



الهيئة العامة للإحصاء
General Authority for Statistics

Bulletin of Households and Individuals' ICT Access and Usage Survey

2019



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Introduction:

As part of GASTAT's surveys, GASTAT is working on Individuals and Households' ICT Access and Usage Survey 2019 to be the first survey that GASTAT carries out concerning information and communications technology as part of knowledge Statistics. This definitely displays GASTAT recognition of the importance of information and communications technology (ICT) and its modern technologies.

The information and communications technology witnessed major developments in the recent years represented in the high speed and variety of such services either in Saudi Arabia or at the international level. Information and communications technology has become one of the key pivots of development in all sectors and one of the major factors in measuring nations' progress. Modern communications played a paramount role in bringing out a major leap all over the world as it enabled all societies (represented in their governments, establishments, and individuals) to communicate and exchange information readily till such technologies has become one of the daily necessities for all societies.

Using ICT by individuals and households is crucial, especially when they benefit from the technology of this activity, which is the most important pillar of the developed world's economy.

Providing statistics and data on the information and communications technology has become an integrated part of decision-making. To cope with international initiatives and developments, providing data has become a must. Providing data can be accomplished through conducting field statistical surveys that enhance utilizing this activity on the international level, and through providing statistics that are internationally and regionally comparable in accordance with internationally accepted standards and concepts.

In this regard, GASTAT would like to express its thanks and gratitude to all contributing partners and households, without whom this survey would not be released. GASTAT welcomes any suggestions and comments on this release on (info@stats.gov.sa) as they may collaborate in the improvement of its coming releases.

Allah is the Arbiter of Success,

General Authority for Statistics



Data sources

Data depend on the field survey of households (individuals and households' ICT access and usage survey) which is conducted periodically every year. It is a household field survey that is categorized under (Knowledge Statistics) where information are collected through visiting the selected sample of households withdrawn from the 2010 census framework representing all households in all administrative regions of Saudi Arabia. However, an electronic questionnaire that includes a number of questions must be completed as well. This bulletin provides estimates and indicators that enable beneficiaries to draft a strategic vision that could improve ICT sector in Saudi Arabia. The results, including all statistics and indicators, will also fulfill the local, regional, and international needs. The main purpose of this survey is founding a wide database that can be used as a reliable base for research and studies conduction. It can also provide new and recent indicators of the households and individuals ICT access and usage, which helps decision makers to recognize any updates in the information technology sector, in addition to the individuals' behavior regarding the use of communication means at home, which enables decision-makers and policy-makers to make optimal plans.



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Objectives:

- 1) This survey aims at providing updated data and indicators about the individuals and households' ICT access and usage in a way that helps decision and policy makers to identify the following:
 - The availability of information and communications technology devices availability by households.
 - Households 'ICT access.
 - The availability of using information and communications technology by individuals.
 - Age groups who use ICT.
 - Educational status of individuals who use ICT.
 - Occupational status of individuals who use ICT.
 - Recognizing the fields in which individuals utilize information and communications technology.
 - Identifying the reasons of not being able to access information and communications technology.
 - The places where individuals use information and communications technology.
 - Difficulties that individuals face while using information and communications technology
 - Identifying the reasons of not utilizing information and communications technology.
 - The availability of households 'postal services use.



- 2) Finding a wide database to be used as a reliable reference when conducting studies and research in the field of information and communication technology for individuals and households.

Moreover, it has been confirmed that the published statistics would contribute in fulfilling the requirements of Saudi Vision 2030. In addition to other international requirements represented in measuring the sustainable development goals SDGs.

Terminologies and concepts

❖ Information and Communication Technology (ICT) :

A description of the tools and methods of IT access. It also refers to being able to recall, save, organize, and process data. Moreover, it describes the means of information display and exchange through manual and electronic methods. Some of the IT tools are: computers, scanners, digital cameras, telephones, faxes, CDs, and software such as the database system, and multimedia applications.

❖ ICT Access and Usage:

It is important to differentiate between what we mean by accessing ICT and using ICT. ICT access refers to the availability of such technology to the household.

On the other hand, ICT usage refers to the actual usage of ICT by one or more members of the household either inside the dwelling units or elsewhere.

❖ Television:

Television is a device that receives TV broadcast signals using common access means such as over the air, central cable, or satellites. The television is usually a separate set or integrated with other devices such as computer or cell phone.

❖ Radio:

It is a device that receives radio signals using general frequencies such as: LW, AM, FM, SW. The radio can be a separate device or integrated with another device such as an alarm clock, Walkman, cell phone, or a computer.

❖ Computer:

The computer includes a desktop computer, laptop, or a tablet. It does not include devices that are equipped with integrated computerized tools such as smart televisions or smart phones.

❖ Desktop computer:

A computer that is fixed to one place. User sits usually in front of the computer and uses the keyboard.

❖ Laptop:

A portable small sized computer that performs the same tasks as the desktop computer. It includes small computers such as "Notebook", but does not include tablet computers and other similar hand-held computers.



❖ Tablet:

A computer integrated in the touch flat screen. The user touches the screen instead of using the regular keyboard.

❖ Cell phone:

It uses a cellular technology that permits access to the public switched telephone network (PSTN). It includes digital and cellular symmetry technology such as Universal Mobile Telecommunications System (UMTS) 2000 of the 3rd generation, and 4th generation, and Advanced Mobile Systems. Subscribers are of two types: Prepaid or postpaid (bill) subscribers.

❖ Smart cell phone:

A phone that enables the user to surf the Internet, check e-mail, open office files, and it contains a complete keyboard. It is also defined as the phone that uses one of the following operation systems: Windows phone, Symbian and its affiliated programs, Lennox and its affiliated programs, and BlackBerry. Smart phones do not differ from laptops or personal computers. All smart devices are composed of two integrated parts: hardware (the physical part), and Software (the programming operation system).

❖ Regular cell phone:

A phone that provides the user with the service of making or receiving phone calls, and sending SMS or media messages.

❖ Internet:

The Internet is a giant computer network consisting of smaller networks, so that anyone connected to the Internet can roam in this network and get all the information in this network (if allowed to do so). It is also a way of communication and exchange of information between different individuals and institutions. Internet access can be accessed by telephone, broadband, digital line and E-mail.

❖ Digital subscriber line (DSL):

A technology that connects high broadband to dwelling units and small economic establishments via traditional copper phone lines.

❖ USB, Portable Modem:

The device that transmit digital signals issued from a computer or a digital device or another to symmetric signal of a telephone line, and it removes the formation of the received symmetric signal and transform it into a digital signal to the digital device.

❖ Mobile Phone Packages:

Different products with different components (duration of the phone call, number of messages, internet flow...) and different prices. They are provided by various telecommunication companies in a certain country or region.

❖ Optical Fibers:

Flexible tiny optical wires that carry data in the form of light. This technology is characterized with extreme speed and it allows making use of utmost speed on the line with a speed larger 60 times than that of DSL.

❖ **Mobile Network:**

A communication network in which the last connection is a wireless one. The network is distributed on land areas called cells, each one operates at least one transmitter or receiver. This network usually has three sites or transceivers stations. These stations provide the cell with a network coverage that can be used to send data, sounds, and others. The cell usually uses different sets of frequencies from the surrounding cells in order to prevent overlapping and provide high-quality service inside each cell.

❖ **Wireless Network Wi-Fi:**

Wi-Fi network is the brief form of Wireless Fidelity. This network can be accessed by using radio waves without wires. An example of Wi-Fi usage is joining an internet network in any place without using wires.

❖ **Wired Network:**

Networks are classified according to the way of connection. It is called a wired one when the devices are connected with each other via braided copper cables, optical fibers, and other connecting cables.

❖ **Broadband:**

A general term that refers to a signal or a communication device that uses a wider broadband in comparison with a regular signal or normal device. The movement capacity is higher when the broadband is wider. In data communications, this term refers to the rate of transferring data, which is not less than 256 Kbit/s.

❖ **Kbit/s (Kbit/s or kbps):**

Kilobyte per second (one kilobyte/second is 1000 bytes/second) a data unit = 1024 bytes. One byte represents 1 or 0 in Binary Digit system, or "true" or "false" in Logic system.

❖ **Megabyte MB:**

The megabyte is a multiple of the unit byte for digital information. Its recommended unit symbol is MB. The unit prefix mega is a multiplier of 1000000 (10⁶) in the International System of Units (SI). Therefore, one megabyte is one million bytes of information.

It is widely used to refer to the data transmission rates in computer networks or communication systems. The network transmission rate and download speed usually use MB as a transmission unit.

❖ **Fixed Telephone Line:**

It refers to the telephone line that connects the user device (a telephone or a fax) to the public switched telephone network PSTN, which has a specific port on the telephone exchange.

❖ **E-Waste:**

E-waste is a popular, informal name for electronic products nearing the end of their "useful life." Fixed phone, Mobile phone, Computer, laptop, tablet and television).

❖ **Storage:**

When the household does not need or use any device or equipment but it still keeps it in its dwelling.

❖ **Waste Container:**

The container used for home wastes disposal. These wastes are collected by companies/institutions responsible for wastes collection.

❖ **Recycling:**

The recycling of E-wastes to produce new material that can be used in other fields.

❖ **Given or granted to other:**

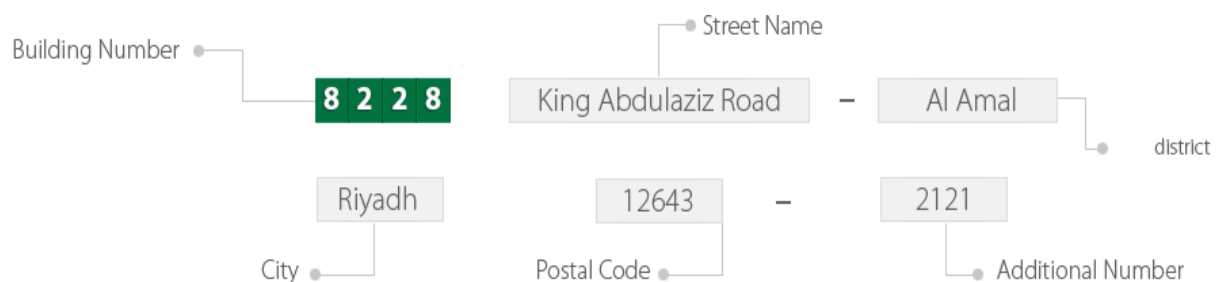
When the household does not need any device or equipment, it gives it to others (individuals who do not belong to the household).

❖ **Mail Box:**

Mailbox is a metallic box that is hanged on the wall outside of the establishment for the purpose of exchanging messages. It is also known as: An address dedicated for an individual or a given agency, and it is placed in a place called (post office). The owner or owners of the mailbox have the right to use it in sending and receiving messages, envelopes, and parcel posts in return of paying a specific sum of money in case of renting the mailbox. The rent of the mailbox in such case shall be in accordance with the provisions indicated by the country to which the post office is affiliated.

❖ **National Address:**

It is a unified national address all over KSA. The address is created by Saudi Post in accordance with standard technological specifications to facilitate identifying sites. This is accomplished through establishing a modern addressing communication system that represents the base for e-government applications and e-commerce activities. The address consists of three main parts: Postal Code, Building No., and additional No as clarified in the following figure:

❖ **Social Media:**

Websites aiming to connect a group of individuals or establishments worldwide. Some of the social media services are: ability to chat with others in writing, verbal communication, and visual communication. Some of these networks are (Twitter, Facebook, Instagram, Snapchat ...etc.)

❖ **E-mail:**

It is a tool that enables network local and international users to exchange messages, texts, and attachments from one computer to another inside or outside the establishment.



