

anrt

agence nationale de réglementation
des télécommunications

الوكالة الوطنية لتقنين المواصلات

ⵜⴰⴳⴷⴰⵏⵜ ⵜⴰⵏⴳⴷⴰⵢⵜ ⵜⴰⵎⴳⴷⴰⵏⵜ ⵜⴰⵏⴳⴷⴰⵢⵜ ⵜⴰⵎⴳⴷⴰⵏⵜ

ICT EQUIPMENT AND USES DURING 2019

This survey was led in partnership with the Ministry of Industry, Commerce, Green and Digital Economy, 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.



ICT in Households



The Smartphone is gaining ground on the classic mobile phone: **+ 2.32%** against **+ 0,04%** for the classic phone.

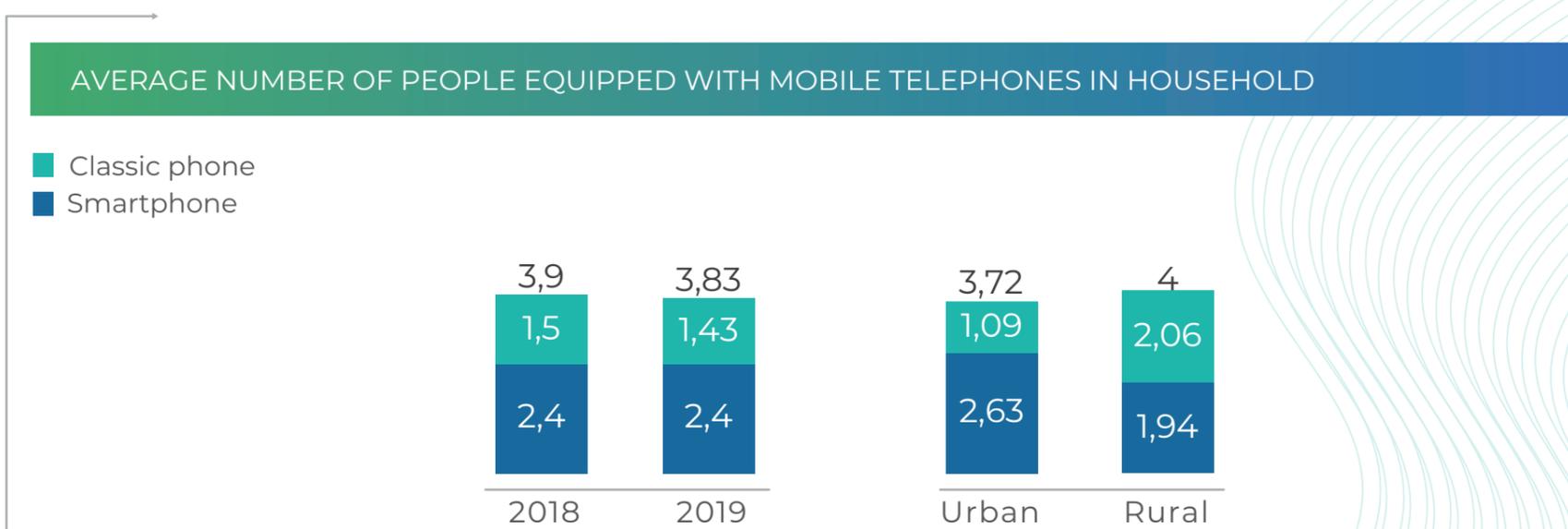
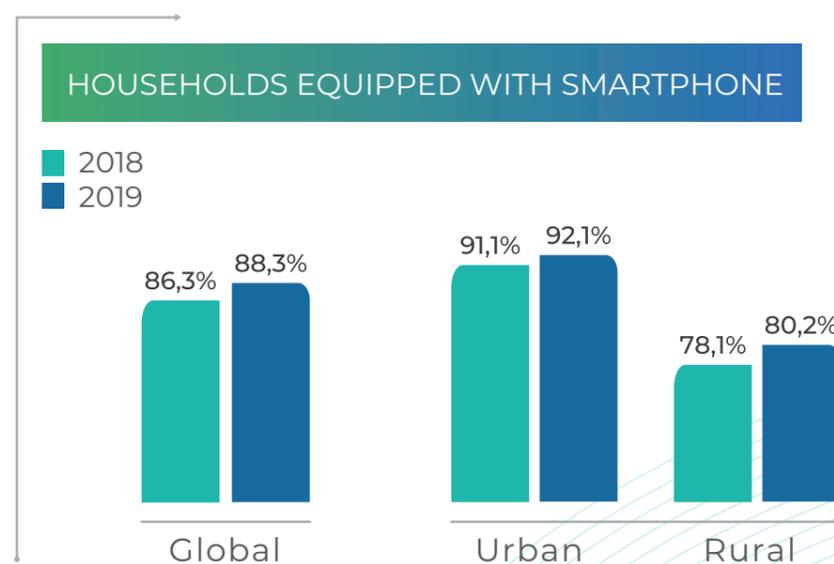
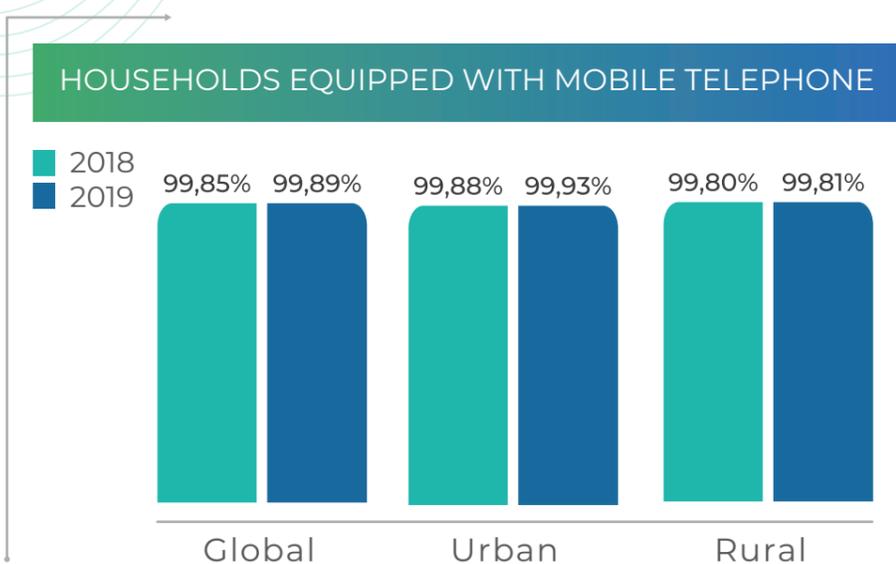
In terms of number of households, the transition occurs from classic mobile phone to smartphones:

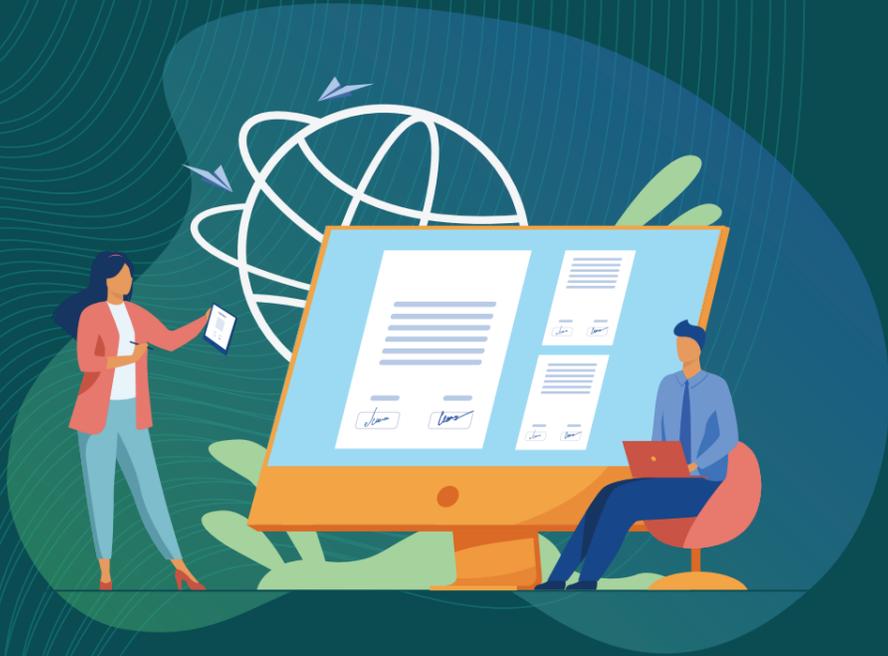


Smartphone : +340k households



Classic mobile phone : +186k households





Computer and / or tablet equipment stabilizes



The urban world is experiencing the same downward trend in terms of laptop equipment rate which is down **6%** compared to **2018**.



