



ESWATINI  
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# ICT Access and Use Survey 2022 Statistical Tables



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

## APPENDIX 4: Tables

### Measuring ICT Access and Use by Households and Individuals

#### Broadcasting Indicators

Households:

**Table HCAI: Radio ownership Proportion of households with a radio by area of residence and region**

		Radio ownership	
		Yes	No
<b>Total</b>		<b>46.</b>	<b>53.33</b>
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

**Table HCA3: Number of functional television sets does your household have by region, residence and income**

		Number of TV sets Owned				
		0	1	2	3	4
<b>Total</b>		<b>0.29</b>	<b>92.34</b>	<b>6.21</b>	<b>1.09</b>	<b>0.07</b>
Region	Hhohho	0.00	91.86	7.48	0.45	0.21
	Manzini	0.57	93.31	4.87	1.24	0.00
	Shiselweni	0.00	88.53	8.95	2.51	0.00
	Lubombo	0.38	93.66	5.04	0.92	0.00
Residence	Urban	0.68	94.31	4.18	0.62	0.20
	Rural	0.10	91.36	7.22	1.32	0.00
Income	less than 1000	0.00	93.52	5.75	0.48	0.25
	1000 to 2000	0.00	96.27	2.04	1.69	0.00
	2000 to 5000	0.80	91.79	6.52	0.90	0.00
	5000 to 10000	0.00	92.66	7.34	0.00	0.00
	10000 to 20000	0.61	92.88	4.24	2.27	0.00
	Above 20000	0.00	77.83	17.29	4.88	0.00
Expenditure	less than 1000	0.00	95.90	3.65	0.44	0.00
	1000 to 2000	0.36	94.77	4.53	0.34	0.00
	2000 to 5000	0.59	90.39	7.91	1.11	0.00
	5000 to 10000	0.00	90.33	5.45	3.58	0.63
	10000 to 20000	0.00	67.10	32.90	0.00	0.00
	Above 20000	0.00	61.12	17.20	21.68	0.00

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

		HCBI. 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

**Table HCB2: Percentage of households with Radio signal reception of local Radio stations**

		Local radio signal reception	
		Yes	No
<b>Total</b>		<b>89.24</b>	<b>10.76</b>
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
Income	less than 1000	88.63	11.37
	1000 to 2000	91.00	9.00
	2000 to 5000	91.66	8.34
	5000 to 10000	90.40	9.60
	10000 to 20000	79.22	20.78
	Above 20000	90.65	9.35
Expenditure	less than 1000	88.26	11.74
	1000 to 2000	91.87	8.13
	2000 to 5000	87.86	12.14
	5000 to 10000	92.81	7.19
	10000 to 20000	90.44	9.56
	Above 20000	100.00	0.00

**Table HCB3: households with Cellular signal reception of local cellular networks**  
**Percentage of households with Cellular signal reception of local cellular networks**

		Cellular signal reception of local cellular networks	
		Yes	No
<b>Total</b>		<b>95.02</b>	<b>4.98</b>
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
Income	less than 1000	92.30	7.70
	1000 to 2000	94.73	5.27
	2000 to 5000	93.62	6.38
	5000 to 10000	98.69	1.31
	10000 to 20000	100.00	0.00
	Above 20000	95.66	4.34
Expenditure	less than 1000	90.60	9.40
	1000 to 2000	95.96	4.04
	2000 to 5000	97.23	2.77
	5000 to 10000	97.49	2.51
	10000 to 20000	100.00	0.00
	Above 20000	100.00	0.00



**Table HCB4: Proportion of households Broadcasting stations viewership and listenership by area of residence and region by income.**

		Broadcasting stations use					
		Eswatini TV	Channel S	EBIS	VoC	All of the above	None
<b>Total</b>		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 1000	29.26	18.93	13.26	9.01	4.69	24.85
	1000 to 2000	21.69	12.88	8.96	26.31	3.43	26.74
	2000 to 5000	27.69	14.50	13.31	17.79	3.26	23.44
	5000 to 10000	33.03	11.17	16.03	9.17	8.86	21.73
	10000 to 20000	28.34	13.31	8.11	11.60	9.06	29.59
	Above 20000	25.07	15.72	4.92	2.91	8.05	43.34
Expenditure	less than 1000	28.74	14.02	10.52	15.93	4.59	26.21
	1000 to 2000	28.49	17.94	14.78	11.21	1.30	26.27
	2000 to 5000	29.36	12.91	12.50	12.78	6.86	25.60
	5000 to 10000	19.82	17.00	11.30	14.73	9.67	27.48
	10000 to 20000	51.16	19.21	0.00	0.00	9.39	20.24
	Above 20000	31.41	0.00	33.92	34.68	0.00	0.00

**Table HCB5: Proportion of households with Set-Top-Box (Sigujana) by residence, region, and income**

		Households owning Sigujana	
		Yes	No
<b>Total</b>		<b>22.05</b>	<b>77.95</b>
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
	2000 to 5000	18.90	81.10
	5000 to 10000	25.55	74.45
	10000 to 20000	19.52	80.48
	Above 20000	23.76	76.24
Expenditure	less than 1000	21.45	78.55
	1000 to 2000	18.13	81.87
	2000 to 5000	24.33	75.67
	5000 to 10000	22.31	77.69
	10000 to 20000	18.59	81.41
	Above 20000	38.88	61.12



**Table HCB6: Eswatini, region, urban and rural areas: % of households with digital TV - by Income Proportion of households with multichannel signal**

		Multichannel signal	
		Yes	No
<b>Total</b>		<b>77.82</b>	<b>22.18</b>
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 1000	73.52	26.48
	1000 to 2000	66.00	34.00
	2000 to 5000	79.36	20.64
	5000 to 10000	81.29	18.71
	10000 to 20000	88.61	11.39
	Above 20000	86.47	13.53
Expenditure	less than 1000	69.25	30.75
	1000 to 2000	71.82	28.18
	2000 to 5000	85.45	14.55
	5000 to 10000	81.94	18.06
	10000 to 20000	95.44	4.56
	Above 20000	100.00	0.00

**Table HCB7: Proportion of households with Multi channel TV by area of residence and region by income**

		Multichannel TV			
		Subscribed Direct-To-Home Satellite (DTH)	Subscribed free Direct-To-Home Satellite	Digital Terrestrial TV (DTT)	All of the above
<b>Total</b>		<b>50.22</b>	<b>18.88</b>	<b>14.99</b>	<b>15.90</b>
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

**Table HCB8: Proportion of households subscribing to internet video streaming services (e.g. Netflix, Showmax) by Income**

		Does your household subscribe to internet video streaming services?	
		Yes	No
<b>Total</b>		<b>6.90</b>	<b>93.10</b>
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 1000	2.62	97.38
	1000 to 2000	2.59	97.41
	2000 to 5000	3.21	96.79
	5000 to 10000	10.65	89.35
	10000 to 20000	17.25	82.75
	Above 20000	26.15	73.85
Expenditure	less than 1000	2.86	97.14
	1000 to 2000	6.23	93.77
	2000 to 5000	6.74	93.26
	5000 to 10000	13.27	86.73
	10000 to 20000	41.14	58.86
	Above 20000	36.84	63.16

## Individuals:

**Table BAUI: Proportion of population watching television using an internet TV app (eg DsTv, Eswatini TV App) - Sex, disability, Age groups, , income**

		BAUI. Do you watch TV using internet TV app		Total
		Yes	No	
<b>Total</b>		<b>5.46</b>	<b>94.54</b>	<b>100.00</b>
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
	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

**TABLE BAU2: Proportion of population who watch local television programmes - Sex, disability, Age groups, , income**

		BAU2. 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
	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

**Table BAU3: Proportion of population who watch local television programmes by reason - Sex, disability, Age groups, income**

		Which of the following best describes your reasons for watching local TV programmes			
		Information purposes	Education	Entertainment	Religious/spiritual purposes
Total	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

**Table BAU4 PROGRAMME: Proportion of population who watch local television programmes by gender - Sex, disability, Age groups, income**

		What type of programmes do you mainly watch on local TV channels												
		Animation	Kiddies	Current affairs	Documentary	Drama	Movies	Music	News	Reality	Religion	Sports	Telenovela	Talk shows
<b>Total</b>		<b>0.12</b>	<b>0.14</b>	<b>0.33</b>	<b>0.08</b>	<b>0.47</b>	<b>0.34</b>	<b>0.31</b>	<b>5.83</b>	<b>0.03</b>	<b>0.23</b>	<b>0.17</b>	<b>0.08</b>	<b>0.01</b>
Region	Hhohho	0.00	0.00	0.00	0.06	0.05	0.20	0.12	7.56	0.06	0.17	0.12	0.14	0.00
	Manzini	0.25	0.18	0.92	0.18	0.99	0.65	0.40	7.41	0.05	0.34	0.39	0.04	0.04
	Shiselweni	0.00	0.14	0.00	0.00	0.44	0.08	0.51	3.27	0.00	0.30	0.00	0.00	0.00
	Lubombo	0.16	0.27	0.00	0.00	0.14	0.23	0.27	2.03	0.00	0.07	0.00	0.15	0.00
Residence status	Urban	0.00	0.16	0.55	0.00	0.44	0.32	0.31	7.79	0.00	0.18	0.42	0.00	0.00
	Rural	0.16	0.13	0.24	0.11	0.48	0.35	0.31	5.07	0.05	0.25	0.08	0.12	0.02
Sex	Male	0.15	0.09	0.30	0.09	0.47	0.30	0.34	6.39	0.00	0.25	0.37	0.04	0.04
	Female	0.10	0.19	0.38	0.09	0.52	0.41	0.32	5.99	0.07	0.25	0.03	0.13	0.00
Age groups	10 to 19 years	0.33	0.50	0.37	0.17	0.65	0.43	0.65	4.52	0.00	0.04	0.00	0.15	0.05
	20 to 29 year	0.00	0.00	0.04	0.11	0.84	0.22	0.48	4.82	0.09	0.23	0.19	0.13	0.00
	30 to 39 years	0.09	0.00	0.39	0.09	0.25	0.55	0.08	5.88	0.00	0.33	0.11	0.00	0.00
	40 to 49 years	0.00	0.00	0.44	0.00	0.23	0.54	0.20	8.38	0.15	0.22	0.67	0.15	0.00
	50 to 59 years	0.00	0.00	0.71	0.00	0.19	0.00	0.00	9.78	0.00	0.68	0.47	0.00	0.00
	60 to 69 years	0.21	0.00	0.80	0.00	0.22	0.52	0.00	8.43	0.00	0.23	0.00	0.00	0.00
	70 to 79 years	0.00	0.00	0.00	0.00	0.80	0.00	0.00	9.41	0.00	0.46	0.00	0.00	0.00
	80 years and above	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.17	0.00	0.66	0.00	0.00	0.00
	OTHER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.26	0.00	0.00	0.00	0.00	0.00
Income	less than 1000	0.15	0.22	0.29	0.11	0.48	0.29	0.45	5.07	0.03	0.20	0.08	0.11	0.02
	1000 to 2000	0.00	0.00	0.26	0.14	0.11	0.25	0.14	7.53	0.00	0.24	1.12	0.00	0.00
	2000 to 5000	0.12	0.00	0.64	0.00	0.45	0.70	0.11	5.98	0.00	0.43	0.00	0.00	0.00
	5000 to 10000	0.00	0.00	0.26	0.00	1.12	0.95	0.00	10.76	0.36	0.63	0.19	0.36	0.00
	10000 to 20000	0.34	0.00	0.87	0.00	0.87	0.00	0.00	14.43	0.00	0.00	0.00	0.00	0.00
	Above 20000	0.00	0.00	0.00	0.00	1.66	0.00	0.00	13.45	0.00	0.00	0.00	0.00	0.00
Individuals living or having some difficulties using their part of the body	No difficulty	0.17	0.17	0.21	0.11	0.57	0.30	0.36	5.15	0.00	0.16	0.19	0.08	0.02
	Some difficulties	0.03	0.09	0.51	0.04	0.30	0.41	0.23	6.91	0.09	0.36	0.14	0.10	0.00



**Table BAU5: 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	
<b>Total</b>		<b>5.84</b>	<b>94.16</b>	<b>100.00</b>
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

**Table BAU6: Proportion of population who listen to local radio programmes - Sex, disability, Age groups, income**

		Listen to local Programme		Percent
		Yes	No	
<b>Total</b>		<b>39.99</b>	<b>60.01</b>	<b>100.00</b>
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 1000	38.17	61.83	100.00
	1000 to 2000	40.97	59.03	100.00
	2000 to 5000	44.36	55.64	100.00
	5000 to 10000	47.31	52.69	100.00
	10000 to 20000	44.75	55.25	100.00
	Above 20000	35.92	64.08	100.00

**Table BAU7: Proportion of population who listen to local radio programmes by reason - Sex, disability, Age groups, income**

		Reason for listening to radio by reason				Total
		Information purposes	Education	Entertainment	Religious/spiritual purposes	
<b>Total</b>		<b>81.61</b>	<b>4.09</b>	<b>7.11</b>	<b>7.19</b>	<b>100.00</b>
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
Income	less than 1000	79.78	5.09	8.64	6.49	100.00
	1000 to 2000	85.52	3.69	4.16	6.63	100.00
	2000 to 5000	84.74	1.53	5.48	8.25	100.00
	5000 to 10000	83.06	2.99	4.39	9.55	100.00
	10000 to 20000	82.51	1.61	2.66	13.22	100.00
	Above 20000	92.54	0.00	2.85	4.62	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

**Table BAU8: Proportion of population who listen to local radio programmes by genre - Sex, disability, Age groups, income**

		What type of programmes do you listen to on local radio stations									
		Infomercials	Announcements	Sports news	Religious	Musical shows	Developmental educational 7edutainment shows	Eduainment shows	Magazine	Documentaries	News
<b>Total</b>		<b>6.09</b>	<b>5.98</b>	<b>2.38</b>	<b>11.25</b>	<b>4.62</b>	<b>2.30</b>	<b>1.88</b>	<b>0.06</b>	<b>0.82</b>	<b>64.62</b>
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
Income	OTHER	0.00	0.00	0.00	13.48	0.00	15.25	0.00	0.00	0.00	71.26
	less than 1000	5.71	6.72	2.33	10.62	5.61	2.43	2.27	0.05	1.17	63.10
	1000 to 2000	7.43	6.89	0.47	10.16	3.11	1.45	3.19	0.00	0.00	67.30
	2000 to 5000	7.49	2.60	3.25	9.55	2.79	3.26	0.23	0.00	0.54	70.29
	5000 to 10000	6.83	4.60	3.60	21.34	2.67	1.57	1.10	0.50	0.00	57.78
	10000 to 20000	2.47	4.71	2.87	16.37	4.18	0.00	0.00	0.00	0.00	69.41
Individuals living or having some difficulties using their part of the body	Above 20000	2.84	13.51	4.00	8.03	0.00	2.87	0.00	0.00	0.00	68.75
	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

## Broadcasting User Perception

**Table UPBI,2 & 3: Proportion of Individuals perception of sound quality by radio station**

		Sound quality for EBIS I radio station				
		Excellent	Good	Average	Poor	Very poor
<b>Total</b>		<b>30.06</b>	<b>40.94</b>	<b>17.36</b>	<b>8.99</b>	<b>2.64</b>
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
Age groups	10 to 19 years	30.58	40.20	19.79	6.79	2.63
	20 to 29 year	35.21	41.63	15.40	6.33	1.43
	30 to 39 years	25.48	44.68	17.04	8.84	3.96
	40 to 49 years	28.69	39.09	15.58	14.20	2.44
	50 to 59 years	26.29	43.01	18.43	9.54	2.74
	60 to 69 years	33.94	31.63	21.37	10.38	2.68
	70 to 79 years	28.44	42.23	14.46	12.98	1.89
	80 years and above	31.69	41.00	12.01	9.80	5.49
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
	2000 to 5000	26.40	43.14	16.93	11.12	2.42
	5000 to 10000	27.75	42.04	20.56	6.19	3.47
	10000 to 20000	29.30	44.51	12.72	9.28	4.19
	Above 20000	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 UPBI,2& 3: Proportion of Individuals perception of sound quality by radio station**

		Sound quality for EBIS2 radio station				
		Excellent	Good	Average	Poor	Very poor
<b>Total</b>		<b>26.80</b>	<b>40.08</b>	<b>20.22</b>	<b>9.14</b>	<b>3.77</b>
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
Income	less than 1000	26.70	39.80	20.10	9.66	3.74
	1000 to 2000	31.97	43.24	16.06	6.36	2.38
	2000 to 5000	23.08	39.17	24.20	10.10	3.44
	5000 to 10000	26.70	40.80	19.34	6.86	6.29
	10000 to 20000	27.73	38.76	19.37	8.67	5.47
	Above 20000	26.53	35.58	23.78	9.39	4.73
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

**Table UPBI,2& 3: Proportion of Individuals perception of sound quality by radio station**

		Sound quality for VOC radio station				
		Excellent	Good	Average	Poor	Very poor
<b>Total</b>		<b>27.78</b>	<b>34.61</b>	<b>21.57</b>	<b>9.66</b>	<b>6.38</b>
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
Income	less than 1000	27.56	34.88	22.02	9.10	6.45
	1000 to 2000	29.10	34.01	21.96	9.09	5.83
	2000 to 5000	28.72	33.97	19.05	12.82	5.43
	5000 to 10000	27.35	35.20	21.51	7.17	8.76
	10000 to 20000	27.27	32.20	22.30	9.66	8.57
	Above 20000	16.50	39.91	24.52	19.07	0.00
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



**Table UPB 4&5: Proportion of Individuals' perception of services provided by radio station - Sex, disability, Age groups**

		Sound quality of Eswatini TV					sound quality of Channel Yemaswati TV				
		Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied
<b>Total</b>		<b>28.07</b>	<b>46.61</b>	<b>16.06</b>	<b>7.56</b>	<b>1.70</b>	<b>30.39</b>	<b>39.81</b>	<b>21.24</b>	<b>4.54</b>	<b>4.02</b>
Region	Hhohho	23.27	46.46	16.92	11.96	1.40	26.24	41.29	24.27	5.49	2.71
	Manzini	31.93	48.23	13.43	4.61	1.80	35.29	40.66	17.52	3.19	3.34
	Shiselweni	29.49	44.70	17.80	5.28	2.73	29.75	33.69	23.89	4.19	8.49
	Lubombo	27.13	45.09	18.76	8.03	0.98	27.83	41.21	21.14	6.20	3.62
Residence	Urban	28.08	44.19	17.33	8.71	1.69	30.61	41.10	22.07	3.78	2.44
	Rural	28.06	47.55	15.57	7.11	1.70	30.30	39.30	20.92	4.84	4.64
Sex	Male	27.01	46.57	16.83	8.17	1.42	27.21	39.55	24.24	5.09	3.90
	Female	28.91	46.65	15.45	7.07	1.92	32.91	40.01	18.85	4.10	4.12
Age groups	10 to 19 years	30.67	45.84	15.53	6.53	1.43	27.92	40.93	22.87	4.21	4.08
	20 to 29 years	28.58	43.83	17.95	7.51	2.13	27.15	37.81	23.70	5.61	5.74
	30 to 39 years	22.10	49.31	17.11	9.29	2.19	27.31	39.47	24.29	4.71	4.22
	40 to 49 years	27.30	47.20	15.40	8.69	1.41	37.17	38.63	17.21	4.96	2.03
	50 to 59 years	26.28	48.85	15.23	7.57	2.07	32.74	41.93	17.56	4.37	3.40
	60 to 69 years	32.70	45.16	16.04	6.09	0.00	33.01	40.67	18.44	4.28	3.60
	70 to 79 years	37.19	42.70	10.56	6.52	3.03	36.94	40.67	17.88	0.90	3.60
	80 years and above	30.57	56.47	11.03	1.94	0.00	38.14	44.88	12.86	0.00	4.12
Income	less than 1000	29.35	47.62	15.52	6.10	1.41	28.83	39.91	22.42	4.27	4.57
	1000 to 2000	28.06	53.40	10.40	7.10	1.05	33.16	41.12	17.64	4.48	3.61
	2000 to 5000	25.99	42.42	19.82	10.00	1.77	34.87	38.77	18.49	6.15	1.71
	5000 to 10000	24.97	35.64	18.44	17.45	3.50	31.20	40.37	18.05	5.48	4.90
	10000 to 20000	21.55	46.81	22.30	5.89	3.44	31.77	37.32	25.60	2.51	2.81
	Above 20000	22.52	34.85	19.89	13.85	8.88	18.38	39.99	32.74	0.00	8.88
Individuals living or having some difficulties using their part of the body	No difficulty	29.86	46.11	15.54	7.01	1.47	30.98	38.97	21.17	4.75	4.14
	Some Difficulties	25.81	47.24	16.71	8.24	1.99	29.65	40.86	21.33	4.28	3.88

