

# **Results on Information and Communication Technology (ICT) Access and Usage by Households and Individuals 2019**



Sultanate of Oman  
Information Technology Authority



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## Introduction

For the importance of continuous ICT measurements, and for the necessity of providing updated estimates for access and usage of ICT by households and individual, a dedicated poll was conducted in January 2019.

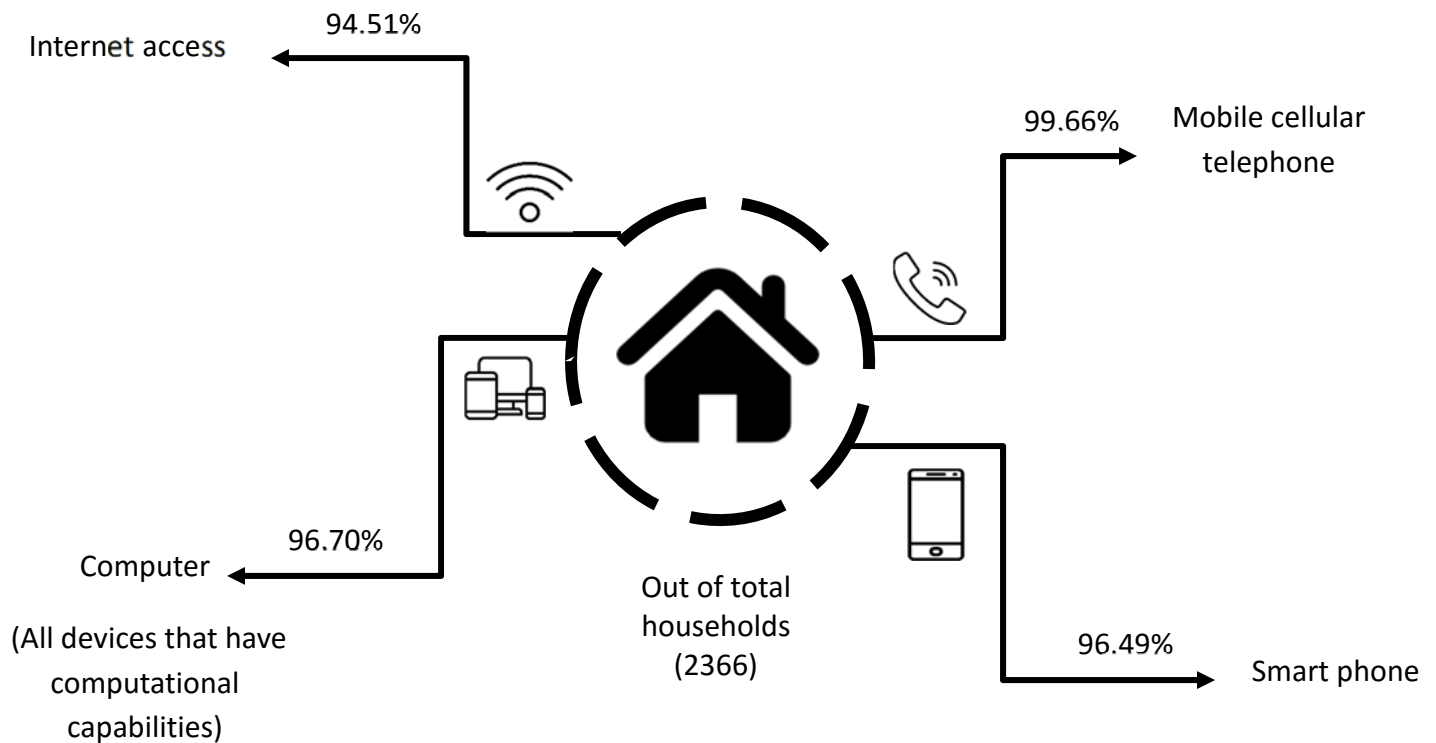
The poll aimed to measure ICT access and usage by household and individuals such as, Internet, computer and telephone access and usage, undertaken internet activities, reasons for not using the Internet and social media usage.

