



National Communications Authority

Ghana Statistical Service



NCA RELEASES REPORT ON HOUSEHOLD SURVEY ON ICT IN GHANA

Ghana's Nationwide Household ICT Survey

Ghana's Telecommunications Regulator, National Communications Authority (NCA), has in collaboration with the Ghana Statistical Service (GSS) published the results of the Nationwide Household Survey on Information Communication Technology (ICT) access, usage, skills and the digital divide at household levels in Ghana. The survey, conducted between June and July 2019, by the NCA and GSS also received technical support/advice from the National Information Technology Agency (NITA), Ghana Investment Fund for Electronic Communications (GIFEC), National Development Planning Commission (NDPC).

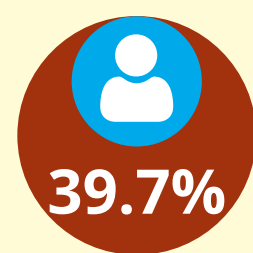
The objective of the survey was to provide a database that would contribute to the planning, implementation and evaluation of policies and programmes to promote the rapid development of the ICT industry in Ghana.

The survey is also expected to provide ICT statistics for international and regional benchmarking such as the ICT Development Index (IDI) by the International Telecommunications Union (ITU), the UN Sustainable Development Goals (SDGs) and the African Union Agenda 2063.

Thresholds and Background Numbers

A total of 5,946 households were interviewed representing a 99.1% response rate of the 6,000 households that were targeted for the survey, yielding a total number of 30,916 individuals. These individuals comprise 15,934 (51.5%) females and 14,982 (48.5%) males. The survey was conducted across the 16 regions of Ghana.

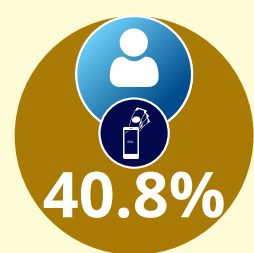
The age threshold for individuals that participated in the survey was five



Individuals know about the internet



70.1% Households own a Radio



Individuals use Mobile Money

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(5) years; this was based on a number of considerations. The Authority has observed that ICT is increasingly becoming ubiquitous, cutting across every aspect of our lives. All individuals, both children and adults, are known to participate in the ICT ecosystem. In addition, children in Ghana enrol in primary schools by the age of five or six years and they get access and begin to use ICT devices and services such as computers, mobile phones and internet for educational purposes. Additionally, Ghana seeks to leverage on technology to accelerate socio-economic development, thus its importance to take a holistic stock of ICT adoption during the baseline ICT survey. All these contributed to the reasons for lowering the age threshold to five (5) years.

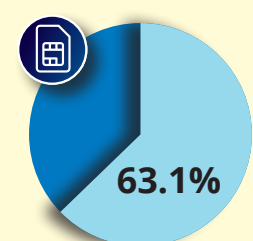
Excerpts from the Report

Ownership of Mobile Phones

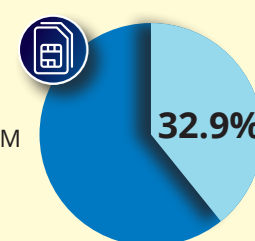
The survey results show that 54.1% of individuals, aged five years and older in Ghana, own a functional mobile phone. The proportion of persons owning functional mobile phones increased to an average of 82.0% as children and teenagers were excluded. On average, more individuals own basic phones (47.9%) and smartphones (46.1%) as compared to feature phones (12.8%).

Ownership of SIM cards

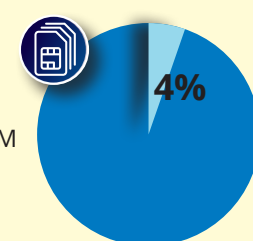
The results further show that 55.9% of individuals aged five years and older own Subscriber Identification Module (SIM) cards. Out of these individuals,



Own one SIM card



Own two SIM cards



Own two or more SIM cards

63.1% own one SIM card, approximately 36.9% own two or more SIM cards. Similar to mobile phone ownership, proportion of the population who own SIM card increases when children and teenagers are excluded.

Ownership of Computers

The survey also assessed ownership of computers, and the results show that 7.9% of persons aged five years and older own computers; laptops (5.1%), desktops (1.2%) and tablets (1.6%).

Knowledge of the Internet

From the survey result, 39.7% of individuals, aged five years and older, know what the internet is, and out of this proportion, 55.6% used the internet in the last three months preceding the survey. The survey further indicates that 73.8% of internet users in Ghana make calls over the internet.

Households Ownership of radio and TV sets

The survey indicated that 70.1% of households in Ghana own radio sets. In the urban locality, 71.9% of households own radio sets as against 67.8% ownership of radio sets in the rural locality. For television sets, on average, 68.9% of households in Ghana own functional televisions. More households in the urban areas (82.4%) own televisions than in the rural areas (51.7%).

Mobile Money

In Ghana, 40.8% of individuals aged five years and older have used a mobile money service before. Amongst the urban population, distribution was 49.3% users as against 50.7% non-users of mobile money. But in the rural



5.1% Own laptop computers



1.2% Own desktop computers



1.6% Own tablets



70.1% Households own a radio



71.9% Urban households own a radio



67.8% Rural households own a radio

communities there was a bigger gap between users and non-users, in that, while 32.1% had used mobile money, a greater percentage of individuals in this category (67.9%) had never used mobile money services.

Conclusion

It is instructive to note that the Regulator, NCA, has done some forward thinking over an area that all stakeholders within the telecommunications and ICT industries will find useful. Data is the driving force behind technological innovations and having data of this sort will no doubt inform a lot of strategic decisions. It is also coming at a time when the Government is placing digitisation as the fulcrum of its developmental and economic advancement programmes. Hopefully this survey will lead to both policy and business related decisions.

Perhaps most significantly, this survey should lead to a rethinking of the ITU's definition of ICT parameters such as access to internet as captured in this survey. Quite often there is the expectation that the solutions of developed countries should be applied wholesale to developing ones such as Ghana. However, as this study reveals, alternate solutions such as reliance on accessing the internet from mobile devices is as effective and prevalent in Ghana as it is in many developed states.

The conduct of this survey also highlights the excellent output of inter-agency collaboration at the state level. This study, though fully funded by the National Communications Authority (NCA), was supported by the technical expertise of the Ghana Statistical Service (GSS) as well other expertise from the National Information Technology Agency (NITA), Ghana Investment Fund for Electronic Communications (GIFEC) and the National Development Planning Commission (NDPC). Such collaborations should be encouraged for the benefit of the state.

The NCA has indicated its desire to periodically conduct such surveys to improve various sectors within the telecommunication space. This is good news especially for an industry that sees a lot of periodic changes. It will also be instructive to see how this data changes in the next few years with a number of governmental policies that are ICT-oriented, hence the importance of having follow-up surveys based on this particular one.