**Table UPB8&9: Proportion of Individuals perception of picture quality by TV Local Stations - Sex, disability, Age groups**

		Perception of Picture quality of Eswatini TV					Perception of Picture quality of Channel Yemaswati TV				
		Excellent	Good	Average	Poor	Very poor	Excellent	Good	Average	Poor	Very poor
<b>Total</b>		<b>28.59</b>	<b>43.26</b>	<b>15.87</b>	<b>10.08</b>	<b>2.20</b>	<b>20.00</b>	<b>36.58</b>	<b>24.57</b>	<b>14.27</b>	<b>4.57</b>
Region	Hhohho	22.64	46.92	14.20	13.99	2.25	12.42	36.15	25.76	18.96	6.71
	Manzini	29.17	45.26	15.86	8.11	1.61	21.39	40.75	23.17	11.95	2.74
	Shiselweni	44.16	25.03	16.48	8.72	5.61	33.45	20.34	28.57	7.83	9.80
	Lubombo	34.39	35.81	22.50	5.68	1.62	30.59	32.57	22.92	13.91	0.00
Residence	Urban	27.83	48.79	14.94	8.04	0.40	19.25	37.91	26.92	13.71	2.23
	Rural	28.99	40.39	16.36	11.14	3.13	20.40	35.89	23.35	14.57	5.79
Sex	Male	25.73	44.62	19.07	8.61	1.96	19.33	36.36	27.05	12.61	4.65
	Female	30.86	42.18	13.34	11.24	2.39	20.54	36.75	22.60	15.60	4.51
Age group	10 to 19 years	33.02	39.71	14.19	11.39	1.70	22.93	38.92	20.05	14.36	3.74
	20 to 29 years	22.76	51.39	17.14	6.59	2.12	14.26	45.88	26.56	10.03	3.27
	30 to 39 years	27.53	44.85	14.01	12.29	1.32	19.79	29.21	29.36	19.30	2.33
	40 to 49 years	23.94	46.81	15.98	12.01	1.26	17.43	30.87	29.83	15.71	6.15
	50 to 59 years	31.24	33.74	18.00	12.10	4.92	26.45	34.64	16.30	17.49	5.13
	60 to 69 years	32.89	40.09	15.66	7.53	3.83	15.75	39.77	19.03	13.08	12.37
	70 to 79 years	36.38	39.38	24.24	0.00	0.00	30.02	25.15	42.23	2.59	0.00
	80 years and above	28.22	35.95	8.16	13.79	13.88	19.45	35.95	8.16	13.79	22.65
income	less than 1000	29.11	44.34	14.63	10.04	1.89	19.95	38.50	24.36	13.55	3.65
	1000 to 2000	24.70	51.97	13.97	9.36	0.00	18.39	42.35	24.02	14.54	0.70
	2000 to 5000	35.70	32.47	19.89	8.87	3.07	25.44	33.01	22.98	12.17	6.40
	5000 to 10000	24.82	44.28	14.24	9.34	7.33	20.97	31.43	25.60	10.46	11.54
	10000 to 20000	17.19	44.54	25.37	11.27	1.62	7.43	26.83	29.99	31.11	4.63
	Above 20000	35.01	23.00	16.60	25.40	0.00	26.48	13.99	25.88	16.45	17.20
Individuals living or having some difficulties using their part of the body	No difficulty	27.79	46.42	14.88	9.27	1.64	20.78	37.58	25.25	13.49	2.90
	Some Difficulties	29.61	39.26	17.13	11.11	2.90	19.02	35.31	23.71	15.27	6.69

**Table UPB10&11: Proportion of Individuals' perception of services provided by TV station - Sex, disability, Age groups**

		Overall satisfaction with Eswatini TV					Overall satisfaction with Channel Yemaswati				
		Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied
<b>Total</b>		<b>24.68</b>	<b>43.15</b>	<b>19.75</b>	<b>9.73</b>	<b>2.68</b>	<b>21.60</b>	<b>43.94</b>	<b>21.97</b>	<b>10.46</b>	<b>2.03</b>
Region	Hhohho	14.08	48.09	19.44	15.78	2.60	10.30	42.34	29.46	16.21	1.69
	Manzini	31.18	43.05	18.11	5.79	1.87	29.33	47.85	14.43	6.59	1.79
	Shiselweni	35.02	29.18	19.34	8.21	8.25	25.66	32.40	26.85	8.57	6.51
	Lubombo	23.14	37.31	30.63	7.30	1.62	22.93	41.35	26.47	9.25	0.00
Residence	Urban	19.89	45.41	22.41	9.80	2.48	18.93	44.76	23.04	10.99	2.28
	Rural	27.17	41.98	18.38	9.70	2.78	22.98	43.51	21.42	10.19	1.90
Sex	Male	23.30	43.90	22.21	7.78	2.81	19.55	45.40	25.45	7.23	2.38
	Female	25.78	42.55	17.80	11.28	2.58	23.23	42.78	19.22	13.03	1.75
Age groups	10 to 19 years	29.59	40.03	20.22	10.16	0.00	26.13	40.16	21.82	11.49	0.40
	20 to 29 year	20.15	43.73	20.34	12.30	3.48	17.18	45.23	23.10	12.83	1.67
	30 to 39 years	18.17	42.36	24.66	10.77	4.04	17.53	41.68	24.23	14.18	2.37
	40 to 49 years	20.01	49.97	17.85	9.14	3.02	15.57	52.66	22.58	8.37	0.82
	50 to 59 years	20.47	43.65	18.57	9.13	8.18	21.71	45.15	16.13	7.75	9.26
	60 to 69 years	31.34	44.43	16.89	7.34	0.00	23.06	45.01	25.95	5.98	0.00
	70 to 79 years	52.25	35.11	12.64	0.00	0.00	47.83	30.74	18.70	2.73	0.00
	80 years and above	55.86	35.97	8.16	0.00	0.00	35.83	47.23	8.16	0.00	8.78
income	less than 1000	26.39	43.08	19.05	10.02	1.47	22.90	43.79	21.30	10.54	1.47
	1000 to 2000	21.76	45.31	18.95	12.13	1.85	18.14	49.42	19.37	11.47	1.60
	2000 to 5000	29.57	35.81	21.75	7.50	5.36	26.12	40.83	25.05	4.92	3.07
	5000 to 10000	18.79	51.21	21.68	4.87	3.45	18.81	49.67	17.56	13.96	0.00
	10000 to 20000	10.05	57.85	15.33	11.46	5.30	8.07	45.68	25.15	11.36	9.73
	Above 20000	21.22	5.25	39.39	17.07	17.07	21.22	5.25	47.74	25.79	0.00
Individuals living or having some difficulties using their part of the body	No difficulty	23.53	45.07	20.01	8.97	2.43	23.13	43.34	23.22	8.47	1.85
	Some Difficulties	26.14	40.72	19.43	10.70	3.01	19.67	44.70	20.39	12.98	2.26

**Table UPB12&13: Proportion of Individuals' perception of services provided by TV station - Sex, disability, Age groups**

		Perception of services provided by Eswatini TV					Perception of services provided by Channel Yemaswati				
		Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied
<b>Total</b>		<b>21.56</b>	<b>41.83</b>	<b>24.80</b>	<b>9.58</b>	<b>2.23</b>	<b>19.15</b>	<b>38.01</b>	<b>29.52</b>	<b>10.51</b>	<b>2.81</b>
Region	Hhohho	11.98	39.56	31.19	15.45	1.82	9.82	35.33	35.09	17.47	2.29
	Manzini	27.25	45.15	19.77	5.75	2.07	24.71	40.11	27.32	5.36	2.51
	Shiselweni	29.96	32.87	24.33	7.32	5.52	26.49	34.16	24.72	6.88	7.75
	Lubombo	22.10	42.70	25.80	7.99	1.42	20.49	41.98	22.98	13.14	1.42
Residence	Urban	17.11	43.07	28.22	8.78	2.82	18.86	33.99	34.66	9.35	3.14
	Rural	23.86	41.19	23.04	9.99	1.93	19.30	40.09	26.86	11.12	2.63
Sex	Male	21.74	40.73	26.70	8.49	2.34	19.40	39.37	29.14	9.59	2.51
	Female	21.41	42.71	23.30	10.44	2.15	18.95	36.93	29.83	11.25	3.04
Age groups	10 to 19 years	25.97	38.87	24.38	10.39	0.40	21.92	35.14	29.24	12.66	1.03
	20 to 29 years	19.17	45.53	20.17	12.34	2.79	19.71	37.65	29.08	10.95	2.60
	30 to 39 years	19.04	39.06	29.47	10.06	2.37	17.78	38.09	31.78	9.98	2.37
	40 to 49 years	14.69	47.58	28.70	8.20	0.82	12.03	47.43	30.70	9.01	0.82
	50 to 59 years	17.49	43.16	23.61	6.64	9.10	16.18	35.54	27.71	10.46	10.11
	60 to 69 years	25.59	36.01	30.32	8.08	0.00	20.68	39.45	27.12	9.70	3.05
	70 to 79 years	42.60	35.97	14.88	6.56	0.00	33.30	23.18	34.44	5.71	3.38
	80 years and above	35.83	47.23	8.16	0.00	8.78	35.83	47.23	8.16	0.00	8.78
income	less than 1000	22.45	42.78	23.82	9.43	1.52	19.79	38.52	28.36	10.95	2.38
	1000 to 2000	20.83	39.67	28.50	8.32	2.68	17.95	34.05	37.27	8.48	2.25
	2000 to 5000	29.62	34.46	25.68	6.82	3.42	24.24	37.27	26.53	8.54	3.42
	5000 to 10000	14.57	48.28	23.28	13.86	0.00	14.57	40.41	30.23	14.79	0.00
	10000 to 20000	3.71	56.63	20.34	9.59	9.73	8.07	45.20	30.68	4.34	11.71
	Above 20000	21.22	5.25	47.74	25.79	0.00	21.22	19.24	33.61	25.93	0.00

**Table UPBI4&15: Proportion of Individuals' perception of Programmes provided by TV station - Sex, disability, Age groups**

		Individuals satisfaction about Eswatini TV programmes					Individuals satisfaction about Eswatini Yemaswati TV programmes				
		Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied
<b>Total</b>		<b>19.32</b>	<b>46.45</b>	<b>22.10</b>	<b>9.07</b>	<b>3.06</b>	<b>18.13</b>	<b>38.50</b>	<b>30.11</b>	<b>10.13</b>	<b>3.12</b>
Region	Hhohho	10.81	51.33	23.21	12.01	2.65	8.81	40.25	33.02	15.27	2.65
	Manzini	23.62	44.99	21.91	7.08	2.40	24.90	36.98	29.77	5.75	2.60
	Shiselweni	30.40	36.93	16.24	8.24	8.19	21.56	35.93	23.93	9.40	9.18
	Lubombo	20.20	43.76	24.62	8.39	3.03	16.97	42.14	26.08	13.19	1.62
Residence	Urban	19.68	40.87	25.63	10.18	3.64	19.30	31.97	37.06	8.03	3.64
	Rural	19.14	49.35	20.27	8.49	2.76	17.53	41.88	26.51	11.22	2.85
Sex	Male	19.95	44.39	24.17	7.98	3.51	17.58	42.04	29.40	8.19	2.78
	Female	18.82	48.09	20.46	9.93	2.70	18.57	35.69	30.67	11.67	3.39
Age groups	10 to 19 years	21.15	47.61	22.46	7.32	1.46	22.61	36.30	29.49	10.62	0.97
	20 to 29 years	18.93	44.38	21.70	10.98	4.01	15.66	38.53	30.17	11.71	3.92
	30 to 39 years	16.08	41.93	26.44	12.46	3.09	14.86	36.64	33.60	10.86	4.04
	40 to 49 years	12.88	51.31	25.09	9.08	1.64	13.67	44.99	30.69	9.97	0.67
	50 to 59 years	16.52	43.16	21.27	8.63	10.42	15.29	33.91	30.23	11.23	9.33
	60 to 69 years	24.73	50.60	17.16	7.51	0.00	21.11	44.50	27.63	3.72	3.05
	70 to 79 years	42.60	47.35	6.22	3.83	0.00	29.88	35.64	24.29	6.81	3.38
	80 years and above	35.83	56.01	8.16	0.00	0.00	35.83	44.75	19.42	0.00	0.00
income	less than 1000	18.84	49.25	20.73	8.94	2.24	18.57	38.93	30.42	9.85	2.22
	1000 to 2000	19.29	40.42	27.85	9.28	3.16	14.91	43.18	28.95	9.15	3.81
	2000 to 5000	26.11	43.01	22.74	5.37	2.76	23.11	34.13	27.90	12.10	2.76
	5000 to 10000	17.36	50.18	23.10	7.60	1.76	16.04	41.14	31.46	9.60	1.76
	10000 to 20000	10.05	45.41	17.90	16.91	9.73	10.09	38.63	29.90	9.04	12.34
	Above 20000	21.22	5.25	34.14	22.32	17.07	21.22	13.99	39.39	17.06	8.34
Individuals living or having some difficulties using their part of the body	No difficulty	19.62	46.54	22.82	7.93	3.09	19.45	38.70	30.21	8.98	2.66
	Some difficulties	18.94	46.35	21.19	10.51	3.02	16.47	38.24	29.99	11.59	3.71

# TELECOMMUNICATIONS

## Household

**Table HCA4: Proportion of households have a functional computer by area of residence and region**

		HCA4. Does your household have a functional computer?	
		Yes	No
<b>Total</b>		<b>21.48</b>	<b>78.52</b>
Region	Hhohho	26.64	73.36
	Manzini	23.62	76.38
	Shiselweni	11.06	88.94
	Lubombo	14.34	85.66
Residence	Urban	28.59	71.41
	Rural	17.95	82.05
Income	less than 1000	11.84	88.16
	1000 to 2000	9.57	90.43
	2000 to 5000	18.57	81.43
	5000 to 10000	25.31	74.69
	10000 to 20000	40.08	59.92
	Above 20000	65.00	35.00
Expenditure	less than 1000	12.44	87.56
	1000 to 2000	9.38	90.62
	2000 to 5000	25.22	74.78
	5000 to 10000	44.74	55.26
	10000 to 20000	70.63	29.37
	Above 20000	61.12	38.88

**Table HCA5: Proportion of households with a fixed telephone line by area of residence and region**

		Does your household have a fixed telephone?	
		Yes	No
<b>Total</b>		<b>7.87</b>	<b>92.13</b>
Region	Hhohho	9.84	90.16
	Manzini	7.39	92.61
	Shiselweni	8.51	91.49
	Lubombo	4.88	95.12
Residence	Urban	12.96	87.04
	Rural	5.34	94.66
Income	less than 1000	5.18	94.82
	1000 to 2000	2.54	97.46
	2000 to 5000	4.78	95.22
	5000 to 10000	9.74	90.26
	10000 to 20000	13.45	86.55
	Above 20000	33.80	66.20
Expenditure	less than 1000	2.59	97.41
	1000 to 2000	3.08	96.92
	2000 to 5000	9.71	90.29
	5000 to 10000	16.51	83.49
	10000 to 20000	40.00	60.00
	Above 20000	79.72	20.28



**Table HC112: Proportion of households with Internet by area of residence and region by income**

		HC11. Does your household have access to internet?	
		Yes	No
<b>Total</b>		<b>67.02</b>	<b>32.98</b>
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
Income	less than 1000	50.60	49.40
	1000 to 2000	62.30	37.70
	2000 to 5000	67.76	32.24
	5000 to 10000	78.59	21.41
	10000 to 20000	84.10	15.90
	Above 20000	87.63	12.37
Expenditure	less than 1000	50.60	49.40
	1000 to 2000	67.62	32.38
	2000 to 5000	75.05	24.95
	5000 to 10000	80.64	19.36
	10000 to 20000	87.26	12.74
	Above 20000	100.00	0.00

**Table ICGI: Proportion of individuals who own functional computer - Sex, disability, Age groups, income**

		Do you have a functional computer		Total
		Yes	No	
<b>Total</b>		<b>9.67</b>	<b>90.33</b>	<b>100.00</b>
Region	Hhohho	13.02	86.98	100.00
	Manzini	11.68	88.32	100.00
	Shiselweni	4.26	95.74	100.00
	Lubombo	5.09	94.91	100.00
Residence	Urban	18.57	81.43	100.00
	Rural	6.15	93.85	100.00
Sex	Male	11.99	88.01	100.00
	Female	7.79	92.21	100.00
Age groups	10 to 19 years	3.68	96.32	100.00
	20 to 29 year	15.50	84.50	100.00
	30 to 39 years	14.61	85.39	100.00
	40 to 49 years	15.03	84.97	100.00
	50 to 59 years	5.96	94.04	100.00
	60 to 69 years	4.17	95.83	100.00
	70 to 79 years	0.72	99.28	100.00
	80 years and above	2.17	97.83	100.00
Income	less than 1000	5.42	94.58	100.00
	1000 to 2000	8.99	91.01	100.00
	2000 to 5000	10.92	89.08	100.00
	5000 to 10000	28.51	71.49	100.00
	10000 to 20000	40.54	59.46	100.00
	Above 20000	70.85	29.15	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	10.23	89.77	100.00
	Some difficulties	8.85	91.15	100.00

**Table ICG2: Proportion of individuals using a computer (past 3 months) - Sex, disability, Age groups, income**

		In last 3 months, have you used a computer from any location		Total
		Yes	No	
<b>Total</b>		<b>23.10</b>	<b>76.90</b>	<b>100.00</b>
Region	Hhohho	28.08	71.92	100.00
	Manzini	25.29	74.71	100.00
	Shiselweni	16.34	83.66	100.00
	Lubombo	16.72	83.28	100.00
Residence	Urban	37.86	62.14	100.00
	Rural	17.26	82.74	100.00
Sex	Male	27.19	72.81	100.00
	Female	19.79	80.21	100.00
Age groups	0 to 9 years	34.27	65.73	100.00
	10 to 19 years	20.62	79.38	100.00
	20 to 29 year	35.74	64.26	100.00
	30 to 39 years	28.05	71.95	100.00
	40 to 49 years	25.30	74.70	100.00
	50 to 59 years	13.11	86.89	100.00
	60 to 69 years	4.06	95.94	100.00
	70 to 79 years	0.35	99.65	100.00
	80 years and above	2.17	97.83	100.00
Income	less than 1000	17.63	82.37	100.00
	1000 to 2000	19.02	80.98	100.00
	2000 to 5000	26.51	73.49	100.00
	5000 to 10000	47.80	52.20	100.00
	10000 to 20000	71.09	28.91	100.00
	Above 20000	85.12	14.88	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	25.39	74.61	100.00
	Some difficulties	19.75	80.25	100.00

