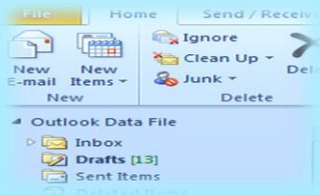
INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) HOUSEHOLD SURVEY 2014

Access by Households and Use by Individuals Report







For further information contact:

Zimbabwe National Statistics Agency
P.O. Box CY 342
Causeway, Harare
Zimbabwe
Telephone: 263-4-706681/8 or 263-4-703971/7
Fax: 263 4 762494
Email: transinfrastructure@zimstat.co.zw
Website: www. zimstat.co.zw

Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ)
P.O. Box MP 843
Harare, Zimbabwe
Telephone: 263-4-333032
Fax: 263 4 333041
Email: the.regulator@potraz.org.zw
Website: www. potraz.org.zw

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LIST OF ABBREVIATIONS/ACRONYMS

3G	Third-Generation Technologies
4G	Fourth- Generation Technologies
ADSL	Asymmetric Digital Subscriber Line
CERT	Certificate
CDMA	Code Division Multiple Access
CIAC	Community Internet Access Centre
ECD	Early Childhood Development
FTTH	Fibre-to-the-home
GPRS	General Packet Radio Service
GSM	Global System for Mobile Communication
ICT	Information and Communication Technology
ICTs	Information and Communication technologies
ILO	International Labour Organisation
IP	Internet Protocol
ISCED	International Standard Classification of Education
ISP	Internet Service Provider
IT	Information Technology
ITU	International Telecommunication Union
Mbits/s	Megabits per Second
MDGs	Millennium Development Goals
MTID	Ministry of Transport and Infrastructure Development
NSDS	National Strategy for the Development of Statistics
NSO	National Statistical Office
OECD	Organisation for Economic Co-operation and Development
LSCF	Large Scale Commercial Farms
PC	Personal Computer
PDA	Personal Digital or Data assistant
PIAC	Public Internet Access Centre
POTRAZ	Postal and Telecommunications Regulatory Authority of Zimbabwe
PSTN	Public Switched Telephone Network

RS	Resettlement Schemes
SIM	Subscriber Identification Module
SSCF	Small Scale Commercial Farms
TV	Television
UN	United Nations
UNCTAD	United Nations Conference on Trade and Development
UNECA	United Nations Economic Commission for Africa
UNECLAC	United Nations Economic Commission for Latin America and the Caribbean
UNESCAP	United Nations Economic and Social Commission Asian and the Pacific
UNESCO	United Nations Educational, Scientific and Cultural Organisation
UNESCWA	United Nations Economic and Social Commission for West Africa
UNSC	United Nations Statistical Commission
UNSD	United Nations Statistical Division
URL	Universal Resource Locator
VoIP	Voice over Internet Protocol
WAP	Wireless Application Protocol
WB	World Bank
WCDMA	Wideband Code Division Multiple Access
Wi-Fi	Wireless Fidelity
WiMax	Worldwide Interoperability for Microwave Access
WSIS	World Summit on the Information Society
WWW	World Wide Web
ZESA	Zimbabwe Electricity Supply Authority
ZIMSTAT	Zimbabwe National Statistics Agency

FOREWORD

This Report presents the findings of the Information and Communication Technology (ICT) Household Survey 2014 Access by Households and Use by Individuals. The Survey was conducted in July 2014. This was the second such survey to be carried out in Zimbabwe, the first having been conducted in 2010 covering rural agricultural households only. The 2014 ICT Survey was conducted in the Country's ten provinces across all land use sectors.

The objective of the survey was to collect data on access to ICTs by households and use by individuals in order to measure the digital divide. The digital divide is defined as the gap between individuals, households, businesses and geographical areas at different socio-economic levels with regard to both their opportunities to access ICTs and their use of the Internet for a variety of activities. The digital divide reflects various differences among and within countries in terms of access to and usage of information and communication technology.

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

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

In 2005, the Partnership on Measuring ICT for Development, a consortium of 10 United Nations and other developmental agencies involved in ICT measurement, developed a list of core ICT indicators to standardize and harmonize ICT statistics production at global level. The main purpose of the core indicators is to help countries conduct ICT Surveys and produce high quality national statistics that are internationally comparable, while also meeting country specific ICT data requirements.

Core indicators are divided into ***access indicators*** applying to households and ***use indicators*** applying to individuals. In addition to the core indicators, there is a reference indicator on household access to electricity.

ZIMSTAT wishes to thank all who contributed to the successful preparation and execution of the Survey. Profound gratitude is being extended to the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) for availing financial resources and technical support.

Special thanks go to all respondents who cooperated during the Survey.

M. Dzinotizei

Director-General, ZIMSTAT

EXECUTIVE SUMMARY

Household Access to Electricity

While electricity is not an ICT core indicator, it is an important prerequisite for accessing many ICTs. According to the survey results the proportion of households countrywide that had access to electricity was about 60 percent.

Household Access to ICTs

Access to a Radio

At national level, the proportion of households with a radio at home was about 61 percent. Harare province had the highest proportion of households with a radio at home of about 19 percent.

Access to a Television

At national level the proportion of households with a television at home was 40 percent. Harare province had the highest proportion of households with a television at home of about 33 percent.

Access to a Fixed Line Telephone

At national level the proportion of households with a fixed line telephone at home was about 3 percent. Bulawayo province had the highest proportion of households with a fixed line telephone at home of about 32 percent followed by Harare with about 30 percent.

Access to a Mobile Cellular Telephone

At national level the proportion of households with at least one household member with a mobile cellular telephone at home was about 89 percent.

Harare province had the highest proportion of households with at least one household member with a mobile cellular telephone at home of 19 percent followed by Manicaland province with about 14 percent.

Distance to Nearest Point of Network Coverage (Signal)

At national level, about 96 percent of households received network coverage within a distance of less than 500 metres with Harare and Bulawayo provinces registering 100 percent each. Matabeleland North province had the highest proportion of households receiving network coverage within a distance range of 1km to 5km of about 8 percent.

Household with a Computer at home

At national level, the proportion of households with a computer at home was about 11 percent. Harare province had the highest proportion of households with a computer at home of about 41 percent followed by Bulawayo province with about 14 percent.

Internet Access at home

At national level, the proportion of households with at least one member of household with Internet access at home was about 33 percent while the proportion without was about 67 percent. Harare province had the highest proportion of households with at least one member of household with Internet access at home of 33 percent.

Use of ICTs by Individuals

Individual Use of Mobile Cellular Telephone

At national level, the proportion of individuals aged 3 years and above who used a mobile cellular telephone in the last 3 months was about 68 percent while the proportion who did not use was about 32 percent. Harare province had the highest proportion of individuals aged 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 19 percent followed by Manicaland province with about 13 percent.

Use of Mobile Cellular Telephone to Send/Receive Money

At national level, 32 percent of individuals aged 16 and above used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014. Harare province had the highest proportion of individuals aged 16 and above who used mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 32 percent followed by Manicaland province with about 12 percent..

Distance to the Nearest Post Office

At national level, about 38 percent of households had dwelling units with distances of above 20 km from the nearest Post Office while about 35 percent was within the 5 km radius. Harare province had the highest proportion of households within the distance range of 0-5 km to the nearest Post Office of about 41 percent followed by Bulawayo with about 15 percent.

Use of Postal Services

At national level, the proportion of households that used postal services in the last 3 months ending 30 June 2014 was about 7 percent. Harare province had the highest proportion of households that used postal services in the last 3 months ending 30 June 2014 of about 45 percent followed by Bulawayo province with about 15 percent.

Use of Courier Services

At national level the proportion of households that used courier services in the last 3 months ending 30 June 2014 was about 3 percent. Harare province had the highest proportion of households that used courier services in the last 3 months ending 30 June 2014 of 46 percent followed by Bulawayo with about 16 percent.

CHAPTER 1 : INTRODUCTION

1.1 Geographical Background

Zimbabwe is in the southern part of Africa. It is a landlocked country and is bordered by Mozambique on the east, South Africa on the south, Botswana on the west and Zambia on the north and north-west. It has ten administrative provinces which are Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West, Matabeleland North, Matabeleland South, Midlands, Masvingo, Bulawayo and Harare. Its total land area is approximately 390 757 square kilometres.

The major physical feature is the great-plateau which stretches from the west to the east of the country. The Country is bordered by two major rivers, the Zambezi and the Limpopo on the North and South, respectively. Almost the entire surface area of the country is more than 300 meters above sea level, with nearly 80 percent of the land lying more than 900 meters above sea level and about 5 percent lying more than 1 500 meters above sea level.

1.2 Information Communication Technology Households Survey 2014

The Information Communication Technology Households Survey 2014 is the second (ICT) Access by Households and Use by Individuals Survey to be carried out in Zimbabwe by the Zimbabwe National Statistics Agency (ZIMSTAT) in collaboration with the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ). The first one was carried out in 2010 and it covered agriculture rural households only. The Information Communication Technology Households Survey 2014 was broader in scope, it solicited information on global level core indicators (developed by United Nations and other developing agencies involved in ICT measurement) for both rural and urban households. The indicators are categorized into access indicators and use indicators. Access indicators apply to households while use indicators apply to individuals. In addition to the core indicators, there is a reference indicator on household access to electricity.

The main objective of the survey was to obtain up-to-date statistical information on access to ICTs by households and use by individuals which also assist in the measurement of the digital divide. The digital divide is the gap between individuals, households, businesses and geographical areas at different socio-economic levels with regard to both their opportunities to access ICTs and their use of the Internet for a variety of activities. The other objective was to collect information of particular interest to Zimbabwe as requested by POTRAZ. This included information on use of postal and courier services; numbers of registered and active mobile

cellular telephone lines; numbers of individuals who used mobile money transfer services among other variables.

CHAPTER 2 : SAMPLE DESIGN AND SURVEY METHODOLOGY

2.1 Survey Methodology

This chapter describes the 2014 ICT survey methodology. It outlines detailed information on the scope and coverage of the survey and sample design, designing of survey instruments, training of trainers, pre-test of survey instruments, interviewer training process, listing and data collection, data editing and coding, data entry, data cleaning and verification, weighting and processing.

2.1.1 Scope and Coverage

The survey covered the 10 provinces and was designed to provide estimates at district, provincial and national levels. It also provided estimates by land use sector and urban/rural divide. Enumeration Areas in the following sectors defined were covered:

- **Communal Areas**

  The sector comprises villages with designated areas for homesteads, crop fields and grazing land. Agricultural production in these areas is mainly for subsistence, with surplus sold to the open market or the Grain Marketing Board (GMB).

- **Small Scale Commercial Farming Areas**

  The sector comprises farms of an average size of 150 hectares which practise intensive farming.

- **Large Scale Commercial Farming Areas**

  The sector comprises the former European commercial farming. The sector is well organized and financed and the produce is commercial. Extensive farming is practised.

- **Urban Council Areas**

  The sector consists of designated areas where the population size is 2500 individuals or more with compact settlement pattern and more than 50 percent of the employed persons are engaged in non-agricultural occupations.

- **Administrative Centres**

  The sector consists of designated areas in each district were the District Administrator`s (DA) offices are located. These are usually less than 2500 inhabitants and the settlement pattern is semi-urban.

- **Growth Points and Other Urban Areas including Mining areas**

  Growth Points are centres of economic activity, which are artificially created or simulated with the intention that they will eventually become natural centres of economic growth, the purpose being to provide employment and services to the local area. Other Urban Areas are rural service centres whose status is yet to be elevated to become growth points. Such centres can also provide services that can be found on growth points. Mining areas are those areas, whose main economic activity is mining.

- **Small Scale Commercial Farming Areas (RS)**

  The sector consists of farms with an average size of 150 hectares where pockets of state land closer to the resettlement areas were issued out to land seekers during the land redistribution programme. Farmers in the sector practise intensive small scale commercial farming.

- **Large Scale Commercial Farming Areas (RS)**

  The sector consists of subdivided large scale commercial farms formerly owned by European farmers.

- **A1 Farms**

  These are family plots of about 6 hectares plus a common livestock grazing land. Homesteads are in villages and fields are at designated areas. The sector also includes self-contained farms which are larger than the usual 6 hectares.

- **A2 Farms**

  The sector contains commercial model farms for crop and livestock production and contains boundaries of the former European farms.

- **Old Resettlement Schemes**

  This sector originated from sub-divisions of large scale commercial farms which were bought by the Government during 1982-1998 for resettlement purposes.

2.1.2 The Questionnaire

A household questionnaire was used to collect basic demographic data on de jure basis (all household members who usually reside at the household and the dwelling). The questionnaire was responded to by a chief respondent who in most cases is the head of household. Section A of the questionnaire was on Identification. The household characteristics section (Section B)

of the questionnaire was used to list all the usual members of the selected households. Information from this section was used to identify persons eligible for the individual interviews. Other sections on the questionnaire were education and labour (Section C), Electricity Access (Section D), Households Access to ICT (Section E) and Individual Use of ICT (Section F). The section on household access also included questions on household expenditure on ICT. A copy of the Zimbabwe 2014 ICT Survey questionnaire is provided in Appendix 3. The questionnaire was mainly derived from the ITU core indicators for collecting ICT household data

2.1.3 Pre-Test

A pre-test workshop was conducted from 17 to 19 March 2014. During pre-test, field work was conducted in selected urban and rural areas. Enumeration areas used for pre-testing were not part of the sampled enumeration areas for the ICT. Modifications of the survey instruments were made based on the pre-test results.

2.1.4 Training and Fieldwork

Training for fieldwork was conducted for 5 days from 23 to 27 April 2014. Training included presentations on interviewing techniques and the contents of the questionnaire. During training sessions mock interviews were done among trainees to gain practice in asking survey questions. Interviewers were supported by provincial and national supervisors. All persons involved in the ICT survey received at least one form of training to strengthen their capacity in their areas of focus. The interviewers and supervisors were trained on the data collection tools at one central training venue which ensured sharing of the same information and understanding of the survey objectives, instruments and expected survey output and survey ethical considerations. Field team supervision was done by Team Leaders, Provincial Supervisors and National Supervisors. The supervision involved observing interviews and visiting completed enumeration areas for spot checks as well as giving feedback to interviewers. Field questionnaire editing was done to ensure quality data and attending to refusals for high response rates.

2.2 Publicity

Publicity of the ICT survey exercise was done through field staff, local leadership, press and electronic media.

2.3 Listing of Households

The household listing exercise was done from 1 to 12 June 2014 and involved 476 enumerators and 96 team leaders. During the exercise, a complete listing of households in selected enumeration areas (EAs) was done.

2.4 Data Collection

The data collection was done over 16 days from 16 July to 1 August 2014. Questionnaires were administered to sampled households. To aid in identification and access, field staff were issued with letters that contained the staff's particulars and the survey in which they were participating in together with the objectives of the survey.

2.5 Data Processing

2.5.1 Coding and Editing

Manual coding and editing of questionnaires was done in 22 days. The process involved 67 persons.

2.5.2 Data Entry and Verification

Data entry and processing by 61 personnel was over a period of 30 days using Census and Survey Processing (CSPro 5.0) and Statistical Analysis System (SAS) software. Double entry was done to verify entries.

2.6 Sample Design

A two-stage stratified sampling design was used for the selection of sampling units/households. at the first stage, Enumeration Areas (EAs) were selected using Probability Proportional to Size (PPS) sampling method, the measure of size being the number of households according to the 2012, Zimbabwe Population Census. The EAs, with an average of about 100 households, constituted the primary sampling units (PSUs). The second stage involved the selection of households in selected EAs.

2.6.1 First Stage Sampling

The sampling frame for the 2014 ICT Household Survey was based on the 2012 Zimbabwe Population Census Master Frame (ZMSF12) developed from the 2012 Zimbabwe Census Population and Housing data. EAs with private households (type =1) were selected across land use sectors. A sample of 2 076 EAs was allocated to the 92 districts of Zimbabwe as shown in Table 2.1.

Table 2.1: Distribution of Sample Enumeration Areas Classified by Province and Land Use Sector: ICT Household Survey 2014, Zimbabwe

Province	Land Use Sector							
	Commu-nal Areas	Small Scale Commercial Farms	Large Scale Commercial Farms	Resettlement Area	Urban Council Area	Administrative Centre	Growth Points Other Urban Areas	All Sectors
Bulawayo	-	-	-	-	102	-	-	102
Manicaland	104	1	17	18	61	1	2	204
Mashonaland Central	108	3	11	38	41	-	-	201
Mashonaland East	119	9	9	34	41	-	4	216
Mashonaland West	62	3	18	52	118	2	3	258
Matabeleland North	110	5	2	20	32	1	10	180
Matabeleland South	109	3	8	18	60	-	-	198
Midlands	120	3	13	22	121	-	-	279
Masvingo	100	3	7	28	40	-	2	180
Harare	20	-	-	-	238	-	-	258
National	**852**	**30**	**85**	**230**	**854**	**4**	**21**	**2 076**

2.6.2 Second Stage Sampling

A total of 31 140 households were selected as shown in Table 2.2. Listing of households was done in the selected EAs to provide the second stage sampling frame from which the households were selected. Systematic random sampling procedure was used to select 15 households in each selected EA.

Table 2.2: Distribution of Sample Households Classified by Province and Land Use Sector: ICT Household Survey 2014, Zimbabwe

Province	Land Use Sector							
	Commu-nal Areas	Small Scale Commercial Farms	Large Scale Commercial Farms	Resettle ment Area	Urban Council Area	Administr ative Centre	Growth Points Other Urban Areas	All Sectors
Bulawayo	-	-	-	-	1 682	-	-	1 682
Manicaland	2 486	44	368	442	605	19	49	4 013
Mashonaland Central	1 683	33	164	571	154	-	8	2 613
Mashonaland East	2 029	164	170	480	390	4	69	3 306
Mashonaland West	1 003	58	398	839	817	-	22	3 137
Matabeleland North	1 121	43	14	165	116	11	38	1 508
Matabeleland South	1 043	22	74	141	216	-	2	1 498
Midlands	1 802	28	133	267	971	5	5	3 211
Masvingo	2 037	57	229	584	322	2	48	3 279
Harare	198	-	-	-	4 919	1	-	5 118
National	**13 402**	**449**	**1 550**	**3 489**	**10 192**	**42**	**241**	**31 140**

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

2.7 Weighting Procedures

Weights were derived by the multiplication of the inverse of the probabilities of selecting EAs and households. The base weights for sampled households were calculated as follows:

$$\boldsymbol{w_{hij}^{s} = w_{1,hi}^{s} \cdot \frac{M_{hi}}{m_{hi}} w}$$ where: w_{hij}^{s} = *the base weight for household j in PSU i in stratum h*

$w_{1,hi}^{s}$ = *the first stage sampling weight for PSU i in stratum h*

M_{hi} = *the number of households in PSU i in stratum h*

m_{hi} = *the number of sampled households in PSU i in stratum h*

$\frac{M_{hi}}{m_{hi}}$ = *the second stage sampling weight*

2.7.1 Adjustments of Weights for Non-Response

Where there was non-response at household level, base weights were adjusted to compensate for the non-response:

$\boldsymbol{w_{hi} = w^{s}_{hi} \cdot \frac{m_{hi}}{r_{hi}}}$ *Where:* r_{hi} = the number of responding households in PSU $\underline{i}$ in stratum $\underline{h}$

CHAPTER 3 : SURVEY RESULTS

3.1 Response Rates

Table 3.1 shows the distribution of sampled and interviewed households classified by province. Of the 31 140 households that were selected for the survey, 31 093 were successfully interviewed resulting in a response rate of 99.85 percent. The non-response rate of 0.15 percent was mainly due to household members being away from home for an extended duration beyond the survey reference period.

Table 3.1: Distribution of Sampled Households, Interviewed Households and Response Rates Classified by Province: ICT Household Survey 2014, Zimbabwe.

Province	Number of Sampled Households	Number of Interviewed Households	Response Rates
Bulawayo	1 530	1 518	99.22
Manicaland	3 060	3 055	99.84
Mashonaland Central	3 015	3 008	99.77
Mashonaland East	3 240	3 240	100.00
Mashonaland West	3 870	3 869	99.97
Matabeleland North	2 700	2 697	99.89
Matabeleland South	2 970	2 967	99.90
Midlands	4 185	4 185	100.00
Masvingo	2 700	2 697	99.89
Harare	3 870	3 857	99.66
National	**31 140**	**31 093**	**99.85**

3.2 Characteristics of the Survey Population

Table 3.2 shows the distribution of survey households classified by province and sex of head of household. Harare province had the highest proportion of male headed households of about 20 percent compared to Manicaland province with about 17 percent female headed households. The least proportion of male headed households of about 4 percent was in Matabeleland South province compared to about 6 percent of female headed households in Matabeleland North province.

Table 3.2: Distribution of Households Classified by Province and Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

Province	Male-Headed		Female-Headed		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	120 436	5.7	73 868	6.5	194 304	6.0
Manicaland	271 860	12.9	191 343	16.9	463 202	14.3
Mashonaland Central	200 459	9.5	85 936	7.6	286 395	8.8
Mashonaland East	219 311	10.4	124 453	11.0	343 763	10.6
Mashonaland West	243 604	11.6	95 084	8.4	338 687	10.4
Matabeleland North	101 758	4.8	64 975	5.7	166 733	5.1
Matabeleland South	90 554	4.3	75 342	6.6	165 895	5.1
Midlands	235 716	11.2	116 998	10.3	352 714	10.9
Masvingo	208 117	9.9	163 262	14.4	371 379	11.4
Harare	417 006	19.8	143 691	12.7	560 697	17.3
National	**2 108 820**	**100**	**1 134 951**	**100**	**3 243 770**	**100**

Figure 3.1 depicts percent distribution of household heads within provinces classified by sex. An analysis of household headship within provinces shows that in Harare province male headed households account for about 74 percent out of the 560 697 households. Matabeleland South province had the highest proportion of female headed households, about 45 percent of the 165 895 households.

Figure 3.1: Percent Distribution of Household Headship Within Province Classified by Sex: ICT Household Survey 2014, Zimbabwe

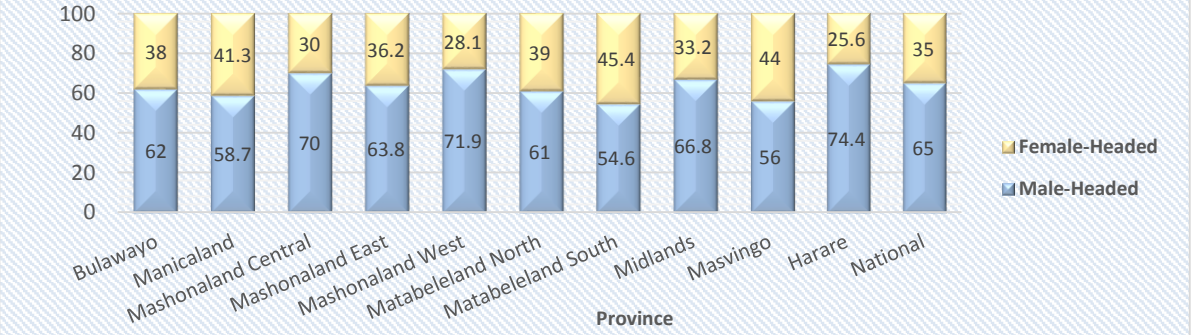


Table 3.3 shows the distribution of households classified by rural, urban and headship by sex. At national level, rural areas had a proportion of about 64 percent while urban areas had a proportion of about 36 percent of the households. Rural areas had a proportion of about 62 percent male headed households compared to about 38 percent in urban areas. Rural areas had a proportion of about 68 percent female headed households compared to about 32 percent in urban areas.

Table 3.3: Distribution of Households Cross-Classified by Rural, Urban and Headship by Sex: ICT Household Survey 2014, Zimbabwe

Area	Male-Headed		Female-Headed		Total	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	1 313 446	62.3	775 928	68.4	2 089 374	64.4
Urban	795 374	37.7	359 022	31.6	1 154 396	35.6
National	**2 108 820**	**100**	**1 134 951**	**100**	**3 243 770**	**100**

Figure 3.2 depicts the percent distribution of households within rural and urban areas classified by sex of head of household. Overall, the proportion of male headed households was 65 percent while female headed households accounted for 35 percent. In urban areas about 69 percent of the households were headed by males compared to 31 percent of female headed households.

Figure 3.2: Percent Distribution of Households in Rural and Urban Areas Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

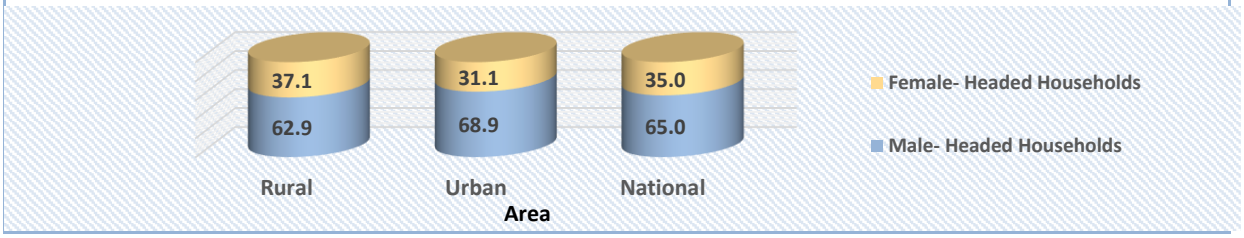


Table 3.4 shows distribution of population classified by province and sex. Overall, Harare province had the highest population proportion of about 16 percent followed by Manicaland province with about 14 percent. The least proportion of total population of about 5 percent was in Matabeleland South province. Comparison by sex shows that Harare province had the highest proportion of both male and female population of 17 and 16 percent, respectively.

Table 3.4: Percent Distribution of Population Classified by Province and Sex: ICT Household Survey 2014, Zimbabwe

Province	Male		Female		Total	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	348 778	5.4	411 234	5.9	760 012	5.6
Manicaland	916 754	14.1	988 170	14.1	1 904 923	14.1
Mashonaland Central	614 698	9.5	622 362	8.9	1 237 060	9.2
Mashonaland East	670 368	10.3	715 945	10.2	1 386 313	10.3
Mashonaland West	723 602	11.1	763 997	10.9	1 487 600	11.0
Matabeleland North	359 858	5.5	387 242	5.5	747 100	5.5
Matabeleland South	338 752	5.2	377 529	5.4	716 280	5.3
Midlands	740 056	11.4	794 100	11.3	1 534 156	11.4
Masvingo	710 919	11.0	821 121	11.7	1 532 040	11.4
Harare	1 068 559	16.5	1 122 816	16.0	2 191 375	16.2
National	**6 492 345**	**100**	**7 004 515**	**100**	**13 496 860**	**100**

Figure 3.3 depicts distribution of population within province classified by sex. at national level, the proportion of the male population was about 48 percent compared to 52 percent for females. Female population proportion was above 50 percent across all provinces. The same pattern of population composition prevailed in urban and rural areas as depicted by Figure 3.4.

Figure 3.3: Percent Distribution of Population Within Province Classified by Sex: ICT Household Survey 2014, Zimbabwe

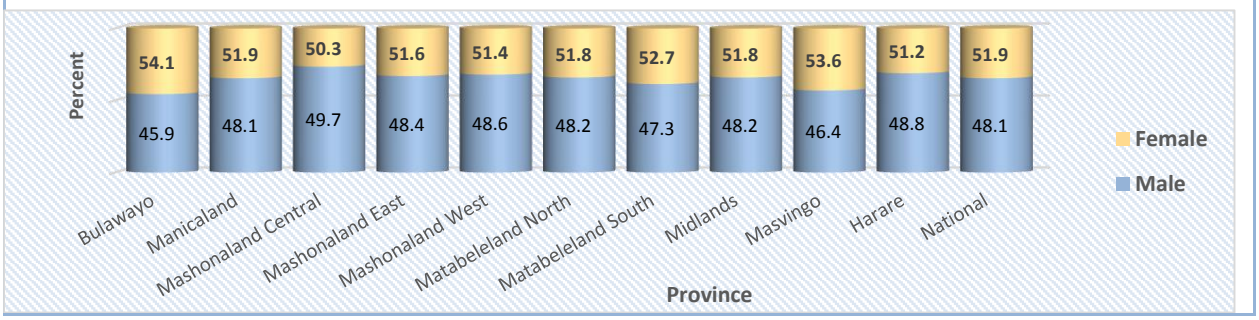


Figure 3.4: Percent Distribution of Population in Rural, Urban Areas Classified by Sex: ICT Household Survey 2014, Zimbabwe

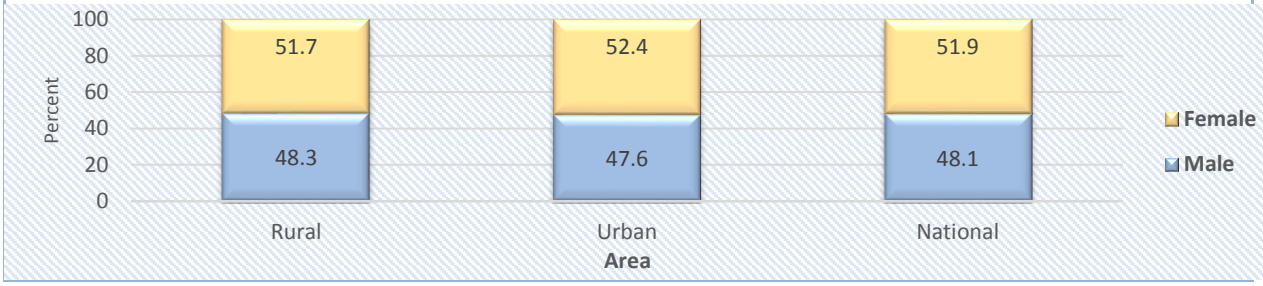


Table 3.5 shows distribution of population classified by rural, urban and sex. At national level, rural areas had a population proportion of about 67 percent while urban areas had a population proportion of about 33 percent.

Table 3.5: Distribution of Population Classified by Rural & Urban Areas and Sex : ICT Household Survey 2014, Zimbabwe

Area	Male		Female		Total	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	4 376 273	67.4	4 678 515	66.8	9 054 788	67.1
Urban	2 116 072	32.6	2 325 999	33.2	4 442 071	32.9
National	**6 492 345**	**100**	**7 004 515**	**100**	**13 496 860**	**100**

Table 3.6 shows the distribution of population across land use sectors classified by sex. Communal Areas had the highest proportion of both male and female population contributing about 48 percent and 49 percent, respectively, followed by Urban Council Areas with about 32 percent for both male and female. Sectors with proportions of less than one percent were Small Scale Commercial Farming Areas (RS), Small Scale Commercial Farming Areas, Administrative Centres, Growth point and other urban areas including mining areas.

Table 3.6: Distribution of Population Classified by Land Use Sector and Sex: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Male		Female		Total	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	3 111 240	47.9	3 445 639	49.2	6 556 880	48.6
Small Scale Commercial Farming Areas	47 685	0.7	47 486	0.7	95 171	0.7
Large Scale Commercial Farming Areas	122 260	1.9	108 086	1.5	230 346	1.7
Urban Council Areas	2 066 815	31.8	2 270 962	32.4	4 337 777	32.1
Administrative Centres	8 243	0.1	7 826	0.1	16 069	0.1
Growth Points and Other Urban Areas including Mining areas	41 014	0.6	47 211	0.7	88 225	0.7
Small Scale Commercial Farming Areas (RS)	9 525	0.1	8 550	0.1	18 075	0.1
Large Scale Commercial Farming Areas (RS)	99 797	1.5	86 975	1.2	186 772	1.4
A1 Farms	559 380	8.6	561 031	8.0	1 120 412	8.3
A2 Farms	171 125	2.6	156 106	2.2	327 231	2.4
Old Resettlement Schemes	255 260	3.9	264 642	3.8	519 902	3.9
National	**6 492 345**	**100**	**7 004 515**	**100**	**13 496 860**	**100**

Figure 3.5 shows distribution of population within land use sector classified by sex. Large Scale Commercial Farming Areas (RS), Large Scale Commercial Farming Areas and Small Scale Commercial Farming Areas (RS) had the highest proportions of the male population of about 53 percent. Growth Points and Other Urban Areas including mining areas had the highest proportion of female population of about 54 percent.

Figure 3.5: Distribution of Population in Land Use Sectors Classified by Sex: ICT Household Survey 2014, Zimbabwe

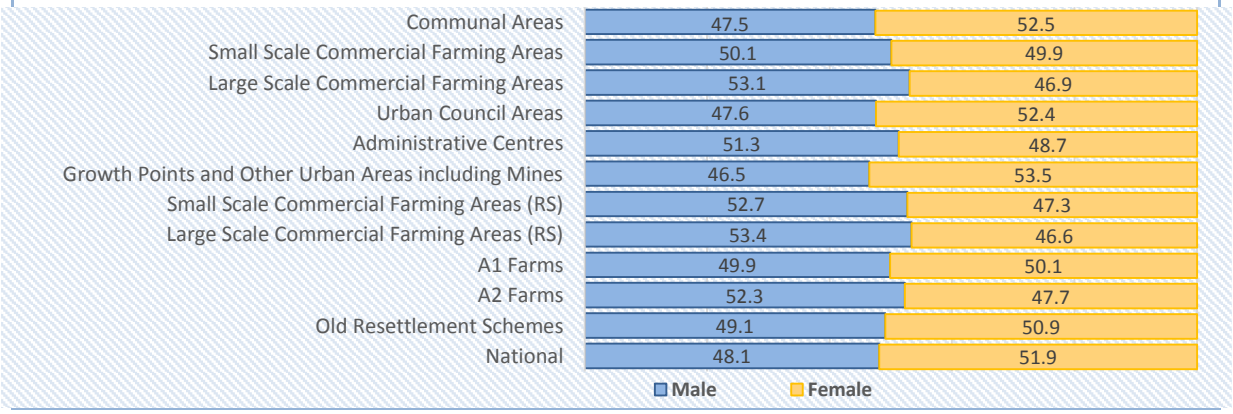


Table 3.7 shows the distribution of population classified by age groups and sex. The 5-9 and 10-14 age groups had the highest population proportions of about 13 percent each. The least population proportion of about 1 percent was in the 70-74 age group. The 5-9 and 10-14 age groups had the highest male population proportion of about 14 percent. For females, the same age groups had the highest population proportion of about 13 percent.

Table 3.7: Distribution of Population Classified by Age Group and Sex: ICT Household Survey 2014, Zimbabwe

Age Group	Male		Female		Total	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
0-2	577 575	8.9	581 080	8.3	1 158 755	8.6
3-4	436 059	6.7	428 530	6.1	864 590	6.4
5-9	893 915	13.8	906 581	12.9	1 800 496	13.3
10-14	890 971	13.7	883 305	12.6	1 774 277	13.1
15-19	737 524	11.4	705 891	10.1	1 443 415	10.7
20-24	534 146	8.2	621 398	8.9	1 155 544	8.6
25-29	461 612	7.1	580 829	8.3	1 042 441	7.7
30-34	452 995	7.0	507 870	7.3	960 865	7.1
35-39	360 029	5.5	397 373	5.7	757 402	5.6
40-44	293 900	4.5	298 129	4.3	592 029	4.4
45-49	193 957	3.0	214 183	3.1	408 140	3.0
50-54	149 115	2.3	217 352	3.1	366 467	2.7
55-59	128 586	2.0	175 424	2.5	304 011	2.3
60-64	117 146	1.8	157 041	2.2	274 186	2.0
65-69	89 560	1.4	109 862	1.6	199 422	1.5
70-74	65 679	1.0	81 092	1.2	146 771	1.1
75 +	109 576	1.7	138 573	2.0	248 149	1.8
National	**6 492 345**	**100**	**7 004 515**	**100**	**13 496 960**	**100**

Figure 3.6 shows percent distribution of population within age group classified by sex. The 3-4, 10-14 and 15-19 age groups had the highest male population proportions of above 50 percent. All other age groups had female population proportions greater than 50 percent.

Figure 3.6: Percent Distribution of Population Within Age Group Classified by Sex: ICT Household Survey 2014, Zimbabwe

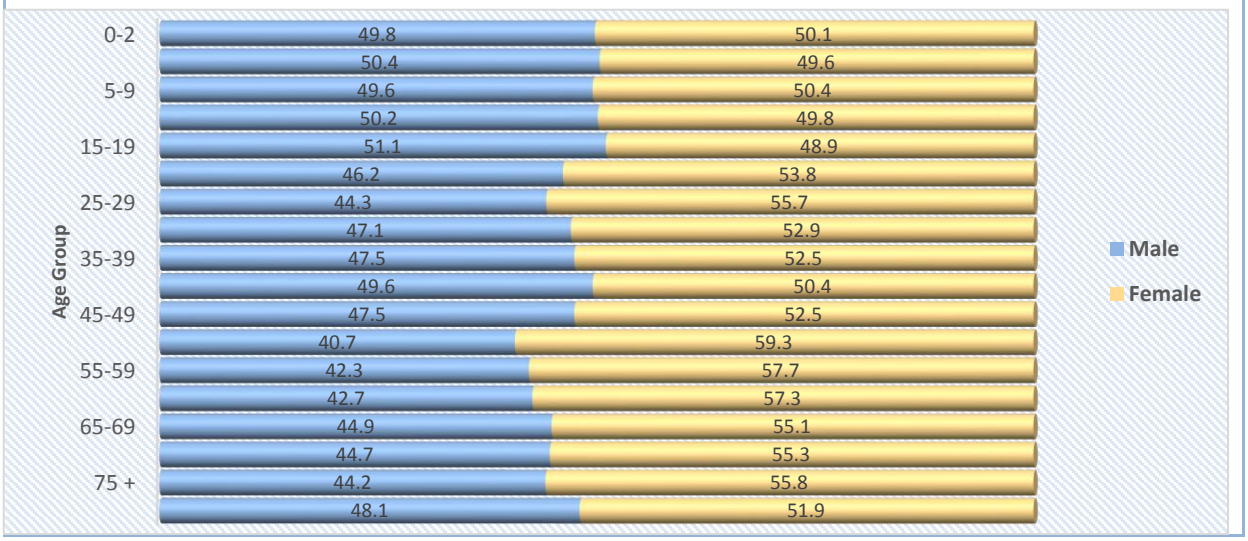


Table 3.8 shows the distribution of population aged 3 years and above classified by school/college attendance and age group. The 3-4 age group had the highest population proportion who had never been to school/college of about 57 percent followed by the 25 years and above age group with a proportion of about 29 percent. It is worth noting that the 5-9 age group had about 13 percent who had never been to school. The 10-14 age group had the highest population proportion of about 38 percent that was at school/college followed by the 5-9 age group with a proportion of about 37 percent. The least population proportion of about 1 percent that was at school/college was in the 25 years and above age group.

The 15-19, 20-24 and 25 years and above age groups had the highest proportions of persons who had left school/college with about 10 percent, 16 percent and 74 percent, respectively.

Table 3.8: Distribution of Population Aged 3+ Classified by School/College Attendance and Age Group: ICT Household Survey 2014, Zimbabwe

Age Group	Never Been to School		At School		Left School		*Total*	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*	*Number*	*Percent*
3-4	686 705	56.7	177 235	4.0	650	-	864 590	7.0
5-9	151 536	12.5	1 641 701	36.7	7 259	0.1	1 800 496	14.6
10-14	10 793	0.9	1 693 229	37.8	70 255	1.1	1 774 277	14.4
15-19	6 016	0.5	790 403	17.7	646 996	9.7	1 443 415	11.7
20-24	5 382	0.4	114 504	2.6	1 035 659	15.6	1 155 544	9.4
25+	349 928	28.9	56 848	1.3	4 893 107	73.5	5 299 884	43.0
National	**1 210 359**	**100**	**4 473 919**	**100**	**6 653 926**	**100**	**12 338 204**	**100**

Table 3.9 shows the distribution of population aged 3 years and above classified by school/college attendance at national level about 10 percent of the population have never been to school/college, of which about 79 percent and 8 percent were in the 3-4 and 5-9 age groups, respectively. About 36 percent of the population aged 3 years and above was at school/college.

Table 3.9: Distribution of Population Aged 3+ Classified by Age Group and School/College Attendance: ICT Household Survey 2014, Zimbabwe

Age Group	Never Been to School		At School/College		Left School/College		*Total*	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*	*Number*	*Percent*
3-4	686 705	79.4	177 235	20.5	650	0.1	864 590	100
5-9	151 536	8.4	1 641 701	91.2	7 259	0.4	1 800 496	100
10-14	10 793	0.6	1 693 229	95.4	70 255	4.0	1 774 277	100
15-19	6 016	0.4	790 403	54.8	646 996	44.8	1 443 415	100
20-24	5 382	0.5	114 504	9.9	1 035 659	89.6	1 155 544	100
25+	349 928	6.6	56 848	1.1	4 893 107	92.3	5 299 884	100
National	**1 210 359**	**9.8**	**4 473 919**	**36.3**	**6 653 926**	**53.9**	**12 338 204**	**100**

Table 3.10 shows percent distribution of population aged 3 plus classified by age group, school attendance and sex. Males and females in the 25 and above age groups accounted for about 17 and 39 percent of the population that had never been to school/college, respectively. The 5-9, 10-14 and 15-19 age groups had the highest proportions of persons who were at school for both females and males. The 15-19, 20-24 and 25 plus age groups had the highest proportions of persons who had left school/college.

Table 3.10: Percent Distribution of Population Aged 3+ Classified by Age Group, School Attendance and Sex: ICT Household Survey 2014, Zimbabwe

Age Group		Never Been to School		At School		Left School		Total
		Male	*Female*	*Male*	*Female*	*Male*	*Female*	
3-4		65.6	49.7	3.7	4.2	0.0	0.0	7.0
5-9		15.4	10.2	35.7	37.7	0.1	0.1	14.6
10-14		1.1	0.7	37.3	38.4	1.3	0.8	14.4
15-19		0.7	0.3	19.1	16.2	9.7	9.8	11.7
20-24		0.5	0.4	2.9	2.2	15.0	16.1	9.4
25+		16.7	38.6	1.2	1.3	73.9	73.2	43.0
National	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**536 103**	**674 256**	**2 259 738**	**2 214 182**	**3 118 929**	**3 534 996**	**12 338 204**

Table 3.11 shows percent distribution of population aged 3 years and above classified by age group, school attendance and sex. The 3-4, 5-9, 10-14 and 15-19 age groups had higher proportions for males who had never been to school of more than 50 percent for each age group compared to females. For age groups, 25 years and above, females had higher proportions of above 60 percent of individuals who had never been to school compared to males.

Table 3.11: Distribution of Population 3+ Classified by Highest Level of Education Completed and Sex: ICT Household Survey 2014, Zimbabwe

Age Group	Never been to School				At School/College				Left School/ College			
	Male	Female	Total		Male	Female	Total		Male	Female	Total	
			Number	*Percent*			*Number*	*Percent*			*Number*	*Percent*
3-4	51.2	48.8	686 496	100	47.6	52.4	177 444	100	14.5	85.5	650	100
5-9	54.6	45.4	151 536	100	49.2	50.8	1 641 701	100	57.3	42.7	7 259	100
10-14	53.9	46.1	10 793	100	49.8	50.2	1 693 229	100	58.8	41.2	70 255	100
15-24	55.9	44.1	11 398	100	54.9	45.1	904 907	100	45.7	54.3	1 682 655	100
25-34	37.6	62.4	13 356	100	49.5	50.5	40 247	100	45.6	54.4	1 949 703	100
35-44	25.0	75.0	19 751	100	47.4	52.6	10 603	100	48.8	51.2	1 319 078	100
45-54	20.7	79.3	66 143	100	54.8	45.2	3 000	100	46.5	53.5	705 465	100
55-64	23.2	76.8	90 782	100	55.5	44.5	1 295	100	46.1	53.9	486 120	100
65-74	27.1	72.9	73 865	100	5.2	94.9	1 307	100	49.9	50.1	271 021	100
75+	28.9	71.1	86 032	100	19.2	80.8	396	100	52.3	47.7	161 721	100
National	**44.3**	**55.7**	**1 210 150**	**100**	**50.5**	**49.5**	**4 474 128**	**100**	**46.9**	**53.1**	**6 653 926**	**100**

Table 3.12 shows distribution of population 3 plus classified by highest level of education completed and sex. The categories for highest level of education completed were primary and secondary with proportions of about 43 and 42 percent, respectively. The same pattern obtains for females and males.

Table 3.12: Distribution of Population 3+ Classified by Highest Level of Education Completed and Sex: ICT Household Survey 2014, Zimbabwe

Highest Level of Education Completed	Male		Female		Total	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
None	271 574	5.0	269 728	4.7	541 302	4.9
ECD	221 645	4.1	224 054	3.9	445 699	4.0
Primary	2 268 763	42.2	2 566 285	44.6	4 835 048	43.4
Secondary	2 256 063	41.9	2 400 543	41.8	4 656 606	41.8
Diploma/Certificate after Primary	25 196	0.5	22 218	0.4	47 413	0.4
Diploma/Certificate after Secondary	230 708	4.3	202 047	3.5	432 756	3.9
Graduate/Post Graduate	104 719	1.9	64 302	1.1	169 021	1.5
National	**5 378 667**	**100**	**5 749 178**	**100**	**11 127 845**	**100**

Table 3.13 shows distribution of population aged 3 and above by highest level of education completed classified by sex. Males had the highest proportion of about 53 percent and above in the Graduate/Post Graduate, Diploma/Certificate after Secondary and Diploma/Certificate after Primary categories compared to the female counterparts.

Table 3.13: Distribution of Population 3+ by Highest Level of Education Completed Classified by Sex: ICT Household Survey 2014, Zimbabwe

Highest Level of Education Completed	Male		Female		Total	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
None	271 574	50.2	269 728	49.8	541 302	100
ECD	221 645	49.7	224 054	50.3	445 699	100
Primary	2 268 763	46.9	2 566 285	53.1	4 835 048	100
Secondary	2 256 063	48.4	2 400 543	51.6	4 656 606	100
Diploma/Certificate after Primary	25 196	53.1	22 218	46.9	47 413	100
Diploma/Certificate after Secondary	230 708	53.3	202 047	46.7	432 756	100
Graduate/Post Graduate	104 719	62.0	64 302	38.0	169 021	100
National	**5 378 667**	**48.3**	**5 749 178**	**51.7**	**11 127 845**	**100**

Table 3.14 shows distribution of population aged 15 and above classified by main occupation in the last 3 months ending 30 June 2014 and sex. Own account workers in agriculture accounted for about 38 percent of the population aged 15 plus followed paid employee permanent with about 13 percent and own account worker with about 10 percent. Students accounted for 12 percent of the population aged 15 and above. Own account worker agriculture

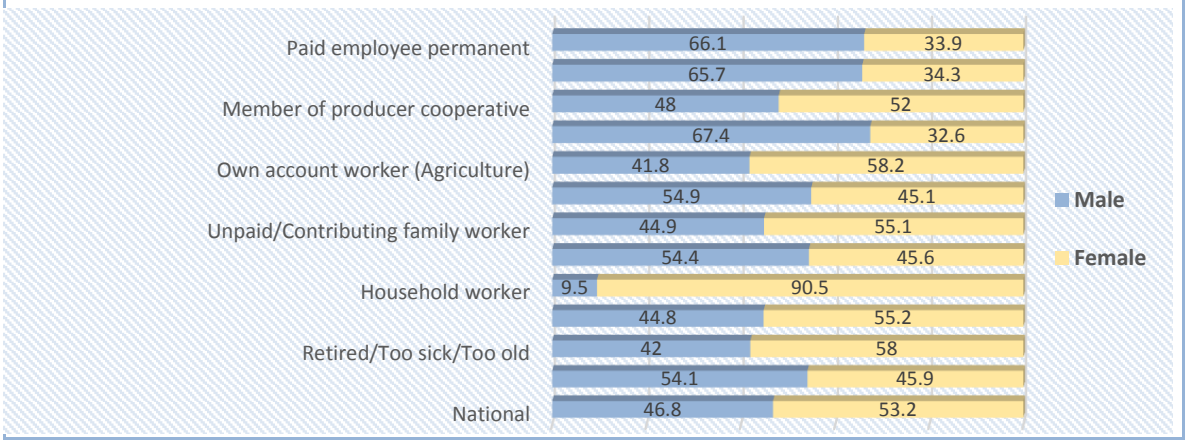
category had the highest proportions for both males and females of about 34 and 41 percent in that order.

Table 3.14: Distribution of Population aged 15+ Classified by Main Occupation in the Last 3 Months ending 30 June 2014 and Sex: ICT Household Survey 2014, Zimbabwe

Main Occupation	Male		Female		Total	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Paid employee permanent	665 681	18.0	341 967	8.1	1 007 648	12.8
Paid employee casual/ temporary/contract/seasonal	**319 688**	**8.7**	**167 114**	**4.0**	**486 801**	**6.2**
Member of producer cooperative	2 872	0.1	3 111	0.1	5 983	0.1
Employer	16 375	0.4	7 937	0.2	24 313	0.3
Own account worker (Agriculture)	1 238 478	33.5	1 723 130	41.0	2 961 608	37.5
Own account worker (Other)	433 012	11.7	355 361	8.5	788 373	10.0
Unpaid/Contributing family worker	76 549	2.1	93 917	2.2	170 466	2.2
Student	513 168	13.9	430 846	10.2	944 014	12.0
Household worker	65 889	1.8	627 673	14.9	693 562	8.8
Unemployed	239 378	6.5	295 316	7.0	534 694	6.8
Retired/Too sick/Too old	102 837	2.8	141 787	3.4	244 624	3.1
Disabled/handicapped	19 897	0.5	16 859	0.4	36 757	0.5
National	**3 693 824**	**100**	**4 205 018**	**100**	**7 898 842**	**100**

Figure 3.7 depicts the percent distribution of population aged 15 and above classified by main occupation in the last 3 months ending 30 June 2014 and sex. The paid employee permanent, paid employee casual/temporary/contract/seasonal and employer categories had higher proportions of males than females of about 66 percent.

Figure 3.7: Percent Distribution of Population Aged 15+ Classified by Main Occupation in the Last 3 Months ending 30 June 2014 and Sex: ICT Household Survey 2014, Zimbabwe



3.3 Access to ICT by Households

Household ICT access indicators apply at the household level. The indicators include the availability or unavailability in the household of such assets that can facilitate or create

conditions that enable access to ICTs. These include access to radios, televisions, telephones, computers, and Internet connection among other indicators.

3.3.1 Households with Access to Electricity

Electricity is an important requirement for use of almost all information and communication technologies (ICTs). Electricity may be accessed through a grid/mains connection, i.e. Zimbabwe Electricity Supply Authority (ZESA), or from power generated locally (including at the dwelling). Local power includes electricity generated by a fuel-powered generator, or from renewable resources such as wind, water or solar. Access to electricity excludes use of electrical energy storage devices such as batteries despite their storage of electrical power.

Table 3.15 shows distribution of households with or without access to electricity classified by province. Harare province had the highest proportion of about 23 percent households with access to electricity followed by Manicaland province with about 11 percent. The least proportion of about 4 percent households with access to electricity was in Matabeleland North province. Manicaland province had the highest proportion of about 19 percent households without access to electricity followed by Masvingo province with about 14 percent. The least proportion of about 1 percent was in Bulawayo province.

Table 3.15: Distribution of Households With or Without Access to Electricity Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Households With Access		Households Without Access		Total Households	
	Number	*Percent*	*Number*	*Percent*	***Number***	***Percent***
Bulawayo	187 773	9.6	6 531	0.5	194 304	6.0
Manicaland	211 184	10.8	252 019	19.4	463 202	14.3
Mashonaland Central	154 955	8.0	131 440	10.1	286 395	8.8
Mashonaland East	195 751	10.0	148 012	11.4	343 763	10.6
Mashonaland West	198 162	10.2	140 526	10.8	338 687	10.4
Matabeleland North	68 905	3.5	97 828	7.5	166 733	5.1
Matabeleland South	83 087	4.3	82 808	6.4	165 895	5.1
Midlands	208 226	10.7	144 488	11.2	352 714	10.9
Masvingo	187 716	9.6	183 663	14.2	371 379	11.4
Harare	452 234	23.2	108 463	8.4	560 697	17.3
National	**1 947 993**	**100**	**1 295 778**	**100**	**3 243 770**	**100**

Figure 3.8 presents the percent distribution of households within province with or without access to electricity. At national level the proportion of households with access to electricity was about 60 percent while the proportion of those without access to electricity was about 40 percent.

Bulawayo province had the highest proportion of about 97 percent households with access to electricity followed by Harare province with a proportion of about 81 percent. The least proportion of households with access to electricity was about 41 percent in Matabeleland North province.

Matabeleland North province had the highest proportion of about 59 percent households without access to electricity followed by Manicaland province with a proportion of about 54 percent. The least proportion of households without access to electricity was about 3 percent in Bulawayo province.

Figure 3.8: Percent Distribution of Households Within Province With or Without Access to Electricity: ICT Household Survey 2014, Zimbabwe

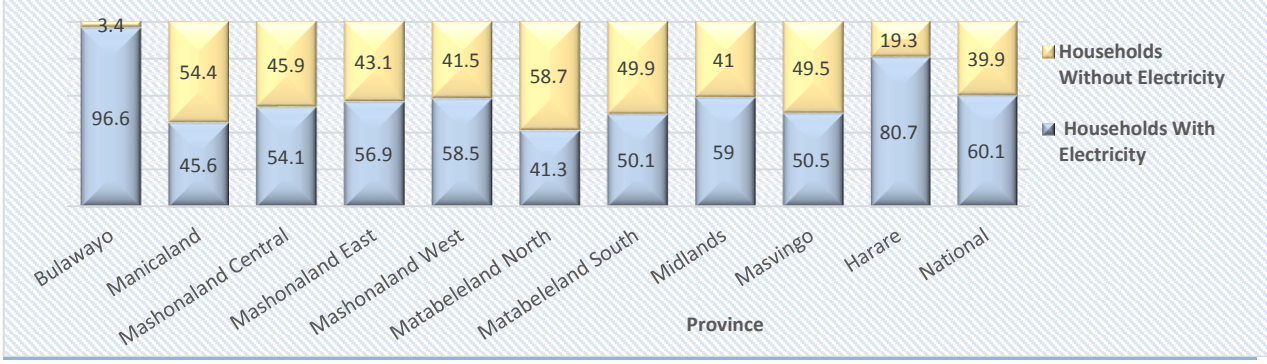


Table 3.16 shows distribution of households with or without access to electricity classified by rural and urban areas. In rural areas the proportion of households with access to electricity was about 49 percent while in urban areas was about 51 percent. The proportion of households without access to electricity was about 88 percent in rural areas compared to about 12 percent in urban areas.

Table 3.16: Distribution of Households With or Without Access to Electricity Classified by Rural and Urban: ICT Household Survey 2014, Zimbabwe

Area	Households With Access		Households Without Access		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	953 792	49.0	1 135 582	87.6	2 089 374	64.4
Urban	994 200	51.0	160 196	12.4	1 154 396	35.6
National	**1 947 993**	**100**	**1 295 778**	**100**	**3 243 770**	**100**

Figure 3.9 depicts percent distribution of households within rural and urban areas with or without access to electricity. In rural areas the proportion of households with access to electricity was about 46 percent while the proportion of households without access to electricity was about 54 percent. In urban areas the proportion of households with access to electricity

was about 86 percent while the proportion of households without access to electricity was about 14 percent.

Figure 3.9 Percent Distribution of Households Within Rural and Urban Areas With or Without Access to Electricity: ICT Household Survey 2014, Zimbabwe

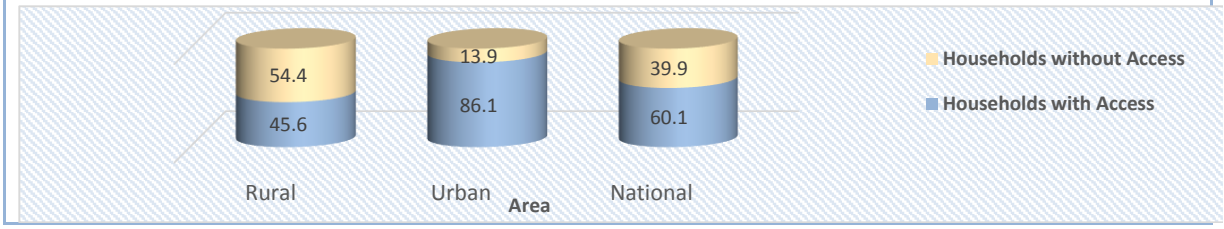


Table 3.17 shows distribution of households with or without access to electricity classified by land use sector. Urban Council Areas had the highest proportion of 50 percent households with access to electricity followed by Communal Areas with about 32 percent. The least proportions of less than 1 percent of households with access to electricity were in the Small Scale Commercial Farming Areas, Small Scale Commercial Farming Areas (RS), Administrative Centres and Growth Points & other urban areas including mining areas. Communal Areas had the highest proportion of about 67 percent households without access to electricity followed by Urban Council Areas with about 12 percent.

Table 3.17: Distribution of Households With or Without Access to Electricity Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Households With Access		Households Without Access		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	618 968	31.8	866 130	66.8	1 485 098	45.8
Small Scale Commercial Farming Areas	13 049	0.7	8 848	0.7	21 898	0.7
Large Scale Commercial Farming Areas	47 612	2.4	18 616	1.4	66 227	2.0
Urban Council Areas	973 643	50.0	153 208	11.8	1 126 852	34.7
Administrative Centres	2 797	0.1	1 677	0.1	4 474	0.1
Growth Points and Other Urban Areas including Mining areas	17 760	0.9	5 310	0.4	23 071	0.7
Small Scale Commercial Farming Areas (RS)	3 577	0.2	1 662	0.1	5 240	0.2
Large Scale Commercial Farming Areas (RS)	34 565	1.8	23 995	1.9	58 560	1.8
A1 Resettlement Schemes	125 957	6.5	128 200	9.9	254 157	7.8
A2 Resettlement Schemes	51 825	2.7	34 339	2.7	86 164	2.7
Old Resettlement Schemes	58 239	3.0	53 792	4.2	112 031	3.5
National	**1 947 993**	**100**	**1 295 778**	**100**	**3 243 770**	**100**

Figure 3.10 depicts percent distribution of households within land use sector with or without access to electricity. Urban Council Areas had the highest proportion of about 86 percent households with access to electricity followed by Growth Points and Other Urban Areas

including Mining areas with 77 percent. The least proportion of about 42 percent households with access to electricity was in the Communal Areas.

Communal Areas had the highest proportion of about 58 percent households without access to electricity followed by A1 Resettlement Schemes with about 50 percent. The least proportions of about 14 percent households without access to electricity was in the Administrative Centres and the Urban Council Areas.

Figure 3.10: Percent Distribution of Households Within Land Use Sector With or Without Access to Electricity: ICT Household Survey 2014, Zimbabwe

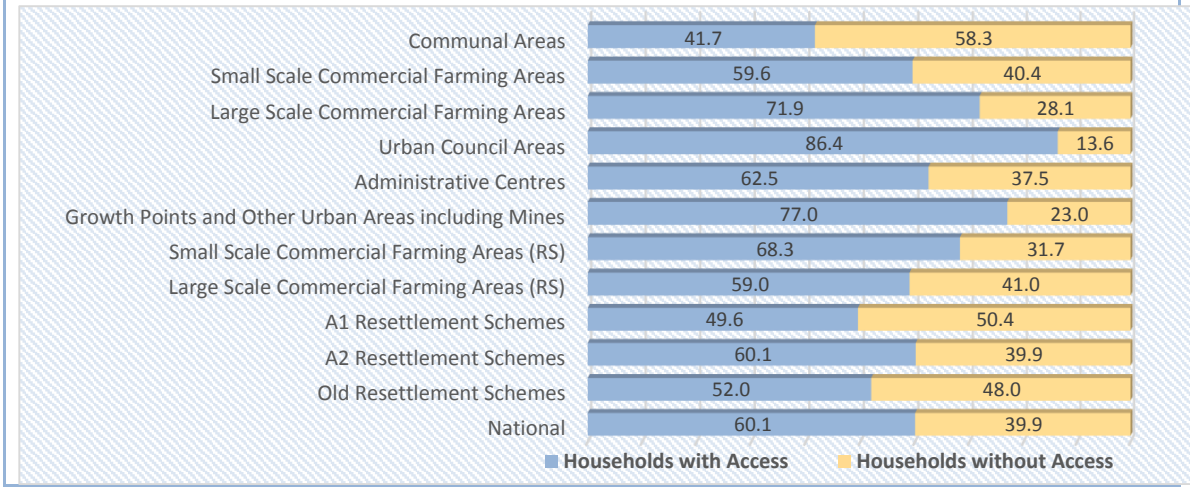


Table 3.18 shows distribution of households with access to electricity classified by province and sex of head of household. Harare province had the highest proportion of about 25 percent of male headed households with access to electricity followed by Mashonaland West and Midlands provinces with equal shares of 11 percent each. Matabeleland North province had the least proportion of male headed households with access to electricity of about 3 percent.

Harare province again had the highest proportion of about 19 percent of female headed households with access to electricity followed by Manicaland province with about 13 percent. Matabeleland North province had the least proportion of female headed households with access to electricity of about 4 percent.

Table 3.18: Distribution of Households With Access to Electricity Classified by Province and Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

Province	Male-Headed		Female-Headed		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	115 912	8.7	71 861	11.5	187 773	9.6
Manicaland	130 647	9.9	80 537	12.9	211 184	10.8
Mashonaland Central	117 630	8.9	37 325	6.0	154 955	8.0
Mashonaland East	131 292	9.9	64 459	10.4	195 751	10.0
Mashonaland West	145 907	11.0	52 254	8.4	198 162	10.2
Matabeleland North	44 970	3.4	23 936	3.8	68 905	3.5
Matabeleland South	46 887	3.5	36 200	5.8	83 087	4.3
Midlands	145 890	11.0	62 336	10.0	208 226	10.7
Masvingo	111 720	8.4	75 996	12.2	187 716	9.6
Harare	334 853	25.3	117 381	18.9	452 234	23.2
National	**1 325 708**	**100**	**622 285**	**100**	**1 947 993**	**100**

Figure 3.11 shows the percent distribution of households within province with access to electricity classified by sex of head of household. Mashonaland Central province had the highest proportion of about 76 percent of male headed households with access to electricity followed by Harare province with 74 percent. Matabeleland South province had the least proportion of male headed households with access to electricity of about 56 percent.

Matabeleland South province had the highest proportion of female headed households with access to electricity of about 44 percent followed by Masvingo province with about 41 percent. Mashonaland Central province had the least proportion of female headed households with access to electricity of about 24 percent.

