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Mobile Divides in Emerging Economies

Some still do not have mobile phones, and even phone owners struggle with connectivity and costs; they also face security issues

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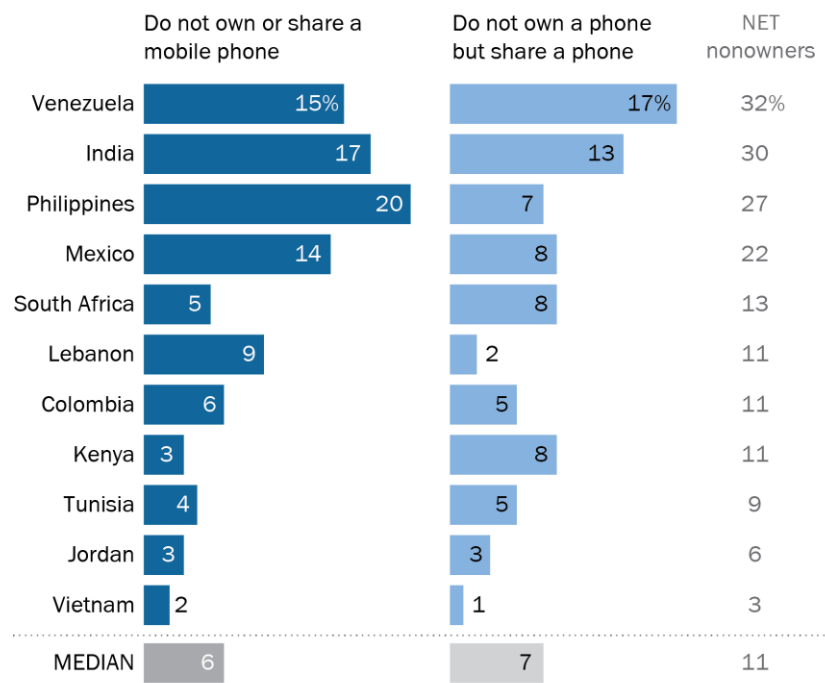
Mobile Divides in Emerging Economies

Some still do not have mobile phones, and even phone owners struggle with connectivity and costs; they also face security issues

As ownership of [mobile phones](#), especially [smartphones](#), spreads rapidly across the globe, there are still notable numbers of people in emerging economies who do not own a mobile phone, or who share one with others. A Pew Research Center survey in 11 emerging economies finds that a median of 6% of adults do not use phones at all, and a median of 7% do not own phones but instead borrow them from others. The mobile divides are most pronounced in Venezuela, India (30%) and the Philippines (27%), countries where about three-in-ten adults do not own a mobile phone.

In some emerging economies, many do not own – or even share – mobile phones

% of adults who ...



Source: Mobile Technology and Its Social Impact Survey 2018. Q4 & Q5.
"Mobile Divides in Emerging Economies"

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What is a median?

Throughout this report, median percentages are used to help readers see overall patterns. The median is the middle number in a list of figures sorted in ascending or descending order. In a survey of 11 countries, the median result is the sixth figure on a list of country-level findings ranked in order.

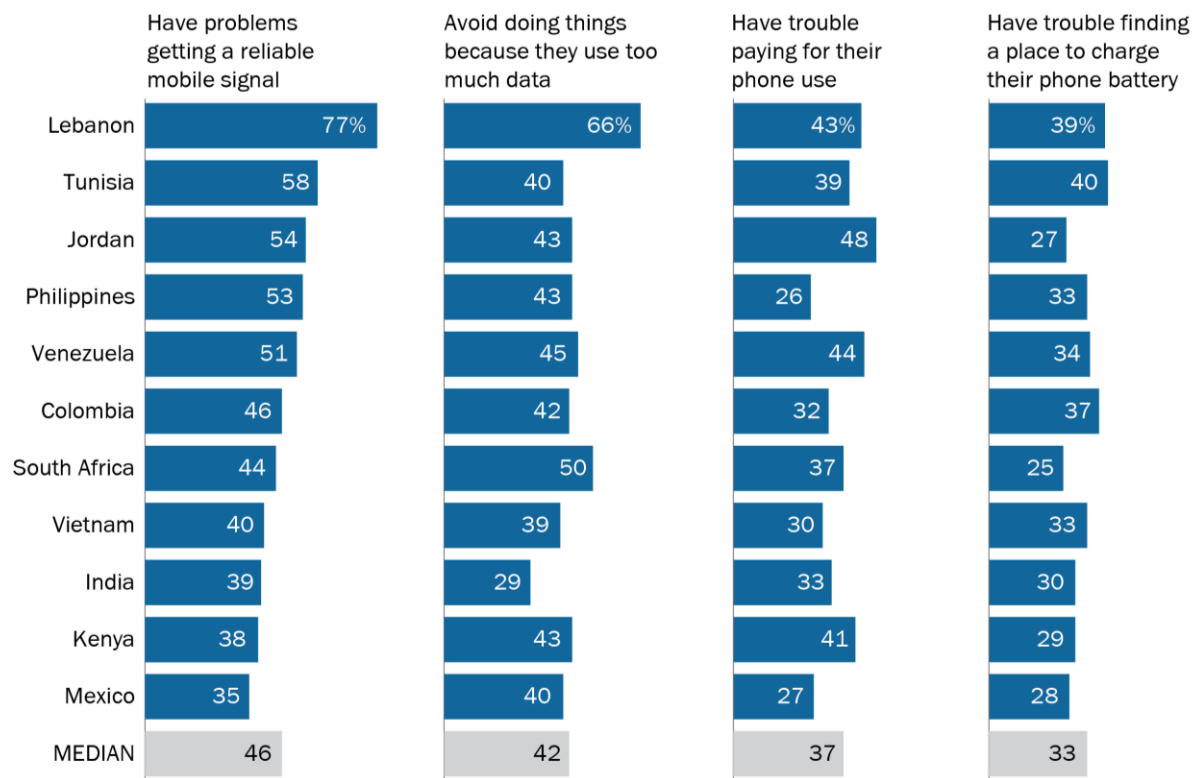
At the same time, the new findings show that mobile divides even exist for phone owners. Significant numbers of owners struggle to use their phones to full advantage. A median of 46% in these countries say they frequently or occasionally have difficulties getting reliable phone connections, 37% say it can be a challenge to pay for their phones and 33% report finding places to charge their phones is a problem at least occasionally. In addition, a median of 42% report frequently or occasionally avoiding some activities on their phones because they use too much data.

“We can see a lot of things on a smartphone. You can learn more about life.”

–Woman, 40, Tunisia

Many mobile phone owners struggle with expenses and connections

% of *mobile phone owners* who say they frequently/occasionally ...



Source: Mobile Technology and Its Social Impact Survey 2018. Q21a,b,d,f.
“Mobile Divides in Emerging Economies”

In some countries, mobile owners' problems are particularly striking. In Lebanon, for example, 77% of phone owners report having problems getting reliable mobile connections, and about two-thirds (66%) say they avoid doing things with their phones because those activities use too much data. In Jordan, nearly half (48%) report having trouble paying for their phone, while in Tunisia four-in-ten (40%) say it can be a challenge to find places to recharge their phones.

"[Owning a smartphone] is not my priority. My priority is basic needs."

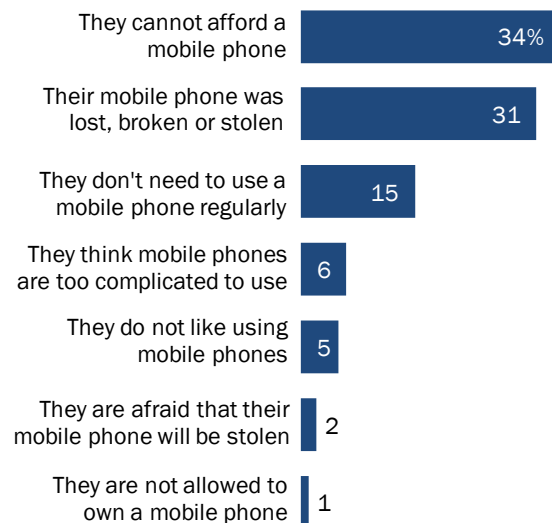
—Woman, 37, Philippines

Beyond those concerns, other issues can disrupt life for a portion of phone users and sharers. Around three-quarters or more mobile phone owners in every country except India report concerns about identity theft, and around nine-in-ten or more in Mexico (95%), Colombia (94%), Tunisia (90%), South Africa (89%) and the Philippines (89%) say they are at least somewhat concerned.

Mobile phone sharers, too, are often quite concerned about identity theft; outside of India and Lebanon, at least half of mobile phone sharers in every country report being *very* concerned about this issue. For mobile sharers, too, concerns about device security can play a role in why people choose not to own their own devices. While cost is the primary reason mobile phone sharers give for why they do not personally have a phone (a median of 34% across eight countries reports this), the second most commonly cited reason is that a previous mobile phone was lost, broken or stolen. Another 2% say they do not own their own mobile phone because of concerns that it will be stolen.

Cost and loss of device are most-cited reasons why people share phones

% of mobile sharers who say they share rather than own a mobile phone primarily because ...



Notes: Percentages are eight-country medians. Jordan, Lebanon and Vietnam are excluded due to low sample size.

Source: Mobile Technology and Its Social Impact Survey 2018. Q6. "Mobile Connectivity in Emerging Economies"

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Which countries are included and which are excluded?

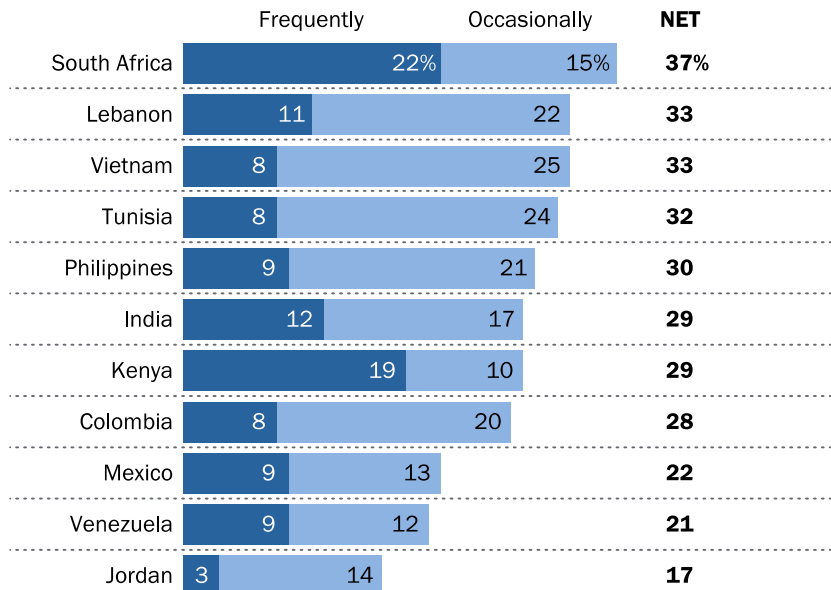
Throughout this report, there are times when we report 11-country medians and times when we report eight-country medians. This is because Pew Research Center maintains a threshold where we do not report on groups with fewer than around 100 people. In the case of both mobile phone non-users and mobile phone sharers, respectively, there are three countries that do not meet our threshold. Given this, when we talk just about mobile phone non-users or sharers, we only report on the countries with sufficient sample size, and the medians depicted will be based on eight countries. There are even fewer countries on which we can report when we want to compare across our three groups of interest – mobile phone owners, sharers and non-users – because the countries that do not meet our standards for reporting about non-users and sharers are not the same.

Additionally, because of the different experiences that non-users, sharers and owners have with mobile technology, they were often asked different questions. As a result, some questions and analyses can only be reported for certain subsets of the population. For more information on who was asked which questions, please see [Appendix C](#).

Additionally, a median of 29% of mobile owners in these 11 emerging economies say they have frequently or occasionally experienced problems finding information online in their preferred language. This problem ranges from 17% of mobile owners in Jordan to 37% in South Africa.

Some mobile owners have trouble finding content in their preferred language

% of mobile phone owners who say the information they want is ___ not available in their preferred language



Source: Mobile Technology and Its Social Impact Survey 2018. Q21e.
"Mobile Divides in Emerging Economies"

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People cite a variety of reasons why they don't own or share mobile phones

The cost of phones themselves and data plans are important factors in why people don't own or feel compelled to share mobile phones. But costs are hardly the only deterrent.

Among non-mobile phone users, a median of 51% across eight countries say the cost of a phone is a reason they do not have one, with non-users in Venezuela (89%) and Tunisia (71%) topping the list. A median of 34% of non-mobile users in these eight countries report that data costs are a reason. Non-users in Tunisia (63%), Venezuela (50%) and Mexico (45%) were particularly likely to cite data costs as a reason for not having a phone.

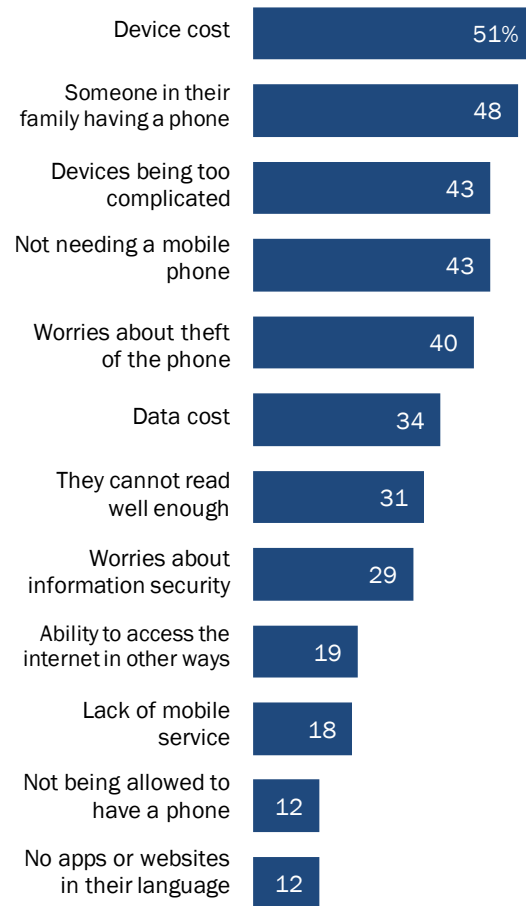
At the same time, a median of 48% of non-users in eight of these countries report the reason they personally do not have a phone is that another family member has a phone. This reason was especially likely to be cited by non-mobile phone users in the Philippines (59%), India (56%), Lebanon (49%) and Mexico (44%). This may be because these non-users can accomplish some kinds of mobile communications and other activities by relying on that other family member.

“You can borrow a [family member’s] phone, right? They will say, ‘Why don’t you buy a [smart]phone like this?’ I answered, ‘I don’t have enough money.’”

