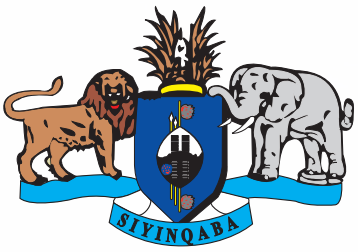
ESWATINI COMMUNICATIONS COMMISSION

ICT Access and Use Survey Report 2022

A Baseline of Household & Individual ICT Access and Use in Eswatini



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Information and Communication Technology Access and Use Survey Report 2022

FOREWORD

This Report presents the findings of the Information Communication and Technology Access and Use Survey (ICTAUS) by Households and Individuals. The Survey was conducted during the period of March 2022 to May 2022. This national survey was the first of its kind to be carried out in the Kingdom of Eswatini, aimed at establishing the level of access and usage of ICT services and products in Eswatini including user perceptions on quality of service and affordability.

The survey was conducted in line with guidelines of the International Telecommunication Union (ITU), which is a special agency of the United Nations on ICTs. The mandate of the ITU includes the allocation of global radio spectrum and satellite orbits, development of the technical standards that guarantee networks and technologies that are seamlessly interconnected and strive to improve access to ICTs by underserved remote communities worldwide. ICTs today underpin everything that is done: management and control of emergency services, water supplies, power networks and food distribution chains and education. ICTs support, amongst many other social and economic activities such as health, education, government and financial markets services, transportation and environmental management systems. ICTs allow people to communicate with colleagues, friends, family members anytime and almost everywhere.

The results of the survey will provide facts which will guide the monitoring and evaluation of the national ICT policy and strategies. The results will also be used in the planning, monitoring and evaluation of on-going ICT initiatives. In this regard, the survey data will provide information to evaluate the Sustainable Development Goals (SDGs) and monitor the attainment of the Sustainable Development Goals (SDGs).

The Central Statistical Office wishes to thank all who contributed to the successful preparation and execution of the Survey. Profound gratitude is being extended to the Eswatini Communications Commission (ESCOM) for availing financial resources.

Special thanks go to all respondents who cooperated during the survey by responding timely and truthfully. Special thanks go to the data collection team, the supervisors as well as the research assistants. Finnally sincere thanks the team that wrote this report, including:

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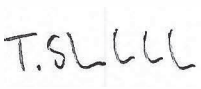

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LIST OF ABBREVIATIONS/ACRONYMS

CSO	Central Statistics Office
EA	Enumeration Area
ESCCOM	Eswatini Communications Commission
ICT	Information Communication Technology
ICTAUS	Information Communication Technology Access and Use Survey
ITU	International Telecommunications Union
MICS	Multiple Indicator Cluster Survey
OTT	Over -the –Top-Technologies
SDG	Sustainable Development Goals
TV	Television
UN	United Nations
MICT	Ministry of Information, Communications and Technology
SEA	Sample Enumeration Area
PSU	Primary Sampling Unit

ITU SADC SDGs indicators

Summary List of indicators on access to, and use of, ICT by households and individuals

Indicator Number	Indicator name	Value
HH1 ITU, SADC	**Proportion of households with a radio**	46.67
HH2 ITU, SADC	**Proportion of households with a television**	54.50
HH3 ITU, SADC	**Proportion of households with telephone**	7.87
HH4 ITU, SADC	**Proportion of households with a computer**	21.48
HH5 ITU, SADC	**Proportion of individuals using a computer**	8.30
HH6 ITU, SADC, SDG	**Proportion of households with Internet**	67.02
HH7 ITU, SADC	**Proportion of individuals using the Internet**	89.83
HH8 ITU	**Proportion of individuals using the Internet, by location**	
	Home	85.25
	Work	8.31
	Place of Education	3.78
	Public facility	2.07
	Another person's home	0.59
HH9 ITU	**Proportion of individuals using the Internet, by type of activity**	
	Access to information	35.03
	Communication, civic participation and collaboration	27.56
	Entertainment, digital content consumption	26.16
	Learning	7.97
	Professional life	2.77
	E-commerce, trade and transactions	0.38
	Digital content creation	0.12
HH10 ITU, SADC	**Proportion of individuals using a mobile cellular telephone (past 3 months)**	84.16
HH12 ITU, SADC	**Proportion of individuals using the Internet, by frequency**	**47.70**
HH13	**Proportion of households with multichannel television, by type**	77.82
	Subscribed Direct-To-Home Satellite (DTH)	50.22
	Subscribed free Direct-To-Home Satellite	18.88
	Digital Terrestrial TV (DTT)	14.99
HH15 ITU, SADC, SDG	**Proportion of individuals with ICT skills, by type of skills**	
	Use copy and paste tools to duplicate or move information	30,9
	Send messages with an attached file	38
	Use basic arithmetic formulae in a spreadsheet	20,1

	Connect and install new devices	32,6
	Find, download, install and configure software and apps	30,7
	Create electronic presentations with presentation software	18,3
	Transfer files or applications between devices	43,6
	Set up effective security measures	38,9
	Change privacy settings on your device	42,1
	Verify the reliability of information found online	21,5
	Programming or coding	9,2
HH16 ITU	**Household expenditure on ICT**	
	Equipment	22.80
	Services	57.20
	Software	19.17
HH17 ITU	**Proportion of individuals using the Internet, by type of portable device**	**97.17**
	Mobile phone	97.65
	Tablet	1.46
	Portable computer	0.90
HH18 ITU,SADC,SDG	**Proportion of individuals who own a mobile phone**	73.51
	Proportion of individuals who own smartphone	52.69
HH19 ITU	**Proportion of individuals not using the Internet, by type of reason**	
	Do not need the internet	44.56
	Cost of the equipment is too high	28.09
	Cost of the service is too high	2.25
	Privacy or security	0.42
	Internet service is not available in the area	0.76
HH20 ITU	**Proportion of individuals who purchased goods or services online**	**5.16**
HH21 ITU	**Proportion of individuals who purchased goods or services online, by type of payment channel**	
	Credit card online	17.00
	Debit card or electronic bank transfer online	42.67
	Online payment service (e.g. paypal, google checkout)	12.32
	Prepaid gift card or online voucher	3.26
	Points from rewards or redemption program	1.21
HH22 ITU	**Proportion of individuals who purchased goods or services online, by method of delivery**	
	Delivery directly to the buyer using regular postal services or other delivery forms	34.16
	Picked up from point of sale or service point	56.13

	Online/ electronic delivery by downloading from a website or through an application, software or other devices	9.70
HH23 ITU	**Proportion of individuals who did not purchase goods or services online, by type of reason**	
	Not interested	26.09
	Prefer to shop in person	25.24
	Security concerns	2.22
	Privacy concerns	0.59
	Trust concerns	15.54
	Lack of confidence, knowledge or skills	17.15

EXECUTIVE SUMMARY

The Information Communication and Technology Access and Use Survey (ICTAUS) was primarily aimed at measuring the progress attained by the country in enhancing the uptake of various ICT products and services by households and individuals. Other aspects investigated broadly related to the quality of experience for various ICTs, the risks associated with online activities as well as the mitigation strategies adopted by households and individuals. Furthermore, the survey provides insights regarding the adoption of digital financial services as well as the associated challenges in using the services and the barriers to the uptake of the services in the country. An assessment of the Cyber Security and Online Child Protection practices adopted by households and individuals were also evaluated.

Key findings

Telecommunication

Households:

- 67 percent of all households across the country have access to internet;
- 73 percent of all households in urban areas have access to internet whereas only 63 percent of all households in rural areas have access to internet; and

Individuals:

- 50.31 percent of individuals across the country reported that they have access to internet.
- 49.69 percent had no access to internet due to a number of factors that include lack of service network in some geographical areas, lack of electricity, lack of knowledge, lack of appropriate devices and lack of interest in these services.
- Regional internet access variation; Hhohho (55,8%), Manzini (55%), Lubombo (41.9%) and Shiselweni (39.5%)
- 97 percent of individuals reported to have used the internet in the past 3 months,
- 85 percent of the individuals across all the regions indicated that they use internet at their home (location).
- Most of the people use mobile data to access internet (94%), whereas the fixed wireless and the fixed wired internet only account for 3 percent each.
- 34 percent of individuals are satisfied with mobile internet speed from their primary provider.
- 97.69 percent reported to use prepaid-paid voice services, compared to post-paid voice services at 2.31 percent
- 68.62 percent, view MTN as their primary service provider for voice service and 12.84 percent reported to view Eswatini Mobile as their primary service provider;
- Cell phone ownership is 84.16 percent in Eswatini.
- 52.69 percent of individuals reported to own a mobile smartphone

E-Commerce

- 5.2 percent of individuals accessed e-commerce services in the last 3 months.
- Uptake of e-commerce was at 6.6 percent in urban areas compared to rural areas 4.3 percent.
- Utilization of e-commerce is positively related to income level;
- 60.4 percent purchased clothing, footwear, sporting goods or accessories;
- Debit card or electronic bank transfer online was the most prominent method of paying for goods and/or services purchased online accounting for 42.7 percent.
- DHL was the most utilised courier services provider (59.9%)
- The reason cited for low uptake of e-commerce included; individuals indicated that they were not interested (26.1%), preferring to shop in person (25.2%), lack of confidence, knowledge or skills

(17.2%), trust concerns (15.5%), security concerns regarding e-commerce (2.2%) and privacy concerns (1%).

Postal services

- 19 percent of households in Eswatini reported to own a post office box across the country.
- 48 percent of households have access to postal services in the country and urban residents have more access compared to rural residents.
- 62 percent of households are located more than 6 kilometers from a nearest post office.
- 4 percent of individuals own a post office box.
- 30 percent of individuals in Eswatini perceive that the use of post office is still relevant to society even in this digital era whilst about 70 percent perceive it is no longer relevant.

Broadcasting

Households

- 46.67 percent of all households own a radio in the country.
- More households in rural areas own a radio (48.36%) compared to (43.28%) in urban households.
- 89.24 percent of all the households in the country do receive a signal from local radio stations.
- 54.50 percent of all households reported to own a television set in the country.
- 92.34 percent indicated to own at least one (1) television set.
- 25.34 percent of the households receive television signals from local television stations.
- Eswatini TV station having a viewership of (28.24%) and Channel Yemaswati (14.70%).
- 77.82 percent of all the households in the country have multichannel signal.

Individuals

- 39.99 percent of individuals reported to listen to local radio stations;
- 5.84 percent of individuals listen to radio using a radio application;
- The sound quality was viewed by most people as of good quality (70%) for both EBIS 1 and 2 and VOC radio stations;
- 12.15 percent individuals watch local television programmes and only 39.99 percent of individuals listen to local radio;
- The television picture quality varied with TV station with 28.59 percent for Eswatini TV and 20 percent for Channel Yemaswati TV;
- 5.46 percent of individuals watch television using internet television application; and
- 95.02 percent of all households in the country have cellular signal reception of local cellular networks.

Cyber Security and online child protection

- 1.3 percent of children reported to have suffered online incidents nationally;
- The percentage of children who reported to have suffered incidents online tend to increase with the increase in household monthly expenditure;
- Cyber-bullying (48%), child cyber solicitation or cyber grooming (25.9%) and scams are at 13.45 percent; and
- 14.47 percent of households reported to have ensured children adhered to household rules about the use of internet.

Recommendations

1. The survey established that mobile telephones were a very important way to access internet services in Eswatini. If the mobile sector continues to grow at the current rate, it will help the government of Eswatini to achieve its goal of closing the internet services gap in the near to mid-term future. To achieve this goal, priority should be given to areas with low access especially rural areas. Also considering the growing need of access to internet in other sectors of the economy i.e. Education, Health, Trade and commerce, among others, there is need to consider improving access to internet. This should consider issue of coverage and affordability. More so, the Ministry of Health launched the e-health and the electronic information management system which are systems that are dependent on internet, therefore there is need to improve internet coverage in rural areas.

2. Improve the quality of Internet service: Among the ICT services and equipment, majority of the households and individuals cited the need to have fast and reliable Internet connections. While they acknowledge the availability of the Internet across the country, the quality or speed and cost is still a subject that needs to be addressed by the government.

3. Deliberate policy actions aimed at increasing the uptake of computers and internet adaptable devices in the country will be necessary. For instance, fiscal incentives aimed at either the importation of computers or local assembly of computers could provide more affordable avenues for accessing the devices.

4. There is need to explore avenues for enhancing the quality of television reception for the national broadcaster, which is the most widely adopted television station. Further, the adoption of Eswatini TV set-top boxes remains low despite the progress on the initiatives related to digital migration. Further, while radio stations and TV stations are accessed, the quality of the reception was not the most favourable. More oversight may be useful to enhance the quality of radio and TV services received by households through increasing the interaction between the broadcasters and the viewers/listeners.

5. As smartphone ownership and access to internet is expanding, exposure to online risks is expected to increase. It will be useful to enhance efforts aimed at increasing awareness on online risks as well as the mitigation measures for the risks. Particularly, making sure that households are aware of the filters that can be provided by the internet service providers for protection to possible risks.

6. The Government of Eswatini should develop strategies to promote online safety protecting the benefits of digital technologies to various sectors of the economy, while addressing the risks of exposure to violence, exploitation, and abuse, as well as to privacy breaches.

7. The Government of Eswatini should work to make the internet a safe place for its population. This should be guided by necessary regulation, and working with technology companies to promote the use of acceptable safety measures on their platforms. This should also include support to the Ministry of Education to teach children digital-literacy and online-safety skills.

8. Enhance awareness on internet safety for children among all people: Even though household(s) are aware of their children being exposed to pornography, cyberbullying, and solicitation or cyber grooming on the internet, some households do not have either the skills to guide the children or the ability to restrict access to harmful contents. Hence, awareness on how to keep the children safe online should be raised/ intensified.

9. Carry out more public information campaigns on data protection, consumer protection and

cybersecurity. This should also have a dedicated programme of work on data protection, consumer protection and cybersecurity to increase confidence among the public on e-commerce.

10. The postal service providers should educate the public about the services the postal service provide to the public and work to address the perception, that postal services are no longer relevant in the digital era.

CHAPTER 1: Introduction

The Eswatini Communications Commission (ESCCOM) in collaboration with the Central Statistical Office (CSO) under the Ministry of Economic Planning and Development and the Ministry of Information Communication and Technology has conducted the Information Communication and Technology Access and Use Survey (ICTAUS) 2022 in Eswatini. This is the first nationwide assessment aimed at establishing the extent of access and usage of ICTs by households and individuals undertaken by the three implementing institutions.

Innovation continues to take center stage in the ICT sector as consumer preferences continuously evolve with the changes in technologies. For instance, online news has evidently gained prominence in the country as consumers have an opportunity to gain real time updates on new developments. Over-the-top (OTT) applications such as WhatsApp, Ayoba, Messenger and Viber have equally gained prominence on account of their convenience, cost effectiveness as well as versatility and appeal. There have also been some noted changes related to affordability of ICT services arising from more innovative pricing strategies. At the same time, a number of providers of ICT services have continued to invest in new areas as well as new technologies motivated by the need to extend their coverage and to improve quality of services.

The Information Communication and Technology Access and Use Survey (ICTAUS) 2022 consisted of two survey questionnaires targeted at household and individuals' level. The household questionnaire mainly consisted of questions aimed at ascertaining the level of access to ICT services and products at household level, the individual questionnaire was meant to measure mainly the use of the ICT services and products at individual level.

Information collected in this survey covered variables of access, use and perceptions by households and individuals in the country. This information was categorized into five (5) modules namely: Telecommunications, Broadcasting, E-commerce, Postal as well as Cyber Security and Online Child Protection.

1.1 Objectives of Survey

The 2022 national survey on access and usage of ICTs by households and individuals was aimed at establishing the level of access and usage of diverse ICT services and products in Eswatini including the perceptions on quality of service and affordability. The main objectives of the survey were as follows:

- To establish the level of access and use of Information Communication and Technology (ICT) services and products by Households and Individuals in Eswatini;
- To assess the demographic dimensions related to access and use of Information Communication and Technology services and products in Eswatini;
- To examine the extent of online risks, incidents and mitigation measures (Cybercrime and Security) among households and individuals;
- To establish perceptions on quality and affordability of Information Communication and Technology services and products by individuals in Eswatini;
- To provide recommendations related to increasing access and use of Information Communication and Technology services and products in Eswatini.
- To Compile and provide Information Communication and Technology indicators for the country to meet national and international agenda.

Ultimately, all these attributes were investigated with a view of providing strategies and recommendations related to increasing access and usage of ICTs in the kingdom.

1.2 Survey Methodology

The survey relied on international best practice in undertaking similar surveys. Specifically, the survey was based on the 2014 Manual for Measuring ICT Access and Use by Households and Individuals developed by the International Telecommunications Union (ITU), a specialized agency of the United Nations. The survey was conducted in all the four regions of the country i.e. Hhohho, Manzini, Lubombo and Shiselweni, covering both rural and urban areas. A total of 2,520 households were targeted in the nationally representative sample with a response rate of 96.5 percent achieved. The households were drawn from 168 Enumeration Areas (EAs) selected from the universe of EAs in the country, identified during the Eswatini Population and Housing Census conducted in 2017.

1.3 Survey participation

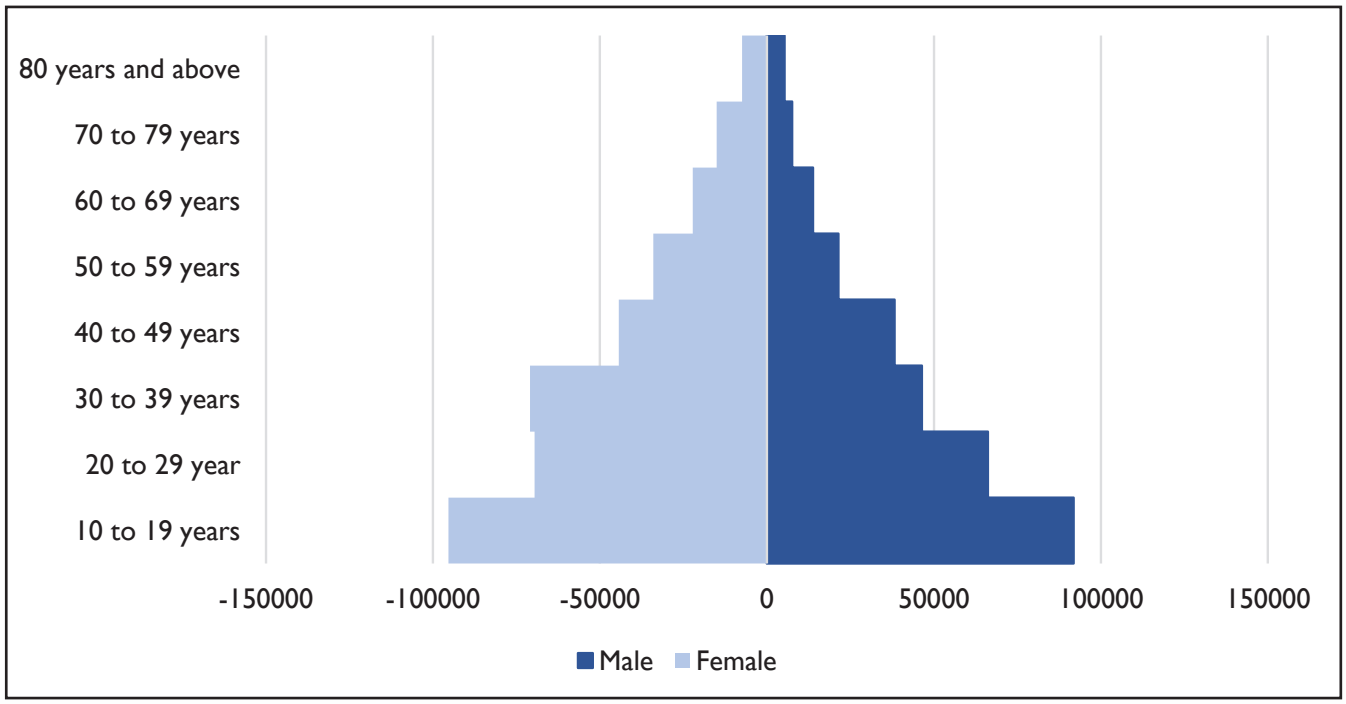
In total, the study showed that more females took part in the survey as opposed to their male counterparts. Approximately 55 percent of females took part in the study compared to about 45 percent of males. This trend is seen across all the four administrative regions of the country, with Lubombo and Shiselweni recording a high percentage of female respondents of about 57 percent, Hhohho with about 56 percent and the least was Manzini with about 53 percent.

Table 1: Proportion of individuals' participation in the Information and Communications Technology Survey (ICTAUS) by region and area of residence

		Sex		Number of household members
		Male	Female	
Eswatini	Region	44.74	55.26	687 843
Region	Hhohho	44.42	55.58	208 148
	Manzini	46.76	53.24	244 673
	Shiselweni	43.03	56.97	116 118
	Lubombo	42.69	57.31	118 906
Residence status	Urban	47.91	52.09	191 508
	Rural	43.48	56.52	496 336

The study shows that there were more respondents from the lower age groups and the number of respondent's decreases with age in both males and females. However, there is an exception with the age group 30 – 39, whereby the number of males exceed the number of females in this age group. This structure is almost similar to the country's population pyramid. Approximately 29 percent of the respondents come from the 10 – 19 age group and around 2 percent are from the age group 80 years and above (see Figure 1).

Figure 1: Pyramid Showing Individuals Age group by Sex who participated in the survey



Age distribution by region and residence status of study participants

The regional age distribution of individuals in the survey indicates that there were more young people (10-19 years) interviewed. Shiselweni recorded the highest among the 10-19 years at 34% compared to Hhohho (28%), Manzini (26%) and Lubombo (30%) other regions. Table 2 shows the sample distribution by region and residence status.

Table 2: Proportion of Individuals who participate in the survey by Region, Area of residence, and Age group.

Age groups	Total	Region				Residence status	
		Hhohho	Manzini	Shiselweni	Lubombo	Urban	Rural
10 to 19 years	28.79	28.46	25.91	34.22	30.15	19.01	32.67
20 to 29 year	20.89	21.51	22.97	19.27	17.11	25.26	19.16
30 to 39 years	18.06	18.51	19.91	13.87	17.46	25.70	15.04
40 to 49 years	12.72	13.71	13.31	9.02	13.33	15.99	11.42
50 to 59 years	8.52	8.13	8.26	9.02	9.22	8.68	8.46
60 to 69 years	5.55	5.18	4.80	7.57	5.78	2.82	6.63
70 to 79 years	3.48	3.25	3.20	3.97	3.99	1.37	4.31
80 years and above	1.95	1.20	1.63	2.98	2.87	1.12	2.28

It is worth noting that the proportion of the 10 to19 age group who participated in this survey was higher among those in rural residence compared to those in urban residence. Close to 33 percent were in rural residence and about 19 percent in urban residence. Proportion of the ages from 20 to 59 years from urban residence was found to be slightly higher than those residing in rural areas for the same age group. However, proportion of individuals aged 60 years and above residing in rural residence was slightly higher than those of the same age group residing in urban areas.

CHAPTER 2: Sample Design and Survey Methodology

2.1 SURVEY METHODOLOGY

This chapter describes the Eswatini ICTAUS 2022 methodology. It outlines detailed information on the scope and coverage of the survey and sample design, designing of survey instruments, training of trainers, pre-test of survey instruments, interviewer training process, listing and data collection, data editing and coding, data entry, data cleaning and verification, weighting and processing. The main sample design and selection was conducted with the need to produce a representative sample of households and individuals (in order to measure access and use of ICT by households and individual).

2.1.1 Scope and Coverage

The survey covered two statistical units: households and individuals. The household unit was used to elicit information about the facilities in place in the household (e.g. whether there is a computer or Internet connection). The individual unit was used to provide information on use of ICT (both at, and away from, home) and, most importantly, the nature of that use (for instance, frequency and range of activities undertaken). The primary objective of the sample design for the Eswatini ICTAUS project was to produce statistically reliable estimates of most indicators, at the national level, for urban and rural areas, and for the four regions of the country: Hhohho, Manzini, Shiselweni and Lubombo. In each of the four regions, urban and rural areas were defined as the sampling strata.

A multi-stage, stratified cluster sampling approach was used for selection of the survey sample. As the sample is not self-weighting, sample weights were used for reporting survey results.

2.1.2 The Questionnaire

Two sets of questionnaires were used in the survey: 1) a household questionnaire which was used to collect basic demographic information on all de jure household members (usual residents), the household, and the dwelling; 2) a questionnaire for individual household members administered in each household to all eligible age 10 years and older; The questionnaires included the following modules:

Household Questionnaire:

List of Household Members

Household Characteristics:

- Amenities
- Internet
- Broadcasting
- Postal Services
- Cyber Security: Child Protection

Individual Questionnaire:

Individual Characteristics: (Demographics

General, Personal Functioning)

- Internet Access and Usage
- Broadcasting Access and Usage
- E-Commerce Access and Usage
- Postal Access and Usage
- Telecomm Access and Usage
- Cyber – Security and Privacy
- User Perception: (Broadcasting, Telecom, – Postal, Courier)

2.1.3 Pre-Test

The Eswatini ICTAUS project questionnaires were based on the ITU model questionnaires, which were pre-tested by Central Statistical Office staff, including field coordinators. This served as a familiarization opportunity for all those who had roles in conducting training of field staff. Based on the results of the pre-test, modifications were made to the wording and translation of the questionnaires.

2.1.4 Training and Fieldwork

Training for the fieldwork was conducted for 3 weeks. 1.5 weeks were used for training field staff on the Paper Assisted Personal Interview (PAPI) and 1.5 weeks for the Computer Assisted Personal Interview (CAPI) and pilot testing from 14 February – 04 March 2022. Training included lectures on interviewing techniques and the contents of the questionnaires, and mock interviews between trainees to gain practice in asking questions. The interviewers and supervisors were trained on the data collection tools at one central training venue which ensured sharing of the same information and understanding of the survey objectives, instruments and expected survey output and survey ethical considerations.

2.1.5 Pilot - Test

Towards the end of the training period, trainees spent 3 days in practice interviewing at Kakhoza, Mhobodleni and Ludzeludze in March 2022. The pilot testing was done in two stages – a comprehensive field test of the questionnaire (PAPI) on a small number of respondents, who were selected to be reasonably representative of the population. The CAPI application was also tested on the second stage.

2.2 Publicity

Publicity of the ICTAUS exercise was done through field staff, local leadership, press and electronic media. To aid in identification and access, field staff were issued with letters that contained the staff's particulars, data collection identity cards and the survey information in which they were participating together with the objectives of the survey.

2.3 Listing of Households

The sampling frame (the 2017 population census) was not up-to-date, so the more recent listing of households conducted for the Multiple Indicator Cluster Survey (MICS6 2020) was used for the selection of the 2,520 households from 168 sample clusters for the MICS in order to reduce the total survey costs. Therefore, no listing of households was conducted for the ICTAUS.

The list of households from the MICS 2021/22 for each of the 168 sample EAs was used for selecting the sample households for ICTAUS. The households were sequentially numbered from 1 to N (N- being the total number of households in each enumeration area) at the Central Statistical Office, where the selection of 15 households in each enumeration area was carried out using random systematic selection procedures.

2.4 Data Collection

In respect of ICT access and use data, face-to-face interviewing enables better explanation of technical terms by the interviewer. It may also allow the interviewer to check aspects of the respondent's technical set-up, such as the type of Internet connection (for example, Fixed wireless broadband connection versus a fixe wired broadband connection or the existence of a fixed line telephone).

The data was collected by eight teams; each comprised five interviewers, one driver and a supervisor. Fieldwork began in March 2022 and was concluded in May 2022. Questionnaires were administered to sampled households, using tablets. Field team supervision was done by Team Leaders, Regional Coordinators and Project Manager.

2.5 Data Processing

Eswatini ICTAUS Data was captured using the CSPro software, Version 7.0. The data was entered in android tablets carried by the data collectors in the field. For quality assurance purposes, all the internal consistency checks were performed. Procedures and standard programs developed and adapted to the questionnaire were used throughout. Data processing began simultaneously with data collection. The

Data was cleaned and analysed using the Statistical Package for Social Sciences (SPSS) software, Version 26 and STATA, Version 17. Model syntax and tabulation plans developed by CSO were customized and used for this purpose.

Even though the integration of computer-based quality controls should improve data quality, non-sampling errors may still occur in data processing.

2.5.1 Coding and Editing

Micro-editing[1] was applied to individual records. These five different types of micro-edits: range edits, checks against reference data, skip checks, consistency checks and typographical checks were undertaken. Some errors were found during macro-editing and simply fixed by correcting using the estimation programs to establish where the errors originated.

2.5.2 Data Entry and Verification[2]

The integration of computer-based quality controls to field operations has been identified as one of the keys to improving the quality and timeliness of household surveys. Under this strategy, data entry and consistency controls were applied on a household-by-household basis as a part of field operations, so that errors and inconsistencies were solved during the interview or by means of re-visits to the households. Since data was ideally entered during fieldwork by use of tablets using CAPI programs, this data entry and verification was by default.

2.6 Sample Design

A two-stage stratified sampling design was used for the selection of sampling units/households. At the first stage, Enumeration Areas (EAs) were selected using Probability Proportional to Size (PPS) sampling method, the measure of size being the number of households according to the 2017, Eswatini Population and Housing Census. The EAs, with an average of about 100 households, constituted the primary sampling units (PSUs). The second stage involved the selection of households in selected EAs.

2.6.1 First Stage Sampling

The sampling frame for the 2022 ICT Household Survey was based on the 2017 Eswatini Population and Housing Census data. EAs with regular households (type =1) were selected across land use sectors. A sample of 168 EAs were allocated to the 4 regions of Eswatini.

2.6.2 Second Stage Sampling

A total of 2 520 households were selected from the168 EAs. Listing of households was done in the selected EAs to provide the second stage sampling frame from which the households were selected. Systematic random sampling procedure was used to select 15 households in each selected EA.

If a new household occupied a dwelling unit previously occupied by a listed household which moved outside the EA, then the new household was interviewed. Note that if a dwelling unit of a listed household was destroyed and the household remained in the EA, the household was interviewed.

1 Data editing refers to the operations that are carried out to produce a final file ready for analysis. It includes checking the validity of individual records (i.e. at the individual and household levels) as well as that of aggregates.

2 The integration of computer-based quality controls can also generate databases that are ready for tabulation and analysis in a timely fashion. Furthermore, databases may even be prepared as the survey is conducted, thus giving survey managers the ability to effectively monitor field operations.

2.7 Weighting Procedures

Data from a sample are weighted to represent the population. The initial design weight of a unit in a particular stratum is the inverse of its probability of selection. The design weights will incorporate the probability of selection at each stage, that is, weights are given to primary sampling units and to each household in them.

The Eswatini ICTAUS sample is not self-weighting. Essentially, by allocating equal numbers of households to each of the regions, different sampling fractions were used in each region since the sizes of the regions varied. For this reason, sample weights were calculated and these were used in the subsequent analyses of the survey data. Weights were derived by the multiplication of the inverse of the probabilities of selecting EAs and households. The base weights for sampled households were calculated.

2.7.1 Adjustments of Weights for Non-Response[3]

Since the number of households in each enumeration area (PSU) from the 2017 Census frame used for the first stage selection and the updated number of households in the enumeration area from the listing are generally different, individual overall probabilities of selection for households in each sample enumeration area (cluster) were calculated. A final component in the calculation of sample weights considers the level of non-response for the household and individual interviews. Where there was non-response at household level, base weights were adjusted to compensate for the non-response.

3 Design weights will often need to be adjusted to reflect non-response, unknown eligibility, out-of-scope units and/or frame problems, such as duplicate records and under coverage. It is also important to weight responses according to independent estimated distributions of the population. This form of weighting compensates for non-representativeness of the effective sample (that is, the population of respondents to the survey).

CHAPTER 3: Survey Results

3.1 Telecommunication - Internet

3.1.1 Access

This section discusses the extent of access to the internet and usage of diverse ICT products and services by households and individuals in the Kingdom of Eswatini. It highlights key trends in access and usage of ICT products and services. An attempt is also made to explain some of the key constraints to increased access and usage of ICT products and services in the country. Information presented in this section is disaggregated by region, rural/urban settlement and in most instances further analysis is provided across various demographic and socio-economic characteristics (sex, age income and disability).

3.1.1.1 Household Access to internet

This is the proportion of households with Internet access at home. The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer − it may also be by mobile telephone, tablet, PDA, games machine, digital TV etc.). Access can be via a fixed or mobile network.

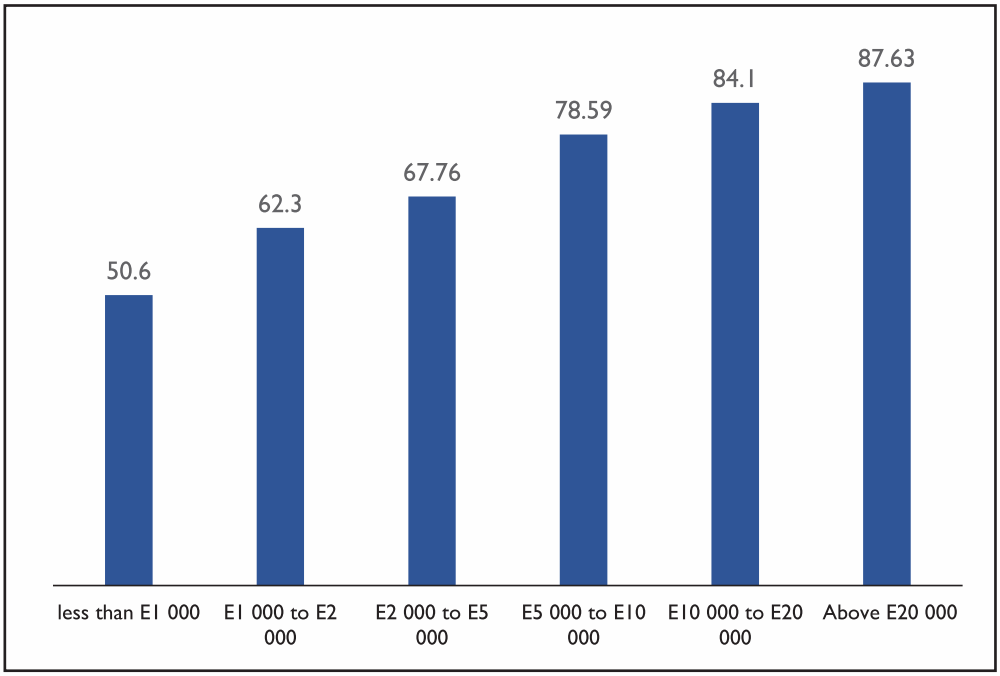
According to the study, about 67 percent of households in the country reported to have access to the internet. The region with the highest proportion of households with access to internet services is the Hhohho region at 75 percent. This is followed by Shiselweni region at 67 percent, Lubombo region at 64 percent and Manzini region 62 percent. The proportion of households with internet in the country are mostly in urban areas. About 74 percent of households in urban areas have access to internet whereas only 64 percent of households in rural areas have access to internet.

Table 3: Proportion of households with Internet by area of residence and region by income

		HC11. Does your household have access to internet?	
		Yes	No
Total		67.02	32.98
Region	Hhohho	74.50	25.50
	Manzini	62.26	37.74
	Shiselweni	66.89	33.11
	Lubombo	64.15	35.85
Residence	Urban	73.64	26.36
	Rural	63.73	36.27

Internet access is positively correlated to the level of household income. The higher the level of household income the higher the proportion of households with access to internet.

Figure 2: Proportion of households with internet by income



The distribution in Figure 3 shows the total proportion of households subscribing to internet video streaming services. Only 6.9 percent of households subscribe to internet video streaming services and the remaining 93.1 percent do not subscribe to internet video streaming services.

Figure 3: Proportion of households subscribing to internet video streaming services

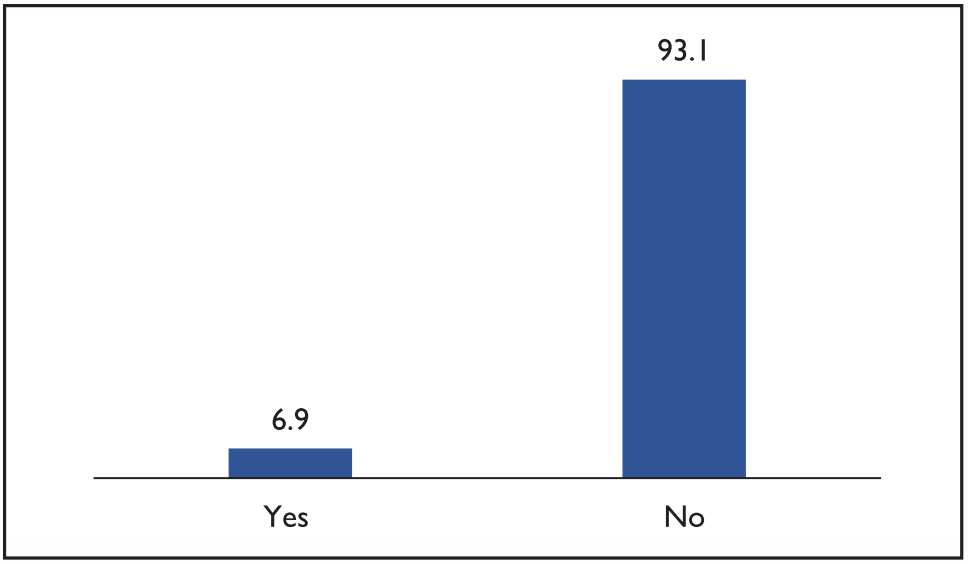


Figure 4 shows the proportion of households subscribing to internet video streaming services by region. Over 90 percent of households do not subscribe to internet video streaming services with only a small proportion of less than 10 percent of households subscribing to internet video streaming services across the regions.

Figure 4: Proportion of households subscribing to internet video streaming services by region

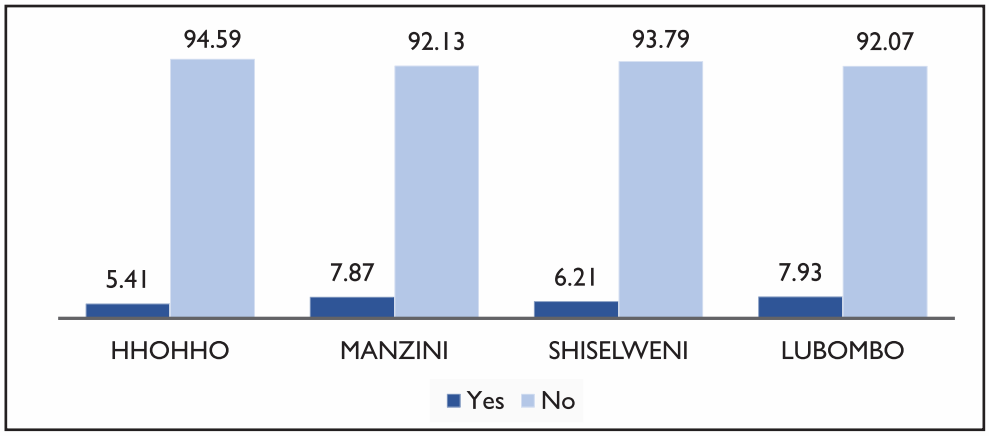
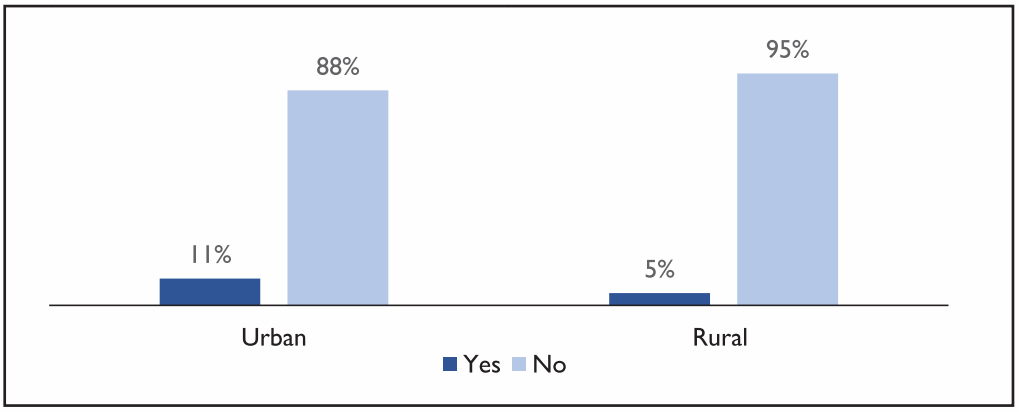


Figure 5 shows the proportion of households subscribing to internet video streaming services by residence. Most (11 %) of the households subscribing to internet video streaming services are found in urban areas compared to 5 percent for rural areas. As such 88 percent of households in urban areas and 95 percent of households in rural areas do not subscribe to internet video streaming services.

Figure 5: Proportion of households subscribing to internet video streaming services by residence



The data in Figure 6 shows the proportion of households subscribing to internet video streaming services by income. The majority of households reported not subscribing to video streaming services across all household income ranges. However, the proportion of household subscribing to video streaming services increases as the income range gets higher with households with income ranges above E20 000 showing that 26 percent subscribe to video streaming services.

Figure 6: Proportion of households subscribing to video streaming services by income range

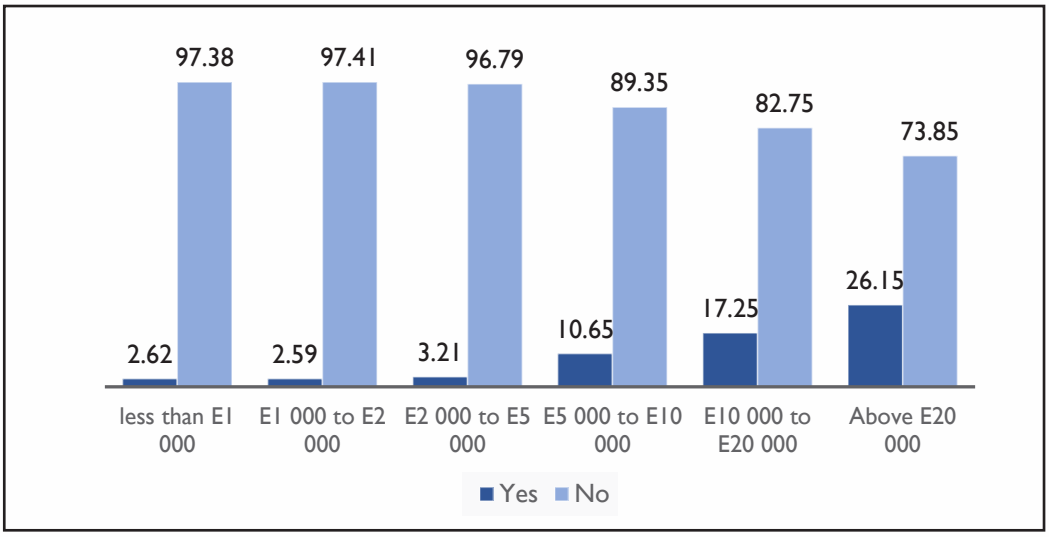
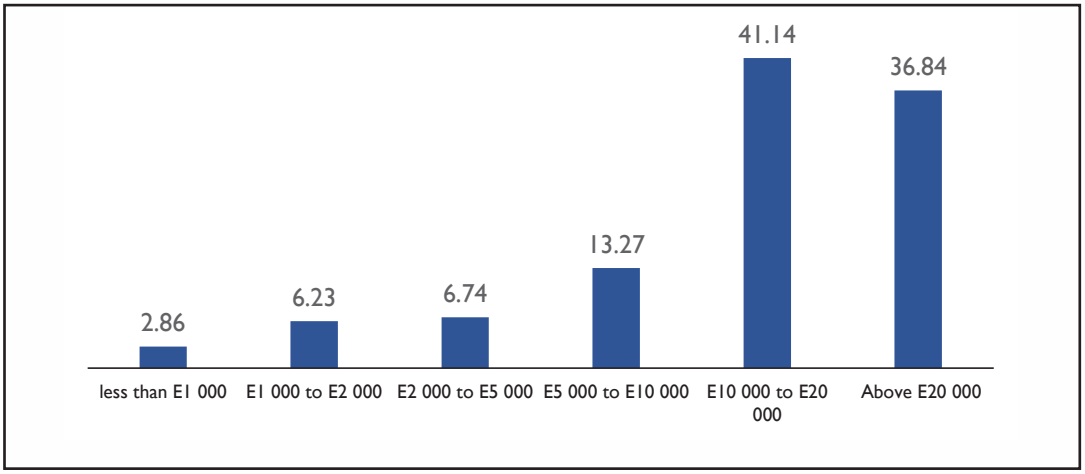


Figure 7 shows the proportion of households subscribing to internet video streaming services by expenditure. The data shows that households with high expenditure ranges of E10 000 – E20 000 and above E20 000 also have the highest proportions, with 39 percent and 34 percent of households subscribing to video streaming services.

Figure 7: Proportion of households subscribing to video streaming services by expenditure



3.1.1.2 Individual's access to Internet

Table 4 shows the proportion of individuals with access to the internet country wide. Overall, slightly over half (50.31 percent) of individuals across the country reported that they have access to the internet. Looking at the proportion of individuals with access to internet by region, both Hhohho and Manzini regions recorded a higher proportion of about 56 percent and 55 percent respectively. The Lubombo region recorded a proportion of about 42 percent and Shiselweni region only recorded about 40 percent of the population with access to the internet.

There is a slightly higher proportion (51 percent) of the male population that have access to internet compared to 49 percent for females. The urban and rural comparison showed that 67 percent of the population living in urban areas have access to internet compared to only 43 percent of the population living in rural areas. Thus, in urban areas 33 percent reported having no access to internet while 57 percent reported the same for rural areas. The country has a majority of the population living in rural areas than urban areas.

Table 4: Proportion of individuals with access to the Internet - Sex, disability, Age groups, income, postal services usage

		Do you have access to internet		
		YES	NO	Total
Total		50.31	49.69	100.00
Region	Hhohho	55.71	44.29	100.00
	Manzini	55.04	44.96	100.00
	Shiselweni	39.54	60.46	100.00
	Lubombo	41.81	58.19	100.00
Residence	Urban	66.68	33.32	100.00
	Rural	43.83	56.17	100.00
Sex	Male	51.41	48.59	100.00
	Female	49.43	50.57	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	55.36	44.64	100.00
	Some difficulties	42.96	57.04	100.00

Internet Access by Disability Status

In Figure 8, internet access among people living with disability in Eswatini, disability defined as being having difficulty in using a part/s of the body. These are individuals with difficulties in doing certain activities such as walking or eating. Individuals with limitations in participation are individuals with societal restrictions with regards to involvement in any area of life such as being discriminated against in employment or transportation. Formally, any of the three areas described above are considered as some form of disability.

According to the study, only 43 percent of individuals people among people living with disability reported to have access to the internet, compared to 55 percent of individuals who are living with no disability in Eswatini.

Figure 8: % Individual Internet Access by Disability Status

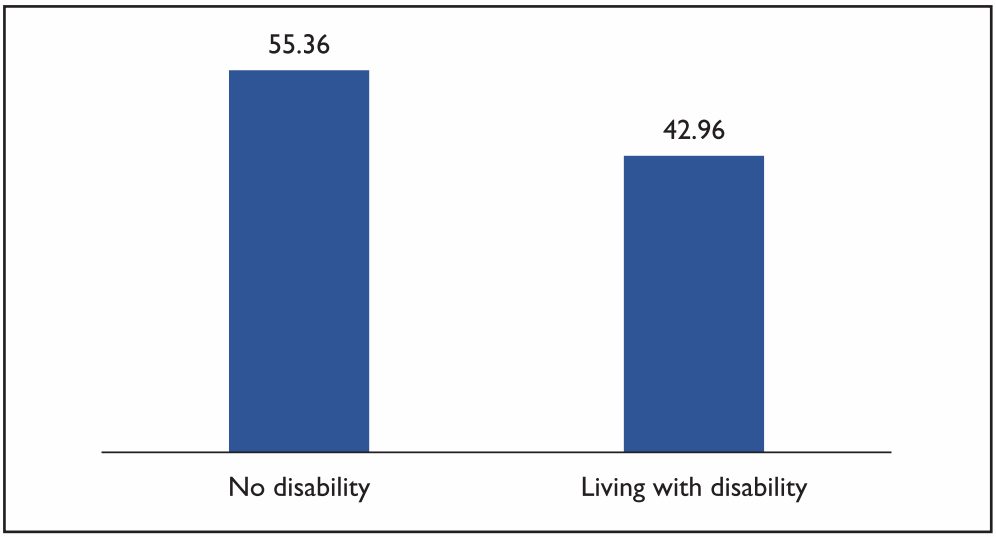
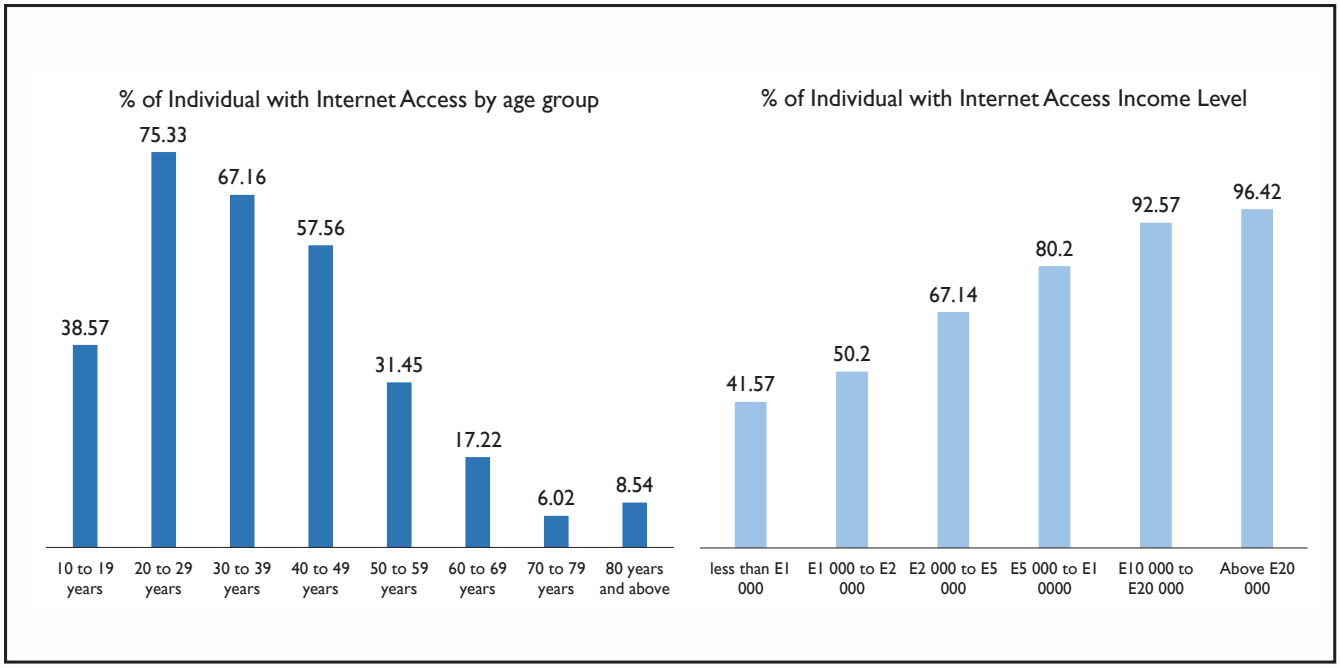


Figure 9 shows the proportion of individuals with access to internet by age group and level of income. There is an observed negative correlation between internet access and age, the higher the age the lower

the internet access. On the other hand, there is a positive correlation between internet access and individuals' level of income. The higher the income level the higher the proportion of individuals with access to the internet.

Figure 9: Proportion of Individuals with Internet Access by Age and Income



3.1.2 Internet Use

3.1.2.1 Individuals' use of Internet in the past 3 months

Proportion of individuals using the Internet, this indicator measures the frequency of Internet use by individuals who used the Internet from any location in the last three months. The Internet being the worldwide public computer network, that provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used. Access can be via a fixed or mobile network.

The proportion of individuals with internet access who used the internet in the past three months in Eswatini according to the study was reported at 89.83 percent. The highest proportion of individuals who reported to have used the internet within the past 3 months were from urban areas. Urban areas recorded a proportion of 95.60 percent of individuals who used the internet in the past 3 months. In the rural areas, the proportion who reported to have used the internet was reported at 86.36 percent.

Among the male population, 90.15 percent reported to have used internet within the past 3 months compared to 89.56 percent reported among the female population. This indicated an insignificant gender gap internet usage in Eswatini. The study showed no disparity between people living with disability and those living without disability, as reported at 89.91 percent and 89.79 percent respectively.

Table 5: Proportion of individuals who use the Internet (past 3 months)- Sex, disability

		In the last 3 months, have you used internet from any location		
		YES	NO	Total
Total		89.83	10.17	100.00
Region	Hhohho	84.03	15.97	100.00
	Manzini	90.18	9.82	100.00
	Shiselweni	96.71	3.29	100.00
	Lubombo	95.54	4.46	100.00
Residence	Urban	95.60	4.40	100.00
	Rural	86.36	13.64	100.00
Sex	Male	90.15	9.85	100.00
	Female	89.56	10.44	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	89.79	10.21	100.00
	Some difficulties	89.91	10.09	100.00

Regarding the proportion of individuals who used the Internet (past 3 months) by region, the data indicates that most individuals reported that they have used the internet within the past 3 months across all regions. Shiselweni region recorded the highest proportion of over 96 percent of individuals who used the internet in the past 3 months, followed by Lubombo region at 95 percent, Manzini region at 90 percent and Hhohho region at 84 percent. However, the highest proportion of those who reported not to have used internet in the past 3 months was in Hhohho region with 15 percent followed by Manzini region 10 percent, Lubombo region at 4 percent and Shiselweni region 3 percent.

