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# Tables





## جدول 1: مجموعة من المؤشرات المختارة حسب المنطقة، 2011

Table1: List of Selected Indicators by Region, 2011

Indicator	Region			المؤشر
	الاراضي الفلسطينية	قطاع غزة	الضفة الغربية	
Percentage of Establishments Using Computer Out of Total	47.0	40.8	49.6	نسبة المنشآت التي تستخدم الحاسوب من اجمالي المنشآت
Percentage of Establishments Using Internet Out of Total	39.2	34.0	41.3	نسبة المنشآت التي تستخدم الإنترنت من اجمالي المنشآت
Percentage of Establishments Using Electronic Transactions Out of Total	11.2	12.0	10.8	نسبة المنشآت التي قامت بمعاملات تجارية إلكترونية من اجمالي المنشآت
Percentage of Establishments having Website Out of Total	4.8	3.7	5.2	نسبة المنشآت التي لديها موقع إلكتروني من اجمالي المنشآت
Percentage of Establishments Engaged Research and Development in (IT)	2.5	5.0	1.5	نسبة المنشآت التي قامت بدراسات (بحث وتطوير) في مجال التكنولوجيا
Number of Computers in Establishments Per 100 Employees	22.3	25.0	21.5	عدد أجهزة الحاسوب في المنشآت لكل 100 عامل
Number of Telephones Per 100 Employees	25.9	24.1	26.4	عدد أجهزة الهاتف الثابت لكل 100 عامل
Number of Mobile Phones Per 100 Employees	40.2	50.3	37.3	عدد أجهزة الهواتف المحمولة في المنشآت لكل 100 عامل
Number of Employees Who Are Using Computer Per 100 Employees	47.9	31.7	52.6	عدد العاملين الذين يستخدمون الحاسوب لكل 100 عامل
Number of Employees Who Are Using the Internet Per 100 Employees	42.9	25.0	48.0	عدد العاملين الذين يستخدمون الإنترنت لكل 100 عامل
Number of (IT) Specialist Per 100 Employees	5.2	5.6	5.1	عدد العاملين المختصين بتكنولوجيا المعلومات والاتصالات لكل 100 عامل

جدول 2: نسبة المنشآت التي يتوفر لديها بعض أدوات تكنولوجيا المعلومات والاتصالات حسب المنطقة، 2011

Table 2: Percentage of Establishments with ICT Tools by Region, 2011

ICT Tools	Region			أدوات تكنولوجيا المعلومات والاتصالات
	المنطقة	قطاع غزة	الضفة الغربية	
	الأراضي الفلسطينية Palestinian Territory	Gaza Strip	West Bank	
Office Computer\ Laptop	49.2	42.8	51.8	حاسوب مكتبي/ محمول
Computer Linked to Internet	40.6	34.7	43.0	حاسوب متصل بالإنترنت
Telephone	66.1	56.8	69.9	هاتف ثابت
Palestinian mobile Phone	77.0	86.0	73.3	هاتف محمول فلسطيني
Israeli mobile Phone	13.3	1.9	18.0	هاتف محمول إسرائيلي
Other mobile phone	0.8	2.0	0.3	هاتف محمول اخر

جدول 3: نسبة المنشآت التي يتوفر لديها بعض أدوات تكنولوجيا المعلومات والاتصالات في الأراضي الفلسطينية حسب حجم العمالة، 2011

Table 3: Percentage of Establishments with ICT Tools in the Palestinian Territory by Employment Size, 2011

ICT Tools	Employment Size			أدوات تكنولوجيا المعلومات والاتصالات
	حجم العمالة	9-5	4-0	
	+10	9-5	4-0	
Office Computer\ Laptop	93.0	68.8	40.4	حاسوب مكتبي/ محمول
Computer Linked to Internet	80.6	59.2	32.3	حاسوب متصل بالإنترنت
Telephone	94.1	84.8	59.0	هاتف ثابت
Palestinian Cell Phone	82.7	90.0	73.4	هاتف محمول فلسطيني
Israeli Cell Phone	22.5	12.6	12.6	هاتف محمول إسرائيلي
Other mobile phone	0.8	0.3	0.9	هاتف محمول اخر

جدول 4: نسبة المنشآت في الأراضي الفلسطينية التي تستخدم الحاسوب حسب بعض المتغيرات المختارة، 2011

Table 4: Percentage of Establishments in the Palestinian Territory that Using Computer by Selected Variables, 2011

Selected Variables	النسبة Percentage	المتغيرات المختارة
<b>Employment Size</b>		<b>حجم العمالة</b>
0-4	37.9	4-0
5-9	67.4	9-5
10+	92.4	+10
<b>Economic Activity</b>		<b>النشاط الاقتصادي</b>
Industrial	26.3	الصناعة
Constructions	90.1	الإنشاءات
Internal Trade	49.9	التجارة الداخلية
Services	50.0	الخدمات
Transportation and Storage	32.3	النقل والتخزين
Information and Communication	92.6	المعلومات والاتصالات
Financial Intermediation	97.1	الوساطة المالية
<b>Grand Total</b>	47.0	<b>المجموع الكلي</b>

