ICT access and use by Persons with Disabilities (PWD) in Nepal

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LIRNEasia: A pro-poor, pro-market Asia Pacific think tank with a focus on infrastructure policy and regulation

• Mission
  • Catalyzing policy change through research to improve people’s lives in the emerging Asia Pacific by facilitating their use of hard and soft infrastructures through the use of knowledge, information and technology

• In Nepal we have carried out research, made regulatory and policy recommendations, built capacity, and implemented solutions. Some examples:
  • Research on Nepal’s Universal Service actions (in 2005-06)
  • Assessment of Nepal’s emergency communication system (published 2016)
  • Workshop on disabled-friendly policies and ICT solutions (2017)
  • Hackathons to develop apps to help disabled persons in Nepal (2017-18)
  • Research on how disabled persons in Nepal could use ICTs towards independent living (field work underway)
Countries we engage with
AfterAccess: Nationally representative surveys of ICT access and use by households & individuals aged 15-65 across Global South

- Rigorous sampling method, comparable across countries

- Common questionnaire with local customization
  - Structured, closed-ended responses administered face-to-face using mobile devices
  - User-based (rather than subscription-based) data allowing for disaggregation by urban-rural, gender, SEC, age, etc.

- Asian countries by LIRNEasia. Africa by Research ICT Africa. Latin America by DIRSI

- Funded by IDRC (Canada), SIDA (Sweden) & Ford Foundation (Nepal)

- Nepal partners: fieldwork - Nielsen Nepal; dissemination, back-check calls, translation checking - Center for Law and Technology and Internet Society
To date 18 countries (covering >30% global population); 38,005 face-to-face interviews; +/-3 margin of error; 22 countries by Dec 2018

Sample sizes

Not shown in slides today:
- Sri Lanka, Senegal, Uganda & Ecuador
- Surveys just completed/surveys about to start/data being analyzed
- Watch www.afteraccess.net or www.lirneasia.net

Notes: Pakistan excludes AJK, FATA, Gilgit-Baltistan (~2% of population)
Sri Lanka data expected by December 2018
This survey in Nepal uses the recent re-classification of urban-rural by the CBS. Makes triangulation/comparison with past data difficult, even at national level.

2011 Census
- 3,901 VCDs classified as Rural
- 72 Municipalities classified as Urban

2017 Based on new structure of 753 local units
- 460 Gaunpalikas classified as Rural
- 293 Municipalities (Including metropolitan and sub-metropolitan cities) classified as Urban

AfterAccess sample was designed based on the 2017 new urban-rural classification of wards.

Source:
Nationally representative survey among age 15-65 population and age 15-65 PWD population

Nepal main survey sample designed to be representative of 15-65 population at:
- National level
- Urban-rural level
- Men vs Women
- SEC (Socio-economic classification : a proxy for income)

With 95% Confidence Interval; +/-3.3 margin of error

Nepal PWD survey sample designed to be representative of age15-65 PWD population at national level

With 95% Confidence Interval; +/-9.8 margin of error
Nepal weights (detailed)

Nepal

Household weight:

\[ HH_W = \frac{1}{DW \cdot P_{WARD} \cdot P_{SEG} \cdot P_{HH}} \]

Individual weight:

\[ IND_W = \frac{1}{DW \cdot P_{WARD} \cdot P_{SEG} \cdot P_{HH} \cdot P_{I}} \]

Disabled individual weight:

\[ DIS\_IND_W = \frac{1}{DW \cdot P_{WARD} \cdot P_{SEG} \cdot P_{DIS\_SEG} \cdot P_{DIS\_HH} \cdot P_{DIS\_IND}} \]

Ward Selection Probability:

\[ P_{WARD} = \frac{m}{HH_{STRATA}} \]

Segment selection Probability:

\[ P_{SEG} = \frac{HH_{WARD}}{HH_{STRATA}} \]

Household Selection Probability:

\[ P_{HH} = \frac{n}{HH_{SEG}} \]

Probability of Household with Disabled individual in a selected segment:

\[ P_{DIS\_HH\_SEG} = \frac{m}{HH_{SEG}} \]

Household with Disabled individuals Selection Probability:

\[ P_{DIS\_HH} = \frac{q}{HH_{DIS}} \]

Individual selection Probability:

\[ P_I = \frac{1}{HH_{m15}} \]

Disabled Individual selection Probability:

\[ P_{DIS\_IND} = \frac{1}{HH_{m15}} \]

When \( HH_{WARD} \leq 250 \), \( HH_{WARD} = HH_{SEG} \). Thus, \( P_{SEG} = 1 \). (i.e., if a ward has less than 250 households, it will be treated as an EA)

