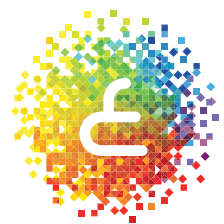


**INFORMATION AND COMMUNICATION
TECHNOLOGY (ICT)
SURVEYS RESULTS**

DECEMBER 2012



Information Technology Authority
Sultanate of Oman



e.oman



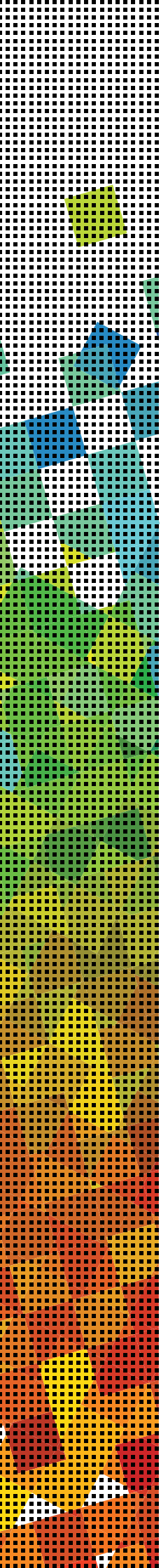
INTRODUCTION

The Information Technology Authority (ITA) is the body responsible for implementing national IT infrastructure projects and supervising all projects related to implementation of the Digital Oman Strategy (e.oman) while providing professional leadership to various other e-Government initiatives of the Sultanate.

Among other major responsibilities of ITA is benchmarking ICT access and usage in socio economic sectors for planning purposes. ITA has conducted ICT access and usage surveys in various sectors such as:

1. Government
2. Higher Education
3. General Education
4. Business

In conducting the above surveys, ITA is closely following the international guidelines and methodologies, developed by international bodies mainly Core ICT Indicators 2010 (UN\ITU).



**INFORMATION AND COMMUNICATION
TECHNOLOGY (ICT) USAGE IN
GOVERNMENT SURVEY (2012)**

SURVEY OBJECTIVES

1. To measure ICT penetration rate in government sector.
2. To compile ICT statistics from government to assist decision makers in developing strategic plans.

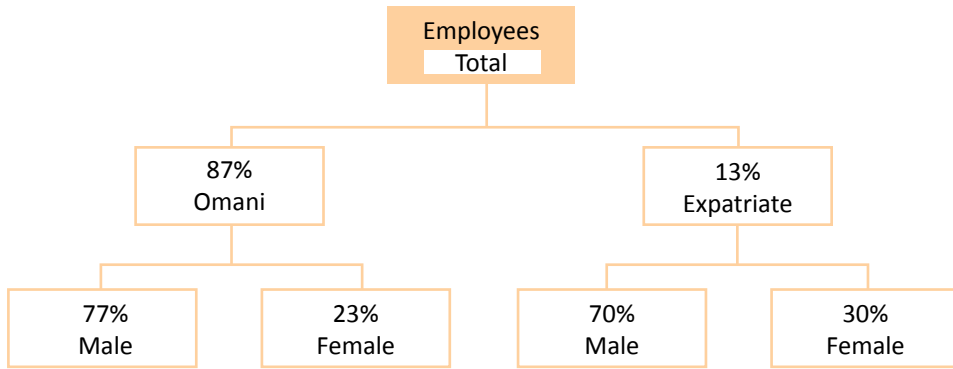
SURVEY METHODOLOGY

Data Reference Year: 2011

Data Collection Period: 1month (20th February 2012—20th March 2012)

Surveyed Entities and Response Rate:	2011	2010	2009	2008
Total Government Entities Surveyed	55	58	55	60
Total Responded Entities	53	53	41	52
Response Rate	96%	91%	75%	87%

Figure (1): Total Government Employees (%), 2011



Note: No of expatriates increased from 8059 in 2010 to 16379 in 2011 due to adding (MOH + MoTC data's)

Figure (2): Distribution of the Employees with ICT Skills (%), 2011

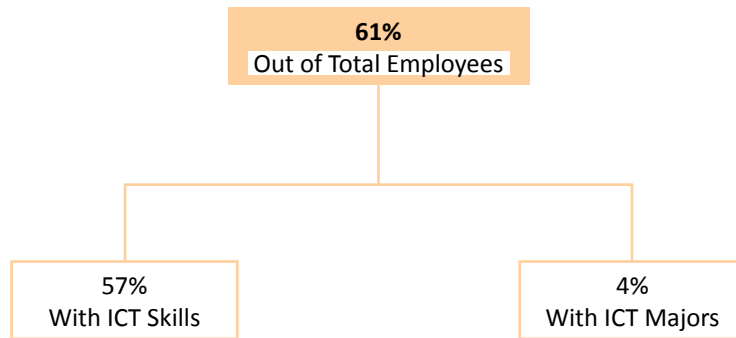
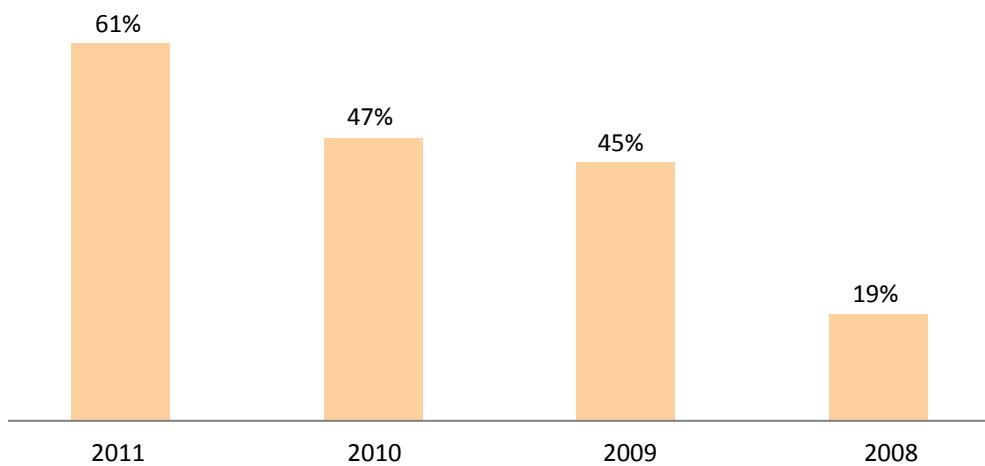


Figure (3): Employees with Both ICT Skills and ICT Majors (%), 2008-2011



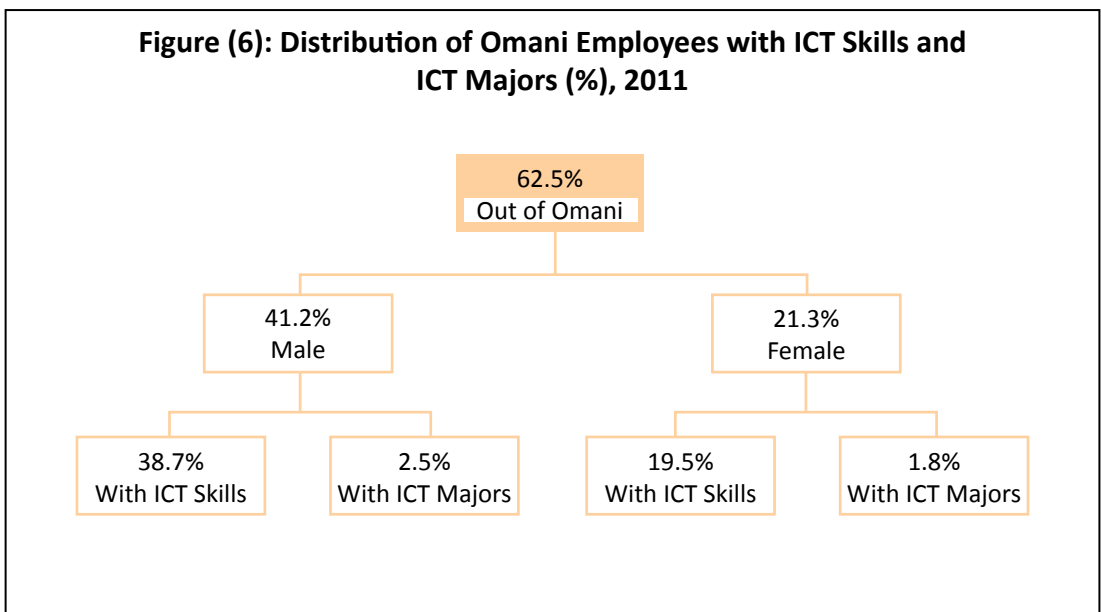
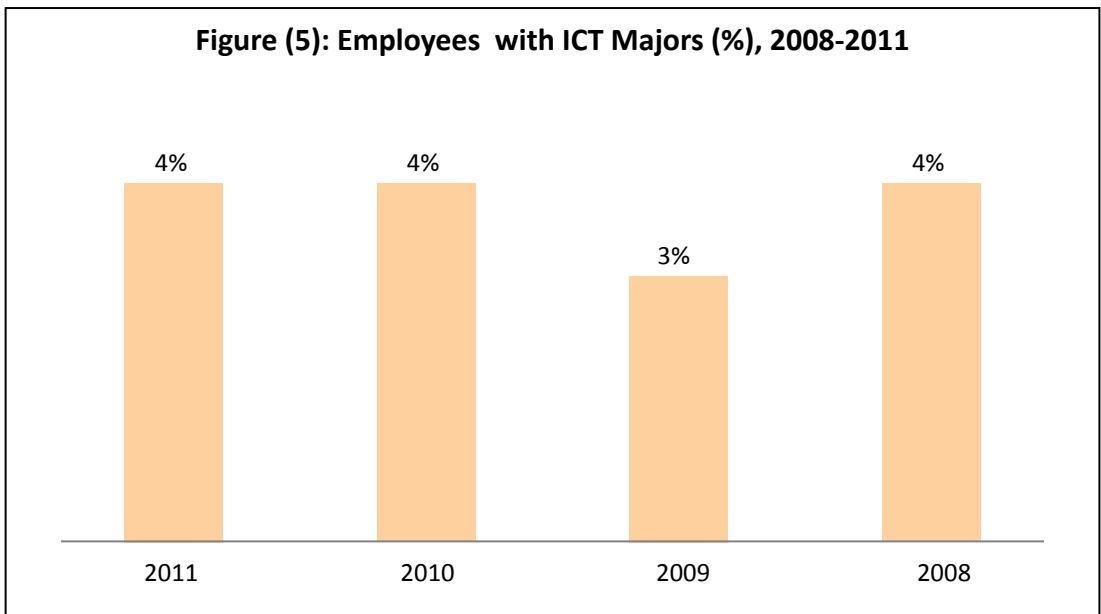
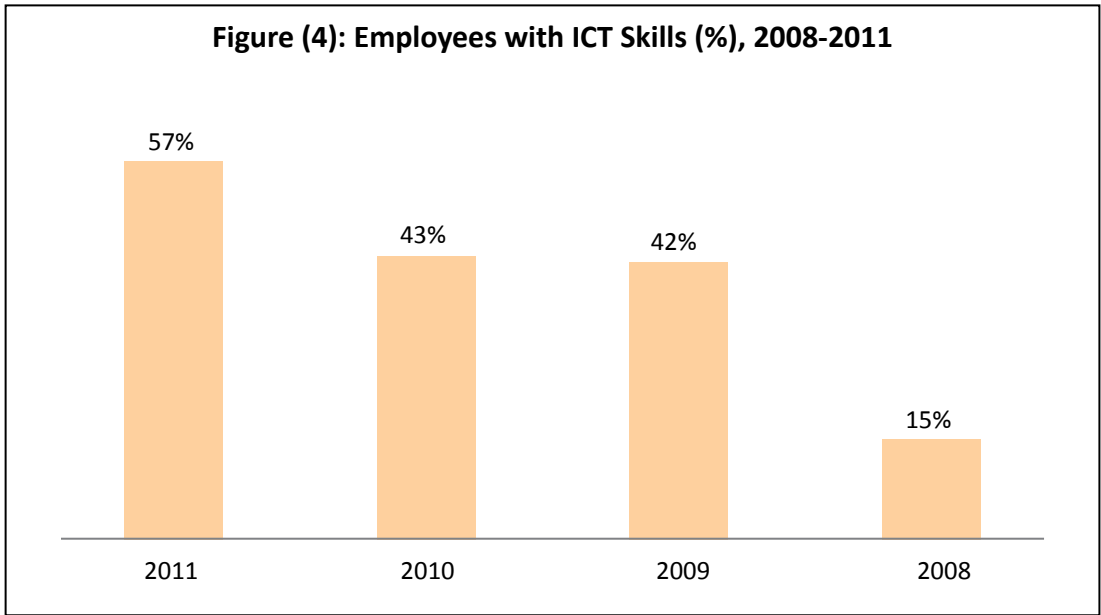
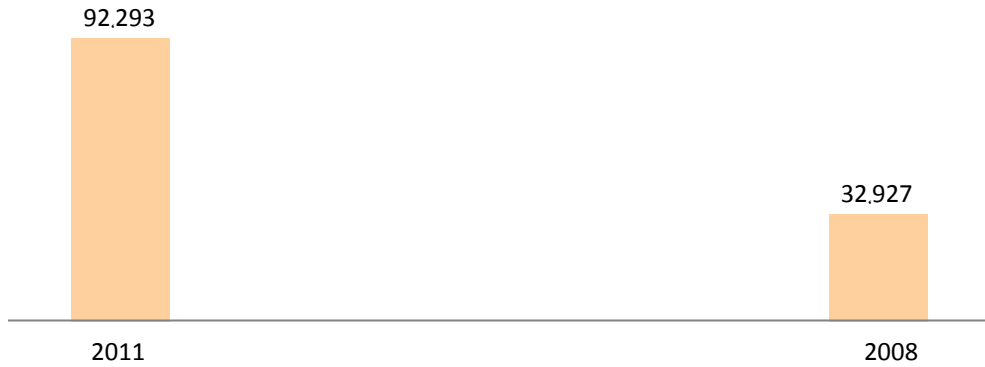


