

**SURVEY ON ICT USAGE  
IN HOUSEHOLDS  
2002**

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Tel.: (+356) 21 22 32 21/5  
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e-mail: [nso@gov.mt](mailto:nso@gov.mt)  
website: <http://www.nso.gov.mt>

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For further information, please contact:

Library and Information Unit  
National Statistics Office  
Lascaris  
Valletta CMR 02  
Malta  
Tel: (+356) 21 23 92 25 / (+356) 25 99 72 10

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Department of Information  
3 Castille Place  
Valletta CMR 02  
Malta  
Tel: (+356) 21 22 49 01  
Fax: (+356) 21 23 71 70

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computer at work daily. Results also indicated that 11.3 per cent of the population used the computer at home on a daily basis.

Computer users who used the Internet during the reference period were 82,880. This was equivalent to 26.8 per cent of the total population and 78.7 per cent of the computer users. Regional analysis indicated that out of the 82,880 Internet users, only 6.8 per cent were from the Gozo and Comino district whilst the Northern District carried the highest percentage with 38.3 per cent. The survey results also show that Internet users are more inclined to use the Internet at home or at work. Out of those that did access the Internet in other places, only 6.4 per cent did so from a public library.

Security issues during the use of the Internet were also investigated. A total of 9,870 persons claimed to have experienced security problems. This question was not restricted to the reference period only.

Indicators on reasons for using the Internet are also being presented. As in other countries, the sending and receiving of e-mails is very popular and 90.5 per cent of the Internet users claimed to have used the Internet for this purpose. Purchasing over the Internet is still relatively low. Only 14.3 per cent of those who accessed the Internet used it for this purpose and this figure represents 3.8 per cent of the total population.

The number of Internet users who accessed the Internet at home for work was also collected. Of the 15,310 persons in this category, 47.1 per cent used the Internet to send work carried out at home to the work place (teleworking).

An analysis of the type of products bought on the Internet during the reference period showed that books, magazines and e-learning material are the most popular purchases. In fact 35.3 per cent of the Internet buyers claimed to have bought these products from the Internet whilst the number of persons participating in lotteries and betting activities was negligible despite the known partiality of locals for such activities.

The survey showed that 17.2 per cent of the persons who bought goods over the Internet claimed to have spent over Lm101. Of the total number of Internet users, 80 per cent did not buy any products on the Internet. It was also estimated that 18.2 per cent of the Internet users used a credit card to buy products or services. Of these 78.1 per cent were in the 15-34 age bracket.

The tables and charts presented in this report give a detailed analysis of the current use of the local population vis-à-vis the ICT sector. The NSO is currently preparing for a survey on ICT usage in enterprises that should give a picture on the current usage of modern technologies by the local enterprises.

## 2.0 Survey Methodology

### 2.1 Population Coverage

The target population of the ICT survey consisted of all persons living in Maltese households aged 15 years and over. A sample of 1,500 individuals from the target population was taken by first selecting a random number of 1,500 households from the Electoral Database, and then choosing one person randomly aged 15 years and over from each selected household.

The sampling rate of this survey stood at 1.2% for households and 0.5% for household members aged 15+. This sampling rate guaranteed an adequate representation of all the determinant variables in ICT. The main sources of information used in order to determine the initial sample size were the past records regarding non-response in similar surveys, and the Internet/computer-use rates in Malta. (*ref. Kultura 2000, NSO*)

The two main reasons for opting for this sampling technique were:

- !" The database had no list of persons aged 15-17 years;
- !" Every person selected could be identified by a unique household (from where s/he was selected).

Moreover, this sampling technique guaranteed a known and equal probability of every person/household being selected for this survey.

The following two tables illustrate respectively the estimated distribution by district, sex and age-group of the target population, and the distribution of households by size and district.

**Table 1 – Population distribution**

District	15-34			35+			All persons		
	Males	Females	Total	Males	Females	Total	Males	Females	Total
Southern Harbour	11,990	11,120	23,110	21,760	23,580	45,340	33,750	34,700	68,450
Northern Harbour	16,280	15,330	31,610	30,060	35,330	65,390	46,340	50,660	97,000
South Eastern	7,960	7,090	15,050	12,870	14,270	27,140	20,830	21,360	42,190
Western	6,840	7,280	14,120	13,030	13,150	26,180	19,870	20,430	40,300
Northern	6,990	6,790	13,780	11,470	12,750	24,220	18,460	19,540	38,000
Gozo and Comino	3,540	3,920	7,460	8,010	8,220	16,230	11,550	12,140	23,690
<b>Total</b>	<b>53,600</b>	<b>51,530</b>	<b>105,130</b>	<b>97,200</b>	<b>107,300</b>	<b>204,500</b>	<b>150,800</b>	<b>158,830</b>	<b>309,630</b>

**Table 2 – Household distribution**

District	Household size					
	1	2	3	4	5+	Total
Southern Harbour	5,020	7,750	6,440	6,540	3,030	28,780
Northern Harbour	7,360	13,050	9,800	6,410	4,900	41,520
South Eastern	1,900	3,100	4,550	4,760	2,450	16,760
Western	1,890	4,820	3,160	4,140	2,500	16,510
Northern	1,920	4,080	2,900	4,500	2,090	15,490
Gozo and Comino	1,730	2,620	1,950	2,560	1,070	9,930
<b>Total</b>	<b>19,820</b>	<b>35,420</b>	<b>28,800</b>	<b>28,910</b>	<b>16,040</b>	<b>128,990</b>

## 2.2 Response

The global response rate of this survey stood at 1,149 persons. This rate amounts to 76.6% of the initial surveyed sample. The following table gives the sample distribution of persons, by age-group, sex and district of the persons who responded to the survey.

**Table 3 – Sample distribution**

District	15-34			35+			All persons		
	Males	Females	Total	Males	Females	Total	Males	Females	Total
Southern Harbour	38	40	78	71	96	167	109	136	245
Northern Harbour	50	44	94	119	147	266	169	191	360
South Eastern	19	23	42	48	53	101	67	76	143
Western	16	28	44	53	53	106	69	81	150
Northern	25	26	51	50	65	115	75	91	166
Gozo and Comino	9	15	24	28	33	61	37	48	85
<b>Total</b>	<b>157</b>	<b>176</b>	<b>333</b>	<b>369</b>	<b>447</b>	<b>816</b>	<b>526</b>	<b>623</b>	<b>1,149</b>

## 2.3 Weighting

Weighting enables the sample results to be inferred to the target population. Another advantage of this mathematical procedure is that it reduces the non-response bias, occurring by the sample under-representation within some population categories. Two sets of weights were constructed.

Household weighting has been accomplished by a *posteriori* stratification at one level by district and the number of persons aged 15+ in the household. The data used for this procedure has been derived after projecting the demographic estimates from the Household Budgetary Survey, 2000 over the year 2002. This was accomplished by the use of series of projection indicators, which were estimated by the Demography Unit, NSO. A similar *posteriori* stratification process was carried out to construct the individual weights.

## 2.4 Data Collection

Data was collected by means of face-to-face interviews between 15<sup>th</sup> July and 31<sup>st</sup> July, 2002. Nearly all the questions refer to the reference period that was between 1<sup>st</sup> April and 30<sup>th</sup> June, 2002. Interviewing was carried out by a group of about 50 interviewers.

## 2.5 Quality Control

All the questionnaires were vetted in order to ensure the high quality of the gathered data. The data entry program had also a series of built in validations, designed to double-check the inputted data during the data inputting process, in order to minimise the errors during the data inputting stage. The dataset was again subject to a series re-checks during the data editing stage, in order to identify any incorrect or logically misleading data.

Where possible all the persons who provided wrong or missing data were contacted again to improve the quality of the dataset. In cases where the respondents could not be re-contacted, all the misleading data was deleted and imputed with the other remaining missing data, using appropriate mathematical algorithms.

## 2.6 Errors

This survey was subject to two main sources of errors, which are technically referred to as sampling errors and bias.

Sampling errors are associated with all sampling surveys. The magnitude of these errors differs from one variable to another and depends both on the number of values in the sample used to estimate the variable, and the variation of the readings with the actual result.

It is however possible to determine the size of these errors and thus indicate how close to the population parameters the obtained estimates are. An important measure to estimate this variation is referred to as **standard error**. Formulas 1 and 2 illustrate two important equations, used in order to derive the unweighted

standard error of the mean  $\bar{x}$  and unweighted sum  $\sum_{r=1}^N x_r$  of a random variable X,

$$\sqrt{\left(1 + \frac{n}{N}\right) \frac{s^2}{n}} \dots 1 ; \sqrt{\frac{s^2}{n} N(N+n)} \dots 2$$

where  $s^2 = \frac{\sum_{r=1}^n (x_r - \bar{x})^2}{n-1}$ , n is the sample size, N is the size of the target population and  $x_r$  is an elementary value of X measured from the r-th respondent.

Table 4 illustrates the main indicators which were presented in this publication, together with their 95 per cent confidence intervals (C.I.'s), which were directly derived from the standard errors. For example, the estimated proportion of households with an Internet access at home stood at 31.3 per cent with a 95 per cent C.I. of 2.7 per cent. This means that the reader may be 95 per cent confident that the real household Internet access population proportion lies between 28.6 per cent and 34.0 per cent.

**Table 4 – Confidence intervals in main ICT estimates**

Parameters	Number of respondents	Value	C.I.	Minimum value	Maximum value
Percentage households with an Internet access	1,149	31.3	2.7	28.6	34.0
Percentage population with a private email address	1,149	25.7	2.5	23.2	28.2
Percentage population who used a computer during reference period	1,149	34.0	2.7	31.3	36.7
Percentage population who had basic computer training course	1,149	30.5	2.4	28.1	32.9
Percentage population who used the Internet during the reference period	1,149	26.8	2.5	24.3	29.3
Percentage computer users who used the Internet during the reference period	371	78.7	24.2	74.5	82.9
Average number of hours spent on the Internet per week	290	8.7	0.7	8.0	9.4
Percentage population who had problems with security on the Internet	1,149	3.2	0.9	2.3	4.1
Percentage computer users who had problems with Internet security	371	9.4	2.9	6.5	12.3
Percentage population who bought/used services on the Internet	1,149	5.3	1.2	4.1	6.5
Percentage Internet users who bought/used services on the Internet	290	19.7	4.5	15.2	24.2

Bias is attributed mainly to all the human errors that occur during the data collecting and editing processes, imputation of missing data and weighting processes. All surveys, including censuses, suffer from these kinds of errors. Unfortunately, it is not possible to measure the magnitude of bias. Bias may be however reduced by identifying the dataset's bias indicators and using past records, when available, as benchmarks.

### 3.0 Concepts and Definitions

The *ICT Usage in Households* survey is designed to satisfy the concepts and definitions as outlined by Eurostat, which is the Statistical Office of the European Communities. This will allow comparability of results with EU member states and Candidate Countries.

**DISTRICTS:** These districts are derived from the Malta Geographic Codes (MGC) developed by the NSO according to international standards:

**Southern Harbour** - |abbar, Xg]ajra, Valletta, Tarxien, Santa Lu`ija, Paola, Marsa, Luqa, Kalkara, Senglea, Floriana, Fgura, Cospicua, Vittoriosa.

**Northern Harbour** - Ta' Xbiex, Swieqi, Sliema, Santa Venera, San {wann, St. Julians, Qormi, Pieta', Pembroke, Msida, Hamrun, G'ira, Birkirkara.

**South Eastern** - |urrieq, |ejtun, Safi, Qrendi, Mqabba, Marsaxlokk, Marsascala, Kirkop, Gudja, G]axaq, Bir\lebbujja.

**Western** - |ebbu[ (Malta), Siggiewi, Rabat (Malta), Mtarfa, Mdina, Lija, L-Iklin, Dingli, Balzan, Attard.

**Northern** - St. Paul's Bay, Naxxar, Mosta, M[arr, Mellie]a, G]arg]ur.

**Gozo and Comino** - Rabat (Gozo), Fontana, G]ajnsielem and Comino, G]arb, G]asri, Ker'em, Munxar, Nadur, Qala, San Lawrenz, Sannat, Xag]ra, Xewkija, |ebbug (Gozo).

**Educational level:** This relates to the highest level of education completed by the individual.

**ICT:** Information and Communications Technologies

**Income groups:** The income groups indicate the total income of all the members of the household.

**Household articles:** For the purpose of this survey, a *Household article* refers to the ICT related items available.

**Private personal e-mail address:** An e-mail address pertaining to the individual through a personal connection. e.g. [an.other@yahoo.co.uk](mailto:an.other@yahoo.co.uk)

**Sub-population:** The population within a specific sub-group of the population.

**Total Population:** The total number of persons aged 15 years and over.

**Teleworking:** The employee works from a home office for either a portion of or all of the working week. He or she maintains a presence in the office electronically via phone, fax, pager and e-mail and is usually, at a minimum, required to participate in some quarterly, monthly or weekly meetings at the work location.

**Workplace related personal e-mail address:** An e-mail address pertaining to the individual but available to him/her through the working position. e.g. [an.other@gov.mt](mailto:an.other@gov.mt)

## 4.0 RESULTS





**Table 1. Distribution of persons by sex and age group**

Age group	Males		Females		Total	
	Number	%	Number	%	Number	%
15-24	26,760	17.8	23,320	14.7	50,080	16.2
25-34	26,830	17.8	28,210	17.7	55,040	17.8
35-54	54,460	36.1	48,900	30.8	103,360	33.3
55+	42,740	28.3	58,410	36.8	101,150	32.7
<b>Total</b>	<b>150,790</b>	<b>100.0</b>	<b>158,840</b>	<b>100.0</b>	<b>309,630</b>	<b>100.0</b>

**Table 2. Distribution of persons by sex and district**

District	All Persons		
	Males	Females	Total
Southern Harbour	33,750	34,700	68,450
Northern Harbour	46,340	50,660	97,000
South Eastern	20,830	21,360	42,190
Western	19,870	20,430	40,300
Northern	18,460	19,540	38,000
Gozo and Comino	11,550	12,140	23,690
<b>Total</b>	<b>150,800</b>	<b>158,830</b>	<b>309,630</b>

**Table 3. Distribution of persons by household size**

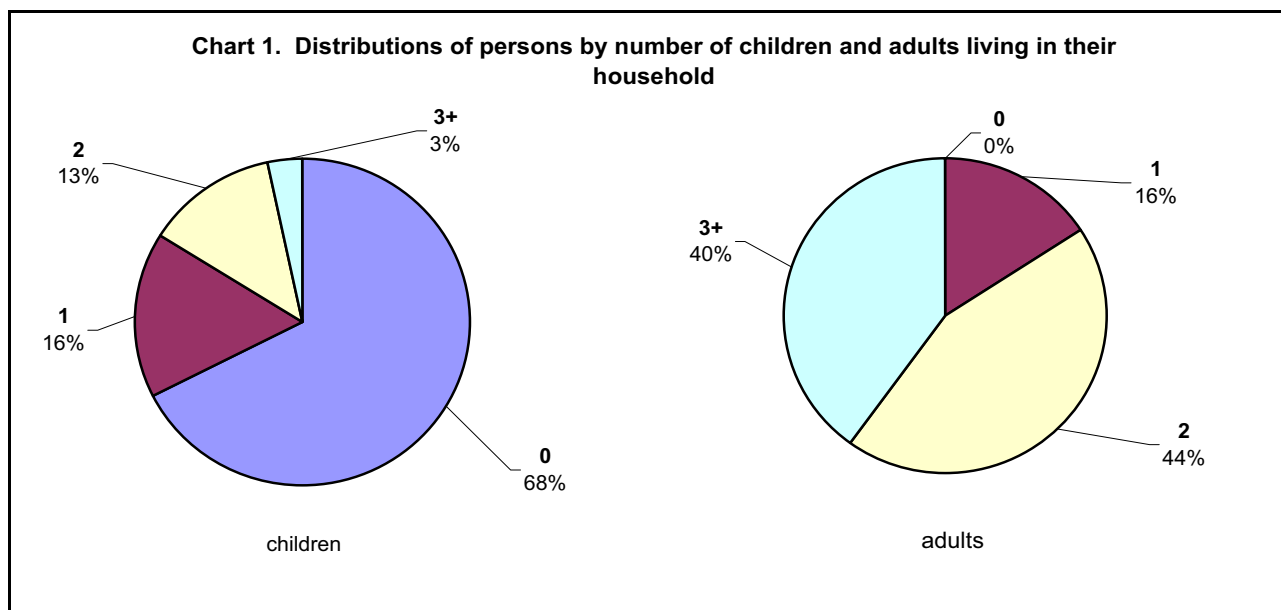
Household size	Number of persons	%
1	44,980	14.5
2	76,200	24.7
3	71,620	23.1
4	74,050	23.9
5	30,350	9.8
6+	12,430	4.0
<b>Total</b>	<b>309,630</b>	<b>100.0</b>

**Table 4. Distribution of persons by number of adults living in their household**

Number of adults	Number of persons	%
0	-	-
1	49,070	15.8
2	136,620	44.2
3	64,170	20.7
4	41,590	13.4
5+	18,180	5.9
<b>Total</b>	<b>309,630</b>	<b>100.0</b>

**Table 5. Distribution of persons by number of children living in their household**

Number of children	Number of persons	%
0	209,460	67.6
1	50,180	16.2
2	39,590	12.8
3+	10,400	3.4
<b>Total</b>	<b>309,630</b>	<b>100.0</b>



**Table 6. Distribution of persons by highest level of education achieved**

Educational level	Number of persons	%
Primary	95,670	30.9
Secondary	134,130	43.3
Post-secondary	44,710	14.4
Tertiary	25,280	8.2
Other (including no schooling)	9,840	3.2
<b>Total</b>	<b>309,630</b>	<b>100.0</b>

