Arab Republic of Egypt
Ministry of Communications
and Information Technology

Measuring the Digital Society in Egypt: Internet at a Glance
Statistical Profile
2015

Contents

1. Internet Services Provision

Egypt is the second largest country in the world with 18 maritime cables crossing 160 thousand kilometers. Currently, there are seven carrier internet licenses (Class A) and four data service providers licenses (Class B), in addition to 154 service-based ISPs' licenses (Class C) and one global peering license. All three classes' licensees (A, B and C) provide ADSL services.

Furthermore, ADSL Internet services provided by ISPs in Egypt vary in speeds reaching 24MB. Regarding the schemes of technology of internet services in Egypt, it is provided through both fixed and wireless internet. Fixed internet in Egypt is either narrowband (Dial up and ISDN) or broadband (ADSL and Leased Lines). Whereas Wireless internet is provided through the mobile network (users' handsets and USBs) and Satellite internet.

Figure 1.1
International Internet Bandwidth (in Mbps) and per capita share (in Bps) (2009-2013)

■ International Internet Bandwidth (Mbps) ■— International Internet Bandwidth per capita (BPs)
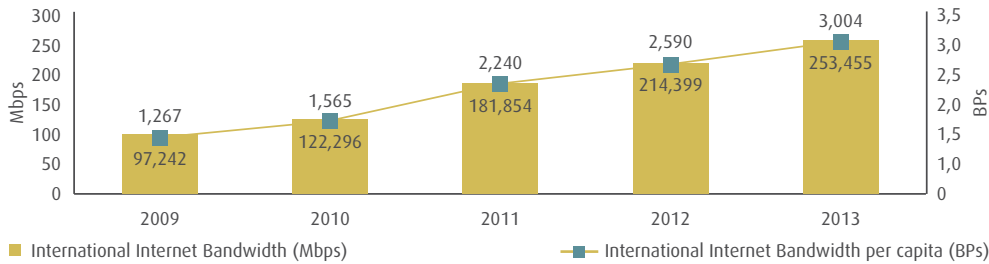
International internet bandwidth grew tremendously during the last five years, increasing by 160% from 97,242 Mbps in 2009 to 253,455 Mbps in 2013. Used capacity reached 84.7% of this available internet bandwidth in 2013.
Consequently, the international internet bandwidth per capita increased as well during the same period by 137% from 1,267 Bps to reach 3,004 Bps.

2. Beneficiary Sectors

2.1 Individuals

Internet Users and Subscriptions Evolution

Figure 2.1.1
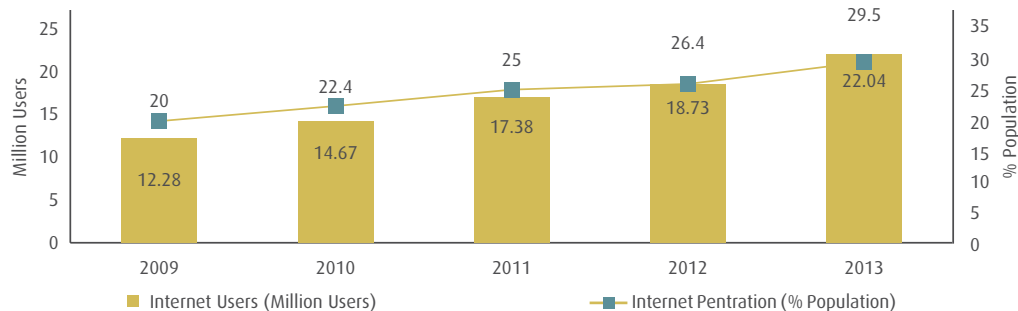Total Internet Users and Penetration Rates (2009-2013)

■ Internet Users (Million Users) ■— Internet Pentration (% Population)

Figure 2.1.2
USB Subscriptions (2009-2013)

Million Subscriptions	
2009	0.43
2010	1.47
2011	2.68
2012	3.33
2013	3.9

Figure 2.1.3
Mobile Internet Subscriptions (2009-2013)

■ % of Internet Users
■— % Mobile Subscriptions

Figure 2.1.4
ADSL Subscriptions by Speed (2013)

256 kbit/s to less than 2 Mbit/s, (84.62%)

2 Mbit/s to less than 10 Mbit/s, (15.37%)
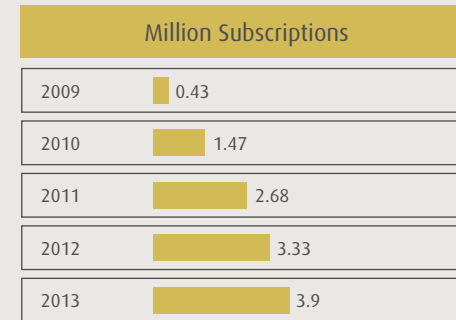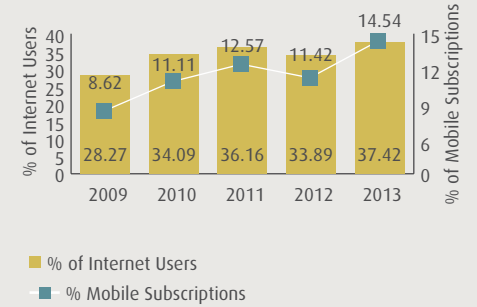
Equal to or above 10 Mbit/s Subscriptions, (0.03%)
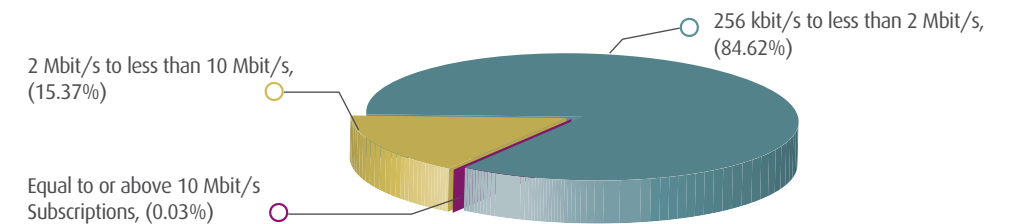
The number of internet users increased exponentially during a five-year period to reach 22 million users in 2013 compared to 12.3 million users in 2009.

Simultaneously, the number of both USB modem subscriptions and mobile internet subscriptions increased enormously during the same period (2009–2013); where the former reached 3.9 million subscriptions in 2013 and the latter reached 14.5 million subscriptions for the same year. Also users accessing the internet through the mobile handset are increasing over time to constitute 37.42% of the total internet users by 2013.

As with regards to ADSL subscriptions, it reached 2.6 million at the end of 2013, the majority of which (84.6%) are provided with speeds in the range of (256 Kbit/s to less than 2Mbit/s).

Internet Users' Demographics

Figure 2.1.5
Internet Users by Age Group (2013)

Age less than 15, (9%)
Age 45-75, (19%)
Age 25-44, (38%)
Age 15-24, (34%)

Figure 2.1.6
Internet Users by Education Level (2013)

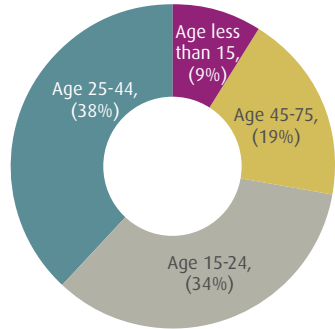|	
Lower Secondary Education	4.32%
Primary Education or Lower	5.13%
Upper Secondary or Post Secondary - Non tertiary	16.74%
Tertiary Education	73.81%

Figure 2.1.7
Internet Users by Gender (2013)

Male, (56.6%)
Female, (43.4%)

Figure 2.1.8
Internet Users by Employment Status (2013)

Uncateggorized, (1.3%)
Freelancer, (4.1%)
Out of labour force, (45.9%)
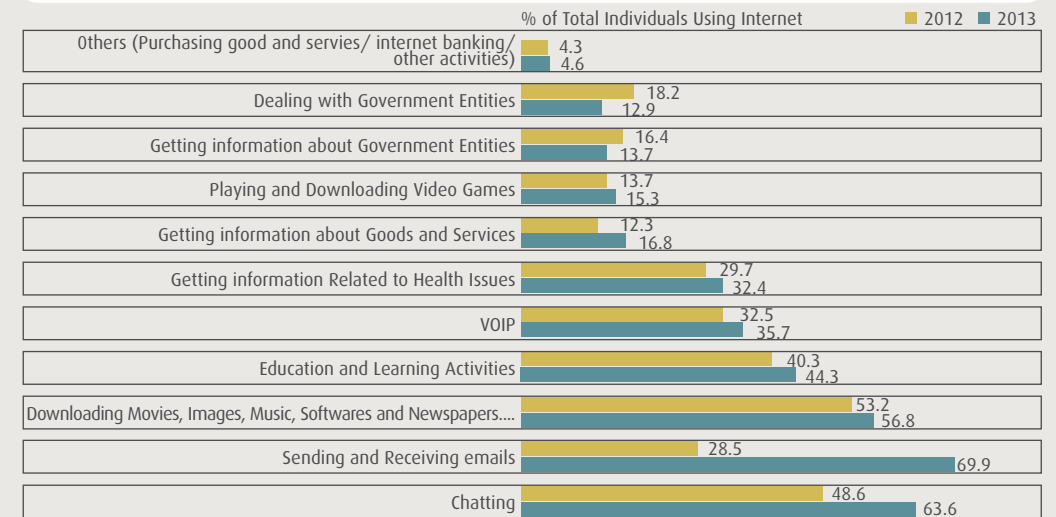Unemployed, (9.3%)
Empoloyed, (39.4%)
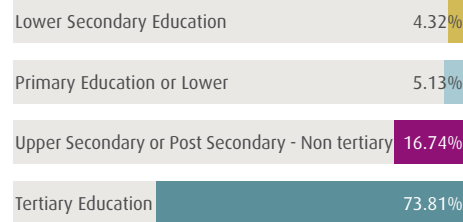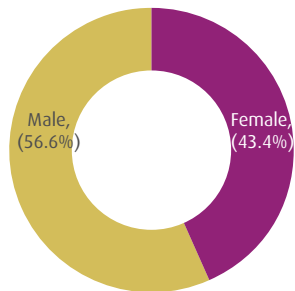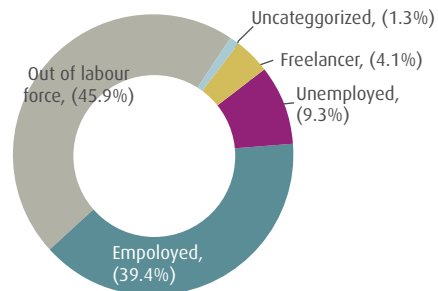
Internet Users Demographic Profile (2013):

- 56.6% of the internet users are males
- 38% of the users are between 25 and 44 years old
- More than 73% of the internet users are tertiary students, which include university students and post graduate students
- 45.9% of Internet users are out of labor force, as they include students, housewives, retired and military servants, while the employed users represent 39.4% of the total internet users.
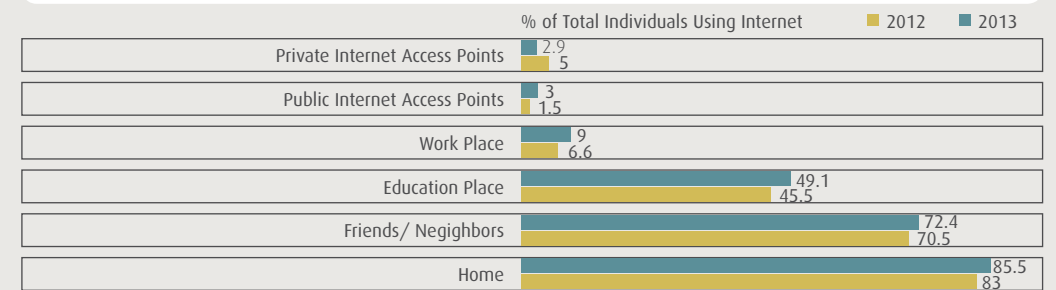
Internet Users' Behavior

Figure 2.1.9
Internet Activities Undertaken by Individuals (2012-2013)

% of Total Individuals Using Internet   ■ 2012 ■ 2013

	2012	2013
Others (Purchasing good and servies/ internet banking/ other activities)	4.3	4.6
Dealing with Government Entities	18.2	12.9
Getting information about Government Entities	16.4	13.7
Playing and Downloading Video Games	13.7	15.3
Getting information about Goods and Services	12.3	16.8
Getting information Related to Health Issues	29.7	32.4
VOIP	32.5	35.7
Education and Learning Activities	40.3	44.3
Downloading Movies, Images, Music, Softwares and Newspapers....	53.2	56.8
Sending and Receiving emails	28.5	69.9
Chatting	48.6	63.6

* Multiple answers are allowed

Figure 2.1.10
Internet Usage Location (2012-2013)

% of Total Individuals Using Internet   ■ 2012 ■ 2013

	2012	2013
Private Internet Access Points	2.9	5
Public Internet Access Points	3	1.5
Work Place	9	6.6
Education Place	49.1	45.5
Friends/ Negighbors	72.4	70.5
Home	85.5	83

*Multiple answers are allowed

Figure 2.1.11
Internet Usage Frequency (2012-2013)

% of Total Individuals Using Internet

2013
30
61.7
8.3

2012
29.4
60.2
10.4

■ Irregular ■ Daily ■ Once a Week
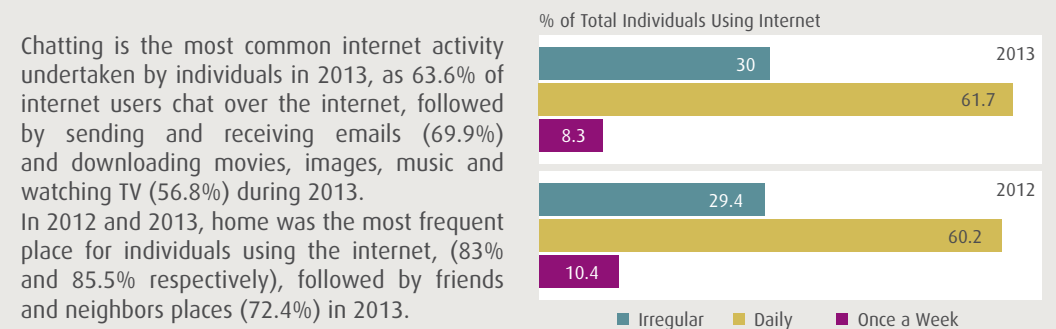
Chatting is the most common internet activity undertaken by individuals in 2013, as 63.6% of internet users chat over the internet, followed by sending and receiving emails (69.9%) and downloading movies, images, music and watching TV (56.8%) during 2013.

In 2012 and 2013, home was the most frequent place for individuals using the internet, (83% and 85.5% respectively), followed by friends and neighbors places (72.4%) in 2013.

In 2013, daily usage was the most common internet access frequency rate. In 2013, 61.7% of total internet users used internet daily, increasing from 60.2% in 2012. While 30% of the users accessed the internet on irregular pattern.

