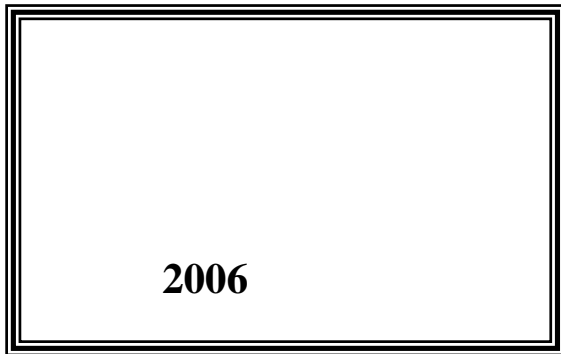


**2009-2000**

.

**2010 /**



© 1431 - 2010 .

:

**.2010**

*.2009-2000*

-

:

**1647** :

: (972/970) 2 2982700

: (972/970) 2 2982710

: diwan@pcbs.gov.ps

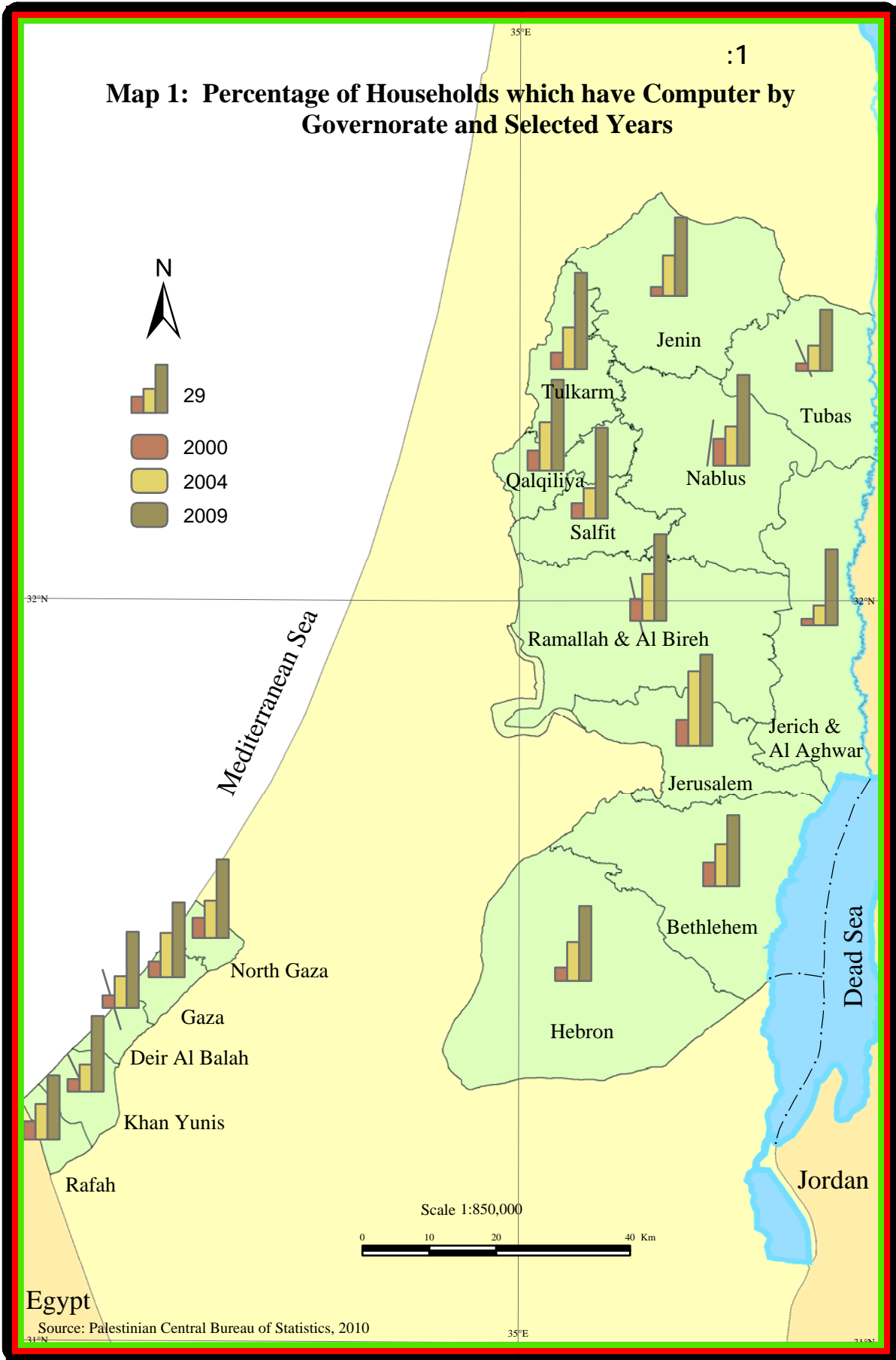
: http://www.pcbs.gov.ps



Source: Palestinian Central Bureau of Statistics



**Map 1: Percentage of Households which have Computer by Governorate and Selected Years**





**(PNA)**

**2010 (CFG)**

**.(SDC)**

**(CFG)**





•

•

•

•

•



2000

.2009-2000

**2010**



•

•

:-



<b>23</b>		:
23	2009-2000	1.1
24		2.1
24		3.1
24		4.1
24		5.1
<b>25</b>		:
25		1.2
26		2.2
26		3.2
26		1.3.2
28		2.3.2
31		3.3.2
34		4.3.2
<b>39</b>		:
39		1.3
41		2.3
47		3.3
<b>49</b>		:
49		1.4
50		2.4
51		3.4
52		4.4
53		5.4
55		6.4
56		1.6.4
59		2.6.4

**63**

63

65

**67**

:

1.5

2.5



<b>30</b>		100		<b>:1.2</b>
<b>33</b>				<b>:2.2</b>
<b>34</b>		(	10)	<b>:3.2</b>
			2006	
<b>36</b>		(	10)	<b>:4.2</b>
			2006	
<b>37</b>				<b>:5.2</b>
<b>39</b>	2006-2004			<b>:1.3</b>
<b>40</b>		(	10)	<b>:2.3</b>
<b>41</b>		(	10)	<b>:3.3</b>
			2006	
<b>41</b>		(	10)	<b>:4.3</b>
			2006	
<b>42</b>		(	10)	<b>:5.3</b>
<b>43</b>		(	10)	<b>:6.3</b>
			2006	
<b>44</b>		(	10)	<b>:7.3</b>
			2009	
<b>45</b>				<b>:8.3</b>
			2006-2004	
<b>46</b>		(	10)	<b>:9.3</b>
<b>47</b>		(	10)	<b>:10.3</b>

<b>48</b>		(	10)	<b>:11.3</b>
<b>48</b>		(	10)	<b>:12.3</b>
<b>49</b>			100	<b>:1.4</b>
<b>50</b>			100	<b>:2.4</b>
<b>53</b>		100		<b>:3.4</b>
<b>54</b>				<b>:4.4</b>
<b>56</b>				<b>:5.4</b>
	2006			
<b>58</b>				<b>:6.4</b>
			2006	
<b>60</b>	2006-2004			<b>:7.4</b>
<b>61</b>		(	10)	<b>:8.4</b>
		2006		
<b>62</b>		(	10)	<b>:9.4</b>
			2006	

