



Measuring ICT Access and Use by Household and Individuals Project
Bangladesh Bureau of Statistics (BBS)
Statistics and Informatics Division (SID)
Ministry of Planning

ICT Use and Access by Individuals and Households 2022



Survey on
ICT Use and Access by Individuals
and
Households 2022

PRELIMINARY REPORT

November 2022



Bangladesh Bureau of Statistics (BBS)
Statistics and Informatics Division (SID)
Ministry of Planning

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Cover Design & Composed by

Kabir Uddin Ahmed

Director, Industry and Labour Wing

Syeda Marufa Shaki

Project Director

&

Project Team

For further information on the Report, please contact

Email: kabir.ddd@gmail.com

syedamarufashaki@gmail.com

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Secretary

Statistics and Informatics Division

Ministry of Planning

Government of the People's Republic of Bangladesh

Foreword

I am very pleased to note that the Bangladesh Bureau of Statistics (BBS) is releasing the preliminary results of the first ever comprehensive survey titled “Access and Use of ICT by the Households and Individuals 2022” that engraves another landmark in the statistical system of the country. The report presents statistics on the use of individual and household access to Information and Communication Technology (ICT) in 2022.

I hope that the report will create a pivotal information resource to the stakeholders of the ICT industry, policy makers and researchers to identify ICT gap, and develop plan to bridge gap for further sustainable development of the country. It is based on the manual for Measuring ICT Access and Use by Household and Individuals published by the International Telecommunication Union (ITU). In addition to the statistics on ICT, technical notes on the concepts, and definition are also provided in the report to facilitate for better understanding of statistics.

I would like to express my deep appreciation and gratitude to Mr. Md. Matiar Rahman, Director General, BBS; Mr. Kabir Uddin Ahmed, Director, Industry and Labour Wing; members of the PIC & Steering Committee, Working Group and Editorial Committee of BBS and SID; Syeda Marufa Shaki, Project Director, “Measuring ICT Access and Use by Household and Individuals” and all selected households and staff of the BBS for their support and co-operation in making the survey a success.

Dr. Shahnaz Arefin, *ndc*

Secretary

Dhaka
November 2022



Director General
Bangladesh Bureau of Statistics
Statistics and Informatics Division
Ministry of Planning
Government of the People's Republic of Bangladesh

Preface

The Digital Bangladesh program was launched in 2009 and the goal of the government's initiative is to use ICT to make sure that everyone has access to high-quality law enforcement, healthcare, and education while also eradicating poverty and promoting good governance. To mitigate the existing huge data gaps on access and use of ICT statistics of the country, the Bangladesh Bureau of Statistics (BBS) under Ministry of Planning undertook this comprehensive stand-alone survey to provide necessary ICT statistics for the international ICT Development Index (IDI), SDG Tracker, International Telecommunication Union (ITU) and for other usages.

This report showcases statistical information on various aspects ICT access and use by the households and individuals in Bangladesh. This report would not only provide basic indicators of the ICT situation in households in the country but also facilitates an assessment and monitoring of the extent to which the Bangladeshi households have access to ICT and its related facilities.

I would like to extend my sincere thanks to Mr. Kabir Uddin Ahmed, Director, Industry and Labour Wing for undertaking the hassles of sampling, data analysis and visualization. Ms. Syeda Marufa Shaki, the Project Director, and members of the PIC, Editors Forum, Working Group and Scrutiny Committee of Statistics and Informatics Division deserves special thanks for hard working and guidance to run the survey efficiently.

I hope that this report will create a pivotal information resource to the stakeholders of the ICT industry, policy makers and researchers to identify ICT gap and develop plan to bridge gap for further sustainable development of the country.

Md. Matiar Rahman
Director General

Dhaka
November 2022

Acknowledgements

First of all, I would like to express my profound regards and gratitude to the Secretary, Statistics and Informatics Division (SID) and the Director General, Bangladesh Bureau of Statistics (BBS) who have suggested numerous improvements to the survey report. Their experience of varying backgrounds, interest in and knowledge of the subject, helped to shape the text and numbers into its final form.

I am grateful to the members of the Working group, Project Implementation Committee, Editors Forum and Scrutiny committee of Statistics and Informatics Division for their valuable inputs and guidelines in undertaking the survey and copy editing the report. Mr. Kabir Uddin Ahmed, Director of Industry and Labour Wing deserves special thanks for taking the hassles of sampling, data analysis and visualization. Ms. Azmir Ashraf, Statistical Officer, Mr. Md. Khandakar Sanjatul Islam, Assistant Programmer, Mr. Md. Kamrul Hasan, Accountant, Tamanna Aktar Jhumur, Statistical Assistant, Mr. Md. Lemon Miah, Sumaiya Akther Sumi, “Measuring ICT Access and Use by Household and Individuals” Project for their contributions.

The response rate throughout the survey is quite encouraging and I would like to thank those who responded to the survey, for without their cooperation this survey would not be a success. Despite extending every effort to bring an error-free text and numbers, some errors may find their way into the survey report. We will be grateful to the users who have comments or suggestions to send their remarks to the Director General of Bangladesh Bureau of Statistics to improve this report in future.

Dhaka
November 2022


Syeda Marufa Shaki
Project Director

Contents

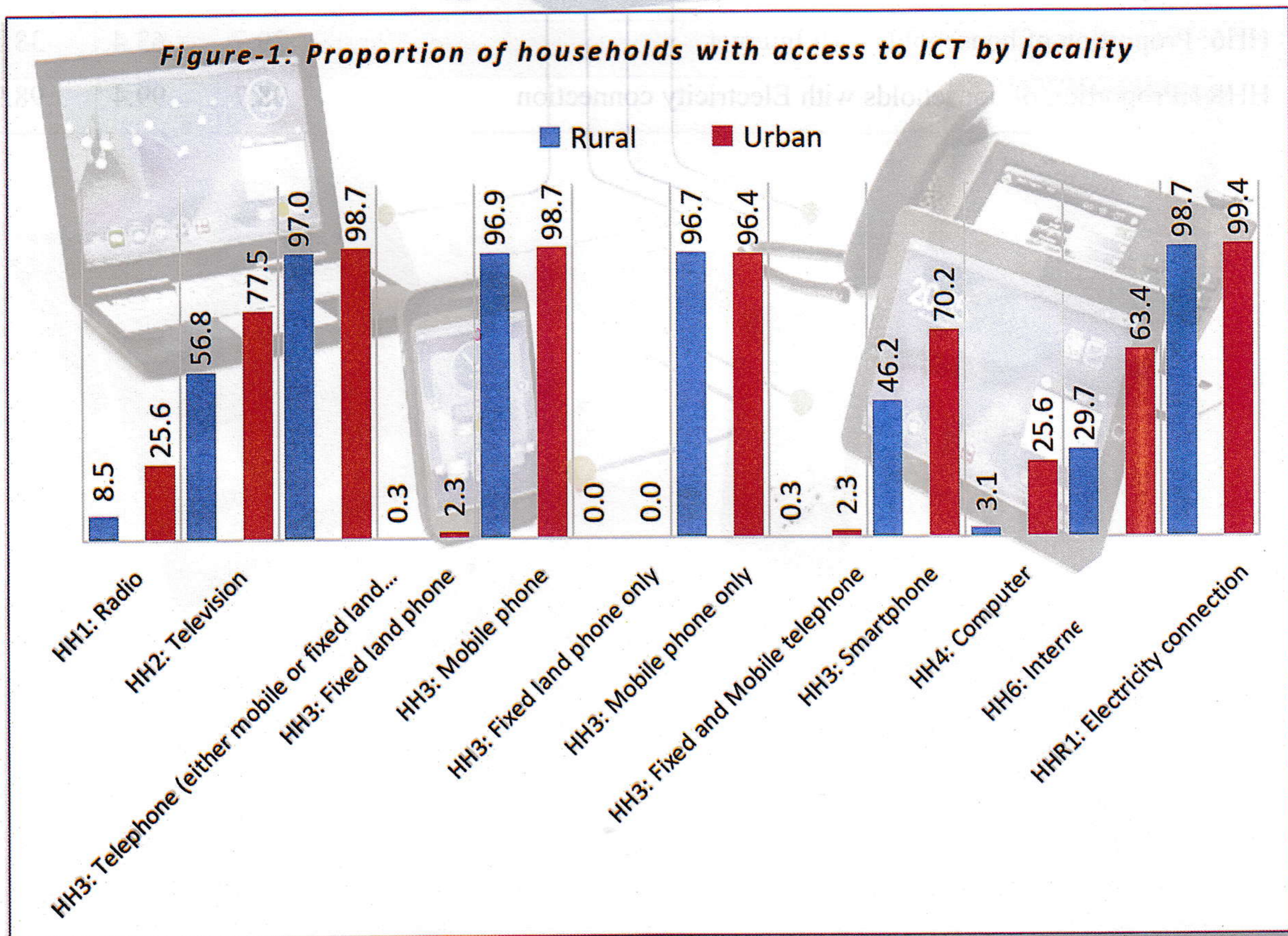
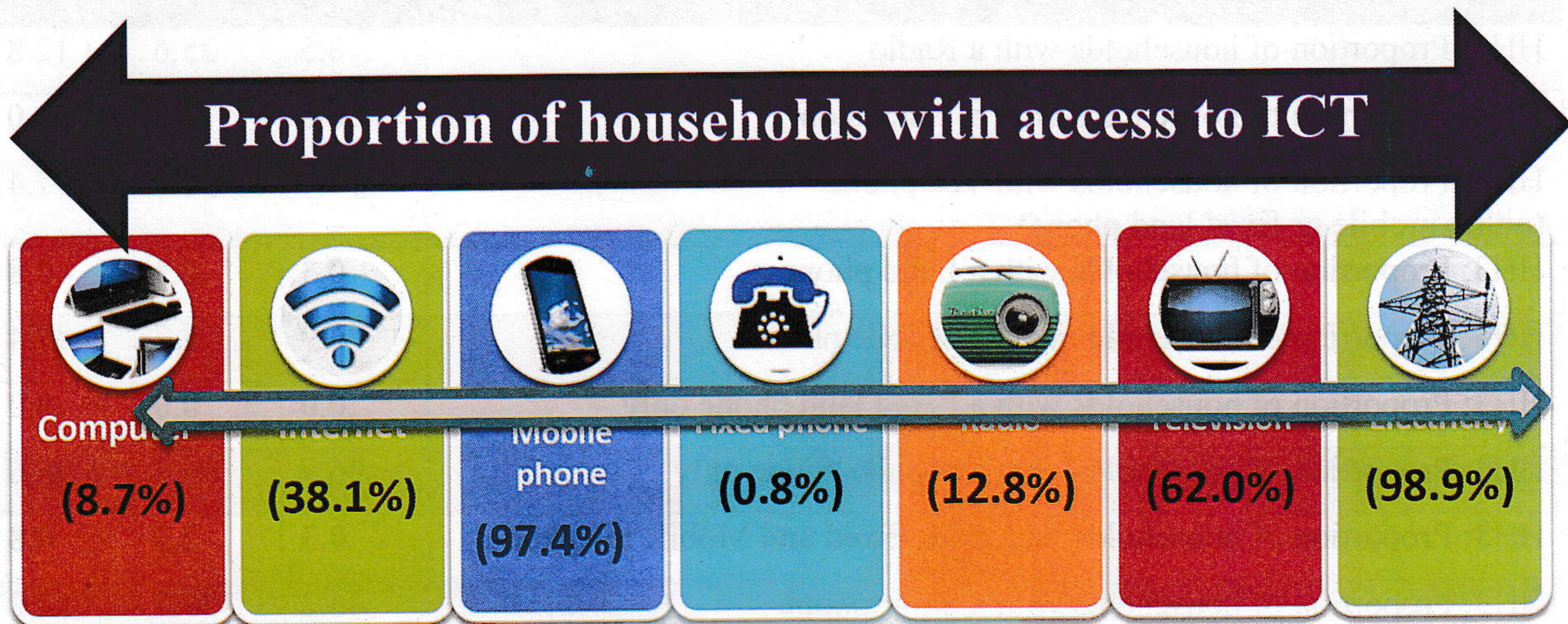
Foreword	iii
Preface	v
Acknowledgements	vii
Abbreviation	xi
Key Indicators of the Survey	xiii
Chapter I Introduction	1-6
1.1 Background	3
1.2 List of Core ICT Indicators of the Survey	3
1.3 Scope and Coverage	4
1.4 Objectives of the Survey	5
1.5 Sample Size Determination	5
1.6 Sampling Design	5
1.7 Data Collection	6
1.8 Data Processing and Analysis	6
Chapter II ICT Use and Access by Households and Individuals	7-17
2.1 Introduction	9
2.2 ICT Access to Household Indicators	9
2.3 Use of ICT at the Individual's Level	13
Appendices	19-55
A.1 Annexure-1: Summary Tables	21
A.2 Annexure-2: Definition of Indicators	31
A.3 Annexure-3: Standard Errors of the Estimates	37
A.4 Annexure-4: Questionnaire	39

Abbreviation

BBS	Bangladesh Bureau of Statistics
BSCO	Bangladesh Standard Classification of Occupations
BSIC	Bangladesh Standard Industrial Classification
CAPI	Computer-Assisted Personal Interviewing
CSPro	Census and Survey Processing System
DNS	Domain Name System
DSL	Digital Subscriber Line
DVD	Digital Video Disc
GDP	Gross Domestic Product
GPS	Global Positioning System
ICT	Information and Communication Technology
IP	Internet Protocol
ISDN	Integrated Services Digital Network
ISPs	Internet Services Providers
IT	Information Technology
ITeS	Information Technology Enabled Services
ITU	International Telecommunication Union
LAN	Local Area Network
MBPS	Rate of data transfer expressed as MegaBit Per Second
PC	Personal Computer
PDA	Personal Digital Assistant
SMS	Short Messaging Service
TV	Television
VSAT	Very Small Aperture Terminal
WSIS	World Summit on the Information Society

Key Indicators of the Survey

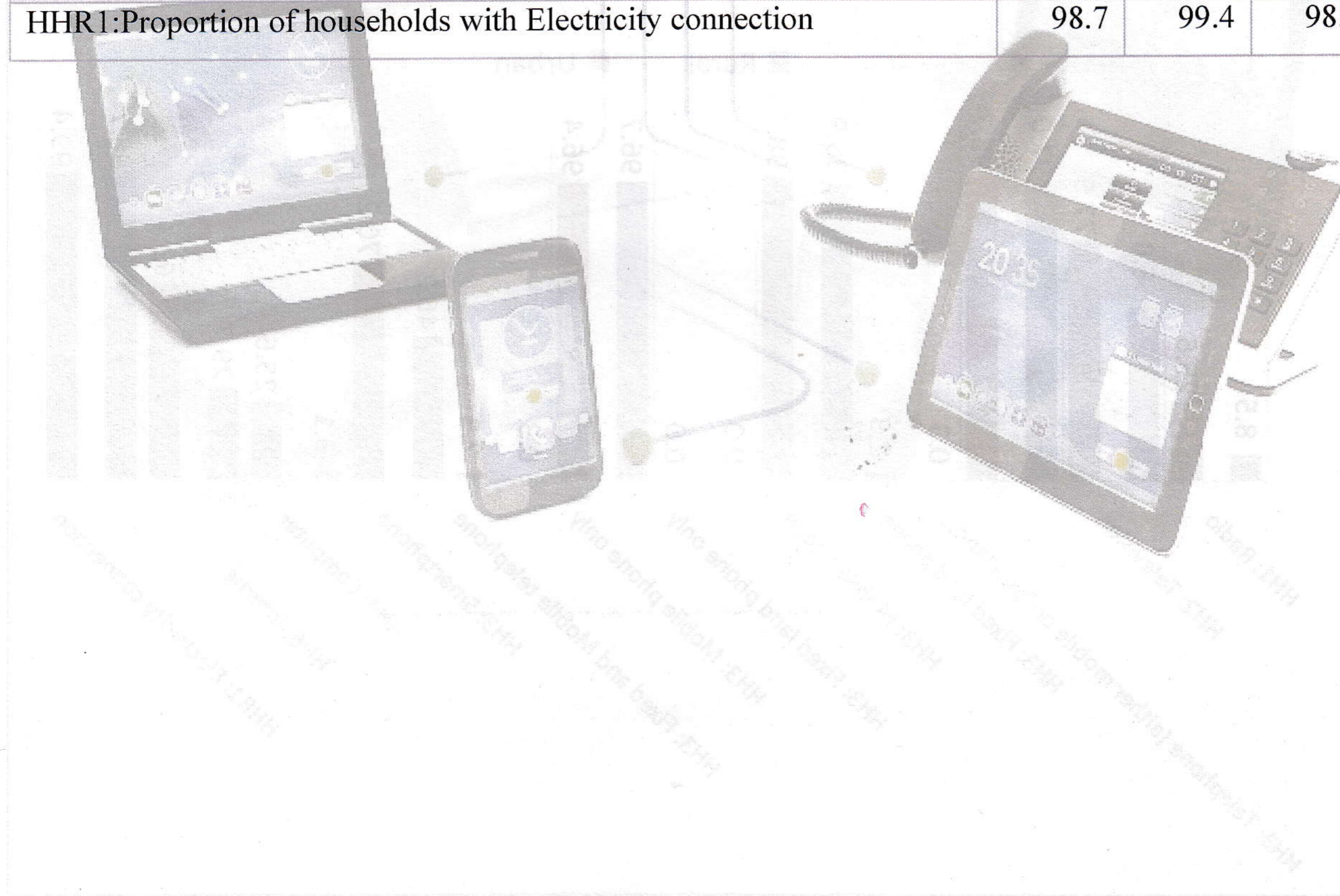
A. Access to ICT at the Households Level



Key Indicators of the Survey (contd.)

