

ICT Survey 2017

The results



The population of Aruba 65 years and older and the world of ICT



Centraal Bureau Statistiek

The digital world we live in at this day and age is constantly expanding and developing. The Central Bureau of Statistics Aruba held a survey in the months of November and December 2017 to gain more insight in the accessibility of modern telecommunication devices (ICT) in Aruba and the use and skills of the population of Aruba on such devices. The data collected also serves to gain insight in which groups do not have access to ICT devices as well as finding out how knowledgeable the population of Aruba is in relation to ICT related programs.

During a period of 4 weeks, surveyors visited various households to collect data on the use of ICT. Based on a sample of 1200 households, interviews were held within the households. All persons 5 years and older were interviewed.

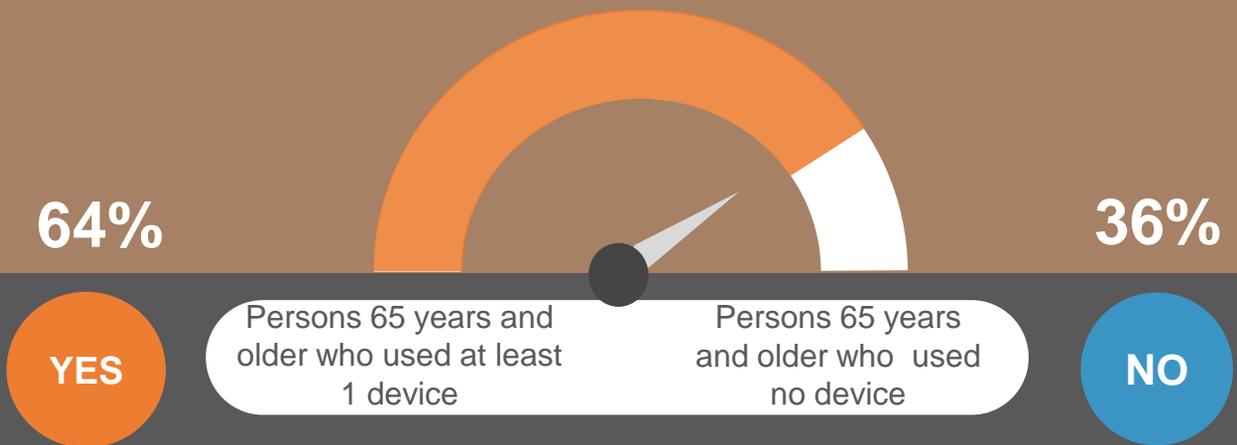
The respondents were asked several questions about their ICT skills and knowledge, using a digital questionnaire. Questions were asked about the presence of ICT equipment in the household as well as the presence of an internet connection and the ownership of and use of computers/laptops and mobile phones. Questions were also asked on the frequency of the use of ICT devices and for what purpose these devices were used.

In this paper the focus is on the population 65 years and older and their skills and use of ICT devices and programs over a reference period of 3 months prior to the survey. A total of 510 persons 65 years and older participated in the survey of which 211 were male 299 were female.



1. The use of ICT devices

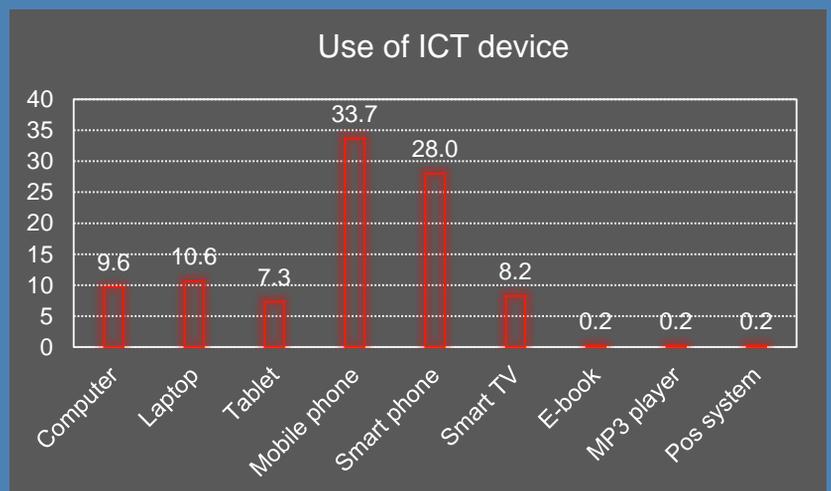
The graph below displays the use of at least one ICT device (such as a computer/laptop, tablet, mobile phone, eBook, smart TV), by persons 65 years and older according to the 2017 ICT survey. During the period of three months prior to the survey 64% of persons 65 years and older had used at least one ICT device.