Figure 3.11: Percent Distribution of Households Within Province With Access to Electricity Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

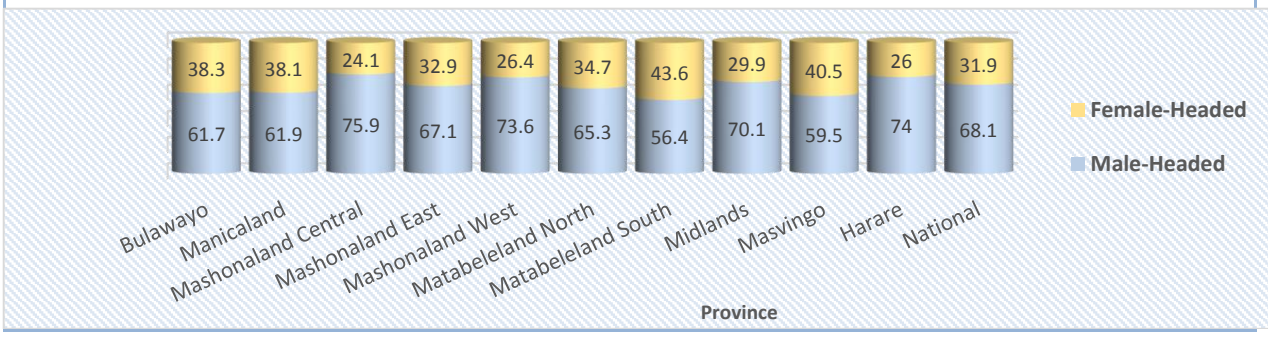


Table 3.19 shows the distribution of households with access to electricity classified by rural & urban and sex of head of household. About 49 percent of male headed household in rural areas had access to electricity compared to about 50 percent for female headed households. In urban

areas male headed household with access to electricity had a proportion of about 52 percent while female headed households had a proportion of about 50 percent.

Table 3.19: Distribution of Households with Access to Electricity Classified Rural & Urban and Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

Area	Male-Headed		Female-Headed		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	643 601	48.5	310 191	49.8	953 792	49.0
Urban	682 107	51.5	312 093	50.2	994 200	51.0
National	**1 325 708**	**100**	**622 285**	**100**	**1 947 993**	**100**

Figure 3.12 shows percent distribution of households in rural and urban areas with access to electricity classified by sex of head of household. In rural areas the proportion of male-headed households with access to electricity was about 68 percent while the proportion of female headed households with access to electricity was about 33 percent. In urban areas female-headed households with access to electricity had a proportion of about 31 percent compared to 69 percent for male headed households.

Figure 3.12: Percent Distribution of Households in Rural and Urban Areas with Access to Electricity Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

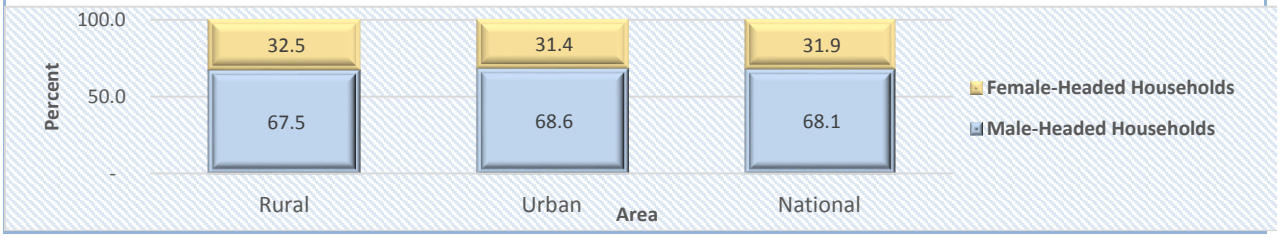


Table 3.20 shows distribution of households with access to electricity classified by land use sector and sex of head of household. Urban Council Areas had the highest proportion of male headed households of about 50 percent followed by Communal Areas with 29 percent. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points & Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportions of male headed households with access to electricity of less than 1 percent each.

Urban Council Areas had the highest proportion of female headed households of about 49 percent followed by Communal Areas with 38 percent. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points & Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportions of female headed households with access to electricity of less than 1 percent each.

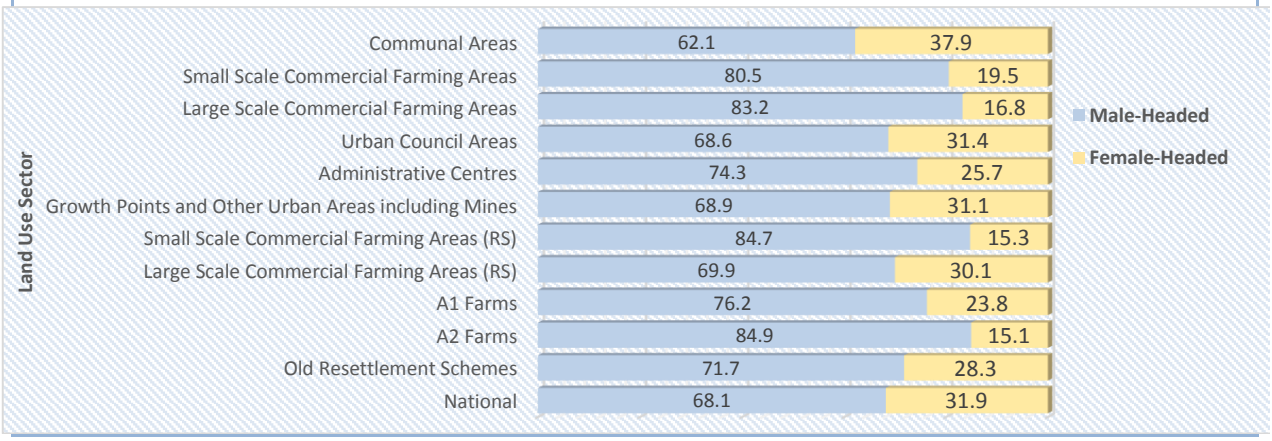
Table 3.20: Distribution of Households with Access to Electricity Classified by Land Use Sector and Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Male-Headed		Female-Headed		Total Households with electricity	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	384 535	29.0	234 433	37.7	618 968	31.8
Small Scale Commercial Farming Areas	10 507	0.8	2 542	0.4	13 049	0.7
Large Scale Commercial Farming Areas	39 607	3.0	8 004	1.3	47 612	2.4
Urban Council Areas	667 789	50.4	305 854	49.2	973 643	50.0
Administrative Centres	2 079	0.2	718	0.1	2 797	0.1
Growth Points and Other Urban Areas including Mining areas	12 239	0.9	5 521	0.9	17 760	0.9
Small Scale Commercial Farming Areas (RS)	3 032	0.2	546	0.1	3 577	0.2
Large Scale Commercial Farming Areas (RS)	24 175	1.8	10 390	1.7	34 565	1.8
A1 Farms	96 014	7.2	29 942	4.8	125 957	6.5
A2 Farms	43 978	3.3	7 847	1.3	51 825	2.7
Old Resettlement Schemes	41 753	3.1	16 486	2.6	58 239	3.0
National	**1 325 708**	**100**	**622 285**	**100**	**1 947 993**	**100**

Figure 3.13 shows the percent distribution of households within land use sector with access to electricity classified by sex of head of household. A2 Farms and Small Scale Commercial Farming Areas (RS) had the highest proportions of male headed households with access to electricity of about 85 percent each. Communal Areas had the least proportion of about 62 percent.

Communal Areas had the highest proportion of female headed households with access to electricity of about 38 percent followed by Urban Council Areas and Growth Points & Other Urban Areas including Mining areas with about 31 percent. A2 Farms and Small Scale Commercial Farming Areas (RS) had the least proportions of about 15 percent.

Figure 3.13: Percent Distribution of Households Within Land Use Sector with Access to Electricity Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe



3.3.2 Households with Access to a Radio at Home

Table 3.21 shows distribution of households with or without access to a radio at home classified by province. Harare province had the highest proportion of households with access to a radio at home of about 19 percent followed by Manicaland province with about 13 percent. Matabeleland North province had the least proportion of households with a radio at home of about 4 percent.

Manicaland province had the highest proportion of households without access to a radio at home of 17 percent followed by Harare province with about 15 percent. Bulawayo province had the least proportion of about 4 percent.

Table 3.21: Distribution of Households With or Without Access to a Radio at Home Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Households With a Radio		Households Without a Radio		All Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	146 218	7.4	48 086	3.8	194 304	6.0
Manicaland	246 639	12.5	216 563	17.0	463 202	14.3
Mashonaland Central	190 696	9.7	95 699	7.5	286 395	8.8
Mashonaland East	217 204	11.0	126 560	9.9	343 763	10.6
Mashonaland West	214 911	10.9	123 776	9.7	338 687	10.4
Matabeleland North	82 132	4.2	84 601	6.6	166 733	5.1
Matabeleland South	84 549	4.3	81 346	6.4	165 895	5.1
Midlands	208 514	10.6	144 200	11.3	352 714	10.9
Masvingo	213 063	10.8	158 315	12.4	371 379	11.4
Harare	365 924	18.6	194 772	15.3	560 697	17.3
National	**1 969 851**	**100**	**1 273 919**	**100**	**3 243 770**	**100**

Figure 3.14 shows the percent distribution of households within province with or without access to a radio at home classified by sex of head of household. At national level, the proportion of households with access to a radio at home was about 61 percent. Bulawayo province had the highest proportion of households with access to a radio at home of about 75 percent followed by Mashonaland Central province with close to 67 percent. Matabeleland North province had the least proportion of households with access to a radio at home of about 49 percent.

Figure 3.14: Percent Distribution of Households Within Province With or Without Access to a Radio at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

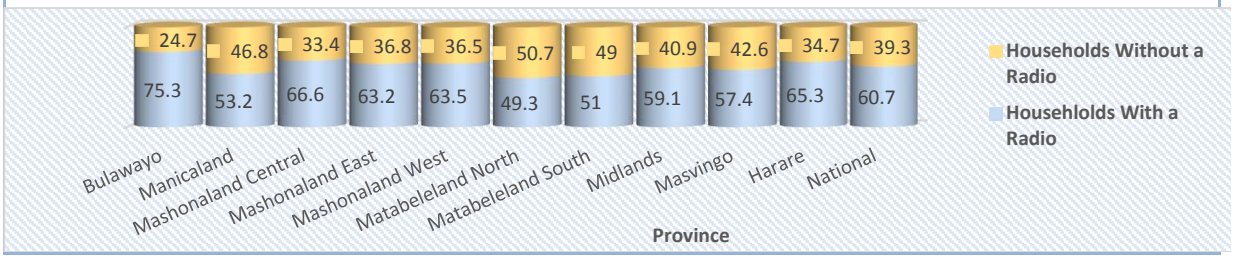


Table 3.22 shows distribution of households with or without access to a radio at home classified by rural and urban areas. About 60 percent of the households with access to a radio at home were in rural areas. Close to 71 percent of households without a radio at home were in rural areas.

Table 3.22: Distribution of Households With or Without Access to a Radio at Home Classified by Rural & Urban Areas: ICT Household Survey 2014, Zimbabwe

Area	Households With a Radio		Households Without a Radio		All Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	1 188 299	60.3	901 075	70.7	2 089 374	64.4
Urban	781 552	39.7	372 844	29.3	1 154 396	35.6
National	**1 969 851**	**100**	**1 273 919**	**100**	**3 243 770**	**100**

Figure 3.15 shows percent distribution of households with or without access to a radio at home within rural and urban areas.

In rural areas, the proportion of households with access to a radio at home was about 57 percent. In urban areas, the proportion of households with access to a radio at home was about 68 percent.

Figure 3.15: Percent Distribution of Households With or Without Access to a Radio at Home within Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

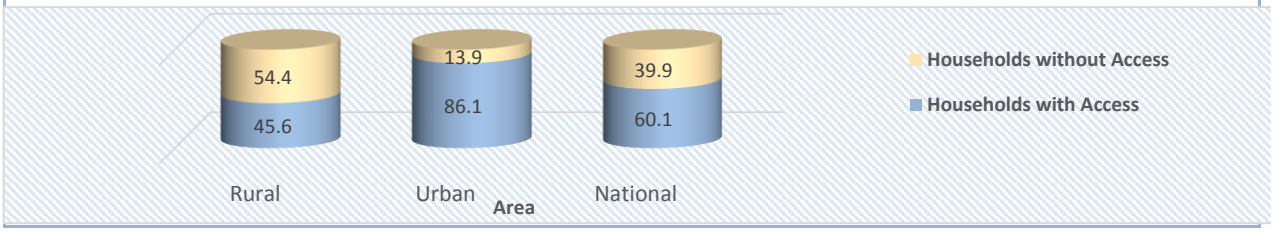


Table 3.23 shows distribution of households with or without access to a radio at home classified by land use sector. About 41 percent of households with access to a radio at home were in Communal Areas followed by about 39 percent in Urban Council Areas.

The least proportions, of less than 1 percent, of households with access to a radio at home were in Small Scale Commercial Farming Areas, Administrative Centres, Small Scale Commercial Farming Areas (RS) and Growth Points & Other Urban Areas including Mining areas.

Table 3.23: Distribution of Households With or Without Access to a Radio at Home Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Households With Access to a Radio		Households Without Access to a Radio		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	807 290	41.0	677 808	53.2	1 485 098	45.8
Small Scale Commercial Farming Areas	13 965	0.7	7 933	0.6	21 898	0.7
Large Scale Commercial Farming Areas	43 840	2.2	22 388	1.8	66 227	2.0
Urban Council Areas	761 427	38.7	365 424	28.7	1 126 852	34.7
Administrative Centres	2 504	0.1	1 970	0.2	4 474	0.1
Growth Points and Other Urban Areas including Mining areas	17 621	0.9	5 450	0.4	23 071	0.7
Small Scale Commercial Farming Areas (RS)	3 172	0.2	2 068	0.2	5 240	0.2
Large Scale Commercial Farming Areas (RS)	39 373	2.0	19 187	1.5	58 560	1.8
A1 Farms	159 270	8.1	94 886	7.4	254 157	7.8
A2 Farms	57 079	2.9	29 085	2.3	86 164	2.7
Old Resettlement Schemes	64 310	3.3	47 721	3.7	112 031	3.5
National	**1 969 851**	**100**	**1 273 919**	**100**	**3 243 770**	**100**

Figure 3.16 shows percent distribution of households with or without access to a radio at home classified within land use sector. Growth Points and Other Urban Areas including Mining areas had the highest proportion of households with access to a radio at home of about 76 percent followed by Urban Council Areas with about 68 percent. Communal Areas had the least proportion of about 54 percent.

Figure 3.16: Percent Distribution of Households With or Without Access to a Radio at Home Classified Within Land Use Sector: ICT Household Survey 2014, Zimbabwe

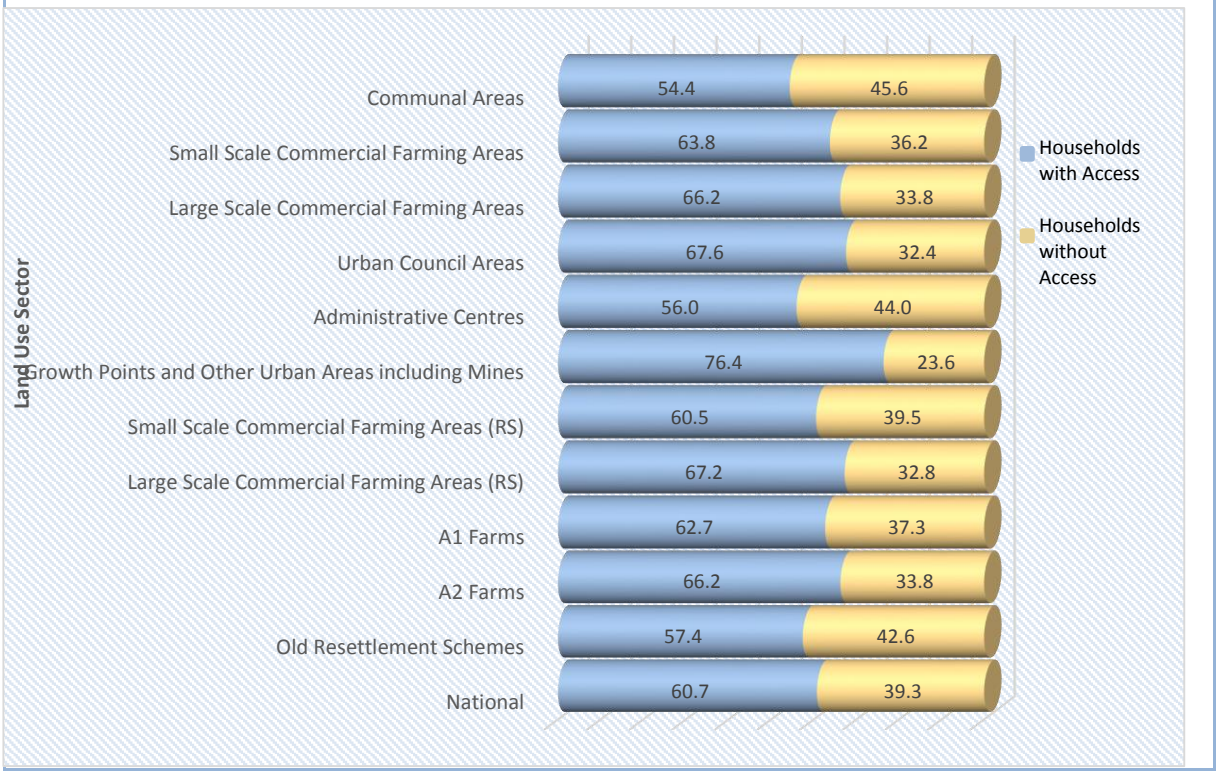


Figure 3.17 shows percent distribution of households within province with and without access to a radio at home classified by sex of head of household. Harare province had the highest proportion of male-headed households with access to a radio at home of about 78 percent compared to about 22 percent for female headed. Matabeleland South province had the highest proportion of female-headed households with access to a radio at home of about 43 percent compared to about 57 percent for male headed.

Harare province had the highest proportion of male-headed households without access to a radio at home of about 68 percent compared to about 32 percent for female headed. Masvingo province had the highest proportion of female-headed households with access to a radio at home of about 51 percent compared to about 49 percent for male headed.

Figure 3.17: Percent Distribution of Households Within Province With and Without Access to a Radio at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

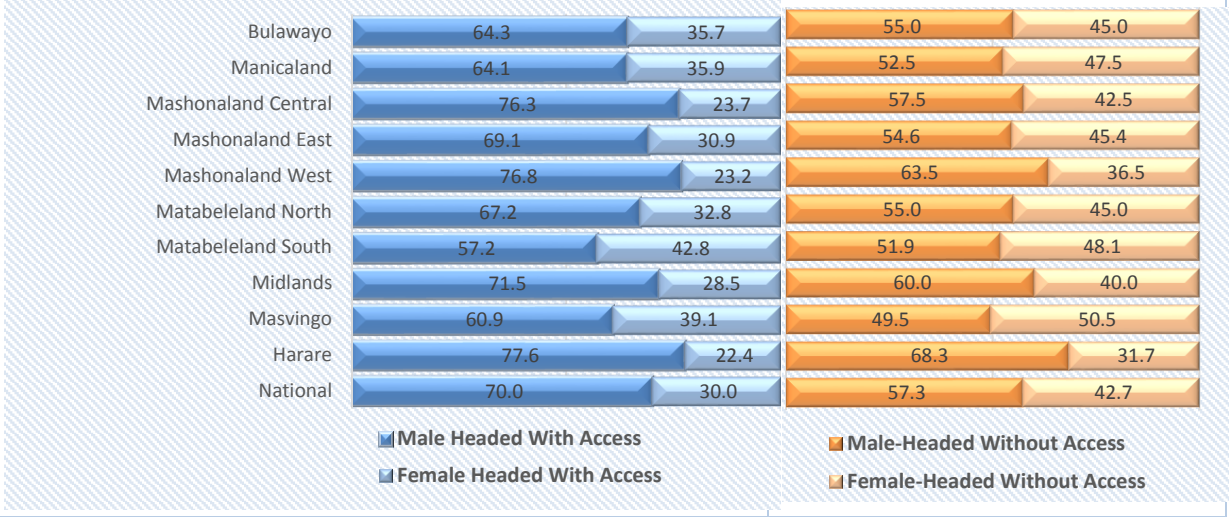


Figure 3.18 shows percent distribution of households within rural and urban areas with and without access to a radio at home classified by sex of head of household.

In rural areas, male-headed households with access to a radio had a higher proportion of 69 percent compared to 31 percent for female-headed households. In urban areas, male-headed household with access to a radio had a higher proportion of about 72 percent compared to female-headed households with about 28 percent.

In rural areas, male-headed households without access to a radio had a higher proportion of 55 percent compared to 45 percent for female-headed households. In urban areas, male-headed household without access to a radio had a higher proportion of about 63 percent compared to female-headed households with about 37 percent.

Figure 3.18: Percent Distribution of Households Within Rural & Urban Areas With and Without Access to a Radio at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

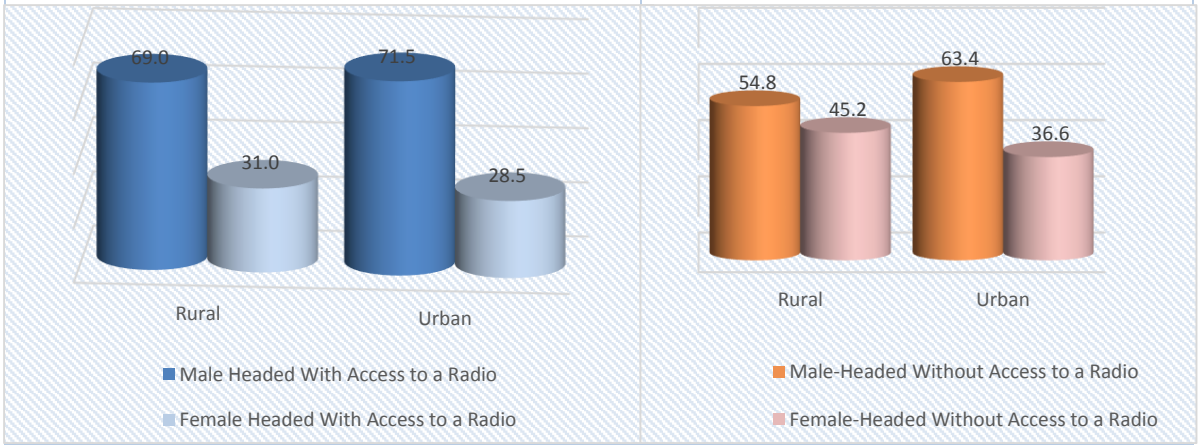


Table 3.24 presents percent distribution of households with access to a radio at home classified by province and type of radio. Harare province had the highest proportion of households with a Conventional Stand - Alone Radio only, Radio Integrated with Another Device only and Internet Radio only of about 17, 18 and 31 percent, respectively.

Table 3.24: Percent Distribution of Households with Access to a Radio at Home Classified by Province and Type of Radio: ICT Household Survey 2014, Zimbabwe

Province		Conventional Stand - Alone Radio Only	Radio Integrated with Another Device Only	Internet Radio Only	Combination of Any Two Radio Devices	All Types of Radio Device	All Households with a Radio
Bulawayo		3.9	9.6	2.8	8.2	10.6	7.4
Manicaland		15.1	12.7	11.3	9.4	3.1	12.5
Mashonaland Central		10.4	7.9	-	12.1	4.7	9.7
Mashonaland East		12.0	8.9	1.5	13.4	11.2	11.0
Mashonaland West		11.6	9.9	8.6	11.8	9.3	10.9
Matabeleland North		4.7	4.4	5.5	3.4	0.2	4.2
Matabeleland South		5.7	3.5	5.1	3.9	3.2	4.3
Midlands		11.6	10.3	22.5	9.9	6.4	10.6
Masvingo		7.8	15.4	11.8	7.0	12.5	10.8
Harare		17.2	17.6	30.9	21.0	38.9	18.6
National	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**618 356**	**827 122**	**4 179**	**500 120**	**20 074**	**1 969 851**

Table 3.25 shows percent distribution of households with access to a radio at home classified by rural and urban areas and type of radio. The proportion of households in rural areas with access to Conventional Stand-Alone Radio Only at home was about 72 percent while the proportion in urban areas was about 28 percent. The proportion of rural households with access to a Radio Integrated with Another Device was about 53 percent while the proportion in urban areas was about 47 percent. The proportion of rural households with access to Internet Radio was about 48 percent while the proportion in urban areas was about 52 percent.

Table 3.25: Percent Distribution of Households with Access to a Radio at Home Classified by Rural & Urban Areas and Type of Radio: ICT Household Survey 2014, Zimbabwe

Area		Conventional Stand - Alone Radio Only	Radio Integrated with Another Device Only	Internet Radio Only	Combination of Any Two Radio Devices	All Types of Radio Device	All Households with a Radio
Rural		72.2	53.3	48.3	58.3	35.5	60.3
Urban		27.8	46.7	51.7	41.7	64.5	39.7
National	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**618 356**	**827 122**	**4 179**	**500 120**	**20 074**	**1 969 851**

Table 3.26 shows percent distribution of households with access to a radio at home classified by land use sector and type of radio. Communal Areas had the highest proportion of about 52

percent of households with access to a Conventional Stand - Alone Radio Only at home followed by Urban Council Areas with about 27 percent. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points and Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportions of less than 1 percent.

Urban Council Areas had the highest proportion of about 46 percent of households with access to a Radio Integrated with Another Device Only at home followed by Communal Areas with about 35 percent. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points and Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportions of less than 1 percent.

Urban Council Areas had the highest proportion of about 48 percent of households with access to Internet Radio Only at home followed by Communal Areas with about 34 percent. Households in Small Scale Commercial Farming Areas, Administrative Centres, Growth Points and Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had no access to Internet Radio.

Table 3.26: Percent Distribution of Households with Access to a Radio at Home Classified by Land Use Sector and Type of Radio: ICT Household Survey 2014, Zimbabwe

Land Use Sector		Conventional Stan - Alone Radio Only	Radio Integrated with Another Device Only	Internet Radio Only	Combination of Any Two Radio Devices	All Types of Radio Device	All Households with a Radio
Communal Areas		52.2	34.7	34.3	38.3	23.3	41.0
Small Scale Commercial Farming Areas		0.6	0.7	-	0.8	0.5	0.7
Large Scale Commercial Farming Areas		1.8	2.4	1.4	2.5	0.5	2.2
Urban Council Areas		26.7	45.6	47.5	40.8	63.4	38.7
Administrative Centres		0.1	0.2	2.7	0.1	-	0.1
Growth Points and Other Urban Areas including Mining areas		0.9	0.9	1.5	0.8	1.1	0.9
Small Scale Commercial Farming Areas (RS)		0.1	0.2	-	0.1	-	0.2
Large Scale Commercial Farming Areas (RS)		1.5	2.3	5.1	2.1	1.8	2.0
A1 Farms		8.6	7.5	7.5	8.5	7.2	8.1
A2 Farms		2.6	3.2	-	2.9	0.8	2.9
Old Resettlement Schemes		4.8	2.3	-	3.1	1.5	3.3
National	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**618 356**	**827 122**	**4 179**	**500 120**	**20 074**	**1 969 851**

3.3.3 Households with Access to a Television device

Table 3.27 depicts distribution of households with and without access to a TV device at home classified by province. Harare province had the highest proportion of about 33 percent of households with access to a TV device at home followed by Bulawayo with about 12 percent. Matabeleland North province had the smallest proportion of about 2 percent.

Manicaland province had the highest proportion of about 17 percent of households without access to a TV device at home followed by Masvingo province with about 15 percent. The least proportion of about 2 percent was in Bulawayo province.

Table 3.27: Distribution of Households With and Without Access to a TV at Home Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Households With a TV		Households Without a TV		All Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	160 758	12.4	33 546	1.7	194 304	6.0
Manicaland	124 610	9.6	338 592	17.4	463 202	14.3
Mashonaland Central	78 549	6.1	207 847	10.7	286 395	8.8
Mashonaland East	97 409	7.5	246 355	12.6	343 763	10.6
Mashonaland West	134 924	10.4	203 763	10.5	338 687	10.4
Matabeleland North	31 697	2.4	135 036	6.9	166 733	5.1
Matabeleland South	44 005	3.4	121 890	6.3	165 895	5.1
Midlands	121 650	9.4	231 064	11.9	352 714	10.9
Masvingo	81 694	6.3	289 685	14.9	371 379	11.4
Harare	420 952	32.5	139 745	7.2	560 697	17.3
National	**1 296 248**	**100**	**1 947 522**	**100**	**3 243 770**	**100**

Figure 3.19 shows percent distribution of households within province with or without access to a TV device at home. The national proportion of households with access to a TV device at home was 40 percent while the proportion without was 60 percent. Bulawayo province had the highest proportion of about 83 percent of households with access to a TV device at home followed by Harare province with about 75 percent. The least proportion of 19 percent of households was in Matabeleland North province. Matabeleland North province had the highest proportion of 81 percent of households without access to a TV device at home followed by Masvingo with 78 percent. Bulawayo province had the least proportion of about 17 percent.

Figure 3.19: Percent Distribution of Households Within Province With or Without Access to a TV Device at Home: ICT Household Survey 2014, Zimbabwe

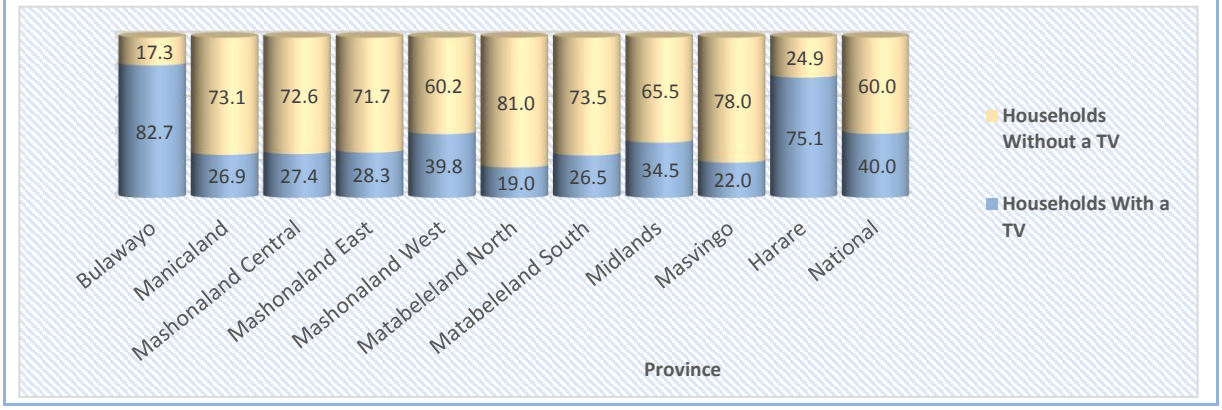


Table 3.28 shows distribution of households with and without access to a TV device at home classified by rural and urban areas. The proportion of households with access to a TV device at home was about 31 percent in rural areas compared to about 69 percent in urban areas. About 87 percent of households without access to a TV device at home were in rural areas compared to about 13 percent in urban areas.

Table 3.28: Distribution of Households With and Without Access to a TV Device at Home Classified by Rural & Urban Areas: ICT Household Survey 2014, Zimbabwe

Area	Households With a TV		Households Without a TV		All Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	404 515	31.2	1 684 859	86.5	2 089 374	64.4
Urban	891 733	68.8	262 663	13.5	1 154 396	35.6
National	**1 296 248**	**100**	**1 947 522**	**100**	**3 243 770**	**100**

Figure 3.20 depicts percent distribution of households within rural urban areas with or without access to a TV device. In rural areas, about 19 percent of households had access to a TV device while about 81 percent were without. In urban areas, about 77 percent of households had access to a TV device while about 23 percent were without.

Figure 3.20: Percent Distribution of Households Within Rural Urban Areas With or Without Access to a TV Device: ICT Household Survey 2014, Zimbabwe

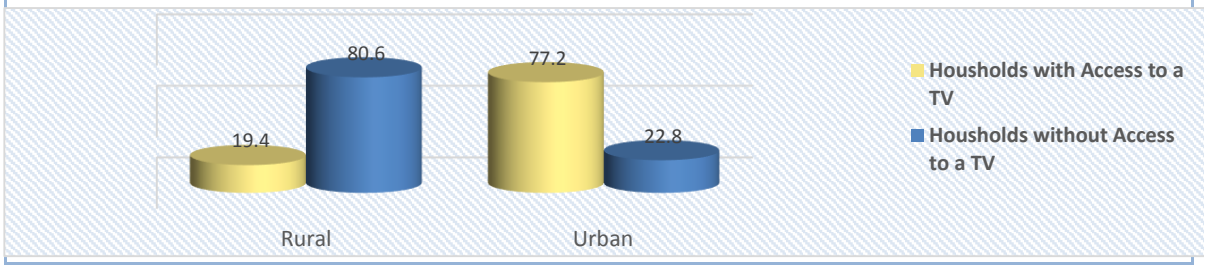


Table 3.29 shows distribution of households with and without access to a TV device at home classified by land use sector. Urban Council Areas had the highest proportion of about 68

percent of households with access to a TV device at home followed by Communal Areas with about 18 percent. The least proportions of less than 1 percent of households with access to a TV device at home in were in the Small Scale Commercial Farming Areas, Administrative Centres and Small Scale Commercial Farming Areas (RS).

Communal Areas had the highest proportion of about 64 percent of households without access to a TV device at home followed by Urban Council Areas with about 13 percent. The least proportions of less than 1 percent of households with access to a TV device at home in were in the Small Scale Commercial Farming Areas, Administrative Centres, and Growth Points and Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS).

Table 3.29: Distribution of Households With and Without Access to a TV Device at Home Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Households With a TV		Households Without a TV		All Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	232 344	17.9	1 252 754	64.3	1 485 098	45.8
Small Scale Commercial Farming Areas	5 496	0.4	16 401	0.8	21 898	0.7
Large Scale Commercial Farming Areas	33 602	2.6	32 625	1.7	66 227	2.0
Urban Council Areas	875 789	67.6	251 063	12.9	1 126 852	34.7
Administrative Centres	1 648	0.1	2 825	0.1	4 474	0.1
Growth Points and Other Urban Areas including Mining areas	14 296	1.1	8 775	0.5	23 071	0.7
Small Scale Commercial Farming Areas (RS)	1 277	0.1	3 963	0.2	5 240	0.2
Large Scale Commercial Farming Areas (RS)	19 414	1.5	39 145	2.0	58 560	1.8
A1 Farms	60 744	4.7	193 413	9.9	254 157	7.8
A2 Farms	30 237	2.3	55 927	2.9	86 164	2.7
Old Resettlement Schemes	21 400	1.7	90 630	4.7	112 031	3.5
National	**1 296 248**	**100**	**1 947 522**	**100**	**3 243 770**	**100**

Figure 3.21 depicts percent distribution of households within land use sector with and without access to a TV device at home. Urban Council Areas had the highest proportion of about 78 percent of households with access to a TV device at home followed by Growth Points and Other Urban Areas including Mining areas with 62 percent. The least proportion of about 16 percent was in the Communal Areas.

Communal Areas had the highest proportion of about 84 percent of households without access to a TV device at home followed by Old Resettlement Schemes with about 81 percent. The least proportion of about 22 percent was in the Urban Council Areas.

Figure 3.21: Percent Distribution of Households Within Land Use Sector With and Without Access to a TV Device at Home: ICT Household Survey 2014, Zimbabwe

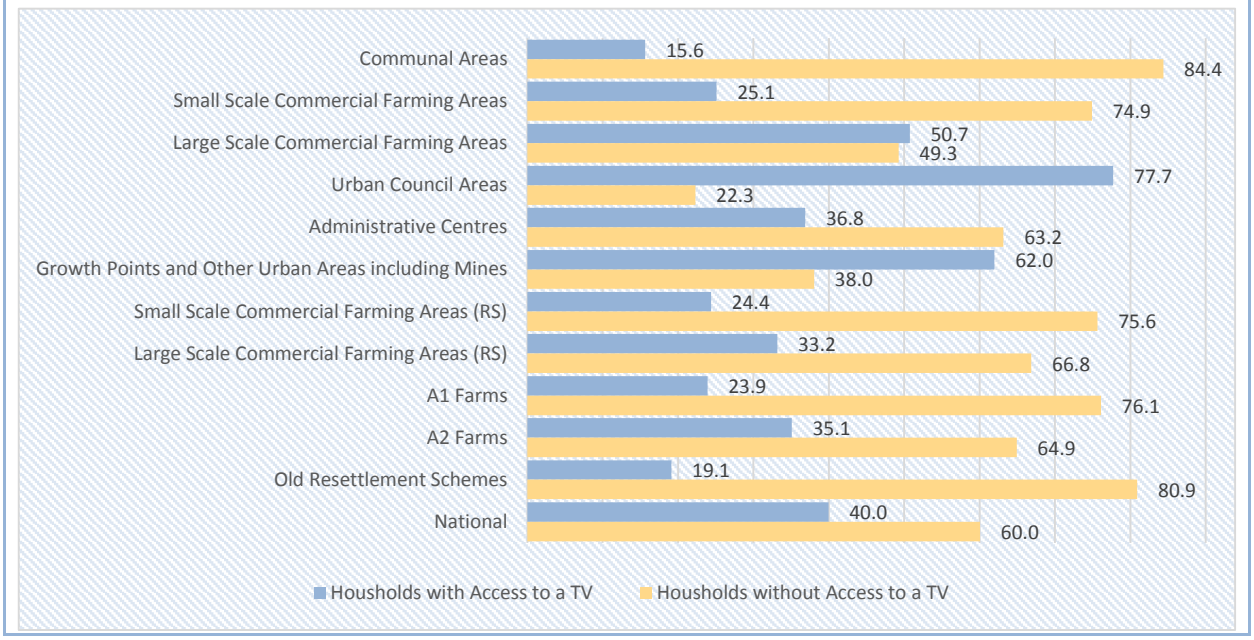


Figure 3.22, shows the percent distribution of households within province with and without access to a television device at home within province and classified by sex of head of household.

Mashonaland Central province had the highest proportion of male headed households with access to a television device at home of about 78 percent compared to about 22 percent for female headed households. Matabeleland South Province had the highest proportion of female headed households with access to a television device at home of about 48 percent compared to about 52 percent for male headed households.

Harare province had the highest proportion of male headed households without access to a television device at home of 74 percent compared to 26 percent for female headed households. Masvingo province had the highest proportion of female headed households without access to a television device at home of about 47 percent compared to about 53 percent for male headed households.

Figure 3.22: Percent Distribution of Households Within Province With and Without Acces to Television Device at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

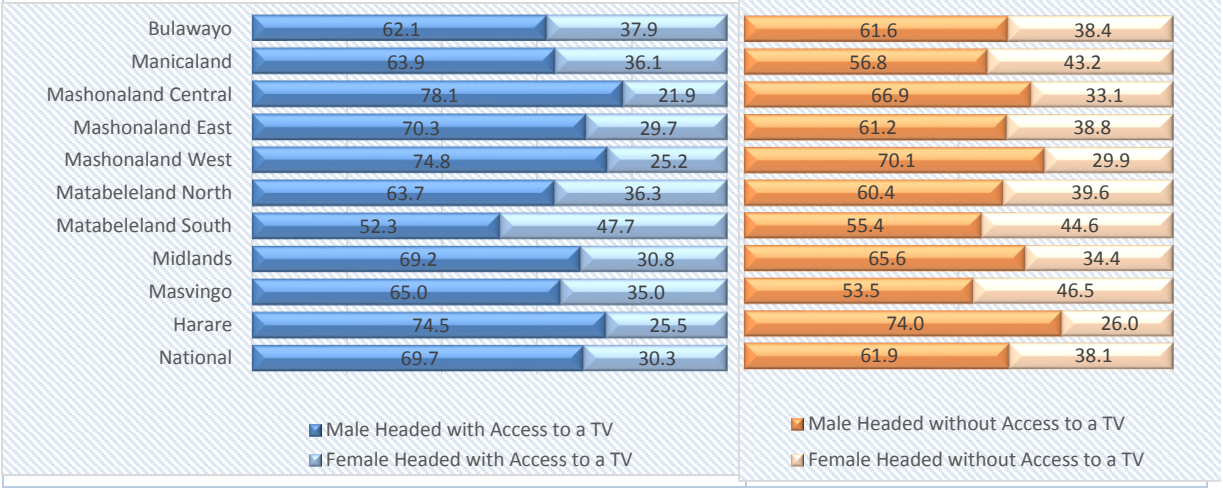


Figure 3.23 shows the percent distribution of households with and without access to a television device at home within urban and rural areas classified by sex of head of household. In rural areas, male headed households with access to a television device had a higher proportion of about 71 percent compared to about 29 percent for female headed households. In urban areas, male headed households with access to a television device had a higher proportion of 69 percent compared to 31 percent for female headed households.

In rural areas, male headed households without access to a television device had a higher proportion of about 61 percent compared to about 39 percent for female headed households. In urban areas, male headed households without access to a television device had a higher proportion of 68 percent compared to 32 percent for female headed households.

Figure 3.23: Percent Distribution of Households Within Rural and Urban Areas With and Without Acces to a Television Device at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

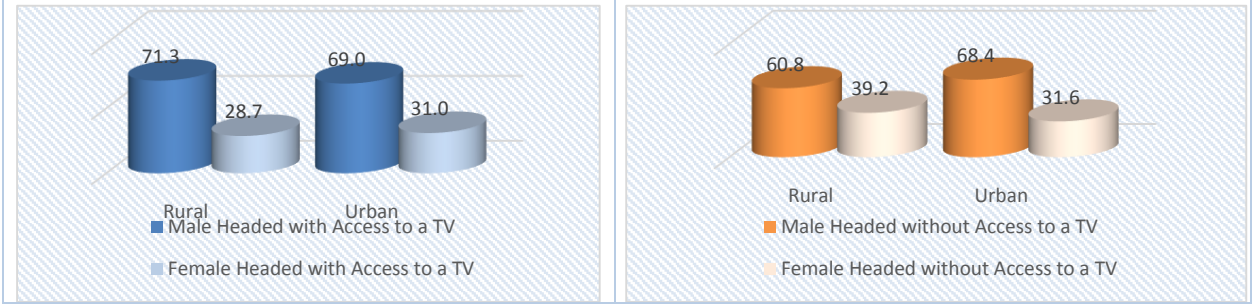


Figure 3.24 shows the percent distribution of households within land use sectors with and without access to a television device at home classified by sex of head of household. Small Scale Commercial Farming Areas (RS) had the highest proportion of male headed households

with access to a television device of about 90 percent compared to about 10 percent for female headed households. Communal Areas had the highest proportion of female headed households with access to a television device of about 37 percent compared to about 63 percent for male headed households.

Large Scale Commercial Farming Areas (RS) and Small Scale Commercial Farming Areas (RS) had the highest equal proportions of male headed households without access to a television device of about 78 percent. Communal Areas had the highest proportion of female headed households with access to a television device of about 43 percent compared to about 57 percent for male headed households.

Figure 3.24: Percent Distribution of Households With and Without Access to Television Device Within Land Use Sector at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

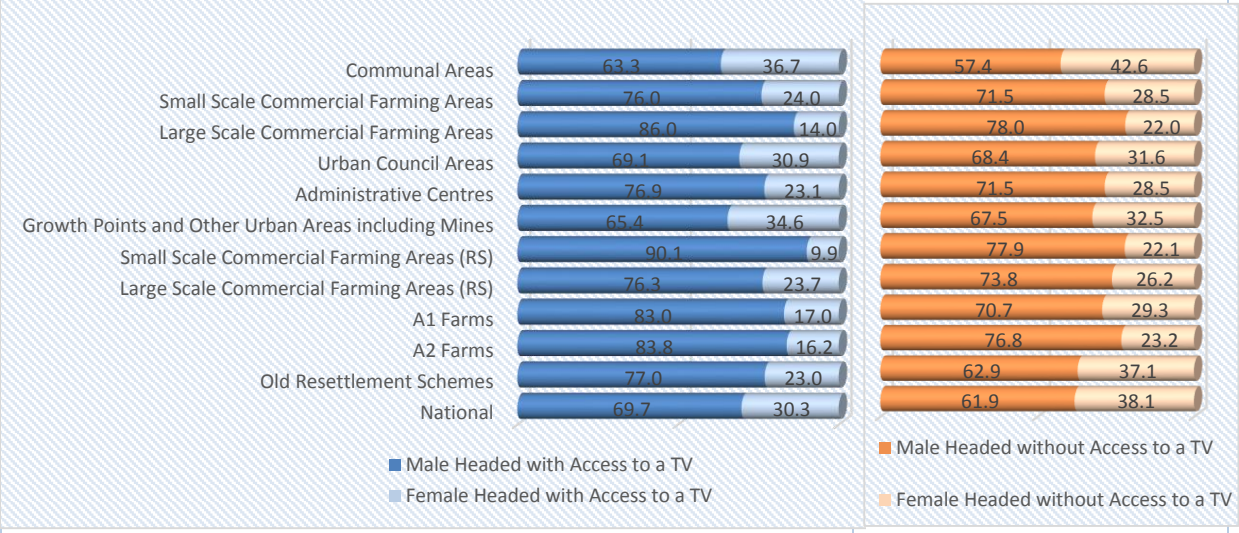


Table 3.30 shows percent distribution of households with access to a TV device at home classified by rural and urban areas and type of TV device. The proportion of households in rural areas with access to Conventional Stand-Alone TV device only at home was 32 percent while the proportion in urban areas was 68 percent. The proportion of rural households with access to a TV device Integrated with Another Device was about 26 percent while the proportion in urban areas was about 74 percent. The proportion of rural households with access to online TV over Internet device was about 60 percent while the proportion in urban areas was about 40 percent.

Table 3.30: Percent Distribution of Households with Access to a TV at Home Classified by Rural and Urban Areas and Type of TV Device: ICT Household Survey 2014, Zimbabwe

Area		Conventional TV Stand-Alone TV Device Only	Integrated with another Device Only	Online TV over Internet Only	Combination of Any Two TV Devices	All Types of TV Devices	Households with a TV
Rural		32.0	25.9	60.3	24.8	24.0	31.2
Urban		68.0	74.1	39.7	75.2	76.0	68.8
National	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**1 133 789**	**70 477**	**2 183**	**79 238**	**10 560**	**1 296 248**

Table 3.31 shows percent distribution of households with access to a TV device at home classified by land use sector and type of TV device. Urban Council Areas had the highest proportion of about 67 percent of households with access to a Conventional Stand - Alone TV device only at home followed by Communal Areas with about 18 percent. Small Scale Commercial Farming Areas, Administrative Centres and Small Scale Commercial Farming Areas (RS) had the least proportions of less than 1 percent.

Urban Council Areas had the highest proportion of about 74 percent of households with access to a TV device integrated with another device only at home followed by Communal Areas with about 13 percent. Small Scale Commercial Farming Areas and Small Scale Commercial Farming Areas (RS) had the least proportions of less than 1 percent. Large Scale Commercial Farming Areas had the highest proportion of 29 percent of households with access to an online TV over the Internet only at home followed by Administrative Centres with about 21 percent.

Table 3.31: Percent Distribution of Households with a TV at Home Classified by Land Use Sector and Type of TV Device: ICT Household Survey 2014, Zimbabwe

Land Use Sector		Conventional TV Stand-Alone TV Device Only	Integrated with another Device Only	Online TV over Internet Only	Combination of Any Two TV Devices	All Types of TV Devices	Households with a TV Set
Communal Areas		18.3	13.2	15.1	16.4	16.5	17.9
Small Scale Commercial Farming Areas		0.3	0.2	-	2.0	0.9	0.4
Large Scale Commercial Farming Areas		2.7	1.4	29.0	1.8	1.8	2.6
Urban Council Areas		66.7	74.1	19.2	74.1	73.8	67.6
Administrative Centres		0.1	-	20.5	-	-	0.1
Growth Points and Other Urban Areas including Mining areas		1.2	-	-	1.1	2.1	1.1
Small Scale Commercial Farming Areas (RS)		0.1	0.1	-	0.0	0.3	0.1
Large Scale Commercial Farming Areas (RS)		1.4	3.6	-	0.8	-	1.5
A1 Farms		4.9	3.0	9.2	3.1	3.8	4.7
A2 Farms		2.4	3.3	-	0.8	0.8	2.3
Old Resettlement Schemes		1.8	1.0	7.0	0.0	-	1.7
National	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**1 133 789**	**70 477**	**2 183**	**79 238**	**10 560**	**1 296 248**

Table 3.32 distribution of households with and without Multi-Channel television services at home classified by province and type of service. Harare province had the highest proportion of about 36 percent of households with Multi-Channel TV services followed by Bulawayo province with about 15 percent. Matabeleland North province had the least proportion of 2 percent of households with Multi-Channel TV services. Manicaland province had the highest proportion of about 17 percent of households without Multi-Channel TV services followed by Masvingo province with about 14 percent. Bulawayo province had the least proportion of about 2 percent.

Table 3.32: Distribution of Households With and Without Multi-Channel Television Services at Home Classified by Province and Type of Service: ICT Household Survey 2014, Zimbabwe

Province	Households with		Households without		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	154 530	**14.9**	39 774	**1.8**	194 304	6.0
Manicaland	82 600	**8.0**	380 603	**17.2**	463 202	14.3
Mashonaland Central	49 119	**4.7**	237 276	**10.7**	286 395	8.8
Mashonaland East	68 078	**6.6**	275 685	**12.5**	343 763	10.6
Mashonaland West	95 173	**9.2**	243 514	**11.0**	338 687	10.4
Matabeleland North	20 411	**2.0**	146 322	**6.6**	166 733	5.1
Matabeleland South	27 064	**2.6**	138 831	**6.3**	165 895	5.1
Midlands	91 154	**8.8**	261 560	**11.8**	352 714	10.9
Masvingo	69 331	**6.7**	302 048	**13.7**	371 379	11.4
Harare	376 891	**36.4**	183 806	**8.3**	560 697	17.3
National	**1 034 351**	**100**	**2 209 419**	**100**	**3 243 770**	**100**

Figure 3.25 shows percent distribution of households within provinces with and without Multi-Channel television services at home. At national level, about 32 percent of households had Multi-Channel TV Services. Bulawayo province had the highest proportion of about 80 percent of households with Multi-Channel TV Services followed by Harare with about 67 percent. Matabeleland North province had the least proportion of about 12 percent.

Matabeleland North province had the highest proportion of about 88 percent of households without Multi-Channel TV Services followed by Matabeleland South with about 84 percent. Bulawayo province had the least proportion of 21 percent.

Figure 3.25: Percent Distribution of Households Within Province With and Without Multi-Channel Television Services at Home: ICT Household Survey 2014, Zimbabwe

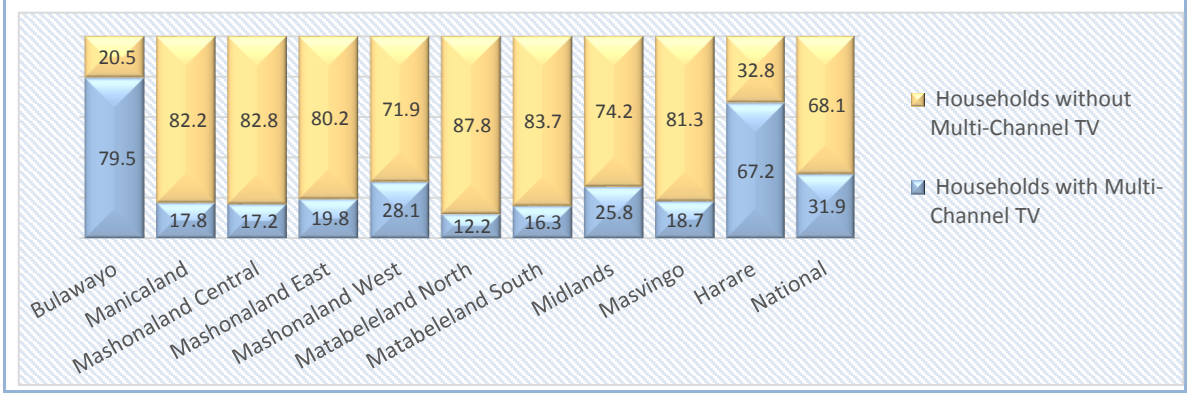


Table 3.33 shows distribution of households with or without Multi-Channel television services at home classified by rural and urban areas. Of the households with Multi-Channel television services at home, rural areas had about 25 percent while urban households had 75 percent. Of the households without Multi-Channel television services at home, rural areas had 83 percent while urban households had 17 percent.

Table 3.33: Distribution of Households With or Without Multi-Channel Television Services at Home Classified by Rural and Urban Areas: ICT Household Survey 2014. Zimbabwe

Area	Households with		Households without		Total Households	
	Number	Percent	Number	Percent	Number	Percent
Rural	254 483	24.6	1 834 891	83.0	2 089 374	64.4
Urban	779 868	75.4	374 528	17.0	1 154 396	35.6
National	**1 034 351**	**100**	**2 209 419**	**100**	**3 243 770**	**100**

Figure 3.26 depicts percent distribution of households with and without Multi-Channel television services at home within rural and urban areas. In the rural areas, the proportion of households with Multi-Channel television services at home was about 12 percent compared to 88 percent without. In the urban areas, the proportion of households with Multi-Channel television services at home was about 68 percent compared to 32 percent without.

Figure 3.26: Percent Distribution of Households With and Without Multi-Channel Television Services at Home Within Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

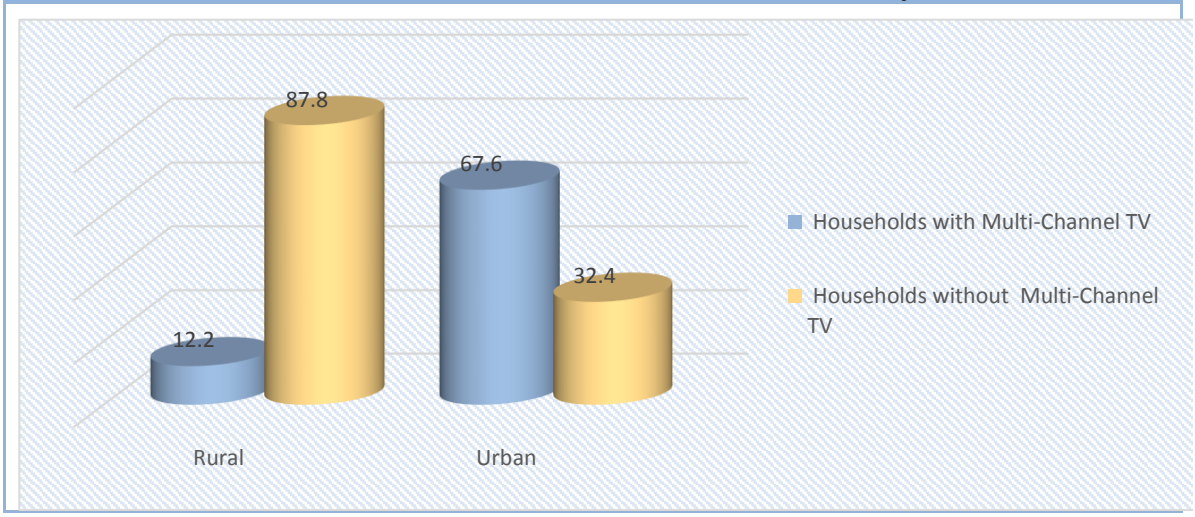


Table 3.34 shows distribution of households with and without Multi-Channel television services at home classified by land use sector. Urban Council Areas had the highest proportion of about 74 percent of households with Multi-Channel television services at home followed by Communal Areas with 14 percent. Small Scale Commercial Farming Areas, Administrative Centres, Small Scale Commercial Farming Areas (RS) and Large Scale Commercial Farming Areas (RS) had the least proportions of less than 1 percent of households with Multi-Channel television services at home.

Communal Areas had the highest proportion of about 61 percent of households without Multi-Channel television services at home followed by Urban Council Areas with 16 percent. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points and Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportions of less than 1 percent of households without Multi-Channel television services at home.

Table 3.34: Distribution of Households With and Without Multi-Channel Television Services at Home Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Households with		Households without		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	144 950	14.0	1 340 148	60.7	1 485 098	45.8
Small Scale Commercial Farming Areas	3 644	0.4	18 254	0.8	21 898	0.7
Large Scale Commercial Farming Areas	25 762	2.5	40 465	1.8	66 227	2.0
Urban Council Areas	767 875	74.2	358 977	16.2	1 126 852	34.7
Administrative Centres	1 067	0.1	3 407	0.2	4 474	0.1
Growth Points and Other Urban Areas including Mining areas	10 927	1.1	12 144	0.5	23 071	0.7
Small Scale Commercial Farming Areas (RS)	1 214	0.1	4 026	0.2	5 240	0.2
Large Scale Commercial Farming Areas (RS)	9 788	0.9	48 772	2.2	58 560	1.8
A1 Farms	37 101	3.6	217 055	9.8	254 157	7.8
A2 Farms	20 592	2.0	65 572	3.0	86 164	2.7
Old Resettlement Schemes	11 432	1.1	100 599	4.6	112 031	3.5
National	**1 034 351**	**100**	**2 209 419**	**100**	**3 243 770**	**100**

Figure 3.27 depicts percent distribution of households within land use sector with and without Multi-Channel television services at home. Urban Council Areas had the highest proportion of households with Multi-Channel television services at home of about 68 percent followed by Growth Points and Other Urban Areas including Mining areas with 47 percent. Communal Areas and Old Resettlement Schemes had the least proportions of households with Multi-Channel television services at home with about 10 percent each.

Communal Areas and Old Resettlement Schemes had the highest proportions of households without Multi-Channel television services at home of about 90 percent each followed by A1 Farms with about 85 percent. Urban Council Areas had the least proportion of households without Multi-Channel television services at home of about 32 percent.

Figure 3.27: Percent Distribution of Households Within Land Use Sector With and Without Multi-Channel Television Services at Home: ICT Household Survey 2014, Zimbabwe

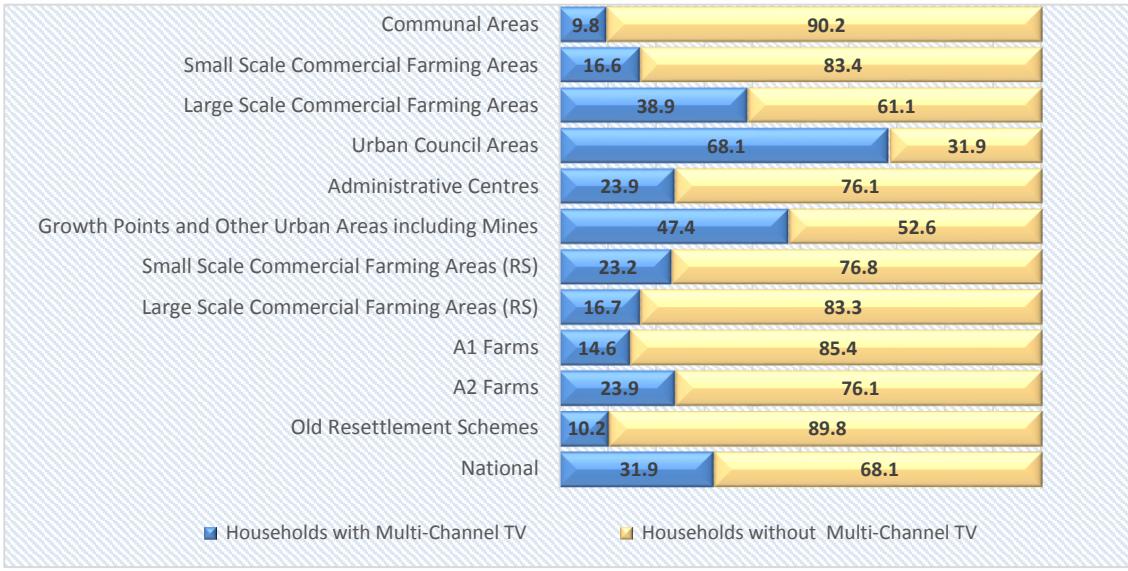


Figure 3.28 shows percent distribution of households within province with and without Multi-Channel television services at home classified by sex of head of household. Mashonaland Central province had the highest proportion of male headed households with Multi-Channel television services at home of about 78 percent compared to about 22 percent for female headed households. Matabeleland South province had the highest proportion of female headed households with Multi-Channel television services at home of about 40 percent compared to about 60 percent for male headed households.

Harare province had the highest proportion of male headed households without Multi-Channel television services at home of about 74 percent compared to about 26 percent for female headed households. Matabeleland South and Masvingo provinces had the highest equal proportions of female headed households with Multi-Channel television services at home of about 46 percent.

Figure 3.28: Percent Distribution of Households Within Province With and Without Multi-Channel Television Services at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

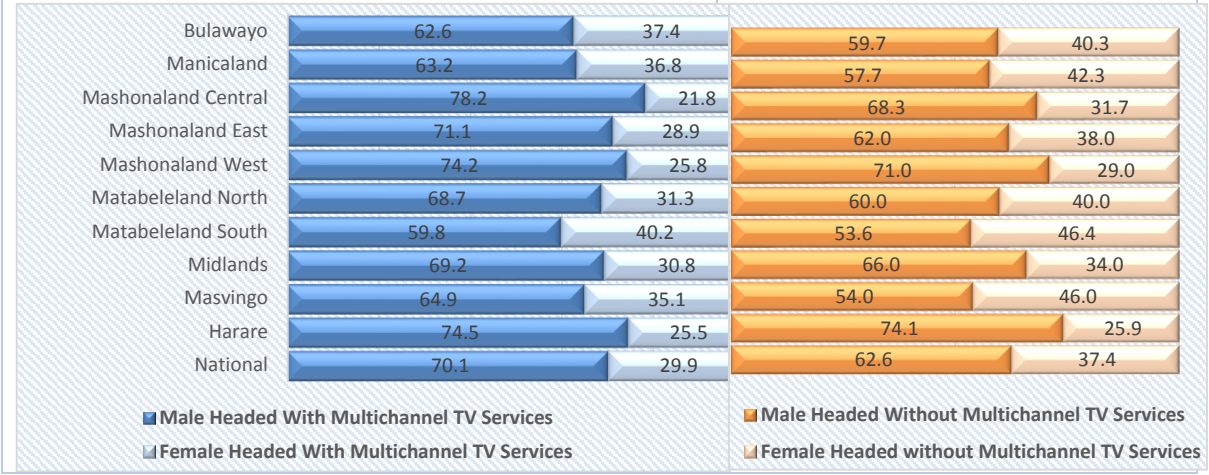


Figure 3.29 shows percent distribution of households in rural and urban areas with and without Multi-Channel television services at home classified by sex of head of household. In rural areas, male headed households had the highest proportion of households with Multi-Channel television services at home of about 73 percent compared to about 27 percent for female headed households. In urban areas, male headed households had the highest proportion of households with Multi-Channel television services at home of about 69 percent compared to about 31 percent for female headed households.

In rural areas, male headed households had the highest proportion of households without Multi-Channel television services at home of about 62 percent compared to about 38 percent for female headed households. In urban areas, male headed households had the highest proportion of households without Multi-Channel television services at home of about 68 percent compared to about 32 percent for female headed households.

