



# ICT Use and Access by Individuals and Households Bangladesh 2013

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



Report on

ICT Use and Access by  
Individuals and Households  
Bangladesh 2013

October 2015



Bangladesh Bureau of Statistics (BBS)  
Statistics and Informatics Division (SID)  
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**Secretary**  
Statistics and Informatics Division (SID)  
Ministry of Planning  
Government of the People's Republic of Bangladesh

## *Foreword*

This report "ICT Use and Access by Individuals and Households, Bangladesh 2013" is based on the Labour force and child labour survey 2013 conducted by BBS and presents statistics on the use of individual and household access to information and communication technology (ICT) in 2013. The use of ICT by individuals include mobile phones, computers and the Internet while ICT access by households cover computer, Internet, telephone, television and radio. These statistics may be used as an input in the preparation of Satellite Account Information and Communication Technology and also can be used for the purpose of planning and monitoring the National ICT development.

The compilation of this report is based on the Manual for Measuring ICT Access and Use by Households and Individuals, 2009 edition published by the International Telecommunication Union (ITU). This report is also the first comprehensive report issued by the Bangladesh Bureau of Statistics. Besides the statistics on the use and access of ICT, technical notes on the concepts, definitions and data sources are also provided in facilitating better understanding of the statistics.

The International Labour Organization (ILO) deserves special thanks for their financial assistance and for providing technical inputs in designing the questionnaires to conduct the survey as well.

I would like to express our deep appreciation and gratitude to Mr. Abdul Wazed, Director General, BBS, Mr. Kabir Uddin Ahmed, Joint Director and Focal Point of the survey, Mr. Bijoy Raichaudhuri, Project Director, Global Action Program on Child Labour Issues, ILO, Geneva and all selected households and staffs of the BBS for their support and co-operation in making this survey a success.

Suggestions and comments towards improving future reports are most welcomed.

*Dhaka*  
*October 2015*

**Kaniz Fatema ndc**  
Secretary



**Director General**  
Bangladesh Bureau of Statistics  
Statistics and Informatics Division  
Ministry of Planning

## *Preface*

A rapid development of ICT usage in Bangladesh has been noticed as a milestone of the introduction of “Digital World” programme of the honourable Prime Minister in 2009. We see a progressive and aggressive use of ICT products and services ranging from hardware and software applications. To present this development, BBS has conducted the Labour Force and Child Labour Survey 2013 with a comprehensive module on ICT to produce the very first report on “ICT Use and Access by Individuals and Households in Bangladesh” for the year 2013.

This report would not only provide basic indicators of the ICT situation in households in the country but also facilitates an assessment and monitoring of the extent to which the Bangladeshi households have access to ICT and its related facilities.

The findings from the Household ICT Survey portrays an interesting result which shows that the usage of ICT in both household and individual usage. I hope that this report creates a pivotal information resource to the stakeholders of the ICT industry, policy makers and researchers to identify ICT gap and develop plan to bridge gap for further sustainable development of the country.

I would like to extend my sincere thanks to Mr. Bijoy Raichaudhuri, Project director, ILO Geneva, Mr. Ghose Subabrata, Director, Industry and Labour Wing, BBS, Mr. Md. Shamsul Alam, ex-Director, BBS, Mr. Kabir Uddin Ahmed, Focal Point of the Survey, members of the Technical Committee and Working Group who worked hard for preparing the report.

The response rate throughout the survey is quite encouraging and I would like to thank those who responded to the survey, for without their cooperation this survey would not be a success. I hope the data published in this report will be useful to the planners, policy makers, researchers and other stakeholders to formulate evidence based policy for the development of this sector.

Suggestions and comments will highly be appreciated for future improvement.

*Dhaka*  
*October 2015*

*Mohammad Abdul Wazed*  
*Director General*

## *Acknowledgements*

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

Special thanks to the members of the Technical Committee and the Project Implementation Committee for their valuable inputs and guidelines in undertaking the survey. Thanks to the Director, Industry and Labour Wing, Mr. Md. Shamsul Alam, ex-Director of Industry and Labour Wing for their contributions. Mr. Md. Akther Hossain, Deputy Director, Ms. Aziza Rahman, Deputy Director, Ms. Asma Akter, Statistical Officer, Mr. Jahid Hasan, Statistical Officer, Md. Khairul Islam, Assistant Statistical Officer, Mr. Abdul Matin Howlader, Assistant Statistical Officer deserve commendable thanks who worked hard with me in analyzing complex survey data. I owe a great debt to the members of the Editors and PDs forum of BBS who edited the manuscript to finalize the report. I am very grateful to the stakeholders who have provided their comments and suggestions for the improvement of the report.

Mr. Bijoy Raichaudhuri, Project Director, ILO Geneva, Ms. N.I. Khan of ILO Dhaka Office deserve special thanks for their technical inputs throughout.

Despite extending every effort to bring an error-free text and numbers, some errors may find their way into the survey report. We will be grateful to the users who have comments or suggestions to send their remarks to the Director General of Bangladesh Bureau of Statistics to improve this report in future.

Dhaka  
October, 2015



Kabir Uddin Ahmed  
Joint Director, BBS  
Focal Point of the survey

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# *Executive Summary*

This report presents the status of ICT use and access by individuals and households in Bangladesh in 2013. This survey involved a sample of 36268 households with 130714 individuals aged from 5 years and above. The ICT indicators and statistics is presented disaggregated by sex, area, division, educational attainment, industry, sector, occupation and broad age group. ICT Use and Access by Individuals and Households report is the first time comprehensive report prepared by the Bangladesh Bureau of statistics. The statistics that was obtained consist of two aspects namely ICT use by individuals and ICT access by households.

## *ICT access by households, Bangladesh*

### *ICT (Computer, Internet and Mobile) access by households*

A computer refers to a desktop computer, a laptop (portable) computer or a tablet (or similar handheld computer). The percentage of households with access to computer is 5.6 per cent, Internet 4.8 per cent and mobile phone 87.3 per cent.

### *Proportion of households with a fixed line telephone*

Only 3.1 per cent of the households in the Bangladesh have a fixed line telephone connection. It is 1.1 per cent for the rural areas and 8.1 per cent for the urban areas.

### *Proportion of households with Internet access at home*

Regarding internet access at the households level, 4.8 per cent of households have Internet access at home (i.e. the household has an internet connection). Internet access at home is 11.8 per cent for the urban whereas it is 2.5 per cent for the rural areas.

### *Proportion of households with a radio*

As regard access to radio, 13.9 per cent of the households in Bangladesh have access to the radio that belongs to the household. Access to radio is 13.2 per cent in the rural households and 15.8 per cent in the urban households.



### ***Proportion of households with a television***

*In Bangladesh, 46.3 per cent of households in the country have at least one television unit that belongs to the household. The survey results reveal that television is an important tool for delivering development information of the households having access to radio as a means of communication. It is 33.2 for the rural households and 79.6 for the urban households.*

## ***ICT use by individuals, Bangladesh***

### ***ICT use by individuals***

*Percentage of individuals aged 5 years and above who used computers and Internet were 5.6 per cent and 6.7 per cent respectively. Meanwhile, the percentage of individuals used mobile phones is 79.0 percent. For individuals aged 15 years and above, the figures found 6.5, 8.2 and 83.8 per cent respectively.*

### ***Frequency of Internet Use and Location of using Internet***

*About 29.4 per cent of individuals aged 5 years and above used Internet at least once a day and two main locations for Internet used by individuals were at home (45.4 per cent) and work place (30.9 per cent).*

### ***Internet activities undertaken by individuals in the last 12 months (multiple responses possible)***

Individuals were asked to select from a list of Internet activities: use of the Internet as a source of information, communicating, online shopping and services, Internet banking, education or learning activities, dealing with government organizations etc. Respondents could respond in respect of more than one activity.

Six main Internet activities undertaken were internet banking (25.2 per cent), sending or receiving e-mail (18.7 per cent), education or learning activities (17.6 per cent), getting information on goods and services (14.7 per cent), downloading movies, images, music, watching television or video or listening to radio or music (13.4 per cent) and reading or downloading online newspapers or magazines, electronic books (12.7 per cent).

### ***Frequency of individual Internet use in the last 12 months (from any location)***

Of individuals who use the Internet, 27.3 per cent use it on a daily basis and 45.8 per cent use the Internet at least once a week but not daily.

## Key indicators of the survey

### A. Households level

#### A.1 Households level ICT Indicators by Area

Category	Computer	Mobile	Land phone	Radio	Television	Internet
	%	%	%	%	%	%
Bangladesh	5.7	87.7	3.1	13.9	46.0	4.8
Rural	1.7	85.2	1.1	13.1	33.0	2.1
Urban	16.0	94.1	8.1	15.7	79.0	11.6
Rural	1.7	85.2	1.1	13.1	33.0	2.1
Urban (excluding CC)	6.4	92.4	2.7	12.3	70.9	7.8
Urban (only CC)	35.9	97.8	19.5	22.8	96.0	19.6

#### A.2 Households level ICT Indicators by Division

Division	Computer	Mobile	Land phone	Radio	Television	Internet
Bangladesh	5.7	87.7	3.1	13.9	46.0	4.8
Barisal	2.6	85.4	1.7	18.2	29.6	6.3
Chittagong	4.8	90.8	2.6	24.2	47.0	5.0
Dhaka	10.5	91.3	5.2	14.4	59.7	7.0
Khulna	2.4	87.1	1.9	10.0	43.0	4.2
Rajshahi	2.2	81.9	1.7	8.0	37.4	1.5
Rangpur	2.7	82.2	1.5	7.0	27.3	1.0
Sylhet	4.8	86.7	3.2	11.4	43.3	6.8

#### A.3 Households level ICT Indicators by Division and Area

Division	Locality	Computer	Mobile	Radio	Land phone	Television	Internet
		%	%	%	%	%	%
<b>Total</b>	Rural	1.7	85.2	13.1	1.1	33.0	2.1
	Urban	6.4	92.4	12.3	2.7	70.9	7.8
	City corporation	35.9	97.8	22.8	19.5	96.0	19.6
<b>Barisal</b>	Rural	1.0	84.2	19.4	0.9	20.0	3.6
	Urban	6.5	88.2	13.5	2.4	56.0	16.8
	City corporation	14.1	94.3	15.8	12.0	87.5	11.7
<b>Chittagong</b>	Rural	2.3	89.8	28.8	1.1	36.2	2.5
	Urban	4.0	91.6	12.9	1.4	55.4	6.8
	City corporation	20.9	95.9	15.8	13.8	96.4	16.7
<b>Dhaka</b>	Rural	1.9	87.2	10.2	1.4	42.0	2.5
	Urban	7.7	96.7	17.8	2.9	83.2	8.4

	City corporation	48.3	99.7	26.4	23.5	96.7	22.8
<b>Khulna</b>	Rural	0.8	85.4	10.1	1.0	31.4	2.4
	Urban	5.6	92.5	7.1	2.7	77.9	8.4
	City corporation	14.7	93.6	20.9	13.4	94.5	17.7
<b>Rajshahi</b>	Rural	1.0	80.4	8.3	0.9	28.7	0.4
	Urban	5.7	86.5	5.4	3.0	64.7	4.9
	City corporation	14.2	93.2	17.0	13.1	96.5	11.0
<b>Rangpur</b>	Rural	1.9	81.3	6.8	0.8	20.9	0.5
	Urban	6.2	85.7	6.1	3.8	55.5	3.4
	City corporation	12.0	94.5	22.4	10.5	88.8	6.0
<b>Sylhet</b>	Rural	2.6	84.7	11.3	1.9	34.4	4.8
	Urban	10.4	93.8	6.4	3.9	70.7	14.5
	City corporation	20.6	96.3	23.4	18.2	98.1	15.7

## B. Individuals level

### B.1 Individuals level ICT Indicators by Division

<i>Division</i>	<i>Population 5 years and above</i>			<i>Population 15 years and above</i>		
	<i>Computer</i>	<i>Internet</i>	<i>Cell phone</i>	<i>Computer</i>	<i>Internet</i>	<i>Cell phone</i>
<b>Bangladesh</b>	5.6	6.7	81.7	6.6	8.2	87.5
<b>Barisal</b>	4.6	6.4	70.4	5.6	7.9	79.0
<b>Chittagong</b>	5.2	6.1	81.8	6.4	7.8	89.8
<b>Dhaka</b>	8.3	10.2	84.8	9.5	12.4	89.9
<b>Khulna</b>	3.7	4.6	79.0	4.4	5.7	84.2
<b>Rajshahi</b>	3.7	4.0	82.7	4.4	5.0	86.9
<b>Rangpur</b>	3.0	3.0	83.5	3.7	3.8	87.9
<b>Sylhet</b>	5.1	5.5	73.6	6.4	7.1	81.7

### B.2 Individuals level ICT Indicators by Stratum

<i>Area</i>	<i>Population 5 years and above</i>			<i>Population 15 years and above</i>		
	<i>Computer</i>	<i>Internet</i>	<i>Cell phone</i>	<i>Computer</i>	<i>Internet</i>	<i>Cell phone</i>
<b>Bangladesh</b>	5.6	6.7	81.7	6.6	8.2	87.5
<b>Rural</b>	2.0	2.1	79.2	2.5	2.6	85.2
<b>Urban</b>	9.4	10.8	86.6	11.4	13.5	91.7
<b>(excluding cc)</b>						
<b>Urban (City corporation)</b>	25.3	33.7	91.7	28.1	39.9	96.5

### B.3 Individuals level ICT Indicators by sex and area

	<i>Population 5 years and above</i>			<i>Population 15 years and above</i>		
	Computer	Internet	Cell phone	Computer	Internet	Cell phone
<b>Bangladesh</b>	5.6	6.7	81.7	6.6	8.2	87.5
<b>Male</b>	7.3	8.2	85.5	8.7	10.3	92.4
<b>Female</b>	3.9	5.1	77.9	4.5	6.2	82.8
<b>Rural</b>	2.0	2.1	79.2	2.5	2.6	85.2
<b>Male</b>	3.0	2.9	83.5	3.8	3.7	90.7
<b>Female</b>	1.0	1.3	74.9	1.2	1.6	79.9
<b>Urban</b>	14.6	18.3	88.2	16.9	22.2	93.3
<b>Male</b>	18.1	22.0	90.8	21.3	27.2	96.7
<b>Female</b>	11.2	14.7	85.7	12.7	17.6	90.0

### B.4 Individuals level ICT Indicators by age group

<i>Age group</i>	<i>Population 5 years and above</i>			<i>Population 15 years and above</i>		
	<i>Computer</i>	<i>Internet</i>	<i>Cell phone</i>	<i>Computer</i>	<i>Internet</i>	<i>Cell phone</i>
<b>Bangladesh</b>	5.9	7.1	80.4	7.0	8.7	86.6
<b>Less than 15</b>	2.4	1.5	58.7	0.0	0.0	0.0
<b>15-24</b>	10.5	12.0	90.3	10.5	12.0	90.3
<b>25-74</b>	5.8	7.7	86.2	5.8	7.7	86.2
<b>75 and above</b>	0.5	1.1	58.7	0.5	1.1	58.7

### B.5 Frequency of internet use by area and age group

<i>Frequency of internet use</i>	<i>Population 5 years and above</i>			<i>Population 15 years and above</i>		
	Rural	Urban	Total	Rural	Urban	Total
<b>At least once a day</b>	28.9	5.9	35.8	30.3	6.1	37.8
<b>At least once a week but not daily</b>	40.4	31.4	43.1	38.4	31.0	40.7
<b>Less than once</b>	30.7	62.7	21.1	31.3	63.0	21.5

### B.6 Location of using Internet at individual level (multiple answer possible)

	<i>Population 5 years and above</i>			<i>Population 15 years and above</i>		
	Total	Rural	Urban	Total	Rural	Urban
<b>Home</b>	40.2	35.1	41.7	40.0	34.9	41.5
<b>Work place</b>	29.6	26.6	30.5	31.0	27.3	32.2
<b>Education centre</b>	15.0	24.9	12.1	14.9	24.2	12.1
<b>Another persons' home</b>	22.9	25.1	22.3	22.5	25.3	21.6
<b>Cyber cafe</b>	25.8	25.8	25.8	26.3	25.9	26.5
<b>Other places</b>	28.8	33.8	27.3	29.3	33.8	28.0

# Abbreviations

<b>BBS</b>	<i>Bangladesh Bureau of Statistics</i>
<b>BSCO</b>	<i>Bangladesh Standard Classification of Occupations</i>
<b>BSIC</b>	<i>Bangladesh Standard Industrial Classification</i>
<b>CAPI</b>	<i>Computer-Assisted Personal Interview</i>
<b>CC</b>	<i>City corporation</i>
<b>CSPro</b>	<i>Census and Survey Processing System</i>
<b>DNS</b>	<i>Domain Name System</i>
<b>DSL</b>	<i>Digital Subscriber Line</i>
<b>DVD</b>	<i>Digital Video Disc</i>
<b>GDP</b>	<i>Gross Domestic Product</i>
<b>GPS</b>	<i>Global Positioning System</i>
<b>GoB</b>	<i>Government of Bangladesh</i>
<b>ICT</b>	<i>Information and Communication Technology</i>
<b>ILO</b>	<i>International Labour Organization</i>
<b>IP</b>	<i>Internet Protocol</i>
<b>ISDN</b>	<i>Integrated Services Digital Network</i>
<b>ISPs</b>	<i>Internet Service Providers</i>
<b>IT</b>	<i>Information Technology</i>
<b>ITeS</b>	<i>Information Technology Enabled Services</i>
<b>ITU</b>	<i>International telecommunication Union</i>
<b>LAN</b>	<i>Local Area Network</i>
<b>MBPS</b>	<i>Rate of data transfer expressed as megabit per second</i>
<b>PC</b>	<i>Personal Computer</i>
<b>PDA</b>	<i>Personal Digital Assistant</i>
<b>SMS</b>	<i>Short Messaging Service</i>
<b>TV</b>	<i>Television</i>
<b>VSAT</b>	<i>Very Small Aperture Terminal</i>
<b>WSIS</b>	<i>World Summit on the Information Society</i>



# Chapter I: Introduction

# 1.0 Introduction

## 1.1 Background:

Bangladesh with traditionally an agrarian economy, has been a pioneer in reaching out to the larger population through technology. The Bangladesh government's 'Digital Bangladesh by 2021' vision plans to mainstreams ICTs as a pro-poor tool to eradicate poverty, establish good governance, ensure social equity through quality education, healthcare and law enforcement for all, and prepare the country for climate change. The government has articulated the Digital Bangladesh vision in no uncertain terms, started the process of leadership development to realize this vision and launched a number of initiatives which have demonstrated to policy makers and citizens alike the benefits of utilizing ICTs for service delivery. The "Digital Bangladesh" program of the government has initiated the process of e-services for government service delivery and capacity building for the population at large. Moreover, the government has laid the foundation for an enabling environment with an actionable ICT Policy 2009, Right to Information Act 2009 and ICT Act 2009.

Household based ICT statistics are demanded by different users. Since survey-based ICT statistics is a relatively new field in most developing economies, the initiative to produce ICT data often originates from a demand by policy-makers such as ministries responsible for ICT and telecommunication regulation agencies. Government policy-makers responsible for telecommunications and ICT policy will usually be the most influential data users, although users from business, the non-profit sector and academia may also have important input and their experience should be taken into consideration.

Bangladesh has about five decades of experience in using computers. In its early days the ICT sector in Bangladesh mainly focused on hardware operations. The first 'second generation', world mainframe, computer was installed in 1964 at Dhaka University. Unfortunately the financial crisis that the country faced after its independence in 1971 hampered the expansion of computer use in the Bangladeshi corporate sector. In 1982 a computer center was established at the Bangladesh University of Engineering and Technology. It is to be noted here that Bangladesh Bureau of Statistics (BBS) was also one of the pioneer of using mainframe computer in Bangladesh.

## ***1.2 Core ICT indicators on Use and Access by Individuals and Households***

The internationally agreed core list of ICT indicators, developed by the partnership on Measuring ICT for Development and endorsed by the United Nations Statistical Council (UNSC), includes a number of indicators on access to ICT by households and use of ICT by individuals. The first edition of the core list of ICT Indicators was released during the Tunis phase of the World Summit on the Information Society (WSIS) in 2005. It was the result of an intensive consultation process with statistical agencies and policy-makers that was facilitated by members of the Partnership. The core list was composed of 41 ICT indicators on infrastructure, access and use by households and businesses, the ICT (producing) sector and trade in ICT goods (Partnership, 2005). The list has been revised and added to over time.

The first revision, to reflect changes in technologies and to add new indicators on education, was presented as an “item for information” to the United Nations Statistical Commission’s 2009 meeting and published in 2010 (Partnership, 2010). A subsequent revision extended the list to include a set of indicators on e-government. In addition, there were revisions to some definitions and to a number of response categories. The third revision updates the ICT household indicators. The core list of ICT households and individual indicators covered under the survey is provided below (box-1):

### ***Box-1 : Core list of ICT households and individual indicators***

- HH1 Proportion of households with a radio*
- HH2 Proportion of households with a television*
- HH3 Proportion of households with telephone*
- HH4 Proportion of households with a computer*
- HH5 Proportion of individuals using a computer*
- HH6 Proportion of households with Internet*
- HH7 Proportion of individuals using the Internet*
- HH8 Proportion of individuals using the Internet, by location*
- HH9 Proportion of individuals using the Internet, by type of activity*
- HH10 Proportion of individuals using a mobile cellular telephone*
- HH11 Proportion of households with Internet, by type of service*
- HH12 Proportion of individuals using the Internet, by frequency*

Indicators HH1–HH4, HH6 and HH11 refer to use of ICT equipment and services by households whereas indicators HH5, HH7–HH10 and HH12 refer to use of ICT equipment and services by individual household members. Individual use indicators (HH5, HH7, HH10) are presented as the proportion of individuals using [equipment, Internet]. The other three use indicators (HH8, HH9 and HH12) break down Internet use (by location, Internet activities undertaken and frequency of use respectively).



### ***1.3 Classifications for ICT household statistics***

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

#### ***Sex:***

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

#### ***Age:***

Age is a strong determinant of ICT use so a common age cut-off and categories are important. The following age ranges is used in presenting the statistics: 5–9; 10–14; 15–24; 25–34; 35–44; 45–54; 55–64; 65–74 and 75 and over. The above age ranges are consistent with UNSD recommendations on age ranges of individuals.

#### ***Education classification:***

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

- None and never attended school
- Primary
- Secondary
- Higher Secondary
- Tertiary
- Others (don't know level completed)

#### ***Labour force status:***

Categories for labour force status used to break down labour market indicators at the individual level are based on the International Labour Organization (ILO) International Classification of Status in Employment (ICSE-93), with additional categories for those who are unemployed or outside the labour force. The categories are:

- Paid employee;
- Self-employed (includes the four categories: employers, own-account workers, members of producers' cooperatives, and contributing family workers);
- Unemployed; and
- Outside the labour force.

### ***Industry classifications:***

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

### ***Occupation classifications:***

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

### ***Household characteristics:***

There are two household characteristics classifications recommended. They are:

- household composition (households with children under 15 and households without children under 15) and
- household size (number of household members, including those outside any age scope imposed).

### ***Cross-classification of data:***

Data is further disaggregated using the following cross-classifications:

- household composition by rural/urban,
- rural/urban by sex,
- age by sex,
- educational attainment by sex,
- status in the labour force by sex, and
- occupation by sex.



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# Chapter II: Survey methodology

## 2.0 Survey methodology

### 2.1 Scope and coverage

The survey covered both urban and rural areas in Bangladesh. The survey covered households staying in dwelling households only. The institutional households, that is, those living in hostels, hotels, hospitals, old homes, military and police barracks, prisons, welfare homes and other institutions were excluded from the coverage of the survey.

The concept and definition in the survey are based on “Manual for Measuring ICT Access and Use by Households and Individuals 2009 Edition” issued by International Telecommunication Union (ITU).

Information identified in this survey is about (1) radio ownership, (2) ownership of television, (3) land phone ownership, (4) computer ownership, (5) an individual user's computer, (6) ownership of internet access, (7) individual internet users; (8) the location of individuals accessing the Internet; (9) internet access activity, (10) individual cell phone users; (11) type of internet access, and (12) the frequency of accessing the internet.

### 2.2 Objectives of the survey

The main objective of the inclusion of the ICT module in the LF-CLS 2013 was to collect, collate and analyze data relating to ICT access and usage by various categorizations in Bangladesh. The survey captured data and information on critical ICT indicators as defined by International Telecommunications Union (ITU). These indicators focused on household and individuals; and the data was be disaggregated by age, gender, administrative Divisions, rural and urban locations. The specific objectives were to;

- a) *To obtain socio-economic information with a view of understanding usage patterns of ICT services;*
- b) *To collect latest and specific information on ICT Used and Access by Individuals and Households.*

### 2.3 Survey organization

Bangladesh Bureau of Statistics (BBS) under Statistics and Informatics Division (SID), Ministry of Planning served as the implementing agency and as such played a primary role in the planning, survey execution and analysis, and report preparation. As the

implementing agency, the Bureau undertook the responsibilities for operational matters; including planning and conducting fieldwork and processing of collected data and finally preparation of the report. The day-to-day technical operations of the survey including identification and training of field and data processing staffs, and the supervision of the office and field operations were fully undertaken by BBS and SID.

## 2.4 The Sample Frame

The frame used for the selection of sample for the survey was based on the Population and Housing Census 2011. Sampling Frame which was made up of Enumeration Areas (EAs). EAs are geographical contiguous areas of land with identifiable boundaries. On average, each EAs has between 80 to 120 households. All the Enumeration areas of the country was identified into three segments viz. Strong, Semi-strong and not-strong based on the housing materials. The sample has 1,512 PSUs/EAs spread all over the country, and covers all socio-economic classes and hence able to get a suitable and representative sample of the population. The survey was distributed into twenty-one domains viz. Rural, Urban and City corporations of seven divisions.

**Table 2.1: Allocation of the selected PSUs/EAs by Division and stratum**

Division	Bangladesh	Rural	Urban	
			Urban (excluding CC)	Urban (City Corporation)
<b>Total</b>	1512	808	361	343
<b>Barisal</b>	157	65	46	46
<b>Chittagong</b>	238	137	53	48
<b>Dhaka</b>	357	219	73	65
<b>Khulna</b>	192	98	48	46
<b>Rajshahi</b>	212	117	49	46
<b>Rongpur</b>	195	103	46	46
<b>Sylhet</b>	161	69	46	46

From each selected PSUs/EAs, an equal number of 24 households were selected systematically, with a random start. The systematic sampling method was adopted as it enables the distribution of the sample across the cluster evenly and yields good estimates for the population parameters. Selection of the households was done at the HQ and assigned to the Enumerators, with strictly no allowance for replacement of non-responding households.

A two-stage stratified cluster sampling design was adopted in this survey. The units for first stage sample selection were the EAs and the households at the second stage.

## **2.5 Sample size determination**

Sample size for sub-populations is calculated using the following formula:

$$n = \left[ \frac{(1-p)}{p} \right] * \left( \frac{z(\alpha/2)}{r} \right)^2 * deff$$

where,  $p$  is an a priori proportion of the required characteristics in the population,  $z(\alpha/2)$ , the value of the standard normal variate allowing  $100(1-\alpha)\%$  confidence,  $r$  the rate of allowable margin of error,  $N$  the population size and  $deff$  is the design effect used for complex surveys using multi-stage cluster sampling. We take  $\alpha = 0.05$  which is quite conventional. A choice of  $deff=2$  is made. To make choices of the values of  $p$  and  $r$ , we considered the rate of unemployment as prior estimate of  $p$ . From previous Labour Force Survey 2010, it is found that  $p = 0.046$ .

## **2.6 Data collection**

To aid in identification and access to the household, letters of introduction highlighting survey objectives and identification badges were provided to the Enumerators. Enumerators were advised to visit the households to introduce themselves prior to administer the Questionnaire. Supervising officer also sometimes went for courtesy calls to the Households. It took the Enumerators approximately 30-40 minutes to administer the questionnaire depending on the size of the household. Most of the teams managed to collect the data within the stipulated timeframe. Data collection was carried out using personal interview approach. BBS Officials and outsourcing Enumerators who were involved in this survey were given special training. They visited selected households (HH) to collect information on demography, labour force, use and access of ICT using a set of questionnaires.