When comparing the use of any ICT devices by gender, according to the 2017 survey, 65% of the male respondents 65 years and older indicated that they had used at least 1 ICT device compared to 63% of female respondents 65 years and older.



The graph on the right shows the use of different ICT devices in percentages by persons 65 years and older. Mobile phones (no smart phones) and smart phones were predominantly used by this group of respondents. The devices used the least were E-books, Mp3 player and the POS system.



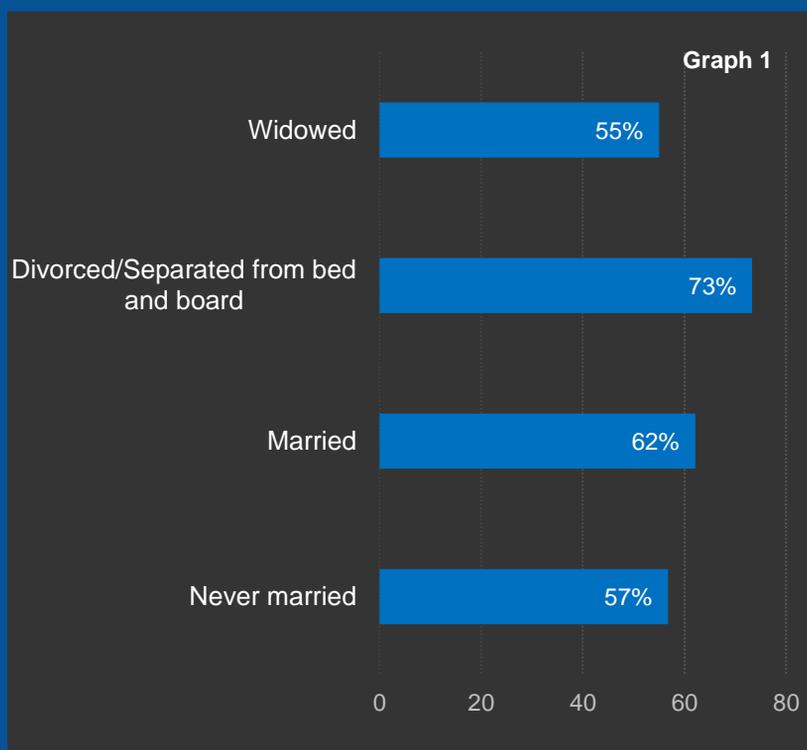
2. Mobile phone users

According to the 2017 ICT Survey 61% of all the respondents 65 years and older that participated in the survey had used a mobile phone in the three months prior to the survey. The results also show that the proportion of male respondents 65 years and older that used a mobile phone was 60%, compared to 62% females.