–Man, 49, Philippines

Costs are key reason people across emerging economies don't use phones

% of *mobile phone non-users* who say ___ is a reason they do not use a mobile phone



Note: Percentages are eight-country medians. Jordan, Kenya and Vietnam are excluded due to low sample size.

Source: Mobile Technology and Its Social Impact Survey 2018. Q27a-l.

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Technological literacy and general literacy issues also figure into the situation. A median of 43% of non-users say phones are too complicated for them, and 31% report they cannot read well enough to use a phone. Reading problems are particularly likely to be cited as a factor in India (49%) and Lebanon (45%).

A median of 43% of non-users in these countries say they have no need for a mobile phone. This is often the case in countries where relatively high levels of nonowners say other members of their family have mobile phones like India, Tunisia and Lebanon.

Phone hardships often come in multiples

As part of the analysis, Pew Research Center created four scales related to the different kinds of hardships people might experience related to mobile phones – whether they own them, share them or don’t use them at all. The scales synthesized people’s answers related to connectivity problems, financial difficulties, language issues and security woes, flagging cases where the issue prevented or frequently impaired mobile use. (A full description of the development of the scales can be found in [“Obstacles to using phones”](#) and [Appendix B.](#))

This analysis finds that security hardships are the most commonly experienced across the 11 emerging economies studied, hitting a median of 69% of adults in these countries, followed by financial struggles (a median of 60%), connectivity difficulties (28%) and language issues (13%).

Outside of India, half or more adults report facing at least one security-related hardship, meaning many are very concerned about the security of their information or the physical security of their device. These hardships are especially common in Colombia (84%), Mexico (82%) and South Africa (79%).

Financial hardships are highest in Kenya, where 74% of adults report an issue related to affording mobile devices and/or data.

Connectivity issues are most common in Lebanon, where about four-in-ten adults (41%) report a frequent difficulty with connectivity. But, few mobile users have difficulty both getting reliable service *and* charging their phones.

Security, financial issues among the most common hardships faced regarding accessibility of mobile phones

% of adults who report at least one ___ issue

	Security	Financial	Connectivity	Language
Colombia	84	58	28	10
Mexico	82	67	28	14
South Africa	79	67	26	24
Tunisia	70	60	31	10
Venezuela	70	69	34	9
Philippines	69	55	26	13
Jordan	65	65	29	4
Kenya	58	74	34	19
Lebanon	56	55	41	14
Vietnam	50	32	18	8
India	39	33	15	18
MEDIAN	69	60	28	13

Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. “Mobile Divides in Emerging Economies”

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The highest rate of language issues is found in South Africa, where about a quarter (23%) report a language issue. This may be due in part to the [diversity of languages](#) found in South Africa.

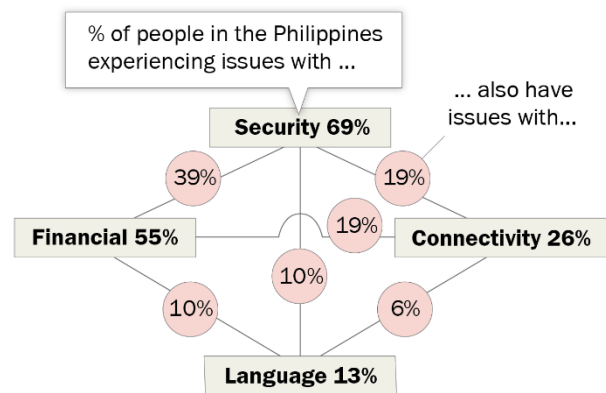
A key finding from this analysis of hardships is that barriers to mobile use do not occur in isolation. Between 27% and 67% of individuals in each country simultaneously experience two or more types of hardship, and between 1% and 7% of individuals experience all four types of hardship we asked about.

For the two most common hardships – security and financial – between 13% and 56% of individuals in each country surveyed experience both hardships concurrently. For example, around four-in-ten Filipinos (39%) simultaneously experience security and financial issues (for all country-specific numbers, see [Appendix C](#)). In fact, aside from India, roughly half or more who experience one of these issues also experiences the other (between 56% and 87%).

Some other findings from this analysis of hardships include:

- Smartphone use is associated with higher rates of security issues in most countries – that is, people who use smartphones are either more likely to report concerns about their phone being stolen or about identity theft than non-smartphone users, or they are more likely to currently share a device because their last device was stolen, lost or broken.
- Younger adults ages 18 to 29 experience higher levels of connectivity issues like poor service or problems charging their devices in several countries.
- Those who can read some English face fewer language-related issues with mobile phones in most countries, including difficulties finding online content in their preferred language or feeling there were no apps or websites in their native language.
- Those living in lower-income households face more financial hurdles.

Co-occurrence rates of persistent issues in the Philippines



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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Wide range of opinions on whether non-users would like a device

Despite these issues, a share of those who do not use phones in some of these emerging economies would like to do so. That is not universally the case, however. A median of 47% of non-users say they would like to have a mobile phone. That sentiment among non-users ranges from 86% of non-users in Venezuela to 9% in Lebanon.

It is possible that the people who report wanting to get a phone in the future desire to do so in part because they believe mobile phones have been beneficial to their societies. Indeed, in six of the seven countries for which this analysis is possible, majorities of mobile phone owners and nonowners alike say mobile phones have mostly been a good thing for their society.

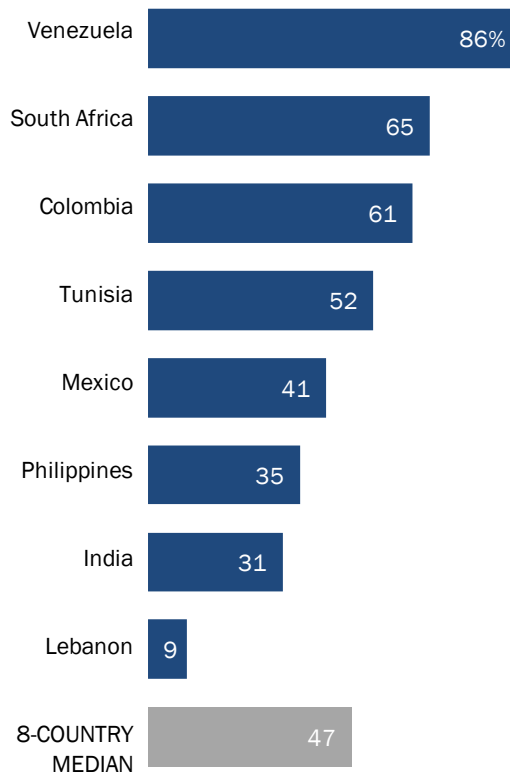
These are among the major findings from a Pew Research Center survey conducted among 28,122 adults in 11 countries from Sept. 7 to Dec. 7, 2018. It is part of a series of reports about the mobile landscape in emerging economies.

Previous reports have covered the [benefits and drawbacks](#) people feel mobile connectivity has brought to them and their societies, perceptions about the impact of mobile phones on [politics and information](#) and the [broader social networks](#) of smartphone and social media users in these countries.

In addition to the survey, the Center conducted focus groups with diverse groups of participants in Kenya, Mexico, the Philippines and Tunisia in March 2018, and their comments are included throughout the report (see [Appendix A](#) for more information).

Mobile phone non-users from different countries disagree over whether they want a device in the future

% of mobile phone non-users who would like to get a mobile phone in the future



Note: Jordan, Kenya and Vietnam excluded due to low sample size.
Source: Mobile Technology and Its Social Impact Survey 2018. Q29.
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1. Non-mobile phone users: What hinders their access?

Mobile phones are [common across many emerging economies](#). Yet, mobile phone ownership is not equally embraced either among nations or within them. Across the 11 emerging economies surveyed as part of this report, up to one-in-five people do not own or even share a mobile phone.

While myriad factors affect why people don't own or use mobile phones, a few key ones stand out. First, non-mobile phone users tend to be put off by the cost of owning mobile phones – and, particularly, the cost of the device itself, more so than the cost of data. Second, many non-users see limited value to mobile phones for their lives. Linguistic difficulties and technological literacy also affect non-users, though at somewhat lower rates. Non-users are also concerned about the security of mobile phones and the sensitive information they contain.

And, while majorities of non-users would like to own a phone in some countries surveyed, non-users elsewhere are content to continue without digital connectivity.

The share of mobile phone non-users varies in emerging economies

Across the 11 countries, a median of 6% say they neither own their own mobile phone nor regularly use someone else's device. Nonuse varies across these countries – ranging from a low of just 2% in Vietnam to a high of 20% in the Philippines.

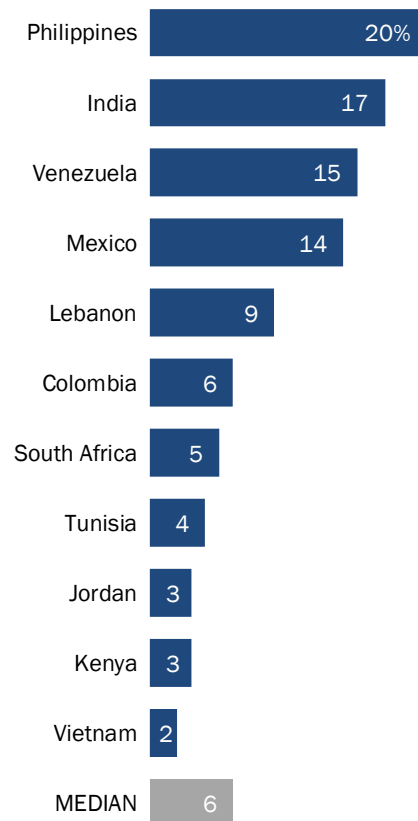
Nonuse tends to be more common among adults with lower levels of income and education.¹ In the Philippines, for instance, 10% of people with more education say they do not use a phone, compared with 38% of those with lower levels of education. This pattern exists in all 11 countries surveyed. Similarly, across most nations surveyed, older people are more likely than younger to be non-users.

However, gender differences in nonuse vary markedly by country. For example, in India, 24% of women are non-users, compared with 11% of men. In most other countries, there are smaller or no significant differences in nonuse by gender.

Given that mobile phone use is relatively common, the main analysis in this chapter involves only the eight countries where there are sufficient sample sizes (about 100 mobile phone non-users or more) to allow for additional analysis of non-users' experiences.

The number of mobile phone non-users varies in emerging economies

% of adults who say they do not use a mobile phone



Source: Mobile Technology and Its Social Impact Survey 2018. Q4 & Q5.

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¹ People with a household income below the approximate country median are considered lower income. Those with an income at or above the approximate country median are considered higher income. For the purpose of comparing education groups across countries, we standardize education levels based on the United Nations' International Standard Classification of Education. In all nations surveyed, the lower-education category is below secondary education and the higher-education category is secondary or above.

Multiple factors contribute to why people don't use mobile phones

In each country, mobile phone non-users were asked whether each of 12 factors was part of the reason they do not use a mobile device. These factors ranged from issues related to cost – whether of data or the device itself – to issues of digital literacy or linguistic difficulty, among others. If non-users mentioned that more than one of the 12 factors played into their decision not to use a phone, they were also asked which of those they had named was the top factor hampering their use.

Device costs are a key reason people across emerging economies don't use mobile phones

% of *mobile phone non-users* who say ___ is a reason why they do not currently have a mobile phone

	Venezuela	Tunisia	Mexico	Colombia	South Africa	Philippines	Lebanon	India	MEDIAN
Device cost	89%	71%	59%	52%	49%	42%	36%	30%	51%
Someone in their family having one	13	48	44	37	47	59	49	56	48
Devices being too complicated	20	44	58	41	46	32	52	41	43
Not needing a mobile phone	13	49	44	30	41	39	64	61	43
Worries about theft of the phone	42	37	47	43	52	18	3	16	40
Data cost	50	63	45	37	31	19	26	7	34
They cannot read well enough	10	40	31	30	29	23	45	49	31
Worries about information security	21	49	54	35	32	26	3	6	29
Ability to access internet in other ways	21	32	29	17	28	15	7	5	19
Lack of mobile service	13	31	29	17	19	18	2	5	18
Not being allowed to have a phone	5	33	17	6	11	13	5	13	12
No apps or websites in their language	4	42	22	11	17	12	4	3	12

WITHIN EACH COUNTRY: ● Most common response
 ● Second most common response
 ● Least common response

Note: Jordan, Kenya and Vietnam are excluded due to low sample size. Percentages listed in the median column are based on the eight countries.

Source: Mobile Technology and Its Social Impact Survey 2018. Q27a-l.
 "Mobile Connectivity in Emerging Economies"

Results indicate that, while myriad factors have an impact on people's decisions not to use phones, financial constraints are key. Across the eight countries with a sufficient sample size to analyze, a median of 51% say the cost of a mobile device is a reason they do not own a mobile phone. Among those who gave multiple reasons that they did not use a phone, device cost also is the *top* reason people cite for not owning a mobile device (a median of 17% of non-users across eight countries). A median of 34% also say data costs are a factor in why they do not use a mobile phone, though a median of only 5% say this is their *top* reason.

Others may simply not find a mobile phone imperative for themselves or their families: A median of 48% say they do not use a phone because their family already has a device, and another 43% say they simply have no need for one. Concerns about complexity also rank as a key issue for many: A median of 43% say they do not use a mobile phone because the device is too complicated, while 31% say they cannot read well enough to do so.

The cost of the device itself most concerns non-users

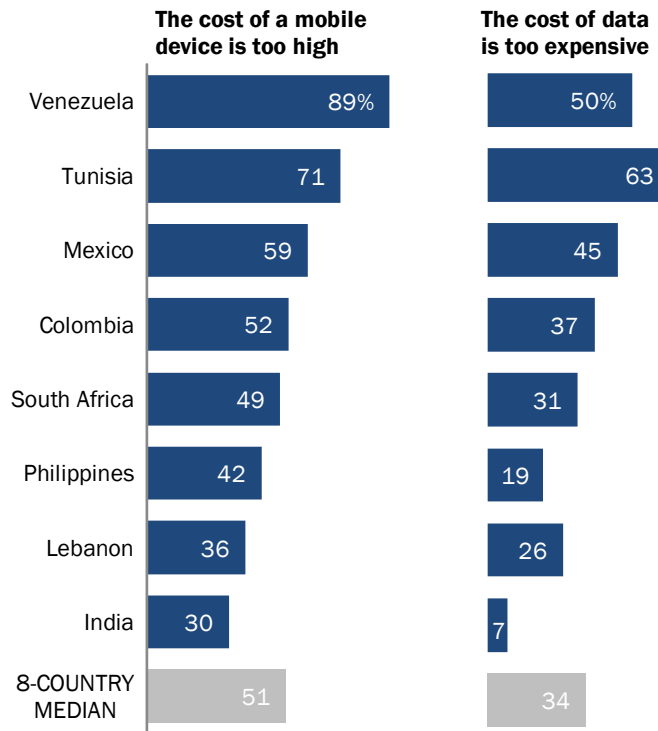
In five countries, around half or more mobile phone non-users say device costs are a reason they do not own a mobile phone. This ranges from a low of 30% who cite device costs as an issue in India to a high of 89% in Venezuela.