Figure (7): Total Number of PCs in Government Entities*, 2008-2011



*This figure includes:

- PCs: desktops, laptops, tablets, including those in the store and functioning
- Ministry of Education (MoE) data
- Machines running in Linux

Figure (8): Percentage of PCs Connected to Internet, 2008-2011

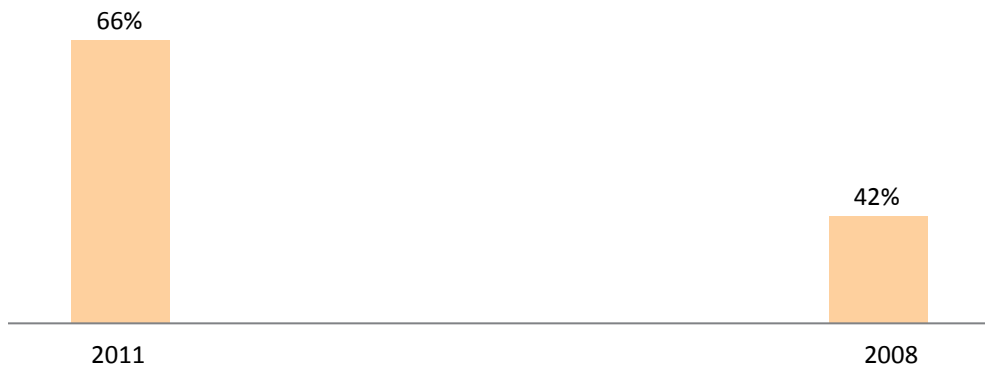
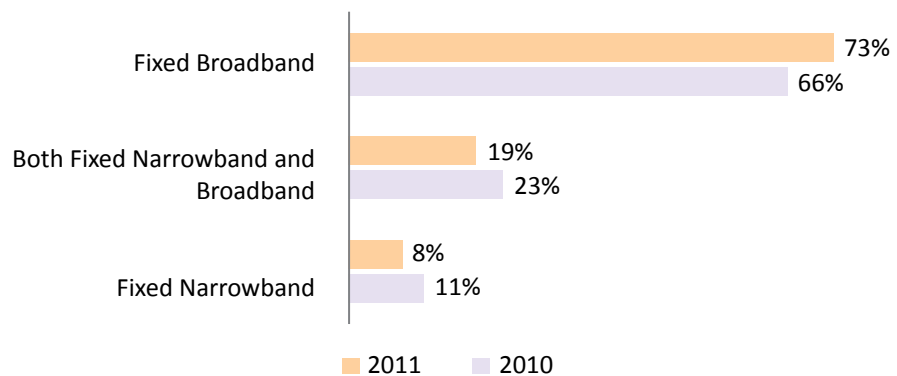


Figure (9): Percentage of Government Entities by Type of Internet Access, 2010-2011



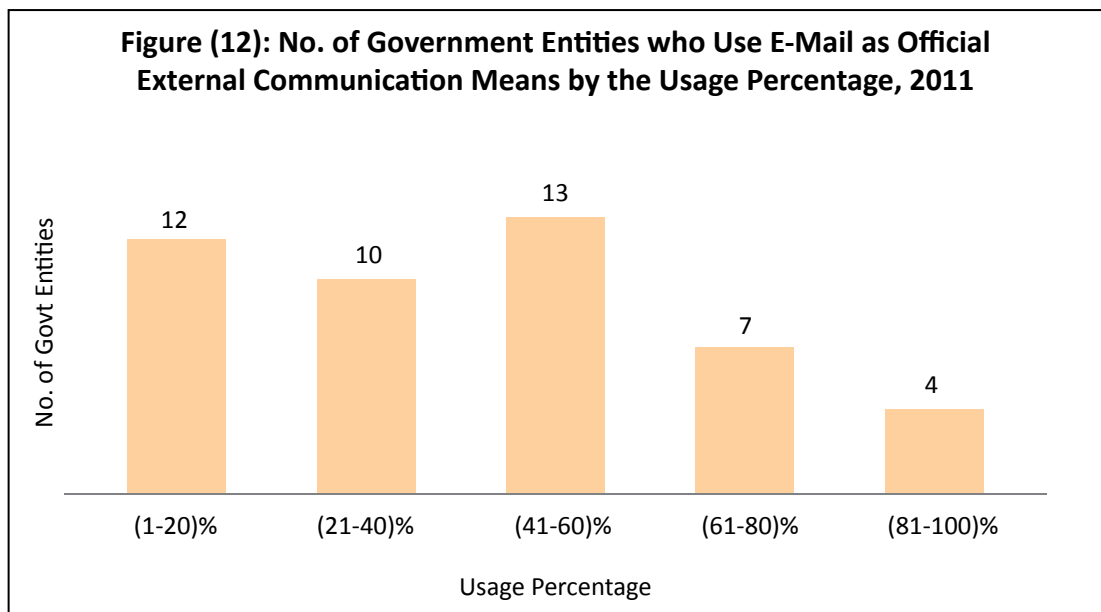
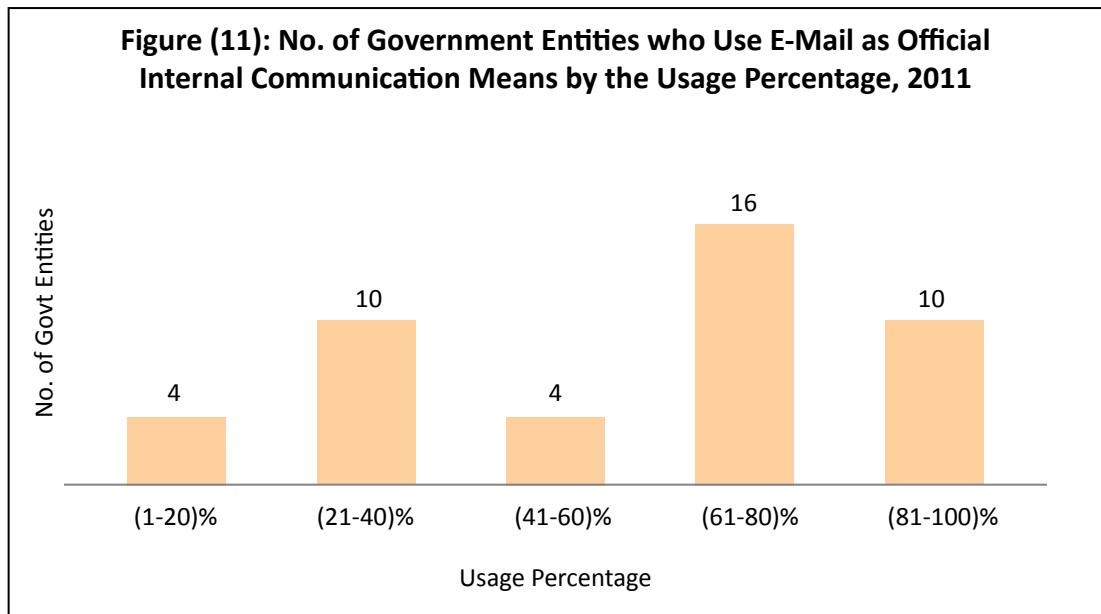
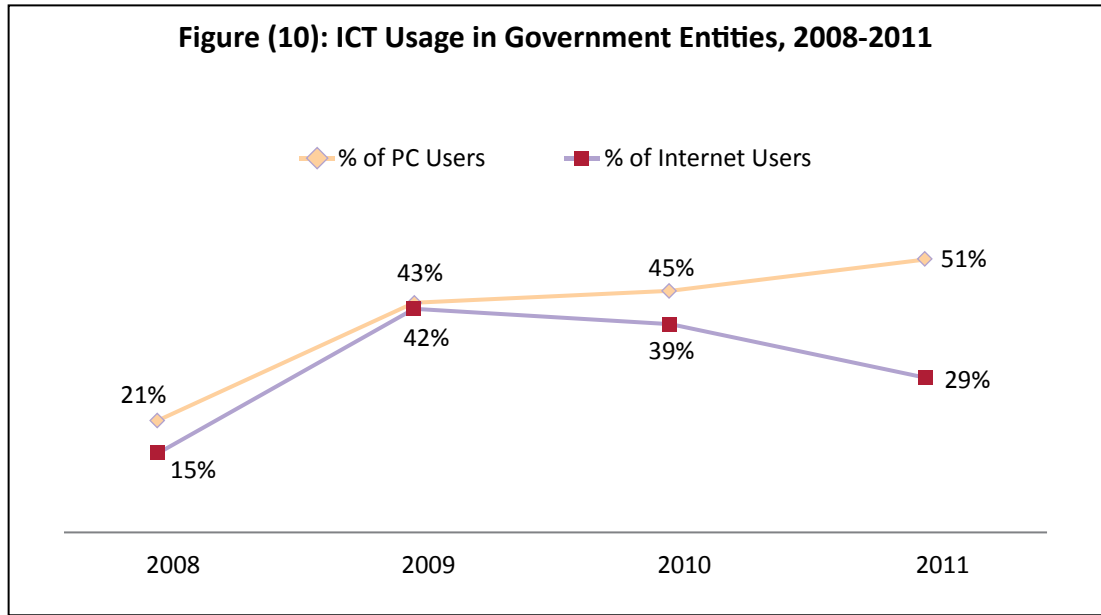


Figure (13): Percentage of Government Entities that Have, 2010-2011

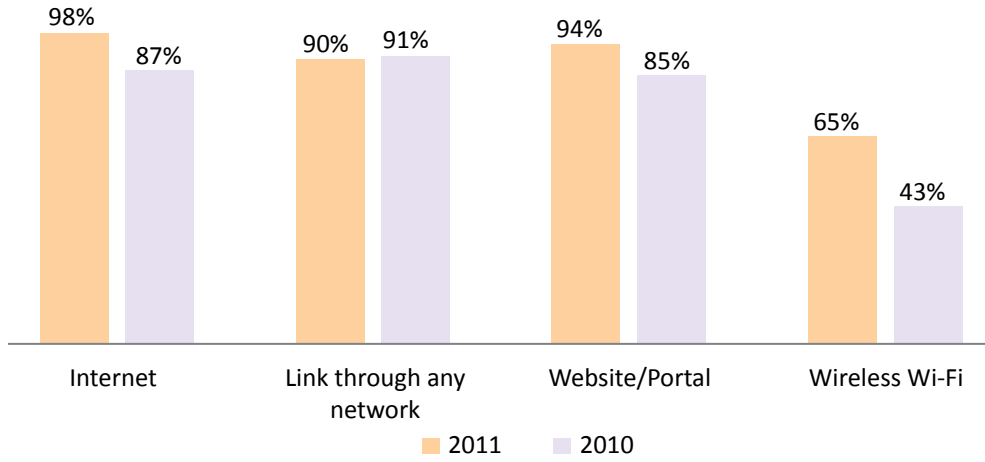


Figure (14): Percentage of Government Entities Using the Following Communication Tools, 2010-2011

