smartphone<sup>6</sup> (Chart B5.1). The highest smartphone usage was among residents aged 25 to 34 years old (95%).



<sup>6</sup> 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 6 in 10 connected to the Internet wirelessly**

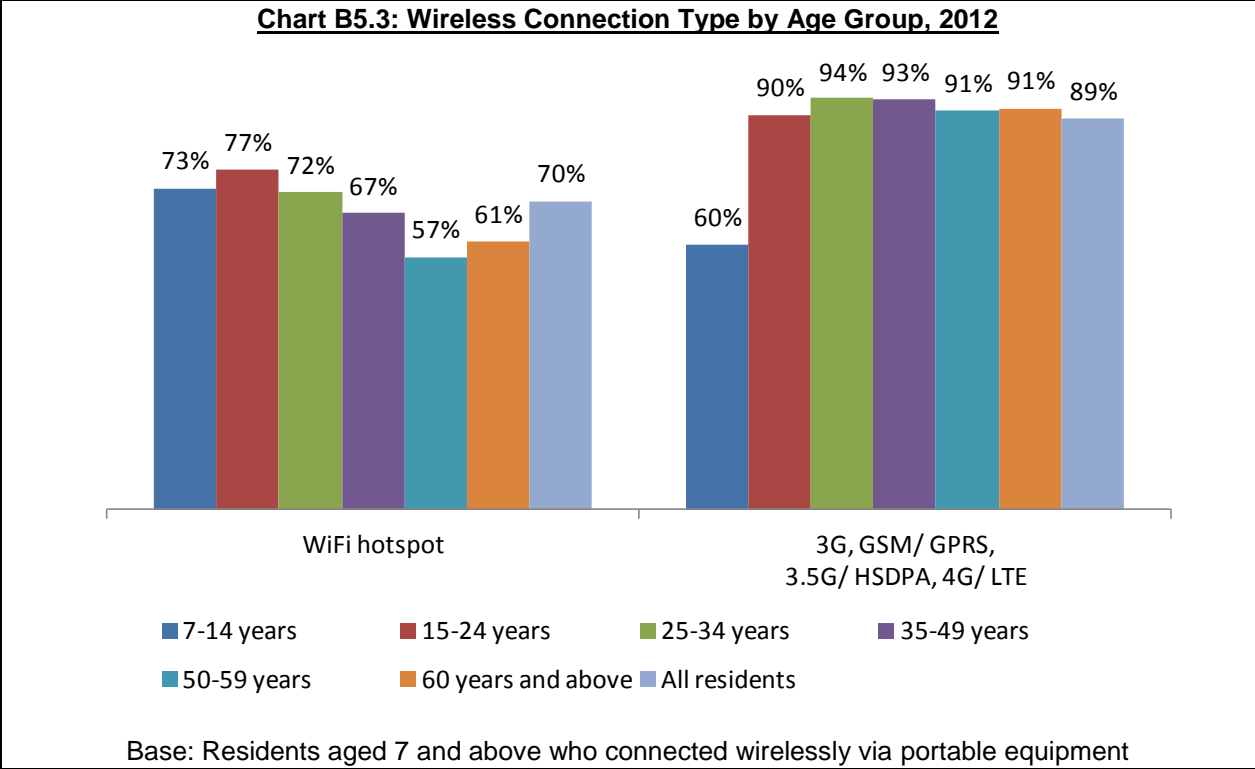
Among residents who had used portable infocomm equipment, about 66% connected to the Internet wirelessly and more than 8 in 10 residents aged 15 to 34 years old used the equipment to connect to the Internet wirelessly (Chart B5.2).



<sup>7</sup> 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).

**Majority of residents favour mobile network over WiFi hotspots**

Overall, users tend to use their mobile network when connecting wirelessly, except for younger users aged 7 to 14 years old who preferred WiFi hotspots (Chart B5.3).



## ***Staying connected via social networks as top mobile online activity***

Among online activities on mobile equipment<sup>8</sup>, communication (using social networks, and sending or receiving email) and getting information made up the top 3 activities. (Table B5.1).