Figure 2.1.12
Challenges Preventing Individuals from Using the Internet (2013)

% of Total Individuals Who are Not Using The Internet

Challenge	Value
Security and Privacy Barriers	1.2
Cultural and Social Barriers	2.3
Lack of Free Time	2.7
Language Barriers	4.5
Technical Barriers	5.1
Unavailability Barriers (There is no Computer)	7
Affordabilty Barriers (High Communication Costs)	9.1
Knowledge Barriers (Unable to Deal with The Internet)	16.2
Lack of Interest to Deal with The Internet	67.1
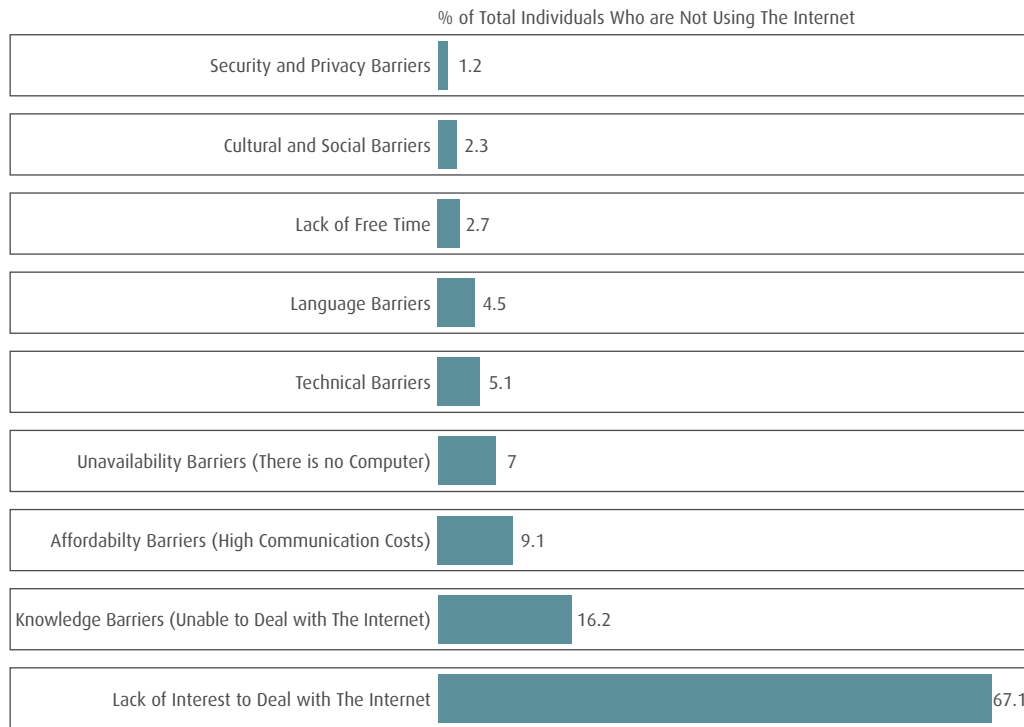
*Multiple answers are allowed

Among the challenges preventing individuals from using the internet in 2013 was the lack of interest to deal with internet (67.1% of individuals who are not using the internet). While 16.2% and 9.1% of individuals not using the internet identified knowledge and affordability, respectively, as barriers to internet usage.

2.2 Households

Figure 2.2.1
Proportion of Households using the Internet (2011–2013)
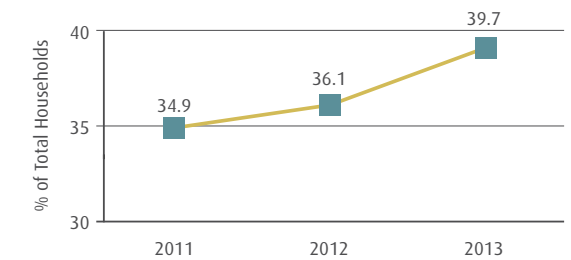
% of Total Households

Year	Value
2011	34.9
2012	36.1
2013	39.7

Figure 2.2.2
Proportion of Fixed Broadband Vs. Mobile Broadband (2011-2013)*

% of HH Using The Internet from Home

Year	Fixed Broadband	Mobile Brodband
2011	94.1	3.1
2012	94	6.1
2013	96	10
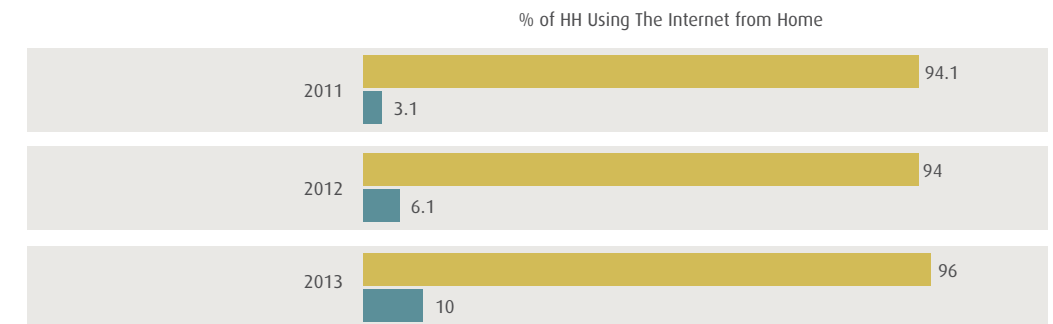
Multiple answers are allowed
* Fixed broadband includes ADSL and Leased Lines

■ Fixed Broadband ■ Mobile Brodband

Proportion of Egyptian households using the internet has increased by 4.8% during the period 2011–2013, such that 39.7% of the total Egyptian households use the internet in 2013.

As with regards to internet subscriptions technology schemes, the proportion of households using internet from home via fixed broadband, including ADSL and leased lines increased slightly from 94% in 2011 to 96% in 2013. Also mobile broadband users from the households sector surged from 3.1% in 2011 to reach 10% in 2013.

Figure 2.2.3
Internet Usage among Different Household Income Groups (2013)

% of Group Income

Income Group	Value
More than 10000	100
8000-Less than 10000	69.84
6000-Less than 8000	93.30
4000-Less than 6000	89.32
2000-Less than 4000	69.75
1000-Less than 2000	41.36
500-Less than 1000	19.65
Less than 500	16.48

All the households whose earning income is higher than LE10000 use the internet, while only 16% of the households whose earning income is less than LE500 use the internet. This means that the higher the household income, the more households use internet services.
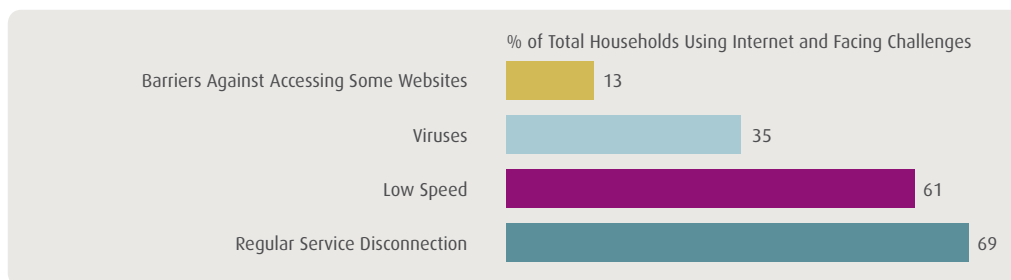
Figure 2.2.4
Challenges facing Households Using the Internet (2013)

% of Total Households Using Internet and Facing Challenges

Challenge	Value
Barriers Against Accessing Some Websites	13
Viruses	35
Low Speed	61
Regular Service Disconnection	69

*Multiple answers are allowed

Among challenges facing households' internet usage during 2013 was that 69% of the total households using internet and facing challenges were having regular service disconnection, followed by 61% suffering from low speed. While only 13% suffered from barriers against accessing some websites and 35% were complaining from viruses.

2.3 Government Entities

Figure 2.3.1
Proportion of Government Entities Using the Internet (2011-2012)
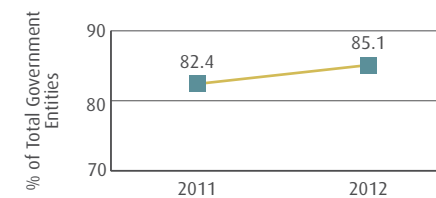
% of Total Government Entities

Year	Value
2011	82.4
2012	85.1

Figure 2.3.2
Proportion of Government Employees Using the Internet (2011-2012)

% of Total Governmental Employees

Year	Value
2011	8
2012	9
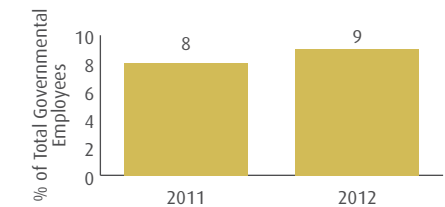
Internet usage increased in government entities between 2011 and 2012 by 2.7%. More than 85% of government entities used the internet in 2012, compared to 82.4% in 2011. This comes in line with the rise in internet usage by government employees between 2011 and 2012 by 1% to reach 9% of the total number of government employees.

Figure 2.3.3
Internet Activities Undertaken by Government Entities (2011-2012)

% of Government Entities Using the Internet   ■ 2011   ■ 2012

Activity	2012	2011
VoIP	3	3
Buying Goods and Services	8	1
Sending and Receiving Procurement or Selling Orders	10	2
Financial and Banking Transactions	10	11
Technical and Financial Offers Publications	21	19
Access to International Databases	34	36
Video Conferencing and e-Learning	38	17
Media Publications	55	54
Data and Files exchange	74	72
Research and Development	79	84
e-Mail	92	90
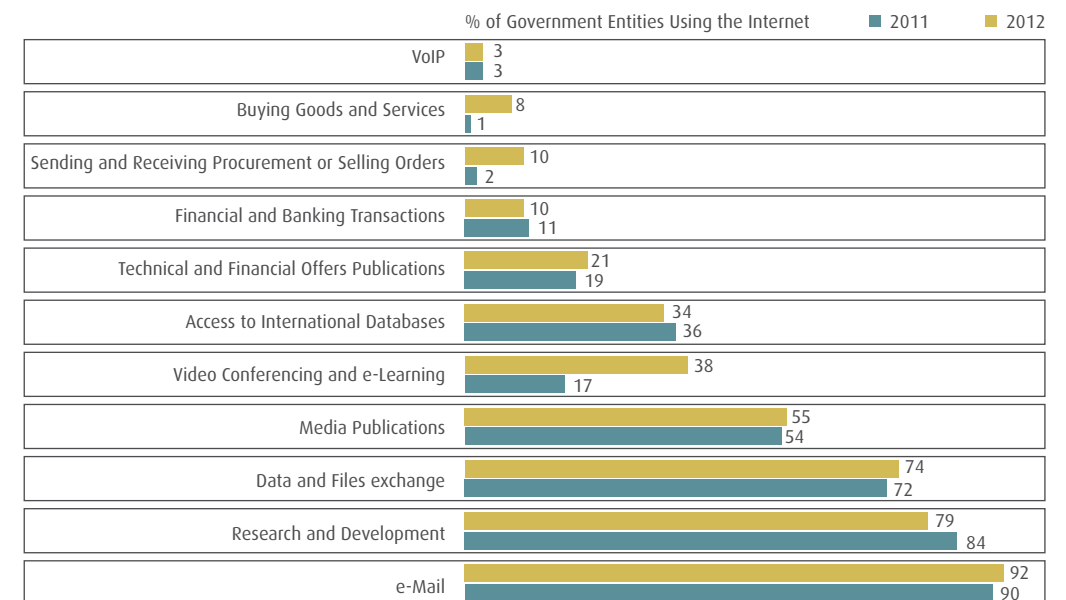
*Multiple answers are allowed

Emailing services were the most common internet activity undertaken by government entities in 2012, as 92% of government entities using internet used emailing services, increasing from 90% in 2011, followed by research and development (79%) and data and files exchange (74%) during 2012.

2.4 Business Enterprises

Figure 2.4.1
Proportion of Business Enterprises Using the Internet (2011-2012)

% of Total Private Enterprises
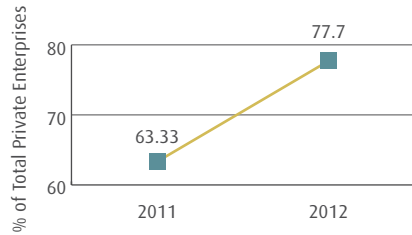
- 2011: 63.33
- 2012: 77.7

Figure 2.4.2
Proportion of Business Enterprises' Employees Using the Internet (2011-2012)

% of Total Number of Employees in The Private Sector

- 2011: 9
- 2012: 14

Figure 2.4.3
Internet Usage of Business Enterprises by Firm Size (2011-2012)

% of Group Total — ■ 2011 ■ 2012

Firm Size	2011	2012
More than 250 Employees (Large Enterprises)	86	94.5
50 - 249 Employees (Medium Enterprises)	73	90.1
10 - 49 Employees (Small Enterprises)	31	48.5
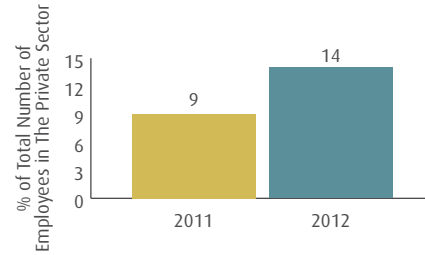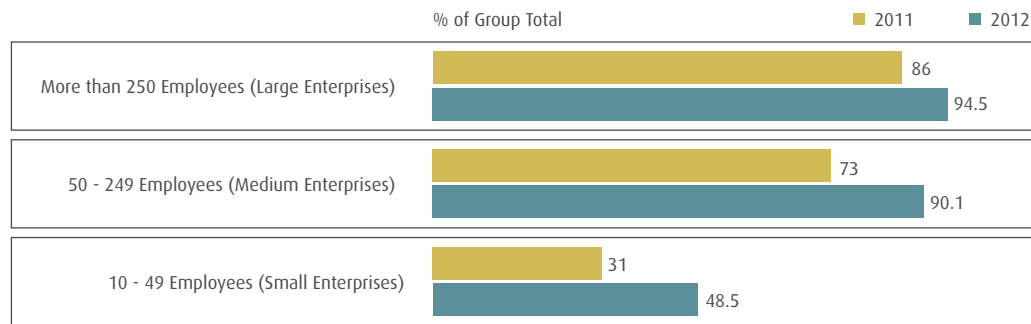
The proportion of business enterprises using the internet reached 77.7% in 2012, increasing from 63.3% in 2011. This comes in line with the rise in business enterprises' employees using the internet from 9% in 2011 to 14% in 2012.
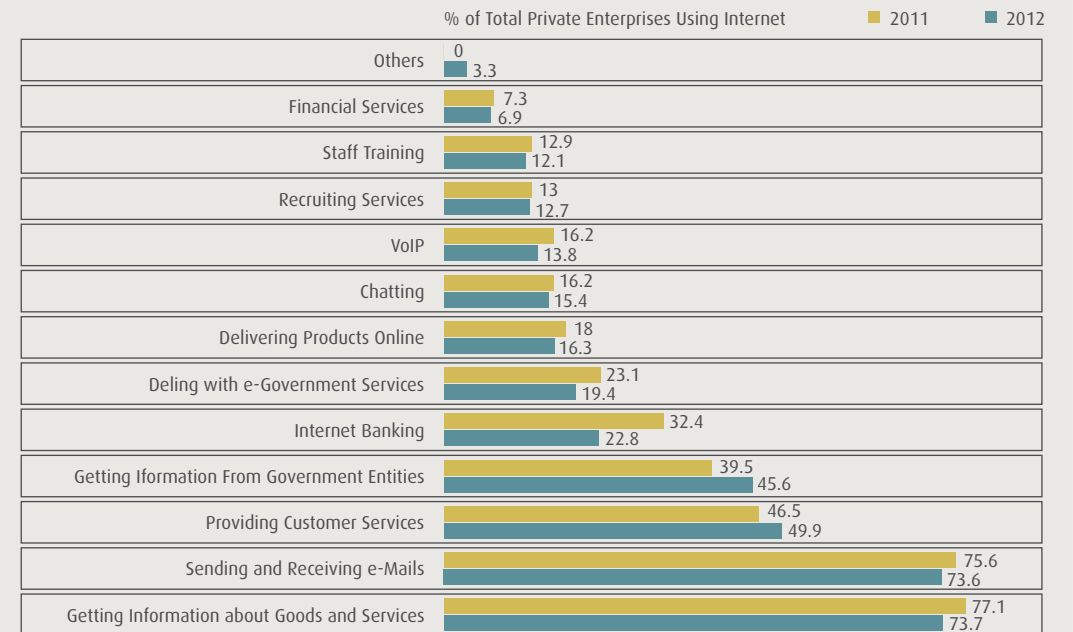
During 2012, more than 90% of the businesses using the internet were either large enterprises (more than 250 employees) or medium enterprises (50 – 249 employees).

