



الهيئة العامة للإحصاء  
General Authority for Statistics

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## Bulletin of Individuals and Households' ICT Access and Usage Survey

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2018



### Executive Summary:

This bulletin aims at giving a detailed report about the results of Households and Individuals' ICT Access and Usage Survey (2018). 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. This survey complements other survey studies that GASTAT implements in Saudi Arabia.

Through this survey, GASTAT is trying to recognize and understand: the availability of ICT devices owned by households, households' ICT access, individuals' ICT usage, individuals' cell phone usage, in addition to the characteristics of individuals who use ICT such as (gender, age, nationality, and educational status), and the places and areas of usage.

This bulletin provides results 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.

This survey makes it available to obtain all basic ICT indicators recommended by the partnership concerned with ICT measurement for development purposes and certain indicators requested by national entities. While all results related to households and individuals have been presented separately in the bulletin, the main results (mentioned below) have been organized by main subjects

The executive summary briefly presents the main results of the survey, which was conducted in all Saudi Arabia' regions targeting all age groups. The survey shed light on the individuals and households' ICT usage and availability. While implementing the survey, all international standards of this fields were followed to guarantee the production of reliable and comparable data about ICT spread all over Saudi Arabia.

During the second quarter of 2018, the survey was conducted to measure the individuals and households' ICT access and usage. The most important results of the survey are as follows:





### Cell phones

Communication in Saudi Arabia basically relies on cell phones. Cell phones have become widespread for all households in Saudi Arabia (99.16%), which reflects the swift shift and spread of this service and the recent accelerated access to ICT among the population. In addition, (75.19%) of individuals, in different ages, have used cell phone. However, (92.66%) of individuals who are aged between 12-65 years-old have used them in 2018.

### Computers

(50.57%) of households in Saudi Arabia have a computer. Laptops and tablets are largely widespread. This percentage differs from a region to another kingdom-wide. While around (26.68%) of individuals, in different ages, have used computers, it is noted that (33.16%) of individuals, who are aged between 12-65 years-old, used computers in 2018.

The skill of files and folders' copy and move is the most used skill among all computer users with (71.62%). Followed by the skill of emails sending and receiving with (50.37%), then comes the skill of using copy and paste tools with (41.47%).

### Internet

Around (89.77%) of households have access to the Internet, mainly through Mobile Broadband Network. About (68.62%) of them are households who have access to the Internet via cell phone packages, while (33.01%) via Mobile Modem. While (69.56%) of individuals, in different ages, have used internet. Most individuals have used internet extensively at their homes with (98.96%) out of total individuals who use internet. It is noted that (86.35%) of individuals, who are aged between 12-65 years-old, have used internet in 2018.

The sweeping majority of individuals (around 91.11%) use the Internet at least once a day, while around (5.61%) use it at least once a week, but not every day and less than once a week respectively. However, (0.39%) use it at least once a month, but not every week.

Internet is often reached and used widely by individuals whose activities are connected mainly to browsing through using social media tools and extensively joining social and professional networks (around 72.54%), playing or downloading games, downloading movies, pictures, music or videos (around 39.74%), making internet voice calls (around 38.87%), in addition to sending and receiving emails (around 35.69%) compared to other types of activities, which are narrowly accessible in general.

Lack of knowledge or necessary skills to use the Internet is the biggest obstacle to the household's access to Internet (around 41.66%). High cost of devices is also considered one of the main obstacles to the household's access to Internet (around 30.40%).



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### Introduction

Ministers cabinet resolution number (211) dated 13/1/1437H has approved the General Authority for Statistics (GASTAT) to perform statistical works in economic, social, and demographic fields, and publish them periodically. Based on this approval, GASTAT has launched many programs and surveys that aim to provide a statistical database that covers all fields including (Knowledge statistics)

As part of GASTAT surveys, GASTAT is working on Individuals and Households ICT Access and Usage Survey 2018 to be the second 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 on 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](mailto: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

knowledge statistics

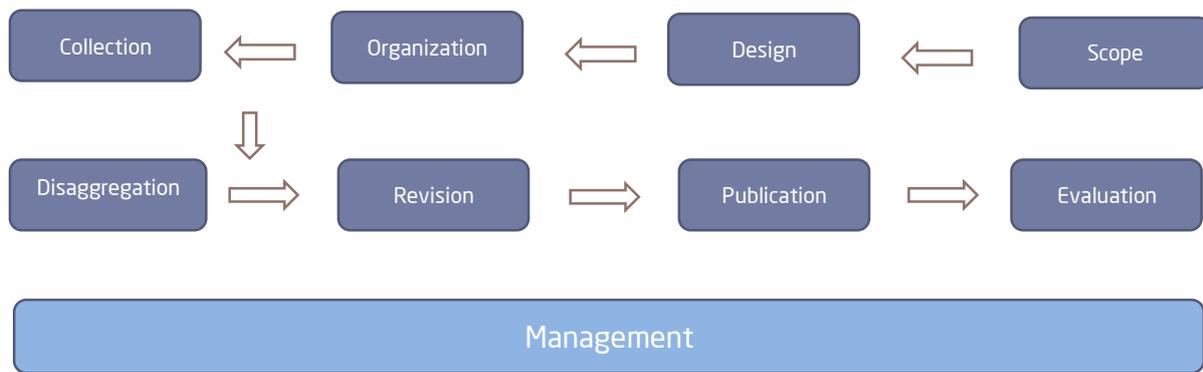




### Methodology of Individuals and Households' ICT Access and Usage Survey Bulletin.

Based on the mission of GASTAT to Provide comprehensive, reliable, up-to-date statistics and value-added services in line with the international standards and to take the lead in developing a modern statistical sector to support decision making, and in order to achieve its vision to be the most innovative and distinctive statistical reference for Saudi Arabia's socio-economic development, GASTAT has developed all the methodologies of its statistical work in line with the stages of work stipulated in the Manual of the Statistical Procedures of GASTAT which meets the procedures adopted by the international organizations related to the development of the statistical methodologies.

The statistical work stages are divided into eight connected stages, in addition to a ninth stage; the comprehensive "management" stage, which are as follows:



Individuals and Households' ICT Access and Usage Survey Bulletin is one of GASTAT products, and its methodology has been developed according to these stages, which will be stated in details below:

#### First stage: The scope

In this stage, the statistical needs are understood and confirmed, and possible solutions are identified. GASTAT has held meetings with its partners from government entities related to the Individuals and Households' ICT Access and Usage Survey in Saudi Arabia, which are:

- Ministry of Communications and Information Technology
- Communication and Information Technology Commission

In order to identify the nature of those entities' statistics and what GASTAT needs from them. In addition, it wants to take the feedback of those entities into account to guarantee the achievement of this bulletin objectives which can be summarized as follows:



- 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 rate of information and communications technology devices availability by households.
  - Households 'ICT access
  - The rate 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 information and communications technology is utilized by individuals.
  - 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 rate of households 'postal services use
- 2) It also aims to found a wide database to be used as a reliable reference when conducting studies and research in the field of individuals and households' information and communication technology.



## Second stage: The design

The most important steps of this stage are:

### **First: Determining the statistical community**

The statistical community of the individuals and households' ICT usage and access bulletin includes all individuals (Saudis and non-Saudis) who live in Saudi Arabia.

### **Second: Sources of statistics:**

GASTAT collects the data of Individuals and Households' ICT Access and Usage Survey from the households' sample that is withdrawn from the update of the general framework 2016 that depends on the population and housing census (1431H- 2010).

### **Third: Definitions 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 public and international computer web that provides access to communications services including world web. It transfers e-mails, news, entertainment, and data files disregarding the device used. Access is not restricted to computer solely, as it is available also via cell phone, tablet, PDA, games tools, and digital television, etc. Access is possible through fixed or mobile communication network.

❖ **Digital subscriber line (DSL):**

A technology that connects high broadband to dwelling units and small economic establishments via regular 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 (10<sup>6</sup>) 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, envelops, 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., 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.

**Fourth: Determining the sampling units in the Individuals and Households' ICT Access and Usage Survey**

- Primary sampling units: enumeration area; the sampling units that were selected in the first stage of designing the survey's sample.
- Final sampling unit: the establishment; the sampling units that were selected in the second stage of designing the survey's sample, each secondary sampling unit is a part of the primary sampling unit.

**Fifth: Determining and defining variables:**

In this step, we determine the variables to be derived when extracting the survey results and identify the mathematical formulas to be calculated as follows:

Variable	Calculation formula
Totals and percentages to extract results and indicators	$= \frac{\text{The total of which we identify its percentage}}{\text{Total sample}} \times 100$

**Sixth: Determining the statistical classifications:**

Classification is an organized set of related categories used to collect data according to similarity. The classification constitutes the basis for data collection and dissemination in all statistical areas (economic activity, products, expenditures, occupations, health, etc.) classifying data helps to put them in meaningful categories to produce useful statistics, since data collection requires an accurate and systematic arrangement according to their common characteristics to ensure their reliability and suitability for comparison purposes.

**The statistical classification used when collecting data is:**





**First: Saudi Occupation Classification:**

Is an approved statistical classification based on the International Standard Occupation Classification (ISCO) that provides a policy of classifying and collecting occupational information that are obtained by statistical census and surveys as well as administrative records. The purpose of using such classification in the labour force survey is to classify workers according to their occupations.

**Second: National Guide of Countries and Nationalities:**

Is a comprehensive, unified, standardized and international classification for countries and their affiliated territories. It is based on the international standard Country Code (ISO 3166); the classification provides codes for countries and their affiliated territories. Using such codes and numbers instead of the name of the country is very useful for statistical purposes where it saves time and avoid any errors. In order to classify Saudi and non-Saudi individuals, this classification was applied.

**Seventh: Form design:**

The form was designed and prepared by specialists and experts of ICT. International standards and definitions were all considered. The form includes the following sections:

**First section: Data about households** (referred to the time of household visit)

Distinct geographic data through which the household location can be determined)

**Second section: Dwelling characteristics** (referred to the time of household visit)

Dwelling characteristics: includes two questions, the first about the type of dwelling and the second about the electricity source.

**Third section: Data of household ICT access** (referred to the time of household visit)

Data about the types of electronic devices that the household owns, how they access the internet, if they have an internet subscription in their house, and the reasons why they cannot access internet.

**Fourth section: E-wastes** (referred to the last 12 months preceding the household visit)

Data about the electronic devices and equipment that the household does not use any more. In this section, the numbers of devices, their e-wastes, and wastes disposal methods are specified.

**Fifth section: Data of households' postal services** (referred to the last 12 months preceding the household visit)





This section includes a group of questions such as: does the household have a mail box or a national address? Does the household use the national address and the Saudi post to send messages and receive goods ordered via internet?

**Sixth section: General characteristics of household members** (referred to the time of household visit)

Information about the household members including the first, middle, and family name, relation to the head of household, gender, age, nationality, educational level, occupational status, and social status of household members.

**Seventh section: Data of cell phone ownership and use** (referred to the last 3 months preceding household visit)

This section includes a group of questions such as: does the individual have a cell phone? What type of cell phone he/she owns? for what purpose is the cell phone used?

**Eighth section: Data of computer use by individuals** (referred to the last 3 months preceding household visit)

This section includes a group of questions related to individuals use of computers, and why they use it, where they use computers, activities they practice while using computer, in addition to the reasons why they do not use computers.

**Ninth section: Data of internet use by individuals** (referred to the last 3 months preceding household visit)

This section includes a group of questions such as: does the individual have an email? Does he/she use internet? For what purpose does he/she use internet? Where does the individual use internet? What is the language he/she use on internet? What are the devices used to access internet? Do individuals use internet to make purchases?

**Eighth: designing the statistical frameworks and survey sample:**

**Designing the plan of the statistical frameworks:**

1. Design and document the ultimate plan to create a framework that covers the statistical community
2. Set lists, maps and analytical features for units that can be used to select data providers
3. The use of mutual records and statistical frameworks as much as possible
4. Identify the required metadata to create the statistical frame, test frame and to validate its accuracy and confirm its use for the current survey





### Designing the plan of sampling:

1. Design and document the ultimate plan to select the sample units from which data will be collected, as well as ensure to obtain highly effective and efficient estimates. For this purpose, the survey's community was divided into integral parts characterized by relative homogeneity in their units. Each part is a stratum, and each strata is considered an independent community. A random sample is drawn from each stratum independently, and eventually all withdrawn sampling units are combined to form the total sample
2. Selecting the sample units from the statistical frameworks that were designed to cover the targeted statistical community. The selection process is completed in two stages; in the first stage, primary sample units are selected which are the enumeration areas. (1600) enumeration areas were selected distributed over all the categories in all the administrative regions by using the appropriate method according to the size of the Saudi households' number in them. In the second stage, the final sample units are selected randomly. They include households in the enumeration areas who were selected in the first stage by using the regular random sample around (15) household in each enumeration area, in other words, with a total of (24000) households at the Kingdom's level.
3. Prepare the ultimate methodology to select the sampling units in order to produce high quality outputs with the least efforts on data providers by using shifts and interference control methods.
4. Determine the required metadata to apply the statistical frame as well as identify and select the sample.
5. Test and evaluate the sample; validate its accuracy and confirm its use in the current project.

### Third stage: organization:

#### The following steps are done through this stage:

1. Prepare the required work procedures to set the bulletin that will begin in the next stage "collection stage" and will end in the "assessment stage"
2. Organize and collect those procedures, and identify its appropriate sequence to reach to a methodology that meets the objectives of the Economic Indicators Survey Bulletin
3. Benefit from the previous surveys of the Economic Indicators Survey Bulletin to test and develop the work procedures for the current copy
4. Describe and document these procedures to facilitate the update process for the coming surveys
5. Try and test the statistical work procedures to ensure that they meet the requirements of the economic indicators survey bulletin in its final form





6. Confirm the statistical work procedures and set a road map for the implementation

### Fourth stage: collection:

In this stage: all data were handled according to the right methods and the nature of these data was considered.

### First: Collecting the data of Individuals and Households' ICT Access and Usage

#### Sample selection:

1. In the collection stage, the sample was selected based on what was indicated in "designing a plan to withdraw sample" in which the selection was at the level of the administrative regions as follows

Adm. Region	N. of H.	Adm. Region	N. of H.	Adm. Region	N. of H.
Riyadh	3765	Asir	1635	Najran	1155
Makkah	4350	Tabuk	1320	Al-Baha	1080
Madinah	1665	Hail	1185	Al-Jouf	1200
Qassim	1185	Northern Borders	1185	Total	24000
Eastern Region.	3000	Jazan	1275		

2. The selected sample was validated and approved for use.

### Training and evaluation of field-work candidates:

Candidates were selected to participate in this survey based on the criteria related to the nature of work. The educational level of workers was also considered; it is preferable to have candidates with experience and have participated before in the field works carried out by GASTAT; and must have a good attitude, with no disabilities, medically and psychologically fit to work, not under 20 years, and must pass the training program of the Economic Indicators Survey.

All candidates from GASTAT staff or collaborators outside GASTAT were trained through special training programs, based on:



- Conduct a training program for the concerned employees at the headquarter of GASTAT
- Conduct similar training programs for collaborators whether inspectors, monitors or researchers in different regions of Saudi Arabia

The training programs include providing lectures about awareness, management, and technical materials. The lectures include explanations of the electronic instructions manual, survey's objectives and data collection method as well as ways of access and using maps. They also discuss in details the form questions and the administrative and technical tasks of all participants of different administrative levels.

At the beginning of the training programs, all trainees were provided with tablet devices to be able to:

- Read the instructions manual and its contents while the trainer is explaining the instructions
- Read the electronic form of the survey and try to fill it out at the workshop of the training programs as a practice.
- Access "the auto-assessment system of the training program", the trainee has the right to express his opinion and assess the level of the training program for the sake of improving their quality in the future. The assessment included a number of items, most importantly: (the trainer demonstrated extensive knowledge of the subject, the trainer was committed to the scheduled time of the training, the lecture covered all areas of the survey, the training hall was suitable, and suggestions to improve the quality of the training program
- Access "the auto-assessment system of the trainees" at the end of the training program. Trainees' understanding of the survey's concepts and instructions can be determined through this step

Participated labour force will be nominated according to their results that will be automatically extracted from "the auto-assessment system of trainees" to ensure speed, accuracy and neutrality when determining the candidates and their competences.

### Field data collection method:

Individuals and Households' Access and Usage surveys are conducted annually. Since the establishment is the research point, direct communication method was used to fill out the survey's form. Concerned researchers visited the included establishments of the survey's sample; they introduced themselves and showed the official documents to prove their identities. They also explained the purpose of the visit, provide an overview about the survey and its objectives, took the permission to complete the data of the establishment by using the electronic form of the Individuals and Households' Access and Usage Survey. The survey's form is completed based on the



specified time reference and by using the synchronization feature of the tablets by field researchers in various work regions of Saudi Arabia. Data of the establishment is directly uploaded to the linked databased at GASTAT headquarter to be stored, reviewed, and processed.

## Data validation and follow up with data providers and collectors:

Data are validated by reviewing them through the researcher himself, the responsible inspector, and the supervisor of the survey in the supervision area. All working areas are monitored and reviewed by the data quality room at GASTAT headquarter. It also controls and supervises the performance of all operating categories in the field in accordance with the time of data collection from day one until the last day, the main tasks of 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 receive the notes in a fast way at their working locations
- Making phone calls with the establishment and ask some questions of the form to check the accuracy of data completed by the researcher, his commitment to the instructions during the visit, also to obtain the missing data that have not received yet and to thank data providers for their cooperation
- Assigning a specialized technical team in the data quality room to be responsible for answering field inquiries received from workers or data providers
- Applying errors rules to ensure the consistency, accuracy and logicity of data
- Checking data completion location by matching its coordinates with the registered ones in the sample file.

## Fifth stage: Disaggregation of data:

(Raw data) are disaggregated in this stage depending on classification and coding inputs that were completed during data collection; whether the classification is the one that was previously mentioned in the design stage which is (ISIC REV.4) or other classifications and coding such as the geographical classification of data (like data distribution at the level of administrative regions) to be presented in the right tables. This will help to summarize, understand, comprehend and extract their results and to compare them with other data as well as obtain statistical significances about the selected community. Moreover, referring to such data indicated in tables is much easier without the need to go back to check the original forms which they include some data like: names





and addresses of establishments' owners and that may violate the confidentiality of statistical data. **The main procedures of this stage are discussed below:**

### **Data matching:**

To ensure quality and accuracy of the bulletin's statistics, all data are reviewed and matched to check their correctness and accuracy in a way that fits the nature of such data. Data of the current survey is matched with the data of the previous survey; to ensure their validity and logicity before processing, extracting and reviewing the results in the next stages of data disaggregation.

### **Data confidentiality:**

To keep data confidential, identifiers are removed from the entered data set, such as: hiding the name and the address of the establishment and other identifiers to protect the privacy of the establishments.

### **Sixth stage: Revision:**

**In this stage, outputs are validated and explained by applying a number of steps:**

#### **Data outputs validation:**

In addition to the revision process applied to the collected data in the fourth stage "collection stage" to check their accuracy and reliability and what was applied in the fifth stage "disaggregation stage", all the outputs are stored and uploaded to the database after being calculated to be reviewed and processed by specialists of the Business Statistics Department through a revision software and on screens that were designed for this purpose.

#### **Dealing with confidential data:**

Data are confidentially stored at GASTAT and are only used for statistical purposes. Data of establishments shall not be disclosed under any circumstances. publications are statistical tables for a number of economic features at the level of Saudi Arabia and its administrative regions and main cities.

### **Seventh stage: Publication:**

**In this stage, the product is prepared to be published according to the following steps:**

#### **preparing and processing the results designed for publishing:**





by:

1. Downloading the data results from the database of the department of business statistics
2. Preparing publishing tables and charts of data and indicators
3. Preparing the metadata and writing the work's methodology
4. Reviewing the bulletin before the publishing

### Preparing media kit:

After receiving the bulletin in its final version from the concerned department "Business Statistics Department", the media departments at GASTAT prepare a press statement and an infographic of the bulletin's main results. Also, they prepare specific press reports to be sent to some papers. The media kit is approved in coordination with the business statistics department.

### Data publishing:

In this stage, the following steps are carried out:

1. Upload the bulletin to GASTAT website
2. Coordinate with media departments of partners about the publication date of promotional materials
3. Send the press statement to (Saudi Press Agency, paper and electronic newspapers, channels and broadcasters as well as International Press Agencies
4. Publish tweets and infographics on Twitter
5. Send the bulletin to clients list via the e-mail " President
6. Monitor what is published on media on a daily basis and deal with it according to the material content

### Responding to client's inquiries:

Questions and inquiries of clients about Individuals and Households' Access and Usage Survey Bulletin and its results through five available channels: (website- email- official letters- call centre- visits). The client's request is answered after coordinating with the concerned department through the appropriate channel by providing the information from the available statistical library on GASTAT official website or from the concerned statistical department itself if necessary.

### Published Content Preservation



To ensure that the contents of the publication are preserved for long periods of time, the documents and archives center in the Authority preserves and archives the published data to be used as a reference at any time whether for the Authority or for others if necessary

## Eighth Stage: Assessment

In this stage, the statistical process is evaluated from the collection stage to the next stage of data publication for improvement purposes to obtain high-quality data. Improvements may include: methodologies, procedures and systems, personnel skills, standards as well as statistical work frameworks by using the following steps

### Collection of Measurable Evaluation Inputs

In this step, the most important comments and notes are collected and documented from their sources in different stages, for example comments and notes given by data collectors and their field supervisors as well as data providers. Also, notes written by specialists responsible for reviewing, auditing and analysing data collected either from field or administrative records. Finally, comments and notes collected and documented by data users after publishing the data

### Assessment

The assessment is conducted by analysing collected evaluation inputs and comparing the results of this analysis with the results expected previously. Therefore, a number of possible improvements and solutions are identified and discussed with concerned staff in various relevant departments in the Authority, or with their clients of Bulletin partners. Further, during this step, clients' performances and satisfaction levels of using Survey results are measured, in addition, dissatisfied clients are contacted and provided with clarifications.

It is worth mentioning that based on these procedures, the recommendations for obtaining high quality data for the next survey Bulletin are agreed upon.

### Results and finding

This bulletin summarizes the main results and indicators of households and individuals in a more detailed tables attached in the appendix. On the other hand, main comparisons are indicated through charts as well.

### Households' ICT access

This part compares households who have access to ICT to households with no access by administrative regions, type of dwelling and nationality.



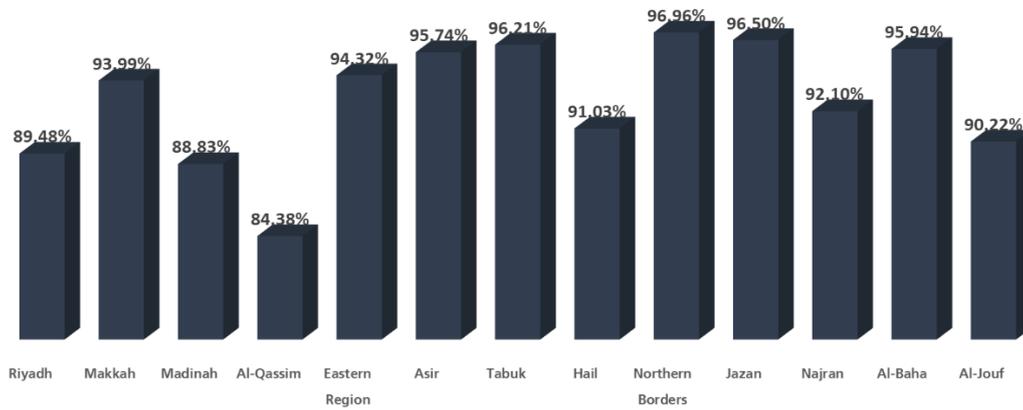


1- ICT and administrative regions:

a. Television

Figure (1) shows that most households have at least on television.

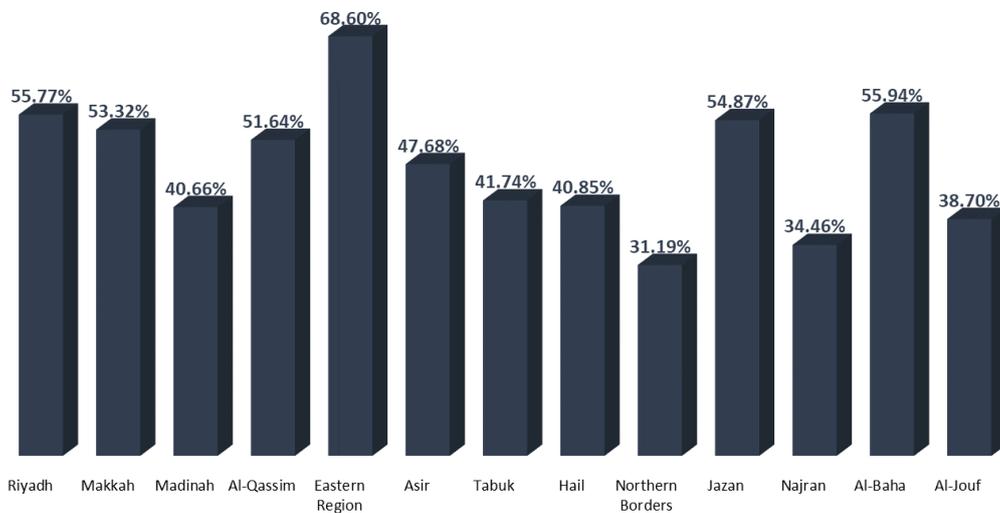
Figure 1: percentage of households' television availability by administrative regions kingdom-wide



b. Computer

Figure (2) shows that Eastern region recorded the highest percentage of households who have computers with 68.60%. in contrast, Northern Borders recorded the lowest percentage with 31.19% out of its total population.

Figure 2: percentage of households' computers availability by administrative regions kingdom-wide

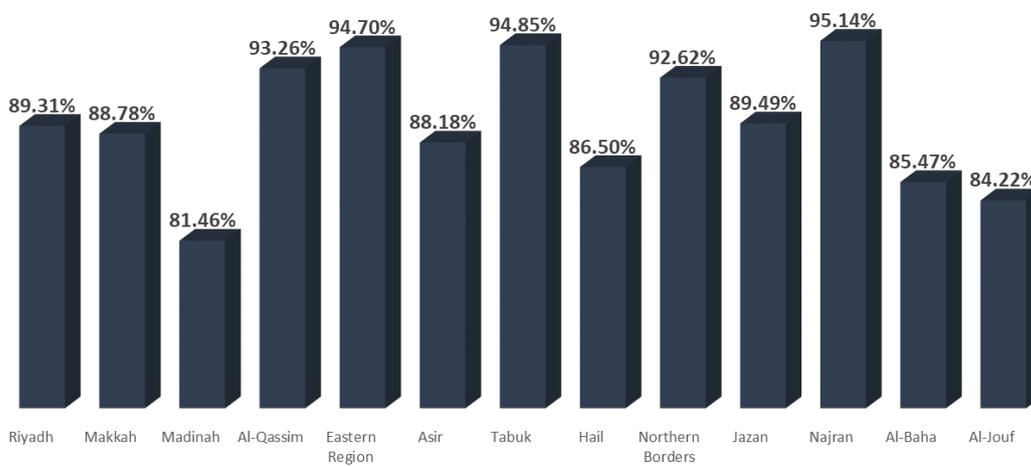




c. Internet access

Figure (3) shows that percentages of households who have access to internet are nearly the same in all regions of Saudi Arabia. However, households of Medina and AL-Jouf recorded the lowest percentage compared to all regions with around 84.22% and 81.46%, respectively.

Figure 3: percentage of households' internet access by administrative regions kingdom-wide

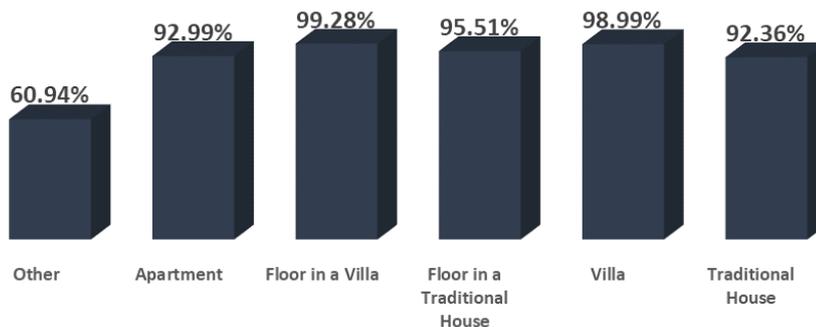


2- ICT and type of dwelling:

a. Television

Figure (4) shows that most households living in (villa, a floor in a villa) have at least one television. However, the percentage decreased in other dwellings such as: chalets or workers' accommodations where it reached 60.94%.

Figure 4: percentage of households' television availability by dwelling type

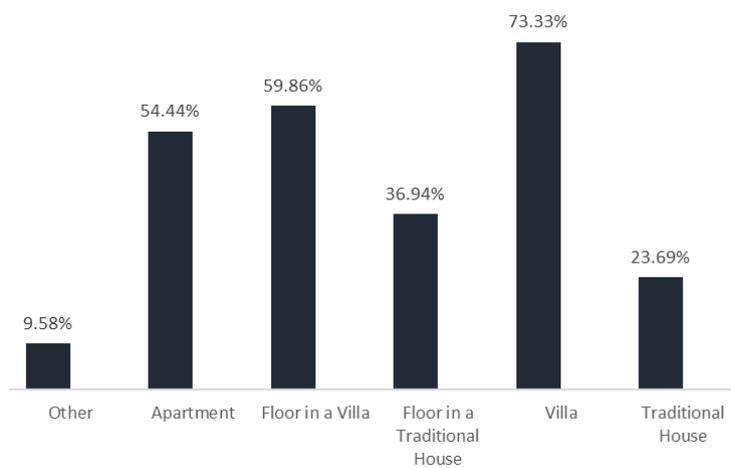




b. Computer

Figure (5) shows that percentage of households who have computers and are living in a villa is 73.33% and the percentage of those who live in a floor in a villa is 59.86%. However, the percentage decreased in other type of dwellings such as (chalets or workers' accommodations where it reached 9.58%)

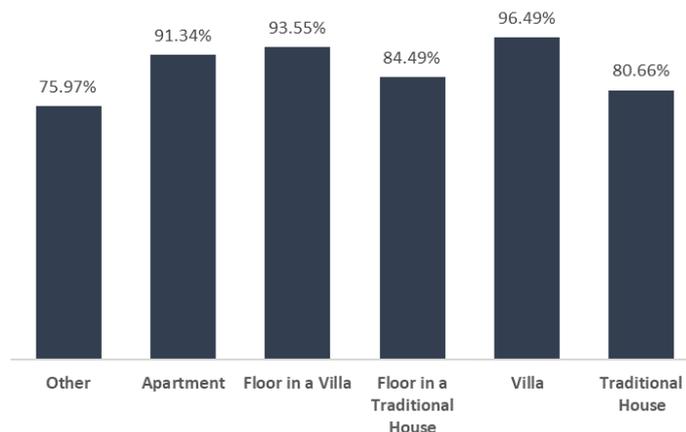
Figure 5: percentage of households' computers availability by dwelling type



c. Internet access

Figure (6) shows that percentage of households living in a villa and have access to internet is 96% and those who live in a floor in a villa is 94%. However, the percentage decreased in other type of dwellings such as chalets or workers' accommodations where it reached 76%.

Figure 6: percentage of households' internet access by dwelling type



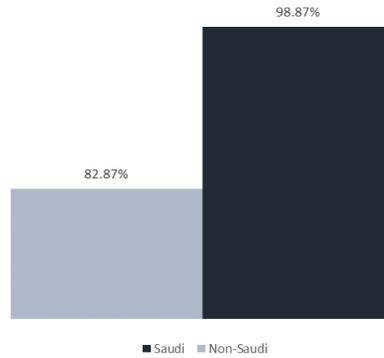


1. ICT and Nationality:

a. Television Set

Figure (7) shows the percentage of households (Saudi and non-Saudi) with one television set at least at their houses. The percentage of Saudi households who have one television set only was (98.87%) out of total Saudi population, and (82.87%) for non-Saudi population out of total number of non-Saudi population.

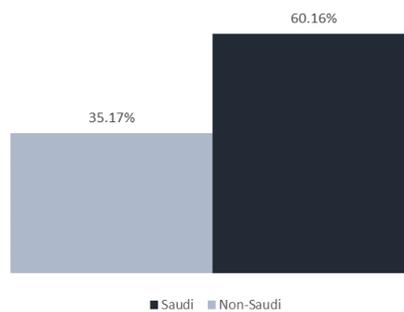
Figure 7: Percentage of households' television availability by nationality



b. Computer:

Figure (8) shows that the percentage of non-Saudi households who own computers reached (35.17%) out of total number of non-Saudi. However, the percentage of Saudi households with computers recorded (60.16%) out of total Saudi population.

Figure 8: Percentage of households' computer availability by nationality

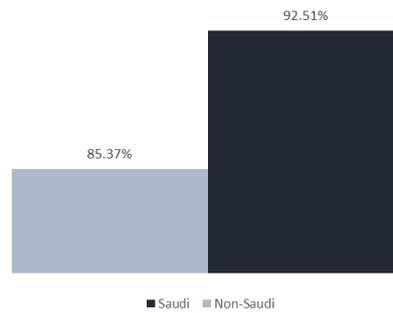




c. Internet Access

Figure (9) shows that the majority of households (Saudi and non-Saudi) can access internet, where their percentage reached (92.51%) and (85.37%) respectively.

Figure 9: Percentage of households' internet access by nationality



Individuals' ICT usage



Figure (10) shows that the percentage of ICT usage by male individuals is higher than that of female individuals (cell phone, computer, and internet).

Figure 10: Percentage of individuals' ICT usage by gender

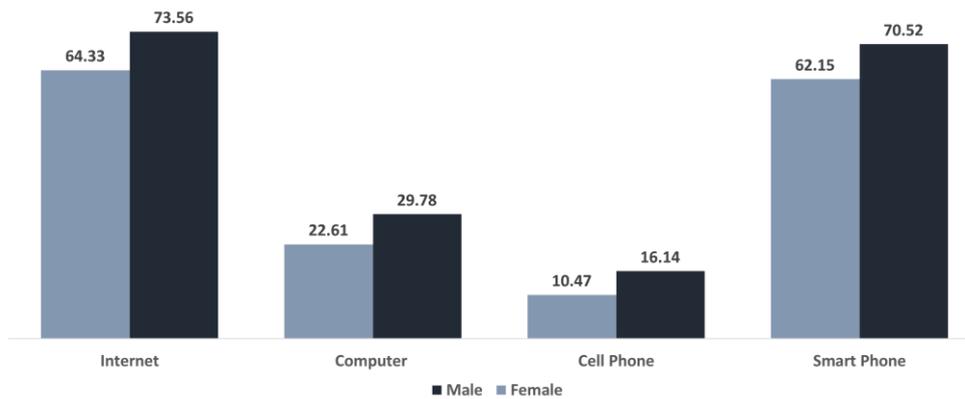




Figure (11) shows that most individuals aged (15 to 44) years use ICT. The highest percentage of IST usage was found among those aged (20-24).

