**12th World Telecommunication/ICT Indicators Symposium (WTIS-14)**

**Tbilisi, Georgia, 24-26 November 2014**

***Presentation***

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**TITLE:** Side-event: ICT Access & Use by Households & Individuals Survey 2013

# "ICT Access & Use by Households & Individuals Survey 2013"

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12th WORLD TELECOMMUNICATION ICT INDICATORS SYMPOSIUM TBILISI, GEORGIA 24-26 November 2014

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## Agenda

- **Introduction**
- **Survey Methodology**
- **Results & Findings:**
  - ✓ Household Indicators
  - ✓ Individual Indicators
  - ✓ eGovernment Services
  - ✓ eCommerce
  - ✓ Feedback on Internet Speed and Price
- **Challenges**

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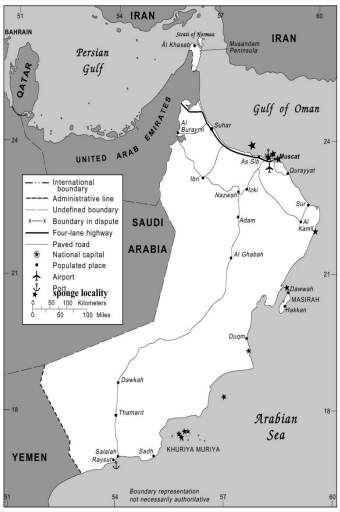
## Sultanate of Oman

| | |
|---|---|
| **Capital:** | Muscat |
| **Time Difference:** | GMT +4 Hours |
| **Area:** | 309,500 sq. km. |
| **Admin. Governorates:** | 11 |
| **Total Population:** | 4,064,660 (Sept. 2014) |
| **Population Density:** | 13/ sq. Km |
| **GDP/ Capita (current US$):** | $ 22,180 (World Bank 2013) |
| **GNI/ Capita:** | $ 25,250 (World Bank 2012) |
| **Currency:** | 1 (OMR.) = $2.58 |

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## Introduction

### Information Technology Authority (ITA)- Oman:

The ITA is set up by the Royal Decree 52/2006 promulgated on the 31st May 2006.

The ITA is the body responsible for implementing the Digital Oman Strategy and eGovernment in the Sultanate of Oman.

### Vision:

To transform the Sultanate of Oman into a sustainable Knowledge Society by leveraging Information and Communication Technologies to enhance government services, enrich businesses and empower individuals.

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## Introduction

**Objectives:**

- To measure Access to and Use of ICT by the Households and Individuals to assist Key Decision Makers and Strategic Planners to formulate initiatives related to ICT in Households and Individuals.
- To assess the digital divide.
- For Benchmarking internationally.

**Implantation:**

- Stand alone
- Outsourced to a local vendor with international Experts

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## Survey Summary

| Survey Characteristics | |
|---|---|
| **Target Population** | All households Individuals 5 years or older. |
| **Domains** | Oman / Governorates |
| **Tabulation Groups** | Urban, Rural |
| **Clustering** | Enumeration Areas (Hillas) |
| **Sample Frame** | 2010 Census Sample Frame |
| **Confidence Level** | 95% |
| **Design Factor** | 2 |
| **Absolute Precision** | 5% |
| **Population Proportion** | 0.5, for maximum sample size |
| **Minimum Sample Size (minimum sample size times 11 Governorates times 2 strata rural and urban)** | 8448 |

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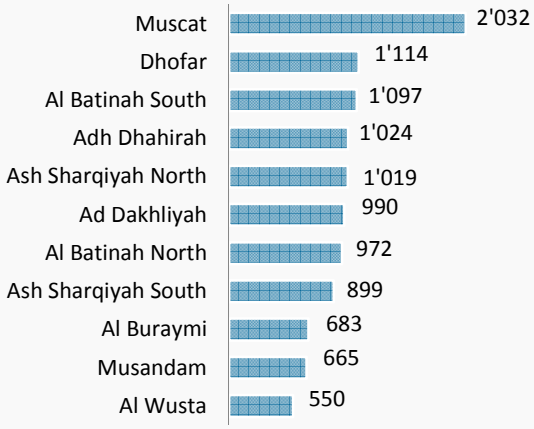
## Survey Methodology