In number of households, we observe this downward phenomenon for the two terminals:

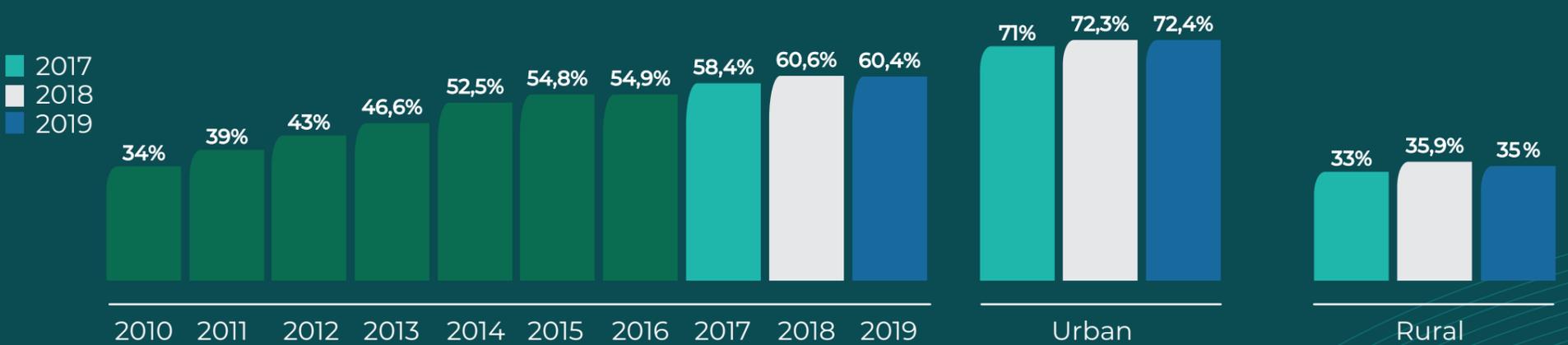
Desktop PC : - 144k

Laptops : - 238k

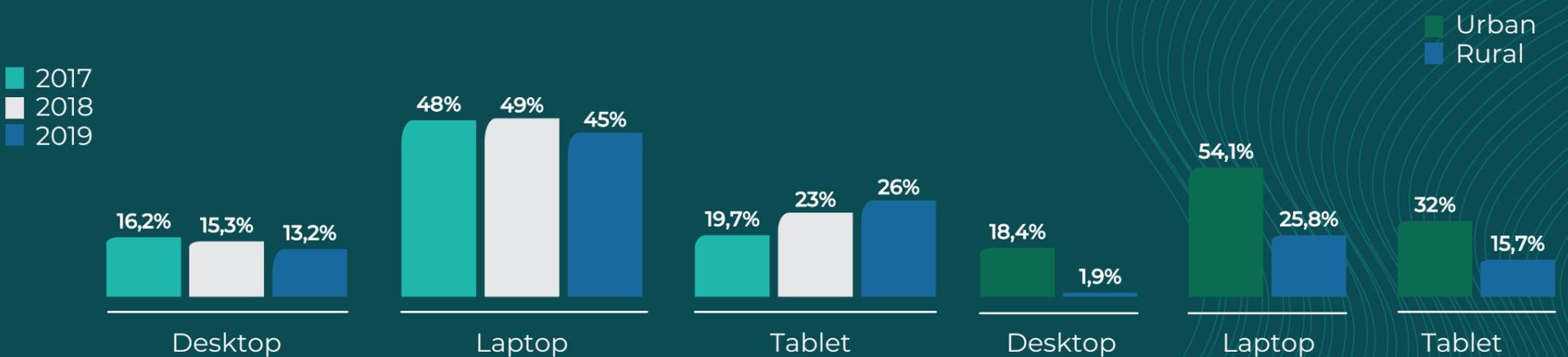


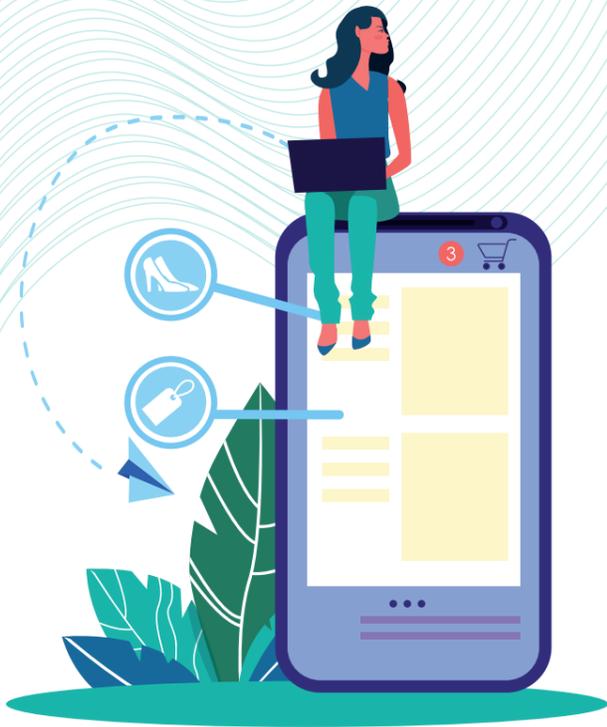
Tablets are experiencing an increase : **+343k**

HOUSEHOLDS EQUIPMENT WITH COMPUTERS AND / OR TABLET



EQUIPMENT BY TYPE (Households)

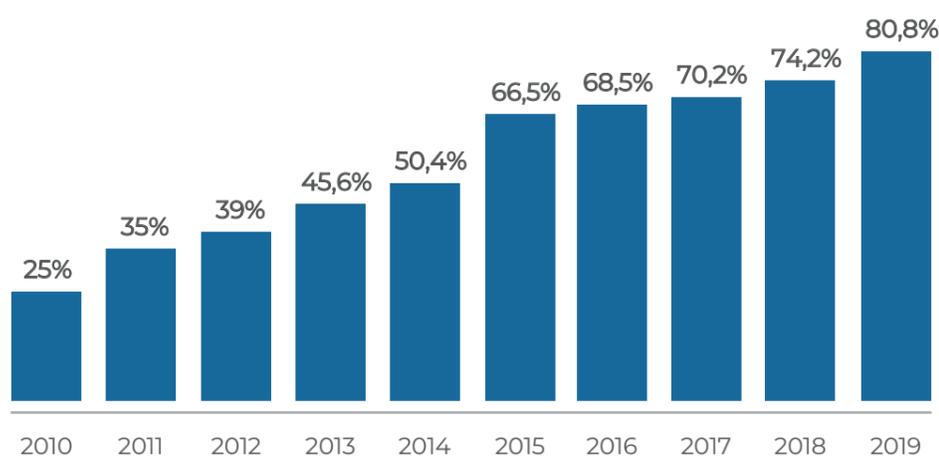




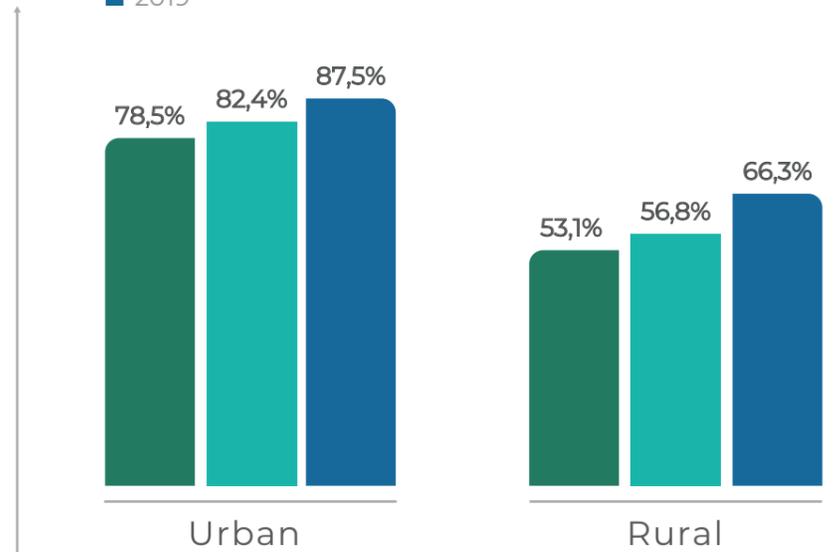
Over **half a million** households **newly** equipped with Internet access in 2019

