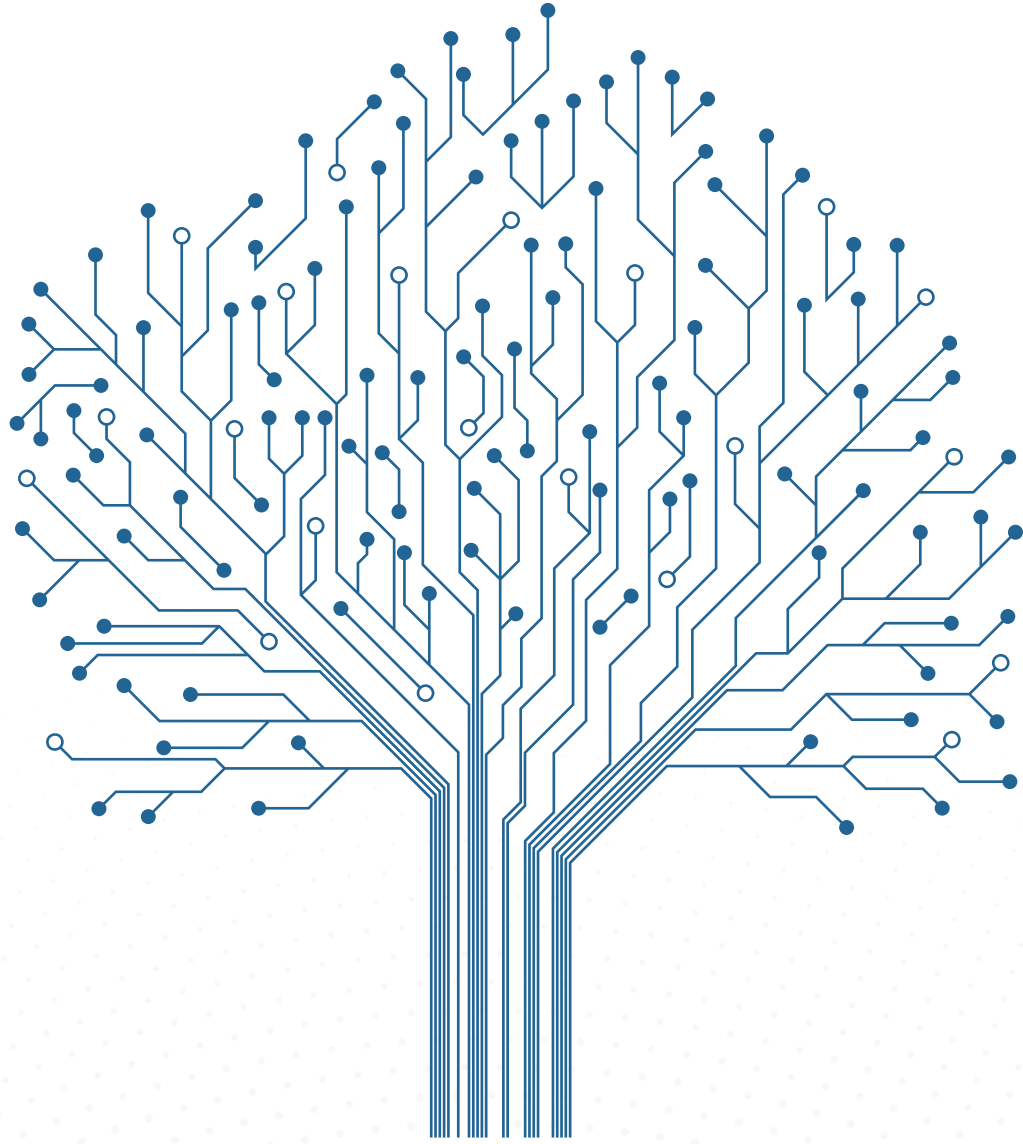




# Measuring ICT Access and Use by Household and Individuals

Brief Report

2019



**CITRA**

الهيئة العامة للاتصالات وتقنية المعلومات  
COMMUNICATION & INFORMATION TECHNOLOGY REGULATORY AUTHORITY



## Executive summary:

During the past few years the Information Communication Technology, ICT, sector has witnessed fast developments; governments around the world have recognized the importance of this sector and the effect it has on the society. Those remarkable developments have a direct impact on the lives of individuals, facilitating ways of living effectively and efficiently.