Figure 11: Percentage of individuals' ICT usage by age groups

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General Authority for Statistics

إحصاءات المعرفة  
Knowledge Statistics

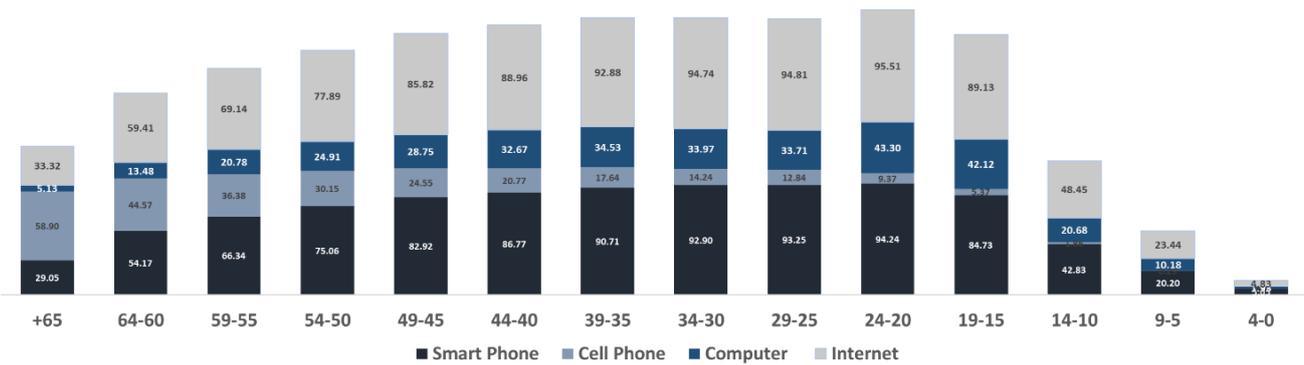


Figure (12) shows that the highest percentage of individuals using a smart cell phone are individuals holding a high diploma certificate (reaching 99.13% of total individuals falling in the same age category). Whereas the majority of illiterate individuals are using non-smart cell phones reaching (57.92% of total individuals falling in the same age category). The figure (12) also shows that the highest percentage of individuals using the internet are the individuals holding a high diploma or a higher certificate. The highest percentage of individuals using computers are individuals holding a Master's degree or a higher certificate



Figure 12: Percentage of individuals' ICT usage by educational status

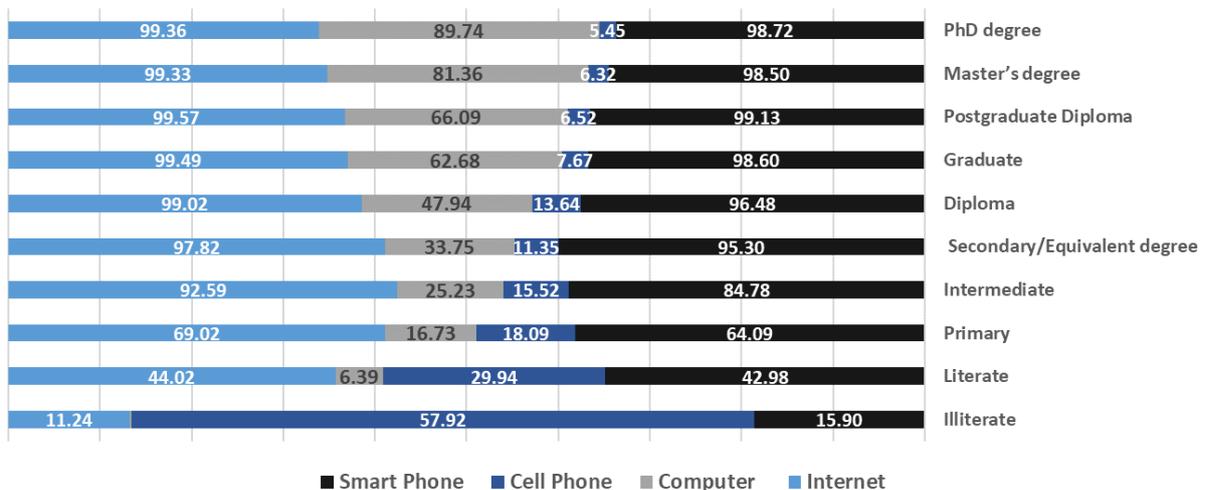




Figure (13) shows that the percentage of student's use of ICT out of total individuals falling in the same category, is the highest compared to other employment statuses. The figure also shows the comparisons of using ICT devices between employment statuses, which are, employed, student, housewife and retiree.

Figure 13: Percentage of individuals' ICT usage by occupational status

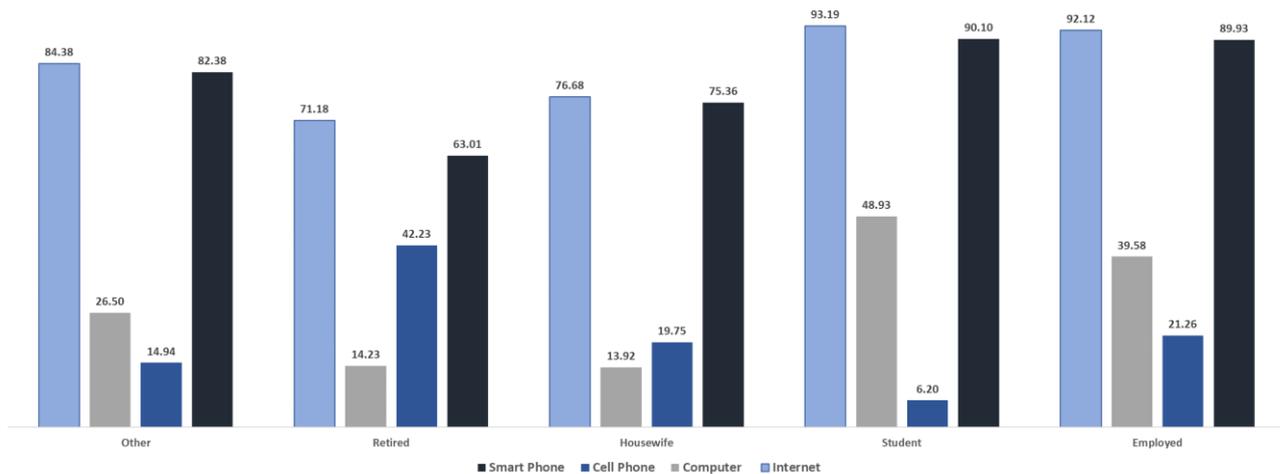


Figure (14) shows that the percentage of ICT Usage by individuals who never been married out of total individuals falling in the same category, is the highest. The figure also shows comparisons between the usage of ICT devices among marital status, which are, married, never been marries, divorced and widowed.

Figure 14: Percentage of individuals' ICT usage by marital status

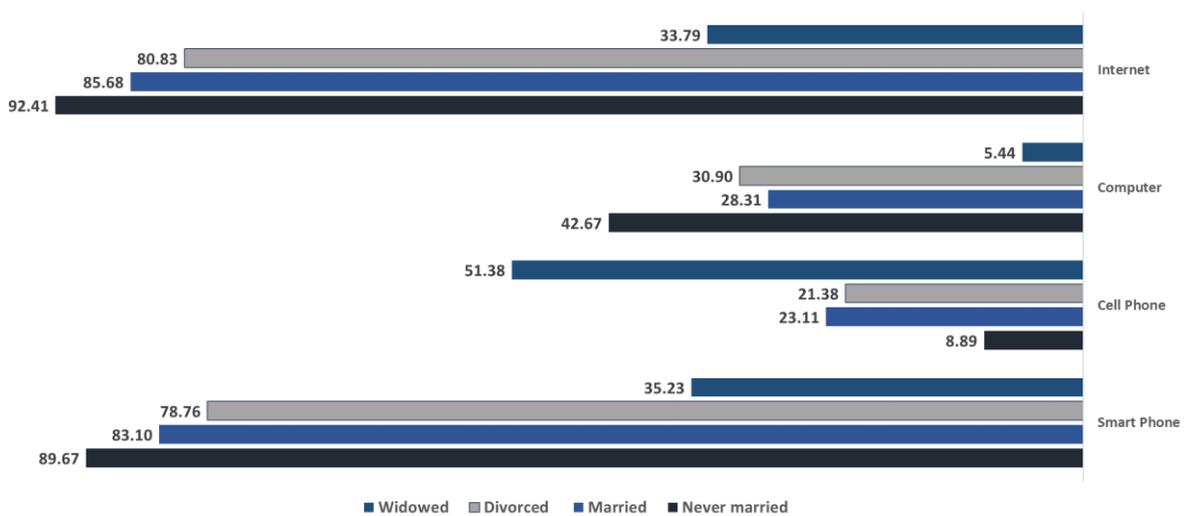




Figure (15) shows that the percentage of individuals using internet in the eastern region reached 80.09% out of total individuals in the same region, which is the highest compared to other administrative regions. Whereas the lowest percentage was in Najran region by 57.66% out of total individuals in the same region. Regarding computers, the highest percentage of individuals' usage of computers was in the eastern region reaching 38.57% of total individuals in the same region. Whereas the lowest percentage of individuals' use of computers was in the Northern borders by 16.18%. Regarding smart phones, the percentage of individuals using smart phones in the eastern region and Riyadh was 76.61% and 71.57%, respectively, out of total individuals in each region.

Figure 15: Percentage of individuals' ICT usage by administrative regions kingdom-wide

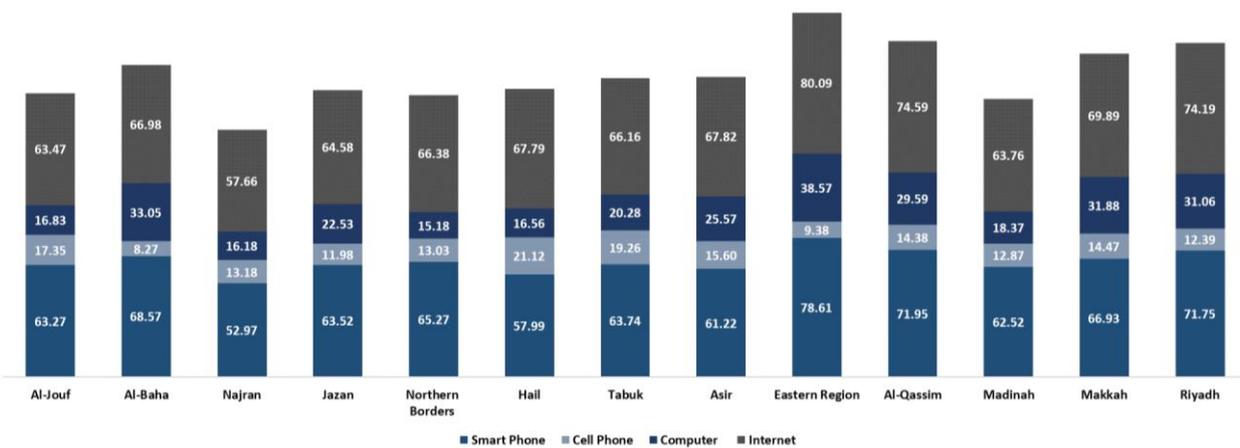
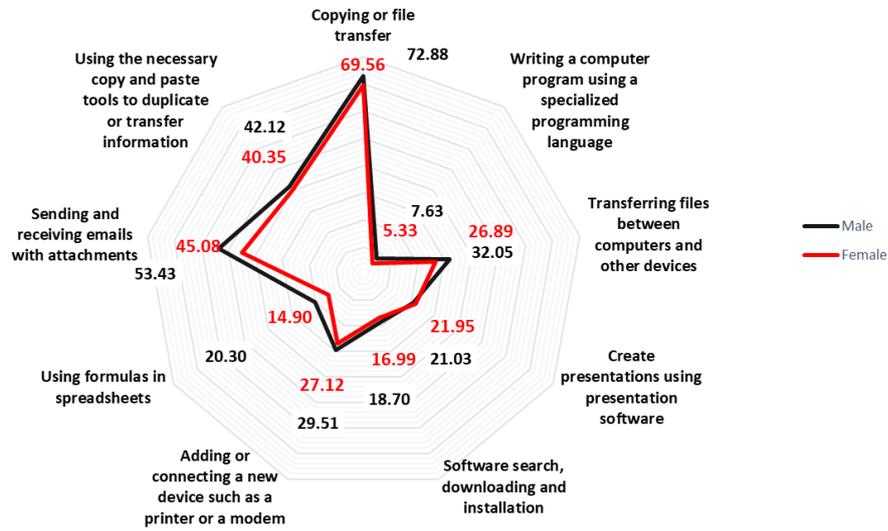


Figure (16) shows that the percentage of males and females are relatively equal in terms of using computers for copying or file transfer. While we note a difference in both sending and receiving emails with attachments or using formulas in spreadsheets, where the percentage of males is higher.



Figure 16: Percentage of individuals' computer usage by activity





Publishing Tables



Percentage distribution of households who have ICT access by administrative regions kingdom-wide

table 1-1

Administrative region	TV	Radio	Fixed phone	smartphone	Non-smartphone	Desktopm computer	Laptop	Tablet	Internet access	Internet subscription in dwelling
	%									
Riyadh	89.48	17.39	25.52	93.24	42.64	12.88	49.18	29.34	89.31	35.25
Makkah	93.99	33.93	30.35	91.90	44.93	13.17	43.80	24.29	88.78	32.31
Medina	88.83	10.53	13.83	89.82	48.38	8.36	35.67	16.57	81.46	21.64
Qassim	84.38	16.06	26.62	92.10	48.62	12.16	46.67	22.54	93.26	22.26
Eastern region	94.32	12.95	38.07	96.63	33.79	14.39	60.84	36.14	94.70	47.94
Asir	95.74	15.70	23.27	89.89	46.79	8.33	42.91	16.66	88.18	22.57
Tabuk	96.21	7.73	21.29	94.47	57.20	4.85	34.32	18.11	94.85	21.81
Hail	91.03	28.15	16.70	83.04	55.15	6.22	24.69	24.78	86.50	22.38
Northern borders	96.96	16.07	25.89	96.09	50.56	3.82	27.45	9.30	92.62	21.86
Jazan	96.50	24.62	18.12	89.91	55.73	9.06	48.63	22.74	89.49	19.01
Najran	92.10	4.95	21.53	90.89	39.41	6.77	27.78	9.64	95.14	25.46
Al-Baha	95.94	8.21	31.89	91.70	37.64	9.15	44.15	31.70	85.47	29.14
Al-Jouf	90.22	5.50	13.75	94.70	56.52	5.40	34.11	14.46	84.22	17.05
Total percentage	92.73	17.95	25.69	92.33	45.63	10.23	43.08	23.49	89.77	29.59

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of households who have ICT access by type of dwelling kingdom-wide

table 1-2

Type of dwelling	TV	Radio	Fixed phone	smartphone	Non-smartphone	Desktopm computer	Laptop	Tablet	Internet access	Internet subscription in dwelling
	%									
Traditional house	92.36	27.41	9.24	81.89	62.49	4.26	18.31	8.70	80.66	11.92
Villa	98.99	15.52	48.70	97.21	51.12	20.24	65.45	42.86	96.49	47.66
Floor in a traditional house	95.51	31.02	15.31	85.71	56.33	7.35	27.96	16.53	84.49	18.12
Floor in a villa	99.28	27.54	35.48	97.01	48.39	10.99	52.27	28.67	93.55	36.27
Apartment	92.99	15.43	24.38	94.91	37.69	9.60	46.27	23.03	91.34	29.50
Other	60.94	4.87	3.14	77.46	49.96	1.73	4.79	4.46	75.97	5.11
Total percentage	92.73	17.95	25.69	92.33	45.63	10.23	43.08	23.49	89.77	29.59

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the reasons why households do not have internet access by administrative regions kingdom-wide

table 1-3

Administrative region	Reasons for internet non-access							
	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 or it lacks local content	High cost of services	social or cultural reasons	Lack of Internet in the region
Riyadh	9.00	25.45	1.29	53.98	18.51	14.40	9.25	1.03
Makkah	5.78	54.82	4.93	20.56	18.42	6.42	10.06	2.78
Medina	10.98	35.98	3.03	46.97	17.80	6.82	3.79	2.27
Qassim	5.26	28.95	0.00	44.74	23.68	7.89	3.95	10.53
Eastern region	7.28	61.59	1.99	8.61	19.21	8.61	5.30	1.32
Asir	11.83	54.30	2.15	15.59	25.27	4.30	9.14	2.15
Tabuk	1.47	70.59	4.41	17.65	26.47	7.35	14.71	2.94
Hail	5.26	38.82	0.66	27.63	23.03	11.84	5.26	0.00
Northern borders	10.59	24.71	1.18	16.47	48.24	4.71	3.53	0.00
Jazan	2.44	64.23	0.00	21.14	17.89	3.25	5.69	3.25
Najran	5.36	32.14	1.79	28.57	28.57	3.57	7.14	8.93
Al-Baha	2.60	35.06	0.00	41.56	22.73	1.30	6.49	4.55
Al-Jouf	2.58	15.48	0.00	17.42	19.35	23.87	21.94	7.74
Total percentage	6.88	41.66	2.11	30.40	21.32	8.73	8.47	2.88

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the reasons why households do not have internet access by type of dwelling

table 1-4

Type of dwelling	Reasons for internet non-access							
	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 or it lacks local content	High cost of services	social or cultural reasons	Lack of Internet in the region
%								
Traditional house	5.33	51.92	3.11	27.37	22.78	5.47	9.47	3.99
Villa	6.62	39.71	1.47	8.09	22.06	9.56	13.24	6.62
Floor in a traditional house	6.58	48.68	2.63	27.63	22.37	13.16	13.16	5.26
Floor in a villa	11.11	33.33	0.00	12.04	31.48	5.56	12.96	2.78
Apartment	7.70	38.21	2.02	32.63	19.83	9.82	7.12	1.73
Other	6.19	32.30	1.03	47.42	18.90	12.03	5.84	2.06
Total percentage	6.88	41.66	2.11	30.40	21.32	8.73	8.47	2.88

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of households' internet access patterns by administrative regions kingdom-wide

table 1-5

Regions	Internet access patterns			
	(DSL)	(Router)	Mobile phone packages	Optical fiber (fiber)
	%			
Riyadh	21.04	32.82	65.00	10.61
Makkah	22.38	31.37	63.73	9.15
Medina	13.62	28.02	73.97	2.50
Qassim	15.79	29.40	71.46	5.14
Eastern region	22.27	38.72	51.17	18.12
Asir	12.76	28.48	84.35	10.53
Tabuk	12.78	34.03	84.27	9.03
Hail	9.96	18.58	80.18	2.98
Northern borders	18.86	34.80	77.49	5.63
Jazan	12.89	41.17	76.03	6.88
Najran	16.97	30.29	68.25	3.10
Al-Baha	27.92	39.18	62.47	3.31
Al-Jouf	13.18	41.35	73.40	2.18
Total percentage	18.39	33.01	68.62	8.61

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of households' internet access patterns by type of dwelling

table 1-6

Type of dwelling	Internet access patterns			
	(DSL)	(Router)	Mobile phone packages	Optical fiber (fiber)
	%			
Traditional house	9.01	25.04	83.89	0.67
Villa	28.18	34.68	63.13	16.43
Floor in a traditional house	12.08	34.30	74.40	2.90
Floor in a villa	25.48	37.61	70.24	10.22
Apartment	17.91	34.88	65.01	8.66
Other	3.91	20.00	81.85	0.33
Total percentage	18.39	33.01	68.62	8.61

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of fixed internet subscriptions speed by administrative regions kingdom-wide

table 1-7

Administrative regions	Fixed internet subscription speed at dwelling				
	less than 2 MB	From 2 MB to less than 10 MB	From 10 MB to less than 25 MB	From 25 MB to less than 50 MB	From 50 MB and more
	%				
Riyadh	6.54	35.43	36.65	14.49	6.89
Makkah	5.61	38.61	40.20	10.97	4.61
Medina	2.39	57.37	36.25	3.19	0.80
Qassim	4.27	49.15	29.49	11.54	5.56
Eastern region	1.55	21.25	42.89	24.57	9.74
Asir	1.28	44.73	40.89	9.27	3.83
Tabuk	1.10	19.41	56.04	23.08	0.37
Hail	28.90	47.71	17.43	5.05	0.92
Northern borders	0.43	39.48	46.78	12.88	0.43
Jazan	4.52	32.66	36.18	24.12	2.51
Najran	10.75	57.71	20.07	11.11	0.36
Al-Baha	7.58	80.30	9.85	1.89	0.38
Al-Jouf	3.55	41.84	44.68	7.80	2.13
Total percentage	5.18	37.87	37.42	14.54	4.98

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of fixed internet subscriptions speed by type of dwelling kingdom-wide

Table 1-8

Type of dwelling	Fixed internet subscription speed at dwelling				
	less than 2 MB	From 2 MB to less than 10 MB	From 10 MB to less than 25 MB	From 25 MB to less than 50 MB	From 50 MB and more
	%				
Traditional house	12.50	50.89	29.76	5.36	1.49
Villa	4.94	34.59	34.87	17.69	7.92
Floor in a traditional house	14.67	42.67	32.00	6.67	4.00
Floor in a villa	4.75	38.56	37.85	14.79	4.05
Apartment	4.27	37.96	39.73	14.05	3.99
Other	14.89	46.81	34.04	4.26	0.00
Total percentage	5.18	37.87	37.42	14.54	4.93

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals who used ICT (during the last 3 months) by gender kingdom-wide

Table 2-1

Gender	Smartphone	non-smartphone	Computer	Internet
	%			
Male	70.52	16.14	29.78	73.56
Female	62.15	10.47	22.61	64.33
Total percentage	66.90	13.69	26.68	69.56

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals who used ICT (during the last 3 months) by age groups kingdom-wide

Table 2-2

Age groups	smartphone	non-smartphone	computer	Internet
	%			
0-4	5.05	0.00	1.93	4.83
5-9	20.20	0.29	10.18	23.44
10-14	42.83	1.86	20.68	48.45
15-19	84.73	5.37	42.12	89.13
20-24	94.24	9.37	43.30	95.51
25-29	93.25	12.84	33.71	94.81
30-34	92.90	14.24	33.97	94.74
35-39	90.71	17.64	34.53	92.88
40-44	86.77	20.77	32.67	88.96
45-49	82.92	24.55	28.75	85.82
50-54	75.06	30.15	24.91	77.89
55-59	66.34	36.38	20.78	69.14
60-64	54.17	44.57	13.48	59.41
65+	29.05	58.90	5.13	33.32
Total percentage	66.90	13.69	26.68	69.56

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals who used ICT (during the last 3 months) by nationality kingdom-wide

Table 2-3

Nationality	Smartphone	Non-smartphone	Computer	Internet
	%			
Saudi	82.99	14.64	36.37	86.12
Non-Saudi	45.79	12.44	13.97	47.85
Total percentage	66.90	13.69	26.68	69.56

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals who used ICT (during the last 3 months) by educational status kingdom-wide\*

Table 2-4

Educational status	smartphone	non-smartphone	Computer	Internet
	%			
Illiterate	15.90	57.92	0.18	11.24
Literate	42.98	29.94	6.39	44.02
Primary	64.09	18.09	16.73	69.02
Intermediat	84.78	15.52	25.23	92.59
Secondary or equivalent	95.30	11.35	33.75	97.82
Diploma	96.48	13.64	47.94	99.02
University degree	98.60	7.67	62.68	99.49
Higher diploma	99.13	6.52	66.09	99.57
Masters	98.50	6.32	81.36	99.33
PhD	98.72	5.45	89.74	99.36
Total percentage	79.28	16.80	31.36	82.18

Source: households and individuals ICT access and usage survey 2018

\*Individuals (10 years and above)

Percentage distribution of individuals who used ICT (during the last 3 months) by occupational status kingdom-wide\*

Table 2-5

Occupational status	smartphone	non-smartphone	computer	Internet
	%			
Employed	89.93	21.26	39.58	92.120
Student	90.10	6.20	48.93	93.192
Housewife	75.36	19.75	13.92	76.676
Retired	63.01	42.23	14.23	71.175
Other	82.38	14.94	26.50	84.379
Total percentage	84.18	18.81	32.80	86.718

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of individuals who used ICT (during the last 3 months) by marital status kingdom-wide\*

Table 2-6

Marital status	smartphone	non-smartphone	computer	Internet
	%			
Never been married	89.67	8.89	42.67	92.41
Married	83.10	23.11	28.31	85.68
Divorced	78.76	21.38	30.90	80.83
Widowed	35.23	51.38	5.44	33.79
Total percentage	84.18	18.81	32.80	86.72

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of individuals who used ICT (during the last 3 months) by administrative regions kingdom-wide

Table 2-7

Administrative region	smartphone	non-smartphone	computer	Internet
	%			
Riyadh	71.75	12.39	31.06	74.19
Makkah	66.93	14.47	31.88	69.89
Medina	62.52	12.87	18.37	63.76
Qassim	71.95	14.38	29.59	74.59
Eastern region	78.61	9.38	38.57	80.09
Asir	61.22	15.60	25.57	67.82
Tabuk	63.74	19.26	20.28	66.16
Hail	57.99	21.12	16.56	67.79
Northern borders	65.27	13.03	15.18	66.38
Jazan	63.52	11.98	22.53	64.58
Najran	52.97	13.18	16.18	57.66
Al-Baha	68.57	8.27	33.05	66.98
Al-Jouf	63.27	17.35	16.83	63.47
Total percentage	66.90	13.69	26.68	69.56

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals who owned a cell phone and email (during the last 3 months) by gender kingdom-wide

Table 3-1

Gender	e-mail	smartphone	non-smartphone
	%		
Male	57.55	65.22	15.45
Female	47.45	56.25	9.81
Total percentage	53.18	61.34	13.01

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals who owned a cell phone and email (during the last 3 months) by age groups kingdom-wide

Table 3-2

Age groups	e-mail	smartphone	non-smartphone
	%		
0-4	1.31	1.14	0.00
5-9	7.33	8.51	0.24
10-14	26.56	31.76	1.55
15-19	67.81	77.13	4.05
20-24	81.73	89.89	8.66
25-29	79.26	89.47	12.40
30-34	78.25	88.68	14.03
35-39	75.91	86.82	17.32
40-44	71.13	83.36	20.26
45-49	66.73	79.87	23.80
50-54	58.59	72.39	29.02
55-59	50.23	63.50	35.02
60-64	40.87	51.69	42.93
65+	19.09	26.41	54.04
Total percentage	53.18	61.34	13.01

**Percentage distribution of individuals who owned a cell phone and email (during the last 3 months) by nationality kingdom-wide**

Table 3-3

Nationality	e-mail	smartphone	non-smartphone
	%		
Saudi	52.10	59.89	10.84
Non-Saudi	55.95	65.04	18.54
Total percentage	53.18	61.34	13.01

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals who owned a cell phone and email (during the last 3 months) by educational status kingdom-wide\*

Table 3-4

Educational Status	e-mail	smartphone	non-smartphone
	%		
Illiterate	6.61	13.14	51.84
Literate	25.99	35.68	28.36
Primary	43.68	57.30	17.61
Intermediat	65.37	79.64	14.63
Secondary or equivalent	81.13	91.16	10.84
Diploma	84.64	92.73	13.99
University degree	89.92	94.82	7.42
Higher diploma	83.04	93.48	7.83
Masters	95.17	96.51	5.99
PhD	95.83	96.79	5.77
Total percentage	64.39	74.30	15.97

Source: households and individuals ICT access and usage survey 2018

\* Individuals (10 years and above)

Percentage distribution of individuals who owned a cell phone and email (during the last 3 months) by occupational status kingdom-wide\*

Table 3-5

Occupational status	e-mail	smartphone	non-smartphone
	%		
Employed	76.75	86.12	20.75
Student	75.36	83.29	4.82
Housewife	57.77	72.42	19.11
Retired	47.50	59.10	38.67
Other	71.01	80.14	14.98
Total percentage	69.47	80.02	17.91

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of individuals who owned a cell phone and email (during the last 3 months) by marital status kingdom-wide\*

Table 3-6

Marital status	e-mail	smartphone	non-smartphone
	%		
Never been married	75.96	83.85	7.83
Married	67.68	79.78	22.39
Divorced	66.62	76.97	21.10
Widowed	23.03	32.42	47.87
Total percentage	69.47	80.02	17.91

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of individuals who owned a cell phone and email (during the last 3 months) by administrative regions kingdom-wide

Table 3-7

Administrative regions	e-mail	smartphone	non-smartphone
	%		
Riyadh	55.58	65.96	11.48
Makkah	65.50	64.52	13.94
Medina	39.17	51.39	12.07
Qassim	50.70	68.38	14.98
Eastern region	62.89	68.41	9.64
Asir	47.14	56.59	14.64
Tabuk	48.53	59.34	18.77
Hail	45.58	47.86	16.68
Northern borders	40.76	60.87	12.81
Jazan	45.97	55.47	11.26
Najran	48.81	52.23	12.44
Al-Baha	42.17	63.81	7.70
Al-Jouf	57.98	59.37	16.34
Total percentage	53.18	61.34	13.01

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of smart phone uses ( during the last 3 months) by gender kingdom-wide

Table 4-1

Gender	Phone calls	SMS	Entertainment	Social networks	Access to the Internet in general	Other
	%					
Male	95.47	66.08	53.49	78.88	63.03	0.00
Female	94.04	62.24	55.49	75.54	58.29	0.01
Total percentage	94.89	64.52	54.30	77.52	61.10	0.01

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of smart phone uses ( during the last 3 months) by age groups kingdom-wide

Table 4-2

Age groups	Phone calls	SMS	Entertainment	Social networks	Access to the Internet in general	Other
0-4	9.43	0.00	95.53	8.44	13.90	0.00
5-9	32.68	13.02	90.12	25.45	23.75	0.00
10-14	74.39	38.38	80.14	62.21	44.18	0.03
15-19	96.78	68.52	73.79	86.69	67.46	0.04
20-24	98.86	74.96	67.70	90.74	73.55	0.00
25-29	98.89	72.46	60.53	89.18	71.77	0.00
30-34	98.88	72.85	56.54	88.67	71.98	0.00
35-39	99.00	71.89	50.96	85.97	68.71	0.00
40-44	98.55	67.48	43.31	80.72	63.63	0.00
45-49	98.69	66.06	35.96	76.02	58.93	0.02
50-54	98.83	59.85	29.03	67.85	50.55	0.00
55-59	98.32	59.89	26.10	59.20	44.12	0.00
60-64	98.94	52.40	18.17	48.46	33.11	0.00
65+	99.33	38.76	9.90	24.13	15.97	0.00
Total percentage	94.89	64.52	54.30	77.52	61.10	0.01

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of smart phone uses ( during the last 3 months) by nationality kingdom-wide

Table 4-3

Nationality	Phone calls	SMS	Entertainment	Social networks	Access to the Internet in general	Other
	%					
Saudi	94.34	64.53	57.78	77.97	61.06	0.01
Non-Saudi	96.15	64.48	46.31	76.50	61.20	0.00
Total percentage	94.89	64.52	54.30	77.52	61.10	0.01

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of smart phone uses ( during the last 3 months) by educational status kingdom-wide\*

Table 4-4

Educational status	Phone calls	SMS	Entertainment	%		
				Social networks	Access to the Internet in general	Other
Illiterate	99.60	19.03	7.24	9.89	3.35	0.00
Literate	91.28	45.47	32.33	44.58	28.59	0.01
Primary	93.79	56.17	49.56	68.00	46.08	0.00
Intermediat	97.97	66.68	54.08	81.72	59.59	0.02
Secondary or equivalent	99.00	73.70	59.80	90.80	73.21	0.01
Diploma	98.59	78.17	58.29	90.76	75.67	0.00
University degree	98.25	76.17	61.45	93.18	81.29	0.00
Higher diploma	98.69	67.25	51.53	88.21	60.26	0.00
Masters	98.33	76.96	52.59	91.82	84.64	0.17
PhD	97.43	74.60	42.77	91.00	86.50	0.00
Total percentage	97.16	66.36	53.05	79.41	62.44	0.01

Source: households and individuals ICT access and usage survey 2018

\* Individuals 10 years and above

Percentage distribution of smart phone uses ( during the last 3 months) by occupational status kingdom-wide\*

Table 4-5

Occupational status	Phone calls	SMS	Entertainment	Social networks	Access to the Internet in general	Other
Employed	98.87	71.04	49.03	83.94	68.61	0.00
Student	97.42	71.16	72.56	88.72	70.29	0.02
Housewife	98.89	61.87	44.28	73.92	54.48	0.00
Retired	98.62	58.35	22.43	53.93	39.10	0.00
Other	99.38	74.82	60.80	84.74	70.38	0.00
Total percentage	98.59	68.11	51.35	80.49	63.58	0.01

Source: households and individuals ICT access and usage survey 2018

\* Individuals 15 years and above

Percentage distribution of smart phone uses ( during the last 3 months) by marital status kingdom-wide\*

Table 4-6

Marital status	Phone calls	SMS	Entertainment	%		
				Social networks	Access to the Internet in general	Other
Never been married	98.05	71.58	67.93	88.47	70.68	0.01
Married	98.85	67.25	43.65	77.84	61.19	0.00
Divorced	98.99	65.80	45.83	76.01	60.20	0.00
Widowed	99.10	39.15	15.87	33.01	22.31	0.00
Total percentage	98.59	68.11	51.35	80.49	63.58	0.01

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of smart phone uses ( during the last 3 months) by administrative regions kingdom-wide

Table 4-7

Administrative region	Phone calls	SMS	Entertainment	Social networks	Access to the Internet in general	Other
Riyadh	94.58	52.65	48.30	75.78	68.41	0.00
Makkah	96.64	72.19	56.74	78.17	67.29	0.02
Medina	94.24	58.49	51.12	77.18	61.52	0.00
Qassim	93.33	68.35	52.07	79.90	58.49	0.00
Eastern region	91.41	63.72	65.54	83.46	69.42	0.00
Asir	97.52	67.30	44.77	75.31	44.09	0.00
Tabuk	98.03	77.10	60.63	76.79	69.58	0.00
Hail	96.26	58.08	53.05	62.12	37.58	0.00
Northern borders	93.63	79.69	64.61	83.64	60.99	0.00
Jazan	93.36	44.64	46.15	69.45	45.99	0.00
Najran	99.15	72.83	46.88	83.04	45.18	0.00
Al-Baha	90.49	55.53	58.02	71.61	62.59	0.00
Al-Jouf	96.25	72.76	49.33	82.78	61.36	0.10
Total percentage	94.89	64.52	54.30	77.52	61.10	0.01

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of individuals' computer uses ( during the last 3 months) by gender kingdom-wide**

Table 5-1

Gender	personal	Education and learning	Work
	%		
Male	71.99	32.94	45.31
Female	75.38	45.97	19.20
Total percentage	73.23	37.72	35.74

Source: households and individuals ICT access and usage survey 2018

### Percentage distribution of individuals' computer uses (during the last 3 months) by age groups kingdom-wide

Table 5-2

Age groups	Personal	Education and learning	Work
	%		
0-4	94.81	10.39	0.00
5-9	81.54	34.47	0.00
10-14	59.03	69.47	0.00
15-19	56.47	84.60	1.17
20-24	74.60	65.85	11.12
25-29	82.59	20.64	43.80
30-34	77.40	13.72	59.05
35-39	77.32	13.26	65.66
40-44	75.62	13.62	67.47
45-49	74.85	12.46	71.35
50-54	79.15	9.18	62.44
55-59	78.46	6.74	57.68
60-64	82.99	2.78	42.36
65+	85.16	2.58	34.84
Total percentage	73.23	37.72	35.74

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of individuals' computer uses ( during the last 3 months) by nationality kingdom-wide**

Table 5-3

Nationality	Personal	Educationa and training	Work
	%		
Saudi	73.34	41.44	31.31
Non-Saudi	72.87	25.02	50.87
Total percentage	73.23	37.72	35.74

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of individuals' computer uses ( during the last 3 months) by educational status kingdom-wide\***

Table 5-4

Educational status	Personal	Education and learning	Work
	%		
Illiterate	100.00	0.00	0.00
Literate	72.74	45.77	3.50
Primary	55.40	71.25	2.71
Intermediat	59.40	68.34	7.56
Secondary or equivalent	74.05	44.18	23.75
Diploma	73.91	12.30	62.99
University degree	79.00	21.26	59.35
Higher diploma	75.66	15.13	70.39
Masters	79.55	31.29	76.69
PhD	87.14	27.50	81.79
Total percentage	72.76	38.03	37.39

Source: households and individuals ICT access and usage survey 2018

\* Individuals (10 years and above)

**Percentage distribution of individuals' computer uses ( during the last 3 months) by occupational status kingdom-wide\***

Table 5-5

Occupational status	Personal	Education and learning	Work
	%		
Employed	73.31	12.38	76.67
Student	62.48	85.64	1.45
Housewife	96.57	13.73	2.19
Retired	97.87	4.75	6.39
Other	96.37	16.15	2.69
<b>Total percentage</b>	<b>73.92</b>	<b>35.36</b>	<b>40.55</b>

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of individuals' computer uses ( during the last 3 months) by marital status kingdom-wide\*

Table 5-6

Marital status	Personal	Education and learning	Work
	%		
Never been married	69.32	61.41	17.45
Married	77.64	13.53	60.00
Divorced	82.14	20.54	54.91
Widowed	81.61	16.09	43.68
Total percentage	73.92	35.36	40.55

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

### Percentage distribution of individuals' computer uses ( during the last 3 months) by administrative regions kingdom-wide