For most non-users, the cost of data is less of a concern. In Venezuela, for example, while around nine-in-ten (89%) see device costs as prohibitive, half say the cost of data is a reason they don't use a device. While the relative gap between device and data costs may be smaller in other countries, more people in each country say device costs are a hurdle to ownership than say the same of data costs.

Still, data costs are a deterrent for many; a median of 34% say data costs are a reason they do not use a mobile phone. This is highest in Tunisia (63%).

Device costs, more than data costs, are a reason people don't use mobile phones

% of mobile phone non-users who say ___ is a reason why they do not currently have a mobile phone



Note: Jordan, Kenya and Vietnam are excluded due to low sample size.
Source: Mobile Technology and Its Social Impact Survey 2018. Q27a-b.
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Worries about theft of a phone and information security deter some from owning phones

Certain publics view security as more of an issue than others. More than three-in-ten mobile phone non-users in Colombia, Mexico, South Africa and Tunisia report both worries over theft of the device itself and information security as reasons for non-ownership. While Venezuelan non-users worry about theft at a similar rate, information security worries there are half as prevalent. Lebanese and Indians who don't have mobile phones are less concerned about both the physical security of their devices and information security. In Lebanon, for example, 3% of mobile phone non-users report worries about the device being stolen and information security, respectively, as reasons for non-ownership.

However, when it comes to identity theft in general, about nine-in-ten Mexican (91%), Colombian (89%) and Venezuelan (87%) non-users say they are at least somewhat concerned. In all of these countries, two-thirds or more say they are *very* concerned about the general possibility of identity theft.

Some mobile non-users see little use for a device or have other means of accessing the internet

In five countries, around half or more say they do not have a mobile phone because someone else in their family does. In contrast, few non-users say they do not use mobile phones because they have other means of accessing the internet; a median of only 19% across the eight countries say this.

Reported lack of need for mobile connectivity is highest among non-mobile phone users in Lebanon (64%) and India (61%); in most countries, around a third or more of non-users cite this as a reason. Only in Venezuela, where [rapid inflation](#) has left large swathes of the country in dire poverty, do few non-users (13%) report that not needing a device contributes to them not using one. Similarly, 89% of Venezuelans report device costs as a reason why they do not currently have a mobile phone.

Theft of phone and info security are drawbacks in some countries

% of mobile phone non-users who say worries about ___ are reasons why they do not currently have mobile phones

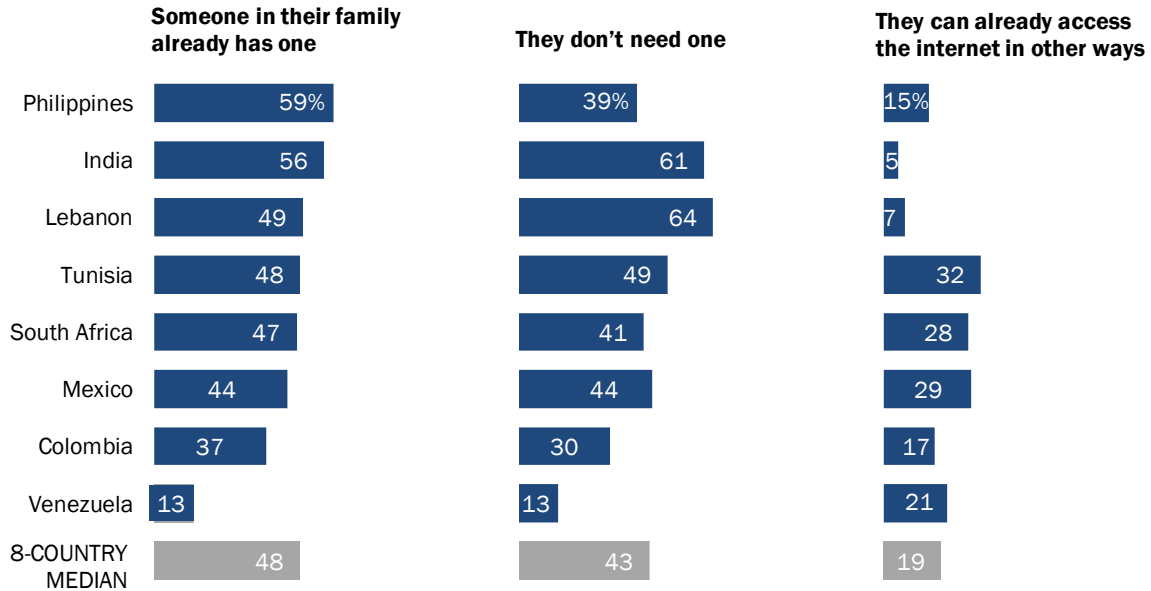
	Their device being stolen	The security of their information
	%	%
South Africa	52	32
Mexico	47	54
Colombia	43	35
Venezuela	42	21
Tunisia	37	49
Philippines	18	26
India	16	6
Lebanon	3	3
8-COUNTRY MEDIAN	40	29

Source: Mobile Technology and Its Social Impact Survey, Q27g,h.
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Many mobile phone non-users say someone else in their family having a phone is a reason they don't use one; few already have access to the internet

% of mobile phone non-users who say ___ is a reason why they do not currently have a mobile phone



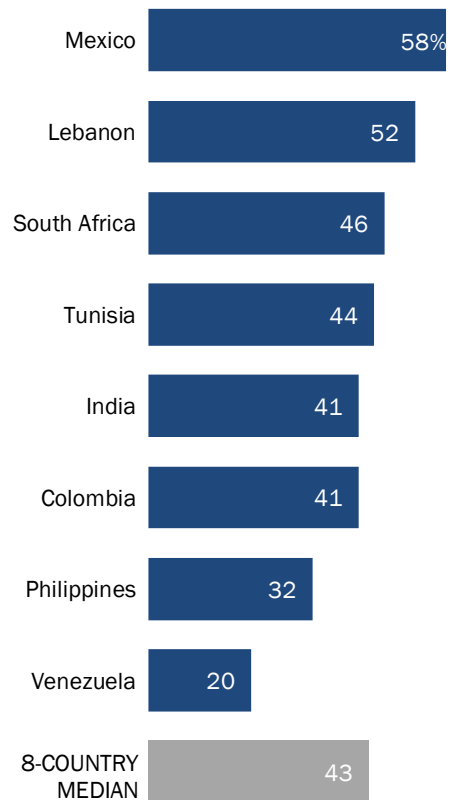
Note: Jordan, Kenya and Vietnam are excluded due to low sample size.
 Source: Mobile Technology and Its Social Impact Survey 2018. Q27i,k,l.
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In addition, some also say they opt not to use a phone simply because they perceive phones to be too complicated. Across the eight countries, a median of 43% say this is the case for them. It is not just smartphones that non-users may see as too complicated. In Mexico – the country where [feature phone ownership is highest](#) – 58% of non-users say that perceived difficulty is part of their rationale for not using mobile devices. In Lebanon, too, around half of non-users say the difficulty and complexity of phones affects them.

Mobile phone complexity is a deterrent to ownership

% of mobile phone non-users who say mobile phones being too complicated to use is a reason they do not currently have a mobile phone



Note: Jordan, Kenya and Vietnam excluded due to low sample size.
Source: Mobile Technology and Its Social Impact Survey 2018.
Q27e.

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Literacy, language difficulties can be an obstacle to mobile-phone use

For those with limited reading abilities, mobile phones may hold less appeal, even though [technology companies are working](#) to make communication via voice activation, image and video easier for less-literate users.

This survey shows that people's evaluations of their own reading ability contribute to whether they have a mobile phone. Across the eight countries, a median of 31% say their own limited reading ability is a factor in why they don't use a device.

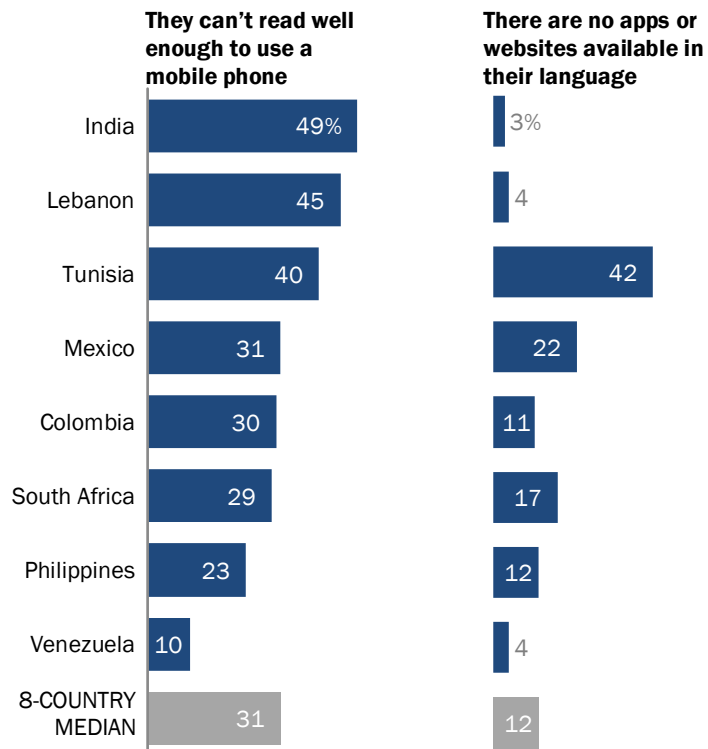
Limited reading ability is a greater factor in non-users' assessments in countries with lower levels of adult literacy. For example, in India, the country with the [lowest level of adult literacy](#) among the eight discussed here (74%, according to the World Bank), nearly half

of all mobile phone non-users say their limited reading ability contributes to them not using mobile phones. At the other extreme is Venezuela, where 97% of the adult population is literate, and only 10% say limited reading ability has an impact on their decision to not use a phone.

In most countries, the availability of applications and websites in people's preferred languages is rarely cited as an issue. Across the eight countries, a median of 12% say the fact that they can't find information in their desired language on apps or websites contributes to their lack of phone use. Only in Tunisia and Mexico do one-in-five or more non-users say this is a factor for them.

Some mobile phone non-users say their limited reading ability is a reason they don't have phones

% of mobile phone non-users who say ___ is a reason they do not currently have a mobile phone



Note: Jordan, Kenya and Vietnam are excluded due to low sample size.
Source: Mobile Technology and Its Social Impact Survey 2018. Q27c,j.
"Mobile Divides in Emerging Economies"

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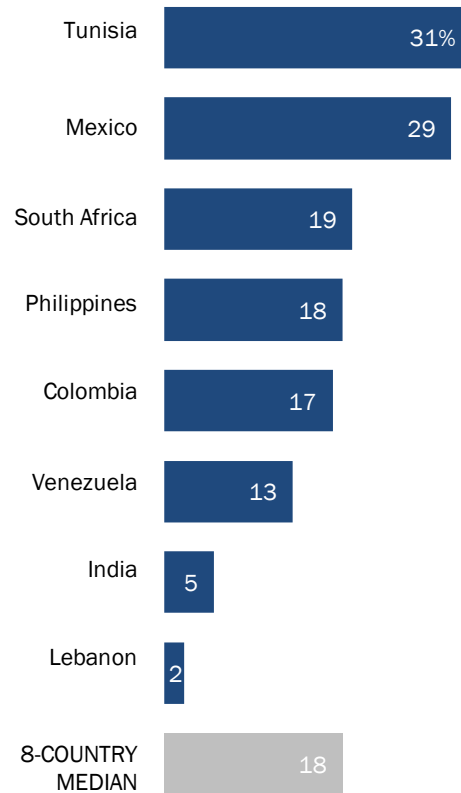
A share of non-users cite limited mobile service as a reason they don't use a phone

Although [access to reliable mobile service varies across the countries surveyed](#), lack of service is not a key reason most non-users give for why they don't use mobile phones.

Across the eight countries, a median of 18% say limited mobile service is a reason they don't use mobile phones, ranging from a high of 31% in Tunisia to a low of only 2% in Lebanon.

Some non-users say unreliable service is a reason they don't use mobile phones

% of mobile phone non-users who say lack of phone service is a reason they do not currently have a mobile phone



Note: Jordan, Kenya and Vietnam excluded due to low sample size.
Source: Mobile Technology and Its Social Impact Survey 2018.
Q27d.

"Mobile Divides in Emerging Economies"

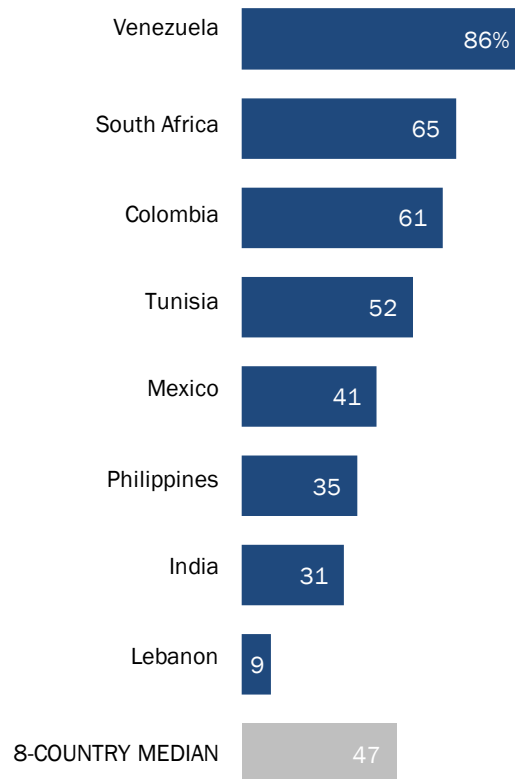
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Many but not all non-users would like to have a mobile phone

Despite the perceived challenges and barriers, many non-users would like to own a mobile phone in the future. Venezuelan non-users stand out for their keen interest in acquiring a mobile phone; 86% of mobile phone non-users in Venezuela say they would like to get a phone in the future. Elsewhere, these numbers vary markedly, from around half or more desiring a mobile phone in South Africa (65%), Colombia (61%) and Tunisia (52%), to fewer than half in Mexico (41%), the Philippines (35%), India (31%) and Lebanon (9%).

Mobile phone non-users split over whether they want a device in the future

% of mobile phone non-users who would like to get a mobile phone in the future



Note: Jordan, Kenya and Vietnam excluded due to low sample size.
Source: Mobile Technology and Its Social Impact Survey 2018. Q29.
“Mobile Divides in Emerging Economies”

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2. Phone sharers: What limits their mobile use?