Figure 2.4.4
Internet Usage of Business Enterprises by Sector (2011-2012)

% of Total Enterprises Working in Specified Sector — ■ 2011 ■ 2012

Sector	2011	2012
Financial Intermediation	90	92
communications	61	88
Transoprt and Storage	61	72
Hotels and Restaurants	49	71
Business and Recreational Activities	65	71
Construction	57	65
Wholesale and Retail Trade	32	47
Manufacturing	45	47
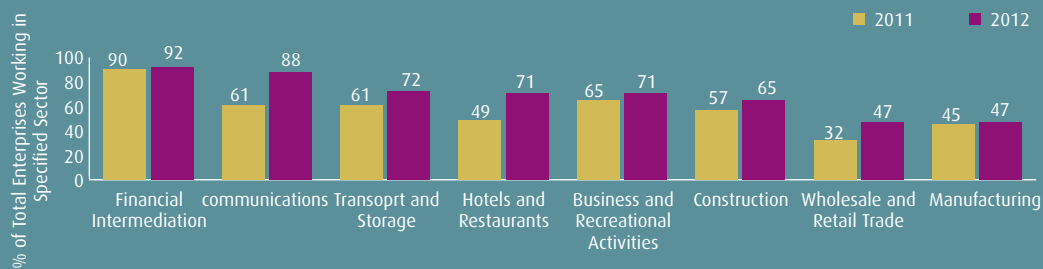
In 2012, financial and communication sectors used internet the most; where the business enterprises using the internet reached 92% and 88% respectively out of the total number of enterprises in the sector.
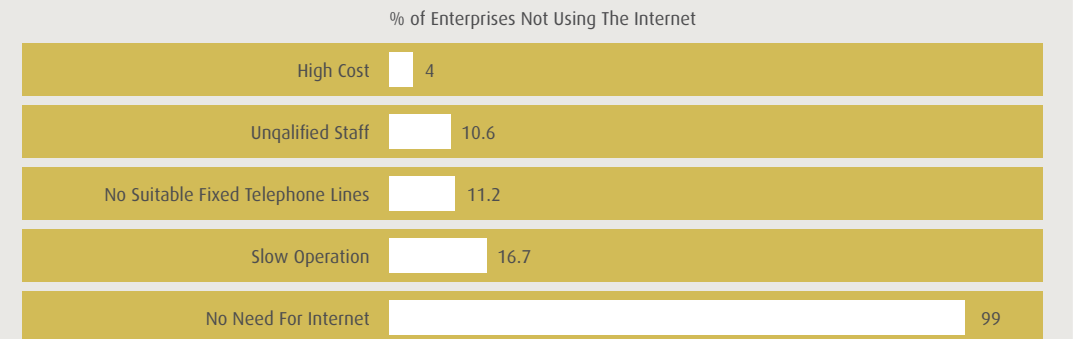
Figure 2.4.5
Internet Activities Undertaken by Business Enterprises (2011-2012)

% of Total Private Enterprises Using Internet — ■ 2011 ■ 2012

Activity	2011	2012
Others	0	3.3
Financial Services	7.3	6.9
Staff Training	12.9	12.1
Recruiting Services	13	12.7
VoIP	16.2	13.8
Chatting	16.2	15.4
Delivering Products Online	18	16.3
Deling with e-Government Services	23.1	19.4
Internet Banking	32.4	22.8
Getting Iformation From Government Entities	39.5	45.6
Providing Customer Services	46.5	49.9
Sending and Receiving e-Mails	75.6	73.6
Getting Information about Goods and Services	77.1	73.7

*Multiple answers are allowed

Getting information about goods and services (73.7%) was the most common internet activity undertaken by business enterprises in 2012, followed by sending and receiving e-mails (73.6%). Furthermore, almost half of business enterprises used the internet for providing online customer services in the same year.

Figure 2.4.6
Challenges Preventing Business Enterprises from Using the Internet (2012)

% of Enterprises Not Using The Internet

Challenge	Value
High Cost	4
Unqalified Staff	10.6
No Suitable Fixed Telephone Lines	11.2
Slow Operation	16.7
No Need For Internet	99

*Multiple answers are allowed

In 2012, 99% of the business enterprises which were not using the internet reported that they didn't need it. While slow operation and unavailability of proper telephone lines were also among the main reasons of business enterprises not using the internet, with 16.7% and 11.2% respectively.

3. Internet Contribution to Social Sustainable Development

3.1 Education Sector

Pre-University Education Internet Usage

Figure 3.1.1
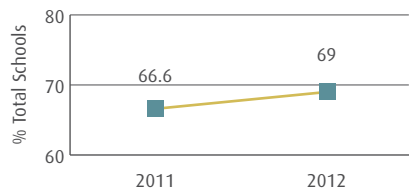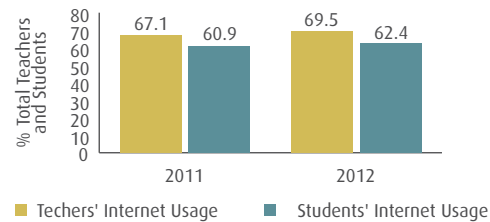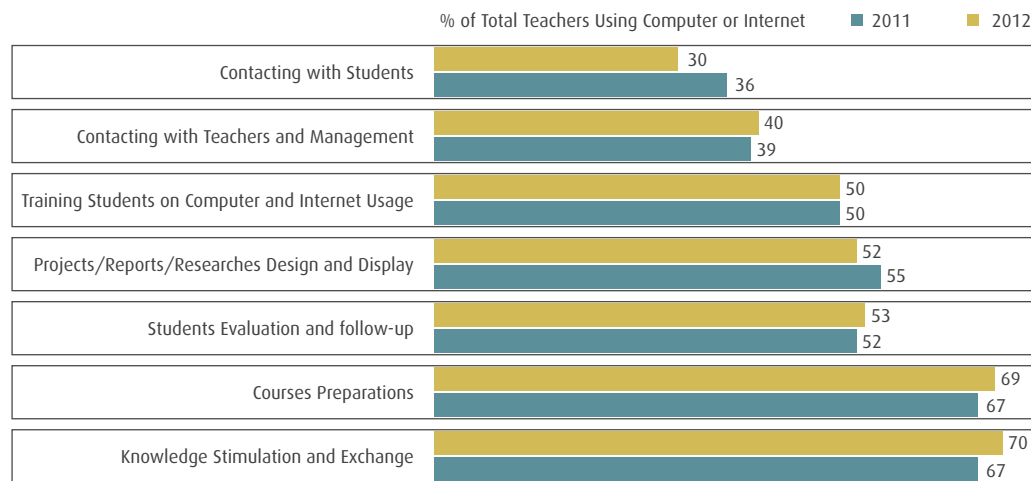Proportion of Schools Connected to the Internet (2011-2012)

% Total Schools

- 2011: 66.6
- 2012: 69

Figure 3.1.2
School Teachers Vs Students Internet Usage (2011-2012)

% Total Teachers and Students

	Techers' Internet Usage	Students' Internet Usage
2011	67.1	60.9
2012	69.5	62.4

- ■ Techers' Internet Usage
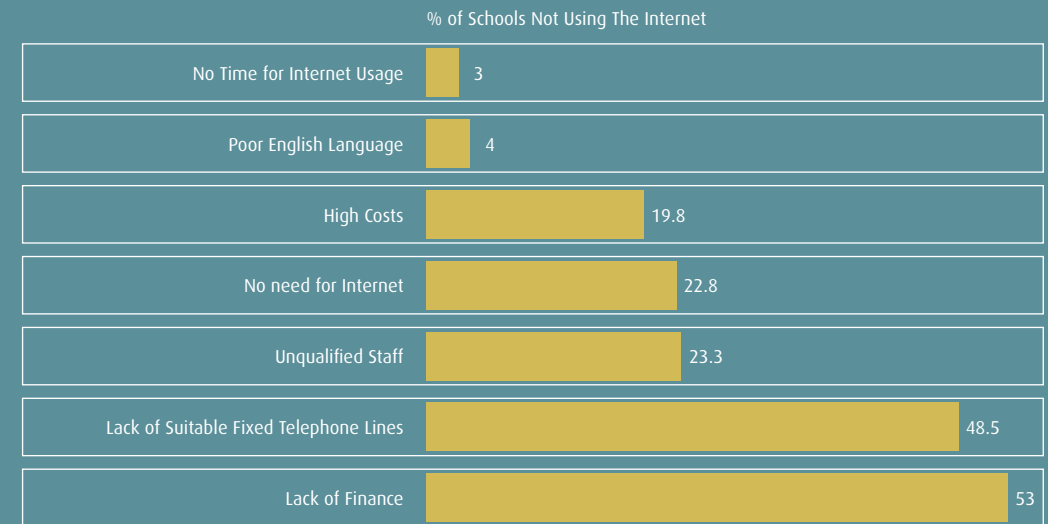- ■ Students' Internet Usage

The proportion of schools connected to the internet increased from 66.6% in 2011 to 69% in 2012, achieving a growth rate of 2.4%. This is reflected by the surge of internet usage among the school teachers and students by 2.4% and 1.5% respectively between 2011 and 2012.

Figure 3.1.3
Educational Activities Undertaken by Teachers on the Internet (2011-2012)

% of Total Teachers Using Computer or Internet   ■ 2011   ■ 2012

Activity	2012	2011
Contacting with Students	30	36
Contacting with Teachers and Management	40	39
Training Students on Computer and Internet Usage	50	50
Projects/Reports/Researches Design and Display	52	55
Students Evaluation and follow-up	53	52
Courses Preparations	69	67
Knowledge Stimulation and Exchange	70	67

*Multiple answers are allowed

Figure 3.1.4
Challenges Preventing Schools from Using the Internet (2012)

% of Schools Not Using The Internet

Challenge	%
No Time for Internet Usage	3
Poor English Language	4
High Costs	19.8
No need for Internet	22.8
Unqualified Staff	23.3
Lack of Suitable Fixed Telephone Lines	48.5
Lack of Finance	53

*Multiple answers are allowed

During 2012, schools' teachers used the internet the most in knowledge stimulation and exchange, course preparation (around 70%), and in students evaluation and follow-up (53%). Only (30%) of the teachers used the internet in contacting students.

Among challenges preventing schools from using the internet in 2012 was the lack of financial resources to access the internet (53% of the schools not using internet). The lack of fixed telephone lines to deploy internet services was the second obstacle hindering internet usage in schools in 2012 (48.5% of the schools not using internet).

University Education Internet Usage

Figure 3.1.5
Proportion of Faculties Connected to the Internet (2011-2012)
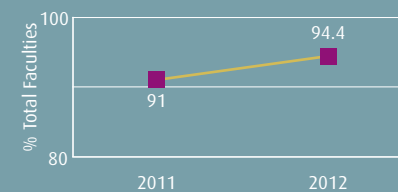
% Total Faculties

- 2011: 91
- 2012: 94.4

Figure 3.1.6
Professors Vs Students Internet Usage (2011-2012)

% Total Profess and Students

	Professors' Usage of The Internet	Students' Usage of The Internet
2011	97	86.6
2012	97.4	90

- ■ Professors' Usage of The Internet
- ■ Students' Usage of The Internet

Figure 3.1.7
Internet Activities in Faculties/Institutes (2011-2012)

% of Faculties Using Internet   ■ 2011   ■ 2012

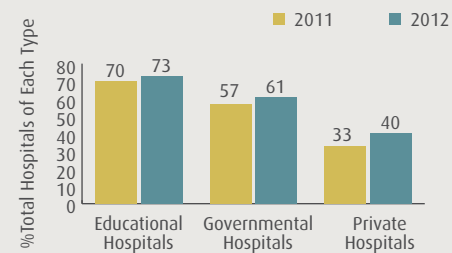| Activity	2011	2012
e-Banking and e-Commerce	12	6
VoIP	13	18
Chatting	15	19
Getting Information About Government Entities	46	47
e-Government	52	48
Recruitment	52	51
Getting Information on Goods and Services	52	65
Training of Students/ Employees/ Staff	85	68
e-Mail	99	100
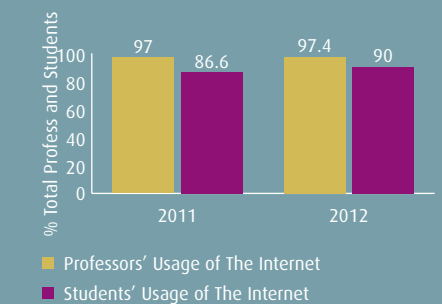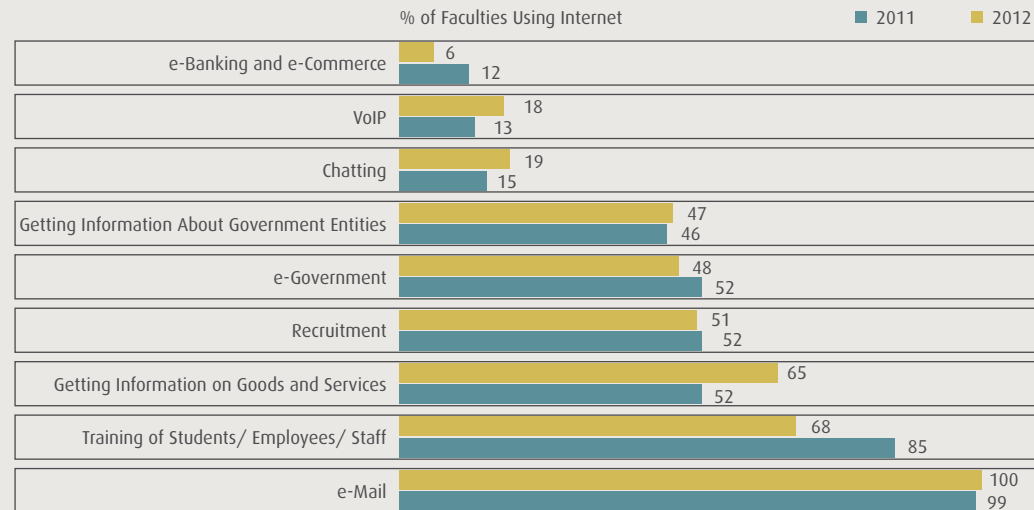
*Multiple answers are allowed

The proportion of faculties connected to the internet increased from 91% in 2011 to 94.4% in 2012 by a growth rate of 3.4%. This is reflected in the upsurge of professors and students' internet usage by 0.4% and 3.4% respectively between 2011 and 2012.

All faculties using internet sent and received e-mails in 2012, followed by training students, employees and academic staff (68%) and acquiring information on goods and services (65%).

3.2 Healthcare Sector

Figure 3.2.1
Proportion of Hospitals Connected to the Internet by Type of Hospital (2011-2012)

■ 2011   ■ 2012

%Total Hospitals of Each Type

Type	2011	2012
Educational Hospitals	70	73
Governmental Hospitals	57	61
Private Hospitals	33	40

Figure 3.2.2
Proportion of Doctors using Internet by Type of Hospitals (2011-2012)

■ 2011   ■ 2012

%Total Doctors of Each Type

Type	2011	2012
Educational Hospitals	95	98
Governmental Hospitals	81	85
Private Hospitals	81	81

The proportion of hospitals using the internet increased between 2011 and 2012 by 3%, 4% and 7% for the educational (73%), governmental (61%) and private (40%) hospitals respectively. Doctors in hospitals benefit from such access with 98% of doctors using the internet in educational hospitals and 81% of doctors using the internet in private hospitals in 2012.

Figure 3.2.3
Internet Activities in Hospitals (2011-2012)

% of Hospitals Using Internet   ■ 2011   ■ 2012

Activity	2011	2012
e-Diagnosis	5	8
e-Learning	13	17
e- Banking and Financial Transactions	11	19
Lectures/ Conferences Publication	14	19
Video Conferencing	19	20
Scientific Researches Dissemination	16	21
Contacting Hospitals and Other Medical Entities	30	29
Medical Consultancies Exchange with Patients	12	32
Getting Information on IT Applications/ Systems in Health	36	40
Getting Information about Governmental entities	50	47
Getting Information on Recent Diseases and Plagues and Systems of Remedies	55	51
Information/ Researches/Reports Exchange	41	51
Getting Information on Medical Drugs/Substitutes and Medicines	50	55
Reading Medical Newspapers and Magazines	54	56
Medical Researches/ Reports/ Images Download	55	56
Medical Consultancies Exchage with Doctors	53	57
Getting Information on Medical Apparatus	56	59
e-Mail	43	68

*Multiple answers are allowed

Concerning internet activities in hospitals using internet, sending and receiving e-mails was the most dominant internet activity in Egyptian hospitals (68%), followed by getting information on medical apparatus (59%), and medical consultancies exchange with doctors (57%) during 2012.

