



REPORT ON THE RESULTS OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICTS) ACCESS AND USAGE BY HOUSEHOLDS AND INDIVIDUALS 2020

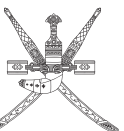




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Introduction:

The Ministry of Technology and Communications (MTC), in cooperation with the National Center for Statistics and Information (NCSI), implemented a survey to measure the access to and use of information and communications technology (ICT) by households and individuals 2020 through a telephone calls, during 9-20 February 2020, on a random sample of to 2,612 individual representing Omanis and non-Omanis in all the sultanate governorates.

This survey is part of monitoring the required indicators for continuous development and future planning in order to achieve e.oman strategy initiatives. The results of this survey will be used for updating the sultanate's indicators in the relevant international organizations databases and reports as well as comparing them with the similar indicators at regional and international levels.

The survey form was designed based on international standards and definitions of the indicators related to the access to and a use of information and communications technology approved by the International Telecommunication Union (ITU). The survey form consists of two main parts:

- **Part 1:** aims to measure household access to information and communication technologies such as Internet and mobile phone and smart devices.
- **Part 2:** aims to measure the use of information and communication technologies by individuals during the past three months, such as the use of Internet, the type of activities they perform online, the skills of using information and communication technologies, and social media, in addition to figuring out the most important reasons for not using the Internet.

Survey Methodology:

The survey was conducted by the call center of the NCSI through telephone interviews on a sample of 2,612 individuals out of the total individuals aged 18 years and above, as the sample was selected to represent all sultanate governorates. Omanis reached %44 while expatriates accounted for %56 of the sample.

Access to ICTs by Households:

The most important indicators of access to information and communication technologies in the household sector are owning smartphones by households, which amounted to 95%, in addition to households access to the Internet, which reached 94%. The indicators of accessing and using the Internet, computer (including smartphones) witnessed a slight decrease compared to the results of the 2019 survey for each of the indicators as Figure 1 indicates:

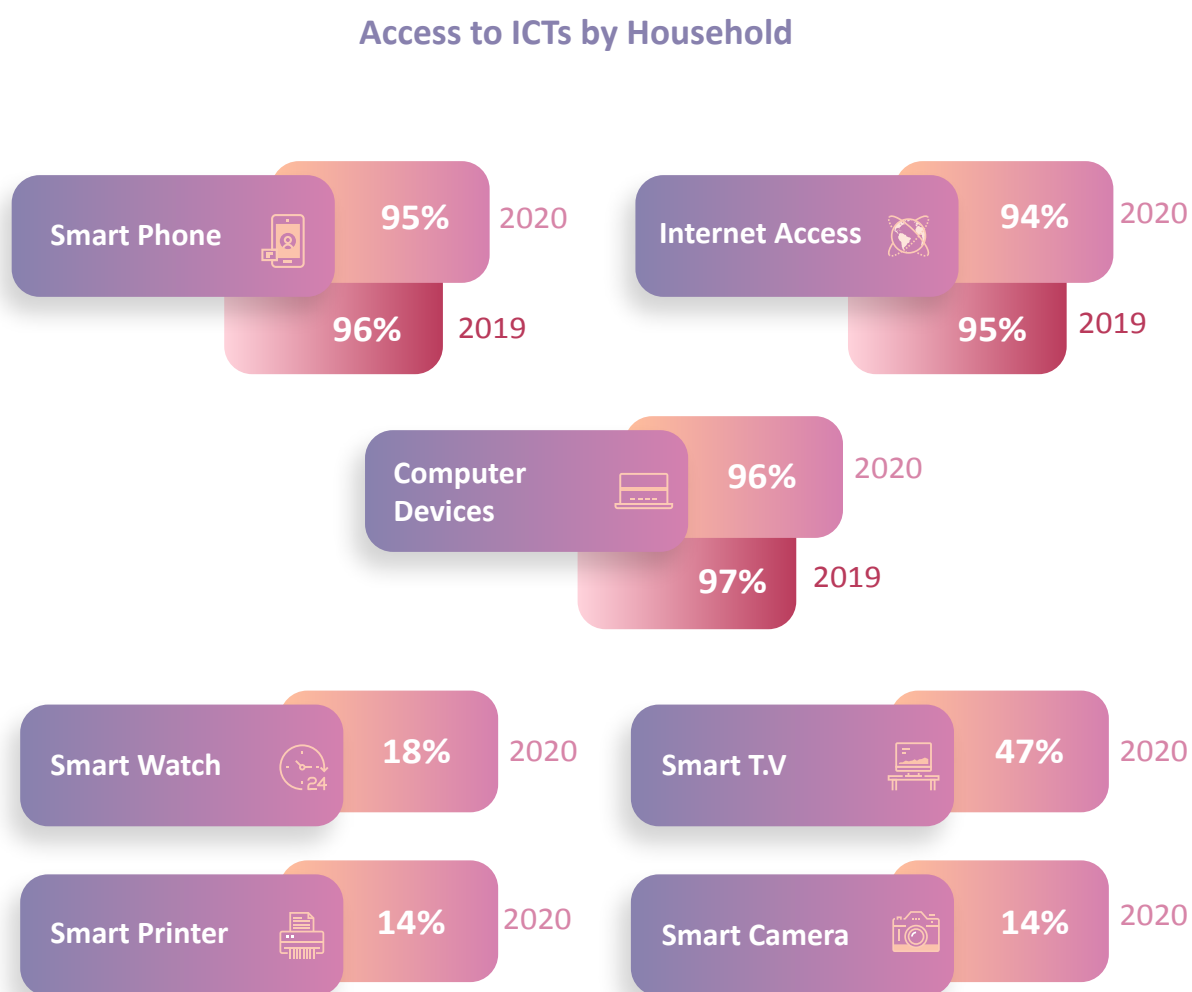


Figure 1: Access to ICTs by Household; 2019-2020

Access and Use of ICTs by Individuals:

The 2020 survey results shows that the percentage of individuals owning mobile phones is 97%, while it was 94% in the previous survey. With regard to the use of information and communication technologies by individuals during the past three months, some indicators witnessed an increase compared to the results of the survey conducted last year.

Whereas, the percentage of individuals using the Internet increased this year to reach 95% of the total population, compared to 92% in 2019. The percentage of individuals using computers (including using smartphone) also increased to 95% in 2020, compared to 93% in 2019. The 2020 survey results indicate that 95% of individuals use social media, compared to 92% in 2019.