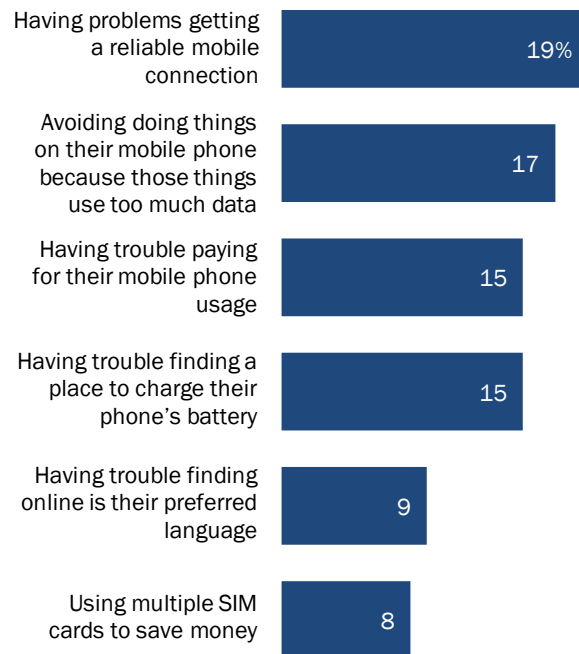
A median of 7% across the 11 countries surveyed say they do not own a phone but do use someone else's regularly. Although there are relatively few sharers in each country, they face the challenge of relying on others for their connectivity. Many individuals who share a mobile device report struggling financially with owning and maintaining a mobile phone.

Nearly a third of mobile phone sharers (eight-country median of 31%) report that the main reason they share a phone is that they previously owned a mobile phone, but it was lost, broken or stolen. However, few sharers cite a fear of a future phone being lost, broken or stolen as the main reason they use someone else's phone.

Connectivity and language barriers also color many mobile sharers experiences, but few experience these issues on a frequent basis. For example, medians of no more than one-in-five report frequently experiencing any of the potential hardships they were asked about, though many say they have some difficulties at least occasionally.

Frequent issues impair some sharers' ability to use mobile phones

% of *mobile sharers* who report frequently ...



Note: Percentages are eight-country medians. Jordan, Lebanon and Vietnam are excluded due to low sample size.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21a-f.

"Mobile Divides in Emerging Economies"

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Few in emerging economies share mobile phones

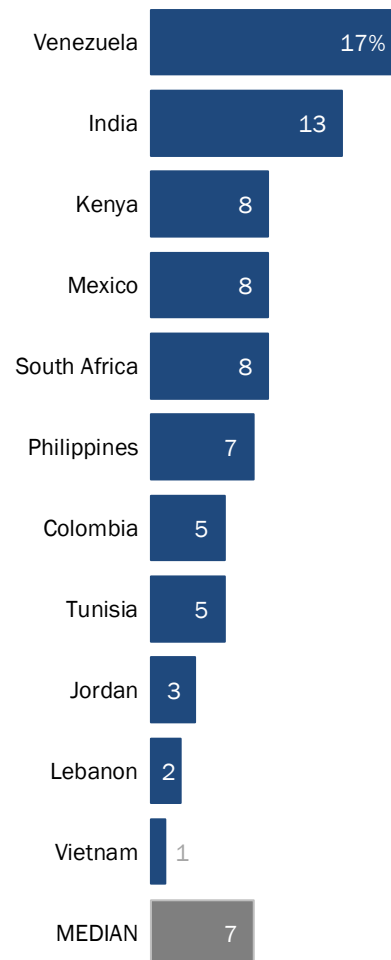
Phone sharing is relatively rare in most of these 11 countries – ranging from just 1% in Vietnam to a high of 17% in Venezuela. As sharing is relatively uncommon, only eight countries have sufficient sample sizes (roughly 100 or more sharers) to allow for additional analysis of sharers’ experiences.

Sharing tends to be more common among adults with less education and lower levels of income. For example, 12% of Filipinos with lower levels of educational attainment report sharing a phone, compared with 4% of those with more education. Lower income is a factor in countries like India, where individuals with lower incomes (17%) are nearly twice as likely to share a phone as those with higher incomes (9%).

In India – where women are less likely than men to own their own mobile phones – significantly more women (20%) than men (5%) report sharing a device with someone else. In other countries, there are small or no differences between men and women with regard to their likelihood of sharing a phone.

Venezuelans and Indians most likely to share their mobile phones

% of adults who say they share a mobile phone



Source: Mobile Technology and Its Social Impact Survey 2018, Q4 & Q5.
“Mobile Connectivity in Emerging Economies”

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Many share phones because of financial constraints

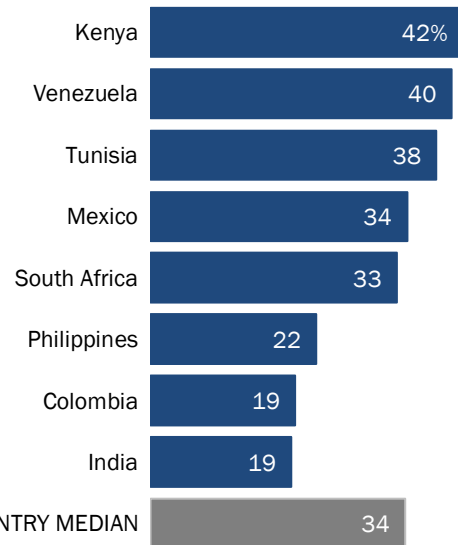
Mobile phone sharers often say they use other people's phones, rather than their own, because of the costs associated with mobile connectivity. When asked for the primary reason they share a mobile phone, an eight-country median of 34% say they do so largely because they cannot afford their own. This ranges from a high of around four-in-ten in Kenya (42%), Venezuela (40%) and Tunisia (38%) to a low of 19% in Colombia and India. In Colombia, India, Mexico, Tunisia and Venezuela, a plurality of phone sharers cite this as the main reason why they don't own a phone.

"I can't afford to buy [a smartphone] as I need to spend money on other things."

—Man, 50, Tunisia

Many mobile sharers say costs are the reason they do not own their own device

% of *mobile sharers* who say the primary reason they share a mobile phone is because they cannot afford one



Note: Jordan, Lebanon and Vietnam are excluded due to low sample size.

Source: Mobile Technology and Its Social Impact Survey 2018. Q6. "Mobile Divides in Emerging Economies"

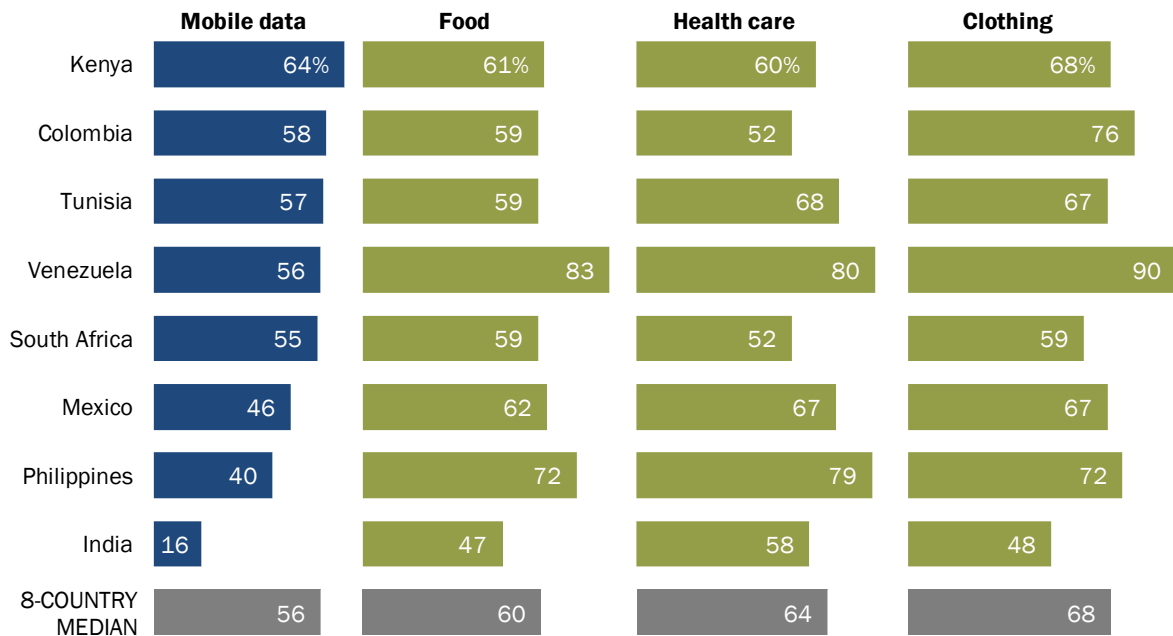
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Majorities of mobile phone sharers in five of the eight countries also report that there were times when they did not have enough money to buy mobile data in the last year.

To get a sense of how sharers' struggles to pay for their phones and data compare with their difficulties in affording other key expenses, the survey asked if there had been times during the past year when people did not have enough money to afford purchases of food, health care and clothing. In most countries, a majority or near-majority of mobile sharers consistently struggled with expenses in all these areas, including mobile data.

Mobile phone sharers often do not have enough money for key necessities

% of mobile sharers who report not having enough money to afford ___ sometime in the last year



Note: Jordan, Lebanon and Vietnam are excluded due to low sample size.

Source: Mobile Technology and Its Social Impact Survey 2018. Q49a-d.

"Mobile Divides in Emerging Economies"

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In some cases, like Kenya and South Africa, the frequency with which mobile sharers struggled to pay for mobile data was similar to their struggle with some other expenses. In other countries such as Venezuela, Mexico, the Philippines and India, however, it was more likely the case that more mobile sharers struggled to afford paying for food, health care and clothing expenses. For example, about two-thirds of Mexican mobile phone sharers could not afford food (63%), medical care

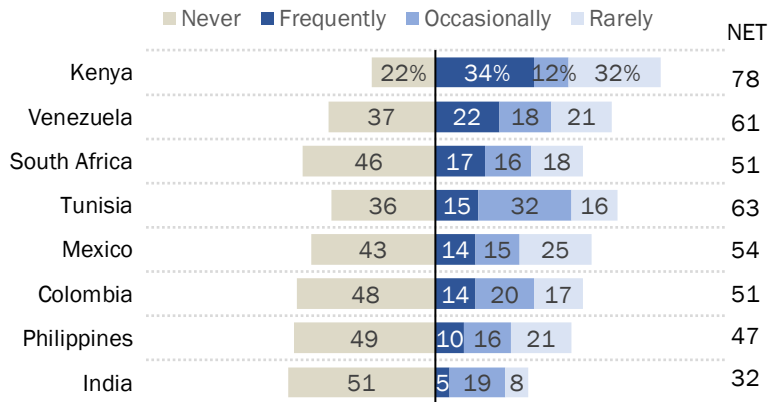
(67%) or clothing (67%) in the past year. That compares with 46% who say there were times in the past year they did not have enough money to pay for mobile data.

A separate question in the survey focused on how frequently, if at all, mobile phone users and sharers had trouble paying for their mobile usage. Over half the mobile sharers in six of the eight countries report having had at least some financial difficulty paying for their mobile usage at some point.

And, around a quarter or more in Kenya (34%) and Venezuela (22%) report *frequently* having trouble paying for their mobile phone use. One-in-ten or more say the same in every country other than India.²

Mobile phone sharers often have trouble paying for phone usage

% of *mobile sharers* who say they ___ have trouble paying for their mobile phone usage



Note: Jordan, Lebanon and Vietnam are excluded due to low sample size. Don't know responses not shown.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21a.
"Mobile Divides in Emerging Economies"

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"Using the internet on phones also requires a lot of money; people spend a lot of money on the phone bills today, repairing is also costly."

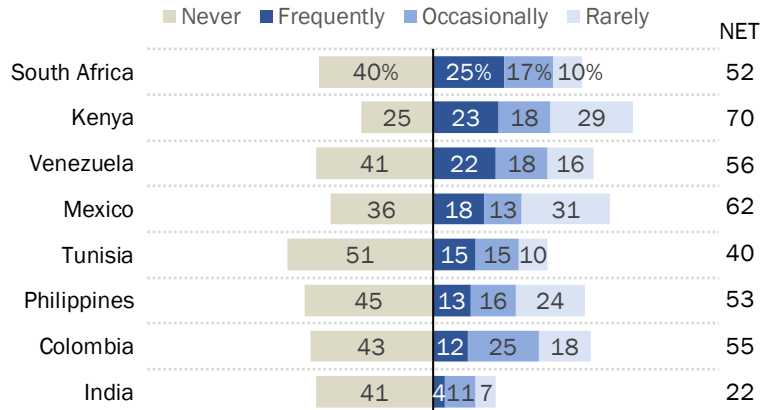
—Woman, 23, Tunisia

² In India, mobile phone sharers are often less educated than mobile phone users. They are often less likely to be able or willing to provide a response. Because of these refusals or don't know responses, numbers often will not sum to 100.

Concerns about mobile phone costs may cause some people to limit their data usage. Around half or more mobile phone sharers in six of eight countries report avoiding certain activities on their phones because those things use too much data. Sharers in South Africa (25%), Kenya (23%) and Venezuela (22%) are most likely to report *frequently* avoiding using their phones due to data usage concerns.

Many mobile phone sharers limit usage because of concerns about using too much data

% of mobile sharers who ___ avoid doing things they want to do on their mobile phone because those things use too much data



Note: Jordan, Lebanon and Vietnam are excluded due to low sample size. Don't know responses not shown.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21f. "Mobile Divides in Emerging Economies"

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"I have to use my data bundles, so I restrict what I see. So sometimes I do not go on Instagram because it consumes a lot of bundles."

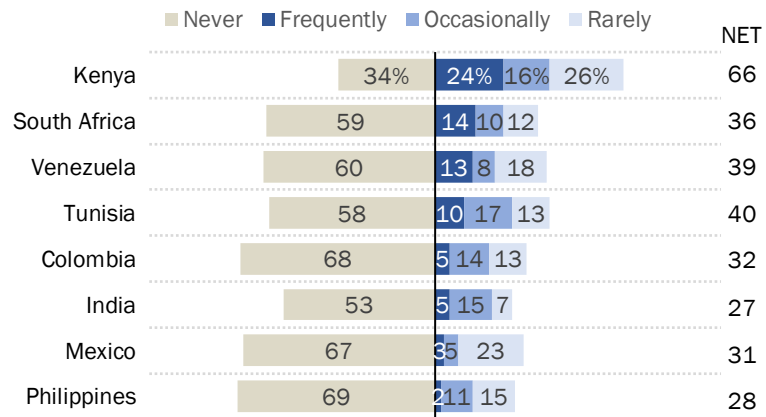
—Woman, 24, Kenya

Cost concerns may also lead some mobile phone users to use multiple SIM cards. This technique may be more useful in some countries than others, as cost-saving strategies. For example, some phone companies offer cheaper rates for users to communicate with people in the same network rather than across networks.³

Across the surveyed countries, phone sharers in Kenya were the most likely to report that they have used multiple SIMs as a way to save money. This practice is least common in the Philippines, Colombia and Mexico, where around two-thirds in each country report never doing so.