A.1: Access to ICT at the Households Level by Area

Indicators (Proportion of households with access to ICT)	Rural	Urban	Total
HH1: Proportion of households with a Radio	8.5	25.6	12.8
HH2: Proportion of households with a Television	56.8	77.5	62.0
HH3: Proportion of households with Telephone (either mobile or fixed land phone)	97.0	98.7	97.4
HH3: Proportion of households with a Land phone	0.3	2.3	0.8
HH3: Proportion of households with a Mobile phone	96.9	98.7	97.4
HH3: Proportion of households with a Fixed land phone only	0.0	0.0	0.0
HH3: Proportion of households with a Mobile phone only	96.7	96.4	96.6
HH3: Proportion of households with both Fixed and Mobile telephone	0.3	2.3	0.8
HH3: Proportion of households with a Smartphone	46.2	70.2	52.2
HH4: Proportion of households with a Computer	3.1	25.6	8.7
HH6: Proportion of households with Internet	29.7	63.4	38.1
HHR1: Proportion of households with Electricity connection	98.7	99.4	98.9



Key Indicators of the Survey (contd.)

B. Use of ICT at Individuals Level

(Aged 5 years and over - in last 3 months)

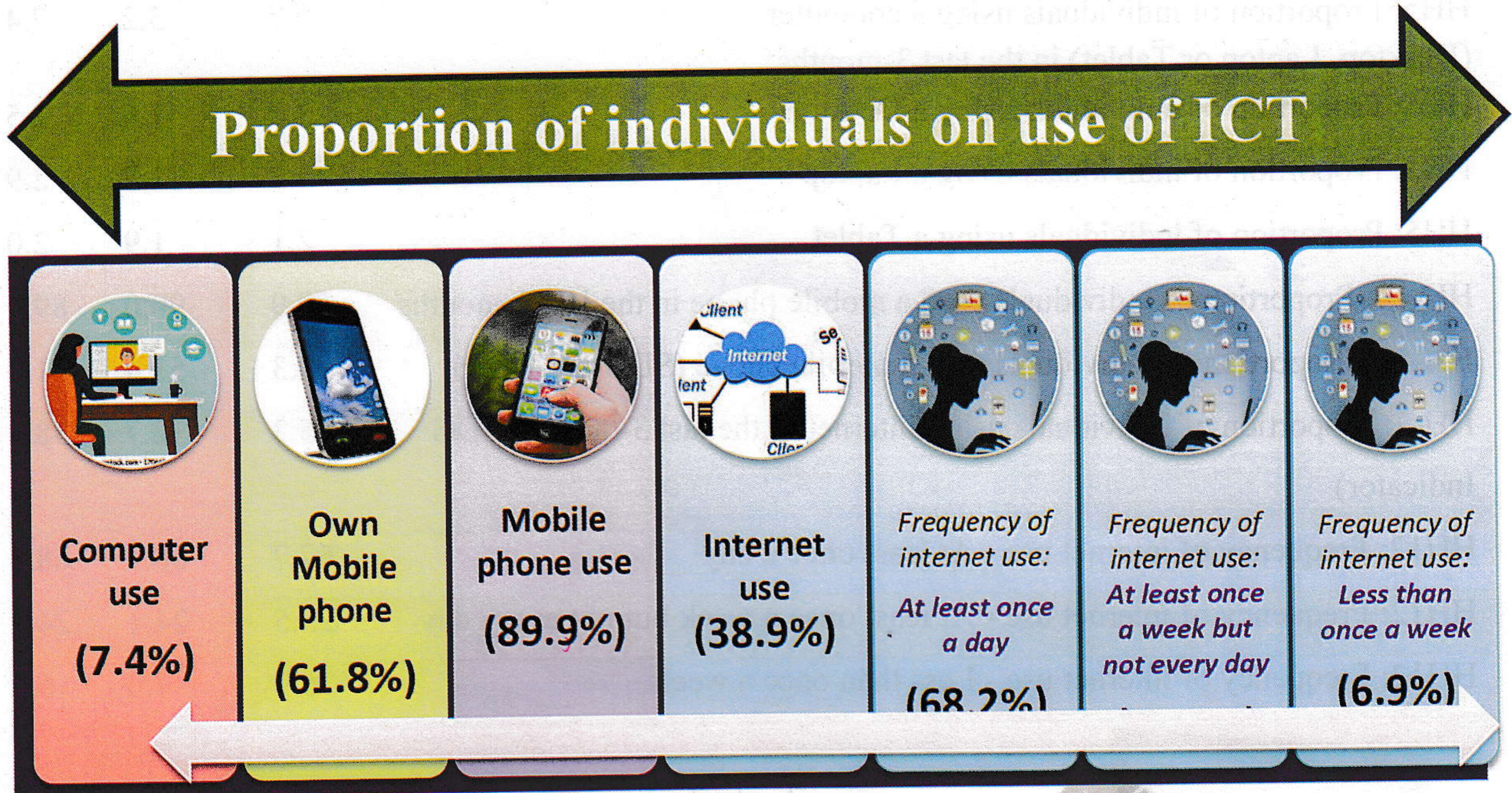
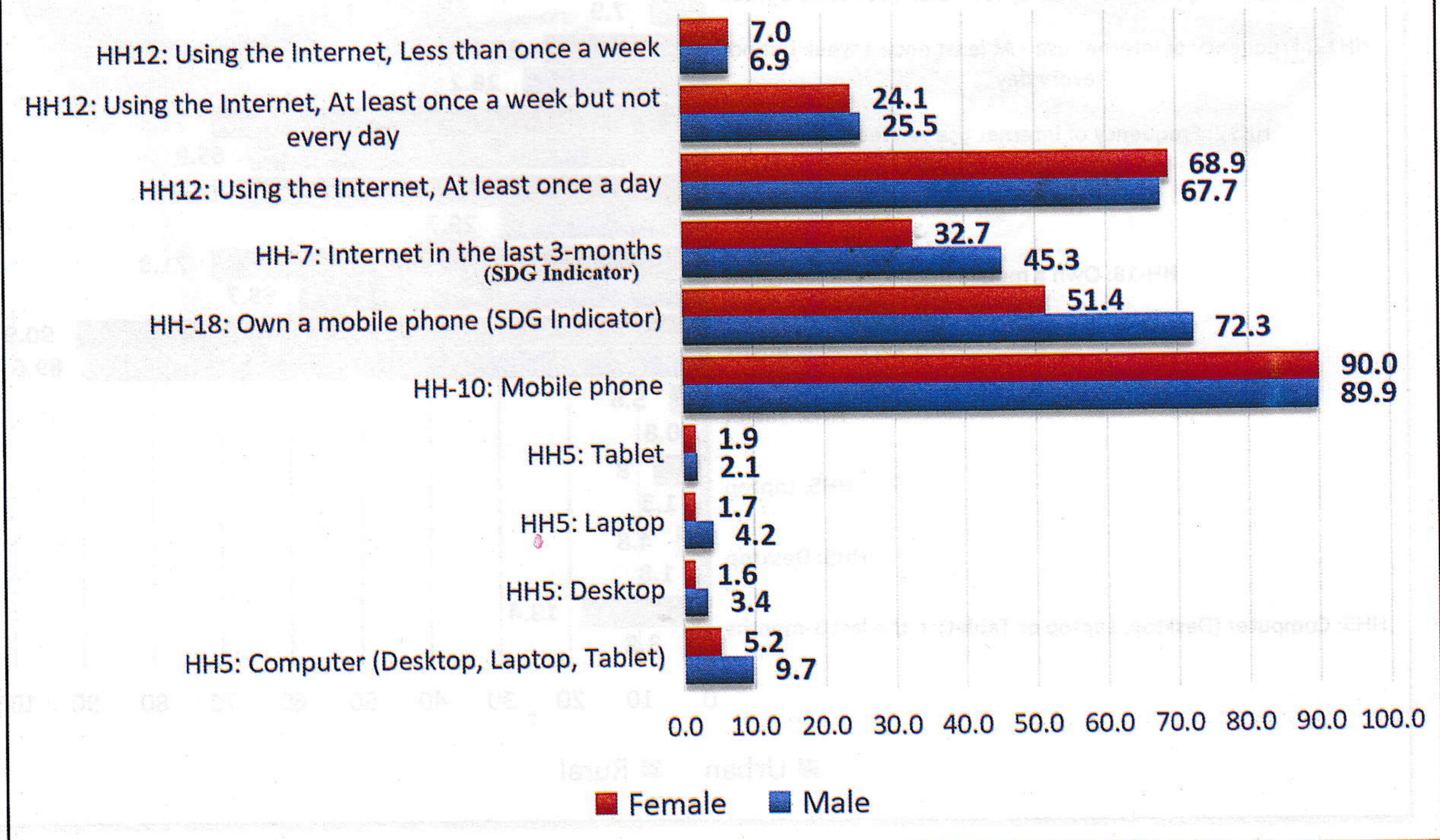


Figure-2: Proportion of individuals using ICT by sex

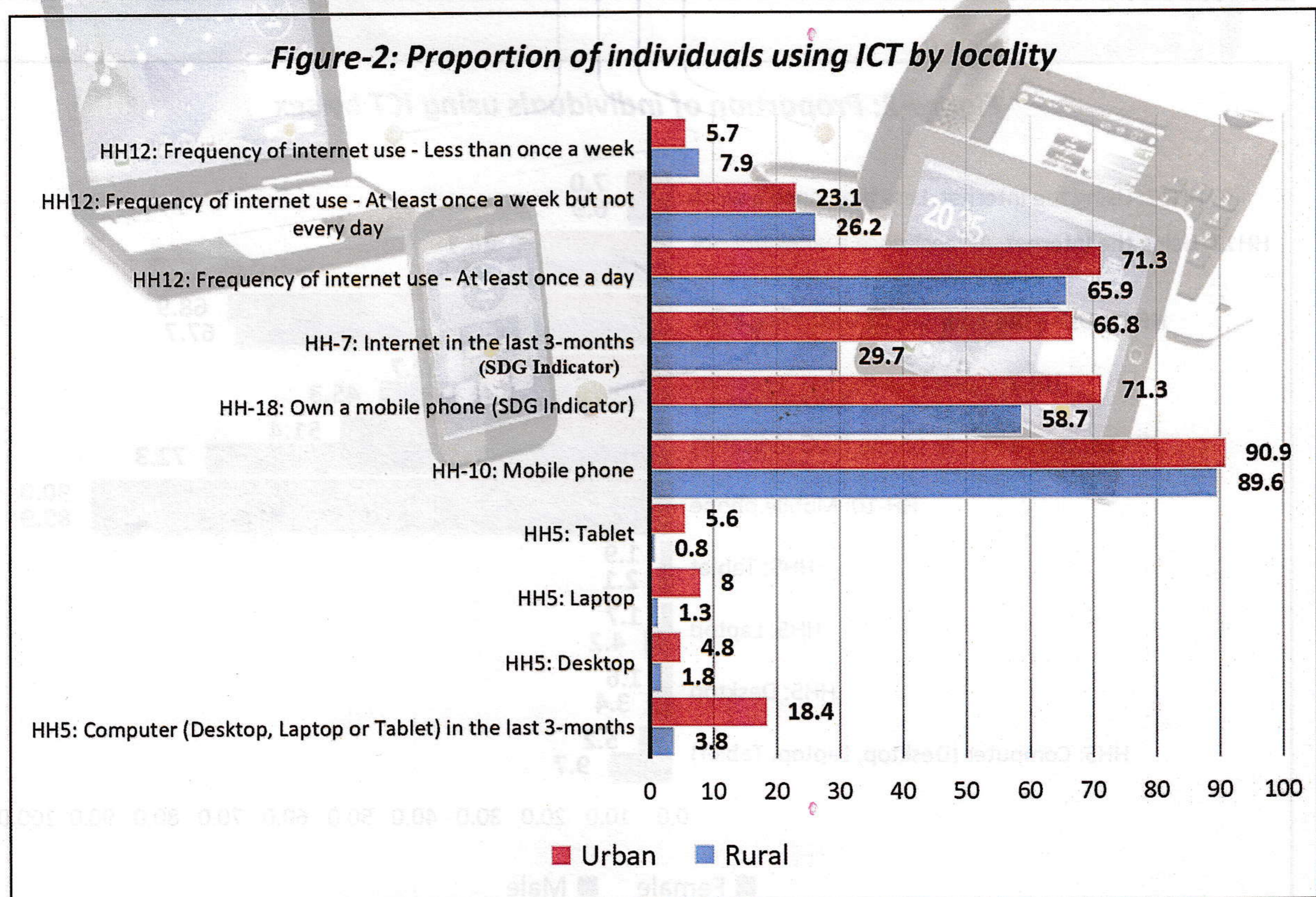


Key Indicators of the Survey (contd.)

B1: Proportion of individuals using ICT by sex

Proportion of individuals using ICT by sex	Male	Female	Total
HH5: Proportion of individuals using a computer (Desktop, Laptop or Tablet) in the last 3-months	9.7	5.2	7.4
HH5: Proportion of individuals using a Desktop	3.4	1.6	2.5
HH5: Proportion of individuals using a Laptop	4.2	1.7	2.9
HH5: Proportion of individuals using a Tablet	2.1	1.9	2.0
HH-10: Proportion of individuals used a mobile phone in the last 3-months	89.9	90.0	89.9
HH-18: Proportion of individuals own a mobile phone (SDG Indicator)	72.3	51.4	61.8
HH-7: Proportion of individuals using Internet in the last 3-months(SDG Indicator)	45.3	32.7	38.9
HH12: Frequency of internet use - At least once a day	67.7	68.9	68.2
HH12: Frequency of internet use - At least once a week but not every day	25.5	24.1	24.9
HH12: Frequency of internet use - Less than once a week	6.9	7.0	6.9

Figure-2: Proportion of individuals using ICT by locality



Key Indicators of the Survey (contd.)