\( DW \) = design weight compensation for over-sampling of urban PSUs and under-sampling of rural PSUs;

\( HH_{WARD} \) = number of households in selected ward based on information of last census or updated listing by field team;

\( HH_{STRATA} \) = number of households in strata (urban, rural);

\( HH_{DIS} \) = number of households with disabled individuals in a segment;

\( HH_{m15} \) = number of household members or visitors aged 15-65 years;

\( m \) = target number of wards for each strata, (urban, rural);

\( n \) = target number of households in a segment;

\( q \) = target number of households with disabled individuals in a segment

The target number of households in each PSU (ward/segment) for the national sample will be 20 and for the booster sample will be 4.
<table>
<thead>
<tr>
<th>Country</th>
<th>Villages and Wards</th>
<th>States/Districts</th>
<th>Fieldwork Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nepal</td>
<td>250</td>
<td>19/108</td>
<td>October 5 – November 30 (2017)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>100</td>
<td>5/28</td>
<td>October 21 – December 26 (2017)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>100</td>
<td>40/92</td>
<td>October 8 – December 1 (2017)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>100</td>
<td>20/70</td>
<td>September 23 – October 12 (2017)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>100</td>
<td>All/48</td>
<td>April 23 – June 18 (2018)</td>
</tr>
</tbody>
</table>

**Stage 1:**

Stratified random sampling of the primary sample units (PSUs) with probability proportionate to size (PPS) sampling.

- **Nepal**
  - Split the ward level sample frame into urban and rural PSUs
  - Random selection of required number of wards 60 urban wards and 40 rural wards using PPS
  - PSUs with > 250 households segmented, and 1 segment randomly selected for listing
Stage 2: Mapping and listing of selected PSUs

Obtaining PSU information (boundaries, households, etc.) from key informants

- Mapping of randomly selected village or ward with the help of the key informants
- Segmentation of wards and villages where the number of households exceeding 250

- List of structures of the entire segment identifying the eligible households
- In Nepal; all households with disabled people were identified during the listing
Information collected during the listing stage

- GPS coordinates also captured on CAPI device (mobile/tab) for every structure listed during listing
- Households with disabled people were identified during the listing
Stage 3:
Random selection of listed households

Random selection of households conducted systematic random sampling using the household lists collected during the listing.

Interviews conducted on mobile devices

Stage 4:
Household interview (with household representative) and individual interview (with randomly selected individual after listing eligible members in household roster)

- Random selection of 20-25 households for the main survey
- Random selection of 4 households for the PWD survey

- Listing all the household members in the household roster

- Randomly selecting one member from age 15-65 from the list for the main survey (from 20 households)

- Randomly selecting one member from age 15-65 from the list for the PWD survey (from 4 households)
### Apples vs oranges: A note on comparison of AfterAccess data with supply-side

<table>
<thead>
<tr>
<th>Supply side data as reported via operators/NTA</th>
<th>Demand side (household and individual survey we report)</th>
<th>Implication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counts active SIMs</td>
<td>Counts USERs with one or more SIM cards</td>
<td>Demand side data more accurate reflection of individuals and households who have access (Counts multi-SIM owners as ONE user)</td>
</tr>
<tr>
<td>Includes individual AND corporate users</td>
<td>Does not count corporate connections</td>
<td>Avoids inaccuracies with problematic SIM registrations</td>
</tr>
<tr>
<td>Includes SIMs inside devices (e.g. POS)</td>
<td>Does not count SIMs in other devices</td>
<td>Demand side result WILL be lower</td>
</tr>
<tr>
<td>Includes SIMs used by all users, without age restriction</td>
<td>Our survey only targeted those aged 15 -65 (66% of the population in Nepal)</td>
<td>Below 14 or Over 66 years persons are not counted. Demand side estimate WILL be lower.</td>
</tr>
<tr>
<td>PWD population % from 2011 Nepal census</td>
<td>PWD population % from AfterAccess survey</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>513,321 persons with disabilities</td>
<td>291,481 persons with disabilities</td>
<td></td>
</tr>
<tr>
<td>1.94% of total population</td>
<td>1.6% of aged 15-65 population</td>
<td></td>
</tr>
</tbody>
</table>

- Consist of all age groups
- PWD population numbers for the age 15-65 group is not available to the public

- AfterAccess survey only consist with age 15-65 population*

* As per the 2011 census aged 15-65 population in Nepal is 61%.
Persons with disabilities (PWDs) in Nepal
Traits of the selected sample
Demography of the Respondents (persons with disabilities – PWD)