<b>29</b>			<b>:1</b>
<b>31</b>			<b>:2</b>
<b>34</b>		( 10)	<b>:3</b>
		2006	
<b>35</b>			<b>:4</b>
<b>46</b>		( 10)	<b>:5</b>
		2009	
<b>51</b>	2007	100	<b>:6</b>
<b>52</b>	2007-2006	100	<b>:7</b>
<b>52</b>	100		<b>:8</b>
		2007	
<b>55</b>	2007		<b>:9</b>
<b>57</b>			<b>:10</b>
		2006	
<b>59</b>	( 10)		<b>:11</b>
		2006	



14

1996

%19.6 2009 1997

.%47.5

100 0.86  
( )

.1999

100 3.87 1995  
.2005 100 14.8  
.2009 %92.4

%28.5 2000 %2.0  
2004

.2009

(%30.9)

2009 (%27.2)

•

:

•

.( )

•

•

•

•

•

•

				2009-2000
2000	:			
2006			2004	
				.2009
			<b>2009-2000</b>	<b>1.1</b>
			<b>2000</b>	•
8,276			2000	
			2,543	5,733
		18	17-6	
			<b>2004</b>	•
2004				
		2,271	4,508	6,799
			<b>2006</b>	•
		2004		
		1,361	2,614	3,975
			10	
			<b>2009</b>	•
2009				
1,559		4,049	5,608	

2.1

3.1

4.1

2007

2000

2006

2005-1998

2009-2007

( )

.2004

5.1



(1994-1967)

1994

1995

1997

1995

1999

( )

90

2004

2000

.2009

**2.2**

1

1996 3

15

**3.2**

:

( )

( )

**1.3.2**

1995

1967

( )

---

2007

( )

1

<sup>2</sup>  
 .( )  
 %19.6 ( ) 2009 1997  
 .%47.5  
<sup>3</sup> 337,025 83,381 2005 1996  
<sup>4</sup> 100  
 1996 .(1.2) 100 9.4 2005  
 301,579 %37 2002  
 .2002  
 156,209  
 2004 803 1998  
 2005  
<sup>5</sup> (5,954) 2005  
 ( )  
 2006 .( )  
<sup>6</sup> %0.2 %13.9 %9.7  


---

 2  
 .2007 3  
 - .2007 .(8)  
 100 4  
 ( )  
 100  
 .2007 5  
 - .2007 .(8)  
 .2006 .2006 .2006 6

%50.5

. %37.5

2000

.7 %30.7

. %59.8

.8 %24.8

%45.0

2000

%36.5

**2.3.2**

2000 ( )

.9 1994 /

.1986 ( )

2000 ( )

100

0.86

1999 1995

1999 100 3.87 1995 100

2000 .10 1999

100 2.6 5.59

%43.7

.11 %42.1

---

- .2002 -2000 .2000 7

- .2002 -2000 .2000 8

: .2010 9

[http://www.trc.gov.jo/index.php?option=com\\_content&task=view&id=480&Itemid=976&lang=arabic](http://www.trc.gov.jo/index.php?option=com_content&task=view&id=480&Itemid=976&lang=arabic)

.2007 10

www.itu.int : - .2007 .(8)

.2009-2007 .2009 11

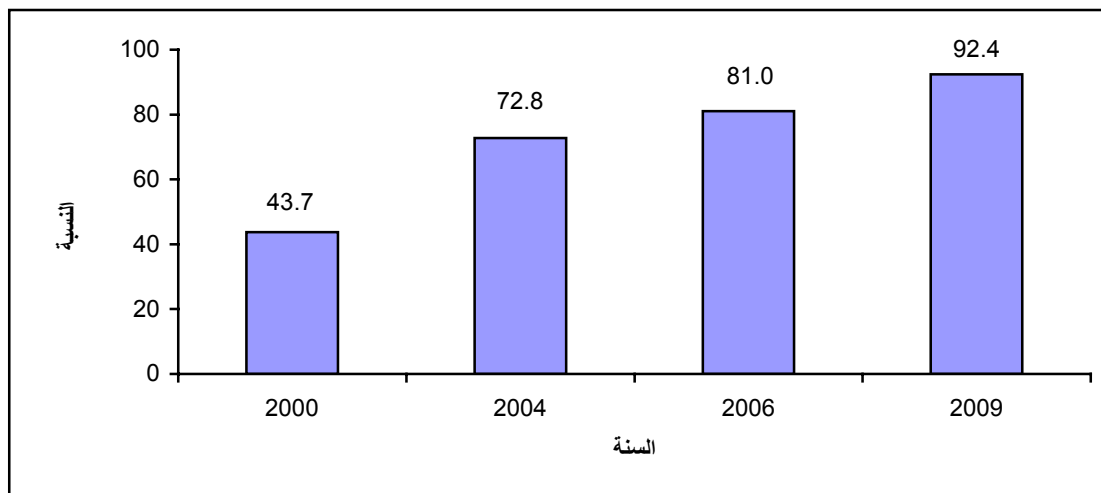
100

(1)

2009<sup>12</sup>

%92.4

:1



100

14.8 100 ( )

100

2006 .2005 -2000

(1.2)

.2005

%37.7

( 10)

.( %30.1

%41.9 )

%48.9

%57.4 ) 2009

%54.3

.13(

.2009-2007

.2009

12

.2009 .2009-2007

.2009

13

100

:1.2

*	( )			
0.86		-	-	1995
0.99		-	-	1996
1.44		-	-	1997
3.45		-	6.1	1998
3.87		-	7.7	1999
5.59		2.6	9.1	2000
9.09		5.2	8.1	2001
9.26		7.1	7.3	2002
13.27		7.1	6.3	2003
**26.44		11.8	7.9	2004
-		14.8	9.4	2005

www.itu.int :

\*

\*\*

2009 ( )

2006

: %3.4 %15.2 %26.5  
<sup>14</sup>%60.9

%50.2

2000

<sup>15</sup>%30.1

%42.9

( 10)

2009 2006

<sup>16</sup> %34.0 %36.1 %40.2 :2006

---

: %100 14  
 :2006 :2006 :2006  
 - .2002 -2000 .2000 15  
 .2006 :2006 .2006 : 16

2009

%54.0 %55.8

17

%48.3

3.3.2

2000 %10.8

2007 1997

(2)