Figure 10: Proportion of Individuals who have used the Internet in the past 3 months by region

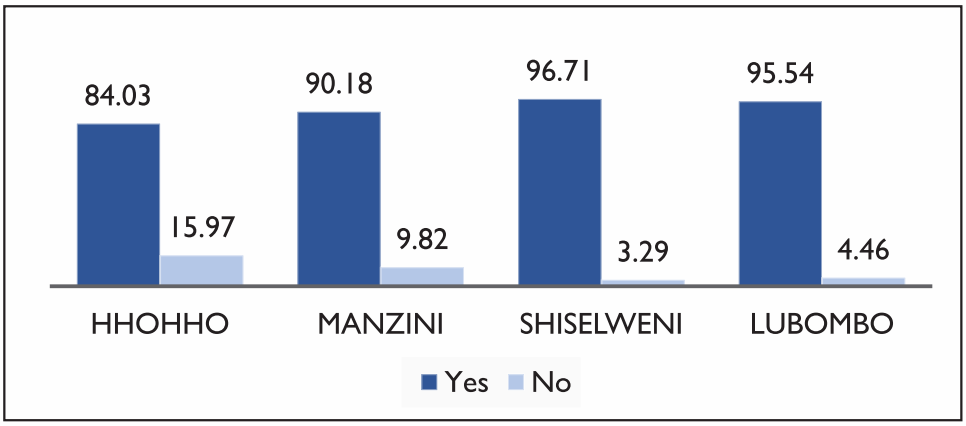
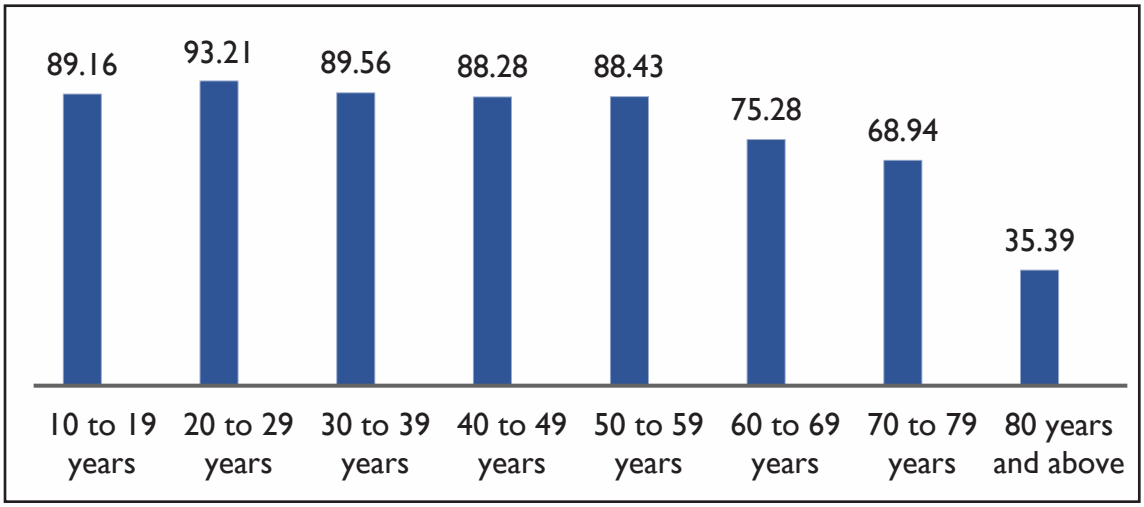


Figure 11 shows the proportion of individuals who used the Internet (past 3 months) by age groups. The data shows that the proportion of individuals who have used the internet is high in almost all the age groups but starts to decline as from age 60 and above. The highest proportion of individuals who used the internet in the past 3 months is among the 20 to 29 years at 93 percent. This is followed by age group 10 to 19 years and 30 to 39 years at 89 percent and 90 percent, respectively. Population in the age groups

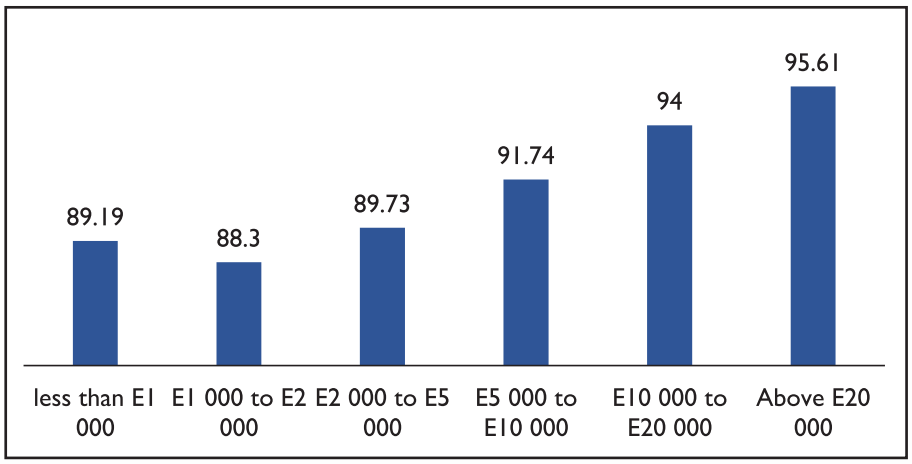
40 to 49 years and 50 to 59 years reflected that 88 percent used the internet in the past 3 months. It is worth noting that age group 80 years and above reported the lowest proportion of internet usage in the past 3 months at about 35 percent.

Figure 11: Proportion of individual who used internet in the past 3 months by age



The is an observed positive correlation in proportion of individuals who use the internet and the level of income. The higher the income level, the higher the proportion of individuals who use the internet as shown in Figure 12.

Figure 12: Proportion of individual who use internet by level of income



3.1.2.2 Internet use by location (past 3 months)

Table 6 shows proportion of individuals who use the Internet by location (past 3 months) and region. The data shows that a majority of the individuals use the internet from their homes (85.25%) followed mostly by at work (8.31%). Over 80 percent of the individuals across all the regions indicated that they use internet at their home (location). The highest proportion of those who use the internet at home was in Lubombo (93 percent) followed by Shiselweni (86 %) and Hhohho (85 %) with the lowest in Manzini (81 %). Individuals who access internet at places of work were highest in Manzini (9 percent) followed by both Hhohho and Shiselweni (8 %) and Lubombo (3 %).

In both urban and rural areas, the highest proportion were using internet at home as depicted by 84 percent for urban users and 85 percent for rural users. A higher proportion of urban users also use internet at work compared to those in rural areas as reflected by proportions of 11 percent and 6 percent respectively. In both urban and rural areas very, few individuals use internet at another person's home or in public facilities.

The female population reported a higher proportion (86 %) than males (83 %) of individuals accessing internet at home. The proportion of male population who access internet at work are more than female population at 10 percent compared to 6 percent. A higher proportion of females than males use the internet at a place of education with figures of 4 percent and 3 percent respectively. Among both males and females very few individuals indicated that they use internet at a public facility or another person's home.

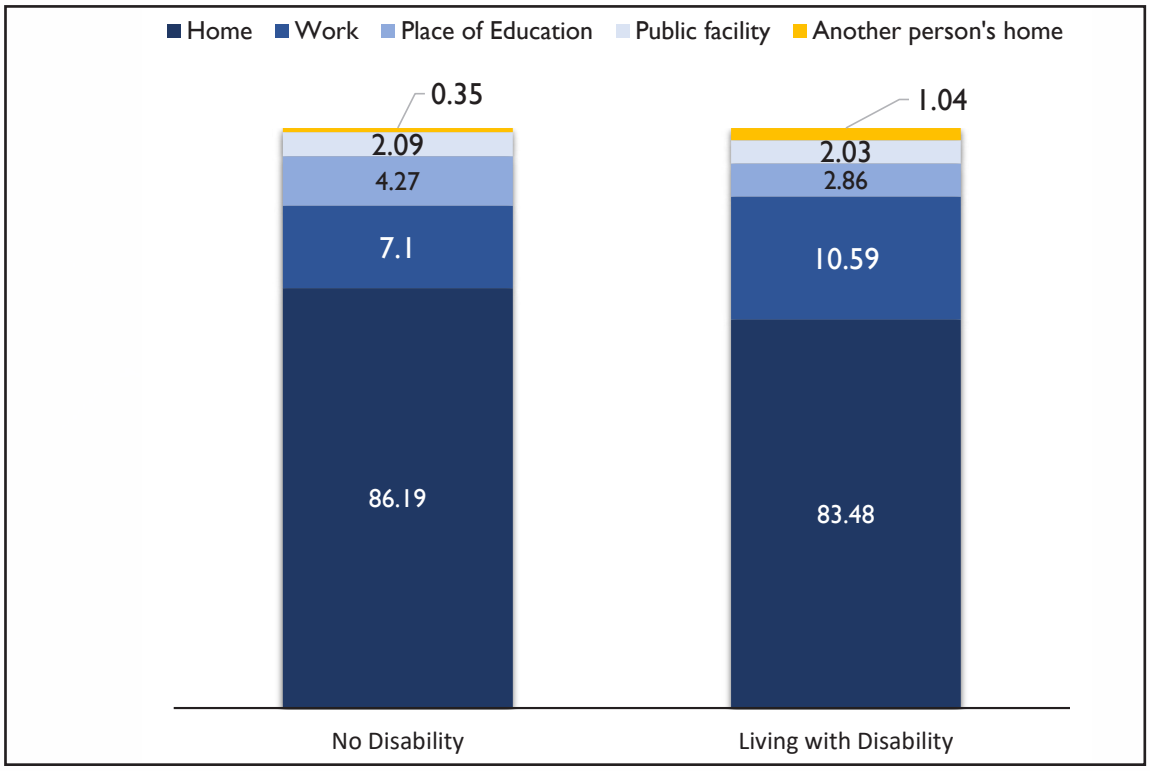
A majority of the population across the different age groups reported using the internet mostly at home. The proportion ranged from 85 percent for 10-19 age group up to 100 percent for the 80 years and above age group. Individuals who use internet at work are mostly the middle working age group of between 20 and 59 years of age.

Table 6: Proportion of individuals who use the internet by location (past 3 months) by region and sex

		Place where Internet is used					Percent
		Home	Work	Place of Education	Another person home	Public facility	Total
Total	Total	85.25	8.31	3.78	0.59	2.07	100.00
Region	Hhohho	81.47	9.75	2.98	0.55	5.25	100.00
	Manzini	86.26	8.04	4.11	0.61	0.98	100.00
	Shiselweni	93.44	3.16	2.77	0.19	0.44	100.00
	Lubombo	82.58	10.89	5.39	0.97	0.17	100.00
Residence status	Urban	84.22	11.30	3.17	0.16	1.15	100.00
	Rural	85.94	6.32	4.18	0.87	2.69	100.00
Sex	Male	83.31	10.18	3.26	0.36	2.89	100.00
	Female	86.89	6.72	4.22	0.78	1.38	100.00
Age groups	10 to 19 years	85.76	1.92	8.78	0.43	3.11	100.00
	20 to 29 year	86.10	6.70	4.42	0.50	2.28	100.00
	30 to 39 years	82.23	13.36	1.46	0.55	2.39	100.00
	40 to 49 years	86.05	12.54	0.49	0.93	0.00	100.00
	50 to 59 years	85.66	13.46	0.00	0.88	0.00	100.00
	60 to 69 years	95.15	0.00	0.00	0.00	4.85	100.00
	70 to 79 years	92.27	0.00	0.00	7.73	0.00	100.00
	80 years and above	100.00	0.00	0.00	0.00	0.00	100.00
Income	less than 1000	87.53	3.06	5.62	0.75	3.04	100.00
	1000 to 2000	82.99	11.17	4.07	0.74	1.04	100.00
	2000 to 5000	86.24	12.16	0.83	0.21	0.55	100.00
	5000 to 10000	83.15	15.06	1.38	0.00	0.41	100.00
	10000 to 20000	71.70	24.45	0.00	1.00	2.85	100.00
	Above 20000	81.00	17.15	1.85	0.00	0.00	100.00

Figure 13 shows the proportion of individuals who use the internet by location (past 3 months) and by disability. The population of Individuals having no difficulties mostly use the internet at home similar to those with some difficulties as shown by proportions of 86 percent and 83 percent respectively. A lower proportion of 10 percent use the internet at workplace for those with some difficulties and 7 percent for those with no difficulty. Usage of internet at another person's home or public place was low among both population groups.

Figure 13: Proportion of individuals who use the internet by location and disability status



3.1.2.3 Internet use by type of usage (past 3 months)

Table 7 shows the proportion of individuals who use the Internet by type of usage (past 3 months) in Eswatini by region. Most of the population use internet mainly for access to information (35.03%), communication (27.56%), entertainment (26.16%) and Learning (7.97%).

Comparison by region showed that in Shiselweni most individuals use the internet for access to information as shown by proportion of 43 percent, followed by 37 percent for Manzini, 30 percent for Hhohho and 29 percent for Lubombo. Slight variations are indicated for Lubombo where most individuals use the internet for communication as indicated by a proportion of 42 percent. Hhohho region and Manzini region recorded 29 percent of the population also using the internet for entertainment and digital content consumption, while Lubombo recorded the least at 17 percent. It is worth noting that Shiselweni reported the highest proportion at 10 percent of individuals using the internet for learning purposes.

Table 7: Proportion of individuals who use the Internet by type of usage (past 3 months) by region

	Access to information	Communication, civic participation and collaboration	E-commerce, trade and transactions	Learning	Professional life	Entertainment, digital content consumption	Digital content creation
Total	35.03	27.56	0.38	7.97	2.77	26.16	0.12
Hhohho	30.95	26.84	0.64	7.48	4.86	29.01	0.22
Manzini	37.25	23.39	0.23	7.74	1.98	29.41	0
Shiselweni	43.78	24.05	0.48	10.44	1	20.04	0.22
Lubombo	29.36	42.86	0.2	7.28	2.34	17.81	0.15

Table 8 shows proportion of individuals who use the internet by type of usage (past 3 months) by sex. Both males and females use the internet mostly for access to information as shown by proportions of 36 percent and 33 percent respectively. However, among females the second largest proportion of 30 percent use the internet for communication, civic participation and collaboration followed by 25 percent for entertainment, digital content consumption. Among males, the second largest proportion of 27 percent use the internet for entertainment, digital content consumption followed by 24 percent for communication, civic participation and collaboration.

Across both males and females there is a low usage of internet for e-commerce, trade and transactions, professional life and digital content creation. Usage of internet for learning purposes has a relative proportion of 7 percent for males and 8 percent for females.

Table 8: Proportion of individuals who use the Internet by type of usage (past 3 months) by sex

	Access to information	Communication, civic participation and collaboration	E-commerce, trade and transactions	Learning	Professional life	Entertainment, digital content consumption	Digital content creation
Male	36.62	24.58	0.23	7.69	3.48	27.25	0.15
Female	33.68	30.09	0.52	8.21	2.18	25.23	0.09

Table 9 shows percent distribution of individuals who use mobile internet, by type of usage and age groups. Across all age groups, the highest proportion use the internet for Access to information with proportions ranging from 29 percent to a high of 58 percent. The second highest proportions across all age groups (except 20 to 29 years and 50 to 59 years), use the internet for communication, civic participation and collaboration. Age groups 20 to 29 years and 50 to 59 years have a second highest proportion of individuals using the internet for entertainment and digital content consumption as well.

Table 9: Proportion of individuals who use the Internet by type of usage (past 3 months) and age group

Age in years	Access to information	Communication, civic participation and collaboration	E-commerce, trade and transactions	Learning	Professional life	Entertainment, digital content consumption	Digital content creation
10 to 19 years	29.73	27.1	0	17.16	0.12	25.65	0.23
20 to 29 year	36.95	24.55	0.12	7.57	2.03	28.56	0.22
30 to 39 years	33.99	30.77	0.76	5.25	4.16	25.06	0
40 to 49 years	38.4	29.1	0.89	2.87	5.33	23.41	0
50 to 59 years	35.6	28.08	0.69	1.44	4.82	29.37	0
60 to 69 years	48.09	33.36	0	0	2.42	16.12	0
70 to 79 years	58.91	20.69	0	0	0	20.4	0
80 years and above	42.62	33.51	0	0	0	23.86	0

Table 10 shows the proportion of individuals who use the internet by type of usage (past 3 months) by disability. Among both the population of Individuals having no difficulties and some difficulties the highest proportion reported to be using internet for access to information as shown by proportions of 35 percent and 34 percent respectively. The second largest proportion for those with no difficulty use the internet for entertainment, digital content consumption at 27 percent followed by communication, civic participation and collaboration at 26 percent. Among the population of Individuals living or having some difficulties using part of their body, the second largest group use the internet for communication, civic participation and collaboration entertainment at 31 percent followed by entertainment, digital content consumption with a proportion of 25 percent. Very few individuals among both groups use the internet for e-commerce, trade and transaction digital content creation.

Table 10: Proportion of individuals who use the Internet by type of usage (past 3 months) by disability

	Access to information	Communication, civic participation and collaboration	E-commerce, trade and transactions	Learning	Professional life	Entertainment, digital content consumption	Digital content creation
No difficulty	35.5	25.74	0.25	9.26	2.24	26.93	0.09
Some difficulties'	34.15	31	0.64	5.55	3.78	24.7	0.18

3.1.2.4 nternet use at home by type of technology (Fixed or Mobile)

Figure 14 shows the proportion of individuals who use the internet at home by type of technology (Fixed or Mobile). The majority of the individuals use the internet at home through mobile internet connection. Mobile internet accounts for about 94 percent while fixed wired internet and fixed wireless internet accounts for about 3 percent of the population that uses internet at home.

Figure 14: Proportion of individual who use the internet at home by type of technology (Fixed or Mobile)

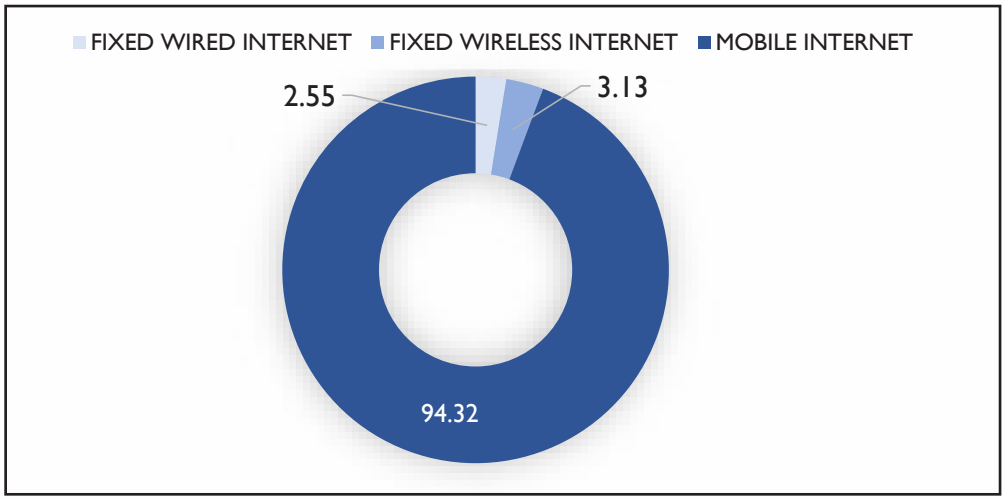


Figure 15 shows the proportion of individuals who use the internet at home by type of technology (Fixed or Mobile) by Residence. The population living in rural areas indicated that 96.62 percent with internet facilities at home use mobile internet, 2.47 percent use fixed wireless internet and 0.91 percent use fixed wired internet connection. The population living in urban areas reported that 89 percent use mobile internet, 6.30 percent use fixed wired internet and 4.64 percent.

Figure 15: Proportion population who use the internet at home by type of technology or mobile by residence

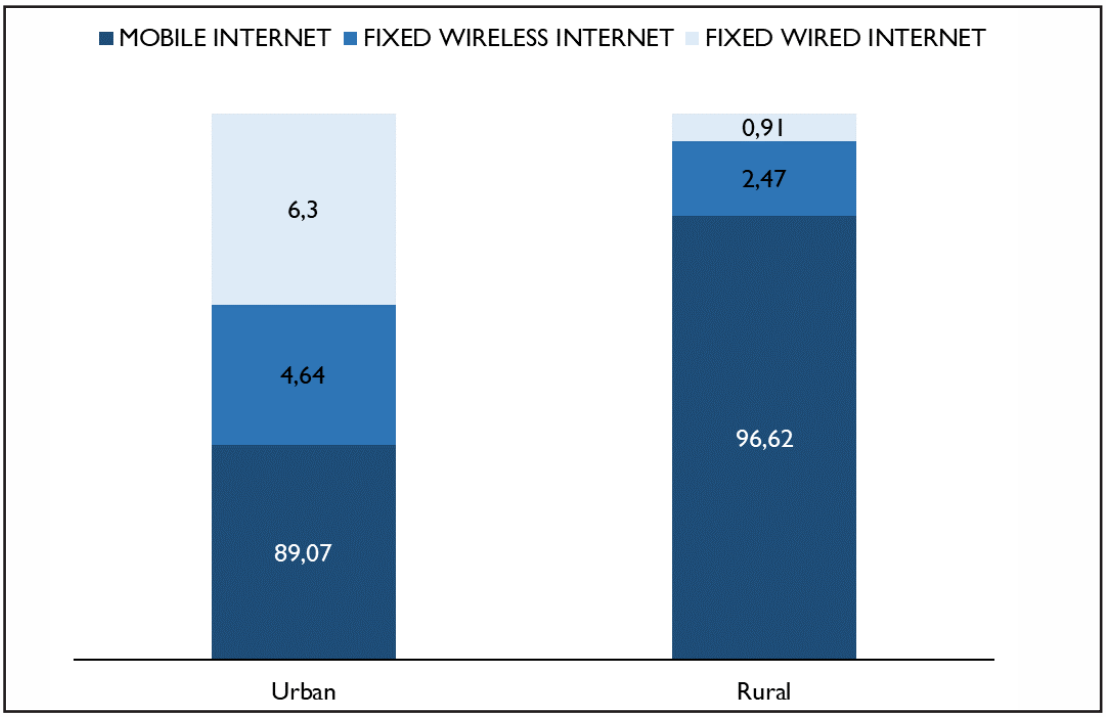


Figure 16 shows the proportion of individuals who use the internet at home by type of technology (Fixed or Mobile) and sex. Among both male and female population 94 percent use mobile internet. However, the proportion using fixed wireless internet is 3 percent for females and 2 percent for males. Almost the same proportion uses fixed wired internet among both males and females with slightly over 2 percent using this type of technology.

Figure 16: Proportion of individuals who use the internet at home by type of technology and sex

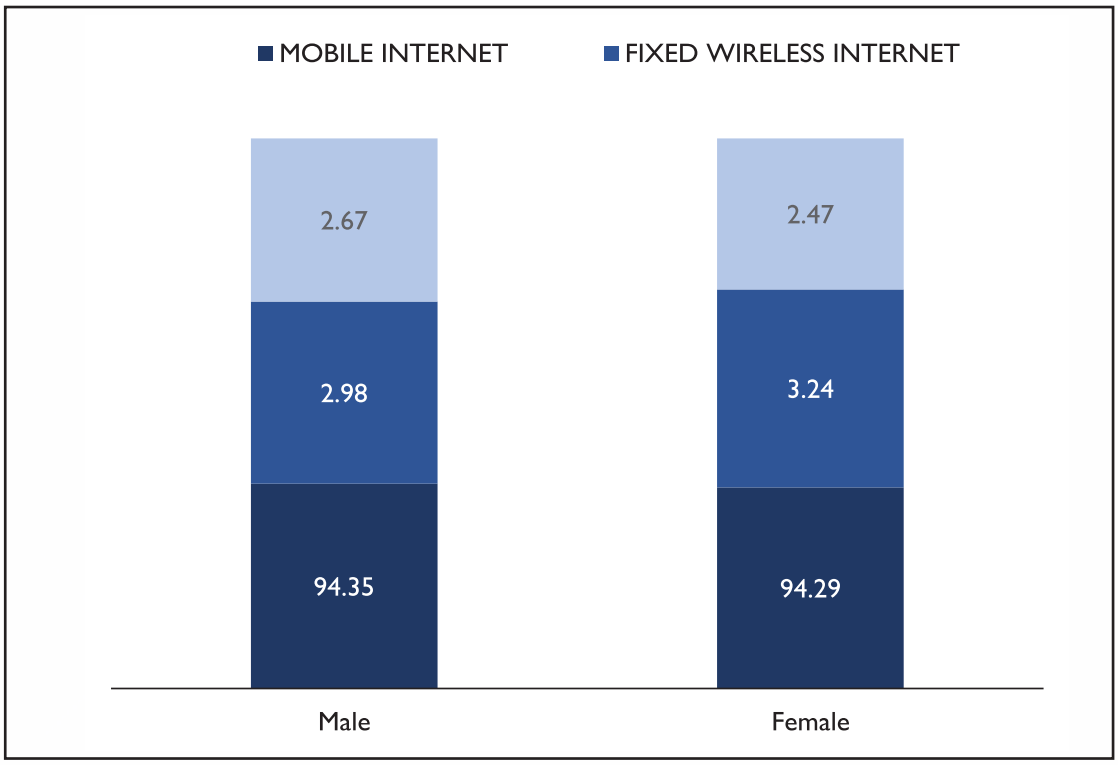


Figure 17 shows the proportion of individuals who use the internet at home by type of technology (Fixed or Mobile) by region. Across all regions most individuals use mobile internet with the lowest proportion being Hhohho at about 93 percent and highest Shiselweni region at about 97percent. Fixed wired internet has very low uptake with the highest being 3 percent for Lubombo region. Fixed wireless internet follows the same pattern as that of fixed wired internet. Hhohho region shows the highest proportion of about 4 percent using this type of technology.

Figure 17: Proportion of individual who use the internet at home by type of technology (Fixed or Mobile) by region

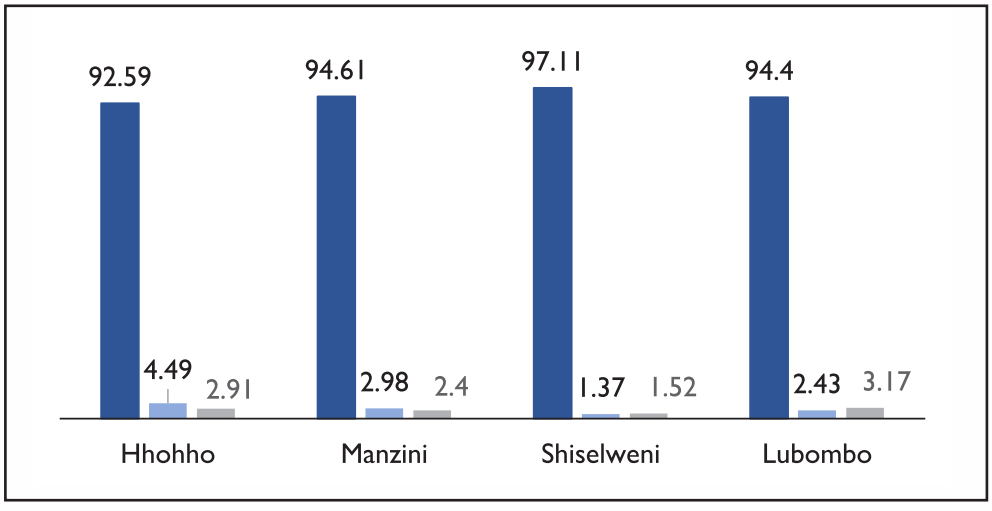
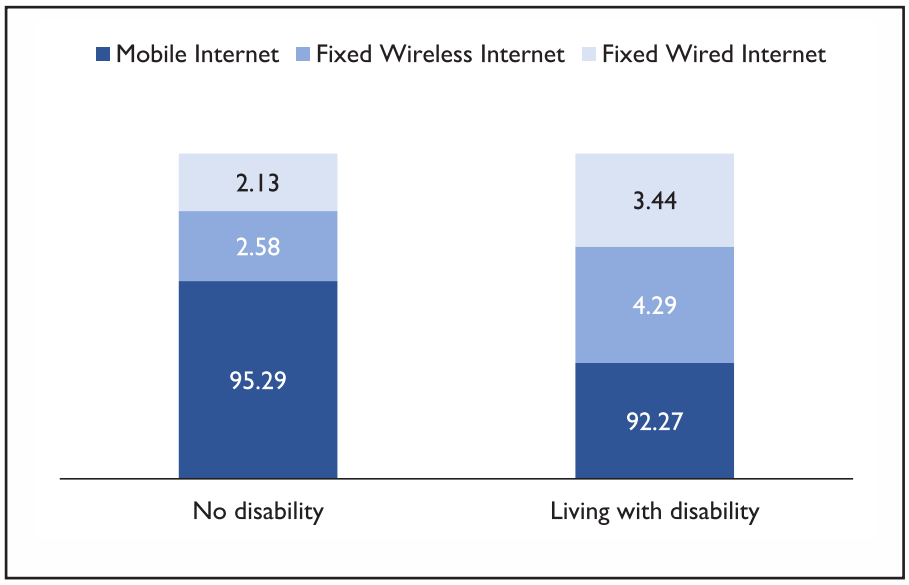


Figure 18 shows the proportion of Individuals who use the Internet at home by type of technology (Fixed or Mobile) and disability. The majority of individuals both from those having no difficulties and Individuals living or having some difficulties, had the highest proportions using mobile internet reflecting 95 percent and 92 percent respectively. Very few individuals reported using fixed wireless internet and fixed wired internet among both population groups.

Figure 18: Proportion of individual who use the internet at home by type of technology (fixed or mobile) by disability



3.1.2.5 Main Reasons for not having Internet access

The indicator, proportion of individuals who do not have internet access by main reason, measures the barriers to Internet access for individuals. Figure 19 shows the proportion of Individuals who do not have internet access by main reason. The majority of individuals, a proportion 45 percent reported that they do not need internet as the main reason for not having internet access. The second highest reason mentioned was the cost of the equipment being too high as reported by 28 percent of individuals. The third highest reason was that internet is not available in the area as reported by 21 percent of individuals. The remainder, 6 percent cited other various reasons for not having internet access.

Figure 19: Proportion of Individuals who do not have internet access by main reason

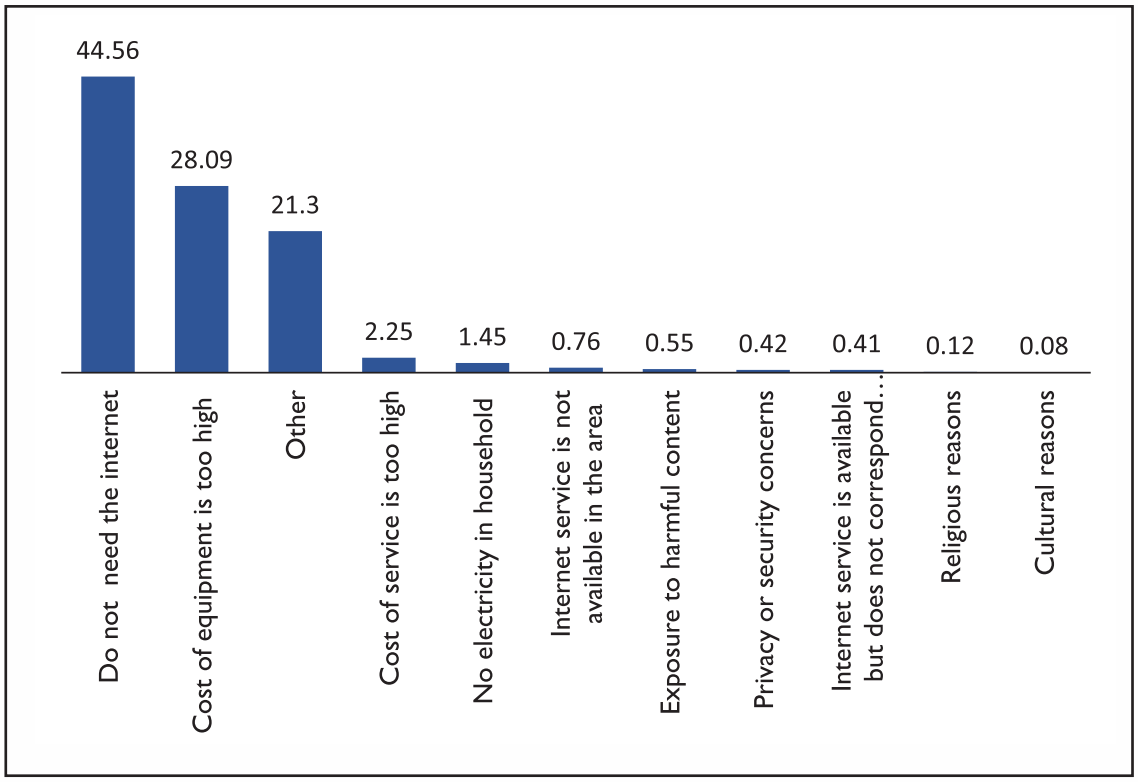


Table 11 shows the proportion of individuals who do have internet access by main reason and region. Across all regions, the main reason reported by individuals during the survey for not having internet access was that they do not need the internet. Hhohho region reported the highest proportion at 55 percent followed by Lubombo at 52 percent, Shiselweni at 45 percent and Manzini at 33 percent.

Similarly, in all regions except Manzini, the second highest reason mentioned for not accessing the internet was that the cost of the internet equipment is too high. Shiselweni region had the highest proportion of individuals comprising 33 percent followed by Lubombo 32 percent, Hhohho 27 percent and Manzini 23 percent.

Table 11: Proportion of Individuals who do not have internet access by region and main reason

	Do not need the internet	Cost of the equipment is too high	Cost of the service is too high	Privacy or security concerns	Internet service is not available in the area	Internet service is available but does not correspond to	Cultural reasons	Exposure to harmful content	No electricity in household	Religious reasons	Other (specify)
Hhohho	54.83	26.96	0.77	0.14	0.26	1.14	0	0.66	0.96	0.27	14.02
Manzini	32.64	23.01	2.23	0.57	0.79	0	0.09	0.1	1.42	0	39.17
Shiselweni	43.65	33.16	4.43	0.56	0.59	0.13	0.25	1.24	3.44	0.23	12.31
Lubombo	51.5	32.64	2.02	0.42	1.49	0.45	0	0.46	0.17	0	10.86

Table 12 shows the proportion of Individuals who do not have internet access, by main reason by residence. In both urban and rural areas, the main reason mentioned was that they do not need internet as shown by proportions of 40 percent and 46 percent respectively.

The second largest reason for not having internet access was reported to being the cost of equipment being high, recording about 29 percent in urban areas and 28 percent in rural areas. The third largest group mentioned other various reasons for not having internet access, with a proportion of 27 percent in urban areas and 20 percent in rural areas.

Table 12: Proportion of Individuals who do not have internet access, by main reason and residence

	Do not need the internet	Cost of the equipment is too high	Cost of the service is too high	Privacy or security concerns	Internet service is not available in the area	Internet service is available but does not correspond to need	Cultural reasons	Exposure to harmful content	No electricity in household	Religious reasons	Other (specify)
Urban	39.96	28.79	2.63	0.87	0	0.22	0	0	0.61	0	26.91
Rural	45.64	27.92	2.16	0.32	0.93	0.46	0.1	0.68	1.64	0.15	19.99

Table 13 shows the proportion of Individuals who do not have internet access, by main reasons by sex. The majority of both male (45%) and female (43%) population reported that they do not need the internet. Similarly, among both males (29%) and females (28%) mentioned that they do not have internet access because the cost of equipment is too high. Other reasons mentioned by both males and females for not having internet access were the cost of services being too high and lack of electricity in households.

Table 13: Proportion of Individuals who do not have internet access, by main reason and sex

	Do not need the internet	Cost of the equipment is too high	Cost of the service is too high	Privacy or security concerns	Internet service is not available in the area	Internet service is available but does not correspond to need	Cultural reasons	Exposure to harmful content	No electricity in household	Religious reasons	Other (specify)
Male	43.81	28.6	2.08	0.59	0.88	0.51	0	0.59	1.42	0.09	21.43
Female	45.14	27.69	2.38	0.29	0.66	0.34	0.15	0.52	1.47	0.14	21.21

Table 14 shows the proportion of Individuals who do not have internet access by main reason and by Age group. There is a positive correlation between age and the proportion of individuals who do not have internet access because they do not need the internet, the older the age group the higher the proportion of individuals who reported to not have a need for the internet. Individuals younger than forty (40) years recorded the highest proportion of individuals who cited the cost of communication as their main reason for not having internet access.

Table 14: Proportion of Individuals who do not have internet access by main reason and age group

	Do not need the internet	Cost of the equipment is too high	Cost of the service is too high	Privacy or security concerns	Internet service is not available in the area	Internet service is available but does not correspond to need	Cultural reasons	Exposure to harmful content	No electricity in household	Religious reasons	Other (specify)
10 to 19 years	33.37	33.65	2.82	0.18	0.51	0.36	0.07	0.83	1.29	0	26.91
20 to 29 years	32.91	43.32	2.56	1.44	1.16	0.41	0.3	0.26	2.5	0	15.13
30 to 39 years	39.09	36.47	3.82	0	0.97	0.49	0	0.14	0.79	0.6	17.62
40 to 49 years	49.73	26.5	1.99	0.25	0.94	1.7	0	0.34	1.58	0	16.97
50 to 59 years	57.99	17.83	1.89	1.23	0.72	0	0	0.76	1.45	0	18.14
60 to 69 years	63.11	12.42	0.7	0	0.91	0	0.28	0.59	0.99	0.24	20.77
70 to 79 years	62.64	9.43	0.36	0.59	0.71	0	0	0	2.63	0.38	23.26
80 years and above	65.92	14.5	0	0	0.53	0	0	0.88	0.75	0	17.42

Table 15 shows the proportion of individuals who do not have internet access by main reason and by disability. The main reason reported for not having internet access among individuals without any disability and individuals living with a disability was that they do not need the internet. The proportion was higher among individuals living with a disability at 51 percent compared to those with no disability at 39 percent. Similarly, among both population groups the second highest reason cited was the high cost equipment. The proportion who mentioned this reason among individuals with no disability was 31 percent and among those living with disability was at 25 percent.

Table 15: Proportion of Individuals who do not have internet access, by main reason and by disability

	Do not need the internet	Cost of the equipment is too high	Cost of the service is too high	Privacy or security concerns	Internet service is not available in the area	Internet service is available but does not correspond to need	Cultural reasons	Exposure to harmful content	No electricity in household	Religious reasons	Other (specify)
No difficulty	39.12	30.73	2.42	0.48	0.91	0.46	0.11	0.59	1.76	0.13	23.28
Some difficulties	50.77	25.08	2.06	0.35	0.58	0.36	0.06	0.51	1.09	0.1	19.05

3.1.2.6 Individual mobile internet Use

This is the proportion of individuals who use the Internet from any location via a mobile internet network. Figure 20 shows proportion of individuals who use mobile internet. A majority of 97 percent of individuals who use the internet, indicated that they use mobile internet while the remaining 3 percent use fixed internet.

Figure 20: Proportion of individuals who use mobile internet

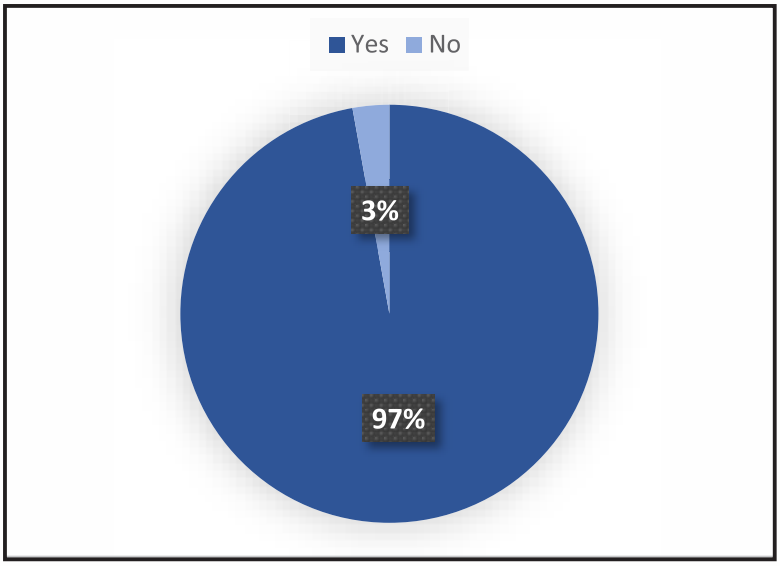


Figure 21 shows the proportion of Individuals who use mobile internet by region. The trend shows that the highest proportion of individuals use mobile internet across all regions. This proportion ranges from 95 percent for Manzini to a high of 98 percent for Shiselweni and Hhohho regions.

Figure 21: Proportion of Individuals who use mobile internet - Region

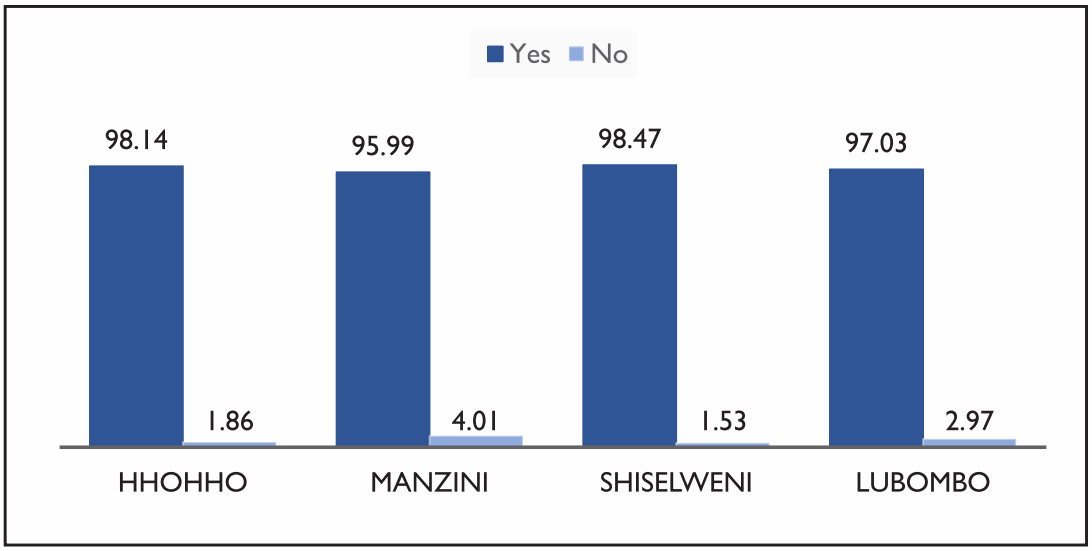


Figure 22 shows the proportion of individuals who use mobile internet by sex. The proportion who use mobile internet is slightly higher among females than males as reflected by 98 percent for the female population and 97 percent for male population.

Figure 22: Proportion of Individuals who use mobile internet by sex

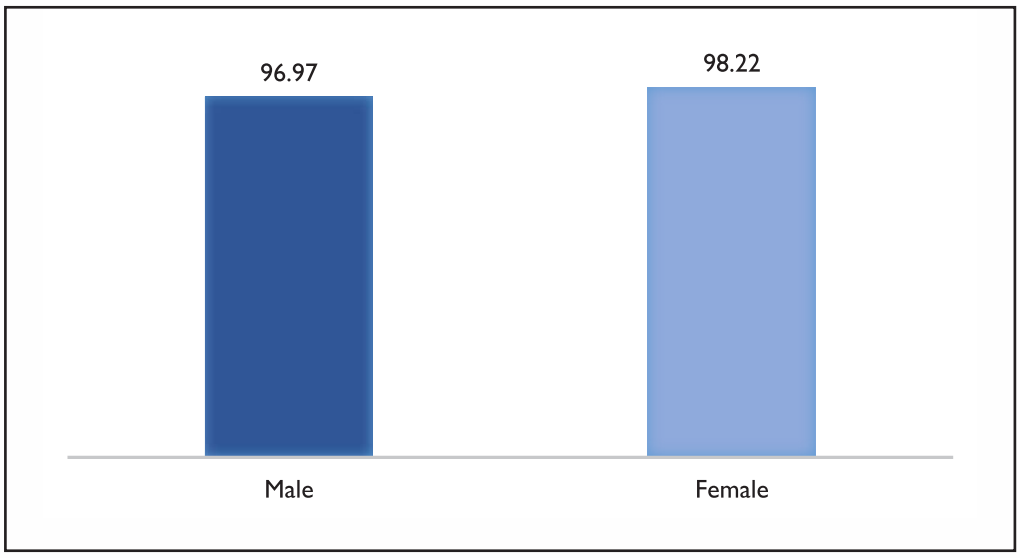


Figure 23 shows the proportion of individuals who use mobile internet by rural and urban settlement. The proportion of individuals who use mobile internet is slightly higher among the rural population compared to the urban population, as reported at 98 percent and 97 percent respectively.

Figure 23: Proportion of Individuals who use mobile internet by residence

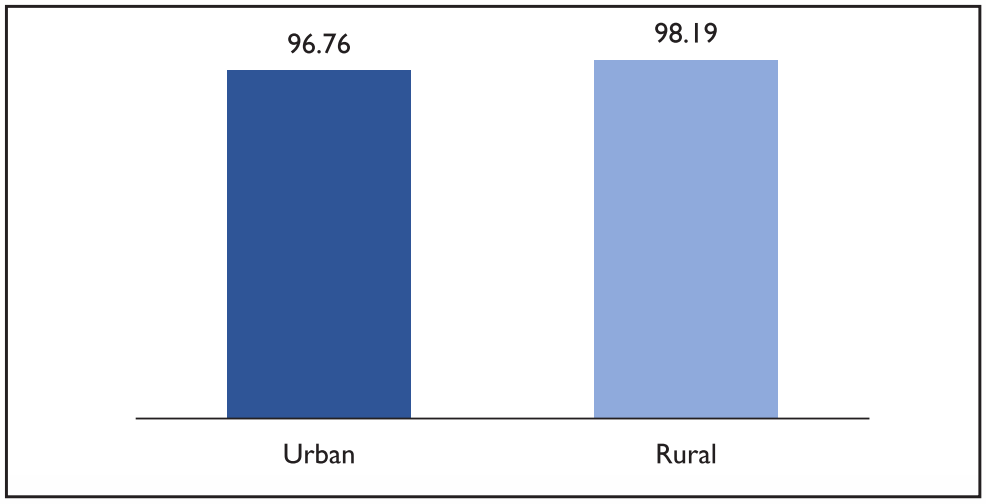
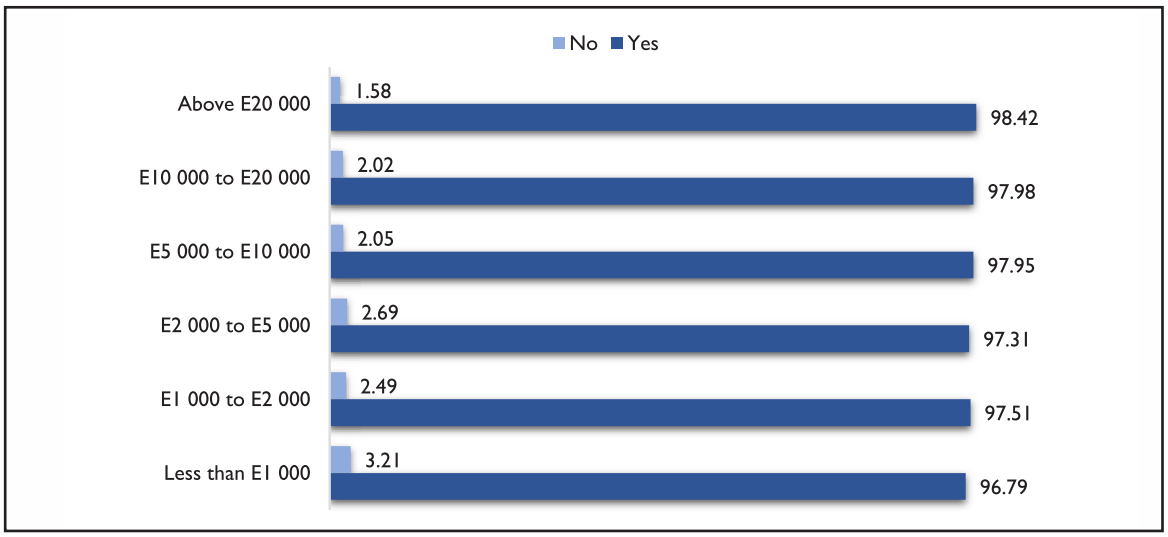


Figure 24 shows the proportion of individuals who use mobile internet by income. Across all income levels the majority of individuals indicated that they use mobile internet. The proportion ranged from 96 percent for individuals with incomes of less than E1 000 to a high 98 percent for individuals earning above E20 000.

Figure 24: Proportion of individual who use mobile internet and Income



3.1.2.7 Mobile internet Use by main gadget

Figure 25 shows the proportion of Individuals who use mobile internet by main gadget which could be either a mobile phone, tablet or portable computer. The data indicated that 98 percent of the population reported using internet through a mobile phone. The remaining two percent were split between using a tablet or a portable computer.

Figure 25: Proportion of Individuals who use mobile internet, by main gadget

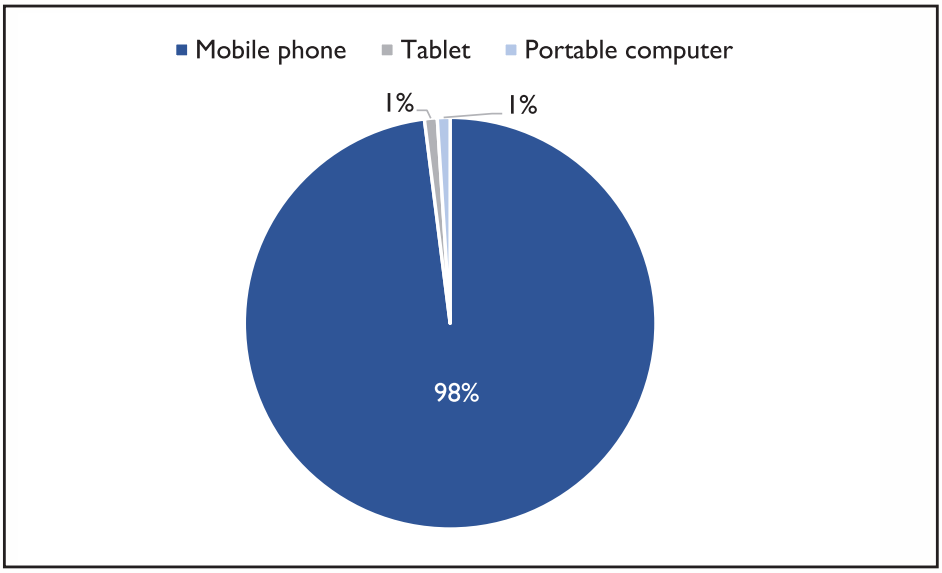


Figure 26 shows proportion of individuals who use mobile internet, by main gadget and by region. The proportion of individuals using mobile internet is high across all the regions, averaging over 97 percent. The highest was Shiselweni region with a proportion of 99 percent followed by Lubombo region that showed 98 percent. Manzini and Hhohho region both had a proportion of 97 percent of individuals using mobile phone.

There was very low usage of tablet or portable computer across all regions with Manzini showing the highest proportion of tablet use at 2 percent.

Figure 26: Proportion of individuals who use internet by main gadget and region

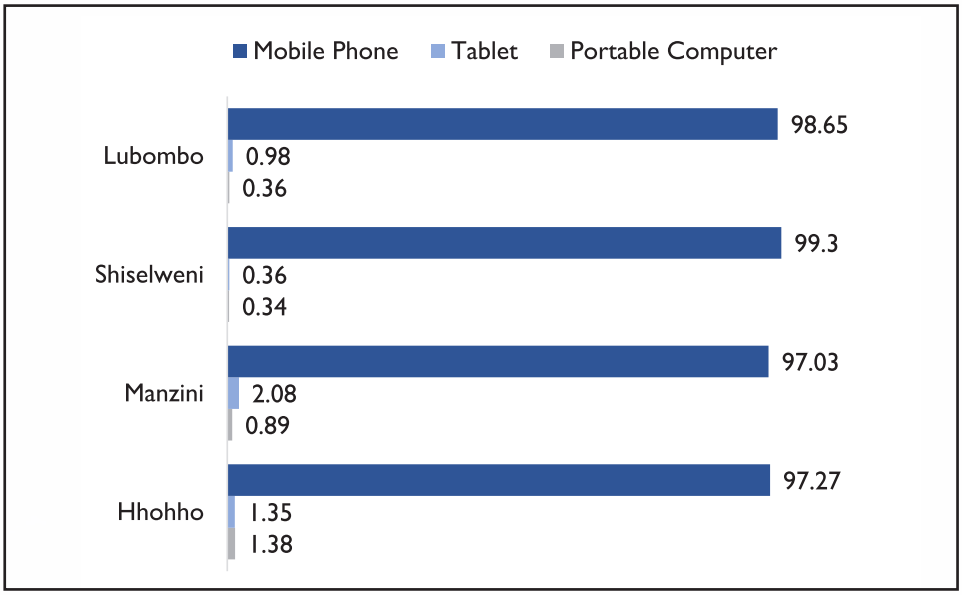
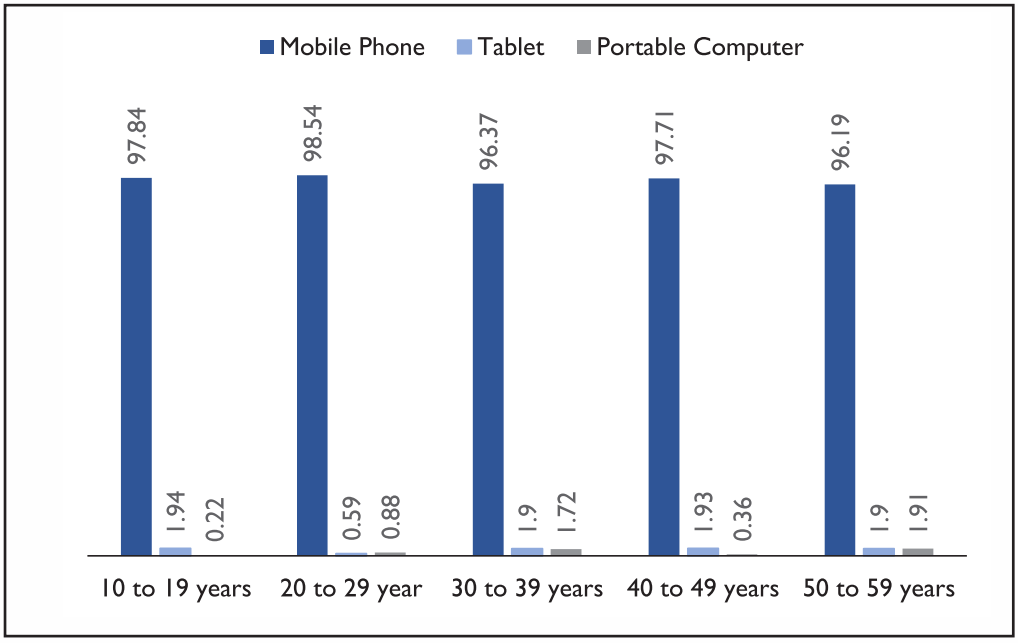


Figure 27 shows the proportion of individuals who use mobile internet by main gadget and age group. The data shows that a high proportion of the population in Eswatini use mobile phones, compared to other gadgets, to access mobile internet across all age groups. The lowest proportion of Individuals accessing the internet through a mobile phone being 96 percent and the highest being 100 percent.