Figure 3.29: Percent Distribution of Households Within Rural and Urban Areas With and Without Multi-Channel TV Services at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

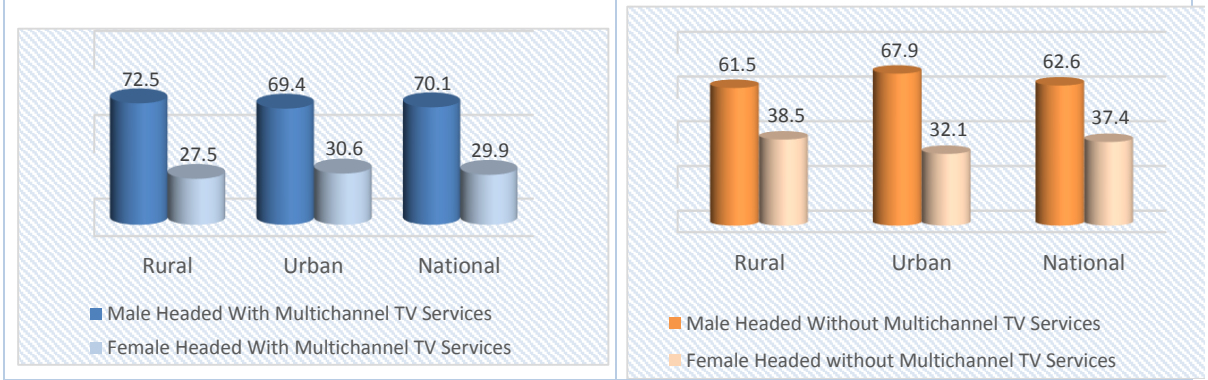


Figure 3.30 shows percent distribution of households within land use sector with and without Multi-Channel television services at home classified by sex of head of household. Small Scale Commercial Farming Areas (RS) had the highest proportion of male headed households with Multi-Channel television services at home of about 90 percent compared to about 10 percent for female headed households. Communal Areas and Growth Points and Other Urban Areas including Mining Areas had the highest equal proportions of female headed households with Multi-Channel television services at home of about 35 percent.

Large Scale Commercial Farming Areas had the highest proportion of male headed households without Multi-Channel television services at home of about 80 percent compared to about 20 percent for female headed households. Communal Areas had the highest proportion of female headed households with Multi-Channel television services at home of about 42 percent compared to about 58 percent male headed households.

Figure 3.30: Percent Distribution of Households Within Land Use Sector With and Without Multi-Channel TV Services at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

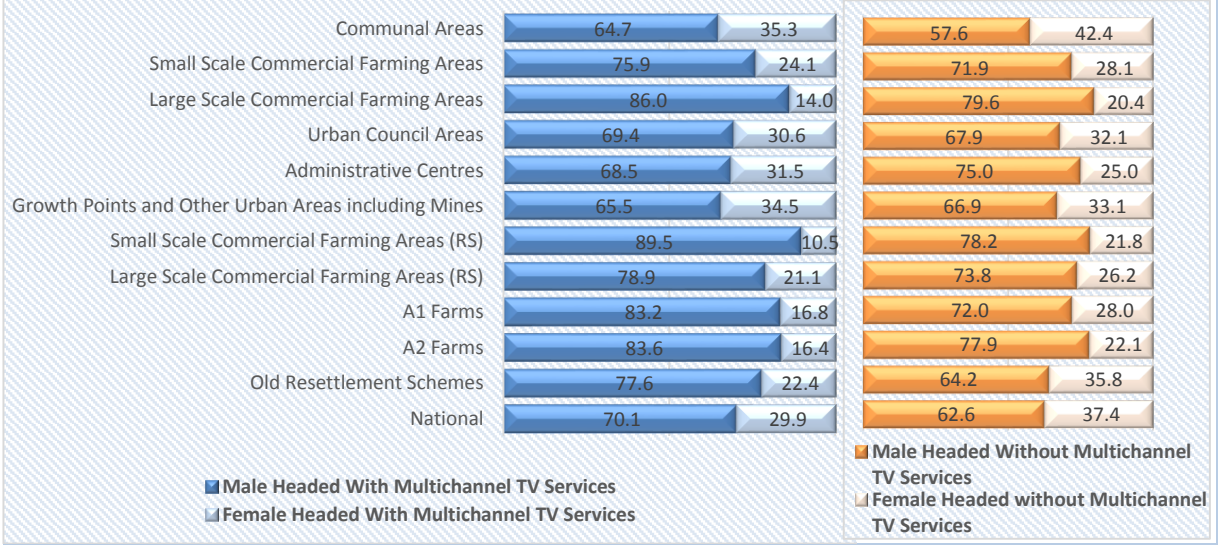


Table 3.35 presents distribution of households with Multi-Channel TV services at home classified by province and type of service. Harare province had the highest proportion of households with Multi-Channel TV services using Direct to Home (DTH) Satellite Services only of about 28 percent followed by Mashonaland West province with about 14 percent. Matabeleland North had the least proportion of 3 percent. Harare province had the highest proportion of about 38 percent households with Multi-Channel TV services using the Digital/Analogue Terrestrial TV followed by Bulawayo province with about 15 percent.

Table 3.35: Distribution of Households With Multi-Channel TV Services at Home Classified by Province and Type of Service: ICT Household Survey 2014, Zimbabwe

Province	Direct to Home Satellite services Only		Digital/Analogue Terrestrial TV Only		Both Services		Total Households with Multi-Channel TV Services	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	26 642	7.8	50 908	15.1	76 980	21.7	154 530	14.9
Manicaland	38 614	11.3	23 308	6.9	20 677	5.8	82 600	8.0
Mashonaland Central	20 718	6.1	18 411	5.5	9 991	2.8	49 119	4.7
Mashonaland East	24 025	7.0	23 722	7.0	20 330	5.7	68 078	6.6
Mashonaland West	46 662	13.6	27 030	8.0	21 481	6.1	95 173	9.2
Matabeleland North	10 185	3.0	5 064	1.5	5 162	1.5	20 411	2.0
Matabeleland South	13 062	3.8	9 964	3.0	4 038	1.1	27 064	2.6
Midlands	45 338	13.3	20 780	6.2	25 036	7.1	91 154	8.8
Masvingo	21 804	6.4	31 046	9.2	16 481	4.6	69 331	6.7
Harare	95 014	27.8	127 217	37.7	154 660	43.6	376 891	36.4
National	**342 064**	**100**	**337 451**	**100**	**354 836**	**100**	**1 034 351**	**100**

Figure 3.31 shows percent distribution of households within province with Multi-Channel TV services at home classified by type of service. Matabeleland North and Midlands's province had the highest proportion of households with Multi-Channel TV services using Direct to Home (DTH) Satellite Services only of about 50 percent each. The least proportion of about 17 percent of households using Direct to Home (DTH) Satellite Services only was in Bulawayo province.

Masvingo province had the highest proportion of households with Multi-Channel TV services using Digital/Analogue Terrestrial TV only of about 45 percent followed by Mashonaland Central province with 38 percent. Midlands's province had the least proportion of about 23 percent.

Bulawayo province had the highest proportion of households with Multi-Channel TV services using Both Services of about 50 percent followed by Harare province with 41 percent. Matabeleland South province had the least proportion of about 15 percent.

Figure 3.31: Percent Distribution of Households within Province With Multi-Channel TV Services at Home Classified by Type of Service : ICT Household Survey 2014, Zimbabwe edit legend DDH to DTH

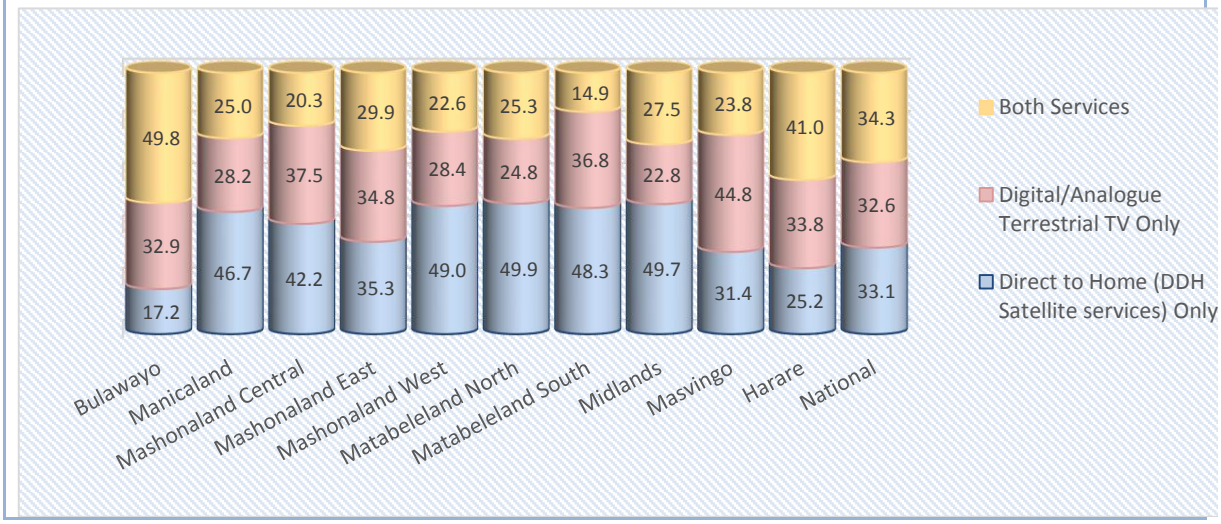


Table 3.36 shows the distribution of households with Multi-Channel TV services at home classified by rural & urban areas and type of service. The proportion of households using Direct to Home Satellite services was about 28 percent in rural areas compared to about 72 percent in urban areas. The proportion of households using Digital/Analogue Terrestrial TV services was about 34 percent in rural areas compared to about 66 percent in urban areas. The proportion of households using both Direct to Home (DTH) Satellite and Digital/Analogue Terrestrial TV services was about 13 percent for rural households and about 87 percent for urban households.

Table 3.36: Distribution of Households With Multi-Channel TV Services at Home Classified by Rural & Urban Areas and Type of Service: ICT Household Survey 2014, Zimbabwe

Area	Direct to Home Satellite services Only		Digital/Analogue Terrestrial TV Only		Both Services		Total Households with Multi-Channel TV Services	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	94 365	27.6	115 811	34.3	44 307	12.5	254 483	24.6
Urban	247 699	72.4	221 640	65.7	310 530	87.5	779 868	75.4
National	**342 064**	**100**	**337 451**	**100**	**354 836**	**100**	**1 034 351**	**100**

Figure 3.32 shows percent distribution of households with Multi-Channel TV services at home within rural and urban areas by type of service. The proportions of rural households with Direct to Home Satellite Services only, Digital/Analogue Terrestrial TV only and Both Services at home were about 37, 46 and 17 percent, respectively.

The proportions of urban households with Direct to Home Satellite Services only, Digital/Analogue Terrestrial TV only and Both Services at home were about 32, 28 and 40 percent, respectively.

Figure 3.32: Percent Distribution of Households Within Rural and Urban Areas With Multi-Channel TV Services at Home by Type of Service: ICT Household Survey 2014, Zimbabwe

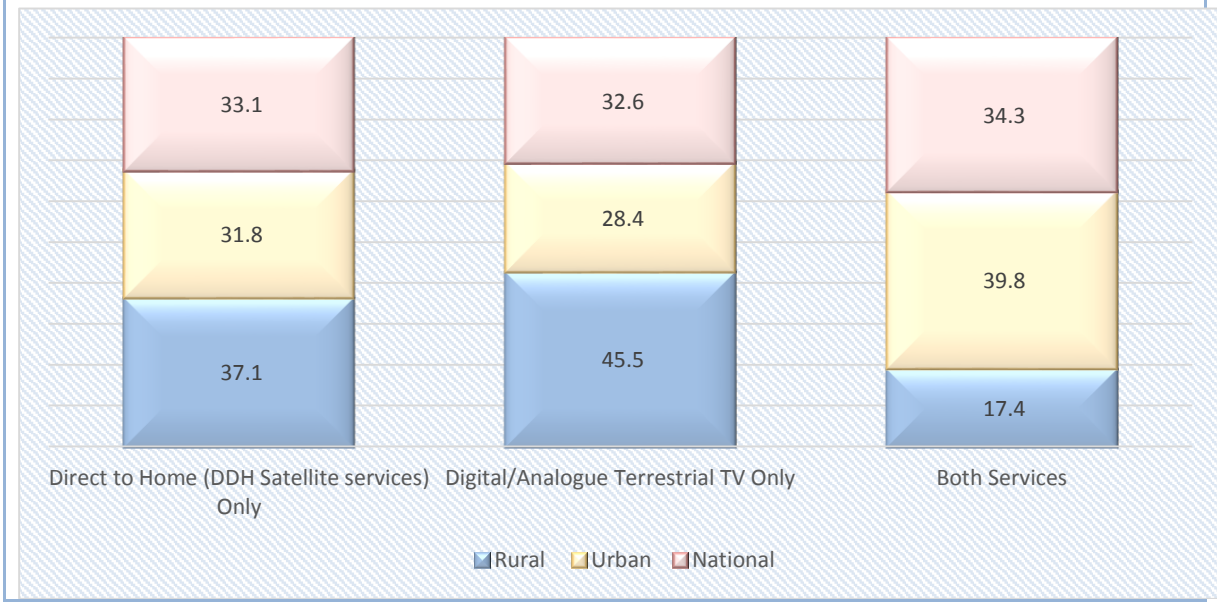


Table 3.37 shows distribution of households with Multi-Channel TV services at home classified by land use sector and type of service. Urban Council Areas had the highest proportion of households with Direct to Home Satellite services Only at home of about 71 percent followed by Communal Areas with about 15 percent. Small Scale Commercial Farming Areas, Administrative Centres and Small Scale Commercial Farming Areas (RS) had the least proportions of less than 1 percent.

Urban Council Areas had the highest proportion of households with Digital/Analogue Terrestrial TV only at home of about 65 percent followed by Communal Areas with about 20 percent. Small Scale Commercial Farming Areas, Growth Points and Other Urban Areas including Mining areas, Small Scale Commercial Farming Areas (RS) and Large Scale Commercial Farming Areas (RS) had the least proportions of less than 1 percent.

Table 3.37: Distribution of Households With Multi-Channel TV Services at Home Classified by Land Use Sector and Type of Service : ICT Household Survey 2014, Zimbabwe

Province	Direct to Home Satellite services Only		Digital/Analogue Terrestrial TV Only		Both Services		Total Households with Multi-Channel TV Services	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	51 990	15.2	68 869	20.4	24 091	6.8	144 950	14.0
Small Scale Commercial Farming Areas	759	0.2	1 444	0.4	1 442	0.4	3 644	0.4
Large Scale Commercial Farming Areas	11 712	3.4	7 517	2.2	6 533	1.8	25 762	2.5
Urban Council Areas	241 703	70.7	218 526	64.8	307 646	86.7	767 875	74.2
Administrative Centres	799	0.2	0	-	268	0.1	1 067	0.1
Growth Points and Other Urban Areas including Mining Areas	5 197	1.5	3 114	0.9	2 616	0.7	10 927	1.1
Small Scale Commercial Farming Areas (RS)	408	0.1	123	0.0	683	0.2	1 214	0.1
Large Scale Commercial Farming Areas (RS)	5 272	1.5	2 966	0.9	1 551	0.4	9 788	0.9
A1 Farms	11 029	3.2	20 782	6.2	5 290	1.5	37 101	3.6
A2 Farms	7 965	2.3	9 178	2.7	3 449	1.0	20 592	2.0
Old Resettlement Schemes	5 231	1.5	4 933	1.5	1 267	0.4	11 432	1.1
National	**342 064**	**100**	**337 451**	**100**	**354 836**	**100**	**1 034 351**	**100**

Table 3.38 shows distribution of households with and without a fixed line telephone at home classified by province. Bulawayo province had the highest proportion of households with a fixed line telephone of about 32 percent followed by Harare province with about 30 percent. Mashonaland Central province had the least proportion of about 1 percent. Harare province had the highest proportion of households without a fixed line telephone of about 17 percent followed by Manicaland with a proportion of about 15 percent.

Table 3.38: Distribution of Households With and Without a Fixed Line Telephone at Home Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Households with a Fixed Line Telephone		Households without Fixed Line Telephone		Total House holds	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	35 445	31.9	158 859	5.1	194 304	6.0
Manicaland	7 886	7.1	455 317	14.5	463 202	14.3
Mashonaland Central	1 462	1.3	284 933	9.1	286 395	8.8
Mashonaland East	3 575	3.2	340 188	10.9	343 763	10.6
Mashonaland West	6 099	5.5	332 588	10.6	338 687	10.4
Matabeleland North	2 295	2.1	164 438	5.2	166 733	5.1
Matabeleland South	2 006	1.8	163 889	5.2	165 895	5.1
Midlands	14 873	13.4	337 840	10.8	352 714	10.9
Masvingo	4 373	3.9	367 006	11.7	371 379	11.4
Harare	33 191	29.8	527 506	16.8	560 697	17.3
National	**111 207**	**100**	**3 132 563**	**100**	**3 243 770**	**100**

Figure 3.33 shows percent distribution of households within province with or without a fixed line telephone at home. at national level, the proportion of households with a fixed line telephone at home was about 3 percent. Bulawayo province had the highest proportion of households with a fixed line telephone at home of about 18 percent followed by Harare province with a proportion of about 6 percent. Mashonaland Central province had the least proportion of less than 1 percent. The provincial proportions of households without a fixed line telephone at home were greater than 90 percent except for Bulawayo which had about 82 percent.

Figure 3.33: Percent Distribution of Households Within Province With and Without a Fixed Line Telephone at Home: ICT Household Survey 2014, Zimbabwe

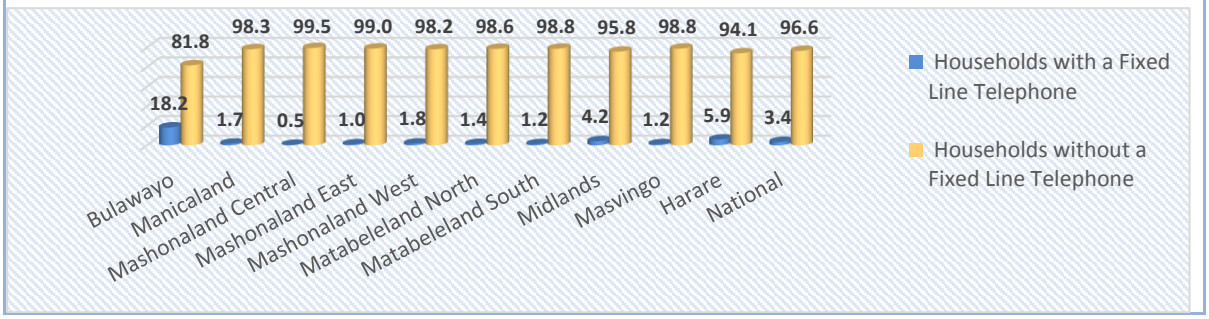


Table 3.39 shows distribution of households with and without a fixed line telephone at home classified by rural and urban areas. About 7 percent of households with a fixed line telephone at home was in rural areas compared to about 93 percent in urban areas. About 66 percent of households without a fixed line telephone at home was in rural areas compared to about 34 percent in urban areas.

Table 3.39: Distribution of Households With and Without a Fixed Line Telephone at Home Classified by Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

Area	Households with a Fixed Line Telephone		Households without Fixed Line Telephone		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	8 024	7.2	2 081 350	66.4	2 089 374	64.4
Urban	103 182	92.8	1 051 214	33.6	1 154 396	35.6
National	**111 207**	**100**	**3 132 563**	**100**	**3 243 770**	**100**

Figure 3.34 shows percent distribution of households within rural & urban with and without a fixed line telephone at home. In rural areas, the proportion of households which had a fixed line telephone at home was less than 1 percent. In urban areas, the proportion of households which had a fixed line telephone at home was about 9 percent.

Figure 3.34: Percent Distribution of Households Within Rural & Urban Areas With and Without a Fixed Line Telephone at Home: ICT Household Survey 2014, Zimbabwe

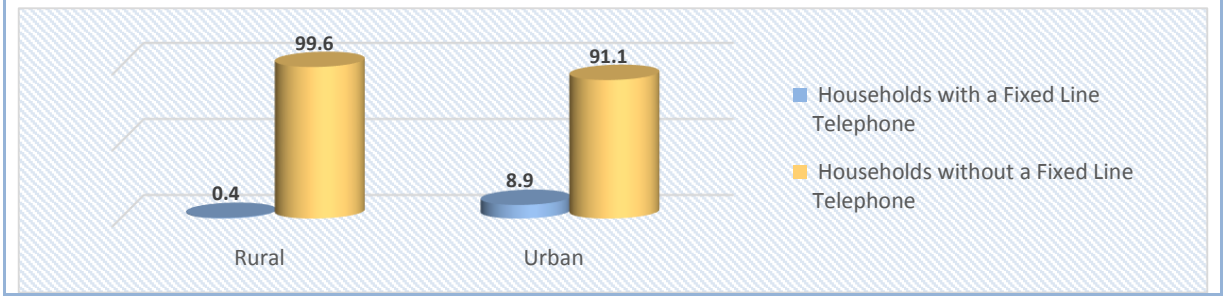


Figure 3.35 shows the distribution of households within provinces with and without a fixed line telephone at home classified by sex of head of household. Mashonaland Central province had the highest proportion of male headed households with a fixed line telephone at home of about 87 percent compared to about 13 percent for female headed households. Matabeleland South province had the highest proportion of female headed households with a fixed line telephone at home of about 49 percent compared to about 51 percent for male headed households.

Harare province had the highest proportion of male headed households without a fixed line telephone at home of about 75 percent compared to about 25 percent for female headed households. Matabeleland South province had the highest proportion of female headed households with a fixed line telephone at home of about 45 percent compared to about 55 percent for male headed households.

Figure 3.35: Percent Distribution of Households Within Province With and Without a Fixed Line Telephone at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

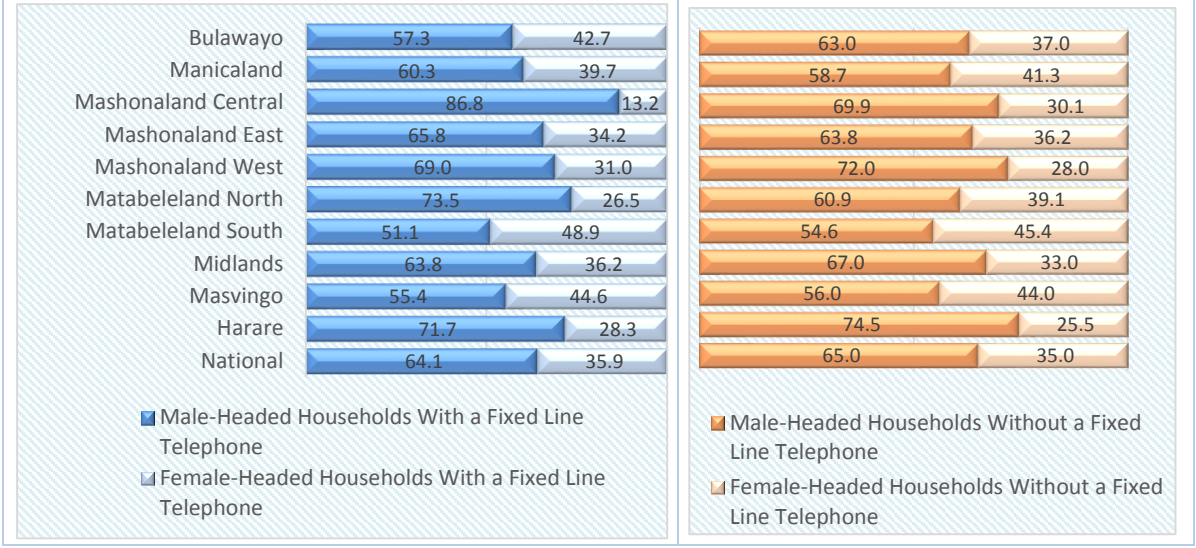


Figure 3.36 shows percent distribution of households within rural and urban areas with and without a fixed line telephone at home classified by sex of head of household. In rural areas, male headed households with a fixed line telephone at home had a proportion of about 65 percent compared to 35 percent for female headed households. In urban areas, male headed households with a fixed line telephone at home had a proportion of 64 percent compared to 36 percent for female headed households.

In rural areas, male headed households without a fixed line telephone at home had a proportion of about 63 percent compared to 37 percent for female headed households. In urban areas, male headed households without a fixed line telephone at home had a proportion of 69 percent compared to 31 percent for female headed households.

Figure 3.36: Percent Distribution of Households Within Rural and Urban Areas With and Without a Fixed Line Telephone at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

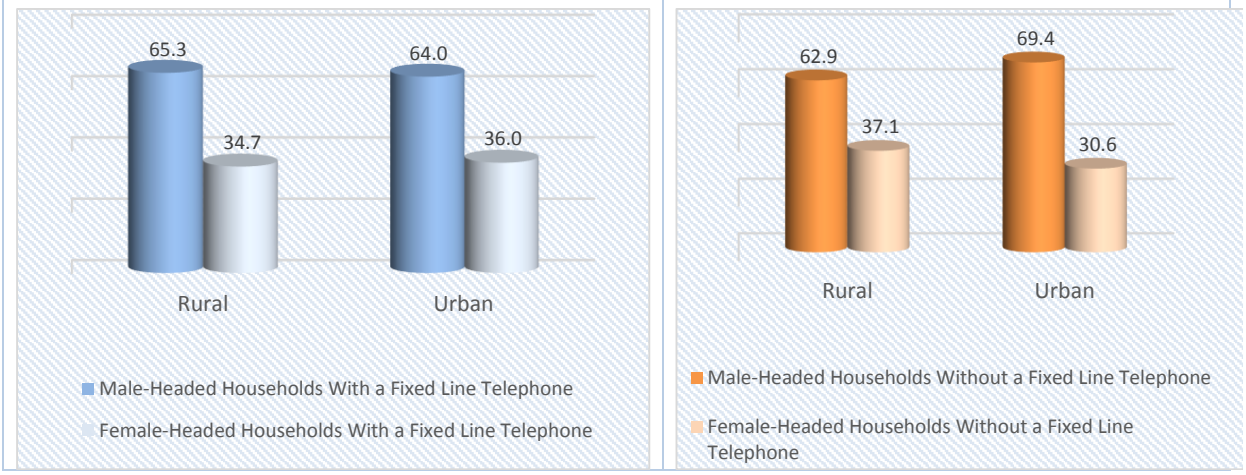
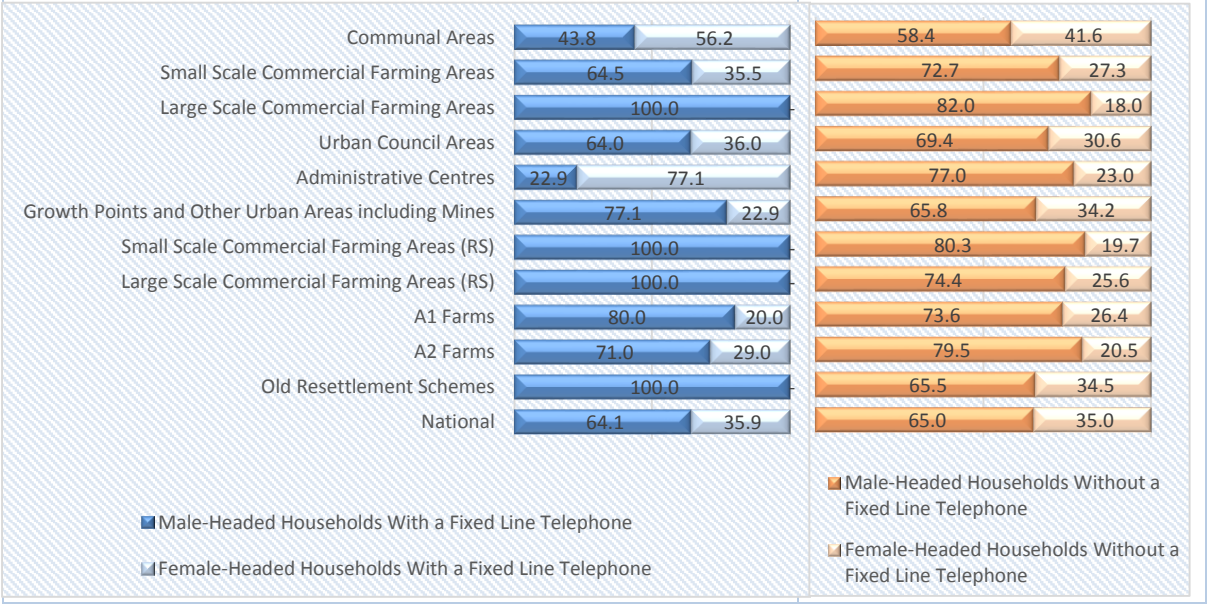


Figure 3.37 shows the percent distribution of households within land use sector with and without a fixed line telephone at home classified by sex of head of household. Administrative Centres had the least proportion of male-headed households with a fixed line telephone at home of about 23 percent compared to 77 percent for female-headed households.

Large Scale Commercial Farming Areas had the highest proportion of male-headed households without a fixed line telephone at home of 82 percent compared to 18 percent for female-headed households. Communal Areas had the highest proportion of female-headed households without a fixed line telephone at home of about 42 percent compared to about 58 percent for male-headed households.

Figure 3.37: Percent Distribution of Households Within Land Use Sector With and Without a Fixed Line Telephone at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe



3.3.4 Households with a Mobile Cellular Telephone at Home

In this section, "at home" means mobile telephone can be used by members of the household, although it is not restricted to home use.

Table 3.40 shows distribution of households with at least one household member with and without a mobile cellular telephone at home classified by province. Harare province had the highest proportion of households with at least one member with a mobile cellular telephone at home of 19 percent followed by Manicaland province with about 14 percent. The least proportion of households with at least one household member with a mobile cellular telephone at home of about 5 percent was in Matabeleland North province.

Manicaland province had the highest proportion of households with at least one member without a mobile cellular telephone at home of about 17 percent followed by Mashonaland Central and Masvingo with about 13 percent each. The least proportion of households without at least one household member with a mobile cellular telephone at home of about 1 percent was in Bulawayo.

Table 3.40: Distribution of Households With at Least One Household Member With and Without a Mobile Cellular Telephone at Home Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Households with a Mobile Telephone		Households without Mobile Telephone		All Households	
	Number	***Percent***	***Number***	***Percent***	*Number*	*Percent*
Bulawayo	189 794	6.6	4 511	1.2	194 304	6.0
Manicaland	398 462	13.9	64 740	17.4	463 202	14.3
Mashonaland Central	237 605	8.3	48 790	13.1	286 395	8.8
Mashonaland East	300 627	10.5	43 136	11.6	343 763	10.6
Mashonaland West	293 678	10.2	45 010	12.1	338 687	10.4
Matabeleland North	129 555	4.5	37 178	10.0	166 733	5.1
Matabeleland South	144 540	5.0	21 355	5.7	165 895	5.1
Midlands	308 592	10.7	44 122	11.9	352 714	10.9
Masvingo	324 612	11.3	46 766	12.6	371 379	11.4
Harare	544 710	19.0	15 987	4.3	560 697	17.3
National	**2 872 174**	**100**	**371 596**	**100**	**3 243 770**	**100**

Figure 3.38 shows percent distribution of households within province with at least one household member with and without a mobile cellular telephone at home. At national level, the proportion of households with at least one household member with a mobile cellular telephone at home was about 89 percent compared to about 11 percent without.

Bulawayo province had the highest proportion of households with at least one household member with a mobile cellular telephone at home of about 98 percent followed by Harare province with about 97 percent. Matabeleland North province had the least proportion of about 78 percent.

Matabeleland North province had the highest proportion of households without a mobile cellular telephone at home of about 22 percent followed by Mashonaland Central province with 17 percent. Bulawayo province had the least proportion of about 2 percent.

Figure 3.38: Percent Distribution of Households Within Province With at Least One Household Member With and Without a Mobile Cellular Telephone at Home: ICT Household Survey 2014, Zimbabwe

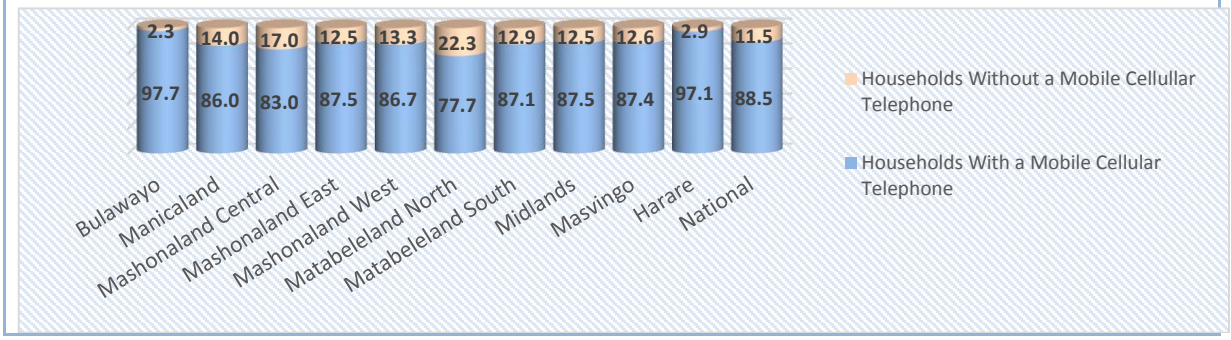


Table 3.41 shows distribution of households with at least one household member with and without a mobile cellular telephone at home classified by rural and urban areas. For rural areas, the proportion of households with at least one household member with a mobile cellular telephone at home was about 61 percent compared with 39 percent for urban areas. Rural areas had about 92 percent of households without a mobile cellular telephone at home while urban areas had about 8 percent.

Table 3.41: Distribution of Households With at Least One Household Member With and Without a Mobile Cellular Telephone at Home Classified by Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

Area	Households with a Mobile Telephone		Households without Mobile Telephone		All House holds	
	Number	***Percent***	***Number***	***Percent***	*Number*	*Percent*
Rural	1 748 172	60.9	341 202	91.8	2 089 374	64.4
Urban	1 124 002	39.1	30 394	8.2	1 154 396	35.6
National	**2 872 174**	**100**	**371 596**	**100**	**3 243 770**	**100**

Figure 3.39 shows distribution of households within urban & rural with at least one household member with and without a mobile cellular telephone at home. In rural areas the proportion of households with at least one household member with a mobile cellular telephone at home was about 84 percent. In urban areas the proportion of households with at least one household member with a mobile cellular telephone at home was about 97 percent.

Figure 3.39: Distribution of Households Within Urban & Rural With at Least One Household Member With and Without a Mobile Cellular Telephone at Home: ICT Household Survey 2014, Zimbabwe

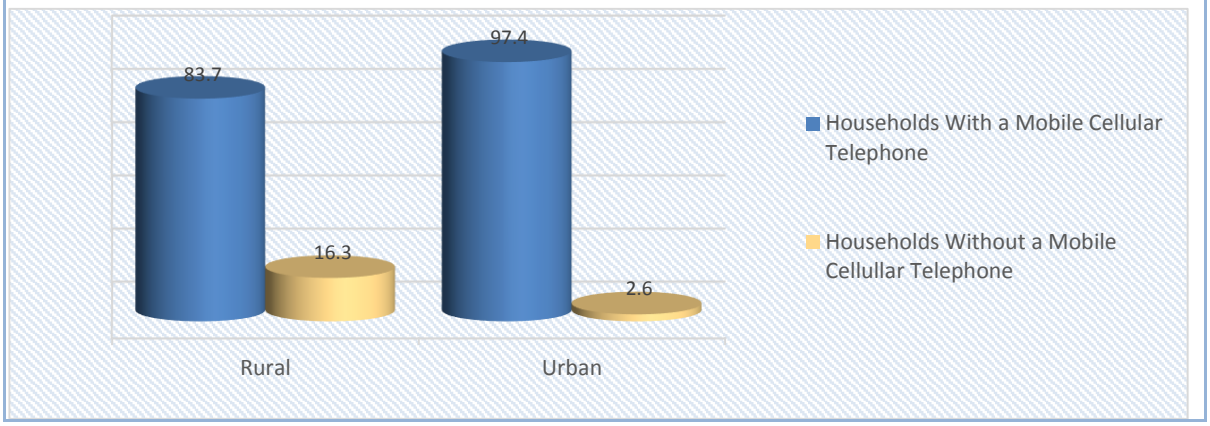


Table 3.42 shows distribution of households with at least one household member with and without a mobile cellular telephone at home classified by land use sector. Communal Areas had the highest proportion of households with at least one household member with a mobile cellular telephone at home of about 43 percent followed by Urban Council Areas with about 38 percent. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points & Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportions of households with at least one household member with a mobile cellular telephone at home of less than 1 percent.

Communal Areas had the highest proportion of households without a mobile cellular telephone at home of about 70 percent, followed by A1 Farms with about 10 percent. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points & Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportion of households without a mobile cellular telephone at home of less than 1 percent.

Table 3.42: Distribution of Households With at Least One Household Member With and Without a Mobile Cellular Telephone at Home Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	All Households with a Mobile Telephone		All Households without Mobile Telephone		Total House holds	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	1 226 858	42.7	258 240	69.5	1 485 098	45.8
Small Scale Commercial Farming Areas	18 451	0.6	3 446	0.9	21 898	0.7
Large Scale Commercial Farming Areas	59 537	2.1	6 690	1.8	66 227	2.0
Urban Council Areas	1 097 736	38.2	29 116	7.8	1 126 852	34.7
Administrative Centres	4 004	0.1	469	0.1	4 474	0.1
Growth Points and Other Urban Areas including Mining areas	22 262	0.8	809	0.2	23 071	0.7
Small Scale Commercial Farming Areas (RS)	4 981	0.2	259	0.1	5 240	0.2
Large Scale Commercial Farming Areas (RS)	52 541	1.8	6 019	1.6	58 560	1.8
A1 Farms	216 465	7.5	37 692	10.1	254 157	7.8
A2 Farms	73 701	2.6	12 463	3.4	86 164	2.7
Old Resettlement Schemes	95 637	3.3	16 394	4.4	112 031	3.5
National	**2 872 174**	**100**	**371 596**	**100**	**3 243 770**	**100**

Figure 3.40 shows percent distribution of households within land use sector with at least one household member with and without a mobile cellular telephone at home. The proportions of households with at least one household member with a mobile cellular telephone at home for most sectors were above 85 percent except for Communal Areas and Small Scale Commercial Farming Areas which had about 83 and 84 percent, respectively.

Figure 3.40: Percent Distribution of Households Within Land Use Sector With at Least One Household Member With and Without a Mobile Cellular Telephone at Home: ICT Household Survey 2014, Zimbabwe

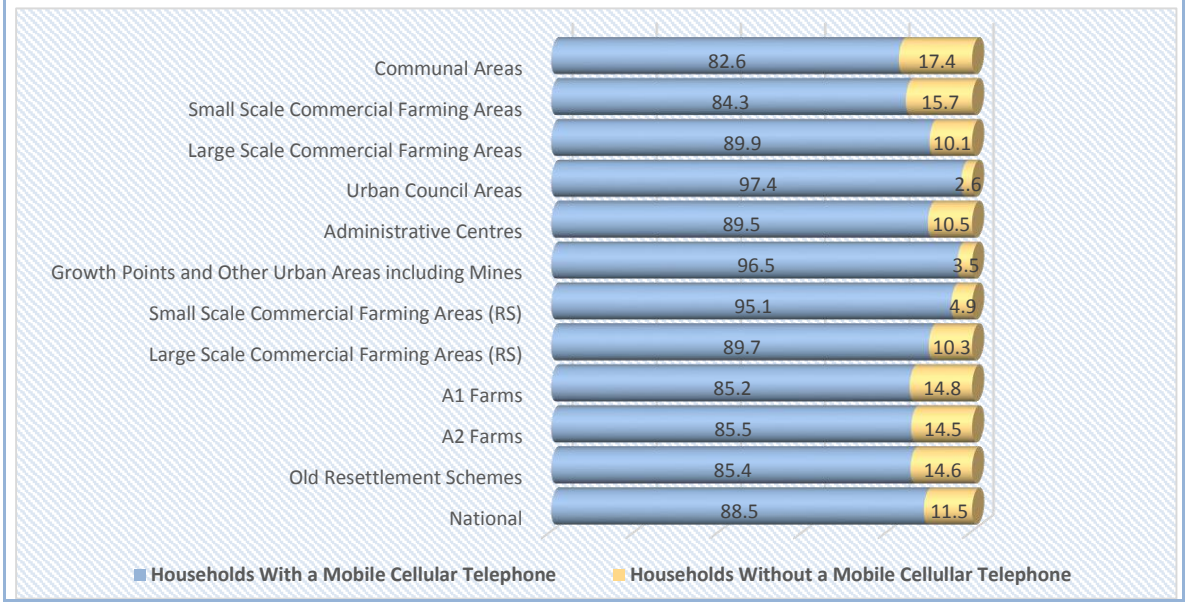


Figure 3.41 shows percent distribution of households within province with at least one household member with and without a mobile cellular telephone at home classified by sex of head of household. Harare province had the highest proportion of male-headed households with at least one household member with a mobile cellular telephone at home of about 75 percent compared to 25 percent for male-headed households. Matabeleland South province had the highest proportion of female-headed households with at least one household member with a mobile cellular telephone at home of about 45 percent compared to 55 percent for male-headed households.

Midlands province had the highest proportion of male-headed households without a mobile cellular telephone at home of about 64 percent compared to 36 for male-headed households. Bulawayo province had the highest proportion of female-headed households without a mobile cellular telephone at home of about 54 percent compared to 46 for male-headed households.

Figure 3.41: Percent Distribution of Households Within Province With at Least One Household Member With and Without a Mobile Cellular Telephone at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

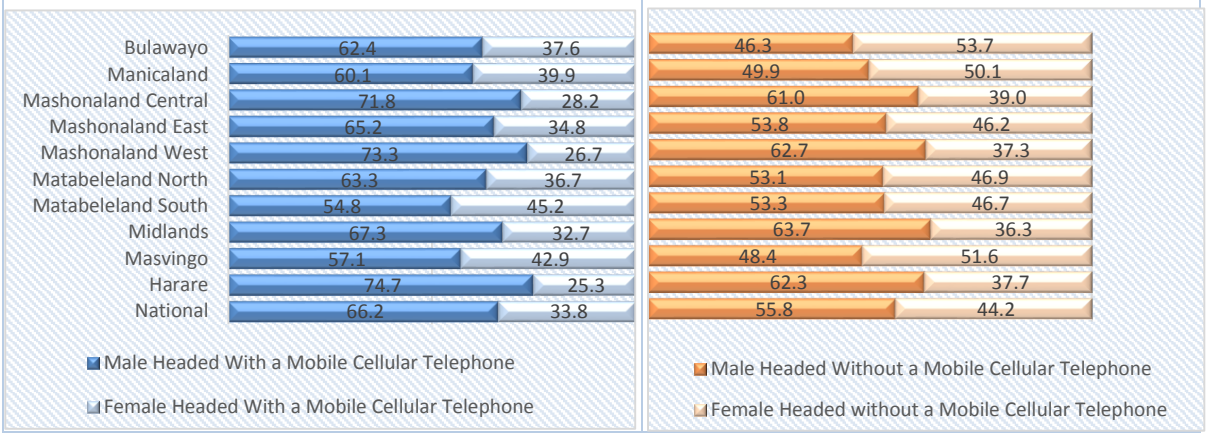


Figure 3.42 shows percent distribution of households within rural and urban areas with at least one household member with and without a mobile cellular telephone at home classified by sex of head of household. In rural areas, male headed households with at least one member with a mobile cellular telephone at home had a proportion of about 64 percent compared to 36 percent for female headed households. In urban areas, male headed households with at least one member with a mobile cellular telephone at home had a proportion of about 69 percent compared to 31 percent for female headed households.

In rural areas, male headed households without a mobile cellular telephone at home had a proportion of about 56 percent compared to 44 percent for female headed households. In urban areas, male headed households without a mobile cellular telephone at home had a proportion of about 57 percent compared to 43 percent for female headed households.

Figure 3.42: Percent Distribution of Households Within Rural and Urban Areas With at Least One Household Member With and Without a Mobile Cellular Telephone at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

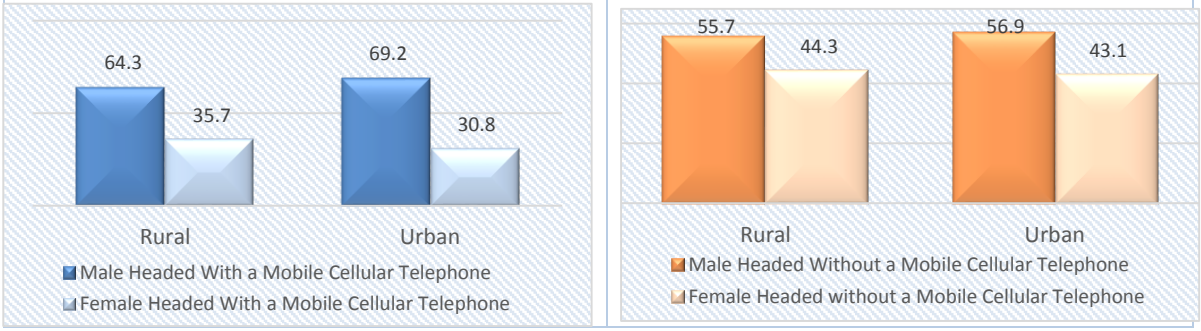
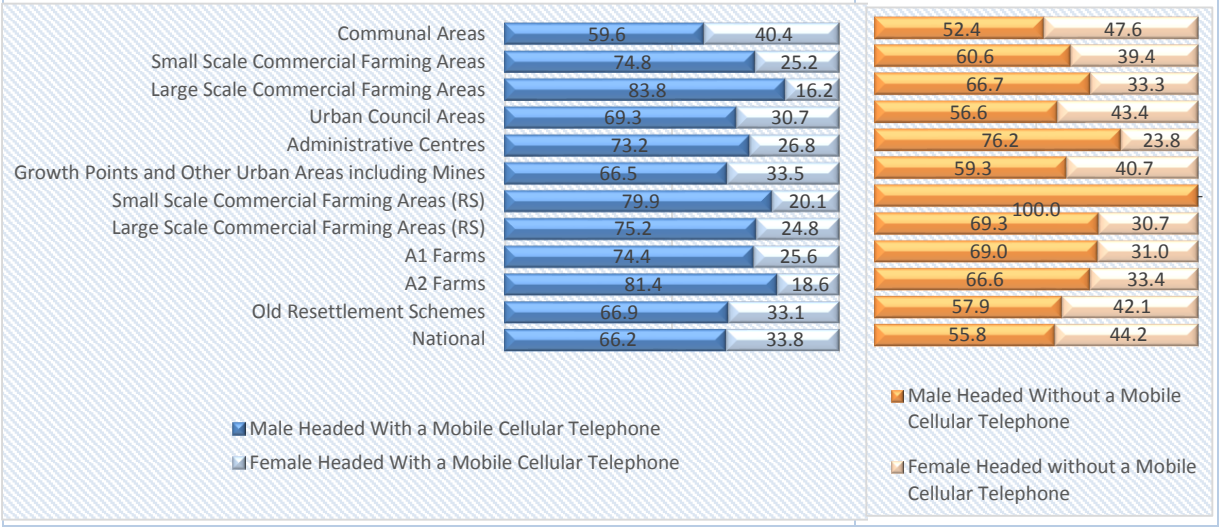


Figure 3.43 shows percent distribution of households within land use sector with at least one household member with and without a mobile cellular telephone at home classified by sex of

head of household. Large Scale Commercial Farming Areas had the highest proportion of male headed households with at least one household member with a mobile cellular telephone at home of about 84 percent compared to 16 percent for female headed households. Communal Areas had the highest proportion of female headed households with at least one household member with a mobile cellular telephone at home of about 40 percent compared to 60 percent for male headed households.

Communal Areas had the least proportion of male headed households without a mobile cellular telephone at home of about 52 percent compared to 48 percent for female headed households.

Figure 3.43: Percent Distribution of Households Within Land Use Sector With at Least One Household Member With and Without a Mobile Cellular Telephone at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe



3.3.5 Distance to Nearest Point of Network Coverage

Table 3.43 shows percent distribution of households by distance range from dwelling unit to the nearest point at which members of the household receive network coverage classified by province. at national level, about 96 percent of households received network coverage within a distance of less than 500 metres with Harare and Bulawayo provinces registering 100 percent each. Matabeleland North province had the highest proportion of households receiving network coverage within a distance range of 1km to 5km of about 8 percent.

Table 3.43: Percent Distribution of Households by Distance Range from Dwelling Unit to the Nearest Point at Which Members of the Household Receive Network Coverage Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Distance			
	0 < 500 m	500m < 1km	1km < 5km	All Households
Bulawayo	100	-	-	194 304
Manicaland	96.1	2.2	1.7	463 202
Mashonaland Central	95.3	3.8	0.9	286 395
Mashonaland East	95.8	1.8	2.4	343 763
Mashonaland West	92.5	3.2	4.4	338 687
Matabeleland North	87.8	4.7	7.5	166 733
Matabeleland South	93.4	3.6	2.9	165 895
Midlands	95.5	2.5	2.0	352 714
Masvingo	94.0	4.0	2.0	371 379
Harare	100	-	-	560 697
National	**95.6**	**2.3**	**2.0**	**3 243 770**

Figure 3.44 shows percent distribution of households within urban and rural area by distance range from dwelling unit to the nearest point at which members of the household receive network coverage. In rural areas, the proportion of households in the less than 500m range from the dwelling unit to the nearest point at which members of the household receive network coverage was about 93 percent. In urban areas, all households received network coverage within less than the 500m range.

Figure 3.44: Percent Distribution of Households Within Urban and Rural Area by Distance Range from Dwelling Unit to the Nearest Point at Which Members of the Household Receive Network Coverage: ICT Household Survey 2014, Zimbabwe

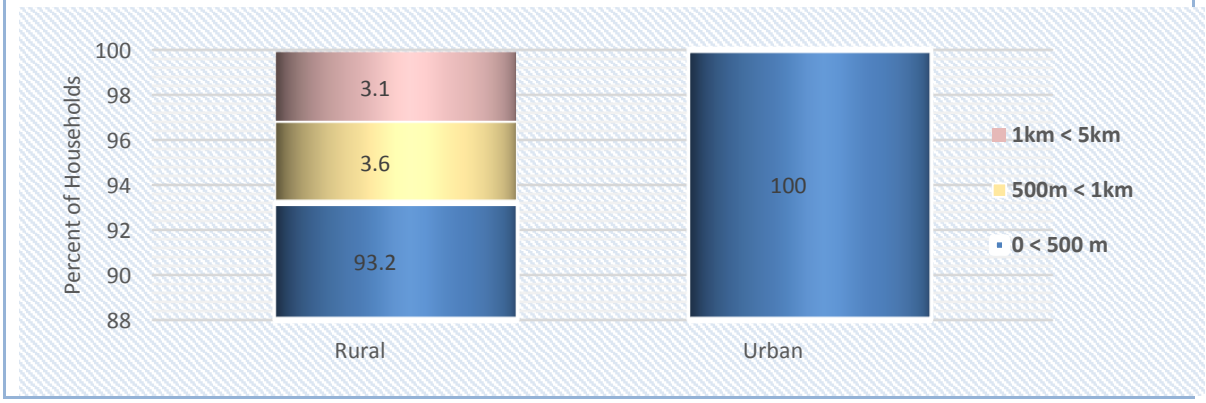


Table 3.44 shows percent distribution of households by distance range from dwelling unit to the nearest point at which members of the household received network coverage classified by land use sector. Communal and Urban Council Areas had the highest proportions of households that received network coverage within the distance of less than 500m from the dwelling unit of

about 44 and 36 percent, respectively. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points and Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportions of households receiving network coverage within the distance of less than 500m from the dwelling unit of less than 1 percent.

Table 3.44: Percent Distribution of Households by Distance Range from Dwelling Unit to the Nearest Point at Which Members of the Household Received Network Coverage Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

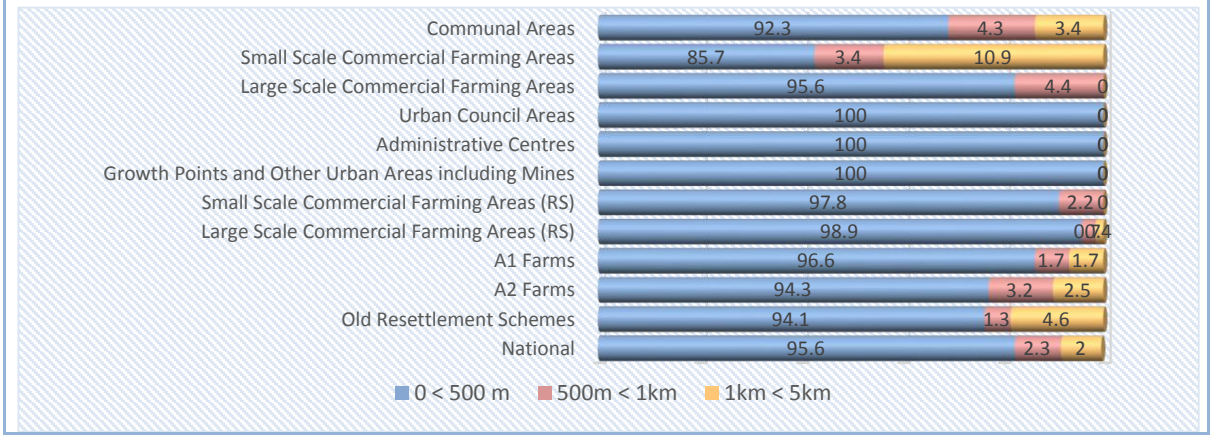
Land Use Sector		Distance			
		0 < 500 m	**500m < 1km**	**1km < 5km**	**All Households**
Communal Areas		44.2	83.4	78.0	45.8
Small Scale Commercial Farming Areas		0.6	1.0	3.7	0.7
Large Scale Commercial Farming Areas		2.0	3.8	-	2.0
Urban Council Areas		36.3	-	-	34.7
Administrative Centres		0.1	-	-	0.1
Growth Points and Other Urban Areas including Mining Areas		0.7	-	-	0.7
Small Scale Commercial Farming Areas (RS)		0.2	0.2	-	0.2
Large Scale Commercial Farming Areas (RS)		1.9	0.5	0.4	1.8
A1 Farms		7.9	5.7	6.8	7.8
A2 Farms		2.6	3.6	3.3	2.7
Old Resettlement Schemes		3.4	1.9	8.0	3.5
National	***Percent***	**100**	**100**	**100**	**100**
	Number	**3 102 584**	**76 059**	**65 127**	**3 243 770**

Note: - represents an insignificant figure less than 0.05

Figure 3.45 depicts percent distribution of households within land use sectors classified by distance range from the dwelling unit to the nearest point at which members of the household receive network coverage.

The proportions of households within the distance range of less than 500m from the dwelling unit to the nearest point at which members of the household receive network coverage for all sectors were above 90 percent except for the Small Scale Commercial Farming Areas which had about 86 percent.

Figure 3.45: Percent Distribution of Households Within Land Use Sectors Classified by Distance Range from the Dwelling Unit to the Nearest Point at Which Members of the Household Receive Network Coverage: ICT Household Survey 2014, Zimbabwe



3.3.6 Households with a Computer

In this sub-section, households with a computer at home means that the computer is generally available for use by all members of the household regardless of whether it is actually used.

Table 3.45 shows distribution of households with and without a computer at home classified by province. Harare province had the highest proportion of households with a computer at home of about 41 percent followed by Bulawayo province with about 14 percent. Matabeleland North had the least proportion of about 2 percent. Manicaland province had the highest proportion of households without a computer at home of about 15 percent followed by Harare province with about 14 percent. Bulawayo and Matabeleland South provinces had the least proportion of about 5 percent each.

Table 3.45: Distribution of Households With and Without a Computer at Home Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Households With a Computer		Households Without a Computer		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	49 558	14.3	144 746	5.0	194 304	6.0
Manicaland	26 257	7.6	436 946	15.1	463 202	14.3
Mashonaland Central	13 576	3.9	272 820	9.4	286 395	8.8
Mashonaland East	24 373	7.0	319 390	11.0	343 763	10.6
Mashonaland West	24 207	7.0	314 480	10.9	338 687	10.4
Matabeleland North	6 519	1.9	160 214	5.5	166 733	5.1
Matabeleland South	9 346	2.7	156 549	5.4	165 895	5.1
Midlands	29 797	8.6	322 916	11.1	352 714	10.9
Masvingo	19 693	5.7	351 685	12.1	371 379	11.4
Harare	142 783	41.3	417 913	14.4	560 697	17.3
National	**346 110**	**100**	**2 897 660**	**100**	**3 243 770**	**100**

Figure 3.46 shows percent distribution of households within province with and without a computer at home. At national level, the proportion of households with a computer at home was about 11 percent. Bulawayo and Harare provinces had equal proportions of households with a computer at home of about 26 percent each followed by Midlands province with about 8 percent. Matabeleland North province had the least proportion of about 4 percent.

Figure 3.46: Percent Distribution of Households Within Provinces With and Without a Computer at Home: ICT Household Survey 2014, Zimbabwe

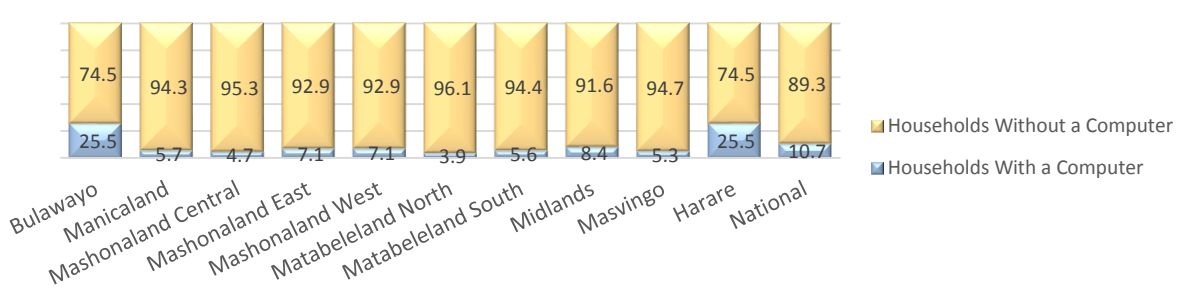


Table 3.46 shows distribution of households with and without a computer at home classified by rural and urban area. About 19 percent of the households with a computer at home were in rural areas. Of the households without a computer at home, about 30 percent were in urban areas.

Table 3.46 Distribution of Households With and Without a Computer at Home Classified by Rural and Urban Area: ICT Household Survey 2014, Zimbabwe

Area	Households With a Computer		Households Without a Computer		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	67 241	19.4	2 022 133	69.8	2 089 374	64.4
Urban	278 869	80.6	875 527	30.2	1 154 396	35.6
National	**346 110**	**100**	**2 897 660**	**100**	**3 243 770**	**100**

Figure 3.47 shows percent distribution of households within rural and urban area with and without a computer at home. In rural areas the proportion of households with a computer at home was about 3 percent. In urban areas the proportion of households with a computer at home was about 24 percent.

Figure 3.47: Percent Distribution of Households Within Rural and Urban Area With and Without a Computer at Home: ICT Household Survey 2014, Zimbabwe

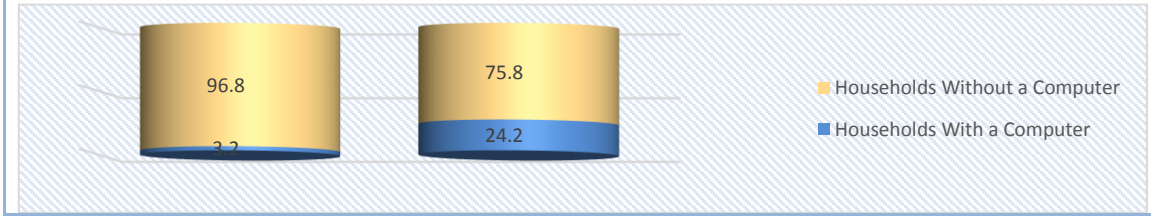


Table 3.47 shows distribution of households with and without a computer at home classified by land use sector. Urban Council Areas had the highest proportion of households with a computer at home of about 79 percent followed by Communal Areas with about 12 percent. Small Scale Commercial Farming Areas, Administrative Centres, Small Scale Commercial Farming Areas (RS), Large Scale Commercial Farming Areas (RS) and Old Resettlement Schemes had the least proportions of less than 1 percent.

Communal Areas had the highest proportion of households without a computer at home of about 50 percent followed by Urban Council Areas with about 29 percent. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points and Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportions of less than 1 percent.

Table 3.47: Distribution of Households With and Without a Computer at Home Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Households With a Computer		Households Without a Computer		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	42 542	12.3	1 442 556	49.8	1 485 098	45.8
Small Scale Commercial Farming Areas	1 064	0.3	20 834	0.7	21 898	0.7
Large Scale Commercial Farming Areas	8 116	2.3	58 111	2.0	66 227	2.0
Urban Council Areas	274 281	79.2	852 571	29.4	1 126 852	34.7
Administrative Centres	648	0.2	3 826	0.1	4 474	0.1
Growth Points and Other Urban Areas including Mining Areas	3 941	1.1	19 130	0.7	23 071	0.7
Small Scale Commercial Farming Areas (RS)	449	0.1	4 790	0.2	5 240	0.2
Large Scale Commercial Farming Areas (RS)	2 285	0.7	56 275	1.9	58 560	1.8
A1 Farms	4 475	1.3	249 681	8.6	254 157	7.8
A2 Farms	5 335	1.5	80 828	2.8	86 164	2.7
Old Resettlement Schemes	2 974	0.9	109 057	3.8	112 031	3.5
National	**346 110**	**100**	**2 897 660**	**100**	**3 243 770**	**100**

Figure 3.48 depicts percent distribution of households within land use sector with and without a computer at home. Urban Council Areas had the highest proportion of households with a computer at home of about 24 percent followed by Growth Points and Other Urban Areas including Mining areas with about 17 percent. A1 Farms had the least proportion of about 2 percent.

A1 Farms had the highest proportion of households without a computer at home of about 98 percent followed by Communal Areas and Old Resettlement Schemes with about 97 percent each. Urban Council Areas had the least proportion of about 76 percent.

Figure 3.48: Percent Distribution of Households Within Land Use Sector With and Without a Computer at Home: ICT Household Survey 2014, Zimbabwe

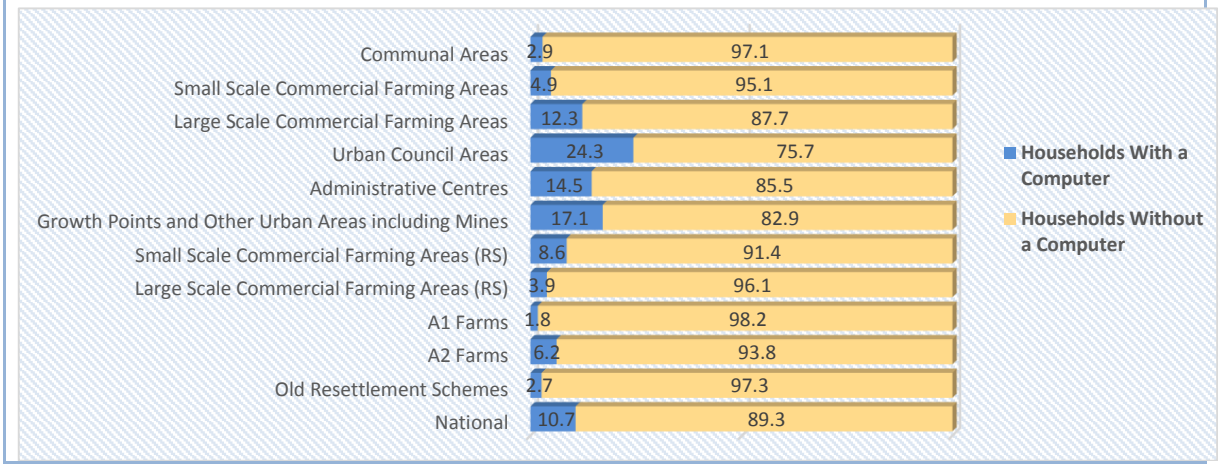


Figure 3.49 shows the distribution of households within province with and without a computer at home classified by sex of head of household. Harare and Mashonaland Central provinces had the highest equal proportions of male headed households with a computer at home of about 76 percent. Harare province had the highest proportion of male headed households without a computer at home of about 74 percent compared to 26 percent for female headed households.

