

**anrt**

agence nationale de réglementation  
des télécommunications  
الوكالة الوطنية لتقنين المواصلات

# ICT EQUIPMENT AND USES IN 2021

This survey was led in partnership with the Ministry of Digital Transition and Administration Reform, the High Authority of Audiovisual Communication, the Economic, Social and Environmental Council, the National Control Commission for the Protection of Personal Data, Bank Al-Maghrib, the High Commission for Planning and the Agency of Digital Development.



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## ICT in Households

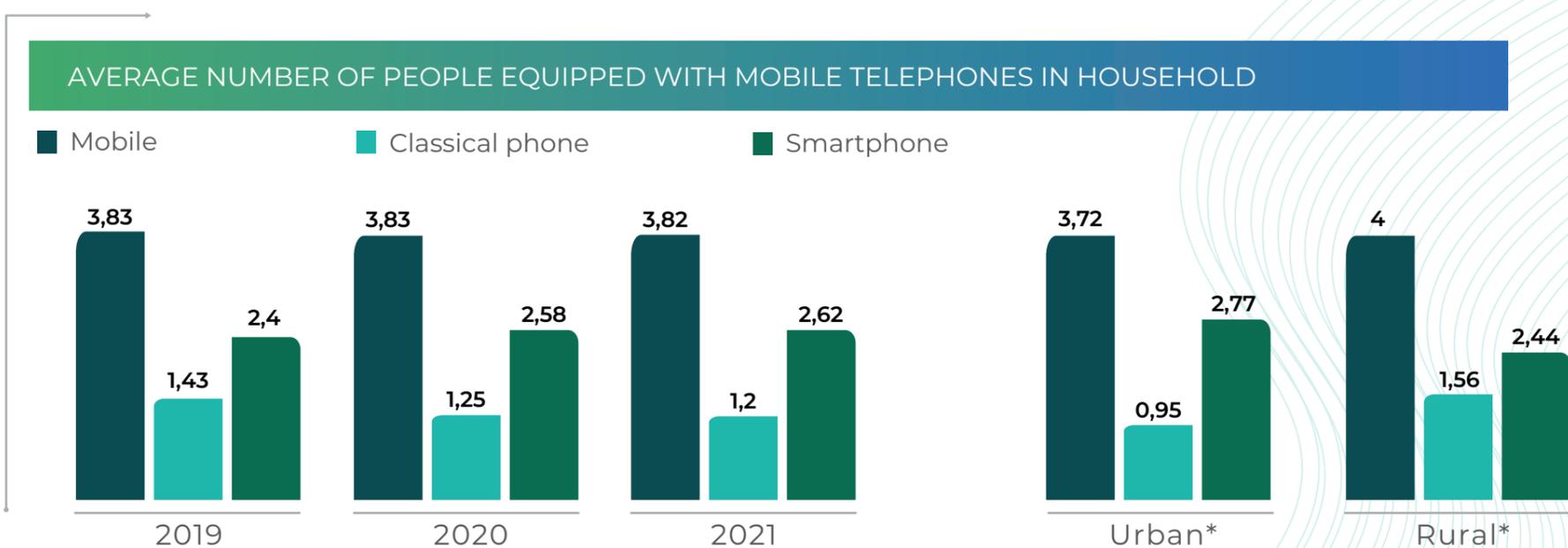
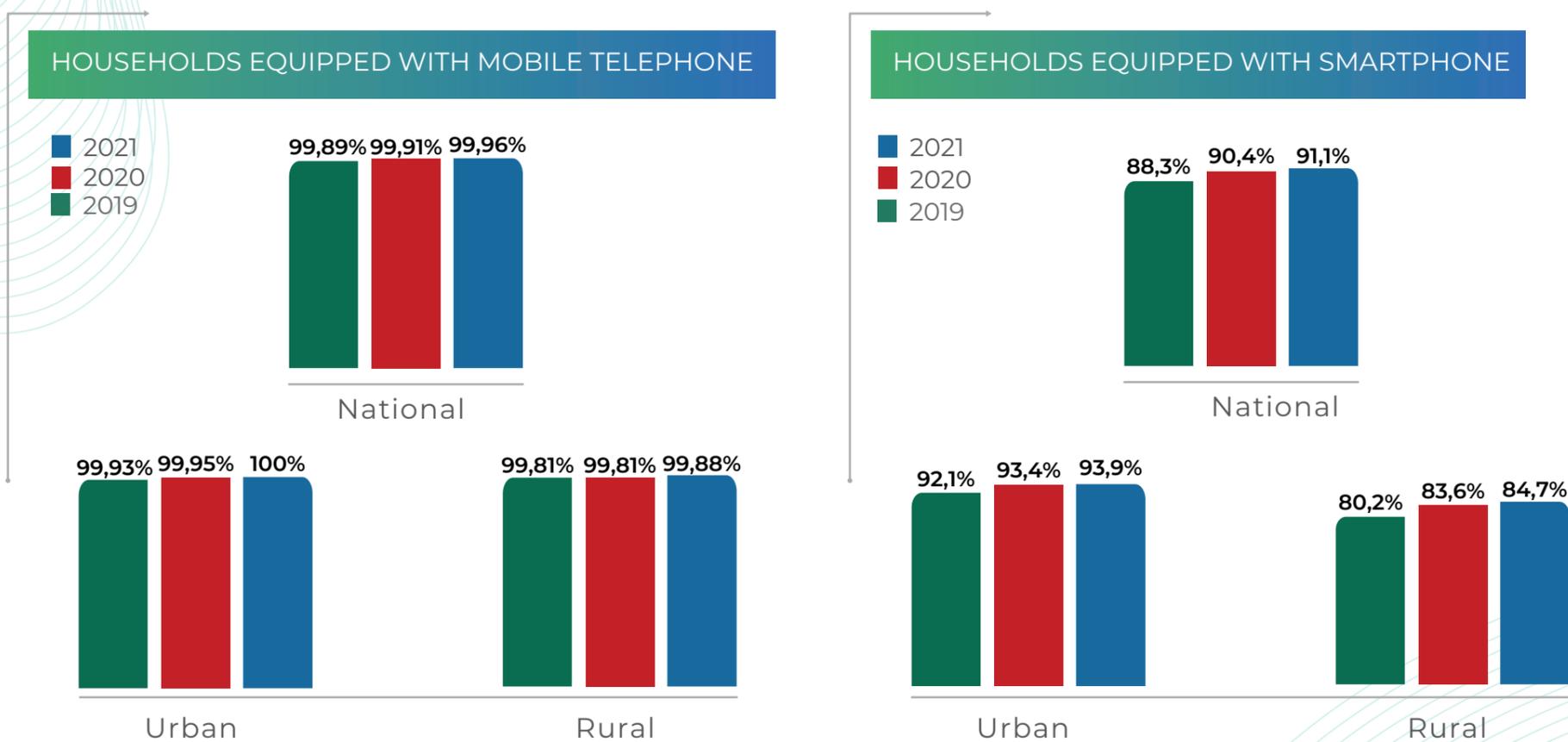
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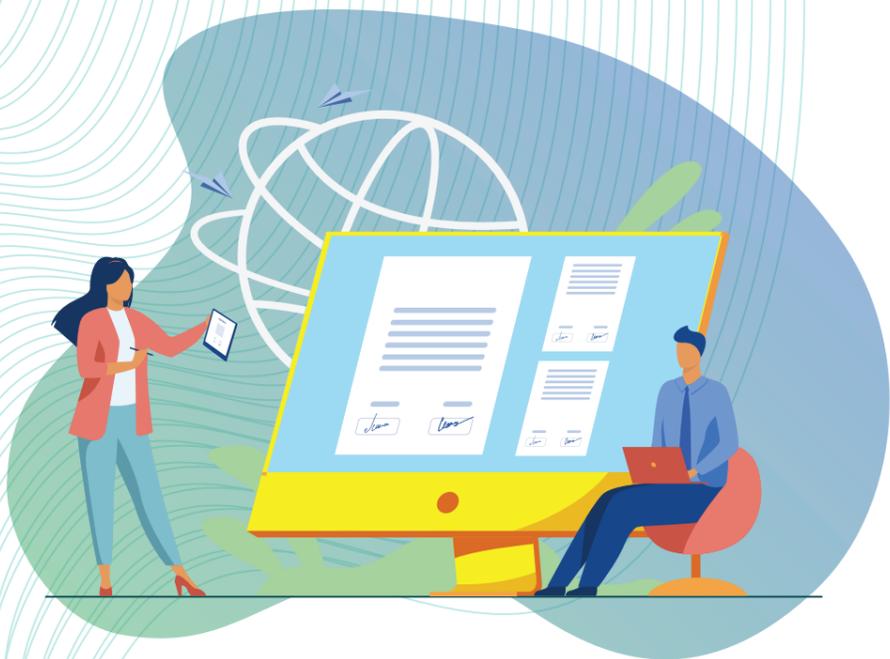
Mobile phone equipment in urban areas is the only indicator reaching **100%**



The number of **people equipped** with mobile telephony is **almost stable**. In addition, **the smartphone** is gaining ground among **household members**.



\*data compiled over 2021.