جدول 5: نسبة المنشآت في الأراضي الفلسطينية التي تستخدم الحاسوب والإنترنت حسب بعض المتغيرات المختارة، 2011

Table 5: Percentage of Establishments in the Palestinian Territory that Using Computer and Using Internet by Selected Variables, 2011

Selected Variables	النسبة Percentage	المتغيرات المختارة
<b>Employment Size</b>		<b>حجم العمالة</b>
0-4	81.1	4-0
5-9	86.9	9-5
10+	86.0	+10
<b>Economic Activity</b>		<b>النشاط الاقتصادي</b>
Industrial	65.3	الصناعة
Constructions	92.1	الإنشاءات
Internal Trade	85.8	التجارة الداخلية
Services	81.5	الخدمات
Transportation and Storage	75.8	النقل والتخزين
Information and Communication	99.3	المعلومات والاتصالات
Financial Intermediation	97.8	الوساطة المالية
<b>Total</b>	<b>83.3</b>	<b>المجموع</b>

جدول 6: التوزيع النسبي للمنشآت في الأراضي الفلسطينية حسب السبب وراء عدم الربط مع الإنترنت، 2011

Table 6: Percentage Distribution of Establishments in the Palestinian Territory by Reason for Not Connecting with Internet, 2011

Reason	النسبة Percentage	السبب
Cost of Internet	9.8	تكلفة الإنترنت
No Skilled Persons	1.6	لا يوجد افراد مؤهلين لاستخدام الانترنت
No Need	85.2	طبيعة العمل لا تتطلب استخدام الإنترنت
Not Interested	2.4	لا تؤمن المنشأة بأهمية الانترنت
Security Concerns	0.1	عدم الثقة ( الأمان ) نتيجة استخدام الانترنت
Other	0.9	أخرى
<b>Total</b>	<b>100</b>	<b>المجموع</b>

جدول 7: التوزيع النسبي للمنشآت في الضفة الغربية حسب السبب وراء عدم الربط مع الإنترنت، 2011

Table 7: Percentage Distribution of Establishments in the West Bank by Reason for Not Connecting with Internet, 2011

Reason	النسبة Percentage	السبب
Cost of Internet	6.9	تكلفة الإنترنت
No Skilled Persons	2.2	لا يوجد افراد مؤهلين لاستخدام الانترنت
No Need	86.5	طبيعة العمل لا تتطلب استخدام الإنترنت
Not Interested	3.2	لا تؤمن المنشأة بأهمية الانترنت
Security Concerns	0.1	عدم الثقة ( الأمان ) نتيجة استخدام الانترنت
Other	1.2	أخرى
<b>Total</b>	<b>100</b>	<b>المجموع</b>

جدول 8: التوزيع النسبي للمنشآت في قطاع غزة حسب السبب وراء عدم الربط مع الإنترنت، 2011

Table 8: Percentage Distribution of Establishments in Gaza Strip by Reason for Not Connecting with Internet, 2011

Reason	النسبة Percentage	السبب
Coast of Internet	18.4	تكلفة الإنترنت
No Skilled Persons	0.0	لا يوجد افراد مؤهلين لاستخدام الانترنت
No Need	81.4	طبيعة العمل لا تتطلب استخدام الانترنت
Not Interested	0.0	لا تؤمن المنشأة بأهمية الانترنت
Security Concerns	0.1	عدم الثقة ( الأمان ) نتيجة لاستخدام الانترنت
Other	0.0	أخرى
<b>Total</b>	<b>100</b>	<b>المجموع</b>

جدول 9: التوزيع النسبي للمنشآت في الأراضي الفلسطينية حسب سرعة الإنترنت وحجم العمالة، 2011

Table 9: Percentage Distribution of Establishments in the Palestinian Territory by Speed of Internet and Employment Size, 2011

Speed	المجموع الكلي Total	حجم العمالة			السرعة
		10+	9-5	4-0	
Less than 256 kbps	16.0	10.0	15.6	17.6	أقل من 256 كيلو بايت
256 kbps and more	79.4	86.8	81.4	76.6	256 كيلو بايت فأكثر
Don't Know Speed	4.7	3.2	2.9	5.8	لا أعرف السرعة
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>المجموع</b>

جدول 10: نسبة المنشآت في الأراضي الفلسطينية التي قامت بمعاملات تجارية حسب الطريقة وبعض المتغيرات المختارة، 2011

Table 10: Percentage of Establishments in the Palestinian Territory that Doing Transactions by Method and Selected Variables, 2011

