NATIONAL SURVEY ON ACCESS AND USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS IN MALAWI 2023

MACRA

Malawi Communications Regulatory
Authority. MACRA
1st Floor, Green Heritage House
2 Khonje Close
City Centre
P.O. Box 30214
Lilongwe
207213

National statistical Office,
P.O. box 333,
Zomba

FOREWORD

It is with great pleasure to present the National Survey on Access and Use of Information and Communication Technologies (ICTs) services by households and individuals in Malawi. In the age where technology is an integral part of our daily life, understanding how people access and utilize ICTs is essential for shaping policies, fostering digital inclusion, and driving innovation across multiple sectors to ensure robust economic growth.

The Malawi 2063 and its first 10-year implementation plan recognize ICT development as an enabler of inclusive wealth creation. It emphasizes having a robust ICT infrastructure with cross-country coverage of reliable and affordable services fostering technological adoption and digital access. To achieve this, the National Digitalization Policy 2023-2028 sets out objectives and a strategic framework that will provide direction on how Malawi can leverage the survey to benefit its people and implement appropriate institutional, regulatory, and legal frameworks to ensure robust and reliable ICT infrastructure. It is for this reason that the Authority is committed to ensuring that affordable, secure, and universal communication services are available to all Malawians. Therefore, this survey aims to provide a comprehensive overview of the current state of ICT access and usage nationwide. By gathering data from a broad spectrum of households and individuals, we can gain valuable insights into the digital landscape, identify disparities in access and utilization, and make informed decisions to bridge the digital divide.

The findings of this survey will not only inform policymakers but also guide private enterprises, technology developers, and all relevant stakeholders. It will empower them to tailor their strategies and services to meet the population's evolving needs.

I encourage everyone to engage with the results of this survey and I hope that the insights derived from this research will pave the way for a more digitally inclusive and innovative society. Together, we can work towards a future where the benefits of ICT services are accessible to all and therefore leave no one behind.

Daud SULEMAN
DIRECTOR GENERAL
MALAWI COMMUNICATIONS REGULATORY AUTHORITY

PREFACE

The report on the 2023 Access and Use of Information and Communication Technologies (ICTs) Services Survey by Households and Individuals in Malawi is the third in its series. The previous ICT reports were based on two surveys that were conducted in 2019 and 2014 by the National Statistical Office (NSO) in collaboration with the Malawi Communications Regulatory Authority (MACRA). The results in this report are based on the survey conducted between May and June 2023. The main objective of the survey was to collect and analyze data on the accessibility and use of ICT services in Malawi. The survey aimed at establishing ICT access levels in the country, determining ICT access gaps, and evaluating barriers to ICT access such as costs, literacy levels, and technological barriers.

The findings in this report have been presented at national, regional, district, rural and urban contexts, and across demographics. The report has also provided policy implications emerging from the findings of the analysis and recommendations for action.

This survey was made possible because of technical and financial support from MACRA and the dedication and expertise of a diverse group of individuals. Specifically, I recognize the leadership and guidance from the former Commission of Statistics, Mrs Lizzie Chikoti during the survey implementation and the important and various roles played by Hector Kankuwe, Bright Mvula, Timothy Mmanga, Imran Chiosa, Twikaleghe Mwalwanda, Phillip Simkonda, Samuel Chipokosa, Isaac Mwale, Benson Chambo and Steve Pakundikana from NSO; Andrew Nyirenda, Linda Kambale, Madalitso Kaunda, Wongani Gondwe and Trevor Kachinga from MACRA and Principal Secretary for Economic Planning and Development, Dr. Jacob Mazalale, then from Economics Department of the University of Malawi.

Lastly, let me express my gratitude to the field staff and the households who participated in this survey. Without the cooperation of the households, it could not have been possible to prepare this report.

Shelton KANYANDA
COMMISSIONER OF STATISTICS
NATIONAL STATISTICAL OFFICE

EXECUTIVE SUMMARY

The 2023 National Survey on Access and Use of Information and Communications Technologies by Households and Individuals in Malawi collected information on access and use of various ICT services and products to measure progress in the adoption of ICTs in the country. This follows previous surveys which were conducted in 2019 and 2014 with the same scope. Specifically, the survey covered access and usage of radio, computer, television, telephone, mobile phone, internet, E-commerce, postal services, digital financial services, cyber security, electrical and electronic waste management, and child online protection. The following are key findings:

i. The proportion of households owning a functional radio is 42.4 percent while that of individuals is 34.1 percent, and 57.2 percent of individuals listen to the radio.

ii. The proportion of households with a working television set across the country is 10.9 percent with individual viewership at 22.2 percent.

iii. Households owning a local TV decoder (Kiliye-Kiliye) are 24.8 percent. There are 68.4 percent of households that have access to local TV stations while 6.8 percent of households have access to pay TV services.

iv. Household ownership of a mobile telephone which is accessible to every household member is at 44.6 percent. At the individual level, ownership of mobile telephones is at 56.6 percent.

v. The proportion of households with access to internet services in Malawi is 18.4 percent. Similarly, internet usage among individuals in the country is at 18.0 percent.

vi. The proportion of individuals with access to the internet who participated in e-commerce is 10.9 percent.

vii. The proportion of households owning a functional computer is 3.3 percent while that of individuals is 2.9 percent.

viii. The proportion of individuals who access postal services is 4.5 percent.

ix. The proportion of individuals who use unregistered courier operators when sending or receiving their parcels is 51.1 percent followed by courier companies and Post Office at 27.2 percent and 21.9 percent, respectively.

x. The proportion of Individuals using digital financial services is 45.1 percent and the proportion of individuals with a mobile money account is 46.8 percent.

xi. The most common cybersecurity incident experienced by individuals is receiving a fraudulent call or SMS asking for money or personal banking details (85.5 percent) followed by identity theft (33.4 percent) and receiving a fraudulent email asking for money or personal banking details (18.2 percent).

xii. Among those who experienced a cyber incident, the majority (85.3 percent) of individuals do not report the incidents that they encounter.

xiii. The proportion of individuals who dispose of e-waste is 53.1 percent.

xiv. There are 4.2 percent of children aged between 9 and 17 years who access the internet of which 23.2 percent experience online incidents that bothered or upset them in some way. However, 46.1 percent did not report such incidents to anyone while 20.5 percent reported to a friend of their age.

TABLE OF CONTENTS

LIST OF FIGURES

LIST OF TABLES

APPENDIX TABLES

ACRONYMS

ABC	African Bible College Radio
ACL	Access Communications Limited
AM	Amplitude Modulation
ATMs	Auto Teller Machines
ATV	Angaliba Television
CAPI	Computer Assisted Personal Interviewing
COVID-19	Coronavirus Disease of 2019
DFS	Digital Financial Services
DSTV	Digital Satellite Television
G4S	Guards for Security Limited
EAs	Enumeration Areas
E-Commerce	Electronic Commerce
E-Waste	Electronic Waste
FM	Frequency Modulation
ICT	Information and Communication Technologies
ITU	International Telecommunications Union
KM	Kilometers
LW	Long Wave
MACRA	Malawi Communications Regulatory Authority
MBC	Malawi Broadcasting Corporation
MIJ	Malawi Institute of Journalism
MIP-1	Malawi 2063 First 10-Year Implementation Plan
MO626	Mobile Operations 626
MPC	Malawi Posts Corporation
MPHC	Malawi Population and Housing Census
MTL	Malawi Telecommunications Limited
MW2063	Malawi 2063
NAS	National Addressing System
NSO	National Statistical Office
POS	Point of Sale
PPS	Probability Proportional to Size
PSUs	Primary Sampling Units
SDA	Seventh Day Adventist Radio
SMS	Short Message Service
STATA	Statistical Software for Data Science
SW	Short Wave
TNM	Telecom Networks Malawi
TV	Television
UNIMA	University of Malawi
USF	Universal Service Fund
WSIS	World Summit on the Information Society
ZBS	Zodiak Broadcasting Station

CHAPTER 1:

BACKGROUND

1.1 INTRODUCTION

The third national survey on access and use of information and communication technologies was conducted at a time when the country was and still is striving to improve development through enhanced connectivity and bridge the digital divide through various forms of digitalization. These will be derived and implemented from the country's main long-term development strategy, the Malawi 2063 (MW2063), as well as other international development goals. The Malawi 2063 First 10-Year Implementation Plan (MIP-1) and any other development strategies will benefit from the wealth of information collected in this survey and will be able to use it to identify key areas of focus and allocate resources more effectively.

Since 2019 when the previous National ICT survey was conducted, there have been many global and domestic socio-economic developmental challenges including COVID-19 and cyclones. These unforeseen crises caused major digital disruptions globally which compelled individuals to rely on the use of various ICT services. Even when the global economy had major uncertainties, the ICT sector in Malawi still managed to make various strides. Quite notably, the cost of mobile services was reduced significantly, making ICT services more affordable and accessible than before. Inclusively, there were more investments in the ICT sector which have allowed increased capacities and delivery of better-quality services.

This report will explore various ICT indicators in the country and help to better understand how the country has responded to various ICT developments. Major players in the ICT sector will be able to identify opportunities for further progress and a more inclusive digital economy. The data from the survey will therefore act as a guide to policy makers, service providers, and the public in general in making more informed decisions that will contribute to the development of the country.

This survey was carried out comprehensively by aligning with international standards and best practice, and indicators such as the ones set by the International Telecommunications Union (ITU). The ICT survey will create a series of reliable data sources and the international alignment enhances credibility as the data is more comparable at a global scale. With this data, ICT progress in Malawi can certainly be compared to that in other countries and as a nation, we can easily adopt international best practices and innovative solutions.

1.2 SURVEY OBJECTIVES

The main objective of the survey was to collect and analyze data on the accessibility and use of ICT services in Malawi.

The following are specific objectives of the survey:

- To assess and understand how households and individuals' access and use ICT services.
- To collect and produce relevant household and individual ICT statistics in line with ITU and World Summit on the Information Society (WSIS) indicators for international and regional comparability.
- Obtain socio-economic information with the view to understanding the usage patterns of ICT services.
- To determine and understand the challenges, constraints and barriers faced in accessing and using ICT services.
- To produce relevant ICT indicators, and subsequently a database, of the access and usage of ICT services in Malawi.

1.3 ORGANIZATION OF THE REPORT

The report is organized into eleven chapters. Chapter 1 presents the introduction and objectives of the third ICT Survey. Chapter 2 gives survey methodology, which includes methodology and approach to the survey, development of research tools, fieldwork organization, data collection and data processing. Chapter 3 exhibits demographic characteristics which covers the demographic characteristics of the survey population such as the household size, age and sex distribution of the population based on the sex of the household head, and the dependency ratio. Chapter 4 lays out results on access and use of ICT products and services by households which covers ownership and use of a functional radio, TV, fixed telephone line, mobile phone, computer, internet services, and postal services. Chapter 5 provides results on access and use of ICT products and services by individuals. Chapter 6 presents results on access and use of postal services by individuals which captures individual awareness and use of postal services among other issues. Chapter 6 displays results on access and use of Digital Financial Services by individuals which focuses on the use of Digital Financial Services and ownership of mobile money accounts by individuals. Chapter 7 shows results on E-Commerce which includes its use, methods of payment, methods of delivery and barriers to purchasing goods and services online. Chapter 8 gives results on cybersecurity which includes its awareness and level of its knowledge and reporting of cybersecurity incidents among other topics. Chapter 9 exhibits results on electrical and electronic waste which is on disposal of electrical and electronic waste awareness of the dangers of unsafe disposal of E-waste. Chapter 10 presents results on child online protection which includes child internet access, and finally, Chapter 11 gives a conclusion and policy implications.

CHAPTER 2:

SURVEY METHODOLOGY

2.1 METHODOLOGY AND APPROACH TO THE SURVEY

2.1.1 Survey Design

The 2023 Access and Usage of ICT Services Survey by Households and Individuals in Malawi used a two-stage stratified sampling method. The first stage involved selection of the Enumeration Areas (EAs) which were the primary sampling units (PSUs) defined for 2018 Malawi Population and Housing Census (MPHC). An EA is the smallest operational area established for the census with well-defined boundaries, corresponding to the workload of one census enumerator. The second stage involved selection of households in the EAs. Twenty (20) households were selected from each EA using systematic random sampling method. Malawi is divided into 28 districts and 4 cities, which were also the geographic domains of estimation for the 2023 ICT Survey. The distribution of the EAs and households by district is presented in Appendix 1.

2.1.2 Survey Sample

The survey used 2018 Malawi Population and Housing Census frame to draw a sample of 12,000 households that were interviewed during the survey period. At the first stage, a sample of 600 EAs was drawn from a sampling frame of 18,468 EAs. There were variations in the number of EAs that were selected for each district because the selection was based on the probability proportional to population size (PPS) for each district. The number of EAs selected in each district was in the range of 4 to 50. For example, 4 EAs were selected for Likoma and 50 EAs were selected for Lilongwe Rural. At the second stage, a listing of households was conducted within each selected EA and a sample of 20 households was drawn from these listed households.

2.1.3 Data Collection Method

Enumerators collected data from respondents using tablets during the field work. The survey used Computer Assisted Personal Interviewing (CAPI) based on Survey Solutions, a World Bank software for managing large and/or complex surveys.

2.2 DEVELOPMENT OF RESEARCH TOOLS

2.2.1 Survey Questionnaire

The survey was designed to collect data from respondents using a structured questionnaire. The questionnaire was designed to collect data on access and use of ICT services at both household and individual levels.

2.2.2 Enumerators' Manual

Enumerators' manual was developed for use during training and field work. The manual had the following important information:

- Defined concepts used in the survey.
- Discussed how to approach and identify households.

- How questions should be asked and
- Discussed how listing and selecting of households in the selected enumeration areas should be conducted.

2.2.3 Listing and Household Selection

Listing was done to update the household list within the selected EA. A form was designed to facilitate the listing of all households in the selected EAs. The procedure used in listing the households in the EAs was provided in the Enumerators' Manual. In each selected EA, the team first listed all households in the area from which 20 households were randomly selected for interviews. The distribution of the selected EAs and households is presented in Appendix 1.

2.2.4 Training of Enumerators and Field Practice

Following an open advertisement for the survey, a total of 90 enumerators were recruited and trained. The enumerators were trained at Mandevu Farm in Machinga from 2nd to 7th May 2023. The training was conducted by senior officials from NSO, MACRA and UNIMA. It involved going through the survey manual and questionnaire. During the training, 15 enumerators were identified as supervisors. Facilitators, supervisors, and enumerators discussed questions on how best to capture the survey data. It was also during the training that every question in the questionnaire was translated into vernacular languages, namely, Chichewa, Chitumbuka and Chiyao. This was done to improve understanding of the questions by the enumerators as well as the respondents during questionnaire administration. The enumerators were also involved in field practice and mock interviews to enhance their understanding of the questionnaire.

2.2.5 Enumeration Area Maps and Questionnaires

Digital maps for the EAs and household questionnaires were loaded into the tablet of each enumerator and the field staff were also supplemented by printed copies. District maps were also printed for use by the supervisors. Similarly, questionnaires were printed for use by enumerators in case of tablet failure.

2.2.6 Advocacy

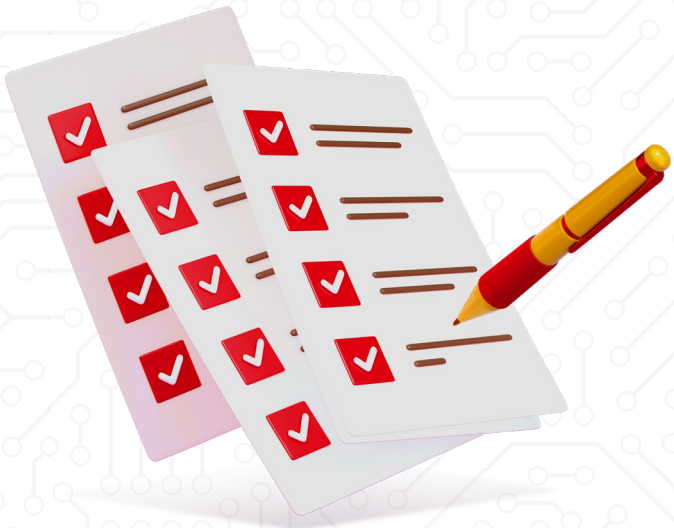
Advocacy was conducted before and during the survey period through electronic media, print media and face to face with local leaders (traditional authorities and village heads). The main objective of advocacy was public awareness and to request them for their cooperation during the survey implementation period. The advocacy was done through meetings with selected radio stations, television stations, local leaders, police, and District Commissioners.

2.3 FIELDWORK ORGANIZATION AND DATA COLLECTION

Fifteen (15) teams comprising a team leader, 5 enumerators and a driver were formed and deployed to conduct the survey. The field teams were supervised by the survey management team from NSO, MACRA and UNIMA throughout the data collection period. Data collection took place from 10th May to 7th July 2023.

2.4 DATA PROCESSING

To ensure quality and timely availability of data, the Third ICT survey was implemented using the World Bank's Survey Solutions CAPI software. Data was collected using a GPS enabled Lenovo tablet. The NSO management team assigned work to supervisors based on the regions where they were allocated. Supervisors then made assignments to the enumerators which were linked to their supervisor account. The assignments and completed interviews were synchronized to the NSO server using Wi-Fi connection. The data was available in real time, and it was monitored closely throughout the entire data collection period. Upon receipt of the data at headquarters, data was exported to STATA for other consistency checks, data cleaning and analysis.
To obtain statistics that are representative of the total population, the distribution of the individuals and households in the sample was weighted (or mathematically adjusted) such that it resembled the true distribution in the country. Therefore, the results presented in this report were adjusted using the sample weights.



CHAPTER 3:

DEMOGRAPHIC CHARACTERISTICS

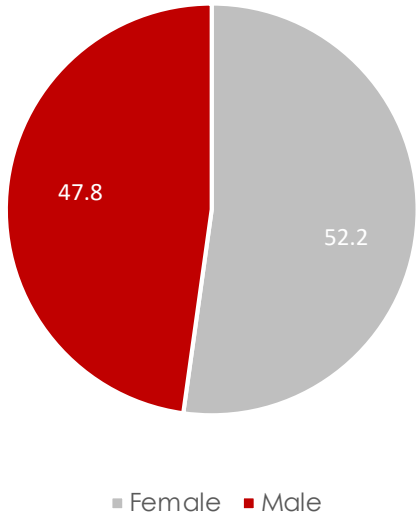
3.1 INTRODUCTION

This chapter describes demographic characteristics of the survey population. A household consists of one or more people, related or unrelated, who live together and make common provisions for food, and recognize one member as a head. They regularly take their food from the same pot and/or share the same grain store (nkhokwe) and pool their incomes for the purchases of food. A household head is the person who makes economic decisions in the household. The demographic characteristics presented in this chapter include age and sex distribution, household size, and dependency ratio.

3.2 AGE AND SEX DISTRIBUTION

The survey established that 52.2 percent of the population are females while 47.8 percent of them are males (Figure 3.1).

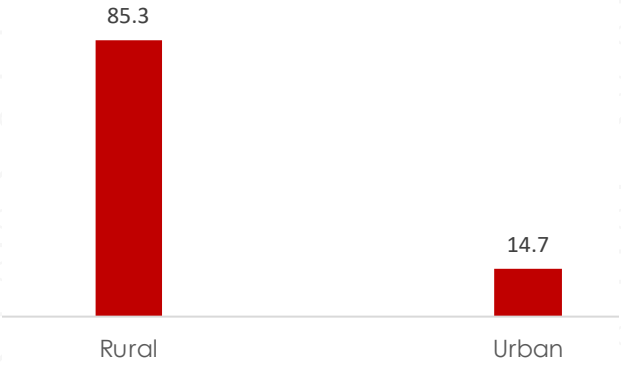
Figure 3.1: Percentage Distribution of Population by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The population for urban areas is at 14.7 percent while that of rural areas is at 85.3 percent (Figure 3.2).

Figure 3.2: Percentage Distribution of Population by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Overall, about 13 percent of the population is aged 4 years and below. More than half of the population (53.1 percent) is economically active; aged between 15 and 64 years, and about 3 percent is aged 65 years or older. In the rural areas, about 13 percent of the population is aged 5 years or younger compared to 11.6 percent in the urban areas. The economically active population is about 60 percent in the urban areas compared to about 52 percent in the rural areas. Almost 3.1 percent of the population in the rural areas is aged 65 years or older compared to 2.2 percent in the urban areas (Table 3.1).

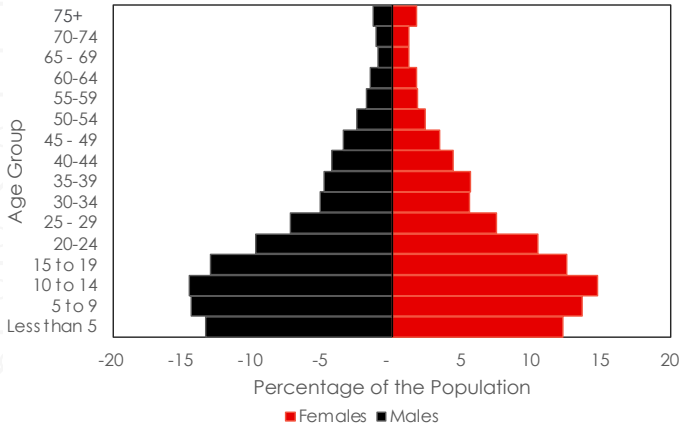
Table 3.1: Percentage Distribution of Population by Age and Place of Residence, ICT 2023

Age group	Place of residence		
	Rural	Urban	Malawi
Total	100.0	100.0	100
Less than 5	12.7	11.6	12.5
5 to 9	15.4	12.8	15.0
10 to 14	16.9	13.1	16.3
15 to 24	22.5	24.2	22.7
25 to 34	10.6	14.7	11.2
35 to 44	9.7	11.9	9.9
45 to 54	5.9	6.3	6.0
55 to 64	3.3	3.3	3.3
65 to 74	1.9	1.5	1.9
75+	1.2	0.7	1.1

Source: National Statistical Office, Survey on Access and Use of ICT 2023

Figure 3.3 presents a population pyramid exhibiting population structure for Malawi by sex and age groups. It reveals that the largest proportion of the general population comprises young people as about 54 percent of the population is aged 19 years and below.

Figure 3.3: Population Pyramid for Malawi, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

3.3 HOUSEHOLD SIZE

At the national level, the average household size is 5.2. Analysis by place of residence shows that rural areas have a higher average household size of 5.2 compared to urban areas at 5.1 (Table 3. 2).

At the regional level, the northern region has the highest average household size of 6.0, followed by the Southern region and the Central region at 5.0 each.

Analysis by sex of the household head indicates that male-headed households have a higher average household size of 5.3 compared to 4.9 of female-headed households.

In terms of education status of a household head, results reveal that households with a household head having tertiary and post-tertiary education have the highest average population size each at 5.5. The least average household size is 5.0 for those households whose heads have no formal education.

Households whose heads never married have the highest household size (5.8) compared to those households whose heads are married (3.8).

Table 3.2: Average Household Sizes by Place of Residence, Region and Sex, Education Level, and Marital Status of the Household Head, ICT 2023

Background characteristics	Household size
Malawi	5.2
Place of residence	
Rural	5.2
Urban	5.1
Region	
Northern	6.0
Central	5.0
Southern	5.0
Sex of HH Head	
Female	4.9
Male	5.3
Education of HH head	
None	5.0
Primary education or lower	5.4
Lower secondary education	5.4
Upper secondary or post-secondary nontertiary	5.4
Tertiary and post tertiary education	5.5
Marital Status of household head	
Married	3.8
Separated	3.4
Divorced	3.4
Widowed	3.2
Never married	5.8

Source: National Statistical Office, Survey on Access and Use of ICT 2023

The distribution of households by number of members is presented in Table 3.3. At the national level, 40 percent of households have 6 or more members and 1.2 percent have 1 member in the household. In urban areas, 36.5 percent of households have 6 or more members while in rural areas, about 41 percent of the households have 6 or more members.

Most households in the northern region (55.4 percent) have 6 or more members, followed by the Southern region (38.1 percent), and the Central region (37.1 percent).

About 42.7 percent of male-headed households have 6 or more members compared to female-headed counterparts at 34.5 percent.

In terms of education of the household head, households whose heads have no education have the highest proportion of having 6 or more members at around 42.8 percent, followed by those with primary education or lower (39 percent), and lower secondary education (37.3 percent).

Table 3.3: Percent Distribution of Usual Household Members by Place of Residence, Region and Sex, Education Level, and Marital Status of the Household Head, ICT 2023

Background Characteristics	Usual Members				
	1 Person	2-3 Persons	4-5 Persons	6 or more Persons	Total
Malawi	1.2	19.7	39.1	40.0	100.0
Place of residence					
Rural	1.1	19.7	38.6	40.6	100.0
Urban	1.5	19.6	42.5	36.5	100.0
Region					
Northern	0.6	12.1	32.0	55.4	100.0
Central	1.1	20.8	41.0	37.1	100.0
Southern	1.4	20.9	39.5	38.1	100.0
Sex of HH Head					
Female	1.6	23.7	40.1	34.5	100.0
Male	1.0	17.7	38.7	42.7	100.0
Education of HH head					
None	1.0	17.1	39.0	42.8	100.0
Primary education or lower	1.0	22.0	38.2	38.8	100.0
Lower secondary education	1.3	23.6	37.8	37.3	100.0
Upper secondary or post-secondary non-tertiary	2.3	25.4	39.4	32.9	100.0
Tertiary and post tertiary education	3.4	22.9	37.9	35.8	100.0
Marital Status of household head					
Married	0.7	43.6	49.6	6.1	100.0
Separated	8.9	48.7	32.7	9.7	100.0
Divorced	9.2	50.4	29.2	11.3	100.0
Widowed	18.1	40.8	32.4	8.7	100.0
Never married	0.5	9.0	36.0	54.6	100.0

Source: National Statistical Office, Survey on Access and Use of ICT 2023

3.4 HOUSEHOLDS BY SEX OF HOUSEHOLD HEAD

At the national level, there are less female-headed households constituting 33 percent of all households compared to 67 percent of male-headed households. In urban areas, about 72 percent of the households are headed by males while 28.2 percent are headed by females (Table 3.4).

Across rural areas, 66.1 percent of the households are headed by males while 33.9 percent are headed by females.

Northern region has the highest proportion of male-headed households at 74.8 percent, followed by the Central region and Southern region at 69 percent and 62.6 percent, respectively. The highest proportion of female-headed households is in the Southern region at 37.4 percent.

Analysis by age of the household head indicates that most households (80 percent) whose heads are in the age group of 15 to 24 years are headed by females compared to about 20 percent of the households in the same age group that are headed by males.

In terms of the education status of the household head, among the households that have a head with tertiary education, the highest proportion of them are headed by males at 81 percent, followed by those with upper secondary or post-secondary education at 76.1 percent and those with primary education or lower at about 72.5 percent.

Results show that among households whose heads are

widowed, 76 percent are headed by females, followed by households whose heads are divorced (74.3 percent), and those households whose heads are separated at 68.6 percent.

Table 3.4: Percent Distribution of Households by Sex of Household Head and Place of Residence, Region, Age, Education Level, and Marital Status of the Household Head, ICT 2023

	Sex of a Household Head		
Background Characteristics	**Female**	**Male**	**Total**
Malawi	33.0	67.0	100.0
Place of residence			
Rural	33.9	66.1	100.0
Urban	28.2	71.8	100.0
Region			
Northern	25.2	74.8	100.0
Central	31.0	69.0	100.0
Southern	37.4	62.6	100.0
Age of HH Head			
15-24	79.55	20.45	100.0
25-34	31.03	68.97	100.0
35-44	32.28	67.72	100.0
45-54	29.2	70.8	100.0
55-64	33.09	66.91	100.0
65-74	39.82	60.18	100.0
75 +	46.52	53.48	100.0
Education of HH head			
None	34.2	65.8	100.0
Primary education or lower	27.5	72.5	100.0
Lower secondary education	28.9	71.1	100.0
Upper secondary or post-secondary non tertiary	24.0	76.1	100.0
Tertiary and post tertiary education	19.1	81.0	100.0
Marital Status of household head			
Married	14.1	85.9	100.0
Separated	68.6	31.5	100.0
Divorced	74.3	25.7	100.0
Widowed	76.0	24.0	100.0
Never married	36.6	63.4	100.0

Source: National Statistical Office, Survey on Access and Use of ICT 2023

The dependency ratio relates to the number of children (aged 0-14 years) and older persons (aged 65 years or over) to the working-age population (aged 15-64 years). It indicates the potential effects of changes in population age structures for social and economic development, pointing out broad trends in social support needs.

Results show that the dependency ratio for Malawi is at 1.1 (Table 3. 5). Thus, each of 10 people who are of working age must make a living not only for themselves but also for 11 other people who are not of working age and are economically inactive.

For every 10 people working in the rural areas, there are 11 people who are not economically active while there are 8 persons who are not economically active for every 10 working persons in the urban areas.

Among the female-headed households, for every 10 persons who are economically active, 30 persons are economically inactive.

Analysis by education level of the household head shows that the highest dependency ratio is in households whose household heads have no formal education (1.3), followed by those with primary education or lower (1.0), and those with lower secondary education (0.9). Households whose heads have tertiary and post-tertiary education have the lowest dependency ratio of 0.6.

Table 3.5: Dependency ratio by background characteristics, ICT 2023

Background Characteristics	**Dependency ratio**
Malawi	1.1
Place of residence	
Rural	1.1
Urban	0.8
Region	
Northern	1.1
Central	1.0
Southern	1.1
Sex of HH head	
Female	1.3
Male	0.9
Education of HH head	
None	1.3
Primary education or lower	1.0
Lower secondary education	0.9
Upper secondary or post-secondary non tertiary	0.8
Tertiary and post tertiary education	0.6
Marital Status of household head	
Married	1.0
Separated	1.6
Divorced	1.6
Widowed	1.5
Never married	1.1

Source: National Statistical Office, Survey on Access and Use of ICT 2023

CHAPTER 4:

ACCESS AND USE OF ICT PRODUCTS AND SERVICES BY HOUSEHOLDS

This chapter presents information on the ownership, access, and use of various ICT products and services by households in Malawi. It further looks at the reasons for households not owning or accessing these products and services.

4.1 OWNERSHIP AND USE OF FUNCTIONAL RADIO

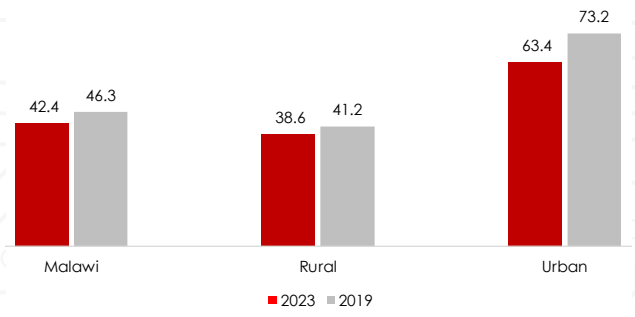
A radio is a device capable of receiving broadcast radio signals using common frequencies such as Frequency Modulation (FM), Amplitude Modulation (AM), Long Wave (LW), and Short Wave (SW). A radio may be a standalone device, or it may be integrated with another device such as an alarm clock, an audio player, a mobile telephone, or a computer. During the survey, a functional radio was one in working order or expected to be returned to working order soon.

4.1.1 OWNERSHIP OF A FUNCTIONAL RADIO

Overall, the percentage of households owning a functional radio which is used by all members of the household declined to 42.4 percent in 2023 from 46.3 percent in 2019 (Figure 4.1).

Analysis by place of residence shows that 38.6 percent of the households in rural areas own a functional radio in 2023 compared to 41.2 percent in 2019. Furthermore, 63.4 percent of the households in urban areas own a functional radio in 2023 compared to 73.2 percent in 2019.

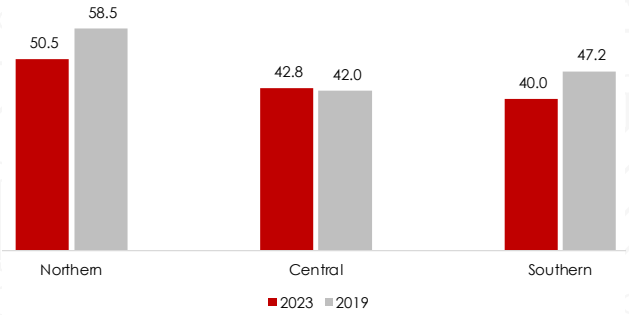
Figure 4.1: Proportion of Households with Functional Radio by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results by region show that the Northern region has the highest proportion of households owning a functional radio (50.5 percent) followed by the Central region (42.8 percent) and the Southern region (40.0 percent). The proportion of households owning a functional radio in the Northern region decreased from 58.5 percent in 2019 to 50.5 percent in 2023 while in the Southern region, the proportion declined from 47.2 percent in 2019 to 40 percent in 2023 (Figure 4.2).

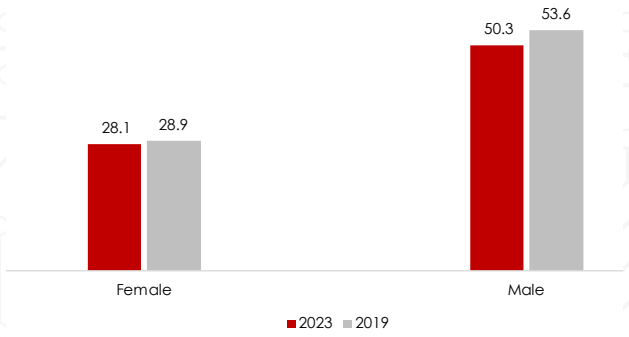
Figure 4.2: Proportion of Households with Functional Radio at Regional Level, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results by sex of head of household show that male-headed households have a higher proportion of ownership of a functional radio (50.3 percent) compared to female-headed households at 28.1 percent. The proportion of ownership of a functional radio for males has declined from 53.6 percent reported in 2019 while for females it has decreased from 28.9 percent (Figure 4.3).

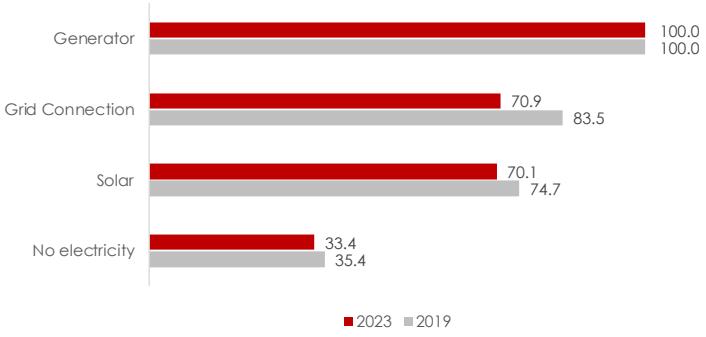
Figure 4.3: Proportion of Households with Functional Radio by Sex of Household Head, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Ownership of functional radio is lowest among households with no access to electricity (33.4 percent) compared to households with access to electricity at 70.9 percent. The proportion has declined from 83.5 percent recorded in 2019 among households with access to grid connection (Figure 4.4).

Figure 4.4: Proportion of Households with a Functional Radio by Availability of Electricity, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.1.1.1 MEANS OF ACCESSING RADIO SERVICES

Households which owned a functional radio during the survey period were asked about how they access radio services. Some households reported multiple means of accessing these services. The results show that the most common means of accessing radio services are through standalone radios (57.2 percent) and mobile phones at 55.8 percent (Figure 4.5).

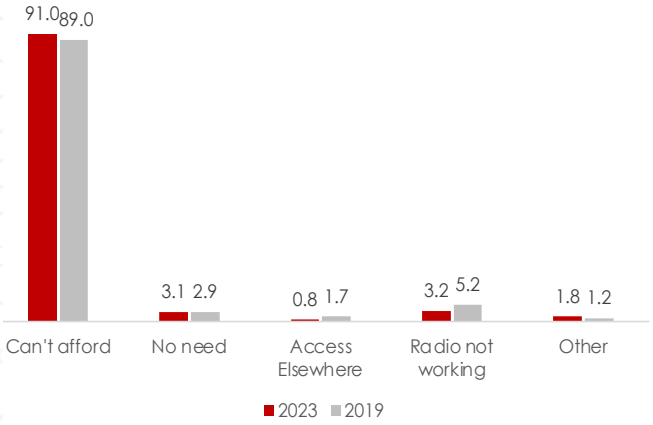
Figure 4.5: Means of Accessing Radio Services (percentage), ICT 2023

Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.1.1.2 MAIN REASONS FOR NOT OWNING A FUNCTIONAL RADIO

The results show that 91 percent of the households that did not own a functional radio in 2023 cannot afford it. The results found in 2023 are not different from those found in 2019 (Figure 4.6).

Figure 4.6: Proportion of Households by Main Reason for not Owning a Functional Radio, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

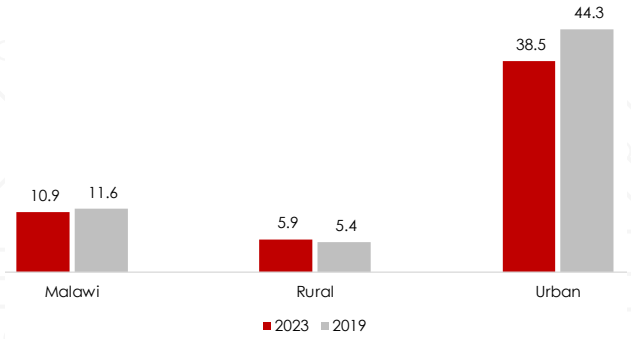
4.2 OWNERSHIP OF TV AND ACCESS TO TV BROADCASTING SERVICES

This section presents results on ownership of a functional TV and access to TV broadcasting services by place of residence, region, and sex. The survey defined a functional TV as a stand-alone device capable of receiving broadcast TV signals, using popular access means such as over-the-air, cable and satellite. A TV set is typically a stand-alone device, but it may also be integrated with another device such as a computer or a mobile telephone.

4.2.1 OWNERSHIP OF TV

Overall, 10.9 percent of households in Malawi own a functional TV. The percentage is lower than that of 2019 (11.6 percent). Analysis by place of residence indicates that in rural areas, 5.9 percent of the households own a functional TV in 2023 compared to 5.4 percent in 2019. Furthermore, in urban areas, 38.5 percent of the households own a functional TV in 2023 compared to 44.3 percent in 2019 (Figure 4.7).

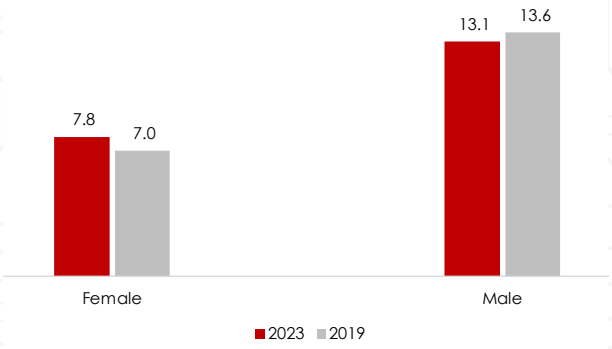
Figure 4.7: Proportion of Households with Functional TV by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex of household head shows that male-headed households have a higher proportion of ownership of a functional TV (13.1 percent) compared to female-headed households (7.8 percent). Male-headed households also had higher proportions of ownership of a functional TV compared to female-headed households in the previous study. The proportion for females has increased from 7.0 percent reported in 2019 while for males it has declined from 13.6 percent (Figure 4.8).

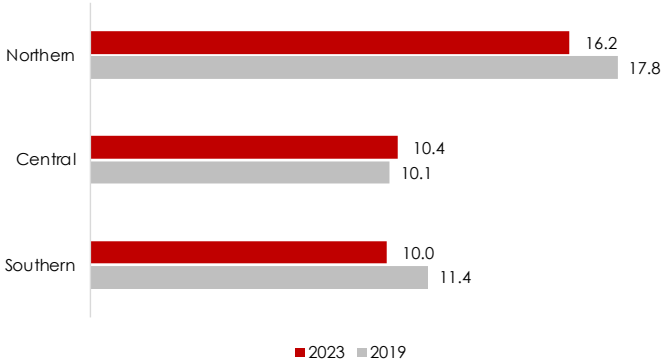
Figure 4.8: Proportion of Households with a Functional TV by Sex of Household Head, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region shows that the ownership of functional TVs decreased in the Northern and Southern regions but increased in the Central region. In 2023, 16.2 percent of households have a working TV in the Northern region compared to 17.8 percent in 2019 while in the Southern region, 10.0 percent own a Functional TV in 2023 compared to 11.4 percent in 2019 and in the Central region 10.4 percent own a Functional TV in 2023 compared to 10.1percent in 2019. (Figure 4.9).

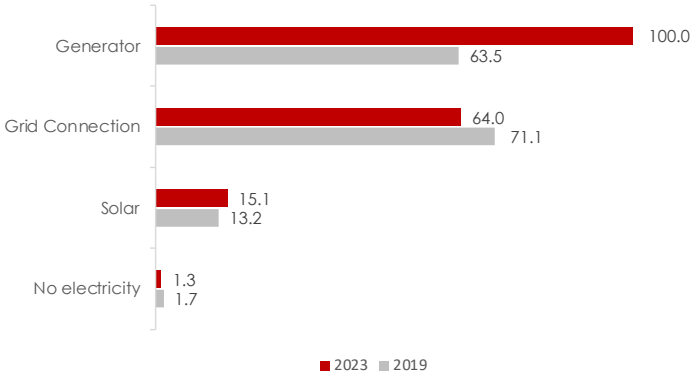
Figure 4.9: Proportion of Households with Functional TV at Regional Level, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results by access to electricity show that the proportion of households with functional TV is highest among those using generators (100 percent) followed by households with grid connection at 64.0 percent and solar at 15.1 percent. Households with no electricity have the least proportion at 1.3 percent. The proportion has increased from 63.5 percent recorded in 2019 among household that have access to a generator (Figure 4.10).

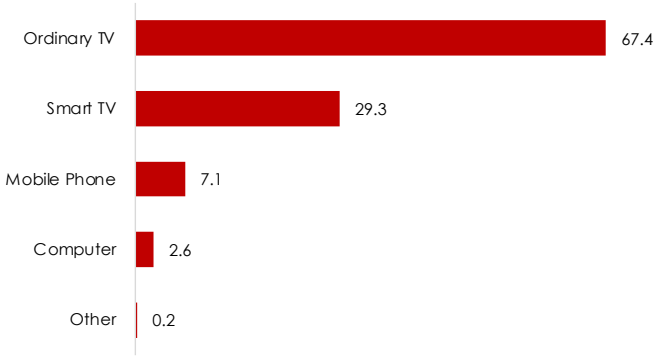
Figure 4.10: Proportion of Households with a TV by Type of Electricity, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The most prominent means of accessing TV services is through ordinary TV at 67.4 percent, followed by Smart TV at 29.3 percent, and through mobile phone at 7.1 percent (Figure 4.11).

Figure 4.11: Proportion of Households with Functional TV by Type of Access, ICT 2023

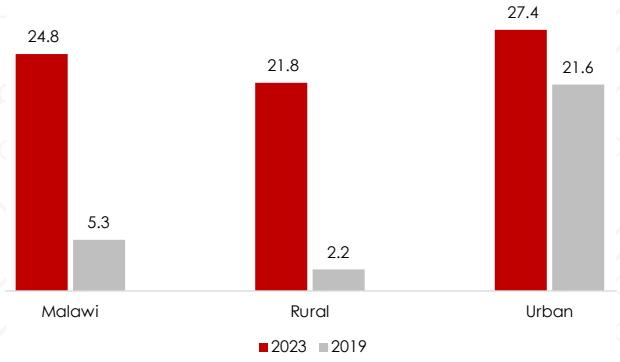


Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.2.1.1 OWNERSHIP OF A LOCAL TV CHANNEL DECODER (KILIYE KILIYE)

Households that own a functional TV during the survey period were asked whether they own a local TV channel decoder. At national level, ownership of a local TV channel decoder has increased to 24.8 percent in 2023 from 5.3 percent in 2019. The percentage of households owning a local TV Channel decoder in urban areas has increased to 27.4 percent in 2023 from 21.6 percent in 2019 while in rural areas, the percentage has increased to 21.8 percent in 2023 from 2.2 percent in 2019 (Figure 4.12).

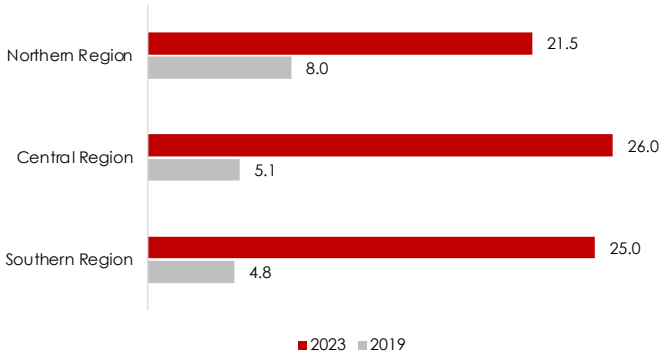
Figure 4.12: Proportion of Households with Local TV Channel Decoder (Kiliye Kiliye) by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

At regional level, 26 percent of households in the Central region own a local TV channel decoder, followed by 25 percent of households in the Southern region and 21.5 percent of households in the Northern region. The percentage has declined in all the regions from the results in 2019 from 8 percent in the Northern region, 5.1 percent in the Central region and 4.8 percent in the Southern region (Figure 4.13).

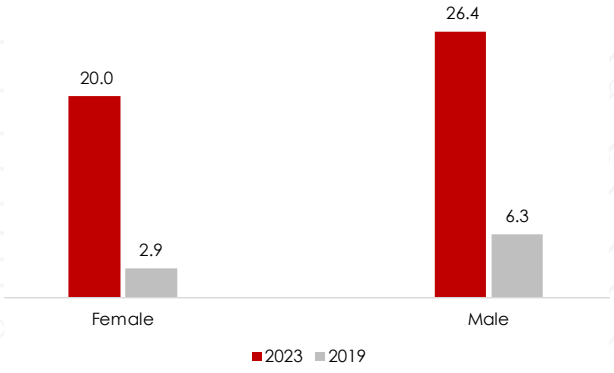
Figure 4.13: Proportion of Households with Local TV Channel Decoder (Kiliye Kiliye) at Regional Level, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The proportion of female-headed households with a local TV channel decoder has increased to 20 percent in 2023 from 2.9 percent in 2019 and to 26.4 percent in 2023 from 6.3 percent in 2019 among male-headed households (Figure 4.14).

Figure 4.14: Proportion of Households with Local TV Channel Decoder (Kiliye Kiliye) by Sex of Head of Household, ICT 2023

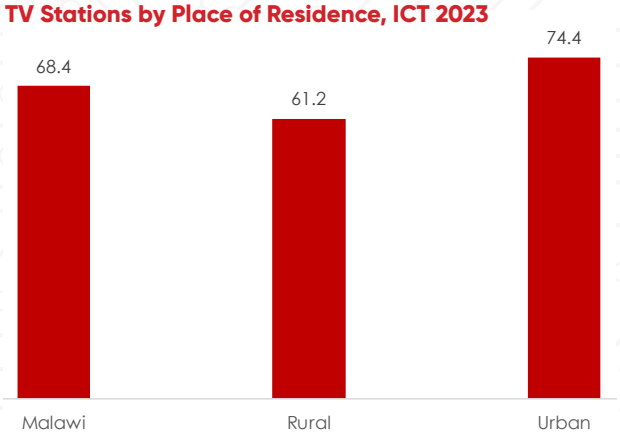


Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.2.1.2 ACCESS TO LOCAL TELEVISION STATIONS

Households that reported owning a TV during the survey period were further asked if they had access to local TV stations. At national level, about 68 percent of the households reported having access to local TV stations. There is a higher proportion of households accessing local TV stations in the urban areas at 74.4 percent compared to 61.2 percent in the rural areas (Figure 4.15).

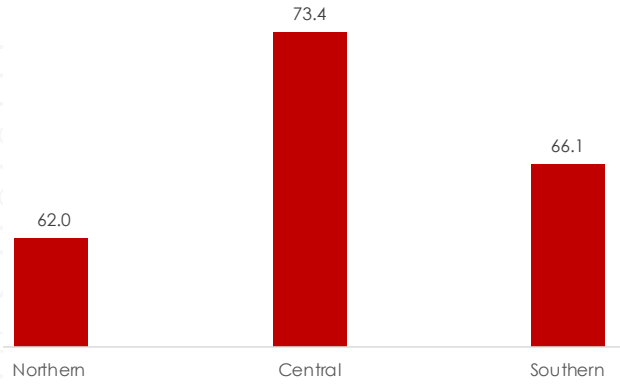
Figure 4.15: Proportion of Households Accessing Local TV Stations by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The highest proportion of households accessing local TV stations is in the Central region at 73.4 percent followed by the Southern region (66.1 percent) and the Northern region at 62.0 percent (Figure 4.16).

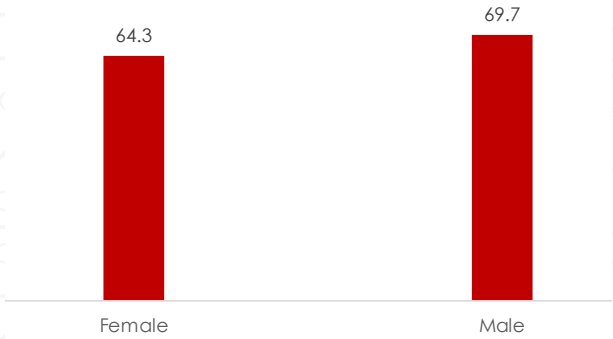
Figure 4.16: Proportion of Households Accessing Local TV Stations at Regional Level, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results by sex of household head show that male-headed-households have a higher proportion of accessing local TV stations at 69.7 percent compared to 64.3 percent in female-headed-households (Figure 4.17).

Figure 4.17: Proportion of Households Accessing Local TV Stations by Sex of Head of Household, ICT 2023

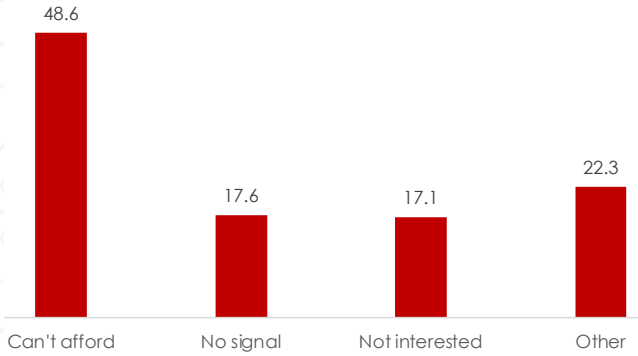


Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.2.1.3 MAIN REASONS FOR NOT ACCESSING LOCAL TV STATIONS

Households were also asked to provide the main reasons why they are not able to access local TV channels. The results show that the most cited reason is unaffordability at 48.6 percent, followed by unavailability of signal at 17.6 percent, and lack of interest in Local TV services at 17.1 percent (Figure 4.18).

Figure 4.18: Proportion of Households by Main Reasons for not Accessing Local TV Stations, ICT 2023



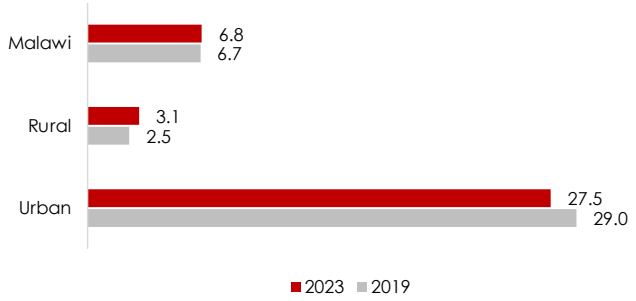
Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.2.1.4 ACCESS TO PAY TV SERVICES

Households that owned working TV sets during the survey period were also asked whether they had access to Pay TV services such as GOtv, DStv, Azam TV, Zuku, StarSat, and Kiliye Kiliye.

At national level, 6.8 percent of households have access to Pay TV services. Analysis by place of residence shows that in rural areas, 3.1 percent of the households have access to Pay for TV services against 27.5 percent in urban areas. The results are not different from the 2019 findings (Figure 4.19).

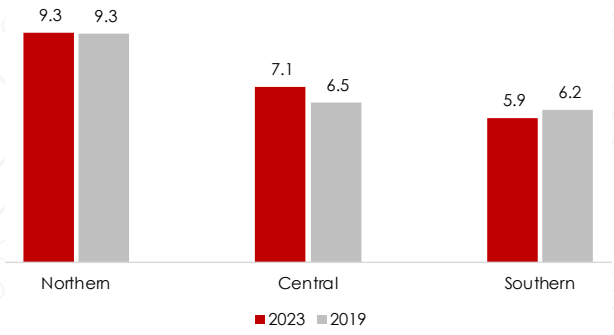
Figure 4.19: Proportion of Households with Access to Pay TV Services by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Access to Pay TV services is highest in the Northern region at 9.3 percent, followed by the Central region at 7.1 percent and the Southern region at 5.9 percent. There is a decline in access to Pay TV in the Southern region from 6.2 percent found in 2019 while there is an increase in the Central region (Figure 4.20).

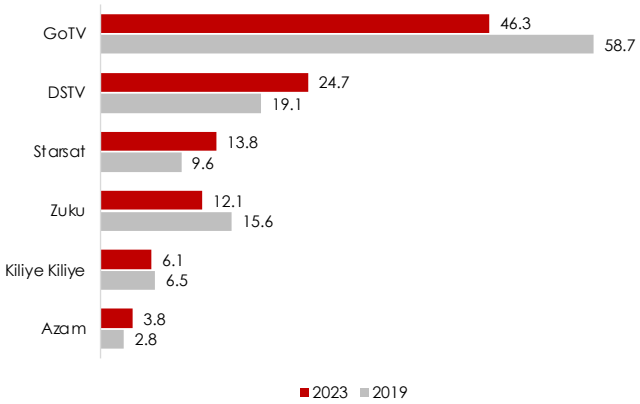
Figure 4.20: Proportion of Households with Access to Pay TV Services at Regional Level, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Among the Pay TV service providers available in Malawi, the most subscribed service is GoTV at 46.3 percent followed by DStv at 24.7 percent. The least subscribed is Azam TV at 3.8 percent. The proportion of subscribers to GOtv has reduced to 46.3 percent in 2023 from 58.7 percent in 2019 while those of DStv has risen to 24.7 percent in 2023 from 19.1 percent in 2019 (Figure 4.21).

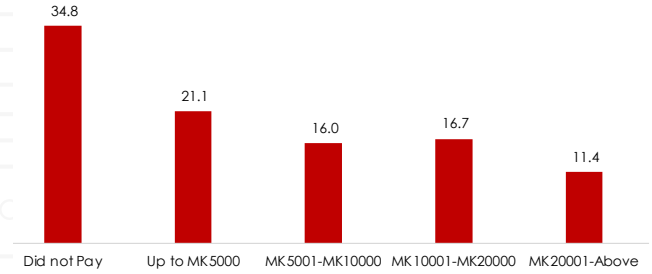
Figure 4.21: Proportion of Households with Access to Pay TV Services by Service Provider, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The survey also sought to understand subscription fees paid by households for Pay TV services in Malawi. Results show that 34.8 percent of households did not pay the monthly subscription a month prior to the survey. About 21 percent of households paid up to MK5,000 while 11.4 percent paid MK20,000 or more (Figure 4.22).