**Table ICG3: Proportion of individuals who own a mobile phone - by Sex, disability, Age groups, income**

		Do you own a mobile phone		Total
		Yes	No	
<b>Total</b>		<b>73.51</b>	<b>26.49</b>	<b>100.00</b>
Region	Hhohho	74.68	25.32	100.00
	Manzini	72.80	27.20	100.00
	Shiselweni	72.81	27.19	100.00
	Lubombo	73.69	26.31	100.00
Residence	Urban	82.13	17.87	100.00
	Rural	70.10	29.90	100.00
Sex	Male	73.03	26.97	100.00
	Female	73.90	26.10	100.00
Age groups	10 to 19 years	39.67	60.33	100.00
	20 to 29 years	84.09	15.91	100.00
	30 to 39 years	86.94	13.06	100.00
	40 to 49 years	89.61	10.39	100.00
	50 to 59 years	92.16	7.84	100.00
	60 to 69 years	90.07	9.93	100.00
	70 to 79 years	88.16	11.84	100.00
	80 years and above	74.97	25.03	100.00
Income	less than 1000	64.58	35.42	100.00
	1000 to 2000	91.87	8.13	100.00
	2000 to 5000	88.62	11.38	100.00
	5000 to 10000	93.56	6.44	100.00
	10000 to 20000	88.88	11.12	100.00
	Above 20000	93.38	6.62	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	70.74	29.26	100.00
	Some difficulties	77.55	22.45	100.00

**Table ICG4: Proportion of individuals who own a mobile smartphone - by Sex, disability, Age groups, income**

		Do you own a mobile smartphone		Total
		Yes	No	
Total		52.69	47.31	100.00
Region	Hhohho	58.54	41.46	100.00
	Manzini	56.87	43.13	100.00
	Shiselweni	42.48	57.52	100.00
	Lubombo	44.02	55.98	100.00
Residence	Urban	69.12	30.88	100.00
	Rural	46.18	53.82	100.00
Sex	Male	53.29	46.71	100.00
	Female	52.19	47.81	100.00
Age groups	10 to 19 years	37.50	62.50	100.00
	20 to 29 year	76.09	23.91	100.00
	30 to 39 years	70.96	29.04	100.00
	40 to 49 years	61.29	38.71	100.00
	50 to 59 years	40.34	59.66	100.00
	60 to 69 years	25.22	74.78	100.00
	70 to 79 years	10.43	89.57	100.00
	80 years and above	8.76	91.24	100.00
Income	less than 1000	43.43	56.57	100.00
	1000 to 2000	54.08	45.92	100.00
	2000 to 5000	71.38	28.62	100.00
	5000 to 10000	81.71	18.29	100.00
	10000 to 20000	93.96	6.04	100.00
	Above 20000	97.45	2.55	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	56.13	43.87	100.00
	Some Difficulties	47.66	52.34	100.00

**Table ICG5: Proportion of individuals who use a mobile phone (past 3 months) - by Sex, disability, Age groups, income**

		In the last 3 months, have you used a cell phone		Total
		Yes	No	
<b>Total</b>		<b>84.16</b>	<b>15.84</b>	<b>100.00</b>
Region	Hhohho	84.02	15.98	100.00
	Manzini	86.87	13.13	100.00
	Shiselweni	80.09	19.91	100.00
	Lubombo	82.63	17.37	100.00
Residence	Urban	93.12	6.88	100.00
	Rural	80.61	19.39	100.00
Sex	Male	83.14	16.86	100.00
	Female	84.98	15.02	100.00
Age groups	10 to 19 years	60.86	39.14	100.00
	20 to 29 year	95.02	4.98	100.00
	30 to 39 years	95.95	4.05	100.00
	40 to 49 years	94.77	5.23	100.00
	50 to 59 years	92.58	7.42	100.00
	60 to 69 years	90.64	9.36	100.00
	70 to 79 years	85.37	14.63	100.00
Income	80 years and above	76.54	23.46	100.00
	less than 1000	77.65	22.35	100.00
	1000 to 2000	94.84	5.16	100.00
	2000 to 5000	97.01	2.99	100.00
	5000 to 10000	98.20	1.80	100.00
	10000 to 20000	98.42	1.58	100.00
Individuals living or having some difficulties using their part of the body	Above 20000	96.70	3.30	100.00
	No difficulty	82.08	17.92	100.00
	Some Difficulties	87.19	12.81	100.00

**Table ICG6: Proportion of individuals with ICT skills, by type of skills - by Sex, Age groups**

ICG6: Are you able to do the following activities?												
		use copy and paste tools to duplicate or move information	send messages with an attached file	use basic arithmetic formulae in a spreadsheet	connect and install new devices	find, download, install and configure software and apps	create electronic presentations with presentation software	transfer files or applications between devices	set up effective security measures	change privacy settings on your device	verify the reliability of information found online	programming or coding
<b>Total</b>		<b>30.9</b>	<b>38.0</b>	<b>20.1</b>	<b>32.6</b>	<b>30.7</b>	<b>18.3</b>	<b>43.6</b>	<b>38.9</b>	<b>42.1</b>	<b>21.5</b>	<b>9.2</b>
Region	Hhohho	37.2	53.4	24.7	38.3	33.2	22.7	51.3	38.6	41.1	26.6	8.5
	Manzini	34.2	33.8	21.9	34.4	38.1	21.2	47.1	47.3	51.0	25.1	12.8
	Shiselweni	22.4	25.1	14.1	23.5	20.7	10.8	28.3	21.2	27.6	11.1	6.3
	Lubombo	21.9	33.1	14.5	27.9	20.7	12.1	38.2	38.9	39.1	15.7	5.9
Residence status	Urban	48.1	51.9	33.7	47.7	48.1	30.9	63.5	57.3	63.2	34.5	16.5
	Rural	24.1	32.5	14.8	26.6	23.8	13.3	35.8	31.6	33.8	16.3	6.4
Sex	Male	35.1	41.3	23.1	38.2	34.8	21.7	47.3	42.5	45.2	24.6	11.9
	Female	27.6	35.3	17.7	28.0	27.4	15.5	40.7	36.1	39.6	18.9	7.1
	10 to 19 years	20.9	26.3	11.2	24.2	23.0	8.5	35.5	29.7	32.8	14.6	4.3
	20 to 29 years	53.8	60.7	35.1	55.9	53.2	33.1	71.3	64.0	68.0	37.7	17.0
	30 to 39 years	42.2	52.5	27.9	44.1	42.5	27.1	59.0	52.3	57.2	28.2	12.5
	40 to 49 years	31.6	43.7	23.2	32.4	28.5	21.0	42.4	40.8	42.8	23.0	11.0
	50 to 59 years	18.0	22.7	13.2	16.8	14.4	11.3	22.6	20.2	22.8	11.9	5.7
	60 to 69 years	6.7	10.3	6.6	5.9	6.7	6.0	8.1	9.2	10.0	5.6	5.0
	70 to 79 years	2.1	3.3	1.0	1.3	1.3	1.0	1.6	3.3	4.2	1.0	0.4
	80 years and above	2.7	3.2	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3
	Youth (15 to 34 years)	18.7	25.2	12.8	19.1	17.8	11.5	26.8	24.3	26.4	12.6	5.9
	Adults (34+older)	36.4	43.2	22.6	39.0	37.4	20.6	52.7	46.1	49.8	25.3	10.2



**Table HCI7A: Proportion of Household Expenditure on Information and Communication equipment**

		Expenditure on ICT equipment					
		less than 1000	1000 to 2000	2000 to 5000	5000 to 10000	10000 to 20000	Above 20000
<b>Total</b>		<b>77.39</b>	<b>6.93</b>	<b>9.64</b>	<b>3.35</b>	<b>1.80</b>	<b>0.89</b>
Region	Hhohho	74.20	4.98	13.11	3.87	1.35	2.49
	Manzini	79.80	6.24	7.49	4.11	2.35	0.00
	Shiselweni	78.74	11.31	7.37	1.44	1.14	0.00
	Lubombo	76.85	9.09	9.70	1.95	1.84	0.57
Residence	Urban	73.67	5.56	12.59	4.20	2.09	1.89
	Rural	79.24	7.61	8.17	2.92	1.66	0.39
Income	less than 1000	89.28	5.51	3.67	0.69	0.54	0.31
	1000 to 2000	87.89	7.75	3.20	0.66	0.50	0.00
	2000 to 5000	76.25	7.73	9.90	3.57	2.55	0.00
	5000 to 10000	69.78	7.26	16.02	4.27	2.17	0.50
	10000 to 20000	63.93	8.73	17.79	7.80	1.76	0.00
	Above 20000	48.97	3.30	17.46	10.18	6.25	13.84
Expenditure	less than 1000	88.78	4.31	3.43	3.48	0.00	0.00
	1000 to 2000	80.50	10.36	7.49	1.30	0.34	0.00
	2000 to 5000	72.33	7.61	12.73	3.44	3.61	0.29
	5000 to 10000	65.72	7.90	18.34	5.23	2.14	0.68
	10000 to 20000	43.47	0.00	18.73	4.46	4.15	29.19
	Above 20000	0.00	0.00	21.68	20.28	17.20	40.84

**Table HCI7B: Proportion of Household Expenditure on ICT services**

		Expenditure on ICT services					
		less than 1000	1000 to 2000	2000 to 5000	5000 to 10000	10000 to 20000	Above 20000
<b>Total</b>		<b>34.66</b>	<b>20.88</b>	<b>25.41</b>	<b>14.16</b>	<b>3.88</b>	<b>1.01</b>
Region	Hhohho	29.24	19.95	26.02	17.33	5.53	1.93
	Manzini	34.01	21.89	26.28	13.69	3.30	0.83
	Shiselweni	38.14	19.31	23.81	13.99	4.13	0.61
	Lubombo	43.72	21.39	23.43	9.48	1.97	0.00
Residence	Urban	23.95	19.68	31.85	16.72	6.29	1.51
	Rural	39.99	21.48	22.21	12.89	2.68	0.76
Income	less than 1000	52.56	21.09	14.91	6.90	4.22	0.32
	1000 to 2000	47.74	27.25	20.28	4.72	0.00	0.00
	2000 to 5000	28.80	24.98	30.92	12.09	1.75	1.46
	5000 to 10000	23.80	17.45	33.42	23.89	1.00	0.44
	10000 to 20000	15.58	14.62	30.22	32.07	7.50	0.00
	Above 20000	16.31	6.33	26.93	17.68	24.38	8.38
Expenditure	less than 1000	57.55	24.20	13.80	3.22	1.23	0.00
	1000 to 2000	36.00	27.32	28.53	7.51	0.63	0.00
	2000 to 5000	21.36	18.83	32.42	21.81	4.53	1.05
	5000 to 10000	17.93	10.50	33.81	25.91	9.60	2.25
	10000 to 20000	12.74	5.22	0.00	40.66	21.61	19.77
	Above 20000	0.00	20.28	21.20	0.00	58.52	0.00

**Table HCI7C: Proportion of Household Expenditure on ICT games, toys and related hobbies**

		Expenditure on ICT games, toys and related hobbies				
		less than 1000	1000 to 2000	2000 to 5000	5000 to 10000	10000 to 20000
<b>Total</b>		<b>99.29</b>	<b>0.09</b>	<b>0.38</b>	<b>0.07</b>	<b>0.16</b>
Region	Hhohho	98.96	0.29	0.00	0.23	0.52
	Manzini	99.36	0.00	0.64	0.00	0.00
	Shiselweni	99.14	0.00	0.86	0.00	0.00
	Lubombo	99.84	0.00	0.16	0.00	0.00
Residence	Urban	99.33	0.00	0.42	0.00	0.25
	Rural	99.27	0.14	0.36	0.11	0.12
Income	less than 1000	100.00	0.00	0.00	0.00	0.00
	1000 to 2000	99.78	0.00	0.22	0.00	0.00
	2000 to 5000	99.33	0.00	0.67	0.00	0.00
	5000 to 10000	98.83	0.00	0.67	0.00	0.50
	10000 to 20000	99.13	0.87	0.00	0.00	0.00
	Above 20000	96.05	0.00	1.00	1.40	1.55
Expenditure	less than 1000	99.91	0.00	0.09	0.00	0.00
	1000 to 2000	100.00	0.00	0.00	0.00	0.00
	2000 to 5000	99.07	0.00	0.93	0.00	0.00
	5000 to 10000	97.70	0.86	0.00	0.68	0.75
	10000 to 20000	95.58	0.00	0.00	0.00	4.42
	Above 20000	100.00	0.00	0.00	0.00	0.00

**Table HCI7D: Proportion of Household 'Expenditure on software (excluding games), computer software packages, such as operating systems, applications, programming languages**

		Expenditure on ICT computer software			
		less than 1 000	1 000 to 2 000	2 000 to 5 000	5 000 to 10 000
Total		97,29	1,30	1,13	0,28
Region	Hhohho	95,18	1,95	2,87	0,00
	Manzini	99,35	0,65	0,00	0,00
	Shiselweni	95,43	0,00	0,00	4,57
	Lubombo	97,80	2,20	0,00	0,00
Residence	Urban	97,34	1,74	0,92	0,00
	Rural	97,25	0,95	1,29	0,50
Income	less than 1000	94,69	2,58	2,74	0,00
	1000 to 2000	100,00	0,00	0,00	0,00
	2000 to 5000	97,29	0,00	1,56	1,15
	5000 to 10000	97,26	2,74	0,00	0,00
	10000 to 20000	100,00	0,00	0,00	0,00
	Above 20000	95,42	2,43	2,15	0,00
Expenditure	less than 1000	96,49	1,40	2,11	0,00
	1000 to 2000	100,00	0,00	0,00	0,00
	2000 to 5000	99,37	0,00	0,00	0,63
	5000 to 10000	95,41	1,25	3,34	0,00
	10000 to 20000	87,50	12,50	0,00	0,00
	Above 20000	100,00	0,00	0,00	0,00

**Table ICG7A: Proportion of Total Individuals' Expenditure on ICT equipment (past 12 months) -by Sex, disability, Age groups, income**

		Expenditure on ICT equipment's					
		less than 1000	1000 to 2000	2000 to 5000	5000 to 10000	10000 to 20000	Above 20000
<b>Total</b>		<b>89.24</b>	<b>4.25</b>	<b>4.83</b>	<b>1.10</b>	<b>0.32</b>	<b>0.27</b>
Region	Hhohho	87.71	4.41	5.30	1.41	0.62	0.56
	Manzini	89.16	3.72	5.28	1.49	0.16	0.20
	Shiselweni	91.81	4.05	3.46	0.28	0.22	0.18
	Lubombo	89.50	5.28	4.42	0.57	0.23	0.00
Residence status	Urban	84.48	5.04	7.70	1.66	0.41	0.71
	Rural	91.12	3.94	3.69	0.88	0.28	0.09
Sex	Male	87.43	4.55	5.45	1.61	0.56	0.41
	Female	90.70	4.01	4.33	0.69	0.12	0.15
Age groups	10 to 19 years	96.44	2.28	1.12	0.17	0.00	0.00
	20 to 29 year	81.34	7.54	8.39	1.88	0.51	0.34
	30 to 39 years	84.51	5.81	7.64	1.07	0.37	0.61
	40 to 49 years	85.03	3.93	7.27	2.44	0.66	0.67
	50 to 59 years	90.67	4.03	3.47	1.45	0.37	0.00
	60 to 69 years	94.91	2.08	1.87	0.63	0.51	0.00
	70 to 79 years	99.10	0.00	0.90	0.00	0.00	0.00
	80 years and above	98.40	0.59	1.01	0.00	0.00	0.00
income	less than 1000	94.52	2.91	2.11	0.41	0.05	0.00
	1000 to 2000	88.14	5.91	5.53	0.30	0.12	0.00
	2000 to 5000	82.33	7.33	8.32	1.70	0.32	0.00
	5000 to 10000	70.01	8.15	15.51	3.65	1.59	1.08
	10000 to 20000	61.86	6.99	20.45	7.87	2.14	0.69
	Above 20000	44.13	2.93	18.72	10.19	6.79	17.24
Individuals living or having some difficulties using their part of the body	No difficulty	88.76	4.73	4.87	1.17	0.24	0.23
	Some difficulties	89.94	3.55	4.76	1.00	0.43	0.31

**Table ICG7B: Proportion of Total Individuals' Expenditure on ICT services (past 12 months) -by Sex, disability, Age groups, income**

		Expenditure on ICT services					
		less than 1000	1000 to 2000	2000 to 5000	5000 to 10000	10000 to 20000	Above 20000
<b>Total</b>		<b>67.01</b>	<b>16.82</b>	<b>11.29</b>	<b>3.68</b>	<b>1.02</b>	<b>0.18</b>
Region	Hhohho	64.21	15.12	14.07	4.78	1.55	0.26
	Manzini	62.18	20.96	11.80	3.79	1.02	0.25
	Shiselweni	75.52	13.44	8.57	1.96	0.52	0.00
	Lubombo	73.59	14.29	8.18	3.27	0.61	0.08
Residence status	Urban	51.21	23.14	16.43	6.52	2.16	0.54
	Rural	73.27	14.32	9.25	2.56	0.57	0.04
Sex	Male	62.94	17.83	12.93	4.46	1.51	0.33
	Female	70.31	16.00	9.95	3.05	0.62	0.07
Age groups	10 to 19 years	90.30	5.88	3.22	0.60	0.00	0.00
	20 to 29 year	54.42	24.04	16.22	4.67	0.65	0.00
	30 to 39 years	49.96	23.66	17.88	5.97	2.08	0.45
	40 to 49 years	54.05	21.14	15.18	6.72	2.36	0.54
	50 to 59 years	61.63	20.44	13.06	3.23	1.26	0.38
	60 to 69 years	69.29	16.47	8.99	3.73	1.52	0.00
	70 to 79 years	83.74	11.66	3.13	1.47	0.00	0.00
	80 years and above	88.32	4.28	4.02	3.38	0.00	0.00
income	less than 1000	80.13	12.22	5.87	1.36	0.39	0.03
	1000 to 2000	57.94	26.49	14.61	0.97	0.00	0.00
	2000 to 5000	44.92	28.34	20.21	5.48	1.04	0.00
	5000 to 10000	25.31	26.59	30.73	14.44	2.94	0.00
	10000 to 20000	13.51	16.54	34.66	25.57	6.63	3.09
	Above 20000	7.37	6.89	27.99	30.02	22.33	5.41
Individuals living or having some difficulties using their part of the body	No difficulty	68.17	16.77	10.88	3.19	0.79	0.19
	Some difficultes'	65.33	16.89	11.87	4.39	1.35	0.17

**Table ICG7C: Proportion of Total Individuals' Expenditure on ICT- related hobbies games and toys (past 12 months) -by Sex, disability, Age groups, income**