2009

%49.2

152,054

11.4

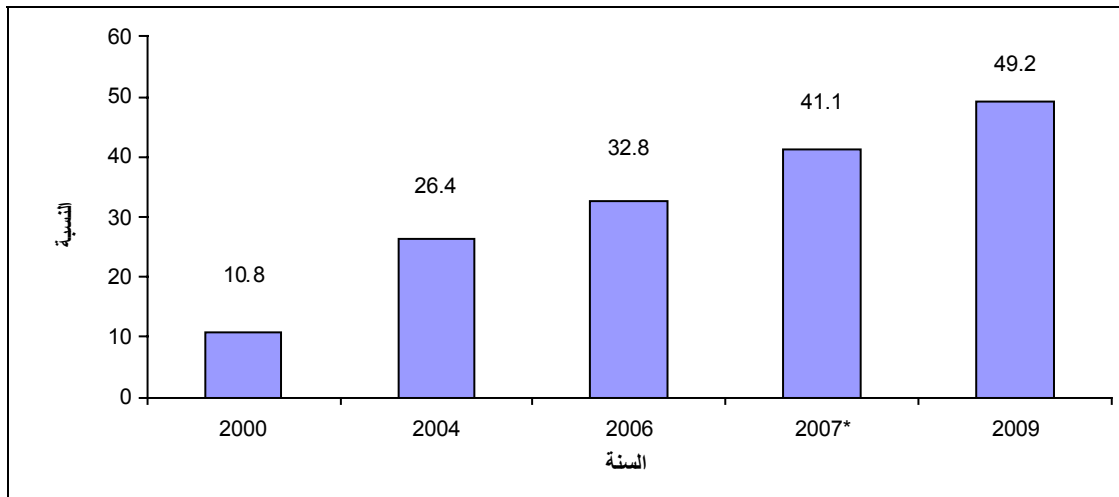
3,799

2007

2007

1997

2



(J1)

2007

\*

2000

(%16.4 )

%13.4 %14.5

(%15.8 )

(%4.6)

(%3.9)

18(%7.6)

(%12.3)

2004 2000

2009

2009-2007

2009

17

2002

-2000

2000

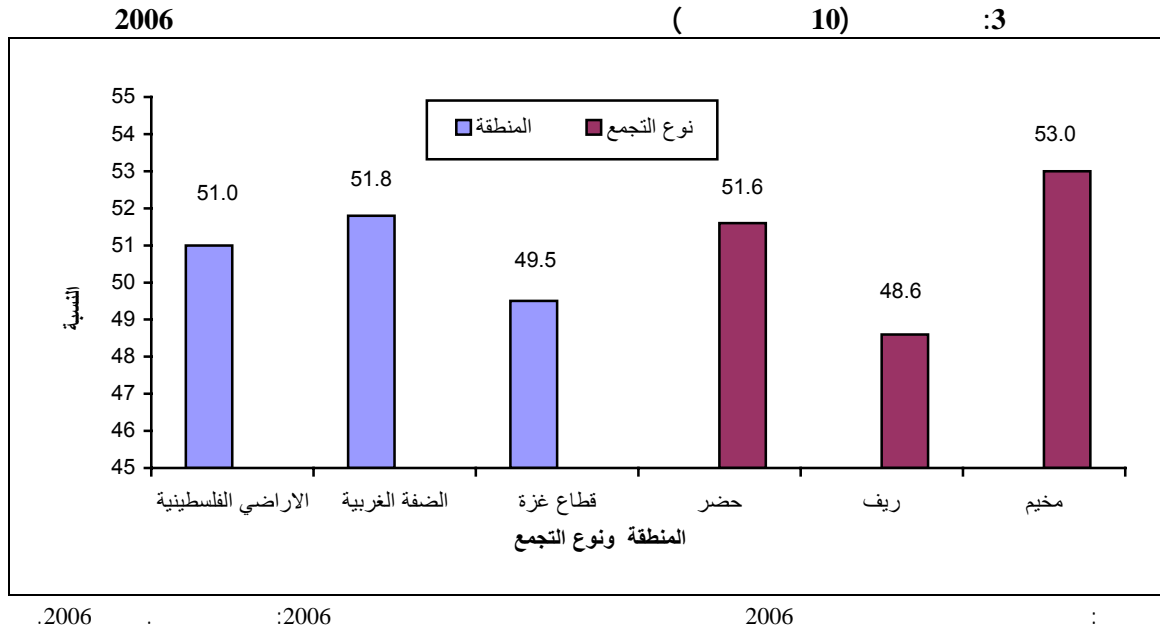
18

			(2.2)
17.3	(%29.6)		(%45.6)
(2.2)			
	:		
(%10.5)	(%14.3)		
		.2000	(%5.4)



:2.2

		2004	2000		
<b>15.6</b>	<b>144.4</b>	<b>26.4</b>	<b>10.8</b>		
<b>17.0</b>	<b>149.1</b>	<b>28.4</b>	<b>11.4</b>		
19.3	357.4	24.7	5.4		
10.9	237.0	15.5	4.6		
15.4	152.5	25.5	10.1		
7.6	46.3	24.0	16.4		
17.3	140.7	29.6	12.3		
9.2	97.9	18.6	9.4		
15.2	113.4	28.6	13.4		
8.2	210.3	12.1	3.9		
29.8	188.6	45.6	15.8		
11.2	77.2	25.7	14.5		
15.6	190.2	23.8	8.2		
<b>12.9</b>	<b>134.4</b>	<b>22.5</b>	<b>9.6</b>		
10.5	85.4	22.8	12.3		
17.5	182.3	27.1	9.6		
11.7	153.9	19.3	7.6		
8.9	115.6	16.6	7.7		
10.6	95.5	21.7	11.1		
16.4	114.7	30.7	14.3		
12.4	229.6	17.8	5.4		
14.0	133.3	24.5	10.5		



2004 ( 10) 2006 %50.9 %35.7

(3.2) .(3)

(14-10) (19-15)

2006 ( 10) :3.2

100	33.2	66.8	14-10
100	23.9	76.1	19-15
100	38.5	61.5	29-20
100	62.4	37.6	39-30
100	69.4	30.6	49-40
100	89.8	10.2	+50

2006 . :2006 2006 :

#### 4.3.2

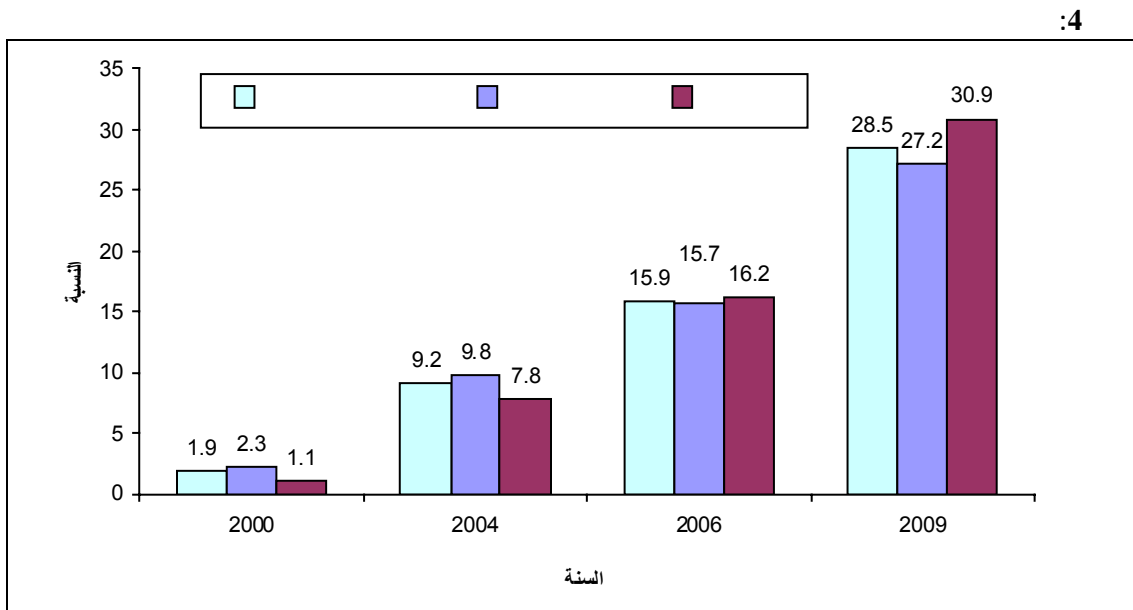
2000 %2.0 2004

%28.5 .2009

%27.2    2009    %30.9

2004

.(4)