Figure 27: Proportion of individual who use mobile internet by main gadgets by age



3.1.2.8 Mobile internet use by main gadget and type of mobile internet access

Table 16 shows the percent distribution of individuals who use mobile internet by main gadget and type of mobile internet access. Mobile phones and tablets users mainly access internet through voice/data SIM cards, while portable computer users mainly access internet through a fixed router. For mobile phone users, voice/data SIM cards accounted for about 97 percent compared to about 3 percent of those access the internet through a router. For tablet users the proportion were reported at about 90 percent for voice/Sim Card internet access, compared to about 10 percent for fixed routers. Internet access through a USB/dongle or mobile cellular telephone as a modem reported at 34 percent of individuals who use portable computer while fixed routers accounted for 66 percent.

Table 16: Individuals using mobile internet by main gadget and type of mobile internet access

	Using mobile phone		Using a tablet		Using Portable computer	
	Vai voice/ data sim card	Via router	Via voice / data sim card	Via fixed router	Via usb key / dongle or mobile cellular telephone as modem	Via fixed router
Total	96.67	3.33	89.54	10.46	33.81	66.19

The highest proportion of individuals who access the internet via voice/data sim cards using a Tablet were reported in Shiselweni (100%) and Lubombo (100%) regions, with the lowest rates reported in Manzini at 90 percent and Hhohho at 83 percent. Across all regions there is a high usage of mobile phones for accessing internet via voice/data sim cards. The proportions range from 96 percent for Hhohho region to a high 97 percent for Shiselweni and Lubombo regions respectively. Usage of portable computer to access internet via a USB Dongle or mobile cellular telephone as a modem is high in Manzini region with a proportion of 70 percent followed by Shiselweni at 49 percent. Usage of portable computers to connect through fixed router is highest in Hhohho region with a proportion of 92 percent.

Table 17: Proportion of Individuals who use mobile internet, by main gadget and type of mobile internet access by region

	Using mobile phone		Using a tablet		Using Portable computer	
	Vai voice/ data sim card	Via router	Via voice / data sim card	Via fixed router	Via usb key / dongle or mobile cellular telephone as modem	Via fixed router
Hhohho	95.83	4.17	83.41	16.59	7.85	92.15
Manzini	96.81	3.19	90.39	9.61	70.46	29.54
Shiselweni	97.47	2.53	100	0	49.45	50.55
Lubombo	97.41	2.59	100	0	0	100

Table 18 shows the percentage distribution of individuals who use mobile internet by main gadget and type of mobile internet access by sex. The study shows a proportion of over 97 percent of the female population and 96 percent of the male population who access internet via voice/data sim card using a mobile phone. A slightly lower proportion of females than males access the internet through a Tablet

using a voice/data sim card, as shown by the proportions of 85 percent and 95 percent respectively. On the other hand, a slightly lower proportion males (63%) compared to females (77%), using a portable computer to access the internet through fixed router is observed.

Table 18: Proportion of Individuals who use mobile internet, by main gadget and type mobile internet access and sex

	Using mobile phone		Using a tablet		Using Portable computer	
	Via voice/ data sim card	Via router	Via voice / data sim card	Via fixed router	Via usb key / dongle or mobile cellular telephone as modem	Via fixed router
Male	96.24	3.76	94.6	5.4	36.97	63.03
Female	97.03	2.97	84.83	15.17	23.25	76.75

Table 19 shows percent distribution of Individuals who use mobile internet, by main gadget and type of mobile internet access and disability. The individuals having no difficulties reflect a 97 percent access to internet using mobile phone via voice/data sim card compared to 95 percent of people living with disability. The individuals using Tablets reported 89 percent access to internet via voice / data sim card for both populations. While those individuals with no difficulties using a portable computer reported 53 percent internet access via a fixed router, compared to 89 percent of those living with a disability.

Table 19: Proportion of Individuals who use mobile internet, by main gadget and type mobile internet access by disability

	Using mobile phone		Using a tablet		Using Portable computer	
	Vai voice/ data sim card	Via router	Via voice / data sim card	Via fixed router	Via usb key / dongle or mobile cellular telephone as modem	Via fixed router
No difficulty	97.34	2.66	89.63	10.37	47.37	52.63
Some difficulties	95.43	4.57	89.22	10.78	10.66	89.34

3.1.2.9 Not using Internet by Main Reason

This measures the barriers (that is, reasons for not using Internet) to Internet use for individuals. It is expressed as a proportion of households not using the Internet by main reason. Figure 28 shows the proportion of Individuals in the country who do not use internet by main reason. 31 percent of individuals who reported to not use the internet, indicated a variety of reasons as their main reason for not using the internet. Another 31 present of individuals reported not to use the internet mainly because they do not need the internet. Individuals who reported that they do not know how to use the internet as their main reason for not using the internet stood at 23 percent. A small proportion of individuals (7%) attributed not using the internet to the high cost of internet services.

Figure 28: Proportion of individuals not using internet by main reason

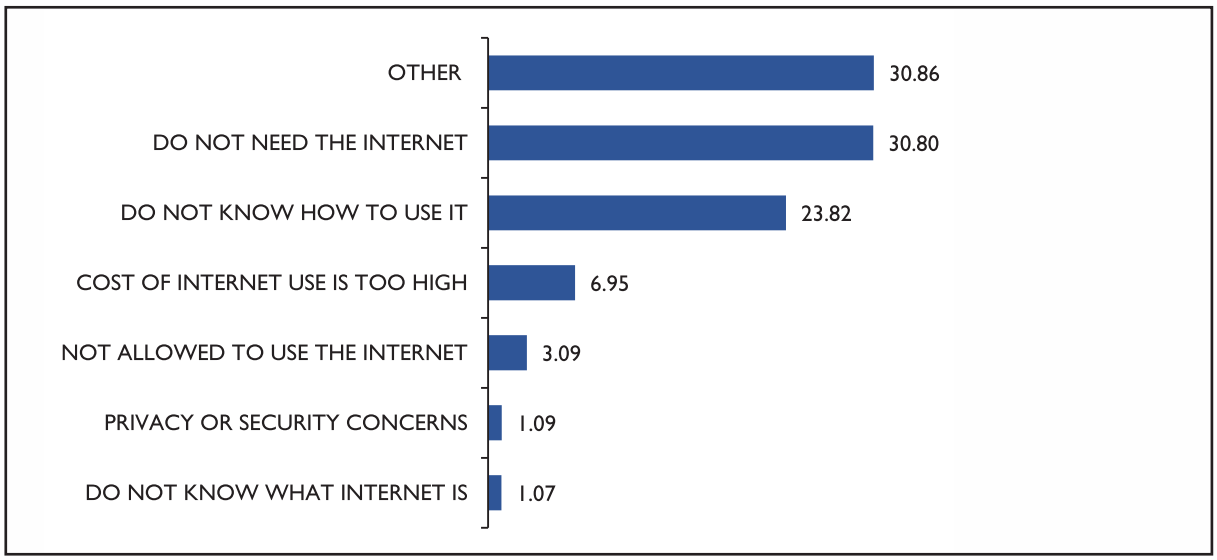


Table 20 shows the proportion of individuals who do not use internet by main reason by region. The Hhohho and Lubombo regions, recorded the highest proportion of individuals who reported to not use the internet mainly because they do not need the internet at 44 % and 41 %, respectively. The highest proportion of individuals who reported to not use the internet because they do not know how to use the internet, was reported in the Manzini region at 39 percent. In the Shiselweni region 15 percent cited privacy or security concerns as the main reason for not using internet. While, 25 percent cited the high cost of internet services as their main reason.

Table 20: Proportion of Individuals who do not use internet by main reasons by region

	Do not need the internet	Do not know how to use it	Cost of internet use is too high	Privacy or security concerns	Internet services not available in area	Do not know what internet is	Not allowed to use the internet	Other (specify)
Hhohho	43.97	5.76	0	0	4.86	5.07	0	40.35
Manzini	24.24	38.96	3.72	0	2.29	0	5.49	25.31
Shiselweni	22.78	0	12.7	15.35	0	0	0	49.17
Lubombo	40.39	4.22	25.67	0	0	0	0	29.72

Table 21 shows the proportion of individuals who do not use internet by main reason and by urban or rural residence. In urban areas, the main reason reported for not using the internet was that individuals do not need the internet at 41 percent of individuals who do not use the internet. In rural areas, the main reasons for not using the internet were mainly reported to be that individuals do not know how to use the internet (28%) and others do not need the internet (26%).

Table 21: Proportion of individuals who do not use internet by reasons by residence

	Do not need the internet	Do not know how to use it	Cost of internet use is too high	Privacy or security concerns	Internet services not available in area	Do not know what internet is	Not allowed to use the internet	Other (specify)
Urban	41.9	13.39	7.22	0	0	3.52	0	33.97
Rural	25.93	28.4	6.83	1.56	3.34	0	4.45	29.5

Table 22 shows the proportion of individuals who do not use internet by main reason and by sex. The main reason reported for not using the internet is mainly because individuals do not need the internet or do not know how to use the internet. Males who reported to not use the internet because they do not need the internet were at 35 percent, while females were reported at 28 percent. The second highest reason for not using the internet attributed to the lack of know how was, females were reported at 25 percent and males at 22 percent. Females recorded a higher proportion (10%) compared to males (3%), who cited high cost of internet services as their main reason for not using the internet.

Table 22: Proportion of individuals who do not use internet by main reason by sex

	Do not need the internet	Do not know how to use it	Cost of internet use is too high	Privacy or security concerns	Internet services not available in area	Do not know what internet is	Not allowed to use the internet	Other (specify)
Male	35.14	21.77	2.88	0	2.66	0	4.67	32.89
Female	28.07	25.11	9.51	1.77	2.1	1.75	2.1	29.59

Table 23 shows the proportion of Individuals who do not use internet by main reasons and Age group. The highest proportion of individuals across all age groups reported to not use the internet mainly because they do not need the internet or don not know how to use it. The age groups 20 to 29, 30 to 39, 40 to 49 and 70 – 79 years cited that they do not need the internet as their main reason. While the age groups 10 to 19, 40 to 49, 60 to 69 and 80 years and above mentioned that they do not use the internet mainly because they do not know how to use it.

Table 23: Proportion of Individuals who do not use internet by main reasons by age group

	Do not need the internet	Do not know how to use it	Cost of internet use is too high	Privacy or security concerns	Internet services not available in area	Do not know what internet is	Not allowed to use the internet	Other (specify)
10 to 19 years	9.32	24.73	8.02	0	4.92	0	8.68	44.33
20 to 29 years	29.83	19.57	4	0	0	0	3.55	43.05
30 to 39 years	49.17	9.69	10.2	5.78	5.48	0	0	19.68
40 to 49 years	33.33	37.52	13.01	0	0	0	0	16.15
50 to 59 years	100	0	0	0	0	0	0	0
60 to 69 years	21.26	42.84	0	0	0	0	0	35.9
70 to 79 years	54.36	45.64	0	0	0	0	0	0
80 years and above	0	48.18	0	0	0	25.66	0	26.16

Table 24 shows the proportion of Individuals who do not use internet by main reason and disability. The highest proportion at 29 percent among Individuals living with no disability indicated that they do not use the internet because they do not need it. Similarly, the highest proportion at 33 percent among individuals living with disability cited that they do not use the internet mainly because they do not need it. The second highest proportion among the two groups mentioned that they do not use the internet mainly because they do not know how to use it. This is reflected in proportions of 28 percent among those with no disability and 13 percent among those with disability.

Table 24: Proportion of Individuals who do not use internet by reasons by disability

	Do not need the internet	Do not know how to use it	Cost of internet use is too high	Privacy or security concerns	Internet services not available in area	Do not know what internet is	Not allowed to use the internet	Other (specify)
No difficulty	29.61	27.63	6.78	1.5	1.78	0	4.28	28.42
Some difficulties'	33.92	13.85	7.38	0	3.72	3.88	0	37.25

3.1.2.10 Mobile internet services use by primary service provider

Figure 29 shows the proportion of individuals who use mobile internet services by primary service provider. The majority of mobile internet users at 58%, reported to use MTN as their primary provider for mobile internet services. On the other hand, 39 percent of users reported to use Eswatini Mobile as their primary service provider. Other mobile internet users accounting for 2 percent reported that they consider neither of the two mobile service providers as the primary service providers, while only 0.3 percent reported to use other mobile internet services providers as their primary service provider.

Figure 29: Proportion of individual who use mobile internet services by primary service provider:

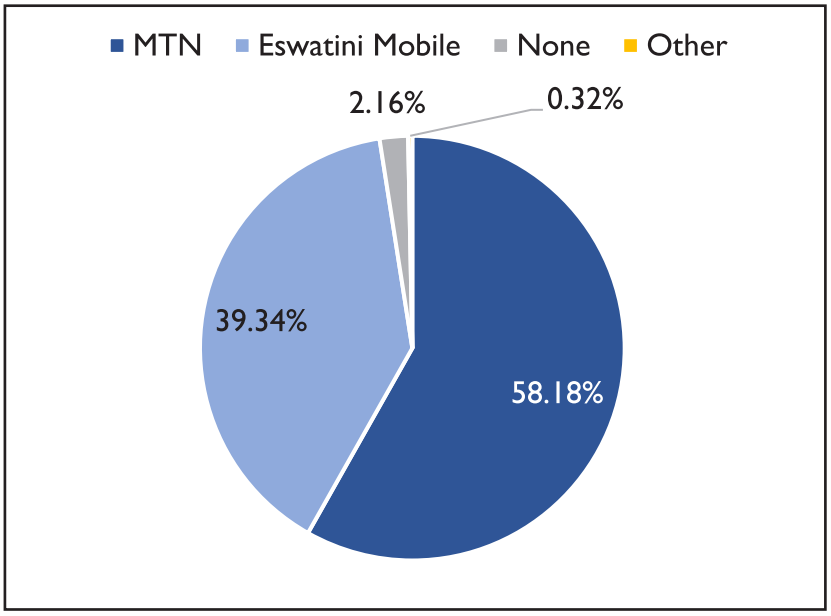


Figure 30 shows the proportion of individuals who reported to use mobile internet services by primary service provider and region. Across all regions a majority of mobile internet users reported to use MTN as their major service provider. Shiselweni region, recording the highest proportion of individuals who reported to use MTN as their primary service provider at 71 percent and 25 percent reported to be using Eswatini Mobile. The second highest proportion of users using MTN reported in Lubombo at 62 percent while 35 percent reported to use Eswatini Mobile.

Figure 30: Proportion of Individuals who use mobile internet service by primary service provider and Region

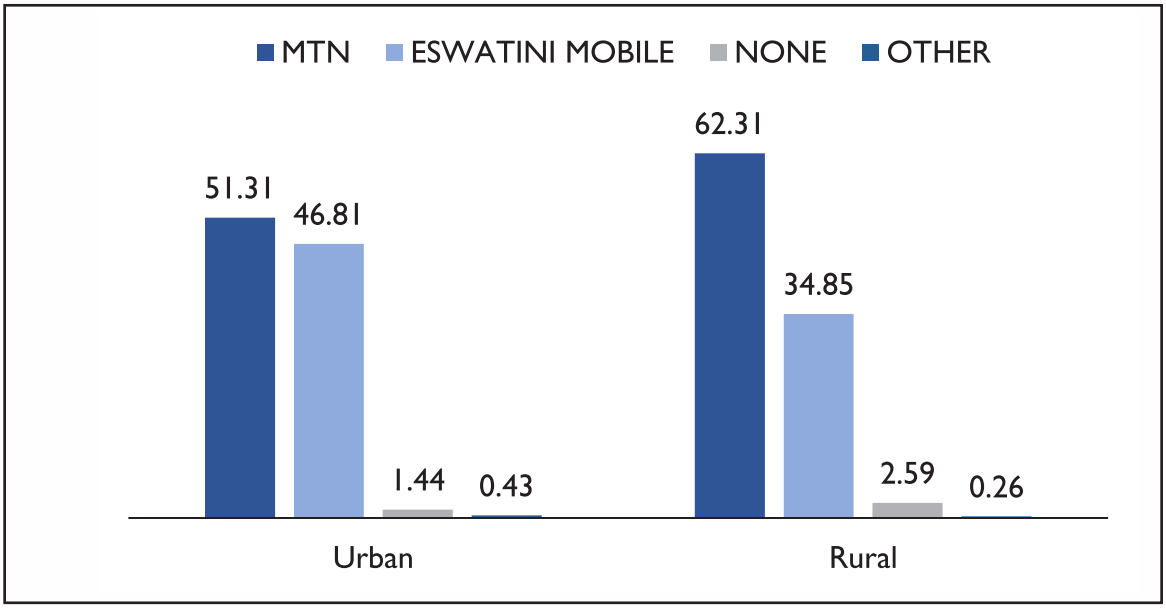
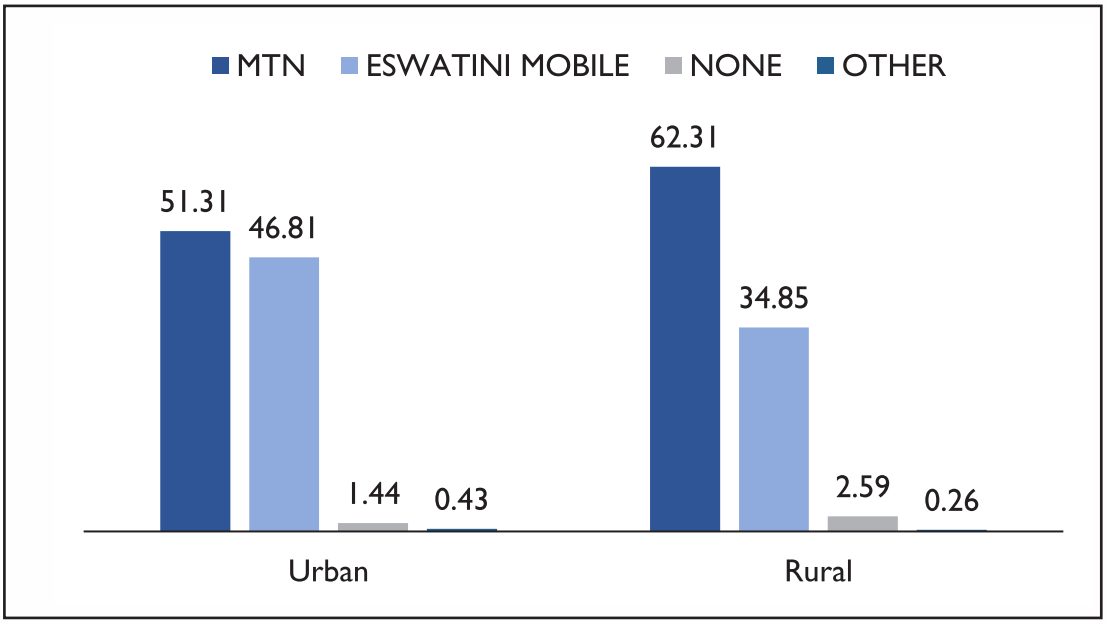


Figure 31 shows proportion of individuals who use mobile internet services by primary service provider and urban and rural residence. Individuals who use mobile internet in both urban and rural residences

reported to mainly use MTN as their primary service provider for mobile internet services compared to Eswatini Mobile. The highest proportion reported in rural areas at 62 percent while 35 percent of users reported to use Eswatini Mobile. Individuals who use neither of the local mobile networks service provider as the primary service providers were reported at 3 percent in rural areas and 1 percent in urban areas.

Figure 31: Proportion of individuals who use mobile internet by primary service provider and urban/ rural residence



3.1.2.11 Mobile internet services by billing type

Figure 32 shows the proportion of Individuals who use mobile internet services by billing type. A majority of about 96 percent of individuals who use mobile internet prefer a pre-paid billing system than a post-paid billing system. Only about 4 percent of the individual mobile internet users reported to be on post-paid accounts.

Figure 32: Proportion of Individuals who use mobile internet services by billing type

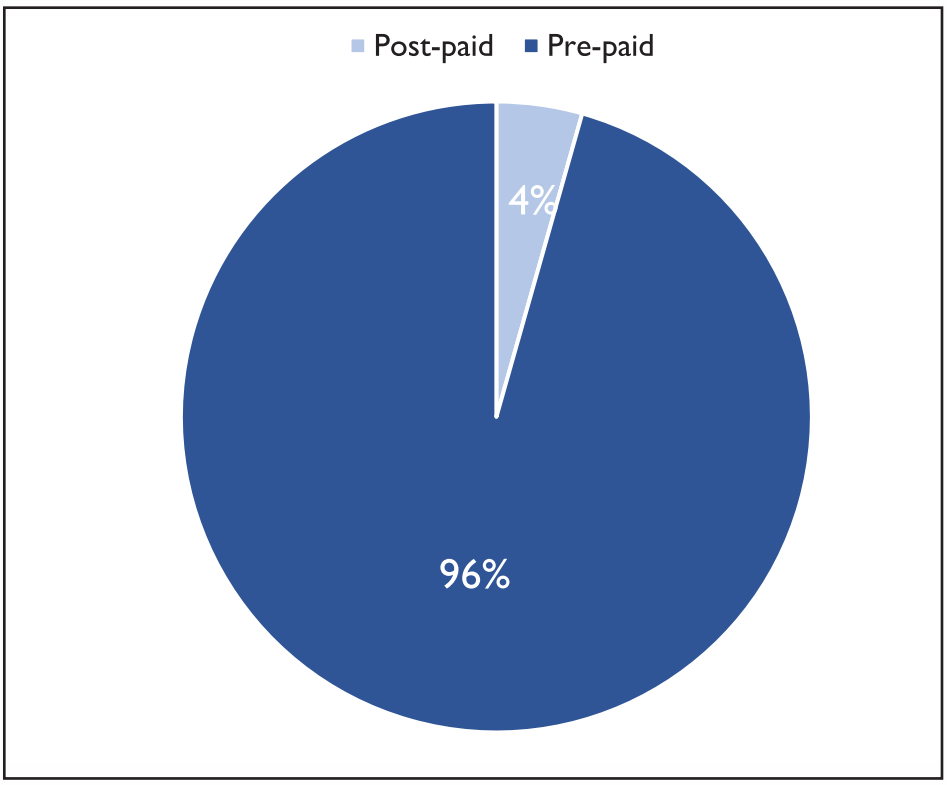


Figure 33 shows proportion of individuals who use mobile internet services by billing type and by region. Across all regions the majority of individuals who use mobile internet services reported to be on pre-paid billing system. Over 94 percent of mobile internet users in all the regions are on pre-paid billing system with the remainder being post-paid billing system.The Hhohho region has the highest proportion of individuals who are on post-paid billing at 5.43 percent, while Shiselweni region has the least at 2.8percent.

Figure 33: Proportion of individual who uses mobile internet service by billing type - region

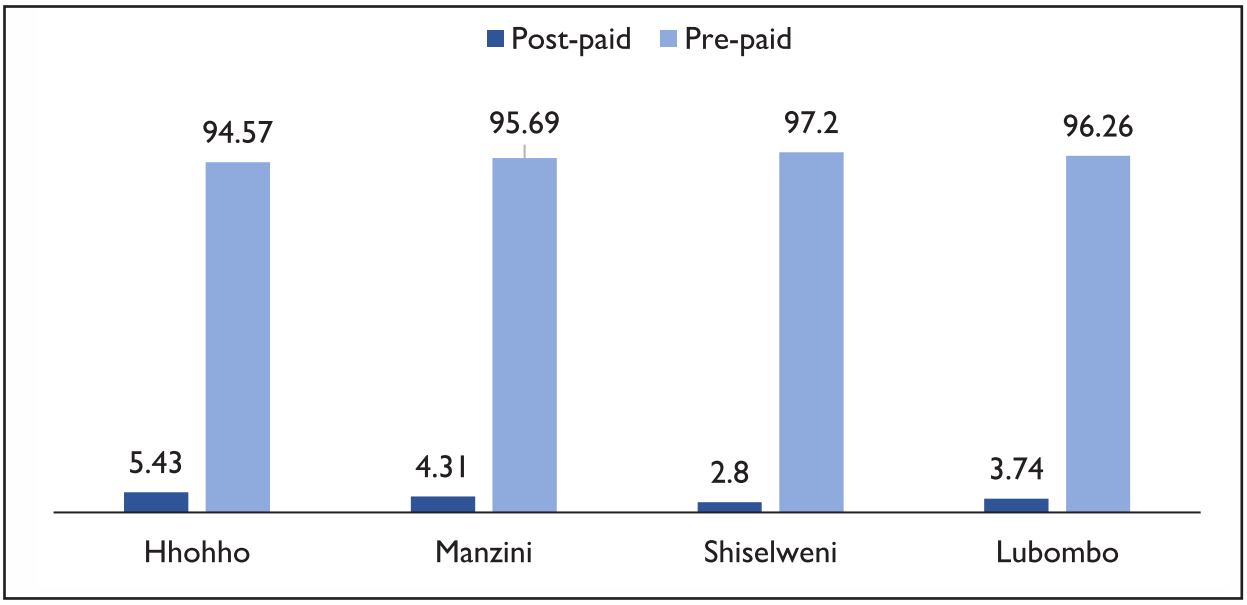


Figure 34 shows proportion of individuals who use mobile internet services by billing type by age group. The distribution shows that across all age groups individuals reported to be more on pre-paid billing method than post-paid billing system. There is no clear correlation between age group and type of billing method.

Figure 34: Proportion of individuals who use mobile internet services by billing type and age group

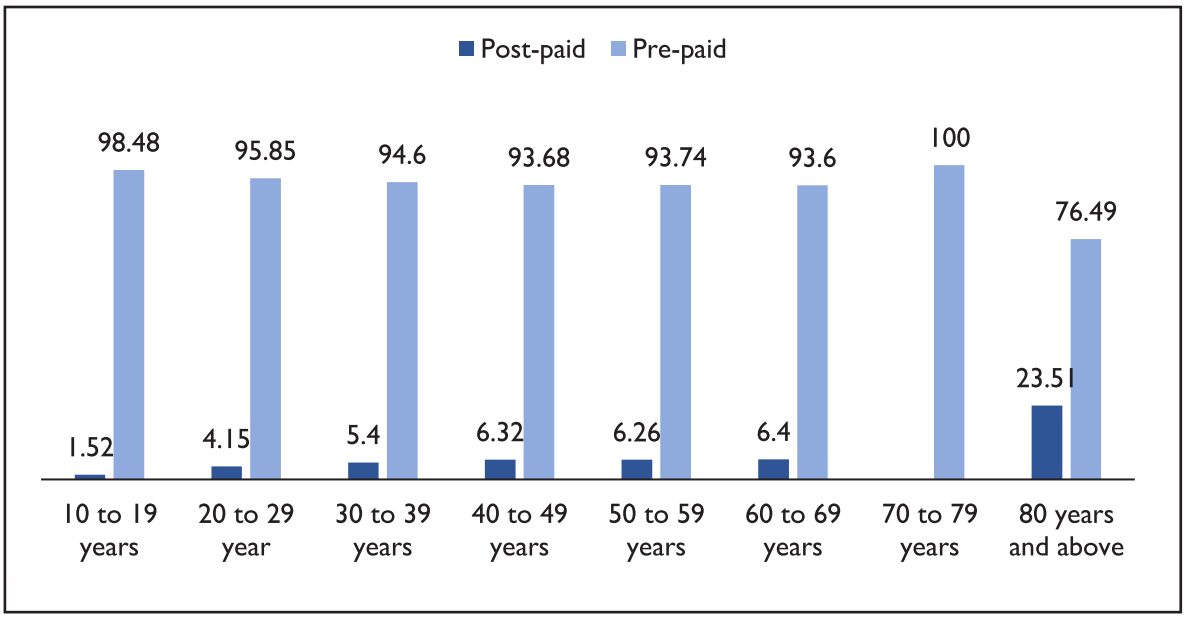
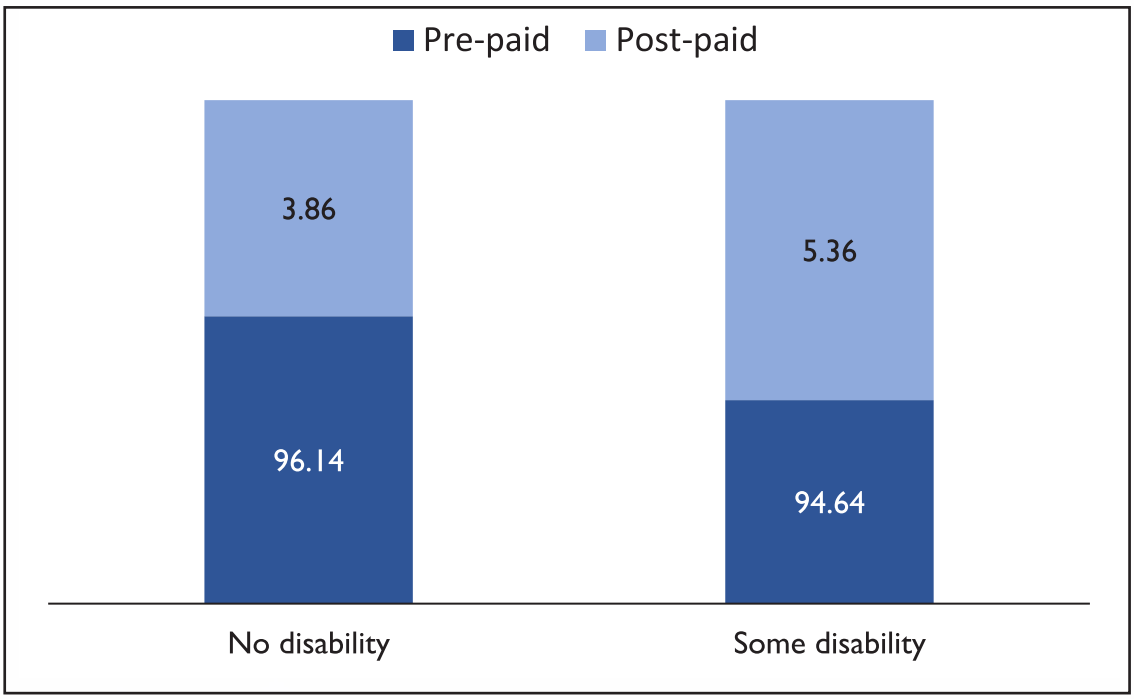


Figure 35 shows proportion of Individuals who use mobile internet services by billing type and disability. The preferred billing system is pre-paid among both individuals with no difficulty and those individuals living or having some difficulties using their part of the body. Individuals with no difficulty had a proportion of about 96 percent using pre-paid and 4 percent using post-paid. Among individuals living with some difficulties the proportion was about 95 percent using pre-paid billing systems and 5 percent on post-paid billing system.

Figure 35: Proportion of individuals who use mobile internet services by billing type and disability



3.1.3 Home Internet Service

3.1.3.1 Home internet service by primary service provider

Table 25 shows proportion of individuals with home internet by primary service provider and by region. Eswatini MTN recorded the highest proportion of individuals who reported her to be their main service provider for home / fixed internet at 9.41 percent. EPTC and Eswatini mobile recorded a proportion of 4.95 and 3.57 percent respectively. In the Hhohho region 6.27 percent use EPTC, 4.77 percent use Eswatini MTN and 2.51 percent use Eswatini Mobile. In the Shiselweni region, 17.64 percent use Eswatini MTN, 6.51 percent use Eswatini mobile and only 1.98 use EPTC. In Manzini region 7.79 percent use Eswatini MTN, 4.8 percent use EPTC, 3.02 percent use Eswatini Mobile. In Lubombo region 16.67 percent use Eswatini MTN followed by 5.09 percent for EPTC and 4.79 percent for Eswatini Mobile.

Table 25: Proportion of Individuals with home internet service by primary service provider and region

	Eswatini Mobile	Eswatini MTN	EPTC	Real Image	Jenny Internet	Touch IT	None	Other
Total	3.57	9.41	4.95	0.13	0.56	0.33	77.71	3.34
Hhohho	2.51	4.77	6.27	0.11	0.44	1.02	83.97	0.89
Manzini	3.02	7.79	4.8	0.23	1.05	0	76.52	6.6
Shiselweni	6.51	17.64	1.98	0	0	0	71.44	2.44
Lubombo	4.79	16.67	5.09	0	0	0	72.73	0.72

Table 26 shows proportion of individuals with home internet by primary service provider by urban and rural residence. The majority in both rural and urban areas reported not having home internet with this

proportion being 71.82 percent in urban areas and 81.26 percent for rural areas. In the urban areas, 8.45 percent reported using Eswatini MTN, 9.77 percent using EPTC, 4.7 percent using Eswatini Mobile and 3.56 percent using other service providers as their primary provider. On the other hand, in rural areas 9.98 percent indicated using Eswatini MTN, 205 percent using EPTC, 2.89 percent are using Eswatini Mobile and 3.21 percent use other service providers.

Table 26: Proportion of Individuals with home internet service by primary service provider and urban and rural residence

	Eswatini Mobile	Eswatini MTN	EPTC	Real Image	Jenny Internet	Touch IT	None	Other
Urban	4.7	8.45	9.77	0.24	1.01	0.45	71.82	3.56
Rural	2.89	9.98	2.05	0.06	0.29	0.26	81.26	3.21

Table 27 shows the proportion of individuals with home internet service by primary service provider and sex. Among both females and males, the highest proportion indicated that they do not use internet at home with a proportion of 78.76 percent for females and 76.46 percent for males.

Among males, 9.86 percent reported that they use Eswatini MTN, 5.28 percent are using EPTC and 3.28 percent use Eswatini Mobile and over 4 percent use other service providers. Among females, 9.03 percent use Eswatini MTN, 3.82 percent use Eswatini Mobile and 4.67 percent of the population use EPTC.

Table 27: Proportion of Individuals with home internet service by primary service provider by sex

	Eswatini Mobile	Eswatini MTN	EPTC	Real Image	Jenny Internet	Touch IT	None	Other
Male	3.28	9.86	5.28	0.2	0.5	0.36	76.46	4.06
Female	3.82	9.03	4.67	0.06	0.61	0.31	78.76	2.74

Table 28 shows proportion of individuals with home internet service by primary service provider and age group. A majority across all age groups reported that they do not use internet at home. The data shows no clear correlation between age group and proportions of home internet service by primary service provider.

Table 28: Proportion of Individuals with home internet service by primary service provider and age group

	Eswatini Mobile	Eswatini MTN	EPTC	Real Image	Jenny Internet	Touch IT	None	Other
10 to 19 years	3.29	11.45	3.83	0	0.33	0	78.31	2.79
20 to 29 years	3.28	7.09	3.18	0	0.8	0.29	81.92	3.43
30 to 39 years	3.53	11.72	3.14	0.15	0.5	0.51	77.2	3.26
40 to 49 years	3.71	7.37	9.88	0.62	0.68	0	73.68	4.06
50 to 59 years	4.41	11.87	9.81	0	0.37	0.65	71.89	1.01
60 to 69 years	5.92	7.03	18.81	0	0	4.28	57.55	6.41
70 to 79 years	0	0	8.59	0	0	0	67.27	24.14
80 years and above	15.09	0	0	0	0	0	84.91	0

Table 29 shows proportion of Individuals with home internet service by primary service provider and Income. Across all income brackets, the majority reported that they do not use any internet service at home. It is worth noting that individuals earning above E20 000 indicated that 40 percent have no internet at home, compared to over 71 percent who does not have internet at home from the other income groups. The E20 000 and above group also recorded 27.44 percent who use EPTC, 20.09 percent who use Eswatini MTN, 4.96 percent use Eswatini Mobile and 3.8 percent who use Jenny Internet.

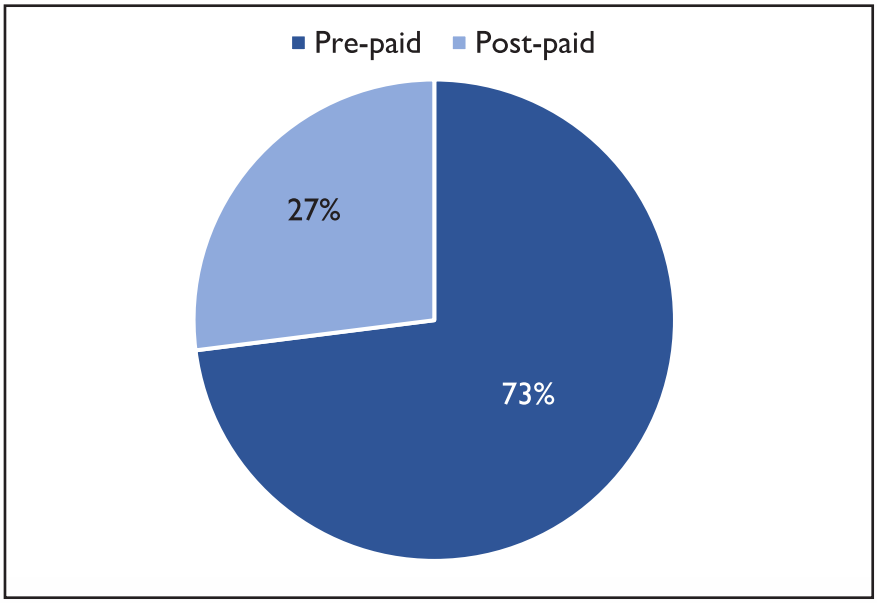
Table 29: Proportion of Individuals with home internet service by primary service provider and income

	Eswatini Mobile	Eswatini MTN	EPTC	Real Image	Jenny Internet	Touch IT	None	Other
less than 1 000	3.66	10.11	3.44	0	0.59	0.25	79.31	2.64
1 000 to 2 000	2.55	6.77	3.84	0	0	0	80.33	6.51
2 000 to 5 000	3.19	8.88	3.02	0	0.26	0.69	79.55	4.41
5 000 to 10 000	5.48	9.81	8.9	1.11	0.41	0	71.4	2.9
10 000 to 20 000	2.76	5.47	12.94	0.56	1.26	0.55	74.38	2.07
Above 20 000	4.96	20.09	27.44	0	3.8	1.67	40.98	1.06

3.1.3.2 Individuals with home internet service by billing type

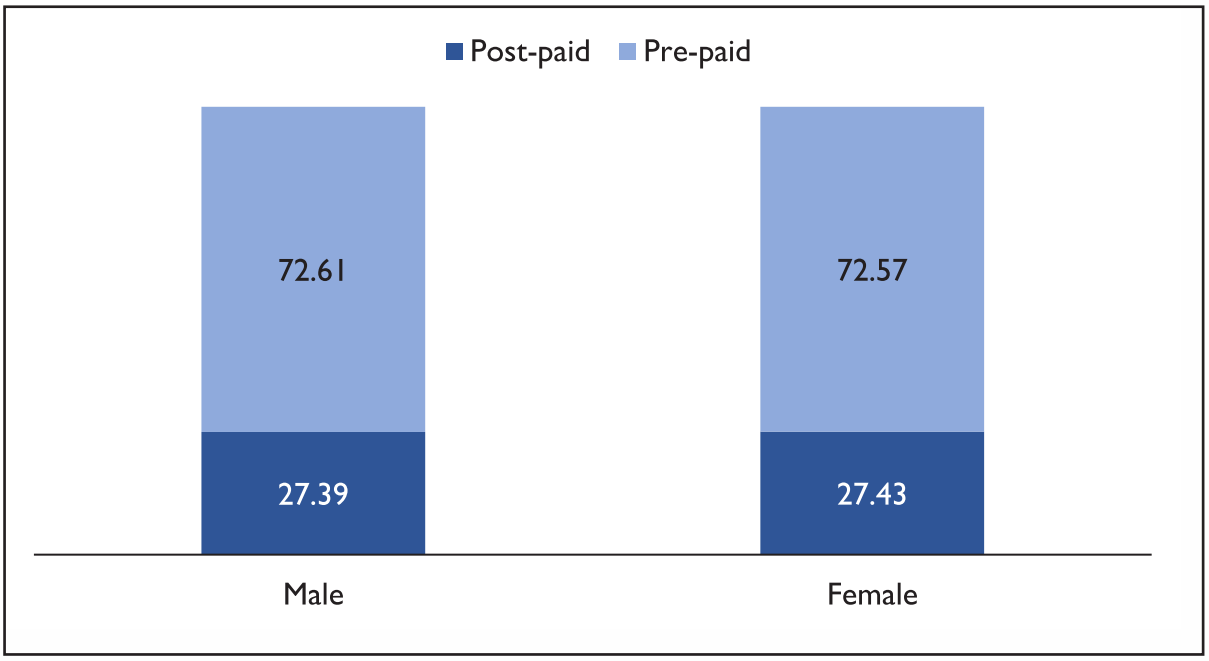
Figure 36 shows the proportion of individuals with home internet service by billing type. A majority reported to be on a pre-paid billing system as reflected by 73 percent who use pre-paid billing system and 27 percent that use post-paid billing system.

Figure 36: Proportion of Individuals with home internet service by billing type



On the other hand, Figure 37 shows the proportion of individuals with home internet service by billing type, by urban or rural residence. In both rural and urban areas, the majority are using pre-paid billing system with rural areas showing 83 percent pre-paid billing system and 17 percent post-paid billing system. In urban areas, 62 percent are using pre-paid billing system while 38 percent use a post-paid billing system.

Figure 37: Proportion of individual with home internet service by billing type and urban and rural residence



There is no significant difference in the proportion of individuals with home internet service access by billing type between males and females, as shown in Figure 38.

Figure 38: Proportion of Individual with home internet service by billing type and sex

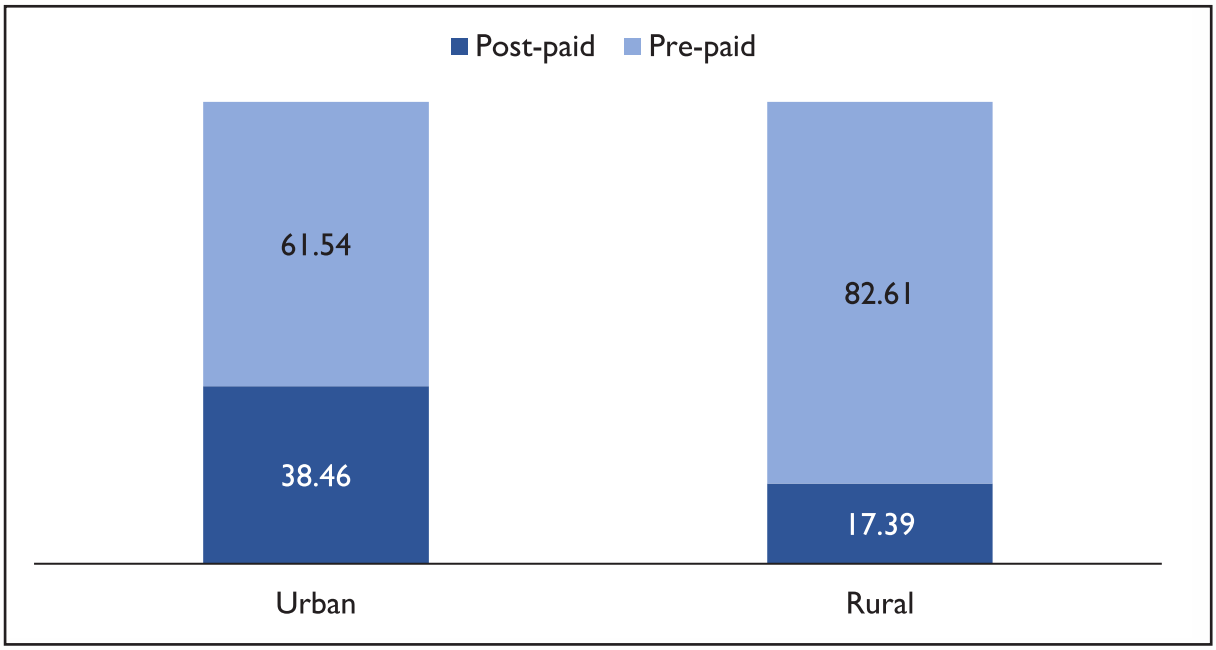


Figure 39 shows proportion of individuals with home internet service by billing type and income. Individuals with incomes from less than E10 000 use pre-paid billing system more than post-paid system while those with incomes from 10 000 and above use post-paid billing system more than pre-paid billing system.

The data shows a clear positive correlation between individual income level and proportion of individuals using post-paid billing type for home internet service. The higher the income level of the individual, the higher the proportion who use post-paid type of billing.

Figure 39: Proportion of individuals with home internet service by billing type and income level

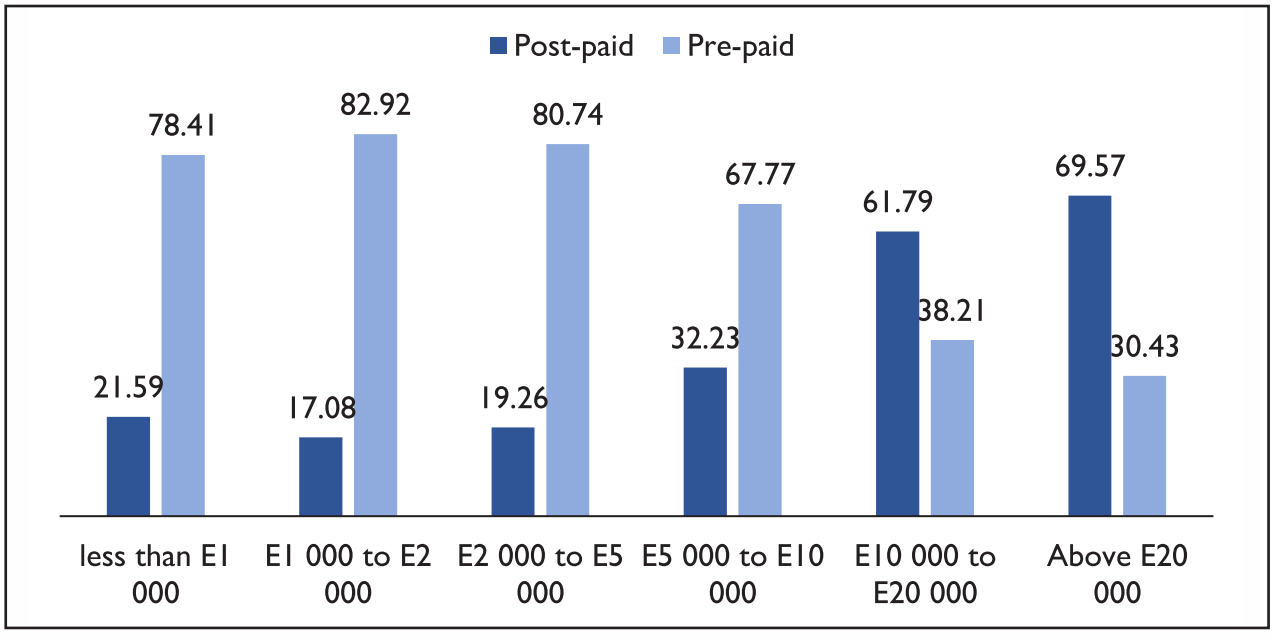
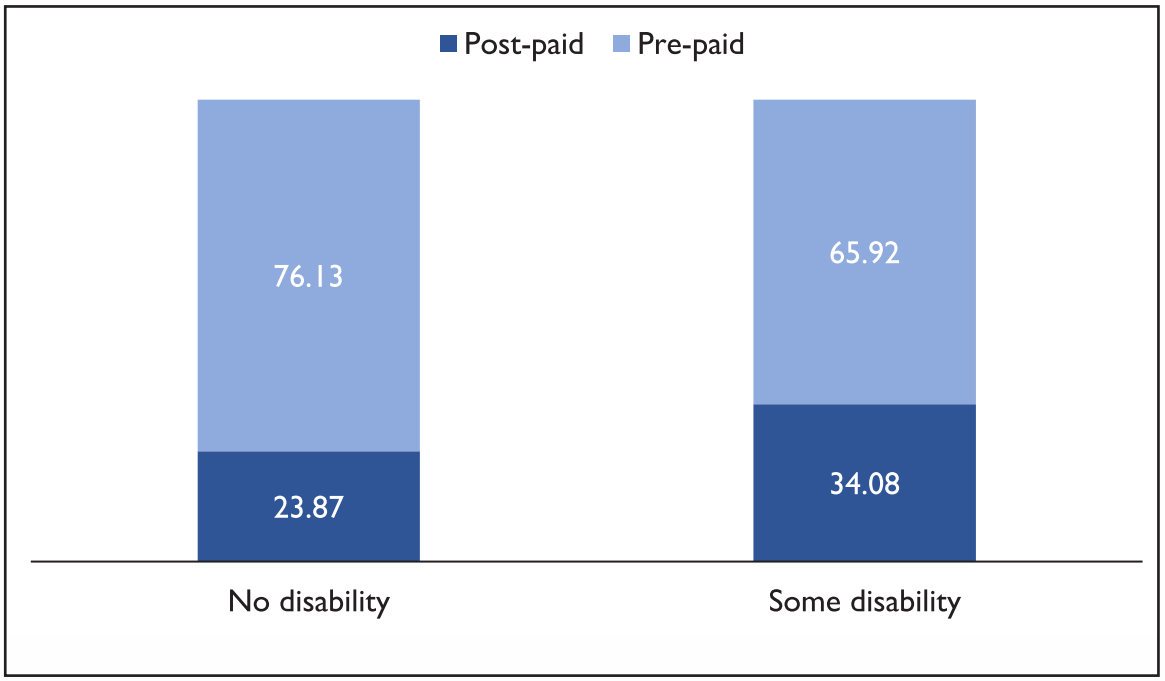


Figure 40 shows the proportion of individuals with home internet service by billing type, by disability. Individuals having no difficulties showed a proportion of 76.13 percent using pre-paid billing system while 23.87 percent reported using post-paid billing system. On the other hand, the population of Individuals living with or having some difficulties using their part of the body indicated that 65.92 percent were using pre-paid billing system and 34.08 percent using post-paid billing system.

Figure 40: Proportion of Individuals with home internet service by billing type by disability



3.1.4 Perception

3.1.4.1 Individuals' perception of mobile internet speed

Figure 41 shows individuals' perception of mobile internet speed (of primary service provider) by level of satisfaction. A proportion of 34 percent of individuals are satisfied with mobile internet speed from their primary provider. About 22 percent reported to be highly satisfied with the mobile internet speed while 11 percent are dissatisfied and 7 percent highly dissatisfied. About 13 percent of the population reported to be neither satisfied nor dissatisfied.

Figure 41: Proportion of Individuals' perception of mobile internet speed (of primary service provider)

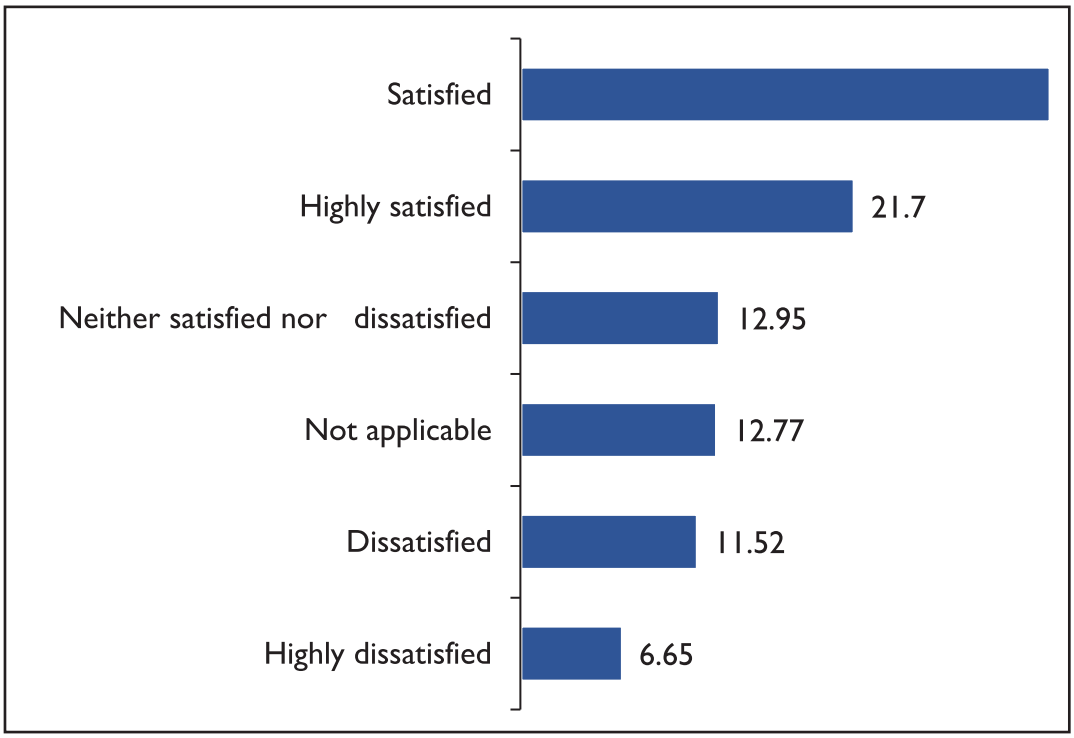


Table 30 shows individuals' perception of mobile internet speed (of primary service provider) by level of satisfaction by region. Across all the regions, over 50 percent of the respondents reported to be either satisfied or highly satisfied with their mobile internet speed from their primary service provider. A proportion of about 33 percent of individuals in Hhohho and Manzini regions reported to be satisfied with the mobile internet speed from their primary service provider. In Shiselweni region it was about 39 percent and Lubombo it was around 37 percent of the population that was satisfied with the internet speed. It is notable that a relatively large percentage indicated that they were highly satisfied with internet speed from their primary service provider. In this regard, the proportion was Shiselweni 26 percent, Manzini and Lubombo 22 percent and Hhohho 19 percent.

However, Lubombo region recorded a higher percentage of 14.46 percent of individuals who indicated that they are dissatisfied with their mobile internet speed, followed by Hhohho region which recorded 13.61 percent of individuals who are dissatisfied by their mobile internet speed.

Table 30: Proportion of Individuals' perception of mobile internet speed (of primary service provider) by level of satisfaction by region

	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Not applicable
Hhohho	19.31	33.23	13.45	13.61	8.2	12.2
Manzini	22	33.04	12.62	9.77	3.87	18.7
Shiselweni	26.33	39.04	14.09	8.38	8.22	3.93
Lubombo	22.03	36.61	11.71	14.46	9.35	5.84

Table 31 shows individuals' perception of mobile internet speed (of primary service provider) by level of satisfaction by urban and rural residence. In both rural and urban areas, the majority of individuals are either satisfied or highly satisfied with the mobile internet speed. In urban areas, 35 percent of individuals and in rural areas 33 percent of individuals, are satisfied. Another 23 percent in urban areas and 20 percent in rural areas are highly satisfied. Only 11 percent were dissatisfied in both rural and urban areas. In urban areas, 14 percent and in rural areas 11 percent, indicated that they are neither satisfied nor dissatisfied.