Selected Variables	قامت بمعاملات تجارية		المتغيرات المختارة
	الهاتف الثابت Telephone	الهاتف النقال Mobile phone	
<b>Region</b>			<b>المنطقة</b>
<b>Palestinian Territory</b>	<b>51.1</b>	<b>67.1</b>	<b>الأراضي الفلسطينية</b>
West Bank	54.6	64.7	الضفة الغربية
Gaza Strip	42.8	72.9	قطاع غزة
<b>Employment Size</b>			<b>حجم العمالة</b>
0-4	46.9	66.3	4-0
5-9	61.4	70.4	9-5
10+	70.0	68.0	+10
<b>Economic Activity</b>			<b>النشاط الاقتصادي</b>
Industrial	47.7	75.5	الصناعة
Constructions	72.6	79.5	الإثشاءات
Internal Trade	59.2	73.1	التجارة الداخلية
Services	33.5	48.6	الخدمات
Transportation and Storage	51.5	65.2	النقل والتخزين
Information and Communication	62.4	61.7	المعلومات والاتصالات
Financial Intermediation	66.4	61.7	الوساطة المالية

**جدول 11: التوزيع النسبي للمنشآت في الأراضي الفلسطينية التي تستخدم الإنترنت حسب الغرض الرئيسي من الاستخدام، 2011**  
**Table 11: Percentage Distribution of Establishments in the Palestinian Territory by the Main Purpose of Using Internet, 2011**

Main Purpose	النسبة Percentage	الغرض الرئيس
Sending and Receiving e-mail and Communicating With Governmental Establishments	52.3	إرسال واستقبال البريد الإلكتروني والتعامل مع المؤسسات الحكومية
Information Search and Getting Information About Goods and Services	34.3	لاستخدام محركات البحث عن معلومات والحصول على معلومات حول السلع والخدمات
Purchasing Products and Providing Customer Services	7.0	لشراء الخدمات للمؤسسة وتقديم الخدمات للزبائن
Other*	6.4	أخرى*
<b>Total</b>	<b>100</b>	<b>المجموع</b>

\* Other includes " Performing Internet Banking and Voice-Over Internet Protocol (VOIP) " .

\* أخرى تشمل " الخدمات البنكية والمالية والاتصال الهاتفي عبر بروتوكول الإنترنت".

**جدول 12: التوزيع النسبي للمنشآت في الضفة الغربية التي تستخدم الإنترنت حسب الغرض الرئيسي من الاستخدام، 2011**  
**Table 12: Percentage Distribution of Establishments in the West Bank by the Main Purpose of Using Internet, 2011**

Main Purpose	النسبة Percentage	الغرض الرئيس
Sending and Receiving e-mail and Communicating With Governmental Establishments	57.2	إرسال واستقبال البريد الإلكتروني والتعامل مع المؤسسات الحكومية
Information Search and Getting Information About Goods and Services	27.5	لاستخدام محركات البحث عن معلومات والحصول على معلومات حول السلع والخدمات
Purchasing Products and Providing Customer Services	7.1	لشراء الخدمات للمؤسسة وتقديم الخدمات للزبائن
Other*	8.2	أخرى*
<b>Total</b>	<b>100</b>	<b>المجموع</b>

\* Other includes " Performing Internet Banking and Voice-Over Internet Protocol (VOIP) " .

\* أخرى تشمل " الخدمات البنكية والمالية والاتصال الهاتفي عبر بروتوكول الإنترنت".

**جدول 13: التوزيع النسبي للمنشآت في قطاع غزة التي تستخدم الإنترنت حسب الغرض الرئيسي من الاستخدام، 2011**  
**Table 13: Percentage Distribution of Establishments in Gaza Strip by the Main Purpose of Using Internet, 2011**

Main Purpose	النسبة Percentage	الغرض الرئيس
Sending and Receiving e-mail and Communicating With Governmental Establishments	38.0	إرسال واستقبال البريد الإلكتروني والتعامل مع المؤسسات الحكومية
Information Search and Getting Information About Goods and Services	54.4	لاستخدام محركات البحث عن معلومات والحصول على معلومات حول السلع والخدمات
Purchasing Products and Providing Customer Services	6.5	لشراء الخدمات للمؤسسة وتقديم الخدمات للزبائن
Other*	1.1	أخرى*
<b>Total</b>	<b>100</b>	<b>المجموع</b>

\* Other includes " Performing Internet Banking (VOIP) and Voice-Over Internet Protocol " .

\* أخرى تشمل " الخدمات البنكية والمالية والاتصال الهاتفي عبر بروتوكول الإنترنت".

**جدول 14: نسبة المنشآت في الأراضي الفلسطينية التي تستخدم الحاسوب ولديها شبكات حاسوب حسب نوع الشبكة، 2011**  
**Table 14: Percentage of Establishments in the Palestinian Territory that Using Computer and Having Computer Network by Type, 2011**

Type of Network	النسبة Percentage	نوع الشبكة
Intranet	26.9	إنترانت
Extranet	5.2	اكسترانت
Local Area Network (LAN)	32.2	شبكة حاسبات محلية
Virtual Private Network (VPN)	4.8	شبكة حاسبات عريضة
Virtual Private Network (VPN)	2.0	شبكة افتراضية خاصة
Wireless Network	42.6	شبكة لاسلكية

**جدول 15: نسبة المنشآت في الأراضي الفلسطينية التي لديها إنترنت وقامت بمعاملات تجارية إلكترونية حسب بعض المتغيرات المختارة، 2011**

