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THE STATE OF ICT IN LESOTHO

DEMAND SIDE FACTS AND FIGURES

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ICT DEMAND SIDE - FACTS AND FIGURES

THE STATE OF ICT IN LESOTHO: DEMAND SIDE FACTS AND FIGURES

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30 Princess Margaret Road • Old Europa • Maseru • Lesotho
P.O. Box 15896 • Maseru 100 • Lesotho • Southern Africa

Telephone: +266 2222 4300/5222 1300

Facsimile: +266 2231 0984/2232 6081

Website: www.lca.org.ls

Enquiries: admin@lca.org.ls or lca@lca.org.ls

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1. INTRODUCTION

Information and Communications Technology (ICT) is a key enabler of socio-economic development. Given the benefits associated with the use of modern technology, access to and adoption of ICTs continues to grow globally. To maximize and harness the benefits of these technologies, it is imperative to regularly monitor the country's level of development and use of the ICTs. This requires reliable, comprehensive and comparable statistics.

In its endeavour to provide reliable, comprehensive and comparable ICT statistics, Lesotho Communications Authority (LCA) conducted a national household survey to assess the state of ICT from the demand side, in partnership with Research ICT Africa (RIA), International Telecommunication Union (ITU) and International Development Research Center (IDRC). The main objective of the survey was to measure access to and use of ICTs at household and individual levels in Lesotho. The data collected are a useful reference material for policy makers, investors, academia and business on the current uptake of ICTs in Lesotho. In addition, accurate ICT data are essential in the Authority's regulatory interventions, which include among others, monitoring the sector's development and the effective roll-out of communication services throughout the country.

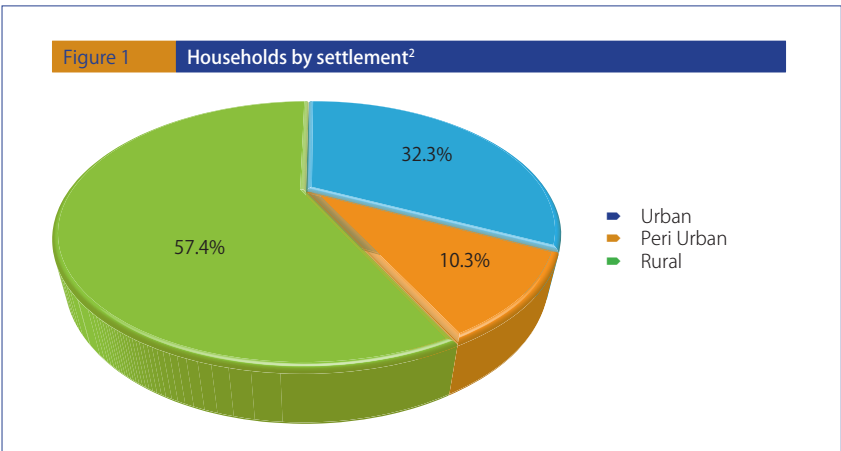
In the main, the survey used the core list of ICT indicators that was first proposed by the Global Partnership on Measuring ICT for Development (<http://measuring-ict.unctad.org>) and adopted by the United Nations Statistical Commission in 2007. The core list of ICT indicators is reviewed annually at the World Telecommunication/ICT Indicators Symposium (WTIS).

The booklet presents the ICT facts and figures from the national ICT in households survey including some of the tables and figures that are found in the report on the State of ICT in Lesotho (2016), Part B on demand side. A full report on the state of ICT in Lesotho can be found on the LCA website (www.lca.org.ls).

The booklet has two sections that present findings on (a) household level indicators and (b) indicators at the level of individuals. For the household level indicators, access of ICT assets or services alludes to those that are generally available for use by all members of the household at any time whereas individual level indicators measure access and use of ICT assets and services by individual household members ●

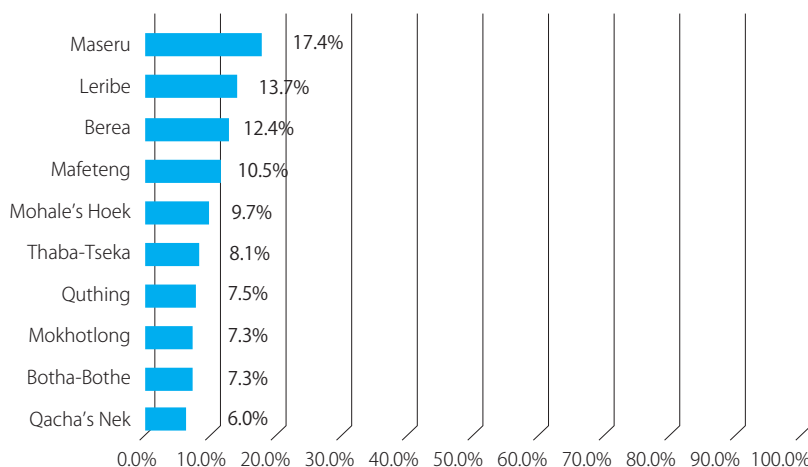
2. HOUSEHOLD LEVEL INDICATORS

2.1 Household characteristics¹



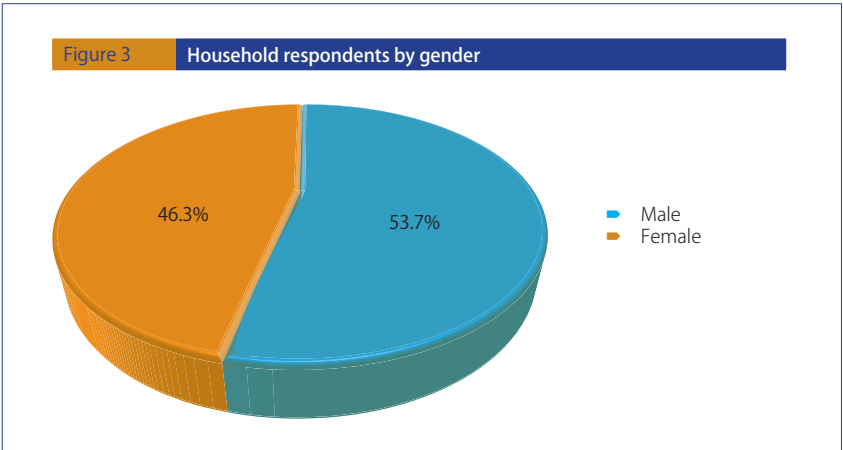
¹ Household characteristics are based on the sample and the rest of the booklet reports only on the survey data.

² Based on Lesotho Bureau of Statistics, settlement has three categories, namely, urban, peri-urban and rural.

Figure 2 Households by district³**Table 1:** Households by district and settlement

District	Urban (%)	Peri-urban (%)	Rural (%)
Maseru	31.0	34.8	6.7
Leribe	15.7	13.8	12.5
Berea	14.4	7.6	12.1
Mafeteng	9.2	22.8	9.1
Botha-Bothe	6.7	0.0	9.0
Qacha's Nek	6.7	14.3	4.0
Mohale's Hoek	6.6	0.0	13.2
Quthing	5.0	6.7	9.1
Thaba-Tseka	2.3	0.0	12.9
Mokhotlong	2.3	0.0	11.4
Total	100	100	100

³ Lesotho has ten administrative districts.

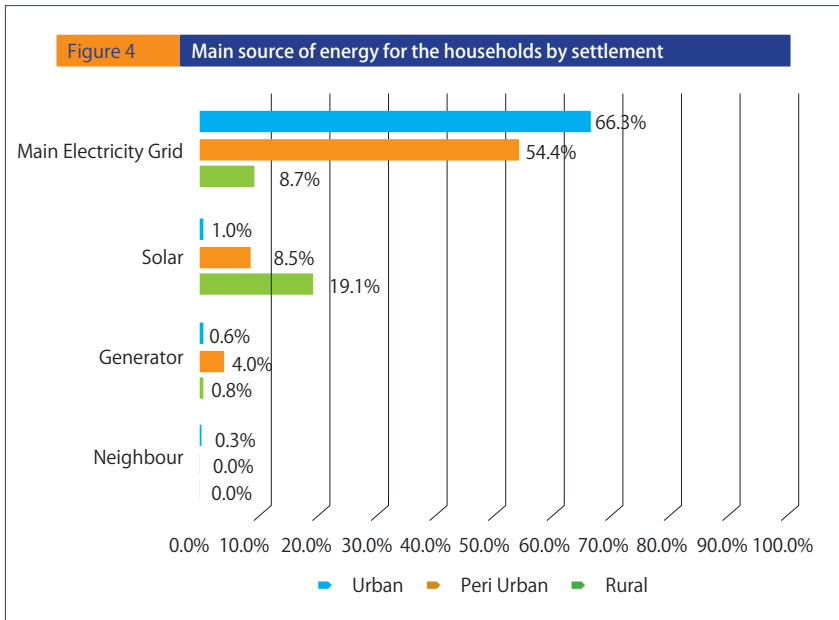


2.2 Household ICT indicators

2.2.1 Source of energy

Table 2: Main source of energy for the households by district

District	Main electricity grid (%)	Generator (%)	Solar (%)	Neighbour (%)
Maseru	53.7	1.7	6.4	0.4
Qacha's Nek	48.0	0.0	15.3	0.8
Mafeteng	45.8	2.3	7.9	0.0
Berea	41.7	0.8	6.0	0.0
Leribe	27.9	0.2	8.2	0.0
Mohale's Hoek	22.4	0.0	16.0	0.0
Botha-Bothe	21.5	2.0	18.6	0.0
Quthing	11.0	0.0	18.9	0.0
Mokhotlong	4.8	0.0	21.3	0.0
Thaba-Tseka	2.8	0.0	24.3	0.0
Average	34.5	0.9	11.3	0.1



2.2.2 Household ownership of ICT assets

Table 3: Household ownership of ICT assets by district							
District name	Radio (%)	Television (%)	Mobile phone (%)	Laptop (%)	Desktop (%)	Tablet (%)	Fixed telephone (%)
Maseru	63.3	47.5	18.5	12.8	6.6	3.0	3.1
Berea	61.4	34.3	17.3	7.0	3.2	2.0	4.1
Mafeteng	56.5	36.1	21.1	5.8	3.9	3.0	2.5
Leribe	52.6	26.7	15.0	3.8	0.7	1.2	0.9
Botha-Bothe	51.5	20.9	13.1	2.6	1.7	1.1	1.0
Mohale's Hoek	48.9	17.0	15.7	2.9	1.3	1.2	0.9
Qacha's Nek	41.2	29.2	9.9	3.8	1.6	0.0	0.8
Thaba-Tseka	36.7	4.6	12.2	1.1	0.0	0.6	0.0
Quthing	33.3	7.7	17.8	2.2	0.0	0.0	0.0
Mokhotlong	32.6	4.2	15.1	0.9	0.0	0.2	0.0
Average	52.8	29.5	16.6	6.3	3.00	1.7	1.9