( )

2006

%49.4

%50.4

%37.8

%61.2

(14 -10)

( )

.(4.2)

(14-10)

(4.2)

%36.9

( 10)

(19-15) (29-20)

)

(

(4.2)

( 10)

:4.2

2006

<b>15.9</b>	<b>36.9</b>	<b>100</b>	<b>50.1</b>	<b>49.9</b>	
<b>15.7</b>	<b>38.1</b>	<b>100</b>	<b>50.4</b>	<b>49.6</b>	
15.5	43.6	100	52.1	47.9	
18.9	33.3	100	37.8	62.2	
12.5	35.8	100	61.2	38.8	
<b>16.2</b>	<b>34.8</b>	<b>100</b>	<b>49.4</b>	<b>50.6</b>	
..					
..	32.4	100	59.0	41.0	14-10
..	39.4	100	33.0	67.0	19-15
..	47.4	100	33.8	66.2	29-20
..	30.3	100	54.1	45.9	39-30
..	27.0	100	56.3	43.7	49-40
..	15.0	100	78.7	21.3	+50
..					
17.5	36.8	100	49.2	50.8	
12.1	34.0	100	51.8	48.2	
16.7	42.2	100	49.5	50.5	

.2006

:2006

2006

:

...

(ADSL)

2006

.19      %54.5      %75.9      %68.5

(ADSL)

2009

%41.2      ADSL

.2009 2006      (5.2)

ADSL

2006      2009

:5.2

2009			2006			
15.5	34.1	27.2	54.5	75.9	68.5	
26.4	49.9	41.2	15.3	14.5	14.8	(ADSL)
0.2	1.3	0.9	4.0	0.9	2.0	
2.0	0.0	0.8	1.4	0.5	0.8	(ISDN)
0.1	6.6	4.2	0.4	0.5	0.5	
5.5	1.0	2.6	0.9	2.0	1.6	(DSL)
-	-	-	1.3	1.5	1.4	
0.8	1.8	1.3	1.2	2.8	2.2	
49.5	5.3	21.8	21.0	1.4	8.2	*
<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

.(Leased Line)

\*



2006 2004

.2006 %62.7 2004 %56.7

.%8.4 %11.6

.%17.5 %16.2

%7.1 : 2006

.( 1.3) <sup>1</sup>%0.3 %4.0

**2006-2004**

**:1.3**

2006	2004	
62.7	56.7	
8.4	11.6	
17.5	16.2	
7.1	9.0	
4.0	6.3	
0.3	0.2	
<b>100</b>	<b>100</b>	

( 10) %64.9 2009

.( 2.3) <sup>2</sup>%6.7 %14.6

:2006 .2006 1

:2004 .2004 2

( 10) :2.3

2009	2006	2004	
64.9	52.0	47.0	
6.7	8.2	8.4	
14.6	21.0	21.7	/
5.8	7.1	9.1	
6.2	7.1	7.6	
0.2	0.7	2.0	/
1.6	3.9	4.2	
<b>100</b>	<b>100</b>	<b>100</b>	

( 10)

( 3.3)

%39.7

.<sup>3</sup>2005  
%9

125

.2006

%4 %10

2007

3

.2007 .(8)



( 10)  
2006

:3.3

37.5	39.4	38.7	62.7	
8.7	8.9	8.8	8.4	
41.5	38.7	39.7	17.5	
-	-	-	7.1	
9.4	10.3	10.0	4.0	
2.6	2.3	2.4	-	( )
0.3	0.4	0.4	0.3	
<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

.2006

:2006

2006

:

.(4.3)

(%43.8)

.(%50.7)

2006

%50

( 10)

:4.3

2006

50.7	29.6		
6.0	11.0		
34.3	43.8		
6.4	12.7		
2.3	2.5		( )
0.3	0.4		
<b>100</b>	<b>100</b>		

.2006

:2006

.2006

:

2.3

.2006 %1.4  
 %28.5 2009  
 %60 %49.2  
 .2004 %11.9 ( 10)  
 %32.3 2006 %18.4  
 .2009

( 5.3) 2009 2006 2004 :

( 10) :5.3

2009	2006	2004
20.3	27.8	19.5
85.6	86.6	85.4
55.3	62.9	50.5
68.8	77.9	59.6
53.3	60.6	65.1

2006

12

4

4

.2006

.(6.3)

.(6.3)

( 10) :6.3  
2006

8.6	9.7	9.3	
-	0.9	0.6	
0.5	-	0.2	
0.6	0.1	0.3	
12.3	16.5	15.0	
7.7	9.9	9.1	
31.2	12.8	19.3	
9.9	20.0	16.5	
11.1	7.2	8.5	
0.2	1.4	1.0	
3.6	0.8	1.8	
3.0	5.8	4.8	
1.6	2.8	2.4	
4.6	11.0	8.8	
3.3	0.4	1.4	
1.8	0.7	1.0	
<b>100</b>	<b>100</b>	<b>100</b>	

.2006

:2006

.2006

:

-

2009

15 ( 7.3)  
2006

%85

2009

( 10)

:7.3

100	79.7	20.3	
100	94.0	6.0	
100	95.1	4.9	
100	14.4	85.6	
100	46.7	53.3	
100	44.7	55.3	
100	31.2	68.8	
100	46.7	53.3	
100	46.1	53.9	
100	76.6	23.4	
100	62.9	37.1	
100	53.2	46.8	
100	51.8	48.2	
100	65.4	34.6	
100	98.3	1.7	

.2009-2007

.2009

:

(%3.3)

%6.0

2006

.2004

.( 8.3)

**2006-2004**

**:8.3**

2006			2004			
6.7	4.6	5.3	3.3	6.0	5.1	
90.7	91.7	91.3	95.0	92.0	93.0	
2.6	3.7	3.4	1.7	2.0	1.9	
<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

%22.0

%21.3

.(5)