Figure 4.22: Proportion of Households with Access to Pay TV Services by Monthly Subscriptions Paid in Malawi Kwacha a Month Preceding the Survey, ICT 2023

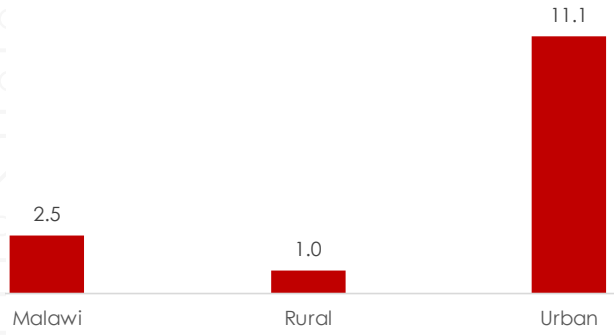


Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.2.1.5 ACCESS TO STREAMING SERVICES

The survey also collected information on TV streaming services from households that reported owning a TV during the survey period. Results show that 2.5 percent of households in Malawi have access to TV streaming services. Analysis by place of residence shows that 11.1 percent of households in the urban areas have access to streaming services against 1 percent in the rural areas (Figure 4.23).

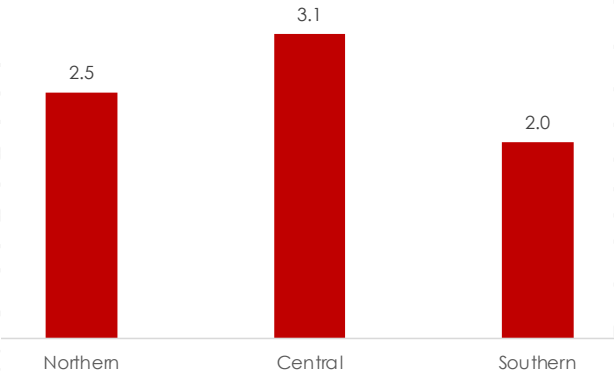
Figure 4.23: Proportion of Households with Access to Streaming Services by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

At regional level, access to TV streaming services is highest in the Central region at 3.1 percent followed by the Northern and Southern regions at 2.5 percent and 2 percent, respectively (Figure 4.24).

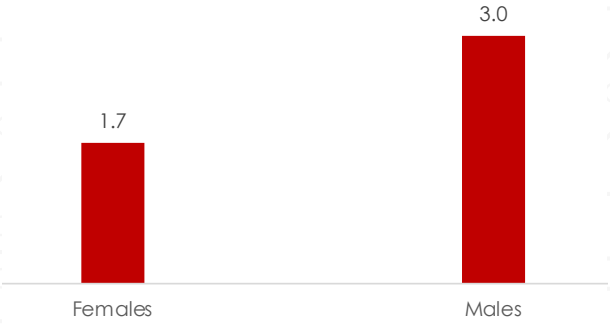
Figure 4.24: Proportion of Households with Access to Streaming Services by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

There is a higher proportion of male-headed households that have access to TV streaming services at 3 percent compared to 1.7 percent of female-headed households (Figure 4.25).

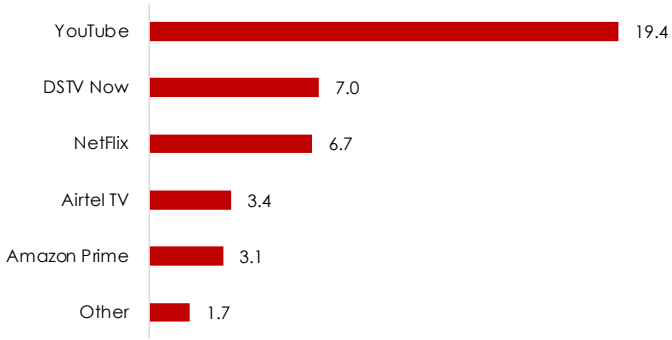
Figure 4.25: Proportion of Households with Access to Streaming Services by Sex of Head of Household, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

In terms of providers of TV streaming services, the survey results show that households access the services mainly through YouTube (19.4 percent) followed by DStv Now (7 percent) and Netflix (6.7 percent), while 1.7 percent of households used other platforms (Figure 4.26).

Figure 4.26: Proportion of Households with Access to TV Streaming Services by Provider, ICT 2023

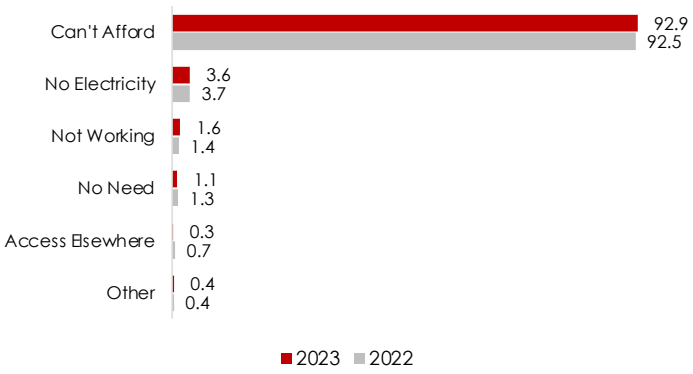


Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.2.1.6 MAIN REASONS FOR NOT OWNING A FUNCTIONAL TV

Affordability of a TV is the most cited reason why most households (92.9 percent) do not own a functional TV set. The trend is the same as that reported in 2019 (Figure 4.27).

Figure 4.27: Proportion of Households by Main Reason for not Owning a TV Set, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

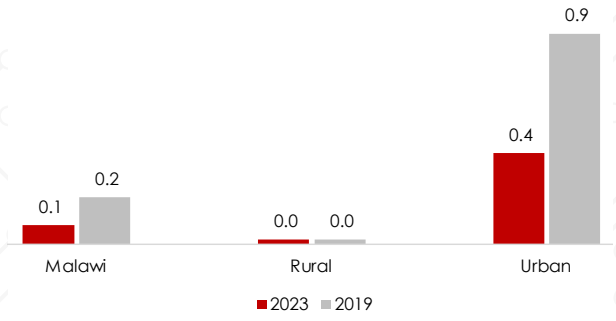
4.3 ACCESS AND USE OF FIXED TELEPHONE LINES

This section presents results on access and use of fixed telephone lines among households by place of residence, region and sex.

4.3.1 OWNERSHIP OF FIXED TELEPHONE LINES

Nationwide, the proportion of households with fixed telephone lines decreased to 0.1 percent in 2023 from 0.2 percent in 2019. In urban areas, the proportion of households with fixed telephone lines declined to 0.4 percent in 2023 from 0.9 percent in 2019 (Figure 4.28).

Figure 4.28: Proportion of Households with Fixed Telephone Lines by Place of Residence, ICT 2023

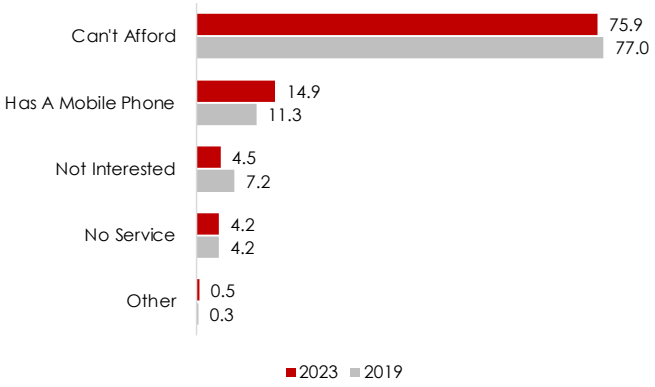


Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.3.1.1 MAIN REASONS FOR NOT OWNING A FIXED TELEPHONE LINE

Households that did not own a fixed telephone line during the survey period were asked to provide reasons for not owning a functional fixed telephone line. The most common reason for not owning a fixed telephone line was high cost (75.9 percent), followed by households that cited that they own a mobile phone at 15 percent (Figure 4.29). The distribution of reasons for not owning a fixed telephone line did not change much between 2023 and 2019.

Figure 4.29: Proportion of Households by Main Reasons for not Owning a Fixed Telephone Line, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

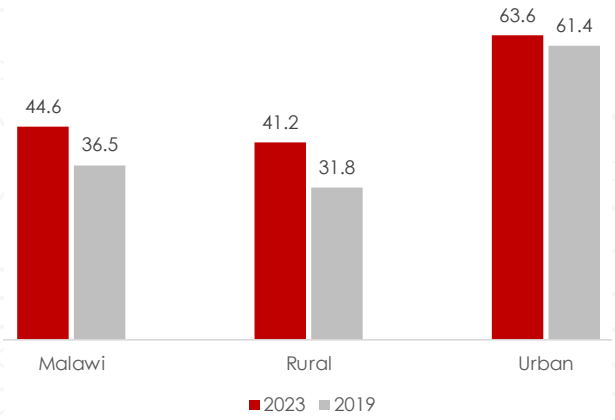
4.4 ACCESS AND USE OF MOBILE TELEPHONE

A mobile telephone is a portable telephone subscribing to a public mobile telephone service using cellular technology. Household mobile telephone ownership was simply defined as a household that possessed a fully functional mobile telephone accessible to every member of the household.

4.4.1 OWNERSHIP OF MOBILE TELEPHONES BY HOUSEHOLDS

At national level, the proportion of households with mobile telephones increased to 44.6 percent in 2023 from 36.5 percent in 2019. Results by place of residence show that the proportion increased in both the rural and urban areas (41.2 percent in 2023 from 31.8 percent in 2019 and 63.6 in 2023 percent from 61.4 percent in 2019, respectively) (Figure 4.30).

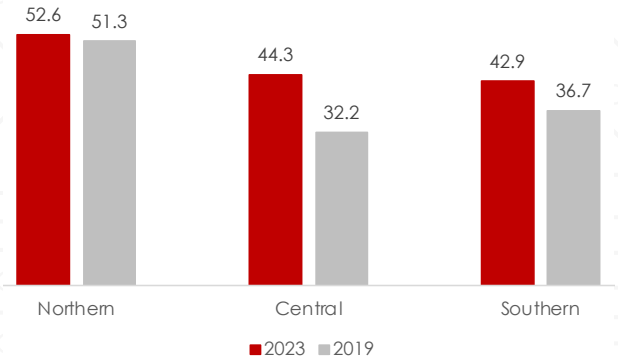
Figure 4.30: Proportion of Households with Mobile Telephones by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

At regional level, the proportion of households with mobile telephones increased across the regions. In the Central region, the proportion increased to 44.3 percent in 2023 from 32.2 percent in 2019, while in the Southern region, the proportion increased to 42.9 percent in 2023 from 36.7 percent in 2019. In the Northern region, the proportion of households with a mobile telephone increased to 52.6 percent in 2023 from 51.3 percent which was reported in 2019 (Figure 4.31).

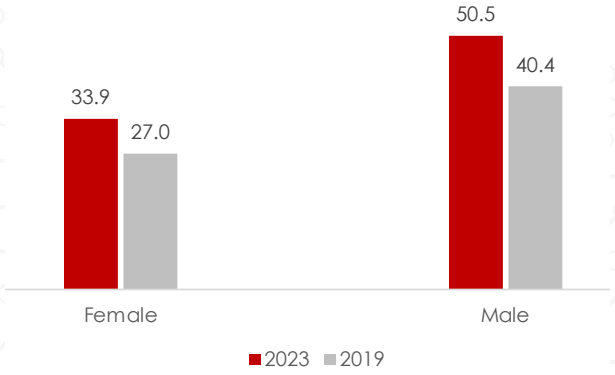
Figure 4.31: Proportion of Households with Mobile Telephones at Regional Level, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The proportion of households with a mobile telephone increased for both male-headed and female-headed households. The proportion was higher among male-headed households (50.5 percent) than female-headed households at 33.9 percent. The proportions have increased from 27 percent for female-headed households while for male-headed households it has declined from 40.4 percent (Figure 4.32).

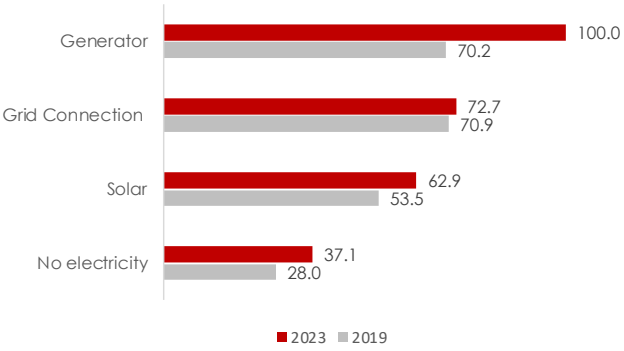
Figure 4.32: Proportion of Households with Mobile Telephones by Sex of Household Head, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Household ownership of mobile telephones was highest among households using generators (100 percent) followed by households with grid connection and solar at 72.7 percent and 62.9 percent, respectively. Households with no electricity have the least proportion at 37.1 percent. Ownership has rose from 70.2 percent found in 2019 for households with access to generator (Figure 4.33).

Figure 4.33: Proportion of Households with Mobile Telephones by Availability of Electricity, ICT 2023

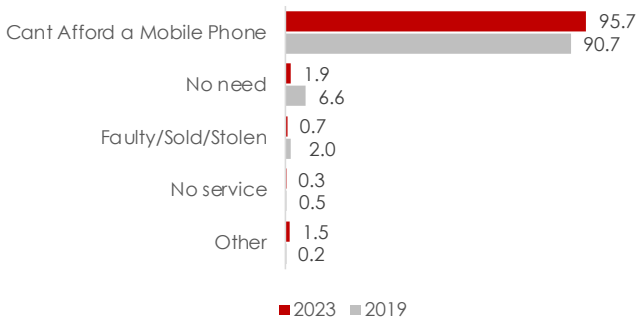


Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.4.1.1 MAIN REASONS FOR NOT OWNING A HOUSEHOLD MOBILE TELEPHONE

The most common reason for not owning a mobile telephone was high cost (95.7 percent) from 90.7 percent reported in 2019, followed by households that cited that they do not need a mobile phone at 1.9 percent, a drop from 6.6 percent reported in the previous round (Figure 4.34).

Figure 4.34: Proportion of Households by Main Reasons for not Owning a Mobile Telephone, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

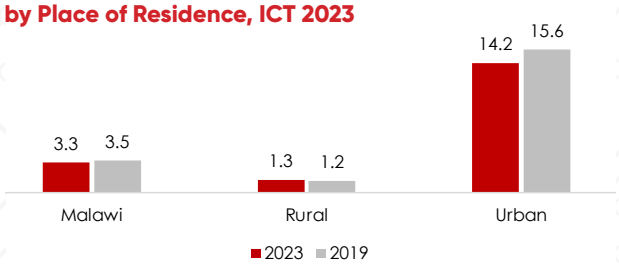
4.5 ACCESS AND USE OF A COMPUTER

A computer refers to a desktop computer, a laptop (portable) computer, or a tablet (or a similar handheld computer). It does not include equipment with embedded computing abilities such as smart TVs and devices with telephony as their primary function such as smartphones. The equipment was required to be in working condition at the time of the survey. In this regard, household computer ownership means the household was in possession of a fully functional computer.

4.5.1 OWNERSHIP OF A COMPUTER

The results show that the proportion of households owning a computer has declined to 3.3 percent in 2023 from 3.5 percent in 2019. In rural areas, ownership has increased to 1.3 percent in 2023 from 1.2 percent in 2019, and in urban areas, it has declined to 14.2 percent in 2023 from 15.6 percent in 2019 (Figure 4.35).

Figure 4.35: Proportion of Households with a Computer by Place of Residence, ICT 2023

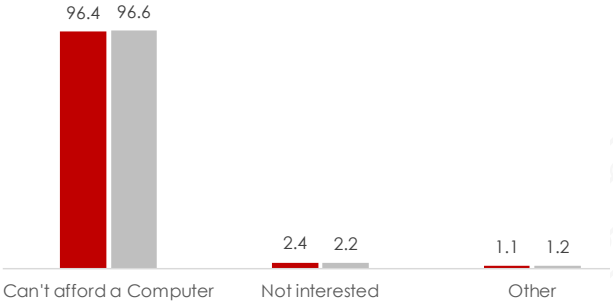


Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.5.1.1 MAIN REASONS FOR NOT OWNING A COMPUTER

The most common reason for not owning a computer was affordability at 96.4 percent followed by lack of interest at 2.4 percent (Figure 4.36).

Figure 4.36: Percentage Distribution of Households by Main Reasons for not Owning a Computer, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

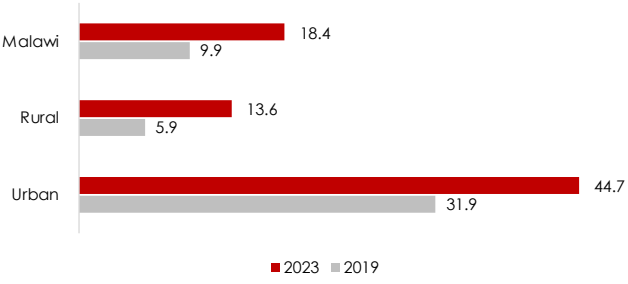
4.6 ACCESS AND USE OF INTERNET SERVICES

The survey defined access to internet services by households as the household having internet generally available for use by all members at any time regardless of whether it is used or not.

4.6.1 ACCESS TO INTERNET SERVICES

The proportion of households with access to internet services in Malawi increased to 18.4 percent in 2023 from 9.9 percent in 2019. In urban areas, the proportion increased to 44.7 percent in 2023 from 31.9 percent in 2019 while in rural areas, the proportion increased to 13.6 percent in 2023 from 5.9 percent in 2019 (Figure 4.37).

Figure 4.37: Proportion of Households with Access to Internet by Place of Residence, ICT 2023



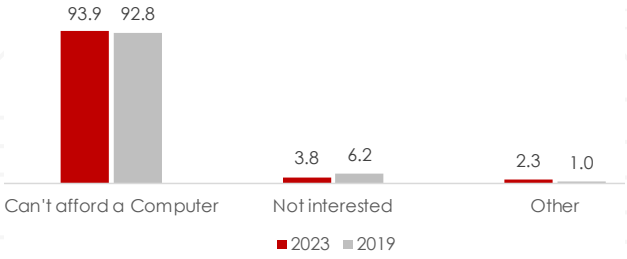
Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.6.1.1 BARRIERS TO INTERNET ACCESS BY HOUSEHOLDS

The households that did not have internet access were

also inquired about the reasons why they did not have access. The results show that the most common barrier to internet access cited by households is that they cannot afford the internet services at 93.9 percent. The trend is the same as that reported in 2019 (Figure 4.38).

Figure 4.38: Barriers to Internet Access by Households, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

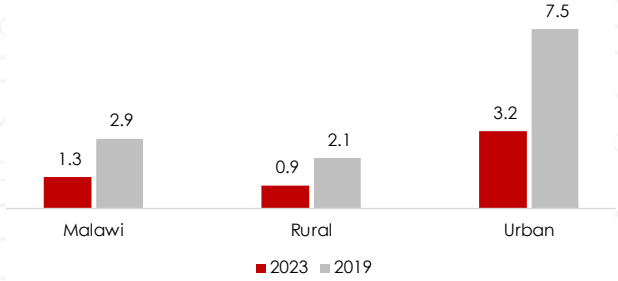
4.7 ACCESS AND USE OF POSTAL SERVICES

The Malawi Posts Corporation (MPC) is the designated postal service provider in Malawi. The survey assessed the access and use of postal services by households in the country. The survey defined postal services as any system for the collection, dispatch, convenience, handling and delivery of letters, postcards, printed papers, commercial papers, samples, parcels or similar articles.

4.7.1 OWNERSHIP OF POSTAL ADDRESS OR MAILBOX

At national level, ownership of postal addresses or mailboxes by households declined to 1.3 percent in 2023 from 2.9 percent in 2019. In rural areas, the proportion declined to 0.9 percent in 2023 from 2.1 percent in 2019 and in urban areas, the decline was to 3.2 percent in 2023 from 7.5 percent recorded in 2019 (Figure 4.39).

Figure 4.39: Proportion of Households with a Postal Address or Post Box by Place of Residence, ICT 2023

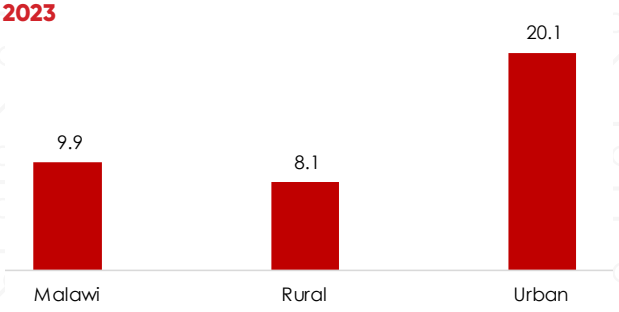


Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.7.2 USE OF POSTAL SERVICES

The survey assessed the usage of postal services among households in Malawi and found that 9.9 percent used the postal services at national level. The higher usage rate was among households residing in urban areas (20.1 percent) than in rural areas at 8.1 percent (Figure 4.40).

Figure 4.40: Proportion of Households that used any Postal Address or Post Box by Place of Residence, ICT 2023

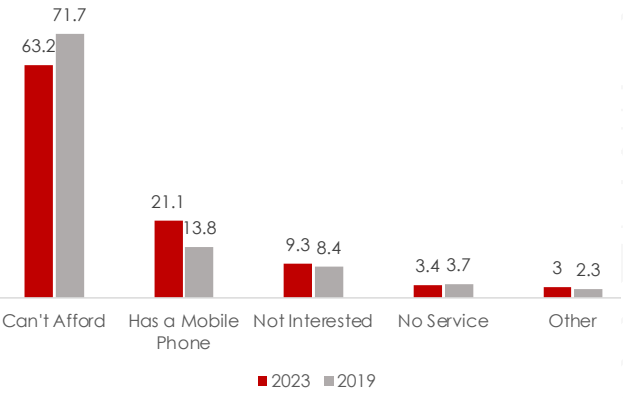


Source: National Statistical Office, Survey on Access and Use of ICT 2023

4.7.2.1 MAIN REASONS FOR HOUSEHOLDS NOT ACCESSING POSTAL SERVICES

The results show that 63.2 percent of households cannot afford postal services and 21.1 percent have a mobile phone hence there is no need for the postal services. About 9 percent are not interested and 3.4 percent do not have the service. The proportion of households that cannot afford has declined from 71.7 percent recorded in 2019 while that of households that has a mobile phone rose from 13.8 percent in 2019(Figure 4.41).

Figure 4.41: Proportion of Households by Main Reasons for not Accessing Postal Services, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

CHAPTER 5:

ACCESS AND USE OF ICT SERVICES AND PRODUCTS BY INDIVIDUALS

This chapter provides an overview of the level of access and utilization of various ICT services and products among individuals in Malawi. It highlights key information on the level of access and usage of ICT services and products in 2023 relative to findings from the previous survey.

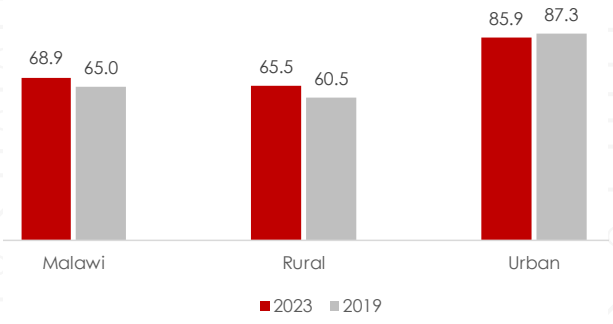
5.1 OWNERSHIP AND USE OF MOBILE TELEPHONES BY INDIVIDUALS

This section provides information about the ownership and usage of mobile telephone services by individuals in the country.

5.1.1 USE OF MOBILE TELEPHONES

The survey findings show that 68.9 percent of individuals in Malawi use a mobile telephone compared to 65 percent reported in 2019. In terms of place of residence, the results show that 85.9 percent of urban residents used mobile telephones in 2023 compared to 65.5 percent of the rural residents (Figure 5.1).

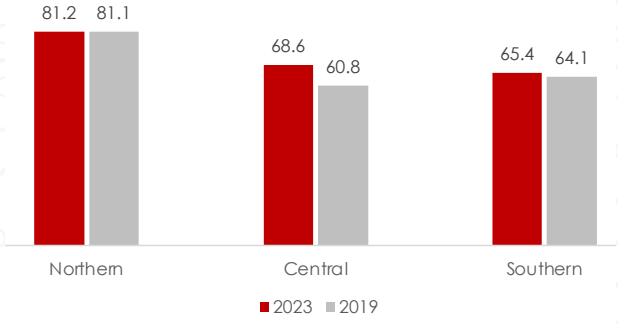
Figure 5.1: Proportion of Individuals Using a Mobile Telephone by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region shows an increase in mobile phone users in all the regions. The Northern region has the highest proportion of individuals using a mobile telephone (81.2 percent) followed by the Central region (68.6 percent) and the Southern region at 65.4 percent. The proportion of individuals using a mobile phone has risen in the Central region from 60.8 percent reported in 2019 while there are not many differences in the Northern and Southern regions (Figure 5.2).

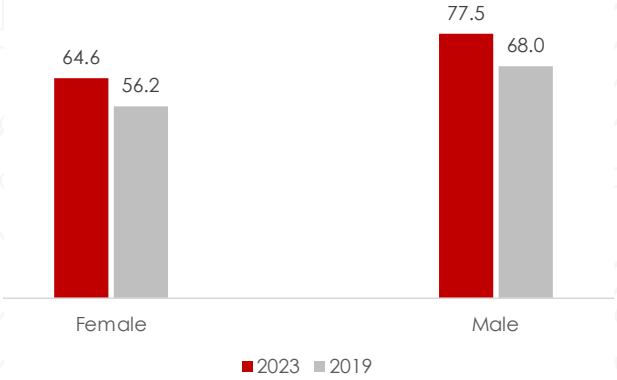
Figure 5.2: Proportion of Individuals Using a Mobile Telephone by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

In terms of sex, males have a higher proportion of individuals using a mobile telephone (77.5 percent) compared to females (64.6 percent). There is an increase in the gender gap in 2023 compared to 2019 (Figure 5.3).

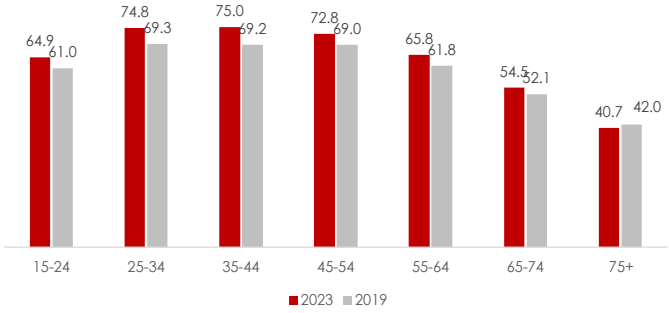
Figure 5.3: Proportion of Individuals Using a Mobile Telephone by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by age groups established that the highest proportion of individuals who used a mobile telephone is of individuals aged 35-44 years (75 percent) followed by those aged 25-34 years (74.8 percent) and 45-54 years (72.8 percent). The least proportion of individuals using a mobile telephone is that of individuals aged 75 years and above at 40.7 percent. There have been increases in the proportion of individuals using a mobile phone in all age groups except for those that are 75 years and above (Figure 5.4).

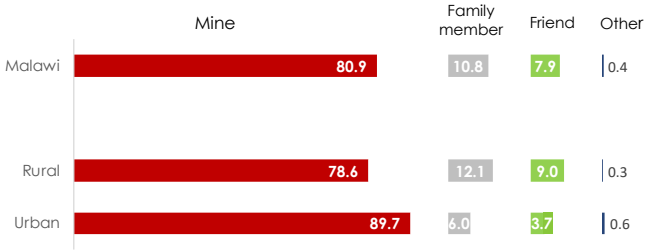
Figure 5.4: Proportion of Individuals Using a Mobile Telephone by Age, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Individuals were asked about the owner of the mobile phone they used in the 3 months prior to the survey. The results show that 80.9 percent of mobile phone users use their own phones, about 11 percent use family member's phones and about 8 percent use their friends' phones. Analysis of mobile phone use by place of residence shows that most mobile phone users in urban areas use their own mobile phones (89.7 percent) compared to 78.6 percent in rural areas (Figure 5.5).

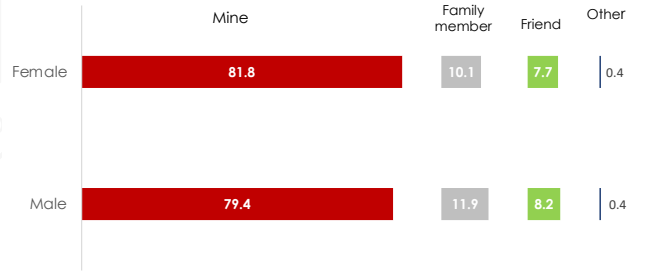
Figure 5.5: Proportion of Individuals Using a Mobile Telephone by Ownership Type and Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex indicates that a higher proportion of females use their own mobile phones at 81.8 percent compared to males at 79.4 percent (Figure 5.6).

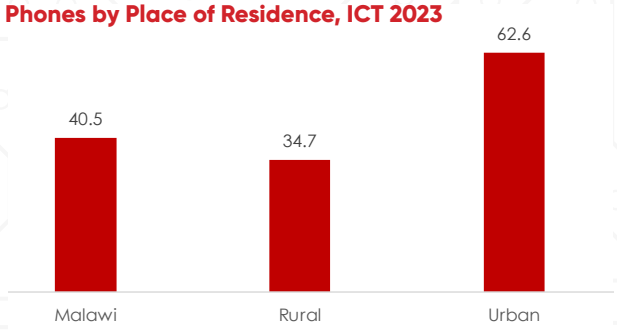
Figure 5.6: Proportion of Individuals Using a Mobile Telephone by Ownership Type and Sex, ICT 2023



5.1.1.1 USE OF SMART PHONES

Individuals who stated that they used mobile phones were asked if they used smartphones. Among individuals who used mobile phones in the last three months prior to the survey, about 41 percent of them use smartphones at the national level. A higher percentage of individuals in the urban areas use smartphones (62.6 percent) compared to counterparts in the rural areas at 34.7 percent (Figure 5.7).

Figure 5.7: Proportion of Individuals Using Smart Phones by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

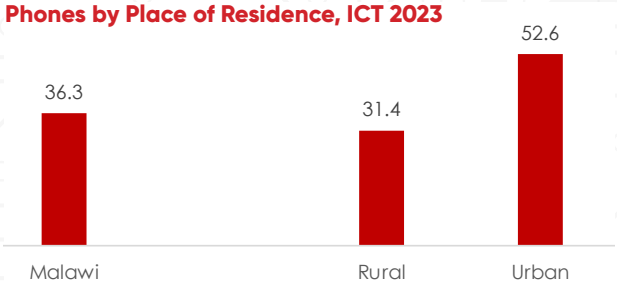
In terms of sex, there is not much difference between the proportion of females and males using smartphones at around 41 percent and 40 percent, respectively (Figure 5.8)

Figure 5.8: Proportion of Individuals using Smart Phones by sex, ICT 2023

Source: National Statistical Office, Survey on Access and Use of ICT 2023

Nationally, among individuals who own mobile phones, 36.3 percent own smart phones. Analysis by place of residence indicates that urban areas have a higher proportion of individuals with a of smartphone at almost 53 percent compared to those in rural areas at 31.4 percent (Figure 5.9).

Figure 5.9: Proportion of Individuals Owning Smart Phones by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

In terms of sex, a higher proportion of females reported owning smartphones at 37.9 percent compared to 33.3 percent of the male counterparts (Figure 5.10)

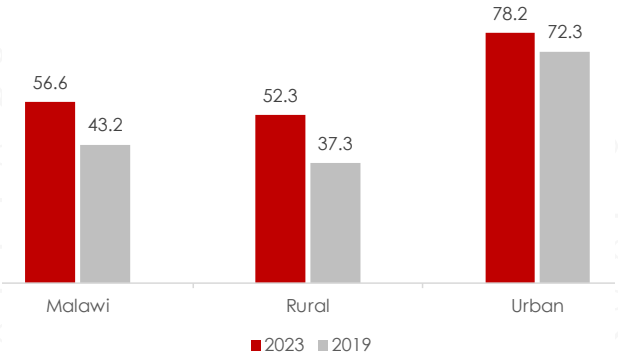
Figure 5.10: Proportion of Individuals owning a Smart Phone by sex, ICT 2023

Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2 OWNERSHIP OF MOBILE TELEPHONES

Ownership of mobile telephones by individuals across the country is at 56.6 percent in 2023, an increase from 43.2 percent reported in 2019. In the rural areas, 52.3 percent of individuals have a mobile telephone compared to 78.2 percent in urban areas (Figure 5.11).

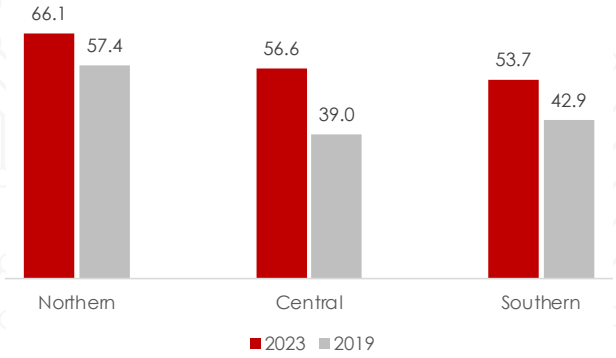
Figure 5.11: Proportion of Individuals Owning a Mobile Telephone by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The Northern region registered the highest proportion of individuals who have a mobile phone (66.1 percent) followed by the Central region (56.6 percent) and Southern region at 53.7 percent. The proportion has increased from the results found in 2019 in all the regions: from 57.4 percent in the Northern region, 39 percent (Figure 5.12).

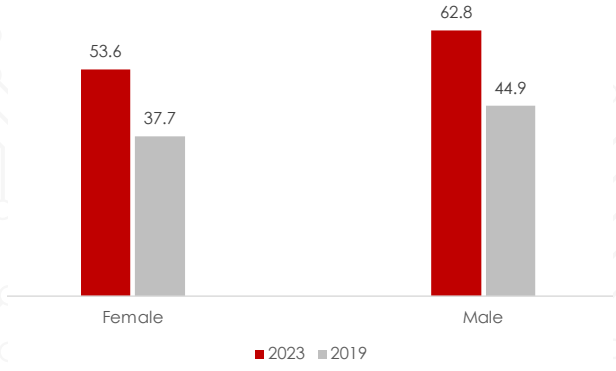
Figure 5.12: Proportion of Individuals Owning a Mobile Telephone by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

In terms of sex, the proportion of males owning a mobile phone has increased to 62.8 percent in 2023 from 44.9 percent in 2019 while the proportion of females owning a mobile phone is at 53.6 percent in 2023 from 37.7 percent in 2019. The difference in mobile phone ownership between males and females is at 9.2 percentage points in 2023 from 7.2 percentage points established in 2019 (Figure 5.13).

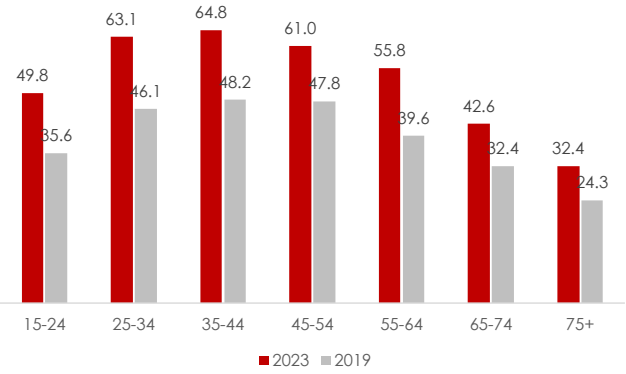
Figure 5.13: Proportion of Individuals Owning a Mobile Telephone by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The survey also established ownership of a mobile telephone by age groups. The results show that the highest proportion (64.8 percent) of individuals owning a mobile telephone is that of individuals in the age group of 35 - 44 years followed by those in the age group of 25-34 years at 63.1 percent. The least proportion of individuals owning a mobile telephone is that of individuals aged 75 years and above at 32.4 percent. Ownership of a mobile phone has increased from 2019 findings across all age groups (Figure 5.14).

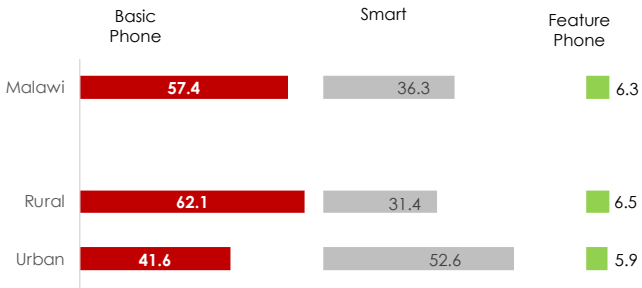
Figure 5.14: Proportion of Individuals Owning a Mobile Telephone by Age, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

In 2023, over half (57.4 percent) of individuals own a basic phone followed by those that own a smartphone at 36.3 percent while 6.3 percent own a feature phone. By place of residence, the results show that over half of individuals in urban areas own a smartphone while in rural areas, the majority (62.1 percent) own a basic phone (Figure 5.15)

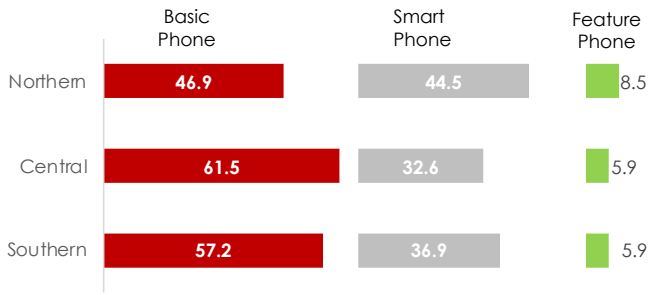
Figure 5.15: Proportion of Individuals Owning a Mobile Telephone by Type of Mobile Phone and Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Across the regions, the Northern region has the highest proportion of individuals owning a smart phone (44.5 percent) compared to southern and central regions at 36.9 percent and 32.6 percent, respectively. The Northern region also has the highest proportion of individuals with feature phones (8.5 percent) compared to the other regions (Figure 5.16).

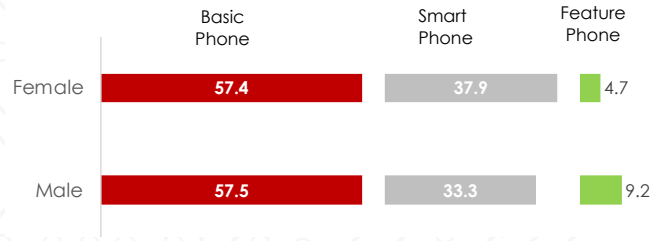
Figure 5.16: Proportion of Individuals Owning a Mobile Telephone by Type of Mobile Phone and Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis of the results by sex show that females have the highest proportion of individuals owning a smartphone (37.9 percent) compared to males (33.3 percent). However, males have the highest proportion of individuals with a feature phone (9.2 percent) compared to females at 4.7 percent (Figure 5.17).

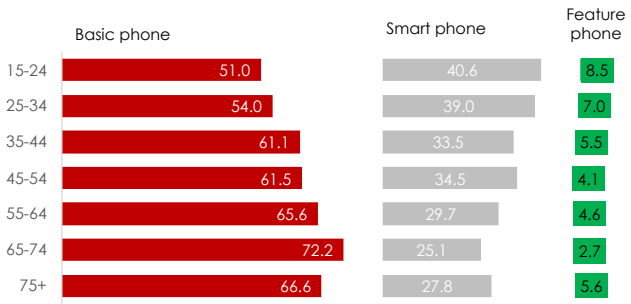
Figure 5.17: Proportion of Individuals Owning a Mobile Telephone by Type of Mobile Phone and Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Across the age groups, the results show that individuals in the age group of 15-24 years have the highest proportion (40.6 percent) in terms of ownership of a smartphone followed by those in the age group of 25-34 years at 39 percent and those in the age group of 45-54 years at 34.5 percent. The same trend is seen in the ownership of a feature phone (Figure 5.18).

Figure 5.18: Proportion of Individuals Owning a Mobile Telephone by Type of Mobile Phone and Age, ICT 2023



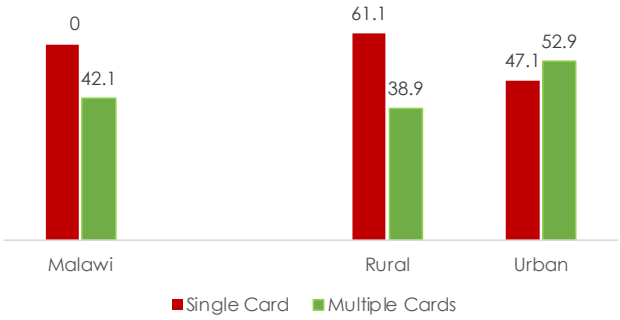
Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.1 OWNERSHIP OF ACTIVE SIM CARD

The survey collected information on ownership of active SIM cards by individuals. A SIM Card was considered active if it was in use in the past three months before the survey. Among individuals who own mobile phones, overall, 58 percent own a single SIM card compared to about 42 percent who own multiple SIM cards.

A higher proportion of individuals own singles SIM cards in the rural areas (61.1 percent) compared to individuals who have multiple sim cards (38.9 percent). On the other hand, a higher proportion of individuals residing in the urban areas (52.9 percent) own multiple SIM cards compared to 47.1 percent that own single SIM card (Figure 5.19).

Figure 5.19: Proportion of Individuals with Active SIM Cards by Place of Residence, ICT 2023

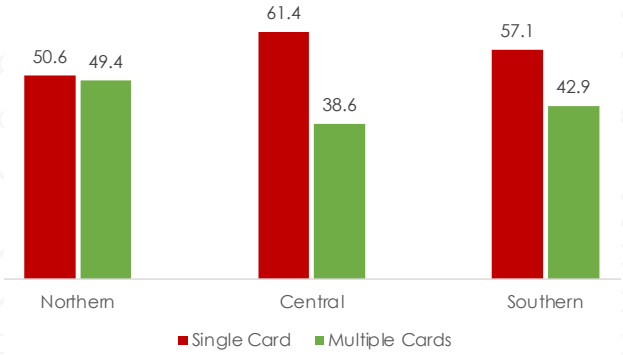


Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis at regional level shows that the Central region has the highest proportion of individuals with single sim

cards (61.4 percent), followed by the Southern region at 57.1 percent and the Northern region at 50.6 percent. In contrast, the Northern region has a higher proportion of individuals with multiple SIM cards at 49.4 percent, followed by the Southern region at 42.9 percent, and the Central region at 38.6 percent (Figure 5.20).

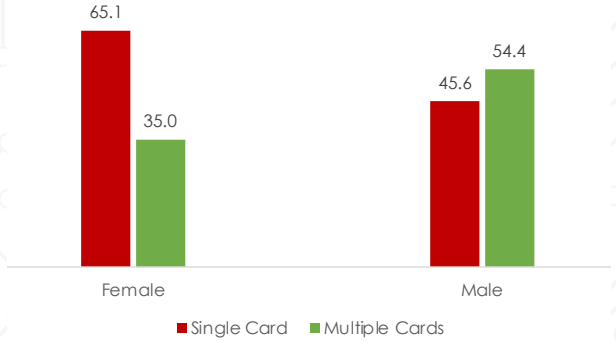
Figure 5.20: Proportion of Individuals with Active SIM Cards by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex indicates that females have a higher proportion of having single SIM cards at around 65 percent compared to males at 45.6 percent. However, males have a higher proportion (54.4 percent) of having multiple SIM cards than females at 35.0 percent (Figure 5.21)

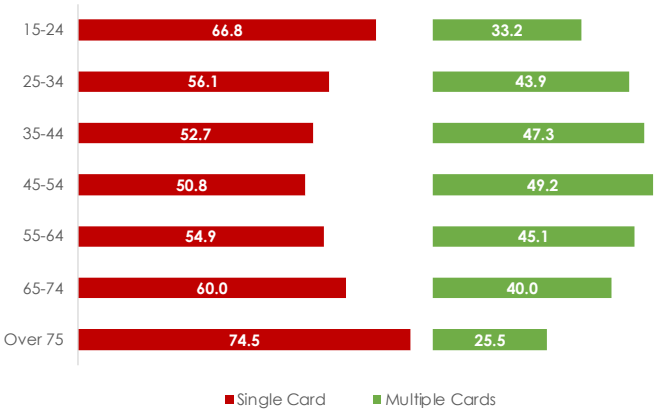
Figure 5.21: Proportion of Individuals with Active SIM Cards by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results show that individuals aged 75 years and over have a highest proportion of single SIM ownership at 74.5 percent followed by individuals in the age group of 65-74 years at 60 percent and individuals aged 55-64 years at 54.9 percent. Further, the highest proportion of individuals aged 45-54 years own multiple SIM cards at 49.2 percent followed by those in the age group of 35-44 years at 47.3 percent, and those in the age group of 55-64 years at 45.1 percent (Figure 5.22).

Figure 5.22: Proportion of Individuals with Active SIM Cards by Age, ICT 2023

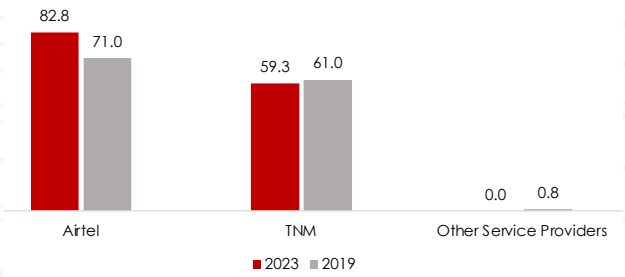


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.2 MOBILE TELEPHONE NETWORK SUBSCRIPTION

At the time of the survey, voice and data services were offered by four licensed mobile phone operators in Malawi which included Airtel Malawi Plc, Telekom Networks Malawi (TNM), Access Communications Limited (ACL) and Malawi Telecommunications Limited (MTL). The survey assessed subscriptions by individual to mobile network operators. The results show that 82.8 percent of the individuals subscribed to Airtel in 2023, an increase from 71 percent in 2019. This was followed by TNM at 59.3 percent from 61 percent in 2019 (Figure 5.23).

Figure 5.23: Proportion of Individuals Subscribing to Mobile Network Operators, ICT 2023

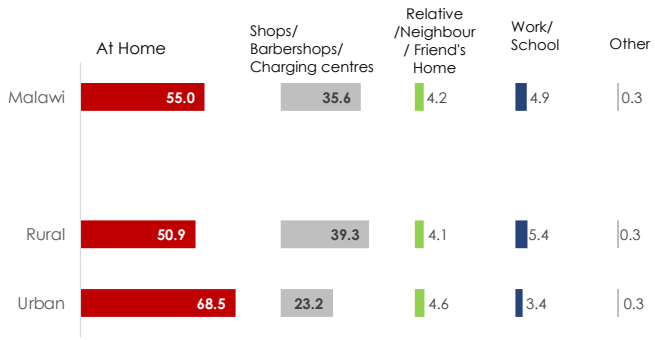


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.3 PLACE OF CHARGING MOBILE TELEPHONE

The survey also sought to establish the place where individuals charge their mobile telephones. Overall, 55 percent of individuals charge their phones at home while 35.6 percent charge in shops (groceries, barbershops and charging centers). About 4 percent charge their phones at their relatives/neighbors or friend's home and 4.9 percent of the individuals charge at work or school. Analysis by place of residence indicates that there is a higher proportion of rural residents who charge their mobile phones in the shops at around 40 percent compared to about 23 percent of residents in the urban areas (Figure 5.24).

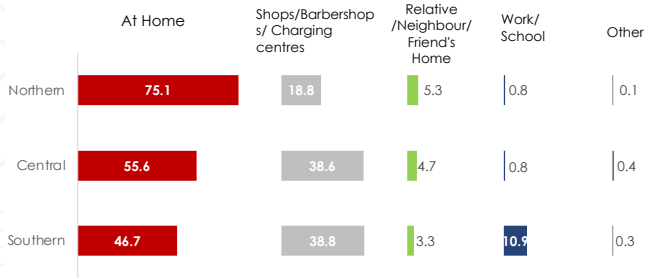
Figure 5.24: Proportion of Individuals by Place of Charging Mobile Telephones and Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Across the regions, the Northern region recorded the highest proportion of individuals that charge their phones at home (75.1 percent) compared to the Central and Southern regions at 55.6 percent and 46.7 percent, respectively (Figure 5.25).

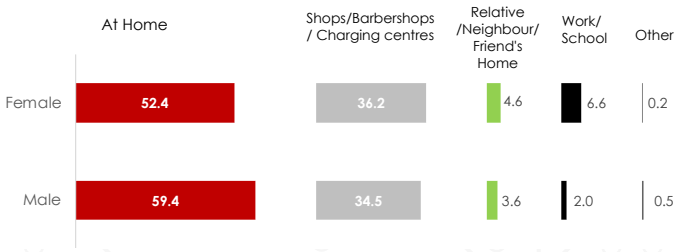
Figure 5.25: Proportion of Individuals by Place of Charging Mobile Telephones and Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex shows that both males (59.4 percent) and females (52.4 percent) charge their phones mostly at home compared to all the other places (Figure 5.26).

Figure 5.26: Proportion of Individuals by Place of Charging Mobile Telephones and Sex, ICT 2023

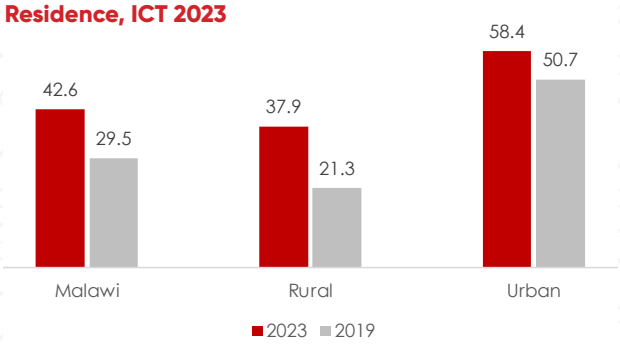


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.4 OWNERSHIP OF MOBILE TELEPHONES CAPABLE OF BROWSING INTERNET

The advent of smartphones made internet browsing easy. More users were able to use their mobile phones to browse the internet for various uses. In 2023, about 42.6 percent of mobile telephone owners have phones that can browse the internet up from 29.5 percent reported in 2019. Comparing rural and urban areas, more users in urban areas browse internet than in rural areas although the proportion has increased more in rural areas (from 21.3 percent to 37.9 percent in 2023) compared to urban areas (from 50.7 percent to 58.4 percent) (Figure 5.27).

Figure 5.27: Proportion of Individuals Owning a Mobile Telephone Capable of Browsing Internet by Place of Residence, ICT 2023

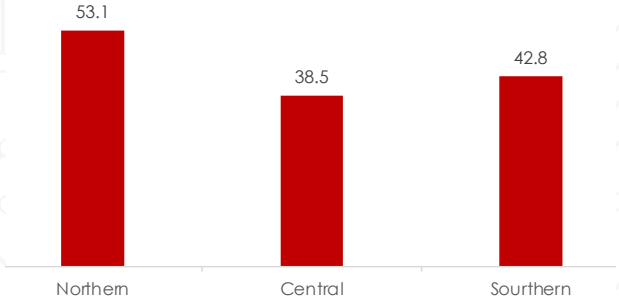


Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region shows that most individuals in the Northern region (53.1percent) have phones that can browse the internet followed by the Southern region at

42.8 percent and the Central region with 38.5 percent (Figure 5.28).

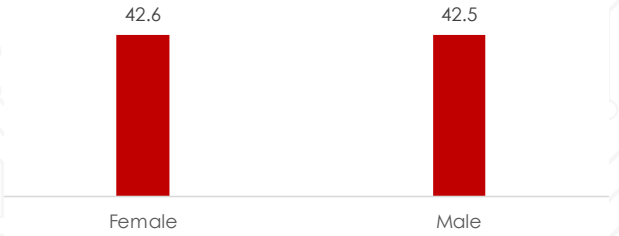
Figure 5.28: Proportion of Individuals Owning a Mobile Telephone Capable of Browsing Internet by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex shows that there is no difference between females and males in terms of ownership of a mobile phone capable of browsing the internet at 42.6 percent and 42.5 percent, respectively (Figure 5.29).

Figure 5.29: Proportion of Individuals Owning a Mobile Telephone Capable of Browsing Internet by Sex, ICT 2023



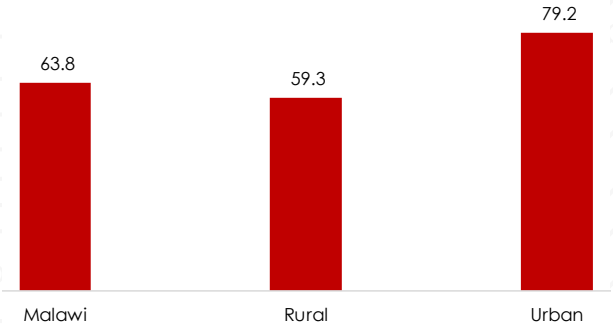
Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.5 USE OF MOBILE PHONE BUNDLED SERVICES

A bundled telecommunication service is a prepaid or postpaid subscription meeting all of the following criteria: firstly, it encompasses a commercial offer that includes two or more of telecommunication services such as fixed telephone, mobile voice, fixed broadband, mobile broadband and Pay TV. Secondly, it is marketed as a single offer, with a single invoice and with a single price for the set of services included in the bundle. Finally, it is subscribed under conditions that cannot be obtained by adding single play offers together.

Individuals were asked if they purchase mobile bundles. The result shows that 63.8 percent of individuals in Malawi purchase mobile bundles. Individuals who are resident in urban areas have a higher proportion of using mobile bundles at 79.2 percent than counterparts resident in rural areas at 59.3 percent (Figure 5.30).

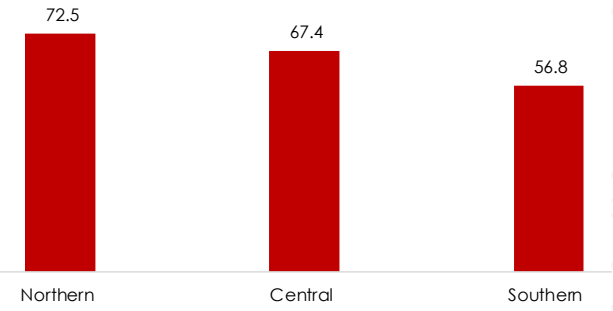
Figure 5.30: Proportion of Individuals using Mobile Bundle Services by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Across regions, the Northern region has the highest proportion of individuals making use of bundles at 72.5 percent while the Southern region has the least proportion at 56.8 percent (Figure 5.31).

Figure 5.31: Proportion of Individuals Using Mobile Bundle Services by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

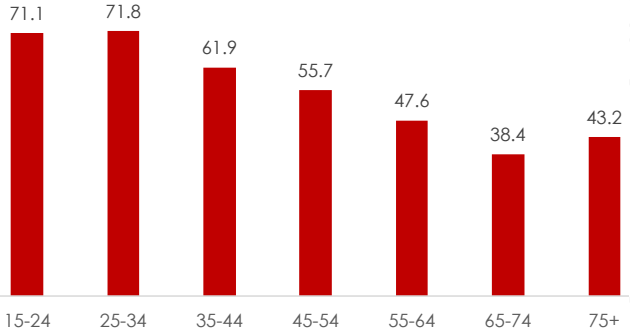
The survey established that 61.5 percent of females use bundles compared to 67.9 percent of males (Figure 5.32).