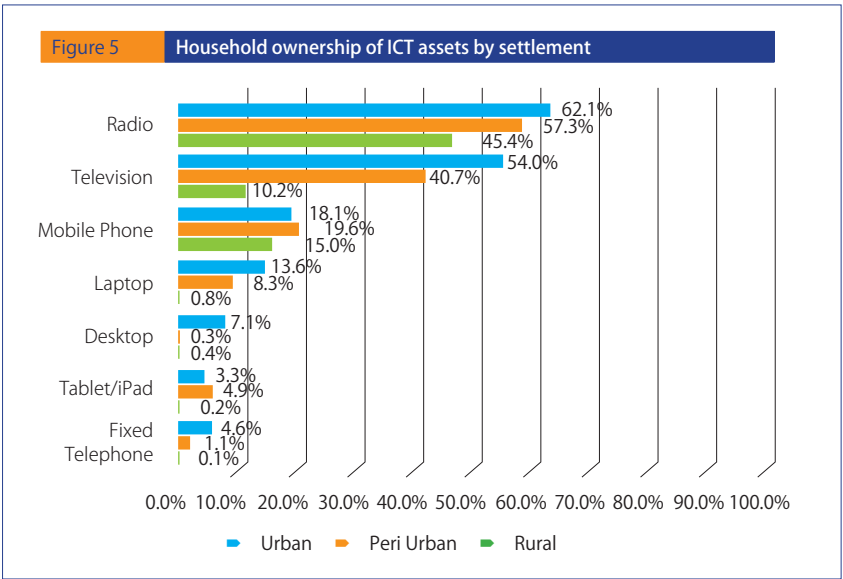
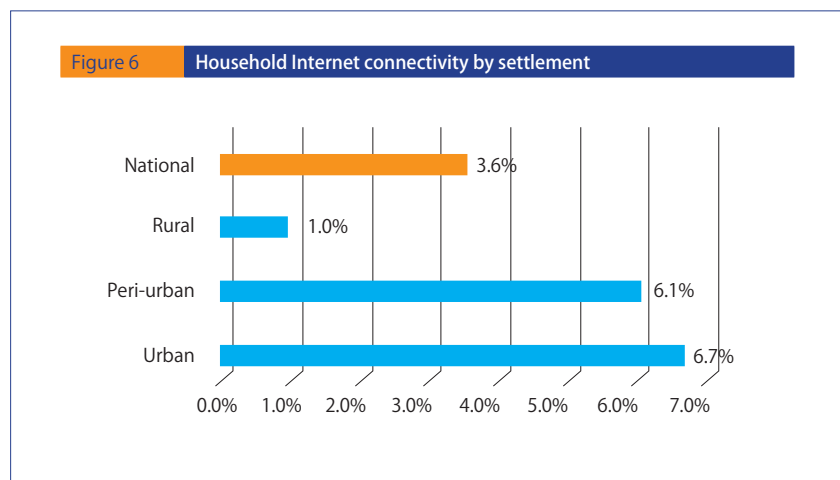


Table 4: Household ownership of ICT assets by gender of the household head							
Gender	Radio (%)	Television (%)	Mobile phone (%)	Laptop (%)	Desktop (%)	Tablet (%)	Telephone (%)
Male	52.0	28.1	18.4	5.8	2.9	1.2	1.6
Female	54.2	31.1	15.0	6.8	2.8	2.2	2.1

Table 5: Non ICT assets in the households		
Non-ICT assets	Refrigerator	24.3%
	Electric/gas stove	64.8%

2.2.3 Household Internet connectivity



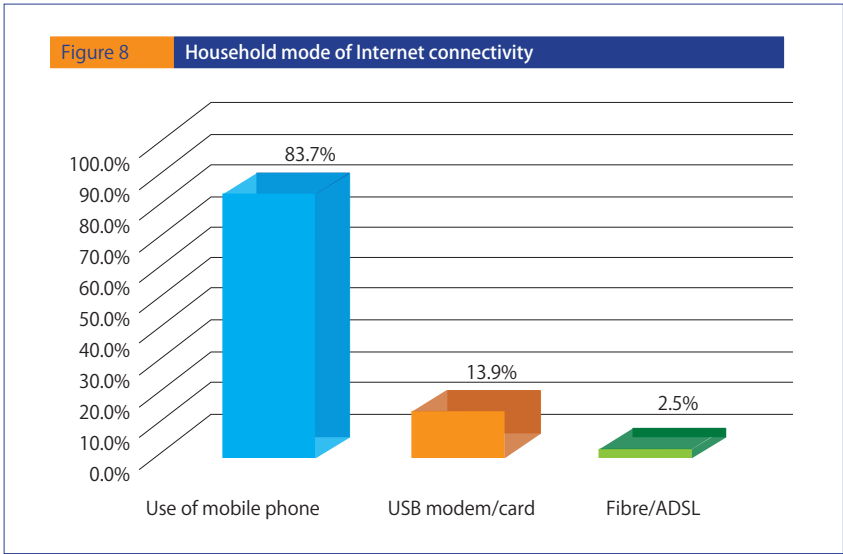
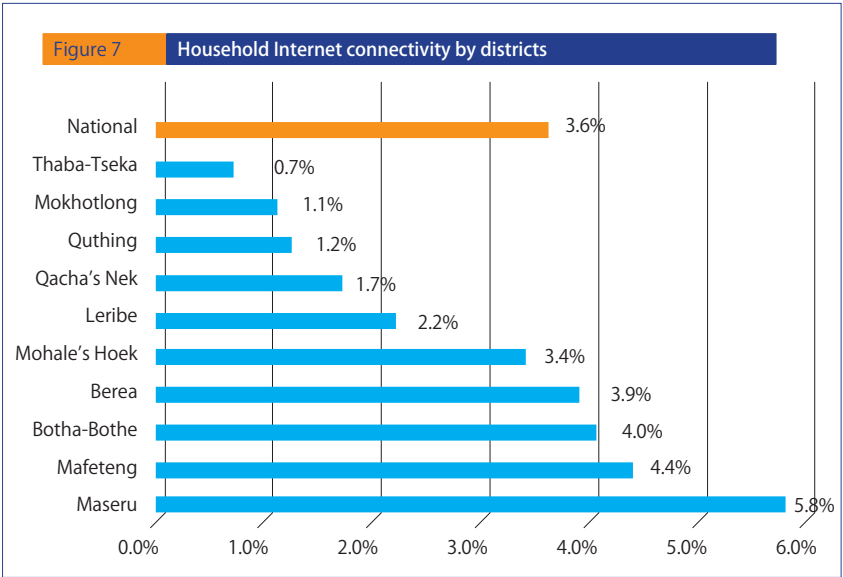
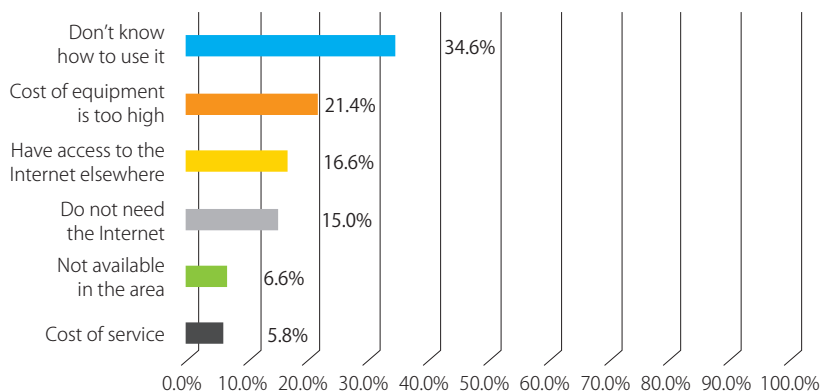


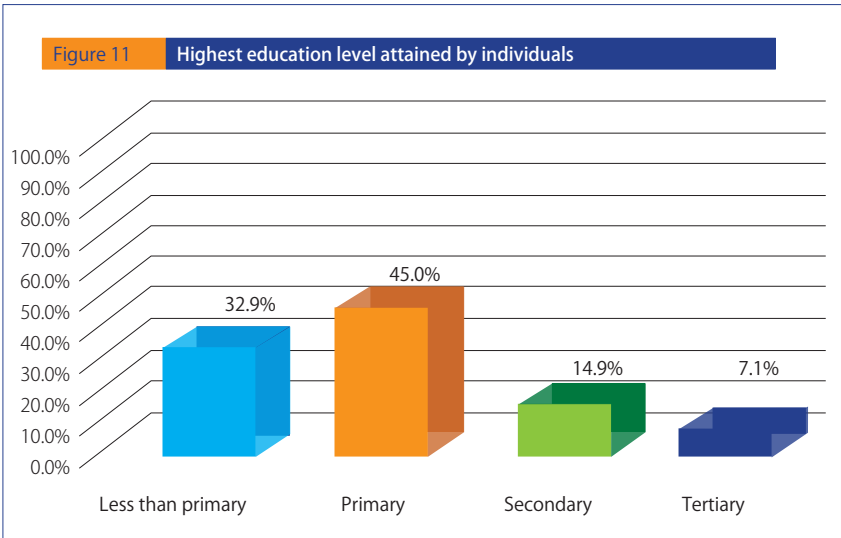
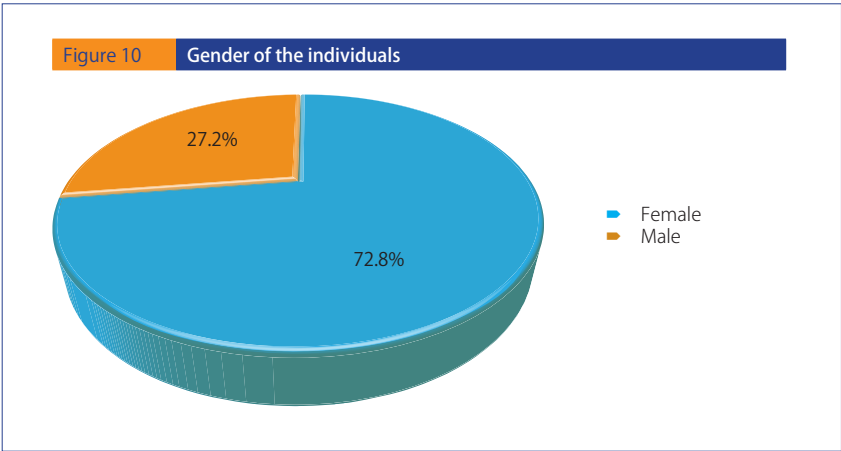
Figure 9

