



2011

2011

© 1432 - 2011 .

:

:2011

.2011

الجهاز المركزي للإحصاء الفلسطيني
: . 1647 : .

: (972/970) 2 2982700

: (972/970) 2 2982710

: 1800300300

: diwan@pcbs.gov.ps

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



Source: Palestinian Central Bureau of Statistics

.

2011

(PNA)

2011 (CFG)
.(SDC)

.

(CFG)

•

•

•

•

•

•

. %100 .1
: (..) .2
0.05 : (0.0) .3

الصفحة

		:
17	1.1	
17	2.1	
17	3.1	
18	4.1	
19		:
19	1.2	
19	2.2	
19	3.2	
19	1.3.2	
19	2.3.2	
20	3.3.2	
20	4.3.2	
20	5.3.2	
20	4.2	
21	5.2	
21	1.5.2	
21	2.5.2	
21	3.5.2	
22	4.5.2	
22	6.2	
22	7.2	
22	1.7.2	
22	2.7.2	
23	8.2	
23	9.2	
23	10.2	
24	11.2	

الصفحة

25

29

31

49

الفصل الثالث:

33	2011	10	:1
34			:2
35			:3
		2011	
36	2011		:4
36			:5
		2011	
37		10	:6
		2011	
38		10	:7
		2011	
39			:8
		2011	
40			:9
		2011	
40	2011		:10
40			:11
		2011	
41		10	:12
	2011		
41		10	:13
		2011	
42		10	:14
	2011		
43		10	:15
		2011	

44	10	:16
	2011	
44	10	:17
	2011	
45	10	:18
	2011	
45	10	:19
	2011	
46	10	:20
	2011	
47	10	:21
	2011	

.2011

)

(

2011

1.1

%53.2) 2011 %50.9
 %49.2 (%46.5
 %30.4 .2009
 %28.5 (%30.0 %30.6)
 .2009
 %90.1 %95.9) %93.9 ()
 .2009 %92.0 (

%45.3)
 %47.5 (%44.0
 %41.6
 2011 %95.0 .2009
 %94.7 %95.1

2.1

%53.7 2011 (10)
 %51.7 %54.8
 10 2009 %48.7 %58.5
 .%57.1

%49.4

%23.2 (%49.6 %49.3)
 .(%30.4 %19.0)

3.1

(10) %39.6
 10 .2009 %32.3

2011

:PCBS

	%68.3	%69.8		2011
.%66.2	%72.7			%72.5
		%85.7		
%69.1		(%49.3)		
			(%79.3)	
2011			(%18.2)	
				2009
	%27.5		10	
			.2009	%21.3
				4.1
			10	%47.0
%7.3			%9.3	
				%1.1

1.2

()

2.2

() :

.2011/07/01

:

.2011/07/01

10

3.2

1.3.2

2011

10

2.3.2

2007

(123)
(PSUs)

3.3.2

4,448

1,400

3,048

13

1995

.(62)

7

1

7

4.3.2

: 3

502

:

-1

.(289

)

:

-2

16

(KISH TABLES)

10

:

-3

5.3.2

:

.1

.(

)

.2

4.2

2007

.2011

5.2

1.5.2

18

2.5.2

)

.(

2011/08/15

2011/07/05

3.5.2

:

-

-

-

4.5.2

6.2

.SPSS ACCESS
()

7.2

1.7.2

SPSS

(Complex Sample Analysis)

(Ultimate Cluster)

2.7.2

8.2

2011

1,400	3,048	4,448	
1,272	2,659	3,931	()
94.0	93.9	93.9	
619	1,237	1,856	(10)
623	1,335	1,958	(10)
89.0	84.4	85.7	(10)

9.2

(2)

2000

10.2

:

-
-
-
-

10

2011

:PCBS

11.2

2009

2006

2004

2011

KISH

(10)

30

%1

:

:

.http

:

:

:

:

.(12)

:

:

.(12)

:

:

:

:()

:

:

:()

:

()

56 -28

:

6

:

:()

:

()

.()

:

:

:

.2011/07/01

	.2010	.1
	.2009-2000	
.2009	.2009	.2
	-	
2006	.2006	.3
	-	
	.2005	.4
	-	
	.2004	.5
	-	
	.2004	.6
	-	
	.2000	.7
	-	
	2000 -	

Tables

جدول 1: التوزيع النسبي للأفراد 10 سنوات فأكثر حسب بعض الخصائص الخلفية، 2011

Table 1: Percentage Distribution of Persons 10 Years and Over by Selected Background Characteristics, 2011

Background Characteristics	Number of Persons	Percentage	
Region			
Palestinian Territory	3,814	100	
West Bank	2,572	67.4	
Gaza Strip	1,242	32.6	
Sex			
Males	1,856	48.7	
Females	1,958	51.3	
Total	3,814	100	
Type of Locality			
Urban	2,416	63.3	
Rural	856	22.4	
Camps	542	14.3	
Total	3,814	100	
Age			
10-14	476	12.5	14-10
15-19	430	11.3	19-15
20-29	801	21.0	29-20
30-39	855	22.4	39-30
40-49	489	12.8	49-40
50+	763	20.0	+50
Total	3,814	100	المجموع