**Table 15: Percentage of Establishments in the Palestinian Territory that Having Internet and Using Electronic Transactions by Selected Variables, 2011**

Selected Variables	النسبة Percentage	المتغيرات المختارة
<b>Region</b>		<b>المنطقة</b>
<b>Palestinian Territory</b>	<b>28.5</b>	<b>الأراضي الفلسطينية</b>
West Bank	26.2	الضفة الغربية
Gaza Strip	35.4	قطاع غزة
<b>Employment Size</b>		<b>حجم العمالة</b>
0-4	24.4	4-0
5-9	36.1	9-5
10+	31.5	+10
<b>Economic Activity</b>		<b>النشاط الاقتصادي</b>
Industrial	31.0	الصناعة
Constructions	26.5	الإنشاءات
Internal Trade	31.9	التجارة الداخلية
Services	18.3	الخدمات
Transportation and Storage	30.5	النقل والتخزين
Information and Communication	55.9	المعلومات والاتصالات
Financial Intermediation	36.7	الوساطة المالية
<b>Total</b>	<b>28.5</b>	<b>المجموع الكلي</b>

جدول 16: نسبة المنشآت في الأراضي الفلسطينية التي تستخدم الهاتف المحمول حسب الغرض الرئيسي من الاستخدام والنشاط الاقتصادي، 2011

Table 16: Percentage of Establishments in the Palestinian Territory by the Main Purpose of Using Mobile and Economic Activity, 2011

Main Purpose	المجموع Total	Economic Activity					النشاط الاقتصادي			الغرض الرئيسي
		الوساطة المالية Financial Intermediation	المعلومات والاتصالات Information and Communication	النقل والتخزين Transportation and Storage	الخدمات Services	التجارة الداخلية Internal Trade	الإنتاجات Constructions	الصناعة Industrial		
Getting Information About Goods\Services	71.1	66.0	86.1	54.2	58.8	76.1	82.4	73.2	للحصول على معلومات حول السلع والخدمات	
Sending\Receiving e-mail	10.1	25.3	41.0	8.1	11.4	10.0	30.3	5.8	لإرسال واستقبال البريد الإلكتروني	
Accessing the Internet	9.2	19.4	44.2	6.7	10.8	9.1	25.3	5.0	للوصول للإنترنت	
Accessing Banking or other Financial Services	31.2	53.6	32.3	23.3	24.5	35.3	60.0	24.6	للخدمات المالية والبنكية	
Interacting with General Government Organizations	23.3	41.1	40.0	32.7	27.6	21.7	54.8	19.3	للتعامل مع المؤسسات الحكومية	
Providing Costumer Services	46.5	47.3	63.2	52.1	37.2	47.3	61.7	58.7	لتقديم السلع عن طريق الهاتف النقال	

جدول 17: نسبة المنشآت في الضفة الغربية التي تستخدم الهاتف المحمول حسب الغرض الرئيسي من الاستخدام والنشاط الاقتصادي، 2011

Table 17: Percentage of Establishments in the West Bank by the Main Purpose of Using Mobile and Economic Activity, 2011

Main Purpose	المجموع Total	Economic Activity					النشاط الاقتصادي			الغرض الرئيسي
		الوساطة المالية Financial Intermediation	المعلومات والاتصالات Information and Communication	النقل والتخزين Transportation and Storage	الخدمات Services	التجارة الداخلية Internal Trade	الإنتاجات Constructions	الصناعة Industrial		
Getting Information About Goods\Services	67.9	66.4	73.5	50.3	52.7	72.8	80.3	74.0	للحصول على معلومات حول السلع والخدمات	
Sending\Receiving e-mail	10.8	26.2	52.1	10.4	12.3	11.2	24.2	5.3	لإرسال واستقبال البريد الإلكتروني	
Accessing the Internet	8.2	23.7	52.0	7.6	10.2	8.0	21.9	4.4	للوصول للإنترنت	
Accessing Banking or other Financial Services	33.3	61.5	45.3	27.2	28.6	36.4	57.8	27.4	للخدمات المالية والبنكية	
Interacting with General Government Organizations	25.2	45.2	57.7	36.4	30.0	23.4	52.3	21.1	للتعامل مع المؤسسات الحكومية	
Providing Costumer Services	47.9	50.8	58.7	48.3	31.9	50.8	53.4	61.1	لتقديم السلع عن طريق الهاتف النقال	

جدول 18: نسبة المنشآت في قطاع غزة التي تستخدم الهاتف المحمول حسب الغرض الرئيسي من الاستخدام والنشاط الاقتصادي، 2011

Table 18: Percentage of Establishments in Gaza Strip by the Main Purpose of Using Mobile and Economic Activity, 2011