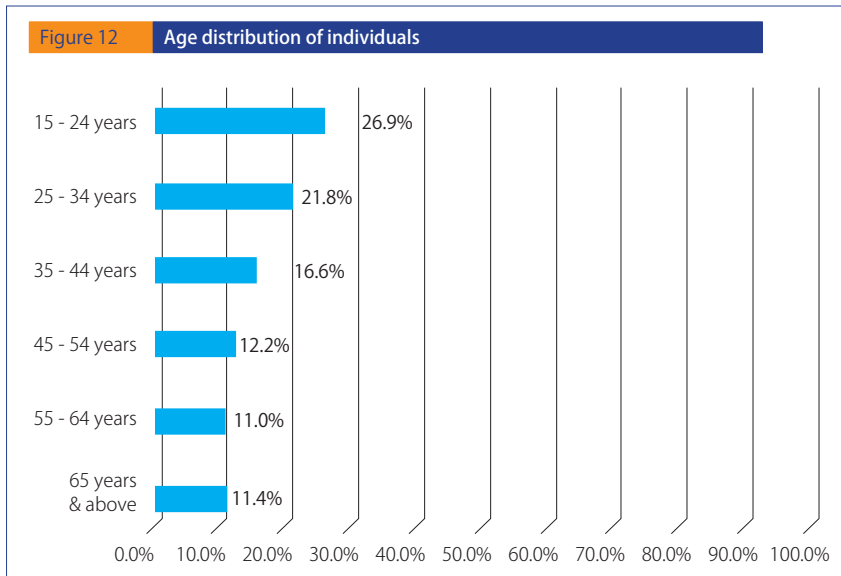
Main reasons cited by households for not having Internet connection



3. INDICATORS AT THE LEVEL OF INDIVIDUALS

3.1 Individual characteristics





3.2 Access, ownership and usage of ICT equipment

3.2.1 Desktop ownership by individuals

Figure 13 Ownership of a desktop by individuals

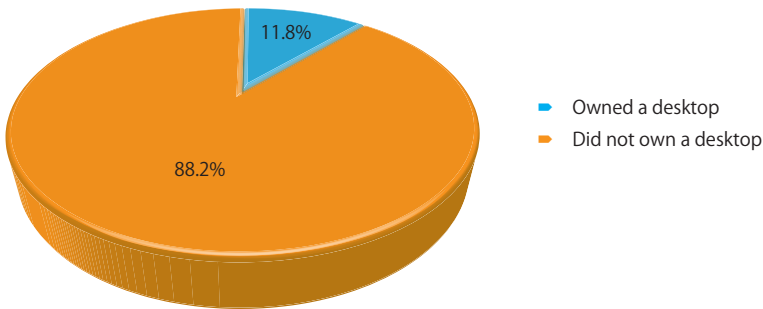


Figure 14 Ownership of a desktop by individuals and settlement

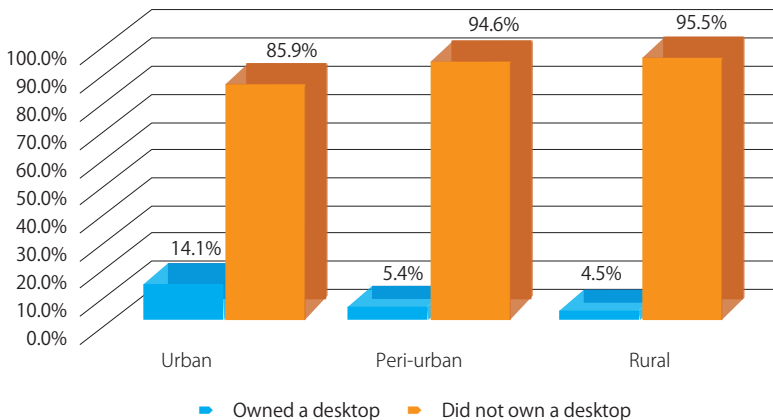
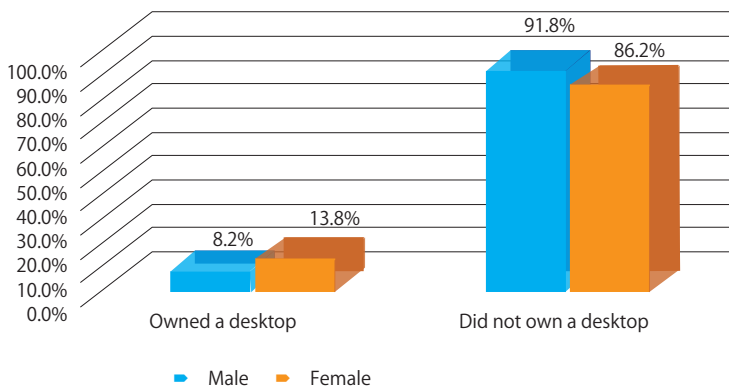
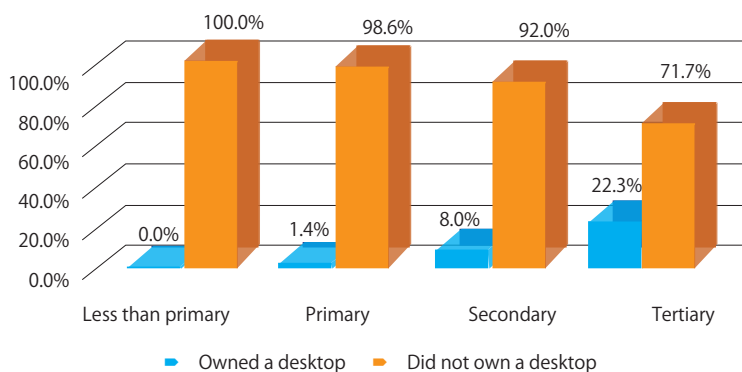
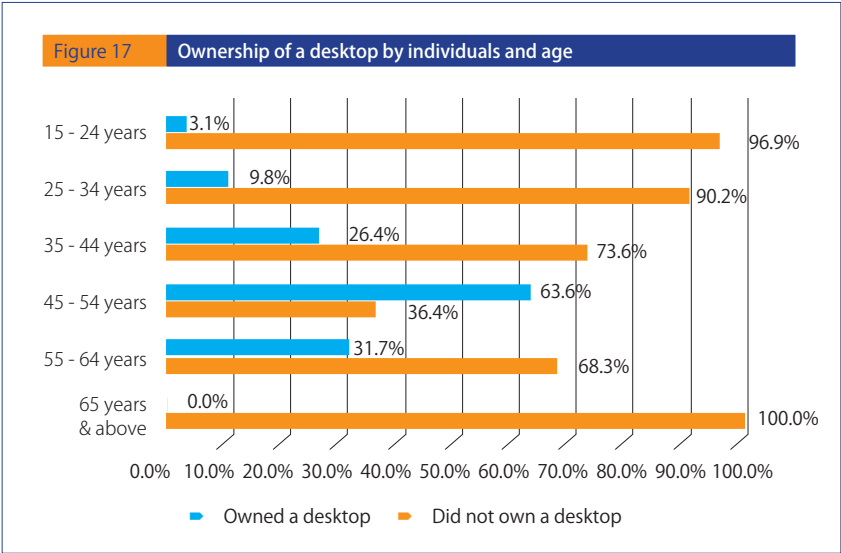


Figure 15 Ownership of a desktop by individuals and gender**Figure 16** Ownership of a desktop by individuals and level of education



3.2.2 Laptop ownership by individuals

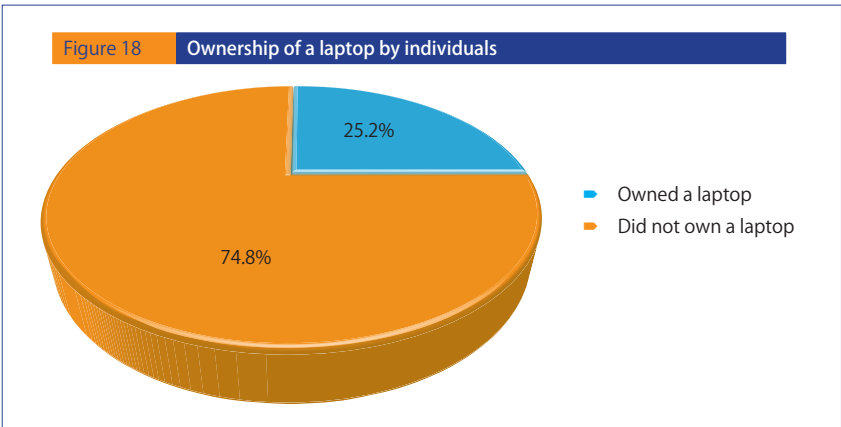
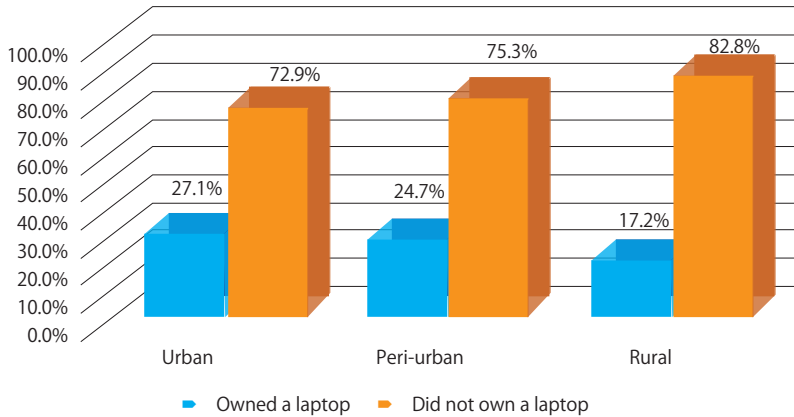
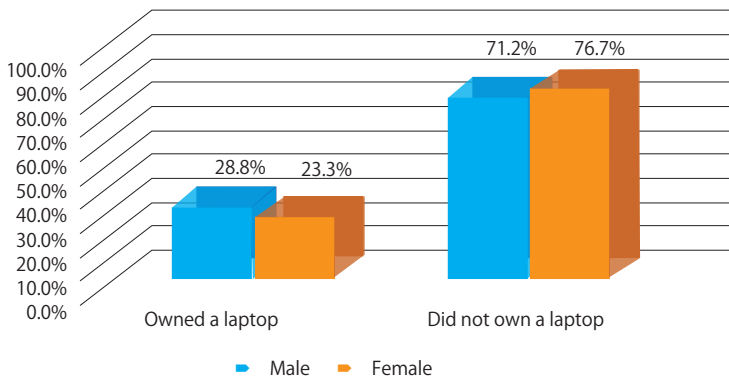
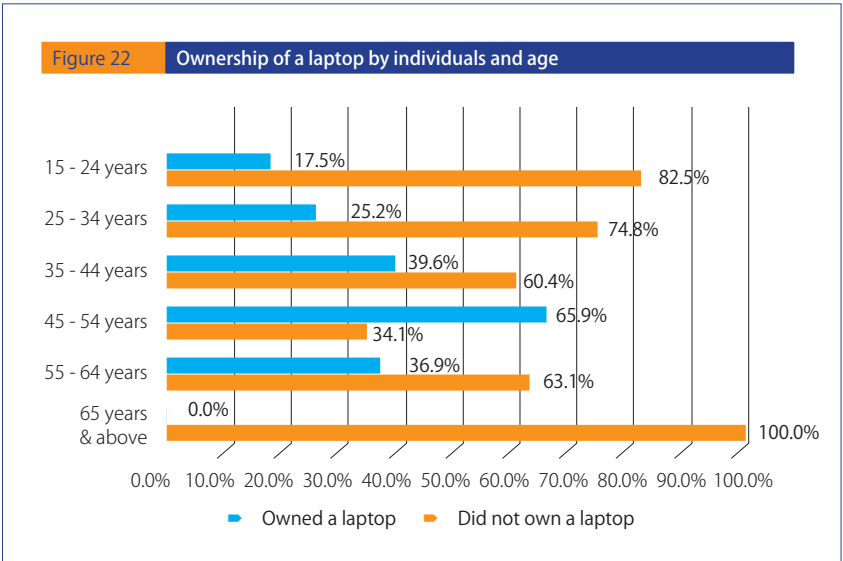
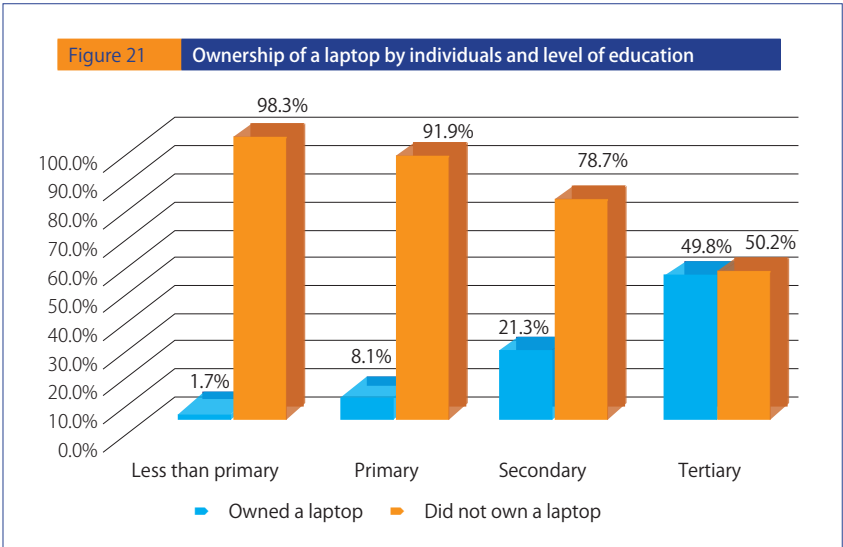