**Computer and/or** tablet equipment continues on the upward trend observed in 2021: **+ 4 points** (or 6.5% increase)

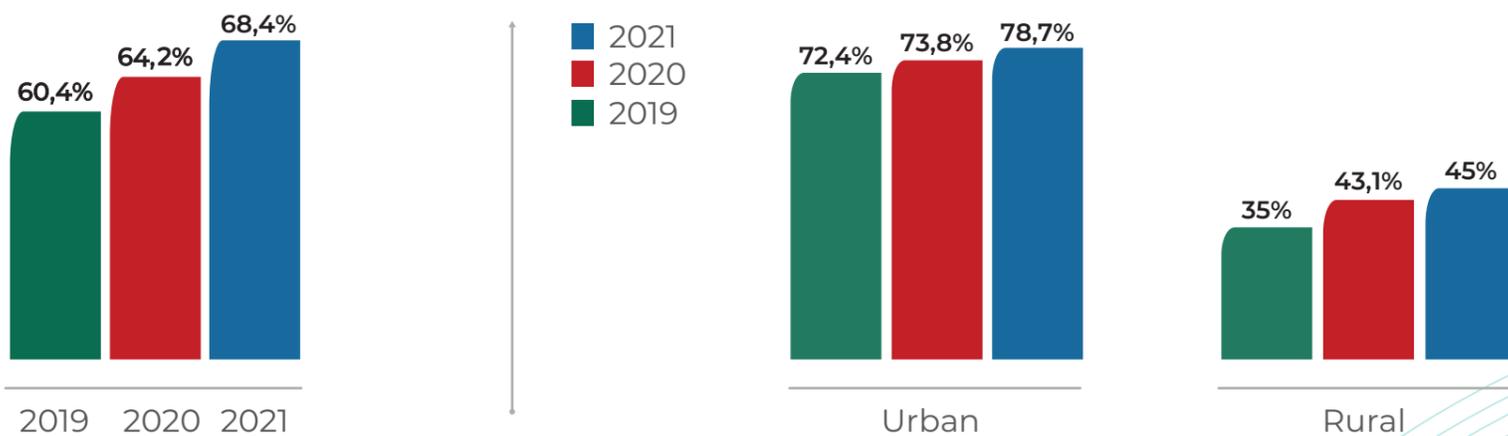


The laptop and tablet are progressing significantly at the expense of the desktop computer

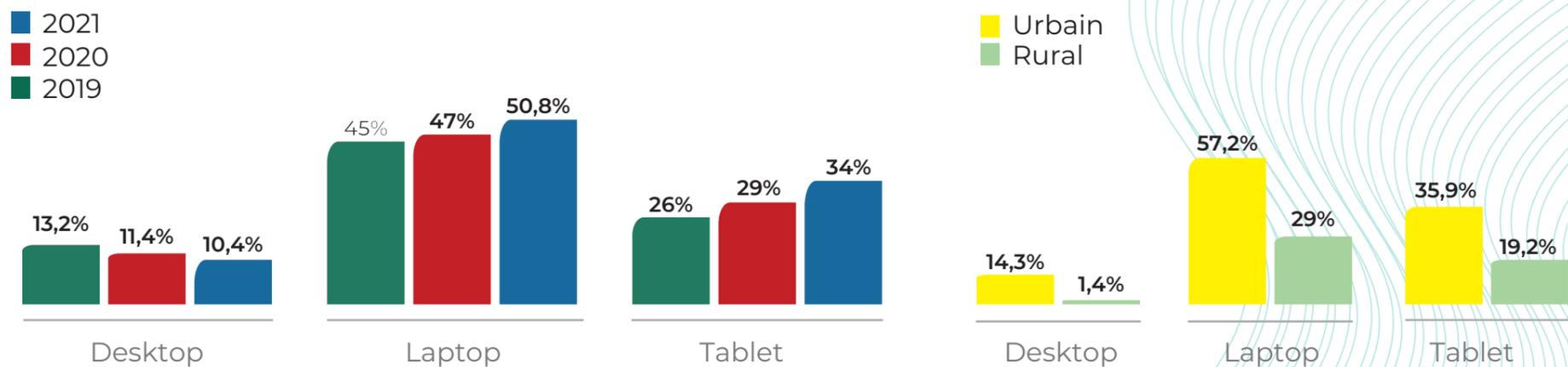


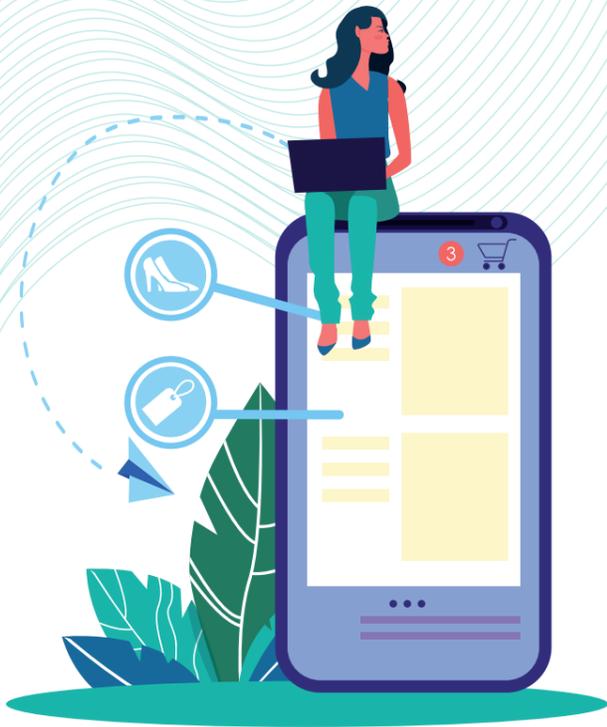
Thus, the laptop and the tablet are privileged in both urban and rural areas.

HOUSEHOLDS EQUIPMENT WITH COMPUTERS AND / OR TABLET



EQUIPMENT BY TYPE (Households)



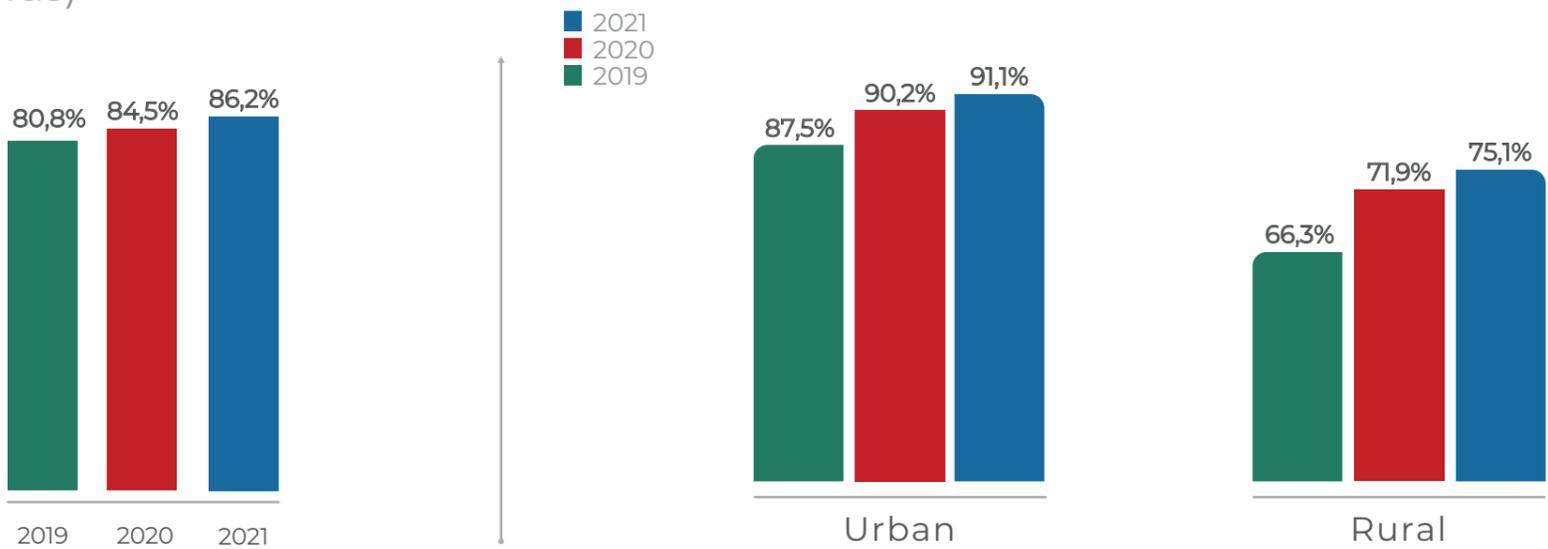


Internet access within households has increased in **four years** by **16 points**  
 (An increase of 23% of households)

The gap between urban and rural areas narrows from 18,3 pts to 16 pts between 2020 and 2021