Table 31: Proportion of Individuals' perception of mobile internet speed (of primary service provider) by level of satisfaction by region

	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Not applicable
Urban	23.56	35.49	14.72	11.77	3.44	11.02
Rural	20.58	33.77	11.88	11.37	8.58	13.83

Table 32 shows proportion of individuals' perception of mobile internet speed (of primary service provider) by level of satisfaction by sex. The majority among both males and females are either satisfied or highly satisfied with the mobile internet speed of primary service provider. The data showed that over 34 percent among both sexes are satisfied and another 22 percent are highly satisfied among males and 21.45 percent among females.

The proportion who expressed dissatisfaction was 10.81 percent among males and 12.12 percent among females.

Table 32: Proportion of individuals' perception of mobile internet speed (of primary service provider) by level of satisfaction by sex

	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Not applicable
Male	22	34.14	12	10.81	7.03	14.03
Female	21.45	34.64	13.74	12.12	6.33	11.71

3.1.4.2 Individuals' perception of fixed internet speed of primary service provider

Figure 42 shows proportion of individuals' perception of fixed internet speed (of primary service provider) by level of satisfaction. In total, 81 percent reported not using fixed internet and the remaining 19 percent indicated that 5 percent are highly satisfied, 8 percent are satisfied and 3 percent neither satisfied nor dissatisfied. Only 1 percent were highly dissatisfied and 2 percent were dissatisfied with fixed internet speed of primary service provider.

Figure 42: Perception of fixed internet speed (of primary service provider) by level of satisfaction

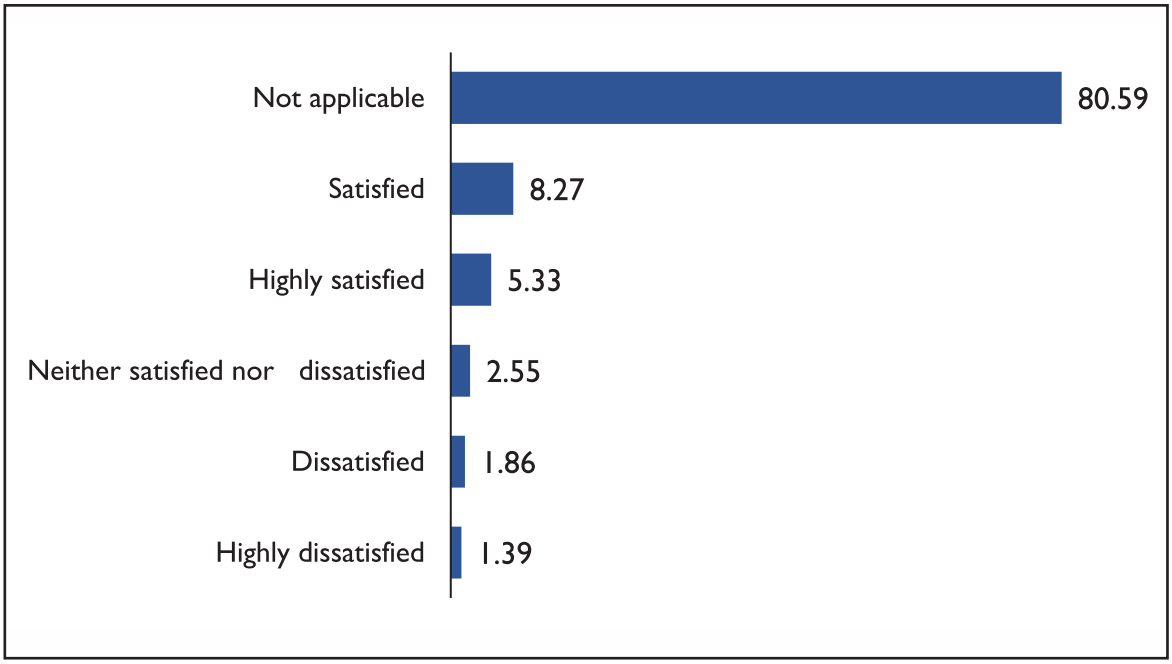


Table 33 shows individuals' perception of fixed internet speed (of primary service provider) by level of satisfaction by region. The largest proportion of individuals were excluded because they do not have fixed internet. Among the remaining individuals the majority indicated that they are satisfied or highly satisfied.

The regional variations showed that Lubombo had the highest proportion with 12.45 percent of individuals satisfied and 3.85 percent highly satisfied with the fixed internet speed from primary provider. In Shiselweni, region 9.79 percent were satisfied and another 9.2 percent were highly satisfied with fixed internet speed from their primary service provider.

Hhohho and Manzini regions both showed that around 7 percent of individuals are satisfied with the fixed internet speed from their primary service provider. In Manzini region, 5.38 percent are highly satisfied and in Hhohho region, 4.38 percent indicated to be highly satisfied. A much lower proportion indicated being dissatisfied or highly dissatisfied across all regions.

Table 33: Individuals' perception of fixed internet speed (of primary service provider) by level of satisfaction by region

	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Not applicable
Hhohho	4.38	7.21	2.32	2.11	1.03	82.94
Manzini	5.38	7.09	2.31	1.38	0.37	83.46
Shiselweni	9.2	9.79	2.83	1.26	4.07	72.85
Lubombo	3.85	12.45	3.47	3.17	2.56	74.51

Table 34 shows individuals' perception of fixed internet speed (of primary service provider) by level of satisfaction. Excluding the majority of the population who do not use fixed internet in both urban (76 %) and rural (83 %), most individuals are satisfied with the internet speed.

In the urban areas 9.95 percent of individuals are satisfied and 7.63 percent are highly satisfied with the speed of fixed internet. In rural areas, 7.26 percent are satisfied and 3.95 percent are highly satisfied. Only 2.06 percent in urban areas are dissatisfied. On the other hand, only 1.74 percent in rural areas are dissatisfied.

Table 34: Proportion of Individuals' perception of fixed internet speed (of primary service provider) by level of satisfaction by residence

	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Not applicable
Urban	7.63	9.95	3.32	2.06	0.88	76.16
Rural	3.95	7.26	2.09	1.74	1.7	83.26

Table 35 shows individuals' perception of fixed internet speed (of primary service provider) by level of satisfaction by age group. Excluding those that are not applicable the majority across all age groups are either satisfied or highly satisfied with fixed internet speed (of primary service provider). Age group 60 – 69 years had the highest proportion of about 18 percent who are highly satisfied followed by age group 80 years and above with 15 percent who are highly satisfied. Age group 50 to 59 had 11 percent who indicated that they are satisfied. Very few individuals were not satisfied with their fixed internet speed from their primary provider.

Table 35: Individuals' perception of fixed internet speed (of primary service provider) by level of satisfaction by age group

	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Not applicable
10 to 19 years	4.9	9.27	1.87	2.15	0.93	80.88
20 to 29 years	4.36	5.59	2.39	1.51	1.72	84.43
30 to 39 years	4.59	8.22	2.89	1.86	1.37	81.08
40 to 49 years	6.54	11.2	2.97	1.66	1.58	76.05
50 to 59 years	8.11	10.94	2.88	2.86	1.66	73.56
60 to 69 years	18.34	11.42	5.99	3.81	0	60.45
70 to 79 years	0	8.59	0	0	0	91.41
80 years and above	15.09	0	0	0	0	84.91

Table 36 shows proportion of individuals' perception of fixed internet speed (of primary service provider) by level of satisfaction by disability. In total, over 80 percent were not applicable to this question as they do not use a fixed internet. Among both individuals having no difficulties and those having some difficulties using their part of the body, the majority are satisfied with their fixed internet speed. Among those with no difficulty, 8.9 percent were satisfied and among those with difficulty, 7.09 percent were

satisfied. In addition, 5.32 percent and 5.34 percent were highly satisfied among both those with some difficulties and those with no difficulty respectively. Around 3 and 2 percent cited neither being satisfied nor dissatisfied among both individuals living or having some difficulties using their part of the body and those with no difficulty respectively.

Table 36: Proportion of Individuals' perception of fixed internet speed (of primary service provider) by level of satisfaction and disability

	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Not applicable
No difficulty	5.34	8.9	2.39	1.66	1.28	80.43
Some difficulties	5.32	7.09	2.86	2.24	1.6	80.89

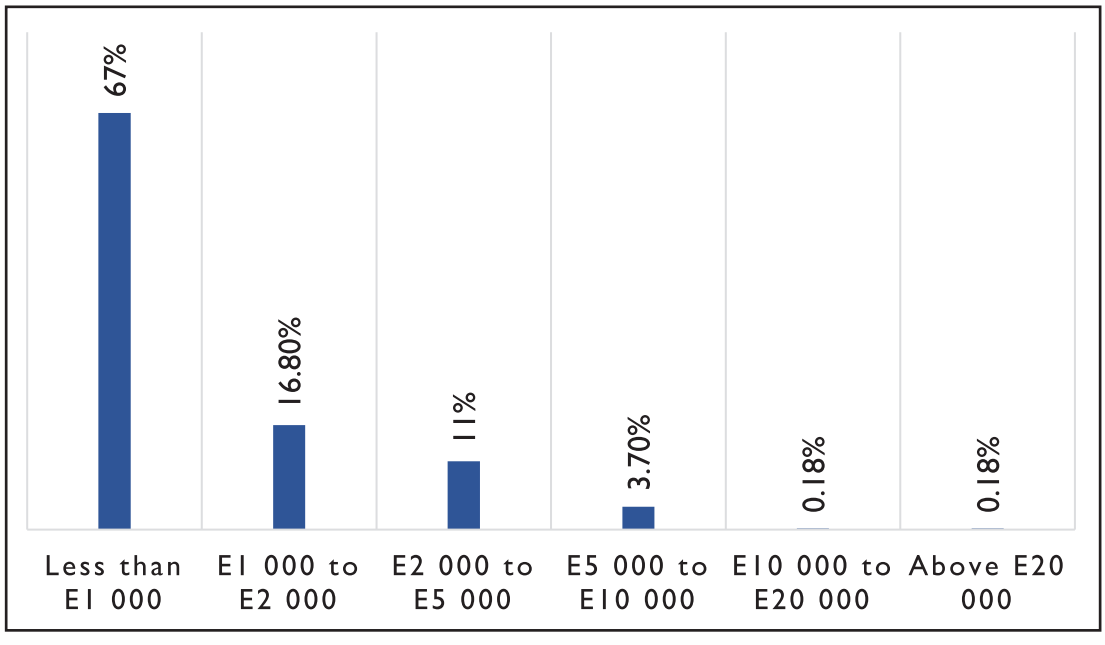
3.2 Expenditure on ICT services

3.2.1 Expenditure on ICT services (past 12 months)

This indicator measures the percentage of total household expenditure that is spent on ICT goods and services, in the past 12 months. This includes, Information and communication equipment, Software (excluding computer games software packages), Information and communication services, Games gadget toys and hobbies.

Most of the people reported to spent less than E1 000 on ICT services in the past 12 months (67 %), followed by those who spent E1000 to E2 000 at 16 percent and 11 percent of the population spent E2000 to E5 000 per year. Figure 47, shows the household level expenditure on ICT services (as shown in Figure 43).

Figure 43: Household expenditure on ICT services in the past 12 months by income levels



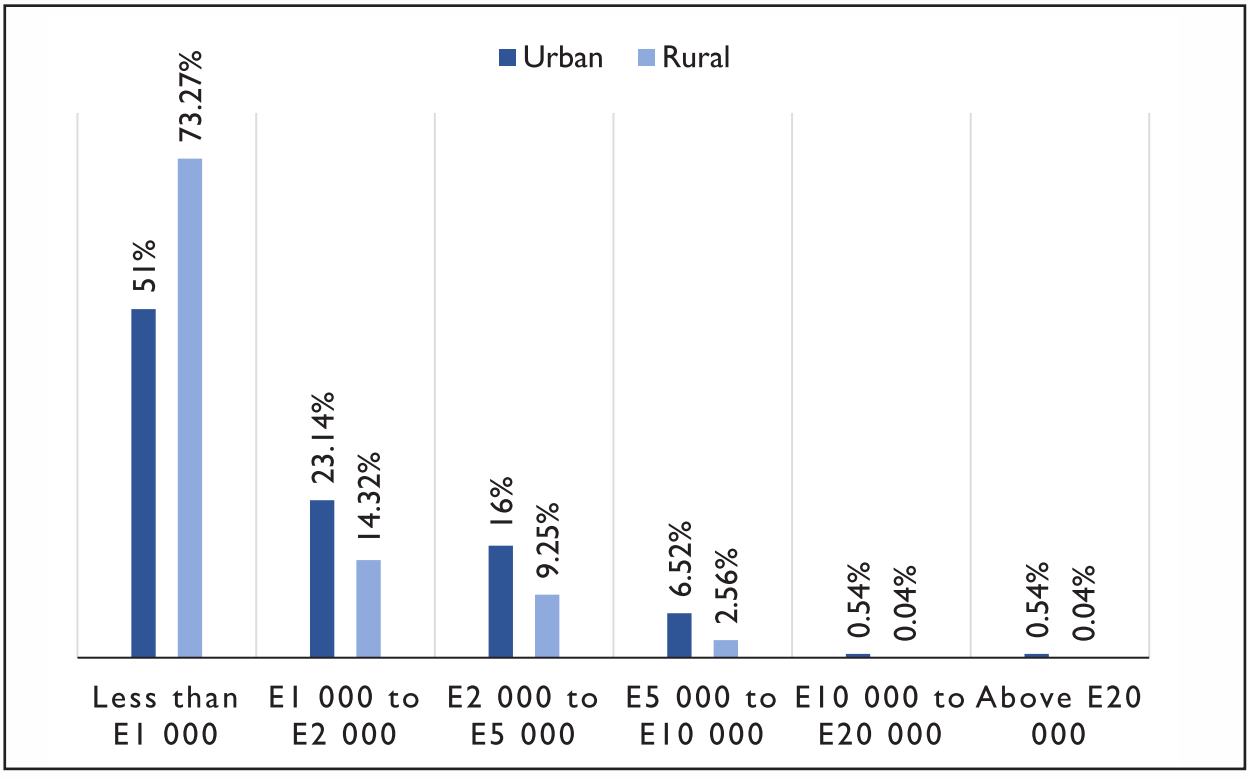
Expenditure by region varied across the four regions, but the general trend that most of the people spent less than E1 000 was common across the regions. In Shiselweni 75.52 percent were using less than E1000 annually followed by Lubombo at 73.59 percent. Table 37, shows expenditure on ICT services by region.

Table 37: ICT expenditure by region

Region	Less than 1000	1000 to 2000	2000 to 5000	5000 to 10000	10000 to 20000	Above 20000
Hhohho	64.21	15.12	14.07	4.78	0.26	0.26
Manzini	62.18	20.96	11.80	3.79	0.25	0.25
Shiselweni	75.52	13.44	8.57	1.97	0.00	0.00
Lubombo	73.59	14.29	8.18	3.27	0.08	0.08

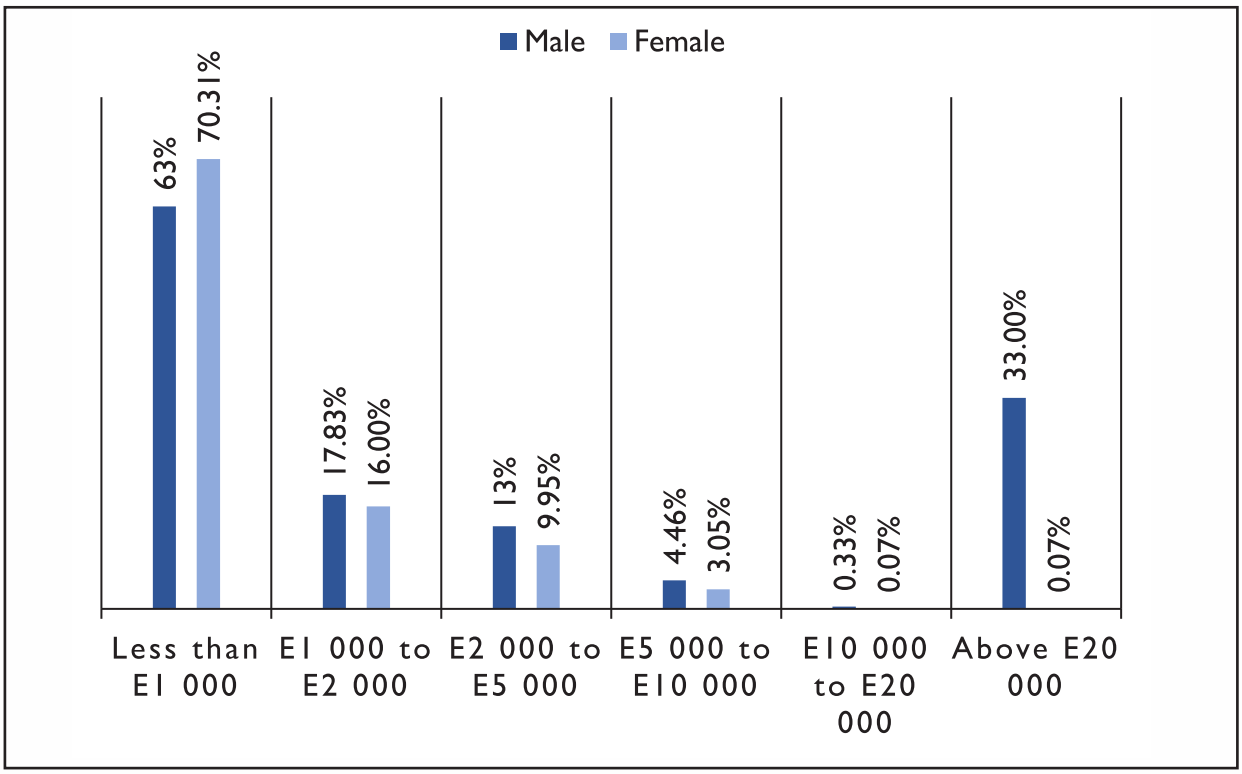
The rural population reported that most of the people (73%) spent less than E1000 on ICT services compared to urban population (51%) who are spending less than 1000 Emalangeni. Figure 44, shows the comparison of expenditure on ICT services between urban and rural population.

Figure 44: ICT expenditure by residence (urban and rural)



Analysis by sex: The general trend for the data did show that more males compared to females spent more money on ICT. This is reflected by high proportion of females (70.31%) spending less than E1 000 on ICT services, while all the other income brackets male proportions are higher than females. Glaringly enough is the 33 percent of males who have spent above E20 000 in the past 12 months compared to 0.07 percent of females (see Figure 45).

Figure 45: ICT expenditure by sex



Analysis of ICT annual expenditure by age shows that the working age groups from 20 to 59 years tend to spend more on ICT services compared to the younger age and the older people. The 10-19 years' group reported 90.3 percent of them spending less than E1 000 Emalangeni per year on ICT services, as shown in Table 38.

Table 38: ICT services annual expenditure by age of respondents

Age	Less than 1000	1000 to 2000	2000 to 5000	5000 to 10000	10000 to 20 000	Above 20 000
10-19 years	90.3	5.88	3.22	0.16	0.00	0.00
20-29 years	54.42	24.4	16.22	4.67	0.00	0.00
30-39 years	49.96	23.66	17.88	5.97	0.45	0.45
40-49 years	54.05	21.14	15.18	6.72	0.54	0.54
50-59 years	61.63	20.44	13.06	3.23	0.38	0.38
60-69 years	69.29	16.47	8.99	3.73	0.00	0.00
70-79 years	83.74	11.66	3.13	1.47	0.00	0.00
80 and above	88.32	4.28	4.02	3.38	0.00	0.00

The data also shows that increase in levels of income have a positive correlation with expenditure on ICT services. The lower the income level, the lower the expenditure on ITC and the higher the income level, the higher is the expenditure on ICT. For those with an income above E20000, about 34. percent of them spend E5000 to E10, 000 per year on ICT services. This trend is also observed in the E10 000 to

E20 000 expenditure category whereby a proportion of about 22 percent have spent on ICT services. Table 39, shows expenditure on ICT services by level of income.

Table 39: Expenditure on ICT services by level of income

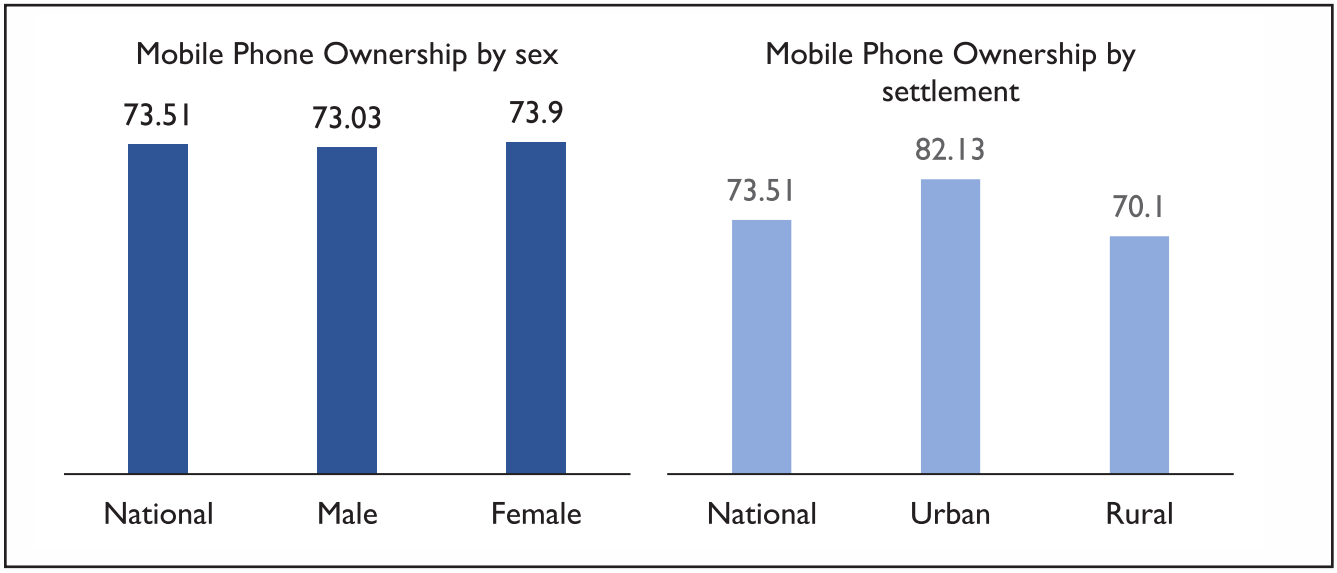
Income	Less than 1000	1000 to 2000	2000 to 5000	5000 to 10000	10000 to 20 000	Above 20 000
Less than 1 000	80.13	12.22	5.87	1.36	0.39	0.003
1 000 to 2 000	57.94	26.49	14.61	0.97	0.00	0.00
2 000 to 5 000	44.92	28.34	20.21	5.48	1.04	0.00
5 000 to 10 000	25.31	26.59	30.73	14.44	2.94	0.00
10 000 to 20 000	13.51	16.54	34.66	25.57	6.63	3.09
Above 20 000	7.37	6.89	27.99	30.02	22.33	5.41

3.2.2 Proportion of individuals who own a mobile phone

This is the proportion of individuals who own a mobile telephone. An individual owns a mobile cellular telephone if he/she has a mobile cellular phone device with at least one active SIM card for personal use. It includes mobile cellular phones supplied by employers that can be used for personal reasons (to make personal calls, access the Internet, etc.) and those who have a mobile phone for personal use that is not registered under his/her name. It excludes individuals who have only active SIM card(s) and not a mobile phone device.

Mobile phone ownership by individuals in Eswatini during the survey was reported at 73.51 percent of the entire population of Eswatini, the highest proportion in mobile phone ownership recorded among females at 73.90 percent compared to males at 73.03 percent. Individuals in urban areas reported the highest mobile phone ownership at 82.13 percent compared to rural areas at 70.10 percent (see Figure 46).

Figure 46: Proportion of individuals who own a mobile phone by sex and residence

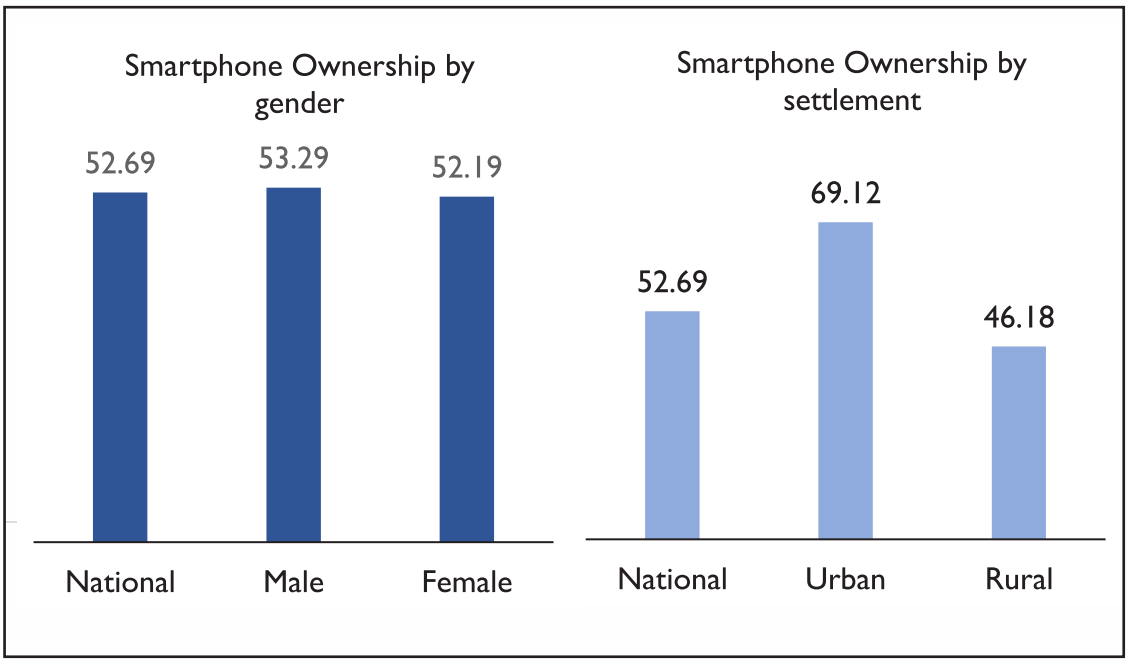


3.2.3 Proportion of individuals who a smartphone

A smart telephone (or smartphone) refers to a mobile handset that is used as the person's primary phone device which has smart capabilities, including Internet-based services, and performs many of the functions of a computer, including having an operating system capable of downloading and running applications. These applications include those created by third-party developers.

Individuals who own a smartphone in Eswatini were reported at 52.69 percent, predominantly individuals in urban areas at 69.12 percent compared to 46.18 percent in rural settlements. Mobile smartphone ownership among males at 53.29 percent is slightly above smartphone ownership among females at 52.19 percent.

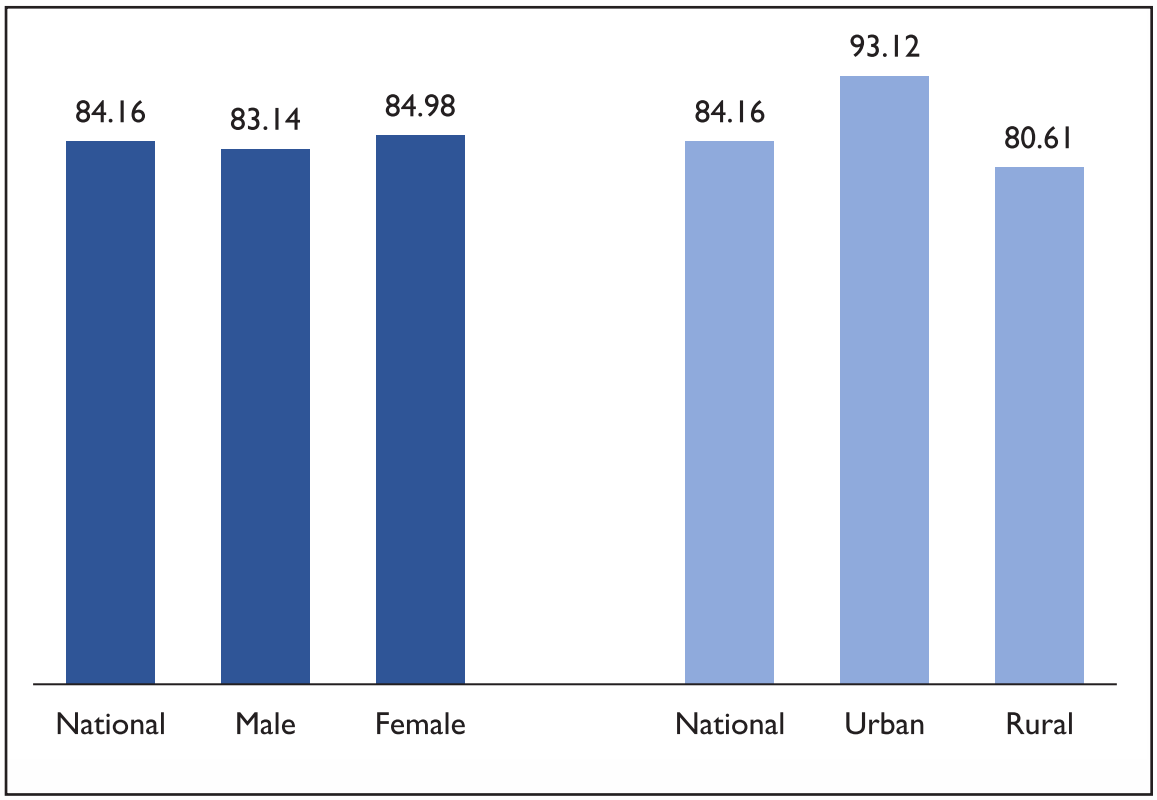
Figure 47: Proportion of individuals who own a smartphone by sex and residence



3.2.4 Proportion of individuals who use a mobile phone (past 3 months)

The proportion of individuals, 10 years and older, who use mobile phones in Eswatini (past 3 months) is at 84.16 percent. The sex disparity in the use of mobile phones is marginal, with usage among females is at 84.98 percent compared to males at 83.14 percent. Mobile phone usage among individuals in urban areas is higher at 93.12 percent compared to individuals in rural areas at 80.61 percent.

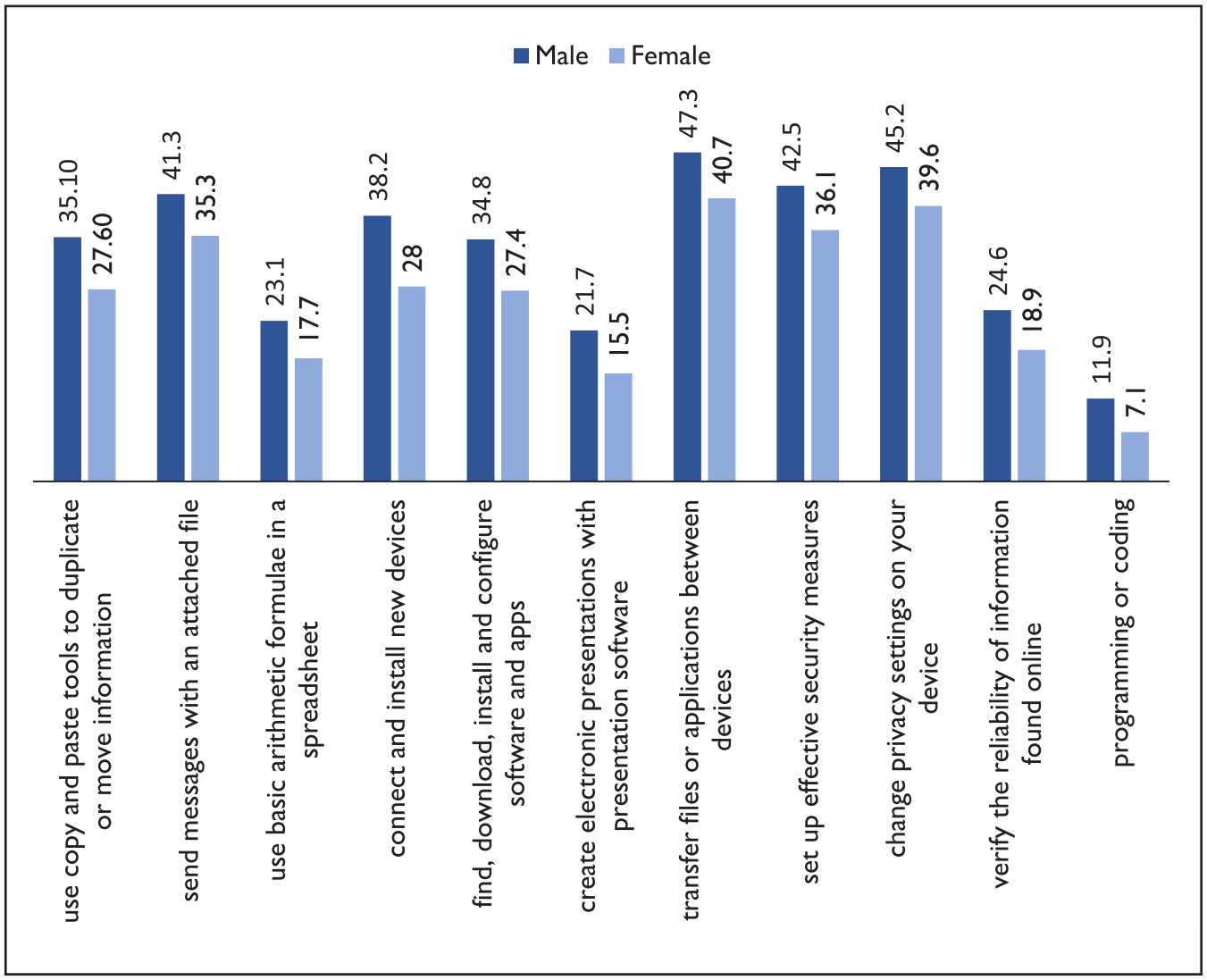
Figure 48: Proportion of individuals who use a mobile phone by sex and residence



3.2.5 Proportion of individuals with ICT skills

ICT Skills measures individuals' level of competency in the use of ICT products and services from the most basic skills of *using copy and paste tools to duplicate or move data, information and content* to advanced skills of *Programming or coding*. The proportion of individuals who reported to have ICT skills in Eswatini stood at an averaged 29.63 percent. The highest proportion reported competency in transferring files or applications between devices (43.60%) and changing privacy settings on your device (42.10%). A very low proportion of individuals at 9.20 percent reported to be competent in programming or coding. Males reported the highest proportion of individuals with ICT skills across all competencies compared to females, indicating a disparity between males and females in level of ICT skills in Eswatini. On average 35.10 percent of males reported to have ICT skills compared to 27.60 of females who reported to have ICT skills as shown in Figure 49.

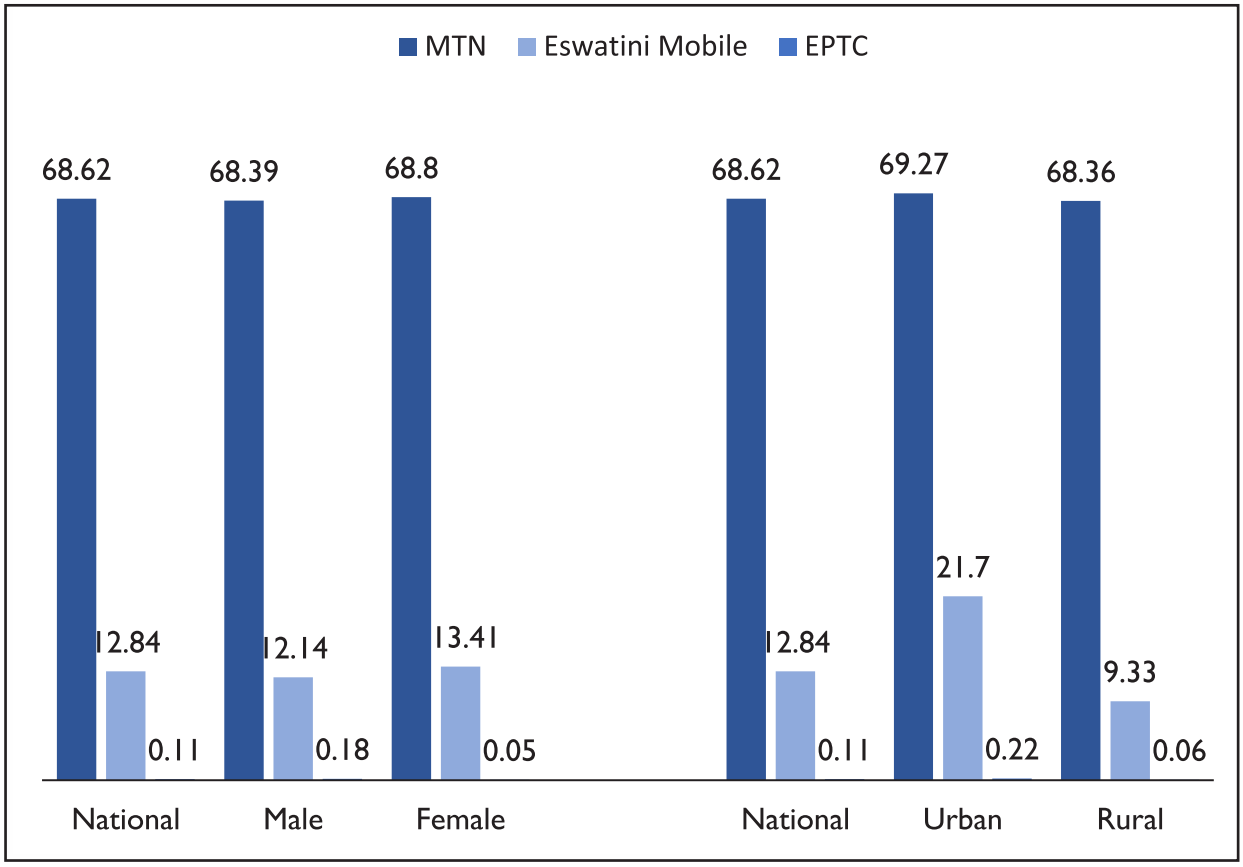
Figure 49: Individuals with ICT Skills by type of Skill and sex



3.2.6 Proportion of Individuals who use voice services by primary service provider

The highest proportion of individuals in Eswatini who use voice services, use MTN as their primary service provider for voice service, at 68.62 percent, followed by Eswatini Mobile at 12.84 percent. There is an observed disparity in proportions of individuals in urban areas using Eswatini Mobile as their primary voice service provider at 21.7 percent compared to the proportion of individuals in rural areas at 9.33 percent

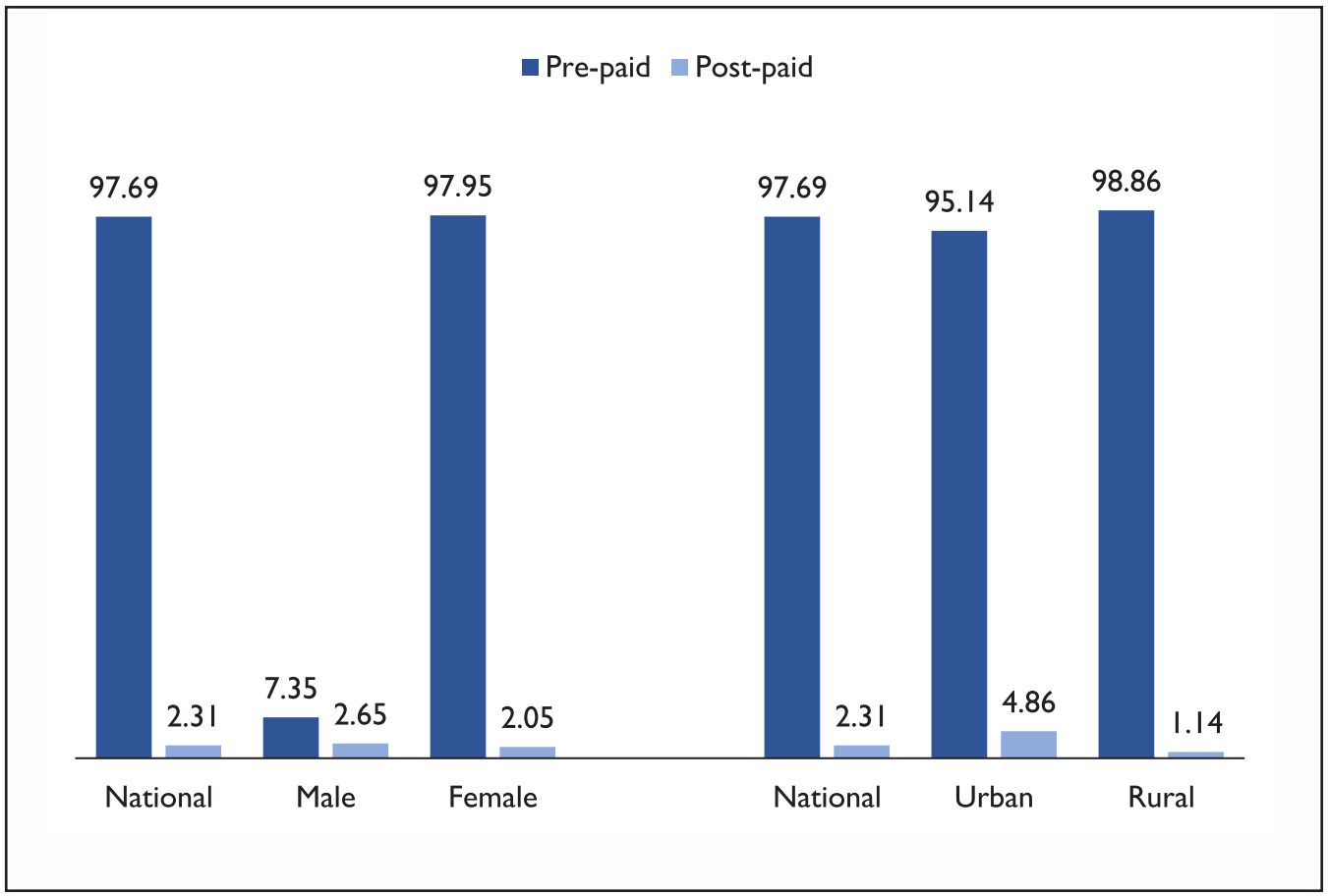
Figure 50: Proportion of Individuals who use voice services by primary service provider by sex and residence



3.2.7 Proportion of Individuals who use voice services by billing type

Individuals who use voice services in Eswatini predominantly use pre-paid voice services, at 97.69 percent, compared to post-paid voice services at 2.31 percent. The proportion of individuals who use post-paid voice services is higher among males at 2.65 percent compared to females at 2.05 percent. Individuals in urban reported the highest proportion of individuals who use post-paid voice services at 4.86 percent compared to individuals in rural at only 1.14 percent.

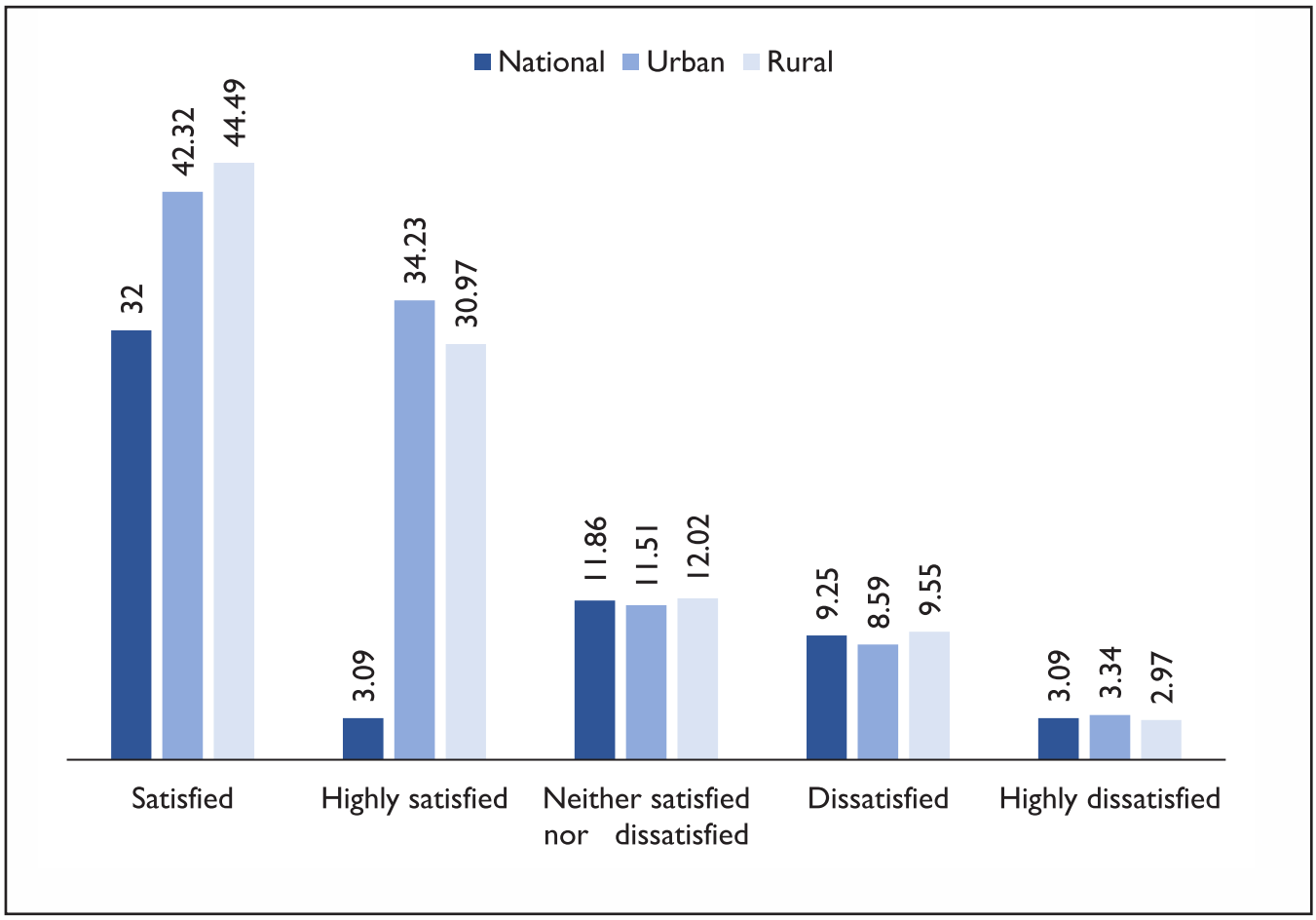
Figure 51: Proportion of individuals who use voice services by billing type by sex and by residence



3.2.8 Proportion of Individuals' by level of satisfaction

In connection with Individuals who use voice services in Eswatini, 43.32 percent reported to be satisfied with quality of voice call services of their primary service providers and 32 percent of individuals reported to be highly satisfied. The proportion of individuals who are dissatisfied and highly dissatisfied with their primary voice service provider are at 9.25 percent and 3.09 percent, respectively.

Figure 52: Proportion of individuals by level of satisfaction by residence



3.3 Broadcasting

3.3.1 Access to radio or television

Access to radio or television implies households or individuals that owned a radio/a television set during the time of the survey. Accessibility in this study was measured through the proportions of both households and individuals that owned a radio or a television set. This was captured through households' or individuals' questions that were asked during the study. Therefore, ownership of a functional radio or functional television set by a household qualified household to be considered as having access to these gadgets.

Definitions

Radio – A radio in this survey is defined as per the ITU Manual 2014, as a standalone device capable of receiving broadcast radio signals, using common frequencies, such as FM, AM, LW and SW. In this survey, this definition excludes radios integrated with another device, such as an alarm clock, an audio player, a mobile telephone or a computer.

Television set – A television (TV) in this survey refers to a standalone device capable of receiving broadcast television signals, using popular access means such as over the-air, cable and satellite.

3.3.1.1 Households that have access to radio

A question about ownership of a functional radio by a household was asked to determine the proportions of households that have access to a functional radio. Overall, less households own a radio compared to those that do not own one in the country. Table 40 indicates that 46.67 percent households own a radio while 53.33 percent do not own a radio. When considered by residence, more households in rural areas own a radio compared to urban households. The table shows that 48.36 percent of all households that are in rural areas own a radio whereas only 43.28 percent of all households in urban areas own a radio. In terms of regions, the Hhohho region has the greatest proportion of households (48.63 %) that own a functional radio, while the Lubombo region has the least proportion of households (41.94 %) that own a functional radio.

Table 40: Radio ownership, proportion of households with a radio by area of residence and region

		Radio ownership	
		Yes	No
Total		**46.67**	**53.33**
Region	Hhohho	48.63	51.37
	Manzini	47.01	52.99
	Shiselweni	47.15	52.85
	Lubombo	41.94	58.06
Residence	Urban	43.28	56.72
	Rural	48.36	51.64
Income	less than 1000	44.47	55.53
	1000 to 2000	47.62	52.38
	2000 to 5000	45.78	54.22
	5000 to 10000	52.74	47.26
	10000 to 20000	44.37	55.63
	Above 20000	46.25	53.75
Expenditure	less than 1000	42.82	57.18
	1000 to 2000	46.07	53.93
	2000 to 5000	51.14	48.86
	5000 to 10000	42.80	57.20
	10000 to 20000	54.64	45.36
	Above 20000	17.20	82.80

3.3.1.2 Households that have a functional television set.

Households were asked about the number of functional television sets owned in order to establish access to television. A proportion of 54.5 percent of the households reported to have at least a functional television set. The Hhohho region recorded a proportion of 64.5 percent, followed by Manzini (55.8%), Lubombo (49%) and Shiselweni has the least proportion of 45.8 percent.

Urban households reported to have 62.7 percent of households having at least a functional television set compared to a proportion of 52 percent of households having at least a functional television set from the rural settlements.

Table 41: Proportion of households with a functional television by region and location

		Does your household have a functional television set?	
		Yes	No
Total		**54.5**	**45.5**
Region	Hhohho	64.5	35.5
	Manzini	55.8	44.2
	Shiselweni	45.8	54.2
	Lubombo	49	51
Residence	Urban	62.7	37.3
	Rural	52	48

3.3.1.3 Proportions of households that receive television signals from local television stations

In general, fewer households reported to receive television signals from local television stations than those that do not receive television signals. According to Table 42, in the whole country, only 25.34 percent of the households receive television signals from local television stations, while the remaining 74.66 percent do not. In terms of regions, Table 42, indicates that only 30.79 percent of all households in the Manzini region receive television signals from local television stations and the remaining 69.21 percent do not. This portrays Manzini region as a region that has the biggest proportion of households that receive television signals from local television stations and Lubombo region as the region with the least percentage of households (15.27 %) that receive television signals from local television stations. Table 42 also indicates that at least 26.19 percent of all households in urban areas receive television signals from local television stations, while in rural areas 24.92 percent of all households receive television signals from local television stations.

Table 42: Percentage of households with TV signal reception from local TV stations by area of residence and region

		Does your household receive TV signals from local TV stations?	
		Yes	No
Total		**25.34**	**74.66**
Region	Hhohho	26.11	73.89
	Manzini	30.79	69.21
	Shiselweni	19.91	80.09
	Lubombo	15.27	84.73
Residence	Urban	26.19	73.81
	Rural	24.92	75.08
Income	less than 1000	27.17	72.83
	1000 to 2000	26.59	73.41
	2000 to 5000	23.48	76.52
	5000 to 10000	25.42	74.58
	10000 to 20000	22.67	77.33
	Above 20000	28.23	71.77
Expenditure	less than 1000	24.89	75.11
	1000 to 2000	21.05	78.95
	2000 to 5000	27.40	72.60
	5000 to 10000	24.99	75.01
	10000 to 20000	23.01	76.99
	Above 20000	79.72	20.28

3.3.1.4 Households with Radio signal reception of local Radio stations

Table 43 depicts that 89.24 percent of all the households in the country receive a signal from local radio stations, while the remaining 10.76 percent do not. When viewed by regions, the table indicates that Shiselweni region has the biggest proportion of households (93.52 %) that receive a signal from a local radio station, while the remaining 6.48 percent of the households do not. The table shows that the region with the least proportion of households that receive a radio signal from a local radio station is Hhohho region (85.24 %). In urban areas, 92.01 percent of all households receive a radio signal from local radio stations and relatively lesser proportions of households (88.01 %) in rural areas receive a radio signal from a local radio station.

Table 43: Percentage of households with radio signal reception of local radio stations

		Local radio signal reception	
		Yes	No
Total		**89.24**	**10.76**
Region	Hhohho	85.22	14.78
	Manzini	91.28	8.72
	Shiselweni	93.52	6.48
	Lubombo	89.22	10.78
Residence	Urban	92.01	7.99
	Rural	88.01	11.99

3.3.1.5 Households with Cellular signal reception of local cellular networks

The proportion of households in the country covered by mobile cellular networks, measured by cellular signal reception of local cellular networks, as illustrated by Table 44 shows that 95.02 percent of all households are covered by local cellular networks. The remaining 4.98 percent of households are not covered. Regionally, the largest proportion of households that have cellular signal reception of local cellular networks are in Shiselweni region. Table 44 indicates that 99.58 percent of all households in Shiselweni have cellular signal reception of local cellular networks and only 0.42percent do not. Relatively, the Hhohho region has the least proportion of households (90.66 %) with cellular signal reception of local cellular networks, while the remaining 9.34 percent do not. The difference in the proportions of households with cellular signal reception of local cellular networks between households in urban areas and those in rural areas is not huge. Table 44 shows that 96.46 percent of all households in urban areas have cellular signal reception of local cellular networks while in the rural areas 94.31 percent also have cellular signal reception of local cellular networks.

Table 44: Percentage of households with Cellular signal reception of local cellular networks

		Cellular signal reception of local cellular networks	
		Yes	No
Total		**95.02**	**4.98**
Region	Hhohho	90.66	9.34
	Manzini	96.36	3.64
	Shiselweni	99.58	0.42
	Lubombo	96.89	3.11
Residence	Urban	96.46	3.54
	Rural	94.31	5.69

3.3.1.6 Broadcasting stations household viewership and listenership by area of residence and region by income

Generally, Eswatini TV is the most popular broadcasting station in the country. This is substantiated by the largest proportion of households that indicated to watch Eswatini TV compared to the proportions

of households that watch Channel Yemaswati. Table 45 shows that 28.24 percent of all households in the country watch Eswatini TV, while 14.70 percent of households watch Channel Yemaswati. However, it is worth noting that Channel Yemaswati has the largest proportion of viewership in the Shiselweni region (26.90 %) compared to Eswatini TV (19.22 %) as shown in Table 45.