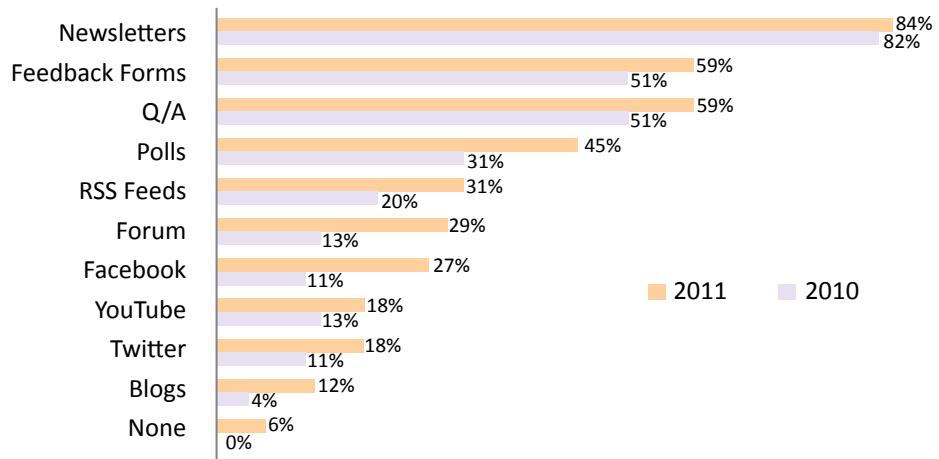


Figure (15): Percentage of Online Services by Type, 2011

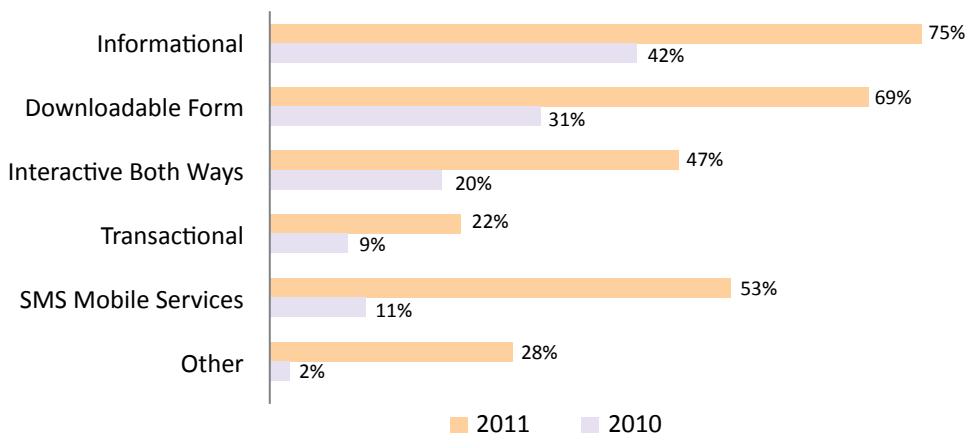
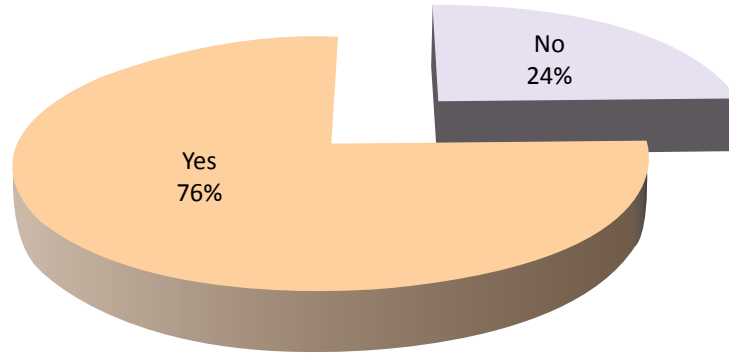
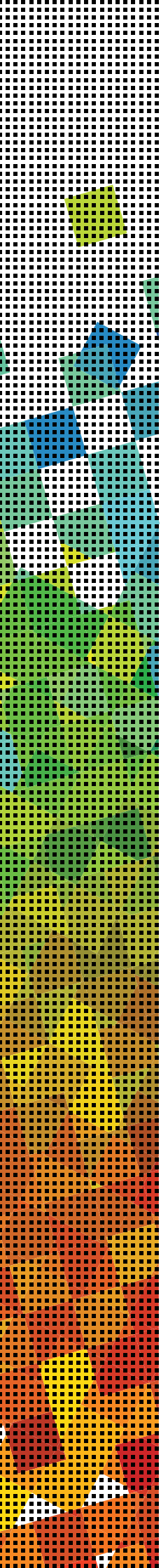


Figure (16): Government IT Training & Certification (GITTC)

Did your organization's employees benefit from ITA training?





**INFORMATION AND COMMUNICATION
TECHNOLOGY (ICT) ACCESS AND
USAGE IN HIGHER EDUCATION
SURVEY (2012)**

SURVEY OBJECTIVES

1. To measure ICT penetration in higher education institutions.
2. To compile higher education ICT statistics to help in decision making and future planning.

SURVEY METHODOLOGY

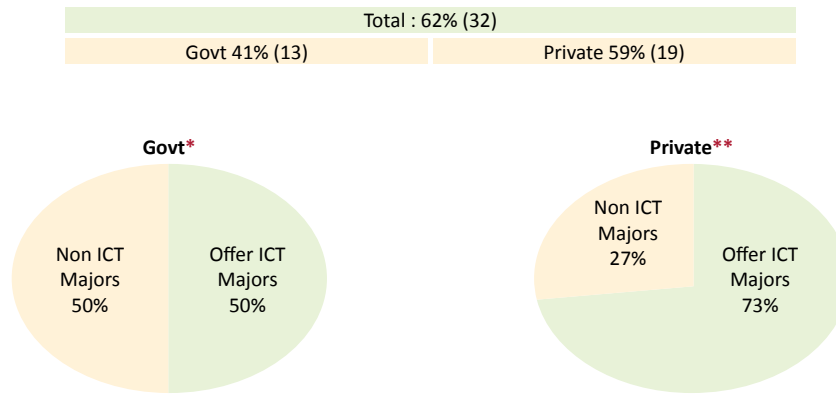
Survey Reference Period: Academic Year 2010/2011.

Data Collection Period: 1 month (20th March–20th April, 2012).

Surveyed Institutions:

	Educational Inst.	Employees	Students
2011	52	9,868	90,556
2010	45	8,552	75,122

Figure (17): Higher Education Institutions Offering ICT Majors, 2011



*Excluding Health Inst.: 93%

**Excluding Health Inst.: 79%

Figure (18): ICT Majors out of Total Majors, 2011

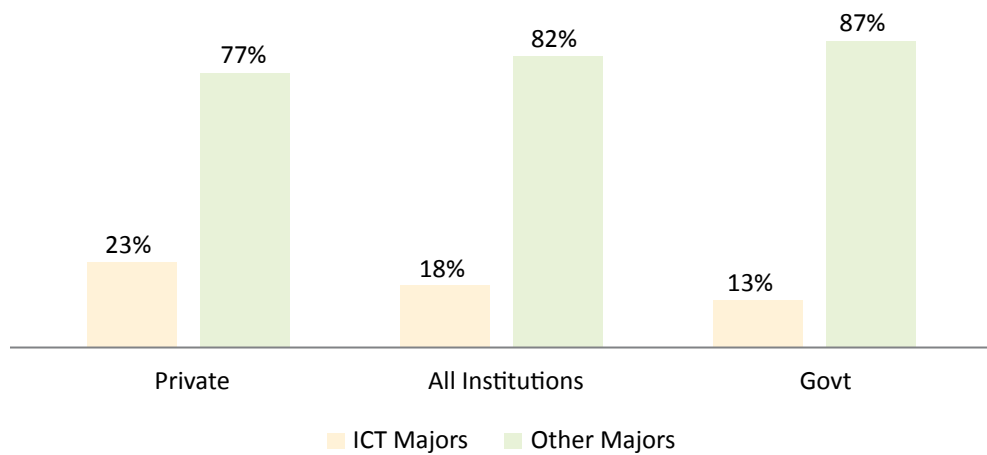
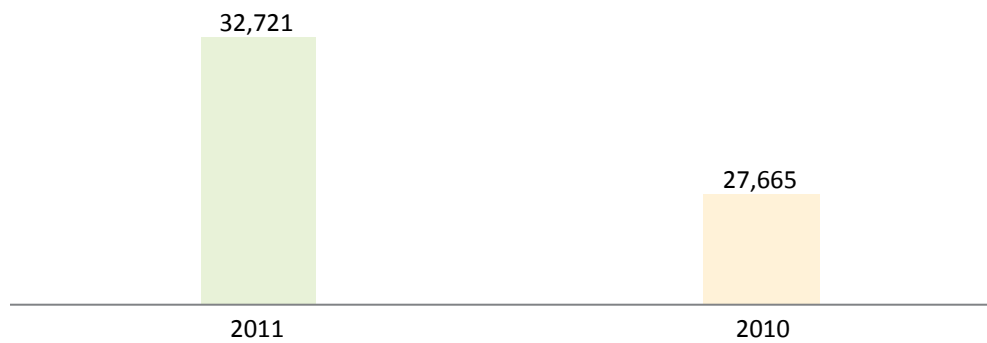
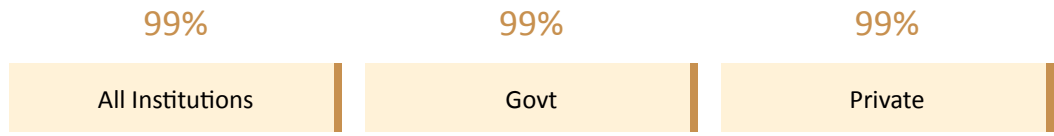


Figure (19): Total Number of PCs*, 2010-2011



*PCs include: Desktops, Laptops, Tablets, including those in the store and functioning