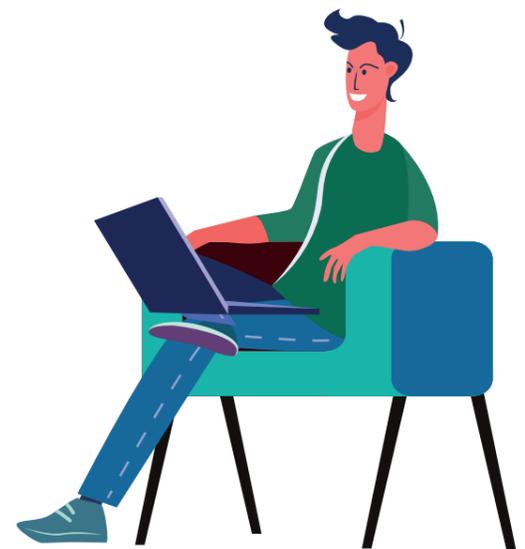
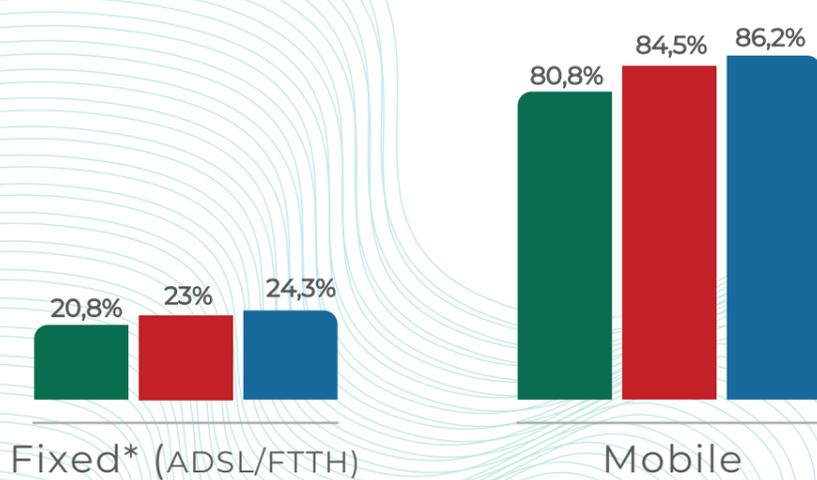
### INTERNET EQUIPMENT

(Households)

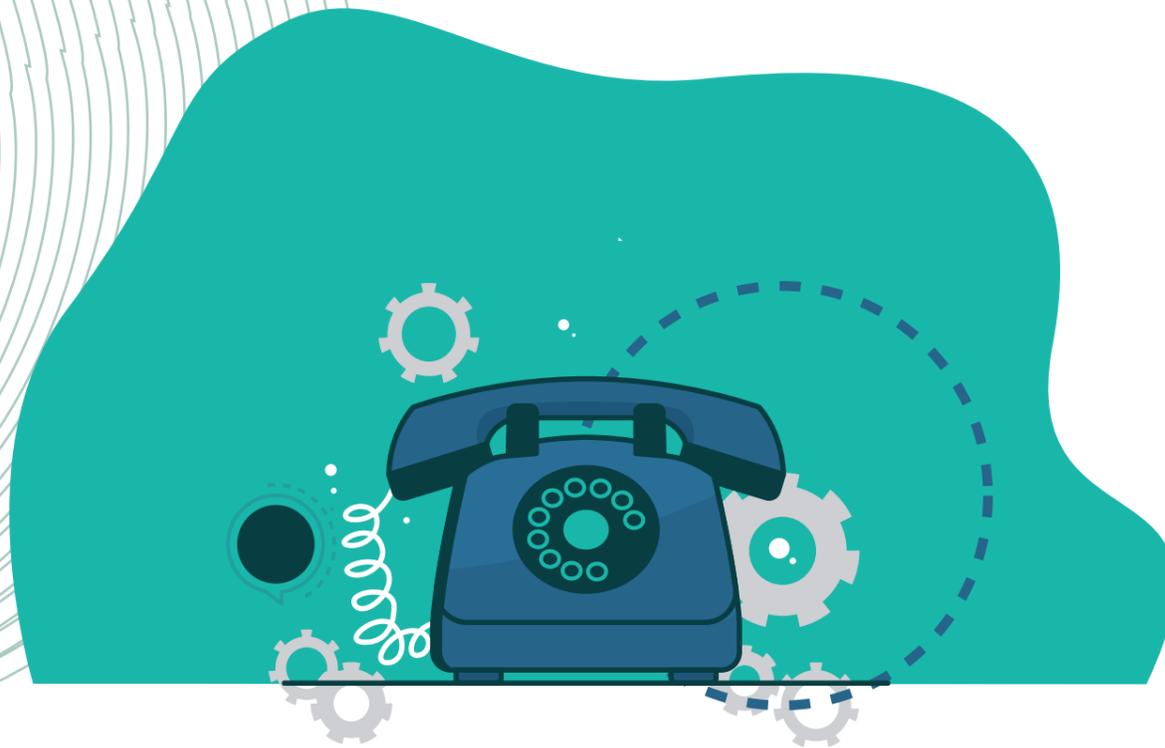


### INTERNET ACCESS BY TYPE

(Households)



\* Excluding 4G - FDD Boxes accounted for in mobile.

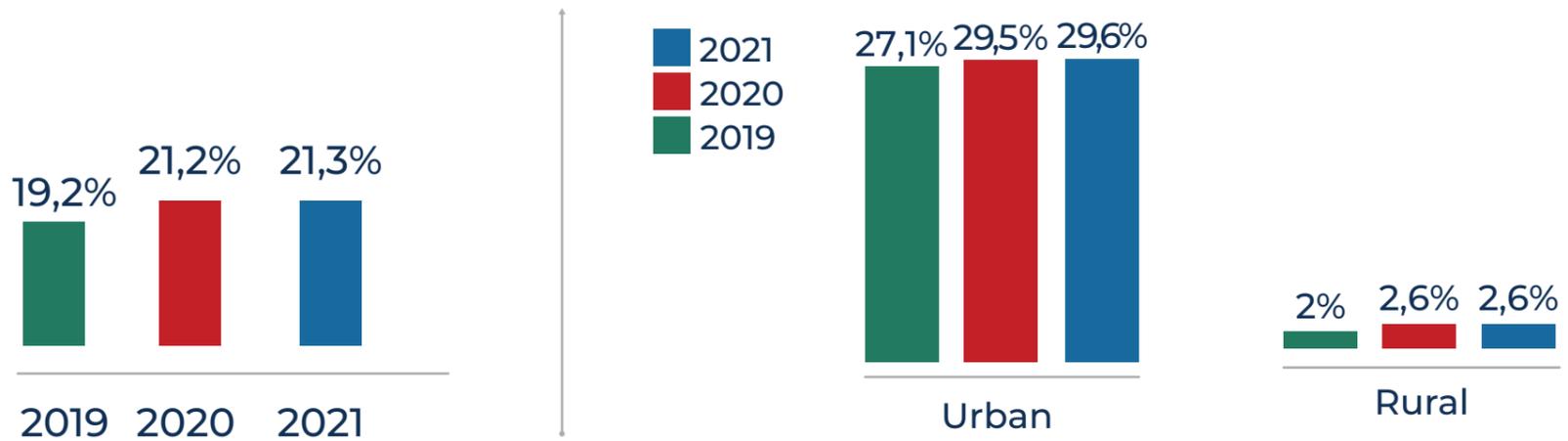


Over the last five years, the rate of equipped households with fixed telephones remains stable: it is around 21%

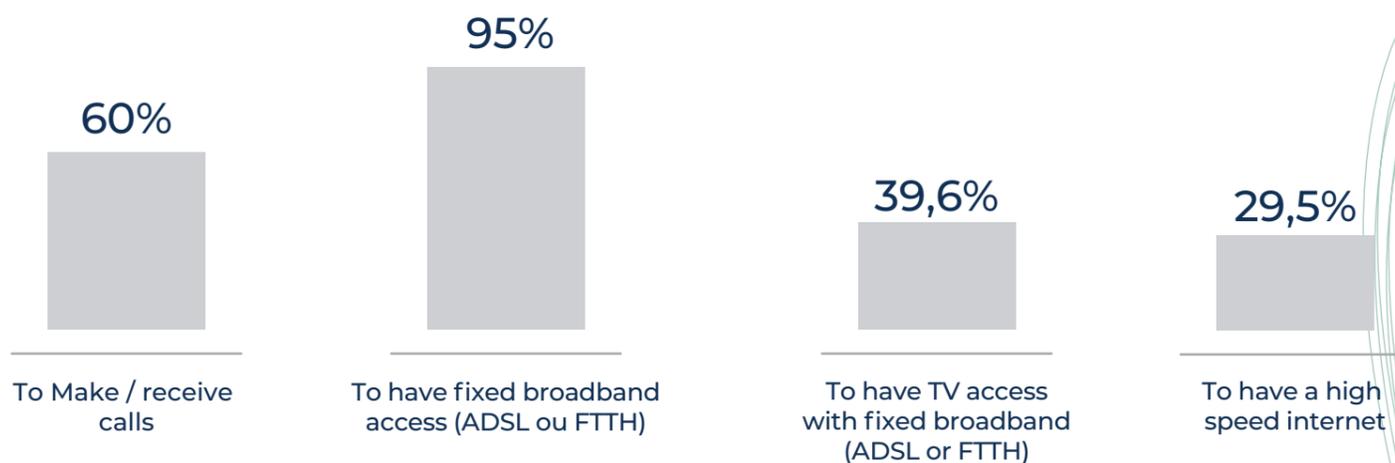


Internet access and phone calls are the two main reasons for landline subscription