B2: Proportion of individuals using ICT by locality

Proportion of individuals using ICT by locality	Rural	Urban	Total
HH5: Proportion of individuals using a Computer (Desktop, Laptop or Tablet) in the last 3-months	3.8	18.4	7.4
HH5: Proportion of individuals using a Desktop	1.8	4.8	2.5
HH5: Proportion of individuals using a Laptop	1.3	8.0	2.9
HH5: Proportion of individuals using a Tablet	0.8	5.6	2.0
HH-10: Proportion of individuals used a mobile phone in the last 3-months	89.6	90.9	89.9
HH-18: Proportion of individuals own a mobile phone (SDG Indicator)	58.7	71.3	61.8
HH-7: Number of individuals who used the Internet in the last 3-months (SDG Indicator)	29.7	66.8	38.9
HH12: Frequency of internet use - At least once a day	65.9	71.3	68.2
HH12: Frequency of internet use - At least once a week but not every day	26.2	23.1	24.9
HH12: Frequency of internet use - Less than once a week	7.9	5.7	6.9



APPENDIX A

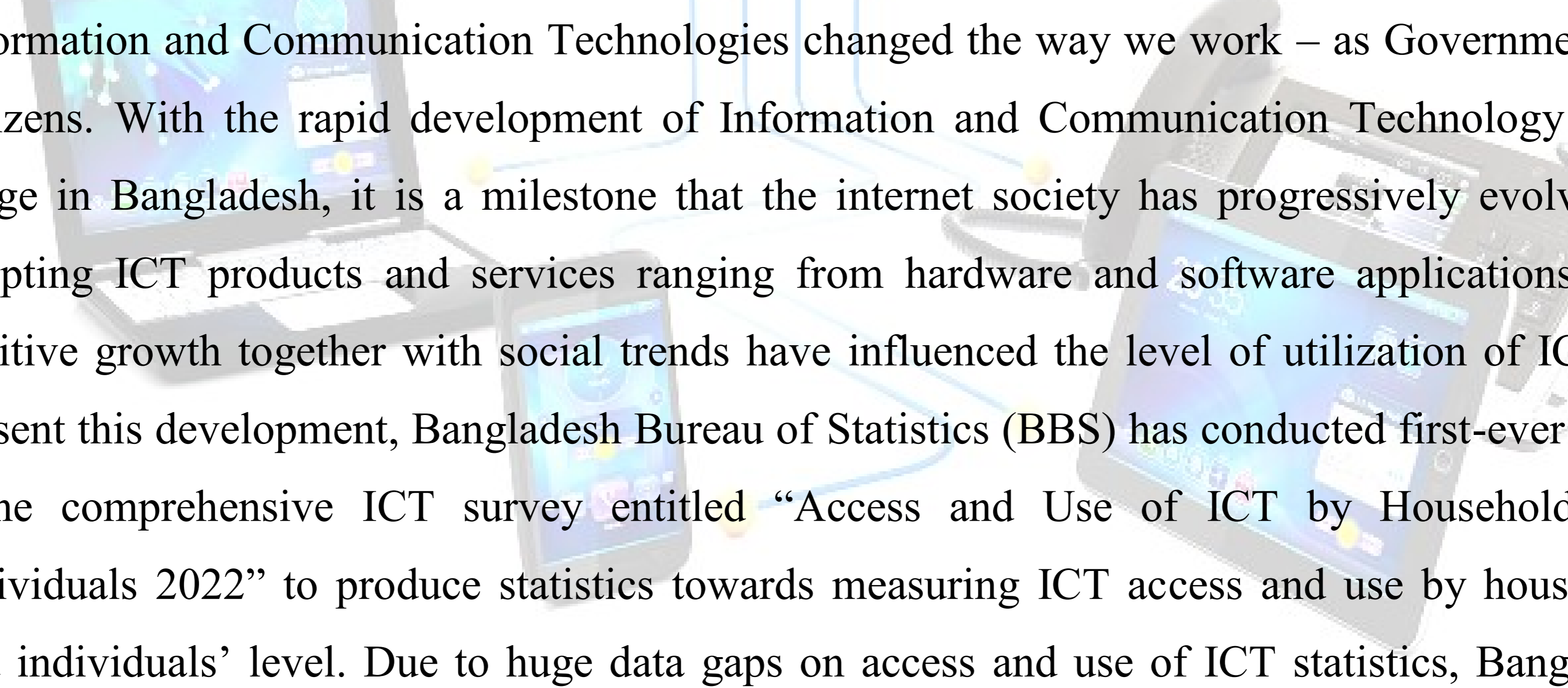
Item	Mean	SD	Definition
181	3.2	0.8	Frequency of internet use at least once a week
182	3.5	0.9	Frequency of internet use at least once a week but not every day
183	3.8	1.0	Frequency of internet use at least once a day
184	4.1	1.1	Frequency of internet use at least once a day
185	4.4	1.2	Frequency of internet use at least once a day
186	4.7	1.3	Frequency of internet use at least once a day
187	5.0	1.4	Frequency of internet use at least once a day
188	5.3	1.5	Frequency of internet use at least once a day
189	5.6	1.6	Frequency of internet use at least once a day
190	5.9	1.7	Frequency of internet use at least once a day
191	6.2	1.8	Frequency of internet use at least once a day
192	6.5	1.9	Frequency of internet use at least once a day
193	6.8	2.0	Frequency of internet use at least once a day
194	7.1	2.1	Frequency of internet use at least once a day
195	7.4	2.2	Frequency of internet use at least once a day
196	7.7	2.3	Frequency of internet use at least once a day
197	8.0	2.4	Frequency of internet use at least once a day
198	8.3	2.5	Frequency of internet use at least once a day
199	8.6	2.6	Frequency of internet use at least once a day
200	8.9	2.7	Frequency of internet use at least once a day

Chapter I

Introduction

1.1 Background

The Bangladesh government recognizes that the development of information and communication technology is an indispensable factor for the mid-to-long-term growth of Bangladesh. The Digital Bangladesh program was launched in 2009 and the goal of the government's Digital Bangladesh initiative is to use ICT to make sure that everyone has access to high-quality law enforcement, healthcare, and education while also eradicating poverty and promoting good governance. It aims to be at the forefront of achieving Honorable Prime Minister Sheikh Hasina's vision of transforming Bangladesh to a digital economy by 2021 and a knowledge-based economy by 2041. National ICT Policy 2018 is the national strategy to implement Digital Bangladesh with vision "To expand and diversify the use of ICTs to establish a transparent, responsive and accountable government; develop skilled human resources; enhance social equity; ensure cost-effective delivery of citizen-services through public-private partnerships; and support the national goal of becoming a middle-income country within 2021 and join the ranks of the developed countries by the year 2041.



Information and Communication Technologies changed the way we work – as Government and Citizens. With the rapid development of Information and Communication Technology (ICT) usage in Bangladesh, it is a milestone that the internet society has progressively evolved on adopting ICT products and services ranging from hardware and software applications. This positive growth together with social trends have influenced the level of utilization of ICT. To present this development, Bangladesh Bureau of Statistics (BBS) has conducted first-ever stand-alone comprehensive ICT survey entitled "Access and Use of ICT by Households and Individuals 2022" to produce statistics towards measuring ICT access and use by households and individuals' level. Due to huge data gaps on access and use of ICT statistics, Bangladesh ranked poorly on the worldwide ICT Development Index (IDI). To cope up with the data gap, the Bangladesh Bureau of Statistics (BBS) under Ministry of Planning undertook this comprehensive stand-alone survey to provide necessary ICT statistics.

1.2 List of Core ICT Indicators of the Survey

The findings of the survey portray an interesting result which shows that the usage of ICT in both household and individual level. The indicators and statistics that were obtained from the aforementioned survey consist of two aspects viz. (a) Access to ICT at the households level and (b) Use by ICT by the Individuals level. The core list of ICT households and individual indicators covered under the survey is provided below:

Core list of ICT households and individuals indicators

(a) Access to ICT at the households level

- HH1. Proportion of Households with a radio
- HH2. Proportion of Households with a television
- HH3. Proportion of Households with telephone
- HH4. Proportion of Households with a computer
- HH6. Proportion of Households with Internet
- HH11. Proportion of Households with Internet, by type of service
- HH13. Proportion of Households with multichannel television, by type
- HH14. Barriers to household internet access

(b) Use by ICT by the Individuals level

- HH5. Proportion of individuals using a computer
- HH7. Proportion of individuals using Internet (SDG Indicator)
- HH8. Proportion of individuals using Internet, by location
- HH9. Proportion of individuals using Internet, by type of activity
- HH10. Proportion of individuals using a mobile cellular telephone
- HH12. Proportion of individuals using Internet, by frequency
- HH15. Individuals with ICT skills, by type of skills (SDG Indicator)
- HH17. Proportion of individuals using Internet, by type of device & Network
- HH18. Proportion of individuals who own a mobile phone (SDG Indicator)
- HH19. Proportion of individuals not using the Internet, by type of reason

1.3 Scope and Coverage

The coverage of the survey was all dwelling households both urban and rural areas in Bangladesh. The institutional households i.e. those living in hostels, hotels, hospitals, old homes, military and police barracks, prisons, welfare homes and other institutions were excluded from the coverage of the survey. The concepts and definitions used in the survey are based on the manual entitled “Measuring ICT Access and Use by Household and Individuals” published by International Telecommunication Union (ITU).

Information identified in the survey is about (1) radio ownership, (2) television ownership, (3) land phone ownership, (4) computer ownership, (5) an individual users computer, (6) ownership of internet access, (7) individual internet users, (8) internet access activity, (10) individual cell phone users, (11) type of internet access, (12) the frequency of accessing the internet.

1.4 Objectives of the Survey

The objectives of the survey is provided below:

- a) To obtain socio-economic information with a view of understanding usage patterns of ICT services;
- b) To collect latest and specific information on ICT use and access by individuals and households;
- c) To Generate ICT related data for SDG Tracker, International Telecommunication Union (ITU) and ICT Development Index (IDI) for reflecting ICT situation of the country.

1.5 Sample Size Determination

The number of households' needed to estimate an individual-level prevalence P with a margin of error, E at the confidence level α is given by

$$n = \frac{Deff t_{\alpha}^2 (1 - P)}{c E^2}$$

Where $Deff$ is the design effect, due to stratification and clustering, c is the average number of relevant individuals per household, and t_{α} is the normal variate corresponding to the confidence level α and E stands for margin of errors.

1.6 Sampling Design

The Primary Sampling Units (PSUs) of the Population and Housing Census 2022 was considered for developing the sampling frame of this survey. Each of the PSUs consists of one or more than one enumeration area (EA's) of the 2nd Zonal operation of the Census. On an average, each PSUs has between 160 to 220 households. A two-stage stratified cluster sampling design was adopted in this survey.

A total of 1,284 PSUs is selected at the first stage of selection using Probability Proportional to Size (PPS) method, while 24 households from each of the selected PSUs were selected systematically, with a random start. The systematic sampling method was adopted to select households as it enables the distributions of the sample across the cluster evenly and yields good estimates for the population parameters. Selection of the households was done at the BBS HQs and assigned to the enumerators, with strictly no allowance for replacement of non-responding households.

1.7 Data Collection

To assist in identification and access to the households, letter of introduction highlighting survey objectives and identification badges were provided to the enumerators. Enumerators were advised to visit the households to introduce themselves prior to administer the questionnaire. In addition to regular monitoring, the designated supervising officers pay courtesy calls to the households to verify the answers provided in the filled in questionnaire. It took the enumerators approximately 30-40 minutes to administer a questionnaire. Most of the teams managed to collect the data within the stipulated timeframe. Data collection was carried out using Computer Assisted Personal Interviewing (CAPI) with face-to-face interviewing method. Data was captured using the Census and Survey Processing System (CSPro) through a data entry programme specially developed and incorporated with logics and checks to ensure accuracy during data collection. Erroneous entries and potential outliers were then verified and corrected during data collection appropriately.

1.8 Data Processing and Analysis

Computer Assisted Personal Interviewing (CAPI) was introduced to capture survey data using the Census and Survey Processing System (CSPro) by incorporating logics and checks to ensure accuracy during data collection. Besides, entered data was daily verified by the specific data supervisors. Initial editing and coding were done by the enumerators as advised by well-trained data supervisors in the field level. Besides, consistencies of the data was ensured to a great extent in batch mode to check overall performance of each enumerator. The District and Divisional supervising officers further checked the filled in questionnaires and validated the data randomly sampled filled-in questionnaires. Base weight was developed to account for the selection probabilities. The non-response adjustment was done to finalize weights. The captured data were exported to STATA format for data analysis.

Chapter II

ICT Use and Access

by Households and Individuals

2.1 Introduction

This chapter discusses the survey findings on access, usage and ownership of radios, televisions, computers, mobile phones, fixed line telephones, and internet facilities. The Information and Communication Technologies (ICT) sector has been identified as pivotal in raising labour productivity and enhancing a country's competitiveness. In general, household ownership of personal computers and mobile phones and internet access are closely linked and dependent on household incomes. Access, usage and ownership of ICT are key in linking communities, facilitating businesses and empowering communities socially and economically. It is therefore imperative that every effort is made to bridge the digital divide between those who have information and those who need the information.

Two main indicators (HH-1 and HH-2) are used to measure access to ICT by households is the proportion of households owning a radio and television. Proportion of households with a radio is calculated by dividing the number of households with radio and the total number of sample households. While the proportion of households with television is calculated by dividing the number of households with television and the total number of sample households. In the picture can be seen that the level of radio ownership is lower than the rates of television ownership. Proportion of households with computers (HH-4) is calculated by dividing the number of households that have computers with the total sample. Furthermore, the proportion of households with internet access (HH 6) is calculated by dividing the number of households with internet access and the total sample.

Indicators HH5, HH7-HH10 and HH12 refer to use of ICT equipment and services by Individual household members. Four individual use indicators (HH5, HH7 and HH10) are presented as the proportion of individuals using [equipment, Internet]. The other three use indicators (HH8, HH9 and HH12) break down Internet use (by location, Internet activities undertaken and frequency of use respectively).

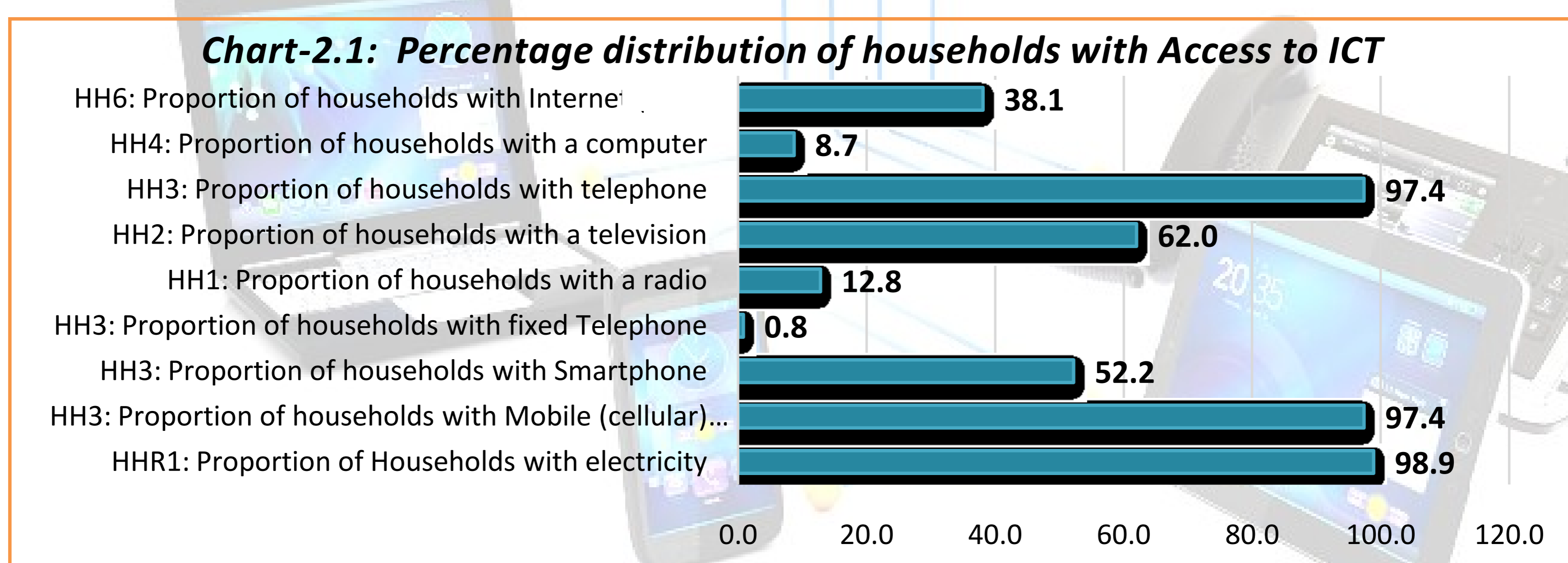
2.2 ICT Access to Household Indicators

The use of ICT by individuals includes mobile phones, computers and the Internet while ICT access by households cover computer, Internet, telephone, television and radio Indicators HH1-HH4, HH6 and HH11 refer to use of ICT equipment and services by households. HH13, HH14, HH16 refer to use of more dimensional ICT equipment, barriers to household internet access and expenditure on ICT by households. The household level indicators is provided below:

Table-2.1: Distribution of households with Access to ICT by locality

<i>Indicators</i>	<i>Rural</i>	<i>Urban</i>	<i>Total</i>
HH1: Households with a Radio	2,720,212	2,711,581	5,431,793
HH2: Households with a Television	18,145,073	8,209,479	26,354,551
HH3: Households with Telephone	30,972,789	10,462,475	41,435,264
HH3: Households with a Mobile phone	30,972,789	10,460,952	41,433,742
HH3: Households with a Smartphone	14,752,360	7,440,951	22,193,311
HH3: Households with a fixed Telephone	103,779	221,801	325,580
HH4: Households with a Computer	977,238	2,710,216	3,687,455
HH6: Households with Internet	9,483,344	6,714,849	16,198,194
HHR1: Number of Households with Electricity connection	31,517,939	10,536,875	42,054,814

Table-2.1 Portrays the distribution of households with Access to ICT by locality. It is observed that, at the national level, 41,433,742 households have Mobile phone, Smart phone 22,193,311, Fixed Telephone 325,580, Radio 5,431,793, Television 26,354,551, Telephone 41,435,264, Computer 3,687,455 and Internet 16,198,194.



At the national level, only 0.8 per cent of the households in the Bangladesh have a fixed line telephone connection. 38.1 per cent of households have Internet access at home (i.e. the household has an internet connection) and only 8.7 per cent of the households have computer. From the survey, 12.8 per cent of the households in Bangladesh have access to the radio unit that belongs to the household. 62.0 per cent of households in the country have at least one television unit that belongs to the household.