**Table B5.1: Top Ten Internet Activities on Mobile Equipment by Age Group, 2012**

<b>Activity</b>	<b>7-14 years</b>	<b>15-24 years</b>	<b>25-34 years</b>	<b>35-49 years</b>	<b>50-59 years</b>	<b>60 years &amp; above</b>	<b>All residents</b>
Using social networks	43%	75%	68%	38%	14%	5%	43%
Sending or receiving emails	15%	41%	56%	48%	25%	12%	37%
Searching for information or general web browsing	16%	34%	38%	32%	19%	9%	27%
Using instant messaging	20%	33%	26%	20%	13%	3%	20%
Reading online news	3%	22%	30%	27%	15%	6%	20%
Getting information about goods or services	6%	19%	25%	20%	15%	5%	17%
Playing or downloading computer/ mobile/ video games	36%	24%	18%	14%	8%	2%	16%
Downloading or watching movies, short films or images	22%	23%	19%	14%	8%	1%	15%
Downloading or listening to online music	19%	26%	17%	11%	6%	1%	14%
Looking for directions	1%	14%	16%	14%	10%	2%	11%

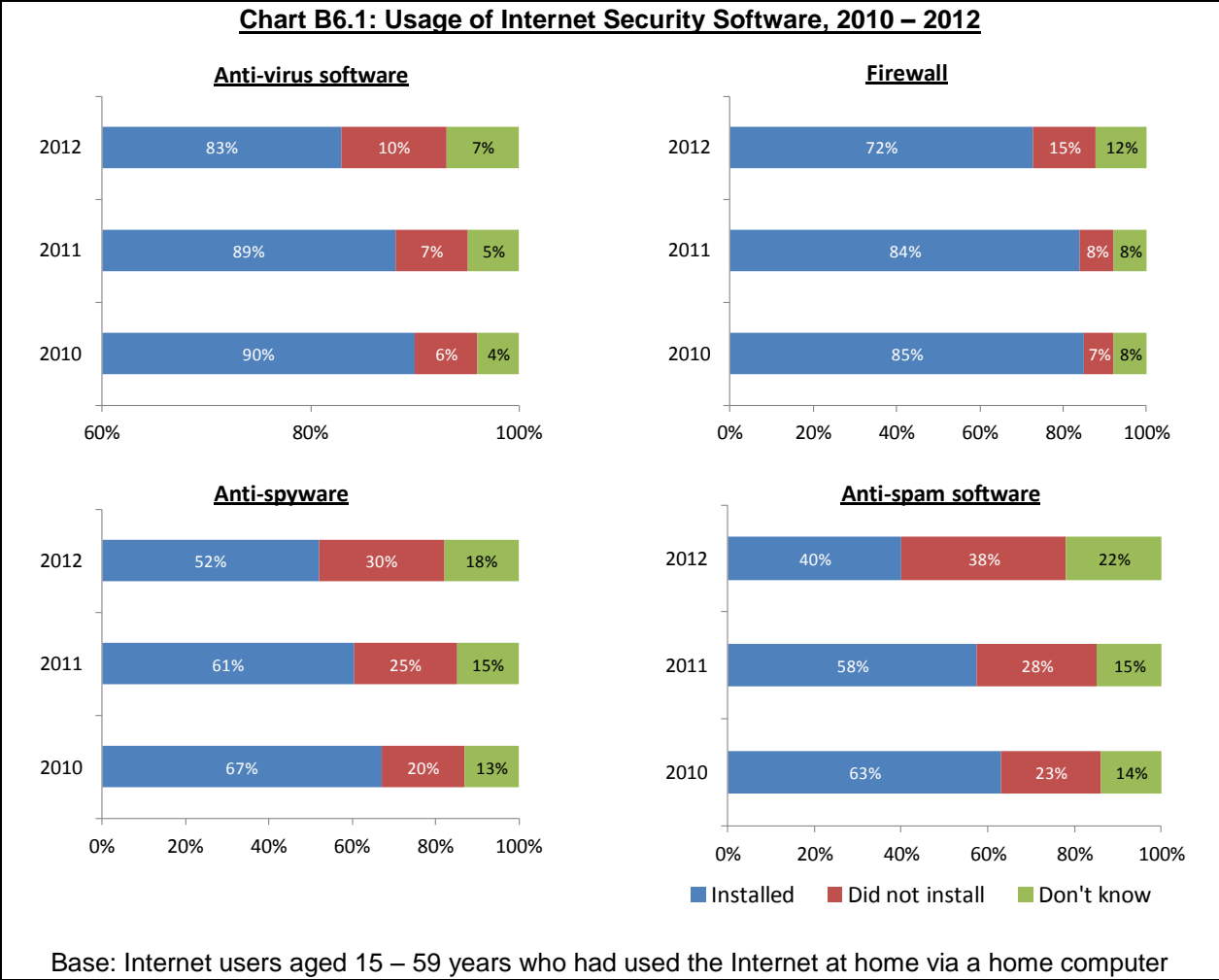
Base: Residents aged 7 and above who had used mobile equipment