:2

Table 2: Main Selected ICT Indicators for Selected Years

Indicator	السنة				المؤشر
	Year	2011	2009	2006	
Percentage of Households with Own Computer	50.9	49.2	32.8	26.4	
Percentage of Households with Internet Access	30.4	28.5	15.9	9.2	
Percentage of Households with Television	96.7	95.7	95.3	93.4	
Percentage of Households with DVD	20.4	21.0	10.4	..	DVD
Percentage of Households with Satellite Dish	93.9	92.0	80.4	74.4	()
Percentage of Households with Telephone Line	44.0	47.5	50.8	40.8	
Percentage of Households with Mobile Line	95.0	92.4	81.0	72.8	()
Percentage of Households With One Member who has a Personal Website	4.1	9.1	5.3	5.1	
Percentage of Persons 10 Years and Over Who Use the Computer	53.7	57.1	50.9	35.7	10
Number of Computers Per 100 Inhabitants	10.4	9.3	5.7	..	100
Percentage of Persons 10 Years and Over Who Use the Internet	39.6	32.3	18.4	11.9	10
Percentage of Persons 10 Years and Over Who Have an E-mail	27.5	21.3	10.0	5.1	10

2011

:3

Table 3: Percentage of Households Who Have ICT Equipment in Home by Region, 2011

ICT Equipment	Region		Palestinian Territory
	Gaza Strip	West Bank	
Computer	46.5	53.2	50.9
Internet at Home	30.0	30.6	30.4
Printer	7.5	12.3	10.7
Scanner	2.7	7.2	5.7
Digital Camera	3.4	16.8	12.2
TV Set	95.1	97.6	96.7
Satellite Dish	90.1	95.9	93.9
Telephone Line	41.6	45.3	44.0
Mobile Phone	94.7	95.1	95.0

2011

:4

Table 4: Percentage Distribution of Households by Availability of Computer, Governorate and Type of Locality, 2011

Governorate and Type of Locality	Total	Availability of Computer	
		لا يتوفر Not Available	Available
Palestinian Territory	100	49.1	50.9
West Bank	100	46.8	53.2
Jenin	100	52.9	47.1
Tubas	100	46.0	54.0
Tulkarm	100	54.7	45.3
Nablus	100	39.0	61.0
Qalqiliya	100	50.0	50.0
Salfit	100	45.0	55.0
Ramallah & Al-Bireh	100	36.9	63.1
Jericho & Al-Aghwar	100	56.7	43.3
Jerusalem	100	46.4	53.6
Bethlehem	100	41.8	58.2
Hebron	100	51.7	48.3
Gaza Strip	100	53.5	46.5
North Gaza	100	55.8	44.2
Gaza	100	46.7	53.3
Deir Al-Balah	100	54.5	45.5
Khan Yunis	100	62.9	37.1
Rafah	100	52.7	47.3
Type of Locality			
Urban	100	48.2	51.8
Rural	100	53.6	46.4
Camps	100	47.7	52.3

2011

:5

Table 5: Percentage Distribution of Households Without Computer by Main Reason for not Purchasing Computer and Region, 2011

Main Reason	Region		Palestinian Territory
	Gaza Strip	West Bank	
No One in the Household has Skills to Use a Computer	30.4	19.0	23.2
Cost	49.6	49.3	49.4
Time Wasting	1.0	3.9	2.8
No Need	16.2	23.2	20.6
Harmful to Health	0.0	0.6	0.4
Other	2.8	4.0	3.5
Total	100	100	100

المجموع

2011

10

:6

Table 6: Percentage Distribution of Persons 10 Years and Over by Computer Use and Selected Background Characteristics, 2011

Background Characteristics	المجموع Total	Uses Computer استخدام الحاسوب		الخصائص الخلفية
		Does not Use	Uses	
Region				
Palestinian Territory	100	46.3	53.7	
West Bank	100	45.2	54.8	
Jenin	100	44.9	55.1	
Tubas	100	39.1	60.9	
Tulkarm	100	41.2	58.8	
Nablus	100	37.6	62.4	
Qalqiliya	100	41.4	58.6	
Salfit	100	50.9	49.1	
Ramallah & Al-Bireh	100	34.0	66.0	
Jericho & Al-Aghwar	100	67.9	32.1	
Jerusalem	100	56.1	43.9	
Bethlehem	100	43.7	56.3	
Hebron	100	49.7	50.3	
Gaza Strip	100	48.3	51.7	
North Gaza	100	50.9	49.1	
Gaza	100	44.7	55.3	
Deir Al-Balah	100	43.9	56.1	
Khan Yunis	100	54.4	45.6	
Rafah	100	50.1	49.9	
Sex				
Both Sexes				
Males	100	41.5	58.5	
Females	100	51.3	48.7	
Age				
10-14	100	24.2	75.8	14-10
15-19	100	23.7	76.3	19-15
20-29	100	38.5	61.5	29-20
30-39	100	61.1	38.9	39-30
40-49	100	60.9	39.1	49-40
50+	100	88.4	11.6	+50
Type of Locality				
Urban	100	46.7	53.3	
Rural	100	47.4	52.6	
Camps	100	41.3	58.7	

2011

10

:7

Table 7: Percentage of Persons 10 Years and Over Who Use the Computer by Purpose of Use, Sex, and Region, 2011

Purpose of Use and Sex	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Both Sexes				
Entertainment	75.9	80.3	78.7	
Windows Applications	28.9	44.9	39.3	
Learning and Study	45.5	47.2	46.6	()
Work	12.3	15.9	14.7	
Internet	63.2	67.8	66.2	
Other	2.3	0.6	1.2	
Males				
Entertainment	78.2	82.9	81.2	
Windows Applications	33.4	38.9	36.9	
Learning and Study	43.0	38.0	39.8	()
Work	16.5	19.3	18.3	
Internet	67.9	68.8	68.5	
Other	3.5	0.6	1.6	
Females				
Entertainment	73.0	77.1	75.6	
Windows Applications	23.4	52.5	42.1	
Learning and Study	48.5	58.6	55.0	()
Work	7.3	11.7	10.2	
Internet	57.4	66.7	63.4	
Other	0.8	0.5	0.6	

2011

:8

Table 8: Percentage Distribution of Households with Internet by Governorate and Type of Locality, 2011