The poll conducted by National Center for Statistics and Information (NCSI) targeting Omani and Non-Omani residents. The used sampling frame is a mobile phone directory that includes all mobile subscribers in the Sultanate. Data collection took place from 6<sup>th</sup> to 17<sup>th</sup> January 2019 via telephone interview with three languages: Arabic, English and Urdu using (Computer Assisted Telephone Interviewing CATI).

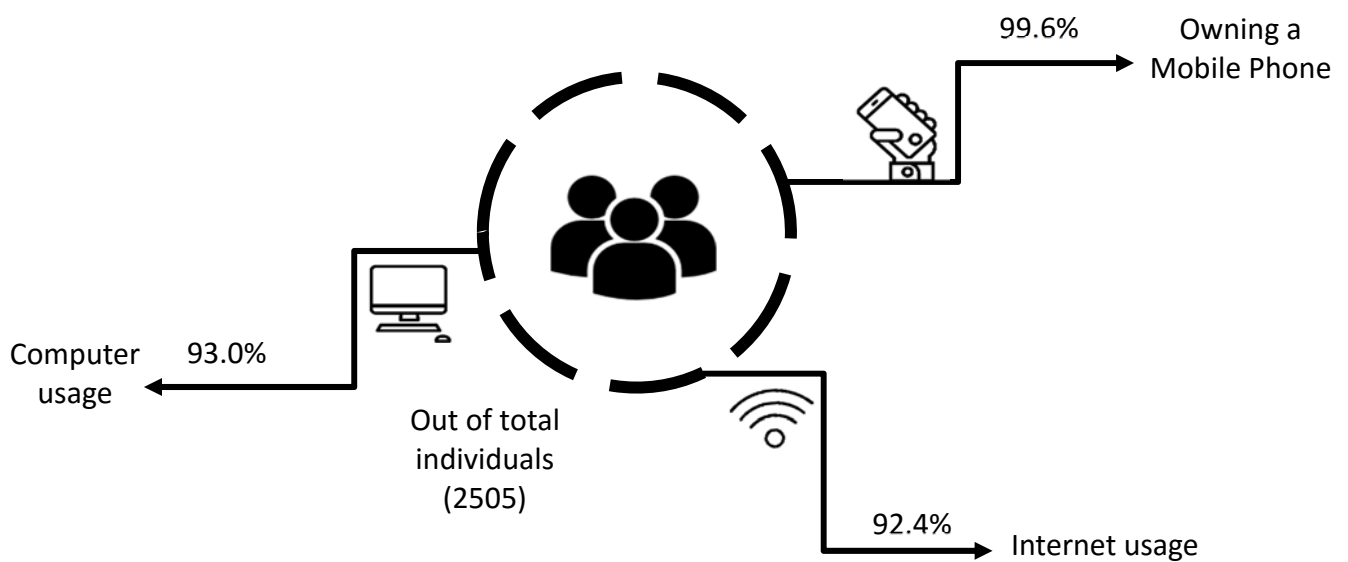
According to the above sampling strategy, about 2366 household and 2505 individuals were selected (1433 Omani and 1072 Non-Omani) aged 18 years and above from all governorates.



## Summary on ICT Access by Households



## Summary on ICT Usage Individuals





## Internet usage

Figure (1): Proportion of individuals who used the Internet in the last 3 months by year