		Expenditure on ICT-related hobbies				
		less than 1000	1000 to 2000	2000 to 5000	5000 to 10000	10000 to 20000
<b>Total</b>		<b>99.61</b>	<b>0.11</b>	<b>0.25</b>	<b>0.01</b>	<b>0.02</b>
Region	Hhohho	99.68	0.12	0.14	0.00	0.06
	Manzini	99.32	0.18	0.50	0.00	0.00
	Shiselweni	100.00	0.00	0.00	0.00	0.00
	Lubombo	99.72	0.08	0.13	0.08	0.00
Residence status	Urban	99.13	0.24	0.52	0.05	0.06
	Rural	99.80	0.06	0.14	0.00	0.00
Sex	Male	99.40	0.12	0.48	0.00	0.00
	Female	99.78	0.11	0.06	0.02	0.03
Age groups	10 to 19 years	99.82	0.00	0.13	0.05	0.00
	20 to 29 year	98.89	0.49	0.54	0.00	0.08
	30 to 39 years	99.50	0.07	0.43	0.00	0.00
	40 to 49 years	100.00	0.00	0.00	0.00	0.00
	50 to 59 years	99.79	0.00	0.21	0.00	0.00
	60 to 69 years	100.00	0.00	0.00	0.00	0.00
	70 to 79 years	100.00	0.00	0.00	0.00	0.00
	80 years and above	100.00	0.00	0.00	0.00	0.00
income	less than 1000	99.81	0.02	0.17	0.00	0.00
	1000 to 2000	99.29	0.25	0.34	0.12	0.00
	2000 to 5000	99.42	0.29	0.28	0.00	0.00
	5000 to 10000	98.76	0.25	0.65	0.00	0.34
	10000 to 20000	98.73	0.58	0.69	0.00	0.00
	Above 20000	100.00	0.00	0.00	0.00	0.00
Individuals living or having some difficulties using their part of the body	No difficulty	99.57	0.13	0.31	0.00	0.00
	Some difficulties'	99.67	0.10	0.16	0.03	0.04

**Table ICG7D: Proportion of Total Individuals' Expenditure on software/applications (excluding games) in the past 12 months - by Income**

		Expenditure on ICT-related hobbies				
		less than 1000	1000 to 2000	2000 to 5000	5000 to 10000	Above 20000
<b>Total</b>		<b>97.10</b>	<b>1.20</b>	<b>1.28</b>	<b>0.19</b>	<b>0.23</b>
Region	Hhohho	96.11	1.44	1.86	0.00	0.59
	Manzini	97.33	1.43	1.24	0.00	0.00
	Shiselweni	100.00	0.00	0.00	0.00	0.00
	Lubombo	97.98	0.00	0.00	2.02	0.00
Residence status	Urban	96.64	1.17	1.42	0.34	0.43
	Rural	97.66	1.23	1.11	0.00	0.00
Sex	Male	96.11	1.49	1.63	0.34	0.42
	Female	98.34	0.83	0.84	0.00	0.00
Age groups	10 to 19 years	96.37	0.00	3.63	0.00	0.00
	20 to 29 year	97.24	1.09	0.97	0.00	0.69
	30 to 39 years	96.30	2.34	0.67	0.69	0.00
	40 to 49 years	99.02	0.98	0.00	0.00	0.00
	50 to 59 years	100.00	0.00	0.00	0.00	0.00
	60 to 69 years	84.49	0.00	15.51	0.00	0.00
	70 to 79 years	100.00	0.00	0.00	0.00	0.00
	80 years and above	100.00	0.00	0.00	0.00	0.00
income	less than 1000	97.88	0.52	1.61	0.00	0.00
	1000 to 2000	100.00	0.00	0.00	0.00	0.00
	2000 to 5000	94.91	2.96	2.13	0.00	0.00
	5000 to 10000	94.85	2.43	1.20	0.00	1.53
	10000 to 20000	98.68	0.00	0.00	1.32	0.00
	Above 20000	95.46	2.29	2.25	0.00	0.00
Individuals living or having some difficulties using their part of the body	No difficulty	97.46	1.00	0.87	0.30	0.37
	Some difficulties'	96.51	1.52	1.97	0.00	0.00



**Table IAU1: Proportion of individuals with access to the Internet - Sex, disability, Age groups, income, postal services usage**

		Do you have access to internet		Total
		Yes	No	
<b>Total</b>		<b>50.31</b>	<b>49.69</b>	<b>100.00</b>
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
Age groups	10 to 19 years	38.57	61.43	100.00
	20 to 29 years	75.33	24.67	100.00
	30 to 39 years	67.16	32.84	100.00
	40 to 49 years	57.56	42.44	100.00
	50 to 59 years	31.45	68.55	100.00
	60 to 69 years	17.22	82.78	100.00
	70 to 79 years	6.02	93.98	100.00
income	80 years and above	8.54	91.46	100.00
	less than 1000	41.57	58.43	100.00
	1000 to 2000	50.20	49.80	100.00
	2000 to 5000	67.14	32.86	100.00
	5000 to 10000	80.20	19.80	100.00
	10000 to 20000	92.57	7.43	100.00
Individuals living or having some difficulties using their part of the body	Above 20000	96.42	3.58	100.00
	No difficulty	55.36	44.64	100.00
	Some difficulties	42.96	57.04	100.00

**Table IAU2: Proportion of individuals who use the Internet (past 3 months)- Sex, disability, Age groups, income, postal services usage**

		In the last 3 months, have you used internet from any location		Total
		Yes	No	
<b>Total</b>		<b>89.83</b>	<b>10.17</b>	<b>100.00</b>
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
Age groups	10 to 19 years	89.16	10.84	100.00
	20 to 29 years	93.21	6.79	100.00
	30 to 39 years	89.56	10.44	100.00
	40 to 49 years	88.28	11.72	100.00
	50 to 59 years	88.43	11.57	100.00
	60 to 69 years	75.28	24.72	100.00
	70 to 79 years	68.94	31.06	100.00
	80 years and above	35.39	64.61	100.00
income	less than 1000	89.19	10.81	100.00
	1000 to 2000	88.30	11.70	100.00
	2000 to 5000	89.73	10.27	100.00
	5000 to 10000	91.74	8.26	100.00
	10000 to 20000	94.00	6.00	100.00
	Above 20000	95.61	4.39	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

**Table IAU3: Proportion of individuals who use the Internet by location (past 3 months) - Sex, disability, Age groups, income, postal services usage**

		Place where Internet is used					Percent
		Home	Work	Place of Education	Another person home	Public facility	Total
<b>Total</b>		<b>85.25</b>	<b>8.31</b>	<b>3.78</b>	<b>0.59</b>	<b>2.07</b>	<b>100.00</b>
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
Individuals living or having some difficulties using their part of the body	No difficulty	86.19	7.10	4.27	0.35	2.09	100.00
	Some difficultes'	83.48	10.59	2.86	1.04	2.03	100.00

**Table IAU4: Proportion of individuals who use the Internet by type of usage (past 3 months) - Sex, disability, Age groups, income**

		Uses internet for What?							Percent
		Access to information	Communication, civic participation and collaboration	E-commerce, trade and transactions	Learning	Professional life	Entertainment, digital content consumption	Digital content creation	Total
<b>Total</b>		<b>35.03</b>	<b>27.56</b>	<b>0.38</b>	<b>7.97</b>	<b>2.77</b>	<b>26.16</b>	<b>0.12</b>	<b>100.00</b>
Region	Hhohho	30.95	26.84	0.64	7.48	4.86	29.01	0.22	100.00
	Manzini	37.25	23.39	0.23	7.74	1.98	29.41	0.00	100.00
	Shiselweni	43.78	24.05	0.48	10.44	1.00	20.04	0.22	100.00
	Lubombo	29.36	42.86	0.20	7.28	2.34	17.81	0.15	100.00
Residence status	Urban	35.52	30.02	0.45	6.34	3.82	23.85	0.00	100.00
	Rural	34.71	25.93	0.34	9.06	2.08	27.69	0.20	100.00
Sex	Male	36.62	24.58	0.23	7.69	3.48	27.25	0.15	100.00
	Female	33.68	30.09	0.52	8.21	2.18	25.23	0.09	100.00
Age groups	10 to 19 years	29.73	27.10	0.00	17.16	0.12	25.65	0.23	100.00
	20 to 29 year	36.95	24.55	0.12	7.57	2.03	28.56	0.22	100.00
	30 to 39 years	33.99	30.77	0.76	5.25	4.16	25.06	0.00	100.00
	40 to 49 years	38.40	29.10	0.89	2.87	5.33	23.41	0.00	100.00
	50 to 59 years	35.60	28.08	0.69	1.44	4.82	29.37	0.00	100.00
	60 to 69 years	48.09	33.36	0.00	0.00	2.42	16.12	0.00	100.00
	70 to 79 years	58.91	20.69	0.00	0.00	0.00	20.40	0.00	100.00
	80 years and above	42.62	33.51	0.00	0.00	0.00	23.86	0.00	100.00
income	less than 1000	32.78	27.25	0.32	10.28	0.95	28.20	0.22	100.00
	1000 to 2000	29.51	26.93	0.00	8.34	1.02	34.20	0.00	100.00
	2000 to 5000	35.48	31.10	0.83	3.57	3.37	25.64	0.00	100.00
	5000 to 10000	43.34	24.98	0.00	6.66	6.37	18.66	0.00	100.00
	10000 to 20000	45.03	26.60	0.99	3.39	10.32	13.68	0.00	100.00
	Above 20000	53.07	21.93	0.00	3.77	15.86	5.38	0.00	100.00
Individuals living or having some difficulties	No difficulty	35.50	25.74	0.25	9.26	2.24	26.93	0.09	100.00
	Some difficulties'	34.15	31.00	0.64	5.55	3.78	24.70	0.18	100.00

**Table IAU5: Proportion of Individuals who use the Internet at home by type of technology (Fixed or Mobile) – Sex, disability, Age groups, income**

		IAU5. What type of internet do you mainly use at home			Total
		Fixed wired internet	Fixed wireless internet	Mobile internet	
<b>Total</b>		<b>2.55</b>	<b>3.13</b>	<b>94.32</b>	<b>100.00</b>
Region	Hhohho	2.91	4.49	92.59	100.00
	Manzini	2.40	2.98	94.61	100.00
	Shiselweni	1.52	1.37	97.11	100.00
	Lubombo	3.17	2.43	94.40	100.00
Residence	Urban	6.30	4.64	89.07	100.00
	Rural	0.91	2.47	96.62	100.00
Sex	Male	2.67	2.98	94.35	100.00
	Female	2.47	3.24	94.29	100.00
Age groups	10 to 19 years	3.61	2.30	94.08	100.00
	20 to 29 years	1.48	2.80	95.72	100.00
	30 to 39 years	1.86	3.20	94.94	100.00
	40 to 49 years	2.90	2.78	94.32	100.00
	50 to 59 years	1.39	6.46	92.15	100.00
	60 to 69 years	11.51	10.44	78.05	100.00
	70 to 79 years	0.00	0.00	100.00	100.00
	80 years and above	0.00	0.00	100.00	100.00
income	less than 1000	2.13	2.89	94.97	100.00
	1000 to 2000	1.28	2.76	95.96	100.00
	2000 to 5000	1.97	2.39	95.64	100.00
	5000 to 10000	9.54	3.93	86.53	100.00
	10000 to 20000	7.39	4.02	88.59	100.00
	Above 20000	0.00	42.92	57.08	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	2.13	2.58	95.29	100.00
	Some difficulties	3.44	4.29	92.27	100.00

**Table IAU8: Proportion of Individuals who do not use the internet, by main reason – Sex, disability, Age groups, income**

		Main reason for not having access to internet										
		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)
<b>Total</b>		<b>44.56</b>	<b>28.09</b>	<b>2.25</b>	<b>0.42</b>	<b>0.76</b>	<b>0.41</b>	<b>0.08</b>	<b>0.55</b>	<b>1.45</b>	<b>0.12</b>	<b>21.30</b>
Region	Hhohho	54.83	26.96	0.77	0.14	0.26	1.14	0.00	0.66	0.96	0.27	14.02
	Manzini	32.64	23.01	2.23	0.57	0.79	0.00	0.09	0.10	1.42	0.00	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	51.50	32.64	2.02	0.42	1.49	0.45	0.00	0.46	0.17	0.00	10.86
Residence	Urban	39.96	28.79	2.63	0.87	0.00	0.22	0.00	0.00	0.61	0.00	26.91
	Rural	45.64	27.92	2.16	0.32	0.93	0.46	0.10	0.68	1.64	0.15	19.99
Sex	Male	43.81	28.60	2.08	0.59	0.88	0.51	0.00	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
Age groups	10 to 19 years	33.37	33.65	2.82	0.18	0.51	0.36	0.07	0.83	1.29	0.00	26.91
	20 to 29 year	32.91	43.32	2.56	1.44	1.16	0.41	0.30	0.26	2.50	0.00	15.13
	30 to 39 years	39.09	36.47	3.82	0.00	0.97	0.49	0.00	0.14	0.79	0.60	17.62
	40 to 49 years	49.73	26.50	1.99	0.25	0.94	1.70	0.00	0.34	1.58	0.00	16.97
	50 to 59 years	57.99	17.83	1.89	1.23	0.72	0.00	0.00	0.76	1.45	0.00	18.14
	60 to 69 years	63.11	12.42	0.70	0.00	0.91	0.00	0.28	0.59	0.99	0.24	20.77
	70 to 79 years	62.64	9.43	0.36	0.59	0.71	0.00	0.00	0.00	2.63	0.38	23.26
	80 years and above	65.92	14.50	0.00	0.00	0.53	0.00	0.00	0.88	0.75	0.00	17.42
Income	less than 1000	42.62	29.52	2.42	0.21	0.76	0.17	0.07	0.59	1.54	0.11	22.00
	1000 to 2000	49.82	20.44	0.92	1.07	0.00	0.91	0.28	0.57	1.78	0.00	24.21
	2000 to 5000	50.26	29.62	2.17	1.11	1.15	0.27	0.00	0.33	0.71	0.38	14.01
	5000 to 10000	52.66	15.41	3.90	2.06	3.30	7.80	0.00	0.00	0.00	0.00	14.87
	10000 to 20000	89.58	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10.42
	Above 20000	57.41	42.59	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Individuals living or having some difficulties using their part of the body	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	0.10	19.05

**Table IAU9: Proportion of Individuals who use mobile internet – Sex, disability, Age groups, income**

		Use of mobile internet	
		Yes	No
<b>Total</b>		<b>97.17</b>	<b>2.83</b>
Region	Hhohho	98.14	1.86
	Manzini	95.99	4.01
	Shiselweni	98.47	1.53
	Lubombo	97.03	2.97
Residence	Urban	97.70	2.30
	Rural	96.84	3.16
Sex	Male	97.60	2.40
	Female	96.80	3.20
Age groups	10 to 19 years	96.64	3.36
	20 to 29 year	97.92	2.08
	30 to 39 years	97.79	2.21
	40 to 49 years	96.99	3.01
	50 to 59 years	97.34	2.66
	60 to 69 years	91.42	8.58
	70 to 79 years	88.88	11.12
income	80 years and above	64.16	35.84
	less than 1000	96.79	3.21
	1000 to 2000	97.51	2.49
	2000 to 5000	97.31	2.69
	5000 to 10000	97.95	2.05
	10000 to 20000	97.98	2.02
Individuals living or having some difficulties using their part of the body	Above 20000	98.42	1.58
	No difficulty	96.86	3.14
	Some difficultes'	97.74	2.26

**Table IAU10: Proportion of Individuals who use mobile internet, by main gadget – Sex, disability, Age groups, income**

		Which Gadget do you mainly use to access the internet		
		Mobile phone	Tablet	Portable computer
<b>Total</b>		<b>97.65</b>	<b>1.46</b>	<b>0.90</b>
Region	Hhohho	97.27	1.35	1.38
	Manzini	97.03	2.08	0.89
	Shiselweni	99.30	0.36	0.34
	Lubombo	98.65	0.98	0.36
Residence	Urban	96.76	2.13	1.12
	Rural	98.19	1.05	0.76
Sex	Male	96.97	1.53	1.50
	Female	98.22	1.40	0.38
Age groups	10 to 19 years	97.84	1.94	0.22
	20 to 29 year	98.54	0.59	0.88
	30 to 39 years	96.37	1.90	1.72
	40 to 49 years	97.71	1.93	0.36
	50 to 59 years	96.19	1.90	1.91
	60 to 69 years	100.00	0.00	0.00
	70 to 79 years	100.00	0.00	0.00
income	80 years and above	100.00	0.00	0.00
	less than 1000	98.24	1.29	0.47
	1000 to 2000	100.00	0.00	0.00
	2000 to 5000	96.59	2.25	1.17
	5000 to 10000	96.90	1.26	1.84
	10000 to 20000	95.25	1.48	3.27
Individuals living or having some difficulties using their part of the body	Above 20000	89.20	7.24	3.56
	No difficulty	97.40	1.73	0.87
	Some difficulties	98.11	0.95	0.95



**Table IAUI 1, 12 & 13: Proportion of Individuals who use mobile internet, by main gadget and type mobile internet access – Sex, disability, Age groups, income**

		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
<b>Total</b>		<b>96.67</b>	<b>3.33</b>	<b>89.54</b>	<b>10.46</b>	<b>33.81</b>	<b>66.19</b>
Region	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	100.00	0.00	49.45	50.55
	Lubombo	97.41	2.59	100.00	0.00	0.00	100.00
Residence	Urban	94.33	5.67	90.19	9.81	46.90	53.10
	Rural	98.07	1.93	88.73	11.27	22.19	77.81
Sex	Male	96.24	3.76	94.60	5.40	36.97	63.03
	Female	97.03	2.97	84.83	15.17	23.25	76.75
Age groups	10 to 19 years	97.03	2.97	100.00	0.00	0.00	100.00
	20 to 29 year	97.70	2.30	100.00	0.00	8.00	92.00
	30 to 39 years	97.73	2.27	82.93	17.07	67.34	32.66
	40 to 49 years	95.29	4.71	100.00	0.00	0.00	100.00
	50 to 59 years	93.37	6.63	27.53	72.47	0.00	100.00
	60 to 69 years	82.52	17.48	0.00	0.00	0.00	0.00
	70 to 79 years	100.00	0.00	0.00	0.00	0.00	0.00
	80 years and above	76.49	23.51	0.00	0.00	0.00	0.00
Income	less than 1000	97.21	2.79	100.00	0.00	14.03	85.97
	1000 to 2000	98.08	1.92	0.00	0.00	0.00	0.00
	2000 to 5000	97.80	2.20	100.00	0.00	52.99	47.01
	5000 to 10000	92.24	7.76	100.00	0.00	48.99	51.01
	10000 to 20000	96.34	3.66	100.00	0.00	39.37	60.63
	Above 20000	82.31	17.69	0.00	100.00	0.00	100.00
Individuals living or having some difficulties using their part of the body	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

**Table IAUI5: Proportion of Individuals who do not use internet by reasons – Sex, disability, Age groups, income**

		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)
<b>Total</b>		<b>30.80</b>	<b>23.82</b>	<b>6.95</b>	<b>1.09</b>	<b>2.32</b>	<b>1.07</b>	<b>3.09</b>	<b>30.86</b>
Region	Hhohho	43.97	5.76	0.00	0.00	4.86	5.07	0.00	40.35
	Manzini	24.24	38.96	3.72	0.00	2.29	0.00	5.49	25.31
	Shiselweni	22.78	0.00	12.70	15.35	0.00	0.00	0.00	49.17
	Lubombo	40.39	4.22	25.67	0.00	0.00	0.00	0.00	29.72
Residence	Urban	41.90	13.39	7.22	0.00	0.00	3.52	0.00	33.97
	Rural	25.93	28.40	6.83	1.56	3.34	0.00	4.45	29.50
Sex	Male	35.14	21.77	2.88	0.00	2.66	0.00	4.67	32.89
	Female	28.07	25.11	9.51	1.77	2.10	1.75	2.10	29.59
Age groups	10 to 19 years	9.32	24.73	8.02	0.00	4.92	0.00	8.68	44.33
	20 to 29 years	29.83	19.57	4.00	0.00	0.00	0.00	3.55	43.05
	30 to 39 years	49.17	9.69	10.20	5.78	5.48	0.00	0.00	19.68
	40 to 49 years	33.33	37.52	13.01	0.00	0.00	0.00	0.00	16.15
	50 to 59 years	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	60 to 69 years	21.26	42.84	0.00	0.00	0.00	0.00	0.00	35.90
	70 to 79 years	54.36	45.64	0.00	0.00	0.00	0.00	0.00	0.00
	80 years and above	0.00	48.18	0.00	0.00	0.00	25.66	0.00	26.16
Income	less than 1000	23.66	26.09	8.17	0.00	2.09	0.00	5.02	34.95
	1000 to 2000	34.50	54.28	0.00	0.00	0.00	0.00	0.00	11.22
	2000 to 5000	38.96	14.34	5.74	0.00	0.00	0.00	0.00	40.96
	5000 to 10000	27.21	0.00	15.71	18.33	0.00	18.12	0.00	20.63
	10000 to 20000	76.85	0.00	0.00	0.00	23.15	0.00	0.00	0.00
	Above 20000	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Individuals living or having some difficulties	No difficulty	29.61	27.63	6.78	1.50	1.78	0.00	4.28	28.42
	Some difficulties'	33.92	13.85	7.38	0.00	3.72	3.88	0.00	37.25

