

To a greater extent, people buy clothes, shoes, sporting goods, food, medicines, cosmetics and household goods via the Internet.

### Distribution of users by delivery methods of goods and services ordered via the Internet in 2021



70.4%

delivery using regular postal (courier) services or other forms of delivery



15.2%

online/electronic delivery by downloading from a website, through an application, software or other device



32.8%

pickup from the point of sale or service

The proportion of youth and adults with ICT skills by skill type, defined as the percentage of youth (aged 15-24 years) and adults (aged 15 years and older) who have mastered certain computer skills for a certain period of time (for example, the last three months).

ICT skills determine the effective use of information and communication technologies.

### Percentage of youth/adults who have/are skilled in ICT in 2021

as a percentage

	15-24 years old	15 years and older
Copying or transferring a file or folder	33.5	27.2
Using tools to copy and paste information or a piece of information to get copies or move information in a document	20.3	16.6
Sending e-mail with attached files (document, photo, video)	59.5	53.7
Working in the Excel spreadsheet editor (using basic arithmetic formulas in tables)	52.0	43.7
Connecting and installing new devices (printer, modem, etc.)	21.6	18.4
Search, download and install software	21.9	19.1
Work in a graphic editor (including presentations, text, images, sound, video, diagrams)	32.8	24.5
Transfer files between computers and other devices	25.4	21.8
Development of computer programs using a special programming language	9.0	7.2

### Brief methodological explanations

Internet users are persons who have connected to the Internet at least once in the last three months through any device and in any place (at work, at home, at the place of study and in public places).

Computer users are persons who have used a computer (personal computer, tablet, laptop) at least once in the last three months in any place (at work, at home, at the place of study and in public places).

The level of computer literacy is the knowledge and ability to effectively use a computer and related technologies.

A computer includes concepts such as a desktop computer, a portable (portable) computer, or a tablet (or similar handheld computer). This does not include equipment with some built-in computing capabilities, such as smart TVs or cell phones.

### Do you need more detailed information?

All the main indicators of socio-economic development of the republic can be found on the Internet resource of the Bureau [www.stat.gov.kz](http://www.stat.gov.kz).

### Do you still have any questions?

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 Bureau of National statistics

[www.stat.gov.kz](http://www.stat.gov.kz)

## Use of information and communication technologies by the population in the Republic of Kazakhstan



### Do you know...

- That every second inhabitant of the Earth has connected to the Internet

The Bureau of National Statistics of the Agency for Strategic Planning and Reforms of the Republic of Kazakhstan (hereinafter referred to as the Bureau) has been compiling statistics on the use of information and communication technologies by households since 2004.

Information and communication technology (hereinafter – ICT) is understood as a set of methods of working with electronic information resources and methods of information interaction carried out using a hardware and software complex and a telecommunications network.

The Internet is a global information system, the elements of which are connected to each other through a single address space based on the TCP/IP protocol, providing users with access to numerous information and business resources and e-mail.

Digitalization is changing the face and structure of the economy of the country and entire regions. Some professions disappear, others arise. The purchasing power of the population is increasing, goods and services are becoming more accessible. Digitalization is transforming the social paradigm of people's lives. It opens up unprecedented opportunities to gain new knowledge, broaden horizons, master new professions and improve skills. Intra-industry competition is growing, markets are expanding, and the competitiveness of individual countries' industries in world markets is increasing. Companies and the population actively exploring digital opportunities achieve a lot and receive real economic benefits. When conducting surveys of households using ICT, the statistical units are households and family members.

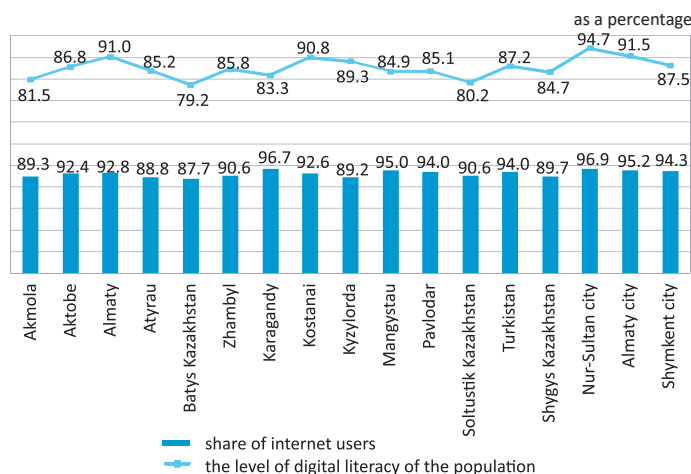
### Dynamics of the main indicators in the field of ICT

	2018	2019	2020	2021
The level of digital literacy of the population, %	79.6	82.1	84.1	87.3
Percentage of computer users aged 6-74 years, %	80.3	82.2	85.8	89.2
the proportion of computer users aged 6-15 years, aged 6-74 years, %	76.9	80.8	86.4	89.5
Share of Internet users* aged 6-74 years, %	81.3	84.2	88.2	92.9
the share of Internet users aged 6-15 years, %	72.9	75.0	85.3	91.5

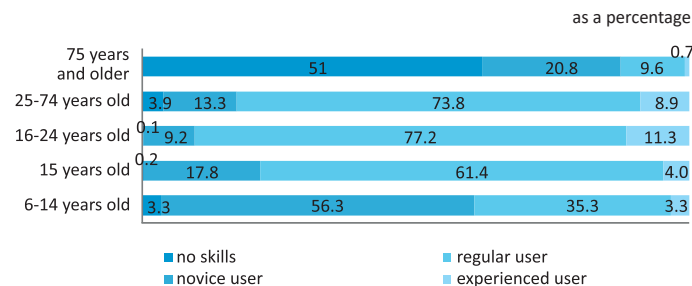
\* Taking into account mobile Internet users.