Participating Households - Sample ICT HH&I 2013 Survey

11,045




Total Households (Census Frame List): 399,274

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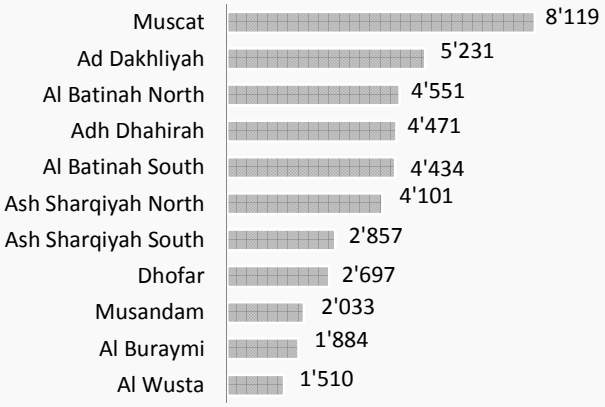
## Survey Methodology

Eligible Individuals - Sample ICT HH&I 2013 Survey

42,696




Total Individuals (Census Frame list): 2,521,633

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## Delimitation of Enumeration Areas

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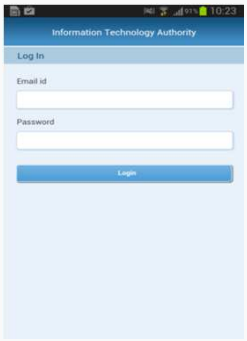
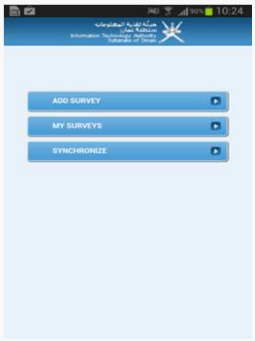
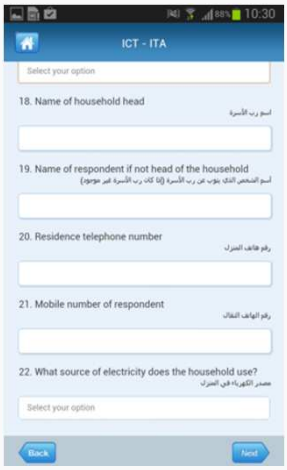
## ICT Tablets & Mobile Application Used

**Feature:**

- ✓ 7” Touch Screen
- ✓ 1.0 GHz Processor
- ✓ Android 4.1
- ✓ WIFI Internet
- ✓ HDMI output
- ✓ 3G Build in
- ✓ GPS Enabled
- ✓ Dual SIM
- ✓ Dual CAM

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## Training

**Training: Supervisors**

**Training: Delimitating EAs**

**Training: Identifying Structures**

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## Fieldwork – with the Head of Household