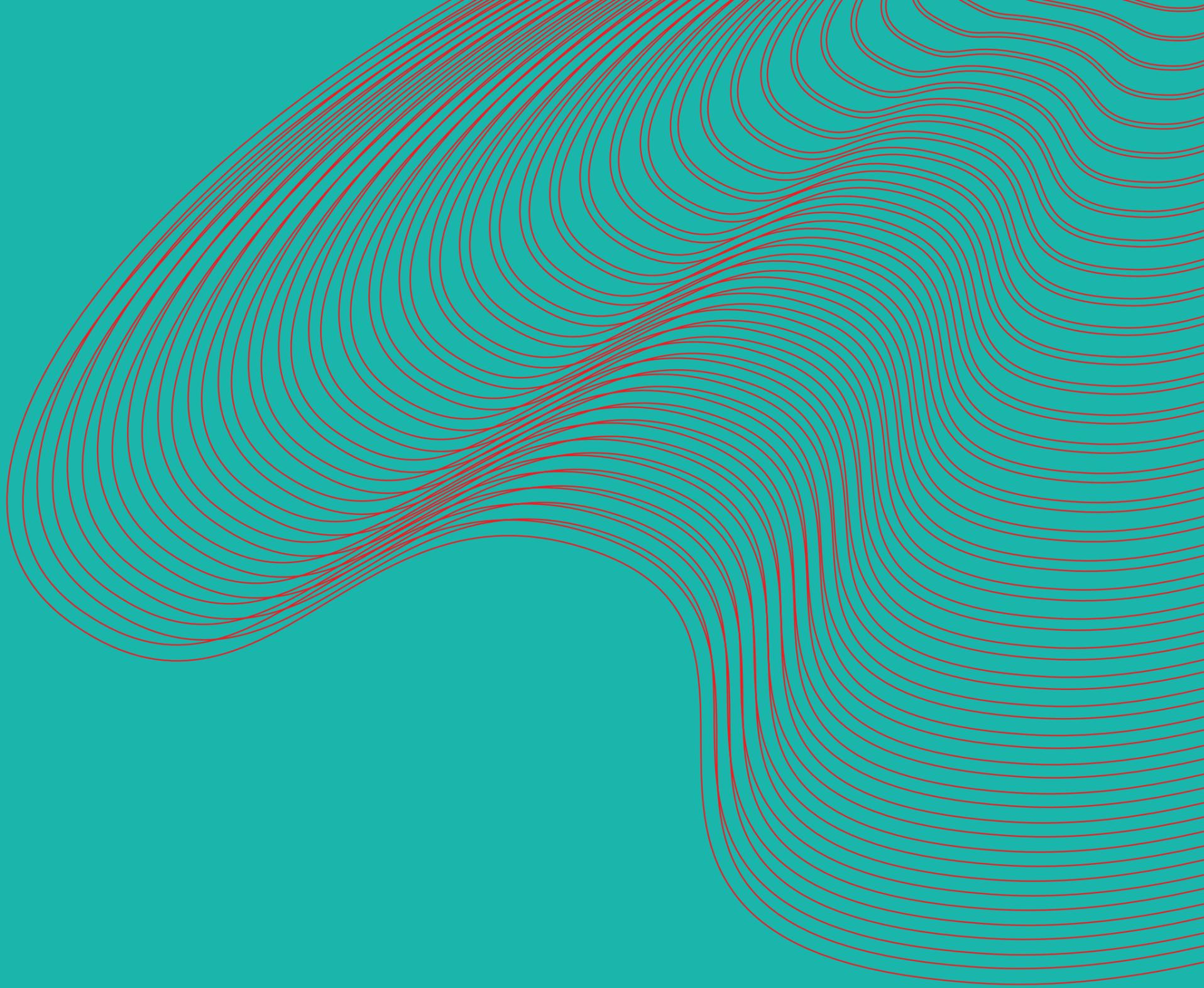
### FIXED TELEPHONY EQUIPMENT\* (Households)



### MOTIVATIONS FOR EQUIPMENT IN FIXED TELEPHONY (among households equipped with fixed telephony)



\* Excluding 4G - FDD Boxes accounted for in mobile.



**ICT for Individuals**

The mobile phone sets up as the most **indispensable** equipment for individuals since early age.

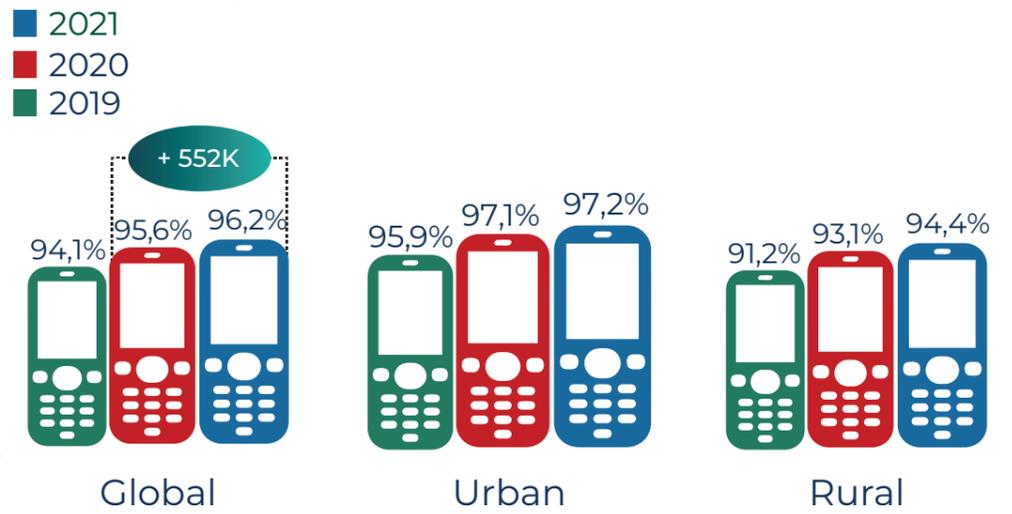
The quasi-generalization of the cell phone among individuals could suggest that it is no longer an exceptional good but a tool of first necessity.

Children under the age of 12 are also widely equipped with more than **8 out of 10 individuals**

There is almost parity between men and women in terms of mobile phone equipment.

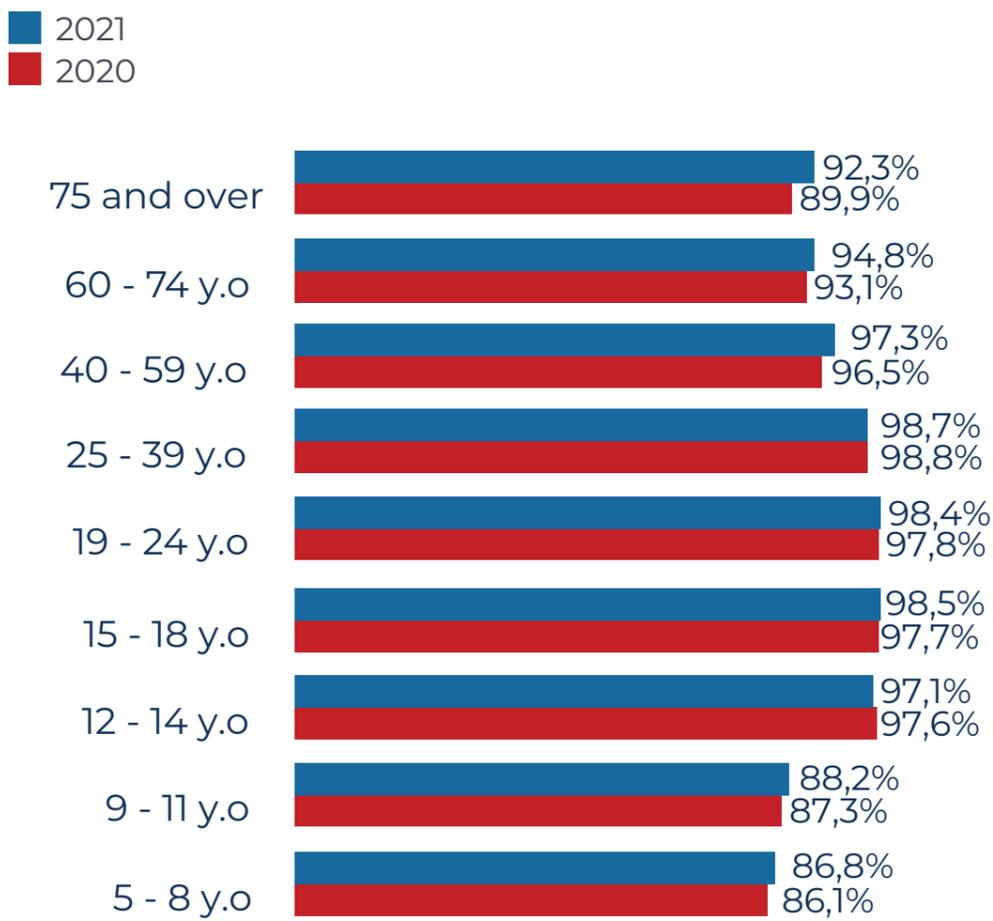
INDIVIDUALS EQUIPPED WITH MOBILE PHONE

Individuals aged 5 and over



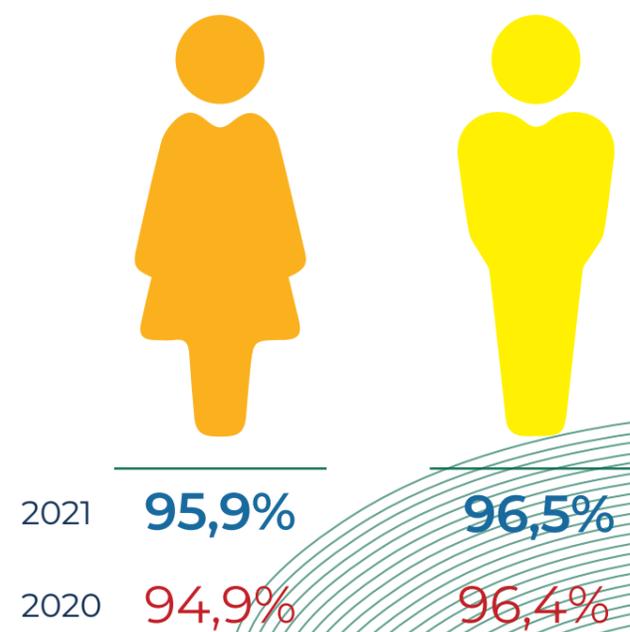
MOBILE PHONE EQUIPMENT BY AGE

(Individuals aged 5 and over)



MOBILE PHONE EQUIPMENT BY GENDER

(individuals aged 5 and over)



## 9 out of 10 people

of the equipped with mobile in urban areas have a smartphone compared to 8 out of 10 in rural areas where the evolution is slower



Smartphone penetration continues the upward trend. Between 2020 and 2021, the increase is 5 points



The increase is mainly provided by urban areas (over 6 points). The rural areas are experiencing a rather modest evolution (barely 1 point).