Table-2.2: Percentage distribution of households with Access to ICT by locality

	Rural	Urban	Total
HHR1: Proportion of Households with electricity	98.7	99.4	98.9
HH3: Proportion of households with Mobile (cellular) phone	97.0	98.7	97.4
HH3: Proportion of households with Smartphone	46.2	70.2	52.2
HH3: Proportion of households with fixed Telephone	0.3	2.3	0.8
HH1: Proportion of households with a radio	8.5	25.6	12.8
HH2: Proportion of households with a television	56.8	77.5	62.0
HH3: Proportion of households with telephone	97.0	98.7	97.4
HH4: Proportion of households with a computer	3.1	25.6	8.7
HH6: Proportion of households with Internet	29.7	63.4	38.1

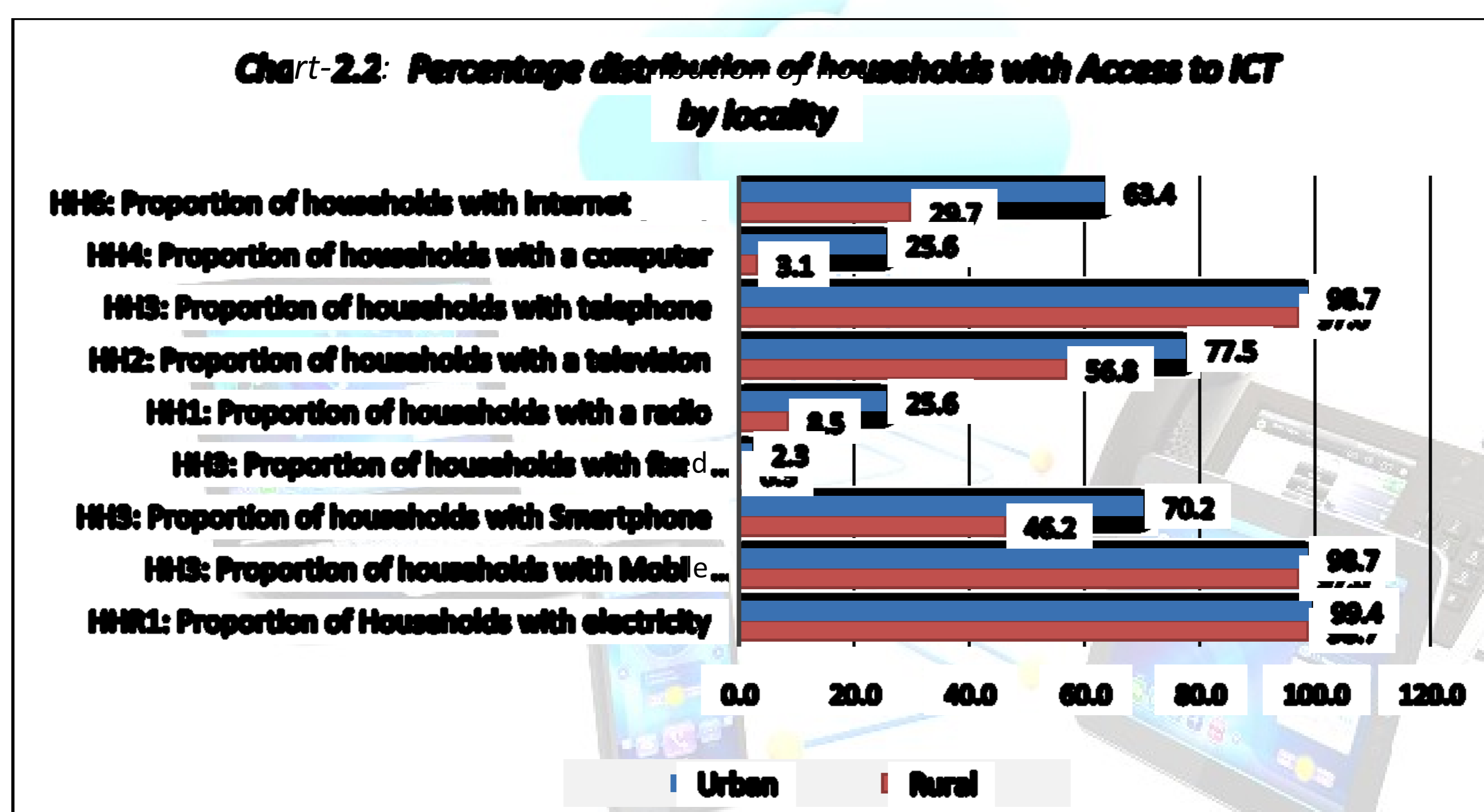


Table-2.3 ICT Access to households by Division

Division	Radio	Television	Telephone	Computer	Internet	Mobile Cellular Phone	Smart Phone
Barishal	29.0	57.4	98.2	4.0	24.4	98.2	36.5
Chattogram	17.8	60.6	97.1	9.6	44.8	97.0	63.0
Dhaka	16.6	68.1	98.6	15.0	58.2	98.6	69.4
Khulna	11.3	54.0	98.4	6.2	33.1	98.4	49.1
Mymensingh	5.3	56.8	95.7	4.7	20.5	95.7	39.5
Rajshahi	6.9	63.1	97.0	4.4	19.7	97.0	32.0
Rangpur	4.0	59.3	94.8	4.7	24.0	94.8	34.1
Sylhet	6.3	65.9	98.6	7.2	36.9	98.6	56.1
Total	12.8	62.0	97.4	8.7	38.1	97.4	52.2

The proportion of households with a radio is 12.8 (highest in Barishal that is 29.0 and lowest in Rangpur which is 4.0), the proportion of households with a television is 62.0 (highest in Dhaka which is 68.1 and lowest in Khulna that is 54.0), the proportion of households with telephone is 97.4 (highest in Dhaka and Sylhet which is 98.6 and in Rangpur it is 94.8 which is lowest).

The proportion of households with a computer is 8.7 (in Dhaka it is 15.0 which is highest and in Barishal it is 4.0 which is lowest) and the proportion of households with Internet is 38.1 (highest in Dhaka which is 58.2 and lowest in Rajshahi which is 19.7).

The Proportion of Households with Mobile (cellular) phone is 97.4 where in Dhaka and Sylhet it is 98.6 which is highest and in Rangpur it is 94.8 which is lowest. The Proportion of Households with Smartphone is 52.2, in Dhaka it is 69.4 which is highest and in Rajshahi it is 32.0 which is lowest.

Table-2.4 below explains proportion of households with internet by type of service. It is found that highest proportion is 59.8 which refers to proportion of households with internet by Mobile broadband network (at least 3G, e.g. UMTS) via a handset and lowest proportion is 0.0 means of getting internet by Terrestrial fixed (wireless) broadband network: WiMAX, fixed CDMA.

Table-2.4 Proportion of Households with Internet by type of service

<i>Type of internet service</i>		<i>Rural</i>	<i>Urban</i>	<i>Total</i>
HH11 -type of Internet service	Fixed (wired) narrowband network - speeds below 256 kbit/s	5.4	4.3	4.9
	Fixed (wired) broadband network-speeds of at least 256 kbit/s	24.5	51.3	35.7
	Terrestrial fixed (wireless) broadband network: WiMAX, fixed CDMA	0.0	0.0	0.0
	Mobile broadband network (at least 3G, e.g. UMTS) via a handset	63.8	54.3	59.8
	Mobile broadband network (at least 3G, e.g. UMTS) via a card (e.g. integrated SIM card in a computer) or USB modem	19.9	10.1	15.8
	Don't know	2.2	5.6	3.6

Table-2.5 illustrates that the proportion of households with multichannel television. It is observed that most of the households adopt Cable Television (CATV) (Dish line) for multichannel whose proportion is 88.2 and lowest proportion is 2.4 that in those households it is used Direct to Home television (DTH) (e.g: Akash).

Table-2.5 Proportion of Households with multichannel television

<i>Households with multichannel television</i>		Rural	Urban	Total
<i>HH13 - Proportion of Households with multichannel television</i>	Terrestrial Connection (DTT) [eg: BTV]	20.4	20.7	20.5
	Cable Television (CATV) (Dish Line)	85.6	93.9	88.2
	Direct to Home Television (DTH) (eg: Akash)	2.4	2.3	2.4
	Internet Protocol Television (IPTV)	3.4	11.4	5.9
	Others	0.0	0.0	0.0

From Table-2.6 it is seen that most of the cases the cause of barriers to household internet access is no need of internet and it is 63.1, followed by Internet services are expensive (48.2 per cent), Internet equipment are expensive (34.9 per cent) and also cultural reason and no electricity in the house are less weighted cause of barriers to household internet access.

Table-2.6: Barriers to household internet access

<i>Barriers to household internet access</i>		Rural	Urban	Total
<i>HH14 - Barriers to household internet access</i>	No need of internet	64.1	58.0	63.1
	Internet used outside my house	7.1	7.1	7.1
	Internet equipment are expensive	36.0	28.9	34.9
	Internet services are expensive	48.7	45.5	48.2
	Personal confidentiality and security reason	2.6	3.2	2.7
	No internet available in this area	8.8	4.7	8.2
	Internet available but not interested in this household	7.6	9.8	7.9
	Cultural reason	.3	.3	.3
	Lack/absence of local issues	1.2	1.0	1.2
	No electricity in the house	.3	.3	.3
	Other reason	1.4	1.3	1.4

2.3 Use of ICT at the Individual's Level

The ICT infrastructure and access indicators correspond to individual use and measure accessibility in terms of people. Most of the indicators are per capita measures which are the traditional method of illustrating individual use of ICTs. Indicators HH1-HH4, HH6 and HH11 refer to use of ICT equipment and services by households whereas indicators HH5, HH7-HH10 and HH12 refer to use of ICT equipment and services by individual household members. Individual use and indicators HH5, HH7, HH10 are presented as the proportion of individuals using internet. The other three use indicators (HH8, HH9, HH12) break down internet use (by location, Internet activities undertaken and frequency of use respectively). HH15, HH17 and HH19 refers ICT skills, Proportion of using internet and reason for not using the internet by

individual level. Whereas HH18 refers proportion of mobile phone users at individual level. It is noted that HH7, HH15, HH18 will provide SDG indicator situation of the country.

Table-2.7: Distribution of Individuals on use of ICT by sex

Use of ICT	Sex			Total
	Male	Female	Hijra	
Computer	9.7	5.2	6.0	7.4
Internet	45.3	32.7	35.1	38.9
Mobile Cellular Phone	89.9	90.0	88.7	89.9
Smartphone	39.9	22.2	28.9	30.9

Table-2.7 displays proportion of individuals on use of ICT by sex. It is observed that proportion of individuals using a computer is 7.4 per cent at the national level, of which for male user it is highest 9.7 per cent and lowest for female is 5.2 per cent, proportion of individuals using the internet is 38.9 per cent where male user it is 45.3 per cent highest and for female user lowest proportion is 32.7 per cent, proportion of individuals using a mobile cellular phone is 89.9 per cent of which highest proportion is 90.0 per cent for female and lowest for hijra 88.7 per cent and proportion of individuals using a smartphone is 30.9 per cent where male user's proportion is highest 39.9 per cent and lowest is 22.2 per cent for female.

Table-2.8: Distribution of Individuals on use of ICT by age group

Use of ICT	Age group			Total
	5-14 years	15-64 years	65+ years	
Computer	2.5	9.3	0.8	7.4
Internet	19.1	46.8	9.3	38.9
Mobile Cellular Phone	55.9	99.3	92.8	89.9
Smartphone	2.2	40.9	6.3	30.9

Table-2.8 shows that proportion of individuals on use of ICT (Computer, Internet and Mobile Cellular Phone) by age group. It is seen that of the total proportion 7.4 per cent, computer is mostly used within age group 15-64 years whose proportion is 9.3 per cent and for 65 and above years it is 0.8 per cent which is lowest among three category of age group, proportion of individuals using the internet is 38.9 per cent of which for age group 15-64 years it is highest 46.8 per cent and lowest for 65 and above age group is 9.3 per cent. Proportion of individuals using a mobile cellular phone is 89.9 where it is highest for age group 15-64 years 99.3 per cent and lowest for 5-14 years 55.9 per cent and proportion of individuals using a smartphone is 30.9 per cent of which it is highly used by age group 15-64 years 40.9 per cent and lowest for age group 5-14 years 2.2 per cent.

Table-2.9: Distribution of Individuals on Ownership of ICT by sex

Ownership of ICT	Sex			Total
	Male	Female	Hijra	
Mobile Phone	72.3	51.4	64.0	61.8
Smartphone	33.9	20.8	28.9	27.3
Computer	6.0	1.4	2.3	3.7

Table-2.9 presents proportion of individuals with ownership of ICT by sex. The proportion of individuals who own a mobile phone (SDG) is 61.8 per cent where for male the proportion is 72.3 which is highest among the sex category and for female the lowest proportion is 51.4 per cent. Proportion of individuals who own a smartphone is 27.3 per cent of which highest for male 33.9 per cent and for female it is 20.8 per cent which is lowest and in the case of ownership of computer the proportion is 3.7 per cent where it is highest for male 6.0 per cent and for female it is lowest 1.4 per cent.

Table-2.10: Distribution of Individuals on Ownership of ICT equipments by age group

Ownership of ICT	Age group			Total
	5-14 years	15-64 years	65+ years	
Mobile Phone	4.9	78.2	57.0	61.8
Smartphone	2.1	35.9	6.1	27.3
Computer	0.3	4.8	1.6	3.7

Table-2.10 explains proportion of individuals with ownership of ICT equipments by age group. It is seen that of the total proportion 61.8 per cent, mobile phone is mostly owned within age group 15-64 years whose proportion is 78.2 and for age group 5-14 years it is 4.9 per cent which is lowest among three category of age group, proportion of individuals who own a smartphone is 27.3 per cent of which for age group 15-64 years it is highest 35.9 per cent and lowest for age group 5-14 years 2.1 per cent and proportion of individuals who own a Computer is 3.7 per cent where it is highest for age group 15-64 years 4.8 per cent and lowest for 5-14 years 0.3 per cent.

Table-2.11: Proportion of Individuals on Ownership of Mobile Phone by sex

Type of Mobile	Sex			Total
	Male	Female	Hijra	
Mobile Phone	72.3	51.4	64.0	61.8
Smartphone	33.9	20.8	28.9	27.3

Table-2.11 presents distribution of individuals with ownership of Mobile Phone by sex. The proportion of individuals who own a mobile phone (SDG) is 61.8 per cent where for male the proportion is 72.3 per cent which is highest among the sex category and for female the lowest proportion is 51.4 per cent. Proportion of individuals who own a smartphone is 27.3 per cent of which highest for male 33.9 per cent and for female it is 20.8 per cent which is lowest.

Table-2.12: Proportion of Individuals on Ownership of Mobile Phone by age group

Type of Mobile	Age group			Total
	5-14 years	15-64 years	65+ years	
Mobile Phone	4.9	78.2	57.0	61.8
Smartphone	2.1	35.9	6.1	27.3

Table-2.12 explains proportion of individuals with ownership of mobile phone by age group. It is seen that of the total proportion 61.8 per cent, mobile phone is mostly owned within age group 15-64 years whose proportion is 78.2 per cent and proportion of individuals who own a smart phone is 27.3 per cent of which for age group 15-64 years it is highest (35.9 per cent) and lowest for age group 5-14 years (2.1 per cent).