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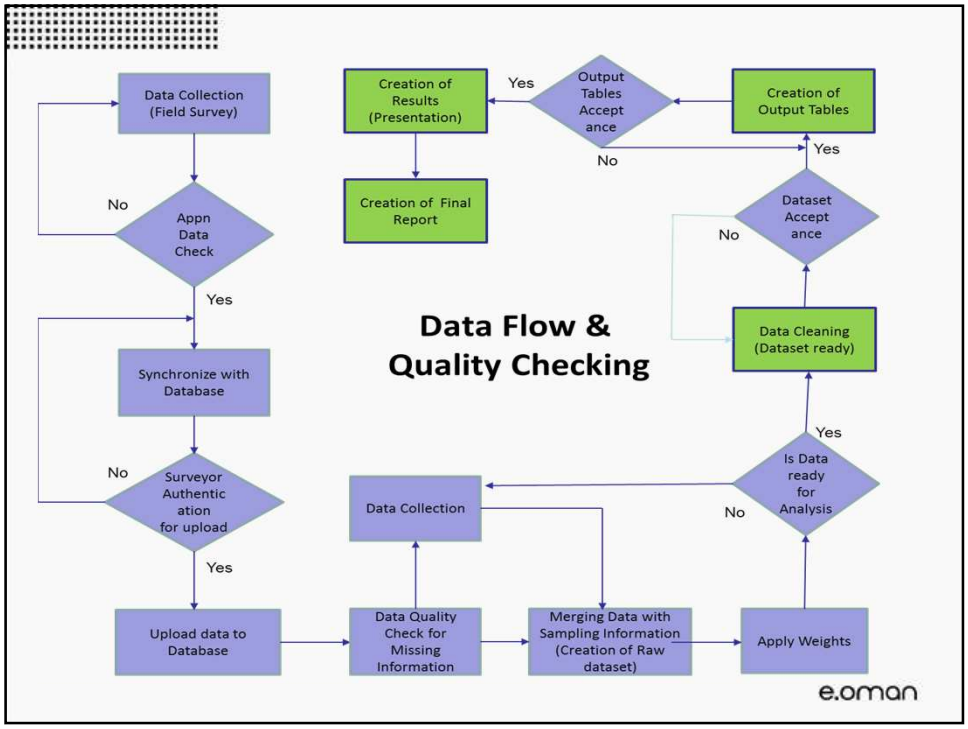

# Results & Findings

- Households
- Individuals
- eGovernment Services/ eCommerce/Feedback on Telecom

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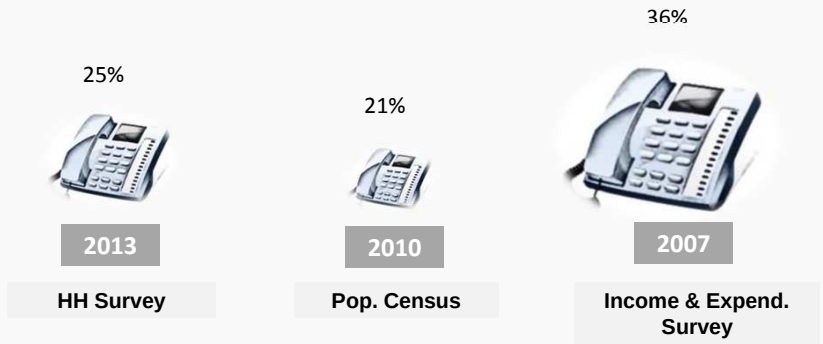
## 1- Households

HH&I -3: Proportion of Household with Fixed Telephone




- Telecom Market Change

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## Cont.. 1-Households

HH&I -3: Proportion of Households with

**96%**

At least One Member Owning a Mobile Phone

**95%**

At least One Member Owning a Smart Mobile Phones

- Smart tech. adoption

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## Cont.. 1-Households

HH&I-4: Proportion of Households with Computer

**83%**

**2013**

**HH Survey**

**37%**

**2007**

**Income & Expend. Survey**

- e.Oman Strategy, 1st Pillar: Society & Human Capital Development
- Training Community Centers: Women, Civil Servants, People with Special needs.
- PC initiative: Higher Education Students, Social Security Beneficiaries & Teachers.

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## Cont.. 1-Households

HH&I-6: Proportion of Household with Internet Access

**80%**

- Two main telecom operators.