Figure 19 Ownership of a laptop by individuals and settlement**Figure 20** Ownership of a laptop by individuals and gender



3.2.3 Tablet ownership by individuals

Figure 23 Ownership of a tablet or iPad by individuals

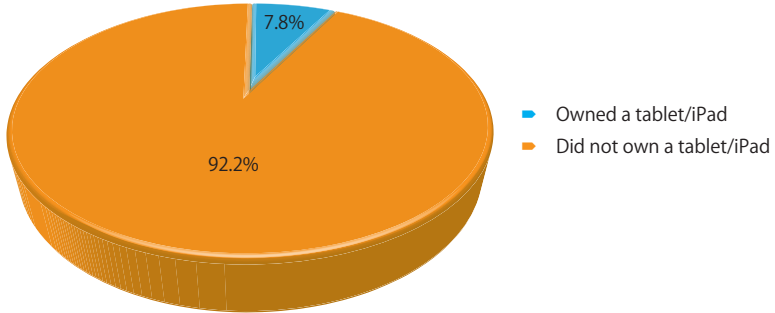


Figure 24 Ownership of a tablet or iPad by individuals and settlement

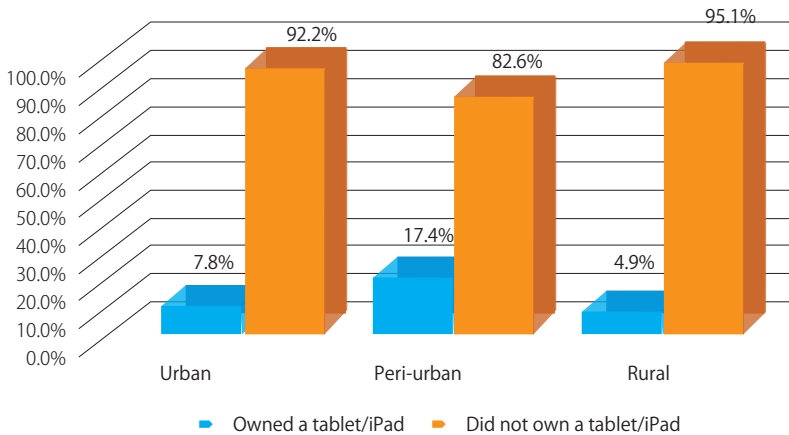


Figure 25 Ownership of a tablet or iPad by individuals and gender

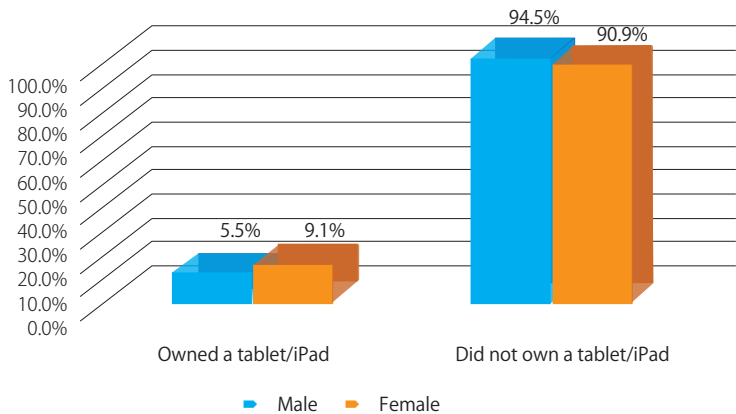


Figure 26 Ownership of a tablet or iPad by individuals and level of education

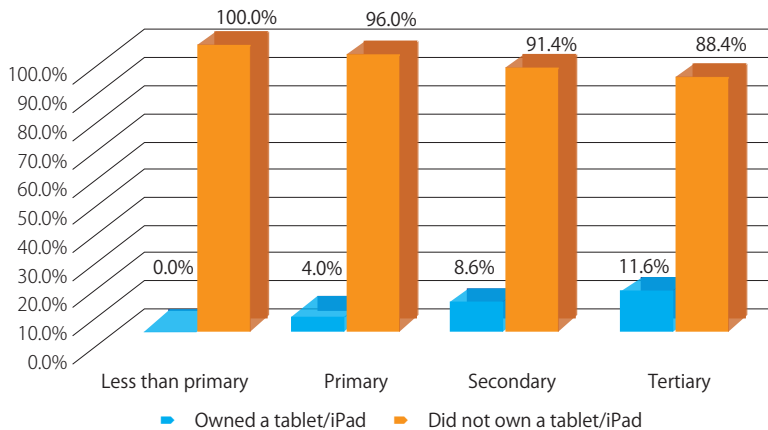
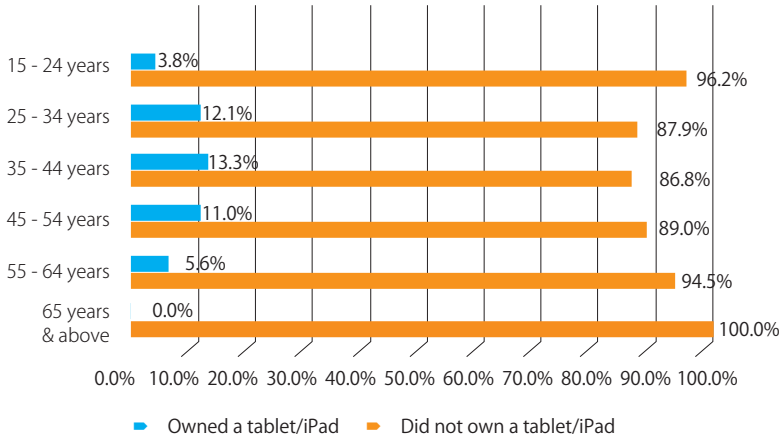


Figure 27 Ownership of a tablet or iPad by individuals and age

3.2.4 Computer usage by individuals

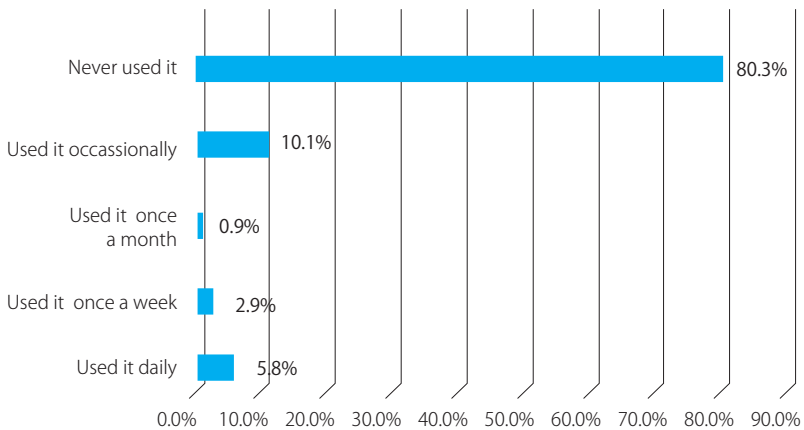
Figure 28 Frequency of computer usage by individuals

Table 6: Computer use by individuals and settlement			
Use of a computer	Urban %	Peri-urban %	Rural %
Never used it	58.5	84.2	93.7
Used it occasionally	19.0	6.3	5.0
Used it once a month	2.0	1.4	0.0
Used it once a week	6.5	1.9	0.7
Used it daily	13.9	6.1	0.6
Total	100	100	100

Table 7: Computer use by individuals and gender		
Use of a computer	Male (%)	Female (%)
Never used it	74.8	82.3
Used it occasionally	11.0	9.8
Used it once a month	1.0	0.8
Used it once a week	3.8	2.5
Used it daily	9.3	4.5
Total	100	100