Table 7. Number of persons by household income and available household articles

Household article	Household income									
	0 - Lm4,000		Lm4,001 - Lm 8,000		Lm8,001+		All persons			
	Number of persons	% income group	Number of persons	% income group	Number of persons	% income group	Number of persons	% income group		
Cable TV	69,290	55.3	90,260	66.5	33,780	69.6	193,330	62.4		
Conventional analogue (terrestrial) TV	60,500	48.3	46,450	34.2	16,840	34.7	123,790	40.0		
Desktop computer	20,070	16.0	69,430	51.1	35,410	73.0	124,910	40.3		
DVD player	7,080	5.6	24,990	18.4	13,650	28.1	45,720	14.8		
Handheld computer	-	-	1,090	0.8	2,150	4.4	3,240	1.0		
Mobile phone	69,630	55.5	121,390	89.4	46,710	96.3	237,730	76.8		
Portable computer	1,010	0.8	5,570	4.1	6,330	13.1	12,910	4.2		
Satellite dish connected to TV	10,260	8.2	24,810	18.3	10,060	20.7	45,130	14.6		

Table 8. Number of persons by household size and household articles owned at home

Household article	Household size									
	1-2		3-4		5+		Total			
	Number of persons	% household size	Number of persons	% household size	Number of persons	% household size	Number of persons	% household size		
Cable TV	75,910	62.6	89,810	61.7	27,610	64.5	193,330	62.4		
Conventional analogue (terrestrial) TV	46,620	38.5	60,590	41.6	16,550	38.8	123,790	40.0		
Desktop computer	20,580	17.0	76,810	52.7	27,520	64.3	124,910	40.3		
DVD player	9,520	7.9	26,030	17.9	10,170	23.8	45,720	14.8		
Handheld computer	570	0.5	1,350	0.9	1,320	3.1	3,240	1.0		
Mobile phone	64,510	53.2	131,450	90.2	41,770	97.6	237,730	76.8		
Portable computer	2,250	1.9	7,540	5.2	3,130	7.3	12,920	4.2		
Satellite dish connected to TV	9,940	8.2	27,290	18.7	7,900	18.5	45,130	14.6		

**Table 9. Number of persons with Internet access at home**

<b>Access?</b>	<b>Number of persons</b>	<b>%</b>
Yes	102,330	33.0
No	207,300	67.0
<b>Total</b>	<b>309,630</b>	<b>100.0</b>

**Chart 2. Distribution of persons by Internet access**

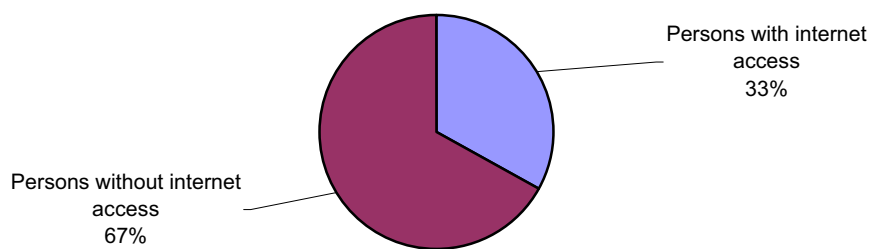
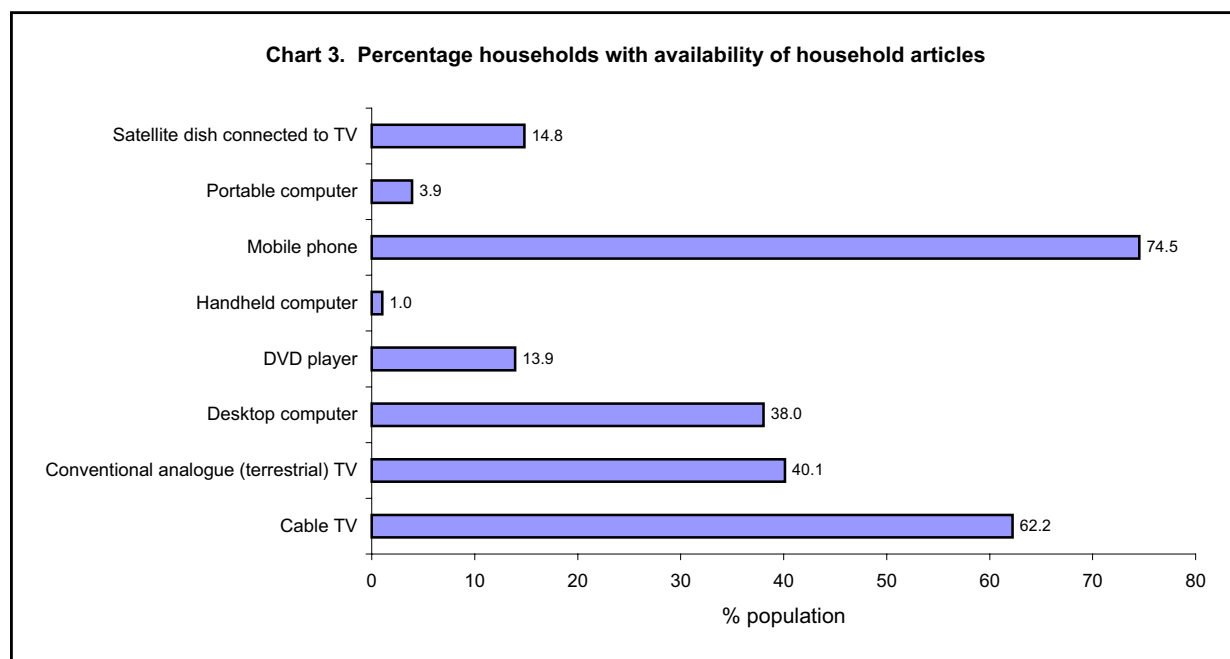


Table 10. Number of households by district and available household articles

Household item	Number of households							All households
	Southern Harbour	Northern Harbour	South Eastern	Western	Northern	Gozo and Comino	All households	
Cable TV	16,950	29,660	9,520	9,000	9,390	5,770	80,290	
Conventional analogue (terrestrial) TV	13,320	12,810	7,610	6,980	5,260	5,720	51,700	
Desktop computer	8,770	16,210	6,650	7,070	7,220	3,120	49,040	
DVD player	3,650	5,710	2,350	2,320	2,890	1,010	17,930	
Handheld computer	110	880	150	-	190	-	1,330	
Mobile phone	20,580	30,820	13,370	12,610	12,870	5,900	96,150	
Portable computer	530	2,160	1,080	740	470	100	5,080	
Satellite dish connected to TV	4,390	5,700	1,860	2,660	2,510	1,990	19,110	
	% district							
Household item	Southern Harbour	Northern Harbour	South Eastern	Western	Northern	Gozo and Comino	All households	
Cable TV	58.9	71.4	56.8	54.5	60.6	58.1	62.2	
Conventional analogue (terrestrial) TV	46.3	30.9	45.4	42.3	34.0	57.6	40.1	
Desktop computer	30.5	39.0	39.7	42.8	46.6	31.4	38.0	
DVD player	12.7	13.8	14.0	14.1	18.7	10.2	13.9	
Handheld computer	0.4	2.1	0.9	-	1.2	-	1.0	
Mobile phone	71.5	74.2	79.8	76.4	83.1	59.4	74.5	
Portable computer	1.8	5.2	6.4	4.5	3.0	1.0	3.9	
Satellite dish connected to TV	15.3	13.7	11.1	16.1	16.2	20.0	14.8	
	% households							
Household item	Southern Harbour	Northern Harbour	South Eastern	Western	Northern	Gozo and Comino	All households	
Cable TV	21.1	36.9	11.9	11.2	11.7	7.2	100.0	
Conventional analogue (terrestrial) TV	25.7	24.8	14.7	13.5	10.2	11.1	100.0	
Desktop computer	17.9	33.0	13.6	14.4	14.7	6.4	100.0	
DVD player	20.4	31.9	13.1	12.9	16.1	5.6	100.0	
Handheld computer	8.3	66.1	11.3	-	14.3	-	100.0	
Mobile phone	21.4	32.1	13.9	13.1	13.4	6.1	100.0	
Portable computer	10.4	42.4	21.3	14.6	9.3	2.0	100.0	
Satellite dish connected to TV	23.0	29.9	9.7	13.9	13.1	10.4	100.0	

**Table 11. Number of households by income group and available household articles**

Household article	Income group			
	0 - Lm4,000	Lm4,001 - Lm8,000	Lm8,001 +	Total
	% income group			
Cable TV	55.4	66.3	70.5	62.2
Conventional analogue (terrestrial) TV	47.8	34.3	34.3	40.1
Desktop computer	14.6	49.5	73.4	38.0
DVD player	5.1	17.5	29.3	13.9
Handheld computer	-	0.7	5.0	1.0
Mobile phone	53.6	88.3	96.1	74.5
Portable computer	0.7	4.1	13.1	3.9
Satellite dish connected to TV	8.2	18.7	22.9	14.8



**Table 12. Number of households by size and available household articles**

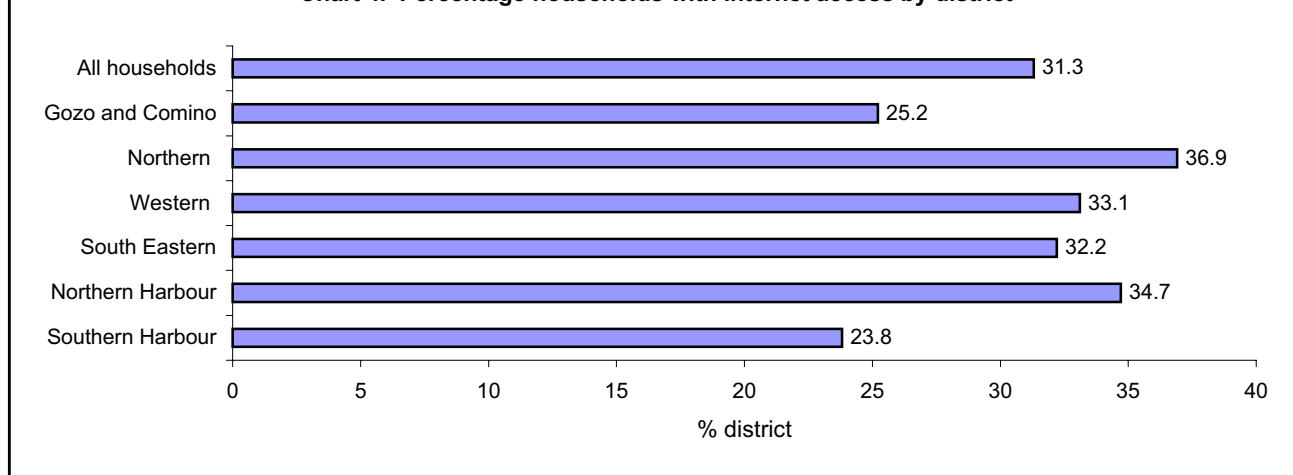
Household appliance	Household size					All households
	1	2	3	4	5+	
Cable TV	11,720	22,980	17,410	17,950	10,230	80,290
Conventional analogue (terrestrial) TV	7,400	13,970	12,430	11,670	6,230	51,700
Desktop computer	1,410	7,560	12,540	17,590	9,940	49,040
DVD player	1,370	2,550	4,300	5,770	3,940	17,930
Handheld computer	-	280	400	140	510	1,330
Mobile phone	7,920	20,820	24,970	26,800	15,640	96,150
Portable computer	110	900	980	1,890	1,200	5,080
Satellite dish connected to TV	840	3,870	4,990	6,270	3,140	19,110
	<b>% household size</b>					
Household appliance	1	2	3	4	5+	All households
Cable TV	59.1	64.9	60.5	62.1	63.8	62.2
Conventional analogue (terrestrial) TV	37.3	39.4	43.2	40.4	38.8	40.1
Desktop computer	7.1	21.3	43.5	60.8	62.0	38.0
DVD player	6.9	7.2	14.9	20.0	24.6	13.9
Handheld computer	-	0.8	1.4	0.5	3.2	1.0
Mobile phone	40.0	58.8	86.7	92.7	97.5	74.5
Portable computer	0.6	2.5	3.4	6.5	7.5	3.9
Satellite dish connected to TV	4.2	10.9	17.3	21.7	19.6	14.8



**Table 13. Households with Internet access by district**

District	All households	Households with Internet	% district
Southern Harbour	28,780	6,850	23.8
Northern Harbour	41,520	14,400	34.7
South Eastern	16,760	5,400	32.2
Western	16,510	5,470	33.1
Northern	15,490	5,710	36.9
Gozo and Comino	9,930	2,500	25.2
<b>All households</b>	<b>128,990</b>	<b>40,330</b>	<b>31.3</b>

**Chart 4. Percentage households with Internet access by district**



**Table 14. Households with Internet access by income group**

Income group	% sub-population
0 - Lm2,000	3.7
Lm 2,001 - Lm4,000	14.3
Lm4,001 - Lm 6,000	31.7
Lm6,001 - Lm8,000	56.7
Lm8,001 - Lm10,000	67.5
Lm10,001 +	63.0
<b>All households</b>	<b>31.3</b>

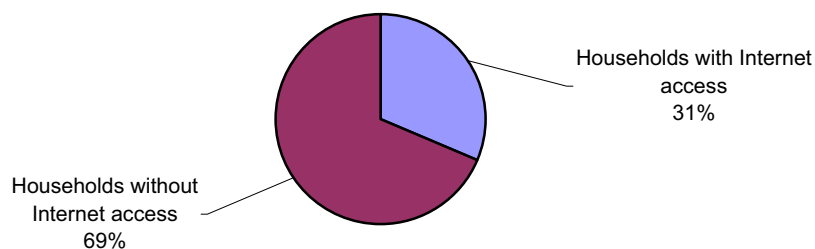
**Table 15. Households with Internet access by size**

Household size	All households	Households with internet	% sub-population
1	19,820	1,540	7.8
2	35,420	6,580	18.6
3	28,800	9,690	33.6
4	28,910	14,970	51.8
5+	16,040	7,550	47.1
<b>Total</b>	<b>128,990</b>	<b>40,330</b>	<b>31.3</b>

**Table 16. Internet access at home by type of device used for Internet access**

Device	Number of households	%	% households
Desktop computer	39,025	96.8	30.3
Portable computer	2,973	7.4	2.3

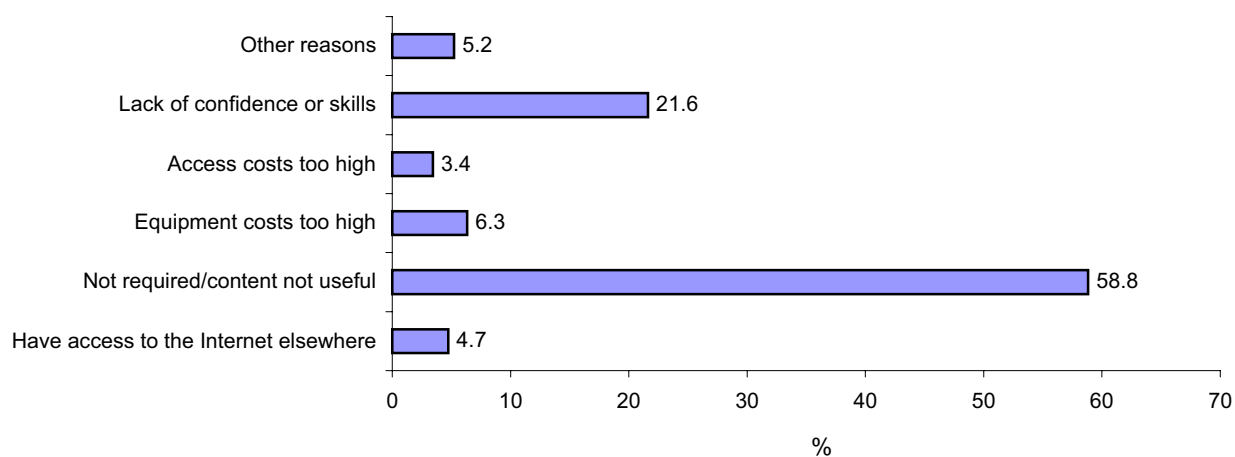
**Chart 5. Distribution of households by Internet access**



**Table 17. Main reason for not having Internet access at home**

Main reason	Number of households	%
Have access to the Internet elsewhere	4,150	4.7
Not required/content not useful	52,090	58.8
Equipment costs too high	5,600	6.3
Access costs too high	3,050	3.4
Lack of confidence or skills	19,190	21.6
Other reasons	4,570	5.2
<b>Total</b>	<b>88,650</b>	<b>100.0</b>

**Chart 6. Main reason for not having Internet access at home**



**Table 18. Distribution of persons with a personal web page / web site by sex and age group**

Age group	Males	Females	Total
15-24	2,900	900	3,800
25-34	1,620	630	2,250
35-54	1,630	1,120	2,750
55+	480	510	990
<b>Total</b>	<b>6,630</b>	<b>3,160</b>	<b>9,790</b>
Age group	%		
	Males	Females	Total
15-24	43.7	28.5	38.7
25-34	24.4	19.9	23.0
35-54	24.6	35.5	28.1
55+	7.3	16.1	10.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Age group	% sub-population		
	Males	Females	Total
15-24	10.8	3.9	7.6
25-34	6.0	2.2	4.1
35-54	3.0	2.3	2.7
55+	1.2	0.0	0.5
<b>Total</b>	<b>4.4</b>	<b>2.0</b>	<b>3.2</b>

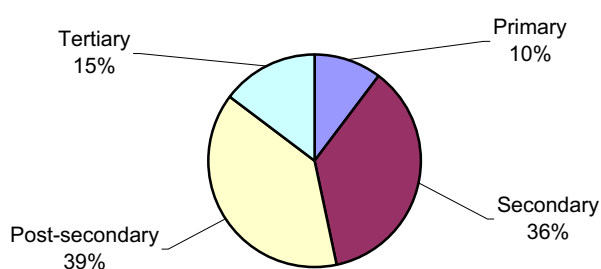
**Table 19. Distribution of persons with a personal web page / web site by economic status**

