

# **Report on the Results of Information and Communication Technologies (ICTs) Access and Usage by Households and Individuals 2020**





## Table of Contents

| Topic  | Page |
|--|------|
| 1. Introduction  | 4    |
| 2. Survey Methodology                                    | 4    |
| 3. Summary on ICTs Access by Households                  | 5    |
| 3.1. Access to Internet by Households                    | 6    |
| 3.2. Access to Computers by Households                   | 8    |
| 3.3. Access to Smartphones by Households                 | 10   |
| 3.4. Access to Smart Watches by Households               | 12   |
| 3.5. Access to Smart Printers by Households              | 13   |
| 3.6. Access to Smart Cameras by Households               | 14   |
| 3.7. Access to Smart TV by Households                    | 15   |
| 4. Summary of Access to and Usage of ICTs by Individuals | 16   |
| 4.1. Owning Mobile Phones by Individuals                 | 17   |
| 4.2. Use of Computer by Individuals                      | 20   |
| 4.3. Activities Related to the Use of ICT by Individuals | 23   |
| 4.4. Use of Social Media by Individuals                  | 27   |
| 4.5. Use of Internet by Individuals                      | 31   |
| 4.6. Activities Performed Online by Internet Users       | 33   |
| 4.7. Reasons for not Using the Internet by Individuals   | 39   |



## 1. Introduction:

The Ministry of Technology and Communications (MTC) implemented the ICT Access and Use by Households and Individuals Survey 2020 in cooperation with the National Center for Statistics and Information (NCSI). 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, such as ITU and ESCWA, and reports as well as comparing them with the similar indicators at regional and international levels.

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

- Part 1: measuring households access to information and communication technologies, such as Internet, mobile phone, and smart devices.
- Part 2: measuring 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.

## 2. Survey Methodology:

The survey data collection was conducted by the National Center for Statistics and Information during 9-20 February 2020, on a random sample of to 2,612 individuals out of total individuals aged 18 year and above (1550 out of Omanis and 1062 out of non-Omanis), representing Omanis and non-Omanis in all the sultanate governorates. The mobile phone directory was used for the sampling frame. The data collection method was done through telephone interview in three languages: Arabic, English and Urdu using (Computer Assisted Telephone Interviewing CATI) according to the respondents preferred language.



### Summary of ICTs Access by Households

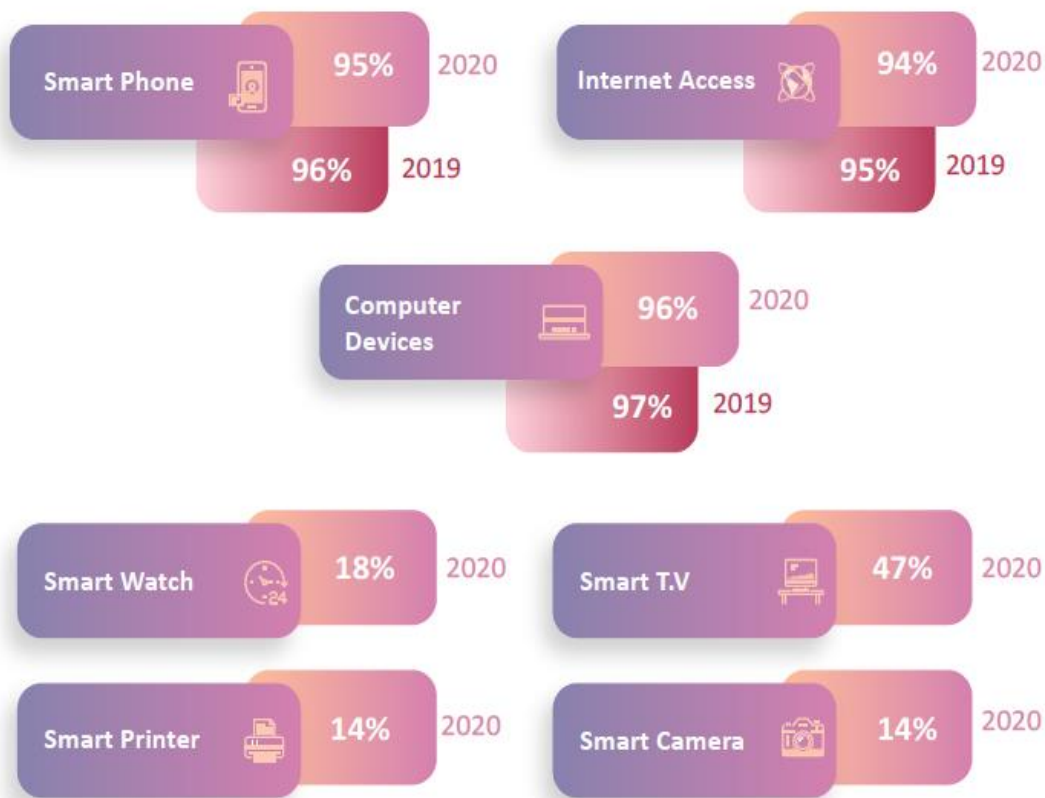


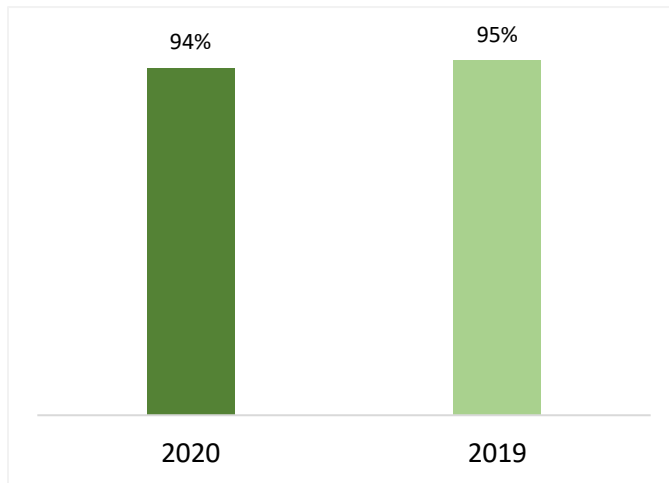
Figure (1): Access to ICTs by Households by Year

Note: The above indicators as a percentage are from the total collective households in the Sultanate.



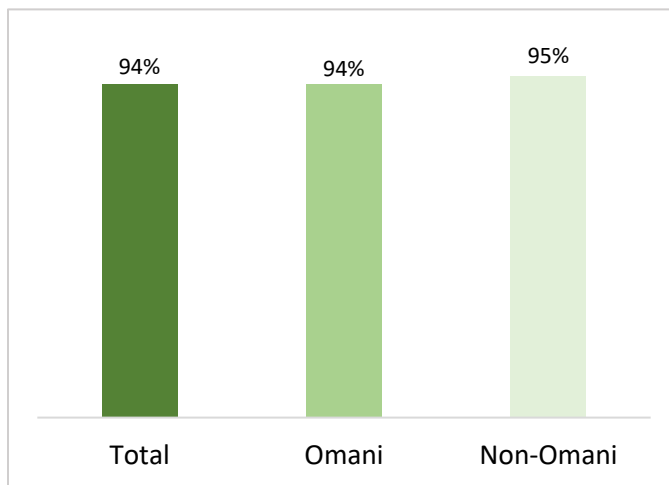
### 3. Access to ICTs by Households

#### 3.1 Access to Internet by Households



- A slight decrease in the proportion of access to the Internet by household in 2020 to 94% compared to 95% in 2019.

Figure (2): Proportion of Households with Access to Internet by Year



- In 2020, a slight inequalities between Omani and Non-Omani households in the access to the Internet.

Figure (3): Proportion of Households with Access to Internet by Nationality (2020)

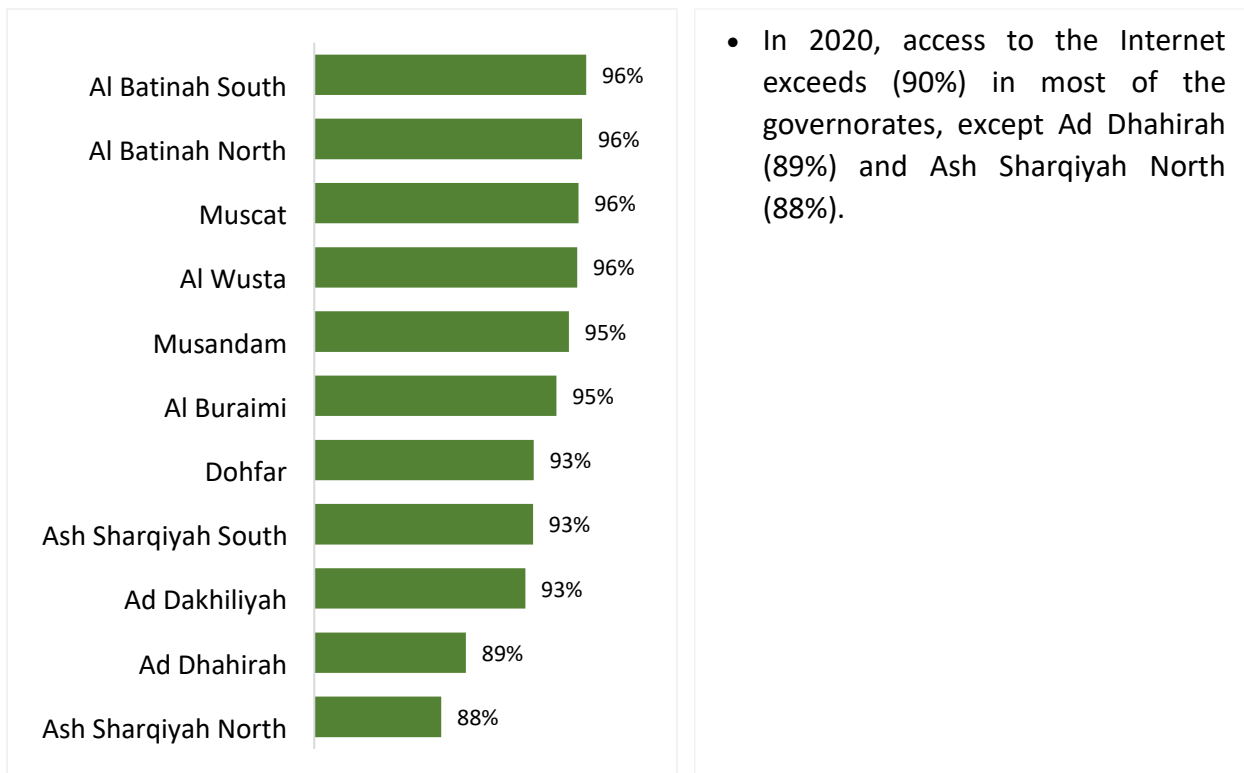
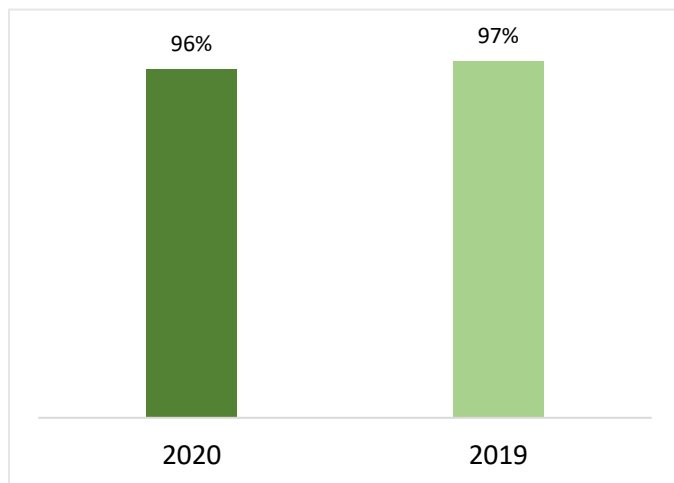


Figure (4): Proportion of Households with Access to Internet by Governorate (2020)





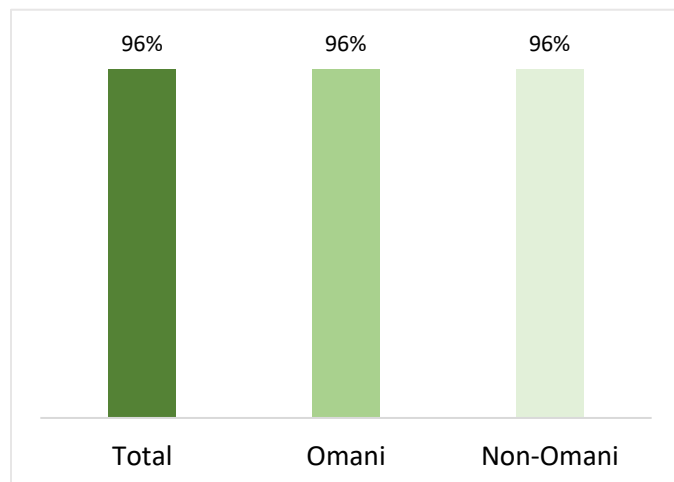
### 3.2 Access to Computers by Households



- In 2020, there was a slight decrease in the proportion of access to computers by households to 96% from 97% in 2019.

*Note that computer devices include desktop, laptop, tablet, and smartphone.*

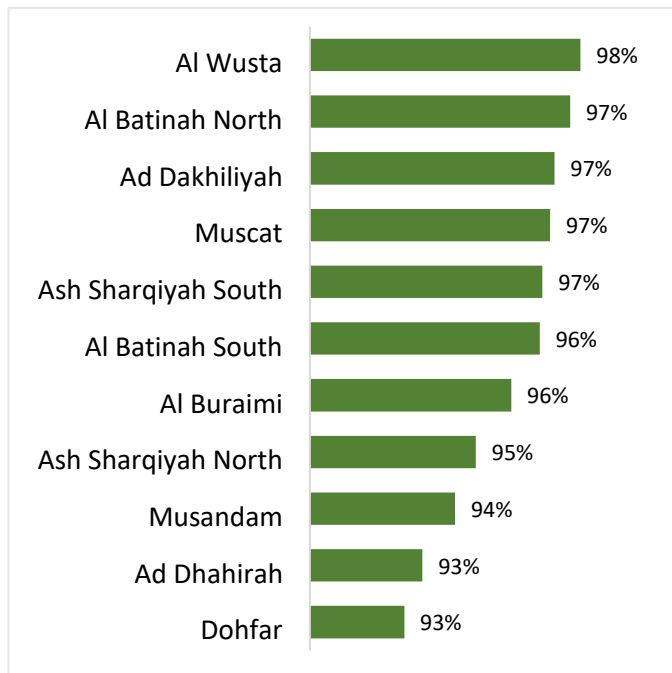
Figure (5): Proportion of Households with Access to Computer by Year



- In 2020, no inequalities in access to computers between Omani and Non-Omani households.