Figure 3.2.4
Challenges Preventing Hospitals from Using the Internet (2012)

% of Hospitals Not Using Internet

Slow Functionality	4.9
Lack of Suitable Fixed Telephone Lines	18.4
High Costs	23.6
Unqualified Staff	39
No Need For Internet Access	61.5
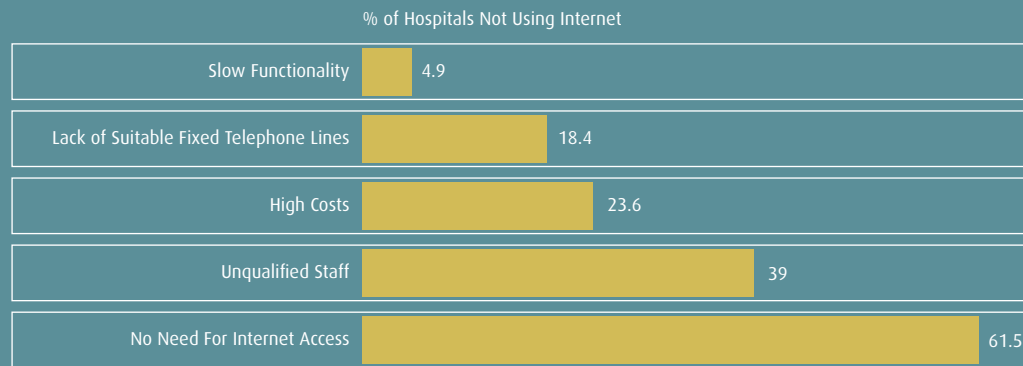
*Multiple answers are allowed

In 2012, around 61.5% of hospitals did not use internet because there was no need for it, and 39% thought their staff was not qualified enough to use the internet.

3.3 Telecentres

A telecentre is a dynamic public place providing several services such as: e-government services, initial maintenance training as well as offering core courses and applications. They serve a wide range of population with specialized training for IT trainees in addition to literacy courses and adult learning. They also contribute in empowering women via ICT tools. Furthermore, telecentres stimulate the applications of e-learning that use the sign language for the disabled people. It is worth mentioning that telecentres are mainly focusing on marginalized and remote areas.

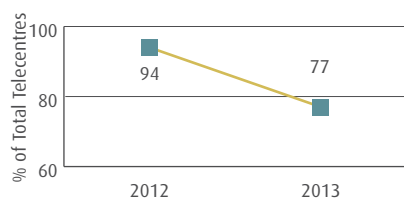## Figure 3.3.1
Telecentres Connected to Internet (2012–2013)

% of Total Telecentres: 94 (2012), 77 (2013)

Figure 3.3.2
Internet Usage by Telecentres Visitors (2012-2013)

% of Total Number of Telecentres Visitors: 93 (2012), 73 (2013)
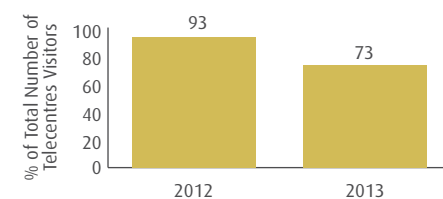
Figure 3.3.3
Internet Activities of Telecentres Users (2012-2013)

% of Total Telecentres Users   ■ 2012   ■ 2013

Activity	2012	2013
e-Banking	0	1.8
Buying Goods and Services	2	5.2
Getting Information about Goods and Services	15.7	12.8
e-Goverment Services		19
Reading and Downlading e-Books	24.4	21.6
Getting Information about Health Issues	19.3	21.6
Getting Information from The Goverments' Entities Through Their Websites or e-mails	25.4	22.2
Getting Information About Political Dvelopments and Movements	58.9	24.8
Downloading Programs/ Songs/ Programs	12.2	28.8
Communications Services	68	35.2
e-Games (Play Station, Playing Online.....)	35	37.8
Education and Learing Purposes	47.7	45.2

*Multiple answers are allowed

There is an obvious decline in the proportion of telecentres using internet between 2012 and 2013, to reach 77% in 2013 compared to 94% in 2012. This goes with the decline of telecentres visitors using the internet; decreasing from 93% in 2012 to 73% in 2013. Such decline is due to the unavailability of appropriate equipments and telephone lines and other security reasons; hindering internet accessibility in telecentres.

As with regards to internet activities undertaken in the telecentres, using the internet in education and for learning purposes was the most dominant internet activity in telecentres (45.2%), followed by e-games (37.8%) during 2013. While during year 2012 communication services (68%) and getting information about political developments and movements (58.9%) were the most dominant internet activities in telecentres.

4. Internet Usage through Smart Technologies

4.1 Mobile Data Services and Smartphones
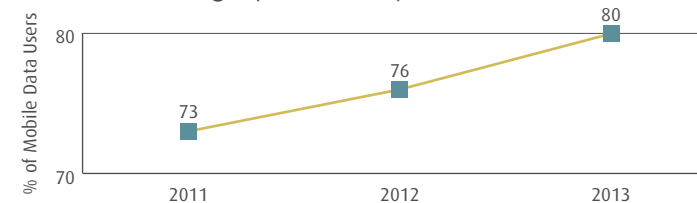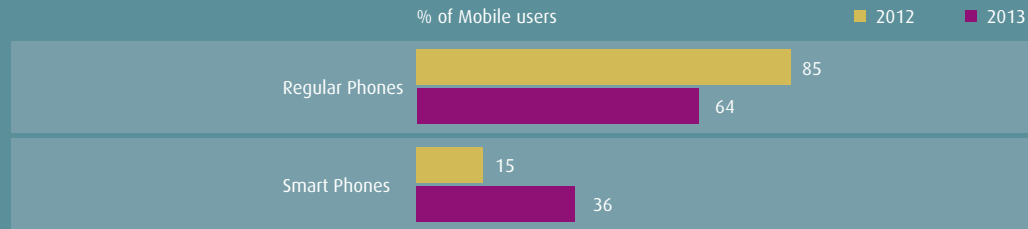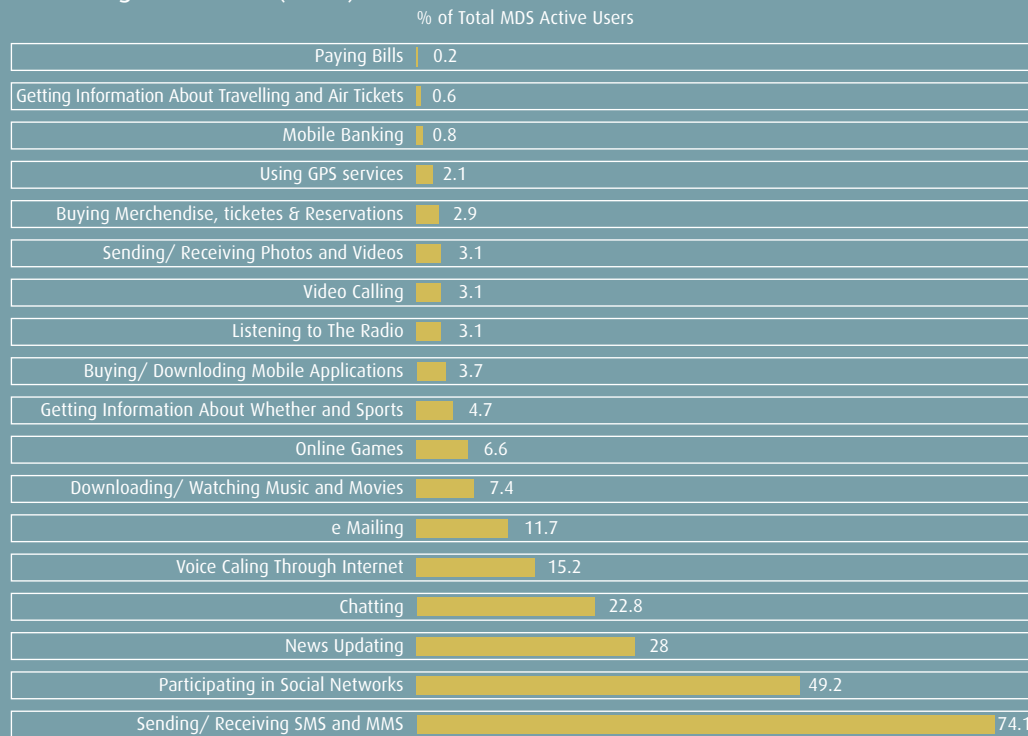
Figure 4.1.1
Active MDS Usage (2011–2013)

% of Mobile Data Users: 73 (2011), 76 (2012), 80 (2013)

Figure 4.1.2
Smartphones Usage (2012-2013)

% of Mobile users   ■ 2012 ■ 2013

Regular Phones	85 (2012)
	64 (2013)
Smart Phones	15 (2012)
	36 (2013)

In 2013, active MDS users reached 80% of the total mobile data services users, compared to 76% in 2012. During the period 2011-2013, MDS active usage witnessed a fair rise, reaching almost 7%. It is also expected to be higher in the future, due to the massive surge in mobile subscribers and the increase of awareness on the importance of MDS. Between 2012 and 2013, smartphone users increased from 15% to 36% of the total Egyptian mobile users, with a high potential for huge jumps in the future.

Figure 4.1.3
MDS Usage Activities (2013)

% of Total MDS Active Users

Activity	Value
Paying Bills	0.2
Getting Information About Travelling and Air Tickets	0.6
Mobile Banking	0.8
Using GPS services	2.1
Buying Merchendise, ticketes & Reservations	2.9
Sending/ Receiving Photos and Videos	3.1
Video Calling	3.1
Listening to The Radio	3.1
Buying/ Downloding Mobile Applications	3.7
Getting Information About Whether and Sports	4.7
Online Games	6.6
Downloading/ Watching Music and Movies	7.4
e Mailing	11.7
Voice Caling Through Internet	15.2
Chatting	22.8
News Updating	28
Participating in Social Networks	49.2
Sending/ Receiving SMS and MMS	74.1

*Multiple answers are allowed

During 2013, sending and receiving SMS and MMS was the most prevailing MDS activity used by 74.1% of users, followed by social networks (49.2%) and getting news updates (28%). These two activities are mainly correlated with the current political changes in Egypt. Meanwhile, the least MDS used activities were paying bills, getting information about travelling and air tickets and mobile banking, with 0.2%, 0.6% and 0.8% respectively.

4.2 Social Media

In 2013, 11% of the total Egyptian households used Social Networks (such as facebook, twitter, link...) on weekly bases, while almost 3% of them used it on daily bases.

Figure 4.2.1
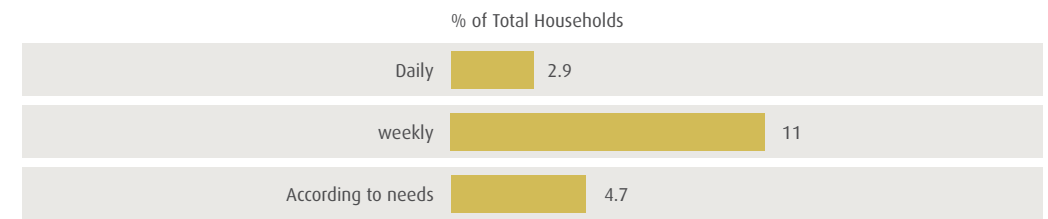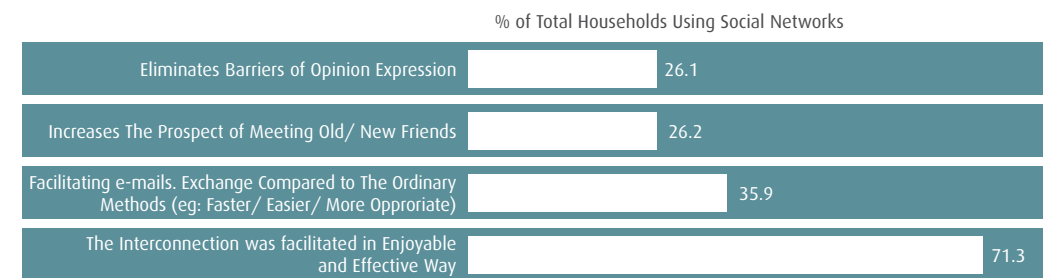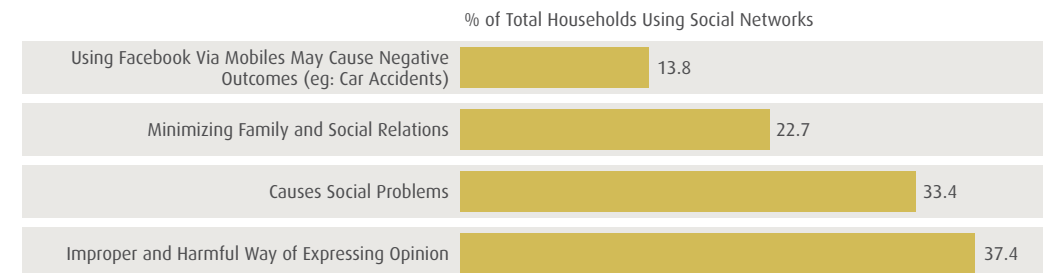Frequency of Households Using Social Networks (2013)

% of Total Households

Daily	2.9
weekly	11
According to needs	4.7

Figure 4.2.2
Positive Impacts of using Social Networks (2013)

% of Total Households Using Social Networks

Eliminates Barriers of Opinion Expression	26.1
Increases The Prospect of Meeting Old/ New Friends	26.2
Facilitating e-mails. Exchange Compared to The Ordinary Methods (eg: Faster/ Easier/ More Opporiate)	35.9
The Interconnection was facilitated in Enjoyable and Effective Way	71.3

*Multiple answers are allowed

Figure 4.2.3
Negative Impacts of using Social Networks (2013)

% of Total Households Using Social Networks

Using Facebook Via Mobiles May Cause Negative Outcomes (eg: Car Accidents)	13.8
Minimizing Family and Social Relations	22.7
Causes Social Problems	33.4
Improper and Harmful Way of Expressing Opinion	37.4

*Multiple answers are allowed

Using Social Network arouses great debate about its impact on people whether positive or negative. In 2013, 71.3% of the households using social networks claimed that social network has a positive impact on their lives through facilitating interconnection in an enjoyable and effective way. On the other hand, 37.4% of the households using social network claimed that social network affected their lives negatively due to the improper and harmful way of expressing opinion.