Main Purpose	المجموع Total	Economic Activity					النشاط الاقتصادي			الغرض الرئيسي
		الوساطة المالية Financial Intermediation	المعلومات والاتصالات Information and Communication	النقل والتخزين Transportation and Storage	الخدمات Services	التجارة الداخلية Internal Trade	الإنشاءات Constructions	الصناعة Industrial		
Getting Information About Goods\Services	79.0	64.6	97.9	65.0	72.0	83.7	86.7	70.4	للحصول على معلومات حول السلع والخدمات	
Sending\Receiving e-mail	8.2	21.8	30.7	1.7	9.3	7.2	42.9	7.5	إرسال واستقبال البريد الإلكتروني	
Accessing the Internet	11.6	4.3	36.9	3.9	12.3	11.8	32.3	7.1	للوصول للإنترنت	
Accessing Banking or other Financial Services	26.1	26.1	20.2	12.4	15.5	32.9	64.6	14.0	للخدمات المالية والبنكية	
Interacting with General Government Organizations	18.7	27.1	23.6	22.5	22.5	17.5	60.0	12.4	للتعامل مع المؤسسات الحكومية	
Providing Costumer Services	43.3	35.2	67.4	63.0	48.8	39.0	78.8	49.6	لتقديم السلع عن طريق الهاتف النقال	



جدول 19 : نسبة المنشآت في الأراضي الفلسطينية التي قامت بالبحث والتطوير حسب بعض المتغيرات المختارة، 2011

**Table 19: Percentage of Establishments in the Palestinian Territory that Engaged in Research and Development (R&D) by Selected Variables, 2011**

Selected Variables	النسبة Percentage	المتغيرات المختارة
<b>Region</b>		<b>المنطقة</b>
<b>Palestinian Territory</b>	5.8	الأراضي الفلسطينية
West Bank	5.0	الضفة الغربية
Gaza Strip	7.7	قطاع غزة
<b>Employment Size</b>		<b>حجم العمالة</b>
0-4	3.5	4-0
5-9	7.7	9-5
10+	25.1	+10
<b>Economic Activity</b>		<b>النشاط الاقتصادي</b>
Industrial	1.6	الصناعة
Constructions	8.5	الإنشاءات
Internal Trade	3.9	التجارة الداخلية
Services	11.6	الخدمات
Transportation and Storage	3.3	النقل والتخزين
Information and Communication	31.7	المعلومات والاتصالات
Financial Intermediation	21.1	الوساطة المالية



## **(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		
<b>West Bank</b>						<b>الضفة الغربية</b>
Percentage of Enterprises that Uses Computer	49.6	2.9	43.9	55.3	0.059	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	38.3	2.9	76.7	88.3	0.035	
Percentage of Enterprises that Placing Orders via the Internet	26.2	4.1	18.9	35.1	0.158	
<b>Gaza Strip</b>						<b>قطاع غزة</b>
Percentage of Enterprises that Uses Computer	40.8	4.7	32.1	50.2	0.114	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	83.3	5.7	69	91.8	0.069	
Percentage of Enterprises that Placing Orders via the Internet	35.3	8.3	21.2	52.7	0.234	
<b>Palestinian Territory</b>						<b>الأراضي الفلسطينية</b>
Percentage of Enterprises that Uses Computer	47.0	2.5	42.2	51.9	0.053	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	83.3	2.6	77.5	87.8	0.032	
Percentage of Enterprises that Placing Orders via the Internet	28.5	3.7	21.8	36.4	0.131	

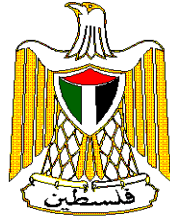
## جدول (تابع): أخطاء المعاينة

Table(Cont.): Sampling Error

Variable and Employment Size	التقدير Estimate R	الخطأ المعياري Standard Error	فترة الثقة (95%)		الخطأ النسبي Coefficient of Variation	المتغير وحجم العينة
			Confidence Interval 95%			
			Lower	Upper		
<b>0-4</b>						<b>4-0</b>
Percentage of Enterprises that Uses Computer	37.9	2.9	32.5	43.7	0.076	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	81.1	3.7	72.9	87.3	0.045	
Percentage of Enterprises that Placing Orders via the Internet	24.4	4.7	16.3	34.8	0.194	
<b>5-9</b>						<b>9-5</b>
Percentage of Enterprises that Uses Computer	67.4	5.4	56.0	77.1	0.081	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	86.9	5.0	73.8	94.0	0.057	
Percentage of Enterprises that Placing Orders via the Internet	36.1	7.9	22.4	52.5	0.218	
<b>10+</b>						<b>+10</b>
Percentage of Enterprises that Uses Computer	92.5	1.5	88.9	95.0	0.016	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	86.0	3.8	76.9	92.0	0.044	
Percentage of Enterprises that Placing Orders via the Internet	31.5	7.6	18.6	47.8	0.242	