Supervision were undertaken by experienced officers from the SID & BBS to detect and rectify any invalid information occurred during interview session. In addition, follow-up/re-interviews of certain selected households were done to ensure the quality of data. Reference period for ICT Used by Individuals was for the last twelve months, which is from January 2013 until December 2013.

## ***2.7 Data Processing***

Preliminary manual editing and coding of industry and occupation classification was done in the BBS headquarters by the selected editors and coders. The supervising officers further checked the questionnaires and validated the data randomly sampled edited questionnaires. Data was captured using Census and Survey Processing System (CSPro) through a data entry screen specially created and incorporated with checks to ensure accuracy during data entry. Erroneous entries and potential outliers were then verified and corrected appropriately. A total of 10 data entry personnel were engaged during the exercise. Weights were developed to account for the selection probabilities and also using the design weights of the PSUs. The non-response adjustment and urban-rural calibration were also used. The captured data were exported to STATA format for cleaning and analysis. The cleaned data was weighted before final analysis.



**Chapter III:**  
Individual and household  
characteristics



## 3.0 Individual and household characteristics

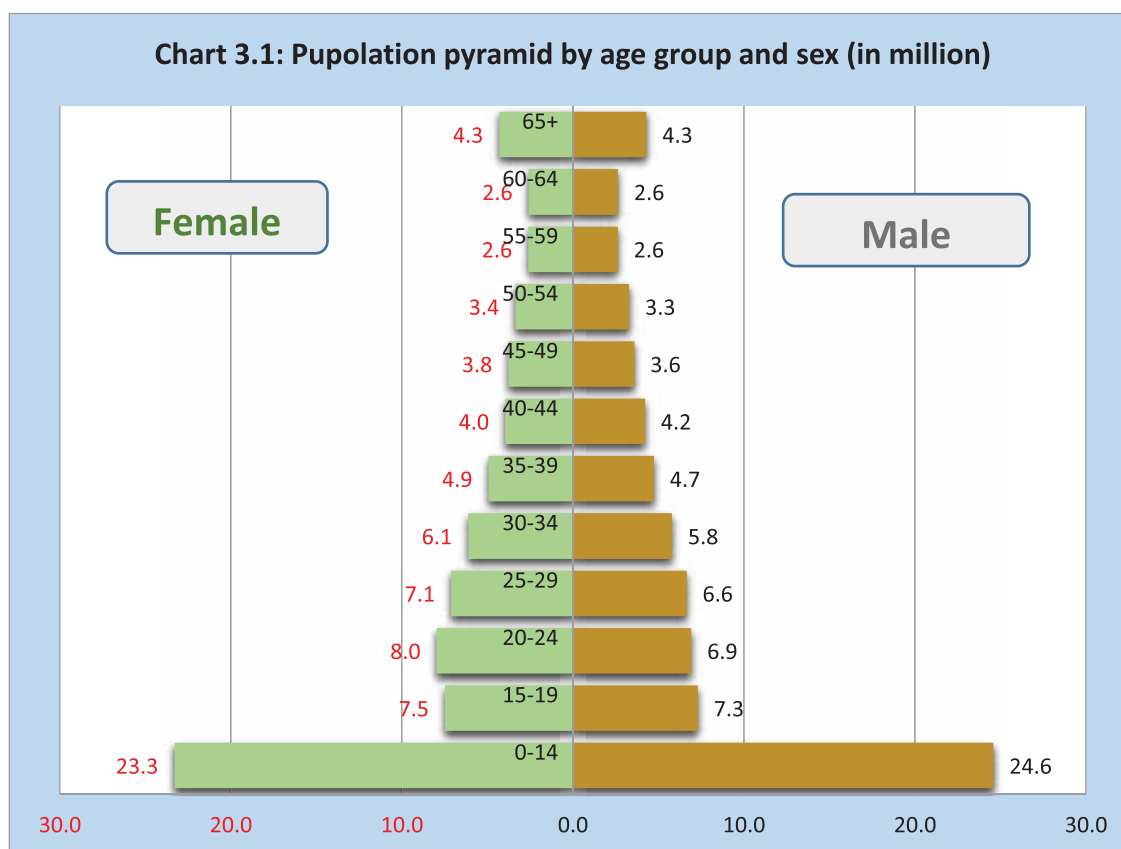
This chapter presents a general picture of the estimated demographics and other important characteristics of households and the population, including age and sex of the population, household size, sex of the household head, geographic distribution and area etc. The employment and unemployment scenarios, education attainment, literacy also presented in this chapter.

### 3.1 Individuals by age group, sex and area

According to the survey estimates, the total population of Bangladesh for 2013 was 154.1 million; of them, 76.6 million (49.4 per cent) were male and 77.5 million (50.6 per cent) were female (Table 3.1). The table also indicates that the percentage distribution was generally high, more than 30 per cent of the population from the age group between 0 and 14 years for both sexes. The percentage of the very young population, aged 0-4, 5-9 and 10-14 years, are still high when compared with the percentage of those aged 65 or older. In sum: Bangladesh is a country with a young population (Chart 3.1).

**Table 3.1 Distribution of the individuals, by sex, age group and area**

Age group	Rural			Urban			Bangladesh		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Number						(in '000)		
0-4	6356	6145	12502	2259	2151	4409	8615	8296	16911
5-9	5384	5194	10578	2152	2133	4285	7536	7328	14863
10-14	6280	5557	11837	2155	2115	4269	8434	7672	16106
15-19	5370	5382	10751	1935	2094	4029	7304	7476	14780
20-24	5220	5575	10795	1702	2391	4093	6922	7966	14888
25-29	4608	4733	9341	2038	2388	4427	6646	7121	13767
30-34	3876	4276	8151	1921	1845	3766	5797	6121	11918
35-39	3191	3475	6666	1545	1457	3002	4736	4932	9669
40-44	2945	2734	5679	1268	1228	2496	4213	3962	8175
45-49	2569	2751	5319	1026	1024	2050	3595	3775	7369
50-54	2306	2478	4783	986	892	1878	3292	3370	6661
55-59	1908	1953	3861	713	657	1370	2621	2610	5231
60-64	1949	1910	3859	687	677	1364	2636	2587	5223
65 and above	3376	3417	6793	917	873	1790	4294	4289	8583
Total	55337	55579	110916	21304	21926	43230	76641	77505	154146
	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>



### 3.2 Population by Literacy

For the survey, literacy was defined as the ability to read and write in either Bangla or in some other language. As shown in Table 3.2, an estimated 60.5 per cent of the population aged 5 and above was literate. Urban areas reflected the higher literacy rate, at 75.2 per cent, compared with 54.7 per cent for the rural areas. A wide gap is evident between the sexes, with the male literacy rate at 63.7 per cent and the female literacy rate at 57.3 per cent. It was for LFS 2010 was over 55.1% for both sexes, 57.6% for male and 52.5% for female. Such rates were 46.9%, 50.8% and 42.8% for both sexes, male and female respectively in LFS 2005-06.

**Table-3.2: Literacy rate of population aged 5 years and over by sex**

Year	Bangladesh			Urban			Rural		
	Total	Male	Female	Total	Male	Female	Total	Male	Female
LFS 2013	60.5	63.7	57.3	75.2	78.5	72.1	54.7	58.0	51.4
LFS 2010	55.1	57.6	52.5	65.8	68.1	63.6	51.8	54.5	49.1
LFS 2005-06	46.9	50.8	42.8	58.8	62.5	55.1	42.9	47.0	38.7

### 3.3 Educational attainment

As shown in table 3.3, an estimated 26.3 per cent of the population aged 5 and above had completed nothing i.e., no class passed, 29.6 per cent had completed the primary level, 29.0 per cent had completed secondary school and 3.5 per cent had completed tertiary level of education.

Table 3.3 Population aged 5 or older, by level of completed education, sex and area

Education	Rural			Urban			Bangladesh		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>None</b>	13549	17605	31154	1795	3184	4978	15344	20789	36132
<b>Primary</b>	15446	14835	30280	4994	5333	10327	20440	20168	40608
<b>Secondary</b>	13329	13037	26366	6371	7112	13482	19700	20149	39848
<b>Higher Secondary</b>	4921	3052	7973	3494	2889	6384	8415	5942	14356
<b>Tertiary</b>	1097	344	1440	2220	1084	3304	3317	1428	4745
<b>Others</b>	640	562	1201	171	173	344	811	734	1545
<b>Total</b>	48980	49434	98415	19046	19775	38820	68026	69209	137235
<b>None</b>	27.7	35.6	31.7	9.4	16.1	12.8	22.6	30.0	26.3
<b>Primary</b>	31.5	30.0	30.8	26.2	27.0	26.6	30.0	29.1	29.6
<b>Secondary</b>	27.2	26.4	26.8	33.5	36.0	34.7	29.0	29.1	29.0
<b>Higher Secondary</b>	10.0	6.2	8.1	18.3	14.6	16.4	12.4	8.6	10.5
<b>Tertiary</b>	2.2	0.7	1.5	11.7	5.5	8.5	4.9	2.1	3.5
<b>Others</b>	1.3	1.1	1.2	0.9	0.9	0.9	1.2	1.1	1.1
<b>Total</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

### 3.4 Employment-unemployment situation

Based on the survey findings, an estimated 58.1 million Bangladeshis aged 15 and above were employed during the survey, or 54.4 per cent of the total working age population (table 3.4). Male employment accounted for 41.2 million of them (71 per cent), with 16.8 million female workers (29 per cent).

Table 3.4 Individuals aged 15 or older, by current economic activity status, age, sex and area

Age group	Rural			Urban			Bangladesh		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Working age population</b>									
<b>15-29</b>	15197	15690	30888	5675	6873	12548	20873	22563	43436
<b>30-64</b>	18743	19576	38319	8146	7781	15927	26890	27357	54246
<b>65+</b>	3376	3417	6793	917	873	1790	4294	4289	8583
<b>Total</b>	37317	38682	75999	14739	15527	30266	52056	54209	106265
<b>Employed</b>									
<b>15-29</b>	9553	6052	15605	3473	2387	5860	13026	8438	21465
<b>30-64</b>	18127	5822	23948	7740	2051	9790	25867	7872	33739
<b>65+</b>	1938	427	2365	396	108	505	2334	536	2870
<b>Total</b>	29618	12300	41918	11609	4546	16155	41227	16846	58073

Age group	Rural			Urban			Bangladesh		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<i>Unemployed</i>									
15-29	655	554	1210	327	357	683	982	911	1893
30-64	173	198	371	111	198	309	284	396	680
65+	11	2	13	0	0	0	11	2	13
<b>Total</b>	840	754	1594	437	555	993	1277	1309	2587

When compared with the total working population aged 15 or older, the unemployed population was estimated at only 4.3 per cent (of them, 51.1 per cent were male and 48.9 per cent female).

### 3.5 Household size

The average household size was 4.3 persons for the whole country; at 4.3 persons in the urban areas and 4.4 persons in the rural areas. The number of rural households progressively increased from one member until reaching four members and started decreasing at five members. The pattern was nearly the same for urban households, but with the distribution increasing until five members before decreasing progressively.

Overall, the greater share of households had three to five members (70.8 per cent). The highest percentage (26.7 per cent) was for four members in urban households, closely followed by four members in rural households (24.9 per cent). For all of Bangladesh, the highest percentage was for four members (26.7 per cent).

Table 3.5: Percentage distribution of the households by size of households and area

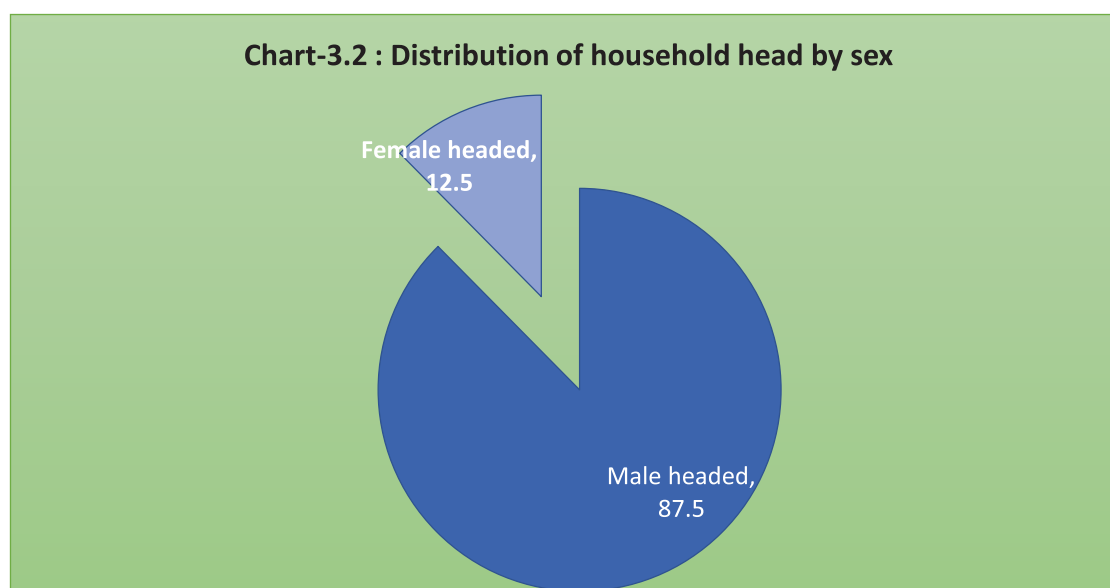
Household size	%		
	Rural	Urban	Total
1 member	1.7	0.8	2.8
2 members	3.5	6.1	8.4
3 members	12.3	9.2	22.6
4 members	13.5	13.5	26.7
5 members	10.0	13.0	21.5
6 members	4.3	3.5	8.1
7 members	2.2	2.4	4.5
8 members	1.9	0.9	3.2
9 members	0.6	0.5	1.1
10+ members	0.7	0.5	1.2
<b>Total</b>	100.0	100.0	100.0
<b>Average household size</b>	4.4	4.3	4.3

### 3.6 Female-headed households

Generally, Bangladesh is characterized as a patriarchal society; this is indeed reflected in the data, with nearly 87.5 per cent households having a male head, compared with 12.5 per cent with a female head. The percentage distributions of male-headed households are almost similar to female-headed households, both in urban and rural areas.

Table 3.6 Distribution of households, by sex of the head, size and area

Household size	Rural			Urban			Bangladesh		
	Male headed	Female headed	Total	Male headed	Female headed	Total	Male headed	Female headed	Total
<i>Column %</i>									
1	1.0	28.8	4.5	0.3	23.1	3.1	0.8	27.2	4.1
2	13.0	21.8	14.1	13.2	22.4	14.3	13.1	22.0	14.2
3	23.1	22.3	23.0	25.3	24.6	25.2	23.7	23.0	23.6
4	26.6	13.4	24.9	28.9	14.4	27.1	27.2	13.6	25.6
5	17.9	6.9	16.5	17.1	8.5	16.1	17.7	7.3	16.4
6	9.6	3.4	8.8	8.4	3.7	7.8	9.3	3.5	8.5
7	4.6	1.6	4.2	3.4	1.4	3.1	4.3	1.5	3.9
8	1.9	0.8	1.8	1.6	1.1	1.5	1.8	0.9	1.7
9	1.1	0.6	1.0	0.9	0.4	0.9	1.0	0.6	1.0
10+	1.1	0.4	1.1	0.9	0.4	0.8	1.1	0.3	1.0
<b>Total</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<i>Row %</i>									
<b>Total</b>	87.5	12.5	100	87.8	12.2	100	87.6	12.4	100





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**Chapter IV:**  
**ICT Use and Access by  
Households and Individuals**

## ***4.0 ICT Use and Access by Households and individuals***

### ***4.1 Introduction:***

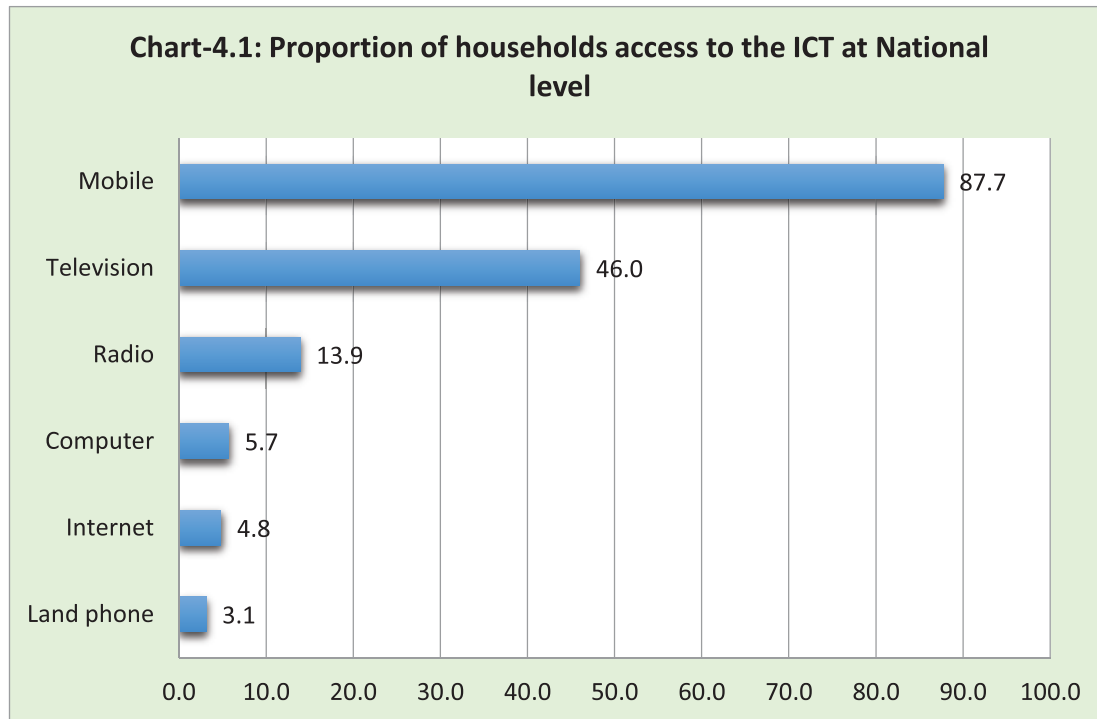
This chapter discusses the survey findings on access, usage and ownership of radios, televisions, computers, mobile phones, fixed line telephones, and internet facilities. The Information and Communication Technologies (ICT) sector has been identified as pivotal in raising labour productivity and enhancing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

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

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

#### 4.2 Use and access of ICT by households:

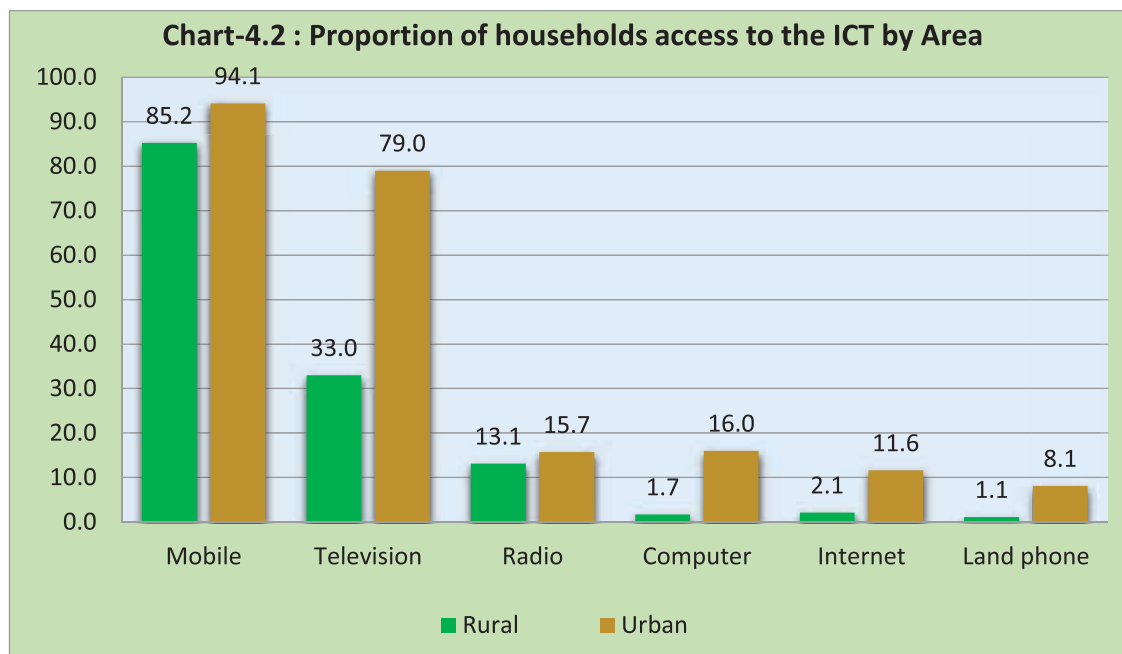
The use and access of ICT by households at the national level is described using the following chart-4.1:



At the national level, only 3.1 per cent of the households in the Bangladesh have a fixed line telephone connection. 4.8 per cent of households have Internet access at home (i.e. the household has an internet connection) and only 5.7 per cent of the households have computer. From the survey, 13.9 per cent of the households in Bangladesh have access to the radio unit that belongs to the household. 46.0 per cent of households in the country have at least one television unit that belongs to the household. The survey results reveal that television is an important tool for delivering development information of the households.



The percentage distribution of the use and access of ICT by households level disaggregated by urban and rural areas is described using the following chart-4.2 below:



There is wide variation among urban and rural areas in the access and use of ICT at the household level. There is still a long way to go in bridging the access gap to access to ICT in the country, particularly in rural areas.

Table 4.1: Percentage distribution of households access to ICT by area

	Computer	Mobile	Radio	Land phone	Television	Internet connection
<b>Total</b>	5.7	87.7	13.9	3.1	46.0	4.8
<b>Rural</b>	1.7	85.2	13.1	1.1	33.0	2.1
<b>Urban</b>	16.0	94.1	15.7	8.1	79.0	11.6

Table 4.1 indicates that the penetration of land phone was considerably low at the household levels. The land phone penetration at the household levels was only 3.1 per cent at the national level. It was 8.1 per cent in urban areas and 1.1 per cent in rural areas. There is still a long way to go in bridging the access gap to land phone network in the country, in particular in rural areas. The per cent penetration rate of the use of ICT varies widely in different regions of the country.

**Table-4.2 : ICT Use and Access by Households by Division and area**

		Computer		Mobile		Radio		Land phone		Television		Internet	
		Number	%	Number		Number		Number		Number		Number	
Bangladesh	Total	2051849	5.7	31385196	87.7	4957058	13.9	1117074	3.1	16462257	46.0	1711907	14
	Rural	428028	1.7	21832876	85.2	3363900	13.1	290382	1.1	8444381	33.0	531803	2.1
	Urban	1623821	16.0	9552320	94.1	1593158	15.7	826692	8.1	8017876	79.0	1180104	11.6
Barisal	Rural	15834	1.0	1299711	84.2	299693	19.4	13812	0.9	309143	20.0	55733	3.6
	Urban	36195	8.3	391687	89.7	61159	14.0	20364	4.7	277023	63.4	68166	15.6
Chittagong	Rural	97814	2.3	3821091	89.8	1225611	28.8	45748	1.1	1540921	36.2	107741	2.5
	Urban	201175	10.4	1800800	93.2	269654	14.0	117813	6.1	1369853	70.9	204653	10.6
Dhaka	Rural	145840	1.9	6679168	87.2	780273	10.2	104664	1.4	3213431	42.0	190483	2.5
	Urban	1144149	24.6	4552984	97.9	994087	21.4	533839	11.5	4128834	88.8	667649	14.4
Khulna	Rural	27366	0.8	2755688	85.4	326552	10.1	33153	1.0	1012497	31.4	77522	2.4
	Urban	72158	7.4	907041	92.7	95756	9.8	46763	4.8	794519	81.2	100228	10.2
Rajshahi	Rural	37592	1.0	3172901	80.4	328720	8.3	37152	0.9	1134922	28.7	16488	0.4
	Urban	74093	6.8	954224	87.4	74397	6.8	46058	4.2	749435	68.6	61447	5.6
Rangpur	Rural	66641	1.9	2912375	81.3	243841	6.8	29313	0.8	749179	20.9	16312	0.5
	Urban	49068	6.9	618006	86.7	57504	8.1	32959	4.6	423784	59.5	26540	3.7
Sylhet	Rural	36942	2.6	1191941	84.7	159210	11.3	26540	1.9	484287	34.4	67524	4.8
	Urban	46982	13.6	327578	94.6	40600	11.7	28896	8.3	274428	79.2	51422	14.8

The proportion of households with radio was only about 13.9 per cent, while the TV is owned by 46.0 per cent of respondent households. The use of mobile and land phone at the household level was 87.7 per cent and 3.1 per cent respectively. The urban-rural and division wise breakdown of ICT use at the household level is depicted in Table-4.2.

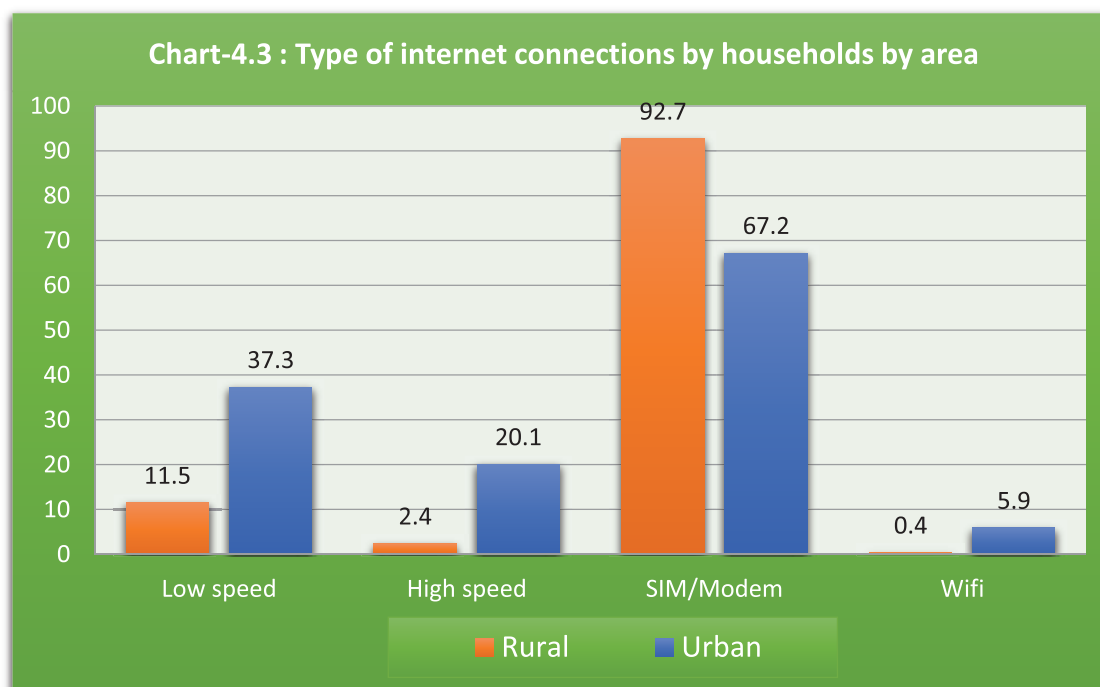


Chart-4.3 shows that broadband internet connection (both low and high speed) was much higher in urban areas (37.3 and 20.1 per cent) than that of rural areas (11.5 and 2.4 per cent). Unlike broadband connection, the use of internet using SIM/Modem was much less in urban areas (67.2) than rural areas (92.7 percent).