INTERNET EQUIPMENT

(Households)

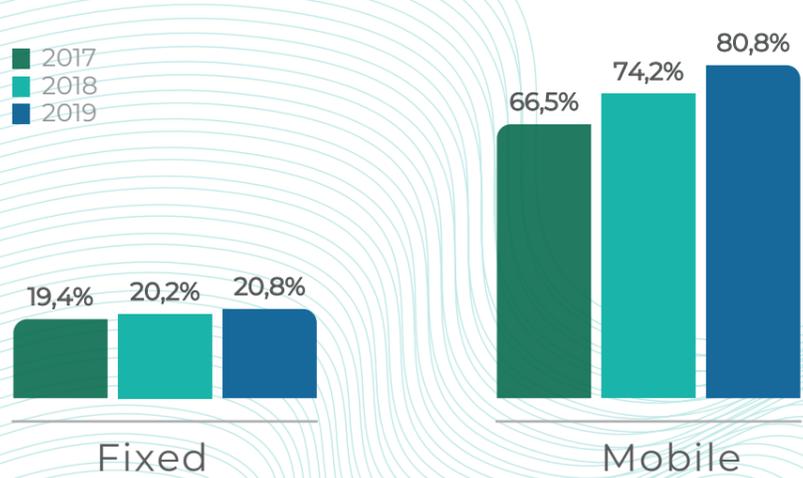


2017
2018
2019

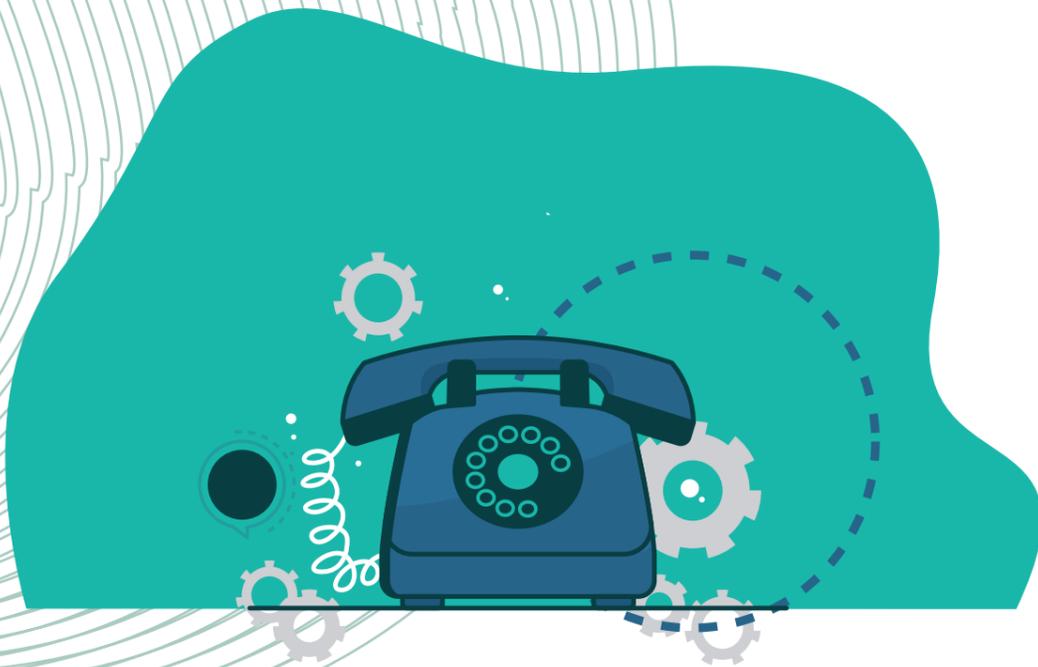


INTERNET ACCESS BY TYPE

(Households)

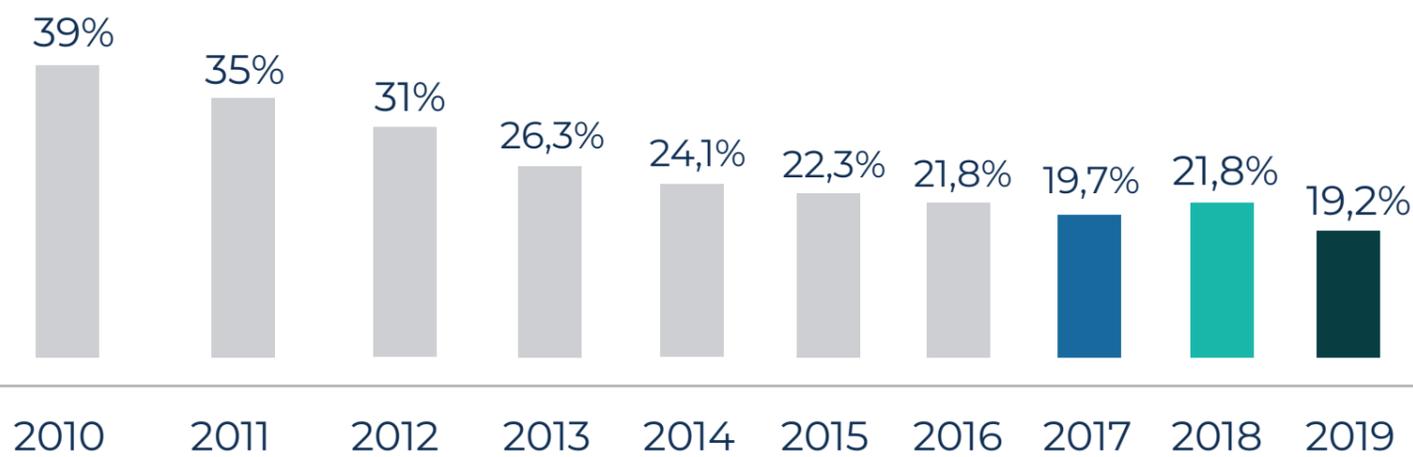


- Mobile Internet remains the main driver for expanding Internet access for households.
- Equipment for fixed Internet access progresses nearly 3% in number of households

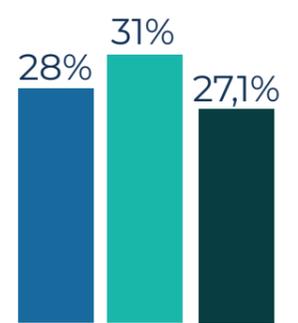


Fixed telephony slightly decreases :
a 2.6 points decrease in 2019

FIXED TELEPHONY EQUIPMENT (Households)



After an increase in 2018, fixed telephony fell in 2019.