5. Adopting e-Solutions via the Internet

5.1 e-Commerce

Households e-commerce Usage

Figure 5.1.1
Proportion of Households Using e-Commerce Services (2011–2013)

Proportion of households using e-commerce increased by 0.2% between 2011 and 2013 to reach 0.6% of total households in 2013.
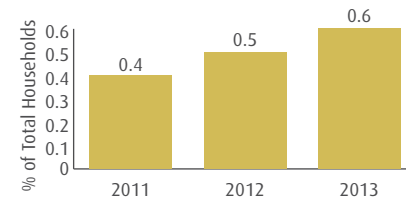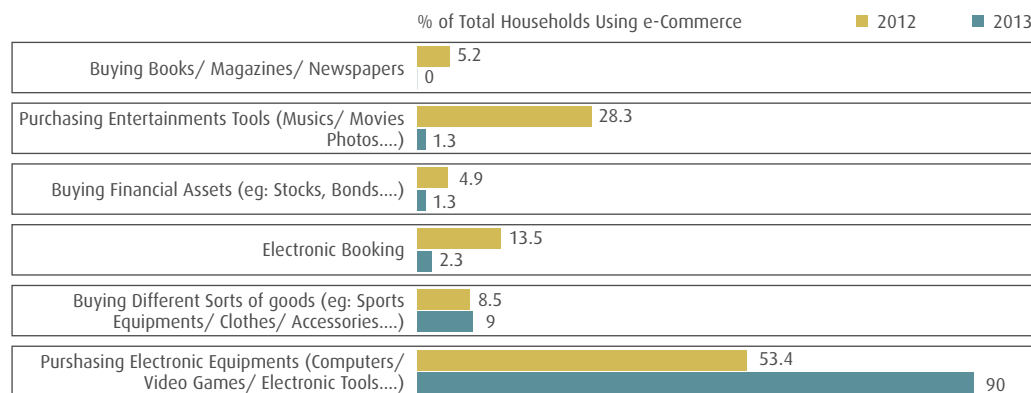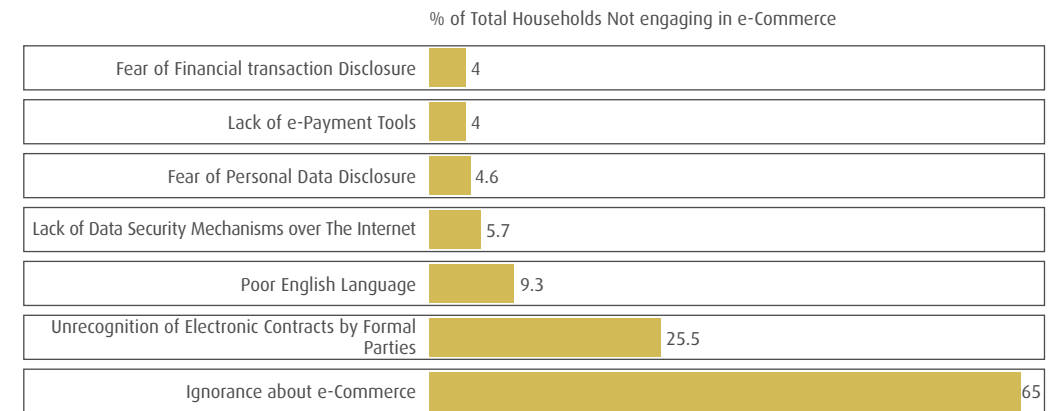

Figure 5.1.2
e-Commerce Activities Undertaken by Households (2012-2013)

% of Total Households Using e-Commerce ■ 2012 ■ 2013

Activity	2012	2013
Buying Books/ Magazines/ Newspapers	5.2	0
Purchasing Entertainments Tools (Musics/ Movies Photos....)	28.3	1.3
Buying Financial Assets (eg: Stocks, Bonds....)	4.9	1.3
Electronic Booking	13.5	2.3
Buying Different Sorts of goods (eg: Sports Equipments/ Clothes/ Accessories....)	8.5	9
Purshasing Electronic Equipments (Computers/ Video Games/ Electronic Tools....)	53.4	90

*Multiple answers are allowed

In 2013, purchasing electronic equipments (computers, video games, electronic tools...) was the most dominant activity used by households in e-commerce (90%), rising from 53.4% in 2012.

Figure 5.1.3
Challenges Faced by Households Using e-Commerce Services (2013)

% of Total Households Not engaging in e-Commerce

Challenge	%
Fear of Financial transaction Disclosure	4
Lack of e-Payment Tools	4
Fear of Personal Data Disclosure	4.6
Lack of Data Security Mechanisms over The Internet	5.7
Poor English Language	9.3
Unrecognition of Electronic Contracts by Formal Parties	25.5
Ignorance about e-Commerce	65

*Multiple answers are allowed

Among the main challenges facing households while engaging in e-commerce activities is the lack of knowledge about e-commerce (65%), followed by the unrecognition of electronic contracts by formal parties (25.5%).

Businesses e-Commerce Usage

Figure 5.1.4
Proportion of Businesses using e-Commerce services (2011–2012)

Proportion of business enterprises using e-commerce increased between 2011 and 2012 by 3% to reach 13% of total private enterprises.
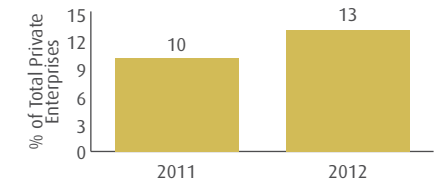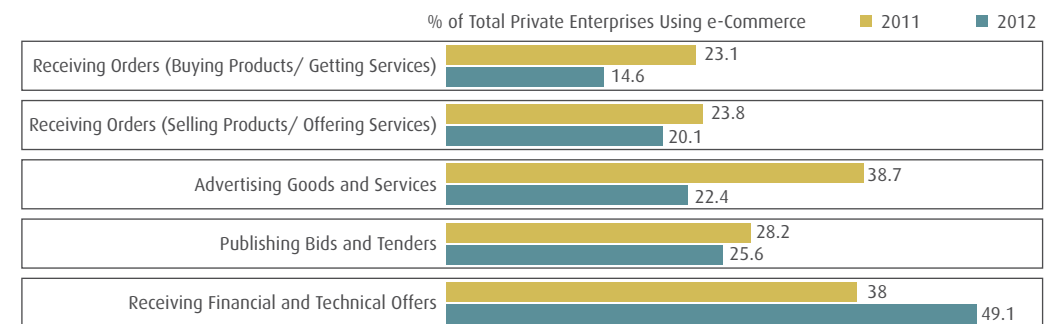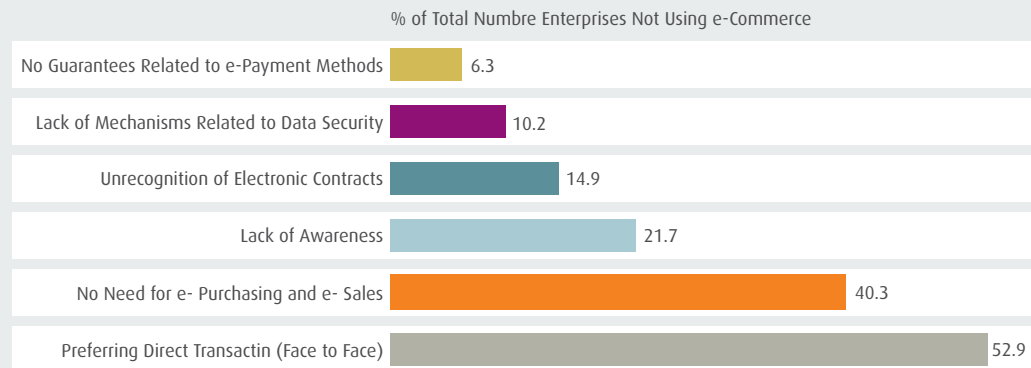

Figure 5.1.5
e-Commerce Activities Undertaken by Businesses (2011-2012)

% of Total Private Enterprises Using e-Commerce ■ 2011 ■ 2012

Activity	2011	2012
Receiving Orders (Buying Products/ Getting Services)	23.1	14.6
Receiving Orders (Selling Products/ Offering Services)	23.8	20.1
Advertising Goods and Services	38.7	22.4
Publishing Bids and Tenders	28.2	25.6
Receiving Financial and Technical Offers	38	49.1

*Multiple answers are allowed

In 2012, receiving financial and technical offers was the most dominant e-commerce activity undertaken by business enterprises using e-commerce services (49.1%) rising from 38% in 2011, followed by publishing bids and tenders (25.6%), declining from 28.2% in 2011.

Figure 5.1.6
Challenges Preventing Businesses from Using e-Commerce Services (2012)

% of Total Numbre Enterprises Not Using e-Commerce

No Guarantees Related to e-Payment Methods	6.3
Lack of Mechanisms Related to Data Security	10.2
Unrecognition of Electronic Contracts	14.9
Lack of Awareness	21.7
No Need for e- Purchasing and e- Sales	40.3
Preferring Direct Transactin (Face to Face)	52.9

*Multiple answers are allowed

During 2012, almost 53% of business enterprises that didn't use e-commerce claimed that they prefer direct transaction (face to face), while 40.3% claimed there was no need for e-purchase and e-sales transactions.

Government e-Commerce Usage

Figure 5.1.7
Proportion of Government Entities Using e-Commerce Services (2011–2012)

Proportion of government entities using e-commerce services increased between 2011 and 2012 by only 1% to reach 8% of total government entities.
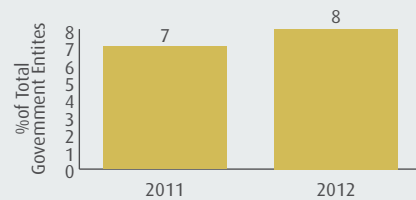
% of Total Government Entites

2011	2012
7	8

Figure 5.1.8
e-Commerce Activities Undertaken by Government Entities (2012)

% of Government Entities Engaging in e-Commerce

Receiving Orders	5.5
Sending Orders	15.1
Receiving Technical and Finacial Orders	46.6
Goods and Services Promotion	57.5
Tenders and Bids Puplication	58.9
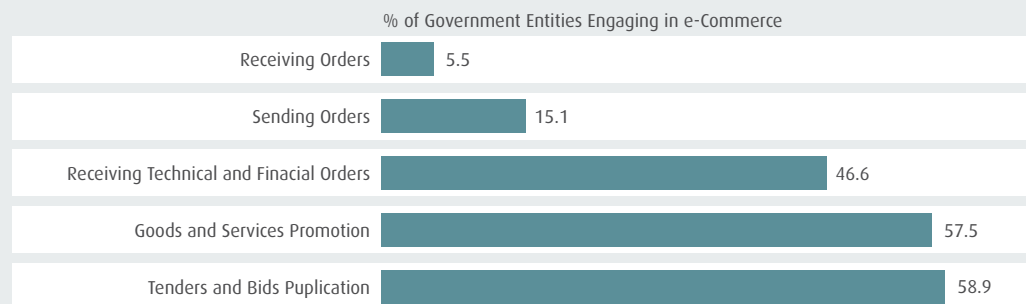
*Multiple answers are allowed

In 2012, tenders and bids publication was the most dominant e-commerce activity undertaken by government entities (58.9%) followed by goods and services promotion (57.5%).

Figure 5.1.9
Challenges Preventing Government Entities from Engaging in e-Commerce Services (2012)

% of Government Entities Not Engaging in e-Commerce

Unrecognition of Electronic Contracts By Formal Parties	10.7
Lack of Data Security Mechanisms	12
Lack of Protection to Electronic Payment Process	12.2
Lack of Awareness about e-Commerce	14.8
Traditional Transactions Preference	27.4
No Need to Conduct e- Commerce Transactions	70.3
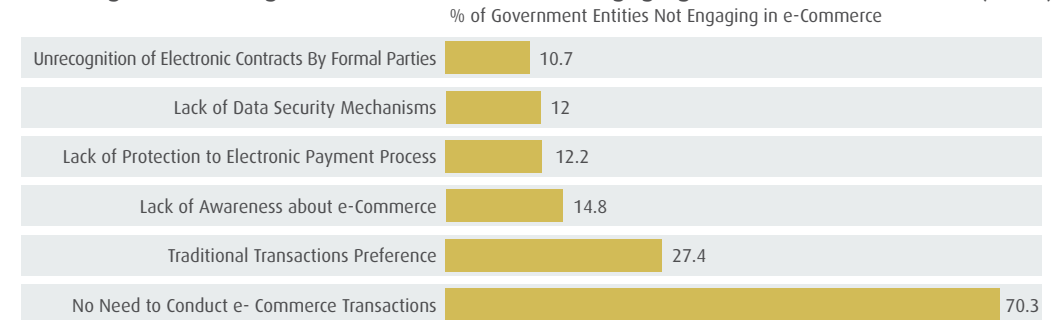
*Multiple answers are allowed

In 2012, around 70.3% of government entities which did not engage in e-commerce activities identified that there was no need to conduct them, and 27.4% preferred traditional transactions. 10.7% of government entities that did not engage in e-commerce activities was because electronic contracts were not recognized by formal parties.

5.2 e-Government

e-Government Services Provision

Figure 5.2.1
Proportion of Government Entities Providing e-Government Services (2011-2012)

More than 22% of government entities provided e-government services in 2012, rising from 20.5% in 2011, achieving a growth rate of 2.3%.
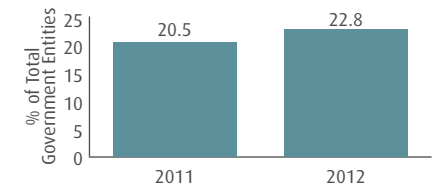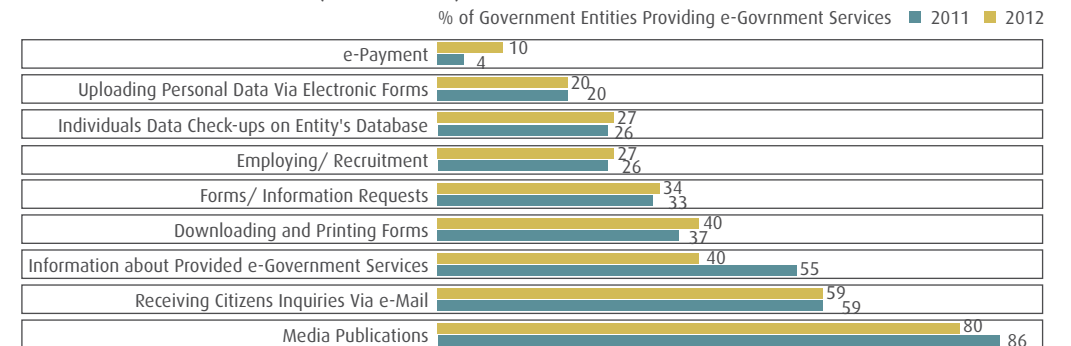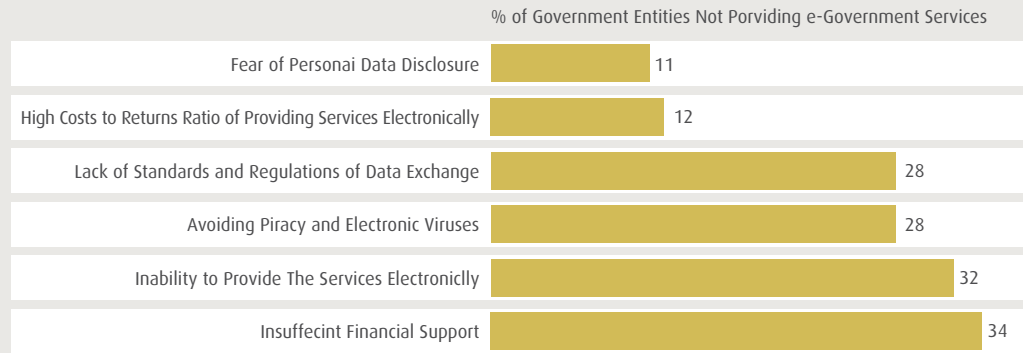
% of Total Government Entities

2011	2012
20.5	22.8

Figure 5.2.2
e-Government Services (2011-2012)

% of Government Entities Providing e-Govrnment Services ■ 2011 ■ 2012

	2011	2012
e-Payment	4	10
Uploading Personal Data Via Electronic Forms	20	20
Individuals Data Check-ups on Entity's Database	26	27
Employing/ Recruitment	26	27
Forms/ Information Requests	33	34
Downloading and Printing Forms	37	40
Information about Provided e-Government Services	55	40
Receiving Citizens Inquiries Via e-Mail	59	59
Media Publications	86	80

*Multiple answers are allowed

As with regards to e-government services provided, media publications were the most common services offered by government entities (80%) during 2012, followed by receiving citizens inquiries via emails (59%). The least common e-government service was e-payment (10%).