❖ Blog:

Blog is a discussion site or an advertisements site on the World Wide Web and consists of posts ordered chronologically from the recent to the older.

❖ Government E-services:

A system adopted by governmental entities by using internet to connect their devices with each other. It is also used to link the entity services with other establishments and the public in general. By using these services, individuals and establishments can access any information easily, in a way that would create a transparent, quick, and accurate relationship for a high quality performance.

**Indicators and its calculation formula:**

Indicator	Description of indicator or calculation methods
Percentage of households by the availability of television sets at the administrative regions level	By asking the households in the survey sample about the availability of a television set. Then, the percentage of households having a television set is determined (number of households with a television set in the administrative region, out of the total households in each administrative region in the survey sample)
Percentage of households by the availability of computers at the administrative regions level	By asking the households in the survey sample about the availability of a computer. Then, the percentage of households with a computer is determined (number of households with a computer in the administrative region, out of the total households in each administrative region in the survey sample)
Percentage of households by the availability of internet access at the administrative regions level	By asking the households in the survey sample about the availability of internet access. Then, the percentage of households with internet access is determined (number of households with internet access in the administrative region, out of the total households in each administrative region in the survey sample)
Percentage of households by the availability of Television sets and nationality	By asking the households in the survey sample about the availability of a TV set by nationality. Then, the percentage of households with a TV set is determined (number of Saudi households with a TV set out of the total Saudi households in the survey sample, and the same is applied on non-Saudis)
Percentage of individuals (15+) using ICT by gender	By asking the individuals (15+) by gender in the survey sample about the ICT usage. Then, the percentage of individuals using ICT is determined (number of males using ICT out of the total males in the survey sample, and the same is applied on females)
Percentage of individuals (15+) using ICT by age groups	By asking the individuals (15+) by age groups in the survey sample about the ICT usage. Then, the percentage of individuals using ICT is determined (number of individuals who use ICT by age groups out of total individuals in each age group at the survey sample)
Percentage of individuals (15+) using ICT by educational level	By asking the individuals (15+) by educational level in the survey sample about the ICT usage. Then, the percentage of individuals using ICT is determined (number of individuals who use ICT by educational level out of total individuals)



	of each educational level at the survey sample)
Percentage of individuals (15+) using ICT by occupational level	By asking the individuals (15+) by occupational level in the survey sample about the ICT usage. Then, the percentage of individuals using ICT is determined (number of individuals who use ICT by occupational level out of total individuals of each occupational level at the survey sample)
Percentage of individuals (15+) using computers by activities	By asking the individuals (15+) by administrative regions in the survey sample about the ICT usage. Then, the percentage of individuals using ICT is determined (number of individuals who use ICT by administrative regions out of total individuals in each administrative region at the survey sample)
Percentage of individuals (15+) using computers by activities	By asking the individuals (15+) in the survey sample about the activities they are performing through computers. Then, the percentage of individuals using computers by activities is determined (number of individuals who performed the first activity through computer out of total individuals who use computers at the survey sample)
There are many indicators and data that can be found in details on the publishing tables	



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Coverage:**1. Spatial coverage:**

The Individuals and Households ICT Access and Usage Survey covers data related to households in all 13 administrative regions of the Kingdom of Saudi Arabia, which are: Riyadh, Makkah, Madinah, Qassim, Eastern Region, Asir, Tabuk, Hail, Northern Borders, Jazan, Najran, Al-Baha, and Al-Jouf. A scientifically selected sample is visited in each region representing households of that region.

2. Temporal coverage:

- The metadata of the household, the housing characteristics, and data of household ICT access are referred to the time during which the household was visited.
- The household members' characteristics such as marital, educational, and occupational status are referred to the week preceding the household visit.
- Data of E-waste and postal services are referred to the last (12) preceding the household visit.
- Data of individuals use of cell phone, computer, and internet are referred to the last (3) months preceding the household visit.



Used statistical classifications:

The data of the bulletin is based on:

- **Saudi Occupation Classification.**
- **National Guide**

Sample selection:

Survey's sample was selected by identifying 24,000 households to represent the survey's community at Saudi Arabia's level, which are distributed as follows:

Administrative Region	No. of Households	Administrative Region	No. of Households	Administrative Region	No. of Households
Riyadh	3765	Asir	1635	Najran	1155
Makkah Al-Mukarramah	4350	Tabuk	1320	AL-Baha	1080
Al-Madinah Al-Munawwarah	1665	Hail	1185	AL-Jouf	1200
Qassim	1185	Northern Borders	1185	Total	24000
Eastern Region	3000	Jazan	1275		



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Sampling units:

The primary sampling units are the enumeration areas. They are sampling units that are withdrawn during the first stage of the survey sample design. However, the (households) are considered secondary or final sampling units. They are withdrawn during the second stage of the survey sample design. Each secondary sampling unit is considered part of the primary sampling units.

Data collection tools:

Field data questionnaire:

The survey questionnaire was designed and prepared by specialists of Individuals and Households ICT Access and Usage Survey at the General Authority for Statistics. International recommendations, standards, and definitions have been taken into consideration. The questionnaire has been



also reviewed by specialists and experts in the field of individuals and households ICT access and usage. It has been also reviewed by related entities to take their comments and feedbacks. The questions have been written in a scientific way to be asked in a unified way by researchers.

The questionnaire has been divided into nine sections according to subject to increase its quality , so that it could achieve the technical requirements of the field work stage:

Household metadata	Dwelling characteristics	Data of household's ICT access	E-waste
Data of households' postal services	Household members general characteristics	Data of individual's cell phone ownership and usage	Data of individual's computer usage
Data of individual's internet usage			
The full version of the questionnaire can be viewed and downloaded via: https://www.stats.gov.sa/sites/default/files/stmr_msh_nfdh_wstkhdm_tgny_lmlwmt_w_ltslt_2019m.pdf			



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After being approved, the questionnaire has been transferred into an electronic version to be used on the developed data collection system by using tablets devices, which have the following features:

- 1- Ability to allocate the field researcher work area (survey sample).
- 2- Ability to reach the sample (the household) by using maps on tablets.
- 3- Completing data with high quality by using data auditing and transfer rules (to automatically discover the entry errors and non-logical inputs once data are completed).
- 4- Facilitating communication between supervising categories by sending and receiving comments and notes to and from researchers.

Data collection method:

- Candidates working as field researchers were selected according to a number of practical and objective criteria related to the nature of work.



- All candidates (GASTAT staff and collaborators from some government entities) were well trained through special training programs.
- Direct communication method was adopted in data collection and completion. The statistical researcher visited households included in the survey's sample by using the coordinates registered in the tablets and the maps; he introduced himself, and showed the official papers. He also explained the reason behind his visit, presented an overview of the survey and its objectives, and completed the questionnaire electronically.
- All field researchers used tablets to complete survey questionnaire data based on the time reference specified according to the number of household members and their demographic, social and economic characteristics.
- All Field researchers in different regions of the Saudi Arabia used the "synchronization" feature available on tablets to upload and transfer the household data directly to the database associated with it at the headquarters of GASTAT, where it is stored in a specific format for review and subsequent processing.
- (Auditing rules) are applied electronically to ensure the consistency, accuracy and logic of the data on Individuals and Households' ICT Access and Usage Survey. This is done through an (electronic bases that detect the discrepancy of answers). These bases were built by linking the logical relationship between the answers of the questionnaire and its variables to help the field researcher to detect any error directly when completing data with the informant. These bases will not allow the passing of errors if the answer conflicts with another information or answer in the questionnaire.
- The data collected was verified by reviewing the data through the same field researcher, his inspector and the supervisor on the survey in the supervision area. All the work areas were subjected to a process of monitoring and reviewing from the data quality room at the headquarters of GASTAT. This room also monitors and controls the performance of all working groups in the field in synchronization with the time of the data collection process implementation from the first day to the last day.



Preparation and review of results:

After reviewing the collected data of Individuals and Households' ICT Access and Usage Survey, calculations were made and results were extracted. Outputs were uploaded and stored on the database as well. In addition, final revision was done by specialists in the Department of Knowledge Statistics by using the latest technologies and software which were designed for revision and auditing purposes.

Publication of data:

First: Preparation and Process of the Results Designed for Publishing:

During this stage, GASTAT downloaded the data results from the database of Individuals and Households ICT Access and Usage surveys. Then, publishing tables and charts of data and indicators, metadata, and methodology were all prepared and processed to be published in both languages English and Arabic.

Second: Preparing Media Kit and Announcing the Date of the Release:

The publication date of the bulletin is already set up by GASTAT on its official website at the beginning of the Calendar Year. During this period, the Authority is preparing the media kits to announce the date of releasing the bulletin through media, in addition to its various platforms in social networking sites. The bulletin will be published firstly on GASTAT's official website in different formats, such as Excel format to be easily reached for all clients and those who are interested ICT access and usage in general. It will be uploaded on the website's statistics library as well.

Third: Communicate with the clients and provide the bulletin to them:

GASTAT believed in the importance of communication with the clients, therefore, once the bulletin is released, GASTAT will communicate with the clients and provide them with the bulletin. GASTAT will receive the questions and enquiries about the bulletin and its results through its various channels. Requests and enquiries are received through:

- GASTAT official website www.stats.gov.sa
- GASTAT official e-mail info@stats.gov.sa
- Client support's email cs@stats.gov.sa



- Visiting GASTAT head office in Riyadh or in one of its branches in Saudi Arabia.
- Official letters
- Statistical help line (920020081)

Applied quality procedures:

Individuals and households' ICT access and usage survey goes through a number of technical quality procedures to ensure data quality resulting from this survey, which are:

1. Using the assessment of previous surveys to monitor the strengths and weaknesses in the implementation of the survey and improve the procedures of statistical data collection.
2. Training and testing researchers to guarantee data access in a way that conforms with the survey objectives.
3. Testing the electronic tools used to collect data to make sure that data are safe and protected during all survey stages.
4. Reducing the respondent burden by using appropriate statistical methods.
5. Publishing results according to the previously specified dates.

In addition to a number of other procedures implemented by data quality room at GASTAT during field data collection:

Data Quality Room:

An operations room that synchronously works with the field works of surveys. It is equipped with electronic monitoring tools and tracking screens used by observers and quality specialists to review the consistency of data and to detect errors and extreme values during the data collection process in the field. This is done by immediately following up what is being filled out by the field researcher. However, this Room is responsible for checking the researchers' commitment to the survey's instructions during the visit, and the correctness and logicity of the data. It also ensures implementation of the visitation plan of households or establishments, and reviews some important indicators of the survey to ensure the data accuracy. The main tasks of the Data Quality Room are :

- Reviewing the collected data and sending notes to the field operating teams of different levels through an automated desktop system that is linked with the tablets of the researchers, so they can access the feedback quickly at their working locations.
- Making phone calls with the households in order to ask some questions of the form to check the accuracy of data completed by the researcher, and his commitment to the instructions during the visit. Also, to



obtain the missing data that have not been received yet, and to thank the households' heads for their cooperation.

- Answering field inquiries received from field researchers or households' heads.
- Checking the form completion location by matching its coordinates with the registered ones in the sample file.

Beneficiaries and benefits :

All government sectors related to this survey can benefit from the bulletin. The Ministry of Communications and Information Technology as well as Communications and Information Technology Commission are the most important beneficiaries. In addition, international and regional organizations, researchers and planners interested in the field of ICT statistics can also benefit from this bulletin. Data and indicators of individuals and households' ICT access and usage survey are one of the most important statistical products that contribute to support decision-making in this area.