Economic Status	%
Student	22.3
Employed	59.6
Unemployed	7.3
Other inactive persons	10.8
<b>Total</b>	<b>100.0</b>

**Table 20. Distribution of persons with a personal web page / web site by highest level of education achieved**

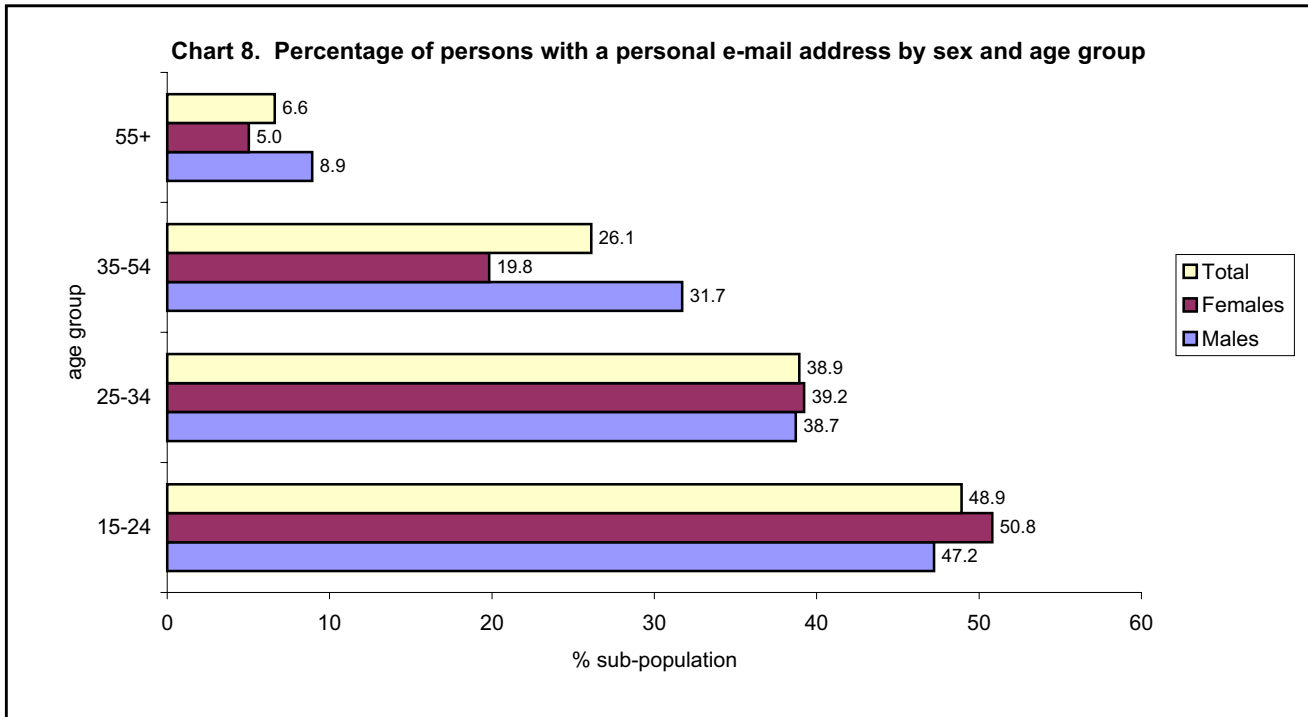
Educational level	Number of persons	%	% sub-population
Primary	1,010	10.3	1.1
Secondary	3,550	36.3	2.6
Post-secondary	3,780	38.6	8.5
Tertiary	1,450	14.8	5.7
Other (including no schooling)	-	-	-
<b>Total</b>	<b>9,790</b>	<b>100.0</b>	<b>3.2</b>

**Chart 7. Distribution of persons with a personal web page / web site by highest level of education achieved**



**Table 21. Distribution of persons with a personal e-mail address by sex and age group**

Age group	Males	Females	Total
15-24	12,630	11,840	24,470
25-34	10,380	11,050	21,430
35-54	17,280	9,690	26,970
55+	3,790	2,920	6,710
<b>Total</b>	<b>44,080</b>	<b>35,500</b>	<b>79,580</b>
	%		
Age group	Males	Females	Total
15-24	28.7	33.3	30.7
25-34	23.5	31.1	26.9
35-54	39.2	27.3	33.9
55+	8.6	8.3	8.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
	% sub-population		
Age group	Males	Females	Total
15-24	47.2	50.8	48.9
25-34	38.7	39.2	38.9
35-54	31.7	19.8	26.1
55+	8.9	5.0	6.6
<b>Total</b>	<b>29.2</b>	<b>22.3</b>	<b>25.7</b>



**Table 22. Distribution of persons with a personal e-mail address by highest level of education achieved**

Educational level	Number of persons	%	% sub-population
Primary	3,310	4.2	3.5
Secondary	32,370	40.7	24.1
Post-secondary	25,090	31.5	56.1
Tertiary	17,690	22.2	70.0
Other (including no schooling)	1,120	1.4	11.4
<b>Total</b>	<b>79,580</b>	<b>100.0</b>	<b>25.7</b>

**Table 23. Distribution of persons with a personal e-mail address by economic status**

Economic status	%	% sub-population
Student	16.2	68.4
Employed	60.4	38.6
Self-employed	8.6	34.0
Housewife	8.6	8.1
Unemployed	1.8	21.0
Retired	3.4	5.4
Other inactive person	1.0	16.2
<b>Total</b>	<b>100.0</b>	<b>25.7</b>

**Table 24. Distribution of persons with a workplace-related personal e-mail address by sex and age group**

Age group	Number of persons		
	Males	Females	Total
15-24	2,870	1,740	4,610
25-34	7,330	4,720	12,050
35-54	7,860	1,120	8,980
55+	1750	730	2480
<b>Total</b>	<b>19,810</b>	<b>8,310</b>	<b>28,120</b>
Age group	%		
	Males	Females	Total
15-24	14.5	20.9	16.4
25-34	37.0	56.8	42.9
35-54	39.7	13.5	31.9
55+	8.8	8.8	8.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Age group	% sub-population with any personal e-mail address		
	Males	Females	Total
15-24	22.7	14.7	18.8
25-34	70.6	42.7	56.2
35-54	45.5	11.6	33.3
55+	46.1	25.0	37.0
<b>Total</b>	<b>44.9</b>	<b>23.4</b>	<b>35.3</b>
Age group	% sub-population		
	Males	Females	Total
15-24	10.7	7.5	9.2
25-34	27.3	16.7	21.9
35-54	14.4	2.3	8.7
55+	4.1	1.2	2.5
<b>Total</b>	<b>13.1</b>	<b>5.2</b>	<b>9.1</b>

**Table 25. Distribution of persons with a workplace-related personal e-mail address by economic status**

Economic status	%	% sub-population	% sub-population with any e-mail address
Student	1.2	1.7	2.6
Employed	98.0	19.1	50.2
Unemployed	-	-	-
Other inactive person	0.8	0.2	2.2
<b>Total</b>	<b>100.0</b>	<b>9.1</b>	<b>35.3</b>

**Table 26. Distribution of persons with a workplace-related personal e-mail address by highest level of education achieved**

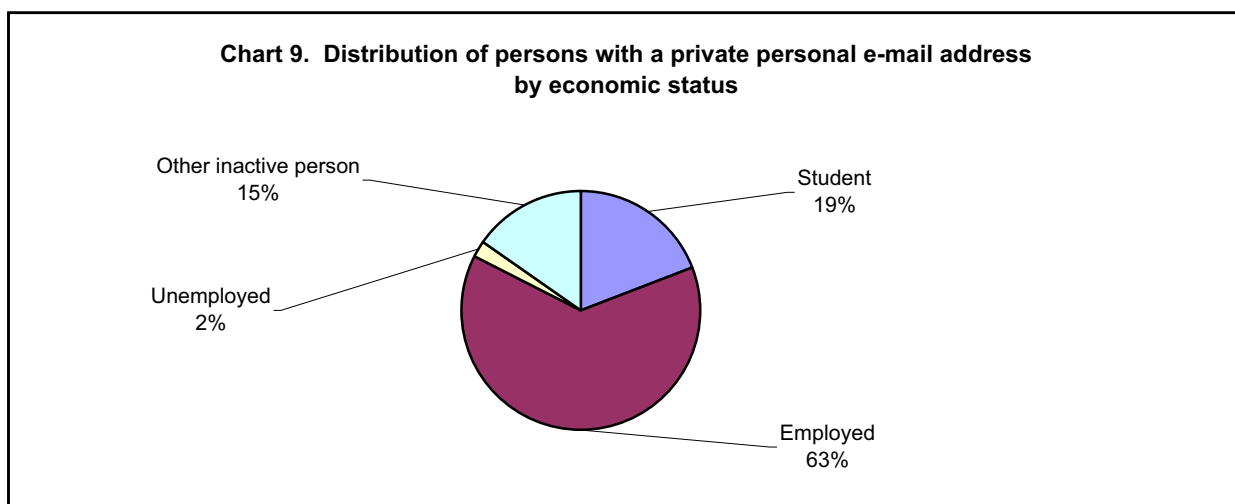
<b>Educational level</b>	<b>Number of persons</b>	<b>%</b>	<b>% sub-population</b>	<b>% sub-population with any e-mail address</b>
Primary	770	2.7	0.8	23.3
Secondary	7,970	28.3	5.9	24.6
Post-secondary	10,900	38.8	24.4	43.4
Tertiary	7,360	26.2	29.1	41.6
Other (including no schooling)	1,120	4.0	11.3	100.0
<b>Total</b>	<b>28,120</b>	<b>100.0</b>	<b>9.1</b>	<b>35.3</b>

**Table 27. Distribution of persons with a private personal e-mail address by sex and age group**

<b>Age group</b>	<b>Number of persons</b>		
	<b>Males</b>	<b>Females</b>	<b>Total</b>
15-24	12,300	10,990	23,290
25-34	8,340	8,670	17,010
35-54	13,540	8,810	22,350
55+	2,550	2,190	4,740
<b>Total</b>	<b>36,730</b>	<b>30,660</b>	<b>67,390</b>
<b>Age group</b>	<b>%</b>		
	<b>Males</b>	<b>Females</b>	<b>Total</b>
15-24	33.5	35.9	34.5
25-34	22.7	28.3	25.2
35-54	36.9	28.7	33.2
55+	6.9	7.1	7.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Age group</b>	<b>% sub-population with an e-mail address</b>		
	<b>Males</b>	<b>Females</b>	<b>Total</b>
15-24	46.0	47.1	46.5
25-34	31.1	30.7	30.9
35-54	24.9	18.0	21.6
55+	6.0	3.8	4.7
<b>Total</b>	<b>24.4</b>	<b>19.3</b>	<b>21.8</b>
<b>Age group</b>	<b>% sub-population</b>		
	<b>Males</b>	<b>Females</b>	<b>Total</b>
15-24	97.4	92.8	95.2
25-34	80.3	78.5	79.4
35-54	78.4	90.9	82.8
55+	67.3	75.0	70.6
<b>Total</b>	<b>83.3</b>	<b>86.4</b>	<b>84.7</b>

**Table 28. Distribution of persons with a private personal e-mail address by economic status**

<b>Economic Status</b>	<b>%</b>	<b>% sub-population</b>	<b>% sub-population with any e-mail address</b>
Student	19.2	68.4	100.0
Employed	63.3	29.6	77.8
Unemployed	2.2	21.0	100.0
Other inactive person	15.3	7.4	100.0
<b>Total</b>	<b>100.0</b>	<b>21.8</b>	<b>84.7</b>



**Table 29. Distribution of persons with a private personal e-mail address by highest level of education achieved**

<b>Educational level</b>	<b>Number of persons</b>	<b>%</b>	<b>% sub-population with any e-mail address</b>	<b>% sub-population</b>
Primary	2,540	3.8	76.7	2.7
Secondary	27,820	41.3	86.0	20.7
Post-secondary	20,920	31.0	83.4	46.8
Tertiary	15,550	23.1	87.9	61.5
Other (including no schooling)	570	0.8	50.4	13.5
<b>Total</b>	<b>67,400</b>	<b>100.0</b>	<b>84.7</b>	<b>21.8</b>

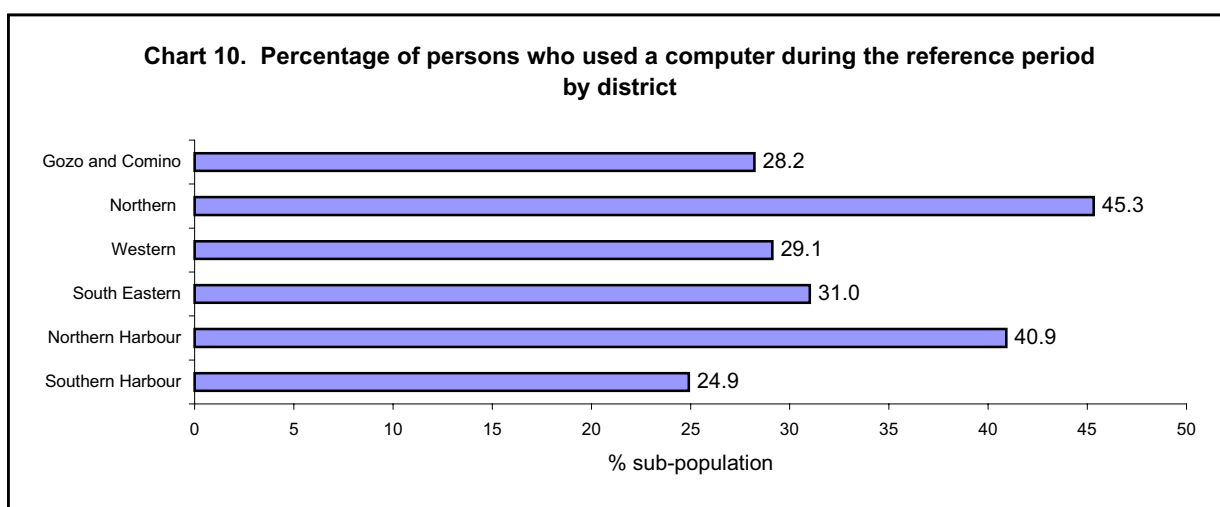


**Table 30. Distribution of persons who used a computer during the reference period by sex and age group**

<b>Age group</b>	<b>Males</b>	<b>Females</b>	<b>Total</b>
15-24	16,490	16,110	32,600
25-34	13,540	14,370	27,910
35-54	23,050	13,890	36,940
55+	4,540	3,400	7,940
<b>Total</b>	<b>57,620</b>	<b>47,770</b>	<b>105,390</b>
<b>Age group</b>	<b>%</b>		
	<b>Males</b>	<b>Females</b>	<b>Total</b>
15-24	28.7	33.7	30.9
25-34	23.5	30.1	26.5
35-54	40.0	29.1	35.1
55+	7.8	7.1	7.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Age group</b>	<b>% sub-population</b>		
	<b>Males</b>	<b>Females</b>	<b>Total</b>
15-24	61.6	69.1	65.1
25-34	50.5	50.9	50.7
35-54	42.3	28.4	35.7
55+	10.6	5.8	7.8
<b>Total</b>	<b>38.2</b>	<b>30.1</b>	<b>34.0</b>

**Table 31. Distribution of persons who used a computer during the reference period by district**

District	Number of persons	%	% sub-population
Southern Harbour	17,060	16.2	24.9
Northern Harbour	39,670	37.7	40.9
South Eastern	13,070	12.4	31.0
Western	11,710	11.1	29.1
Northern	17,210	16.3	45.3
Gozo and Comino	6,670	6.3	28.2
<b>Total</b>	<b>105,390</b>	<b>100.0</b>	<b>34.0</b>



**Table 32. Distribution of persons who used a computer during the reference period by highest level of education achieved**

Educational Level	Number of persons	%	% sub-population
Primary	4,720	4.5	4.9
Secondary	45,980	43.6	34.3
Post-secondary	33,320	31.6	74.5
Tertiary	19,680	18.7	77.8
Other (including no schooling)	1,690	1.6	17.2
<b>Total</b>	<b>105,390</b>	<b>100.0</b>	<b>34.0</b>

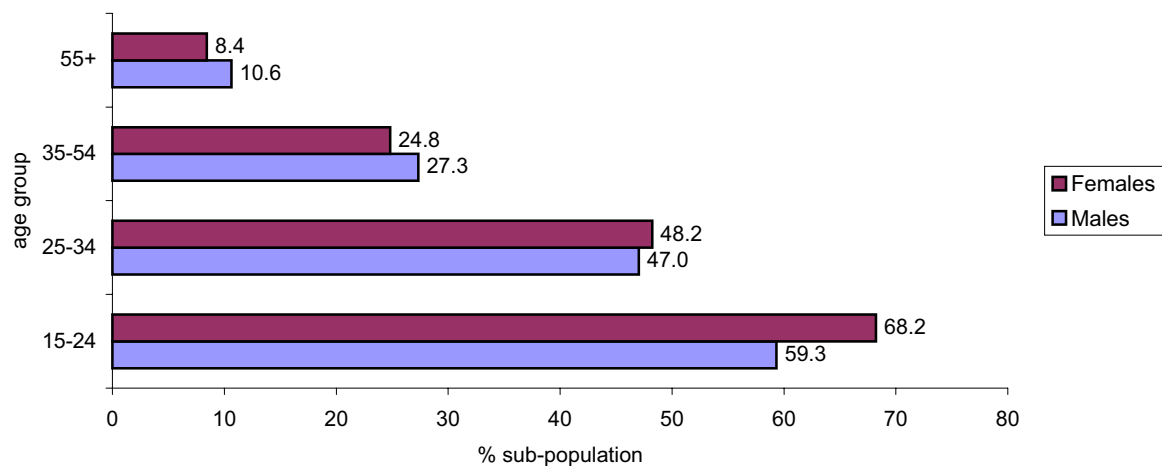
**Table 33. Distribution of persons who used a computer during the reference period by economic status**