Figure 3.49: Percent Distribution of Households Within Province With and Without a Computer at Home: ICT Household Survey 2014, Zimbabwe

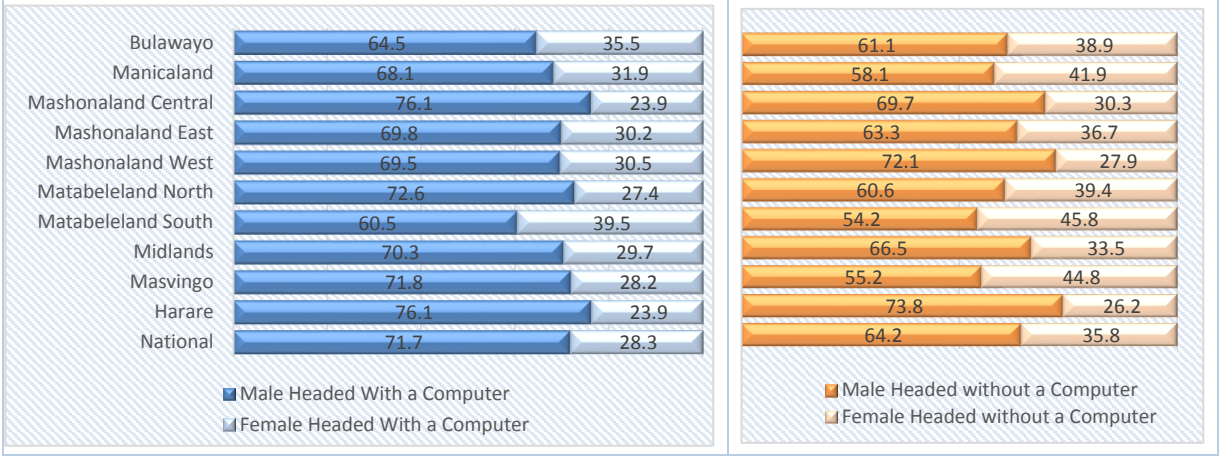


Figure 3.50 shows the distribution of households within rural and urban areas with and without a computer at home classified by sex of head of household. In rural areas, male headed households with a computer at home had a proportion of about 70 percent compared to about 30 percent for female headed households. In urban areas, male headed households with a computer at home had a proportion of 72 percent compared to 28 percent for the female headed households.

In rural areas, male headed households without a computer at home had a proportion of about 63 percent compared to about 37 percent for female headed households. In urban areas, male headed households without a computer at home had a proportion of about 68 percent compared to about 32 percent for the female headed households.

Figure 3.50: Percent Distribution of Households Within Rural and Urban Areas With and Without a Computer at Home: ICT Household Survey 2014, Zimbabwe

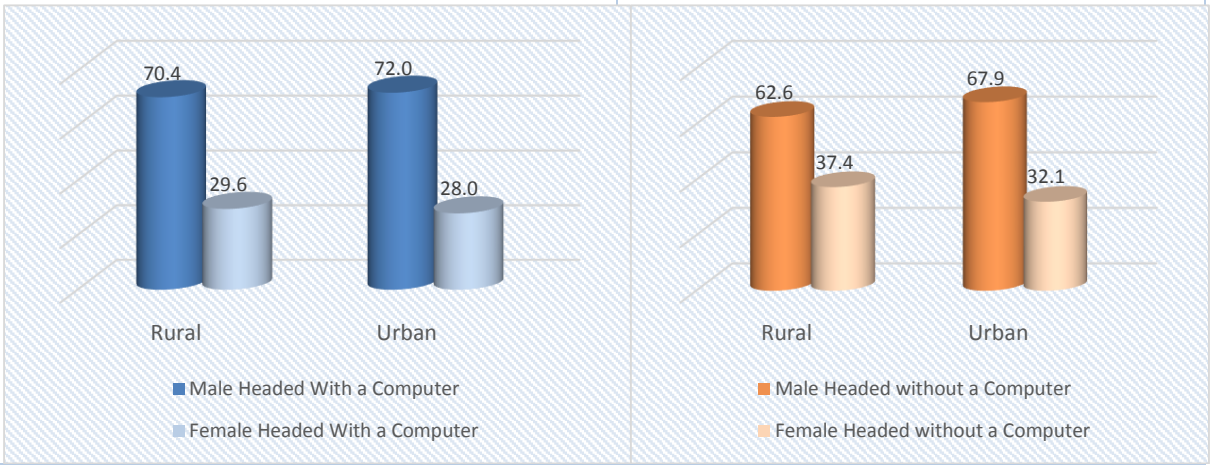


Table 3.48 shows percent distribution of households with at least one member of household with a computer at home classified by province and type of computer. Harare province had the highest proportion of households with at least one member of household with a computer at home of about 41 percent, followed by Bulawayo province with about 14 percent. The least proportion of about 2 percent of households with at least one member of with a computer at home was in Matabeleland North province.

Harare province had the highest proportion of households with at least one member of household with a desktop computer only at home of about 41 percent followed by Bulawayo province with about 20 percent. Matabeleland North province had the least proportion of about 1 percent.

Harare province had the highest proportion of households with at least one member of household with a laptop computer only at home of about 37 percent followed by Bulawayo province with about 14 percent. Matabeleland North province had the least proportion of 2 percent.

Harare province had the highest proportion of households with at least one member of household with a tablet computer only at home of about 40 percent followed by Midlands province with about 15 percent. Matabeleland South province had the least proportion of about 2 percent.

Table 3.48: Percent Distribution of Households with at least one member of household with a Computer at Home Classified by Province and Type of Computer: ICT Household Survey 2014, Zimbabwe

Province		Households with a Desktop Computer Only	Households with a Laptop Only	Households with a Tablet Only	Households with a Combination of Any Two Types of Computer	Households with All Types of Computers	All Households with a Computer
Bulawayo		19.6	13.5	11.6	15.6	9.3	14.3
Manicaland		7.1	8.9	6.0	6.2	1.3	7.6
Mashonaland Central		1.5	4.6	7.9	2.4	3.6	3.9
Mashonaland East		5.8	8.0	5.2	4.8	10.8	7.0
Mashonaland West		8.4	7.2	7.1	6.4	3.9	7.0
Matabeleland North		1.1	2.0	3.1	1.8	1.2	1.9
Matabeleland South		2.5	3.2	1.9	2.0	1.2	2.7
Midlands		9.0	8.5	15.1	6.7	8.6	8.6
Masvingo		4.5	7.2	2.4	4.1	2.3	5.7
Harare		40.6	36.9	39.7	50.1	57.8	41.3
National	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**39 824**	**197 827**	**20 355**	**70 641**	**17 463**	**346 110**

Figure 3.51 shows percent distribution of households within province with at least one member of household with a computer at home classified by type of computer. at national level about 12 percent of the households with at least one member of household with a desktop computer only at home, about 57 percent had a laptop only and about 6 percent had a tablet only. About 20 percent of households had members with a combination of any two computer types at home whilst 5 percent had a combination of all types of computers.

Bulawayo province had the highest proportion of households with at least one member of household with a desktop computer only at home of about 16 percent, followed by Mashonaland West with about 14 percent. Mashonaland Central had the least proportion of about 4 percent.

Masvingo province had the highest proportion of households with at least one member of household with a laptop computer only at home of about 72 percent, followed by Matabeleland South with about 68 percent. Harare province had the least proportion of about 51 percent.

Mashonaland Central province had the highest proportion of households with at least one member of household with a tablet computer only at home of about 12 percent, followed by

Midlands province with about 10 percent. Masvingo province had the least proportion of about 2 percent.

Figure 3.51: Percent Distribution of Households Within Province with at Least one Member of Household with a Computer at Home Classified by Type of Computer: ICT Household Survey 2014, Zimbabwe

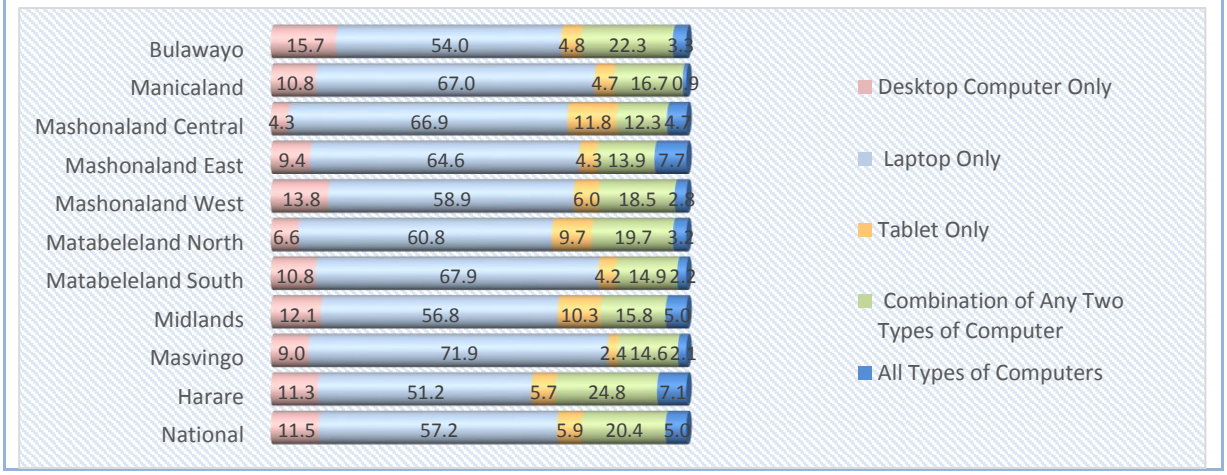


Table 3.49 shows percent distribution of households with at least one member of household with a computer at home classified by rural and urban and type of computer. at national level, about 91 percent of the households with at least one member of household with a computer at home was in urban area, while rural areas had about 9 percent. Urban areas had the highest proportion of households with at least one member of household with a desktop computer only at home of about 88 percent, while rural areas had 12 percent. Urban areas had the highest proportions of households with at least one member of household with a laptop computer only and a tablet only at home of about 76 percent each, compared to rural areas with 24 percent each.

Table 3.49 Percent Distribution of Households with at Least one Member of Household with a Computer at Home Classified by Rural and Urban and Type of Computer: ICT Household Survey 2014, Zimbabwe

Area		Households with a Desktop Computer Only	Households with a Laptop Only	Households with a Tablet Only	Households with a Combination of Any Two Types of Computer	Households with All Types of Computers	All Households with a Computer
Rural		11.5	23.9	23.8	12.9	8.5	8.5
Urban		88.5	76.1	76.2	87.1	91.5	91.5
National	***Number***	**100**	**100**	**100**	**100**	**100**	100
	Percent	**39 824**	**197 827**	**20 355**	**70 641**	**17 463**	**346 110**

Figure 3.52 shows percent distribution of households within rural and urban with at least one member of household with a computer at home classified by type of computer. In rural areas

the proportion of households with at least one member of household with a laptop computer only at home was about 70 percent compared to 54 percent in urban areas.

Figure 3.52 Percent Distribution of Households Within Rural and Urban with at Least one Member of Household with a Computer at Home Classified by Type of Computer: ICT Household Survey 2014, Zimbabwe

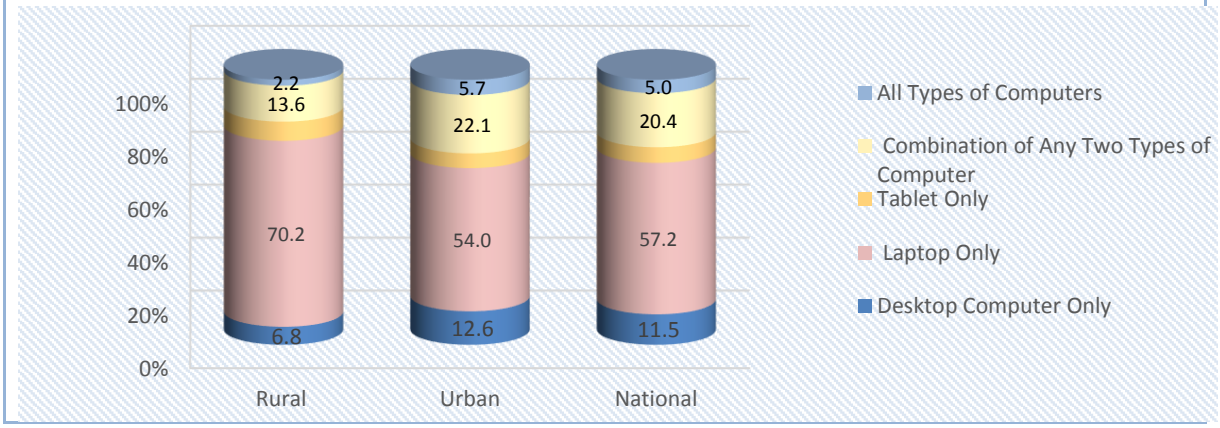


Table 3.50 shows percent distribution of households with at least one member of household with a computer at home classified by land use sector and type of computer. Urban Council Areas had the highest proportion of households with at least one member of household with a desktop computer at home of about 87 percent followed by Communal Areas with about 5 percent. Administrative Centres, A1 Farms and Old Resettlement Schemes had the least proportions of households with less than 1 percent each.

Urban Council Areas had the highest proportion of households with at least one member of household with a laptop computer at home of about 75 percent followed by Communal Areas with about 16 percent. Administrative Centres, Small Scale Commercial Farming Areas (RS) and Large Scale Commercial Farming Areas (RS) had the least proportions of households with less than 1 percent each. Urban Council Areas had the highest proportion of households with at least one member of household with a tablet computer at home of about 74 percent followed by Communal Areas with about 15 percent. Small Scale Commercial Farming Areas had the least proportion of households with less than 1 percent.

Table 3.50: Percent Distribution of Households with at Least one Member of Household with a Computer at Home Classified by Land Use Sector and Type of Computer: ICT Household Survey 2014, Zimbabwe

Land Use Sector		Household with a Desktop Computer Only	Household with a Laptop Only	Household with a Tab Or	Households with a Combination of Any Two Types of Computer	Household with All Types of Computer	All Households with a Computer
Communal Areas		5.2	15.6	15.1	8.4	3.8	12.3
Small Scale Commercial Farming Areas		-	0.4	0.1	0.3	-	0.3
Large Scale Commercial Farming Areas		2.4	2.5	3.7	1.4	2.3	2.3
Urban Council Areas		87.3	74.5	73.7	86.7	90.9	79.2
Administrative Centres		0.3	0.2	-	0.1	-	0.2
Growth Points and Other Urban Areas including Mining Areas		1.0	1.4	2.4	0.3	0.6	1.1
Small Scale Commercial Farming Areas (RS)		-	0.2	-	0.0	-	0.1
Large Scale Commercial Farming Areas (RS)		1.1	0.6	1.0	0.6	0.7	0.7
A1 Farms		0.7	1.5	2.2	1.1	0.3	1.3
A2 Farms		1.4	1.7	1.8	1.0	1.5	1.5
Old Resettlement Schemes		0.7	1.3	-	0.1	-	0.9
National	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**39 824**	**197 827**	**20 355**	**70 641**	**17 463**	**346 110**

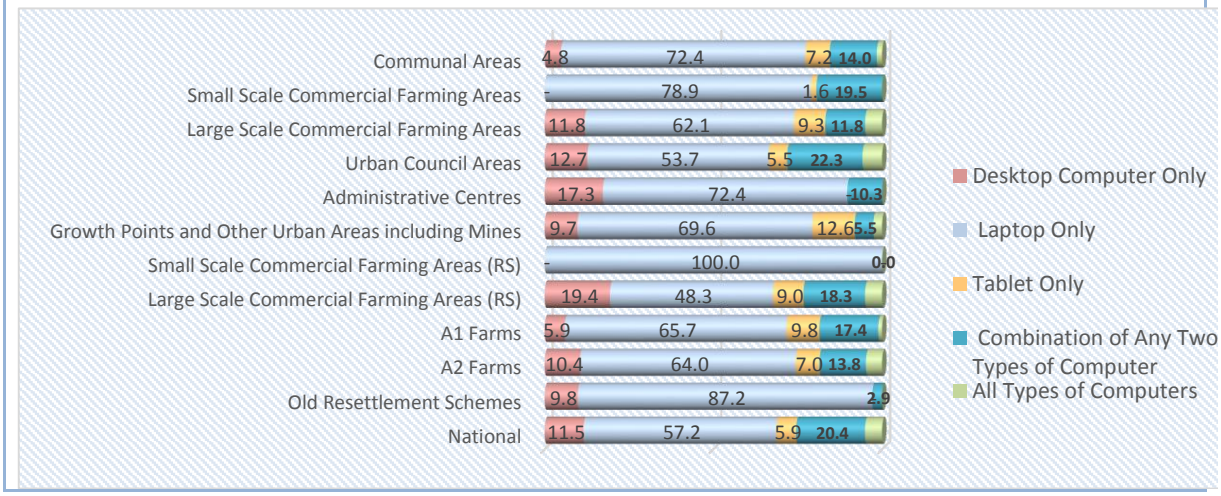
Note: - represents an insignificant figure less than 0.05

Figure 3.53 shows percent distribution of households with at least one member of household with a computer at home within land use sector classified by type of computer. Large Scale Commercial Farming Areas (RS) had the highest proportion of households with at least one member of household with a desktop computer only at home of about 19 percent, followed by Administrative Centres with about 17 percent. Small Scale Commercial Farming Areas (RS) and Small Scale Commercial Farming Areas had insignificant proportions.

Small Scale Commercial Farming Areas (RS) had the highest proportion of households with at least one member of household with a laptop computer only at home of about 100 percent, followed by Old Resettlement Schemes with about 87 percent. Large Scale Commercial Farming Areas (RS) had the least proportion of about 48 percent.

Growth Points and Other Urban Areas including Mining areas had the highest proportion of households with at least one member of household with a tablet computer only at home of about 13 percent, followed by A1 Farms with about 10 percent.

Figure 3.53: Percent Distribution of Households with at Least one Member of Household with a Computer at Home Within Land Use Sector Classified by Type of Computer: ICT Household Survey 2014, Zimbabwe



3.3.7 Households with Internet Access at Home

Table 3.51 shows distribution of households with at least one member of household with and without Internet access at home classified by province. Harare province had the highest proportion of households with at least one member of household with Internet access at home of 33 percent followed by Bulawayo province with about 12 percent. Matabeleland North province had the least proportion of about 3 percent. Manicaland province had the highest proportion of households with no member of household with Internet access at home of about 17 percent followed by Masvingo province with about 13 percent. Bulawayo province had the least proportion of about 3 percent.

Table 3.51: Distribution of Households With at Least One Member of Household With and Without Internet Access at Home Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Households with at Least One Member with Access to the Internet		Households Without Any Member With Access to the Internet		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	124 401	11.6	69 903	3.2	194 304	6.0
Manicaland	96 473	9.0	366 729	16.9	463 202	14.3
Mashonaland Central	56 217	5.2	230 179	10.6	286 395	8.8
Mashonaland East	91 118	8.5	252 645	11.7	343 763	10.6
Mashonaland West	93 867	8.7	244 820	11.3	338 687	10.4
Matabeleland North	29 619	2.8	137 114	6.3	166 733	5.1
Matabeleland South	42 813	4.0	123 083	5.7	165 895	5.1
Midlands	101 639	9.4	251 075	11.6	352 714	10.9
Masvingo	84 588	7.9	286 790	13.2	371 379	11.4
Harare	354 815	33.0	205 882	9.5	560 697	17.3
National	**1 075 550**	**100**	**2 168 220**	**100**	**3 243 770**	**100**

Figure 3.54 depicts percent distribution of households within province with at least one member of household with and without Internet access at home. At national level, the proportion of households with at least one member of household with Internet access at home was about 33 percent while the proportion without was about 67 percent.

Bulawayo province had the highest proportion of households with at least one member of household with Internet access at home of 64 percent followed by Harare province with about 63 percent. Matabeleland North province had the least proportion of about 18 percent.

Matabeleland North province had the highest proportion of households with no member of household with Internet access at home of about 82 percent followed by Mashonaland Central province with about 80 percent. Bulawayo province had the least proportion of about 36 percent.

Figure 3.54: Percent Distribution of Households Within Province With at Least One Member of Household With and Without Internet Access at Home: ICT Household Survey 2014, Zimbabwe

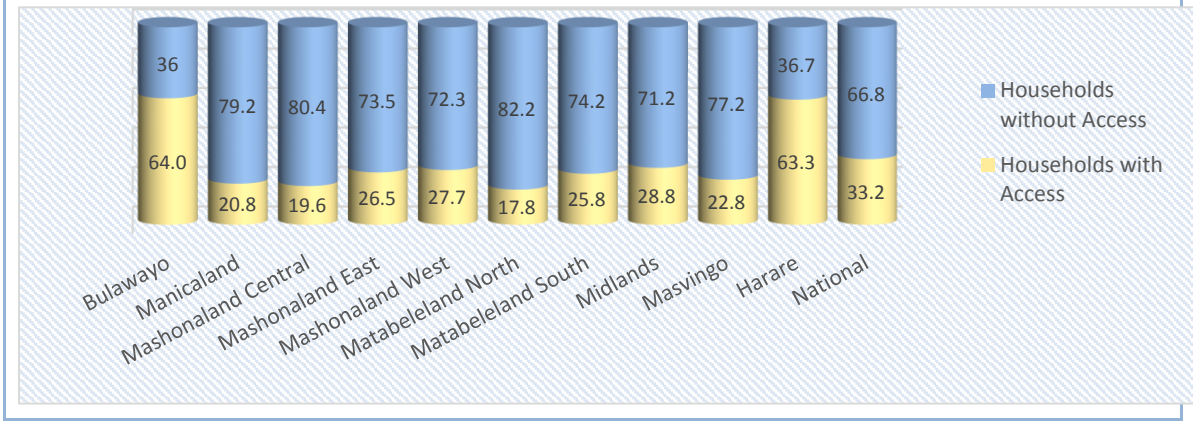


Table 3.52 shows distribution of households with at least one member of household with and without Internet access at home classified by rural and urban areas. The proportion of households with at least one member of household with access to Internet at home was about 34 percent in rural areas compared to about 66 percent in urban areas. The proportion of households with no member of household with access to Internet at home was about 79 percent in rural areas compared to about 21 percent in urban areas.

Table 3.52: Distribution of Households With at Least One Member of Household With and Without Internet Access at Home Classified by Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

Area	Households with at Least One ember with Access to the Internet		Households Without Any Member With Access to the Internet		All Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	366 240	34.1	1 723 134	79.5	2 089 374	64.4
Urban	709 310	65.9	445 086	20.5	1 154 396	35.6
National	**1 075 550**	**100**	**2 168 220**	**100**	**3 243 770**	**100**

Figure 3.55 shows percent distribution of households with at least one member of household with and without Internet access at home within rural and urban area. In rural areas the proportion of households with at least one member of household with access to Internet at home was about 18 percent while 82 percent was without. In urban areas the proportion of households with at least one member of household with access to Internet at home was about 61 percent while 39 percent was without.

Figure 3.55: Percent Distribution of Households With at Least One Member With and Without Internet Access at Home Within Rural and Urban Area: ICT Household Survey 2014, Zimbabwe

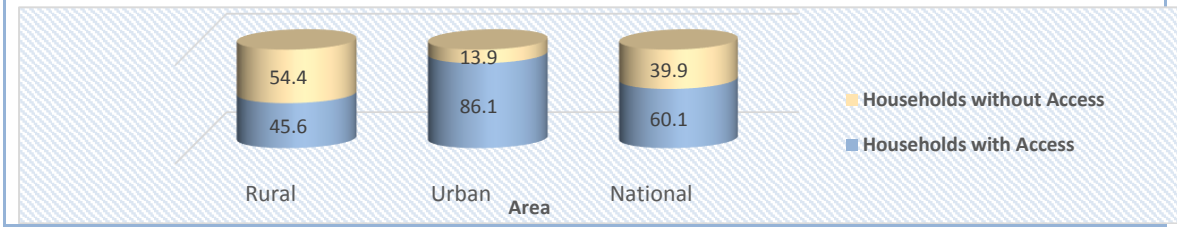


Table 3.53 distribution of households with at least one member of household with and without Internet access at home classified by land use sector.

Urban Council Areas had the highest proportion of households with at least one member of household with access to Internet at home of about 65 percent followed by Communal Areas with about 23 percent. Small Scale Commercial Farming Areas, Administrative Centres and Small Scale Commercial Farming Areas (RS) had the least proportions of less than 1 percent each.

Communal Areas had the highest proportion of households with no member of household with access to Internet at home of about 57 percent followed by Urban Council Areas with about 20 percent. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points and Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportions of less than 1 percent each.

Table 3.53: Distribution of Households With at Least One Member of Household With and Without Internet Access at Home Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Households with at Least One Member with Access to the Internet		Households Without Any Member With Access to the Internet		Total Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	245 029	22.8	1 240 070	57.2	1 485 098	45.8
Small Scale Commercial Farming Areas	4 564	0.4	17 333	0.8	21 898	0.7
Large Scale Commercial Farming Areas	19 657	1.8	46 571	2.1	66 227	2.0
Urban Council Areas	696 945	64.8	429 907	19.8	1 126 852	34.7
Administrative Centres	1 133	0.1	3 340	0.2	4 474	0.1
Growth Points and Other Urban Areas including Mining areas	11 232	1.0	11 839	0.5	23 071	0.7
Small Scale Commercial Farming Areas (RS)	1 558	0.1	3 681	0.2	5 240	0.2
Large Scale Commercial Farming Areas (RS)	11 122	1.0	47 438	2.2	58 560	1.8
A1 Farms	44 689	4.2	209 468	9.7	254 157	7.8
A2 Farms	21 557	2.0	64 607	3.0	86 164	2.7
Old Resettlement Schemes	18 064	1.7	93 966	4.3	112 031	3.5
National	**1 075 550**	**100**	**2 168 220**	**100**	**3 243 770**	**100**

Figure 3.56 shows percent distribution of households within land use sector with at least one member of household with and without Internet access at home.

Urban Council Areas had the highest proportion of households with at least one member of household with access to Internet at home of about 62 percent followed by Growth Points and Other Urban Areas including Mining areas with about 49 percent. Old Resettlement Schemes had the least proportion of about 16 percent.

Communal Areas and Old Resettlement Schemes had the highest proportions of households with no member of household with access to Internet at home of about 84 percent followed by A1 Farms with about 82 percent. Urban Council Areas had the least proportion of about 38 percent.

Figure 3.56: Percent Distribution of Households Within Land Use Sector With at Least One Member of Household With and Without Internet Access at Home: ICT Household Survey 2014, Zimbabwe

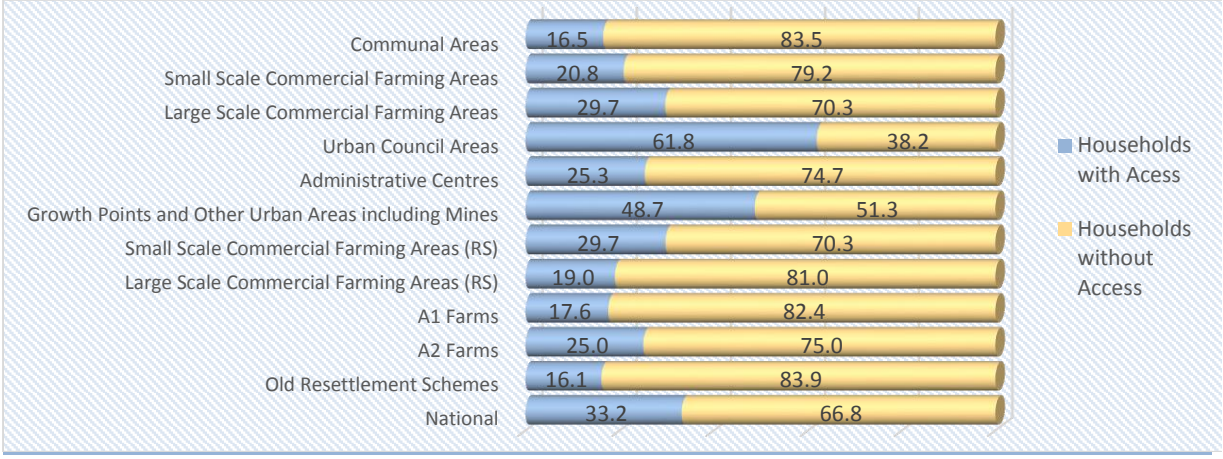


Figure 3.57 shows percent distribution of households within province with at least one member of household with and without Internet access at home classified by sex of head of household. Harare province had the highest proportion of male headed households with Internet access at home of about 74 percent compared to about 26 percent for female headed households. Matabeleland South province had the highest proportion of female headed households with Internet access at home of about 46 percent compared to 54 percent for male headed households.

Harare and Mashonaland Central provinces had the highest equal proportion of male headed households with no member of household with access to Internet at home of about 75 percent. Matabeleland South province had the highest proportion of female headed households with no member of household with access to Internet at home of about 45 percent compared to 55 percent for male headed households.

Figure 3.57: Percent Distribution of Households Within Province With at Least One Member of Household With and Without Internet Access at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

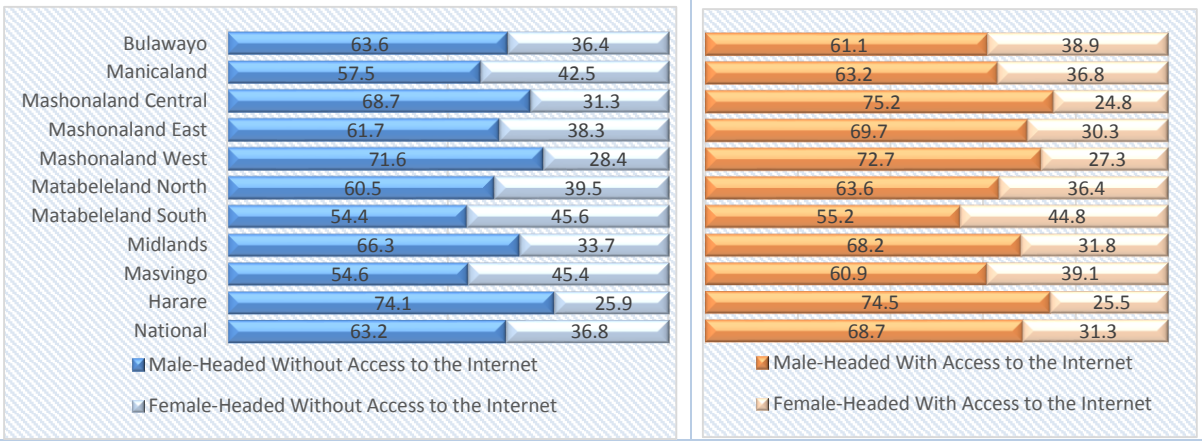


Figure 3.58 shows percent distribution of households within rural and urban areas with at least one member of household with and without Internet access at home classified by sex of head of household. In rural areas, male headed households with Internet access at home had a proportion of about 67 percent compared to about 33 percent for female headed households. In urban areas, male headed households with Internet access had a proportion of 69 percent compared to about 31 percent for female headed households.

In rural areas, male headed households with no member of household with access to Internet at home had a proportion of about 62 percent compared to about 38 percent for female headed households. In urban areas, male headed households with no member of household with access to Internet at home had a proportion of 68 percent compared to about 32 percent for female headed households.

Figure 3.58: Percent Distribution of Households Within Rural and Urban Areas With at Least One Member of Household With and Without Internet Access at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe

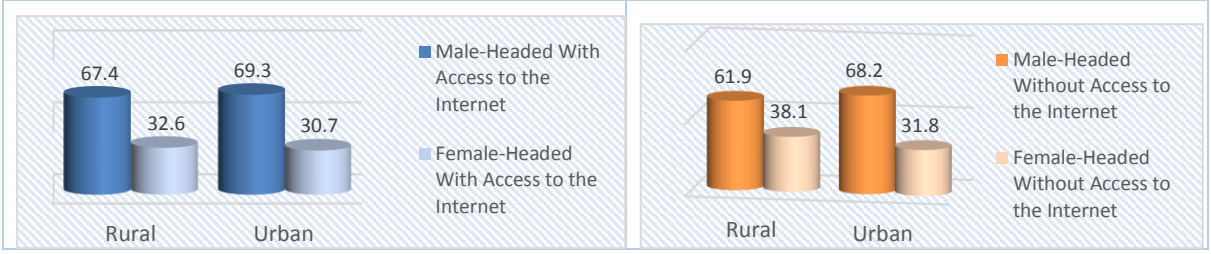
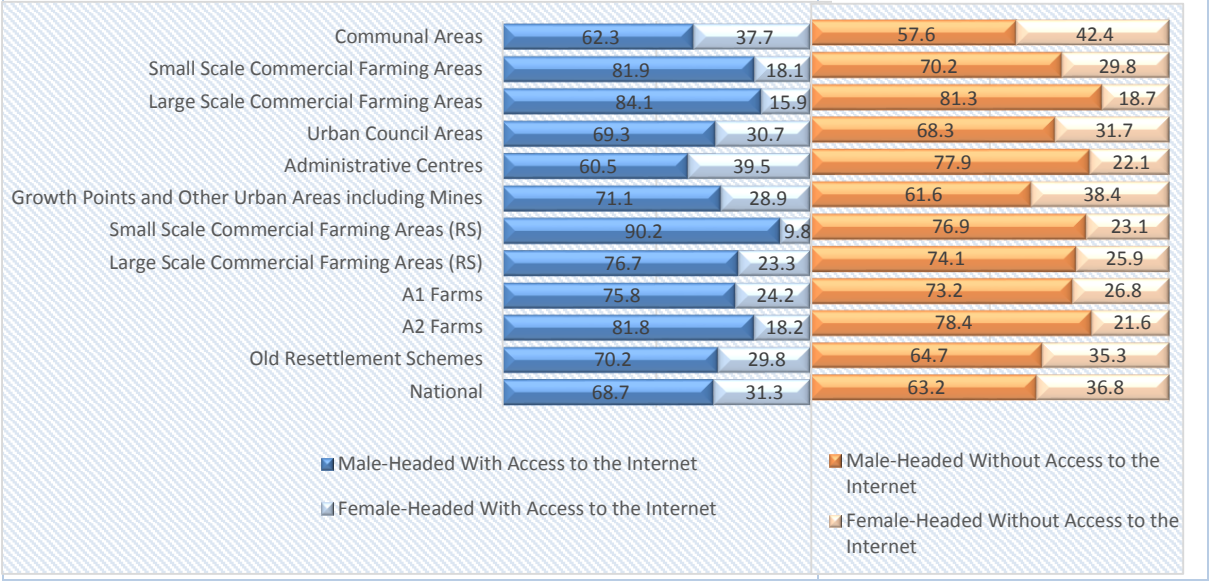


Figure 3.59 shows percent distribution of households within land use sector with at least one member of household with and without Internet access at home classified by sex of head of household. Small Scale Commercial Farming Areas (RS), had the highest proportion of male headed households with at least one member of household with Internet access at home of about 90 percent compared to about 10 percent for female headed households. Administrative Centres had the highest proportion of female headed households with at least one member of household with Internet access at home of about 40 percent compared to about 60 percent for male headed households.

Large Scale Commercial Farming Areas, had the highest proportion of male headed households with no member of household with access to Internet at home of about 81 percent compared to about 19 percent for female headed households.

Figure 3.59: Percent Distribution of Households Within Land Use Sector With at Least One Member of Household With and Without Internet Access at Home Classified by Sex of Head of Household: ICT Household Survey 2014, Zimbabwe



Communal Areas had the highest proportion of female headed households with no member of household with access to Internet at home of about 42 percent compared to about 58 percent for male headed households.

Table 3.54 shows percent distribution of households with Internet access at home classified by province and type of Internet connection.

Table 3.54: Percent Distribution of Households with Internet Access at Home Classified By Province and Type of Internet Connection: ICT Household Survey 2014, Zimbabwe

Province		Fixed (Wired) Narrowband					Fixed (Wired) Broadband			Wireless Broadband			Households with Access to Internet
		Dial Up	ISDN	DSL	Mobile Narrow-band	Cable modem	DSI	Fibre to the Home	Satellite	Terrestrial fixed wireless	Mobile phone network via handset	Mobile phone network via card	
Bulawayo		13.6	5.0	-	3.6	-	12.9	3.6	-	9.9	13.7	6.2	11.6
Manicaland		15.1	5.2	-	2.7	-	15.3	2.7	-	13.9	9.2	9.6	9.0
Mashonaland Central		-	0.9	-	-	-	-	-	-	3.3	6.2	2.4	5.2
Mashonaland East		6.0	9.7	-	5.2	-	3.4	5.2	-	5.2	7.5	7.0	8.5
Mashonaland West		4.3	10.0	-	6.7	-	5.7	6.7	-	5.2	7.6	9.1	8.7
Matabeleland North		0.5	2.8	-	-	-	2.6	-	-	4.0	2.8	1.7	2.8
Matabeleland South		7.6	5.9	-	1.1	-	6.4	1.1	-	4.3	3.1	4.5	4.0
Midlands		11.0	13.5	-	-	-	19.0	-	-	10.3	7.6	7.5	9.4
Masvingo		4.3	8.5	-	2.3	-	4.0	2.3	-	6.3	6.6	9.3	7.9
Harare		37.5	38.5	-	78.3	-	30.7	78.3	-	37.6	35.7	42.8	33.0
National	***Percent***	**100**	**100**	-	**100**	-	**100**	**100**	-	**100**	**100**	**100**	**100**
	Number	**3 42**	**1 286**	-	**601 536**	-	**3 664**	**6 434**	-	**46 934**	**862 606**	**142 076**	**1 075 550**

Table 3.55 shows percent distribution of households with Internet access at home in the last 3 months ending 30 June 2014.

Table 3.55: Percent Distribution of Households Within Province with Access to Internet at Home Classified by Type of Internet Connection: ICT Household Survey 2014, Zimbabwe

Province	Fixed (Wired) Narrowband				Fixed (Wired) Broadband				Wireless Broadband			Households with Access to Internet
	Dial Up	ISDN	DSL	Mobile Narrow band	Cable modem	DSL	Fibre to the Home	Satellite	Terrestrial fixed wireless	Mobile phone network via handset	Mobile phone network via card	
Bulawayo	0.4	0.1	-	24.1	-	0.4	0.2	-	3.7	94.8	7.1	124 401
Manicaland	0.5	-	-	32.3	-	0.6	0.2	-	6.8	82.5	14.1	96 473
Mashonaland Central	-	-	-	9.2	-	-	-	-	2.7	95.3	6.1	56 217
Mashonaland East	0.2	-	-	64.0	-	0.1	0.4	-	2.7	70.7	10.9	91 118
Mashonaland West	0.2	-	-	64.2	-	0.2	0.5	-	2.6	70.0	13.8	93 867
Matabeleland North	0.1	-	-	56.7	-	0.3	-	-	6.4	80.9	8.1	29 619
Matabeleland South	0.6	0.5	-	83.4	-	0.6	0.2	-	4.7	63.1	14.8	42 813
Midlands	0.4	0.5	-	79.9	-	0.7	-	-	4.7	64.7	10.4	101 639
Masvingo	0.2	-	-	60.8	-	0.2	0.2	-	3.5	67.2	15.6	84 588
Harare	0.4	0.1	-	65.3	-	0.3	1.4	-	5.0	86.8	17.1	354 815
National	**0.3**	**0.1**	**-**	**55.9**	**-**	**0.3**	**0.6**	**-**	**4.4**	**80.2**	**13.2**	**1 075 550**

Table 3.56 shows the distribution of households with Internet access at home in the last 3 months ending 30 June 2014 classified by rural and urban areas and by type of Internet connection.

Table 3.56: Percent Distribution of Households with Internet Access at Home Classified By Area (Rural/Urban) and Type of Internet Connection: ICT Household Survey 2014, Zimbabwe

Area		Fixed (Wired) Narrowband				Fixed (Wired) Broadband				Wireless Broadband			All Households with Access to Internet
		Dial Up	ISDN	DSL	Mobile Narrow band	Cable modem	DSL	Fibre to the Home	Satellite	Terrestrial fixed wireless	Mobile phone network Via handset	Mobile phone network via card	
Rural		31.4	15.3	-	32.8	-	18.8	3.2	-	21.5	30.9	27.2	34.1
Urban		68.6	84.7	-	67.2	-	81.2	96.8	-	78.5	69.1	72.8	65.9
National	***Percent***	**100**	**100**	**-**	**100**	**-**	**100**	**100**	**-**	**100**	**100**	**100**	100
	Number	**3 425**	**1 286**	**-**	**601 536**	**-**	**3 664**	**6 434**	**-**	**46 934**	**862 606**	**142 076**	**1 075 550**

Table 3.57 shows percent distribution of households with Internet access at home in the last 3 months ending 30 June 2014 classified by rural and urban area and by type of Internet connection.

Table 3.57: Percent Distribution of Households Within Rural and Urban Areas with Access to Internet at Home Classified by Type of Internet Connection: ICT Household Survey 2014, Zimbabwe

Area	Fixed (Wired) Narrowband				Fixed (Wired) Broadband			Wireless Broadband				All Households with Access to Internet
	Dial Up	ISDN	DSL	Mobile Narrowband	Cable modem	DSL	Fibre to the Home	Satellite	Terrestrial fixed wireless	Mobile phone network via handset	Mobile phone network via card	
Rural	0.3	0.1	-	53.9	-	0.2	0.1	-	2.8	72.8	10.6	366 240
Urban	0.3	0.2	-	57.0	-	0.4	0.9	-	5.2	84.0	14.6	709 310
National	**0.3**	**0.1**	**-**	**55.9**	**-**	**0.3**	**0.6**	**-**	**4.4**	**80.2**	**13.2**	**1 075 550**

Table 3.58 shows percent distribution of households with Internet access at home in the last 3 months ending 30 June 2014 classified by land use sector and by type of Internet connection.

Table 3.58: Percent Distribution of Households with Access to Internet at Home Classified by Land Use Sector and by Type of Internet Connection: ICT Household Survey 2014, Zimbabwe

Land Use Sector		Fixed Wired Narrowband				Fixed (Wired) Broadband			Wireless Broadband				All Households with Access to Internet
		Dial Up	ISDN	DSL	Mobile Narrowband	Cable modem	DSL	Fibre to the Home	Satellite	Terrestrial fixed wireless	Mobile phone network via handset	Mobile phone network via card	
Communal Areas		31.4	15.3	-	22.8	-	9.0	-	-	15.3	20.9	20.1	22.8
Small Scale Commercial Farming Areas		-	-	-	0.4	-	-	-	-	0.4	0.4	0.5	0.4
Large Scale Commercial Farming Areas		-	-	-	1.5	-	-	0.9	-	1.5	2.0	1.6	1.8
Urban Council Areas		68.6	84.7	-	66.2	-	81.2	96.8	-	77.5	68.0	71.2	64.8
Administrative Centres		-	-	-	0.1	-	-	-	-	0.2	0.1	0.3	0.1
Growth Points and Other Urban Areas including Mining areas		-	-	-	0.8	-	-	-	-	0.8	1.0	1.2	1.0
Small Scale Commercial Farming Areas (RS)		-	-	-	0.1	-	-	-	-	0.2	0.1	0.2	0.1
Large Scale Commercial Farming Areas (RS)		-	-	-	0.6	-	5.8	-	-	-	1.0	0.3	1.0
A1 Farms		-	-	-	3.3	-	-	2.3	-	2.2	3.7	2.1	4.2
A2 Farms		-	-	-	2.3	-	-	-	-	1.3	1.7	1.5	2.0
Old Resettlement Schemes		-	-	-	1.9	-	4.0	-	-	0.6	1.1	0.9	1.7
National	***Percent***	**100**	**100**	**-**	**100**	**-**	**100**	**100**	**-**	**100**	**100**	**100**	**100**
	Number	**3 425**	**1 286**	**-**	**601 536**	**-**	**3 664**	**6 434**	**-**	**46 934**	**862 606**	**142 076**	**1075 550**

Table 3.59 shows percent distribution of households with Internet access at home in the last 3 months ending 30 June 2014 classified by land use sector and by type of Internet connection.

Table 3.59: Percent Distribution of Households Within Land Use Sector with Access to Internet at Home Classified by Type of Internet Connection: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Fixed Wired Narrowband				Fixed (Wired) Broadband			Wireless Broadband				All Households with Access to Internet
	Dial Up	ISDN	DSL	Mobile Narrowband	Cable modem	DSL	Fibre to the Home	Satellite	Terrestrial fixed wireless	Mobile phone network via handset	Mobile phone network via card	
Communal Areas	0.4	0.1	-	55.9	-	0.1	-	-	2.9	73.7	11.6	245 029
Small Scale Commercial Farming Areas	-	-	-	55.0	-	-	-	-	4.2	69.7	15.4	4 564
Large Scale Commercial Farming Areas	-	-	-	45.4	-	-	0.3	-	3.6	86.0	11.2	19 657
Urban Council Areas	0.3	0.2	-	57.2	-	0.4	0.9	-	5.2	84.1	14.5	696 945
Administrative Centres	-	-	-	70.4	-	-	-	-	6.5	94.1	42.5	1 133
Growth Points and Other Urban Areas including Mining areas	-	-	-	43.2	-	-	-	-	3.5	74.3	15.6	11 232
Small Scale Commercial Farming Areas (RS)	-	-	-	26.0	-	-	-	-	6.0	64.9	20.6	1 558
Large Scale Commercial Farming Areas (RS)	-	-	-	32.0	-	1.9	-	-	-	75.6	4.0	11 122
A1 Farms	-	-	-	44.4	-	-	0.3	-	2.3	72.2	6.7	44 689
A2 Farms	-	-	-	65.0	-	-	-	-	2.8	68.6	10.1	21 557
Old Resettlement Schemes	-	-	-	63.2	-	0.8	-	-	1.5	53.6	7.3	18 064
National	**0.3**	**0.1**	**-**	**55.9**	**-**	**0.3**	**0.6**	**-**	**4.4**	**80.2**	**13.2**	**1 075 550**

3.3.8 Households without Access to Internet at Home and Reasons for not having access

Table 3.60 shows percent distribution of households without access to Internet at home classified by province and reasons for not having access.

Table 3.60: Percent Distribution of Households without Internet Access at Home Classified by Province and Reason: ICT Household Survey 2014, Zimbabwe

Province	Reason				
	Do not need the Internet (not useful, not interesting, lack of local content)	Have access to the Internet elsewhere	Lack of confidence, knowledge or skills to use the internet	Cost of the equipment is too high	Cost of the service is too high
Bulawayo	3.9	3.4	1.6	1.6	2.9
Manicaland	18.5	10.8	14.8	18.0	22.3
Mashonaland Central	10.5	9.3	11.6	10.3	10.6
Mashonaland East	11.0	12.7	12.3	13.2	11.6
Mashonaland West	9.6	15.0	11.6	11.7	11.4
Matabeleland North	4.8	9.8	7.1	5.5	5.4
Matabeleland South	4.9	3.3	7.0	3.9	3.0
Midlands	10.4	11.5	12.3	12.8	8.1
Masvingo	14.6	10.6	16.0	12.5	12.2
Harare	11.8	13.6	5.7	10.4	12.4
National ***Percent***	**100**	**100**	**100**	**100**	**100**

Province	Reason				
	Privacy or security concerns	Internet service is not available in the area	Internet service is available but does not correspond to household needs	Cultural reasons	Other reasons
Bulawayo	4.4	2.0	3.2	4.7	3.4
Manicaland	20.1	12.6	24.0	19.1	4.8
Mashonaland Central	6.1	10.2	12.2	4.5	29.6
Mashonaland East	14.6	14.5	12.6	14.7	26.5
Mashonaland West	12.0	15.6	8.9	9.1	0.8
Matabeleland North	3.1	13.0	11.8	6.2	5.8
Matabeleland South	3.7	5.7	6.9	2.2	6.1
Midlands	10.7	9.0	3.5	11.3	1.2
Masvingo	7.3	13.2	9.3	16.6	18.0
Harare	18.1	4.3	7.5	11.6	3.8
National ***Percent***	**100**	**100**	**100**	**100**	**100**

3.4 Information and Communication Technology Use by Individuals 3 Years and Above

3.4.1 Individuals who used a Mobile Cellular Telephone

Table 3.61 shows distribution of individuals aged 3 and above who used and did not use a mobile cellular telephone in the last 3 months ending 30 June 2014 classified by province.

Harare province had the highest proportion of individuals aged 3 and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 19 percent followed by Manicaland province with about 13 percent. Matabeleland North and South provinces had the least proportions of about 5 percent each.

Manicaland province had the highest proportion of individuals aged 3 and above who did not use a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 15 percent followed by Mashonaland West and Masvingo provinces with about 13 percent each. Bulawayo province had the least proportion of about 4 percent.

Table 3.61: Distribution of Individuals Aged 3+ who Used and Did Not Use a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Used a Mobile Cellular Telephone in the Last 3 Months		Did Not Use a Mobile Cellular Telephone in the Last 3 Months		Total Individuals Aged 3+	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	555 220	6.6	146 941	3.7	702 161	5.7
Manicaland	1 126 071	13.4	610 184	15.4	1 736 254	14.1
Mashonaland Central	790 950	9.4	334 435	8.5	1 125 385	9.1
Mashonaland East	833 336	9.9	434 085	11.0	1 267 421	10.3
Mashonaland West	851 024	10.2	505 726	12.8	1 356 749	11.0
Matabeleland North	380 810	4.5	310 116	7.8	690 926	5.6
Matabeleland South	423 089	5.0	236 008	6.0	659 096	5.3
Midlands	944 747	11.3	458 219	11.6	1 402 965	11.4
Masvingo	896 320	10.7	502 980	12.7	1 399 300	11.3
Harare	1 579 405	18.8	418 540	10.6	1 997 945	16.2
National	**8 380 971**	**100**	**3 957 233**	**100**	**12 338 204**	**100**

Figure 3.60 shows percent distribution of individuals aged 3 and above within province who used and did not use a mobile cellular telephone in the last 3 months ending 30 June 2014. At national level, the proportion of individuals aged 3 and above who used a mobile cellular

telephone in the last 3 months was about 68 percent while the proportion who did not use was about 32 percent.

Bulawayo and Harare provinces had the highest equal proportions of individuals aged 3 and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 79 percent followed by Mashonaland Central province with about 70 percent. The least proportion of about 55 percent was in Matabeleland North province.

Figure 3.60: Percent Distribution of Individuals Aged 3+ Within Province who Used and Did Not Use a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

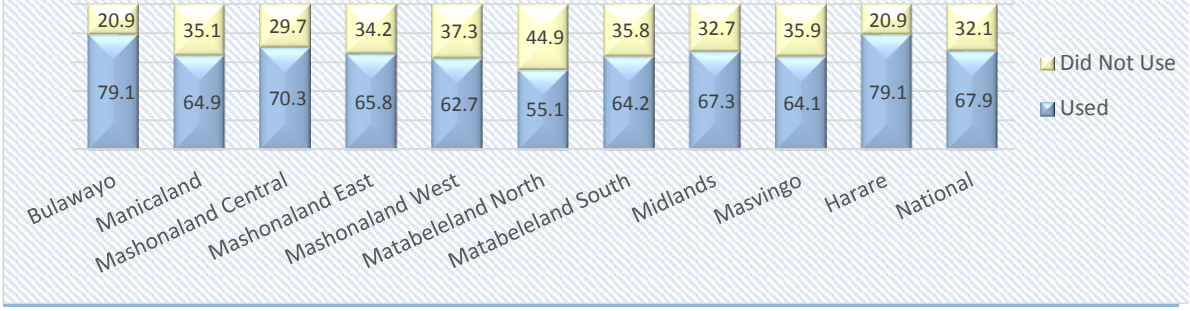


Table 3.62 shows distribution of individuals aged 3 and above who used and did not use a mobile cellular telephone in the last 3 months ending 30 June 2014 classified by rural and urban.

About 62 percent of individuals 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 was in rural areas compared to 38 percent in urban areas.

About 79 percent of individuals 3 years and above who did not use a mobile cellular telephone in the last 3 months ending 30 June 2014 was in rural areas compared to 21 percent in urban areas.

Table 3.62: Distribution of Individuals Aged 3+ who Used and Did Not Use a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Rural and Urban: ICT Household Survey 2014, Zimbabwe

Area	Used a Mobile Cellular Telephone in the Last 3 Months		Did Not Use a Mobile Cellular Telephone in the Last 3 Months		Total Individuals Aged 3+	
	Number	*Percent*	*Number*	Percent	*Number*	*Percent*
Rural	5 167 641	61.7	3 112 128	78.6	8 279 768	67.1
Urban	3 213 331	38.3	845 105	21.4	4 058 436	32.9
National	**8 380 971**	**100**	**3 957 233**	**100**	**12 338 204**	**100**

Figure 3.61 shows percent distribution of individuals aged 3 years and above within rural and urban who used or did not use a mobile cellular telephone in the last 3 months ending 30 June 2014. In rural areas the proportion of individuals 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 was about 62 percent compared to about 79 percent for urban areas.

In rural areas the proportion of individuals 3 years and above who did not use a mobile cellular telephone in the last 3 months ending 30 June 2014 was about 38 percent compared to about 21 percent for urban areas.

Figure 3.61: Percent Distribution of Individuals Aged 3+ Within Rural and Urban Who Used and Did Not Use a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

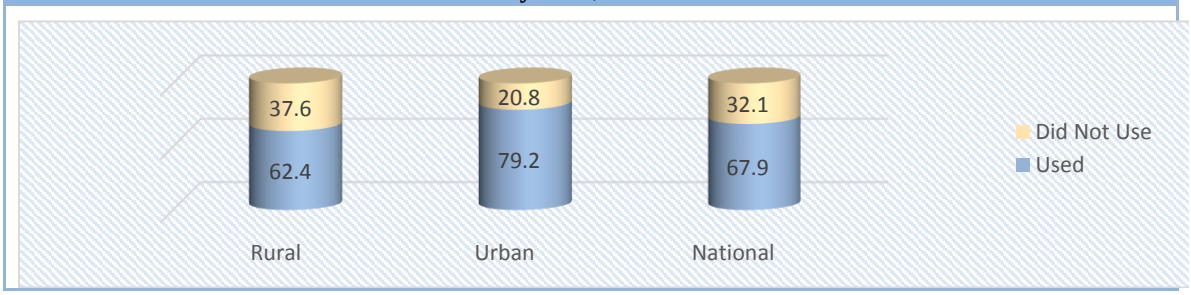


Table 3.63 shows distribution of individuals aged 3 years and above who used and did not use a mobile cellular telephone in the last 3 months ending 30 June 2014 classified by land use sector.

Communal Areas had the highest proportion of individuals aged 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 44 percent followed by Urban Council Areas with about 38 percent. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points and Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportion of less than 1 percent.

Communal Areas had the highest proportion of individuals aged 3 years and above who did not use a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 59 percent followed by Urban Council Areas with about 21 percent. Small Scale Commercial Farming Areas, Administrative Centres, Growth Points and Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS) had the least proportion of less than 1 percent.

Table 3.63: Distribution of Individuals Aged 3+ who Used and Did Not Use a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Used a Mobile Cellular Telephone in the Last 3 Months		Did Not Use a Mobile Cellular Telephone in the Last 3 Months		Individuals Aged 3+	
	Number	*Percent*	*Number*	*Number*	*Number*	*Percent*
Communal Areas	3 680 415	43.9	2 329 004	58.9	6 009 419	48.7
Small Scale Commercial Farming Areas	59 857	0.7	27 255	0.7	87 112	0.7
Large Scale Commercial Farming Areas	146 241	1.7	63 207	1.6	209 448	1.7
Urban Council Areas	3 142 689	37.5	823 319	20.8	3 966 008	32.1
Administrative Centres	8 861	0.1	5 807	0.1	14 668	0.1
Growth Points and Other Urban Areas including Mining areas	61 781	0.7	15 978	0.4	77 760	0.6
Small Scale Commercial Farming Areas (RS)	14 161	0.2	2 936	0.1	17 096	0.1
Large Scale Commercial Farming Areas (RS)	129 394	1.5	38 723	1.0	168 117	1.4
A1 Farms	639 949	7.6	378 266	9.6	1 018 215	8.3
A2 Farms	185 696	2.2	108 967	2.8	294 663	2.4
Old Resettlement Schemes	311 927	3.7	163 770	4.1	475 698	3.9
National	**8 380 971**	**100**	**3 957 233**	**100**	**12 338 204**	**100**

Figure 3.62 shows percent distribution of individuals aged 3 years and above within land use sector who used and did not use a mobile cellular telephone in the last 3 months ending 30 June 2014. At national level about 68 percent individuals used a mobile cellular telephone compared to 32 who did not use a mobile cellular telephone.

Small Scale Commercial Farming Areas (RS) had the highest proportion of individuals who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 83 percent followed by Growth Points and Other Urban Areas including Mining areas with about 80 percent. Administrative Centres had least proportion of individuals who used mobile cellular telephone in the last 3 months ending 30 June 2014 of about 60 percent.

Administrative Centres had the highest proportion of individuals who did not use a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 40 percent followed by Communal Areas with about 39 percent. Small Scale Commercial Farming Areas (RS) had the least proportion of about 17 percent.

Figure 3.62: Percent Distribution of Individuals Aged 3+ Within Land Use Sector who Used and Did Not Use a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

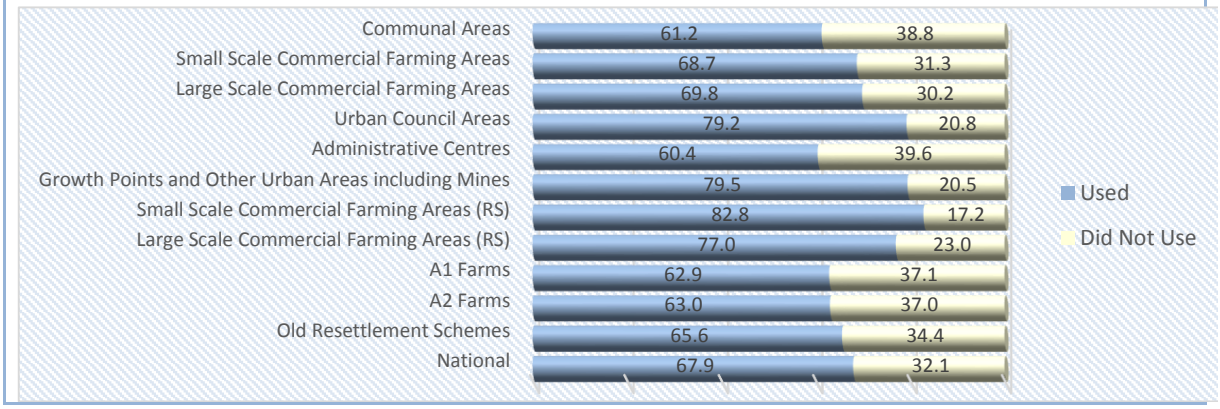


Figure 3.63 depicts percent distribution of individuals aged 3 years and above within province who used a mobile cellular telephone in the last 3 months ending 30 June 2014 classified by sex. At national level the proportion of male individuals who used a mobile cellular telephone in the last 3 months ending 30 June 2014 was about 48 percent compared to 52 percent for females.

Mashonaland West and Mashonaland Central provinces had equal proportions of male individuals who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 50 percent each followed by Mashonaland East, Midlands and Harare provinces with equal proportion of about 48 percent. Masvingo province had the least proportion of 44 percent.

Masvingo province had the highest proportion of female individuals who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of 56 percent each followed by Bulawayo province with about 55 percent. Mashonaland West and Mashonaland Central provinces had the least proportion of about 50 percent each.

Figure 3.63: Percent Distribution of Individuals Aged 3+ Within Province who Used a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

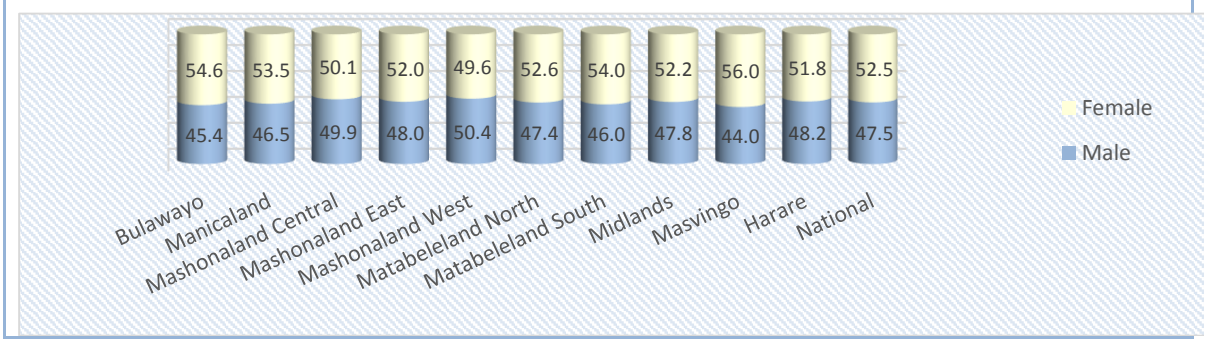


Figure 3.64 percent distribution of individuals aged 3 and above within rural and urban who used a mobile cellular telephone in the last 3 months ending 30 June 2014 classified by sex. In rural areas the proportion of male individuals aged 3 and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 was about 48 percent compared to about 52 percent for females. In urban areas the proportion of male individuals aged 3 and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 was about 47 percent compared to about 53 percent for females.

Figure 3.64: Percent Distribution of Individuals Aged 3+ Within Rural and Urban who Used a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

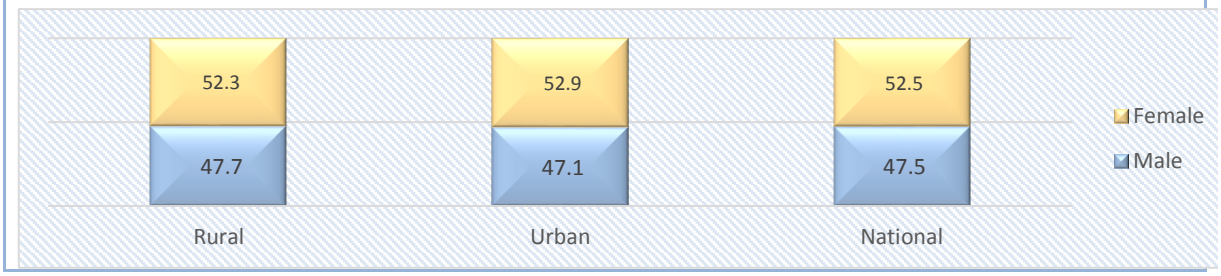


Table 3.64 shows distribution of individuals 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 classified by land use sector. Communal areas had the highest proportion of individuals 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 44 percent followed by Urban Council Areas with about 38 percent. The least proportions of less than 1 percent were for Small Scale Commercial Farming Areas, Administrative Centres, Growth Points and Other Urban Areas including Mining areas and Small Scale Commercial Farming Areas (RS).