- **Gender**
  - Male: 37%
  - Female: 63%

- **Location**
  - Urban: 33%
  - Rural: 67%

- **Marital Status**
  - Married: 50.6%
  - Single: 46.4%
  - Widowed: 0.4%
  - Divorced: 2.6%

- **Age - Years**
  - 15 - 24: 21%
  - 25 - 34: 30%
  - 35 - 44: 18%
  - 45 - 54: 16%
  - 55 - 65: 15%

All respondents: 400
Most respondents were interviewed directly

Q: Is this face to face interview with the person with disability interview directly with the person with disability/ someone else is reporting together with the person with disability/ another person (interpreter) is reporting for the person with disability (language)/ someone else [proxy] is reporting on behalf of the person with disability?
Respondents with difficulty remembering and communicating needed assistance

Data enumerator observations and the disability type of the respondents (% of aged 15-65 PWD population)

- Someone else [proxy] is reporting on behalf of the person with disability
- Someone else is reporting together with the person with disability
- Another person (Interpreter) is reporting for the person with disability (language)
- Interview directly with the person with disability

Q: Do you have difficulty seeing/hearing/walking or climbing steps/remembering or concentrating/with self-care/in communicating using usual language/in carrying out activities?

<table>
<thead>
<tr>
<th>Disability Type</th>
<th>Direct Interview</th>
<th>Proxy Reporting</th>
<th>Interpreter Reporting</th>
<th>Together Reporting</th>
<th>Self-reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difficulty seeing</td>
<td>90%</td>
<td>4%</td>
<td>5%</td>
<td>11%</td>
<td>27%</td>
</tr>
<tr>
<td>Difficulty hearing</td>
<td>29%</td>
<td>28%</td>
<td>15%</td>
<td>27%</td>
<td>22%</td>
</tr>
<tr>
<td>Difficulty walking or climbing steps</td>
<td>27%</td>
<td>11%</td>
<td>8%</td>
<td>70%</td>
<td>29%</td>
</tr>
<tr>
<td>Difficulty remembering or concentrating</td>
<td>28%</td>
<td>17%</td>
<td>15%</td>
<td>29%</td>
<td>32%</td>
</tr>
<tr>
<td>Difficulty with self-care</td>
<td>17%</td>
<td>15%</td>
<td>26%</td>
<td>28%</td>
<td>35%</td>
</tr>
<tr>
<td>Difficulty of communicating using the usual language</td>
<td>11%</td>
<td>8%</td>
<td>18%</td>
<td>51%</td>
<td>35%</td>
</tr>
<tr>
<td>Permanent difficulty in carrying out activities with hands</td>
<td>4%</td>
<td>11%</td>
<td>7%</td>
<td>29%</td>
<td>15%</td>
</tr>
</tbody>
</table>

All respondents: 400
Use of, and demand for, assistive devices
Difficulties of communicating, moving & self-care significant among respondents

Type of disabilities and level of difficulties of the respondents (% of aged 15-65 PWD population)

Q: Do you have difficulty seeing/hearing/walking or climbing steps/remembering or concentrating/self-care/communicating/carrying out activities?

Difficulty seeing: 84%
Difficulty hearing: 74%
Difficulty walking or climbing steps: 51%
Difficulty remembering or concentrating: 74%
Difficulty self-care: 65%
Difficulty communicating: 65%
Permanent difficulty in carrying out activities: 83%

All respondents: 400
Mobility assistive devices/technologies most common

% of aged 15-65 PWD population

Ability to do day today work
- Partially
- Not at all
- Competetly

Means use to communicate
- Verbally
- Sign language
- Written messages
- Other

Use of any device
- Yes
- No

Types of the devices/technologies use (% of the PWDs who use assistive devices/technologies)
- Move around
- Communication devices
- Achieve or maintain positions
- Computer access devices
- Other
- Adaptive toys and games

Q: To what extent are you able to manage your day today activities independently?

Q: What are the means you use to communicate?

Q: Do you use any device or technology to do your activities?

Q: What are the devices/technologies you use?

All respondents 400

All respondents 400

All respondents 400

Devices/technology users 84
Mobility-assistive devices are desired; Main reason for lack is affordability

Q: What devices and technologies do you need, but do not have?

Number of respondents who required assistive devices/technologies: 132

- Move around: 54%
- Communication devices: 32%
- Achieve or maintain positions: 22%
- Adaptive environment: 13%
- Other: 12%
- Adaptive toys and games: 10%
- Computer access devices: 5%
- Instructional aids: 3%

Q: What is the reason for not having the device/technology?