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

# B6. INTERNET SECURITY AT HOME

## *Decrease in adoption of Internet security software on home computer*

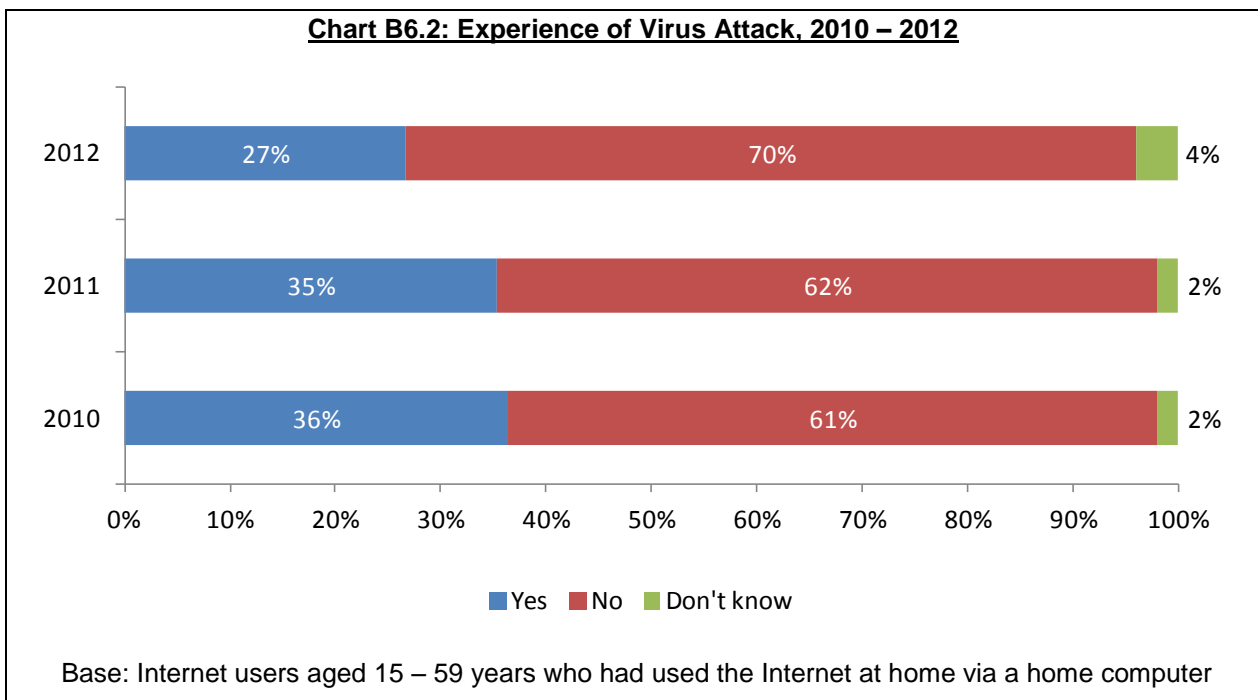
Overall, there was a fall in the adoption of Internet security software on the computer used to access the Internet at home (Chart B6.1).





## Drop in virus attacks

In 2012, about 7 in 10 home Internet users did not experience virus attacks, which is an improvement since 2010 ([Chart B6.2](#)).



## ***‘Don't think that the protection is necessary’ was the main reason for not using Internet security software in 2012***

Among users who accessed the Internet at home via a computer and did not install any one of the Internet security software (anti-virus, firewall, anti-spyware or anti-spam), about 59% cited that they did not think that there was a necessity to do so while about 19% did not know that the protection was necessary ([Table B6.1](#)).