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## 2- Individuals

HH&I-5: Proportion of Individuals Using Computer

**80%**

**2013**
**HH Survey**

**53%**

**2010**
**Pop. Census**

**22%**

**2007**
**Income & Expend. Survey**

- Total trained: 125K
- Total certified: 111K

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## Cont.. 2- Individuals

HH&I-7: Proportion of Individuals Using Internet

2013
HH Survey

2010
Pop. Census

2007
Income & Expend. Survey

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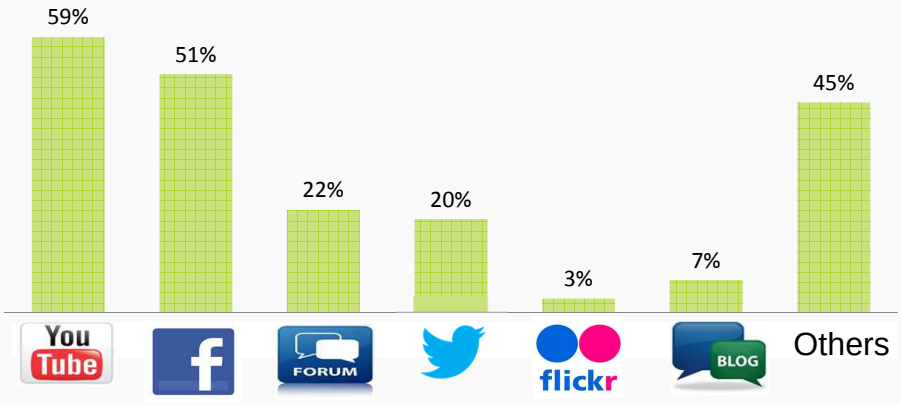
## Cont.. 2- Individuals

Proportions of Individuals Using the Following Social Media Networks

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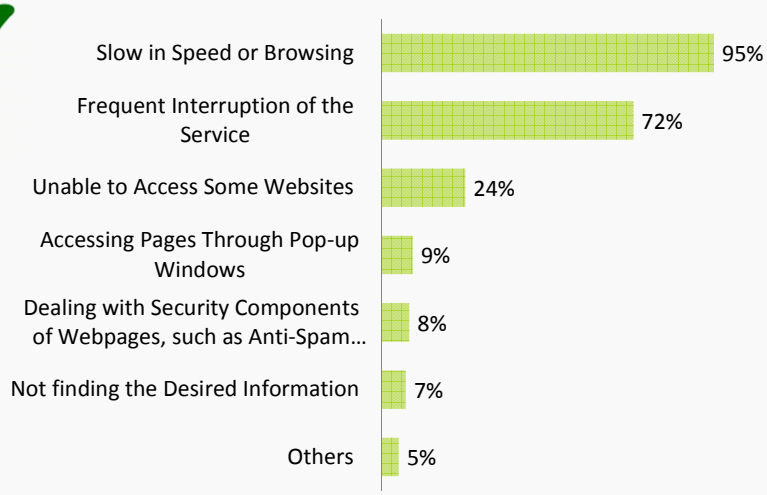
## Cont.. 2- Individuals

Proportions of Individuals Facing any Challenges in Using the Internet in the Last 12 Months

81%

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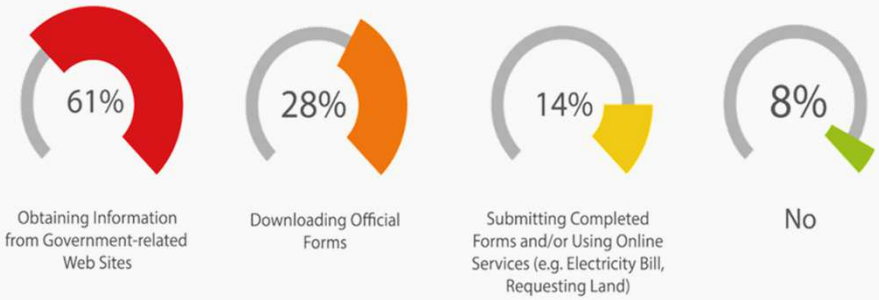
## 3- eGovernment Services

Interaction with Public Authorities or Public Services over the Internet in the last 12 Months for the Following Activities




- Results shared with eTransformation Team.