Figure (6): Proportion of Households with Access to Computer by Nationality (2020)



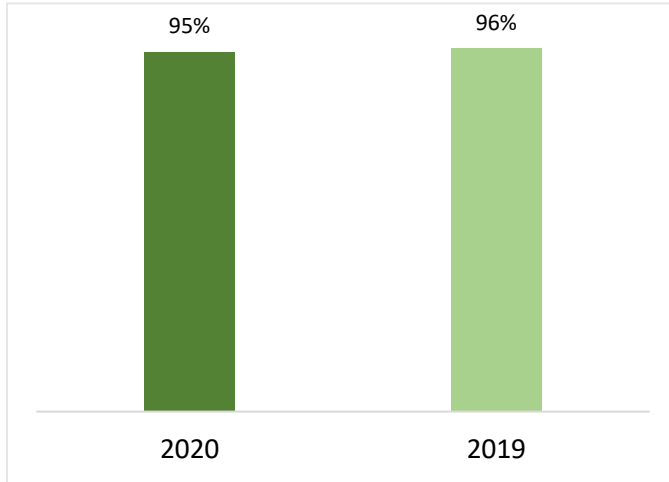


- In 2020, the proportion of households with access to computers exceeds 95% in all governorates except Musandam (94%), Ad Dhahirah (93%), and Dohfar (93%).

Figure (7): Proportion of Households with Access to Computer by Governorate (2020)

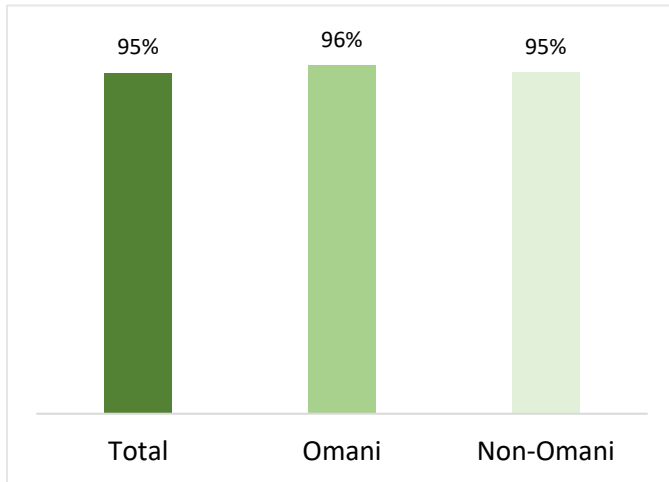


### 3.3 Access to Smartphones by Households



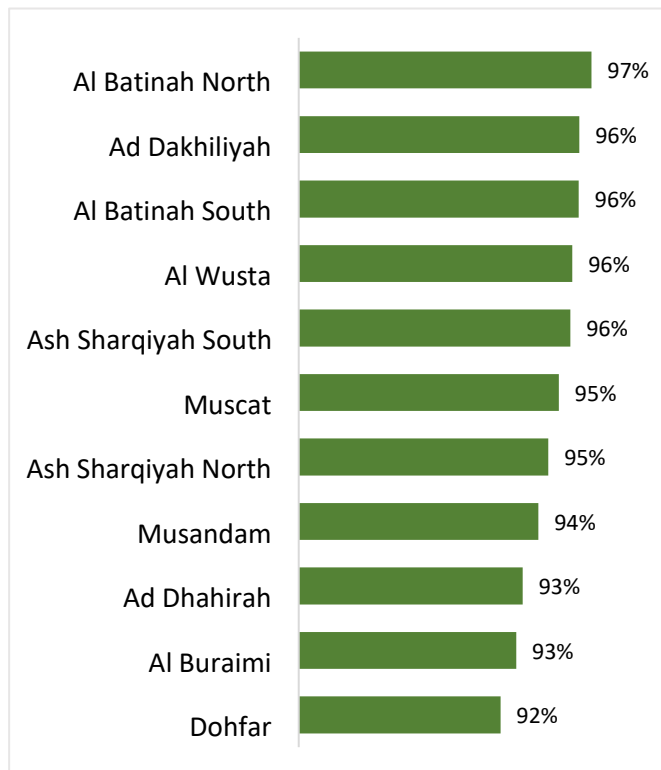
- In 2020, a slight decrease in the proportion of access to smartphones by households to 95% compared to 96% in 2019.

Figure (8): Proportion of Households with Access of Smartphones by Year



- In 2020, almost there were slight inequality to the Internet access between Omani and Non-Omani households.

Figure (9): Proportion of Households with Access to Smartphones by Nationality (2020)

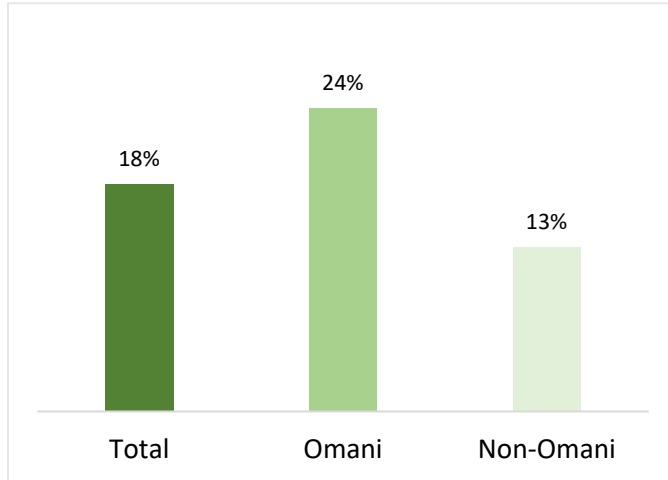


- In 2020, the proportion of access to smartphones by households in all governorates exceeds (90%).
- In 2020, Al Batinah North had the highest proportion of access to smartphones (97%). On the other hand, Dohfar had the lowest proportion of access to smartphones (92%).

Figure (10): Proportion of Households with Access to Smartphones by Governorate (2020)

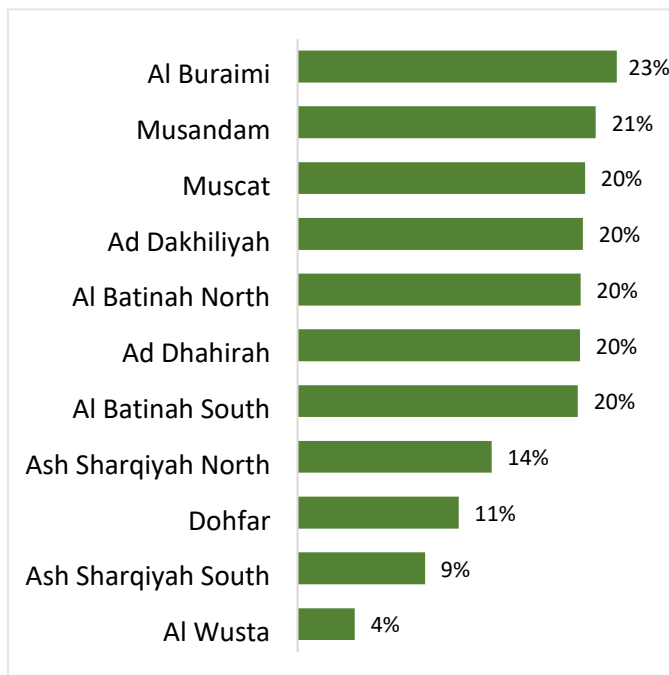


### 3.4 Access to Smart Watches by Households



- In 2020, Omani households had higher access to smart watches (24%) compared to Non-Omani households (13%).

Figure (11): Proportion of Households with Access to Smart Watches by Nationality (2020)



- In 2020, Almost 1 in 4 households in Al Buraimi governorate had a smart watch.
- 1 in 5 among households in the governorate of Musandam, Muscat, Ad Dakhiliyah, Al Batinah North, Ad Dhahirah, and Al Batinah South had smart watches.
- Less than 10% of total households had access to smart watches in the governorates of Al Sharqiyah South (9%), and Al Wusta (4%).

Figure (12): Proportion of Households with Access of Smart Watches by Governorate (2020)



### 3.5 Access to Smart Printers by Households

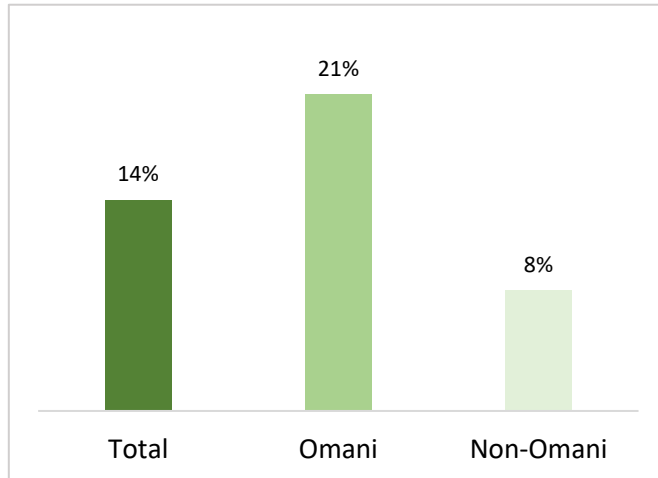


Figure (13): Proportion of Households with Access to Smart Printers by Nationality (2020)

- In 2020, only about 14% of households had access to smart printers.
- In 2020, a significant difference in access of smart printers between Omani households (21%), and Non-Omani households (8%).

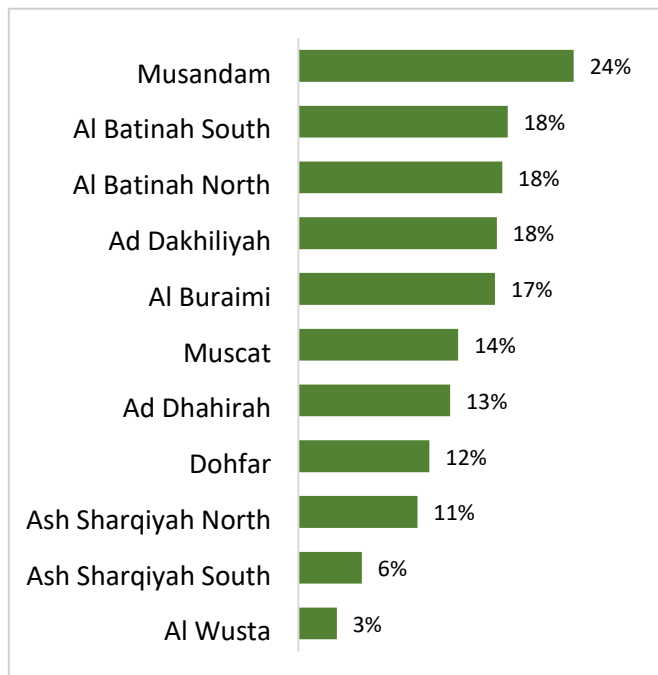
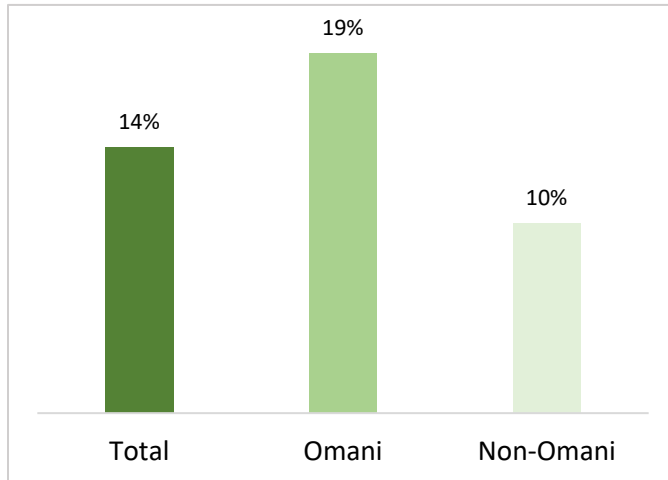


Figure (14): Proportion of Households with Access to Smart Printers by Governorate (2020)

- In 2020, 1 in 4 households in Musandam had access to smart printers, which is the highest compared to other governorates.
- Less than 10% of total households had access to smart printers in the governorates of Al Sharqiyah South (6%), and Al Wusta (3%).

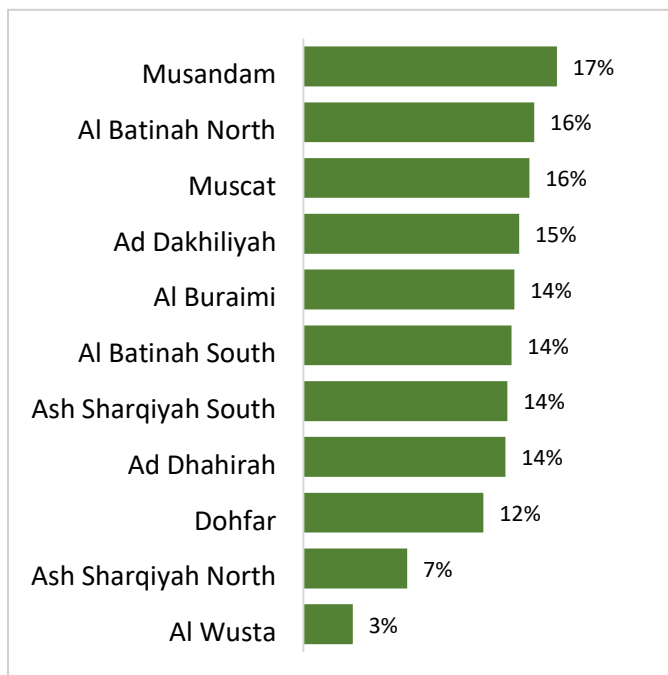


### 3.6 Access to Smart Cameras by Households



- In 2020, about 1 in 7 households across the Sultanate had access to smart cameras.
- Omani households had higher access to smart cameras (19%) compared to Non-Omani households (10%).

Figure (15): Proportion of Households with Access to Smart Cameras by Nationality (2020)

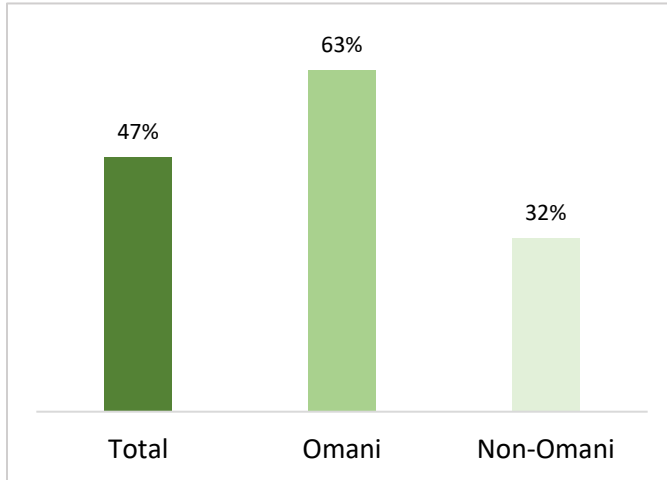


- In 2020, the governorates of Musandam, Al Batinah North, and Muscat had the highest access of smart cameras by households.
- Less than 10% of total households had access to smart cameras in the governorates of Al Sharqiyah North (7%), and Al Wusta (3%).