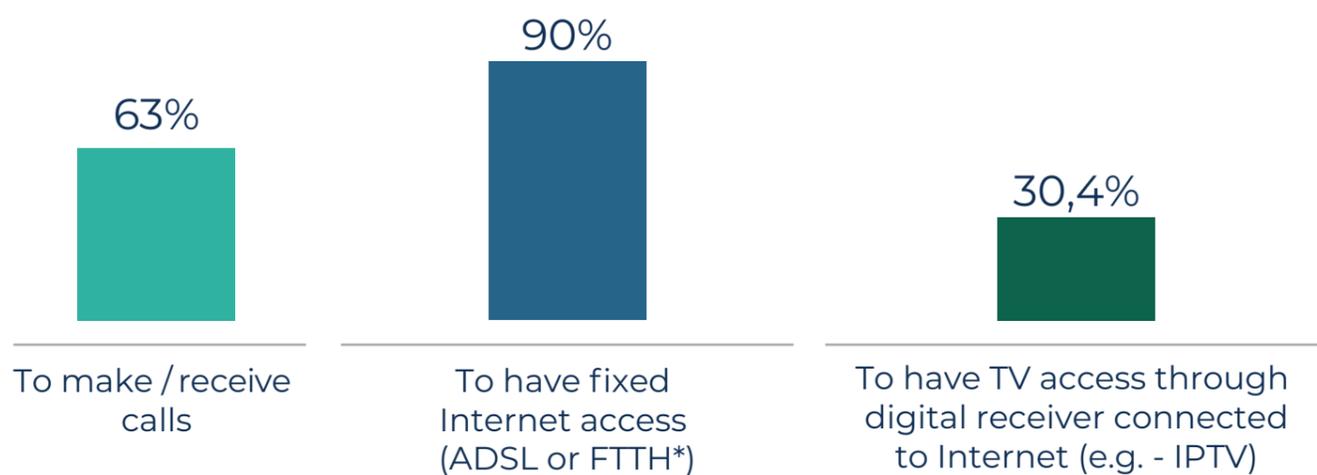
Urban



Rural

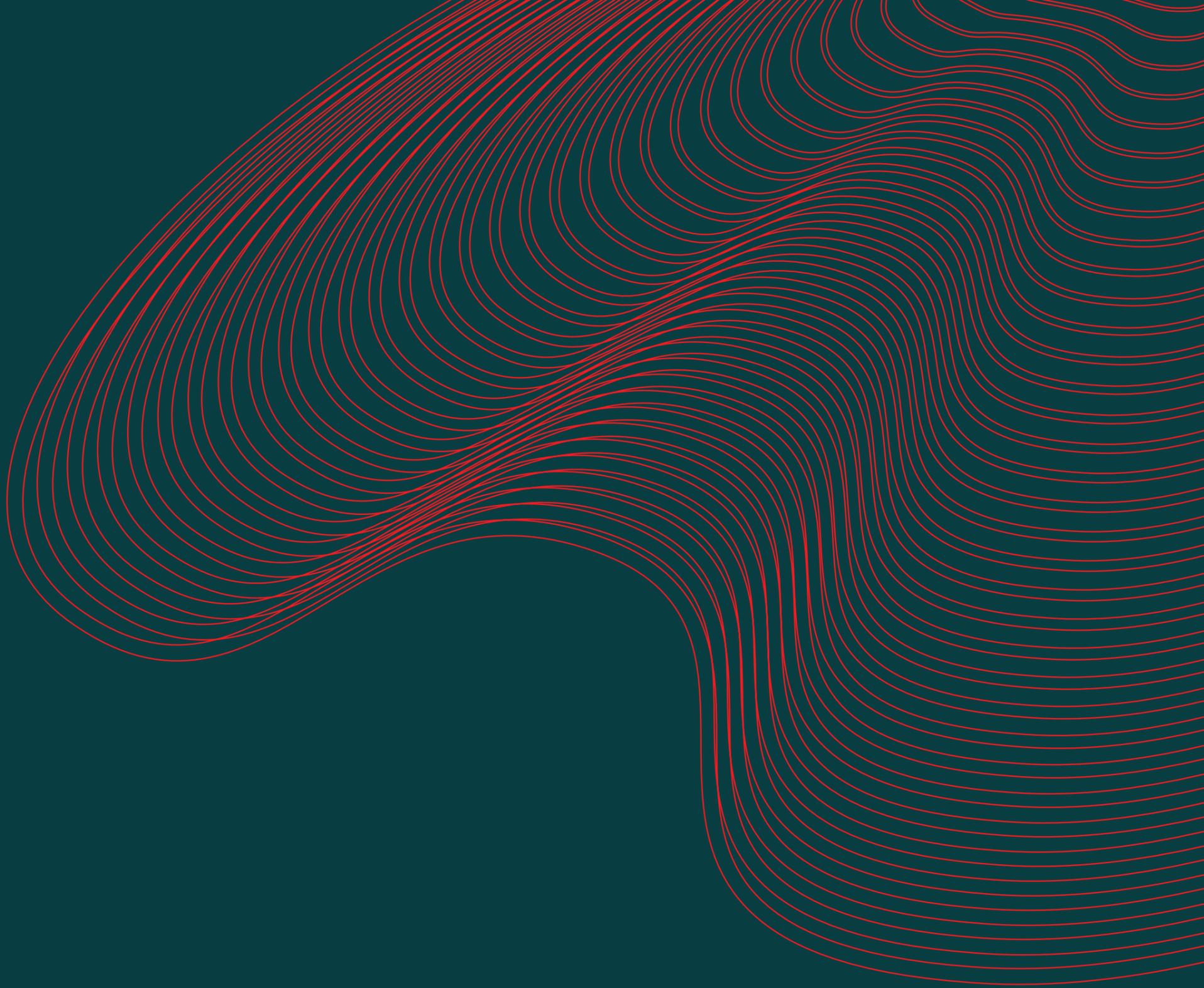
2017
2018
2019

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



For 9 out of 10 households, Internet access is the main reason for having fixed telephony. Voice service also remains important for 6 households out of 10.

*FTTH : Fibre to the home



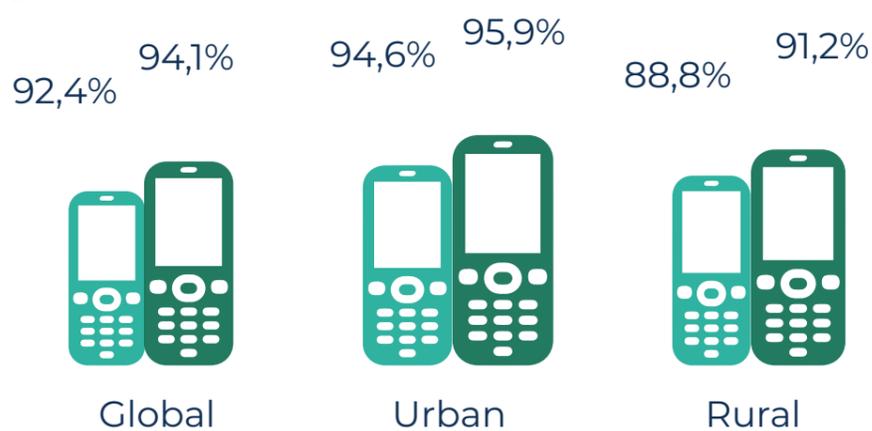
ICT for Individuals

Mobile telephony increased by 3.5%, which represents more than one million individuals newly equipped. Adults aged 19-24 are the holders of this progression. This increase exceeds the demographic growth recorded between 2018 and 2019.

INDIVIDUALS EQUIPPED WITH MOBILE PHONE

Individuals aged 5 and over

2018
2019



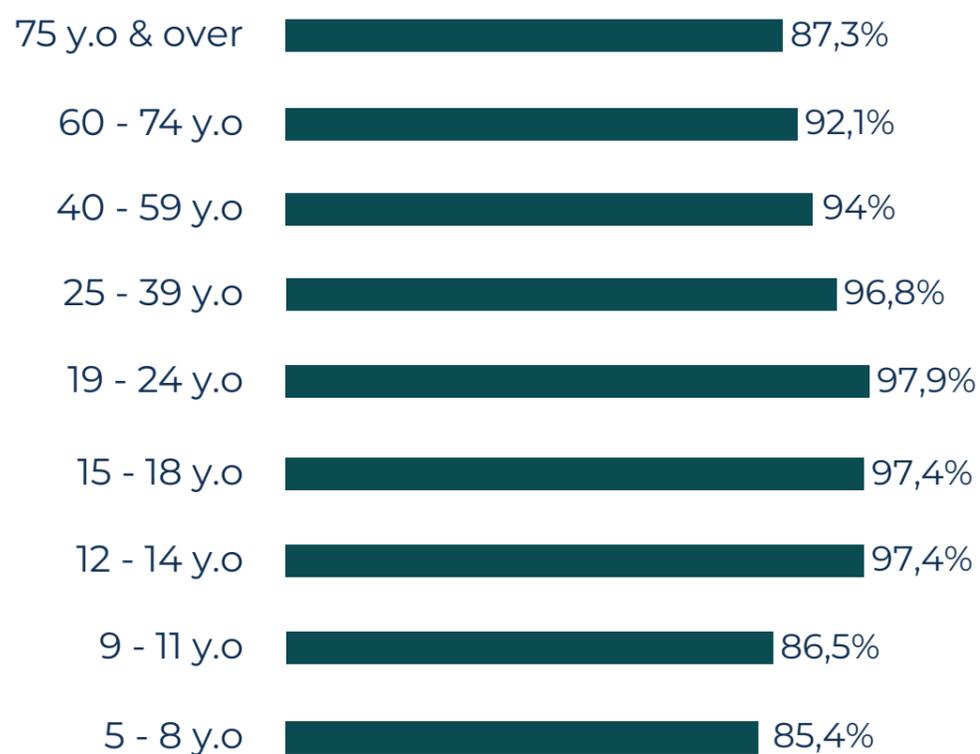
MOBILE PHONE EQUIPMENT BY GENDER (individuals aged 5 and over)