Governorate and Type of Locality	المجموع Total	Availability of Internet	
		Not Available	Available
Palestinian Territory	100	69.6	30.4
West Bank	100	69.4	30.6
Jenin	100	77.9	22.1
Tubas	100	75.3	24.7
Tulkarm	100	78.1	21.9
Nablus	100	64.0	36.0
Qalqiliya	100	77.1	22.9
Salfit	100	71.5	28.5
Ramallah & Al-Bireh	100	57.2	42.8
Jericho & Al-Aghwar	100	79.2	20.8
Jerusalem	100	59.2	40.8
Bethlehem	100	60.6	39.4
Hebron	100	79.7	20.3
Gaza Strip	100	70.0	30.0
North Gaza	100	73.3	26.7
Gaza	100	64.5	35.5
Deir Al-Balah	100	73.3	26.7
Khan Yunis	100	73.1	26.9
Rafah	100	71.9	28.1
Type of Locality			
Urban	100	67.8	32.2
Rural	100	77.1	22.9
Camps	100	69.8	30.2

2011

:9

Table 9: Percentage Distribution of Households with Internet at Home by Type of Internet Connection and Region, 2011

Type of Connection	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Dial-up	3.9	2.2	2.8	
Mobile Phone	0.0	1.9	1.2	
ADSL	52.9	53.6	53.4	
Satellite	0.0	0.2	0.1	
ISDN	0.0	0.2	0.1	
Wireless	2.0	26.7	18.3	
DSL	1.2	0.5	0.8	
Don't Know	1.1	5.0	3.6	
Other*	38.9	9.8	19.7	*
Total	100	100	100	المجموع

*: تشمل الاتصال بالانترنت من خلال اشتراكات الجيران او الاصدقاء او مقاهي الانترنت .

*: Includes connect to the internet through neighbors, friends or internet coffee.

2011

:10

Table 10: Percentage Distribution of Households by Speed of Internet Connection and Region, 2011

Speed	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Less than 256 kbps	22.7	12.3	15.8	256
256 kbps and more	73.7	70.6	71.7	256
Don't Know	3.6	17.1	12.5	
Total	100	100	100	

2011

:11

Table 11: Percentage Distribution of Households with a Member with a Website by Region, 2011

Website	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Available	0.9	5.7	4.1	
Not Available	98.7	90.6	93.4	
Don't Know	0.4	3.7	2.6	
Total	100	100	100	المجموع

10

:12

2011

Table 12: Percentage Distribution of Persons 10 Years and Over Who Use Internet through Computer and Other Ways and Selected Background Characteristics, 2011

Background Characteristics	Total	Internet Use استخدام الانترنت		
		Does not Use	Uses	
Region				
Palestinian Territory	100	30.2	69.8	
West Bank	100	31.7	68.3	
Gaza Strip	100	27.5	72.5	
Sex				
Both Sexes				
Males	100	27.3	72.7	
Females	100	33.8	66.2	
Age				
10 - 14	100	31.5	68.5	14- 10
15 - 19	100	18.6	81.4	19 - 15
20 - 29	100	24.6	75.4	29 - 20
30 - 39	100	37.1	62.9	39 - 30
40 - 49	100	39.6	60.4	49 - 40
50+	100	63.0	37.0	+50
Type of Locality				
Urban	100	30.4	69.6	
Rural	100	31.3	68.7	
Camps	100	27.6	72.4	

2011

10

:13

Table 13: Percentage Distribution of Persons 10 Years and Over Who Use Internet by Frequency of Use and Sex, 2011

Frequency of Use	Sex الجنس		Both Sexes	
	Female	Male		
At least once a day	38.9	55.8	48.5	
At least once a week	38.7	30.5	34.0	
At least once a month	21.0	13.0	16.4	
At least once a year	1.4	0.8	1.1	
Total	100	100	100	

2011

Table 14: Percentage Distribution of Persons 10 Years and Over in the Palestinian Territory Who Use the Internet by Main Purpose of Use and Sex, 2011

Main Purpose	Sex		Both Sexes
	Females	Males	
Work	7.3	11.4	9.6
Bank and Financial Services	0.3	0.0	0.2
Dealing with Governmental Organizations	0.2	0.1	0.2
E-Commerce	0.0	0.3	0.2
Acquisition	14.5	8.9	11.3
E-mailing	17.1	26.7	22.6
Education	21.1	12.3	16.1
Entertainment	18.5	19.5	19.0
Scientific Issues	7.0	6.1	6.5
Updating of Programs and Internet Issues	0.0	0.6	0.4
Women and Family Issues	5.1	0.0	2.2
Chatting	0.7	2.5	1.7
Spiritual Issues	2.5	1.3	1.8
Political Issues and News	2.1	8.8	6.0
Health Issues	3.6	0.7	2.0
Other	0.0	0.7	0.4
Total	100	100	100

2011

10

:15

Table 15: Percentage of Persons 10 Years and Over in the Palestinian Territory Who Use the Internet by Purpose of Use, 2011

Purpose	النسبة	
	Percentage	
Work	18.2	
Financial & Bank Services	4.9	
Dealing with Governmental Organizations	10.3	
E-Commerce	3.4	
Acquisition	85.7	
Communication	69.1	
Education	49.3	
Entertainment	79.3	
Scientific Issues	72.6	
Updating of Programs and Internet Issues	31.8	
Women and family Issues	29.4	
Chatting	33.0	
Spiritual Issues	52.8	
News and Political Issues	49.8	
Health Issues	47.9	
Other	3.0	

10

:16

2011

Table 16: Percentage Distribution of Persons 10 Years and Over Who Use the Internet by Having E-mail, Sex and Region, 2011