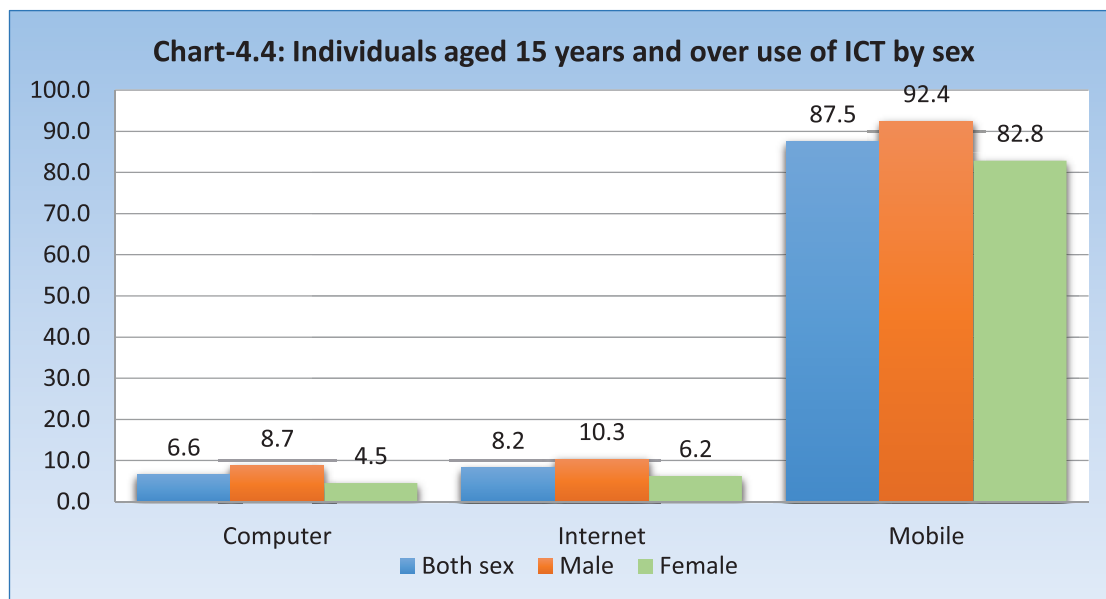
#### 4.3 Individual ICT use core indicators

Table below indicates the individual use of ICT at the urban, rural and city corporation level. The information is disaggregated for the individuals 5 years and above and working age population aged 15 years and above. Table-4.3 above presents details on the use of ICT at the individual level. Nationally, 6.7 per cent of the population aged 5 years and above reported to have engaged in internet activities during this period. City corporation had the highest proportion of internet users at 33.7 per cent followed by Urban and Rural areas with 10.8 and 2.1 per cent respectively.

**Table-4.3 : ICT use by individuals by stratum and sex**

	Population 5 years and above			Population 15 years and above		
	Computer	Internet	Cell phone	Computer	Internet	Cell phone
<b>Total</b>	5.6	6.7	81.7	6.6	8.2	87.5
Rural	2.0	2.1	79.2	2.5	2.6	85.2
Urban (excluding cc)	9.4	10.8	86.6	11.4	13.5	91.7
City corporation	25.3	33.7	91.7	28.1	39.9	96.5

The individual use of ICT by sex is provided below (Chart-4.4), where it can be seen that the use of ICT by male is more than the female counterparts.



**Table-4.3 : ICT use by individuals (5 years and over / 15 years and over) by division**

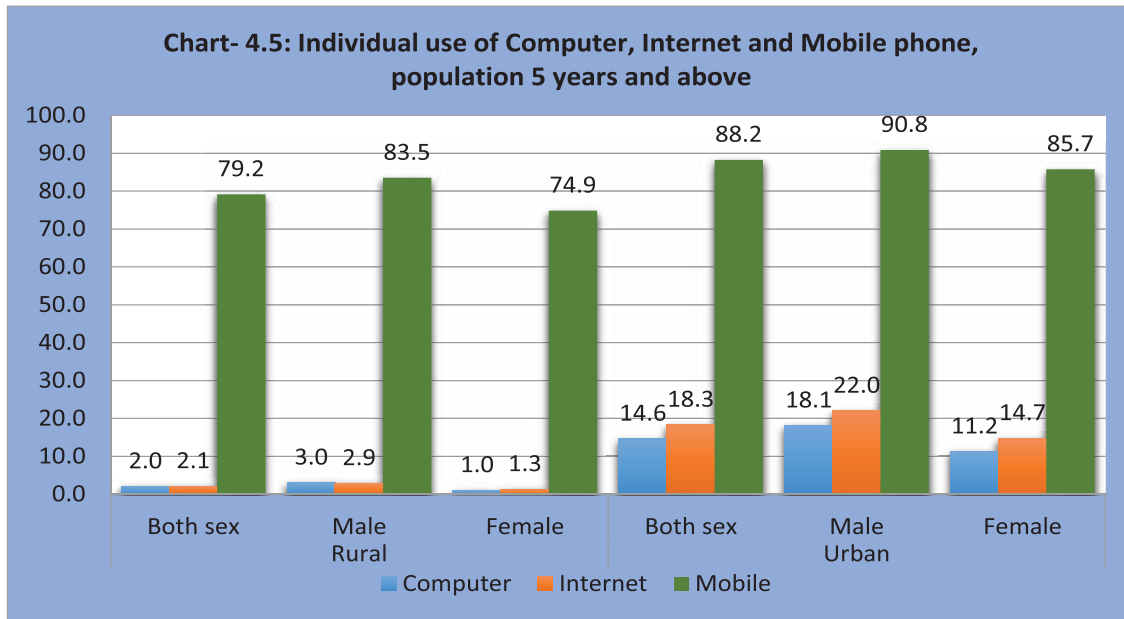
	Population 5 years and above			Population 15 years and above		
	Computer	Internet	Cell phone	Computer	Internet	Cell phone
<b>Total</b>	5.6	6.7	81.7	6.6	8.2	87.5
Barisal	4.6	6.4	70.4	5.6	7.9	79.0
Chittagong	5.2	6.1	81.8	6.4	7.8	89.8
Dhaka	8.3	10.2	84.8	9.5	12.4	89.9
Khulna	3.7	4.6	79.0	4.4	5.7	84.2
Rajshahi	3.7	4.0	82.7	4.4	5.0	86.9
Rangpur	3.0	3.0	83.5	3.7	3.8	87.9
Sylhet	5.1	5.5	73.6	6.4	7.1	81.7

Table-4.3 indicates that the penetration of computer and internet was considerably low at the individual levels aged 15 years and above at the national level. It was found quite satisfactory for mobile phone 87.5 per cent. There is still a long way to go in bridging the access gap to internet in the country. The penetration rate varies widely in different regions of the country.

**Table-4.4: ICT use and access by individuals aged 5 years and above by age group**

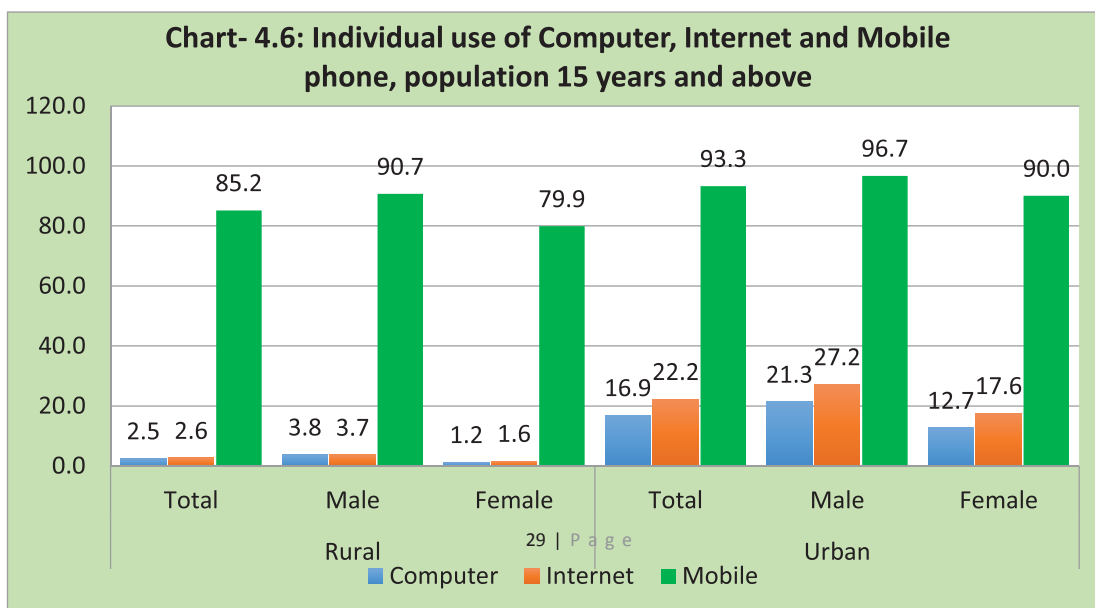
	Computer	Internet	Mobile/Cell phone
<b>Total</b>	5.6	6.7	81.7
<b>less than 15</b>	2.2	1.4	61.3
<b>15-24</b>	9.4	10.6	91.4
<b>25-74</b>	5.7	7.5	86.7
<b>75 and above</b>	0.4	0.9	67.5

Table-4.4 above presents the use of ICT by different age group of the individuals. It shows that the use of ICT (mobile, computer and internet) is higher (91.4 per cent, 9.4 per cent and 10.6 per cent) for the youths(15-24).

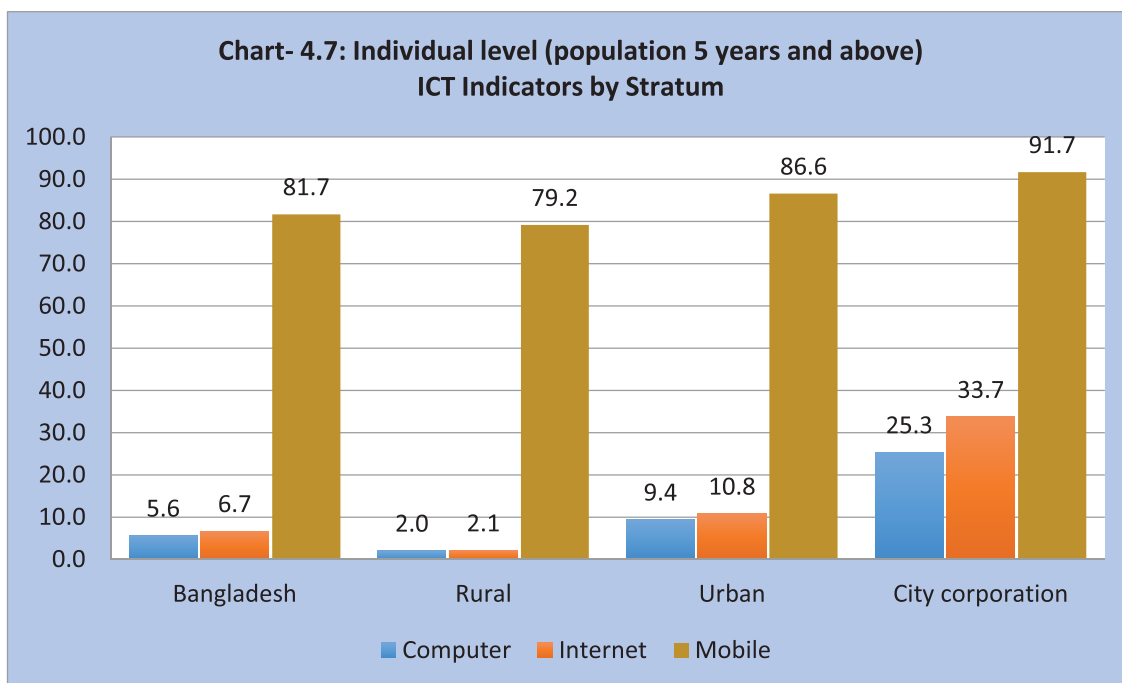


The internet using rate is too low in rural areas comparing to urban. A higher proportion of male (2.9 per cent) compared to female (1.3 per cent) used internet in rural whereas the figures are 22.0 and 14.7 for the male and female respectively in urban areas. For both sex, use of mobile phone is satisfactory both in rural (male 83.5 and female 74.9) whereas the figures are (male 90.8 and female 85.7) and urban areas. Overall, the females are lagging behind in access and use of ICT in Bangladesh (Chart-4.5).

The use of computer, internet and cell phone by stratum for the individuals aged 15 years and above is given in Chart-4.6 below



The use of computer, internet and cell phone by stratum for the individuals aged 5 years and above is given in Chart-4.7. The internet using rate is too low in rural areas comparing to urban and city corporation. The use of mobile phone is satisfactory both in rural, urban and city corporation (79.2, 86.6 and 91.7). Overall, the use of ICT in rural areas is too low then other areas.



The use of computer, internet and cell phone by stratum for the individuals aged 15 years and above is given in Chart-4.8 below.

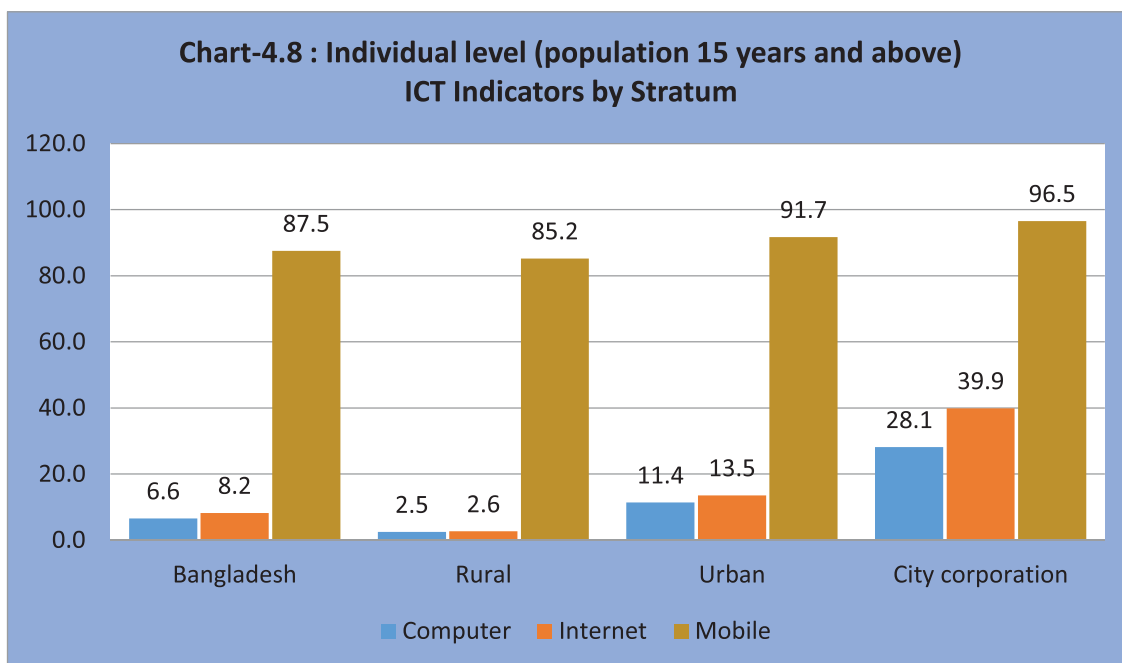
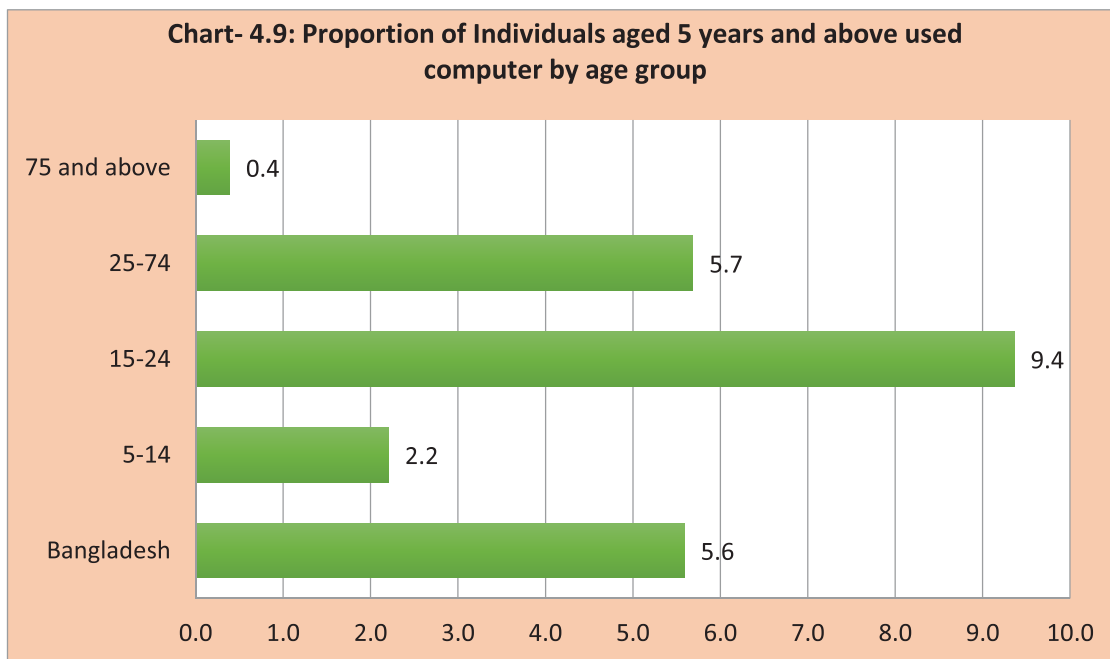
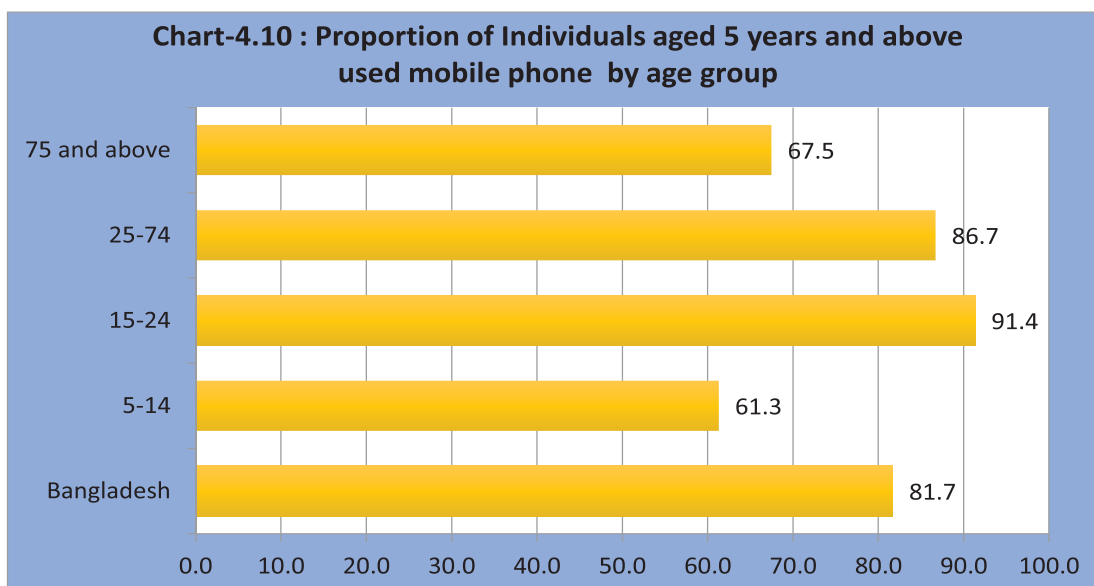


Chart-4.9 illustrates that at the national level, only 5.6 per cent of the population aged 5 years and above used computers during the reference period. The use of computer increases with age but peaks (9.4 per cent) at 15-24 years.



Mobile phone or cellular (mobile phone) is relatively affordable by most of the people of Bangladesh. This fact is supported by data that in 2013, there were 81.7 per cent people used mobile phones. Chart-4.10 illustrates that the rate of using mobile phones is highest in age group 15-24 at 91.4 per cent, followed by 25-74 at 86.7 per cent.



The survey indicates that the use of cell phones (HH-10) in individuals is also quite high, and its distribution by broad age group is presented in chart. The highest proportion of using mobile phone (91.4) is for the youths aged 15 to 24. The national figure was as many as 81.7 per cent of the population aged 5 years and above had access to mobile phones.

Although the figure of internet use is actually very smaller than the level of mobile phone users in the country, the data shows that internet use rose with young age group with proportions of population rising from 1.2 per cent for old age group, 1.4 for those with less than 15 years, 7.1 per cent of those with adult and 11.6 per cent for the youth 15-24 years group.

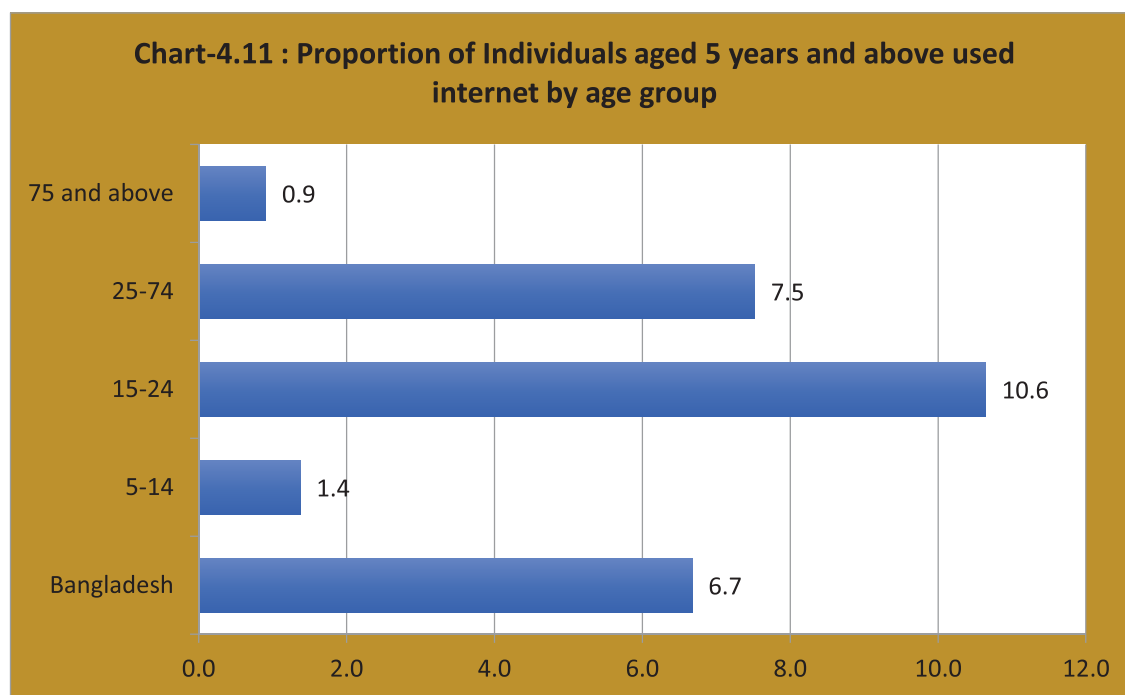
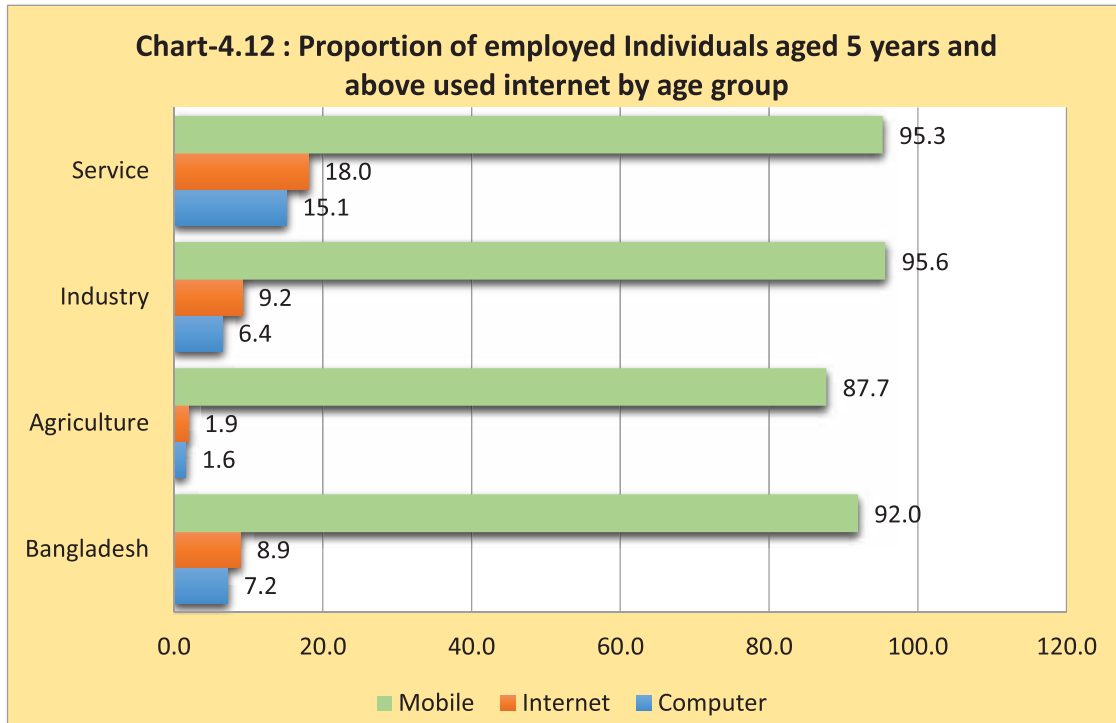
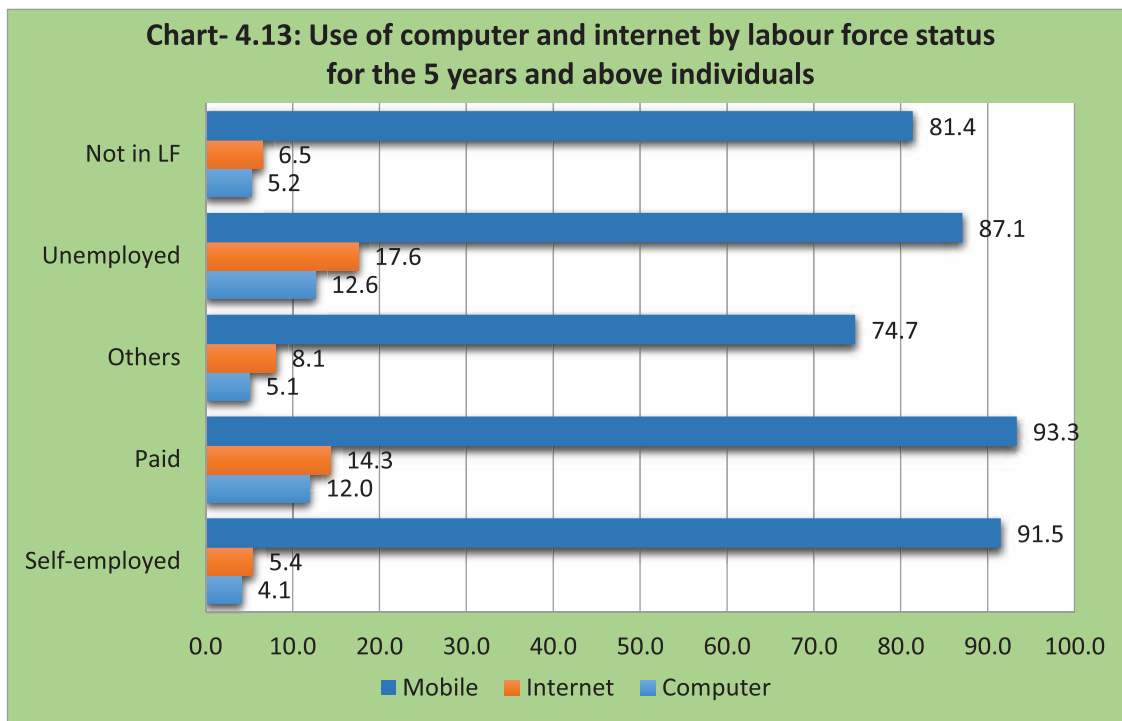


Chart-4.12 shows that at the employed individual levels, computer, cell phone and internet use is higher for the employed persons in the service sector than that of other two sectors. Computer (1.6 percent) and internet use (1.9 percent) is very low for the people engaged in the agriculture sector.