3.2.5 Mobile phone ownership by individuals

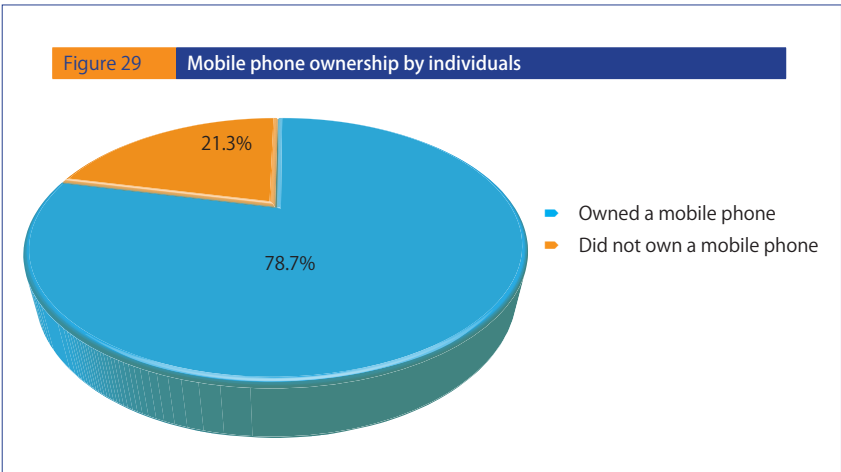
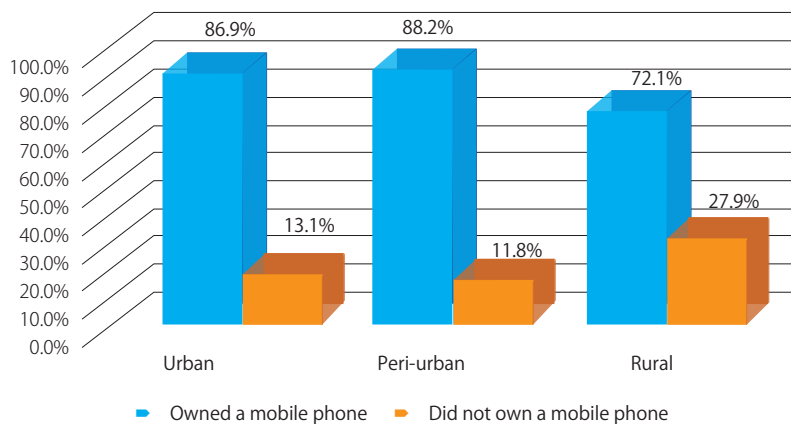


Figure 30 Mobile phone ownership by individuals and settlement**Table 8:** Mobile phone ownership by individuals and district

District	Owned a mobile phone (%)	Did not own a mobile phone (%)
Maseru	84.9	15.1
Leribe	83.7	16.3
Botha-Bothe	82.4	17.6
Berea	79.6	20.4
Mafeteng	74.2	25.8
Qacha's Nek	74.0	26.0
Mohale's Hoek	73.3	26.7
Thaba-Tseka	73.0	27.0
Quthing	70.6	29.4
Mokhotlong	64.0	36.0

Figure 31 Mobile phone ownership by individuals and gender

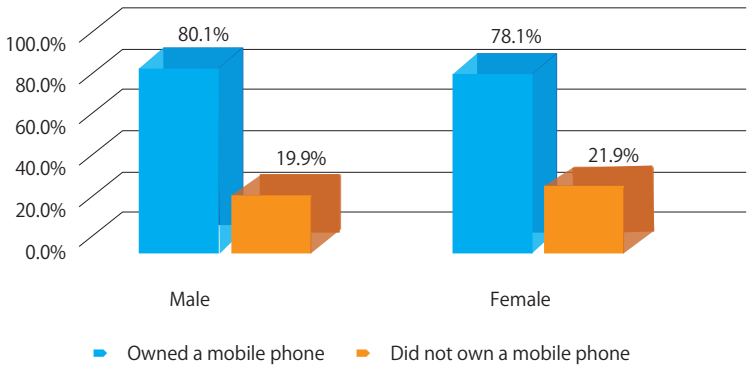


Figure 32 Mobile phone ownership by individuals and level of education

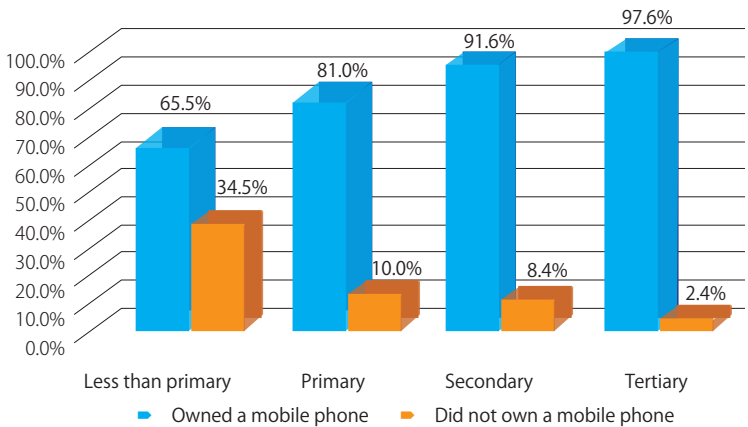
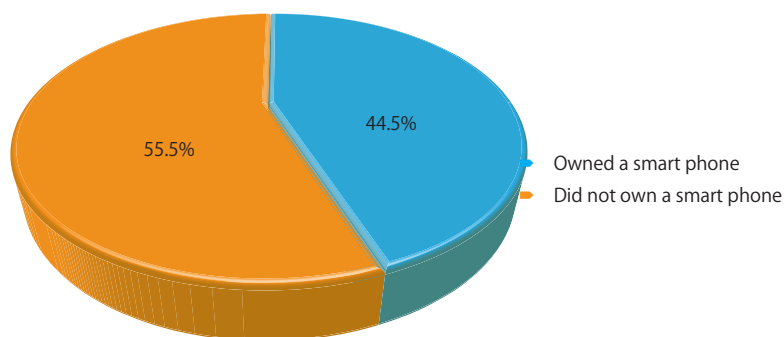


Table 9: Mobile phone ownership by individuals and age

Age category	Owned a mobile phone %	Did not own a mobile phone %	Total
15 - 24 years	79.7	20.3	100
25 - 34 years	87.3	12.7	100
35 - 44 years	83.5	16.5	100
45 - 54 years	83.3	16.7	100
55 - 64 years	73.1	26.9	100
65 years and above	53.3	46.7	100

Figure 33 Ownership of smart phones by individuals**Table 10: Ownership of smart phones by individuals and settlement**

Smart phones	Urban (%)	Peri-urban (%)	Rural (%)
Owned a smart phone	61.3	43.1	31.8
Did not own a smart phone	38.7	56.9	68.2
Total	100	100	100

Table 11: Ownership of smart phones by individuals and gender

Smart phones	Male (%)	Female (%)
Owned a smart phone	45.0	44.4
Did not own a smart phone	55.0	55.6
Total	100	100

3.2.6 SIM card ownership by individuals

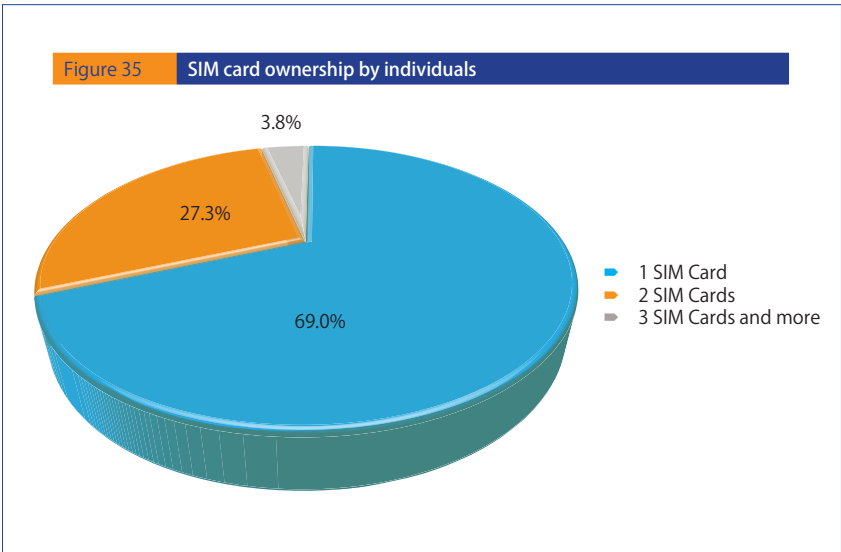
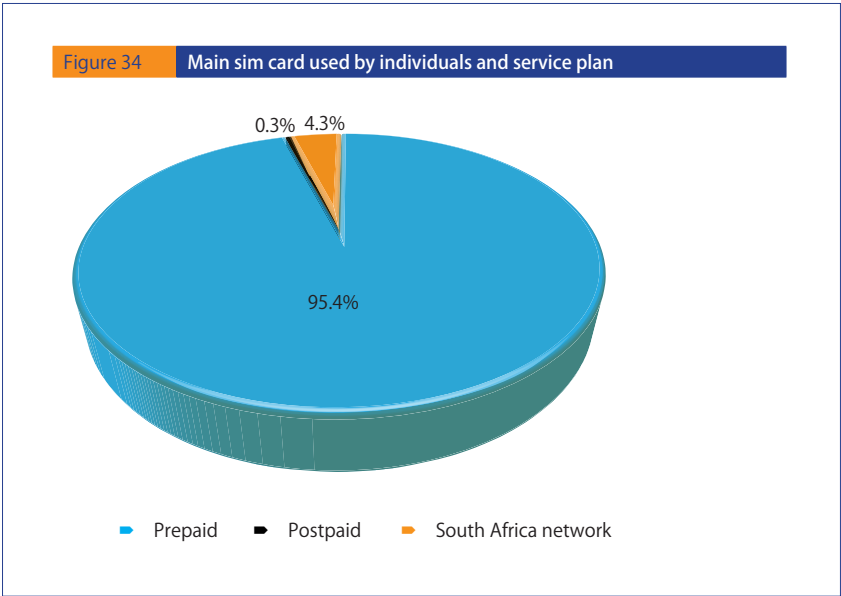
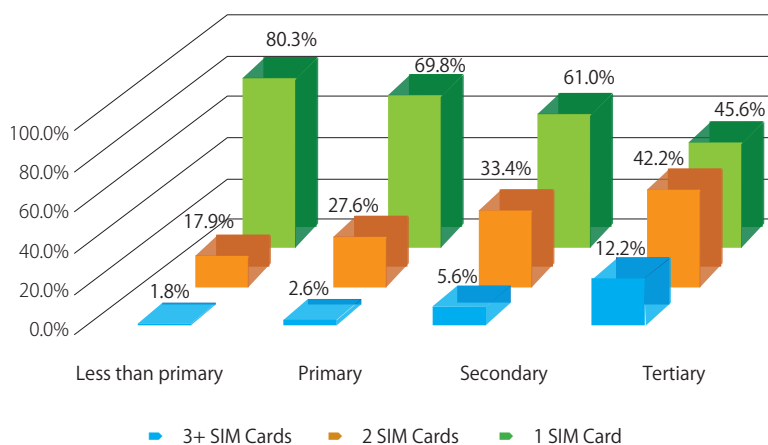