Table-2.13: Proportion of Individuals using Mobile Cellular Phone by age group

Using Mobile Phone	Age group			Total
	5-14 years	15-64 years	65+ years	
Mobile Cellular Phone	55.9	99.3	92.8	89.9
Smartphone	2.2	40.9	6.3	30.9

Table-2.13 shows that proportion of individuals on use of mobile Cellular phone by age group. Proportion of individuals using a mobile cellular phone is 89.9 per cent where it is highest for the age group 15-64 years (99.3 per cent) and lowest for 5-14 years (55.9 per cent) and proportion of individuals using a smartphone is 30.9 per cent of which it is highly used by age group 15-64 years (40.9 per cent) and lowest for age group 5-14 years (2.2 per cent)

Table-2.14: Proportion of Individuals using Mobile Cellular Phone by sex

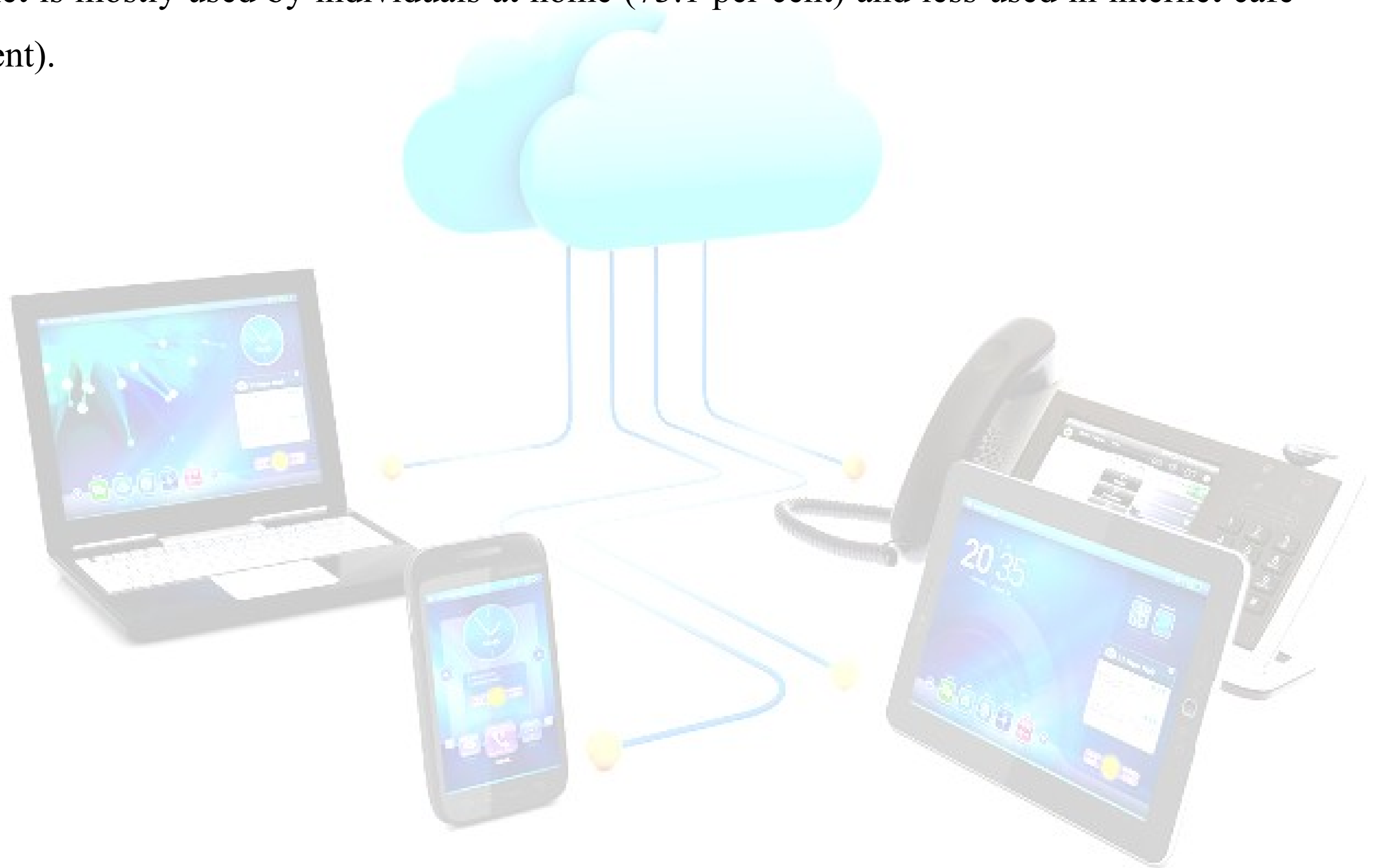
Using Mobile Phone	Sex			Total
	Male	Female	Hijra	
Mobile Cellular Phone	89.9	90.0	88.7	89.9
Smartphone	39.9	22.2	28.9	30.9

Table-2.14 displays the proportion of individuals on use of mobile cellular phone by sex. It is observed that proportion of individuals using a mobile cellular telephone is 89.9 per cent per cent of which highest proportion is 90.0 per cent per cent for female and lowest for hijra (88.7 per cent) and proportion of individuals using a smartphone is 30.9 per cent where male user's proportion is highest 39.9 per cent and lowest 22.2 per cent for female.

Table-2.15: Proportion of individuals using the internet by location

Location of using the internet	per cent (%)
Home	73.1
Work- where a person's workplace is located	33.4
Place of education: applies only to students	16.8
Another person's home- the home of a friend, relative or neighbor	25.8
Facility open to the public: use at a facility open to the public regardless	15.1
Internet café	6.4
While commuting, in transport or walking: use of the Internet while moving be	15.6
Other places	11.6

Table 2.15 expresses that the proportion of individuals using the internet, by location. It is found that internet is mostly used by individuals at home (73.1 per cent) and less used in internet cafe (6.4 per cent).



Appendices

Annexure-1: Summary Tables

Table-S.1: Proportion of ICT indicators at the individual level by sex

Indicators	Male	Female	Total
HH5: Proportion of individuals using a computer	9.7	5.2	7.4
HH-7: Number of individuals who used the Internet (from any location) in the last 3-months (SDG Indicator)	45.3	32.7	38.9
HH8: Proportion of individuals using the Internet, by location			
Home	76.5	68.4	73.1
Work- where a person's workplace is located	50.9	9.7	33.4
Place of education: applies only to students	16.0	18.0	16.8
Another person's home- the home of a friend, relative or neighbour	22.2	30.8	25.8
Facility open to the public: use at a facility open to the public regardless of payment	16.7	12.9	15.1
Internet cafe	4.9	8.5	6.4
While commuting, in transport or walking: use of the Internet while moving between places, commuting, or on the street	18.7	11.5	15.6
Other places	9.8	14.0	11.6
HH9 - Individuals using the Internet, by type of activity			
Access to information: Reading or downloading online news	60.9	55.8	58.7
Access to information: Search for health-related information	14.8	11.9	13.6
Access to information: Find information about products of receivers	8.9	6.3	7.8
Access to information: For obtaining information from government institution	25.7	30.5	27.7
Access to information: Use travel or travel-related accommodation services	4.3	2.0	3.3
Access to information: Downloading software or application	10.6	7.6	9.3
Communication: Sending/receiving e-mails	47.1	45.3	46.3
Communication: Internet calls	84.3	85.2	84.7
Communication: Participate in social networks	83.8	82.6	83.3
Communication: Instant messaging	62.6	60.7	61.8
Communication: Communication with government agencies	2.4	1.1	1.8
Civic and political participation: Posting opinions on Civic or political matters on websites on social media	11.5	8.3	10.2
Civic and political participation: Participate in online	1.0	.4	.8
Civic and political participation: Commenting or posting	12.6	12.4	12.5
Professional life: Looking for a job or sending a job application	13.4	13.1	13.2
Professional life: Participate in professional networks	11.3	11.4	11.3
Learning: Received a formal online course (in any subject	2.8	2.3	2.6
Learning: Use of online encyclopaedias or other websites	1.8	1.7	1.7
Entertainment, digital content consumption: Viewing or downloading images, movies, videos or music	43.6	43.9	43.7

ICT Use Survey 2022

Indicators	Male	Female	Total
Entertainment, digital content consumption: Playing game	16.6	11.6	14.5
Digital content creation: Uploading user-created content	3.4	2.5	3.0
Digital content creation: Using storage space on the Internet	3.1	1.6	2.5
Digital content creation: Use Internet-powered software	.4	.1	.3
Others activities	.5	.7	.6
HH-10: Number of individuals who used a mobile cellular telephone in the last three months	89.9	90.0	89.9
HH12: Proportion of individuals using the Internet, by frequency			
At least once a day	67.7	68.9	68.2
At least once a week but not every day	25.5	24.1	24.9
Less than once a week	6.9	7.0	6.9
HH15 - Individuals with ICT skills, by type of skills (SDG Indicator)			
Using copy and paste tools to duplicate or move data, information and content in digital environments (e.g. within a document, between devices on the cloud)	84.5	88.5	86.2
Sending messages (e.g. e-mail, messaging service, SMS) with attached files (e.g. document, picture, video)	82.4	84.8	83.4
Using basic arithmetic formulae in a spreadsheet	34.9	38.1	36.3
Connecting and installing new devices (e.g. a modem, camera, printer) through wired or wireless technologies	11.3	10.2	10.8
Finding, downloading, installing and configuring software and apps	55.3	57.5	56.2
Creating electronic presentations with presentation software (including text, images, sound, video or charts)	3.0	2.3	2.7
Transferring files or applications between devices (including via cloud-storage)	19.0	21.2	19.9
Setting up effective security measures (e.g. strong passwords, log-in attempt notification) to protect devices and online accounts	15.8	14.9	15.4
Changing privacy settings on your device, account or app to limit the sharing of personal data and information (e.g. name, contact information, photos)	16.4	15.4	16.0
Verifying the reliability of information found online	13.9	14.1	14.0
Programming or coding in digital environments (e.g. computer software, app development)	1.6	1.2	1.4
HH17 - Proportion of individuals using the Internet, by type of portable device			
Mobile phone via mobile cellular network	89.6	87.5	88.7
Mobile phone via other wireless networks (e.g. WiFi)	41.9	43.8	42.7
Tablet - via mobile cellular network	1.9	2.0	2.0
Tablet - via other wireless networks (e.g. WiFi)	.9	1.1	1.0
Portable computer (laptop, notebook, netbook) via mobile cellular network	5.6	4.0	4.9
Portable computer (laptop, notebook, netbook) via other wireless networks (e.g. WiFi)	13.7	13.3	13.5
Other portable devices (e.g. portable games consoles, watches, e-book readers etc.)	.1	.0	.1

Indicators	Male	Female	Total
HH-18: Number of individuals who own a mobile cellular telephone (SDG Indicator)	72.3	51.4	61.8
HH-19: Reasons for not using the Internet			
No internet required: Type of reasons not to use internet	68.4	68.1	68.2
Don't know how to use: Type of reasons not to use internet	67.4	68.2	67.8
Internet usage costs too high (service charges, etc): Type of reasons not	8.8	8.1	8.4
Privacy or security reasons: Type of reasons not to use internet	2.2	2.1	2.1
There is no internet service in the area: Type of reasons not to use internet	5.2	4.9	5.0
Cultural factors: Type of reasons not to use internet	.6	.6	.6
Don't know what the internet is: Type of reasons not to use internet	3.9	4.6	4.3
Internet access is not allowed: Type of reasons not to use internet	6.2	9.6	8.1
Lack of local content: Type of reasons not to use internet	1.1	1.0	1.1
Others reasons: Type of reasons not to use internet	1.3	1.1	1.2
HH20 -Type of good and service purchased online			
Books, magazines or newspapers	36.5	35.8	36.2
Clothing, footwear, sporting goods or accessories	55.9	46.9	52.0
Computer equipment or parts (including peripheral equipment)	18.2	7.8	13.7
Computer or video games	13.8	13.2	13.5
Computer software (including upgrades and paid applications; excluding games)	6.0	.4	3.5
Cosmetics	23.7	44.0	32.5
Financial products (including shares and insurance)	1.3	.4	.9
Food, groceries, alcohol or tobacco	70.2	73.9	71.8
Household goods (eg furniture, toys etc.; excluding electronics)	8.7	7.5	8.2
ICT services (excluding software)	.9	.3	.6
Medicines	2.1	1.0	1.6
Movies, short films or pictures	.5	.1	.3
Music products	.1	.0	.1
Photographic, telecommunication or optical equipment	.9	.1	.6
Tickets or bookings for entertainment events (sports, theatre, concerts, etc.)	20.0	25.9	22.6
Travel products (travel tickets, accommodation, car rental, transport services etc.)	43.8	17.8	32.5
HH21 - Purchased goods or services online, by type of payment channel			
Cash on delivery	96.5	96.2	96.3

ICT Use Survey 2022

Indicators	Male	Female	Total
Credit card online	3.6	2.3	3.0
Debit card or electronic bank transfer online	1.0	.4	.7
Mobile banking	14.2	14.6	14.4
Online payment services (eg: PayPal, Google Checkout)	.7	.6	.6
Prepaid gift cards or online vouchers	.8	.2	.6
Others	.7	.6	.6
HH22 - Delivery method for online purchases			
Delivery directly to the buyer using regular postal services or other forms of delivery	97.2	97.9	97.5
Picked up from a point of sale or service point	21.6	14.5	18.5
Online/electronic delivery by downloading from a website or through an application, software or other device (e.g. in-app purchases, streaming services etc.)	3.1	2.0	2.6
HH23 - Proportion of individuals who did not purchase goods or services online			
Not interested	88.8	88.3	88.6
Prefer to shop in-person	57.5	60.2	58.6
Security concerns	9.3	7.6	8.6
Payment security or privacy concerns	3.7	2.9	3.4
Technical reasons	13.3	17.1	14.9
Loyalty concerns	15.3	16.3	15.7
Lack of confidence, knowledge or skills	18.1	21.0	19.4
Concerns about product delivery costs	19.8	24.9	22.0
Concerns about reliability or speed of delivery	17.7	22.7	19.8
Concerns about product returns	7.7	9.8	8.5
Foreign retailer did not sell in my country	.6	.4	.5
No purchase required in last 3 months	3.6	3.5	3.6
Others	.3	.1	.2

Table-S.2: Proportion of ICT indicators at the individual level by broad age group

Indicators	Age group				
	5- 15	15-24	25-74	75 +	Total
HH-5: Proportion of individuals using a computer	2.5	17.9	5.7	.6	7.4
HH-7: Number of individuals who used the Internet (any location) in the last 3-months (SDG)	19.1	64.2	38.0	5.9	38.9
HH-8: Proportion of individuals using the Internet, by location					
Home	50.7	71.1	78.4	84.7	73.1
Work- where a person's workplace is located	2.4	18.5	48.0	26.7	33.4
Place of education: applies only to students	48.1	29.5	3.7	8.5	16.8
Another person's home- the home of a friend, relative or neighbour	13.3	27.1	27.4	14.1	25.8
Facility open to the public: use at a facility open to the public regardless of payment	5.9	23.7	11.7	4.4	15.1
Internet cafe	9.6	11.6	2.8	.2	6.4
While commuting, in transport or walking: use of the Internet while moving between places,	5.6	22.0	13.7	7.9	15.6
Other places	3.8	9.4	14.3	2.7	11.6
HH-9: Individuals using the Internet, by type of activity					
Access to information: Reading or downloading online news	52.1	63.8	56.9	55.8	58.7
Access to information: Search for health-related information	4.3	13.8	15.1	18.0	13.6
Access to information: Find information about products of services	1.9	6.9	9.5	.2	7.8
Access to information: For obtaining information from gov't institutions	42.5	28.0	24.8	28.5	27.7
Access to information: Use travel or travel-related accommodation services	.9	3.0	4.0	.2	3.3
Access to information: Downloading software or application	2.5	11.0	9.6	5.2	9.3
Communication: Sending/receiving e-mails	46.6	48.7	44.8	41.3	46.3
Communication: Internet calls	80.1	86.2	84.6	80.3	84.7
Communication: Participate in social networks	74.9	85.9	83.3	78.2	83.3
Communication: Instant messaging	56.3	68.0	59.2	40.2	61.8
Communication: Communication with government agencies	.2	1.6	2.3	.3	1.8
Civic and political participation: Posting opinions on civic on political matters on websites on social media	2.7	11.2	10.9	8.1	10.2

ICT Use Survey 2022

<i>Indicators</i>	<i>Age group</i>				
	<i>5- 15</i>	<i>15-24</i>	<i>25-74</i>	<i>75 +</i>	<i>Total</i>
Civic and political participation: Participate in online	.1	.7	.9	2.6	.8
Civic and political participation: Commenting or posting	.7	16.2	12.4	24.7	12.5
Professional life: Looking for a job or sending a job application	.5	17.5	13.0	24.7	13.2
Professional life: Participate in professional networks	.5	14.3	11.5	24.7	11.3
Learning: Received a formal online course (in any subject)	8.1	2.9	1.4	.3	2.6
Learning: Use of online encyclopedias or other websites	7.7	1.5	.8	.1	1.7
Entertainment, digital content consumption: Viewing or downloading images, movies, videos or music	39.0	43.4	44.8	40.8	43.7
Entertainment, digital content consumption: Playing game	28.1	20.6	8.4	2.4	14.5
Digital content creation: Uploading user-created content	2.7	3.7	2.7	1.0	3.0
Digital content creation: Using storage space on the Internet	.6	3.4	2.3	.2	2.5
Digital content creation: Use Internet-powered software	.1	.2	.4	0.0	.3
Others activities	1.2	.6	.5	0.0	.6
HH-10: Number of individuals who used a mobile cellular telephone in the last 3-months	55.9	99.8	99.1	77.4	89.9
HH12: Proportion of individuals using the Internet, by frequency					
At least once a day	53.4	80.7	63.6	25.7	68.2
At least once a week but not every day	31.5	8.5	33.3	59.5	24.9
Less than once a week	15.1	10.8	3.1	14.7	6.9
HH15- Individuals with ICT skills, by type of skills (SDG)					
Using copy and paste tools to duplicate or move data, information and content in digital	91.5	86.5	85.0	96.6	86.2
Sending messages (e.g. e-mail, messaging service, SMS) with attached files (e.g. document, picture, video)	66.6	80.7	88.3	43.3	83.4
Using basic arithmetic formulae in a spreadsheet	43.0	53.8	24.4	85.7	36.3
Connecting and installing new devices (e.g. a modem, camera, printer) through wired or wireless technologies	1.0	12.4	11.8	1.7	10.8
Finding, downloading, installing and configuring software and apps	79.4	72.2	42.3	86.2	56.2