Number of respondents who required assistive devices/technologies: 132

- Unaffordable: 81%
- Not locally available: 24%
- Do not know how to use: 18%
- Not available in local language: 8%
- Other: 7%
- Not allowed to use: 1%
Less impact due to device and supportive service failures since the usage is low

Days in the last month been unable to do activities due to device failures (% of aged 15-65 PWD population who use devices/technologies)

- 62%
- 14%
- 14%
- 7%
- 4%

Q: How many days during the past month have you been unable to do your day today activities due to failures in devices?

Days in the last month been unable to do activities due to failures of supportive services such as internet and electricity (% of aged 15-65 PWD population)

- 0
- 1 to 5
- 6 to 10
- 11 to 15
- 16 to 20
- 21 to 25
- 26+

- 89%
- 5%
- 2%
- 1%
- 1%
- 1%
- 0%
- 2%

Q: How many days during the past month have you been unable to do your day to day activities due to failures in supportive environment such as internet and electricity?
SOCIAL AND ECONOMIC INCLUSION
Social and economic inclusion indicators (% of aged 15-65 PWD population)

- **Vote**: 67% Yes, 33% No
- **Monthly income**: 16% Yes, 84% No
- **Social security allowance**: 31% Yes, 69% No
- **Public phone usage**: 1% Yes, 99% No
- **Disability Identity card**: 43% Yes, 57% No
- **National Identity Card**: 81% Yes, 19% No

Q 01: Do you vote?
Q 02: Do you have a monthly income?
Q 03: Do you get social security allowance?
Q 04: Have you used a public phone in the past 3 months?
Q 05: Do you have a disability identity card?
Q 06: Do you have a national identity card?
The majority lacks formal education

**Education Qualification (% of aged 15-65 PWD population)**

- None: 54%
- Primary: 26%
- Secondary: 16%
- Tertiary: Diploma/Certificate: 3%
- Tertiary: Masters: 2%
- Bachelors: 0.2%

**Reasons for never attending school (% of aged 15-65 Non-school PWD population)**

- Due to disability: 55%
- Not enough money: 25%
- Do not know: 9%
- Lack of interest: 7%
- Other: 4%

Q: What is your highest level of schooling completed?

- All respondents: 400

Q: What was the reason that you never attended school?

- Non-school respondents: 206
Limited opportunities to learn how to read or write for those who did not attend school

Q 01: If you are non-school can you read a letter or newspaper?

- Easily: 90%
- With difficulty: 7%
- Not at all: 3%

Q 02: If you are non-school can you write a letter?

- Easily: 94%
- With difficulty: 1%
- Not at all: 5%

Non-school respondents: 206
Q: What was your main activity during the last 06 months?

All respondents 400
Unpaid work does not create financial inclusion

Q: Do you have access to a bank account?

<table>
<thead>
<tr>
<th>Access to bank account</th>
<th>(% of aged 15-65 PWD population)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>86%</td>
</tr>
<tr>
<td>My own</td>
<td>13%</td>
</tr>
<tr>
<td>Someone else</td>
<td>1%</td>
</tr>
</tbody>
</table>

Q: Do you have a credit or debit card?

<table>
<thead>
<tr>
<th>Credit or Debit card ownership</th>
<th>(% of aged 15-65 PWD population)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do not have both</td>
<td>98%</td>
</tr>
<tr>
<td>Debit card only</td>
<td>2%</td>
</tr>
<tr>
<td>Both debit and credit card</td>
<td>0.09%</td>
</tr>
</tbody>
</table>
HOUSEHOLD ICT DEVICES
One out of four households access internet through mobile phones/dongles which is the main access method

Q: How many working Mobile phones/Desktop/Laptop/Tablets/iPads do you have in your household?

All households | 400
--- | ---
Mobile Phone | 84%
Laptop | 6%
Desktop | 2%
Tablet/iPad | 0.4%

Q: Does this household have a working internet connection, if so what type?

All households | 400
--- | ---
No | 71%
Internet using mobile phones/dongles | 25%
Fiber/ADSL/CDMA | 3%
Both | 1%
Urban-rural gap is evident in mobile phone and Internet penetration

Availability of ICT devices (minimum one device or more) in the household (% of households with PWDs)

- Mobile phone
- Laptop
- Desktop
- Tablet/iPad

Household internet connection type (% of urban and rural households with PWDs)

- No
- Mobile phone/dongle
- Fiber/ADSL/CDMA
- Both

Q: How many working Mobile phones/Desktop/Laptop/Tablets/iPads do you have in your household?

Q: Does this household have a working internet connection, if so what type?