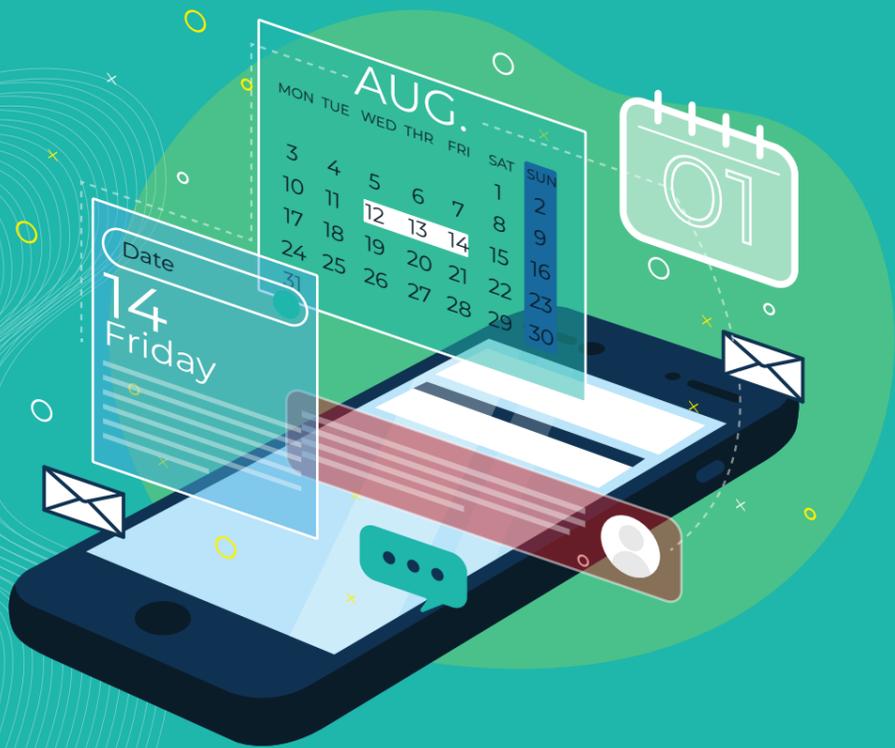


MOBILE PHONE EQUIPMENT BY AGE

(Individuals aged 5 and over)

2019





Smartphone equipment :
a growth of **2 points**



The number of smartphone reaches **25,8 millions**

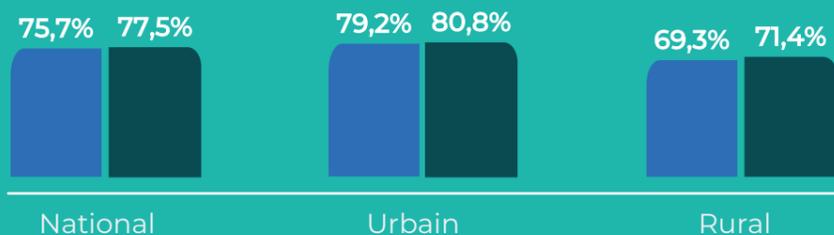


Young people are the most equipped with smartphones

SMARTPHONE EQUIPMENT

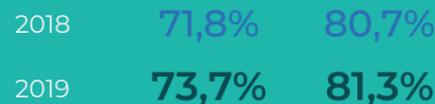
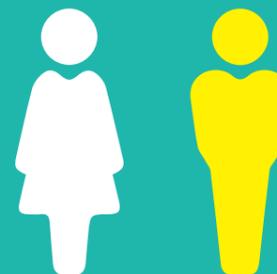
(Individuals aged 5 and over equipped with mobile telephony)

■ 2018
■ 2019



SMARTPHONE EQUIPMENT BY GENDER

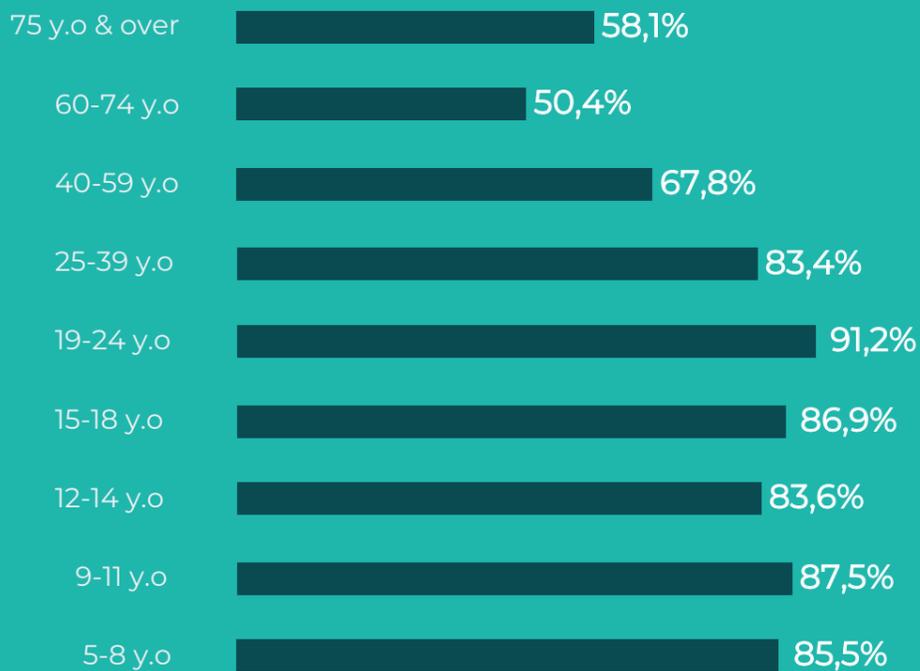
(Individuals aged 5 and over equipped with mobile telephony)



SMARTPHONE EQUIPMENT BY AGE

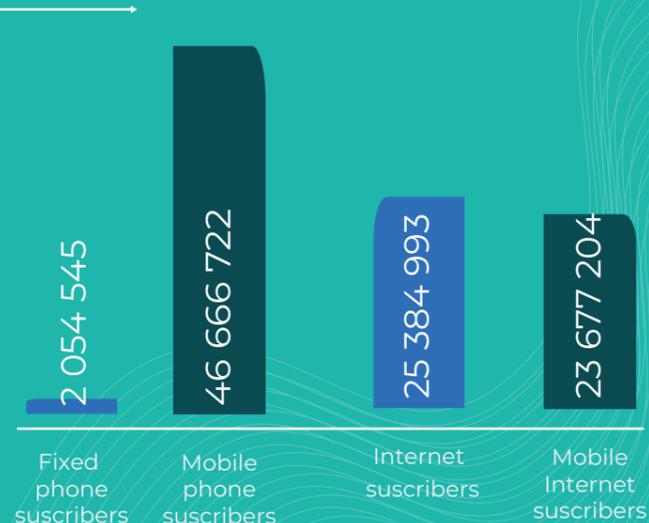
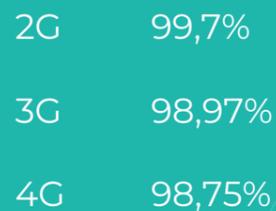
(Individuals aged 5 and over equipped with mobile telephony)

2019



MOBILE COVERAGE

(In percentage of the population & Outdoors)





The equipment of individuals with PC / Tablet confirms **the declined trend** observed for households

In terms of number of individuals equipped, there is a **decrease of 6.7%** compared to **2018**, i.e. some **376,000** individuals who were no longer equipped in 2019. These are mainly individuals aged 40 and over.