<i>Indicators</i>	<i>Age group</i>				
	<i>5- 15</i>	<i>15-24</i>	<i>25-74</i>	<i>75 +</i>	<i>Total</i>
Creating electronic presentations with presentation software (including text, images, sound, video or charts)	10.9	2.5	1.2	1.4	2.7
Transferring files or applications between devices (including via cloud-storage)	4.0	23.9	20.5	26.4	19.9
Setting up effective security measures (e.g. strong passwords, log-in attempt notification) to protect devices and online accounts	5.0	13.9	18.3	2.6	15.4
Changing privacy settings on your device, account or app to limit the sharing of personal data and information	4.6	15.7	18.3	1.0	16.0
Verifying the reliability of information found online	5.0	15.7	14.7	6.2	14.0
Programming or coding in digital environments (e.g. computer software, app development)	.1	1.7	1.5	0.0	1.4
HH17: Proportion of individuals using the Internet, by type of portable device					
Mobile phone via mobile cellular network	87.1	88.1	89.4	83.0	88.7
Mobile phone via other wireless networks (e.g. WiFi)	18.6	41.6	47.7	40.9	42.7
Tablet - via mobile cellular network	2.7	1.5	2.1	10.6	2.0
Tablet - via other wireless networks (e.g. WiFi)	1.8	.9	.9	1.3	1.0
Portable computer (laptop, notebook, netbook) via mobile cellular network	2.4	6.8	4.3	15.9	4.9
Portable computer (laptop, notebook, netbook) via other wireless networks (e.g. WiFi)	46.1	11.3	8.9	20.1	13.5
Other portable devices (e.g. portable games consoles, watches, e-book readers etc.)	.1	.1	.1	0.0	.1
HH-18: Number of individuals who own a mobile cellular telephone (SDG Indicator)					
HH-19: Reasons for not using the Internet					
No internet required: Type of reasons not to use internet	63.2	69.1	70.3	71.4	68.2
Don't know how to use: Type of reasons not to use internet	67.2	54.9	71.2	77.6	67.8
Internet usage costs too high (service charges, etc): Type of reasons not to use internet	6.8	10.6	8.6	6.4	8.4
Privacy or security reasons: Type of reasons not to use internet	1.7	2.3	2.2	1.9	2.1
There is no internet service in the area: Type of reasons not to use internet	4.4	5.6	5.2	5.2	5.0

ICT Use Survey 2022

<i>Indicators</i>	<i>Age group</i>				
	<i>5- 15</i>	<i>15-24</i>	<i>25-74</i>	<i>75 +</i>	<i>Total</i>
Cultural factors: Type of reasons not to use internet	.5	.6	.6	.7	.6
Don't know what the internet is: Type of reasons not to use internet	3.5	1.8	5.1	11.5	4.3
Internet access is not allowed: Type of reasons not to use internet	14.2	12.5	4.3	1.7	8.1
Lack of local content: Type of reasons not to use internet	1.0	1.9	.9	.3	1.1
Others reasons: Type of reasons not to use internet	1.2	1.5	1.1	1.0	1.2
HH20 -Type of good and service purchased online					
Books, magazines or newspapers	23.9	35.2	36.8	9.4	36.2
Clothing, footwear, sporting goods or accessories	29.6	34.4	60.4	88.9	52.0
Computer equipment or parts (including peripheral equipment)	0.0	5.1	17.7	70.0	13.7
Computer or video games	72.5	23.5	8.3	70.0	13.5
Computer software (including upgrades and paid applications; excluding games)	0.0	3.4	3.6	0.0	3.5
Cosmetics	8.5	27.7	35.0	0.0	32.5
Financial products (including shares and insurance)	0.0	.0	1.3	0.0	.9
Food, groceries, alcohol or tobacco	20.9	59.6	78.0	27.5	71.8
Household goods (eg furniture, toys etc.; excluding electronics)	2.3	6.4	9.1	0.0	8.2
ICT services (excluding software)	1.9	.5	.7	0.0	.6
Medicines	0.0	.6	2.1	0.0	1.6
Movies, short films or pictures	0.0	.4	.3	0.0	.3
Music products	0.0	.1	.1	0.0	.1
Photographic, telecommunication or optical equipment	0.0	.9	.4	2.5	.6
Tickets or bookings for entertainment events (sports, theatre, concerts, etc.)	0.0	27.3	20.6	2.5	22.6
Travel products (travel tickets, accommodation, car rental, transport services etc.)	6.8	21.2	38.0	2.5	32.5
HH21 - Purchased goods or services online, by type of payment channel					
Cash on delivery	77.1	96.6	96.4	100.0	96.3
Credit card online	5.8	1.6	3.7	2.5	3.0
Debit card or electronic bank transfer online	2.7	.2	1.0	0.0	.7
Mobile banking	27.6	14.3	14.3	9.4	14.4

ICT Use Survey 2022

<i>Indicators</i>	<i>Age group</i>				
	<i>5- 15</i>	<i>15-24</i>	<i>25-74</i>	<i>75 +</i>	<i>Total</i>
Online payment services (eg: PayPal, Google Checkout)	4.7	.6	.6	0.0	.6
Prepaid gift cards or online vouchers	0.0	.3	.7	0.0	.6
Others	0.0	.6	.7	0.0	.6
HH22 - Delivery method for online purchases					
Delivery directly to the buyer using regular postal services or other forms of delivery	91.9	95.9	98.2	100.0	97.5
Picked up from a point of sale or service point	26.0	16.2	19.6	11.9	18.5
Online/electronic delivery by downloading from a website or through an application, software or other device	13.6	2.8	2.5	0.0	2.6
HH23 -Proportion of individuals who did not purchase goods or services online					
Not interested	88.2	89.0	88.3	95.1	88.6
Prefer to shop in-person	37.4	63.7	60.0	53.4	58.6
Security concerns	3.3	9.4	9.2	12.6	8.6
Payment security or privacy concerns	1.1	3.9	3.5	0.0	3.4
Technical reasons	51.1	19.3	4.9	9.6	14.9
Loyalty concerns	5.9	26.8	11.0	17.2	15.7
Lack of confidence, knowledge or skills	7.4	16.7	23.5	3.3	19.4
Concerns about product delivery costs	1.6	30.5	21.1	1.7	22.0
Concerns about reliability or speed of delivery	1.0	26.7	19.6	1.6	19.8
Concerns about product returns	1.6	19.5	3.3	2.9	8.5
Foreign retailer did not sell in my country	.1	.8	.5	.1	.5
No purchase required in last 3 months	4.4	3.4	3.5	1.5	3.6
Others	1.0	.1	.1	.1	.2



Annexure-2: Definition of Indicators

HH1. Proportion of Households with a radio

This is the proportion of households that have a radio. A radio is defined as a device capable of receiving broadcast radio signals, using common frequencies, such as FM, AM, LW and SW. A radio may be a stand-alone device, or it may be integrated with another device, such as an alarm clock, an audio player, a mobile telephone or a computer.

Household with a radio means that a radio is generally available for use by all members of the household at any time, regardless of whether it is actually used. The radio may or may not be owned by the household, but should be considered a household asset.

HH2. Proportion of Households with a television

This is the proportion of households that have a television (TV). A television (TV) is a device capable of receiving broadcast television signals, using popular access means such as over-the-air, cable and satellite. A television set is typically a stand-alone device, but it may also be integrated with another device, such as a computer or a mobile telephone.

Household with a television means that a TV is generally available for use by all members of the household at any time, regardless of whether it is actually used. The TV may or may not be owned by the household, but should be considered a household asset.

HH3. Proportion of Households with telephone

This is the proportion of households that have a telephone. A fixed telephone line refers to a telephone line connecting a customer's terminal equipment (e.g. telephone set, facsimile machine) to the public switched telephone network (PSTN) and which has a dedicated port on a telephone exchange. This term is synonymous with the terms main station or Direct Exchange Line (DEL) that are commonly used in telecommunication documents. It may not be the same as an access line or a subscription. Telephone consists of fixed land phone and mobile cellular phone.

A mobile (cellular) telephone refers to a portable telephone subscribing to a public mobile telephone service using cellular technology, which provides access to the PSTN. This includes analogue and digital cellular systems and technologies such as IMT-2000 (3G) and IMT Advanced. Users of both postpaid subscriptions and prepaid accounts are included.

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

Household with a mobile (or smart) telephone means that the mobile (or smart) telephone is generally available for use by all members of the household at any time, regardless of whether it is actually used. The mobile (or smart) telephone may or may not be owned by the household but should be considered a household asset (as has traditionally been the case for fixed telephone).

HH4. Proportion of Households with a Computer

This is the proportion of households that have a computer. A computer refers to a desktop computer, a laptop (portable) computer or a tablet (or similar handheld computer).

- Desktop: a computer that usually remains fixed in one place; normally the user is placed in front of it, behind the keyboard.
- Laptop (portable) computer: a computer that is small enough to carry and usually enables the same tasks as a desktop computer; it includes notebooks and net books but does not include tablets and similar handheld computers.
- Tablet (or similar handheld computer): a tablet is a computer that is integrated into a flat touch screen, operated by touching the screen rather than (or as well as) using a physical keyboard.

It does not include equipment with some embedded computing abilities, such as smart TV sets, and devices with telephony as their primary function, such as smart phones.

HH5. Proportion of individuals using a Computer

This is the proportion of individuals who used a computer from any location in the last three months. A computer refers to a desktop computer, a laptop (portable) computer or a tablet (or similar handheld computer).

HH6. Proportion of Households with Internet

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

Household with Internet access means that the Internet is generally available for use by all members of the household at any time, regardless of whether it is actually used. The connection and devices may or may not be owned by the household but should be considered household assets. If one member of the household has a mobile phone with connection to the Internet and makes it available for all members, then it should be considered that the household has access to the Internet.

HH7. Proportion of individuals using Internet (SDG Indicator)

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

HH8. Proportion of individuals using Internet, by location

This is the proportion of individuals who used the Internet from specified locations in the last three months. The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer – it may also be by mobile telephone, tablet, PDA, games machine, digital TV etc.). Access can be via a fixed or mobile network, including wireless access at a Wifi ‘hotspot’. Access via a mobile device should be classified to the appropriate location or to ‘while commuting, in transport or walking’, that is, while mobile.

HH9. Proportion of individuals using Internet, by type of activity

This is the proportion of individuals who undertook one or more activities using the Internet for private (defined as non-work) purposes from any location in the last three months. Internet activities are classified in groups of similar activities.

HH10. Proportion of individuals using a mobile cellular telephone

This is the proportion of individuals who used a mobile telephone in the last three months. A mobile (cellular) telephone refers to a portable telephone subscribing to a public mobile telephone service using cellular technology, which provides access to the PSTN. This includes analogue and digital cellular systems and technologies such as IMT-2000 (3G) and IMT Advanced. Users of both postpaid subscriptions and prepaid accounts are included.

A smart telephone refers to a mobile handset that is used as the person’s primary phone device which has smart capabilities, including Internet-based services, and performs many of the functions of a computer, including having an operating system capable of downloading and running applications, including those created by third-party developers. Users of both postpaid subscriptions and prepaid accounts are included.

This indicator refers to the use of a mobile (or smart) telephone by individual household members for communication (therefore, not only as a clock, playing games or listening to music). Use of a mobile (or smart) telephone does not necessarily mean that the telephone is owned or paid for by the individual but should be reasonably available through work, a friend or family member, etc. It excludes occasional use, for instance, borrowing a mobile (or smart) telephone to make a call.

HH11. Proportion of Households with Internet, by type of service

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

HH12. Proportion of individuals using Internet, by frequency

Definitions and notes: This is the frequency of Internet use by individuals who used the Internet from any location in the last three months. The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer – it may also be by mobile telephone, tablet, PDA, games machine, digital TV etc.). Access can be via a fixed or mobile network.

HH13. Proportion of Households with multichannel television, by type

This is the proportion of households with multichannel television (TV) and by type of multichannel service. As households can use more than one type of multichannel TV service, multiple responses are possible.

HH14. Barriers to household internet access

This measures the barriers to Internet access for households without Internet access. It is expressed as a proportion of households without Internet access.

HH15. Individuals with ICT skills, by type of skills (SDG Indicator)

This refers to ICT skills, defined for the purpose of this indicator as having undertaken certain activities in the last three months, independent of the device(s) used.

HH17. Proportion of individuals using Internet, by type of device & Network

This is the proportion of individuals who used the Internet using a portable device. The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a network or via other wireless networks (e.g. WiFi).

HH18. Proportion of individuals who own a mobile phone (SDG Indicator)

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

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

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

HH19. Proportion of individuals not using the Internet, by type of reason

This measures the barriers to Internet use by individuals. It is expressed as a proportion of individuals who do not use the Internet.

Classification for ICT Households statistics

Specific subpopulations are generally of more interest to policy-makers than the whole population. Classifications of units are therefore generally part of a statistical framework. It is unlikely that small subpopulations will be sufficiently well represented in a sample survey to enable reliable estimates. It will therefore be difficult to obtain ICT indicators for these subpopulations from sample surveys unless they are specifically designed to cover them. Classifications of ICT statistics are made in this report based on sex, age, highest education level attained, labour force status and occupation.

Sex:

Sex (male, female and hijra) of every individual is recorded, as sex disaggregation of data is a fundamental requirement for gender statistics and in particular for the analysis of the gender gap in the use of ICT. For policy purposes, all core ICT use indicators is broken down by sex, in order to maximize information on any digital gender gap.

Age:

Age is a strong determinant of ICT use so a common age cut-off and categories are important. The following age ranges is used in presenting the statistics: 5-14; 15-64 and 65+ years and over.

Education classification:

Education classification used to match the following aggregated level is used:

- Up to primary /no class passed/never attended
- Secondary
- Higher Secondary
- Tertiary

Labour force status:

Categories for labour force status used to break down labour market indicators at the individual level are based on the International Labour Organization (ILO) International classification of Status in Employment (ICSE-18), with additional categories for those who are unemployed or outside the labour force. The categories for those who are unemployed or outside the labour force. The categories are:

- Paid employee;
- Self-employed;
- Unemployed;
- Outside the labour force

Industry classifications:

Bangladesh Standard Industrial Classification (BSIC) is used for classifying all economic activities. The Bangladesh Bureau of Statistics (BBS) has developed BSIC based on International Standard Industrial Classification (ISIC) rev-4 and Bangladesh context for national use and international comparability.

Occupation classifications:

Bangladesh Bureau of Statistics (BBS) developed the Bangladesh Standard Classification of Occupations 2012 (BSCO-2012) on the basis of International Standard Classification of Occupations 2008 (ISCO-08) as the national Occupational classification code guide for national use and international comparability. BSCO-2012 provides a system for classifying and aggregating occupational information obtained by means of labour force and other statistical surveys, as well as administrative records.

Household characteristics:

There are two household characteristics classifications recommended based on households with children and households without children. They are:

- A. Household composition (households with children under 17 and households without children under 17) and
- B. Household size (number of household members, including those outside any age scope imposed).



Annexure-3: Standard Errors of the Estimates

Table-SE-1: Standard Errors and Confidence Intervals of Access to the household indicators

Indicators	Estimates	Linearized Standard Errors	95% Confidence Interval	
			LB	UB
HH1: Proportion of households with a Radio	12.8	0.8432	11.1	14.4
HH2: Proportion of households with a Television	62.0	0.9328	60.1	63.8
HH3: Proportion of households with Telephone	97.4	0.2151	97.0	97.8
HH3: Proportion of households with a Land phone	0.8	0.1087	0.6	1.0
HH3: Proportion of households with a Mobile phone	97.4	0.2153	97.0	97.8
HH3: Proportion of households with a Fixed land phone only	0.0	0.0071	0.0	0.0
HH3: Proportion of households with a Mobile phone only	96.6	0.2365	96.1	97.1
HH3: Proportion of households with both Fixed and Mobile telephone	0.8	0.1082	0.6	1.0
HH3: Proportion of households with a Smartphone	52.2	0.7955	50.6	53.7
HH4: Proportion of households with a Computer	8.7	0.5629	7.6	9.8
HH6: Proportion of households with Internet	38.1	0.9455	36.2	39.9
HHR1: Proportion of households with electricity connection	98.9	0.1208	98.6	99.1

Table-SE-2: Standard Errors and Confidence Intervals of use of individual indicators

	Estimates	Linearized Standard Errors	95% Confidence Interval	
			LB	UB
HH5: Proportion of individuals using a computer	7.4	0.6865	17.2	19.9
HH5: Proportion of individuals using a Desktop	2.5	0.2499	5.8	6.8
HH5: Proportion of individuals using a Laptop	2.9	0.4774	6.5	8.4
HH5: Proportion of individuals using a Tablet	2.0	0.2512	4.3	5.3
HH-10: Proportion of individuals used a mobile phone in the last 3-months	89.9	0.1496	97.8	98.4
HH-18: Proportion of individuals own a mobile phone (SDG Indicator)	61.8	0.3882	85.9	87.4
HH-7: Proportion of individuals using Internet in the last 3-months(SDG)	38.9	0.7898	37.4	40.5



Annexure-4: Questionnaire

Government of the People's Republic of Bangladesh
Bangladesh Bureau of Statistics
Measuring ICT Access and Use by Households and Individuals Project
ParishankhyanBhaban (4th Floor, Block-B)
E-27/A, Agargaon, Dhaka-1207
www.bbs.gov.bd

Questionnaire

Confidentiality

All information collected through this questionnaire is confidential and will be used only for research and planning purposes.