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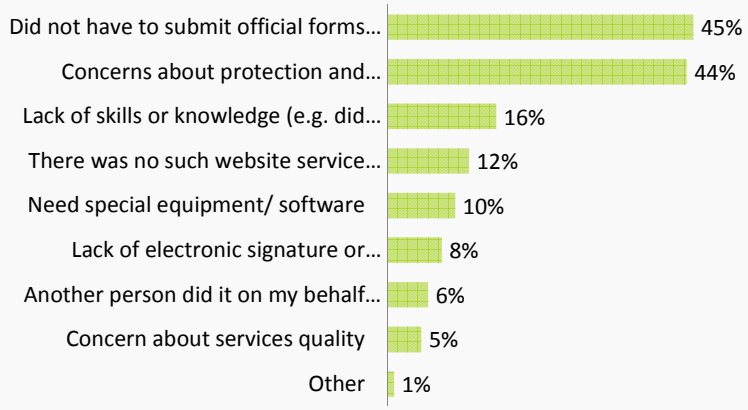
## Cont.. 3- eGovernment Services

Reasons for not Submitting Completed Forms /Online Services to Public Authorities' Websites in the Last 12 Months

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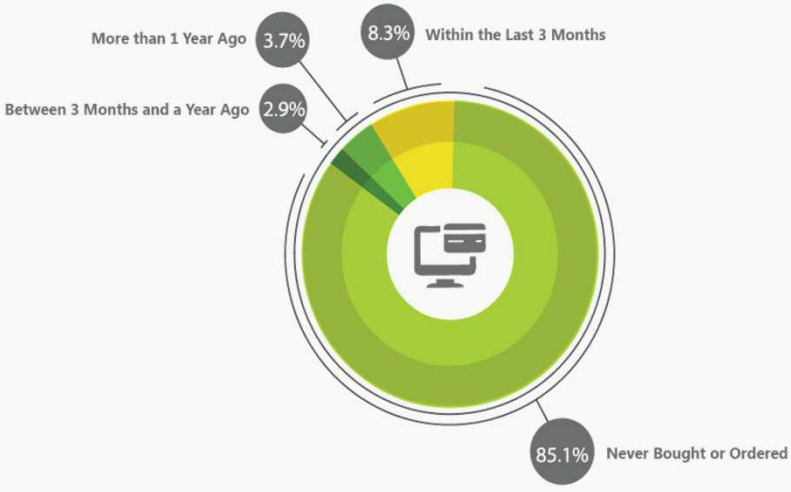
## 4- eCommerce

Proportion of Users Purchasing or Ordering Goods or Services over the Internet




- Achievement of One-Stop-Shop, Final phase (1st Qr 2015).

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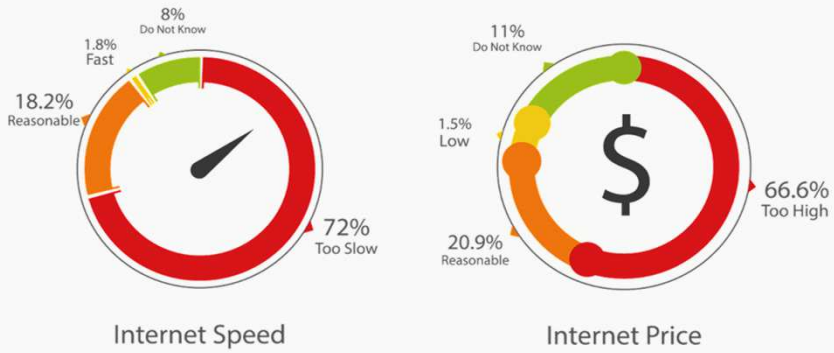
## 5- Feedback on Internet Speed and Price




- Results Shared with TRA.
- Results shared with OBC

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## Challenges

- The use of temporary enumerators does not guarantee sufficient quality of collected data nor of the sampling process. More trained and experience enumerators needed.
- Data validation should be done by experienced team with background knowledge in ICT Statistics to ensure on high quality of data collection.
- Female enumerators are a necessary based on our culture, some individuals refused to be interviewed by male enumerators.
- Households located in the Empty Quarter Desert couldn't be interviewed in the scheduled time.

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- ✓ Survey results are available on our Website: www.ita.gov.om
- ✓ We also have a publication outside on the table.

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# Thank you

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