Figure 5.2.3
Challenges Preventing e-Government Services Provision (2012)

% of Government Entities Not Porviding e-Government Services

Challenge	Value
Fear of Personai Data Disclosure	11
High Costs to Returns Ratio of Providing Services Electronically	12
Lack of Standards and Regulations of Data Exchange	28
Avoiding Piracy and Electronic Viruses	28
Inability to Provide The Services Electroniclly	32
Insuffecint Financial Support	34

*Multiple answers are allowed

Among challenges preventing government entities from providing e-government services in 2012 was the insufficiency of financial resources (34% of government entities not providing e-government services). While 11% of the total government entities not providing e-government services were concerned with personal data disclosure.

Households e-Government Usage

Figure 5.2.4
Proportion of Households Using e-Government Services (2011–2013)
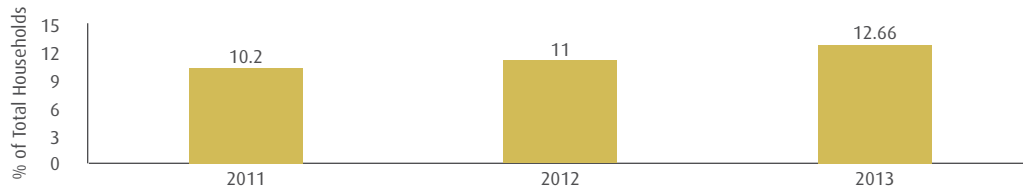
% of Total Households

Year	Value
2011	10.2
2012	11
2013	12.66

Figure 5.2.5
e-Government Activities Undertaken by Households (2012-2013)

% of Total Household Using e-Government Services ■ 2012 ■ 2013

Activity	2012	2013
Others: Getting Information about Investment Services/ Hajj Mission....)	17.1	6.6
Awareness Services (eg: at Election and Refferendum Times)	9.4	6.8
Traffic Services	7.1	7.1
Water and Electricity Bills	16.2	17.1
Personal Documentation Services	22.7	22
Telephone Bills	73.3	85
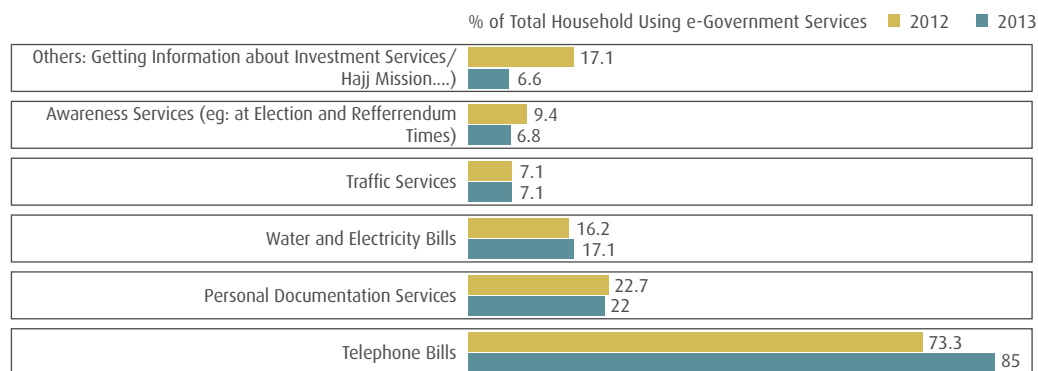
*Multiple answers are allowed

Proportion of households using e-government services increased between 2011 and 2013 by 2.4% reaching 12.7%. In 2013, 85% of households used e-government services to pay telephone bills while only 22% of them used it in personal documentation services.

Businesses e-Government Usage

Figure 5.2.6
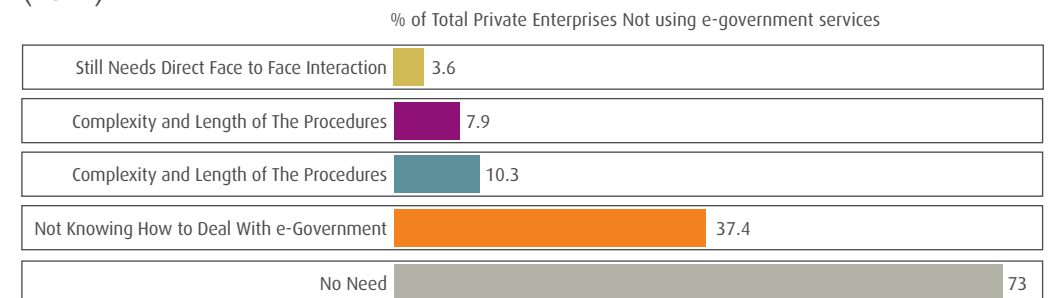Proportion of Business Using e-Government Services (2011–2012)

% of Total Number of Enterpises

Year	Value
2011	22
2012	27.7

Figure 5.2.7
e-Government Activities Undertaken by Businesses (2011-2012)

% of Total enterprises using e-government services ■ 2011 ■ 2012

Activity	2011	2012
Scientific Research services	2.8	5.1
e-government Maps	4.9	11.5
Investment services	8.8	12.3
Traffic services	8.9	17
Booking Tickets	10.7	20
Telephone Bills	24.4	39.7
Citizens Complaints and Inquiries	0	64
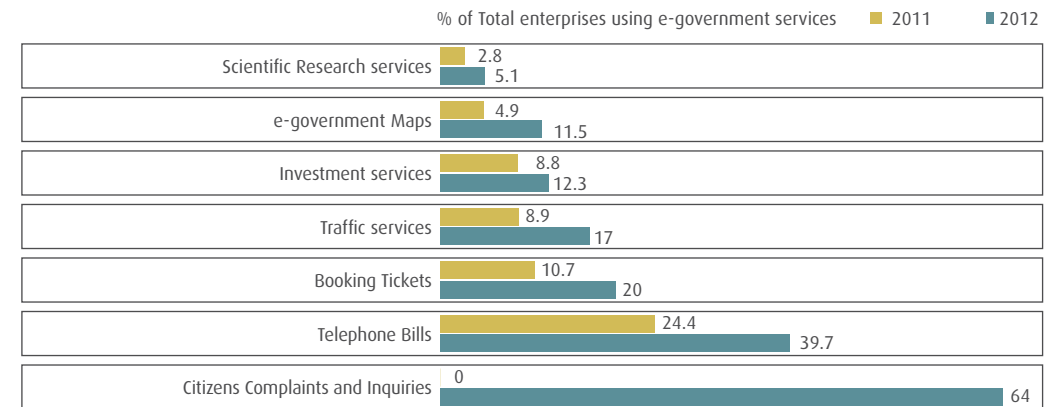
*Multiple answers are allowed

Proportion of business enterprises using e-government services increased between 2011 and 2012 by 5.7%. In 2012, 64% of business enterprises engaged in e-government services used it in citizens' complaints and inquiries, while 39.7% used it to pay telephone bills.

Figure 5.2.8
Challenges Preventing Business Enterprises from Engaging in e-Government Services (2012)

% of Total Private Enterprises Not using e-government services

Challenge	Value
Still Needs Direct Face to Face Interaction	3.6
Complexity and Length of The Procedures	7.9
Complexity and Length of The Procedures	10.3
Not Knowing How to Deal With e-Government	37.4
No Need	73

*Multiple answers are allowed

In 2012, around 73% of business enterprises which did not engage in e-government activities reported that there was no need for it, and 37.4% claimed that they do not know how to deal with e-government services. Only 3.6% of these enterprises reported that not all procedures for e-government services are conducted online and that there were some procedures that needed to be done face to face.

6. Achieving Gender Equality through Internet Usage

Figure 6.1
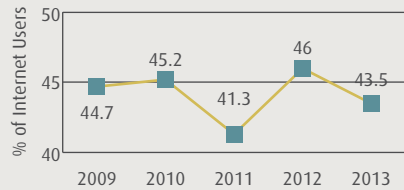Females Using the Internet (2009-2013)

50

45.2   46
44.7   45   41.3   43.5

% of Internet Users

40

2009 2010 2011 2012 2013

Figure 6.2
Female Internet Users by Age Group (2013)

Less than 15 Years Old (7%)
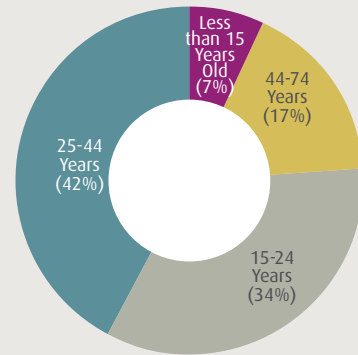
44-74 Years (17%)

25-44 Years (42%)

15-24 Years (34%)

Figure 6.3
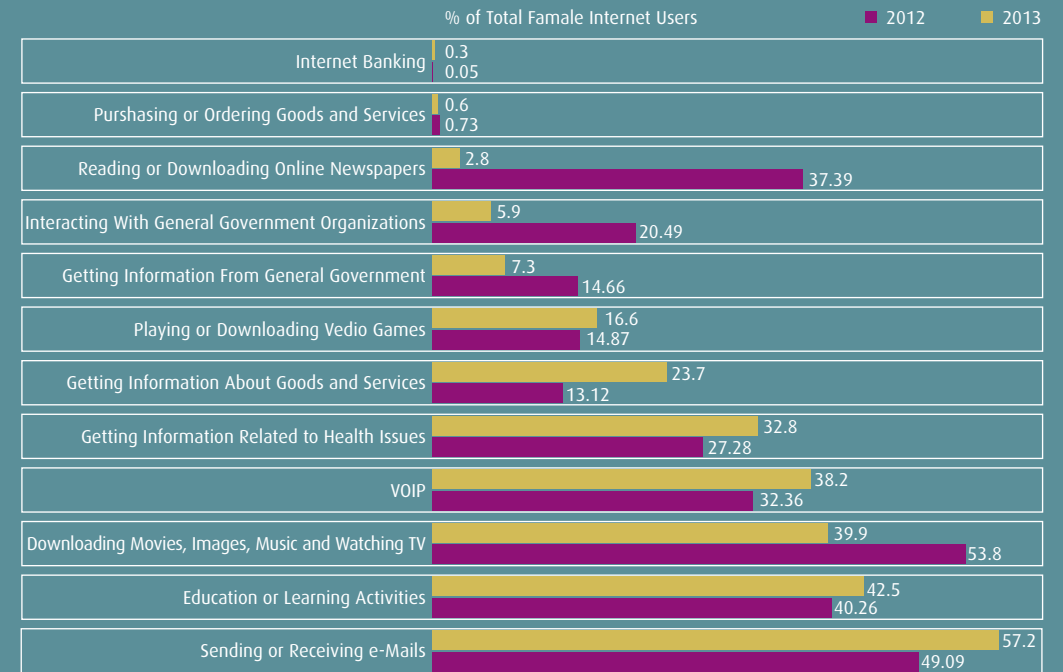Proportion of Female Internet Users by Educational Level (2013)

Primary Education or Lower (5%)

Lower Secondary Education (4%)

Upper Secondary or Post Secondary (17%)

Tertiary Education (74%)

Figure 6.4
Female Internet Users by Region (2013)

Sinai, Red Sea & Canal, (6%)

Cairo, (15.9%)

Upper Egypt, (27.3%)

Alex and Matrouh, (8.8%)

Delta, (42%)
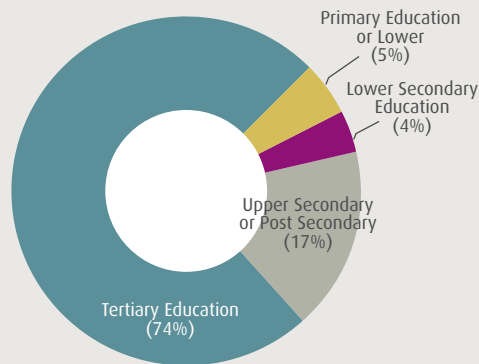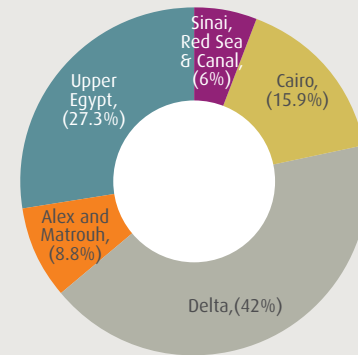
Female internet users remained quit high during the period (2009-2013), showing a steady growth during this period, while it slightly dropped in 2013 to reach 43.5% of total internet users. In 2013, females at age (25-44 years) were the most common internet users in 2013 (42%), while 34% of female internet users were at ages between (15-24 years). In 2013, 74% of the females using the internet were at the territory education level, while only 5% were at the primary education or lower. 42% of female internet users lived in delta, while 27.3% of them lived in upper Egypt for the same year.

Figure 6.5
Internet Activities Undertaken by Female Internet Users (2012-2013)

% of Total Famale Internet Users   ■ 2012   ■ 2013

Activity	2013	2012
Internet Banking	0.3	0.05
Purshasing or Ordering Goods and Services	0.6	0.73
Reading or Downloading Online Newspapers	2.8	37.39
Interacting With General Government Organizations	5.9	20.49
Getting Information From General Government	7.3	14.66
Playing or Downloading Vedio Games	16.6	14.87
Getting Information About Goods and Services	23.7	13.12
Getting Information Related to Health Issues	32.8	27.28
VOIP	38.2	32.36
Downloading Movies, Images, Music and Watching TV	39.9	53.8
Education or Learning Activities	42.5	40.26
Sending or Receiving e-Mails	57.2	49.09

*Multiple answers are allowed

e-Mail activities were the most common internet activity in 2013 used by females (57.2%), followed by education or learning activities (42.5%).

7. Measuring the Digital Divide

Figure 7.1
Total Internet Users (Urban/Rural) (2011–2013)

■ Urban (% of Total Uban Population)
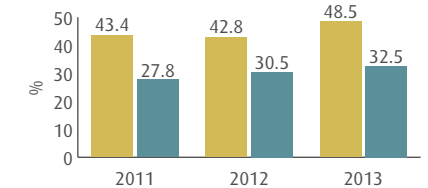■ Rural (% of Total Rural Population)

	2011	2012	2013
Urban	33	34	39
Rural	19	20	22
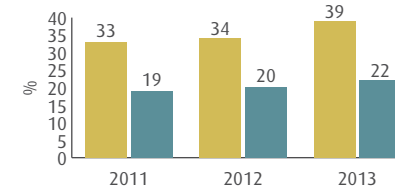
Figure 7.2
Internet Usage by Households (Urban/Rural) (2011–2013)

■ % of Urban Households
■ % of Rural Households

	2011	2012	2013
Urban	43.4	42.8	48.5
Rural	27.8	30.5	32.5

Between 2011 and 2013, proportion of internet users living in urban areas increased by 6% to reach 39% out of the total population living in urban areas, while those living in rural areas increased by 3% to reach 22% out of the total population living in rural areas. This goes along with the surge in households using internet in both areas between 2011 and 2013.