Low bases high margin of error (+/- 12% to 17%)
MOBILE PHONE USE
Do not use phones due to disability and lack of knowledge

Ownership of mobile phone (% of aged 15-65 PWD population)
- No
- Yes

Q: Do you own a mobile phone?
- All respondents: 400
- Yes: 68%
- No: 32%

Reason for not having a mobile phone (% of 15-65 non mobile phone use PWD population)
- I'm not able to use one because of my disability (Can include not being accessible)
- I don’t know how to use it
- I don’t need it
- I cannot afford a mobile phone
- I am not allowed to own one
- No mobile coverage where I live
- No electricity at home to charge the mobile phone

Type of mobile phone ownership (% of mobile phone owners aged 15-65 PWD population)
- Basic phone
- Smart phone
- Feature phone

Q: Why do not you have a mobile phone?
- Non-owners of mobile phone: 271
- Yes: 54%
- No: 48%

Q What type of mobile phone do you have?
- Mobile phone owners: 129
- Basic phone: 53%
- Smart phone: 41%
- Feature phone: 9%
Nepal PWDs lag on connectivity

Mobile phone ownership (% of 15-65 population/ % of 15-65 mobile phone own PWD population)

- Nepal
- Nepal PWD

- 72%
- 32%

Type of mobile phone owned (% of all aged 15-65 mobile owners/ % of 15-65 mobile own PWD population)

- Basic phone
- Feature phone
- Smart phone

- 52%
- 8%
- 41%

- 40%
- 9%
- 53%

<table>
<thead>
<tr>
<th>Base</th>
<th>Nepal (national sample)</th>
<th>PWD</th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>2,008</td>
<td>400</td>
</tr>
<tr>
<td>Mobile owners</td>
<td>1,478</td>
<td>129</td>
</tr>
</tbody>
</table>
Almost everyone uses prepaid connections

**Mobile phone contract type (% of aged 15-65 mobile phone owning PWD population)**
- Prepaid: 99.5%
- Postpaid: 0.5%

**Main operator of mobile phone users (% of aged 15-65 mobile phone owning PWD population)**
- NCELL: 52%
- NTC: 46%
- NTC SKY: 2%

**Number of sim cards owned by mobile phone users (% of aged 15-65 mobile phone owning PWD population)**
- 1 Sim: 75%
- 2 Sim: 24%
- 3 Sim: 1%
Other phone type users think smart phones are not needed and not affordable

Reason for not having smart/touch phone (% of aged 15-65 Basic and feature phone owned PWD population)

- Do not need one 40%
- Can not afford 34%
- Complicated 22%
- Other 4%

Smart phone operating system (% of aged 15-65 smart phone owning PWD population)

- Android 97%
- iOS 2%
- Other 1%

Q: Primary reason for not having a smart or touch phone?
Basic and feature phone owners 70*

Q Which operating system does your smart phone have?
Smart phone users 59*
Low use of disability specific assistive features

**Features used by respondents with seeing difficulties (% of 15-65 seeing difficulty PWD population)**

- None of these: 39%
- Audio feedback: 28%
- Magnification: 22%
- Accessibility features: 15%
- Tactile: 8%
- Speech recognition: 7%
- Other: 4%

Q: What are the features used by respondents with difficulty of seeing?

**Respondents with seeing difficulty**: 36%

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**Features used by respondents with hearing difficulties (% of 15-65 hearing difficulty PWD population)**

- Adjustable volume control: 50%
- Visual or vibrat visual: 33%
- Text tele typer: 10%
- Captioning: 9%
- Other: 3%

Q: What are the features used by respondents with difficulty of hearing?

**Respondents with hearing difficulties**: 20%

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**Features used by respondents with self caring and carrying out activities with hand (% of aged 15-65 d PWD population who has difficulty of caring out activities with hand)**

- Other: 44%
- Handsfree: 16%
- Voice recognition: 15%
- Sensitive touch screen: 12%
- Any key answering: 10%
- Auto text: 9%

Q: What are the features used by respondents with difficulty of self caring/carrying out activities?

**Respondents with difficulty with caring out activities with hand**: 46%

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**Features used by respondents with communicating/concentrating difficulties (% of 15-65 with communicating/concentrating difficulties PWD population)**

- Accessibility features: 50%
- Other: 26%
- Audio feedback: 22%
- Speech recognition: 10%

Q: What are the features used by respondents with difficulty of communicating/concentrating?

**Respondents with difficulty of communicating /concentrating**: 12%

* Low bases
Q: Do you use any special mobile plans/packages available for disabled?