Figure (20): PCs Connected to Internet, 2011



Note: 2010: 97%

Figure (21): Type of Internet Connection, 2010-2011

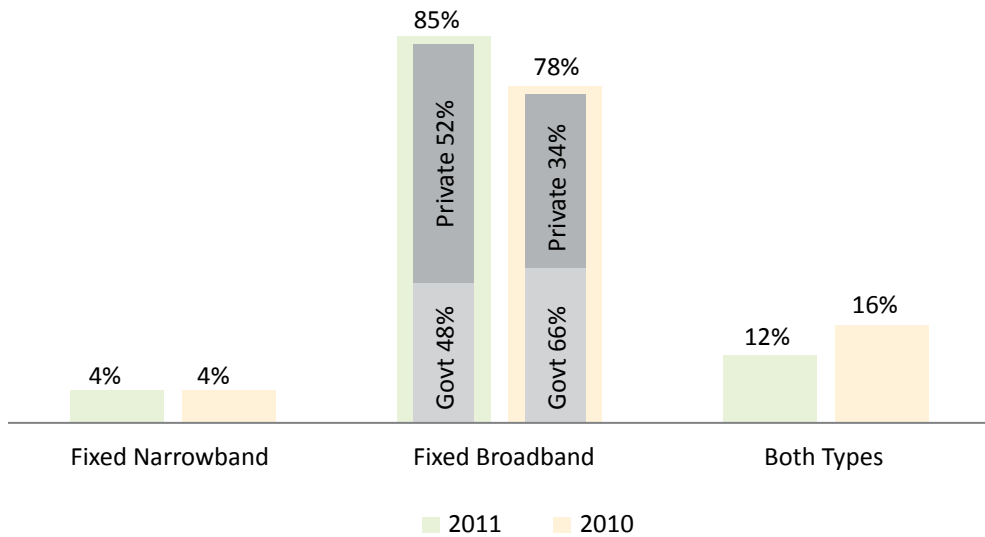


Figure (22): Higher Education Institutions Provide an e-mail for, 2010-2011

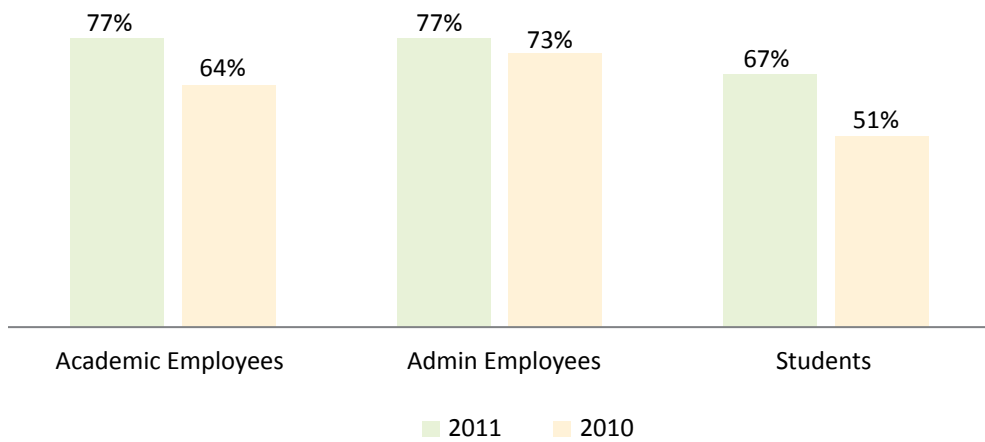
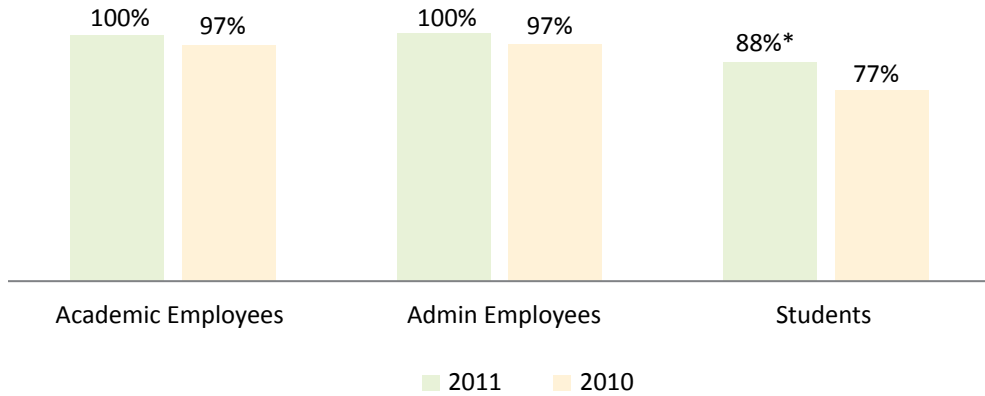
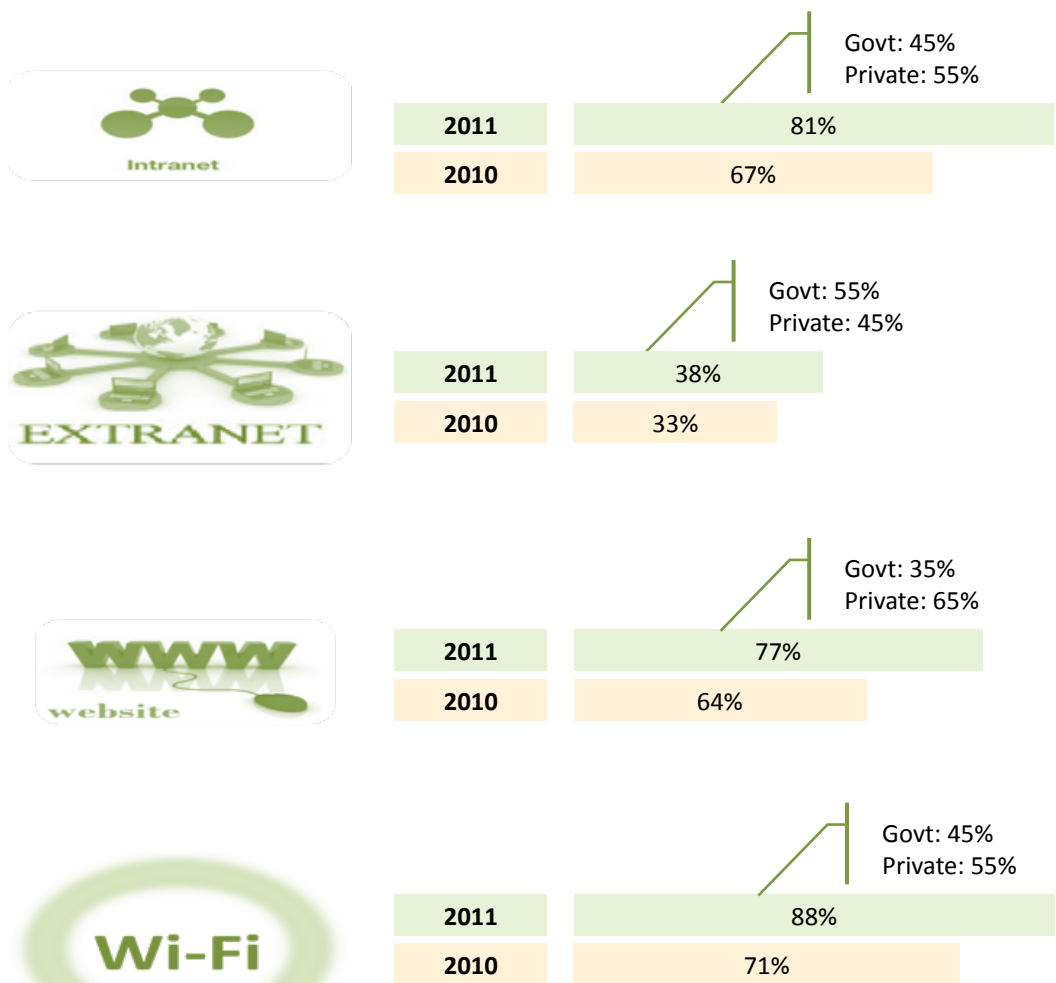


Figure (23): Higher Education Institutions, Excluding Health Institutions, Provide an e-mail for, 2010-2011



*12% of higher Education Institutions don't provide e-mail for their students:
 • Govt: 5%
 • Private: 7%