The figures of Chart-4.13 indicate that the rate of computer and internet use for the Unemployed individuals is much higher (12.6 and 17.6 per cent), these were much higher than average use rate (5.6 and 6.7 per cent). These rates were less than average for the Self-employed persons, Others, and Not in Labour Force groups.



A positive correlation was found between Education and ICT (computer and internet) use at the individual levels. The higher level of educational attainment the higher use of computer and internet use was observed.

Figures of Chart-4.14 depicted that computer and internet use rate for the highly educated individuals aged 5 years and above is much higher (59.8 and 67.9 per cent), whereas the national figures were found very less (7.3 and 8.8 per cent).

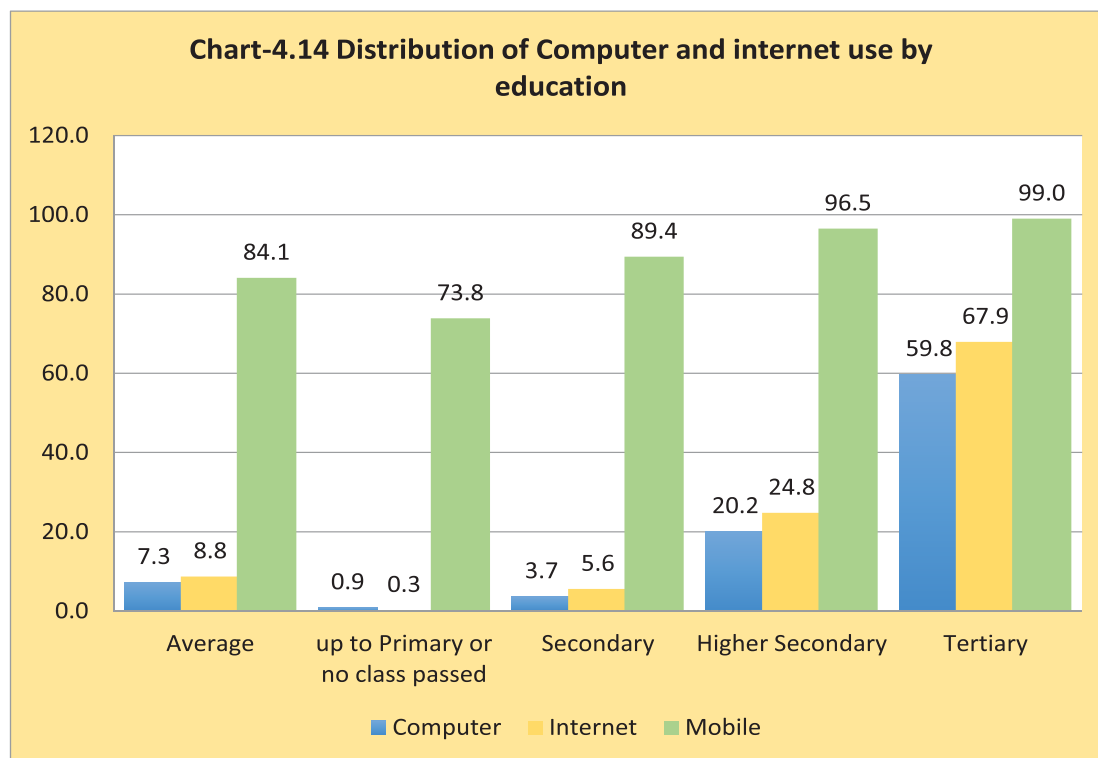


Chart-4.15 indicates that 28.9 per cent of the population aged 5 years and above reported daily use of internet while 40.4 per cent reported having internet using at least once every week. The proportion of internet use as on daily basis, the figure is far better in City corporation (at 41.0 per cent), followed by urban areas (at 27.8 per cent) than that of rural areas (at 5.9 per cent).

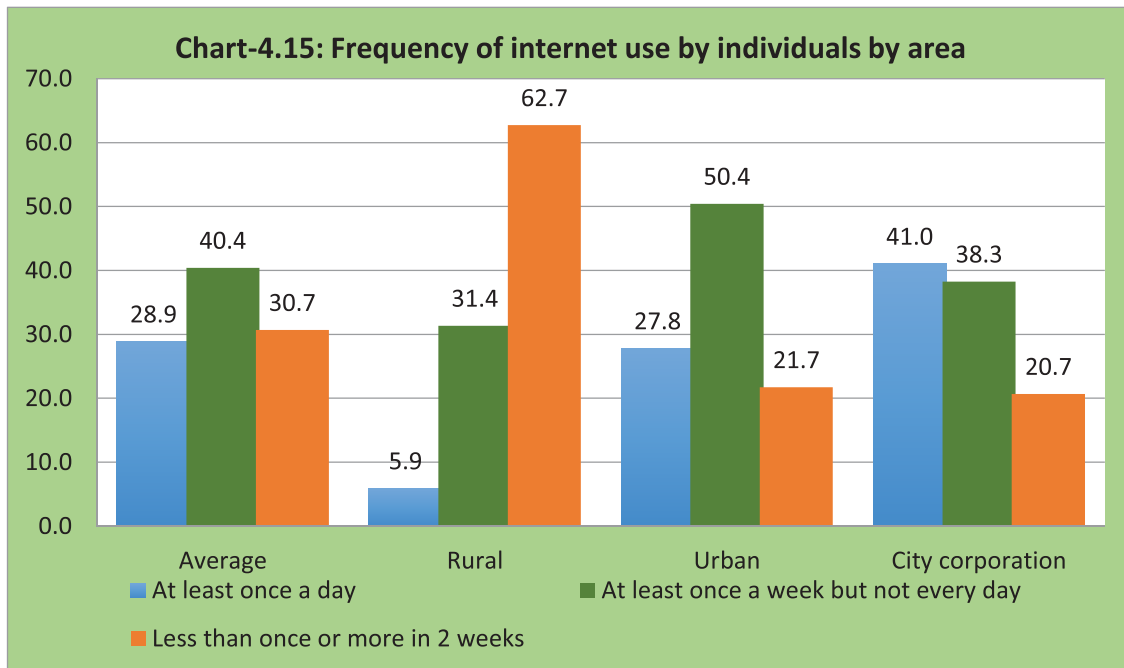


Chart-4.16 below showed the location of using internet irrespective of their status in the labour force aged 5 years and above. It indicates that home was the main location of using Internet activity which comprised 40.2 per cent.

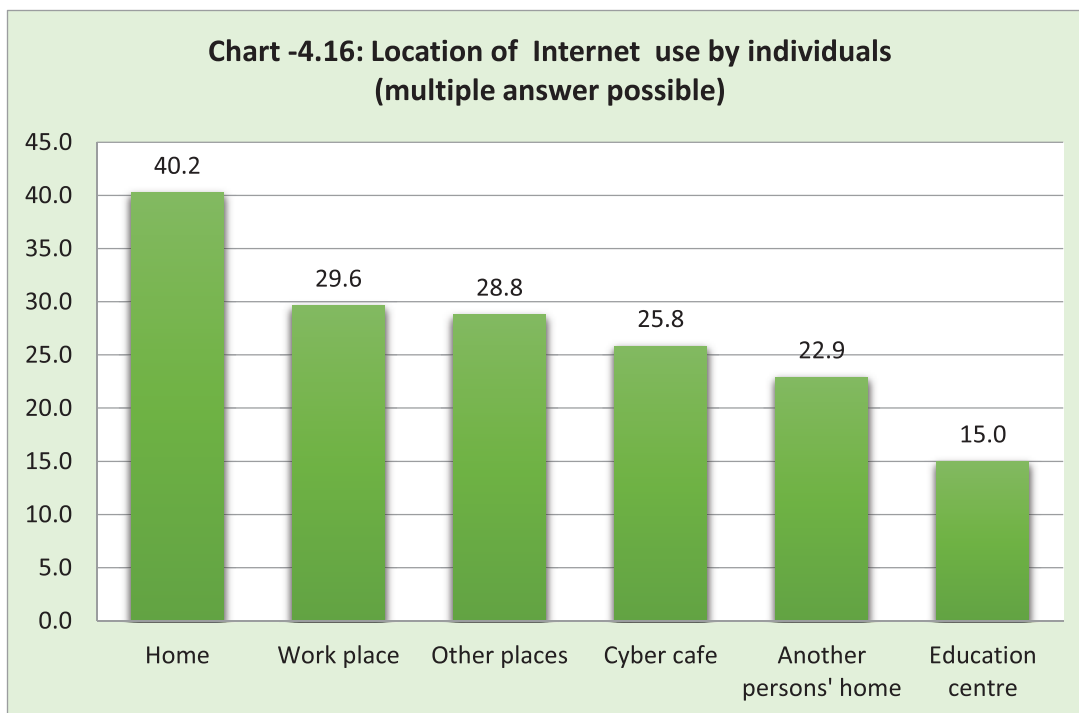


Figure below shows that downloading software was the main Internet activity which comprised 19.3 per cent. Other activities such as internet banking (19.0), downloading movies, images, music, watching TV or video, or listening to radio or

music (18.4); education and learning activities (16.2); sending or receiving email (15.5); getting information about goods and services (14.3); and reading or downloading on-line newspapers or magazines, electronic books (13.8).

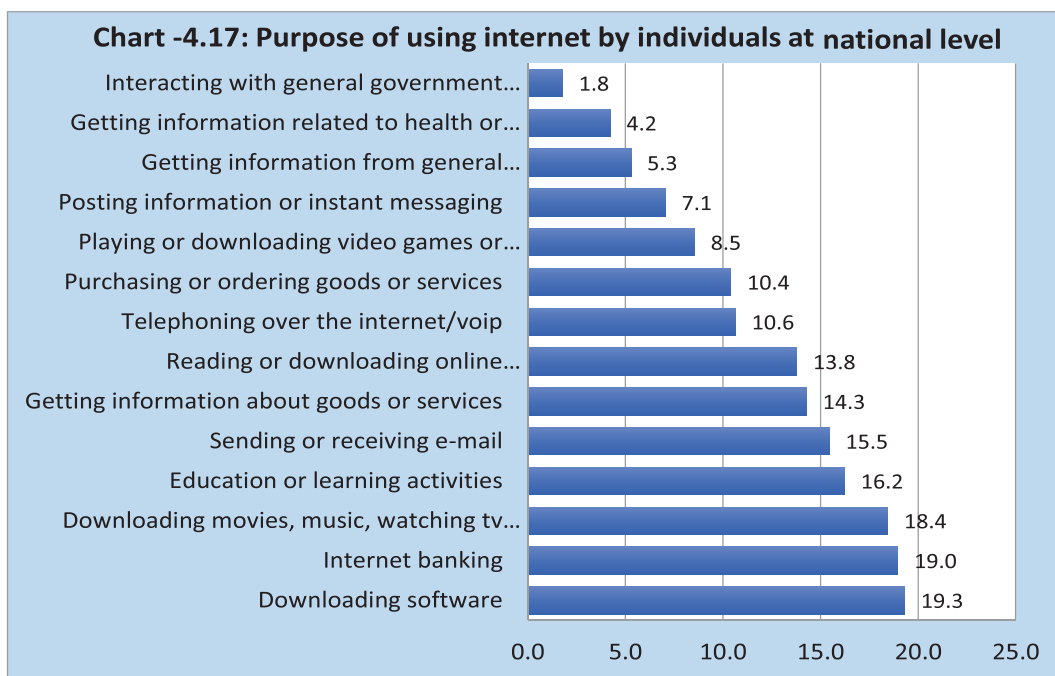
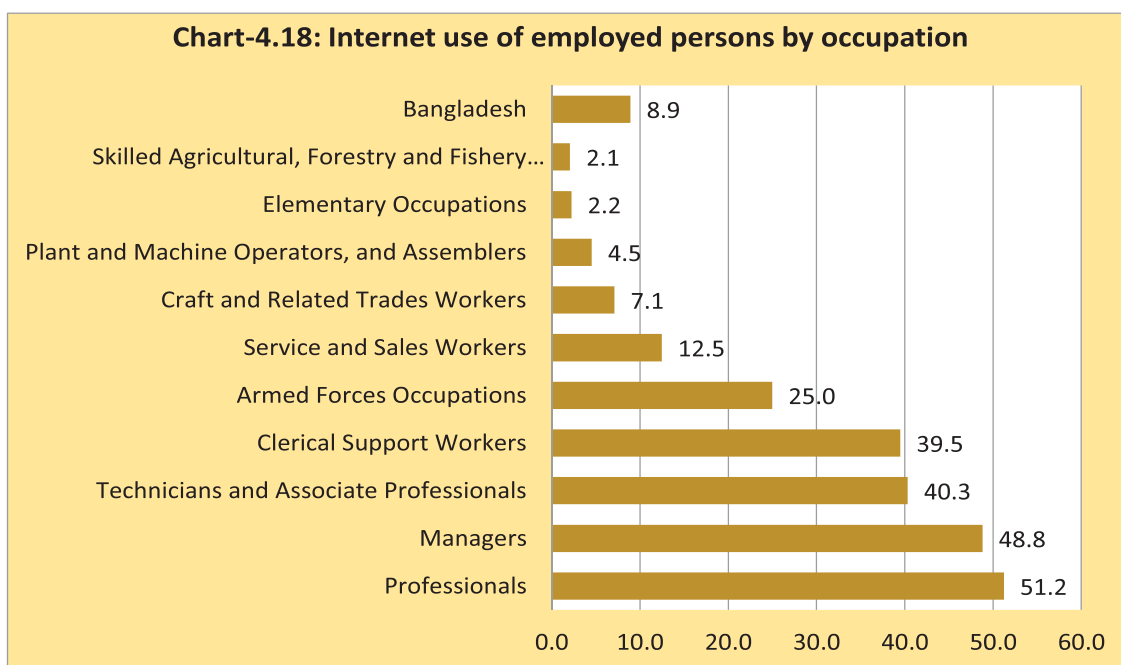


Figure below shows the proportion of internet use by occupation classification (Bangladesh Standard Classification of Occupations 2012 based on ISCO 2008). Professionals are using more frequently (51.2 per cent), followed by Managers at 48.8 per cent, Technicians at 40.3 per cent.





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# Appendices

# Summary tables

**Table-1 : ICT access to households by area and division**

Division	Computer	Mobile	Land phone	Television	Radio	Internet
<b>Bangladesh</b>	5.7	87.7	3.1	46.0	13.9	4.8
<b>Barisal</b>	2.6	85.4	1.7	29.6	18.2	6.3
<b>Chittagong</b>	4.8	90.8	2.6	47.0	24.2	5.0
<b>Dhaka</b>	10.5	91.3	5.2	59.7	14.4	7.0
<b>Khulna</b>	2.4	87.1	1.9	43.0	10.0	4.2
<b>Rajshahi</b>	2.2	81.9	1.7	37.4	8.0	1.5
<b>Rangpur</b>	2.7	82.2	1.5	27.3	7.0	1.0
<b>Sylhet</b>	4.8	86.7	3.2	43.3	11.4	6.8

**Table-2 : ICT Use and Access by Households by stratum**

Division	Locality	Computer	Mobile	Land phone	Television	Radio	Internet
<b>Total</b>	Rural	1.7	85.2	1.1	33.0	13.1	2.1
	Urban	6.4	92.4	2.7	70.9	12.3	7.8
	City corporation	35.9	97.8	19.5	96.0	22.8	19.6
<b>Barisal</b>	Rural	1.0	84.2	0.9	20.0	19.4	3.6
	Urban	6.5	88.2	2.4	56.0	13.5	16.8
	City corporation	14.1	94.3	12.0	87.5	15.8	11.7
<b>Chittagong</b>	Rural	2.3	89.8	1.1	36.2	28.8	2.5
	Urban	4.0	91.6	1.4	55.4	12.9	6.8
	City corporation	20.9	95.9	13.8	96.4	15.8	16.7
<b>Dhaka</b>	Rural	1.9	87.2	1.4	42.0	10.2	2.5
	Urban	7.7	96.7	2.9	83.2	17.8	8.4
	City corporation	48.3	99.7	23.5	96.7	26.4	22.8
<b>Khulna</b>	Rural	0.8	85.4	1.0	31.4	10.1	2.4
	Urban	5.6	92.5	2.7	77.9	7.1	8.4
	City corporation	14.7	93.6	13.4	94.5	20.9	17.7
<b>Rajshahi</b>	Rural	1.0	80.4	0.9	28.7	8.3	0.4
	Urban	5.7	86.5	3.0	64.7	5.4	4.9
	City corporation	14.2	93.2	13.1	96.5	17.0	11.0
<b>Rangpur</b>	Rural	1.9	81.3	0.8	20.9	6.8	0.5
	Urban	6.2	85.7	3.8	55.5	6.1	3.4
	City corporation	12.0	94.5	10.5	88.8	22.4	6.0
<b>Sylhet</b>	Rural	2.6	84.7	1.9	34.4	11.3	4.8
	Urban	10.4	93.8	3.9	70.7	6.4	14.5
	City corporation	20.6	96.3	18.2	98.1	23.4	15.7

**Table-3 : ICT use by individuals by stratum and sex**

	Population 5 years and above			Population 15 years and above		
	Computer	Internet	Mobile	Computer	Internet	Mobile
<b>Total</b>	5.6	6.7	81.7	6.6	8.2	87.5
<b>Rural</b>	2.0	2.1	79.2	2.5	2.6	85.2
<b>Urban</b>	9.4	10.8	86.6	11.4	13.5	91.7
<b>City corporation</b>	25.3	33.7	91.7	28.1	39.9	96.5

**Table-4 : ICT use by individuals by area and sex**

Area	Sex	Population 5 years and above			Population 15 years and above		
		Computer	Internet	Mobile	Computer	Internet	Mobile
<b>Total</b>	Total	5.6	6.7	81.7	6.6	8.2	87.5
	Male	7.3	8.2	85.5	8.7	10.3	92.4
	Female	3.9	5.1	77.9	4.5	6.2	82.8
<b>Rural</b>	Total	2.0	2.1	79.2	2.5	2.6	85.2
	Male	3.0	2.9	83.5	3.8	3.7	90.7
	Female	1.0	1.3	74.9	1.2	1.6	79.9
<b>Urban</b>	Total	14.6	18.3	88.2	16.9	22.2	93.3
	Male	18.1	22.0	90.8	21.3	27.2	96.7
	Female	11.2	14.7	85.7	12.7	17.6	90.0

**Table-5 : ICT use by individuals by sex and education**

Educational attainment	Population 5 years and above			Population 15 years and above		
	Computer	Internet	Mobile	Computer	Internet	Mobile
<b>Total</b>	5.6	6.7	81.7	6.6	8.2	87.5
<b>None</b>	0.1	0.0	71.2	0.1	0.0	75.4
<b>Primary</b>	1.0	0.3	76.9	0.7	0.3	88.4
<b>Secondary</b>	3.7	5.6	89.4	3.2	5.6	92.7
<b>Higher Secondary</b>	20.2	24.8	96.5	20.2	24.8	96.5
<b>Tertiary</b>	59.8	67.9	99.0	59.8	67.9	99.0
<b>Others</b>	0.9	0.3	60.7	0.8	0.2	70.5

**Table-6 : ICT use by individuals by labour force status and sex**

Sex	Sex	Population 5 years and above			Population 15 years and above		
		Computer	Internet	Mobile	Computer	Internet	Mobile
<b>Total</b>	Total	7.4	9.3	91.7	7.6	9.5	92.1
	Male	8.0	9.7	93.5	8.1	9.9	93.7
	Female	6.2	8.4	87.8	6.4	8.6	88.2
<b>Self-employed</b>	Total	4.1	5.4	91.5	4.2	5.5	91.8
	Male	4.8	6.0	93.8	4.8	6.1	93.9
	Female	2.8	4.1	86.5	2.8	4.2	87.1
<b>Paid</b>	Total	12.0	14.3	93.3	12.2	14.6	93.5
	Male	12.0	14.0	93.8	12.2	14.3	93.9
	Female	12.0	15.3	92.0	12.3	15.6	92.3
<b>Others</b>	Total	5.1	8.1	74.7	5.4	7.9	74.6
	Male	11.6	12.2	79.5	11.8	11.6	80.4
	Female	4.0	7.4	74.0	4.4	7.3	73.6
<b>Unemployed</b>	Total	12.6	17.6	87.1	13.3	18.6	88.9
	Male	14.1	20.3	85.5	15.4	22.4	88.7
	Female	11.1	14.6	88.8	11.3	14.9	89.1
<b>Not in labour force</b>	Total	5.3	12.5	86.7	11.6	12.5	86.7
	Male	11.6	5.0	80.0	3.6	5.0	80.0
	Female	3.6	6.6	81.4	5.3	6.6	81.4

**Table-7 : ICT use by individuals by labour force status at national level**

Status of labour force	Sex	Population 5 years and above			Population 15 years and above		
		Computer	Internet	Mobile	Computer	Internet	Mobile
<b>Total</b>	Total	7.4	9.3	91.7	7.6	9.5	92.1
	Male	8.0	9.7	93.5	8.1	9.9	93.7
	Female	6.2	8.4	87.8	6.4	8.6	88.2
<b>Self-employed</b>	Total	4.1	5.4	91.5	4.2	5.5	91.8
	Male	4.8	6.0	93.8	4.8	6.1	93.9
	Female	2.8	4.1	86.5	2.8	4.2	87.1
<b>Paid</b>	Total	12.0	14.3	93.3	12.2	14.6	93.5
	Male	12.0	14.0	93.8	12.2	14.3	93.9
	Female	12.0	15.3	92.0	12.3	15.6	92.3
<b>Others</b>	Total	5.1	8.1	74.7	5.4	7.9	74.6
	Male	11.6	12.2	79.5	11.8	11.6	80.4
	Female	4.0	7.4	74.0	4.4	7.3	73.6
<b>Unemployed</b>	Total	12.6	17.6	87.1	13.3	18.6	88.9
	Male	14.1	20.3	85.5	15.4	22.4	88.7
	Female	11.1	14.6	88.8	11.3	14.9	89.1
<b>Not in labour force</b>	Total	5.3	12.5	86.7	11.6	12.5	86.7
	Male	11.6	5.0	80.0	3.6	5.0	80.0
	Female	3.6	6.6	81.4	5.3	6.6	81.4



**Table-8 : ICT use by individuals by broad age group and sex**

Age group	Sex	Population 5 years and above			Population 15 years and above		
		Computer	Internet	Mobile	Computer	Internet	Mobile
<b>Total</b>	Total	5.6	6.7	81.7	6.6	8.2	87.5
	Male	7.3	8.2	85.5	8.7	10.3	92.4
	Female	3.9	5.1	77.9	4.5	6.2	82.8
<b>5-14</b>	Total	2.2	1.4	61.3	0.0	0.0	0.0
	Male	2.5	1.4	62.5	0.0	0.0	0.0
	Female	1.9	1.3	60.0	0.0	0.0	0.0
<b>15-24</b>	Total	9.4	10.6	91.4	9.4	10.6	91.4
	Male	11.2	11.9	93.0	11.2	11.9	93.0
	Female	7.7	9.5	89.8	7.7	9.5	89.8
<b>25-74</b>	Total	5.7	7.5	86.7	5.7	7.5	86.7
	Male	8.0	10.0	92.9	8.0	10.0	92.9
	Female	3.4	5.1	80.6	3.4	5.1	80.6
<b>75 and above</b>	Total	0.4	0.9	67.5	0.4	0.9	67.5
	Male	0.6	1.3	68.2	0.6	1.3	68.2
	Female	0.3	0.7	66.9	0.3	0.7	66.9

**Table-9 : ICT use by individuals by age group and sex**

Age group	Sex	Population 5 years and above			Population 15 years and above		
		Computer	Internet	Mobile	Computer	Internet	Mobile
<b>Total</b>	Male	7.3	8.2	85.5	8.7	10.3	92.4
	Female	3.9	5.1	77.9	4.5	6.2	82.8
<b>5-14</b>	Male	2.5	1.4	62.5	0.0	0.0	0.0
	Female	1.9	1.3	60.0	0.0	0.0	0.0
<b>15-17</b>	Male	9.7	8.5	88.6	9.7	8.5	88.6
	Female	8.4	7.7	84.9	8.4	7.7	84.9
<b>18-24</b>	Male	11.9	13.5	95.2	11.9	13.5	95.2
	Female	7.5	10.1	91.6	7.5	10.1	91.6
<b>25-29</b>	Male	10.3	16.1	96.6	10.3	16.1	96.6
	Female	5.9	9.9	89.5	5.9	9.9	89.5
<b>30-64</b>	Male	8.3	9.4	93.6	8.3	9.4	93.6
	Female	3.0	4.3	79.8	3.0	4.3	79.8
<b>65+ years</b>	Male	1.2	1.8	76.1	1.2	1.8	76.1
	Female	0.5	0.5	65.0	0.5	0.5	65.0

**Table-10: Individual levels Computer and internet use by educational attainment**

	Sex	Population 5 years and above			Population 15 years and above		
		Computer	Internet	Cell phone	Computer	Internet	Cell phone
<b>Total</b>	Male	7.3	8.2	85.5	8.7	10.3	92.4
	Female	3.9	5.1	77.9	4.5	6.2	82.8
<b>up to Primary or no class passed</b>	Male	0.8	0.2	77.7	0.5	0.2	87.3
	Female	0.4	0.2	70.6	0.2	0.1	75.9
<b>Secondary</b>	Male	4.7	6.0	92.3	4.2	6.0	95.8
	Female	2.7	5.2	86.6	2.2	5.2	89.7
<b>Higher Secondary</b>	Male	21.0	26.5	97.8	21.0	26.5	97.8
	Female	18.9	22.5	94.8	18.9	22.5	94.8
<b>Tertiary</b>	Male	58.9	64.1	99.5	58.9	64.1	99.5
	Female	62.1	77.1	98.1	62.1	77.1	98.1

**Table-11 : Frequency of individuals Internet use by Division and area**

	Frequency of internet use								
	At least once a day			At least once a week but not every day			Less than once or more in 2 weeks		
	Total	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban
<b>Total</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<b>Barisal</b>	3.6	2.3	3.7	5.3	9.6	4.3	7.3	10.2	4.6
<b>Chittagong</b>	12.4	5.3	12.7	19.4	28.5	17.4	18.7	19.5	18.0
<b>Dhaka</b>	60.2	35.0	61.4	51.7	30.9	56.3	42.8	27.1	56.7
<b>Khulna</b>	6.7	17.5	6.2	7.7	9.3	7.4	9.6	12.8	6.8
<b>Rajshahi</b>	9.2	23.9	8.4	6.5	5.8	6.7	9.3	13.0	6.0
<b>Rangpur</b>	4.4	7.8	4.2	3.9	3.8	3.9	7.8	11.2	4.8
<b>Sylhet</b>	3.6	8.4	3.4	5.5	12.0	4.1	4.5	6.1	3.1

**Table-13 : Frequency of individuals Internet use by Area and Division**

	Bangladesh			Rural			Urban		
	At least once a day	At least once a week but not every day	Less than once or more in 2 weeks	At least once a day	At least once a week but not every day	Less than once or more in 2 weeks	At least once a day	At least once a week but not every day	Less than once or more in 2 weeks
<b>Bangladesh</b>	28.9	40.4	30.7	5.9	31.4	62.7	35.8	43.1	21.1
<b>Barisal</b>	19.2	39.4	41.4	1.4	31.4	67.2	31.5	44.9	23.6
<b>Chittagong</b>	20.8	45.6	33.5	1.5	41.6	56.9	28.7	47.3	24.0
<b>Dhaka</b>	33.8	40.7	25.5	7.2	33.7	59.1	37.7	41.7	20.6
<b>Khulna</b>	24.2	38.9	36.9	8.6	24.4	67.0	32.3	46.6	21.1
<b>Rajshahi</b>	32.5	32.4	35.1	12.4	16.0	71.6	42.1	40.2	17.7
<b>Rangpur</b>	24.1	30.0	45.9	5.3	13.7	81.0	35.8	40.1	24.2
<b>Sylhet</b>	22.5	47.8	29.6	6.1	46.4	47.5	33.5	48.8	17.8