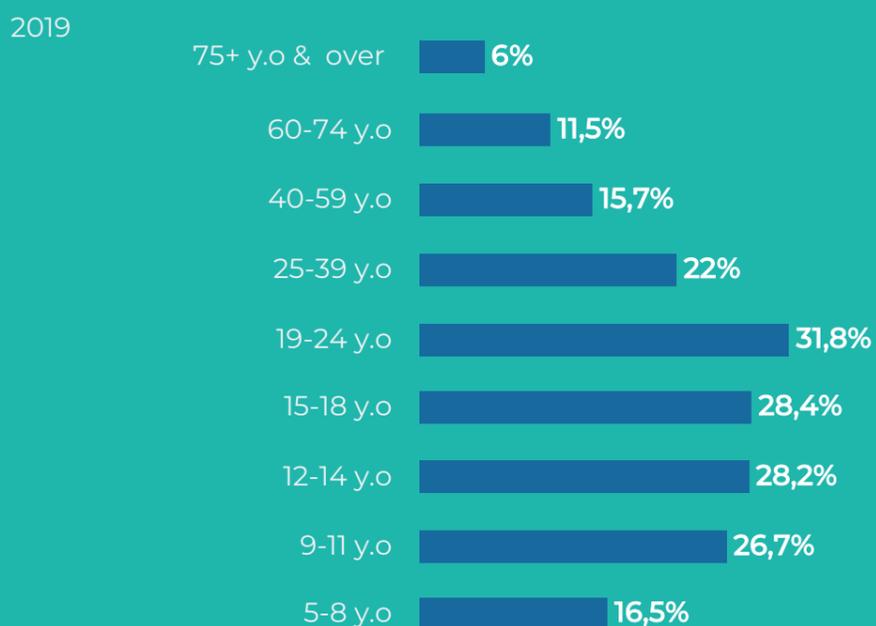
COMPUTER EQUIPMENT AND / OR TABLETS

(Individuals aged 5 and over)



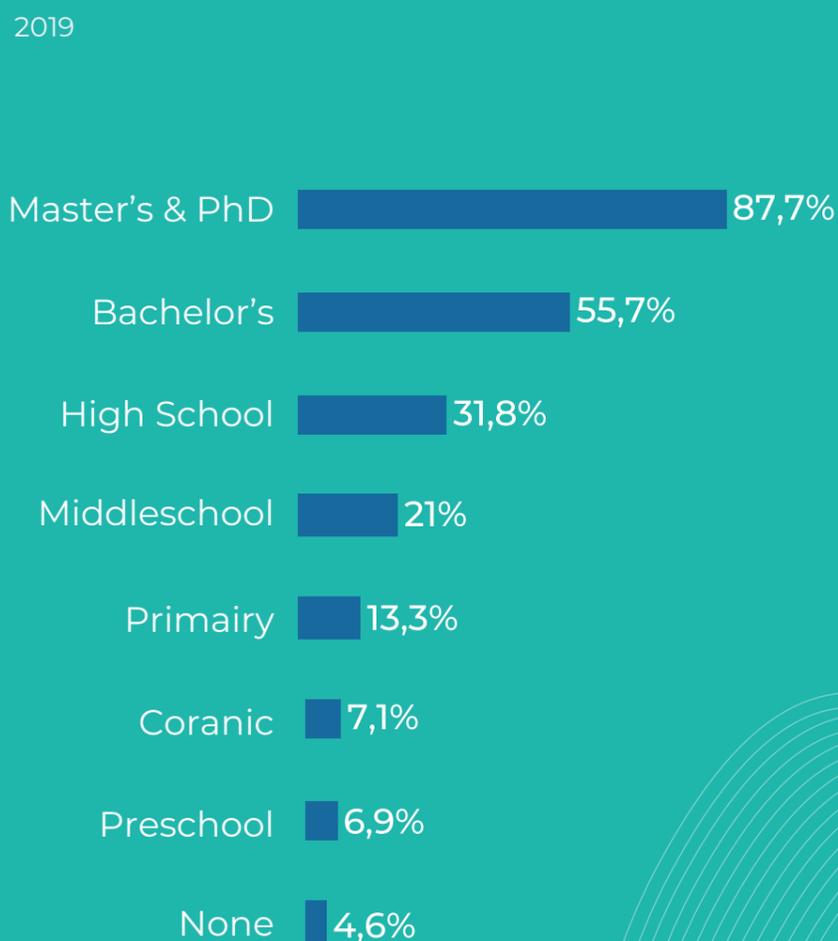
EQUIPMENT IN COMPUTER AND / OR TABLETS BY AGE

(Individuals aged 5 and over)

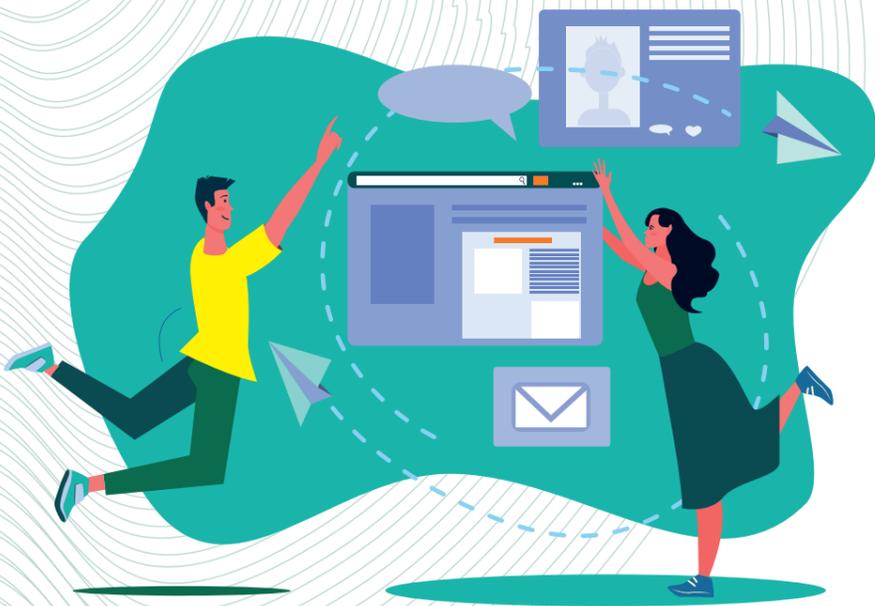


EQUIPMENT IN COMPUTER AND / OR TABLETS BY LEVEL OF EDUCATION

(Individuals aged 5 and over)



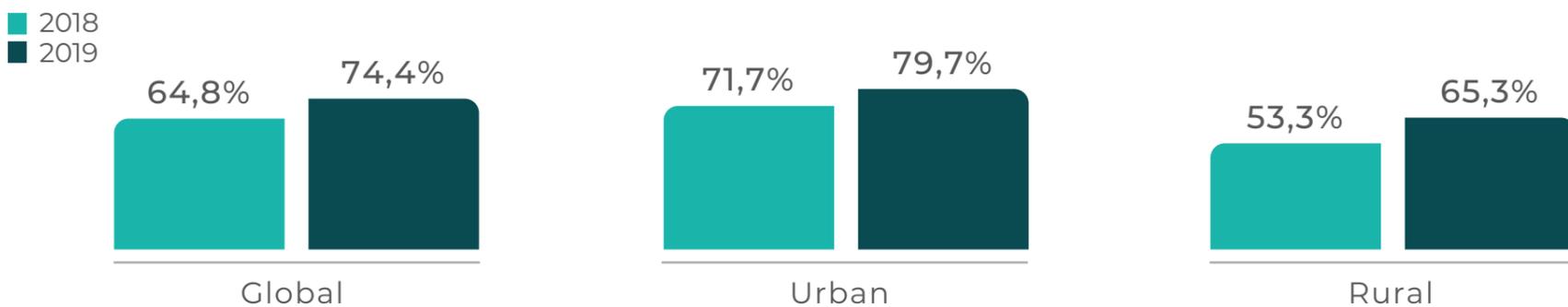
24.3 million Internet users, an increase of 17% compared to 2018.
The increase is significant among the rural population



- The increase in the number of Internet users is 7 times greater than that of the demographic population :
- Internet users :
+ 3 456 254 between 2018 and 2019.
- Demographic growth of the target population:
+ 509 061
- The proportion of female Internet users has increased significantly
Women : 70,2% against 61,1% in 2018