Kenyan mobile phone sharers most likely to report using multiple SIM cards as a way to save money

% of *mobile sharers* who say they ___ use multiple SIM cards these days as a way to save money



Note: Jordan, Lebanon and Vietnam are excluded due to low sample size. Don't know responses not shown.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21c.
"Mobile Divides in Emerging Economies"

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"Now if I go to [a remote village], I will not use the Airtel line, I will use the Safaricom. Normally, Airtel is cheaper than Safaricom."

—Woman, 24, Kenya

³ People [may also use multiple SIMs](#) because of having both a business and a personal phone or to combat challenges of connectivity and network reliability. But, for purposes of this survey, people were explicitly asked whether they use multiple SIMs to save money.

Concerns about security may lead some to share, rather than own, phones

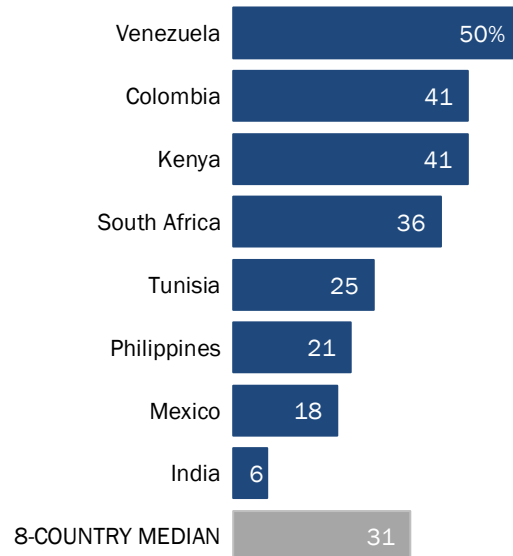
Mobile phone sharers may also opt not to have their own devices in part because of security concerns, though this is a lesser concern for most mobile phone sharers than financial or connectivity-related issues. Very few individuals report that fear of their phone being stolen is the main reason for sharing a mobile phone. These fears are highest in Colombia, where 8% say fear of their phone being stolen is the primary reason they do not have one. Elsewhere, no more than 3% cite this as their primary reason for lacking their own device.

Still, even if concerns over phones being stolen is not a dominant reason that many lack their own devices, in some countries, many sharers currently lack access because a past device of theirs *was* lost, broken or stolen. Half of Venezuelan mobile phone sharers say this is the primary reason they share a device. About two-in-five in Colombia (41%) and Kenya (41%) also report this reason.

Security concerns may also extend beyond people's fears about theft of the device. Those worries might also apply to the information contained within the phone. Around two-thirds or more sharers from each country report concerns about identity theft. More than nine-in-ten mobile phone sharers in Colombia (94%), Mexico (94%), Venezuela (92%) and the Philippines (91%) say they are at least somewhat concerned. Further, outside of India and Kenya, at least half of mobile phone sharers in every country report being *very* concerned about this issue.

Many phone sharers lack their own device because of theft or damage

% of mobile sharers who say the primary reason they share a mobile phone is because their phone was lost, broken or stolen



Note: Jordan, Lebanon and Vietnam are excluded due to low sample size.

Source: Mobile Technology and Its Social Impact Survey 2018. Q6. "Mobile Divides in Emerging Economies"

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"I was robbed my address, my data ... They enter there and see all your pictures. All that you have is taken away from you, and you don't know who can see all that."

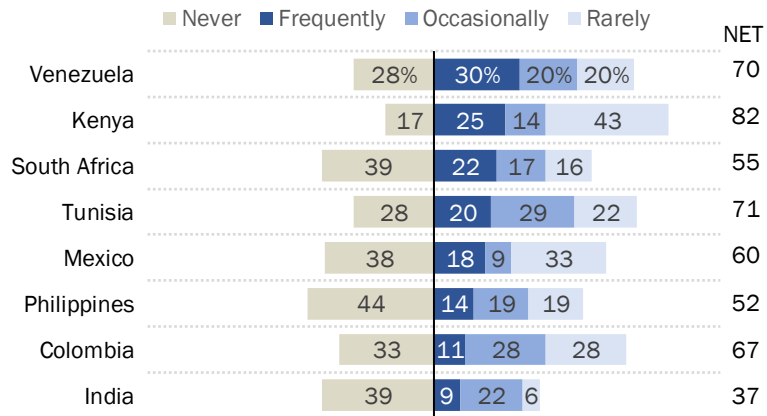
—Woman, 34, Mexico

Lack of reliable connections also impede mobile phone sharers

In addition to financial and security hardships, many mobile phone sharers report experiencing problems with connectivity. In every country, around half or more say they had difficulty getting a reliable mobile connection at least every so often. Those in Venezuela (30%) and Kenya (25%) are most likely to report *frequently* having mobile connection issues.

Most mobile phone sharers have connectivity issues

% of mobile sharers who say they ___ have problems getting a reliable mobile connection



Note: Jordan, Lebanon and Vietnam are excluded due to low sample size. Don't know responses not shown.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21b.
"Mobile Divides in Emerging Economies"

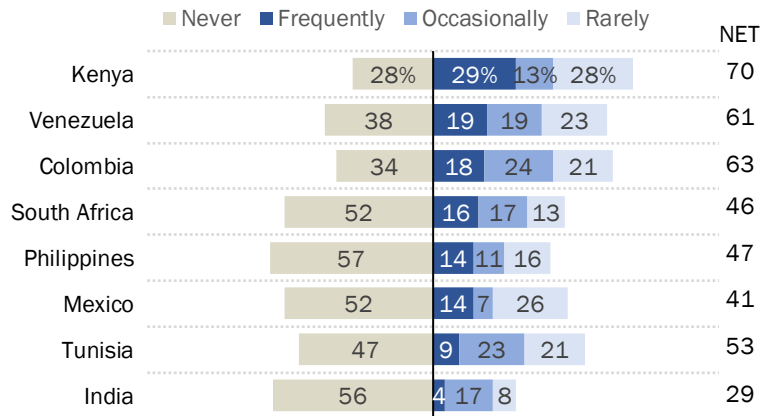
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Mobile phone use may not only be restricted by these sharers' mobile connection but also by their access to charging locations. Again, Kenyan mobile sharers (70%) are most likely to report having trouble finding a place to charge their phone, and Kenyans (29%), Venezuelans (19%) and Colombians (18%) are the most likely to report that this is a problem they frequently experience.

In some countries, an additional connectivity hurdle may be whether they are allowed to use a mobile phone due to familial or societal constraints. But, when asked whether this was the primary reason people shared, rather than owned, a phone, fewer than 5% in any country cited it as their primary reason.

Many phone sharers report having at least some difficulty charging their devices

% of mobile sharers who say they__ have trouble finding a place to charge their mobile phone's battery



Note: Jordan, Lebanon and Vietnam are excluded due to low sample size. Don't know responses not shown.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21d.
"Mobile Divides in Emerging Economies"

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"Once my phone was uncharged at work and it shut down, when I put in charge to turn it on and I found like more than 10 calls from work, and that caused me trouble."

—Man, 43, Tunisia

Difficulties with language, technology may encumber some phone sharers

Language barriers may also be a difficulty that mobile phone sharers face when using technology. Over half of mobile phone sharers in four of eight countries report that information they want or need online is, at times, not available in their preferred language. South Africans (28%) and Kenyans (20%) are most likely to report this happening frequently, while Tunisians (51%) are most likely to say it never happens.

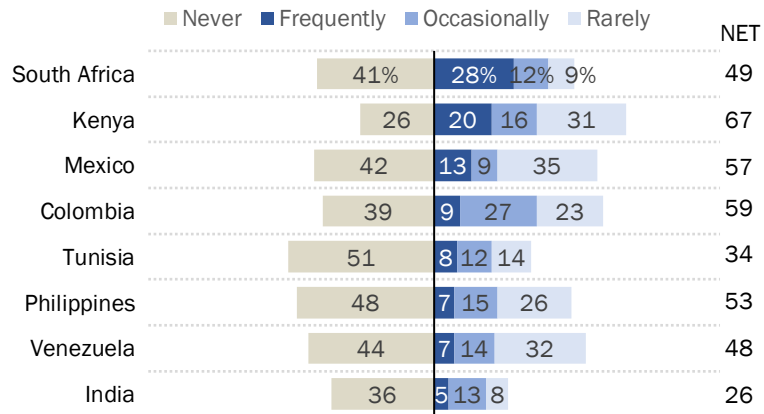
[As a substantial portion of web content is available in English,](#)

being able to read at least some English can allow for more content to be accessible to

users. However, mobile sharers are less likely to say they can read English than mobile owners in every country surveyed. For example, 44% of Venezuelan mobile owners can read at least some English, compared with 28% of Venezuelan mobile sharers.

Mobile phone sharers often cannot find information online in their preferred language

% of mobile sharers who say information they want or need online is ___ not available in their preferred language



Note: Jordan, Lebanon and Vietnam are excluded due to low sample size. Don't know responses not shown.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21e. "Mobile Divides in Emerging Economies"

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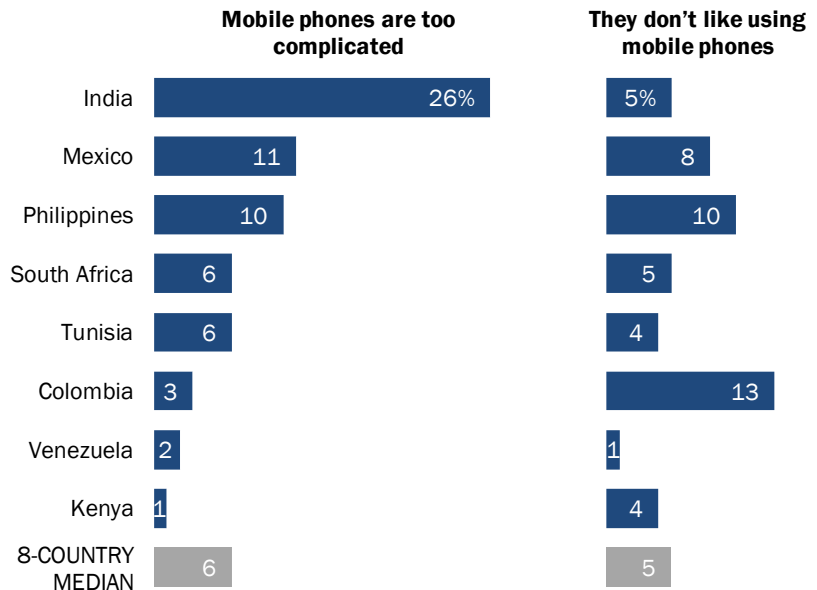
Mobile phone sharers were also asked explicitly whether the difficulty of using a phone was the primary reason why they shared, rather than owned, a device. In some countries, this issue of technological literacy is particularly pronounced. For example, around a quarter of Indians (26%) say the primary reason they share a phone is because it is too complicated to use, followed by Mexicans (11%) and Filipinos (10%). Almost no Kenyans (1%) report this as the primary reason why they share a phone.

While some mobile phone sharers simply don't like using mobile phones, this is not a dominant reason people share, rather than own, mobile technology. Colombians (13%)

are most likely to cite not liking using mobile phones as their primary reason for sharing a phone, followed by Filipinos (10%). Almost no Venezuelans (1%) report this issue.

Some mobile sharers say difficulty of mobile phone use is the primary reason they do not own a phone

% of mobile sharers who say that ___ is the primary reason they share a mobile phone



Note: Jordan, Lebanon and Vietnam are excluded due to low sample size.

Source: Mobile Technology and Its Social Impact Survey 2018. Q6.

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3. Mobile owners: What they struggle to do

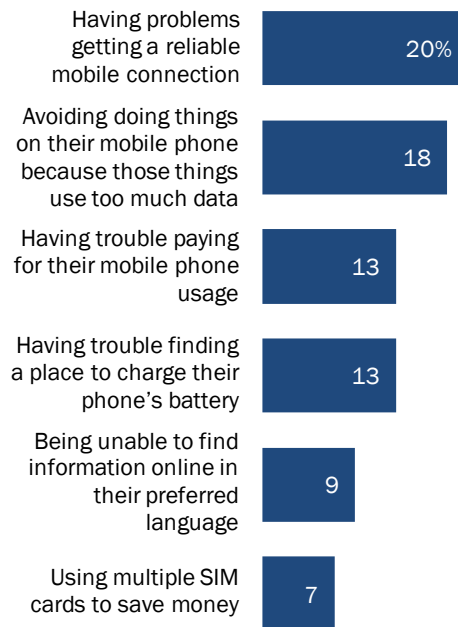
In every country surveyed, a majority of people own mobile phones, and, in most countries, mobile phone ownership is nearly ubiquitous. Across the 11 countries surveyed, a median of 89% say they own phones, compared with a median of 7% who share phones and 6% who don't own or share phones.

While phone owners clearly have overcome one major obstacle with regard to using technology – namely, they have their own devices – many nonetheless regularly encounter difficulties using their phone to its fullest capacity. Most notably, phone owners are routinely affected by connectivity-related and financial challenges.

Problems getting reliable mobile coverage is one of the most common issues cited by phone owners, but few cite poor network coverage as a frequent issue. An 11-country median of 72% say they have had at least some challenges getting reliable mobile connection, but only a median of one-in-five (20%) experience this issue frequently. When it comes to financial hurdles, a median of 62% say they have limited their activity on their phone to conserve data at some point, and nearly as many (median of 58%) have had issues paying for their phone use. Phone owners are somewhat less likely to face issues related to language, though this, too, can affect some phone owners.

Frequent issues impair some owners' ability to use their phones

% of *mobile owners* who report frequently ...



Note: Percentages are 11-country medians.

Source: Mobile Technology and Its Social Impact Survey 2018.

Q21a-f.

"Mobile Divides in Emerging Economies"

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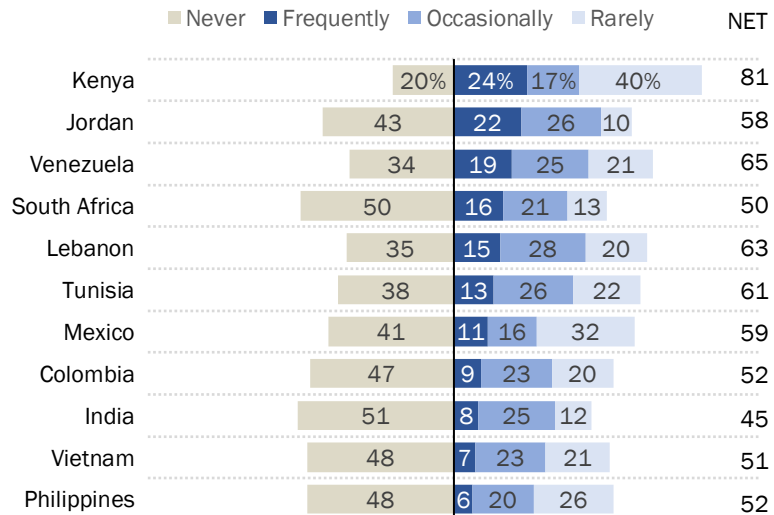
Finances a major hurdle to using phones for many mobile phone owners

Most mobile phone owners have at least some difficulty paying for their mobile phones. In almost all countries surveyed, around half or more say they have, at some point, had trouble paying for their phone use. But around one-in-four or fewer in each country surveyed say they *frequently* have such financial difficulties. Frequent difficulty paying for mobile phone use is highest in Kenya (24%), Jordan (22%) and Venezuela (19%) and is lowest in India (8%), Vietnam (7%) and the Philippines (6%).