Economic status	%	% economic status
Student	16.6	92.6
Employed	68.7	50.2
Unemployed	1.4	21.0
Other inactive person	13.3	10.1
<b>Total</b>	<b>100.0</b>	<b>34.0</b>

**Table 34. Distribution of persons who have attended basic computer training by sex and age group**

Age group	Number of persons		
	Males	Females	Total
15-24	15,870	15,900	31,770
25-34	12,610	13,600	26,210
35-54	14,890	12,120	27,010
55+	4,520	4,920	9,440
<b>Total</b>	<b>47,890</b>	<b>46,540</b>	<b>94,430</b>
Age group	%		
	Males	Females	Total
15-24	33.2	34.3	33.6
25-34	26.3	29.2	27.8
35-54	31.1	26.0	28.6
55+	9.4	10.5	10.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Age group	% sub-population		
	Males	Females	Total
15-24	59.3	68.2	63.4
25-34	47.0	48.2	47.6
35-54	27.3	24.8	26.1
55+	10.6	8.4	9.3
<b>Total</b>	<b>31.8</b>	<b>29.3</b>	<b>30.5</b>

**Chart 11. Percentage of persons who attended basic computer training by age group and sex**



**Table 35. Distribution of persons who have attended basic computer training by highest level of education achieved**

<b>Educational level</b>	<b>Number of persons</b>	<b>%</b>	<b>% sub-population</b>
Primary	3,520	3.7	3.7
Secondary	43,160	45.7	32.2
Post-secondary	29,470	31.2	65.9
Tertiary	16,630	17.6	65.8
Other (including no schooling)	1,650	1.8	16.8
<b>Total</b>	<b>94,430</b>	<b>100.0</b>	<b>30.5</b>

**Table 36. Distribution of persons who have attended basic computer training by economic status**

<b>Economic status</b>	<b>%</b>	<b>% sub-population</b>
Student	16.5	82.8
Employed	66.3	43.3
Unemployed	1.1	14.7
Other inactive person	16.1	10.9
<b>Total</b>	<b>100.0</b>	<b>30.5</b>

**Chart 12. Distribution of persons who have attended basic computer training by economic status**

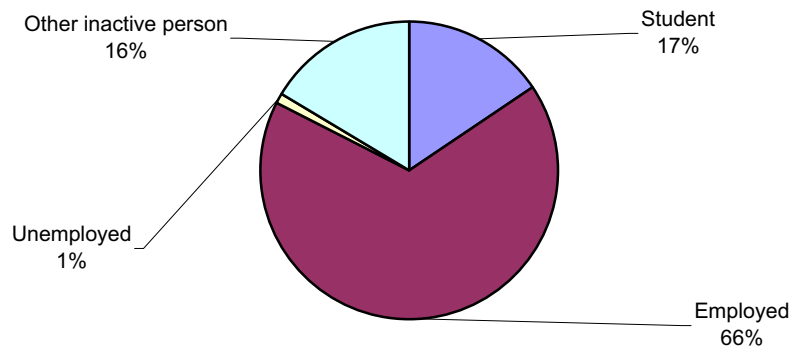


Table 37. Distribution of persons who used a computer during the reference period by frequency of use and location

Locations	Number of persons						Total
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Never	Total	
At home	35,110	33,870	8,290	3,140	24,980	105,390	
At work	47,840	6,730	1,440	1,180	48,200	105,390	
At place of education	3,170	7,990	2,650	310	91,270	105,390	
At other places	280	3,850	3,250	2,580	95,430	105,390	
	%						
Locations	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Never	Total	
At home	33.3	32.1	7.9	3.0	23.7	100.0	
At work	45.4	6.4	1.4	1.1	45.7	100.0	
At place of education	3.0	7.6	2.5	0.3	86.6	100.0	
At other places	0.3	3.7	3.1	2.4	90.5	100.0	
	% population						
Locations	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Never	Total	
At home	11.3	10.9	2.7	1.0	8.1	34.0	
At work	15.4	2.2	0.5	0.4	15.5	34.0	
At place of education	1.0	2.6	0.9	0.1	29.4	34.0	
At other places	0.1	1.2	1.1	0.8	30.8	34.0	

Table 38. Distribution of persons who used a computer during the reference period by frequency\*, sex and age group ...

Age group	Number of persons														
	At least once a day			At least once a week but not everyday			At least once a month but not every week			Less than once a month			Total		
	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total
15-24	9,060	10,810	19,870	6,160	4,450	10,610	630	570	1,200	640	280	920	16,490	16,110	32,600
25-34	11,610	8,700	20,310	1,290	3,160	4,450	320	1,950	2,270	320	560	880	13,540	14,370	27,910
35-54	14,920	7,710	22,630	5,000	3,960	8,960	3,130	1,970	5,100	-	250	250	23,050	13,890	36,940
55+	4,310	2,440	6,750	230	240	470	-	240	240	-	480	480	4,540	3,400	7,940
<b>Total</b>	<b>39,900</b>	<b>29,660</b>	<b>69,560</b>	<b>12,680</b>	<b>11,810</b>	<b>24,490</b>	<b>4,080</b>	<b>4,730</b>	<b>8,810</b>	<b>960</b>	<b>1,570</b>	<b>2,530</b>	<b>57,620</b>	<b>47,770</b>	<b>105,390</b>
	%														
Age group	At least once a day			At least once a week but not everyday			At least once a month but not every week			Less than once a month			Total		
	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total
	15-24	22.7	36.5	28.6	48.6	37.7	43.3	15.4	12.1	13.6	66.7	17.8	36.3	28.6	33.7
25-34	29.1	29.3	29.2	10.2	26.8	18.2	7.8	41.2	25.8	33.3	35.7	34.8	23.5	30.1	26.5
35-54	37.4	26.0	32.5	39.4	33.5	36.6	76.8	41.6	57.9	-	15.9	9.9	40.1	29.1	35.1
55+	10.8	8.2	9.7	1.8	2.0	1.9	-	5.1	2.7	-	30.6	19.0	7.8	7.1	7.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

\* highest frequency within each location

... Table 38. Distribution of persons who used a computer during the reference period by frequency\*, sex and age group

Age group	% sub-population of computer users														
	At least once a day			At least once a week but not everyday			At least once a month but not every week			Less than once a month			Total		
	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total
15-24	54.9	67.2	61.0	37.4	27.6	32.5	3.8	3.5	3.7	3.9	1.7	2.8	100.0	100.0	100.0
25-34	85.7	60.5	72.8	9.5	22.0	15.9	2.4	13.6	8.1	2.4	3.9	3.2	100.0	100.0	100.0
35-54	64.7	55.5	61.2	21.7	28.5	24.3	13.6	14.2	13.8	-	1.8	0.7	100.0	100.0	100.0
55+	94.9	71.8	85.0	5.1	7.1	5.9	-	7.1	3.0	-	14.0	6.1	100.0	100.0	100.0
<b>Total</b>	<b>69.2</b>	<b>62.1</b>	<b>66.0</b>	<b>22.0</b>	<b>24.7</b>	<b>23.2</b>	<b>7.1</b>	<b>9.9</b>	<b>8.4</b>	<b>1.7</b>	<b>3.3</b>	<b>2.4</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
% sub-population															
Age group	At least once a day			At least once a week but not everyday			At least once a month but not every week			Less than once a month			Total		
	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total
	15-24	33.8	46.4	39.7	23.0	19.1	21.2	2.4	2.4	2.4	2.4	1.2	1.8	61.6	69.1
25-34	43.3	30.8	36.9	4.8	11.2	8.1	1.2	6.9	4.1	1.2	2.0	1.6	50.5	50.9	50.7
35-54	27.4	15.8	21.9	9.2	8.1	8.7	5.7	4.0	4.9	-	0.5	0.2	42.3	28.4	35.7
55+	10.1	4.2	6.8	0.5	0.4	0.5	-	0.4	0.2	-	0.8	0.5	10.6	5.8	7.9
<b>Total</b>	<b>26.5</b>	<b>18.7</b>	<b>22.5</b>	<b>8.4</b>	<b>7.4</b>	<b>7.9</b>	<b>2.7</b>	<b>3.0</b>	<b>2.8</b>	<b>0.6</b>	<b>1.0</b>	<b>0.8</b>	<b>38.2</b>	<b>30.1</b>	<b>34.0</b>

\* highest frequency within each location

**Table 39. Distribution of persons who used a computer during the reference period by frequency\* and highest level of education achieved**

Educational level	Number of persons					Total
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month		
Primary	2,650	550	1,280	240		4,720
Secondary	26,290	14,750	3,570	1,370		45,980
Post-secondary	24,220	5,870	2,910	320		33,320
Tertiary	15,030	3,320	1,050	280		19,680
Other (including no schooling)	1,370	-	-	320		1,690
<b>Total</b>	<b>69,560</b>	<b>24,490</b>	<b>8,810</b>	<b>2,530</b>		<b>105,390</b>
	%					
Educational level	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total	
Primary	3.8	2.2	14.5	9.5	4.5	
Secondary	37.8	60.2	40.6	54.2	43.6	
Post-secondary	34.8	24.0	33.0	12.6	31.6	
Tertiary	21.6	13.6	11.9	11.1	18.7	
Other (including no schooling)	2.0	0.0	-	12.6	1.6	
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	
	% sub-population of computer users					
Educational level	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total	
Primary	56.1	11.7	27.1	5.1	100.0	
Secondary	57.1	32.1	7.8	3.0	100.0	
Post-secondary	72.7	17.6	8.7	1.0	100.0	
Tertiary	76.4	16.9	5.3	1.4	100.0	
Other (including no schooling)	81.1	-	-	18.9	100.0	
<b>Total</b>	<b>66.0</b>	<b>23.2</b>	<b>8.4</b>	<b>2.4</b>	<b>100.0</b>	
	% sub-population					
Educational level	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total	
Primary	2.8	0.6	1.3	0.3	4.9	
Secondary	19.6	11.0	2.7	1.0	34.3	
Post-secondary	54.2	13.1	6.5	0.7	74.5	
Tertiary	59.5	13.1	4.2	1.1	77.9	
Other (including no schooling)	13.9	-	-	3.3	17.0	
<b>Total</b>	<b>22.5</b>	<b>7.9</b>	<b>2.8</b>	<b>0.8</b>	<b>34.0</b>	

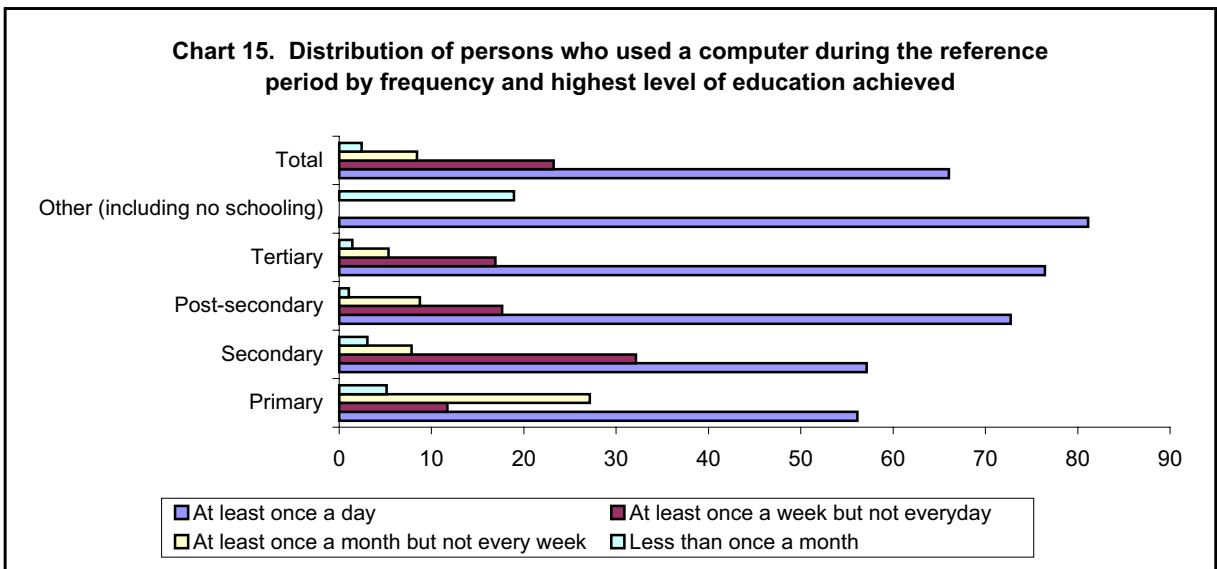
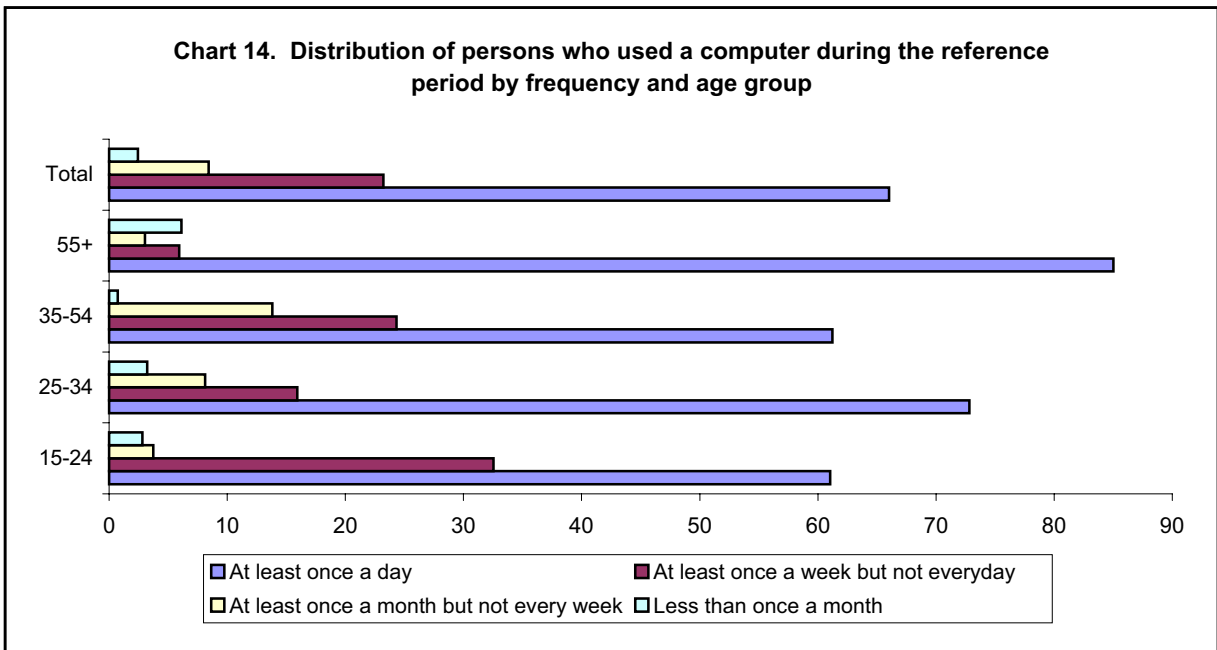
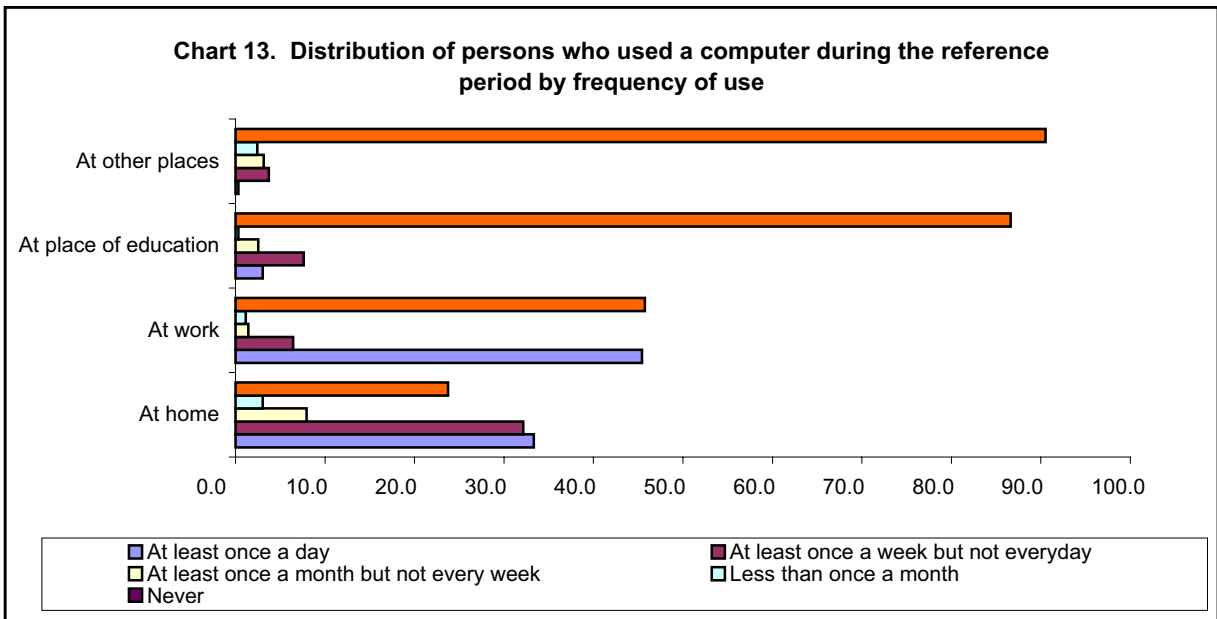
\* highest frequency within each location