Have E-mail by Sex	Region المنطقة		Palestinian Territory
	Gaza Strip	West Bank	
Both Sexes			
Have	64.7	72.5	69.7
Do not Have	35.3	27.5	30.3
Total	100	100	100
Males			
Have	71.3	79.2	76.3
Do not Have	28.7	20.8	23.7
Total	100	100	100
Females			
Have	55.9	63.6	60.8
Do not Have	44.1	36.4	39.2
Total	100	100	100

10

:17

2011

Table 17: Percentage Distribution of Persons 10 Years and Over Who Have E-mail by Purpose of Use, Sex, and Region, 2011

Purpose of Use by Sex	Region المنطقة		Palestinian Territory
	Gaza Strip	West Bank	
Both Sexes			
E-mail	86.1	81.8	83.3
Work	9.4	11.9	11.1
Education	3.9	5.6	5.0
E-Commerce	0.0	0.3	0.2
Other	0.6	0.4	0.5
Total	100	100	100
Males			
E-mail	82.8	82.8	82.8
Work	12.6	13.0	12.9
Education	3.7	3.3	3.4
E-Commerce	0.0	0.4	0.3
Other	0.9	0.5	0.6
Total	100	100	100
Females			
E-mail	91.6	80.3	84.1
Work	4.1	10.1	8.1
Education	4.4	9.4	7.7
E-Commerce	0.0	0.0	0.0
Other	0.0	0.2	0.2
Total	100	100	100

10 : 18

2011

Table 18: Percentage of Persons 10 Years and over Who Use the Internet and Exposed to Informatics Threats on the Internet by Region, 2011

Informatics Threats	Region المنطقة		Palestinian Territory
	Gaza Strip	West Bank	
Entry of Viruses through the Internet	55.9	41.9	47.0
Damage Information	10.5	8.6	9.3
Publish of Pornographic Content	8.5	15.8	13.1
Theft of Personal Data	5.7	8.2	7.3
Theft of Credit Card Numbers	0.1	1.6	1.1
Other	0.3	0.6	0.5

10 :19

2011

Table 19: Percentage of Persons 10 Years and over Who Use the Internet and Faced Technical Problems During Use of the Internet by Region, 2011

Technical problems	Region المنطقة		Palestinian Territory
	Gaza Strip	West Bank	
Frequent interruptions in service	73.5	58.0	63.6
Pressure on the line provider	74.1	60.2	65.2
Slow browsing or speed	81.2	70.5	74.4
Breaks in service	62.4	53.9	57.0
Inability to access to certain sites	40.0	37.9	38.7
Inability to access Internet	40.0	33.0	35.5
Slow loading and unloading	71.6	66.7	68.5

2011

10

:20

Table 20: Percentage Distribution of Persons 10 Years and Over with a Mobile Phone and Selected Background Characteristics, 2011

Background Characteristics	Total	Mobile Phone		الخصائص الخلفية
		Does not Own	Own	
Region				
Palestinian Territory	100	34.8	65.2	
West Bank	100	30.5	69.5	
Gaza Strip	100	42.2	57.8	
Sex				
Both Sexes	100	34.8	65.2	
Males	100	23.5	76.5	
Females	100	46.4	53.6	
Age				
10 - 14	100	82.5	17.5	14 - 10
15 - 19	100	42.8	57.2	19 - 15
20 - 29	100	12.6	87.4	29 - 20
30 - 39	100	14.4	85.6	39 - 30
40 - 49	100	18.6	81.4	49 - 40
50+	100	41.9	58.1	+50
Type of Locality				
Urban	100	34.6	65.4	
Rural	100	35.8	64.2	
Camps	100	34.2	65.8	

2011

10

:21

Table 21: Percentage Distribution of Persons 10 Years and Over with a Mobile Phone by Governorate, 2011

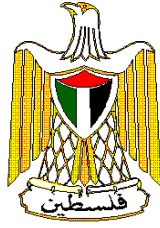
Governorate	Total	Mobile Phone	
		Does not Own	Own
Palestinian Territory	100	34.8	65.2
West Bank	100	30.5	69.5
Jenin	100	32.8	67.2
Tubas	100	44.8	55.2
Tulkarm	100	41.5	58.5
Nablus	100	29.0	71.0
Qalqiliya	100	25.0	75.0
Salfit	100	38.3	61.7
Ramallah & Al-Bireh	100	19.3	80.7
Jericho & Al-Aghwar	100	34.8	65.2
Jerusalem	100	14.0	86.0
Bethlehem	100	32.9	67.1
Hebron	100	39.5	60.5
Gaza Strip	100	42.2	57.8
North Gaza	100	51.1	48.9
Gaza	100	37.8	62.2
Deir Al-Balah	100	48.7	51.3
Khan Yunis	100	40.6	59.4
Rafah	100	36.2	63.8

(Sampling Error)