Figure 7.3
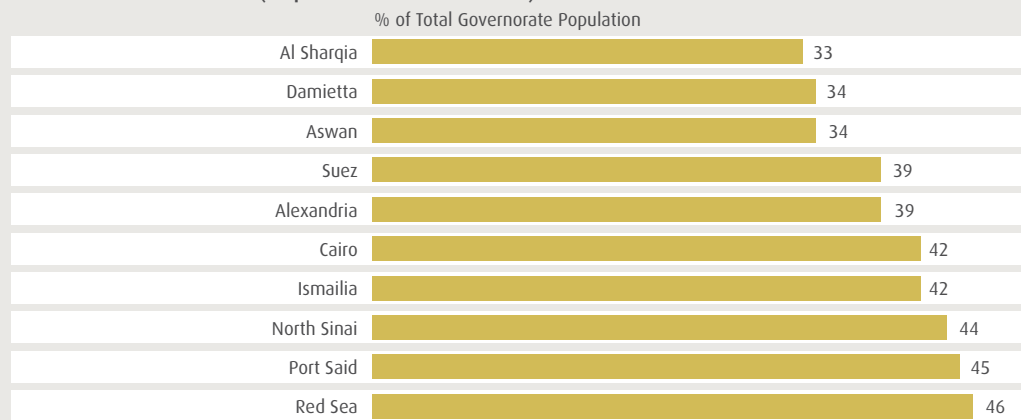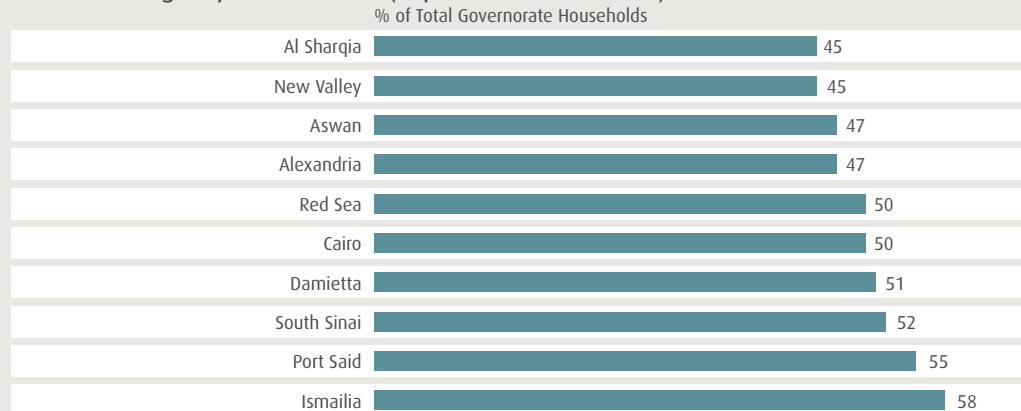### Total Internet Users (Top Ten Governorates) 2013

% of Total Governorate Population

Governorate	Value
Al Sharqia	33
Damietta	34
Aswan	34
Suez	39
Alexandria	39
Cairo	42
Ismailia	42
North Sinai	44
Port Said	45
Red Sea	46

Figure 7.4
Internet Usage by Households (Top Ten Governorates) 2013

% of Total Governorate Households

Governorate	Value
Al Sharqia	45
New Valley	45
Aswan	47
Alexandria	47
Red Sea	50
Cairo	50
Damietta	51
South Sinai	52
Port Said	55
Ismailia	58

In 2013, the top three governorates with the highest rate of internet usage were the Red Sea, Port Said and North Sinai governorates where the proportion of internet users, on average, reached 45% of the total governorate population.

This image is slightly different with regards to the internet usage by households and its distribution among different governorates. Ismalia was the governorate with the highest rate of households using the internet at 58% followed by Port Said 55% in the same year.

Figure 7.5
Hospitals with Internet Access (Urban /Rural) (2011/2012)

Urban ▪ Rural ▪

% of Hospitals in Rural / Urban Areas

Year	Urban	Rural
2011	43	42
2012	48	33

Figure 7.6
Schools with Internet Access (Urban /Rural) (2011/2012)
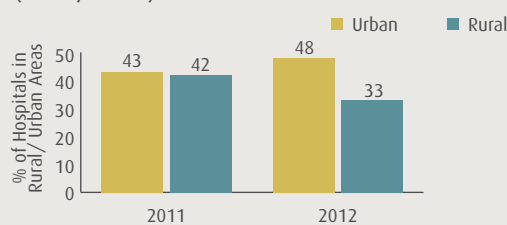
Urban ▪ Rural ▪

% of Schools in Rural / Urban Areas

Year	Urban	Rural
2011	86	55
2012	93	54
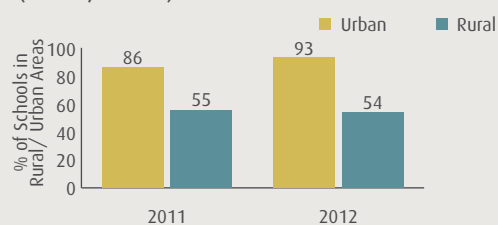
In 2012, hospitals with internet access in urban areas reached 48% of total hospitals in urban areas, increasing by 5% compared to 2011. On the other hand, hospitals with internet access in rural areas decreased by 9% between 2011 and 2012 to reach 33% in 2012.

As with regards to the digital divide of internet access in schools, it improved in urban areas with schools with internet access reaching 93% in 2012 out of the total number of schools in urban areas with a growth rate of 7% compared to 2011. As with regards to schools with internet access in rural areas, it stands at only 54% out of the total number of schools in rural areas in 2012 with an increase of only 1% compared to 2011.

Figure 7.7
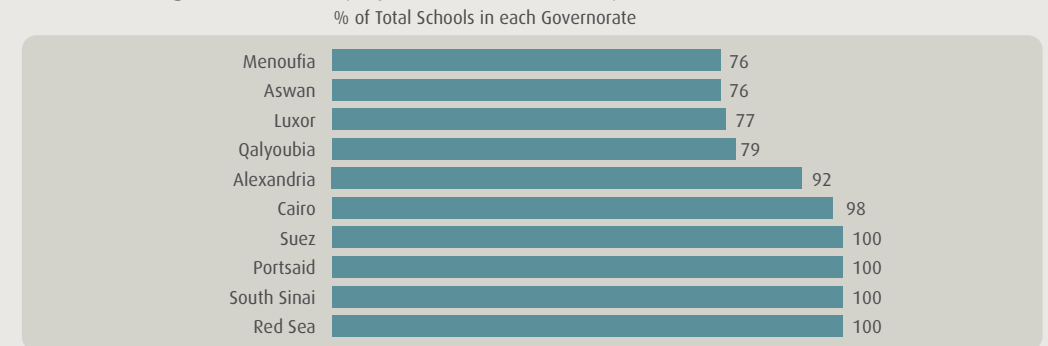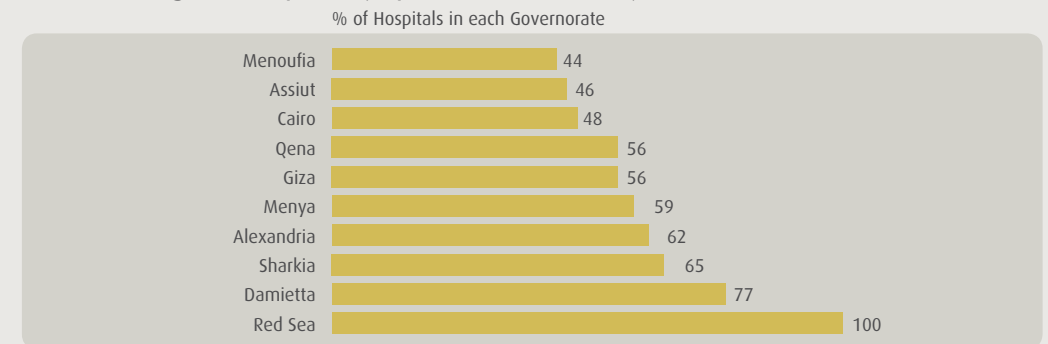### Internet Usage in Schools (Top Ten Governorates) 2012

% of Total Schools in each Governorate

Governorate	Value
Menoufia	76
Aswan	76
Luxor	77
Qalyoubia	79
Alexandria	92
Cairo	98
Suez	100
Portsaid	100
South Sinai	100
Red Sea	100

Figure 7.8
Internet Usage in Hospitals (Top Ten Governorates) 2012

% of Hospitals in each Governorate

Governorate	Value
Menoufia	44
Assiut	46
Cairo	48
Qena	56
Giza	56
Menya	59
Alexandria	62
Sharkia	65
Damietta	77
Red Sea	100

In 2012, all schools in Red Sea, Port Said, Suez and South Sinai governorates were using the internet. Also, 98% of schools in Cairo were using the internet; the lowest level of internet usage were reported at the rate of 76% in the schools of Menoufia and Aswan.

This image is slightly different with regards to hospitals and the internet usage distribution among different governorates. All hospitals in Red Sea governorate used the internet, while 44% of Menoufia hospitals used internet for the same year.

Figure 7.9
Telecenters with Internet Access (Urban/ Rural) 2013
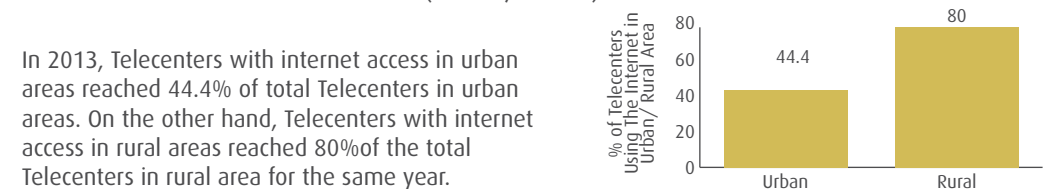
In 2013, Telecenters with internet access in urban areas reached 44.4% of total Telecenters in urban areas. On the other hand, Telecenters with internet access in rural areas reached 80%of the total Telecenters in rural area for the same year.

% of Telecenters Using The Internet in Urban/ Rural Area

Area	Value
Urban	44.4
Rural	80

Figure 1.1: International Internet Bandwidth (in Mbps) and per capita share (in Bps) (2009-2013)

This indicator refers to international internet bandwidth is calculated in megabits per second (mbps), while Internet bandwidth per capita is calculated in bit per second per person ((byte/second/person).

Source: Ministry of Communications and Information Technology (MCIT), National Telecom Regulatory Authority (NTRA) and Telecom Egypt (TE).

Figure 2.1.1: Total Internet Users and Penetration Rates (2009-2013)

This indicator refers to the proportion of individuals using the internet in the last three months. Results were derived from "ICT usage by households and individuals" survey released in 2011(18,811 households; 94% response rate), 2012 (12,942 households; 99% response rate) and 2013 (18,761 households; 93% response rate). Results for 2009 and 2010 are based on time series analysis.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics..

Figure 2.1.2: USB Subscriptions (2009-2013)

Source: Ministry of Communications and Information Technology (MCIT), National Telecom Regulatory Authority (NTRA).

Figure 2.1.3: Mobile Internet Subscriptions (2009-2013)

Source: Ministry of Communications and Information Technology (MCIT), National Telecom Regulatory Authority (NTRA.)

Figure 2.1.4: ADSL Subscriptions by speed (2013)

Source: Ministry of Communications and Information Technology (MCIT), National and Telecom Regulatory Authority (NTRA).

Figure 2.1.5: Internet Users by Age group (2013)

This indicator is calculated as a percentage of total Individuals using internet, based on results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households. Response rate reached 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.1.6: Internet Users by Education Level (2013)

This indicator is calculated as a percentage of total individuals using the internet, based on results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households. Response rate reached 93%.

According to the International Telecommunications Union (ITU), educational levels are categorized as follows:

- Primary education or lower (no formal education)
- Lower secondary education: includes preparatory stage and vocational education.
- Upper secondary or post-secondary non tertiary education: includes general secondary and technical secondary education beside institutional educational level.
- Tertiary education: includes university and post graduate stages of education.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.1.7: Internet Users by Gender (2013)

This indicator is calculated as a percentage of total individuals using internet, based on results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households. Response rate reached 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.1.8: Internet Users by Employment Status (2013)

This indicator is calculated as a percentage of total individuals using internet and based on results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households. Response rate reached 93%.

According to the International Telecommunications Union (ITU), employment status is defined as follows:

- Out of labor force: includes individuals between the age of (6-64) years old and not working, such as students, housewives, retired and military servants.
- Employed: includes individuals working in return of regular salary.
- Freelancers: includes individuals who are self-employed
- Unemployed: includes unemployed individuals but able to work whether seeking jobs or not
- Uncategorized: any other employment status not included in the previous categories (for example individuals above 65 years old and who are not currently working)

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.1.9: Internet Activities Undertaken by Individuals (2012-2013)

This indicator is calculated as a percentage of total individuals using the internet, based on the results derived from "ICT usage by households and individuals" survey released in 2012 and 2013 on 12,942 and 18,761 households respectively, with response rates reaching 99% and 93% respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.1.10: Internet Usage Location (2012-2013)

This indicator is calculated as a percentage of total individuals using the internet, based on the results derived from "ICT usage by households and individuals" survey released in 2012 and 2013 on 12,942 and 18,761 households respectively, with response rates reaching 99% and 93% respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.1.11: Internet Usage Frequency (2012-2013)

This indicator is calculated as a percentage of total individuals using the internet, based on the results derived from "ICT usage by households and individuals" survey released in 2012 and 2013 on 12,942 and 18,761 households respectively, with response rates reaching 99% and 93% respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.1.12: Challenges Preventing Individuals from Using the Internet (2013)

This indicator is calculated as a percentage of total individuals who are not using the internet, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate of 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.2.1: Proportion of Households Using the Internet (2011-2013)

This indicator is calculated as a percentage of total households, based on the results derived from "ICT usage by households and individuals" survey released in 2011(18,811 households; 94% response rate), 2012 (12,942 households; 99% response rate) and 2013 (18,761 households; 93% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.2.2: Proportion of Fixed Broadband Vs. Mobile Broadband (2011-2013)

This indicator is calculated as a percentage of total households using the internet from home, based on the results derived from "ICT usage by households and individuals" survey released in 2011, 2012 and 2013 on 18811 (2011) and 13000 (2012 & 2013) households, with response rates reaching 94%, 95% and 99% respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.2.3: Internet Usage among Different Household Income Groups (2013)

This indicator is calculated as a percentage of household's income group available for eight different income groups (ranging from less than LE500 to more than LE10,000), based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with response rates reaching 93% respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.2.4: Challenges Facing Households Using the Internet (2013)

This indicator is calculated as a percentage of total households using internet and facing challenges based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households respectively, with response rates reaching 93% respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.3.1: Proportion of Government Entities Using the Internet (2011-2012)

This indicator is calculated as a percentage of total government entities, based on the results derived from the "ICT usage in Government Sector (government and public sector entities)" survey conducted in 2011 (839 entities) and in 2012 (874 entities) with response rates reaching 100% for both years.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.3.2: Proportion of Government Employees Using the Internet (2011-2012)

This indicator is calculated as a percentage of total governmental employees, based on the results derived from the "ICT usage in Government Sector (government and public sector entities)" survey conducted in 2011 (839 entities) and in 2012 (874 entities) with response rates reaching 100% for both years.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.3.3: Internet Activities Undertaken by Government Entities (2011-2012)

This indicator is calculated as a percentage of total government entities using the internet, based on the results derived from the "ICT usage in Government Sector (government and public sector entities)" survey conducted in 2011 (839 entities) and in 2012 (874 entities) with response rates reaching 100% for both years.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.4.1: Proportion of Business Enterprises Using the Internet (2011-2012)

This indicator is calculated as a percentage of total private enterprises, based on the results derived from the "Private Sector Enterprises" survey released in 2011 (4,044 enterprises; 80% response rate) and in 2012 (4,676 enterprises; 92% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.4.2: Proportion of Business Enterprises' Employees Using the Internet (2011-2012)

This indicator is calculated as a percentage of total private enterprises employees, based on the results derived from the "Private Sector Enterprises" survey released in 2011 (4,044 enterprises; 80% response rate) and in 2012 (4,676 enterprises; 92% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.4.3: Internet Usage of Business Enterprises by Firm Size (2011-2012)

This indicator is calculated as a percentage of each of business group, and it represents the internet usage in different business enterprises in terms of the firm size according to the number of its employees. It is calculated as a percentage of the total enterprises in three different groups (large enterprises (more than 250 employees), medium enterprises (50-249 employees) and small enterprises (10-49 employees). Results are derived from the "Private Sector Enterprises" survey released in 2011 (4,044 enterprises; 80% response rate) and in 2012 (4,676 enterprises; 92% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.4.4: Internet Usage of Business Enterprises by Sector (2011-2012)

This indicator is calculated as a percentage of the total enterprises working in a specified sector. Private Sector Enterprises" survey released in 2011 (4,044 enterprises; 80% response rate) and in 2012 (4,676 enterprises; 92% response rate).