**Table TAU1: Proportion of Individuals who use voice services by primary service provider – Sex, disability, Age groups, income**

		Percent of service providers?				
		Eswatini Mobile	MTN	EPTC	None	Other
<b>Total</b>		<b>12.84</b>	<b>68.62</b>	<b>0.11</b>	<b>17.81</b>	<b>0.62</b>
Region	Hhohho	15.83	66.97	0.00	16.97	0.23
	Manzini	15.17	69.15	0.27	14.37	1.04
	Shiselweni	6.74	69.88	0.00	22.66	0.72
	Lubombo	8.87	69.05	0.07	21.72	0.29
Residence	Urban	21.70	69.27	0.22	8.47	0.34
	Rural	9.33	68.36	0.06	21.51	0.73
Sex	Male	12.14	68.39	0.18	18.51	0.78
	Female	13.41	68.80	0.05	17.25	0.49
Age groups	10 to 19 years	11.81	35.70	0.00	50.91	1.58
	20 to 29 year	19.56	75.00	0.08	5.20	0.16
	30 to 39 years	15.42	81.50	0.07	2.79	0.22
	40 to 49 years	12.66	83.64	0.64	2.93	0.14
	50 to 59 years	6.98	89.51	0.00	3.19	0.32
	60 to 69 years	3.83	92.73	0.00	2.83	0.61
	70 to 79 years	3.98	85.51	0.00	10.13	0.38
	80 years and above	0.00	79.13	0.00	20.87	0.00
income	less than 1000	11.00	61.77	0.04	26.30	0.90
	1000 to 2000	11.09	85.84	0.00	2.96	0.11
	2000 to 5000	16.85	82.07	0.00	0.95	0.13
	5000 to 10000	17.08	81.26	0.34	1.32	0.00
	10000 to 20000	27.37	70.87	1.34	0.42	0.00
	Above 20000	26.67	71.67	1.66	0.00	0.00
Individuals living or having some difficulties using their part of the body	No difficulty	13.24	64.82	0.16	21.00	0.79
	Some difficulties	12.26	74.15	0.04	13.17	0.37

**Table TAU2: Proportion of Individuals who use voice services by billing type – Sex, disability, Age groups, income**

		What is your billing type?	
		Post-paid	Pre-paid
<b>Total</b>		<b>2.31</b>	<b>97.69</b>
Region	Hhohho	2.84	97.16
	Manzini	2.83	97.17
	Shiselweni	1.31	98.69
	Lubombo	1.16	98.84
Residence	Urban	4.86	95.14
	Rural	1.14	98.86
Sex	Male	2.65	97.35
	Female	2.05	97.95
Age groups	10 to 19 years	1.01	98.99
	20 to 29 years	2.69	97.31
	30 to 39 years	3.45	96.55
	40 to 49 years	3.08	96.92
	50 to 59 years	2.02	97.98
	60 to 69 years	1.36	98.64
	70 to 79 years	0.00	100.00
	80 years and above	0.00	100.00
Income	less than 1000	1.18	98.82
	1000 to 2000	1.50	98.50
	2000 to 5000	1.42	98.58
	5000 to 10000	7.48	92.52
	10000 to 20000	7.99	92.01
	Above 20000	30.39	69.61
Individuals living or having some difficulties using their part of the body	No difficulty	2.61	97.39
	Some difficulties	1.92	98.08

**Table TAU3: Proportion of Individuals who use mobile internet services by primary service provider – Sex, disability, Age groups, income**

		Primary Mobile Internet Service provider?			
		Eswatini Mobile	MTN	None	Other
<b>Total</b>		<b>39.34</b>	<b>58.18</b>	<b>2.16</b>	<b>0.32</b>
Region	Hhohho	44.74	52.00	2.79	0.46
	Manzini	41.10	57.36	1.25	0.30
	Shiselweni	25.65	71.43	2.73	0.20
	Lubombo	35.13	62.04	2.64	0.20
Residence	Urban	46.81	51.31	1.44	0.43
	Rural	34.85	62.31	2.59	0.26
Sex	Male	38.31	59.34	2.08	0.27
	Female	40.22	57.20	2.22	0.37
Age groups	10 to 19 years	38.36	56.80	4.56	0.29
	20 to 29 years	42.64	55.43	1.86	0.08
	30 to 39 years	39.10	59.28	1.17	0.45
	40 to 49 years	38.50	60.03	0.93	0.55
	50 to 59 years	35.40	60.80	2.92	0.88
	60 to 69 years	20.20	79.80	0.00	0.00
	70 to 79 years	6.45	93.55	0.00	0.00
Income	80 years and above	42.00	58.00	0.00	0.00
	less than 1000	35.86	60.68	3.18	0.28
	1000 to 2000	39.30	59.12	0.87	0.71
	2000 to 5000	43.01	55.92	0.82	0.26
	5000 to 10000	44.83	52.89	2.28	0.00
	10000 to 20000	52.63	46.69	0.00	0.68
Individuals living or having some difficulties using their part of the body	Above 20000	36.22	63.78	0.00	0.00
	No difficulty	39.21	58.04	2.36	0.39
	Some difficulties	39.57	58.45	1.78	0.20

**Table TAU4: Proportion of Individuals who use mobile internet services by billing type – Sex, disability, Age groups, income**

		TAU4. What is your billing type?	
		Post-paid	Pre-paid
<b>Total</b>		<b>4.39</b>	<b>95.61</b>
Region	Hhohho	5.43	94.57
	Manzini	4.31	95.69
	Shiselweni	2.80	97.20
	Lubombo	3.74	96.26
Residence	Urban	6.89	93.11
	Rural	2.86	97.14
Sex	Male	4.85	95.15
	Female	4.00	96.00
Age groups	10 to 19 years	1.52	98.48
	20 to 29 year	4.15	95.85
	30 to 39 years	5.40	94.60
	40 to 49 years	6.32	93.68
	50 to 59 years	6.26	93.74
	60 to 69 years	6.40	93.60
	70 to 79 years	0.00	100.00
	80 years and above	23.51	76.49
Income	less than 1000	2.43	97.57
	1000 to 2000	3.53	96.47
	2000 to 5000	2.38	97.62
	5000 to 10000	10.57	89.43
	10000 to 20000	11.32	88.68
	Above 20000	31.75	68.25
Individuals living or having some difficulties using their part of the body	No difficulty	3.86	96.14
	Some difficulties	5.36	94.64

**Table TAU5: Proportion of Individuals with home internet service by primary service provider– Sex, disability, Age groups, income**

		TAU5. Who is your primary Fixed Internet Service provider?							
		Eswatini Mobile	Eswatini MTN	EPTC	Real Image	Jenny Internet	Touch IT	None	Other
<b>Total</b>		3.57	9.41	4.95	0.13	0.56	0.33	77.71	3.34
Region	Hhohho	2.51	4.77	6.27	0.11	0.44	1.02	83.97	0.89
	Manzini	3.02	7.79	4.80	0.23	1.05	0.00	76.52	6.60
	Shiselweni	6.51	17.64	1.98	0.00	0.00	0.00	71.44	2.44
	Lubombo	4.79	16.67	5.09	0.00	0.00	0.00	72.73	0.72
Residence status	Urban	4.70	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
Sex	Male	3.28	9.86	5.28	0.20	0.50	0.36	76.46	4.06
	Female	3.82	9.03	4.67	0.06	0.61	0.31	78.76	2.74
Age groups	10 to 19 years	3.29	11.45	3.83	0.00	0.33	0.00	78.31	2.79
	20 to 29 years	3.28	7.09	3.18	0.00	0.80	0.29	81.92	3.43
	30 to 39 years	3.53	11.72	3.14	0.15	0.50	0.51	77.20	3.26
	40 to 49 years	3.71	7.37	9.88	0.62	0.68	0.00	73.68	4.06
	50 to 59 years	4.41	11.87	9.81	0.00	0.37	0.65	71.89	1.01
	60 to 69 years	5.92	7.03	18.81	0.00	0.00	4.28	57.55	6.41
	70 to 79 years	0.00	0.00	8.59	0.00	0.00	0.00	67.27	24.14
	80 years and above	15.09	0.00	0.00	0.00	0.00	0.00	84.91	0.00
income	less than 1000	3.66	10.11	3.44	0.00	0.59	0.25	79.31	2.64
	1000 to 2000	2.55	6.77	3.84	0.00	0.00	0.00	80.33	6.51
	2000 to 5000	3.19	8.88	3.02	0.00	0.26	0.69	79.55	4.41
	5000 to 10000	5.48	9.81	8.90	1.11	0.41	0.00	71.40	2.90
	10000 to 20000	2.76	5.47	12.94	0.56	1.26	0.55	74.38	2.07
	Above 20000	4.96	20.09	27.44	0.00	3.80	1.67	40.98	1.06
Individuals living or having some difficulties using their part of the body	No difficulty	3.18	10.12	4.51	0.19	0.53	0.14	77.69	3.63
	Some difficulties	4.30	8.07	5.77	0.00	0.62	0.68	77.74	2.81

**Table TAU6: Proportion of Individuals with home internet service by billing type – Sex, disability, Age groups, income**

		TAU6. What is your billing type?		Total
		Post-paid	Pre-paid	
<b>Total</b>		27.41	72.59	100.00
Region	Hhohho	46.23	53.77	100.00
	Manzini	27.18	72.82	100.00
	Shiselweni	10.17	89.83	100.00
	Lubombo	19.64	80.36	100.00
Residence status	Urban	38.46	61.54	100.00
	Rural	17.39	82.61	100.00
Sex	Male	27.39	72.61	100.00
	Female	27.43	72.57	100.00
Age groups	10 to 19 years	19.81	80.19	100.00
	20 to 29 years	29.38	70.62	100.00
	30 to 39 years	21.09	78.91	100.00
	40 to 49 years	33.08	66.92	100.00
	50 to 59 years	43.02	56.98	100.00
	60 to 69 years	42.63	57.37	100.00
	70 to 79 years	26.23	73.77	100.00
	80 years and above	100.00	0.00	100.00
income	less than 1000	21.59	78.41	100.00
	1000 to 2000	17.08	82.92	100.00
	2000 to 5000	19.26	80.74	100.00
	5000 to 10000	32.23	67.77	100.00
	10000 to 20000	61.79	38.21	100.00
	Above 20000	69.57	30.43	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	23.87	76.13	100.00
	Some difficulties	34.08	65.92	100.00



**Table UPT1: Proportion of Individuals' perception of quality of voice services (of primary service provider) by level of satisfaction – Sex, disability, Age groups**

		UPT1. How satisfied are you with the quality of calls with your Primary Voice service provider					Total
		Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	
<b>Total</b>		<b>32.00</b>	<b>43.81</b>	<b>11.86</b>	<b>9.25</b>	<b>3.09</b>	<b>100.00</b>
Region	Hhohho	27.87	43.01	14.30	11.96	2.86	100.00
	Manzini	33.79	44.37	10.70	7.78	3.36	100.00
	Shiselweni	39.12	40.89	10.39	7.35	2.25	100.00
	Lubombo	28.58	46.64	11.54	9.57	3.67	100.00
Residence status	Urban	34.23	42.32	11.51	8.59	3.34	100.00
	Rural	30.97	44.49	12.02	9.55	2.97	100.00
Sex	Male	33.13	42.92	12.66	8.39	2.90	100.00
	Female	31.10	44.51	11.22	9.93	3.24	100.00
Age groups	10 to 19 years	33.09	41.27	12.62	9.03	4.00	100.00
	20 to 29 years	34.37	42.71	12.72	7.76	2.45	100.00
	30 to 39 years	31.41	43.00	12.09	10.49	3.00	100.00
	40 to 49 years	31.62	46.01	9.66	9.77	2.94	100.00
	50 to 59 years	28.31	43.83	13.87	9.99	4.00	100.00
	60 to 69 years	30.67	45.90	8.62	11.79	3.04	100.00
	70 to 79 years	34.77	47.33	10.41	6.30	1.18	100.00
	80 years and above	19.89	57.52	12.66	5.37	4.54	100.00
income	less than 1000	31.16	44.04	12.32	9.14	3.34	100.00
	1000 to 2000	33.71	43.69	10.15	9.50	2.94	100.00
	2000 to 5000	31.86	43.94	12.36	9.13	2.71	100.00
	5000 to 10000	35.99	42.71	9.00	10.75	1.55	100.00
	10000 to 20000	33.37	43.48	13.40	6.33	3.42	100.00
	Above 20000	31.09	38.89	10.75	14.99	4.29	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	34.71	43.98	11.06	7.88	2.37	100.00
	Some difficulties	28.40	43.58	12.92	11.06	4.04	100.00

**Table UPT3: Proportion of Individuals' perception of mobile internet speed (of primary service provider) by level of satisfaction – Sex, disability, Age groups, income**

		UPT3. How satisfied are you with internet speed of your Primary Mobile internet service provider						Total
		Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Not applicable	
<b>Total</b>		<b>21.70</b>	<b>34.41</b>	<b>12.95</b>	<b>11.52</b>	<b>6.65</b>	<b>12.77</b>	<b>100.00</b>
Region	Hhohho	19.31	33.23	13.45	13.61	8.20	12.20	100.00
	Manzini	22.00	33.04	12.62	9.77	3.87	18.70	100.00
	Shiselweni	26.33	39.04	14.09	8.38	8.22	3.93	100.00
	Lubombo	22.03	36.61	11.71	14.46	9.35	5.84	100.00
Residence status	Urban	23.56	35.49	14.72	11.77	3.44	11.02	100.00
	Rural	20.58	33.77	11.88	11.37	8.58	13.83	100.00
Sex	Male	22.00	34.14	12.00	10.81	7.03	14.03	100.00
	Female	21.45	34.64	13.74	12.12	6.33	11.71	100.00
Age groups	10 to 19 years	22.08	33.17	13.06	10.45	6.04	15.20	100.00
	20 to 29 years	22.37	33.36	13.99	12.39	5.84	12.05	100.00
	30 to 39 years	21.41	35.81	11.83	12.14	7.76	11.05	100.00
	40 to 49 years	22.18	35.58	13.24	11.48	8.12	9.41	100.00
	50 to 59 years	17.58	40.14	11.49	11.59	5.78	13.42	100.00
	60 to 69 years	21.11	29.68	15.61	5.25	4.94	23.40	100.00
	70 to 79 years	6.34	26.86	0.00	6.15	8.48	52.16	100.00
income	80 years and above	15.09	11.86	0.00	0.00	0.00	73.05	100.00
	less than 1000	21.77	33.32	11.91	11.02	7.47	14.51	100.00
	1000 to 2000	22.29	36.09	15.01	10.73	5.20	10.67	100.00
	2000 to 5000	21.64	38.56	12.88	11.17	5.44	10.30	100.00
	5000 to 10000	18.94	31.64	14.45	14.07	7.66	13.24	100.00
	10000 to 20000	23.53	32.00	17.34	14.74	3.30	9.09	100.00
Individuals living or having some difficulties using their part of the body	Above 20000	22.70	36.10	10.26	11.96	9.50	9.49	100.00
	No difficulty	22.31	35.30	12.82	10.02	5.75	13.80	100.00
	Some difficulties	20.56	32.75	13.17	14.33	8.34	10.84	100.00

**TABLE UPT4: Proportion Of Individuals' Perception Of Fixed Internet Speed (Of Primary Service Provider) By Level Of Satisfaction – Sex, Disability, Age Groups, Income**

		How satisfied are you with internet speed with your Primary Fixed internet service provider					
		Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Not applicable
<b>Total</b>		<b>5.33</b>	<b>8.27</b>	<b>2.55</b>	<b>1.86</b>	<b>1.39</b>	<b>80.59</b>
Region	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	9.20	9.79	2.83	1.26	4.07	72.85
	Lubombo	3.85	12.45	3.47	3.17	2.56	74.51
Residence status	Urban	7.63	9.95	3.32	2.06	0.88	76.16
	Rural	3.95	7.26	2.09	1.74	1.70	83.26
Sex	Male	5.74	8.71	1.88	1.87	1.45	80.35
	Female	4.99	7.91	3.12	1.86	1.34	80.79
Age groups	10 to 19 years	4.90	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	11.20	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	0.00	60.45
	70 to 79 years	0.00	8.59	0.00	0.00	0.00	91.41
	80 years and above	15.09	0.00	0.00	0.00	0.00	84.91
Income	less than 1000	5.76	7.47	2.23	1.74	1.36	81.44
	1000 to 2000	2.61	5.55	2.13	1.32	0.69	87.70
	2000 to 5000	3.97	8.02	1.87	0.81	1.40	83.94
	5000 to 10000	7.65	8.74	2.46	3.79	2.48	74.88
	10000 to 20000	7.34	12.90	6.67	2.51	0.00	70.58
	Above 20000	5.46	30.32	7.12	7.51	5.73	43.86
Individuals living or having some difficulties using their part of the body	No difficulty	5.34	8.90	2.39	1.66	1.28	80.43
	Some difficulties	5.32	7.09	2.86	2.24	1.60	80.89

**Table UPT5: Proportion of Individuals' perception of customer complaints handling procedure (by primary service provider) of mobile internet services by level of satisfaction – Sex, disability, Age groups, income**

		UPT5. How satisfied are you with customer complaints handling procedure of your Primary Mobile internet service provider					
		Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Not applicable
<b>Total</b>		<b>17.62</b>	<b>19.75</b>	<b>5.86</b>	<b>2.45</b>	<b>3.36</b>	<b>50.96</b>
Region	Hhohho	11.50	21.10	7.53	2.33	4.50	53.05
	Manzini	20.89	15.58	4.29	2.57	2.81	53.86
	Shiselweni	17.59	25.20	5.78	2.80	2.45	46.17
	Lubombo	22.28	23.25	6.50	2.06	3.14	42.76
Residence status	Urban	17.80	17.67	5.59	3.00	3.64	52.30
	Rural	17.52	21.01	6.02	2.11	3.19	50.15
Sex	Male	18.81	19.18	5.73	2.01	3.57	50.69
	Female	16.62	20.24	5.96	2.81	3.18	51.18
Age groups	10 to 19 years	14.65	17.16	4.88	1.77	1.65	59.89
	20 to 29 years	17.44	20.63	6.07	2.87	3.04	49.97
	30 to 39 years	18.27	19.35	6.06	2.13	5.39	48.81
	40 to 49 years	20.71	24.28	6.62	3.17	3.64	41.58
	50 to 59 years	17.74	18.02	4.62	2.80	4.05	52.76
	60 to 69 years	26.49	15.47	11.26	1.83	0.00	44.95
	70 to 79 years	5.73	6.81	0.00	0.00	0.00	87.45
	80 years and above	15.09	11.86	0.00	0.00	0.00	73.05
income	less than 1000	16.98	18.80	5.02	2.37	3.17	53.65
	1000 to 2000	20.36	25.61	5.61	1.59	2.81	44.03
	2000 to 5000	17.80	20.52	6.40	3.19	3.95	48.15
	5000 to 10000	17.73	18.37	6.46	2.24	3.32	51.88
	10000 to 20000	18.64	16.07	7.86	1.79	3.49	52.16
	Above 20000	14.84	23.31	15.92	5.30	5.78	34.84
Individuals living or having some difficulties using their part of the body	No difficulty	17.33	20.16	5.84	2.09	3.16	51.42
	Some difficulties	18.18	18.99	5.89	3.12	3.74	50.08