Figure (16): Proportion of Households with Access to Smart Cameras by Governorate (2020)

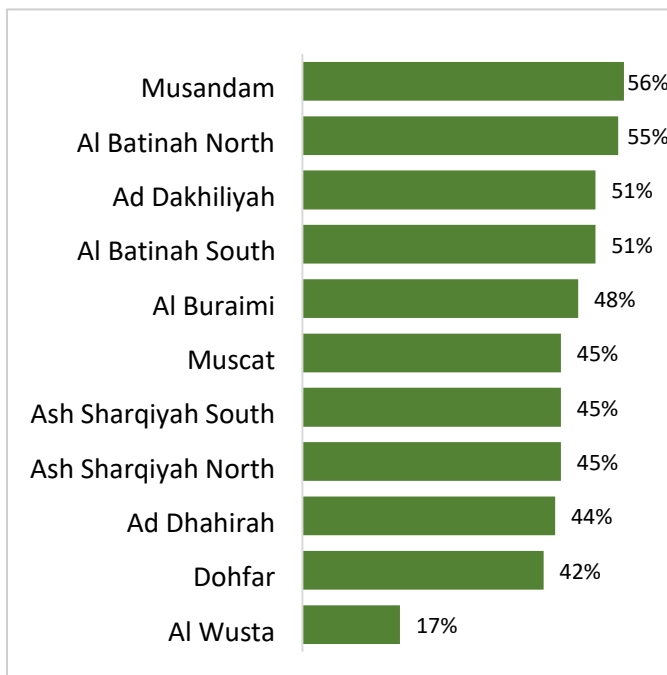


### 3.7 Access to Smart TV by Households



- In 2020, the national average of household access to smart T.V. was about 47%.
- Omani households had higher access to smart T.V. (63%) compared to Non-Omani households (32%).

Figure (17): Proportion of Households with Access to Smart T.V. by Nationality (2020)



- In 2020, the proportion of households' access to smart T.V. exceeds 42% almost in all governorates except the governorates of Al Wusta (17%).

Figure (18): Proportion of Households with Access to Smart T.V. by Governorate (2020)





## Summary of ICT Use by Individuals

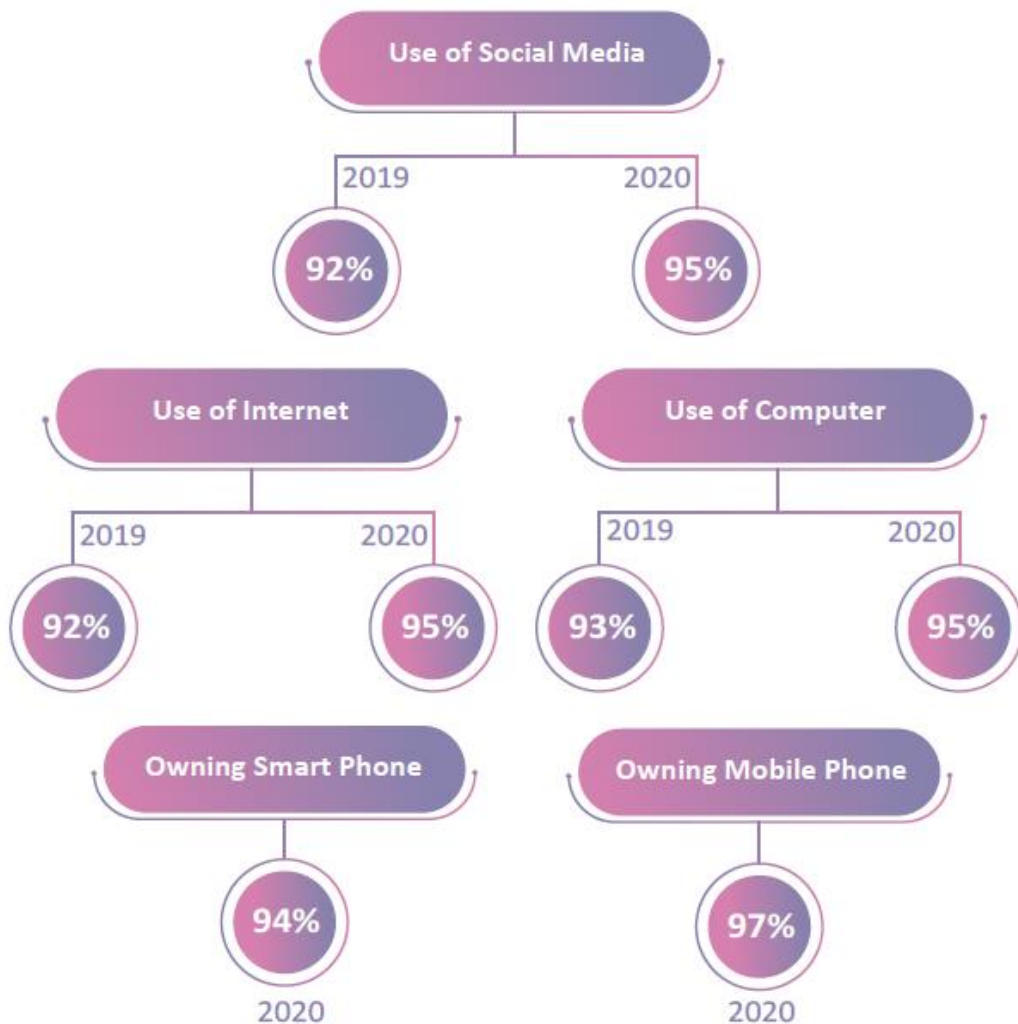


Figure (19): Access to and Use of ICTs by Individuals by Year

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



## 4. Access to and Use of ICTs by Individuals

### 4.1 Owning Mobile Phones by Individuals

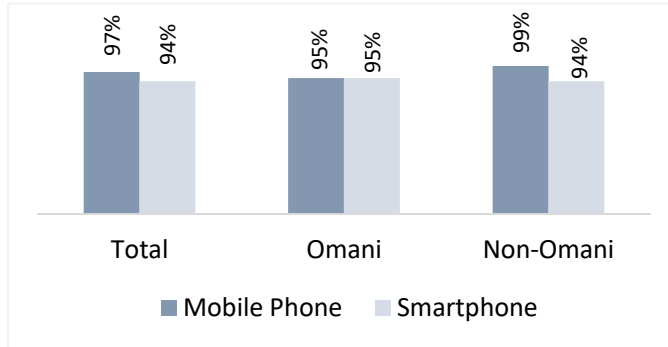


Figure (20): Proportion of Individuals who own a Mobile Phone by Type and Nationality (2020)

- In 2020, 95% of Omanis had a mobile compared to 99% of Non-Omanis.
- In 2020, almost all of Omanis who had a mobile phone their phone is smart.

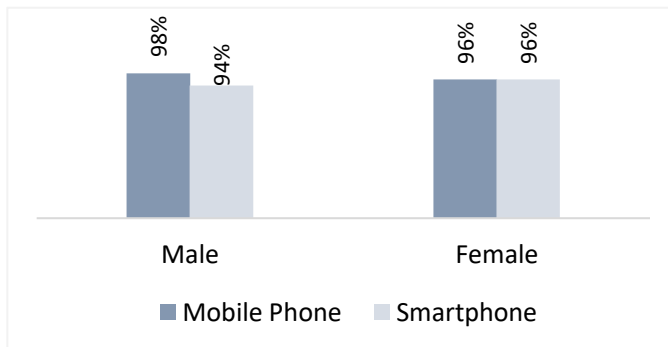


Figure (21): Proportion of Individuals who Own a Mobile Phone by Type and Gender (2020)

- In 2020, although the proportion of males who own a mobile phone (98%) was slightly higher than that of women (96%), the opposite pattern exists in the ownership of a smartphone.
- In 2020, almost all of female phone owners had a smartphone.

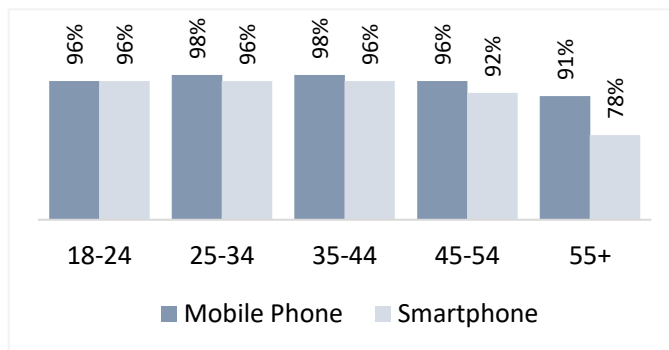


Figure (22): Proportion of Individuals who Own a Mobile Phone by Type and Age Group (2020)

- In 2020, 78% of those individuals aged 55 years and above owned a smartphone compared to other age groups, as the proportion exceeds 92%.

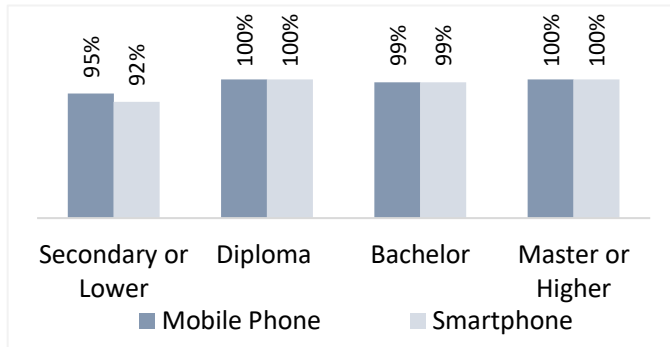


Figure (23): Proportion of Individuals who Own a Mobile Phone by Type and Level of Education (2020)

- In 2020, while almost 100% of those individuals attained diploma or higher own a mobile phone and smartphone, those who attained secondary or lower had the lowest ownership rates (95%, 92%) respectively.

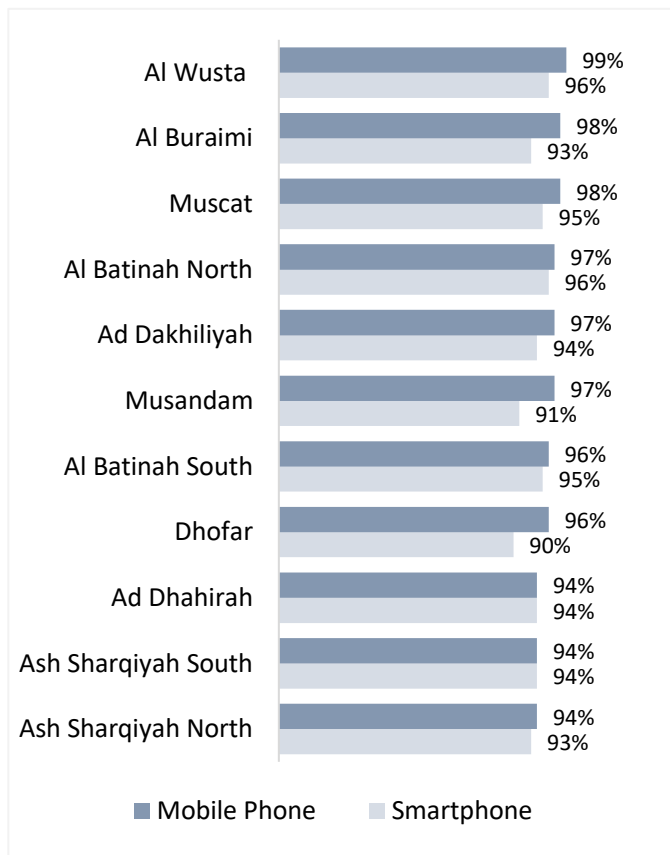
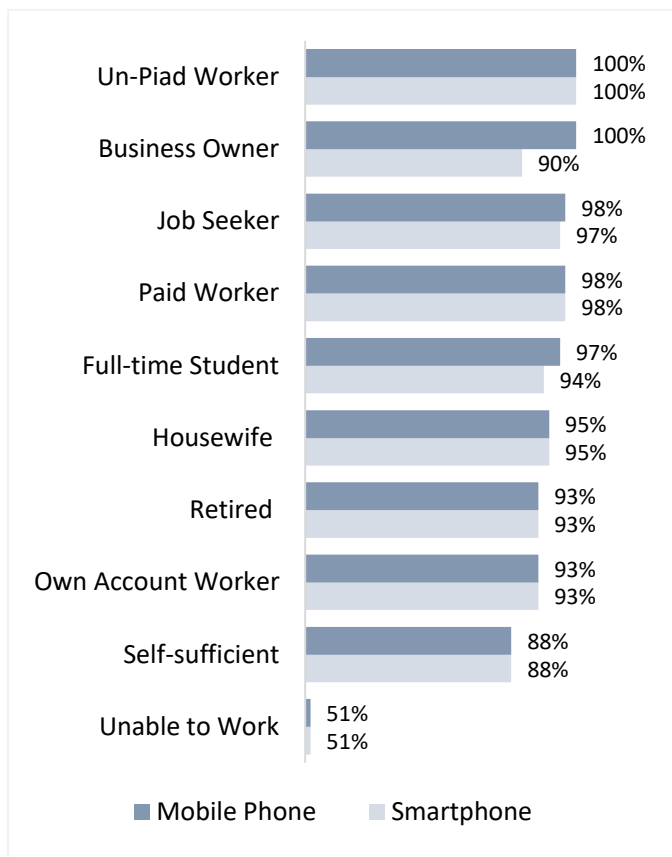


Figure (24): Proportion of Individuals who Own a Mobile Phone by Type and Governorate (2020)

- In 2020, even though mobile phone ownership by individuals exceeds 95% in most of the governorates, the ownership of smartphone lagged in some governorates, such as Musandam (91%) and Dhofar (90%).

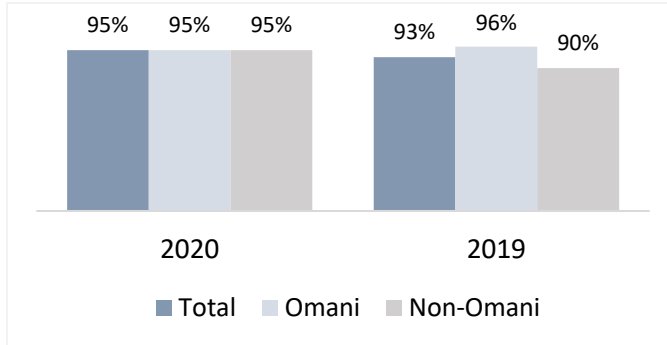


- In 2020, even though mobile phone ownership among business owners almost 100%, still about 10% of them depend primarily on basic phones.
- In 2020, self-sufficient and those who are unable to work had the lowest ownership rates of mobile phone and smartphone, 88% and 51% respectively.

