

Zambia - 2022 National Survey on Access and Usage of Information and Communication Technologies (ICTs) By Households and Individuals

**Zambia Statistics Agency, Zambia Information and Communications Technology
Authority**

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Identification

SURVEY ID NUMBER

ZMB-ZSA-ICT-2022-V1.0

TITLE

2022 National Survey on Access and Usage of Information and Communication Technologies (ICTs) By Households and Individuals

SUBTITLE

Fourth Series

COUNTRY

Name	Country code
Zambia	ZMB

STUDY TYPE

Other Household Survey [hh/oth]

SERIES INFORMATION

The 2022 National Survey on Access and Usage of ICTs by Households and Individuals is the fourth in the series of these surveys. The first National survey was conducted in 2013, the second one in 2015 and the third survey undertaken in 2018.

ABSTRACT

The 2022 National Survey on Access and Usage of Information and Communication Technologies (ICTs) was aimed at measuring progress in the uptake of ICT products and services across the country. This follows prior assessments undertaken in 2013, 2015 and subsequently 2018 with a significant proportion of the survey having similar scope. Specifically, the survey investigated various attributes relating to adoption, diversity in use, quality of experiences, barriers to access, affordability and electronic waste. For the first time, the 2022 survey considered aspects related to the adoption of electronic services as well as postal and courier services among households and individuals and provided a more extensive assessment to aspects relating to Digital Financial Services. The survey maintained its national scope and provided regional and provincial estimates on all the aspects evaluated. These estimates were generated based on the recent 2022 Census Frame. The key features of the survey was the investigation of households that had access to electricity Access and Usage of Television and Radio Broadcasting Services, Ownership of Computers by Households, Access to Internet Services by Households, ICT Skills among Individuals, Ownership and Usage of Mobile phones, Access to Internet Services by Individuals, Online , Risks and Mitigation by Households and Individuals, Access and Usage of Digital Financial Services by Households and Individuals, Usage of Electronic Services, Postal and Courier Services and Electrical or Electronic Waste management.

The 2022 National Survey on Access and Usage of ICTs sought to measure progress in access and usage of ICTs by households and individuals in Zambia. This information was assessed with various population attributes such as age, gender, geographical classification, literacy, disability and socio economic status among others.

KIND OF DATA

Sample survey data [ssd]

UNIT OF ANALYSIS

Households
Individuals

Version

VERSION DESCRIPTION

Version 1.0 Edited and anonymized dataset for public distribution

VERSION DATE

2023

Scope

NOTES

The scope of the survey included : various population attributes such as age, gender, geographical classification, literacy, disability and socio economic status among others. The specific technologies and devices adopted, skills of users as well as the nature of activities undertaken while using ICT platforms were also evaluated.

Household: Household roster, Household Income, ICT Usage, internet online risks

Individual: ICT access, distribution, Internet usage for individuals and internet risks

TOPICS

Topic
Identification Particulars
Household Roster
Respondent Background
Household Income
Household ICT Usage
Internet/Online Risk Mitigation
Digital Financial Services
e-Waste
ICT Access
internet usage
E-services
Regulatory
Postal and Courier

KEYWORDS

Keyword
Communication
Digital
Telecommunication
Technology
Internet
Access
Risks
E-Waste

Coverage

GEOGRAPHIC COVERAGE

National

Province

Rural/Urban

UNIVERSE

Household questionnaire : Information was collected for All household members

Individual Questionnaire was administered to all the Individual members of the household aged above 10.

Producers and sponsors

PRIMARY INVESTIGATORS

Name	Affiliation
Zambia Statistics Agency	Ministry of Finance And National Planning
Zambia Information and Communications Technology Authority	Ministry of Technology and Science

PRODUCERS

Name	Affiliation	Role
Bank of Zambia	Ministry of Finance and National Planning	Technical design of instruments, analysis and reporting on the aspects related to Digital Financial Services.
Ministry of Technology and Science	Zambian Government	Policy related aspects of the survey

FUNDING AGENCY/SPONSOR

Name	Abbreviation	Role
Zambia Information and Communications Technology Authority	ZICTA	Financing of the survey

OTHER IDENTIFICATIONS/ACKNOWLEDGMENTS

Name	Affiliation	Role
Zambia Statistics Agency provincial officers	Zambia Statistics Agency	Training and Supervision of enumerators

Sampling

SAMPLING PROCEDURE

A two-stage stratified-cluster sampling method was adopted for the National Survey on Access and Usage of ICTs. The survey was designed to cover a representative sample of 6,466 households. This sample size was considered adequate to provide reliable national estimates for the population. A total of 320 Enumeration Areas (EAs) were drawn from 38 000 EAs nationwide. In order to increase the reliability and efficiency of the sample, the sample size was increased from 246 EAs considered in the 2018 National Survey on Access and Usage of ICTs to 320 EAs in 2022 National Survey on Access and Usage of ICTs. The survey was designed to produce reliable estimates at national, provincial, urban and rural levels.