Mobile phones users and marital status

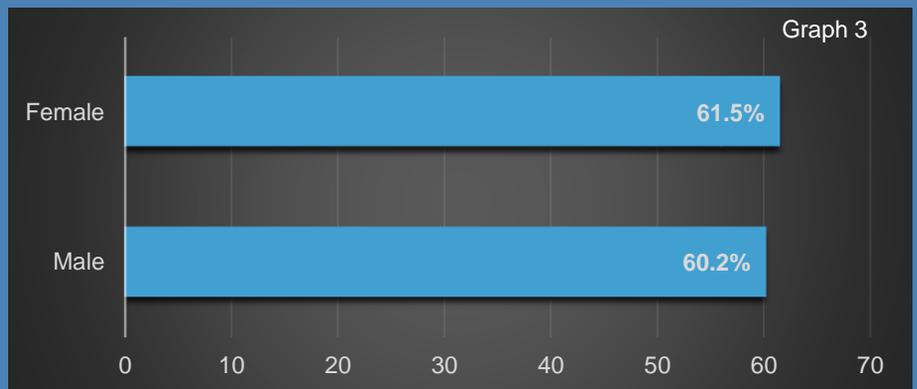
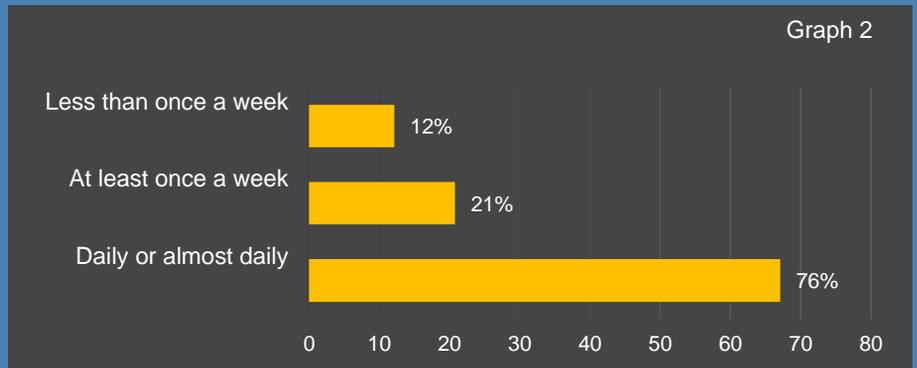
As shown in graph 1, as many as 57% of all the persons 65 years and older that were never married indicated that they used a mobile phone in the 3 months before the survey. In total 62% of married persons used a mobile phone, 73% of divorced persons and persons separated from bed and board and 55% of widowed persons used a mobile phone.



Mobile phones users and frequency of use

The data collected further shows that 12% of mobile phone users 65 years and older used their mobile phone less than once a week, 21% at least once a week and 76% used their mobile phone daily or almost daily (graph 2).

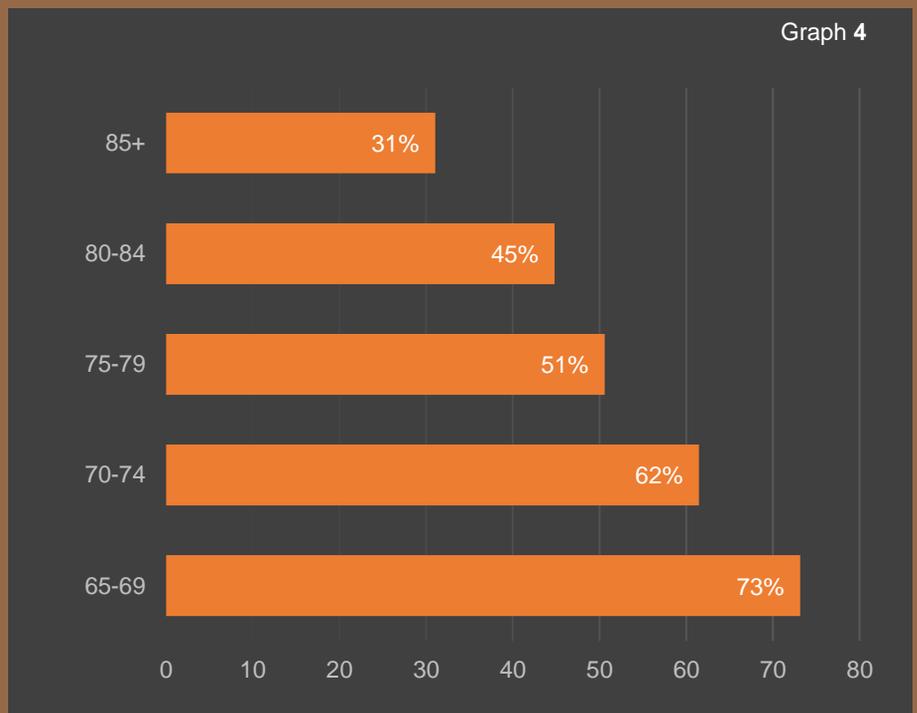
Looking at the persons that used their mobile phone daily or almost daily, the results also show that the percentage for the females was 61.5% and for the males 60.2% (graph 3).