For many mobile phone owners, the cost of data can present real difficulties. A median of 48% say they have not had enough money to pay for their mobile data over the past year, ranging from a high of 58% in Kenya to a low of 22% in Vietnam. In most countries, this was comparable with the percentage of mobile phone owners who had difficulty paying for other necessities whether it be food, health care or clothing. For example, Colombians are about as likely to say they had trouble paying for mobile data over the past year (48%) as to say they had trouble affording food (50%) and health care (48%), despite the differing costs of these various necessities.

Many mobile phone owners have some difficulties paying for their phone use

% of mobile phone owners who ___ have trouble paying for their mobile phone usage



Note: Don't know responses not shown.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21a.
"Mobile Divides in Emerging Economies"

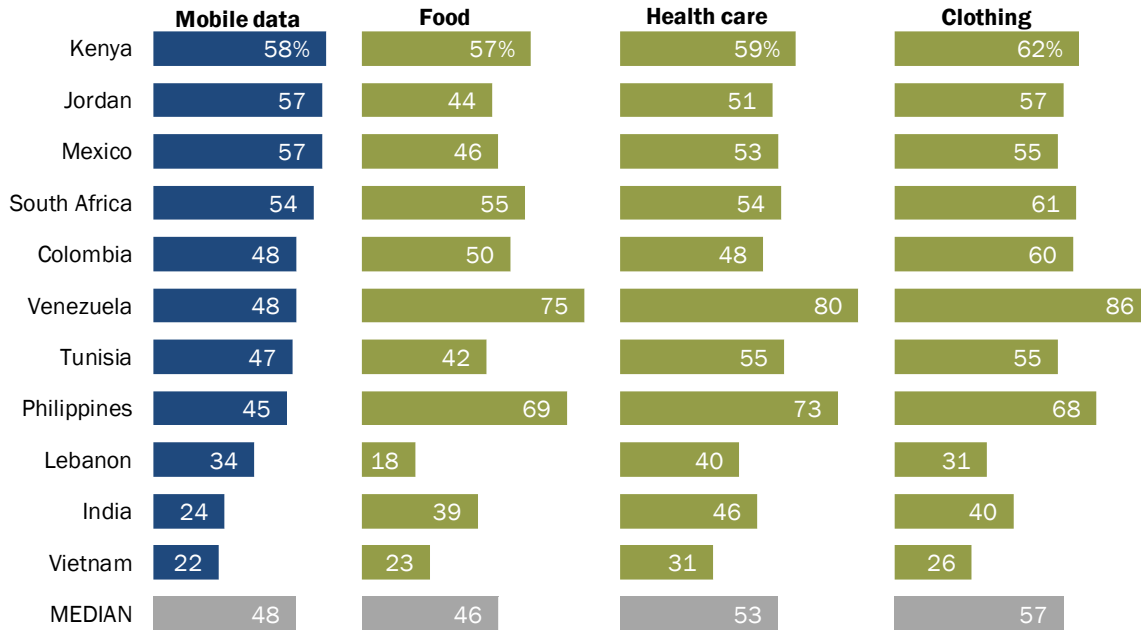
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"When you know you will come into some money in the week, you can borrow that 500 and use it on data and then replace it. You are forced to go beyond your budget."

—Female, 35, Kenya

Mobile phone owners often have difficulty paying for data, other necessities

% of mobile phone owners who say they have not had enough money to pay for ___ in the past year



Source: Mobile Technology and Its Social Impact Survey 2018. Q49a-d.
“Mobile Divides in Emerging Economies”

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But, in two countries – the Philippines and Venezuela – many fewer mobile phone owners had difficulties paying for data than the other necessities asked about. In the Philippines, this may reflect the [relative affordability of mobile data](#) and [free access to Facebook](#) via Facebook Basics, coupled with the country’s [recovery from a typhoon](#).

“Facebook is quite famous here in the Philippines because of our free Facebook.”

–Woman, 30, Philippines

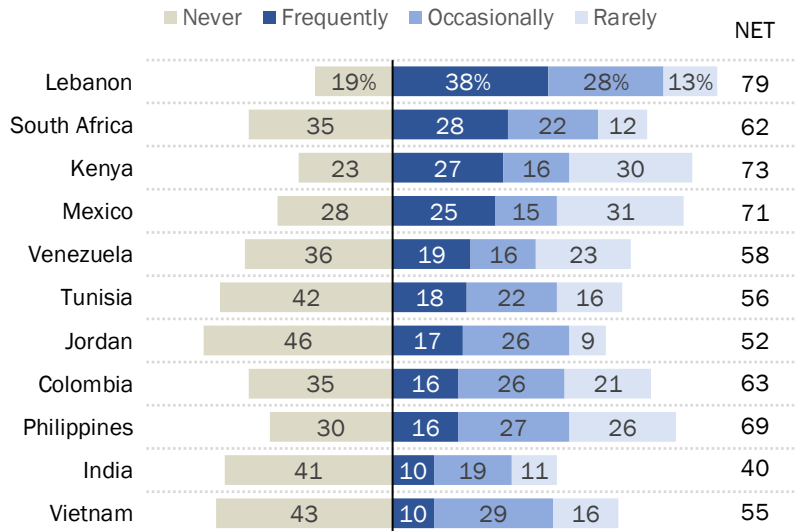
In Venezuela, where the [International Monetary Fund](#) calculates the 2018 inflation rate to be a whopping 65,370%, three-quarters or more say they had times over the past year where they had difficulty affording food (75%), health care (80%) or clothing (86%), while far fewer say the same about data (48%). As in the Philippines, Venezuela has relatively [inexpensive data](#), with one of the most popular plans running for 100 bolivars (\$0.15) per month on the black market.

In light of financial concerns, mobile phone owners across the 11 countries often take steps to conserve data. A median of 18% say they frequently avoid doing things on their mobile phones because they use too much data. This share varies across countries, with 38% of Lebanese phone owners frequently taking steps to conserve data, compared with only 10% of Vietnamese or Indian phone owners.

A greater share has tried to conserve data, even if they don't do so regularly. Across all countries surveyed, a median of 62% say they have at some point taken steps to conserve data by limiting their mobile activities, compared with a median of 35% who say they have never done so.

Many mobile phone owners take steps to conserve data

% of mobile phone owners who ___ avoid doing things on their mobile phones because those things use too much data



Note: Don't know responses not shown.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21f.
"Mobile Divides in Emerging Economies"

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"Owning a mobile means money, you might not be able to afford, both in terms of the device and of the service, you ought to pay. Since I'm only devoted to my family, I'd only reach them if I must, and if I'm to be reached, I'd rather I got those through my landline."

—Woman, 42, Mexico

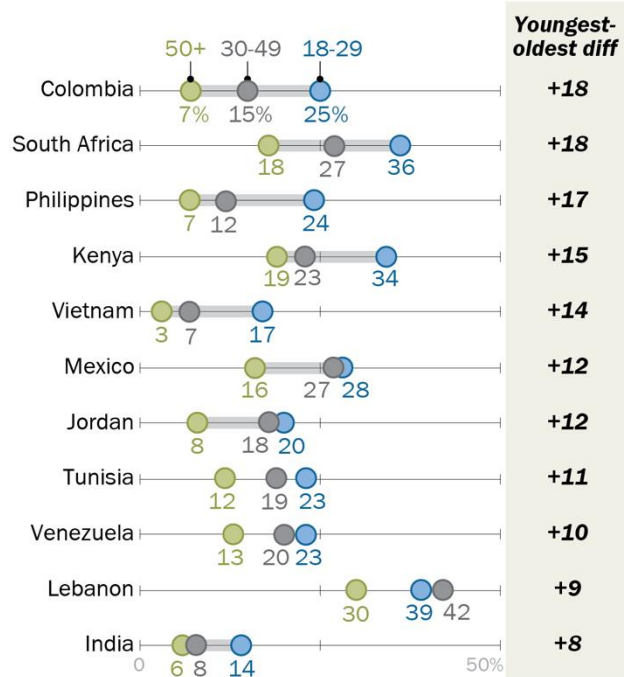
In all countries surveyed, younger phone owners are more likely to frequently conserve their data than older phone owners. For example, in Colombia, 25% of those under 30 say they regularly limit activity on their phones to conserve data, compared with 7% of those ages 50 and older.

Financial constraints may also lead some mobile phone owners to use multiple SIM cards as a way to save money, whether by taking [advantage of discounts offered](#) by different companies or to ensure that they are communicating with people on other networks as cheaply as possible.

For example, in focus groups in the Philippines conducted by Pew Research Center, participants detailed the exact benefits offered by different companies such as TM, Smart and Globe and described using each SIM for particular promos and savings (see [Appendix A](#) for more information on the focus groups). In another group, a Kenyan participant who used multiple SIMs described doing so to maximize coverage in different areas of the country.

Younger phone owners more likely to regularly conserve data

% of mobile phone owners ages ___ who frequently avoid doing things on their mobile phones because those things use too much mobile data



Note: All differences shown are statistically significant.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21f. "Mobile Divides in Emerging Economies"

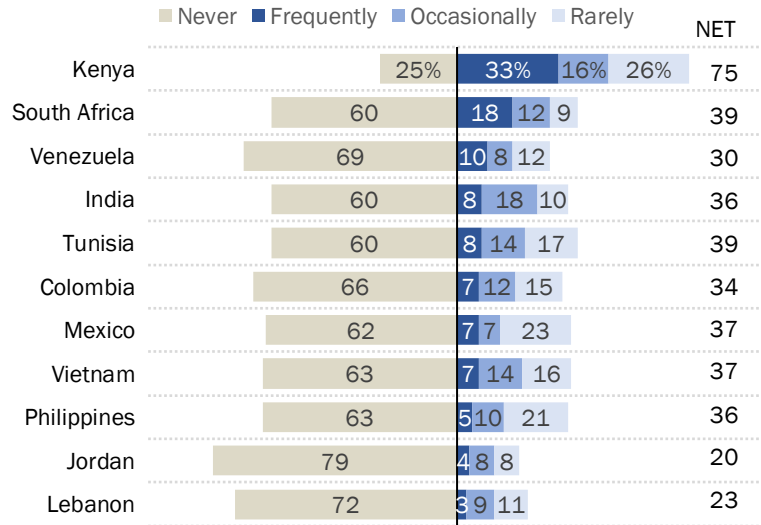
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Across the countries surveyed, a median of 7% say they frequently use multiple SIM cards to save money. This share is lowest among Lebanese (3%) and Jordanian (4%) mobile phone owners and much more common in Kenya, where a third (33%) of phone users say they frequently use multiple SIM cards to save money.

In some countries, younger people, men and more educated people are also more likely to use multiple SIMs to save money, suggesting that this cost-effective method may also require some technological savvy and know-how.

Few phone owners use multiple SIM cards

% of mobile phone owners who use multiple SIM cards as a way to save money



Note: Don't know responses not shown.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21c.

"Mobile Divides in Emerging Economies"

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Security concerns are widespread among mobile phone owners, particularly more affluent ones

Mobile phone owners may also face obstacles using their mobile phones because of [concerns about security](#). Around two-thirds or more in every country report concerns about identity theft. Around nine-in-ten mobile phone owners in Mexico (95%), Colombia (94%), Tunisia (90%), South Africa (89%) and the Philippines (89%) say they are at least somewhat concerned. A median of 65% of phone owners across all countries surveyed are *very* concerned about identity theft. Aside from India, half or more individuals in every country say they are *very* concerned about identity theft.

“My sister had a problem, somebody used her identity and she had problems with her fiancée. Some people had problems because some other people are using their identity.”

–Woman, 25, Tunisia

In most countries, phone owners with higher incomes and education levels are more likely to report being very concerned about identity theft than those with lower incomes and educations. For example, around half of Kenyan mobile owners with less education (52%) say they are very concerned about identity theft, whereas 68% of Kenyan mobile owners with more education report being very concerned.

Mobile connectivity is an obstacle for many phone owners

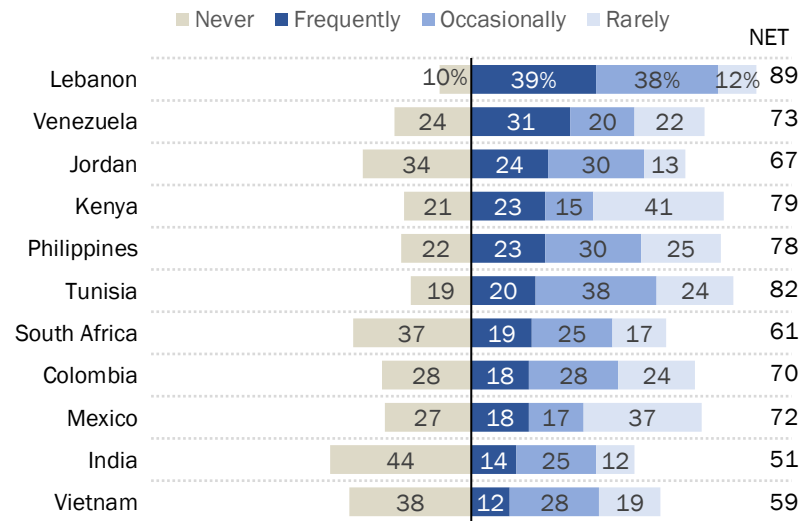
Many mobile phone owners report connectivity issues in using their devices. A median of 20% say they frequently have problems getting a reliable mobile connection. However, there is substantial variation across countries, ranging from highs of more than three-in-ten in Lebanon (39%) and Venezuela (31%) to only around one-in-ten in Vietnam (12%) and India (14%).

And, when it comes to experiencing these types of connectivity issues in general, a much greater share say they have had at least some trouble getting reliable coverage, even if it has been rare. A median of 72% report ever having difficulties with reliable connections, while only a minority in most countries say this has never happened to them (median of 27%).

The connectivity challenges faced by phone owners in the survey countries are not limited to mobile coverage. In eight of the 11 countries surveyed, majorities have at least some trouble finding a place to charge their phones. Further, an 11-country median of 13% of phone owners say they *frequently* have trouble finding a place to charge their phones, ranging from a high of almost two-in-ten (19%) in Kenya to a low of fewer than one-in-ten (9%) in Vietnam and India.

Variation across countries in the reliability of mobile phone coverage

% of *mobile phone owners* who ___ have problems getting a reliable mobile connection



Note: Don't know responses not shown.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21b.

