



Increase of internet use by Saudis to 91.3% in 2020

Indicators of Information and Communication Technology (ICT) access and usage witnessed a general increase in light of the Covid-19 pandemic, according to the results of the Households and Individuals ICT Access and Usage Survey 2020, which was carried out in the third quarter of 2020, where the most prominent results for individuals were the increase in usage of the internet by individuals during the last three months to reach 91.2%, marking an increase of 2.6 percentage points compared to 2019. The percentage of usage for males reached 92.4% and for females 89.4%, and the percentage was 91.3% for Saudi and 91.1% for non-Saudi individuals. For households, access to the Internet increased during the last three months to 96.8%, an increase of 4 percentage points compared to 2019.

Percentage of individuals' participation (15 years and above) in social networks/professional networks/using social media during the last three months constituted 94.6% of the total Internet users, with close percentage of usage for male and female of 94.4% and 94.8%, respectively. The participation percentage reached 95.0% for Saudi and 94.0% non-Saudi individuals. This was found to be the most common area of internet usage. Percentage of individuals (15 years and above) who purchased goods and services via the internet during the last three months constituted 32.7% of the total Internet users. The results of the survey showed that the percentage of purchases by males was 28.6% and by females was 39.0%, and the percentage constituted 40.8% for Saudi and 21.6% for non-Saudi individuals. Percentage of individuals (15 years and above) who implemented governmental transactions via the Internet during the last three months was 42.2% of the total Internet users, where the results indicated that the percentage of transactions implemented by male individuals was 54.3% and for females was 23.9%, and the percentage reached 49.3% for Saudi and 32.7% for non-Saudi individuals.

Increase of access to computers among households to 64.7% in 2020

The results of the Households and Individuals ICT Access and Use Survey 2020 recorded an increase in the percentage of households that have a computer during the last three months to 64.7%, which constituted an increase in the percentage of computers available to households by 11.3 percentage points compared to the 2019 survey.

Increase of mobile phone usage by Saudi individuals (15 years & above) to 98.0% in 2020

Percentage of individuals (15 years and above) who used a mobile phone during the last three months increased to 98.1%, which constituted a 1.2 percentage point increase in the percentage of individuals using a mobile phone from 2019. These results indicated that the percentage of mobile phone usage among males was 98.9% and for females was 97%, and the percentage of Saudi individuals was 98.01% and for non-Saudi individuals was 98.3%.

Indicator (%)	2019	2020
Internet Access	92.8	96.8
Computer Access	53.4	64.7
Mobile Phone Access	99.3	99.1

Source: Households and Individuals' ICT Access and Usage Survey 2020

Percentage of individuals (15 years and above) who owned a mobile phone during the last three months reached 97.4%, an increase of about 0.6 percentage points compared to the 2019 survey, where the percentage of individuals owning a mobile phone for males was 98.6%, and for females was 95.6%, and the percentage for Saudi individuals was 97.3% and for non-Saudi individuals was 97.4%.

Figure 1. Most Important Households ICT access Indicators

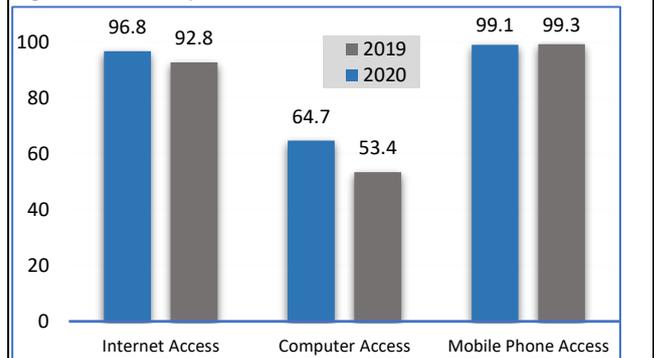
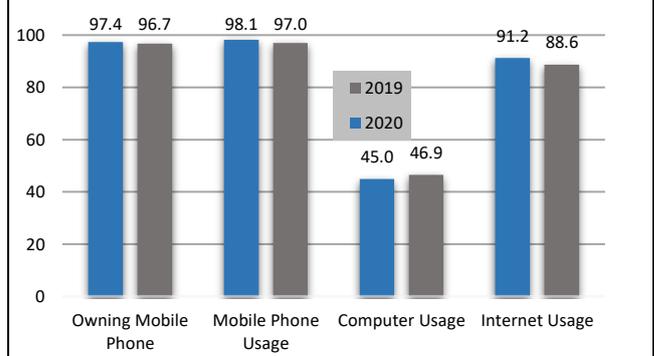


Table 2. Most Important Individuals (15 years and above) ICT Usage Indicators

Indicator (%)	2019	2020
Owning Mobile Phone	96.7	97.4
Mobile Phone Usage	97.0	98.1
Computer Usage	46.5	44.9
Internet Usage	88.6	91.2

Source: Households and Individuals' ICT Access and Usage Survey 2020

Figure 2. Most Important Individuals (15 years and above) ICT access Indicators



Methodology used in the Survey of Access & Usage Households & Individuals to ICT

In all its statistical works, GASTAT operates according to a standard work methodology that is consistent with nature of each statistical product. Thus, it relies on the Statistical Work Procedures Guide that is compatible with work procedures adopted by international organizations. The statistical product passes through eight basic stages in addition to a ninth stage represented in the stage of comprehensive "management". The first three stages (scope, design, and organization) are participatory stages between GASTAT and its customers who are data users from development entities. The fourth stage (data collection) is a participatory stage between GASTAT and the statistical community, whether households or establishments, to complete data and information. The remaining stages are statistical stages (tabulation, review, and publication) carried out by GASTAT. After that, in partnership with the customers again, the eighth stage (assessment) takes place. As for the (management) stage, it is an administrative and organizational stage that enters all stages. These stages are applied to the Survey.

[Table - Methodology](#)