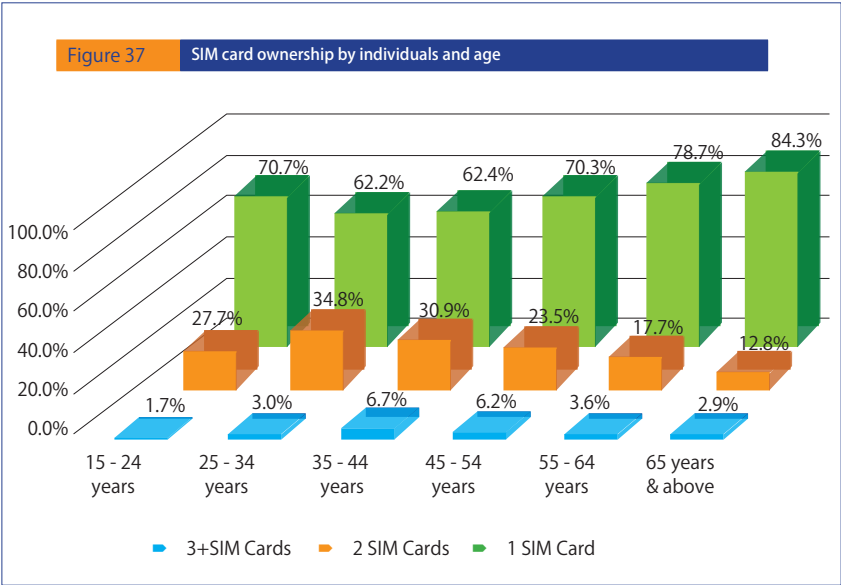
Table 12: SIM card ownership by individuals and settlement

Number of SIM cards	Urban (%)	Peri-urban (%)	Rural (%)
1	63.9	69.8	72.8
2	30.4	27.0	24.9
3+	5.8	3.2	2.3
Total	100	100	100

Table 13: SIM card ownership by individuals and gender

Number of SIM cards	Male (%)	Female (%)
1	66.1	70.1
2	28.9	26.6
3+	5.0	3.3
Total	100	100

Figure 36 SIM card ownership by individuals and level of education



3.3 Internet usage by individuals

Figure 38 Internet use by individuals

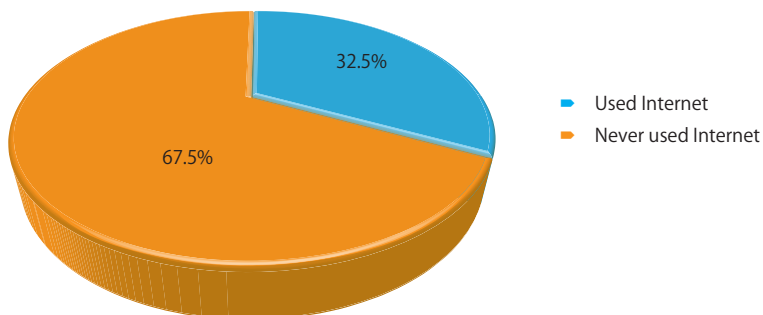


Figure 39 Internet use by individuals and settlement

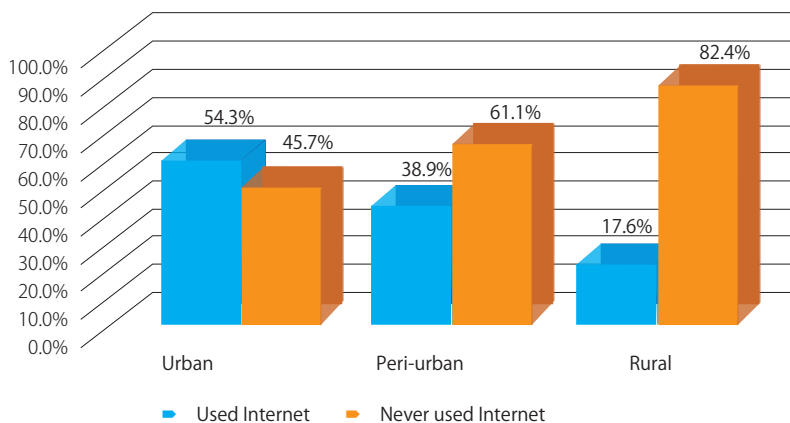


Figure 40 Internet use by individuals and district

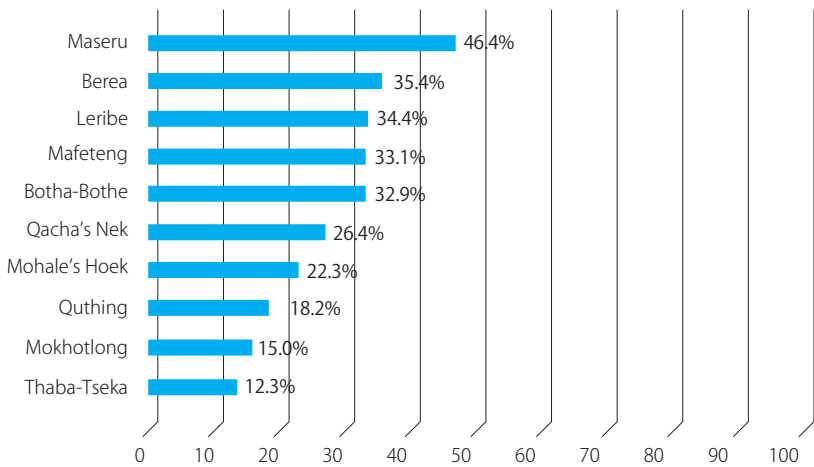


Figure 41 Internet use by individuals and gender

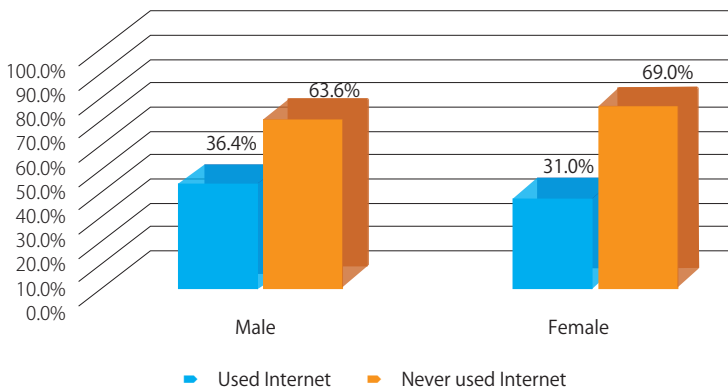


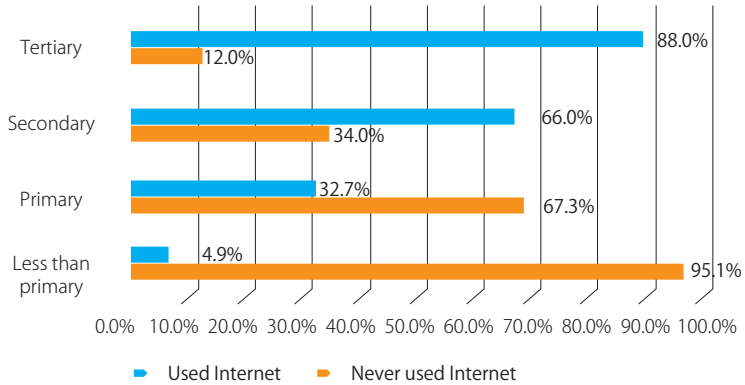
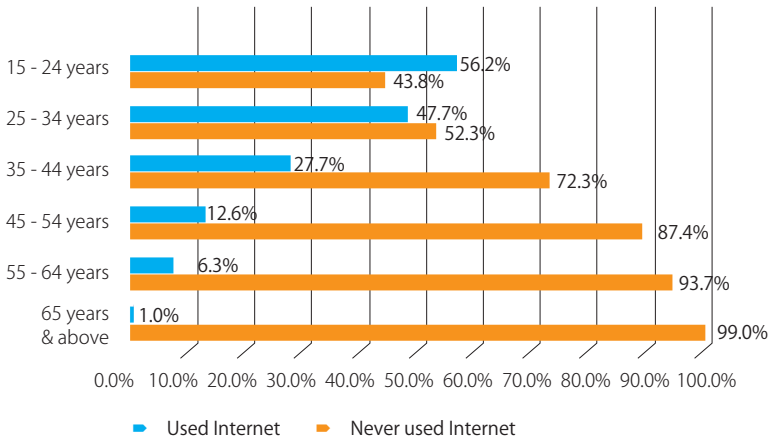
Figure 42 Internet use by individuals and level of education**Figure 43** Internet use by individuals and age