In 2021, 92.9% of Kazakhstanis aged 6-74 years used the World Wide Web service, and the level of digital literacy of the population aged 6-74 years was 87.3%.

### The use of ICT by the population in 2021



### The level of computer literacy of the population in 2021

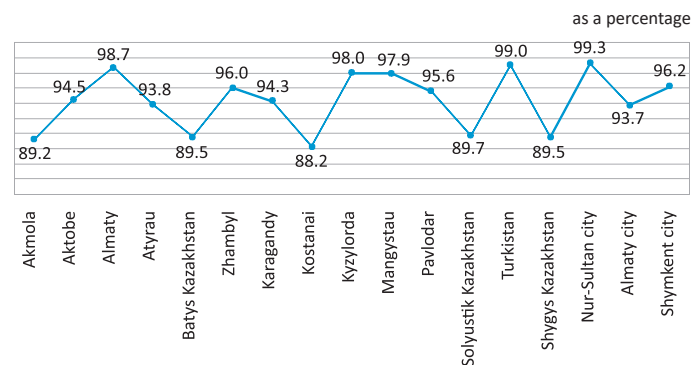


Of the total population aged 6 years and older, 93.9% of the population consider themselves computer literate.

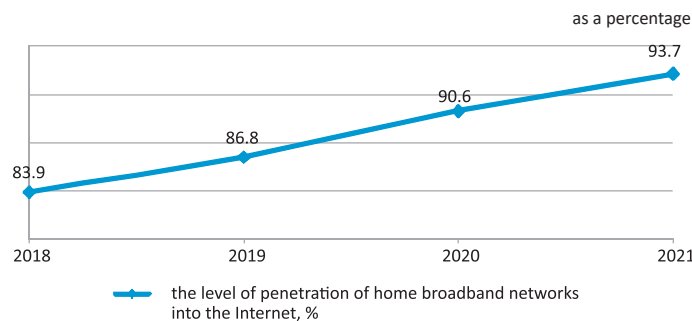
The rapid development and adaptation of ICT are becoming important factors in the modernization of society, affecting not only economic indicators, but also the way of life of people, which characterizes the importance of ICT development for the economy and the lives of citizens of modern Kazakhstan. Kazakhstan's significant achievements in the ICT sector have been noted in recent years.

To date, 94.5% of households have access to the Internet.

### Percentage of households with Internet access in 2021

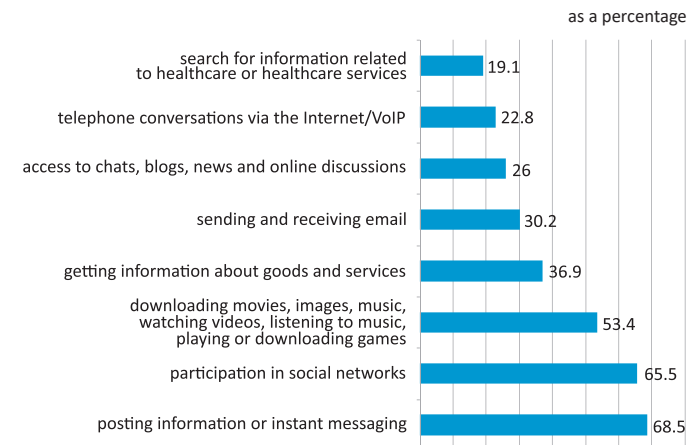


### The level of penetration of home broadband Internet access networks

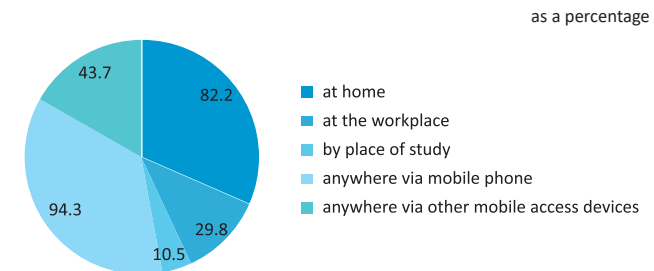


The main purposes of using the Internet 68.5% of users indicated posting information or instant messaging, 65.5% – participation in social networks, 53.4% – downloading movies, images, music, watching videos, listening to music, playing or downloading games, getting information about goods and services – 36.9% of respondents.

### The main purposes of using the Internet in 2021



### The main places of use of the Internet in 2021



### Distribution of users by types of goods and services ordered via the Internet in 2021