Table 40. Distribution of persons who used a computer during the reference period by frequency\* and economic status

Economic status	%			
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month
Student	15.3	24.3	6.5	11.1
Employed	77.0	51.6	53.2	59.7
Unemployed	1.8	-	2.8	-
Other inactive person	5.9	24.1	37.5	29.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
% sub-population of computer users				
Economic Status	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month
Student	61.0	34.1	3.3	1.6
Employed	73.9	17.5	6.5	2.1
Unemployed	83.0	-	17.0	-
Other inactive person	29.1	42.0	23.6	5.3
<b>Total</b>	<b>66.0</b>	<b>23.2</b>	<b>8.4</b>	<b>2.4</b>
% sub-population				
Economic Status	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month
Student	56.6	31.5	3.0	1.5
Employed	37.1	8.8	3.2	1.0
Unemployed	17.4	-	3.6	-
Other inactive person	2.9	4.2	2.4	0.5
<b>Total</b>	<b>22.5</b>	<b>7.9</b>	<b>2.8</b>	<b>0.8</b>

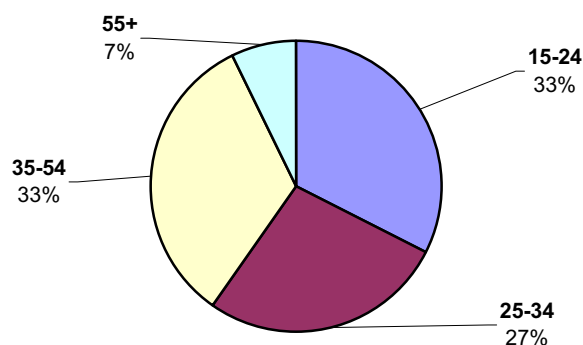
\* highest frequency within each location



**Table 41. Distribution of computer users who used the internet at least once during the reference period, by sex and age group**

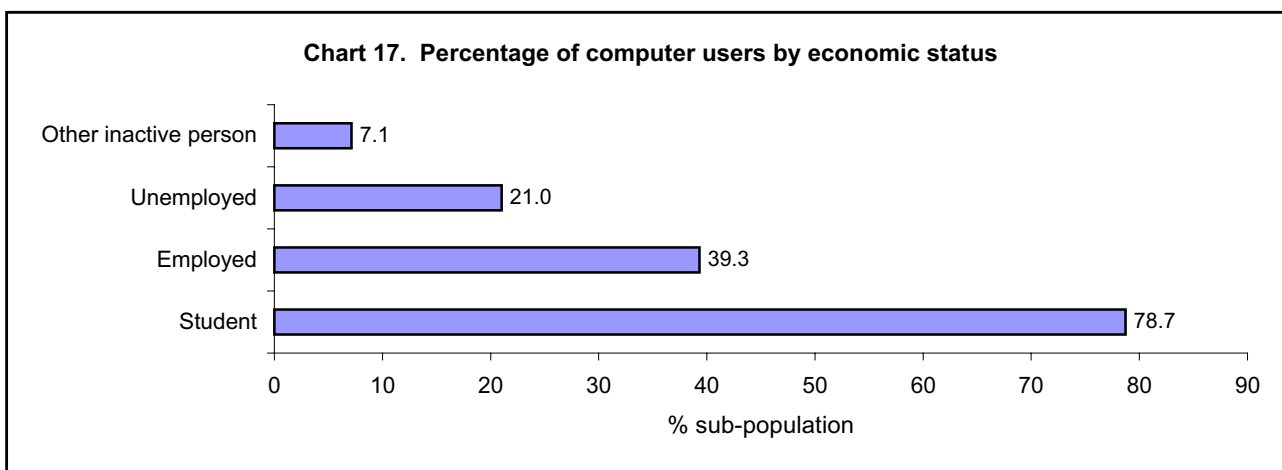
Age group	Number of persons		
	Males	Females	Total
15-24	14,410	12,500	26,910
25-34	11,440	11,190	22,630
35-54	17,540	9,840	27,380
55+	3,780	2,180	5,960
<b>Total</b>	<b>47,170</b>	<b>35,710</b>	<b>82,880</b>
Age group	%		
	Males	Females	Total
15-24	30.5	35.0	32.5
25-34	24.3	31.3	27.3
35-54	37.2	27.6	33.0
55+	8.0	6.1	7.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Age group	% sub-population of computer users		
	Males	Females	Total
15-24	87.4	77.6	82.5
25-34	84.5	77.9	81.1
35-54	76.1	70.8	74.1
55+	83.3	64.1	75.1
<b>Total</b>	<b>81.9</b>	<b>74.8</b>	<b>78.7</b>
Age group	% sub-population		
	Males	Females	Total
15-24	53.8	53.6	53.7
25-34	42.6	39.7	41.1
35-54	32.2	20.1	26.5
55+	8.8	3.7	5.9
<b>Total</b>	<b>31.3</b>	<b>22.5</b>	<b>26.8</b>

**Chart 16. Distribution of Internet users by age group**



**Table 42. Distribution of computer users who used the Internet at least once during the reference period by economic sector**

Economic status	%	% sub-population of computer users	% sub-population
Student	17.9	84.9	78.7
Employed	68.4	78.4	39.3
Unemployed	1.8	100.0	21.0
Other inactive person	11.9	70.2	7.1
<b>Total</b>	<b>100.0</b>	<b>78.7</b>	<b>26.8</b>



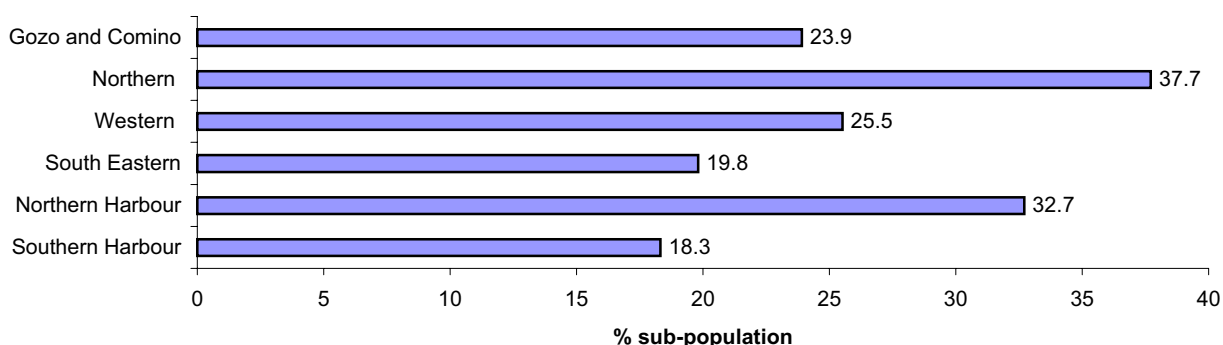
**Table 43. Distribution of computer users who used the Internet at least once during the reference period by highest level of education achieved**

Educational level	Number of persons	%	% sub-population of computer users	% sub-population
Primary	2,830	3.4	60.0	3.0
Secondary	33,690	40.6	73.3	25.1
Post-secondary	27,970	33.7	83.9	62.6
Tertiary	17,270	20.8	87.8	68.3
Other (including no schooling)	1,120	1.4	66.3	26.8
<b>Total</b>	<b>82,880</b>	<b>100.0</b>	<b>78.7</b>	<b>26.8</b>

**Table 44. Distribution of computer users who used the Internet at least once during the reference period by district**

District	Number of persons	%	% sub-population of computer users	% sub-population
Southern Harbour	12,550	15.1	73.6	18.3
Northern Harbour	31,730	38.3	80.0	32.7
South Eastern	8,350	10.1	63.9	19.8
Western	10,260	12.4	87.6	25.5
Northern	14,330	17.3	83.3	37.7
Gozo and Comino	5,660	6.8	84.8	23.9
<b>Total</b>	<b>82,880</b>	<b>100.0</b>	<b>26.8</b>	<b>78.7</b>

**Chart 18. Percentage of Internet use by district**



**Table 45. Distributions of computer users who used the Internet at least once during the reference period by frequency and location of use**

Locations	Number of persons					
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Never	Total
At home	24,250	29,850	6,680	1,660	20,440	82,880
At work	24,510	8,920	830	910	47,710	82,880
At place of education	2,380	4,140	2,490	-	73,870	82,880
At other places	680	4,850	5,360	880	71,110	82,880
Locations	% sub-population of Internet users					
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Never	Total
At home	29.3	35.9	8.1	2.0	24.7	100.0
At work	29.6	10.8	1.0	1.1	57.5	100.0
Educational institution	2.9	5.0	3.0	-	89.1	100.0
At other places	0.8	5.9	6.5	1.1	85.7	100.0
Locations	% sub-population of computer users					
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Never	Total
At home	23.0	28.4	6.3	1.6	19.4	78.7
At work	23.2	8.5	0.8	0.9	45.3	78.7
At place of education	2.3	3.9	2.4	-	70.1	78.7
At other places	0.6	4.7	5.1	0.8	67.5	78.7
Locations	% sub-population					
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Never	Total
At home	7.9	9.6	2.2	0.5	6.6	26.8
At work	7.9	2.9	0.3	0.3	15.4	26.8
At place of education	0.8	1.3	0.8	-	23.9	26.8
At other places	0.2	1.6	1.7	0.3	23.0	26.8

**Table 46. Distribution of Internet users by frequency\*, sex and age group ...**

Age group	Number of persons																	
	At least once a day				At least once a week but not everyday				At least once a month but not every week				Less than once a month				Total	
	Males	Females	Total		Males	Females	Total		Males	Females	Total		Males	Females	Total	Males	Females	Total
15-24	7,270	5,570	12,840	5,610	5,870	11,480		920	780	1,700		610	280	890	14,410	12,500	26,910	
25-34	7,120	5,130	12,250	4,320	3,670	7,990		-	1,850	1,850		-	540	540	11,440	11,190	22,630	
35-54	9,140	4,710	13,850	5,520	2,920	8,440		2,630	2,210	4,840		250	-	250	17,540	9,840	27,380	
55+	2,820	1,460	4,280	960	240	1,200		-	480	480		-	-	-	3,780	2,180	5,960	
<b>Total</b>	<b>26,350</b>	<b>16,870</b>	<b>43,220</b>	<b>16,410</b>	<b>12,700</b>	<b>29,110</b>		<b>3,550</b>	<b>5,320</b>	<b>8,870</b>		<b>860</b>	<b>820</b>	<b>1,680</b>	<b>47,170</b>	<b>35,710</b>	<b>82,880</b>	
	%																	
Age group	At least once a day				At least once a week but not everyday				At least once a month but not every week				Less than once a month				Total	
	Males	Females	Total		Males	Females	Total		Males	Females	Total		Males	Females	Total	Males	Females	Total
	15-24	27.6	33.0	29.7	34.2	46.2	39.5		25.9	14.7	19.2		70.9	34.1	53.0	30.5	35.0	32.5
25-34	27.0	30.4	28.3	26.3	28.9	27.4		-	34.8	20.9		-	65.9	32.1	24.3	31.3	27.3	
35-54	34.7	27.9	32.1	33.7	23.0	29.0		74.1	41.5	54.5		29.1	-	14.9	37.2	27.6	33.0	
55+	10.7	8.7	9.9	5.8	1.9	4.1		-	9.0	5.4		-	-	-	8.0	6.1	7.2	
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>		<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	
	% sub-population of internet users																	
Age group	At least once a day				At least once a week but not everyday				At least once a month but not every week				Less than once a month				Total	
	Males	Females	Total		Males	Females	Total		Males	Females	Total		Males	Females	Total	Males	Females	Total
	15-24	50.5	44.6	47.7	38.9	47.0	42.7		6.4	6.2	6.3		4.2	2.2	3.3	100.0	100.0	100.0
25-34	62.2	45.8	54.1	37.8	32.8	35.3		-	16.5	8.2		-	4.8	2.4	100.0	100.0	100.0	
35-54	52.1	47.9	50.6	31.5	29.7	30.8		15.0	22.5	17.7		1.4	-	0.9	100.0	100.0	100.0	
55+	70.7	67.0	71.8	29.3	11.0	20.1		-	22.0	8.1		-	-	-	100.0	100.0	100.0	
<b>Total</b>	<b>56.0</b>	<b>47.2</b>	<b>52.2</b>	<b>34.8</b>	<b>35.6</b>	<b>35.1</b>		<b>7.5</b>	<b>14.9</b>	<b>10.7</b>		<b>1.8</b>	<b>2.3</b>	<b>2.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	

\* highest frequency within each location

... Table 46. Distribution of Internet users by frequency\*, sex and age group

Age group	% sub-population of computer users														
	At least once a day			At least once a week but not everyday			At least once a month but not every week			Less than once a month			Total		
	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total
15-24	44.1	34.6	39.4	34.0	36.4	35.2	5.6	4.8	5.2	3.7	1.7	2.7	87.4	77.6	82.5
25-34	52.6	35.7	43.9	31.9	25.5	28.6	-	12.9	6.6	-	3.8	1.9	84.5	77.9	81.1
35-54	39.7	33.9	37.5	23.9	21.0	22.8	11.4	15.9	13.1	1.1	-	0.7	76.1	70.8	74.1
55+	62.1	42.9	53.9	21.1	7.1	15.1	-	14.1	6.0	-	-	-	83.3	64.1	75.1
<b>Total</b>	<b>45.7</b>	<b>35.3</b>	<b>41.0</b>	<b>28.5</b>	<b>26.6</b>	<b>27.6</b>	<b>6.2</b>	<b>11.1</b>	<b>8.4</b>	<b>1.5</b>	<b>1.7</b>	<b>1.6</b>	<b>81.9</b>	<b>74.8</b>	<b>78.8</b>
Age group	% sub-population														
	At least once a day			At least once a week but not everyday			At least once a month but not every week			Less than once a month			Total		
	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total
15-24	27.2	23.9	25.6	21.0	25.2	22.9	3.3	3.3	3.4	2.3	1.2	1.8	53.8	53.6	53.7
25-34	26.6	18.3	22.3	16.0	13.0	14.5	-	6.5	3.3	-	1.9	1.0	42.6	39.7	41.1
35-54	16.8	9.6	13.4	10.1	6.0	8.2	4.8	4.5	4.7	0.5	-	0.2	32.2	20.1	26.5
55+	6.6	2.5	4.2	2.3	0.4	1.2	-	0.8	0.5	-	-	-	8.8	3.7	5.9
<b>Total</b>	<b>17.5</b>	<b>10.6</b>	<b>14.0</b>	<b>10.8</b>	<b>8.0</b>	<b>9.4</b>	<b>2.4</b>	<b>3.4</b>	<b>2.9</b>	<b>0.6</b>	<b>0.5</b>	<b>0.5</b>	<b>31.3</b>	<b>22.5</b>	<b>26.8</b>

\* highest frequency within each location

**Table 47. Distribution of Internet users by frequency\* and highest level of education achieved**

Educational level	Number of persons				
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total
Primary	1,320	230	1,280	-	2,830
Secondary	16,820	12,010	3,720	1,140	33,690
Post-secondary	14,210	10,370	3,390	-	27,970
Tertiary	10,030	6,220	480	540	17,270
Other (including no schooling)	840	280	-	-	1,120
<b>Total</b>	<b>43,220</b>	<b>29,110</b>	<b>8,870</b>	<b>1,680</b>	<b>82,880</b>
Educational level	%				
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total
Primary	3.1	0.8	14.4	-	3.4
Secondary	38.9	41.2	42.0	67.9	40.7
Post-secondary	32.9	35.6	38.2	-	33.7
Tertiary	23.2	21.4	5.4	32.1	20.8
Other (including no schooling)	1.9	1.0	-	-	1.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Educational level	% sub-population of Internet users				
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total
Primary	46.7	8.1	45.2	-	100.0
Secondary	50.0	35.6	11.0	3.4	100.0
Post-secondary	50.8	37.1	12.1	-	100.0
Tertiary	58.1	36.0	2.8	3.1	100.0
Other (including no schooling)	75.0	25.0	-	-	100.0
<b>Total</b>	<b>52.2</b>	<b>35.1</b>	<b>10.7</b>	<b>2.0</b>	<b>100.0</b>
Educational level	% sub-population of computer users				
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total
Primary	28.0	4.9	27.1	-	60.0
Secondary	36.6	26.1	8.1	2.5	73.3
Post-secondary	42.6	31.1	10.2	-	83.9
Tertiary	51.0	31.6	2.4	2.7	87.7
Other (including no schooling)	49.7	16.6	-	-	66.3
<b>Total</b>	<b>41.1</b>	<b>27.6</b>	<b>8.4</b>	<b>1.6</b>	<b>78.7</b>
Educational level	% sub-population				
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total
Primary	1.4	0.2	1.3	-	2.9
Secondary	12.5	9.0	2.8	0.8	25.1
Post-secondary	31.8	23.2	7.6	-	62.6
Tertiary	39.7	24.6	1.9	2.1	68.3
Other (including no schooling)	8.5	2.8	-	-	11.3
<b>Total</b>	<b>14.0</b>	<b>9.4</b>	<b>2.9</b>	<b>0.5</b>	<b>26.8</b>