To read the full version of the methodology of individuals and households' ICT access and usage survey, please visit GASTAT's official website

www.stats.gov.sa



Survey Key Results:

Mobile Phone:

In Saudi Arabia, the communications rely mainly on mobile phones, as mobile phones are highly used by households in Saudi Arabia with (99.27%). This confirms the rapid transformation and spread of this service and reveals the recent acceleration in access to information technology and the use of communications within the population, where the percentage of individuals 15 years and above who used a mobile phone reached (96.97%).

Computer:

(53.41%) of individuals own a computer. This percentage differs by regions kingdom-wide. However, the percentage of individuals 15 years and above who used a computer reached (46.48%).

The skill of sending and receiving emails is the most mastered skill among individuals 15 years and above who use computers recording (70.52%), followed by the skill of copying and transferring files by (69.68%), then the skill of using copy and paste tools by (47.62%).

Internet:

(92.77%) of households could access internet by using mobile broadband connection. The percentage of individuals 15 years and above who used internet registered (88.60%), where the use of internet from home by individuals 15 years and above recorded a very high percentage by (98.81%) out of total individuals 15 years and above who use internet.

The vast majority (93.75%) of Internet users use the Internet at least once a day, while (4.09%) use the Internet at least once a week but not daily, and (0.23%) use the Internet once a month At least but not weekly.

The Internet is widely used and accessed by individuals 15 years and above whose browsing activities are mainly related to the use of social media and participation in social and professional networks by (97.34%), whereas the practice or download of games and uploading movies, photos, music or Videos registered (29.76%), while Internet phone calls recorded (59.12%) compared to other activity patterns, which are often narrowly accessed. Lack of knowledge or skills to use the Internet is the most common reason that prevents households from accessing the Internet (46.33%). The high cost of services is also considered a major barrier to household Internet access (19.61%).



Households' ICT Access

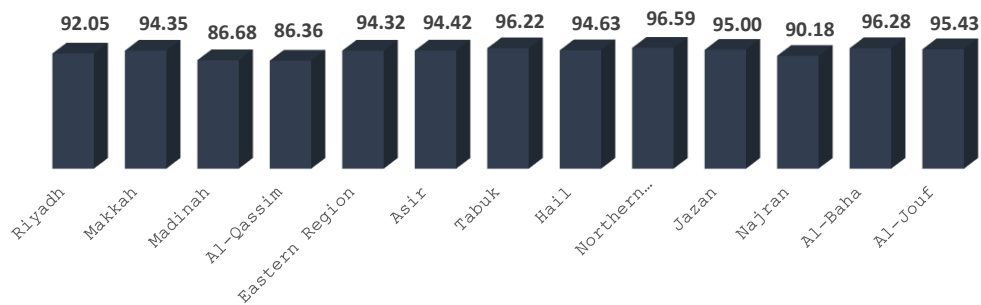
This section includes comparisons between the percentages of households who can access ICT and households who cannot access ICT by administrative regions, dwelling type, and nationality.

1- Television

A. Television by administrative regions:

Figure (1) shows that the Northern Borders households who own a television registered the highest percentage among households within the same region with (96.59%). However, the lowest percentage was registered in Qassim Region by (86.36%) out of total households in the region.

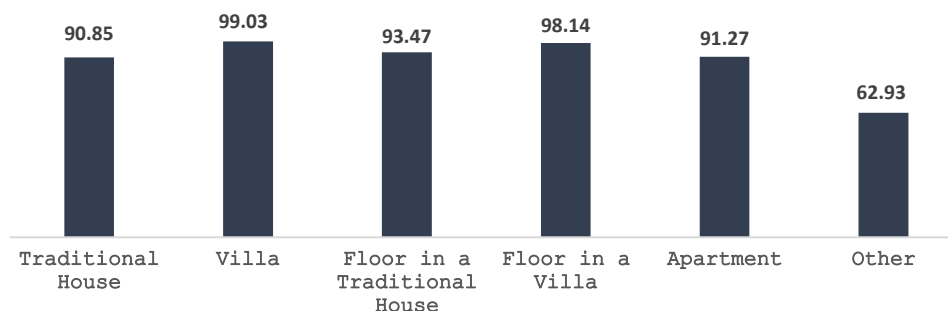
Figure 1: Percentage of households by availability of television at the level of administrative regions.



B. Television by type of dwelling

Figure (2) shows that most of the households who live in (a villa or a floor in a villa) have at least one television. The percentage is lower in the other types of dwellings, where the percentage of those who own a television reached (62.93%).

Figure 2: Percentage of households by availability of television and type of dwelling

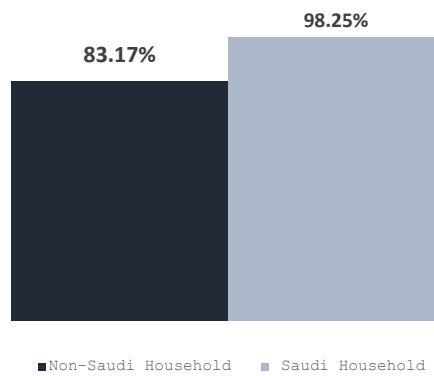




C. Television by nationality of household head

Figure (3) illustrates that the percentage of Saudi households who have televisions registered (98.25%) out of total Saudi households. However, non-Saudi households who have televisions recorded (83.17%) out of total non-Saudi households.

Figure 3: Percentage of households by availability of television and nationality of household's head



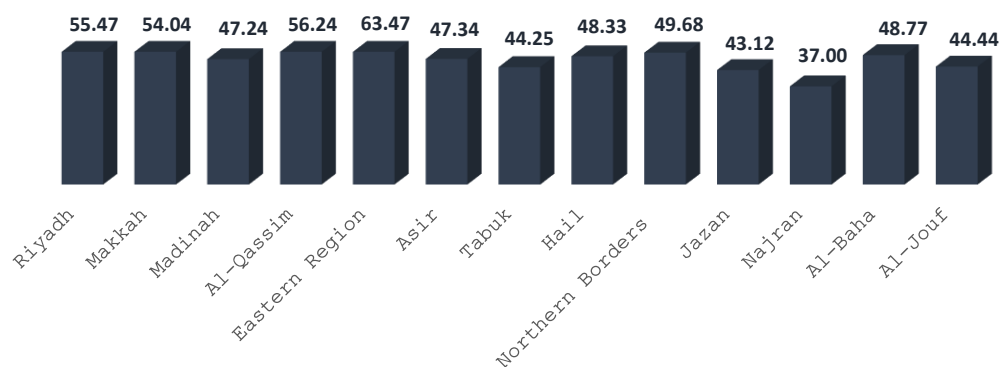


2- Computer

A. Computer by administrative regions.

Figure (4) shows that the Eastern Region's households with who own a computer registered the highest percentage among households within the same region with (63.47%). However, the lowest percentage was registered in Najran Region by (37%) out of total households in the region.

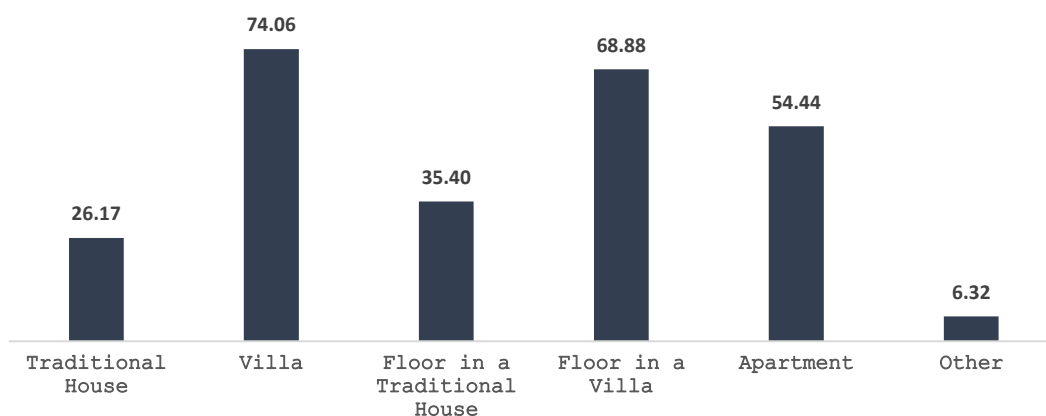
Figure 4: Percentage of households by availability of computer at the level of administrative regions.



B. Computer by type of dwelling

Figure (5) shows that the percentage of households who live in a villa and own a computer reached (74.06%), and those who live in a floor on a villa and own a computer registered (68.88%). The percentage is lower in households living in other types of dwellings, where the percentage reached (6.32%).

Figure 5: Percentage of households by availability of computer and type of dwelling

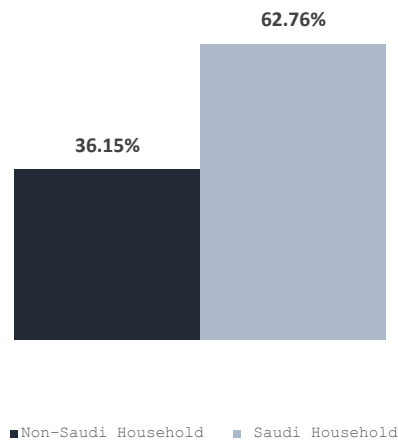




C. Computer by nationality of the household head

Figure (6) illustrates that the percentage of Saudi households who have computers registered (62.76%) out of total Saudi households. However, non-Saudi households who have computers recorded (36.15%) out of total non-Saudi households.

Figure 6: Percentage of households by availability of computer by nationality of household's head



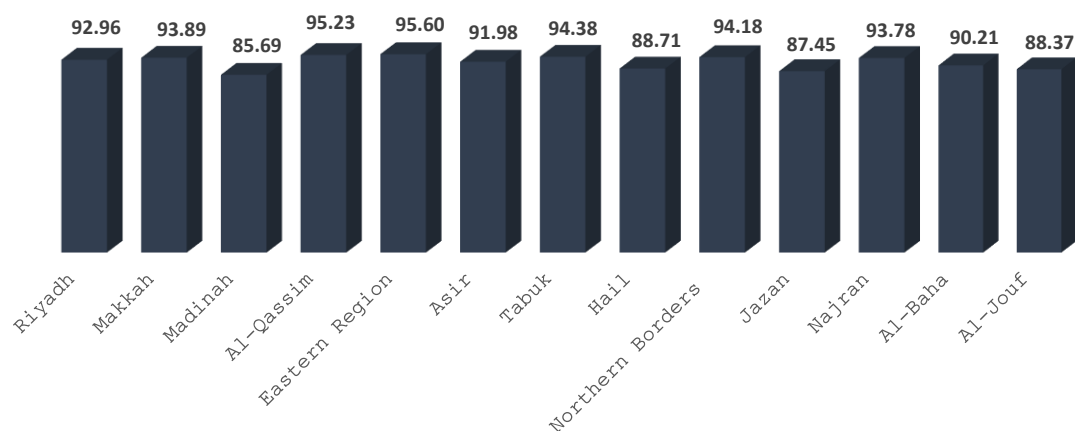


3- Internet Access

A. Internet access by administrative regions

Figure (7) shows that households from all the regions of Saudi Arabia registered approximate percentages. Households from Madinah and Jazan registered the lowest percentages in term of internet access compared to households from other regions, recording (85.69%) and (87.45%) respectively.