جدول: أخطاء المعاينة

Table: Sampling Error

Variable and Region	التقدير Estimate R	الخطأ المعياري Standard Error	فترة الثقة (95%)		الخطأ النسبي Coefficient of Variation	المتغير والمنطقة
			Confidence Interval 95%			
			Lower	Upper		
الضفة الغربية						
Percentage of Households that Have Computer	53.2	1.1	51.1	55.4	0.02	نسبة الأسر التي لديها الحاسوب
Percentage of Individuals (10 Years and Over) Who Use Computer and use the Internet	68.3	1.9	64.6	71.8	0.03	نسبة الأفراد (10 سنوات فأكثر) الذين يستخدمون الحاسوب ويستخدمون الإنترنت
Percentage of Individuals(10 Years and Over) Who Have Mobile Phone	69.5	1.3	67	72	0.02	نسبة الأفراد (10 سنوات فأكثر) الذين لديهم هاتف نقال
Percentage of Individuals (10 Years and Over) Who Have E- mail	72.5	1.9	68.5	76.1	0.03	نسبة الأفراد (10 سنوات فأكثر) الذين لديهم بريد إلكتروني
قطاع غزة						
Percentage of Households that Have Computer	46.5	2.2	42.1	50.9	0.05	نسبة الأسر التي لديها الحاسوب
Percentage of Individuals (10 Years and Over) Who Use Computer and use the Internet	72.5	3.1	66.1	78.2	0.04	نسبة الأفراد (10 سنوات فأكثر) الذين يستخدمون الحاسوب ويستخدمون الإنترنت
Percentage of Individuals(10 Years and Over) Who Have Mobile Phone	57.8	2	53.9	61.6	0.03	نسبة الأفراد (10 سنوات فأكثر) الذين لديهم هاتف نقال
Percentage of Individuals (10 Years and Over) Who Have E- mail	64.7	3.3	58.1	70.8	0.05	نسبة الأفراد (10 سنوات فأكثر) الذين لديهم بريد إلكتروني
الأراضي الفلسطينية						
Percentage of Households that Have Computer	50.9	1.1	48.8	53.1	0.02	نسبة الأسر التي لديها الحاسوب
Percentage of Individuals (10 Years and Over) Who Use Computer and use the Internet	69.8	1.6	66.5	72.8	0.02	نسبة الأفراد (10 سنوات فأكثر) الذين يستخدمون الحاسوب ويستخدمون الإنترنت
Percentage of Individuals(10 Years and Over) Who Have Mobile Phone	65.2	1.1	63	67.4	0.02	نسبة الأفراد (10 سنوات فأكثر) الذين لديهم هاتف نقال
Percentage of Individuals (10 Years and Over) Who Have E- mail	69.7	1.7	66.2	72.9	0.02	نسبة الأفراد (10 سنوات فأكثر) الذين لديهم بريد إلكتروني



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

**Household Survey on Information and
Communications Technology, 2011
Main Findings**

November, 2011

PAGE NUMBERS OF ENGLISH TEXT ARE PRINTED IN SQUARE BRACKETS.
TABLES ARE PRINTED IN ARABIC ORDER (FROM RIGHT TO LEFT).

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

© November, 2011
All rights reserved.

Suggested Citation:

Palestinian Central Bureau of Statistics, 2011. Household Survey on Information and Communications Technology, 2011: Main Findings. Ramallah - Palestine.

All correspondence should be directed to:
Palestinian Central Bureau of Statistics
P.O.Box 1647 Ramallah, Palestine.

Tel: (972/970) 2 298 2700
Fax: (972/970) 2 298 2710
Toll Free: 1800300300
E-Mail: diwan@pcbs.gov.ps
web-site: <http://www.pcbs.gov.ps>

Acknowledgement

The Palestinian Central Bureau of Statistics (PCBS) extends its deep appreciations to all Palestinian families who contributed to the success of collecting the survey data and to all workers in the survey for being well dedicated in performing their duties.

The Household Survey on Information and Communications Technology, 2011 has been planned and conducted by a technical team from PCBS and with joint funding by the Palestinian National Authority (PNA) and the Core Funding Group (CFG) for the year 2011 represented by the Representative Office of Norway to PNA and the Swiss Development and Cooperation Agency (SDC).

Moreover, PCBS very much appreciates the distinctive efforts of the Core Funding Group (CFG) for their valuable contribution to funding the project.

Work Team

- **Technical Committee**
 - Saadi AL_Msri Head of the Committee
 - Ayat Saleh
 - Fayez Alghadban
 - Ahmad Omar
 - Mohammad Khutaba
 - Anas Ahmad
 - Mohammad Shaheen

- **Report Preparation**
 - Ayat Saleh

- **Dissemination Standard**
 - Hanan Janajreh

- **Preliminary Review**
 - Khaled Qalalwa
 - Jawad Al Saleh
 - Mahmoud AL-Qayyah

- **Final Review**
 - Mahmoud Jaradat

- **Overall Supervision**
 - Ola Awad PCBS President

Notes for Users

1. Sometimes the summation of the percentage does not equal 100 because of rounding.
2. (.): Means that there are no data available.
3. (0.0): In the Tables means that the percentage is less than 0.05

Table of Contents

Subject	Page
List of Tables	
Introduction	
Chapter One: Main Findings	[15]
1.1 Prevalence of Information and Communication Technology Equipment	[15]
1.2 Computer Use	[15]
1.3 Internet Use	[15]
1.4 Information Technology Threats	[15]
Chapter Two: Methodology & Data Quality	[17]
2.1 Objective of the Survey	[17]
2.2 Questionnaire	[17]
2.3 Sampling and Sampling Frame	[17]
2.3.1 Target Population	[17]
2.3.2 Sampling Frame	[17]
2.3.3 Sample Size	[17]
2.3.4 Sample Design	[17]
2.3.5 Sample Strata	[17]
2.4 Weights Calculation	[18]
2.5 Field Operations	[18]
2.5.1 Instructions and Training Manual	[18]
2.5.2 Main Field Work	[18]
2.5.3 Data Editing in the Field	[18]
2.5.4 Following Up and Supervision	[18]
2.6 Data Processing	[19]
2.7 Accuracy of the Data	[19]
2.7.1 Statistical Errors	[19]
2.7.2 Non-Statistical Errors	[19]
2.8 Response Rates	[19]
2.9 Data Comparison	[20]
2.10 Quality Control	[20]
2.11 Technical Notes	[20]

Subject	Page
Chapter Three: Concepts and Definitions	[21]
References	[23]
Tables	31
Sampling Error	49