\* highest frequency within each location

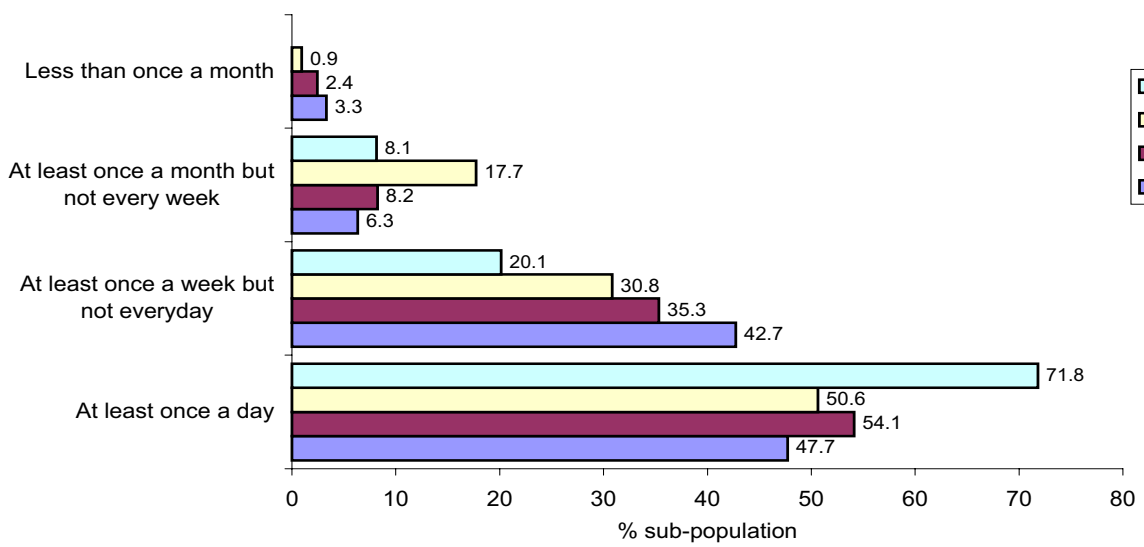


**Table 48. Distribution of internet users by frequency\* and economic status**

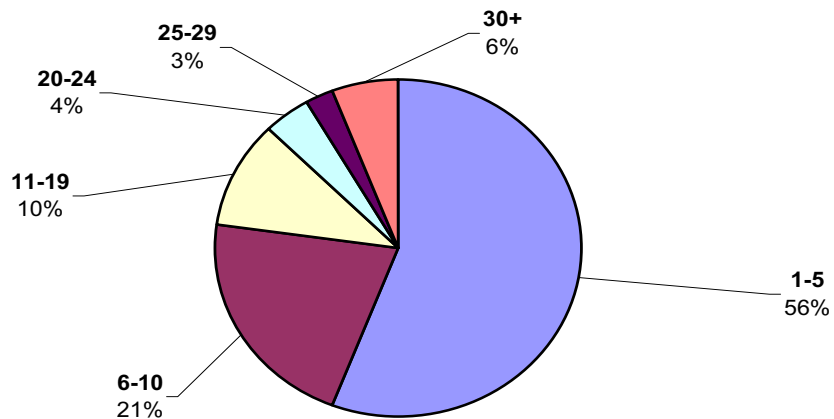
Economic status	%				
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total
Student	16.3	23.0	6.1	33.3	17.9
Employed	74.2	64.4	57.4	51.8	68.5
Unemployed	2.8	-	-	14.9	1.8
Other inactive	6.7	12.6	36.5	-	11.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Economic status	% sub-population of Internet users				
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total
Student	47.5	45.1	3.6	3.8	100.0
Employed	56.5	33.0	9.0	1.5	100.0
Unemployed	83.1	-	-	16.9	100.0
Other inactive	29.5	37.5	33.0	-	100.0
<b>Total</b>	<b>52.2</b>	<b>35.1</b>	<b>10.7</b>	<b>2.0</b>	<b>100.0</b>
Economic status	% sub-population of computer users				
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total
Student	40.2	38.4	3.1	3.2	84.9
Employed	44.2	25.9	7.0	1.2	78.3
Unemployed	83.0	-	-	17.0	100.0
Other inactive	20.7	26.3	23.1	-	70.1
<b>Total</b>	<b>41.1</b>	<b>27.6</b>	<b>8.4</b>	<b>1.6</b>	<b>78.7</b>
Economic status	% sub-population				
	At least once a day	At least once a week but not everyday	At least once a month but not every week	Less than once a month	Total
Student	37.3	35.5	2.9	3.0	78.7
Employed	22.2	13.0	3.5	0.6	39.3
Unemployed	17.4	-	-	3.6	21.0
Other inactive	2.1	2.6	2.3	-	7.0
<b>Total</b>	<b>14.0</b>	<b>9.4</b>	<b>2.9</b>	<b>0.5</b>	<b>26.8</b>

\* highest frequency within each location

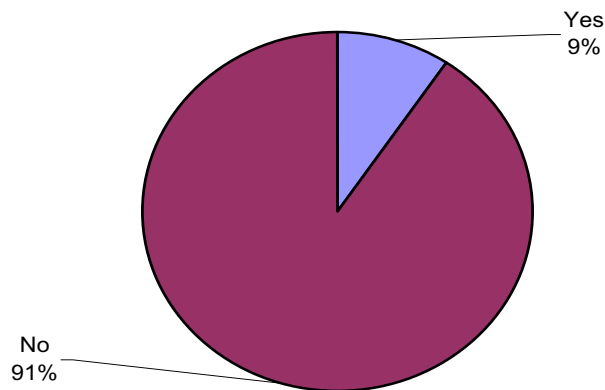
**Chart 19. Distribution of Internet users by age group and frequency**



**Chart 20. Distribution of Internet users by number of hours spent weekly on the Internet**



**Chart 21. Distribution of computer users who experienced Internet security problems**



**Table 49. 'Other places' in which Internet was accessed during the reference period**

Place	Number of persons	% persons who accessed the Internet in other locations	% Internet users	% population
Public library	750	6.4	0.9	0.2
Local council	550	4.7	0.7	0.2
Community or voluntary organisation	250	2.1	0.3	0.1
Internet café	5,140	43.7	6.2	1.7
Neighbour, friend, or relative's house	6,850	58.2	8.3	2.2

**Table 50. Distribution of Internet users by number of hours spent per week on the Internet**

Number of hours	Number of persons	%
1-5	46,370	55.9
6-10	17,700	21.4
11-19	8,550	10.3
20-24	3,310	4.0
25-29	2,090	2.5
30+	4,860	5.9
<b>Total</b>	<b>82,880</b>	<b>100.0</b>

**Table 51. Computer users who experienced Internet security problems\***

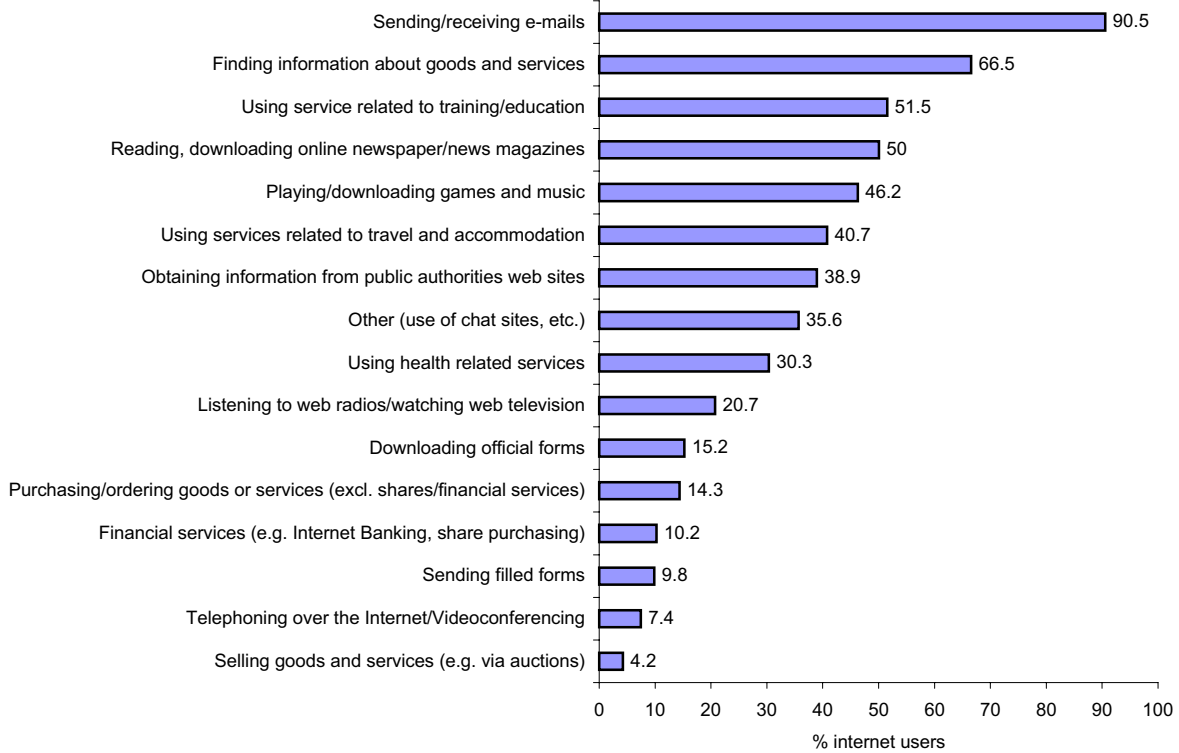
	Computer users								
	Users who had security problems on the Internet			Users who did not have any security problem on the Internet			Total		
	Internet users	Internet non-users	Total	Internet users	Internet non-users	Total	Internet users	Internet non-users	Total
<b>Number of persons</b>	9,620	250	9,870	73,260	22,250	95,510	82,880	22,500	105,380
<b>% sub-population</b>	97.5	2.5	100.0	76.7	23.3	100.0	78.7	21.3	100.0
<b>% computer users</b>	9.1	0.2	9.4	69.6	21.1	90.6	78.7	21.3	100.0

\* not restricted to reference period

Table 52. Internet usage by sex and reason for use

Reason for use	Number of persons			% su-population of Internet users			% sub-population		
	Males	Females	Total	Males	Females	Total	Males	Females	Total
<b>Communication</b>									
Sending/receiving e-mails	43,300	31,690	74,990	91.8	88.7	90.5	28.7	20.0	24.2
Telephoning over the Internet/Videoconferencing	3,480	2,690	6,170	7.4	7.5	7.4	2.3	1.7	2.0
Other (use of chat sites, etc.)	16,160	13,310	29,470	34.3	37.3	35.6	10.7	8.4	9.5
<b>Information search and online services</b>									
Finding information about goods and services	35,710	19,430	55,140	75.7	54.4	66.5	23.7	12.2	17.8
Using services related to travel and accommodation	18,940	14,800	33,740	40.2	41.4	40.7	12.6	9.3	10.9
Using service related to training/education	24,350	18,350	42,700	51.6	51.4	51.5	16.1	11.6	13.8
Using health related services	11,730	13,390	25,120	24.9	37.5	30.3	7.8	8.4	8.1
Listening to web radio/watching web television	10,470	6,720	17,190	22.2	18.8	20.7	6.9	4.2	5.6
Playing/downloading games and music	22,680	15,570	38,250	48.1	43.6	46.2	15.0	9.8	12.4
Reading, downloading online newspaper/news magazines	25,500	15,910	41,410	54.1	44.6	50.0	16.9	10.0	13.4
<b>Purchase of goods and services, banking</b>									
Financial services (e.g. Internet Banking, share purchasing)	6,280	2,170	8,450	13.3	6.1	10.2	4.2	1.4	2.7
Purchasing/ ordering goods or services (excl. shares/ financial services)	8,120	3,750	11,870	17.2	10.5	14.3	5.4	2.4	3.8
Selling goods and services (e.g. via auctions)	3,170	270	3,440	6.7	0.8	4.2	2.1	0.2	1.1
<b>Interaction with public authorities</b>									
Obtaining information from public authorities web sites	20,810	11,390	32,200	44.1	31.9	38.9	13.8	7.2	10.4
Downloading official forms	8,390	4,220	12,610	17.8	11.8	15.2	5.6	2.7	4.1
Sending filled forms	4,900	3,220	8,120	10.4	9.0	9.8	3.2	2.0	2.6

**Chart 22. Reasons for using the Internet**



**Chart 23. Reasons for using the Internet**

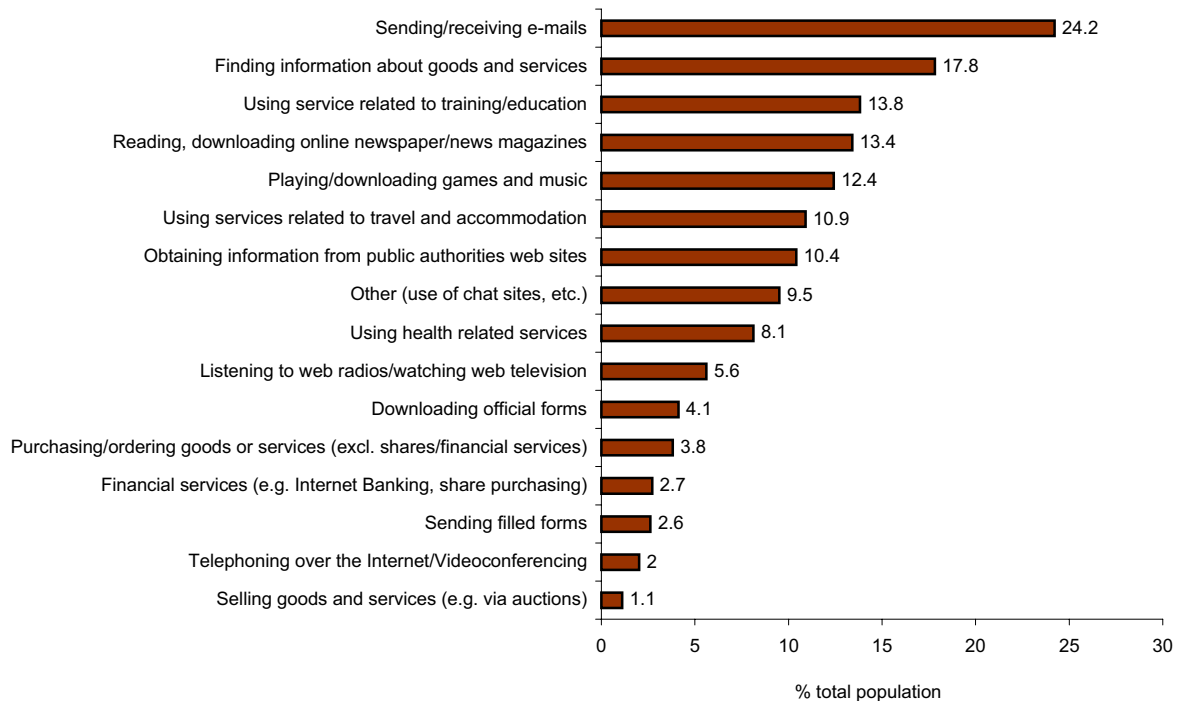


Table 53. Internet users by age group and reason for use

Reason for use	Number of persons				% sub-population of Internet users				% sub-population			
	15-24	25-54	55+	Total	15-24	25-54	55+	Total	15-24	25-54	55+	Total
<b>Communication</b>												
Sending/receiving e-mails	24,280	45,210	5,500	74,990	90.2	90.4	92.3	90.5	48.5	28.5	5.4	24.2
Telephoning over the Internet/Videoconferencing	2,920	2,270	980	6,170	10.9	4.5	16.4	7.4	5.8	1.4	1.0	2.0
Other (use of chat sites, etc.)	18,320	10,180	970	29,470	68.1	20.4	16.3	35.6	36.6	6.4	1.0	9.5
<b>Information search and online services</b>												
Finding information about goods and services	15,960	35,470	3,710	55,140	59.3	70.9	62.2	66.5	31.9	22.4	3.7	17.8
Using services related to travel and accommodation	8,820	22,960	1,960	33,740	32.8	45.9	32.9	40.7	17.6	14.5	1.9	10.9
Using service related to training/education	16,750	23,270	2,680	42,700	62.2	46.5	45.0	51.5	33.4	14.7	2.6	13.8
Using health related services	6,120	17,300	1,700	25,120	22.7	34.6	28.5	30.3	12.2	10.9	1.7	8.1
Listening to web radio/watching web television	8,140	7,320	1,730	17,190	30.2	14.6	29.0	20.7	16.3	4.6	1.7	5.6
Playing/downloading games and music	19,030	17,210	2,010	38,250	70.7	34.4	33.7	46.2	38.0	10.9	2.0	12.4
Reading, downloading online newspapers/news magazines	13,530	24,370	3,510	41,410	50.3	48.7	58.9	50.0	27.0	15.4	3.5	13.4
<b>Purchase of goods and services, banking</b>												
Financial services (e.g. Internet Banking, share purchasing)	2,540	5,400	510	8,450	9.4	10.8	8.6	10.2	5.1	3.4	0.5	2.7
Purchasing/ordering goods or services (excl. shares/financial services)	3,530	7,610	730	11,870	13.1	15.2	12.2	14.3	7.0	4.8	0.7	3.8
Selling goods and services (e.g. via auctions)	330	2,380	730	3,440	1.2	4.8	12.2	4.2	0.7	1.5	0.7	1.1
<b>Interaction with public authorities</b>												
Obtaining information from public authorities web sites	9,240	20,210	2,750	32,200	34.3	40.4	46.1	38.9	18.5	12.8	2.7	10.4
Downloading official forms	4,010	6,650	1,950	12,610	14.9	13.3	32.7	15.2	8.0	4.2	1.9	4.1
Sending filled forms	2,700	4,700	720	8,120	10.0	9.4	12.1	9.8	5.4	3.0	0.7	2.6

Table 54. Internet users by highest level of education achieved and reason for use ...