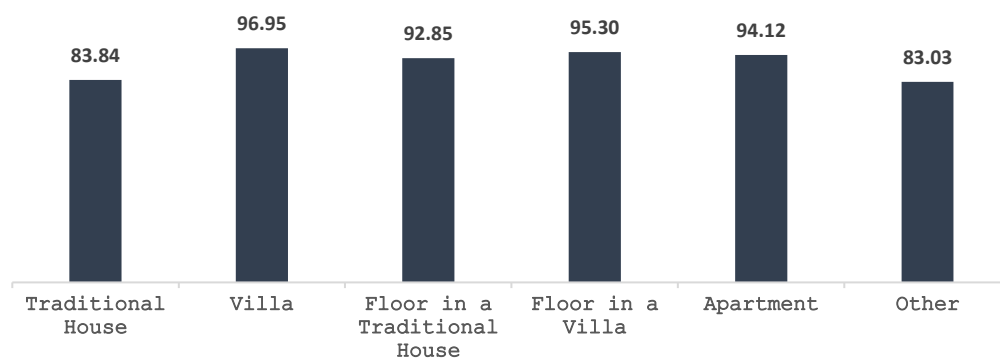
Figure 7: Percentage of households by ability to access internet at the level of administrative regions



B. Internet access by type of dwelling

Figure (8) shows that the households who can access internet and live in a villa registered (96.95%), and those who live in a floor in a villa registered (95.3%). However, the percentage is lower with the other types of dwellings, where the percentage of those who have access to internet recorded (83.03%)

Figure 8: Percentage of households by ability to access internet and type of dwelling

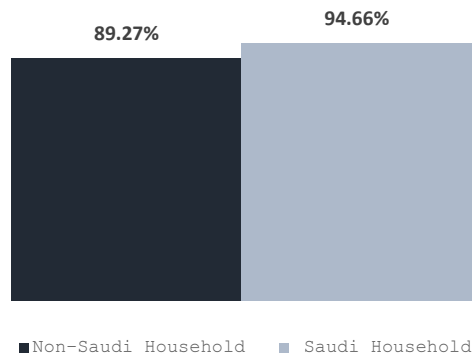




C. Internet access by nationality of household head

Figure (9) shows that most of Saudi and Non-Saudi households could access internet. The percentages hit (94.66%) and (89.27%) respectively.

Figure 9: Percentage of households by ability to access internet by nationality of household's head





Individuals' (15 years and above) ICT usage

Figure (10) shows that the percentage of ICT usage (cellphone, computer and internet) by males 15 years and above is higher than that of females for the same age group.

Figure 10: Percentage of Individuals 15 years and above using ICT by gender

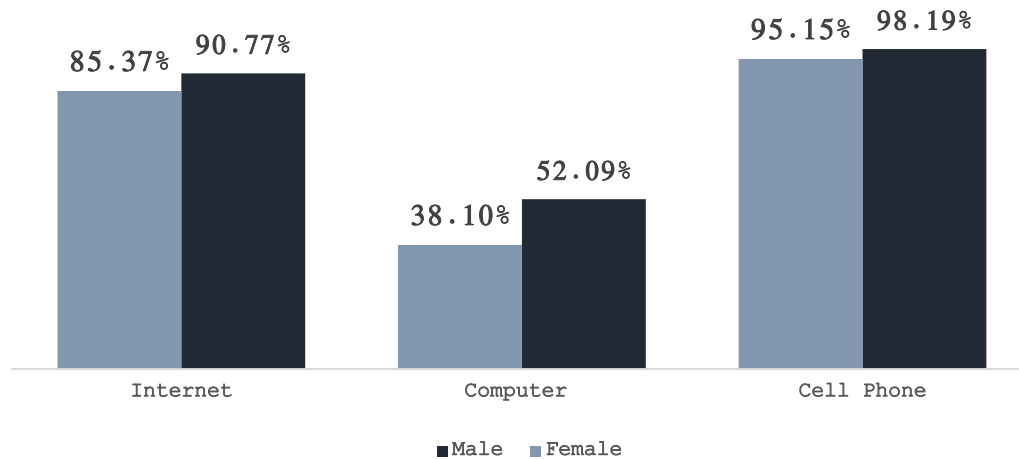


Figure (11) shows that the usage percentage of individuals (30-34 years old) out of the total individuals who fall in the same category is the highest percentage in using cellphones. It also shows that the usage percentage of individuals (15-19 years old) out of the total individuals falling in the same category is the highest percentage in using computers. Whereas the usage percentage of individuals (20-24 years old) out of the total individuals falling in the same category is the highest in using the internet. The figure shows comparisons of using ICT devices among age groups.

Figure 11: Percentage of individuals 15 years and above using ICT by age group

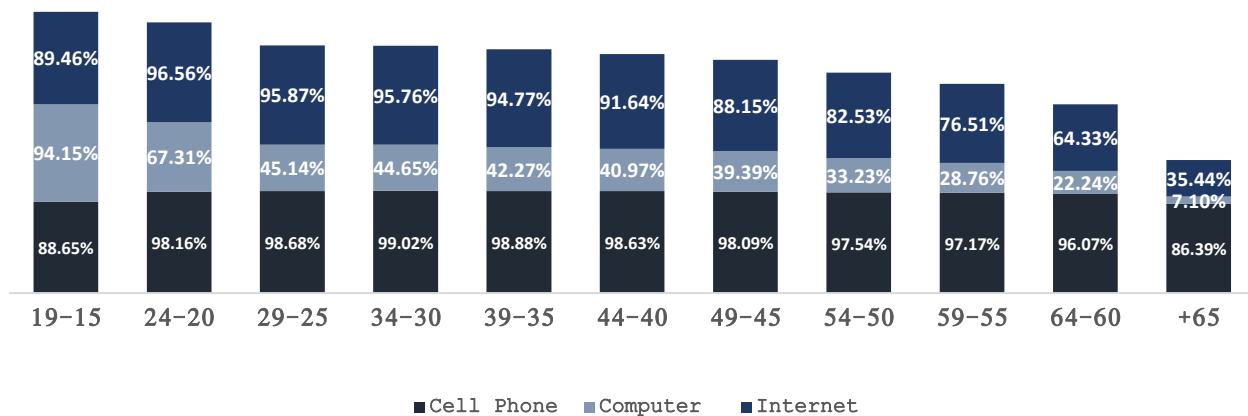




Figure (12) shows that usage of individuals holding a Secondary or equivalent and above out of the total individuals falling in the same category is the highest in using cellphones and the percentage of individuals who hold a PhD of the total number of individuals falling in the same category is the highest in the use of computers. Whereas the usage percentage of individuals holding a Masters out of the total individuals falling in the same category is the highest in using the internet. The figure also shows comparisons of using ICT devices by education statuses.

Figure 12: Percentage of individuals 15 years and above using ICT by education status

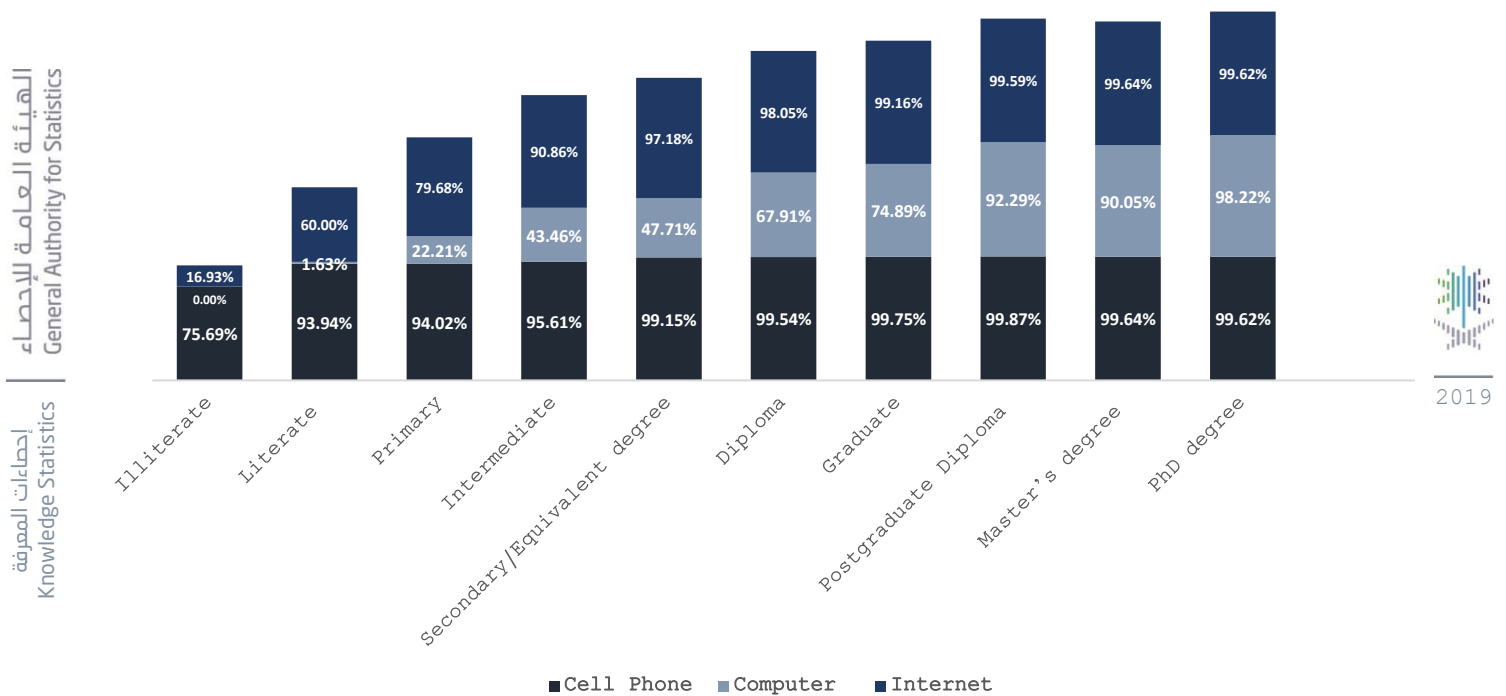




Figure (13) shows that the usage percentage of employed individuals out of the total individuals falling in the same category is the highest in using cellphones. Whereas the usage percentage of students out of the total individuals falling in the same category is the highest in using computers and internet. The figure also shows comparisons of using ICT devices by employment statuses, which are, employed, student, housewife or retiree.

Figure 13: Percentage of individuals 15 years and above using ICT by employment status

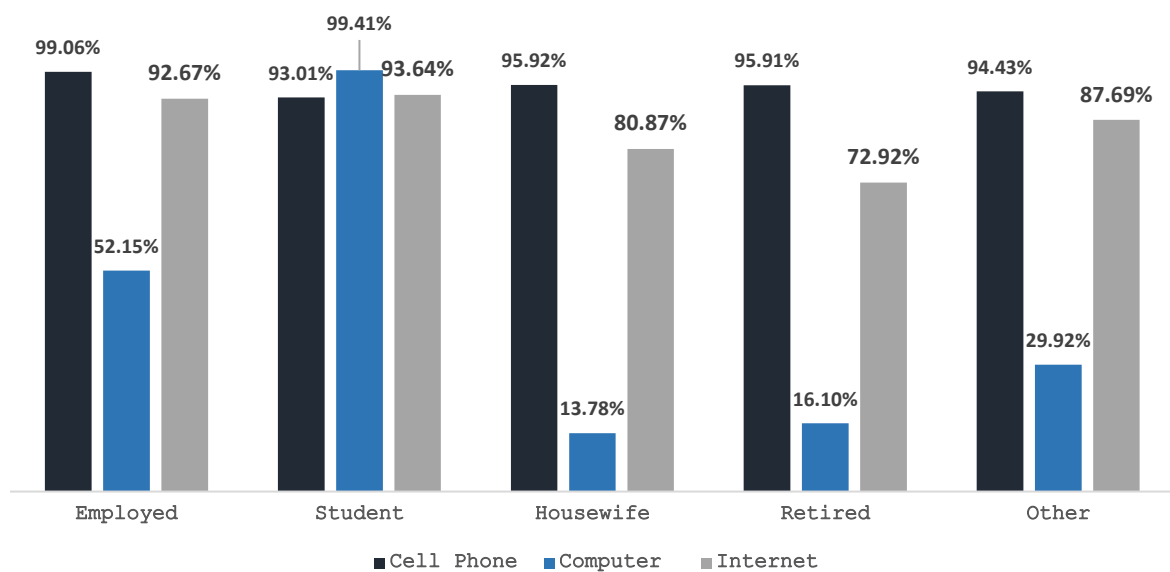




Figure (14) shows that the usage percentage of married individuals out of the total individuals falling in the same category is the highest in using cellphones. Whereas the usage percentage of individuals who never been married out of the total individuals falling in the same category is the highest in using computers and internet. The figure also shows comparisons of using ICT devices among marital statuses, which are, married, never been married, divorced and widowed.