Table 3.64: Distribution of Individuals Aged 3+ who used a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	*Number*	*Percent*
Communal Areas	3 680 415	43.9
Small Scale Commercial Farming Areas	59 857	0.7
Large Scale Commercial Farming Areas	146 241	1.7
Urban Council Areas	3 142 689	37.5
Administrative Centres	8 861	0.1
Growth Points and Other Urban Areas including Mining Areas	61 781	0.7
Small Scale Commercial Farming Areas (RS)	14 161	0.2
Large Scale Commercial Farming Areas (RS)	129 394	1.5
A1 Farms	639 949	7.6
A2 Farms	185 696	2.2
Old Resettlement Schemes	311 927	3.7
National	**8 380 971**	**100**

Figure 3.65 shows distribution of individuals 3 years and above within land use sector who used a mobile cellular telephone in the last 3 months ending 30 June 2014 classified by sex.

Large Scale Commercial Farming Areas had the highest proportion of male individuals 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 55 percent followed by A2 Farms with about 54 percent. Communal Areas had the least proportion of about 46 percent.

Communal Areas had the highest proportion of female individuals 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 54 percent followed by Urban Council Areas and Growth Points & Other Urban Areas including Mining areas with about 53 percent each. Large Scale Commercial Farming Areas had the least proportion of about 45 percent.

Figure 3.65: Percent Distribution of Individuals Aged 3+ Within Land Use Sector who used a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

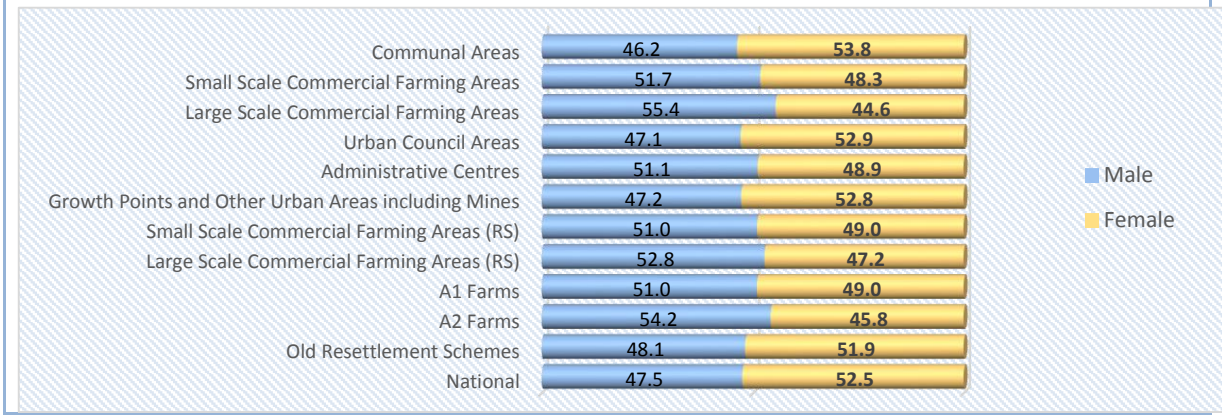


Table 3.65 shows distribution of individuals 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 classified by age group. The highest proportion of individuals 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 13 percent was in the 15-19 age group followed by the 20-24 and the 25-29 age groups with about 12 percent each. The least proportions of about 2 percent each were in the 3-4, 65-69 and 75 years & above age groups.

Table 3.65: Distribution of Individuals 3+ who used a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Age Group: ICT Household Survey 2014

Age Group	*Number*	*Percent*
3-4	180 155	2.1
5-9	569 864	6.8
10-14	827 555	9.9
15-19	1 086 428	13.0
20-24	1 034 401	12.3
25-29	960 291	11.5
30-34	883 828	10.5
35-39	698 068	8.3
40-44	548 096	6.5
45-49	374 241	4.5
50-54	326 926	3.9
55-59	265 705	3.2
60-64	230 794	2.8
65-69	157 453	1.9
70-74	102 206	1.2
75+	134 962	1.6
National	**8 380 971**	**100**

Figure 3.66 shows percent distribution of individuals aged 3 years and above within age group who used a mobile cellular telephone in the last 3 months ending 30 June 2014 classified by sex. The highest proportions of male individuals 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 50 percent each were in the 3-4, 5-9, 10-14, 15-19 and 40-44 age groups. The least proportion of about 41 percent each was in the 50-54 age group.

The highest proportion of female individuals aged 3 years and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 59 percent was in the 50-54 age group followed by the 55-59 age group with about 57 percent. The least proportions of about 50 percent each were in the 3-4, 5-9, 15-19 and 40-44 age groups.

Figure 3.66: Percent Distribution of Individuals Aged 3+ Within Age Group who used a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

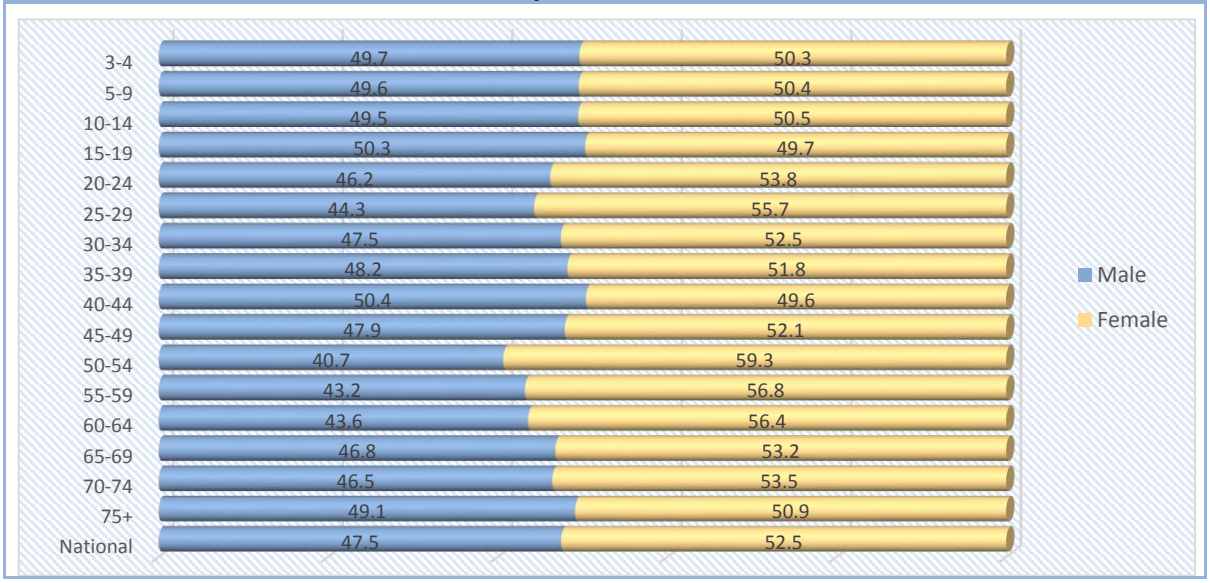


Table 3.66 shows distribution of individuals 15+ who used a mobile cellular telephone in the last 3 months ending 30 June 2014 classified by main occupation and sex. Own account worker (agriculture) had the highest proportion of individuals aged 15 and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of 36 percent followed by paid employee permanent with about 14 percent. The least proportions of less than 1 percent were for the member of producer corporative, employer and disabled/handicapped.

Table 3.66: Distribution of Individuals 15+ who used a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Main Occupation and Sex: ICT Household Survey 2014, Zimbabwe

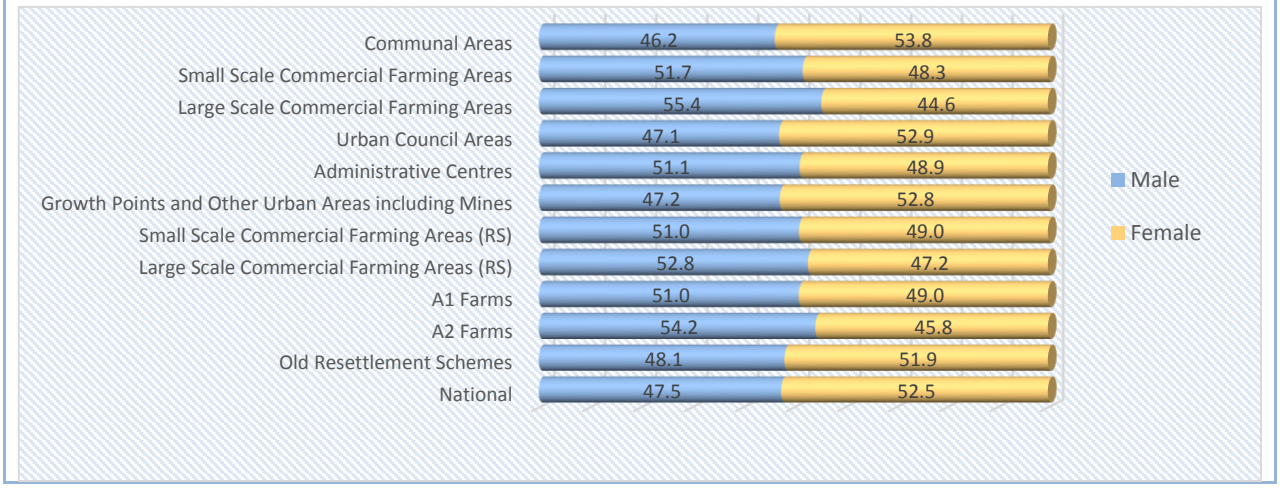
Main Occupation	Male	Female	Total	
	Number	*Number*	*Number*	*Percent*
Paid employee permanent	643 283	334 673	977 956	14.4
Paid employee casual/ temporary/ contract/ seasonal	296 694	146 646	443 340	.5
Member of producer cooperative	2 342	2 767	5 109	0.1
Employer	16 164	7 857	24 021	0.4
Own account worker(Agriculture)	1 028 933	1 421 655	2 450 588	36.0
Own account worker(Other)	409 637	340 693	750 330	11.0
Unpaid Contributing family worker	62 031	79 179	141 210	2.1
Student	395 968	330 632	726 600	10.7
Household worker	53 038	579 177	632 215	9.3
Unemployed	212 103	272 081	484 184	7.1
Retired/Too sick/Too old	71 233	83 029	154 262	2.3
Disabled/handicapped	6 950	6 632	13 582	0.2
National	**3 198 376**	**3 605 021**	**6 803 397**	**100**

Figure 3.67 shows percent distribution of individuals aged 15 and above within land use sector who used a mobile cellular telephone in the last 3 months ending 30 June 2014 classified by sex. Large Scale Commercial Farming Areas had the highest proportion of male individuals

aged 15 and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 55 percent followed by A2 Farms with about 54 percent.

Communal areas had the highest proportion of female individuals aged 15 and above who used a mobile cellular telephone in the last 3 months ending 30 June 2014 of about 54 percent followed by Urban Council Areas and Growth Points and Other Urban Areas including Mining areas with about 53 percent each.

Figure 3.67: Percent Distribution of Individuals Aged 15+ Within Land Use Sector who used a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe



3.4.2 Individuals 16 Years and above who used Mobile Cellular Phone to Send/Receive Money

Table 3.67 shows distribution of individuals aged 16 and above who used and did not use mobile cellular phone to send/receive money in the last 3 months ending 30 June 2014 classified by province. Harare province had the highest proportion of individuals aged 16 and above who used mobile cellular phone to send/receive money in the last 3 months ending 30 June 2014 of about 32 percent followed by Manicaland province with about 12 percent. The least proportions of about 2 percent each were in Matabeleland North and Matabeleland South provinces.

Manicaland province had the highest proportion of individuals aged 16 and above who did not use a mobile cellular phone to send/receive money in the last 3 months ending 30 June 2014 of about 14 percent followed by Harare and Midlands provinces of about 12 percent each. The least proportions of about 6 percent each were in Bulawayo and Matabeleland South provinces.

Table 3.67: Distribution of Individuals Aged 16+ who Used and Did Not Use Mobile Cellular Phone to Send/Receive Money in the Last 3 Months ending 30 June 2014 Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Individuals 16+Who Used a Mobile Cellular Telephone to Send or Receive Money		Individuals 16+ Who Did Not Use Mobile Cellular Telephone to Send or Receive Money		All Individuals 16+	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	173 643	7.1	309 587	6.0	483 230	6.4
Manicaland	294 721	12.1	711 471	13.8	1 006 192	13.3
Mashonaland Central	155 682	6.4	519 102	10.1	674 784	8.9
Mashonaland East	217 950	9.0	548 582	10.6	766 532	10.1
Mashonaland West	240 848	9.9	589 258	11.4	830 105	10.9
Matabeleland North	47 539	2.0	349 952	6.8	397 491	5.2
Matabeleland South	55 166	2.3	328 571	6.4	383 737	5.1
Midlands	256 770	10.6	593 919	11.5	850 689	11.2
Masvingo	220 084	9.1	578 564	11.2	798 649	10.5
Harare	766 333	31.6	635 135	12.3	1 401 469	18.5
National	**2 428 735**	**100**	**5 164 142**	**100**	**7 592 877**	**100**

Figure 3.68 shows the distribution of individuals aged 16 and above who used and did not use a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 classified by province. At national level, 32 percent of individuals aged 16 and above used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 compared to 68 percent who did not use.

Harare province had the highest proportion of individuals aged 16 and above who used mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 55 percent followed by Bulawayo province with about 36 percent. The least proportion of 12 percent was in Matabeleland North province.

Matabeleland North province had the highest proportion of individuals aged 16 and above who did not use a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of 88 percent followed by Matabeleland South province with about 86 percent. The least proportion of about 45 percent was in Harare province.

Figure 3.68: Percent Distribution of Individuals Aged 16+ who used and did not use a Mobile Cellular Phone to Send/Receive Money in the Last 3 Months ending 30 June 2014 Classified by Province: ICT Household Survey 2014, Zimbabwe

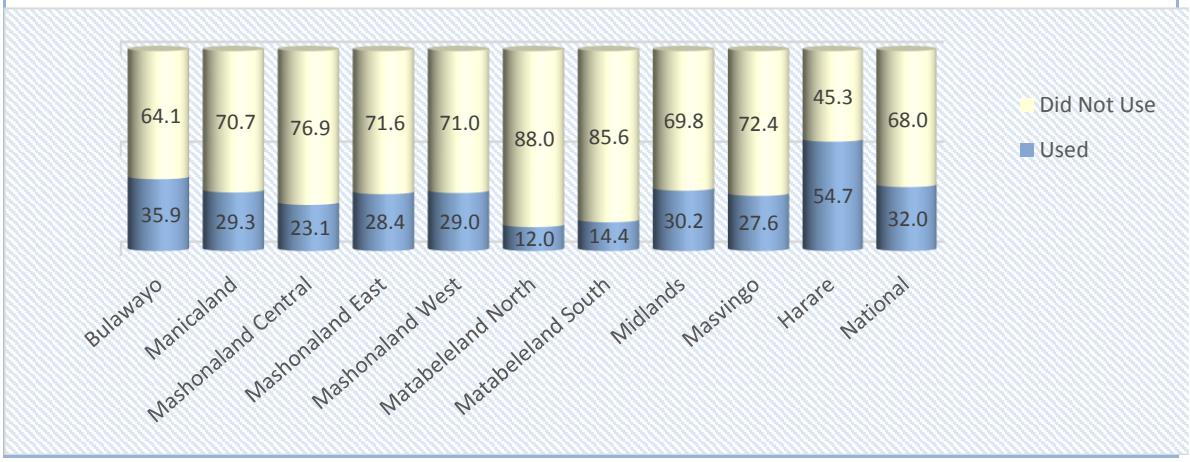


Table 3.68 shows distribution of individuals aged 16 and above who used and did not use a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 classified by rural and urban areas. The proportion of individuals aged 16 and above who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 was about 41 percent in rural areas compared to about 59 percent in urban areas.

The proportion of individuals aged 16 and above who did not use a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 was about 73 percent in rural areas compared to about 27 percent in urban areas.

Table 3.68: Distribution of Individuals Aged 16+ who used and did not use a Mobile Cellular Telephone to Send/Receive Money in the Last 3 Months ending 30 June 2014 Classified by Rural and Urban: ICT Household Survey 2014, Zimbabwe

Area	Individuals 16+Who Used a Mobile Cellular Telephone to Send or Receive Money		Individuals 16+ Who Did Not Use Mobile Cellular Telephone to Send or Receive Money		All Individuals 16+	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	1 004 687	41.4	3 793 049	73.4	4 797 735	63.2
Urban	1 424 049	58.6	1 371 094	26.6	2 795 142	36.8
National	**2 428 735**	**100**	**5 164 142**	**100**	**7 592 877**	**100**

Figure 3.69 depicts percent distribution of individuals aged 16 and above within rural and urban areas who used and did not use a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014. In rural areas the proportion of individuals aged 16 and above who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 was about 21 percent while about 79 percent did not use.

In urban areas the proportion of individuals aged 16 and above who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 was about 51 percent while about 49 percent did not use.

Figure 3.69: Percent Distribution of Individuals Aged 16+ Within Rural and Urban Areas who used and did not use a Mobile Cellular Telephone to Send/Receive Money in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

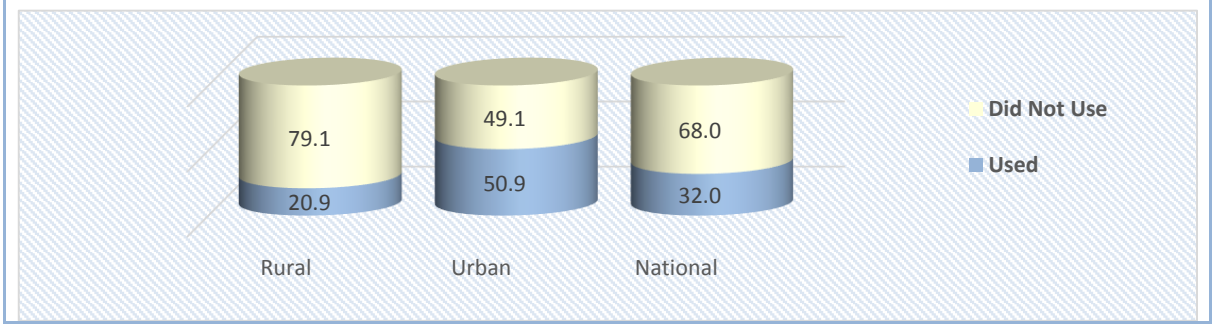


Table 3.69 shows the distribution of individuals aged 16 and above who used and did not use a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 classified by land use sector. Urban Council Areas had the highest proportion of individuals 16 years and above who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 58 percent followed by Communal Areas with about 29 percent. Administrative Centres and Small Scale Commercial Farming Areas (RS) had the least proportion of less than 1 percent.

Communal Areas had the highest proportion of individuals 16 years and above who did not use a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 52 percent followed by Urban Areas with about 26 percent. Administrative Centres and Small Scale Commercial Farming Areas (RS) had the least proportion of less than 1 percent.

Table 3.69: Distribution of Individuals Aged 16+ who used and did not use a Mobile Cellular Telephone to Send/Receive Money in the Last 3 Months ending 30 June 2014 Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Individuals 16+Who Used a Mobile Cellular Telephone to Send or Receive Money		Individuals 16+ Who Did Not Use Mobile Cellular Telephone to Send or Receive Money		All Individuals 16+	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	707 150	29.1	2 702 783	52.3	3 409 933	44.9
Small Scale Commercial Farming Areas	15 761	0.6	37 176	0.7	52 938	0.7
Large Scale Commercial Farming Areas	39 586	1.6	98 478	1.9	138 064	1.8
Urban Council Areas	1398 185	57.6	1 337 976	25.9	2 736 161	36.0
Administrative Centres	3 046	0.1	6 005	0.1	9 052	0.1
Growth Points and Other Urban Areas including Mining areas	22 817	0.9	27 112	0.5	49 929	0.7
Small Scale Commercial Farming Areas (RS)	3 823	0.2	6 572	0.1	10 395	0.1
Large Scale Commercial Farming Areas (RS)	30 331	1.2	80 896	1.6	111 227	1.5
A1 Farms	113 584	4.7	503 640	9.8	617 224	8.1
A2 Farms	38 330	1.6	146 822	2.8	185 152	2.4
Old Resettlement Schemes	56 121	2.3	216 682	4.2	272 803	3.6
National	**2 428 735**	**100**	**5 164 142**	**100**	**7 592 877**	**100**

Figure 3.70 shows percent distribution of individuals aged 16 and above within land use sector who used and did not use a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014.

Urban Council Areas had the highest proportion of individuals aged 16 and above within land use sector who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 51 percent followed by Growth Points and Other Urban Areas including Mining areas with 46 percent. The least proportion of 18 percent was in the A1 Farms.

A1 farms had the highest proportion of individuals aged 16 and above within land use sector who did not use a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 82 percent followed by Communal Areas, A2 Farms and Old Resettlement Schemes with about 79 percent each.

Figure 3.70: Percent Distribution of Individuals Aged 16+ Within Land Use Sector who used and did not use a Mobile Cellular Telephone to Send/Receive Money in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

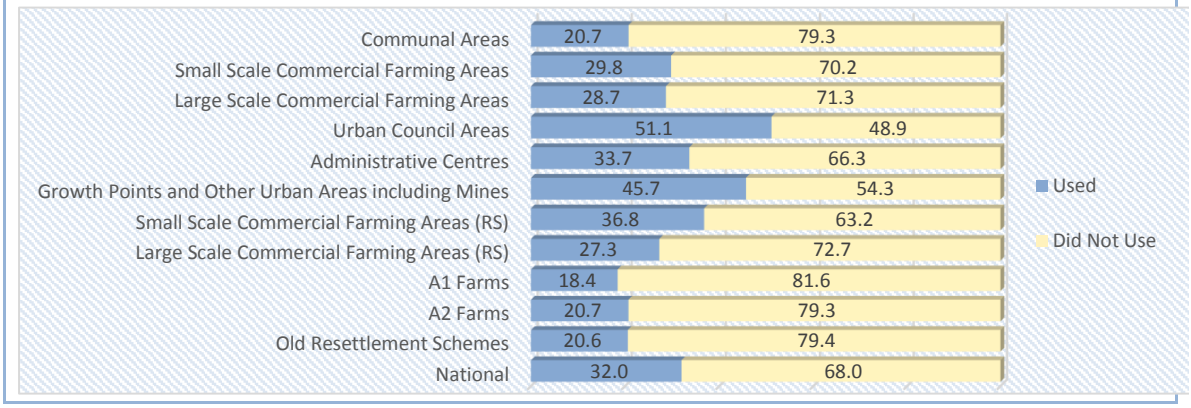


Figure 3.71 depicts percent distribution of individuals aged 16 and above within province who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 classified by sex. Mashonaland Central province had the highest proportion of male individuals aged 16 and above within land use sector who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 56 percent followed by Mashonaland West province with about 53 percent. The least proportion of about 44 percent was in Masvingo province.

Masvingo province had the highest proportion of female individuals aged 16 and above within land use sector who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 56 percent followed by Matabeleland South province with about 53 percent. The least proportion of about 45 percent was in Mashonaland Central province.

Figure 3.71: Percent Distribution of Individuals Aged 16+ Within Province who used a Mobile Cellular Telephone to Send/Receive Money in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

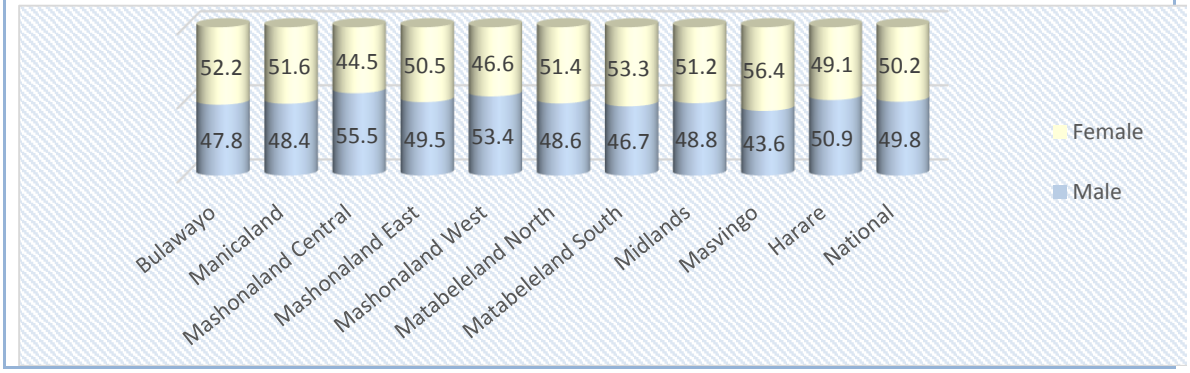


Figure 3.72 depicts percent distribution of individuals aged 16 and above within rural and urban areas who used a mobile cellular telephone to send/receive money in the last 3 months ending

30 June 2014 classified by sex. In rural areas the proportion of male individuals aged 16 and above who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 was 50 percent. The same distribution exists for urban areas.

Figure 3.72: Percent Distribution of Individuals Aged 16+ Within Rural and Urban Areas who used a Mobile Cellular Telephone to Send/Receive Money in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

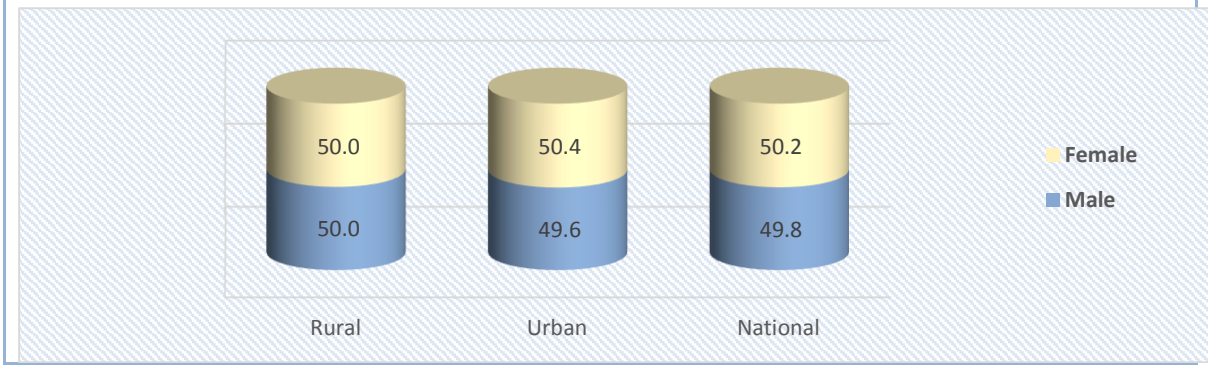


Figure 3.73 depicts percent distribution of individuals aged 16 and above within land use sector who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 classified by sex. Small Scale Commercial Farming Areas (RS) had the highest proportion of male individuals aged 16 and above who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 69 percent followed by A2 Farms with about 65 percent. The least proportion of about 46 percent was in the Communal Areas.

Communal Areas had the highest proportion of female individuals aged 16 and above within land use sector who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 54 percent followed by Growth Points and Other Urban Areas including Mining areas with about 52 percent. The least proportion of about 33 percent was in the Small Scale Commercial Farming Areas (RS).

Figure 3.73: Percent Distribution of Individuals Aged 16+ Within Land Use Sector who used a Mobile Cellular Telephone to Send/Receive Money in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

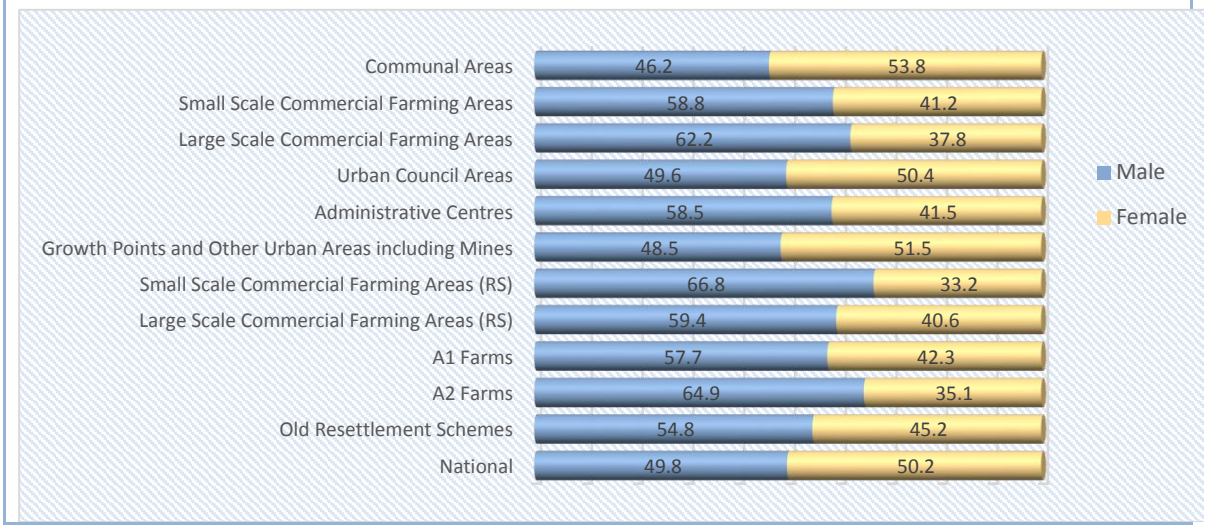


Figure 3.74 represents the percent distribution of individuals aged 16 and above within age group who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 classified by sex.

The highest proportion of male individuals aged 16 and above within age groups who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of 60 percent was in the 75 years and above age group followed by the 35-39 and 40-44 age groups with about 54 percent each. The 16-19 age group had the least proportion of about 42 percent. The highest proportion of female individuals aged 16 and above within age groups who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 58 percent was in the 16-19 age group followed by the 60-64 age group with about 54 percent. The 75+ age group had the least proportion of 40 percent.

Figure 3.74: Percent Distribution of Individuals Aged 16+ Within Age Group who used a Mobile Cellular Telephone to Send/Receive Money in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

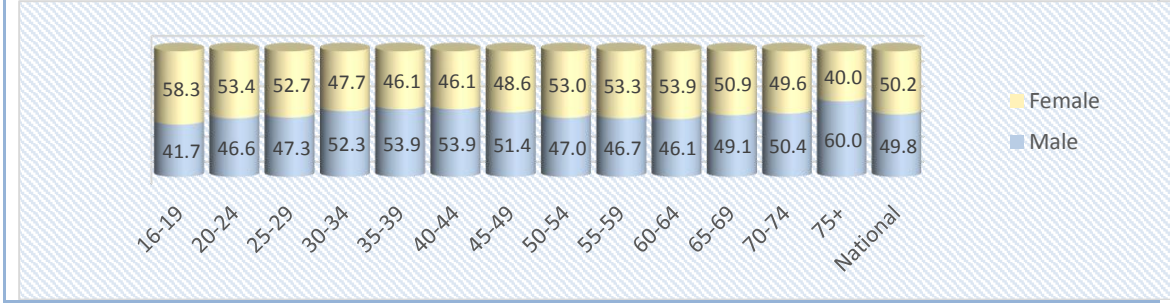
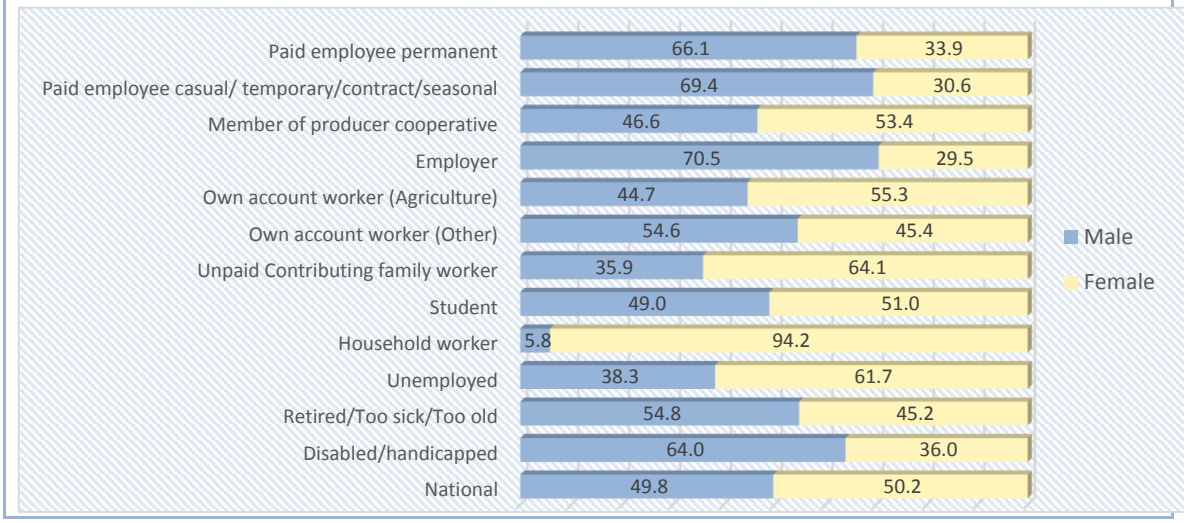


Figure 3.75 depicts percent distribution of individuals aged 16 and above within main occupation who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 classified by sex. The Employer category had the highest proportion of male individuals aged 16 and above who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 71 percent followed by the Paid Employee Casual/ Temporary/ Contract/ Seasonal with about 69 percent. Household Worker category had the least proportion of about 6 percent.

The Household Worker category had the highest proportion of female individuals aged 16 and above who used a mobile cellular telephone to send/receive money in the last 3 months ending 30 June 2014 of about 94 percent followed by the Unpaid Contributing Family Worker with about 64 percent. The Employer category had the least proportion of about 30 percent.

Figure 3.75: Percent Distribution of Individuals Aged 16+ Within Main Occupation who used a Mobile Cellular Telephone to Send/Receive Money in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe



3.4.3 Individuals 3 Years and Above Who Used a Computer

Table 3.70 shows the distribution of individuals aged 3 and above who used and did not use a computer from any location in the last 3 months ending 30 June 2014 classified by province.

Harare province had the highest proportion of individuals aged 3 and above who used a computer from any location in the last 3 months ending 30 June 2014 of about 41 percent followed by Bulawayo province with about 13 percent. The least proportion of about 2 percent was for Matabeleland North province.

Manicaland province had the highest proportion of individuals aged 3 and above who did not use a computer from any location in the last 3 months ending 30 June 2014 of about 15 percent followed by Harare province with about 13 percent. The least proportion of about 5 percent was for Bulawayo province.

Table 3.70: Distribution of Individuals Aged 3+ who Used and Did Not Use a Computer from any Location in the Last 3 Months ending 30 June 2014 Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Individuals Aged 3+ who Used a Computer in the Last 3 Months		Individuals Aged 3+ who Did Not Use a Computer in the Last 3 Months		All Individuals Aged 3+	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	207 511	13.4	494 649	4.6	702 161	5.7
Manicaland	149 469	9.7	1 586 785	14.7	1 736 254	14.1
Mashonaland Central	62 334	4.0	1 063 050	9.8	1 125 385	9.1
Mashonaland East	109 547	7.1	1 157 874	10.7	1 267 421	10.3
Mashonaland West	104 557	6.8	1 252 192	11.6	1 356 749	11.0
Matabeleland North	27 113	1.8	663 813	6.1	690 926	5.6
Matabeleland South	33 296	2.2	625 800	5.8	659 096	5.3
Midlands	137 256	8.9	1 265 709	11.7	1 402 965	11.4
Masvingo	86 106	5.6	1 313 194	12.2	1 399 300	11.3
Harare	625 897	40.6	1 372 048	12.7	1 997 945	16.2
National	**1 543 088**	**12.5**	**10 795 116**	**87.5**	**12 338 204**	**100**

Figure 3.76 shows percent distribution of individuals aged 3 and above within province who used and did not use a computer from any location in the last 3 months ending 30 June 2014.

At national level, about 13 percent of individuals aged 3 and above used a computer from any location in the last 3 months ending 30 June 2014.

In Harare province, the proportion of individuals aged 3 and above who used a computer from any location in the last 3 months ending 30 June 2014 was about 31 percent followed by Bulawayo province with about 30 percent. The least proportion of about 4 percent was in Matabeleland North province.

Matabeleland North province had the highest proportion of individuals aged 3 and above who did not use a computer from any location in the last 3 months ending 30 June 2014 of about 96 percent followed by Mashonaland Central and Matabeleland South province with about 95 percent each. The least proportion of about 69 percent was for Harare province.

Figure 3.76: Percent Distribution of Individuals Aged 3+ Within Province who Used and Did Not Use a Computer from any Location in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

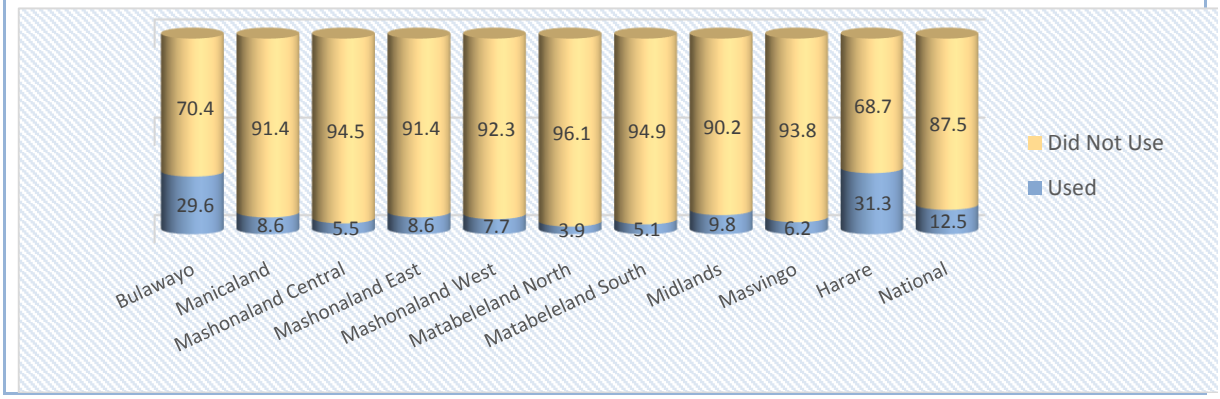


Table 3.71 shows distribution of individuals aged 3 and above who used and did not use a computer from any location in the last 3 months ending 30 June 2014 classified by rural and urban areas. The proportion of individuals aged 3 and above who used a computer from any location in the last 3 months ending 30 June 2014 was about 22 percent in rural areas compared to 78 percent for urban areas.

The proportion of individuals aged 3 and above who did not use a computer from any location in the last 3 months ending 30 June 2014 was about 73 percent in rural areas compared to about 27 percent for urban areas.

Table 3.71 : Distribution of Individuals Aged 3+ who Used and Did Not Use a Computer from any Location in the Last 3 Months ending 30 June 2014 Classified by Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

Area	Individuals Aged 3+ who Used a Computer in the Last 3 Months		Individuals Aged 3+ who Did Not Use a Computer in the Last 3 Months		All Individuals 3+	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	342 241	22.2	7 937 527	73.5	8 279 768	67.1
Urban	1 200 847	77.8	2 857 589	26.5	4 058 436	32.9
National	**1 543 088**	**100**	**10 795 116**	**100**	**12 338 204**	**100**

Figure 3.77 depicts the percent distribution of individuals aged 3 and above within province who used and did not use a computer from any location in the last 3 months ending 30 June 2014.

In rural areas the proportion of individuals 3 years and above who used a computer in the last 3 months ending 30 June 2014 was about 4 percent while the proportion of individuals 3 years and above who did not use a computer in the last 3 months ending 30 June 2014 was about 96 percent.

In urban areas the proportion of individuals 3 years and above who used a computer in the last 3 months ending 30 June 2014 was about 30 percent while the proportion of individuals 3 years and above who did not use a computer in the last 3 months ending 30 June 2014 was about 70 percent.

Figure 3.77: Percent Distribution of Individuals Aged 3+ Within Province who Used and Did Not Use a Computer from any Location in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

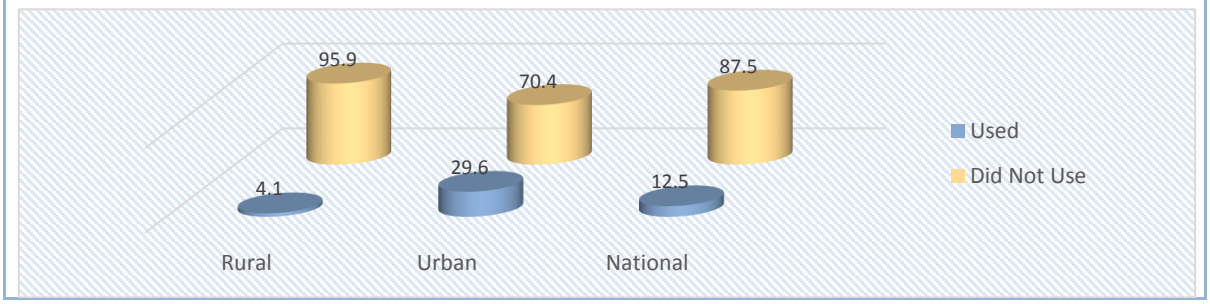


Table 3.72 shows distribution of individuals aged 3 and above who used and did not use a computer from any location in the last 3 months ending 30 June 2014 classified by land use sector. Urban Council Areas had the highest distribution of individuals aged 3 and above who used a computer from any location in the last 3 months ending 30 June 2014 classified by land use sector of about 77 percent followed by Communal Areas with 16 percent. The least proportion of less than 1 percent each were in Small Scale Commercial Farming Areas, Administrative Centres and Small Scale Commercial Farming Areas (RS).

Communal Areas had the highest distribution of individuals aged 3 and above who did not use a computer from any location in the last 3 months ending 30 June 2014 classified by land use sector of about 53 percent followed by Urban Council Areas with 26 percent. The least proportion of less than 1 percent each were in Administrative Centres and Small Scale Commercial Farming Areas (RS).

Table 3.72: Distribution of Individuals Aged 3+ who Used and Did Not Use a Computer from any Location in the Last 3 Months ending 30 June 2014 Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Individuals Aged 3+ who Used a Computer in the Last 3 Months		Individuals Aged 3+ who Did Not Use a Computer in the Last 3 Months		All Individuals 3+	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	246 449	16.0	5 762 969	53.4	6 009 419	48.7
Small Scale Commercial Farming Areas	3 209	0.2	83 903	0.8	87 112	0.7
Large Scale Commercial Farming Areas	20 554	1.3	188 895	1.7	209 448	1.7
Urban Council Areas	1 183 781	76.7	2 782 227	25.8	3 966 008	32.1
Administrative Centres	1 895	0.1	12 773	0.1	14 668	0.1
Growth Points and Other Urban Areas including Mining areas	15 171	1.0	62 588	0.6	77 760	0.6
Small Scale Commercial Farming Areas (RS)	1 375	0.1	15 721	0.1	17 096	0.1
Large Scale Commercial Farming Areas (RS)	11 113	0.7	157 004	1.5	168 117	1.4
A1 Farms	29 319	1.9	988 896	9.2	1 018 215	8.3
A2 Farms	18 668	1.2	275 995	2.6	294 663	2.4
Old Resettlement Schemes	11 553	0.7	464 145	4.3	475 698	3.9
National	**1 543 088**	**100**	**10 795 116**	**100**	**12 338 204**	**100**

Figure 3.78 depicts distribution of individuals aged 3 years and above within land use sector who used and did not use a computer from any location in the last 3 months ending 30 June 2014.

In Urban Council Areas, the proportion of individuals 3 years and above who used a computer in the last 3 months ending 30 June 2014 was about 30 percent followed by Growth Points and Other Urban Areas including Mining areas with about 20 percent.

In Old Resettlement Schemes, the proportion of individuals 3 years and above who did not use a computer in the last 3 months ending 30 June 2014 was about 98 percent followed by A1 farms with about 97 percent.

Figure 3.78: Percent Distribution of Individuals Aged 3+ Within Land Use Sector who Used and Did Not Use a Computer from any Location in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

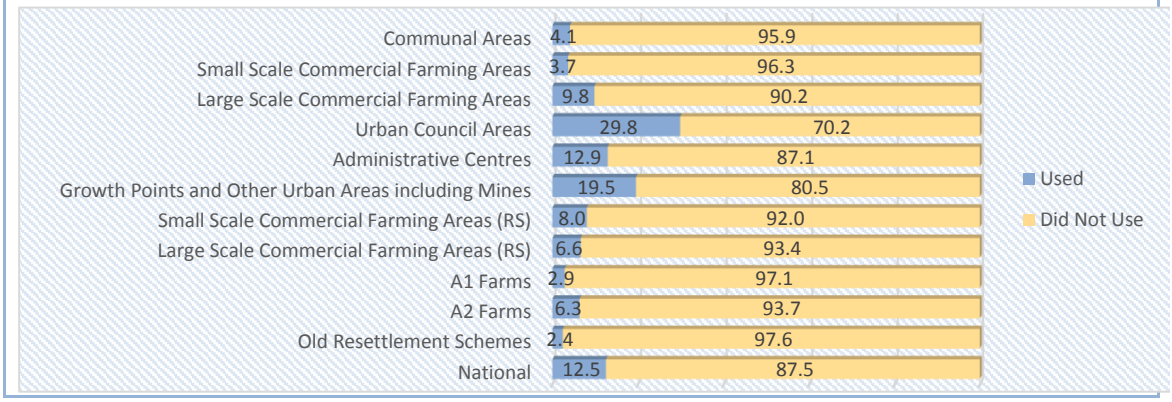


Figure 3.79 depicts percent distribution of individuals aged 3 and above within provinces who used a computer from any location in the last 3 months ending 30 June 2014 classified by sex. at national level, the proportion of male individuals aged 3 and above who used a computer from any location in the last 3 months ending 30 June 2014 was about 56 percent compared to about 44 percent for females. Masvingo and Mashonaland West provinces had the highest proportions of male individuals aged 3 and above who used a computer from any location in the last 3 months ending 30 June 2014 of about 59 percent each followed by Mashonaland Central with 58 percent.

Figure 3.79: Percent Distribution of Individuals Aged 3+ Within Provinces who Used a Computer from any Location in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

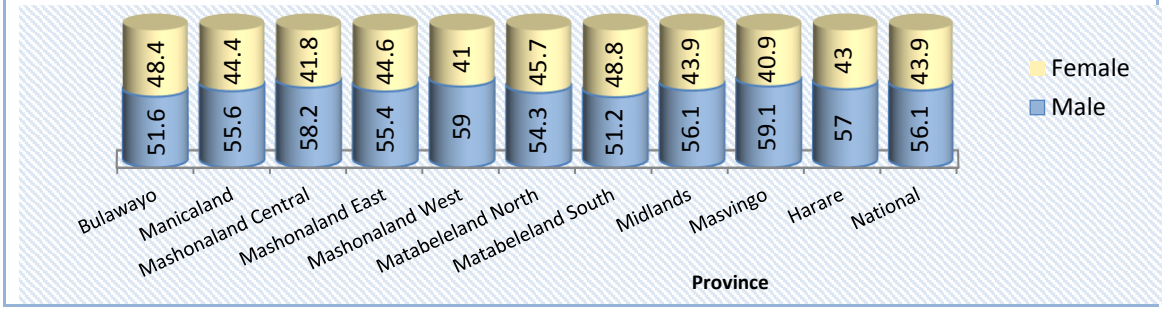


Figure 3.80 depicts percent distribution of individuals aged 3 and above within rural and urban areas who used a computer from any location in the last 3 months ending 30 June 2014 classified by sex. In rural areas, the proportion of male individuals aged 3 and above who used a computer from any location in the last 3 months ending 30 June 2014 was about 57 percent compared to about 43 percent for females. In urban areas, the proportion of male individuals aged 3 and above who used a computer from any location in the last 3 months ending 30 June 2014 was about 56 percent compared to about 44 percent for females.

Figure 3.80: Percent Distribution of Individuals Aged 3+ Within Rural and Urban Areas who Used a Computer from any Location in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

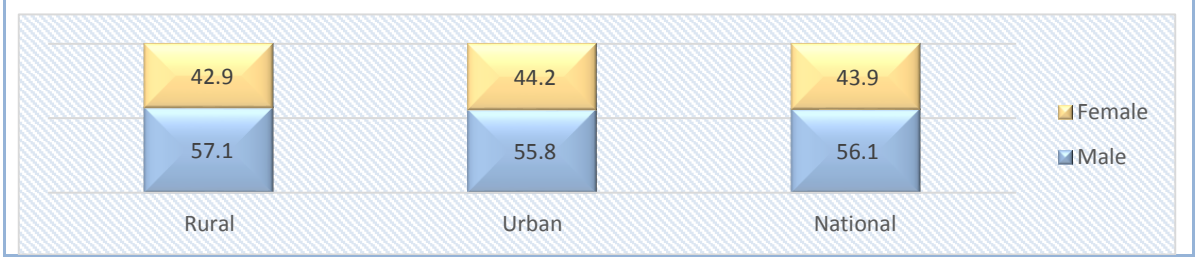


Figure 3.81 depicts percent distribution of individuals aged 3 and above within land use sector who used a computer from any location in the last 3 months ending 30 June 2014 classified by sex.

Small Scale Commercial Farming Areas (RS) had the highest proportion of male individuals aged 3 and above within land use sectors who used a computer from any location in the last 3 months ending 30 June 2014 of about 72 percent followed by Small Scale Commercial Farming Areas, Growth Points and Other Urban Areas including Mining areas and Large Scale Commercial Farming Areas (RS) A1 Farms with about 62 percent each. Communal Areas and Urban Council Areas had the least proportions of about 56 percent each.

Figure 3.81: Percent Distribution of Individuals Aged 3+ Within Land Use Sector who Used a Computer from any Location in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

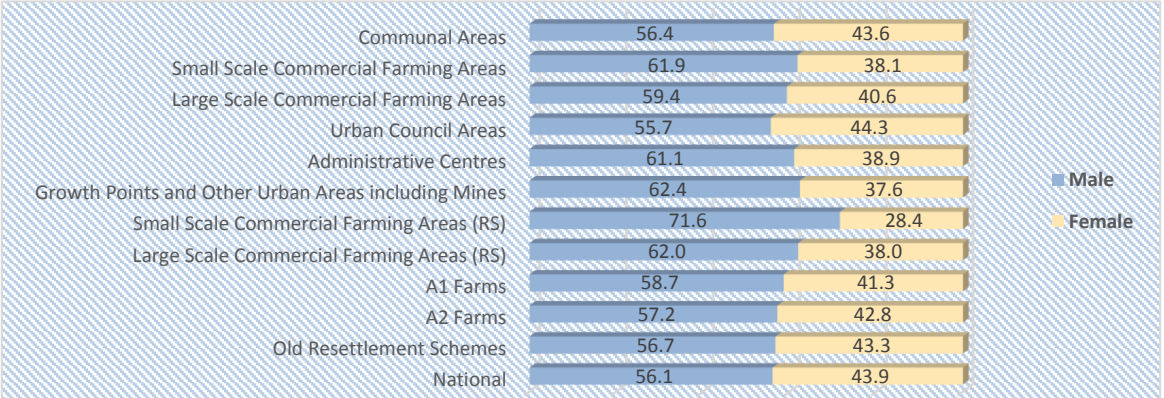


Figure 3.82 shows percent distribution of individuals aged 3 and above within age group who used a computer from any location in the last 3 months ending 30 June 2014 classified by sex. The highest proportion of individuals aged 3 and above who used a computer from any location in the last 3 months ending 30 June 2014 of about 78 percent was in the 75 years and above age group followed by about 75 percent for the 70-74 age group. The least proportion of about 47 parent was in the 3-4 age group.

Figure 3.82: Percent Distribution of Individuals Aged 3+ Within Age Group who Used a Computer from any Location in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

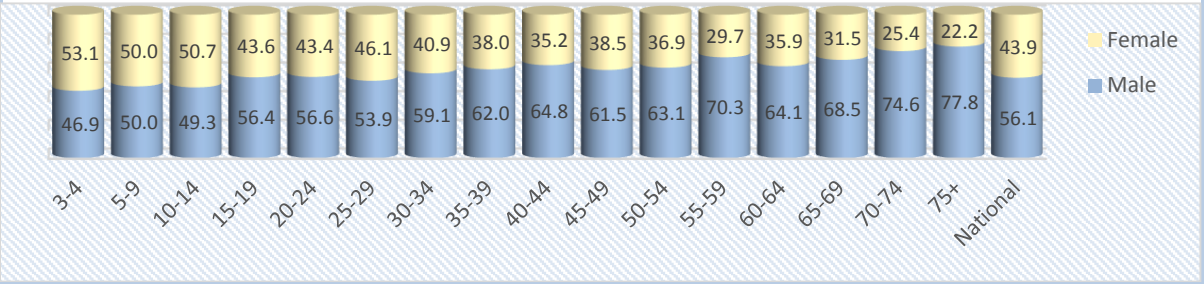
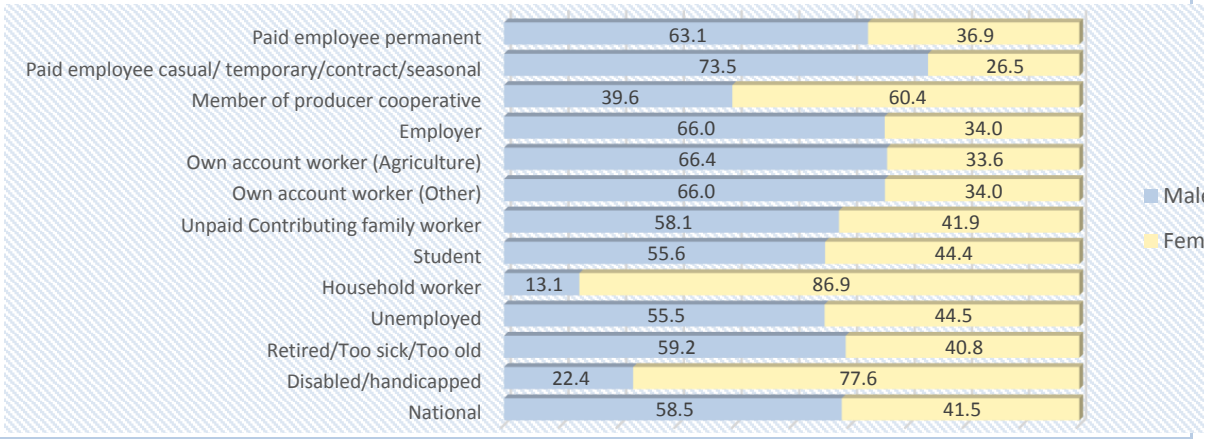


Figure 3.83 depicts percent distribution of individuals aged 3 and above within main occupation who used a computer from any location in the last 3 months ending 30 June 2014 classified by sex. Paid employee casual/ temporary/contract/seasonal category had the highest proportion of male individuals aged 3 and above who used a computer from any location in the last 3 months ending 30 June 2014 of about 74 percent followed by Employer, Own Account Worker (Agriculture) and Own Account Worker (Other) categories of about 66 percent each. The least proportion of about 13 percent was for the Household Worker category.

Figure 3.83: Percent Distribution of Individuals Aged 3+ Within Main Occupation who Used a Computer from any Location in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe



The Household Worker category had the highest proportion of female individuals aged 3 and above who used a computer from any location in the last 3 months ending 30 June 2014 of about 87 percent followed by the disabled/handicapped category of about 78 percent each.

Table 3.73 shows percent distribution of individuals aged 3 and above within province who used a computer in the last 3 months ending 30 June 2014 classified by type of computer related activity and province.

Table 3.73: Percent Distribution of Individuals Aged 3+ Who Used a Computer Within Province in the Last 3 Months ending 30 June 2014 Classified by Type of Computer Related Activity: ICT Household Survey 2014, Zimbabwe

Computer Activity	Bulawayo	Manicaland	Mashonaland Central	Mashonaland East	Mashonaland West	Matabeleland North	Matabeleland South	Midlands	Masvingo	Harare	National
Copying or moving a file or folder	15.7	13.9	15.6	13.3	11.6	12.7	18.0	11.2	14.7	15.8	**14.7**
Using copy and paste tools to duplicate or move information within a document	20.5	26.4	28.3	29.4	23.4	17.8	31.1	19.8	30.8	28.5	**26.1**
Accessing the Internet	32.9	30.2	28.0	32.2	28.0	25.0	29.8	27.2	28.6	37.3	**32.9**
Using basic arithmetic formulae in a spreadsheet	11.8	12.0	13.8	14.6	12.3	9.9	10.2	9.0	17.2	15.7	**13.7**
Connecting and installing new devices	11.0	12.4	17.3	14.6	12.6	8.7	11.3	10.6	15.7	12.7	**12.6**
Finding, downloading, installing and configuring software	1.0	1.5	2.1	5.2	4.9	4.1	3.3	2.6	3.8	3.8	**3.2**
Creating electronic presentations with presentation software	11.7	13.7	14.4	16.8	11.0	9.2	13.0	10.3	20.7	12.2	**12.9**
Transferring files between computer and other devices	30.0	24.7	25.5	27.4	20.8	16.3	26.0	20.6	24.6	23.6	**24.4**
Writing a computer programme using a specialized programming language	0.2	0.3	0.0	0.3	0.4	0.9	0.4	0.2	0.1	0.9	**0.5**
E-learning/Computer lessons	36.6	56.3	39.0	43.2	32.1	44.1	31.4	46.0	33.0	34.0	**38.4**
Playing games, streaming, or downloading games, images, videos, or movies	54.3	50.8	58.6	52.0	62.7	46.4	44.9	49.8	50.9	51.8	**52.6**
Individuals who used a computer	**207 511**	**149 469**	**62 334**	**109 547**	**104 557**	**27 113**	**33 296**	**137 256**	**86 106**	**625 897**	**1 543 088**

Table 3.74 shows percent distribution of individuals aged 3 and above who used a computer in the last 3 months ending 30 June 2014 classified by type of computer related activity and province.

Table 3.74: Percent Distribution of Individuals Aged 3+ Who Used a Computer in the Last 3 Months ending 30 June 2014 Classified by Type of Computer Related Activity and Province: ICT Household Survey 2014, Zimbabwe

Computer Activity	Bulawayo	Manicaland	Mashonaland Central	Mashonaland East	Mashonaland West	Matabeleland North	Matabeleland South	Midlands	Masvingo	Harare	National	Number
Copying or moving a file or folder	14.4	9.2	4.3	6.4	5.3	1.5	2.6	6.8	5.6	43.8	**100**	**226 414**
Using copy and paste tools to duplicate or move information within a document	10.5	9.8	4.4	8.0	6.1	1.2	2.6	6.7	6.6	44.2	**100**	**403 409**
Accessing the Internet	13.5	8.9	3.4	6.9	5.8	1.3	2.0	7.4	4.9	46.0	**100**	**507 304**
Using basic arithmetic formulae in a spreadsheet	11.6	8.5	4.1	7.6	6.1	1.3	1.6	5.9	7.0	46.4	**100**	**211 154**
Connecting and installing new devices	11.7	9.5	5.5	8.2	6.7	1.2	1.9	7.5	6.9	40.8	**100**	**195 041**
Finding, downloading, installing and configuring software	4.0	4.5	2.7	11.7	10.5	2.3	2.3	7.3	6.7	48.1	**100**	**49 222**
Creating electronic presentations with presentation software	12.3	10.3	4.5	9.2	5.8	1.3	2.2	7.1	9.0	38.4	**100**	**198 915**
Transferring files between computer and other devices	16.5	9.8	4.2	8.0	5.8	1.2	2.3	7.5	5.6	39.2	**100**	**376 893**
Writing a computer programme using a specialized programming language	5.3	5.2	0.2	4.1	4.5	2.8	1.7	3.9	0.8	71.4	**100**	**8 223**
E-learning/Computer lessons	12.8	14.2	4.1	8.0	5.7	2.0	1.8	10.7	4.8	35.9	**100**	**591 970**
Playing games, streaming, or downloading games, images, videos, or movies	13.9	9.4	4.5	7.0	8.1	1.6	1.8	8.4	5.4	39.9	**100**	**811 393**
Individuals who used a computer	13.4	9.7	4.0	7.1	6.8	1.8	2.2	8.9	5.6	40.6	**100**	**1 543 088**

Table 3.75 shows percent distribution of individuals aged 3 and above who used a computer in the last 3 months ending 30 June 2014 classified by type of computer related activity and rural and urban areas. The proportion of individuals aged 3 and above who used a computer in the last 3 months ending 30 June 2014 for E-learning computer lessons was 28 percent compared with their urban counterparts with 72 percent.

Table 3.75: Percent Distribution of Individuals Aged 3+ Who Used a Computer in the Last 3 Months ending 30 June 2014 Classified by Type of Computer Related Activity and Rural & Urban Areas: ICT Household Survey 2014, Zimbabwe

Computer Activity	Rural	Urban	National	Number
Copying or moving a file or folder	18.5	81.5	100	**226 414**
Using copy and paste tools to duplicate or move information within a document	20.4	79.6	100	**403 409**
Accessing the Internet	16.7	83.3	100	**507 304**
Using basic arithmetic formulae in a spreadsheet	18.7	81.3	100	**211 154**
Connecting and installing new devices	21.3	78.7	100	**195 041**
Finding, downloading, installing and configuring software	23.0	77.0	100	**49 222**
Creating electronic presentations with presentation software	22.1	77.9	100	**198 915**
Transferring files between computer and other devices	18.8	81.2	100	**376 893**
Writing a computer programme using a specialized programming language	1.5	98.5	100	**8 223**
E-learning/Computer lessons	28.0	72.0	100	**591 970**
Playing games, streaming, or downloading games, images, videos, or movies	20.5	79.5	100	**811 393**
Individuals who used a computer	22.2	77.8	100	**1 543 088**

Table 3.76 shows percent distribution of individuals aged 3+ within rural & urban areas who used a computer in the last 3 months ending 30 June 2014 classified by type of computer related activity. E-learning/Computer lessons and playing games, streaming, or downloading games, images, videos, or movies were the main computer related activities with the highest proportions of about 49 percent each in rural areas. In urban areas, playing games, streaming, or downloading games, images, videos, or movies was the main computer related activity with a proportion of about 54 percent.