Figure 5.32: Proportion of Individuals Using Mobile Bundle Services by Sex, ICT 2023

Source: National Statistical Office, Survey on Access and Use of ICT 2023

The proportion of individuals using the bundle service decreases with age. The highest proportion of individuals that use bundles was recorded in the age group of 25-34 years at 71.8 percent followed by individuals aged 15-24 years (71.1 percent) and individuals aged 35-44 years (61.9 percent). The least proportion of individuals that used mobile bundles were aged 65 – 74 years at 38.4 percent (Figure 5.33).

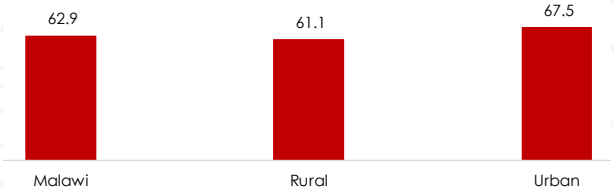
Figure 5.33: Proportion of Individuals Using Mobile Bundle Services by Age, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis shows that 62.9 percent of individuals in Malawi purchase data bundles. Urban areas have a higher proportion of individuals purchasing data bundles at 67.5 percent than individuals in rural areas at 61.1 percent (Figure 5.34).

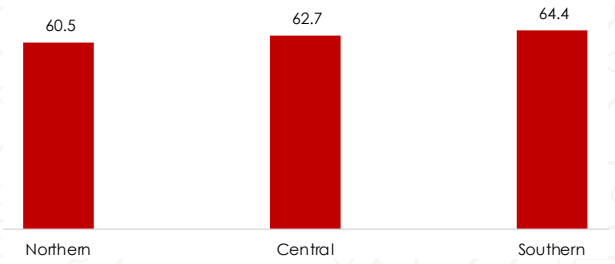
Figure 5.34: Proportion of Individuals Purchasing Data Bundles by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region shows that the Southern region has the highest percentage of individuals purchasing data bundles at 64.4 percent followed by the Central region at 62.7 percent and the Northern region at 60.5 percent (Figure 5.35).

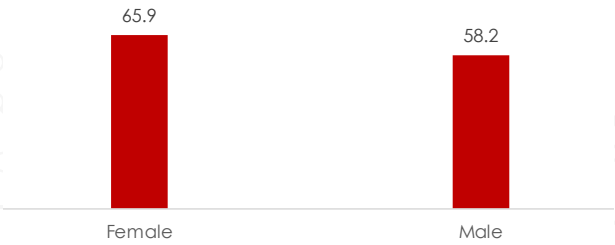
Figure 5.35: Proportion of Individuals Purchasing Data Bundles by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The survey established that 65.9 percent of females purchase data bundles compared to 58.2 percent of males (Figure 5.36).

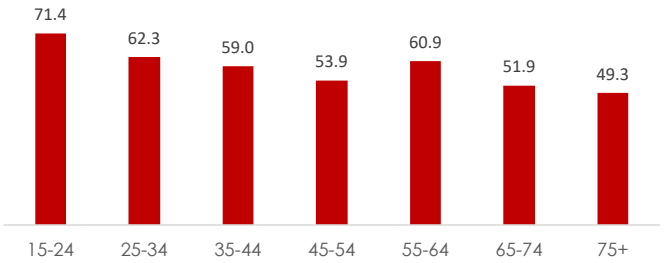
Figure 5.36: Proportion of Individuals Purchasing Data Bundles by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The highest proportion of individuals that use data bundles is recorded in the age group of 15-24 years at 71.4 percent followed by individuals aged 25-34 years at 62.3 percent and those aged 55-64 years at 60.9 percent. The least proportion of individuals that purchase data bundles is of those aged over 75 years at 49.3 percent (Figure 5.37).

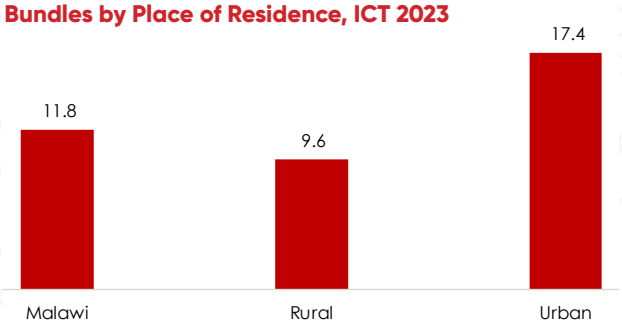
Figure 5.37: Proportion of Individuals Purchasing Data Bundles by Age, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

At national level, analysis by place of residence shows that 11.8 percent of individuals purchase SMS bundles. Urban areas have a higher proportion of individuals purchasing SMS bundles at 17.4 percent than rural areas at 9.6 percent (Figure 5.38).

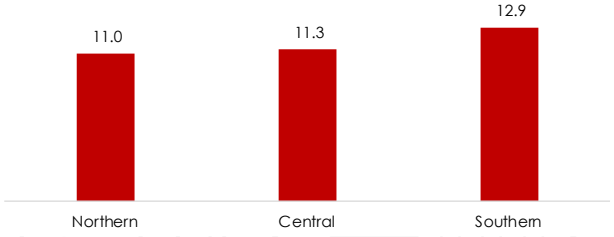
Figure 5.38: Proportion of Individuals Purchasing SMS Bundles by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region shows that the Southern region has the highest percentage of individuals purchasing SMS bundles at 12.9 percent followed by the Central region at 11.3 percent and the Northern region at 11 percent (Figure 5.39).

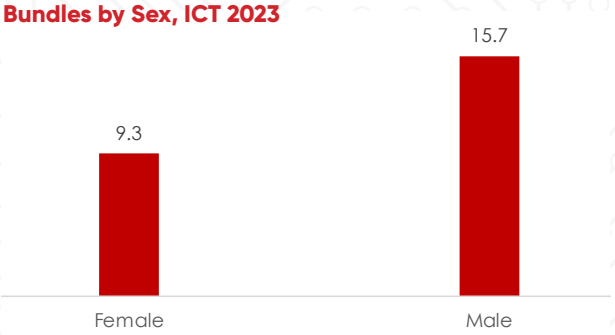
Figure 5.39: Proportion of Individuals Purchasing SMS Bundles by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The survey establishes that 9.3 percent of females purchase SMS bundles compared to 15.7 percent of males (Figure 5.40).

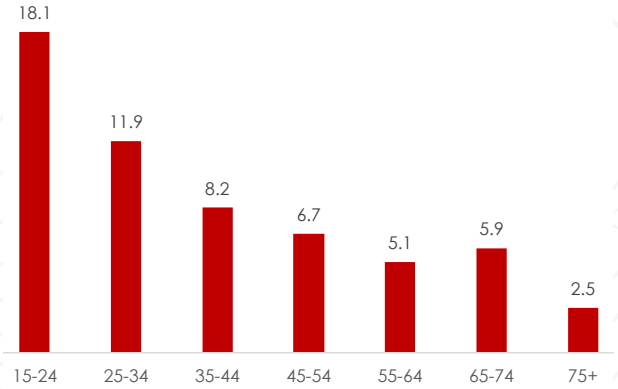
Figure 5.40: Proportion of Individuals Purchasing SMS Bundles by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The proportion of individuals purchasing SMS bundles decreases with age. The highest proportion of individuals that purchase SMS bundles is recorded in the age group of 15-24 years at 18.1 percent followed by individuals aged 25-34 years at 11.9 percent and those aged 35-44 years at 8.2 percent. The least proportion of individuals that purchase SMS bundles is of those aged over 75 years at 2.5 percent (Figure 5.41).

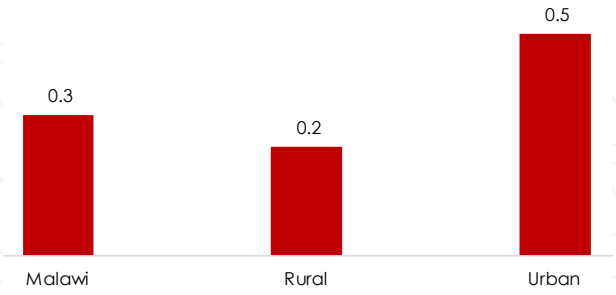
Figure 5.41: Proportion of Individuals Purchasing SMS Bundles by Age, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by place of residence shows that 0.3 percent of individuals purchase Combo bundles at national level. Urban areas have a higher proportion of individuals purchasing Combo bundles at 0.5 percent compared to 0.2 percent of those from rural areas (Figure 5.42).

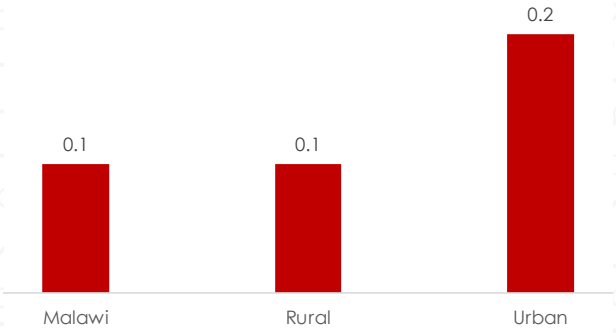
Figure 5.42: Proportion of Individuals Purchasing Combo Bundles by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

About 0.1 percent of individuals purchase roaming bundles across the nation. The proportion of individuals purchasing roaming bundles in urban areas is at 0.2 percent compared to rural areas at 0.1 percent (Figure 5.43).

Figure 5.43: Proportion of Individuals Purchasing Roaming Bundles by Place of Residence, ICT 2023

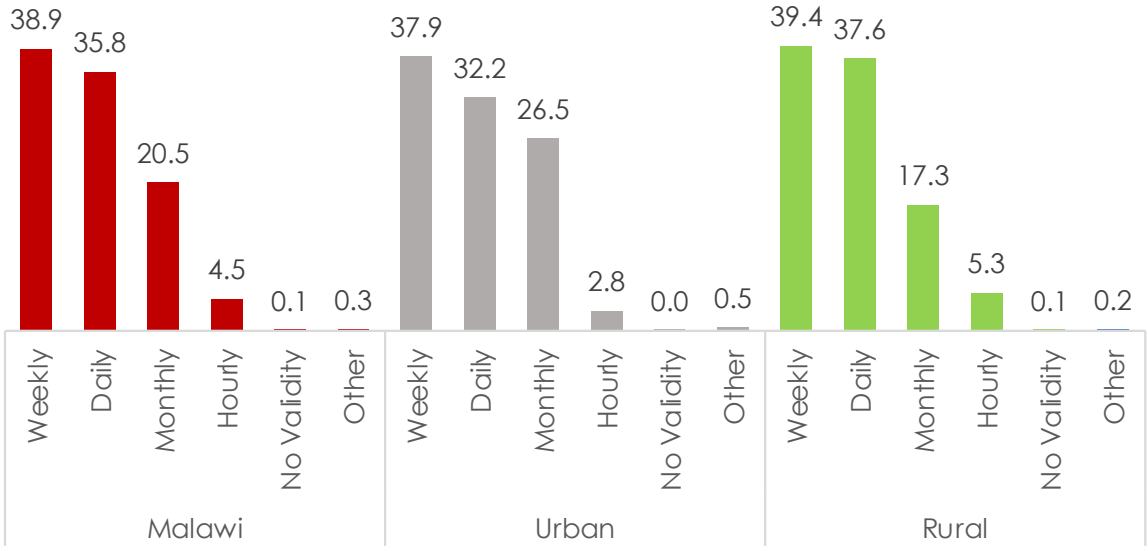


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.5.1VALIDITY PERIOD OF MOBILE BUNDLE PURCHASED

The survey results show that, at national level, 38.9 percent of individuals cited that they subscribed to weekly bundles followed by 35.8 percent that subscribed to daily bundles. The proportion of individuals that subscribed to monthly bundles is the lowest at 20.5 percent. Rural residents have a higher proportion of individuals that purchased weekly bundles at 39.4 percent than urban residents at 37.9 percent and daily bundles at 37.6 percent of rural residents compared to 32.2 percent of urban residents. However, urban residents have a higher proportion of individuals that purchased monthly bundles at 26.5 percent compared to rural residents at 17.3 percent (Figure 5.44).

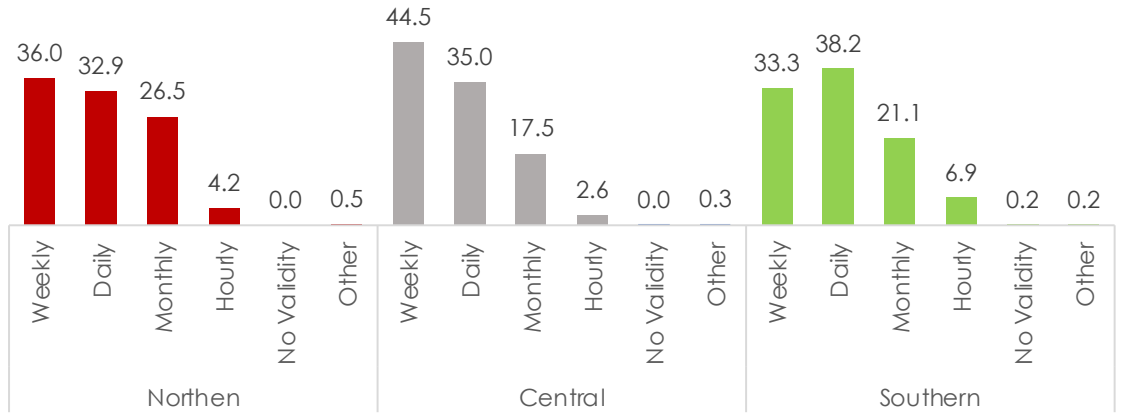
Figure 5.44: Proportion of Individuals Purchasing Bundles, by Validity Period of Mobile Bundle Purchased and Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The results also show that the Central region has a higher proportion of individuals that purchased weekly bundles at 44.5 percent followed by the Northern region at 36 percent and the Southern region at 33.3 percent. The Northen region has a higher proportion of individuals purchasing monthly bundles at 26.5 percent followed by the Southern region at 21.1 percent and the Central region at 17.5 percent (Figure 5.45).

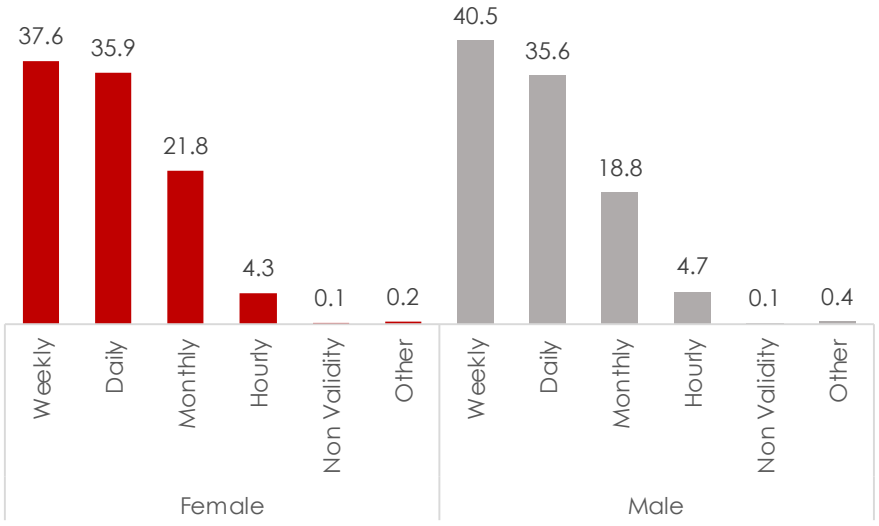
Figure 5.45: Proportion of Individuals Purchasing Bundles by Validity Period of Mobile Bundle Purchased and Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The survey results show that males have a higher proportion of weekly bundle purchase at 40.5 percent compared to females at 37.6 percent. However, females have a higher proportion of monthly bundle purchase at 21.8 percent compared to males at 18.8 percent (Figure 5.46).

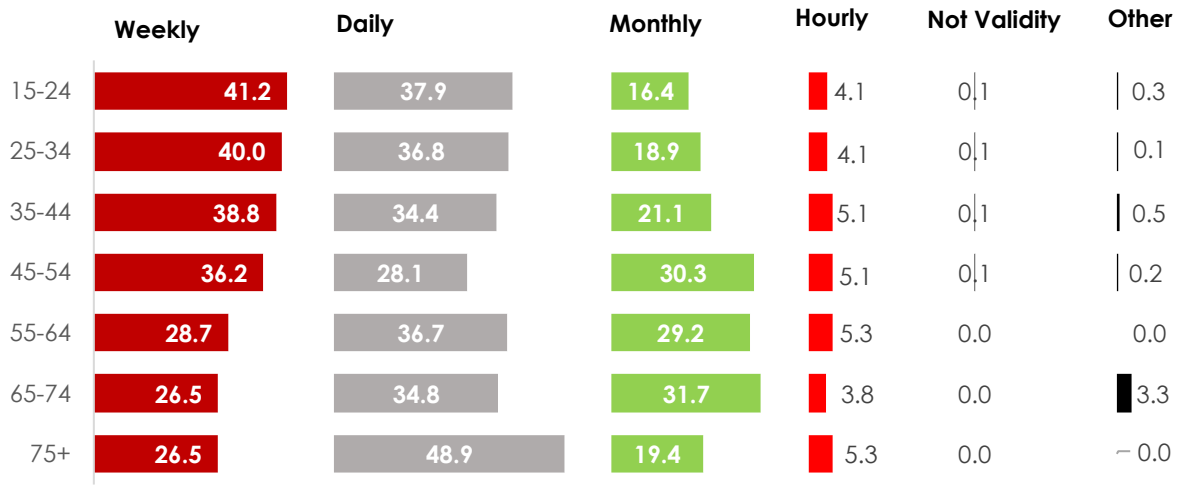
Figure 5.46: Proportion of Individuals Purchasing Bundles by Validity Period of Mobile Bundle Purchased and Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The results show that by age, the highest proportion of individuals who preferred buying weekly mobile data bundles was for those in the 15 – 24 years age category (41.2 percent) followed by those in the 25 – 34 years age group (40 percent) and the 35 - 44 years age group at 38.8 percent. The least categories are the 65 – 74 years and 75 plus years age categories both at 26.5 percent each (Figure 5.47).

Figure 5.47: Proportion of Individuals by Validity Period of Mobile Bundle Purchased and Age, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.6 MONTHLY EXPENDITURES ON MOBILE PHONE SERVICES

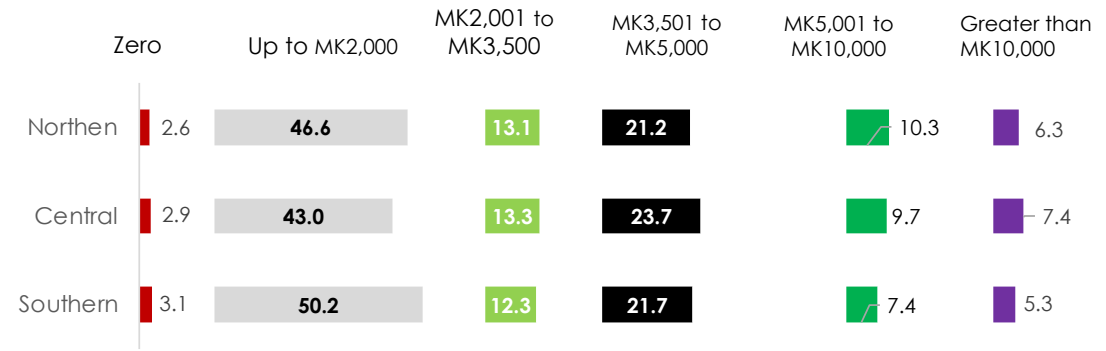
Individuals were also asked about how much they spend per month on mobile phone services. The survey results show that the highest proportion of individuals (46.5 percent) reported that they spend up to MK2,000 on mobile phone services per month followed by those that spend from MK3,501 to MK5,000 per month at 22.5 percent. Further, the lowest percentage (6.4 percent) is of those individuals that said that they spend more than MK10,000 per month on mobile phone services. Analysis by place of residence shows that over half (50.2 percent) of the population in the rural areas spend up to MK2,000 per month on mobile phone service compared to about 35 percent of the urban population who spend on the same amount (Figure 5.48).

Figure 5.48: Proportion of Individuals' Monthly Expenditure on Mobile Phone Service by Amount Spent and Place of Residence, ICT 2023

Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis of monthly expenditure on mobile phone services by region shows that over half of individuals (50.2 percent) in Southern region spend up to MK2,000 per month followed by 21.7 percent that spend between MK3,501 and MK5,000 per month. For the Northern region, 46.6 percent spend up to MK2,000 per month followed by those that spend between MK3,501 and MK5,000 per month. Central region has the highest proportion of individuals spending more than MK10,000 per month on mobile phone services (7.4 percent) followed by Northern region at 6.3 percent (Figure 5.49).

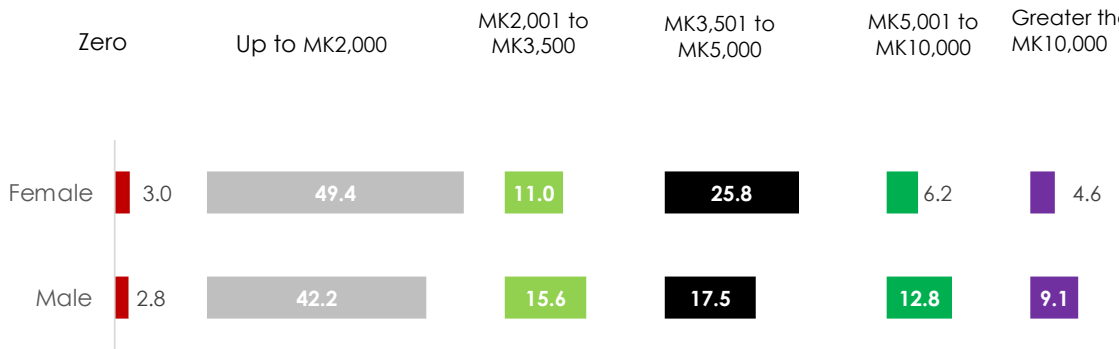
Figure 5.49: Proportion of Individuals' Monthly Expenditure on Mobile Phone Service by Amount Spent and Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

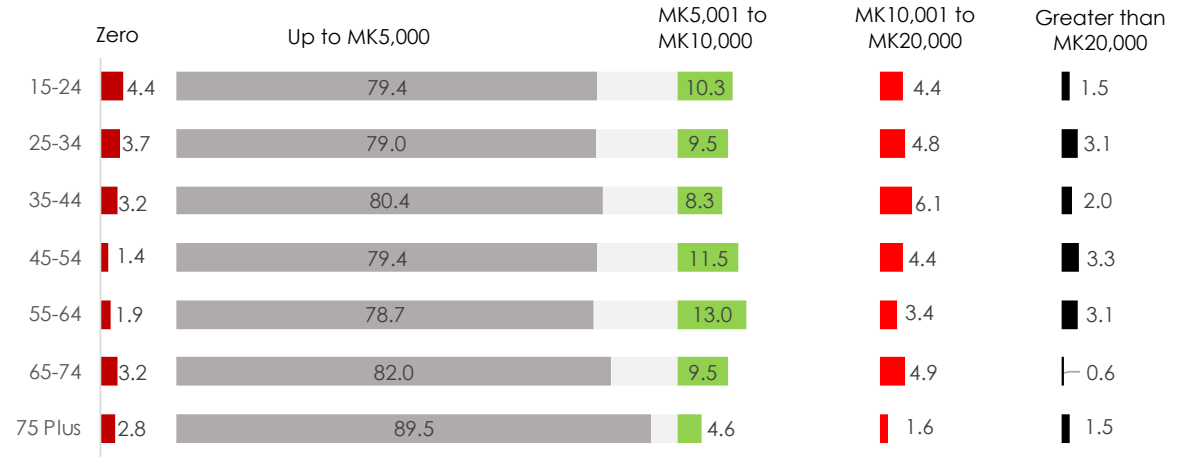
Analysis by sex shows that a higher proportion of females (49.4 percent) spend up to MK2,000 monthly while 42.2 percent of males spend up to the same amount per month. On the other hand, a higher proportion of males (9.1 percent) spend greater than MK10,000 monthly on mobile phone service while 4.6 percent of females spend greater than the same amount monthly (Figure 5.50).

Figure 5.50: Proportion of Individuals' Monthly Expenditure on Mobile Phone Service by Amount Spent and Region, ICT 2023



Based on age, the survey established that the 75 years and above age group has the highest proportion among individuals that said that they spend up to MK5,000 per month on mobile phone services at 89.5 percent followed by the 65 – 74 years age group reported at 82 percent. The 55 – 64 years age group is the highest amongst those that spend MK5,001 to MK10,000 reported at 13 percent seconded by the 45 – 54 years age group reported at 11.5 percent. The 15-24 years age group is the highest among those that spend nothing on mobile phone services at 4.4 percent (Figure 5.51).

Figure 5.51: Proportion of Individuals' Monthly expenditure on Mobile Phone Service by Amount Spent and Age, ICT 2023

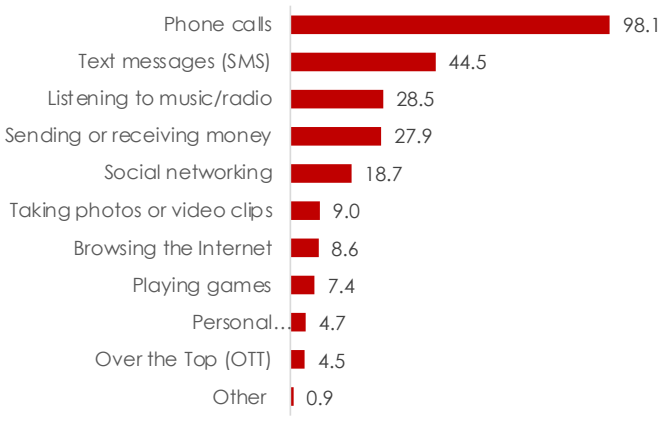


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.7 ACTIVITIES UNDERTAKEN ON A MOBILE PHONE

The survey also collected information on the activities undertaken on a mobile phone by individuals. The results show that 98.1 percent of the individuals reported that they use the mobile phone for making phone calls followed by 44.5 percent that reported using it for sending and receiving text messages. Nearly 29 percent said that they use the mobile phone to listen to music or radio (Figure 5.52).

Figure 5.52: Percentage Distribution of individuals by Activities Undertaken on a Mobile Phone, ICT 2023

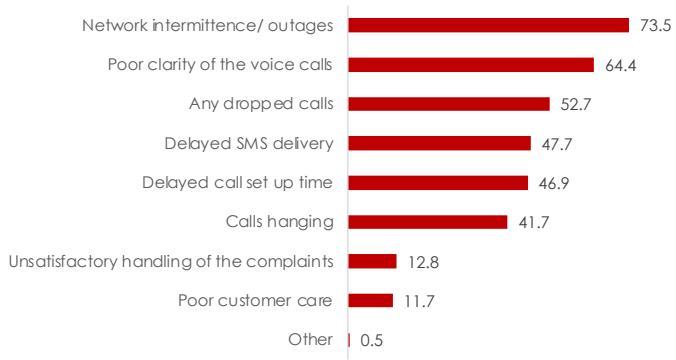


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.8 CHALLENGES FACED WHEN USING MOBILE PHONE SERVICES

The survey sought to determine various challenges that individuals experience while using mobile phone services. The results showed that, among the challenges that mobile phone service users encounter, intermittent network or outages is the most common at 73.5 percent. This challenge is followed by poor clarity of the voice calls reported at 64.4 percent and dropped calls at 52.7 percent. Unsatisfactory handling of the complaints and poor customer care were recorded as the least common challenges at 12.8 percent and 11.7 percent, respectively (Figure 5.53).

Figure 5.53: Proportion of Individuals by Challenges Faced when Using Mobile Phone Services, ICT 2023

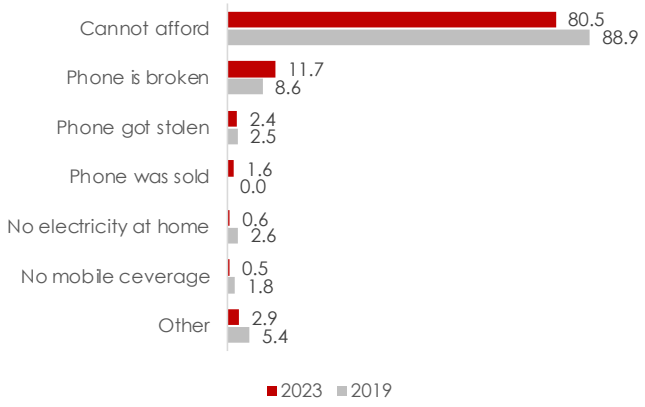


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.9 REASONS FOR NOT OWNING A MOBILE TELEPHONE

The survey collected information on the reasons for not owning a mobile telephone among individuals that reported not having owned one. The highest proportion (80.5 Percent) of individuals cited high cost as the main reason for not owning a mobile phone. This was followed by the reason of having a broken phone at 11.7 percent and the reason of a phone getting stolen at 2.4 percent (Figure 5.54).

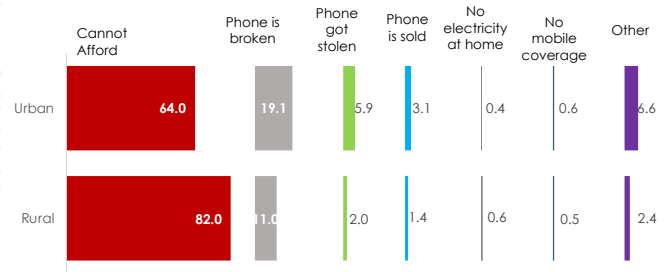
Figure 5.54: Proportion of Individuals by Reasons For not Owning or Using a Mobile Telephone, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis of reasons for not owning a mobile phone by place of residence show that 82 percent of individuals in rural areas say that they cannot afford a mobile phone compared to 64 percent in urban areas. A higher percentage of individuals in urban areas (5.9 percent) cited a phone getting stolen as the reason for not owning a mobile telephone compared to individuals in rural areas at 2 percent (Figure 5.55).

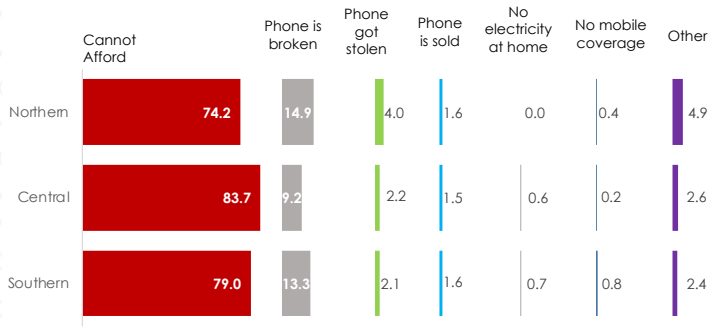
Figure 5.55: Proportion of Individuals by Reasons for not Owning a Mobile Telephone by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results by region show that the Central region has the highest percentage of individuals that cannot afford a mobile phone (83.7 percent) as the reason for not owning a mobile telephone followed by the Southern region at 79 percent (Figure 5.56).

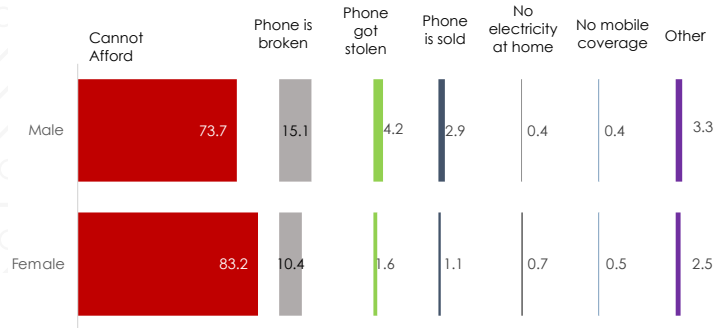
Figure 5.56: Proportion of Individuals by Reasons for Not Owning a Mobile Telephone by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Concerning analysis by sex, 83.2 percent of females said that they cannot afford a mobile phone compared to 73.7 percent for males. About 15 percent of males have their phones broken down compared to 10.4 percent for females (Figure 5.57).

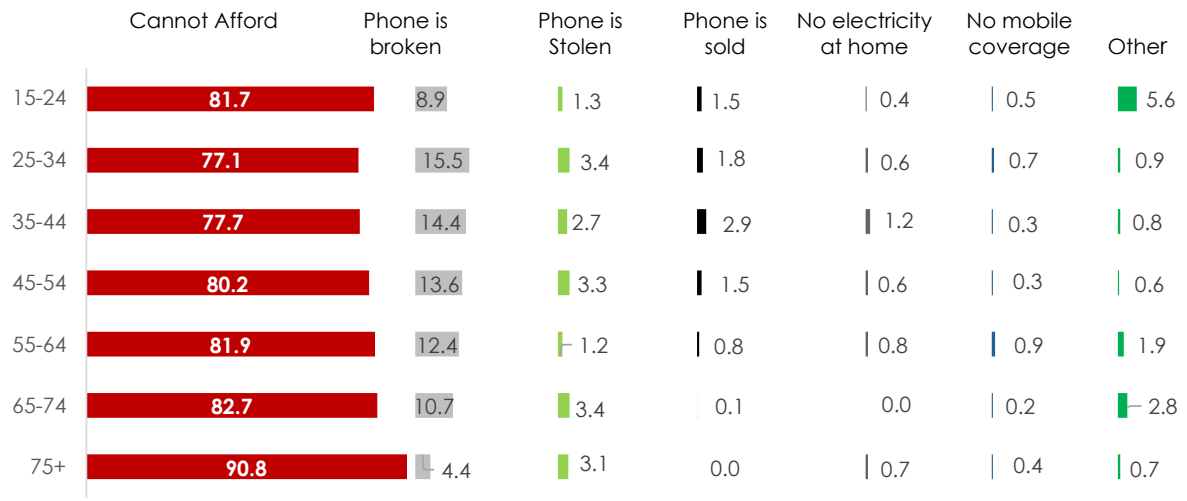
Figure 5.57: Proportion of Individuals by Reasons for Not Owning a Mobile Telephone by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by age shows that the highest proportion of individuals aged 75 years and over (90.8 percent) said they cannot afford a mobile phone followed by individuals in the age group of 65-74 years at 82.7 percent and those in the age group of 55-64 years at 81.9 percent (Figure 5.58).

Figure 5.58: Proportion of Individuals by Reasons for Not Owning a Mobile Telephone by Age, ICT 2023

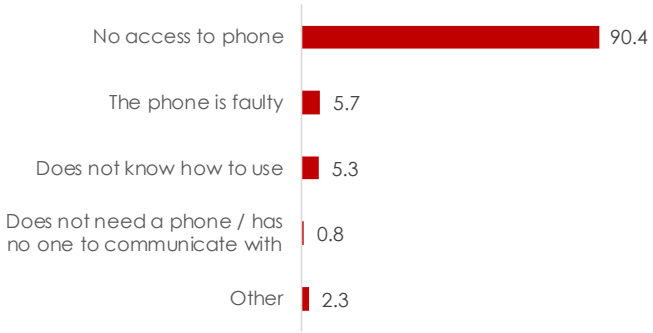


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.10 REASONS FOR NOT USING A MOBILE PHONE

Individuals who are not using mobile phones were also asked to cite reasons why they do not use them. The most cited reason is not having access to the phone (90.4 percent) followed by the phone being faulty (5.7 percent) and the inability to use the phone at 5.3 percent (Figure 5.59).

Figure 5.59: Proportion of Individuals by Reasons for not Using a Mobile Phone, ICT 2023

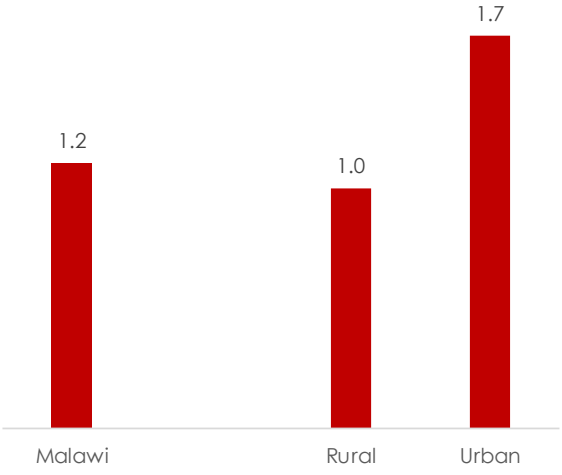


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.1.2.11 USE OF EMERGENCY NUMBERS

When asked whether individuals ever called emergency numbers i.e., 997, 990 etc., 1.2 percent of individuals at national level reported that they ever called emergency numbers. The proportion of individuals using emergency numbers is higher in the urban areas at 1.7 percent compared to rural areas at 1 percent (Figure 5.60).

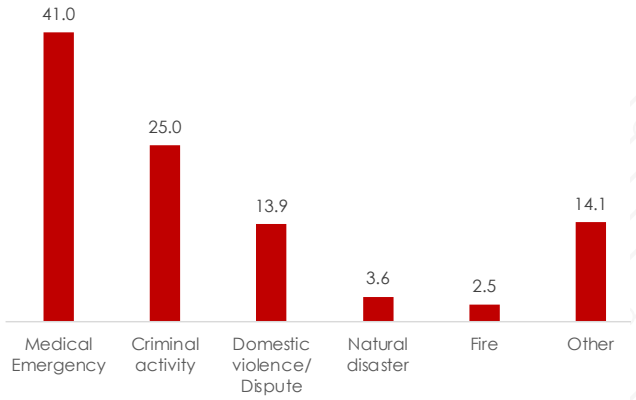
Figure 5.60: Proportion of Individuals Using Emergency Numbers by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results show that individuals who have ever used emergency numbers cited medical emergency as the most common emergency for calling at 41 percent. This was followed by criminal activity at 25 percent and domestic violence or dispute at around 14 percent. Fire was the least common emergency for using emergency numbers at 2.5 percent (Figure 5.61).

Figure 5.61: Proportion of Individuals Using Emergency Numbers by Nature of Emergency, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

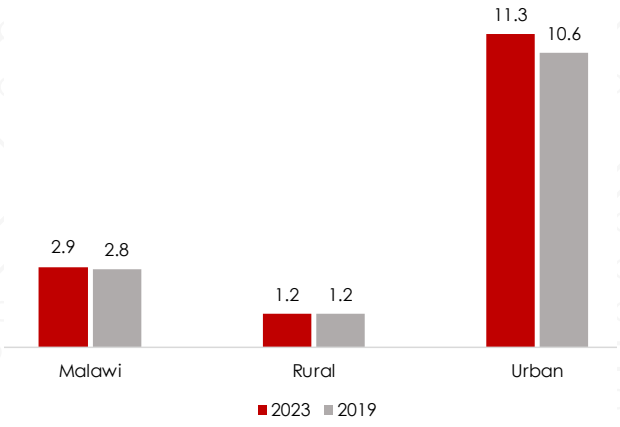
5.2 ACCESS AND USE OF COMPUTERS BY INDIVIDUALS

This section presents findings from the survey on access and use of computer devices by individuals in Malawi.

5.2.1 OWNERSHIP OF A COMPUTER

Results indicate that 2.9 percent of individuals in Malawi own a functional computer compared to 2.8 percent reported in 2019. Analysis by place of residence indicates that the proportion of individuals who owned a functional computer is higher (11.3 percent) in urban areas than in rural areas at 1.2 percent (Figure 5.62)

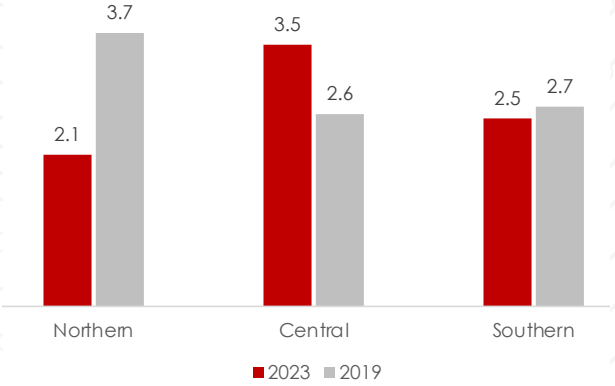
Figure 5.62: Proportion of Individuals with a Functional Computer by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region shows that the Central region has the highest proportion of individuals owning a functional computer in 2023 (3.5 percent) followed by the Southern region (2.5 percent) and the Northern region at 2.1 percent. This is compared to 2.6 percent, 2.7 percent and 3.7 percent, respectively, reported in 2019 (Figure 5.63).

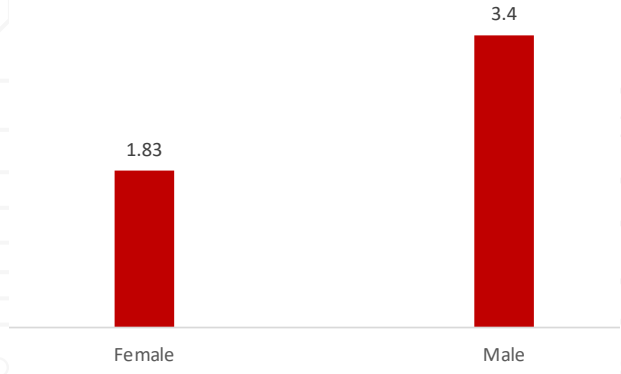
Figure 5.63: Proportion of Individuals with a Functional Computer by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

In terms of sex of the individual, there is a higher proportion of males who own a computer (3.4 percent) compared to females at 1.8 percent (Figure 5.64).

Figure 5.64: Proportion of Individuals with a Functional Computer by Sex, ICT 2023



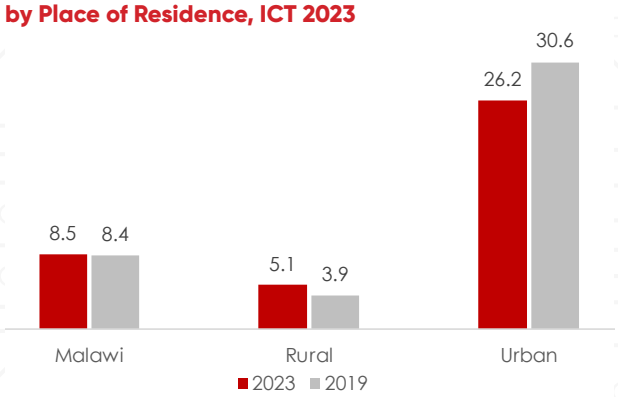
Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.2.2 USE OF A COMPUTER

In Malawi, the proportion of individuals using a computer is at 8.5 percent. Analysis of individuals using computers

by place of residence indicates that the proportion of individuals using computers is higher (26.2 percent) in urban areas in 2023 compared to 30.6 percent reported in 2019. Rural areas registered 5.1 percent in 2023 compared to 3.9 percent in 2019. (Figure 5.65)

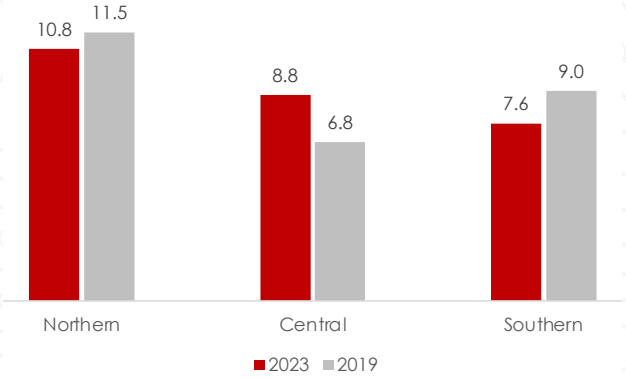
Figure 5.65: Proportion of Individuals Using Computer by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results by region show that the Northern region has the highest proportion of individuals (10.8 percent) using computers followed by the Central region (8.8 percent) and the Southern region (7.6 percent). The proportion of individuals using computers has declined in the Northern region from 11.5 percent in 2019 (Figure 5.66).

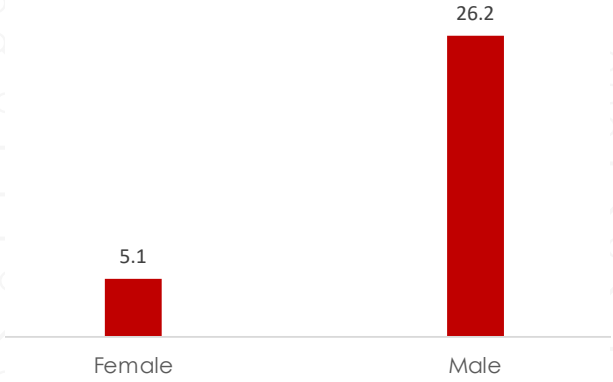
Figure 5.66: Proportion of Individuals Using Computer by Region, ICTs 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex indicates that there is a high proportion of males using a computer at 26.2 percent compared to females at 5.1 percent (Figure 5.67).

Figure 5.67: Proportion of Individuals Using Computer by Sex, ICTs 2023

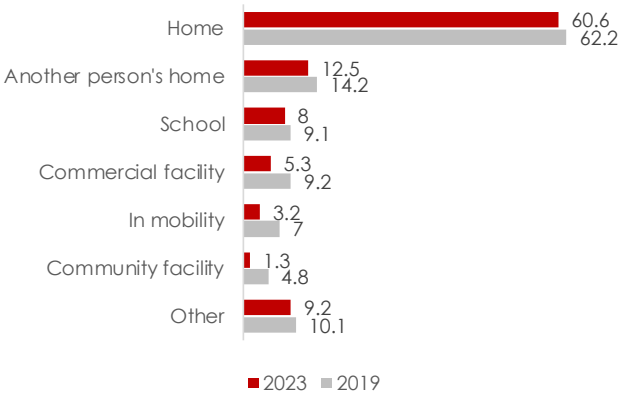


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.2.2.1 PLACE OF USE OF COMPUTER

Findings from the survey show that home was the most common place where individuals used computers in both years. In 2023, the proportion of individuals using a computer at home is at 60.6 percent followed by another person's home and school at 12.5 percent and 8 percent, respectively. A community facility is the least common place where individuals use computers at 1.3 percent compared to 4.8 percent reported in 2019 (Figure 5.68).

Figure 5.68: Proportion of Individuals Using Computer by Place of Use, ICT 2023



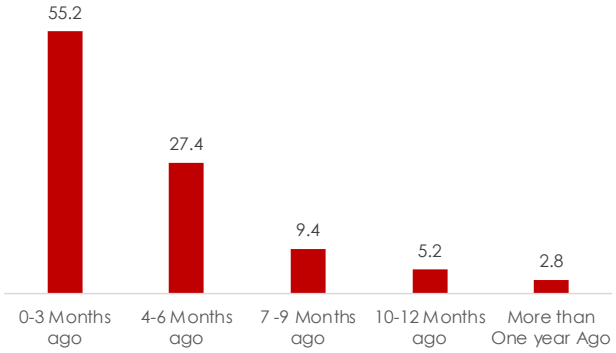
Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.2.2.2 PERIOD OF LAST USE OF A COMPUTER

When asked about the last time individuals used a computer, the highest proportion of individuals (55.2

percent) reported using a computer within the last 3 months. This was followed by individuals who used it between 4 to 6 months before the survey (27.4 percent) and those who used it between 7 to 9 months before the survey at 9.4 percent (Figure 5.69).

Figure 5.69: Proportion of Individuals Using a Computer by Period of Last Computer Use, ICT 2023

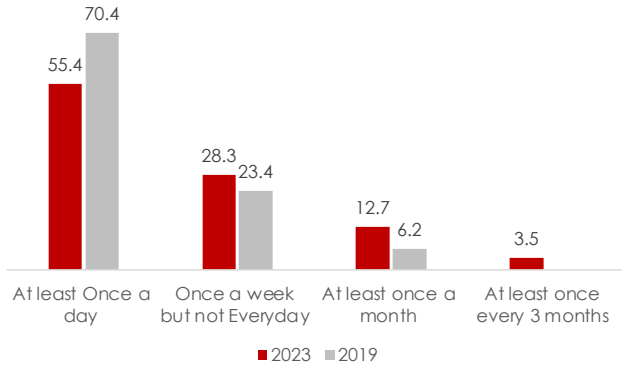


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.2.2.3 FREQUENCY OF USE OF A COMPUTER

Results show that most individuals use the computer at least once a day at 55.4 percent followed by individuals who use the computer once a week but not every day at 28.3 percent, and those who use it at least once a month at 12.7. the proportion of individuals using a computer at least once a day has dropped from 70.4 percent reported in 2019 (Figure 5.70).

Figure 5.70: Proportion of Individuals Using a Computer by Frequency of Use, ICT 2023

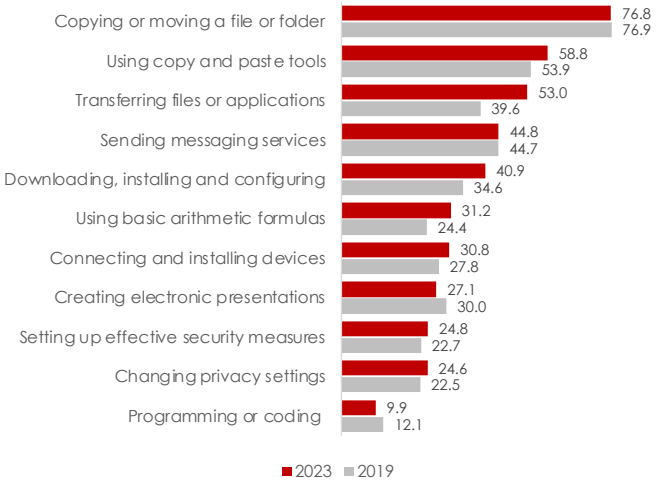


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.2.2.4 ACTIVITIES PERFORMED WHEN USING A COMPUTER

The survey results indicate that among individuals that use a computer, 76.8 percent reported that they were able to copy or move a file or a folder on a computer in 2023 compared to 76.9 percent in 2019. The least proportion of individuals (9.9 percent) indicated knowledge of programming or coding in digital environments like computer software and app development (Figure 5.71).

Figure 5.71: Proportion of Individuals Using Computer by Type of Computer Activities, ICT 2023

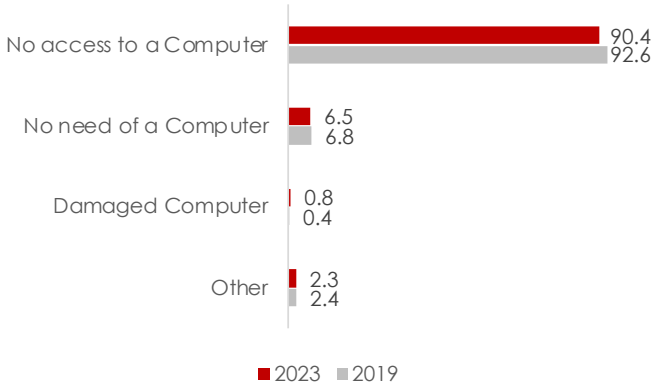


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.2.2.5 BARRIERS TO COMPUTER USE

There are several barriers to the use of a computer by individuals. The survey also looked at reasons why individuals were not using a computer. Among those who do not use a computer, 90.4 percent indicated that they had no access to a computer followed by no need of a computer (6.5 percent). The least cited damaged computer as a barrier at 0.8 percent. The trend is not different from 2019 results (Figure 5.72).

Figure 5.72: Proportion of Individuals by Barriers to Computer Use, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

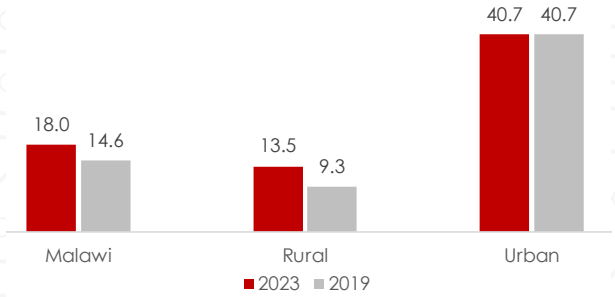
5.3 ACCESS AND USE OF INTERNET SERVICES BY INDIVIDUALS

The survey also captured information on internet usage patterns by individuals, providing valuable insights into how different demographic groups engage themselves on the internet.

5.3.1 USE OF INTERNET SERVICES

Individuals were asked if they had used internet in the last three months prior to the survey. Internet usage by individuals in the country increased to 18 percent in 2023 from 14.6 percent in 2019. The higher proportion of individuals using the internet by place of residence remains in urban areas at 40.7 percent while in rural areas, it increased to 13.5 percent in 2023 from 9.3 percent reported in 2019 (Figure 5.73).

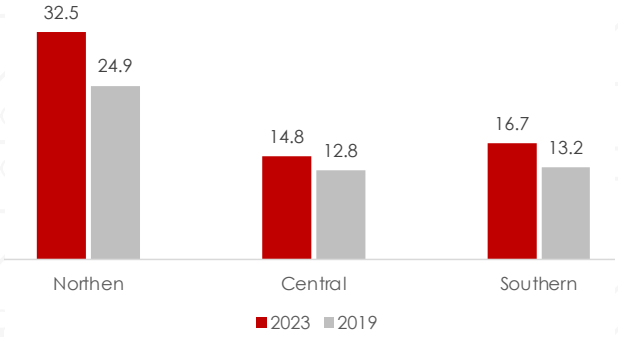
Figure 5.73: Proportion of Individuals Using Internet by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis of the results by region shows that the Northern region has the highest proportion of internet users at 32.5 percent, an increase from 24.9 percent in 2019. This is followed by the Southern region at 16.7 percent, an increase from 13.2 percent in 2019. Similarly, the proportion of individuals that use the internet in the Central region has increased in 2023 to 14.8 percent from 12.8 percent in 2019 (Figure 5.74).

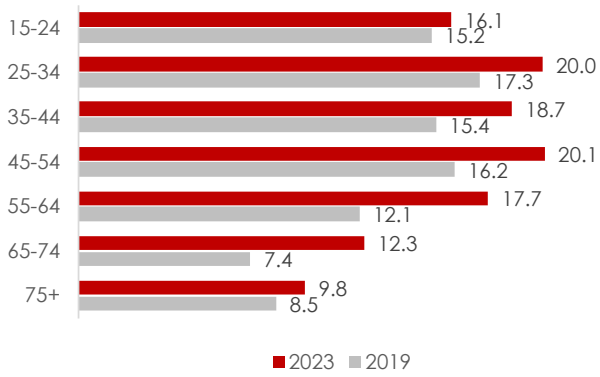
Figure 5.74: Proportion of Individuals Using Internet by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by age shows a transition, with individuals aged 45-54 years emerging as the demographic group with the highest proportion of internet users, standing at 20.1 percent followed by the population aged 25-34 years and 55-64 years at 20 percent and 17.7 percent, respectively. The lowest proportion of individuals using the internet is of internet users aged 75 years and above at 9.8 percent. There has been increases in all age groups in terms of proportion of internet users from 2019 findings (Figure 5.75).