Figure (25): Proportion of Individuals who Own a Mobile Phone by Type and Labor Force Status (2020)



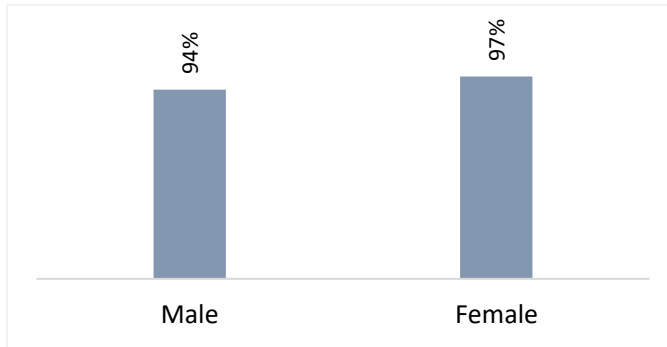
#### 4.2 Use of Computer by Individuals



- A slight increase in the proportion of using computer by individuals to 95% in year 2020 compared to 93% in year 2019.

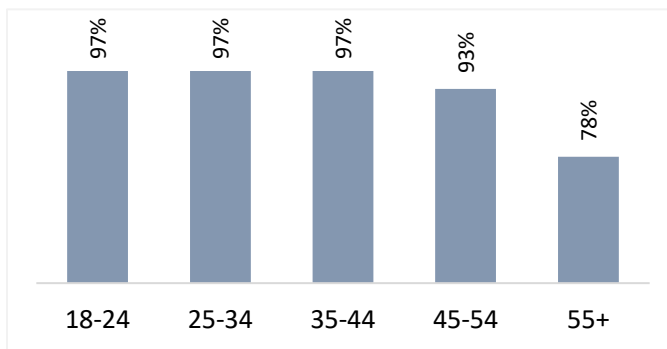
*Note that computer devices include desktop, laptop, tablet, and smartphone.*

Figure (26): Proportion of Individuals who Used a Computer by Year and Nationality (2020)



- In 2020, a notable difference in the proportion of using a computer between females (97%) and males (94%).

Figure (27): Proportion of Individuals who Used a Computer by Gender (2020)



- In 2020, Individuals who aged 55 years and above had the lowest proportion of using a computer (78%) compared to other age groups, as the percentage exceeds 93%.

Figure (28): Proportion of Individuals who Used a Computer by Age Group (2020)

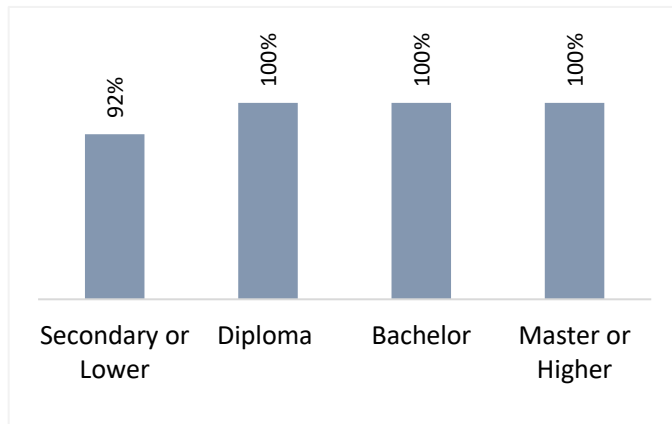


Figure (29): Proportion of Individuals who Used a Computer by Level of Education (2020)

- In 2020, the individuals attained secondary or lower education level had the lowest penetration of computer (92%), when compared to other groups of education level.

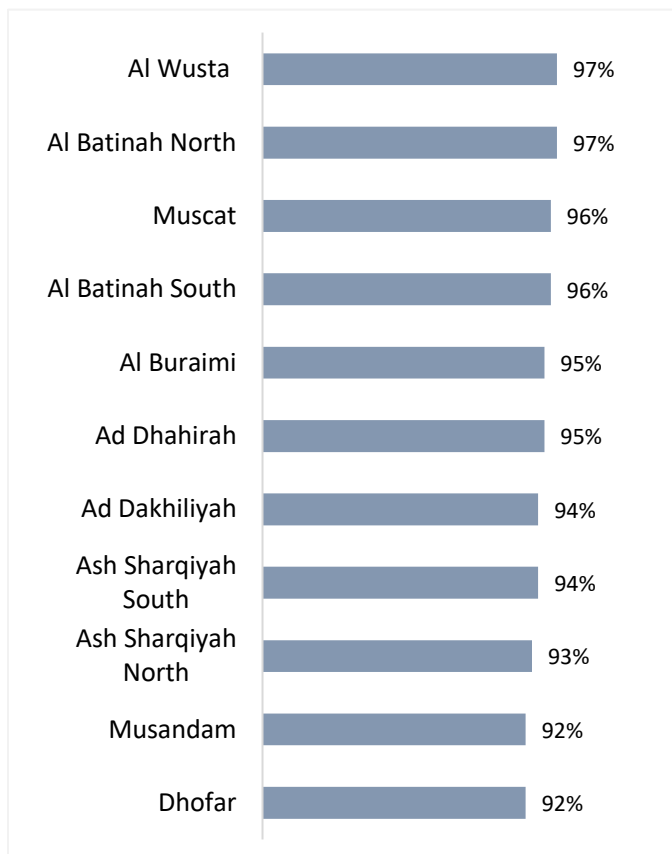
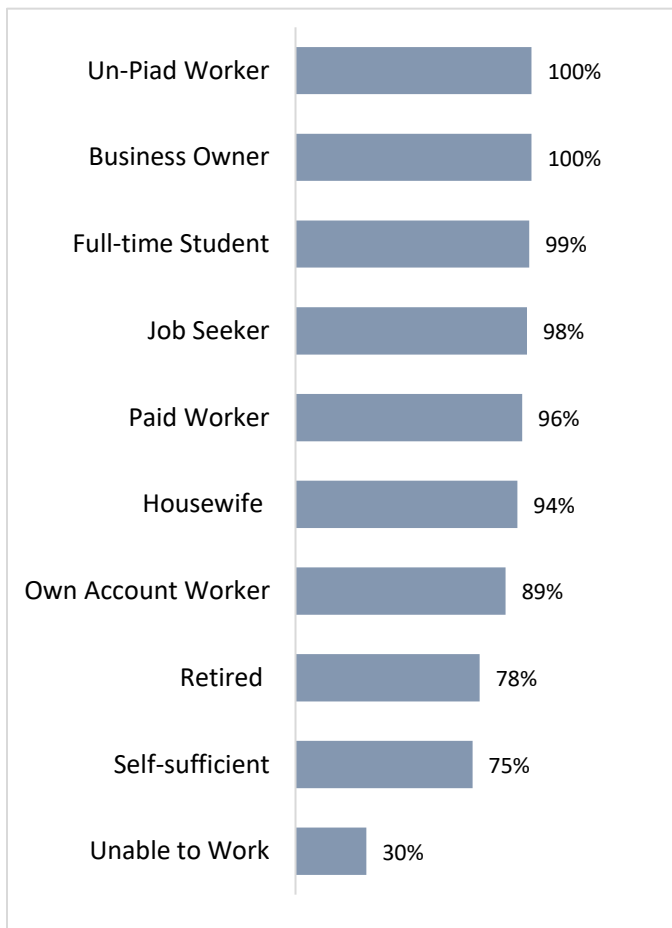


Figure (30): Proportion of Individuals who Used a Computer by Governorate (2020)

- In 2020, individuals living in the governorates of Dakhiliyah, Sharqiyah South, Sharqiyah North, Musandam, and Dhofar had a slightly lower penetration to computers compared to the national average (95%).



- Low use of computer among those who are retired (78%), self-sufficient (75%), and unable to work (30%) compared to other labor force groups.
- As ICT adoption is increasing, there is a potential of increasing the use of computers among house-wives and own-account workers.

Figure (31): Proportion of Individuals who Used a Computer by Labor Force Status (2020)





### 4.3 Activities Related to the Use of ICT by Individuals

| Activity   | Total | Gender |        | Nationality |           |
|--|-------|--------|--------|-------------|-----------|
|  |       | Male   | Female | Omani       | Non-Omani |
| Sending messages (e.g. email, SMS, etc.)                     | 92%   | 91%    | 96%    | 95%         | 91%       |
| Using copy and paste tools                                   | 84%   | 83%    | 88%    | 90%         | 80%       |
| Finding, downloading, installing and configuring a software  | 67%   | 65%    | 72%    | 71%         | 64%       |
| Setting up effective security measures                       | 57%   | 54%    | 63%    | 59%         | 55%       |
| Changing privacy settings on the device, account or app      | 52%   | 49%    | 60%    | 59%         | 47%       |
| Transferring files between a computer and other devices      | 49%   | 48%    | 53%    | 53%         | 47%       |
| Connecting and installing new devices                        | 31%   | 31%    | 33%    | 37%         | 27%       |
| Using basic arithmetic formulas in a spreadsheet             | 25%   | 26%    | 25%    | 28%         | 24%       |
| Creating electronic presentations with presentation software | 24%   | 21%    | 30%    | 30%         | 19%       |
| Using writing a computer program                             | 8%    | 7%     | 10%    | 9%          | 7%        |

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

- The most prominent ICT activities carried out by individuals in 2020 were sending messages (92%), using copy and paste tools (84%), and Finding, downloading, installing and configuring software (67%).
- In 2020, females were more likely to engage in all kinds of ICT Activities when compared to males.
- In 2020, Omanis were more likely to engage in all kinds of ICTs activities when compared to Non-Omanis.



| ICT Activity   | Age Group |       |       |       |     | Level of Education |         |          |                  |
|--|-----------|-------|-------|-------|-----|--------------------|---------|----------|------------------|
|  | 18-24     | 25-34 | 35-44 | 45-54 | 55+ | Secondary or Lower | Diploma | Bachelor | Master or Higher |
| Sending messages (e.g. email, SMS, etc.)                     | 96%       | 94%   | 95%   | 91%   | 73% | 89%                | 99%     | 100%     | 99%              |
| Using copy and paste tools                                   | 87%       | 88%   | 87%   | 77%   | 62% | 78%                | 93%     | 97%      | 99%              |
| Finding, downloading, installing and configuring a software  | 75%       | 73%   | 69%   | 55%   | 37% | 58%                | 81%     | 84%      | 82%              |
| Setting up effective security measures                       | 64%       | 62%   | 57%   | 49%   | 34% | 45%                | 73%     | 81%      | 88%              |
| Changing privacy settings on the device, account or app      | 59%       | 56%   | 55%   | 45%   | 25% | 41%                | 67%     | 76%      | 78%              |
| Transferring files between a computer and other devices      | 56%       | 54%   | 48%   | 41%   | 30% | 35%                | 65%     | 77%      | 85%              |
| Connecting and installing new devices                        | 32%       | 33%   | 31%   | 31%   | 24% | 18%                | 46%     | 56%      | 70%              |
| Using basic arithmetic formulas in a spreadsheet             | 18%       | 26%   | 30%   | 24%   | 19% | 10%                | 43%     | 54%      | 74%              |
| Creating electronic presentations with presentation software | 30%       | 26%   | 22%   | 20%   | 15% | 12%                | 36%     | 46%      | 67%              |
| Writing a computer program                                   | 13%       | 9%    | 6%    | 7%    | 4%  | 5%                 | 11%     | 15%      | 15%              |

Table (2): ICT Activities by Individuals across Age Group, Level of Education (2020)

- In 2020, Individuals aged 55 years and above reported the lowest use of all ICT activities, when compared to other age groups.
- In 2020, Individuals aged 18 to 24 years reported the highest engagement of advanced skills activities, such as creating electronic presentations and writing a computer program, when compared to other age groups.
- In 2020, Individuals who had attained secondary or lower reported the lowest use of ICTs activities, when compared to other educational levels.



| ICT Activity   | Governorates |        |          |            |              |                  |                  |                     |                     |             |          |  |
|--|--------------|--------|----------|------------|--------------|------------------|------------------|---------------------|---------------------|-------------|----------|--|
|  | Muscat       | Dhofar | Musandam | Al Buraimi | Ad Dakhliyah | Al Batinah North | Al Batinah South | Ash Sharqiyah North | Ash Sharqiyah South | Ad Dhahirah | Al Wusta |  |
| Sending messages (e.g. email, SMS, etc.)                     | 94%          | 89%    | 92%      | 90%        | 92%          | 94%              | 93%              | 89%                 | 92%                 | 93%         | 93%      |  |
| Using copy and paste tools                                   | 83%          | 83%    | 78%      | 84%        | 85%          | 88%              | 85%              | 86%                 | 83%                 | 84%         | 80%      |  |
| Finding, downloading, installing and configuring a software  | 68%          | 63%    | 56%      | 63%        | 67%          | 71%              | 64%              | 64%                 | 68%                 | 69%         | 53%      |  |
| Setting up effective security measures                       | 61%          | 59%    | 44%      | 48%        | 58%          | 58%              | 53%              | 46%                 | 54%                 | 56%         | 38%      |  |
| Changing privacy settings on the device, account or app      | 55%          | 47%    | 44%      | 47%        | 52%          | 55%              | 49%              | 46%                 | 56%                 | 55%         | 33%      |  |
| Transferring files between a computer and other devices      | 52%          | 43%    | 45%      | 49%        | 49%          | 52%              | 47%              | 39%                 | 53%                 | 50%         | 41%      |  |
| Connecting and installing new devices                        | 33%          | 26%    | 26%      | 33%        | 32%          | 34%              | 34%              | 28%                 | 30%                 | 22%         | 21%      |  |
| Using basic arithmetic formulas in a spreadsheet             | 32%          | 21%    | 19%      | 20%        | 22%          | 25%              | 20%              | 21%                 | 24%                 | 21%         | 26%      |  |
| Creating electronic presentations with presentation software | 25%          | 19%    | 20%      | 22%        | 23%          | 28%              | 21%              | 22%                 | 25%                 | 22%         | 16%      |  |
| Writing a computer program                                   | 11%          | 6%     | 5%       | 9%         | 9%           | 7%               | 4%               | 7%                  | 7%                  | 6%          | 3%       |  |

Table (3): ICT Activities by Individuals across Governorate (2020)

- In 2020, Individuals living in Muscat governorates reported the highest engagement in advanced skills activities, such as the ability of writing a computer program using a specialized programming language (11%) when compared to individuals in other governorates. Followed by AL Dakhlyiah and Buraimi, both at 9%.
- In 2020, individuals living in the governorates of Al Wusta, and Musandam reported the lowest competence of setting up effective security, and changing privacy settings on the device, account, or app.