Table 5-7

Administrative region	Personal	Education and learning	Work
	%		
Riyadh	77.26	31.83	37.01
Makkah	80.31	34.08	38.98
Medina	57.85	43.60	34.19
Qassim	76.77	39.60	25.68
Eastern region	79.07	29.59	36.85
Asir	66.02	53.79	28.53
Tabuk	73.67	36.69	27.73
Hail	55.51	53.33	32.03
Northern borders	52.84	40.13	37.90
Jazan	70.59	42.18	43.70
Najran	51.86	44.93	41.21
Al-Baha	70.93	52.30	34.45
Al-Jouf	68.81	39.49	34.00
<b>Total percentage</b>	<b>73.23</b>	<b>37.72</b>	<b>35.74</b>

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of the places where individuals use computers ( during the last 3 months) by gender kingdom-wide**

Table 6-1

Gender	Dwelling	Work	School or University	Commercial center	Public facility	Someone else's dwelling	Travelling or cruising
	%						
Male	82.86	45.86	20.88	1.10	2.61	4.92	5.31
Female	88.77	19.16	27.86	0.66	1.81	5.36	4.23
Total percentage	85.02	36.08	23.44	0.94	2.32	5.08	4.92

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the places where individuals use computers (during the last 3 months) by age groups kingdom-wide

Table 6-2

Age groups	Dwelling	Work	School or University	Commercial center	Public facility	Someone else's dwelling	Travelling or cruising
	%						
0-4	98.70	0.00	1.95	0.00	0.65	4.55	3.90
5-9	96.91	0.00	12.17	0.11	0.85	8.00	7.26
10-14	82.39	0.00	40.26	0.11	0.71	4.54	3.88
15-19	76.19	2.32	59.49	0.56	1.33	4.48	2.64
20-24	88.64	12.39	46.60	0.82	2.61	5.35	4.18
25-29	88.76	43.86	10.34	1.32	3.55	6.10	5.46
30-34	85.76	58.84	5.57	1.32	2.79	5.68	5.57
35-39	84.86	66.73	6.19	1.46	2.20	5.23	6.43
40-44	83.53	67.77	5.61	0.82	2.65	3.82	5.20
45-49	83.75	69.90	6.27	1.24	2.84	4.08	4.74
50-54	85.66	60.78	3.51	1.03	2.48	4.23	7.12
55-59	85.96	57.49	3.00	0.56	3.18	4.12	5.81
60-64	88.19	40.97	1.39	1.74	3.82	3.47	6.25
65+	88.39	34.84	0.65	1.94	1.29	4.52	5.16
Total percentage	85.02	36.08	23.44	0.94	2.32	5.08	4.92

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of the places where individuals use computers (during the last 3 months) by nationality kingdom-wide**

Table 6-3

Nationality	Dwelling	Work	School or University	Commercial center	Public facility	Someone else's dwelling	Travelling or cruising
	%						
Saudi	85.30	31.67	26.87	0.72	2.14	5.26	4.69
Non-Saudi	84.09	51.14	11.71	1.66	2.92	4.46	5.68
Total percentage	85.02	36.08	23.44	0.94	2.32	5.08	4.92

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the places where individuals use computers ( during the last 3 months) by educational status kingdom-wide\*

Table 6-4

Educational status	Dwelling	Work	School or University	Commercial center	Public facility	Someone else's dwelling	Travelling or cruising
	%						
Illiterate	80.00	0.00	0.00	20.00	0.00	0.00	0.00
Literate	90.96	3.50	20.12	0.87	0.73	4.08	4.66
Primary	76.51	3.16	46.54	0.22	0.78	4.10	3.05
Intermediat	75.74	8.40	46.72	0.47	1.31	4.52	2.74
Secondary or equivalent	84.74	25.17	30.46	1.05	2.15	6.38	4.74
Diploma	81.69	63.15	5.57	1.16	3.25	4.85	5.63
University degree	88.35	58.91	11.82	1.14	3.06	4.43	5.34
Higher diploma	83.55	73.03	5.92	0.66	4.61	6.58	8.55
Masters	92.02	74.64	10.43	1.64	3.68	2.86	9.41
PhD	94.64	80.71	10.71	2.14	4.64	3.21	10.71
Total percentage	84.46	37.76	24.03	0.97	2.39	4.97	4.83

Source: households and individuals ICT access and usage survey 2018

Individuals (15 years and above) \*

Percentage distribution of the places where individuals use computers ( during the last 3 months) by occupational status kingdom-wide\*

Table 6-5

Occupational status	Dwelling	Work	School or University	Commercial center	Public facility	Someone else's dwelling	Travelling or cruising
	%						
Employed	81.91	76.83	5.48	1.27	2.76	4.10	5.77
Student	81.43	2.90	61.59	0.70	1.97	4.88	3.22
Housewife	99.06	2.02	3.56	0.90	2.45	8.67	5.49
Retired	98.20	4.10	1.31	1.15	1.97	4.92	5.08
Other	98.12	1.35	3.90	1.35	4.85	8.21	5.38
Total percentage	84.63	40.96	22.65	1.05	2.53	5.00	4.91

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of the places where individuals use computers ( during the last 3 months) by marital status kingdom-wide\*

Table 6-6

Marital status	Dwelling	Work	School or University	Commercial center	Public facility	Someone else's dwelling	Travelling or cruising
	%						
Never been married	83.55	18.52	42.13	0.84	2.39	5.07	3.91
Married	85.44	59.91	6.42	1.25	2.68	4.99	5.84
Divorced	87.50	53.13	7.14	0.45	0.89	3.57	2.23
Widowed	93.10	40.23	6.90	0.00	2.30	2.30	2.30
Total percentage	84.63	40.96	22.65	1.05	2.53	5.00	4.91

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of the places where individuals use computers ( during the last 3 months) by administrative regions kingdom-wide

Table 6-7

Administrative region	Dwelling	Work	School or University	Commercial center	Public facility	Someone else's dwelling	Travelling or cruising
	%						
Riyadh	87.50	37.63	17.34	0.89	2.86	7.07	8.95
Makkah	89.60	38.30	18.81	1.79	3.87	6.06	6.90
Medina	84.40	31.61	27.07	0.62	1.76	3.00	2.38
Qassim	85.81	25.28	28.12	0.59	3.30	0.79	4.49
Eastern region	89.83	38.48	15.83	0.85	1.43	7.65	3.96
Asir	80.98	31.56	42.22	1.33	2.85	2.79	1.33
Tabuk	87.21	28.85	18.21	0.19	1.31	13.82	5.60
Hail	76.96	33.77	24.06	0.43	1.16	2.46	0.58
Northern borders	64.33	37.24	28.99	0.11	0.00	1.45	5.02
Jazan	81.51	41.09	32.10	0.34	1.09	0.84	1.60
Najran	61.63	42.33	37.50	0.25	0.62	0.50	1.36
Al-Baha	86.75	34.84	35.93	0.62	1.25	0.86	1.56
Al-Jouf	77.64	34.54	27.31	0.80	1.74	2.14	2.68
Total percentage	85.02	36.08	23.44	0.94	2.32	5.08	4.92

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of activities that individuals practice through computer (during the last 3 months) by gender kingdom-wide

Table 7-1

Gender	Copying or file transfer	Using the necessary copy and paste tools to duplicate or transfer information	Sending and receiving emails with attachments	Using formulas in spreadsheets	Adding or connecting a new device such as a printer or a modem	Software search, downloading and installation	Create presentations using presentation software	Transferring files between computers and other devices	Writing a computer program using a specialized programming language
	%								
Male	72.88	42.12	53.43	20.30	29.51	18.70	21.03	32.05	7.63
Female	69.56	40.35	45.08	14.90	27.12	16.99	21.95	26.89	5.33
Total percentage	71.66	41.47	50.37	18.32	28.63	18.07	21.37	30.16	6.78

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of activities that individuals practice through computer (during the last 3 months) by age groups kingdom-wide

Table 7-2

Age groups	Copying or file transfer	Using the necessary copy and paste tools to duplicate or transfer information	Sending and receiving emails with attachments	Using formulas in spreadsheets	Adding or connecting a new device such as a printer or a modem	Software search, downloading and installation	Create presentations using presentation software	Transferring files between computers and other devices	Writing a computer program using a specialized programming language
	%								
0-4	16.88	5.84	2.60	1.95	6.49	40.91	1.30	3.90	0.00
5-9	34.69	16.33	4.70	3.63	6.62	26.68	8.64	5.87	2.56
10-14	57.17	34.19	16.74	9.57	18.82	17.72	17.34	15.54	2.84
15-19	74.99	47.29	38.99	20.55	28.72	14.89	29.49	27.86	7.15
20-24	77.93	44.60	55.37	20.00	31.28	17.63	26.46	31.78	6.65
25-29	74.48	41.99	58.53	19.09	31.23	19.28	18.83	34.75	7.49
30-34	74.51	43.73	60.41	19.92	31.86	19.01	18.98	34.64	7.63
35-39	74.51	44.29	60.22	20.90	31.35	19.13	21.22	35.19	7.71
40-44	73.84	42.07	60.22	18.77	31.06	17.39	21.52	35.65	8.21
45-49	74.64	41.18	60.42	21.57	30.83	17.06	18.95	33.09	7.51
50-54	72.34	40.25	62.75	17.44	30.24	16.31	18.16	33.33	6.19
55-59	72.66	38.76	62.92	18.54	26.78	16.85	16.85	29.59	7.68
60-64	69.44	32.29	52.43	17.01	25.35	13.19	14.24	25.00	9.38
65+	69.68	23.23	58.71	12.90	24.52	16.13	11.61	21.94	4.52
Total percentage	71.66	41.47	50.37	18.32	28.63	18.07	21.37	30.16	6.78

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of activities that individuals practice through computer (during the last 3 months) by nationality kingdom-wide

Table 7-3

Nationality	Copying or file transfer	Using the necessary copy and paste tools to duplicate or transfer information	Sending and receiving emails with attachments	Using formulas in spreadsheets	Adding or connecting a new device such as a printer or a modem	Software search, downloading and installation	Create presentations using presentation software	Transferring files between computers and other devices	Writing a computer program using a specialized programming language
	%								
Saudi	73.2	41.5	47.8	16.7	27.9	16.9	21.8	30.3	6.0
Non-Saudi	66.2	41.5	59.1	24.0	31.1	21.9	19.9	29.8	9.4
Total percentage	71.66	41.47	50.37	18.32	28.63	18.07	21.37	30.16	6.78

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of activities that individuals practice through computer (during the last 3 months) by educational status kingdom-wide\*

Table 7-4

Educational status	Copying or file transfer	Using the necessary copy and paste tools to duplicate or transfer information	Sending and receiving emails with attachments	Using formulas in spreadsheets	Adding or connecting a new device such as a printer or a modem	Software search, downloading and installation	Create presentations using presentation software	Transferring files between computers and other devices	Writing a computer program using a specialized programming language
	%								
Illiterate	40.00	0.00	20.00	0.00	0.00	0.00	20.00	40.00	0.00
Literate	47.67	25.51	12.10	4.66	17.06	20.85	10.64	10.64	0.00
Primary	65.71	42.05	24.43	13.35	21.05	15.51	22.22	22.27	4.43
Intermediat	73.26	43.34	36.21	19.14	26.07	12.85	24.16	25.10	5.79
Secondary or equivalent	75.25	42.15	53.23	17.58	28.56	16.24	19.93	31.31	6.02
Diploma	72.53	40.87	59.02	20.79	30.89	17.48	16.33	34.97	8.94
University degree	75.82	44.22	63.28	21.45	34.06	19.72	24.58	35.62	8.61
Higher diploma	65.13	42.76	60.53	21.71	26.32	19.74	19.74	32.24	8.55
Masters	80.16	51.53	77.91	28.63	34.36	26.58	25.77	37.22	10.02
PhD	77.86	47.86	76.07	21.79	35.00	25.36	30.36	42.14	10.36
Total percentage	73.50	42.71	52.52	19.02	29.66	17.58	22.01	31.31	7.00

Source: households and individuals ICT access and usage survey 2018

\* Individuals (10 years and above)

Percentage distribution of activities that individuals practice through computer (during the last 3 months) by occupational status kingdom-wide\*

Table 7-5

Occupational status	Copying or file transfer	Using the necessary copy and paste tools to duplicate or transfer information	Sending and receiving emails with attachments	Using formulas in spreadsheets	Adding or connecting a new device such as a printer or a modem	Software search, downloading and installation	Create presentations using presentation software	Transferring files between computers and other devices	Writing a computer program using a specialized programming language
	%								
Employed	76.17	44.19	62.67	22.67	32.96	19.13	21.97	36.77	8.63
Student	77.42	47.02	45.76	20.67	29.77	16.17	29.61	30.23	6.86
Housewife	65.11	33.69	52.23	8.88	24.29	15.92	9.57	23.78	4.21
Retired	69.34	28.85	48.85	8.20	20.16	8.69	8.20	22.79	4.10
Other	67.97	41.99	53.57	13.19	30.55	19.25	15.34	28.53	5.11
Total percentage	74.89	43.43	55.55	19.82	30.58	17.56	22.40	32.64	7.35

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of activities that individuals practice through computer (during the last 3 months) by marital status kingdom-wide\*

Table 7-6

Marital status	Copying or file transfer	Using the necessary copy and paste tools to duplicate or transfer information	Sending and receiving emails with attachments	Using formulas in spreadsheets	Adding or connecting a new device such as a printer or a modem	Software search, downloading and installation	Create presentations using presentation software	Transferring files between computers and other devices	Writing a computer program using a specialized programming language
	%								
Never been married	76.08	45.48	50.97	20.24	30.81	17.41	25.67	31.46	7.31
Married	74.02	41.80	59.38	19.48	30.41	17.74	19.65	33.77	7.35
Divorced	71.88	40.63	56.25	20.09	30.36	16.96	24.11	28.13	9.38
Widowed	63.22	35.63	64.37	16.09	27.59	12.64	13.79	29.89	6.90
Total percentage	74.89	43.43	55.55	19.82	30.58	17.56	22.40	32.64	7.35

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of activities that individuals practice through computer (during the last 3 months) by administrative regions kingdom-wide

Table 7-7

Administrative region	Copying or file transfer	Using the necessary copy and paste tools to duplicate or transfer information	Sending and receiving emails with attachments	Using formulas in spreadsheets	Adding or connecting a new device such as a printer or a modem	Software search, downloading and installation	Create presentations using presentation software	Transferring files between computers and other devices	Writing a computer program using a specialized programming language
	%								
Riyadh	69.87	42.10	56.71	18.09	27.81	23.74	25.02	28.86	7.43
Makkah	65.99	40.11	57.50	21.71	29.71	21.12	21.80	31.13	7.68
Medina	80.27	49.17	45.25	11.88	18.90	8.78	25.83	31.30	9.40
Qassim	72.87	44.16	37.36	20.66	45.21	16.90	23.89	40.66	7.85
Eastern region	69.94	41.08	57.51	17.97	27.19	21.19	16.29	35.13	6.70
Asir	77.47	44.09	42.82	18.84	20.29	11.02	14.35	20.71	9.33
Tabuk	83.66	39.31	49.39	11.11	19.98	5.14	14.38	19.70	1.96
Hail	82.17	40.29	35.07	17.25	24.93	12.46	25.22	26.38	7.83
Northern borders	79.04	60.65	38.35	19.29	19.40	10.14	25.64	37.35	5.80
Jazan	58.07	21.01	43.36	13.03	48.15	7.90	14.29	32.35	3.28
Najran	67.57	46.29	44.80	25.87	35.52	36.63	34.41	26.36	5.45
Al-Baha	84.49	43.49	45.13	13.72	20.73	11.22	27.05	21.43	2.88
Al-Jouf	72.56	33.07	30.39	19.14	33.33	17.54	18.21	27.31	6.96
Total percentage	71.66	41.47	50.37	18.32	28.63	18.07	21.37	30.16	6.78

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the reasons why individuals do not use computers (during the last 3 months) by gender kingdom-wide

Table 8-1

Gender	Illiteracy	Lack of knowledge or skills required for computer use	Wasting time	Not needed	harmful to health	High cost	Other
	%						
Male	11.97	27.72	3.09	73.10	1.92	6.13	0.30
Female	15.44	28.32	2.83	70.76	2.11	3.75	0.21
Total percentage	13.55	27.99	2.97	72.03	2.01	5.04	0.26

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the reasons why individuals do not use computers (during the last 3 months) by age groups kingdom-wide

Table 8-2

Age groups	Illiteracy	Lack of knowledge or skills required for computer use	Wasting time	Not needed	harmful to health	High cost	Other
	%						
0-4	65.56	33.64	1.72	35.25	5.61	1.92	1.57
5-9	24.59	43.72	2.57	52.72	5.26	3.86	0.16
10-14	0.50	37.25	3.19	71.65	3.18	5.19	0.09
15-19	0.64	13.68	3.28	87.86	1.24	7.09	0.21
20-24	0.81	11.68	3.58	90.31	0.39	6.34	0.02
25-29	1.15	14.80	3.02	88.96	0.20	6.67	0.05
30-34	1.16	16.12	4.01	87.66	0.32	6.90	0.04
35-39	1.52	20.44	3.09	85.60	0.30	6.79	0.09
40-44	2.70	25.38	3.14	81.12	0.35	5.89	0.07
45-49	3.94	29.14	2.88	78.86	0.56	5.94	0.03
50-54	6.92	33.62	3.39	74.56	0.45	4.42	0.10
55-59	10.07	35.17	3.39	71.32	0.54	3.19	0.00
60-64	13.91	40.15	2.87	67.10	1.14	2.60	0.00
65+	25.25	47.19	2.23	57.80	1.67	1.71	0.10
Total percentage	13.55	27.99	2.97	72.03	2.01	5.04	0.26

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the reasons why individuals do not use computers (during the last 3 months) by nationality kingdom-wide

Table 8-3

Nationality	Illiteracy	Lack of knowledge or skills required for computer use	Wasting time	Not needed	harmful to health	High cost	Other
	%						
Saudi	15.68	28.75	2.95	69.90	2.24	2.89	0.33
Non-Saudi	8.62	26.24	3.02	76.96	1.48	10.03	0.09
Total percentage	13.55	27.99	2.97	72.03	2.01	5.04	0.26

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the reasons why individuals do not use computers (during the last 3 months) by educational status kingdom-wide\*

Table 8-4

Educational status	Illiteracy	Lack of knowledge or skills required for computer use	Wasting time	Not needed	harmful to health	High cost	Other
	%						
Illiterate	69.20	34.12	2.62	42.34	1.10	3.54	0.50
Literate	0.00	50.65	3.43	66.78	1.92	6.68	0.10
Primary	0.00	35.36	3.56	75.98	1.34	7.34	0.06
Intermediat	0.00	20.40	2.93	85.37	0.71	7.26	0.06
Secondary or equivalent	0.00	9.40	3.19	91.88	0.31	4.75	0.02
Diploma	0.00	6.30	4.11	93.04	0.66	3.81	0.05
University degree	0.00	3.44	2.82	96.12	0.28	2.76	0.02
Higher diploma	0.00	11.54	3.85	92.31	0.00	5.13	0.00
Masters	0.00	0.89	3.57	94.64	2.68	0.89	0.00
PhD	0.00	0.00	3.13	90.63	0.00	6.25	0.00
Total percentage	3.82	24.59	3.23	80.77	0.93	5.71	0.07

Source: households and individuals ICT access and usage survey 2018

\* Individuals (10 years and above)

Percentage distribution of the reasons why individuals do not use computers (during the last 3 months) by occupational status kingdom-wide\*

Table 8-5

Occupational status	Illiteracy	Lack of knowledge or skills required for computer use	Wasting time	%			
				Not needed	harmful to health	High cost	Other
Employed	2.01	22.28	3.65	83.82	0.38	8.75	0.02
Student	0.00	10.69	3.32	89.85	0.98	6.02	0.07
Housewife	8.27	25.74	2.82	78.96	0.47	3.16	0.04
Retired	6.72	36.43	2.72	72.78	0.92	1.85	0.05
Other	6.79	18.92	3.25	82.53	0.97	6.11	0.73
Total percentage	4.34	22.58	3.23	82.22	0.58	5.80	0.07

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of the reasons why individuals do not use computers (during the last 3 months) by marital status kingdom-wide\*

Table 8-6

Marital status	Illiteracy	Lack of knowledge or skills required for computer use	Wasting time	Not needed	harmful to health	High cost	Other
	%						
Never been married	1.19	14.38	3.13	87.84	0.70	6.74	0.14
Married	4.45	24.96	3.31	80.96	0.45	5.56	0.03
Divorced	4.99	29.74	4.39	80.44	0.40	5.19	0.00
Widowed	29.58	46.00	2.18	58.04	1.92	2.25	0.20
Total percentage	4.34	22.58	3.23	82.22	0.58	5.80	0.07

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of the reasons why individuals do not use computers (during the last 3 months) by administrative regions kingdom-wide

Table 8-7

Administrative region	Illiteracy	Lack of knowledge or skills required for computer use	Wasting time	Not needed	harmful to health	High cost	Other
	%						
Riyadh	12.18	24.11	2.64	74.68	1.53	5.55	0.96
Makkah	11.07	25.63	1.83	73.72	1.19	6.27	0.23
Medina	12.60	21.48	1.37	81.36	5.70	3.88	0.02
Qassim	9.63	26.69	3.55	77.64	0.97	7.66	0.14
Eastern region	14.31	25.09	2.45	69.01	1.78	3.73	0.27
Asir	12.07	31.21	3.14	72.99	3.41	1.77	0.06
Tabuk	15.84	35.75	6.20	69.03	1.09	5.46	0.07
Hail	13.26	22.47	3.62	72.87	2.10	3.39	0.03
Northern borders	15.17	34.48	1.86	72.56	0.34	2.55	0.30
Jazan	14.17	33.94	1.42	64.37	3.91	5.28	0.07
Najran	15.48	32.09	0.62	73.41	1.60	1.86	0.10
Al-Baha	18.31	26.39	5.96	67.64	4.19	5.93	0.04
Al-Jouf	19.37	32.59	8.72	59.66	1.06	12.63	0.03
Total percentage	13.55	27.99	2.97	72.03	2.01	5.04	0.26

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals' internet uses (during the last 3 months) by gender kingdom-wide

Table 9-1

Gender	Obtain information about goods or services	Obtain information or conduct transactions relevant to health or health services	Sending or receiving an e-mail	Internet phone calls	Participation in social networks/ professional networks/ using social media	Buying or ordering goods or services using applications	Selling goods or services	.Access to chat sites blogs, news sites and discussion forums via the Internet	Online banking	Education or learning activities / formal courses) .wiki consultations encyclopedias and (other sites	Listening to radio/watching TV on internet	Play or download games / download .movies, pictures music or videos	Download software or applications	Reading or downloading .newspapers magazines or electronic books	.Search for a job send a job application or apply for a job
Male	16.43	7.35	38.58	43.48	73.19	4.82	0.82	19.17	13.82	12.17	14.65	39.38	27.85	18.23	4.14
Female	19.76	9.27	31.35	31.95	71.57	7.17	0.50	17.50	5.32	14.81	13.66	40.29	26.37	16.98	6.56
Total percentage	17.76	8.12	35.69	38.87	72.54	5.76	0.69	18.50	10.42	13.23	14.26	39.74	27.26	17.73	5.11

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals' internet uses (during the last 3 months) by age groups kingdom-wide

Table 9-2

Age groups	Obtain information about goods or services	Obtain information or conduct transactions relevant to health or health services	Sending or receiving an e-mail	Internet phone calls	Participation in social networks/ professional networks/ using social media	Buying or ordering goods or services using applications	Selling goods or services	.Access to chat sites blogs, news sites and discussion forums via the Internet	Online banking	Education or learning activities / formal courses /wiki consultations encyclopedias and other sites	Listening to radio/watching TV on internet	Play or download games / download .movies, pictures music or videos	Download software or applications	Reading or downloading .newspapers magazines or electronic books	.Search for a job send a job application or apply for a job
	%														
0-4	1.30	0.26	1.81	3.11	5.96	0.00	0.00	1.04	0.00	3.89	12.18	84.20	10.36	0.78	0.00
5-9	2.50	0.65	3.25	7.37	19.80	0.05	0.00	3.57	0.00	10.66	14.42	83.50	18.64	1.62	0.00
10-14	5.86	2.15	12.91	17.67	49.57	0.75	0.00	9.64	0.00	20.10	12.86	67.29	23.72	5.84	0.00
15-19	17.13	6.31	32.81	30.50	70.42	4.74	0.39	20.28	2.71	26.11	15.09	53.19	30.81	15.69	1.72
20-24	20.97	9.02	42.28	37.88	78.50	8.84	0.74	23.22	9.77	20.86	16.25	43.48	32.38	21.25	10.67
25-29	21.49	9.72	41.08	44.92	78.70	8.39	0.99	21.60	12.34	10.38	16.13	39.02	30.91	20.96	12.59
30-34	20.76	9.85	43.57	49.40	77.19	7.45	0.71	20.46	14.44	9.13	15.29	36.09	28.94	20.49	7.17
35-39	19.81	9.46	42.57	48.77	78.13	6.58	0.99	19.75	15.56	9.66	13.83	32.01	28.24	19.64	4.53
40-44	19.63	9.66	40.21	47.77	76.33	5.66	0.82	19.23	14.96	9.44	14.10	28.84	25.97	20.52	2.06
45-49	18.12	9.11	37.01	43.68	76.81	4.91	0.98	17.70	13.04	8.67	12.38	24.07	22.34	19.04	1.71
50-54	16.93	8.98	33.07	39.04	76.80	3.80	0.86	15.71	13.23	5.87	10.63	20.43	21.72	17.33	0.99
55-59	17.56	9.00	33.15	37.82	76.93	3.15	0.56	14.74	13.28	4.05	10.97	19.64	20.77	18.12	0.73
60-64	14.58	7.17	26.16	28.13	76.28	2.05	0.55	14.26	11.66	3.47	9.93	15.92	17.26	16.39	0.16
65+	9.83	6.45	17.58	21.85	81.53	0.89	0.60	10.03	10.23	2.09	6.95	13.51	12.31	14.10	0.20
Total percentage	17.76	8.12	35.69	38.87	72.54	5.76	0.69	18.50	10.42	13.23	14.26	39.74	27.26	17.73	5.11

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals' internet uses (during the last 3 months) by nationality kingdom-wide

Table 9-3

Nationality	Obtain information about goods or services	Obtain information or conduct transactions relevant to health or health services	Sending or receiving an e-mail	Internet phone calls	Participation in social networks/ professional networks/ using social media	Buying or ordering goods or services using applications	Selling goods or services	.Access to chat sites blogs, news sites and discussion forums via the Internet	Online banking	Education or learning activities / formal courses /wiki consultations encyclopedias and other sites	Listening to radio/watching TV on internet	Play or download games / download .movies, pictures music or videos	Download software or applications	Reading or downloading .newspapers magazines or electronic books	.Search for a job send a job application or apply for a job
	%														
Saudi	19.95	9.17	34.12	27.56	72.52	7.15	0.73	19.33	12.22	15.38	13.56	39.95	28.24	18.83	6.36
Non-Saudi	12.58	5.63	39.39	65.58	72.58	2.47	0.60	16.55	6.19	8.15	15.90	39.24	24.94	15.13	2.15
Total percentage	17.76	8.12	35.69	38.87	72.54	5.76	0.69	18.50	10.42	13.23	14.26	39.74	27.26	17.73	5.11

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals' internet uses (during the last 3 months) by educational status kingdom-wide\*

Table 9-4

Educational status	Obtain information about goods or services	Obtain information or conduct transactions relevant to health or health services	Sending or receiving an e-mail	Internet phone calls	Participation in social networks/ professional networks/ using social media	Buying or ordering goods or services using applications	Selling goods or services	.Access to chat sites blogs, news sites and discussion forums via the Internet	Online banking	Education or learning activities / formal courses) .wiki consultations encyclopedias and (other sites	Listening to radio/watching TV on internet	Play or download games / download .movies, pictures music or videos	Download software or applications	Reading or downloading .newspapers magazines or electronic books	.Search for a job send a job application or apply for a job
	%														
Illiterate	0.94	1.57	8.81	43.40	68.55	0.00	0.00	7.55	0.31	0.31	5.97	10.38	12.26	3.46	0.00
Literate	4.55	2.35	13.31	37.88	62.42	0.49	0.11	11.19	0.93	6.43	12.15	42.36	18.30	7.13	0.42
Primary	8.39	3.48	18.82	35.14	69.99	1.18	0.07	13.75	2.08	12.22	12.60	45.04	22.26	9.59	0.90
Intermediat	11.73	4.58	27.58	37.22	75.94	2.49	0.32	16.83	3.65	12.99	13.05	39.68	24.29	13.24	1.33
Secondary or equivalent	20.09	8.45	39.26	39.49	77.30	6.49	0.71	21.50	12.28	13.10	14.98	37.20	30.08	20.55	6.36
Diploma	23.44	12.42	48.25	46.78	78.58	7.90	1.15	21.26	21.28	10.68	13.91	34.74	30.79	21.42	6.73
University degree	29.52	14.44	54.95	44.34	76.44	11.79	1.44	22.79	19.16	17.16	16.04	34.16	32.20	26.53	11.00
Higher diploma	26.20	14.85	47.16	42.79	69.87	13.54	1.75	20.96	17.47	17.03	10.48	32.75	31.44	26.64	5.24
Masters	37.52	20.27	74.37	56.11	75.88	14.41	2.35	23.62	26.47	27.14	17.09	31.83	35.51	34.67	6.53
PhD	34.19	27.74	74.84	55.16	75.16	10.32	1.61	20.97	30.32	32.26	17.42	27.10	32.90	40.00	3.23
Total percentage	18.40	8.43	37.04	40.20	74.82	6.00	0.72	19.14	10.86	13.38	14.26	37.92	27.67	18.40	5.32

Source: households and individuals ICT access and usage survey 20

\* Individuals (10 years and above)

Percentage distribution of individuals' internet uses (during the last 3 months) by occupational status kingdom-wide\*

Table 9-5

Occupational status	Obtain information about goods or services	Obtain information or conduct transactions relevant to health or health services	Sending or receiving an e-mail	Internet phone calls	Participation in social networks/ professional networks/ using social media	Buying or ordering goods or services using applications	Selling goods or services	.Access to chat sites, blogs, news sites and discussion forums via the Internet	Online banking	Education or learning activities / formal courses) ,wiki consultations encyclopedias and (other sites)	Listening to radio/watching TV on internet	Play or download games / download .movies, pictures music or videos	Download software or applications	Reading or downloading .newspapers magazines or electronic books	.Search for a job send a job application or apply for a job
	%														
Employed	19.72	9.57	45.97	53.89	77.12	6.44	1.10	20.27	18.34	9.72	15.09	33.37	28.09	20.42	2.67
Student	19.75	7.93	37.44	31.49	73.08	7.03	0.57	21.38	5.39	28.03	14.86	47.90	31.49	18.39	2.86
Housewife	19.14	8.38	30.07	35.16	77.88	6.02	0.40	18.18	3.66	6.59	13.19	31.89	25.55	17.85	8.28
Retired	14.91	8.26	23.13	20.74	79.69	2.62	0.62	14.55	17.43	3.08	7.67	15.04	17.86	18.18	0.62
Other	19.78	10.52	36.64	30.81	81.78	9.21	0.68	22.91	8.75	11.71	18.77	42.60	33.56	22.32	47.30
Total percentage	19.34	8.90	38.86	41.89	76.71	6.39	0.78	19.85	11.67	12.87	14.37	35.71	27.97	19.34	5.72

Source: households and individuals ICT access and usage survey 2018  
 \* Individuals (15 years and above)

Percentage distribution of individuals' internet uses (during the last 3 months) by marital status kingdom-wide\*

Table 9-6

Marital status	Obtain information about goods or services	Obtain information or conduct transactions relevant to health or health services	Sending or receiving an e-mail	Internet phone calls	Participation in social networks/ professional networks/ using social media	Buying or ordering goods or services using applications	Selling goods or services	Access to chat sites blogs, news sites and discussion forums via the internet	Online banking	Education or learning activities / formal courses) ,wiki consultations encyclopedias and (other sites	Listening to radio/watching TV on internet	Play or download games / download ,movies, pictures music or videos	Download software or applications	Reading or downloading ,newspapers magazines or electronic books	Search for a job send a job application or apply for a job
	%														
Never been married	19.92	8.02	39.73	37.01	75.73	7.01	0.70	21.77	8.41	19.96	15.90	45.85	31.21	18.49	8.15
Married	19.02	9.42	38.63	45.23	77.25	5.99	0.83	18.73	13.67	8.63	13.46	29.79	26.13	19.93	4.20
Divorced	22.35	11.95	35.15	34.30	77.82	9.73	0.34	22.18	14.85	14.33	15.87	33.28	28.50	20.99	11.09
Widowed	13.89	6.85	23.33	27.59	80.00	4.26	0.74	13.70	7.78	5.19	10.74	20.93	17.59	13.52	2.04
Total percentage	19.34	8.90	38.86	41.89	76.71	6.39	0.78	19.85	11.67	12.87	14.37	35.71	27.97	19.34	5.72

Source: households and individuals ICT access and usage survey 2018

\*Individuals (15 years and above)

Percentage distribution of individuals' internet uses (during the last 3 months) by administrative regions kingdom-wide

Table 9-7

Administrative region	Obtain information about goods or services	Obtain information or conduct transactions relevant to health or health services	Sending or receiving an e-mail	Internet phone calls	Participation in social networks/ professional networks/ using social media	Buying or ordering goods or services using applications	Selling goods or services	Access to chat sites, blogs, news sites and discussion forums via the internet	Online banking	Education or learning activities / formal courses /wiki consultations encyclopedias and other sites	Listening to radio/watching TV on internet	Play or download games / download .movies, pictures music or videos	Download software or applications	Reading or downloading .newspapers magazines or electronic books	Search for a job send a job application or apply for a job
	%														
Riyadh	26.43	8.70	42.26	44.69	72.84	6.13	0.64	11.33	10.62	11.75	13.39	44.70	28.58	15.61	4.72
Makkah	19.18	7.46	43.21	46.45	70.25	6.93	1.03	20.49	8.53	14.82	18.25	42.46	29.23	23.06	4.95
Medina	21.93	15.83	38.10	27.17	65.03	4.20	0.65	19.46	8.07	16.67	14.91	37.53	22.11	28.45	6.31
Qassim	23.20	11.39	20.29	32.08	72.51	11.21	1.18	22.96	8.43	15.42	21.26	35.82	20.16	12.67	4.40
Eastern region	19.87	7.51	49.50	51.37	67.83	3.89	0.51	22.12	15.76	13.02	16.05	42.38	27.40	16.79	3.26
Asir	13.34	5.78	23.11	15.23	72.89	3.43	0.50	17.95	9.75	12.49	1.99	27.59	20.03	15.00	4.84
Tabuk	20.21	6.58	39.35	52.23	87.61	6.70	0.31	39.30	15.20	17.20	12.85	49.20	31.68	16.94	7.41
Hail	4.82	6.69	14.09	18.02	73.02	1.81	0.32	11.33	4.25	9.31	6.66	29.99	25.99	7.40	5.31
Northern borders	8.98	10.63	29.37	37.12	84.63	5.92	0.05	12.37	13.05	8.69	18.87	48.60	39.88	20.42	6.96
Jazan	12.81	5.31	20.02	25.33	63.82	5.34	0.79	14.81	10.09	6.54	9.47	34.65	13.57	12.25	6.13
Najran	7.36	2.54	32.58	26.68	84.37	4.72	0.45	18.96	8.93	17.16	11.64	32.37	38.80	19.59	4.62
Al-Baha	17.12	9.00	27.92	38.04	56.96	9.62	1.65	8.27	7.58	17.73	12.62	26.73	17.54	17.88	4.15
Al-Jouf	7.17	8.56	31.91	45.12	80.26	4.05	0.78	23.39	8.80	12.28	17.75	40.61	32.98	17.57	7.24
Total percentage	17.76	8.12	35.69	38.87	72.54	5.76	0.69	18.50	10.42	13.23	14.26	39.74	27.26	17.73	5.11

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of the places where individuals use internet (during the last 3 months) by gender kingdom-wide**

Table 10-1

Gender	Dwelling	Work	Place of education	Someone else's dwelling	Public facility with internet access (Free)	Commercial facility with internet access	While cruising or travelling
	%						
Male	98.65	32.26	6.69	11.90	6.12	1.45	12.04
Female	99.42	8.27	7.08	10.88	5.04	0.90	8.71
Total percentage	98.96	22.66	6.85	11.50	5.69	1.23	10.70