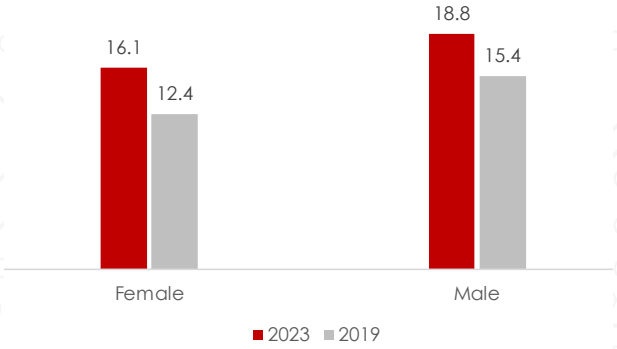
Figure 5.75: Proportion of Individuals Using the Internet by Age, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex shows that the proportion of internet usage by males was higher (18.8 percent) than that of females (16.1 percent) in 2023, translating to a gender disparity of 2.7 percentage points. In 2019, males had a proportion of 15.4 percent and females had a proportion of 12.4 percent translating to a gender disparity of 3 percentage points (Figure 5.76). This means that the gender disparity in internet usage has improved between 2019 and 2023.

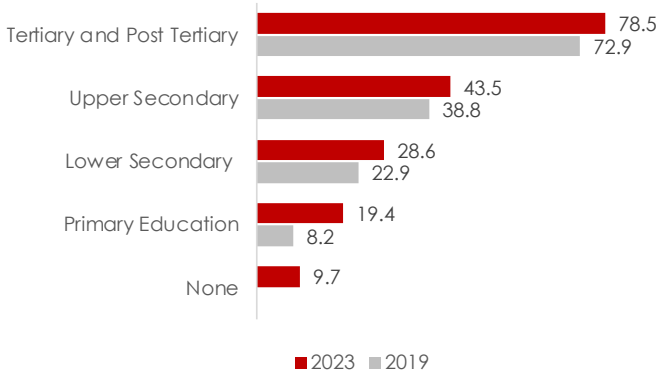
Figure 5.76: Proportion of Individuals Using the Internet by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The survey also captured information on individuals using Internet by their level of education and found that usage among the different groups of individuals had increased from the results recorded in 2019. In 2023, individuals with tertiary and post tertiary education demonstrated the highest usage of internet with a proportion of 78.4 percent followed by those with upper secondary education at 43.5 percent and individuals with lower secondary education at 28.6 percent (Figure 5.77).

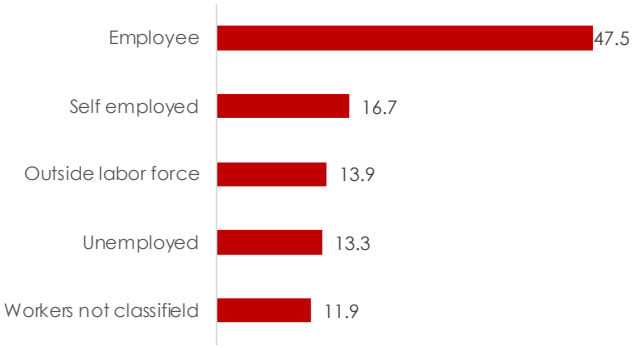
Figure 5.77: Proportion of Individuals Using Internet by Level of Education, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The survey also classified access and usage of internet by occupation. The highest proportion of internet users are employees (47.5 percent) followed by the self-employed and those outside the labor force at 16.7 percent and 13.9 percent, respectively (Figure 5.78).

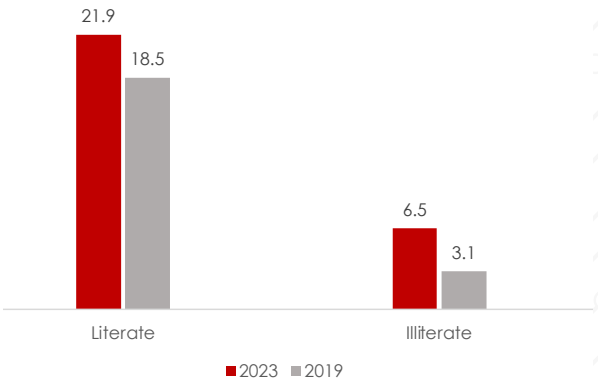
Figure 5.78: Proportion of Individuals Using Internet by Occupation, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by literacy shows that internet usage increased among both the literate and illiterate. Usage among the literate is at 21.9 percent, an increase from 18.5 percent in 2019 and among the illiterate, the usage rate is at 6.5 percent, an increase from 3.1 percent in 2019. (Figure 5.79). For both the literate and the illiterate, usage of internet increased by the same 3.4 percentage points between 2019 and 2023.

Figure 5.79: Proportion of Individuals Using the Internet by Literacy Level, ICT 2023

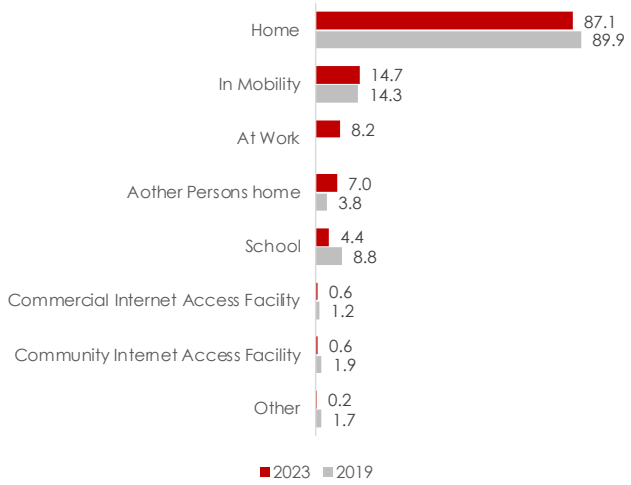


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.3.1.1 INTERNET ACCESS BY LOCATION

The results indicate that most individuals use internet from home (87.1 percent), a decline from 89.9 percent in 2019 followed by mobility (14.7 percent) from 14.3 percent in 2019 and at work (8.2 percent). There is a decline in internet usage in schools, and commercial and community facilities (Figure 5.80).

Figure 5.80: Proportion of Individuals Using Internet by Location, ICT 2023

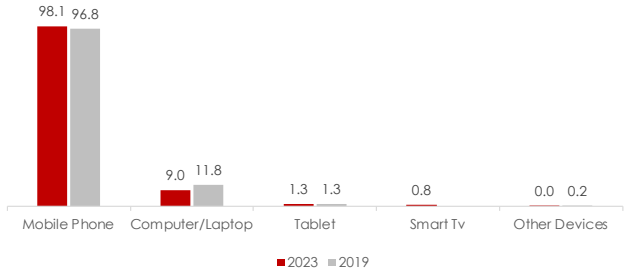


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.3.1.2 DEVICES USED TO ACCESS INTERNET SERVICES

A mobile phone remains the most used device to access internet services in 2023 at 98.1 percent, an increase from 96.8 percent reported in 2019, followed by computers at 9 percent and tablets at 1.3 percent. Smart TVs had a proportion of 0.8 percent (Figure 5.81).

Figure 5.81: Proportion of Individuals Using the Internet by Type of Devices, ICT 2023

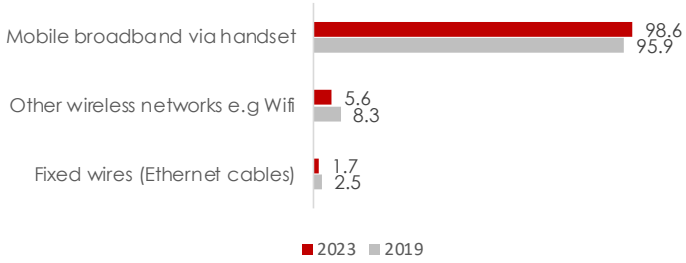


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.3.1.3 TYPE OF INTERNET SERVICES USED

The individuals were also asked about the network they use to access the internet. The highest proportion of individuals access the internet through Mobile Broadband via handset (98.6 percent) from 95.9 percent recorded in 2019. The use of other wireless networks and fixed wires networks are 5.6 percent and 1.7 percent respectively (Figure 5.82).

Figure 5.82: Proportion of Individuals Using the Internet by Network Used, ICT 2023

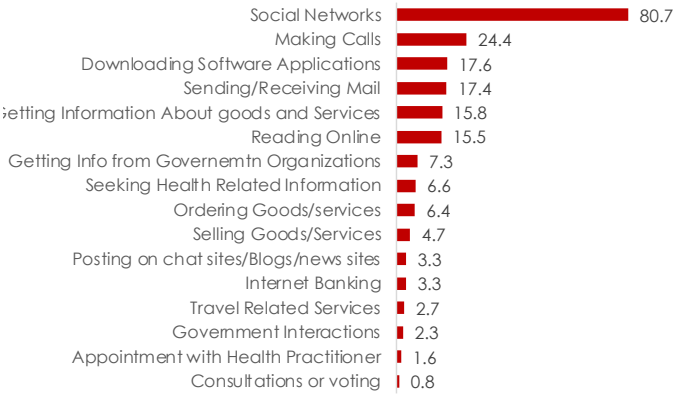


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.3.1.4 ACTIVITIES UNDERTAKEN ONLINE

The survey also captured information pertaining to the activities individuals take when using the internet. The highest proportion of activities undertaken was social networks at 80.7 percent followed by making calls over the internet at 24.4 percent, downloading software or applications (17.6 percent) and sending or receiving mail (17.4 percent). The activity with the least proportion is consultations or voting at 0.8 percent (Figure 5.83).

Figure 5.83: Proportion of Activities Undertaken Online by Individuals, ICT 2023

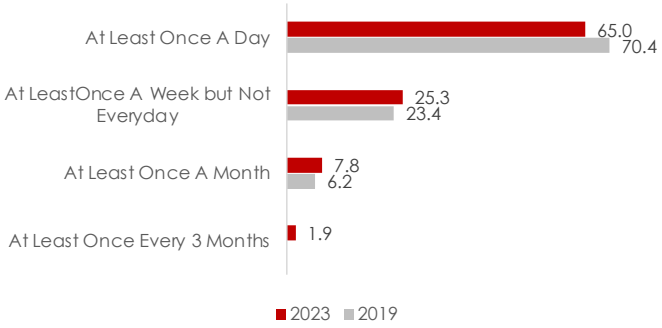


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.3.1.5 FREQUENCY OF USING THE INTERNET SERVICES

Analysis by frequency of use of internet by individuals shows that 65 percent of individuals use the internet at least once a day compared to 70.4 percent in 2019 and 25.3 percent of individuals use the internet at least once a week but not every day, an increase from 23.4 percent in 2019. About 8 percent of individuals use the internet at least once a month and 1.9 percent use the internet at least once every three months (Figure 5.84).

Figure 5.84: Proportion of Individuals Using the Internet by Frequency of Internet Usage, ICT 2023

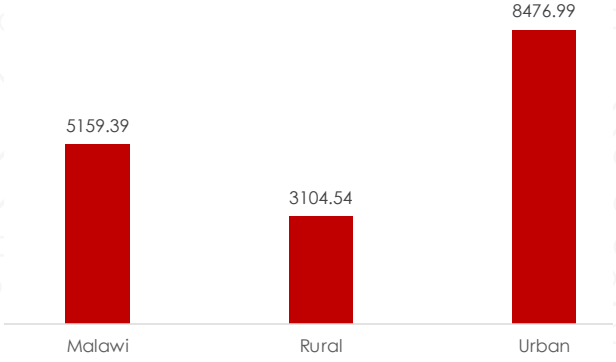


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.3.1.6 EXPENDITURE ON INTERNET DATA

The 2023 survey assessed the monthly expenditure on internet data by individuals. Overall, the average expenditure on internet data by an individual in Malawi is MK5,159.00 per month. Individuals in the urban areas spend more (MK8,477.00) on internet data compared to those residing in rural areas (MK3,105.00) (Figure 5.85).

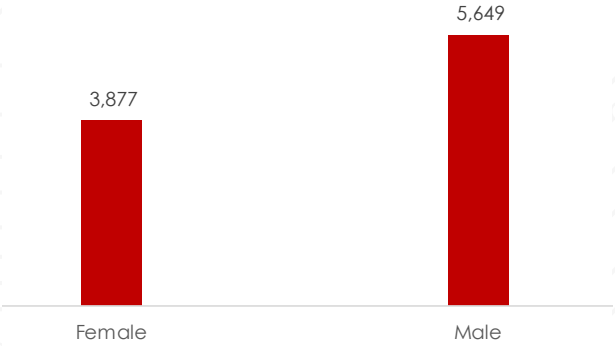
Figure 5.85: Monthly Average Expenditure on Internet Data in Malawi Kwacha, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis of expenditure on internet data by sex shows that males spend more (MK5,649.00 per month) on internet data than females (MK3,877.00) (Figure 5.86).

Figure 5.86: Monthly Average Expenditure on Internet Data in Malawi Kwacha, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

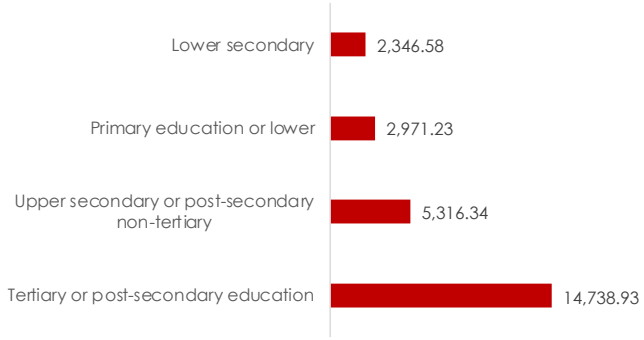
Analysis by occupational status shows that employed individuals spend more on internet data with an average of MK8,627.33 per month. Those outside the labor force and those who are self-employed spend an average of MK4,946.00 and MK4,328.07, respectively, while unemployed individuals spend an average of MK3,137.33 and workers not classifiable by status spend on average MK2,616.16 per month (Figure 5.87).

Figure 5.87: Monthly Average Expenditure on Internet Data by Occupational status, ICT 2023

Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by education level shows that individuals with tertiary or post tertiary education spend more on internet data (MK14,738.9 per month) relative to those that have no formal education at MK2,346.6 per month (Figure 5.88).

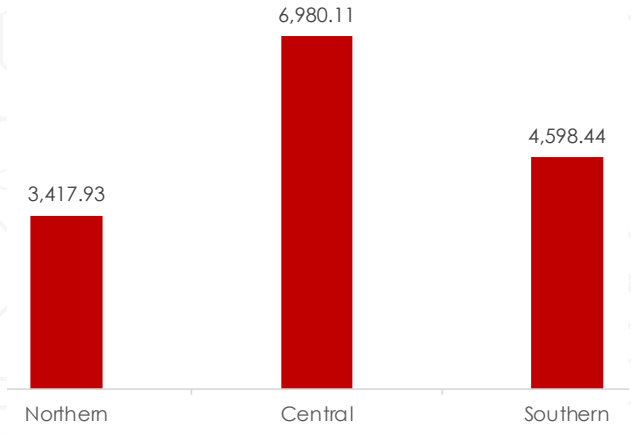
Figure 5.88: Monthly Average Expenditure on Internet Data by Level of Education, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region shows that individuals in the Central region spend more on internet data (MK6,980.11 per month) followed by those in the Southern region (MK4,598.44 per month) and those in the Northern region at MK3,417.93 per month (Figure 5.89).

Figure 5.89: Monthly Average Expenditure on Internet by Region, ICT 2023

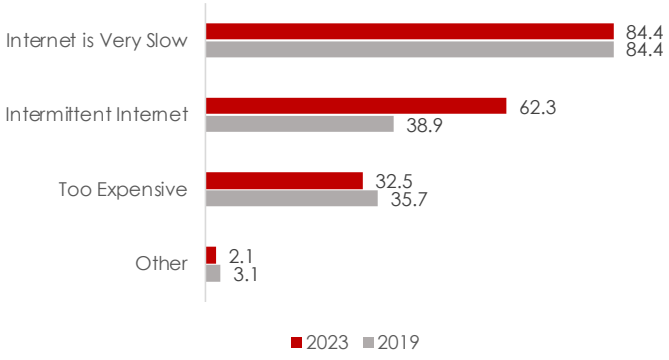


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.3.1.7 CHALLENGES WHEN USING THE INTERNET

About 84 percent of individuals reported very slow internet as the main challenge when using it both in 2023 and 2019. This is followed by intermittent internet at 62.3 percent, an increase from 38.9 percent in 2019 and high costs at 32.5 percent, a decline from 35.7 percent reported in 2019 (Figure 5.90).

Figure 5.90: Proportion of Challenges Faced by Individuals When Using the Internet, ICT 2023

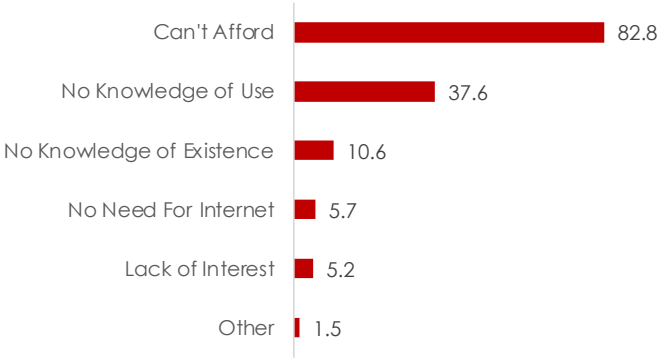


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.3.1.8 BARRIERS TO INTERNET USE

The survey collected information on barriers to internet use. The most common barrier was that of affordability at 82.8 percent followed by the lack of knowledge to use it at 37.6 percent and lack of knowledge of its existence at 10.6 percent. The least proportion (5.2 percent) do not have interest in using the internet (Figure 5.91).

Figure 5.91: Proportion of Individuals not Using the Internet by type of Barrier, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

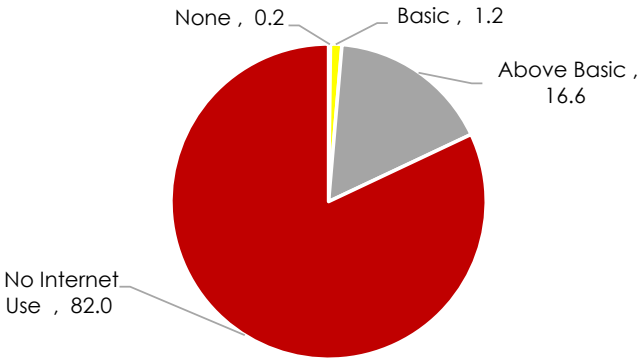
5.3.1.9 PROFICIENCY/SKILLS IN ICT

The 2023 national ICT survey included an analysis of ICT skills possessed by individuals based on the activities performed on the computer and the internet. This pilot analysis provides a benchmark for future comparisons concerning ICT skills levels. The proficiency/skills in ICT

were computed based on five ICT skill areas, namely: communication or collaboration; information and data literacy; digital content creation; safety, and problem-solving. The individuals' responses were assessed on several activities within a skill area they had reported having done in the last three months before the survey.

The communication or collaboration skills area focuses on activities including: (i) Sending messages (e.g. email, messaging service, SMS) with attached files, (ii) Making calls (Telephoning over the Internet), (iii) Participating in social networks, and (iv) Taking part in consultation or voting via Internet. Figure 5.89 shows the proportion of individuals with ICT skills in the ICT areas of communication or collaboration. About 18 percent of individuals have at least basic level of communication or collaboration skills (Figure 5.92).

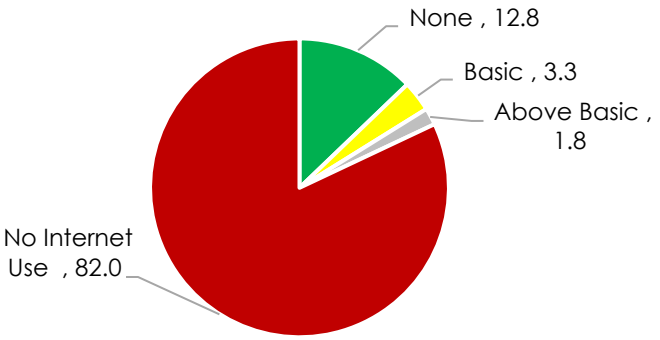
Figure 5.92: Proportion of Individuals with Proficiency/ Skills in Communication or Collaboration, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Figure 5.93 shows the proportion of individuals in the skills area of information and data literacy. Information and data literacy skills area include activities individuals undertake in the following: (i) Verifying the reliability of information, (ii) Getting information about goods or services, (iii) Reading or downloading newspapers, among others, and (iv) Seeking health-related information. About 5.1 percent of the individuals have at least basic skills in information and data literacy. However, despite having used the internet in the last three months before the survey, 12.8 percent of individuals do not have skills around information and data literacy while only 3.3 percent have basic skills and 1.8 percent of the individuals have skills in information and data literacy at above basic level.

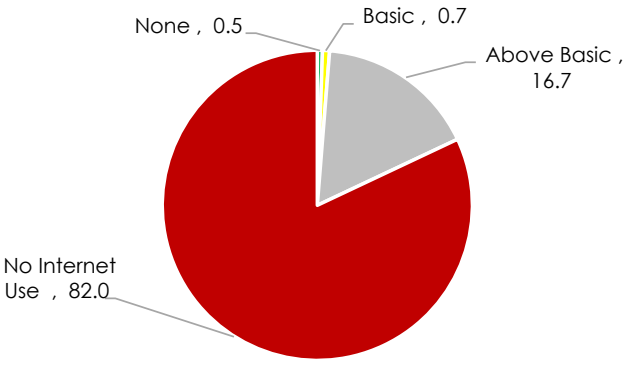
Figure 5.93: Proportion of Individuals with Proficiency/ Skills in Information and Data Literacy, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Figure 5.94 shows the proportion of individuals in the skills area of digital content creation which include the following activities: (i) Using copy and paste tools, (ii) Creating electronic presentations, (iii) Using basic arithmetic formulas in a spreadsheet, (iv) Writing a computer program, (v) Editing online text, spreadsheets, presentations, and (vi) Uploading self/user-created content. About 17.4 percent of individuals have at least basic skills in digital content creation and only 0.5 percent of individuals do not have skills in this area among those that used the internet.

Figure 5.94: Proportion of Individuals with Proficiency/ Skills in Digital Content Creation, ICT 2023

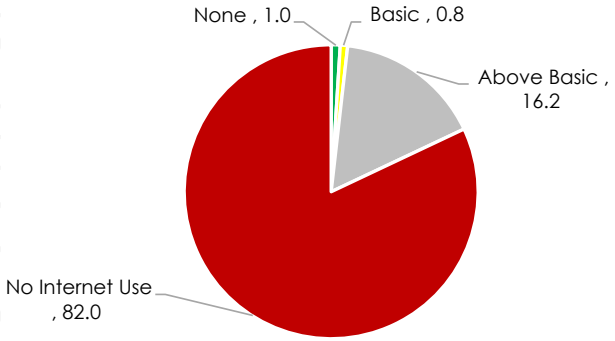


Source: National Statistical Office, Survey on Access and Use of ICT 2023

The proportion of individuals with problem-solving skills is presented in Figure 5.95. The problem skills set include the following areas: (i) Finding, downloading, installing and configuring software, (ii) Connecting and installing new devices, (iii) Transferring files or applications

between devices, (iv) Electronic financial transactions, (v) Doing an online course, and (vi) Purchasing or ordering goods or services. About 1 percent of the individuals have no skills in problem solving and about the same proportion applies for individuals with basic skills in problem solving (Figure 5.95).

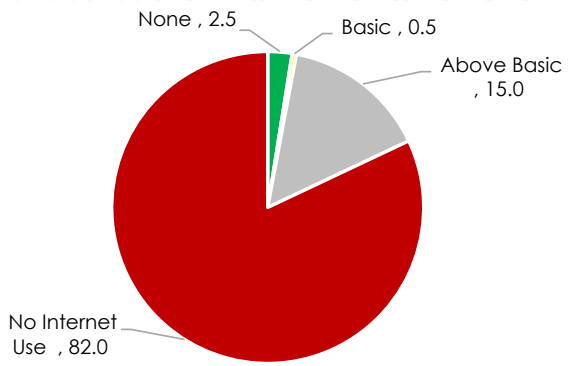
Figure 5.95: Proportion of Individuals with Proficiency/ Skills in Problem Solving, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Safety skills focus on the following online activities that an individual can perform: (i) Changing privacy settings and (ii) Setting up effective security measures. About 15.5 percent of individuals have online safety skills, while 2.5 percent have no safety skills despite using the internet (Figure 5.96).

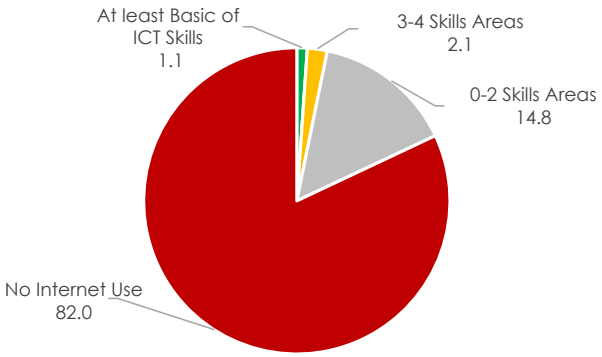
Figure 5.96: Proportion of Individuals with Proficiency/ Skills in Safety, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The ICT skills indicator was computed as an aggregate of all five areas where an individual could perform at least two ICT activities in each area. Figure 5.94 shows that 1.1 percent of the individuals have at least a basic level of ICT skills. The ICT aggregate also revealed that 2.1 percent of the individuals have skills in 3-4 areas of the 5 that are required, and 14.8 percent of the individuals only possess skills in 0-2 areas (Figure 5.97).

Figure 5.97: Proportion of Individuals with Proficiency/ Skills in ICT, ICT 2023



Source: National Statistical Office, Survey on Access, & Use of ICT-2023

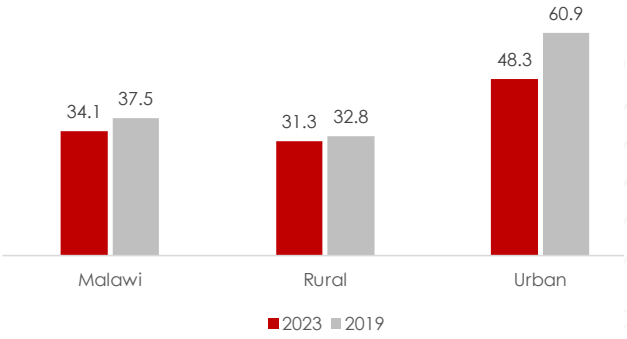
5.4 ACCESS AND USE OF RADIO BY INDIVIDUALS

This section presents survey results on ownership, access and use of radio by individuals at a national level, place of residence, regional level, literacy levels and sex.

5.4.1 OWNERSHIP OF FUNCTIONAL RADIO

The proportion of individuals with a functional radio at national level was at 34.1 percent. Analysis by place of residence indicates that proportion of individuals in urban areas with a working radio was higher (48.3 percent) than among individuals in the rural areas (31.3 percent). The proportion of individuals with a functional radio has declined between 2019 and 2023. The biggest decline was among individuals in the urban areas, from 60.9 percent in 2019 to 48.3 percent in 2023 (Figure 5.98).

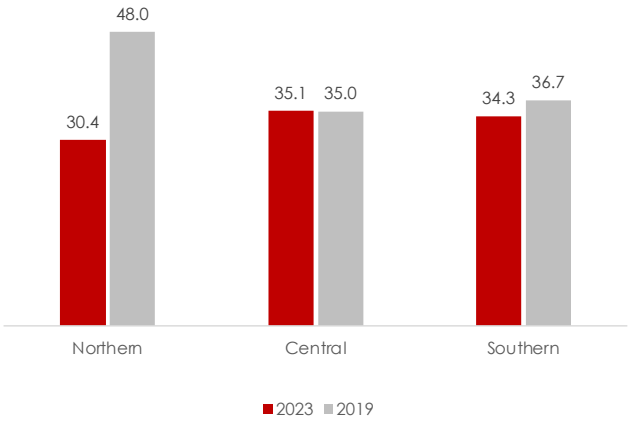
Figure 5.98: Proportion of Individuals Owning a Functional Radio by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The results by region show that the Central region has the highest proportion of individuals (35.1 percent) that own a functional radio followed by Southern region (34.3 percent) and the Northern region (30.4 Percent). The proportion of individuals with a functional radio in the Northern region declined from 48.0 percent in 2019 and from 36.7 in 2019 in the Southern region (Figure 5.99).

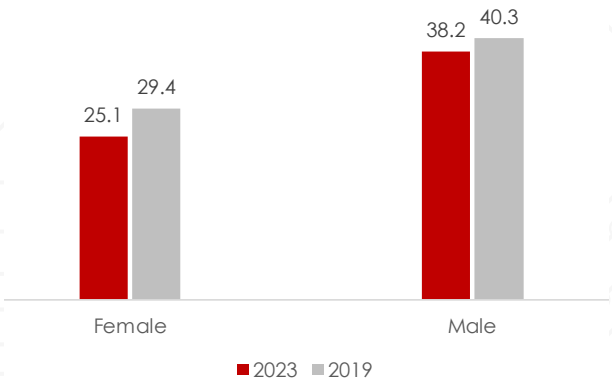
Figure 5.99: Proportion of Individuals Owning a Functional Radio by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Ownership of a functional radio is higher among males at 38.2 percent from 40.3 percent in 2019 compared to females at 25.1 percent from 29.4 percent in the previous round (Figure 5.100).

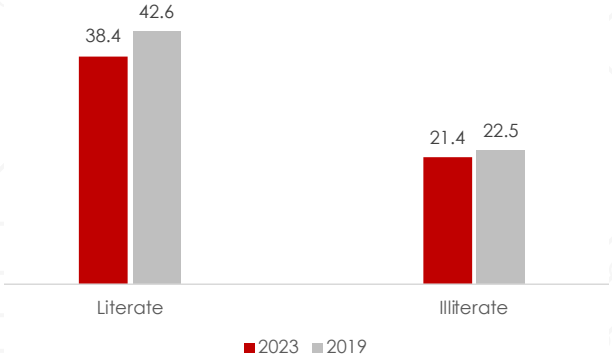
Figure 5.100: Proportion of Individuals Owning a Functional Radio by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by literacy indicates that 38.4 percent of individuals who are literate own a functional radio compared to 21.4 percent who are illiterate. There is a decline in the proportion of individuals who are literate and own a functional radio, from 42.6 percent in 2019 (Figure 5.101).

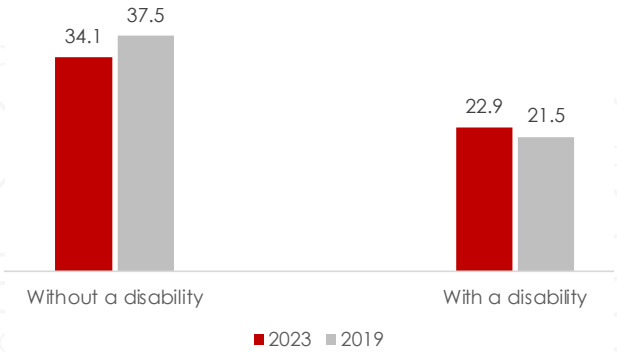
Figure 5.101: Proportion of Individuals Owning a Functional Radio by Literacy, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Among persons with disabilities, 22.9 percent own a functional radio an increase from 21.5 percent in 2019 while 34.1 percent from 37.5 percent in 2019 among persons without disabilities own a functional radio (Figure 5.102).

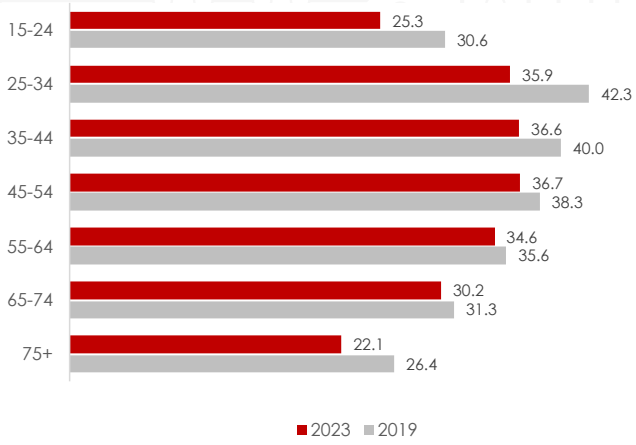
Figure 5.102: Proportion of Individuals Owning a Functional Radio by Disability Status, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The proportion of individuals owning a functional radio by age is highest among individuals in the age group of 45-54 years (36.7 percent) followed by those in the age group of 35-44 years at 36.6 percent. The lowest proportion (22.1 percent) is among individuals in the age group 75 years and above. There is a decline in the proportion of individuals owning a functional radio across all age groups compared to 2019 results (Figure 5.103).

Figure 5.103: Proportion of Individuals Owning a Functional Radio by Age, ICT 2023

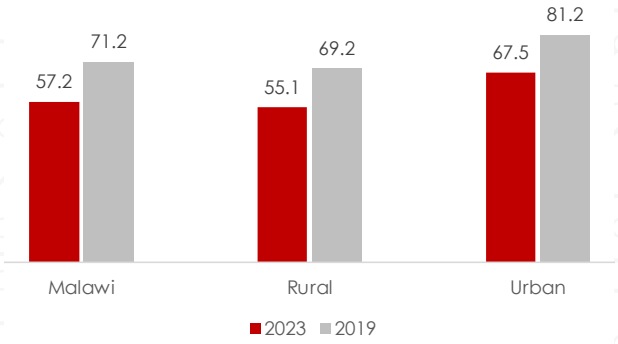


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.4.2 INDIVIDUALS LISTENING TO THE RADIO

The proportion of individuals listening to the radio across the country is at 57.2 percent, a decline from 71.2 percent reported in 2019. Analysis by place of residence indicates that the proportion of individuals listening to the radio in rural areas is 55.1 percent in 2023 compared to 69.2 percent in 2019 and the proportion in urban areas is at 67.5 percent, a decline from 81.2 percent in 2019 (Figure 5.104).

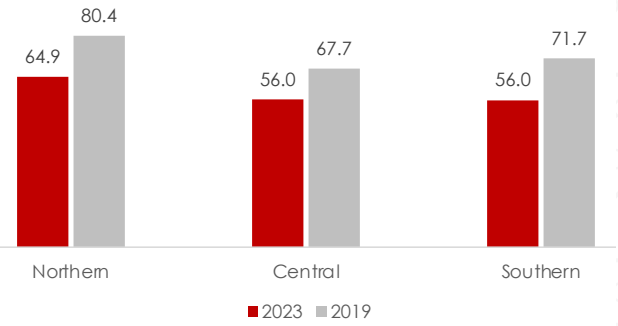
Figure 5.104: Proportion of Individuals Listening to the Radio by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results by region show that the Northern region has the highest proportion of individuals at 64.9 percent (a decline from 80.4 percent in 2019) that listen to the radio followed by the Central region at 56 percent (a decline from 67.7 percent in 2019) and Southern region at 56 percent (a decline from 71.7 percent in 2019) (Figure 5.105).

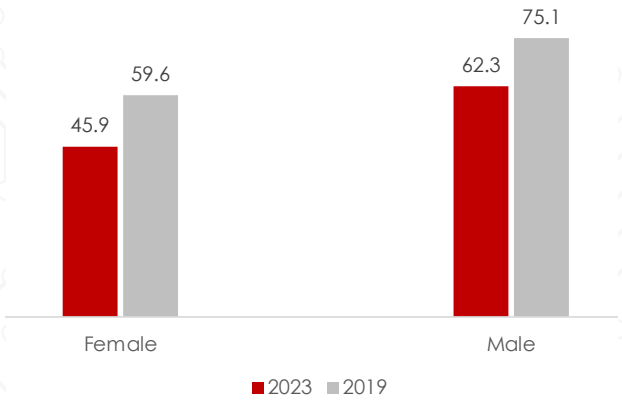
Figure 5.105: Proportion of Individuals Listening to the Radio by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex shows that the proportion of individuals listening to the radio is higher among males (62.3 percent) than among females (45.9 percent). The proportion of individuals listening to the radio has decreased among both males and females between 2019 and 2023 (Figure 5.106).

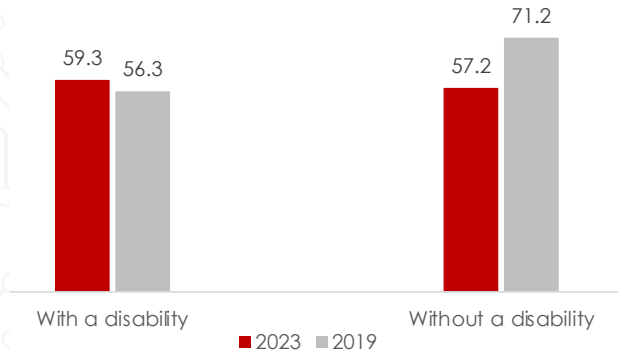
Figure 5.106: Proportion of Individuals Listening to the Radio by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results by disability status show that 59.3 percent of the individuals with a disability listen to the radio compared to 57.2 percent among individuals without a disability. The proportion has slightly increased among individuals with a disability, from 56.3 percent in 2019 and has declined from 71.2 percent among individuals without disability (Figure 5.107).

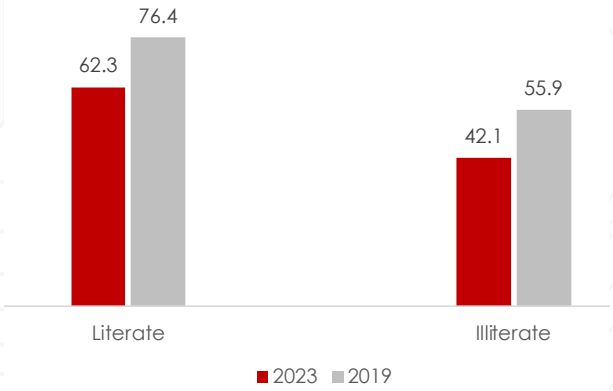
Figure 5.107: Proportion of Individuals Listening to the Radio by Disability, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The proportion of individuals listening to the radio has decreased among both the literate and the illiterate to 62.3 percent in 2023 from 76.4 percent in 2019 and to 42.1 percent in 2023 from 55.9 percent in 2019, respectively (Figure 5.108).

Figure 5.108: Proportion of Individuals Listening to the Radio by Literacy, ICT 2023

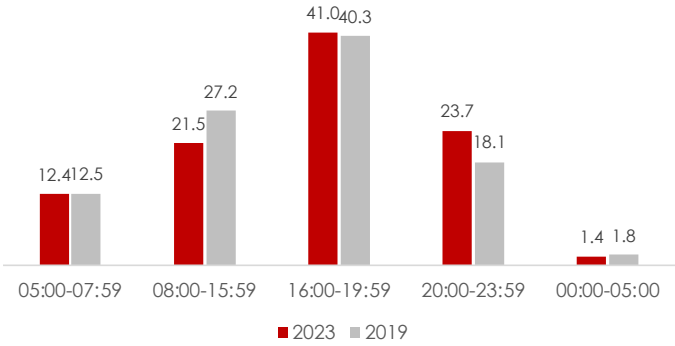


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.4.2.1 TIMES INDIVIDUALS LISTEN TO THE RADIO

This section presents the different times at which individuals usually listen to the radio. The time that most people listen to the radio is between 16:00 and19:59 hours (41 percent) followed by 20:00 to 23:59 hours (23.7 percent). The time that has the least radio listeners is from 00:00 to 05:00 hours at 1.4 percent (Figure 5.109).

Figure 5.109: Proportion of individuals Listening to the Radio at Specific Times of the Day, ICT 2023



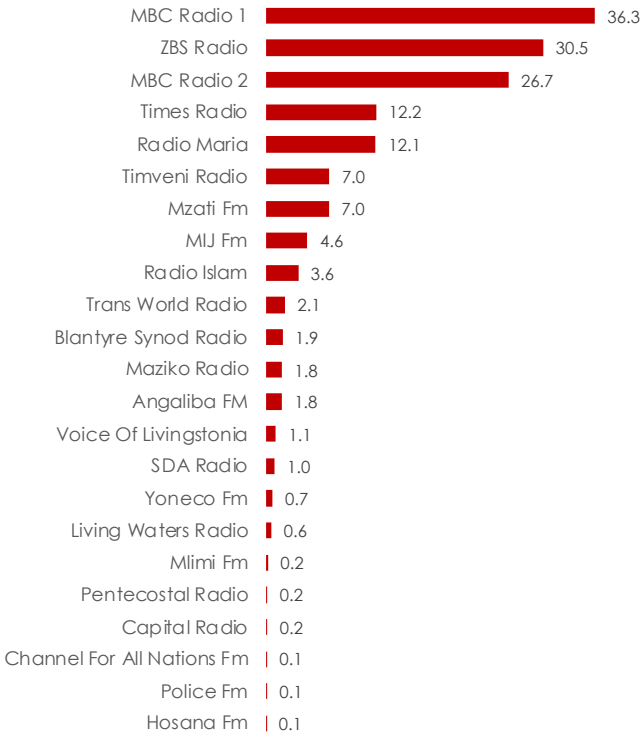
Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.4.2.2 RADIO LISTENERSHIP – RADIO STATIONS WITH NATIONAL COVERAGE

A national radio station is defined as a radio station which is obliged to broadcast throughout the country as stipulated in its license. Individuals who listen to the

radio were asked to mention all the radio stations they listen to. The results show that 36.3 percent of individuals listen to MBC radio 1, 30.5 percent listen to ZBS radio 26.7 percent listen to MBC Radio 2 (Figure 5.110).

Figure 5.110: Proportion of Individuals Listening to Specific National Radio Stations, ICT 2023`



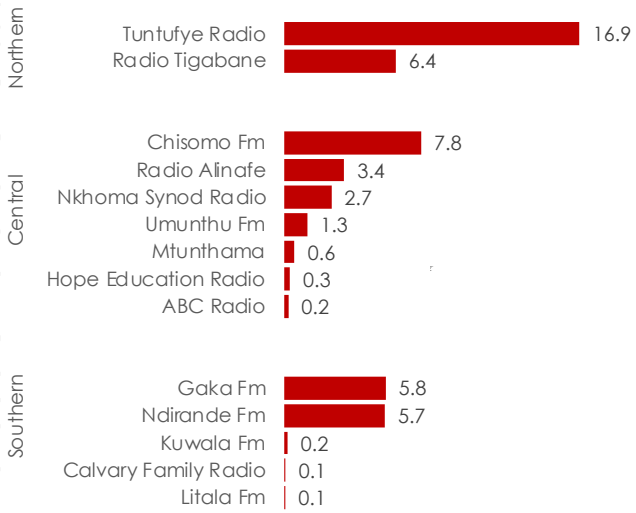
Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.4.2.3 RADIO LISTENERSHIP – RADIO STATIONS WITH REGIONAL AND COMMUNITY COVERAGE

The radio stations mentioned by individuals were further disaggregated based on regional and community coverage as per license conditions. The survey defined regional radio stations as radio stations that are obliged to broadcast in any of the three regions while community radio stations were defined as those stations that are obliged to broadcast within a radius of 100 kilometers.

Results show that Tuntufye FM in the Northern region has 16.9 percent of individuals listening to it followed by Chisomo FM in the Central region at 7.8 percent. Litala FM in the Southern region has the lowest proportion of listenership at 0.1 percent (Figure 5.111).

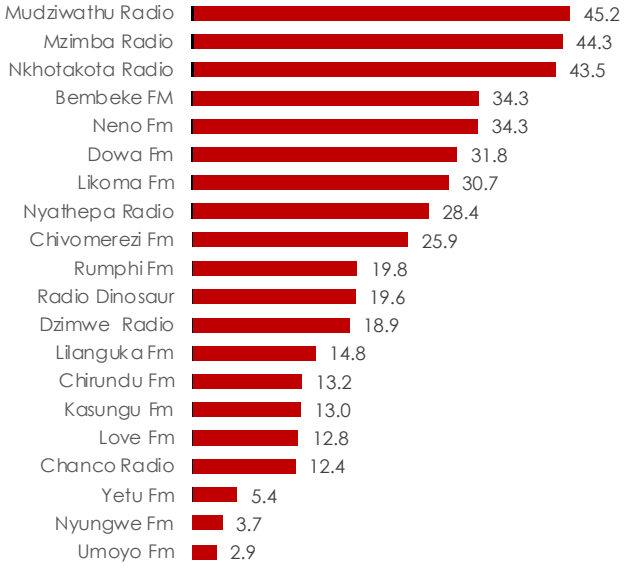
Figure 5.111: Proportion of Individuals Listening to Specific Regional Radio Stations, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Among the community radio stations, Mudziwathu community radio has the highest listenership (45.2 percent) followed by Mzimba community radio (44.3 percent) and Nkhotakota community radio (43.5 percent). Umoyo Fm has the lowest proportion of individuals listening to it at 2.9 percent (Figure 5.112).

Figure 5.112: Proportion of Individuals Listening to Specific Community Radio Stations, ICT 2023

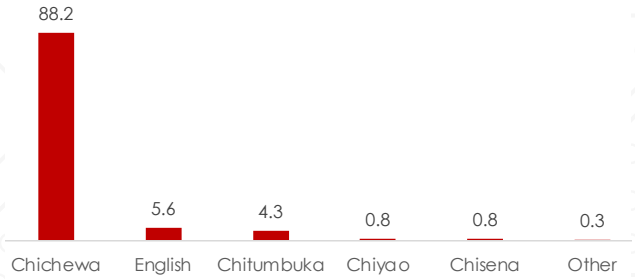


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.4.2.4 MOST LISTENED LANGUAGES ON RADIO STATIONS

This section presents results on the languages individuals mostly listen to on the radio. About 88 percent of individuals listen to programs in Chichewa followed by English (5.6 percent) and Chitumbuka (4.3 percent). The least listened languages are Chiyao and Chisena at 0.8 percent each (Figure 5.113).

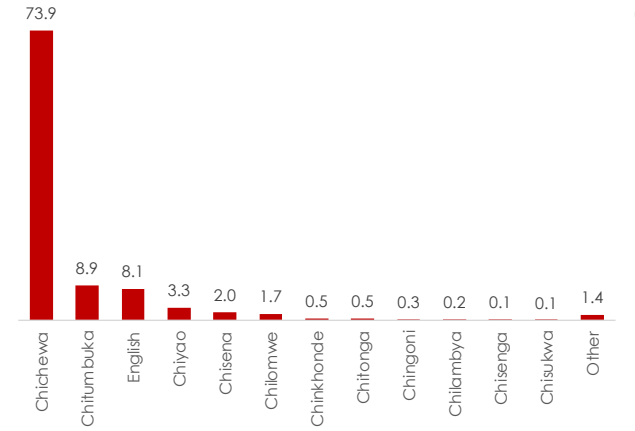
Figure 5.113: Proportion of Languages Listened to on Radio by Individuals, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Individuals were asked to mention their preferred language to listen to on the radio. The most preferred language is Chichewa (73.9 percent) followed by Chitumbuka and English at 8.9 percent and 8.1 percent, respectively. The least listened preferred languages are Chisenga and Chisukwa at 0.1 percent each (Figure 5.114).

Figure 5.114: Proportion of Preferred Languages to Listen to on the Radio by Individuals, ICT 2023

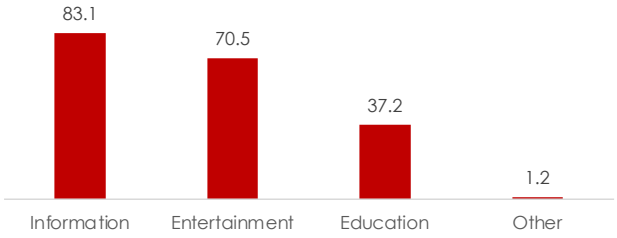


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.4.2.5 REASONS FOR LISTENING TO THE RADIO

The survey further collected information on the reasons for listening to the radio. The most cited reason for listening to the radio is to get information (83.1 percent) followed by the reason of getting entertained (70.5 percent), and the reason of getting educated at 37.2 percent (Figure 5.115).

Figure 5.115: Proportion of Individuals by Reasons for Listening to the Radio, ICT 2023

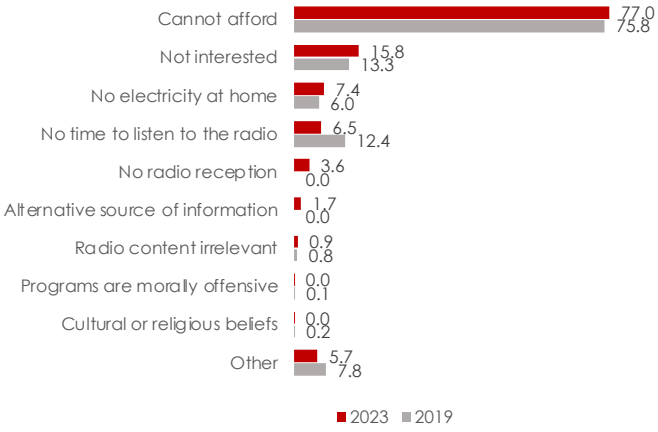


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.4.2.6 REASONS FOR NOT LISTENING TO THE RADIO

Individuals who do not listen to the radio cited unaffordability (77.0 percent) as the reason. This was followed by those that lack interest (15.8 percent). The least proportion (0.9 percent) are of the view that the radio content is irrelevant. There is a decline in the proportion among individuals that do not listen to the radio for lack of time to 6.5 percent from around 12 percent in 2019 (Figure 5.116).

Figure 5.116: Proportion of Individuals by Reasons for not Listening to the Radio, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

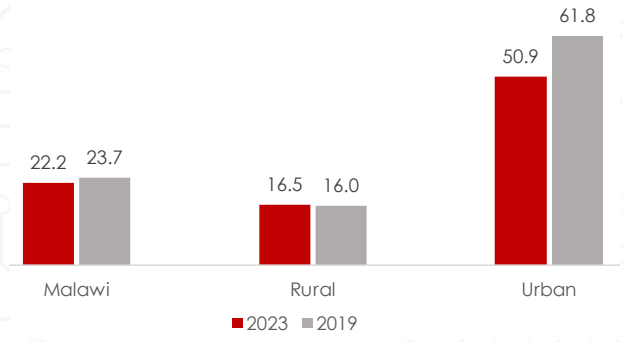
5.5 ACCESS AND USE OF TV BY INDIVIDUALS

This section presents ownership, access, and use of TV services by individuals in 2023. The results have also been compared to some of the 2019 ICT survey findings.

5.5.1 INDIVIDUALS WATCHING TV

At national level, the results show that the TV viewership among individuals in Malawi is at 22.2 percent in 2023 compared to 23.7 percent in 2019. Analysis by place of residence shows that the rural areas have maintained a relatively consistent pattern at around 16 percent. In the urban areas, TV viewership is at 50.9 percent compared to 61.8 percent in 2019 (Figure 5.117).

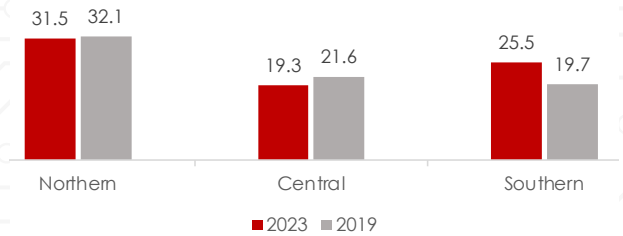
Figure 5.117: Proportion of Individuals Watching TV by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results by region show that viewership has only increased in the Southern region to 25.5 percent in 2023 from 19.7 percent in 2019. Viewership in the Northern and Central regions is at 31.5 percent in 2023 from 32.1 percent in 2019 and 19.3 percent in 2023 from 21.6 percent in 2019, respectively (Figure 5.118).

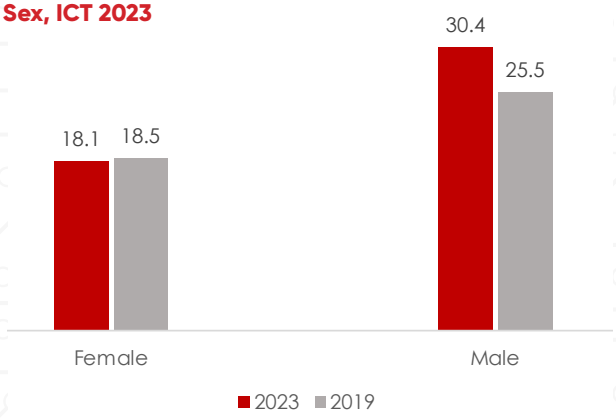
Figure 5.118: Proportion of Individuals Watching TV by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex shows that the proportion of TV viewership of females is at 18.1 percent in 2023 from 18.5 percent in 2019 while that of males increased to 30.4 percent in 2023 from 25.5 percent in 2019 (Figure 5.119).

Figure 5.119: Proportion of Individuals Watching TV by Sex, ICT 2023

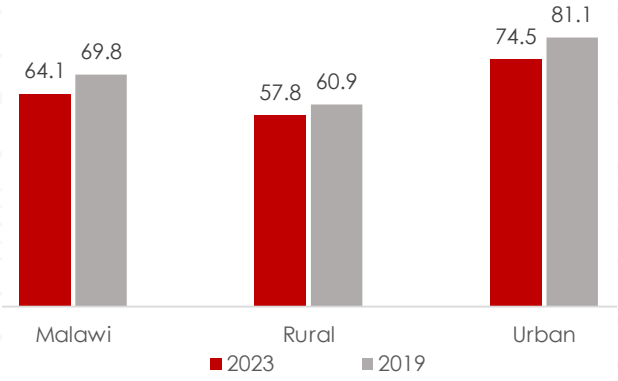


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.5.1.1 INDIVIDUALS WATCHING LOCAL TV STATIONS

Overall, the analysis shows that among the individuals who watch TV, 64.1 percent watch local TV stations in 2023 compared to 69.8 percent in 2019. The results by place of residence show that urban areas have a higher proportion (74.5 percent) of local TV stations viewership compared to rural areas at 57.8 percent (Figure 5.120).

Figure 5.120: Proportion of Individuals Watching Local TV Stations by Place of Residence, ICT 2023

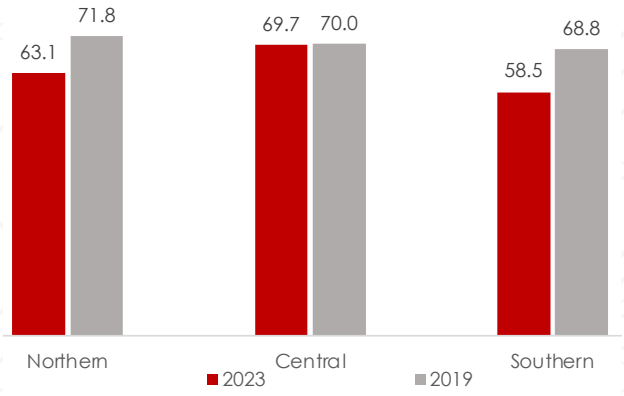


Source: National Statistical Office, Survey on Access and Use of ICT 2023

Regional analysis shows that the Central region has the most local TV stations viewership (69.7 percent) followed

by the Northern region at 63.1 percent and the Southern region at 58.5 percent. There are declines in the TV viewership for Northern region and Southern region at 71.8 percent and 68.8 percent, respectively (Figure 5.121).