Access to and Use of ICTs by Individuals

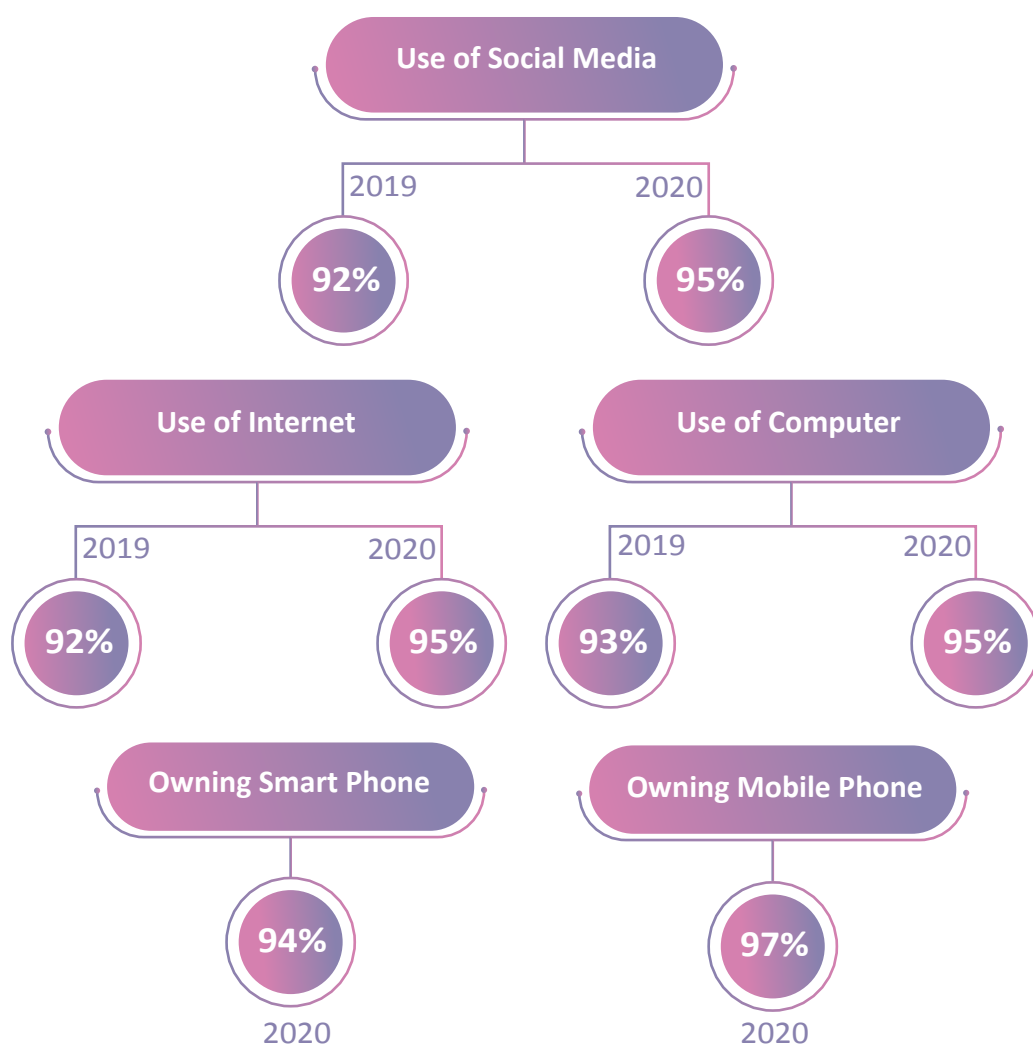


Figure 2: Access to and Use of ICTs by Individuals

Note: The above indicators as a percentage are from the total population aged 18 years and above

Activities Related to the Usage of ICTs by Individuals:

The results of the 2020 survey show good levels of activities of using information and communication technologies by any device. The results indicate that about 92% of individuals have the ability to send messages, whether through e-mail, WhatsApp or SMS. This was followed by the percentage of use of copy and paste tools which reached to (84%). As for the percentage of searching for software, downloading or installing it, or adjusting the settings, the percentage reached to (67%). Table No. (1) indicates the details of use according to the gender.

ICTs Activities by Individuals across Gender; 2020

Activity	Total	Male	Female
Sending messages (e.g. e-mail, WhatsApp, SMS)	92%	91%	96%
Using copy and paste tools	84%	83%	88%
Finding, downloading, installing and configuring a software	67%	65%	72%
Setting up effective security measures (e.g. strong passwords, log-in attempt notification)	57%	54%	63%
Changing privacy settings on the device, account or app (e.g. avoid automatic download pages turn off location services)	52%	49%	60%
Transferring files between a computer and other devices	49%	48%	53%
Connecting and installing new devices (e.g. a modem, camera, printer)	31%	31%	33%
Using basic arithmetic formulas in a spreadsheet	25%	26%	25%
Creating electronic presentations with presentation software (including images, sound, video)	24%	21%	30%
Using writing a computer program using a specialized programming language	8%	7%	10%

Table (1): ICTs Activities by Individuals across Gender; 2020

Note: The above indicators as a percentage are from the total population aged 18 years and above

Use of Social Media:

The 2020 survey results show a remarkable increase in the percentage of users of the most popular social media channels (WhatsApp, YouTube, Facebook, Instagram, Twitter, LinkedIn, Snapchat, Pinterest) compared to the 2019 survey results, while the percentage of users of imo, forums and blogs decreased.

Use of Social Media by Gender; 2019-2020












	2020			2019		
	Total	Male	Female	Total	Male	Female
	92%	91%	96%	89%	87%	95%
	81%	80%	82%	70%	65%	81%
	56%	59%	50%	49%	56%	31%
	47%	51%	37%	52%	59%	34%
	44%	39%	57%	39%	29%	61%
	25%	25%	26%	23%	20%	30%
	24%	19%	35%	22%	14%	41%
	6%	5%	7%	9%	6%	15%
	4%	4%	6%	7%	6%	11%
	10%	10%	11%	7%	7%	8%
	6%	4%	12%	4%	2%	6%

Table (2): Use of Social Media by Gender; 2019-2020

Note: The above indicators as a percentage are from the total population aged 18 years and above

Use of Internet:

The 2020 survey results indicate that the percentage of Internet users in the sultanate increased to 95% compared to 92% in 2019. The female use percentage exceeds to reach 97% compared to male use percentage, which amounted to 94%. As for age groups, the use percentage by individuals aged 55 years and above is low (80%) compared to the other age groups.