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"I'd be more concerned [about battery use] because it's not something you can fix right away. You need either to wait until you get home or ask someone for a charger."

—Woman, 46, Mexico

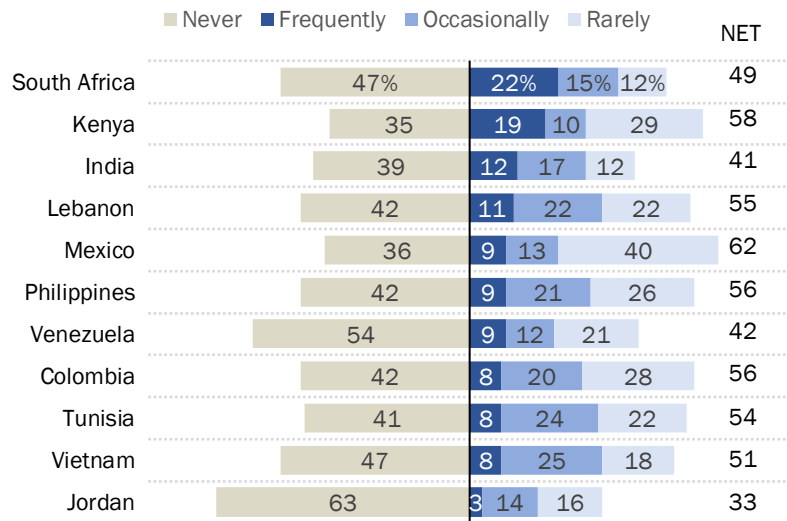
Phone owners have few issues finding online content in their language

While people can use their phones and the internet in many languages, those who speak less-commonly spoken languages or whose primary languages are infrequently written may face challenges finding content they want online. Moreover, [much information on the internet](#) is in English or in a few other – primarily European – languages.

However, most mobile phone owners in these 11 emerging economies are, nonetheless, able to find information in their desired language. A median of only 9% report frequently being unable to access information they want in their preferred language. Less frequent difficulties do occur, though; in eight of the countries surveyed, around half or more have, at some point, experienced issues finding information online in their language of choice.

Many mobile phone owners have little issue accessing content in their desired language

% of mobile phone owners who say that the information they need or want online is ___ not available in their preferred language



Note: Don't know responses not shown.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21e.

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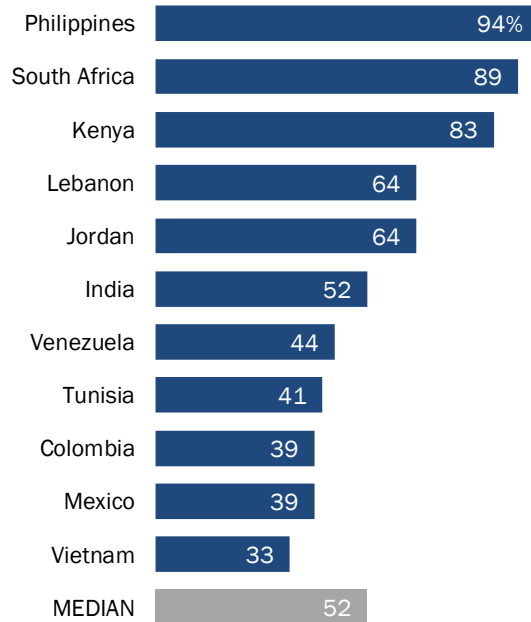
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In South Africa and Kenya, around two-in-ten phone owners say they frequently have trouble finding information in their language of choice. In Kenya, while 83% say they can read at least some English, when given the choice during fieldwork, more than half (53%) of mobile phone owners opted to be interviewed in Swahili, suggesting they may be dominant in languages that are less common online.

In South Africa, too, English-reading ability is relatively widespread among phone owners (89%), yet many phone owners may prefer content in other languages, including Zulu, North Sotho, Xhosa, SeSotho or Afrikaans – some of the languages used during fieldwork.

Many mobile phone owners have some English abilities

% of mobile phone owners in who can read some English



Source: Mobile Technology and Its Social Impact Survey 2018. Q51. "Mobile Divides in Emerging Economies"

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4. Obstacles to using phones

Individuals face many potential hardships when trying to access mobile technology. As discussed in previous chapters, these can range from limited access to electricity to low literacy to financial constraints or some combination of these and other factors.

Given this complexity, we wanted to understand who experiences which types of problems using mobile phones and the regularity with which they experience them. Additionally, we wanted to explore the differences among [mobile phone owners](#), [sharers](#) and [non-users](#), who were each analyzed separately in earlier chapters. To do this, we created four scales, each addressing a different type of issue that can affect people's phone use: connectivity, financial, language and security.

Each scale is composed of between three and six questions related to that topic. On questions that measured the regularity of different problems, people were given a score of “1” if they “frequently” experienced that issue or if that issue prevented them from owning or sharing a phone and “0” if they did not frequently experience it. For example, individuals were identified as having a persistent language issue if they said information they want or need on the internet is frequently unavailable in their preferred language, among other questions. (For more on how other questions are coded as part of the scale, see [Appendix B](#)).

Although each scale is composed of three to six questions, no one was asked every question because phone owners, phone sharers and non-users were asked different questions. For example, only owners and sharers were asked whether information they sought online was regularly unavailable in their language, and only non-users were asked whether inability to read well was a reason they did not use a mobile phone. But all adults were asked at least one question included in each of the scales and thus are included in the following analyses (for more details, see [Appendix B](#)).

Defining different types of hardships

Connectivity hardship – Individuals are identified as having a connectivity hardship if they report difficulty using mobile phones because of poor service coverage or few places to charge a device (owners and sharers) or if lack of service prevents them from using a phone (non-users).

Financial hardship – Mobile phone users are identified as having a financial hardship if they report frequently having trouble paying for mobile data, frequently avoiding doing things on their phone because they use too much data or if they did not have enough money to afford mobile data at some point in the last year. Mobile sharers were asked an additional question about whether the main reason that they do not have their own phone is because they cannot afford one. Non-users with financial hardships are those who say the cost of a mobile device or mobile data is one of their reasons for not using a mobile phone or who said they did not have enough money to afford mobile data at some point in the last year.

Language hardship – Phone owners and sharers have a language-related issue if they report content they want or need online is frequently not available in their preferred language. Non-users are identified as having language issues if they say they do not use mobile phones because they do not think there are apps or websites in their language or if they say they cannot read well enough to use a mobile phone.

Security hardship – This measure includes all adults who report being very concerned about their personal information being stolen. Among those who say they share a phone, this includes adults who report worry their phone could be stolen or because their phone was previously lost, broken or stolen. Non-users with security hardships are those who say they do not use a mobile device for fear it would be stolen or have concerns about the security of their information.

Security-related hardships are among the most common

Security-related hardships are relatively common in the 11 emerging economies surveyed, with a median of 69% reporting at least one security hardship. Outside of India, half or more report facing at least one security-related hardship, meaning most individuals are concerned about the security of their information or the physical security of their device. These hardships are especially common in Colombia (84%), Mexico (82%) and South Africa (79%). These countries all rank at or above the median for robbery rates, [according to a report](#) from the United Nations Office on Drugs and Crime.

Many individuals also report experiencing financial hardships regarding access to mobile phones (median of 60%). Outside of India and Vietnam, a majority in every country reports experiencing at least one financial hardship. This is highest in Kenya, where 74% of adults report issues affording mobile phones or data.

But while experiencing at least one financial hardship is common, among mobile users, few people experience *multiple* financial hardships (median of 22%).

Across the 11 countries surveyed, fewer report experiencing a connectivity issue (median of 28%). In every country, fewer than half say they frequently have issues related to reliable service or charging their phone. Connectivity issues are most common in Lebanon, where about four-in-ten adults (41%) report connectivity difficulties.

Most mobile users do not report any connectivity hardships (median 71%). Among those who do have a connectivity hardship, however, few have problems *both* getting reliable service *and* charging their phones. Rather, most tend to experience only one of these issues. For example, 66% of mobile phone users in Kenya say they experience no frequent issues, compared with 25% who

Security, financial issues among the most common hardships faced regarding accessibility of mobile phones

% of adults who report at least one ___ issue

	Security	Financial	Connectivity	Language
Colombia	84	58	28	10
Mexico	82	67	28	14
South Africa	79	67	26	24
Tunisia	70	60	31	10
Venezuela	70	69	34	9
Philippines	69	55	26	13
Jordan	65	65	29	4
Kenya	58	74	34	19
Lebanon	56	55	41	14
Vietnam	50	32	18	8
India	39	33	15	18
MEDIAN	69	60	28	13

Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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frequently face one connectivity obstacle and 9% of mobile phone users who say they frequently experience two.

In every country surveyed, only a minority report a language-related issue using their phones (median of 13%). The highest rate of language issues is found in South Africa, where about a quarter (24%) report a language issue. This may be due, in part, to the [diversity of languages](#) found in South Africa. As such, some individuals may perceive limited availability of content in their *preferred* language, even if they are able to read and understand content in other languages.

Smartphone owners experience more security-related concerns

Among mobile phone users, smartphone users are more likely than basic or feature phone users to report a security-related concern. In India, for example, 47% of smartphone users say they worry about security issues, compared with 31% of basic or feature phone users who say the same.

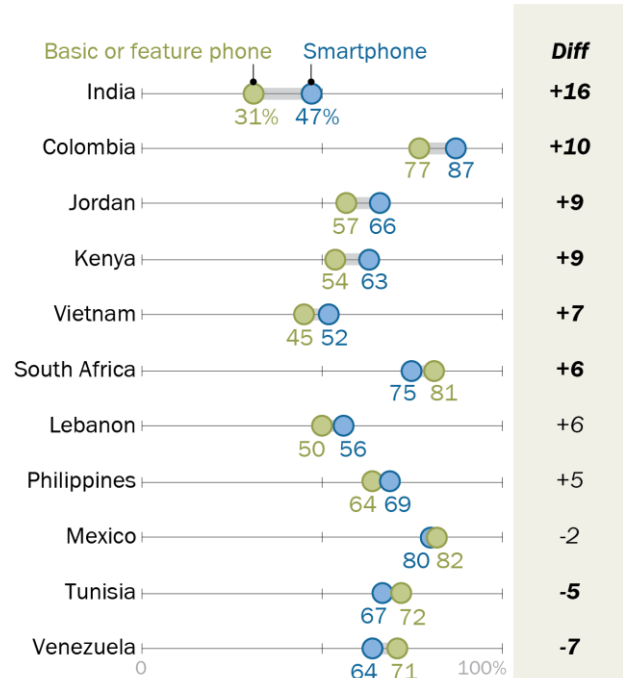
In five countries, those with more education are more likely to report concerns regarding the security of mobile phones and the information they may contain. In Kenya, 69% of individuals with more education report a security issue, compared with 54% of individuals with less education. But, in Tunisia and Venezuela, these patterns are reversed: Those with lower levels of education are more likely to experience a security-related issue.

Those who are lower income face more financial hurdles to mobile technology

Across all 11 countries surveyed, individuals with lower incomes are more likely than those with higher incomes to have a financial difficulty that affects their technological access. For example, 67% of lower-income Lebanese experience a financial issue, compared with 40% of higher-income Lebanese.

Smartphone use is associated with higher rates of security issues in most countries

% of mobile users with a ___ who experience a security issue or concern



Note: Statistically significant differences in **bold**. Mobile phone users include those who say they own or share a mobile phone.

Source: Mobile Technology and Its Social Impact Survey 2018, Q6, Q19a, Q27g-h.

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“You can’t really use your [smart]phone on public transit as it could be stolen.”

—Man, 21, Tunisia

In most countries, younger adults (those ages 18 to 29) are more likely than older adults to report a financial issue. For example, while around half (49%) of South African adults ages 50 and older report financial issues, around three-quarters (77%) of those 18 to 29 say the same.

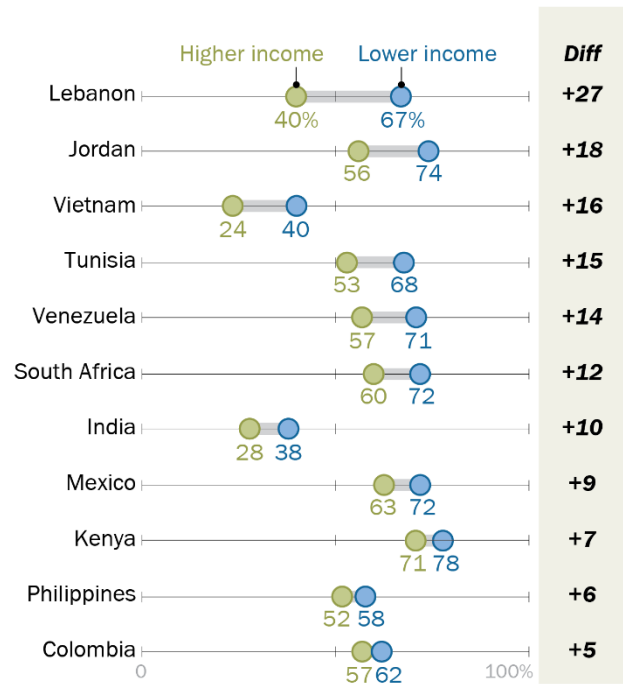
In six of the 11 nations, those with less education are more likely to experience a financial hardship. Take Jordan as an example: 72% of people with lower levels of education report a financial issue, compared with 58% of those with higher levels of education.

In three countries for which the analysis is possible, mobile phone owners are less likely to report a financial issue than sharers or non-users. The greatest differences are in Venezuela, where 61% of mobile phone owners experience a financial issue, compared with 81% of sharers and 94% of non-users.

When looking at only mobile phone users (both owners *and* sharers), smartphone users are more likely than those with a basic phone to report a financial issue in most countries. In South Africa, 57% of basic or feature phone users report a financial issue, compared with 71% of smartphone users.

Financial issues are more common among individuals with lower incomes

% of *adults* with ___ who experience a financial issue



Note: All differences shown are statistically significant.
 Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q21a, Q21f, Q27a-b & Q49a.
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Younger people often have more connectivity-related issues

In all countries but Kenya and Lebanon, those ages 18 to 29 are more likely than those 50 and older to report a connectivity issue. For example, about a third of younger Filipinos (33%) have a connectivity issue, whereas 18% of older adults report the same. In contrast, in most countries, gender, income and education have little bearing on whether people experience a connectivity issue.