**Table UPT6: Proportion of Individuals' perception of customer complaints handling procedure (by primary service provider) of fixed internet services by level of satisfaction – Sex, disability, Age groups, income**

		UPT6. How satisfied are you with customer complaints handling procedure of your Primary Fixed internet service provider					
		Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	Not applicable
<b>Total</b>		<b>3.26</b>	<b>5.24</b>	<b>1.82</b>	<b>0.41</b>	<b>0.93</b>	<b>88.34</b>
Region	Hhohho	1.09	4.62	1.47	0.35	1.01	91.46
	Manzini	3.73	4.44	2.29	0.44	0.49	88.60
	Shiselweni	7.28	9.03	1.29	0.66	0.72	81.02
	Lubombo	3.18	5.39	1.77	0.22	2.15	87.28
Residence status	Urban	3.87	5.15	2.48	0.32	1.44	86.74
	Rural	2.90	5.29	1.42	0.46	0.63	89.30
Sex	Male	3.72	5.72	1.38	0.41	1.14	87.63
	Female	2.88	4.83	2.19	0.40	0.76	88.94
Age groups	10 to 19 years	2.83	5.79	1.09	0.41	0.35	89.53
	20 to 29 years	2.58	4.75	0.62	0.40	0.48	91.18
	30 to 39 years	3.56	4.86	2.14	0.49	1.19	87.76
	40 to 49 years	3.13	6.95	4.40	0.28	1.83	83.40
	50 to 59 years	4.36	3.84	2.33	0.58	1.53	87.35
	60 to 69 years	12.32	4.76	5.62	0.00	3.78	73.52
	70 to 79 years	0.00	0.00	0.00	0.00	0.00	100.00
	80 years and above	15.09	0.00	0.00	0.00	0.00	84.91
income	less than 1000	3.41	5.44	0.98	0.46	0.74	88.98
	1000 to 2000	1.54	2.78	1.30	0.28	0.00	94.11
	2000 to 5000	2.69	5.15	1.98	0.34	0.37	89.47
	5000 to 10000	4.99	4.41	2.94	0.77	1.99	84.89
	10000 to 20000	3.92	5.52	3.94	0.00	2.79	83.83
	Above 20000	4.70	16.40	14.43	0.00	6.26	58.21
Individuals living or having some difficulties	No difficulty	3.33	5.96	1.75	0.27	0.79	87.90
	Some difficulties	3.13	3.88	1.95	0.66	1.21	89.17

**Table UPT7: Proportion of Individuals' perception of affordability of communication products and services – Sex, disability, Age groups, income**

		UPT7. In general, are communication products and services affordable		
		Yes	No	Not applicable
<b>Total</b>		<b>54.36</b>	<b>29.61</b>	<b>16.03</b>
Region	Hhohho	46.32	36.42	17.26
	Manzini	65.09	21.60	13.31
	Shiselweni	49.84	34.05	16.12
	Lubombo	49.82	30.64	19.54
Residence status	Urban	62.91	28.74	8.34
	Rural	50.97	29.95	19.08
Sex	Male	54.34	29.02	16.64
	Female	54.37	30.08	15.54
Age groups	10 to 19 years	41.17	18.30	40.53
	20 to 29 year	66.64	27.97	5.39
	30 to 39 years	61.51	34.95	3.54
	40 to 49 years	59.12	35.98	4.90
	50 to 59 years	58.41	36.44	5.15
	60 to 69 years	51.81	42.08	6.11
	70 to 79 years	40.81	39.76	19.43
	80 years and above	35.51	37.85	26.64
Income	less than 1000	48.65	28.41	22.94
	1000 to 2000	67.04	28.01	4.95
	2000 to 5000	66.36	31.36	2.28
	5000 to 10000	68.40	30.65	0.95
	10000 to 20000	54.90	43.44	1.66
	Above 20000	51.85	48.15	0.00
Individuals living or having some difficulties using their part of the body	No difficulty	56.38	25.63	17.99
	Some difficulties'	51.42	35.40	13.18

## Cyber-Security and Privacy

### Individual

**CSPI: Proportion of Individuals using any protected internet- ready device – Sex, disability, Age groups, income**

		CSPI. Do you use any protected internet -ready device		Percent
		Yes	No	Total
<b>Total</b>		<b>15.88</b>	<b>84.12</b>	<b>100.00</b>
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
Age groups	10 to 19 years	12.73	87.27	100.00
	20 to 29 year	15.26	84.74	100.00
	30 to 39 years	17.55	82.45	100.00
	40 to 49 years	19.81	80.19	100.00
	50 to 59 years	14.46	85.54	100.00
	60 to 69 years	15.75	84.25	100.00
	70 to 79 years	4.76	95.24	100.00
	80 years and above	28.77	71.23	100.00
income	less than 1000	12.04	87.96	100.00
	1000 to 2000	15.14	84.86	100.00
	2000 to 5000	15.05	84.95	100.00
	5000 to 10000	26.37	73.63	100.00
	10000 to 20000	28.90	71.10	100.00
	Above 20000	46.80	53.20	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	13.49	86.51	100.00
	Some difficultes'	20.36	79.64	100.00

**Table CSP 2&3: Proportion of Individuals using any protected internet- ready device by type of protection– Sex, disability, Age groups, income**

		CSP2. Is the device you use for internet protected with software like firewall		CSP3. Is the device you use for internet protected with a strong password authentication		Percent
		Yes	No	Yes	No	Total
<b>Total</b>		<b>62.18</b>	<b>37.82</b>	<b>77.64</b>	<b>22.36</b>	<b>100.00</b>
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
Age groups	10 to 19 years	50.65	49.35	76.90	23.10	100.00
	20 to 29 year	63.44	36.56	78.68	21.32	100.00
	30 to 39 years	71.45	28.55	78.88	21.12	100.00
	40 to 49 years	56.78	43.22	75.08	24.92	100.00
	50 to 59 years	78.55	21.45	80.23	19.77	100.00
	60 to 69 years	46.31	53.69	66.48	33.52	100.00
	70 to 79 years	100.00	0.00	0.00	100.00	100.00
	80 years and above	0.00	100.00	100.00	0.00	100.00
income	less than 1000	56.70	43.30	75.09	24.91	100.00
	1000 to 2000	55.74	44.26	77.67	22.33	100.00
	2000 to 5000	60.60	39.40	72.33	27.67	100.00
	5000 to 10000	69.43	30.57	78.85	21.15	100.00
	10000 to 20000	71.15	28.85	85.60	14.40	100.00
	Above 20000	81.72	18.28	92.12	7.88	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 difficulty	60.82	39.18	74.49	25.51	100.00



**Table CSP 4 Eswatini, urban and rural areas: Proportion of Individuals who update their protection software by frequency (time) – Sex, disability, Age groups, income**

		CSP4. How often do update the protection software you use				Percent
		Often	Sometimes	Rarely	Never	Total
<b>Total</b>		<b>29.10</b>	<b>32.74</b>	<b>18.20</b>	<b>19.96</b>	<b>100.00</b>
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
Age groups	10 to 19 years	23.87	31.91	20.11	24.11	100.00
	20 to 29 year	31.30	34.42	20.85	13.43	100.00
	30 to 39 years	26.19	33.96	21.41	18.44	100.00
	40 to 49 years	33.97	31.33	10.63	24.06	100.00
	50 to 59 years	35.85	18.53	12.29	33.33	100.00
	60 to 69 years	24.34	27.34	7.75	40.58	100.00
	70 to 79 years	100.00	0.00	0.00	0.00	100.00
80 years and above	0.00	100.00	0.00	0.00	100.00	
income	less than 1000	22.48	35.36	19.33	22.83	100.00
	1000 to 2000	29.13	32.59	19.31	18.97	100.00
	2000 to 5000	23.38	27.45	26.51	22.65	100.00
	5000 to 10000	32.32	34.88	12.75	20.05	100.00
	10000 to 20000	45.06	30.07	10.08	14.78	100.00
	Above 20000	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 difficulty	27.27	29.23	22.08	21.41	100.00

**Table CSP 5 Eswatini, urban and rural areas: Proportion of Individuals who copy/ back up files on external devices or servers – Sex, disability, Age groups, income**

		CSP5. Do you copy / backup files on external devices or servers				Percent
		Often	Sometimes	Rarely	Never	Total
<b>Total</b>		<b>10.13</b>	<b>21.66</b>	<b>10.03</b>	<b>58.18</b>	<b>100.00</b>
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
Age groups	10 to 19 years	8.28	17.23	9.39	65.09	100.00
	20 to 29 year	11.91	25.92	11.58	50.60	100.00
	30 to 39 years	10.63	23.27	8.67	57.43	100.00
	40 to 49 years	10.28	18.22	10.43	61.07	100.00
	50 to 59 years	5.91	19.41	11.28	63.40	100.00
	60 to 69 years	8.97	15.26	5.17	70.60	100.00
	70 to 79 years	0.00	18.41	7.36	74.24	100.00
income	80 years and above	0.00	28.77	0.00	71.23	100.00
	less than 1000	7.64	19.79	9.68	62.90	100.00
	1000 to 2000	8.22	23.97	9.82	57.99	100.00
	2000 to 5000	8.98	20.71	10.81	59.50	100.00
	5000 to 10000	19.63	26.05	13.61	40.72	100.00
	10000 to 20000	21.34	27.92	7.12	43.61	100.00
Individuals living or having some difficulties using their part of the body	Above 20000	24.11	30.43	8.33	37.13	100.00
	No difficulty	9.92	23.07	9.77	57.24	100.00
	Some difficulty	10.51	19.02	10.53	59.93	100.00

**Table CSP 7: Proportion of Individuals who acted after suffering internet incidents by type of action – Sex, disability, Age groups, income**

		CSP7. What action did you take after suffering the internet incident									Percent
		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
<b>Total</b>		<b>7.41</b>	<b>6.71</b>	<b>13.40</b>	<b>6.93</b>	<b>13.51</b>	<b>7.91</b>	<b>1.31</b>	<b>25.30</b>	<b>17.52</b>	<b>100.00</b>
Region	Hhohho	8.58	8.69	16.87	6.13	11.76	5.08	2.14	25.69	15.06	100.00
	Manzini	7.74	5.92	8.48	7.93	18.17	10.70	0.00	20.52	20.53	100.00
	Shiselweni	0.00	0.00	12.23	8.81	5.30	5.81	0.00	46.92	20.92	100.00
	Lubombo	4.91	5.04	20.91	4.67	5.11	10.85	4.67	31.17	12.66	100.00
Residence status	Urban	4.86	6.55	15.78	8.67	12.75	6.50	0.80	25.97	18.11	100.00
	Rural	10.47	6.91	10.53	4.84	14.42	9.60	1.93	24.48	16.81	100.00
Sex	Male	4.48	7.63	12.69	10.99	12.99	7.55	1.80	26.80	15.06	100.00
	Female	10.69	5.68	14.20	2.39	14.09	8.31	0.76	23.61	20.27	100.00
Age groups	10 to 19 years	3.28	13.96	14.97	0.00	17.29	11.14	0.00	7.75	31.61	100.00
	20 to 29 year	9.60	5.01	11.67	11.15	16.44	3.26	2.68	29.17	11.02	100.00
	30 to 39 years	8.12	7.05	17.69	3.78	9.89	16.49	0.00	18.42	18.56	100.00
	40 to 49 years	3.03	2.88	10.87	13.95	12.64	0.00	2.65	44.39	9.59	100.00
	50 to 59 years	17.28	0.00	0.00	0.00	0.00	0.00	0.00	49.92	32.81	100.00
	60 to 69 years	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	100.00
	70 to 79 years	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00
income	less than 1000	4.52	8.47	12.65	4.05	14.18	6.13	1.28	22.83	25.90	100.00
	1000 to 2000	4.27	3.42	3.33	15.41	29.53	5.44	0.00	23.22	15.38	100.00
	2000 to 5000	14.04	2.83	6.21	2.40	3.09	23.41	2.13	34.59	11.30	100.00
	5000 to 10000	6.93	3.13	16.61	19.69	10.06	2.28	0.00	30.83	10.47	100.00
	10000 to 20000	9.05	16.13	31.02	0.00	13.76	4.16	3.63	15.35	6.91	100.00
	Above 20000	15.32	0.00	14.34	0.00	19.15	0.00	0.00	24.27	26.92	100.00
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	100.00
	Some difficulties	9.23	6.14	13.45	8.71	11.46	5.19	3.40	23.07	19.34	100.00

**Table CSP 8: Proportion of Individuals who do not use any protection tools, by reason – Sex, disability, Age groups, income**

		CSP8. 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 1000	8.29	2.86	31.42	33.52	23.91	100.00
	1000 to 2000	8.54	4.15	31.28	37.60	18.43	100.00
	2000 to 5000	8.08	2.99	32.11	35.47	21.36	100.00
	5000 to 10000	8.79	3.82	33.65	29.56	24.18	100.00
	10000 to 20000	10.04	3.35	33.87	32.13	20.61	100.00
	Above 20000	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

**Table HCCI: Proportion of Households that have suffered online child incidents**

		HCCI. Did any child member of your household suffer any incident online?	
		Yes	No
<b>Total</b>		<b>1.34</b>	<b>98.66</b>
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 1000	1.02	98.98
	1000 to 2000	2.44	97.56
	2000 to 5000	0.26	99.74
	5000 to 10000	0.38	99.62
	10000 to 20000	2.59	97.41
	Above 20000	6.81	93.19
Expenditure	less than 1000	0.89	99.11
	1000 to 2000	0.93	99.07
	2000 to 5000	1.46	98.54
	5000 to 10000	0.57	99.43
	10000 to 20000	11.12	88.88
	Above 20000	19.63	80.37

**Table HCC2: 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
<b>Total</b>		<b>48.00</b>	<b>25.92</b>	<b>13.45</b>	<b>12.62</b>
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 1000	46.96	25.79	13.26	13.99
	1000 to 2000	39.12	32.38	13.43	15.08
	2000 to 5000	49.31	28.98	11.35	10.36
	5000 to 10000	49.60	24.44	14.03	11.93
	10000 to 20000	58.20	15.58	11.30	14.91
	Above 20000	39.77	22.36	25.40	12.47
Expenditure	less than 1000	47.40	28.71	11.43	12.47
	1000 to 2000	48.99	26.09	10.39	14.52
	2000 to 5000	48.51	24.70	15.60	11.20
	5000 to 10000	47.50	22.37	13.94	16.19
	10000 to 20000	18.89	41.84	39.27	0.00
	Above 20000	100.00	0.00	0.00	0.00

**Table HCC3: Proportion of Households who took action 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
<b>Total</b>		<b>14.47</b>	<b>11.81</b>	<b>30.44</b>	<b>43.27</b>
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
Income	less than 1000	0.00	28.38	52.64	18.99
	1000 to 2000	17.00	26.88	56.12	0.00
	2000 to 5000	0.00	0.00	0.00	100.00
	5000 to 10000	100.00	0.00	0.00	0.00
	10000 to 20000	0.00	0.00	34.62	65.38
	Above 20000	23.05	0.00	0.00	76.95
Expenditure	less than 1000	18.35	29.03	52.62	0.00
	1000 to 2000	0.00	0.00	100.00	0.00
	2000 to 5000	14.81	14.17	17.34	53.68
	5000 to 10000	100.00	0.00	0.00	0.00
	10000 to 20000	0.00	0.00	0.00	100.00
	Above 20000	0.00	0.00	0.00	100.00

## Postal /Courier/E-Commerce Access and Use by Individuals

**Table EAUI: Proportion of individuals who purchased goods or services online- Sex, disability, Age groups**

		In the last 3 months, did you purchase any goods or services online		Total
		Yes	No	
<b>Total</b>		<b>5.16</b>	<b>94.84</b>	<b>100.00</b>
Region	Hhohho	7.15	92.85	100.00
	Manzini	3.90	96.10	100.00
	Shiselweni	6.37	93.63	100.00
	Lubombo	3.12	96.88	100.00
Residence status	Urban	6.62	93.38	100.00
	Rural	4.28	95.72	100.00
Sex	Male	4.40	95.60	100.00
	Female	5.80	94.20	100.00
Age groups	10 to 19 years	1.85	98.15	100.00
	20 to 29 years	5.84	94.16	100.00
	30 to 39 years	5.69	94.31	100.00
	40 to 49 years	9.15	90.85	100.00
	50 to 59 years	1.53	98.47	100.00
	60 to 69 years	7.40	92.60	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	3.02	96.98	100.00
	1000 to 2000	3.30	96.70	100.00
	2000 to 5000	7.06	92.94	100.00
	5000 to 10000	9.62	90.38	100.00
	10000 to 20000	6.45	93.55	100.00
	Above 20000	32.80	67.20	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	4.43	95.57	100.00
	Some difficulties	6.52	93.48	100.00



**Table EAU3: Proportion of individuals who purchased goods or services online, by type of payment channel - Sex, disability, Age groups**

		EAU3. In the last 3 months, which payment channel did you mainly use when purchasing goods/ or services online						Percent
		Credit card online	Debit card or electronic bank transfer online	Online payment service (e.g. PayPal, Google checkout)	Prepaid gift card or online voucher	Points from rewards or redemption program	Other (specify)	Total
<b>Total</b>		<b>17.00</b>	<b>42.67</b>	<b>12.32</b>	<b>3.26</b>	<b>1.21</b>	<b>23.54</b>	<b>100.00</b>
Region	Hhohho	13.05	43.49	15.66	4.73	0.00	23.06	100.00
	Manzini	34.13	41.83	6.00	0.00	2.30	15.74	100.00
	Shiselweni	5.36	36.60	14.11	3.89	0.00	40.04	100.00
	Lubombo	0.00	52.46	13.61	5.77	5.77	22.39	100.00
Residence status	Urban	21.83	55.94	11.98	0.00	1.43	8.81	100.00
	Rural	12.48	30.29	12.64	6.31	0.99	37.29	100.00
Sex	Male	20.12	42.23	19.43	1.31	1.31	15.60	100.00
	Female	15.00	42.96	7.78	4.51	1.13	28.61	100.00
Age groups	10 to 19 years	34.46	19.89	0.00	16.28	0.00	29.37	100.00
	20 to 29 year	7.50	34.93	16.63	5.57	3.40	31.97	100.00
	30 to 39 years	11.59	48.96	18.15	0.00	0.00	21.30	100.00
	40 to 49 years	27.12	50.21	6.26	0.00	0.00	16.40	100.00
	50 to 59 years	0.00	100.00	0.00	0.00	0.00	0.00	100.00
	60 to 69 years	56.30	43.70	0.00	0.00	0.00	0.00	100.00
	70 to 79 years	0.00	0.00	0.00	0.00	0.00	0.00	100.00
	80 years and above	0.00	0.00	0.00	0.00	0.00	0.00	100.00
income	less than 1000	11.64	41.52	6.50	7.97	1.61	30.77	100.00
	1000 to 2000	7.13	16.56	11.39	0.00	0.00	64.91	100.00
	2000 to 5000	22.01	39.82	10.33	2.94	2.79	22.11	100.00
	5000 to 10000	29.58	42.94	8.66	0.00	0.00	18.82	100.00
	10000 to 20000	0.00	66.39	23.55	0.00	0.00	10.07	100.00
	Above 20000	21.30	50.51	28.19	0.00	0.00	0.00	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	11.82	45.27	12.70	2.21	2.15	25.85	100.00
	Some difficulties	23.61	39.36	11.84	4.60	0.00	20.59	100.00