PSUNo. :

Introduction to Area

	Particulars	Geo Code
District :	Geo Codes will be automatically populated in CAPI as per PSU number	<input type="text"/>
City Corporation :		<input type="text"/>
Upzila/Thana :		<input type="text"/>
Pouroshava :		<input type="text"/>
Union/Ward :		<input type="text"/>
Mouza :		<input type="text"/>
Village/Mohalla :		<input type="text"/>
RMO Code :		<input type="text"/>
Household No. :		<input type="text"/>
DPCNo. :		<input type="text"/>

Interview Date

	Day	Months	Year		
1st Interview	<input type="text"/>	<input type="text"/>	<input type="text"/>	Complete collection of answers to questions	1
2nd Interview	<input type="text"/>	<input type="text"/>	<input type="text"/>	partially complete	2
3rd Interview	<input type="text"/>	<input type="text"/>	<input type="text"/>	Temporarily absent	3
				Vacant (residents gone)	4
3rd Interview	<input type="text"/>	<input type="text"/>	<input type="text"/>	Listing error	5
				Rejected	6

Responsible for conducting interviews

Interviewer	Name:	<input type="text"/>	ID
	Signature	<input type="text"/>	
Supervising Officer (if scrutinizing the question paper)	Name:	<input type="text"/>	
	Signature	<input type="text"/>	

Objectives of the Survey

The purpose of the survey is to obtain socio-economic data to understand ICT service usage patterns, to collect latest and accurate data on ICT use and application by individuals and households, to inform local and international agencies including SDG Tracker, ITU and ICT Development Index (IDI). Developing household and individual ICT indicators that help deliver

For Detailed Information

Address: Project Director, Measuring ICT Access and Use by Households and Individuals Project ParishankhyanBhaban (4th Floor, Block-B)E-27/A, Agargaon, Dhaka-1207

01731049447

✉ syedamarufashaki@gmail.com

SECTION 1: HOUSEHOLD INFORMATION	
Q-01.Home ownership (select one answer)	<ul style="list-style-type: none"> ① Own ② Rent but own residence elsewhere ③ Rent but not own residence elsewhere ④ Rent free but own residence elsewhere ⑤ Rent free but not own residence elsewhere
Q-02. Type of Residence (select one answer)	<ul style="list-style-type: none"> ① Individual ② Apartment ③ Joint
Q-03. Is there electricity connection in the house?	<ul style="list-style-type: none"> ① Yes ② No[⇒Q-04a]
Q-03a. Main source of electricity (select one answer)	<ul style="list-style-type: none"> ① National Grid ② Solar power ③ Others
Q-04a. Is there a mobile phone in the house?	<ul style="list-style-type: none"> ① Yes ② No[⇒Q-04a2]
Q-04a1. Do you have a smart phone?	<ul style="list-style-type: none"> ① Yes ② No
Q-04a2. Land phone connection	<ul style="list-style-type: none"> ① Yes ② No
Q-04b.Do you have computer/laptop?	<ul style="list-style-type: none"> ① Yes ② No[⇒Q-04b2]
Q-04b1.What types of computer are there?	<p>(There may be more than one answer)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Desktop <input type="checkbox"/> Laptop/Notebook <input type="checkbox"/> Tablet/Others
Q-04b2. If the answer is no, what is the reason for not having a computer?	<p>(There may be more than one answer)</p> <ul style="list-style-type: none"> <input type="checkbox"/> 1 Can't afford to buy a computer <input type="checkbox"/> 2 Household members use computers at work, educational institutions or Internet cafes <input type="checkbox"/> 3 Household does not need a computer <input type="checkbox"/> 4 No member of Household knows how to use computer <input type="checkbox"/> 5 Harmful to health <input type="checkbox"/> 6 Waste of time <input type="checkbox"/> 7 Loss of child's education <input type="checkbox"/> 8 Religious reasons <input type="checkbox"/> 9 Requires special equipment/software <input type="checkbox"/> 10 Others
Q-04c.Is there a radio?	<ul style="list-style-type: none"> ① Yes ② No
Q-04d.Is there a television?	<ul style="list-style-type: none"> ① Yes ② No[⇒Q-04f]
Q-04e.Which types of following connection do your television have?	<p>(There may be more than one answer)</p> <ul style="list-style-type: none"> <input type="checkbox"/> 1 Terrestrial Connection (DTT) [e.g.: BTV] <input type="checkbox"/> 2 Cable Television (CATV) (Dish Line) <input type="checkbox"/> 3 Direct to Home Television (DTH) (e.g.: Sky)


	<input type="checkbox"/> 4 Internet Protocol Television (IPTV) <input type="checkbox"/> 5 Others (specify)
Q-04f. Which of the following assets are available in your household? (There may be more than one answer)	(There may be more than one answer) 1. Refrigerator/Oven/Washing Machine 2. Air conditioner 3. Electric fan 4. Bicycle 5. Motor Cycle/Scooty 6. Private Car/Bus/Truck/Covered Van 7. Engine boats 8. Tractor/Power Tiller 9. Rickshaw/ Rickshaw-van 10. Easybike/Autobike 11. Chair/table 12. Cot/Chowki 13. Cupboard/wardrobe 14. Sofa set 15. Water filter 16. Diabetes meter 17. Blood Pressure Monitor 18. Oximeter 19. Cow/buffalo/horse 20. Goat/sheep
Q-05. Main source of income (select one answer)	1. Agriculture 2. Industry 3. Service 4. Remittance 5. Freelancing 6. Others
Section-2 Household Technology and Communication Information	
Q-06. Is there internet connection in this home?	<input type="radio"/> 1 Yes <input type="radio"/> 2 No[⇒Q-10]
Q-07. What kind of internet connection do you have in your house? (There may be more than one answer)	1. Wired Broadband Connection (Wired Connection/WiFi Connection) 2. Mobile Network Connection (Wireless Connection)
Q-08. What kind of internet service is used for internet use at home? (There may be more than one answer)	1. Fixed narrowband (download speed below 256kbit/s) 2. Fixed broadband (download speed at least 256kbit/s) 3. Terrestrial fixed broadband network (WiMAX) 4. Mobile broadband (minimum 3G) via handset 5. Mobile broadband (minimum 3G) via card (sim card/usb modem) 6. Don't know
Q-09. How much average money monthly spent for internet connection? (select one answer)	1. ≤less than Taka 100 2. More than Taka 101 but less than Taka 300 3. More than Taka 301 but less than Taka 500 4. More than Taka 501 but less than Taka 1000 5. More than Taka 1001 but less than Taka 2000 6. More than Taka 2001 but less than Taka 3000 7. ⇒More than 3000

<p>Q-10. What is the reason for not having internet connection at home? (There may be more than one answer)</p>	<ol style="list-style-type: none"> 1. No internet required 2. Internet is used elsewhere outside the household 3. Cost of internet equipment is very high 4. Cost of internet service is very high 5. For personal privacy and security reasons 6. No internet connectivity in the area 7. Internet connection is available in the area but the household has no demand for it 8. Cultural reasons 9. Lack of local content 10. There is no electricity connection in the house 11. Other reasons (specify) 		
<p>Q-11. Is there any steps taken to protect children for using internet?</p>	<p>① Yes ② No[⇒Q-13]</p>		
<p>Q-12. What types of steps are taken? (There may be more than one answer)</p>	<ol style="list-style-type: none"> 1. Adhering to house rules about Internet use (e.g. time and Terms of Use) 2. An internet content filter is installed in the classroom (i.e. software controlled by parents). 3. Supervising or monitoring the Internet use of children (e.g. direct presence of adults; checking navigation history, etc.); 4. The children are never allowed to use the Internet alone. 5. Online privacy settings are checked/changed 6. Discussed about 'stranger danger' with children 7. If access to inappropriate websites is prevented 8. Discussed about how to avoid unwanted content online with children 9. Internet or computer game playing time is limited 10. Learn how to use e-safety tools such as privacy settings 11. No action taken 12. Don't know 		
<p>SECTION 3: Person Module Part A: Room list To be used by all members</p>			
<p>Q-13. How many members in this house?</p>	<table border="1" style="width: 100%; height: 50px;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%;"></td> </tr> </table>		
<p>Q-13.a entire name [Name of head of household first, followed by name of wife or husband of head of household, name of youngest son or daughter, name of eldest son or daughter, name of son or daughter's wife or husband and children (from youngest to oldest), name of father or mother, name of brother or sister, father-in-law or mother-in-law, and then other relatives, housekeeper or maid, and others.]</p>	<table border="1" style="width: 100%; height: 150px;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%;"></td> </tr> </table>		

ICT Use Survey 2022

Q-14. Age (full years) If age < 1, enter 00 instead Enter actual age	<table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 33%;"></td> <td style="width: 33%;"></td> <td style="width: 33%;"></td> </tr> </table>			
Q-15. Gender	①Men②Women③Third Gender			
Q-16. Relation to the household head	① The owner of the home ②Spouse/Husband ③Children ④ Father/ Mother ⑤Brother/sister ⑥Daughter-in-law/son-in-law ⑦Other relatives ⑧Housekeeper/Driver/Gardener ⑨ Non-relatives			
Q-17. Religion	①Muslim②Hindu③Christian④ Buddhist⑤Others			
Q-18. Current Marital Status Only for >=10 years of age	①Single②Currently married③Widow/Widower④Divorced⑤ Separated			
SECTION 3: Person Module PART B: EDUCATION Applicable to members 05 years and above				
Q-19. Are you able to read and write?	①Yes ②No[⇒Q-22]			
Q-20. Have you ever visited a college or university?	①Yes, still going ②Yes, I previously went ③No, never go [⇒Q-22]			
Q-21. Which is the highest class that you have you passed?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; vertical-align: top;"> 00-when he did not go to school/madrasha 77-Play/Nursery/KG/Pre-Primary students 88-1st class students 01-1st Class Pass 02-2nd Class Pass 03-3rd Class Pass 04-4th Class Pass 05-5th Class Pass/PEC/Epetedai/Equivalent 06-6th class pass 07-7th class pass 08-8th class pass 07-9th class pass </td> <td style="width: 33%; vertical-align: top;"> 10-SSC/Dakhil/O-Label/Equivalent 12-HSC/Alim/A-Label/Equivalent 15-BA/BSc/BCom/BBA/FAZIL (Pass Course) 16-BA/BSc/BCom/BBA (Honours) 17-MSc/M.Com/MBA/Fazil/Dawrah and etc. 18-Ph.D and above 19-MBBS/BDS 20-Nursing/Midwifery 21- B.Sc Engineering and above 22-Diploma 24- Non-formal education </td> <td style="width: 33%;"></td> </tr> </table>	00-when he did not go to school/madrasha 77-Play/Nursery/KG/Pre-Primary students 88-1st class students 01-1st Class Pass 02-2nd Class Pass 03-3rd Class Pass 04-4th Class Pass 05-5th Class Pass/PEC/Epetedai/Equivalent 06-6th class pass 07-7th class pass 08-8th class pass 07-9th class pass	10-SSC/Dakhil/O-Label/Equivalent 12-HSC/Alim/A-Label/Equivalent 15-BA/BSc/BCom/BBA/FAZIL (Pass Course) 16-BA/BSc/BCom/BBA (Honours) 17-MSc/M.Com/MBA/Fazil/Dawrah and etc. 18-Ph.D and above 19-MBBS/BDS 20-Nursing/Midwifery 21- B.Sc Engineering and above 22-Diploma 24- Non-formal education	
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SECTION 3: Person Module PART C: LABOUR FORCE Applicable to members 05 years and above				
Q-22a. During the LAST WEEK, did you do any work for a wage, salary,	①Yes ②No			


ICT Use Survey 2022


commission, tips or any other pay, even if only for one hour?	
Q-22b. During the LAST WEEK, did you run or do any kind of business, farming or other activity to generate income/profit, even if only for one hour?	<input type="radio"/> Yes <input type="radio"/> No
Q-22c. During the LAST WEEK, did you help unpaid in a business owned by a household members, even if only for one hour?	<input type="radio"/> Yes <input type="radio"/> No
Q-22d. In the last 7 (seven) days, did you work at least 1 (one) hour to produce goods for your own consumption at home?	<input type="radio"/> Yes <input type="radio"/> No
Q-23a. What goods/services are produced in your working sector?	_____
Q-23a1. What is your job sector? (Choose one response)	 <ol style="list-style-type: none"> 1. Agriculture, Forestry and Fisheries 2. Extraction of minerals from mines 3. Production 4. Supply of electricity, gas, steam and air conditioner 5. Water supply, sewerage, waste management and remedial activities 6. Construction 7. Wholesale and retail trade and repair of motor vehicles and motorcycles 8. Transportation (including postage and courier) and storage 9. Accommodation and food service activities (hotels and restaurants) 10. Information and Communications 11. Financial and Insurance Activities 12. Activities relating to housing business 13. Professional, scientific and technical activities 14. Administrative and Support Services Activities 15. Public Administration and Defence, Compulsory Social Security 16. Education 17. Public health and social service activities 18. Arts, catering and entertainment 19. Other Service Functions 20. Activities of household as employer, activity of producing undivided household goods and services for own use 21. Activities of International Organizations and Organs
Q-23b. Write in detail what are your main tasks and responsibilities?	_____
Q-23b1. What kind of profession do you work in?	<ol style="list-style-type: none"> 1. manager 2. professionals 3. Technicians and allied professionals 4. Clerical support staff 5. Service and sales staff 6. Efficient Agriculture, Forestry and Fisheries worker 7. Skilled occupations and related occupations 8. Factory and machine operators and assemblers 9. Primary occupation 0. Career in Armed Forces
Q-24. In this job do you work as?	<ol style="list-style-type: none"> 1. Employees 2. Apprentice/Intern 3. Day laborers 4. Housekeeper/ Maid 5. Employer (Self-Employed with Salaried/ Wage Employees)

ICT Use Survey 2022

	6. Own business activities (own business/agricultural activities without regular employees) 7. Unpaid help in family business 8. Production cooperative members
Q-25a. Does the business has registration or not?	1. Yes (Name of Authority _____) 2. Registration process is ongoing 3. Don't know
Q-25b. Does the business/ farm/firm/office where you work maintain accounts?	1. Written accounts 2. Oral account 3. No account 4. Not known
Q-26a. During the last 30 (thirty) days, did you do anything to find a paid job/ start a business?	① Yes ② No
Q-26b. During the last 30 (thirty) days, do you produce goods for your own use?	① Yes ② No
Q-26c. If you got a job/business opportunity, how soon would you be ready to join it?	1. Was ready to start last week 2. Ready in next 02 weeks 3. Wasn't ready
Section 4: Use of ICT at Individual Level Part A: Mobile Phones FOR PERSONS AGED 5 YEARS AND ABOVE	
Q-27. Do you have a mobile phone for personal use?	① Yes ② No [⇒Q-31]
Q-28. Have you used mobile phone regularly in the last three months?	① Yes ② No [⇒Q-31]
Q-29. Do you have smart mobile phone for personal use?	① Yes ② No
Q-30. In the last 3(three) months have you used smart mobile phones regularly?	① Yes ② No
Section 4: Use of ICT at Individual Level Part B: Computer For Persons Aged 5 Years and Above	
Q-31. Have you used a computer (desktop/laptop/tablet) during the last three months?	① Yes ② No
Q-32. What type of computer have you used during the last three months?	1. Desktop 2. Laptop 3. Tablets/homogeneous
Q-33. Have you received formal computer training at school or work	① Yes ② No

during the last three months?	
Q-34. Do you have your own computer (desktop/laptop/tablet)?	<input type="radio"/> Yes[⇒Q-36] <input type="radio"/> No
Q-35. Why don't you have your own computer? (There may be more than one answer)	<ol style="list-style-type: none"> 1. Can't afford to buy a computer 2. Computers are used at work, school or internet cafes 3. No computer required 4. Don't know how to use a computer 5. Harmful to health 6. Waste of time 7. Special equipment/software required 8. Others (specify)
Section 4: Use of ICT at Individual Level Part C: Internet For Persons Aged 5 Years and Above	
Q-36. When was the last time you used the internet?	<ol style="list-style-type: none"> 1. Within last 3 months 2. 3 months to 1 year ago 3. More than 1 year ago 4. Never used [Q-66]
Q-37. How many times have you typically used the Internet (from any location) in the past three months? (select one answer)	<ol style="list-style-type: none"> 1. At least once a day 2. At least once a week but not every day 3. Less than once a week
Q-38. Where have you used the internet in the last three months? (There may be more than one answer)	<ol style="list-style-type: none"> 1. In the kitchen 2. At work 3. In educational institutions 4. In another house (relative/friend/neighbour's house) 5. In open space 6. In internet cafe 7. In the transport or walking 8. Other places (specify)
Q-39. Which of the following devices have you used to access the Internet during the last three months? (There may be more than one answer)	<ol style="list-style-type: none"> 1. Mobile phone (with mobile network) 2. Mobile phone (with WiFi or WiMAX) 3. Tablet (with mobile network) 4. Tablet (with WiFi or WiMAX) 5. Laptop/Desktop Computer (with Mobile Network) 6. Laptop/Desktop Computer (with Wi-Fi) 7. Other portable devices (e.g.: digital watches, e-book readers etc.)
Q-40. For which of the following tasks have you used the Internet for personal purposes (from any location) in the past three months? (There may be more than one answer)	Access to information <ol style="list-style-type: none"> 1. Reading or downloading news sites/newspapers/newspapers (magazines) online 2. Seeking health-related information (e.g. injury, disease, nutrition, health improvement, etc.) 3. Finding information about products or services