**Table-14 : Location Internet use of individuals aged 5 years and above by Division**

Division	Home	Work place	Education centre	Another persons' home	Cyber cafe	Other places
<b>Bangladesh</b>	40.2	29.6	15.0	22.9	25.8	28.8
<b>Barisal</b>	40.6	28.0	20.1	25.9	20.1	28.3
<b>Chittagong</b>	47.9	27.6	16.4	25.6	24.4	29.6
<b>Dhaka</b>	41.1	29.2	14.4	21.3	28.6	28.1
<b>Khulna</b>	41.0	30.9	12.5	23.7	22.1	32.3
<b>Rajshahi</b>	23.3	35.5	15.3	23.0	20.5	29.6
<b>Rangpur</b>	19.5	38.2	11.8	21.6	25.9	27.6
<b>Sylhet</b>	54.1	21.2	18.5	27.5	22.6	27.6

**Table-15 : Location of individuals Internet use by stratum**

Location	Bangladesh	Rural	Urban	City corporation
Home	40.2	35.1	43.0	40.9
Work place	29.6	26.6	31.9	29.6
Education centre	15.0	24.9	14.2	10.8
Another persons' home	22.9	25.1	22.6	22.0
Cyber cafe	25.8	25.8	21.0	29.0
Other places	28.8	33.8	27.8	27.0

**Table-16 : Activities done by individuals through Internet by Division and Area**

Purpose of using internet	Bangladesh	Barisal	Chittagong	Dhaka	Khulna	Rajshahi	Rangpur	Sylhet
	%	%	%	%	%	%	%	%
Getting information about goods or services	14.3	10.9	15.4	15.4	11.7	13.1	10.9	11.9
Getting information from general government organizations	5.3	7.8	6.5	3.6	6.7	8.1	8.6	5.7
Sending or receiving e-mail	15.5	18.6	16.8	11.9	19.6	24.7	24.8	12.2
Posting information or instant messaging	7.1	4.9	5.4	8.6	6.2	3.9	5.4	6.8
Internet banking	19.0	7.2	12.0	24.3	17.3	15.3	14.3	13.2
Playing or downloading video games or computer games	8.5	8.9	10.2	7.6	11.3	6.8	8.4	10.7
Downloading software	19.3	30.0	18.1	15.9	25.2	25.4	29.5	17.8
Getting information related to health or health services	4.2	2.7	4.8	4.5	3.8	3.5	3.7	3.2
Interacting with general government organizations	1.8	1.2	1.4	2.2	1.6	0.5	1.1	2.5
Telephoning over the internet/voip	10.6	10.1	10.1	10.9	10.5	10.0	7.2	15.9
Purchasing or ordering goods or services	10.4	8.6	9.9	12.3	7.5	9.5	3.5	8.0
Education or learning activities	16.2	20.2	18.5	15.4	14.1	16.4	10.7	22.3
Downloading movies, music, watching tv or video, or list	18.4	12.7	16.5	23.3	10.8	8.7	11.1	16.8
Reading or downloading online newspapers or magazines, e	13.8	10.5	12.5	16.4	8.8	7.7	8.1	19.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table-17: Purpose of using internet by individuals and area**

Purpose of using internet	Total		Rural		Urban	
	Number	%	Number	%	Number	%
Getting information about goods or services	1308	14.29	126	6.1	1182	16.6
Getting information from general government organizations	485	5.29	200	9.8	285	4.0
Sending or receiving e-mail	1415	15.45	448	21.8	968	13.6
Posting information or instant messaging	646	7.05	194	9.4	452	6.4
Internet banking	1737	18.97	187	9.1	1551	21.8
Playing or downloading video games or computer games	783	8.55	385	18.8	398	5.6
Downloading software	1769	19.31	612	29.8	1156	16.3
Getting information related to health or health services	387	4.23	11	0.5	377	5.3

Purpose of using internet	Total		Rural		Urban	
	Number	%	Number	%	Number	%
Interacting with general government organizations	164	1.79	40	2.0	123	1.7
Telephoning over the internet/voip	975	10.64	303	14.8	672	9.5
Purchasing or ordering goods or services	953	10.41	152	7.4	802	11.3
Education or learning activities	1487	16.24	387	18.9	1099	15.5
Downloading movies, music, watching tv or video, or list	1690	18.45	188	9.1	1502	21.1
Reading or downloading online newspapers or magazines, e	1263	13.79	260	12.7	1003	14.1
<b>Total</b>	<b>9158</b>	<b>100.00</b>	<b>2052</b>	<b>100.0</b>	<b>7106</b>	<b>100.0</b>

**Table-18 : Frequency of Internet use of individuals by sex and Area**

	Total		At least once a day		At least once a week but not every day		Less than once or more in 2 weeks	
	Number	%	Number	%	Number	%	Number	%
<b>Total</b>	2699736	100.0	1143887	42.4	635005	23.5	920844	34.1
<b>Rural</b>	451762	100.0	41647	9.2	102772	22.7	307342	68.0
<b>Urban</b>	2247974	100.0	1102240	49.0	532233	23.7	613502	27.3

**Table-19 : Frequency of Internet use of employed individuals 5 years and above by occupation**

	Total		At least once a day		At least once a week but not every day		Less than once or more in 2 weeks	
	Number	%	Number	%	Number	%	Number	%
<b>Total</b>	5559498	100.0	2185944	39.3	1513051	27.2	1860502	33.5
<b>Armed Forces Occupations</b>	27536	100.0	12261	44.5	11542	41.9	3733	13.6
<b>Managers</b>	283795	100.0	192439	67.8	47660	16.8	43696	15.4
<b>Professionals</b>	1473835	100.0	822967	55.8	241763	16.4	409105	27.8
<b>Technicians and Associate Professionals</b>	430508	100.0	244977	56.9	103380	24.0	82150	19.1
<b>Clerical Support Workers</b>	406237	100.0	174880	43.0	92630	22.8	138726	34.1
<b>Service and Sales Workers</b>	1279449	100.0	332320	26.0	380338	29.7	566790	44.3
<b>Skilled Agricultural, Forestry and Fishery Workers</b>	484911	100.0	89067	18.4	182813	37.7	213031	43.9
<b>Craft and Related Trades Workers</b>	811914	100.0	242220	29.8	310043	38.2	259650	32.0
<b>Plant and Machine Operators, and Assemblers</b>	164612	100.0	26343	16.0	66811	40.6	71457	43.4
<b>Elementary Occupations</b>	196702	100.0	48469	24.6	76070	38.7	72162	36.7

**Table-20 : ICT use by individuals of employed persons by occupation (BSCO)**

	Population 5 years and above			Population 15 years and above		
	Computer	Internet	Mobile	Computer	Internet	Mobile
<b>Other occupations</b>	39.3	25.0	100.0	39.3	25.0	100.0
<b>Managers</b>	47.3	48.8	99.0	47.4	48.8	99.0
<b>Professionals</b>	49.3	51.2	99.2	49.3	51.3	99.2
<b>Technicians and Associate Professionals</b>	30.4	40.3	98.5	30.6	40.5	98.5
<b>Clerical Support Workers</b>	30.1	39.5	99.4	30.4	39.9	99.4

	<i>Population 5 years and above</i>			<i>Population 15 years and above</i>		
	Computer	Internet	Mobile	Computer	Internet	Mobile
<b>Service and Sales Workers</b>	8.0	12.5	95.3	8.2	12.7	95.5
<b>Skilled Agricultural, Forestry and Fishery Workers</b>	1.6	2.1	88.4	1.6	2.1	88.7
<b>Craft and Related Trades Workers</b>	5.4	7.1	96.7	5.6	7.3	96.9
<b>Plant and Machine Operators, and Assemblers</b>	3.3	4.5	96.1	3.3	4.6	96.1
<b>Elementary Occupations</b>	1.8	2.2	84.7	1.9	2.2	85.1

**Table-21 : ICT use by individuals of employed persons by sector**

Industry	<i>Population 5 years and above</i>			<i>Population 15 years and above</i>		
	Computer	Internet	Mobile	Computer	Internet	Mobile
Agriculture	1.6	1.9	87.7	1.6	1.9	88.0
Industry	6.4	9.2	95.6	6.6	9.4	96.0
Service	15.1	18.0	95.3	15.4	18.3	95.4

**Table-22 : ICT use by individuals of employed persons by industry (BSIC)**

Industry	<i>Population 5 years and above</i>			<i>Population 15 years and above</i>		
	Computer	Internet	Mobile	Computer	Internet	Mobile
<b>Total</b>	7.2	8.9	92.0	7.3	9.1	92.2
<b>Agriculture, forestry and fishing</b>	1.6	1.9	87.7	1.6	1.9	88.0
<b>Mining and quarrying</b>	3.5	4.7	87.1	3.5	4.7	87.1
<b>Manufacturing</b>	6.6	9.3	96.0	6.7	9.5	96.3
<b>Electricity, gas, steam and air conditioning supply</b>	16.3	26.4	98.0	16.0	27.8	97.9
<b>Water supply, sewerage, waste management and remediation act</b>	10.3	23.4	100.0	10.4	23.5	100.0
<b>Construction</b>	5.5	7.5	94.7	5.6	7.7	95.1
<b>Wholesale and retail trade, repair of motor vehicles and mot</b>	9.5	13.3	96.0	9.6	13.5	96.2
<b>Transportation and storage</b>	3.1	3.6	95.0	3.1	3.6	95.0
<b>Accommodation and food service activities (Hotel and restaur</b>	5.1	6.8	94.9	5.3	7.1	94.9
<b>Information and communication</b>	46.8	48.4	99.7	46.8	48.8	99.7
<b>Financial and insurance activities</b>	48.7	54.0	99.1	48.7	54.0	99.1
<b>Real estate activities</b>	25.9	26.0	92.6	25.9	26.0	92.6
<b>Professional, scientific and technical activities</b>	43.8	47.2	99.6	44.0	47.5	99.6
<b>Administrative and support service activities</b>	23.8	27.0	98.8	24.0	27.2	98.8
<b>Public administration and defence, compulsory social securit</b>	28.8	32.3	99.3	29.1	32.6	99.4
<b>Education</b>	48.0	48.7	98.9	48.0	48.7	98.9
<b>Human health and social work activities</b>	29.3	40.2	97.3	29.4	40.4	97.3
<b>Arts, entertainment and recreation</b>	15.1	17.4	98.9	15.1	17.4	98.9
<b>Other service activities</b>	11.6	13.5	96.8	11.9	13.8	96.8
<b>Activities of households as employers, undifferentiated good</b>	3.7	8.4	77.2	3.9	8.1	76.9
<b>Activities of extraterritorial organizations and bodies</b>	47.3	45.0	100.0	47.3	45.0	100.0

Table 2a: ICT usage by gender and area

	Total		Rural		Urban	
	Total	Female	Total	Female	Total	Female
	Male	Female	Male	Female	Male	Female
Ever used computer	7,670,469	4,938,372	2,732,097	1,488,068	5,674,407	2,224,103
Ever use internet	9,158,304	5,599,513	3,558,791	1,409,144	7,106,187	2,915,817
Where						
Home	3,685,330	2,092,471	1,592,859	454,478	2,965,774	1,327,781
Work place	2,713,536	2,260,800	452,736	471,690	2,167,055	1,789,111
Education centre	1,372,683	789,032	583,650	345,115	862,497	443,918
Another persons' home	2,096,321	1,051,579	1,044,742	302,875	1,581,166	748,704
Cyber cafe	2,365,865	1,440,819	925,046	354,250	1,835,958	1,086,568
Other places	2,635,706	1,550,504	1,085,203	510,335	1,942,556	1,040,169
Purpose						
Getting information about goods or services	1,308,376	675,433	632,942	84,318	1,182,499	591,115
Getting information from general government organizations	484,774	353,512	131,262	152,259	284,686	83,434
Sending or receiving e-mail	1,415,088	1,111,477	303,611	359,525	967,524	215,572
Posting information or instant messaging	645,987	464,917	181,070	144,337	452,090	131,510
Internet banking	1,737,280	1,168,854	568,426	144,168	1,550,657	525,971
Playing or downloading video games or computer games	782,685	431,244	351,441	384,782	397,902	140,369
Downloading software	1,768,648	1,194,551	574,097	447,175	1,156,367	408,991
Getting information related to health or health services	387,263	325,047	62,216	10,628	376,635	62,216
Interacting with general government organizations	163,641	131,291	32,351	30,633	123,317	22,658
Telephoning over the internet/VOIP	974,733	586,059	388,674	212,198	671,757	297,896
Purchasing or ordering goods or services	953,431	339,148	614,283	129,839	801,595	592,287
Education or learning activities	1,486,914	940,246	546,668	289,991	1,099,475	449,220
Downloading movies, music, watching TV or video, or list	1,689,696	882,021	807,674	132,522	1,502,125	752,625
Reading or downloading online newspapers or magazines, e	1,262,777	876,959	385,818	198,096	1,002,579	323,716
Ever use mo bile	111,302,098	57,776,504	53,525,594	40,718,424	33,787,694	16,729,614
Frequency of internet use	2,725,087	1,790,382	934,705	128,580	2,596,507	897,422
At least once a week but not every day	3,815,552	2,116,546	1,696,006	681,241	3,131,311	1,475,601
Less than once or more in 2 weeks	2,895,778	1,888,905	1,006,872	957,767	1,532,841	601,703
Population total	154,145,734	76,640,793	77,504,941	55,336,639	432,296,666	213,041,54
Population 5 years and above	137,234,726	68,025,905	69,208,821	48,980,405	388,202,202	190,455,01

**Table 2b : ICT usage by broad age group and gender**

Purpose	Less than 15			15-24			25-74			75 and above		
	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number
<b>Ever used computer</b>	683,288	392,080	291,208	2,755,946	1,569,108	1,186,838	4,116,210	2,872,550	1,243,660	10,785	6,433	4,352
<b>Ever use internet</b>	425,264	222,812	202,451	3,138,526	1,670,384	1,468,142	5,453,691	3,582,823	1,870,868	25,224	14,444	10,780
<b>Where</b>	194,758	105,086	89,672	1,200,717	609,774	590,943	2,253,655	1,348,900	904,755	20,486	12,997	7,489
Home	2,690	1,210	1,480	216,607	159,273	57,334	2,407,722	2,019,069	388,653	4,328	2,318	2,010
Work place	71,760	47,046	24,714	899,316	495,273	403,745	392,831	237,638	155,192	0	0	0
Education centre	132,032	61,791	70,241	1,117,195	574,457	542,738	828,741	400,897	427,844	2,696	76	2,621
Another persons' home	66,555	44,949	21,606	952,674	553,316	399,358	1,295,668	795,888	499,780	2,399	1,447	952
Cyber cafe	73,670	36,768	36,902	490,198	265,181	225,017	2,007,264	1,195,614	811,650	19,646	13,496	6,149
Other places	1,164	0	1,164	420,160	199,229	220,931	861,861	452,348	409,512	10,598	9,262	1,335
<b>Purpose</b>												
Getting information about goods or services	0	0	0	41,141	27,030	14,111	430,120	318,219	111,901	0	0	0
Getting information from general government organizations	923	923	0	135,774	85,193	50,581	1,238,135	991,362	246,773	1,447	1,447	0
Sending or receiving e-mail	7,113	5,047	2,066	159,683	79,943	79,741	456,967	357,704	99,263	1,447	1,447	0
Posting information or instant messaging	29,057	20,341	8,717	551,936	295,034	256,903	1,110,088	808,122	301,966	1,190	349	841
Playing or downloading Video games or computer	48,626	25,041	23,584	342,017	194,639	147,378	389,286	208,807	180,479	0	0	0
Downloading software	1,774	1,565	209	330,587	197,048	133,539	1,381,910	942,567	439,343	1,188	1,188	0
Getting information related to health or health services	0	0	0	16,845	11,101	5,744	363,148	308,531	54,617	2,466	611	1,855
Interacting with general government organizations	4,326	1,012	3,314	16,383	9,713	6,671	139,208	116,842	22,366	0	0	0
Telephoning over the internet/VOIP	71,932	39,964	31,968	500,405	295,069	205,337	380,178	231,582	148,596	5,681	2,908	2,774
Purchasing or ordering goods or services	53,649	46,570	7,079	342,259	198,264	143,995	555,518	92,308	463,209	0	0	0
Education or learning activities	58,586	39,904	18,682	987,551	591,361	396,191	433,849	302,347	131,502	0	0	0
Downloading movies, music, watching TV or video, or list	272,334	128,778	143,555	580,613	270,807	309,806	822,432	472,094	350,338	4,176	201	3,975
Reading or downloading online newspapers or magazines, e	23,109	15,245	7,864	412,624	250,593	162,031	805,952	590,029	215,923	228	228	0
<b>Ever use mobile</b>	16,544,741	8,451,013	8,093,728	23,629,269	11,152,018	12,477,251	60,688,226	33,150,171	27,538,055	1,283,762	677,289	606,472
<b>Frequency of internet use</b>	3,629	2,067	1,561	520,889	273,978	246,911	2,149,694	1,464,391	685,303	578	0	578
At least once a week but not every day	360,010	182,174	177,837	1,892,848	987,725	905,123	1,522,151	916,202	605,949	18,308	11,503	6,805
Less than once or more in 2 weeks	79,801	56,747	23,053	784,052	452,004	332,048	1,972,344	1,331,295	641,049	8,974	5,577	3,397
<b>Population 5 years plus</b>	285,585,72	144,602,30	140,983,42	2,624,208,7	1,216,268,9	1,407,939,8	7,056,647,0	3,573,232,46	3,483,412,4	2,204,825	1,045,192	1,159,633
<b>Population 15 years plus</b>	262,420,87	121,626,89	121,626,89	2,624,208,7	1,216,268,9	1,407,939,8	7,056,647,0	3,573,232,46	3,483,412,4	2,204,825	1,045,192	1,159,633

**Table 2c: : ICT usage by highest education level received and gender**

	Up to Primary or no class passed						Secondary						Higher Secondary						Tertiary			
	Total			Female			Total			Male			Total			Female			Total		Male	
	Number	Male	Female	Number	Male	Female	Number	Male	Female	Number	Male	Female	Number	Male	Female	Number	Male	Female	Number	Male	Female	
<b>Ever used computer</b>	459,524	289,253	170,271	1,481,208	928,487	552,721	2,893,173	1,769,096	1,124,077	2,836,564	1,951,537	885,017										
<b>Ever use internet</b>	142,926	64,619	78,307	2,230,790	1,182,440	1,048,387	3,561,566	2,228,483	1,333,084	3,223,022	2,124,009	1,099,013										
<b>Where</b>																						
Home	55,585	24,636	30,949	986,200	508,817	477,383	1,569,449	824,512	744,937	1,074,095	734,506	339,589										
Workplace	11,375	8,116	3,258	196,671	155,230	41,441	793,194	709,721	83,473	1,712,296	1,387,733	324,563										
Education centre	17,648	6,687	10,961	254,014	148,115	105,899	813,077	453,441	359,636	287,944	180,790	107,154										
Another persons' home	33,708	5,719	27,989	671,258	322,184	349,074	948,943	491,607	457,336	442,412	232,069	210,343										
Cyber cafe	20,355	11,742	8,613	462,898	241,636	221,262	799,206	580,889	218,318	1,083,406	606,551	476,854										
Other places	65,010	37,339	27,672	780,513	416,788	363,725	818,835	475,972	342,862	971,349	620,405	350,944C										
<b>Purpose</b>																						
Getting information about goods or services	430	94	337	188,765	24,447	164,318	721,759	444,520	277,238	397,422	206,372	191,050										
Getting information from general government organizations	1,592	0	1,592	28,771	16,435	12,335	112,771	84,754	28,017	341,641	252,322	89,319										
Sending or receiving e-mail	3,272	570	2,702	55,038	46,614	8,424	209,389	153,031	56,359	1,147,389	911,262	236,126										
Posting information or instant messaging	10,686	3,092	7,594	64,356	39,218	25,138	228,264	141,542	86,721	342,681	281,064	61,617										
Internet banking	9,883	4,510	5,373	104,629	69,664	34,965	933,680	624,747	308,933	689,087	469,933	219,154										
Playing or downloading video games or computer games	22,410	7,893	14,518	234,847	148,697	86,150	291,453	160,733	130,720	233,974	113,920	120,053										
Downloading software	12,850	10,050	2,801	191,347	124,605	66,742	660,002	440,205	219,797	904,449	619,691	284,758										
Getting information related to health or health services	2,734	675	2,058	19,176	13,372	5,805	33,845	30,971	2,874	331,508	280,029	51,479										
Interacting with general government organizations	0	0	0	30,461	23,377	7,084	41,503	32,413	9,091	91,676	75,501	16,175										
Telephoning over the internet/VOIP	43,346	19,661	23,685	222,437	129,413	93,024	466,224	287,694	178,531	242,726	149,292	93,434										
Purchasing or ordering goods or services	8,884	6,373	2,512	271,184	128,288	142,897	390,589	162,114	228,476	282,773	42,373	240,400										
Education or learning activities	15,984	5,391	10,593	342,628	244,035	98,593	860,363	520,928	339,435	267,939	169,892	98,047										
Downloading movies, music, watching TV or video, or list	61,638	32,168	29,470	1,202,831	619,927	582,904	293,591	182,918	110,673	131,635	47,008	84,627										
Reading or downloading online newspapers or magazines, e	7,731	4,558	3,173	104,328	73,332	30,996	567,188	390,211	176,977	583,530	408,857	174,673										
<b>Ever use mobile</b>																						
At least once a day	57,258,425	28,134,314	29,124,111	35,520,475	18,137,133	17,383,342	13,828,902	8,209,358	5,619,544	4,694,296	3,295,699	1,398,597										
At least once a week but not every day	37,823	22,331	15,491	132,923	86,332	46,591	763,543	421,512	342,031	1,790,798	1,260,206	530,592										
Less than once or more in 2 weeks	118,425	71,808	46,617	1,579,389	717,855	861,534	1,721,587	1,054,275	667,312	393,151	272,607	120,543										
Population 5 years plus	124,993	85,251	39,742	608,782	428,768	180,015	1,114,864	775,626	339,238	1,047,138	599,261	447,878										
Population 5 years plus	78,309,399	36,612,519	41,696,880	39,841,642	19,692,872	20,148,771	14,344,972	8,407,284	5,937,688	4,738,714	3,313,231	1,425,483										
Population 5 years plus	78,309,399	36,612,519	41,696,880	39,841,642	19,692,872	20,148,771	14,344,972	8,407,284	5,937,688	4,738,714	3,313,231	1,425,483										



**Table 2d : ICT usage by labour force status and gender**

	Self-employed						Paid						Others						Not in LF						Unemployed											
	Total			Female			Male			Total			Female			Male			Total			Female			Male			Total			Female			Male		
	Number	Male	Female	Number	Male	Female	Number	Male	Female	Number	Male	Female	Number	Male	Female	Number	Male	Female	Number	Male	Female	Number	Male	Female	Number	Male	Female	Number	Male	Female						
<b>Ever used computer</b>	1,464,785	1,165,043	299,742	2,759,450	2,074,704	684,746	50,356	15,924	34,432	2,393,365	1,112,234	1,281,131	345,143	197,732	147,411																					
<b>Ever use internet</b>	1,919,786	1,471,968	447,818	3,303,485	2,432,262	871,222	80,095	16,726	63,369	2,985,379	1,189,317	1,796,062	480,780	285,584	195,196																					
<b>Where</b>																																				
Home	728,236	552,784	175,452	1,151,734	839,395	312,339	40,306	13,820	26,485	1,400,203	479,490	920,713	186,891	106,539	80,352																					
Workplace	422,470	670,590	81,880	1,943,595	1,587,644	354,951	18,471	2,566	15,905	0	0	0	0	0	0																					
Education centre	225,007	117,302	107,705	350,291	204,957	145,334	15,842	2,706	13,136	618,845	368,653	250,192	93,313	50,743	42,569																					
Another persons' home	337,850	226,685	111,165	375,237	223,350	151,887	14,274	4,445	9,828	1,098,134	465,492	632,642	152,229	79,611	72,619																					
Cyber cafe	520,751	385,161	135,590	926,287	640,786	285,501	26,826	2,906	23,920	625,682	228,125	397,558	207,159	143,980	63,179																					
Other places	477,878	382,321	95,557	1,034,614	738,487	296,127	19,887	5,639	14,247	787,594	234,425	553,169	242,065	152,864	89,201																					
Getting information about goods or services	320,074	211,911	108,163	446,286	294,502	151,784	20,461	2,413	18,049	440,092	123,157	316,935	80,298	43,451	36,847																					
Getting information from general government organizations	25,657	18,180	7,477	415,447	313,986	101,461	2,756	2,007	749	33,469	15,712	17,757	7,445	3,627	3,818																					
Sending or receiving e-mail	271,532	237,237	34,295	1,068,999	831,141	237,858	8,328	5,004	3,324	25,556	12,733	12,823	39,750	24,438	15,312																					
Posting information or instant messaging	163,736	119,334	44,402	336,846	273,751	63,095	4,555	109	4,446	103,640	49,762	53,878	30,098	16,915	13,182																					
Internet banking	417,307	343,327	73,980	631,520	533,907	97,614	8,975	3,486	5,489	551,218	204,711	346,506	100,238	64,117	36,121																					
Playing or downloading video games or computer games	134,008	107,267	26,741	133,889	108,884	25,005	0	0	0	356,826	122,404	234,422	110,547	68,858	41,689																					
Downloading software	447,161	375,580	71,581	739,898	600,803	139,094	10,344	3,323	7,021	466,459	154,411	312,048	103,104	58,960	44,144																					
Getting information related to health or health services	142,718	128,809	13,909	228,878	188,436	40,442	3,636	1,849	1,787	9,857	3,778	6,079	2,175	2,175	0																					
Interacting with general government organizations	42,928	36,716	6,212	94,721	80,811	13,909	0	0	0	14,370	8,271	6,099	8,308	5,493	2,815																					
Telephoning over the internet/VoIP services	129,809	95,004	34,805	267,808	177,765	90,043	9,175	4,712	4,463	422,957	219,277	203,680	75,073	50,371	24,701																					
Purchasing or ordering goods or services	184,594	77,537	107,057	227,401	53,053	174,348	10,193	1,671	8,522	407,792	134,488	273,304	70,004	25,921	44,083																					
Education or learning activities	252,375	191,642	60,733	351,658	229,577	122,081	14,781	5,628	9,153	726,808	419,074	307,734	84,753	56,468	28,285																					
Downloading movies, music, watching TV or video, or list	394,683	275,931	118,751	519,282	308,107	211,176	25,243	1,035	24,208	469,718	164,173	305,545	40,476	19,805	20,671																					
Reading or downloading online newspapers or magazines, e	234,270	180,287	53,983	532,755	433,995	98,760	13,188	1,846	11,342	357,495	179,926	177,569	101,961	65,660	36,301																					
<b>Ever use mobile</b>	32,384,655	22,981,870	9,402,785	21,491,932	16,253,325	5,238,606	741,967	108,664	633,303	36,966,110	8,249,242	28,716,868	2,382,478	1,198,513	1,183,965																					
<b>Frequency of internet use</b>	569,732	425,869	143,863	1,597,893	1,131,298	466,594	18,320	4,453	13,867	461,629	190,762	270,867	74,116	36,164	37,953																					
At least once a week but not every day	646,904	476,939	169,964	829,122	621,482	207,640	37,025	7,617	29,408	1,758,890	713,550	1,045,340	210,285	128,875	81,410																					
Less than once or more in 2 weeks	810,698	650,841	159,857	1,020,221	773,761	246,459	29,584	6,035	23,549	764,859	285,004	479,855	198,050	122,216	75,834																					
<b>Population 5 years plus</b>	35,382,599	24,506,874	10,875,724	23,024,087	17,332,907	5,691,181	992,662	136,760	855,902	45,605,677	9,552,017	36,053,660	2,736,630	1,404,007	1,332,623																					