Figure (24): Higher Education Institutions with, 2010-2011



Cont. Figure (24): Higher Education Institutions with, 2010-2011

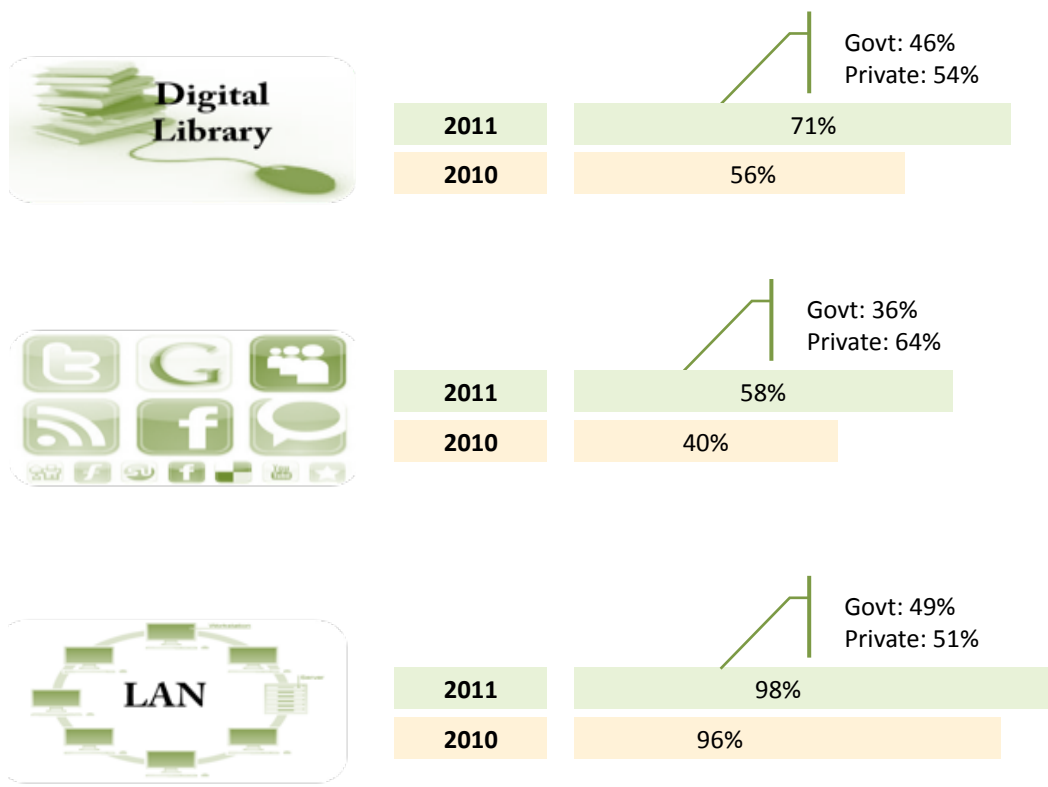
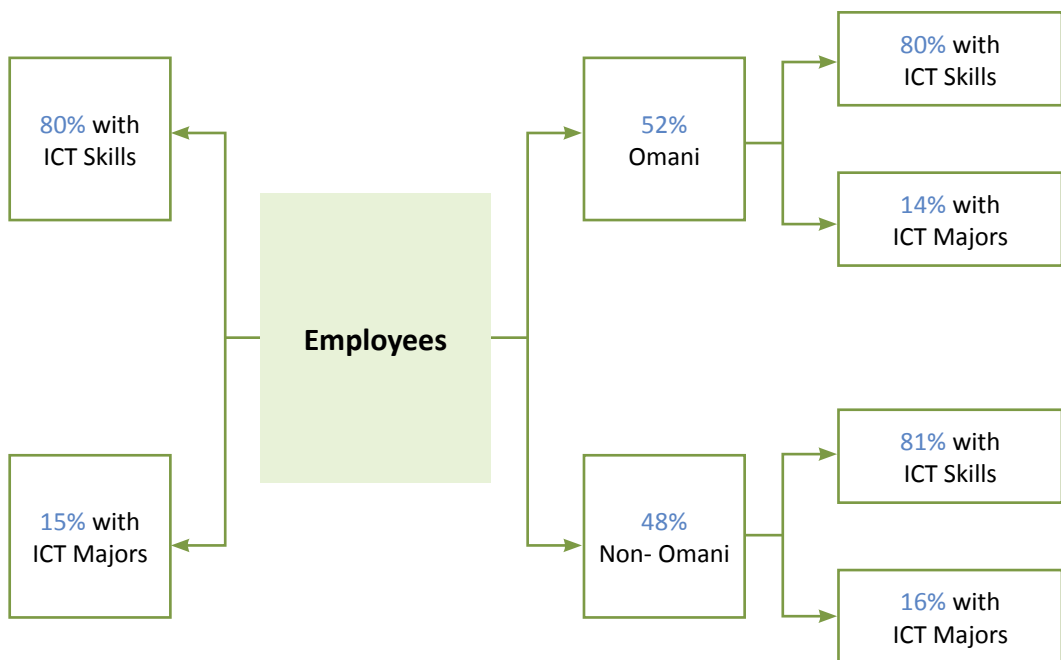
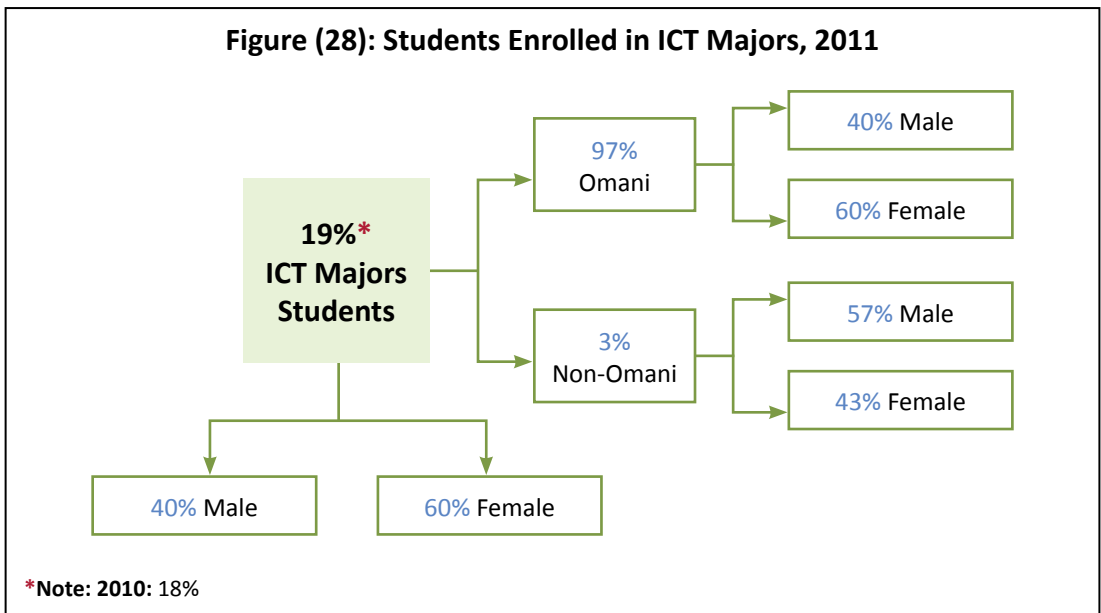
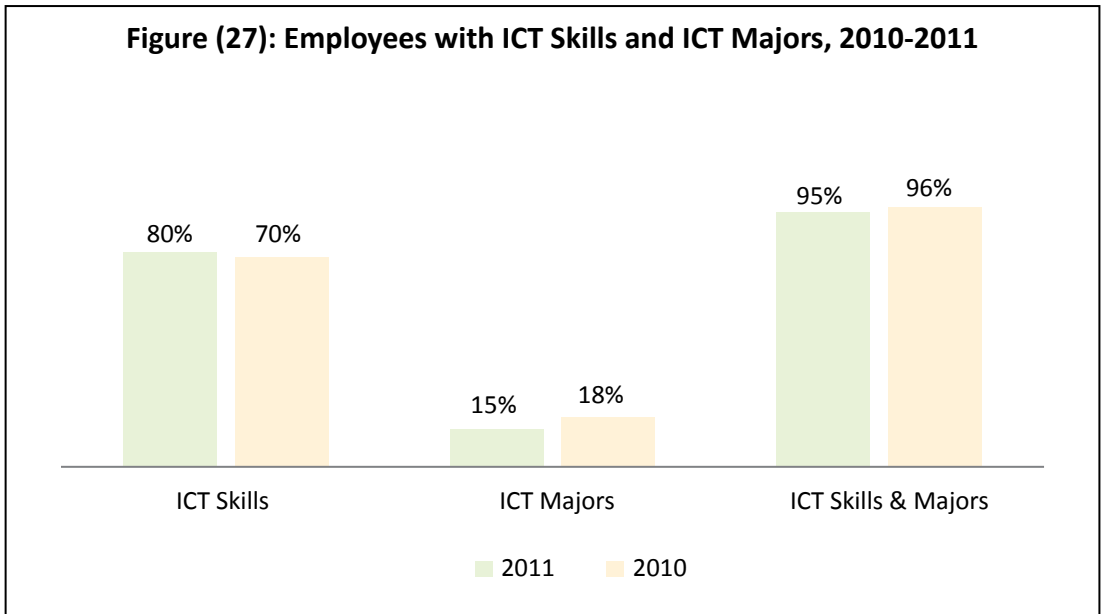
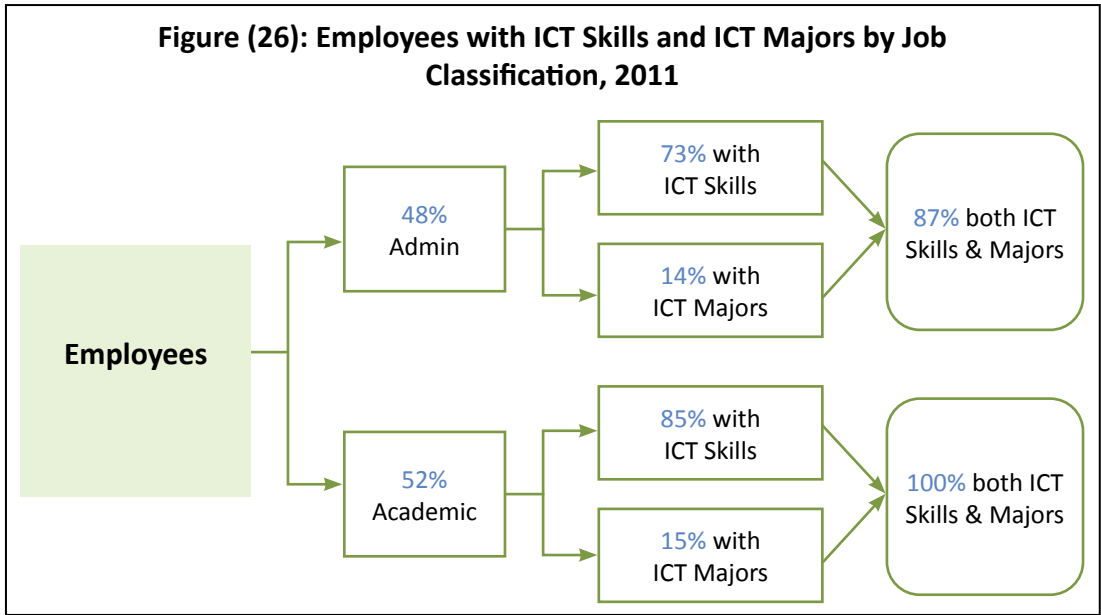
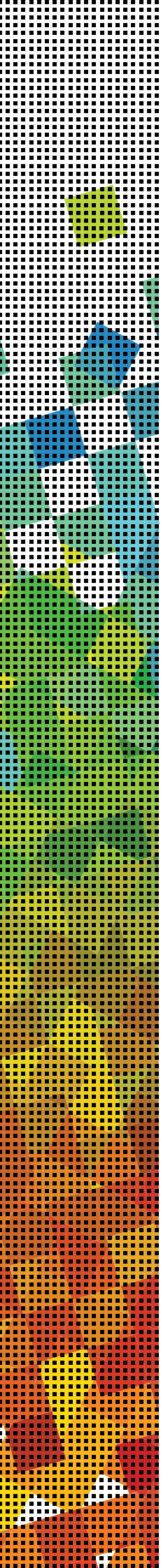


Figure (25): Employees with ICT Skills and ICT Majors by Nationality, 2011





*Note: 2010: 18%



**INFORMATION AND COMMUNICATION
TECHNOLOGY (ICT) ACCESS AND
USAGE IN THE GENERAL EDUCATION
SECTOR GRADE 1-12 SURVEY (2010)**

SURVEY OBJECTIVES

1. Measuring the performance of Omani education sector on core ICT indicators .
2. Identifying areas where Oman needs to improve its performance.
3. Building a comprehensive database of ICT indicators in education for benchmarking and tracking.
4. Presenting the results to the decision makers to plan in enhancing ICT in general education.

SURVEY METHODOLOGY

Survey Period: The survey was conducted over a period of 20 weeks
(31 Aug 2010—15 Nov 2010)

Survey Population:

- Government (Public) Schools
- Private Schools
- International Schools
- Islamic Institutions
- The Royal Guard of Oman Technical College

Target Categories:

- Schools
- Grade 1-12 Students
- School Administrative Staff
- Schools Teaching Staff

Figure (29): Proportion of Schools with a Radio Used for Educational Purposes, 2010

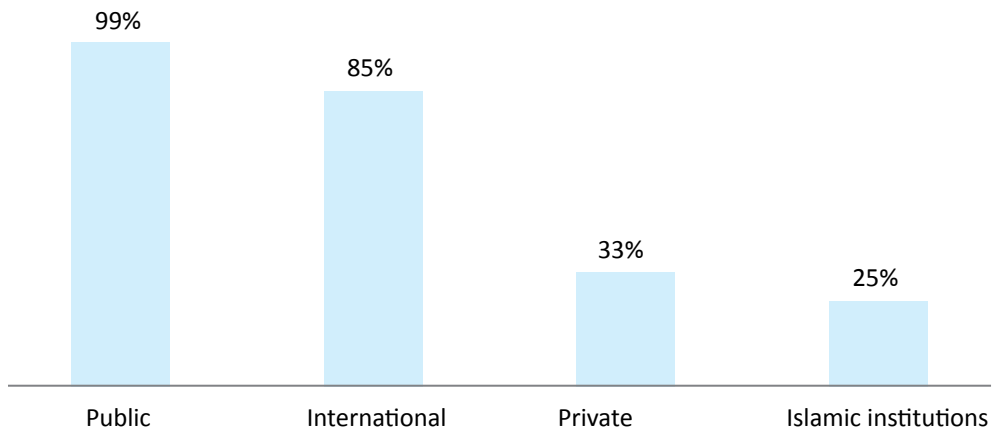


Figure (30): Proportion of Schools with a Television Used for Educational Purposes, 2010