Figure 44 Device used to first access Internet by individuals

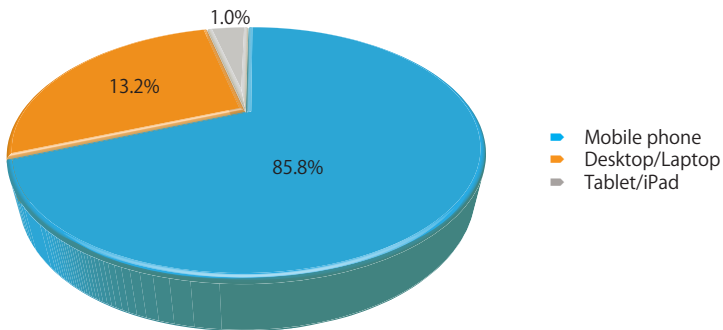


Figure 45 Device used to first access Internet by individuals and settlement

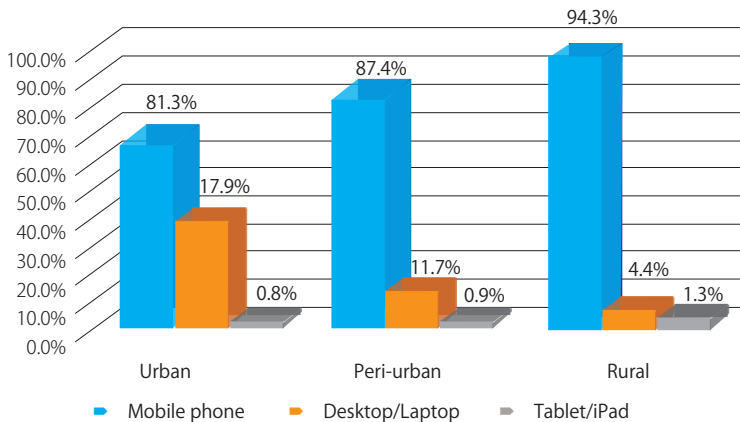


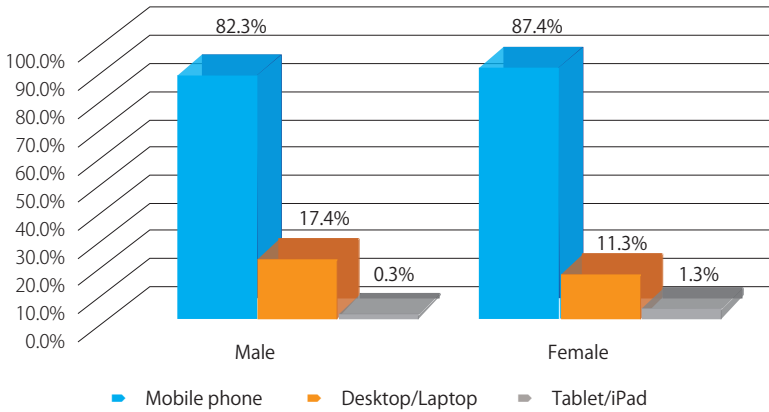
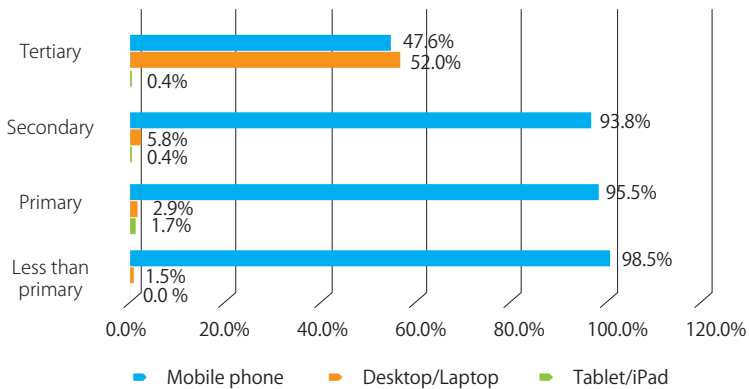
Figure 46 Device used to first access Internet by individuals and gender**Figure 47** Device used to first access Internet by individuals and level of education

Figure 48 Device used to first access Internet by individuals and age

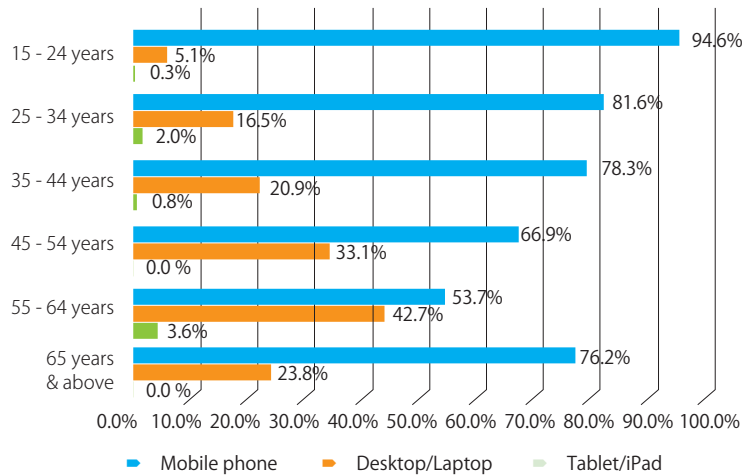


Figure 49 Main reasons for using Internet by individuals

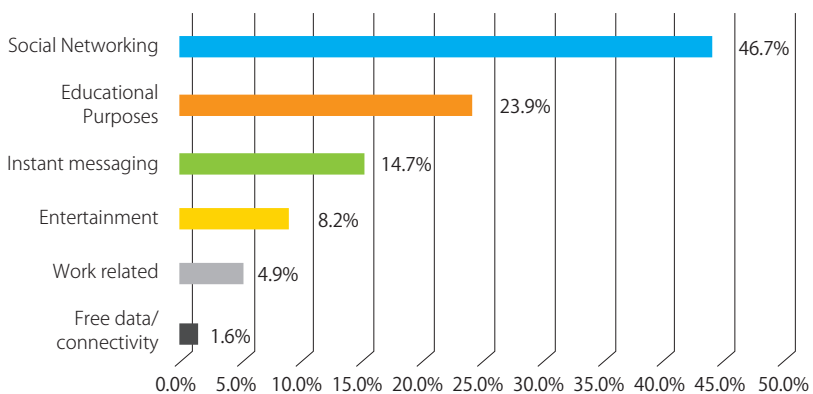
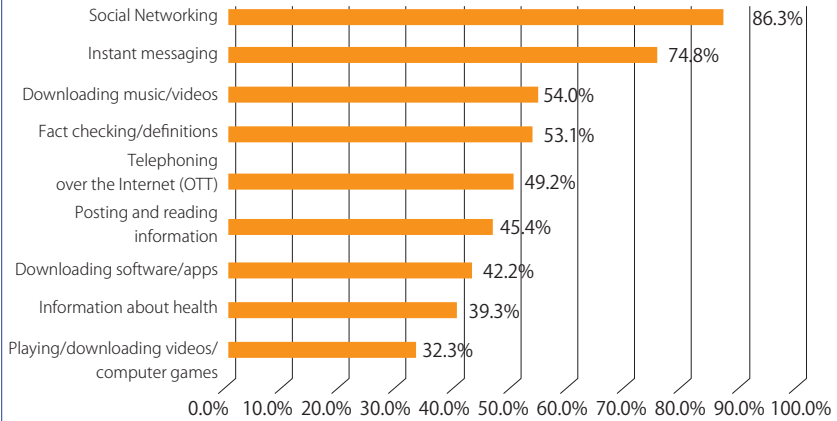


Figure 50 Main activities performed on the Internet by individuals

3.4 Usage of social media by individuals

Figure 51 Use of social media among individuals that use Internet

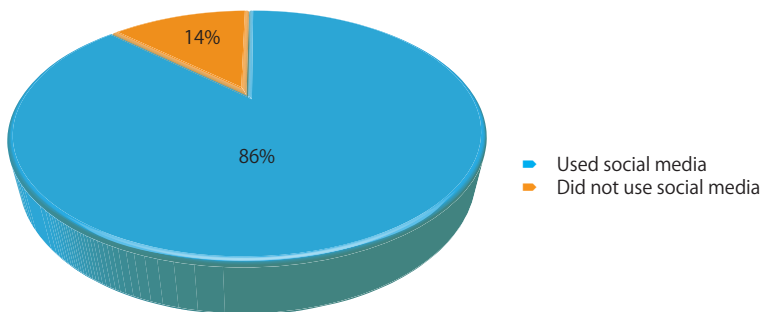


Figure 52 Use of social media by individuals and settlement

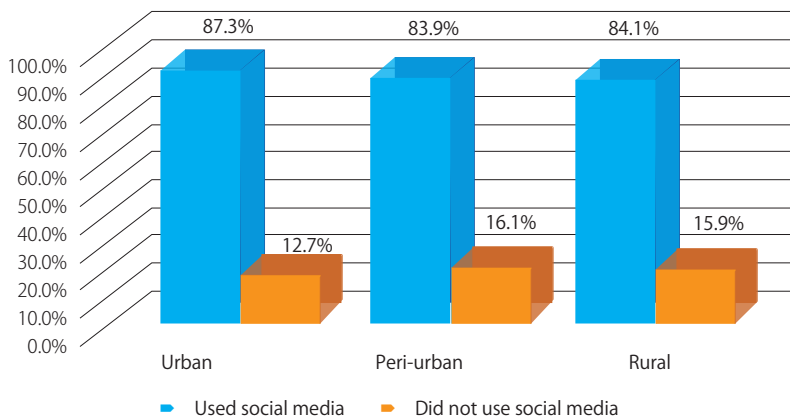


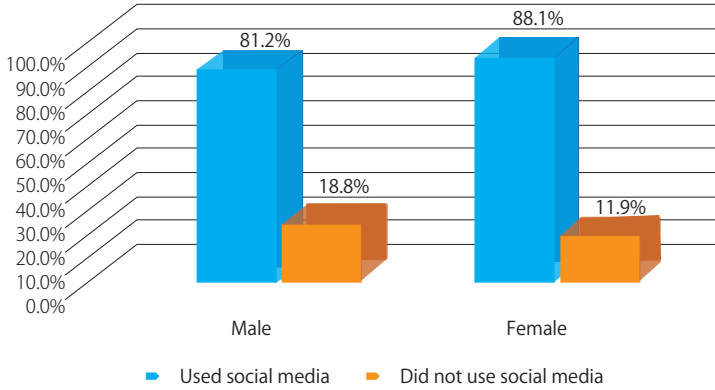
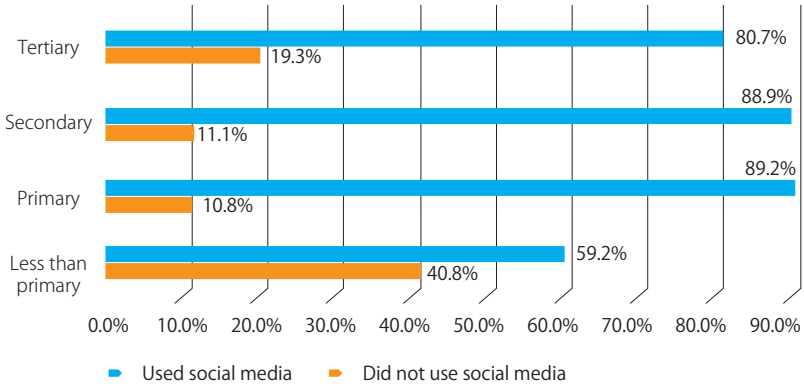
Figure 53 Use of social media by individuals and gender**Figure 54** Use of social media by individuals and level of education