Mobile phones users by age group

The population 65 years and older using a mobile phone by age group is displayed in graph 2. The age group 65 – 69 years of age had the highest percentage of mobile phone users compared to the other age groups.

The proportion of mobile phone users dropped steadily with the increase of the respondents age group.



3. Internet users



47%

Used the internet

53%

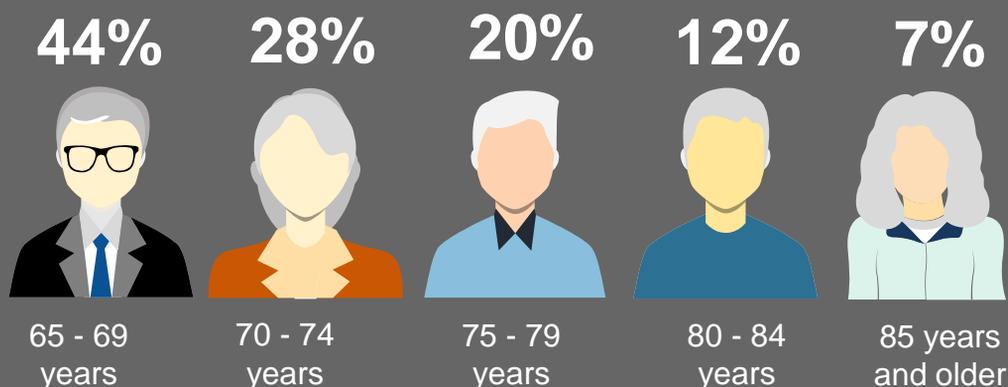
Did not use the internet

According to the 2017 ICT survey, 47% of persons 65 years and older indicated that they had used the internet in the 3 months prior to the survey, while 53% did not.

Of all the males 65 years and older **33%** said that they had used the internet, while **28%** of all the females 65 years and older said that they had used the internet in the 3 months prior to the survey.



Internet users according to their age group



The proportion of the persons 65 years and older that had used the internet in the 3 months prior to the survey is shown in the graph above. The results show that the higher the age group, the lower the proportion of internet users. The age group 65 – 69 years of age had the highest percentage of internet users (44%), while the age group 85 years and older had the lowest percentage.