جدول (تابع): أخطاء المعاينة  
Table(Cont.): Sampling Error

Variable and Economic Sector	التقدير Estimate R	الخطأ المعياري Standard Error	فترة الثقة(95%)		الخطأ النسبي Coefficient of Variation	المتغير
			Lower	Upper		
<b>Industrial</b>						
Percentage of Enterprises that Uses Computer	26.3	2.5	21.7	31.5	0.095	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	65.3	5.5	53.9	75.2	0.084	
Percentage of Enterprises that Placing Orders via the Internet	31.0	5.4	21.6	42.3	0.173	
<b>Constructions</b>						
Percentage of Enterprises that Uses Computer	90.1	2.8	83.1	94.4	0.031	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	92.1	2.1	86.8	95.4	0.023	
Percentage of Enterprises that Placing Orders via the Internet	26.5	4.4	18.8	36.0	0.167	
<b>Internal Trade</b>						
Percentage of Enterprises that Uses Computer	49.9	4.0	42.1	57.6	0.08	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	85.8	3.9	76.4	91.9	0.045	
Percentage of Enterprises that Placing Orders via the Internet	31.9	5.6	22.1	43.7	0.175	
<b>Services</b>						
Percentage of Enterprises that Uses Computer	50.0	3.3	43.7	56.4	0.065	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	81.5	3.5	73.8	87.4	0.042	
Percentage of Enterprises that Placing Orders via the Internet	18.2	3.9	11.8	27.1	0.214	
<b>Transportation and Storage</b>						
Percentage of Enterprises that Uses Computer	32.3	4.7	23.8	42.1	0.146	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	75.8	6.9	60	86.8	0.091	
Percentage of Enterprises that Placing Orders via the Internet	30.5	9.8	15.1	52.1	0.321	
<b>Information and Communication</b>						
Percentage of Enterprises that Uses Computer	92.6	4.4	78.0	97.8	0.048	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	99.3	0.6	96.8	99.8	0.006	
Percentage of Enterprises that Placing Orders via the Internet	55.9	7.1	42.0	68.9	0.126	
<b>Financial Intermediation</b>						
Percentage of Enterprises that Uses Computer	97.1	2.2	88.1	99.3	0.022	نسبة المؤسسات التي تستخدم الحاسوب
Percentage of Enterprises that Uses Internet	97.8	0.8	95.5	99.0	0.008	
Percentage of Enterprises that Placing Orders via the Internet	36.7	5.9	26.0	48.9	0.162	



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

**ICT Business Survey, 2011**

**Main Findings**

**October, 2012**



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## **Notes for Users**

1. The summation of the percentage may not always equal 100 due to rounding.
2. (0.0): This appears in the Tables to signify that the percentage is less than 0.05.
3. There is high variance in the variable of electronic transactions via Internet because its actual use is minimal in small enterprises. Please refer to the sample error table attached in this report for the value of variation.



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## **Introduction**

In line with PCBS policy with regard to Palestinian statistics, the ICT Business survey 2011 aims to provide statistical information for decision makers. These data make a substantial contribution toward enriching the database on Information and Communications Technology (ICT) by providing a set of indicators that are important in order to meet local needs and are consistent with international recommendations. The ICT indicators help to determine the extent of progress and economic growth in the Palestinian economy through the revolutionary impact of information and communication technologies that have become a feature of this era.

This survey studied the mechanisms and characteristics of use and access to the basic tools of ICT, such as telephones, mobile phones, computers, Internet, intranet, extranet, and e-commerce transactions by economic establishments in the Palestinian Territory. The survey aims primarily to provide comprehensive statistical data on the availability and use of ICT tools in establishments according to their major economic activities, workforce size, location and goals, in addition to the main features of ICT use.

This publication reviews the key findings that emerged in the survey. In addition, PCBS will disseminate the survey data as a Public Use Data File (PUF) in digital format to enable researchers and those concerned with ICT data to conduct further analysis

PCBS hopes that this publication will contribute to the efforts of planners and decision makers engaged in the comprehensive national development process to promote the ICT sector in the Palestinian Territory.

**October, 2012**

**Ola Awad  
PCBS President**



## Chapter One

### **Main Findings**

#### **1.1 Use of Computer**

Based on the results of the ICT Business Survey, 47.0% of establishments used computers in the Palestinian Territory in 2011: 49.6% in the West Bank and 40.8% in the Gaza Strip. The highest rate of computer use in the Palestinian Territory was 92.4 % in establishments with ten employees or more compared to 37.9% in establishments with less than four employees.

Computer use in the Palestinian Territory was highest in the financial intermediation sector with 97.1% while the lowest use was 26.3% in the industrial sector.

#### **1.2 Use of Internet**

In 2011, 39.2% of establishments had access to the Internet: 41.3% of establishments in the West Bank and 34.0% in the Gaza Strip.

#### **1.3 Electronic Commerce**

The survey findings showed that 11.2% of establishments conducted e-commerce transactions in 2011 and 4.8% had a website in 2011.

#### **1.4 Human Resources**

In 2011, there were 5.2 ICT specialists per 100 employees in economic establishments and 47.9 of every 100 employees used a computer: 52.6 per 100 employees in the West Bank compared with 31.7 per 100 employees in the Gaza Strip.

#### **1.5 Telecommunications**

In 2011, there were 25.9 land line phones per 100 employees in the Palestinian Territory: 26.4 per 100 employees in the West Bank and 24.1 per 100 employees in the Gaza Strip.