Use of Internet by Individuals across Nationality, Gender, Age Group, Governorate; 2019-2020

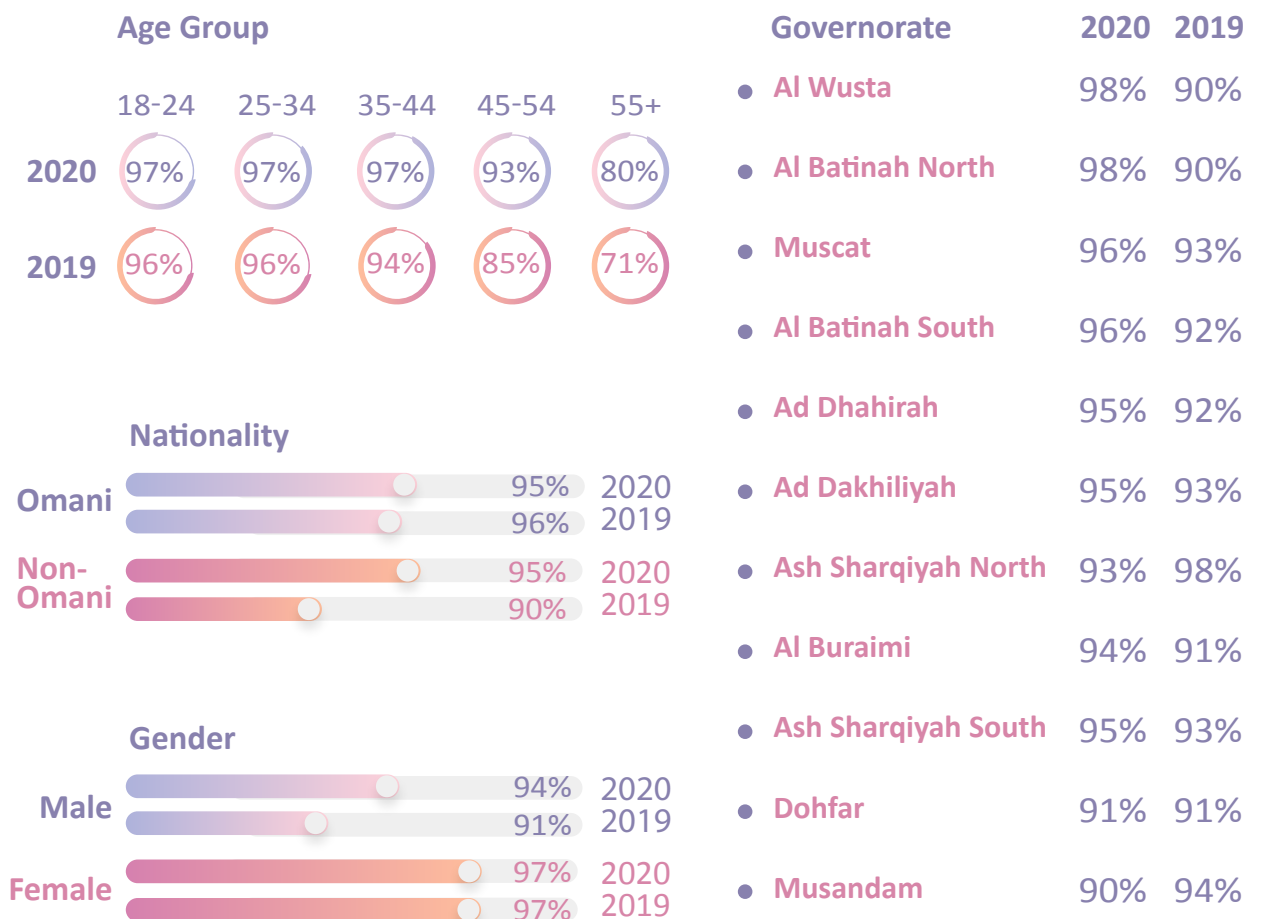


Figure 3: Use of Internet by Individuals across Nationality, Gender, Age Group, Governorate; 2019-2020

Note: The above indicator as a percentage are from the total population aged 18 years and above

Activities Performed Online

Figure No. (4) shows the most important activities that individuals perform online. The results indicate that approximately 77% of Internet users search for and download files, videos, pictures, electronic games and others. In addition, at the same percentage (77%) use the Internet to search for information (such as searching for information about goods, services, or health-related information, government services, reading or downloading newspapers, magazines, or e-books). The lowest percentage of uses of the Internet appears in using internet for travel and hotel reservation and electronic services, which reached 25%.