**Table B6.1: Reasons for Not Using Internet Security Software, 2010 – 2012**

No.	Reason for not using anti-virus, firewall or anti-spyware or anti-spam software	2010	2011	2012
1.	Don't think that the protection is necessary	55%	56%	59%
2.	Don't know that the protection is necessary	27%	23%	19%
3.	Lack of knowledge, skills or confidence	11%	11%	13%
4.	Costs of software or subscription	16%	13%	12%

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

## **PART IV: ANNEX**

## C1. PRIMARY INTERNET ACTIVITIES

**Table C1.1: Primary Internet Activities by Residents, 2012**

<b>Primary Internet activity</b>	<b>All residents</b>
<b>Getting information</b>	49%
Other information or general web browsing	36%
About goods or services	24%
From government organisations / public authorities (from websites or via email)	5%
Related to health or health services	5%
About job opportunities	4%
<b>Communicating</b>	71%
Social networks (e.g. Facebook, Twitter, LinkedIn, Google+)	50%
Sending or receiving emails	44%
Instant messaging	8%
Telephoning over the Internet (VoIP) - Voice (e.g. Skype, Viber)	4%
Chat rooms	4%
Reading blogs that are created by others	3%
Telephoning over the Internet (VoIP) - Video (e.g. Skype, Viber)	2%
Peer-to-Peer (e.g. Napster, RealNetworks)	1%
<b>Creating content</b>	13%
Broadcasting of self-produced videos (e.g. Youtube, Google Video)	8%
Sharing of own photos (e.g. Flickr, Snapfish)	5%
Creating / maintaining own blogs	1%
Forum discussion / Posting of feedback, advice (e.g. product reviews)	1%
Sharing of self-created music	1%
Publishing of own writing/articles (e.g. Wikipedia, Fanfiction.net)	0%
Creating / maintaining own website	0%
<b>For online banking</b>	17%
Checking account information	15%
Transferring of funds to other bank accounts	12%
Payment of bills	11%

<b>Primary Internet activity</b>	<b>All residents</b>
<b><i>For purchasing or ordering goods or services</i></b>	17%
<b><i>For dealing with government organisations / public authorities</i></b>	7%
Making online payments	4%
Completing or lodging forms online (e.g. income tax filing)	4%
Downloading or requesting forms	2%
<b><i>For leisure activities</i></b>	61%
Downloading or watching movies, short films or images	23%
Reading online news	21%
Playing or downloading computer / mobile / video games	18%
Downloading or listening to online music	14%
Interactive online gaming	11%
Watching web television	9%
Downloading or uploading other media (e.g. digital photographs)	4%
Reading online magazines	3%
Listening to web radio	2%
Reading electronic books	2%
<b><i>For education or learning activities</i></b>	14%
Access documents / applications from the school server (for school work)	11%
Education or training activities (e.g. e-learning)	7%

Base: Internet users aged 7 years and above

**Table C1.2: Primary Internet Activity Groups of Users Aged 7 to 34 Years Old, 2010 – 2012**

Primary Internet activity group	7-14 years			15-24 years			25-34 years		
	2010	2011	2012	2010	2011	2012	2010	2011	2012
Communicating	50%	45%	49%	86%	86%	80%	86%	84%	82%
Leisure activities	56%	60%	73%	54%	49%	68%	43%	43%	59%
Getting information	9%	11%	18%	40%	35%	42%	58%	54%	56%
Creating content	10%	9%	12%	20%	23%	23%	12%	14%	15%
Education or learning activities	45%	36%	45%	32%	24%	26%	8%	4%	4%
Online banking	0%	0%	0%	8%	5%	8%	25%	21%	28%
Purchasing or ordering goods or services	0%	0%	0%	4%	8%	14%	7%	14%	29%
Dealing with government organisations / public authorities	0%	0%	0%	2%	1%	2%	8%	5%	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, 2010 – 2012**

Primary Internet activity group	35-49 years			50-59 years			60 years & above		
	2010	2011	2012	2010	2011	2012	2010	2011	2012
Communicating	76%	71%	70%	65%	66%	63%	62%	57%	70%
Leisure activities	40%	43%	54%	30%	37%	51%	30%	32%	55%
Getting information	58%	55%	59%	52%	48%	58%	57%	51%	51%
Creating content	11%	9%	9%	8%	7%	6%	5%	9%	10%
Education or learning activities	6%	3%	4%	5%	1%	2%	1%	1%	0%
Online banking	23%	18%	25%	15%	13%	15%	7%	8%	14%
Purchasing or ordering goods or services	4%	11%	20%	2%	5%	13%	3%	3%	11%
Dealing with government organisations / public authorities	11%	5%	11%	6%	3%	9%	2%	2%	8%

Base: Internet users aged 35 years and above