**Table 2e: ICT usage by type of labour force and gender**

	Self-employed				Paid				Others				Not in LF				Unemployed			
	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female		
<b>Ever used computer</b>	1,464,785	1,165,043	299,742	2,759,450	2,074,704	684,746	50,356	15,924	34,432	2,393,365	1,112,234	1,281,131	345,143	197,732	147,411					
<b>Ever use internet</b>	1,919,786	1,471,968	447,818	3,303,485	2,432,262	871,222	80,095	16,726	63,369	2,985,379	1,189,317	1,796,062	480,780	285,584	195,196					
<b>Where</b>																				
Home	728,236	552,784	175,452	1,151,734	839,395	312,339	40,306	13,820	26,485	1,400,203	479,490	920,713	186,891	106,539	80,352					
Workplace	752,470	670,590	81,880	1,942,595	1,587,644	354,951	18,471	2,566	15,905	0	0	0	0	0	0					
Education centre	225,007	117,302	107,705	350,291	204,957	145,334	15,842	2,706	13,136	618,845	368,653	250,192	93,313	50,743	42,569					
Another persons' home	337,850	226,685	111,165	375,237	223,350	151,887	14,274	4,445	9,828	1,098,134	465,492	632,642	152,229	79,611	72,619					
Cyber cafe	520,751	385,161	135,590	926,287	640,786	285,501	26,826	2,906	23,920	625,682	228,125	397,558	207,159	143,980	63,179					
Other places	477,878	382,321	95,557	1,034,614	738,487	296,127	19,887	5,639	14,247	787,594	234,425	553,169	242,065	152,864	89,201					
<b>Purpose</b>																				
Getting information about goods or services	320,074	211,911	108,163	446,286	294,502	151,784	20,461	2,413	18,049	440,092	123,157	316,935	80,298	43,451	36,847					
Getting information from general government organizations	25,657	18,180	7,477	415,447	313,986	101,461	2,756	2,007	749	33,469	15,712	17,757	7,445	3,627	3,818					
Sending or receiving e-mail	271,532	237,237	34,295	1,068,999	831,141	237,858	8,328	5,004	3,324	25,556	12,733	12,823	39,750	24,438	15,312					
Posting information or instant messaging	163,736	119,334	44,402	336,846	273,751	63,095	4,555	109	4,446	103,640	49,762	53,878	30,098	16,915	13,182					
Internet banking	417,307	343,327	73,980	631,520	533,907	97,614	8,975	3,486	5,489	551,218	204,711	346,506	100,238	64,117	36,121					
Playing or downloading video games or computer games	134,008	107,267	26,741	133,889	108,884	25,005	0	0	0	356,826	122,404	234,422	110,547	68,858	41,689					
Downloading software	447,161	375,580	71,581	739,898	600,803	139,094	10,344	3,323	7,021	466,459	154,411	312,048	103,104	58,960	44,144					
Getting information related to health or health services	142,718	128,809	13,909	228,878	188,436	40,442	3,636	1,849	1,787	9,857	3,778	6,079	2,175	2,175	0					
Interacting with general government organizations	42,928	36,716	6,212	94,721	80,811	13,909	0	0	0	14,370	8,271	6,099	8,308	5,493	2,815					
Telephoning over the internet/VoIP	129,809	95,004	34,805	267,808	177,765	90,043	9,175	4,712	4,463	422,957	219,277	203,680	75,073	50,371	24,701					
Purchasing or ordering goods or services	184,594	77,537	107,057	227,401	53,053	174,348	10,193	1,671	8,522	407,792	134,488	273,304	70,004	25,921	44,083					
Education or learning activities	252,375	191,642	60,733	351,658	229,577	122,081	14,781	5,628	9,153	726,808	419,074	307,734	84,753	56,468	28,285					
Downloading movies, music, watching TV or video, or list	394,683	275,931	118,751	519,282	308,107	211,176	25,243	1,035	24,208	469,718	164,173	305,545	40,476	19,805	20,671					
Reading or downloading online newspapers or magazines, e	234,270	180,287	53,983	532,755	433,995	98,760	13,188	1,846	11,342	357,495	179,926	177,569	101,961	65,660	36,301					
<b>Ever use mobile</b>	32,384,655	22,981,870	9,402,785	21,491,932	16,253,325	5,238,606	741,967	108,664	633,303	36,966,110	8,249,242	28,716,868	2,382,478	1,198,513	1,183,965					
<b>Frequency of internet use</b>																				
At least once a day	569,732	425,869	143,863	1,597,893	1,131,298	466,594	18,320	4,453	13,867	461,629	190,762	270,867	74,116	36,164	37,953					
At least once a week but not every day	646,904	476,939	169,964	829,122	621,482	207,640	37,025	7,617	29,408	1,758,890	713,550	1,045,340	210,285	128,875	81,410					
Less than once or more in 2 weeks	810,698	650,841	159,857	1,020,221	773,761	246,459	29,584	6,035	23,549	764,859	285,004	479,855	198,050	122,216	75,834					
<b>Population 15 years plus</b>	34,669,911	24,134,747	10,535,165	22,489,392	16,965,845	5,523,547	913,633	126,172	787,461	45,605,677	9,552,017	36,053,660	2,586,539	1,277,280	1,309,259					

**Table 2f: ICT usage by stratum and gender**

	Total		Rural		Urban		City corporation					
	Total	Female	Total	Male	Total	Male	Total	Female				
	Male	Female	Male	Female	Male	Female	Male	Female				
<b>Ever used computer</b>	7,670,469	4,938,372	2,732,097	1,996,062	1,488,068	507,994	2,449,266	1,573,956	875,310	3,225,142	1,876,348	1,348,793
<b>Ever use internet</b>	9,158,304	5,599,513	3,558,791	2,052,117	1,409,144	642,974	2,813,322	1,742,194	1,071,128	4,292,864	2,448,176	1,844,689
<b>Where</b>	3,685,330	2,092,471	1,592,859	719,556	454,478	265,078	1,208,906	697,791	511,115	1,756,868	940,202	816,666
Home	2,713,536	2,260,800	452,736	546,481	471,690	74,791	896,690	743,810	152,879	1,270,366	1,045,300	225,065
Workplace	1,372,683	789,032	583,650	510,185	345,115	165,070	399,795	228,666	171,130	462,702	215,252	247,450
Education centre	2,096,321	1,051,579	1,044,742	515,156	302,875	212,280	637,106	307,948	329,159	944,060	440,756	503,303
Another persons' home	2,365,865	1,440,819	925,046	529,907	354,250	175,657	590,645	359,172	231,473	1,245,313	727,396	517,916
Cyber cafe	2,635,706	1,550,504	1,085,203	693,150	510,335	182,815	783,167	495,561	287,606	1,159,390	544,608	614,782
Other places	1,308,376	675,433	632,942	125,877	84,318	41,559	173,426	92,576	80,850	1,009,073	498,539	510,534
<b>Purpose</b>												
Getting information about goods or services	484,774	353,512	131,262	200,088	152,259	47,828	179,284	120,888	58,396	105,402	80,364	25,038
Getting information from general government organizations	1,415,088	1,111,477	303,611	447,564	359,525	88,040	639,730	486,059	153,671	327,794	265,893	61,901
Sending or receiving e-mail	645,987	464,917	181,070	193,897	144,337	49,560	155,574	115,387	40,186	296,516	205,192	91,324
Posting information or instant messaging	1,737,280	1,168,854	568,426	186,623	144,168	42,455	652,659	356,934	295,725	897,998	667,752	230,246
Playing or downloading video games or computer games	782,685	431,244	351,441	384,782	173,711	211,072	217,013	124,883	92,130	180,889	132,650	48,239
Downloading software	1,768,648	1,194,551	574,097	612,281	447,175	165,106	733,822	444,131	289,691	422,546	303,246	119,300
Getting information related to health or health services	387,263	325,047	62,216	10,628	10,628	0	78,781	70,310	8,472	297,853	244,109	53,744
Interacting with general government organizations	163,641	131,291	32,351	40,325	30,633	9,692	17,829	15,744	2,085	105,487	84,914	20,573
Telephoning over the internet/VOIP	974,733	586,059	388,674	302,976	212,198	90,778	348,455	192,347	156,108	323,302	181,514	141,788
Purchasing or ordering goods or services	953,431	339,148	614,283	151,836	129,839	21,997	136,867	107,006	29,861	664,728	102,303	562,426
Education or learning activities	1,486,914	940,246	546,668	387,439	289,991	97,448	430,399	265,569	164,830	669,076	384,686	284,389
Downloading movies, music, watching TV or video, or list	1,689,696	882,021	807,674	187,571	132,522	55,049	344,061	183,130	160,932	1,158,063	566,370	591,693
Reading or downloading online newspapers or magazines, e	1,262,777	876,959	385,818	260,198	198,096	62,102	394,185	265,027	129,158	608,394	413,836	194,559
<b>Ever use mobile</b>	111,302,098	57,776,504	53,525,594	77,514,404	40,718,424	36,795,979	22,288,907	11,269,691	11,019,216	11,498,787	5,788,388	5,710,399
<b>Frequency of internet use</b>												
At least once a day	2,725,087	1,790,382	934,705	1,28,580	91,296	37,284	807,234	606,361	200,873	1,789,273	1,092,724	696,549
At least once a week but not every day	3,812,552	2,116,546	1,696,006	681,241	460,837	220,405	1,463,387	898,391	564,997	1,667,923	757,319	910,605
Less than once or more in 2 weeks	2,895,778	1,888,905	1,006,872	1,362,936	957,767	405,169	630,868	289,432	341,436	901,973	641,706	260,267
<b>Total population</b>	154,145,734	76,640,793	77,504,941	110,916,068	55,336,639	55,579,429	29,240,050	14,394,514	14,845,535	13,989,616	6,909,640	7,079,976
<b>Population 5 years plus</b>	137,234,726	68,025,905	69,208,821	98,414,524	48,980,405	49,434,120	26,082,718	12,763,975	13,318,743	12,737,484	6,281,526	6,455,958
<b>Population 15 years plus</b>	106,265,152	52,056,060	54,209,093	75,999,462	37,316,992	38,682,470	20,278,388	9,817,669	10,460,719	9,987,302	4,921,399	5,065,903

**Table 2*a*: ICT usage by Division and gender**

	Bangladesh						Chittagong						Dhaka						Khulna						
	Barisal			Barisal			Chittagong			Chittagong			Dhaka			Dhaka			Khulna			Khulna			
	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	
<b>Ever used computer</b>	7,670,469	4,938,372	2,732,097	356,640	247,478	109,162	1,324,050	885,070	438,979	3,869,334	2,387,815	1,481,519	579,976	387,040	192,937										
<b>Ever use internet</b>	9,158,304	5,599,513	3,558,791	491,704	309,424	182,281	1,546,993	998,669	548,325	4,741,107	2,774,487	1,966,620	736,419	450,743	285,677										
<b>Where</b>	3,685,330	2,092,471	1,592,859	199,699	108,402	91,297	740,432	422,369	318,063	1,949,626	1,093,715	855,911	302,013	172,903	129,110										
Home	2,713,536	2,260,800	452,736	137,906	114,704	23,203	426,580	371,958	54,622	1,385,821	1,138,276	247,546	227,642	194,608	33,033										
Workplace	1,372,683	789,032	583,650	98,694	67,957	30,737	253,499	148,382	105,117	680,820	362,688	318,132	92,021	57,612	34,409										
Education centre	2,096,321	1,051,579	1,044,742	127,604	63,004	64,300	395,858	215,997	179,860	1,008,623	485,653	522,970	174,807	73,866	100,941										
Another persons' home	2,365,865	1,440,819	925,046	98,894	64,532	34,362	377,916	269,977	107,939	1,355,451	789,860	565,591	162,452	101,196	61,256										
Cyber cafe	2,635,706	1,550,504	1,085,203	139,070	93,817	45,254	457,535	296,358	161,177	1,333,414	693,741	639,672	237,628	147,308	90,320										
Other places	1,308,376	675,433	632,942	53,581	32,049	21,532	237,778	149,235	88,543	731,031	325,551	405,480	86,382	51,069	35,313										
<b>Purpose</b>																									
Getting information about goods or services	484,774	353,512	131,262	38,149	25,229	12,919	100,256	81,037	19,220	172,097	116,613	55,484	49,467	41,042	8,425										
Getting information from general government organizations	1,415,088	1,111,477	303,611	91,332	65,766	25,565	259,914	212,706	47,208	565,322	440,192	125,130	144,471	117,594	26,877										
Sending or receiving e-mail	645,987	464,917	181,070	23,918	18,033	5,885	83,041	57,457	25,584	409,841	281,654	128,187	45,814	40,810	5,005										
Posting information or instant messaging	1,737,280	1,168,854	568,426	35,497	23,912	11,585	185,453	126,328	59,126	1,151,185	789,710	361,475	127,457	79,809	47,648										
Playing or downloading video games or computer games	782,685	431,244	351,441	43,939	16,892	27,047	158,356	93,709	64,647	361,514	223,234	138,280	83,352	31,014	52,337										
Downloading software	1,768,648	1,194,551	574,097	147,413	98,334	49,079	279,339	193,672	85,667	751,567	506,492	245,075	185,507	109,951	75,556										
Getting information related to health or health services	387,263	325,047	62,216	13,143	11,844	1,299	73,805	61,253	12,552	214,903	182,137	32,766	27,775	22,168	5,608										
Interacting with general government organizations	163,641	131,291	32,351	5,934	5,856	78	21,047	19,848	1,198	105,443	79,305	26,138	11,987	9,661	2,326										
Telephoning over the internet/VOIP	974,733	586,059	388,674	49,586	34,405	15,181	155,810	100,884	54,926	516,497	296,284	220,214	77,469	48,495	28,974										
Purchasing or ordering goods or services	953,431	339,148	614,283	42,414	22,126	20,288	152,961	69,341	83,619	582,100	168,503	413,597	54,919	24,759	30,160										
Education or learning activities	1,486,914	940,246	546,668	99,319	66,180	33,139	285,624	189,591	96,033	731,153	443,007	288,145	103,684	64,028	39,656										
Downloading movies, music, watching TV or video, or list	1,689,696	882,021	807,674	62,518	34,629	27,890	254,893	133,281	121,612	1,104,616	560,956	543,660	79,742	35,891	43,852										
Reading or downloading online newspapers or magazines, e	1,262,777	876,959	385,818	51,762	40,453	11,308	192,633	141,492	51,141	778,237	532,071	246,166	64,933	46,451	18,482										
<b>Ever use mobile</b>	111,302,098	57,776,504	53,525,594	5,420,215	2,999,376	2,420,839	20,675,443	10,540,951	10,134,492	38,971,992	19,862,519	19,109,473	12,436,998	6,581,114	5,855,884										
<b>Frequency of internet use</b>	2,725,087	1,790,382	934,705	97,899	63,228	34,671	336,911	237,020	99,891	1,639,738	1,051,740	587,998	182,647	121,207	61,440										
At least once a week but not every day	3,812,552	2,116,546	1,696,006	200,618	115,190	85,428	737,794	451,959	285,835	1,972,414	1,000,504	971,910	294,352	167,842	126,510										
Less than once or more in 2 weeks	2,895,778	1,888,905	1,006,872	210,657	142,885	67,772	541,514	356,023	185,491	1,238,469	797,116	441,353	279,030	177,936	101,093										
<b>Total population</b>	154,145,734	76,640,793	77,504,941	8,647,550	4,318,848	4,328,702	28,941,944	14,270,782	14,671,162	52,194,826	25,828,762	26,366,064	17,513,109	8,627,550	8,885,558										
<b>Population 5 years plus</b>	137,234,726	68,025,905	69,208,821	7,741,284	3,848,860	3,892,425	25,493,941	12,523,267	12,970,675	46,357,088	22,827,940	23,529,148	15,845,151	7,821,933	8,023,218										
<b>Population 15 years plus</b>	106,265,152	52,056,060	54,209,093	6,075,059	3,017,320	3,057,739	19,060,009	9,250,642	9,809,367	35,959,347	17,557,865	18,401,482	12,634,250	6,118,576	6,515,675										





**Table 2i: ICT usage by Age group and Gender**

	Total		5-14 years			15-64 years			65+ years			
	Total Number	Male Number	Female Number	Total Number	Male Number	Female Number	Total Number	Male Number	Female Number	Total Number	Male Number	Female Number
<b>Ever use computer</b>	7,670,469	4,938,372	2,732,097	683,288	392,080	291,208	6,916,457	4,496,688	2,419,769	70,724	49,604	21,120
<b>Ever use internet</b>	9,158,304	5,599,513	3,558,791	425,264	222,812	202,451	8,635,953	5,299,888	3,336,065	97,088	76,813	20,275
<b>Where</b>												
Home	3,685,330	2,092,471	1,592,859	194,758	105,086	89,672	3,403,970	1,915,194	1,488,776	86,601	72,191	14,410
Work place	2,713,536	2,260,800	452,736	2,690	1,210	1,480	2,687,022	2,238,023	449,000	23,824	21,568	2,256
Education centre	1,372,683	789,032	583,650	71,760	47,046	24,714	1,300,608	741,671	558,937	316	316	0
Another persons' home	2,096,321	1,051,579	1,044,742	132,032	61,791	70,241	1,958,115	986,921	971,195	6,175	2,868	3,307
Cyber cafe	2,365,865	1,440,819	925,046	66,555	44,949	21,606	2,288,572	1,388,365	900,207	10,738	7,505	3,233
Other places	2,635,706	1,550,504	1,085,203	73,670	36,768	36,902	2,493,532	1,459,661	1,033,871	68,505	54,075	14,430
<b>Purpose</b>												
Getting information about goods or services	1,308,376	675,433	632,942	1,164	0	1,164	1,272,810	646,790	626,020	34,402	28,644	5,758
Getting information from general government organizations	484,774	353,512	131,262	0	0	0	483,923	352,661	131,262	851	851	0
Sending or receiving e-mail	1,415,088	1,111,477	303,611	923	923	0	1,412,642	1,109,030	303,611	1,523	1,523	0
Posting information or instant messaging	645,987	464,917	181,070	7,113	5,047	2,066	629,399	450,395	179,004	9,475	9,475	0
Internet banking	1,737,280	1,168,854	568,426	29,057	20,341	8,717	1,696,706	1,138,717	557,989	11,517	9,796	1,721
Playing or downloading video games or computer games	782,685	431,244	351,441	48,626	25,041	23,584	733,766	406,056	327,710	293	147	147
Downloading software	1,768,648	1,194,551	574,097	1,774	1,565	209	1,762,568	1,188,680	573,888	4,306	4,306	0
Getting information related to health or health services	387,263	325,047	62,216	0	0	0	372,958	313,283	59,675	14,305	11,764	2,541
Interacting with general government organizations	163,641	131,291	32,351	4,326	1,012	3,314	158,583	129,546	29,037	732	732	0
Telephoning over the internet/VOIP	974,733	586,059	388,674	71,932	39,964	31,968	895,163	542,250	352,912	7,638	3,844	3,794
Purchasing or ordering goods or services	953,431	339,148	614,283	53,649	46,570	7,079	899,782	292,578	607,204	0	0	0
Education or learning activities	1,486,914	940,246	546,668	58,586	39,904	18,682	1,428,328	900,342	527,986	0	0	0
Downloading movies, music, watching TV or video, or list	1,689,696	882,021	807,674	272,334	128,778	143,555	1,404,198	745,735	658,463	13,164	7,508	5,656
Reading or downloading online newspapers or magazines, e	1,262,777	876,959	385,818	23,109	15,245	7,864	1,226,421	849,125	377,297	13,247	12,589	658
<b>Ever use mobile</b>	111,302,098	57,776,504	53,525,594	18,493,702	9,706,680	8,787,022	86,777,197	44,804,637	41,972,560	6,031,199	3,265,187	2,766,012
<b>Frequency of internet use</b>												
At least once a day	2,725,087	1,790,382	934,705	3,629	2,067	1,561	2,719,118	1,786,552	932,566	2,340	1,762	578
At least once a week but not every day	3,812,552	2,116,546	1,696,006	360,010	182,174	177,837	3,386,890	1,881,833	1,505,056	65,652	52,539	13,113
Less than once or more in 2 weeks	2,895,778	1,888,905	1,006,872	81,262	58,209	23,053	2,780,038	1,802,802	977,236	34,477	27,894	6,583
<b>Total population</b>	15,415,734	7,664,079	7,750,494	4,788,058	2,458,474	2,329,598	9,768,197	4,776,236	4,991,964	858,317	429,372	428,945
<b>Population 5 years plus</b>	13,723,472	6,802,595	6,920,882	3,096,957	1,596,984	1,499,978	9,768,197	4,776,236	4,991,964	858,317	429,372	428,945
<b>Population 15 years plus</b>	10,626,512	5,205,606	5,420,903				9,768,197	4,776,236	4,991,964	858,317	429,372	428,945

**Table 2j: ICT usage by Industry and Gender**

Purpose	Total													
	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number
	Agriculture, forestry and fishing	Mining and quarrying	Manufacturing	Electricity, gas, steam and air conditioning supply	Water supply, sewerage, waste management and remediation act	Construction	Wholesale and retail trade, repair of motor vehicles and mot	Transportation and storage	Accommodation and food service activities	Information and communication	Financial and insurance activities			
<b>Ever used computer</b>	4,274,592	417,694	8,007	647,925	20,326	8,253	119,326	729,339	117,261	46,448	67,911	218,301		
<b>Ever use internet</b>	5,303,366	509,557	10,851	918,358	33,011	18,722	164,567	1,024,335	134,436	61,853	70,148	241,776		
<b>Where</b>	1,920,276	202,252	2,899	352,757	7,834	8,687	57,372	353,365	52,295	22,483	35,918	89,328		
Home	2,713,536	58,768	5,605	398,491	25,395	8,568	75,284	545,626	44,695	30,938	53,978	195,930		
Education centre	591,140	109,814	1,619	77,886	1,523	912	11,899	88,591	14,548	4,200	3,235	14,533		
Another persons' home	727,361	133,407	1,411	168,132	347	3,311	17,518	130,517	26,591	7,579	5,442	18,405		
Cyber cafe	1,473,864	159,058	2,567	286,839	9,293	6,580	54,194	238,190	52,196	11,855	22,428	54,492		
Other places	1,532,378	82,968	3,598	201,394	6,207	4,687	46,302	277,190	27,885	19,486	7,459	67,270		
Getting information about goods or services	786,822	103,341	1,874	170,794	5,564	2,839	23,802	150,582	28,085	5,035	14,988	20,160		
Getting information from general government organizations	443,860	9,624	1,268	17,098	4,633	3,418	2,620	7,756	3,309	2,401	1,853	24,194		
Sending or receiving e-mail	1,348,859	23,186	3,154	130,588	9,967	3,418	29,471	214,838	9,013	9,503	10,288	95,727		
Posting information or instant messaging	505,136	82,194	739	63,926	2,935	2,777	11,666	60,623	4,786	4,188	9,941	40,484		
Internet banking	1,057,802	114,952	739	185,030	8,262	2,875	27,663	222,895	18,817	11,287	24,712	63,886		
Playing or downloading video games or computer games	267,897	59,715	2,066	49,896	994	3,311	13,554	64,241	24,129	7,299	5,877	2,472		
Downloading software	1,197,403	127,707	2,775	200,235	7,561	1,648	47,339	248,150	33,067	15,160	25,714	55,738		
Getting information related to health or health services	375,231	5,587	1,005	63,977	1,479	1,071	17,931	93,735	6,450	5,482	8,118	30,129		
Interacting with general government organizations	137,649	13,801	35	24,601	0	0	109	23,255	3,420	93	6,232	35,519		
Telephoning over the internet/VOIP	406,793	50,924	1,364	50,352	174	1,352	5,167	67,107	6,560	1,488	3,728	11,016		
Purchasing or ordering goods or services	422,188	84,962	0	88,441	279	522	9,594	55,705	9,579	8,064	5,417	10,623		
Education or learning activities	618,814	56,546	2,982	100,287	279	1,434	18,881	128,954	11,549	6,805	6,383	27,065		
Downloading movies, music, watching TV or video, or list	939,208	79,219	1,075	216,628	4,245	1,898	38,660	224,068	33,809	18,517	6,341	14,601		
Reading or downloading online newspapers or magazines, e	780,213	49,343	0	144,901	3,626	2,640	26,286	121,634	14,206	7,894	26,445	60,026		
<b>Ever use mobile</b>	54,618,554	23,429,270	201,292	9,450,194	122,423	80,042	2,066,763	7,376,922	3,590,412	860,492	144,548	443,892		
<b>Frequency of internet use</b>	2,185,944	97,327	3,361	355,811	17,976	7,877	68,781	327,164	29,331	19,932	45,024	162,013		
At least once a day	1,513,051	198,207	5,119	320,570	11,106	9,255	60,376	298,444	49,303	19,950	17,598	38,699		
At least once a week but not every day	1,860,502	254,193	2,370	275,787	7,983	2,185	47,138	440,507	60,998	28,908	12,880	47,122		
Less than once or more in 2 weeks														



**Table 2i: ICT usage by Industry and Gender**

	Real estate activities	Professional, scientific and technical activities	Administrative and support service activities	Public administration and defence, compulsory social security	Education	Human health and social work activities	Arts, entertainment and recreation	Other service activities	Households as employers, undifferentiated goods	Activities of extraterritorial organizations and bodies
	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number
<b>Ever used computer</b>	19,067	151,582	101,654	222,260	899,749	221,102	8,073	189,584	47,918	12,811
<b>Ever use internet</b>	19,141	163,582	115,240	249,258	913,787	303,757	9,304	220,862	108,644	12,177
<b>Where</b>										
Home	9,672	82,854	51,642	86,894	269,510	98,759	5,122	76,718	43,818	10,097
Workplace	12,670	106,690	75,289	172,678	544,619	176,081	7,964	141,931	23,946	8,390
Education centre	2,720	14,007	14,729	24,963	149,452	22,973	0	17,179	14,875	1,482
Another persons' home	0	13,913	14,114	13,196	102,172	25,816	0	22,127	20,665	2,698
Cyber cafe	6,319	41,283	27,733	70,566	247,830	87,059	2,728	54,784	37,633	236
Other places	5,542	51,628	26,057	85,320	412,315	120,615	1,221	55,570	28,572	1,090
<b>Purpose</b>										
Getting information about goods or services	277	11,350	18,756	27,258	113,535	31,534	3,163	27,158	24,895	1,833
Getting information from general government organizations	679	25,138	3,301	47,354	221,303	62,750	0	2,181	1,498	1,482
Sending or receiving e-mail	778	54,937	18,127	84,726	489,428	82,996	0	69,766	2,071	6,878
Posting information or instant messaging	1,403	35,070	13,379	54,111	66,501	29,472	1,932	11,847	4,446	2,716
Internet banking	10,916	50,601	37,540	64,718	101,804	56,152	4,971	32,883	11,058	6,042
Playing or downloading video games or computer games	0	188	2,780	7,116	12,441	5,203	0	5,292	0	1,322
Downloading software	4,312	38,867	27,304	35,193	180,788	58,080	913	65,648	19,525	1,680
Getting information related to health or health services	1,556	14,747	12,408	23,320	37,789	27,606	1,333	16,942	4,457	111
Interacting with general government organizations	1,323	3,522	1,511	5,211	6,357	5,879	0	5,446	0	1,335
Telephoning over the internet/VOIP	1,594	7,696	6,667	28,117	122,396	19,384	1,215	12,240	8,253	0
Purchasing or ordering goods or services	60	6,742	11,414	5,067	66,691	29,086	666	17,467	11,810	0
Education or learning activities	3,759	21,391	15,714	21,923	134,464	29,584	100	20,267	10,446	0
Downloading movies, music, watching TV or video, or list	3,468	19,978	14,645	34,210	66,834	74,562	1,202	31,026	53,133	1,090
Reading or downloading online newspapers or magazines, e	5,361	31,606	28,340	40,447	102,624	47,558	4,998	45,823	12,376	4,078
<b>Ever use mobile</b>	68,287	344,766	421,697	766,978	1,855,483	734,080	52,809	1,586,363	994,762	27,079
<b>Frequency of internet use</b>										
At least once a day	12,145	93,448	50,885	112,730	477,965	176,013	4,243	95,432	18,520	9,967
At least once a week but not every day	5,005	41,335	36,909	69,344	146,286	61,111	3,277	69,599	51,557	0
Less than once or more in 2 weeks	4,760	32,884	33,579	75,107	342,478	78,373	1,784	65,296	43,959	2,210