WEIGHTING

In order for the survey estimates to be representative at national or any domain level, it was necessary to weight the sample data with appropriate expansion factors. Weighted analysis of survey results was needed to achieve unbiased or nearly unbiased estimates of population parameters. The weights were computed to compensate for unequal selection probabilities. The weight for each sample unit is equal to the reciprocal/ inverse of its probability of selection

Data Collection

DATES OF DATA COLLECTION

Start	End
2022-11	2023-01

DATA COLLECTION MODE

Face-to-face [f2f]

SUPERVISION

The survey team's primary role is to collect household level data. The team comprises enumerators, supervisors, master trainers, coordinators, zone managers and regional statisticians. The data collection was carried out by 22 interviewing teams each assigned to a province. Each team had 3-4 enumerators and one supervisor. The supervisor managed the data collection team, ensuring high-quality, accurate data is gathered efficiently by data collectors, assigning workloads, monitoring fieldwork, troubleshooting issues, verifying data, and maintaining timelines.

DATA COLLECTION NOTES

The data collection was carried out by 22 interviewing teams each assigned to a province. Interviews were conducted only in the selected households over a three week period. Face to face interviews were conducted using the Computer Assisted Personal Interviewing (CAPI) among all the household members aged 10 and above that were present at the time of the interview in the selected households. The survey solutions application for Android, a software package for capturing and digitizing data from Census and surveys developed by the World Bank was used on the CAPI devices. The use of CAPI was useful in ensuring that data was stored in real time and evaluated for completeness

DATA COLLECTORS

Name	Abbreviation	Affiliation
Zambia Statistics Agency	ZamStats	Ministry of Finance and National Planning

Questionnaires

QUESTIONNAIRES

A questionnaire for households was administered to all the selected households while another questionnaire was administered to all the Individual members of aged above 10. Both the questionnaires had structured questions consisting of a combination of closed and open-ended questions. The questionnaire collected various information on identification Particulars, Household Roster, Respondent Background, Household Income, Household ICT Usage, Internet/Online Risk Mitigation, Digital Financial Services and e-Waste section.

Data Processing

DATA EDITING

Field editing: After completing an interview, the enumerator sends the work to the supervisor to check for accuracy and consistency. In addition, the supervisor edits data by reviewing collected information for immediate errors like out-of-range answers or faulty logic in CAPI system, identifying inconsistencies, and would send problematic interviews back to the interviewer for correction, ensuring data quality and adherence to skip patterns through checks for logical flow.

Access policy

CONTACTS

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Head of Dissemination	Zambia Statistics Agency	infor@zamstats.gov.zm	Link

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CITATION REQUIREMENTS

Zambia Statistics Agency(2022). 2022 National Survey on Access and Usage of Information and Communication Technologies (ICTs) By Households and Individuals, Lusaka,Zambia

ACCESS AUTHORITY

Name	Affiliation	Email	URL
Zambia Statistics Agency	Ministry of Finance And National Planning	infor@zamstats.gov.zm	Link

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Metadata production

DDI DOCUMENT ID

DDI-ZMB-ZSA-ICT-2022-V1.0

PRODUCERS

Name	Abbreviation	Affiliation	Role
Zambia Statistics Agency	ZamStats	Ministry of Finance And National Planning	Documenting the Study

DATE OF METADATA PRODUCTION

2026-01-12

DDI DOCUMENT VERSION

Version 1.0 (January 2026)

Data Dictionary

Data file	Cases	Variables
<p>ICTS2022_Households_Dataset This dataset contains information on various variables on Household Roster, Respondent Background, Household Income, Household ICT Usage Section, Internet/Online Risk Mitigation, Digital Financial Service and e-Waste section.</p>	6335	1257
<p>ICTS2022_Persons_Dataset This dataset contains information collected on individual in all households on all indicators i.e. ICT Access, Distribution And Usage , E-Waste, Internet Usage for individuals, Internet Risks, E-Services, Regulatory Section, Postal and Courier Service and Digital Financial Services.</p>	29372	875