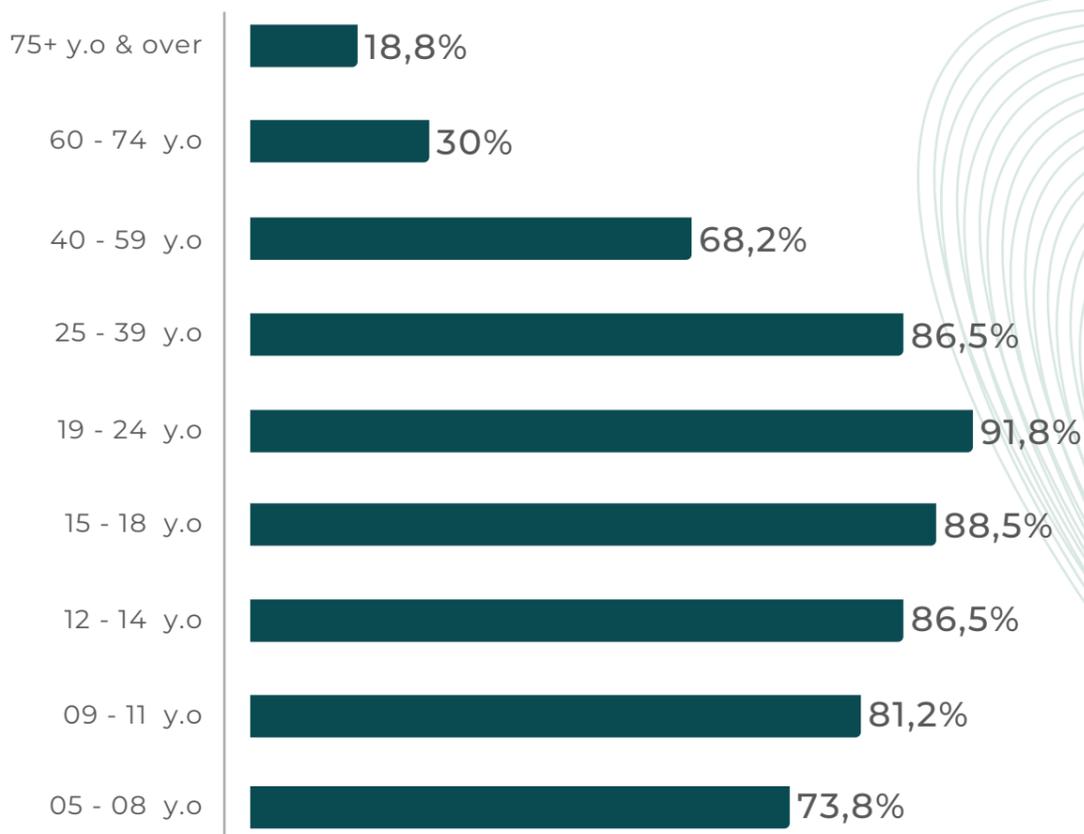
PERCENTAGE OF INTERNET USERS

(Individuals aged 5 and over)



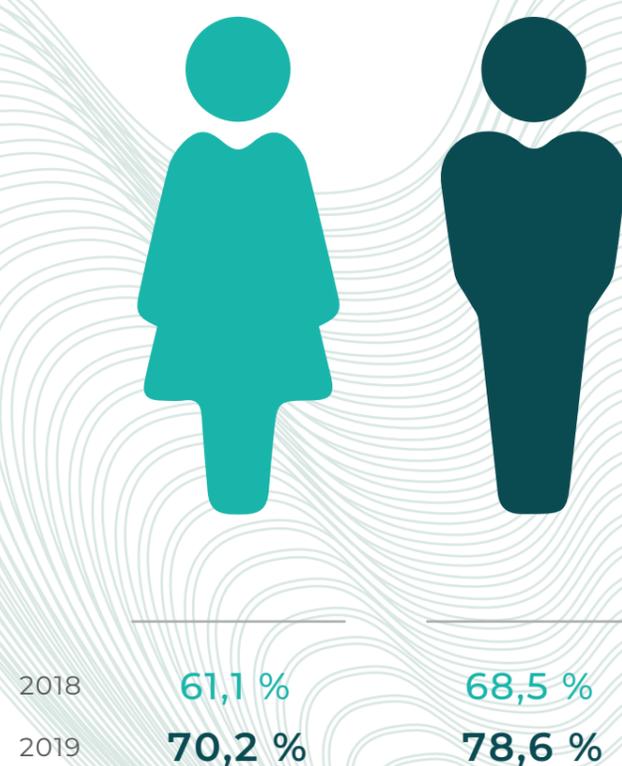
INTERNET USERS BY AGE GROUP

(Individuals aged 5 and over)



INTERNET USERS BY GENDER

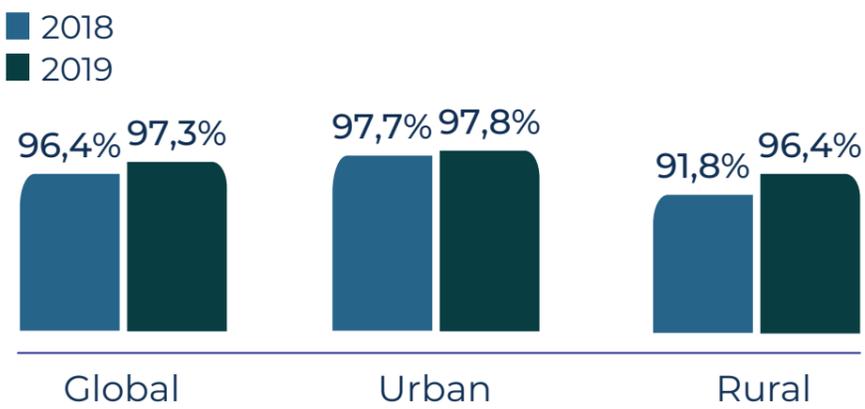
(Individuals aged 5 and over)





PARTICIPATION IN SOCIAL MEDIA

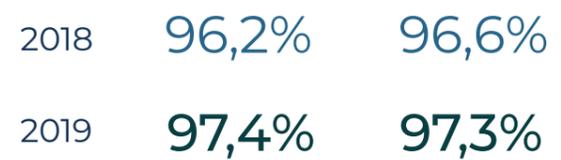
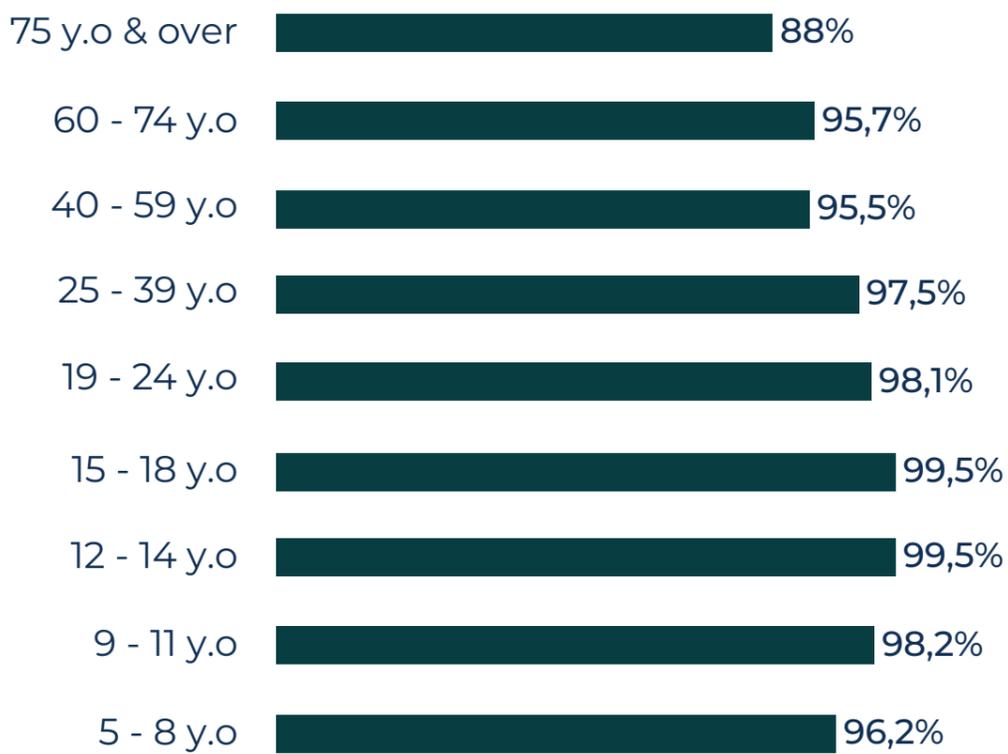
(Internet users aged 5 and over)