**Table EAU4: Proportion of individuals who purchase goods or services online, by method of delivery Sex, disability, Age groups**

		EAU4. In the last 3 months, what method of delivery was used for the goods and/ or services purchased online			Percent
		Delivery directly to the buyer using regular postal services or other delivery forms	Picked up from point of sale or service point	Online/ electronic delivery by downloading from a website or through an application, software, or other devices.	Total
<b>Total</b>		<b>34.16</b>	<b>56.13</b>	<b>9.70</b>	<b>100.00</b>
Region	Hhohho	39.22	45.11	15.67	100.00
	Manzini	34.04	64.28	1.68	100.00
	Shiselweni	23.87	69.04	7.09	100.00
	Lubombo	27.78	60.69	11.53	100.00
Residence status	Urban	38.03	51.47	10.49	100.00
	Rural	30.55	60.48	8.97	100.00
Sex	Male	35.12	49.37	15.51	100.00
	Female	33.55	60.46	5.99	100.00
Age groups	10 to 19 years	49.83	42.27	7.91	100.00
	20 to 29 year	28.39	61.29	10.32	100.00
	30 to 39 years	35.41	61.33	3.26	100.00
	40 to 49 years	30.38	55.31	14.31	100.00
	50 to 59 years	45.33	0.00	54.67	100.00
	60 to 69 years	80.72	19.28	0.00	100.00
	70 to 79 years	0.00	0.00	0.00	100.00
	80 years and above	0.00	0.00	0.00	100.00
income	less than 1000	32.80	52.54	14.67	100.00
	1000 to 2000	15.38	84.62	0.00	100.00
	2000 to 5000	25.48	67.53	6.99	100.00
	5000 to 10000	45.98	47.39	6.62	100.00
	10000 to 20000	27.65	54.56	17.80	100.00
	Above 20000	53.98	39.18	6.84	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	29.60	57.86	12.54	100.00
	Some difficulties	39.99	53.93	6.08	100.00

**Table EAU5: Proportion of individuals who do not purchase goods or services online, by reason (past 3 months) - Sex, disability, Age groups**

		EAU5.What was your main reason for not purchasing goods and/ or services online in the last 3 months?						
		Not interested	Prefer to shop in person	Security concerns	Privacy concerns	Trust concerns	Lack of confidence, knowledge or skills	Other specify
<b>Total</b>		<b>26.09</b>	<b>25.24</b>	<b>2.22</b>	<b>0.59</b>	<b>15.54</b>	<b>17.15</b>	<b>13.17</b>
Region	Hhohho	31.96	15.43	2.92	0.12	14.80	23.88	10.89
	Manzini	15.54	32.92	1.58	1.30	16.90	14.23	17.54
	Shiselweni	30.49	23.90	2.59	0.19	14.65	17.30	10.89
	Lubombo	38.32	26.44	2.17	0.00	14.23	10.66	8.18
Residence status	Urban	23.46	28.63	1.96	1.15	19.15	11.83	13.81
	Rural	27.64	23.25	2.37	0.26	13.42	20.27	12.79
Sex	Male	28.23	25.76	2.47	0.71	14.25	18.08	10.51
	Female	24.27	24.79	2.01	0.49	16.65	16.35	15.44
Age groups	10 to 19 years	27.71	19.76	1.48	0.51	11.54	24.40	14.60
	20 to 29 year	25.50	27.18	1.76	0.34	18.12	15.37	11.74
	30 to 39 years	28.56	22.97	3.41	0.62	16.99	13.43	14.01
	40 to 49 years	22.83	27.94	1.90	1.58	17.29	14.16	14.31
	50 to 59 years	26.38	32.33	2.23	0.00	10.34	20.30	8.42
	60 to 69 years	15.84	33.01	7.03	0.00	12.17	19.44	12.50
	70 to 79 years	6.34	48.08	0.00	0.00	0.00	21.44	24.14
	80 years and above	11.86	78.94	0.00	0.00	0.00	9.20	0.00
income	less than 1000	26.32	24.63	2.00	0.63	12.58	20.10	13.75
	1000 to 2000	25.93	23.93	1.36	0.00	16.48	19.30	12.99
	2000 to 5000	27.47	25.70	2.59	0.61	19.85	12.65	11.14
	5000 to 10000	22.04	27.25	4.41	0.85	20.62	11.75	13.07
	10000 to 20000	25.04	26.82	1.98	1.01	24.27	9.26	11.62
	Above 20000	28.47	35.40	2.06	0.00	4.51	5.31	24.26
Individuals living or having some difficulties using their part of the body	No difficulty	26.64	27.86	2.38	0.62	14.98	15.41	12.10
	Some difficulties	25.04	20.20	1.91	0.53	16.62	20.49	15.21

**Table EAU7: Proportion of individuals who purchased goods or services online (past 12 months)- Sex, disability, Age groups**

		EAU7. In the last 12 months, did you buy goods and/ or services online?		Percent
		Yes	No	
<b>Total</b>		<b>6.45</b>	<b>93.55</b>	<b>100</b>
Region	Hhohho	8.95	91.05	100
	Manzini	5.08	94.92	100
	Shiselweni	7.32	92.68	100
	Lubombo	3.89	96.11	100
Residence status	Urban	7.56	92.44	100
	Rural	5.78	94.22	100
Sex	Male	5.29	94.71	100
	Female	7.42	92.58	100
Age groups	10 to 19 years	2.41	97.59	100
	20 to 29 year	7.42	92.58	100
	30 to 39 years	7.39	92.61	100
	40 to 49 years	10.18	89.82	100
	50 to 59 years	4.13	95.87	100
	60 to 69 years	5.97	94.03	100
	70 to 79 years	0.00	100.00	100
	80 years and above	0.00	100.00	100
income	less than 1000	4.41	95.59	100
	1000 to 2000	2.86	97.14	100
	2000 to 5000	7.64	92.36	100
	5000 to 10000	11.61	88.39	100
	10000 to 20000	10.10	89.90	100
	Above 20000	37.21	62.79	100
Individuals living or having some difficulties using their part of the body	No difficulty	5.07	94.93	100
	Some difficulties	9.03	90.97	100

**Table EAU8: Percent of individuals buying online by frequency (past 12 months)- Sex, disability, Age groups**

		EAU8. In the last 12 months, how frequently did you buy goods and/ or services online?			
		Once a month	More than once a month	Once a year	Irregularly
<b>Total</b>		<b>28.90</b>	<b>19.21</b>	<b>17.85</b>	<b>34.05</b>
Region	Hhohho	29.90	17.12	20.13	32.85
	Manzini	35.56	24.03	12.37	28.03
	Shiselweni	17.97	24.38	23.08	34.57
	Lubombo	18.58	4.02	16.87	60.53
Residence status	Urban	30.55	22.61	10.23	36.60
	Rural	27.59	16.52	23.84	32.04
Sex	Male	28.85	14.98	15.14	41.02
	Female	28.92	21.74	19.47	29.86
Age groups	10 to 19 years	27.72	10.65	16.84	44.79
	20 to 29 year	20.05	18.03	18.23	43.69
	30 to 39 years	25.73	25.25	24.92	24.10
	40 to 49 years	45.14	21.16	7.89	25.80
	50 to 59 years	20.31	0.00	19.60	60.09
	60 to 69 years	69.75	0.00	30.25	0.00
income	less than 1000	24.23	19.30	21.02	35.45
	1000 to 2000	18.75	24.66	11.08	45.52
	2000 to 5000	29.94	15.69	18.50	35.87
	5000 to 10000	41.30	12.66	15.71	30.33
	10000 to 20000	22.68	26.17	15.63	35.52
	Above 20000	35.44	25.36	14.08	25.13
Individuals living or having some difficulties using their part of the body	No difficulty	25.80	15.95	13.51	44.74
	Some difficulties	32.17	22.64	22.42	22.77

**Table EAU9: Proportion of online shoppers using either foreign or local platforms - Sex, disability, Age groups**

		EAU9. If you sometimes purchase online, where are the online shops from which you mostly purchase		
		Locally	Foreign	Not applicable
<b>Total</b>		<b>2.76</b>	<b>5.00</b>	<b>92.24</b>
Region	Hhohho	3.89	6.16	89.95
	Manzini	1.79	4.77	93.44
	Shiselweni	3.97	4.84	91.20
	Lubombo	1.84	3.18	94.97
Residence status	Urban	2.46	6.77	90.77
	Rural	2.94	3.93	93.13
Sex	Male	1.69	4.67	93.63
	Female	3.67	5.27	91.07
Age groups	0 to 9 years	0.00	0.00	100.00
	10 to 19 years	2.11	0.86	97.03
	20 to 29 year	4.05	5.15	90.80
	30 to 39 years	2.09	6.74	91.17
	40 to 49 years	3.13	8.82	88.06
	50 to 59 years	0.84	3.29	95.87
	60 to 69 years	1.43	5.97	92.60
	70 to 79 years	0.00	0.00	100.00
	80 years and above	0.00	0.00	100.00
income	less than 1000	2.65	2.76	94.59
	1000 to 2000	1.67	2.53	95.79
	2000 to 5000	4.73	4.84	90.44
	5000 to 10000	1.03	12.38	86.59
	10000 to 20000	1.14	10.34	88.52
	Above 20000	6.06	32.71	61.23
Individuals living or having some difficulties using their part of the body	No difficulty	2.56	3.95	93.49
	Some difficultes'	3.14	6.97	89.89

**Table EAU10: Proportion of online shoppers by store location (in-country/out of country)  
- Sex, disability, Age groups**

		EAU10. If you ever purchased online, where was the store located		
		In-country	Out of the country	Not applicable
<b>Total</b>		<b>2.97</b>	<b>5.00</b>	<b>92.03</b>
Region	Hhohho	4.37	5.80	89.83
	Manzini	2.13	4.77	93.10
	Shiselweni	3.73	5.02	91.24
	Lubombo	1.48	3.83	94.69
Residence status	Urban	2.68	7.12	90.20
	Rural	3.14	3.72	93.14
Sex	Male	2.07	4.69	93.24
	Female	3.73	5.26	91.02
Age groups	10 to 19 years	2.45	0.35	97.19
	20 to 29 years	4.02	5.08	90.90
	30 to 39 years	2.72	6.42	90.86
	40 to 49 years	3.04	10.29	86.66
	50 to 59 years	0.84	3.29	95.87
	60 to 69 years	1.43	5.97	92.60
	70 to 79 years	0.00	0.00	100.00
	80 years and above	0.00	0.00	100.00
income	less than 1000	2.85	2.51	94.64
	1000 to 2000	2.06	2.14	95.79
	2000 to 5000	4.43	5.27	90.30
	5000 to 10000	1.65	13.14	85.21
	10000 to 20000	1.14	11.29	87.58
	Above 20000	8.90	31.88	59.22
Individuals living or having some difficulties using their part of the body	No difficulty	2.76	3.92	93.32
	Some difficulties	3.37	7.02	89.61

**Table EAUI I: Percent Distribution of online purchase expenditure by store location in-country/out of country - Sex, disability, Age groups**

		EAUI I. If you sometimes purchase online, where does the larger part of your online expenditure go			Percent
		Locally	Externally	Not applicable	Total
<b>Total</b>		<b>3.30</b>	<b>4.58</b>	<b>92.12</b>	<b>100.00</b>
Region	Hhohho	4.40	5.89	89.71	100.00
	Manzini	2.60	4.11	93.29	100.00
	Shiselweni	3.97	4.56	91.47	100.00
	Lubombo	2.20	3.00	94.79	100.00
Residence status	Urban	3.39	6.19	90.42	100.00
	Rural	3.25	3.61	93.14	100.00
Sex	Male	2.30	4.37	93.33	100.00
	Female	4.15	4.76	91.09	100.00
Age groups	10 to 19 years	2.45	0.35	97.19	100.00
	20 to 29 year	4.58	4.38	91.04	100.00
	30 to 39 years	2.84	6.30	90.86	100.00
	40 to 49 years	3.92	9.13	86.95	100.00
	50 to 59 years	0.84	3.29	95.87	100.00
	60 to 69 years	1.43	5.97	92.60	100.00
	70 to 79 years	0.00	0.00	100.00	100.00
	80 years and above	0.00	0.00	100.00	100.00
income	less than 1000	3.05	2.28	94.66	100.00
	1000 to 2000	2.30	1.63	96.07	100.00
	2000 to 5000	4.73	4.97	90.30	100.00
	5000 to 10000	2.28	12.50	85.21	100.00
	10000 to 20000	2.56	9.86	87.58	100.00
	Above 20000	8.90	29.87	61.23	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	3.11	3.50	93.39	100.00
	Some difficulties'	3.66	6.62	89.72	100.00



**Table EAU13: Proportion of individuals who purchased goods or services online, by reason - Sex, disability, Age groups**

		What is the main reason for using online purchasing					Total
		Affordable	Convenient	Trustworthy	Product only available online	Not applicable	
<b>Total</b>		<b>2.63</b>	<b>1.88</b>	<b>0.54</b>	<b>3.36</b>	<b>91.59</b>	<b>100.00</b>
Region	Hhohho	2.06	3.69	0.33	4.34	89.58	100.00
	Manzini	2.92	1.29	0.49	2.49	92.81	100.00
	Shiselweni	3.80	0.61	0.81	4.20	90.59	100.00
	Lubombo	2.07	0.65	0.87	2.85	93.56	100.00
Residence status	Urban	3.30	2.32	0.58	3.64	90.17	100.00
	Rural	2.23	1.62	0.51	3.20	92.44	100.00
Sex	Male	2.91	1.54	0.51	2.08	92.97	100.00
	Female	2.39	2.18	0.56	4.45	90.42	100.00
Age groups	10 to 19 years	0.69	0.92	0.33	1.42	96.64	100.00
	20 to 29 year	2.97	1.98	0.33	4.32	90.40	100.00
	30 to 39 years	2.93	2.08	0.42	3.90	90.67	100.00
	40 to 49 years	5.08	2.63	1.77	4.47	86.04	100.00
	50 to 59 years	0.00	3.32	0.00	1.39	95.29	100.00
	60 to 69 years	5.59	0.00	0.00	1.81	92.60	100.00
	70 to 79 years	0.00	0.00	0.00	0.00	100.00	100.00
	80 years and above	0.00	0.00	0.00	0.00	100.00	100.00
income	less than 1000	1.89	1.24	0.26	2.46	94.15	100.00
	1000 to 2000	1.80	0.00	0.55	2.69	94.97	100.00
	2000 to 5000	2.15	3.43	1.09	3.36	89.97	100.00
	5000 to 10000	4.61	1.93	1.02	7.60	84.84	100.00
	10000 to 20000	6.63	3.21	0.84	2.40	86.91	100.00
	Above 20000	10.64	11.15	0.00	16.98	61.23	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	2.62	1.43	0.37	2.61	92.97	100.00
	Some difficulties	2.65	2.73	0.85	4.78	88.99	100.00

**Table EAU16: Proportion of individuals who purchased goods or services online, by method of delivery - Sex, disability, Age groups**

		EAU16. What method of delivery do you usually use for the goods and/or services you purchase online?					
		Delivery directly to the buyer using regular postal services	Delivery directly to the buyer using courier services or other delivery forms	Picked up from point of sale or service point	Online / electronic delivery by downloading from a website or through an application, software or other devices	Delivery at work address	Not applicable
<b>Total</b>		<b>1.39</b>	<b>1.48</b>	<b>3.58</b>	<b>0.43</b>	<b>0.84</b>	<b>92.28</b>
Region	Hhohho	1.50	2.52	4.33	0.89	0.83	89.93
	Manzini	1.38	1.21	2.69	0.08	0.94	93.70
	Shiselweni	0.84	0.93	5.47	0.45	0.90	91.40
	Lubombo	1.64	0.43	2.66	0.36	0.54	94.37
Residence status	Urban	2.08	1.61	3.87	0.63	1.12	90.70
	Rural	0.97	1.41	3.40	0.32	0.67	93.23
Sex	Male	1.37	1.28	2.57	0.63	0.86	93.29
	Female	1.40	1.65	4.43	0.27	0.82	91.43
Age groups	10 to 19 years	0.11	0.15	1.84	0.15	0.24	97.51
	20 to 29 year	1.67	1.44	4.04	0.63	1.27	90.95
	30 to 39 years	1.39	2.21	4.06	0.19	0.92	91.24
	40 to 49 years	2.65	2.07	6.41	0.79	1.15	86.94
	50 to 59 years	0.81	2.48	0.00	0.84	0.00	95.87
	60 to 69 years	4.17	1.81	0.00	0.00	0.00	94.03
	70 to 79 years	0.00	0.00	0.00	0.00	0.00	100.00
	80 years and above	0.00	0.00	0.00	0.00	0.00	100.00
income	less than 1000	0.79	0.51	2.51	0.33	0.94	94.92
	1000 to 2000	0.45	1.14	2.61	0.00	0.19	95.61
	2000 to 5000	1.59	1.55	4.99	0.49	0.72	90.66
	5000 to 10000	4.34	4.28	4.79	1.05	0.33	85.21
	10000 to 20000	2.26	2.55	5.40	0.49	0.94	88.36
	Above 20000	5.83	13.89	14.24	2.24	4.58	59.22
Individuals living or having some difficulties	No difficulty	1.17	0.88	2.97	0.57	0.88	93.54
	Some difficulties'	1.79	2.62	4.73	0.18	0.77	89.91

**Table EAU17: Proportion of individuals who did not purchase goods or services online, by type of reason - Sex, disability, Age groups**