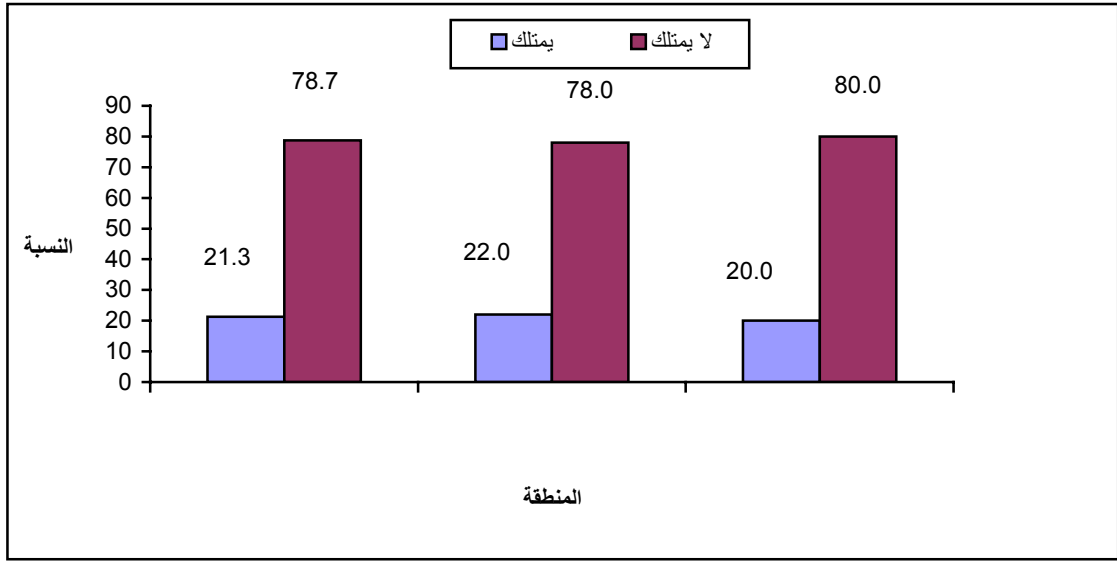
2009

%20.0

2009

( 10 )

:5



.2009-2007

.2009

:

2009

.(9.3)

%23.0

.2004

%36.1

2009

2006

%.6.6

2009

( 10 )

:9.3

2009	2006	2004	2009	2006	2004	2009	2006	2004	
95.7	89.3	94.7	91.8	95.1	93.5	93.1	93.1	93.9	
15.9	26.0	17.6	26.1	23.3	20.1	22.6	24.3	19.3	
39.1	43.4	27.3	42.5	45.5	40.6	41.3	44.7	36.1	
0.4	6.6	1.7	6.6	3.1	5.3	4.5	4.3	4.1	
0.0	3.3	-	1.2	1.2	-	0.8	2.0	-	

.( 10.3)

( 10) :10.3

2009	2006	2004	2009	2006	2004	
92.2	90.4	93.2	93.7	94.2	94.2	
16.2	21.2	9.8	26.1	25.6	23.0	
45.8	55.1	41.7	38.9	40.3	34.0	
2.2	0.4	1.5	5.8	6.0	5.1	
0.6	0.6	-	0.9	2.5	-	

3.3

2004

(%28.1 %38.6)

.(%57.8 %70.1)

.( 11.3) 2004 %3.0

2006

.( 11.3)

( 10)

:11.3

*2006	2004	*2006	2004	*2006	2004
97.6	28.1	94.4	38.6	95.3	35.8
	70.1		57.8		61.0
2.4	1.7	4.6	3.3	4.0	2.9
-	0.1	0.9	0.3	0.7	0.3
<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

.2006

( )

.\*

(%6.9)

(%45.1)

2004

%85.1

%53.3

2006

.( 12.3)

( 10)

:12.3

*2006	2004		
91.0	97.1	6.9	45.1
		85.1	53.3
8.8	2.0	7.2	1.5
0.2	0.9	0.8	0.1
<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

.2006

( )

.\*



1.4

100

100

(1.4)

19.4

8.7

100

.2007

18.1

.(1.4)

2007

100

4.4 5.1

100

:1.4

2007	2006				
		2007	2006	2004	
24.4	5.1	4.1	2.8		
2.3	17.9	17.5	15.0		
6.3	15.1	14.2	12.0		
-1.3	15.7	15.9	16.3		
-4.9	9.8	10.3	10.1		
0.0	4.4	4.4	1.7		
-16.9	9.8	11.8	11.6		
-1.1	8.7	8.8	9.0		
-27.3	18.1	24.9	25.7		
1.4	14.7	14.5	16.0		
-27.9	19.4	26.9	26.3		
-5.6	15.2	16.1	25.5		

.2007-1997

.2010

:

.( )

2.4

100  
 12 (6) (2.4)  
 .( ) 17.6 ( ) 111.4 2007  
 (2.4) 43.5

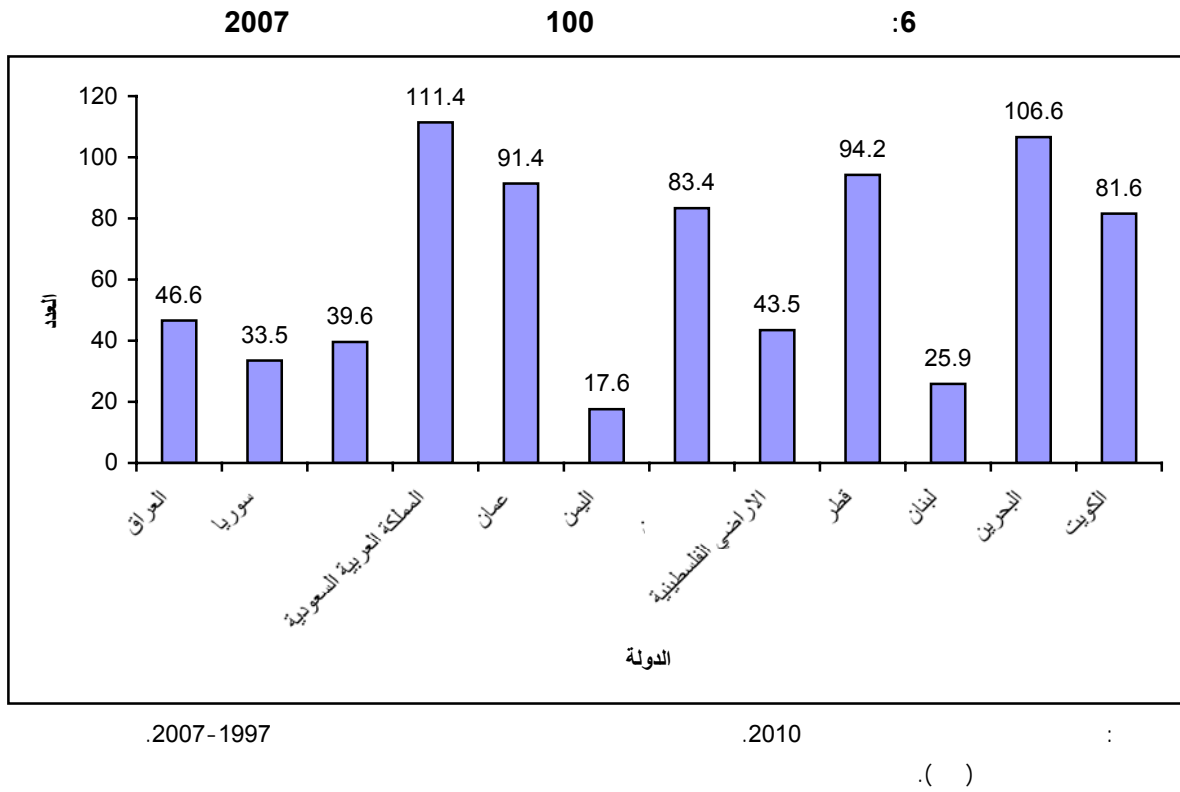
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2007	2006	*2006	2004			
				2007	2006	2004
41.2		195.5		46.6	33.0	6.72
32.4		47.3		33.5	25.3	13.0
67.8		107.3		39.6	23.6	7.5
38.6		50.5		111.4	80.4	40.0
32.2		85.1		91.1	68.9	25.5
26.6		117.4		17.6	13.9	4.15
15.4		70.5		83.4	72.3	30.0
15.4		171.8		43.5	37.7	8.5
-10.7		30.0		94.2	105.5	65.9
6.1		5.5		25.9	24.4	22.0
-6.3		24.2		106.6	113.8	76.65
3.3		216.9		81.6	79.0	14.8