Figure 14: percentage of individuals 15 years and above using ICT by marital status

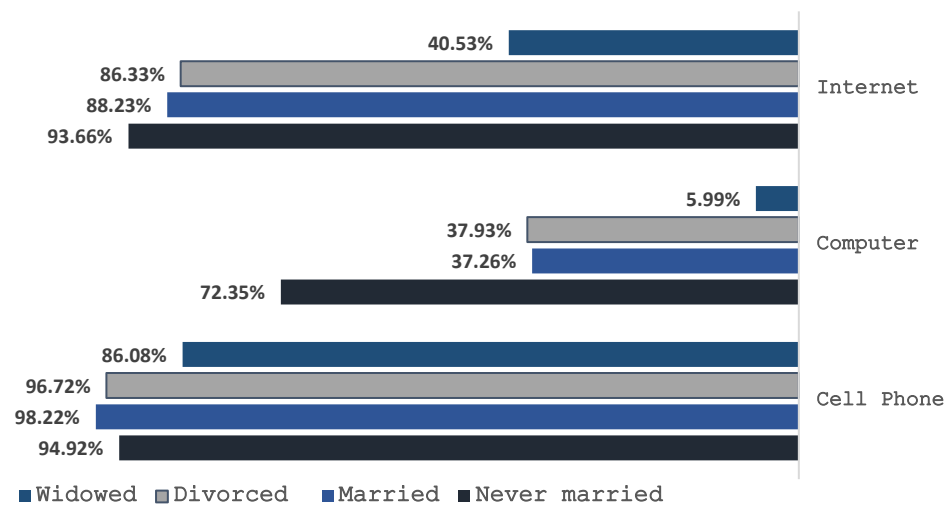
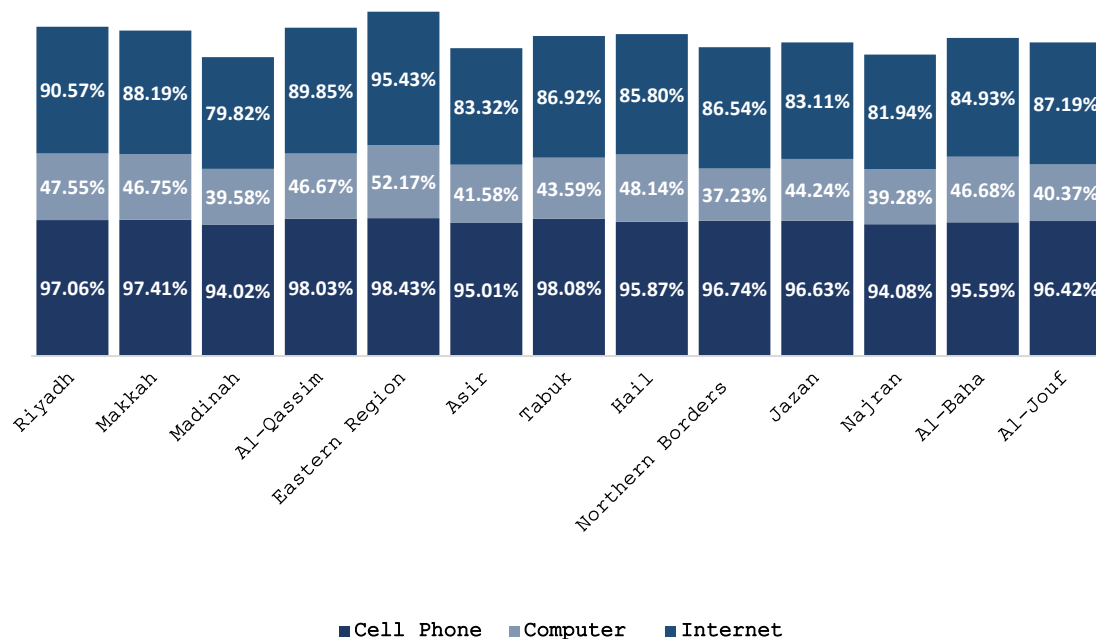




Figure (15) shows that the percentage of individuals 15 years and above using internet in the Eastern Region reached 95.43% out of the total individuals (15+) falling in the same region, which is the highest compared to the rest of administrative regions. Whereas the lowest percentage is in Madinah, reaching 79.82% out of the total individuals (15+) falling in the same region. Regarding computers, the highest percentage of individuals (15+) using computers is in the eastern region by 52.17% out of the total individuals (15+) falling in the same region. Whereas the lowest percentage of individuals (15+) using computers is in the Northern Borders reaching 37.23%. Regarding cellphones, the percentage of individuals (15+) using cellphones in the Eastern region reached 98.43% out of the total individuals (15+) falling in the same region.

Figure 15: Percentage of individuals 15 years and above using ICT by administrative region

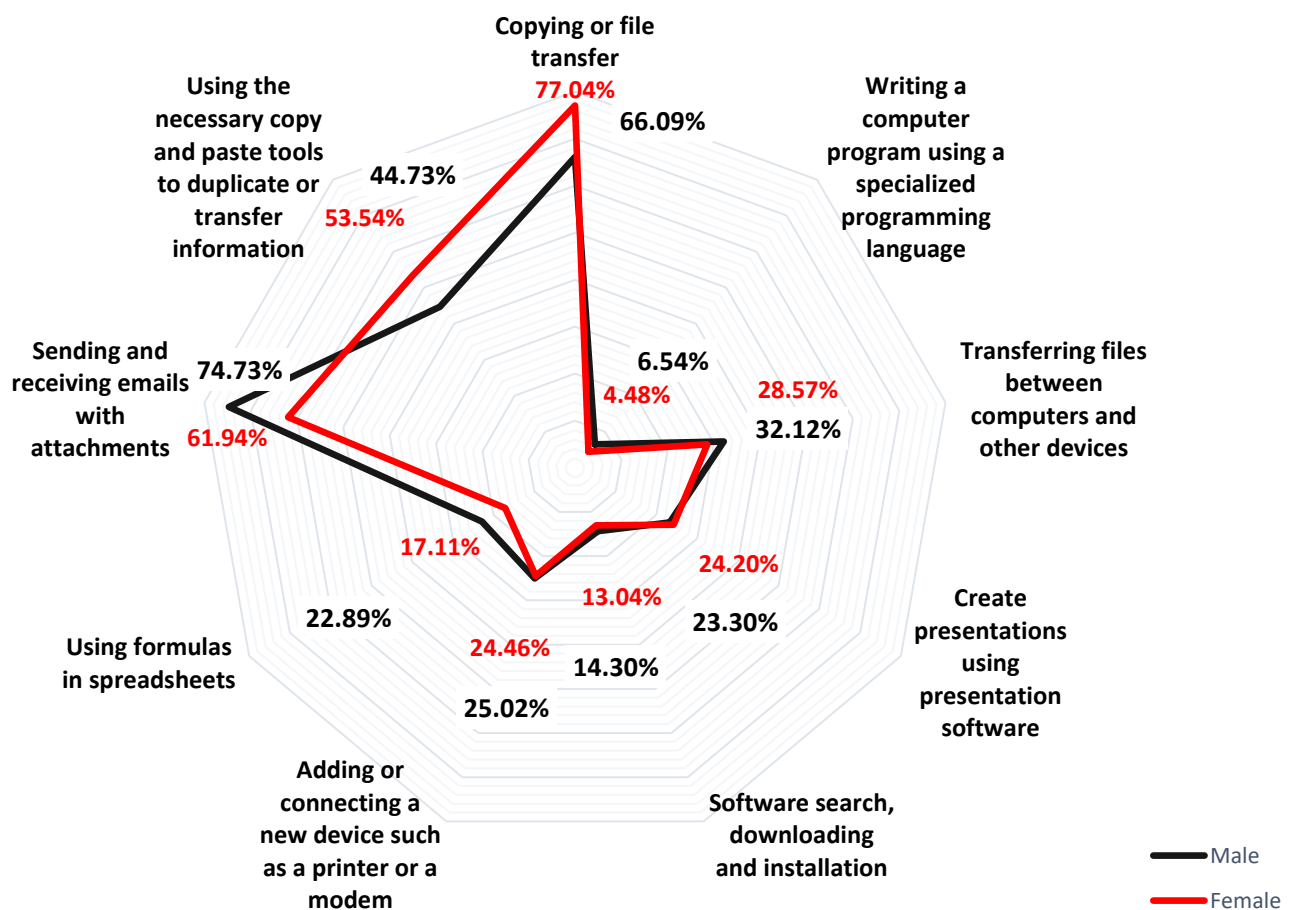


2019



Figure (16) shows that the percentage of females and males 15 years and above is relatively close in terms of using computers for the activity of transferring files between computers and other devices. While we note a difference between males and females 15 years and above in the activity of copying or transferring files, sending and receiving emails with attachments.

Figure 16: Percentage of individuals 15 years and above using computers by activities





Publishing Tables



Percentage of household ICT access indicators by administrative regions

Table 1-1

Administrative regions	Television	Radio	Fixed telephone	Cell phone	Computer	Internet
Riyadh	92.05	16.54	29.87	98.99	55.47	92.96
Makkah Al-Mukarramah	94.35	33.21	30.63	99.53	54.04	93.89
Al-Madinah Al-Munawwarah	86.68	7.93	15.48	98.48	47.24	85.69
Qassim	86.36	18.10	24.89	99.57	56.24	95.23
Eastern region	94.32	16.90	33.63	99.49	63.47	95.60
Asir	94.42	18.61	18.68	99.54	47.34	91.98
Tabuk	96.22	6.47	23.91	99.62	44.25	94.38
Hail	94.63	16.05	11.86	99.45	48.33	88.71
Northern Borders	96.59	17.97	29.37	99.31	49.68	94.18
Jazan	95.00	29.22	12.74	98.36	43.12	87.45
Najran	90.18	7.95	28.67	99.78	37.00	93.78
Al-Baha	96.28	10.68	25.00	98.77	48.77	90.21
Al-Jouf	95.43	4.64	19.91	99.71	44.44	88.37
Total	92.95	20.57	27.07	99.27	53.41	92.77

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of household ICT access indicators by type of dwelling

Table 1-2:

Type of dwelling	Television	Radio	Fixed telephone	Cell phone	Computer	Internet
Conventional house	90.85	20.25	9.41	98.29	26.17	83.84
Villa	99.03	29.62	49.73	99.50	74.06	96.95
Floor in a conventional house	93.47	22.28	20.66	99.01	35.40	92.85
Floor in a villa	98.14	26.51	38.84	99.35	68.88	95.30
Apartment	91.27	16.99	24.09	99.52	54.44	94.12
Other	62.93	3.15	1.33	98.70	6.32	83.03
Total	92.95	20.57	27.07	99.27	53.41	92.77