There were 40.2 mobile phones per 100 employees in the Palestinian Territory in 2011: 37.3 in the West Bank and 50.3 in the Gaza Strip.

#### **1.6 Research &Development (R&D)**

The percentage of establishments conducting R&D activities related to ICT totaled 2.5% in the Palestinian Territory in 2011: 1.5% in the West Bank and 5.0% in the Gaza Strip.



## Chapter Two

### Methodology and Data Quality

#### 2.1 Objectives of the Survey

The main objective of this survey is to provide statistical data on ICT for enterprises in the Palestinian Territory. The specific objectives can be summarized as follows: -

- Enriching ICT statistical data on the availability and actual use of ICT by economic enterprises.
- Identifying the characteristics of the equipment and means of ICT used in the economic activity, the type of economic activity and the size of enterprises.
- Providing opportunity for international and regional comparisons in order to place the technological status of the Palestinian Territory in a global context.

Assisting planners and policymakers in understanding the current status of the technology-based economy in the Palestinian Territory and to assist in planning for the future needs of the Palestinian economy.

#### 2.2 Survey Questionnaire

The survey was developed following a review of international recommendations and the experiences of countries in this area, in addition to discussions with stakeholders. The BICT 2011 survey also includes forms of data quality control and means of assessing existing access to ICT in terms of infrastructure for the use of technology and equipment in business and the availability of computer and Internet service. It also looks at a range of devices associated with technology such as telephones, fax machines, mobile phones, and printers.

The survey includes questions about the use of Internet and computers in various activities of economic enterprises, such as using the Internet for commercial transactions and the obstacles faced by Palestinian enterprises in using the Internet for economic activities and commercial transactions.

#### 2.3 Sample and Sampling Frame

##### 2.3.1 Target Population

The target population consists of all operating private enterprises in the Palestinian Territory. The sampling frame was the list of all private enterprises in operation as enumerated in the Establishments Census 2007.

##### 2.3.2 Sample Design

The sample was a regular stratified random sample of one stage and included the strata of less than 30 enterprises and enterprises that employ 30 workers or more. Enterprises were divided into three levels, namely:

First: enterprises classified geographically into two regions: the West Bank and Gaza Strip.

Second: the economic activity of the enterprises classified according to the International Industrial Classification for Economic Activities.

Third: enterprises classified by size according to the number of employees, as follows:

1. Enterprises with less than 5 employees.
2. Enterprises with 5-10 employees.
3. Enterprises with 11-29 employees.
4. Enterprises with 30 employees or more.



### **2.3.3 Sample Size**

The sample size was 3,006 enterprises, of which 2,281 were located in the West Bank and 725 located in the Gaza Strip.

### **2.4 Weights Calculation**

Weights were calculated for each sampling unit and reflect the sampling procedures. Adjusted weights are important to reduce the bias resulting from non-responses and also to take account of changes since the Population, Housing and Establishments Census of 2007 was conducted.

### **2.5 Variance Calculation**

It is necessary to compute standard errors of the principal survey estimations so that a user can identify the accuracy of estimations and the survey reliability. Statistical errors can be measured by the standard error, which is the positive square root of the variance. The variance of this survey has been computed by using the SPSS program, in which the Ultimate Cluster method is used to calculate variance.

### **2.6 Reference Date**

The reference date for the survey was from 01/01/2011 to 31/12/2011.

## **2.7 Field Work Operations**

### **2.7.1 Instructions and Training Manual**

The training manual covered all aspects dealing with field work and filling in questionnaires. Moreover, it dealt with the tasks of each field worker in interviewing and completion of the questionnaire. Training manuals for supervisors and editors were prepared in order to ensure team training and the success of the project. A training course was held for field workers supervisors, editors, and assistants.

The training course was divided into three parts: The first part discussed general issues such as designing statistical surveys, reaching selected enterprises, interviewing, tasks and duties and running the field work. The second part was a lecture given by a specialist in ICT who clarified the technical concepts and terminology referred to in the questionnaire. The third part emphasized the objectives of the survey and included practical exercises on filling in the questionnaire

### **2.7.2 Main Field Work**

A field work plan was developed and the field work team and equipment (questionnaires, maps, sample lists) were prepared.

### **2.7.3 Data Editing**

The project management team developed a clear mechanism for editing the data and trained the team of editors accordingly 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 enterprises. 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.

## **2.7.4 Follow Up and Supervision**

Special follow-up procedures were designed for receipt of questionnaires at all levels as well as for the daily achievements of the interviewers. Supervisors had the task of allocating work to the teams using the list of enterprises. They also provided daily and weekly reports to the field work coordinator and the project management on completed interviews, refusal cases, inapplicable cases such as enterprises closed temporarily or permanently, interviews where the results were unclear and cases where contact could not be made (after three attempts). The reports also included comments resulting from field visits by technicians and supervisory coordinators.