Daily or almost daily

At least once a week

Less than once a week

85%

10%

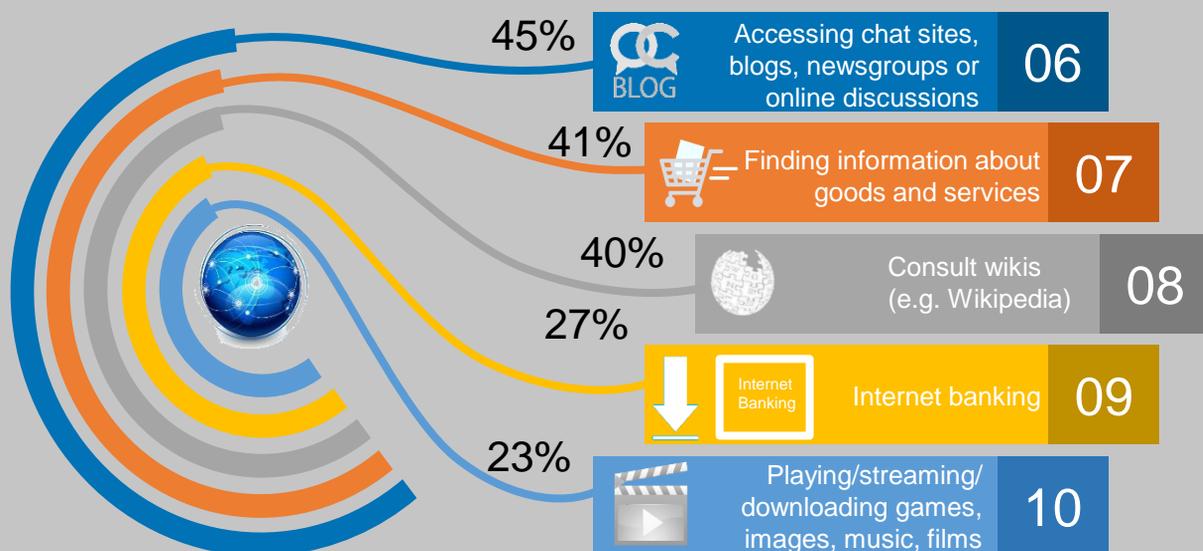
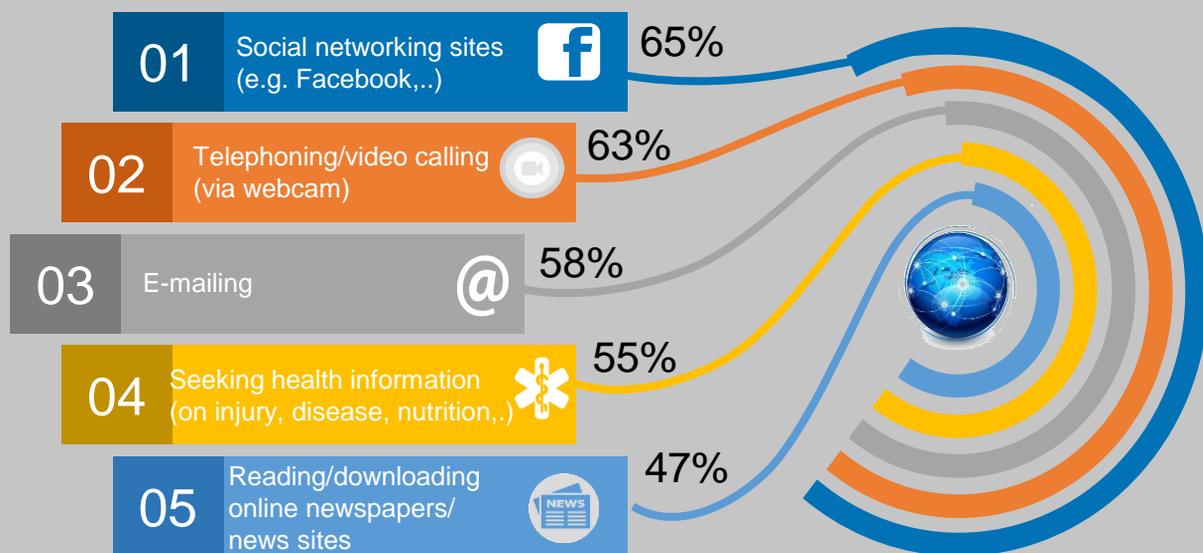
5%

As many as 85% of the persons 65 years and older used the internet daily or almost daily, while 10% used the internet at least once a week and 5% less than once a week. Of all internet users 65 years and older, 98% accessed the internet from home, according to the survey.



Top 10 online activities

The graph below is a portrait of the top 10 online activities of the population 65 years and older, according to the 2017 ICT survey. Visiting Social network sites, such as Facebook, had the highest percentage (65%) closely followed by Telephoning/video calling (via webcam) 63%, E-mailing 58%, etc.



4. Computers, Laptops Tablets



Computer

Laptop

Tablet

Use of a computer

Only 9.6% of all the participants 65 years and older said that they had used a computer in the 3 months prior to the survey. Comparing the users by sex, the results show that 65.3% were males and 34.7% were females. Of all the males that participated in the survey aged 65 years and older, 15.2% have used a computer and of all the females 65 years and older 5.7%.