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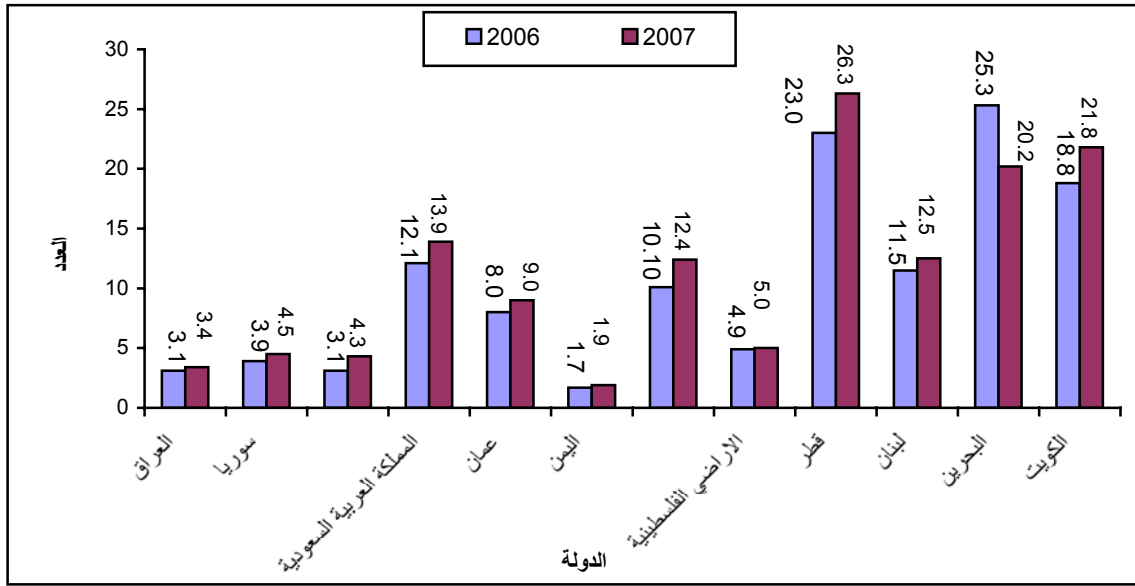
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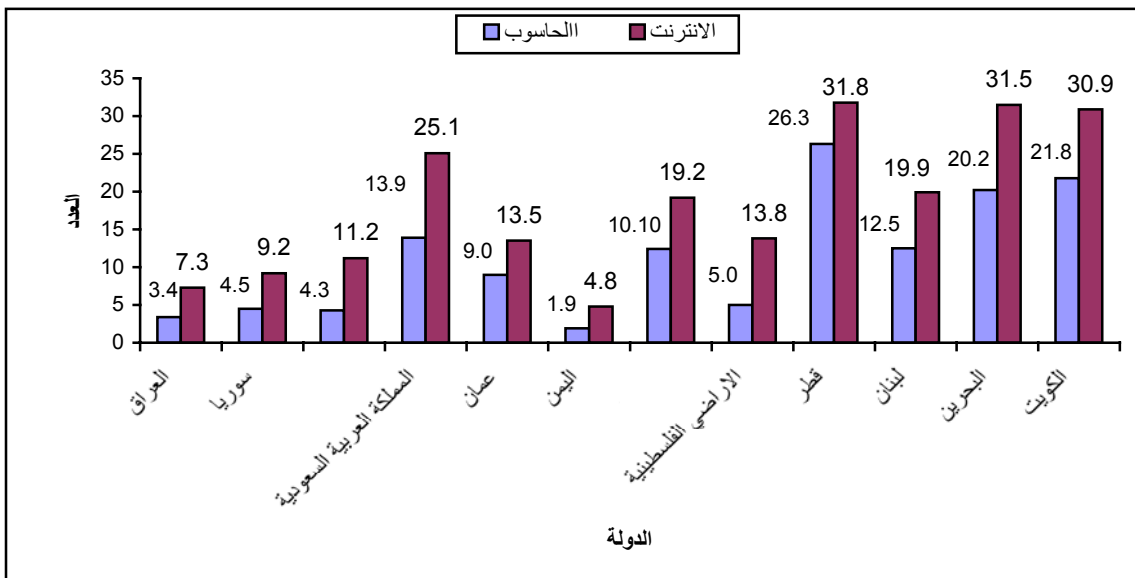
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	2007	2006	
12.3	7.3	6.5	
12.2	9.2	8.2	
41.8	11.2	7.9	
15.1	25.1	21.8	
19.5	13.5	11.3	
9.1	4.8	4.4	
39.1	19.2	13.8	
2.2	13.8	13.5	
14.2	31.4	27.5	
8.7	19.9	18.3	
-7.4	31.5	34	
16.2	30.9	26.6	