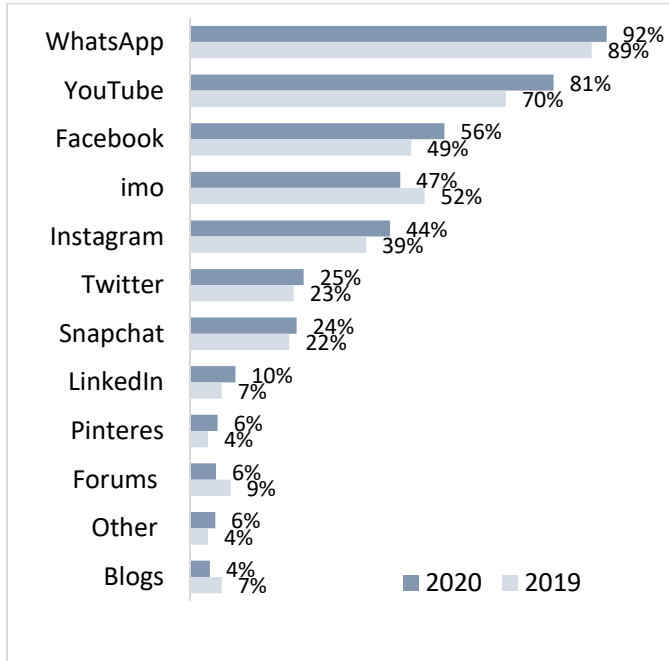
| ICT Activity   | Labor Force Status |               |                    |                |            |            |                   |          |                |                 |
|--|--------------------|---------------|--------------------|----------------|------------|------------|-------------------|----------|----------------|-----------------|
|  | Business Owner     | Paid Employee | Own Account Worker | Un-Paid Worker | Job Seeker | House-wife | Full-time Student | Retiered | Unable to Work | Self-Suffecient |
| Sending messages (e.g. email, SMS, etc.)                     | 100%               | 92%           | 93%                | 100%           | 99%        | 92%        | 99%               | 69%      | 33%            | 83%             |
| Using copy and paste tools                                   | 88%                | 84%           | 89%                | 100%           | 94%        | 84%        | 97%               | 63%      | 33%            | 72%             |
| Finding, downloading, installing and configuring a software  | 70%                | 67%           | 65%                | 100%           | 80%        | 60%        | 86%               | 28%      | 30%            | 51%             |
| Setting up effective security measures                       | 63%                | 58%           | 52%                | 100%           | 64%        | 46%        | 81%               | 25%      | 10%            | 36%             |
| Changing privacy settings on the device, account or app      | 51%                | 52%           | 38%                | 12%            | 68%        | 44%        | 81%               | 28%      | 30%            | 36%             |
| Transferring files between a computer and other devices      | 36%                | 50%           | 45%                | 12%            | 60%        | 41%        | 75%               | 17%      | 13%            | 23%             |
| Connecting and installing new devices                        | 34%                | 32%           | 32%                | 12%            | 39%        | 20%        | 56%               | 21%      | 0%             | 23%             |
| Using basic arithmetic formulas in a spreadsheet             | 22%                | 27%           | 24%                | 0%             | 24%        | 16%        | 35%               | 10%      | 10%            | 13%             |
| Creating electronic presentations with presentation software | 8%                 | 23%           | 23%                | 0%             | 38%        | 18%        | 52%               | 8%       | 0%             | 9%              |
| Writing a computer program                                   | 6%                 | 8%            | 9%                 | 12%            | 12%        | 5%         | 19%               | 1%       | 10%            | 9%              |

Table (4): ICT Activities by Individuals across Labor Force Status (2020)

- In 2020, full-time students had the highest engagement in advanced skilled ICT's activities, such as writing a computer program using a specialized computer language (19%), when compared to other labor force status.
- In 2020, retired people and those who are unable to work had the lowest competence of setting up effective security measures at 25% and 10% respectively.

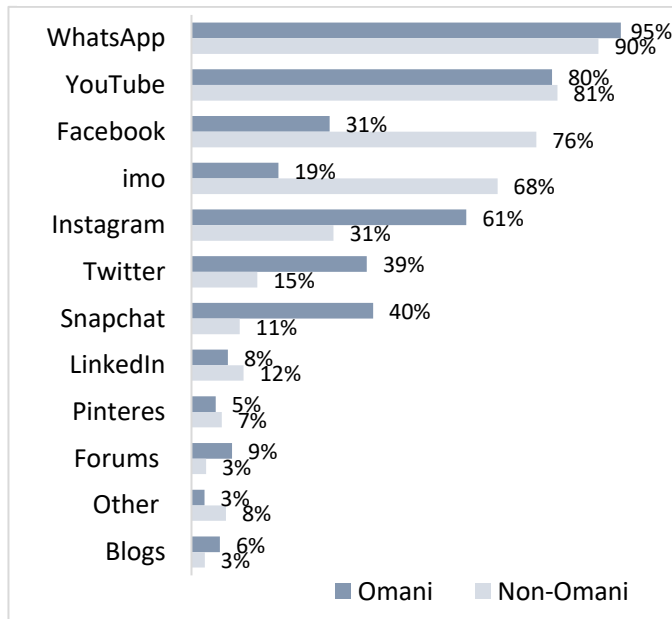


#### 4.4 Use of Social Media by Individuals



- 95% of individuals aged 18 years and above have used at least one social media tool in 2020 compared to 92% in 2019.
- In 2020, WhatsApp and YouTube were the most popular social media tools with a penetration rate of 92% and 81% respectively.
- In 2020, the use of all social media tools among by individuals aged 18 years and above witnessed an increase except imo, Forums, and Blogs.

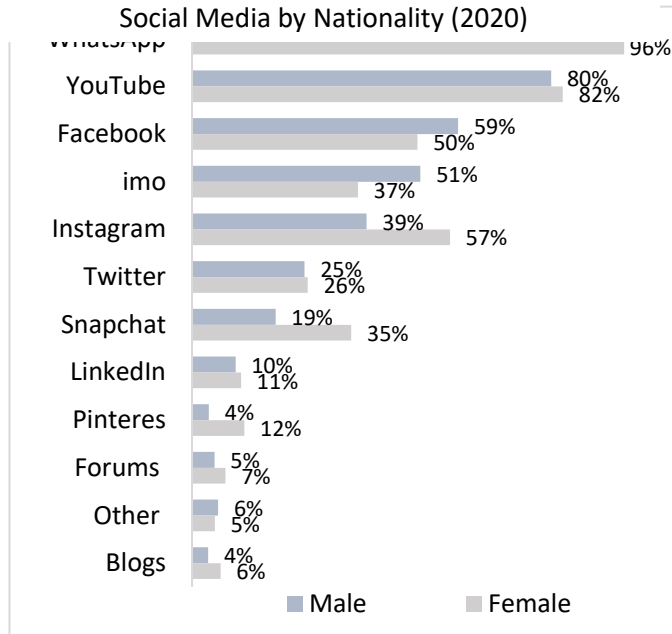
Figure (32): Proportion of Individuals Using Social Media by Year



- In 2020, Omanis were more likely to use WhatsApp, Instagram, Twitter, and Snapchat when compared to Non-Omanis.
- On the other hand, Non-Omanis were more likely to use imo, Facebook, and LinkedIn when compared to Omanis.



Figure (33): Proportion of Individuals who Used Social Media by Nationality (2020)



- In 2020, females were likely to use WhatsApp, YouTube, Instagram, Snapchat, and Pinterest when compared to males.
- On the other hand, males were more likely to use Facebook, and imo compared to females.
- In 2020, quite similarity in the use of Twitter between males (25%) and females (26%).

Figure (34): Proportion of Individuals who Used Social Media by Gender (2020)

| Social Media Platform | Age Group |       |       |       |     | Level of Education |         |          |                  |
|-----------------------|-----------|-------|-------|-------|-----|--------------------|---------|----------|------------------|
|                       | 18-24     | 25-34 | 35-44 | 45-54 | 55+ | Secondary or Lower | Diploma | Bachelor | Master or Higher |
| WhatsApp              | 94%       | 93%   | 95%   | 89%   | 78% | 89%                | 99%     | 99%      | 100%             |
| YouTube               | 91%       | 85%   | 82%   | 70%   | 52% | 73%                | 93%     | 93%      | 97%              |
| Facebook              | 47%       | 60%   | 60%   | 55%   | 40% | 51%                | 58%     | 68%      | 76%              |
| imo                   | 40%       | 51%   | 46%   | 47%   | 33% | 50%                | 42%     | 39%      | 44%              |
| Instagram             | 60%       | 53%   | 41%   | 30%   | 14% | 34%                | 63%     | 63%      | 60%              |
| Twitter               | 31%       | 29%   | 25%   | 18%   | 12% | 18%                | 36%     | 39%      | 44%              |
| Snapchat              | 42%       | 32%   | 17%   | 9%    | 6%  | 19%                | 37%     | 32%      | 24%              |
| LinkedIn              | 9%        | 10%   | 10%   | 11%   | 9%  | 3%                 | 11%     | 24%      | 49%              |
| Pinterest             | 9%        | 6%    | 6%    | 7%    | 3%  | 3%                 | 7%      | 14%      | 19%              |
| Forums                | 6%        | 7%    | 6%    | 4%    | 5%  | 3%                 | 9%      | 11%      | 12%              |
| Other                 | 7%        | 7%    | 4%    | 4%    | 6%  | 5%                 | 3%      | 7%       | 6%               |
| Blogs                 | 7%        | 5%    | 4%    | 2%    | 2%  | 3%                 | 3%      | 8%       | 14%              |





Table (5): Proportion of Individuals who Used Social Media by Age Group and Level of Education

- In 2020, Individuals aged 18-24 years were likely to use YouTube (91%), Instagram (60%), Twitter (31%), and Snapchat (42%), when compared to other age groups.
- The highest use of Facebook is among middle-age groups, (25-34), and (35-44), both stand at 60%, when compared to other age groups.
- The use of professional social media tools, such as LinkedIn is increasing as the level of education increase reaching 49% among those who had attained Master or higher.

| Social Media Platform | Governorates |        |          |            |              |                  |                  |                     |                     |             |          |  |
|-----------------------|--------------|--------|----------|------------|--------------|------------------|------------------|---------------------|---------------------|-------------|----------|--|
|                       | Muscat       | Dhofar | Musandam | Al Buraimi | Ad Dakhliyah | Al Batinah North | Al Batinah South | Ash Sharqiyah North | Ash Sharqiyah South | Ad Dhahirah | Al Wusta |  |
| WhatsApp              | 92%          | 88%    | 87%      | 93%        | 92%          | 95%              | 95%              | 91%                 | 94%                 | 92%         | 93%      |  |
| YouTube               | 84%          | 80%    | 74%      | 79%        | 78%          | 82%              | 79%              | 76%                 | 79%                 | 73%         | 72%      |  |
| Facebook              | 72%          | 63%    | 42%      | 48%        | 47%          | 49%              | 46%              | 36%                 | 38%                 | 44%         | 60%      |  |
| imo                   | 54%          | 55%    | 41%      | 48%        | 40%          | 37%              | 45%              | 36%                 | 37%                 | 42%         | 61%      |  |
| Instagram             | 42%          | 37%    | 51%      | 43%        | 50%          | 49%              | 44%              | 47%                 | 48%                 | 49%         | 26%      |  |
| Twitter               | 19%          | 22%    | 31%      | 24%        | 31%          | 25%              | 28%              | 32%                 | 38%                 | 37%         | 18%      |  |
| Snapchat              | 17%          | 21%    | 28%      | 32%        | 25%          | 28%              | 24%              | 38%                 | 31%                 | 28%         | 10%      |  |
| LinkedIn              | 14%          | 7%     | 5%       | 6%         | 8%           | 9%               | 7%               | 8%                  | 8%                  | 7%          | 12%      |  |
| Pinterest             | 10%          | 7%     | 3%       | 3%         | 4%           | 6%               | 3%               | 2%                  | 3%                  | 4%          | 2%       |  |
| Forums                | 5%           | 5%     | 5%       | 5%         | 7%           | 7%               | 6%               | 6%                  | 9%                  | 5%          | 2%       |  |
| Other                 | 5%           | 8%     | 2%       | 6%         | 4%           | 6%               | 3%               | 7%                  | 7%                  | 6%          | 2%       |  |
| Blogs                 | 4%           | 6%     | 4%       | 5%         | 5%           | 5%               | 4%               | 4%                  | 6%                  | 3%          | 2%       |  |

Table (6): Proportion of Individuals who Used Social Media by Governorate (2020)

- In 2020, the highest use of YouTube was among individuals living the governorates of Muscat (84%), North Batinah (82%), when compared to other governorates.
- In 2020, the highest use of Twitter was among those who live in South Sharqiyah (38%), Dhahirah (37%), when compared to other governorates.
- In 2020, the highest use of LinkedIn was among those who live in Muscat (14%) followed by Wusta (12%), when compared to other governorates.