Table 3.76: Percent Distribution of Individuals Aged 3+ Within Rural & Urban Areas Who Used a Computer in the Last 3 Months ending 30 June 2014 Classified by Type of Computer Related Activity: ICT Household Survey 2014, Zimbabwe

Computer Activity	Rural	Urban	National
Copying or moving a file or folder	12.2	15.4	**14.7**
Using copy and paste tools to duplicate or move information within a document	24.0	26.7	**26.1**
Accessing the Internet	24.8	35.2	**32.9**
Using basic arithmetic formulae in a spreadsheet	11.5	14.3	**13.7**
Connecting and installing new devices	12.1	12.8	**12.6**
Finding, downloading, installing and configuring software	3.3	3.2	**3.2**
Creating electronic presentations with presentation software	12.8	12.9	**12.9**
Transferring files between computer and other devices	20.8	25.5	**24.4**
Writing a computer programme using a specialized programming language	0.0	0.7	**0.5**
E-learning/Computer lessons	48.5	35.5	**38.4**
Playing games, streaming, or downloading games, images, videos, or movies	48.5	53.7	**52.6**
Individuals who used a computer	**342 241**	**1 200 847**	**1 543 088**

3.4.4 Individuals Aged 3 and Above Who Used the Internet

Table 3.77 shows distribution of individuals aged 3 and above who used and did not use the Internet from any location in the last 3 months ending 30 June 2014 classified by province.

Harare province had the highest proportion of individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 of about 38 percent followed by Bulawayo province with about 12 percent. The least proportion of about 2 percent was in Matabeleland North province.

Manicaland province had the highest proportion of individuals aged 3 and above who did not use the Internet from any location in the last 3 months ending 30 June 2014 of about 15 percent. The least proportion of about 4 percent was in Bulawayo province.

Table 3.77: Distribution of Individuals Aged 3+ Who Used and Did Not Use the Internet from any Location in the Last 3 Months ending 30 June 2014 Classified by Province: ICTHousehold Survey 2014, Zimbabwe

Province	Individuals 3+ who used Internet		Individuals 3+who did not use Internet		All Individuals 3+	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	243 571	12.1	458 590	4.4	702 161	5.7
Manicaland	162 944	8.1	1 573 310	15.2	1 736 254	14.1
Mashonaland Central	81 533	4.0	1 043 852	10.1	1 125 385	9.1
Mashonaland East	144 118	7.1	1 123 303	10.9	1 267 421	10.3
Mashonaland West	149 475	7.4	1 207 275	11.7	1 356 749	11.0
Matabeleland North	42 001	2.1	648 924	6.3	690 926	5.6
Matabeleland South	54 278	2.7	604 818	5.9	659 096	5.3
Midlands	173 957	8.6	1 229 008	11.9	1 402 965	11.4
Masvingo	197 492	9.8	1 201 809	11.6	1 399 300	11.3
Harare	769 746	38.1	1 228 199	11.9	1 997 945	16.2
National	**2 019 115**	**100**	**10 319 090**	**100**	**12 338 204**	**100**

Figure 3.84 depicts distribution of individuals aged 3 and above within province who used and did not use the Internet from any location in the last 3 months ending 30 June 2014. The proportion of individuals aged 3 and above within province who used the Internet from any location in the last 3 months ending 30 June 2014 was about 79 percent for both Harare and Bulawayo provinces. The least proportion of about 55 percent was in Matabeleland North province.

The proportion of individuals aged 3 and above within province who did not use the Internet from any location in the last 3 months ending 30 June 2014 was about 45 percent in Matabeleland North province followed by Mashonaland West province with about 37 percent. Harare and Bulawayo provinces had the least proportions of about 21 percent each.

Figure 3.84: Distribution of Individuals Aged 3+ Within Province Who Used and Did Not Use the Internet from any Location in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

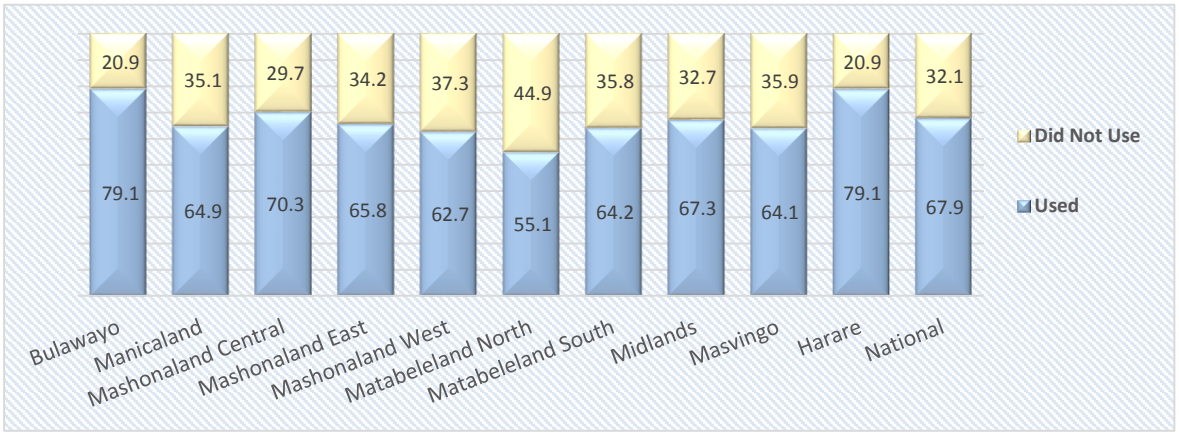


Table 3.78 shows distribution of individuals aged 3 and above who used and did not use the Internet from any location in the last 3 months ending 30 June 2014 classified by rural and urban areas. The proportion of individuals aged 3 and above within province who used the Internet from any location in the last 3 months ending 30 June 2014 was about 28 percent for rural areas compared to 72 percent for urban areas. The proportion of individuals aged 3 and above within province who did not use the Internet from any location in the last 3 months ending 30 June 2014 was about 75 percent in rural areas compared to 25 percent in urban areas.

Table 3.78: Distribution of Individuals Aged 3+ Who Used and Did Not Use the Internet from any Location in the Last 3 Months ending 30 June 2014 Classified by Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

Area	Individuals 3+ who used Internet		Individuals 3+who did not use Internet		All Individuals 3+	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	555 995	27.5	7 723 774	74.8	8 279 768	67.1
Urban	1 463 120	72.5	2 595 316	25.2	4 058 436	32.9
National	**2 019 115**	**100**	**10 319 090**	**100**	**12 338 204**	**100**

Figure 3.85 depicts distribution of individuals aged 3 and above within rural and urban areas who used or did not use the Internet from any location in the last 3 months ending 30 June 2014. The proportion of individuals aged 3 and above within rural areas who used the Internet from any location in the last 3 months ending 30 June 2014 was about 7 percent compared to

36 percent in urban areas. The proportion of individuals aged 3 and above in rural areas who did not use the Internet from any location in the last 3 months ending 30 June 2014 was about 93 percent compared to about 64 percent in urban areas.

Figure 3.85: Distribution of Individuals Aged 3+ Within Rural and Urban Areas Who Used and Did Not Use the Internet from any Location in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

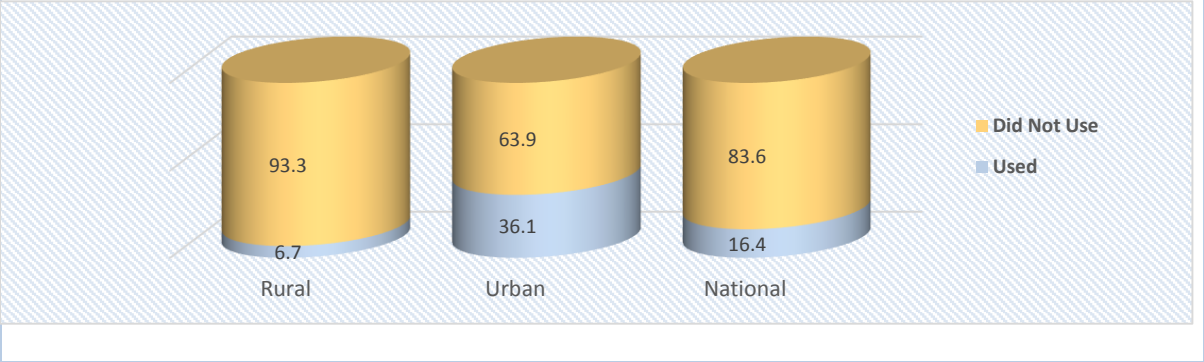


Table 3.79 shows distribution of individuals aged 3 and above who used and did not use the Internet from any location in the last 3 months ending 30 June 2014 classified by land use sector. Urban Council Areas had the highest proportion of individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 of about 71 percent followed by Communal Areas with about 19 percent. The least proportions of less than 1 percent each were for Small Scale Commercial Farming Areas, Administrative Centres and Small Scale Commercial Farming Areas (RS).

Communal Areas had the highest proportion of individuals aged 3 and above who did not use the Internet from any location in the last 3 months ending 30 June 2014 of about 55 percent followed by Urban Council Areas with about 25 percent. The least proportions of less than 1 percent each were for Administrative Centres and Small Scale Commercial Farming Areas (RS).

Table 3.79: Distribution of Individuals Aged 3+ Who Used and Did Not Use the Internet from any Location in the Last 3 Months ending 30 June 2014 Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Individuals 3+ who used Internet		Individuals 3+ who did not use Internet		All Individuals 3+	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	374 866	18.6	5 634 553	54.6	6 009 419	48.7
Small Scale Commercial Farming Areas	7 568	0.4	79 544	0.8	87 112	0.7
Large Scale Commercial Farming Areas	34 585	1.7	174 864	1.7	209 448	1.7
Urban Council Areas	1 441 520	71.4	2 524 488	24.5	3 966 008	32.1
Administrative Centres	2 153	0.1	12 515	0.1	14 668	0.1
Growth Points and Other Urban Areas including Mining areas	19 447	1.0	58 312	0.6	77 760	0.6
Small Scale Commercial Farming Areas (RS)	2 479	0.1	14 617	0.1	17 096	0.1
Large Scale Commercial Farming Areas (RS)	19 723	1.0	148 394	1.4	168 117	1.4
A1 Farms	61 730	3.1	956 485	9.3	1 018 215	8.3
A2 Farms	30 906	1.5	263 757	2.6	294 663	2.4
Old Resettlement Schemes	24 138	1.2	451 560	4.4	475 698	3.9
National	**2 019 11**	**100**	**10 319 090**	**100**	**12 338 204**	**100**

Figure 3.86 depicts percent distribution of individuals aged 3 and above within land use sector who used and did not use the Internet from any location in the last 3 months ending 30 June 2014. Urban Council Areas had the highest proportion of individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 of about 36 percent followed by Growth Points and Other Urban Areas including Mining areas with 25 percent. The least proportion of about 5 percent was for Old Resettlement Schemes.

Old Resettlement Schemes had the highest proportion of individuals aged 3 and above who did not use the Internet from any location in the last 3 months ending 30 June 2014 of about 95 percent. The least proportion of about 64 percent was for Urban Council Areas.

Figure 3.86: Percent Distribution of Individuals Aged 3+ Within Land Use Sector Who Used and Did Not Use the Internet from any Location in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

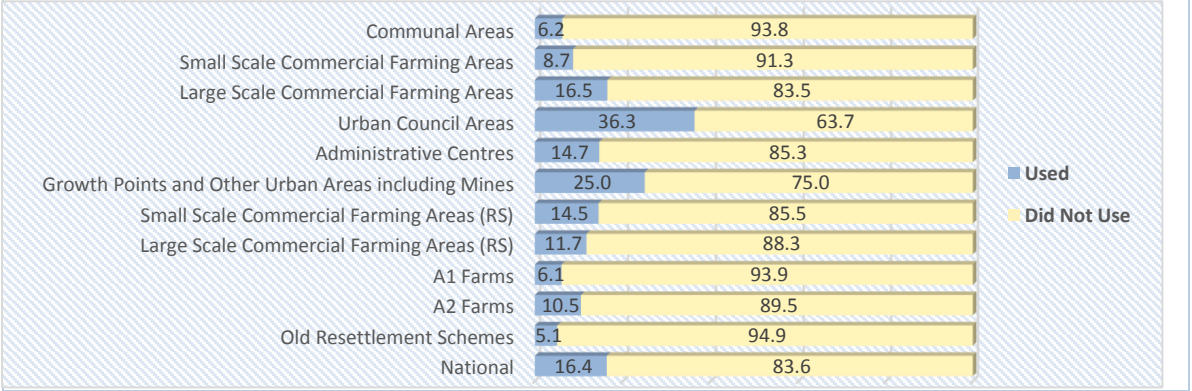


Figure 3.87 depicts percent distribution of individuals aged 3 and above within province who used the Internet from any location in the last 3 months ending 30 June 2014 classified by sex.At national level, about 54 percent of male individuals aged 3 and above used the Internet from any location in the last 3 months ending 30 June 2014 compared to about 46 percent for females.

Mashonaland Central province had the highest proportion of male individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 of about 65 percent followed by Mashonaland West province with about 60 percent. The least proportion of about 46 percent was for Bulawayo province.

Bulawayo province had the highest proportion of female individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 of about 54 percent followed by Matabeleland South province with about 53 percent. The least proportion of about 35 percent was for Mashonaland Central province.

Figure 3.87: Percent Distribution of Individuals Aged 3+ Within Province Who Used the Internet from any Location in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

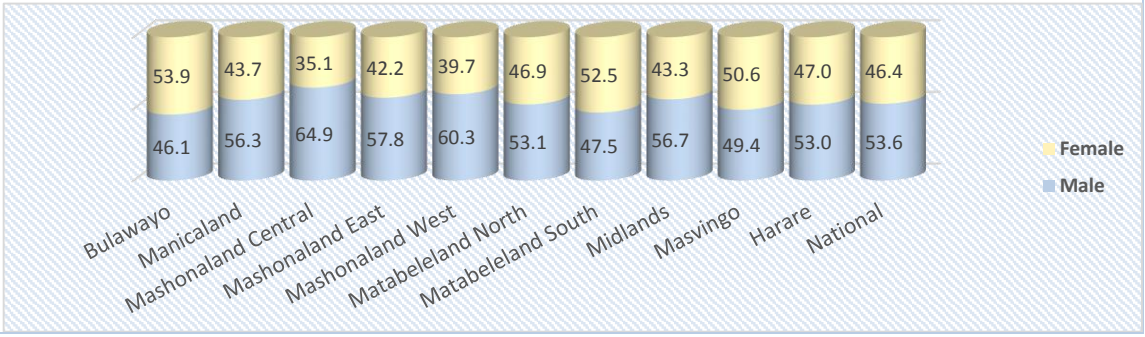


Figure 3.88 depicts percent distribution of individuals aged 3 and above within rural and urban areas who used the Internet from any location in the last 3 months ending 30 June 2014 classified by sex. In rural areas the proportion of male individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 was about 59 percent compared to about 41 percent for females.

In urban areas the proportion of male individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 was about 52 percent compared to about 48 percent for females.

Figure 3.88: Percent Distribution of Individuals Aged 3+ Within Rural and Urban Areas Who Used the Internet from any Location in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

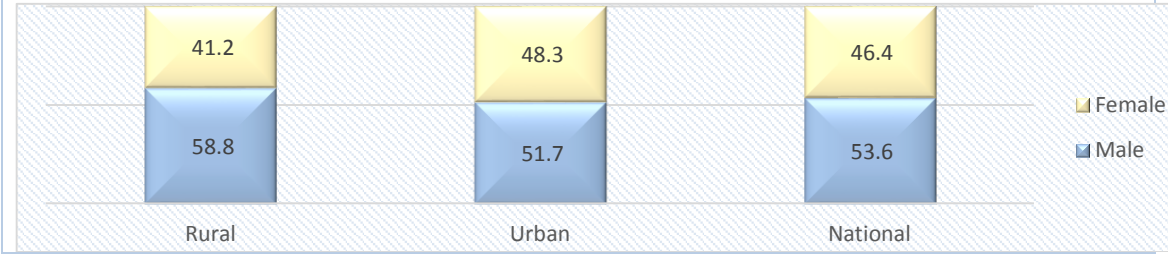


Figure 3.89 depicts distribution of individuals aged 3 and above within land use sector who used the Internet from any location in the last 3 months ending 30 June 2014 classified by sex.

Small Scale Commercial Farming Areas (RS) had the highest proportion of male individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 of about 73 percent, followed by Large Scale Commercial Farming Areas (RS) with about 69 percent. Urban Council Areas had the least proportion of about 52 percent.

Urban Council Areas had the highest proportion of female individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 of about 48 percent, followed by Communal Areas and Administrative Centres with proportions of about 45 percent each. Small Scale Commercial Farming Areas (RS) had the least proportion of about 27 percent.

Figure 3.89: Percent Distribution of Individuals Aged 3+ Within Land Use Sector Who Used the Internet from any Location in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

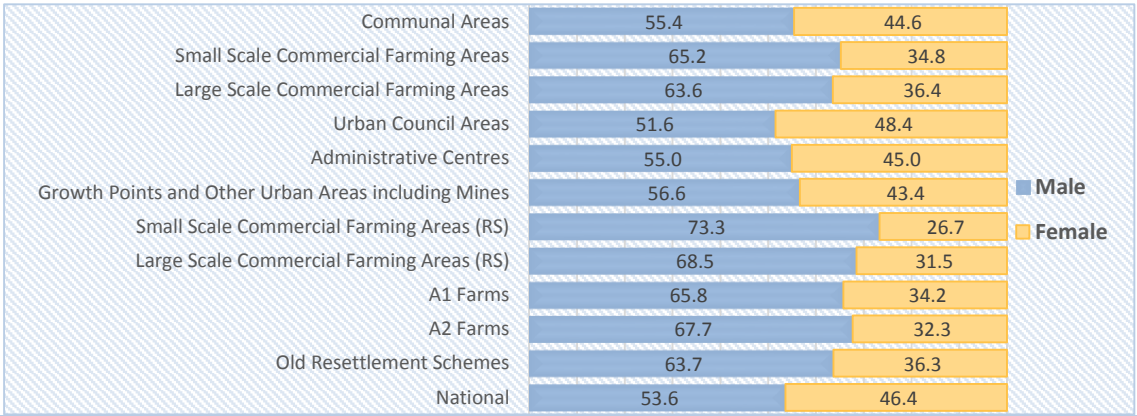


Figure 3.90 shows distribution of individuals aged 3 and above within age group who used the Internet from any location in the last 3 months ending 30 June 2014 classified by sex.

The 70-74 age group had the highest proportion of male individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 of about 66 percent followed by the 65-69 age group with about 61 percent. The least proportion of about 24 percent was in the 3-4 age group.

The 3-4 age group had the highest proportion of female individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 of about 76 percent followed by the 5-9 age group with about 53 percent. The least proportion of about 34 percent was in the 70-74 age group.

Figure 3.90: Percent Distribution of Individuals Aged 3+ Within Age Group Who Used the Internet from any Location in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

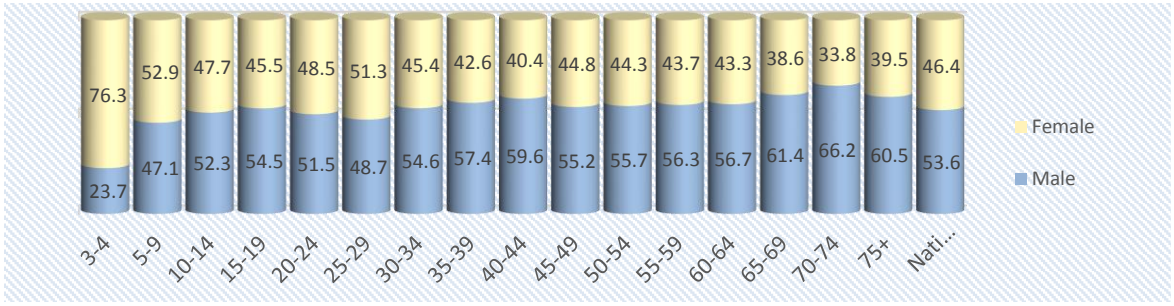


Figure 3.91 depicts distribution of individuals aged 3 and above within main occupations who used the Internet from any location in the last 3 months ending 30 June 2014 classified by sex.

The Paid employee casual/ temporary/contract/seasonal category had the highest proportion of male individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 of about 71 percent followed by the Employer category with about 67 percent. The least proportion of about 9 percent was in the Household Worker category.

The Household Worker category had the highest proportion of male individuals aged 3 and above who used the Internet from any location in the last 3 months ending 30 June 2014 of 91 percent followed by the Disabled/Handicapped category with about 56 percent. The least proportion of about 29 percent was in the Paid employee casual/ temporary/contract/seasonal category.

Figure 3.91: Percent Distribution of Individuals Aged 3+ Within Main Occupation Who Used the Internet from any Location in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe

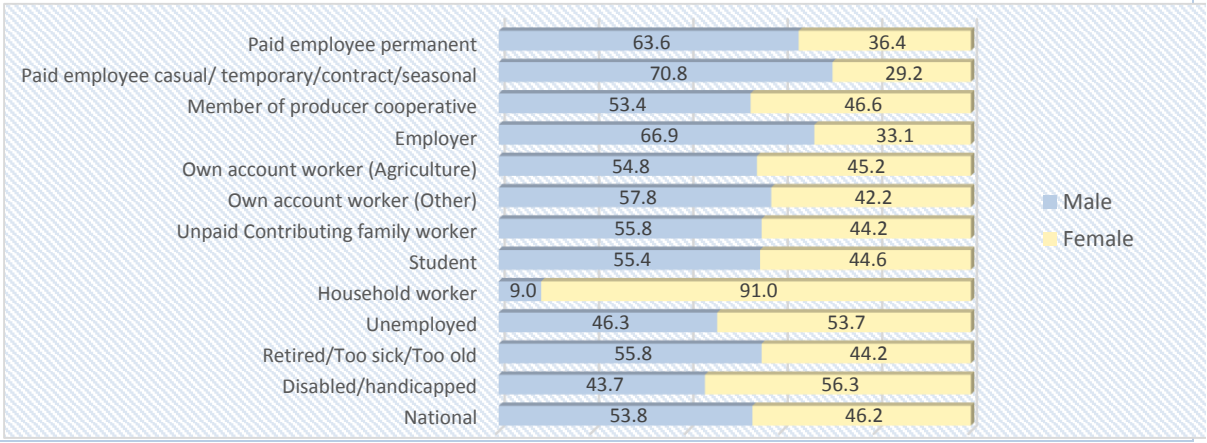


Table 3.80 shows distribution of individuals age 3 and above who used the Internet in the last 3 months ending 30 June 2014 classified by province and place where Internet was accessed.

Table 3.80: Percent Distribution of Individuals Age 3+ Who Used the Internet in the Last 3 Months ending 30 June 2014 Classified by Province and Place Where Internet was accessed: ICT Household Survey 2014, Zimbabwe

Province		At Home	At Work	Place of Education	Another Person's Home	Community Internet Access Facility (Free	Community Internet Access Facility (Paid	In Mobility	At Other Facility	Individuals 3+ who used Internet
Bulawayo		13.3	11.4	12.2	19.0	7.2	20.8	12.7	17.1	**13.3**
Manicaland		7.7	8.1	12.4	10.7	18.4	5.4	8.1	12.6	**7.7**
Mashonaland Central		3.9	3.6	3.6	3.4	11.9	3.5	4.4	10.1	**3.9**
Mashonaland East		7.2	7.5	8.7	13.1	7.7	5.5	7.0	4.7	**7.2**
Mashonaland West		8.0	6.4	4.2	8.1	9.6	7.8	4.9	5.7	**8.0**
Matabeleland North		2.3	1.9	0.8	2.0	3.1	1.2	1.6	0.9	**2.3**
Matabeleland South		2.7	3.2	1.5	2.7	3.5	1.3	3.1	2.3	**2.7**
Midlands		9.0	7.5	11.4	11.0	8.3	8.8	8.2	10.0	**9.0**
Masvingo		6.0	5.7	8.5	11.1	6.8	21.8	12.9	8.5	**6.0**
Harare		40.0	44.7	36.6	18.9	23.5	23.8	37.2	28.1	**40.0**
National	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**1 546 415**	**448 242**	**173 923**	**104 933**	**21 221**	**133 530**	**867 002**	**23 037**	**2 019 115**

Table 3.81 shows percent distribution of individuals age 3+ within province who used the Internet in the last 3 months ending 30 June 2014 classified by place where Internet was accessed. At national level, about 77 percent accessed Internet from home followed by about 43 percent in mobility.

Table 3.81: Percent Distribution of Individuals Age 3+ Within Province Who Used the Internet in the Last 3 Months ending 30 June 2014 Classified by Place Where Internet was accessed: ICT Household Survey 2014, Zimbabwe

Province	At Hom	At Work	Place of Educati on	Another Person's Home	Community Internet Access Facility (Free)	Community Internet Access Facility (Paid)	In Mobili y	At Other Facility	Individuals 3+ who used Internet
Bulawayo	84.7	21.0	8.7	8.2	0.6	11.4	45.3	1.6	243 571
Manicaland	72.7	22.2	13.3	6.9	2.4	4.5	43.2	1.8	162 944
Mashonaland Central	73.3	19.6	7.7	4.4	3.1	5.7	46.3	2.8	81 533
Mashonaland East	76.8	23.2	10.5	9.5	1.1	5.1	41.9	0.8	144 118
Mashonaland West	82.4	19.2	4.9	5.7	1.4	7.0	28.2	0.9	149 475
Matabeleland North	85.5	20.7	3.3	5.1	1.6	3.9	33.5	0.5	42 001
Matabeleland South	76.0	26.7	4.9	5.2	1.4	3.2	48.8	1.0	54 278
Midlands	80.4	19.3	11.4	6.6	1.0	6.7	40.7	1.3	173 957
Masvingo	47.3	12.9	7.5	5.9	0.7	14.7	56.6	1.0	197 492
Harare	80.3	26.1	8.3	2.6	0.6	4.1	41.9	0.8	769 746
National	**76.6**	**22.2**	**8.6**	**5.2**	**1.1**	**6.6**	**42.9**	**1.1**	**2 019 115**

Table 3.82 shows distribution of individuals aged 3 and above who used the Internet in the last 3 months ending 30 June 2014 classified by rural & urban areas and place where the Internet was accessed. In rural areas, the proportion of individuals aged 3 and above who accessed the Internet at Another Person's Home in the last 3 months ending 30 June 2014 was about 41 percent followed by Community Internet Access Facility (Free) with about 38 percent.

In urban areas, accessing the Internet at Work by individuals aged 3 and above had the highest proportion of about 81 percent followed by accessing From Home with about 76 percent.

Table 3.82: Percent Distribution of Individuals Age 3+ Who Used the Internet in the Last 3 Months ending 30 June 2014 Classified by Rural & Urban Areas and Place Where the Internet was accessed: ICT Household Survey 2014, Zimbabwe

Area		At Home	At Work	Place of Educatio n	Another Person's Home	Communit y Internet Access Facility (Free)	Communit y Internet Access Facility (Paid)	Int Mobility	Other Facility	Individuals 3+ who used Internet
Rural		24.2	19.5	28.8	40.6	37.8	29.1	25.0	33.6	24.2
Urban		75.8	80.5	71.2	59.4	62.2	70.9	75.0	66.4	75.8
lational	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**1 546 415**	**448 242**	**173 923**	**104 933**	**21 221**	**133 530**	**867 00**	**23 037**	**2 019 115**

Table 3.83 shows percent distribution of individuals aged 3 and above who used the Internet in the last 3 months ending 30 June 2014 classified by province and frequency of Internet use. The highest proportions of individuals aged 3 and above who used the Internet daily and weekly

in the last 3 months ending 30 June 2014 of about 43 and 31 percent, respectively, were for Harare province followed by Bulawayo province with about 13 and 12 percent, respectively.

The highest proportions of individuals aged 3 and above who used the Internet monthly and about once in the last 3 months ending 30 June 2014 of about 31 and 53 percent, respectively, were for Masvingo province.

Table 3.83: Percent Distribution of Individuals Age 3+ who used the Internet in the Last 3 Months ending 30 June 2014 Classified by Province and Frequency of Internet Use: ICT Household Survey 2014, Zimbabwe

Province		Daily	Weekly	Monthly	About once in three months	Individuals3+ who Used the Internet
Bulawayo		13.3	11.6	6.0	3.6	12.1
Manicaland		7.4	10.1	8.1	8.9	8.1
Mashonaland Central		4.0	4.0	4.7	4.4	4.0
Mashonaland East		6.6	9.2	8.1	5.4	7.1
Mashonaland West		6.3	10.9	9.3	6.8	7.4
Matabeleland North		2.2	1.9	2.6	0.6	2.1
Matabeleland South		2.8	2.7	2.3	0.8	2.7
Midlands		8.6	9.6	7.7	6.0	8.6
Masvingo		5.5	8.6	31.2	53.3	9.8
Harare		43.4	31.3	20.0	10.1	38.1
National	***Percent***	**100**	**100**	**100**	**100**	**100**
	Number	**1 409 314**	**398 692**	**122 104**	**89 004**	**2 019 115**

Figure 3.92 depicts percent distribution of individuals age 3 and above within province who used the Internet in the last 3 months ending 30 June 2014 classified by frequency of Internet use. Harare province had the highest proportion of individuals age 3 and above within province who used the Internet daily in the last 3 months ending 30 June 2014 of about 79 percent followed by Bulawayo province with about 77 percent.

Mashonaland West province had the highest proportion of individuals age 3 and above within province who used the Internet weekly in the last 3 months ending 30 June 2014 of 29 percent followed by Mashonaland East and Manicaland provinces with about 25 percent each. Masvingo province had the highest proportion of individuals age 3 and above within province who used the Internet monthly in the last 3 months ending 30 June 2014 of about 19 percent.

Figure 3.92: Percent Distribution of Individuals Age 3+ Within Province who used the Internet in the Last 3 Months ending 30 June 2014 Classified by Frequency of Internet Use: ICT Household Survey 2014, Zimbabwe

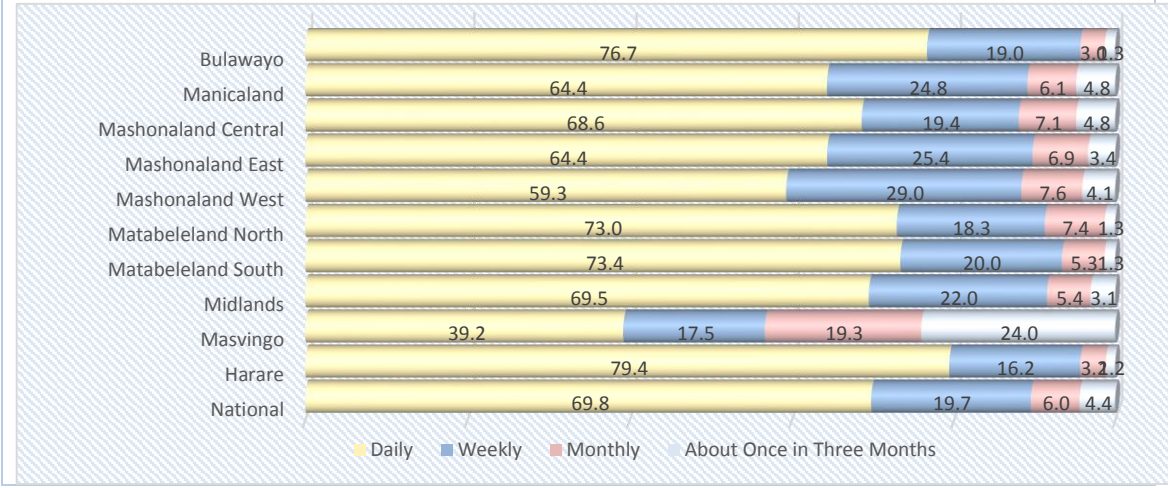


Table 3.84 shows the percent distribution of individuals age 3 and above who used the Internet in the last 3 months ending 30 June 2014 classified by rural & urban areas and frequency of Internet use. Of the individuals age 3 and above who used the Internet daily in the last 3 months ending 30 June 2014, about 20 percent were in rural areas. Individuals age 3 and above who used the Internet weekly and monthly in the last 3 months ending 30 June 2014 had proportions of about 37 percent and 51 percent, respectively, were in rural areas.

Table 3.84: Percent Distribution of Individuals Age 3+ who used the Internet in the Last 3 Months ending 30 June 2014 Classified by Rural & Urban Areas and Frequency of Internet Use: ICT Household Survey 2014, Zimbabwe

Area		Daily	Weekly	Monthly	About once in three months	Individuals3+ who Used the Internet
Rural		20.3	36.9	51.0	67.7	27.5
Urban		79.7	63.1	49.0	32.3	72.5
National	***Percent***	**100**	**100**	**100**	**100**	**100**
	Number	**1 409 314**	**398 692**	**122 104**	**89 004**	**2 019 115**

Figure 3.93 depicts percent distribution of individuals age 3 and above within rural and urban areas who used the Internet in the last 3 months ending 30 June 2014 classified by frequency of Internet use. at national level, about 70 percent of individuals aged 3 and above used the Internet daily in the last 3 months ending 30 June 2014 and about 20 percent used weekly. In rural areas, about 52 percent of individuals aged 3 and above used the Internet daily in the last 3 months ending 30 June 2014 and about 26 percent used weekly while in urban areas, about 77 percent used daily and about 17 percent used weekly.

Figure 3.93 : Percent Distribution of Individuals Age 3+ Within Rural & Urban Areas who used the Internet in the Last 3 Months ending 30 June 2014 Classified by Frequency of Internet Use: ICT Household Survey 2014, Zimbabwe

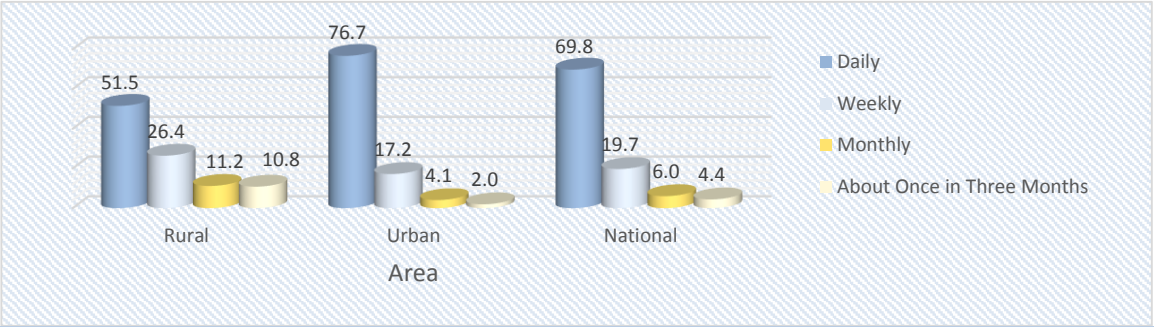


Table 3.85 shows percent distribution of individuals aged 3 and above who used the Internet in the last 3 months ending 30 June 2014 classified by land use sector and frequency of Internet use. Urban Council Areas had the highest proportions of individuals aged 3 and above who used the Internet daily, weekly and monthly in the last 3 months ending 30 June 2014 of about 78 percent, 62 percent and 48 percent, respectively.

Communal Areas had the highest proportion of individuals aged 3 and above who used the Internet about once in the last 3 months ending 30 June 2014 of about 46 percent followed by Urban Council Areas with about 32 percent.

Table 3.85: Percent Distribution of Individuals Age 3+ who used the Internet in the Last 3 Months ending 30 June 2014 Classified by Land Use Sector and Frequency of Internet Use: ICT Household Survey 2014, Zimbabwe

Land Use Sector		Daily	Weekly	Monthly	About once in three months	Individuals3+ who Used the Internet
Communal Areas		13.7	25.3	33.7	45.6	18.6
Small Scale Commercial Farming Areas		0.4	0.2	0.8	0.7	0.4
Large Scale Commercial Farming Areas		1.4	1.8	3.9	3.1	1.7
Urban Council Areas		78.4	62.4	48.3	31.5	71.4
Administrative Centres		0.1	0.2	0.1	0.3	0.1
Growth Points and Other Urban Areas including Mining areas		1.2	0.5	0.6	0.6	1.0
Small Scale Commercial Farming Areas (RS)		0.1	0.1	0.3	0.2	0.1
Large Scale Commercial Farming Areas (RS)		0.7	1.3	2.0	1.9	1.0
A1 Farms		2.2	3.8	5.4	10.4	3.1
A2 Farms		1.1	2.5	3.0	2.7	1.5
Old Resettlement Schemes		0.8	1.8	2.0	3.2	1.2
National	***Percent***	**100**	**100**	**100**	**100**	**100**
	Number	**1 409 314**	**398 692**	**122 104**	**89 004**	**2 019 115**

Figure 3.94 percent distribution of individuals age 3 and above within land use sector who used the Internet in the last 3 months ending 30 June 2014 classified by frequency of Internet use.

Growth Points and Other Urban Areas including Mining areas had the highest proportion of individuals aged 3 and above who used the Internet daily in the last 3 months ending 30 June 2014 of about 84 percent followed by Urban Council Areas with about 77 percent. The least proportion of about 47 percent was for Administrative Centres.

Administrative Centres had the highest proportion individuals age 3 and above who used the Internet weekly in the last 3 months ending 30 June 2014 of about 38 percent followed by A2 farms with about 32 percent. The least proportion of about 10 percent were from Growth Points and Other Urban Areas including Mining areas.

Figure 3.94: Percent Distribution of Individuals Age 3+ Within Land Use Sector who used the Internet in the Last 3 Months ending 30 June 2014 Classified by Frequency of Internet Use: ICT Household Survey 2014, Zimbabwe

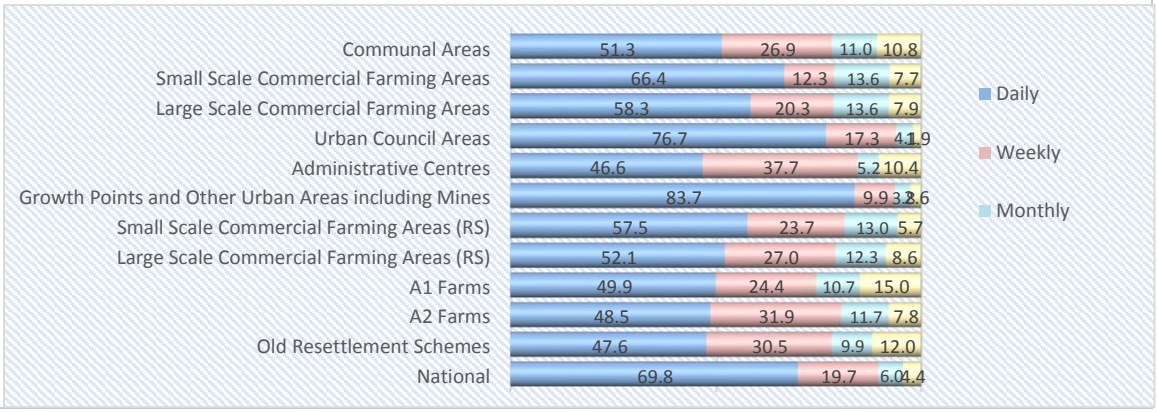


Table 3.86 shows percent distribution of individuals age 3 and above who used the Internet in the last 3 months ending 30 June 2014 classified by frequency of Internet use and age group. The 20-24 age group had the highest proportion of individuals age 3 and above who used the Internet daily in the last 3 months ending 30 June 2014 of about 20 percent followed by the 25-29 age group with about 19 percent.

The 15-19 age group had the highest proportion of individuals age 3 and above who used the Internet weekly in the last 3 months ending 30 June 2014 of about 19 percent followed by the 20-24 age group with about 17 percent. The 20-24 age group had the highest proportion of individuals age 3 and above who used the Internet monthly in the last 3 months ending 30 June 2014 of about 17 percent followed by the 15-19 age group with about 15 percent.

Table 3.86: Percent Distribution of Individuals Age 3+ who used the Internet in the Last 3 Months ending 30 June 2014 Classified by Frequency of Internet Use and Age Group: ICT Household Survey 2014, Zimbabwe

Age Group		Daily	Weekly	Monthly	About once in three months	Individuals 3+ who Used the Internet
3-4		0.0	0.2	0.3	0.1	0.1
5-9		0.4	3.9	2.0	0.6	1.2
10-14		2.3	10.6	5.7	2.2	4.2
15-19		11.7	19.2	15.3	10.0	13.3
20-24		20.3	16.7	16.5	10.9	18.9
25-29		19.2	14.4	13.5	14.0	17.7
30-34		16.0	11.5	13.4	15.4	14.9
35-39		11.2	8.1	10.8	13.0	10.7
40-44		7.7	6.8	8.3	8.4	7.6
45-49		5.0	4.1	4.8	7.0	4.9
50-54		2.8	1.7	2.9	4.9	2.7
55-59		1.8	1.5	2.2	5.7	1.9
60-64		0.9	0.7	1.7	3.0	1.0
65-69		0.4	0.4	1.3	3.2	0.6
70-74		0.1	0.2	0.9	1.5	0.3
75+		0.1	0.1	0.4	0.1	0.1
National	***Percent***	**100**	**100**	**100**	**100**	**100**
	Number	**1 409 314**	**398 692**	**122 104**	**89 004**	**2 019 115**

Figure 3.95 depicts percent distribution of individuals aged 3 and above within age group who used the Internet in the last 3 months ending 30 June 2014 classified by frequency of Internet use. The 25-29 age group had the highest proportion of individuals aged 3 and above who used the Internet daily in the last 3 months ending 30 June 2014 of about 76 percent followed by the 20-24 and 30-34 age groups with about 75 percent each.

The 5-9 age group had the highest proportion of individuals aged 3 and above who used the Internet weekly in the last 3 months ending 30 June 2014 of about 63 percent followed by the 10-14 age group with about 50 percent. The 75+ age group had the highest proportion of individuals aged 3 and above who used the Internet monthly in the last 3 months ending 30 June 2014 of about 27 percent followed by the 70-74 age group with about 21 percent.

Figure 3.95: Percent Distribution of Individuals Age 3+ Within Age Group who used the Internet in the Last 3 Months ending 30 June 2014 Classified by Frequency of Internet Use: ICT Household Survey 2014, Zimbabwe

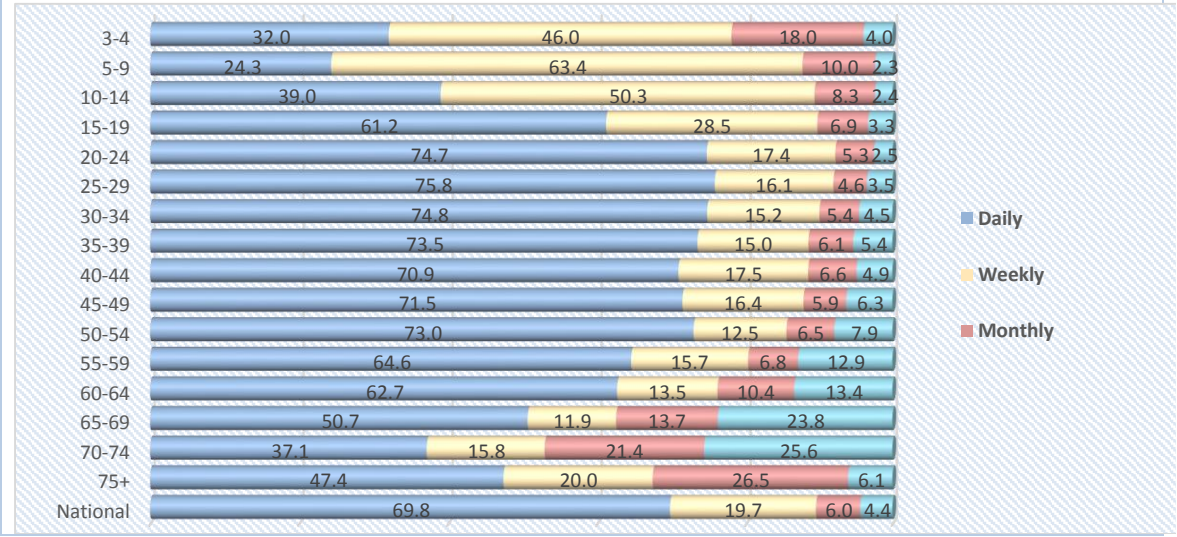


Table 3.87 shows percent distribution of individuals aged 3 and above who used the Internet in the last 3 months ending 30 June 2014 classified by frequency of Internet use and main occupation. The Paid employee permanent category had the highest proportion of individuals aged 3 and above who used the Internet daily in the last 3 months ending 30 June 2014 of about 33 percent followed by Own account worker (Other) category with about 15 percent.

The Paid employee permanent category had the highest proportion of individuals aged 3 and above who used the Internet weekly in the last 3 months ending 30 June 2014 of about 23 percent followed by Student category with about 20 percent. The least proportion of less than 1 percent is from Member of producer cooperative category

Table 3.87: Percent Distribution of Individuals Age 3+ who used the Internet in the Last 3 Months ending 30 June 2014 Classified by Frequency of Internet Use and Main Occupation: ICT Household Survey 2014, Zimbabwe

Main Occupation		Daily	Weekly	Monthly	About once in three months	Individuals 3+ who Used the Internet
Paid employee permanent		32.5	22.6	19.5	16.7	29.3
Paid employee casual/ temporary/contract/seasonal		7.9	7.6	6.6	4.6	7.6
Member of producer cooperative		0.1	0.1	0.1	0.0	0.1
Employer		1.1	0.5	0.5	0.4	1.0
Own account worker (Agriculture)		6.0	13.3	24.6	42.4	10.1
Own account worker (Other)		15.4	12.7	14.1	13.8	14.8
Unpaid Contributing family worker		1.0	1.8	1.9	2.3	1.3
Student		14.0	19.9	12.5	7.3	14.7
Household worker		10.0	10.2	11.3	7.8	10.0
Unemployed		11.1	10.3	7.9	3.6	10.4
Retired/Too sick/Too old		0.8	1.0	1.1	1.0	0.9
Disabled/handicapped		0.0	-	-	0.1	0.0
National	***Percent***	**100**	**100**	**100**	**100**	**100**
	Number	**1 370 127**	**340 262**	**112 403**	**86 381**	**1 909 173**

Figure 3.96 depicts percent distribution of individuals aged 3 and above within main occupation who used the Internet in the last 3 months ending 30 June 2014 classified by frequency of Internet use. The Employer category had the highest proportion of individuals aged 3 and above main occupation who used the Internet daily in the last 3 months ending 30 June 2014 of about 87 percent followed by the Paid employee permanent category with about 80 percent. The least proportion of about 43 percent were from Own account worker (Agriculture) category.

Figure 3.96: Percent Distribution of Individuals Age 3+ Within Main Occupation who used the Internet in the Last 3 Months ending 30 June 2014 Classified by Frequency of Internet Use: ICT Household Survey 2014, Zimbabwe

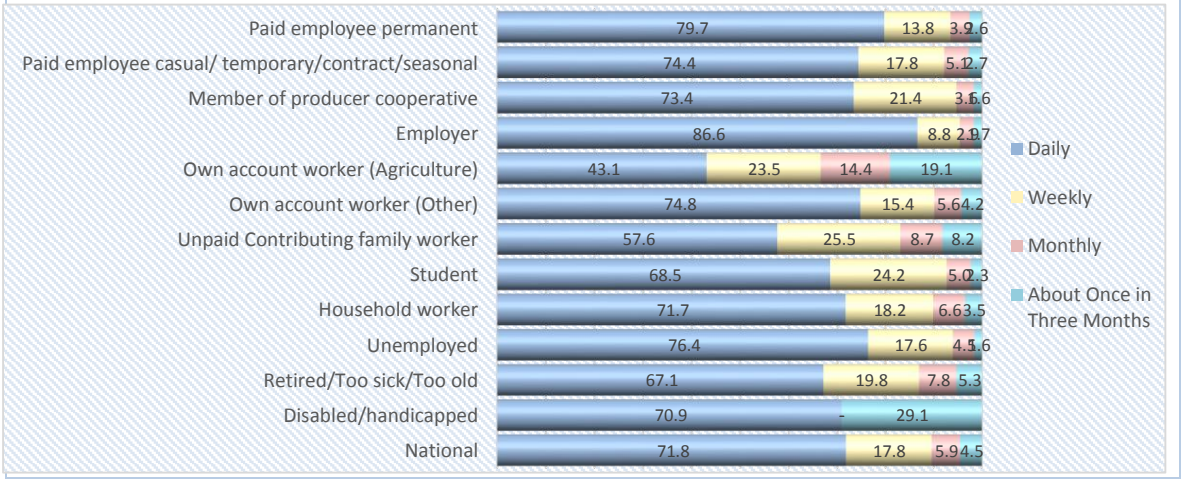


Table 3.88 presents distribution of individuals aged 3 and above who used the Internet for private purpose in the last 3 months ending 30 June 2014 classified by kind of Internet activity and rural & urban areas.

Table 3.88: Distribution of Individuals Age 3+ Who Used the Internet for Private Purpose in the Last 3 Months ending 30 June 2014 Classified by Kind of Internet Activity and Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

Internet Activities	Rural		Urban		Total	
	Number	Percent	Number	Percent	Number	Percent
Getting information about goods or services	70 462	4.5	283 706	6	354 168	5.8
Seeking health information (on injury, disease, nutrition etc.)	42 934	2.6	146 736	2.9	189 670	2.8
Making an appointment with a health practitioner via a website	5 672	0.4	20 534	0.4	26 206	0.4
Getting information from general government organizations	22 504	1.4	62 669	1.2	85 172	1.2
Interacting with general government organizations	8 421	0.6	31 188	0.6	39 609	0.6
Sending or receiving e-mail	87 489	5.8	469 822	8.9	557 311	8.3
Telephoning over the Internet/VoIP(using Skype, etc. ;include video calls via webcam)	17 150	0.9	76 667	1.4	93 818	1.4
Participating in social networks e.g. Facebook, twitter, etc.	259 794	17.4	841 367	16.8	1 101 161	16.9
Accessing chat sites, blogs, newsgroups or online discussions (WhatsApp, Nimbuz, etc.)	346 198	23.1	1 102 313	21.7	1 448 511	21.9
Purchasing or ordering goods or services(purchase orders placed via the Internet whether payment was made online)	10 914	0.7	52 243	1	63 157	1.0
Selling of goods or services (e.g. eBay, Mercado libre, Facebook, Amazon)	15 252	1.0	57 592	1.1	72 844	1.1
Using services related to travel or travel-related accommodation	4 903	0.3	28 551	0.6	33 454	0.5
Internet banking(includes electronic transaction with a bank for payment, transfers)	110 333	6.1	105 099	2.6	215 432	3.2
Doing a formal online course (in any subject).e.g. e-learning	30 524	1.9	71 075	1.3	101 599	1.4
Consult wikis (Wikipedia), online encyclopedias or other websites for formal learning purposes	40 986	2.4	172 688	3.4	213 675	3.2
Listening to web radio either paid or free of charge .e.g. ZiFM Stereo online	16 575	1.1	50 890	1	67 465	1.0
Watching web television whether paid or free of charge	8 908	0.6	36 111	0.7	45 020	0.6
Streaming or downloading games images, videos or music; playing or downloading games(either paid or free of charge) .e.g. U torrent	108 420	6.8	277 291	5.7	385 711	5.9
Downloading software or applications (includes patches and upgrades, either paid or free of charge)	46 979	2.9	197 086	4	244 065	3.8
Reading or downloading on-line newspapers or magazines, electronic books	114 602	7.2	360 259	7	474 861	7.0
Looking for a job or sending/submitting a job application online	24 388	1.6	90 844	1.8	115 232	1.8
Participating in professional networks (LinkedIn, Xing, etc.)	10 455	0.6	40 455	0.8	50 910	0.7
Managing personal/own homepage	13 672	1.0	41 866	0.9	55 538	0.9
Uploading self/user-created context to website to be shared (text, images, photos, etc.)	42 888	3.0	142 591	3	185 479	3.0

Table 3.88: Distribution of Individuals Age 3+ Who Used the Internet for Private Purpose in the Last 3 Months ending 30 June 2014 Classified by Kind of Internet Activity and Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

Internet Activities	Rural		Urban		Total	
	Number	Percent	Number	Percent	Number	Percent
Blogging (maintaining or adding content to a blog)	4 415	0.3	16 776	0.4	21 191	0.3
Posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)	11 203	0.8	40 665	0.8	51 869	0.8
Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	2 608	0.2	7 976	0.1	10 584	0.1
Using storage space on the Internet to save documents, pictures, music, video, other files (e.g. Google Drive, Dropbox, Windows Skydrive, iCloud, Amazon Cloud Drive)	39 277	2.4	100 748	2.2	140 024	2.2
Using software run over the Internet for editing text documents, spreadsheets or presentations (e.g. Google Docs, Office 365	20 859	1.3	60 988	1.3	81 846	1.3
Did not use the Internet for private purposes.	22 529	1.4	23 635	0.4	46 164	0.6
National	**1 561 315**	**100.0**	**5 010 430**	**100**	**6 571 745**	**100.0**

3.5 Postal and Courier Services

3.5.1 Distance to the Nearest Post Office

Table 3.89 presents the percent distribution of households classified by province and distance to the nearest post office. The highest proportion of households whose dwelling units were within the 5 km radius from the nearest Post Office was about 41 percent for Harare province followed by about 15 percent for Bulawayo province.

The highest proportion of households whose dwelling units were within the 5-10 km range from the nearest Post Office was about 28 percent for Harare province followed by about 16 percent for Manicaland province. The highest proportion of households whose dwelling units were over 20 km distance from the nearest Post Office was about 17 percent for Masvingo province followed by about 16 percent for Manicaland province.

Table 3.89: Percent Distribution of Household Dwelling Units Classified by Province and Distance to the Nearest Post Office: ICT Household Survey 2014, Zimbabwe

Province		Distance					
		0 < 5km	5 < 10km	10 < 15km	15 < 20km	>20km	All Households
Bulawayo		14.7	7.1	-	-	-	6.0
Manicaland		9.2	16.2	20.8	19.4	16.0	14.3
Mashonaland Central		3.1	9.3	14.1	15.0	11.7	8.8
Mashonaland East		5.7	8.1	13.6	16.7	14.1	10.6
Mashonaland West		8.1	11.7	13.8	11.7	11.2	10.4
Matabeleland North		1.6	4.7	6.5	5.6	8.2	5.1
Matabeleland South		2.3	3.5	3.6	4.5	8.7	5.1
Midlands		9.0	7.6	11.5	11.9	13.4	10.9
Masvingo		5.8	6.2	16.0	15.2	16.8	11.4
Harare		40.5	25.7	-	-	-	17.3
National	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**1 122 168**	**411 130**	**237 612**	**257 611**	**1 215 248**	**3 243 770**

Note: - represents an insignificant value of less than 0.05

Figure 3.97 depicts percent distribution of household dwelling units within province classified by distance to the nearest Post Office. At national level, about 38 percent of households had dwelling units with distances of above 20 km from the nearest Post Office while about 35 percent was within the 5 km radius.

In Bulawayo province, the highest proportion of households within the distance range of 0-5 km to the nearest Post Office was about 85 followed by Harare province with about 75 percent. The least proportion of about 11 percent was for Matabeleland North province.

Figure 3.97: Percent Distribution of Household Dwelling Units Within Province Classified by Distance to the Nearest Post Office: ICT Household Survey 2014, Zimbabwe

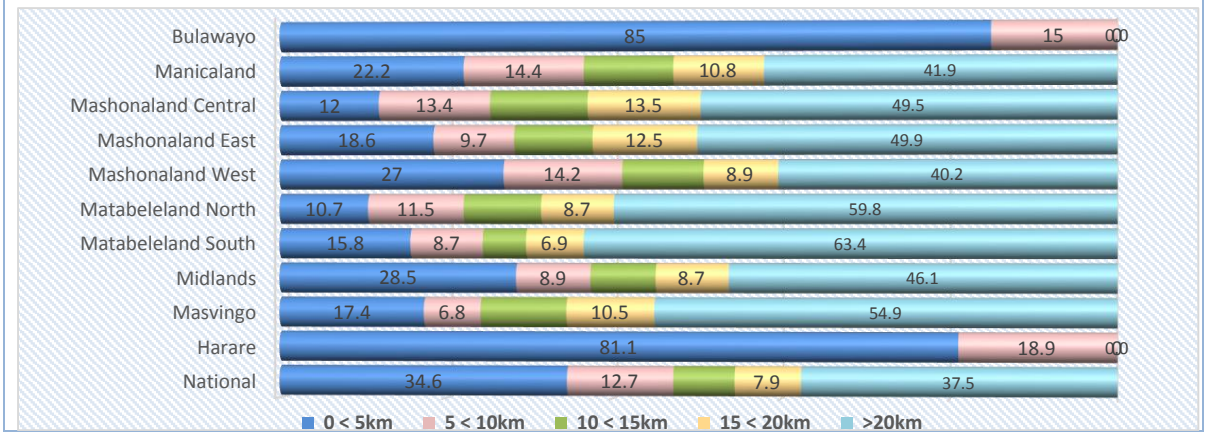


Table 3.90 shows percent distribution of household dwelling units classified by rural and urban areas and distance to the nearest Post Office. The proportion of households within the distance less than 5 km to the nearest Post Office was about 13 percent in rural areas compared to 87 percent in urban areas.

The proportion of households within the distance range of 5 to 10 km to the nearest Post Office was about 57 percent in rural areas compared to about 43 percent in urban areas. None of the urban household dwelling units were further than 10 km to the nearest Post Office.

Table 3.90: Percent Distribution of Household Dwelling Units Classified by Rural and Urban Areas and Distance to the Nearest Post Office: ICT Household Survey 2014, Zimbabwe

Area		Distance					
		0 < 5km	**5 < 10km**	**10 < 15km**	**15 < 20km**	**>20km**	**All Households**
Rural		12.8	57.2	100.0	100.0	100.0	64.4
Urban		87.2	42.8	0.0	0.0	0.0	35.6
National	***Percent***	**100**	**100**	**100**	**100**	**100**	100
	Number	**1 122 168**	**411 130**	**237 612**	**257 611**	**1 215 248**	**3 243 770**

Figure 3.98 depicts percent distribution of household dwelling units within rural and urban areas classified by distance to the nearest post office. About 58 percent of the of household dwelling units in rural areas were more than 20 km from the nearest Post Office compared to about 15 percent in urban areas. About 58 percent of the of household dwelling units in rural areas were more than 20 km from the nearest Post Office compared to about 15 percent in urban areas.

Figure 3.98: Percent Distribution of Household Dwelling Units Within Rural and Urban Areas Classified by Distance to the Nearest Post Office: ICT Household Survey 2014, Zimbabwe

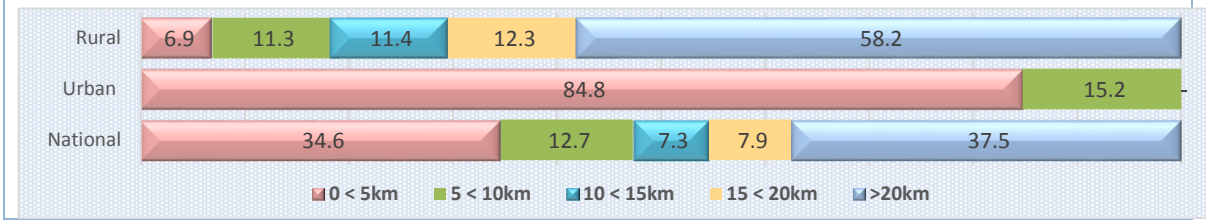


Table 3.91 presents percent distribution of household dwelling units classified by land use sector and distance to the nearest Post Office. Urban Council Areas had the highest proportion of household dwelling units of about 85 percent that were in the less than 5km distance range to the nearest Post Office followed by Communal Areas with about 9 percent.

Communal Areas had the highest proportion of household dwelling units of about 76 percent that were in the above 20 km distance range to the nearest Post Office followed by A1 farms with about 11 percent.

Table 3.91: Percent Distribution of Household Dwelling Units Classified by Land Use Sector and Distance to the Nearest Post Office: ICT Household Survey 2014, Zimbabwe

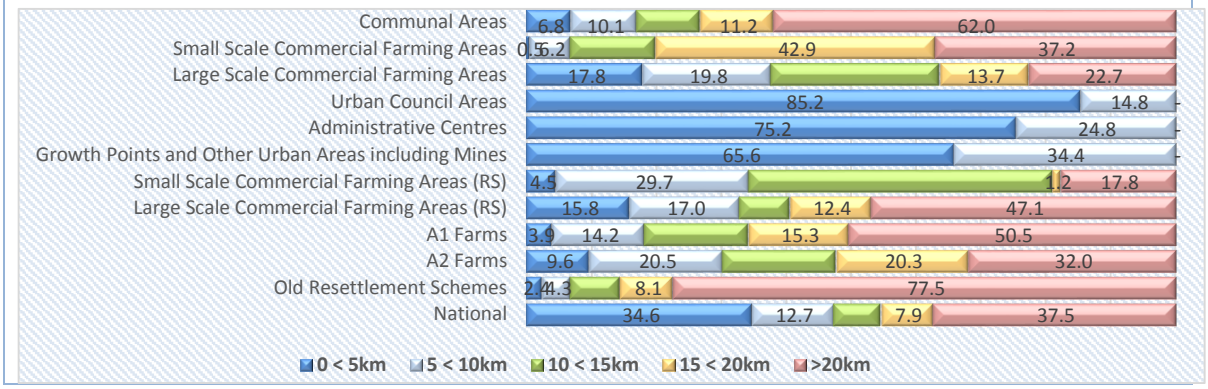
Land Use Sector		Distance					
		0 < 5km	5 < 10km	10 < 15km	15 < 20km	>20 km	All Household
Communal Areas		9.1	36.6	61.4	64.5	75.8	45.8
Small Scale Commercial Farming Areas		0.0	0.3	1.2	3.6	0.7	0.7
Large Scale Commercial Farming Areas		1.1	3.2	7.2	3.5	1.2	2.0
Urban Council Areas		85.5	40.6	-	-	-	34.7
Administrative Centres		0.3	0.3	-	-	-	0.1
Growth Points and Other Urban Areas including Mining areas		1.3	1.9	-	-	-	0.7
Small Scale Commercial Farming Areas (RS)		0.0	0.4	1.0	0.0	0.1	0.2
Large Scale Commercial Farming Areas (RS)		0.8	2.4	1.9	2.8	2.3	1.8
A1 Farms		0.9	8.8	17.2	15.1	10.6	7.8
A2 Farms		0.7	4.3	6.4	6.8	2.3	2.7
Old Resettlement Schemes		0.2	1.2	3.6	3.5	7.1	3.5
National	***Percent***	**100**	**100**	**100**	**100**	**100**	**100**
	Number	**1 122 168**	**411 130**	**237 612**	**257 611**	**1 215 248**	**3 243 770**

Note: - represents an insignificant value of less than 0.05

Figure 3.99 depicts percent distribution of household dwelling units within land use sector classified by distance to the nearest Post Office. Urban Council Areas had the highest proportion of household dwelling units of about 85 percent that were in the less than 5km

distance range to the nearest Post Office followed by Administrative Centres with about 75 percent.

Figure 3.99: Percent Distribution of Household Dwelling Units Within Land Use Sector Classified by Distance to the Nearest Post Office: ICT Household Survey 2014, Zimbabwe



Old Resettlement Schemes had the highest proportion of household dwelling units of about 78 percent that were in the above 20 km distance range to the nearest Post Office followed by Communal Areas with about 62 percent.

3.5.2 Use of Postal Services

Table 3.92 shows distribution of households that used and did not use postal services in the last 3 months ending 30 June 2014 classified by province. Harare province had the highest proportion of households that used postal services in the last 3 months ending 30 June 2014 of about 45 percent followed by Bulawayo province with about 15 percent. The least proportion of 2 percent was in Matabeleland South province. Harare and Manicaland provinces had equal proportions of households that did not use postal services in the last 3 months ending 30 June 2014 of about 15 percent each followed by Masvingo province with about 12 percent. The least proportions of about 5 percent each were in Bulawayo, Matabeleland North and South provinces.