PARTICIPATION IN SOCIAL NETWORKS BY AGE AND GENDER

(Internet users aged 5 and over)

2019

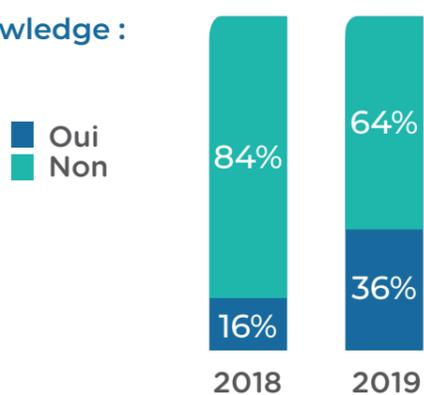




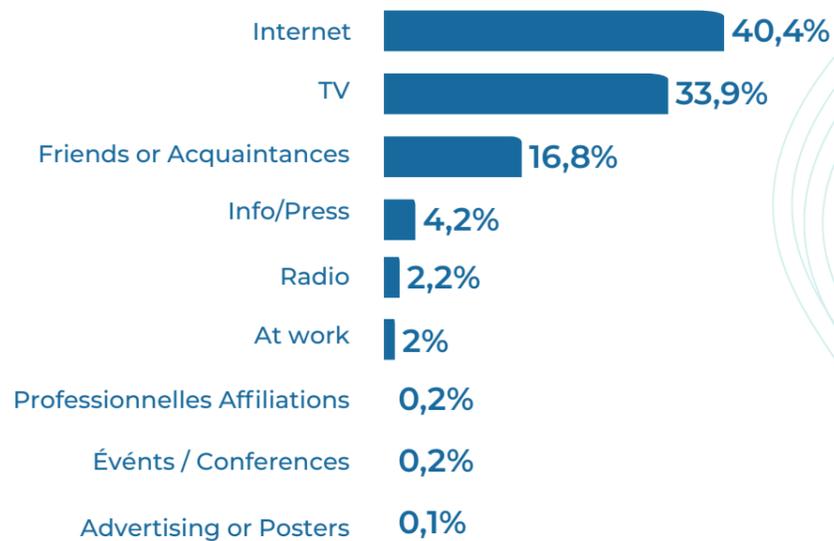
KNOWLEDGE OF THE CNDP AND SOURCE OF KNOWLEDGE

(Individuals aged 5 years and over)

knowledge :

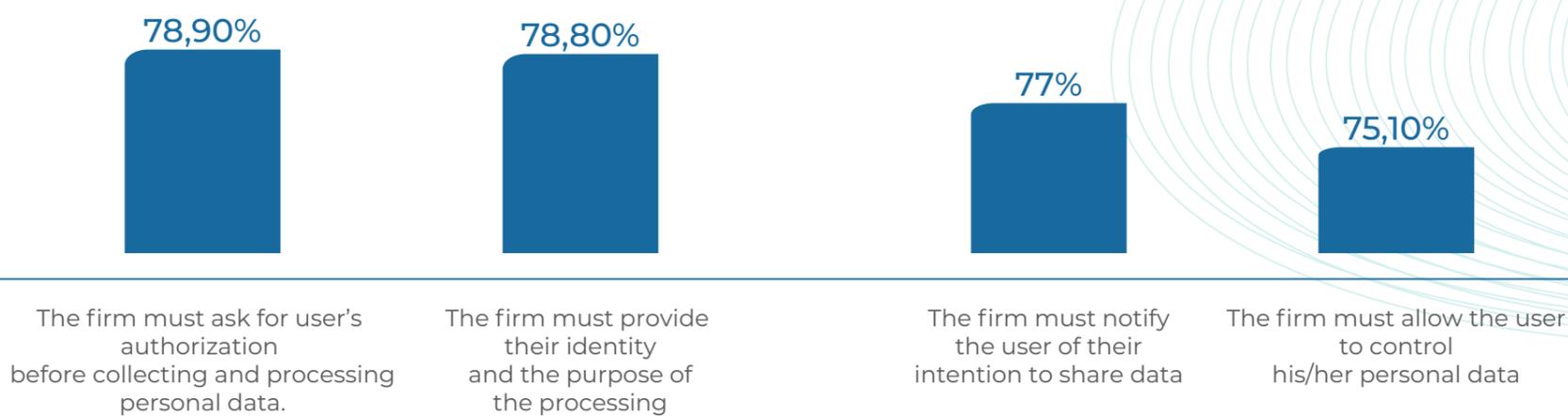


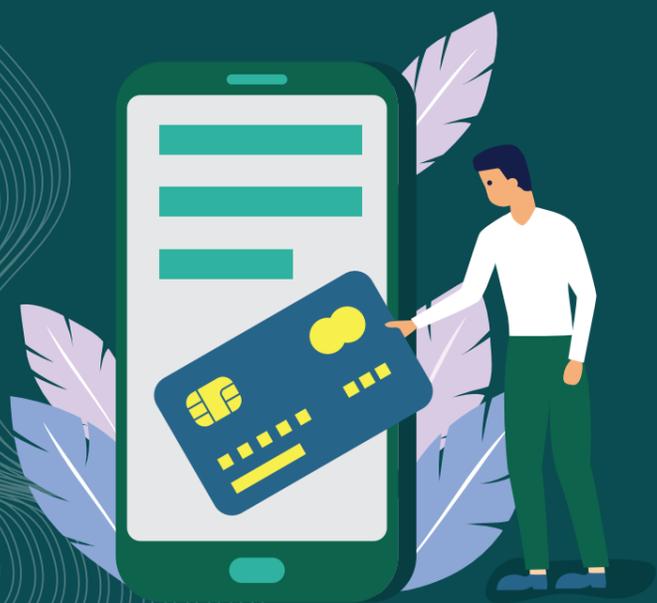
Source of knowledge :



KNOWLEDGE OF RIGHTS REGARDING THE PROTECTION OF PERSONAL DATA

More than 3 out of 4 people know their rights as prescribed by the law on the protection of personal data.
(Individuals aged 5 years and over)



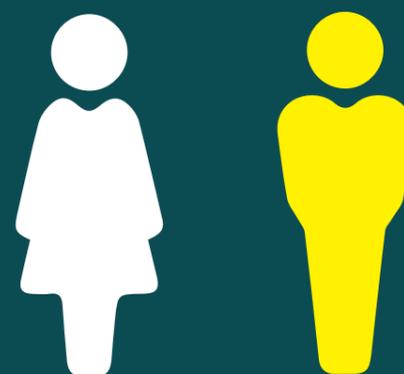
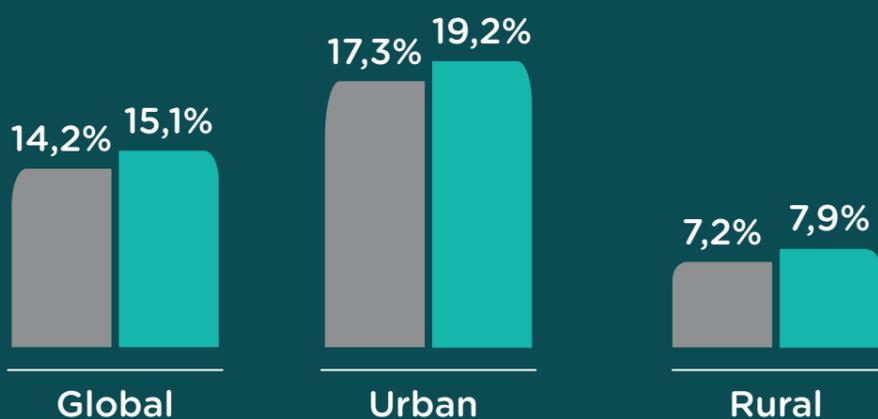


E-Commerce increased by **more than 6.3%**. **Over 5 million** Moroccans made one or more online purchases in 2019

INDIVIDUALS WITH ONLINE PURCHASES / ORDERS

(Individuals aged 5 and over - Year 2019)

■ 2018
■ 2019



2018	11,3%	17,3%
2019	12,4%	17,8%

NUMBER OF PURCHASES / ORDERS CARRIED OUT ONLINE

(Individuals aged 5 and over who made online purchases in 2019)

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