## **2.8 Data Processing**

### **2.8.1 Preparation of Data Entry Program**

The data entry program was set up using the ACCESS program and data entry screens were designed. The rules of data entry were determined to guarantee successful entry of questionnaires and instructions for verification to check data after each entry. These instructions addressed variables relating to the questionnaire.

### **2.8.2 Data Entry**

Once the data entry program had been established and tested and staff trained on the data entry program. The data entry process was correlated with receipt of questionnaires from the field, with 15 staff members engaged in data entry and verification of questionnaires. There were two working shifts, morning and evening, to secure that data entry was completed on schedule.

The final tabulation of results was performed using the Statistical Package for Social Sciences (SPSS) for Windows (version 18.0).

## **2.9 Accuracy of the Data**

### **2.9.1 Statistical Errors**

Since the data reported here are based on a sample survey and not on a complete enumeration, they are subject to sampling errors as well as non-sampling errors. Data may be affected by statistical errors due to use of the sample and certain differences may emerge from the real values anticipated from a census. A calculation of variation was conducted for the most important indicators in the survey; the sample error tables are attached in this report.

### **2.9.2 Non-Statistical Errors**

In general, non-statistical errors referred to the nature of Business ICT survey 2011, which can be summarized as follows:

- Many enterprises considered the specific details of the survey as an invasion of the privacy of their business.
- The overlapping of data collection for this survey with that for economic surveys, which is burdensome on interviewees in the sampled enterprises.

## **2.10 Response Rate**

The survey sample consisted of 3,006 enterprises: 2,366 enterprises completed the interview, of which 1,796 enterprises were in the West Bank and 570 enterprises in the Gaza Strip. The response rate was 84.9%.

### **2.11 Data Comparison**

As this survey was conducted for the first time, there are no national reference indicators with a direct relationship to the survey indicators for comparison. Links were made between appropriate indicators in the survey and a high level of consistency was noted.

### **2.12 Quality Control Procedures**

PCBS developed various means to examine the quality of data. The re-interview questionnaire aims to achieve specific objectives on a number of levels, especially to ensure that the field worker conducted the visit, and to indicate any problems in the field in data collection and processing and analysis of indicators to determine their reliability.

### **2.13 Technical Notes**

A high level of variance can be observed in electronic transactions via the Internet among small enterprises due to the minimal use by small enterprises. Please refer to the attached sample error table in this report for the value of variation.

## Chapter Three

### Concepts and Definitions

**Computer Use:**

It is defined for this survey's purposes as the basic uses of the computer (during the last twelve months) such as: opening the computer and files as well, create, copy, paste, and saving files.

**Domain Name:**

It is the unique name by which a network-attached device. It is used to identify a particular host in various forms of electronic communication such as the World Wide Web, e-mail.

**E-mail:**

It is a mean for exchange messages, texts and attached files among internet or intranet users.

**Economic Activity:**

Referring to a process, that is to say, to the combination of actions carried out by a certain entity that uses labour, capital, goods and services to produce specific products (goods and services). In addition to that, the main economic activity refers to the main work of the enterprise based on the (ISIC, rev4) and that contribute by the large proportion of the value added, whenever more than one activity exist in the enterprise.

**E-Commerce:**

It is 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.

**Establishment:**

An establishment is an enterprise, or part of an enterprise, that is situated in a single location and in which only a single (non-ancillary) productive activity is carried out or in which the principal productive activity accounts for most of the value added.

**Extranet:**

It is a private network that uses Internet protocols, network connectivity, and possibly the public telecommunication system to securely share part of an organization's information or operations with suppliers, vendors, partners, customers or other businesses. An extranet can be viewed as part of a company's Intranet that is extended to users outside the company (e.g.: normally over the Internet).

**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.

**Intranet:**

It is a private computer network that uses Internet protocols and network connectivity to securely share part of an organization's information or operations with its employees. Sometimes the term refers only to the most visible service, the internal website.

**Internet:**

It is 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. The Internet provides access to a number of communication services including the World Wide Web and carries email, news, entertainment and data files.

**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.

**Local Area Network (LAN):**

It is a computer network covering a small geographic area, like a home, office or group of buildings, e.g., a school. The defining characteristics of LANs, in contrast to wide-area networks (WANs), include their much higher data-transfer rates, smaller geographic range, and lack of a need for leased telecommunication lines.

**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.

**Wide Area Network (WAN):**

A computer network that covers a broad area (i.e., any network whose communications links cross metropolitan, regional, or national boundaries. The largest and most well-known example of a WAN is the Internet

**Wireless:**

Includes fixed wireless, mobile wireless and satellite Internet connections.

**Wireless Network:**

Type of computer network that is wireless, and is commonly associated with a telecommunications network whose interconnections between nodes is implemented without the use of wires, such as a computer network (a type of communications network). Wireless telecommunications networks are generally implemented with some type of remote information transmission system that uses electromagnetic waves, such as radio waves, for the carrier and this implementation usually takes place at the physical level or "layer" of the network.

**Virtual Private Network (VPN):**

A computer network in which some of the links between nodes are carried by open connections or virtual circuits in some larger network (e.g., the Internet) instead of by physical wires

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