On this account, the need for accurate and comparable data and statistics on the sector is vital from both the supply and demand side. Household surveys are an important source of collecting this data from the demand side, providing an understanding into two essential areas including Access and Usage of individuals and Household to ICT. Household based surveys are an important tool to monitor a country's development especially with respect to international related development goals including those of the World Summit on the Information Society (WSIS) and Sustainability Development Goals of the UN.

The availability of up to date and correct data allows for a better understanding of this fastmoving sector and provides a solid ground for policy makers to produce better informed decisions and policies.

The Communication Information Technology Regulatory Authority, CITRA, realizes the importance of having such data therefore has created the first "Access and Use" national survey Which was completed on March 2019 for both individuals and Household, relying on the International Telecommunications Union (ITU) direction and manual for measuring ICT access and use.

The principal outputs of this study center around accurate and reliable data for the year 2019 on the Access and Use of ICT in Kuwait by Individuals and Household. The report also includes key recommendations and their expected impact on the development, innovation, and growth of ICT markets in Kuwait.

## Sample Brief :



Data was collected from all governorates in Kuwait in order to have a representative sample



A questionnaire tool was designed based on ITU definitions and standards



The sample size was made of 3,000 individuals and Household



Sample method: Random Sampling



GPS enabled tablets were used to complete the survey and collect the data



The survey was completed via face to face interviews done by 21 researchers



## Key findings Indicators

### Indicators related to access of ICT devices:

99.5%



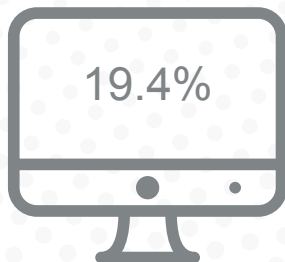
99.5% of Household own smart phones.

84%

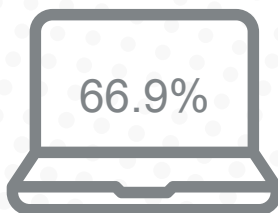


84% of Household own a type of a portable device, such as lap tops and tablets.

