



Survey on ICT access and use in Households and by Individuals 2023

Ministry of Digital Economy
and Entrepreneurship

Jordan



Introduction

The annual Survey on Information and Communication Technology (ICT) Access and Use provides valuable insights into telecommunications and information technology usage within Jordanian households and by their individual.

By surveying a sample of (8,263) households across the nation, the survey offers a comprehensive view of ICT penetration, usage patterns, and barriers to adoption. This information is crucial for policymakers and decision-makers in the sector, enabling them to formulate effective strategies to promote digital inclusion and drive technological advancement in Jordan.

This report presents key findings from the 2023 survey, highlighting the current state of ICT access and use in Jordanian households.



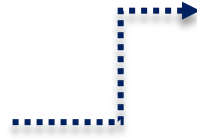
Telephone

Households with a fixed phone



2022 2.4%

2023 3.7%



0.4%

Rural



4.0%

Urban



Households with a mobile phone



2022 99.0%

2023 99.2%



Households with
a smartphone

95.1%

2022



Households with
a smartphone

95.7%

2023

Individuals who use a mobile phone*

95.3%



Individuals who own a mobile phone*

86.1%



Individuals who own mobile phones worldwide

78%



Individuals who own Mobile Phones in the Arab region



82%

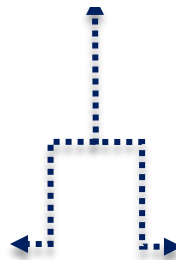
Individuals who own a smartphone

83.2%



Male

84.7%



Female

81.6%



*Above 5 years

Average monthly household expenditure on telephone services



2022

The average expenditure on fixed phones is (6.2) JD



The average expenditure on mobile phones is (10.9) JD



2023

The average expenditure on fixed phones is (17.1) JD



The average spending on mobile phones is (22.6) JD



Computer

Households with a computer



27.2% 2022

36.4% 2023



Desktop computer

3.7% 2022

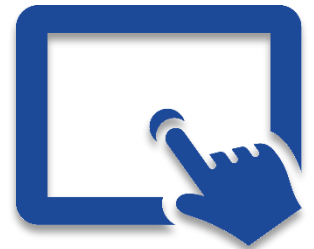
7.0% 2023



Laptop computer

21.9% 2022

28.1% 2023



Tablet computer

6.1% 2022

10.5% 2023

Availability of laptops in households

Northern Region

18.9%

Urban

29.1%



Rural

18.3%

Central Region

33.0%

Southern Region

19.5%

Individuals who use a computer*

2022

23%

2023

30.7%



The key computer skills used by individuals



Preparing electronic presentations

48.2%

Using copy and paste

86.6%



Downloading and installing software

60.2%



Sending an email with attachments

55.0%



Using Basic Formula Functions in Spreadsheets

46.8%

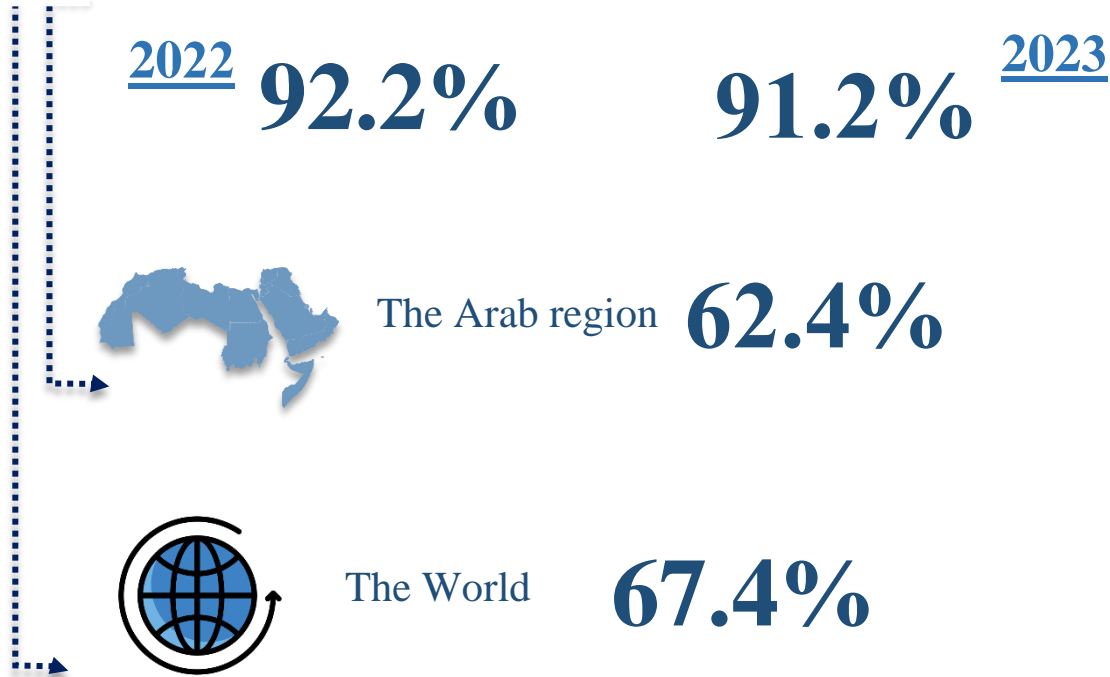


*Above 5 years


Internet





Households with Internet service



Average monthly household expenditure on the Internet by service type

14.3 JD 
Mobile broadband network through a mobile phone

22.9 JD 
Fixed broadband network such as (ADSL or FBWA)

17.7 JD 
Mobile broadband network via embedded SIM or USB key



Individuals who use the Internet*

90.5% 2022



92.5% 2023



67%

In the world



69%

In the Arab region



93.8%

Of individuals, use the Internet every day

Locations of using Internet



From home 98.7%



While commuting and walking 61.0%



Public places (such as malls and restaurants) 38.1%

*Above 5 years





E-government services

2022

2023

%23.3

%25.8

Of individuals who have used at least one of the e-government services



99.1%

The service is fully completed online

98.2%

The service is quick



98.4%

The service is easy to use

70.0%

The cost is reasonable

Post Services

2022

5.9%

2023

5%

Households use Jordan Post services

6.1%²⁰²²

18.4%²⁰²³



Households use private post services

The average household expenditure on Jordan Post services

(4.8) JD

The average household expenditure on private postal services

(23.4) JD

Services for using Jordan Post:



Bill payment 60.9%



Receiving national aid 5.4%



Sending/receiving regular packages 1.0%