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the places where individuals use internet (during the last 3 months) by age groups kingdom-wide

Table 10-2

Age groups	Dwelling	Work	Place of education	Someone else's dwelling	Public facility with internet access (Free)	Commercial facility with internet access	While cruising or travelling
	%						
0-4	99.48	0.00	0.52	4.66	1.81	0.00	2.59
5-9	99.63	0.00	3.43	9.92	3.15	0.32	6.54
10-14	99.11	0.00	8.76	8.50	4.04	0.63	6.07
15-19	98.90	1.40	17.43	11.40	5.78	1.06	8.92
20-24	98.82	12.08	20.74	13.29	7.20	1.70	12.03
25-29	99.15	27.81	3.63	13.36	6.71	1.61	12.69
30-34	99.03	35.78	1.62	13.00	5.97	1.27	12.43
35-39	98.74	39.29	2.08	11.97	5.23	1.43	12.73
40-44	98.60	39.81	1.63	9.74	5.54	1.14	11.39
45-49	98.93	35.16	1.90	10.28	5.42	1.32	10.21
50-54	98.91	28.32	1.06	10.17	4.72	0.86	9.97
55-59	98.99	24.20	0.84	9.79	5.91	0.79	8.78
60-64	99.45	12.61	0.32	9.54	5.91	1.02	8.51
65+	99.21	8.24	0.10	8.34	2.98	0.60	6.26
Total percentage	98.96	22.66	6.85	11.50	5.69	1.23	10.70

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of the places where individuals use internet (during the last 3 months) by nationality kingdom-wide**

Table 10-3

Nationality	Dwelling	Work	Place of education	Someone else's dwelling	Public facility with internet access (Free)	Commercial facility with internet access	While cruising or travelling
	%						
Saudi	99.11	19.10	8.71	12.74	6.03	1.42	11.67
Non-Saudi	98.60	31.09	2.46	8.56	4.87	0.77	8.43
Total percentage	98.96	22.66	6.85	11.50	5.69	1.23	10.70

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the places where individuals use internet (during the last 3 months) by educational status kingdom-wide\*

Table 10-4

Educational status	Dwelling	Work	Place of education	Someone else's dwelling	Public facility with internet access (Free)	Commercial facility with internet access	While cruising or travelling
	%						
Illiterate	97.80	6.29	0.31	6.60	5.03	1.26	5.03
Literate	98.50	10.94	1.86	8.23	3.51	0.93	6.67
Primary	98.86	8.70	5.14	8.92	4.43	0.69	7.33
Intermediat	99.03	10.96	6.88	10.04	4.53	0.89	8.98
Secondary or equivalent	99.03	20.69	10.24	13.83	6.38	1.49	13.05
Diploma	98.58	43.95	2.62	12.36	6.36	1.20	12.02
University degree	99.03	42.32	6.57	12.27	7.33	1.68	12.21
Higher diploma	96.94	50.22	3.06	9.17	8.30	2.18	13.54
Masters	99.33	65.33	8.21	10.05	7.20	1.34	15.41
PhD	99.35	73.55	10.00	12.26	5.81	1.61	19.03
Total percentage	98.93	23.60	7.01	11.59	5.80	1.27	10.90

Source: households and individuals ICT access and usage survey 2018

\* Individuals (10 years and above)

**Percentage distribution of the places where individuals use internet (during the last 3 months) by occupational status kingdom-wide\***

Table 10-5

Occupational status	Dwelling	Work	Place of education	Someone else's dwelling	Public facility with internet access (Free)	Commercial facility with internet access	While cruising or travelling
	%						
Employed	98.47	53.83	2.03	11.26	5.90	1.47	12.85
Student	98.84	2.19	25.53	11.69	6.39	1.31	9.62
Housewife	99.69	1.19	0.63	11.93	4.85	0.89	9.04
Retired	99.41	1.97	0.29	11.04	5.54	0.88	9.76
Other	99.45	1.06	1.10	19.19	10.27	2.45	16.86
<b>Total percentage</b>	<b>98.92</b>	<b>25.38</b>	<b>6.88</b>	<b>11.83</b>	<b>5.93</b>	<b>1.31</b>	<b>11.27</b>

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of the places where individuals use internet (during the last 3 months) by marital status kingdom-wide\*

Table 10-6

Marital status	Dwelling	Work	Place of education	Someone else's dwelling	Public facility with internet access (Free)	Commercial facility with internet access	While cruising or travelling
	%						
Never been married	98.92	14.73	15.31	12.20	6.62	1.50	10.61
Married	98.89	32.12	1.90	11.71	5.54	1.21	11.74
Divorced	99.83	27.13	2.05	9.56	5.63	1.37	11.43
Widowed	99.63	9.07	0.74	7.41	4.81	0.93	6.48
Total percentage	98.92	25.38	6.88	11.83	5.93	1.31	11.27

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of the places where individuals use internet (during the last 3 months) by administrative regions kingdom-wide

Table 10-7

Administrative region	Dwelling	Work	Place of education	Someone else's dwelling	Public facility with internet access (Free)	Commercial facility with internet access	While cruising or travelling
	%						
Riyadh	98.90	25.82	5.76	14.49	5.29	2.30	14.64
Makkah	99.27	25.06	7.45	9.16	7.69	0.58	11.90
Medina	98.48	19.32	5.18	11.43	12.65	0.98	7.02
Qassim	99.50	16.39	8.41	2.59	7.28	2.96	4.19
Eastern region	99.25	24.28	5.00	18.51	5.61	0.39	12.82
Asir	99.38	19.62	13.47	5.64	5.80	0.69	2.40
Tabuk	99.54	24.64	2.95	27.76	4.84	0.52	18.12
Hail	97.59	17.03	5.52	5.91	1.84	0.67	2.16
Northern borders	99.54	22.16	4.23	14.46	6.09	0.38	20.24
Jazan	99.15	19.35	8.21	2.73	1.06	0.73	4.02
Najran	97.95	25.32	9.52	9.80	6.74	5.63	12.23
Al-Baha	97.38	23.38	12.35	2.35	0.85	0.54	3.58
Al-Jouf	98.30	18.14	4.08	11.75	2.13	0.50	10.15
Total percentage	98.96	22.66	6.85	11.50	5.69	1.23	10.70

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the language used to browse internet (during the last 3 months) by gender kingdom-wide

Table 11-1

Gender	Arabic	English	Other
	%		
Male	82.94	20.83	10.34
Female	94.08	12.54	3.02
Total percentage	87.40	17.51	7.41

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the language used to browse internet (during the last 3 months) by age groups kingdom-wide

Table 11-2

Age groups	Arabic	English	Other
	%		
0-4	97.15	3.11	1.04
5-9	96.94	4.54	1.11
10-14	97.20	4.86	0.93
15-19	98.03	8.14	1.22
20-24	93.93	15.54	4.06
25-29	84.97	21.19	8.70
30-34	80.41	24.84	11.15
35-39	79.13	24.24	12.45
40-44	78.80	23.09	12.85
45-49	81.23	20.95	11.16
50-54	83.83	18.68	9.64
55-59	88.41	18.57	6.36
60-64	92.59	14.42	4.81
65+	95.73	9.14	2.78
Total percentage	87.40	17.51	7.41

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the language used to browse internet (during the last 3 months) by nationality kingdom-wide

Table 11-3

Nationality	Arabic	English	Other
	%		
Saudi	99.77	9.04	0.07
Non-Saudi	58.17	37.53	24.75
Total percentage	87.40	17.51	7.41

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the language used to browse internet (during the last 3 months) by educational status kingdom-wide\*

Table 11-4

Educational status	Arabic	English	Other
	%		
Illiterate	71.70	7.55	23.58
Literate	71.98	12.42	21.69
Primary	82.87	10.76	11.81
Intermediat	83.16	12.47	11.01
Secondary or equivalent	91.93	12.93	4.96
Diploma	87.32	26.30	4.97
University degree	91.24	30.37	2.16
Higher diploma	89.52	34.06	4.80
Masters	76.05	66.67	7.37
PhD	86.77	78.06	4.84
Total percentage	87.00	18.06	7.67

Source: households and individuals ICT access and usage survey 2018

\* Individuals (10 years and above)

Percentage distribution of the language used to browse internet (during the last 3 months) by occupational status kingdom-wide\*

Table 11-5

Occupational status	Arabic	English	Other
	%		
Employed	73.26	29.62	16.28
Student	98.66	10.95	0.81
Housewife	94.40	10.84	2.49
Retired	99.64	6.52	0.20
Other	99.28	7.99	0.63
Total percentage	86.23	19.05	8.18

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of the language used to browse internet (during the last 3 months) by marital status kingdom-wide\*

Table 11-6

Marital status	Arabic	English	Other
	%		
Never been married	92.89	15.27	4.33
Married	81.84	21.64	10.72
Divorced	96.25	15.02	1.54
Widowed	96.30	5.93	3.33
Total percentage	86.23	19.05	8.18

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of the language used to browse internet (during the last 3 months) by administrative regions kingdom-wide

Table 11-7

Administrative region	Arabic	English	Other
	%		
Riyadh	80.86	27.89	8.97
Makkah	86.16	23.88	7.73
Medina	88.60	9.76	9.61
Qassim	89.76	10.84	6.55
Eastern region	83.01	31.16	5.86
Asir	93.67	9.23	5.18
Tabuk	89.24	6.41	9.90
Hail	89.80	7.19	9.31
Northern borders	89.19	4.72	9.38
Jazan	97.83	6.89	1.61
Najran	90.17	12.19	5.94
Al-Baha	95.50	11.69	4.77
Al-Jouf	85.52	8.70	10.26
Total percentage	87.40	17.51	7.41

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of the devices that individuals use to access internet (during the last 3 months) by gender kingdom-wide**

Table 12-1

Gender	Cell phone	Desktop computer	%			Other devices (gaming tablets, watches, electronic book readers, etc).
			Laptop	Tablet		
Male	93.92	7.95	25.02	5.54	4.68	
Female	93.60	4.97	20.95	6.83	3.63	
Total percentage	93.79	6.76	23.39	6.06	4.26	

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the devices that individuals use to access internet (during the last 3 months) by age groups kingdom-wide

Table 12-2

Age groups	Cell phone	Desktop computer	Laptop	Tablet	Other devices (gaming tablets, watches, electronic book readers, etc).
	%				
0-4	69.69	0.52	2.59	32.38	10.10
5-9	68.98	1.76	8.85	30.13	9.74
10-14	81.63	5.37	15.25	18.09	6.42
15-19	93.60	6.99	24.77	6.86	4.50
20-24	98.24	6.26	30.11	4.76	1.93
25-29	97.84	5.97	24.45	3.34	2.31
30-34	97.42	6.82	24.79	3.36	2.56
35-39	97.12	8.02	25.63	3.79	3.09
40-44	96.44	8.41	25.99	3.67	3.39
45-49	95.24	8.28	22.29	2.81	4.30
50-54	93.56	7.92	21.42	3.27	5.97
55-59	92.18	7.48	18.96	3.15	7.03
60-64	87.08	6.70	13.71	2.99	11.82
65+	75.87	5.26	10.53	2.68	22.54
Total percentage	93.79	6.76	23.39	6.06	4.26

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of the devices that individuals use to access internet (during the last 3 months) by nationality kingdom-wide**

Table 12-3

Nationality	Cell phone	Desktop computer	Laptop	Tablet	Other devices (gaming tablets, watches, electronic book readers, etc).
	%				
Saudi	94.05	7.44	25.46	6.86	3.96
Non-Saudi	93.18	5.14	18.51	4.15	4.98
Total percentage	93.79	6.76	23.39	6.06	4.26

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of the devices that individuals use to access internet (during the last 3 months) by Educationalal status kingdom-wide\*

Table 12-4

Educational status	Cell phone	Desktop computer	Laptop	Tablet	Other devices (gaming tablets, watches, electronic book readers, etc).
	%				
Illiterate	87.74	0.31	0.94	0.00	11.64
Literate	90.16	1.31	4.19	7.58	4.44
Primary	89.07	3.63	10.26	7.07	6.68
Intermediat	90.25	4.57	13.44	3.92	8.36
Secondary or equivalent	97.23	5.88	21.41	3.55	2.70
Diploma	97.36	11.59	32.20	4.46	2.64
University degree	98.97	12.07	46.16	6.15	1.27
Higher diploma	100.00	11.35	40.61	6.55	0.00
Masters	98.99	22.45	66.67	7.54	1.17
PhD	98.39	26.45	76.77	10.97	1.61
Total percentage	94.81	6.97	24.03	5.04	4.03

Source: households and individuals ICT access and usage survey 2018

\* Individuals (10 years and above)

Percentage distribution of the devices that individuals use to access internet (during the last 3 months) by occupational status kingdom-wide\*

Table 12-5

Occupational status	Cell phone	Desktop computer	Laptop	Tablet	Other devices (gaming tablets, watches, electronic book readers, etc).
	%				
Employed	96.69	10.21	29.30	3.60	3.38
Student	95.78	7.13	30.86	6.40	3.21
Housewife	96.38	1.96	12.14	2.98	3.42
Retired	85.12	4.88	13.07	3.11	13.27
Other	96.96	3.42	23.92	3.55	2.75
Total percentage	95.81	7.09	24.69	4.06	3.85

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

**Percentage distribution of the devices that individuals use to access internet (during the last 3 months) by marital status kingdom-wide\***

Table 12-6

Marital status	Cell phone	Desktop computer	Laptop	Tablet	Other devices (gaming tablets, watches, electronic book readers, etc).
	%				
Never been married	96.15	7.21	28.66	5.52	3.24
Married	95.63	7.08	22.49	3.20	4.20
Divorced	96.76	8.19	24.74	3.24	2.90
Widowed	92.41	2.22	10.56	3.33	7.04
Total percentage	95.81	7.09	24.69	4.06	3.85

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

Percentage distribution of the devices that individuals use to access internet (during the last 3 months) by administrative regions kingdom-wide

Table 12-7

Administrative region	Cell phone	Desktop computer	%			Other devices (gaming tablets, watches, electronic book readers, etc).
			Laptop	Tablet		
Riyadh	93.25	7.44	23.57	9.25	3.95	
Makkah	94.00	7.47	28.80	6.71	3.44	
Medina	95.98	4.76	17.92	2.86	2.02	
Qassim	94.74	3.67	23.67	2.80	4.03	
Eastern region	96.49	8.62	30.99	10.54	1.40	
Asir	88.99	8.20	22.47	6.44	8.13	
Tabuk	91.87	4.41	22.15	7.36	4.84	
Hail	82.33	3.79	10.80	2.16	15.62	
Northern borders	95.87	3.49	12.26	2.07	5.84	
Jazan	96.78	7.18	19.64	2.40	2.70	
Najran	90.86	10.00	18.34	3.37	6.91	
Al-Baha	97.73	8.50	30.04	3.54	1.31	
Al-Jouf	97.02	5.04	18.81	2.88	1.99	
Total percentage	93.79	6.76	23.39	6.06	4.26	

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by gender kingdom-wide**

Table 13-1

Gender	Mobile network using a key/USB modem, integrated SIM card or using mobile as a modem	WIFI	Wired network (connected to fixed telephone lines )
	%		
Male	72.89	50.11	12.09
Female	66.22	53.13	13.31
Total percentage	70.22	51.32	12.58

Source: households and individuals ICT access and usage survey 2018

### Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by age groups kingdom-wide

Table 13-2

Age groups	Mobile network using a key/USB modem, integrated SIM card or using mobile as a modem	WIFI		Wired network (connected to fixed telephone lines )
		%		
0-4	37.05	69.69	7.77	
5-9	43.95	64.12	12.66	
10-14	50.53	60.57	13.33	
15-19	66.79	53.28	13.94	
20-24	73.45	51.97	13.87	
25-29	75.29	48.23	11.17	
30-34	74.61	49.33	10.14	
35-39	75.23	49.42	10.93	
40-44	74.04	50.37	11.87	
45-49	72.97	49.83	13.35	
50-54	70.89	50.30	15.08	
55-59	70.29	49.18	17.16	
60-64	69.90	46.49	16.23	
65+	74.08	37.64	14.00	
Total percentage	70.22	51.32	12.58	

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by nationality kingdom-wide**

Table 13-3

Nationality	Mobile network using a key/USB modem, integrated SIM card or using mobile as a modem	WIFI	Wired network (connected to fixed telephone lines )
		%	
Saudi	70.98	53.05	14.19
Non-Saudi	68.44	47.24	8.76
Total percentage	70.22	51.32	12.58

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by educational status kingdom-wide\***

Table 13-4

Educational status	Mobile network using a key/USB modem, integrated SIM card or using mobile as a modem	WIFI	Wired network (connected to fixed telephone lines )
	%		
Illiterate	71.07	30.19	8.49
Literate	62.42	47.74	8.59
Primary	64.74	47.43	10.58
Intermediat	70.26	44.38	10.53
Secondary or equivalent	74.25	49.90	12.23
Diploma	73.59	53.27	14.85
University degree	74.18	58.76	16.30
Higher diploma	69.43	58.52	14.85
Masters	72.19	64.99	19.60
PhD	73.87	69.68	22.90
Total percentage	71.36	50.75	12.61

Source: households and individuals ICT access and usage survey 2018

\* Individuals (10 years and above)

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by occupational status kingdom-wide\***

Table 13-5

Occupational status	Mobile network using a key/USB modem, integrated SIM card or using mobile as a modem	WIFI	Wired network (connected to fixed telephone lines )
	%		
Employed	76.70	49.13	11.40
Student	69.62	53.33	15.11
Housewife	68.26	49.97	11.59
Retired	74.77	43.74	14.06
Other	72.40	50.08	14.58
Total percentage	72.92	50.02	12.55

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by marital status kingdom-wide\***

Table 13-6

Marital status	Mobile network using a key/USB modem, integrated SIM card or using mobile as a modem	WIFI	Wired network (connected to fixed telephone lines )
		%	
Never been married	70.80	52.15	14.78
Married	74.24	48.84	11.20
Divorced	74.23	50.17	11.43
Widowed	70.56	41.48	13.33
Total percentage	72.92	50.02	12.55

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

### Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by administrative regions kingdom-wide

Table 13-7

Administrative region	Mobile network using a key/USB modem, integrated SIM card or using mobile as a modem	WIFI	Wired network (connected to fixed telephone lines )
		%	
Riyadh	68.00	54.74	12.43
Makkah	70.83	52.77	15.38
Medina	84.08	41.55	7.74
Qassim	71.64	39.15	12.20
Eastern region	57.86	70.17	13.65
Asir	82.55	27.29	16.15
Tabuk	77.07	67.66	1.80
Hail	78.79	31.48	7.40
Northern borders	66.70	46.35	12.80
Jazan	70.13	48.58	9.76
Najran	65.20	47.69	20.70
Al-Baha	75.08	53.77	12.73
Al-Jouf	64.61	52.33	12.60
Total percentage	70.22	51.32	12.58

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by gender kingdom-wide**

Table 14-1

Gender	At least once a day	At least once a week but not daily	At least once a month but not weekly	At least once in the last three months but not monthly	I don't know
	%				
Male	91.54	5.16	0.40	0.08	2.83
Female	90.46	6.30	0.38	0.07	2.78
Total percentage	91.11	5.61	0.39	0.08	2.81

Source: households and individuals ICT access and usage survey 2018

### Percentage distribution of individuals' internet usage frequency (during the last 3 months) by age groups kingdom-wide

Table 14-2

Age groups	At least once a day	At least once a week but not daily	At least once a month but not weekly	At least once in the last three months but not monthly	I don't know
	%				
0-4	69.69	23.06	2.33	0.26	4.66
5-9	69.59	26.43	1.39	0.05	2.55
10-14	78.94	17.93	0.63	0.02	2.47
15-19	91.94	4.83	0.43	0.09	2.71
20-24	93.91	2.71	0.36	0.04	2.98
25-29	93.68	3.26	0.17	0.06	2.82
30-34	93.83	2.80	0.17	0.10	3.10
35-39	93.58	3.36	0.22	0.05	2.79
40-44	93.01	3.50	0.28	0.04	3.16
45-49	92.26	4.37	0.44	0.02	2.91
50-54	91.65	5.31	0.53	0.07	2.44
55-59	91.95	4.78	0.39	0.23	2.64
60-64	90.15	6.93	1.02	0.16	1.73
65+	88.28	8.74	0.60	0.70	1.69
Total percentage	91.11	5.61	0.39	0.08	2.81

Source: households and individuals ICT access and usage survey 2018

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by nationality kingdom-wide**

Table 14-3

Nationality	At least once a day	At least once a week but not daily	At least once a month but not weekly	At least once in the last three months but not monthly	I don't know
	%				
Saudi	91.40	5.32	0.42	0.08	2.77
Non-Saudi	90.41	6.30	0.32	0.07	2.90
Total percentage	91.11	5.61	0.39	0.08	2.81

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals' internet usage frequency (during the last 3 months) by educational status kingdom-wide\*

Table 14-4

Educational status	At least once a day	At least once a week but not daily	At least once a month but not weekly	At least once in the last three months but not monthly	I don't know
	%				
Illiterate	79.56	16.98	0.94	0.94	1.57
Literate	82.44	14.58	0.76	0.15	2.07
Primary	86.74	10.02	0.44	0.13	2.66
Intermediat	92.06	4.83	0.39	0.07	2.64
Secondary or equivalent	93.95	2.63	0.30	0.06	3.07
Diploma	93.67	3.04	0.19	0.03	3.07
University degree	95.02	1.93	0.23	0.04	2.77
Higher diploma	90.83	3.93	0.00	0.00	5.24
Masters	95.14	1.51	0.00	0.00	3.35
PhD	95.48	0.32	0.00	0.00	4.19
Total percentage	92.00	4.77	0.35	0.08	2.81

Source: households and individuals ICT access and usage survey 2018

\* Individuals (10 years and above)

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by occupational status kingdom-wide\***

Table 14-5

Occupational status	At least once a day	At least once a week but not daily	At least once a month but not weekly	At least once in the last three months but not monthly	I don't know
%					
Employed	93.39	3.47	0.24	0.05	2.84
Student	92.90	4.01	0.41	0.07	2.61
Housewife	92.28	4.08	0.36	0.09	3.19
Retired	91.45	5.60	0.62	0.33	2.00
Other	94.67	2.07	0.17	0.04	3.04
Total percentage	92.98	3.78	0.32	0.08	2.83

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by marital status kingdom-wide\***

Table 14-6

Marital status	At least once a day	At least once a week but not daily	At least once a month but not weekly	At least once in the last three months but not monthly	I don't know
	%				
Never been married	93.34	3.53	0.33	0.06	2.75
Married	92.80	3.88	0.32	0.09	2.91
Divorced	93.69	3.41	0.34	0.17	2.39
Widowed	89.63	7.96	0.37	0.19	1.85
Total percentage	92.98	3.78	0.32	0.08	2.83

Source: households and individuals ICT access and usage survey 2018

\* Individuals (15 years and above)

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by administrative regions kingdom-wide**

Table 14-7

Administrative region	At least once a day	At least once a week but not daily	At least once a month but not weekly	At least once in the last three months but not monthly	I don't know
	%				
Riyadh	90.76	7.19	0.89	0.17	0.98
Makkah	87.88	3.93	0.12	0.04	8.03
Medina	89.97	7.71	0.30	0.09	1.93
Qassim	91.96	6.39	0.81	0.00	0.84
Eastern region	92.28	5.11	0.14	0.06	2.41
Asir	92.78	6.12	0.84	0.05	0.21
Tabuk	89.24	6.27	0.23	0.03	4.24
Hail	95.89	3.82	0.07	0.11	0.11
Northern borders	90.92	4.59	0.20	0.05	4.23
Jazan	95.22	4.28	0.26	0.09	0.15
Najran	91.18	3.75	0.14	0.07	4.86
Al-Baha	88.15	11.19	0.54	0.08	0.04
Al-Jouf	94.78	4.47	0.28	0.11	0.35
Total percentage	91.11	5.61	0.39	0.08	2.81

Source: households and individuals ICT access and usage survey 2018

Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by gender kingdom-wide

Table 15-1

Gender	Online purchasing of goods and services	Online processing of governmental transactions
	%	
Male	13.61	38.12
Female	17.75	10.78
Total Percentage	15.26	27.19

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by age groups kingdom-wide**

Table 15-2

Age groups	Online purchasing of goods and services	Online processing of governmental transactions
	%	
0-4	1.04	0.78
5-9	0.97	0.93
10-14	2.99	1.38
15-19	11.33	9.56
20-24	21.90	25.72
25-29	20.64	30.85
30-34	18.84	34.26
35-39	18.44	36.24
40-44	16.14	37.23
45-49	14.67	35.16
50-54	12.24	39.14
55-59	11.09	40.57
60-64	8.04	40.27
65+	4.47	36.54
<b>Total Percentage</b>	<b>15.26</b>	<b>27.19</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by nationality kingdom-wide**

Table 15-3

Nationality	Online purchasing of goods and services	Online processing of governmental transactions
	%	
Saudi	18.52	30.52
Non-Saudi	7.57	19.31
Total Percentage	15.26	27.19

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by educational status kingdom-wide\***

Table 15-4

Educational Status	Online purchasing of goods and services	Online processing of governmental transactions
	%	
Illiterate	0.63	2.20
Literate	1.65	7.62
Primary	3.71	9.13
Intermediate	7.17	14.92
Secondary or equivalent	16.89	31.53
Diploma	21.84	48.12
University degree	30.52	45.00
Higher Diploma	30.13	45.85
Masters	36.85	61.31
PhD	27.10	60.32
Total Percentage	15.86	28.28

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (10 years and above) \*

Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by occupational status kingdom-wide\*

Table 15-5

Occupational Status	Online purchasing of goods and services	Online processing of governmental transactions
	%	
Employed	17.89	45.08
Student	17.32	16.91
Housewife	15.51	8.56
Retired	10.12	50.59
Other	18.22	32.80
Total Percentage	16.82	30.30

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (15 years and above) \*

Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by marital status kingdom-wide\*

Table 15-6

Marital status	Online purchasing of goods and services	Online processing of governmental transactions
	%	
Never been married	17.36	23.67
Married	16.47	34.43
Divorced	23.21	36.35
Widowed	11.11	18.89
Total Percentage	16.82	30.30

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (15 years and above) \*

Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by administrative regions kingdom-wide

Table 15-7

Administrative regions	Online purchasing of goods and services	Online processing of governmental transactions
	%	
Riyadh	15.75	25.63
Makkah	16.12	31.20
Madinah	12.71	17.26
Qassim	22.05	31.50
Eastern Region	15.64	29.73
Asir	14.39	22.70
Tabuk	14.68	22.55
Hail	5.59	23.23
Northern Borders	14.13	22.64
Jazan	19.82	32.75
Najran	7.85	30.43
Al-Baha	21.65	30.85
Al-Jouf	12.28	24.81
Total Percentage	15.26	27.19

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by gender kingdom-wide**

Table 16-1

Gender	Books, magazines or newspapers	Clothing, footwear, sports goods and others	( Computers equipment or parts ( including peripheral equipment	Computer or video games	Computer softwares (including paid upgrades and applications, excluding games)	Beauty cosmetics	Financial products ( including shares and insurances)	Food, food supplies or tobacco	Household goods (e.g furniture, toys, etc., excluding consumer electronics)	ICT services ( excluding softwares)	Medicines	Vitamins and nutritional supplements	Movies, short movies or pictures	Music Products	Photographic equipment, telecommunication and optics instruments	Tickets or entertainment events reservations (sports, theater, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
Male	17.17	74.72	12.68	13.16	7.46	10.05	3.97	4.72	18.62	10.41	3.18	4.87	2.93	1.25	4.05	11.09	22.44
Female	11.94	88.44	3.55	4.15	2.41	49.60	1.10	4.72	19.29	3.53	1.96	4.85	1.24	0.88	2.05	3.97	6.95
Total Percentage	14.73	81.10	8.43	8.97	5.11	28.44	2.64	4.72	18.93	7.21	2.62	4.86	2.14	1.08	3.12	7.78	15.24

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by age groups kingdom-wide

Table 16-2

Age groups	Books, magazines or newspapers	Clothing, footwear, sports goods and others	( Computers equipment or parts ( including peripheral equipment	Computer or video games	Computer softwares (including paid upgrades and applications, excluding games)	Beauty cosmetics	Financial products ( including shares and insurances)	Food, food supplies or tobacco	Household goods (e.g furniture, toys, etc., excluding consumer electronics)	ICT services ( excluding softwares)	Medicines	Vitamins and nutritional supplements	Movies, short movies or pictures	Music Products	Photographic equipment, telecommunication and optics instruments	Tickets or entertainment events reservations (sports, theater, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
0-4	0.00	50.00	0.00	75.00	0.00	25.00	0.00	0.00	25.00	0.00	25.00	0.00	0.00	0.00	0.00	0.00	0.00
5-9	4.76	38.10	19.05	38.10	0.00	9.52	4.76	14.29	4.76	14.29	4.76	0.00	14.29	9.52	14.29	9.52	0.00
10-14	12.50	73.44	5.47	29.69	6.25	17.19	0.78	1.56	10.16	6.25	0.78	3.13	3.13	0.00	3.13	5.47	2.34
15-19	16.70	82.07	5.68	14.14	4.45	29.62	0.78	6.24	11.92	6.35	1.56	3.90	3.23	1.56	3.67	6.01	7.24
20-24	13.82	84.20	7.82	9.64	4.79	29.96	1.60	4.41	15.03	7.82	1.82	4.68	2.59	1.32	2.86	6.28	10.41
25-29	13.24	85.20	8.40	6.96	4.73	29.88	2.50	4.06	17.86	5.90	1.73	4.84	2.67	0.95	3.51	8.40	14.36
30-34	12.66	80.78	8.08	7.22	5.24	29.22	2.65	4.51	19.35	6.89	2.39	6.69	1.72	1.06	3.71	8.35	17.83
35-39	14.70	80.93	9.03	7.46	5.23	30.68	3.08	3.80	22.72	8.60	3.08	4.73	1.86	0.65	2.65	7.17	19.14
40-44	17.29	81.09	9.63	9.05	5.80	30.16	2.90	6.26	26.33	7.77	3.25	4.06	1.28	1.28	2.32	8.93	19.14
45-49	15.81	78.37	9.32	9.15	5.16	25.46	3.99	5.82	22.13	7.15	4.66	5.16	1.66	0.33	2.00	9.82	17.80
50-54	18.60	71.70	10.24	7.28	5.66	16.98	4.31	2.96	21.02	7.55	2.96	3.50	1.08	1.89	3.23	9.43	19.14
55-59	18.27	67.01	13.71	7.61	8.63	18.78	7.61	7.61	22.84	7.11	8.63	6.09	0.00	1.02	4.57	9.64	21.32
60-64	18.63	62.75	12.75	6.86	5.88	12.75	4.90	4.90	25.49	7.84	7.84	3.92	0.00	0.00	1.96	6.86	32.35
65+	35.56	51.11	4.44	6.67	2.22	11.11	13.33	11.11	24.44	6.67	6.67	2.22	2.22	2.22	2.22	15.56	35.56
Total Percentage	14.73	81.10	8.43	8.97	5.11	28.44	2.64	4.72	18.93	7.21	2.62	4.86	2.14	1.08	3.12	7.78	15.24

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by nationality kingdom-wide**

Table 16-3

Nationality	Books, magazines or newspapers	Clothing, footwear, sports goods and others	( Computers equipment or parts ( including peripheral equipment	Computer or video games	Computer softwares (including paid upgrades and applications, excluding games)	Beauty cosmetics	Financial products ( including shares and insurances)	Food, food supplies or tobacco	Household goods (e.g furniture, toys, etc., excluding consumer electronics)	ICT services ( excluding softwares)	Medicines	Vitamins and nutritional supplements	Movies, short movies or pictures	Music Products	Photographic equipment, telecommunication and optics instruments	Tickets or entertainment events reservations (sports, theater, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
Saudi	15.42	83.45	7.86	9.10	4.71	29.72	2.71	5.04	19.03	6.49	2.58	4.98	2.05	0.99	3.07	7.41	14.68
Non-Saudi	10.78	67.52	11.75	8.21	7.44	21.07	2.23	2.85	18.36	11.40	2.85	4.17	2.71	1.60	3.41	9.87	18.43
Total Percentage	14.73	81.10	8.43	8.97	5.11	28.44	2.64	4.72	18.93	7.21	2.62	4.86	2.14	1.08	3.12	7.78	15.24

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by educational status kingdom-wide\*

Table 16-4

Educational Status	Books, magazines or newspapers	Clothing, footwear, sports goods and others	(Computers equipment or parts) including peripheral equipment	Computer or video games	Computer softwares (including paid upgrades and applications, excluding games)	Beauty cosmetics	Financial products (including shares and insurances)	Food, food supplies or tobacco	Household goods (e.g. furniture, toys, etc., excluding consumer electronics)	ICT services (excluding softwares)	Medicines	Vitamins and nutritional supplements	Movies, short movies or pictures	Music Products	Photographic equipment, telecommunication and optics instruments	Tickets or entertainment events reservations (sports, theater, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
Illiterate	0.00	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00	0.00
Literate	10.26	76.92	5.13	14.10	2.56	10.26	2.56	7.69	19.23	6.41	5.13	0.00	1.28	0.00	3.85	1.28	3.85
Primary	14.13	78.99	4.71	15.22	3.99	18.48	1.45	3.26	13.77	7.25	2.54	3.99	2.17	0.00	1.81	3.99	6.52
Intermediate	11.07	78.24	5.85	10.31	3.44	26.46	1.40	5.47	17.30	6.11	1.78	2.93	2.16	1.53	3.18	5.34	6.62
Secondary or equivalent	13.20	82.39	6.60	8.08	3.89	28.07	1.69	4.55	17.15	6.96	1.78	4.07	1.84	0.81	2.62	6.00	11.82
Diploma	11.98	81.42	10.88	7.95	5.75	24.08	3.18	4.03	19.32	6.97	3.42	5.62	3.06	0.86	4.28	7.82	19.19
University degree	16.14	81.99	9.80	8.77	6.04	31.96	3.29	4.96	20.85	6.85	2.85	5.40	2.06	1.25	3.29	9.19	18.30
Higher Diploma	15.94	62.32	8.70	10.14	5.80	18.84	5.80	5.80	21.74	8.70	2.90	11.59	2.90	0.00	2.90	8.70	26.09
Masters	30.91	75.45	15.00	10.00	11.82	20.91	6.36	2.73	19.55	17.73	5.91	10.91	3.18	1.82	4.09	20.45	29.09
PhD	34.52	64.29	10.71	11.90	7.14	16.67	5.95	3.57	23.81	17.86	11.90	8.33	3.57	2.38	1.19	15.48	42.86
Total Percentage	14.76	81.21	8.41	8.88	5.12	28.48	2.63	4.70	18.96	7.20	2.60	4.88	2.12	1.06	3.10	7.78	15.28

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (15 years and above)

Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by occupational status kingdom-wide\*

Table 16-5

Occupational Status	Books, magazines or newspapers	Clothing, footwear, sports goods and others	( Computers equipment or parts ( including peripheral equipment	Computer or video games	Computer softwares (including paid upgrades and applications, excluding games)	Beauty cosmetics	Financial products ( including shares and insurances)	Food, food supplies or tobacco	Household goods (e.g furniture, toys, etc., excluding consumer electronics)	ICT services ( excluding softwares)	Medicines	Vitamins and nutritional supplements	Movies, short movies or pictures	Music Products	Photographic equipment, telecommunication and optics instruments	Tickets or entertainment events reservations (sports, theater, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
Employed	16.52	78.13	11.71	9.64	7.10	20.64	3.86	5.03	21.20	9.49	3.28	5.50	2.26	1.23	3.67	10.44	22.71
Student	16.04	82.70	7.28	11.81	5.53	27.99	1.35	5.35	14.42	7.32	1.93	4.49	3.01	1.44	3.32	6.83	9.39
Housewife	8.79	87.29	2.26	3.26	0.85	49.32	0.95	3.31	19.49	2.46	1.21	4.27	0.95	0.60	1.76	3.42	5.47
Retired	21.04	71.20	8.41	5.83	3.88	18.45	6.47	5.18	21.68	3.56	6.15	2.59	0.65	0.65	2.59	7.12	24.27
Other	12.99	87.94	8.12	7.42	2.09	29.70	1.62	4.87	16.47	6.73	3.25	5.10	2.09	0.00	2.32	5.34	8.35
Total Percentage	14.79	81.31	8.45	8.60	5.11	28.64	2.66	4.74	19.08	7.21	2.63	4.90	2.11	1.07	3.10	7.81	15.45