**Table 2k: ICT usage by Occupation and Gender**

Purpose	Total		Managers		Professionals		Technicians and Associate Professionals		Clerical Support Workers		Service and Sales Workers		Skilled Agricultural, Forestry and Fishery Workers		Craft and Related Trades Workers		Plant and Machine Operators, and Assemblers		Elementary Occupations	
	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number	Number
<b>Ever used computer</b>	4,274,592	43,296	268,069	1,358,924	313,446	294,137	790,725	358,067	585,029	113,148	149,751									
<b>Ever use internet</b>	5,303,366	27,536	276,318	1,411,783	415,642	385,986	1,231,213	453,029	766,234	154,259	181,367									
<b>Where</b>	1,920,276	7,655	106,683	470,570	153,971	136,141	425,957	180,534	296,214	55,724	86,826									
Home	2,713,536	17,767	223,010	928,309	269,567	256,644	625,890	57,467	256,604	45,170	33,107									
Work place	591,140	5,720	8,158	181,376	39,855	34,306	106,631	94,170	80,617	8,847	31,461									
Education centre	727,361	1,223	15,566	139,409	26,811	38,120	155,442	115,026	163,833	21,873	50,056									
Another persons' home	1,473,864	4,119	69,993	353,675	113,224	105,535	291,316	140,867	267,235	66,151	61,751									
Cyber cafe	1,532,378	14,273	86,434	589,596	173,844	79,060	335,743	76,789	120,056	29,026	27,557									
Other places	786,822	5,247	25,692	147,799	58,460	39,457	162,945	91,273	182,847	31,404	41,697									
<b>Purpose</b>																				
Getting information about goods or services	443,860	8,207	16,972	289,899	33,808	42,601	21,185	10,897	10,180	4,818	5,293									
Getting information from general government organizations	1,348,859	6,673	89,602	668,202	120,629	124,920	235,942	20,379	56,383	15,851	10,277									
Sending or receiving e-mail	505,136	1,740	47,549	155,124	44,498	58,326	59,200	77,610	41,798	2,581	16,712									
Posting information or instant messaging	1,057,802	5,524	81,407	230,983	90,961	100,603	268,203	111,063	149,828	6,202	13,030									
Internet banking	267,897	0	5,602	21,543	7,166	9,660	65,447	54,558	63,168	19,768	20,985									
Playing or downloading video games or computer games	1,197,403	5,215	69,575	308,731	93,410	82,420	261,766	110,442	163,862	47,648	54,333									
Downloading software	375,231	472	45,376	90,641	44,276	28,176	85,574	6,148	56,676	6,147	11,745									
Getting information related to health or health services	137,649	1,882	15,675	41,567	13,311	11,204	21,757	12,789	14,136	4,207	1,121									
Interacting with general government organizations	406,793	1,348	9,594	155,621	14,684	34,805	77,222	45,155	50,218	6,852	11,295									
Telephoning over the internet/VOIP	422,188	0	12,535	101,599	22,548	17,805	83,290	75,619	81,118	7,064	20,609									
Purchasing or ordering goods or services	618,814	2,246	22,231	183,066	42,781	47,175	150,191	50,026	90,755	13,301	17,041									
Education or learning activities	939,208	9,643	30,900	116,246	87,295	55,283	306,364	70,223	178,781	41,316	43,156									
Downloading movies, music, watching TV or video, or list	780,213	2,963	64,238	213,142	86,296	61,498	157,907	44,228	113,402	16,536	20,003									
Reading or downloading online newspapers or magazines, e	54,618,554	110,233	560,752	2,732,777	1,015,617	972,147	9,408,361	19,255,742	10,434,618	3,267,649	6,860,659									
<b>Frequency of internet use</b>	2,185,944	12,261	192,439	822,967	244,977	174,880	332,320	89,067	242,220	26,343	48,469									
At least once a day	1,513,051	11,542	47,660	241,763	103,380	92,630	380,338	182,813	310,043	66,811	76,070									
At least once a week but not every day	1,860,502	3,733	43,696	409,105	82,150	138,726	566,790	213,031	259,650	71,457	72,162									
Less than once or more in 2 weeks																				

**Table 21: ICT usage by Broad economic sector and Gender**

	Broad economic sector : Agriculture, Industry and Service														
	Total				Agriculture				Industry				Service		
	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
<b>Ever used computer</b>	4,274,592	3,255,671	1,018,920	417,694	235,949	181,745	803,837	630,987	172,850	3,053,061	2,388,736	664,325			
<b>Ever use internet</b>	5,303,936	3,920,956	1,382,980	509,557	238,228	271,329	1,145,508	859,717	285,791	3,648,870	2,823,011	825,859			
<b>Where</b>															
Home	1,920,846	1,405,999	514,847	202,252	91,294	110,958	429,548	313,970	115,578	1,289,046	1,000,735	288,310			
Work place	2,713,536	2,260,800	452,736	58,768	33,420	25,349	513,343	466,187	47,156	2,141,425	1,761,194	380,232			
Education centre	591,140	324,965	266,175	109,814	29,974	79,841	93,839	46,542	47,297	387,487	248,450	139,037			
Another persons' home	727,361	454,480	272,880	133,407	67,571	65,836	190,719	108,950	81,770	403,235	277,960	125,275			
Cyber cafe	1,473,864	1,028,852	445,012	159,058	85,194	73,864	359,474	255,548	103,926	955,332	688,110	267,222			
Other places	1,532,948	1,126,447	406,501	82,968	39,484	43,484	262,189	200,876	61,312	1,187,791	886,087	301,705			
<b>Purpose</b>															
Getting information about goods or services	786,822	508,825	277,996	103,341	28,260	75,081	204,872	139,611	65,262	478,608	340,954	137,654			
Getting information from general government organizations	443,860	334,173	109,687	9,624	6,514	3,110	29,037	21,767	7,270	405,200	305,893	99,307			
Sending or receiving e-mail	1,348,859	1,073,383	275,477	23,186	11,745	11,441	176,598	159,951	16,647	1,149,075	901,687	247,389			
Posting information or instant messaging	505,136	393,193	111,943	82,194	48,508	33,687	82,042	65,849	16,193	340,900	278,836	62,063			
Internet banking	1,057,802	880,720	177,083	114,952	60,009	54,944	224,569	198,057	26,512	718,281	622,654	95,627			
Playing or downloading video games or computer games	267,897	216,151	51,745	59,715	36,433	23,281	69,822	57,506	12,317	138,359	122,212	16,147			
Downloading software	1,197,403	979,707	217,697	127,707	91,982	35,725	259,557	226,399	33,158	810,139	661,326	148,814			
Getting information related to health or health services	375,231	319,094	56,137	5,587	2,773	2,814	85,463	73,056	12,406	284,182	243,265	40,917			
Interacting with general government organizations	137,649	117,527	20,122	13,801	11,080	2,721	24,744	21,261	3,483	99,104	85,186	13,917			
Telephoning over the internet/VOIP	407,363	277,481	129,882	50,924	22,192	28,732	58,409	34,355	24,053	298,030	220,934	77,096			
Purchasing or ordering goods or services	422,188	322,261	289,927	84,962	8,945	76,018	98,836	31,266	67,569	238,390	92,050	146,340			
Education or learning activities	618,814	426,847	191,967	56,546	26,603	29,943	123,863	88,374	35,489	438,405	311,870	126,535			
Downloading movies, music, watching TV or video, or list	939,208	585,073	354,135	79,219	13,554	65,665	262,505	157,479	105,025	597,484	414,039	183,445			
Reading or downloading online newspapers or magazines, e	780,213	616,127	164,085	49,343	18,301	31,042	177,453	145,675	31,778	553,417	452,151	101,266			
<b>Ever use mobile</b>	54,735,495	39,397,153	15,338,343	23,510,288	15,640,715	7,869,573	11,929,813	8,050,963	3,878,850	19,295,395	15,705,475	3,589,920			
<b>Frequency of internet use</b>															
At least once a day	2,185,944	1,561,620	624,324	97,327	23,131	74,197	453,805	355,363	98,443	1,634,812	1,183,127	451,685			
At least once a week but not every day	1,513,621	1,106,038	407,583	198,207	89,400	108,807	406,426	286,680	119,746	908,988	729,958	179,030			
Less than once or more in 2 weeks	1,860,502	1,430,637	429,865	254,193	156,034	98,159	335,463	251,816	83,648	1,270,846	1,022,787	248,059			

## Technical notes

### ***Indicator HH1: Proportion of households with a radio***

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

Policy relevance: Radio and television are the most widespread ICTs in the world. They are generally reliable and are particularly useful for those parts of the world where Internet-based ICTs are not affordable, or available. For many people, especially in developing economies, radios, while an 'old ICT', remain the only communication device. Their importance as an affordable and accessible mass medium for rural and marginalized urban communities has been highlighted. Radios are largely able to overcome literacy and language barriers and, according to UNESCO, radio is the medium that reaches the widest audience worldwide – radios remain “widely accessible, relatively cheap and very simple to use” and radio is “the medium that can carry any message to any place at any time – even without electricity. In situations of conflict and natural disaster, shortwave radio provides a lifeline of information that can save lives”. Especially where Internet access is not available or affordable, radios play a very important role in delivering education or services in the areas of agriculture and health.

### ***Indicator HH2: Proportion of households with a television***

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

Policy relevance: Televisions are sometimes referred to as an 'old' ICT but remain important as a source of information, and as a means of expressing national identity. Moreover, they are widely available globally:

### ***Indicator HH3: Proportion of households with telephone***

This is the proportion of households that have a telephone. A fixed telephone line refers to a telephone line connecting a customer's terminal equipment (e.g. telephone set, facsimile machine) to the public switched telephone network (PSTN) and which has a dedicated port on a telephone exchange. This term is synonymous with the terms main station or Direct Exchange Line (DEL) that are commonly used in telecommunication documents. It may not be the same as an access line or a subscription. A mobile (cellular) telephone refers to a portable telephone subscribing to a public mobile telephone service using cellular technology, which provides access to the PSTN. This includes analogue and digital cellular systems and technologies such as IMT-2000 (3G) and IMT-Advanced. Users of both postpaid subscriptions and prepaid accounts are included.

Policy relevance: A telephone provides shared, two-way communication services to a household and therefore allows members of a household to be reached, or to make a call, without having to travel any distance. It is an important basic device to stay in contact with people and to make calls in the case of an emergency. Basic telephone services remain relatively affordable and are usually free for incoming calls, which makes them relatively accessible to low income households. At the same time, almost anyone can use a telephone since it does not require specific literacy or ICT skills. Mobile cellular telephones are becoming the predominant method of communication in many countries. Although fixed telephone lines have now been surpassed by mobile telephony globally, they are still an important affordable communication medium. Furthermore, they provide

a basis for Internet access in most economies, whether through dial-up, Integrated Services Digital Networks (ISDN), or Digital Subscriber Line (DSL) services. HH3 will help monitor trends in fixed and mobile telephony over time. In developing economies, while fixed- telephone networks are often limited to urban areas, mobile-cellular network coverage has reached about 91 per cent of their population, effectively overcoming a major infrastructure barrier.

***Indicator HH4: Proportion of households with a computer***

This is the proportion of households that have a computer. A computer refers to a desktop computer, a laptop (portable) computer or a tablet (or similar handheld computer). • Desktop: a computer that usually remains fixed in one place; normally the user is placed in front of it, behind the keyboard. • Laptop (portable) computer: a computer that is small enough to carry and usually enables the same tasks as a desktop computer; it includes notebooks and netbooks but does not include tablets and similar handheld computers. • Tablet (or similar handheld computer): a tablet is a computer that is integrated into a flat touch screen, operated by touching the screen rather than (or as well as) using a physical keyboard. It does not include equipment with some embedded computing abilities, such as smart TV sets, and devices with telephony as their primary function, such as smartphones.

Policy relevance: The availability of a computer at home allows people to carry out basic computing tasks, and store and process information, including word processing. The availability of a computer at home is also important for household members to improve their ICT skills. A computer is also an important device to access and use the Internet, in particular advanced applications and services (which are usually more difficult to use on a smartphone). Moreover, there is growing evidence of the strong association between school performance and home access and use of computers. Information on the proportion of households with a computer is critical in identifying households without a computer. Classificatory variables – such as ‘household income’, ‘rural/urban’ and other geographical classifications – can provide data to inform policies targeting households without a computer (e.g. computer subsidy schemes). Such detailed information at household level is unavailable through other data sources. This indicator is included in the ICT Development Index, and thus considered a key metric for international comparison of ICT developments.

***Indicator HH5: Proportion of individuals using a computer***

This is the proportion of individuals who used a computer from any location in the last three months. A computer refers to a desktop computer, a laptop (portable) computer or a tablet (or similar handheld computer). • Desktop: a computer that usually remains fixed in one place; normally the user is placed in front of it, behind the keyboard. • Laptop (portable) computer: a computer that is small enough to carry and usually enables the same tasks as a desktop computer; it includes notebooks and netbooks but does not include tablets and similar handheld computers. • Tablet (or similar handheld computer): a tablet is a computer that is integrated into a flat touch screen, operated by touching the screen rather than (or as well as) using a physical keyboard. It does not include equipment with some embedded computing abilities, such as smart TV sets, and devices with telephony as their primary function, such as smartphones.

Policy relevance: Using a computer is an increasingly important life skill. It allows people to carry out basic computing tasks, and store and process information, including word processing. Using a computer also allows people to improve their ICT skills and become more familiar with advanced computing functionalities. A computer is also an important means of using the Internet, in particular advanced applications and services (which are usually more difficult to use on a smartphone). Classificatory variables for individuals using a computer – such as age, sex, education level or labour force status – can help identify digital divides, for example, a gender gap or a socio-

economic divide. This information can feed policy analysis and contribute to the design of targeted policies to overcome digital divides.

***Indicator HH6: Proportion of households with Internet***

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

Policy relevance: Having Internet at home is a key indicator of information society progress because Internet access at home allows citizens to benefit from the availability of ICT services and applications on the Internet in the privacy and security of their home. For instance, for the delivery of e-government services it is critical knowing whether citizens have Internet access at home. Home Internet access has some advantages over Internet access at other locations because users are free to choose the Internet activity they want to carry out. Moreover, home Internet access is usually not limited in terms of time, or purpose, and is potentially available to all members of the household, even those lacking ICT skills (because other household members can help them, or carry out certain activities for them, for example, carrying out research or finding information).

***Indicator HH7: Proportion of individuals using the Internet***

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

Policy relevance: Internet user uptake is a key indicator tracked by policy-makers and analysts as an indication of a country's progress towards becoming an information society. Classificatory variables for individuals using the Internet – such as age, sex, education level or labour force status – can help identify digital divides in individuals using the Internet. This information can contribute to the design of targeted policies to overcome those divides.

***Indicator HH8: Proportion of individuals using the Internet, by location***

This is the proportion of individuals who used the Internet from specified locations in the last three months. The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer – it may also be by mobile telephone, tablet, PDA, games machine, digital TV etc.). Access can be via a fixed or mobile network, including wireless access at a WiFi 'hotspot'. Access via a mobile device should be classified to the appropriate location or to 'in mobility', that is while mobile. Locations of Internet use are defined as follows: • Home • Work: where a person's workplace is located at his/her home, then he/she would answer yes to the home category only • Place of education: applies only to students – teachers and others who work at a place of education would report 'work' as the place of Internet use; where a place of education is also made available as a location for general community Internet use, such use should be reported in the Community Internet access facility category • Another person's home: the home of a friend, relative or neighbor • Community Internet access facility (typically free of charge): Internet use at community facilities such as public libraries, publicly provided Internet kiosks, non-commercial telecentres, digital community centers, post offices, other government agencies; access is typically free and available to the general public • Commercial Internet access facility (typically not free of charge): Internet use at publicly available commercial facilities such as Internet or cybercafés, hotels,

airports etc., where access is typically paid for • In mobility: Use of the Internet while mobile, via a mobile cellular telephone (including devices with mobile telephone functionality) or other mobile access devices, for example, a laptop computer, tablet or other handheld device connected to a mobile phone network.

Policy relevance: HH8 can provide important information for policy-makers because it helps them to identify possible ways of increasing Internet access. A country where many people rely on public Internet access facilities could, for example, ensure that these are widely available and affordable. Conversely, if public Internet facilities exist in a country but are not much used, it could mean that there are constraints on use or that users have more convenient options. Countries may wish to track changes in location of Internet use, such as from other locations to home Internet access. Home Internet access is likely to be preferred where it is possible (e.g. it is private, safer and may be less limited in terms of purpose or time). Classificatory variables can provide useful information on differences in the location of use of the Internet by men/women, children/adults, employed/unemployed, etc. These data may inform targeted policies to reduce digital divides within a country, such as a gender gap or a socio-economic divide in individuals using the Internet.

***Indicator HH9: Proportion of individuals using the Internet, by type of activity***

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

Policy relevance: The indicator on the types of Internet activities undertaken by individuals is a key indicator in tracking the information society because it allows policy-makers, businesses and analysts to understand how Internet access is changing the way that people do business, learn, buy, communicate and interact with others, including governments. This indicator is important for the formulation of policies since it is an indication of the demand for certain online services and applications. For example, it helps government organizations understand the demand for e-government information and services. Questions on e-goods and services will help businesses and others understand the degree to which users are adopting e-commerce, etc. HH9 also provides useful information on the sophistication of Internet use and the degree of ICT skills that Internet users have. Classificatory variables can provide further information on differences in the Internet activities undertaken by men/women, children/adults, employed/unemployed, etc. This information may be used, for instance, to design policies to promote e-commerce and extend e-government services to particular target groups, in order to ensure transition towards an inclusive information society.

***Indicator HH10: Proportion of individuals using a mobile cellular telephone***

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

Disaggregation and classifications: If data allow breakdown and disaggregation, the following can be considered: • Breakdown by region, such as geographical areas, urban/ rural. • Classification by sex. • Classification by age: countries can use the following age groups for reporting on individuals' age: under 5; 5-9; 10-14; 15-24; 25-34; 35-44; 45-54; 55-64; 65-74 and 75 and over. • Classification by highest education level attained: countries can use the ISCED 2011 classification for reporting on individuals' level of education: primary education or lower (ISCED 0,1); lower secondary education (ISCED 2); upper secondary or post-secondary non-tertiary education (ISCED 3, 4); tertiary education (ISCED 5, 6); and post-tertiary education (ISCED 7, 8). • Classification by labour force status: individuals' labour force status: employee; self-employed (includes employers, own account workers, members of producers' cooperatives and contributing family workers);

workers not classifiable by status, unemployed; and outside the labour force. • Classification by occupation: countries should use the ISCO 2008 categories where these are in use (if not, use ISCO-88) for reporting on individuals' occupation: managers; professionals; technicians and associate professionals; clerical support workers; service and sales workers; skilled agricultural, forestry and fishery workers; craft and related trades workers; plant and machine operators, and assemblers; elementary occupations; and armed forces occupations (noting that armed forces personnel may be out of scope). • By type of mobile telephone, for example, to distinguish smartphone use.

Policy relevance: The proportion of individuals who use a mobile telephone is an important indicator to measure the uptake of mobile cellular technology. The indicator complements the widely available indicator on the number of mobile cellular subscriptions and does not have the same shortcomings as the latter: HH10 provides information on the number and type of people who use a mobile telephone, whereas the mobile cellular subscription indicator measures the number of subscriptions. HH10 is particularly useful for developing economies, where ICT access and use remains limited. Classificatory variables for individuals using a mobile telephone – such as age, sex, education level or labour force status – can help identify digital divides, for example, a gender gap or a socio-economic divide. This information can feed policy analysis and contribute to the design of targeted policies to overcome those divides.

#### ***Indicator HH11: Proportion of households with Internet, by type of service***

This is the proportion of households with access to the Internet, by type of service. The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer – it may also be by mobile telephone, tablet, PDA, games machine, digital TV etc.). Access can be via a fixed or mobile network. The broad types of Internet services to be identified are the following: • Fixed (wired) narrowband network: includes analogue modem (dial-up via standard telephone line), ISDN (Integrated Services Digital Network), DSL (Digital Subscriber Line) at advertised download speeds below 256 kbit/s, and other forms of access with an advertised download speed of less than 256 kbit/s • Fixed (wired) broadband network: refers to technologies at advertised download speeds of at least 256 kbit/s, such as DSL, cable modem, high speed leased lines, fibre-to-the-home/building, powerline and other fixed (wired) broadband • Terrestrial fixed (wireless) broadband network: refers to technologies at advertised download speeds of at least 256 kbit/s, such as WiMAX, fixed CDMA • Satellite broadband network (via a satellite connection), at advertised download speeds of at least 256 kbit/s • Mobile broadband network (at least 3G, e.g. UMTS) via a handset • Mobile broadband network (at least 3G, e.g. UMTS) via a card (e.g. integrated SIM card in a computer) or USB modem

Policy relevance: Information on the type of Internet access that households use enables monitoring of the uptake of broadband Internet access. It is also important in tracking the transition from fixed (wired) Internet access, to wireless access. Fixed–mobile substitution has an impact on the definition and regulation of broadband markets, because it determines to a great extent the competitive forces acting in the market. Quantitative data on fixed– mobile substitution is becoming an increasingly significant input for evidence-based market regulation. The breakdown by technology allows policy-makers to evaluate the speed and the quality of Internet connection, as each technology has different characteristics and offers different speeds. Linked to the difference in speed and quality, this will also allow for an evaluation of the differences in the potential of these technologies and what types of activities can/cannot be carried out over the Internet.



### ***Indicator HH12: Proportion of individuals using the Internet, by frequency***

This is the frequency of Internet use by individuals who used the Internet from any location in the last three months. The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer – it may also be by mobile telephone, tablet, PDA, games machine, digital TV etc.). Access can be via a fixed or mobile network. Frequency of use categories are as follows: • At least once a day: once a working day for respondents who only (or most frequently) use the Internet from work or school etc. • At least once a week but not every day • Less than once a week.

Policy relevance: HH12 provides policy-makers with an understanding of the pervasiveness of the information society as it will help them distinguish between occasional Internet users and those who use the Internet intensively. Measuring intensity of use is becoming more relevant as Internet access spreads, and the policy focus shifts from “what proportion of people use the Internet?” to “how much are people using the Internet?”. The indicator is also useful in tracking progress over time and monitoring the evolution of Internet behavior. Classificatory variables can provide further information on differences in the intensity of Internet use among men/women, children/adults, employed/unemployed, etc. These data may inform targeted policies to promote Internet use among low-usage groups, and thus contribute to a more inclusive information society.

#### ***Household***

A household is defined as a person or a group of related and / or unrelated persons who usually live together and make common provisions for food and other living essentials.

#### ***Occupation***

Occupation is classified according to the "Bangladesh Standard Classification of Occupations Bangladesh (BSCO) 2012" based on the "International Standard Classification of Occupations (ISCO-08)" developed by International Labour Organization (ILO).

#### ***Industry***

Industries is classified according to the " Bangladesh Standard Industrial Classification (BSIC), 2009" based on the "International Standard Classification of All Economics Activities (ISIC) Revision 4" developed by UNSD. A person's industry classification refers to that of his principal occupation.

#### ***Rounding of estimates***

Calculations for a category may not always be the same between tables due to independent rounding. However, the differences were insignificant. Percentages shown in the table were computed from actual absolute figures and may not always add up exactly to 100 per cent due to rounding, although the totals were shown as 100 per cent. A few question's answer are of multiple answer possible type and that's why may not always add up exactly to 100 per cent usually it should be more than 100 per cent.

**ADSL - Asymmetric Digital Subscriber Line** A technology that transforms a normal telephone line into a high-speed digital line that enables access to telephony services and the Internet at the same time. ADSL provides always-on access to Internet or TV and Video on-demand services at speeds that are 10 to 40 times faster than a standard 56k modem

**Backbone** A set of paths that local or regional networks connect to for long distance interconnection.

**Bandwidth** The physical characteristic of a telecommunications system that indicates the speed at which information can be transferred. In analogue systems, it is measured in cycles per second

(Hertz) and in digital systems in binary bits per second. It indicates how fast data can flow on a given transmission path.

**Bps - Bits per Second** Basic unit of measurement for serial data transmission capacity; abbreviated as K bps, or kiobit/s for thousands of bits per second; M bps or megabit/s for millions of bits per second; Gbps, or gigabit/s for billions of bits per second; T bps or terabit/s or trillions of bits per second.

**Broadband** An Internet access service or connection allowing a considerable amount of information to be conveyed, such as television pictures. Generally defined as a bandwidth of 512 kbps upwards.

**DSL - Digital Subscriber Line** A family of technologies generically referred to as DSL or xDSL that are capable of transforming a normal telephone line -twisted copper pairs- into a high-speed digital line. These include ADSL (Asymmetric DSL), SDSL (Symmetric DSL),

**HDSL (High data rate DSL) and VDSL (Very high data rate DSL).** DSL enabled lines are capable of supporting services such as fast Internet access and video or TV on-demand. Ducts The tubes through which cables are laid.

**E-Commerce** The action of buying online or establishing an online store-front. Also, using technology to speed up and make more efficient the transaction of commerce at all stages of the process from production to delivery.

**Fibre Optic Cable** A transmission medium that uses glass or plastic fibres rather than copper wire to transport data or voice signals. The signal is imposed on the fibres via pulses (modulation) of light from a laser or a light-emitting diode (LED). Because of its high bandwidth and lack of susceptibility of interference, fibre-optic cable is used in long-haul or noisy applications. Fibre optic strands of pure glass can carry more information than copper wires over longer distances with less possibility of interference.

**ISDN - Integrated Services Digital Network** A network based on the existing public switched telephone network. (PSTN) which provides digital links to customers and end-to-end digital connectivity between them. ISDN provides a maximum bandwidth of 128kbit/s. Internet A global network of networks, mainly narrowband, accessed by users with a computer and a modem via a service provider. Internet service provider A service provider who provides access to Internet services.

**Internet telephony** A specific type of VoIP service that uses the public Internet to carry the IP traffic (also referred to as Voice over the Internet). Intranet Closed data network linking a number of sites using standard Internet protocols

**IP - Internet Protocol** Data protocol used for routing and carriage of messages across the Internet. IPV6 is the advanced Internet protocol version which meets the problem of providing enough IP addresses to meet the needs of an ever-expanding demand for data communications worldwide.

**LANS Local area networks** = A network allowing interconnection and intercommunication. Local access Connection between the customer's premises and the local PSTN exchange. Local loop The copper wire connection between a customer's premises and the local exchange and main distribution frame.

**MBit/s - Mega (million) bits per second** A measure of the speed of transfer of digital information - how many bits can travel between two points in a second in millions of bits.

Narrowband A service or connection allowing only a limited amount of information to be conveyed, such as for telephony. This compares with broadband which allows a considerable amount of information to be conveyed.

**Network operator** The operator of an electronic communications network. Open access Where a network operator grants access to his network to any service provider who may reasonably request it.

**2G** - 2G means second generation mobile phones Which use radio spectrum within the 880–915 MHz, 925–960 MHz, 1710–1785 MHz or 1805–1880 MHz bands.

**3G** - Third generation mobile systems 3G networks use radio spectrum in the 2GHz bands

**VoIP - Voice over Internet Protocol** The generic name for the transport of voice traffic using Internet Protocol (IP) technology. The VoIP traffic can be carried on a private managed network or the public Internet (see Internet telephony) or a combination of both. Some organisations use the term 'IP telephony' interchangeably with 'VoIP'.