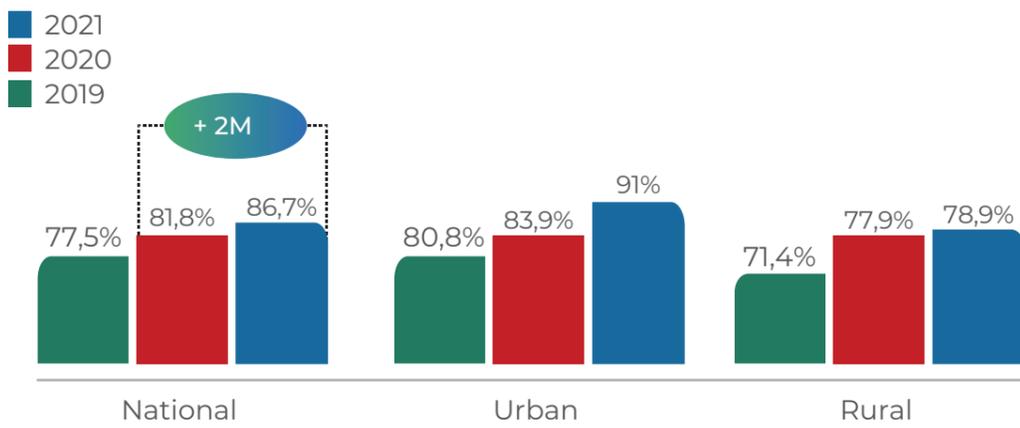


There is also an increase among youth and seniors



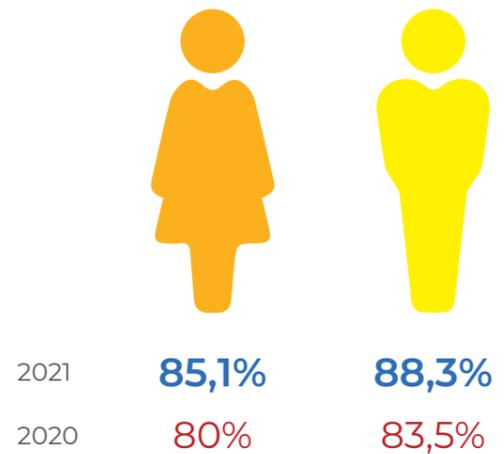
### SMARTPHONE EQUIPMENT

(Individuals aged 5 and over equipped with mobile telephony)



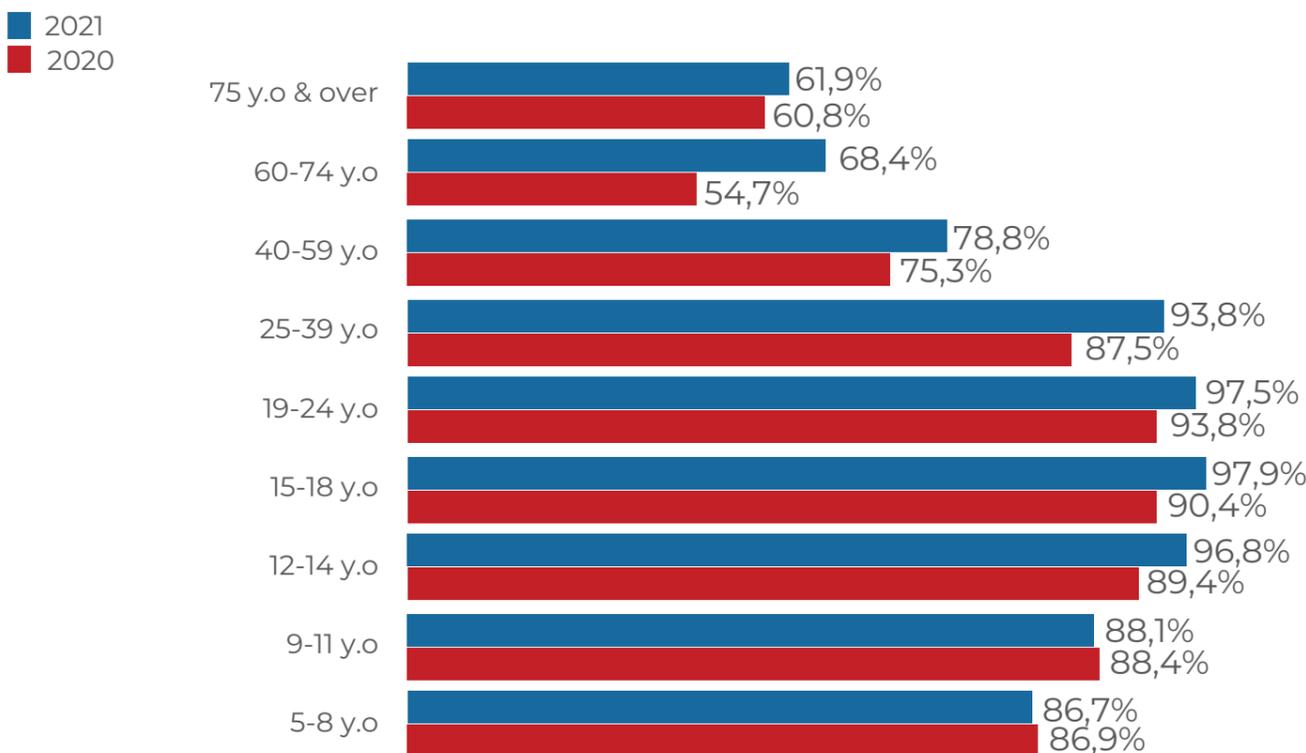
### SMARTPHONE EQUIPMENT BY GENDER

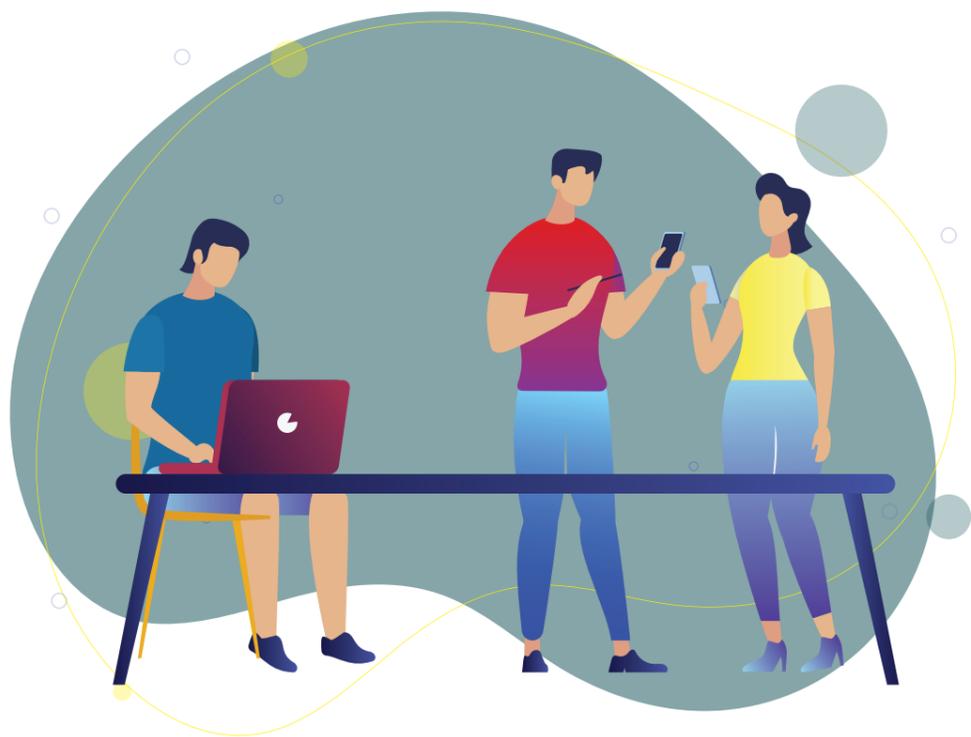
(Individuals aged 5 and over equipped with mobile telephony)



### SMARTPHONE EQUIPMENT BY AGE

(Individuals aged 5 and over equipped with mobile telephony)