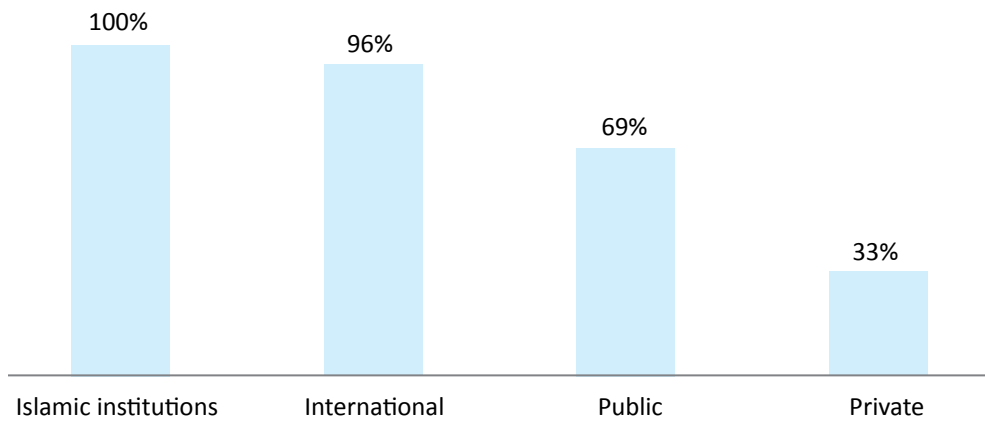


Figure (31): Proportion of Schools with a Telephone Communication Facility, 2010

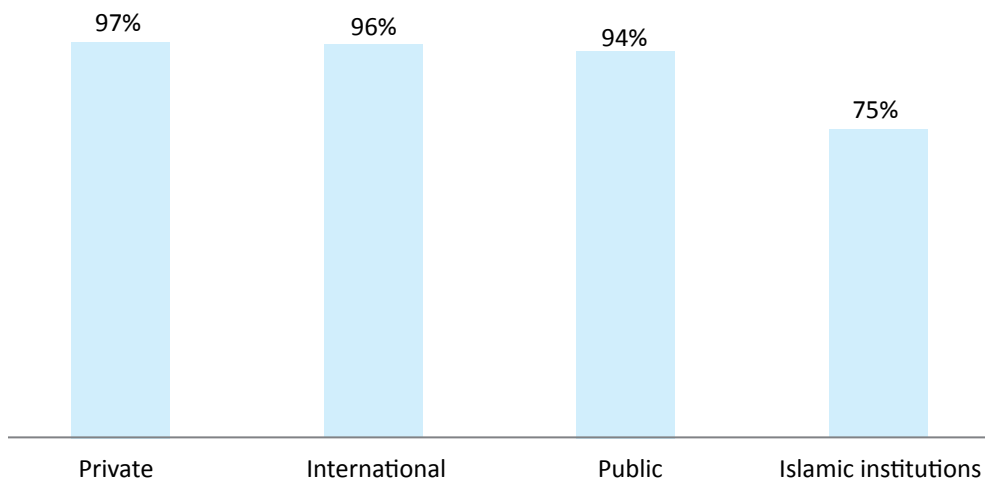
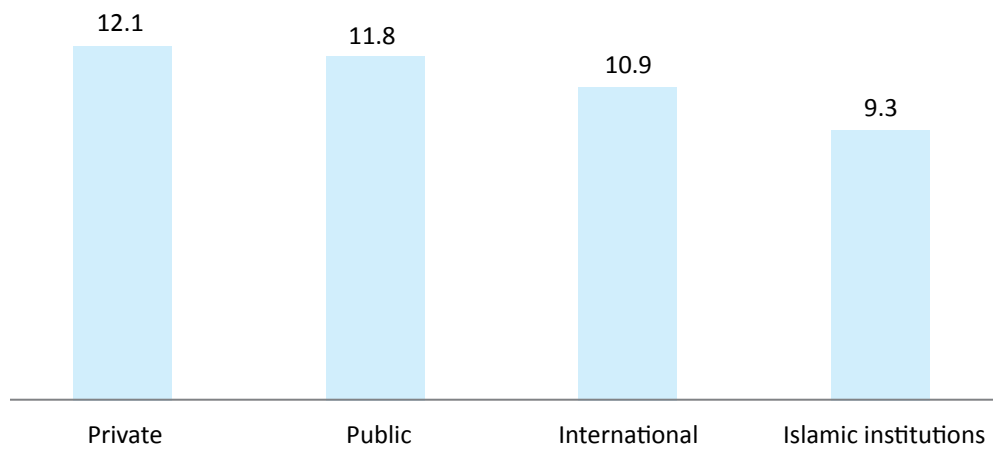
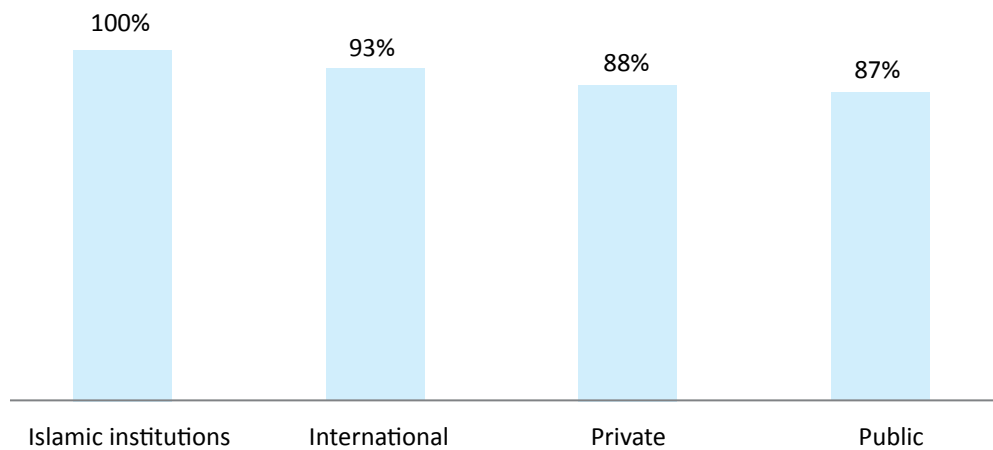
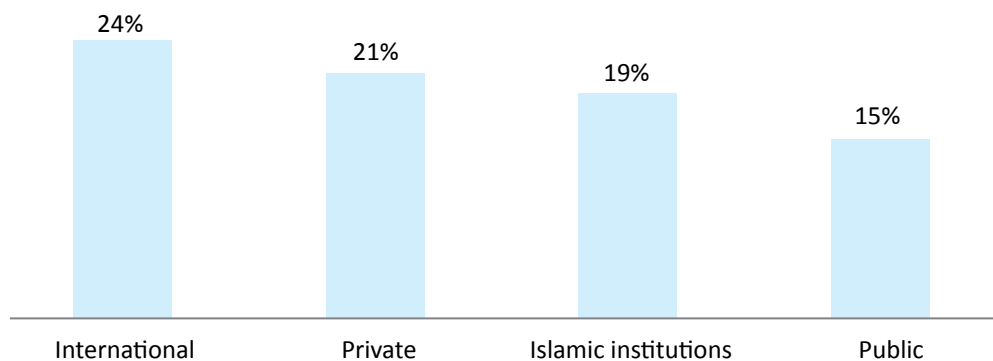
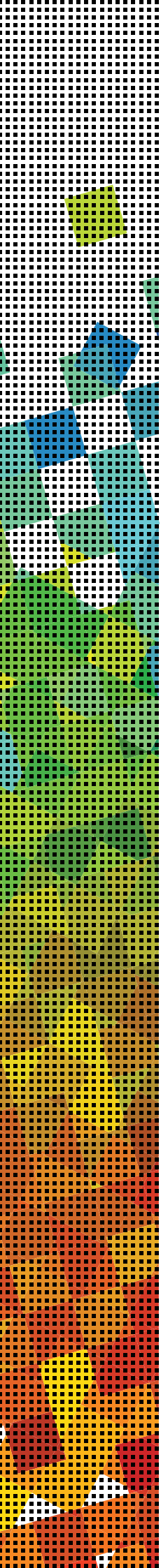


Figure (32): Learners-to-Computer Ratio in Schools with Computer-Assisted Instruction, 2010**Figure (33): Proportion of Schools with Internet Access, 2010****Figure (34): Proportion of ICT-Qualified Teachers in Schools, 2010**



**INFORMATION AND COMMUNICATION
TECHNOLOGY (ICT) USAGE IN
BUSINESS SECTOR SURVEY (2012)**

SURVEY OBJECTIVES

1. To evaluate the ICT access and usage current status among enterprises in Oman.
2. To assist key decision makers and strategic planners to formulate initiatives related to ICT in business.
3. Benchmarking and international comparisons.

SURVEY METHODOLOGY

Field Work Period: 2 months (February– March 2012)

Data Reference Year: 2011

Sample Size: 2003 Enterprises out of 64,201 (according to scientific sampling Approach done by National Center for Statistics and Information (NCSI)).

Response Rate: 87.4% (1,748 Enterprises)