In terms of urban-rural domain, Table 45, shows that most the largest proportion of households that watch Eswatini TV are in the rural areas (30.73 %), while 24.07 percent are in urban areas. Channel Yemaswati, has a rural viewership of 15.59% and an urban viewership of 13.22 percent.

However, it should be noted that 25.88 percent of all the households in the country do not listen to or watch any of the listed broadcasting stations and 5.64 percent use all the listed broadcasting stations.

In terms of radio listenership, Voice of the Church (VOC) radio station has the largest listenership (13.44%) in the country while Eswatini Broadcasting and Information Services (EBIS) recorded 12.11 percent in household listenership as show in Table 45. EBIS recorded the highest listenership in the Hhohho region (13.05 %) compared to VOC that recorded the highest listenership in all other regions. Radio listenership by rural urban settlement, VOC recorded the highest listenership in both rural and urban compared to EBIS.

Table 45: Proportion of household viewership and listenership by region, area of residence and income level

		Broadcasting stations Viewership and Listenership					
		Eswatini TV	Channel Yemaswati	EBIS	VoC	All of the above	None
Total		**28.24**	**14.70**	**12.11**	**13.44**	**5.64**	**25.88**
Region	Hhohho	29.50	14.87	13.05	11.51	7.75	23.31
	Manzini	24.95	12.15	12.74	13.54	5.09	31.53
	Shiselweni	19.22	26.90	10.87	13.88	3.04	26.09
	Lubombo	37.70	12.66	9.37	17.26	3.60	19.42
Residence	Urban	24.07	13.22	12.08	13.73	7.89	29.00
	Rural	30.73	15.59	12.12	13.26	4.29	24.01
Income	less than 1 000	29.26	18.93	13.26	9.01	4.69	24.85
	1 000 to 2 000	21.69	12.88	8.96	26.31	3.43	26.74
	2 000 to 5 000	27.69	14.50	13.31	17.79	3.26	23.44
	5 000 to 10 000	33.03	11.17	16.03	9.17	8.86	21.73
	10 000 to 20 000	28.34	13.31	8.11	11.60	9.06	29.59
	Above 20 000	25.07	15.72	4.92	2.91	8.05	43.34
Expenditure	less than 1 000	28.74	14.02	10.52	15.93	4.59	26.21
	1 000 to 2 000	28.49	17.94	14.78	11.21	1.30	26.27
	2 000 to 5 000	29.36	12.91	12.50	12.78	6.86	25.60
	5 000 to 10 000	19.82	17.00	11.30	14.73	9.67	27.48
	10 000 to 20 000	51.16	19.21	0.00	0.00	9.39	20.24
	Above 20 000	31.41	0.00	33.92	34.68	0.00	0.00

3.3.1.7 Proportion of households with Set-Top-Box (Sigujana) by residence, region, and income

Overall, fewer households reported to have a Set-Top-Box (Sigujana) than those that did not have in the country. Table 46 indicates that 22.05 percent of all the households in the country have Set-Top-Boxes (Sigujana). Lubombo region reported lowest proportion of households with Set-Top-Boxes (Sigujana) at 14.21percent. Manzini recorded 24.23 percent, followed by Shiselweni (23.88 %) and Hhohho with 22.92 percent.

The are no substantial variations in ownership of Set-Top-Box (Sigujana) by households by urban-rural domain. Table 46 shows that 22.03 percent of all households in urban areas own Set-Top-Box (Sigujana) while 22.07 percent of all households located in rural areas own Set-Top-Box (Sigujana). Table 46 depicts no correlation between households that own Set-Top-Box (Sigujana) and the levels of income for households.

Table 46: Proportion of households with Set-Top-Box (Sigujana) by residence, region, and income

		Households owning Sigujana	
		Yes	No
Total		**22.05**	**77.95**
Region	Hhohho	22.92	77.08
	Manzini	24.23	75.77
	Shiselweni	23.88	76.12
	Lubombo	14.21	85.79
Residence	Urban	22.03	77.97
	Rural	22.07	77.93
Income	less than 1000	24.11	75.89
	1000 to 2000	21.57	78.43
	2 000 to 5 000	18.90	81.10
	5 000 to 10 000	25.55	74.45
	10 000 to 20 000	19.52	80.48
	Above 20 000	23.76	76.24
Expenditure	less than 1 000	21.45	78.55
	1 000 to 2 000	18.13	81.87
	2 000 to 5 000	24.33	75.67
	5 000 to 10 000	22.31	77.69
	10 000 to 20 000	18.59	81.41
	Above 20 000	38.88	61.12

3.3.1.8 Households with multichannel signal by residence, region, and income

A significant proportion of households with a functional TV in the country have a multichannel signal. Table 47 indicates that 77.82 percent of all the households with a functional TV in the country have multichannel signal. The region that has the largest proportion of Household with multichannel signal is Hhohho at 88.30 percent and least percentage of households with multichannel signal is found in the

Manzini region (70.97 %). There are no major variations between the proportion of households with multichannel signal in urban areas and those in rural areas. Table 47 depicts that in urban areas, 76.96 percent of households have multichannel signal while in rural areas the proportion of households that have multichannel signal stands at 78.25 percent. There is positive correlation between income levels of households and the proportions of households with a multichannel signal.

Table 47: Proportion of households with multichannel signal by residence, region, and income

		Multichannel signal	
		Yes	No
Total		**77.82**	**22.18**
Region	Hhohho	88.30	11.70
	Manzini	70.97	29.03
	Shiselweni	80.73	19.27
	Lubombo	72.07	27.93
Residence	Urban	76.96	23.04
	Rural	78.25	21.75
Income	less than 1 000	73.52	26.48
	1000 to 2 000	66.00	34.00
	2 000 to 5 000	79.36	20.64
	5 000 to 10 000	81.29	18.71
	10 000 to 20 000	88.61	11.39
	Above 20 000	86.47	13.53
Expenditure	less than 1 000	69.25	30.75
	1 000 to 2 000	71.82	28.18
	2 000 to 5 000	85.45	14.55
	5 000 to 10 000	81.94	18.06
	10 000 to 20 000	95.44	4.56
	Above 20 000	100.00	0.00

3.3.1.9 Households with specific Multi channel TV by region, area of residence and income

Half of all households with multichannel television reported to have subscribed to Direct-To-Home Satellite (DTH) (50.22 %) as shown in Table 48. The table also shows that 18.88 percent of all households with multichannel television reported to have subscribed to free Direct-To-Home Satellite, 14.99 percent have Digital Terrestrial television and the remaining 15.90 percent have all the categories of multichannel television. There are no strong variations in the proportions of households that have subscribed to free Direct-To-Home Satellite among the three regions (Hhohho 50.23 percent, Manzini 52.40 percent and Lubombo 50.21 percent) except in the Shiselweni region which stands at 43.95 percent. The largest proportion of households in urban areas have subscribed to DTH (55.39 %) compared to the proportion of households that also have subscribed Direct-To-Home Satellite (DTH) in rural areas (47.32 %). There is no clear association between income levels of households and the proportions of households with any specific multichannel television.

Table 48: Proportion of households with Multi channel TV by region, area of residence and income

		Multichannel TV			
		Subscribed Direct-To-Home Satellite (DTH)	Subscribed free Direct-To-Home Satellite	Digital Terrestrial TV (DTT)	All of the above
Total		**50.22**	**18.88**	**14.99**	**15.90**
Region	Hhohho	50.23	20.51	9.25	20.01
	Manzini	52.40	15.59	17.60	14.42
	Shiselweni	43.95	15.09	20.58	20.38
	Lubombo	50.21	24.93	16.07	8.79
Residence	Urban	55.39	18.35	13.75	12.51
	Rural	47.32	19.19	15.68	17.81
Income	less than 1000	42.20	24.94	14.22	18.65
	1000 to 2000	54.28	14.07	16.43	15.23
	2000 to 5000	50.85	14.50	18.72	15.94
	5000 to 10000	44.59	24.06	10.28	21.07
	10000 to 20000	63.74	8.69	22.23	5.34
	Above 20000	71.78	20.54	3.30	4.37
Expenditure	less than 1000	50.71	16.75	16.35	16.19
	1000 to 2000	49.29	22.64	10.04	18.03
	2000 to 5000	48.91	17.51	16.26	17.31
	5000 to 10000	54.49	23.68	17.50	4.34
	10000 to 20000	56.19	24.40	0.00	19.41
	Above 20000	50.68	23.71	0.00	25.61

3.3.1.10 Households subscribing to internet video streaming services (e.g. Netflix, Showmax) by region, area of residence and income

Very few households subscribe to internet video streaming services in the country. Table 60 indicates that only 6.90 percent of all households in the country subscribe to internet video streaming services, while the remaining 93.10 percent do not. The table further shows that there are no remarkable regional variations among the proportions of households that subscribe to internet video streaming. The highest proportion of households that s ubscribe to internet video streaming services was reported in Lubombo at 7.95 percent while the Hhohho region reported the least (5.41 %) of all the households subscribing to internet video streaming services.

In terms of urban-rural domains, the largest proportion of households that subscribe to internet video streaming services were reported in urban areas (11.55 %) compared to rural areas who reported 4.59 percent. There appears to be a clear positive correlation between the proportions of households that subscribe to internet video streaming services and the levels of income for households, i.e. there are smaller proportions of households that subscribe to internet video streaming services within the low-level income bracket.

Table 49: Proportion of households subscribing to internet video streaming services (e.g. Netflix, Showmax) by region, area of residence and income

		Does your household subscribe to internet video streaming services?	
		Yes	No
Total		**6.90**	**93.10**
Region	Hhohho	5.41	94.59
	Manzini	7.87	92.13
	Shiselweni	6.21	93.79
	Lubombo	7.93	92.07
Residence	Urban	11.55	88.45
	Rural	4.59	95.41
Income	less than 1 000	2.62	97.38
	1 000 to 2 000	2.59	97.41
	2 000 to 5 000	3.21	96.79
	5 000 to 10 000	10.65	89.35
	10 000 to 20 000	17.25	82.75
	Above 20 000	26.15	73.85
Expenditure	less than 1 000	2.86	97.14
	1 000 to 2 000	6.23	93.77
	2 000 to 5 000	6.74	93.26
	5 000 to 10 000	13.27	86.73
	10 000 to 20 000	41.14	58.86
	Above 20 000	36.84	63.16

3.3.2 Individuals Usage

3.3.2.1 Population watching television using an internet TV app (eg DSTV, Eswatini TV App) - Sex, disability, Age groups, Income

Individuals were asked a question on what technology they use to watch television. In general, the largest proportion of individuals in the country reported that they do not watch television using an internet application. Table 50 shows that only 5.46 percent of the whole population eligible for this survey reported that they watch television using an internet television application while the remaining 94.54 percent said they do not. Regionally, Shiselweni recorded the largest proportion of population (10.23 %) that watch television using an internet television application compared to all the other regions (Lubombo 7.10 percent, Hhohho 5.77 percent, Manzini 3.03 percent). Based on urban-rural divide, Table 50 shows that there were no significant variations on the proportions of individuals that watch television using internet television applications, as 5.84 percent of individuals in urban areas reported to watch television using internet television applications while rural recorded 5.23 percent.

The table also shows that based on sex, there are no notable variations between individuals that watch television using internet television applications and those that do not, as only 5.44 percent and 5.47 percent males and females respectively reported to watch television using internet television applications. Table 50 shows very slight differences in proportions of individuals that watch television using internet television applications. Among people living with disability, 6.04 percent reported to watch television

using an internet television application. In terms of age groupings, it appears that the age group 10-19 years has the largest proportion of individuals (7.57 %) that watch television using internet television applications compared to the other groups. There are no notable variations on the proportions of individuals that watch television using internet television applications, based income levels.

Table 50: Proportion of population watching television using an internet TV app (e.g. DSTV, Eswatini TV App) - Sex, disability, Age groups, Region, income

		Do you watch TV using internet TV app		
		YES	NO	Total
Total		**5.46**	**94.54**	**100.00**
Region	Hhohho	5.77	94.23	100.00
	Manzini	3.03	96.97	100.00
	Shiselweni	10.23	89.77	100.00
	Lubombo	7.10	92.90	100.00
Residence	Urban	5.84	94.16	100.00
	Rural	5.23	94.77	100.00
Sex	Male	5.44	94.56	100.00
	Female	5.47	94.53	100.00
Age groups	10 to 19 years	7.57	92.43	100.00
	20 to 29 year	4.90	95.10	100.00
	30 to 39 years	4.07	95.93	100.00
	40 to 49 years	6.94	93.06	100.00
	50 to 59 years	3.50	96.50	100.00
	60 to 69 years	4.05	95.95	100.00
	70 to 79 years	0.00	100.00	100.00
	80 years and above	0.00	100.00	100.00
Income	less than 1000	4.99	95.01	100.00
	1000 to 2000	5.03	94.97	100.00
	2000 to 5000	3.67	96.33	100.00
	5000 to 10000	8.88	91.12	100.00
	10000 to 20000	8.73	91.27	100.00
	Above 20000	12.23	87.77	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	5.15	94.85	100.00
	Some difficulties	6.04	93.96	100.00

3.3.2.2 Population who watch local television programmes - Sex, disability, Age groups, income

A majority of individuals do not watch local television programmes. This is illustrated by Table 51, which shows that only 12.15 percent individuals watch local television programmes while the remaining 87.85 percent do not. The largest proportion of individuals that watch local television programmes are in Manzini region (15.55 %) followed by Hhohho region with 14.98 percent, Shiselweni with 6.51 percent

and Lubombo with only 5.77 percent. A slightly higher proportion of individuals in urban areas (14.61 %) watch local television programmes compared to the proportion of individuals that watch local television programmes in rural areas (11.17 %).

There are no sex related variations of proportions of individuals that watch local television programmes, as 12.01 percent and 12.26 percent of males and females respectively reported to watch local television programmes. The 50-59 years age group has the largest proportions (15.61 %) of individuals that watch local television programmes while the 80 years and above group has the least percentage (5.83 %) of individuals that watch local television programmes. There is a slight difference between the proportions of individuals that watch local television programs based on disability, as there were 13.17 percent individuals with some difficulty reported to watch local television programs compared to 11.44 percent of individuals that did not have any difficulty.

Table 51: Proportion of population who watch local television programmes - Sex, disability, Age groups, income

		Do you watch local TV programmes	
		YES	NO
Total		**12.15**	**87.85**
Region	Hhohho	14.98	85.02
	Manzini	15.55	84.45
	Shiselweni	6.51	93.49
	Lubombo	5.77	94.23
Residence	Urban	14.61	85.39
	Rural	11.17	88.83
Sex	Male	12.01	87.99
	Female	12.26	87.74
Age groups	10 to 19 years	11.25	88.75
	20 to 29 year	11.54	88.46
	30 to 39 years	10.37	89.63
	40 to 49 years	14.99	85.01
	50 to 59 years	15.61	84.39
	60 to 69 years	14.65	85.35
	70 to 79 years	13.33	86.67
	80 years and above	5.83	94.17
Income	less than 1000	11.02	88.98
	1000 to 2000	12.84	87.16
	2000 to 5000	12.21	87.79
	5000 to 10000	18.20	81.80
	10000 to 20000	20.05	79.95
	Above 20000	19.45	80.55
Individuals living or having some difficulties using their part of the body	No difficulty	11.44	88.56
	Some difficulties	13.17	86.83

3.3.2.3 *Population who watch local television programmes by reason - sex, disability, age groups and income*

A greater number of individuals watch local television programs for information purposes and very few individuals watch television for religious/ spiritual purposes.

Table 52 shows that 83.88 percent individuals watch local television programmes in order to get information, 10.35 percent watch local television programmes to entertain themselves, 3.59 percent for educational purposes, while the remaining 2.18 percent individuals for religious/spiritual purposes. The largest proportion of individuals (89.99 %) in Hhohho watch local television programmes for information purposes compared to other regions. Notably, Shiselweni region reported the largest proportion of individuals (18.30 %) that watch local television programmes for entertainment reasons.

Table 52 also indicates that most individuals (87.86 %) that watch local television programmes in order to get information reside in urban areas while 81.82 percent of individuals that watch local television programmes are in rural areas. There is some variation in areas of interest between males and females, as reflected by the reasons for watching local TV. The highest proportions of females reported to watch local TV programmes for information (84.19 %) and religious/spiritual purposes (2.86 %), while higher proportions of males reported to watch for education (4.15%) and entertainment purposes (11.03 %).

The age group 70-79 years (100 %) reported to watch local television programmes for getting information purposes only. There is a positive correlation between individuals' age and watching of local television programmes for information purposes as observed in Table 52. A slightly higher proportion of individuals (85.31 %) that watch local television programmes for information purposes are those that reported to be living with disability.

Table 52: Proportion of population who watch local television programmes by reason - Sex, disability, Age groups, Region income

		Which of the following best describes your reasons for watching local TV programmes			
		Information purposes	Education	Entertainment	Religious/ spiritual purposes
Total		**83.88**	**3.59**	**10.35**	**2.18**
Region	Hhohho	89.99	4.06	4.39	1.56
	Manzini	83.95	2.70	12.37	0.98
	Shiselweni	71.80	6.12	18.30	3.78
	Lubombo	70.10	3.81	16.22	9.87
Residence status	Urban	87.86	1.98	9.21	0.95
	Rural	81.82	4.42	10.93	2.82
Sex	Male	83.49	4.15	11.03	1.33
	Female	84.19	3.14	9.80	2.86
Age groups	10 to 19 years	68.06	8.46	22.49	0.98
	20 to 29 years	78.16	4.72	13.88	3.24
	30 to 39 years	92.63	0.59	3.38	3.40
	40 to 49 years	92.44	0.97	5.42	1.18
	50 to 59 years	92.50	1.41	2.05	4.04
	60 to 69 years	98.09	0.00	0.00	1.91
	70 to 79 years	100.00	0.00	0.00	0.00
	80 years and above	100.00	0.00	0.00	0.00
Income	less than 1000	78.76	5.16	14.16	1.92
	1000 to 2000	94.01	1.77	1.81	2.40
	2000 to 5000	88.83	0.00	7.44	3.73
	5000 to 10000	86.81	3.96	6.01	3.22
	10000 to 20000	98.64	0.00	1.36	0.00
	Above 20000	91.47	0.00	8.53	0.00
Individuals living or having some difficulties using their part of the body	No difficulty	82.75	4.35	11.19	1.72
	Some difficulties	85.31	2.63	9.28	2.78

3.3.2.4 Population listening to radio using an internet Radio app (e.g. EBIS) - Sex, disability, Age groups, income

Table 53 shows that only 5.84 percent of individuals listen to radio using a radio application in the country. Regionally, it is notable that the largest proportion of the individuals that listen to radio using a radio application are in the Shiselweni region (17.88 %). All the other three regions have insignificant proportions of individuals that listen to radio using a radio application. Based on urban-rural divide, Table 53 shows that there are slightly more individuals that listen to radio using a radio application in rural

areas compared to urban areas, with 7.12 percent in rural and 3.2 percent in urban areas. The table also shows that based on sex, there are no notable variations between individuals that listen to radio using a radio application.

Table 53 also shows that 5.04 percent of individual living with disability listen to radio using an internet radio application. In terms of age groupings, it appears that there is no clear association between individuals that listen to radio using a radio application and the categorization according to their ages. There is also no clear association between the proportions of individuals that listen to radio using a radio application and their levels of income.

Table 53: Proportion of population listening to radio using an internet Radio app (e.g. EBIS) - Sex, disability, Age groups, income

		Listening to radio using an internet Radio Apps		Total
		Yes	No	
Total		**5.84**	**94.16**	**100.00**
Region	Hhohho	4.74	95.26	100.00
	Manzini	3.01	96.99	100.00
	Shiselweni	17.88	82.12	100.00
	Lubombo	5.21	94.79	100.00
Residence status	Urban	3.72	96.28	100.00
	Rural	7.12	92.88	100.00
Sex	Male	5.77	94.23	100.00
	Female	5.90	94.10	100.00
Age groups	10 to 19 years	5.61	94.39	100.00
	20 to 29 year	6.78	93.22	100.00
	30 to 39 years	5.74	94.26	100.00
	40 to 49 years	4.65	95.35	100.00
	50 to 59 years	6.45	93.55	100.00
	60 to 69 years	2.63	97.37	100.00
	70 to 79 years	0.00	100.00	100.00
	80 years and above	9.20	90.80	100.00
Income	less than 1000	6.06	93.94	100.00
	1000 to 2000	4.71	95.29	100.00
	2000 to 5000	5.79	94.21	100.00
	5000 to 10000	7.14	92.86	100.00
	10000 to 20000	6.37	93.63	100.00
	Above 20000	0.00	100.00	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	6.27	93.73	100.00
	Some difficulties	5.04	94.96	100.00

3.3.2.5 Population who listen to local radio programmes - Sex, disability, Age groups, income

More than half of individuals do not listen to local radio programmes. This is illustrated by Table 65, which shows that only 39.99 percent of individuals listen to local radio programmes. The largest proportion of individuals that listen to local radio programmes are in the Hhohho region (43.04 %) followed by Manzini region with 40.43 percent. The lowest proportion of individuals that listen to local radio programmes are in Lubombo with 34.88 percent.

There is no significant variation between the proportions of individuals that listen to local radio programmes in urban areas (39.40 %) compared to the proportion of individuals (40.31 %) that listen to local radio programmes in rural areas. There are also no sex related variations among proportions of individuals that listen to local radio programmes as shown by 39.60 percent for males and 40.31 percent for females. In terms of age groups, there is a positive relationship between age and the proportion of individuals who listen to local radio programmes. This positive relationship is seen between the age 10 to 69 years, thereafter the relationship appears to be negative. In terms of income as well, there is an observed positive relationship between the proportion of individuals that listen to local programmes and the level of income. As income increases listenership increases as observed among listeners earning up to E10 000, thereafter listenership is observed to decline as income increases above E10 000.

Table 54: Proportion of population who listen to local radio programmes - Sex, disability, Age groups, income

		Listen to local Programme		
		Yes	No	Percent
Total		**39.99**	**60.01**	**100.00**
Region	Hhohho	43.04	56.96	100.00
	Manzini	40.43	59.57	100.00
	Shiselweni	39.12	60.88	100.00
	Lubombo	34.88	65.12	100.00
Residence status	Urban	39.40	60.60	100.00
	Rural	40.23	59.77	100.00
Sex	Male	39.60	60.40	100.00
	Female	40.31	59.69	100.00
Age groups	10 to 19 years	31.57	68.43	100.00
	20 to 29 year	40.16	59.84	100.00
	30 to 39 years	41.59	58.41	100.00
	40 to 49 years	47.29	52.71	100.00
	50 to 59 years	46.08	53.92	100.00
	60 to 69 years	53.22	46.78	100.00
	70 to 79 years	38.28	61.72	100.00
	80 years and above	38.45	61.55	100.00
Income	less than 1 000	38.17	61.83	100.00
	1 000 to 2 000	40.97	59.03	100.00
	2 000 to 5 000	44.36	55.64	100.00
	5 000 to 10 000	47.31	52.69	100.00
	10 000 to 20 000	44.75	55.25	100.00
	Above 20 000	35.92	64.08	100.00

3.3.2.6 Population who listen to local radio programmes by reason - Sex, disability, Age groups

Majority of the individuals (81.61 %) listen to local radio programmes for information purposes and very few individuals (4.09 %) listen to local radio programmes for educational purposes. The largest proportion of these individuals (86.92 %) are in the Hhohho region compared to the other regions. Notably, in the Lubombo region the largest proportion of individuals (13.87 %) listen to local radio programmes for religious/spiritual reasons that in any other region as indicated in Table 55. Table 55 also indicates that slightly more individuals (82.17 %) listen to local radio programmes in order to get information reside in rural areas while a lesser proportion of individuals (80.15 %) are in urban areas.

There is a slight sex-based variation between individuals that listen to local radio programmes for information purposes, with 83.85 percent males and 79.82 percent females. The largest proportion of individuals (89.25 %) that listen to local radio programmes for getting information are in age group 70-79 years. There is an observed positive correlation between individuals' age-group and listening to local radio programmes for information purposes, i.e. as individual's age, they tend to listen to local radio programmes for information. A slightly higher proportion of individuals living with disability (82.76 %) listen to local radio programmes for information purposes.

Table 55: Proportion of population who listen to local radio programmes by reason - Sex, disability, Age groups

		Reason for listening to radio by reason				
		Information purposes	Education	Entertainment	Religious/spiritual purposes	Total
Total		**81.61**	**4.09**	**7.11**	**7.19**	**100.00**
Region	Hhohho	86.92	2.94	4.23	5.92	100.00
	Manzini	83.37	2.86	7.53	6.25	100.00
	Shiselweni	77.78	7.88	8.88	5.46	100.00
	Lubombo	70.61	5.37	10.14	13.87	100.00
Residence status	Urban	80.15	3.98	8.02	7.84	100.00
	Rural	82.17	4.13	6.76	6.94	100.00
Sex	Male	83.85	3.89	7.12	5.13	100.00
	Female	79.82	4.24	7.10	8.83	100.00
Age groups	10 to 19 years	72.25	9.47	12.68	5.59	100.00
	20 to 29 year	81.63	4.13	9.85	4.39	100.00
	30 to 39 years	83.28	2.34	5.38	9.00	100.00
	40 to 49 years	86.20	0.93	4.06	8.81	100.00
	50 to 59 years	84.61	2.19	2.11	11.09	100.00
	60 to 69 years	87.30	3.32	1.58	7.80	100.00
	70 to 79 years	89.25	0.89	3.69	6.17	100.00
	80 years and above	88.51	0.00	5.21	6.29	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	80.68	4.86	8.75	5.71	100.00
	Some Difficulties	82.76	3.12	5.06	9.05	100.00

3.3.2.7 Proportion of individuals who listen to local radio programmes by genre - Sex, disability, Age groups, income

The most popular genre among all the radio program is the news, compared to other different radio programmes. Table 56 shows that 64.62 percent individuals listen to local radio specifically to listen to news. The next most popular genre is religion, illustrated by 11.25 percent of individuals that listen to religious programmes. The least liked genre or a genre that has the lowest proportion of viewers is the magazine genre. In terms of regions, the largest proportion of individuals (72.27 %) that listen to the news genre are from Hhohho region and the least being from Manzini region (57.87 %).

Table 56 also indicates that there is a slightly higher proportion of individuals in rural areas (65.62 %) than in urban areas (62.05 %) that listen to news. The table also shows that more males (67.75 %) than females (62.15 %) listen to news. The biggest proportion of individuals (70.92 %) that listen to news are from the age group 80 years and above.

Table 56: Proportion of population who listen to local radio programmes by genre - Sex, disability, Age groups

		What type of programmes do you listen to on local radio stations									
		Infomercials	Announcements	Sports news	Religious	Musical shows	Developmental educational 7'edutainment shows	Edutainment shows	Magazine	Documentaries	News
Total		**6.09**	**5.98**	**2.38**	**11.25**	**4.62**	**2.30**	**1.88**	**0.06**	**0.82**	**64.62**
Region	Hhohho	3.41	6.11	1.68	9.79	3.98	1.57	0.75	0.00	0.43	72.27
	Manzini	6.68	6.82	3.63	13.10	4.85	3.40	1.77	0.09	1.78	57.87
	Shiselweni	11.92	6.11	2.06	8.97	4.76	2.10	3.42	0.00	0.23	60.43
	Lubombo	4.01	3.64	1.23	12.41	5.26	1.49	2.82	0.19	0.00	68.96
Residence	Urban	4.81	6.33	2.39	12.28	5.18	3.71	2.02	0.10	1.13	62.05
	Rural	6.59	5.85	2.37	10.85	4.40	1.75	1.83	0.04	0.70	65.62
Sex	Male	5.46	5.86	4.59	7.48	4.65	2.53	1.20	0.07	0.41	67.74
	Female	6.58	6.08	0.63	14.23	4.60	2.12	2.42	0.05	1.14	62.15
Age groups	10 to 19 years	4.38	5.24	2.06	8.72	9.30	4.50	4.46	0.00	1.45	59.91
	20 to 29 year	6.52	6.67	3.52	7.58	6.21	2.40	2.67	0.14	0.40	63.89
	30 to 39 years	3.25	4.40	2.36	13.58	2.27	1.24	0.18	0.00	1.04	71.68
	40 to 49 years	9.60	4.97	2.97	13.93	3.59	1.55	0.27	0.00	0.29	62.83
	50 to 59 years	8.10	5.51	1.25	13.54	1.15	1.35	0.38	0.00	1.67	67.04
	60 to 69 years	7.23	10.31	1.61	15.82	0.54	1.95	1.06	0.00	0.00	61.47
	70 to 79 years	4.83	12.29	0.00	11.52	2.04	1.02	2.41	0.90	0.00	64.98
	80 years and above	9.85	6.00	2.09	9.35	0.00	0.00	1.79	0.00	0.00	70.92
Individuals living or having some difficulties using their part of the body	No difficulty	5.53	4.59	2.86	10.30	6.39	2.57	2.38	0.05	0.89	64.44
	Some difficulties	6.77	7.71	1.78	12.44	2.43	1.98	1.27	0.07	0.73	64.83

3.3.2.8 Individuals' perception of sound quality by radio station

Individuals who listen to local radio broadcasting services were asked questions to determine their perception on specific quality related topics on broadcasting services. Table 57 shows that the 71 percent of individuals in the country regard the sound quality for EBIS 1 radio station as being "Good to Excellent", while 17.36 percent of regard the sound quality as being average. 11.63 percent of individuals perceive sound quality as being "Poor to Very Poor". Regionally, the biggest proportion (78.77 %) of individuals that perceive the sound quality for EBIS 1 radio station as being "Good to Excellent" are in the Manzini region. The largest percentage of individuals (19.89 %) regionally that perceive the sound quality for EBIS

1 radio station as "Poor to Very Poor" are in the Lubombo region.

In terms of urban-rural domains, urban residents reported the biggest proportion of individuals (78.63 %) that regard the sound quality for EBIS 1 radio station as "Good to Excellent", while a significant proportion of 13.42 percent of individuals perceived sound quality as being "Poor to Very Poor" are in the rural areas. Table 57 also shows that among people living with disability, 14.7 percent perceived sound quality as being "Poor to Very Poor" compared to 9.81 percent of individuals with no disability who perceived sound quality as being "Poor to Very Poor". There is no clear association between the proportions of individuals' perception with regards the sound quality for EBIS 1 radio station and their levels of income.

Table 57: Proportion of Individuals perception of sound quality by radio station by Sex, disability, Age groups, Region, income

		Sound quality for EBIS1 radio station				
		Excellent	Good	Average	Poor	Very poor
Total		**30.06**	**40.94**	**17.36**	**8.99**	**2.64**
Region	Hhohho	24.57	42.96	18.66	11.87	1.93
	Manzini	32.67	46.10	14.04	4.77	2.41
	Shiselweni	36.43	33.33	20.60	6.58	3.06
	Lubombo	28.32	32.56	19.22	15.70	4.19
Residence	Urban	31.97	46.66	14.37	4.89	2.11
	Rural	29.32	38.73	18.53	10.57	2.85
Sex	Male	31.80	40.95	16.80	8.37	2.08
	Female	28.68	40.94	17.81	9.48	3.09
Income	less than 1000	30.37	39.59	17.98	9.36	2.69
	1000 to 2000	35.33	43.51	14.14	5.48	1.54
	2 000 to 5 000	26.40	43.14	16.93	11.12	2.42
	5 000 to 10 000	27.75	42.04	20.56	6.19	3.47
	10 000 to 20 000	29.30	44.51	12.72	9.28	4.19
	Above 20 000	22.52	43.30	20.06	9.39	4.73
Individuals living or having some difficulties using their part of the body	No difficulty	33.92	40.59	16.31	6.83	2.35
	Some difficulties	25.22	41.39	18.69	11.69	3.01

Table 58 shows that the 66.88 percent of individuals in the country regard the sound quality for EBIS 2 radio station as being "Good to Excellent", while 20.22 percent of regard the sound quality as being average. 12.91 percent of individuals perceive sound quality as being "Poor to Very Poor". Regionally, the biggest proportion (76.16%) of individuals that perceive the sound quality for EBIS 1 radio station as being "Good to Excellent" are in the Manzini region. The largest percentage of individuals (20.05%) regionally that perceive the sound quality for EBIS 1 radio station as "Poor to Very Poor" are in the Lubombo region.

In terms of urban-rural domains, urban residents reported the biggest proportion of individuals (71.45%) that regard the sound quality for EBIS 1 radio station as "Good to Excellent", while a significant proportion

of 14.73 percent of individuals perceived sound quality as being "Poor to Very Poor" are in the rural areas. Table 58 also shows that among people living with disability, 15.23 percent perceived sound quality as being "Poor to Very Poor" compared to 11.05 percent of individuals with no disability who perceived sound quality as being "Poor to Very Poor".

Table 58: Proportion of Individuals perception of sound quality by radio station

		Sound quality for EBIS2 radio station				
		Excellent	Good	Average	Poor	Very poor
Total		**26.80**	**40.08**	**20.22**	**9.14**	**3.77**
Region	Hhohho	20.96	40.06	23.89	12.87	2.22
	Manzini	29.70	46.46	14.46	4.58	4.81
	Shiselweni	33.32	31.66	25.14	5.69	4.19
	Lubombo	24.89	33.78	21.28	16.05	4.00
Residence	Urban	25.16	46.29	20.36	5.09	3.11
	Rural	27.43	37.67	20.17	10.71	4.02
Sex	Male	28.65	39.10	19.96	9.14	3.15
	Female	25.33	40.86	20.43	9.13	4.26
Age groups	10 to 19 years	27.44	38.28	22.23	7.43	4.62
	20 to 29 year	28.87	42.53	18.45	8.12	2.03
	30 to 39 years	24.09	40.31	23.28	6.77	5.55
	40 to 49 years	27.01	39.64	16.56	14.00	2.78
	50 to 59 years	21.32	44.24	19.89	10.20	4.34
	60 to 69 years	31.16	34.40	20.01	11.19	3.25
	70 to 79 years	28.49	39.25	19.60	10.84	1.83
	80 years and above	30.69	35.26	18.84	9.57	5.64
Individuals living or having some difficulties using their part of the body	No difficulty	30.55	39.05	19.34	7.42	3.63
	Some difficulties	22.09	41.36	21.33	11.29	3.94

Individuals were also asked a question on their perception of sound quality for Voice of the church (VOC) radio station. Table 59 shows that the 62.39 percent of individuals in the country regard the sound quality for VOC radio station as being "Good to Excellent", while 21.57 percent of regard the sound quality as being average. 16.04 percent of individuals perceive sound quality as being "Poor to Very Poor". Regionally, the biggest proportion (68.81%) of individuals that perceive the sound quality for VOC radio station as being "Good to Excellent" are in the Manzini region. The largest percentage of individuals (19.43%) regionally that perceive the sound quality for VOC radio station as "Poor to Very Poor" are in the Lubombo region.

In terms of urban-rural domains, urban residents reported the biggest proportion of individuals (65.13%) that regard the sound quality for VOC radio station as "Good to Excellent", while a significant proportion of 17.35 percent of individuals perceived sound quality as being "Poor to Very Poor" are in the rural areas. Table 59 also shows that among people living with disability, 17.93 percent perceived sound quality

as being "Poor to Very Poor" compared to 14.53 percent of individuals with no disability who perceived sound quality as being "Poor to Very Poor".

Table 59: Proportion of Individuals perception of sound quality by radio station

		Sound quality for VOC radio station				
		Excellent	Good	Average	Poor	Very poor
Total		**27.78**	**34.61**	**21.57**	**9.66**	**6.38**
Region	Hhohho	21.38	35.47	25.79	12.64	4.73
	Manzini	31.27	37.54	18.28	6.35	6.55
	Shiselweni	34.81	25.50	22.31	6.87	10.51
	Lubombo	25.09	35.46	20.02	14.44	4.99
Residence	Urban	28.13	37.50	21.71	7.30	5.36
	Rural	27.64	33.49	21.52	10.57	6.78
Sex	Male	26.50	37.05	22.43	9.32	4.69
	Female	28.79	32.66	20.88	9.93	7.73
Age groups	10 to 19 years	25.35	37.36	24.60	7.60	5.09
	20 to 29 years	27.04	34.77	22.24	9.73	6.22
	30 to 39 years	27.18	29.85	21.91	12.18	8.88
	40 to 49 years	30.16	36.43	16.57	11.04	5.80
	50 to 59 years	28.75	33.54	19.14	9.30	9.27
	60 to 69 years	29.56	36.45	21.11	8.60	4.28
	70 to 79 years	28.69	33.62	26.55	9.86	1.28
	80 years and above	37.91	33.92	18.43	3.63	6.11
Individuals living or having some difficulties using their part of the body	No difficulty	29.84	34.08	21.54	8.66	5.87
	Some difficulties	25.19	35.27	21.60	10.91	7.02

3.3.2.9 Individuals' local TV Channel Viewership by program

Individual respondents were also asked a question on the type of programs they mainly watch on local television channels. Table 60 shows that the biggest proportions (71.45%) of individuals that watch local television channels mainly watch news. When considered by regions, the Hhohho region had the largest proportion (89.09%) of individuals that watch news on local television. In terms of urban-rural domains, the biggest proportion (76.58%) of individuals of those that watch news on local television channels are in the urban areas while (68.72%) individuals are in rural areas.

Table 60 also shows there is not much variation in proportions of Individuals that watch news on local television channels based on sex, as 72.39% are males while 70.67% are females. It is notable that there is a positive correlation between the proportions of individuals that watch news on local television channels and the age categories of individuals. The greatest proportion of individuals that watch news on local television channels are those with an income of E10, 000 and above. It is also notable that there are more individuals (75.02%) living with disability who watch news on local television channels than those (68.72%) that do not have a disability.

Table 60: Type of programs mainly watched on local TV channels, by sex, age, income and disability

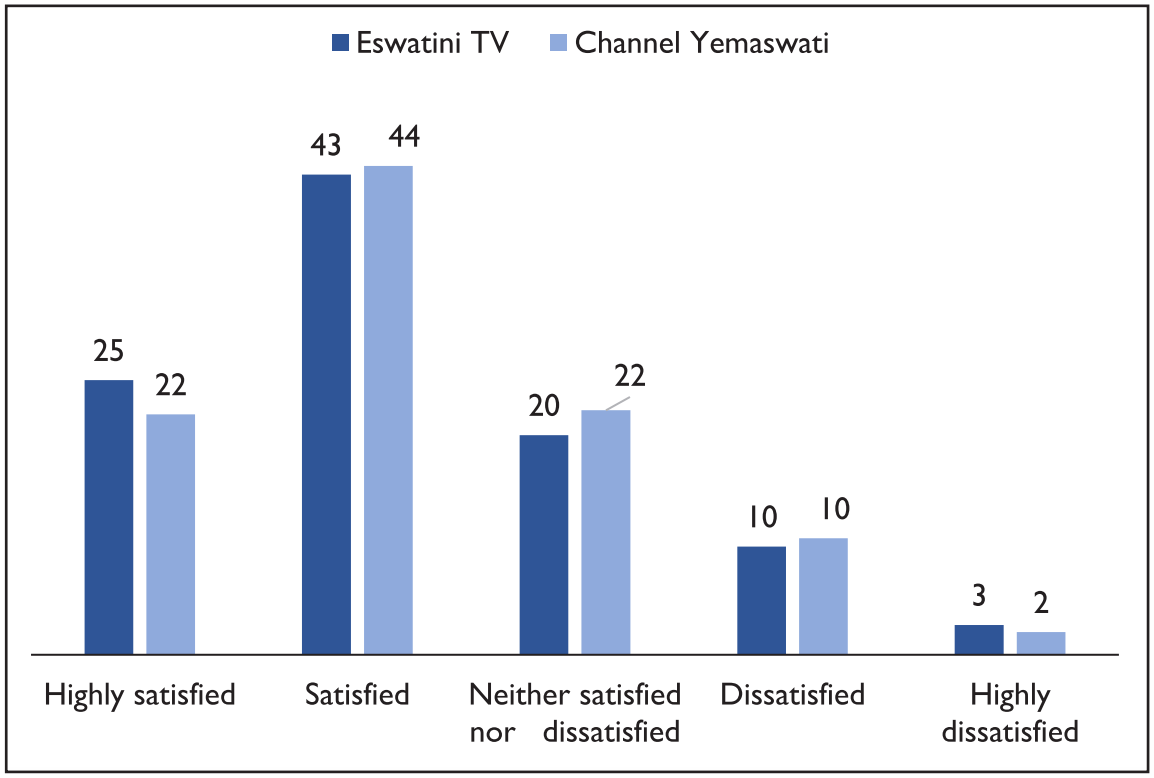
		What type of programs do you mainly watch on local TV channels												
		Animation	Kiddies	Current affairs	Documentary	Drama	Movies	Music	News	Reality	Religion	Sports	Telenovela	TALK SHOWS
Total		**1.43**	**1.68**	**4.02**	**1.02**	**5.72**	**4.22**	**3.80**	**71.45**	**0.42**	**2.87**	**2.14**	**1.04**	**0.18**
Region	Hhohho	0.00	0.00	0.00	0.70	0.63	2.38	1.43	89.09	0.69	1.97	1.45	1.66	0.00
	Manzini	2.09	1.55	7.78	1.54	8.35	5.49	3.37	62.55	0.40	2.87	3.27	0.38	0.35
	Shiselweni	0.00	3.03	0.00	0.00	9.31	1.59	10.69	69.13	0.00	6.24	0.00	0.00	0.00
	Lubombo	4.96	8.27	0.00	0.00	4.19	6.78	7.99	61.07	0.00	2.18	0.00	4.55	0.00
Residence status	Urban	0.00	1.60	5.44	0.00	4.28	3.17	3.01	76.58	0.00	1.77	4.17	0.00	0.00
	Rural	2.19	1.73	3.26	1.56	6.49	4.78	4.23	68.72	0.65	3.45	1.07	1.59	0.28
Sex	Male	1.69	1.03	3.43	0.99	5.27	3.45	3.85	72.39	0.00	2.83	4.21	0.48	0.40
	Female	1.21	2.23	4.51	1.04	6.10	4.87	3.77	70.67	0.78	2.90	0.41	1.51	0.00
Age groups	10 to 19 years	4.22	6.40	4.73	2.15	8.30	5.46	8.24	57.35	0.00	0.57	0.00	1.90	0.69
	20 to 29 year	0.00	0.00	0.63	1.55	11.72	3.01	6.77	67.39	1.19	3.26	2.64	1.85	0.00
	30 to 39 years	1.13	0.00	4.97	1.13	3.22	7.03	1.04	75.82	0.00	4.19	1.47	0.00	0.00
	40 to 49 years	0.00	0.00	3.98	0.00	2.13	4.88	1.84	76.40	1.34	1.97	6.10	1.34	0.00
	50 to 59 years	0.00	0.00	6.02	0.00	1.57	0.00	0.00	82.69	0.00	5.77	3.95	0.00	0.00
	60 to 69 years	2.02	0.00	7.69	0.00	2.08	4.99	0.00	81.00	0.00	2.21	0.00	0.00	0.00
	70 to 79 years	0.00	0.00	0.00	0.00	7.46	0.00	0.00	88.27	0.00	4.27	0.00	0.00	0.00
	80 years and above	0.00	0.00	0.00	0.00	0.00	0.00	0.00	88.74	0.00	11.26	0.00	0.00	0.00
Income levels	less than 1 000	1.95	2.95	3.84	1.46	6.41	3.92	6.07	67.63	0.36	2.63	1.02	1.44	0.32
	1 000 to 2 000	0.00	0.00	2.63	1.46	1.13	2.52	1.39	76.95	0.00	2.44	11.49	0.00	0.00
	2 000 to 5 000	1.39	0.00	7.56	0.00	5.33	8.31	1.27	70.99	0.00	5.14	0.00	0.00	0.00
	5 000 to 10 000	0.00	0.00	1.74	0.00	7.64	6.49	0.00	73.51	2.49	4.32	1.32	2.49	0.00
	10 000 to 20 000	2.08	0.00	5.29	0.00	5.29	0.00	0.00	87.34	0.00	0.00	0.00	0.00	0.00
	Above 20 000	0.00	0.00	0.00	0.00	10.98	0.00	0.00	89.02	0.00	0.00	0.00	0.00	0.00
Individuals living or having some difficulties using their part of the body	No difficulty	2.29	2.25	2.84	1.48	7.59	4.03	4.80	68.72	0.00	2.09	2.59	1.01	0.32
	Some difficulties	0.31	0.94	5.56	0.42	3.29	4.47	2.51	75.02	0.97	3.89	1.57	1.07	0.00

3.3.2.10: Individuals perception of picture quality by TV Local Stations - Sex, disability, Age groups

Figure 53 shows Users' level of satisfaction with local TV Stations' picture quality. Eswatini TV recorded the 67.83 percent of individuals reported to be "Satisfied to Highly Satisfied" with the TV channel's picture quality. Channel Yemaswati recorded 65.54% of viewers who reported to be "Satisfied to Highly Satisfied" with the channel's picture quality.

The picture quality was viewed as not that good with only 28.59% reviewed the picture quality for Eswatini TV as good and 20% for Channel Yemaswati TV station. The TV picture quality did not vary significantly by residence and region.

Figure 53: Proportion of Individuals perception of picture quality by TV Local Stations



3.4 E-commerce

3.4.1 Introduction

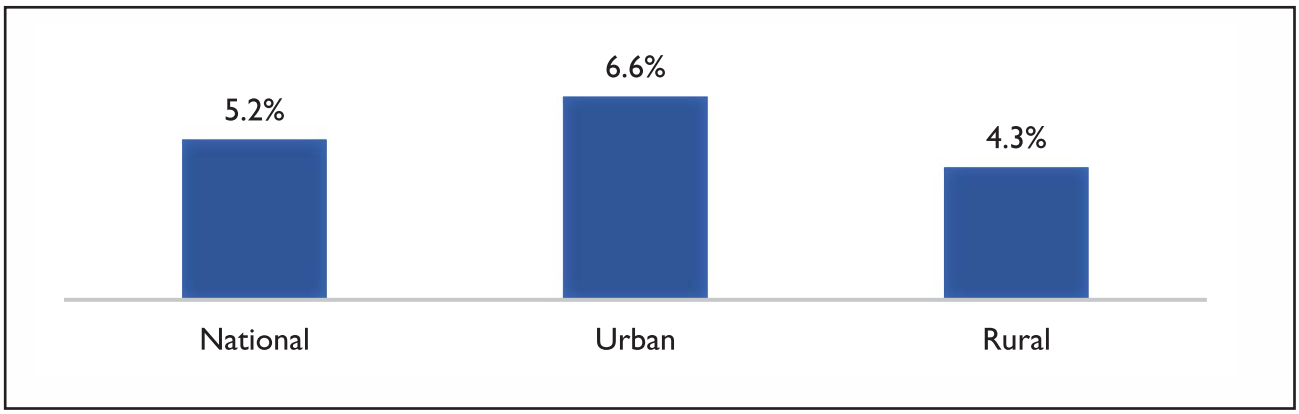
This chapter presents information on the access and use of e-commerce services in Eswatini. The European Commission's statistical office (EUROSTAT) defines E-Commerce as "*sale or purchase of goods or services, through electronic transactions conducted via the internet or other computer-mediated (online communication) networks.* In addition to the strong growth of e-commerce related to purchases of tangible goods, such as books, electronic appliances or clothes, in many countries, the increasing growth of online purchases of services and intangible (or digital) goods delivered electronically, such as applications, music, movies, games and other forms of entertainment, has created the need to measure the dynamics of this type of e-commerce. Measuring both tangible and intangible online purchase is vital in order to better understand the new digital economy.

3.4.2 Access and Use of E-Commerce Services by Individuals

3.4.2.1 Individual Use of E-commerce Services in the past 3 months by residence

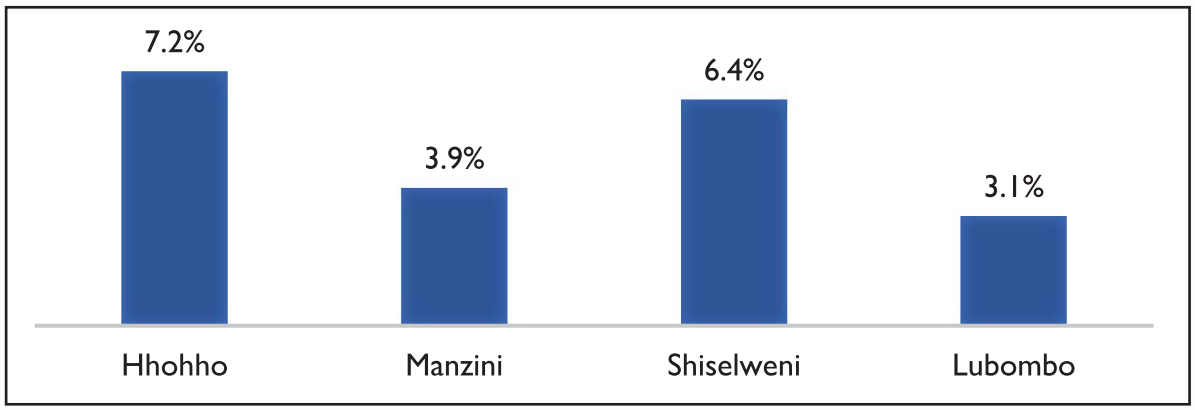
The results show that 5.2 percent of individuals accessed e-commerce services in the past 3 months. Analysis by place of residence shows a 6.6 percent of the individuals in urban areas accessed e-commerce services, compared to 4.3 percent of the rural population as depicted in Figure 54.

Figure 54: Proportion of individuals who purchased goods or services online by place of residence



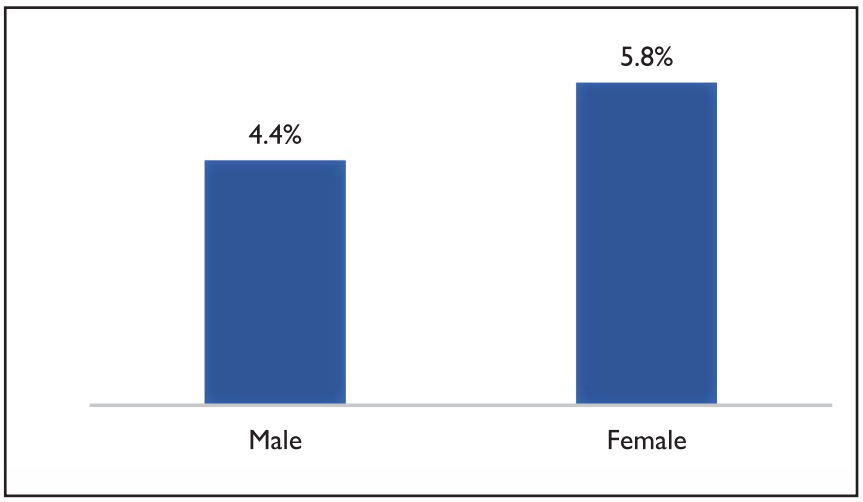
At regional level, 7.2 percent of individuals in the Hhohho region reported to have accessed e-commerce services in the past 3 months followed by 6.4 percent in the Shiselweni region, with Manzini and Lubombo at 3.9 percent and 3.1 percent respectively (Figure 55).

Figure 55: Proportion of individuals who purchased goods or services online by region



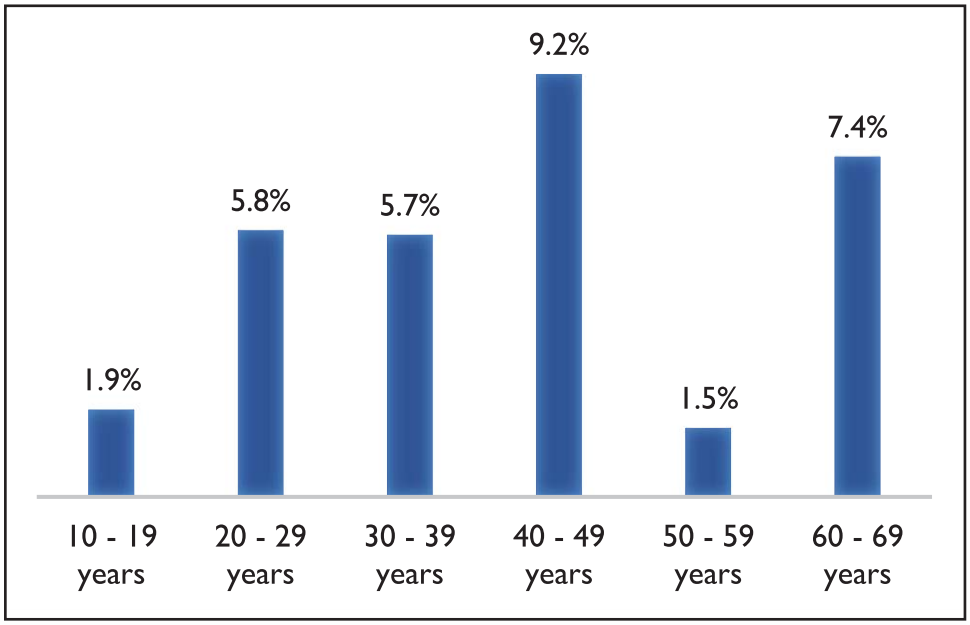
Analysis by sex shows that 5.8 percent of female population reported to have accessed e-commerce services compared to 4.4 percent of males (Figure 56). This observation shows that females are more active in the e-commerce market relative to their male counterparts.