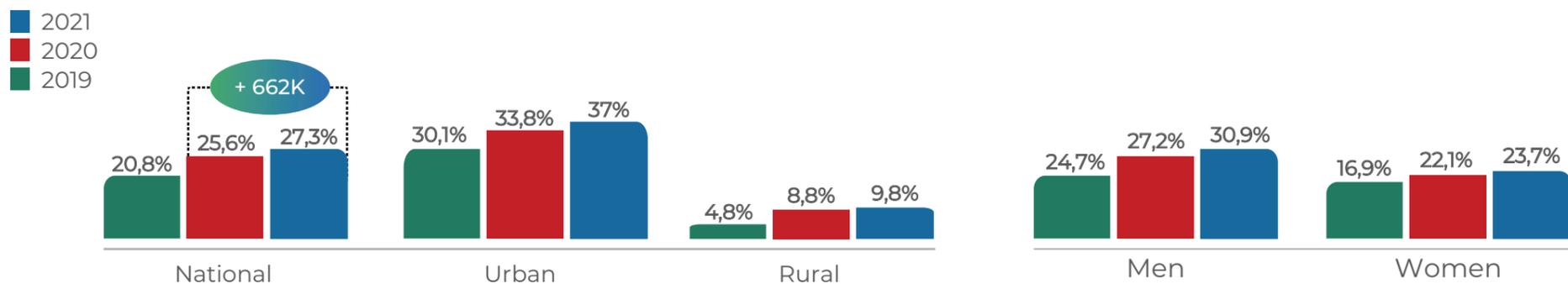


• **2 out of 5 people** in urban areas own a PC or tablet

- The increase observed in 2020 is not ephemeral.
- All age groups have seen their equipment rate improve.
- GenZ reaches a remarkable level with: **1 out of 3** of 15-18 year olds and **4 out of 10** of 19-24 year olds have a PC or Tablet.
- The rate of equipment is directly correlated with the level of education.

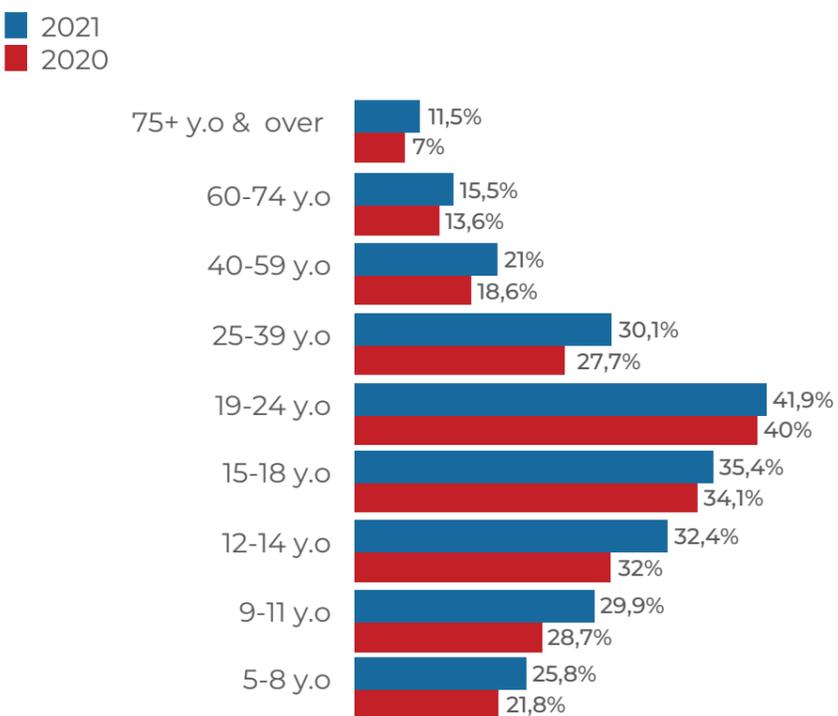
COMPUTER EQUIPMENT AND / OR TABLETS

(Individuals aged 5 and over)



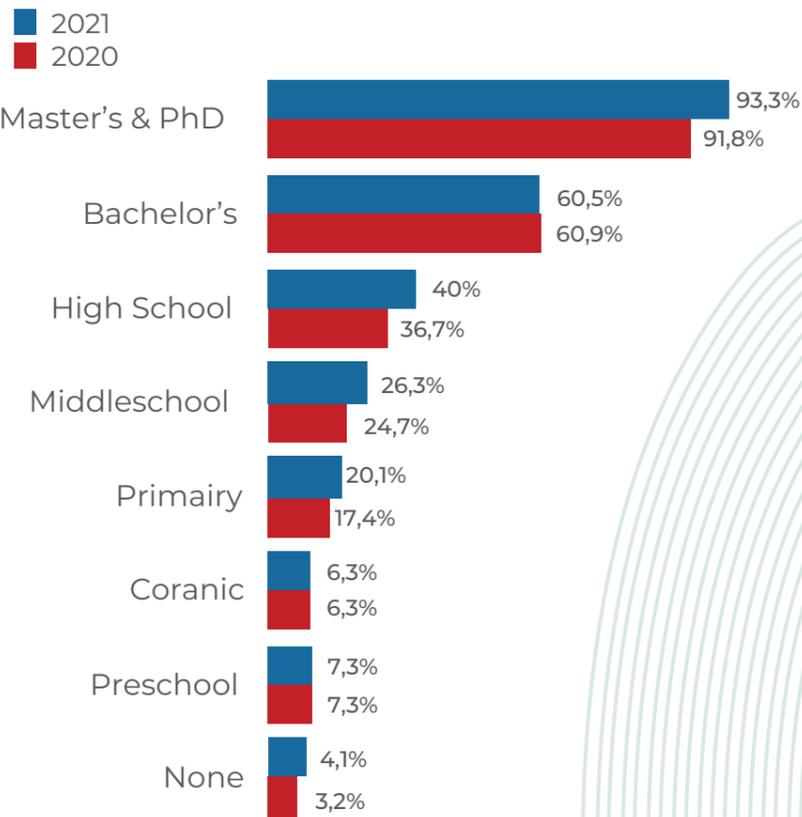
EQUIPMENT IN COMPUTER AND / OR TABLETS BY AGE

(Individuals aged 5 and over)



EQUIPMENT IN COMPUTER AND / OR TABLETS BY LEVEL OF EDUCATION

(Individuals aged 5 and over)





Internet use confirms the upward trend observed in recent years :

**+ 29 Millions**

Moroccans aged 5 and over are Internet users.

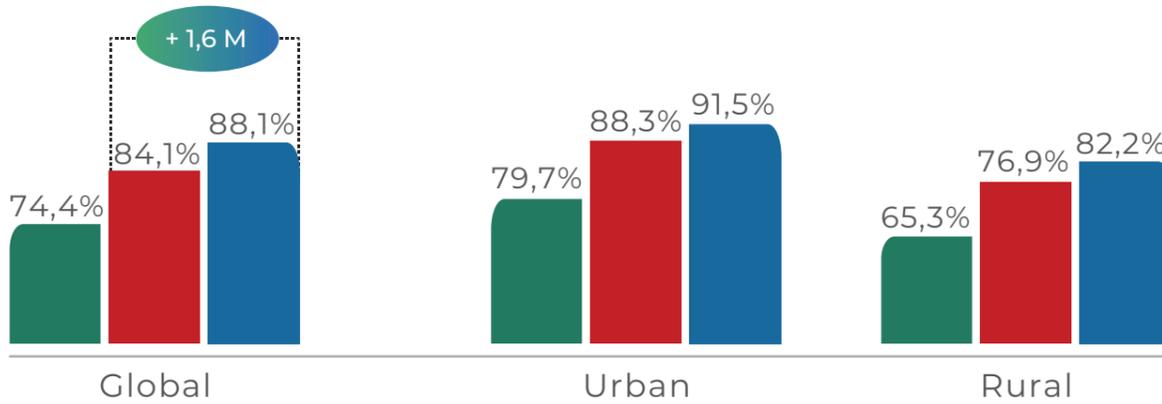
1,6 million Internet users added between 2020 and 2021

There is a substantial increase among people over **40 ans** (between +8 & +9,3 pts) as well as among **the youngest** (5 to 11 y.o).