Activities Performed Online by Internet Users; 2020

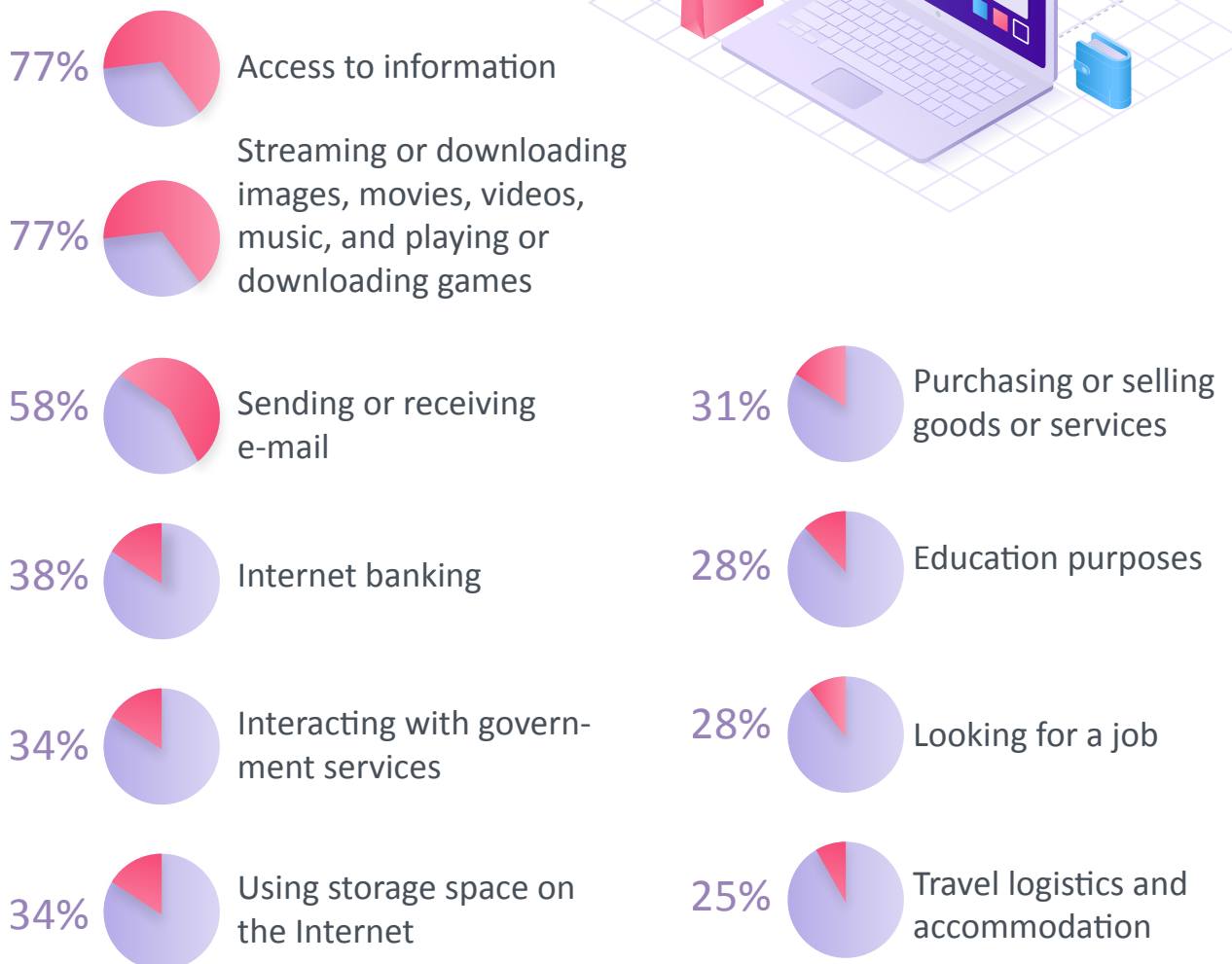


Figure 4: Activities Performed Online by Internet Users; 2020

Note: The above indicators as a percentage are from the total Internet users

Reasons for Not Using the Internet:

Among the main reasons for not using the Internet in the past three months are the inability of reading and writing (38%) out of non-Internet users, followed by the inability of using the Internet (31%), then the lack of the need to use the Internet (31%). There are also the reasons related to connectivity such as high cost and poor or lack of coverage as shown in Figure No. (5).