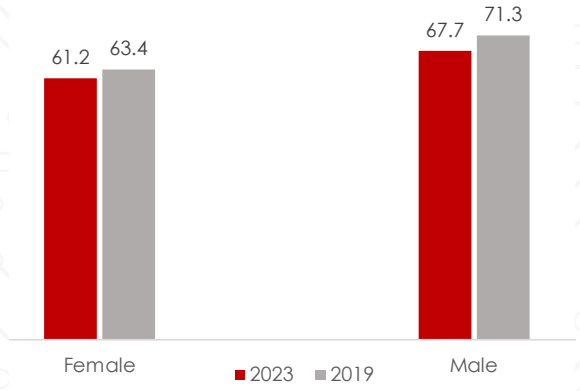
Figure 5.121: Proportion of Individuals Watching Local TV Stations by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

There is a decline in local TV stations viewership in both males and females, with the proportion of females declining to 61.2 percent in 2023 from 63.4 percent in 2019 and that of males declining to 67.7 percent in 2023 from 71.3 percent in 2019 (Figure 5.122).

Figure 5.122: Proportion of Individuals Watching Local TV Stations by Sex, ICT 2023

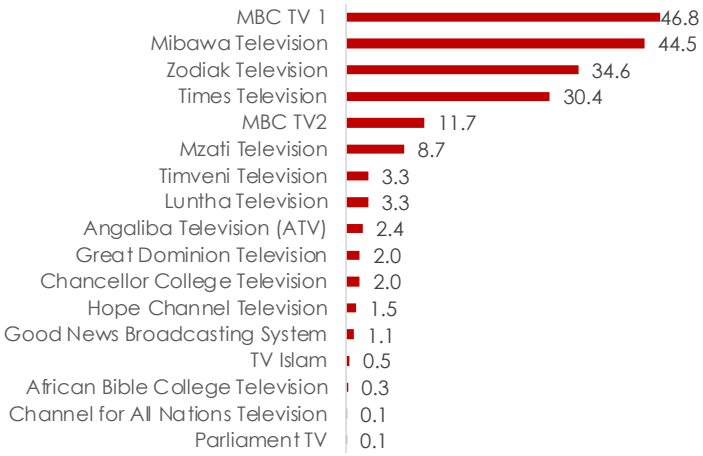


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.5.1.1.1 VIEWERSHIP BY LOCAL TV STATION

The survey further collected information on the specific local TV stations that individuals watch. The most watched local TV station is MBC TV 1 (46.8 percent) followed by Mibawa TV (44.5 percent) and Zodiak TV (34.6 percent). The least watched local TV stations are Channel for all Nations and Parliament at 0.1 percent each (Figure 5.123).

Figure 5.123: Proportion of Individuals Watching Specific Local TV Stations, ICT 2023

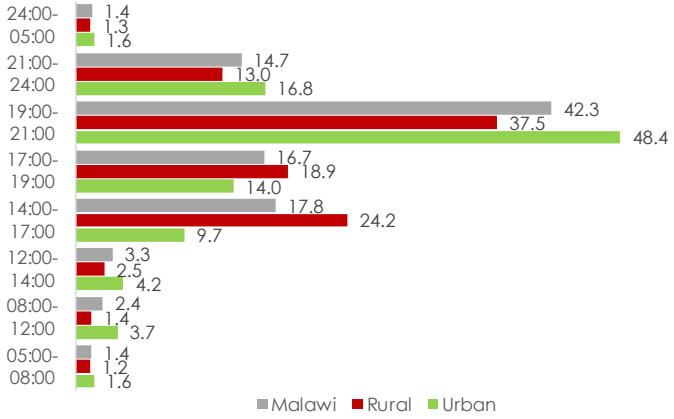


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.5.1.1.2 TIME OF THE DAY INDIVIDUALS WATCH TV

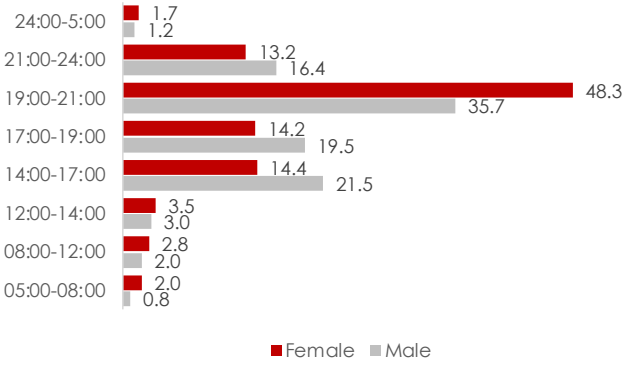
When it comes to TV viewing habits, the peak hours for watching TV are between 19:00 and 21:00 hours, with 42.3 percent of individuals tuning in during this period. Another notable timeframe is between 14:00 and 17:00 hours, with 17.8 percent of viewers watching TV content. In contrast, the hours after midnight (24:00-05:00 hours and 05:00-08:00 hours) see the least activity, each with only 1.4 percent of individuals watching during this time (Figure 5.124).

Figure 5.124: Percentage of Individuals Watching TV at Specific Times by Place of Residence, ICT 2023



Among the females who watch TV, most of them do so between 19:00-21:00 hours (48.3 percent). Males have a 35.7 percent proportion of watching TV between 19:00-21:00 hours (Figure 5.125).

Figure 5.125: Percentage of Individuals watching TV at Specific Times by Sex, ICT 2023

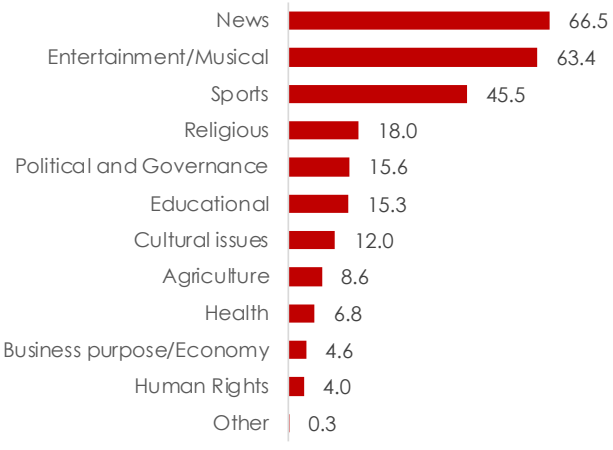


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.5.1.1.3 MOST VIEWED TV PROGRAMS

The survey also captured data on popular TV content among individuals. The most watched TV programs are news (66.5 percent) followed by entertainment/musical programs (63.4 percent). Sports programs accounted for 45.5 percent of the individuals (Figure 5.126).

Figure 5.126: Percentage of Individuals Watching TV by Programs, ICT 2023

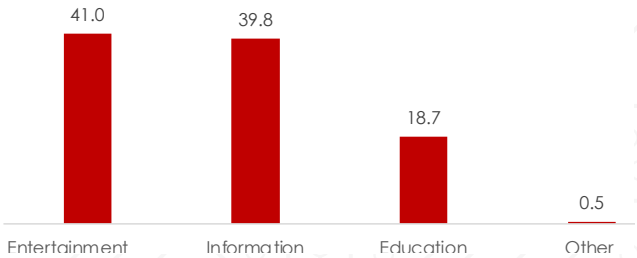


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.5.1.2 REASONS FOR WATCHING TV

The study assessed the reasons for watching TV and the results show that individuals watch TV mostly for entertainment (41 Percent) followed by the reason of being informed (39.8 percent) and the reason of getting educated at 18.7 percent (Figure 5.127).

Figure 5.127: Proportion of Individual by Reasons for Watching TV, ICT 2023

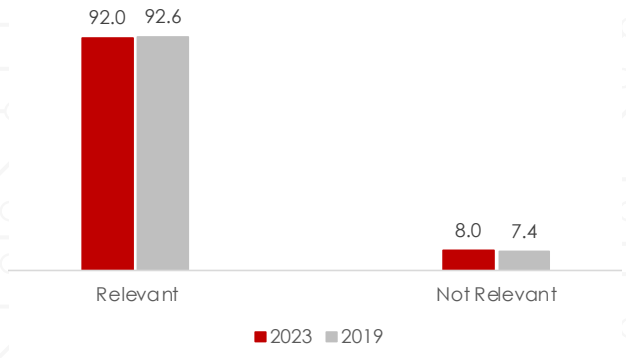


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.5.1.3 PERCEPTION ON TV CONTENT

The study gathered information pertaining to the perceptions of individuals on the relevance of TV content. A higher proportion (92 percent) of individuals perceive that the content on TV is relevant compared to 8.0 percent who feel that the content is irrelevant (Figure 5.128). This perception has not shifted much from results of the previous survey conducted in 2019.

Figure 5.128: Proportion of Individuals' Perception of TV Content, ICT 2023

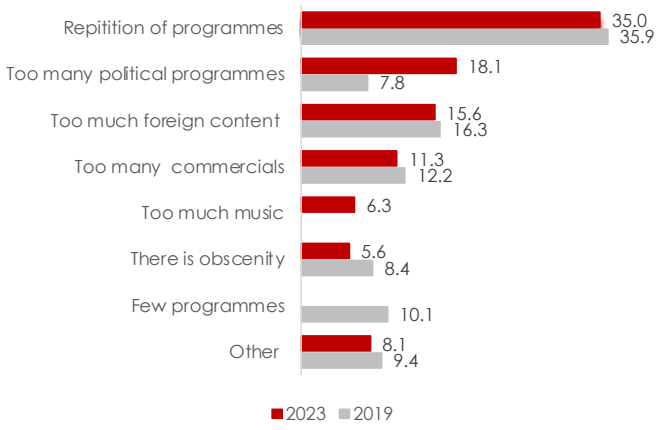


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.5.1.3.1.1 REASONS FOR TV CONTENT NOT BEING RELEVANT

The survey further established the reasons behind the irrelevance of TV content as expressed by some individuals. The results show that 35 percent of individuals who said that the content is irrelevant cited repetition of programs as the main reason followed by those who say there is too much political content (18.1 percent). The lowest proportion (5.6 percent) indicated obscenity as a reason for finding TV content irrelevant. There is an increase in terms of proportion of individuals citing too much political content as the main reason for TV content not being relevant from 2019's 7.8 percent results (Figure 5.129).

Figure 5.129: Proportion of Individuals' Reasons for TV Content Being Irrelevant, ICT 2023

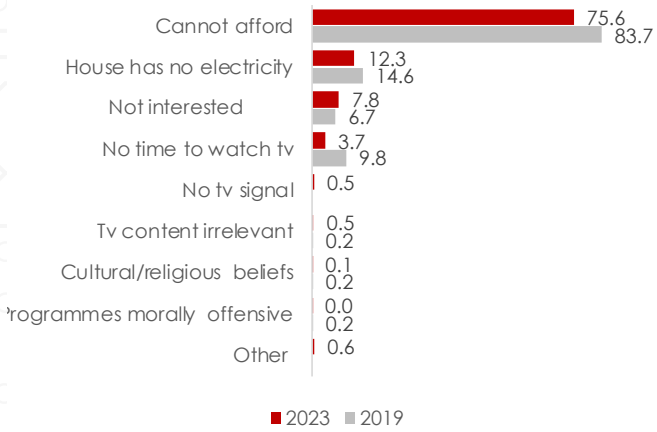


Source: National Statistical Office, Survey on Access and Use of ICT 2023

5.5.1.4 REASONS FOR NOT WATCHING TV

The survey also sought to establish the reasons for not watching TV as reported by some individuals. The results show that unaffordability (75.6 percent from 83.7 percent in 2019) is the main reason for not watching TV. This is followed by not having access to electricity (12.3 percent from 14.6 percent in 2019) and lack of interest at 7.8 percent from 6.7 percent reported in 2019 (Figure 5.130).

Figure 5.130: Proportion of Individuals' Reasons for not Watching TV, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

CHAPTER 6:

ACCESS AND USE OF POSTAL SERVICES BY INDIVIDUALS

6.1 INTRODUCTION

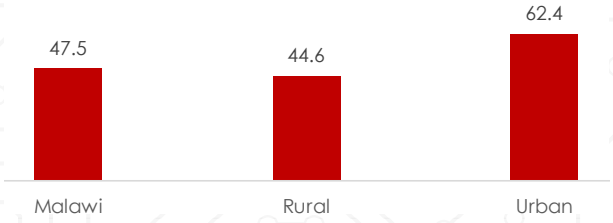
This chapter provides information on the access and use of postal services in Malawi. The survey defined postal services as any system for the collection, dispatch, conveyance, handling and delivery of letters, postcards, printed papers, commercial papers, samples, parcels, or other similar articles. Unlike postal services, courier services refer to the fast or quick, door to door pickup and delivery service for goods or documents. The survey sought to establish if individuals accessed or used postal services in the last twelve months prior to the survey. Special emphasis was on the postal services offered by the Malawi Posts Corporation (MPC).

6.2 ACCESS AND USE OF POSTAL SERVICES BY INDIVIDUALS

6.2.1 INDIVIDUAL AWARENESS OF POSTAL SERVICES

This section provides results on awareness and use of MPC services. At national level, the results show that 47.5 percent of individuals are aware of postal services provided by MPC. Analysis by place of residence shows that a higher proportion of individuals resident in urban areas (62.4 percent) are aware of the postal services than their counterparts in the rural areas at 44.6 percent (Figure 6.1).

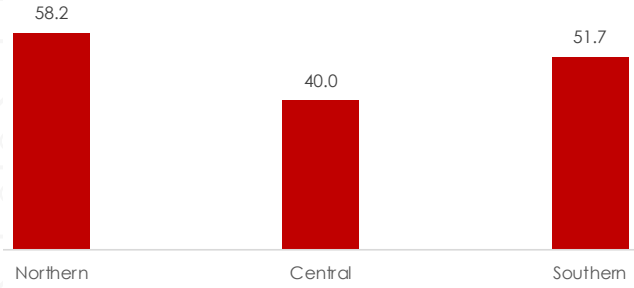
Figure 6.1: Proportion of Individuals Aware of Postal Services by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region shows that the proportion of individuals aware of postal services provided by MPC is highest in the Northern region followed by the Southern and the Central regions at 58.2 percent, 51.7 percent and 40 percent, respectively (Figure 6.2).

Figure 6.2: Proportion of Individuals Aware of Postal Services by Region, ICT 2023



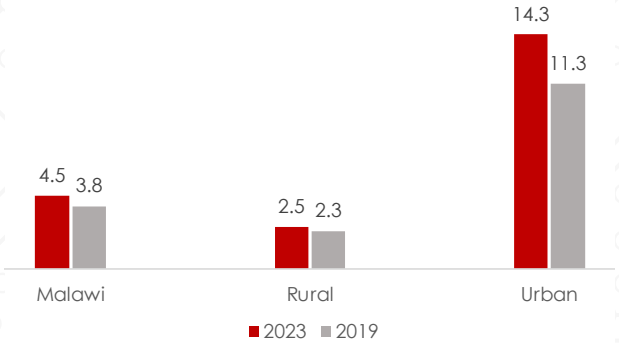
Source: National Statistical Office, Survey on Access and Use of ICT 2023

6.2.2 INDIVIDUAL USE OF POSTAL SERVICES

Individuals were asked if they use the postal services

provided by the MPC in the previous twelve months. Overall, results show that 4.5 percent of individuals have access to the postal services, an increase from 3.8 percent registered in 2019. Analysis by place of residence shows a higher proportion (14.3 percent) of individuals in the urban areas accessing postal services than individuals in the rural areas (2.5 percent). (Figure 6.3).

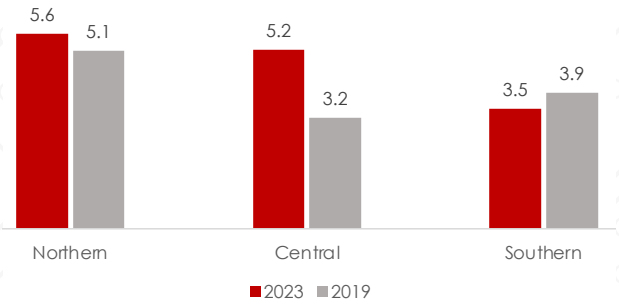
Figure 6.3: Proportion of Individuals Accessing Postal Services by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

At regional level, 5.6 percent of individuals in the Northern region reported to have accessed postal services followed by 5.2 percent of individuals in the Central region and 3.5 percent of individuals in the Southern region. The Central region has the highest change in percentage points terms in the use of postal services from 3.2 percent in 2019 to 5.2 percent in 2023 (Figure 6.4).

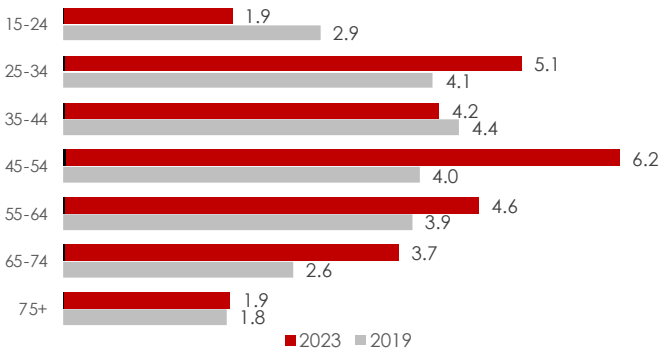
Figure 6.4: Proportion of Individuals Accessing Postal Services by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by age shows that 6.2 percent of the individuals who accessed postal services are aged between 45 to 54 years followed by those in the age group of 25-34 years (5.1 percent) and 55-64 years (4.6 percent). Individuals in the age groups of 15-24 years and 75 years and above report the lowest proportion at 1.9 percent each (Figure 6.5). The proportion of individuals accessing postal services has increased across all age groups except among individuals aged 15-24 years and 35-44 years where the proportion decreased from 2.9 percent in 2019 to 1.9 percent in 2023 and from 4.4 percent in 2019 to 4.2 percent in 2023, respectively (Figure 6.5).

Figure 6.5: Proportion of Individuals Accessing Postal Services by Age, ICT 2023

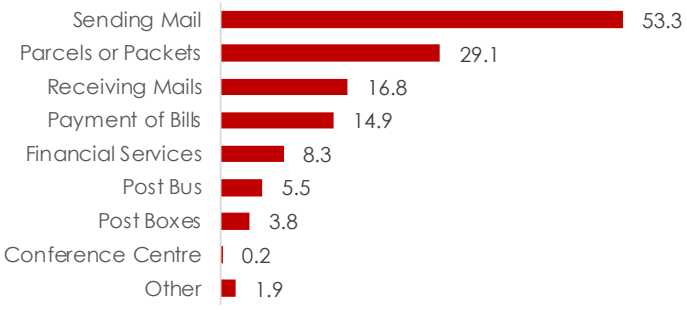


Source: National Statistical Office, Survey on Access and Use of ICT 2023

6.2.2.1 TYPE OF POSTAL SERVICES ACCESSED

Results show that among those individuals who accessed postal services in the previous twelve months, 53.3 percent sent mail, 29.1 percent received or sent parcels or packets and 16.8 percent received mail. The lowest proportion (0.2 percent) of individuals used the conference center (Figure 6.6).

Figure 6.6: Proportion of Individuals Accessing Postal Services by Type of Service, ICT 2023

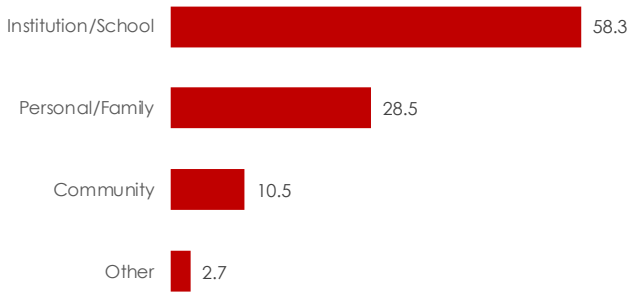


Source: National Statistical Office, Survey on Access and Use of ICT 2023

6.2.2.1.1 TYPE OF POST OFFICE BOX USED WHEN RECEIVING MAIL

Individuals who received mail were asked to indicate the owner of the Post Office Box that they used. The most used Post Office Box by individuals was a school or institution at 58.3 percent followed by 28.5 percent that used a personal or family Post Office Box (Figure 6.7).

Figure 6.7: Proportion of Individuals by Ownership of Post Office Box Used, ICT 2023

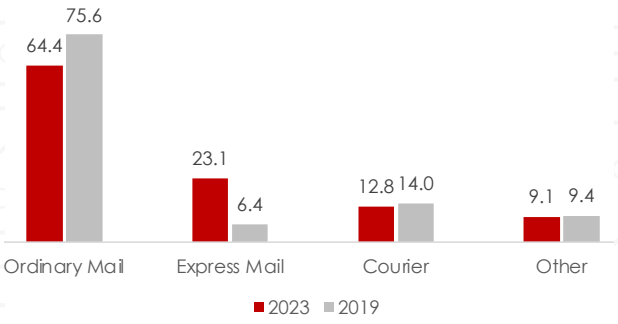


Source: National Statistical Office, Survey on Access and Use of ICT 2023

6.2.2.1.2 TYPE OF POSTAL SERVICE USED WHEN SENDING MAIL

During the survey, individuals who sent mail were asked to mention all types of services they used when sending the mail. The results show that 64.4 percent of individuals use ordinary mail service, a decline from 75.6 percent reported in 2019, followed by 23.1 percent that use express mail service (an increase from 6.4 percent reported in 2019) and 12.8 percent that use courier service, a decline from 14.0 percent registered in 2019 (Figure 6.8).

Figure 6.8: Proportion of Individuals Accessing Postal Services by Type of Service, ICT 2023

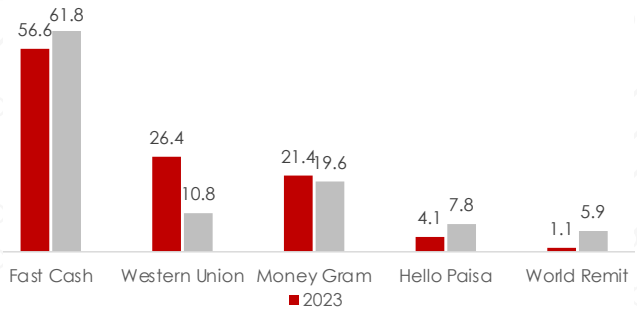


Source: National Statistical Office, Survey on Access and Use of ICT 2023

6.2.2.1.3 TYPE OF MONEY TRANSFER SERVICE AT THE MPC

Individuals who accessed financial services at MPC were asked to indicate the type of financial service they used when transferring money. The most used money transfer service is Fast Cash (56.6 percent) followed by Western Union (26.4 percent). World Remit (1.1 percent) is the least used financial service. In 2019, the proportion of using Fast Cash, Hello Paisa and World Remit at MPC was at 61.8 percent, 7.8 percent, and 5.9 percent, respectively, while the proportion of using Western Union and Money Gram at MPC in 2019 was at 10.8 percent and 19.6 percent, respectively (Figure 6.9).

Figure 6.9: Proportion of Individuals Accessing Postal Services by Type of Money Transfer Service, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

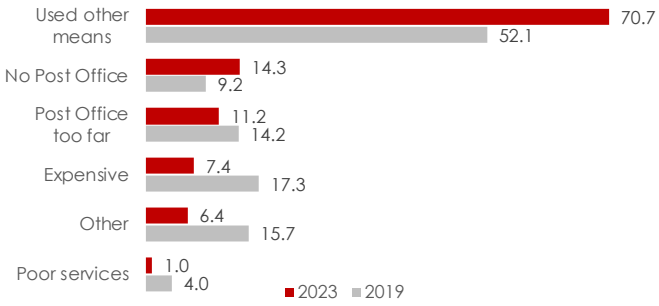
6.2.2.1.4 CHALLENGES FACED WHEN USING MONEY TRANSFER SERVICES

The challenges that are faced by transactors when using money transfer services are poor services in form of waiting too long to be assisted, network problem and unavailability of money at MPC, among other problems.

6.2.2.2 REASONS FOR NOT USING POSTAL SERVICES

Individuals who did not use postal services were asked to provide reasons for not using these services. About 71 percent of individuals indicated that they used other means, followed by 14.3 percent that mentioned that there was no post office while 11.2 percent stated that the Post Office was too far. The proportion of individuals who indicated that they used other means had the highest increase (from 52.1 percent in 2019 to 70.7 percent in 2023) (Figure 6.10).

Figure 6.10: Proportion of Individuals not Accessing any Postal Services by Reason, ICT 2023

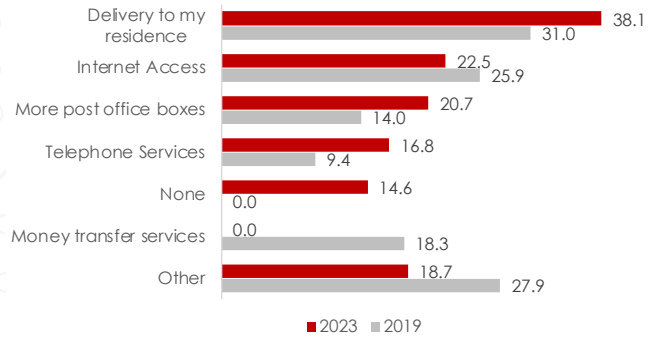


Source: National Statistical Office, Survey on Access and Use of ICT 2023

6.2.2.3 PROPOSED SERVICES TO BE ADDED TO LOCAL POST OFFICES

The survey asked individuals to mention services they would like to be added to their local postal services. At national level, 38.1 percent of the individuals mentioned that they would like to have postal deliveries to their homes, an increase from 31 percent reported in 2019. About 23 percent of the individuals suggested that the post offices should have internet, a decline from 25.9 percent registered in 2019 and 20.7 percent suggested that the post offices should have more Post Office boxes, an increase from 14 percent reported in 2019 (Figure 6.11).

Figure 6.11: Proportion of Individuals by Proposed Services to be Added to Local Post Offices, ICT 2023

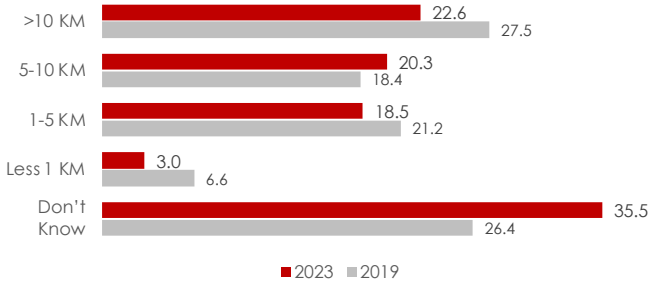


Source: National Statistical Office, Survey on Access and Use of ICT 2023

6.2.3 DISTANCE TO NEAREST POST OFFICE

The survey asked individuals to estimate the distance from their home to the nearest Post Office. About 23 percent of the individuals reported that the nearest post office was more than 10 km away, a decline from 27.5 percent registered in 2019, followed by 20.3 percent that reported 5 to 10 km away, an increase from 18.4 percent registered in 2019. The lowest proportion (3.0 percent) reported that the nearest post office was located less than a kilometer away from where they stayed (Figure 6.12).

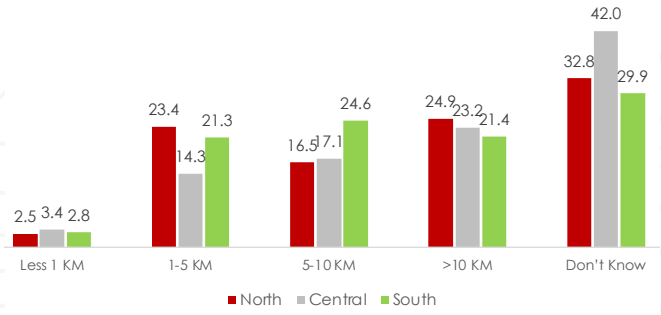
Figure 6.12: Proportion of Individuals by Distance from Home to the Nearest Post Office, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

At regional level, 24.9 percent of individuals in the Northern region reported that the nearest post offices are located over 10 kilometers away from where they stay compared to 23.2 percent in the Central region and 21.4 percent in the Southern region (Figure 6.13).

Figure 6.13: Proportion of Individuals by Distance from Home to the Nearest Post Office by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

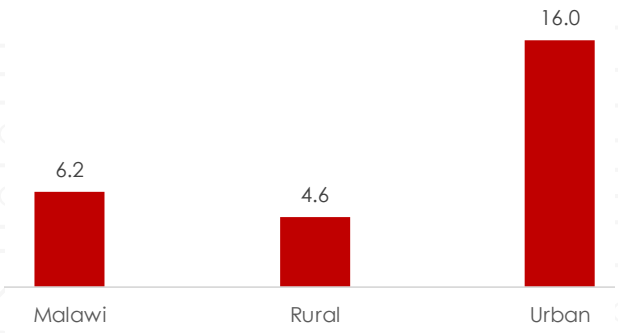
6.3 ACCESS AND USE OF COURIER SERVICES BY INDIVIDUALS

6.3.1 INDIVIDUALS SENDING OR RECEIVING PARCELS

The survey asked individuals whether they sent or received parcels three months prior to the survey.

Overall, about 6 percent of individuals reported that they either sent or received parcels. The urban areas have a higher proportion of individuals sending or receiving parcels at 16 percent while the rural areas have 4.6 percent of the population receiving or sending parcels (Figure 6.14).

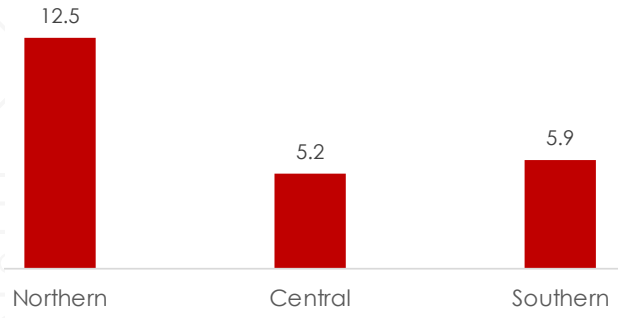
Figure 6.14: Proportion of Individuals who Have Sent/ Received Parcels by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Across regions, results show that the Northern region has the highest proportion of individuals who send or receive parcels at about 13 percent followed by the Southern region at 5.9 percent and the Central region at 5.2 percent (Figure 6.15).

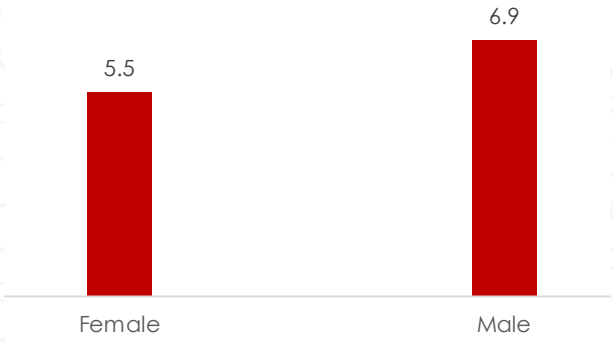
Figure 6.15: Proportion of Individuals who Have Sent/ Received Parcels by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

In terms of sex of the individual, there is a higher proportion of males who send or receive parcels (6.9 percent) compared to females at 5.5 percent (Figure 6.16).

Figure 6.16: Proportion of Individuals who Have Sent/ Received Parcels by Sex, ICT 2023

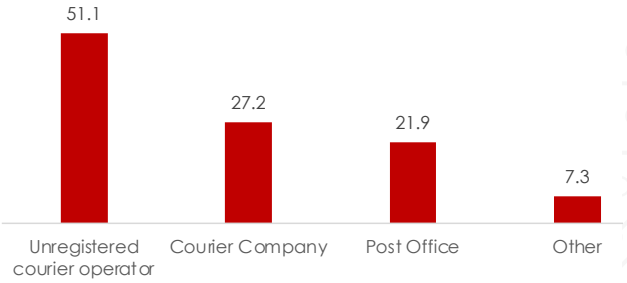


Source: National Statistical Office, Survey on Access and Use of ICT 2023

6.3.1.1 USE OF COURIER SERVICES

The survey collected information about courier service providers that those individuals use when sending or receiving their parcels 12 months prior to the survey. Results show that the most used courier service provider is the Unregistered courier operator (51.1 percent) followed by Courier Company and Post Office at 27.2 percent and 21.9 percent, respectively (Figure 6.17).

Figure 6.17: Proportion of Individuals by Courier Service Provider Used When Sending or Receiving Parcels, ICT 2023

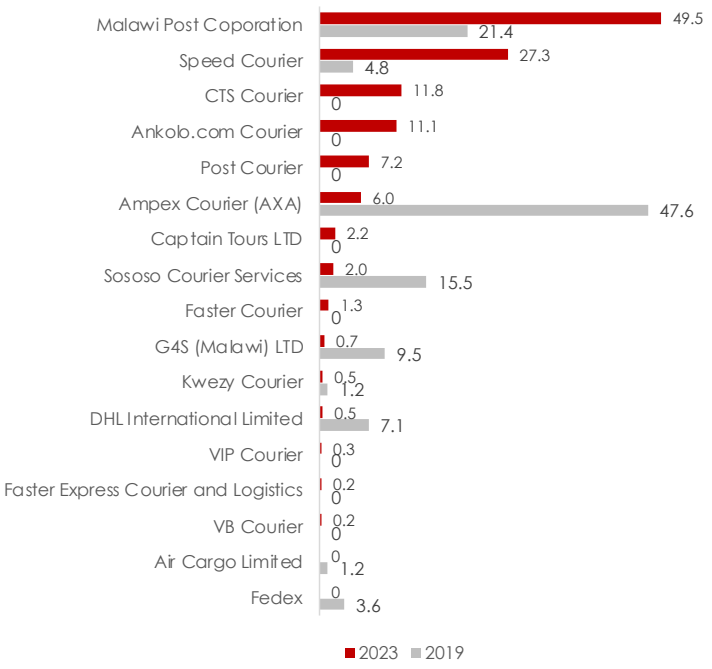


Source: National Statistical Office, Survey on Access and Use of ICT 2023

6.3.1.1.1 COURIER SERVICE COMPANIES USED WHEN SENDING OR RECEIVING PARCELS

In terms of specific courier companies individuals use to send or receive parcels, results show that the Malawi Posts Corporation is the most used (49.5 percent) followed by Speed (27.3 percent) and CTS Courier (11.8 percent). The proportion of individuals using Ampex Courier (AXA) for sending or receiving parcels has decreased from 47.6 percent reported in 2019 to only 6 percent in 2023 (Figure 6.18).

Figure 6.18: Proportion of Individuals by Courier Service Companies used when Sending or Receiving Parcels, ICT 2023

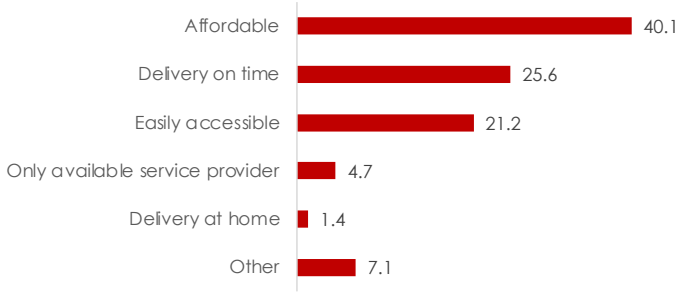


Source: National Statistical Office, Survey on Access and Use of ICT 2023

6.3.1.1.2 REASONS FOR USING COURIER SERVICE PROVIDERS

Individuals who used courier companies to send their parcels were asked to mention the reasons for using such means. The most cited reason is affordability (40.1 percent), followed by timely delivery and easy accessibility at 25.6 percent and 21.2 percent, respectively (Figure 6.19).

Figure 6.19: Proportion of Individuals by Reasons for using Courier Service Providers for Sending their Parcels, ICT 2023

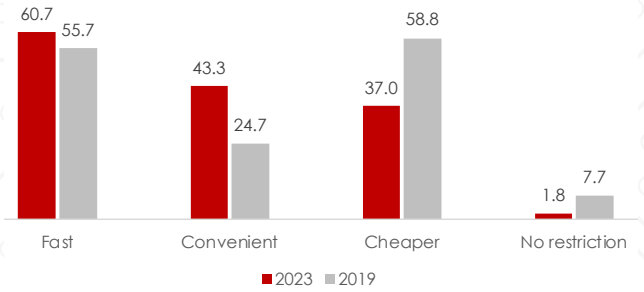


Source: National Statistical Office, Survey on Access and Use of ICT 2023

6.3.1.1.3 REASONS FOR USING OTHER MEANS WHEN SENDING PARCELS

The survey asked Individuals who used other means of sending their parcels such as friends or minibus drivers to mention the reasons for using such means. About 61 percent of individuals indicated that other means of sending parcels are fast (60.7 percent), convenient (43.3 percent) and cheaper at 37 percent. There have been increases in the proportion of individuals using other means due to fastness and convenient compared to 2019 findings at 55.7 percent and 43.3 percent respectively (Figure 6.20).

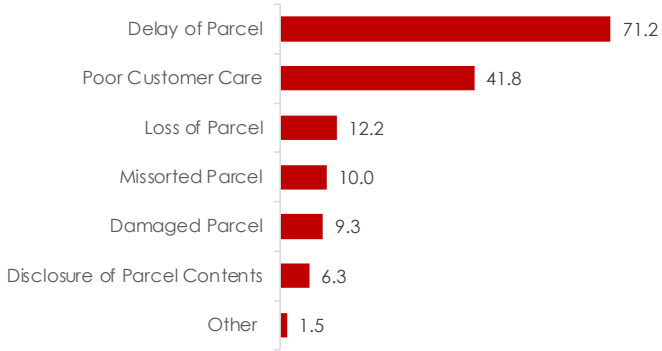
Figure 6.20: Proportion of Individuals by Reasons for using Other Means when Sending their Parcels, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Individuals were also asked to report the challenges they face when using courier services. The most experienced challenge is delay of parcel faced by 71.2 percent of the individuals, followed by poor customer care recorded at 41.8 percent and loss of parcel at 12.2 percent (Figure 6.21).

Figure 6.21: Proportion of individuals by Challenges Faced When Using Courier Services, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

CHAPTER 7:

ACCESS AND USE OF DIGITAL FINANCIAL SERVICES BY INDIVIDUALS

7.1 INTRODUCTION

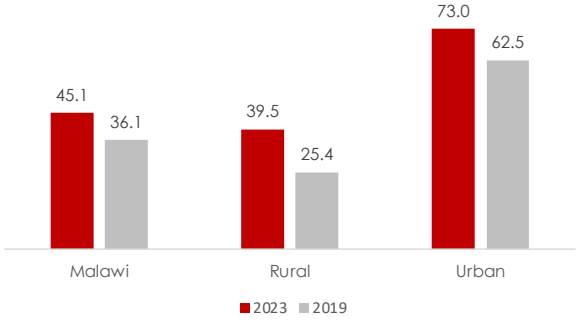
This chapter provides insights into access and use of various Digital Financial Services (DFS) by individuals aged 15 years and older. An assessment was conducted across different demographic and socioeconomic categories to explore their access and usage patterns. DFS include a broad range of financial services accessed and delivered through digital channels, including payments, credit, savings, remittances, and insurance. Digital channels refer to the internet, mobile phones, Auto Teller Machines (ATMs), Point of Sale (POS) terminals etc.

7.2 USE OF DIGITAL FINANCIAL SERVICES

7.2.1 USE OF DIFFERENT TYPES OF DIGITAL FINANCIAL SERVICES

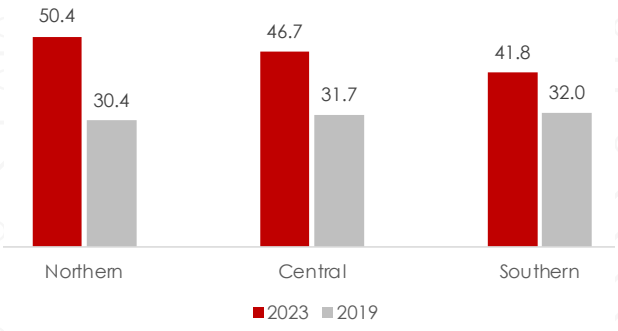
The survey results indicate that 45.1 percent of individuals across the country use digital financial services, an increase from 36.1 percent reported in 2019. Analysis by place of residence shows that the proportion of individuals using digital financial services in urban areas is higher (73 percent) than in rural areas at 39.5 percent (Figure 7.1).

Figure 7.1: Proportion of Individuals using Digital Financial Services by Place of Residence, ICT 2023



At regional level, the Northern region recorded the highest proportion of individuals utilizing digital financial services at 50.4 percent, followed by the Central region (46.7 percent) and the Southern region (41.8 percent). The proportion of individuals using digital financial services has increased in 2023 across all the regions; from 30.4 percent in 2019 in the Northen region, from 31.7 percent in the Central region and from 32 percent in the Southern region (Figure 7.2).

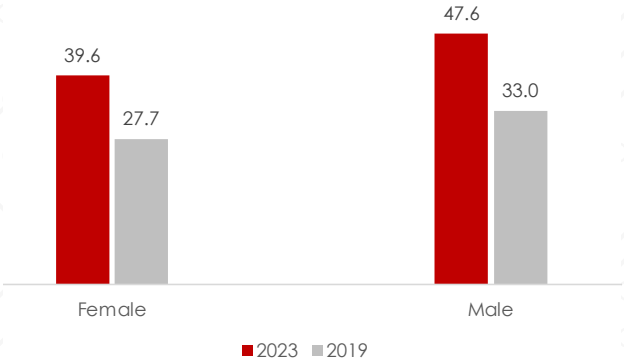
Figure 7.2: Proportion of Individuals Using Digital Financial Services by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex shows that males have a higher proportion (47.6 percent from 33 percent in 2019) of individuals using digital financial services compared to females at 39.6 percent from 27.7 percent in 2019 (Figure 7.3).

Figure 7.3: Proportion of Individuals using Digital Financial Services by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

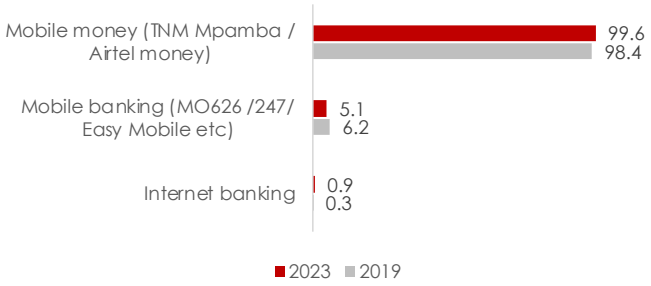
7.2.1.1 TYPE OF DIGITAL FINANCIAL SERVICES USED

This section presents the different types of digital financial services used by individuals such as Mobile money, Mobile banking and Internet banking.

Mobile money is a technology that allows people to receive, store, transfer money or make payments through a mobile phone independent of the traditional banking network e.g., TNM Mpamba and Airtel money. Mobile Banking is the use of a mobile phone to access banking services and execute financial transactions and this is often used to refer only to customers with bank accounts e.g., MO626 for National Bank of Malawi, 247 for Standard Bank, 525 for FDH Bank, Easy Mobile for NBS Bank, etc.

Internet banking includes electronic transactions with a bank for payment, transfer etc. via the internet. The survey results indicate mobile money (TNM Mpamba/ Airtel Money) as the most utilized type of digital financial service by individuals at 99.6 percent. This is followed by Mobile banking (5.1 percent). Internet banking was the least used digital financial service at 0.9 percent. The trend is not different form that recorded in 2019 (Figure 7.4).

Figure 7.4: Proportion of Individuals Using Digital Financial Services by Type, ICT 2023

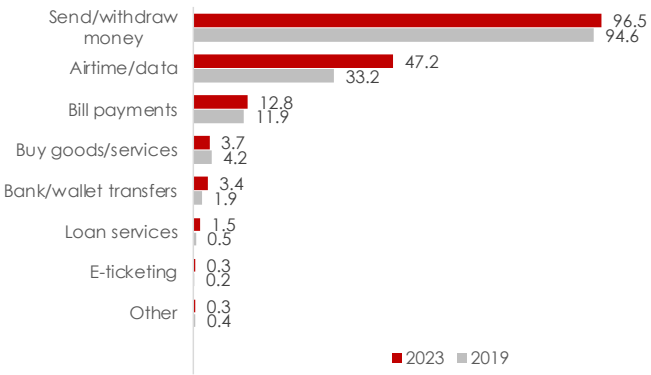


Source: National Statistical Office, Survey on Access and Use of ICT 2023

7.2.1.2 SERVICES USED ON DIGITAL FINANCIAL PLATFORMS

The survey investigated how people use digital financial services in various ways. The results show that sending or withdrawing money is the most used (96.5 percent from 94.6 percent in 2019) digital financial service by individuals. This is followed by Airtime/data usage (47.2 percent from 33.2 percent in 2019) while E-ticketing remains the least used digital financial service at only 0.3 percent from 0.4 percent in 2019 (Figure 7.5).

Figure 7.5: Proportion of Individuals by type of Digital Financial Services used, ICT 2023



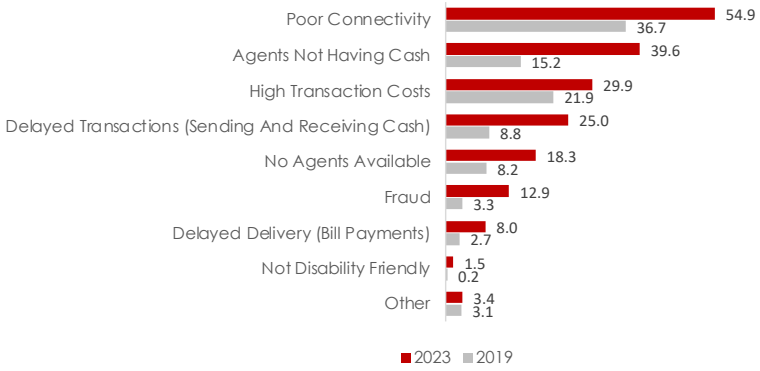
Source: National Statistical Office, Survey on Access and Use of ICT 2023

7.2.1.3 CHALLENGES ENCOUNTERED WHEN ACCESSING AND USING DIGITAL FINANCIAL SERVICES

The main challenge encountered when using digital financial services is poor connectivity at 54.9 percent in

2023 compared to 36.7 percent in 2019. This is followed by non-availability of cash by agents reported at 39.6 percent in 2023 compared to 15.2 percent in 2019 and high transaction costs at 29.9 percent in 2023 compared to 21.9 percent in 2019 (Figure 7.6).

Figure 7.6: Proportion of Individuals by Challenges Encountered when using Digital Financial Services, ICT 2023.

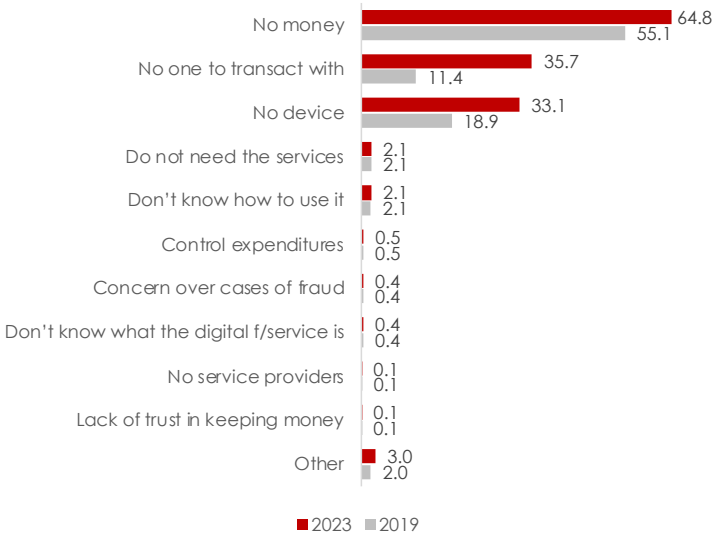


Source: National Statistical Office, Survey on Access and Use of ICT 2023

7.2.1.4 REASONS FOR NOT USING DIGITAL FINANCIAL SERVICES

The main reason for not using Digital Financial Services is lack of money to transact (64.8 percent from 55.1 percent in 2019), followed by having no one to transact with (35.7 percent from 11.4 percent) and not having a device to use for transacting (33.1 percent from 18.9 percent in 2019) (Figure 7.7).

Figure 7.7: Proportion of Individuals by Main Reason for not Using Digital Financial Services, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

7.2.1.5 ALTERNATIVE FINANCIAL SERVICES USED FOR SENDING OR RECEIVING MONEY

The survey investigated alternative methods used by individuals who did not use digital financial services in sending or receiving money but used other means. About 67 percent of individuals indicated that they did not use any other means, 29.7 percent indicated that they used a relative or another person to transact on their behalf and 0.6 percent each used Zoona and the Bank. Post office was used by 0.3 percent of individuals while 0.2 percent used international remittance channels (Table 7.1).

Table 7.1: Proportion of Individuals Using Other Financial Services by Place of Residence, ICT 2023

Residence	None	Person	Zoona	Bank	Post Office	International Remittance Channels	Other
Malawi	67.0	29.7	0.6	0.6	0.3	0.2	1.7
Rural	66.9	30.0	0.6	0.5	0.3	0.1	1.7
Urban	67.6	27.9	0.4	0.9	0.8	0.8	1.8

Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region shows that 75.9 percent of individuals in the Southern region did not use any other financial services, followed by 62.6 percent in the Northern region and 57.6 percent in the Central region. Approximately, 40

percent of individuals in the Central region, 34.6 percent of individuals in the Northern region and 20.4 percent of individuals in the Southern region indicated that they used other people to access financial services (Table 7.2).

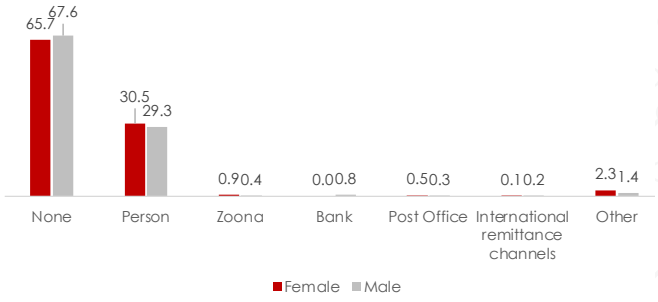
Table 7.2: Proportion of Individuals Using Other Financial Services by Region, ICT 2023

Residence	None	Person	Zoona	Bank	Post Office	International Remittance Channels	Other
Northern	62.6	34.6	0.0	1.1	0.6	0.3	0.9
Central	57.6	39.5	0.1	0.3	0.5	0.1	2.0
Southern	75.9	20.4	1.1	0.6	0.1	1.1	1.6

Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex shows that 65.7 percent of females did not use any form of financial services, compared to 67.6 percent of males. Approximately 29.3 percent of males and 30.5 percent of females used other people to transact on their behalf (Figure 7.8).

Figure 7.8: Proportion of Individuals Using Other Financial Services by Sex, ICT 2023

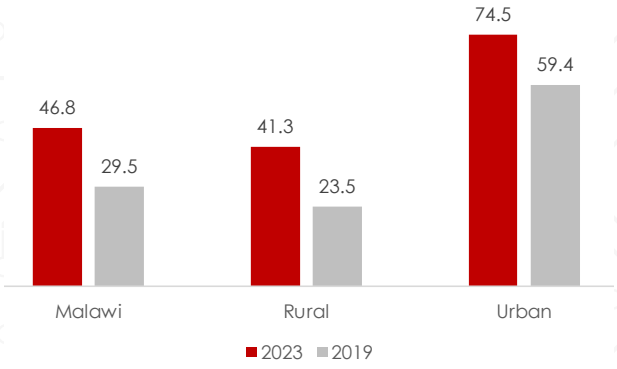


Source: National Statistical Office, Survey on Access and Use of ICT 2023

7.3 OWNERSHIP OF MOBILE MONEY ACCOUNTS

The survey results show that 46.8 percent of individuals across the country owned a mobile money account, an increase from 29.5 percent reported in 2019. The proportion of individuals in urban areas that have a mobile money account continued to be relatively higher (74.5 percent) than in rural areas at 41.3 percent (Figure 7.9). In both rural and urban areas, the proportion of individuals that have a mobile money account increased between 2019 and 2023 (from 23.5 percent in 2019 to 41.3 percent in 2023, and from 59.4 percent in 2019 to 74.5 percent in 2023, respectively).

Figure 7.9: Proportion of Individuals Having a Mobile Money Account by Place of Residence, ICT 2023

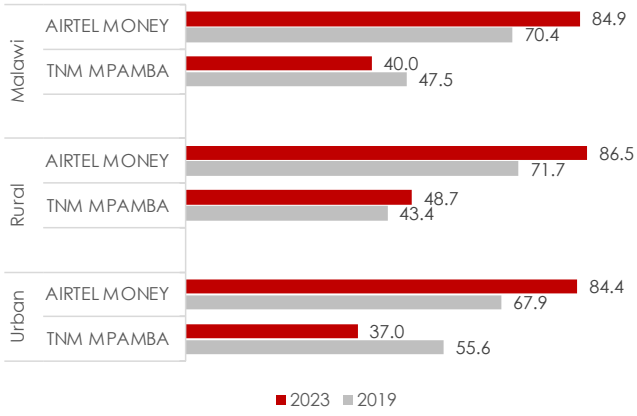


Source: National Statistical Office, Survey on Access and Use of ICT 2023

7.3.1.1 MOBILE MONEY ACCOUNTS THAT INDIVIDUALS SUBSCRIBED TO

Among the individuals who have Mobile Money accounts, 84.9 percent subscribe to Airtel Money (an increase from 70.4 percent registered in 2019) while 40 percent subscribe to TNM Mpamba (a decline from 47.5 percent in 2019). In the rural areas, 86.5 percent subscribe to Airtel money whereas 48.7 percent subscribe to TNM Mpamba. In the urban areas, 84.4 percent subscribe to Airtel money and 37 percent subscribed to TNM Mpamba (Figure 7.10).

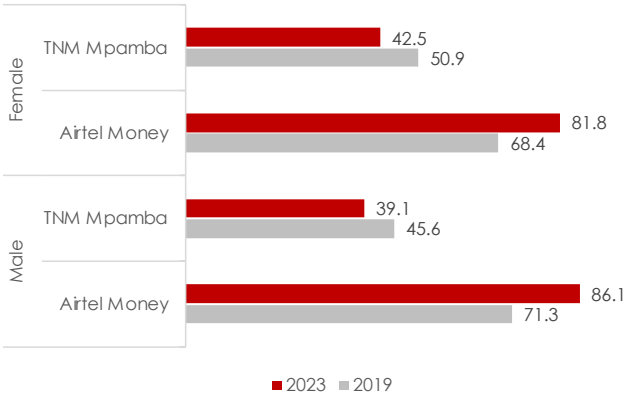
Figure 7.10: Proportion of Individuals Using Mobile Money Accounts by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

In 2023, the proportion of females owning Airtel Money and TNM Mpamba is at 81.8 percent (from 68.4 percent) and 42.5 percent (from 50.9 percent), respectively, whereas the proportion of males owning Airtel Money and TNM Mpamba accounts is at 86.1 percent (from 71.3 percent) and 39.1 percent (from 45.6 percent), respectively (Figure 7.11).