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of the reasons why households do not have internet access by administrative regions

Table 1-3:

Administrative regions	Internet access is available in a location other than home	Lack of knowledge or skills to use internet	Privacy or security concerns	High cost of equipment	No need for internet in the dwelling (unhelpful, uninteresting, lacking local content)	High cost of services	social or cultural reasons	Lack of Internet in the region	Other
Riyadh	22.92	29.23	0.00	17.13	15.47	23.33	8.94	0.38	1.84
Makkah Al-Mukarramah	4.71	57.64	1.09	25.39	15.14	21.64	8.43	0.24	1.26
Al-Madinah Al-Munawwarah	20.21	41.47	0.00	17.02	12.88	19.32	5.84	2.06	2.25
Qassim	0.38	67.95	0.00	18.69	20.53	10.68	5.50	2.00	0.99
Eastern region	7.54	34.07	1.10	17.72	27.07	24.72	6.97	2.69	3.60
Asir	3.20	60.94	0.58	14.59	29.11	10.46	2.16	6.57	2.95
Tabuk	6.37	44.41	0.00	12.57	31.72	18.97	12.82	0.99	0.00
Hail	25.65	38.98	0.68	11.24	4.18	20.86	4.87	0.00	0.68
Northern Borders	44.21	12.74	0.00	6.50	12.10	32.28	10.03	0.00	1.85
Jazan	0.00	86.72	3.37	3.95	6.99	4.94	5.04	2.85	0.00
Najran	5.40	52.87	0.00	20.40	16.13	24.28	10.78	6.81	8.48
Al-Baha	41.91	33.39	0.00	8.46	14.83	9.48	0.69	1.00	0.01
Al-Jouf	51.56	13.61	0.75	10.84	6.25	32.94	3.55	0.00	0.51
Total	13.80	46.33	0.67	17.34	16.46	19.61	7.00	1.60	1.80

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above for the main indicators of ICT (during the last 3 months) by administrative regions kingdom-wide

Table 2-1:

Administrative regions	Owning a mobile phone	Using mobile phones	Using a computer	Having an E-mail	Using internet
Riyadh	96.76	97.06	47.55	72.25	90.57
Makkah Al-Mukarramah	97.11	97.41	46.75	86.19	88.19
Al-Madinah Al-Munawwarah	94.93	94.02	39.58	62.43	79.82
Qassim	97.54	98.03	46.67	88.75	89.85
Eastern region	98.10	98.43	52.17	90.33	95.43
Asir	94.76	95.01	41.58	76.98	83.32
Tabuk	96.83	98.08	43.59	86.21	86.92
Hail	96.48	95.87	48.14	69.48	85.80
Northern Borders	96.64	96.74	37.23	72.56	86.54
Jazan	96.76	96.63	44.24	73.03	83.11
Najran	93.79	94.08	39.28	78.00	81.94
Al-Baha	95.23	95.59	46.68	59.71	84.93
Al-Jouf	95.26	96.42	40.37	70.90	87.19
Total	96.74	96.97	46.48	79.37	88.60

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above for the main indicators of ICT (during the last 3 months) by gender and nationality kingdom-wide

Table 2-2:

The most important indicators of ICT individuals	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Owning a mobile phone	97.53	94.78	96.18	98.71	94.40	97.49	98.13	94.67	96.74
Using mobile phone	97.64	95.13	96.41	98.71	95.22	97.73	98.19	95.15	96.97
Using a computer	65.58	43.23	54.62	39.30	26.20	35.61	52.09	38.10	46.48
Having an E-mail	85.47	76.09	80.87	78.37	74.82	77.37	81.83	75.71	79.37
Using internet	91.89	85.12	88.57	89.71	85.94	88.65	90.77	85.37	88.60

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above for the main indicators of ICT (during the last 3 months) by age groups kingdom-wide

Table 2-3:

Age groups	Owning a mobile phone	Using mobile phone	Using a computer	Having an E-mail	Using internet
15-19	86.13	88.65	94.15	78.35	89.46
20-24	97.92	98.16	67.31	90.19	96.56
25-29	98.62	98.68	45.14	87.85	95.87
30-34	99.01	99.02	44.65	86.84	95.76
35-39	98.76	98.88	42.27	84.14	94.77
40-44	98.72	98.63	40.97	81.42	91.64
45-49	98.21	98.09	39.39	77.67	88.15
50-54	98.04	97.54	33.23	72.20	82.53
55-59	97.52	97.17	28.76	66.32	76.51
60-64	96.38	96.07	22.24	58.13	64.33
65+	85.82	86.39	7.10	29.97	35.44
Total	96.74	96.97	46.48	79.37	88.60

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above for the main indicators of ICT (during the last 3 months) by educational status kingdom-wide

Table 2-4:

Educational status	Owning a mobile phone	Using mobile phone	Using a computer	Having an E-mail	Using internet
Illiterate	76.25	75.69	0.00	9.95	16.93
Read and write	94.32	93.94	1.63	43.38	60.00
Primary	93.24	94.02	22.21	67.41	79.68
Intermediate	94.80	95.61	43.46	79.81	90.86
Secondary or equivalent	99.02	99.15	47.71	87.94	97.18
Diploma	99.65	99.54	67.91	91.59	98.05
University degree	99.57	99.75	74.89	94.29	99.16
Higher Diploma	99.87	99.87	92.29	96.69	99.59
Masters	99.46	99.64	90.05	97.15	99.64
PhD	99.62	99.62	98.22	99.35	99.62
Total	96.74	96.97	46.48	79.37	88.60

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above for the main indicators of ICT (during the last 3 months) by occupational status kingdom-wide

Table 2-5:

Occupational status	Owning a mobile phone	Using mobile phone	Using a computer	Having an E-mail	Using internet
Employed	99.10	99.06	52.15	84.37	92.67
Student	91.32	93.01	99.41	84.80	93.64
Housewife	95.92	95.92	13.78	70.04	80.87
Retired	96.06	95.91	16.10	63.32	72.92
Other	94.22	94.43	29.92	76.63	87.69
Total	96.74	96.97	46.48	79.37	88.60

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above for the main indicators of ICT (during the last 3 months) by marital status kingdom-wide

Table 2-5:

Marital status	Owning a mobile phone	Using mobile phone	Using a computer	Having an E-mail	Using internet
Never married	93.96	94.92	72.35	85.72	93.66
Married	98.28	98.22	37.26	78.34	88.23
Divorced	97.04	96.72	37.93	79.26	86.33
Widowed	85.98	86.08	5.99	33.64	40.53
Total	96.74	96.97	46.48	79.37	88.60

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and types of proprietary mobile phones (during the last 3 months) by gender and nationality kingdom-wide

Table 3-1:

Type of cell phone	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Smart cell phone	91.64	84.62	88.19	89.26	85.02	88.06	90.42	84.74	88.14
Non-smart cell phone	15.59	14.23	14.92	26.45	11.88	22.34	21.17	13.53	18.10

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and types of mobile phones used (during the last 3 months) by gender and nationality kingdom-wide

Table 3-2:

Type of cell phone	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Smart cell phone	92.00	85.24	88.68	89.70	86.03	88.66	90.82	85.48	88.68
Non-smart cell phone	15.53	13.97	14.77	26.27	11.86	22.21	21.05	13.34	17.95

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above of smart phone uses (during the last 3 months) by gender and nationality out of total smartphones users kingdom-wide

Table 4-1:

Smart phone uses	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Phone calls	98.52	98.47	98.49	98.49	98.05	98.37	98.50	98.34	98.44
SMS	73.38	69.75	71.67	72.92	73.02	72.95	73.14	70.74	72.21
Entertainment	62.47	61.18	61.86	52.13	58.65	53.91	57.23	60.41	58.46
Access to the Internet in general	99.57	99.19	99.39	99.67	98.98	99.48	99.62	99.12	99.43

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above of computer uses (during the last 3 months) by gender and nationality out of total computer users kingdom-wide

Table 5-1:

Purpose of computer use	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Personal	54.06	61.43	56.92	48.12	64.70	51.56	51.76	62.11	55.16
Education and learning	36.65	52.53	42.81	14.29	39.96	19.62	27.99	49.93	35.21
Work	49.74	23.71	39.64	78.54	26.45	67.73	60.89	24.28	48.85

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the places of computer uses (during the last 3 months) by gender and nationality out of total computer use kingdom-wide

Table 6-1:

Places of computer uses	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Dwelling	60.82	71.05	64.79	54.05	72.20	57.82	58.20	71.29	62.50
Work	51.18	24.07	40.65	79.71	26.88	68.75	62.23	24.65	49.87
School or University	30.55	42.95	35.36	9.70	29.41	13.79	22.47	40.15	28.29
Commercial center	0.69	0.31	0.54	1.50	0.71	1.34	1.00	0.39	0.80
Public facility	2.53	1.43	2.10	2.46	2.01	2.36	2.50	1.55	2.19
Someone else's dwelling	3.77	2.42	3.25	2.96	1.49	2.65	3.46	2.23	3.05
Travelling or cruising	5.80	4.63	5.34	5.23	4.77	5.14	5.58	4.65	5.28

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the activities that individuals practice through computer (during the last 3 months) by gender and nationality out of total computer users kingdom-wide

Table 7-1:

The activities that individuals practice through computer	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Copying or file transfer	72.62	79.24	75.19	55.70	68.63	58.38	66.07	77.04	69.68
Using the necessary copy and paste tools to duplicate or transfer information	48.33	53.87	50.48	39.01	52.33	41.77	44.72	53.55	47.62
Sending and receiving emails with attachments	68.53	59.34	64.96	84.55	71.83	81.91	74.73	61.92	70.52
Using formulas in a spreadsheet	18.04	16.92	17.60	30.55	17.83	27.91	22.88	17.11	20.98
Adding or connecting a new device such as a printer or modem	24.09	24.51	24.26	26.46	24.24	26.00	25.01	24.45	24.83
Software search, downloading and installation	12.82	13.03	12.90	16.62	13.07	15.88	14.29	13.04	13.88
Create presentations using presentation software	23.15	25.47	24.05	23.59	19.27	22.69	23.32	24.19	23.60
Transferring files between computers and other devices	32.41	29.47	31.27	31.70	25.06	30.32	32.13	28.56	30.96
Writing a computer program using a specialized programming language	4.90	4.24	4.64	9.14	5.38	8.36	6.54	4.48	5.86

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the activities that individuals practice through computer (during the last 3 months) by age groups out of total computer users kingdom-wide

Table 7-2:

The activities that individuals practice through computer	Age groups										
	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
Copying or file transfer	85.81	80.85	65.04	64.86	62.44	61.29	60.35	62.87	59.40	64.19	48.03
Using the necessary copy and paste tools to duplicate or transfer information	69.25	56.36	42.09	39.47	39.06	39.40	38.09	38.79	39.59	44.18	31.32
Sending and receiving emails with attachments	34.01	59.99	78.24	82.49	85.51	83.98	82.13	85.13	88.54	88.18	75.65
Using formulas in a spreadsheet	15.59	17.59	19.44	23.36	23.88	24.39	24.37	25.60	25.11	26.98	11.86
Adding or connecting a new device such as a printer or modem	19.75	21.32	23.75	27.86	29.39	28.58	28.07	23.89	23.32	30.14	16.93
Software search, downloading and installation	10.44	13.32	13.05	16.15	15.54	16.25	15.85	13.17	12.59	14.63	7.33
Create presentations using presentation software	20.57	23.91	21.67	24.39	25.76	26.63	27.17	20.89	22.22	21.68	15.13
Transferring files between computers and other devices	19.68	28.14	33.87	35.64	37.72	34.32	34.25	30.72	32.12	35.93	23.79
Writing a computer program using a specialized programming language	3.63	4.90	5.57	5.73	7.24	7.62	7.38	6.06	7.41	8.92	7.55