#### **International Telecommunication Union:**

The International Telecommunication Union (ITU) has a long history in setting standards for telecommunication statistics. Of most relevance to the Manual is the important role played by ITU in standardizing definitions of telecommunication/ICT indicators. Over 80 ICT indicators produced by ITU are defined in the Handbook for the Collection of Administrative Data on Telecommunications/ICT (2011), which is updated and reviewed regularly. ITU reviews these indicators through the Expert Group on Telecommunication/ICT Indicators (EGTI),<sup>8</sup> which was created in May 2009. The EGTI has a mandate to revise the list of ITU supply-side indicators, as well as to discuss outstanding methodological issues and new indicators. EGTI is open to all ITU members and experts in the field of ICT statistics and data collection. It works through an online discussion forum and occasional face-to-face meetings. EGTI reports back periodically to the World Telecommunication/ICT Indicators Symposium (WTIS). Some of the definitions in the Handbook are used for many of the technical terms (mobile cellular network, Internet access technologies, etc.) used in the Partnership's core indicators on access to, and use of, ICT by households and individuals.

#### **The Partnership on Measuring ICT for Development:**

Launched: June 2004 at UNCTAD XI (Sao Paulo, Brazil).

Current members: ITU, OECD, Eurostat, UNCTAD, UIS, four UN Regional Commissions (UNECLAC, UNESCWA, UNESCAP, UNECA), the World Bank, UNDESA, UNEP/Secretariat of the Basel Convention, and the United Nations University Institute for Sustainability and Peace (UNU-ISP).

Objectives: Defining a core list of ICT indicators and methodologies to collect these indicators; Helping developing economies collect ICT statistics, particularly through capacity building and hands-on training for national statistical offices; and Collecting and disseminating information society statistics in a number of formats, including global reports and databases.

Memorandum of Understanding: Signed by all partners in order to further strengthen their commitment and to provide guidelines to potential new members.

Structure: A Steering Committee (currently consisting of ITU, UNCTAD and UNECLAC) plus task groups (on e- government indicators, gender, trade in ICT services and ICT-enabled services, measurement of the WSIS targets and measuring e-waste). Some task groups have members that are not members of the Partnership.

## Members of Technical Committee

- 1) Director General, Bangladesh Bureau of Statistics
- 2) Additional secretary (Development), Statistics and Informatics Division, Ministry of Planning
- 3) Deputy Director General, Bangladesh Bureau of Statistics
- 4) Director, Industry and Labour Wing, Bangladesh Bureau of Statistics
- 5) Mr. Humayun Kabir, Deputy secretary, Ministry of Industries
- 6) Mr. Kabir Uddin Ahmed, Joint Director and Focal Point Officer, Labour Force and Child Labour Survey, BBS
- 7) Dr. Barkat-e-Khuda, Professor, Department of Economics, University of Dhaka
- 8) Dr. Zaid Bakht, Research Director, Bangladesh Institute of Development Studies
- 9) Dr. Rushidan Islam Rahman, Research Director, Bangladesh Institute of Development Studies
- 10) Mr. Nurul Islam, ex-Director, Bangladesh Bureau of Statistics
- 11) Mr. Samsul Alam, ex-Director, Bangladesh Bureau of Statistics
- 12) Sayada Munira Sultana, Programme Officer, International Labour Organization (ILO)
- 13) Representative, Ministry of Labour and Employment
- 14) Representative, Ministry of Social Welfare
- 15) Representative, General Economic Division, Planning Commission
- 16) Representative, Department of Statistics, Biostatistics & Informatics, University of Dhaka
- 17) Representative, Bangladesh Garment Manufacturers and Exporters Association (BGMEA)
- 18) Representative, Federation of Bangladesh Chambers of Commerce and Industry (FBCCI)



Peoples' Republic of Bangladesh  
 Bangladesh Bureau of Statistics  
 Statistics and Informatics Division  
 Ministry of Planning, Dhaka

## Labour Force and Child Labour Survey 2013

D P C

### Confidentiality:

All information collected in this questionnaire is confidential and will be used for research and statistical purpose only.

### Why Labour Force Survey?

The survey is the only practical way to get information on labour force and to produce employment indicators related to MDG and KILM.

### Survey objectives:

The objectives of this survey are to produce statistics on employment, unemployment, underemployment, labour migration, labour force by sector and occupation, formal and informal employment, hours work, wages etc. by gender.

### For more information:

Phone-8181416  
 Fax-8181509  
 Email-kabir.ddd@gmail.com  
 aktherstat@yahoo.com  
 r.aziza@gmail.com

### Identification:

Identifier	Description	Geo-code
PSU		
Division		
District		
Thana/Upazila		
Ward/Union		
Mauza/Mahallah		
RMO		
Selected Household No.		
Household head name		
Respondent name	Age	Male-1 Female-2
Supervisor's comment		

### Quarter & Team Information:

Identifier	Description	Code
Quarter		
Month		
Team no.		
Interview Date		

### Interview results:

Completed (fully responded)	1
Partly completed	2
Refused	3
Temporarily absent	4
Vacant, dwelling members left	5
Listing error	6

Name	Sex	ID	Signature
Interviewer			
Supervisor			
Data entry operator			

## Section-1: HOUSEHOLD INFORMATION

SI	Question	Code	SI	Question	Code
1	What is the type of tenancy occupied by your dwelling household? Owned.....1 Rented.....2 Rent-free.....3 Others (Specify) .....9	<input type="checkbox"/>	5	What is the main source of light in your household? Electricity.....1 Solar panel.....2 Kerosene.....3 Others (Specify) .....9	<input type="checkbox"/>
2	What is the type of dwelling house? Katcha.....1 Semi-pucca.....2 Pucca.....3	<input type="checkbox"/>	6	What type of toilet is used by your household? Sanitary(water-sealed).....1 Sanitary(no water-sealed).....2 Non-Sanitary/Katcha Toilet.....3 Open space/no toilet.....4	<input type="checkbox"/>
3	What is the main source of drinking water of your household? Piped/supply water.....1 Tube well/deep tube well.....2 Pond.....3 Canal/river.....4 Rain/spring water.....5 Others (Specify) .....9	<input type="checkbox"/>	7	Which is the most used fuel for cooking in your household? Wood/fire-wood.....1 Dung/leave/straw.....2 Gas/LP Gas.....3 Bio-Gas.....4 Kerosene.....5 Others (Specify) .....9	<input type="checkbox"/>
4	What is the main activity of your household? Agriculture.....1 Manufacture.....2 Service.....3 Others (Specify) .....9	<input type="checkbox"/>	8	What is the main source of income of your household? Agriculture.....1 Manufacturing.....2 Service.....3 Income recipient .....4 Remittance.....5 Others (Specify) .....9	<input type="checkbox"/>

**Section-1: HOUSEHOLD INFORMATION (Contd.)**

SI	Question	Code	SI	Question	Code
9	Does your household own/operate agricultural land?  Yes.....1 No.....2 >> Q11		10	10.1 Total area of land owned by your household..... 10.2 Others land operated by your household ..... 10.3 Own land operated by others.....	(in ..... ..... .....
11	Which of the following facilities are available in your household?		<p align="center"><b>(Yes.....1, No.....2)</b></p> Radio..... TV..... Telephone..... Mobile Phone..... Almirah/wardrobe..... Sewing machine..... Computer .....	Fridge..... Motor Cycle..... Bicycle..... Rickshaw/van..... Car/truck..... Boat with motor.....	

<p><b>12.</b> Is there any member of this household currently living another place of residence?</p> <p>Yes.....1 No.....2 <b>2&gt;&gt;Q18</b></p>	<p><b>13.</b> Name of the member</p>	<p><b>14.</b> Age of the member (completed years)  (if age &lt; 1 year &gt;&gt; '00' age &gt;= 100 year &gt;&gt; '99')</p>	<p><b>15.</b> At what age did she/he leave the household? (completed years)</p>	<p><b>15.</b> Where does she/he migrate at present?</p> <p>Same district.....1 Different.....2 Outside Bangladesh.....3 Don't know.....9</p>	<p><b>16.</b> Why did the member leave the household?</p> <p>To study.....1 To search work/for work.....2 To live with a relative.....3 Somebody forced to leave.....4 Due to conflict.....5 Due to an emergency.....6 To escape forced marriage.....7 Other (specify).....9</p>
1.	2.	3.	4.	5.	6.
<input type="checkbox"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



## Section-2: HOUSEHOLD ROSTER(For all household members)

Line No.	18. List all the household members  <small>All persons who usually live and eat together in the same house or compound and share the same housekeeping arrangement. A person is counted as a household member if she/he lives here or has been absent for less than 6 months.  Exclude- Guests and strangers  (First of all, the name of the household head, then the head's spouse, smallest son/daughter, then elder son/daughter, spouse, children from smallest to eldest, father/ mother, brother sister, father/mother in law, brother/sister in law, Other relatives, household worker and Others)</small>	19. Relation to the household head  <small>Head.....1 Husband/wife.....2 Son/daughter.....3 Father/mother/in-law.....4 Daughter/son/in law.....5 Brother/sister/in law.....6 Grand-child .....7 Other relatives.....8 Non-relatives.....9</small>	20. Sex  <small>Male.....1 Female.....2</small>	21. Age  <small>(completed years)  (If age &lt; 1 year &gt;&gt; '00'  age &gt;= 100 year &gt;&gt; '&gt;'99')</small>	22. Religion  <small>Islam.....1 Hinduism.....2 Buddhism.....3 Christianity.....4 Others.....9</small>	23. Marital Status <i>(10 years and above)</i>  <b>23.a</b> Ever married?  <small>Yes.....1 No.....2 <b>2-&gt;Q24</b></small>	23.b Current marital status  <small>Married.....1 Widow/widower.....2 Separated.....3 Divorced.....4</small>
1.	2.	3.	4.	5.	6.	7.	8.

### Section-3: EDUCATION(5 years and above)

Line No. (Copy Line No from Household Roster	24. Can she/he read and write in Bangla language?	25. Can she/he read and write in any other language? (Max. two)	26. Has she/he ever attended school?	27. Why she/he has never attended school?	28. What is the highest class that she/he passed?	29. Is she/he currently studying?	30. What class is she/he currently attending?	31. Did she/he leave school at any time before completion of a school year (drop out)?	32. What is the main reason for leaving school before completion (drop out)?	33. At what age did she/he leave school (drop out)?
1.	Yes.....1 NO.....2	No.....0 English ....1 Arabic.....2 Hindi.....3 Other.....9	Yes.....1 NO.....2 <b>1 &gt;&gt; Q28</b>	School too far.....1 To support family income.2 Education not necessary....3 To do domestic chores.....4 Parents did not want.....5 Cannot afford expense.....6 Others.....9 <b>4 &gt;&gt; Q34</b>	Pre-school.....00 Class 1.....01 Class 2.....02 Class 3.....03 Class 4.....04 PSC.....05 Class 6.....06 Class 7.....07 JSC.....08 Class 9.....09 Class 10.....10 SSC.....11 HSC.....12 Diploma.....13 Bachelor degree.....14 Masters degree.....15 PhD.....16 Don't know.....17 No class passed.....99	Yes.....1 NO.....2 <b>2 &gt;&gt; Q31</b>	Pre-school.....00 Class 1.....01 Class 2.....02 Class 3.....03 Class 4.....04 Class 5.....05 Class 6.....06 Class 7.....07 Class 8.....08 Class 9.....09 Class 10.....10 HSC.....12 Diploma.....13 Bachelor degree.....14 Masters degree.....15 PhD.....16 Don't know.....17	Yes.....1 No.....2 <b>&gt;&gt; Q34</b>	Failed examination.....1 Not interested .....2 To start working.....3 To get married.....4 To support family income.....5 Parents did not want...6 No school nearby.....7 Economic reasons (could not afford).....8 Other (SPECIFY).....9	11.

## Section-4: TRAINING STATUS (Within the last 12 months- Outside of the general education system)

Line No.	34. Has she/he received any vocational training?	35. For how long did she/he attend this training?  (Duration of the training for major two training) < 1 week.....1 1 - 2 weeks.....2 2 - 4 weeks.....3 1 - 3 months.....4 3 - 6 months.....5 > 6 months.....6	36. Describe training area she/he received? (Two major training) Mechanical/civil engineering .....01 Electrical and electronic engineering .....02 Computer.....03 Leather and Textile .....04 Catering, hotel and restaurant.....05 Craftsman/handicraft and cottage work.....06 Creative arts/artists/photography .....07 Agriculture crop production and preservation.....08 Non-crop agricultural activities.....09 Health and paramedical services .....10 Office management.....11 Driving and motor mechanic.....12 Beautician &hairdressing.....13 Tourism.....14 Journalism, mass communication.....15 Printing technology.....16 Foreign language.....17 Construction related works.....18 Furniture.....19 Welding.....20 Poultry.....21 Plumbing/pipe fitting.....22 RMG.....23	37. Source from where training (diploma/ certificate) received Government institute.....1 Non-government institute.....2 NGO .....3 Foreign institute.....4 Joint venture institute.....5 Other (Specify).....9	38. What type of training does she/he wants to receive? NO NEED of training.....00 Mechanical/civil engineering .....01 Electrical and electronic engineering .....02 Computer.....03 Leather and Textile .....04 Catering, hotel and restaurant.....05 Craftsman/handicraft and cottage work.....06 Creative arts/artists/photography .....07 Agriculture crop production and preservation.....08 Non-crop agricultural activities.....09 Health and paramedical services .....10 Office management.....11 Driving and motor mechanic.....12 Beautician &hairdressing.....13 Tourism.....14 Journalism, mass communication.....15 Printing technology.....16 Foreign language.....17 Construction related works.....18 Furniture.....19 Welding.....20 Poultry.....21 Plumbing/pipe fitting.....22 RMG.....23
	2.	3.	4.	5.	6.
1.					

### Section-5: CURRENT ACTIVITY STATUS (5 years and above)

Did she/he do any of the following work activities in last 7 days, even if only for 1 hour?

Line No. (CopyLN from HH roster)	If <b>NO</b> in all Questions 39-42, answer from Q43 If <b>YES</b> in any Question 39-42, then go to Q44						
	39. Does she/he have any kind of business/farm, for her/his own or with one or more partners? <i>Examples: Commercial farming or fishing, collecting firewood or water mainly for sale, selling things, making things for sale, repairing things, transport business, legal or medical practice, phone shop, barber, shoe shining, etc.</i>	40. Does she/he do any work for wage, salary or in kind (excluding domestic work)? <i>Examples: A regular job, contract, casual or piece work for pay, work in exchange for food or housing</i>	41. Does any work as a domestic worker for a wage, salary or any payment in kind?	42. Does she/he help, without being paid, in any kind of business run by her/his household?	43. Does she/ he have a job or business where he absent temporarily and to which she/ he will return to work?		
	(Self employed) Yes.....1 No.....2	(Employee) Yes.....1 No.....2	(Domestic Worker) Yes.....1 No.....2	(Contributing family member) Yes.....1 No.....2	Yes.....1 No.....2	.....1 .....2>> Q82	
1.	2.	3.	4.	5.	6.	7.	

**Section-5: CURRENT ACTIVITY STATUS (5 years and above) Contd.**

(Did she/he do any of the following work activities in last 7 days, even if only for 1 hour?)

Line No.  (Copy all LN from HH roster)	INDUSTRY SECTOR		OCCUPATION		
	44. What is the name of the place where she/he worked?  <i>Examples: Garments, Rickshaw service, Soap factory, Primary School, Market, Office, House, Coaching centre etc.</i>	45. What were the main goods or services produced at the work place in last 7 days?	46. What kind of work does she/he usually do in the main job/business in the last 7 days?  <i>Examples: Farmer, Rickshaw pullar, fisherman, primary school teacher, market food seller, garment worker, Tuition/coaching teacher etc</i>	47. What was the main type of work she/he did in last 7 days or services produced at the place?	
	2.	3.	5. <i>(Job title- if any)</i>	6.	7.

**Section-5: CURRENT ACTIVITY STATUS (5 years and above) Contd.**

Line No. <small>(Copy LN from HH roster)</small>	48. What is the status of her/his involved in this job/business?  Employer (Self-employed with paid employee).....01 Self-employed (Agriculture).....02 Self-employed (Non-Agriculture).....03 Contributing family member.....04 Paid employee.....05 Day labourer(Agriculture).....06 Day labourer(Non- Agriculture).....07 Apprentices/intern/ trainees (if paid).....08 Domestic worker.....09 Others (Specify).....99	49.What is the type of ownership where she/he involved in work? Govt./Autonomous.....1 Local government.....2 NGO.....3 Private enterprise (Agri).....4 Private enterprise (Non-agri).....5 Household.....6 Others.....9 <b>if 1,2,3,6&gt;&gt;Q52</b>	50. Is the business/farm where she/he works registered with any authority [GOVERNMENT ENTITY]?  Registered.....1 Registration under process.....2 Not registered.....3 Don't Know.....4	51.Is the business/farm where she/he works maintains accounts?  Written accounts...1 Verbal accounts.....2 No accounts.....3 Don't Know.....4	52.What is the basis of her/his employment?  Permanent.....1 Temporary.....2	53.What is the type of work?
1.	2.	3.	4.	5.	6.	7.

### Section-5: CURRENT ACTIVITY STATUS (5 years and above) Contd.

Line No. <small>(Copy LN from HH roster)</small>	<i>If Q48 = 05, 06, 07, 08, 09,99 then</i>											59. How many hours did she/he actually work in last 7 days)?	
	54. How many employees are employed in the business/ farm where she/he worked? Only myself.....1 <10 persons.....2 10-24 persons...3 25-99 persons...4 100-249.....5 250+.....6 Don't Know.....9	55. Is she/he employed on the basis of a written contract or an oral agreement? Written contract (unlimited time).....1 Written contract (limited time).....2 Oral agreement.....3 Don't Know.....9 <b>if 1,3,9 &gt;&gt; Q57</b>	56. Why is your contract or agreement of limited duration? On the job training.....1 Internship/Probation.....2 Seasonal work.....3 Occasional/daily work.....4 Public employment programme.....5 Specific task.....6 Others (SPECIFY).....9	57. Benefit from employer (Yes.....1, No.....2, DK.....3)						58. Where are the enterprise/business /farm located? Inside his/her house.....1 Work space next to/in front of house.....2 Factory, office, workshop,shopetc.....3 Farm, agricultural plot, river etc.....4 Workplace of employer/client.....5 Construction site.....6 At street stall/shop.....7 Not fixed place(mobile).....8 Others.....9			13.
1.	2.	3.	4.	57.a Pension or retirement fund	57.b Maternity leave	57.c Paid sick leave	57.d Day care facilities	57.e Protection equipment's or cloth	57.f Transport/subsidized food facilities	57.g Separate Toilet facility for men /woman	11.	12.	13.

## Section-6: SECONDARY WORK (5 years and above- in addition to Main job/business)

Line No. <small>(Copy LN from HH roster)</small>	60. Did she/he also do any other work/activity for wage/ salary or profit of the household within the last 7 days?  Yes.....1 No.....2 <b>2&gt;&gt;Q65</b>		61. What were the main goods or services produced at the place where she/he worked in this secondary job?		62. What was the main type of work she/he did in this secondary job?		63. What is the status of her/his involved in this job/business?  Employer.....01 Self-employed (Agriculture) .....02 Self-employed (Non-Agriculture).....03 Contributing family member.....04 Paid employee .....05 Day labourer(Agriculture).....06 Day labourer(Non-Agriculture).....07 Apprentices/intern / trainees .....08 Domestic worker.....09 Others (specify).....99		64. How many hours did she/he actually work in last 7 days?  <b>(in hours)</b>
	Description	BSIC Code	Description	BSCO Code	7.	8.			
1.	2.	3.	4.	5.	6.	7.	8.		



**Section-7: OCCUPATIONAL SAFETY & HEALTH (within the last 12 months- 5 years and above)**

Line No. <small>(Copy LN from HH roster)</small>	65. Was she/he hurt in any accident while working that caused him/her injury or illness?  Yes.....1 No.....2 <b>2&gt;&gt;Q71</b>	66. Did any of the injuries result in her/his being absent from work /school, or unable to work/ attend school, for at least one day, apart from the day of the accident?  Yes.....1 No.....2	67. Did the injuries seriously restrict her/his work or activities even though she/he was not absent from work or unable to work?  Yes.....1 No.....2	68. How many of these injuries (with lost time) did she/he have in the last 12 months?  <i>(number of accidents)</i>	69. Thinking about (this work accident or the most serious work accident), what type of injury did she/he receive?  Superficial injury.....1 Fracture.....2 Dislocation, sprain, strain amputation...3 Concussion, internal injury.....4 Burn, corrosion, scald, frostbite.....5 Acute poisoning or infection.....6 Other injury (specify) .....9	70. How many days was she/he away from work or unable to work because of the injury?  <i>If she/he was not away from work even for one day write 00</i>  <i>If Don't know, write 99.</i>  <i>If she/he expects never to return to work due to the injury, write 99.</i>
1.	2.	3.	4.	5.	6.	7.

## Section 7: OCCUPATIONAL SAFETY & HEALTH (within the last 12 months- 5 years and above)

Line No.	(Copy all LN from HH roster)	71. Is she/he exposed to any of the following hazards at work?		72. Is she/he ever been subjected to the following at work?		73. During the last 7 days when did she/he usually carry out this work?								
		Yes.....1	No.....2	Yes.....1	No.....2	During the day(6 am-6 pm).....1	In the evening/night.....2	During the day and evening.....3	On the week-end.....4	Sometimes during the day & sometimes in the evening.....5				
1.		a. Dust, fumes, loud noise or vibration			a. Constantly shouted at/ Repeatedly insulted									
		b. Fire, gas, flames												
		c. Extreme cold or heat												
		d. Dangerous tools (knives, blades, etc)												
		e. Work underground or at heights												
		f. Work in water/pond/river												
		g. Workplace too dark or confined/ insufficient ventilation												
		h. Chemicals (pesticides, glues, etc.), Explosives												
		i. Other things (specify)												

**Section-8: INCOME STATUS (5 years and above) (BOTH MAIN + SECONDARYJOB)**

**(for Paid Employees + Daily labour + Paid Apprentice/Trainee+ Domestic Worker)**

**(If Q48 or Q 63 = 05, 06, 07, 08, 09,99 then)**

Line No. (Copy LN from HH roster)	74. What is the periodicity of payment?		75. What is the periodicity of payment?		76. What is the gross income in last 7 days?		77. What is the gross income in last 1 month?  (BOTH MAIN + SECONDARY JOB)  (in cash and kind-TK.)	
	(MAIN JOB)	(SECONDARY JOB)	Daily	Weekly	Monthly	Other		76.a (in cash-TK.)
1.	2.	3.	4.	5.	6.			

**Section-9: UNDEREMPLOYMENT (For all employed persons, Not Applicable for Q-43=No)**

Line No.  (Copy LN from HH roster)	78. Did she/he look for additional work/new work in last 1 month?  Yes (additional)....1 Yes(new work)....2 No.....3 >>>Q81	79. Why did she/he look additional work/new work in last 1 month?  Present job is temporary.....1 Fear of losing present job.....2 To work more hours .....3 To have a better paid job/activity.....4 For better use of skills&education.....5 To get more salary.....6 Health reason.....7 Better work environment.....8 Others.....9	80. How many more hours did she/he want to work in last 7 days?  (in hours)  >> Q90	81. Why didn't she/he work more hours in last 7 days?  Do not want more hours.....1 Could not find more work.....2 Lack of finance/raw materials.....3 Off season.....4 Industrial dispute.....5 >>> Q90 Student.....6 Household duties.....7 Illness/disability.....8 Others.....9
1.	2.	3.	4.	5.

Section-10: UNEMPLOYMENT (UNEMPLOYED PERSONS ONLY, Applicable for Q 43=No)

Line No. (Copy LN from HH roster)	82. Is she/he previously employed?	83. Why did you stop that job?	84. Did she/he look for job/work during the last 1 month?	85. What was the main mode of look for work?	86. Why didn't she/he look for any job/business in last 1 month?	87. Was she/he available to work during the last 7 days?	88. How long has she/he been available for work?	89. What was the reason for her/his not being available for work in last 7 days
1.	Yes.....1 No.....2 2>>Q84	For better job.....1 Dismissed.....2 Adverse environment in workplace.....3 Temporary job ended.....4 Health reason.....5 Moved area.....6 Started education7 Marriage.....8 Others.....9	Yes.....1 No.....2 2>>Q86	Government employment centre.....01 Private employer.....02 Private employment centre.....03 Visiting factory/farm.....04 Friends/relatives.....05 News paper advert.....06 Internet.....07 Exploring opportunity to run own firm/business.....08 Waited on the street to be recruited for casual work Others.....99 . . . . . After any answer in Q8 5 >>Q87	Was Waiting for work.....01 No jobs available.....02 Off-season.....03 Awaiting for setting self business.04 Illness, injury, disability.....05 In school/training.....06 Personal family responsibility.....07 Inadequate work.....08 No desire to work.....09 Other reason (SPECIFY).....99	Yes.....1 No.....2 2>>Q89	0-1 month .....1 1-6 months.....2 6-12 months.....3 1-2 years.....4 2 + years.....5 After any answer in Q88>>Q90	In school/training.....1 Housework/family work.....2 Illness, injury, disability.....3 Retired, too old for work.....4 Too young or too old to work.....5 Off-season.....6 No desire to work.....7 Other (specify).....9

## Section-11: NON-ECONOMIC ACTIVITY(For all persons 5 years and above)

90. Did she/he do any of the following non-economic activity in last 7 days?

Line No.  (Copy LN from HH roster)	Type of activity ( NOT for wage, salary or profit of the household )									
	90a.Cooking (in hours) 2.	90b.Cleaning utensil/house (in hours) 3.	90c.Shopping for own household (in hours) 4.	90d.Caring for child/old/sick (in hours) 5.	90e.Washing and cleaning of clothes/dishes/ yards (in hours) 6.	90f.Volunteer work (help others: without pay) <small>(Example- health care,education, social welfare, charity, emergency response, environment protection, sports and culture, legal service)</small> (in hours) 7.	90g.Apprentices /intern/trainees (if un-paid) (in hours) 8.	90h.Other household tasks (specify) (in hours) 9.	90i.Total hours (in hours) 10.	

**Section-12: PRODUCTION OF GOODS FOR OWN FINAL CONSUMPTION (all persons 5 years and above)**

Line No. (Copy LN from HH roster)	91. During the last 7 days, did she/he do any of the following activities?								91.g What were the purpose of the farm or fish products or other goods that she/he produced or helped produce in the last 7 days?  Only for own household use.....1 Mainly for own household use but partly for sale.....2	
	91.a Does she/he work on her/his own plot, farm, or help grow farm produce or tending animal for the household's own consumption? Examples: Plugging harvesting, tending livestock (in hours)	91.b Do any construction or major repair work on her/his own house, farm plot or business? (in hours)	91.c Catch any fish, prawns, shells, wild animals or other food for the household's own consumption? (in hours)	91.d Fetch water or collect firewood for household use? (in hours)	91.e Produce clothing, furniture or other goods for household use? (in hours)	91.f Total hours worked (in hours)	7.	8.		
1.										





## Section-14: ICT ACCESS(For all persons 5 years and above Within the last 12 months)

Line No. (Copy all LN aged 5+ years from HH roster)	99. Have you used a computer from any location?	100. Does this household/any member of this household have Internet access at home, regardless of whether it is used?	101. Have you used the Internet from any location?	102. Where did you use the Internet? (select all that apply)	103. For which of the following activities did you use the internet for private purposes (from any location)? (select main three that apply)**  If not use then write code 00	104. Have you used a mobile cellular telephone?	If Q 101=code 2,not applicable	
							105. What type/s of internet access services are used for internet access at home? (select all that apply)	106. How often did you typically use the internet(from any location)?
1.	2.	3.	4.	5.	6.	7.	8.	9.

**\*\* Codes for Question**

- 1. Getting information about goods or services
- 2. Getting information related to health or health services
- 3. Getting information from general government organizations
- 4. Interacting with general government organizations
- 5. Sending or receiving e-mail
- 6. Telephoning over the Internet/VoIP
- 7. Posting information or instant messaging
- 8. Purchasing or ordering goods or services
- 9. Internet banking
- 10. Education or learning activities
- 11. Playing or downloading video games or computer games
- 12. Downloading movies, music, watching TV or video, or listening to music
- 13. Downloading software
- 14. Reading or downloading online newspapers or magazines, electronic books



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