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (15 years and above)

Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by marital status kingdom-wide\*

Table 16-6

Marital status	Books, magazines or newspapers	Clothing, footwear, sports goods and others	(Computers equipment or parts) including peripheral equipment	Computer or video games	Computer softwares (including paid upgrades and applications, excluding games)	Beauty cosmetics	Financial products (including shares and insurances)	Food, food supplies or tobacco	Household goods (e.g furniture, toys, etc., excluding consumer electronics)	ICT services (excluding softwares)	Medicines	Vitamins and nutritional supplements	Movies, short movies or pictures	Music Products	Photographic equipment, telecommunication and optics instruments	Tickets or entertainment events reservations (sports, theater, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
Never been married	15.23	82.57	8.60	10.91	5.48	26.90	2.09	5.32	14.44	7.60	2.12	4.83	3.12	1.44	3.39	7.65	12.60
Married	14.60	80.31	8.51	7.23	4.92	29.23	3.06	4.41	22.12	7.11	2.96	4.95	1.51	0.86	2.92	8.02	17.43
Divorced	11.76	88.24	4.41	6.62	3.68	44.12	1.47	2.94	17.65	3.68	0.74	5.15	0.74	0.74	2.94	5.88	11.76
Widowed	13.33	83.33	3.33	1.67	3.33	43.33	1.67	5.00	16.67	1.67	6.67	3.33	0.00	0.00	1.67	1.67	10.00
Total Percentage	14.79	81.31	8.45	8.60	5.11	28.64	2.66	4.74	19.08	7.21	2.63	4.90	2.11	1.07	3.10	7.81	15.45

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (15 years and above)

Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by administrative regions kingdom-wide

Table 16-7

Administrative regions	Books, magazines or newspapers	Clothing, footwear, sports goods and others	(Computers equipment or parts) including peripheral equipment	Computer or video games	Computer softwares (including paid upgrades and applications, excluding games)	Beauty cosmetics	Financial products (including shares and insurances)	Food, food supplies or tobacco	Household goods (e.g. furniture, toys, etc., excluding consumer electronics)	ICT services (excluding softwares)	Medicines	Vitamins and nutritional supplements	Movies, short movies or pictures	Music Products	Photographic equipment, telecommunication and optics instruments	Tickets or entertainment events reservations (sports, theater, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)	%																	
Riyadh	9.00	73.47	10.39	10.09	7.19	25.80	4.83	6.22	16.01	8.34	3.99	6.95	2.72	1.93	3.69	10.39	17.52																		
Makkah	17.00	77.06	8.47	9.13	6.49	28.55	3.74	4.07	24.59	8.03	2.70	4.29	3.19	2.09	3.91	14.47	14.30																		
Madinah	9.37	86.89	7.73	7.03	3.75	37.70	1.87	0.47	18.03	4.45	2.58	2.34	1.17	0.23	6.32	3.28	12.65																		
Qassim	23.99	82.66	16.51	7.84	6.65	30.76	1.90	11.28	20.07	13.90	3.92	7.24	1.31	0.36	1.43	3.09	9.86																		
Eastern Region	20.48	78.55	8.59	11.14	3.96	28.70	1.79	10.69	16.52	3.29	1.05	3.21	1.64	1.05	3.59	9.04	27.28																		
Asir	20.95	78.25	6.98	8.57	3.81	19.52	1.90	0.16	20.32	2.54	0.63	3.97	1.27	0.32	1.27	2.38	7.46																		
Tabuk	13.84	90.64	5.07	6.82	2.53	20.47	1.56	0.58	13.84	12.48	3.90	3.51	2.14	0.39	2.14	2.34	14.04																		
Hail	13.92	84.81	4.43	3.80	5.06	18.35	1.27	6.33	15.82	6.96	3.80	8.86	1.27	1.27	1.27	6.33	11.39																		
Northern Borders	2.53	92.96	5.60	6.68	4.33	28.88	1.26	0.72	18.23	7.22	0.18	1.62	1.26	0.54	2.17	7.58	19.68																		
Jazan	7.84	90.98	2.81	8.28	2.07	39.20	1.18	1.04	22.78	3.85	0.59	2.51	3.25	0.74	3.85	2.07	8.43																		
Najran	13.72	87.17	7.96	16.81	3.54	19.47	1.33	1.33	11.95	8.41	0.88	5.31	0.44	0.00	1.33	0.88	4.87																		
Al-Baha	22.56	85.97	7.10	8.88	5.15	38.01	3.20	1.42	18.83	4.26	5.33	6.22	2.49	0.36	2.66	6.93	16.70																		
Al-Jouf	3.47	76.88	6.94	5.78	4.62	23.70	0.87	2.02	15.61	11.27	4.34	10.69	0.87	0.29	2.31	8.09	7.23																		
Total Percentage	14.73	81.10	8.43	8.97	5.11	28.44	2.64	4.72	18.93	7.21	2.62	4.86	2.14	1.08	3.12	7.78	15.24																		

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by gender kingdom-wide

Table 17-1

Gender	Pay on delivery	Online credit card	ATM card or online bank transfer	Direct billing (an account linked with the cell phone number)	Online payment service (e.g PayPal and Google Checkout)	Prepaid gift card or e-voucher (e.g iTunes cards)	Points from rewards programs (such as: Qitaf)	Others (such as: bank cheque )
	%							
Male	80.92	46.51	15.19	1.11	1.42	0.92	2.15	0.12
Female	87.62	32.86	12.71	0.68	0.77	0.66	1.77	0.07
Total Percentage	84.03	40.16	14.04	0.91	1.12	0.80	1.97	0.09

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by age groups kingdom-wide

Table 17-2

Age groups	Pay on delivery	Online credit card	ATM card or online bank transfer	Direct billing (an account linked with the cell phone number)	Online payment service (e.g PayPal and Google Checkout)	Prepaid gift card or e-voucher (e.g iTunes cards)	Points from rewards programs (such as: Qitaf)	Others (such as: bank cheque )
	%							
0-4	100.00	25.00	0.00	0.00	0.00	0.00	0.00	0.00
5-9	95.24	28.57	28.57	4.76	0.00	4.76	4.76	0.00
10-14	88.28	28.13	3.91	0.78	1.56	2.34	0.78	0.78
15-19	91.31	26.61	10.91	1.22	0.67	0.89	1.56	0.11
20-24	88.11	31.17	12.72	0.72	1.16	0.72	2.20	0.11
25-29	84.92	38.62	13.24	0.83	1.22	0.56	1.28	0.00
30-34	82.04	43.27	13.52	0.60	0.73	0.60	1.86	0.00
35-39	81.29	46.38	16.77	0.86	1.15	0.72	2.01	0.00
40-44	82.71	48.26	15.66	0.81	0.70	0.46	2.20	0.00
45-49	79.37	47.75	17.30	1.33	1.33	1.33	3.16	0.33
50-54	79.78	48.25	15.90	0.81	2.43	1.62	3.23	0.81
55-59	72.08	53.81	15.23	2.03	2.54	3.05	1.02	0.00
60-64	71.57	58.82	15.69	3.92	1.96	0.00	1.96	0.00
65+	75.56	53.33	17.78	2.22	2.22	0.00	6.67	0.00
Total Percentage	84.03	40.16	14.04	0.91	1.12	0.80	1.97	0.09

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by nationality kingdom-wide

Table 17-3

Nationality	Pay on delivery	Online credit card	ATM card or online bank transfer	Direct billing (an account linked with the cell phone number)	Online payment service (e.g PayPal and Google Checkout)	Prepaid gift card or e-voucher (e.g iTunes cards)	Points from rewards programs (such as: Qitaf)	Others (such as: bank cheque )
	%							
Saudi	86.29	38.85	14.72	0.95	1.00	0.88	2.26	0.11
Non-Saudi	71.00	47.71	10.08	0.70	1.81	0.35	0.28	0.00
Total Percentage	84.03	40.16	14.04	0.91	1.12	0.80	1.97	0.09

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by educational status kingdom-wide\*

Table 17-4

Educational Status	Pay on delivery	Online credit card	ATM card or online bank transfer	Direct billing (an account linked with the cell phone number)	Online payment service (e.g PayPal and Google Checkout)	Prepaid gift card or e-voucher (e.g iTunes cards)	Points from rewards programs (such as: Qitaf)	Others (such as: bank cheque )
	%							
Illiterate	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Literate	91.03	16.67	7.69	0.00	5.13	5.13	1.28	0.00
Primary	89.49	25.00	8.70	0.72	0.72	0.72	0.36	0.00
Intermediate	90.46	22.65	10.05	1.15	0.64	0.64	0.89	0.13
Secondary or equivalent	87.61	32.95	12.72	0.84	0.90	0.63	2.08	0.12
Diploma	81.17	43.77	14.79	0.49	1.47	0.73	2.44	0.00
University degree	81.01	47.92	15.97	1.03	1.13	0.91	2.09	0.07
Higher Diploma	79.71	46.38	15.94	0.00	1.45	0.00	1.45	0.00
Masters	71.82	69.09	16.36	1.36	1.82	0.91	2.27	0.00
PhD	64.29	72.62	15.48	0.00	5.95	0.00	2.38	1.19
Total Percentage	84.00	40.19	14.01	0.91	1.12	0.79	1.96	0.09

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (10 years and above)

Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by occupational status kingdom-wide\*

Table 17-5

Occupational Status	Pay on delivery	Online credit card	ATM card or online bank transfer	Direct billing (an account linked with the cell phone number)	Online payment service (e.g PayPal and Google Checkout)	Prepaid gift card or e-voucher (e.g iTunes cards)	Points from rewards programs (such as: Qitaf)	Others (such as: bank cheque )
%								
Employed	79.98	49.78	15.92	0.91	1.38	0.84	2.16	0.06
Student	89.71	30.32	13.34	1.12	0.90	0.85	1.89	0.13
Housewife	87.14	30.34	11.45	0.75	0.80	0.55	1.96	0.10
Retired	80.58	47.90	15.86	1.29	0.97	1.29	1.94	0.00
Other	84.45	31.55	10.44	0.23	0.93	0.23	0.70	0.00
Total Percentage	83.95	40.35	14.15	0.91	1.12	0.77	1.98	0.08

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (15 years and above)

Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by marital status kingdom-wide\*

Table 17-6

Marital status	Pay on delivery	Online credit card	ATM card or online bank transfer	Direct billing (an account linked with the cell phone number)	Online payment service (e.g PayPal and Google Checkout)	Prepaid gift card or e-voucher (e.g iTunes cards)	Points from rewards programs (such as: Qitaf)	Others (such as: bank cheque )
	%							
Never been married	87.35	34.04	12.79	0.90	1.11	0.79	1.71	0.08
Married	81.50	44.86	15.09	0.95	1.16	0.79	2.19	0.09
Divorced	94.12	23.53	12.50	0.00	0.00	0.00	0.74	0.00
Widowed	85.00	36.67	11.67	0.00	0.00	0.00	1.67	0.00
Total Percentage	83.95	40.35	14.15	0.91	1.12	0.77	1.98	0.08

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (15 years and above)

**Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by administrative regions kingdom-wide**

Table 17-7

Administrative regions	Pay on delivery	Online credit card	ATM card or online bank transfer	Direct billing (an account linked with the cell phone number)	Online payment service (e.g PayPal and Google Checkout)	Prepaid gift card or e-voucher (e.g iTunes cards)	Points from rewards programs (such as: Qitaf)	Others (such as: bank cheque )
	%							
Riyadh	78.55	44.29	18.73	2.30	4.11	1.39	1.63	0.42
Makkah	78.71	45.16	11.94	1.16	1.27	0.83	1.76	0.11
Madinah	83.84	29.98	19.91	0.23	0.23	0.00	0.94	0.00
Qassim	89.19	33.85	9.50	0.12	0.00	0.12	0.36	0.00
Eastern Region	73.54	61.73	15.70	0.15	0.45	1.64	3.29	0.00
Asir	93.65	19.68	10.79	0.32	0.16	0.32	0.16	0.00
Tabuk	92.79	40.35	12.48	0.78	0.19	0.00	8.38	0.00
Hail	89.24	24.68	3.80	1.27	0.00	0.00	0.00	0.00
Northern Borders	94.77	27.26	5.96	0.18	0.18	2.35	1.81	0.00
Jazan	87.13	26.63	11.54	0.30	1.04	0.00	0.30	0.00
Najran	88.05	46.02	10.62	0.00	0.00	0.00	0.00	0.00
Al-Baha	96.63	38.19	23.98	2.31	0.00	0.18	4.26	0.00
Al-Jouf	87.28	29.19	16.76	0.58	0.29	0.29	0.58	0.00
Total Percentage	84.03	40.16	14.04	0.91	1.12	0.80	1.97	0.09

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by gender kingdom-wide

Table 18-1

Gender	Direct pick up	In store pick up	Online
	%		
Male	89.49	26.87	19.37
Female	91.55	24.36	9.86
Total Percentage	90.45	25.70	14.95

Source: Households and Individuals' ICT Access and Usage Survey 2018

**-Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by age groups kingdom wide**

Table 18-2

Age groups	Direct pick up	In store pick up	Online
	%		
0-4	75.00	25.00	25.00
5-9	100.00	0.00	0.00
10-14	91.41	17.97	12.50
15-19	92.54	22.05	11.25
20-24	91.24	23.29	10.79
25-29	90.48	25.38	13.75
30-34	90.26	25.98	15.97
35-39	89.75	28.39	18.42
40-44	90.60	27.03	16.13
45-49	90.52	29.45	15.97
50-54	89.76	26.95	18.06
55-59	84.26	31.47	25.38
60-64	81.37	29.41	30.39
65+	86.67	31.11	33.33
<b>Total Percentage</b>	<b>90.45</b>	<b>25.70</b>	<b>14.95</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018

**-Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by nationality kingdom wide**

Table 18-3

Nationality	Direct pick up	In store pick up	Online
	%		
Saudi	90.72	26.71	14.28
Non-Saudi	88.87	19.89	18.85
Total Percentage	90.45	25.70	14.95

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by educational \*status  
kingdom-wide

Table18-4

Educational Status	Direct pick up	In store pick up	Online
	%		
Illiterate	100.00	0.00	0.00
Literate	94.87	17.95	11.54
Primary	87.32	21.74	11.96
Intermediate	91.60	18.96	10.05
Secondary or equivalent	91.02	24.63	11.64
Diploma	89.12	25.43	16.75
University degree	90.05	28.37	17.39
Higher Diploma	88.41	31.88	17.39
Masters	93.18	25.45	29.55
PhD	88.10	27.38	32.14
Total Percentage	90.43	25.76	14.98

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (10 years and above) \*

Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by occupational status  
kingdom-wide\*

Table 18-5

Occupational Status	Direct pick up	In store pick up	Online
	%		
Employed	89.75	28.11	19.52
Student	91.91	23.18	12.04
Housewife	90.51	23.30	9.14
Retired	86.08	31.07	19.42
Other	92.58	23.67	5.80
Total Percentage	90.42	25.86	15.01

Source: Households and Individuals' ICT Access and Usage Survey 2018

Individuals (15 years and above) \*

Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by marital status kingdom-wide\*

Table 18-6

Marital status	Direct pick up	In store pick up	Online
	%		
Never been married	91.21	24.13	14.20
Married	89.90	27.08	15.61
Divorced	93.38	24.26	9.56
Widowed	85.00	20.00	20.00
Total Percentage	90.42	25.86	15.01

Source: Households and Individuals' ICT Access and Usage Survey 2018

Individuals (15 years and above) \*

Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by administrative regions  
kingdom-wide

Table 18-7

Administrative regions	Direct pick up	In store pick up	Online
	%		
Riyadh	94.32	14.50	23.69
Makkah	91.09	24.81	15.29
Madinah	87.35	31.38	4.22
Qassim	92.28	25.06	7.72
Eastern Region	85.50	40.88	22.87
Asir	97.14	21.59	6.98
Tabuk	86.74	30.80	14.62
Hail	89.87	13.29	4.43
Northern Borders	95.13	11.19	11.01
Jazan	91.42	27.81	13.31
Najran	90.27	28.32	1.77
Al-Baha	82.77	37.83	7.46
Al-Jouf	83.82	23.12	21.68
Total Percentage	90.45	25.70	14.95

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by gender kingdom-wide**

Table 19-1

Gender	During the last week	More than a week and less than a month	More than a month and less than three months
Male	20.27	38.31	41.43
Female	18.16	40.90	40.94
Total Percentage	19.93	38.72	41.35

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by age groups kingdom-wide

Table 19-2

Age groups	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
0-4	33.33	66.67	0.00
5-9	35.00	30.00	35.00
10-14	22.03	45.76	32.20
15-19	18.07	39.05	42.88
20-24	19.88	38.82	41.30
25-29	19.14	39.35	41.51
30-34	19.50	38.48	42.02
35-39	20.90	37.82	41.28
40-44	20.32	39.84	39.84
45-49	19.86	40.21	39.93
50-54	19.73	37.10	43.17
55-59	22.33	37.73	39.94
60-64	19.57	38.75	41.68
65+	19.29	35.60	45.11
Total Percentage	19.93	38.72	41.35

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by nationality kingdom-wide

Table 19-3

Nationality	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
Saudi	20.86	40.05	39.09
Non-Saudi	16.47	33.75	49.78
Total Percentage	19.93	38.72	41.35

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by educational status kingdom-wide\*

Table 19-4

Educational Status	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
Illiterate	14.29	28.57	57.14
Literate	16.11	31.94	51.94
Primary	13.97	39.71	46.32
Intermediate	16.20	37.71	46.09
Secondary or equivalent	18.49	38.94	42.56
Diploma	23.75	38.79	37.46
University degree	21.83	39.00	39.17
Higher Diploma	20.95	39.05	40.00
Masters	24.32	39.07	36.61
PhD	20.86	39.57	39.57
Total Percentage	19.91	38.72	41.36

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (10 years and above) \*

**Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by occupational status kingdom-wide\***

Table 19-5

Occupational Status	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
Employed	20.43	38.69	40.88
Student	19.27	40.06	40.66
Housewife	17.11	36.21	46.68
Retired	20.08	37.50	42.42
Other	17.40	40.85	41.75
<b>Total Percentage</b>	<b>19.91</b>	<b>38.70</b>	<b>41.40</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018

Individuals (15 years and above) \*

**Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by marital status kingdom-wide\***

Table 19-6

Marital status	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
Never been married	19.39	38.42	42.19
Married	20.24	38.74	41.02
Divorced	17.37	41.31	41.31
Widowed	10.78	42.16	47.06
Total Percentage	19.91	38.70	41.40

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (15 years and above) \*

Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by administrative regions kingdom-wide

Table 19-7

Administrative regions	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
Riyadh	21.90	36.71	41.39
Makkah	17.62	38.51	43.88
Madinah	15.17	31.55	53.28
Qassim	11.80	45.89	42.31
Eastern Region	22.06	35.71	42.23
Asir	29.68	39.44	30.89
Tabuk	10.03	38.07	51.90
Hail	14.79	36.59	48.63
Northern Borders	24.32	36.71	38.96
Jazan	14.32	40.20	45.48
Najran	21.46	43.26	35.27
Al-Baha	30.17	48.38	21.45
Al-Jouf	26.04	37.20	36.77
Total Percentage	19.93	38.72	41.35

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by gender kingdom-wide**

Table 20-1

Gender	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Privacy concerns (e.g personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns (related to guarantees, or products receiving and returning)	Lack of knowledge or skills	Not interested
%							
Male	35.49	2.18	0.82	0.89	1.76	21.97	62.09
Female	38.17	1.65	0.90	0.75	1.99	23.71	58.61
Total Percentage	36.53	1.98	0.85	0.84	1.85	22.65	60.74

Source: Households and Individuals' ICT Access and Usage Survey 2018

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

Table 20-2

Age groups	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Privacy concerns (e.g personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns (related to guarantees, or products receiving and returning)	Lack of knowledge or skills	Not interested
	%						
0-4	4.97	0.00	0.00	0.00	0.52	53.93	59.42
5-9	8.05	0.00	0.05	0.00	0.23	55.01	57.91
10-14	15.84	0.46	0.14	0.17	0.53	37.93	66.23
15-19	32.35	1.45	0.74	0.83	1.78	20.27	66.36
20-24	41.41	2.35	0.91	1.16	2.50	16.37	60.66
25-29	42.90	1.84	1.20	1.20	2.21	18.45	58.31
30-34	42.98	2.60	1.18	1.03	2.28	18.81	58.64
35-39	42.25	2.72	1.07	0.81	2.27	20.60	58.16
40-44	41.38	2.48	1.09	0.69	1.67	21.44	57.91
45-49	40.89	2.37	0.77	0.94	2.37	21.57	58.20
50-54	39.45	2.37	0.64	0.60	1.50	22.04	59.31
55-59	37.28	1.77	0.44	1.08	1.84	19.37	61.46
60-64	34.96	2.31	0.60	0.77	0.26	20.39	65.30
65+	27.75	2.18	0.94	0.73	1.25	20.69	71.10
Total Percentage	36.53	1.98	0.85	0.84	1.85	22.65	60.74

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by nationality kingdom-wide

Table 20-3

Nationality	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Privacy concerns (e.g personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns (related to guarantees, or products receiving and returning)	Lack of knowledge or skills	Not interested
	%						
Saudi	37.29	2.24	1.02	0.91	2.03	21.89	59.96
Non-Saudi	34.96	1.42	0.51	0.69	1.46	24.24	62.37
Total Percentage	36.53	1.98	0.85	0.84	1.85	22.65	60.74

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by educational status kingdom-wide\***

Table 20-4

Educational Status	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Privacy concerns (e.g personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns (related to guarantees, or products receiving and returning)	Lack of knowledge or skills	Not interested
	%						
Illiterate	21.20	0.95	0.00	0.32	0.00	42.41	58.86
Literate	24.89	1.08	0.24	0.24	0.75	39.63	60.82
Primary	27.65	1.41	0.40	0.56	0.93	32.35	64.75
Intermediate	33.54	1.79	0.72	0.82	1.47	22.04	64.92
Secondary or equivalent	43.05	2.31	1.19	1.12	2.62	17.54	58.24
Diploma	44.72	2.84	1.09	1.67	2.43	13.67	60.33
University degree	46.16	2.81	1.25	0.86	2.43	11.03	58.46
Higher Diploma	39.38	1.88	0.63	1.25	3.13	11.25	63.13
Masters	45.36	2.12	0.27	0.27	1.59	6.37	58.62
PhD	49.12	1.33	0.88	1.77	2.65	3.98	56.19
Total Percentage	37.95	2.07	0.89	0.88	1.92	21.08	60.87

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (10 years and above)

Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by occupational status kingdom-wide\*

Table 20-5

Occupational Status	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Privacy concerns (e.g personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns (related to guarantees, or products receiving and returning)	Lack of knowledge or skills	Not interested
	%						
Employed	40.94	2.44	0.95	0.99	2.08	19.79	59.65
Student	35.73	1.78	0.81	1.04	2.21	17.57	64.17
Housewife	43.40	1.87	1.04	0.80	1.95	21.59	56.54
Retired	32.45	2.81	0.91	0.84	1.68	18.99	65.69
Other	41.91	3.20	1.34	0.78	1.86	18.45	61.96
Total Percentage	39.88	2.22	0.96	0.94	2.05	19.60	60.40

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (15 years and above)

**Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by marital status kingdom-wide\***

Table 20-6

Marital status	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Privacy concerns (e.g personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns (related to guarantees, or products receiving and returning)	Lack of knowledge or skills	Not interested
	%						
Never been married	36.93	1.93	0.92	0.99	2.05	18.29	63.76
Married	41.62	2.39	0.99	0.93	2.05	20.20	58.37
Divorced	43.33	3.11	0.44	0.89	2.22	23.11	60.89
Widowed	39.79	1.46	0.42	0.00	1.04	28.13	58.96
Total Percentage	39.88	2.22	0.96	0.94	2.05	19.60	60.40

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (15 years and above)

Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by administrative regions kingdom-wide

Table 20-7

Administrative regions	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Privacy concerns (e.g personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns (related to guarantees, or products receiving and returning)	Lack of knowledge or skills	Not interested
	%						
Riyadh	32.63	1.73	0.89	1.00	2.53	23.75	61.78
Makkah	42.05	1.04	0.47	0.76	2.41	22.24	57.36
Madinah	33.55	3.03	4.77	0.44	0.61	26.25	67.54
Qassim	38.80	0.67	0.54	0.67	2.96	23.88	58.62
Eastern Region	29.79	1.34	0.25	0.67	1.21	24.39	62.39
Asir	45.75	3.47	0.13	0.48	3.25	17.76	53.59
Tabuk	37.27	2.18	0.47	0.74	1.01	25.66	70.11
Hail	25.54	3.11	0.83	1.31	1.31	16.09	66.09
Northern Borders	38.42	0.89	0.83	1.78	2.97	24.08	58.82
Jazan	32.87	0.29	0.26	0.26	0.07	20.51	61.72
Najran	48.70	8.07	1.21	0.87	1.17	17.11	50.70
Al-Baha	28.23	2.36	1.82	1.23	0.98	17.97	79.53
Al-Jouf	42.13	1.42	0.73	0.85	0.57	30.51	50.22
Total Percentage	36.53	1.98	0.85	0.84	1.85	22.65	60.74

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of government e-services that individuals used (during the last 3 months) by gender kingdom-wide**

Table 21-1

Gender	To obtain information from governmental agencies (e.g. websites or emails)	To benefit from governmental services (e.g. Abshar)	-To obtain and complete e government forms	To process online payments for governmental agencies
	%			
Male	24.80	72.22	43.01	51.11
Female	30.11	52.89	42.57	46.10
Total Percentage	25.65	69.16	42.94	50.31

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of government e-services that individuals used (during the last 3 months) by age groups kingdom-wide

Table 21-2

Age groups	To obtain information from governmental agencies (e.g. websites or emails)	To benefit from governmental services (e.g. Abshar)	-To obtain and complete e government forms	To process online payments for governmental agencies
	%			
0-4	66.67	66.67	66.67	100.00
5-9	55.00	35.00	45.00	25.00
10-14	47.46	55.93	35.59	40.68
15-19	27.18	51.06	37.20	48.42
20-24	27.94	62.12	41.68	49.18
25-29	24.46	69.25	43.86	48.59
30-34	22.81	70.92	41.11	49.42
35-39	24.69	70.20	42.49	52.15
40-44	26.86	70.72	43.31	53.07
45-49	25.63	72.57	47.15	51.46
50-54	28.25	73.52	45.11	49.75
55-59	24.55	72.54	47.99	52.29
60-64	28.96	75.54	42.66	50.10
65+	23.37	78.26	38.32	47.83
Total Percentage	25.65	69.16	42.94	50.31

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of government e-services that individuals used (during the last 3 months) by nationality kingdom-wide**

Table 21-3

Nationality	To obtain information from governmental agencies (e.g. websites or emails)	To benefit from governmental services (e.g. Abshar)	-To obtain and complete e government forms	To process online payments for governmental agencies
	%			
Saudi	27.21	71.56	43.39	51.23
Non-Saudi	19.79	60.20	41.28	46.89
Total Percentage	25.65	69.16	42.94	50.31

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of government e-services that individuals used (during the last 3 months) by educational status kingdom-wide\***

Table 21-4

Educational Status	To obtain information from .governmental agencies (e.g websites or emails)	To benefit from governmental services (e.g, Abshar)	-To obtain and complete e government forms	To process online payments for governmental agencies
	%			
Illiterate	28.57	71.43	42.86	28.57
Literate	21.94	70.28	43.33	50.28
Primary	21.32	72.65	35.59	45.00
Intermediate	21.39	65.28	34.29	44.62
Secondary or equivalent	23.60	68.74	41.09	50.62
Diploma	24.42	69.09	44.84	52.89
University degree	28.77	70.51	46.67	51.57
Higher Diploma	25.71	63.81	55.24	46.67
Masters	35.52	69.67	46.72	48.63
PhD	41.71	64.71	52.94	52.41
<b>Total Percentage</b>	<b>25.61</b>	<b>69.20</b>	<b>42.93</b>	<b>50.33</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018

Individuals (10 years and above) \*

**Percentage distribution of government e-services that individuals used (during the last 3 months) by occupational status kingdom-wide\***

Table 21-5

Occupational Status	To obtain information from governmental agencies (e.g websites or emails)	To benefit from governmental services (e.g, Abshar)	-To obtain and complete e government forms	To process online payments for governmental agencies
	%			
Employed	25.36	71.70	44.01	51.66
Student	28.01	56.72	41.08	48.80
Housewife	21.84	55.05	37.49	41.22
Retired	24.03	78.76	41.65	49.74
Other	29.38	68.43	42.78	49.48
<b>Total Percentage</b>	<b>25.53</b>	<b>69.24</b>	<b>42.96</b>	<b>50.37</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (15 years and above) \*

**Percentage distribution of government e-services that individuals used (during the last 3 months) by marital status kingdom-wide\***

Table 21-6

Marital status	To obtain information from governmental agencies (e.g websites or emails)	To benefit from governmental services (e.g. Abshar)	-To obtain and complete e government forms	To process online payments for governmental agencies
	%			
Never been married	27.71	64.86	42.62	49.63
Married	24.57	71.09	43.08	50.67
Divorced	25.35	72.30	41.31	51.17
Widowed	30.39	62.75	49.02	49.02
Total Percentage	25.53	69.24	42.96	50.37

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (15 years and above) \*

**Percentage distribution of government e-services that individuals used (during the last 3 months) by administrative regions kingdom-wide**

Table 21-7

Administrative regions	To obtain information from governmental agencies (e.g websites or emails)	To benefit from governmental services (e.g, Abshar)	-To obtain and complete e government forms	To process online payments for governmental agencies
	%			
Riyadh	28.43	67.11	43.17	50.82
Makkah	30.29	68.91	47.26	51.78
Madinah	22.24	71.21	43.10	57.24
Qassim	53.37	69.99	49.71	43.31
Eastern Region	19.27	80.53	40.82	43.33
Asir	34.71	58.35	51.01	50.10
Tabuk	21.95	77.66	36.80	40.99
Hail	16.46	65.09	31.40	56.71
Northern Borders	14.30	52.14	35.70	60.02
Jazan	13.52	62.49	37.33	53.36
Najran	19.86	79.11	41.89	39.16
Al-Baha	14.34	62.59	45.51	69.58
Al-Jouf	23.75	70.67	39.06	52.22
<b>Total Percentage</b>	<b>25.65</b>	<b>69.16</b>	<b>42.94</b>	<b>50.31</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by gender kingdom-wide**

Table 22-1

Gender	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
Male	20.27	38.31	41.43
Female	18.16	40.90	40.94
Total Percentage	19.93	38.72	41.35

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by age groups  
kingdom-wide**

Table 22-2

Age groups	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
0-4	33.33	66.67	0.00
5-9	35.00	30.00	35.00
10-14	22.03	45.76	32.20
15-19	18.07	39.05	42.88
20-24	19.88	38.82	41.30
25-29	19.14	39.35	41.51
30-34	19.50	38.48	42.02
35-39	20.90	37.82	41.28
40-44	20.32	39.84	39.84
45-49	19.86	40.21	39.93
50-54	19.73	37.10	43.17
55-59	22.33	37.73	39.94
60-64	19.57	38.75	41.68
65+	19.29	35.60	45.11
<b>Total Percentage</b>	<b>19.93</b>	<b>38.72</b>	<b>41.35</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by nationality  
kingdom-wide**

Table 22-3

Nationality	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
Saudi	20.86	40.05	39.09
Non-Saudi	16.47	33.75	49.78
Total Percentage	19.93	38.72	41.35

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by educational status kingdom-wide\***

Table 22-4

Educational Status	During the last week	More than a week and less than a month	More than a month and less than three months
Illiterate	14.29	28.57	57.14
Literate	16.11	31.94	51.94
Primary	13.97	39.71	46.32
Intermediate	16.20	37.71	46.09
Secondary or equivalent	18.49	38.94	42.56
Diploma	23.75	38.79	37.46
University degree	21.83	39.00	39.17
Higher Diploma	20.95	39.05	40.00
Masters	24.32	39.07	36.61
PhD	20.86	39.57	39.57
<b>Total Percentage</b>	<b>19.91</b>	<b>38.72</b>	<b>41.36</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (10 years and above)

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by occupational status kingdom-wide\***

Table 22-5

Occupational Status	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
Employed	20.43	38.69	40.88
Student	19.27	40.06	40.66
Housewife	17.11	36.21	46.68
Retired	20.08	37.50	42.42
Other	17.40	40.85	41.75
<b>Total Percentage</b>	<b>19.91</b>	<b>38.70</b>	<b>41.40</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (15 years and above)

Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by marital status  
kingdom-wide\*

Table 22-6

Marital status	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
Never been married	19.39	38.42	42.19
Married	20.24	38.74	41.02
Divorced	17.37	41.31	41.31
Widowed	10.78	42.16	47.06
Total Percentage	19.91	38.70	41.40

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (15 years and above)

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by administrative regions kingdom-wide**

Table 22-7

Administrative regions	During the last week	More than a week and less than a month	More than a month and less than three months
	%		
Riyadh	21.90	36.71	41.39
Makkah	17.62	38.51	43.88
Madinah	15.17	31.55	53.28
Qassim	11.80	45.89	42.31
Eastern Region	22.06	35.71	42.23
Asir	29.68	39.44	30.89
Tabuk	10.03	38.07	51.90
Hail	14.79	36.59	48.63
Northern Borders	24.32	36.71	38.96
Jazan	14.32	40.20	45.48
Najran	21.46	43.26	35.27
Al-Baha	30.17	48.38	21.45
Al-Jouf	26.04	37.20	36.77
<b>Total Percentage</b>	<b>19.93</b>	<b>38.72</b>	<b>41.35</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by gender kingdom-wide**

Table 23-1

Gender	Security concerns (e.g giving (bank account details	Privacy concerns (e.g personal (details	Technical concerns (e.g online ) poor services provided by some governmental entities	Trust concerns (e.g the ways of (receiving and returning products	Lack of knowledge or skills	Not interested
	%					
Male	3.98	2.01	0.41	0.74	32.40	75.14
Female	2.88	1.79	0.34	0.65	30.21	78.93
Total Percentage	3.44	1.90	0.38	0.69	31.32	77.00

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by age groups kingdom-wide**

Table 23-2

Age groups	Security concerns (e.g giving (bank account details	Privacy concerns (e.g personal (details	Technical concerns (e.g online ) poor services provided by some governmental entities	Trust concerns (e.g the ways of (receiving and returning products	Lack of knowledge or skills	Not interested
	%					
0-4	0.26	0.52	0.00	0.26	54.05	62.66
5-9	0.09	0.05	0.00	0.05	54.05	64.20
10-14	0.85	0.40	0.12	0.28	39.37	74.69
15-19	2.66	1.88	0.42	0.54	27.03	81.65
20-24	4.55	2.69	0.68	0.86	23.99	80.86
25-29	4.58	2.23	0.48	1.05	28.30	77.67
30-34	4.60	2.75	0.38	0.84	30.73	76.21
35-39	4.37	2.30	0.46	0.70	32.38	74.56
40-44	3.76	2.15	0.30	0.87	33.05	74.67
45-49	3.84	1.77	0.30	1.05	32.87	76.09
50-54	3.15	1.52	0.16	0.54	31.67	77.22
55-59	3.50	1.14	0.28	0.47	29.83	77.56
60-64	2.51	1.19	0.26	0.00	27.44	80.21
65+	3.13	0.94	0.31	0.63	23.47	83.26
<b>Total Percentage</b>	<b>3.44</b>	<b>1.90</b>	<b>0.38</b>	<b>0.69</b>	<b>31.32</b>	<b>77.00</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by nationality kingdom-wide**

Table 23-3

Nationality	Security concerns (e.g giving bank account details)	Privacy concerns (e.g personal details)	Technical concerns (e.g online ) poor services provided by some governmental entities	Trust concerns (e.g the ways of receiving and returning products)	Lack of knowledge or skills	Not interested
	%					
Saudi	3.98	2.01	0.41	0.74	32.40	75.14
Non-Saudi	2.88	1.79	0.34	0.65	30.21	78.93
Total Percentage	3.44	1.90	0.38	0.69	31.32	77.00

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by educational status kingdom-wide\*