Figure 55 Use of social media by individuals and age

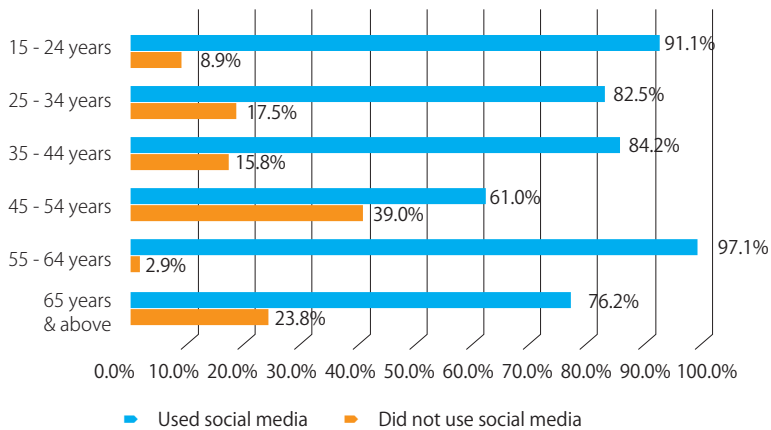


Figure 56 Types of accounts for Individuals using social media

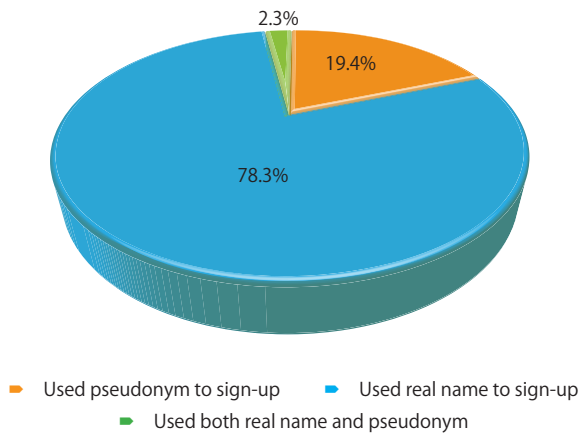


Table 14: Types of accounts for individuals using social media by settlement			
Use of social media	Urban (%)	Peri urban (%)	Rural (%)
Used pseudonym to sign-up	17.8	23.4	21.6
Used real name to sign-up	80.0	74.9	75.6
Used both real name and pseudonym	2.2	1.7	2.8
Total	100	100	100

Table 15: Types of accounts for individuals using social media by gender		
Use of social media	Male (%)	Female (%)
Used pseudonym to sign-up	23.1	17.9
Used real name to sign-up	70.5	81.4
Used both real name and pseudonym	6.4	0.7
Total	100	100

3.5 Financial activities using ICTs

3.5.1 Individuals using mobile money services

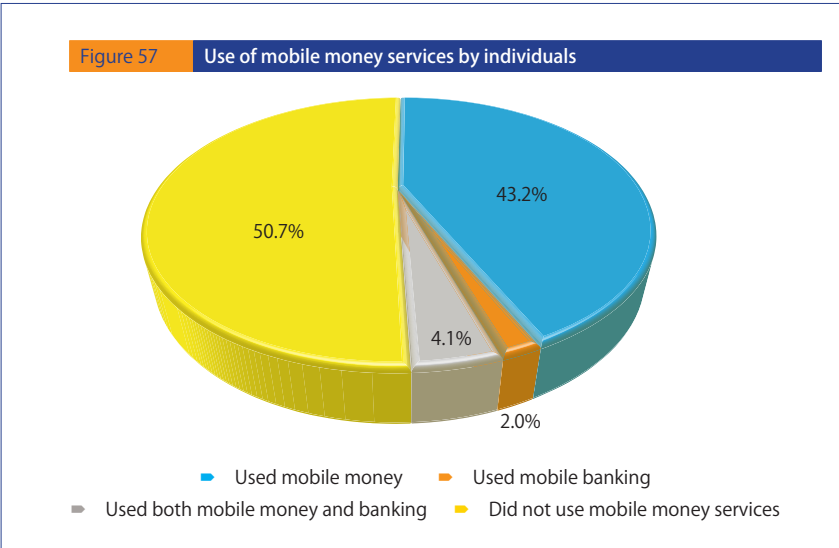
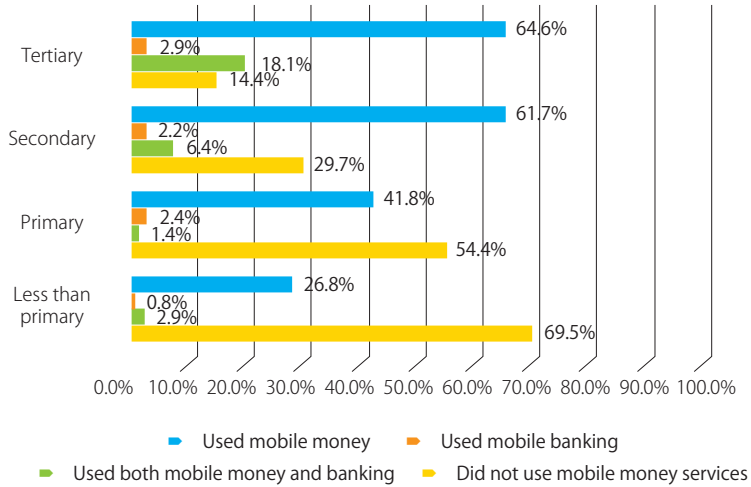


Table 16: Use of mobile money services by individuals and settlement			
Use of mobile services	Urban (%)	Peri urban (%)	Rural (%)
Used mobile money	57.6	54.4	30.3
Used mobile banking	2.2	3.7	1.5
Used both mobile money and banking	7.0	4.2	2.0
Did not use mobile services	33.3	37.6	66.2
Total	100	100	100

Table 17: Use of mobile money services by individuals and gender		
Use of mobile services	Male (%)	Female (%)
Used mobile money	39.7	44.5
Used mobile banking	2.1	2.0
Used both mobile money and banking	4.4	4.0
Did not use mobile services	53.8	49.5
Total	100	100

Figure 58 Use of mobile money services by individuals and level of education**Table 18:** Use of mobile money services by individuals and age

Age category	Used mobile money (%)	Used mobile banking (%)	Used both mobile money and banking (%)	Did not use mobile services (%)	Total
15 - 24 years	46.0	2.7	4.1	47.2	100
25 - 34 years	52.1	1.1	4.5	42.3	100
35 - 44 years	45.4	2.0	7.1	45.6	100
45 - 54 years	39.6	3.3	1.9	55.3	100
55 - 64 years	30.1	2.0	3.4	64.5	100
65 years and above	23.9	0.0	1.4	74.7	100

3.5.2 Individuals using Internet banking

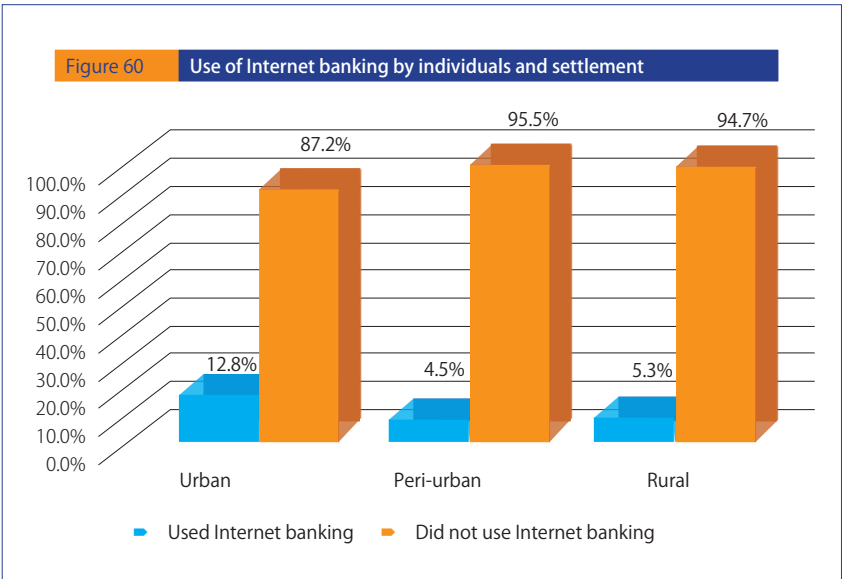
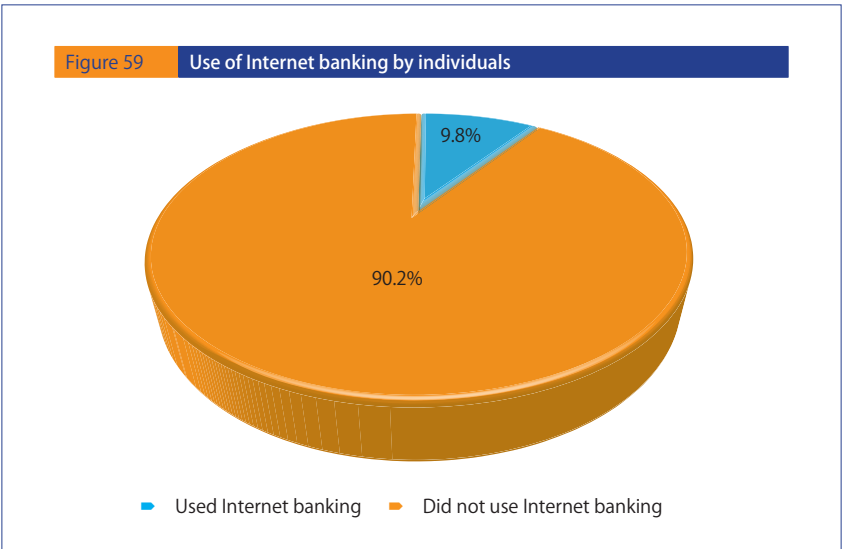
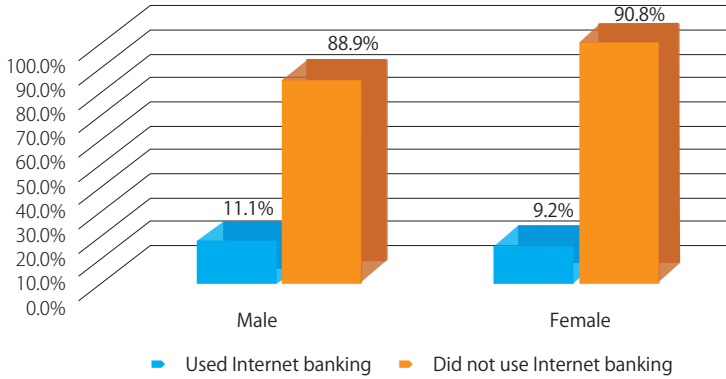
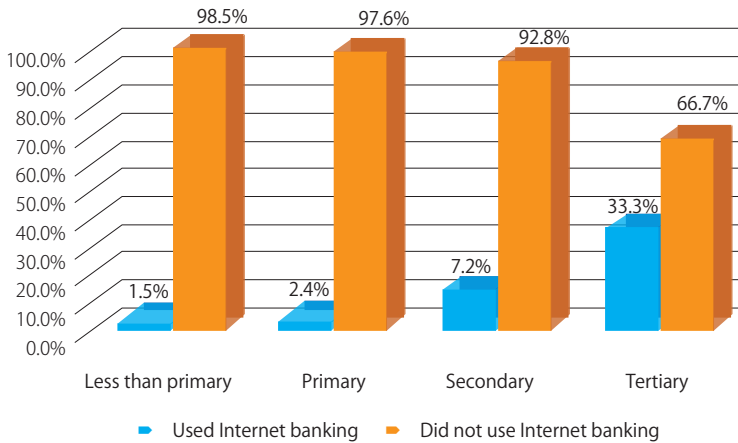


Figure 61 Use of Internet banking by individuals and gender**Figure 62** Use of Internet banking by individuals and level of education

Notes

[illegible]