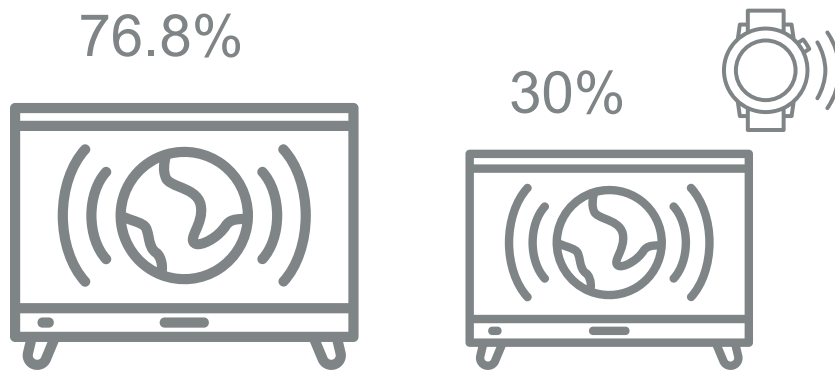
19.4%



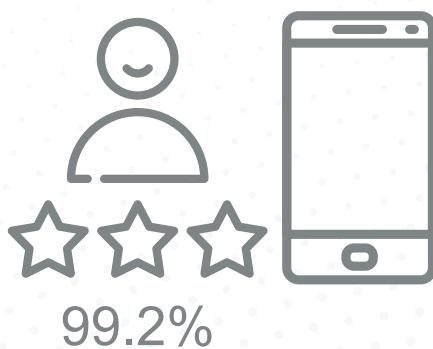
66.9%



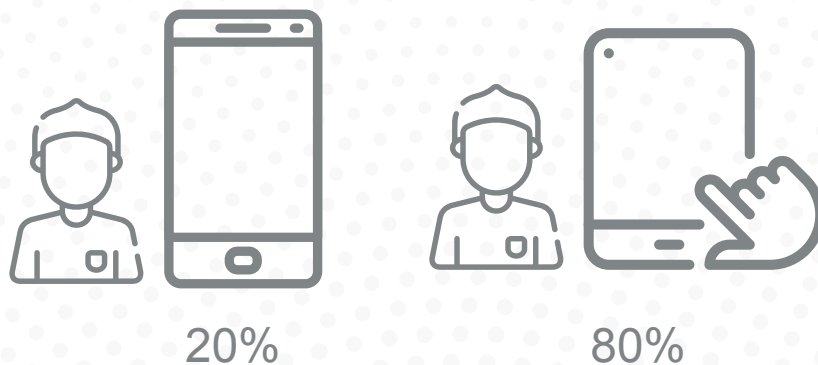
The largest percentage of portable devices owned by household is the laptop with a percentage of 66.9% compared to a personal computer at 19.4% .



76.8% of household own, at least, one type of a smart device: such as a smart T.V. The other 30% of the household own smart devices such as a smart watch that track your movement or smart shoes.



99.2% of the population own mobile phones.



20 % of children under the age of 10 own a cell phone, while the other 80 % percent own smart tablets devices.

## Indicators related to usage of ICT:



97.7% of individuals use the internet on daily basis.

97.7%



96%

Connecting with others by using the internet, such as emails and messages, holds the largest percentage with a total of 96%.



95.1%

95.1% of the society have social media accounts and use them on daily basis.

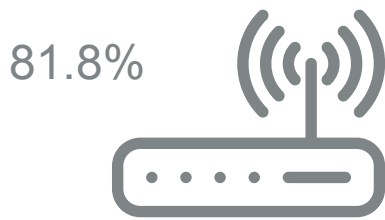


88%

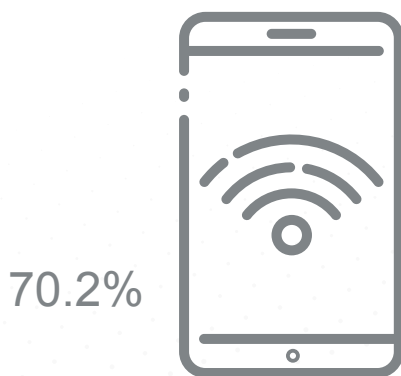


12%

88% of household spend less than 100 Kuwaiti Dinars monthly on communication services and devices; while the other 12% spend more than 100 Kuwaiti Dinars.



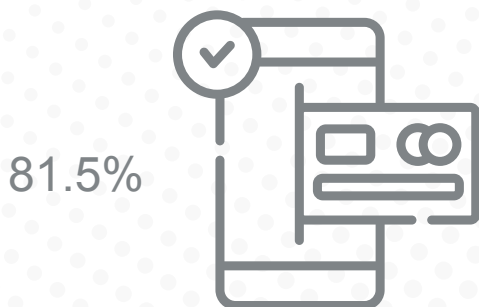
81.8% of the household use internet routers from the Mobile Network Operators, MNOs.



70.2% of household use smart phones Hotspot service to get access to the internet.



58% of household use the internet for online shopping; buying clothing was the highest percentage of online activities with a percentage of 52.3%. After that comes home supplies shopping with a percentage of 42.5%.



81.5% use electronic payment methods for online shopping.



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