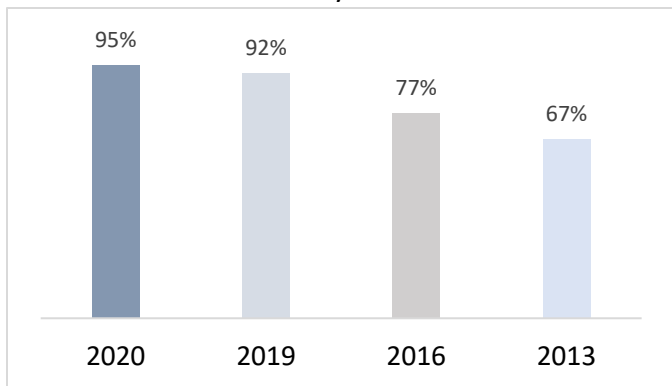
| Social Media Platform | Labor Force Status |               |                    |                |            |            |                   |          |                |                 |
|-----------------------|--------------------|---------------|--------------------|----------------|------------|------------|-------------------|----------|----------------|-----------------|
|                       | Business Owner     | Paid Employee | Own Account Worker | Un-Paid Worker | Job Seeker | House-wife | Full-time Student | Retiered | Unable to Work | Self-Suffecient |
| WhatsApp              | 95%                | 92%           | 90%                | 100%           | 99%        | 93%        | 96%               | 77%      | 33%            | 75%             |
| YouTube               | 92%                | 82%           | 72%                | 88%            | 93%        | 69%        | 96%               | 43%      | 30%            | 51%             |
| Facebook              | 58%                | 65%           | 44%                | 100%           | 36%        | 29%        | 27%               | 19%      | 33%            | 39%             |
| imo                   | 60%                | 54%           | 28%                | 100%           | 24%        | 29%        | 11%               | 14%      | 10%            | 0%              |
| Instagram             | 54%                | 40%           | 53%                | 0%             | 75%        | 47%        | 89%               | 20%      | 0%             | 53%             |
| Twitter               | 21%                | 24%           | 32%                | 12%            | 38%        | 15%        | 52%               | 15%      | 0%             | 17%             |
| Snapchat              | 21%                | 19%           | 22%                | 0%             | 58%        | 24%        | 71%               | 8%       | 0%             | 17%             |
| LinkedIn              | 8%                 | 11%           | 9%                 | 0%             | 12%        | 6%         | 4%                | 1%       | 0%             | 9%              |
| Pinterest             | 0%                 | 6%            | 9%                 | 0%             | 10%        | 7%         | 14%               | 0%       | 0%             | 0%              |
| Forums                | 5%                 | 6%            | 8%                 | 0%             | 8%         | 5%         | 10%               | 3%       | 0%             | 0%              |
| Other                 | 10%                | 6%            | 7%                 | 0%             | 4%         | 3%         | 3%                | 1%       | 0%             | 0%              |
| Blogs                 | 5%                 | 4%            | 12%                | 0%             | 8%         | 2%         | 7%                | 2%       | 0%             | 0%              |

Table (7): Proportion of Individuals who Used Social Media by Labor Force Status (2020)

- In 2020, Even though the percentage of using WhatsApp is higher than 90% among most of the labor force status, only 77% of retired, 75% of self- sufficient, and 33% of those who are unable to work have used the WhatsApp.
- In 2020, the highest use of LinkedIn was among Jobseekers (12%), followed by paid employees (11%).
- In 2020, the highest use of Snapchat was among full-time students (71%), followed by jobseekers (58%).

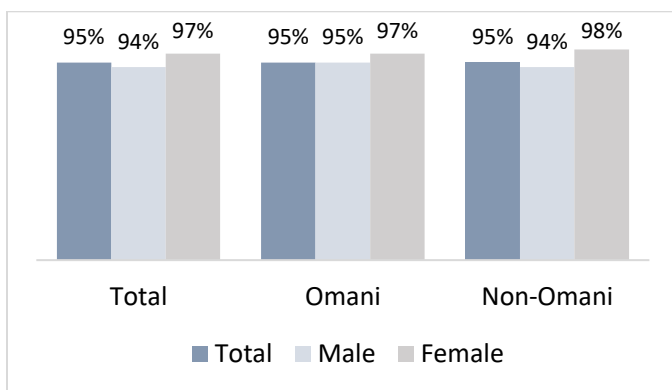


#### 4.5 Use of Internet by Individuals



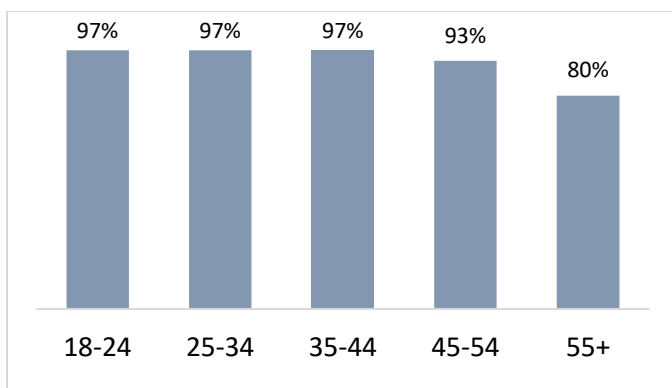
- Over the past seven years, the use of the Internet has been increasing reaching 95% in 2020 compared to 67% in 2013.

Figure (35): Proportion of Individuals who Used the Internet by Year



- In 2020, females were more likely to use the Internet than males (97%, and 94%) respectively.

Figure (36): Proportion of Individuals who Used the Internet by Nationality and Gender (2020)



- In 2020, even though the use of the Internet exceeded 90% among of all age groups, only 80% penetration among those aged 55 years and above.

Figure (37): Proportion of Individuals who Used the Internet by Age Group (2020)

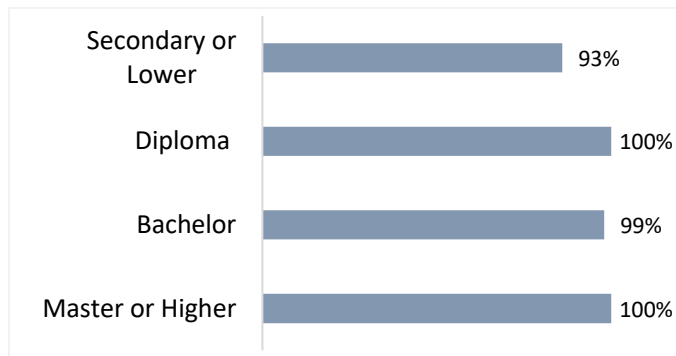


Figure (38): Proportion of Individuals who Used the Internet by Level of Education (2020)

- Even though the use of the Internet reached its maximum of 100% among all educational level, only 93% penetration among those attained secondary or lower.

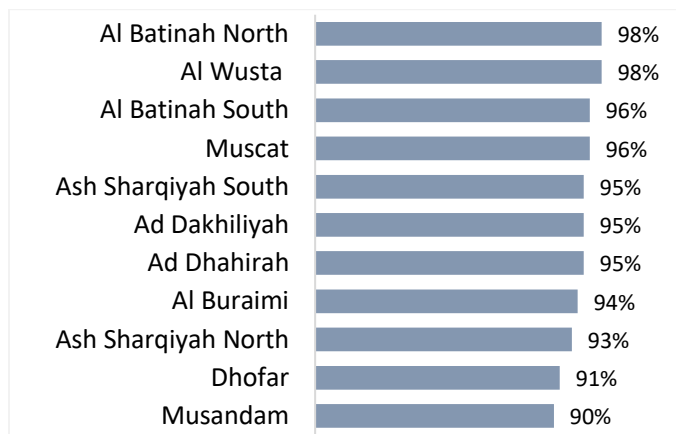


Figure (39): Proportion of Individuals who Used the Internet by Governorate (2020)

- Even though the Internet penetration exceeds 95% in most of the governorates, the penetration stands at 94% in Al Buraimi, 93% in Ash Sharqiyah, 91% in Dhofar and 90% in Musandam.

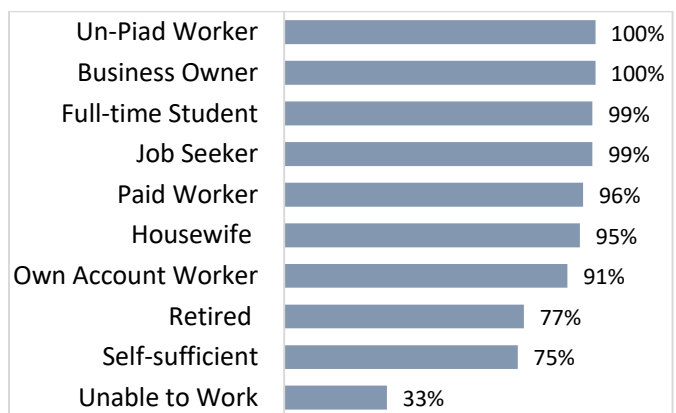


Figure (40): Proportion of Individuals who Used the Internet by Labor Force Status (2020)

- The lowest use of Internet is among those who are retired (77%), self-sufficient (75%), unable to work (33%).



#### 4.6 Activities Performed Online by Internet Users

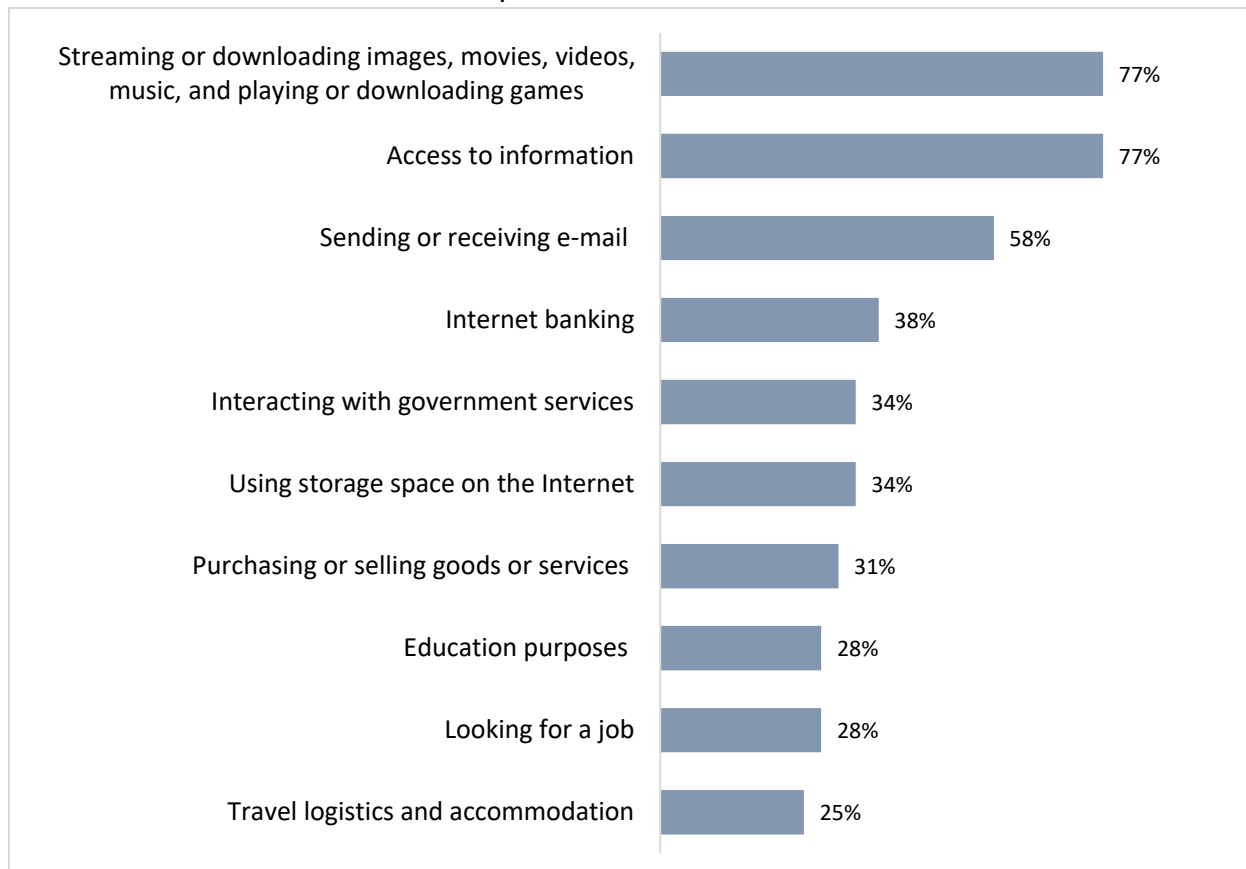


Figure (41): Activities Performed Online by Internet Users (2020)

- In 2020, the most common activities undertaken by Internet users are streaming or downloading images, movies, videos, music, and playing or downloading games (77%), access to information (77%), sending or receiving emails (58%).
- In 2020, only about 25% of Internet users have performed travel logistics and accommodation.

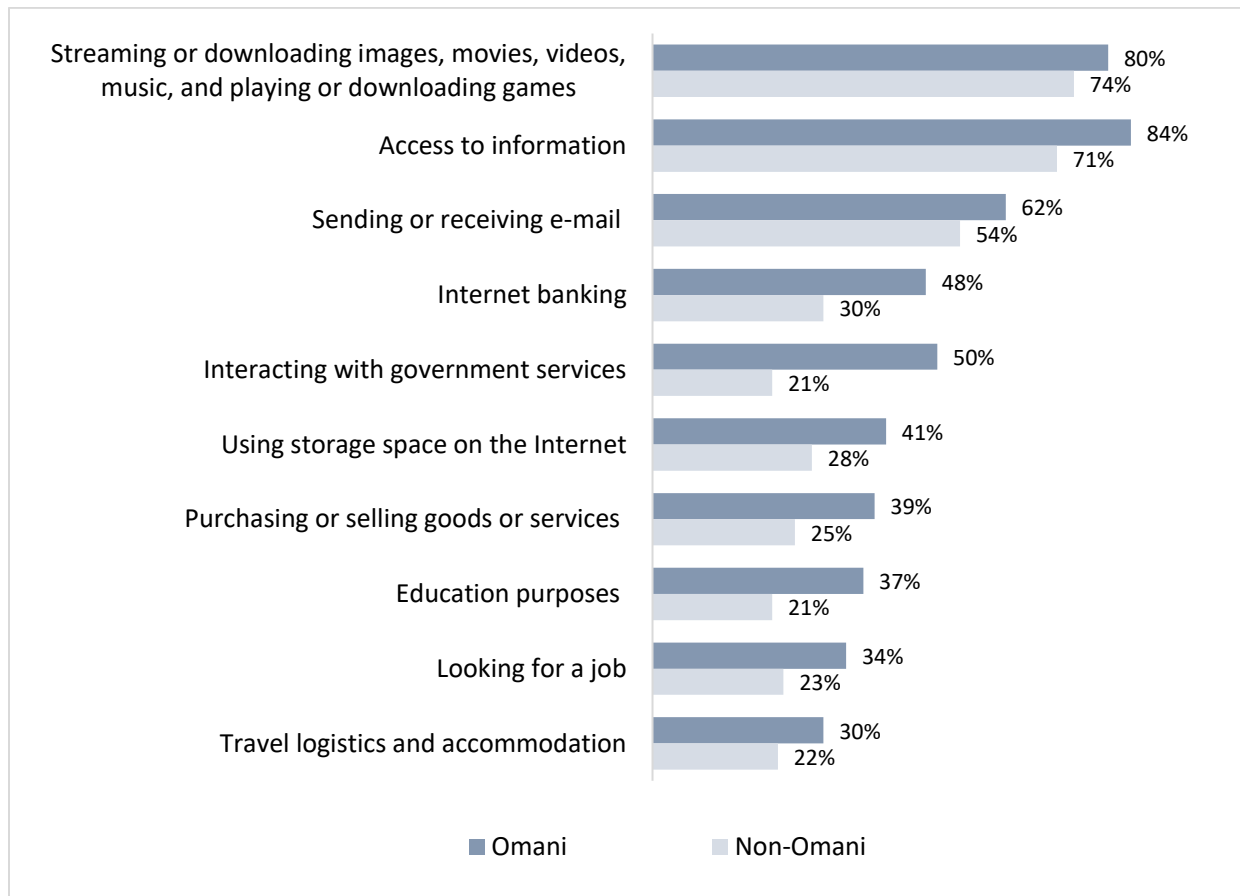


Figure (42): Activities Performed Online by Internet Users across Nationality (2020)

- In 2020, Omanis were more likely to perform all types of the Internet activities when compared to Non-Omanis.
- In 2020, 50% of Omanis have used the Internet for interaction with government services, compared to 21% of Non-Omanis.