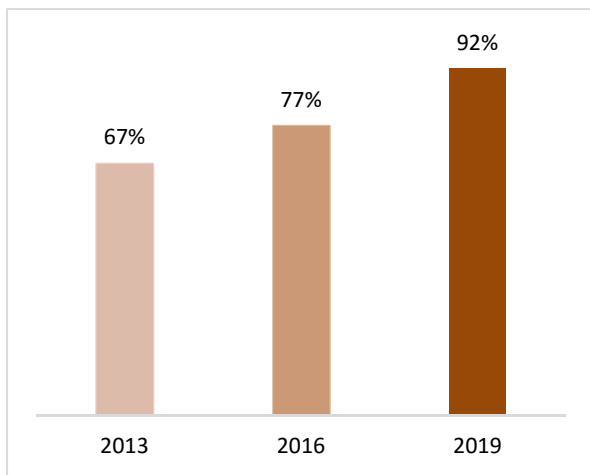


Figure (3): Proportion of individuals who used the Internet in the last 3 months by nationality and gender, 2019

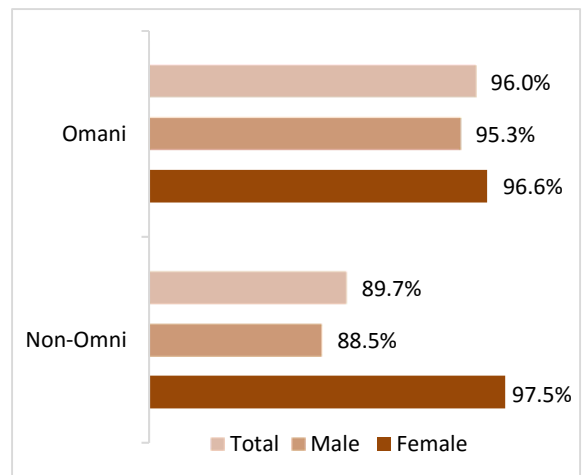


Figure (2): Proportion of individuals who used the Internet in the last 3 months by gender, 2019

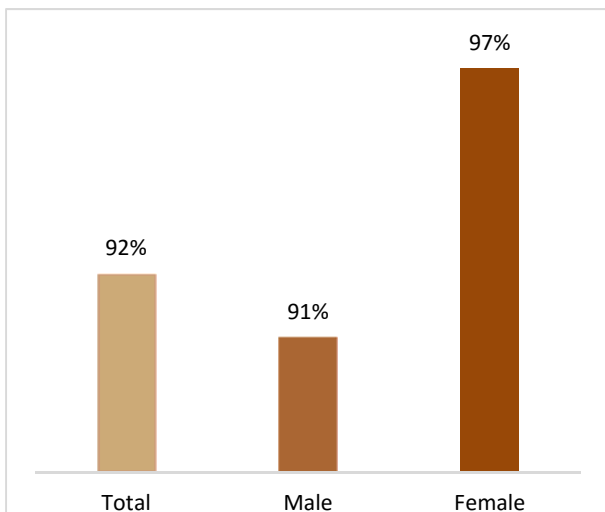


Figure (4): Proportion of individuals who used the Internet in the last 3 months by governorate, 2019

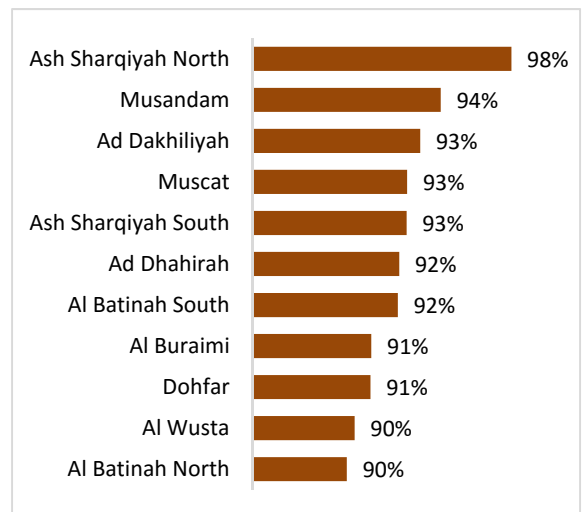




Figure (5): Proportion of individuals who used the Internet in the last 3 months by age group, 2019

