# PCBS Releases Main findings of the Business Survey on Information and Communications Technology (BICT), 2008

## Palestinian Central Bureau of Statistics

Press Release

Main findings of the BICT, 2008

Consistent with national needs and existing initiatives to launch a technology-based economy, PCBS carried out the survey of Business Information and Communications Technology, 2008 during the period from 7/05/2008 to 15/06/2008 using a random sample of enterprises operating in the Palestinian Territory. The sample size was 2,966 enterprises, including 1,948 enterprises in the West Bank and 1,018 enterprises in Gaza Strip. The main focus of this survey was on the phenomenon of access and use of basic tools of ICT (fixed line and mobile phone, computer, the Internet, networks and e-business transactions), and expenditures on technology. The survey also dealt with e-government and its services.

Some of the main findings of the survey are as follows:
According to the survey data, 21.1% of the total number of enterprises in the Palestinian Territory used computers in the year 2007, including 23.1% for West Bank enterprises and 16.3% for Gaza Strip enterprises. Noticeably, the highest rate for computer use reached 83.0% for enterprises which had ten employees and over. On the other hand, the rate for the enterprises with 0-4 employees reached 16.4% and 43.2% for the enterprises with 5-9 employees. Moreover, 12.7% of the total number of enterprises accessed the internet. 67.8% of the enterprises that used computers accessed the internet. The regional differences between the West Bank and Gaza Strip with respect to enterprises accessing the internet were not significant and stood at 68.0% and 67.3%, respectively.

Survey data informed that the rate of ICT specialists employed by economic enterprises was 3.5 per100 employees, including 3.7 males per 100 employees and 2.1 females per 100 employees. 38.5% of the ICT specialists are computer programmers, 17.6% received training courses in maintenance, networks, programming, and computer science, 16.7% were designers or system analysts, and 16.1% were computer engineers. The rates of electronics engineers and telecommunications engineers were 6.8% and 4.3%, respectively, of the total number of the ICT specialists.

The most repeated purposes of internet use, according to the survey data, were as follows: 40.7% for sending and receiving electronic mail, 25.5% for information search through the internet search engines, 7.7% for customer services, and 1.6% for financial and banking services.

Survey findings showed that 62.4% of the total expenditures on ICT was spent on telecommunications including telephones and mobile phones; 9.9% was spent on computers and computer maintenance; 8.2% of the total expenditures was spent on

purchasing electronic equipment and devices and on the maintenance of such electronic equipment and devices; and 6.1% of the total expenditures on ICT was spent on the internet, networks, and their maintenance, development, and installation. Moreover, 3.8% of the of the total expenditures on ICT was spent on purchase of software programs; 0.7% was spent on training enterprises' employees on technology and the use of technology; and 0.4% was spent on research and studies involving technology.