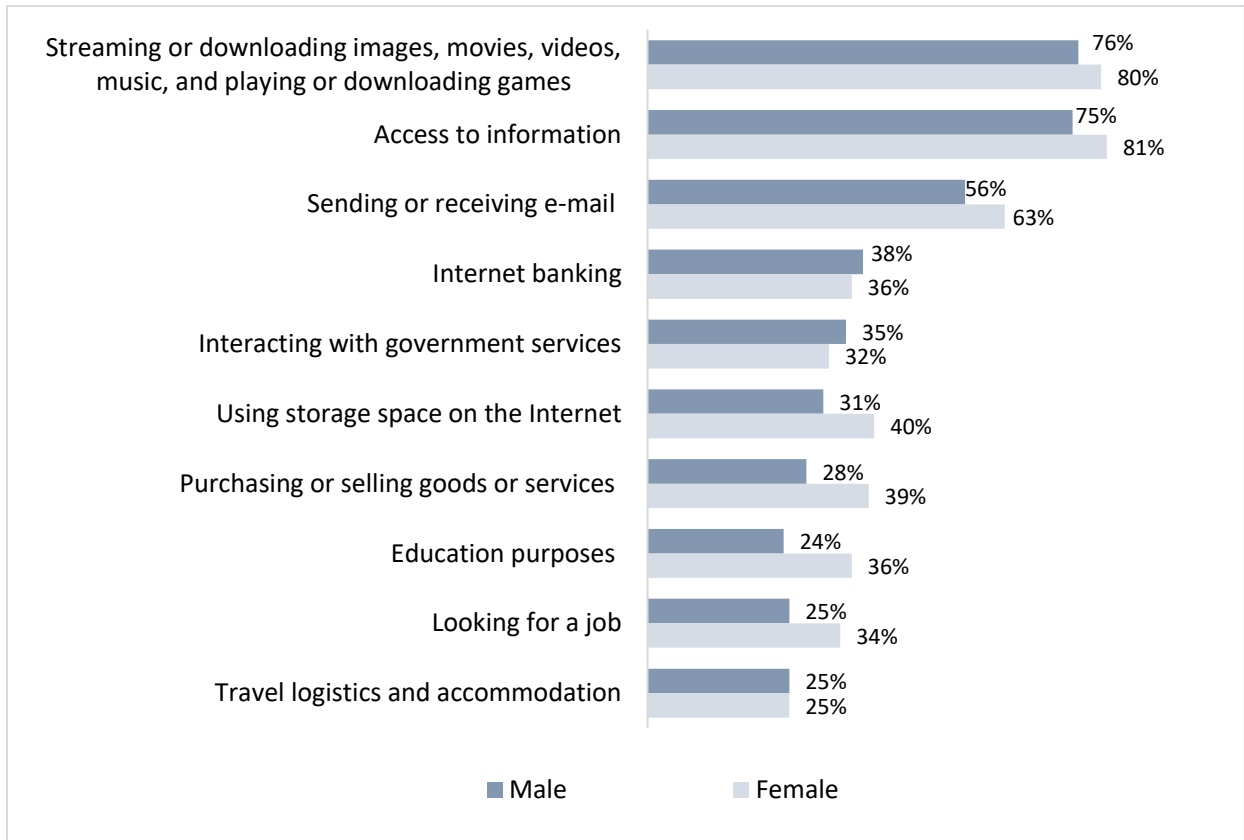


Figure (43): Activities Performed Online by Internet Users across Gender (2020)

- In 2020, females were more likely to perform all types of the online activities than of males in all activities except activities related to Internet banking, and interaction with government services.



| Online Activity  | Age Group |       |       |       |     | Level of Education |         |          |                  |  |
|--|-----------|-------|-------|-------|-----|--------------------|---------|----------|------------------|--|
|  | 18-24     | 25-34 | 35-44 | 45-54 | 55+ | Secondary or Lower | Diploma | Bachelor | Master or Higher |  |
| Streaming or downloading images, movies, videos, music, and playing or downloading games | 87%       | 85%   | 75%   | 63%   | 46% | 73%                | 82%     | 85%      | 86%              |  |
| Access to information  | 81%       | 81%   | 79%   | 65%   | 56% | 69%                | 88%     | 91%      | 98%              |  |
| Sending or receiving e-mail  | 58%       | 59%   | 59%   | 55%   | 47% | 41%                | 79%     | 87%      | 96%              |  |
| Internet banking   | 38%       | 39%   | 39%   | 32%   | 28% | 23%                | 57%     | 62%      | 79%              |  |
| Interacting with government services   | 32%       | 35%   | 38%   | 28%   | 29% | 23%                | 50%     | 52%      | 58%              |  |
| Using storage space on the Internet  | 37%       | 38%   | 32%   | 30%   | 22% | 21%                | 49%     | 57%      | 72%              |  |
| Purchasing or selling goods or services  | 35%       | 34%   | 33%   | 23%   | 18% | 22%                | 40%     | 48%      | 58%              |  |
| Education purposes   | 32%       | 29%   | 27%   | 27%   | 16% | 17%                | 39%     | 47%      | 57%              |  |
| Looking for a job  | 33%       | 35%   | 24%   | 18%   | 10% | 18%                | 45%     | 43%      | 47%              |  |
| Travel logistics and accommodation   | 20%       | 26%   | 26%   | 27%   | 25% | 11%                | 36%     | 52%      | 67%              |  |

Table (8): Activities Performed Online by Internet Users across Age Group and Level of education (2020)

- In 2020, a negative correlation between age and performing some online activities, such as streaming or downloading images, movies, videos, music, and playing or downloading games, accessing information, and sending or receiving emails.
- In 2020, a positive correlation between level of education and performing all types of internet activities.





| Online Activity  | Governorate |        |          |            |              |                  |                  |                     |                     |             |          |  |
|--|-------------|--------|----------|------------|--------------|------------------|------------------|---------------------|---------------------|-------------|----------|--|
|  | Muscat      | Dhofar | Musandam | Al Buraimi | Ad Dakhliyah | Al Batinah North | Al Batinah South | Ash Sharqiyah North | Ash Sharqiyah South | Ad Dhahirah | Al Wusta |  |
| Streaming or downloading images, movies, videos, music, and playing or downloading games | 74%         | 76%    | 73%      | 80%        | 74%          | 80%              | 78%              | 84%                 | 84%                 | 79%         | 74%      |  |
| Access to information  | 77%         | 74%    | 75%      | 78%        | 78%          | 82%              | 72%              | 76%                 | 75%                 | 74%         | 75%      |  |
| Sending or receiving e-mail  | 64%         | 53%    | 59%      | 58%        | 60%          | 56%              | 47%              | 52%                 | 58%                 | 55%         | 43%      |  |
| Internet banking   | 38%         | 32%    | 34%      | 34%        | 42%          | 40%              | 35%              | 31%                 | 42%                 | 42%         | 31%      |  |
| Interacting with government services   | 29%         | 29%    | 27%      | 37%        | 41%          | 38%              | 39%              | 34%                 | 38%                 | 43%         | 23%      |  |
| Using storage space on the Internet  | 38%         | 29%    | 32%      | 24%        | 41%          | 31%              | 30%              | 35%                 | 36%                 | 31%         | 18%      |  |
| Purchasing or selling goods or services  | 33%         | 30%    | 30%      | 31%        | 31%          | 33%              | 28%              | 31%                 | 30%                 | 25%         | 16%      |  |
| Education purposes   | 27%         | 25%    | 31%      | 20%        | 27%          | 30%              | 29%              | 29%                 | 33%                 | 32%         | 14%      |  |
| Looking for a job  | 29%         | 19%    | 19%      | 25%        | 27%          | 28%              | 29%              | 33%                 | 38%                 | 26%         | 19%      |  |
| Travel logistics and accommodation   | 27%         | 24%    | 28%      | 27%        | 23%          | 27%              | 22%              | 18%                 | 27%                 | 24%         | 16%      |  |

Figure (9): Activities Performed Online by Internet Users across Governorate (2020)

- In 2020, individuals living in the governorate of Wusta were less likely to perform some of the Internet activities, examples interacting with government services (23%), using storage space on the Internet (18%), education purposes (14%), and looking for a job (19%), when compared to other governorates.



| Online Activity  | Labor Force Status |               |                    |                |            |            |                   |          |                |                 |
|--|--------------------|---------------|--------------------|----------------|------------|------------|-------------------|----------|----------------|-----------------|
|  | Business Owner     | Paid Employee | Own Account Worker | Un-Paid Worker | Job Seeker | House-wife | Full-time Student | Retiered | Unable to Work | Self-Suffecient |
| Streaming or downloading images, movies, videos, music, and playing or downloading games | 75%                | 76%           | 80%                | 100%           | 89%        | 76%        | 94%               | 44%      | 91%            | 91%             |
| Access to information  | 65%                | 76%           | 76%                | 100%           | 89%        | 77%        | 95%               | 51%      | 91%            | 52%             |
| Sending or receiving e-mail  | 65%                | 58%           | 63%                | 12%            | 71%        | 43%        | 75%               | 36%      | 91%            | 48%             |
| Internet banking   | 35%                | 39%           | 42%                | 0%             | 42%        | 19%        | 64%               | 23%      | 30%            | 23%             |
| Interacting with government services   | 39%                | 34%           | 45%                | 0%             | 48%        | 17%        | 38%               | 31%      | 91%            | 40%             |
| Using storage space on the Internet  | 18%                | 32%           | 31%                | 12%            | 49%        | 30%        | 70%               | 19%      | 0%             | 17%             |
| Purchasing or selling goods or services  | 32%                | 30%           | 39%                | 0%             | 41%        | 26%        | 69%               | 19%      | 30%            | 45%             |
| Education purposes   | 20%                | 25%           | 23%                | 0%             | 41%        | 31%        | 65%               | 20%      | 30%            | 56%             |
| Looking for a job  | 7%                 | 25%           | 14%                | 12%            | 73%        | 17%        | 25%               | 13%      | 0%             | 16%             |
| Travel logistics and accommodation   | 27%                | 26%           | 30%                | 0%             | 26%        | 14%        | 32%               | 15%      | 91%            | 12%             |

Table (10): Activities Performed Online by Internet Users across Labor Force Status (2020)

- In 2020, full-time students were more likely perform some activities, such as Internet banking (64%), using storage space on the Internet (70%), Purchasing or selling goods or services (69%), using Internet for education purposes (65%), when compared to other labor force status.



#### 4.7 Reasons for not Using the Internet by Individuals

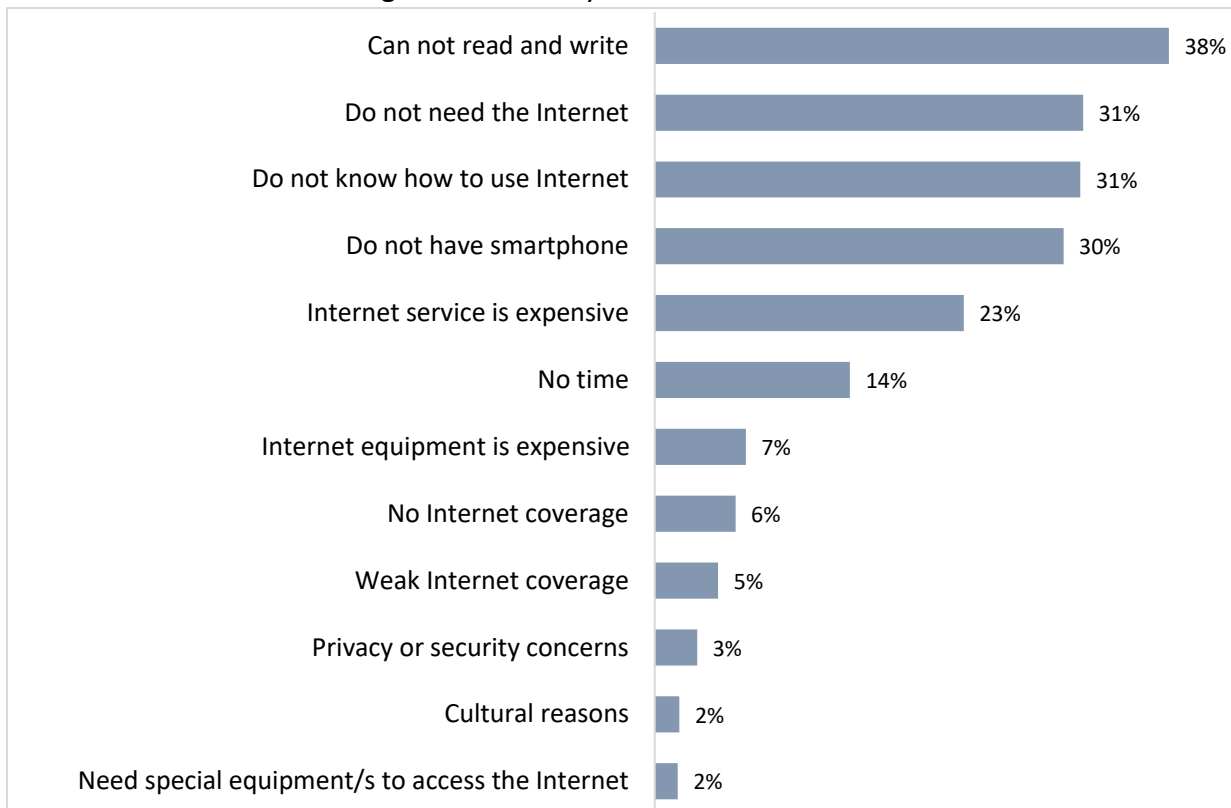


Figure (44): Reasons for not Using the Internet (2020)

- In 2020, of the 5% of non-Internet users, the main reasons reported for not using the Internet in the last three months were cannot read and write (38%), do not need the Internet (31%), and lack of ICT skills (31%).