Table 23-4

Educational Status	Security concerns (e.g giving (bank account details	Privacy concerns (e.g personal (details	Technical concerns (e.g online ) poor services provided by some governmental entities	Trust concerns (e.g the ways of (receiving and returning products	Lack of knowledge or skills	Not interested
	%					
Illiterate	2.89	0.96	0.00	0.00	49.84	64.95
Literate	1.76	0.82	0.14	0.27	47.57	68.53
Primary	2.01	1.39	0.34	0.46	38.40	74.71
Intermediate	2.98	1.75	0.34	0.51	30.79	78.13
Secondary or equivalent	4.60	2.42	0.51	1.13	26.86	78.31
Diploma	5.04	2.47	0.31	0.46	25.27	79.36
University degree	4.70	2.79	0.53	0.85	18.42	84.13
Higher Diploma	2.42	1.61	0.00	2.42	17.74	85.48
Masters	5.63	1.73	0.43	1.30	6.06	89.18
PhD	17.07	0.81	0.81	0.81	7.32	76.42
Total Percentage	3.63	2.01	0.40	0.73	30.02	77.74

Source: Households and Individuals' ICT Access and Usage Survey 2018

Individuals (10 years and above) \*

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by occupational status kingdom-wide\***

Table 23-5

Occupational Status	Security concerns (e.g giving (bank account details	Privacy concerns (e.g personal (details	Technical concerns (e.g online ) poor services provided by some governmental entities	Trust concerns (e.g the ways of (receiving and returning products	Lack of knowledge or skills	Not interested
%						
Employed	4.74	2.30	0.40	0.83	33.14	73.75
Student	3.65	2.19	0.52	0.70	24.20	81.81
Housewife	3.09	1.93	0.37	0.72	30.30	78.83
Retired	4.51	1.66	0.40	0.93	20.36	81.96
Other	4.15	3.27	0.57	1.13	23.46	82.26
Total Percentage	3.93	2.18	0.43	0.78	29.03	78.07

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (15 years and above) \*

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by marital status kingdom-wide\***

Table 23-6

Marital status	Security concerns (e.g giving bank account details)	Privacy concerns (e.g personal details)	Technical concerns (e.g online ) poor services provided by some governmental entities	Trust concerns (e.g the ways of (receiving and returning products	Lack of knowledge or skills	Not interested
	%					
Never been married	3.91	2.37	0.55	0.71	25.72	80.91
Married	3.99	2.08	0.35	0.83	31.22	76.01
Divorced	3.22	1.34	0.54	0.54	30.03	82.31
Widowed	2.28	0.91	0.23	0.68	36.76	76.26
Total Percentage	3.93	2.18	0.43	0.78	29.03	78.07

Source: Households and Individuals' ICT Access and Usage Survey 2018

Individuals (15 years and above) \*

Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by administrative regions kingdom-wide

Table 23-7

Administrative regions	Security concerns (e.g giving (bank account details	Privacy concerns (e.g personal (details	Technical concerns (e.g online ) poor services provided by some governmental entities	Trust concerns (e.g the ways of (receiving and returning products	Lack of knowledge or skills	Not interested
	%					
Riyadh	1.00	0.54	0.32	0.42	26.35	80.67
Makkah	2.91	0.55	0.19	0.86	30.11	79.42
Madinah	4.53	6.37	0.07	0.18	35.50	76.37
Qassim	4.63	0.99	0.54	1.07	27.60	79.20
Eastern Region	3.43	0.35	0.12	0.10	35.88	73.95
Asir	13.26	5.94	0.65	2.87	31.26	65.05
Tabuk	2.22	0.85	0.30	0.22	30.27	89.36
Hail	0.60	0.65	0.18	0.18	19.23	86.16
Northern Borders	2.41	3.53	0.82	0.40	38.20	70.50
Jazan	0.44	0.52	0.04	0.17	23.45	83.09
Najran	5.59	5.74	1.95	2.20	41.39	61.61
Al-Baha	4.28	3.17	0.67	0.56	23.36	90.99
Al-Jouf	2.36	2.22	0.09	0.33	50.05	60.58
Total Percentage	3.44	1.90	0.38	0.69	31.32	77.00

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by gender kingdom-wide

Table 24-1

Gender	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Male	53.33	50.83	0.96	0.98	46.67
Female	53.64	51.07	1.07	1.07	46.36
Total Percentage	53.45	50.92	1.01	1.02	46.55

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by age groups kingdom-wide

Table 24-2

Age groups	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
0-4	56.74	54.15	0.26	0.00	43.26
5-9	52.34	49.14	1.39	0.88	47.66
10-14	51.58	49.01	1.17	1.05	48.42
15-19	55.20	53.05	1.06	1.08	44.80
20-24	58.58	55.91	1.50	1.23	41.42
25-29	55.52	52.80	0.88	0.83	44.48
30-34	52.80	50.45	0.82	0.77	47.20
35-39	53.42	50.71	0.70	1.18	46.58
40-44	52.00	49.49	0.92	1.01	48.00
45-49	53.30	50.83	0.81	0.81	46.70
50-54	48.78	46.27	1.02	1.35	51.22
55-59	46.99	44.18	1.01	1.52	53.01
60-64	44.05	42.24	1.10	0.79	55.87
65+	39.82	37.64	1.19	0.89	60.18
Total Percentage	53.45	50.92	1.01	1.02	46.55

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by nationality kingdom-wide

Table 24-3

Nationality	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Saudi	57.62	55.01	1.33	1.19	42.38
Non-Saudi	43.62	41.27	0.25	0.61	56.38
Total Percentage	53.45	50.92	1.01	1.02	46.55

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by educational status kingdom-wide\*

Table 24-4

Educational Status	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Illiterate	53.46	50.94	2.52	0.94	46.54
Literate	54.72	51.65	0.95	1.35	45.26
Primary	51.30	48.76	0.86	0.82	48.70
Intermediate	50.34	48.03	0.88	0.93	49.66
Secondary or equivalent	56.57	53.98	0.96	1.03	43.43
Diploma	52.26	49.88	0.91	0.96	47.74
University degree	53.41	51.02	1.21	1.12	46.59
Higher Diploma	41.92	37.99	1.75	1.31	58.08
Masters	48.74	46.57	1.34	1.01	51.26
PhD	36.13	34.84	0.65	0.65	63.87
Total Percentage	53.47	50.96	1.00	1.03	46.53

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (10 years and above)

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by occupational status kingdom-wide\*

Table 24-5

Occupational Status	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Employed	52.22	49.69	0.72	0.87	47.78
Student	57.10	54.66	1.41	1.31	42.90
Housewife	52.41	49.77	0.69	0.88	47.59
Retired	48.00	45.61	1.31	1.44	51.97
Other	63.69	61.75	2.70	1.44	36.31
Total Percentage	53.61	51.11	0.98	1.03	46.38

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (15 years and above)

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by marital status kingdom-wide\*

Table 24-6

Marital status	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Never been married	56.09	53.68	1.22	1.11	43.91
Married	52.09	49.54	0.85	0.97	47.91
Divorced	56.48	54.10	1.19	1.37	43.52
Widowed	50.93	48.15	0.19	0.56	49.07
Total Percentage	53.61	51.11	0.98	1.03	46.38

Source: Households and Individuals' ICT Access and Usage Survey 2018

\* Individuals (15 years and above)

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by administrative regions kingdom-wide

Table 24-7

Administrative regions	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Riyadh	47.81	44.13	1.52	0.90	52.19
Makkah	49.73	47.37	1.99	1.09	50.27
Madinah	68.36	65.86	0.00	0.30	31.64
Qassim	71.38	69.73	0.05	0.50	28.62
Eastern Region	47.55	44.90	0.32	0.60	52.45
Asir	59.33	55.15	0.71	0.21	40.67
Tabuk	64.45	61.13	0.00	1.35	35.55
Hail	51.03	49.86	0.18	0.21	48.97
Northern Borders	55.94	53.65	3.62	0.74	44.06
Jazan	26.53	24.22	0.06	0.50	73.44
Najran	64.57	63.74	0.17	4.55	35.43
Al-Baha	74.92	73.54	1.62	4.04	25.08
Al-Jouf	42.88	41.85	0.04	0.25	57.12
Total Percentage	53.45	50.92	1.01	1.02	46.55

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by gender kingdom-wide

Table 25-1

Gender	No need to use the internet (useless (nothing interesting)	Lack of knowledge on how to use the internet	High cost of using internet	Privacy and security concerns	Internet access is not available in the region	Cultural and social reasons	Lack of knowledge on the Internet	Using internet is not allowed	Lack of local content	Other
	%									
Male	32.82	48.33	7.45	0.82	0.49	5.85	32.77	15.89	0.81	0.30
Female	32.16	50.05	5.20	0.80	0.31	6.40	34.15	15.83	1.01	0.18
Total Percentage	32.49	49.20	6.31	0.81	0.40	6.13	33.47	15.86	0.91	0.24

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the reasons why individuals do not use internet(during the last 3 months) by age groups kingdom-wide

Table 25-2

Age groups	No need to use the internet (useless (nothing interesting)	Lack of knowledge on how to use the internet	High cost of using internet	Privacy and security concerns	Internet access is not available in the region	Cultural and social reasons	Lack of knowledge on the Internet	Using internet is not allowed	Lack of local content	Other
	%									
0-4	26.42	56.71	2.34	0.55	0.29	4.12	40.91	18.01	0.76	0.38
5-9	28.34	47.88	4.26	1.01	0.27	6.67	31.94	22.39	1.04	0.01
10-14	34.12	35.97	6.74	1.29	0.26	10.07	25.15	23.39	1.05	0.15
15-19	36.40	20.06	18.72	1.86	1.03	15.20	13.65	23.27	1.76	1.14
20-24	46.92	23.33	21.79	1.54	1.28	10.26	20.00	14.10	1.28	1.03
25-29	46.75	35.22	23.69	1.05	1.47	6.71	26.62	5.45	1.26	0.42
30-34	37.30	41.12	23.37	0.67	1.57	4.49	31.91	6.97	1.57	0.00
35-39	41.72	44.48	20.00	0.69	0.52	7.41	31.03	3.62	1.21	0.34
40-44	44.04	48.42	12.82	0.90	0.75	5.43	27.75	2.26	0.90	0.45
45-49	39.44	53.03	13.00	0.44	0.89	4.43	32.35	1.48	0.89	0.15
50-54	41.98	58.72	8.14	0.81	0.23	3.37	33.37	0.81	0.12	0.35
55-59	42.50	58.51	6.43	0.13	0.38	2.77	36.44	0.50	0.63	0.25
60-64	36.33	62.75	4.38	0.00	0.35	2.19	37.25	0.69	0.23	0.12
65+	38.61	66.25	2.33	0.10	0.40	2.58	43.82	0.89	0.65	0.05
Total Percentage	32.49	49.20	6.31	0.81	0.40	6.13	33.47	15.86	0.91	0.24

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by nationality kingdom-wide

Table 25-3

Nationality	No need to use the internet (useless (nothing interesting)	Lack of knowledge on how to use the internet	High cost of using internet	Privacy and security concerns	Internet access is not available in the region	Cultural and social reasons	Lack of knowledge on the Internet	Using internet is not allowed	Lack of local content	Other
	%									
Saudi	31.44	50.84	3.93	0.81	0.44	6.00	34.54	16.32	0.46	0.19
Non-Saudi	35.71	44.15	13.66	0.83	0.29	6.53	30.15	14.45	2.28	0.38
Total Percentage	32.49	49.20	6.31	0.81	0.40	6.13	33.47	15.86	0.91	0.24

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by educational status kingdom-wide\*

Table 25-4

Educational Status	No need to use the internet (useless (nothing interesting)	Lack of knowledge on how to use the internet	High cost of using internet	Privacy and security concerns	Internet access is not available in the region	Cultural and social reasons	Lack of knowledge on the Internet	Using internet is not allowed	Lack of local content	Other
	%									
Illiterate	35.19	65.76	4.82	0.32	0.28	3.82	48.25	1.43	0.40	0.56
Literate	36.57	52.11	7.65	0.83	0.38	5.77	31.98	11.50	1.06	0.12
Primary	35.80	38.19	11.55	1.05	0.27	8.92	25.62	15.80	1.17	0.21
Intermediate	53.19	0.00	22.32	0.91	1.71	14.01	0.00	19.59	0.91	0.57
Secondary or equivalent	55.25	0.23	23.97	2.51	3.20	14.61	0.00	11.19	0.46	0.46
Diploma	81.08	0.00	13.51	0.00	0.00	0.00	0.00	8.11	0.00	0.00
University degree	69.12	0.00	17.65	2.94	4.41	1.47	0.00	7.35	0.00	2.94
Higher Diploma	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Masters	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PhD	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Percentage	38.15	45.60	9.67	0.86	0.53	6.99	30.02	11.17	0.93	0.28

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (10 years and above) \*

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by occupational status kingdom-wide\*

Table 25-5

Occupational Status	No need to use the internet (useless (nothing interesting	Lack of knowledge on how to use the internet	High cost of using internet	Privacy and security concerns	Internet access is not available in the region	Cultural and social reasons	Lack of knowledge on the Internet	Using internet is not allowed	Lack of local content	Other
	%									
Employed	45.78	45.51	20.84	0.72	0.77	4.33	29.59	3.25	0.72	0.18
Student	37.27	14.06	19.70	1.70	1.28	16.72	10.33	25.67	1.49	0.53
Housewife	37.96	58.48	6.48	0.46	0.51	4.43	38.22	2.05	0.95	0.08
Retired	41.02	59.47	3.24	0.08	0.40	2.27	35.68	0.65	0.32	0.32
Other	36.99	60.05	8.68	0.91	1.14	3.65	36.07	3.88	0.91	3.20
Total Percentage	40.26	50.63	11.20	0.63	0.68	5.38	32.56	4.79	0.86	0.34

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (15 years and above) \*

Percentage distribution of the reasons why individuals do not use computers (during the last 3 months) by marital status kingdom-wide\*

Table 25-6

Marital status	No need to use the internet (useless (nothing interesting)	Lack of knowledge on how to use the internet	High cost of using internet	Privacy and security concerns	Internet access is not available in the region	Cultural and social reasons	Lack of knowledge on the Internet	Using internet is not allowed	Lack of local content	Other
	%									
Never been married	38.81	25.77	17.97	1.61	1.03	11.48	19.17	16.88	1.38	1.09
Married	41.21	54.32	10.63	0.40	0.69	4.02	34.22	1.92	0.72	0.19
Divorced	43.17	58.99	10.07	0.00	0.00	6.47	44.60	2.88	2.16	0.00
Widowed	37.05	70.23	3.31	0.38	0.09	2.65	43.95	0.85	0.57	0.00
Total Percentage	40.26	50.63	11.20	0.63	0.68	5.38	32.56	4.79	0.86	0.34

Source: Households and Individuals' ICT Access and Usage Survey 2018  
Individuals (15 years and above) \*

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by administrative regions kingdom-wide

Table 25-7

Administrative regions	No need to use the internet (useless (nothing interesting)	Lack of knowledge on how to use the internet	High cost of using internet	Privacy and security concerns	Internet access is not available in the region	Cultural and social reasons	Lack of knowledge on the Internet	Using internet is not allowed	Lack of local content	Other
%										
Riyadh	35.68	47.74	8.12	0.77	0.05	6.92	25.16	19.44	0.36	0.33
Makkah	27.94	44.09	7.94	1.28	0.51	9.49	36.50	18.46	3.29	0.25
Madinah	43.35	35.97	5.81	0.84	0.31	3.30	34.08	29.42	0.05	0.21
Qassim	33.74	39.28	13.30	0.46	2.15	15.99	23.37	20.68	0.08	0.15
Eastern Region	21.97	51.55	2.68	0.38	0.33	4.80	28.22	15.71	0.56	1.32
Asir	37.25	56.83	4.67	3.32	0.53	5.92	35.80	5.92	0.29	0.05
Tabuk	37.33	67.15	2.63	0.06	0.17	7.83	35.81	11.30	1.57	0.22
Hail	35.54	37.26	2.91	0.52	0.30	4.17	49.63	13.79	0.60	0.07
Northern Borders	34.04	62.44	2.01	0.10	0.05	2.77	36.71	6.70	0.45	0.00
Jazan	25.60	59.54	6.84	0.27	0.16	2.67	34.90	9.73	0.59	0.11
Najran	43.00	45.36	1.94	0.43	0.61	6.20	35.19	15.09	0.05	0.05
Al-Baha	30.50	39.86	6.55	0.86	0.70	2.57	39.39	25.12	0.23	0.00
Al-Jouf	18.82	52.81	16.22	0.19	0.00	2.28	25.85	11.78	0.06	0.00
Total Percentage	32.49	49.20	6.31	0.81	0.40	6.13	33.47	15.86	0.91	0.24

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of individuals' internet uses (during the last 3 months) by gender kingdom-wide, for the age group (12-65)

Table 26-1

Gender	To obtain information on goods or services	To obtain information or conduct health transactions	To send or receive emails	To make online phone calls	To use social and occupational networks and social media	To purchase or order goods or services using applications	To sale goods or services	To access chat sites, blogs, news websites and discussion forums	Online banking	Education activities (formal courses / wiki consultations, encyclopedias and other websites)	To listen to the radio / watch TV online	To play or download games / download movies, pictures, musics or videos	To download software or applications	To read or download newspapers, magazines or e-books	To search, send or apply for a job
	%														
Male	17.36	7.76	40.93	45.89	75.81	5.16	0.88	20.17	14.67	12.39	14.86	37.43	28.55	19.22	4.45
Female	21.08	9.92	33.47	33.79	75.24	7.73	0.54	18.52	5.73	15.05	13.64	37.26	27.05	18.13	7.07
Total Percentage	18.84	8.62	37.95	41.06	75.58	6.18	0.75	19.51	11.10	13.45	14.37	37.37	27.95	18.78	5.50

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of individuals' internet uses (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)

Table 26-2

Age Groups	To obtain information on goods or services	To obtain information or conduct health transactions	To send or receive emails	To make online phone calls	To use social and occupational networks and social media	To purchase or order goods or services using applications	To sale goods or services	To access chat sites, blogs, news websites and discussion forums	Online banking	Education activities (formal courses / wiki consultations, encyclopedias and other websites)	To listen to the radio / watch TV online	To play or download games / download movies, pictures, musics or videos	To download software or applications	To read or download newspapers, magazines or e-books	To search, send or apply for a job
12-14	6.95	2.60	15.29	20.22	55.67	0.95	0.00	10.57	0.00	21.91	12.63	63.34	24.00	6.75	0.00
15-19	17.13	6.31	32.81	30.50	70.42	4.74	0.39	20.28	2.71	26.11	15.09	53.19	30.81	15.69	1.72
20-24	20.97	9.02	42.28	37.88	78.50	8.84	0.74	23.22	9.77	20.86	16.25	43.48	32.38	21.25	10.67
25-29	21.49	9.72	41.08	44.92	78.70	8.39	0.99	21.60	12.34	10.38	16.13	39.02	30.91	20.96	12.59
30-34	20.76	9.85	43.57	49.40	77.19	7.45	0.71	20.46	14.44	9.13	15.29	36.09	28.94	20.49	7.17
35-39	19.81	9.46	42.57	48.77	78.13	6.58	0.99	19.75	15.56	9.66	13.83	32.01	28.24	19.64	4.53
40-44	19.63	9.66	40.21	47.77	76.33	5.66	0.82	19.23	14.96	9.44	14.10	28.84	25.97	20.52	2.06
45-49	18.12	9.11	37.01	43.68	76.81	4.91	0.98	17.70	13.04	8.67	12.38	24.07	22.34	19.04	1.71
50-54	16.93	8.98	33.07	39.04	76.80	3.80	0.86	15.71	13.23	5.87	10.63	20.43	21.72	17.33	0.99
55-59	17.56	9.00	33.15	37.82	76.93	3.15	0.56	14.74	13.28	4.05	10.97	19.64	20.77	18.12	0.73
60-65	14.07	7.26	25.36	27.44	76.53	1.83	0.76	13.82	11.36	3.28	9.59	15.90	16.21	16.21	0.19
Total Percentage	18.84	8.62	37.95	41.06	75.58	6.18	0.75	19.51	11.10	13.45	14.37	37.37	27.95	18.78	5.50

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of individuals' internet uses (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)

Table 26-3

Nationality	To obtain information on goods or services	To obtain information or conduct health transactions	To send or receive emails	To make online phone calls	To use social and occupational networks and social media	To purchase or order goods or services using applications	To sale goods or services	To access chat sites, blogs, news websites and discussion forums	Online banking	Education activities (formal courses / wiki consultations, encyclopedias and other websites)	To listen to the radio / watch TV online	To play or download games / download movies, pictures, musics or videos	To download software or applications	To read or download newspapers, magazines or e-books	To search, send or apply for a job
	%														
Saudi	21.41	9.86	36.66	29.15	75.94	7.77	0.80	20.56	13.18	15.98	13.60	37.28	29.17	20.20	6.93
Non-Saudi	13.03	5.82	40.88	68.06	74.79	2.58	0.63	17.14	6.41	7.72	16.13	37.56	25.19	15.58	2.25
Total Percentage	18.84	8.62	37.95	41.06	75.58	6.18	0.75	19.51	11.10	13.45	14.37	37.37	27.95	18.78	5.50

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of individuals' internet uses (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)

Table 26-4

Educational Status	To obtain information on goods or services	To obtain information or conduct health transactions	To send or receive emails	To make online phone calls	To use social and occupational networks and social media	To purchase or order goods or services using applications	To sale goods or services	To access chat sites, blogs, news websites and discussion forums	Online banking	Education activities (formal courses / wiki consultations, encyclopedias and other websites)	To listen to the radio / watch TV online	To play or download games / download movies, pictures, musics or videos	To download software or applications	To read or download newspapers, magazines or e-books	To search, send or apply for a job
	%														
Illiterate	1.05	1.75	9.12	46.32	66.67	0.00	0.00	8.07	0.00	0.35	6.32	10.18	12.28	3.86	0.00
Literate	5.13	2.61	15.68	46.98	70.65	0.54	0.14	12.64	1.15	3.70	11.67	32.01	16.54	8.28	0.57
Primary	8.44	3.55	19.14	36.00	70.55	1.24	0.07	13.97	2.01	12.23	12.83	45.04	22.72	9.73	0.94
Intermediate	11.85	4.62	27.83	37.53	75.78	2.51	0.32	16.95	3.60	13.16	13.17	40.12	24.51	13.28	1.34
Secondary or equivalent	20.14	8.48	39.35	39.61	77.28	6.52	0.71	21.56	12.27	13.15	15.02	37.30	30.18	20.58	6.39
Diploma	23.58	12.49	48.70	47.15	78.56	7.99	1.17	21.38	21.33	10.81	13.93	34.93	31.00	21.52	6.83
University degree	29.60	14.43	55.14	44.40	76.40	11.85	1.45	22.89	19.19	17.25	16.12	34.31	32.26	26.54	11.08
Higher Diploma	26.67	15.11	47.56	43.56	69.78	13.78	1.78	20.44	17.78	16.89	10.22	33.33	31.56	27.11	5.33
Masters	37.95	20.34	75.21	56.75	75.73	14.70	2.39	23.76	26.67	27.69	17.26	32.14	35.90	34.70	6.67
PhD	34.68	27.61	75.08	55.22	74.75	10.44	1.68	20.20	29.97	33.00	17.51	25.93	31.99	39.06	3.37
Total Percentage	18.84	8.62	37.95	41.06	75.58	6.18	0.75	19.51	11.10	13.45	14.37	37.37	27.95	18.78	5.50

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of individuals' internet uses (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)

Table 26-5

Occupational Status	To obtain information on goods or services	To obtain information or conduct health transactions	To send or receive emails	To make online phone calls	To use social and occupational networks and social media	To purchase or order goods or services using applications	To sale goods or services	To access chat sites, blogs, news websites and discussion forums	Online banking	Education activities (formal courses / wiki consultations, encyclopedias and other websites)	To listen to the radio / watch TV online	To play or download games / download movies, pictures, musics or videos	To download software or applications	To read or download newspapers, magazines or e-books	To search, send or apply for a job
	%														
Employed	19.75	9.59	46.03	53.98	77.12	6.47	1.10	20.31	18.37	9.75	15.13	33.45	28.16	20.41	2.68
Student	19.75	7.93	37.44	31.49	73.08	7.03	0.57	21.38	5.39	28.03	14.86	47.90	31.49	18.39	2.86
Housewife	19.21	8.38	30.16	35.16	77.88	6.06	0.40	18.25	3.68	6.62	13.25	31.96	25.60	17.92	8.33
Retired	16.19	8.76	25.22	21.74	78.65	2.93	0.74	15.49	18.54	3.36	7.90	15.88	19.01	19.16	0.70
Other	19.81	10.54	36.73	30.82	81.76	9.27	0.68	23.04	8.80	11.78	18.79	42.77	33.72	22.45	47.58
Total Percentage	19.47	8.94	39.14	42.16	76.63	6.46	0.78	19.98	11.69	13.01	14.47	36.00	28.16	19.42	5.79

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of individuals' internet uses (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)

Table 26-6

Marital status	To obtain information on goods or services	To obtain information or conduct health transactions	To send or receive emails	To make online phone calls	To use social and occupational networks and social media	To purchase or order goods or services using applications	To sale goods or services	To access chat sites, blogs, news websites and discussion forums	Online banking	Education activities (formal courses / wiki consultations, encyclopedias and other websites)	To listen to the radio / watch TV online	To play or download games / download movies, pictures, musics or videos	To download software or applications	To read or download newspapers, magazines or e-books	To search, send or apply for a job
	%														
Never been married	19.92	8.02	39.72	37.01	75.73	7.01	0.70	21.77	8.41	19.97	15.90	45.85	31.22	18.50	8.15
Married	19.21	9.48	39.05	45.70	77.12	6.08	0.84	18.90	13.72	8.75	13.59	30.11	26.38	20.03	4.27
Divorced	22.45	11.92	35.41	34.72	77.89	9.84	0.35	22.45	15.03	14.34	15.89	33.68	28.84	21.07	11.23
Widowed	14.58	7.29	24.38	27.29	80.00	4.58	0.83	14.79	8.33	5.83	11.25	21.46	18.13	14.58	2.29
Total Percentage	19.47	8.94	39.14	42.16	76.63	6.46	0.78	19.98	11.69	13.01	14.47	36.00	28.16	19.42	5.79

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of individuals' internet uses (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)

Table 26-7

Administrative regions	To obtain information on goods or services	To obtain information or conduct health transactions	To send or receive emails	To make online phone calls	To use social and occupational networks and social media	To purchase or order goods or services using applications	To sale goods or services	To access chat sites, blogs, news websites and discussion forums	Online banking	Education activities (formal courses / wiki consultations, encyclopedias and other websites)	To listen to the radio / watch TV online	To play or download games / download movies, pictures, musics or videos	To download software or applications	To read or download newspapers, magazines or e-books	To search, send or apply for a job
Riyadh	28.10	9.20	45.04	47.39	76.42	6.57	0.69	11.94	11.28	11.98	13.64	42.24	29.30	16.56	5.08
Makkah	19.95	7.79	45.44	48.55	72.79	7.36	1.10	21.43	8.96	14.23	18.39	41.14	30.11	24.20	5.27
Madinah	23.46	16.88	40.22	28.85	67.57	4.50	0.70	20.62	8.62	17.33	15.58	34.44	22.31	30.35	6.77
Qassim	24.97	12.24	22.19	34.66	75.35	12.35	1.31	24.07	9.34	15.98	21.69	31.70	20.68	13.17	4.87
Eastern Region	22.10	8.44	55.26	56.58	73.61	4.38	0.58	24.04	17.60	13.92	16.34	37.90	28.24	18.57	3.71
Asir	13.85	6.03	24.08	15.85	74.43	3.60	0.53	18.73	10.18	12.65	2.06	26.19	20.74	15.51	5.09
Tabuk	20.81	6.78	40.41	53.52	89.19	6.93	0.30	40.44	15.63	17.02	13.11	48.37	32.33	17.38	7.67
Hail	5.07	6.99	14.84	19.02	73.96	1.92	0.34	11.99	4.47	9.58	6.61	29.24	26.64	7.85	5.60
Northern Borders	9.86	11.62	32.18	40.18	88.77	6.50	0.06	13.39	14.34	9.33	17.95	44.72	40.94	22.37	7.64
Jazan	13.82	5.66	21.25	26.79	66.70	5.76	0.85	15.88	10.88	6.80	9.87	31.72	14.33	13.09	6.61
Najran	7.61	2.62	33.32	27.43	85.31	4.85	0.47	19.43	9.16	17.24	11.81	31.74	39.32	20.22	4.78
Al-Baha	18.23	9.57	29.70	39.40	59.41	10.31	1.77	8.75	7.76	18.07	12.83	24.75	17.66	18.77	4.46
Al-Jouf	7.47	8.85	32.68	46.36	82.49	4.24	0.82	24.24	9.18	12.45	17.88	39.59	32.83	17.99	7.58
Total Percentage	18.84	8.62	37.95	41.06	75.58	6.18	0.75	19.51	11.10	13.45	14.37	37.37	27.95	18.78	5.50

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the place where individuals use internet (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 27-1

Gender	Dwelling	Work place	Education place	Someone else's dwelling	Public facility with Internet access (free)	Commercial facility with internet access	While traveling or cruising
	%						
Male	98.59	34.55	6.98	12.12	6.34	1.53	12.52
Female	99.41	8.92	7.35	11.08	5.17	0.94	8.94
Total Percentage	98.91	24.32	7.12	11.71	5.87	1.29	11.09

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the place where individuals use internet (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)**

Table 27-2

Age Groups	Dwelling	Work place	Education place	Someone else's dwelling	Public facility with Internet access (free)	Commercial facility with internet access	While traveling or cruising
	%						
12-14	98.92	0.00	10.23	8.68	4.02	0.74	6.35
15-19	98.90	1.40	17.43	11.40	5.78	1.06	8.92
20-24	98.82	12.08	20.74	13.29	7.20	1.70	12.03
25-29	99.15	27.81	3.63	13.36	6.71	1.61	12.69
30-34	99.03	35.78	1.62	13.00	5.97	1.27	12.43
35-39	98.74	39.29	2.08	11.97	5.23	1.43	12.73
40-44	98.60	39.81	1.63	9.74	5.54	1.14	11.39
45-49	98.93	35.16	1.90	10.28	5.42	1.32	10.21
50-54	98.91	28.32	1.06	10.17	4.72	0.86	9.97
55-59	98.99	24.20	0.84	9.79	5.91	0.79	8.78
60-65	99.37	12.05	0.25	9.27	5.24	0.95	8.45
النسبة الإجمالية	98.91	24.32	7.12	11.71	5.87	1.29	11.09

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the place where individuals use internet (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)**

Table 27-3

Nationality	Dwelling	Work place	Education place	Someone else's dwelling	Public facility with Internet access (free)	Commercial facility with internet access	While traveling or cruising
	%						
Saudi	99.06	20.77	9.25	13.01	6.26	1.51	12.12
Non-Saudi	98.58	32.36	2.31	8.76	5.00	0.80	8.75
Total Percentage	98.91	24.32	7.12	11.71	5.87	1.29	11.09

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the place where individuals use internet (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)**

Table 27-4

Educational Status	Dwelling	Work place	Education place	Someone else's dwelling	Public facility with Internet access (free)	Commercial facility with internet access	While traveling or cruising
	%						
Illiterate	97.54	7.02	0.35	7.02	5.26	1.40	4.91
Literate	98.17	14.70	1.00	8.11	3.38	1.06	7.11
Primary	98.82	9.07	5.11	9.04	4.48	0.72	7.47
Intermediate	99.02	11.05	6.97	10.07	4.56	0.91	9.05
Secondary or equivalent	99.02	20.75	10.28	13.85	6.40	1.49	13.09
Diploma	98.59	44.47	2.66	12.38	6.31	1.19	12.09
University degree	99.03	42.49	6.62	12.28	7.34	1.69	12.23
Higher Diploma	97.33	50.67	3.11	9.33	8.44	2.22	13.78
Masters	99.32	66.32	8.38	10.26	7.35	1.37	15.73
PhD	99.33	74.75	10.10	12.12	5.72	1.35	19.19
Total Percentage	98.91	24.32	7.12	11.71	5.87	1.29	11.09

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the place where individuals use internet (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)**

Table 27-5

Occupational Status	Dwelling	Work place	Education place	Someone else's dwelling	Public facility with Internet access (free)	Commercial facility with internet access	While traveling or cruising
	%						
Employed	98.47	53.88	2.03	11.28	5.91	1.48	12.88
Student	98.84	2.19	25.53	11.69	6.39	1.31	9.62
Housewife	99.69	1.19	0.63	11.96	4.87	0.89	9.07
Retired	99.37	2.11	0.31	11.38	5.87	0.90	10.56
Other	99.45	1.06	1.11	19.30	10.33	2.47	16.96
<b>Total Percentage</b>	<b>98.91</b>	<b>25.60</b>	<b>6.96</b>	<b>11.87</b>	<b>5.97</b>	<b>1.32</b>	<b>11.34</b>

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the place where individuals use internet (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)**

Table 27-6

Marital status	Dwelling	Work place	Education place	Someone else's dwelling	Public facility with Internet access (free)	Commercial facility with internet access	While traveling or cruising
Never been married	98.92	14.72	15.31	12.20	6.62	1.50	10.61
Married	98.89	32.56	1.93	11.76	5.58	1.22	11.85
Divorced	99.83	27.46	2.07	9.67	5.70	1.38	11.57
Widowed	99.58	10.00	0.83	7.50	5.21	1.04	6.67
Total Percentage	98.91	25.60	6.96	11.87	5.97	1.32	11.34

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the place where individuals use internet (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)

Table 27-7

Administrative regions	Dwelling	Work place	Education place	Someone else's dwelling	Public facility with Internet access (free)	Commercial facility with internet access	While traveling or cruising
	%						
Riyadh	98.85	27.68	6.04	14.61	5.59	2.42	15.11
Makkah	99.30	26.55	7.38	9.46	8.00	0.59	12.36
Madinah	98.37	20.65	5.49	11.84	12.83	1.05	7.37
Qassim	99.51	18.10	8.70	2.78	7.69	3.16	4.44
Eastern Region	99.16	27.46	5.47	19.10	5.99	0.41	13.52
Asir	99.35	20.55	13.73	5.76	6.03	0.72	2.42
Tabuk	99.53	25.46	3.05	28.27	4.97	0.53	18.62
Hail	97.48	18.04	5.82	6.16	1.95	0.71	2.25
Northern Borders	99.50	24.28	4.65	14.14	5.32	0.42	20.72
Jazan	99.08	20.87	8.79	2.78	1.08	0.79	4.21
Najran	97.99	26.10	9.55	10.09	6.93	5.78	12.60
Al-Baha	97.19	25.04	13.04	2.43	0.91	0.58	3.67
Al-Jouf	98.29	19.00	4.20	11.82	2.23	0.52	10.63
Total Percentage	98.91	24.32	7.12	11.71	5.87	1.29	11.09

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the language used to browse internet (during the last 3 months) by gender kingdom-wide, for the age group (12-65)

Table 28-1

Gender	Arabic	English	Other
	%		
Male	81.87	22.02	11.03
Female	93.87	13.18	3.16
Total Percentage	86.66	18.49	7.89

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the language used to browse internet (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)

Table 28-2

Age Groups	Arabic	English	Other
	%		
12-14	97.16	5.23	0.95
15-19	98.03	8.14	1.22
20-24	93.93	15.54	4.06
25-29	84.97	21.19	8.70
30-34	80.41	24.84	11.15
35-39	79.13	24.24	12.45
40-44	78.80	23.09	12.85
45-49	81.23	20.95	11.16
50-54	83.83	18.68	9.64
55-59	88.41	18.57	6.36
60-65	92.93	13.69	4.61
Total Percentage	86.66	18.49	7.89

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the language used to browse internet (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)

Table 28-3

Nationality	Arabic	English	Other
	%		
Saudi	99.76	9.74	0.07
Non-Saudi	56.97	38.32	25.61
Total Percentage	86.66	18.49	7.89

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the language used to browse internet (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)

Table 28-4

Educational Status	Arabic	English	Other
	%		
Illiterate	68.77	8.07	26.32
Literate	62.85	15.68	29.03
Primary	82.25	11.05	12.30
Intermediate	82.95	12.61	11.14
Secondary or equivalent	91.93102743	12.95538273	4.96
Diploma	87.18	26.59	4.99
University degree	91.23	30.39	2.15
Higher Diploma	89.33	34.22	4.89
Masters	75.73	67.35	7.35
PhD	87.21	78.79	4.71
Total Percentage	86.66	18.49	7.89