List of Tables

Table	Page
Table 1: Percentage Distribution of Persons 10 Years and Over by Selected Background Characteristics, 2011	33
Table 2: Main Selected ICT Indicators for Selected Years	34
Table 3: Percentage of Households Who Have ICT Equipment in Home by Region, 2011	35
Table 4: Percentage Distribution of Households by Availability of Computer, Governorate and Type of Locality, 2011	36
Table 5: Percentage Distribution of Households Without Computer by Main Reason for not Purchasing Computer and Region, 2011	36
Table 6: Percentage Distribution of Persons 10 Years and Over by Computer Use and Selected Background Characteristics, 2011	37
Table 7: Percentage of Persons 10 Years and Over Who Use the Computer by Purpose of Use, Sex, and Region, 2011	38
Table 8: Percentage Distribution of Households with Internet by Governorate and Type of Locality, 2011	39
Table 9: Percentage Distribution of Households with Internet at Home by Type of Internet Connection and Region, 2011	40
Table 10: Percentage Distribution of Households by Speed of Internet Connection and Region, 2011	40
Table 11: Percentage Distribution of Households with a Member with a Website by Region, 2011	40
Table 12: Percentage Distribution of Persons 10 Years and Over Who Use Internet through Computer and Other Ways and Selected Background Characteristics, 2011	41
Table 13: Percentage Distribution of Persons 10 Years and Over Who Use Internet by Frequency of Use and Sex, 2011	41
Table 14: Percentage Distribution of Persons 10 Years and Over in the Palestinian Territory Who Use the Internet by Main Purpose of Use and Sex, 2011	42

Table		Page
Table 15:	Percentage of Persons 10 Years and Over in the Palestinian Territory Who Use the Internet by Purpose of Use, 2011	43
Table 16:	Percentage Distribution of Persons 10 Years and Over Who Use the Internet by Having E-mail, Sex and Region, 2011	44
Table 17:	Percentage Distribution of Persons 10 Years and Over Who Have E-mail by Purpose of Use, Sex, and Region, 2011	44
Table 18:	Percentage of Persons 10 Years and over Who Use the Internet and Exposed to Informatics Threats on the Internet by Region, 2011	45
Table 19:	Percentage of Persons 10 Years and over Who Use the Internet and Faced Technical Problems During Use of the Internet by Region, 2011	45
Table 20:	Percentage Distribution of Persons 10 Years and Over with a Mobile Phone and Selected Background Characteristics, 2011	46
Table 21:	Percentage Distribution of Persons 10 Years and Over with a Mobile Phone by Governorate, 2011	47

Introduction

Since its establishment in 1993, PCBS has been trying its best to provide basic official statistics to Palestinian officials and members of the public on most aspects of the Palestinian life in the West Bank and Gaza Strip.

Within the frame of PCBS' efforts in providing official Palestinian Statistics, and because of the wide spread of Information and Communications Technologies (ICT) mainly; Computer, the Internet, and Mobile Phone among the Palestinian people, and the important role they play in permeating and spreading knowledge and culture and their contribution in formulating the public opinion, PCBS conducted the Households Survey on Information and Communications Technology 2011.

The report is divided into three chapters: chapter one presents the main findings of the survey while chapter two discusses the quality and methodology of fieldwork in terms of questionnaire, sample design, fieldwork operations, and coverage, in addition to data processing and tabulation. Finally, chapter three explains the main concepts and definitions used in the report with brief descriptions.

The Palestinian Central Bureau of Statistics 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; and, enlighten decision and policy makers engaged in the comprehensive national development process in the country.

November, 2011

Ola Awad
PCBS President

Chapter One

Main Findings

1.1 Prevalence of Information and Communication Technology Equipment

In the Palestinian Territory in 2011, 50.9% of households had a computer compared to 49.2% in 2009: 53.2% in the West Bank and 46.5% in the Gaza Strip. The results showed that 30.4% of households in the Palestinian Territory have an Internet connection compared to 28.5% in 2009: of these 30.6% were in the West Bank and 30.0% in the Gaza Strip. The percentage of households with a satellite dish was 93.9% compared with 92.0% in 2009: 95.9% in the West Bank and 90.1% in the Gaza Strip.

The results also indicated that 44.0% of households in the Palestinian Territory have a phone line compared with 47.5% in 2009: 45.3% in the West Bank and 41.6% in the Gaza Strip. Data showed that 95.0% of households in the Palestinian Territory have a mobile phone in 2011: 95.1% in the West Bank and 94.7% in the Gaza Strip.

1.2 Computer Use

The results indicated that 53.7% of individuals aged 10 years and over in the Palestinian Territory used a computer in 2011: 54.8% in the West Bank and 51.7% in the Gaza Strip: 58.5% of males and 48.7% of females. In 2009, the percentage of individuals who used a computer was 57.1%.

Data showed that 49.4% of households without a computer cited the reason as the high cost involved: 49.3% in the West Bank and 49.6% in the Gaza Strip. A further 23.2% stated that they did not have a computer because no one in the family had skills to use it: 19.0% in the West Bank and 30.4% in the Gaza Strip.

1.3 Internet Use

The results indicated that 39.6% of individuals aged 10 years and over in the Palestinian Territory used the Internet compared with 32.3% in 2009. The percentage of individuals aged 10 years and over who used a computer to access the Internet was 69.8% in 2011: 68.3% in the West Bank and 72.5% in the Gaza Strip. Internet use varied between males and females: 72.7% and 66.2% respectively.

The Internet was used for the following purposes: 85.7% of individuals used the Internet to access information, 49.3% for studying, 69.1% for communication purposes, and 79.3% for fun and entertainment. Around one-fifth (18.2%) of individuals aged 10 years and over used the Internet for work. These results were almost the same as those for 2009.

The percentage of individuals aged 10 years and over with an e-mail account was 27.5% in the Palestinian Territory in 2011 compared with 21.3% in 2009.

1.4 Information Technology Threats

The results showed that 47.0% of individuals who used the Internet were exposed to a virus while surfing the Internet, 9.3% were exposed to damage to files, 7.3% of individuals had their personal information stolen, and 1.1% had their personal credit card details stolen.