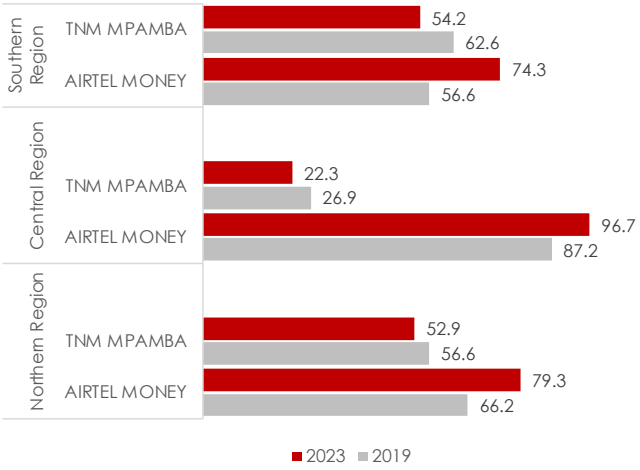
Figure 7.11: Proportion of Individuals Using Mobile Money Accounts by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The survey findings show that the Central region records the highest percentage of individuals (96.7 percent) owning Airtel Money accounts followed by the Northern region (79.3 percent) and then Southern region (74.3 percent). In terms of TNM Mpamba accounts ownership, the Southern region has a 54.2 percent ownership, succeeded by the Northern region (52.9 percent), and the Central region at 22.3 percent. There is an increase in the percent of Airtel Money users from across all the regions from 2019 findings while there has been a decline across all the regions from TNM Mpamba subscribers compared to that registered in 2019(Figure 7.12).

Figure 7.12: Proportion of Individuals Using Mobile Money Account by Region, ICT 2023

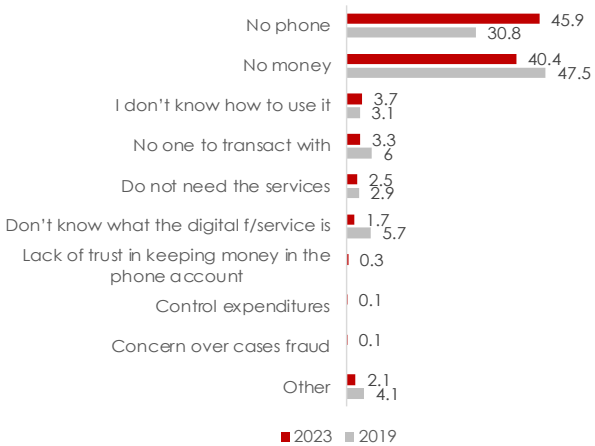


Source: National Statistical Office, Survey on Access and Use of ICT 2023

7.3.1.2 REASONS FOR NOT HAVING A MOBILE MONEY ACCOUNT

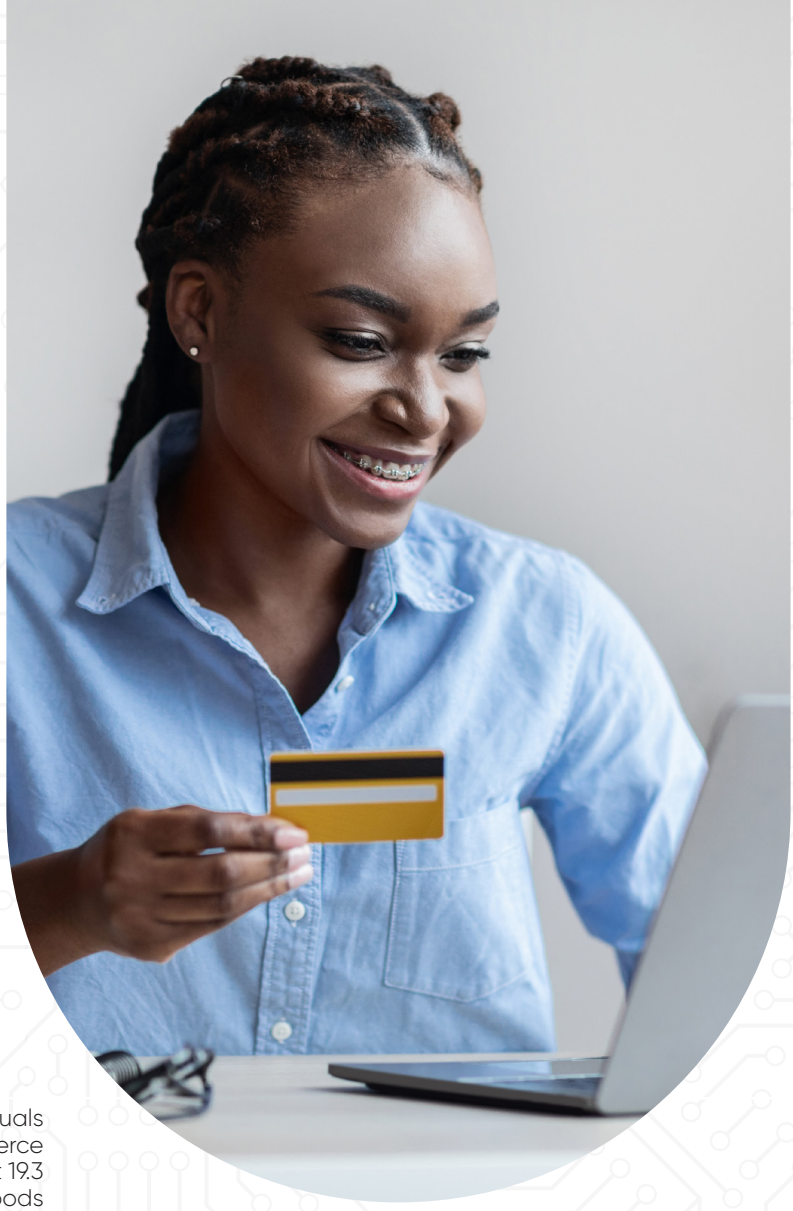
The survey investigated the reasons for not owning or using mobile money accounts. Having no mobile phone is the most cited reason for not having a mobile money account (45.9 percent an increase from 30.8 percent reported in 2019) followed by not having money at 40.4 percent, a decline from 47.5 percent recorded in 2019 (Figure 7.13).

Figure 7.13: Proportion of Individuals by Reasons for not Owning Mobile Money Account, ICT 2023



CHAPTER 8:

E-COMMERCE



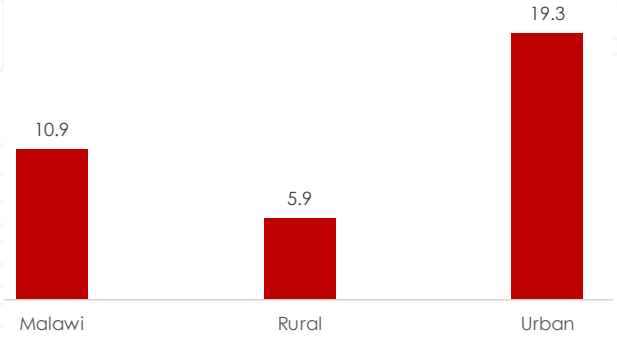
8.1 INTRODUCTION

The Third National ICT survey incorporated e-commerce, a worthy subject considering its significant emergence around the globe. This inclusion enables access to valuable insights on how individuals within the country utilize various e-commerce options. An e-commerce transaction is the sale or purchase of goods or services, conducted over computer networks by methods specifically designed for the purpose of receiving or placing orders. The goods or services are ordered by those methods, but the payment and the ultimate delivery of the goods or services do not have to be conducted online. The survey asked questions on e-commerce to individuals who had stated that they used the internet.

8.2 USE OF E-COMMERCE PLATFORMS

The findings show that 10.9 percent of individuals who used the internet have engaged in e-commerce activities. Analysis by place of residence shows that 19.3 percent of individuals in urban areas purchased goods online, while 5.9 percent of individuals in rural areas did (Figure 8.1).

Figure 8.1: Proportion of Individuals Who Purchased Goods Online by Place of Residence, ICT 2023

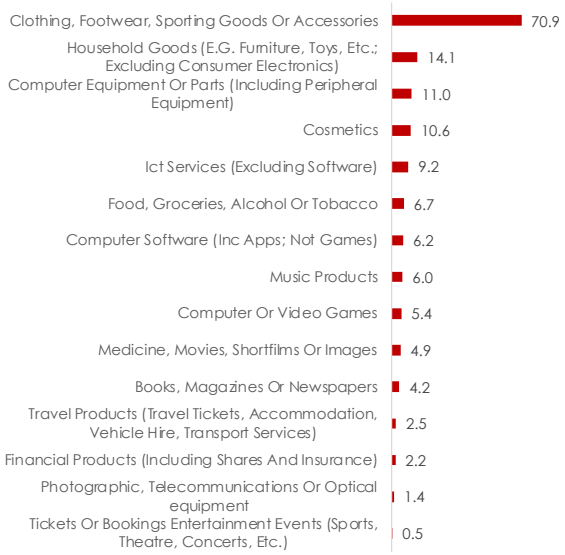


Source: National Statistical Office, Survey on Access and Use of ICT 2023

8.2.1 PURCHASE OF GOODS AND SERVICES OVER THE INTERNET

The survey reveals the various categories of goods and services purchased over the internet. About 71 percent of the goods purchased by individuals were clothing, followed by household goods at 14.1 percent, while 11 percent of the goods bought were computer equipment or parts. Entertainment event tickets or bookings emerged as the least purchased goods with a proportion of 0.5 percent (Figure 8.2).

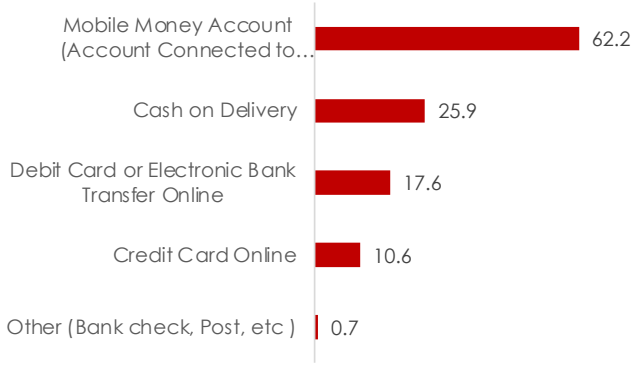
Figure 8.2: Proportion of Goods and Services Purchased Online by Individuals, ICT 2023



8.2.2 METHODS OF PAYMENT

The survey investigated payment options for goods and services purchased online. Results indicated that the most common mode of payment was through mobile money account at 62.2 percent, followed by paying cash on delivery at 25.9 percent, and using debit card or bank transfer online to finalize transactions at 17.6 percent (Figure 8.3).

Figure 8.3: Proportion of Individuals who Purchased Goods Online by Mode of Payment, ICT 2023

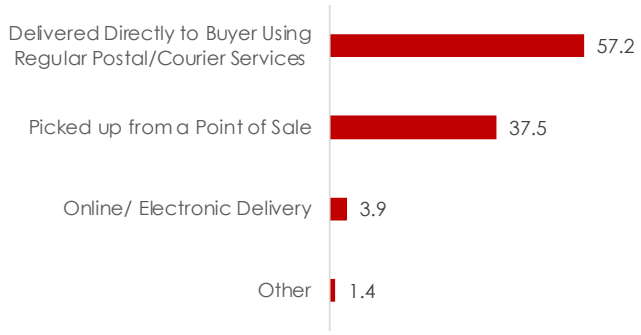


Source: National Statistical Office, Survey on Access and Use of ICT 2023

8.2.3 METHOD OF DELIVERY OF GOODS AND SERVICES PURCHASED ONLINE

The survey sought to understand the modes of delivery used for online purchases. The findings show that most individuals who purchased online had their goods directly delivered to them through postal or courier services (57.2 percent), followed by 37.5 percent who picked up their purchases from a designated point of sale or service location, and 3.9 percent had their goods and services delivered digitally (Figure 8.4).

Figure 8.4: Proportion of Individuals who Purchased Goods Online by Mode of Delivery, ICT 2023

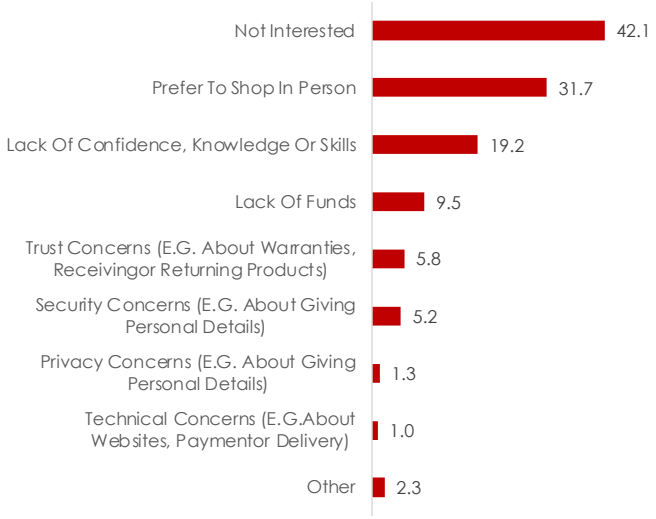


Source: National Statistical Office, Survey on Access and Use of ICT 2023

8.2.4 BARRIERS TO PURCHASING GOODS ONLINE

When asked to mention the barriers to purchasing goods and services online, about 42 percent of the individuals reported that they were not interested in purchasing goods or services online, followed by 31.7 percent who preferred to shop in person, and 19.2 percent who lacked confidence, knowledge or skills (Figure 8.5).

Figure 8.5: Proportion of Individuals not Purchasing Goods and Services Online by Barriers Encountered, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

CHAPTER 9:

CYBERSECURITY

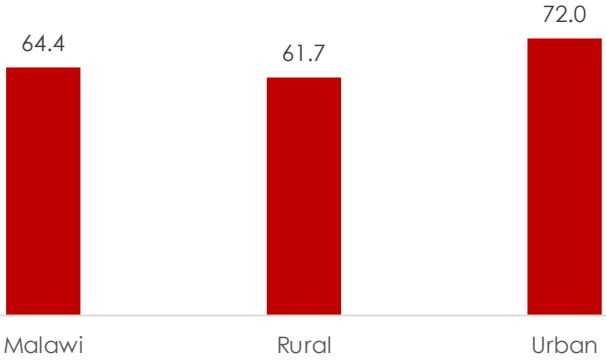
9.1 INTRODUCTION

This chapter provides an overview of the results on cybersecurity. It presents findings on knowledge and awareness of cyber security issues and proceeds to present results on individual's experiences with cybercrimes and how they dealt with them. Cybersecurity is the collection of tools, policies, security concepts, security safeguards, guidelines, risk management approaches, actions, training, best practices, assurance, and technologies that can be used to protect the cyber environment and organization and user's assets. Cybercrime is defined as any activity in which computers or networks are a tool, a target, or a place of criminal activity.

9.2 AWARENESS OF CYBERSECURITY

To establish the awareness of risks associated with cybersecurity, individuals were asked to report whether they are aware of any risks or not. Results show that almost 64 percent of individuals are aware of cybersecurity risks at national level. Awareness is higher in the urban areas at 72 percent than in the rural areas at 61.7 percent (Figure 9.1).

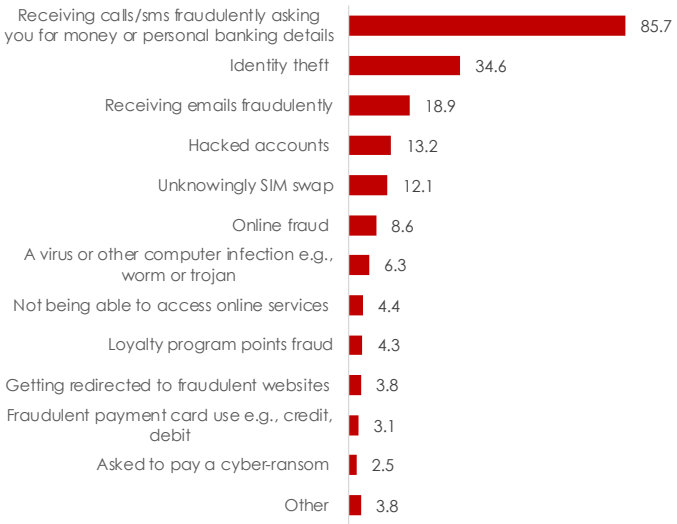
Figure 9.1: Proportion of Individuals' Awareness of Cybersecurity Risks by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

When asked further as to which specific cybersecurity risks individuals are aware of, receiving calls or SMSs fraudulently asking for money or personal banking details is the most common risk mentioned at 85.7 percent, followed by identity theft (someone stealing your personal data and impersonating you) at 34.6 percent and receiving emails fraudulently asking for money or personal details at 18.9 percent. Asked to pay a cyber ransom was the least reported cybersecurity risk at 2.5 percent (Figure 9.2).

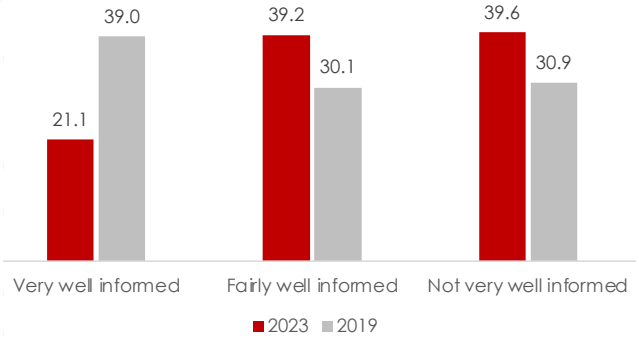
Figure 9.2: Proportion of Individuals by Cybersecurity Risks they Are Aware of, ICT 2023



9.2.1 LEVEL OF AWARENESS ON RISKS OF CYBERCRIME

The survey inquired about the level of awareness on cybercrime risks among individuals. The results indicate that 21.1 percent of individuals feel that they are very well informed about the risks of cybercrime. About 40 percent of individuals feel that they are not very well informed about risks of cybercrime while about 39 percent of individuals feel that they are fairly well informed about risks of cybercrime. There is a decline in the percentage of individuals who feel that they are very well informed in the awareness of cybercrime from 39 percent registered in 2019, while the percentage of individuals that feel that they are fairly well informed and not very well informed increased from 30.1 percent and 30.9 percent, respectively (Figure 9.3).

Figure 9.3: Proportion of Individuals' Level of Awareness on Risks of Cybercrime, ICT 2023

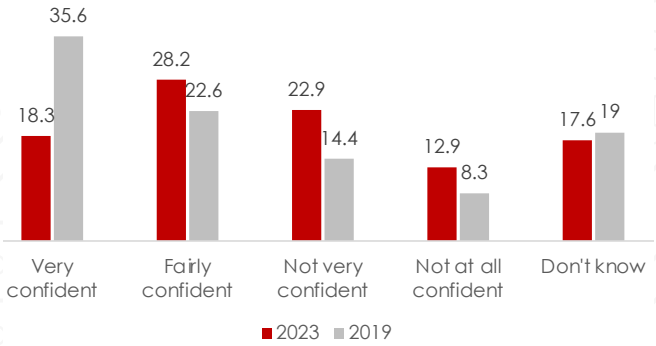


Source: National Statistical Office, Survey on Access and Use of ICT 2023

9.2.2 LEVEL OF CONFIDENCE IN KNOWLEDGE ON CYBER SECURITY

The results show that 18.3 percent of individuals are very confident about their knowledge on cyber security and 28.2 percent are fairly confident. These individuals are followed by individuals that report being not very confident (22.9 percent) and those that are not at all confident (12.9 percent) of their knowledge on cyber security. Conversely, 17.6 percent of individuals report not knowing anything about cyber security. The proportion of individuals who reported to be very confident about their knowledge on cyber security declined from 35.6 percent observed in 2019 (Figure 9.4).

Figure 9.4: Distribution of Individuals' Level of Confidence in knowledge on Cyber Security, ICT 2023

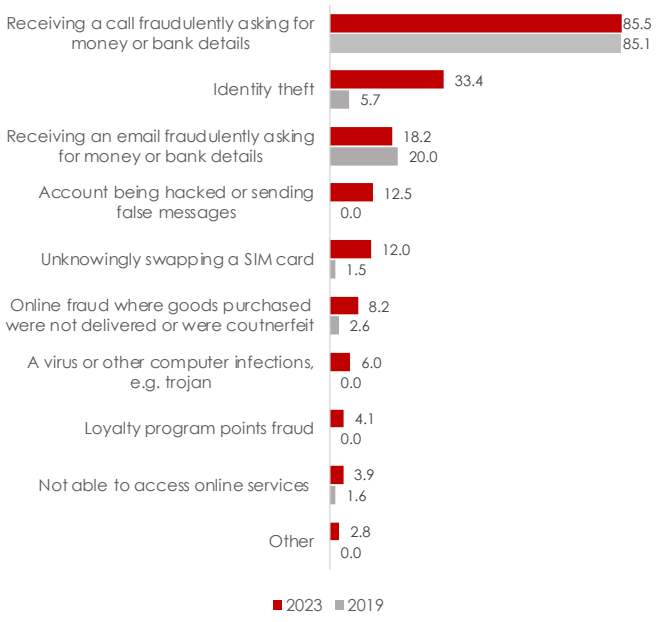


Source: National Statistical Office, Survey on Access and Use of ICT 2023

9.2.3 CYBERSECURITY INCIDENTS EXPERIENCED

The most common cybersecurity incident experienced by individuals is receiving a fraudulent call or SMS asking for money or personal banking details (85.5 percent), followed by identity theft (33.4 percent) and receiving a fraudulent email asking for money or personal banking details (18.2 percent). About 4 percent are not able to access online services. There has been a huge increase in the percentage of individuals who stated identity theft as a cyber security incident they experienced (Figure 9.5).

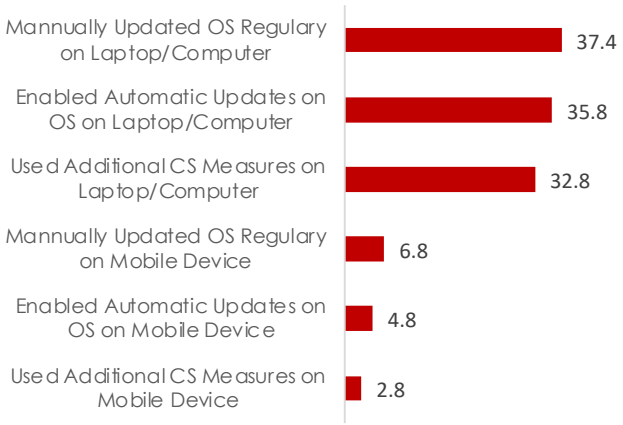
Figure 9.5: Proportion of Individuals That Experienced Cybersecurity Incidents by Type of Cybercrime, ICT 2023



9.2.4 TYPE OF MEASURES USED AGAINST CYBERCRIME

The survey collected data on the measures individuals take to protect themselves from cyber-attacks. The results show that 37.4 percent manually update their operating systems regularly, 35.8 percent enable automatic updates on their operating systems, and 32.8 percent use additional cyber security measures to protect their laptop or a computer from cyber-attacks (Figure 9.6).

Figure 9.6: Proportion of Individuals by Measures Used Against Cybercrime, ICT 2023

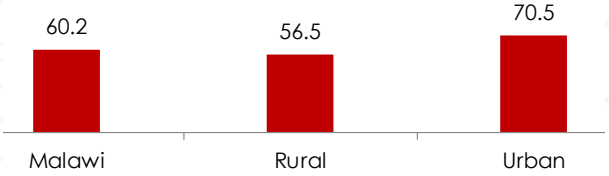


Source: National Statistical Office, Survey on Access and Use of ICT 2023

9.2.5 USE OF SECURITY OR PRIVACY SETTINGS

Further, the survey collected data on individuals' use of security or privacy settings as a means of protecting themselves from cyber-attacks during the three months prior to the survey. Nationally, about 60 percent of individuals use security or privacy settings when accessing the internet or digital financial services. Analysis by place of residents shows that 56.5 percent of individuals in rural areas use security or privacy settings when using or accessing digital financial services or internet compared to 70.5 percent of individuals in urban areas (Figure 9.7).

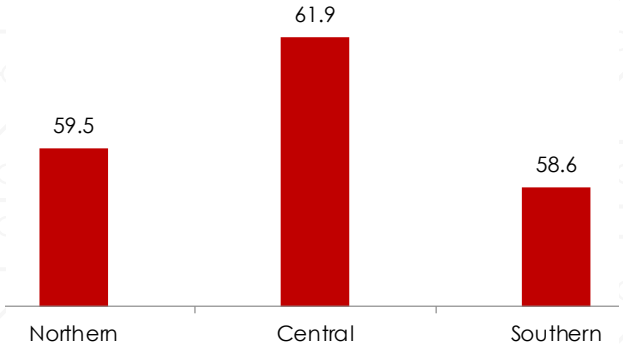
Figure 9.7: Proportion of Individuals who Use Security or Privacy Settings by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region indicates that the Central region has the highest percentage of individuals (61.9 percent) who use security or privacy settings when using or accessing digital financial services or internet compared to the Northern and Southern regions at 59.5 percent and 58.6 percent, respectively (Figure 9.8).

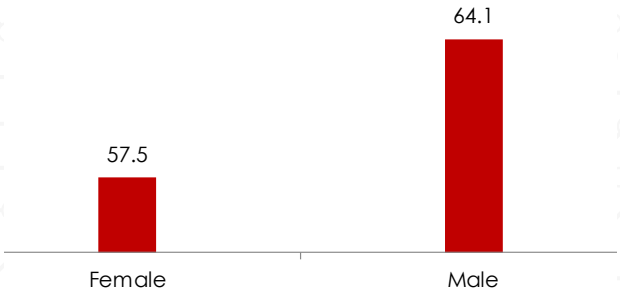
Figure 9.8: Proportion of Individuals Using Security/ Privacy Settings by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by sex indicates that out of all males that use or access digital financial services or internet, 64.1 percent use security or privacy settings. Females constitute 57.5 percent (Figure 9.9).

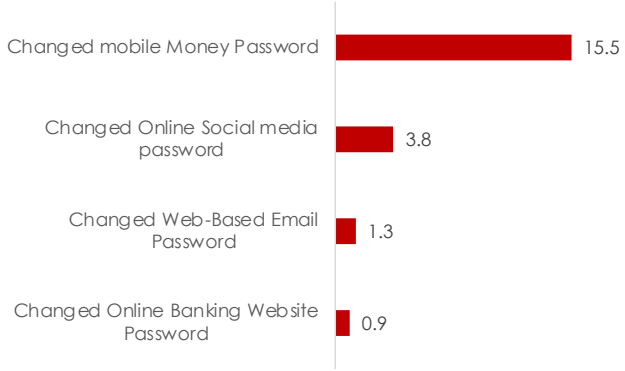
Figure 9.9: Proportion of Individuals Using Security/ Privacy Settings by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Individuals were asked if they had changed their password to any of the services in the last three months prior to the survey. The results show that 15.5 percent changed the password to their mobile money account, 3.8 percent changed the password to their online social network account, 1.3 percent changed the password to their web-based email account and about 1 percent changed the password to their online banking account (Figure 9.10).

Figure 9.10: Proportion of Individuals who Changed their Security or Privacy Settings, ICT 2023

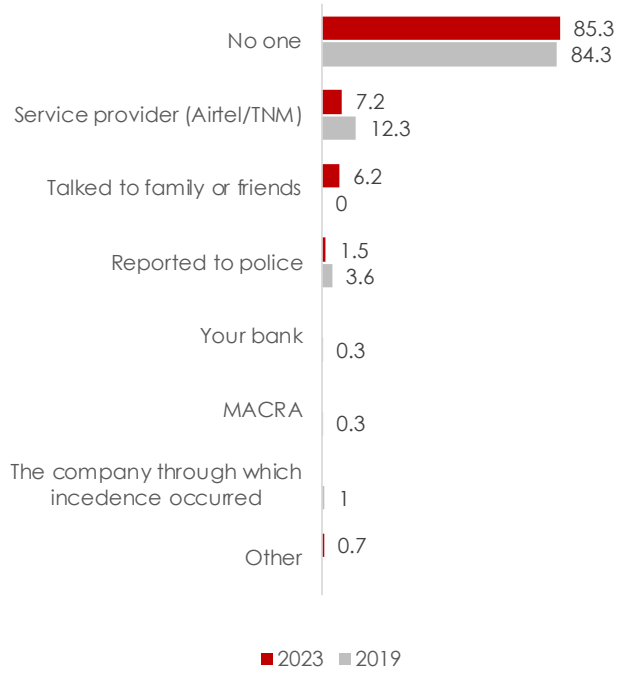


Source: National Statistical Office, Survey on Access and Use of ICT 2023

9.2.6 REPORTING OF CYBERSECURITY INCIDENTS

About 85 percent of individuals do not report their cyber security incidents to anyone followed by 7.2 percent of individuals who report the experienced cyber security incident to a mobile network operator namely, Airtel or TNM, and only 1.5 percent report to police (Figure 9.11).

Figure 9.11: Proportion of Individuals that Reported Cybersecurity Incidences, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

CHAPTER 10:

ELECTRICAL AND ELECTRONIC WASTE

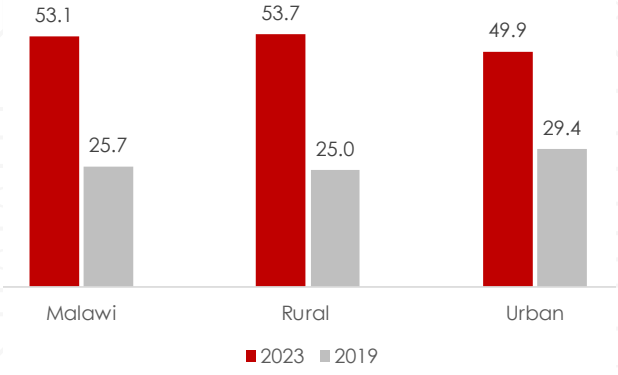
10.1 INTRODUCTION

This chapter provides a summary of the individuals' disposal practices related to electrical and electronic waste (E-waste). E-waste is all types of electrical and electronic equipment that have been discarded by the owner as waste without the intention of reuse. The chapter also provides insights on how individuals manage E-waste with regards to disposal patterns. It also looks into the level of awareness regarding the hazards associated with unsafe disposal of E-waste.

10.2 DISPOSAL OF ELECTRICAL AND ELECTRONIC EQUIPMENT WASTE

In Malawi, the proportion of individuals who dispose of E-waste has increased to 53.1 percent in 2023 from 25.7 percent in 2019. Similarly, the proportion has increased in both rural and urban areas from 25 percent in 2019 to 53.7 percent in 2023 and from 29.4 percent in 2019 to 49.9 percent in 2023, respectively (Figure 10.1).

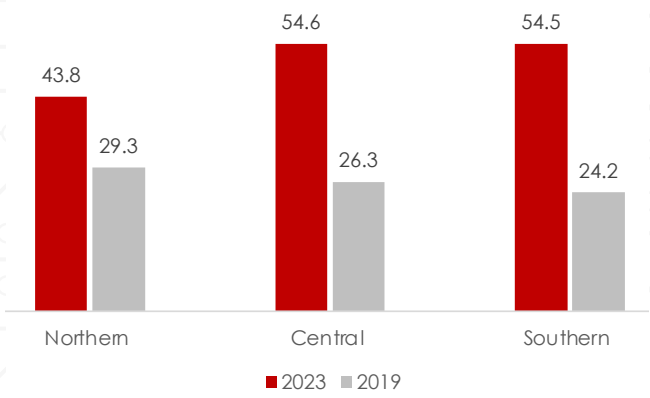
Figure 10.1: Proportion of Individuals Disposing E-Waste by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The proportion of individuals who dispose of E-waste has increased in all the regions between 2019 and 2023. For example, in the Southern region the proportion of individuals has increased from 24.2 percent in 2019 to 54.5 percent in 2023 (Figure 10.2).

Figure 10.2: Proportion of Individuals that Disposed of E-Waste by Region, ICT 2023

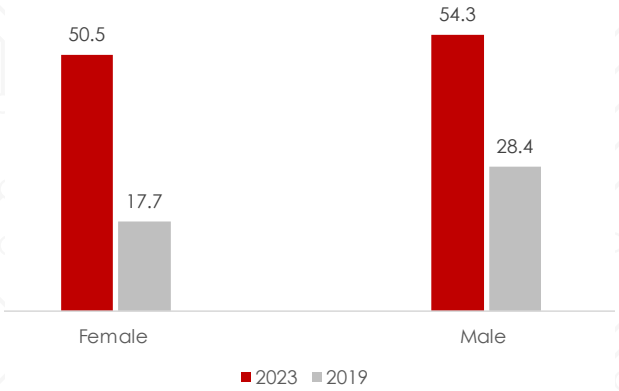


Source: National Statistical Office, Survey on Access and Use of ICT 2023

In Malawi, about 54 percent of males dispose E-waste in 2023 compared to 50.5 percent of females. It is important to note that much higher proportions of both

males and females disposed of E-waste in 2023 than in 2019 (Figure 10.3).

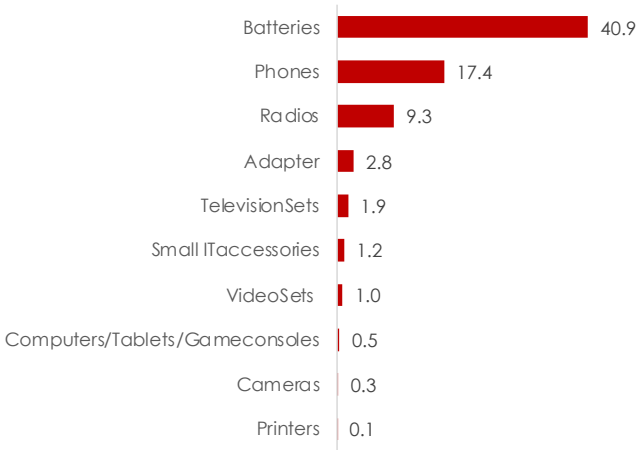
Figure 10.3: Proportion of Individuals that Disposed of E-Waste by Sex, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The survey assessed the electrical and electronic equipment disposed during the twelve months prior to the survey. The results indicate that the most disposed of items are batteries at 40.9 percent, followed by phones at 17.4 percent and radios at 9.3 percent. Computers, cameras, and printers are the least disposed items, with each category accounting for less than 1 percent (Figure 10.4).

Figure 10.4: Proportion of Electrical and Electronic Equipment Disposed by Individuals, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

10.2.1.1 VOLUMES OF E-WASTE DISPOSED

The total number of disposed E-waste is 146,581,723, of which 141,000,000 are batteries. The least are printers (7,637 items). Batteries were not captured in the 2019 survey (Table 10.1).

Table 10.1: Distribution of Quantities of E-Waste Disposed, ICT 2023

E-Waste	Volume	
	2023	2019
Adapter	543,625	N/A
Batteries	141,000,000	N/A
Cameras	38,246	N/A
Computers/Tablets/ Game consoles	53,731	55,331
Phones	2,838,445	2,207,640
Printers	7,637	6,029
Radios	1,458,435	1,197,321
Small IT accessories	272,641	244,508
TV Sets	236,111	188,754
Video Sets	132,853	48,331
Total	146,581,723	3,947,914

Source: National Statistical Office, Survey on Access and Use of ICT 2023

10.2.1.2 REASONS FOR NOT DISPOSING OF E-WASTE

Individuals who have not disposed of any electrical or electronic equipment twelve months prior to the survey were asked about their reasons for not disposing these items. About 68 percent of individuals indicate that they hoard the items, while 14.2 percent state that they do not know how to dispose the items. There are 12.4 percent and 10.4 percent of individuals who do not know where to dispose the items or whether the items are supposed to be disposed (Figure 10.5)

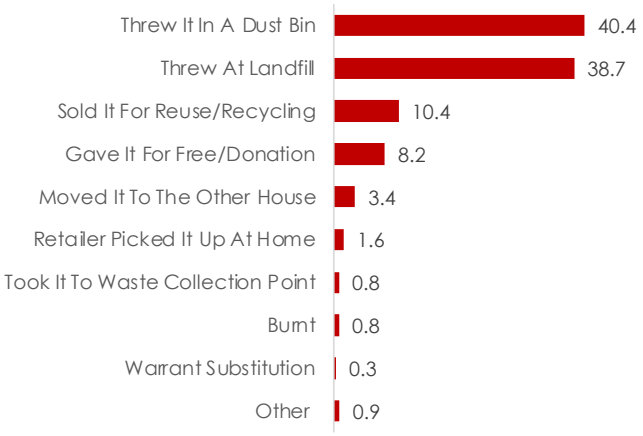
Figure 10.5: Proportion of Individuals by Reasons for Not Disposing E-Waste, ICT 2023

Source: National Statistical Office, Survey on Access and Use of ICT 2023

10.2.1.3 METHODS OF DISPOSING E-WASTE

Survey participants were asked about their methods for disposing electrical and electronic equipment. The most common methods of disposing E-waste are regular household dust bins at 40 percent, followed by landfills at 38.7 percent. The least used method is substituting warranties for these items at 0.3 percent (Figure 10.6).

Figure 10.6: Proportion of Individuals by Method of Disposing E-Waste, ICT 2023

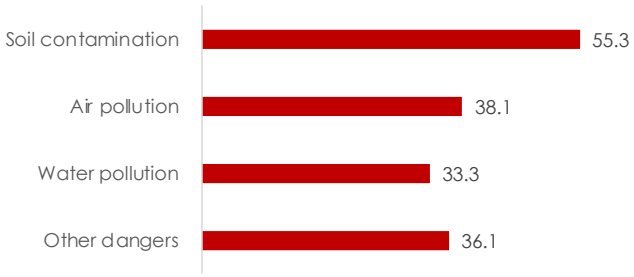


Source: National Statistical Office, Survey on Access and Use of ICT 2023

10.2.2 AWARENESS OF THE DANGERS OF UNSAFE DISPOSAL OF E-WASTE

Among individuals who are aware of the dangers of unsafe disposal of E-waste, the most common danger mentioned is soil contamination at around 55 percent, followed by Air pollution at 38.1 percent and water pollution at 33.3 percent (Figure 10.7).

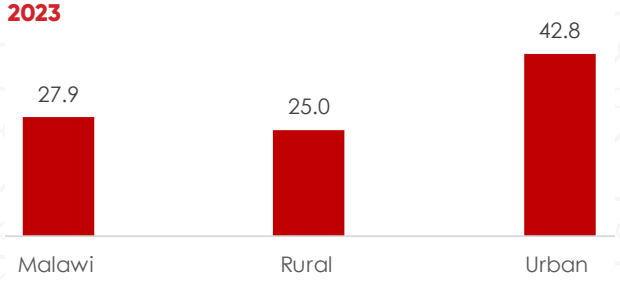
Figure 10.7: Individuals Awareness of Dangers of Unsafe Disposal of E-Waste by Dangers, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by place of residence shows that overall, 27.9 percent of the individuals are aware of the potential hazards linked to E-waste. Awareness is higher in urban areas (42.8 percent) than in rural areas at 25 percent (Figure 10.8).

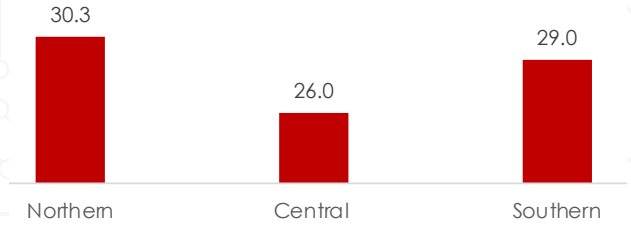
Figure 10.8: Individual's Awareness of Dangers of Unsafe Disposal of E-Waste by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Awareness of the dangers of unsafe disposal of E-waste varies by region, with the highest proportion of individuals in the Northern region (30.3 percent), followed by the Southern region (29 percent) and the Central region at 26 percent (Figure 10.9).

Figure 10.9: Individual's Awareness of Dangers of Unsafe Disposal of E-Waste by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Results by sex show that there is a higher proportion of males (35.5 percent) who are aware of dangers associated with unsafe disposal of E-waste than females at 24.2 percent (Figure 10.10).

Figure 10.10: Individual's Awareness of Dangers of Unsafe Disposal of E-Waste by Sex, ICT 2023

Source: National Statistical Office, Survey on Access and Use of ICT 2023

CHAPTER 11:

CHILD ONLINE PROTECTION

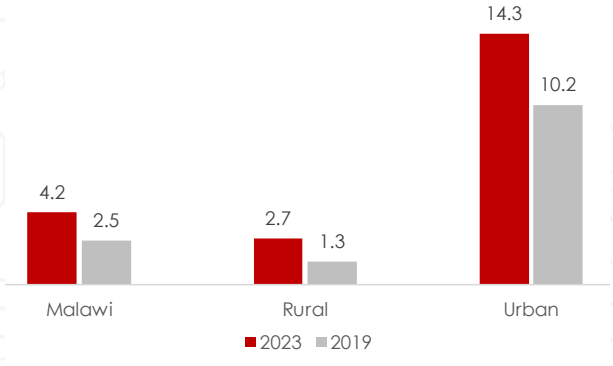
11.1 INTRODUCTION

This chapter presents results of online activities and behaviors of children aged 9 to 17 years. It further examines their level of awareness and efforts to manage online risks.

11.2 CHILD INTERNET ACCESS

Children were asked to report if they access internet in the last three months prior to the survey. At national level, about 4 percent of the children have access to the internet. This is an increase from 2.5 percent recorded in 2019. The urban population has a higher proportion of children accessing the internet at 14.3 percent (an increase from 10.2 percent reported in 2019) than counterparts in rural areas at 2.7 percent (an increase from 1.3 percent reported in 2019) (Figure 11.1).

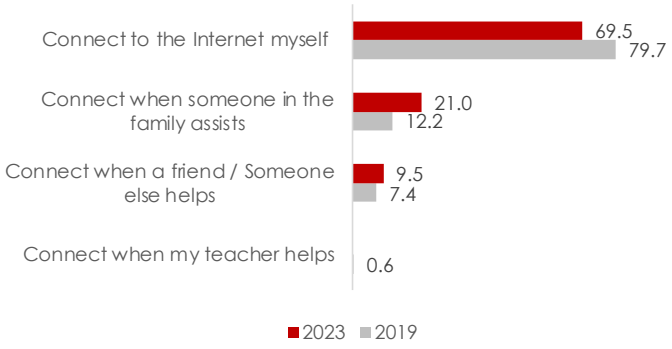
Figure 11.1: Proportion of Children Accessing Internet by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

The survey also inquired about the ability of children to access the internet. Nearly 70 percent of the children can connect to the internet by themselves. About 21 percent reported that they can connect to the internet with the assistance of family members, while 9.5 percent of children require assistance from a friend or someone else. The proportion of children who connect to the internet by themselves decreased between 2019 and 2023 (Figure 11.2).

Figure 11.2: Proportion of Children on how they Connected to Internet, ICT



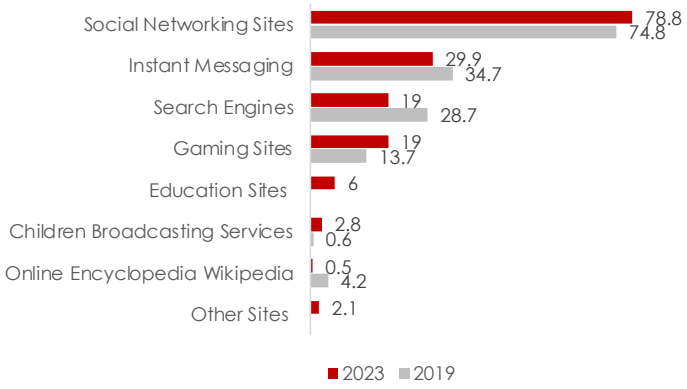
Source: National Statistical Office, Survey on Access and Use of ICT 2023

11.2.1 WEBSITES AND APPLICATIONS COMMONLY USED BY CHILDREN

The survey collected information on the applications or websites that children with access to internet in Malawi mostly use. The most used application or websites

are social networking sites at 78.8 percent, followed by Instant messaging at 29.9 percent. Educational sites have the proportion of 6 percent. The least used application is the online encyclopedia at 0.5 percent. There is an increase in the proportion of children use of social networking sites, gaming sites education sites and children broadcasting services as compared to 2019 results (Figure 11.3).

Figure 11.3: Proportion of Websites and Applications Commonly Used by Children with Access to Internet, ICT 2023

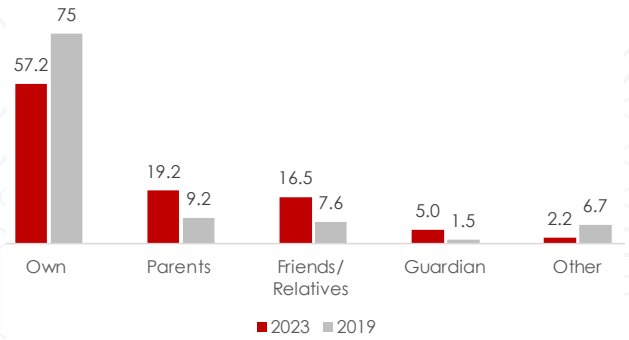


Source: National Statistical Office, Survey on Access and Use of ICT 2023

11.2.2 PROFILE OR ACCOUNT USED ON SOCIAL MEDIA AND GAMING SITES BY CHILDREN

Among the children who had access to the internet, 57.2 percent use their own profiles on social media and gaming sites, followed by 19.2 percent who use their parents' profiles and 16.5 percent who use their friends or relatives' profiles. Use of parents' profile accounts has increased from 9.2 percent in 2019 while the use of children's own profile accounts has decreased from 75 percent in 2019 (Figure 11.4).

Figure 11.4: Proportion of Children Using Social Media by Profile or Account Used, ICT 2023

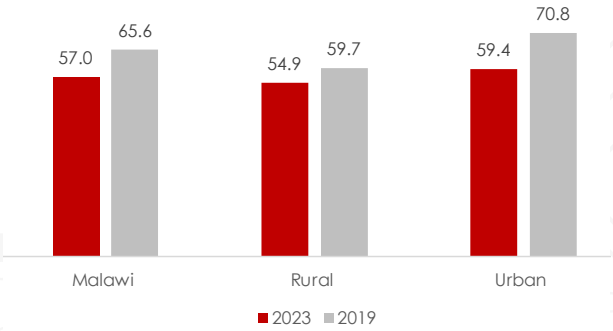


Source: National Statistical Office, Survey on Access and Use of ICT 2023

11.2.3 CONTACT WITH UNKNOWN INTERNET USERS BY CHILDREN

Children were asked whether they had been in contact with anyone on the internet they had not met face-to-face before. Across the country, about 57 percent of the children who have access to the internet reported such a contact, a decline from the 65.6 percent reported in 2019. Similarly, analysis by place of residence shows that the proportion of children who had contact with internet users they had never met face-to-face before declined in both rural and urban areas (from 59.7 percent in 2019 to 54.9 percent in 2023, and from 70.8 percent in 2019 to 59.4 percent in 2023, respectively (Figure 11.5).

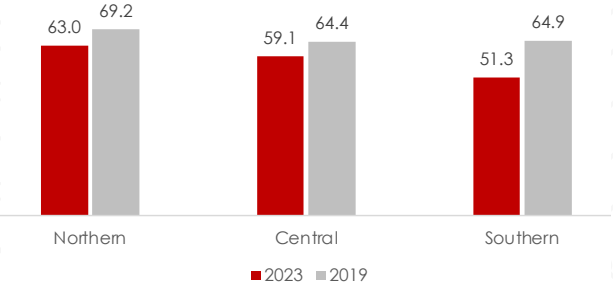
Figure 11.5: Proportion of Children who had Contact with Unknown Internet Users Online by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region shows that children in the Northen region have the most contact with internet users they had never met before (63 percent) followed by the Central region at 59.1 percent and the Southern region at 51.3 percent. The proportion of children who had contact with unknown internet users online declined in all the regions from the proportions registered in 2019(Figure 11.6).

Figure 11.6: Proportion of Children who had Contact with Unknown Internet Users Online by Region, ICT 2023

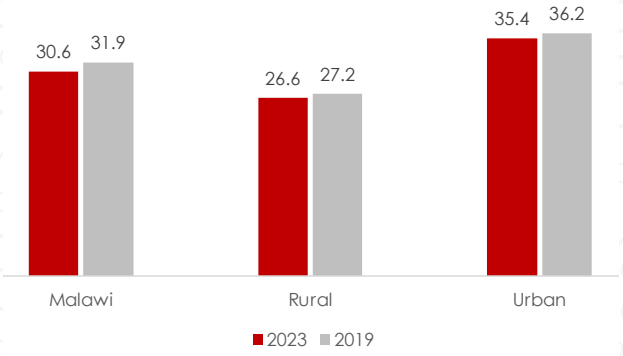


Source: National Statistical Office, Survey on Access and Use of ICT 2023

11.2.4 MEETING INTERNET USERS FACE-TO-FACE AFTER ONLINE CONTACT

Children who have access to internet were also asked to report if they ever met anyone face-to-face that they first got to know over the internet. Around 31 percent of children reported to have ever met someone. There is a higher percentage of children in urban areas (about 35 percent) who ever met someone than in rural areas at about 27 percent. There are no variations from the findings reported in 2019 (Figure 11.7).

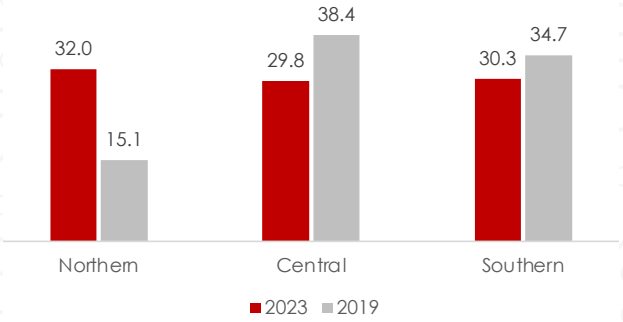
Figure 11.7: Proportion of Children who had Contact with Users after Online Contact by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region shows that the highest proportion of children who have contact with users after online contact are from the Northern region at 32 percent followed by the Southern region at 30.3 percent and the Central region at 29.8 percent. The proportion for the Northern region has increased from 2019 findings, whereby for the Central and Southern region the proportion has declined from 38.4 percent and 34.7 percent, respectively (Figure 11.8).

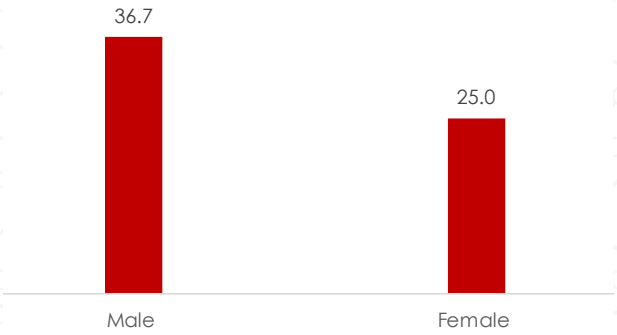
Figure 11.8: Proportion of Children who had Contact with Users after Online Contact by Region, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

A higher proportion of male children (about 37 percent) meet face-to-face with users after online contact than their female counterparts at 25 percent (Figure 11.9).

Figure 11.9: Proportion of Children who had Contact with Users after Online Contact by sex, ICT 2023

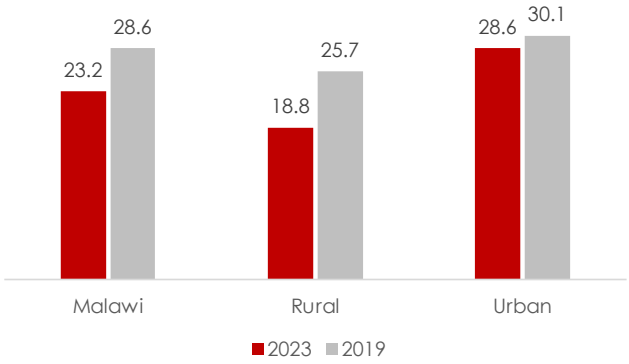


Source: National Statistical Office, Survey on Access and Use of ICT 2023

11.2.5 CHILDREN'S EXPERIENCE ON CYBER OR INTERNET UNEASINESS

The survey also asked the children if they experienced any online incidents that bothered or upset them in some way. In general, 23.2 percent of children encountered such disturbing or upsetting online experiences. Analysis by place of residence shows that internet uneasiness declined in children resident in both rural and urban areas between 2019 and 2023. In rural areas, for instance, it declined from 25.7 percent in 2019 to 18.8 percent in 2023 (Figure 11.10).

Figure 11.10: Proportion of Children who Experienced Cyber or Internet Uneasiness by Place of Residence, ICT 2023



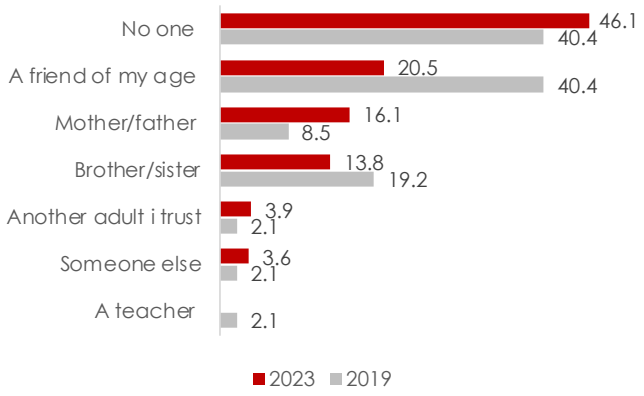
Source: National Statistical Office, Survey on Access and Use of ICT 2023

11.2.6 REPORTING OF INTERNET UNEASINESS

Children who experienced any online incidents that bothered or upset them in some way were asked

where they reported such incidents. Results show that the highest percentage of children do not report such incidents to anyone (46.1 percent) followed by those who report to a friend of their age (20.5 percent) and those who report to their mother or father at 16.1 percent (Figure 11.11).

Figure 11.11: Proportion of Children Who Experienced Internet Uneasiness by Where they Reported, ICT 2023



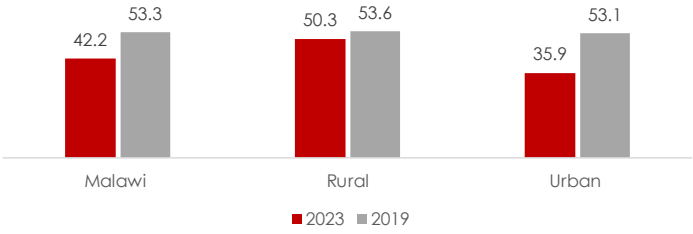
Source: National Statistical Office, Survey on Access and Use of ICT 2023

11.2.7 CASES OF SEXUAL CONTENT MESSAGING AMONG THE CHILDREN

The children who experience any online incidents that bothered or upset them in some ways were asked if they had received or seen any messages containing sexual content in the form of pictures or videos twelve months prior to the survey.

At national level, 42.2 percent of the children indicated that they had received or seen sexual messages in 2023, a decrease from 53.3 percent reported in 2019. Analysis by place of residence shows that about 50.3 percent of children in rural areas indicate that they have seen or received sexual messages compared to 35.9 percent of children in urban areas. The proportion of children who have received or seen any sexual messages has decreased in both rural and urban areas between 2019 and 2023 (Figure 11.12).