Table 3.92: Distribution of Households that Used and Did Not Use Postal Services in the Last 3 Months ending 30 June 2014 Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Households that Used Postal Services	Percent	Households that did not Use Postal Services	Percent	All Households	Percent
Bulawayo	36 173	15.2	158 131	5.3	194 304	6.0
Manicaland	17 163	7.2	446 039	14.8	463 202	14.3
Mashonaland Central	5 095	2.1	281 300	9.4	286 395	8.8
Mashonaland East	13 868	5.8	329 895	11.0	343 763	10.6
Mashonaland West	13 861	5.8	324 826	10.8	338 687	10.4
Matabeleland North	4 733	2.0	162 000	5.4	166 733	5.1
Matabeleland South	3 879	1.6	162 016	5.4	165 895	5.1
Midlands	20 959	8.8	331 755	11.0	352 714	10.9
Masvingo	14 272	6.0	357 106	11.9	371 379	11.4
Harare	107 567	45.3	453 129	15.1	560 697	17.3
National	**237 571**	**100**	**3 006 199**	**100**	**3 243 770**	**100**

Figure 3.100 depicts percent distribution of households within province that used and did not use postal services in the last 3 months ending 30 June 2014. at national level, the proportion of households that used postal services in the last 3 months ending 30 June 2014 was about 7 percent compared to about 93 percent that did not use.

Harare and Bulawayo provinces had the highest proportions of about 19 percent each of households that used postal services in the last 3 months ending 30 June 2014 followed by Midlands province with about 6 percent. The least proportions of about 2 percent each Mashonaland Central and Matabeleland South provinces.

Mashonaland Central and Matabeleland South provinces had the highest equal proportions of households that did not use postal services in the last 3 months ending 30 June 2014 of about 98 percent each. The least proportions of about 81 percent each were for Harare and Bulawayo provinces.

Figure 3.100: Percent Distribution of Households Within Province that Used and Did Not Use Postal Services in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

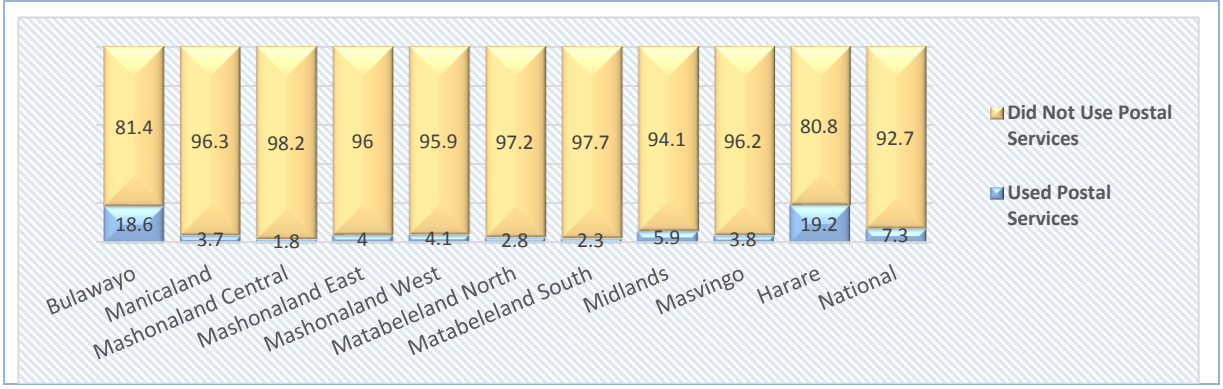


Table 3.93 shows distribution of households that used and did not use postal services in the last 3 months ending 30 June 2014 classified by rural and urban areas. About 17 percent of households that used postal services in the last 3 months ending 30 June 2014 were in rural areas compared to about 83 percent in urban areas. Of the households that did not use postal services in the last 3 months ending 30 June 2014 about 68 percent were in the rural areas.

Table 3.93: Distribution of Households that Used and Did Not Use Postal Services in the Last 3 Months ending 30 June 2014 Classified by Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

Area	Households that Used Postal Services		Households that did not Use Postal Services		All Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Rural	40 937	17.2	2 048 437	68.1	2 089 374	64.4
Urban	196 634	82.8	957 762	31.9	1 154 396	35.6
National	**237 571**	**100**	**3 006 199**	**100**	**3 243 770**	**100**

Figure 3.101 depicts percent distribution of households within rural and urban areas that used and did not use postal services in the last 3 months ending 30 June 2014. In rural areas the proportions of households that used postal services in the last 3 months ending 30 June 2014 was 2 percent compared to 98 percent that did not use. In urban areas the proportions of households that used postal services in the last 3 months ending 30 June 2014 was 17 percent compared to 83 percent that did not use.

Figure 3.101: Percent Distribution of Households Within Rural and Urban Areas that Used and Did Not Use Postal Services in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

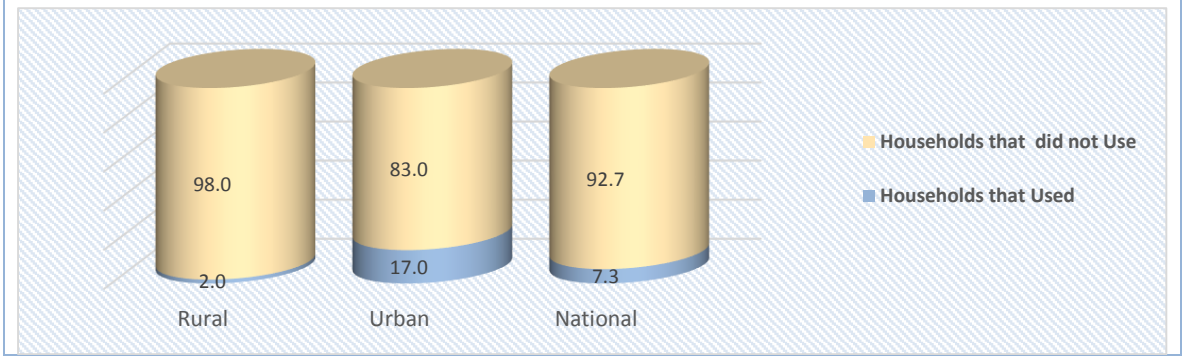


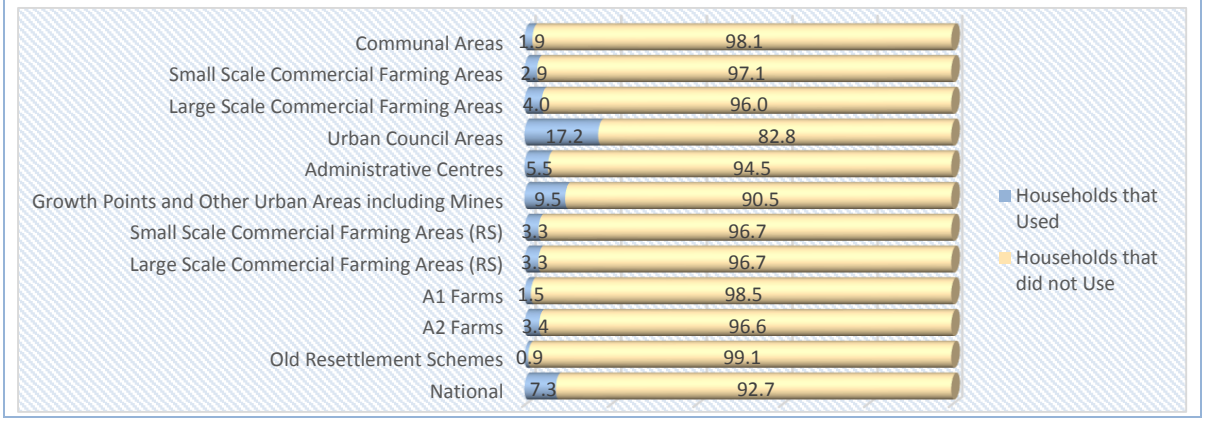
Table 3.94 shows distribution of households that used and did not use postal services in the last 3 months ending 30 June 2014 classified by land use sector. Urban Council Areas had the highest proportion of households that used postal services in the last 3 months ending 30 June 2014 of about 82 percent followed by Communal Areas with about 12 percent. Communal Areas had the highest proportion of households that did not use postal services in the last 3 months ending 30 June 2014 of about 49 percent followed by Urban Council Areas with 31 percent. The least proportion of less than one percent were Administrative Centres and Small Scale Commercial Farming Areas (RS).

Table 3.94: Distribution of Households that Used and Did Not Use Postal Services in the Last 3 Months ending 30 June 2014 Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Households that Used Postal Services		Households that did not Use Postal Services		All Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	27 778	11.7	1 457 320	48.5	1 485 098	45.8
Small Scale Commercial Farming Areas	645	0.3	21 253	0.7	21 898	0.7
Large Scale Commercial Farming Areas	2 654	1.1	63 573	2.1	66 227	2.0
Urban Council Areas	194 191	81.7	932 661	31.0	1 126 852	34.7
Administrative Centres	245	0.1	4 229	0.1	4 474	0.1
Growth Points and Other Urban Areas including Mining areas	2 198	0.9	20 873	0.7	23 071	0.7
Small Scale Commercial Farming Areas (RS)	173	0.1	5 067	0.2	5 240	0.2
Large Scale Commercial Farming Areas (RS)	1 909	0.8	56 650	1.9	58 560	1.8
A1 Farms	3 835	1.6	250 321	8.3	254 157	7.8
A2 Farms	2 970	1.3	83 193	2.8	86 164	2.7
Old Resettlement Schemes	972	0.4	111 058	3.7	112 031	3.5
National	**237 571**	**100**	**3 006 199**	**100**	**3 243 770**	**100**

Figure 3.102 shows percent distribution of households within land use sector that used and did not use postal services in the last 3 months ending 30 June 2014. Urban Council Areas had the highest proportion of households that used postal services in the last 3 months ending 30 June 2014 of about 17 percent followed by Growth Points and Other Urban Areas including Mining Areas with about 10 percent. Old Resettlement Schemes and A1 farms had the highest equal proportions of households that did not use postal services in the last 3 months ending 30 June 2014 of about 99 percent each.

Figure 3.102: Percent Distribution of Households Within Land Use Sector that Used and Did Not Use Postal Services in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe



3.5.3 Frequency of Use of Postal Services

Table 3.95 shows distribution of households that used postal services in the last 3 months ending 30 June 2014 classified by province and frequency of use of the postal services. Harare province had the highest proportion households that used postal services in the last 3 months ending 30 June 2014, of about 45 percent followed by Bulawayo with about 15 percent. The least proportions of about 2 percent each were for Mashonaland Central province, Matabeleland North and Matabeleland South provinces.

Table 3.95: Distribution of Households that Used Postal Services in the Last 3 Months ending 30 June 2014 Classified by Province and Frequency of Use of the Postal Services: ICT Household Survey 2014, Zimbabwe

Province		Daily	Weekly	Monthly	About once in 3 Months	All Households that Used Postal Services
Bulawayo		0.0	0.0	16.8	12.8	15.2
Manicaland		0.0	15.5	6.0	9.2	7.2
Mashonaland Central		0.0	1.9	1.2	3.9	2.1
Mashonaland East		0.0	2.4	5.4	6.6	5.8
Mashonaland West		0.0	5.0	4.8	7.6	5.8
Matabeleland North		0.0	4.3	1.6	2.6	2.0
Matabeleland South		0.0	4.2	1.0	2.7	1.6
Midlands		0.0	6.4	7.7	10.9	8.8
Masvingo		0.0	-	4.1	9.6	6.0
Harare		0.0	60.2	51.2	34.1	45.3
National	***Percent***	0.0	**100**	**100**	**100**	**100**
	Number	0.0	**2 320**	**151 488**	**83 762**	**237 571**

Figure 3.103 depicts percent distribution of households within province that used postal services in the last 3 months ending 30 June 2014. Harare province had the highest distribution of households within province that used postal services weekly in the last 3 months ending 30 June 2014 of about 72 percent followed by Bulawayo province with about 71 percent. The least proportion of about 35 percent were from Mashonaland Central province.

Mashonaland Central province had the highest distribution of households within province that used postal services monthly in the last 3 months ending 30 June 2014 of about 64 percent followed by Matabeleland province with about 58 percent. The least proportion of about 27 percent were from Harare province.

Figure 3.103: Percent Distribution of Households Within Province that Used Postal Services in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

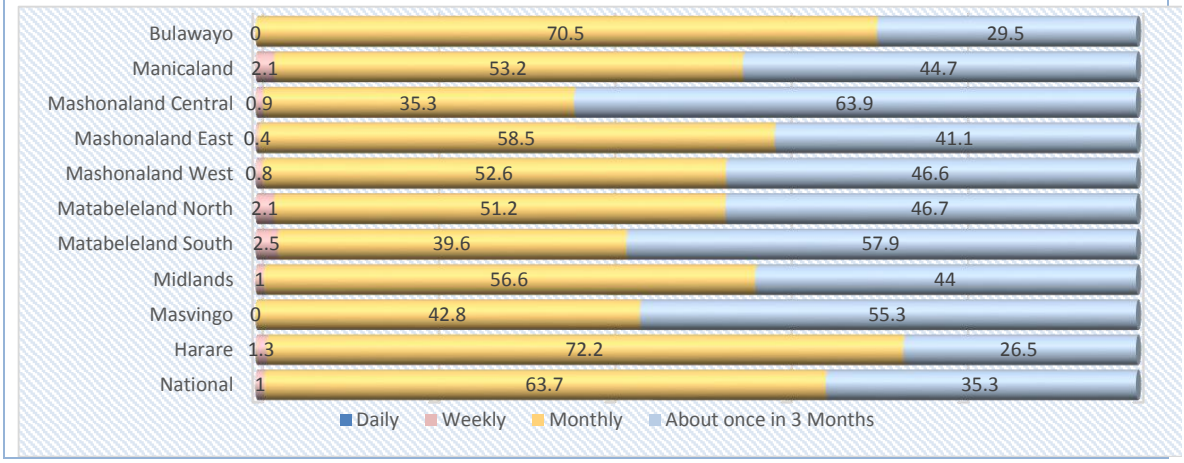


Table 3.96 shows distribution of households that used postal services in the last 3 months ending 30 June 2014 classified by rural and urban areas and frequency of use of the postal services. About 17 percent of the households that used postal services in the last 3 months ending 30 June 2014 were in rural areas compared to about 83 percent in urban areas.

Table 3.96: Distribution of Households that Used Postal Services in the Last 3 Months ending 30 June 2014 Classified by Rural & Urban Areas and Frequency of Use of the Postal Services: ICT Household Survey 2014, Zimbabwe

Area		Daily	Weekly	Monthly	About once in 3 Months	All Households that Used Postal Services
Rural		-	-	12.1	26.9	17.2
Urban		-	100	87.9	73.1	82.8
National	***Percent***	**-**	**100**	**100**	**100**	**100**
	Number	**-**	**2 320**	**151488**	**83 762**	**237 571**

Figure 3.104 depicts percent distribution of households within rural and urban areas that used postal services in the last 3 months ending 30 June 2014. In rural areas the proportions of households that used postal services monthly in the last 3 months ending 30 June 2014, was about 45 percent compared to 55 percent who used the service about once in 3 months.

In urban areas, the proportion of households that used postal services weekly in the last 3 months ending 30 June 2014 was only 1 percent compared to about 68 percent that used the service monthly.

Figure 3.104: Percent Distribution of Households Within Rural and Urban Areas that Used Postal Services in the Last 3 Months ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

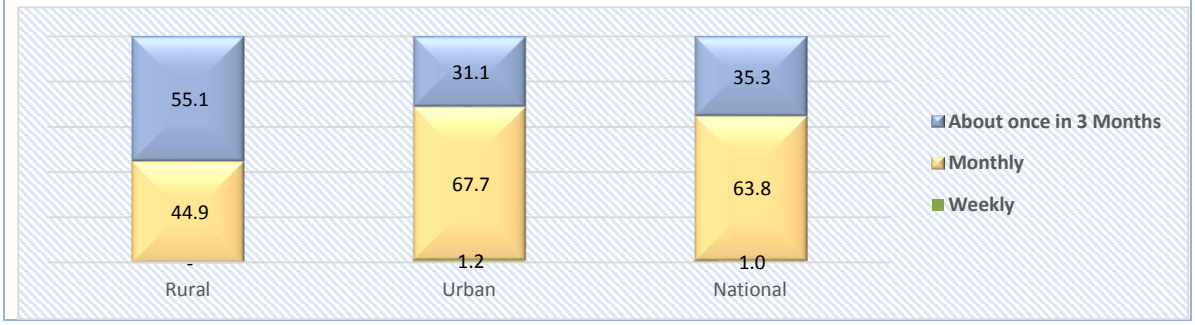


Table 3.97 shows distribution of households that used postal services in the last 3 months ending 30 June 2014 classified by land use sector and frequency of use. Urban Council Areas accounted for 100 and 87 percent of all households that used postal services weekly and monthly, respectively, in the last 3 months ending 30 June 2014. Urban Council Areas also accounted for about 72 percent of the households that used postal services once in the last 3 months.

Table 3.97: Distribution of Households that Used Postal Services in the Last 3 Months ending 30 June 2014 Classified by Land Use Sector and Frequency of Use: ICT Household Survey 2014, Zimbabwe

Land Use Sector		Daily	Weekly	Monthly	About once in 3 Months	All Households that Used Postal Services
Communal Areas		-	-	7.5	19.7	-
Small Scale Commercial Farming Areas		-	-	0.2	0.4	-
Large Scale Commercial Farming Areas		-	-	0.7	1.9	-
Urban Council Areas		-	100	87.0	71.8	100
Administrative Centres		-	-	0.1	0.1	-
Growth Points and Other Urban Areas including Mining areas		-	-	0.8	1.2	-
Small Scale Commercial Farming Areas (RS)		-	-	-	0.2	-
Large Scale Commercial Farming Areas (RS)		-	-	1.0	0.6	-
A1 Farms		-	-	1.2	2.3	-
A2 Farms		-	-	1.6	0.7	-
Old Resettlement Schemes		-	-	-	1.2	-
National	***Percent***	**-**	**100**	**100**	**100**	**100**
	Number	**-**	**2 320**	**151 488**	**83 762**	**237 571**

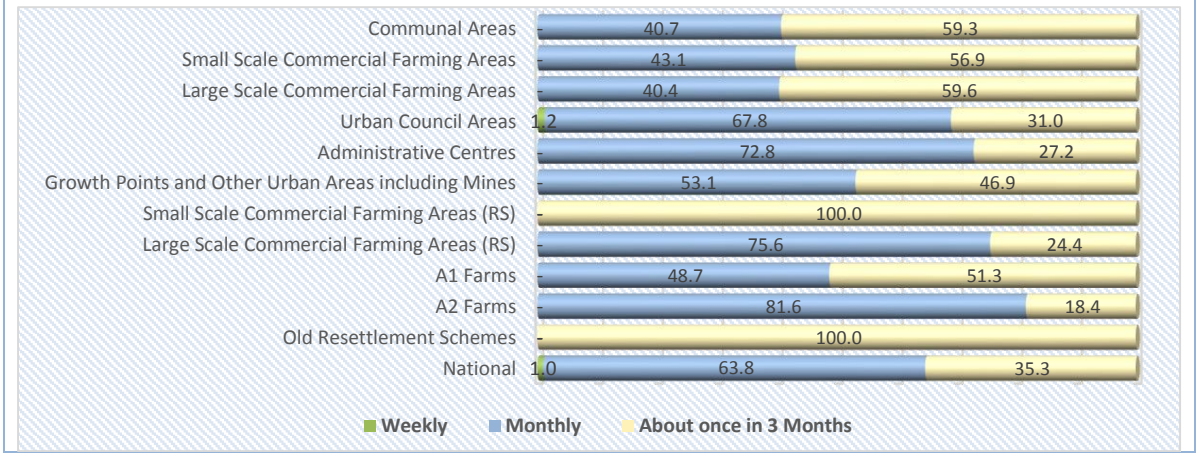
Note: - represents an insignificant value of less than 0.05

Figure 3.105 shows percent distribution of households within land use sector that used postal services in the last 3 months ending 30 June 2014 classified by frequency of use. Only Urban Council Areas had households within land use sector that used postal services weekly in the last 3 months ending 30 June 2014 with a proportion of about 1 percent.

A2 Farms had the highest proportion of households within land use sector that used postal services monthly in the last 3 months ending 30 June 2014 of about 82 percent followed by Large Scale Commercial Farming Areas (RS) with about 76 percent.

Small Scale Commercial Farming Areas (RS) and Old Resettlement Schemes had the highest proportions of households within land use sector that used postal services once in the last 3 months ending 30 June 2014 of 100 percent each.

Figure 3.105: Percent Distribution of Households Within Land Use Sector that Used Postal Services in the Last 3 Months ending 30 June 2014 Classified by Frequency of Use: ICT Household Survey 2014, Zimbabwe



3.5.4 Use of Courier Services

Table 3.98 shows distribution of households that used and did not use courier services in the last 3 months ending 30 June 2014 classified by province. Harare province had the highest proportion of households that used courier services in the last 3 months ending 30 June 2014 of 46 percent followed by Bulawayo province with about 16 percent. The least proportion of about 1 percent was for Mashonaland Central.

Harare province had the highest proportion of households that did not use courier services in the last 3 months ending 30 June 2014 of 17 percent followed by Manicaland province with about 15 percent. The least proportions of about 5 percent each was for Matabeleland North and South provinces.

Table 3.98: Distribution of Households that Used and Did Not Use Courier Services in the Last 3 Months Ending 30 June 2014 Classified By Province: ICT Household Survey 2014, Zimbabwe

Province	Households that Used Courier Services		Households that did not Use Courier Services		All Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Bulawayo	12 773	15.8	181 531	5.7	194 304	6.0
Manicaland	5 384	6.7	457 818	14.5	463 202	14.3
Mashonaland Central	917	1.1	285 478	9.0	286 395	8.8
Mashonaland East	3 761	4.7	340 002	10.7	343 763	10.6
Mashonaland West	3 677	4.6	335 010	10.6	338 687	10.4
Matabeleland North	2 650	3.3	164 083	5.2	166 733	5.1
Matabeleland South	2 516	3.1	163 379	5.2	165 895	5.1
Midlands	7 158	8.9	345 556	10.9	352 714	10.9
Masvingo	4 691	5.8	366 688	11.6	371 379	11.4
Harare	37 103	46.0	523 594	16.6	560 697	17.3
National	**80 630**	**100**	**3 163 140**	**100**	**3 243 770**	**100**

Figure 3.106 depicts percent distribution of households within province that used and did not use courier services in the last 3 months ending 30 June 2014. Bulawayo and Harare provinces had the highest equal proportions of households that used courier services in the last 3 months ending 30 June 2014 of about 7 percent each. The least proportion of 0.3 percent was in Mashonaland Central province.

Figure 3.106: Percent Distribution of Households Within Province that Used and Did Not Use Courier Services in the Last 3 Months Ending 30 June 2014: ICT household Survey 2014, Zimbabwe

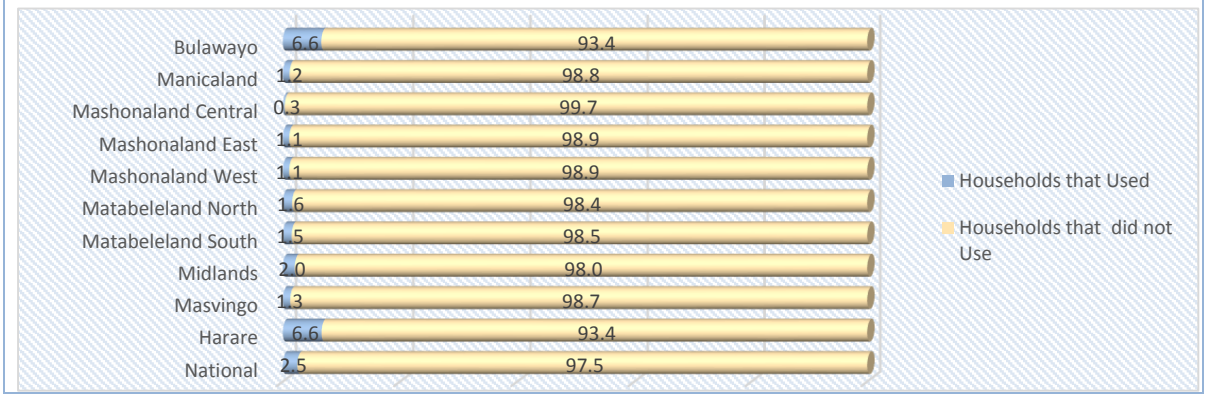


Table 3.99 shows distribution of households that used and did not use courier services in the last 3 months ending 30 June 2014 classified by rural and urban areas. The proportion of households that used postal services in the last 3 months ending 30 June 2014 was about 87 percent for rural areas compared to about 13 percent for urban areas.

The proportion of households that did not use postal services in the last 3 months ending 30 June 2014 was about 66 percent for rural areas compared to about 34 percent for urban areas.

Table 3.99: Distribution of Households that Used and Did Not Use Courier Services in the Last 3 Months Ending 30 June 2014 Classified By Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

Province	Households that Used Courier Services		Households that did not Use Courier Services		All Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Urban	10 846	13.5	2 078 528	65.7	2 089 374	64.4
Rural	69 784	86.5	1 084 612	34.3	1 154 396	35.6
National	**80 630**	**100**	**3 163 140**	**100**	**3 243 770**	**100**

Figure 3.107 depicts percent distribution of households within rural & urban areas that used and did not use courier services in the last 3 months ending 30 June 2014. at national level, the proportion of households that used postal services in the last 3 months ending 30 June 2014 was about 3 percent.

In urban areas the proportion of households that used postal services in the last 3 months ending 30 June 2014 was 6 percent compared to about 1 percent in rural areas.

Figure 3.107: Percent Distribution of Households Within Rural & Urban Areas that Used and Did Not Use Courier Services in the Last 3 Months Ending 30 June 2014: ICT household Survey 2014, Zimbabwe

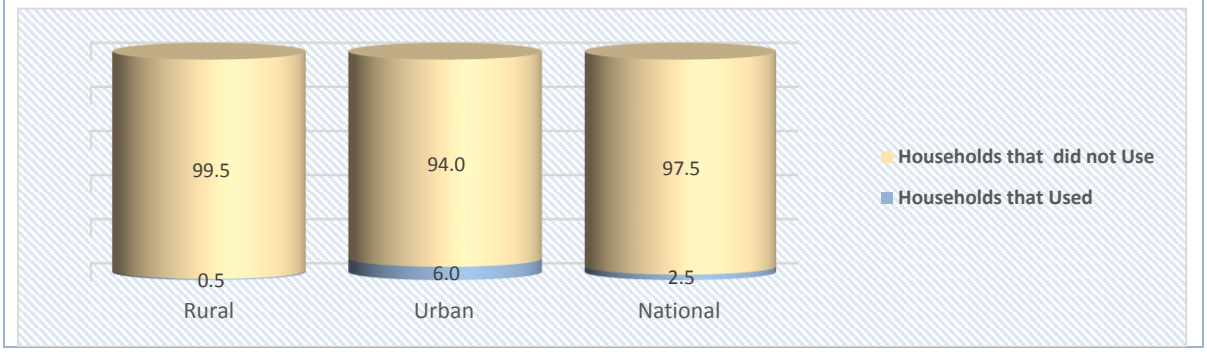


Table 3.100 shows distribution of households that used and did not use courier services in the last 3 months ending 30 June 2014 classified by land use sector. Urban Council Areas had the highest proportion of households that used courier services in the last 3 months ending 30 June 2014 of about 86 percent followed by Communal Areas with about 8 percent.

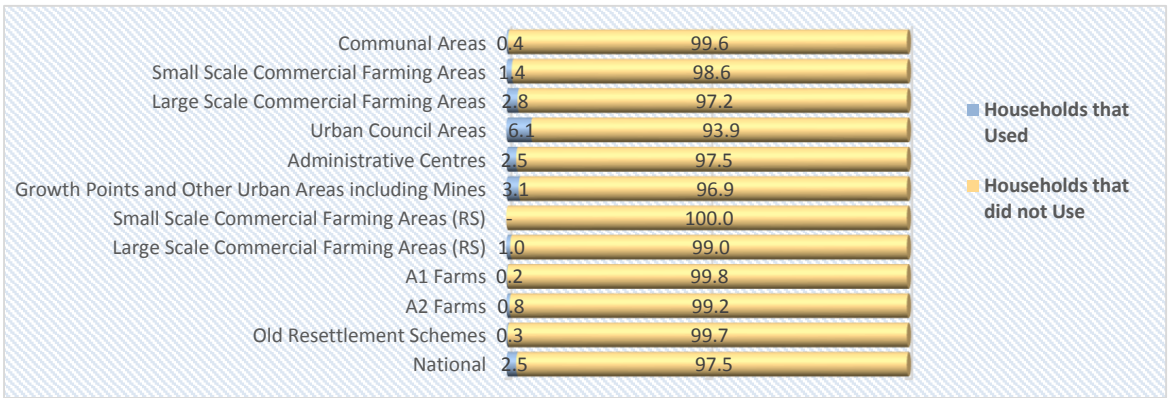
The least proportion of less than 1 percent was for Small Scale Commercial Farming Areas, Administrative Centres and Old Resettlement Schemes. Communal Areas had the highest proportion of households that did not use courier services in the last 3 months ending 30 June 2014 of about 47 percent followed by Urban Council Areas with about 33 percent.

Table 3.100: Distribution of Households that Used and Did Not Use Courier Services in the Last 3 Months Ending 30 June 2014 Classified by Land Use Sector: ICT Household Survey 2014, Zimbabwe

Land Use Sector	Households that Used Courier Services		Households that did not Use Courier Services		All Households	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Communal Areas	6 500	8.1	1 478 599	46.7	1 485 098	45.8
Small Scale Commercial Farming Areas	303	0.4	21 595	0.7	21 898	0.7
Large Scale Commercial Farming Areas	1 869	2.3	64 358	2.0	66 227	2.0
Urban Council Areas	68 955	85.5	1 057 897	33.4	1 126 852	34.7
Administrative Centres	112	0.1	4 362	0.1	4 474	0.1
Growth Points and Other Urban Areas including Mining areas	718	0.9	22 353	0.7	23 071	0.7
Small Scale Commercial Farming Areas (RS)		-	5 240	0.2	5 240	0.2
Large Scale Commercial Farming Areas (RS)	585	0.7	57 975	1.8	58 560	1.8
A1 Farms	507	0.6	253 650	8.0	254 157	7.8
A2 Farms	729	0.9	85 435	2.7	86 164	2.7
Old Resettlement Schemes	354	0.4	111 677	3.5	112 031	3.5
National	**80 630**	**100**	**3 163 140**	**100**	**3 243 770**	**100**

Figure 3.108 depicts percent distribution of households within land use sector that used and did not use courier services in the last 3 months ending 30 June 2014. Urban Council Areas had the highest proportion of households within land use sector that used courier services in the last 3 months ending 30 June 2014 of about 6 percent.

Figure 3.108: Percent Distribution of Households Within Land Use Sector that Used and Did Not Use Courier Services in the Last 3 Months Ending 30 June 2014: ICT household Survey 2014, Zimbabwe



3.5.5 Frequency of Use of Courier Services

Table 3.101 shows the distribution of households that used courier services in the last 3 months ending 30 June 2014 classified by province and frequency of use. Harare province had the highest proportion of households that used courier services weekly in the last 3 months ending 30 June 2014 of 49 percent followed by Bulawayo province with about 10 percent.

Harare province had the highest proportion of households that used courier services monthly in the last 3 months ending 30 June 2014 of about 50 percent followed by Bulawayo province with 16 percent.

Table 3.101: Distribution of Households that Used Courier Services in the Last 3 Months Ending 30 June 2014 Classified by Province and Frequency of Use: ICT Household Survey 2014, Zimbabwe

Province		Daily	Weekly	Monthly	About once in 3 Months	All Households that Used Courier Services
Bulawayo		-	9.8	16.0	15.9	15.8
Manicaland		-	1.7	6.2	7.0	6.7
Mashonaland Central		-	-	1.8	0.8	1.1
Mashonaland East		-	4.7	4.7	4.7	4.7
Mashonaland West		-	5.4	2.6	5.6	4.6
Matabeleland North		-	1.5	3.9	3.0	3.3
Matabeleland South		-	9.6	3.7	2.7	3.1
Midlands		-	9.5	7.6	9.6	8.9
Masvingo		-	8.7	4.1	6.7	5.8
Harare		-	49.0	49.5	44.1	46.0
National	***Percent***		**100**	**100**	**100**	**100**
	Number	**-**	**1216**	**27 632**	**51 782**	**80 630**

Figure 3.109 depicts percent distribution of households within province that used courier services in the last 3 months ending 30 June 2014 classified by frequency of use. The proportion of households that used courier services weekly in the last 3 months ending 30 June 2014 was less than 5 percent for all provinces.

Mashonaland Central province had the highest proportion of households that used courier services in the last 3 months ending 30 June 2014 of about 56 percent followed by Matabeleland South and Matabeleland North provinces with about 40 percent each. The least proportion of about 19 percent was in Mashonaland West province.

Figure 3.109: Percent Distribution of Households Within Province that Used Courier Services in the Last 3 Months Ending 30 June 2014 Classified by Frequency of Use: ICT household Survey 2014, Zimbabwe

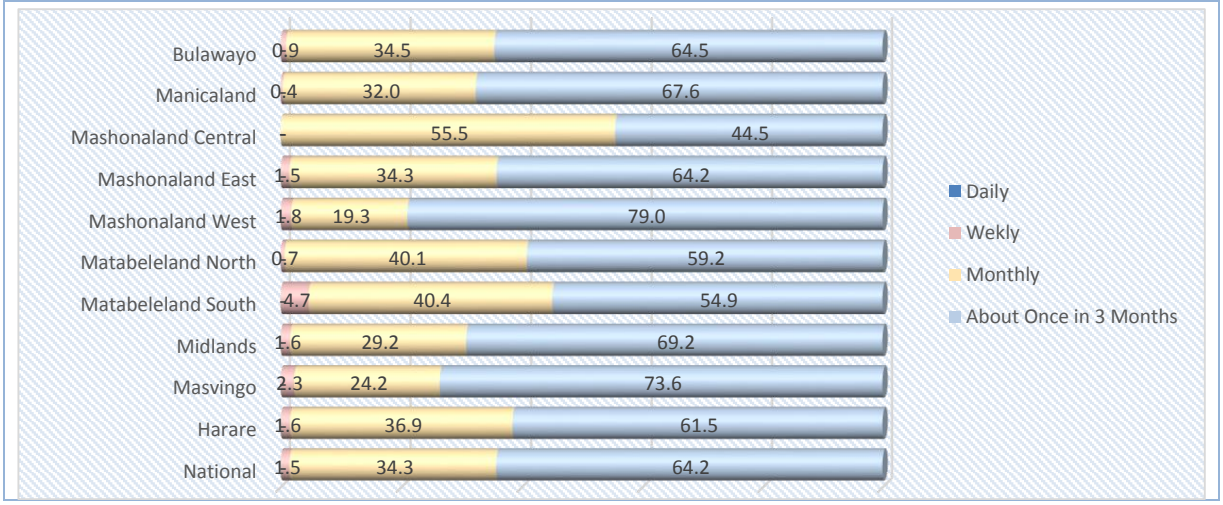


Table 3.102 shows distribution of households that used courier services in the last 3 months ending 30 June 2014 classified by rural & urban areas and frequency of use. Urban areas accounted for all households that used courier services weekly and monthly in the last 3 months ending 30 June 2014 and had the highest proportion of households that used the same service about once in 3 months of about 89 percent.

Table 3.102: Distribution of Households that Used Courier Services in the Last 3 Months Ending 30 June 2014 Classified by Rural & Urban Areas and Frequency of Use: ICT Household Survey 2014, Zimbabwe

Area		Daily	Weekly	Monthly	About once in 3 Months	All Households that Used
Rural		-	-	-	10.9	15.1
Urban		-	100	100	89.1	84.9
National	***Percent***		**100**	**100**	**100**	**100**
	Number	**-**	**1216**	**27 632**	**51 782**	**80 630**

Figure 3.110 shows percent distribution of households within rural and urban areas that used courier services in the last 3 months ending 30 June 2014 classified by frequency of use. In rural areas, a proportion of households that used courier services monthly in the last 3 months ending 30 June 2014 was about 28 percent while about 72 percent households used the same services about once in 3 months. In urban areas the proportion of households that used courier services weekly in the last 3 months ending 30 June 2014 was about 2 percent and about 35 percent used monthly while 63 percent used the same services about once in the 3 months ending 30 June 2014.

Figure 3.110: Percent Distribution of Households Within Rural and Urban Areas that Used Courier Services in the Last 3 Months Ending 30 June 2014 Classified by Frequency of Use: ICT household Survey 2014, Zimbabwe

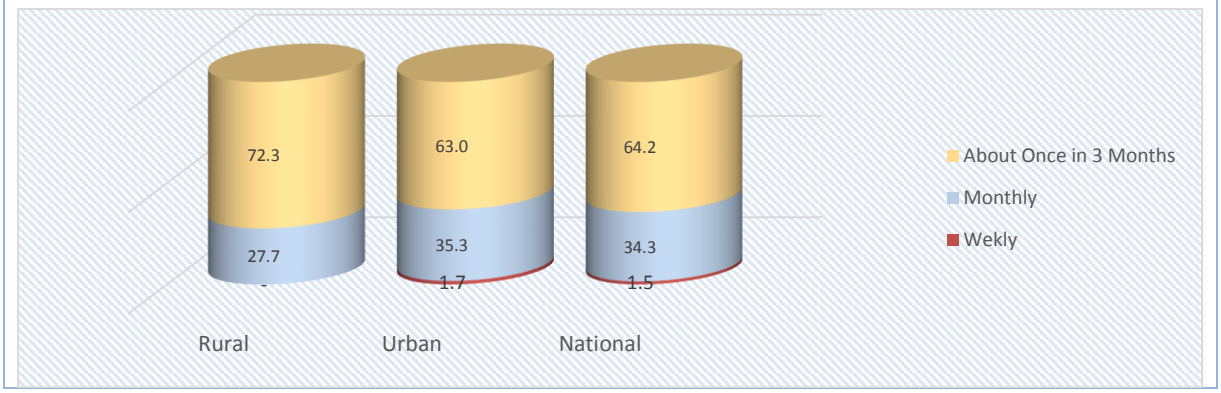


Figure 3.111 depicts percent distribution of households within land use sector that used courier services in the last 3 months ending 30 June 2014 classified by frequency of use. Urban Council areas was the only sector with households that used courier services in the last 3 months ending 30 June 2014 weekly. A1 farms had the highest proportion of households that used courier services monthly in the last 3 months ending 30 June 2014 of about 52 percent followed by Administrative Centres with about 48 percent.

Figure 3.111: Percent Distribution of Households Within Land Use Sector that used Courier Services in the Last 3 Months ending 30 June 2014 Classified by Frequency of Use: ICT household Survey 2014, Zimbabwe

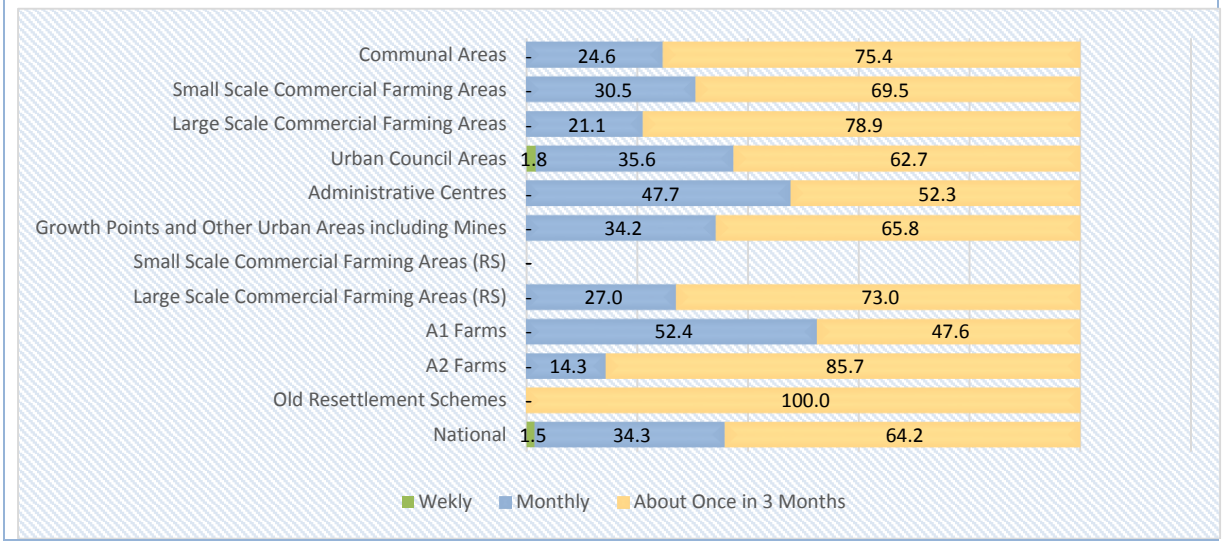


Table 3.103 shows the distribution of individuals aged 16 and above with mobile lines in use in the last 3 months ending 30 June 2014 classified by province and number of lines owned. Harare had the highest proportion of individuals with mobile lines of about 23 percent followed by Manicaland Province with about 13 percent. Among individuals with one line only, Matabeleland North and South Provinces had the least proportions of about 5 percent each. About 1 percent of individuals had four plus mobile lines of which Mashonaland West had the highest of about 23 percent, followed by Harare with about 21 percent.

Table 3.103: Distribution of Individuals Aged 16 + Within Province with Mobile Lines in Use in the Last 3 Months Ending 30 June 2014 Classified by Number of Lines owned: ICT Household Survey 2014, Zimbabwe

Province	One Line Only		Two Lines Only		Three Lines Only		Four Lines and Above		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Bulawayo	280 445	6.9	126 060	10.2	23 885	10.0	1 143	3.2	431 533	7.8
Manicaland	545 721	13.5	131 400	10.6	20 092	8.4	2 549	7.2	699 761	12.6
Mashonaland Central	335 879	8.3	86 354	7.0	14 513	6.1	1 559	4.4	438 304	7.9
Mashonaland East	392 696	9.7	116 546	9.4	23 874	10.0	6 309	17.8	539 425	9.7
Mashonaland West	421 176	10.4	129 644	10.4	26 607	11.2	8 239	23.3	585 666	10.5
Matabeleland North	180 227	4.5	38 178	0.3	4 527	1.9	1 811	5.1	224 742	4.0
Matabeleland South	195 306	4.8	41 083	3.3	5 184	2.2	875	2.5	242 448	4.4
Midlands	415 089	10.2	150 170	12.1	29 637	12.4	3 332	9.4	598 228	10.7
Masvingo	433 241	10.7	91 889	7.4	15 702	6.6	2 135	6.0	542 967	9.8
Harare	850 245	21.0	330 178	26.6	74 031	31.1	7 402	20.9	1 261 856	22.7
National	**4 050 025**	**100.0**	**1 241 502**	**100.0**	**238 051**	**100.0**	**35 354**	**100.0**	**5 564 932**	**100.0**

Table 3.104 shows distribution of individuals aged 16 and above within rural and urban areas with mobile lines in use in the last 3 months ending 30 June 2014 classified by number of lines owned. About 55 percent of individuals with mobile lines were in rural areas compared to about 45 percent in urban areas.

Table 3.104: Distribution of Individuals aged 16 + Within Rural and Urban Areas with mobile lines in use in the Last 3 Months Ending 30 June 2014 Classified by Number of Lines Owned: ICT Household Survey 2014, Zimbabwe

Province	One Line Only		Two Lines Only		Three Lines Only		Four Lines and Above		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
Rural	2 435 654	60.1	528 259	42.5	74 882	31.5	13 339	37.7	3 052 134	54.8
Urban	1 614 372	39.9	713 243	57.5	163 169	68.5	22 015	62.3	2 512 798	45.2
National	**4 050 025**	**100.0**	**1 241 502**	**100.0**	**238 051**	**100.0**	**35 354**	**100.0**	**5 564 932**	**100.0**

Table 3.105 shows distribution of individuals aged 16 and above within land use sector with mobile lines in use in the last 3 months ending 30 June 2014 classified by number of lines owned. Urban Council Areas had the highest proportion of about 44 percent followed by Communal Areas with about 38 percent, while Administrative Centres and Small Scale Commercial Farming Areas (RS) had the least proportion of less than 1 percent each.

Table 3.105: Distribution of Individuals aged 16 + Within Land Use Sector with Mobile Lines in Use in the Last 3 Months Ending 30 June 2014 Classified by Number of Lines owned: ICT Household Survey 2014, Zimbabwe

Land Use Sector	One Line Only		Two Lines Only		Three Lines Only		Four Lines and Above		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Communal Areas	1 683 302	41.6	358 856	28.9	50 117	21.1	8 495	24.0	2 100 770	37.8
Small Scale Commercial Farming Areas	26 534	0.7	8 231	0.7	1 386	0.6	124	0.4	36 275	0.7
Large Scale Commercial Farming Areas	76 001	1.9	22 162	1.8	5 777	2.4	327	0.9	104 267	1.9
Urban Council Areas	1 580 745	39.0	700 403	56.4	159 764	67.1	21 712	61.4	2 462 625	44.3
Administrative Centres	4 871	0.1	1 305	0.1	158	0.1	224	0.6	6 557	0.1
Growth Points and Other Urban Areas including Mining areas	28 755	0.7	11 535	0.9	3 247	1.4	79	0.2	43 616	0.8
Small Scale Commercial Farming Areas (RS)	5 559	0.1	2 043	0.2	618	0.3		0.0	8 220	0.1
Large Scale Commercial Farming Areas (RS)	65 544	1.6	16 247	1.3	1 503	0.6	168	0.5	83 462	1.5
A1 Farms	332 241	8.2	65 590	5.3	8 876	3.7	1 740	4.9	408 448	7.3
A2 Farms	96 333	2.4	28 579	2.3	3 548	1.5	2 019	5.7	130 478	2.3
Old Resettlement Schemes	150 141	3.7	26 550	2.1	3 058	1.3	465	1.3	180 214	3.2
National	**4 050 025**	**100.0**	**1 241 502**	**100.0**	**238 051**	**100.0**	**35 354**	**100.0**	**5 564 932**	**100.0**

3.6 Household ICT Expenditure

3.6.1 Total Household ICT Expenditure on Equipment and Services

Table 3.106 shows distribution of household expenditure on ICT equipment and services for the last 12 months ending 30 June 2014 classified by province. Total household expenditure on ICT equipment and services for the last 12 months ending 30 June 2014 was about US$232 million and US$658 million, respectively.

Harare province had the highest share of household expenditure on ICT equipment for the last 12 months ending 30 June 2014 of 35 percent followed by Manicaland province with 10 percent. The least share of about 3 percent was for Matabeleland South.

Harare province had the highest share of household expenditure on ICT service for the last 12 months ending 30 June 2014 of about 36 percent followed by Bulawayo province with about 10 percent. The least share of about 3 percent was for Matabeleland North.

Table 3.106: Distribution of Household Expenditure on ICT Equipment and Services for the Last 12 Months Ending 30 June 2014 Classified by Province: ICT Household Survey 2014, Zimbabwe

Province	Expenditure on Equipment		Expenditure on Services		Total Expenditure	
	Value (US$)	*Percent*	*Value(US$)*	*Percent*	*Value(US$)*	*Percent*
Bulawayo	19 775 158	8.5	67 415 011	10.2	87 190 169	9.8
Manicaland	23 073 211	10.0	61 690 949	9.4	84 764 160	9.5
Mashonaland Central	15 887 132	6.9	32 782 248	5.0	48 669 380	5.5
Mashonaland East	21 544 954	9.3	54 099 568	8.2	75 644 522	8.5
Mashonaland West	19 956 939	8.6	55 226 806	8.4	75 183 745	8.5
Matabeleland North	8 943 396	3.9	17 964 857	2.7	26 908 253	3.0
Matabeleland South	7 263 908	3.1	27 149 954	4.1	34 413 862	3.9
Midlands	18 320 294	7.9	61 515 795	9.3	79 836 088	9.0
Masvingo	15 803 580	6.8	45 197 571	6.9	61 001 151	6.9
Harare	80 950 025	35.0	234 956 667	35.7	315 906 693	35.5
National	**231 518 596**	**100**	**657 999 426**	**100**	**889 518 022**	**100**

Figure 3.112 depicts percent distribution of household expenditure on ICT equipment and services within province in the last 12 months ending 30 June 2014. Matabeleland North province had the highest proportion of household expenditure on ICT equipment of about 33 percent compared to about 67 percent on expenditure on services. Matabeleland South province had the highest proportion of household expenditure on ICT services of about 79 percent compared to about 21 percent on expenditure on equipment.

Figure 3.112: Percent Distribution of Household Expenditure on ICT Equipment and Services Within Province in the Last 12 Months Ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

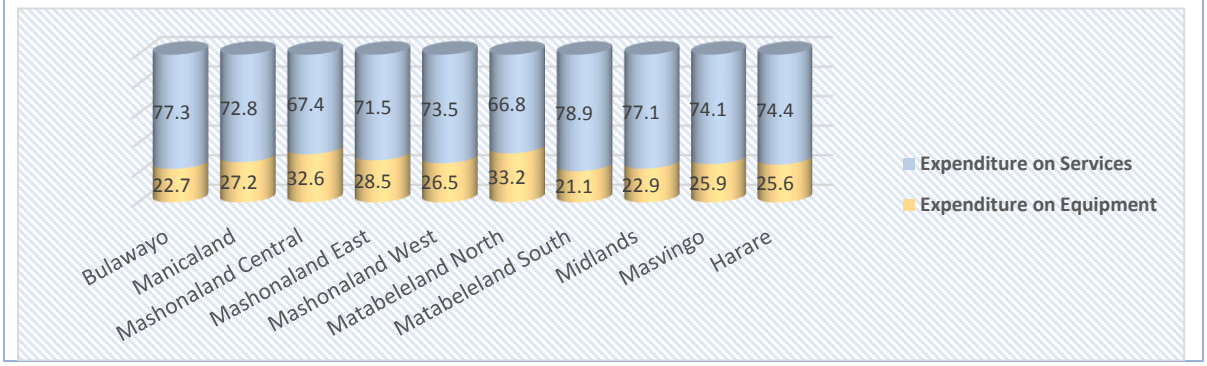


Table 3.107 shows distribution of household expenditure on ICT equipment and services for the last 12 months ending 30 June 2014 classified by rural and urban areas. The proportion of household expenditure on ICT equipment was about 36 percent for rural areas compared to about 64 percent for urban areas. The proportion of household expenditure on ICT services was about 31 percent for rural areas compared to about 69 percent for urban areas.

Table 3.107: Distribution of Household Expenditure on ICT Equipment and Services for the Last 12 Months Ending 30 June 2014 Classified by Rural and Urban Areas: ICT Household Survey 2014, Zimbabwe

Area	Expenditure on Equipment		Expenditure on Services		Total Expenditure	
	Value (US$)	*Percent*	*Value (US$)*	*Percent*	*Value (US$)*	*Percent*
Rural	83 745 842	36.2	204 410 901	31.1	288 156 743	32.4
Urban	147 772 754	63.8	453 588 525	68.9	601 361 279	67.6
National	**231 518 596**	**100**	**657 999 426**	**100**	**889 518 022**	**100**

Figure 3.113 shows distribution of household expenditure on ICT equipment and services for the last 12 months ending 30 June 2014 classified by rural and urban areas. at national level, the proportion of household expenditure on ICT equipment was 26 percent compared to 74 percent for expenditure on ICT services.

In rural areas, the proportion of household expenditure on ICT equipment was about 29 percent compared to about 71 percent for expenditure on ICT services. In urban areas, the proportion of household expenditure on ICT equipment was about 25 percent compared to about 75 percent for expenditure on ICT services.

Figure 3.113: Percent Distribution of Household Expenditure on ICT Equipment and Services Within Rural and Urban Areas in the Last 12 Months Ending 30 June 2014: ICT Household Survey 2014, Zimbabwe

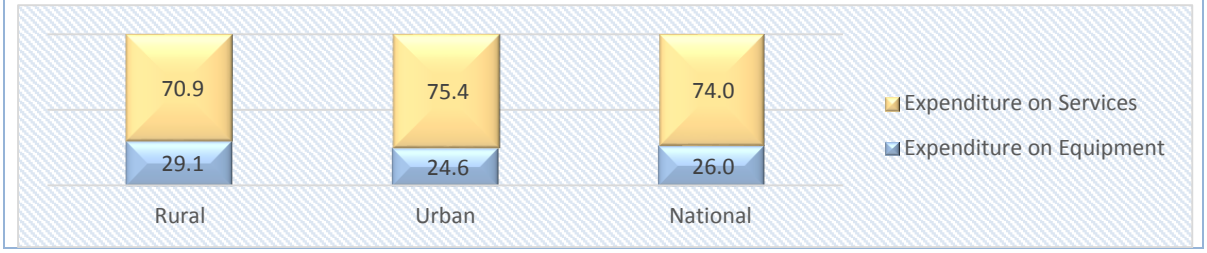


Table 3.108 shows distribution of household expenditure on ICT equipment for the last 12 months ending 30 June 2014 classified by type of equipment. Expenditure on Mobile Cellular Telephones had the largest share of 39 percent followed by expenditure on TV sets with about 25 percent. The least share of expenditure of less than 1 percent was on Telefax Machines.

Table 3.108: Distribution of Household Expenditure on ICT Equipment for the Last 12 Months Ending 30 June 2014 Classified by Type of Equipment: ICT Household Survey 2014, Zimbabwe

Type of Equipment	Value (US$)	Percent
Computer (Desktop, Laptop or Tablet)	54 843 737	23.7
Mobile Cellular Telephone	90 308 577	39.0
TV Set	58 903 287	25.4
Radio Set	9 428 314	4.1
Telefax Machine	50 295	0.0
Printer	4 985 090	2.2
Answering Machine	253 723	0.1
Computer Software	490 653	0.2
Calculator	1 270 153	0.5
Photographic Equipment	1 550 843	0.7
Decoder	7 854 030	3.4
Other ICT Equipment	1 579 894	0.7
Total Expenditure on ICT Equipment	**231 518 596**	**100**

Table 3.109 shows distribution of household ICT expenditure on services for the period 1 July 2013 to 30 June 2014 classified by type of service. Prepaid Airtime had the largest share of 85.4 percent of total household ICT expenditure on services followed by Internet Charges with a share of 6.4 percent. The least share of 0.3 percent was Installations.

Table 3.109: Distribution of Household Expenditure on ICT Services for the Last 12 Months Ending 30 June 2014 Classified by Type of Service: ICT Household Survey 2014, Zimbabwe

Type of Service	Value (US$)	Percent
Installations	1 712 038	0.3
Post-paid Airtime/Contract Line Airtime	2 649 073	0.4
Internet Charges	42 331 150	6.4
Fixed Telephone Charges	12 970 627	2.0
Prepaid Airtime	561 893 590	85.4
Repair of ICT Equipment	12 858 546	2.0
Postal & Courier Services	2 833 985	0.4
Other ICT Services	20 750 416	3.2
Total Expenditure on ICT Services	**657 999 426**	**100**

Table 3.110 shows distribution of household expenditure on ICT equipment for the last 12 months ending 30 June 2014 classified by province and type of equipment.

Table 3.110: Distribution of Household Expenditure on ICT Equipment for the Last 12 Months Ending 30 June 2014 Classified by Province and Type of Equipment: ICT Household Survey 2014, Zimbabwe

Province		Desktop Computer	Mobile Cellular Phone	TV Set	Radios Sets3	Telefax	Printers	Answering Machine	Computer Software	Calculators	Photographic Equipment	Decoder	Other ICT Equipment	Total Expenditure on ICT Equipment
Bulawayo	*Value (US$)*	5 812 570	7 895 752	4 244 820	153 400	19 769	268 044	40 757	6 757	133 446	121 454	1 011 169	67 221	19 775 158
	Percent	*10.6*	*8.7*	*7.2*	*1.6*	*39.3*	*5.4*	*16.1*	*1.4*	*10.5*	*7.8*	*12.9*	*4.3*	*8.5*
Manicaland	*Value (US$)*	5 375 437	9 011 001	5 558 826	971 377	0	546 486	0	44 174	191 430	172 724	993 906	207 850	23 073 211
	Percent	*9.8*	*10.0*	*9.4*	*10.3*	*-*	*11.0*	*-*	*9.0*	*15.1*	*11.1*	*12.7*	*13.2*	*10.0*
Mashonaland Central	*Value (US$)*	3 097 962	6 624 547	3 949 608	1 091 108	0	360 466	0	9 561	62 593	105 014	418 350	167 922	15 887 132
	Percent	*5.6*	*7.3*	*6.7*	*11.6*	*-*	*7.2*	*-*	*1.9*	*4.9*	*6.8*	*5.3*	*10.6*	*6.9*
Mashonaland East	*Value (US$)*	5 525 079	7 794 320	5 133 359	1 177 031	0	792 823	35 453	98 519	148 117	128 811	446 639	264 801	21 544 954
	Percent	*10.1*	*8.6*	*8.7*	*12.5*	*-*	*15.9*	*14.0*	*20.1*	*11.7*	*8.3*	*5.7*	*16.8*	*9.3*
Mashonaland West	*Value (US$)*	3 410 030	8 998 882	4 655 882	1 101 278	28 315	380 762	0	17 910	105 485	189 255	813 122	256 019	19 956 939
	Percent	*6.2*	*10.0*	*7.9*	*11.7*	*56.3*	*7.6*	*-*	*3.7*	*8.3*	*12.2*	*10.4*	*16.2*	*8.6*
Matabeleland North	*Value (US$)*	1 886 939	3 595 283	2 249 491	706 597	2 210	50 834	0	0	19 724	36 552	244 922	150 845	8 943 396
	Percent	*3.4*	*4.0*	*3.8*	*7.5*	*4.4*	*1.0*	*-*	*-*	*1.6*	*2.4*	*3.1*	*9.5*	*3.9*
Matabeleland South	*Value (US$)*	1 426 012	3 321 811	1 827 032	350 638	0	84 095	7 758	10 353	26 636	36 295	158 172	15 106	7 263 908
	Percent	*2.6*	*3.7*	*3.1*	*3.7*	*-*	*1.7*	*3.1*	*2.1*	*2.1*	*2.3*	*2.0*	*1.0*	*3.1*
Midlands	*Value (US$)*	4 516 827	7 923 414	3 160 332	1 164 917	0	416 803	78 593	22 245	165 306	121 694	634 050	116 112	18 320 294
	Percent	*8.2*	*8.8*	*5.4*	*12.4*	*-*	*8.4*	*31.0*	*4.5*	*13.0*	*7.8*	*8.1*	*7.3*	*7.9*
Masvingo	*Value (US$)*	3 737 618	6 838 389	2 876 845	832 598	0	557 702	0	95 040	152 587	61 218	566 956	84 627	15 803 580
	Percent	*6.8*	*7.6*	*4.9*	*8.8*	*-*	*11.2*	*-*	*19.4*	*12.0*	*3.9*	*7.2*	*5.4*	*6.8*
Harare	*Value (US$)*	20 055 263	28 305 179	25 247 093	1 879 369	0	1 527 076	91 162	186 094	264 829	577 827	2 566 743	249 391	80 950 025
	Percent	*36.6*	*31.3*	*42.9*	*19.9*	*-*	*30.6*	*35.9*	*37.9*	*20.9*	*37.3*	*32.7*	*15.8*	*35.0*
National	***Value (US$)***	**54 843 737**	**90 308 577**	**58 903 287**	**9 428 314**	**50 295**	**4 985 090**	**253 723**	**490 653**	**1 270 153**	**1 550 843**	**7 854 030**	**1 579 894**	**231 518 596**
	Percent	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***

Table 3.111 shows distribution of household expenditure on ICT equipment within province for the last 12 months ending 30 June 2014 classified by type of equipment.