Reason for use	Number of persons					Total
	Primary	Secondary	Post-secondary	Tertiary	Other (including no schooling)	
<b>Communication</b>						
Sending/receiving e-mails	2,110	29,810	25,270	16,680	1,120	74,990
Telephoning over the Internet/Videconferencing	760	2,960	1,820	630	-	6,170
Other (use of chat sites, etc.)	1,320	14,740	8,650	4,520	240	29,470
<b>Information search and online services</b>						
Finding information about goods and services	2,060	20,050	19,340	12,570	1,120	55,140
Using services relating to travel and accommodation	740	11,110	11,380	9,950	560	33,740
Using service related to training/education	1,230	12,860	15,030	12,780	800	42,700
Using health related services	1,230	8,110	6,410	8,530	840	25,120
Listening to web radio/watching web television	1,550	7,910	4,460	3,270	-	17,190
Playing/downloading games and music	1,580	17,900	10,920	7,850	-	38,250
Reading, downloading online newspapers/news magazines	1,300	12,570	17,270	9,150	1,120	41,410
<b>Purchase of goods and services, banking</b>						
Financial services (e.g. Internet Banking, share purchasing)	250	2,400	3,530	2,270	-	8,450
Purchasing/ ordering goods or services (excl. shares/ financial services)	-	3,790	3,240	4,280	560	11,870
Selling goods and services (e.g. via auctions)	-	1,040	1,860	540	-	3,440
<b>Interaction with public authorities</b>						
Obtaining information from public authorities web sites	740	9,560	12,940	8,110	850	32,200
Downloading official forms	230	2,660	5,250	4,190	280	12,610
Sending filled forms	230	1,590	4,390	1,910	-	8,120
	<b>% sub-population of internet users</b>					
Reason for use	Primary	Secondary	Post-secondary	Tertiary	Other (including no schooling)	Total
<b>Communication</b>						
Sending/receiving e-mails	74.6	88.5	90.3	96.6	100.0	90.5
Telephoning over the Internet/Videconferencing	26.9	8.8	6.5	3.6	-	7.4
Other (use of chat sites, etc.)	46.6	43.8	30.9	26.2	21.4	35.6
<b>Information search and online services</b>						
Finding information about goods and services	72.8	59.5	69.1	72.8	100.0	66.5
Using services relating to travel and accommodation	26.1	33.0	40.7	57.6	50.0	40.7
Using service related to training/education	43.5	38.2	53.7	74.0	71.4	51.5
Using health related services	43.5	24.1	22.9	49.4	75.0	30.3
Listening to web radio/watching web television	54.8	23.5	15.9	18.9	-	20.7
Playing/downloading games and music	55.8	53.1	39.0	45.5	-	46.2
Reading, downloading online newspapers/news magazines						
<b>Purchase of goods and services, banking</b>						
Financial services (e.g. Internet Banking, share purchasing)	45.9	37.3	61.7	53.0	100.0	50.0
Purchasing/ ordering goods or services (excl. shares/ financial services)	8.8	7.1	12.6	13.1	-	10.2
Selling goods and services (e.g. via auctions)	-	11.2	11.6	24.8	50.0	14.3
<b>Interaction with public authorities</b>						
Obtaining information from public authorities web sites	26.1	28.4	46.3	47.0	75.9	38.9
Downloading official forms	8.1	7.9	18.8	24.3	25.0	15.2
Sending filled forms	8.1	4.7	15.7	11.1	-	9.8

... Table 54. Internet users by highest level of education achieved and reason for use

Reason for use	% sub-population						Total
	Primary	Secondary	Post-secondary	Tertiary	Other (including no schooling)		
<b>Communication</b>							
Sending/receiving e-mails	2.2	22.2	56.5	66.0	11.3	24.2	
Telephoning over the Internet/Videoconferencing	0.8	2.2	4.1	2.5	-	2.0	
Other (use of chat sites, etc.)	1.4	11.0	19.3	17.9	2.4	9.5	
<b>Information search and online services</b>							
Finding information about goods and services	2.2	14.9	43.3	49.7	11.3	17.8	
Using services relating to travel and accommodation	0.8	8.3	25.5	39.4	5.7	10.9	
Using service related to training/education	1.3	9.6	33.6	50.6	8.1	13.8	
Using health related services	1.3	6.0	14.3	33.7	8.5	8.1	
Listening to web radio/watching web television	1.6	5.9	10.0	12.9	-	5.6	
Playing/downloading games and music	1.7	13.3	24.4	31.1	-	12.4	
Reading, downloading online newspapers/news magazines	1.4	9.4	38.6	36.2	11.4	13.4	
<b>Purchase of goods and services, banking</b>							
Financial services (e.g. Internet Banking, share purchasing)	0.3	1.8	7.9	9.0	-	2.7	
Purchasing/ ordering goods or services (excl. shares/ financial services)	-	2.8	7.2	16.9	5.7	3.8	
Selling goods and services (e.g. via auctions)	-	0.8	4.2	2.1	-	1.1	
<b>Interaction with public authorities</b>							
Obtaining information from public authorities web sites	0.8	7.1	28.9	32.1	8.6	10.4	
Downloading official forms	0.2	2.0	11.7	16.6	2.8	4.1	
Sending filled forms	0.2	1.2	9.8	7.6	-	2.6	



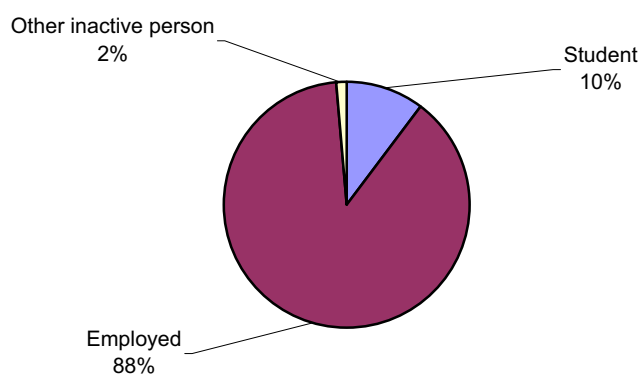
Table 55. Internet users by economic status and reason for use

Reason for use	% sub-population of internet users				Total
	Student	Employed	Unemployed	Other inactive person	
<b>Communication</b>					
Sending/receiving e-mails	92.0	90.9	99.3	84.7	90.5
Telephoning over the Internet/Videoconferencing	6.5	5.5	18.9	18.6	7.4
Other (use of chat sites, etc.)	72.2	26.0	66.9	30.4	35.6
<b>Information search and online services</b>					
Finding information about goods and services	50.8	73.4	80.4	48.3	66.5
Using services related to travel and accommodation	25.3	45.7	48.0	33.9	40.7
Using service related to training/education	71.0	47.6	99.3	37.7	51.5
Using health related services	20.0	32.8	61.5	26.6	30.3
Listening to web radio/watching web television	26.2	19.8	35.8	15.4	20.7
Playing/downloading games and music	78.0	39.7	54.1	34.1	46.2
Reading, downloading online newspapers/news magazines	46.8	52.2	80.4	37.1	50.0
<b>Purchase of goods and services, banking</b>					
Financial services (e.g. Internet Banking, share purchasing)	4.1	12.0	18.9	7.6	10.2
Purchasing/ ordering goods or services (excl. shares/ financial services)	10.0	16.5	18.9	7.3	14.3
Selling goods and services (e.g. via auctions)	2.2	4.6	-	4.9	4.2
<b>Interaction with public authorities</b>					
Obtaining information from public authorities web sites	35.2	42.4	52.0	21.7	38.9
Downloading official forms	9.1	18.2	16.9	7.2	15.2
Sending filled forms	2.2	13.3	-	2.3	9.8
	<b>% sub-population</b>				
Reason for use	Student	Employed	Unemployed	Other inactive person	Total
<b>Communication</b>					
Sending/receiving e-mails	72.4	35.7	21.0	6.0	24.2
Telephoning over the Internet/Videoconferencing	5.1	2.1	4.0	1.3	2.0
Other (use of chat sites, etc.)	56.8	10.2	14.1	2.1	9.5
<b>Information search and online services</b>					
Finding information about goods and services	40.0	28.9	17.0	3.4	17.8
Using services related to travel and accommodation	19.9	18.0	10.1	2.4	10.9
Using service related to training/education	55.9	18.7	21.0	2.7	13.8
Using health related services	15.7	12.9	13.0	1.9	8.1
Listening to web radio/watching web television	20.6	7.8	7.6	1.1	5.6
Playing/downloading games and music	61.4	15.6	11.4	2.4	12.4
Reading, downloading online newspapers/news magazines	36.8	20.5	17.0	2.6	13.4
<b>Purchase of goods and services, banking</b>					
Financial services (e.g. Internet Banking, share purchasing)	3.2	4.7	4.0	0.5	2.7
Purchasing/ ordering goods or services (excl. shares/ financial services)	7.9	6.5	4.0	0.5	3.8
Selling goods and services (e.g. via auctions)	1.7	1.8	-	0.3	1.1
<b>Interaction with public authorities</b>					
Obtaining information from public authorities web sites	27.7	16.7	11.0	1.5	10.4
Downloading official forms	7.2	7.1	3.6	0.5	4.1
Sending filled forms	1.7	5.2	-	0.2	2.6

**Table 56. Internet users who use the Internet for work at home by economic status**

Economic status	%	% sub-population of Internet users	% sub-population
Student	10.4	10.7	8.4
Employed	88.1	23.8	9.3
Other inactive person	1.5	2.3	0.2
<b>Total</b>	<b>100.0</b>	<b>18.5</b>	<b>4.9</b>

**Chart 24. Distribution of Internet users who use the Internet for work at home by economic status**

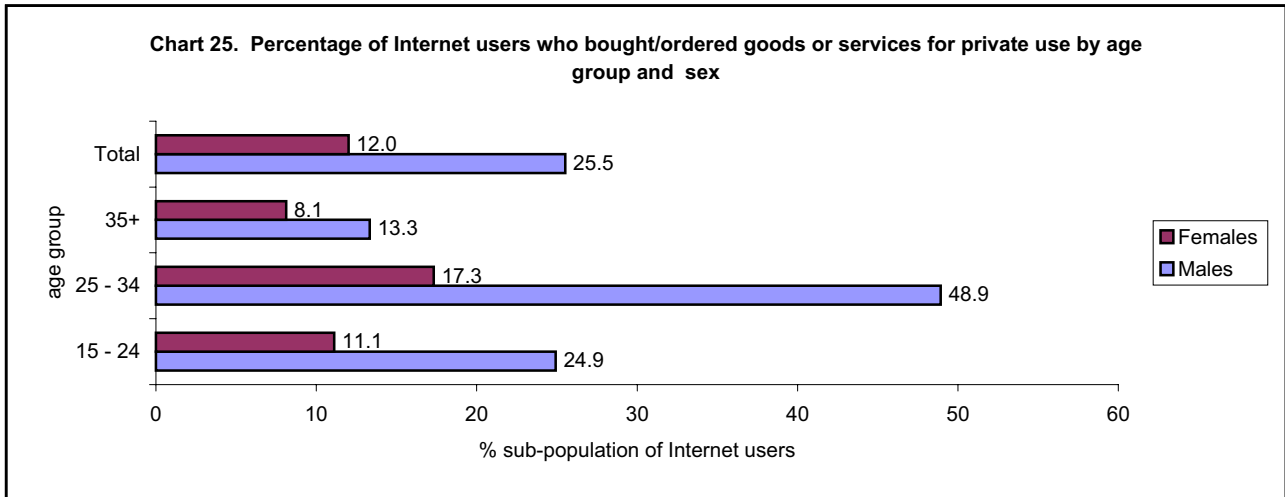


**Table 57. Internet users who use the Internet at home for work by sex and reason for use**

Reason for use	Internet users who use Internet at home for work			Number of persons			% sub-population of Internet users who use Internet for work at home		
	Males	Females	Total	Males	Females	Total	Males	Females	Total
Finding information related to work or business	10,870	4,440	15,310	6,590	2,290	8,880	60.6	51.6	58.0
Looking for a job/sending job applications	10,870	4,440	15,310	1,810	280	2,090	16.6	6.3	13.6
Sending work carried out at home to work place (teleworking)	10,870	4,440	15,310	5,660	1,560	7,220	52.0	35.1	47.1
Communication (sending/receiving e-mails)	10,870	4,440	15,310	8,000	2,800	10,800	73.5	63.1	70.5
Other work related activities	10,870	4,440	15,310	7,080	1,890	8,970	65.1	42.6	58.6

**Table 58. Internet users who bought/ordered goods or services for private use by age group and sex during the reference period**

Age group	%			% sub-population of Internet users			% sub-population		
	Males	Females	Total	Males	Females	Total	Males	Females	Total
15 - 24	29.9	32.4	30.5	24.9	11.1	18.5	13.4	6.0	9.9
25 - 34	46.5	45.0	46.1	48.9	17.3	33.2	20.8	6.8	13.7
35+	23.6	22.6	23.4	13.3	8.1	11.4	2.9	0.9	1.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>25.5</b>	<b>12.0</b>	<b>19.7</b>	<b>8.0</b>	<b>2.7</b>	<b>5.3</b>



**Table 59. Internet users who bought/ordered goods or services for private use by economic status**

Economic status	%	% sub-population of Internet users	% sub-population
Student	13.8	15.2	11.9
Employed	82.5	23.7	9.3
Unemployed	1.7	19.0	4.0
Other inactive person	2.0	3.2	0.2
<b>Total</b>	<b>100.0</b>	<b>19.7</b>	<b>5.3</b>

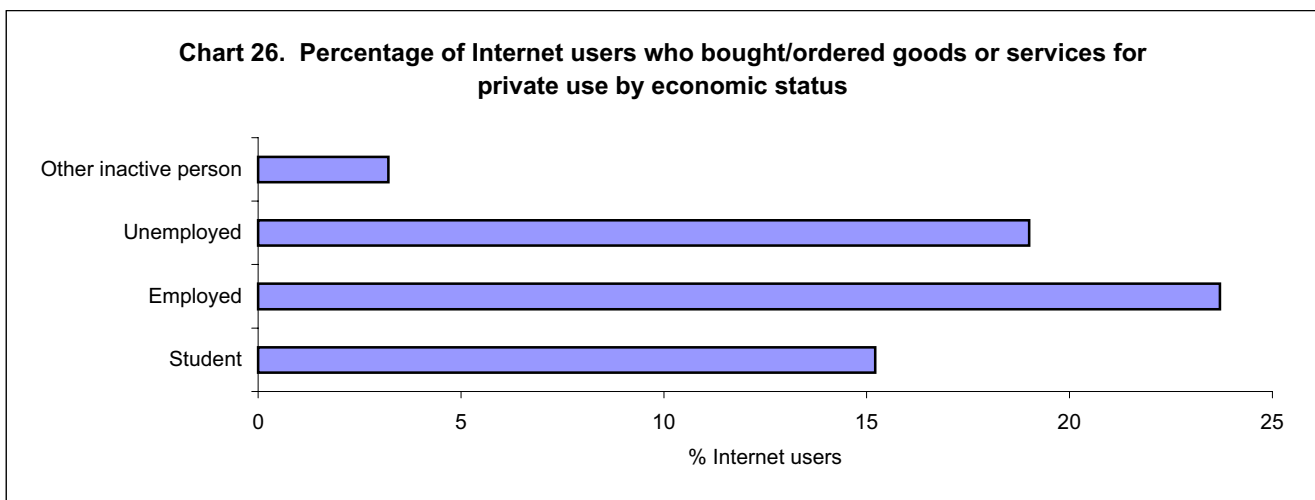


Table 60. Internet users who bought/ordered\* goods or services for private use by economic status and sex

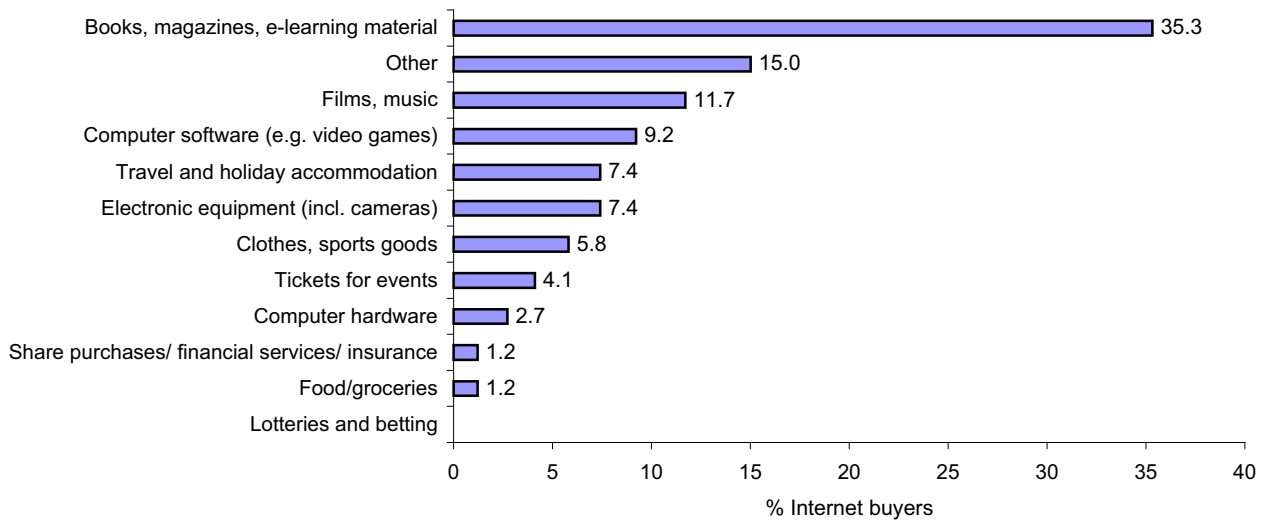
Age group	Number of persons			%			% sub-population of Internet users			% sub-population		
	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total
15-24	5,830	1,650	7,480	32.0	19.2	27.9	40.5	13.2	27.8	21.8	7.1	14.9
25-34	6,760	3,400	10,160	37.1	39.6	38.0	59.1	30.4	44.9	25.1	12.1	18.5
35+	5,630	3,530	9,160	30.9	41.2	34.1	26.4	46.8	27.5	5.8	3.2	4.5
<b>Total</b>	<b>18,220</b>	<b>8,580</b>	<b>26,800</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>38.6</b>	<b>24.0</b>	<b>32.3</b>	<b>12.1</b>	<b>5.4</b>	<b>8.7</b>