Figure 56: Proportion of individuals who purchased goods or services online by sex



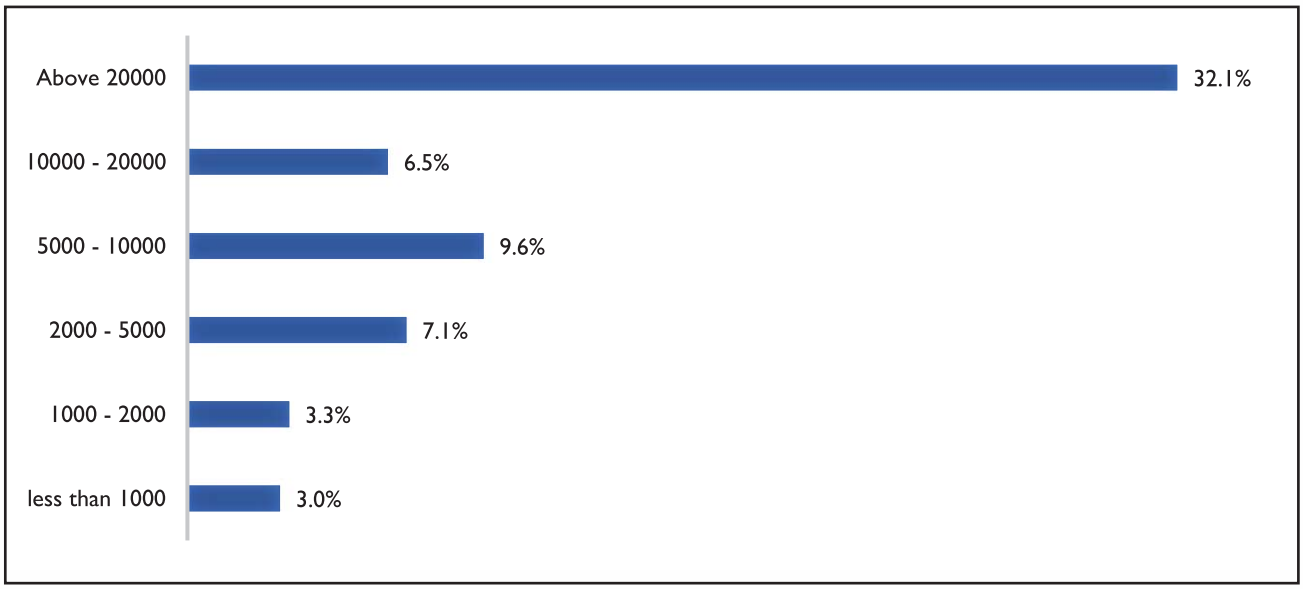
In terms of age, the highest proportion of individuals (9.2%) who accessed e-commerce services were in the age group 40 - 49 years followed by those in the age groups 60 - 69 years (7.4%), 20 - 29 years (5.8%) and 30 – 39 (5.7%). Individuals in the age group of 50 - 59 years reported the lowest participation (1.5%) whilst there was no e-commerce activity in age groups of 70 years and above as shown Figure 57.

Figure 57: Proportion of individuals accessing e-commerce services by age group



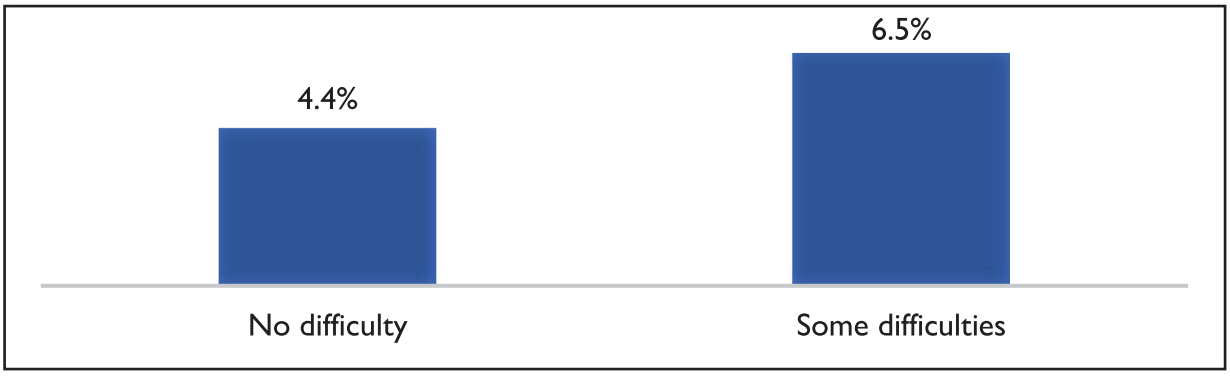
Individuals with incomes above E20, 000 recorded the highest participation rate in e-commerce activities at 32.8 percent. Individuals with incomes of below E2000 were less active in e-commerce activities, with participation at around 3 percent, respectively. Generally, there is an observed positive relationship between income levels and e-commerce participation as shown in Figure 58.

Figure 58: Proportion of individuals accessing e-commerce by income



It is worth noting that individuals living with disability in Eswatini are active in the digital economy, the survey revealed that over 6.5 percent of the individuals living with disability utilise e-commerce services compared to 4.4 percent of persons with no disabilities (see Figure 59).

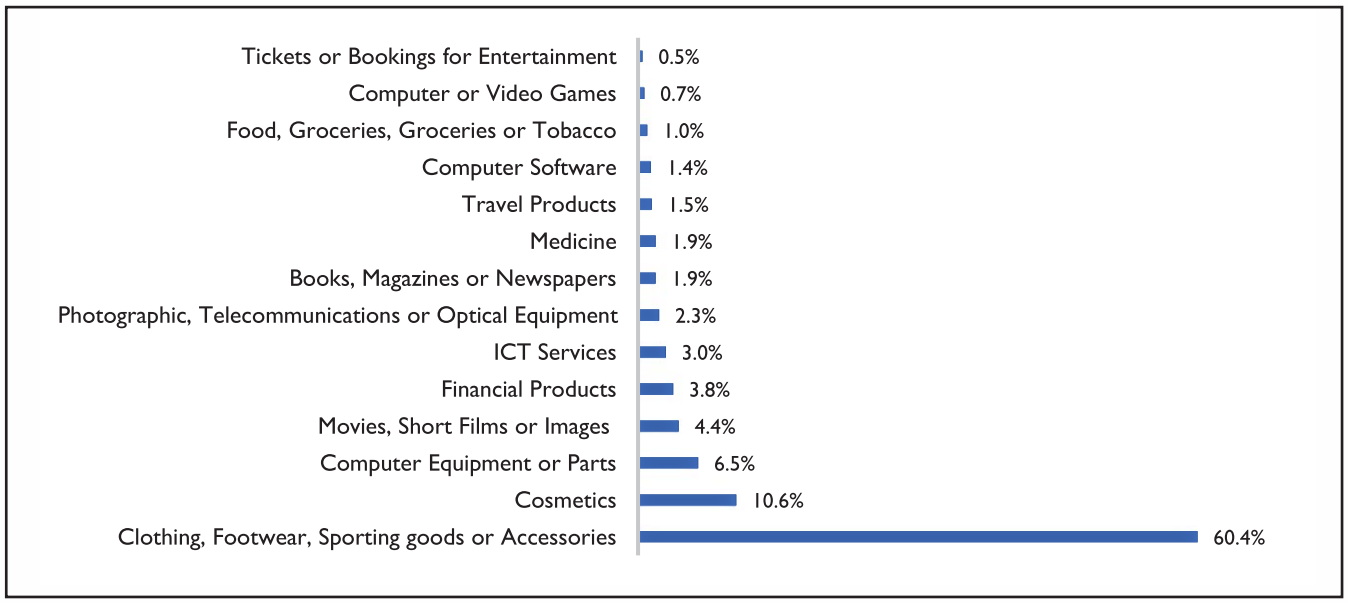
Figure 59: Proportion of individuals accessing e-commerce who are living with or having some difficulties using their part of the body



3.4.3 Type of E-Commerce Services Accessed

The survey indicated that of those individuals that accessed e-commerce services i.e. the type of goods or services purchased, 60.4 percent purchased clothing, footwear, sporting goods or accessories. This was followed by 10.6 percent who used e-commerce services for purchasing cosmetics and 6.5 percent individuals who purchased computer equipment or parts. The least proportion of individuals (0.5%) accessed e-commerce services for tickets or bookings for entertainment (Figure 60).

Figure 60: Proportion of individuals accessing e-commerce by type of good or service

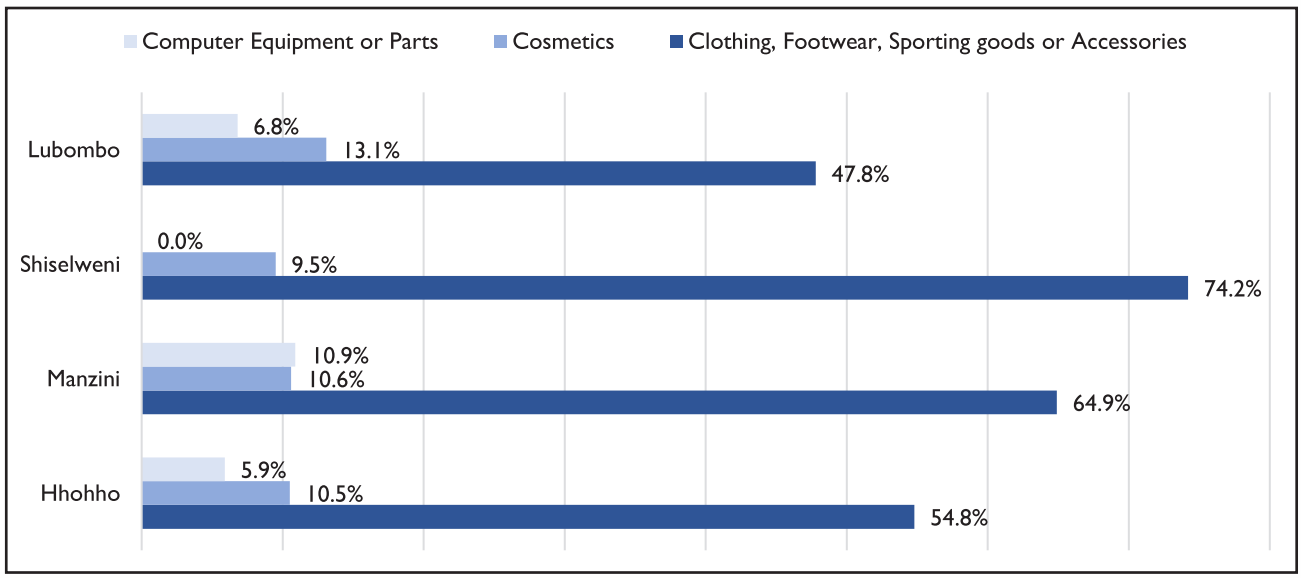


At regional level, 74.2 percent of individuals who utilise e-commerce service in the Shiselweni region reported to have purchased clothing, footwear, sporting goods or accessories followed by 64.9 percent in the Manzini region. Individuals from the Lubombo region reported the least activity at 47.8 percent.

The analysis further shows that more individuals in the Lubombo region utilise e-commerce in the purchasing of cosmetics, compared to the other regions, with 13.1 percent, followed by the Manzini and Hhohho regions with 10.6 and 10.5 percent, respectively. Shiselweni region lags at 9.5 percent.

Regarding the use of e-commerce for purchasing of computer equipment or parts among the regions, Manzini region leads the pack with 10.9 percent, followed by the Lubombo region with 6.8 percent, whereas Shiselweni has the least proportion at 0.0 percent (Figure 61).

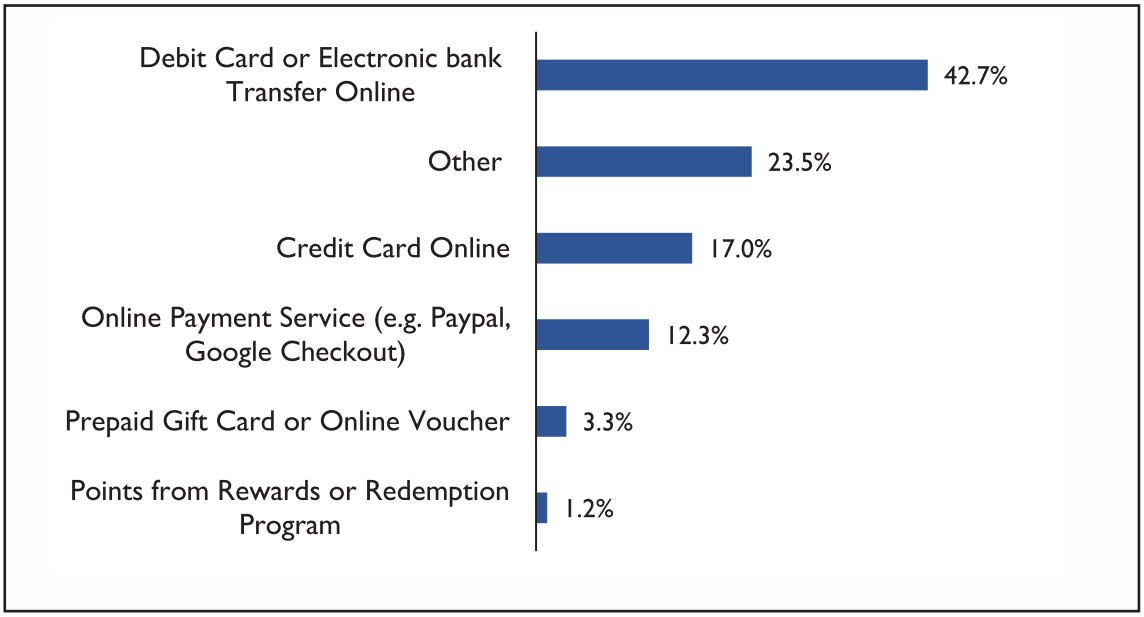
Figure 61: Proportion of individuals accessing specific e-commerce type of good or service by region



3.4.4 Type of payment channel used for paying for e-commerce goods and services in the past 3 months

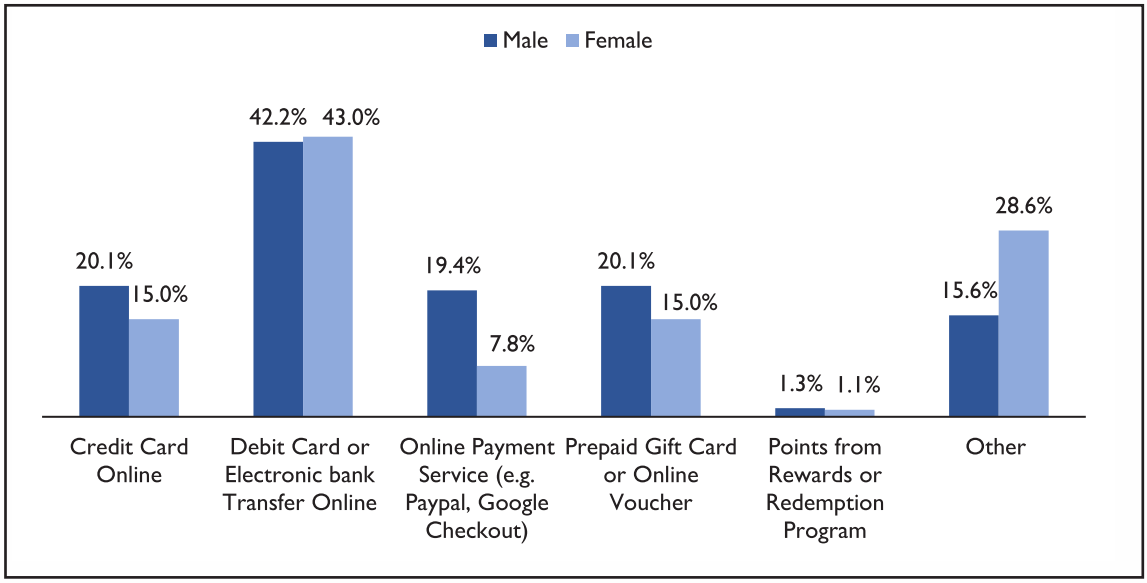
Debit card or electronic bank transfer online was the most prominent method of paying for goods and/or services purchased online accounting for 42.7 percent of the people that were engaged in e-commerce transactions. This was followed by the use of a Credit Card Online payments at 17 percent and third most widely utilised method for payment was the use of an Online Payment Services (e.g. Paypal, Google Checkout, amongst others). The use of points from rewards or redemption program was relatively less widespread, accounting for only 1.2 percent of the payments used for paying for e-commerce goods and services (see Figure 62).

Figure 62: Proportion of individuals accessing e-commerce by type of payment channel in the past 3 months



Regarding the use of payment channels for e-commerce, the analysis shows that females used the Debit card or electronic bank transfer online method (43%) and other online payment methods (28.6%) slightly more than males, compared to 42 percent and 15,6 percent for males respectively. However, the trend shows that more males generally used online payment services and Prepaid Gift cards/online Vouchers compared to females. (see Figure 63).

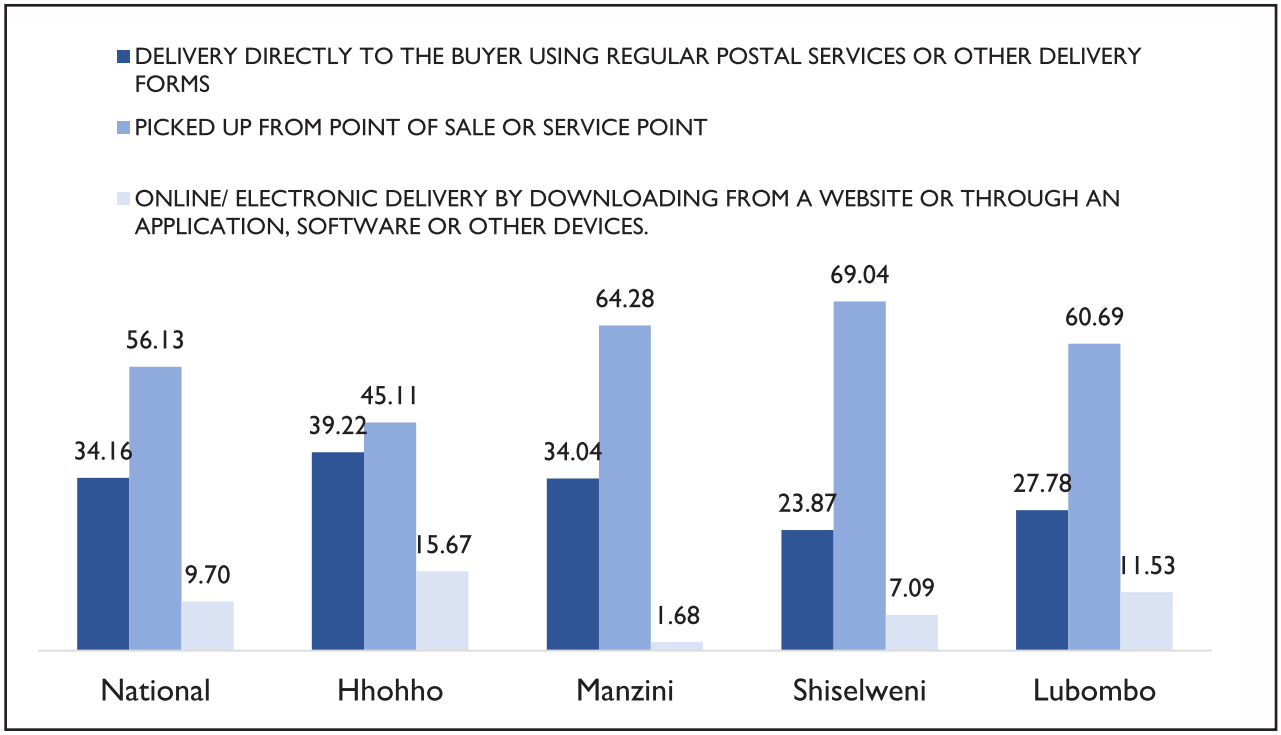
Figure 63: Proportion of individuals accessing e-commerce types of payment channels in the past 3 months by sex



3.4.5 Method of delivery for e-commerce good and services

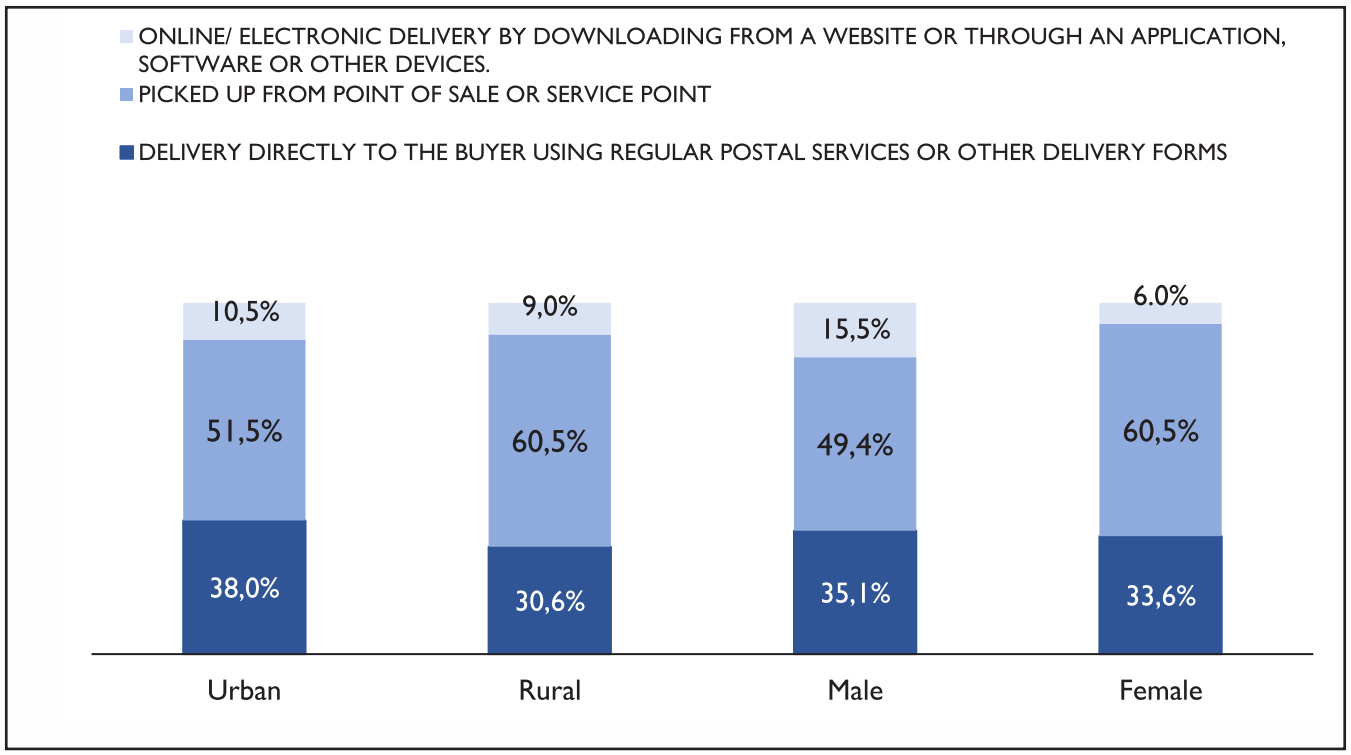
The survey revealed that the most prominent method of delivery that was used for the goods and/ or services purchased online is when goods are picked up from point of sale or service point. At national level, approximately 56.1 percent of individuals *Pick their Parcels from the Point of Sale*, 34.16 percent were through *Delivery Directly to the buyer using regular Postal Services or Other Delivery Forms*. The least used method of delivery is through *online/ electronic delivery by downloading from a website or through an application, software or other devices* at 9.7 percent. The results further show that individuals in the Shiselweni region use the method of picking up goods from their point of sale or service point more than the other regions with 69 percent (see Figure 64).

Figure 64: Proportion of individuals who purchase goods or services online in the past 3 months, by method of delivery



Individuals staying in rural areas utilised the method of picking up from point of sale more than urban settlers as shown by 60.5 percent for urban respondents and 51.5 percent rural respondents. Similarly, females used the method of picking up goods from the point of sale more than their male counterparts, with 60.5 percent for females compared to 49.4 percent for males (see Figure 65). Online/ electronic delivery by downloading from a website or through an application, software or other devices was common among males at 15.5 percent compared to females at 6 percent.

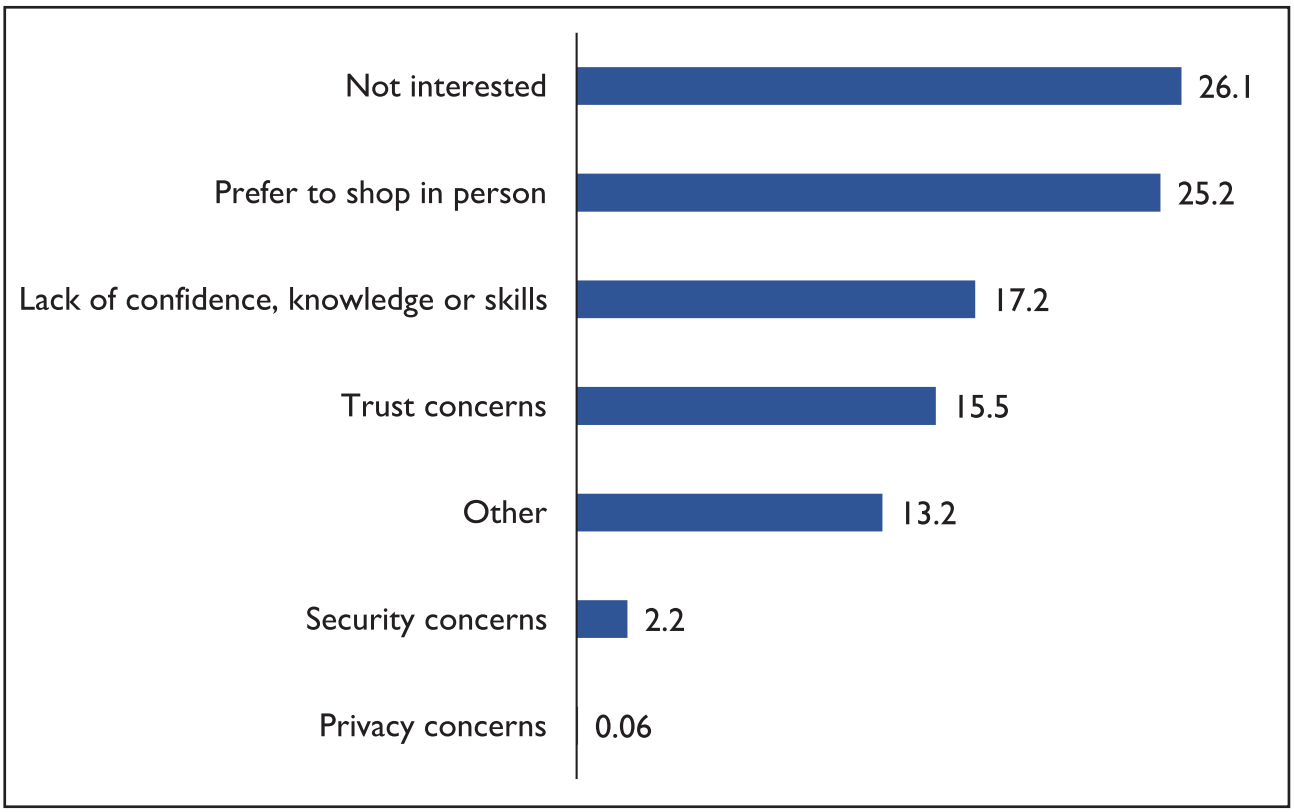
Figure 65: Proportion of individuals who purchase goods or services online in the past 3 months, by method of delivery, categorized by residence status and sex



3.4.6 Reasons for not purchasing goods or services online

Individuals that did not use e-commerce services were asked to provide reasons for not using these services. About 26.1 percent of individuals indicated that they were not interested, 25.2 percent specified that they preferred to shop in person, 17.2 percent cited lack of confidence, knowledge or skills, 15.5 percent cited trust concerns, and 13.2 percent had other reasons. Only about 2.2 percent of the individuals reported that they had security concerns regarding e-commerce while 1 percent cited privacy concerns. (Figure 66).

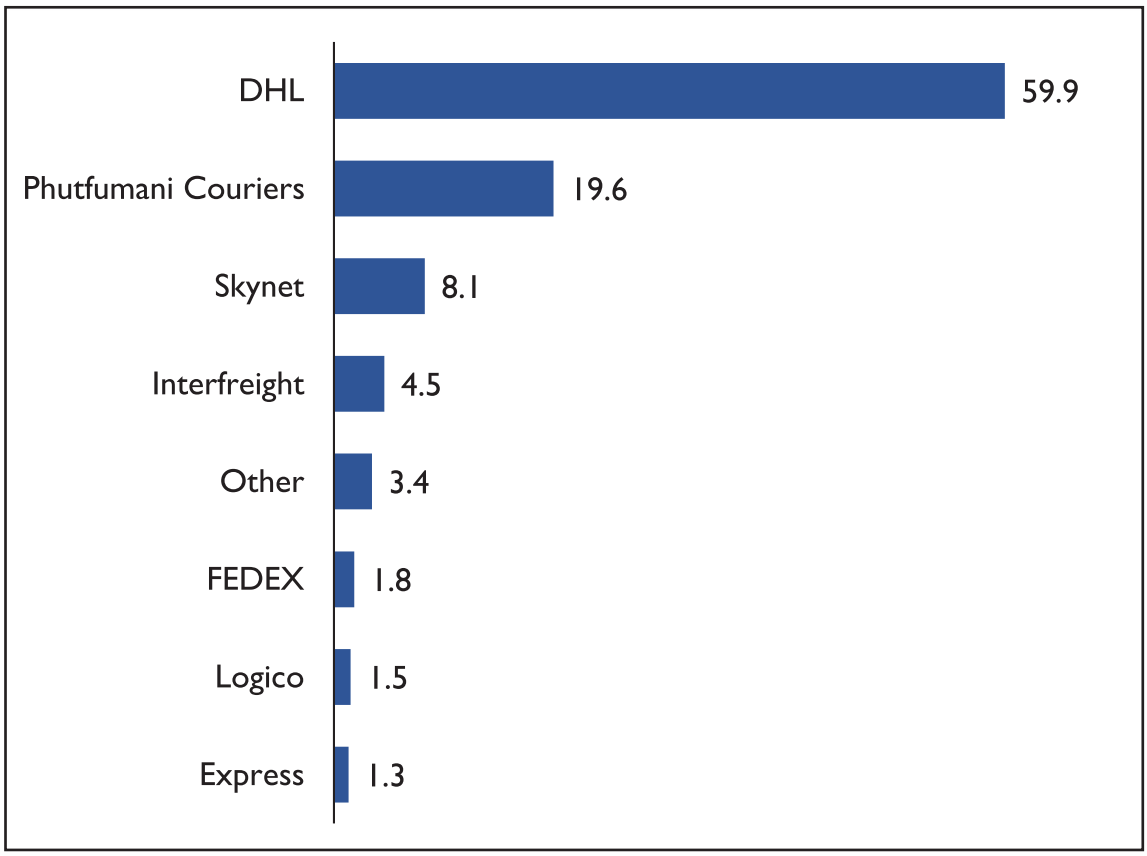
Figure 66: Proportion of individuals who do not purchase goods or services online



3.4.7 Use of courier services for e-commerce

Individuals were asked to mention which courier services provider they usually used for their e-commerce activities.The survey results show that DHL was the most utilised courier services provider (59.9 percent) followed by Phutfumani couriers (19.6 percent), Skynet (8.1 percent) and Interfreight (4.5 percent). FedEx, Logico and Express couriers were the least used courier services at 1.8 percent, 1.5 percent and 1.3 percent respectively (Figure 67).

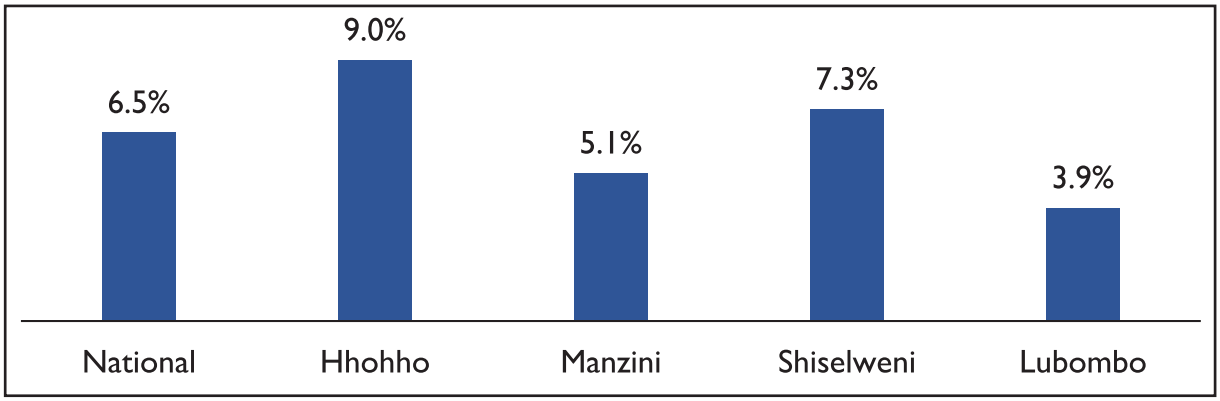
Figure 67: Proportion of individuals who use courier services by service provider



3.4.8 Individuals who purchased goods or services online in the past 12 months

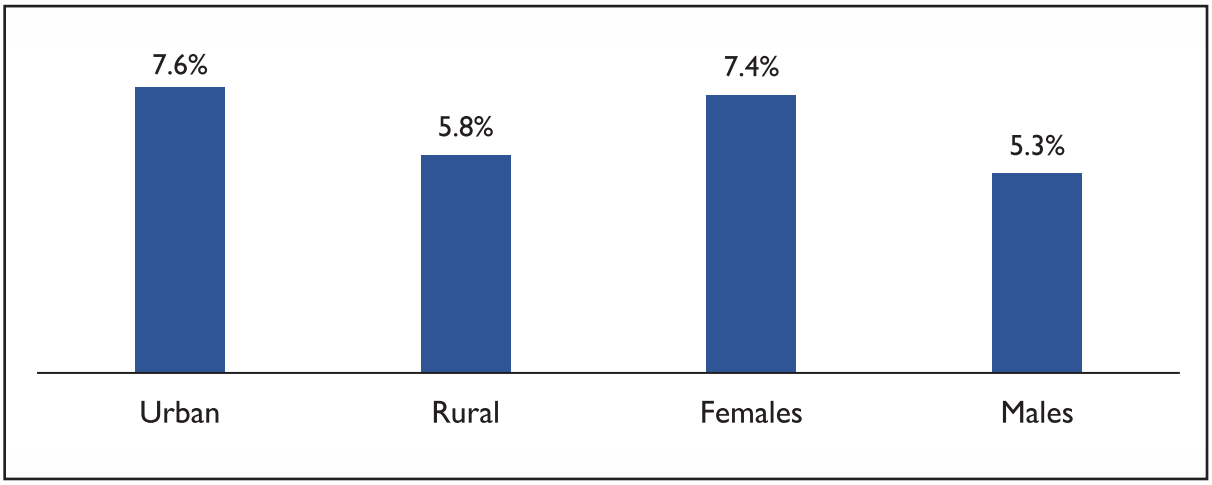
The survey further unearthed that about 6.5 percent of individuals aged 10 years and older in the country have purchased goods or services online in the past 12 months. It was also observed that the Hhohho region had the highest proportion of individuals who purchased goods or services online at 9.0 percent followed by Shiselweni region at 7.3 percent with Manzini and Lubombo at 5.1 and 3.9 percent respectively (see Figure 68).

Figure 68: Proportion of individuals who purchased goods or services online (past 12 months)



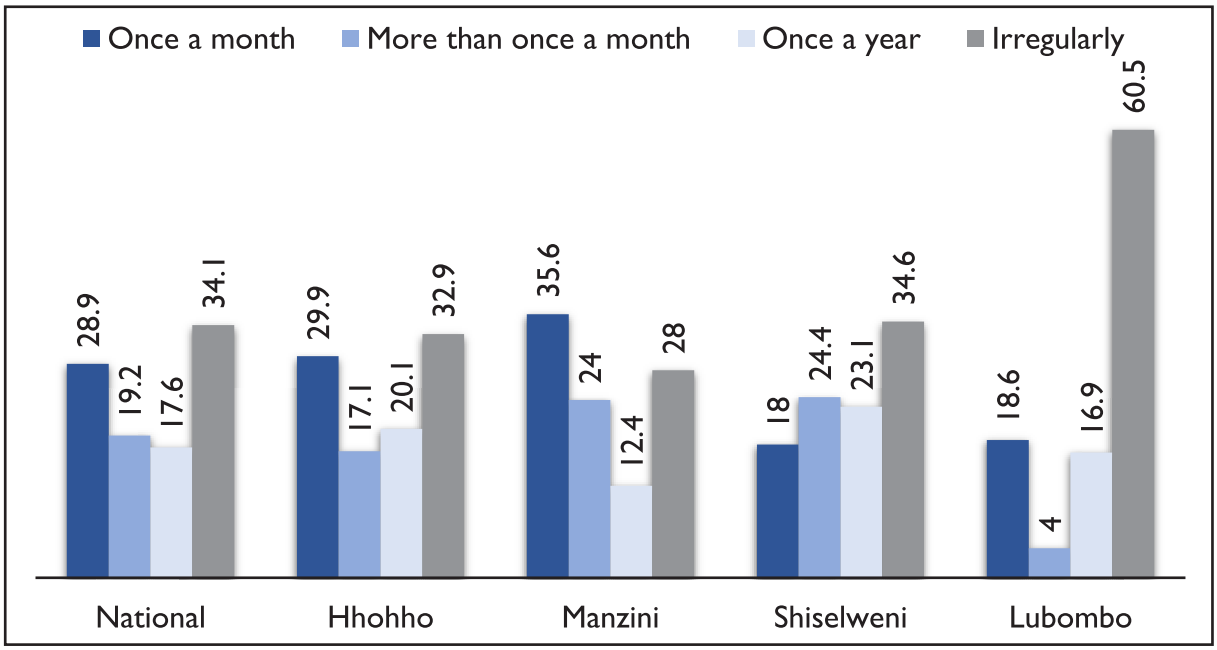
Approximately 7.6 percent of the individuals in the country who purchased good/services online in the past 12 months were from urban areas while only 5.8 percent of the individuals were from rural areas. Females accounted for 7.4 percent of the persons involved in e-commerce in the past 12 months, with 5.3 percent being males (see Figure 69).

Figure 69: Proportion of individuals who purchased goods or services online in the past 12 months by residence status and sex



Individuals were further asked how frequently they bought goods and / or services online in the past 12 months. Approximately 34.1 percent of the respondents indicated that they bought goods online irregularly, followed by 28.9 percent who indicated they bought the goods once a month. Individuals who purchased goods/services online more than once a month were reported at 19.2 percent, while 17.9 percent alluded that they bought goods online once a year (see Figure 70).

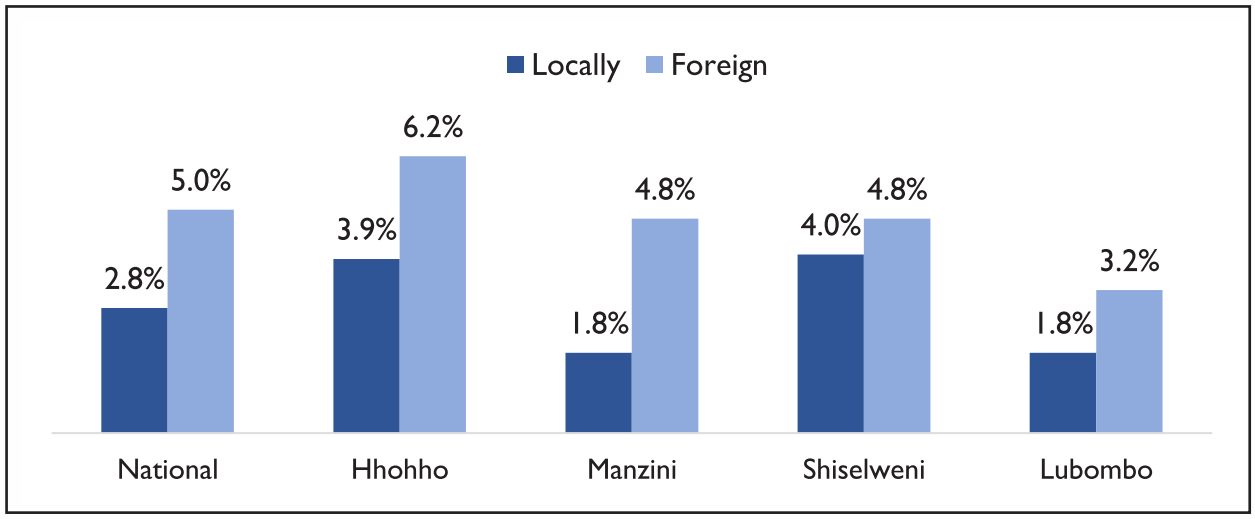
Figure 70: Proportion of individuals who purchased goods or services online in the past 12 months by frequency



3.4.9 Type of platform used for purchasing goods or services online (in the past 12 months)

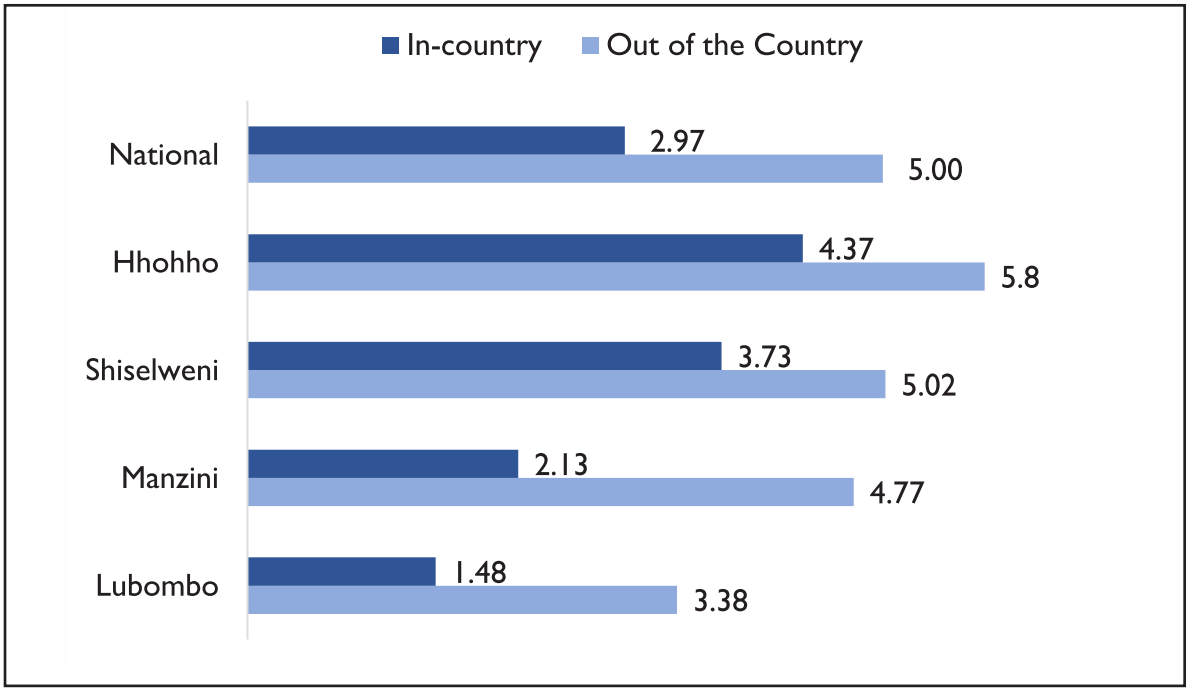
The survey asked respondents, the location of the online shops from which they mostly purchase from. Analysis reveals that individuals (5%) online shoppers purchased mainly from foreign online shops and 2.8 percent of individuals who purchased from local online shops. A similar trend was observed in the categorisation by regions (see Figure 71).

Figure 71: Proportion of online shoppers using either foreign or local platforms (in the past 12 months)



The survey also probed respondents on the location of the stores from which the online purchases were made i.e. whether the store was in-country or out of country. This question was not applicable to 92 percent of the respondents since they did not participate in e-commerce transactions. About 5 percent of the respondent shopped in online shops located out of the country while 3 percent of the respondents purchased goods online in shops located in-country (see Figure 72).

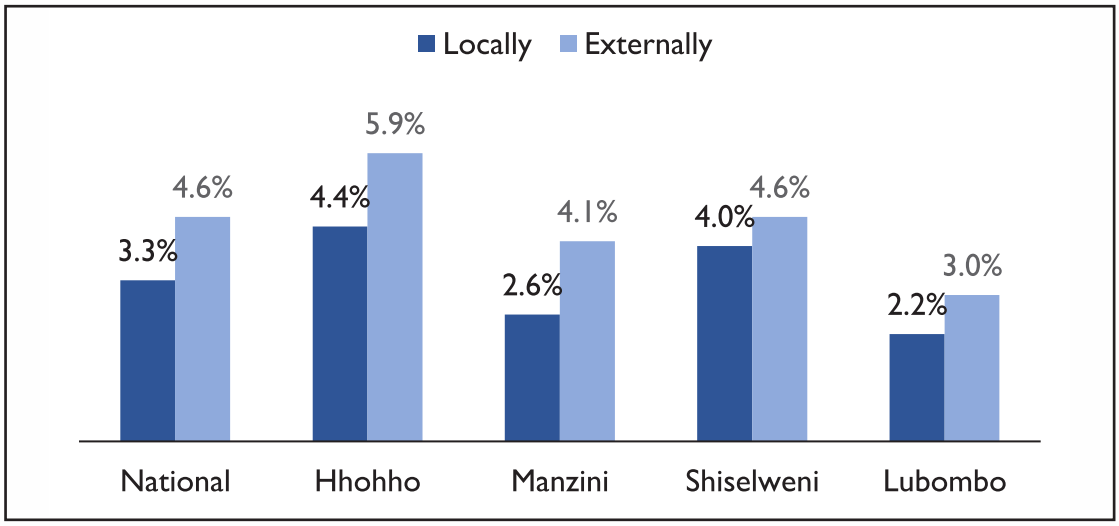
Figure 72: Proportion of online shoppers by region in the past 12 months by store location (in-country/out of country)



3.4.10 Online Purchases Expenditure (in the past 12 months)

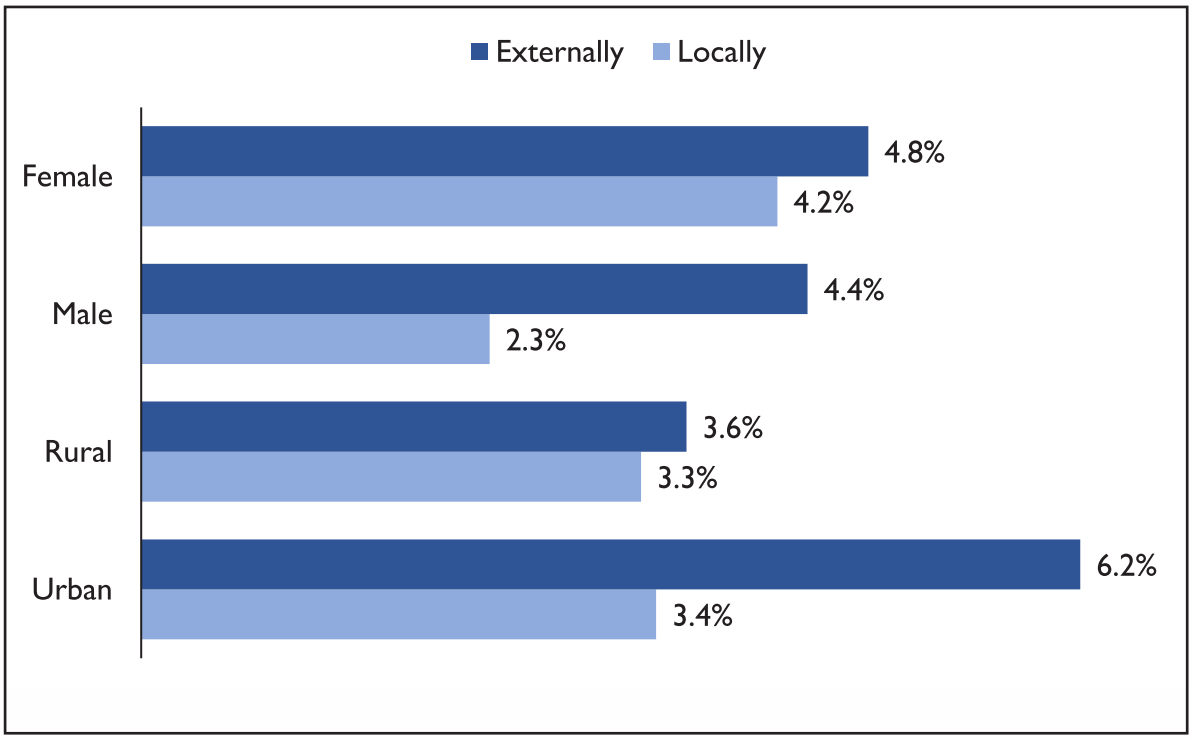
The proportion of individuals across the country whose larger part of their online expenditure is spent externally was 4.6 percent, while for online expenditure spent locally was 3.3 percent. A higher proportion of the respondents (92.1 percent) did not shop online. The Hhohho region leads in online expenditure both locally and externally, while the Lubombo region lags behind all the other regions (see Figure 73).

Figure 73: Online Purchase Expenditure Percent Distribution (in the past 12 months) - online purchase expenditure by store location in-country/out of country



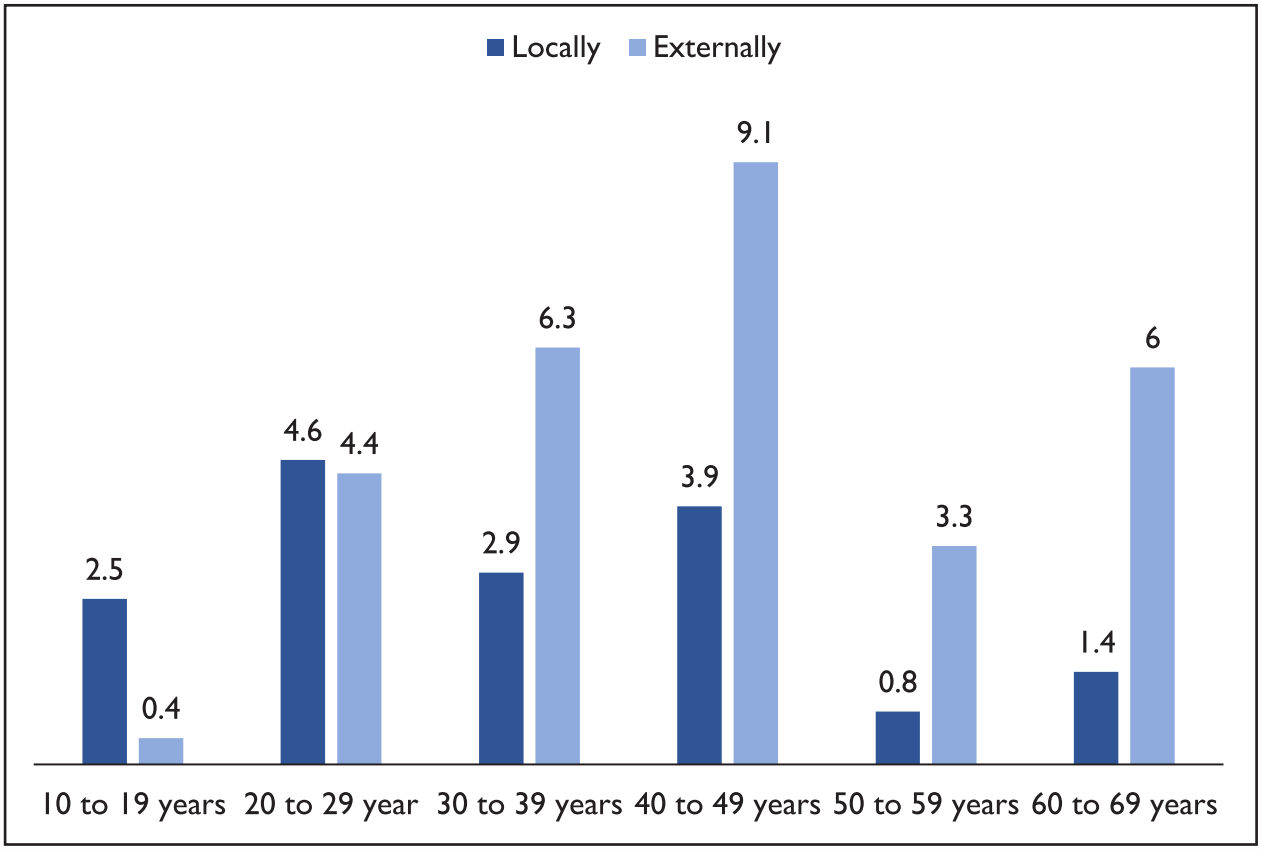
There was a higher proportion of females spending the larger part of their online expenditure both locally and externally. Similarly, the survey results show that urban respondents spent most of their expenditure shopping online compared to rural respondents, as the graph illustrates (see Figure 74).

Figure 74: Online Purchase Expenditure Percent Distribution - online purchase expenditure (in the past 12 months) by store location in-country/out of country - sex and place of residence



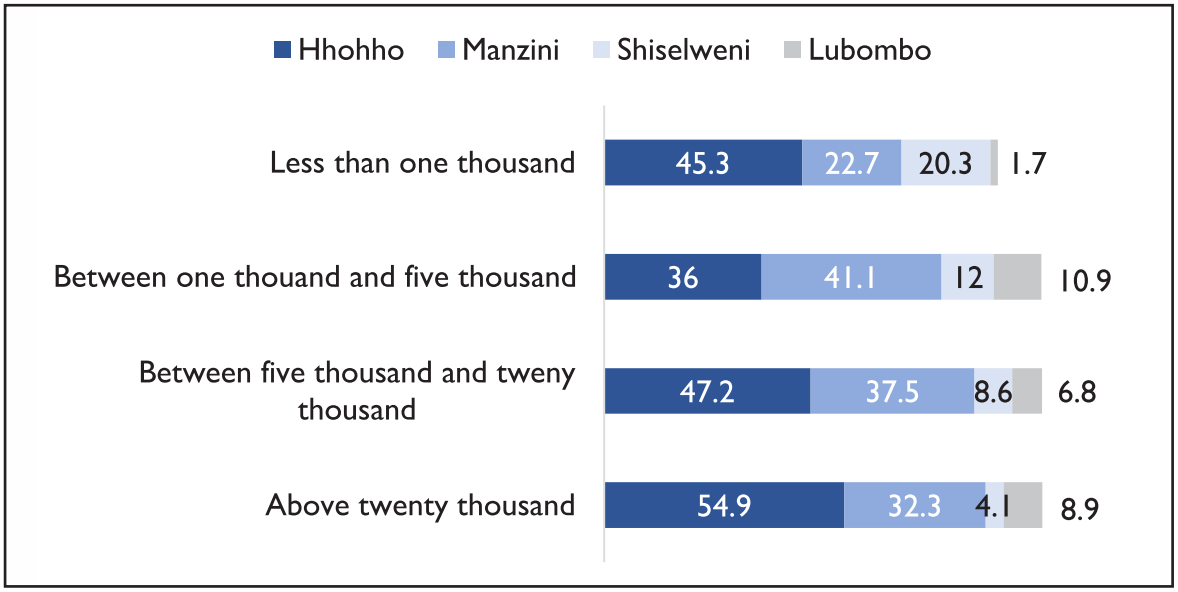
There was a higher proportion of respondent in the age group between 40 – 49 years who shopped out of the country at 9.1 percent while a high proportion of respondents in the age group 20-29 years shopped locally at 4.6 percent (see Figure 75).