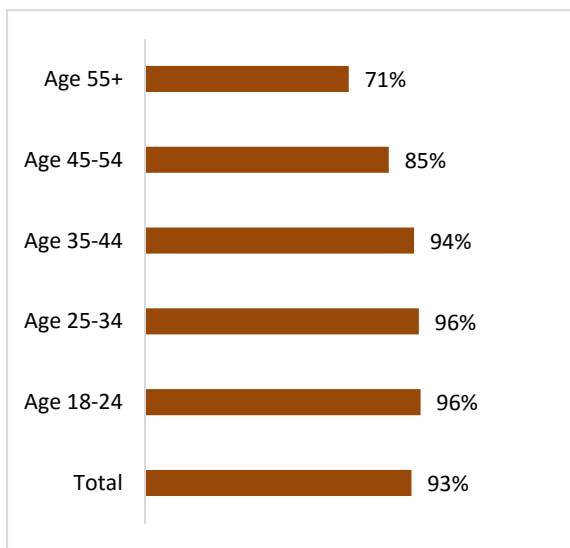
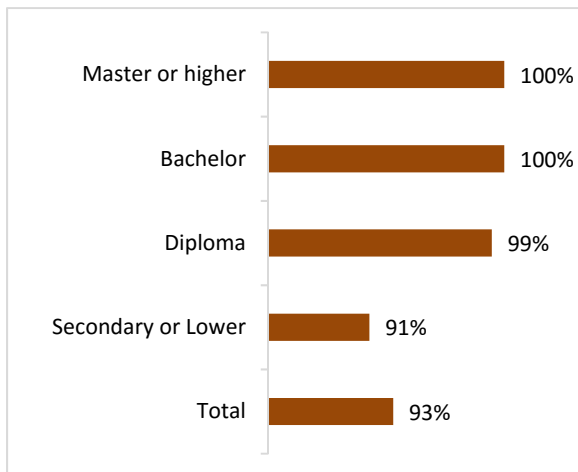


Figure (6): Proportion of individuals who used the Internet in the last 3 months by education level, 2019



## Computer usage

Figure (1): Proportion of individuals who used computer in the last 3 months by nationality and gender, 2019

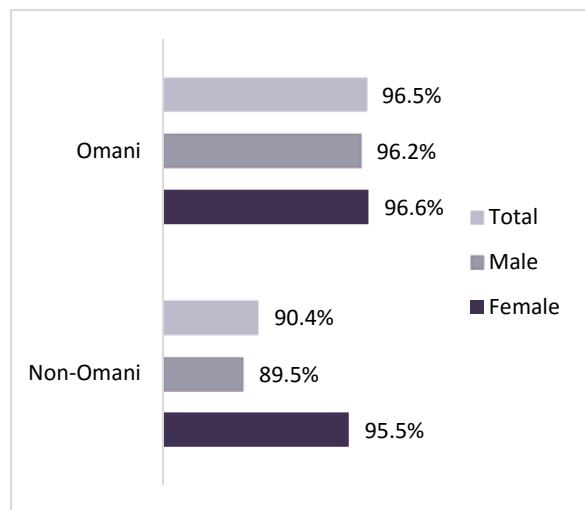


Figure (2): Proportion of individuals who used computer in the last 3 months by education level, 2019

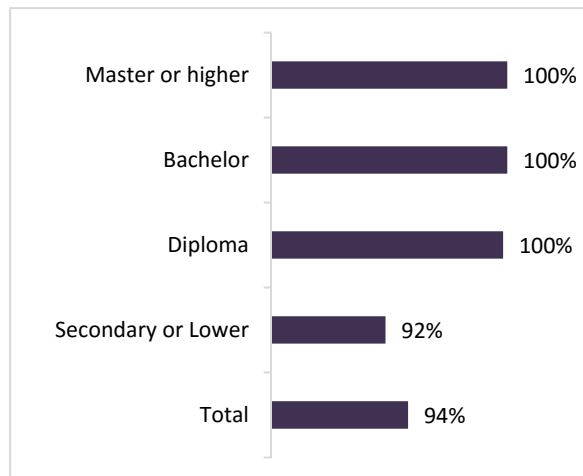




Figure (5): Proportion of individuals who used computer in the last 3 months by age group, 2019