### PERCENTAGE OF INTERNET USERS

(Individuals aged 5 and over)

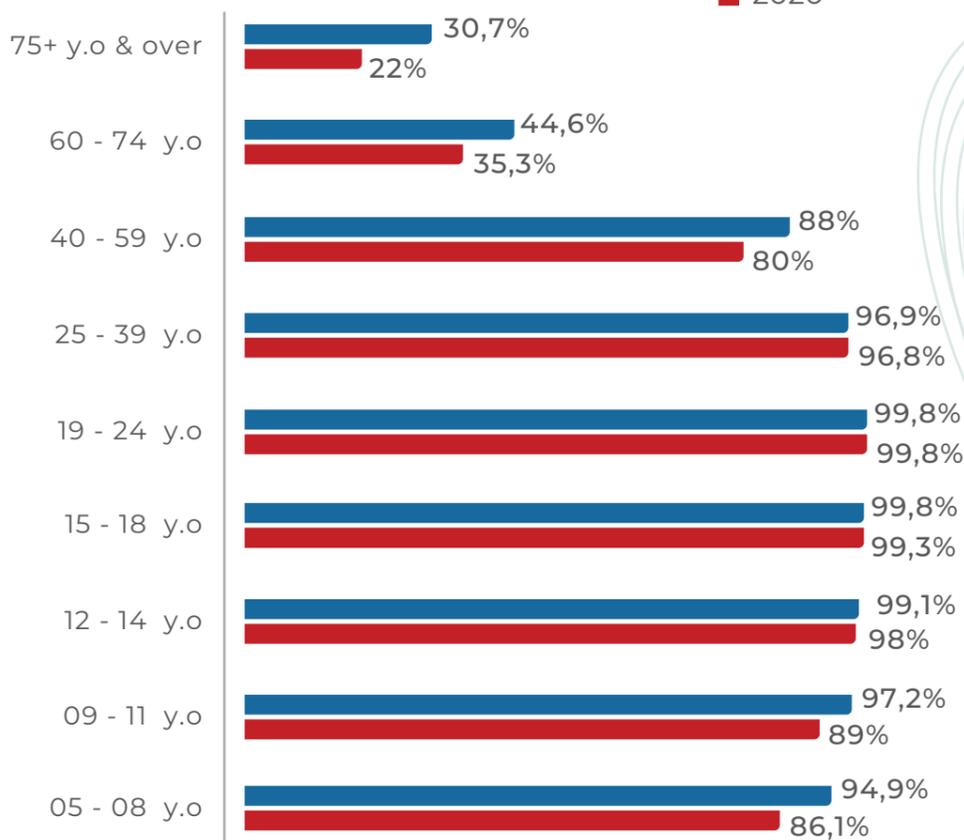
■ 2021  
■ 2020  
■ 2019



### INTERNET USERS BY AGE GROUP

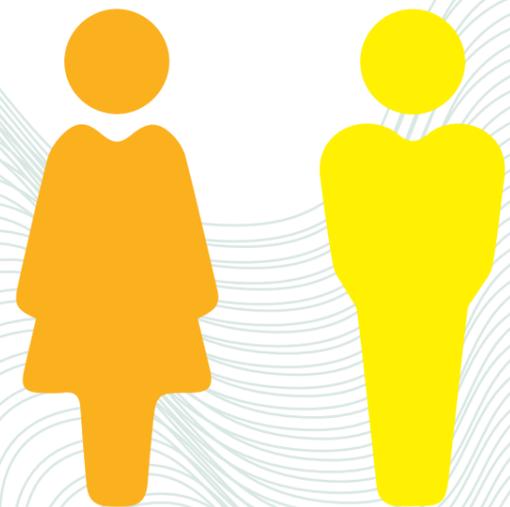
(Individuals aged 5 and over)

■ 2021  
■ 2020



### INTERNET USERS BY GENDER

(Individuals aged 5 and over)



Year	Female	Male
2021	86,4 %	89,9 %
2020	81 %	87,3 %



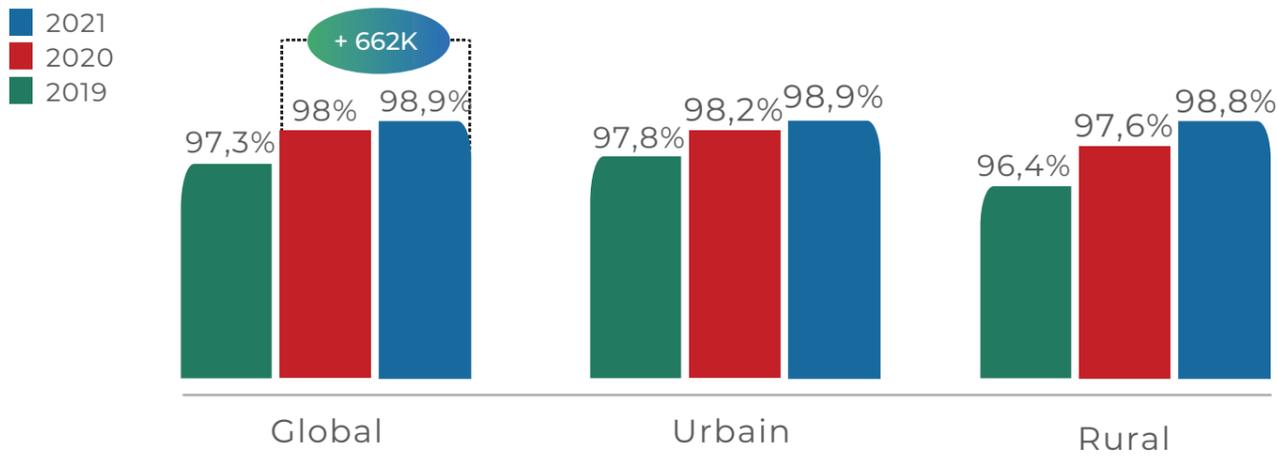
Almost all young Internet users between the ages of 19 and 39 use social media

- Participation in social media is widespread regardless of areas, age or gender

- There is an apparent increase among people aged 40 and over

### PARTICIPATION IN SOCIAL MEDIA

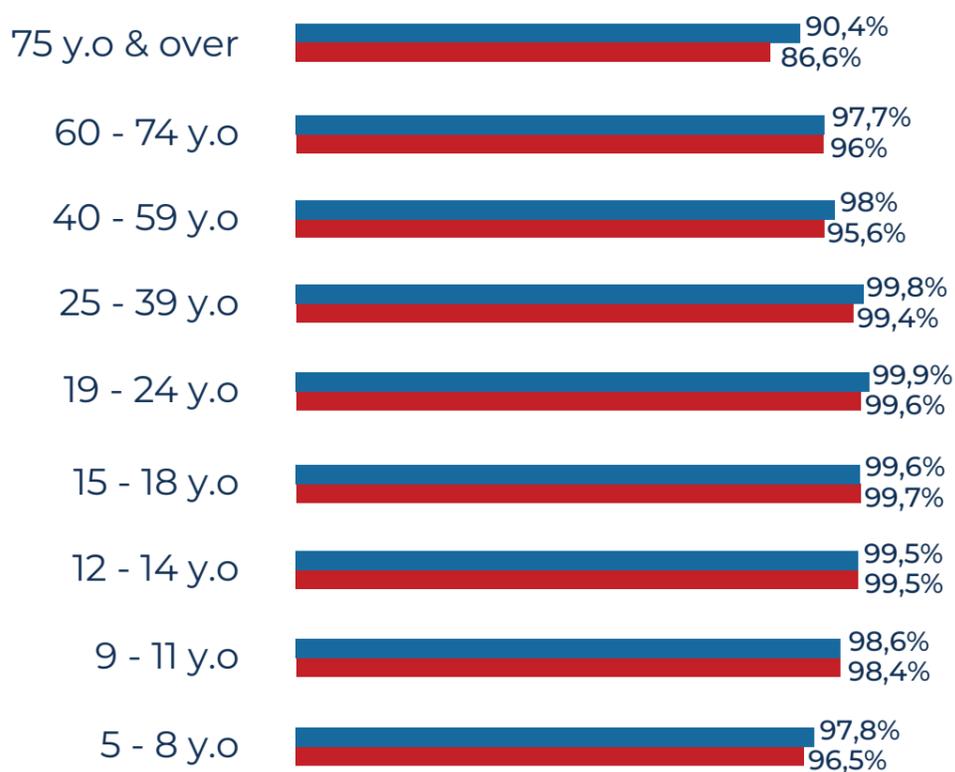
(Internet users aged 5 and over)



### PARTICIPATION IN SOCIAL NETWORKS BY AGE AND GENDER

(Internet users aged 5 and over)

2021  
2020

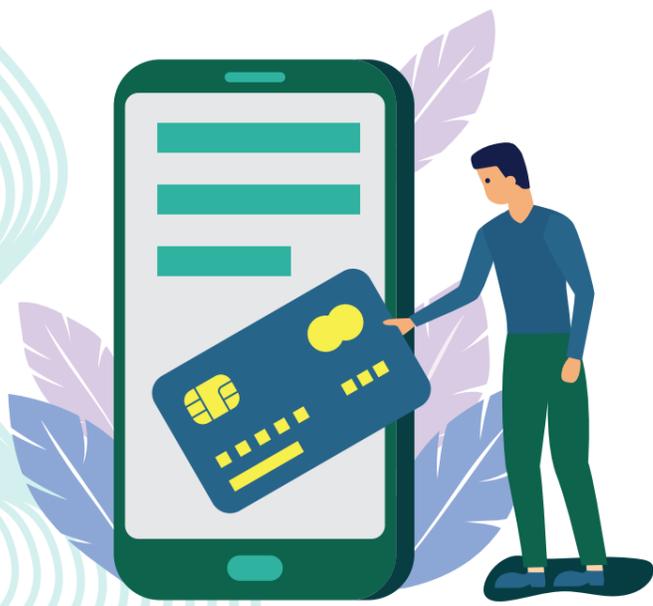


2021 **98,8%**

**99%**

2020 **98%**

**97,9%**



The use of **online shopping** continues on its **upward trend** driven by the increase in its penetration in the urban environment and among men.