Chapter Two

Methodology and Data Quality

2.1 Objective of the Survey

The main objective of this survey is to provide statistical data on Information and Communication Technology for the Palestinian Households in the Palestinian Territory, like the possession of Computer, telecommunication means and satellite dish and access and use of the Internet.

2.2 Questionnaire

The questionnaire for the Information and Communications Households Survey, 2011, consisted of two main parts:

1. Household questionnaire:

This was composed of questions regarding computer processing, access to the Internet, and possession of various media and computer equipment.

2. Questionnaire for individuals aged 10 years and over:

Questions relating to computer use, access to the Internet, and possession of a mobile phone.

2.3 Sampling and Sampling Frame

2.3.1 Target Population

The target population consisted of all Palestinian households that usually reside in the Palestinian Territory. As for individual data, the target population was individuals aged 10 years and over at the time of the reference date.

2.3.2 Sampling Frame

The sampling frame consisted of all areas enumerated in 2007. Each enumeration area consists of buildings and housing units comprising an average of around 123 households. These enumeration areas were used as primary sampling units (PSUs) in the first stage of the sampling selection.

2.3.3 Sample Size

The estimated sample size for the Information and Communications Households Survey 2011 was 4,448 households, of which 3,048 households were in the West Bank and 1,400 in the Gaza Strip.

2.3.4 Sample Design

The sample is a stratified cluster systematic random sample. The design comprised three phases:

Phase I: random sample of 502 enumeration areas.

Phase II: selection of 16 households from each enumeration area in the first stage using a systematic random system.

Phase III: selection in the field of individuals aged 10 years and over from the selected households: the KISH Table was used to select individuals to ensure random selection.

2.3.5 Sample Strata

The population was divided by:

- 1- Governorate
- 2- Locality type (urban, rural, refugee camp)

2.4 Weights Calculation

The weight of statistical units (sampling units) in the sample is defined as the mathematical inverse of the selection probability, where the sample of the survey is a three-stage stratified cluster sample. Thus, the weights are calculated for each stage and the household weight is the multiplication of the two weights.

Adjusted weights are important to reduce bias resulting from non-responses. Also “adjusting” has given consideration to demographic changes since the time of the Population, Housing and Establishments Census of 2007 and the time of carrying out the survey.

Furthermore, weights were adjusted in line with the estimation of the size of population in the Palestinian Territory and distribution according to age group in the middle of the second quarter of 2011. Therefore, the results, changes and ratios of this survey represent the reality in the Palestinian Territory during that period.

2.5 Field Operations

2.5.1 Instructions and Training Manual

The training manual covered all aspects related to field work and filling in of the questionnaires. It included the tasks of each field worker, interviewing practices, and completion of the questionnaires. Additional training manuals were drawn up for supervisors and editors for team training and to ensure the success of the project.

The training was divided into two stages: The first dealt with general issues such as the design of statistical surveys, reaching selected households, interviewing, tasks and duties, and performing field work. The second stage stressed the objectives of the survey and exercises on filling in questionnaires.

2.5.2 Main Field Work

A plan was developed for field work for both regions and the field work team and tools (questionnaires, maps, sample lists) were prepared.

2.5.3 Data Editing in the Field

The managers of the project developed a clear procedure for editing data and trained the team of editors accordingly. The procedure was as follows:

- Receipt of completed questionnaires on a daily basis.
- Checking each questionnaire to ensure that they were complete and that the data covered all eligible individuals. Checks also focused on the accuracy of the answers to the questions.
- Returning incomplete questionnaires, as well as those with errors, to the field for completion.

2.5.4 Follow Up and Supervision

Special follow-up schedules were designed for the delivery and receipt of questionnaires at all levels, in addition to monitoring the daily accomplishments of the interviewers. Supervisors had the task of allocating work to the teams using the map and the list. They provided daily and weekly reports to the field work coordinator and project managers on the completed interviews, cases of refusal or non-response, such as vacant housing units, indeterminate interview results, or where the case subjects could not be reached (after three attempts at

contact). The reports also included notes on supervisory field visits by technicians and coordinators.

2.6 Data Processing

Both data entry and tabulation were performed using the ACCESS and SPSS software programs. Data entry was organized in two files corresponding to the main parts of the questionnaire. A data entry template was designed to reflect an exact image of the questionnaire and included various electronic checks: logical check, range checks, consistency checks, and cross-validation. Complete manual inspection of results was performed after data entry and questionnaires containing field-related errors were corrected.

2.7 Accuracy of the Data

2.7.1 Statistical Errors

Since the study is based on a sample survey and not on a complete enumeration, the data are subject to sampling errors as well as non-sampling errors.

Data in this survey can be affected by statistical errors due to the use of the sample. Therefore, certain differences are expected in comparison with the real values obtained through censuses. Variations were calculated for the most important indicators and demonstrate the ability to disseminate results at regional level.

2.7.2 Non-Statistical Errors

Non-statistical errors can occur at various stages of the survey implementation in data collection and data processing and are generally difficult to be evaluated statistically. They cover a wide range of errors, including errors resulting from non-response, sample frame coverage, data processing and response (both respondent and interviewer-related). The use of effective training and supervision and the careful design of questions are measures that have a direct bearing on the magnitude of non-statistical errors and, hence, on the quality of the resulting data.

The survey encountered cases of non-response where the household was not present at home during the field work visit, or the housing unit was vacant, or the household refused to participate.