		EAU17.What is the main reason for not purchasing goods and/ or services online								
		Not interested	Prefer to shop in person	Security concerns	Privacy concerns	Technical concerns	Trust concerns	Lack of confidence, knowledge, or skills	Expensive	Other specify
<b>Total</b>		<b>28.04</b>	<b>20.22</b>	<b>1.09</b>	<b>0.24</b>	<b>0.59</b>	<b>8.42</b>	<b>18.68</b>	<b>4.86</b>	<b>17.87</b>
Region	Hhohho	36.66	12.26	1.47	0.07	0.00	7.98	26.78	5.16	9.62
	Manzini	12.84	26.94	0.89	0.43	0.33	10.51	16.98	4.51	26.57
	Shiselweni	34.32	17.48	1.22	0.31	1.41	7.44	18.23	3.45	16.15
	Lubombo	39.25	21.84	0.76	0.08	1.27	5.79	9.62	6.40	14.98
Residence status	Urban	22.65	25.28	1.39	0.47	0.66	13.15	13.19	4.75	18.48
	Rural	30.09	18.29	0.98	0.15	0.56	6.61	20.77	4.91	17.64
Sex	Male	28.11	20.40	1.14	0.32	0.50	8.43	18.92	4.57	17.60
	Female	27.98	20.07	1.05	0.18	0.66	8.40	18.47	5.10	18.09
Age groups	10 to 19 years	27.03	15.39	0.43	0.24	1.18	5.41	21.64	5.17	23.51
	20 to 29 year	23.51	25.35	1.28	0.40	0.41	12.19	15.47	4.78	16.61
	30 to 39 years	28.95	19.86	2.08	0.23	0.49	12.45	15.47	4.71	15.77
	40 to 49 years	25.19	23.53	1.57	0.26	0.21	10.62	17.56	6.53	14.54
	50 to 59 years	34.99	22.65	0.81	0.00	0.30	7.41	18.73	3.95	11.17
	60 to 69 years	37.56	19.83	1.30	0.00	0.00	2.02	22.50	2.63	14.16
	70 to 79 years	32.11	16.80	0.00	0.00	0.42	1.08	24.66	2.83	22.11
	80 years and above	32.81	20.29	0.00	0.68	0.00	1.64	20.60	5.59	18.38
income	less than 1000	28.22	18.93	0.96	0.14	0.72	5.96	20.99	5.48	18.61
	1000 to 2000	29.43	24.36	0.66	0.17	0.48	8.79	16.25	4.19	15.66
	2000 to 5000	29.16	20.91	1.75	0.50	0.39	14.50	13.68	3.95	15.16
	5000 to 10000	23.58	20.05	1.50	0.98	0.00	18.56	14.17	2.85	18.32
	10000 to 20000	21.52	27.05	1.91	0.39	0.00	19.06	8.51	1.07	20.49
	Above 20000	25.90	35.02	2.20	0.00	0.00	7.63	5.67	4.52	19.07
Individuals living or having some difficulties using their part of the body	No difficulty	26.41	23.61	1.23	0.31	0.52	8.78	16.14	4.58	18.40
	Some difficulties	30.43	15.23	0.88	0.14	0.68	7.89	22.39	5.27	17.09

## Use of Post Offices and Postal Agencies

### Households

**Table HCPI: Proportion of households have a post office by area of residence and region by income**

		Does your household own a post office box?	
		Yes	No
<b>Total</b>		<b>18.53</b>	<b>81.47</b>
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 1000	9.10	90.90
	1000 to 2000	10.14	89.86
	2000 to 5000	14.80	85.20
	5000 to 10000	24.93	75.07
	10000 to 20000	35.14	64.86
	Above 20000	53.10	46.90
Expenditure	less than 1000	7.05	92.95
	1000 to 2000	11.63	88.37
	2000 to 5000	22.93	77.07
	5000 to 10000	40.41	59.59
	10000 to 20000	44.45	55.55
	Above 20000	100.00	0.00

**Table HCP2: Proportion of households with Access to postal services**

		Does your household have access to postal services?	
		Yes	No
<b>Total</b>		<b>48.29</b>	<b>51.71</b>
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 1000	35.89	64.11
	1000 to 2000	39.74	60.26
	2000 to 5000	42.50	57.50
	5000 to 10000	59.88	40.12
	10000 to 20000	71.41	28.59
	Above 20000	80.04	19.96
Expenditure	less than 1000	33.66	66.34
	1000 to 2000	41.89	58.11
	2000 to 5000	55.40	44.60
	5000 to 10000	66.77	33.23
	10000 to 20000	92.53	7.47
	Above 20000	100.00	0.00

**Table HCP3: 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
<b>Total</b>		<b>10.51</b>	<b>7.99</b>	<b>15.94</b>	<b>17.96</b>	<b>47.61</b>
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 1000	8.58	5.22	11.53	16.78	57.90
	1000 to 2000	7.71	7.47	14.48	19.35	50.99
	2000 to 5000	7.02	5.02	21.90	20.26	45.81
	5000 to 10000	14.80	11.01	15.75	16.98	41.46
	10000 to 20000	17.96	14.60	15.22	12.55	39.67
	Above 20000	17.15	16.55	11.97	22.51	31.82
Expenditure	less than 1000	8.86	6.54	11.75	13.03	59.81
	1000 to 2000	7.38	5.09	17.21	19.89	50.43
	2000 to 5000	11.72	8.82	18.18	21.07	40.21
	5000 to 10000	14.66	14.00	18.70	16.88	35.76
	10000 to 20000	13.45	10.04	15.59	24.31	36.62
	Above 20000	38.88	0.00	0.00	21.20	39.92

**Table HCP4A: Minutes it takes to go to the nearest post office Proportion of households with Minutes it takes to go to the nearest post office when walking (in minutes)**

		Distance to nearest Post Office			
		Less than 30	30 to 59	60 to 90	Over 90
<b>Total</b>		<b>31.08</b>	<b>11.90</b>	<b>18.63</b>	<b>38.39</b>
Region	Hhohho	32.69	12.40	18.20	36.71
	Manzini	30.35	14.41	20.29	34.95
	Shiselweni	18.80	7.66	18.88	54.66
	Lubombo	38.34	8.20	15.45	38.01
Residence	Urban	55.47	17.92	18.04	8.58
	Rural	18.95	8.91	18.92	53.22
Income	less than 1000	21.30	9.04	17.36	52.31
	1000 to 2000	25.23	13.18	17.59	44.00
	2000 to 5000	32.41	11.70	20.65	35.23
	5000 to 10000	36.94	13.88	17.45	31.73
	10000 to 20000	41.30	15.26	19.16	24.27
	Above 20000	48.87	11.65	19.33	20.15
Expenditure	less than 1000	23.67	9.58	14.53	52.23
	1000 to 2000	30.80	10.40	22.14	36.66
	2000 to 5000	32.73	13.83	20.87	32.57
	5000 to 10000	44.35	15.31	16.30	24.05
	10000 to 20000	46.27	4.42	21.07	28.23
	Above 20000	38.88	21.20	19.63	20.28

**Table HCP4B: Proportion of households with Distance by transport to the nearest post office by transport (in minutes) by region and area**

		Distance driving to nearest Post Office			
		Less than 30	30 to 59	60 to 90	Over 90
<b>Total</b>		<b>84.84</b>	<b>7.20</b>	<b>6.36</b>	<b>1.60</b>
Region	Hhohho	88.92	1.83	7.36	1.90
	Manzini	84.09	8.97	5.98	0.96
	Shiselweni	74.78	14.17	7.40	3.65
	Lubombo	86.01	8.23	4.66	1.10
Residence	Urban	96.51	1.99	1.50	0.00
	Rural	79.03	9.79	8.78	2.40
Income	less than 1000	76.65	10.16	9.59	3.61
	1000 to 2000	80.97	9.48	8.46	1.10
	2000 to 5000	84.77	7.86	6.26	1.11
	5000 to 10000	91.28	4.69	3.69	0.34
	10000 to 20000	94.74	2.74	1.85	0.67
	Above 20000	96.11	0.00	2.89	1.00
Expenditure	less than 1000	73.29	11.31	11.85	3.55
	1000 to 2000	86.06	7.73	5.10	1.11
	2000 to 5000	90.16	5.34	3.86	0.64
	5000 to 10000	95.10	2.44	1.94	0.52
	10000 to 20000	95.90	0.00	4.10	0.00
	Above 20000	100.00	0.00	0.00	0.00



**Table PAUI: Proportion of individuals who use postal services, - Sex, disability, Age groups**

		PAUI. Do you use postal services	
		Yes	No
<b>Total</b>		<b>12.75</b>	<b>87.25</b>
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 1000	6.27	93.73
	1000 to 2000	11.75	88.25
	2000 to 5000	20.52	79.48
	5000 to 10000	39.08	60.92
	10000 to 20000	53.88	46.12
	Above 20000	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

**TablePAU2: Proportion of individuals who do not use postal services, by reason - Sex, disability, Age groups**

		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
<b>Total</b>		<b>3.50</b>	<b>59.22</b>	<b>7.78</b>	<b>12.56</b>	<b>16.93</b>
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
Age groups	10 to 19 years	3.01	57.79	8.89	8.54	21.77
	20 to 29 year	2.38	61.42	7.02	14.57	14.61
	30 to 39 years	3.17	62.58	6.16	16.92	11.16
	40 to 49 years	6.04	59.11	5.49	15.33	14.03
	50 to 59 years	4.39	53.54	9.21	15.15	17.71
	60 to 69 years	4.34	62.44	8.07	11.68	13.48
	70 to 79 years	5.72	53.96	9.70	7.79	22.82
	80 years and above	3.81	51.41	15.02	6.02	23.75
income	less than 1000	3.32	59.27	8.85	10.63	17.93
	1000 to 2000	4.14	61.57	5.27	11.71	17.32
	2000 to 5000	3.67	61.03	5.17	18.19	11.94
	5000 to 10000	4.52	54.02	7.28	19.91	14.27
	10000 to 20000	3.06	43.33	2.63	35.90	15.08
	Above 20000	4.60	48.77	0.00	31.46	15.17
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

**Table PAU3: Proportion of individuals who use postal services, by frequency - Sex, disability, Age groups**

		How often do you use postal services				Percent
		Daily	Weekly	Monthly	Irregularly	Total
<b>Total</b>		<b>0.78</b>	<b>2.90</b>	<b>30.97</b>	<b>65.34</b>	<b>100.00</b>
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 1000	0.00	1.91	31.01	67.08	100.00
	1000 to 2000	0.00	2.70	24.61	72.69	100.00
	2000 to 5000	0.90	1.81	26.09	71.19	100.00
	5000 to 10000	1.98	3.70	36.16	58.16	100.00
	10000 to 20000	1.92	4.18	35.42	58.48	100.00
	Above 20000	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

**Table PAU 6: Proportion of individuals by main mode of formal communication, Sex, disability, Age groups**

		Which mode of communication do you mainly use for formal communication				
		Traditional mail	Electronic mail	Voice communication	Instant messaging platform	Other
<b>Total</b>		<b>15.33</b>	<b>9.38</b>	<b>60.54</b>	<b>4.67</b>	<b>10.08</b>
Region	Hhohho	15.33	13.46	53.07	5.61	12.54
	Manzini	13.56	9.03	62.18	4.36	10.87
	Shiselweni	13.23	5.01	68.94	5.60	7.22
	Lubombo	20.97	7.46	61.62	2.85	7.10
Residence status	Urban	16.20	16.81	54.98	4.38	7.63
	Rural	14.99	6.43	62.74	4.78	11.06
Sex	Male	16.06	9.69	59.84	3.61	10.81
	Female	14.75	9.12	61.11	5.52	9.50
Age group	10 to 19 years	16.58	3.40	51.73	6.31	21.98
	20 to 29 year	17.42	16.01	56.83	5.84	3.91
	30 to 39 years	16.91	14.61	58.34	4.15	5.99
	40 to 49 years	11.32	13.10	69.79	2.98	2.80
	50 to 59 years	11.61	5.69	73.89	4.44	4.37
	60 to 69 years	10.90	3.81	76.76	1.41	7.12
	70 to 79 years	14.01	0.34	70.58	1.23	13.84
	80 years and above	16.26	1.29	69.49	0.00	12.96
income	less than 1000	16.00	5.63	60.14	4.82	13.43
	1000 to 2000	16.06	7.92	67.72	4.17	4.13
	2000 to 5000	17.06	13.79	60.66	4.41	4.08
	5000 to 10000	6.92	25.77	57.90	6.07	3.34
	10000 to 20000	8.98	32.29	53.42	3.45	1.86
	Above 20000	6.08	46.58	44.76	1.02	1.55
Individuals living or having some difficulties using their part of the body	No difficulty	15.83	9.58	58.68	4.87	11.04
	Some difficulties	14.61	9.08	63.25	4.37	8.69

**Table PAU 7: Proportion of individuals reason for main mode of formal communication - Reason Sex, disability, Age groups**

		Why do you use this mode of communication for formal communication?				
		Convinient	Cheap	Readily available	Trust	Total
<b>Total</b>		<b>35.60</b>	<b>20.66</b>	<b>27.75</b>	<b>15.99</b>	<b>100.00</b>
Region	Hhohho	32.50	23.52	22.64	21.34	100.00
	Manzini	42.92	25.57	18.90	12.62	100.00
	Shiselweni	38.13	11.46	32.70	17.71	100.00
	Lubombo	23.27	14.49	49.76	12.49	100.00
Residence status	Urban	46.08	17.76	25.12	11.04	100.00
	Rural	31.45	21.81	28.79	17.96	100.00
Sex	Male	34.28	20.98	27.68	17.06	100.00
	Female	36.67	20.40	27.80	15.13	100.00
Age group	10 to 19 years	30.91	19.07	29.89	20.13	100.00
	20 to 29 year	38.94	21.63	26.52	12.92	100.00
	30 to 39 years	44.19	17.91	25.35	12.55	100.00
	40 to 49 years	36.29	20.55	28.31	14.84	100.00
	50 to 59 years	32.00	27.84	26.20	13.95	100.00
	60 to 69 years	26.02	22.95	32.09	18.95	100.00
	70 to 79 years	31.60	21.93	27.08	19.39	100.00
	80 years and above	35.24	19.49	23.21	22.06	100.00
income	less than 1000	33.38	21.08	28.70	16.84	100.00
	1000 to 2000	37.71	22.24	24.49	15.56	100.00
	2000 to 5000	38.37	19.08	26.75	15.80	100.00
	5000 to 10000	37.39	20.42	28.53	13.66	100.00
	10000 to 20000	49.12	18.62	23.87	8.39	100.00
	Above 20000	63.19	5.96	24.34	6.51	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	33.80	21.81	28.80	15.59	100.00
	Some difficulties	38.23	18.97	26.21	16.59	100.00

**Table PAU 8: Proportion of individuals' informal/casual by mode of communication – Reason, Sex, disability, Age groups**

		PAU8. Which mode of communication do you use for informal/casual communication				
		Traditional mail	Electronic mail	Voice communication	Instant messaging platform	Other
<b>Total</b>		<b>5.00</b>	<b>0.91</b>	<b>74.05</b>	<b>13.23</b>	<b>6.82</b>
Region	Hhohho	5.90	0.98	65.38	17.98	9.76
	Manzini	2.87	1.20	78.84	11.36	5.73
	Shiselweni	5.60	0.40	74.25	14.63	5.11
	Lubombo	7.36	0.65	78.30	7.89	5.80
Residence status	Urban	2.26	1.46	73.91	18.51	3.86
	Rural	6.09	0.69	74.10	11.13	7.99
Sex	Male	5.21	1.13	74.07	12.50	7.09
	Female	4.84	0.72	74.03	13.81	6.59
Age groups	10 to 19 years	10.49	0.51	59.72	12.04	17.23
	20 to 29 year	1.45	1.11	74.36	20.89	2.19
	30 to 39 years	1.74	0.84	78.28	16.41	2.72
	40 to 49 years	3.05	1.75	81.84	12.13	1.22
	50 to 59 years	2.52	0.68	86.95	7.33	2.51
	60 to 69 years	4.20	1.38	88.64	3.18	2.59
	70 to 79 years	8.21	0.50	83.14	1.21	6.93
	80 years and above	11.56	0.00	79.89	1.50	7.05
income	less than 1000	6.68	0.86	71.51	11.48	9.46
	1000 to 2000	1.58	0.63	83.83	12.27	1.69
	2000 to 5000	2.57	0.11	81.06	14.82	1.44
	5000 to 10000	1.54	1.63	74.87	20.13	1.83
	10000 to 20000	0.36	3.38	66.15	27.75	2.36
	Above 20000	0.00	5.22	60.17	30.32	4.29
Individuals living or having some difficulties using their part of the body	No difficulty	4.84	0.95	72.55	13.33	8.33
	Some difficulties	5.24	0.85	76.23	13.07	4.61

**Table PAU 9: Proportion of individuals' informal/casual by mode of communication – Reason, Sex, disability, Age groups**

		PAU9. Why do you use this mode of communication for informal/ casual communication				
		Convenient	Cheap	Readily available	Trust	Total
<b>Total</b>		<b>29.77</b>	<b>26.79</b>	<b>31.58</b>	<b>11.86</b>	<b>100.00</b>
Region	Hhohho	25.41	28.15	26.65	19.80	100.00
	Manzini	35.62	34.82	22.01	7.54	100.00
	Shiselweni	35.22	18.51	36.70	9.57	100.00
	Lubombo	19.81	15.81	54.61	9.76	100.00
Residence status	Urban	34.88	28.90	30.11	6.11	100.00
	Rural	27.75	25.95	32.16	14.13	100.00
Sex	Male	28.72	26.46	32.28	12.54	100.00
	Female	30.63	27.06	31.01	11.30	100.00
Age groups	10 to 19 years	28.05	22.32	32.79	16.83	100.00
	20 to 29 year	30.21	30.38	30.02	9.39	100.00
	30 to 39 years	32.60	27.15	31.45	8.80	100.00
	40 to 49 years	27.63	28.96	33.45	9.97	100.00
	50 to 59 years	30.37	32.68	29.15	7.80	100.00
	60 to 69 years	27.85	26.03	33.01	13.11	100.00
	70 to 79 years	32.37	24.96	29.26	13.40	100.00
	80 years and above	36.51	17.20	29.13	17.17	100.00
income	less than 1000	29.76	25.36	31.64	13.24	100.00
	1000 to 2000	30.05	33.28	27.94	8.73	100.00
	2000 to 5000	27.90	27.96	33.49	10.65	100.00
	5000 to 10000	27.44	25.59	37.98	9.00	100.00
	10000 to 20000	36.65	30.95	25.52	6.88	100.00
	Above 20000	40.55	24.84	30.06	4.54	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	27.76	27.98	32.35	11.91	100.00
	Some difficulties	32.71	25.05	30.46	11.78	100.00

**Table PAUI0: Proportion of individuals with post office box registered in their name – Reason, Sex, disability, Age groups**

		Do you have a post box office registered in your name		Total
		Yes	No	
<b>Total</b>		<b>3.62</b>	<b>96.38</b>	<b>100.00</b>
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 1000	1.25	98.75	100.00
	1000 to 2000	1.82	98.18	100.00
	2000 to 5000	5.40	94.60	100.00
	5000 to 10000	12.22	87.78	100.00
	10000 to 20000	27.19	72.81	100.00
	Above 20000	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



**Table PAUI2: Proportion of individuals by perception of Post Office’s relevance to Society in the Digital Era – Reason, Sex, disability, Age groups**

		Post Relevance	PAUI2. Do you think the post office is still relevant to society in the digital era		Total
			Yes	No	
<b>Total</b>		<b>28.45</b>	<b>30.11</b>	<b>69.89</b>	<b>100.00</b>
Region	Hhohho	29.00	31.77	68.23	100.00
	Manzini	30.62	31.65	68.35	100.00
	Shiselweni	27.60	29.61	70.39	100.00
	Lubombo	23.85	24.67	75.33	100.00
Residence status	Urban	33.37	34.65	65.35	100.00
	Rural	26.55	28.31	71.69	100.00
Sex	Male	31.01	31.02	68.98	100.00
	Female	29.37	29.37	70.63	100.00
Age groups	10 to 19 years	23.95	23.95	76.05	100.00
	20 to 29 year	25.84	25.84	74.16	100.00
	30 to 39 years	32.64	32.67	67.33	100.00
	40 to 49 years	38.28	38.28	61.72	100.00
	50 to 59 years	35.62	35.62	64.38	100.00
	60 to 69 years	38.46	38.46	61.54	100.00
	70 to 79 years	33.51	33.51	66.49	100.00
	80 years and above	35.83	35.83	64.17	100.00
income	less than 1000	27.94	27.94	72.06	100.00
	1000 to 2000	31.50	31.50	68.50	100.00
	2000 to 5000	31.02	31.02	68.98	100.00
	5000 to 10000	42.14	42.14	57.86	100.00
	10000 to 20000	42.40	42.40	57.60	100.00
	Above 20000	40.27	40.27	59.73	100.00
Individuals living or having some difficulties using their part of the body	No difficulty	23.94	26.30	73.70	100.00
	Some difficulties	35.66	35.66	64.34	100.00



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