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the language used to browse internet (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)

Table 28-5

Occupational Status	Arabic	English	Other
	%		
Employed	73.22	29.64	16.32
Student	98.66	10.95	0.81
Housewife	94.40	10.88	2.47
Retired	99.65	6.73	0.16
Other	99.32	8.04	0.60
Total Percentage	86.11	19.18	8.25

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the language used to browse internet (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)

Table 28-6

Marital status	Arabic	English	Other
	%		
Never been married	92.89	15.27	4.33
Married	81.57	21.87	10.88
Divorced	96.20	15.20	1.55
Widowed	96.25	6.46	3.33
Total Percentage	86.11	19.18	8.25

Source: Households and Individuals' ICT Access and Usage Survey 2018

Percentage distribution of the language used to browse internet (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)

Table 28-7

Administrative regions	Arabic	English	Other
Riyadh	79.92	29.10	9.54
Makkah	85.54	24.93	8.10
Madinah	87.90	10.37	10.09
Qassim	88.69	11.98	7.22
Eastern Region	81.31	34.58	6.43
Asir	93.42	9.53	5.38
Tabuk	88.87	6.63	10.24
Hail	89.21	7.63	9.85
Northern Borders	88.15	5.15	10.28
Jazan	97.66	7.40	1.74
Najran	89.84	12.60	6.14
Al-Baha	95.17	12.50	5.12
Al-Jouf	84.83	9.07	10.74
Total Percentage	86.66	18.49	7.89

Source: Households and Individuals' ICT Access and Usage Survey 2018

**Percentage distribution of the devices individuals use to access internet (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 29-1

Gender	Cell phone	Desktop	Laptop	Tablet	Other devices (gaming tablets, watches, e-books readers, ..etc.)
Male	95.57	8.35	26.25	4.35	3.96
Female	95.42	5.18	21.86	5.14	3.27
Total percentage	95.51	7.08	24.50	4.66	3.68

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the devices individuals use to access internet (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)

Table 29-2

Age Groups	cell phone	Desktop	Laptop	Tablet	Other devices (gaming tablets, watches, e-books readers...etc.)
12-14	84.33	6.45	17.32	15.90	5.77
15-19	93.60	6.99	24.77	6.86	4.50
20-24	98.24	6.26	30.11	4.76	1.93
25-29	97.84	5.97	24.45	3.34	2.31
30-34	97.42	6.82	24.79	3.36	2.56
35-39	97.12	8.02	25.63	3.79	3.09
40-44	96.44	8.41	25.99	3.67	3.39
45-49	95.24	8.28	22.29	2.81	4.30
50-54	93.56	7.92	21.42	3.27	5.97
55-59	92.18	7.48	18.96	3.15	7.03
60-65	86.56	6.50	13.25	2.65	12.24
Total percentage	95.51	7.08	24.50	4.66	3.68

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the devices individuals use to access internet (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)**

Table 29-3

Nationality	Cell phone	Desktop	Laptop	Tablet	Other devices( gaming tablets, watches, e-books readers...etc.)
	%				
Saudi	95.99	7.91	27.09	5.32	3.19
Non-Saudi	94.42	5.21	18.61	3.18	4.80
Total percentage	95.51	7.08	24.50	4.66	3.68

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the devices individuals use to access internet (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)**

Table 29-4

Educational status	Cell phone	Desktop	Laptop	Tablet	Other devices (gaming tablets, watches, e-books readers...etc.)
	%				
Illiterate	90.88	0.35	1.05	0.00	8.42
Literate	95.21	0.77	2.55	2.67	2.81
Primary	89.88	3.64	10.22	6.78	6.16
Intermediate	90.65	4.55	13.51	3.90	8.01
Secondary or equivalent	97.35	5.90	21.48	3.55	2.57
Diploma	97.67	11.71	32.44	4.53	2.30
University degree	99.06	12.10	46.32	6.15	1.20
Higher diploma	100.00	11.56	41.33	6.67	0.00
Masters	99.15	22.74	67.52	7.52	1.03
PhD	98.99	25.93	77.44	11.11	1.35
Total percentage	95.51	7.08	24.50	4.66	3.68

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the devices individuals use to access internet (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)**

Table 29-5

Occupational status	Cell phone	Desktop	Laptop	Tablet	Other devices (gaming tablets, watches, e-books readers...etc.)
	%				
Employed	96.76	10.21	29.32	3.60	3.30
Student	95.78	7.13	30.86	6.40	3.21
Housewife	96.39	1.97	12.19	2.99	3.41
Retired	88.50	4.89	13.96	3.05	10.01
Other	97.19	3.44	24.06	3.57	2.51
<b>Total percentage</b>	<b>96.10</b>	<b>7.12</b>	<b>24.87</b>	<b>4.07</b>	<b>3.58</b>

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the devices individuals use to access internet (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)**

Table 29-6

Marital status	Cell phone	Desktop	Laptop	Tablet	Other devices (gaming tablets, watches, e-books readers...etc.)
	%				
Never been married	96.15	7.21	28.66	5.52	3.24
Married	96.08	7.11	22.70	3.19	3.77
Divorced	97.06	8.29	25.04	3.28	2.59
Widowed	93.75	2.08	11.25	3.54	5.83
Total percentage	96.10	7.12	24.87	4.07	3.58

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the devices individuals use to access internet (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)**

Table 29-7

Administrative regions	Cell phone	Desktop	Laptop	Tablet	Other devices (gaming tablets, watches, e-books readers...etc.)
Riyadh	95.87	7.81	24.61	7.04	3.50
Makkah	96.26	7.58	29.65	5.30	3.00
Madinah	96.49	5.01	19.02	2.33	2.01
Qassim	96.00	3.92	25.87	1.68	3.42
Eastern Region	98.41	9.55	33.65	7.57	1.05
Asir	90.88	8.43	22.88	5.79	7.03
Tabuk	93.16	4.35	22.41	6.66	4.29
Hail	84.55	3.91	11.20	0.98	14.66
Northern Borders	97.93	3.81	13.27	1.54	2.63
Jazan	97.41	7.72	21.16	2.06	2.53
Najran	92.06	10.20	18.74	2.26	6.86
Al-Baha	98.02	8.99	31.56	3.47	1.32
Al-Jouf	98.22	5.24	19.52	2.08	1.52
<b>Total percentage</b>	<b>95.51</b>	<b>7.08</b>	<b>24.50</b>	<b>4.66</b>	<b>3.68</b>

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 30-1

Nationality	Mobile cellular network by using USB / modem or SIM card or mobile phone as modem	(WIFI)	Digital subscriber line (DSL)
	%		
Male	74.50	49.52	12.04
Female	68.08	52.27	13.40
Total percentage	71.94	50.62	12.58

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)**

Table 30-2

Age Groups	Mobile cellular network by using USB / modem or SIM card or mobile phone as modem	(WIFI)	Digital subscriber line (DSL)
	%		
12-14	53.51	59.28	13.30
15-19	66.79	53.28	13.94
20-24	73.45	51.97	13.87
25-29	75.29	48.23	11.17
30-34	74.61	49.33	10.14
35-39	75.23	49.42	10.93
40-44	74.04	50.37	11.87
45-49	72.97	49.83	13.35
50-54	70.89	50.30	15.08
55-59	70.29	49.18	17.16
60-65	70.73	44.54	16.21
Total percentage	71.94	50.62	12.58

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)**

Table 30-3

Nationality	Mobile cellular network by using USB / modem or SIM card or mobile phone as modem	(WIFI)	Digital subscriber line (DSL)
		%	
Saudi	72.96	52.45	14.25
Non-Saudi	69.62	46.46	8.80
Total percentage	71.94	50.62	12.58

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)**

Table 30-4

Educational status	Mobile cellular network by using USB / modem or SIM card or mobile phone as modem	(WIFI)	Digital subscriber line (DSL)
	%		
Illiterate	71.93	29.82	8.77
Literate	68.36	43.14	6.79
Primary	64.99	47.30	10.53
Intermediate	70.11	44.59	10.57
Secondary or equivalent	74.26	49.94	12.22
Diploma	73.66	53.36	14.82
University degree	74.18	58.79	16.29
Higher diploma	69.33	58.67	14.67
Masters	72.31	65.30	19.49
PhD	74.75	69.02	22.56
Total percentage	71.94	50.62	12.58

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)**

Table 30-5

Occupational status	Mobile cellular network by using USB / modem or SIM card or mobile phone as modem	(WIFI)	Digital subscriber line (DSL)
	%		
Employed	76.72	49.16	11.38
Student	69.62	53.33	15.11
Housewife	68.33	49.97	11.56
Retired	74.23	45.44	14.47
Other	72.49	50.13	14.63
Total Percentage	72.91	50.16	12.55

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)**

Table 30-6

Marital status	Mobile cellular network by using USB / modem or SIM card or mobile phone as modem	(WIFI)	Digital subscriber line (DSL)
	%		
Never been married	70.80	52.15	14.77
Married	74.23	49.04	11.15
Divorced	73.92	50.43	11.57
Widowed	71.04	41.67	14.17
Total percentage	72.91	50.16	12.55

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the network type that individuals use to access internet (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)**

Table 30-7

Administrative regions	Mobile cellular network by using USB / modem or SIM card or mobile phone as modem	(WIFI)	Digital subscriber line (DSL)
Riyadh	69.92	53.98	12.40
Makkah	71.97	52.28	15.54
Medina	85.76	40.89	7.60
Qassim	73.69	38.02	12.53
Eastern region	61.04	68.94	13.85
Asir	82.93	27.61	15.82
Tabuk	78.03	67.41	1.87
Hail	79.89	30.78	7.52
Northern Borders	70.34	44.92	12.46
Jazan	70.68	48.99	9.36
Najran	65.82	47.58	20.86
Al-Baha	74.83	54.54	12.58
Al-Jouf	66.10	51.38	12.75
<b>Total percentage</b>	<b>71.94</b>	<b>50.62</b>	<b>12.58</b>

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 31-1

Gender	At least once a day	At least once a week but not everyday	At least once a month but not weekly	At least once in the last three months but not every month	I do not Know
	%				
Male	92.80	3.96	0.33	0.07	2.84
Female	92.06	4.70	0.35	0.07	2.82
Total percentage	92.50	4.26	0.34	0.07	2.83

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)**

Table 31-2

Age Groups	At least once a day	At least once a week but not everyday	At least once a month but not weekly	At least once in the last three months but not every month	I do not Know
12-14	82.17	14.62	0.64	0.00	2.57
15-19	91.94	4.83	0.43	0.09	2.71
20-24	93.91	2.71	0.36	0.04	2.98
25-29	93.68	3.26	0.17	0.06	2.82
30-34	93.83	2.80	0.17	0.10	3.10
35-39	93.58	3.36	0.22	0.05	2.79
40-44	93.01	3.50	0.28	0.04	3.16
45-49	92.26	4.37	0.44	0.02	2.91
50-54	91.65	5.31	0.53	0.07	2.44
55-59	91.95	4.78	0.39	0.23	2.64
60-65	90.09	6.88	1.01	0.32	1.70
Total percentage	92.50	4.26	0.34	0.07	2.83

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)**

Table 31-3

Nationality	At least once a day	At least once a week but not everyday	At least once a month but not weekly	At least once in the last three months but not every month	I do not Know
	%				
Saudi	92.94	3.82	0.38	0.07	2.79
Non-Saudi	91.52	5.24	0.24	0.07	2.93
Total percentage	92.50	4.26	0.34	0.07	2.83

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)**

Table 31-4

Educational status	At least once a day	At least once a week but not everyday	At least once a month but not weekly	At least once in the last three months but not every month	I do not Know
	%				
Illiterate	80.35	16.49	1.05	0.70	1.40
Literate	85.98	11.03	0.83	0.11	2.03
Primary	87.17	9.60	0.44	0.13	2.67
Intermediate	92.07	4.80	0.39	0.07	2.67
Secondary or equivalent	93.96	2.61	0.30	0.06	3.07
Diploma	93.71	2.95	0.19	0.03	3.12
University degree	95.06	1.90	0.23	0.05	2.76
Higher diploma	91.11	3.56	0.00	0.00	5.33
Masters	95.04	1.54	0.00	0.00	3.42
PhD	95.62	0.00	0.00	0.00	4.38
Total percentage	92.50	4.26	0.34	0.07	2.83

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)**

Table 31-5

Occupational status	At least once a day	At least once a week but not everyday	At least once a month but not weekly	At least once in the last three months but not every month	I do not Know
	%				
Employed	93.43	3.44	0.24	0.05	2.84
Student	92.90	4.01	0.41	0.07	2.61
Housewife	92.34	4.03	0.35	0.08	3.21
Retired	91.94	4.93	0.66	0.27	2.19
Other	94.69	2.08	0.17	0.04	3.02
Total percentage	93.05	3.71	0.32	0.07	2.85

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)**

Table 31-6

Marital status	At least once a day	At least once a week but not everyday	At least once a month but not weekly	At least once in the last three months but not every month	I do not Know
	%				
Never been married	93.34	3.53	0.33	0.06	2.75
Married	92.89	3.78	0.32	0.08	2.93
Divorced	93.61	3.45	0.35	0.17	2.42
Widowed	90.21	7.50	0.42	0.00	1.88
Total percentage	93.05	3.71	0.32	0.07	2.85

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of individuals' internet usage frequency (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)**

Table 31-7

Administrative regions	At least once a day	At least once a week but not everyday	At least once a month but not weekly	At least once in the last three months but not every month	I do not Know
Riyadh	92.13	5.89	0.84	0.16	0.98
Makkah	88.68	3.28	0.13	0.02	7.89
Medina	92.50	5.20	0.22	0.06	2.01
Qassim	94.43	3.74	0.90	0.00	0.93
Eastern region	94.79	2.62	0.07	0.04	2.48
Asir	94.14	5.21	0.43	0.05	0.17
Tabuk	90.17	5.42	0.15	0.03	4.23
Hail	97.03	2.71	0.08	0.11	0.08
Northern Borders	92.10	3.11	0.20	0.06	4.54
Jazan	96.08	3.48	0.22	0.09	0.13
Najran	91.53	3.34	0.14	0.07	4.92
Al-Baha	89.56	9.86	0.45	0.08	0.04
Al-Jouf	95.95	3.27	0.30	0.11	0.37
Total percentage	92.50	4.26	0.34	0.07	2.83

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 32-1

Gender	Purchasing goods and services via the internet	Processing governmental transactions via the internet
	%	
Male	14.50	40.27
Female	19.05	11.54
Total percentage	16.32	28.80

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)**

Table 32-2

Age Groups	Purchasing goods and services via the internet	Processing governmental transactions via the internet
	%	
12-14	3.81	1.59
15-19	11.33	9.56
20-24	21.90	25.72
25-29	20.64	30.85
30-34	18.84	34.26
35-39	18.44	36.24
40-44	16.14	37.23
45-49	14.67	35.16
50-54	12.24	39.14
55-59	11.09	40.57
60-65	7.32	40.00
Total percentage	16.32	28.80

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)**

Table 32-3

Nationality	Purchasing goods and services via the internet	Processing governmental transactions via the internet
	%	
Saudi	20.04	32.70
Non-Saudi	7.88	19.97
Total percentage	16.32	28.80

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)

Table 32-4

Educational status	Purchasing goods and services via the internet	Processing governmental transactions via the internet
	%	
Illiterate	0.70	1.75
Literate	1.86	8.94
Primary	3.75	9.03
Intermediate	7.23	14.78
Secondary or equivalent	16.96	31.51
Diploma	22.09	48.16
University degree	30.68	44.92
Higher diploma	30.67	45.78
Masters	37.26	61.03
PhD	27.61	60.61
Total percentage	16.32	28.80

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)

Table 32-5

Occupational status	Purchasing goods and services via the internet	Processing governmental transactions via the internet
	%	
Employed	17.92	45.09
Student	17.32	16.91
Housewife	15.59	8.57
Retired	11.34	53.03
Other	18.32	32.82
Total percentage	16.97	30.23

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)**

Table 32-6

Marital status	Purchasing goods and services via the internet	Processing governmental transactions via the internet
	%	
Never been married	17.36	23.67
Married	16.69	34.36
Divorced	23.49	36.44
Widowed	12.08	19.79
Total percentage	16.97	30.23

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of individuals' online purchases and governmental e-services (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)

Table 32-7

Administrative regions	Purchasing goods and services via the internet	Processing governmental transactions via the internet
	%	
Riyadh	16.70	27.06
Makkah	17.08	32.59
Medina	13.57	18.35
Qassim	24.01	34.31
Eastern region	17.64	33.14
Asir	15.10	23.39
Tabuk	15.16	23.18
Hail	5.94	24.31
Northern Borders	15.49	24.73
Jazan	21.32	35.17
Najran	8.08	31.10
Al-Baha	23.06	32.22
Al-Jouf	12.83	25.58
Total percentage	16.32	28.80

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by gender kingdom-wide, for the age group (12-65)

Table 33-1

Gender	Books, magazines or newspapers	Clothing, shoes, sporting goods and others	Computer equipment or spare parts (including terminal equipment)	Computer and video games	Computer software (including upgrades and paid applications, except for games)	Beauty cosmetics	Financial products (including shares and insurance)	Food or food supplies or tobacco	Household goods (such as furniture, toys, etc., except for consumer electronics)	ICT services (except for programming)	Medicines	Vitamins and food supplements	Movies, short films or photos	Music products	Photographic equipment or communication and optics instruments	Tickets or reservations for entertainment events (sports, theatre, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
Male	17.09	74.91	12.70	13.07	7.49	10.07	3.93	4.68	18.64	10.43	3.14	4.90	2.90	1.22	4.05	11.07	22.47
Female	11.93	88.64	3.55	3.97	2.42	49.74	1.11	4.70	19.32	3.53	1.95	4.88	1.20	0.86	2.02	3.95	6.96
Total percentage	14.69	81.31	8.43	8.83	5.13	28.56	2.61	4.69	18.96	7.21	2.58	4.89	2.11	1.05	3.10	7.75	15.25

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)

Table 33-2

Age Groups	Books, magazines or newspapers	Clothing, shoes, sporting goods and others	Computer equipment or spare parts (including terminal equipment)	Computer and video games	Computer software (including upgrades and paid applications, except for games)	beauty cosmetics	Financial products (including shares and insurance)	Food or food supplies or tobacco	Household goods (such as furniture, toys, etc., except for consumer electronics)	ICT services (except for programming)	Medicines	Vitamins and food supplements	Movies, short films or photos	Music products	Photographic equipment or communication and optics instruments	Tickets or reservations for entertainment events (sports, theatre, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
12-14	11.50	74.34	5.31	28.32	6.19	15.93	0.88	1.77	9.73	7.08	0.88	3.54	2.65	0.00	3.54	5.31	2.65
15-19	16.70	82.07	5.68	14.14	4.45	29.62	0.78	6.24	11.92	6.35	1.56	3.90	3.23	1.56	3.67	6.01	7.24
20-24	13.82	84.20	7.82	9.64	4.79	29.96	1.60	4.41	15.03	7.82	1.82	4.68	2.59	1.32	2.86	6.28	10.41
25-29	13.24	85.20	8.40	6.96	4.73	29.88	2.50	4.06	17.86	5.90	1.73	4.84	2.67	0.95	3.51	8.40	14.36
30-34	12.66	80.78	8.08	7.22	5.24	29.22	2.65	4.51	19.35	6.89	2.39	6.69	1.72	1.06	3.71	8.35	17.83
35-39	14.70	80.93	9.03	7.46	5.23	30.68	3.08	3.80	22.72	8.60	3.08	4.73	1.86	0.65	2.65	7.17	19.14
40-44	17.29	81.09	9.63	9.05	5.80	30.16	2.90	6.26	26.33	7.77	3.25	4.06	1.28	1.28	2.32	8.93	19.14
45-49	15.81	78.37	9.32	9.15	5.16	25.46	3.99	5.82	22.13	7.15	4.66	5.16	1.66	0.33	2.00	9.82	17.80
50-54	18.60	71.70	10.24	7.28	5.66	16.98	4.31	2.96	21.02	7.55	2.96	3.50	1.08	1.89	3.23	9.43	19.14
55-59	18.27	67.01	13.71	7.61	8.63	18.78	7.61	7.61	22.84	7.11	8.63	6.09	0.00	1.02	4.57	9.64	21.32
60-65	20.69	60.34	12.07	6.03	5.17	13.79	6.90	6.03	25.86	7.76	6.90	3.45	0.00	0.00	1.72	7.76	33.62
Total percentage	14.69	81.31	8.43	8.83	5.13	28.56	2.61	4.69	18.96	7.21	2.58	4.89	2.11	1.05	3.10	7.75	15.25

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)**

Table 33-3

Nationality	Books, magazines or newspapers	Clothing, shoes, sporting goods and others	Computer equipment or spare parts (including terminal equipment)	Computer and video games	Computer software (including upgrades and paid applications, except for games)	beauty cosmetics	Financial products (including shares and insurance)	Food or food supplies or tobacco	Household goods (such as furniture, toys, etc., except for consumer electronics)	ICT services (except for programming)	Medicines	Vitamins and food supplements	Movies, short films or photos	Music products	Photographic equipment or communication and optics instruments	Tickets or reservations for entertainment events (sports, theatre, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
Saudi	15.37	83.70	7.86	8.93	4.72	29.84	2.68	5.01	19.07	6.49	2.54	5.01	2.00	0.96	3.04	7.40	14.71
Non-Saudi	10.76	67.58	11.74	8.25	7.48	21.17	2.24	2.87	18.31	11.39	2.87	4.19	2.73	1.61	3.42	9.78	18.31
Total percentage	14.69	81.31	8.43	8.83	5.13	28.56	2.61	4.69	18.96	7.21	2.58	4.89	2.11	1.05	3.10	7.75	15.25

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)

Table 33-4

Educational status	Books, magazines or newspapers	Clothing, shoes, sporting goods and others	Computer equipment or spare parts (including terminal equipment)	Computer and video games	Computer software (including upgrades and paid applications, except for games)	Beauty cosmetics	Financial products (including shares and insurance)	Food or food supplies or tobacco	Household goods (such as furniture, toys, etc., except for consumer electronics)	ICT services (except for programming)	Medicines	Vitamins and food supplements	Movies, short films or photos	Music products	Photographic equipment or communication and optics instruments	Tickets or reservations for entertainment events (sports, theatre, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
Illiterate	0.00	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00	0.00
Literate	7.69	75.38	4.62	10.77	1.54	7.69	3.08	7.69	20.00	7.69	6.15	0.00	1.54	0.00	4.62	0.00	3.08
Primary	13.48	80.52	4.87	14.98	4.12	18.73	1.50	3.00	13.86	7.49	2.25	3.75	1.87	0.00	1.87	3.75	6.37
Intermediate	11.13	78.26	5.88	10.23	3.45	26.47	1.41	5.50	17.14	6.14	1.79	2.94	2.17	1.53	3.20	5.24	6.65
Secondary or equivalent	13.19	82.38	6.58	8.09	3.86	28.06	1.69	4.56	17.14	6.94	1.78	4.07	1.84	0.81	2.60	6.00	11.77
Diploma	11.78	81.72	10.92	7.98	5.77	24.17	2.94	4.05	19.39	6.99	3.44	5.64	3.07	0.86	4.29	7.85	19.14
University degree	16.08	82.12	9.83	8.77	6.06	32.04	3.30	4.97	20.86	6.87	2.83	5.42	2.07	1.26	3.30	9.16	18.25
Higher diploma	15.94	62.32	8.70	10.14	5.80	18.84	5.80	5.80	21.74	8.70	2.90	11.59	2.90	0.00	2.90	8.70	26.09
Masters	31.19	75.23	15.14	10.09	11.93	21.10	6.42	2.29	19.72	17.89	5.96	11.01	3.21	1.83	4.13	20.64	29.36
PhD	34.15	63.41	10.98	10.98	7.32	17.07	4.88	3.66	23.17	17.07	10.98	8.54	2.44	1.22	1.22	14.63	42.68
Total percentage	14.69	81.31	8.43	8.83	5.13	28.56	2.61	4.69	18.96	7.21	2.58	4.89	2.11	1.05	3.10	7.75	15.25

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)**

Table 33-5

Occupational status	Books, magazines or newspapers	Clothing, shoes, sporting goods and others	Computer equipment or spare parts (including terminal equipment)	Computer and video games	Computer software (including upgrades and paid applications, except for games)	Beauty cosmetics	Financial products (including shares and insurance)	Food or food supplies or tobacco	Household goods (such as furniture, toys, etc., except for consumer electronics)	ICT services (except for programming)	Medicines	Vitamins and food supplements	Movies, short films or photos	Music products	Photographic equipment or communication and optics instruments	Tickets or reservations for entertainment events (sports, theatre, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
Employed	16.52	78.15	11.72	9.62	7.09	20.67	3.87	5.02	21.18	9.47	3.29	5.51	2.27	1.23	3.65	10.42	22.70
Student	16.04	82.70	7.28	11.81	5.53	27.99	1.35	5.35	14.42	7.32	1.93	4.49	3.01	1.44	3.32	6.83	9.39
Housewife	8.80	87.33	2.26	3.27	0.85	49.32	0.96	3.32	19.46	2.46	1.16	4.27	0.96	0.60	1.76	3.42	5.43
Retired	19.31	72.76	8.97	5.86	4.14	19.66	5.86	4.83	22.07	3.79	5.86	2.41	0.34	0.34	2.76	6.55	23.79
Other	12.99	87.94	8.12	7.42	2.09	29.70	1.62	4.87	16.47	6.73	3.25	5.10	2.09	0.00	2.32	5.34	8.35
Total percentage	14.72	81.40	8.47	8.60	5.11	28.71	2.64	4.73	19.07	7.22	2.60	4.90	2.10	1.07	3.10	7.78	15.39

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)**

Table 33-6

Marital status	Books, magazines or newspapers	Clothing, shoes, sporting goods and others	Computer equipment or spare parts (including terminal equipment)	Computer and video games	Computer software (including upgrades and paid applications, except for games)	Beauty cosmetics	Financial products (including shares and insurance)	Food or food supplies or tobacco	Household goods (such as furniture, toys, etc., except for consumer electronics)	ICT services (except for programming)	Medicines	Vitamins and food supplements	Movies, short films or photos	Music products	Photographic equipment or communication and optics instruments	Tickets or reservations for entertainment events (sports, theatre, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
	%																
Never been married	15.23	82.57	8.61	10.92	5.48	26.91	2.09	5.32	14.44	7.60	2.12	4.83	3.12	1.44	3.39	7.66	12.60
Married	14.48	80.42	8.53	7.21	4.93	29.34	3.03	4.38	22.11	7.11	2.94	4.96	1.50	0.84	2.92	7.97	17.36
Divorced	11.76	88.24	4.41	6.62	3.68	44.12	1.47	2.94	17.65	3.68	0.74	5.15	0.74	0.74	2.94	5.88	11.76
Widowed	13.79	86.21	3.45	1.72	3.45	44.83	1.72	5.17	17.24	1.72	5.17	3.45	0.00	0.00	1.72	1.72	8.62
Total percentage	14.72	81.40	8.47	8.60	5.11	28.71	2.64	4.73	19.07	7.22	2.60	4.90	2.10	1.07	3.10	7.78	15.39

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of goods and services that individuals' purchased online (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)

Table 33-7

Administrative regions	Books, magazines or newspapers	Clothing, shoes, sporting goods and others	Computer equipment or spare parts (including terminal equipment)	Computer and video games	Computer software (including upgrades and paid applications, except for games)	beauty cosmetics	Financial products (including shares and insurance)	Food or food supplies or tobacco	Household goods (such as furniture, toys, etc., except for consumer electronics)	ICT services (except for programming)	Medicines	Vitamins and food supplements	Movies, short films or photos	Music products	Photographic equipment or communication and optics instruments	Tickets or reservations for entertainment events (sports, theatre, concerts)	Travel products (travel tickets, accommodation, car rental, transportation services, etc.)
Riyadh	9.01	74.19	10.24	9.69	7.30	26.00	4.84	6.19	16.19	8.22	3.99	6.99	2.51	1.84	3.56	10.36	17.78
Makkah	16.87	77.21	8.52	9.07	6.53	28.65	3.65	4.09	24.50	8.08	2.60	4.31	3.15	2.05	3.93	14.44	14.16
Medina	9.41	87.06	7.76	7.06	3.76	37.88	1.88	0.47	18.12	4.47	2.35	2.35	1.18	0.24	6.35	3.29	12.71
Qassim	24.15	82.85	16.79	7.13	6.64	30.92	1.93	11.35	20.05	14.13	3.99	7.37	1.33	0.36	1.45	3.14	10.02
Eastern region	20.26	78.61	8.66	11.14	3.99	28.92	1.81	10.54	16.57	3.31	1.05	3.24	1.66	1.05	3.61	9.04	27.18
Asir	20.99	78.22	7.00	8.59	3.82	19.55	1.91	0.16	20.35	2.54	0.64	3.97	1.27	0.32	1.27	2.38	7.47
Tabuk	13.67	90.63	4.88	6.84	2.34	20.51	1.56	0.59	13.87	12.30	3.91	3.52	2.15	0.39	1.95	2.34	13.87
Hail	13.92	84.81	4.43	3.80	5.06	18.35	1.27	6.33	15.82	6.96	3.80	8.86	1.27	1.27	1.27	6.33	11.39
Northern Borders	2.53	92.95	5.61	6.69	4.34	28.93	1.27	0.72	18.26	7.23	0.18	1.63	1.27	0.54	2.17	7.59	19.71
Jazan	7.86	90.95	2.82	8.31	2.08	39.32	1.19	1.04	22.85	3.86	0.59	2.52	3.26	0.74	3.86	2.08	8.46
Najran	13.78	87.11	8.00	16.44	3.56	19.11	1.33	1.33	11.56	8.44	0.89	5.33	0.44	0.00	1.33	0.44	4.89
Al-Baha	22.54	86.40	7.16	8.94	5.19	38.28	3.04	1.43	18.96	4.29	5.37	6.26	2.50	0.36	2.68	6.80	16.64
Al-Jouf	3.48	76.81	6.96	5.80	4.64	23.48	0.87	2.03	15.36	11.30	4.06	10.72	0.87	0.29	2.32	8.12	7.25
Total percentage	14.69	81.31	8.43	8.83	5.13	28.56	2.61	4.69	18.96	7.21	2.58	4.89	2.11	1.05	3.10	7.75	15.25

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 34-1

Gender	Pay on delivery	Credit card via the internet	ATM card or electronic bank transfer via the Internet	Direct billing (an account linked with the cell phone number)	Online payment service (such as PayPal and Google Checkout)	Prepaid gift card or electronic voucher (such as iTunes cards)	Points from Rewards program (such as: Qittaf)	Others (such as: bank cheque )
%								
Male	80.87	46.55	15.14	1.10	1.41	0.91	2.09	0.12
Female	87.58	32.91	12.71	0.69	0.78	0.67	1.77	0.07
Total percentage	84.00	40.20	14.01	0.91	1.12	0.80	1.94	0.09

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)**

Table 34-2

Age Groups	Pay on delivery	Credit card via the internet	ATM card or electronic bank transfer via the Internet	Direct billing (an account linked with the cell phone number)	Online payment service (such as PayPal and Google Checkout)	Prepaid gift card or electronic voucher (such as iTunes cards)	Points from Rewards program (such as: Qittaf)	Others (such as: bank cheque )
	%							
12-14	87.61	29.20	3.54	0.88	1.77	2.65	0.88	0.88
15-19	91.31	26.61	10.91	1.22	0.67	0.89	1.56	0.11
20-24	88.11	31.17	12.72	0.72	1.16	0.72	2.20	0.11
25-29	84.92	38.62	13.24	0.83	1.22	0.56	1.28	0.00
30-34	82.04	43.27	13.52	0.60	0.73	0.60	1.86	0.00
35-39	81.29	46.38	16.77	0.86	1.15	0.72	2.01	0.00
40-44	82.71	48.26	15.66	0.81	0.70	0.46	2.20	0.00
45-49	79.37	47.75	17.30	1.33	1.33	1.33	3.16	0.33
50-54	79.78	48.25	15.90	0.81	2.43	1.62	3.23	0.81
55-59	72.08	53.81	15.23	2.03	2.54	3.05	1.02	0.00
60-65	70.69	59.48	15.52	4.31	1.72	0.00	1.72	0.00
Total percentage	84.00	40.20	14.01	0.91	1.12	0.80	1.94	0.09

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)**

Table 34-3

Nationality	Pay on delivery	Credit card via the internet	ATM card or electronic bank transfer via the Internet	Direct billing (an account linked with the cell phone number)	Online payment service (such as PayPal and Google Checkout)	Prepaid gift card or electronic voucher (such as iTunes cards)	Points from Rewards program (such as: Qittaf)	Others (such as: bank cheque )
	%							
Saudi	86.26	38.88	14.69	0.95	0.99	0.87	2.23	0.11
Non-Saudi	71.00	47.80	10.06	0.70	1.82	0.35	0.28	0.00
Total percentage	84.00	40.20	14.01	0.91	1.12	0.80	1.94	0.09

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)**

Table 34-4

Educational status	Pay on delivery	Credit card via the internet	ATM card or electronic bank transfer via the Internet	Direct billing (an account linked with the cell phone number)	Online payment service (such as PayPal and Google Checkout)	Prepaid gift card or electronic voucher (such as iTunes cards)	Points from Rewards program (such as: Qittaf)	Others (such as: bank cheque )
Illiterate	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Literate	90.77	15.38	7.69	0.00	6.15	6.15	1.54	0.00
Primary	89.14	25.09	8.99	0.75	0.75	0.75	0.00	0.00
Intermediate	90.41	22.76	10.10	1.15	0.64	0.64	0.90	0.13
Secondary or equivalent	87.66	32.89	12.70	0.84	0.91	0.63	2.05	0.12
Diploma	81.23	43.68	14.85	0.49	1.47	0.74	2.45	0.00
University degree	81.04	47.92	15.91	1.03	1.13	0.91	2.09	0.07
Higher diploma	79.71	46.38	15.94	0.00	1.45	0.00	1.45	0.00
Masters	71.56	68.81	16.51	1.38	1.83	0.92	2.29	0.00
PhD	63.41	73.17	14.63	0.00	4.88	0.00	1.22	1.22
Total percentage	84.00	40.20	14.01	0.91	1.12	0.80	1.94	0.09

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)**

Table 34-5

Occupational status	Pay on delivery	Credit card via the internet	ATM card or electronic bank transfer via the Internet	Direct billing (an account linked with the cell phone number)	Online payment service (such as PayPal and Google Checkout)	Prepaid gift card or electronic voucher (such as iTunes cards)	Points from Rewards program (such as: Qittaf)	Others (such as: bank cheque )
Employed	79.98	49.78	15.95	0.91	1.38	0.84	2.14	0.06
Student	89.71	30.32	13.34	1.12	0.90	0.85	1.89	0.13
Housewife	87.18	30.32	11.41	0.75	0.80	0.55	1.96	0.10
Retired	80.34	47.93	15.17	1.38	0.69	1.38	1.38	0.00
Other	84.45	31.55	10.44	0.23	0.93	0.23	0.70	0.00
Total percentage	83.96	40.33	14.13	0.91	1.11	0.77	1.96	0.08

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)**

Table 34-6

Marital status	Pay on delivery	Credit card via the internet	ATM card or electronic bank transfer via the Internet	Direct billing (an account linked with the cell phone number)	Online payment service (such as PayPal and Google Checkout)	Prepaid gift card or electronic voucher (such as iTunes cards)	Points from Rewards program (such as: Qittaf)	Others (such as: bank cheque )
Never been married	87.35	34.02	12.79	0.90	1.11	0.79	1.71	0.08
Married	81.51	44.85	15.06	0.95	1.14	0.79	2.15	0.09
Divorced	94.12	23.53	12.50	0.00	0.00	0.00	0.74	0.00
Widowed	84.48	36.21	12.07	0.00	0.00	0.00	1.72	0.00
Total percentage	83.96	40.33	14.13	0.91	1.11	0.77	1.96	0.08

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of payment methods that individuals used while making online purchase of goods and services (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)