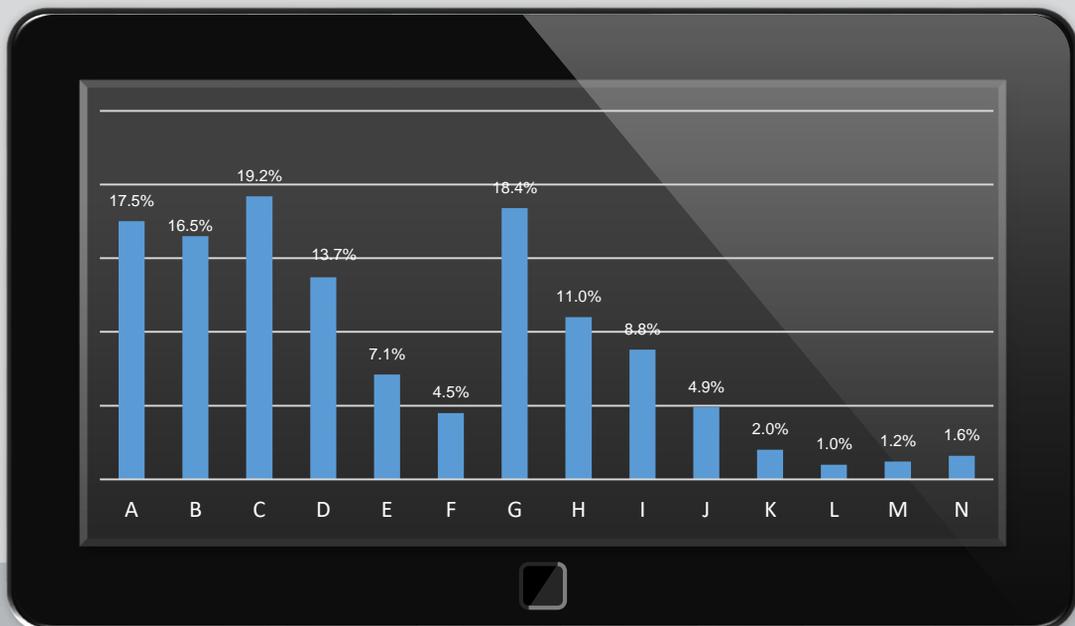
Use of a laptop

The data resulting from the survey shows that the proportion of laptop users among the population 65 years and older was 10.5%, slightly higher than that of computer users. The use of a laptop by males 65 years and older was 12.3% and 9.4% for females. The majority of persons 65 years and older used the laptop on a daily basis (76%).

Use of a Tablet

The proportion of respondents 65 years and older that have used a tablet was 7.3%. The results from the survey furthermore show that, of all the males 65 years and older that participated in the survey, 8% have used a tablet and 7% of the females in this age group have used a tablet in the three months prior to the survey.