Figure 75: Online Purchase Expenditure Percent Distribution - online purchase expenditure (in the past 12 months) by store location in-country/out of country – Age group



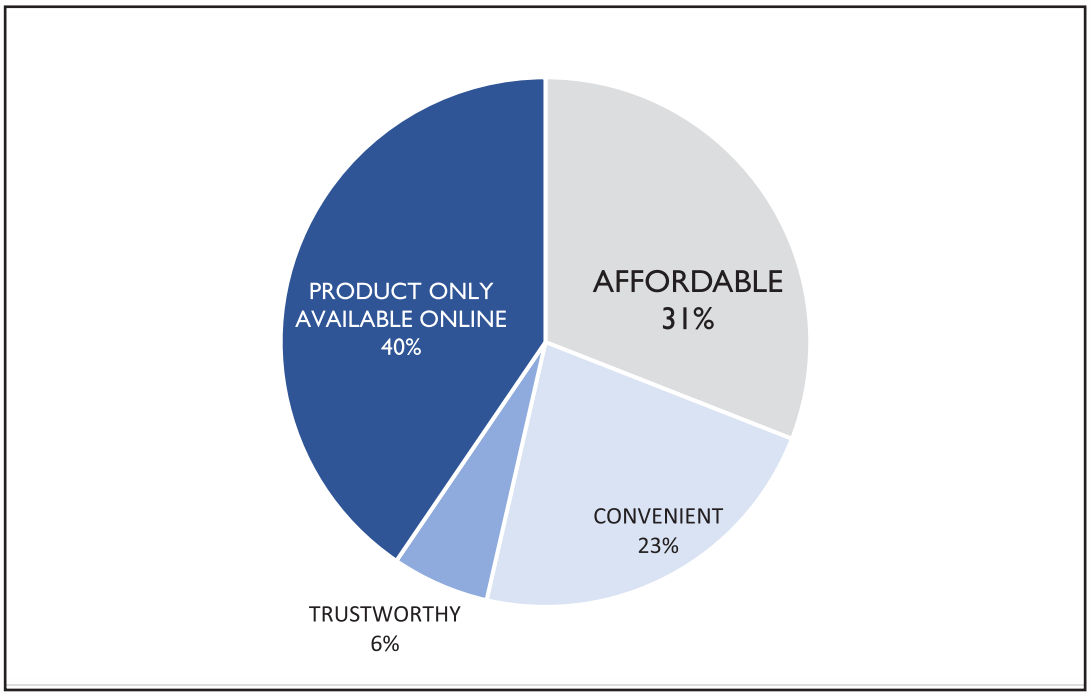
The survey further sought the individuals' annual amount of money they spent on online shopping, which was categorised according to the regions. The Hhohho region had the highest proportion of individuals spending online while the Lubombo region had the least proportion (see Figure 76).

Figure 76: Proportion of individuals' annual online shopping expenditure (in the past 12 months) by value (range)



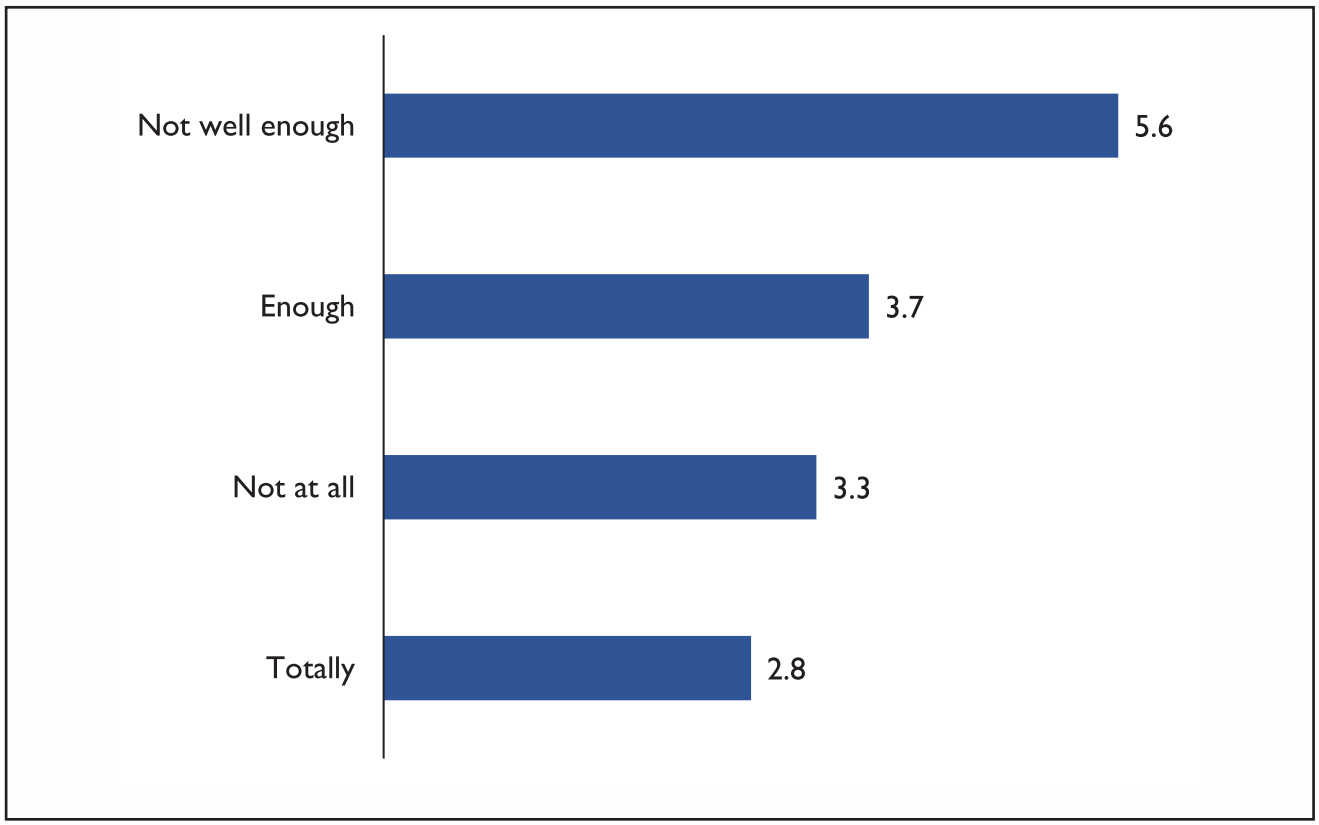
Individuals' reasons for shopping online were surveyed and the highest proportion of respondent alluded that they shopped online because the product was only available online, which was at 3.4 percent. The least proportion of respondents reasoned that they purchased goods online because online shopping was trustworthy, with only 0.5 percent giving this reason (see Figure 77).

Figure 77: Proportion of individuals who purchased goods or services online (in the past 12 months), by reason



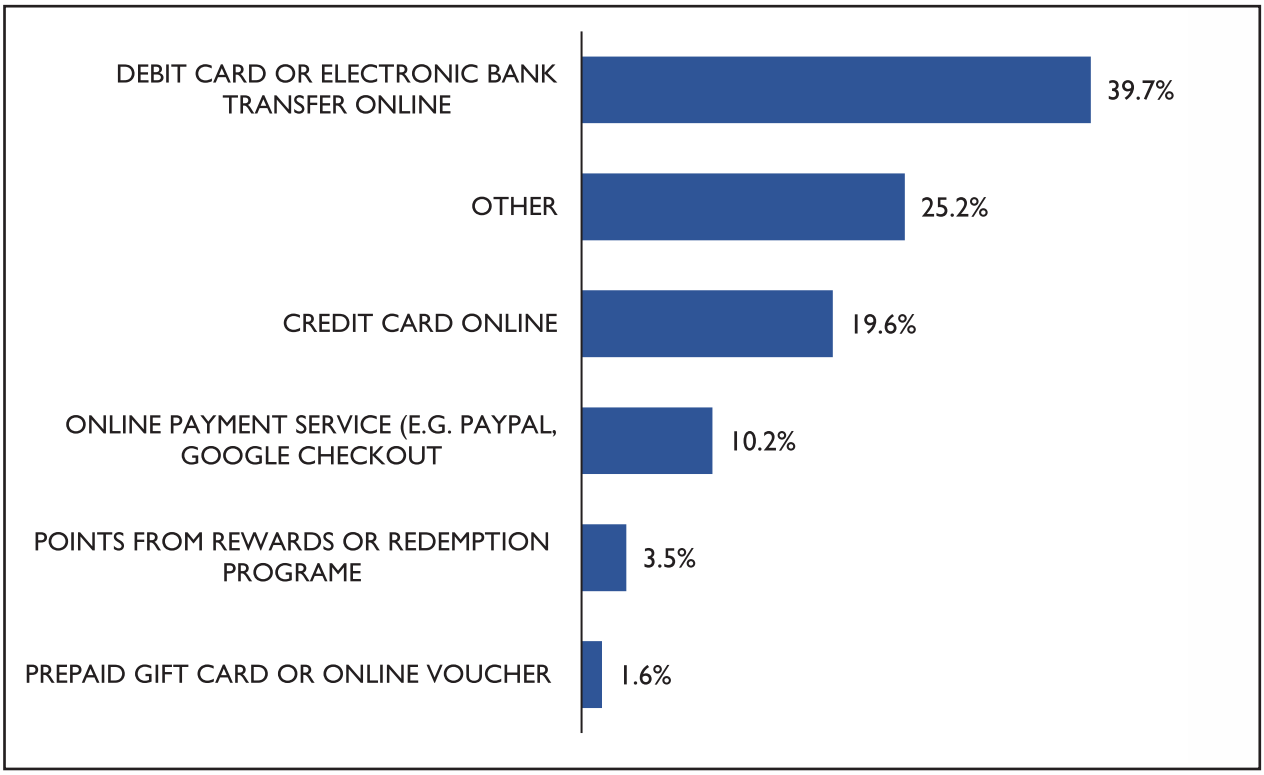
In terms of the level of trust by individuals who purchased goods or services online, the results show that 5.6 percent individuals who shopped online did not trust online purchasing services. About 3.7 percent of the respondents trusted online shopping and 3.3 percent did not trust online shopping. Only 2.5 percent respondents alluded that they trusted online shopping (see Figure 78).

Figure 78: Proportion of individuals who purchased goods or services online (in the past 12 months), by level of trust



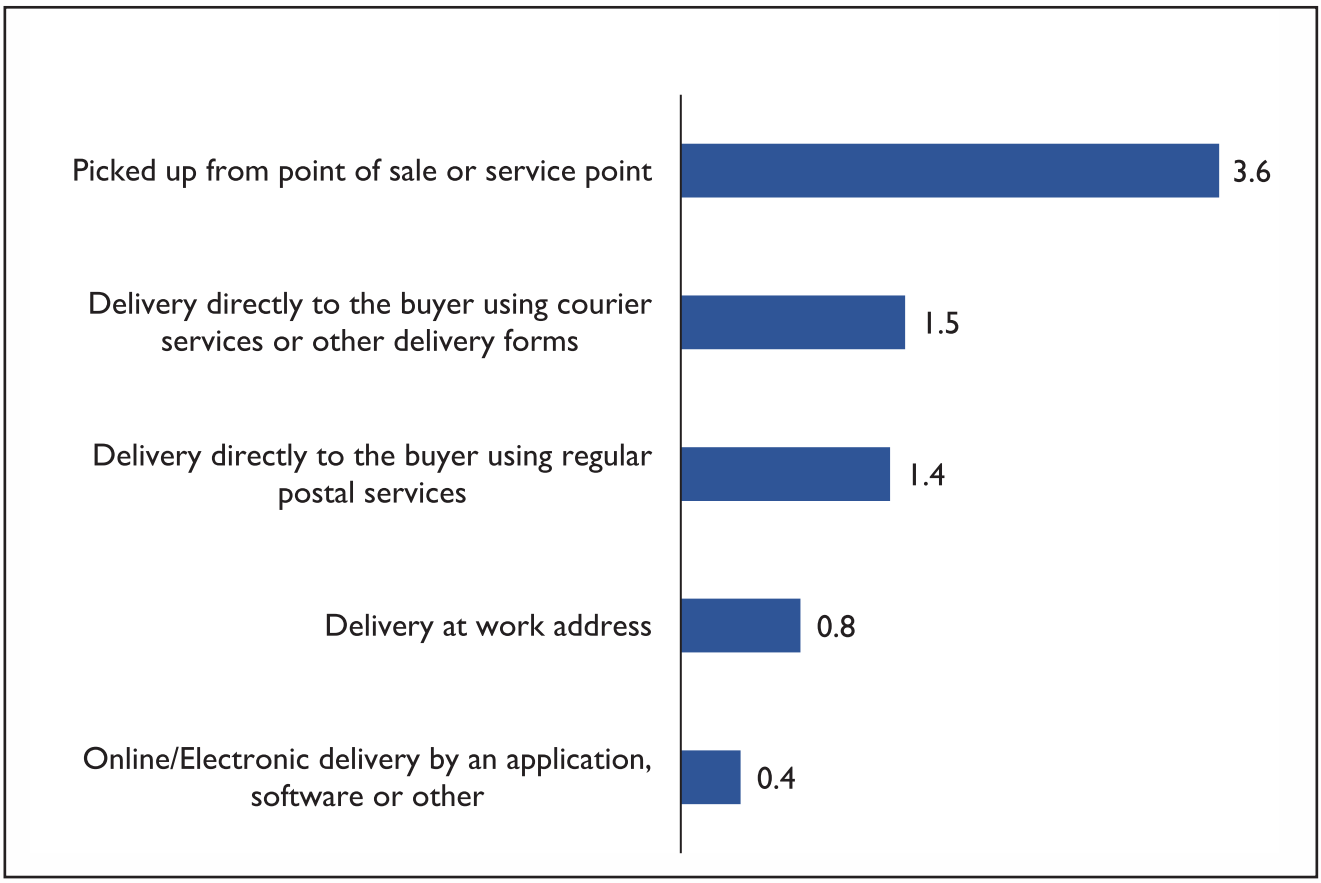
The survey further asked respondents which payment channels they use when purchasing goods online. The Debit or electronic bank transfer online was the most used method (39.7 percent) followed by the credit card online at 19.9 percent. The prepaid gift card or online voucher was the least used method at 1.6 percent (see Figure 79).

Figure 79: Proportion of individuals who purchased goods or services online (in the past 12 months), by type of payment channel



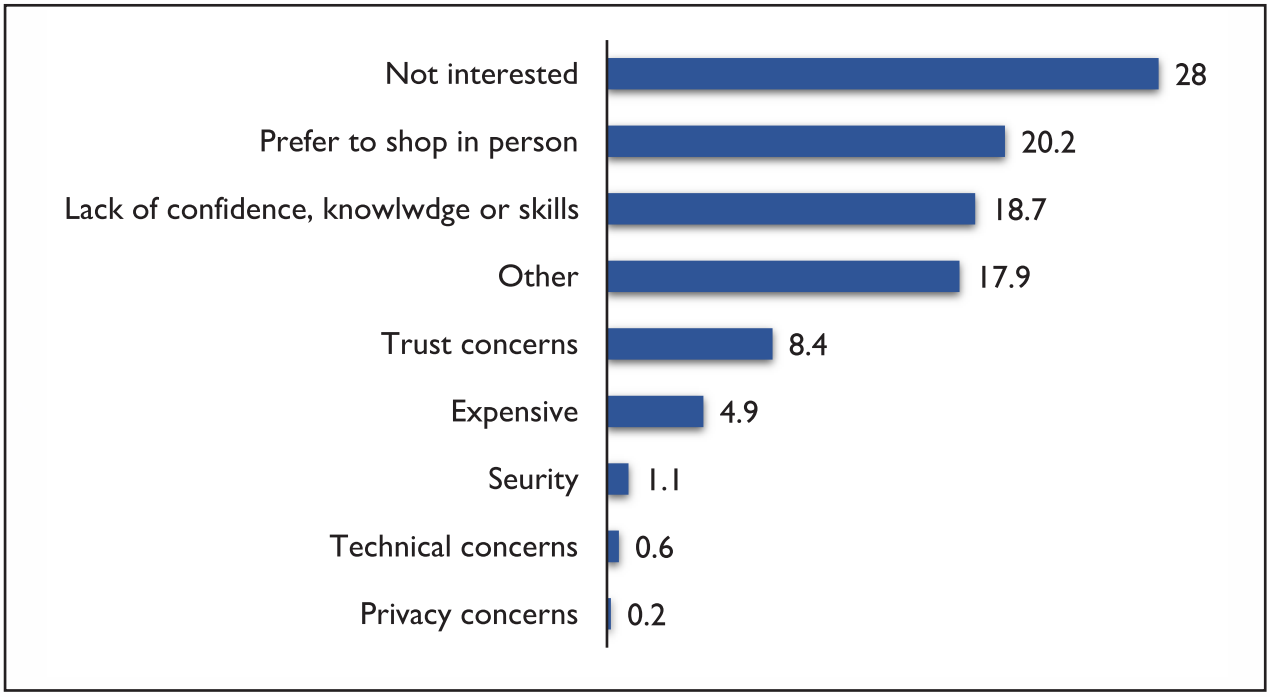
The survey further sought what method of delivery to individuals use for the goods and/or services which they purchased online. About 3.6 percent picked up their parcels from the point of sale of service point, followed by 1.5 percent where the delivery was directly to the buyer using courier services or other delivery forms. The least proportion of respondents used online/electronic delivery by downloading from a website or through an application, software or other devices, at 0.4 percent (see Figure 80).

Figure 80: Proportion of individuals who purchased goods or services online (in the past 12 months), by method of delivery



Individuals who did not purchase goods or services online were asked what their reasons for not doing so were. About 28 percent were not interested in shopping online, followed by 20.2 percent who preferred to shop in person and 18.7 percent who cited the lack of confidence, knowledge or skills to participate in online shopping. 1.1 percent cited security concerns while 0.2 percent cited privacy concerns (see Figure 81).

Figure 81: Proportion of individuals who did not purchase goods or services online (in the past 12 months), by type of reason



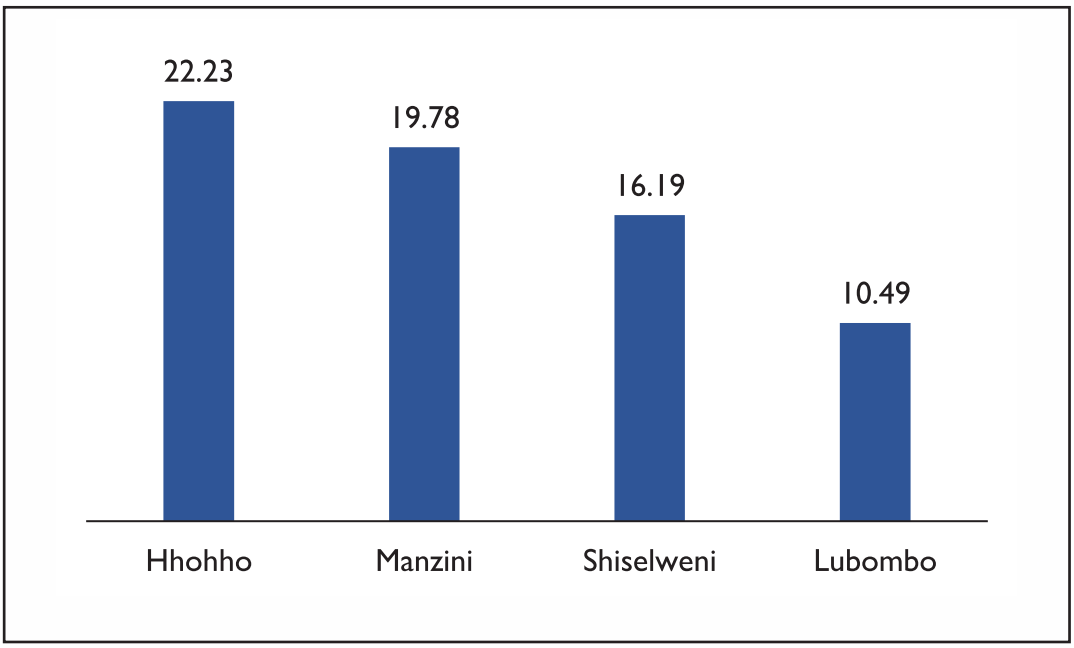
3.5 Postal

In this survey, a post office is defined as a public facility that provides postal services, these services consist of the clearance, sorting, routing and delivery of postal items (postcards, letters, and parcels). These services may also include payments services such as: Bill payments and top-ups, money transfers, Payment Exception Service, Postal Orders amongst others. A post office box is defined as a uniquely addressable lockable box for receiving mail, located on the premises of a post office.

3.5.1 Post office box ownership in Eswatini

In the context of this Survey, post office box ownership refers to post office box rentals at household and individual level. On average, approximately 19 percent of the country's households own a post office box across the country. The Hhohho region recorded the highest number of households owning a post office box at about 22 percent, followed closely by Manzini region at 20 percent and the Lubombo region recorded the lowest percentage at about 10 percent of households owning a post office box (see Figure 82).

Figure 82: Proportion of households who own a post office by region



More than one in four (26%) households in urban residences own a post office box while 15 percent of the households in rural areas cited owning a post office box. The survey showed that the percentage of number of households owning a post office box is positively related with household' income and expenditure. The higher the household' income the bigger the proportion of household owning a post office box.

Table 61: Proportion of households who own a post office by region, area of residence, household income

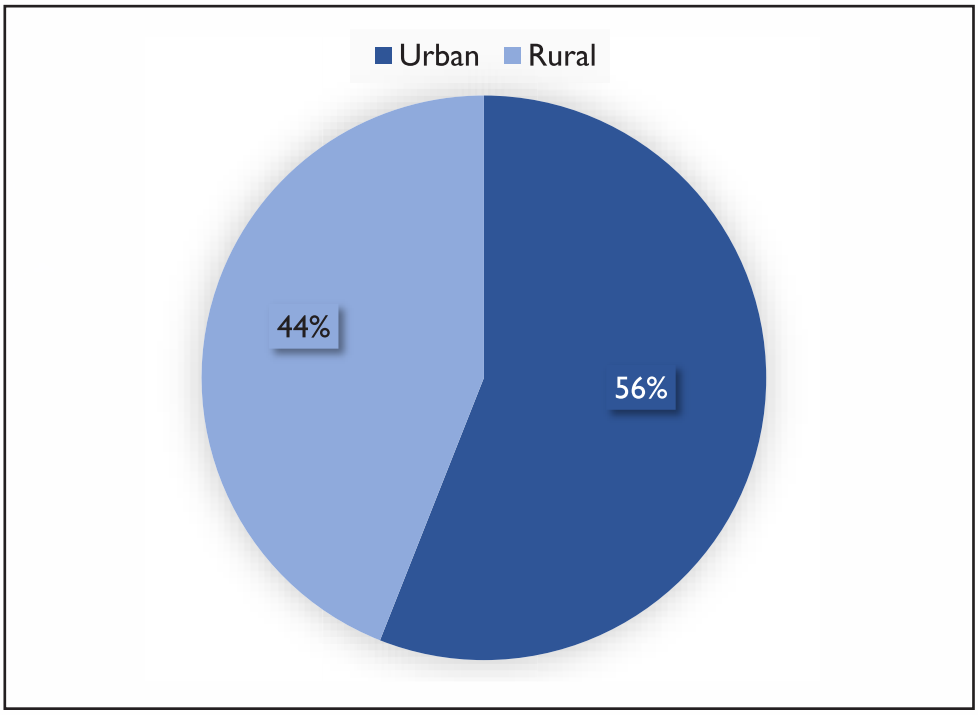
		Does your household own a post office box?	
		Yes	No
Total		**18.53**	**81.47**
Region	Hhohho	22.23	77.77
	Manzini	19.78	80.22
	Shiselweni	16.19	83.81
	Lubombo	10.49	89.51
Residence	Urban	25.67	74.33
	Rural	14.98	85.02
Income	less than 1 000	9.10	90.90
	1 000 to 2 000	10.14	89.86
	2 000 to 5 000	14.80	85.20
	5 000 to 10 000	24.93	75.07
	10 000 to 20 000	35.14	64.86
	Above 20 000	53.10	46.90

3.5.2 Post office services access by households in Eswatini

Almost 48 percent of households have access to postal services in the country. The Hhohho region has the highest percentage of number of households who have access to postal services at 59 percent, followed by Manzini at about 46 percent, Lubombo recorded about 42 percent and the least is Shiselweni with about 38 percent.

Urban households accounted for 56 percent of the households who are having access to postal services in the country while rural household stood at 44 percent (see Figure 83).

Figure 83: Proportion of Households that have access to postal services by place of residence



The survey also revealed that the percentage number of households having access to postal services has a positive relationship with the household's income levels. The higher the income level, the higher the proportion of households with access to postal services.

Table 62: Proportion of Households that have access to postal services by region, place of residence and income levels.

		Does your household have access to postal services?	
		Yes	No
Total		**48.29**	**51.71**
Region	Hhohho	59.00	41.00
	Manzini	45.53	54.47
	Shiselweni	37.56	62.44
	Lubombo	42.25	57.75
Residence	Urban	56.30	43.70
	Rural	44.30	55.70
Income	less than 1 000	35.89	64.11
	1 000 to 2 000	39.74	60.26
	2 000 to 5 000	42.50	57.50
	5 000 to 10 000	59.88	40.12
	10 000 to 20 000	71.41	28.59
	Above 20 000	80.04	19.96

3.5.3 Distance to the nearest post office

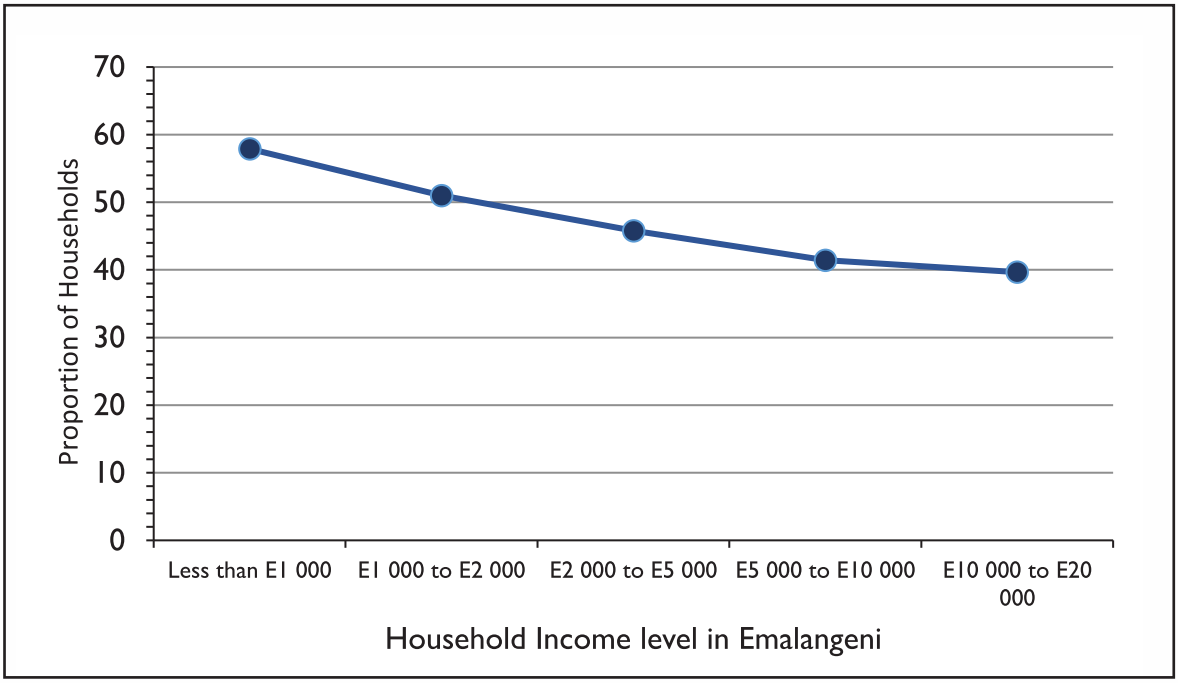
The majority of the country's households are located at least "6 kilometers and over", away from a post office. This proportion of households accounted for about 48 percent of the total. The country's proportion of households within the distance of 'less than 1 km' to the nearest post office was about 11 percent, and 8 percent are within the distance of '1 to 2 kilometers'. About 16 and 18 percent of the households are located within the '2 and 3 kilometers and the 3 to 6 kilometers respectively. The Hhohho region has the highest proportion of households who are within less than 1 km of a post office while Manzini region has the lowest. On the contrary, the Shiselweni region has the highest proportion of household who are 6km and over (about 57 percent) followed by the Manzini region with about 52 percent. The proportion of households within the distance less than 1 km to the nearest post office was about 18 percent in urban areas compared to approximately 7 percent in rural areas. The proportion of households within the distance range of 6 km and above to the nearest post office was about 19 percent in urban areas compared to about 62 percent in rural areas.

Table 63: Proportion of households with distance to the nearest post office by area of residence and region by income

		Distance to nearest Post Office				
		Less than 1	1 to 2	2 to 3	5 to 6	6 and over
Total		**10.51**	**7.99**	**15.94**	**17.96**	**47.61**
Region	Hhohho	16.25	10.93	18.73	12.88	41.21
	Manzini	4.17	4.71	15.92	23.37	51.83
	Shiselweni	8.74	3.19	13.86	17.10	57.11
	Lubombo	15.58	13.35	12.27	15.60	43.20
Residence	Urban	18.26	14.99	23.57	24.60	18.59
	Rural	6.65	4.50	12.14	14.66	62.05
Income	less than 1 000	8.58	5.22	11.53	16.78	57.90
	1 000 to 2 000	7.71	7.47	14.48	19.35	50.99
	2 000 to 5 000	7.02	5.02	21.90	20.26	45.81
	5 000 to 10 000	14.80	11.01	15.75	16.98	41.46
	10 000 to 20 000	17.96	14.60	15.22	12.55	39.67
	Above 20 000	17.15	16.55	11.97	22.51	31.82

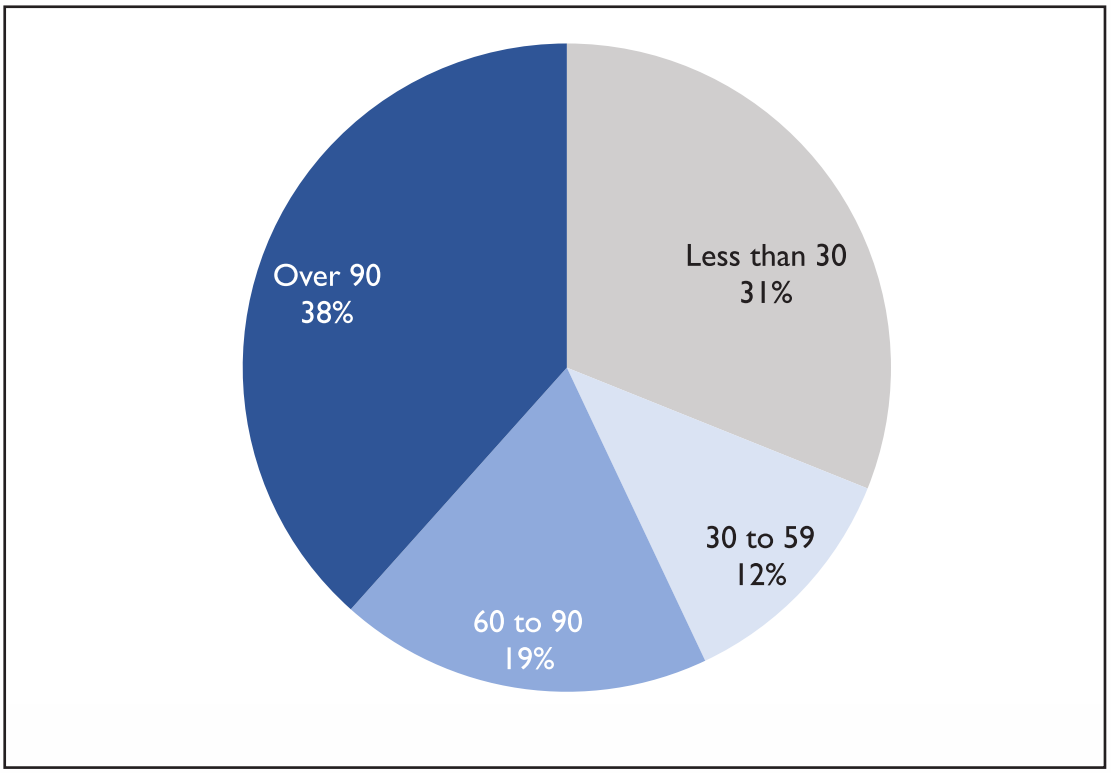
It is worth noting that the income level of households is inversely related to the "6 km and above" distance to the nearest post office. The higher the income level of the households, the lower the proportion of households who are located within "6 kilometers and above" (see Figure 84).

Figure 84: Distribution of households located within "6 km and above" by household income level.



The distance to the nearest post office was further analyzed using time taken in minutes, to the nearest post office when walking and when using transport. Nationally, about 31 percent of the households take less than 30 minutes to walk to the nearest post office and about 38 percent of the households take more than 90 minutes to walk to the nearest post office (see Figure 85).

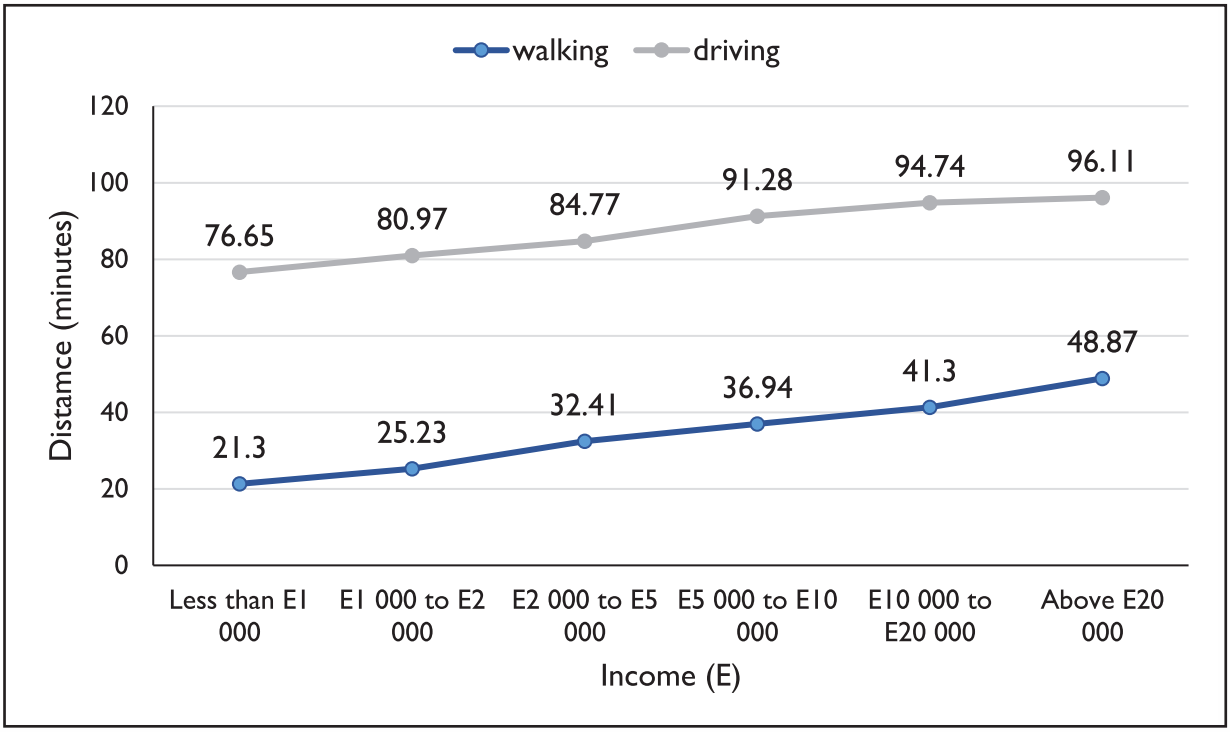
Figure 85: Distribution of households with time taken (in minutes) to the nearest post office when walking.



When using transport, about 85 percent of the country's households are able to reach the nearest post office in less than 30 minutes and about 2 percent of the households are able to reach the nearest post office in more than 90 minutes.

The time taken in minutes to the nearest post office when using transport and when walking depicts the same pattern when plotted against household income or expenditure levels. The higher the household income or expenditure, the higher the proportion of households who take less time to the nearest post office (see Figure 86).

Figure 86: Time taken when walking and when driving vs household' income levels



The proportion of urban households who are able to take less than 30 minutes to the nearest post office when walking is about 55 percent while the proportion of the rural households who take less than 30 minutes to the nearest post office when walking is about 19 percent. On the contrary, the proportion of urban households who take more than 90 minutes to walk to the nearest post office accounted about 9 percent compared to about 53 percent of the rural households. When using transport, the urban households that can reach the nearest post office in less than 30 minutes account for about 97 percent and their rural counterparts account for about 79 percent. There were no household in the urban area that take more than 90 minutes to the nearest post office by transport while there are about 2 percent in the rural areas.

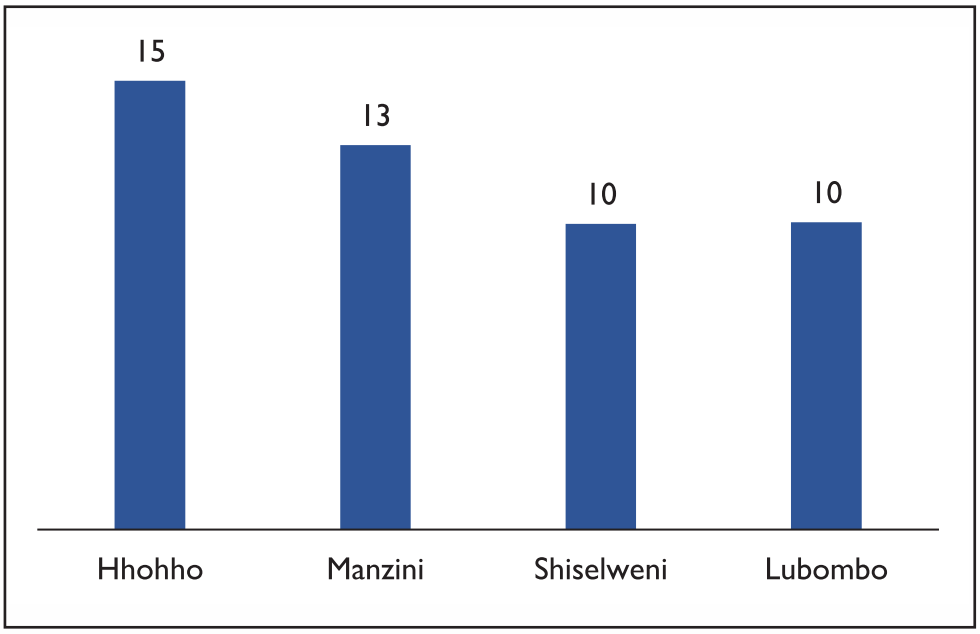
Table 64: Proportion of households with Distance to the nearest post office (in minutes) when walking.

		Distance to nearest Post Office			
		Less than 30	30 to 59	60 to 90	Over 90
Walking	Urban	55.47	17.92	18.04	8.58
	Rural	18.95	8.91	18.92	53.22
Driving	Urban	96.51	1.99	1.50	0.00
	Rural	79.03	9.79	8.78	2.40

3.5.4 Use of Postal Services

The proportion of individuals who use postal services in Eswatini is about 13 percent. The Hhohho region has the highest proportion of individuals that use postal services of about 15 percent followed by Manzini region with about 13 percent, while the Shiselweni and Lubombo reported a proportion of about 10 percent each (see Figure 87).

Figure 87: Proportion of individuals who use postal services in Eswatini by regions



The urban areas accounted for about 20 percent of individuals who use postal services compared to about 10 percent from the rural locations. There is not much difference between males and females regarding the use of postal services in the country as they accounted for about 12 and 13 percent respectively. However, it is observed that as age increases the proportion of individuals who use postal services also increases but it reaches a peak in the age group 50 – 59 years of about 27 percent and it declines thereafter. Also notable is that the higher the individual's income the greater the chances the individual is likely to use postal services. The proportion of individuals living with disability i.e. individuals who are living or having some difficulties using their part of the body account to about 17 percent of them who use postal services compared to about 10 percent of those having no difficulties.

Table 65: Proportion of individuals who use postal services, by Region, Residence, Sex, Age groups, Income and Disability

		Do you use postal services	
		Yes	No
Total		**12.75**	**87.25**
Region	Hhohho	15.19	84.81
	Manzini	13.01	86.99
	Shiselweni	10.35	89.65
	Lubombo	10.40	89.60
Residence status	Urban	19.91	80.09
	Rural	9.91	90.09
Sex	Male	12.35	87.65
	Female	13.06	86.94
Age groups	10 to 19 years	0.86	99.14
	20 to 29 year	9.51	90.49
	30 to 39 years	17.53	82.47
	40 to 49 years	25.49	74.51
	50 to 59 years	27.07	72.93
	60 to 69 years	19.89	80.11
	70 to 79 years	15.25	84.75
	80 years and above	7.58	92.42
Income	less than 1 000	6.27	93.73
	1 000 to 2 000	11.75	88.25
	2 000 to 5 000	20.52	79.48
	5 000 to 10 000	39.08	60.92
	10000 to 20 000	53.88	46.12
	Above 20 000	63.94	36.06
Individuals living or having some difficulties using their part of the body	No difficulty	9.74	90.26
	Some difficulties	17.13	82.87

3.5.5 Reasons of not using a postal office in Eswatini

The proportion of individuals in Eswatini that do not use postal services is about 87 percent. Out of this proportion, about 59 percent reported that they do not need postal services, about 13 percent have better alternative services and about 8 percent suffer from lack of access to these services due to proximity. Only 4 percent do not use post office services due to their costs which, they cited is too high. About 17 percent of the individuals reported that they have other reasons of not using the post office services. The highest proportion of individuals who do not need the services of a post office was recorded in the Lubombo region (75 percent) and about 5 percent in the same region felt that the cost of services is too high. The least region with a proportion of individuals who do not use postal services is Manzini at about 2 percent that cited the cost of the services is too high. There is no much difference between residential status, sex of the respondent as well as either the Individuals is living or having some difficulties using part of the body (disability) as shown in table 66.

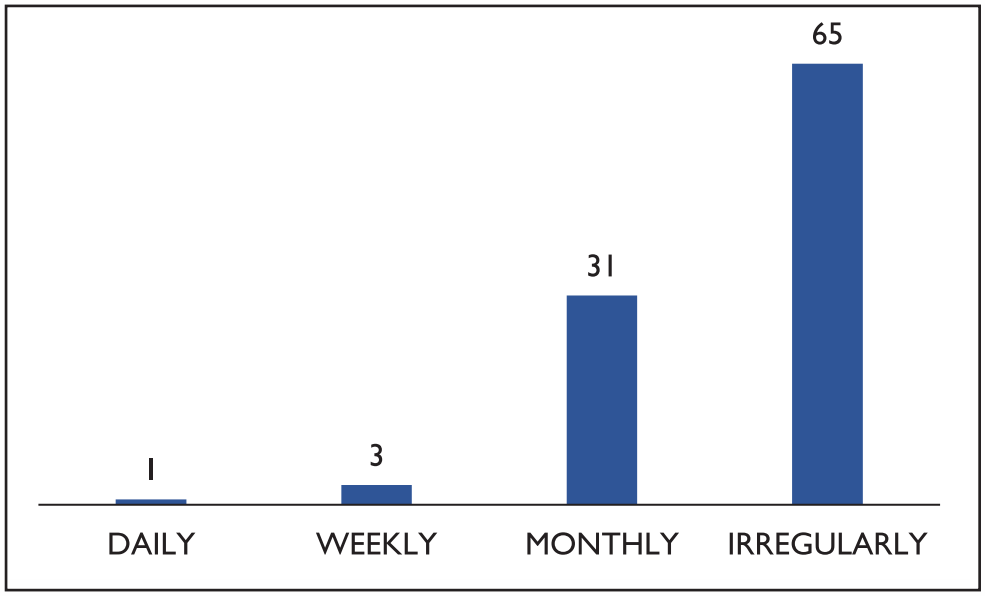
Table 66: Proportion of individuals who do not use postal services, by reason – Region, Sex, Age groups Income and Disability.

		Why do you not use postal services				
		Cost of services too high	Do not need postal services	Lack of proximal access to services	Better alternative services	Other
Total		**3.50**	**59.22**	**7.78**	**12.56**	**16.93**
Region	Hhohho	4.97	63.47	12.97	9.26	9.34
	Manzini	2.16	49.74	3.82	15.82	28.46
	Shiselweni	2.53	56.66	8.42	19.19	13.20
	Lubombo	4.80	73.94	6.99	4.99	9.28
Residence status	Urban	3.32	58.78	4.23	16.41	17.26
	Rural	3.57	59.38	9.03	11.21	16.81
Sex	Male	3.43	57.51	7.72	13.59	17.75
	Female	3.56	60.62	7.84	11.73	16.25
Individuals living or having some difficulties using their part of the body	No difficulty	3.58	56.52	7.01	13.63	19.27
	Some difficulties	3.38	63.52	9.01	10.88	13.21

Frequency of Use of Postal Services

Approximately two thirds (65%) of the individuals in Eswatini who reported to be using postal services, use these services on an irregular basis while about 31 percent of the individuals use postal services on a monthly basis. The proportions further drop down to about 1 and 3 percent for individuals who use postal services on a daily and weekly basis respectively (see Figure 88).

Figure 88: Proportion of individuals who use postal services by frequency of use



It is worth noting that there are no individuals in the Shiselweni and Lubombo region who use postal services on a daily basis. Shiselweni region recorded the least proportions of individuals who use postal services on a weekly and monthly basis of about 2 and 23 percent respectively. It also has a high proportion of individuals who use postal services irregularly, accounting for about 65 percent, when compared to the rest of the regions.

No individuals in the rural areas use postal services on a daily basis compared to about 2 percent of individuals in urban areas. More males use postal services on a monthly basis than females at about 36 for males and 27 percent for females. It is reflected that females use postal services on a weekly basis more than males at about 4 percent compared to 2 percent for males. The age group 60 – 69 reported to be using postal services on a daily and weekly basis more than other age groups at a rate of about 6 and 5 percent respectively. The proportion of individuals who have incomes from E5, 000 up to E20, 000 is higher on usage of postal services on a daily basis while those above the income of E20,000 recorded high usage of postal services on a weekly basis.

The proportion of those living with disability were about 1, 3 and 33 percent of individuals who use postal services on a daily, weekly and monthly basis, respectively.

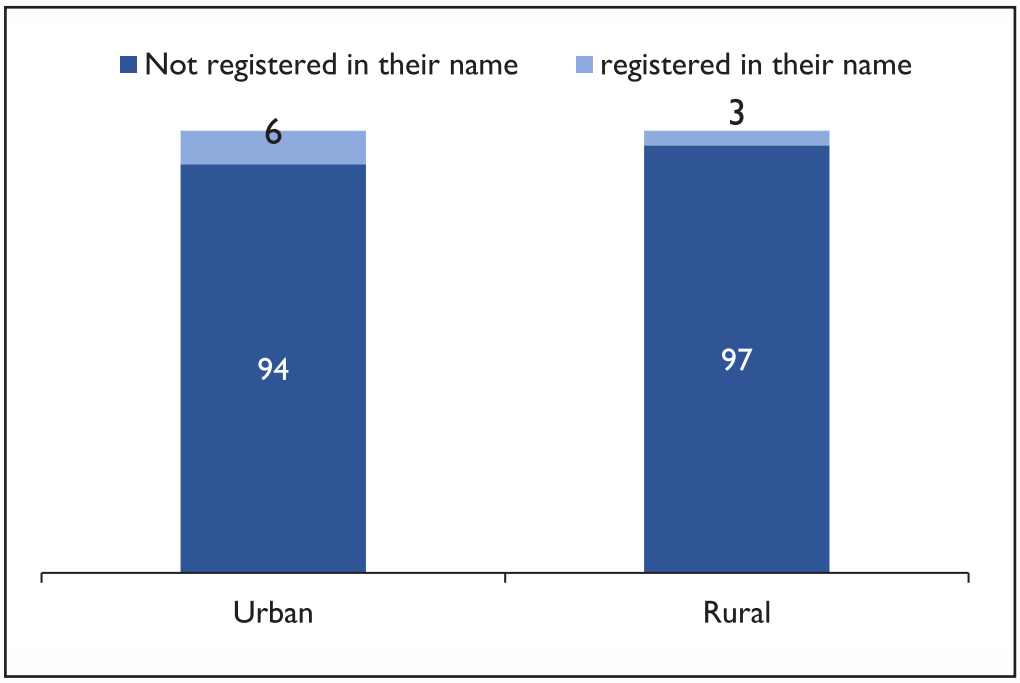
Table 67: Proportion of individuals who use postal services (frequency) by region, residence, sex, age group, income and disability

		How often do you use postal services				Percent
		Daily	Weekly	Monthly	Irregularly	Total
Total		**0.78**	**2.90**	**30.97**	**65.34**	**100.00**
Region	Hhohho	0.79	4.08	28.91	66.22	100.00
	Manzini	1.37	2.09	36.61	59.93	100.00
	Shiselweni	0.00	1.68	23.34	74.97	100.00
	Lubombo	0.00	3.25	28.59	68.16	100.00
Residence status	Urban	1.77	2.19	35.60	60.45	100.00
	Rural	0.00	3.46	27.29	69.25	100.00
Sex	Male	0.72	2.11	36.04	61.13	100.00
	Female	0.83	3.50	27.10	68.57	100.00
Age group	10 to 19 years	0.00	0.00	8.93	91.07	100.00
	20 to 29 year	0.00	0.88	21.32	77.80	100.00
	30 to 39 years	1.11	3.95	27.50	67.44	100.00
	40 to 49 years	0.00	3.08	35.32	61.60	100.00
	50 to 59 years	0.00	3.34	37.74	58.92	100.00
	60 to 69 years	5.88	4.50	34.54	55.08	100.00
	70 to 79 years	0.00	0.00	25.88	74.12	100.00
	80 years and above	0.00	0.00	55.12	44.88	100.00
Income	less than 1 000	0.00	1.91	31.01	67.08	100.00
	1 000 to 2 000	0.00	2.70	24.61	72.69	100.00
	2 000 to 5 000	0.90	1.81	26.09	71.19	100.00
	5 000 to 10 000	1.98	3.70	36.16	58.16	100.00
	10 000 to 20 000	1.92	4.18	35.42	58.48	100.00
	Above 20 000	0.00	7.75	35.55	56.70	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	0.61	2.46	29.02	67.91	100.00
	Some difficulties	0.93	3.25	32.59	63.22	100.00

3.5.6 Post office box registration

Individuals who have post office box registered in their name in Eswatini accounted for about 4 percent. Shiselweni region reported the least at about 2 percent while the Hhohho and Manzini regions reported the same proportion of about 4 percent each. Lubombo accounted for about 3 percent of the individuals who have post office box registered in their name. Urban residence has a proportion of about 6 percent while rural residence recorded a proportion of about 3 percent of the individuals with post office box registered in their name (see Figure 89).

Figure 89: Proportion of individuals' post office box registration status by residence



The proportion of individuals who have post office box registered in their name increases with age of the individual until it reaches a pick at the age group 60 – 69 and then it drops thereafter. It can be observed that these proportions increase with income levels of the individuals and are higher among people living with disability at about 6 percent.

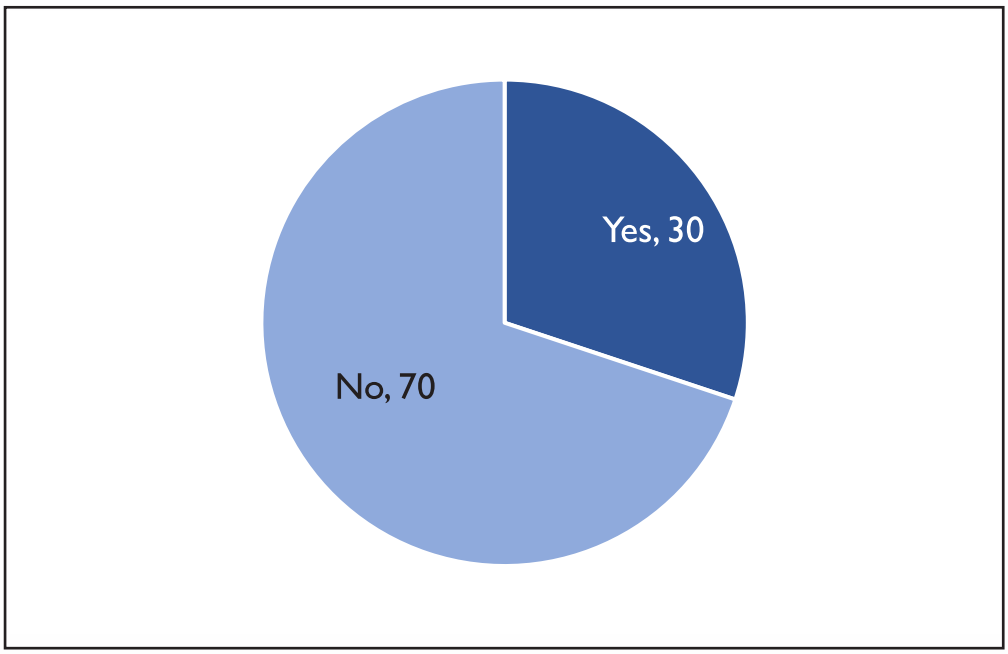
Table 68: Proportion of individuals with post box office registered in their name by Region, Residence, Sex, Age group, Income group and disability.