\* not restricted to reference period

**Table 61. Type of goods or services bought on the Internet during the reference period**

Goods/services	Number of persons	% Internet users	% Internet buyers
Food/groceries	330	0.4	1.2
Films, music	3,140	3.8	11.7
Books, magazines, e-learning material	9,450	11.4	35.3
Clothes, sports goods	1,560	1.9	5.8
Computer software (e.g. video games)	2,460	3.0	9.2
Computer hardware	710	0.9	2.7
Electronic equipment (incl. cameras)	1,980	2.4	7.4
Share purchases/ financial services/ insurance	330	0.4	1.2
Travel and holiday accommodation	1,980	2.4	7.4
Tickets for events	1,110	1.3	4.1
Lotteries and betting	-	-	-
Other	4,010	4.8	15.0

**Chart 27. Goods or services bought on the Internet during the reference period**



**Table 62. Number of Internet users who bought goods or services by total value of goods during the reference period**

Value of goods purchased	Number of persons	%
0 - Lm20	5,160	31.7
Lm21 - Lm40	2,500	15.3
Lm41 - Lm60	2,470	15.1
Lm61 - Lm80	1,410	8.6
Lm81 - Lm100	1,970	12.1
Lm101 +	2,800	17.2
<b>Total</b>	<b>16,310</b>	<b>100.0</b>

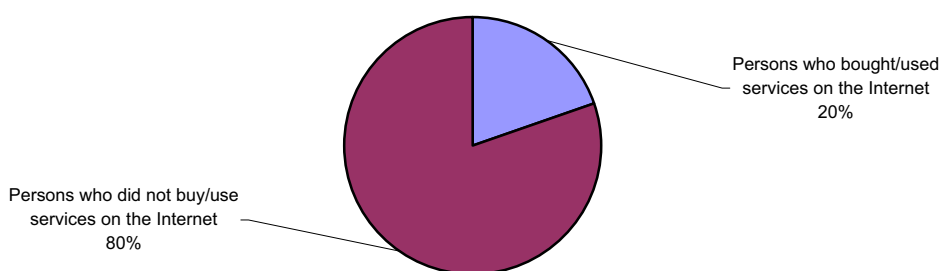
**Table 63. Number of Internet users who bought goods or services during the reference period by total value of goods and sex**

Value of goods purchased	Number of persons			%			% sub-population of Internet users		
	Males	Females	Total	Males	Females	Total	Males	Females	Total
0 - Lm20	3,430	1,730	5,160	28.6	40.3	31.7	7.3	4.8	6.2
Lm21 - Lm60	3,670	1,300	4,970	30.5	30.3	30.4	7.7	3.6	6.0
Lm61 - Lm100	3,140	240	3,380	26.1	5.6	20.7	6.7	0.7	4.1
Lm101 +	1,780	1,020	2,800	14.8	23.8	17.2	3.8	2.9	3.4
<b>Total</b>	<b>12,020</b>	<b>4,290</b>	<b>16,310</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>25.5</b>	<b>12.0</b>	<b>19.7</b>

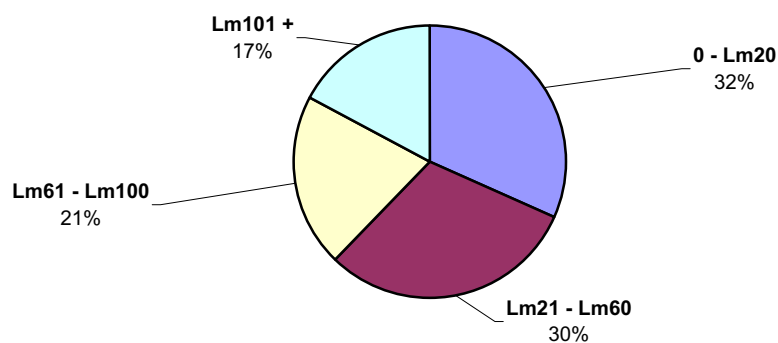
**Table 64. Number of Internet users who bought goods or services by age group and total value of goods during the reference period**

Value of goods purchased	Number of persons			%			% sub-population of Internet users		
	15-34	35+	Total	15-34	35+	Total	15-34	35+	Total
0 - Lm20	3,900	1,260	5,160	31.2	33.1	31.7	7.9	3.5	6.2
Lm21 - Lm60	3,720	1,250	4,970	29.7	32.9	30.4	7.5	3.7	6.0
Lm61 - Lm100	2,640	740	3,380	21.1	19.5	20.7	5.3	2.2	4.1
Lm101 +	2,250	550	2,800	18.0	14.5	17.2	4.5	1.6	3.4
<b>Total</b>	<b>12,510</b>	<b>3,800</b>	<b>16,310</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>25.2</b>	<b>11.3</b>	<b>19.7</b>

**Chart 28. Internet users who bought/used goods or services on the Internet**



**Chart 29. Distribution of Internet users who bought goods or services on the Internet by value of goods/services bought**



**Table 65. Internet users who used a credit card to buy goods or services during the reference period by age group**

<b>Age group</b>	<b>Number of persons</b>	<b>%</b>	<b>% sub-population of Internet users</b>	<b>% sub-population of Internet customers*</b>
15-34	11,760	78.1	23.7	94.0
35+	3,300	21.9	9.9	86.8
<b>Total</b>	<b>15,060</b>	<b>100.0</b>	<b>18.2</b>	<b>92.3</b>

**Table 66. Internet users who used a credit card to buy goods or services during the reference period by sex**

<b>Sex</b>	<b>Number of persons</b>	<b>%</b>	<b>% sub-population of Internet users</b>	<b>% sub-population of Internet customers*</b>
Males	11,010	73.1	23.4	91.6
Females	4,050	26.9	11.3	94.4
<b>Total</b>	<b>15,060</b>	<b>100.0</b>	<b>18.2</b>	<b>92.3</b>

## 5.0 ANNEX





# STHARRIĠ DWAR L-UŻU TA' T-TEKNOLOĠIJA TA' L-INFORMAZZJONI U KOMUNIKAZZJONI 2002

## SURVEY ON ICT USAGE IN HOUSEHOLDS 2002

**Numru tad-dar**  
*Household No.*

--	--	--	--	--	--	--	--	--	--

**Isem**  
*Name*

	<b>Kunjom</b> <i>Surname</i>	
--	---------------------------------	--

**Lokalita`**  
*Locality*

	<b>MGC Code</b> (For Official Use ONLY)		

**KWESTJONARJU / QUESTIONNAIRE**

**NUMBER OF VISITS BY THE INTERVIEWER**

<i>Visits</i>	1	2	3	4	5
<i>Date of visit</i>					

**GHALL-UŻU UFFIĊĠJALI BISS / FOR OFFICIAL USE ONLY**

	<i>Numru / Number</i>	<i>Isem u Kunjom / Name and Surname</i>	<i>Data / Date</i>
<i>Interviewer</i>			
<i>Vetter / Coder</i>			
<i>Supervisor</i>			
<i>Data Entry Operator</i>			

## SOCIO-DEMOGRAPHIC DATA

1. Numru ta' adulti (15+) fil-familja.  
*Number of adults (15+) in household.*

2. Numru ta' tfal dipendenti. (-14)  
*Number of dependent children. (-14)*

3. Eta'  
*Age*

4. Sess  
*Sex* M  (1) F  (2)

5. Edukazzjoni  
*Education*

Primarja / *Primary*  (1)

Sekondarja / *Secondary*  (2)

Post-Sekondarja / *Post-Secondary*  (3)

Terzjarja / *Tertiary*  (4)

Oħrajn / *Other*  (5)

6. Stat ta' mpjeg  
*Employment Situation*

Student  
*Student*  (1)

Mara tad-dar  
*Housewife*  (5)

Impjegat  
*Employee*  (2)

Qiegħed  
*Unemployed*  (6)

Għall-rasi  
*Self-employed*  (3)

Irtirat  
*Retired*  (7)

Haddiema tal-familja  
*Family worker*  (4)

Persuna oħra inattiva  
*Other inactive*  (8)

7. Dhul tal-familja  
*Household Income*

0 - 2,000  (1)

6,000 - 8,000  (4)

2,000 - 4,000  (2)

8,000 - 10,000  (5)

4,000 - 6,000  (3)

10,000 +  (6)

## Sezzjoni A (Section A)

A1. Fid-dar tagħkom, jinstabu affarijiet minn dawn ta' hawn taht?  
*Does your household have any of these at home?*

- a. telefon ċellulari  
*mobile phone*  (1)
- b. Televixin bl-aerial  
*Conventional analogue (terrestrial) TV*  (2)
- c. Televixin bis-satellita  
*Satellite dish connected to TV*  (3)
- d. Cable Televixin  
*Cable TV*  (4)
- e. 'DVD Player'  
*DVD Player*  (5)
- f. Kompjuter 'desktop'  
*Desktop Computer*  (6)
- g. Kompjuter 'Portable'  
*Portable Computer*  (7)
- h. Kompjuter 'handheld' (Palmtop)  
*Handheld computer (Palmtop)*  (8)

A2. Hemm xi membru tal-familja li għandu aċċess għall-Internet?  
*Does any member of this household have access to the World Wide Web (Internet) at home (regardless of whether it is used).*

Iva  (1) → A3  
*Yes*

Le  (2) → A4  
*No*

Ma Nafx  (3)  
*Do not know*

A3. Jekk **Iva**, fuq liema minn dawn jiġi użat l-Internet?  
*If **Yes**, on which device is the Internet accessed at home?*

- a. Kompjuter Desktop  
*Desktop Computer*  (1)
  - b. Kompjuter portable  
*Portable Computer*  (2)
  - c. Telefon Ċellulari  
*Mobile Phone*  (3)
  - d. Mezzi Ohra  
*Other means*  (4)
  - e. Ma Nafx  
*Don't know*  (5)
- } → A5

A4. Jekk **Le**, x'inh i-raguni principali ghaliex m' ghandekx access għall-Internet go darek?  
*If **No**, what is the main reason for not having access to the Internet at home?*

- a. Għandi access għall-Internet postijiet oħra  
*Have access to Internet elsewhere*  (1)
  - b. Ma ridux / Ma għandix bżonn  
*Don't want / Internet content not useful*  (2)
  - c. L-Apparat meħtieġ jiswa wisq flus  
*Equipment costs too high*  (3)
  - d. L-Access jiswa wisq  
*Access costs too high (telephone, etc)*  (4)
  - e. Ma nafx nużah  
*Lack of confidence or skills*  (5)
  - f. Sigurta' u privatezza  
*Privacy or security issues*  (6)
  - g. Ma Nafx  
*Don't know*  (7)
- } → B1

A5. Għandek 'homepage' / 'website' fuq l-Internet?  
*Do you have a personal home page / website on the Internet?*

Iva  (1)                      Le  (2)  
*Yes*                                      *No*

A6. Għandek indirizz personali ta' l-'e-mail'?  
*Do you have a personal e-mail address?*

Iva  (1)                      Le  (2)  
*Yes*                                      *No*

A7. Jekk iva, x'tip ta' indirizz għandek?  
*If yes, what type of e-mail address do you have?*

- |  | Iva<br><i>Yes</i>            | Le<br><i>No</i>              |
|--|------------------------------|------------------------------|
| a. Indirizz ta' l-'e-mail' tax-xogħol<br><i>Company related e-mail address</i> | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) |
| b. Indirizz ta' l-'e-mail' personali<br><i>Private e-mail address</i>          | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) |

## Sezzjoni B Section B

B1. Użajt kompjuter fl-aħħar tlett xhur?  
*In the last 3 months, did you use a computer?*

Iva  (1)  
*Yes*

Le  (2) **IEQAF STOP**  
*No*

B2. Qatt hadt xi tahrig, anki bażiku, fl-użu tal-kompjuter?  
*Have you ever attended any form of basic computer training?*

Iva  (1)  
*Yes*

Le  (2)  
*No*

B3. Bejn wieħed u ieħor, kemm użajt il-kompjuter fl-aħħar tlett xhur.  
*On average how often and when did you use a computer in the last 3 months?*

	Kuljum / <i>At least once a day</i>	Mill-inqas darba fil-gimgha / <i>At least once a week but not every day</i>	Ta' l-anqas darba fix-xahar / <i>At least once a month but not every week</i>	Inqas minn darba fix-xahar / <i>Less than once a month</i>	Qatt / <i>Never</i>
	(1)	(2)	(3)	(4)	(5)
a. Id-dar / <i>At home</i>					
b. Ix-xogħol / <i>At work</i>					
c. Skola jew Università / <i>At place of education</i>					
d. Postijiet oħra / <i>At other places</i>					



C4. Bejn wiehed u ieħor, kemm il-siegħa użajt l-Internet id-dar jew postijiet ohra?  
*Approximately how many hours per week did you spend on the Internet at home or elsewhere in the last 3 months?*

Siegħat fil-ġimgħa  
*Hours (per week)*

\_\_\_\_\_

C5. Qatt kellek problemi ta' sigurta' waqt l-użu ta' l-Internet?  
*Have you ever experienced security problems on the Internet?*

Iva  
*Yes*  (1)

Le  
*No*  (2)

C6. Fl-aħħar tlett xhur, għall-liema raġunijiet minn dawn imsemmija użajt l-Internet għal użu privat?  
*For which of the following activities did you use the Internet (all place of use) in the last 3 months for private purposes?*

Immarka fejn japplika  / *Tick where applicable*

**Kommunikazzjoni**

**Communication**

Iva  
*Yes*

Le  
*No*

a. Tibgħat / Tirċevi e-mails

(1)

(2)

*Sending/ receiving e-mails*

b. Telefonati mill-Internet /  
 Videoconferencing

(1)

(2)

*Telephoning over the Internet /  
 Videoconferencing*

c. Ohrajn (Chat sites eċċ.)

(1)

(2)

*Other (use of chat sites etc.)*

**Informazzjoni / Servizzi**

**Information search and on-line services**

a. Informazzjoni dwar prodotti u  
 servizzi

(1)

(2)

*Finding information about goods and services*

b. Servizzi dwar vjaġġar u  
 akkomadazzjoni

(1)

(2)

*Using services related to travel and  
 accommodation*

c. Servizzi dwar taħriġ /  
 edukazzjoni

(1)

(2)

*Using service related to training / education*

d. Servizzi dwar saħħa

(1)

(2)

*Using health related services*

e. Servizzi ta' radjijiet / televixin

(1)

(2)

*Listening to web radios / watching web  
 television*

f. Logħob / Mużika

(1)

(2)

*Playing/downloading games and music*

g. Aħbarijiet, Ġumali online, eċċ.

(1)

(2)

*Reading, downloading online  
 newspaper/news magazines*



**Xiri ta' prodotti/servizzi/  
servizzi bankarji**

**Purchase of goods and services, banking**

- |  | Iva<br>Yes                   | Le<br>No                     |   |
|--|------------------------------|------------------------------|---|
| a. Servizzi finanzjarji  | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <i>Financial services (e.g. Internet Banking, share purchasing)</i>               |
| b. Xiri/ ordnijiet ta' prodotti /<br>servizzi (minbarra shares/<br>servizzi finanzjarji) | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <i>Purchasing/ ordering goods or services (excl. shares / financial services)</i> |
| c. Bejgħ ta' prodotti u servizzi<br>(e.g. irkant)  | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <i>Selling goods and services (e.g. via auctions)</i>                             |

**Użu ta' servizzi offruti min  
entitajiet publiċi**

**Interaction with public authorities**

- |  |                              |                              |  |
|--|------------------------------|------------------------------|--|
| a. Informazzjoni minn websites<br>ta' awtoritajiet publiċi | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <i>Obtaining information from public authorities web sites</i> |
| b. <i>Downloading</i> ta' formoli<br>uffiċċjali            | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <i>Downloading official forms</i>                              |
| c. Biex tibgħat formoli                                    | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <i>Sending filled in forms</i>                                 |

C7. Tuża l-Internet id-dar għal skopijiet ta' xogħol minn darek?  
*Do you use the Internet at home for work related activities?*

Iva  (1) Le  (2) → D1  
*Yes No*

C8. Jekk Iva, għal-liema attivitajiet?  
*If Yes, for which activities?*

**Tfittxija għall-informazzjoni u  
servizzi on-line**

**Information search and on-line  
services**

- |   | Iva<br>Yes                   | Le<br>No                     |   |
|---|------------------------------|------------------------------|---|
| a. Informazzjoni dwar attivitajiet ta'<br>xogħol jew kummerċ      | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <i>Finding information relating to your work or business</i>        |
| b. Tfittex xogħol / tibgħat<br>applikazzjonijiet                  | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <i>Looking for a job / sending job applications</i>                 |
| c. Xogħol mibgħut mid-dar għall-<br>post tax-xogħol (teleworking) | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <i>Sending work carried out at home to work place (teleworking)</i> |
| d. Kommunikazzjoni (tibgħat u<br>tirċievi <i>e-mails</i> )        | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <i>Communication (sending/receiving e-mails)</i>                    |
| e. Attivitajiet ohra relatati max-<br>xogħol                      | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <i>Other work related activities</i>                                |



D4. Bejn wiehed u iehor, kemm infaqt fuq dawn il-prodotti fl-ahhar tlett xhur?  
*What was the approximate value of goods and services (excluding financial investments) you bought or ordered (non-work use) over the Internet in the last 3 months?*

Immarka fejn japplika  / Tick where applicable

(1)  Lm 0 - Lm20

(4)  Lm61 - Lm80

(2)  Lm21 - Lm40

(5)  Lm81 - Lm100

(3)  Lm41 - Lm60

(6)  Lm101+

D5. Użajt il-*credit card*'biex hallast xi whud minn dawn il-prodotti / servizzi?  
*Did you pay for any of these goods or services by giving you credit card details over the Internet?*

Iva  
Yes  (1)

Le  
No  (2)