Mobile phone owners 129

Q 01: Have you searched information on the internet?
Q 02: Have you installed an application?
Q 03: Have you created log-in details and a password to use a particular service or a website?
Q 04: Have you located and adjusted settings on an application or service
Q 05: Have you posted any information on the internet/online?

Use of special mobile plans or packages for PWD (% of 15-65 mobile phone use PWD population)

Activities ever done on mobile phone (% of all 15-65 mobile phone used PWD population)

- Yes, by myself
- Yes, with help from someone else
- Not aware of these
- No

- Post any information on the Internet/online
- Install an application
- Locate and adjust settings on an application or service
- Search on the Internet/online
- Create log-in details/passwords
Messaging, Chat and Social Networking Apps are most used

Q: Do you use these mobile apps on your phone (eg: disability apps/social networking)? What is the frequency of using those apps?

Application usage on the mobile phones (% of aged 15-65 smart and feature phone users of PWD population)

- Yes, daily
- Weekly
- Yes, occasionally
- Never

Social networking apps (Such as Facebook, WhatsApp, Instagram, Snapchat, Twitter, LinkedIn, Line)
- Yes, daily: 51%
- Weekly: 55%
- Yes, occasionally: 28%
- Never: 18%

Messaging or chat apps
- Yes, daily: 18%
- Weekly: 45%
- Yes, occasionally: 28%
- Never: 24%

Voice apps (Whatsapp, Skype, Viber, Line, Talkray)
- Yes, daily: 73%
- Weekly: 79%
- Yes, occasionally: 33%
- Never: 23%

Educational applications (dictionary, learning tools)
- Yes, daily: 27%
- Weekly: 13%
- Yes, occasionally: 3%
- Never: 6%

Entertainment apps (movie trailers, celebrity gossip, radio station guides)
- Yes, daily: 21%
- Weekly: 3%
- Yes, occasionally: 15%
- Never: 21%

News apps (local news, national headlines, technology announcements, sport)
- Yes, daily: 79%
- Weekly: 79%
- Yes, occasionally: 12%
- Never: 6%

Game apps (puzzles, charades, etc.)
- Yes, daily: 85%
- Weekly: 87%
- Yes, occasionally: 9%
- Never: 13%

Search tool apps (Maps, directions, phone numbers, recipes, etc.)
- Yes, daily: 80%
- Weekly: 90%
- Yes, occasionally: 10%
- Never: 8%

Business apps (calculate, convert, translate, etc.)
- Yes, daily: 11%
- Weekly: 9%
- Yes, occasionally: 8%
- Never: 6%

Weather apps (local forecasts, natural disaster updates)
- Yes, daily: 8%
- Weekly: 9%
- Yes, occasionally: 6%
- Never: 6%

Payment apps (paypal)
- Yes, daily: 9%
- Weekly: 9%
- Yes, occasionally: 6%
- Never: 6%

Disability apps (augmentative, alternative communication apps)
- Yes, daily: 2%
- Weekly: 2%
- Yes, occasionally: 2%
- Never: 2%

Trading or E-commerce apps (selling and buying online e.g. ebay)
- Yes, daily: 1%
- Weekly: 1%
- Yes, occasionally: 1%
- Never: 1%

Transport apps (public transportation info, taxis, Uber)
- Yes, daily: 99%
- Weekly: 99%
- Yes, occasionally: 99%
- Never: 99%

* Low base
INTERNET USE
Most accessed Internet first on mobile phone; it still is the most frequently used interface

Q1: Do you know what the internet is?
All respondents 400
- Yes 19%
- No 11%

Q2: Have you ever used internet (gmail/google/facebook)?
- Once a hour 6%
- Once a month 10%
- Once a day 91%
- Less than once a month 2%
- Not at all 9%

Q On which device you accessed internet for the first time?
- Mobile phone 91%
- Desktop/Laptop 9%

Frequency of accessing Internet on devices (% of aged 15-65 PWD Internet users)
- Mobile phone/Tablet 76%
- Desktop/Laptop 3%
PWD in Nepal lag far behind in Internet awareness and use

<table>
<thead>
<tr>
<th></th>
<th>Base</th>
<th>Nepal (national sample)</th>
<th>PWD</th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>2,008</td>
<td>400</td>
<td></td>
</tr>
</tbody>
</table>
Being urban and male provides more opportunity to engage with the Internet

Gender representation of the respondents those who know what the internet is (% of aged 15-65 PWD population)
- Male
- Female

Area representation of the respondents those who know what the internet is (% of aged 15-65 PWD population)
- Urban
- Rural

Gender representation of the respondents those who have ever used internet (% of aged 15-65 PWD population)
- Male
- Female

Area representation of the respondents those who know what the internet is (% of aged 15-65 PWD population)
- Urban
- Rural

Q: Do you know what the internet is?