ICT Skills among persons 65 years and older

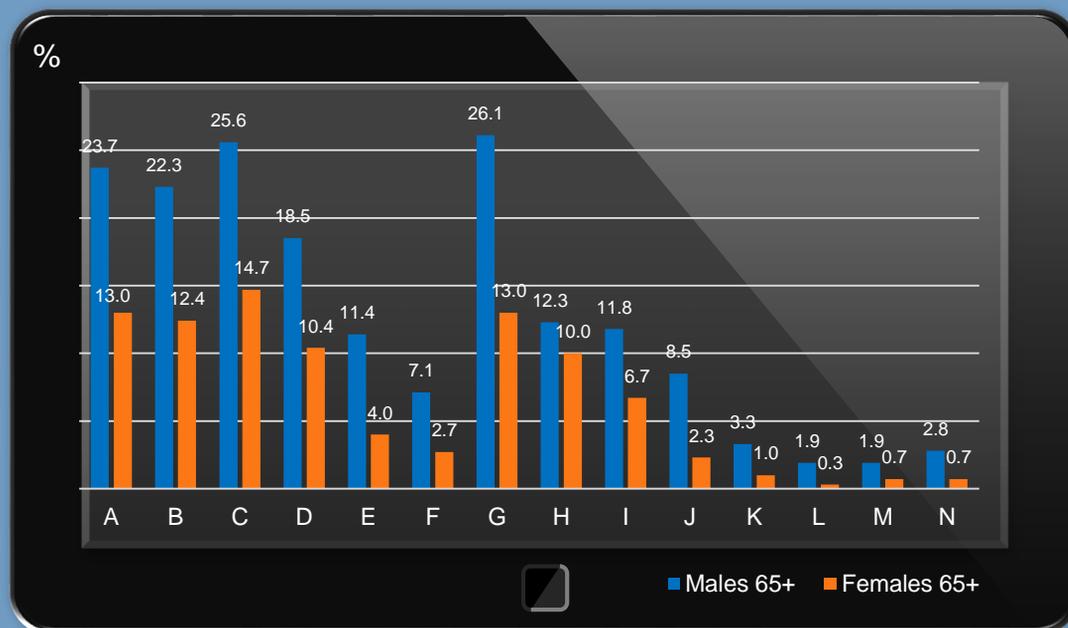


ICT Skills

- A. Using copy and paste tools to duplicate or move information within a document
- B. Copying or moving a file or folder
- C. Using word processing software like WORD
- D. Using basic arithmetic formulas in a spreadsheet like EXCEL
- E. Using spreadsheet advanced functions to organize and analyze data, such as sorting, filtering, using formulas, creating charts like in EXCEL
- F. Using software for electronic presentations (slides) like POWERPOINT
- G. Sending e-mails with attached files (document, picture, video))
- H. Posting messages (e.g. to chat rooms, newsgroups or forums)
- I. Transferring files (e.g. digital camera, mobile phone, m-player)
- J. Finding, downloading and installing software from the internet
- K. Modifying or verifying the configuration of software applications
- L. Computer programming using a specialized language
- M. Creating a web page
- N. Installing or replacing an operating system

The results of the 2017 ICT survey with regards to the skills of the persons 65 years and older is displayed in the graph above. The graph shows that the skills with the highest percentages were the 'use of word processing software such as WORD' (19.2%), 'sending e-mails with attached files' (18.4%), followed by the ability to 'use the copy and paste tools to duplicate or move information within a document' (17.5%) and 'copying or moving a file or folder' (16.5%).

ICT skills among the population 65 years and older by gender



Comparing the respondents' ICT skills by their sex, the graph above shows that male respondents 65 years and older had higher percentages in all but one ICT skill. Female respondents had a higher percentage where 'posting messages e.g. to chat rooms, newsgroups or forums' were concerned (53.6% compared to male respondents 46.4%).

ICT Skills

- A. Using copy and paste tools to duplicate or move information within a document
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- C. Using word processing software like WORD
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- K. Modifying or verifying the configuration of software applications
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Conclusion

The results of the ICT survey 2017 give some insight into the accessibility of ICT devices and the use of these devices by the population in Aruba 65 years and older in the 3 months prior to the survey. According to the survey, 64% of the respondents 65 years and older had used at least one ICT device. Compared by sex, the results show that 65% of the male respondents had used at least one ICT device and 63% of the female respondents.

Analyzing the respondents 65 years and older that had used a mobile phone in the 3 months prior to the survey, 61% said that they had used a mobile phone. The male users resulted in 60% and female users 62%.

The respondents in the age group 65-69 years of age had the highest percentage of mobile phone use (73%).

The survey also showed that 47% of persons 65 years and older had used the internet, of which the majority (85%) had used the internet daily or almost daily and most (98%) had accessed the internet from their homes.

The online activity with the highest percentage was 'visiting social network sites', such as Facebook (65%) and telephoning/video calling 63%.

The use of a computer, laptop and tablet by respondents 65 years and older was relatively low for all three devices. Just 9.6% had used a computer, 10.5% had used a laptop and 7.3% had used a tablet in the three months prior to the survey.

According to the survey, the ICT skills among this group of respondents with the highest percentages were , the use of word processing software like Word (19.2%), followed by 'sending e-mails (18.4%) and the 'use of copy and paste tools (17.5%).





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