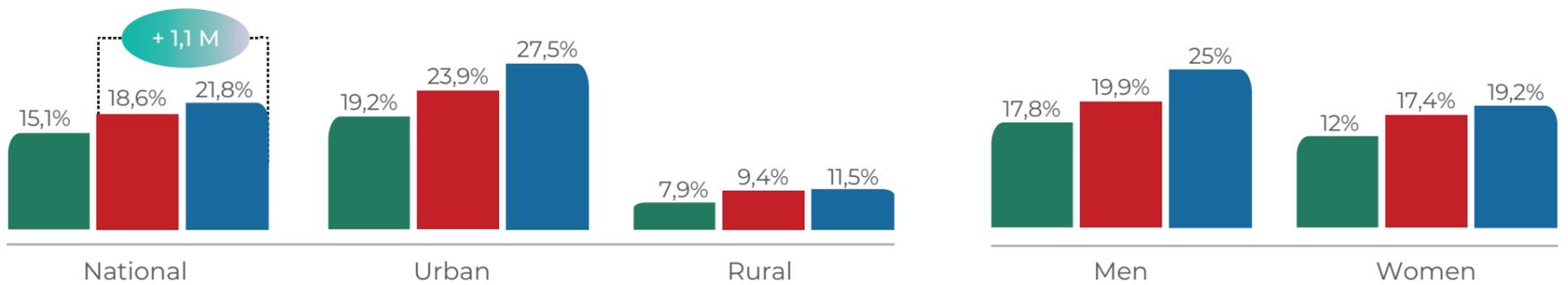
**90%**

Of individuals who made online **purchases/orders** did so several times

### INDIVIDUALS WITH ONLINE PURCHASES / ORDERS

(Individuals aged 5 and over )

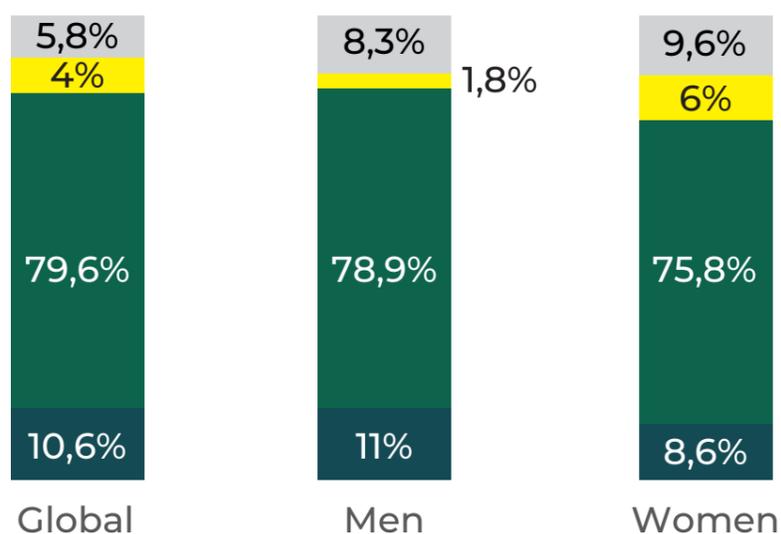
- 2021
- 2020
- 2019



### NUMBER OF PURCHASES / ORDERS CARRIED OUT ONLINE

(Individuals aged 5 and over who made online purchases in 2021)

- Over 10 times
- 6 to 10 times
- 2 to 5 times
- Once





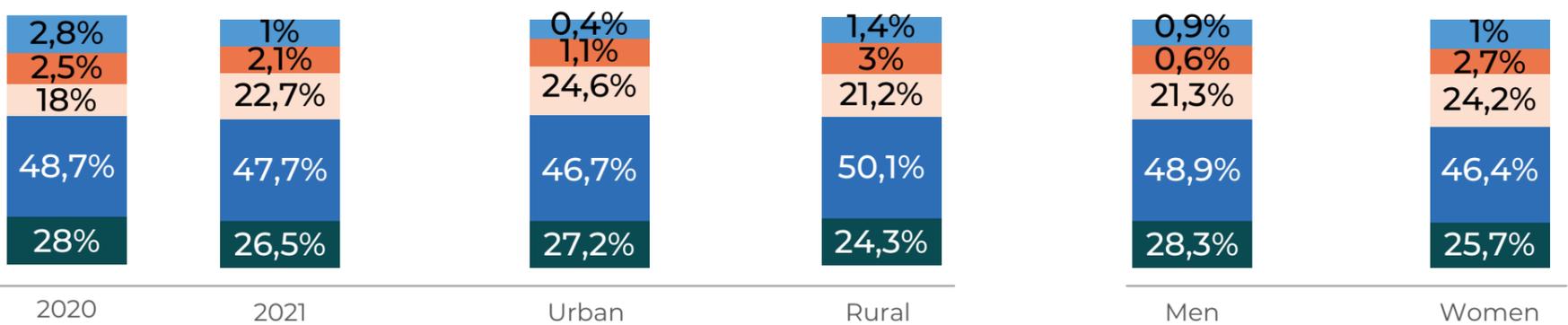
The easing of sanitary restrictions in 2021 has not led to any upheaval in digital and audiovisual uses.

For both uses: Telephony and Internet, more than three quarters of respondents consider them important to very important.

### PHONE USAGE DURING LOCKDOWN

(Internet users aged 5 and over and owning at least a mobile phone)

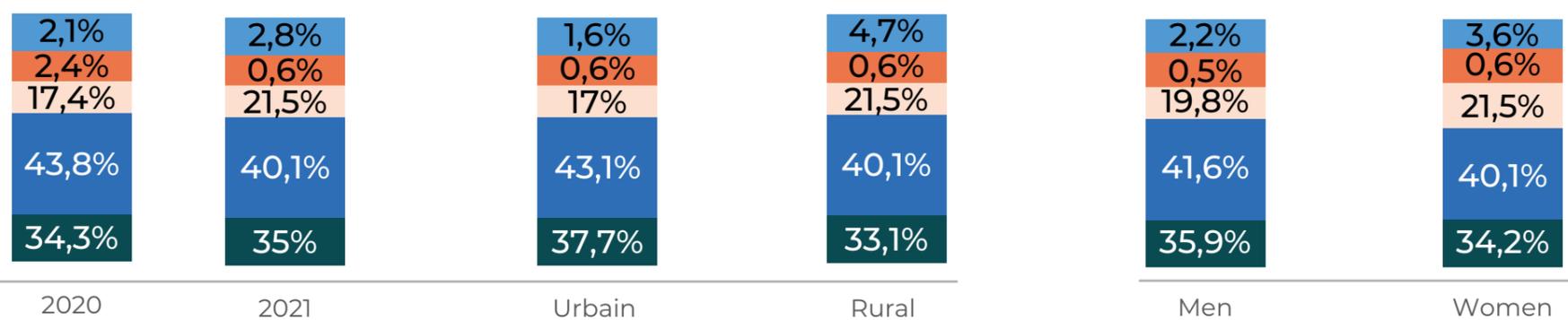
■ Much more important ■ More important ■ Same ■ Less important ■ Much less important



### INTERNET USAGE DURING LOCKDOWN

(Internet users aged 5 and over)

■ Much more important ■ More important ■ Same ■ Less important ■ Much less important





For 4 out of 5 people, Covid has accelerated digitalization in Morocco

Whether for remote work, distance education, exchanges with relatives, e-gov or online shopping, the health context has favored the acceleration of equipment and digital uses.

The pandemic has acted as a catalyst for the accelerating digital transformation.

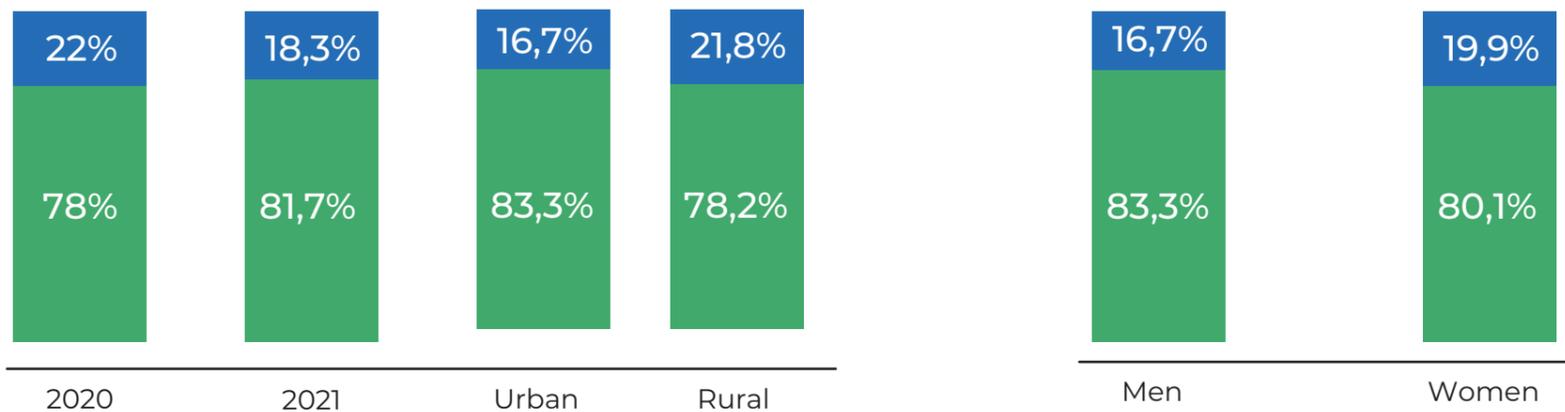


There is a slight increase in this perception in 2021

DO YOU THINK THE PANDEMIC HAS ACCELERATED THE USE OF DIGITAL TOOLS?

(Internet users aged 5 and over)

Yes No



WILL THESE CHANGES INDUCED BY THE PANDEMIC BE SUSTAINED?

(Internet users aged 5 and over)

Yes No