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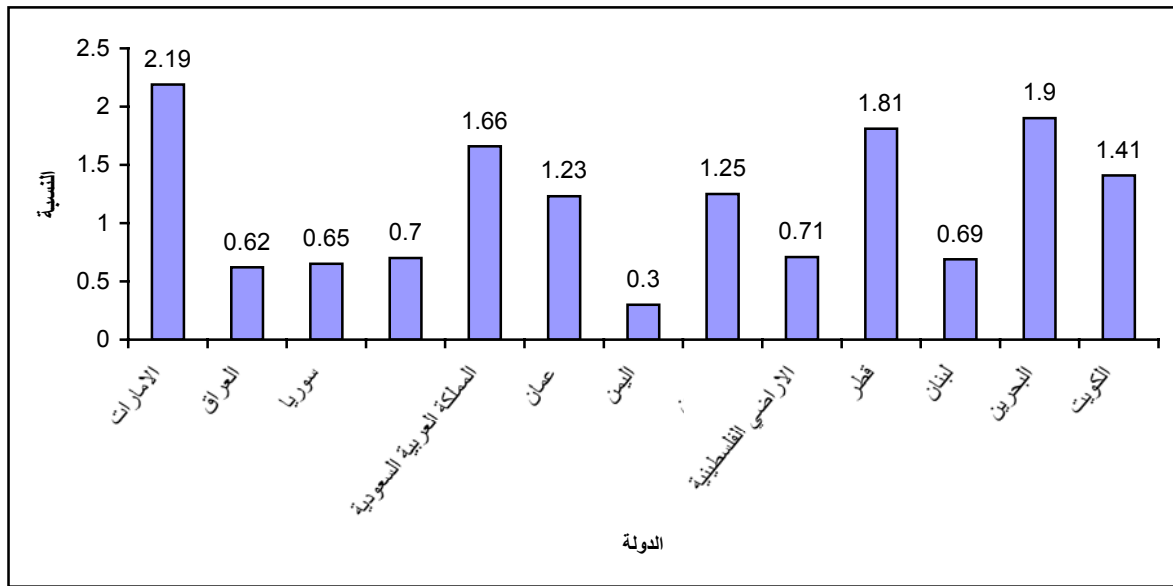
2008	2007	2007	2006	2006	2005				
						2008	2007	2006	2005
9.1	-2.7	22.3	2.39	2.19	2.25	1.84			
29.0	31.9	51.6	0.8	0.62	0.47	0.31			
26.2	18.2	27.9	0.82	0.65	0.55	0.43			
37.1	42.9	22.5	0.96	0.7	0.49	0.4			
25.9	27.7	23.8	2.09	1.66	1.3	1.05			
20.3	25.5	21.0	1.48	1.23	0.98	0.81			
36.7	25.0	20.0	0.41	0.3	0.24	0.2			
12.0	15.7	18.7	1.4	1.25	1.08	0.91			
7.0	9.2	16.1	0.76	0.71	0.65	0.56			
24.7	-6.1	13.8	2.12	1.7	1.81	1.59			
24.7	5.8	7.8	0.91	0.73	0.69	0.64			
22.5	-11.0	5.3	2.18	1.78	2	1.9			
21.5	6.4	-0.7	1.81	1.49	1.4	1.41			

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6.8	4.6	5.3	
8.7	8.8	8.8	
7.2	10.1	8.9	
16.0	14.3	15.0	
75.4	64.8	68.5	
10.1	8.3	8.9	( 10 )
<b>64.7</b>	<b>50.8</b>	<b>55.3</b>	

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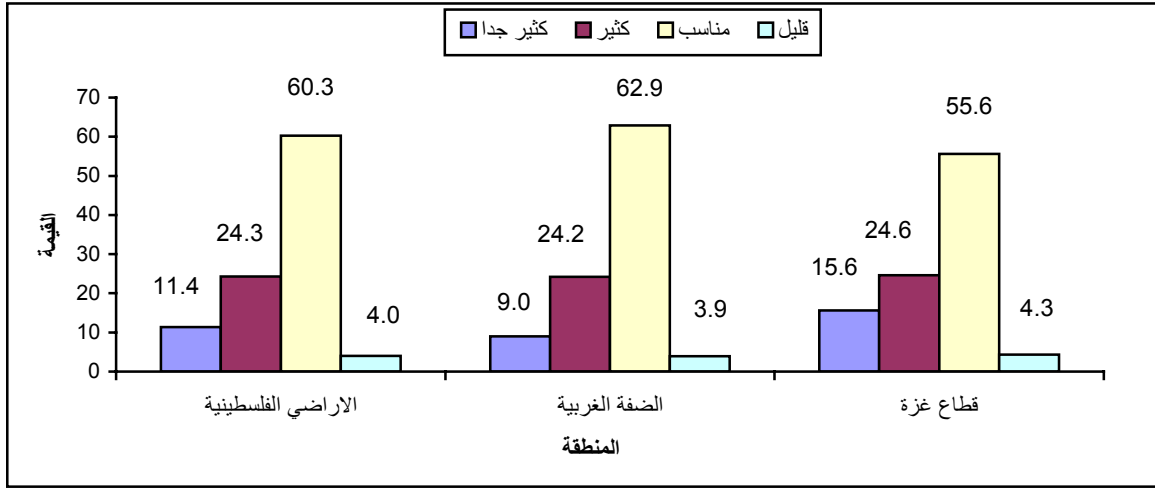
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38.4	43.9	42.1	
58.9	50.4	53.1	
2.7	5.7	4.8	/
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35.2	44.5	41.5	
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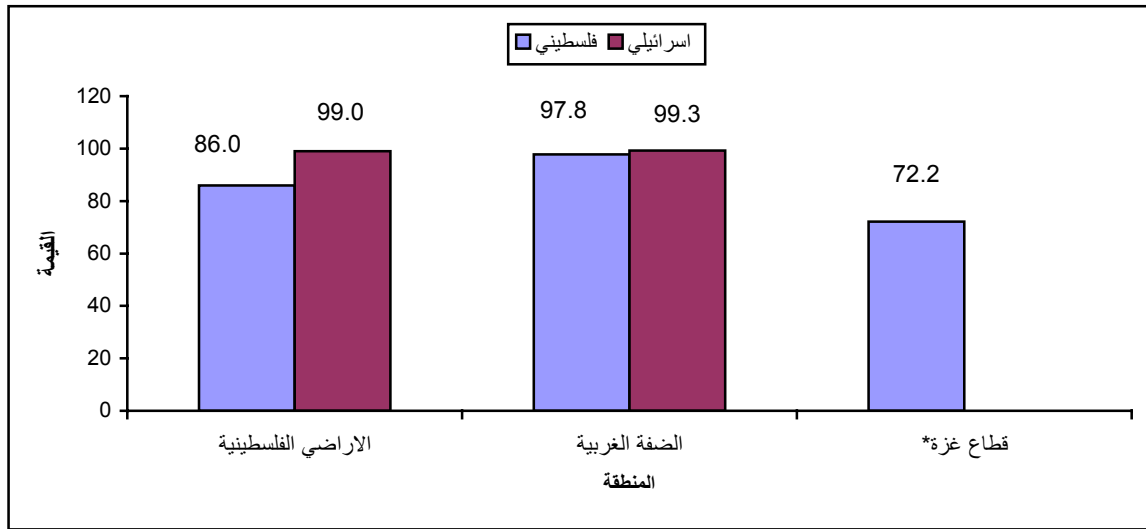
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2006			2004			
34.3	40.9	38.6	39.7	43.7	42.3	
81.9	75.5	77.7	84.4	75.7	78.7	
14.1	20.8	18.5	13.7	13.3	13.5	
21.9	34.3	30.0	30.3	33.9	32.6	
7.6	10.6	9.5	7.3	7.3	7.3	
8.9	9.8	9.5	0.8	1.4	1.2	

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<b>100</b>	48.4	51.6	
<b>100</b>	51.4	48.6	
<b>100</b>	47.0	53.0	
<b>100</b>	33.2	66.8	14-10
<b>100</b>	23.9	76.1	19-15
<b>100</b>	38.5	61.5	29-20
<b>100</b>	62.4	37.6	39-30
<b>100</b>	69.4	30.6	49-40
<b>100</b>	89.8	10.2	+50

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100	49.2	50.8	
100	51.8	48.2	
100	49.5	50.5	
100	59.0	41.0	14-10
100	33.0	67.0	19-15
100	33.8	66.2	29-20
100	54.1	45.9	39-30
100	56.3	43.7	49-40
100	78.7	21.3	+50
100	60.4	39.6	
100	23.2	76.8	

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**Palestinian National Authority  
Palestinian Central Bureau of Statistics**

**Comparative Report on ICT Access of Households  
and Individuals, in the Palestinian Territory  
2000-2009**

**Prepared by  
Basem Makhoul, PhD**

**September, 2010**

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This document is prepared in accordance with the standard procedures stated in the Code of Practice for Palestine Official Statistics 2006

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## **Preface**

In line with the policy of PCBS with regard publishing Palestinian statistics, the ICT Households surveys were carried out since 2000 to make statistical information available for decision and policy makers. The comparative Report on ICT Access of Households and Individuals, in the Palestinian Territory 2000-2009 will substantially contribute in enriching the database of information and communications technology (ICT), through providing detailed indicators necessary for local needs, and consistent with the international practices. In line with these guidelines, PCBS accomplished this comparative report focusing on ICT data analysis aiming at maximizing the benefits foreseen from the ICT Households Surveys.