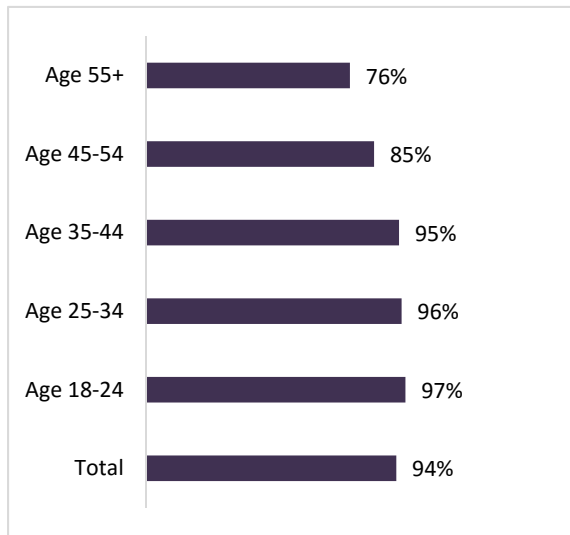


Figure (6): Proportion of individuals who used computer in the last 3 months by governorate, 2019

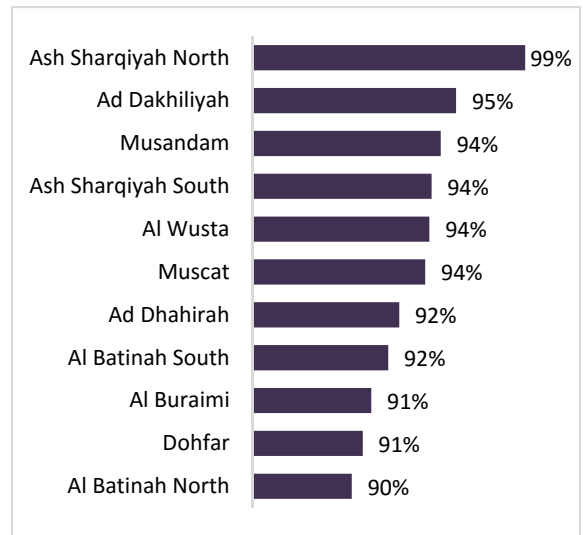




Table (1): Computer activities undertaken by individuals in the last 3 months by gender, 2019

Computer activities	Total	Male	Female
Copying or moving a file or folder	91%	89%	96%
Using copy and paste tools to duplicate or move information within a document	90%	87%	96%
Sending e-mails with attached files (e.g. document, picture, video)	91%	89%	96%
Using basic arithmetic formulas in a spreadsheet	28%	22%	41%
Connecting and installing new devices (e.g. a modem, camera, printer)	28%	23%	42%
Finding, downloading, installing and configuring software	29%	23%	43%
Creating electronic presentations with presentation software (including images, sound, video or charts)	29%	23%	43%
Transferring files between a computer and other devices	28%	23%	42%
Writing a computer program using a specialized programming language	6%	5%	8%
Doing very simple activities such as video streaming, clicking on application icons especially on tablets	24%	18%	36%
Others	3%	2%	4%

Table (2): Proportion of individuals not using the Internet, by type of reason in the last 3 months by gender, 2019

Indicator	Total	Male	Female
Illiteracy	1%	1%	1%
Do not need the Internet	3%	4%	1%
Cost of Internet use is too high (service charges, etc.)	2%	3%	0%
Don't know what Internet is	2%	3%	1%
Others	1%	2%	1%

Most common reasons for not using the Internet:



Do not need the Internet

3%



Cost of the Internet service is too high

2%

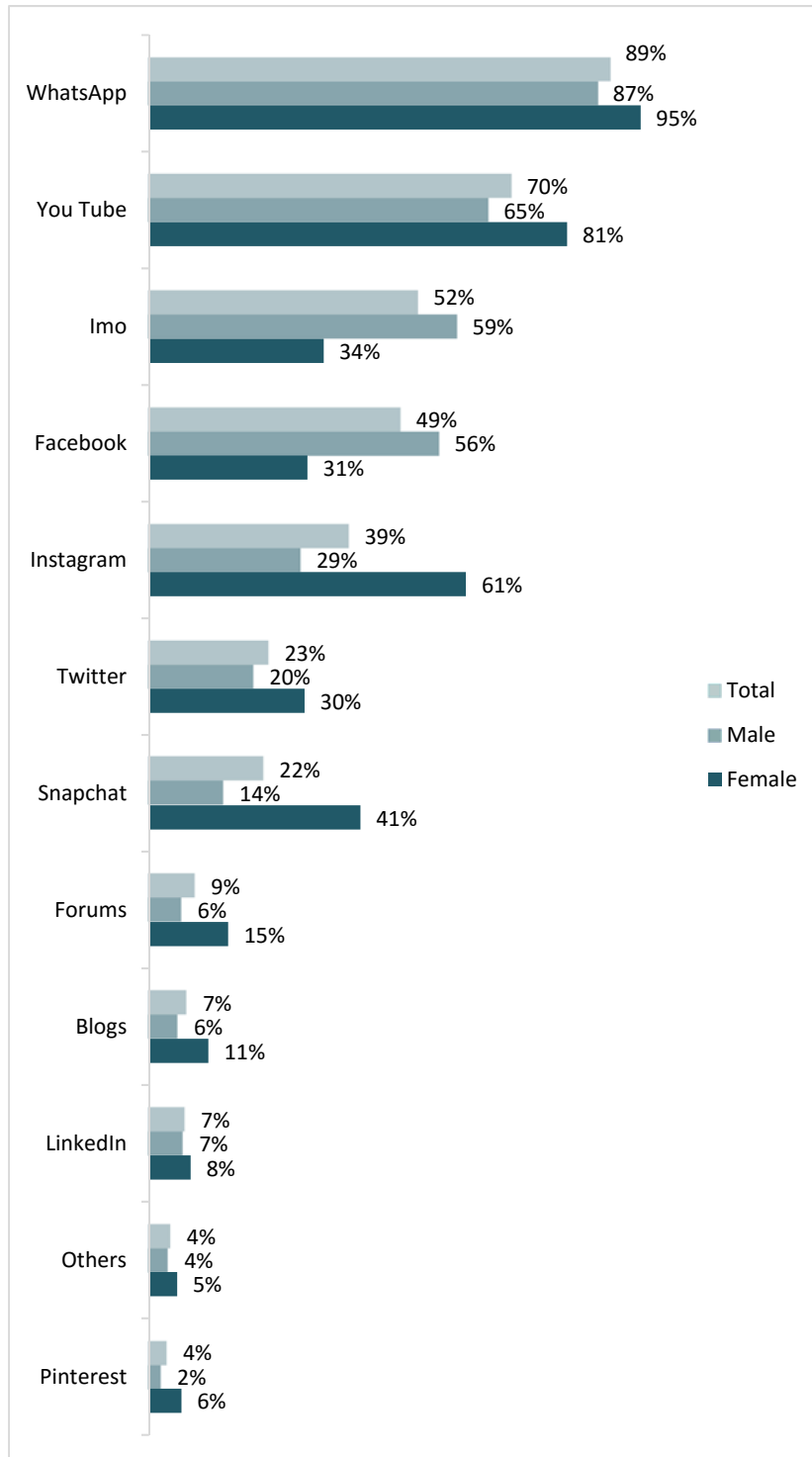


Don't know what the Internet is

2%



Figure (1): Proportion of individuals using social media in the last three months out of the total population, 2019







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