Figure (35): Business Sectors Covered in the Survey

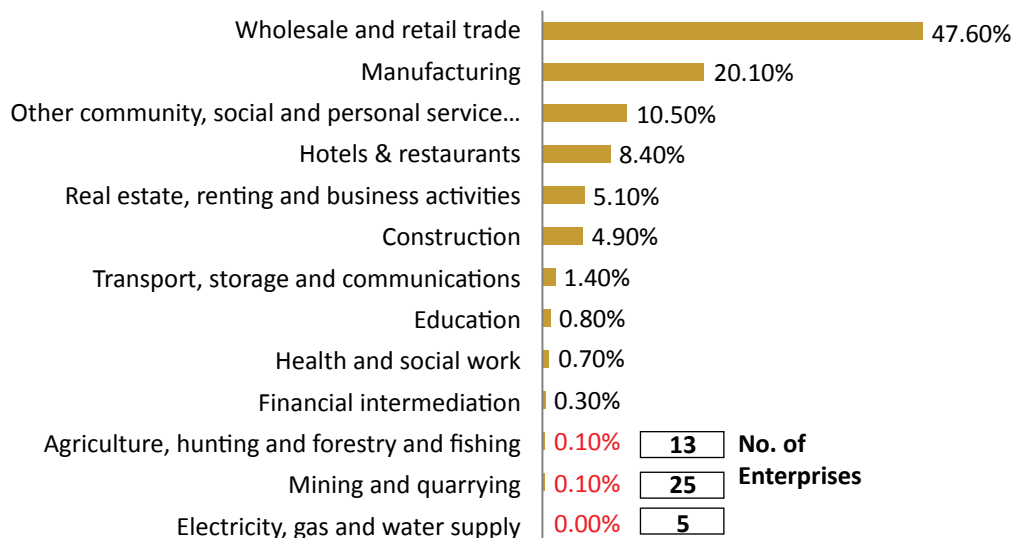


Figure (36): Computer Usage, 2011

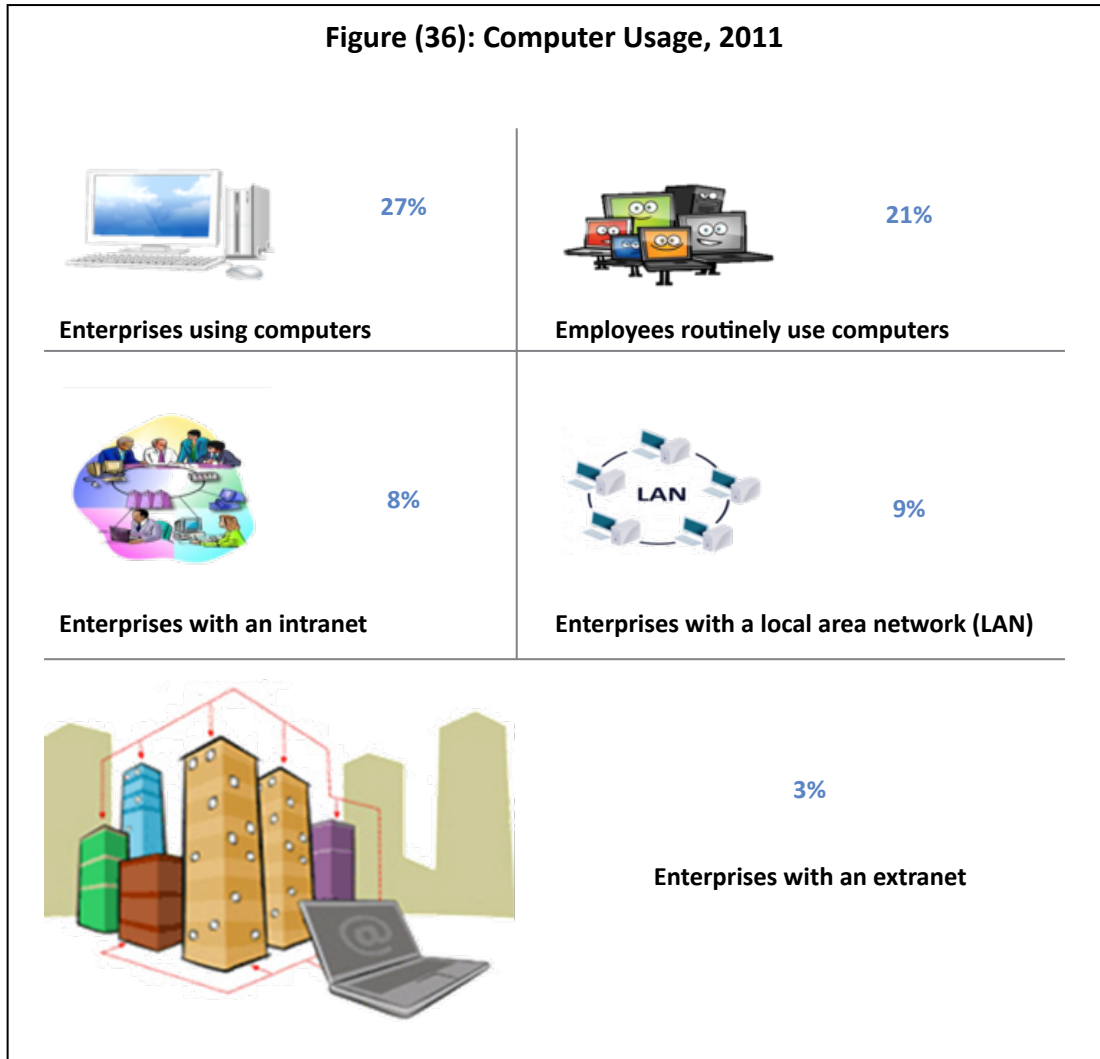


Figure (37): Internet Access and Usage, 2011

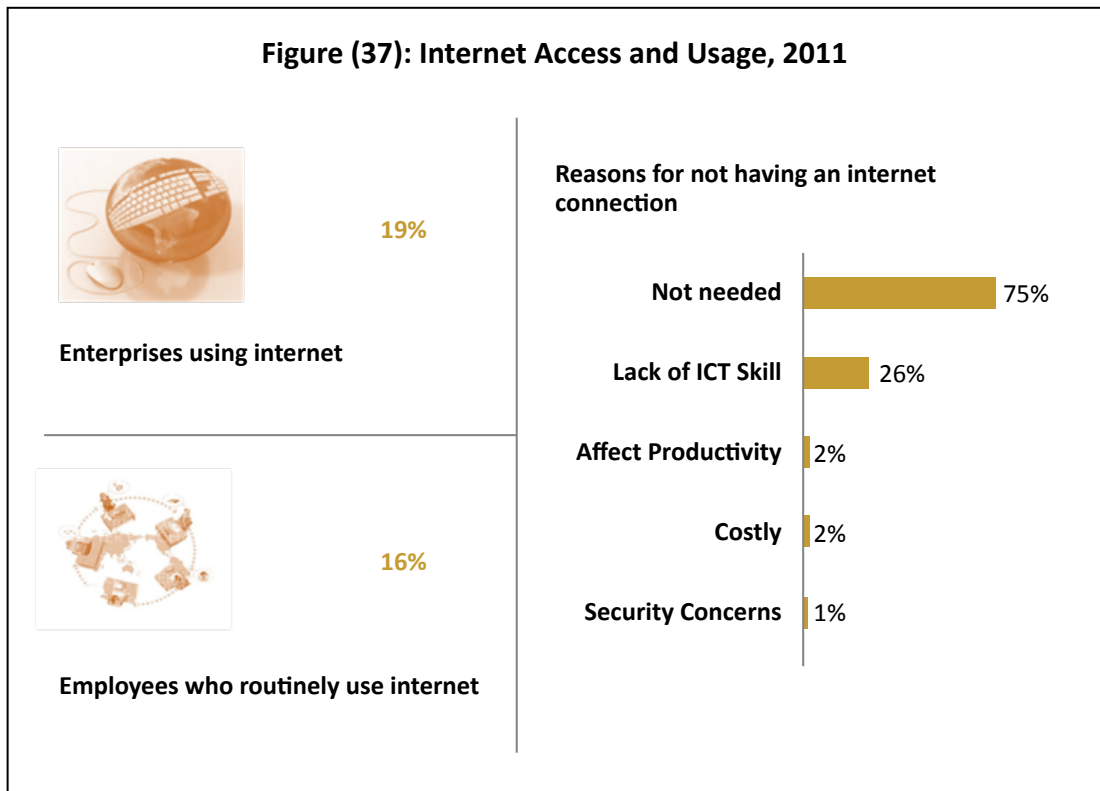
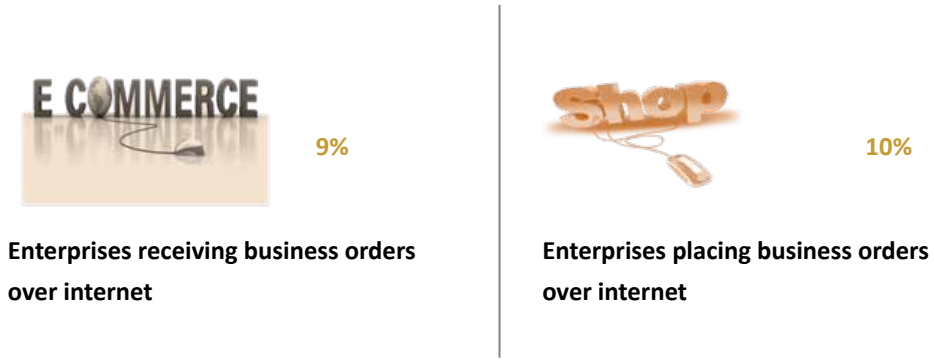


Figure (38): Internet Access & Usage, 2011 (Cont.)



Enterprises using internet by type of access

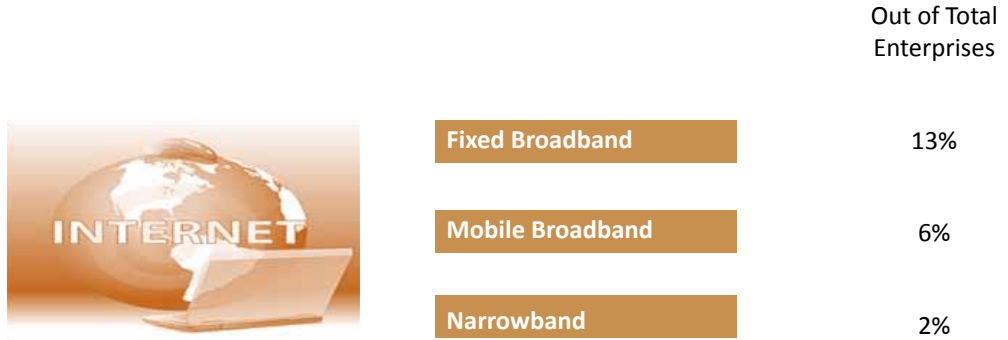


Figure (39): Enterprises Using Internet by Type of Activity, Out of Enterprises that Use Internet, 2011



Figure (40): Web Presence, 2011

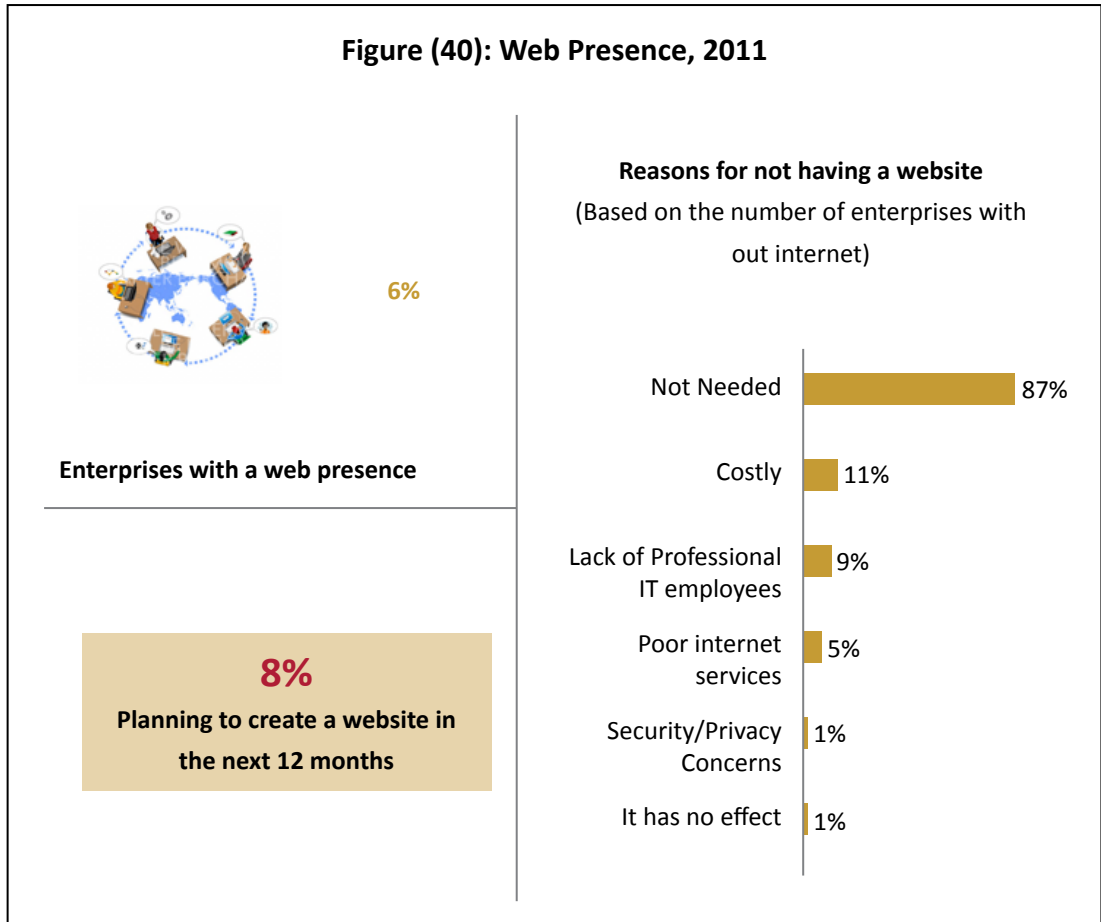


Figure (41): Proportion of Businesses Having a Website, 2011

(Based on the number of enterprises with internet)