		Do you have a post box office registered in your name		
		Yes	No	Total
Total		**3.62**	**96.38**	**100.00**
Region	Hhohho	4.35	95.65	100.00
	Manzini	4.21	95.79	100.00
	Shiselweni	1.95	98.05	100.00
	Lubombo	2.75	97.25	100.00
Residence status	Urban	6.07	93.93	100.00
	Rural	2.65	97.35	100.00
Sex	Male	4.09	95.91	100.00
	Female	3.24	96.76	100.00
Age groups	10 to 19 years	0.41	99.59	100.00
	20 to 29 year	0.61	99.39	100.00
	30 to 39 years	3.40	96.60	100.00
	40 to 49 years	7.28	92.72	100.00
	50 to 59 years	10.65	89.35	100.00
	60 to 69 years	10.87	89.13	100.00
	70 to 79 years	5.96	94.04	100.00
	80 years and above	5.97	94.03	100.00
Income	less than 1 000	1.25	98.75	100.00
	1 000 to 2 000	1.82	98.18	100.00
	2 000 to 5 000	5.40	94.60	100.00
	5 000 to 10 000	12.22	87.78	100.00
	10 000 to 20 000	27.19	72.81	100.00
	Above 20 000	28.60	71.40	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	2.10	97.90	100.00
	Some difficulties	5.83	94.17	100.00

Perceptions about the post office relevance to society in the digital era

Approximately 30 percent of individuals in Eswatini perceive that the use of post office is still relevant to society even in this digital era whilst about 70 percent perceive it as no longer relevant (see Figure 90).

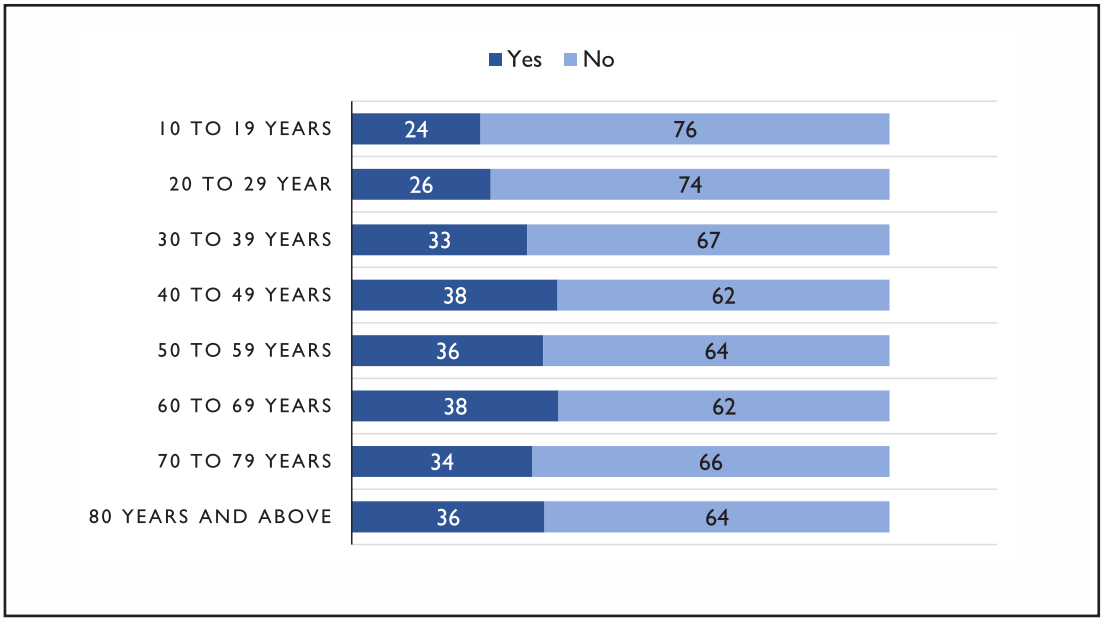
Figure 90: Post offices relevance to society



The Hhohho and Manzini region recorded about 32 percent of the individuals who perceive post offices are still relevant, followed closely by Shiselweni with about 30 percent whilst the Lubombo recorded the least proportion of about 25 percent. There are slightly more males (31%) than females (29%) who think that postal offices are still relevant. Likewise, urban dwellers recorded a proportion of about 33 percent of individuals who feel postal offices are still relevant while their rural counterparts recorded a proportion of about 27 percent.

The study shows that those who are less than the age of 30 strongly believe that post offices are no longer relevant than those above the age of 30 (see Figure 91). The study also reveals that as the income levels of the individuals increase, the more is the proportion of those who think post offices are still relevant. Individuals living with disability recorded a high proportion of about 36 percent compared to their counterparts at about 24 percent who thinks that post offices are still relevant in this digital era.

Figure 91: Proportion on individuals' perceptions on the relevance of post office relevance to society by age group.



3.6 Cyber Security and Online Child Protection

3.6.1 Household

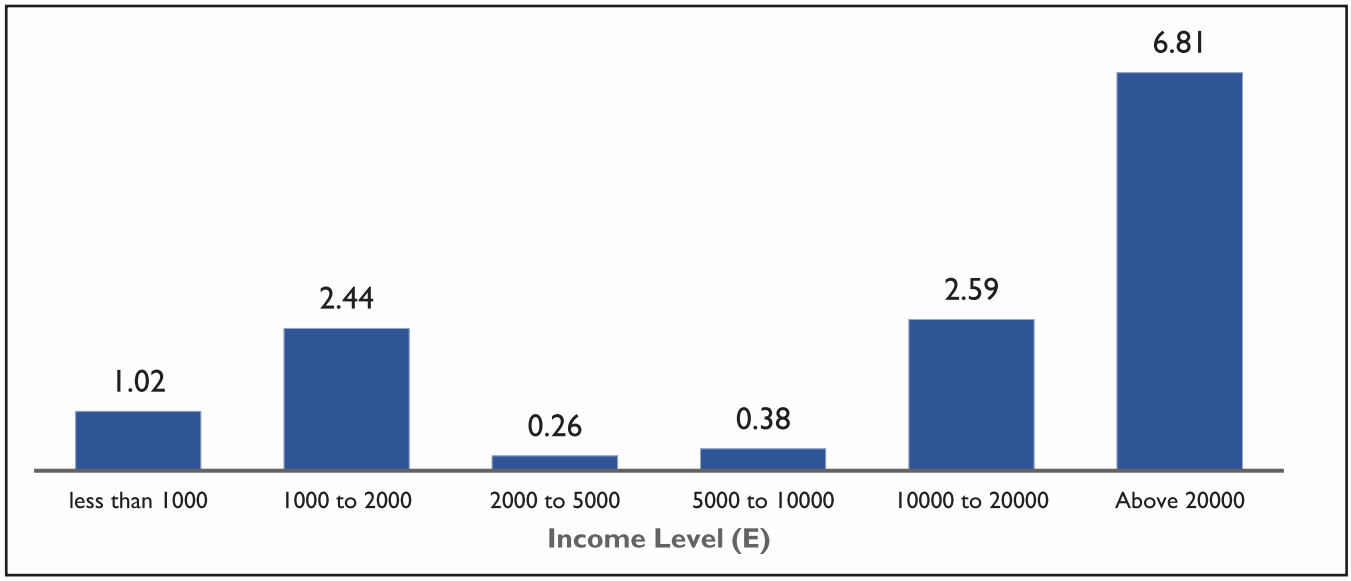
Table 69, shows the percentage of households that reported to have suffered online child incidents. According to the study, about 1.3 percent of households have suffered online incidents nationally. Hhohho has the highest percentage of households who have suffered online child incidents, standing at 2.76 percent, while Lubombo has the lowest percentage at 0.48 percent.

Table 69: Proportion of Households that reported to have suffered online child incidents

		Did any child member of your household suffer any incident online?	
		Yes	No
Total		**1.34**	**98.66**
Region	Hhohho	2.76	97.24
	Manzini	0.56	99.44
	Shiselweni	1.40	98.60
	Lubombo	0.48	99.52
Residence	Urban	0.80	99.20
	Rural	1.61	98.39
Income	less than 1 000	1.02	98.98
	1 000 to 2 000	2.44	97.56
	2 000 to 5 000	0.26	99.74
	5 000 to 10 000	0.38	99.62
	10 000 to 20 000	2.59	97.41
	Above 20 000	6.81	93.19
Expenditure	less than 1 000	0.89	99.11
	1 000 to 2 000	0.93	99.07
	2 000 to 5 000	1.46	98.54
	5 000 to 10 000	0.57	99.43
	10 000 to 20 000	11.12	88.88
	Above 20 000	19.63	80.37

The percentage of households that reported to have suffered online child incidents in Eswatini, tends to be higher among households with a higher income level. A high percentage of households who reported to have suffered online incidents, is observed among households with monthly income above E20, 000 at 6.8 percent as shown in Figure 92.

Figure 92: Proportion of Households that have suffered online child incidents by Income Level.



Cyber-bulling is reported to be the main incidents that children reported to have suffered online. Table 70 shows that 48 percent of children that reported to have suffered incidents online were cyber-bullied, which is followed by child solicitation or grooming, at 25.9 percent. Those children who reported to have been scammed are 13.45 percent, whilst other forms of online incidents children suffered amount to 12.62 percent. Incidents of cyber-bullying[4] are seen to be higher in Urban areas (53.18%) compared to those in Rural areas (44.88%). It is worth noting that child solicitation[5] or grooming is higher in rural areas, at 27.37 percent, compared to 23.51 percent reported in urban areas. Scamming of children was reported to be lower in rural areas (12.51%) than urban areas (15.02%).

Table 70: Proportion of Households that have suffered online child incidents, by type of incident - by Income

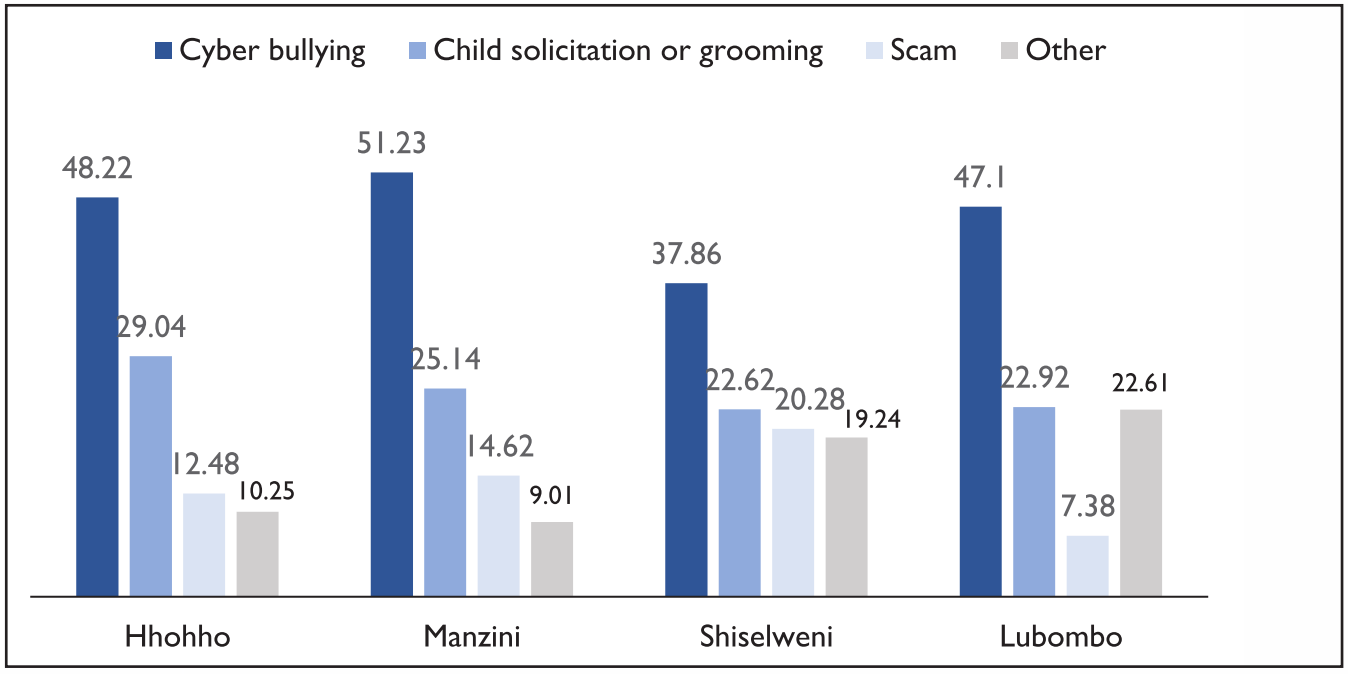
		Which incident(s) has a child member of your household suffered online?			
		Cyber bullying	Child solicitation or grooming	Scam	Other
Total		**48.00**	**25.92**	**13.45**	**12.62**
Region	Hhohho	48.22	29.04	12.48	10.25
	Manzini	51.23	25.14	14.62	9.01
	Shiselweni	37.86	22.62	20.28	19.24
	Lubombo	47.10	22.92	7.38	22.61
Residence	Urban	53.18	23.51	15.02	8.28
	Rural	44.88	27.37	12.51	15.24
Income	less than 1 000	46.96	25.79	13.26	13.99
	1 000 to 2 000	39.12	32.38	13.43	15.08
	2 000 to 5 000	49.31	28.98	11.35	10.36
	5 000 to 10 000	49.60	24.44	14.03	11.93
	10 000 to 20 000	58.20	15.58	11.30	14.91
	Above 20 000	39.77	22.36	25.40	12.47
Expenditure	less than 1 000	47.40	28.71	11.43	12.47
	1 000 to 2 000	48.99	26.09	10.39	14.52
	2 000 to 5 000	48.51	24.70	15.60	11.20
	5 000 to 10 000	47.50	22.37	13.94	16.19
	10 000 to 20 000	18.89	41.84	39.27	0.00
	Above 20 000	100.00	0.00	0.00	0.00

At regional level, Manzini region recorded the highest proportion of cyber-bullying incidents among households at 51.3 percent, followed by Hhohho at 48.22 percent. Child solicitation incidents are higher in the Hhohho and Manzini regions at 29.04 percent and 25.14 percent, respectively. Notably, reported incidents of Online Scamming are the highest in the Shiselweni region at a rate of 22.62 percent compared to the other regions. Lubombo region on the other hand reported the highest incidents of other online incidents at 22.61 percent compared to other regions, as shown in Figure 93.

4 Cyberbullying is bullying with the use of digital technologies. It can take place on social media, messaging platforms, gaming platforms and mobile phones.

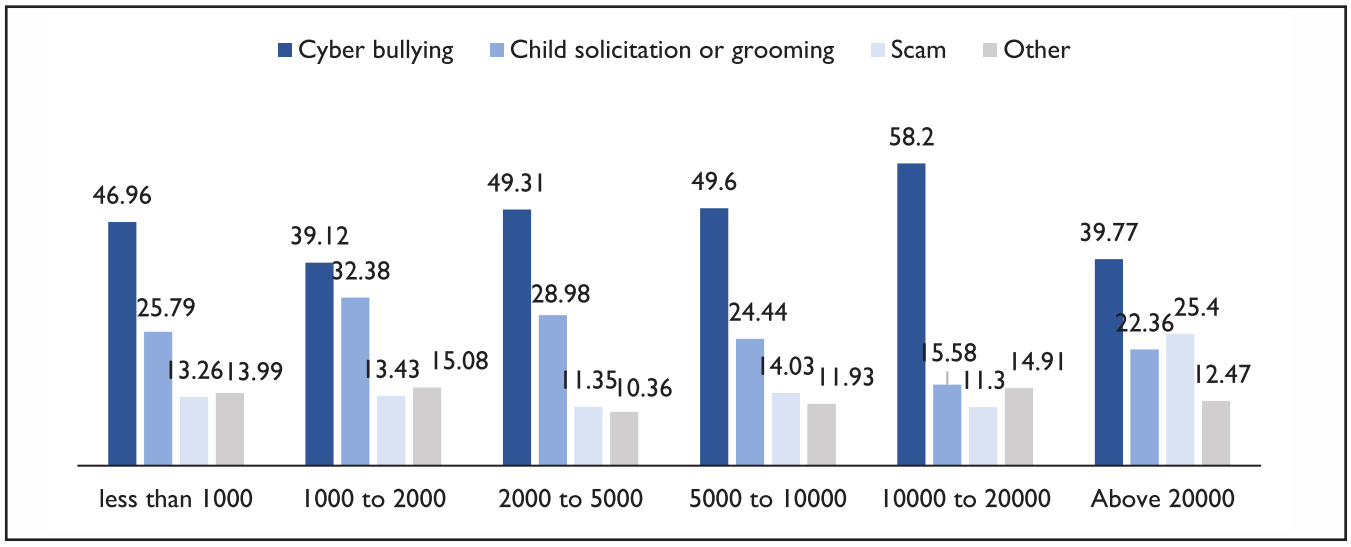
5 The solicitation of a minor is any attempt to get a minor to do something illegally. It is also the request, plea, enticing, asking or otherwise persuading a minor to commit an illegal act. A minor in these situations is defined as anyone under the age of 18 years old.

Figure 93: Proportion of Households that have suffered online child incidents, by type of incident by region



When looking at the types of incidents suffered by children online by household monthly income level, the national trend holds true, that is, cyber-bullying has the highest percentages followed by child solicitation or grooming, then scamming, irrespective of income level. Online Scams incidents reported were higher (25.4%) among households with income level above E20 000 compared to other income levels as shown in Figure 94.

Figure 94: Proportion of Households that have suffered online child incidents, by type of incident by Income



Looking at actions taken by household after a child suffered an online incident, most household preferred educating children on safe and appropriate ways of using the internet (30%). About 14.47 percent of households reported to have ensured children adhered to household rules on the use of internet.

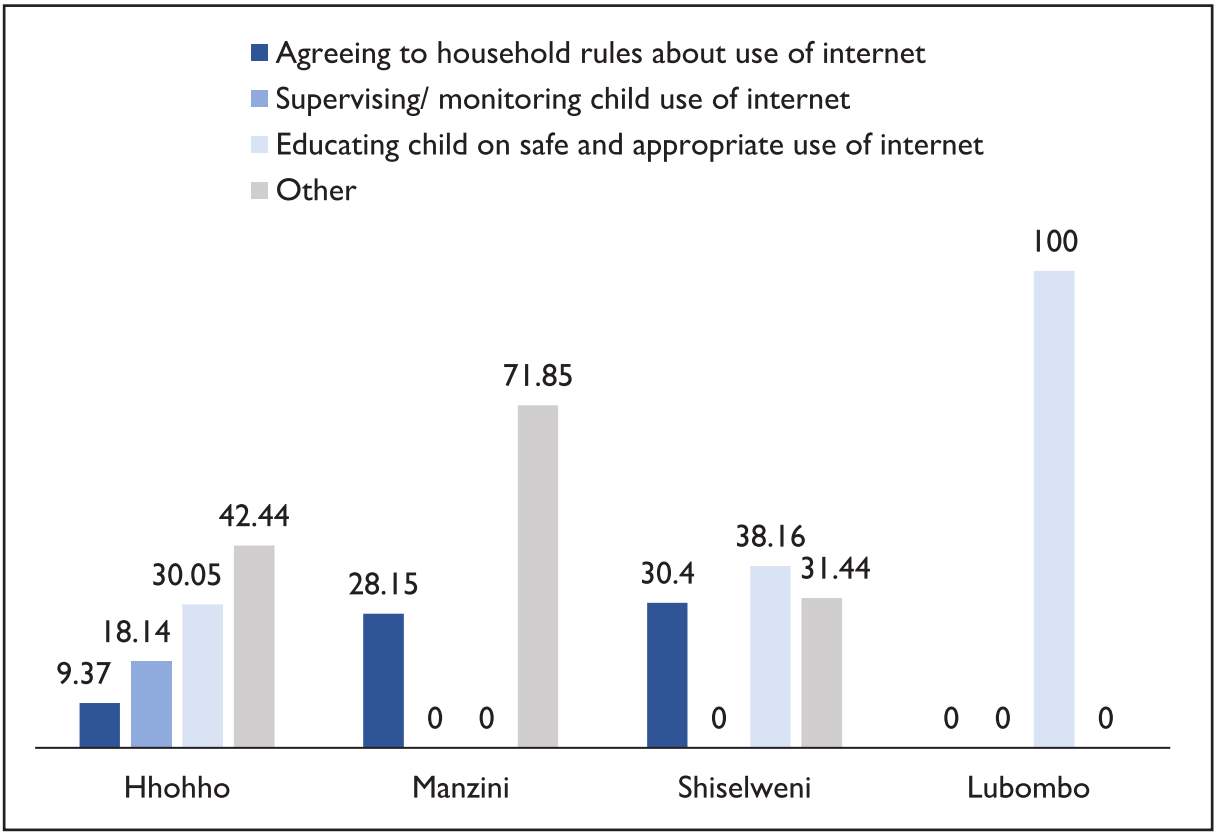
Supervising and/ or monitoring a child's use of the internet was recorded at 11.81 percent. About 43.27 percent of households implemented other methods of ensuring child safety while using the internet.

Table 71: Proportion of Households who acted after suffering online incidents by main type of action taken - by Income

		Agreeing to household rules about use of internet	Supervising/ monitoring child use of internet	Educating child on safe and appropriate use of internet	Other
Total		**14.47**	**11.81**	**30.44**	**43.27**
Region	Hhohho	9.37	18.14	30.05	42.44
	Manzini	28.15	0.00	0.00	71.85
	Shiselweni	30.40	0.00	38.16	31.44
	Lubombo	0.00	0.00	100.00	0.00
Residence	Urban	0.00	30.06	0.00	69.94
	Rural	18.06	7.29	37.99	36.66

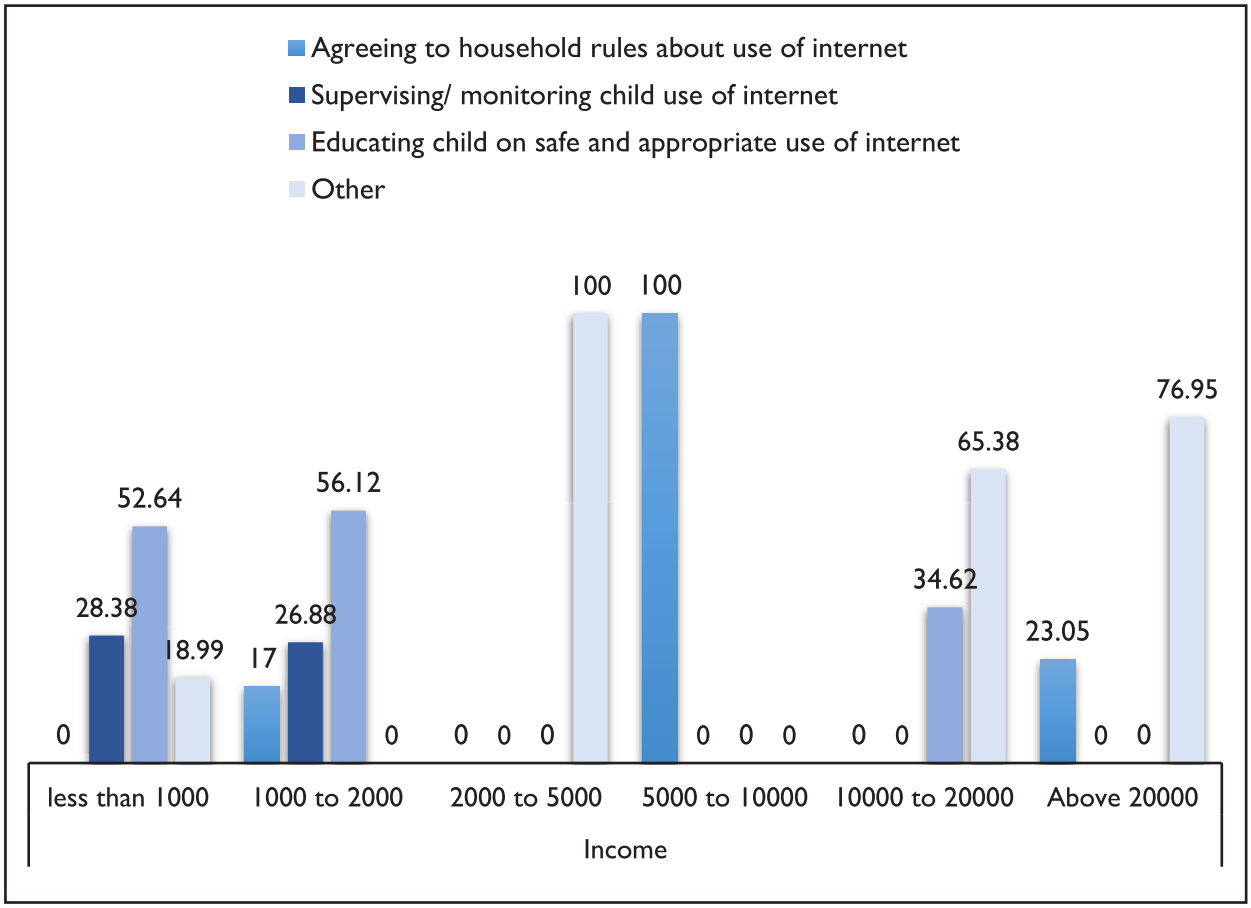
The data shows that most households tend to shy away from supervising and/ or monitoring a child's use of the internet. This is shown by three regions recording zero percent of households who took such action after a child suffered an incident online, namely Manzini, Shiselweni and Lubombo. About 9.37 percent of households in the Hhohho region preferred supervision and/ or monitoring of children when the use the internet. The data also shows that most people preferred other methods of ensuring children's safety while using the internet, most notably is the Manzini region with 71.85 percent (see Figure 95).

Figure 95: Proportion of Households who took action after suffering online incidents by main type of action taken and region



When looking at actions taken after an online child incident by household income levels, the data shows that households with monthly income above E10, 000 tend to use other methods of ensuring the safety of minors while they are online. The income brackets of E10, 000 to E20,000 and E20,000 and above recorded 65.38 percent and 76.95 percent respectively. However, households with income between E5, 000 and E10,000 prefer imposing household rules about the use of internet as a security measure (100%). The same percentage was observed among households with a monthly income between E2, 000 and E5,000, albeit having a choice of other methods of ensuring a child's online protection. Those households having an income below E2, 000 preferred mostly educating a child on safe and appropriate use of the internet, with a recorded figure of around 56 percent, though others show to settle for supervising and/ or monitoring the child's use of the internet (Seen Figure 96).

Figure 96: Proportion of Households who took action after suffering online incidents by main type of action taken by Income and Expenditure.



3.6.2 Individual

Table 72 shows that about 16 percent of individuals nationally use devices that are internet protected, while about 84 percent do not. When looking at the data by regions, it shows that the same pattern holds, with a very low percent of people using internet protected devices. Manzini has the highest percentage of individuals who use internet protected devices, standing at 21.15 percent whilst Lubombo has 9.75 percent as the lowest. Urban areas have 22.77 percent of individuals using devices that are internet protected, compared to 11.72 percent individuals in rural areas.

There is very little difference in the percentage of males using internet protected devices to females, with males being slightly higher. Males recorded 16.61 percent whilst 15.26 percent was observed for females. On another note, people living with disability have a higher percentage than those who have no disability, when it comes to using internet protected devices. Their percentage stands at 20.36 percent compared to the 13.49 percent of those not having a disability as shown in Table 72.

Table 72: Eswatini, urban and rural areas: Proportion of Individuals using any protected internet- ready device – Sex and disability

		CSP1. Do you use any protected internet -ready device		Percent
		Yes	No	Total
Total		**15.88**	**84.12**	**100.00**
Region	Hhohho	13.74	86.26	100.00
	Manzini	21.15	78.85	100.00
	Shiselweni	12.00	88.00	100.00
	Lubombo	9.75	90.25	100.00
Residence status	Urban	22.77	77.23	100.00
	Rural	11.72	88.28	100.00
Sex	Male	16.61	83.39	100.00
	Female	15.26	84.74	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	13.49	86.51	100.00
	Some difficulties	20.36	79.64	100.00

Table 73 shows that about 62 percent of individuals in the country uses devices which are protected by a software like firewall of which about 78 percent of those uses strong password authentication. Regionally, about 85 percent of individuals in Hhohho and 86 percent in Shiselweni have protected devices with software like firewall whereas in the other two regions (Manzini and Lubombo) has less than 50 percent of those individuals with firewall.

Comparing by sex, there is no conclusive evidence that males have more protected devices than females, as proportional difference between Males (62.4%) and females (61.99%) is very marginal. However, males seem to have a slightly higher proportion of usage of internet with a strong password authentication at 79.12 percent compared to females at 76.08 percent.

Individuals with no disability reported a higher proportion (63%) of individuals with internet protection like firewall to their internet devices compared to those living with disability (61%), even though it is a small margin. Regarding protection with a strong password, people living with disability were reported at 75 percent, compared to individuals with no disability at 80 percent as shown in Table 73.

Table 73: Eswatini, urban and rural areas: Proportion of Individuals using any protected internet- ready device by type of protection– Sex, disability, Age groups, and income

		Is the device you use for internet protected with software like firewall		Is the device you use for internet protected with a strong password authentication		Percent
		Yes	No	Yes	No	Total
Total		**62.18**	**37.82**	**77.64**	**22.36**	**100.00**
Region	Hhohho	85.13	14.87	88.17	11.83	100.00
	Manzini	47.86	52.14	70.37	29.63	100.00
	Shiselweni	85.96	14.04	77.49	22.51	100.00
	Lubombo	49.04	50.96	87.88	12.12	100.00
Residence status	Urban	61.73	38.27	79.12	20.88	100.00
	Rural	62.70	37.30	75.91	24.09	100.00
Sex	Male	62.38	37.62	79.35	20.65	100.00
	Female	61.99	38.01	76.08	23.92	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	63.26	36.74	80.17	19.83	100.00
	Some difficulties	60.82	39.18	74.49	25.51	100.00

Table 74 shows how often individuals often update their protection software. Nationally, 29 percent of individuals often do the updates, about 33 percent sometimes, about 18 percent rarely updates and around 20 percent never update their software. Regionally Hhohho, Shiselweni, Manzini and Lubombo has 42 percent, 30 percent, 23 percent and 22 percent respectively. Hhohho reported the highest proportion of individuals who update their software frequently. Males (34%) recorded the highest proportion of individuals who update their software frequently, compared to females (25%).

There is a positive correlation between frequency of software updates am the level of individuals' income. The higher the income, the higher proportion of individuals who update their protection software often. Individuals leaving with disability reported a lower proportion of individual who often update their software compared to those with no disability as reflected by proportions of 27 percent and 31 percent respectively shown in Table 74.

Table 74: Eswatini, urban and rural areas: Proportion of Individuals who update their protection software by frequency (time) – Sex and disability

		How often do update the protection software you use				Percent
		Often	Sometimes	Rarely	Never	Total
Total	**Total**	**29.10**	**32.74**	**18.20**	**19.96**	**100.00**
Region	Hhohho	41.64	30.23	17.53	10.60	100.00
	Manzini	23.41	36.47	14.16	25.96	100.00
	Shiselweni	30.22	35.16	31.69	2.93	100.00
	Lubombo	22.36	15.94	29.27	32.44	100.00
Residence status	Urban	31.14	33.16	16.11	19.60	100.00
	Rural	26.71	32.25	20.65	20.39	100.00
Sex	Male	33.72	31.81	19.38	15.09	100.00
	Female	24.86	33.59	17.12	24.43	100.00
Income	less than 1 000	22.48	35.36	19.33	22.83	100.00
	1 000 to 2 000	29.13	32.59	19.31	18.97	100.00
	2 000 to 5 000	23.38	27.45	26.51	22.65	100.00
	5 000 to 10 000	32.32	34.88	12.75	20.05	100.00
	10 000 to 20 000	45.06	30.07	10.08	14.78	100.00
	Above 20 000	52.68	30.40	12.62	4.29	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	30.56	35.55	15.09	18.80	100.00
	Some difficulties	27.27	29.23	22.08	21.41	100.00

Table 75 shows the frequency of individuals regarding copying or backup files on external devices or servers. A high proportion of the population in Eswatini, according to the study do not copy or backup file on external devices or servers. The study shows that more than 58 percent of individuals do not copy or backup files in external devices or serves, while only 10 percent of individuals often back up their files. Comparing the four regions, Hhohho is the leading region with the highest proportion of individuals who often copy or backup their files on external devices files at 13 percent, followed by Manzini at 11 percent. More males frequently backup their files at around 12 percent, compared to females at 8 percent.

There is a positive correlation between the proportion of individuals who often copy or backup files on external devices or servers and individuals' level of income. The higher the individual's income the higher the proportion of individuals who often copy or backup files on external devices or servers as shown by Table 75.

Table 75: Eswatini, urban and rural areas: Proportion of Individuals who copy/ back up files on external devices or servers – Sex, disability, Age groups, income

		Do you copy / backup files on external devices or servers				Percent
		Often	Sometimes	Rarely	Never	Total
Total		**10.13**	**21.66**	**10.03**	**58.18**	**100.00**
Region	Hhohho	12.58	18.86	9.79	58.78	100.00
	Manzini	10.62	29.88	7.38	52.11	100.00
	Shiselweni	6.86	13.64	16.72	62.78	100.00
	Lubombo	6.29	12.72	11.79	69.20	100.00
Residence status	Urban	13.04	28.29	9.00	49.66	100.00
	Rural	8.37	17.67	10.65	63.31	100.00
Sex	Male	12.44	24.56	10.77	52.22	100.00
	Female	8.18	19.22	9.41	63.19	100.00
Income	less than 10 00	7.64	19.79	9.68	62.90	100.00
	1 000 to 2 000	8.22	23.97	9.82	57.99	100.00
	2 000 to 5 000	8.98	20.71	10.81	59.50	100.00
	5 000 to 10 000	19.63	26.05	13.61	40.72	100.00
	10 000 to 20 000	21.34	27.92	7.12	43.61	100.00
	Above 20 000	24.11	30.43	8.33	37.13	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	9.92	23.07	9.77	57.24	100.00
	Some difficulties'	10.51	19.02	10.53	59.93	100.00

Table 76 shows proportion of individuals who acted after suffering internet incidents by type of action. According to the study, most individuals (25%) in Eswatini who reported to have suffered online incidents did not take any measures or action after the incident. Approximately 14 percent and 13 percent of individuals took security measures after suffering an incident by changing password and changing their Internet Service Provider (ISP) respectively.

Comparing the different attributes collected in this exercise, it shows that from regional level, residency, sex, age groups, income and body difficulties, the majority of individuals did not take any action after suffering internet incidents. However, it is worth noting that individuals in rural areas (10%) tend to notify government authorities after suffering an incident more than individuals from urban areas (5%). Females (11%) as well tend to notify government authorities after suffering an incident more than males (4%). People living with disability (9%) according to the study notify government authorities after suffering an incident more than people living without a disability (6%) as shown in Table 76.

Table 76: Eswatini, urban and rural areas: Proportion of individuals who acted after suffering internet incidents by type of action – Sex, disability, Age groups, income

		What action did you take after suffering the internet incident									%
		Notified The Incident To A Governmental Authority	Notified The Incident To My ISP	Changed My Isp	Installed Or Subscribed To A Protection Software	Updated My Software	Stopped Providing Personal Information On Online Social Networks	Started Reading Carefully T&Cs Before Subscribing To Online Services Or Installing Software	Did Not Take Any Measure/ Action	Other (Specify)	Total
Total		**7.41**	**6.71**	**13.40**	**6.93**	**13.51**	**7.91**	**1.31**	**25.30**	**17.52**	**100**
Region	Hhohho	8.58	8.69	16.87	6.13	11.76	5.08	2.14	25.69	15.06	100
	Manzini	7.74	5.92	8.48	7.93	18.17	10.70	0.00	20.52	20.53	100
	Shiselweni	0.00	0.00	12.23	8.81	5.30	5.81	0.00	46.92	20.92	100
	Lubombo	4.91	5.04	20.91	4.67	5.11	10.85	4.67	31.17	12.66	100
Residence status	Urban	4.86	6.55	15.78	8.67	12.75	6.50	0.80	25.97	18.11	100
	Rural	10.47	6.91	10.53	4.84	14.42	9.60	1.93	24.48	16.81	100
Sex	Male	4.48	7.63	12.69	10.99	12.99	7.55	1.80	26.80	15.06	100
	Female	10.69	5.68	14.20	2.39	14.09	8.31	0.76	23.61	20.27	100
Individuals living or having some difficulties using their part of the body	No difficulty	6.26	7.07	13.37	5.82	14.79	9.62	0.00	26.69	16.37	100
	Some difficulties	9.23	6.14	13.45	8.71	11.46	5.19	3.40	23.07	19.34	100

The proportion of individuals who do not use any internet device protection tools by reason. According to the study, bout 32 percent reported to lack knowledge about Information Technology (IT) protection tools and about 34 percent reported to have no need to get protected. Comparing the four regions, residence status, sex, age group, income and disability, most individuals reported that they either lack knowledge about IT protection tools or had no need to have a protection tool on their internet devices as shown in Table 77.

Table 77: Eswatini, urban and rural areas: Proportion of Individuals who do not use any protection tools, by reason – Sex, disability, Age groups, income

		Why are you not using any protection tools					Percent
		Price too high	Doubts on their efficiency	Lack of knowledge about it protection tools	No need	Other (specify)	Total
Total	**Total**	**8.47**	**3.13**	**31.78**	**34.16**	**22.47**	**100.00**
Region	Hhohho	7.79	4.19	44.36	28.54	15.13	100.00
	Manzini	6.04	2.29	25.76	29.47	36.43	100.00
	Shiselweni	6.15	4.76	29.90	38.56	20.63	100.00
	Lubombo	17.69	1.44	21.16	53.26	6.44	100.00
Residence status	Urban	8.98	3.18	32.56	36.44	18.85	100.00
	Rural	8.20	3.10	31.36	32.96	24.38	100.00
Sex	Male	8.77	4.17	29.78	36.92	20.36	100.00
	Female	8.22	2.26	33.43	31.87	24.21	100.00
Age groups	10 to 19 years	9.75	2.18	33.28	30.44	24.35	100.00
	20 to 29 year	8.08	3.96	29.76	33.96	24.24	100.00
	30 to 39 years	8.79	3.88	31.99	36.40	18.94	100.00
	40 to 49 years	6.15	2.25	33.07	39.02	19.50	100.00
	50 to 59 years	10.97	0.95	31.41	36.09	20.59	100.00
	60 to 69 years	7.45	2.14	33.80	24.14	32.47	100.00
	70 to 79 years	6.34	0.00	44.40	13.11	36.14	100.00
	80 years and above	0.00	21.18	16.65	0.00	62.17	100.00
Income	less than 1 000	8.29	2.86	31.42	33.52	23.91	100.00
	1 000 to 2 000	8.54	4.15	31.28	37.60	18.43	100.00
	2 000 to 5 000	8.08	2.99	32.11	35.47	21.36	100.00
	5 000 to 10 000	8.79	3.82	33.65	29.56	24.18	100.00
	10 000 to 20 000	10.04	3.35	33.87	32.13	20.61	100.00
	Above 20 000	13.02	3.11	28.29	47.48	8.10	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	8.43	3.65	28.34	34.46	25.12	100.00
	Some difficulties	8.56	2.07	38.78	33.54	17.05	100.00

CHAPTER 4: Key Conclusions Policy and Regulatory Considerations

The Information Communication and Technology Access and Use Survey (ICTAUS) was primarily aimed at measuring the progress attained by the country in enhancing the uptake of various ICT products and services by households and individuals. Other aspects investigated broadly related to the quality of experience for various ICTs, the risks associated with online activities as well as the mitigation strategies adopted by households and individuals. Further the survey provides insights regarding the adoption of digital financial services as well as the associated challenges in using the services and the barriers to the uptake of the services in the country. An assessment of the Cyber Security and Online Child Protection practices adopted by households and individuals were also evaluated.

4.1 Telecommunication – Internet

Access to internet: 50.31 percent of individuals across the country reported that they have access to internet and more than half of the population reported having basic knowledge of using the internet, whilst about 49.69 percent have no access to internet. The barriers to internet access include, lack of service network in some geographical areas, lack of electricity, lack of knowledge, lack of appropriate devices and lack of interest in these services. Access to internet by region: Hhohho and Manzini regions recorded 29 percent of the population having access to internet whereas Lubombo region recorded 22 percent and Shiselweni region 20 percent of the population having access to internet.

Access to internet by sex: 51 percent of the male population have access to internet and 49 percent for females have access to internet. The urban and rural comparison showed that 67 percent of the population living in urban areas have access to internet compared to only 43 percent of the population living in rural areas. Thus, in urban areas 33 percent reported having no access to internet while 57 percent reported the same for rural areas. The country has a majority of the population living in rural areas than urban areas.

At household level, 73 percent of households in urban areas have access to internet whereas only 63 percent of households in rural areas have access to internet. However, subscription for video streaming services is limited with only 6.9 percent of households subscribing to internet video streaming services and the remainder 93.1 percent do not subscribe to internet video streaming services. Only 11 percent of the households in urban areas subscribing to internet video streaming services and 5 percent in rural areas. As such 88 percent of households in urban areas and 95 percent of households in rural areas do not subscribe to internet video streaming services.

Overall, most of the people reported to have used internet in the past 3 months. Shiselweni region recorded the highest proportion of over 96 percent of individuals who used the internet in the past 3 months, followed by Lubombo region at 95 percent, Manzini region at 90 percent and Hhohho region at 84 percent. However, the highest proportion of those who reported not to have used internet in the past 3 months was in Hhohho region with 15 percent followed by Manzini region 10 percent, Lubombo region at 4 percent and Shiselweni region 3 percent.

Over 80 percent of the individuals across all the regions indicated that they use internet at their home (location). The highest proportion of those who use the internet at home was in Lubombo (93%) followed by Shiselweni (86%) and Hhohho (85%) with the lowest in Manzini (81%).

Most of the people use mobile internet to access internet (94%), whereas the fixed wireless and the fixed wired internet only account for 3 percent each. The trend is the same across urban and rural areas and

regions.

Majority of individuals (45%) reported that they do not need internet. The second highest reason mentioned was that the cost of the equipment is being too high as reported by 28 percent of the individuals. The third highest reason was that internet is not available in the area with a proportion of 21 percent giving that reason. And also cost of services was mentioned as the reason affecting access and usage of internet in the country.

Only 34 percent of individuals are satisfied with mobile internet speed from their primary provider. Data shows that 22 percent are highly satisfied with the mobile internet speed while 11 percent are dissatisfied and 7 percent highly dissatisfied. About 13 percent of the population reported to be neither satisfied nor dissatisfied.

Most of the people reported to spent less than E1,000 on ICT services in the past 12 months (67 %), followed by those who spent E1,000 to E2,000 at 16 percent and 11 percent of the study population spent E2,000 to E5,000 per year.

A number of policy and regulatory considerations can be drawn from the findings of the survey on access and usage of internet in the country. In the first place, the high use of internet for various purposes as evident from the findings guides policy makers and the regulator to place more emphasis on issues related to internet access. This is because internet access and usage is likely to affect a larger cross section if not the entire population. Some issues for consideration are proposed below:

1. The survey established that mobile telephones were a very important way to access internet services in Eswatini. If the mobile sector continues to grow at the current rate, it will help the government of Eswatini to achieve its goal of closing the internet services gap in the near to mid-term future. To achieve this goal, priority should be given to areas with low access especially rural areas. Also considering the growing need of access to internet in other sectors of the economy, i.e. Education, Health, Trade and commerce, amongst other. There is need to consider improving access to internet. This should consider issues of coverage and affordability. More so, the Ministry of Health launched the e- health and the electronic information management system, which are systems that are dependent on the internet, therefore there is need to improve internet coverage in rural areas.
2. Improve the quality of internet service: Among the ICT services and equipment, a majority of the households and individuals cited the need to have a fast and reliable Internet connection. While they acknowledge the availability of the Internet across the country, the quality or speed is still a subject that needs to be addressed by the government.
3. Deliberate policy actions aimed at increasing the uptake of computers and internet adaptable devices in the country will be necessary. For instance, fiscal incentives aimed at either the importation of computers or local assembly of computers could provide a more affordable avenues for accessing the devices.
4. Increase network coverage in the Lubombo and Shiselweni regions, especially for the second largest mobile network operator, Eswatini Mobile.

4.2 e-Commerce

Overall uptake of e-commerce in the country is very low. About 5.2 percent of individuals accessed any e-commerce services in the last 3 months. Uptake of e-commerce was higher at 6.6 percent in urban areas compared to rural areas 4.3 percent. Only 7.2 percent of individuals in the Hhohho region reported to have accessed e-commerce services in the past 3 months, 6.4 percent in the Shiselweni region, Manzini

and Lubombo at 3.9 percent and 3.1 percent respectively. Even though uptake of e-commerce is low most of the people in the age group 20-69 years reported to have used some form of e-commerce in the last three months preceding the data collection period.

It was also observed that utilization of e-commerce increases with the increase in level of income with most of the people, 32 percent with an income of E20 000 and above. E-commerce's was mostly 60.4 percent purchased clothing, footwear, sporting goods or accessories, 10.6 percent who used e-commerce services for purchasing cosmetics and 6.5 percent purchased computer equipment or parts. Debit card or electronic bank transfer online was the most prominent method of paying for goods and/or services purchased online accounting for 42.7 percent. About 2.8 percent indicated they shopped online goods from local shops.

Most of the goods purchased, 56.1 percent of individuals nationally pick their parcels from the point of sale whilst the least used is through online/ electronic delivery. Individuals staying in rural areas utilised the method of picking up from point of sale more than urban settlers as shown by 60.5 percent for urban respondents and 52 percent for rural respondents. DHL was the most utilised courier service provider (59.9%) followed by Phutfumani couriers (19.6 %), Skynet (8.1%) and the least was Interfreight (4.5%).

The reason cited for low uptake of e-commerce include: individuals indicated that they were not interested (26.1%), preferring to shop in person (25.2%), lack of confidence (17.2%), trust concerns (15.5%), and security concerns regarding e-commerce (2.2%) while only 1 percent was privacy concerns.

To ensure that the country increases the safe uptake of e-commerce, issues for consideration are proposed below:

1. Carry out more public information campaigns on data protection, consumer protection and cybersecurity.
2. Increase sensitisation of MSMEs on opportunities for e-commerce. Increase start-up incubation and accelerator programmes to encourage people not only to use, but also to launch e-commerce initiatives.
3. Government should use various incentives to encourage business adoption of digital transactions.

4.3 Postal Services

Access to postal services in Eswatini is low. About 19 percent of Eswatini' households at most own a post office box across the country. The proportion of post office box ownership is high in urban residence (26%) compared to rural residence (15%). In Eswatini almost 48percent of households have access to postal services in the country and urban residents have more access compared to rural residents.

A majority of the country's households are located more than 6 kilometers from a nearest post office and this is more evidence with the rural residents where the proportion is about 62 percent compared to 19 percent in urban areas.

The use of postal services in the country is still very low. About 13 percent of the individuals were found to be using these services. The usage is much higher in urban residence than in rural areas. Persons who are living or having some difficulties using their part of the body accounted to about 17 percent compared to about 10 percent of those having no difficulties with regard to postal services usage. About 87 percent of individuals in the country do not use postal services due to various reasons and a majority of them (72 %) indicated that they do not need a post office and they have access to better alternative services.

A majority of the individuals in Eswatini who reported to be using postal services, use these services on

an irregularly basis, i.e. they use it once in a while. Worth noting is that there are no individuals in the Shiselweni and Lubombo region who use postal services on a daily basis.

Individuals who have post office box registered in their name are very few and they accounted for about 4 percent of the individuals who own a post office box.

Approximately one in three (30%) of individuals in Eswatini perceive that the use of post office is still relevant to society even in this digital era whilst about 70 percent perceive it is no longer relevant. Age and Income are contributing factors to this perception i.e. those who are less than the age of 30 strongly believe that post offices are no longer relevant than those and those above the age of 30. Likewise, as the income levels of the individuals increase, the more is the proportion of those who thinks post offices are still relevant.

1. In cognisance of the low uptake of postal services, there is need to increase the services provided by postal service centres, leveraging on their distribution network in the country.
2. The postal service provider should educate the public about the services the postal service provides and work to address the perception, that postal services are no longer relevant in the digital era.

4.4 Broadcasting

Radio ownership in the country is slightly below half of the population at 46.67 percent households own a radio. More households in rural areas own a radio (48.36%t) compared to 43.28 percent in urban households. Hhohho region has the greatest proportion of households (48.63%) that own a radio, followed by the Lubombo region, with 41.94 percent of households owning a radio. Manzini and Shiselweni regions have the least proportion of households that own a radio.

The majority of the Swazi households (92.34%) indicated to own at list one (1) television set. Lubombo region has a majority of households (93.66%) that own a functional single television set, while the Hhohho region has lower proportions of households (91.86%) that own a single television set. When viewed by urban/rural domain, the largest proportion of households (94.31%) that own one functional television set are in urban areas compared to 91.36 percent in rural areas.

In the Kingdom of Eswatini, only 25.34 percent of the households receive television signals from local television stations, 30.79 percent are in the Manzini region, 15.27 percent are in the Lubombo region. About 26.19 percent of households in urban areas do receive television signals from local television stations, while in rural areas it's about 24.92 percent. While TV signal is low, radio signal is very high with 89.24 percent of all the households in the country do receive a signal from local radio stations, Shiselweni region has the biggest proportion of households (93.52%) that receive a signal from a local radio station, Hhohho region being the least with 85.24 percent. In urban areas, 92.01 percent of all households receive a radio signal from local radio station and relatively lesser proportions of households (88.01%) in rural areas.

Regarding national coverage on cellular network, 95.02 percent of all households in the country have cellular signal reception of local cellular networks. Regionally, 99.58 percent of all households in Shiselweni have cellular signal reception of local cellular networks while the Hhohho region at 90.66 percent is the least. About 96.46 percent of all households in urban areas have cellular signal reception of local cellular networks while the rural areas recorded 94.31 percent.

Viewership of the local broadcasting stations in the country is very low with Eswatini TV station having a viewership of 28.24 percent while Channel S, recorded 14.70 percent. It is also notable that in Shiselweni

region most households use Channel S. (26.90%) compared to Eswatini TV (19.22%). Regarding urban-rural domain, Eswatini TV viewership is at 30.73 percent while Channel S is at 15.59 percent in rural areas and Eswatini TV is at 24.07 percent while Channel S is at 13.22 percent in urban areas.

The TV quality was rated law across all the two main TV channels in the country with 28.59 percent for Eswatini TV and 20 percent for Channel Yemaswati TV. The TV quality did not vary by residence urban and rural.

About 77.82 percent of all the households in the country have multichannel signal. Hhohho recorded 88.30 percent of households with multichannel signal and Manzini stood at 70.97 percent. However, there is variations between the proportion of households with multichannel signal in urban areas and those in rural areas of 76.96 percent and 78.25 percent respectively. There is no clear association between income levels of households and the proportions of households with multichannel signal.

About 5.46 percent of the whole population watch television using internet television application, and 5.84 percent of individuals listen to radio using a radio application. There is low viewership of local programs at 12.15 percent individuals watch local television programmes and only 39.99 percent of individuals listen to local radio.

The sound quality was viewed by most people as of good quality (70%) for both EBIS 1 and 2 and VOC radio stations. There was no variation by region and residence (urban/rural).

To enhance viewership and listenership of the local broadcasting stations, issues for consideration are proposed below:

1. There is need to explore avenues for enhancing the quality of television signal reception for the national broadcaster, which has the largest viewership watched among the television stations. The adoption of Eswatini TV set-top boxes remains low despite the progress on the initiatives related to digital migration. While radio stations and TV stations are accessed, the quality of the reception was not the most favourable. More oversight may be useful to enhance the quality of radio and TV services received by households.
2. Television content should be improved
3. Radio programs quality should improve, especially EBIS 1
4. Listenership survey should be conducted

4.5 Cyber Security and Online Child Protection

Cyber Security and Online Child Protection issues: only 1.3 percent of children were reported to have suffered online incidents nationally. Hhohho has the highest percentage of children who were reported to have suffered online incidents, standing at 2.76 percent, while Lubombo has the lowest percentage at 0.48 percent.

The percentage of children who have suffered incidents online tend to increase with the increase in household monthly expenditure. Households with expenditure below E10000 per month have a percentage of online incidents of less than one percent. However, there is a jump in percentage of up to 11 percent between E10000 and E20000. Then the expenditure bracket of above E20000 shoots up to 19.63 percent.

The main incidents children suffered online showed a vast percentage difference as most children reported to have been subjected to cyber-bullying at 48 percent, child solicitation or grooming at 25.9 percent, scammed are at 13.45 percent. Other forms of online incidents children suffered amount to 12.62 percent. Incidents of cyber-bullying are seen to be higher in Urban areas (53.18 %) compared to

those in Rural areas (44.88%). It is worth noting that child solicitation or grooming is higher in rural areas, at 27.37 percent, in contrast to the 23.51 percent reported for urban areas. Scamming of children was reported to be lower in rural areas (12.51%) than urban areas (15.02%).

Cyber bullying was highest in the Manzini region at 51 percent followed by Hhohho region at 48 percent and Lubombo region at 47 percent. The least region was Shiselweni with 37 percent of children affected by cyber bullying. Child solicitation or grooming was the second highest problem with Hhohho at 29 percent, followed by Manzini at 25 percent, Lubombo and Shiselweni both around 22 percent.

Looking at actions taken by household after a child suffered an online incident, most household preferred educating children on safe and appropriate ways of using the internet (30%). About 14.47 percent of households reported to have ensured children adhered to household rules about the use of internet. Supervising and/ or monitoring a child's use of the internet was recorded at 11.81 percent.

Some issues for consideration are proposed below:

1. As smartphone ownership and access to internet is expanding, exposure to online risks is expected to increase. It will be useful to enhance efforts aimed at increasing awareness on online risks as well as the mitigation measures for the risks. For example, by making sure that households are aware of the filters/ security settings that can be provided by the internet service providers for protection to possible risks.

2. The Government of Eswatini should develop strategies to promote online safety while protecting the benefits of digital technologies to various sectors of the economy. Further, government should address the risks of exposure to violence, exploitation, and abuse, as well as privacy breaches.

3. The Government should make the internet a safe place for its population, guided by the necessary regulations, and working with technology companies to promote the use of acceptable safety measures on their platforms. This should also include support to the Ministry of Education to teach children digital-literacy and online-safety skills.

4. Enhance awareness among the public on internet safety for children. Even though household(s) are aware of their children being exposed to pornography, cyberbullying, and solicitation or cyber grooming on the internet, some households do not have either the skills to guide the children or the ability to restrict access to harmful contents. Hence, awareness on how to keep the children safe online should be raised/increase/intensified.

5. Carry out more public information campaigns on data protection, consumer protection and cybersecurity. This should also have a dedicated programme of work on data protection, consumer protection and cybersecurity to increase confidence among the public on e-commerce.

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