Table 3.111: Distribution of Household Expenditure on ICT Equipment Within Province for the Last 12 Months Ending 30 June 2014 Classified by Type of Equipment: ICT Household Survey 2014, Zimbabwe

Province		Desktop Computer	Mobile Cellular Phone	TV Set	Radios Sets3	Telefax	Printers	Answering Machine	Computer Software	Calculators	Photographic Equipment	Decoder	Other ICT Equipment	Total Expenditure on ICT Equipment
Bulawayo	*Value (US$)*	5 812 570	7 895 752	4 244 820	153 400	19 769	268 044	40 757	6 757	133 446	121 454	1 011 169	67 221	19 775 158
	Percent	*29.4*	*39.9*	*21.5*	*0.8*	*0.1*	*1.4*	*0.2*	*-*	*0.7*	*0.6*	*5.1*	*0.3*	*100*
Manicaland	*Value (US$)*	5 375 437	9 011 001	5 558 826	971 377		546 486		44 174	191 430	172 724	993 906	207 850	23 073 211
	Percent	*23.3*	*39.1*	*24.1*	*4.2*	*-*	*2.4*	*-*	*0.2*	*0.8*	*0.7*	*4.3*	*0.9*	*100*
Mashonaland	*Value (US$)*	3 097 962	6 624 547	3 949 608	1 091 108		360 466		9 561	62 593	105 014	418 350	167 922	15 887 132
Central	*Percent*	*19.5*	*41.7*	*24.9*	*6.9*	*-*	*2.3*	*-*	*0.1*	*0.4*	*0.7*	*2.6*	*1.1*	*100*
Mashonaland	*Value (US$)*	5 525 079	7 794 320	5 133 359	1 177 031		792 823	35 453	98 519	148 117	128 811	446 639	264 801	21 544 954
East	*Percent*	*25.6*	*36.2*	*23.8*	*5.5*	*-*	*3.7*	*0.2*	*0.5*	*0.7*	*0.6*	*2.1*	*1.2*	*100*
Mashonaland	*Value (US$)*	3 410 030	8 998 882	4 655 882	1 101 278	28 315	380 762		17 910	105 485	189 255	813 122	256 019	19 956 939
West	*Percent*	*17.1*	*45.1*	*23.3*	*5.5*	*0.1*	*1.9*	*-*	*0.1*	*0.5*	*0.9*	*4.1*	*1.3*	*100*
Matabeleland	*Value (US$)*	1 886 939	3 595 283	2 249 491	706 597	2 210	50 834			19 724	36 552	244 922	150 845	8 943 396
North	*Percent*	*21.1*	*40.2*	*25.2*	*7.9*	*-*	*0.6*	*-*	*-*	*0.2*	*0.4*	*2.7*	*1.7*	*100*
Matabeleland	*Value (US$)*	1 426 012	3 321 811	1 827 032	350 638		84 095	7 758	10 353	26 636	36 295	158 172	15 106	7 263 908
South	*Percent*	*19.6*	*45.7*	*25.2*	*4.8*	*-*	*1.2*	*0.1*	*0.1*	*0.4*	*0.5*	*2.2*	*0.2*	*100*
Midlands	*Value (US$)*	4 516 827	7 923 414	3 160 332	1 164 917		416 803	78 593	22 245	165 306	121 694	634 050	116 112	18 320 294
	Percent	*24.7*	*43.2*	*17.3*	*6.4*	*-*	*2.3*	*0.4*	*0.1*	*0.9*	*0.7*	*3.5*	*0.6*	*100*
Masvingo	*Value (US$)*	3 737 618	6 838 389	2 876 845	832 598		557 702		95 040	152 587	61 218	566 956	84 627	15 803 580
	Percent	*23.7*	*43.3*	*18.2*	*5.3*	*-*	*3.5*	*-*	*0.6*	*1.0*	*0.4*	*3.6*	*0.5*	*100*
Harare	*Value (US$)*	20 055 263	28 305 179	25 247 093	1 879 369		1 527 076	91 162	186 094	264 829	577 827	2 566 743	249 391	80 950 025
	Percent	*24.8*	35.0	*31.2*	*2.3*	*-*	*1.9*	*0.1*	*0.2*	*0.3*	*0.7*	*3.2*	*0.3*	***100***
National	***Value (US$)***	**54 843 737**	**90 308 57**	**58 903 28**	**9 428 314**	**50 295**	**4 985 090**	**253 723**	**490 653**	**1 270 153**	**1 550 843**	**7 854 030**	**1 579 894**	**231 518 596**
	Percent	***23.7***	***39.0***	***25.4***	***4.1***	*-*	***2.2***	***0.1***	***0.2***	***0.5***	***0.7***	***3.4***	***0.7***	***100***

Table 3.112 shows distribution of household expenditure on ICT equipment for the last 12 months ending 30 June 2014 classified by rural and urban area and type of equipment

Table 3.112: Distribution of Household Expenditure on ICT Equipment for the Last 12 Months Ending 30 June 2014 Classified by Rural and Urban Area and Type of Equipment: ICT Household Survey 2014, Zimbabwe

Area		Desktop Computer	Mobile Phone	Cellular	TV Set	Radios Sets3	Telefax	Printers	Answering Machine	Computer Software	Calculators	Photographic Equipment	Decoder	Other ICT Equipment	Total Expenditure on ICT Equipment
Rural	*Value (US$)*	16 167 916	35 208 536	19 372 179	6 575 379	25 625	1 986 445	35 453	247 138	521 806	416 468	2 153 385	1 035 511	83 745 842	
	Percent	***29.5***	***39.0***	***32.9***	***69.7***	***51.0***	***39.8***	***14.0***	***50.4***	***41.1***	***26.9***	***27.4***	***65.5***	***36.2***	
Urban	*Value (US$)*	38 675 821	55 100 040	39 531 108	2 852 936	24 669	2 998 645	218 270	243 515	748 347	1 134 375	5 700 646	544 383	147 772 754	
	Percent	***70.5***	***61.0***	***67.1***	***30.3***	***49.0***	***60.2***	***86.0***	***49.6***	***58.9***	***73.1***	***72.6***	***34.5***	***63.8***	
National	***Value (US$)***	**54 843 737**	**90 308 577**	**58 903 287**	**9 428 314**	**50 295**	**4 985 090**	**253 723**	**490 653**	**1 270 153**	**1 550 843**	**7 854 030**	**1 579 894**	**231 518 596**	
	Percent	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	

Table 3.113 distribution of household expenditure on ICT equipment within rural and urban areas for the last 12 months ending 30 June 2014 classified by type of equipment.

Table 3.113: Distribution of Household Expenditure on ICT Equipment Within Rural and Urban Areas for the Last 12 Months Ending 30 June 2014 Classified by Type of Equipment: ICT Household Survey 2014, Zimbabwe

Area		Desktop Computer	Mobile cellular Phone	TV Set	Radios Sets3	Telefax	Printers	Answering Machine	Computer Software	Calculators	Photographic Equipment	Decoder	Other ICT Equipment	Total Expenditure on ICT Equipment
Rural	*Value (US$)*	16 167 916	35 208 536	19 372 179	6 575 379	25 625	1 986 445	35 453	247 138	521 806	416 468	2 153 385	1 035 511	83 745 842
	Percent	*19.3*	*42.0*	*23.1*	*7.9*	*-*	*2.4*	*-*	*0.3*	*0.6*	*0.5*	*2.6*	*1.2*	*100*
Urban	*Value (US$)*	38 675 821	55 100 040	39 531 108	2 852 936	24 669	2 998 645	218 270	243 515	748 347	1 134 375	5 700 646	544 383	147 772 754
	Percent	*26.2*	*37.3*	*26.8*	*1.9*	*-*	*2.0*	*0.1*	*0.2*	*0.5*	*0.8*	*3.9*	*0.4*	*100*
National	***Value (US$)***	**54 843 737**	**90 308 577**	**58 903 287**	**9 428 314**	**50 295**	**4 985 090**	**253 723**	**490 653**	**1 270 153**	**1 550 843**	**7 854 030**	**1 579 894**	**231 518 596**
	Percent	***23.7***	***39.0***	***25.4***	***4.1***	***-***	***2.2***	***0.1***	***0.2***	***0.5***	***0.7***	***3.4***	***0.7***	***100***

Table 3.114 shows distribution of household expenditure on ICT services for the last 12 months ending 30 June 2014 classified by province and type of service

Table 3.114: Distribution of Household Expenditure on ICT Services for the Last 12 Months Ending 30 June 2014 Classified by Province and Type of Service: ICT Household Survey 2014, Zimbabwe

Province		Installations	Post-paid Airtime	Internet Charges	Fixed Telephone Charges	Prepaid Airtime	Repair of ICT Equipment	Postal & Courier Services	Other ICT Services	Total Expenditure on ICT Services
Bulawayo	*Value (US$)*	205 218	595 479	5 058 906	4 107 862	52 431 440	783 991	466 663	3 765 451	67 415 011
	Percent	*12.0*	*22.5*	*12.0*	*31.7*	*9.3*	*6.1*	*16.5*	*18.1*	*10.2*
Manicaland	*Value (US$)*	187 282	582 673	2 900 675	1 397 334	53 278 065	1 491 976	286 864	1 566 079	61 690 949
	Percent	*10.9*	*22.0*	*6.9*	*10.8*	*9.5*	*11.6*	*10.1*	*7.5*	*9.4*
Mashonaland Central	*Value (US$)*	108 088	0	1 265 684	113 754	29 631 787	952 451	208 712	501 774	32 782 248
	Percent	*6.3*	*-*	*3.0*	*0.9*	*5.3*	*7.4*	*7.4*	*2.4*	*5.0*
Mashonaland East	*Value (US$)*	119 237	162 223	3 358 728	580 033	46 836 607	1 483 076	257 528	1 302 134	54 099 568
	Percent	*7.0*	*6.1*	*7.9*	*4.5*	*8.3*	*11.5*	*9.1*	*6.3*	*8.2*
Mashonaland West	*Value (US$)*	186 297	64 006	4 787 462	1 601 378	46 169 654	1 679 590	190 317	548 101	55 226 806
	Percent	*10.9*	*2.4*	*11.3*	*12.3*	*8.2*	*13.1*	*6.7*	*2.6*	*8.4*
Matabeleland North	*Value (US$)*	48 487	75 806	1 384 297	224 640	15 443 717	314 484	68 837	404 589	17 964 857
	Percent	*2.8*	*2.9*	*3.3*	*1.7*	*2.7*	*2.4*	*2.4*	*1.9*	*2.7*
Matabeleland South	*Value (US$)*	56 033	90 972	1 156 388	185 595	24 852 784	510 797	60 138	237 248	27 149 954
	Percent	*3.3*	*3.4*	*2.7*	*1.4*	*4.4*	*4.0*	*2.1*	*1.1*	*4.1*
Midlands	*Value (US$)*	124 628	154 233	3 512 496	1 206 799	52 669 965	1 170 916	363 633	2 313 124	61 515 795
	Percent	*7.3*	*5.8*	*8.3*	*9.3*	*9.4*	*9.1*	*12.8*	*11.1*	*9.3*
Masvingo	*Value (US$)*	113 212	106 370	1 573 334	1 356 503	39 474 191	1 064 307	101 070	1 408 585	45 197 571
	Percent	*6.6*	*4.0*	*3.7*	*10.5*	*7.0*	*8.3*	*3.6*	*6.8*	*6.9*
Harare	*Value (US$)*	563 555	817 311	17 333 178	2 196 730	201 105 380	3 406 959	830 223	8 703 332	234 956 667
	Percent	*32.9*	*30.9*	*40.9*	*16.9*	*35.8*	*26.5*	*29.3*	*41.9*	***35.7***
National	***Value (US$)***	**1 712 038**	**2 649 073**	**42 331 150**	**12 970 627**	**561 893 590**	**12 858 546**	**2 833 985**	**20 750 416**	**657 999 426**
	Percent	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***	***100***

Table 3.115 shows distribution of household expenditure on ICT services within province for the last 12 months ending 30 June 2014 classified by type of service

Table 3.115: Distribution of Household Expenditure on ICT Services Within Province for the Last 12 Months Ending 30 June 2014 Classified by Type of Service: ICT Household Survey 2014, Zimbabwe

Province		Installations	Post-paid Airtime	Internet Charges	Fixed Telephone Charges	Prepaid Airtime	Repair of ICT Equipment	Postal & Courier Services	Other ICT Services	Total Expenditure on ICT Services
Bulawayo	*Value (US$)*	205 218	595 479	5 058 906	4 107 862	52 431 440	783 991	466 663	3 765 451	67 415 011
	Percent	***0.3***	***0.9***	***7.5***	***6.1***	***77.8***	***1.2***	***0.7***	***5.6***	*100*
Manicaland	*Value (US$)*	187 282	582 673	2 900 675	1 397 334	53 278 065	1 491 976	286 864	1 566 079	61 690 949
	Percent	***0.3***	***0.9***	***4.7***	***2.3***	***86.4***	***2.4***	***0.5***	***2.5***	*100*
Mashonaland Central	*Value (US$)*	108 088	-	1 265 684	113 754	29 631 787	952 451	208 712	501 774	32 782 248
	Percent	***0.3***	***-***	***3.9***	***0.3***	***90.4***	***2.9***	***0.6***	***1.5***	*100*
Mashonaland East	*Value (US$)*	119 237	162 223	3 358 728	580 033	46 836 607	1 483 076	257 528	1 302 134	54 099 568
	Percent	***0.2***	***0.3***	***6.2***	***1.1***	***86.6***	***2.7***	***0.5***	***2.4***	*100*
Mashonaland West	*Value (US$)*	186 297	64 006	4 787 462	1 601 378	46 169 654	1 679 590	190 317	548 101	55 226 806
	Percent	***0.3***	***0.1***	***8.7***	***2.9***	***83.6***	***3***	***0.3***	***1***	*100*
Matabeleland North	*Value (US$)*	48 487	75 806	1 384 297	224 640	15 443 717	314 484	68 837	404 589	17 964 857
	Percent	***0.3***	***0.4***	***7.7***	***1.3***	***86***	***1.8***	***0.4***	***2.3***	*100*
Matabeleland South	*Value (US$)*	56 033	90 972	1 156 388	185 595	24 852 784	510 797	60 138	237 248	27 149 954
	Percent	***0.2***	***0.3***	***4.3***	***0.7***	***91.5***	***1.9***	***0.2***	***0.9***	*100*
Midlands	*Value (US$)*	124 628	154 233	3 512 496	1 206 799	52 669 965	1 170 916	363 633	2 313 124	61 515 795
	Percent	***0.2***	***0.3***	***5.7***	***2***	***85.6***	***1.9***	***0.6***	***3.8***	*100*
Masvingo	*Value (US$)*	113 212	106 370	1 573 334	1 356 503	39 474 191	1 064 307	101 070	1 408 585	45 197 571
	Percent	***0.3***	***0.2***	***3.5***	***3***	***87.3***	***2.4***	***0.2***	***3.1***	*100*
Harare	*Value (US$)*	563 555	817 311	17 333 178	2 196 730	201 105 380	3 406 959	830 223	8 703 332	234 956 667
	Percent	***0.2***	***0.3***	***7.4***	***0.9***	***85.6***	***1.5***	***0.4***	***3.7***	***100***
National	***Value (US$)***	**1 712 038**	**2 649 073**	**42 331 150**	**12 970 627**	**561 893 590**	**12 858 546**	**2 833 985**	**20 750 416**	**657 999 426**
	Percent	***0.3***	***0.4***	***6.4***	***2.0***	***85.4***	***2.0***	***0.4***	***3.2***	***100.0***

Table 3.116 shows distribution of household expenditure on ICT services within rural and urban areas for the last 12 months ending 30 June 2014 classified by type of service

Table 3.116: Distribution of Household Expenditure on ICT Services for the Last 12 Months Ending 30 June 2014 Classified by Rural & Urban Areas and Type of Service: ICT Household Survey 2014, Zimbabwe

Area		Installations	Post-paid Airtime	Internet Charges	Fixed Telephone Charges	Prepaid Airtime	Repair of ICT Equipment	Postal & Courier Services	Other ICT Services	Total Expenditure on ICT Services
Rural	*Value (US$)*	527 057	201 733	6 851 994	2 322 637	185 105 781	6 071 027	682 220	2 648 452	204 410 901
	Percent	30.8	7.6	16.2	17.9	32.9	47.2	24.1	12.8	31.1
Urban	*Value (US$)*	1 184 981	2 447 340	35 479 156	10 647 990	376 787 809	6 787 519	2 151 766	18 101 965	453 588 525
	Percent	69.2	92.4	83.8	82.1	67.1	52.8	75.9	87.2	68.9
National	***Value (US$)***	**1 712 038**	**2 649 073**	**42 331 150**	**12 970 627**	**561 893 590**	**12 858 546**	**2 833 985**	**20 750 416**	**657 999 426**
	Percent	**100**	**100**	**100**	**100**	**100**	**100**	**100**	**100**	**100**

Table 3.117 shows distribution of household expenditure on ICT services within rural and urban areas for the last 12 months ending 30 June 2014 classified by type of service

Table 3.117: Distribution of Household Expenditure on ICT Services Within Rural and Urban Areas for the Last 12 Months Ending 30 June 2014 Classified by Type of Service: ICT Household Survey 2014, Zimbabwe

Area		Installations	Post-paid Airtime	Internet Charges	Fixed Telephone Charges	Prepaid Airtime	Repair of ICT Equipment	Postal & Courier Services	Other ICT Services	Total Expenditure on ICT Services
Rural	*Value (US$)*	527 057	201 733	6 851 994	2 322 637	185 105 781	6 071 027	682 220	2 648 452	204 410 901
	Percent	0.3	0.1	3.4	1.1	90.6	3.0	0.3	1.3	100
Urban	*Value (US$)*	1 184 981	2 447 340	35 479 156	10 647 990	376 787 809	6 787 519	2 151 766	18 101 965	453 588 525
	Percent	0.3	0.5	7.8	2.3	83.1	1.5	0.5	4.0	100
National	***Value (US$)***	**1 712 038**	**2 649 073**	**42 331 150**	**12 970 627**	**561 893 590**	**12 858 546**	**2 833 985**	**20 750 416**	**657 999 426**
	Percent	**0.3**	**0.4**	**6.4**	**2.0**	**85.4**	**2.0**	**0.4**	**3.2**	**100**

APPENDICES

Appendix 1: Glossary of Terms

Term or Abbreviation	Notes
3G Mobile Cellular Network	Third generation of mobile communications technology, a group of mobile technologies that have been approved by ITU as IMT-2000. These technologies allow voice, data and video communications. Currently, five standards have been specified as IMT-2000 based on various combinations of mobile technologies: CDMA Direct Spread (WCDMA), CDMA Multi-Carrier (CDMA2000), CDMA Time division (TD-CDMA), TDMA Single-Carrier and FDMA/TDMA and of DMA TDD WMAN (IEEE 802.16).
Accuracy	Denotes the closeness of computations or estimates to the exact or true values. Statistics are not equal with the true values because of variability (the statistics change from implementation to implementation of the survey due to random effects) and bias (the average of the possible values of the statistics from implementation to implementation is not equal to the true value due to systematic effects).
ADSL	Asymmetric digital subscriber line, a modem technology that converts twisted-pair telephone lines into access paths for multimedia and high-speed data communications. The bit rates transmitted in both directions are different.
Area Sampling	Selection of geographical area units that comprise sampling frame (may include selection of area segments, defined as mapped subdivisions of administrative area).
Analogue Modem	Dial-up is a connection to the Internet via an analogue modem and telephone line, which requires that the modem dial a phone number when Internet access is needed. The modem converts a digital signal into analogue for transmission by traditional (copper) telephone lines. It also converts analogue transmissions back to digital.
Anti-Spyware Software	Software which detects and removes spyware from a computer system (spyware is tracking software which gathers information without the user's knowledge).

Bit	Abbreviation for binary digit and describing the smallest unit of information handled by a computer. One bit expresses a 1 or a 0 in a binary numeral, or a true or false logical condition. See also Byte.
Blog (Short For Web Log)	A blog (a truncation of the expression web log) is a discussion or informational site published on the World Wide Web and consisting of discrete entries ("posts") typically displayed in reverse chronological order (the most recent post appears first).
Broadband	A general term meaning a telecommunications signal or device of greater bandwidth, in some sense, than another standard or usual signal or device; the broader the band, the greater the capacity for traffic). In data communications, the term refers to a data transmission rate of at least 256 kb/s.
Byte	Abbreviation for binary term. A unit of data, today almost always consisting of 8 bits. A byte can represent a single character, such as a letter, a digit, or a punctuation mark. See also kilobit and kilobyte.
Cable Modem	Cable modem uses modems attached to cable television networks (cable TV lines) for permanent 'fixed' access to the Internet. A cable modem is a device that enables you to hook up a computer to a local cable TV line and receive data. It is considered as one of the high capacity 'speed' permanent 'fixed' Internet connection (broadband).
Cable TV(CATV)	Multi-Channel programming delivered over a coaxial cable for viewing on television sets
CAPI	Computer assisted personal interviewing.
CATI	Computer assisted telephoning interviewing.
CDMA 1x (Release 0)	CDMA 1x (Release 0) is a part of the IMT-2000 family of standards and provides an upgrade for CDMA users, but typically has a capacity of below 256 kb/s.
CDMA2000 1x	CDMA2000 1x is an IMT-2000 3G mobile network technology, based on CDMA that delivers packet switched data transmission speeds of up to 144 kbps. Also referred to as 1XRTT.
CDMA2000 1xevdo	CDMA2000 1xEV-DO (Evolution, Data Optimized), an IMT-2000 3G mobile network technology, based on CDMA that delivers packet-switched data transmission speeds of up to 4.9 Mbit/s.

Cellular Mobile With Access at Broadband Speeds	Cellular mobile networks with access to data communications (e.g. the Internet) at broadband speeds (defined as greater than or equal to 256 kb/s in one or both directions) such as WCDMA, HSDPA, CDMA2000 1xEV-DO, CDMA 200 1xEV-DV etc. These services are typically referred to as 3G or 3.5G.
Cluster Sampling	Sampling in which next-to-last stage is geographically-defined unit such as census enumeration area (EA).
Clustering; Clustered	Refers to tendency of sample units – persons or households – to have similar characteristics.
Commercial Internet Access Facility	Enables Internet use at publicly available commercial facilities such as Internet or cyber cafés, hotels, airports etc., where access is typically paid (i.e. not free of charge).
Community Internet Access Facility	Enables Internet use at community facilities such as public libraries, publicly provided Internet kiosks, non-commercial telecentres, digital community centres, post offices, other government agencies; access is typically free and is available to the general public.
Complex Sample Design	Refers to use of multiple stages, clustering and stratification in household survey samples, as opposed to simple random sampling.
Confidence Level	Describes degree of statistical confidence with which precision or margin of error around the survey estimate is obtained, 95 per cent generally being regarded as the standard.
Design Effect – Deff	Ratio of variance from complex sample design to simple random sample of same sample size; deft is ratio of standard errors; sometimes referred to as clustering effect though deff includes effects of stratification as well as clustering.
Desktop Computer	A computer that usually remains fixed in one place. Normally the user is placed in front of it, behind the keyboard.
Dial-Up Internet Access	Uses an (analogue) modem and fixed telephone line to connect to the Internet; it requires that the modem dial a telephone number when Internet access is needed.
Digital Terrestrial TV (DTT)	The technological evolution from analogue terrestrial television, providing capability for sign

Direct-To-Home (DTH) **Satellite Services**	Television services received via a satellite dish capable of receiving satellite television broadcasts
DQAF	Data Quality Assessment Framework (IMF)
DSL	Internet access using Digital Subscriber Line (DSL) technology. DSL is a technology for bringing high-bandwidth information to homes and small businesses over ordinary copper telephone lines. Speed should be equal to, or greater than, 256 kbit/s, in one or both directions.
Fixed (Wired) **Broadband Network**	Refers to technologies at advertised download speeds of at least 256 kbit/s, such as DSL, cable modem, high speed leased lines, fibre-to-the home/building, powerline and other fixed (wired) broadband.
Fixed (Wired) **Narrowband Network**	Includes analogue modem (dial-up via standard telephone line), ISDN (Integrated Services Digital Network), DSL (Digital Subscriber Line) at advertised download speeds below 256 kbit/s, and other forms of access with an advertised download speed of less than 256 kbit/s.
Fixed Telephone Line	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.
General Government Organizations	Are defined per the SNA93 (2008 revision) concept of general government. According to the SNA "… the principal functions of government are to assume responsibility for the provision of goods and services to the community or to individual households and to finance their provision out of taxation or other incomes; to redistribute income and wealth by means of transfers; and to engage in non-market production." (General) government organizations include central, state and local government units.)
GPRS	General Packet Radio Service (GPRS), a 2.5G mobile standard typically adopted by GSM operators as a migration step towards 3G (W-CDMA).
GSM	Global System for Mobile communications.

Handheld Computer	A small computer including a personal digital assistants (PDA), also known as a palmtop computer.
Homepage	A home page, index page, or main page is a page on a website.
Household	For the purposes of this Survey, a household consists of one or more persons, who may or may not be related to each other; share accommodation; and make common provision for food.
HSDPA	High-speed Downlink Packet Access (HSDPA), an upgrade to W-CDMA to allow downlink data transmission at speeds of typically 8-10 Mbit/s. It is complemented by High-Speed Uplink Packet Access (HSUPA), which offers uplink speeds of around 5 Mbit/s.
In Mobility (Internet Use)	Use of the Internet while mobile, via a mobile cellular telephone (including devices with mobile telephone functionality) or other mobile access devices, for example, a laptop computer, tablet or other handheld device connected to a mobile phone network.
Internet	communication services including the World Wide Web and carries email, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer – it may also be by mobile phone, PDA, games machine, digital TV etc.). Access can be via a fixed or mobile network.
IP	Internet protocol
ISDN	Integrated services digital network, a network that provides digital connections between user-network interfaces.
ISP	Internet service provider
Kbit/S (Or Kbit/S Or Kbps)	Kilobits per second (1 kilobit per second=one thousand bits per second). A kilobit is 1,024 bits. A bit expresses a 1 or a 0 in a binary numeral, or a true or false logical condition.
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 netbooks but does not include tablets and similar handheld computers.
Making On-Line Payments	Includes payment of fees, payments for purchases, taxation remittances etc. Online payments to government organizations may be made via an intermediary, for instance, a bank's website.
Master Sample	A super sample intended to be used for multiple surveys and/or multiple rounds of the same survey, usually over 10-year time frame.

Mobile (Cellular) Telephone	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 post-paid subscriptions and pre-paid accounts are included.
Mobile Broadband Network Via A Card Or USB Modem	Mobile broadband network (at least 3G, e.g. UMTS) via a card (e.g. integrated SIM card in a computer) or USB modem.
Mobile Broadband Network Via A Handset	Mobile broadband network (at least 3G, e.g. UMTS) via a handset
Modem	Modulator-demodulator, a device or program that enables a computer to transmit data over, for example, telephone or cable lines.
Non-Sampling Error	Bias in survey estimate arising from errors in design and implementation; refers to accuracy or validity of an estimate as opposed to its reliability or precision.
OCR	Optical character recognition.
OECD	Organisation for Economic Co-operation and Development
OSILAC	Observatory for the Information Society in Latin America and the Caribbean
PARTNERSHIP	Partnership on Measuring ICT for Development
PDA	Personal digital assistant
Primary Sampling Unit, PSU	Geographically-defined administrative unit selected at first stage of sampling
Probability Sampling	Selection methodology whereby each population unit (person, household, etc.) has known, non-zero chance of inclusion in the sample
Radio	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.
Reliability (Precision, Margin Of Error)	Refers to degree of sampling error associated with a given survey estimate.

RSE	Relative standard error (coefficient of variation). Standard error as percentage of survey estimate, i.e. standard error divided by estimate.
Sample Frame(S)	Set of materials from which sample is actually selected, such as a list or set of areas.
Sample Size	Number of units (households or persons) selected.
Sampling Error (Standard Error)	Random error in survey estimate due to the fact that a sample rather than entire population is surveyed; square root of sampling variance.
Sampling In Phases; Also Known As Double Sampling Or Post-Stratified Sampling	Selecting sample in (generally) two time periods, with second phase typically a subsample of first-phase sample; not to be confused with trend sampling (see below).
Sampling In Stages	Means by which sample of administrative areas and households/persons is chosen in successive stages to pinpoint geographic Locations where survey is conducted.
Sampling Variance	Square of standard error or sampling error.
Satellite Broadband Network	Satellite broadband network (via a satellite connection), at advertised download speeds of at least 256 Kbit/s
Segment	A delineated, mapped subdivision of a larger cluster
Social Network/Networking	Social networking can be distinguished from other communication and content activities by the aspect of creating a profile on certain websites.
Stratified Sampling	Technique of organizing sample frame into sub-groupings that are internally homogeneous and externally heterogeneous to ensure sample selection is spread properly across important population sub-groups.
Systematic Sampling	Selection from a list, using a random start and predetermined selection interval, successively applied.
Tablet	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.
Target Population	Definition of population intended to be covered by survey; also known as coverage universe.
Television	A stand-alone 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.
Terrestrial Fixed (Wireless) Broadband Network	Refers to technologies at advertised download speeds of at least 256 Kbit/s, such as WiMAX, fixed CDMA
UIS	UNESCO Institute for Statistics
UMTS	Universal Mobile Telecommunications System (UMTS) is one of the third generation (3G) mobile phone technologies. It uses W-CDMA as the underlying standard, is standardized by the 3GPP, and represents the European answer to the ITU IMT-2000 requirements for 3G Cellular radio systems. It presently delivers packet switched data transmission speeds up to 384 kbps and up to 2 Mbps when fully implemented.
UNCTAD	United Nations Conference on Trade and Development
UNECA	United Nations Economic Commission for Africa
UNECLAC	United Nations Economic Commission for Latin America and the Caribbean
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNESCO	United Nations Education, Scientific and Cultural Organization
UNESCWA	United Nations Economic and Social Commission for Western Asia
UNSC	United Nations Statistical Commission
UNSD	United Nations Statistics Division
URL	Uniform Resource Locator
USB Modem	Universal serial bus, an external bus standard that supports data transfer rates of 12 Mbit/s
User-Created Content	Can be uploaded by anyone, includes texts, photos, music files and video clips, which often act as the centre for interaction within a network (e.g. YouTube, MySpace).
VOIP	Voice over Internet Protocol, VoIP is a family of transmission technologies for delivery of voice communications over the Internet or other packet-switched networks. It is more generally referred to as IP (or Internet) telephony.

Web Presence	Includes a website, homepage or presence on another entity's website. It excludes inclusion in an online directory and any other web pages where the entity does not have control over the content of the page. A web presence includes social media pages and accounts (for example, Facebook, YouTube and Twitter) if the entity has control over content.
W-CDMA	Wideband CDMA (W-CDMA), an IMT-2000 3G mobile network technology, based on CDMA that presently delivers packet-switched data transmission speeds up to 384 Kbit/s and up to 2 Mbit/s when fully implemented. Known as Universal Mobile Telecommunications System (UMTS) in Europe.
Website	Location on the World Wide Web identified by a web address. Collection of web files on a particular subject that includes a beginning file called a home page. Information is encoded with specific languages (Hypertext mark-up language (HTML), XML, Java) readable with a web browser, like Netscape's Navigator or Microsoft's Internet Explorer.
Weight	Inverse of probability of selection; inflation factor applied against raw data; also known as design weight.
WIFI	Wireless fidelity, a wireless local area network based on the Institute of IEEE 802.11 standard
Wiki	Usually refers to a web application which allows people to add, modify, or delete content in a collaboration with others. Text is usually written using a simplified Markup language or a rich-text editor.
WIMAX	Wireless interoperability for microwave access/Worldwide Interoperability for Microwave Access, a family of telecommunications protocols that provide fixed and mobile Internet access, based on the IEEE 802.16 standard.
WPIIS	Working Party on Indicators for the Information Society (OECD)
WSIS	World Summit on the Information Society
WWW	World Wide Web
XDSL	Any of the various types of digital subscriber lines technologies, e.g. ADSL
ZIMSTAT	Zimbabwe National Statistics Agency

Appendix 2: ITU core indicators for collecting ICT household data

HH1	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
HH5	Proportion of individuals using a computer
HH6	Proportion of households with Internet
HH7	Proportion of individuals using the Internet
HH8	Proportion of individuals using the Internet, by location
HH9	Proportion of individuals using the Internet, by type of activity
HH10	Proportion of individuals using a mobile cellular telephone
HH11	Proportion of households with Internet, by type of service
HH12	Proportion of individuals using the Internet, by frequency
HH13	Proportion of households with Multi-Channel television, by type
HH14	Barriers to household Internet access
HH15	Individuals with ICT skills, by type of skills
HH16	Household expenditure on ICT

Zimbabwe Specific Indicators

Q11.	Household Access to Electricity
Q12.	Distance of the Dwelling Unit to the Nearest Post Office
Q13.	Whether Household Used Postal Services
Q14.	Household Frequency of Use of Postal Services
Q15.	Whether Household Used Courier Services
Q16.	Household Frequency of Use of Courier Services

Appendix 3: ICT Household Questionnaire

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)





Access by Households and Use by Individuals: 2013

QUESTIONNAIRE

Questionnaire ☐ *of* ☐ **Serial Number:** ☐

SECTION A: IDENTIFICATION

Province	District	Ward	Sector	E.A. Number	HH. Number	Month	Year	Reset. Area Code

SECTION B: HOUSEHOLD CHARACTERISTICS

1	2	3	4	5	6
PERSON NO	**Names of household members***(starting with the head of household)* *Include usual members who are temporarily absent.* *Note that visitors are not usual members*	**What is the relationship of** (*name*) **to the head of house-hold?*** *Circle the appropriate code* **1** Head **2** Spouse **3** Son/Daughter **4** Brother/Sister **5** Nephew/Niece / Cousin **6** Grand Child **7** Parent **8** Other relative **9** Not related **0** Don't know	**Is** (*name*) **male or female?** *Circle the appropriate code* **1**Male **2** Female	**What is** (*name*'s) **date of birth?** *Enter day, month and year*	**How old was** (*name*) **on his or her last birthday?** *Record age in completed years ("00" for children less than 1 year).*

	Name	Relationship	Sex	Day	Month	Year	Age
01		1 2 3 4 5 6 7 8 9 0	1 2				
02		1 2 3 4 5 6 7 8 9 0	1 2				
03		1 2 3 4 5 6 7 8 9 0	1 2				
04		1 2 3 4 5 6 7 8 9 0	1 2				
05		1 2 3 4 5 6 7 8 9 0	1 2				
06		1 2 3 4 5 6 7 8 9 0	1 2				
07		1 2 3 4 5 6 7 8 9 0	1 2				
08		1 2 3 4 5 6 7 8 9 0	1 2				
09		1 2 3 4 5 6 7 8 9 0	1 2				
10		1 2 3 4 5 6 7 8 9 0	1 2				

- ***Probe for additional household members especially those who may not be family members (e.g. servants and friends) but usually stay with the household***

SECTION C: EDUCATION AND LABOUR FORCE

			EDUCATION ED *FOR MEMBERS AGED 3 YEARS AND ABOVE*		LABOURFORCE LFS *FOR MEMBERS AGED 15 YEARS AND ABOVE*	OCCUPATION OCC *FOR MEMBERS AGED 15 YEARS AND ABOVE*
1	**2**	**6**	**7**		**8**	**9**
PERSON NO	***(Copy names and age from Q2 and Q6)***		**What *is* *(name's)* highest level of education completed?** (*Record the appropriate level from the educational codes below)* **88**.None **00**. Early Childhood Development (ECD) **01-07**Grade 1-7 **11-16**Form 1-6 **20**. Diploma/ Certificate after Primary **21.**Diploma/ Certificate after Secondary **22.**Graduate/ Postgraduate		**In *(name's)* main job in the last 3months what was he/she?** *Circle the appropriate code* **1** Paid employee permanent **2** Paid employee casual/temporary/ contract/seasonal. **3** Employer **4** Own account worker (communal, **5** Resettlement & peri-urban farmer **6** Own account worker **7** Contributing family worker **8** Student	**Describe *(name's)* activity of main occupation during the last 3 months.** *e.g. Street vending, Primary school teaching, Hair cutting*
	Name	**Age**	**Level of Education**		**Main Job**	**Activity in Main Job**
01					**1 2 3 4 5 6 7 8**	
02					**1 2 3 4 5 6 7 8**	
03					**1 2 3 4 5 6 7 8**	
04					**1 2 3 4 5 6 7 8**	
05					**1 2 3 4 5 6 7 8**	
06					**1 2 3 4 5 6 7 8**	
07					**1 2 3 4 5 6 7 8**	
08					**1 2 3 4 5 6 7 8**	
09					**1 2 3 4 5 6 7 8**	
10					**1 2 3 4 5 6 7 8**	

SECTION D: ELECTRICITY ACCESS

10	**Does the dwelling unit in which this household resides have access to electricity?** *Circle appropriate code*	**Yes…… 1** **No…… 2**
	a. *This question is asked of all in-scope households.* b. *Electricity access may be by a grid/mains connection, or from power generated locally (including at the dwelling). Local power includes electricity generated by a fuel-powered generator, or from renewable resources such as wind, water or solar. It excludes sole use of energy storage devices, such as batteries (though these may be used to store electricity from other sources).* ***Interviewer instruction*** *Where the interview occurs at the household dwelling, the presence of electricity may be directly observable by the interviewer, in which case the question does not need to be asked.*	

SECTION E. HOUSEHOLD ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGY

11	**What is the distance of the household to the nearest Post Office in kilometres?** *Circle the appropriate code.*	**0 < 5 ……..…….... 1** **5 <10 …….... 2** **10 <15 ……..…. 3** **15< 20 ……. 4** **20 and above……..…. 5**

12	**Did the household use postal services (ZIMPOST) to send mail/ documents during the last 3 months***? If no go to Q14*	**Yes……..…...1** **No…… 2**
	Postal services are transmission of letters, packages, periodicals and related services. Postal services ensure that postal items are delivered. A postal item refers to anything dispatched by postal services such as letter post, parcel post, money orders, etc. *Letter post items are defined as priority items and non-priority items weighing up to 2kgs.letters, post cards, printed papers, small packets weighing up to 2kgs and literature for the blind weighing up to 7kgs.*	

13	**How often did the household use postal services during the last 3 months?**	**Never..…….…..…. 1** **Less than once a month….. 2** **About once a month……... 3** **Weekly...…….…..…. 4** **Daily …… 5**

14	**Did the household use courier services to send mail /documents during the last 3 months?** *If no go to Q16*	**Yes……...1** **No…… 2**

	Courier services are express delivery services which include time definite delivery. Thus courier services are fast, door-to-door and have pick–up and delivery services of high-value goods or urgently needed documents.

15	**How often did the household use courier services during the last 3 months?**	**Never……..…. 1** **Less than once a month... 2** **About once a month…….. 3** **Weekly..…… 4** **Daily ……..…… 5**

16(a)	**Does this household have access to a radio at home?** (*a conventional stand-alone device)*	**Yes……..…….. 1** **No…….. 2**
16(b)	**Does this household have access to a radio at home?** (*Integrated with another device such as audio player, mobile phone etc.)*	**Yes……..…….. 1** **No…….. 2**
16(c)	**Does this household have access to a radio at home?** (*online, over the internet.)*	**Yes……..…….. 1** **No…….. 2**
	a. This question is asked of all in-scope households. *b. 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 maybe integrated with another device, such as an alarm clock, an audio player, a mobile phone or a computer.* *"Household with a radio" means that the radio is available for use of any member of the household at any time. The radio can be owned or not by the household. In order for a household to have access to a radio, it should be able to be used, that is, equipment is in working condition.* ***Interviewer instructions*** *The interviewer should probe a 'no' response to this question if the response to Q17 is 'yes'.*	

17(a)	**Does this household have access to a television at home?** (*a conventional stand-alone device)*	**Yes……..…….. 1** **No…….. 2**
17(b)	**Does this household have access to a television at home?** (*Integrated with another device such as a computer.)*	**Yes……..…….. 1** **No…….. 2**
17(c)	**Does this household have access to a television at home?** (*Online, over the internet.)*	**Yes……..…….. 1** **No…….. 2**
	a. This question is asked of all in-scope households. *b. A TV (television) includes any 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 standalone device, but it may also be integrated with another device, such as a computer or a mobile phone.* *"Household with a TV" means that the TV is available for use of any member of the household at any time. The TV can be owned or not by the household. In order for a household to have access to a TV, it should be able to be used, that is, equipment is in working condition.* ***Interviewer instructions*** *The interviewer could check for the presence of a TV aerial or a TV set if the interview takes place at the household's residence.*	

18	**Households with multi-channel TV** **Does this household have access to the following television services at home?**	**Cable TV……1** **Direct–to-home satellite services ……...2** **Internet-protocol TV……...3** **Digital terrestrial TV……..4**
	a. This question is asked of all in-scope households. ***Interviewer instructions*** *The interviewer could check for the presence of a TV aerial or a TV set if the interview takes place at the household's residence.*	

	Does this household have a fixed line telephone at home?	**Yes…….. 1** **No…….. 2**
19	*b. This question is asked of all in-scope households.* *c. 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.* *d. The equipment should be in working order.* ***Interviewer instructions*** *The interviewer could possibly check for the presence of a fixed line telephone if the respondent is not sure (if the interview takes place at the household's residence).*	

	Does any member of this household have a mobile telephone at home?	**Yes…….. 1** **No…….. 2**
2	*a. This question is asked of all in-scope households.* *b. At home means that the mobile telephone can be used by members of the household, though it is not restricted to home use.* *c. 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, as well as IMT-2000 (3G). Users of both post-paid subscriptions and pre-paid accounts are included.* *"Household with a mobile phone" means that the mobile phone is available for use of any member of the household at any time. The mobile phone can be owned or not by the household.* *A household can be considered as having access to a mobile phone when it is able to receive and make calls from within the house at all times. Countries may adapt this depending on the situation (for example, in remote or rural areas, the garden of the house can be considered part of the house in order to receive the signal).* *In order for a household to have access to a mobile phone, it should be able to be used, that is, equipment is in working condition.*	

21	**Does any member of this household have any of the following computer items at home, regardless of whether it is being used or not?** *Circle appropriate code.(Allow multiple responses)*		
	Computer Item	**Yes**	**No**
21(a)	Desktop	**1**	**2**
21(b)	Laptop(e.g. notebook, netbook)	**1**	**2**
21(c)	Tablet (or similar handheld computer without phone facilities as a main function)	**1**	**2**

21(d)	PDA	**1**	**2**
21(e)	NotePad	**1**	**2**
21(f)	**Other** *(Specify)*……..	**1**	**2**

a. This question is asked of all in-scope households.

b. A computer refers to a desktop, a laptop computer or a tablet or similar handheld computer. It does not include equipment with some embedded computing abilities, such as smart TV sets, and devices with telephony as a main function, such as mobile or smart phones.

"Household with a computer" means that the computer is available for use of any member of the household at any time. The computer can be owned or not by the household. In order for a household to have access to a computer, it should be able to be used, that is, equipment is in working condition.

Interviewer instructions

The interviewer could possibly check for the presence of a computer (e.g. a desktop PC) if the interview takes place at the household's residence.

2	**Does any member of this household have Internet access at home, regardless of whether it is being used or not?** *If no go to Q24*	**Yes**…….. **1** **No**…….. **2**

a. This question is asked of all in-scope households.

b. The Internet is a world-wide public computer network. It provides access to a number of communication services including the World Wide Web and carries email, news, entertainment and data files.

c. Access may be by any device enabling Internet access (not only a computer). It may also be by mobile phone, PDA, games machine, digital TV etc. Access can be via a fixed or mobile network.

Interviewer instructions

The interviewer may be able to check for the presence of some kinds of Internet connection (e.g. a modem connection) if the respondent is not sure (if the interview takes place at the household's residence).

23	**What type/s of Internet services are used for Internet access at home? *Please circle the code relevant to your response.*** *(Allow multiple responses)*		
	Fixed (wired) Narrowband: Includes mobile phone and other forms of access with an advertised download speed of less than 256 kbit/s (including CDMA 1x (Release 0), GPRS, WAP and i-mode		
		Yes	**No**
23(a)	**Dial-up** *Dial-up via standard telephone line; it requires that the modem dial a phone number when Internet access is needed.*	**1**	**2**
23(b)	**ISDN** *ISDN (Integrated Services Digital Network) turns a traditional telephone line into a higher speed digital link.*	**1**	**2**
23(c)	**DSL** *DSL (Digital Subscriber Line) includes ADSL, SDSL, VDSL and uses ordinary telephone lines.*	**1**	**2**
23(d)	**Mobile Narrowband** (less than 3G, e.g. CDMA 1x, GPRS, EDGE)	**1**	**2**
Fixed (wired) Broadband: Includes technologies at speeds greater than or equal to 256 kbit/s, in one or both directions, such us leased lines, fibre-to-the home, satellite, fixed wireless, Wireless Local Area Network and WiMAX.**)**			
		Yes	**No**
23(e)	**Cable modem** *A cable modem uses cable TV lines for connecting to the Internet.*	**1**	**2**
23(f)	**DSL**	**1**	**2**
23(g)	**Fibre-to-the-home/building**	**1**	**2**

23(h)	**Other fixed (wired) broadband (specify).....**	**1**	**2**

Wireless broadband: *refers to mobile cellular networks with access to the Internet at speeds greater than or equal to 256 kbit/s, in one or both directions, such as Wideband CDMA (W-CDMA), Universal Mobile Telecommunications System (UMTS); High-speed Downlink Packet Access (HSDPA), complemented by High-Speed Uplink Packet Access (HSUPA); CDMA2000 1xEV-DO and CDMA 2000 1xEV-DV. Access can be via any device (handheld computer, laptop or mobile cellular telephone etc.).*

		Yes	No
23(i)	**Satellite**	**1**	**2**
23(j)	**Terrestrial fixed wireless (e.g. WIMAX, WIFI (hotspots), microwave)**	**1**	**2**
23(k)	**Mobile phone network (at least 3G,e.g. UMTS) via a handset**	**1**	**2**
23(l)	**Mobile phone network (at least 3G,e.g. UMTS) via a card or USB key (e.g. integrated SIM card)**	**1**	**2**

a. *This question is asked of all in-scope households with access to the Internet at home.*

b. *Record all Internet access services used by the household (that is, allow multiple responses).*

c. *It is not necessary to explicitly present categories grouped into narrowband and broadband, but the question should be worded in a way that makes it easy for the interviewer and the respondent to differentiate between narrowband and broadband Internet access.*

d. *Where possible, use specific country examples for the two 'other' categories.*

e. *The Mobile broadband category can be split into several categories reflecting available country services.*

f. *Note that DSL services with an advertised download speed of less than 256kbit/s are defined as narrowband. Where such services exist, they should be placed in a separate category to enable aggregation to total narrowband.*

24 **What are the main reasons for the household not having Internet access at home?**

Please circle the code relevant to your response.(Allow multiple responses)

	Reason	Yes	No
24(a)	Don't need the internet (not useful, not interesting, lack of local content	**1**	**2**
24(b)	Have access to the Internet elsewhere	**1**	**2**
24(c)	Lack of confidence, knowledge or skills to use the Internet	**1**	**2**
24(d)	Costly of equipment too high	**1**	**2**
24(e)	Cost of the service is too high	**1**	**2**
24(f)	Privacy or security concerns	**1**	**2**
24(g)	Internet service is not available in our area	**1**	**2**
24(h)	Internet service is available but it does not correspond to our needs (e.g. quality, speed)	**1**	**2**
24(i)	Cultural reasons (e.g. exposure to harmful content)	**1**	**2**
24(j)	Other specify ……..	**1**	**2**

25 **Household ICT expenditure**

How much did the household spend on ICT services and equipment during the last 3 months?

Please write values in figures

25(a)	Annual amount spent on ICT services (including fixed and mobile telephone, Internet, including in cybercafés, paid TV)**Value in US$**	$……
25(b)	Annual amount spent on ICT equipment (including desktop, laptop, tablet, mobile phones, e-book reader, MP3/4 players, etc.) **Value in US$**	$……

Information can be collected from household expenditure surveys or specific ICT surveys and can be collected with a reference period of the previous month or last quarter, to calculate annual values.

SECTION F: INDIVIDUAL USES OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

1	2	26	27	28	29	30	31
PERSON No	*(Copy names from Q2)*	**Have you used a mobile cellular telephone in the last 3 months?** *Circle Appropriate Code* **1** Yes **2** No	**Have you used a computer from any location in the last 3 months?** *Circle Appropriate Code* **1** Yes **2** No	**Which of the following computer-related activities have you carried out in the last 3 months?** *Circle Appropriate Code.(Allow multiple responses)* 1. Copying or moving a file or folder 2. Using copy and paste tools to duplicate or move information within a document 3.Sending e-mails with attached files (document, picture, video) 4.Using basic arithmetic formulas in a spreadsheet 5.Connecting and installing new devices (e.g. a modem, camera, printer) 6. Finding, downloading, installing and configurating software 7. Creating electronic presentations with presentation software (e.g. slides) including e.g. images, sound, video or charts 8.Transferring files between computer and other devices 9. Writing a computer programme using a specialized programming language	**Have you used the internet from any location in the last 3 months?** *Circle Appropriate Code* **1** Yes **2** No ***If no go to Q34***	**Where did you use the Internet from in the last 3 months?** *Circle Appropriate Code.(Allow multiple responses)* **1** Home **2** Work **3** Place of education **4** Another person's home **5** Community Internet access facility (typically free of charge) **6** Commercial Internet access facility (typically paid) **7** In mobility (i.e. during a journey in bus, train etc	**How often did you typically use the Internet during the last 3months** (from any location)? *Circle Appropriate Code* **1** Daily **2** Weekly **3** Monthly **4** Upon demand

	Name	Mobile Use		Computer Use										Internet Use		Place of Internet Use								Internet Typical Use			
01		1	2	1	2	1	2	3	4	5	6	7	8	9	1	2	1	2	3	4	5	6	7	8	1	2	3	4
02		1	2	1	2	1	2	3	4	5	6	7	8	9	1	2	1	2	3	4	5	6	7	8	1	2	3	4
03		1	2	1	2	1	2	3	4	5	6	7	8	9	1	2	1	2	3	4	5	6	7	8	1	2	3	4
04		1	2	1	2	1	2	3	4	5	6	7	8	9	1	2	1	2	3	4	5	6	7	8	1	2	3	4
05		1	2	1	2	1	2	3	4	5	6	7	8	9	1	2	1	2	3	4	5	6	7	8	1	2	3	4
06		1	2	1	2	1	2	3	4	5	6	7	8	9	1	2	1	2	3	4	5	6	7	8	1	2	3	4
07		1	2	1	2	1	2	3	4	5	6	7	8	9	1	2	1	2	3	4	5	6	7	8	1	2	3	4
08		1	2	1	2	1	2	3	4	5	6	7	8	9	1	2	1	2	3	4	5	6	7	8	1	2	3	4
09		1	2	1	2	1	2	3	4	5	6	7	8	9	1	2	1	2	3	4	5	6	7	8	1	2	3	4
10		1	2	1	2	1	2	3	4	5	6	7	8	9	1	2	1	2	3	4	5	6	7	8	1	2	3	4

SECTION F: INDIVIDUAL USES OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)*(Cont'd)*

1		32	33	34
PERSON No	*(Copy names from Q2)*	**For which of the following activities did you use the Internet for private purposes in the last 3 months (from any location)?** *Circle the appropriate code* (*Allow multiple responses)*. **1** Getting information about goods or services **2** Seeking health information (on injury, disease, nutrition etc.) **3** Making an appointment with a health practitioner via a website **4** Getting information from general government organizations **5** Interacting with general government organizations **6** Sending or receiving e-mail **7** Telephoning over the Internet/VoIP **8** Participating in social networks (creating user profile, posting messages, or other contributions to facebook, twitter, etc. **9** Accessing chat sites, blogs, newsgroups or online discussions **10** Purchasing or ordering goods or services **11** Selling of goods or services (e.g. eBay, facebook) **12** Using services related to travel or travel-related information **13** Internet banking **14** Doing a formal online course (in any subject) **15** Consult wikis (Wikipedia), online encyclopedias or other websites for formal learning purposes **16** Listening to web radio **17** Playing/streaming or downloading games images, videos or music **18** Downloading software and applications **19** Reading or downloading on-line newspapers or magazines, electronic books **20** Looking for a job or sending a job application **21** Participating in professional networks (creating user profiles, posting messages or other contributions to LinkedIn, Xing, etc. **22** Tele-working **23** Managing personal/own homepage **24** Uploading self/user-created context (text, images, photos, videos music, software, etc.) to any website to be shared **25** Blogging (maintaining or adding content to a blog) **26** Posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.) **27** Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition) **28** Using storage space on the Internet to save documents, pictures, music, video, other files (e.g. Google Drive, Dropbox, Windows Skydrive, iCloud, Amazon Cloud Drive) **29** Using software run over the Internet for editing text documents, spreadsheets or presentations (e.g. Google Docs, Office 365 **30** Sending or receiving money, e.g.. Ecocash, Textacash, etc	**Did you experience any of the following security incidents when using the internet in the last 3 months?** *Circle the appropriate code* (*Allow multiple responses)*. **1** Catching a virus or other computer infection (e.g. worm or Trojan horse) resulting to loss of information, time or damage of device **2** Abuse of personal information sent on the Internet and/or other privacy violations (e.g. abuse of pictures, videos, personal data uploaded on community websites) **3** Financial loss as a result of receiving fraudulent messages (phishing) or getting redirected to fake websites asking for personal information (pharming) **4** Financial loss due to fraudulent payment (credit or debit) card use **5** Other specify …… …… …… ……	**What are the reasons why you did not use the Internet in the last 3 months?** *Circle the appropriate code* (*Allow multiple responses)*. 1.Does not have a computer 2. Does not know how to use a computer 3. Internet cafes are far away 4. Lack of Electricity 5. Connection is too slow 6. Concern about exposure to inappropriate or harmful content 7. Not connected 8. Other specify …… …… …… …… …… …… …….

SECTION F: INDIVIDUAL USES OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)*(Cont'd)*				
1		**32**	**33**	**34**
01		**1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30**	**1 2 3 4 5**	**1 2 3 4 5 6 7 8**
02		**1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30**	**1 2 3 4 5**	**1 2 3 4 5 6 7 8**
03		**1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30**	**1 2 3 4 5**	**1 2 3 4 5 6 7 8**
04		**1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30**	**1 2 3 4 5**	**1 2 3 4 5 6 7 8**
05		**1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30**	**1 2 3 4 5**	**1 2 3 4 5 6 7 8**
06		**1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30**	**1 2 3 4 5**	**1 2 3 4 5 6 7 8**
07		**1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30**	**1 2 3 4 5**	**1 2 3 4 5 6 7 8**
08		**1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30**	**1 2 3 4 5**	**1 2 3 4 5 6 7 8**
09		**1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30**	**1 2 3 4 5**	**1 2 3 4 5 6 7 8**
10		**1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30**	**1 2 3 4 5**	**1 2 3 4 5 6 7 8**

END OF QUESTIONNAIRE

FOR OFFICIAL USE ONLY	
START TIME:	
END TIME:	
RESULT OF HOUSEHOLD INTERVIEW:	**COMPLETED 1** **NOT AT HOME 2** **REFUSED 3** **HOUSEHOLD NOT FOUND / DESTROYED 4** **OTHER (*SPECIFY*)……..……5**
NAME OF INTERVIEWER:	
DATE:	
NAME OF TEAM LEADER:	
DATE:	
NAME OF SUPERVISOR:	
DATE:	
EDITED BY:	
DATE:	
DATA ENTRY CLERK:	
VERIFIER:	
FILED BY:	

Completion notes for questions 30, 31 and 32

HH8 Location of individual use of the Internet in the last 3 months

HH8 refers to the location of Internet use by in-scope individuals in the previous 3 months.

Locations are defined per the response categories below. They are:

- Home
- Work
- Place of education
- Another person's home
- Community Internet access facility (typically free of charge)
- Commercial Internet access facility (typically paid)
- In mobility (i.e. during a journey in bus, train etc.

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.

The proportion of individuals who used the Internet at each location can be calculated as either the proportion of in scope individuals or the proportion of Internet users, using the Internet at each location. In either case, the result is then multiplied by 100 to be expressed as a percentage.

Where did you use the Internet in the last 3 months? (select all that apply)

Home	
Work	Where a person's workplace is located at his/her home, then he/she would answer yes to the home category only.
Place of education	For students. Teachers (and others who work at a place of education) would report 'work' as the place of Internet use. Where a place of education is also made available as a location for general community Internet use, such use should be reported in the Community Internet access facility category.
Another person's home	The home of a friend, relative or neighbour.
Community Internet access facility	For example, public libraries, publicly provided Internet kiosks, non-commercial telecentres, digital community centres, post offices, other government agencies; access is typically free and is available to the general public.
Commercial Internet access facility	For example, Internet or cybercafés, hotels and airports; access is typically paid (i.e. not free of charge).
In mobility (i.e. during a journey in bus, train etc	

Explanatory notes

Use of the Internet is not assumed to be only via a computer — it may also be by mobile phone, PDA, games machine, digital TV etc. Except for mobile Internet use, the locations are associated with the equipment used e.g. a PC installed at work or at an Internet café.

Individuals should be asked about all locations of Internet use (that is, the survey question used by countries should specify multiple responses). In cases where countries ask about the main location or a small number of most commonly used locations, the results will not be comparable with those of countries that ask about all locations of use. The difference is that the last will reflect the actual use at each place, whereas the first two will not.

The question is asked of all in-scope individuals who used the Internet in the last 12 months.

Countries can replace the Community and/or Commercial Internet access facility categories with those that reflect the types of facilities available in their country.

Countries may ask about response categories as a series of yes/no questions, rather than a single 'list' question. The method chosen will often reflect the method of data collection e.g. a telephone interview is more likely to use a series of questions.

Other country variations are: remove categories where items are not feasible; and add or split categories corresponding to country data requirements. Care should be taken when adding or splitting categories that statistical bias is not introduced. This could occur if the provision of alternative categories affects response. Where categories have been split into sub-categories, care needs to be taken when aggregating responses to reflect the response categories of the model question (in particular, to avoid double counting individuals who respond to more than one of the sub-categories).

The main statistical issue with this indicator is using a denominator that is not clear, or comparing indicators that have been compiled using different denominators. The 'locations' involving mobile devices (mobile phone or other mobile access device) may require explanation as they are fairly technical. It would be helpful if interviewers have a list of commonly available mobile services in the country as a reference.

HH12 Frequency of individual use of the Internet in the last 3 months

HH12 refers to frequency of Internet use by in-scope individuals from any location in the previous 3 months, as follows:

• at least once a day
• at least once a week but not every day
• Less than once a week

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.

The frequency of individual use of the Internet can be calculated as either the proportion of in-scope individuals or the proportion of Internet users, using the Internet with each frequency. In either case, the result is then multiplied by 100 to be expressed as a percentage.

How often did you typically use the Internet during the last 3months (from any location)?

At least once a day	Once a working day for respondents who only (or most frequently) used the Internet from work.
At least once a week but not every day	
Less than once a week	

Explanatory notes

Use of the Internet is not assumed to be only via a computer — it may also be by mobile phone, PDA, games machine, digital TV etc. It can be via a fixed or mobile network.

Typically means on most days (or a typical day). It is recommended that countries collect this information in respect of a typical period; therefore, respondents should ignore weekends (if they only use the Internet at work) and breaks from their usual routine, such as holidays.

The question is asked of all in-scope individuals who used the Internet in the last 3 months.

Countries are able to add additional frequency categories if they wish to obtain finer level information, for example, 'less than once a week' could be split into 'at least once a month but not every week' and 'less than once a month'. In practice, for most countries, it is likely that the proportion of individuals using the Internet less than once a month will be small.

The main statistical issue with this indicator is using a denominator that is not clear, or comparing indicators that have been compiled using different denominators.

HH9 Internet activities undertaken by individuals in the last 3 months

HH9 refers to Internet activities undertaken by in-scope individuals from any location in the previous 3 months.
Internet activities are defined per the response categories in the model question below. They are:

• Getting information about goods or services
• Seeking health information (on injury, disease, nutrition etc.)
• Making an appointment with a health practitioner via a website
• Getting information from general government organizations
• Interacting with general government organizations
• Sending or receiving e-mail
• Telephoning over the Internet/VoIP
• Participating in social networks (creating user profile, posting messages, or other contributions to facebook, twitter etc.)
• Accessing chat sites, blogs, newsgroups or online discussions
• Purchasing or ordering goods or services
• Selling of goods or services (e.g. eBay, facebook)
• Using services related to travel or travel-related accommodation
• Internet banking
• Doing a formal online course (in any subject)
• Consult wikis (e.g. Wikipedia), online encyclopaedias or other websites for formal learning purposes
• Listening to web radio
• Watching web television
• Playing/streaming or downloading games, images, videos or music
• Downloading software and applications
• Reading or downloading on-line newspapers or magazines, electronic books
• Looking for a job or sending a job application
• Participating in professional networks (creating user profiles, posting messages or other contributions to LinkedIn, Xing etc.)
• Teleworking
• Managing personal/own homepage
• Uploading self/user-created content (text, images, photos, videos, music, software etc.) to any website to be shared
• Blogging (maintaining or adding content to a blog)
• Posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)
• Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)
• Using storage space on the Internet to save documents, pictures, music, video, other files (e.g. Google Drive, Dropbox, Windows Skydrive, iCloud, Amazon Cloud Drive)
• Using software run over the Internet for editing text documents, spreadsheets or presentations (e.g. Google Docs, Office 365)

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.

The proportion of individuals who undertook each activity can be calculated as either the proportion of in-scope individuals or the proportion of Internet users who undertook each activity. In either case, the result is then multiplied by 100 to be expressed as a percentage.

For which of the following activities did you use the Internet for private purposes in the last 3 months (from any location)? (select all that apply)	
Getting information about goods or services	
Seeking health information (on injury, disease, nutrition, etc.)	
Making an appointment with a health practitioner via a website	
Getting information from general government organizations	Government organizations should be explained to respondents in a way that is consistent with the SNA93 (2008 revision) concept of general government. See Explanatory notes below for details. Information may be obtained via websites or e-mail.
Interacting with general government organizations	Government organizations should be explained to respondents in a way that is consistent with the SNA93 (2008 revision) concept of general government. See Explanatory notes below for details. Interacting with general government includes downloading/requesting forms, completing/lodging forms online, making online payments and purchasing from government organizations via the Internet. It excludes getting information from government organizations.
Sending or receiving e-mail	
Telephoning over the Internet/VoIP	Using Skype, iTalk, etc. Includes video calls (via webcam).

Participating in social networks (creating user profile, posting messages, or other contributions to facebook, twitter etc.)	
Accessing chat sites, blogs, newsgroups or online discussions	
Purchasing or ordering goods or services	Purchase orders placed via the Internet whether or not payment was made online. Orders that were cancelled or not completed are excluded. Includes purchasing of products such as music, travel and accommodation via the Internet.
Selling of goods or services (e.g. eBay, facebook)	
Using services related to travel or travel-related accommodation	
Internet banking	Includes electronic transactions with a bank for payment or transfers, or for looking up account information. Excludes electronic transactions via the Internet for other types of financial services, such as share and insurance purchases.
Doing a formal online course (in any subject)	Formal learning activities such as study associated with school or tertiary education courses as well as distance education involving online activities. (A more narrow interpretation is likely to be less meaningful as it could include a range of activities such as using the Internet to search for information.)
Consult wikis (e.g. Wikipedia), online encyclopaedias or other websites for formal learning purposes	
Listening to web radio	
Watching web television	
Playing/streaming downloading games, images, videos or music	Includes file sharing games and playing games online, either paid or free of charge.
Downloading software and applications	Includes downloading of patches and upgrades, either paid or free of charge.
Reading or downloading online newspapers or magazines, electronic books	Includes accessing news websites and subscriptions to online news services, either paid or free of charge.
Looking for a job or sending a job application	
Participating in professional networks (creating user profiles, posting messages or other contributions to LinkedIn, Xing etc.)	
Teleworking	
Managing personal/own homepage	
Uploading self/user-created content (text, images, photos, videos, music, software etc.) to any website to be shared	
Blogging (maintaining or adding content to a blog)	
Posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)	
Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	
Using storage space on the Internet to save documents, pictures, music, video, other files (e.g. Google Drive, Dropbox, Windows Skydrive, iCloud, Amazon Cloud Drive)	
Using software run over the Internet for editing text documents, spreadsheets or presentations (e.g. Google Docs, Office 365)	

Explanatory notes Internet use is not assumed to be only via a computer — it may also be by mobile phone, PDA, games machine, digital TV etc. It can be via a fixed or mobile network. Individuals should be asked about all Internet activities (that is, the question used by countries should specify multiple responses). Activities are not mutually exclusive. Internet activities are restricted to private purposes and therefore exclude activities such as purchasing over the Internet undertaken as part of a person's job. General government organizations should be explained to respondents in a way that is consistent with the SNA93 (2008 revision) (UNSD, 2008a) concept of general government. According to the SNA "… the principal functions of government are to assume responsibility for the provision of goods and services to the community or to individual households and to finance their provision out of taxation or other incomes; to redistribute income and wealth by means of transfers; and to engage in non-market production." (General) government organizations include central, state and local government units. Importantly, they do not include public corporations (legal entities, predominantly owned and controlled by the government that are created for the purpose of producing goods and services for the market and may be a source of profit or other financial gain to their owner/s). The question is asked of all in-scope individuals who used the Internet in the last 12 months. Countries may ask about response categories as a series of yes/no questions, rather than a single 'list' question. Other country variations are: remove categories where items are not feasible; and add or split categories corresponding to country data requirements. Care should be taken when adding or splitting categories that statistical bias is not introduced. Where categories have been split into sub-categories, care needs to be taken when aggregating responses to reflect the response categories of the model question. There are several statistical issues with this indicator. They include not including all activities, from all locations, using a denominator that is not clear, or comparing indicators that have been compiled using different denominators. In respect of the activity categories, the concept of a general government organization may prove difficult for respondents to understand, especially in a consistent way. Some countries clarify the definition by listing particular general government organizations or functions of those organizations.	