2.8 Response Rates

Households and Eligible Individuals (10 years and over) and Response Rate by Region, 2011

Sample and Response Rate	Region		
	Palestinian Territory	West Bank	Gaza Strip
Households	4,448	3,048	1,400
Households Interviewed	3,931	2,659	1,272
Response Rate of Households	93.9	93.9	94.0
Males Interviewed (10 years and over)	1,856	1,237	619
Females Interviewed (10 years and over)	1,958	1,335	623
Response Rate of Individuals	85.7	84.4	89.0

2.9 Data Comparison

A comparison between survey data and previous surveys at macro-level consistency was clearly noticeable.

2.10 Quality Control

- The impact of errors on data quality was reduced to a minimum due to the high efficiency and outstanding selection, training, and performance of the field workers. Procedures adopted during field work for the survey were considered vital to ensure the collection of accurate data, notably:
- Schedules to conduct field visits to households during survey field work, which lasted six weeks, where the objectives of the visits and the data collected on each visit were predetermined.
- Field work editing rules were applied during data collection to ensure corrections were implemented before the end of field work activities.
- Field workers were trained to set another date with the household in cases where the field worker could not interview the individual aged 10 years and over selected in the first interview.
- Validation rules were embedded in the data processing systems along with procedures to verify data entry and data editing.

2.11 Technical Notes

We have been maintaining the tools of survey methodology in a line with a series of surveys, to enable researchers and to make comparisons. According to the fact that this survey is attached to the labor force survey, the questionnaire was shortened to be limited to the most important indicators of ICT, and to maintain the same methodology in the selection of the individual (10 years above) by KISH table, we met 1% of a sample of individuals by telephone, and that was after the completion of the family questions that directly related to the individual and control the quality.

Chapter Three

Concepts and Definitions

Information Technology and Communications (ICT):

It is used to describe the tools and the process to access, retrieve, store, organize, manipulate, produce, present, and exchange information by electronic and other manual automated means.

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.

Internet:

A worldwide public computer network. Organizations and persons can connect their computers to this network and exchange information across a country and/or across the world. Internet provides access to a number of communication services, including the World Wide Web and carries email, news, entertainment and data files.

E-mail:

A means for the exchange of messages, texts, and attached files among Internet or intranet users.

Internet Use:

For the purposes of this survey, defined as the basic uses of the Internet (during the last twelve months), such as access to certain sites, reading newsletters, and downloading files or programs from the Web.

Computer Use:

For the purposes of this survey, defined as the basic use of the computer (during the last twelve months), such as opening the computer and files, creating, copying, pasting, and saving files.

E-Commerce:

The conducting of business communication and transactions over computer networks and through individual computers linked to the Word Wide Web. Strictly defined, e-commerce is the buying and selling of goods and services and the transfer of funds through digital communications.

Satellite:

A satellite stationed in geosynchronous orbit that acts as a microwave relay station, receiving signals sent from a ground-based station, amplifying them, and retransmitting them on a different frequency to another ground-based station. Satellites can be used for high-speed transmission of computer data.

Main Telephone Lines:

A telephone line connecting the subscriber's terminal equipment to the public switched network and which has a dedicated port in the telephone exchange equipment.

Mobile Phone:

The mobile phone that belongs to any telecommunications company.

Integrated Services Digital Network (ISDN):

A digital access technique for both voice and data. This is a digital alternative to an analog public switched telephone service and carries data or voltages consisting of discrete steps or levels, as opposed to continuously variable analog data. ISDN enables digital transmission over the PSTN.

Asymmetric Digital Subscriber Line (ADSL):

A form of DSL, a data communications technology tool, that enables data transmission over copper telephone lines faster than a conventional modem.

Modulator\Demodulator (MODEM):

A hardware device that enables a computer to transmit and receive information over telephone lines. The modem is responsible for converting the digital data used by the computer into an analog signal used on phone lines and then converting it back once received at the other end.

Dial-up Internet Access:

A form of Internet access via a telephone line. The client uses a modem connected to a computer and a telephone line to dial into an Internet service provider's (ISP) node to establish a modem-to-modem link, which is then routed to the Internet.

Digital Subscriber Line DSL):

An Internet connection via modem and dial-up software utilizing the Public Switch Telecommunications Network (PSTN).

Wireless:

Includes fixed wireless, mobile wireless, and satellite Internet connections.

Flash Memory:

A non-volatile computer memory that can be electrically erased and reprogrammed. It is a technology that is primarily used in memory cards and USB flash drives for general storage and transfer of data between computers and other digital products.

Digital Camera:

A camera that takes video or still photographs, or both, digitally by recording images on a light-sensitive sensor.

Household:

It is one person or a group of persons with or without a family relationship who live in the same dwelling unit, share meals, and make joint provisions for food and other essentials of living.

Household Membership:

Persons staying in the dwelling unit are considered members of the household if the dwelling unit is their usual or only place of residence.

Reference Date:

The reference date for the survey was the last twelve months from 01/07/2011.

References

1. **Palestinian Central Bureau of Statistics, 2010.** Comparative Report on ICT Access of Households and Individuals in the Palestinian Territory 2000-2009. Ramallah - Palestine
2. **Palestinian Central Bureau of Statistics, 2009.** Press Release on the Survey Results: Household Culture Survey 2009. Ramallah - Palestine.
3. **Palestinian Central Bureau of Statistics, 2006.** Household Survey on Information and Communications Technology – 2006, Main Findings. Ramallah - Palestine.
4. **International Communications Union, 2005.** Core Indicators: Basic Access and Infrastructure. New York.
5. **Palestinian Central Bureau of Statistics, 2004.** Computer, Internet and Mobile Phone Survey-2004, Survey Questionnaire. Ramallah – Palestine.
6. **Palestinian Central Bureau of Statistics, 2004.** Computer, Internet and Mobile Phone Survey-2004, Main Findings. Ramallah - Palestine.
7. **Palestinian Central Bureau of Statistics, 2000.** Media Survey-2000, Survey Questionnaire. Ramallah – Palestine.