	<p>4. To obtain information from general government institutions 5. Using travel or travel-related accommodation services 6. Downloading software or applications</p> <p>Communication 7. Sending/receiving e-mails 8. Making calls (including video calls) over the Internet (via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, etc.) 9. Participating in social networks (creating user profiles on Facebook, Twitter, Instagram, Snapchat, etc., posting messages) 10. Message exchange via instant messaging (via Skype, IMO, Messenger, WhatsApp, Facetime, Viber, Snapchat etc.) 11. Liaison with government agencies</p> <p>Civic and political participation 12. Expressing opinions on civic or political matters on websites or social media (Facebook, Twitter, Instagram, YouTube). 13. Participating in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition). 14. Expressing or posting opinions on chat sites, blogs, newsgroups or online discussions</p> <p>Professional life 15. Searching for jobs or sending job applications 16. Participating in professional networks</p> <p>Learning 17. Taking a formal online course (on any subject) 18. Use of online encyclopedias or other websites for formal learning purposes</p> <p>Entertainment, digital content consumption 19. Viewing or downloading images, movies, videos or music 20. Playing or downloading games</p> <p>Digital content creation 21. Uploading user-generated content (e.g.: text, images, photos, videos, music, software, etc.) for sharing on a website. 22. Using storage space on the Internet to store documents, pictures, music, videos or other files (e.g.: Google Drive, iCloud, Dropbox etc.). 23. Use of Internet-based software to edit text documents, spreadsheets, or presentations 24. Other (specify)</p>
<p>Section 4: Use of ICT at Individual Level Part D: Competence in using information technology For Persons Aged 5 Years and Above</p>	
<p>Q-41. Have you participated in any of the following activities in the past three months? (There may be more than one answer)</p>	<p>1. Using copy and paste tools to duplicate or move data, information and content (e.g. within a document, between devices, in the cloud) 2. Sent messages (e.g. e-mail, messaging service, SMS) with files (e.g. documents, images, videos) 3. Use of basic mathematical formulas (excel etc.) in spreadsheets 4. Connecting and installing new devices (e.g.: modems, cameras, printers) 5. Software search, download, installation, and configuration</p>

	<p>6. Use of presentation software to create electronic presentations</p> <p>7. Transferring files or applications between computers and other devices</p> <p>8. Set up effective security measures (e.g. strong passwords, log-in attempt notifications) to protect devices and online accounts</p> <p>9. Changed the privacy settings of your device, account or app to limit the sharing of personal data and information (such as name, contact information, photos).</p> <p>10. Checking the accuracy of information found on the Internet</p> <p>11. Used a specific programming language to create computer programs (e.g. computer software, app development)</p>
<p>Section 4: Use of ICT at Individual Level Part E: E-Commerce For Persons Aged 5 Years and Above</p>	
<p>Q-42. Have you purchased or ordered any product or service over the Internet (by website/app) for personal use in the last three months?</p>	<p>① Yes</p> <p>② No [Q-49]</p>
<p>Q-43. What types of goods or services have you purchased or ordered over the Internet for personal use in the past three months? (There may be more than one answer)</p> 	<ol style="list-style-type: none"> 1. Books, magazines or newspapers 2. Clothing, footwear, sporting goods or accessories 3. Computer equipment or parts (including peripheral equipment) 4. Computer or video games 5. Computer software (including upgrades and paid applications; excluding games) 6. Cosmetics 7. Financial products (including shares and insurance) 8. Food, groceries, alcohol or tobacco 9. Household goods (e.g. furniture, toys etc.; excluding electronics) 10. ICT services (excluding software) 11. Medicines 12. Movies, short films or pictures 13. Music products 14. Photographic, telecommunication or optical equipment 15. Tickets or bookings for entertainment events (sports, theatre, concerts, etc.) 16. Travel products (travel tickets, accommodation, car rental, transport services etc.)
<p>Q-44. Where the online goods/services organization is situated? (There may be more than one answer)</p>	<ol style="list-style-type: none"> 1. Domestic vendors/institutions 2. Foreign Vendors/Institutions 3. Origin of vendor/establishment unknown
<p>Q-45. How did you pay for goods or services purchased over the Internet for personal use in the last three months? (There may be more than one answer)</p>	<ol style="list-style-type: none"> 1. Cash on delivery 2. Credit card online 3. Debit card or electronic bank transfer online 4. Mobile banking 5. Online payment services (e.g.: PayPal, Google Checkout) 6. Prepaid gift cards or online vouchers 7. Other (specify)

<p>Q-46. How have you received goods or services purchased over the Internet for personal use in the last three months? (There may be more than one answer)</p>	<ol style="list-style-type: none"> 1. Regular Post/Courier Service or Direct Delivery to Buyer 2. Withdrawal from point of sale or service point 3. Online/electronic delivery by downloading from a website or through an application, software or other device (e.g. in-app purchases, streaming services, etc.).
<p>Q-47. How much do you spend on online shopping (monthly average)?</p>	<ol style="list-style-type: none"> 1. <= 1000 2. Taka 1001—Taka 5000 3. Taka 5001—Taka 20,000 4. Taka 20,001—Taka 50,000 5. Taka 50,000+
<p>Q-48.a Have you faced any problem while purchasing through website or app in the last 3 months?</p>	<ol style="list-style-type: none"> ① Yes ② No[⇒Q-49]
<p>Q-48.b Have you faced any of the following problems while purchasing through websites or apps in the last 3 months? (There may be more than one answer)</p>	<ol style="list-style-type: none"> 1. The website was difficult to use or did not work properly (too complex, confusing, technical problems, etc.) 2. Difficulty finding information regarding guarantees or other legal rights 3. Delivery time is more than indicated time 4. Final cost is higher than indicated cost (e.g. unexpected transaction fee or unreasonable guarantee fee) 5. Delivery of wrong or damaged products/services 6. Fraud issues (e.g.: no product/service received, credit card information misused etc.) 7. Complaints and redress were difficult to obtain, or there was no satisfactory response following a complaint. 8. The foreign retailer did not sell in my country 9. Others
<p>Q-49. Why have you not purchased goods or services from the Internet for personal use in the past three months? (There may be more than one answer)</p>	<ol style="list-style-type: none"> 1. Not interested 2. Prefer to shop in person 3. Security concerns 4. Payment security or privacy concerns 5. Technical reasons 6. Loyalty concerns 7. Lack of confidence, knowledge or skills 8. Concerns about product delivery costs 9. Concerns about reliability or speed of delivery 10. Concerns about product returns 11. Foreign retailer did not sell in my country 12. No purchase required in last 3 months 13. Others
<p>Section 4: Use of ICT at Individual Level Part F: E-Government For Persons Aged 5 Years and Above</p>	
<p>Q-50. Have you contacted government authorities or government services over the Internet for personal purposes in the past 12 months?</p>	<ol style="list-style-type: none"> ① Yes ② No[⇒Q-54]

<p>Q-51. Have you contacted government authorities or government services for the following activities over the Internet for personal purposes in the past 12 months? (There may be more than one answer)</p>	<ol style="list-style-type: none"> 1. Getting information from websites or apps 2. Downloading/printing of official form 3. Online submission of filled form
<p>Q-52. Which government services do you want to see on government websites? (There may be more than one answer)</p>	<ol style="list-style-type: none"> 1. Passport service 2. Citizenship and Residency Services 3. Driver's license and vehicle registration 4. Birth, death and marriage records 5. Community Events and Community Services 6. Sale of Government land 7. Income tax filing 8. Customs services (import and export forms, payments etc.) 9. Government collection 10. Police/crime statistics 11. Youth and sports events 12. School and educational events 13. Health information 14. Govt Job Vacancies 15. Cultural activities and events 16. Other (specify)
<p>Q-53. Do you agree that government websites are useful? (select one answer)</p>	<ol style="list-style-type: none"> 1. Strongly agree 2. Agreed 3. Disagree 4. Strongly disagree 5. No opinion 6. I don't understand
<p>Q-54. Why have you not contacted government authorities or government services over the Internet for personal purposes in the past 12 months?</p>	<ol style="list-style-type: none"> 1. I don't have to fill any official form 2. No online service available for official form filling 3. Like not knowing how to use the website or using the website is too complicated i.e. lack of skills or knowledge 4. Due to concerns about the protection and security of personal information 5. Lack of electronic signature or electronic ID/certificate required to use the service or problem in using electronic signature or electronic ID/certificate 6. Reluctance to pay online (e.g. due to fear of credit card fraud) or inability to pay online (e.g. due to lack of access to payment methods) 7. Someone else did it on my behalf (ie: consultant, tax advisor, relative or family member) 8. Other (specify)
<p>Section 4: Use of ICT at Individual Level Part-G: Privacy and Security of Personal Information For Persons Aged 5 Years and Above</p>	
<p>Q-55a. Have you used any method to verify your identity on the Internet in</p>	<ol style="list-style-type: none"> 1. Yes 2. No [Q-56]

ICT Use Survey 2022

the last 12 months?	
Q-55b. What methods have you used to verify your identity on the Internet in the last 12 months? (There may be more than one answer)	<ol style="list-style-type: none"> 1. Username and password (e.g. for logging into online accounts) 2. Personal Security Questions and Answers 3. Two-step verification with your mobile phone (i.e.: OTP) 4. Biometric security (fingerprint/face recognition) features for online functions (except home screen unlocking on device) 5. Password manager program (i.e.: saving passwords via browser) 6. Other (specify)
Q-56. Have you experienced any cyber security incidents in the last 12 months?	<ol style="list-style-type: none"> 1. Yes 2. No [Q-67]
Q-57. Which of the following cyber security incidents have you experienced in the last 12 months? (There may be more than one answer)	<ol style="list-style-type: none"> 1. Virus or any other computer infection 2. Theft of personal information 3. Other misuse of personal information (e.g.: misuse of images, videos or personal data uploaded to websites) 4. Receiving fraudulent emails or other messages 5. Your account has been hacked and fraudulent messages have been sent to others 6. Payment card fraud, such as credit and debit card fraud 7. Loyalty program point fraud 8. Cyber ransom demanded (i.e.: hacking) 9. Other (specify)
Q-58a. What types of steps have you taken after experiencing a cyber security incident in the last 12 months?	<ol style="list-style-type: none"> 1. Yes 2. No [Q-59]
Q-58b. What types of steps have you taken after experiencing cyber security incidents in the last 12 months? (There may be more than one answer)	<ol style="list-style-type: none"> 1. The incident has been reported to the company through which the incident occurred 2. Incident has been reported to internet service provider 3. The incident has been reported to the police 4. Internet service provider has been changed 5. Installing, upgrading a security software 6. Carefully read the terms and conditions related to subscription and applications 7. Passwords are changed more frequently 8. Accounts associated with security incidents have been deleted 9. The credit or debit card PIN number associated with the incident has been changed 10. Other (specify)
Q-59a Have you taken any steps to protect your laptop or computer from cyber-attacks?	<ol style="list-style-type: none"> 1. Yes 2. No [Q-60]
Q-59b Have you taken any steps to protect your laptop or computer from cyber-attacks?	<ol style="list-style-type: none"> 1. Enable automatic updates of the operating system 2. Manually updating the operating system regularly 3. Using different anti virus like: Norton, McAfee, Avast) 4. Using additional cyber security measures outside of virtual private networks 10. Others

ICT Use Survey 2022

Q-60a. Have you taken any steps to protect your smart phone or tablet from cyber-attacks?	<ol style="list-style-type: none"> 1. Yes 2. No [Q-61]
Q-60b. Have you taken any of the following steps to protect your smart phone or tablet from cyber-attacks?	<ol style="list-style-type: none"> 1. Enable automatic updates of the operating system 2. Manually updating the operating system regularly 3. Antivirus software such as: Norton, McAfee, Avast, Using additional cyber security measures outside of virtual private networks 10. Others
Q-61. Have you performed any of the following activities to manage access to your personal data (such as name, date of birth, identity card number, contact details, credit card number, photo, geographic location) on the Internet in the last 3 months? (There may be more than one answer)	<ol style="list-style-type: none"> 1. Read/check privacy policy statement before providing personal information 2. Restricting access to your geographic location 3. Limiting access to profiles or content on social networking sites 4. Refusal to allow use of personal data for advertising purposes 5. Check if the website you provide personal information is safe 6. Asking the administrator or provider of a website or search engine to access, update or delete data about you 7. Others (specify)
Q-62. Do you know that cookies can be used to track users' movements on the Internet to create a profile of each user and serve them tailored ads?	<ol style="list-style-type: none"> 1. Yes 2. No
Q-63. Have you changed your internet browser settings to prevent or restrict cookies on any of your devices?	<ol style="list-style-type: none"> 1. Yes 2. No
Q-64. Are you concerned about your online activities being recorded?	<ol style="list-style-type: none"> 1. Yes, very concerned 2. Yes, kind of worried 3. No, I am not concerned
Q-65. Do you use software on any of your devices that limits their ability to track your online activities?	<ol style="list-style-type: none"> 1. Yes 2. No [Q-67]
Q-66. What is the reason for not using the internet? (There may be more than one answer)	<ol style="list-style-type: none"> 1. No internet required (not useful, not interesting) 2. Don't know how to use 3. Internet usage costs are too high (service charges, etc.) 4. Privacy or security reasons 5. No internet service in the area 6. Cultural factors (e.g. exposure to harmful content) 7. Don't know what the internet is 8. Internet usage is not allowed 9. Lack of local content 10. Other reasons (specify)
Section 4: Use of ICT at Individual Level Part H: Use of ICT in Education For students (if answer to Q-24 is 1)	

ICT Use Survey 2022

Q-67. Does your educational institution have electricity connection?	<ol style="list-style-type: none"> 1. Yes 2. No
Q-68. Is radio used for educational purposes in your educational institution?	<ol style="list-style-type: none"> 1. Yes 2. No
Q-69. Is television used for educational purposes in your educational institution?	<ol style="list-style-type: none"> 1. Yes 2. No
Q-70. Do you have access to telephone for educational purposes?	<ol style="list-style-type: none"> 1. Yes 2. No
Q-71. Do you have internet connection for educational purposes?	<ol style="list-style-type: none"> 1. Yes 2. No [⇒Q73]
Q-72. What kind of high-speed Internet connection do you have for educational purposes? (There may be more than one answer)	<ol style="list-style-type: none"> 1. Low speed (narrowband, download speed below 256kbit/s) 2. High speed (broadband, download speed at least 256kbit/s) 3. Satellite broadband (download speed at least 256kbit/s) 4. Mobile broadband (minimum 3G) via handset 5. Mobile broadband (minimum 3G) via card (sim card/usb modem) 6. Don't know
Q-73. Do you have ICT skilled teachers in your educational institution?	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know
Q-74. Is there a learning platform or virtual learning opportunity in your educational institution?	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know
Q-75. Have you used a computer (desktop/laptop/tablet PC or notebook) for educational purposes in the last 6 months?	<ol style="list-style-type: none"> 1. Yes 2. No [Finished]
Q-76. Which of the following tasks have you done by computer in the last three months? (There may be more than one answer)	<ol style="list-style-type: none"> 1. Sending or reading e-mail 2. Chatting online for school work 3. Searching the internet to gather information 4. Downloading/uploading/browsing information from your school's website 5. Other (specify)