The study aimed to understand the socioeconomic impact of ICT on the Palestinian society, and to assess the penetration level of ICT among Palestinian Households and Individuals.

PCBS hopes that this report will enable planners and decision makers to carry out their duties of caring and promoting the ICT sector in the Palestinian Territory which will definitely reflect on the overall development processes in the whole society; and will enlighten decision and policy makers engaged in the comprehensive national development process in the country.

**September, 2010**

**Ola Awad  
Acting President**



## **Users Notes**

- The ideas and analysis presented in this document represents authors views and do not necessarily express PCBS official views.
- The Researcher prepared this study depending on data derived from PCBS databases and other data sources. PCBS will not be responsible for any mistakes of these data.

-: Means in the table that there are no observations.



## Executive Summary

PCBS publishes official statistical data to the decision makers on different fields in the Palestinian society. Accordingly, it carried out several surveys and statistical reports on different categories of the Palestinian society, one of which is this report “Comparative Report on ICT-Access of Households and Individuals, in the Palestinian Territory 2000-2009”, which is based mainly on a set of Households Surveys conducted during the period 2000-2009, these surveys are: Mass Media Survey 2000, Computer, Internet and Mobile Phone Survey 2004, Household Survey on Information and Communications Technology 2006, and Culture Survey 2009.

The Palestinian Information Communication and Technology Sector has witnessed important developments during the past three decades, and these developments have contributed in shaping this sector and defining the level of ICT indicators for the current period. The communication sector in Palestine has suffered during the Israeli occupation as a result of the Israeli obstacles, which limited its development and negatively affected the spread of communication services among the Palestinian households.

However, the communication infrastructure in the Palestinian Territory has witnessed large developments after the establishment of the Palestinian National Authority especially in the quality and quantity of fixed and mobile phone communication. Furthermore, the Palestinian National Authority issued, through presidential decree in 1996, a law that regulates the Telecommunications sector.

The passage of more than 14 years since the law was passed, and the emergence of many new developments in the communication sector since then, reinforce the need for a new legislative framework that takes into consideration new developments and addresses the specific limitations of the existing law.

### Conclusions:

Access indicators to communication and information technology services have been significantly developed in the second half of the nineties in the last century. Particularly, the communication and information technology sector in the Palestinian Territory has witnessed developments in the most of ICT indicators, which can be concluded in the following points:

- The percentage of Palestinian households that benefit from the fixed telephone services between the years 1997 and 2009 had increased from 19.6% to 47.5%. While the percentage of households benefiting from this service in urban areas and refugee camps exceeds those in rural areas. In addition, the percentage of households that benefit from this service is higher in the West Bank than in the Gaza Strip.
- The number of households and persons who use mobile services had increased in the past years. The relevant indicator had increased from 0.86 subscriber per 100 inhabitants in 1995 to 3.87 subscriber per 100 inhabitants in 1999. While, this indicator reached 14.8 subscriber per 100 inhabitants in 2005 after the establishment of Jawwal Mobile company. As a result, the percentage of households that benefit from this service reached 92.4% of total households in 2009.
- The percentage of households that have Internet services at home had increased from 2.0% in year 2000 to 28.5% in 2009. The percentage of households that use the internet had remained in favor of the West Bank till the year 2004. Then, the percentage of households in Gaza Strip (30.9%) exceeded the percentage in the West Bank (27.2%).

However, these percentages remain generally low due to poor knowledge of using the Internet among the Palestinians.

- From household's perspectives, reasons for ownership of a computer vary from mostly for educational purposes followed by recreational/entertainment activities. However, lesser households own computers for work or skill-development purposes. In contrast, persons (in contrast to households) own computers for recreational/entertainment purposes in the first place. From gender perspectives, females own computers for educational purposes while males for recreational/entertainment reasons. In addition, the use of computers in the Palestinian business sector is still limited.

In regards to the use of the Internet, the majority of persons use the Internet for information and knowledge, followed by entertainment or recreation, communication, study and finally for work purposes. The majority of females use the Internet for information relevant to science, health, women and child issues in addition to studying purposes. On the other hand, males use the internet for information relevant to politics, news, as well as entertainment and recreational purposes.

In comparison with a number of Arab countries, the index value of Information and Communication Technology (ICT) in the Palestinian Territory is very low in light of the modest values of the four component indicators: fixed telephone, mobile phones, computers and the internet. As a result, the Palestinian Territory is classified in the group of underdeveloped countries in respect to the wide spread of information technology. There are many factors that limit the accessibility level of households and persons to ICT in the Palestinian Territory, mainly: low income, high cost of ICT services, and low ICT literacy. The accessibility and use of ICT decrease with higher age groups, and in rural areas compared with urban areas and camps.

### **Recommendations:**

Given these conclusions, the report proposes a number of recommendations aimed at improving the ICT sector in the Palestinian Territory, the ICT indicators, and increasing the accessibility and use of ICT services among the Palestinians. The following are the most important recommendations:

- Provide a legal framework to respond to recent developments in the ICT at the local and global levels. It is necessary that the legal framework achieves the required balance between the interests of various stakeholders (supervisory authorities, operators, and consumers).
- Promote awareness among different groups in society including schools and businesses, and the development of relevant knowledge and skills to use ICT.
- Improve the infrastructure and superstructure through the strengthening of services and increasing in the allocation and channeling of resources. In addition, the need to increase the effectiveness of the institutional framework through participation of the supervisory governmental bodies, civil societies and the private sector.
- Achieve maximum benefit from international experiences and global developments, through active participation in ICT exhibitions and events at the local, regional and international levels
- Increase the volume of financial resources allocated for the development of the Palestinian ICT sector, and to utilize these resources for local innovations.
- To consider the variations in the level of usage and access to ICT in the Palestinian Territory through the adoption of strategies and policies of positive discrimination

targeted at areas with low ICT indicators in the access and use of ICT, specifically Gaza Strip, southern of West Bank, and rural areas.

- Provide equal opportunities for service providers, and encourage official efforts towards the liberalization of the telecommunication and cellular sectors. Such efforts shall contribute to the development of relevant ICT indicators in the Palestinian Territory.