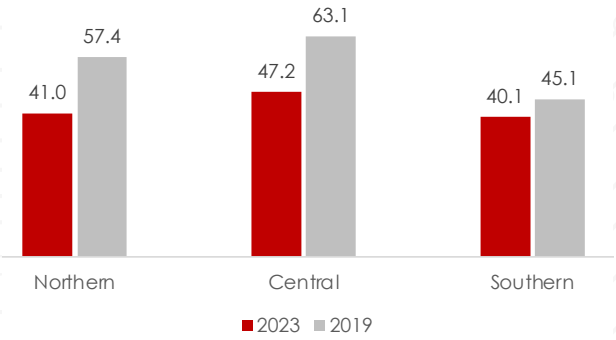
Figure 11.12: Proportion of Children who had Received/ Seen Sexual Messages by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region indicates that the Central region has the highest proportion of children who see or receive sexual messages at 47.2 percent, followed by the Northern region at 41 percent and the Southern region at 40.1 percent. There is a decline in the proportion of children who had received or seen sexual messages in all the regions from 2019 results (Figure 11.13).

Figure 11.13: Proportion of Children who had Received/ Seen Sexual Messages by Region, ICT 2023

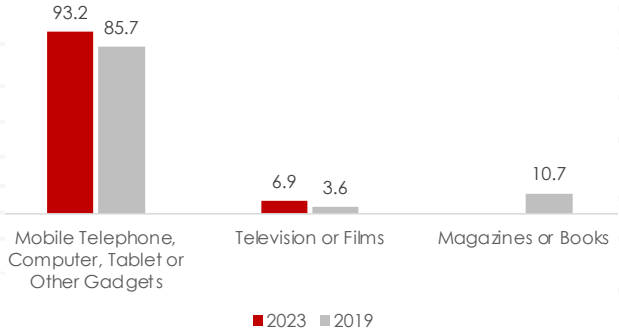


Source: National Statistical Office, Survey on Access and Use of ICT 2023

11.2.7.1 SOURCE OR PLACE WHERE SEXUAL MESSAGES WERE SEEN

The survey further established the sources where children have seen or received the sexual messages. The most common source is through mobile telephone, computer, tablet, or any online device at 93.2 percent an increase from 85.7 percent reported in 2019, followed by TV or films at 6.9 percent a rise from 3.6 percent reported in 2019(Figure 11.14).

Figure 11.14: Proportion of Sources of where Most Sexual Messages were Received or Seen, ICT 2023



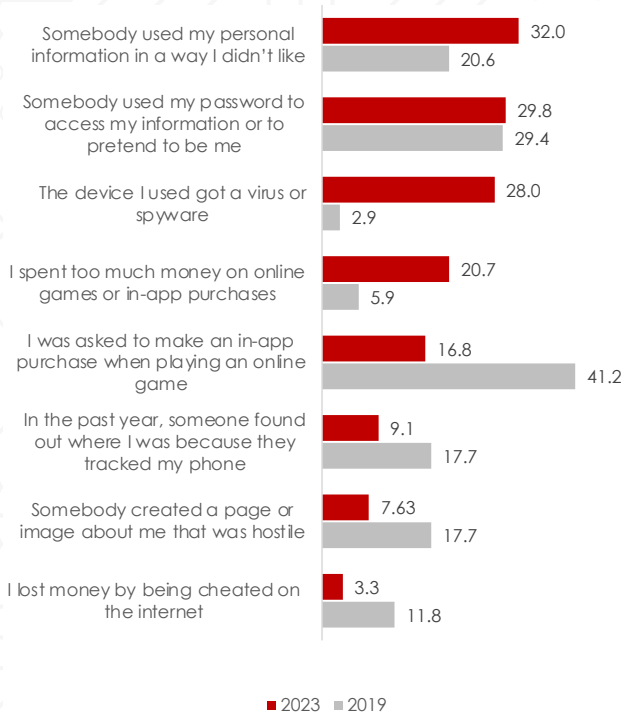
Source: National Statistical Office, Survey on Access and Use of ICT 2023

11.2.7.2 REPORTS OF OTHER INCIDENTS RELATED TO INTERNET

The children who did not experience any online incidents that bothered or upset them in any way were asked if they had experienced other incidents related to the internet twelve months prior to the survey.

The incidents include someone using their password to access their information or to impersonate them and spending too much money on online games or in-app purchases. Results show that someone using their personal information in a way they did not like is the most common incident (32 percent), followed by incidents where someone use their password to access their information or to impersonate them (29.8 percent), and the device they use got infected with viruses or spyware at 28 percent. Percentage of children who are asked to make an in-app purchase when playing an online game has declined to 16.8 percent from 41.2 percent registered in 2019 (Figure 11.15).

Figure 11.15: Percentage Distribution of Other Incidents Related to Internet, ICT 2023

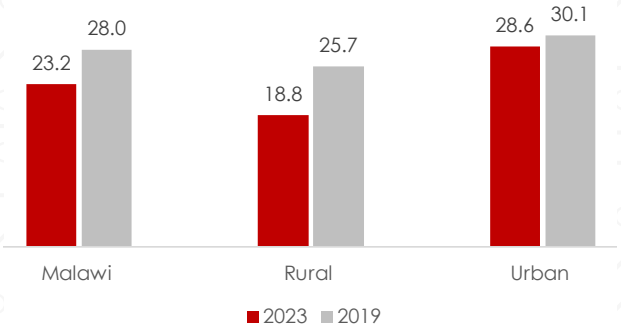


Source: National Statistical Office, Survey on Access and Use of ICT 2023

11.2.7.3 CASES OF CYBER BULLYING TO OTHERS

Children who had access to the internet were asked if they bullied or harassed others online. About 23 percent of children reported that they bully others whilst using the internet. This is a decline from 28 percent recorded in 2019. There is a higher proportion of children bullying others online in the urban areas at 28.6 percent compared to around 19 percent registered in the rural areas. The rural areas have registered a noticeable drop in children bullying others online between 2019 and 2023. The proportion of cases of children cyber bullying others have declined from 28 percent recorded in 2019 (Figure 11.16).

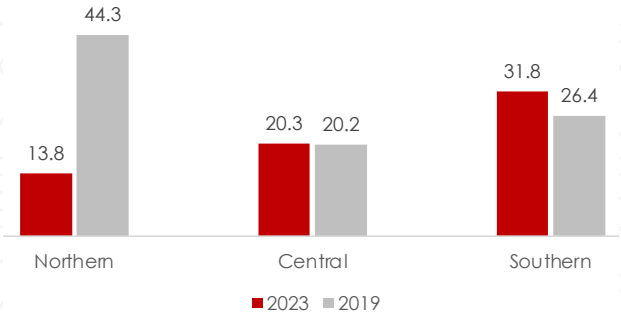
Figure 11.16: Proportion of Children Cyber Bullying Others by Place of Residence, ICT 2023



Source: National Statistical Office, Survey on Access and Use of ICT 2023

Analysis by region reveal that the Southern region has the highest proportion of children who bully others whilst online (31.8 percent), followed by the Central region (20.3 percent), and the Northern region at 13.8 percent. The Northern region has registered a considerable decrease in the proportion of children bullying others while online (from 44.3 percent in 2019 to 13.8 percent in 2023) (Figure 11.17).

Figure 11.17: Proportion of Children Cyber Bullying Others While Online by Region, ICT 2023

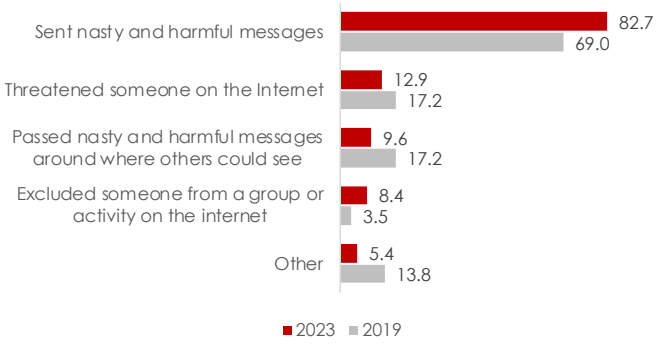


Source: National Statistical Office, Survey on Access and Use of ICT 2023

Children who bullied or harassed others while online were further asked how they were involved. The most common way of bullying or harassing others is through

sending nasty or hurtful messages (82.7 percent), followed by threatening someone on the internet at 12.9 percent. The least common method is excluding someone from a group or activity on the internet at 8.4 percent. The proportion of children bullying or harassing others by sending nasty harmful messages has risen from 69 percent in 2019 (Figure 11.18).

Figure 11.18: Proportion of Cases of Cyber Bullying to Others While Online by Type, ICT 2023

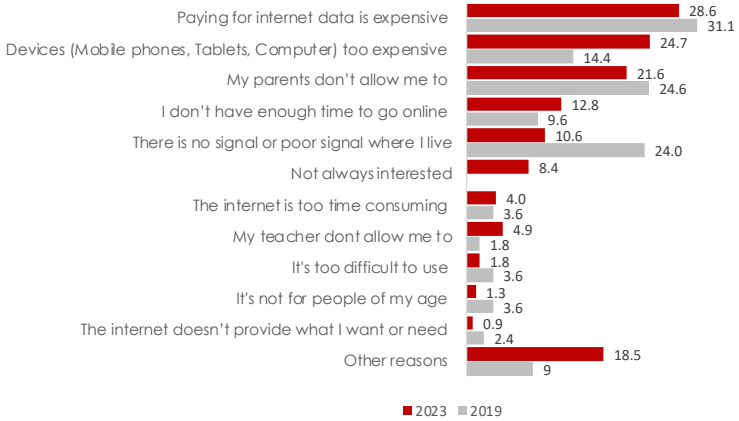


Source: National Statistical Office, Survey on Access and Use of ICT 2023

11.2.7.4 REASONS FOR CHILDREN NOT ACCESSING THE INTERNET

Children who had no access to the internet provided various reasons for not accessing the internet. Results show that the majority (28.6 percent) state that paying for internet data is too expensive, followed by 24.7 percent stating that devices (Mobile phones, computer, tablets) are too expensive. The least reason is that the internet does not provide what they want or need at 0.9 percent. The proportion of children (not accessing internet due to unavailability of signal has dropped to 10.6 percent from 24 percent reported in 2019 (Figure 11.19).

Figure 11.19: Proportion of Children not Accessing Internet by Reasons, ICT 2023



CHAPTER 12:

CONCLUSION AND POLICY IMPLICATIONS

The report has presented the results of the survey that was conducted in 2023 across Malawi. It has provided comprehensive insights into the state of ICT access and usage among households and individuals in the country. The survey collected data on affordability, adoption, barriers to access, cyber bullying, cyber security, E-waste, and E-commerce. To effectively tackle ICT-related challenges, adopting a collaborative approach that brings together government, MACRA, and industry stakeholders is crucial. The following policy matters should be carefully considered to address the issues in the report:

i) The affordability of ICT services remains a challenge as evidenced by low adoption and use. It is essential to recognize the significance of gender equity in this context.

There is also a need to promote access as far as it is practicable by doing, among other things, the following: reducing the cost of ICT equipment through local device assembly, reducing some taxes like excise tax among others. There is therefore a need to encourage affordability among women in Malawi. Initiatives that promote affordability must therefore be designed with a gender-sensitive approach to ensure that women can fully participate in the digital transformation and therefore not be left behind.

ii) The results show that the quality of service can be improved, for example intermittent internet reception, poor connectivity, call drops, and delayed SMS delivery.

iii) The results show that cybersecurity threats remain an important aspect of access to ICT services in Malawi. There is therefore a need for efforts to sensitize and protect the population. First, the population needs to be educated on cybersecurity issues through awareness campaigns and empower individuals with the knowledge and skills to protect themselves effectively. Additionally, it is essential to provide clear guidance on where individuals can report cybersecurity issues when they encounter them. The Government and MACRA have a central role to play in disseminating information about the laws and regulations surrounding cybercrime.

iv) There is a substantial proportion of children who are accessing the internet with enormous exposure to cyber-attacks. Enhancing child-online protection needs to be a multifaceted endeavor. First of all, children need to be educated about online risks and responsible behavior while online to ensure their safety. Parents need to be sensitized on the dangers or risks that children are exposed to while online. Service providers also need to play a crucial role by fostering safer online communities that prioritize child safety, allowing them to interact and learn with minimal online risks. Finally, enforcement of legal measures and consequences for individuals who are involved in cybercrime is essential. To enforce this, there is a need for collaboration among parents,

MACRA, law enforcement agencies and the Government.

v) The proportion of individuals disposing of E-waste has more than doubled between 2019 and 2023. This reflects a growing reliance on technology and raises the need

for proper E-waste management. Among others, there is need for the establishment of E-waste disposal facilities, legal framework for the management of E-waste and raising awareness among individuals about proper e-waste disposal practices.

vi) Internet usage among households and individuals has taken a positive trend reflecting the country's efforts to improving digital inclusion. Low internet connectivity in the rural areas persists. Firstly, there is an urgent need to extend internet coverage to underserved rural areas, and the Universal Service Fund (USF) can play a pivotal role in achieving this objective. Secondly, promoting the importance of internet usage among the population can help increase internet usage rates. This can be achieved through comprehensive public awareness campaigns that emphasize the benefits of the Internet for education, business, health care, and a lot more.

vii) The 2023 survey collected data on e-commerce adoption. E-commerce is a recent phenomenon, and the participation rate remains low. Providing e-commerce support to producers and promoting awareness campaigns can help stimulate adoption. Furthermore, addressing logistics and challenges of delivery can help to have efficient last-mile delivery systems to make e-commerce accessible to more parts of the country. Most individuals pay for their goods and services using mobile money platforms unlike the traditional banking system. Considering that most e-commerce platforms often require the use of credit and debit cards for payment, it is important to prioritize financial inclusion, particularly encouraging the use of banking services.

viii) Broadcasting service utilization remains notably low within our nation, particularly in rural areas. While affordability is a significant challenge, many individuals simply lack interest in watching TV or listening to the radio, and these further compounds the issue. In response, there is a compelling need for government support in fostering local content development. This approach holds the potential to not only enhance the quality and relevance of our programming but also rekindle viewers' and listeners' interest, ultimately refreshing our broadcasting landscape.

ix) Ownership and use of computers is very low. It is therefore important to promote continuous learning considering that digital skills are ever evolving. Furthermore, computer ownership and use can also be increased by providing incentives for various institutions to integrate computer usage into their operations.

x) Despite affordability being one of the main challenges, the lack of ICT skills by individuals is an equally important contributing factor.

xi) In terms of postal services, despite the awareness of postal services being relatively high, usage is low. There is clear room for further growth and an opportunity to promote the benefits of postal services to a wider audience. To encourage greater use of postal services, it is essential to make these services an integral part of people's daily lives. For example, post offices can leverage the growing online retail market by actively participating in e-commerce logistics. Additionally, in a digital age, leveraging the internet can enhance the accessibility and user-friendliness of postal services. The National Addressing System (NAS), when harnessed, can streamline service delivery, and encourage wider service utilization.

xii) There is an increase in usage of digital financial services, but it is important to note the differences in the adoption of the different types of financial services. Mobile money is almost universal at 99.6 percent while mobile banking and internet banking trail at 5.1 percent and 0.9 percent, respectively. This presents a compelling case to promote the use of traditional banking alongside mobile money as these services enable a wider range of financial activities. There is a need to educate individuals to harness the broader capabilities of traditional banking to ensure that they can fully participate in the evolving digital economy and financial landscape.

APPENDICES

APPENDIX 1: SAMPLED HOUSEHOLDS

Table 1: Summary of Total, Sampled Number of Households and Enumeration Areas in Malawi by District

SAMPLED EAS AND HOUSEHOLDS BY DISTRICTS		
	Sampled	
District	**EAs**	**Households**
Chitipa	8	160
Karonga	12	240
Nkhata Bay	9	180
Rumphi	8	160
Mzimba	31	620
Likoma	4	80
Mzuzu City	8	160
Kasungu	29	580
Nkhotakota	13	260
Ntchisi	11	220
Dowa	27	540
Salima	17	340
Lilongwe	50	1,000
Mchinji	20	400
Dedza	28	560
Ntcheu	23	460
Lilongwe City	34	680
Mangochi	38	760
Machinga	25	500
Zomba	24	480
Chiradzulu	12	240
Blantyre	15	300
Mwanza	5	100
Thyolo	24	480
Mulanje	23	460
Phalombe	15	300
Chikwawa	19	380
Nsanje	10	200
Balaka	15	300
Neno	5	100
Zomba City	11	220
Blantyre City	27	540
Total	**600**	**12,000**

APPENDIX 2: HOUSEHOLD AND INDIVIDUAL INDICATORS

Table A.1: Proportion of Households by Ownership of and Access to ICT Equipment and Services by Background Characteristics, ICT 2023

BACKGROUND CHARACTERISTICS	MOBILE TELEPHONE	FIXED PHONE	RADIO	TV	PAY TV	COMPUTER	ACCESS TO INTERNET	POSTAL BOX	STREAMING SERVICES
Malawi	44.6	0.1	42.4	10.9	8.5	3.3	18.4	1.3	2.5
PLACE OF RESIDENCE									
Rural	41.2	0.0	38.6	5.9	3.6	1.3	13.6	0.9	1.0
Urban	63.6	0.4	63.4	38.5	33.0	14.2	44.7	3.2	11.1
REGION									
Northen	52.6	0.2	50.5	16.2	10.5	4.6	36.7	1.9	2.5
Central	44.3	0.0	42.8	10.4	9.1	5.0	18.3	1.8	3.1
Southern	42.9	0.2	40.0	10.0	7.3	3.2	19.3	1.4	2.0
SEX OF HH HEAD									
Female	33.9	0.1	28.1	7.8	6.0	2.7	16.6	1.5	1.7
Male	50.5	0.1	50.3	13.1	9.6	4.8	23.2	1.7	3.0
AGE OF HH HEAD (YEARS)									
up to 24	34.9	0.0	31.2	2.3	0.9	2.7	16.0	0.4	0.9
25-34	45.6	0.0	43.9	10.6	7.0	4.1	22.0	0.9	4.1
35-49	50.9	0.2	48.3	14.4	10.4	4.3	22.7	1.5	6.1
50-59	47.3	0.2	44.3	14.0	11.9	6.1	23.2	2.6	6.8
60+	35.4	0.1	34.4	8.0	6.9	3.3	17.8	2.3	3.2
EDUCATION OF HH HEAD									
Primary or lower	52.3	0.0	51.7	9.4	4.7	2.5	23.0	1.2	3.4
Lower Secondary School	61.4	0.0	56.4	17.6	11.7	2.0	34.8	1.6	4.9
Upper/ post-secondary Non-tertiary	70.6	0.4	70.1	36.5	29.4	11.9	52.9	3.8	15.4
Tertiary and post-tertiary	83.0	1.2	77.2	79.5	76.1	59.0	85.7	14.8	49.5

Table A.2: Proportion of Households by Ownership of and Access to ICT Equipment and Services by District, ICT 2023

DISTRICT	MOBILE TELEPHONE	FIXED PHONE	RADIO	TV	PAY TV	COMPUTER	STREAMING SERVICES
Chitipa	61.3	0.0	60.6	16.9	6.3	1.9	3.8
Karonga	55.0	0.0	56.3	12.5	7.5	3.3	2.9
Nkhata Bay	51.7	0.0	44.4	11.1	2.8	2.8	1.1
Rumphi	54.4	0.6	56.9	11.3	7.5	4.4	1.3
Mzimba	46.0	0.2	42.3	11.8	5.8	1.6	5.5
Likoma	68.8	0.0	61.3	31.3	23.8	3.8	3.8
Mzuzu City	61.9	0.0	60.0	43.1	33.1	13.1	17.5
Kasungu	51.2	0.0	37.6	8.8	6.6	3.5	2.8
Nkhotakota	54.6	0.0	34.6	9.6	7.7	4.6	3.1
Ntchisi	55.0	0.0	47.3	7.3	5.0	2.3	3.2
Dowa	45.2	0.0	36.9	2.4	1.3	0.9	0.4
Salima	38.2	0.0	47.4	2.4	0.9	0.6	0.0
Lilongwe	30.8	0.0	40.5	3.1	2.0	1.0	1.1
Mchinji	43.0	0.0	36.1	11.5	6.3	2.0	4.0
Dedza	34.1	0.0	35.0	8.0	5.7	2.1	1.8
Ntcheu	41.3	0.0	40.2	8.5	4.1	2.4	2.6
Lilongwe City	66.9	0.2	66.1	36.2	26.8	16.8	16.2
Mangochi	50.7	0.1	29.6	7.5	4.0	2.5	3.2
Machinga	38.2	0.0	32.2	2.4	0.6	0.6	0.8
Zomba	41.0	0.0	44.6	4.8	1.3	1.7	0.4
Chiradzulu	31.7	0.0	37.1	2.1	0.0	0.4	0.0
Blantyre	32.7	0.3	44.3	10.3	4.7	1.3	5.7
Mwanza	42.0	0.0	47.0	25.0	12.0	2.0	10.0
Thyolo	41.3	0.0	35.4	8.3	5.4	1.0	1.9
Mulanje	35.7	0.0	33.9	5.2	2.6	0.9	1.5
Phalombe	38.7	0.0	39.0	1.7	1.7	0.7	1.0
Chikwawa	40.8	0.0	38.2	2.1	1.6	0.3	1.1
Nsanje	60.0	0.0	42.5	8.0	6.5	1.5	5.0
Balaka	37.4	0.0	39.4	4.3	0.7	0.0	1.0
Neno	34.0	0.0	35.0	14.0	12.0	8.0	8.0
Zomba City	78.2	0.0	72.3	28.2	16.4	12.7	3.6
Blantyre City	55.0	0.7	62.4	43.2	29.3	12.2	18.0

Table A.3: Proportion of Individuals by Ownership of and Access to ICT Equipment and Services by Background Characteristics, ICT 2023

BACKGROUND CHARACTERISTICS	OWNS RADIO	LISTENS TO RADIO	WATCHES TV	COMPUTER USE	MOBILE PHONE	INTERNET ACCESS	MOBILE MONEY	POSTAL SERVICE USE
Malawi		57.2	22.2	8.5	56.6	18.0	46.8	4.5
PLACE OF RESIDENCE								
Rural	31.3	55.1	16.5	5.1	52.3	13.5	41.3	2.5
Urban	48.3	67.5	50.9	26.2	78.2	40.7	74.5	14.3
REGION								
Northen	30.4	64.9	31.5	10.8	66.1	32.5	98.9	5.6
Central	35.1	56.0	19.3	8.8	56.6	14.8	99.5	5.2
Southern	34.3	56.0	25.5	7.6	53.7	16.7	99.6	3.5
SEX OF HH HEAD								
Female	25.1	45.9	18.1	44.1	53.6	16.1	99.2	3.6
Male	38.2	62.3	30.4	55.9	62.8	18.8	99.5	4.9
AGE OF HH HEAD (YEARS)								
15-24	25.3	53.4	26.6	44.3	49.8	16.1	99.2	1.9
25-34	35.9	59.5	23.1	28.0	63.1	20.0	99.8	5.1
35-44	36.6	59.0	22.7	15.5	64.8	18.7	99.5	4.2
45-54	36.7	59.8	19.9	7.9	61.0	20.1	99.3	6.2
55-64	34.6	57.0	15.0	2.9	55.8	17.7	99.3	4.6
65-74	30.2	51.6	12.3	1.3	42.6	12.3	99.3	3.7
75 +	22.1	41.7	8.1	0.1	32.4	9.8	98.7	1.9
EDUCATION OF HH HEAD								
None	28.9	54.2	16.0	18.2		9.7	99.7	1.0
Primary or lower	40.0	65.6	26.99	13.1		19.4	99.3	3.2
Lower Secondary School	42.3	69.3	36.5	13.7		28.6	99.8	6.3
Upper/ post-secondary Non-tertiary	53.6	73.9	56.7	38.2		43.5	99.4	15.2
Tertiary and post-tertiary	59.9	67.9	85.2	16.8		78.5	97.7	34.0

Table A.4: Proportion of Individuals by Ownership of and Access to ICT Equipment and Services by District, ICT 2023

BACKGROUND CHARACTERISTICS	OWNS RADIO	LISTENS TO RADIO	WATCHES TV	COMPUTER USE	MOBILE PHONE	INTERNET ACCESS	MOBILE MONEY	POSTAL SERVICE USE
Chitipa	45.6	73.6	47.8	1.5	78.1	16.2	98.6	2.3
Karonga	29.5	66.2	38.0	2.2	72.6	16.2	100.0	4.7
Nkhata Bay	28.3	62.2	36.0	1.4	75.9	28.3	100.0	3.9
Rumphi	34.2	63.8	38.9	1.3	82.5	25.7	98.9	6.5
Mzimba	22.6	57.9	12.7	4.1	83.4	38.0	98.6	3.1
Likoma	29.0	62.4	63.5	0.1	83.0	29.4	100.0	3.5
Mzuzu City	42.1	80.8	58.7	6.1	93.8	59.7	98.3	18.0
Kasungu	32.5	49.8	21.0	3.4	79.4	15.0	100.0	4.0
Nkhotakota	30.4	53.6	29.1	1.9	74.0	21.6	100.0	10.3
Ntchisi	45.8	69.8	21.0	2.6	72.4	13.8	100.0	7.7
Dowa	33.1	47.9	10.5	1.2	70.5	5.2	100.0	2.0
Salima	33.5	68.5	19.1	1.6	63.9	11.5	100.0	0.1
Lilongwe	31.9	49.3	7.0	2.7	63.7	7.2	99.6	2.1
Mchinji	27.0	45.8	16.5	2.5	61.4	12.1	99.7	6.7
Dedza	33.1	51.8	23.8	3.3	59.1	12.4	98.9	5.2
Ntcheu	29.2	68.3	27.8	2.9	58.2	12.1	98.9	3.8
Lilongwe City	50.7	68.1	45.3	22.8	86.4	36.0	98.9	11.9
Mangochi	32.4	41.1	19.4	3.4	68.7	20.6	99.2	4.8
Machinga	25.9	53.7	14.9	1.1	62.7	14.1	98.4	2.2
Zomba	36.1	64.2	17.6	3.1	72.3	12.5	99.8	1.6
Chiradzulu	31.5	61.4	14.9	1.5	56.1	7.9	100.0	0.5
Blantyre	35.4	58.7	14.6	2.5	64.3	15.0	99.4	3.5
Mwanza	35.9	62.3	32.9	1.0	72.3	22.5	100.0	10.4
Thyolo	33.3	50.2	15.2	2.2	63.8	12.5	100.0	1.9
Mulanje	30.1	53.7	9.3	1.9	60.3	5.9	100.0	1.3
Phalombe	34.8	49.5	12.3	1.5	56.7	6.5	100.0	0.8
Chikwawa	33.9	59.6	9.7	0.7	55.3	7.5	99.3	1.3
Nsanje	29.0	61.5	16.7	1.8	62.9	21.1	100.0	4.4
Balaka	33.0	64.3	16.1	1.5	65.4	12.5	100.0	0.3
Neno	29.1	62.4	22.7	1.2	56.8	18.0	100.0	9.0
Zomba City	63.6	64.7	38.2	2.2	89.6	43.9	100.0	9.9
Blantyre City	46.3	64.2	52.7	13.0	85.1	42.6	99.4	10.3

APPENDIX 3: ACCESS AND USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS

Table A.5: ICT Usage by Sex and Place of residence, ICT 2023

No	INDICATORS	ALL INDIVID-UALS	SEX		URBAN				RURAL		
			MALE	FEMALE	TOTAL (RURAL+ URBAN)	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
HH5	Number of Individuals who used a computer (from any location in the last three months)	964,653	538,920	425,733	964,653	246,852	241,506	488,358	292,068	184,227	476,295
HH 10	Number of Individuals who used a mobile cellular telephone in the last three months	7,849,513	2,916,182	4,933,331	7,849,513	526,827	1,087,395	1,614,222	2,389,355	3,845,936	6,235,291
	Number of individuals who used a smart phone in the last three months	3,154,540	1,125,289	2,029,251	3,154,540	347,720	658,664	1,006,384	777,569	1,370,587	2,148,156
HH18	Number of individuals who own a mobile cellular telephone	6,393,661	2,339,349	4,054,312	6,393,661	468,969	990,729	1,459,698	1,870,380	3,063,583	4,933,963
	Number of individuals who own a smart phone	2,317,433	779,992	1,537,441	2,317,433	257,440	509,869	767,309	522,552	1,027,572	1,550,124
HH15	Number of individuals with ICT skills, by type of skills	408,703	244,843	163,860	408,703	134,080	116,143	250,223	110,763	47,717	158,480
	Copying or moving a file or folder	312,615	179,370	133,245	312,615	112,253	98,035	210,288	67,117	35,210	102,327
	Using copy and paste tools to duplicate or move information within a document	238,366	140,857	97,50	238,366	93,560	66,174	159,734	47,297	31,335	78,632
	Sending e-mails with attached files (e.g. document, picture, video)	165,930	99,638	66,292	165,930	71,264	58,216	129,480	28,374	8,076	36,450
	Using basic arithmetic formulas in a spreadsheet	164,044	94,666	69,378	164,044	64,818	49,537	114,355	29,848	19,841	49,689
	Connecting and installing new devices (e.g. a modem, camera, printer)	217,810	131,152	86,658	217,810	88,271	67,691	155,962	42,881	18,967	61,848
	Finding, downloading, installing and configuring software	408,703	244,843	163,860	408,703	134,080	116,143	250,223	110,763	47,717	158,480

APPENDIX 3: ACCESS AND USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS

Table A.5: ICT Usage by Sex and Place of residence, ICT 2023

No	INDICATORS	ALL INDIVID-UALS	SEX		URBAN				RURAL		
			MALE	FEMALE	TOTAL (RURAL+ URBAN)	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
	Creating electronic presentations with presentation software (including images, sound, video or charts)	312,615	179,370	133,245	312,615	112,253	98,035	210,288	67,117	35,210	102,327
	Transferring files between a computer and other devices	281,964	166,416	115,548	281,964	98,716	90,839	189,555	67,700	24,709	92,409
	Writing a computer program using a specialized programming language	52,467	31,949	20,518	52,467	28,590	16,095	44,685	3,359	4,423	7,782
	setting up effective security measures (e.g. strong passwords, log in attempt notification	131,722	83,690	48,032	131,722	62,755	40,748	103,503	20,935	7,284	28,219
	Changing privacy settings on your device, account raptor limits the sharing of person.	130,647	81,991	48,656	130,647	58,724	36,390	95,114	23,267	12,266	35,533
HH7	Number of individuals who used the Internet (from any location) in the last three months	2,031,462	1,462,792	568,670	2,031,462	565,066	195,933	760,999	897,726	372,737	1,270,463
HH8	Number of individuals who used the Internet in the last three months, by location of use										
	at home	1,770,062	1,277,313	492,749	1,770,062	493,180	169,836	663,016	784,133	322,913	1,107,046
	at work	166,645	132,252	34,393	166,645	78,056	22,769	100,825	54,196	11,624	65,820
	at place of education	89,668	61,468	28,200	89,668	29,736	0,941	40,677	31,732	17,259	48,991
	at another person's home	142,694	105,750	36,944	142,694	36,079	10,606	46,685	69,671	26,338	96,009
	at facility open to the public	12,261	7,678	4,583	12,261	4,308	2,629	6,937	3,370	1,954	5,324
	at community Internet access facility	11,194	8,657	2,537	11,194	4,890	1,515	6,405	3,767	1,022	4,789

APPENDIX 3: ACCESS AND USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS

Table A.5: ICT Usage by Sex and Place of residence, ICT 2023

No	INDICATORS	ALL INDIVIDUALS	SEX		URBAN				RURAL		
			MALE	FEMALE	TOTAL (RURAL+ URBAN)	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
	While commuting, in transport or walking	297,873	224,077	73,796	297,873	71,002	24,293	95,295	153,075	49,503	202,578
HH12	Number of individuals who used the Internet (from any location) in the last three months, by frequency	2,030,698	1,462,028	568,670	2,030,698	565,066	195,933	760,999	896,962	372,737	1,269,699
	at least once a day	1,320,136	965,286	354,850	1,320,136	409,203	139,873	549,076	556,083	214,977	771,060
	at least once a week but not every day	513,686	354,038	159,648	513,686	107,878	43,320	151,198	246,160	116,328	362,488
	at least once a month	157,651	111,942	45,709	157,651	37,833	9,025	46,858	74,109	36,684	110,793
	At least once every three months	39,225	30,762	8,463	39,225	10,152	3,715	13,867	20,610	4,748	25,358
HH19	Number of individuals not using the Internet, by type of reason										
	Do not need the Internet	2,059,479	1,329,084	730,395	2,059,479	197,010	89,832	286,842	1,132,074	640,563	1,772,637
	Do not know how to use it	184,561	120,043	64,518	184,561	10,227	10,227	14,705	109,816	60,040	169,856
	Cost of Internet use is too high (service charges, etc.)	589,054	412,112	176,942	589,054	60,147	18,328	78,475	351,965	158,614	510,579
	Privacy or security concerns	4,318	2,421	1,897	4,318	0	0	0	2,421	1,897	4,318
	Internet service is not available in the area	5,507,930	3,845,726	1,662,204	5,507,930	451,734	163,285	615,019	3,393,992	1,498,919	4,892,911
	Cultural reasons (e.g. exposure to harmful content)	3,262	2,472	790	3,262	0	0	0	2,472	790	3,262
	Don't know what Internet is	138,819	96,552	42,267	138,819	6,602	768	7,370	89,950	41,499	131,449

APPENDIX 3: ACCESS AND USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS

Table A.5: ICT Usage by Sex and Place of residence, ICT 2023

No	INDICATORS	ALL INDIVIDUALS	SEX		URBAN				RURAL		
			MALE	FEMALE	TOTAL (RURAL+ URBAN)	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
	Lack of local content	139,903	95,067	44,836	139,903	8,313	5,379	13,692	86,754	39,457	126,211
	Other reason	51,647	34,428	17,219	51,647	16,135	12,164	28,299	18,293	5,055	23,348
HH9	Number of individuals using the Internet in the last three months, by type of activity										
	Sending or receiving e-mail	353,635	272,690	80,945	353,635	169,363	42,540	211,903	103,327	38,405	141,732
	Making calls (Telephoning over the Internet/ VoIP, using Skype, iTalk, etc.; includes video calls via webcam)	495,480	350,671	144,809	495,480	160,182	57,492	217,674	90,489	87,317	277,806
	Participating in social networks	1,640,040	1,181,060	458,980	1,640,040	452,326	153,961	606,287	728,734	305,019	1,033,753
	Seeking health information (on injury, disease, nutrition, etc.)	134,506	109,622	0	134,506	61,313	12,533	73,846	48,309	12,351	60,660
	Making an appointment with a health practitioner via a website	31,686	24,743	6,943	31,686	12,270	4,673	16,943	12,473	2,270	14,743
	Reading or downloading on-line newspapers or magazines, electronic books	314,174	237,065	77,109	314,174	122,397	34,185	156,582	114,668	42,924	157,592
	Getting information about goods or services	320,089	249,647	70,442	320,089	148,946	30,645	179,591	100,701	39,797	140,498
	Purchasing or ordering goods or services	129,537	100,107	29,430	129,537	62,502	17,544	80,046	37,605	11,886	49,491
	Selling goods or services	96,156	76,157	19,999	96,156	49,213	10,834	60,047	26,944	9,165	36,109
	Internet banking	66,428	58,522	7,906	66,428	42,852	6,465	49,317	15,670	1,441	17,111

APPENDIX 3: ACCESS AND USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS

Table A.5: ICT Usage by Sex and Place of residence, ICT 2023

No	INDICATORS	ALL INDIVIDUALS	SEX		URBAN				RURAL		
			MALE	FEMALE	TOTAL (RURAL+ URBAN)	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
	Using services related to travel or travel related accommodation	54,690	46,902	7,788	54,690	33,880	4,613	38,493	13,022	3,175	16,197
	Getting information from general government organizations	148,161	115,519	32,642	148,161	58,090	17,933	76,023	57,429	14,709	72,138
	Interacting with general government organizations	46,488	38,558	7,930	46,488	23,697	3,537	27,234	14,861	4,393	19,254
	['Taking part in on-line consultations or voting to define civic or political issues	17,006	17,006	0	17,006	12,308	0	12,308	4,698	0	4,698
	Downloading software or applications	356,677	280,658	76,019	56,677	158,600	35,130	193,730	122,058	40,889	162,947
	a. Mobile phone	1,992,849	1,436,291	556,558	1,992,849	553,533	188,521	742,054	882,758	368,037	1,250,795
	a1) via mobile cellular network	1,973,977	1,419,009	554,968	1,973,977	540,057	186,931	726,988	878,952	368,037	1,246,989
	a2) via other wireless networks (e.g. WiFi)	102,993	92,607	10,386	102,993	77,823	10,004	87,827	14,784	382	15,166
	b. Tablet	26,321	21,592	4,729	26,321	10,878	758	11,636	10,714	3,971	14,685
	b1) via mobile cellular network, using USB key/ dongle or integrated data SIM card	25,896	21,592	4,304	25,896	10,878	758	11,636	10,714	3,546	14,260
	b2) via other wireless networks (e.g. WiFi)	6,543	6,118	425	6,543	6,118	0	6,118	0	425	425
	c. Portable computer (laptop, notebook, netbook)	181,815	158,057	23,758	181,815	119,932	19,258	139,190	38,125	4,500	42,625
	c1) via mobile cellular network, using USB key/ dongle or integrated data SIM card or mobile cellular telephone as modem	164,894	143,467	21,427	164,894	110,777	16,927	127,704	32,690	4,500	37,190

APPENDIX 3: ACCESS AND USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS

Table A.5: ICT Usage by Sex and Place of residence, ICT 2023

No	INDICATORS	ALL INDIVID-UALS	SEX		URBAN				RURAL		
			MALE	FEMALE	TOTAL (RURAL+ URBAN)	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
	c2) via other wireless networks (e.g. WiFi)	76,911	68,728	8,183	76,911	57,091	8,183	65,274	11,637	0	11,637
	d. Other portable devices (e.g. portable games consoles, watches, e-book readers etc.)	343	0	343	343	0	343	343	0	0	0
HH20	Number of individuals who purchased goods or services online in the last three months, by type of goods and services purchased online	221,153	166,250	54,903	221,153	110,442	36,351	146,793	55,808	18,552	74,360
	Books, magazines or newspapers	9,352	7,432	1,920	9,352	6,664	397	7,061	768	1,523	2,291
	Clothing, footwear, sporting goods or accessories	156,885	110,387	46,498	156,885	76,880	30,852	107,732	33,507	15,646	49,153
	Computer equipment or parts (including peripheral equipment)	24,345	22,241	2,104	24,345	17,604	2,104	19,708	4,637	0	4,637
	Computer or video games	11,965	10,572	1,393	11,965	9,832	768	10,600	740	625	1,365
	Computer software (includes upgrades and paid apps; not games)	13,790	12,915	875	13,790	9,240	505	9,745	3,675	370	4,045
	Cosmetics	23,474	18,609	4,865	23,474	10,924	2,645	13,569	7,685	2,220	9,905
	Financial products (including shares and insurance)	4,769	4,769	0	4,769	4,769	0	4,769	0	0	0
	Food, groceries, alcohol or tobacco	14,714	13,249	1,465	14,714	7,918	1,153	9,071	5,331	312	5,643
	Household goods (e.g. furniture, toys, etc.; excluding consumer electronics)	31,215	28,484	2,731	31,215	19,057	1,907	20,964	9,427	824	10,251
	ICT services (excluding software)	20,360	18,388	1,972	20,360	14,442	1,972	16,414	3,946	0	3,946

APPENDIX 3: ACCESS AND USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS

Table A.5: ICT Usage by Sex and Place of residence, ICT 2023

No	INDICATORS	ALL INDIVID-UALS	SEX		URBAN				RURAL		
			MALE	FEMALE	TOTAL (RURAL+ URBAN)	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
	Medicine Movies, short films, or images	10,925	10,130	795	10,925	7,512	795	8,307	2,618	0	2,618
	Music products	13,255	10,562	2,693	13,255	6,671	1,563	8,234	3,891	1,130	5,021
	Photographic, telecommunications or optical equipment	3,140	3,140	0	3,140	3,140	0	3,140	0	0	0
	Tickets or bookings for entertainment events (sports, theatre, concerts, etc.)	1,138	768	370	1,138	0	0	0	768	370	1,138
	Travel products (travel tickets, accommodation, vehicle hire, transport services etc.)	5,457	5,457	0	5,457	4,689	0	4,689	768	0	768
HH21	Number of individuals who purchased goods or services online in the last three months, by type of payment channel										
	Cash on delivery	57,315	42,419	14,896	57,315	28,106	7,742	35,848	14,313	7,154	21,467
	Credit card online	23,335	19,408	3,927	23,335	15,924	3,230	19,154	3,484	697	4,181
	Debit card or electronic bank transfer online	38,928	33,755	5,173	38,928	26,340	5,173	31,513	7,415	0	7,415
	Mobile money account (account connected to the mobile number)	137,570	101,202	36,368	137,570	63,766	23,663	87,429	37,436	12,705	50,141
	Prepaid gift card or online voucher	0	0	0	0	0	0	0	0	0	0
	Points from rewards or redemption program (e.g. Air Miles)	0	0	0	0	0	0	0	0	0	0
	Other (e.g. bank check by post, etc.)	1,563	1,563	0	1,563	1,563	0	1,563	0	0	0

APPENDIX 3: ACCESS AND USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS AND INDIVIDUALS

Table A.5: ICT Usage by Sex and Place of residence, ICT 2023

No	INDICATORS	ALL INDIVID-UALS	SEX		URBAN				RURAL		
			MALE	FEMALE	TOTAL (RURAL+ URBAN)	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
HH22	Number of individuals who purchased goods or services online in the last three months, by method of delivery	221,153	166,250	54,903	221,153	110,442	36,351	146,793	55,808	18,552	74,360
	Delivery directly to the buyer using regular postal services or other forms of delivery	126,597	96,888	29,709	126,597	67,192	21,673	88,865	29,696	8,036	37,732
	Picked up from point of sale or service point	82,930	59,782	23,148	82,930	38,300	14,173	52,473	21,482	8,975	30,457
	Online / electronic delivery by downloading from a website or through an application, software or other device (e.g. in-app purchases, streaming services etc.)	8,611	7,346	1,265	8,611	3,413	505	3,918	3,933	760	4,693
HH23	Number of individuals who did not purchase goods or services online in the last three months, by reason										
	Not interested	762,672	554,473	208,199	762,672	205,604	77,059	282,663	348,869	131,140	480,009
	Prefer to shop in person	573,946	418,595	155,351	573,946	139,594	45,362	184,956	279,001	109,989	388,990
	Security concerns (e.g. about giving debit or credit card details)	94,272	61,975	32,297	94,272	29,405	12,344	41,749	32,570	19,953	52,523
	Privacy concerns (e.g. about giving personal details)	23,798	13,681	10,117	23,798	5,560	5,814	11,374	8,121	4,303	12,424
	Technical concerns (e.g. about websites, payment or delivery)	18,190	11,613	6,577	18,190	4,503	3,179	7,682	7,110	3,398	10,508
	Trust concerns (e.g. about warranties, receiving or returning products)	105,616	81,051	24,565	105,616	34,124	13,130	47,254	46,927	11,435	58,362
	Lack of confidence, knowledge or skills	346,847	247,285	99,562	346,847	73,476	20,061	93,537	173,809	79,501	253,310

Table A.6: ICT Usage by Age and Sex, ICT 2023

No	INDICATORS	AGE LESS THAN 15 YEARS			AGE 15-24 YEARS			AGE 25-74 YEARS			AGE 75 YEARS AND OVER		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FE-MALE
HH5	Number of individuals who used a computer (from any location) in the last three months	-	-	-	427,430	244,899	182,531	536,086	292,884	243,202	1,137	1,137	0
HH10	Number of individuals who used a mobile cellular telephone in the last three months	-	-	-	2,307,306	886,251	1,421,055	5,407,174	1,969,226	3,437,948	135,033	60,705	74,328
	Number of individuals who used a smart phone in the last three months	-	-	-	1,078,906	412,880	666,026	2,037,121	700,242	1336,879	38,513	12,167	26,346
HH18	Number of individuals who own a mobile cellular telephone	-	-	-	1,750,817	640,921	1,109,896	4,535,750	1,647,801	2,887,949	107,094	50,627	56,467
	Number of individuals who own a smart phone	-	-	-	710,504	260,506	449,998	1,577,134	510,489	1,066,645	29,795	8,997	20,798
HH15	Number of individuals with ICT skills, by type of skills												
	Copying or moving a file or folder	-	-	-	175,509	110,973	64,536	233,194	133,870	99,324	0	0	0
	Using copy and paste tools to duplicate or move information within a document	-	-	-	135,799	75,375	60,424	176,816	103,995	72,821	0	0	0
	Sending e-mails with attached files (e.g. document, picture, video)	-	-	-	81,177	46,528	34,649	157,189	94,329	62,860	0	0	0
	Using basic arithmetic formulas in a spreadsheet	-	-	-	57,553	32,810	24,743	108,377	66,828	41,549	0	0	0
	Connecting and installing new devices (e.g. a modem, camera, printer)	-	-	-	63,929	36,800	27,129	100,115	57,866	42,249	0	0	0
	Finding, downloading, installing and configuring software	-	-	-	83,677	54,946	28,731	134,133	76,206	57,927	0	0	0

Table A.6: ICT Usage by Age and Sex, ICT 2023

No	INDICATORS	AGE LESS THAN 15 YEARS			AGE 15-24 YEARS			AGE 25-74 YEARS			AGE 75 YEARS AND OVER		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Creating electronic presentations with presentation software (including images, sound, video or charts)	-	-	-	45,218	24,035	21,183	98,982	59,140	39,842	0	0	0
	Transferring files between a computer and other devices	-	-	-	129,044	79,343	49,701	152,920	87,073	65,847	0	0	0
	Writing a computer program using a specialized programming language	-	-	-	12,873	6,095	6,778	39,594	25,854	13,740	0	0	0
HH7	Number of individuals who used the Internet (from any location) in the last three months	-	-	-	157,020	108,582	48,438	1,825,826	1,324,203	501,623	48,616	30,007	18,609
HH8	Number of individuals who used the Internet in the last three months, by location of use												
	at home	-	-	-	139,328	93,968	45,360	1,588,358	1,155,138	433,220	42,376	28,207	14,169
	at work	-	-	-	2,680	2,680	0	163,965	129,572	34,393	0	0	0
	at place of education	-	-	-	3,354	2,957	397	83,585	56,974	26,611	2,729	1,537	1,192
	at another person's home	-	-	-	6,985	6,259	726	131,928	97,691	34,237	3,781	1,800	1,981
	at facility open to the public	-	-	-	768	768	0	11,493	6,910	4,583	0	0	0
	at community Internet access facility	-	-	-	649	649	0	10,545	8,008	2,537	0	0	0
	While commuting, in transport or walking	-	-	-	5,297	14,876	5,297	268,649	204,993	63,656	9,051	4,208	4,843

Table A.6: ICT Usage by Age and Sex, ICT 2023

No	INDICATORS	AGE LESS THAN 15 YEARS			AGE 15-24 YEARS			AGE 25-74 YEARS			AGE 75 YEARS AND OVER		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FE-MALE
HH12	Number of individuals who used the Internet (from any location) in the last three months, by frequency												
	at least once a day	-	-	-	94,517	61,515	33,002	1,204,541	891,003	313,538	21,078	12,768	8,310
	at least once a week but not every day	-	-	-	46,431	33,405	13,026	451,498	308,827	142,671	15,757	11,806	3,951
	less than once a week	-	-	-	13,066	11,068	1,998	134,452	95,441	39,011	10,133	5,433	4,700
HH19	Number of individuals not using the Internet, by type of reason	-	-	-	821,429	0	0	7,990,577	5,505,509	2,485,068	449,896	0	0
	Do not need the Internet	-	-	-	182,312	104,663	77,649	1,746,841	1,155,807	591,034	130,326	68,614	61,712
	Do not know how to use it	-	-	-	13,317	9,192	4,125	160,008	103,484	56,524	11,236	7,367	3,869
	Cost of Internet use is too high (service charges, etc.)	-	-	-	57,050	37,985	19,065	504,265	359,182	145,083	27,739	14,945	12,794
	Privacy or security concerns	-	-	-	79	79	0	4,239	2,342	1,897	0	0	0
	Internet service is not available in the area	-	-	-	480,514	350,157	130,357	4,795,287	3,366,127	1,429,160	232,129	129,442	102,687
	Cultural reasons (e.g. exposure to harmful content)	-	-	-	0	0	0	3,262	2,472	790	0	0	0
	Don't know what Internet is	-	-	-	8,961	5,112	3,849	115,748	85,833	29,915	14,110	5,607	8,503

Table A.6: ICT Usage by Age and Sex, ICT 2023

No	INDICATORS	AGE LESS THAN 15 YEARS			AGE 15-24 YEARS			AGE 25-74 YEARS			AGE 75 YEARS AND OVER		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Lack of local content	-	-	-	10,577	7,112	3,465	120,194	83,735	36,459	9,132	4,220	4,912
	Other reason	-	-	-	2,692	2,310	382	47,671	32,118	15,553	1,284	0	1,284
HH9	Number of individuals using the Internet in the last three months, by type of activity												
	Sending or receiving e-mail	-	-	-	16,035	7,710	8,325	334,420	261,800	72,620	3,180	3,180	0
	Making calls (Telephoning over the Internet/VoIP, using Skype, iTalk, etc.; includes video calls via webcam)	-	-	-	35,750	23,338	12,412	454,029	322,813	131,216	5,701	4,520	1,181
	Accessing or posting opinions on chat sites, blogs, newsgroups or online discussions	-	-	-	3,406	1,449	1,957	62,039	49,980	12,059	1,537	1,537	0
	Participating in social networks	-	-	-	129,085	89,452	39,633	1,468,975	1,064,357	404,618	41,980	27,251	14,729
	Seeking health information (on injury, disease, nutrition, etc.)	-	-	-	5,949	2,399	3,550	128,557	107,223	21,334	0	0	0
	Making an appointment with a health practitioner via a website	-	-	-	2,224	681	1,543	29,462	24,062	5,400	0	0	0
	Reading or downloading on-line newspapers or magazines, electronic books	-	-	-	14,390	11,658	2,732	295,919	222,331	73,588	3,865	3,076	789
	Purchasing or ordering goods or services	-	-	-	4,044	3,127	917	125,493	96,980	28,513	0	0	0
	Selling goods or services	-	-	-	6,118	1,879	4,239	90,038	74,278	15,760	0	0	0

Table A.6: ICT Usage by Age and Sex, ICT 2023

No	INDICATORS	AGE LESS THAN 15 YEARS			AGE 15-24 YEARS			AGE 25-74 YEARS			AGE 75 YEARS AND OVER		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Internet banking	-	-	-	384	0	384	66,044	58,522	7,522	0	0	0
	Using services related to travel or travel-related accommodation	-	-	-	2,558	1,060	1,498	52,132	45,842	6,290	0	0	0
	Getting information from general government organizations	-	-	-	6,493	4,632	1,861	140,114	109,333	30,781	1,554	1,554	0
	Interacting with general government organizations	-	-	-	1,472	681	791	45,016	37,877	7,139	0	0	0
	Taking part in on-line consultations or voting to define civic or political issues	-	-	-	681	681	0	16,325	16,325	0	0	0	0
	Listening to web radio	-	-	-	0	0	0	0	0	0	0	0	0
	Watching web television	-	-	-	0	0	0	0	0	0	0	0	0
	Downloading software or applications	-	-	-	15,221	9,289	5,932	338,727	269,832	68,895	2,729	1,537	1,192
HH17	Number of individuals using the Internet in the last three months, by type of portable device and network used to access the Internet												
	a. Mobile phone	-	-	-	154,948	107,305	47,643	1,789,285	1,298,979	490,306	48,616	30,007	18,609
	a1) via mobile cellular network	-	-	-	154,169	106,526	47,643	1,771,192	1,282,476	488,716	48,616	30,007	18,609
	a2) via other wireless networks (e.g. WiFi)	-	-	-	1,302	779	523	101,691	91,828	9,863	0	0	0

Table A.6: ICT Usage by Age and Sex, ICT 2023

No	INDICATORS	AGE LESS THAN 15 YEARS			AGE 15-24 YEARS			AGE 25-74 YEARS			AGE 75 YEARS AND OVER		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	b. Tablet	-	-	-	1,624	1,624	0	24,697	19,968	4,729	0	0	0
	b1) via mobile cellular network, using USB key/dongle or integrated data SIM card	-	-	-	1,624	1,624	0	24,272	19,968	4,304	0	0	0
	b2) via other wireless networks (e.g. WiFi)	-	-	-	0	0	0	6,543	6,118	425	0	0	0
	c. Portable computer (laptop, notebook, netbook)	-	-	-	5,881	4,563	1,318	174,397	151,957	22,440	1,537	1,537	0
	c1) via mobile cellular network, using USB key/dongle or integrated data SIM card or mobile cellular telephone as modem	-	-	-	5,881	4,563	1,318	157,476	137,367	20,109	1,537	1,537	0
	c2) via other wireless networks (e.g. WiFi)	-	-	-	523	0	523	76,388	68,728	7,660	0	0	0
	d. Other portable devices (e.g. portable games consoles, watches, e-book readers etc.)	-	-	-	0	0	0	343	0	343	0	0	0
HH20	Number of individuals who purchased goods or services online in the last three months, by type of goods and services purchased online												
	Books, magazines or newspapers	-	-	-	397	0	397	7,418	5,895	1,523	1,537	1,537	0
	Clothing, footwear, sporting goods or accessories	-	-	-	2,798	744	2,054	151,358	108,106	43,252	2,729	1,537	1,192
	Computer equipment or parts (including peripheral equipment)	-	-	-	384	384	0	23,961	21,857	2,104	0	0	0
	Computer or video games	-	-	-	0	0	0	11,965	10,572	1,393	0	0	0

Table A.6: ICT Usage by Age and Sex, ICT 2023

No	INDICATORS	AGE LESS THAN 15 YEARS			AGE 15-24 YEARS			AGE 25-74 YEARS			AGE 75 YEARS AND OVER		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Computer software (includes upgrades and paid apps; not games)	-	-	-	708	708	0	13,082	12,207	875	0	0	0
	Cosmetics	-	-	-	0	0	0	23,474	18,609	4,865	0	0	0
	Financial products (including shares and insurance)	-	-	-	0	0	0	4,769	4,769	0	0	0	0
	Food, groceries, alcohol or tobacco	-	-	-	0	0	0	13,177	11,712	1,465	1,537	1,537	0
	Household goods (e.g. furniture, toys, etc.; excluding consumer electronics)	-	-	-	1,277	1,277	0	29,938	27,207	2,731	0	0	0
	ICT services (excluding software)	-	-	-	768	768	0	18,055	16,083	1,972	1,537	1,537	0
	Medicine Movies, short films, or images	-	-	-	1,181	1,181	0	9,744	8,949	795	0	0	0
	Music products	-	-	-	1,212	1,212	0	12,043	9,350	2,693	0	0	0
	Photographic, telecommunications or optical equipment	-	-	-	0	0	0	3,140	3,140	0	0	0	0
	Tickets or bookings for entertainment events (sports, theatre, concerts, etc.)	-	-	-	0	0	0	1,138	768	370	0	0	0
	Travel products (travel tickets, accommodation, vehicle hire, transport services etc.)	-	-	-	0	0	0	5,457	5,457	0	0	0	0
HH21	Number of individuals who purchased goods or services online in the last three months, by type of payment channel												