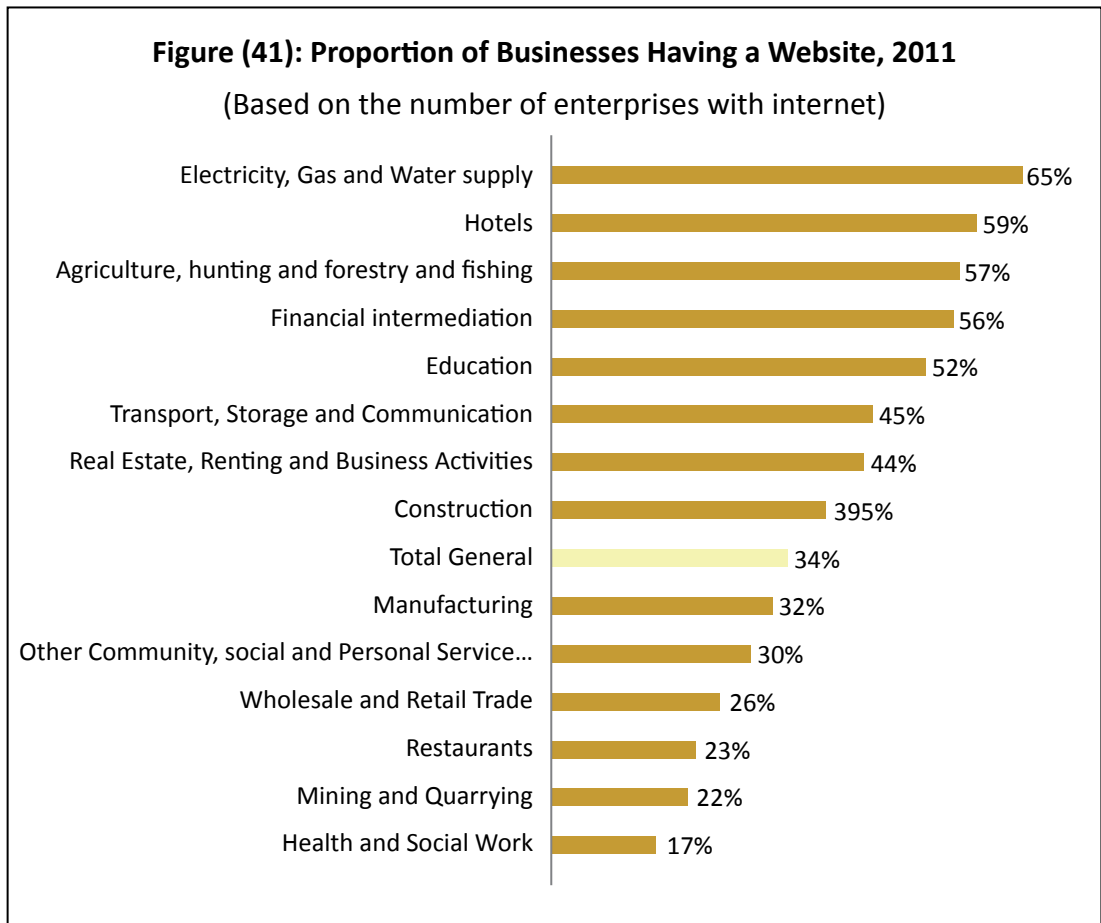


Figure (42): Omani Employees with ICT Skills, 2011

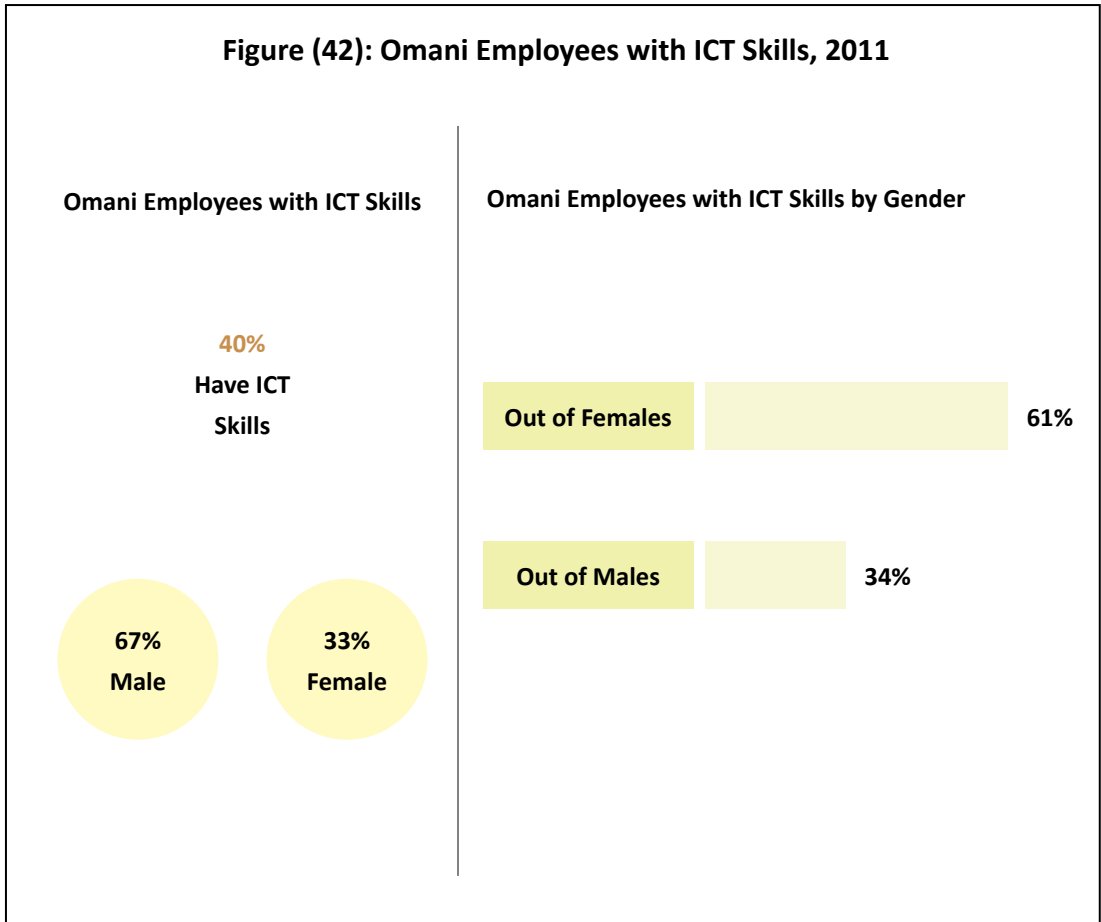


Figure (43): Omani Employees in IT Professional, 2011

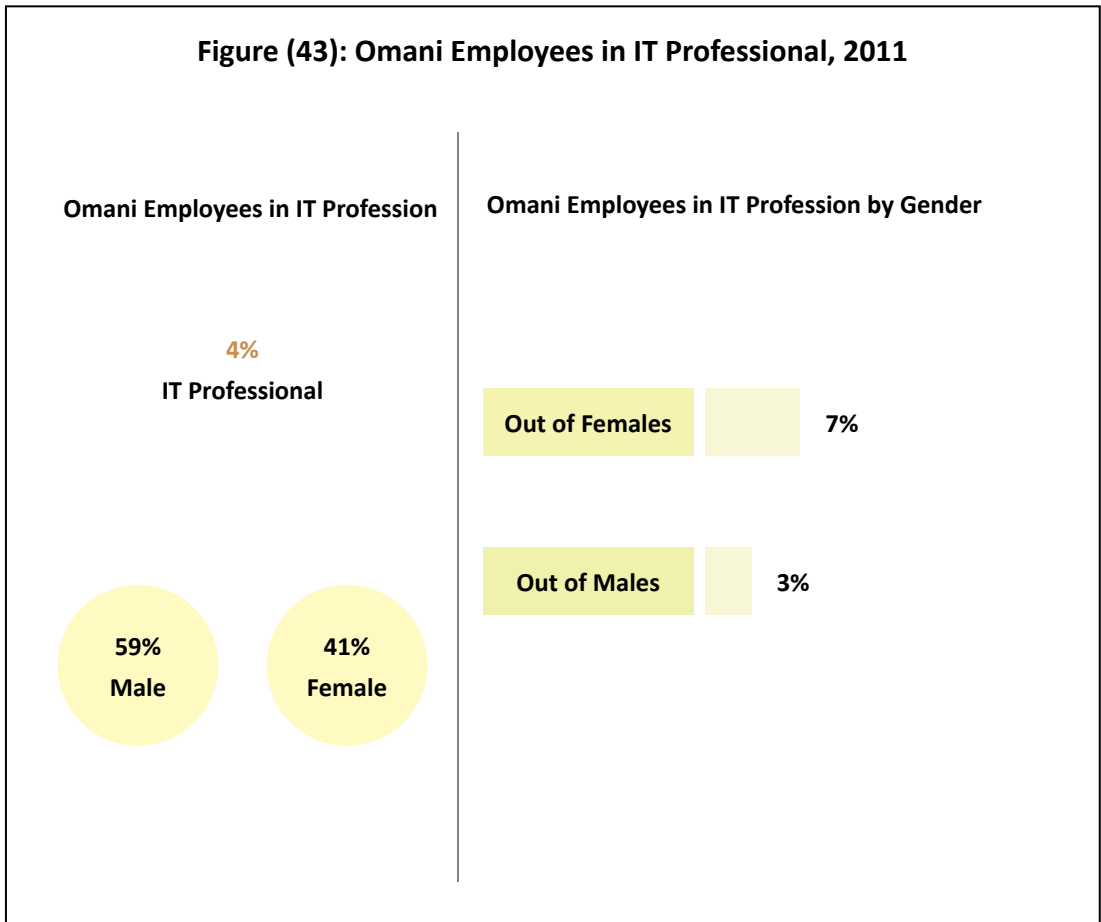


Figure (44): International Comparisons of Proportion of Enterprises Using Computer by Enterprises Size, 2011

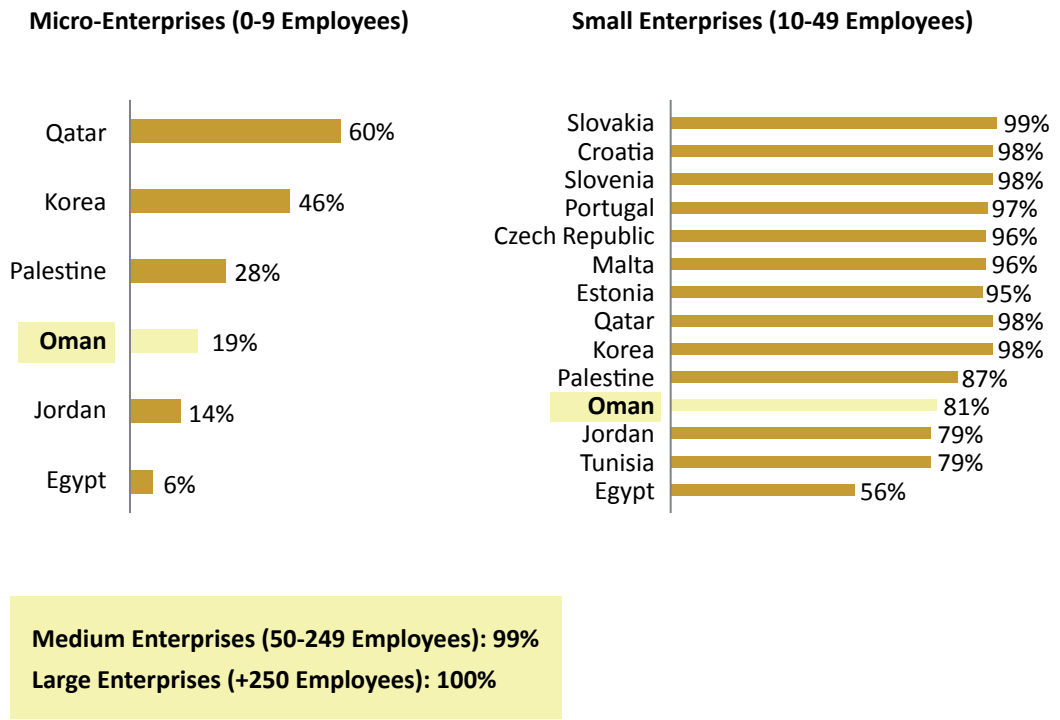


Figure (45): International Comparisons of Proportion of Enterprises Using Internet by Enterprises Size, 2011

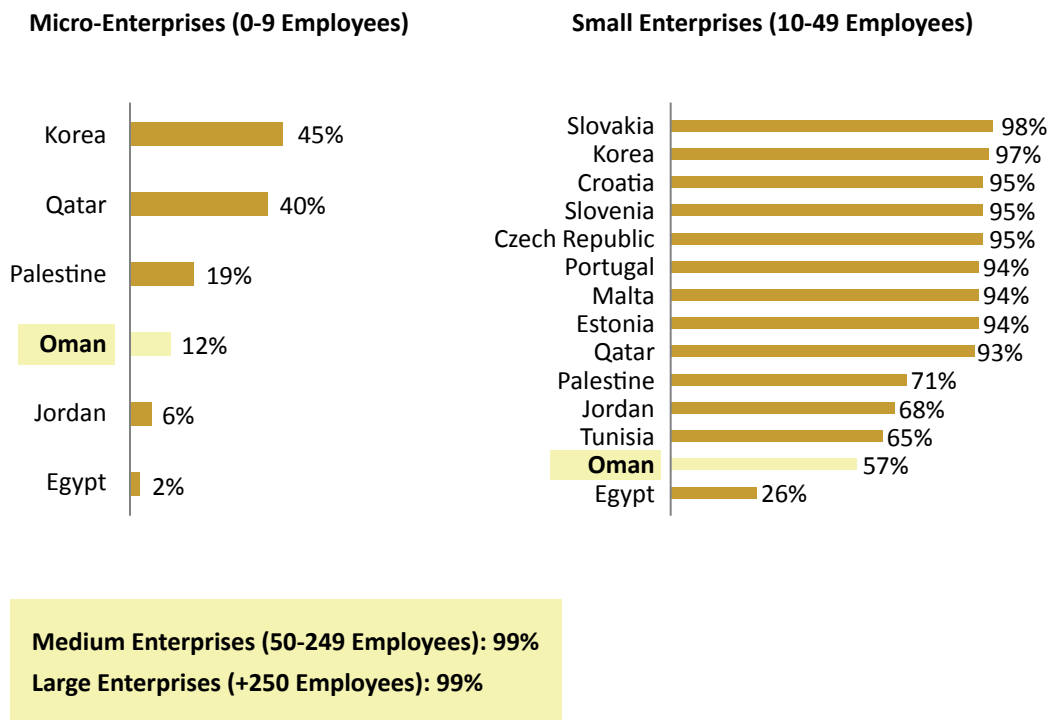
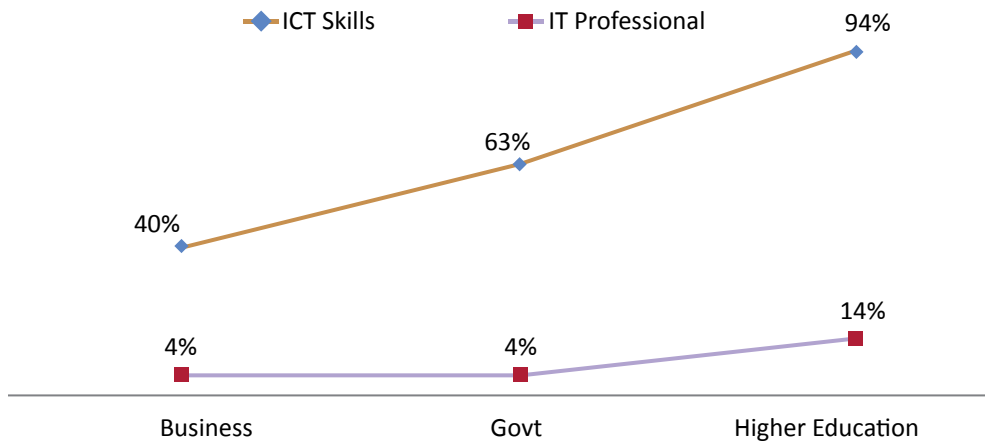
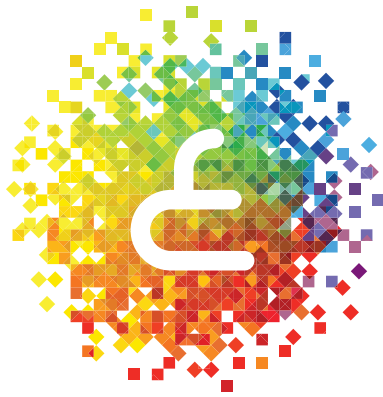


Figure (46): Comparison of ICT Skills and IT Professional among Omani Employees in Business, Government and Higher Education Sectors, 2011





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International Relations and Information Department

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