Table 34-7

Administrative regions	Pay on delivery	Credit card via the internet	ATM card or electronic bank transfer via the Internet	Direct billing (an account linked with the cell phone (number	Online payment service (such as PayPal and Google Checkout	Prepaid gift card or electronic voucher (such as iTunes cards)	Points from Rewards program (such as: Qittaf)	Others (such as: bank cheque )
Riyadh	78.30	44.51	18.64	2.27	4.17	1.35	1.59	0.43
Makkah	78.76	45.13	11.78	1.16	1.22	0.83	1.71	0.11
Medina	83.76	30.12	20.00	0.24	0.24	0.00	0.94	0.00
Qassim	89.13	34.18	9.66	0.12	0.00	0.12	0.36	0.00
Eastern region	73.49	61.67	15.74	0.15	0.45	1.66	3.24	0.00
Asir	93.64	19.71	10.81	0.32	0.16	0.32	0.16	0.00
Tabuk	92.77	40.23	12.50	0.78	0.20	0.00	8.20	0.00
Hail	89.24	24.68	3.80	1.27	0.00	0.00	0.00	0.00
Northern Borders	94.76	27.31	5.97	0.18	0.18	2.35	1.81	0.00
Jazan	87.09	26.71	11.57	0.30	1.04	0.00	0.30	0.00
Najran	88.00	46.22	10.67	0.00	0.00	0.00	0.00	0.00
Al-Baha	96.78	38.10	23.79	2.33	0.00	0.18	4.29	0.00
Al-Jouf	87.25	28.99	16.81	0.58	0.29	0.29	0.58	0.00
Total percentage	84.00	40.20	14.01	0.91	1.12	0.80	1.94	0.09

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 35-1

Gender	Direct pick up	In store pick up	Online
	%		
Male	89.49	26.93	19.34
Female	91.53	24.42	9.89
Total percentage	90.44	25.76	14.94

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)**

Table 35-2

Age Groups	Direct pick up	In store pick up	Online
	%		
12-14	91.15	16.81	13.27
15-19	92.54	22.05	11.25
20-24	91.24	23.29	10.79
25-29	90.48	25.38	13.75
30-34	90.26	25.98	15.97
35-39	89.75	28.39	18.42
40-44	90.60	27.03	16.13
45-49	90.52	29.45	15.97
50-54	89.76	26.95	18.06
55-59	84.26	31.47	25.38
60-65	81.90	31.03	31.03
Total percentage	90.44	25.76	14.94

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)**

Table 35-3

Nationality	Direct pick up	In store pick up	Online
	%		
Saudi	90.71	26.76	14.25
Non-Saudi	88.89	19.99	18.87
Total percentage	90.44	25.76	14.94

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)

Table 35-4

Educational status	Direct pick up	In store pick up	Online
	%		
Illiterate	100.00	0.00	0.00
Literate	93.85	16.92	12.31
Primary	87.27	21.35	11.99
Intermediate	91.56	19.05	10.10
Secondary or equivalent	91.01	24.62	11.59
Diploma	89.20	25.52	16.56
University degree	90.10	28.37	17.34
Higher diploma	88.41	31.88	17.39
Masters	93.12	25.23	29.82
PhD	87.80	26.83	31.71
Total percentage	90.44	25.76	14.94

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)

Table 35-5

Occupational status	Direct pick up	In store pick up	Online
	%		
Employed	89.78	28.12	19.50
Student	91.91	23.18	12.04
Housewife	90.50	23.33	9.10
Retired	85.86	31.03	18.62
Other	92.58	23.67	5.80
Total percentage	90.43	25.86	14.96

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)

Table 35-6

Marital status	Direct pick up	In store pick up	Online
	%		
Never been married	91.20	24.14	14.20
Married	89.90	27.09	15.53
Divorced	93.38	24.26	9.56
Widowed	86.21	18.97	18.97
Total percentage	90.43	25.86	14.96

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the delivery methods for the goods and services that individuals purchased online (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)

Table 35-7

Administrative regions	Direct pick up	In store pick up	Online
	%		
Riyadh	94.24	14.71	24.03
Makkah	91.15	24.83	15.04
Medina	87.29	31.53	4.24
Qassim	92.15	25.24	7.73
Eastern region	85.62	40.74	22.82
Asir	97.14	21.62	7.00
Tabuk	86.72	30.66	14.45
Hail	89.87	13.29	4.43
Northern Borders	95.12	11.21	11.03
Jazan	91.39	27.89	13.35
Najran	90.22	28.44	1.78
Al-Baha	82.65	37.92	7.51
Al-Jouf	84.06	22.90	21.45
Total percentage	90.44	25.76	14.94

**Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 36-1

Gender	Last week	More than a week and less than a month	More than a month and less than three months
Male	19.40	32.79	47.81
Female	17.92	35.24	46.84
Total percentage	18.71	33.93	47.36

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)

Table 36-2

Age Groups	Last week	More than a week and less than a month	More than a month and less than three months
12-14	25.66	25.66	48.67
15-19	19.82	33.74	46.44
20-24	18.12	35.85	46.04
25-29	18.86	34.34	46.80
30-34	19.28	33.00	47.71
35-39	19.14	32.69	48.17
40-44	16.24	34.22	49.54
45-49	17.30	34.94	47.75
50-54	18.60	34.50	46.90
55-59	19.29	32.49	48.22
60-65	22.41	27.59	50.00
Total percentage	18.71	33.93	47.36

Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)

Table 36-3

Nationality	Last week	More than a week and less than a month	More than a month and less than three months
	%		
Saudi	18.98	34.76	46.25
Non-Saudi	17.12	29.14	53.74
Total percentage	18.71	33.93	47.36

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)

Table 36-4

Educational status	Last week	More than a week and less than a month	More than a month and less than three months
	%		
Illiterate	50.00	0.00	50.00
Literate	26.15	29.23	44.62
Primary	16.85	27.72	55.43
Intermediate	18.03	32.74	49.23
Secondary or equivalent	17.95	33.95	48.10
Diploma	17.18	35.83	46.99
University degree	19.13	34.52	46.34
Higher diploma	28.99	28.99	42.03
Masters	24.77	33.49	41.74
PhD	24.39	26.83	48.78
Total percentage	18.71	33.93	47.36

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)

Table 36-5

Occupational status	Last week	More than a week and less than a month	More than a month and less than three months
	%		
Employed	19.17	33.87	46.95
Student	19.72	35.31	44.97
Housewife	16.74	33.33	49.92
Retired	18.97	33.45	47.59
Other	15.55	32.71	51.74
Total percentage	18.63	34.03	47.34

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)

Table 36-6

Marital status	Last week	More than a week and less than a month	More than a month and less than three months
	%		
Never been married	19.17	34.73	46.10
Married	18.35	33.77	47.88
Divorced	19.12	23.53	57.35
Widowed	10.34	39.66	50.00
Total percentage	18.63	34.03	47.34

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the last time an individual made online purchase of goods and services (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)

Table 36-7

Administrative regions	Last week	More than a week and less than a month	More than a month and less than three months
	Riyadh	22.50	33.84
Makkah	18.36	33.52	48.12
Medina	9.88	25.88	64.24
Qassim	13.53	39.61	46.86
Eastern region	20.03	36.60	43.37
Asir	31.16	30.84	38.00
Tabuk	11.13	36.13	52.73
Hail	19.62	31.65	48.73
Northern Borders	13.02	28.03	58.95
Jazan	17.36	33.68	48.96
Najran	14.67	27.56	57.78
Al-Baha	21.65	40.25	38.10
Al-Jouf	18.55	29.86	51.59
Total percentage	18.71	33.93	47.36

**Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 37-1

Gender	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%						
Male	37.54	2.33	0.87	0.95	1.86	20.11	61.89
Female	40.85	1.80	0.98	0.82	2.16	21.07	58.50
Total percentage	38.82	2.13	0.91	0.90	1.97	20.48	60.58

Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)

Table 37-2

Age Groups	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%						
12-14	17.80	0.63	0.21	0.25	0.56	35.06	66.94
15-19	32.35	1.45	0.74	0.83	1.78	20.27	66.36
20-24	41.41	2.35	0.91	1.16	2.50	16.37	60.66
25-29	42.90	1.84	1.20	1.20	2.21	18.45	58.31
30-34	42.98	2.60	1.18	1.03	2.28	18.81	58.64
35-39	42.25	2.72	1.07	0.81	2.27	20.60	58.16
40-44	41.38	2.48	1.09	0.69	1.67	21.44	57.91
45-49	40.89	2.37	0.77	0.94	2.37	21.57	58.20
50-54	39.45	2.37	0.64	0.60	1.50	22.04	59.31
55-59	37.28	1.77	0.44	1.08	1.84	19.37	61.46
60-65	34.99	2.38	0.61	0.68	0.48	20.76	64.87
Total percentage	38.82	2.13	0.91	0.90	1.97	20.48	60.58

Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)

Table 37-3

Nationality	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%						
Saudi	40.18	2.46	1.11	0.99	2.20	18.99	59.77
Non-Saudi	36.15	1.48	0.53	0.72	1.51	23.42	62.18
Total percentage	38.82	2.13	0.91	0.90	1.97	20.48	60.58

Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)

Table 37-4

Educational status	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%						
Illiterate	21.20	1.06	0.00	0.35	0.00	43.82	56.89
Literate	29.15	1.31	0.29	0.26	0.85	38.55	59.20
Primary	28.18	1.46	0.41	0.58	0.95	32.15	64.70
Intermediate	33.73	1.79	0.72	0.81	1.46	22.14	64.71
Secondary or equivalent	43.20	2.31	1.19	1.12	2.62	17.54	58.10
Diploma	44.90	2.82	1.04	1.67	2.47	13.53	60.03
University degree	46.34	2.81	1.25	0.87	2.45	11.01	58.30
Higher diploma	39.74	1.92	0.64	1.28	3.21	10.26	64.10
Masters	45.78	2.18	0.27	0.27	1.63	5.99	58.58
PhD	48.37	1.40	0.93	1.86	2.33	4.19	55.81
Total percentage	38.82	2.13	0.91	0.90	1.97	20.48	60.58

**Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)**

Table 37-5

Occupational status	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%						
Employed	41.01	2.45	0.95	0.99	2.08	19.80	59.59
Student	35.73	1.78	0.81	1.04	2.21	17.57	64.17
Housewife	43.44	1.87	1.05	0.81	1.96	21.52	56.52
Retired	34.72	3.00	0.84	0.75	1.72	19.06	63.12
Other	41.96	3.23	1.35	0.78	1.87	18.43	62.05
Total percentage	40.10	2.22	0.95	0.94	2.06	19.60	60.19

**Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)**

Table 37-6

Marital status	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%						
Never been married	36.94	1.93	0.92	0.99	2.05	18.29	63.76
Married	42.01	2.40	0.99	0.93	2.07	20.22	58.02
Divorced	43.57	3.16	0.45	0.90	2.26	23.25	60.50
Widowed	39.81	1.18	0.47	0.00	1.18	27.73	58.06
Total percentage	40.10	2.22	0.95	0.94	2.06	19.60	60.19

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the reasons why individuals do not make online purchase of goods and services (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)**

Table 37-7

Administrative regions	Prefer to shop personally and deal directly with the product or service provider	Security concerns	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
Riyadh	34.86	1.84	0.95	1.07	2.66	22.51	61.29
Makkah	44.02	1.09	0.49	0.81	2.58	20.16	57.65
Medina	35.52	3.25	5.13	0.48	0.66	24.52	66.95
Qassim	42.14	0.76	0.61	0.76	3.32	20.46	57.94
Eastern region	33.08	1.56	0.29	0.76	1.34	20.23	62.97
Asir	46.92	3.68	0.14	0.51	3.37	17.65	52.80
Tabuk	38.24	2.16	0.49	0.77	1.01	25.02	70.03
Hail	26.93	3.32	0.88	1.40	1.36	14.98	65.00
Northern Borders	42.41	0.99	0.93	1.99	3.28	19.55	59.05
Jazan	35.77	0.32	0.28	0.28	0.08	16.80	62.46
Najran	49.61	8.28	1.25	0.90	1.21	16.17	50.86
Al-Baha	29.97	2.47	1.88	1.23	1.07	15.71	78.71
Al-Jouf	43.45	1.45	0.68	0.90	0.60	28.96	50.02
Total percentage	38.82	2.13	0.91	0.90	1.97	20.48	60.58

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of online E-services that individuals used (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 38-1

Gender	To obtain information from government agencies (e.g., from websites or by email)	To benefit from government services (e.g., Abshar)	To obtain and complete government electronic forms	To process online payments for government agencies
	%			
Male	24.81	72.19	43.07	51.18
Female	29.87	52.86	42.61	46.19
Total percentage	25.62	69.10	42.99	50.38

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of online E-services that individuals used (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)

Table 38-2

Age Groups	To obtain information from government agencies (e.g., from websites or by email)	To benefit from government services (e.g., Abshar)	To obtain and complete government electronic forms	To process online payments for government agencies
	%			
12-14	44.68	53.19	34.04	44.68
15-19	27.18	51.06	37.20	48.42
20-24	27.94	62.12	41.68	49.18
25-29	24.46	69.25	43.86	48.59
30-34	22.81	70.92	41.11	49.42
35-39	24.69	70.20	42.49	52.15
40-44	26.86	70.72	43.31	53.07
45-49	25.63	72.57	47.15	51.46
50-54	28.25	73.52	45.11	49.75
55-59	24.55	72.54	47.99	52.29
60-65	27.92	76.81	41.64	49.53
Total percentage	25.62	69.10	42.99	50.38

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of online E-services that individuals used (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 38-3

Nationality	To obtain information from government agencies (e.g., from websites or by email)	To benefit from government services (e.g., Abshar)	To obtain and complete government electronic forms	To process online payments for government agencies
	%			
Saudi	27.18	71.54	43.45	51.31
Non-Saudi	19.81	60.02	41.31	46.94
Total percentage	25.62	69.10	42.99	50.38

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of online E-services that individuals used (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)**

Table 38-4

Educational status	To obtain information from government agencies (e.g., from websites or by email)	To benefit from government services (e.g., Abshar)	To obtain and complete government electronic forms	To process online payments for government agencies
	%			
Illiterate	40.00	60.00	60.00	20.00
Literate	20.83	68.91	44.23	50.64
Primary	21.46	72.63	35.30	44.79
Intermediate	21.58	65.10	34.71	44.78
Secondary or equivalent	23.60	68.72	41.10	50.65
Diploma	24.09	69.11	44.79	52.90
University degree	28.85	70.36	46.69	51.57
Higher diploma	26.21	63.11	55.34	47.57
Masters	36.41	69.75	46.78	49.02
PhD	40.00	65.56	51.67	51.67
Total percentage	25.62	69.10	42.99	50.38

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of online E-services that individuals used (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)**

Table 38-5

Occupational status	To obtain information from government agencies (e.g., from websites or by email)	To benefit from government services (e.g., Abshar)	To obtain and complete government electronic forms	To process online payments for government agencies
	%			
Employed	25.35	71.67	44.02	51.69
Student	28.01	56.72	41.08	48.80
Housewife	21.77	54.99	37.51	41.08
Retired	24.26	79.28	42.18	49.85
Other	29.53	68.26	42.62	49.61
<b>Total percentage</b>	<b>25.56</b>	<b>69.14</b>	<b>43.02</b>	<b>50.40</b>

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of online E-services that individuals used (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)**

Table 38-6

Marital status	To obtain information from government agencies (e.g., from websites or by email)	To benefit from government services (e.g., Abshar)	To obtain and complete government electronic forms	To process online payments for government agencies
	%			
Never been married	27.72	64.87	42.61	49.64
Married	24.62	70.98	43.19	50.72
Divorced	25.12	72.51	40.76	51.66
Widowed	29.47	60.00	48.42	48.42
Total percentage	25.56	69.14	43.02	50.40

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of online E-services that individuals used (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)

Table 38-7

Administrative regions	To obtain information from government agencies (e.g., from websites or by email)	To benefit from government services (e.g., Abshar)	To obtain and complete government electronic forms	To process online payments for government agencies
Riyadh	28.19	67.42	43.32	51.12
Makkah	30.27	68.74	47.35	51.87
Medina	22.43	71.48	43.13	57.22
Qassim	53.17	69.74	49.62	43.36
Eastern region	19.40	80.36	40.80	43.01
Asir	35.01	58.32	51.03	50.31
Tabuk	21.97	77.52	36.65	41.00
Hail	16.54	65.07	31.53	57.03
Northern Borders	14.38	52.21	35.90	60.02
Jazan	13.58	62.41	37.32	53.33
Najran	19.86	78.87	42.15	39.38
Al-Baha	14.60	62.48	46.09	69.65
Al-Jouf	23.26	70.49	38.81	52.62
Total percentage	25.62	69.10	42.99	50.38

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 39-1

Gender	Last week	More than a week and less than a month	More than a month and less than three months
	%		
Male	20.26	38.35	41.39
Female	18.16	40.96	40.89
Total percentage	19.93	38.77	41.31

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)**

Table 39-2

Age Groups	Last week	More than a week and less than a month	More than a month and less than three months
	%		
12-14	27.66	42.55	29.79
15-19	18.07	39.05	42.88
20-24	19.88	38.82	41.30
25-29	19.14	39.35	41.51
30-34	19.50	38.48	42.02
35-39	20.90	37.82	41.28
40-44	20.32	39.84	39.84
45-49	19.86	40.21	39.93
50-54	19.73	37.10	43.17
55-59	22.33	37.73	39.94
60-65	19.24	38.49	42.27
Total parentage	19.93	38.77	41.31

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)**

Table 39-3

Nationality	Last week	More than a week and less than a month	More than a month and less than three months
	%		
Saudi	20.84	40.10	39.06
Non-Saudi	16.53	33.80	49.67
Total percentage	19.93	38.77	41.31

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)**

Table 39-4

Educational status	Last week	More than a week and less than a month	More than a month and less than three months
	%		
Illiterate	20.00	20.00	60.00
Literate	17.63	31.73	50.64
Primary	14.46	38.88	46.66
Intermediate	16.32	37.59	46.09
Secondary or equivalent	18.38	39.07	42.55
Diploma	23.69	38.94	37.37
University degree	21.82	39.02	39.16
Higher diploma	20.39	39.81	39.81
Masters	23.81	39.22	36.97
PhD	20.56	39.44	40.00
Total percentage	19.93	38.77	41.31

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)**

Table 39-5

Educational status	Last week	More than a week and less than a month	More than a month and less than three months
	%		
Employed	20.44	38.70	40.86
Student	19.27	40.06	40.66
Housewife	17.11	36.41	46.48
Retired	19.99	37.76	42.26
Other	17.36	41.06	41.58
Total percentage	19.90	38.76	41.34

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)**

Table 39-6

Marital status	Last week	More than a week and less than a month	More than a month and less than three months
	%		
Never been married	19.39	38.41	42.19
Married	20.25	38.82	40.93
Divorced	17.54	41.23	41.23
Widowed	9.47	44.21	46.32
Total percentage	19.90	38.76	41.34

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the last time individuals implemented online governmental transactions (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)**

Table 39-7

Administrative regions	Last week	More than a week and less than a month	More than a month and less than three months
Riyadh	21.87	36.85	41.28
Makkah	17.57	38.59	43.84
Medina	15.30	31.65	53.04
Qassim	11.92	45.56	42.52
Eastern region	22.00	35.79	42.20
Asir	29.98	39.53	30.49
Tabuk	9.96	38.06	51.98
Hail	14.53	36.63	48.84
Northern Borders	24.24	36.69	39.07
Jazan	14.30	40.02	45.68
Najran	21.71	43.30	34.99
Al-Baha	30.35	48.40	21.25
Al-Jouf	26.02	37.79	36.19
<b>Total percentage</b>	<b>19.93</b>	<b>38.77</b>	<b>41.31</b>

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 40-1

Gender	Security concerns (such as: providing details of the bank account)	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%					
Male	4.37	2.20	0.45	0.81	30.85	75.76
Female	3.13	1.94	0.36	0.70	28.41	80.04
Total percentage	3.75	2.07	0.41	0.75	29.64	77.88

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)**

Table 40-2

Age Groups	Security concerns (such as: providing details of the bank account)	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%					
12-14	1.20	0.51	0.10	0.38	36.60	76.47
15-19	2.66	1.88	0.42	0.54	27.03	81.65
20-24	4.55	2.69	0.68	0.86	23.99	80.86
25-29	4.58	2.23	0.48	1.05	28.30	77.67
30-34	4.60	2.75	0.38	0.84	30.73	76.21
35-39	4.37	2.30	0.46	0.70	32.38	74.56
40-44	3.76	2.15	0.30	0.87	33.05	74.67
45-49	3.84	1.77	0.30	1.05	32.87	76.09
50-54	3.15	1.52	0.16	0.54	31.67	77.22
55-59	3.50	1.14	0.28	0.47	29.83	77.56
60-65	2.73	1.05	0.21	0.21	27.97	80.02
Total percentage	3.75	2.07	0.41	0.75	29.64	77.88

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)**

Table 40-3

Nationality	Security concerns (such as: providing details of the bank account)	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%					
Saudi	4.36	2.52	0.48	0.87	26.50	79.36
Non-Saudi	2.60	1.22	0.28	0.54	35.63	75.07
Total percentage	3.75	2.07	0.41	0.75	29.64	77.88

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)**

Table 40-4

Educational status	Security concerns (such as: providing details of the bank account)	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%					
Illiterate	2.86	1.07	0.00	0.00	52.14	62.86
Literate	2.30	1.01	0.16	0.31	48.76	67.11
Primary	2.07	1.45	0.32	0.48	38.29	74.98
Intermediate	2.99	1.76	0.35	0.51	30.98	78.01
Secondary or equivalent	4.61	2.43	0.50	1.14	26.94	78.25
Diploma	4.97	2.46	0.31	0.47	25.46	79.19
University degree	4.73	2.81	0.53	0.85	18.42	84.09
Higher diploma	2.46	1.64	0.00	2.46	18.03	85.25
Masters	5.70	1.75	0.44	1.32	5.70	89.47
PhD	17.09	0.85	0.85	0.85	7.69	76.07
Total percentage	3.75	2.07	0.41	0.75	29.64	77.88

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)**

Table 40-5

Occupational status	Security concerns (such as: providing details of the bank account)	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%					
Employed	4.73	2.31	0.40	0.83	33.23	73.69
Student	3.65	2.19	0.52	0.70	24.20	81.81
Housewife	3.10	1.94	0.36	0.72	30.25	78.84
Retired	5.00	1.75	0.50	1.08	20.98	80.85
Other	4.18	3.29	0.57	1.14	23.48	82.28
Total percentage	3.94	2.19	0.43	0.78	29.12	77.99

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)**

Table 40-6

Marital status	Security concerns (such as: providing details of the bank account)	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
	%					
Never been married	3.91	2.37	0.55	0.71	25.72	80.91
Married	4.01	2.09	0.35	0.84	31.44	75.84
Divorced	2.99	1.36	0.54	0.54	30.16	82.34
Widowed	2.34	1.04	0.00	0.78	36.62	75.58
Total percentage	3.94	2.19	0.43	0.78	29.12	77.99

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the reasons why individuals do not implement online governmental transactions (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)**

Table 40-7

Administrative regions	Security concerns (such as: providing details of the bank account)	Concerns related to privacy (e.g., providing personal details)	Technical concerns (related to websites, payment or delivery)	Trust concerns ( related to guarantees, receipt or return of products)	Lack of knowledge and skills	Not interested
Riyadh	1.08	0.58	0.34	0.46	25.48	81.38
Makkah	3.14	0.60	0.21	0.94	28.03	80.83
Medina	4.89	6.88	0.08	0.20	34.56	75.88
Qassim	5.34	1.10	0.62	1.24	24.50	80.44
Eastern region	4.03	0.40	0.14	0.12	32.90	75.90
Asir	13.91	6.20	0.66	2.98	31.18	64.56
Tabuk	2.27	0.89	0.27	0.19	29.83	89.75
Hail	0.65	0.70	0.15	0.20	18.72	85.80
Northern Borders	2.68	3.98	0.93	0.45	34.71	72.06
Jazan	0.49	0.59	0.05	0.20	20.05	86.05
Najran	5.78	5.94	2.03	2.29	40.75	62.12
Al-Baha	4.63	3.41	0.73	0.55	21.24	91.05
Al-Jouf	2.45	2.30	0.10	0.30	49.05	61.24
<b>Total percentage</b>	<b>3.75</b>	<b>2.07</b>	<b>0.41</b>	<b>0.75</b>	<b>29.64</b>	<b>77.88</b>

**Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by gender kingdom-wide, for the age group (12-65)**

Table 41-1

Gender	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Male	53.63	51.14	0.93	0.99	46.37
Female	53.80	51.23	1.06	1.11	46.20
Total percentage	53.69	51.17	0.98	1.04	46.30

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)

Table 41-2

Age Groups	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
12-14	51.08	48.51	1.05	1.18	48.92
15-19	55.20	53.05	1.06	1.08	44.80
20-24	58.58	55.91	1.50	1.23	41.42
25-29	55.52	52.80	0.88	0.83	44.48
30-34	52.80	50.45	0.82	0.77	47.20
35-39	53.42	50.71	0.70	1.18	46.58
40-44	52.00	49.49	0.92	1.01	48.00
45-49	53.30	50.83	0.81	0.81	46.70
50-54	48.78	46.27	1.02	1.35	51.22
55-59	46.99	44.18	1.01	1.52	53.01
60-65	44.92	42.65	1.14	0.88	55.02
Total percentage	53.69	51.17	0.98	1.04	46.30

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)

Table 41-3

Nationality	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Saudi	57.96	55.38	1.31	1.22	42.03
Non-Saudi	44.01	41.64	0.26	0.61	55.99
Total percentage	53.69	51.17	0.98	1.04	46.30

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)

Table 41-4

Educational status	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Illiterate	55.09	52.63	2.46	0.70	44.91
Literate	55.43	52.16	0.77	1.55	44.54
Primary	51.80	49.23	0.86	0.83	48.20
Intermediate	50.64	48.30	0.87	0.93	49.36
Secondary or equivalent	56.69	54.10	0.96	1.04	43.31
Diploma	52.36	49.95	0.92	0.98	47.64
University degree	53.49	51.10	1.21	1.13	46.51
Higher diploma	41.33	37.33	1.78	1.33	58.67
Masters	49.06	46.84	1.37	1.03	50.94
PhD	36.03	34.68	0.67	0.67	63.97
Total percentage	53.69	51.17	0.98	1.04	46.30

Source: Individuals and Households' ICT Access and Usage 2018

**Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)**

Table 41-5

Occupational status	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Employed	52.28	49.74	0.72	0.87	47.72
Student	57.10	54.66	1.41	1.31	42.90
Housewife	52.43	49.81	0.69	0.89	47.57
Retired	50.84	48.22	1.33	1.56	49.12
Other	63.82	61.86	2.72	1.45	36.18
Total percentage	53.83	51.31	0.98	1.03	46.17

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)

Table 41-6

Marital status	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Never been married	56.09	53.68	1.22	1.11	43.91
Married	52.41	49.83	0.84	0.98	47.59
Divorced	56.48	54.23	1.21	1.21	43.52
Widowed	51.67	48.96	0.21	0.63	48.33
Total percentage	53.83	51.31	0.98	1.03	46.17

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the obstacles an individual faced while using internet (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)

Table 41-7

Administrative regions	Frequent internet interruptions	Slow internet browsing	Dealing with secure context of websites and web pages	Content is unavailable/ not found	No difficulties
	%				
Riyadh	48.51	44.82	1.53	0.92	51.49
Makkah	50.01	47.74	2.06	1.11	49.99
Medina	69.10	66.65	0.00	0.32	30.90
Qassim	72.07	70.27	0.06	0.52	27.93
Eastern region	46.97	44.30	0.36	0.66	53.03
Asir	60.07	55.80	0.74	0.19	39.93
Tabuk	65.01	61.57	0.00	1.39	34.99
Hail	52.24	51.00	0.19	0.23	47.76
Northern Borders	54.83	52.79	2.91	0.56	45.17
Jazan	25.93	23.75	0.06	0.47	74.04
Najran	64.45	63.63	0.18	4.60	35.55
Al-Baha	74.26	72.85	1.65	4.08	25.74
Al-Jouf	43.16	42.12	0.04	0.22	56.84
Total percentage	53.69	51.17	0.98	1.04	46.30

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by gender kingdom-wide, for the age group (12-65)

Table 42-1

Gender	No need to use the internet (not useful, nothing interesting)	Lack of knowledge on how to use the internet	High internet costs	Privacy and security concerns	Internet service is not available in the region	Cultural and social reasons	Lack of knowledge on the internet	Using internet is not allowed	Lack of local content	Other
	%									
Male	42.20	40.67	16.36	0.98	0.88	6.64	25.51	9.22	0.81	0.55
Female	37.32	45.51	8.52	0.96	0.42	7.71	30.10	10.60	1.08	0.23
Total percentage	39.50	43.35	12.02	0.97	0.63	7.23	28.05	9.98	0.96	0.37

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by age groups kingdom-wide, for the age group (12-65)

Table 42-2

Age Groups	No need to use the internet (not useful, nothing interesting)	Lack of knowledge on how to use the internet	High internet costs	Privacy and security concerns	Internet service is not available in the region	Cultural and social reasons	Lack of knowledge on the internet	Using internet is not allowed	Lack of local content	Other
%										
12-14	36.01	31.91	7.87	1.64	0.35	10.98	23.04	23.09	1.08	0.22
15-19	36.40	20.06	18.72	1.86	1.03	15.20	13.65	23.27	1.76	1.14
20-24	46.92	23.33	21.79	1.54	1.28	10.26	20.00	14.10	1.28	1.03
25-29	46.75	35.22	23.69	1.05	1.47	6.71	26.62	5.45	1.26	0.42
30-34	37.30	41.12	23.37	0.67	1.57	4.49	31.91	6.97	1.57	0.00
35-39	41.72	44.48	20.00	0.69	0.52	7.41	31.03	3.62	1.21	0.34
40-44	44.04	48.42	12.82	0.90	0.75	5.43	27.75	2.26	0.90	0.45
45-49	39.44	53.03	13.00	0.44	0.89	4.43	32.35	1.48	0.89	0.15
50-54	41.98	58.72	8.14	0.81	0.23	3.37	33.37	0.81	0.12	0.35
55-59	42.50	58.51	6.43	0.13	0.38	2.77	36.44	0.50	0.63	0.25
60-65	36.96	64.69	4.29	0.00	0.25	2.06	37.87	0.66	0.41	0.17
Total percentage	39.50	43.35	12.02	0.97	0.63	7.23	28.05	9.98	0.96	0.37

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by nationality kingdom-wide, for the age group (12-65)

Table 42-3

Nationality	No need to use the internet (not useful, nothing interesting)	Lack of knowledge on how to use the internet	High internet costs	Privacy and security concerns	Internet service is not available in the region	Cultural and social reasons	Lack of knowledge on the internet	Using internet is not allowed	Lack of local content	Other
	%									
Saudi	38.02	45.47	6.95	0.89	0.81	7.68	28.19	10.59	0.39	0.45
Non-Saudi	42.37	39.24	21.83	1.13	0.28	6.36	27.78	8.80	2.07	0.22
Total percentage	39.50	43.35	12.02	0.97	0.63	7.23	28.05	9.98	0.96	0.37

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by educational status kingdom-wide, for the age group (12-65)

Table 42-4

Educational status	No need to use the internet (not useful, nothing interesting)	Lack of knowledge on how to use the internet	High internet costs	Privacy and security concerns	Internet service is not available in the region	Cultural and social reasons	Lack of knowledge on the internet	Using internet is not allowed	Lack of local content	Other
	%									
Illiterate	35.69	64.08	6.41	0.35	0.23	3.97	47.17	1.28	0.41	0.70
Literate	38.10	55.48	10.18	0.92	0.42	4.76	32.44	6.93	1.16	0.21
Primary	36.50	37.67	12.25	1.13	0.31	8.96	25.01	15.46	1.16	0.24
Intermediate	52.05	0.00	22.81	0.94	1.75	14.39	0.00	20.12	0.94	0.58
Secondary or equivalent	53.88	0.24	24.71	2.59	3.29	15.06	0.00	11.53	0.47	0.47
Diploma	77.42	0.00	16.13	0.00	0.00	0.00	0.00	9.68	0.00	0.00
University degree	67.69	0.00	18.46	3.08	4.62	1.54	0.00	7.69	0.00	3.08
Higher diploma	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MA	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PhD	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total percentage	39.50	43.35	12.02	0.97	0.63	7.23	28.05	9.98	0.96	0.37

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by occupational status kingdom-wide, for the age group (15-65)

Table 42-5

Occupational status	No need to use the internet (not useful, nothing interesting)	Lack of knowledge on how to use the internet	High internet costs	Privacy and security concerns	Internet service is not available in the region	Cultural and social reasons	Lack of knowledge on the internet	Using internet is not allowed	Lack of local content	Other
	%									
Employed	45.98	44.73	21.98	0.77	0.77	4.43	28.48	3.37	0.72	0.19
Student	37.27	14.06	19.70	1.70	1.28	16.72	10.33	25.67	1.49	0.53
Housewife	38.33	56.11	7.74	0.57	0.51	4.70	36.22	2.27	1.04	0.09
Retired	41.98	56.22	4.32	0.00	0.36	2.34	26.67	0.72	0.00	0.72
Other	36.42	54.32	10.49	0.93	1.54	4.01	34.88	4.63	0.93	4.32
Total percentage	40.64	47.10	13.38	0.75	0.72	6.00	29.69	5.69	0.92	0.42

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by marital status kingdom-wide, for the age group (15-65)

Table 42-6

Marital status	No need to use the internet (not useful, nothing interesting)	Lack of knowledge on how to use the internet	High internet costs	Privacy and security concerns	Internet service is not available in the region	Cultural and social reasons	Lack of knowledge on the internet	Using internet is not allowed	Lack of local content	Other
	%									
Never been married	38.86	25.58	18.07	1.62	1.04	11.55	18.94	16.97	1.39	1.10
Married	41.78	52.16	12.65	0.45	0.70	4.29	32.16	2.22	0.77	0.23
Divorced	46.28	58.68	11.57	0.00	0.00	6.61	43.80	2.48	1.65	0.00
Widowed	35.06	70.31	4.79	0.77	0.00	2.87	39.85	0.19	0.57	0.00
Total percentage	40.64	47.10	13.38	0.75	0.72	6.00	29.69	5.69	0.92	0.42

Source: Individuals and Households' ICT Access and Usage 2018

Percentage distribution of the reasons why individuals do not use internet (during the last 3 months) by administrative regions kingdom-wide, for the age group (12-65)

Table 42-7

Administrative regions	No need to use the internet (not useful, nothing interesting)	Lack of knowledge on how to use the internet	High internet costs	Privacy and security concerns	Internet service is not available in the region	Cultural and social reasons	Lack of knowledge on the internet	Using internet is not allowed	Lack of local content	Other
%										
Riyadh	46.20	44.55	15.93	1.00	0.07	7.03	25.32	8.32	0.50	0.65
Makkah	35.74	39.86	13.95	1.69	0.46	10.11	30.68	11.91	3.66	0.64
Medina	53.82	32.08	12.29	0.75	0.60	4.65	26.84	16.64	0.00	0.30
Qassim	39.59	28.73	17.31	0.55	4.79	23.76	20.26	10.87	0.00	0.37
Eastern region	27.34	49.80	8.20	0.00	0.20	3.91	16.99	11.72	0.78	0.39
Asir	40.68	49.85	6.07	4.14	0.74	6.36	31.80	1.63	0.44	0.15
Tabuk	40.19	64.07	6.15	0.00	0.71	9.93	38.06	9.69	0.47	0.95
Hail	40.30	36.85	5.17	0.43	0.43	5.39	43.97	6.25	0.65	0.22
Northern Borders	41.37	55.11	5.63	0.18	0.00	2.99	24.82	7.04	0.70	0.00
Jazan	34.52	58.10	11.73	0.53	0.13	2.11	30.30	3.95	0.40	0.26
Najran	49.85	36.54	3.70	0.30	0.89	6.66	30.33	12.87	0.00	0.15
Al-Baha	29.93	33.49	15.20	0.71	0.48	2.85	27.79	22.33	0.24	0.00
Al-Jouf	25.14	38.34	26.40	0.00	0.00	4.70	18.08	9.58	0.00	0.00
Total percentage	39.50	43.35	12.02	0.97	0.63	7.23	28.05	9.98	0.96	0.37

Source: Individuals and Households' ICT Access and Usage 2018