Q: Have you ever used internet (gmail/google/facebook)?

All respondents 400
Chatting on social media is the most attractive Internet activity.

**Internet activities which spend most of time (% of aged 15-65 internet used PWD population)**

- Social media: 44%
- Chatting: 21%
- News: 15%
- Entertainment: 8%
- Work related: 2%
- Job/work search: 2%

**Internet activities which most useful (% of aged 15-65 PWD internet users population)**

- Chatting: 34%
- Social media: 23%
- News: 21%
- Entertainment: 12%
- Work related: 4%
- Educational: 3%
- Job/work search: 2%
- Other: 1%

Q: When you use the internet, what do you spend most time on?

No. of respondents: 52*

Q: When you use the internet, what do you find most useful?

No. of respondents: 52*
Data cost main reason for not using Internet

Q: What is the main limitation of using internet?

Reasons of not using Internet (% of all 15-65 PWD internet user population)

- No limitation
- Data cost
- Lack of time
- Difficult to use
- No internet in the area
- Not allowed

46% Data cost
41% No limitation
6% Lack of time
3% Difficult to use
3% No internet in the area
1% Not allowed

No. of respondents 52

* Low base
SOCIAL MEDIA
Q: Do you use social media like Facebook, WhatsApp, Twitter, etc.?

All respondents: 400

Q: How do you use social media?

Social media users: 48*

Q: What information do you share on social media?

Social media users: 48*
Q: Do you prefer to interact with people on social networking sites rather than face to face?

<table>
<thead>
<tr>
<th>Preference</th>
<th>Social media users</th>
<th>15-65 PWD social media users population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>28%</td>
<td>2%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>49%</td>
<td>8%</td>
</tr>
<tr>
<td>Often</td>
<td>24%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Q: What do you use social media for?

- Chatting [text] 100%
- To stay in contact with friends and family 95%
- Reading news 93%
- Making calls 91%
- To share videos/ pictures/ music 87%
- To make new friends 81%
- To get opinions / share your experience 54%
- To play games 46%
- To look for educational content 30%
- To follow local politicians 12%
- To market your products/services 12%
- To make professional and business contacts 9%
- To follow government Social media pages (to look for jobs or updates on policies) 8%
- To share my produced content 2%

* Low base
Q: Can you trust news you read on social media?

Trust on social media news (% of aged 15-65 social media users PWD population)

- Strongly do not trust
- Do not trust
- Do not know
- Trust
- Strongly trust

Social media users

<table>
<thead>
<tr>
<th>Trust Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly do not trust</td>
<td>4%</td>
</tr>
<tr>
<td>Do not trust</td>
<td>14%</td>
</tr>
<tr>
<td>Do not know</td>
<td>21%</td>
</tr>
<tr>
<td>Trust</td>
<td>57%</td>
</tr>
<tr>
<td>Strongly trust</td>
<td>4%</td>
</tr>
</tbody>
</table>

* Low base
PWD social media use less than national use levels

Social media use (% of aged 15-65 population/% of aged 15-65 PWD population )

- Nepal
- Nepal PWD

<table>
<thead>
<tr>
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<td>400</td>
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</tbody>
</table>
COMPUTER USE
Majority of computer users need assistance

Ownership of personal computer (% of aged 15-65 PWD population)
- No: 98.5%
- Yes: 1.5%

Frequency of using a computer (% of aged 15-65 PWD population)
- Never: 98%
- Every now and then: 2%
- Daily: 0%
- Hourly: 0%

Level of comfort using a computer (% of aged 15-65 computer used PWD population)
- Can use independently: 35%
- Can use with a little bit of assistance: 45%
- Can use with moderate level of assistance: 20%

Q: Do you own a personal computer?
- All respondents: 400
- No: 98.5%
- Yes: 1.5%

Q: How often do you use a computer?
- All respondents: 400
- Never: 98%
- Every now and then: 2%
- Daily: 0%
- Hourly: 0%

Q: What is your level of comfort when using computers?
- Computer users: 14*
- Can use independently: 35%
- Can use with a little bit of assistance: 45%
- Can use with moderate level of assistance: 20%

* Base is critically low
ONLINE PLATFORMS
Q: Have you heard of these opportunities to buy/sell goods or services over the internet or apps?