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the reasons why they do not use computers (during the last 3 months) by gender and nationality kingdom-wide

Table 8-1:

The reasons why individuals do not use computers	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Lack of knowledge or skills required for computer use	22.61	28.02	25.93	24.75	19.75	23.13	24.00	25.05	24.49
Wasting time	1.35	1.19	1.25	1.86	1.67	1.80	1.68	1.36	1.53
Not needed	86.79	84.15	85.17	83.45	87.46	84.75	84.62	85.34	84.95
Harmful to health	0.80	0.62	0.69	0.38	0.62	0.46	0.52	0.62	0.57
High cost	2.20	1.28	1.63	8.14	5.20	7.19	6.06	2.69	4.50
Other	0.42	0.16	0.26	0.05	0.06	0.05	0.18	0.12	0.15

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the reasons why they do not use computers (during the last 3 months) by age groups kingdom-wide

Table 8-2:

The reasons why individuals do not use computers	Age groups										
	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
Lack of knowledge or skills required for computer use	21.21	13.13	12.74	14.86	18.32	21.67	28.01	32.25	35.42	45.54	55.29
Wasting time	2.20	1.39	1.31	1.44	1.71	1.81	1.54	1.21	1.80	1.34	1.48
Not needed	81.08	91.18	91.53	90.62	88.47	85.68	81.92	81.02	79.89	75.68	68.31
Harmful to health	0.30	0.46	0.43	0.37	0.49	0.36	0.65	0.29	1.06	0.82	1.50
High cost	12.74	5.65	4.81	4.85	5.31	4.28	5.75	3.74	3.23	2.52	1.16
Other	1.46	0.28	0.23	0.11	0.06	0.04	0.05	0.08	0.21	0.05	0.46

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the internet uses (during the last 3 months) by gender and nationality out of total internet users kingdom-wide

Table 9-1:

Number of internet uses	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Obtain information about goods or services	24.95	28.41	26.58	19.65	25.07	21.13	22.26	27.40	24.25
Obtain information or conduct transactions relevant to health or health services	12.54	11.35	11.98	10.46	14.30	11.51	11.48	12.25	11.78
Internet phone calls	45.21	41.95	43.67	81.39	75.36	79.74	63.57	52.07	59.12
Participation in social networks/ professional networks/ using social media	98.07	97.60	97.85	96.72	96.47	96.65	97.38	97.26	97.34
Selling goods or services	1.42	0.56	1.02	1.13	0.38	0.93	1.28	0.50	0.98
Access to chat sites blogs, news sites and discussion forums	20.11	17.99	19.11	19.70	20.62	19.95	19.90	18.79	19.47
Education or learning activities/ formal courses(wiki consultations encyclopedias and other sites)	13.29	15.10	14.14	6.37	8.76	7.02	9.78	13.18	11.09
Listening to radio/watching TV on internet	11.56	10.25	10.94	11.52	14.61	12.37	11.54	11.57	11.55
Play or download games / download movies, pictures music or videos	30.94	30.62	30.79	28.02	29.37	28.39	29.46	30.24	29.76
Download software or applications	30.33	29.49	29.94	24.49	25.11	24.66	27.37	28.17	27.68
Reading or downloading newspapers magazines or electronic books	16.18	14.56	15.42	13.27	14.81	13.69	14.70	14.63	14.68

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the places of internet use (during the last 3 months) by gender and nationality out of total internet users kingdom-wide

Table 10-1:

The places of internet use	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Dwelling	99.13	99.49	99.30	97.65	99.49	98.16	98.38	99.49	98.81
Work	40.62	11.78	27.03	51.99	8.91	40.21	46.39	10.91	32.67
Place of Education(Schools,University)	9.83	9.81	9.82	1.53	3.16	1.98	5.62	7.80	6.46
Someone else's dwelling	15.39	13.27	14.39	9.77	7.99	9.28	12.54	11.67	12.20
General facility internet (free) access	8.26	5.93	7.16	5.54	4.74	5.32	6.88	5.57	6.37
Shopping facility internet (paid) access	1.71	1.00	1.38	1.10	0.68	0.99	1.40	0.91	1.21
Travelling or cruising	22.02	17.56	19.92	11.29	7.96	10.38	16.58	14.65	15.83

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the language used to browse internet (during the last 3 months) by gender and nationality out of total internet users kingdom-wide

Table 11-1:

The language used to browse internet	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Arabic language	99.61	99.85	99.72	53.01	71.12	57.96	75.97	91.14	81.84
English language	14.23	9.15	11.84	42.06	35.35	40.22	28.35	17.09	24.00
Other language	0.15	0.02	0.09	33.58	18.72	29.51	17.11	5.68	12.69

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the devices that are used to access internet (during the last 3 months) by gender and nationality out of total internet users kingdom-wide

Table 12-1:

The devices that are used to access internet	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Cell phone	99.73	99.37	99.56	99.72	99.26	99.59	99.72	99.33	99.57
Desktop computer	13.80	7.84	10.99	9.15	4.32	7.83	11.44	6.77	9.64
Laptop	35.65	28.34	32.20	20.33	16.30	19.23	27.88	24.69	26.65
Tablet	5.80	5.82	5.81	2.30	3.68	2.68	4.02	5.17	4.47
Other devices	0.78	0.35	0.57	0.22	0.23	0.22	0.49	0.31	0.42

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the devices that are used to access internet (during the last 3 months) by age groups out of total internet users kingdom-wide

Table 12-2:

The devices that are used to access internet	Age groups										
	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
Cell phone	96.95	99.73	99.85	99.88	99.89	99.88	99.82	99.89	99.80	99.43	99.83
Desktop computer	13.54	8.95	8.27	8.63	8.90	10.14	11.60	10.38	8.52	10.39	2.93
Laptop	31.51	36.42	27.25	26.98	25.05	24.98	24.77	21.31	20.71	19.21	9.43
Tablet	8.99	6.50	4.41	4.42	3.86	3.07	3.42	2.75	3.16	2.46	1.52
Other devices	2.38	0.58	0.47	0.24	0.10	0.11	0.04	0.06	0.11	0.00	0.00

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the network type that are used to access internet (during the last 3 months) by gender and nationality out of total internet users kingdom-wide

Table 13-1:

The network type that are used to access internet	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
SIM Mobile Network using USP modem key or integrated SIM card	83.43	79.65	81.65	78.79	65.69	75.21	81.07	75.42	78.89
(WIFI)	54.17	52.82	53.53	43.23	53.99	46.17	48.62	53.17	50.38
Wired Network (connected to fixed telephone lines)	21.29	20.03	20.70	9.86	14.88	11.23	15.49	18.47	16.64

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage distribution of individuals 15 years and above and the internet usage frequency (during the last 3 months) by gender and nationality out of total internet users kingdom-wide

Table 14-1:

The internet usage frequency	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
At least once a day	95.33	93.52	94.48	92.94	92.35	92.78	94.12	93.17	93.75
At least once a week but not daily	2.61	3.88	3.21	5.27	5.23	5.26	3.96	4.29	4.09
At least once a month but not weekly	0.16	0.38	0.26	0.17	0.26	0.19	0.16	0.34	0.23
At least once in the last three months but not monthly	0.08	0.08	0.08	0.03	0.05	0.04	0.06	0.07	0.06
I don't know	1.81	2.14	1.96	1.59	2.11	1.73	1.70	2.13	1.86
Total	100	100	100	100	100	100	100	100	100

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage distribution of individuals 15 years and above and the online purchase of goods and services (during the last 3 months) by gender and nationality out of total internet users kingdom-wide

Table 15-1:

Online purchasing of goods and services	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Yes	34.49	45.63	39.74	15.02	23.68	17.39	24.62	38.98	30.17
No	65.51	54.37	60.26	84.98	76.32	82.61	75.38	61.02	69.83
Total	100	100	100	100	100	100	100	100	100

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the goods and services that they purchased online (during the last 3 months) by gender and nationality out of total online purchasers kingdom-wide

Table 15-2:

Goods and services that purchased online	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Books, magazines or newspapers	22.22	22.49	22.36	20.43	37.13	26.65	6.48	7.02	23.42
Clothing, footwear, sports goods and others	75.40	76.77	76.14	60.70	55.84	58.89	19.31	10.90	71.88
Computers equipment or parts (including peripheral equipment)	9.55	1.86	5.39	12.06	1.54	8.14	3.80	0.30	6.07
Computer or Videos games	11.18	2.24	6.34	8.94	1.64	6.22	2.84	0.32	6.31
Computer softwares (including paid upgrades and applications, excluding games)	6.51	1.84	3.98	7.80	1.14	5.32	2.46	0.22	4.31
Beauty cosmetics	10.88	54.11	34.28	13.29	44.27	24.83	4.19	8.59	31.94
Financial products (including shares and insurances)	3.68	0.55	1.99	3.90	0.51	2.64	1.23	0.10	2.15
Food, food supplies or tobacco	8.07	5.37	6.61	10.97	8.90	10.20	3.45	1.68	7.50
Household goods (e.g furniture, toys, etc., excluding consumer electronics)	19.02	20.24	19.68	13.62	11.14	12.70	4.35	2.21	17.96
ICT services (excluding softwares)	9.80	3.00	6.12	10.97	1.77	7.54	3.46	0.35	6.47
Medicines	2.74	2.15	2.42	3.55	1.91	2.94	1.12	0.37	2.55
Vitamins and nutritional supplements	3.99	4.17	4.09	3.17	3.62	3.34	1.01	0.70	3.90
Movies, short movies or pictures	3.14	1.15	2.06	3.46	0.86	2.50	1.09	0.17	2.17
Music products	0.60	0.25	0.41	1.61	0.48	1.19	0.50	0.09	0.60
Photographic equipment, telecommunication and optics instruments	2.68	1.03	1.79	4.35	0.40	2.88	1.37	0.08	2.06
Tickets or entertainment events reservations (sports, theater, concerts)	9.49	2.90	5.92	9.66	3.55	7.38	3.06	0.68	6.28
Travel products (travel tickets, accommodation, car rental, transportation services, etc.)	19.14	4.99	11.48	28.23	7.45	20.50	8.87	1.41	13.71
Other	0.52	0.77	0.65	0.93	0.20	0.66	0.29	0.04	0.66

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the payment methods they have used while making online purchases (during the last 3 months) by gender and nationality out of total online purchasers kingdom-wide

Table 16-1:

The payment methods used while making online purchase of goods and services	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Pay on delivery	88.66	94.65	91.90	76.27	91.88	82.08	84.82	94.14	89.48
Online credit card	43.83	29.60	36.12	48.30	28.71	41.01	45.21	29.43	37.33
ATM card or online bank transfer	17.19	12.96	14.90	14.82	8.90	12.61	16.46	12.21	14.34
Direct billing (an account linked with the cell phone number)	0.92	0.48	0.68	0.37	0.09	0.27	0.75	0.41	0.58
Online payment service (e.g PayPal and Google Checkout)	0.60	0.18	0.37	0.99	0.00	0.62	0.72	0.15	0.43
Prepaid gift card or e-voucher (e.g iTunes cards)	0.77	0.23	0.48	0.57	0.00	0.36	0.71	0.18	0.45
Points from rewards programs (such as: Qitaf)	1.69	0.90	1.26	1.07	0.20	0.74	1.49	0.77	1.13
Others (such as: bank cheque)	0.02	0.02	0.02	0.00	0.00	0.00	0.01	0.02	0.02