Table A.6: ICT Usage by Age and Sex, ICT 2023

No	INDICATORS	AGE LESS THAN 15 YEARS			AGE 15-24 YEARS			AGE 25-74 YEARS			AGE 75 YEARS AND OVER		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Cash on delivery	-	-	-	2,257	2,257	0	53,521	38,625	14,896	1,537	1,537	0
	Credit card online	-	-	-	0	0	0	23,335	19,408	3,927	0	0	0
	Debit card or electronic bank transfer online	-	-	-	1,674	1,277	397	37,254	32,478	4,776	0	0	0
	Mobile money account (account connected to the mobile number)	-	-	-	5,562	3,508	2,054	130,816	97,694	33,122	1,192	0	1,192
	Other (e.g. bank check by post, etc.)	-	-	-	0	0	0	1,563	1,563	0	0	0	0
HH22	Number of individuals who purchased goods or services online in the last three months, by method of delivery	-	-	-	8,328	6,274	2,054	210,096	158,439	51,657	2,729	1,537	1,192
	Delivery directly to the buyer using regular postal services or other forms of delivery	-	-	-	3,496	1,836	1,660	117,585	90,728	26,857	1,192	0	1,192
	Picked up from point of sale or service point	-	-	-	1,162	768	394	80,231	57,477	22,754	1,537	1,537	0
	Online / electronic delivery by downloading from a website or through an application, software or other device (e.g. in-app purchases, streaming services etc.)	-	-	-	3,670	3,670	0	4,941	3,676	1,265	0	0	0
HH23	Number of individuals who did not purchase goods or services online in the last three months, by reason												
	Not interested	-	-	-	55,919	40,152	15,767	688,256	503,756	184,500	18,497	10,565	7,932
	Prefer to shop in person	-	-	-	44,895	34,946	9,949	517,538	376,872	140,666	11,513	6,777	4,736

Table A.6: ICT Usage by Age and Sex, ICT 2023

No	INDICATORS	AGE LESS THAN 15 YEARS			AGE 15-24 YEARS			AGE 25-74 YEARS			AGE 75 YEARS AND OVER		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FE-MALE
	Security concerns (e.g. about giving debit or credit card details)	-	-	-	9,052	5,616	3,436	78,359	49,498	28,861	6,861	6,861	0
	Privacy concerns (e.g. about giving personal details)	-	-	-	1,646	851	795	22,152	12,830	9,322	0	0	0
	Technical concerns (e.g. about websites, payment or delivery)	-	-	-	5,451	2,272	3,179	12,739	9,341	3,398	0	0	0
	Trust concerns (e.g. about warranties, receiving or returning products)	-	-	-	10,000	3,982	6,018	93,721	75,174	18,547	1,895	1,895	0
	Lack of confidence, knowledge or skills	-	-	-	36,754	28,551	8,203	298,643	210,216	88,427	11,450	8,518	2,932

Table A.7: ICT Usage by Highest Education Level Attained/Received and Sex, ICT 2023

No	INDICATORS	PRIMARY EDUCATION OR LOWER			LOWER SECONDARY EDUCATION			UPPER SECONDARY EDUCATION			TERTIARY AND POST-TERTIARY EDUCATION		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
HH10	Number of individuals who used a mobile cellular telephone in the last three months												
HH15	Number of individuals with ICT skills, by type of skills												
	Copying or moving a file or folder	36,123	21,556	14,567	31,246	22,484	8,762	154,652	78,561	76,091	116,370	66,599	49,771
	Using copy and paste tools to duplicate or move information within a document	27,613	14,102	13,511	20,263	15,587	4,676	128,056	63,768	64,288	100,932	60,931	40,001
	Sending e-mails with attached files (e.g. document, picture, video)	17,342	8,563	8,779	17,374	15,185	2,189	89,824	45,744	44,080	92,319	59,322	32,997
	Using basic arithmetic formulas in a spreadsheet	8,856	3,615	5,241	11,594	9,405	2,189	74,738	42,377	32,361	65,884	41,459	24,425
	Connecting and installing new devices (e.g. a modem, camera, printer)	9,243	6,313	2,930	7,646	5,308	2,338	71,585	35,428	36,157	60,917	39,709	21,208
	Finding, downloading, installing and configuring software	14,453	10,025	4,428	17,842	13,614	4,228	84,205	46,993	37,212	81,353	46,978	34,375
	Creating electronic presentations with presentation software (including images, sound, video or charts)	7,424	4,835	2,589	8,607	4,004	4,603	62,958	37,778	25,180	60,336	34,680	25,656
	Transferring files between a computer and other devices	20,807	14,180	6,627	20,167	17,048	3,119	115,968	57,325	58,643	82,720	47,490	20,807
	Writing a computer program using a specialized programming language	1,738	0	1,738	2,180	1,034	1,146	21,513	10,887	10,626	27,036	20,028	1,738

Table A.7: ICT Usage by Highest Education Level Attained/Received and Sex, ICT 2023

No	INDICATORS	PRIMARY EDUCATION OR LOWER			LOWER SECONDARY EDUCATION			UPPER SECONDARY EDUCATION			TERTIARY AND POST-TERTIARY EDUCATION		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
HH8	Number of individuals who used the Internet in the last three months, by location of use												
	at home	246,248	176,173	70,075	254,498	184,493	70,005	460,567	370,859	89,708	262,204	226,124	36,080
	at work	6,361	6,361	0	12,455	6,232	6,223	62,719	52,978	9,741	71,552	58,078	13,474
	at place of education	6,685	4,725	1,960	9,396	4,681	4,715	26,608	21,654	4,954	28,533	23,501	5,032
	at another person's home	26,001	19,629	6,372	15,670	11,903	3,767	31,224	28,978	2,246	13,614	10,845	2,769
	at facility open to the public	0	0	0	1,503	795	708	4,731	2,810	1,921	4,073	4,073	0
	at community Internet access facility	1,022	0	1,022	747	0	747	4,596	3,828	768	4,829	4,829	0
	While commuting, in transport or walking	29,018	18,329	10,689	33,458	23,558	9,900	99,310	85,437	13,873	44,288	39,858	4,430
HH12	Number of individuals who used the Internet (from any location) in the last three months, by frequency												
	at least once a day	158,175	115,355	42,820	163,703	118,435	45,268	390,837	318,081	72,756	239,516	201,500	38,016
	at least once a week but not every day	90,593	60,712	29,881	92,365	65,403	26,962	89,559	75,919	13,640	46,318	38,923	7,395
	less than once a week	25,434	20,901	4,533	21,080	15,349	5,731	32,073	23,504	8,569	7,352	7,352	0
HH19	Number of individuals not using the Internet, by type of reason												
	Do not need the Internet	223,570	175,948	47,622	162,230	135,214	27,016	147,075	125,058	22,017	21,700	19,315	2,385

Table A.7: ICT Usage by Highest Education Level Attained/Received and Sex, ICT 2023

No	INDICATORS	PRIMARY EDUCATION OR LOWER			LOWER SECONDARY EDUCATION			UPPER SECONDARY EDUCATION			TERTIARY AND POST-TERTIARY EDUCATION		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Do not know how to use it	20,687	18,106	2,581	8,619	7,105	1,514	2,163	2,044	119	740	740	0
	Cost of Internet use is too high (service charges, etc.)	69,985	60,336	9,649	34,691	26,409	8,282	57,572	55,419	2,153	6,810	6,426	384
	Privacy or security concerns	0	0	0	843	79	764	828	828	0	0	0	0
	Internet service is not available in the area	702,778	556,139	146,639	422,927	357,327	65,600	374,557	343,339	31,218	39,845	34,226	5,619
	Don't know what Internet is	11,674	10,885	789	3,776	3,008	768	6,727	6,337	390	0	0	0
	Lack of local content	23,006	18,367	4,639	11,959	8,909	3,050	12,277	9,276	3,001	1,926	1,926	0
	Other reason	4,291	2,792	1,499	8,699	5,868	2,831	17,749	13,489	4,260	3,975	3,975	
HH9	Number of individuals using the Internet in the last three months, by type of activity												
	Sending or receiving e-mail	24,938	20,026	4,912	33,338	25,054	8,284	113,049	87,197	25,852	129,424	108,000	21,424
	Making calls (Telephoning over the Internet/VoIP, using Skype, iTalk, etc.; includes video calls via webcam)	60,737	39,187	21,550	54,859	34,471	20,388	154,771	128,535	26,236	84,416	73,414	11,002
	Accessing or posting opinions on chat sites, blogs, newsgroups or online discussions	6,947	4,863	2,084	7,740	3,806	3,934	18,007	17,613	394	27,473	25,088	2,385
	Participating in social networks	238,576	169,121	69,455	230,575	169,595	60,980	415,532	339,175	76,357	224,049	194,670	29,379
	Seeking health information (on injury, disease, nutrition, etc.)	8,598	3,168	5,430	12,297	10,739	1,558	43,810	35,683	8,127	56,311	51,299	5,012

Table A.7: ICT Usage by Highest Education Level Attained/Received and Sex, ICT 2023

No	INDICATORS	PRIMARY EDUCATION OR LOWER			LOWER SECONDARY EDUCATION			UPPER SECONDARY EDUCATION			TERTIARY AND POST-TERTIARY EDUCATION		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Making an appointment with a health practitioner via a website	1,192	1,192	0	1,927	0	1,927	11,479	10,703	776	15,543	12,061	3,482
	Reading or downloading on-line newspapers or magazines, electronic books	29,030	24,005	5,025	38,178	27,648	10,530	86,467	68,023	18,444	106,210	90,098	16,112
	Getting information about goods or services	31,269	22,899	8,370	27,298	19,368	7,930	108,130	88,193	19,937	118,433	105,047	13,386
	Purchasing or ordering goods or services	11,239	6,864	4,375	14,838	10,166	4,672	45,359	34,610	10,749	49,833	42,674	7,159
	Selling goods or services	3,320	3,320	0	8,539	4,239	4,300	28,736	22,410	6,326	44,707	39,634	5,073
	Internet banking	375	0	375	1,127	1,127	0	20,709	18,614	2,095	39,888	34,452	5,436
	Using services related to travel or travel-related accommodation	2,785	0	2,785	0	0	0	14,810	12,571	2,239	34,360	31,989	2,371
	Getting information from general government organizations	12,812	9,318	3,494	8,047	6,901	1,146	40,727	31,701	9,026	72,133	56,360	15,773
	Interacting with general government organizations	119	119	0	3,434	2,657	777	15,401	13,581	1,820	24,916	21,433	3,483
	Taking part in on-line consultations or voting to define civic or political issues	0	0	0	0	0	0	2,664	2,664	0	11,414	11,414	0
	Downloading software or applications	32,296	23,912	8,384	36,440	29,236	7,204	110,431	86,875	23,556	127,831	110,984	16,847
HH17	Number of individuals using the Internet in the last three months, by type of portable device and network used to access the Internet												

Table A.7: ICT Usage by Highest Education Level Attained/Received and Sex, ICT 2023

No	INDICATORS	PRIMARY EDUCATION OR LOWER			LOWER SECONDARY EDUCATION			UPPER SECONDARY EDUCATION			TERTIARY AND POST-TERTIARY EDUCATION		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	a. Mobile phone	272,798	195,564	77,234	278,526	200,847	77,679	508,320	414,964	93,356	285,286	242,106	43,180
	a1) via mobile cellular network	272,798	195,564	77,234	275,175	199,086	76,089	504,344	410,988	93,356	273,741	230,561	43,180
	a2) via other wireless networks (e.g. WiFi)	1,372	1,372	0	4,098	1,761	2,337	24,672	22,462	2,210	72,165	67,012	5,153
	b. Tablet	0	0	0	1,029	1,029	0	10,636	8,934	1,702	10,950	10,607	343
	b1) via mobile cellular network, using USB key/dongle or integrated data SIM card	0	0	0	1,029	1,029	0	10,211	8,934	1,277	10,950	10,607	343
	b2) via other wireless networks (e.g. WiFi)	0	0	0	0	0	0	2,198	1,773	425	4,345	4,345	0
	c. Portable computer (laptop, notebook, netbook)	7,737	7,737	0	6,325	5,296	1,029	54,124	47,637	6,487	107,630	95,861	11,769
	c1) via mobile cellular network, using USB key/dongle or integrated data SIM card or mobile cellular telephone as modem	7,358	7,358	0	6,325	5,296	1,029	48,277	42,558	5,719	98,100	87,099	11,001
	c2) via other wireless networks (e.g. WiFi)	379	379	0	0	0	0	17,896	16,347	1,549	56,785	51,632	5,153
HH20	Number of individuals who purchased goods or services online in the last three months, by type of goods and services purchased online	264,345	189,843	74,502	255,310	186,470	68,840	448,307	365,942	82,365	207,222	178,287	28,935
	Books, magazines or newspapers	0	0	0	1,192	1,192	0	4,610	2,690	1,920	3,550	3,550	0
	Clothing, footwear, sporting goods or accessories	6,198	4,603	1,595	18,373	9,394	8,979	52,365	39,399	12,966	67,333	54,007	13,326

Table A.7: ICT Usage by Highest Education Level Attained/Received and Sex, ICT 2023

No	INDICATORS	PRIMARY EDUCATION OR LOWER			LOWER SECONDARY EDUCATION			UPPER SECONDARY EDUCATION			TERTIARY AND POST-TERTIARY EDUCATION		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Computer equipment or parts (including peripheral equipment)	1,137	0	0	747	747	0	3,494	2,726	768	17,981	17,981	0
	Computer or video games	0	0	0	1,192	1,192	0	1,508	740	768	8,640	8,640	
	Computer software (includes upgrades and paid apps; not games)	0	0	0	1,213	708	505	2,663	2,293	370	9,272	9,272	
	Cosmetics	2,923	2,128	795	2,926	1,834	1,092	7,291	4,313	2,978	9,188	9,188	
	Financial products (including shares and insurance)	0	0	0	0	0	0	1,192	1,192	0	3,577	3,577	
	Food, groceries, alcohol or tobacco	1,905	1,905	0	0	0	0	5,002	4,690	312	6,395	5,242	1,153
	Household goods (e.g. furniture, toys, etc.; excluding consumer electronics)	0	0	0	1,440	1,440	0	11,393	11,393	0	18,382	15,651	2,731
	ICT services (excluding software)	758	758	0	768	768	0	5,039	5,039	0	11,389	9,417	1,972
	Medicine	1,181	1,181	0	2,385	2,385	0	2,287	1,492	795	5,072	5,072	0
	Music products	833	833	0	1,192	1,192	0	3,960	2,027	1,933	5,868	5,868	0
	Photographic, telecommunications or optical equipment	0	0	0	0	0	0	0	0	0	3,140	3,140	
	Tickets or bookings for entertainment events (sports, theatre, concerts, etc.)	0	0	0	0	0	0	370	370	0	768	768	
	Travel products (travel tickets, accommodation, vehicle hire, transport services etc.)	0	0	0	0	0	0	768	768	0	4,689	4,689	

Table A.7: ICT Usage by Highest Education Level Attained/Received and Sex, ICT 2023

No	INDICATORS	PRIMARY EDUCATION OR LOWER			LOWER SECONDARY EDUCATION			UPPER SECONDARY EDUCATION			TERTIARY AND POST-TERTIARY EDUCATION		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
HH21	Number of individuals who purchased goods or services online in the last three months, by type of payment channel												
	Cash on delivery	1,558	758	800	9,230	7,129	2,101	18,949	17,120	1,829	20,349	15,132	5,217
	Credit card online	0	0	0	795	795	0	6,738	6,041	697	15,802	12,572	3,230
	Debit card or electronic bank transfer online	0	0	0	2,095	1,590	505	7,615	6,044	1,571	29,218	26,121	3,097
	Mobile money account (account connected to the mobile number)	10,454	8,522	1,932	15,429	8,167	7,262	49,352	36,863	12,489	48,545	40,553	7,992
	Other (e.g. bank check by post, etc.)	0	0	0	0	0	0	795	795	0	768	768	0
HH22	Number of individuals who purchased goods or services online in the last three months, by method of delivery												
	Delivery directly to the buyer using regular postal services or other forms of delivery	6,227	5,432	795	9,381	7,119	2,262	44,060	33,882	10,178	58,467	47,131	11,336
	Picked up from point of sale or service point	3,074	1,137	1,937	16,087	9,767	6,320	28,768	24,136	4,632	25,258	20,118	5,140
	Online / electronic delivery by downloading from a website or through an application, software or other device (e.g. in-app purchases, streaming services etc.)	2,014	2,014	0	505	505	0	2,451	2,451	0	2,239	2,239	0
HH23	Number of individuals who did not purchase goods or services online in the last three months, by reason												

Table A.7: ICT Usage by Highest Education Level Attained/Received and Sex, ICT 2023

No	INDICATORS	PRIMARY EDUCATION OR LOWER			LOWER SECONDARY EDUCATION			UPPER SECONDARY EDUCATION			TERTIARY AND POST-TERTIARY EDUCATION		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Not interested	111,214	83,669	27,545	104,018	75,242	28,776	222,444	180,755	41,689	84,010	76,755	7,255
	Prefer to shop in person	79,237	58,995	20,242	79,857	59,705	20,152	146,758	125,255	21,503	62,601	53,667	8,934
	Security concerns (e.g. about giving debit or credit card details)	9,191	4,667	4,524	12,463	7,679	4,784	24,305	20,073	4,232	18,661	16,711	1,950
	Privacy concerns (e.g. about giving personal details)	1,192	1,192	0	795	795	0	8,943	5,092	3,851	6,231	3,125	3,106
	Technical concerns (e.g. about websites, payment or delivery)	1,563	1,563	0	4,963	3,126	1,837	4,845	2,034	2,811	4,150	4,150	0
	Trust concerns (e.g. about warranties, receiving or returning products)	10,692	8,037	2,655	15,504	12,971	2,533	34,970	24,722	10,248	22,216	17,272	4,944
	Lack of confidence, knowledge or skills	61,343	43,795	17,548	51,397	39,653	11,744	56,545	45,878	10,667	19,638	19,638	

Table A.8: ICT Usage by Labour Force Status and Sex, ICT 2023

No	INDICATORS	PAID EMPLOYEE			UNEMPLOYED			NOT IN THE LABOUR FORCE			NOT CLASSIFIED BY STATUS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
HH10	Number of individuals who used a mobile cellular telephone in the last three months	450,965	264,562	186,403	2,976,395	765,892	2,210,503	949,074	429,626	579,448	977,614	377,710	599,904
	Number of individuals who used a smart phone in the last three months	315,742	165,069	150,673	1,181,545	277,908	903,637	443,687	203,909	239,778	308,013	102,918	205,095
HH18	Number of individuals who own a mobile cellular telephone	431,729	250,494	181,235	2,421,882	614,011	1,807,871	718,017	293,402	424,615	751,979	281,961	470,018
	Number of individuals who own a smart phone	280,582	138,624	141,958	860,684	198,601	662,083	283,431	120,370	163,061	213,517	54,582	158,935
HH15	Number of individuals with ICT skills, by type of skills												
	Copying or moving a file or folder	111,366	67,904	43,462	132,551	63,087	69,464	73,160	46,589	26,571	23,669	15,082	8,587
	Using copy and paste tools to duplicate or move information within a document	96,110	62,967	33,143	97,279	39,189	58,090	50,602	29,003	21,599	14,137	8,623	5,514
	Sending e-mails with attached files (e.g. document, picture, video)	84,213	51,490	32,723	65,292	33,572	31,720	38,402	20,774	17,628	10,485	5,306	5,179
	Using basic arithmetic formulas in a spreadsheet	69,818	45,906	23,912	43,107	23,333	19,774	23,028	12,639	10,389	6,845	2,950	3,895
	Connecting and installing new devices (e.g. a modem, camera, printer)	60,271	38,478	21,793	49,163	21,613	27,550	22,674	12,035	10,639	9,298	4,593	4,705
	Finding, downloading, installing and configuring software	76,226	47,637	28,589	55,085	26,453	28,632	41,811	27,118	14,693	8,826	4,931	3,895
	Creating electronic presentations with presentation software (including images, sound, video or charts)	67,172	43,556	23,616	30,801	13,232	17,569	18,166	8,718	9,448	6,763	4,828	1,935

Table A.8: ICT Usage by Labour Force Status and Sex, ICT 2023

No	INDICATORS	PAID EMPLOYEE			UNEMPLOYED			NOT IN THE LABOUR FORCE			NOT CLASSIFIED BY STATUS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Transferring files between a computer and other devices	89,212	57,313	31,899	90,516	42,546	47,970	49,382	29,927	19,455	11,235	4,704	6,531
	Writing a computer program using a specialized programming language	22,743	16,259	6,484	29,191	14,239	14,952	6,698	2,724	3,974	2,847	1,701	1,146
HH7	Number of individuals who used the Internet (from any location) in the last three months	549,850	450,124	76,318	393,762	226,542	979,741	126,286	78,973	381,750	206,062	149,405	487,197
HH8	Number of individuals who used the Internet in the last three months, by location of use												
	at home	482,044	398,278	83,766	345,199	199,261	145,938	112,015	71,328	40,687	161,138	114,151	46,987
	at work	110,622	83,913	26,709	7,875	5,055	2,820	3,906	3,481	425	5,877	5,149	728
	at place of education	43,094	33,293	9,801	12,793	5,331	7,462	8,495	5,343	3,152	4,528	4,528	0
	at another person's home	30,101	25,274	4,827	32,074	22,184	9,890	8,507	6,205	2,302	17,974	12,991	4,983
	at facility open to the public	4,873	4,165	708	5,067	1,192	3,875	0	0	10,389	6,845	2,950	3,895
	at community Internet access facility	8,008	8,008	0	768	768	0	0	0	0	0	0	0
	While commuting, in transport or walking	93,414	80,364	13,050	33,774	19,513	14,261	23,044	12,033	11,011	39,960	32,359	7,601
HH12	Number of individuals who used the Internet (from any location) in the last three months, by frequency												

Table A.8: ICT Usage by Labour Force Status and Sex, ICT 2023

No	INDICATORS	PAID EMPLOYEE			UNEMPLOYED			NOT IN THE LABOUR FORCE			NOT CLASSIFIED BY STATUS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	at least once a day	429,136	351,121	78,015	230,556	129,141	101,415	82,118	56,296	25,822	120,603	85,966	34,637
	at least once a week but not every day	89,133	73,212	15,921	124,260	73,946	50,314	28,307	15,962	12,345	55,023	39,613	15,410
	At least once a month	27,878	22,088	5,790	24,365	13,902	10,463	15,861	6,715	9,146	25,578	8,968	6,610
HH19	Number of individuals not using the Internet, by type of reason	609,031	532,713	76,318	2,567,845	1,588,104	979,741	781,782	400,032	381,750	1,522,855	1,035,658	487,197
	Do not need the Internet	139,738	127,334	12,404	524,182	265,384	258,798	231,513	117,496	114,017	401,188	253,485	147,703
	Do not know how to use it	7,102	5,931	1,171	49,304	31,429	17,875	19,884	7,279	12,605	34,877	22,502	12,375
	Cost of Internet use is too high (service charges, etc.)	44,609	34,660	9,949	184,553	127,301	57,252	28,772	12,286	16,486	65,285	51,089	14,196
	Privacy or security concerns	907	0	0	1,504	0	1,504	0	0	0	79	79	0
	Internet service is not available in the area	346,552	306,510	40,042	1,512,435	1,008,495	503,940	410,956	220,790	190,166	878,884	607,705	271,179
	Cultural reasons (e.g. exposure to harmful content)	0	0	0	1,236	1,236	0	0	0	0	1,236	1,236	0
	Don't know what Internet is	5,708	0	5,708	42,460	29,599	12,861	23,187	10,059	13,128	30,560	21,505	9,055
	Lack of local content	14,448	11,831	2,617	21,376	14,761	6,615	10,288	6,217	4,071	40,570	26,225	14,345
	Other reason	29,577	7,390	7,787	4,003	2,322	1,681	3,571	1,192	2,379	6,709	5,559	1,150
HH9	Number of individuals using the Internet in the last three months, by type of activity												
	Sending or receiving e-mail	174,918	140,029	34,889	53,345	33,318	20,027	23,521	16,072	7,449	13,758	9,759	3,999

Table A.8: ICT Usage by Labour Force Status and Sex, ICT 2023

No	INDICATORS	PAID EMPLOYEE			UNEMPLOYED			NOT IN THE LABOUR FORCE			NOT CLASSIFIED BY STATUS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Making calls (Telephoning over the Internet/VoIP, using Skype, iTalk, etc.; includes video calls via webcam)	176,054	147,899	28,155	79,064	36,784	42,280	23,392	11,084	12,308	41,961	33,639	8,322
	Accessing or posting opinions on chat sites, blogs, newsgroups or online discussions	34,528	31,763	2,765	9,208	5,264	3,944	5,445	5,445	0	4,898	3,308	1,590
	Participating in social networks	445,260	373,735	71,525	306,462	169,801	136,661	101,011	63,802	37,209	180,376	130,188	50,188
	Seeking health information (on injury, disease, nutrition, etc.)	73,785	67,601	6,184	15,118	8,901	6,217	7,727	4,150	3,577	5,486	3,996	1,490
	Making an appointment with a health practitioner via a website	24,871	20,608	4,263	1,168	789	379	397	0	397	1,827	681	1,146
	Reading or downloading on-line newspapers or magazines, electronic books	142,881	117,145	25,736	43,801	23,156	20,645	17,384	14,210	3,174	24,007	19,603	4,404
	Getting information about goods or services	160,328	130,753	29,575	31,926	21,112	10,814	13,286	9,912	3,374	11,844	7,653	4,191
	Purchasing or ordering goods or services	65,465	53,144	12,321	12,833	10,208	2,625	6,262	2,685	3,577	6,415	4,494	1,921
	Selling goods or services	52,591	43,273	9,318	5,895	2,434	3,461	3,471	3,074	397	2,327	2,327	0
	Internet banking	44,972	38,470	6,502	4,796	4,796	0	0	0	0	1,972	1,972	0
	Using services related to travel or travel-related accommodation	36,559	32,337	4,222	3,118	1,981	1,137	776	379	397	2,086	2,086	0
	Getting information from general government organizations	91,267	71,569	19,698	10,952	8,591	2,361	8,131	3,831	4,300	6,615	5,469	1,146

Table A.8: ICT Usage by Labour Force Status and Sex, ICT 2023

No	INDICATORS	PAID EMPLOYEE			UNEMPLOYED			NOT IN THE LABOUR FORCE			NOT CLASSIFIED BY STATUS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Interacting with general government organizations	33,723	28,817	4,906	1,516	1,516	0	1,165	768	397	4,115	3,338	777
	Taking part in on-line consultations or voting to define civic or political issues	11,934	11,934	0	0	0	0	0	0	0	681	681	0
	Downloading software or applications	177,499	153,631	23,868	35,694	23,643	12,051	17,862	12,306	5,556	27,470	22,646	4,824
HH17	Number of individuals using the Internet in the last three months, by type of portable device and network used to access the Internet												
	a. Mobile phone	534,919	439,221	95,698	385,074	222,792	162,282	123,360	76,472	46,888	204,778	149,405	55,373
	a1) via mobile cellular network	522,869	428,761	94,108	383,695	221,413	162,282	122,978	76,090	46,888	204,778	149,405	55,373
	a2) via other wireless networks (e.g. WiFi)	66,340	58,162	8,178	4,986	4,048	873	6,993	6,596	938	3,170	3,170	397
	b. Tablet	15,145	13,525	1,620	1,780	1,022	758	4,661	4,236	425	1,284	0	1,284
	b1) via mobile cellular network, using USB key/ dongle or integrated data SIM card	15,145	13,525	1,620	1,780	1,022	758	4,236	4,236	0	1,284	1,284	0
	b2) via other wireless networks (e.g. WiFi)	5,350	5,350	0	0	0	0	425	425	0	0	0	0
	c. Portable computer (laptop, notebook, netbook)	114,460	97,658	16,802	16,672	12,207	4,465	10,387	9,990	397	4,640	3,851	789
	c1) via mobile cellular network, using USB key/ dongle or integrated data SIM card or mobile cellular telephone as modem	102,200	86,166	16,034	13,176	9,479	3,697	10,387	9,990	397	4,640	3,851	789

Table A.8: ICT Usage by Labour Force Status and Sex, ICT 2023

No	INDICATORS	PAID EMPLOYEE			UNEMPLOYED			NOT IN THE LABOUR FORCE			NOT CLASSIFIED BY STATUS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	c2) via other wireless networks (e.g. WiFi)	49,149	43,738	5,411	5,698	4,244	1,454	6,611	6,214	397	3,170	3,170	0
	d. Other portable devices (e.g. portable games consoles, watches, e-book readers etc.)	343	0	343	0	0	0	0	0	0	0	0	0
HH20	Number of individuals who purchased goods or services online in the last three months, by type of goods and services purchased online	104,257	80,783	23,474	16,373	10,467	5,906	13,374	8,605	4,769	7,897	5,976	1,921
	Books, magazines or newspapers	5,431	3,908	1,523	0	0	0	1,934	1,537	397	0	0	0
	Clothing, footwear, sporting goods or accessories	80,743	59,840	20,903	11,965	7,893	4,072	10,128	5,359	4,769	5,047	3,126	1,921
	Computer equipment or parts (including peripheral equipment)	18,345	17,577	768	1,877	740	1,137	0	0	0	740	740	0
	Computer or video games	10,033	8,640	1,393	1,480	740	740	0	0	0	0	0	0
	Computer software (includes upgrades and paid apps; not games)	8,015	7,645	370	642	642	0	0	0	0	740	740	0
	Cosmetics	15,216	12,985	2,231	1,076	0	1,076	0	0	0	795	795	0
	Financial products (including shares and insurance)	1,987	1,987	0	1,192	1,192	0	0	0	0	0	0	0
	Food, groceries, alcohol or tobacco	7,900	6,435	1,465	0	0	0	1,537	1,537	0	0	0	0
	Household goods (e.g. furniture, toys, etc.; excluding consumer electronics)	17,722	15,786	1,936	1,987	1,192	795	1,277	1,277	0	1,277	1,277	

Table A.8: ICT Usage by Labour Force Status and Sex, ICT 2023

No	INDICATORS	PAID EMPLOYEE			UNEMPLOYED			NOT IN THE LABOUR FORCE			NOT CLASSIFIED BY STATUS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	ICT services (excluding software)	8,999	8,999	0	0	0	0	1,537	1,537	0	740	740	
	Movies, short films or images	4,332	4,332	0	0	0	0	1,590	1,590	0	740	740	
	Music products	7,886	7,516	370	642	642	0	379	379	0	1,601	833	768
	Photographic, telecommunications or optical equipment	2,345	2,345	0	0	0	0	0	0	0	0	0	0
	Tickets or bookings for entertainment events (sports, theatre, concerts, etc.)	1,138	768	370	0	0	0	0	0	0	0	0	0
	Travel products (travel tickets, accommodation, vehicle hire, transport services etc.)	1,536	1,536	0	0	0	0	0	0	0	0	0	0
HH21	Number of individuals who purchased goods or services online in the last three months, by type of payment channel												
	Cash on delivery	21,245	13,967	7,278	2,886	740	2,146	1,537	1,537	0	740	740	0
	Credit card online	14,828	11,982	2,846	697	0	697	0	0	0	795	795	0
	Debit card or electronic bank transfer online	20,736	17,639	3,097	3,113	3,113	0	4,780	4,383	397	0	0	0
	Mobile money account (account connected to the mobile number)	68,923	54,303	14,620	10,374	6,614	3,760	7,454	2,685	4,769	5,594	3,673	1,921
	Other (e.g. bank check by post, etc.)										768	768	0
HH22	Number of individuals who purchased goods or services online in the last three months, by method of delivery												

Table A.8: ICT Usage by Labour Force Status and Sex, ICT 2023

No	INDICATORS	PAID EMPLOYEE			UNEMPLOYED			NOT IN THE LABOUR FORCE			NOT CLASSIFIED BY STATUS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Delivery directly to the buyer using regular postal services or other forms of delivery	62,327	47,777	14,550	6,654	4,810	1,844	7,875	3,106	4,769	2,331	2,331	0
	Picked up from point of sale or service point	37,373	29,230	8,143	9,077	5,015	4,062	3,843	3,843	0	4,733	2,812	1,921
	Online / electronic delivery by downloading from a website or through an application, software or other device (e.g. in-app purchases, streaming services etc.)	2,239	2,239	0	642	642	0	1,656	1,656	0	833	833	0
HH23	Number of individuals who did not purchase goods or services online in the last three months, by reason												
	Not interested	183,483	156,521	26,962	152,303	86,854	65,449	63,125	37,853	25,272	85,894	64,770	21,124
	Prefer to shop in person	142,899	116,548	26,351	105,455	61,019	44,436	24,564	16,460	8,104	66,829	48,955	17,874
	Security concerns (e.g. about giving debit or credit card details)	27,693	23,437	4,256	18,603	9,763	8,840	6,187	5,419	768	4,649	2,081	2,568
	Privacy concerns (e.g. about giving personal details)	6,736	5,220	1,516	2,370	0	2,370	0	0	0	0	0	0
	Technical concerns (e.g. about websites, payment or delivery)	3,369	3,369	0	3,438	1,130	2,308	1,563	1,563	0	681	681	0
	Trust concerns (e.g. about warranties, receiving or returning products)	36,036	29,612	6,424	16,951	11,820	5,131	6,589	5,821	768	9,082	7,943	1,139
	Lack of confidence, knowledge or skills	58,450	51,089	7,361	87,308	56,008	31,300	16,376	9,638	6,738	60,101	46,420	13,681

Table A.9: ICT Access by Place of Residence and Household Composition, ICT 2023

No	INDICATORS	ALL HOUSE-HOLDS	TOTAL		HOUSEHOLD COMPOSITION					
					HAS CHILDREN UNDER 15			DOES NOT HAVE CHILDREN UNDER 15		
			URBAN	RURAL	TOTAL	URBAN	RURAL	TOTAL	URBAN	RURAL
HH1	Number of households with a radio	1,897,058	434,461	1,462,597	1,573,320	331,397	1,241,923	323,738	103,064	220,674
HH2	Number of households with a television	485,830	263,514	222,316	392,223	202,606	189,617	93,607	60,908	32,699
HH3	Number of households with telephone (fixed or mobile)	1,996,792	436,551	1,560,241	1,672,448	340,471	1,331,977	324,344	96,080	228,264
	Number of households with a fixed telephone (regardless of whether they have a mobile telephone)	3,385	2,650	735	2,203	1,882	321	1,182	768	414
	Number of households with a mobile phone (regardless of whether they have a fixed telephone)	1,995,694	435,774	1,559,920	1,671,734	340,078	1,331,656	323,960	95,696	228,264
	Number of households with a fixed telephone only	2,220	1,485	735	1,422	1,101	321	798	384	414
	Number of households with mobile cellular telephone only	1,993,407	433,901	1,559,506	1,670,245	338,589	1,331,656	323,162	95,312	227,850
	Number of households with both fixed and mobile telephone	2,287	1,873	414	1,489	1,489	0	798	384	414
	Number of households with a computer (all types of computers)	147,876	96,996	50,880	102,791	63,811	38,980	45,085	33,185	11,900
	Desktop	27,787	18,674	9,113	20,873	13,925	6,948	6,914	4,749	2,165
	Laptop (portable) computer	123,062	86,052	37,010	84,515	55,287	29,228	38,547	30,765	7,782
	Tablet (or similar handheld computer)	26,743	16,060	10,683	19,455	11,763	7,692	7,288	4,297	2,991
HH6	Number of households with Internet access	822,879	306,229	516,650	665,253	229,119	436,134	157,626	77,110	80,516
	Fixed broadband network only (regardless of the type of fixed broadband connection)	26,725	10,558	16,167	20,885	8,471	12,414	5,840	2,087	3,753

Table A.9: ICT Access by Place of Residence and Household Composition, ICT 2023

No	INDICATORS	ALL HOUSE-HOLDS	TOTAL		HOUSEHOLD COMPOSITION					
					HAS CHILDREN UNDER 15			DOES NOT HAVE CHILDREN UNDER 15		
			URBAN	RURAL	TOTAL	URBAN	RURAL	TOTAL	URBAN	RURAL
	Mobile broadband network only (regardless of the type of mobile broadband connection)	795,781	295,671	500,110	644,368	220,648	423,720	151,413	75,023	76,390
	Both fixed broadband and mobile broadband network (regardless of the type of connection)	822,506	306,229	516,277	665,253	229,119	436,134	157,253	77,110	80,143
HH14	Reasons for not having Internet access (i.e., Barriers)	3,652,021	378,745	3,273,276	3,031,305	299,038	2,732,267	620,716	79,707	541,009
	Do not need the Internet (not useful, not interesting)	137,566	24,476	113,090	105,917	18,561	87,356	31,649	5,915	25,734
	Cost of the equipment too high	3,428,540	344,237	3,084,303	2,853,753	272,762	2,580,991	574,787	71,475	503,312
	Privacy or security concerns	0	0	0	0	0	0	0	0	0
	Internet service is not available in the area	0	0	0	0	0	0	0	0	0
	Internet service is available, but it does not correspond to households needs (e.g., quality, speed)	0	0	0	0	0	0	0	0	0
	Cultural reasons (e.g., exposure to harmful content)	1,180	0	1,180	1,180	0	1,180	0	0	0
	Lack of local content	0	0	0	0	0	0	0	0	0
	No electricity in the household	0	0	0	0	0	0	0	0	0
	Other reason	84,735	10,032	74,703	70,455	7,715	62,740	14,280	2,317	11,963
HHR1	Number of households with electricity	1,491,512	444,916	1,046,596	1,220,273	338,967	881,306	271,239	105,949	165,290

Table A.10: ICT Usage by Occupation, ICT 2023

No	INDICATORS	LEGISLATORS, SENIOR OFFICIALS AND MANAGERS			PROFESSIONALS			TECHNICIANS AND ASSOCIATE PROFESSIONALS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
HH5	Number of individuals who used a computer (from any location)	12,258	10,569	1,689	79,888	47,920	31,968	21,473	13,838	7,635
HH10	Number of individuals who used a mobile cellular telephone in the last three months	76,637	28,539	48,098	359,405	142,270	217,135	94,865	39,360	55,505
	Number of individuals who used a smart phone in the last three months	67,776	26,271	41,505	279,982	115,918	164,064	65,932	30,037	35,895
HH18	Number of individuals who own a mobile cellular telephone	73,172	27,459	45,713	347,199	130,760	216,439	84,576	37,521	47,055
	Number of individuals who own a smart phone	55,139	22,745	32,394	243,127	98,835	144,292	55,409	26,532	28,877
HH15	Number of individuals with ICT skills, by type of skills									
	Copying or moving a file or folder	11,364	10,569	795	62,659	41,877	20,782	20,008	13,141	6,867
	Using copy and paste tools to duplicate or move information within a document	11,490	10,569	921	53,291	36,463	16,828	14,430	7,563	6,867
	Sending e-mails with attached filed (e.g. document, picture, video)	10,569	10,569	0	43,626	29,754	13,872	14,652	9,141	5,511
	Using basic arithmetic formulas in a spreadsheet	10,298	8,609	1,689	40,603	27,064	13,539	7,409	3,885	3,524
	Connecting and installing new devices (e.g. a modern, Camera, printer)	10,569	9,774	795	28,662	20,866	7,796	11,558	5,279	6,279
	Finding, downloading, installing and configuring software	11,572	9,883	1,689	40,430	30,341	10,089	13,597	5,962	7,635

Table A.10: ICT Usage by Occupation, ICT 2023

No	INDICATORS	LEGISLATORS, SENIOR OFFICIALS AND MANAGERS			PROFESSIONALS			TECHNICIANS AND ASSOCIATE PROFESSIONALS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Creating electronic presentations with presentation software (including images, Sound, video or chats)	8,609	7,814	795	37,035	24,736	12,299	10,761	4,482	6,279
	Transferring files between a computer and other devices	9,927	9,006	921	44,497	33,111	11,386	14,892	8,988	5,904
	Writing a computer program using a specialized programming language	5,168	5,168	0	12,790	8,673	4,117	1,605	828	777
HH7	Number of individuals who used the internet (from any location in the last three months	16,461	13,180	3,281	144,996	78,777	66,219	37,544	26,059	11,485
HH8	Number of individuals who used the internet in the last three months, by location of use									
	at home	14,925	13,180	1,745	133,062	73,546	59,516	35,145	23,660	11,485
	at work	10,804	9,241	1,563	54,815	28,642	26,173	11,900	6,645	5,255
	at place of education	0	0	0	16,125	9,788	6,337	0	0	0
	at another person's home	0	0	0	7,203	2,654	4,549	1,987	0	1,987
	at facility open to public	795	795	0	3,370	1,284	2,086	0	0	0
	at community internet access facility	0	0	0	3,370	1,284	1,153	0	0	0
	While commuting, in transport or walking	2,636	2,510	126	27,009	16,699	10,310	6,896	4,141	2,755
HH12	Number of individuals who used the Internet (from any location) in the last three months, by frequency									

Table A.10: ICT Usage by Occupation, ICT 2023

No	INDICATORS	LEGISLATORS, SENIOR OFFICIALS AND MANAGERS			PROFESSIONALS			TECHNICIANS AND ASSOCIATE PROFESSIONALS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	at least once a day	14,501	11,988	2,513	125,450	69,780	55,670	28,491	19,704	8,787
	at least once a week but not everyday	1,192	1,192	0	14,007	4,973	9,034	7,241	4,543	2,698
	less than once a week									
HH19	Number of individuals not using the internet, by type of reason									
	Do not need the Internet	0	0	0	9,947	6,570	3,377	3,842	3,458	384
	Do not know how to use it	0	0	0	0	0	0	0	0	0
	Cost of Internet use is too high (service charges, etc.)	0	0	0	5,454	3,251	2,203	1,426	1,426	0
	Privacy or security concerns	0	0	0	0	0	0	0	0	0
	Internet service is not available in the area	972	972	0	17,759	12,677	5,082	3,321	3,321	0
	Cultural reasons (e.g. exposure to harmful content)	0	0	0	0	0	0	0	0	0
	Don't know what Internet is	0	0	0	0	0	0	0	0	0
	Not allowed to use the Internet	0	0	0	0	0	0	0	0	0
	Lack of local content	1,296	1,296	0	384	384	1,520	696	696	0
	Other reason									
HH9	Number of individuals using the Internet in the three months, by type of activity									
	Sending or receiving e-mail	10,697	8,184	2,513	62,507	32,776	29,731	16,080	11,025	5,055

Table A.10: ICT Usage by Occupation, ICT 2023

No	INDICATORS	LEGISLATORS, SENIOR OFFICIALS AND MANAGERS			PROFESSIONALS			TECHNICIANS AND ASSOCIATE PROFESSIONALS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Making calls (Telephoning over the Internet/VoIP, using Skype, iTalk, etc.; includes video calls via webcam)	5,284	4,489	795	58,194	30,958	27,236	14,045	9,361	4,684
	Accessing or posting opinions on chat sites, blogs, newsgroups or online discussions	795	0	795	13,137	8,901	4,236	1,987	0	1,987
	Participating in social networks	12,115	9,602	2,513	112,399	63,232	49,167	27,633	18,845	8,788
	Uploading self/user-created content to a website to be shared	0	0	0	0	0	0	0	0	0
	Participating in professional networks	0	0	0	0	0	0	0	0	0
	Looking for a job or sending/ submitting a job application	0	0	0	0	0	0	0	0	0
	Doing a formal online course	0	0	0	0	0	0	0	0	0
	Consulting wikis, online encyclopedias or other websites for formal learning purposes	0	0	0	0	0	0	0	0	0
	Seeking health information (on injury, disease, nutrition, etc.)	6,333	5,538	795	24,035	17,967	6,068	3,886	2,733	1,153
	Making an appointment with a health practitioner via a website	0	0	0	14,201	7,189	7,012	828	828	0
	Reading or downloading on-line newspapers or magazines, electronic books	6,361	5,537	824	52,802	36,654	16,148	10,460	8,089	2,371

Table A.10: ICT Usage by Occupation, ICT 2023

No	INDICATORS	LEGISLATORS, SENIOR OFFICIALS AND MANAGERS			PROFESSIONALS			TECHNICIANS AND ASSOCIATE PROFESSIONALS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Getting information about goods or services	9,532	7,787	1,745	48,964	29,638	19,326	7,637	6,484	1,153
	Selling goods or services	2,755	2,755	0	12,610	8,059	4,551	2,272	1,119	1,153
	Internet banking	5,113	3,550	1,563	22,341	13,934	8,407	5,060	768	4,292
	Using services related to travel or travel-related accommodation	795	0	795	16,204	11,109	5,095	2,547	1,394	1,153
	Getting information from general government organizations	4,742	3,947	795	38,877	21,970	16,907	3,381	1,394	1,987
	Interacting with general government organizations	1,563	768	795	15,689	9,972	5,717	1,394	1,394	0
	Taking part in on-line consultations or voting to define civic or political issues	0	0	0	9,351	5,152	4,199	1,394	1,394	0
	Streaming or downloading images, movies, videos or music, playing or downloading games	0	0	0	0	0	0	0	0	0
	Listening to web radio	0	0	0	0	0	0	0	0	0
	Watching web television	0	0	0	0	0	0	0	0	0
	Downloading software or applications	7,156	5,537	1,619	59,954	39,491	20,463	13,568	8,057	5,511
	Using storage space on the Internet to save documents, pictures, music, video or other files	0	0	0	0	0	0	0	0	0
	Using software run over the Internet for editing text documents, spreadsheets or presentations	0	0	0	0	0	0	0	0	0

Table A.10: ICT Usage by Occupation, ICT 2023

No	INDICATORS	LEGISLATORS, SENIOR OFFICIALS AND MANAGERS			PROFESSIONALS			TECHNICIANS AND ASSOCIATE PROFESSIONALS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
HH17	Number of individuals using the Internet in the last three months, by type of portable device and network used to access the Internet									
	a. Mobile phone	14,528	12,015	2,513	139,631	77,856	61,775	36,716	25,231	11,485
	a1) via mobile cellular network	11,745	9,232	2,513	135,670	77,472	58,198	36,716	25,231	11,485
	a2) via other wireless networks (e.g. Wi-Fi)	7,652	6,731	921	25,712	14,664	11,048	3,166	795	2,371
	b. Tablet	768	768	0	9,415	4,971	4,444	0	0	0
	b1) via mobile cellular network, using USB key/ dongle or integrated data SIM card	768	768	0	8,990	4,971	4,019	0	0	0
	b2) via other wireless networks (e.g. Wi-Fi)	768	768	0	2,810	1,590	1,220	0	0	0
	c. Portable computer (laptop, notebook, netbook)	11,066	9,377	1,689	41,275	27,958	13,317	14,956	8,482	6,474
	c1) via mobile cellular network, using USB key/ dongle or integrated data SIM card or mobile cellular telephone as modem	7,515	6,594	921	38,904	27,574	11,330	14,128	7,654	6,474
	c2) via other wireless networks (e.g. Wi-Fi)	9,585	7,896	1,689	21,022	13,127	7,895	3,994	1,623	2,371
	d. Other portable devices (e.g. portable games consoles, watches, e-book readers etc.)	0	0	0	343	0	343	0	0	0
HH20	Number of individuals who purchased goods or services online in the last three months, by type of goods and services purchased online	6,458	5,537	921	29,847	13,704	16,143	7,807	3,704	4,103

Table A.10: ICT Usage by Occupation, ICT 2023

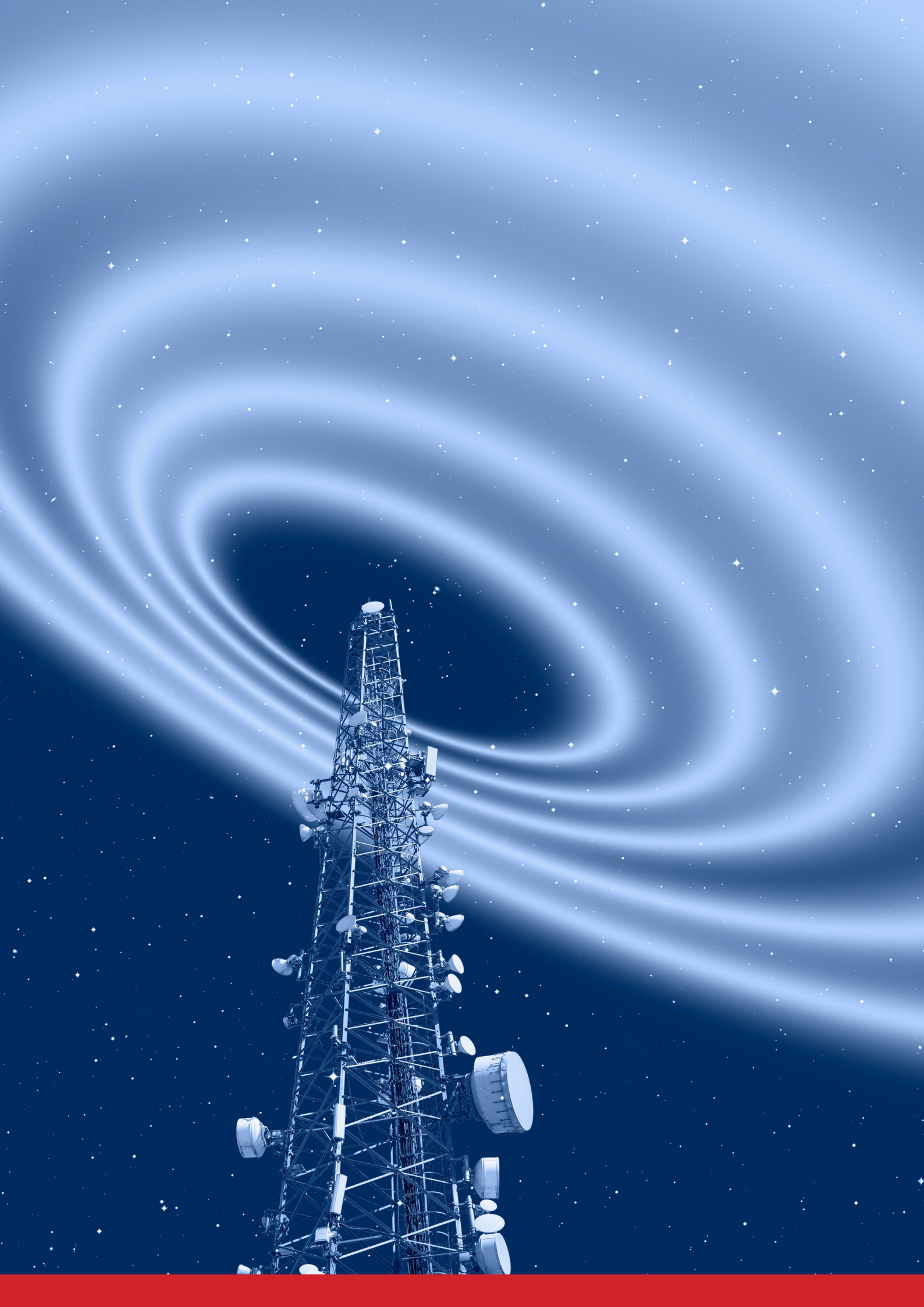
No	INDICATORS	LEGISLATORS, SENIOR OFFICIALS AND MANAGERS			PROFESSIONALS			TECHNICIANS AND ASSOCIATE PROFESSIONALS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Books, magazines or newspapers	795	795	0	1,138	0	1,138	0	0	0
	Clothing, footwear, sporting goods or accessories	5,266	4,694	126	18,210	4,694	13,516	6,292	2,189	4,103
	Computer equipment or parts (including peripheral equipment)	0	0	0	6,305	4,345	1,960	747	747	0
	Computer or video games	397	397	0	1,526	1,526	0	1,987	1,987	0
	Computer software (includes upgrades and paid apps; not games)	795	795	0	2,573	2,203	0	0	0	0
	Cosmetics	795	0	795	2,668	1,590	1,078	1,394	1,394	0
	Financial products (including shares and insurance)	0	0	0	0	0	0	0	0	0
	Food, groceries, alcohol or tobacco	0	0	0	3,237	768	2,469	963	0	963
	Household goods (e.g. furniture, toys, etc.; excluding consumer electronics)	3,180	3,180	0	9,554	3,572	5,982	963	963	0
	ICT services (excluding software)	1,192	1,192	0	4,364	4,364	0	768	768	0
	Medicine	397	397	0	0	0	0	0	0	0
	Movies, short films or images	0	0	0	0	0	0	0	0	0
	Music products	397	397	0	1,906	768	1,138	0	0	0
	Photographic, telecommunications or optical equipment	795	795	0	0	0	0	0	0	0
	Tickets or bookings for entertainment events (sports, theatre, concerts, etc.)	0	0	0	1,138	0	1,138	0	0	0

Table A.10: ICT Usage by Occupation, ICT 2023

No	INDICATORS	LEGISLATORS, SENIOR OFFICIALS AND MANAGERS			PROFESSIONALS			TECHNICIANS AND ASSOCIATE PROFESSIONALS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Travel products (travel tickets, accommodation, vehicle hire, transport services etc.)	795	795	0	1,536	768	768	0	0	0
HH21	Number of individuals who purchased goods or services online in the last three months, by type of payment channel									
	Cash on delivery	1,960	1,960	0	8,570	3,560	5,010	0	0	0
	Credit card online	2,385	2,385	0	6,187	3,873	2,314	0	0	0
	Debit card or electronic bank transfer online	3,975	3,180	795	5,455	2,600	2,855	2,116	0	2,116
	Mobile money account (account connected to the mobile number)	5,663	5,537	126	16,532	5,622	10,910	5,691	3,704	1,987
	Online payment service (e.g. PayPal, Google Checkout)	0	0	0	0	0	0	0	0	0
	Prepaid gift card or online voucher	0	0	0	0	0	0	0	0	0
	Points from rewards or redemption program (e.g. Air Miles)	0	0	0	0	0	0	0	0	0
	Other (e.g. bank check by post, etc.)	0	0	0	0	0	0	0	0	0
HH22	Number of individuals who purchased goods or services online in the last three months, by method of delivery									
	Delivery directly to the buyer using regular postal services or other forms of delivery	4,498	3,577	921	17,506	7,042	10,464	4,257	2,141	2,116
	Picked up from point of sale or service point	1,960	1,960	0	9,757	4,873	4,884	3,550	1,563	1,987

Table A.10: ICT Usage by Occupation, ICT 2023

No	INDICATORS	LEGISLATORS, SENIOR OFFICIALS AND MANAGERS			PROFESSIONALS			TECHNICIANS AND ASSOCIATE PROFESSIONALS		
		TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL	MALE	FEMALE
	Online / electronic delivery by downloading from a website or through an application, software or other device (e.g. in-app purchases, streaming services etc.)	0	0	0	1,047	252	795	0	0	0
HH23	Number of individuals who did not purchase goods or services online in the last three months, by reason									
	Not interested	6,135	5,367	768	52,940	27,131	25,809	11,634	7,413	4,221
	Prefer to shop in person	3,278	2,510	768	44,453	29,700	14,753	11,101	9,159	1,942
	Security concerns (e.g. about giving debit or credit card details)	0	0	0	7,645	3,997	3,648	2,745	758	1,987
	Privacy concerns (e.g. about giving personal details)	0	0	0	2,157	2,157	0	0	0	0
	Technical concerns (e.g. about websites, payment or delivery)	824	0	824	695	695	0	0	0	0
	Trust concerns (e.g. about warranties, receiving or returning products)	0	0	0	13,788	7,550	6,238	1,153	1,153	0
	Lack of confidence, knowledge or skills	0	0	0	5,598	4,058	1,540	3,487	3,103	384



MACRA