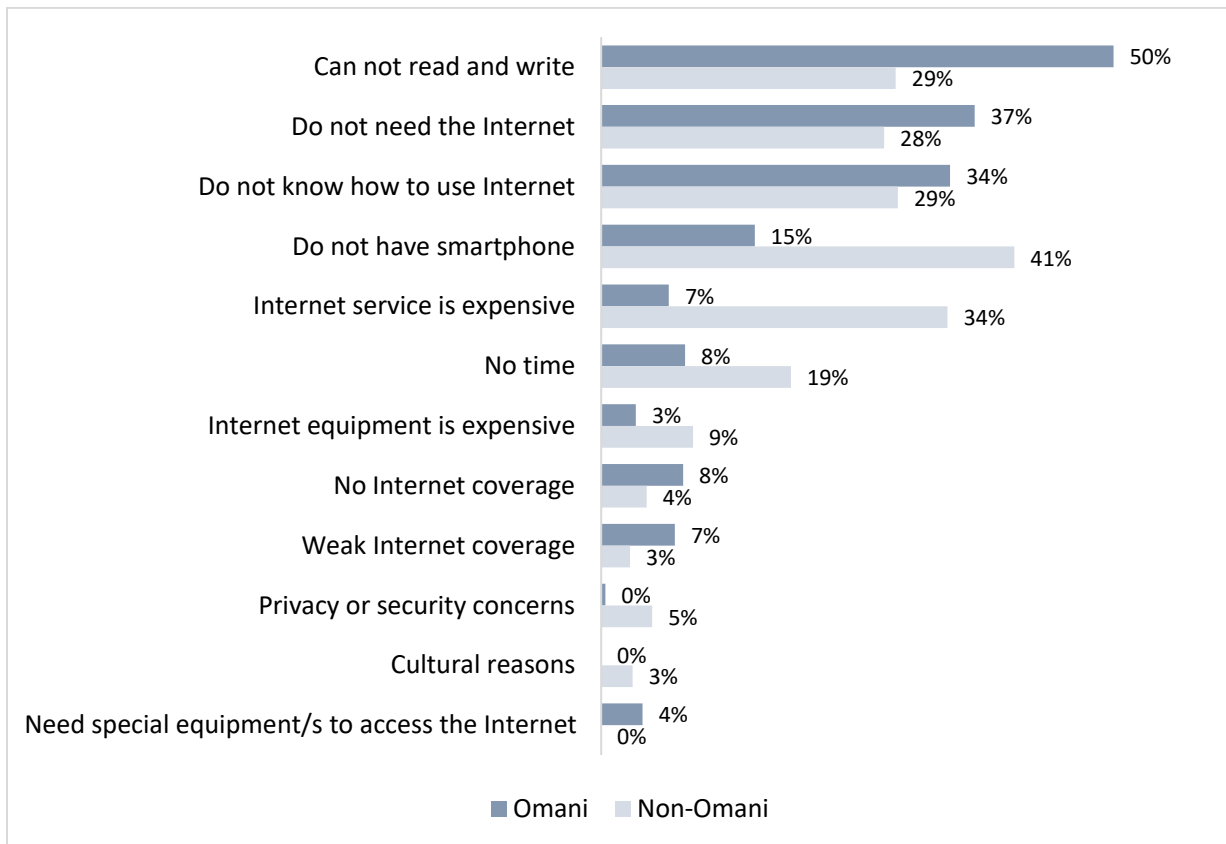


Figure (45): Reasons for not Using the Internet by Nationality (2020)

- In 2020, of the 5% of Omanis who have not used the Internet in the last three months, the most common reasons reported for not using the Internet were cannot read and write (50%), do not need the Internet (37%), and lack of ICT skills (34%).
- In 2020, of the 5% of Non-Omanis who have not used the Internet in the last three months, the most common reasons for not using the Internet were do not have smartphone (41%), and Internet service is expensive (34%).

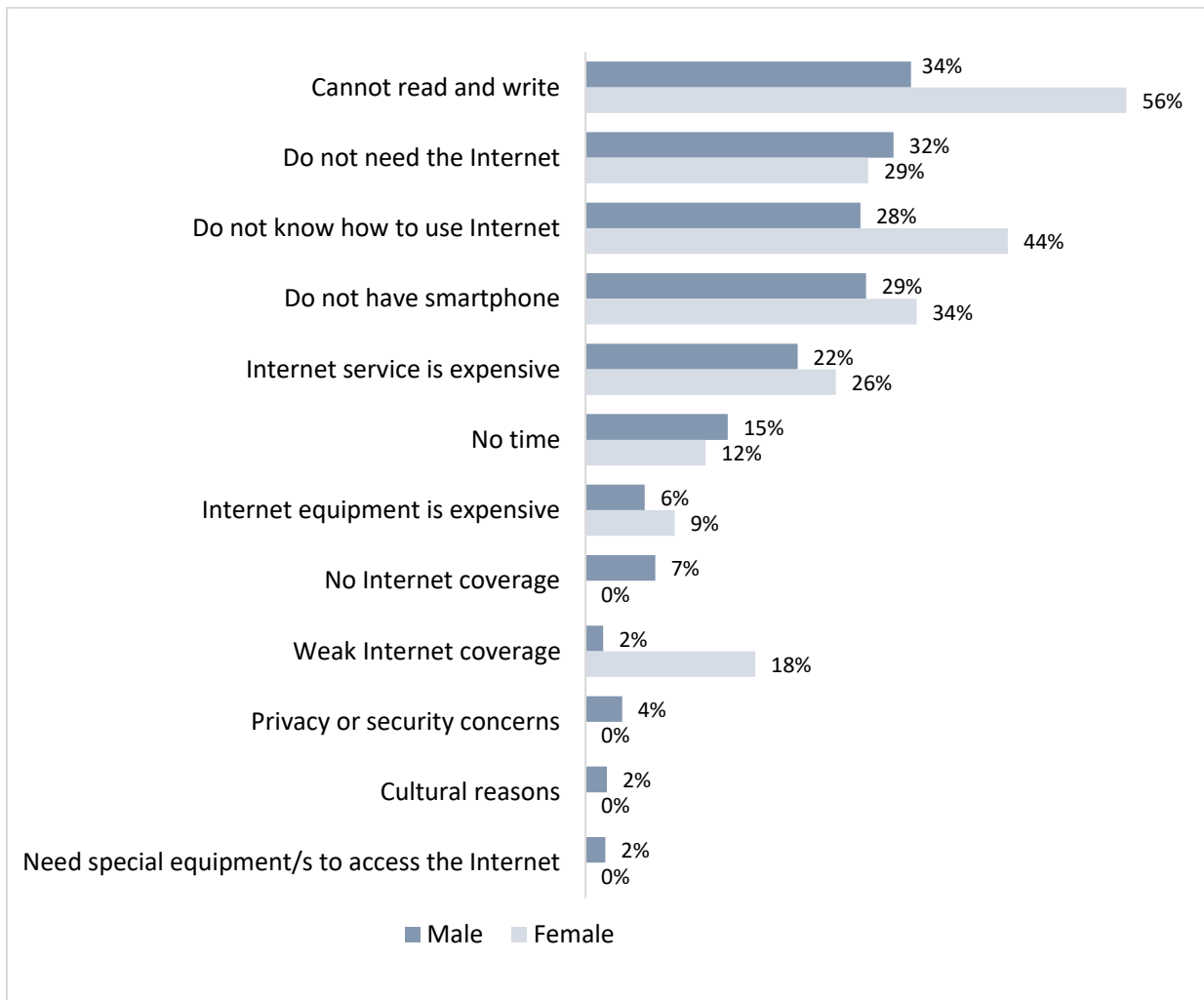


Figure (46): Reasons for not using the Internet by Gender (2020)

- In 2020, of the 3% of females who have not used the Internet in last three months, 56% reported that the reason was that they cannot read and write, 44% that they do not know how to use the Internet (Lack of ICT skills).



| Reason  | Age Group |       |       |       |     | Level of Education |         |          |                  |
|---|-----------|-------|-------|-------|-----|--------------------|---------|----------|------------------|
|   | 18-24     | 25-34 | 35-44 | 45-54 | 55+ | Secondary or Lower | Diploma | Bachelor | Master or Higher |
| Cannot read and write                           | 0%        | 37%   | 34%   | 32%   | 54% | 39%                | 0%      | 0%       | 0%               |
| Do not need the Internet                        | 44%       | 30%   | 22%   | 29%   | 37% | 33%                | 0%      | 0%       | 0%               |
| Do not know how to use Internet                 | 11%       | 25%   | 20%   | 43%   | 41% | 33%                | 0%      | 0%       | 0%               |
| Do not have smartphone                          | 11%       | 55%   | 23%   | 36%   | 11% | 29%                | 100%    | 46%      | 0%               |
| Internet service is expensive                   | 15%       | 29%   | 28%   | 30%   | 10% | 23%                | 0%      | 0%       | 100%             |
| No time   | 23%       | 13%   | 11%   | 26%   | 7%  | 15%                | 0%      | 8%       | 0%               |
| Internet equipment is expensive                 | 11%       | 16%   | 5%    | 0%    | 2%  | 7%                 | 0%      | 0%       | 0%               |
| No Internet coverage                            | 45%       | 2%    | 5%    | 3%    | 2%  | 6%                 | 0%      | 0%       | 0%               |
| Weak Internet coverage                          | 11%       | 6%    | 3%    | 3%    | 4%  | 5%                 | 0%      | 0%       | 0%               |
| Privacy or security concerns                    | 0%        | 2%    | 5%    | 6%    | 1%  | 3%                 | 0%      | 0%       | 0%               |
| Cultural reasons                                | 0%        | 2%    | 7%    | 0%    | 0%  | 2%                 | 0%      | 0%       | 0%               |
| Need special equipment/s to access the Internet | 0%        | 0%    | 0%    | 0%    | 6%  | 2%                 | 0%      | 0%       | 0%               |

Table (11): Reasons for not Using the Internet by Age Group and Level of Education (2020)



| Reason  | Governorate |        |          |            |              |                  |                  |                     |                     |             |          |  |
|---|-------------|--------|----------|------------|--------------|------------------|------------------|---------------------|---------------------|-------------|----------|--|
|   | Muscat      | Dhofar | Musandam | Al Buraimi | Ad Dakhliyah | Al Batinah North | Al Batinah South | Ash Sharqiyah North | Ash Sharqiyah South | Ad Dhahirah | Al Wusta |  |
| Cannot read and write                           | 38%         | 45%    | 27%      | 32%        | 40%          | 54%              | 17%              | 6%                  | 61%                 | 52%         | 0%       |  |
| Do not need the Internet                        | 22%         | 27%    | 26%      | 71%        | 40%          | 48%              | 22%              | 53%                 | 0%                  | 50%         | 0%       |  |
| Do not know how to use Internet                 | 23%         | 45%    | 27%      | 71%        | 35%          | 43%              | 6%               | 24%                 | 18%                 | 52%         | 0%       |  |
| Do not smartphone                               | 43%         | 49%    | 0%       | 43%        | 15%          | 8%               | 13%              | 23%                 | 18%                 | 13%         | 47%      |  |
| Internet service is expensive                   | 34%         | 14%    | 13%      | 79%        | 7%           | 0%               | 0%               | 39%                 | 36%                 | 13%         | 53%      |  |
| No time   | 13%         | 14%    | 9%       | 0%         | 15%          | 19%              | 7%               | 37%                 | 0%                  | 11%         | 0%       |  |
| Internet equipment is expensive                 | 16%         | 0%     | 0%       | 40%        | 0%           | 0%               | 0%               | 8%                  | 0%                  | 0%          | 0%       |  |
| No Internet coverage                            | 4%          | 3%     | 0%       | 0%         | 0%           | 19%              | 0%               | 17%                 | 0%                  | 24%         | 0%       |  |
| Weak Internet coverage                          | 6%          | 0%     | 7%       | 0%         | 0%           | 10%              | 0%               | 15%                 | 0%                  | 13%         | 0%       |  |
| Privacy or security concerns                    | 4%          | 7%     | 7%       | 18%        | 0%           | 0%               | 0%               | 0%                  | 0%                  | 0%          | 0%       |  |
| Cultural reasons                                | 4%          | 0%     | 9%       | 18%        | 0%           | 0%               | 0%               | 0%                  | 0%                  | 0%          | 0%       |  |
| Need special equipment/s to access the Internet | 0%          | 0%     | 0%       | 10%        | 0%           | 0%               | 0%               | 0%                  | 21%                 | 0%          | 0%       |  |

Table (12): Reasons for not using the Internet by Governorate (2020)

- In 2020, of the 6% of non-Internet users living in the governorate of Al Buraimi, 79% reported that reasons was that the Internet service is expensive, 71% do not know how to use the Internet, and 71% don not need the Internet.





| Reason  | Labor Force Status |               |                    |                |            |            |                   |         |                |                 |
|---|--------------------|---------------|--------------------|----------------|------------|------------|-------------------|---------|----------------|-----------------|
|   | Business Owner     | Paid Employee | Own Account Worker | Un-Paid Worker | Job Seeker | House-wife | Full-time Student | Retired | Unable to Work | Self-Sufficient |
| Cannot read and write   | -                  | 31%           | 0%                 | -              | 0%         | 70%        | 0%                | 66%     | 29%            | 42%             |
| Do not need the Internet  | -                  | 29%           | 59%                | -              | 47%        | 30%        | 100%              | 21%     | 55%            | 42%             |
| Do not know how to use Internet                                   | -                  | 33%           | 0%                 | -              | 0%         | 40%        | 100%              | 23%     | 41%            | 42%             |
| Do not smartphone   | -                  | 39%           | 56%                | -              | 0%         | 7%         | 100%              | 4%      | 0%             | 42%             |
| Internet service is expensive                                     | -                  | 31%           | 15%                | -              | 53%        | 7%         | 0%                | 5%      | 0%             | 0%              |
| No time   | -                  | 17%           | 52%                | -              | 0%         | 6%         | 0%                | 4%      | 0%             | 0%              |
| Internet equipment is expensive                                   | -                  | 8%            | 15%                | -              | 53%        | 0%         | 0%                | 0%      | 0%             | 0%              |
| No Internet coverage  | -                  | 5%            | 13%                | -              | 53%        | 0%         | 100%              | 0%      | 16%            | 0%              |
| Weak Internet coverage  | -                  | 3%            | 13%                | -              | 53%        | 9%         | 0%                | 6%      | 0%             | 0%              |
| Privacy or security concerns                                      | -                  | 5%            | 0%                 | -              | 0%         | 0%         | 0%                | 1%      | 0%             | 0%              |
| Cultural reasons  | -                  | 3%            | 0%                 | -              | 0%         | 0%         | 0%                | 0%      | 0%             | 0%              |
| Need special equipment/s to access the Internet (e.g. Disability) | -                  | 0%            | 0%                 | -              | 0%         | 0%         | 0%                | 10%     | 8%             | 0%              |

Table (13): Reasons for not using the Internet by Labor Force Status (2020)

- Based on the classification of the non-Internet users by labor force status, 70% of Housewives, and 66% of retired reported that cannot read and write as a reason for not using the Internet.
- 100% of Business owner and un-paid workers were Internet users.