Awareness of online platforms (% of aged 15-65 internet use PWD population)

- No: 2%
- Yes: 98%

Internet users 52*
e-GOVERNMENT
Q: Do you use the internet to access government websites?

| Internet users | 52* |

* Low base

**Access to government websites (% of aged 15-65 internet used PWD population)**

- No: 2%
- Yes: 98%
ONLINE HARASSMENT
Minimum exposure to online harassment

Witnessed or experienced online harassment (% of all aged 15-65 internet used PWD population)

- Cyber-stalked: 95% (Witnessed and experienced: 5%, Experienced only: 5%%, Witnessed only: 0.9%, No: 95%)
- Being sexually harassed: 95% (Witnessed and experienced: 5%, Experienced only: 5%, Witnessed only: 5%, No: 95%)
- Being physically threatened: 98% (Witnessed and experienced: 2%%, Experienced only: 5%, Witnessed only: 5%, No: 98%)
- Being purposefully embarrassed or criticized in another way: 95% (Witnessed and experienced: 5%, Experienced only: 5%, Witnessed only: 5%, No: 95%)
- Being called offensive names: 91% (Witnessed and experienced: 3%, Experienced only: 5%, Witnessed only: 0.9%, No: 91%)

Q: Have you witnessed or personally experienced Cyber-stalked/ being sexually harassed/ being physically threatened/ being purposefully embarrassed or criticized in another way/ being called offensive names?
CYBER SECURITY
Minimum incidents of devices or accounts ever been taken over by someone else, either through the Internet or in person.

Q: To your knowledge have any of your devices or accounts ever been taken over by someone else, either through the internet or in person?

Experiences of internet hacking (% of aged 15-65 internet used PWD population)

- Yes: 2%
- No: 98%

Internet users: 52*  
* Low base
PERCEIVED IMPACT OF ICT
The greatest impact is ability to manage social & family relations & contact others in an emergency

Q 01: To what extend the usage of mobile phone has improved your finance/economy or wellbeing?
Q 02: To what extend the usage of mobile phone has improved your level of knowledge?
Q 03: To what extend the usage of mobile phone has improved your ability to contact others in an emergency?
Q 04: To what extend the usage of mobile phone has improved your social and family relations?
Q 05: To what extend the usage of mobile phone has improved your life to live like a normal person?

<table>
<thead>
<tr>
<th>Perception on the impact of ICT to the lives of PWD (% of aged 15-65 PWD population who have used a mobile phone in the last 3 months)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- No change</td>
</tr>
<tr>
<td>- Do not know</td>
</tr>
<tr>
<td>- Somewhat improved</td>
</tr>
<tr>
<td>- A little improved</td>
</tr>
<tr>
<td>- Quite improved</td>
</tr>
<tr>
<td>- Improved greatly</td>
</tr>
<tr>
<td>- Refused</td>
</tr>
</tbody>
</table>

- Economy/Well being
  - No change: 35%
  - Do not know: 20%
  - Somewhat improved: 15%
  - A little improved: 13%
  - Quite improved: 11%
  - Improved greatly: 5%
  - Refused: 2.1%

- Level of knowledge
  - No change: 27%
  - Do not know: 20%
  - Somewhat improved: 15%
  - A little improved: 15%
  - Quite improved: 11%
  - Improved greatly: 4%
  - Refused: 0.5%

- Contact others in an Emergency
  - No change: 23%
  - Do not know: 20%
  - Somewhat improved: 16%
  - A little improved: 16%
  - Quite improved: 12%
  - Improved greatly: 4%
  - Refused: 0.3%

- Social and family relations
  - No change: 27%
  - Do not know: 21%
  - Somewhat improved: 20%
  - A little improved: 20%
  - Quite improved: 12%
  - Improved greatly: 4%
  - Refused: 0.2%

- Live like a normal person
  - No change: 26%
  - Do not know: 19%
  - Somewhat improved: 15%
  - A little improved: 15%
  - Quite improved: 10%
  - Improved greatly: 9%
  - Refused: 1.3%
Addiction and negative effects on children are concerns

Q 01: To what extent the usage of mobile phone/internet has divided people socially, politically etc.?
Q 02: To what extent the usage of mobile phone/internet is addictive?
Q 03: To what extent the usage of mobile phone can expose children to inappropriate content?
Q 04: To what extent the usage of mobile phone/internet exposes private information to others?
Q 05: To what extent the usage of mobile phone/internet makes PwD harassed or discriminated by others?

Perception on the impact of ICT on the PWD (% 15-65 PWD population who have used a mobile phone in the last 3 months)

- Cause people to divide
- Addictive
- Children expose to inappropriate content
- No privacy
- PwD can be harassed

Owned/have used mobile phones 158
THANK YOU

AFTER
ACCESS