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the delivery methods for the online purchases (during the last 3 months) by gender and nationality out of total online purchasers kingdom-wide

Table 17-1:

The delivery methods for the goods and services that purchased online	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Direct pick up	93.23	94.90	94.13	89.29	96.12	91.84	92.01	95.12	93.56
In store pick up	25.58	21.33	23.28	19.42	13.78	17.32	23.68	19.94	21.81
Online	17.00	8.28	12.28	23.52	11.82	19.16	19.02	8.93	13.98

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage distribution of individuals 15 years and above and the last time an individual made online purchase (during the last 3 months) by gender and nationality out of total online purchasers kingdom-wide

Table 18-1:

The last time of online purchase of goods and Percentage services	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
During the last week	32.64	34.52	33.66	26.31	45.31	33.38	30.68	36.50	33.59
More than a week and less than a month	34.11	32.63	33.31	31.77	26.56	29.83	33.38	31.51	32.45
More than a month and less than three months	33.25	32.85	33.04	41.92	28.13	36.79	35.94	31.98	33.96
Total	100	100	100	100	100	100	100	100	100

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the reasons why they do not make online purchase (during the last 3 months) by gender and nationality kingdom-wide

Table 19-1:

The reasons why not to make online purchase of goods and service	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Prefer to shop personally and deal directly with the product or service provider	42.88	50.14	45.96	37.79	43.19	39.16	39.97	47.51	42.52
Security concerns	1.10	0.80	0.97	0.73	0.50	0.67	0.88	0.69	0.82
Privacy concerns (e.g personal details)	0.78	1.12	0.92	0.49	0.34	0.45	0.61	0.82	0.68
Technical concerns (related to websites, payment or delivery)	0.62	0.66	0.63	0.78	0.73	0.77	0.71	0.69	0.70
Trust concerns (related to guarantees, or products receiving and returning)	1.47	1.21	1.36	1.82	1.71	1.79	1.67	1.40	1.58
Lack of knowledge or skills	8.48	12.19	10.06	16.81	12.10	15.62	13.24	12.16	12.88
Not interested	65.72	56.41	61.76	66.33	63.65	65.65	66.07	59.15	63.73

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the reasons why they do not make online purchase of goods and services (during the last 3 months) by age groups kingdom-wide

Table 19-2:

The reasons why not to make online purchase of goods and service	Age groups										
	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
Prefer to shop personally and deal directly with the product or service provider	37.16	45.22	44.32	42.48	42.89	40.67	42.02	43.53	45.29	46.09	41.27
Security concerns	0.48	0.73	0.92	0.93	0.91	0.79	0.81	0.87	0.96	0.92	0.25
Privacy concerns (e.g personal details)	0.37	0.94	0.64	0.89	0.73	0.65	0.58	0.59	0.55	0.52	1.12
Technical concerns (related to websites, payment or delivery)	0.39	0.58	0.92	0.85	0.62	0.94	0.76	0.77	0.26	0.57	0.08
Trust concerns (related to guarantees, or products receiving and returning)	1.24	1.91	1.80	2.03	1.40	1.73	1.07	1.85	1.46	1.15	0.07
Lack of knowledge or skills	10.77	8.14	10.67	11.65	13.56	13.29	16.89	15.03	15.34	17.98	18.38
Not interested	68.50	62.99	62.86	64.72	63.26	63.99	62.28	62.91	62.29	57.81	67.26

Source: Households and Individuals' ICT Access and Usage Survey 2019

**Percentage distribution of individuals 15 years and above and implemented online governmental transactions (during the last 3 months)
by gender and nationality out of total internet users kingdom-wide**

Table 20-1:

Implemented online governmental transactions	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Yes	66.17	17.93	43.43	37.46	7.93	29.39	51.61	14.90	37.42
No	33.83	82.07	56.57	62.54	92.07	70.61	48.39	85.10	62.58
Total	100	100	100	100	100	100	100	100	100

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the government e-services that they used (during the last 3 months) by gender and nationality out of total government e-services users kingdom-wide

Table 20-2:

Government e-services that individuals used	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
To obtain information from ,governmental agencies (e.g websites or emails)	18.36	19.27	18.53	15.50	22.79	16.04	17.31	19.83	17.69
To benefit from governmental services (e.g, Abshar)	93.22	76.85	90.04	84.23	76.72	83.67	89.91	76.83	87.89
To obtain and complete e-government forms	26.57	23.23	25.92	28.82	22.90	28.38	27.40	23.18	26.75
To process online payments for governmental agencies	54.97	38.94	51.85	47.63	35.54	46.74	52.27	38.39	50.13

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage distribution of individuals 15 years and above and the last time individuals implemented online governmental transactions (during the last 3 months) by gender and nationality out of total government e-services users kingdom-wide

Table 21-1:

The last time individuals implemented online governmental transactions	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
During the last week	20.84	21.76	21.02	16.96	16.23	16.91	19.41	20.87	19.64
More than a week and less than a month	42.50	39.50	41.92	34.46	36.51	34.61	39.54	39.02	39.46
More than a month and less than three months	36.65	38.74	37.06	48.58	47.26	48.49	41.05	40.11	40.90
Total	100	100	100	100	100	100	100	100	100

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the reasons why they do not implement online governmental transactions (during the last 3 months) by gender and nationality kingdom-wide

Table 22-1:

The reasons why not to implement online governmental transactions	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Security concerns (e.g giving bank account details)	1.61	0.62	0.94	0.87	0.31	0.67	1.13	0.52	0.81
Privacy concerns (e.g personal details)	1.00	0.52	0.67	0.38	0.44	0.40	0.59	0.50	0.54
Technical concerns (e.g online poor services provided by some governmental entities)	0.13	0.05	0.08	0.13	0.00	0.08	0.13	0.03	0.08
Trust concerns (e.g the ways of receiving and returning products)	0.30	0.15	0.20	0.37	0.05	0.26	0.34	0.12	0.23
Lack of knowledge or skills	5.91	7.42	6.95	14.92	9.39	12.95	11.81	8.07	9.85
Not needed	82.01	75.51	77.57	70.90	68.67	70.11	74.73	73.27	73.96
Other	14.94	23.54	20.82	21.77	28.84	24.29	19.42	25.28	22.50

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the reasons why they do not implement online governmental transactions (during the last 3 months) by age groups kingdom-wide

Table 22-2:

The reasons why not to implement online governmental transactions	Age groups										
	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
Security concerns (e.g giving bank account details)	0.79	0.87	1.12	0.69	0.88	0.58	0.82	0.57	0.93	0.80	0.31
Privacy concerns (e.g personal details)	0.30	0.56	0.65	0.62	0.61	0.71	0.51	0.46	0.20	0.50	0.15
Technical concerns (e.g online poor services provided by some governmental entities)	0.04	0.05	0.11	0.01	0.01	0.10	0.33	0.11	0.07	0.00	0.00
Trust concerns (e.g the ways of receiving and returning products)	0.23	0.12	0.21	0.26	0.21	0.23	0.45	0.18	0.18	0.00	0.23
Lack of knowledge or skills	7.31	5.72	7.96	9.31	11.80	12.08	12.73	12.30	13.74	13.42	12.14
Not needed	76.48	78.74	74.36	74.33	73.01	72.01	70.27	73.37	69.54	72.64	65.71
Other	22.08	20.50	22.81	23.26	22.25	22.83	23.00	20.79	23.61	24.88	31.03

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the obstacles an individual faced while using internet (during the last 3 months) by gender and nationality out of total internet users kingdom-wide

Table 23-1:

The obstacles an individual faced while using internet	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Frequent internet interruptions	20.74	21.01	20.86	13.89	12.85	13.60	17.26	18.54	17.75
Slow internet browsing	48.16	48.67	48.40	34.21	32.32	33.69	41.08	43.72	42.10
Dealing with secure context of websites and web pages	0.67	0.65	0.66	0.18	0.07	0.15	0.42	0.47	0.44
Content is unavailable/ not found	0.21	0.25	0.23	0.65	0.18	0.52	0.44	0.23	0.36
Other	0.01	0.03	0.02	0.20	0.05	0.16	0.11	0.04	0.08

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the obstacles an individual faced while using internet (during the last 3 months) by the networks used to access the internet out of total internet users kingdom-wide

Table 23-2:

The obstacles an individual faced while using internet	SIM / SIM Mobile Network using USP modem key or integrated SIM card	(WIFI)	Wired Network (connected to fixed telephone lines)
Frequent internet interruptions	18.87	18.11	15.01
Slow internet browsing	44.67	41.11	34.36
Dealing with secure context of websites and web pages	0.50	0.72	0.90
Content is unavailable/ not found	0.35	0.36	0.33
Other	0.04	0.05	0.15

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the reasons why they do not use internet (during the last 3 months) by gender and nationality kingdom-wide

Table 24-1:

The reasons why not to use internet	Saudi			Non-Saudi			Total		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
No need to use the internet (useless, nothing interesting)	36.02	30.83	32.70	36.62	34.89	36.01	36.36	32.00	34.12
Lack of knowledge on how to use the internet	70.46	77.48	74.94	59.51	57.15	58.68	64.19	71.60	68.01
High cost of using internet	5.73	3.98	4.61	26.51	20.00	24.23	17.62	8.61	12.98
Privacy and security concerns	0.31	0.16	0.22	0.17	0.60	0.32	0.23	0.29	0.26
Internet access is not available in the region	0.61	0.91	0.80	0.51	0.13	0.38	0.55	0.68	0.62
Cultural and social reasons	6.10	6.51	6.36	2.86	7.74	4.56	4.24	6.87	5.60
Using internet is not allowed	3.49	4.19	3.94	0.89	6.22	2.75	2.01	4.78	3.43
Lack of local content	0.09	0.28	0.21	0.17	0.00	0.11	0.14	0.20	0.17
Other	1.79	0.59	1.03	0.18	0.10	0.15	0.87	0.45	0.65

Source: Households and Individuals' ICT Access and Usage Survey 2019

Percentage of individuals 15 years and above and the reasons why they do not use internet (during the last 3 months) by age groups kingdom-wide

Table 24-2:

The reasons why not to use internet	Age groups										
	15-19	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
No need to use the internet (useless, nothing interesting)	28.21	33.60	38.37	39.31	39.55	33.66	36.60	34.35	35.99	32.37	31.95
Lack of knowledge on how to use the internet	28.53	44.73	47.35	54.09	53.78	65.74	66.15	72.29	76.56	81.22	86.71
High cost of using internet	15.11	21.13	28.78	21.43	26.02	24.21	15.92	12.23	8.05	6.22	2.27
Privacy and security concerns	1.08	0.48	0.07	0.04	0.65	0.06	0.00	0.07	0.14	0.37	0.19
Internet access is not available in the region	1.56	3.79	0.95	0.25	0.91	0.43	0.57	0.54	0.19	0.32	0.23
Cultural and social reasons	20.18	14.39	8.85	4.48	4.12	4.22	1.88	3.04	4.25	4.57	3.43
Using internet is not allowed	23.58	8.10	4.98	4.50	2.41	1.23	1.64	0.47	0.62	0.27	0.72
Lack of local content	0.04	0.24	0.04	0.04	0.17	0.06	0.15	0.09	0.40	0.25	0.21
Other	0.88	4.85	2.28	1.33	0.59	0.22	0.35	0.00	0.45	0.47	0.33

Source: Households and Individuals' ICT Access and Usage Survey 2019