Figure 2.4.5: Internet Activities Undertaken by Business Enterprises (2011-2012)

This indicator is calculated as a percentage of total private enterprises using the internet, Results are derived from the "Private Sector Enterprises" survey released in 2011 (4,044 enterprises; 80% response rate) and in 2012 (4,676 enterprises; 92% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 2.4.6: Challenges Preventing Business Enterprises from Using the Internet (2012)

This indicator is calculated as a percentage of total private enterprises not using the internet, based on the results derived from the "Private Sector Enterprises" survey released in 2012 on 4,676 enterprises. Response rate reached 92%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.1.1: Proportion of Schools Connected to the Internet (2011-2012)

This indicator is calculated as a percentage of total schools, based on the results derived from "ICT usage in Pre-University Education" survey released in 2011 (1,396 schools; 3,460 teachers and 10,370 students) and 2012 (696 schools; 3,398 teachers and 10,180 students) with response rate 99% for schools, 97% for teachers and 95% for students for years 2011 and 2012.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.1.2: School Teachers Vs Students Internet Usage (2011-2012)

This indicator is calculated as a percentage of total teachers and students, based on the results derived from "ICT usage in Pre-University Education" survey released in 2011 (1,396 schools; 3,460 teachers and 10,370 students) and 2012 (696 schools; 3,398 teachers and 10,180 students) with response rate 99% for schools, 97% for teachers and 95% for students for years 2011 and 2012.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.1.3: Educational Activities Undertaken by Teachers on the Internet (2011 -2012)

This indicator is calculated as a percentage of total teachers using computer or internet, based on the results derived from "ICT usage in Pre-University Education" survey released in 2011 (1,396 schools; 3,460 teachers and 10,370 students) and 2012 (696 schools; 3,398 teachers and 10,180 students) with response rate 99% for schools, 97% for teachers and 95% for students for years 2011 and 2012.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.1.4: Challenges Preventing Schools from Using Internet (2012)

This indicator is calculated as a percentage of total schools not using the internet, based on the results derived from "ICT usage in Pre-University Education" survey released in 2012 on 696 schools, 3,398 teachers and 10,180 students with response rate reaching 99% for schools, 97% for teachers and 95% for students.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.1.5: Proportion of Faculties Connected to the Internet (2011-2012)

This indicator is calculated as a percentage of total number of faculties, based on the results derived from "ICT usage in University Education" survey released in 2011 (131 universities; 1,561 professors; 5,485 students) and in 2012 (676 universities; 1,513 professors; 4,974 students). Response rates reached about 100% for the 3 categories in 2011; 98% for universities, 99% for professors and students in 2012.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.1.6: Professors Vs Students Internet Usage (2011-2012)

This indicator is calculated as a percentage of total professors and students, based on the results derived from "ICT usage in University Education" survey released in 2011 (131 universities; 1,561 professors; 5,485 students) and in 2012 (676 universities; 1,513 professors; 4,974 students). Response rates reached about 100% for the 3 categories in 2011; 98% for universities, 99% for professors and students in 2012.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.1.7: Internet Activities in Faculties/ Institutes (2011-2012)

This indicator is calculated as a percentage of total faculties using the internet, based on the results derived from "ICT usage in University Education" survey released in 2011 (131 universities; 1,561 professors; 5,485 students) and in 2012 (676 universities; 1,513 professors; 4,974 students). Response rates reached about 100% for the 3 categories in 2011; 98% for universities, 99% for professors and students in 2012.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.2.1: Proportion of Hospitals Connected to the Internet by Type of Hospital (2011-2012)

This indicator is calculated as a percentage of total hospitals for each of the 3 different types of hospitals (Governmental, private and educational), based on the results derived from "ICT usage in Hospitals and Healthcare Sector" survey released in 2011 (700 hospitals; 3,570 doctors) and in 2012 (694 hospitals; 3,949 doctors). Response rate in 2011 reached about 100% for hospitals and 72% for doctors while in 2012 reached about 99% and 80% respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.2.2: Proportion of Doctors Using Internet by Type of Hospitals (2011-2012)

This indicator is calculated as a percentage of total doctors for each of the 3 different types of hospitals (Governmental, private and educational), based on the results derived from "ICT usage in Hospitals and Healthcare Sector" survey released in 2011 (700 hospitals; 3,570 doctors) and in 2012 (694 hospitals; 3,949 doctors). Response rate in 2011 reached about 100% for hospitals and 72% for doctors while in 2012 reached about 99% and 80% respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.2.3: Internet Activities in Hospitals (2011-2012)

This indicator is calculated as a percentage of total hospitals using the internet, based on the results derived from "ICT usage in Hospitals and Healthcare Sector" survey released in 2011 (700 hospitals; 3,570 doctors) and in 2012 (694 hospitals; 3,949 doctors). Response rate in 2011 reached about 100% for hospitals and 72% for doctors while in 2012 reached about 99% and 80% respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.2.4: Challenges Preventing Hospitals from Using Internet (2012)

This indicator is calculated as a percentage of total hospitals not using the internet, based on the results derived from "ICT usage in Hospitals and Healthcare Sector" survey released in 2012 on 694 hospitals, and 3,949 doctors, with hospitals' response rates reached about 99% while doctors' response rates reached about 80%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.3.1: Telecentres Connected to Internet (2012-2013)

This indicator is calculated as a percentage of total telecentres, based on the results derived from "ICT usage in telecentres" survey released in 2012 (on 33 telecentres; 197 telecentres' users) and in 2013 (on 124 telecentres; 1,155 telecentres' users). Response rates reached 61% for telecentres and 50% for telecentres' users in 2012 while reached 100% and 93% in 2013 respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 3.3.2: Internet Usage by Telecentres Visitors (2012-2013)

This indicator is calculated as a percentage of total number of telecentres visitors, based on the results derived from "ICT usage in telecentres" survey released in 2012 (on 33 telecentres; 197 telecentres' users) and in 2013 (on 124 telecentres; 1,155 telecentres' users). Response rates reached 61% for telecentres and 50% for telecentres' users in 2012 while reached 100% and 93% in 2013 respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics

Figure 3.3.3: Internet Activities in of Telecentres Users (2012-2013)

This indicator is calculated as a percentage of total telecentres users, based on the results derived from "ICT usage in telecentres" survey released in 2012 (on 33 telecentres; 197 telecentres' users) and in 2013 (on 124 telecentres; 1,155 telecentres' users). Response rates reached 61% for telecentres and 50% for telecentres' users in 2012 while reached 100% and 93% in 2013.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics

Figure 4.1.1: Active MDS Usage (2011-2013)

This indicator represents the percentage of the total number of mobile data users. Results are based on the MDS Surveys released in 2011, 2012 and 2013 on a sample composed of 1,000 users, with a response rate of 100% for the each survey.

Mobile Data Services (MDS) are defined as any mobile services, other than voice calling services, such as accessing the internet through mobile phones for emailing, getting information, downloading, internet browsing and communication.

Source: Ministry of Communications and Information Technology (MCIT)

Figure 4.1.2: Smartphones Usage (2012-2013)

This indicator represents the percentage of the total number of mobile users versus regular phones. Results are based on the MDS Surveys released in 2012 and 2013 on a sample of 1,000 users, with a response rate of 100% for each survey .

Source: Ministry of Communications and Information Technology (MCIT)

Figure 4.1.3: MDS Usage Activities (2013)

This indicator is calculated as a percentage of the total MDS active users. Results are based on the MDS Survey released in 2013 on a sample of 1,000 users, with a response rate of 99%.

Source: Ministry of Communications and Information Technology (MCIT)

Figure 4.2.1: Frequency of Households Using Social Networks (2013)

This indicator is calculated as a percentage of total households, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with response rate reaching 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 4.2.2: Positive Impacts of Using Social Networks (2013)

This indicator is calculated as a percentage of total households using social networks, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate reaching 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 4.2.3: Negative Impacts of Using Social Networks (2013)

This indicator is calculated as a percentage of total households using social networks based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate reaching 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.
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Figure 5.1.1: Proportion of Households Using e-Commerce Services (2011-2013)

This indicator is calculated as a percentage of total households, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate reaching 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.1.2: e-Commerce Activities Undertaken by Egyptian Households (2012-2013)

This indicator is calculated as a percentage of total households using e-commerce, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate reaching 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.1.3: Challenges Faced by Households Using e-Commerce Services (2013)

This indicator is calculated as a percentage of total households not engaging in e-commerce, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate reaching 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.1.4: Proportion of Businesses Using e-Commerce Services (2011-2012)

This indicator is calculated as a percentage of total private enterprises, based on the results derived from the "Private Sector Enterprises" survey released in 2011 (4,044 enterprises; 80% response rate) and in 2012 (4,676 enterprises; 92% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.1.5: e-Commerce Activities Undertaken by Businesses (2011-2012)

This indicator is calculated as a percentage of total households using e-commerce, based on the results derived from the "Private Sector Enterprises" survey released in 2011 (4,044 enterprises; 80% response rate) and in 2012 (4,676 enterprises; 92% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.1.6: Challenges Preventing Businesses from Using e-Commerce Services (2012)

This indicator is calculated as a percentage of total enterprises not using e-commerce, based on the results derived from the "Private Sector Enterprises" survey released in 2012 on 4,676 enterprises with a response rate of 92%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.1.7: Proportion of Government Entities Using e-Commerce Services (2011-2012)

This indicator is calculated as a percentage of total government entities, based on the results derived from the "ICT usage in Government Sector (government and public sector entities)" survey conducted in 2011 (on 839 entities) and in 2012 (on 874 entities)

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.1.8: e-Commerce Activities Undertaken by Government Entities

This indicator is calculated as a percentage of total government entities engaging in e-commerce, based on the results derived from the "ICT usage in Government Sector (government and public sector entities)" survey conducted in 2011 (on 839 entities) and in 2012 (on 874 entities).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.1.9: Challenges Preventing Government Entities from Engaging in e-Commerce Activities (2012).

This indicator is calculated as a percentage of total government entities not engaging in e-commerce activities, based on the results derived from the "ICT usage in Government Sector (government and public sector entities)" survey conducted in 2012 on 874 entities, with a response rate of 100%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.2.1: Proportion of Government Entities providing e-Government Services (2011-2012)

This indicator is calculated as a percentage of total government entities, based on the results derived from the "ICT usage in Government Sector (government and public sector entities)" survey conducted in 2011 (839 entities) and in 2012 (874 entities) with response rates reaching 100% for both years.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.2.2: e-Government Services (2011-2012)

This indicator is calculated as a percentage of total government entities providing e-government services, based on the results derived from the "ICT usage in Government Sector (government and public sector entities)" survey conducted in 2011 (839 entities) and in 2012 (874 entities) with response rates reaching 100% for both years.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.2.3: Challenges Preventing e-Government Services Provision (2012)

This indicator is calculated as a percentage of total government entities not providing e- government services, based on the results derived from the "ICT usage in Government Sector (government and public sector entities)" survey conducted in 2012 on 874 entities, with a response rate of 100%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.2.4: Proportion of Households using e-Government Services (2011-2013)

This indicator is calculated as a percentage of total Households, based on the results derived from "ICT usage by households and individuals" survey released in 2011 (18,811 households; 94% response rate), 2012 (12,942 households; 99% response rate) and 2013 (18,761 households; 93% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.2.5: e-Government Activities Undertaken by Households (2012-2013)

This indicator is calculated as a percentage of the total households using e-government services, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate of 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.2.6: Proportion of Business Using e-Government Services (2011-2012)

This indicator is calculated as a percentage of total number of private enterprises, based on the results derived from the "Private Sector Enterprises" survey released in 2011 (4,044 enterprises; 80% response rate) and in 2012 (4,676 enterprises; 92% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.2.7: e-Government Activities Undertaken by Businesses (2011-2012)

This indicator is calculated as a percentage of total private enterprise using e-government services, based on the results derived from the "Private Sector Enterprises" survey released in 2012 on 4,676 enterprises. Reesponse rate reached 92%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 5.2.8: Main Challenges Preventing Business Enterprises from Engaging in e-Government Services (2012)

This indicator is calculated as a percentage of total private enterprise not using e-government services, based on the results derived from the "Private Sector Enterprises" survey released in 2012 on 4,676 enterprises. Response rate reached 92%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 6.1: Females Using Internet (2009-2013)

This indicator is calculated as a percentage of total individuals using the internet based on the results derived from "ICT usage by households and individuals" survey released in 2009 (1,878 households; 98.4% response rate), 2010 (20,097 households; 94.12% response rate), 2011 (18,811 households; 94% response rate), 2012 (12,942 households; 99% response rate) and 2013 (18,761 households; 93% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 6.2: Female Internet Users by Age (2013)

This indicator is calculated as a percentage of total female internet users, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate of 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 6.3: Proportion of Female Internet Users by Educational Level (2013)

This indicator is calculated as a percentage of total female internet users, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate of 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 6.4: Female Internet Users by Region (2013)

This indicator is calculated as a percentage of total female internet users, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate of 93%.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 6.5: Internet Activities Undertaken by Female Users (2012-2013)

This indicator is calculated as a percentage of total female users, based on the results derived from "ICT usage by households and individuals" survey released in 2012 (12,942 households; 99% response rate) and in 2013 (18,761 households; 93% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 7.1: Total Internet Users (Urban/Rural) (2011-2013)

This indicator is calculated as a percentage of the total population in urban and rural areas, based on the results derived from "ICT usage by households and individuals" survey released in 2009 (1,878 households; 98.4% response rate), 2010 (20,097 households; 94.12% response rate), 2011 (18,811 households; 94% response rate), 2012 (12,942 households; 99% response rate) and 2013 (18,761 households; 93% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 7.2: Internet Usage by Households (Urban/Rural) (2011-2013)

The indicator is calculated as a percentage of the total households in urban and rural areas, based on the results derived from "ICT usage by households and individuals" survey released in 2012 (12,942 households; 99% response rate) and in 2013 (18,761 households; 93% response rate).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 7.3: Total Internet Users (Top Ten Governorates) 2013

This indicator represents the total internet users percentage of the total governorate's population, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate of 93%).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 7.4: Internet Usage by Households (Top Ten Governorates) 2013

This indicator is calculated as a percentage of the total governorate's households, based on the results derived from "ICT usage by households and individuals" survey released in 2013 on 18,761 households, with a response rate of 93%).

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 7.5: Hospitals with Internet Access (Urban/Rural) (2011-2012)

This indicator is calculated as a percentage of the total hospitals in urban and rural areas, based on the results derived from "ICT usage in Hospitals and Healthcare Sector" survey released in 2011 (700 hospitals; 3,570 doctors) and in 2012 (694 hospitals; 3,949 doctors). Response rate in 2011 reached about 100% for hospitals and 72% for doctors while in 2012 reached about 99% and 80% respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 7.6: Schools with Internet Access (Urban/Rural) (2011-2012)

This indicator is calculated as a percentage of total schools in urban and rural areas, based on the results derived from "ICT usage in Pre-University Education" survey released in 2011 (1,396 schools; 3,460 teachers and 10,370 students) and 2012 (696 schools; 3,398 teachers and 10,180 students) with response rate 99% for schools, 97% for teachers and 95% for students for years 2011 and 2012.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 7.7: Internet Usage in Schools (Top Ten Governorates) 2012

This indicator is calculated as a percentage of the total number of schools in specific governorates, based on the results derived from "ICT usage in Pre-University Education" survey released in 2012 (696 schools; 3,398 teachers and 10,180 students) with response rate 99% for schools, 97% for teachers and 95% for students.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 7.8: Internet Usage in Hospitals (Top Ten Governorates) 2012

This indicator is calculated as a percentage of the total number of hospitals in specific governorates, based on the results derived from "ICT usage in Hospitals and Healthcare Sector" survey released in 2012 (694 hospitals; 3,949 doctors). Response rate in 2012 reached about 99% and 80% respectively.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

Figure 7.9: Telecentres with Internet Access (Urban/Rural) 2013

The indicator is calculated as a percentage of the total Telecentres in urban and rural areas, based on the results derived from "ICT usage in Telecentres" survey released in 2013 (on 124 Telecentres; 1,155 Telecentres' users). Response rates reached 100% and 93% in 2013.

Source: These survey series were conducted by MCIT in cooperation with the Central Agency for Public Mobilization and Statistics.

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