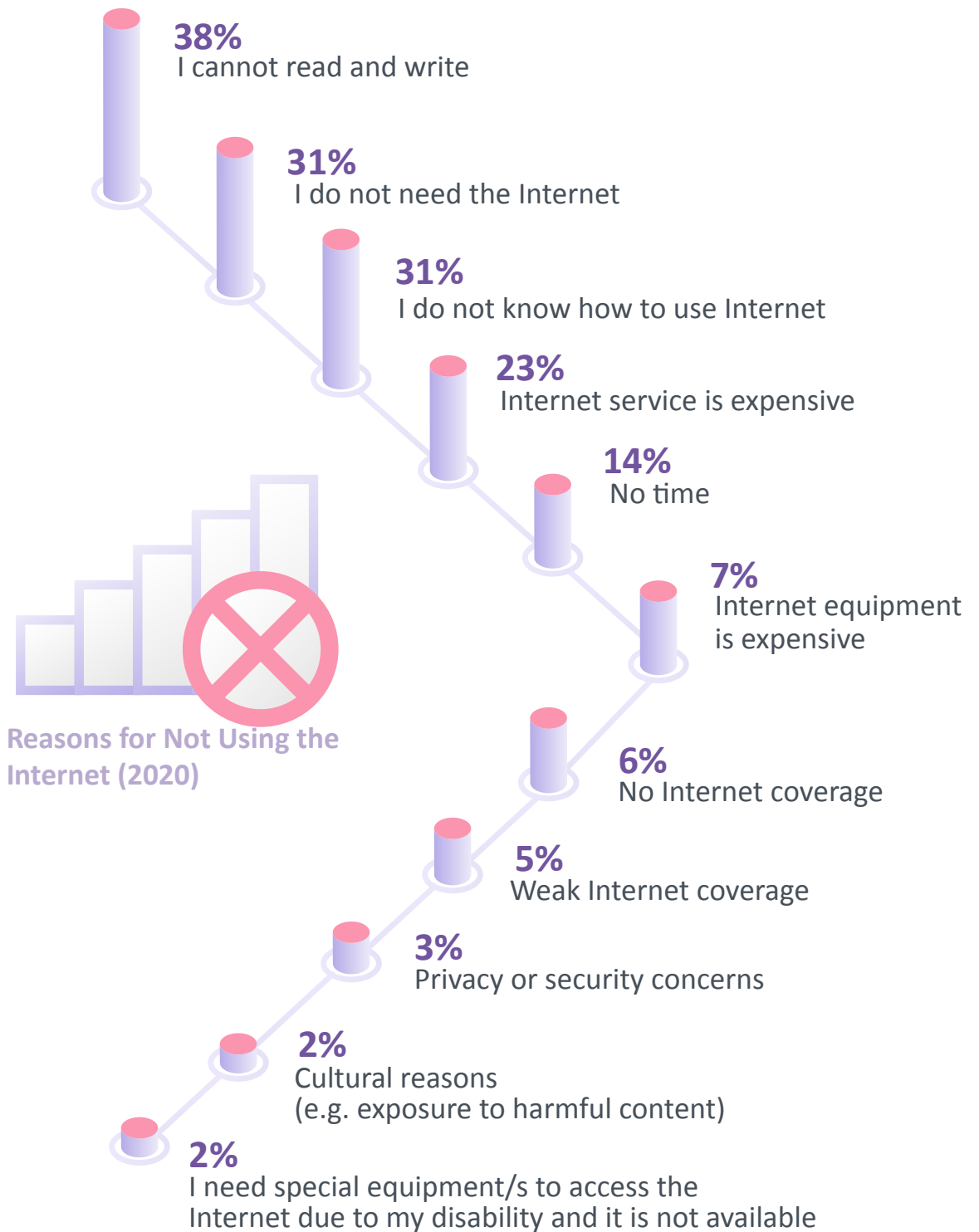


Figure 5: Reasons for Not Using the Internet (2020)

Note: The above indicators as a percentage are from the total of Non-Internet users



Respondents Feedback:

- Week Internet network in some of the residential gatherings in the various governorates of the Sultanate (such as Dabba, Al-Mudhaibi, Al-Sunainah, Ibri and Yunqul).
- Internet packages prices are high.
- The fiber optic network is not available in a number of wilayats of the Sultanate (such as Izki).
- The Internet is not available in some of the wilayats of the Sultanate (such as Duqm, Bukha, Kamzar, Nakhal, Izki, Al-Amerat and Al-Hamra).
- Slow performance of government services.



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