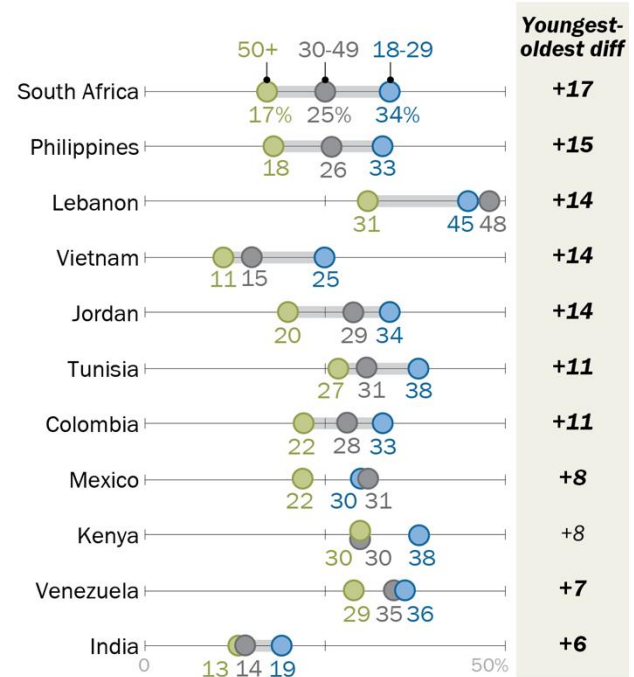
Those with a smartphone are also more likely to report a connectivity issue than those who use a basic or feature phone in seven of the countries surveyed. For example, in Jordan, 32% of smartphone users experience a connectivity issue, compared with 17% of basic or feature phone users.

“I have that behavior where I ask people if I can charge my [smart]phone for two seconds.”

–Woman, 49, Kenya

Younger adults are more likely to experience connectivity difficulty

% of adults who experience a connectivity issue



Note: Statistically significant differences in **bold**.

Source: Mobile Technology and Its Social Impact Survey 2018. Q21b, Q21d, Q27d.

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People with basic English literacy face fewer language-related hardships

In all countries surveyed, experiencing a language-related hardship is relatively uncommon. But, in some countries, those with lower levels of education are more likely to experience this hardship than those with higher levels. For example, 17% of Mexicans with lower levels of education experience a language-related issue, compared with 9% of those with more education.

In six countries, those who can read at least some English are less likely to experience a language-related hardship. For example, in the Philippines, 12% of individuals who can read at least some English say they have a language issue, while nearly twice as many Filipinos who cannot read English report the same (22%).

Non-mobile phone users are more likely than phone sharers or owners to report having a language issue in many countries for which the analysis is possible.⁴ In Tunisia, for example, 57% of non-users report a language-related issue, compared with 8% of both mobile sharers and owners.

⁴ Non-users were asked two questions regarding language issues (e.g., illiteracy preventing use of mobile phones and lack of content in one's preferred language), whereas mobile users were only asked about one potential issue (lack of content in one's preferred language). As such, non-users had more opportunities to indicate a language issue.

Many people experience concurrent barriers to mobile accessibility

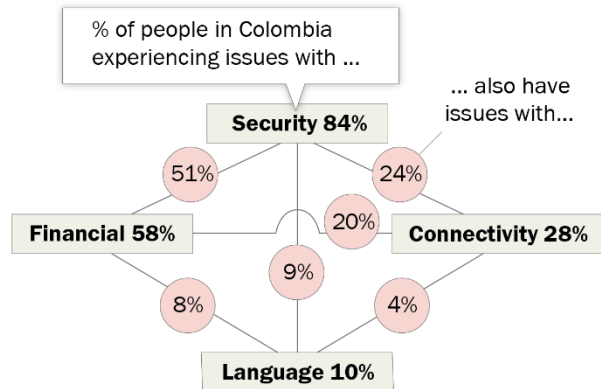
Barriers to mobile use do not occur in isolation. Between 27% and 67% of individuals in each country simultaneously experience two or more types of hardship, and between 1% and 7% of individuals experience all four types of hardship we asked about.

For the two most common hardships – security and financial – between 13% and 56% of individuals in each country surveyed experience both hardships concurrently. For example, roughly half of Colombians (51%) simultaneously experience security and financial issues (for all country-specific numbers, see [Appendix C](#)). In fact, aside from India, roughly half or more who experience one of these issues also experiences the other (between 56% and 87%).

Although language issues occur at low rates, individuals in most countries who experience a language-related issue are significantly more likely than those not facing language issues to also face a financial, security or connectivity issue. For example, only 10% of Colombians experience language issues, but the vast majority of that group also experience security issues (overall, this amounts to 9% of the Colombian public who experience both).

Based on statistical analysis that controls for multiple factors concurrently, we find that individuals with higher incomes experience fewer total hardships, whereas smartphone users report experiencing a greater number of hardships. Adults ages 50 and older experience fewer issues than younger adults even after controlling for other demographic factors (for hierarchical linear regression results, see [Appendix D](#)).

Co-occurrence rates of persistent issues in Colombia



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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"[You need an] additional budget because of the load and electricity, because you need to charge it. Before I paid for 100 but now it's 200 already."

–Woman, 26, Philippines

Difficulties do not shape how people feel about mobile phones in society, but financial difficulties impact perceived personal benefits

Do people who have more difficulty using mobile phones – whether because of costs, service, language or other factors – see them as less beneficial? On the one hand, one might expect that people who have more difficulty using mobile phones could see them as less personally beneficial – and maybe less beneficial to society, as well. On the other hand, those who are endeavoring to use mobile phones – despite the hardships – may be doing so because they see them as *more* valuable.

Results of this survey suggest that, regardless of hardships associated with mobile phones, people tend to feel similarly about the benefits mobile phones bring to society. In most countries, these evaluations are quite positive. More than half in all countries but Venezuela say that mobile phones have been a good thing for society, ranging from 53% in Jordan 86% in Kenya.

Regardless of the type of hardship people face, those who face more challenges accessing mobile phones are still as likely as those facing fewer hardships to see positive societal benefits stemming from digital connectivity.

“If I pay [for my phone’s] internet, I will get money from there. I will be able to call people from outside and they will give me money.”

–Man, 32, Kenya

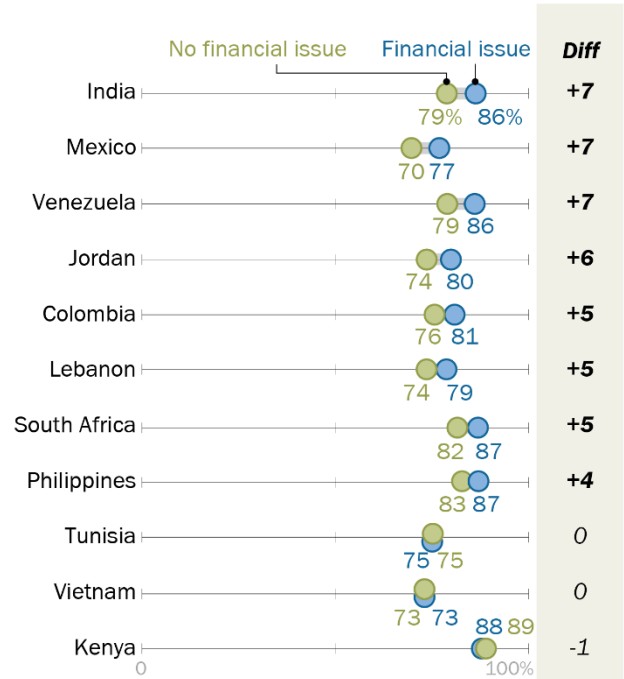
When asked about specific kinds of impacts mobile phones might have on various aspects of national life, **evaluations are more mixed**. But these attitudes are not generally colored by whether individuals have difficulties using their mobile phones due to any of the challenges they might have experienced – such as connectivity, financial, security and language. Rather, people who do not face hardships using their phones and those who do tend to feel similarly about how mobile phones impact their country’s economy, education and even children in the country.

Overall, people say mobile phones have been personally beneficial regardless of whether they have experienced hardship in accessing them. Aside from Venezuela, where only around half (49%) see personal benefits, in every other country surveyed, roughly three-quarters or more say they gain personally from mobile devices. When it comes to particular types of personal benefits, though, mobile users who face financial hardships are somewhat *more* likely to see mobile phones positively impacting them when it comes to obtaining news and information, earning a living, concentrating and getting things done, and communicating face-to face.

For example, 86% of Venezuelan mobile users reporting a financial issue say that mobile phones help them obtain information and news, compared with 79% of those not reporting a financial issue. Similarly, 73% Indian mobile users who report a financial issue say mobile phones have mostly helped them earn a living, compared with 63% of Indian mobile users who do not report a financial issue.

Mobile users experiencing financial hardship more likely to say mobile phones have helped them obtain news and information

% of mobile users who say that mobile phones have mostly helped the way they obtain information and news about important issues



Note: Statistically significant differences in **bold**. Mobile phone users include those who say they own or share a mobile phone. Financial hardship is defined as having a frequent financial issue or a financial issue that prevents one from owning a mobile phone. Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q13Aa, Q21a, Q21f, Q49a. "Mobile Divides in Emerging Economies"

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Methodology

Results for the survey are based on face-to-face interviews conducted under the direction of D3 Systems Inc. The results are based on national samples. More details about our international survey methodology and country-specific sample designs are [available here](#).

Appendix A: About the focus groups

Pew Research Center conducted a series of focus groups to better understand how people think about their own mobile phones and the impact of these devices on their society. Five focus groups were held in each of the following four countries: Kenya, Mexico, the Philippines and Tunisia.⁵ Each focus group consisted of 10 adults coming together for an hour and a half for a discussion led by a local, professional moderator using a guide developed by Pew Research Center.

In each country, the groups were structured according to the following criteria:

- Group 1, “basic phone” – all participants either owned or shared a basic phone that could not connect to the internet and were 36 years old or older;
- Group 2, “younger, smartphone” – all participants owned or shared a smartphone and were under the age of 30;
- Group 3, “older, smartphone” – all participants owned or shared a smartphone and were at least 30 years old;
- Group 4, “women phone users” – all participants were women who either owned or shared a phone (including a minimum of five participants who owned or shared a smartphone) and at least two participants were married and two were unmarried;
- Group 5, “migrant phone users” – all participants either owned or shared a phone (including a minimum of five participants who owned or shared a smartphone), and all either lived in a place that was different from where they grew up or had a family member who lived elsewhere.

All focus groups also required participants to have at least some interest in politics, and, aside from group 4, which was all women, they were balanced with regard to gender. Aside from group 1, participants were also required to use their phone at least once a week. Where feasible, participants were recruited to ensure diversity with regard to education levels, employment status, rural and urban location, and the duration for which they have owned their phones.

⁵ Focus groups were held in four rather than all 11 countries because of available time and resources. Countries were chosen to cover all four key regions included in the survey: Latin America, the Asia-Pacific region, sub-Saharan Africa and the Middle East and North Africa (MENA).

Focus groups were held in the following locations and on the following dates:

- Mexico City, Mexico: March 13-15, 2018
- Manila, Philippines: March 21-23, 2018
- Nairobi, Kenya: March 26-28, 2018
- Tunis, Tunisia: March 28-30, 2018

D3 Systems Inc. worked with local field partners in each of the four countries to recruit the participants using a screener designed by Pew Research Center. All participants were given financial remuneration for their time.

These groups were primarily used [to help shape the survey questions asked](#) in each of the 11 countries. But, throughout the report, we have also included quotations that illustrate some of the major themes that were discussed during the groups. Quotations are chosen to provide context for the survey findings and are not necessarily representative of the majority opinion in any particular group or country. Quotations may have been edited for grammar, spelling and clarity.

Appendix B: How the hardship scales were created and coded

Connectivity scale coding

Three items were used to create the persistent connectivity hardship scale. Two questions were asked of mobile users (owners and sharers), and one question was asked of non-users. If an individual's response on any item related to connectivity was coded as hardship, the individual was considered to have a persistent connectivity issue.

ASKED ONLY OF MOBILE USERS (OWNERS AND SHARERS)

Q21b. How often do you have problems getting a reliable mobile connection?

- Frequently [coded as connectivity hardship = yes (1)]
- Occasionally / rarely / never / don't know / refused [coded as connectivity hardship = no (0)]

Q21d. How often do you have trouble finding a place to charge your mobile phone's battery?

- Frequently [coded as connectivity hardship = yes (1)]
- Occasionally / rarely / never / don't know / refused [coded as connectivity hardship = no (0)]

ASKED ONLY OF NON-MOBILE USERS

Q27d. There is no mobile phone service where you live – is this a reason why you do not currently have a mobile phone, or not?

Response options:

- Yes, this is a reason [coded as connectivity hardship = yes (1)]
- No, this is not a reason / don't know / refused [coded as connectivity hardship = no (0)]

Financial scale coding

Six items were used to create the persistent financial hardship scale. One question was asked of all respondents. Two questions were asked of mobile users (owners and sharers), one question was asked of only mobile sharers and two questions were asked of non-users. If an individual's response to any item related to finances was coded as a hardship, that individual was considered to have a persistent financial issue.

ASKED OF ALL RESPONDENTS

Q49d. Have there been times during the last year when you did not have enough money to buy mobile data – yes or no?

Response options:

- Yes [coded as financial hardship = yes (1)]
- No / does not apply to me / don't know / refused [coded as financial hardship = no (0)]

ASKED ONLY OF MOBILE USERS (OWNERS AND SHARERS)

Q21a. How often do you have trouble paying for your mobile phone usage?

Response options:

- Frequently [coded as financial hardship = yes (1)]
- Occasionally / rarely / never / don't know / refused [coded as financial hardship = no (0)]

Q21f. How often do you avoid doing things you want to do on your mobile phone because those things use too much mobile data?

Response options:

- Frequently [coded as financial hardship = yes (1)]
- Occasionally / rarely / never / don't know / refused [coded as financial hardship = no (0)]

ASKED ONLY OF MOBILE SHARERS

Q6. Please tell me the primary reason why you share a mobile phone, rather than owning your own.

Response options:

- Can't afford one [coded as financial hardship = yes (1)]
- Don't need to use one regularly [coded as financial hardship = no (0)]
- Think it's too complicated to use [coded as financial hardship = no (0)]
- Not allowed to have your own [coded as financial hardship = no (0)]
- Don't like using mobile phones [coded as financial hardship = no (0)]
- Your phone was lost/broken/stolen [coded as financial hardship = no (0)]
- Afraid your phone will be stolen [coded as financial hardship = no (0)]
- Other reason [coded as financial hardship = no (0)]
- Don't know [coded as financial hardship = no (0)]
- Refused [coded as financial hardship = no (0)]

ASKED ONLY OF NON-MOBILE USERS

Q27a. The cost of data is too expensive – is this a reason why you do not currently have a mobile phone, or not?

Response options:

- Yes, this is a reason [coded as financial hardship = yes (1)]
- No, this is not a reason / don't know / refused [coded as financial hardship = no (0)]

Q27b. The cost of a mobile device is too high – is this a reason why you do not currently have a mobile phone, or not?

Response options:

- Yes, this is a reason [coded as financial hardship = yes (1)]
- No, this is not a reason / don't know / refused [coded as financial hardship = no (0)]

Language scale coding

Three items were used to create the persistent language hardship scale. One question was asked of mobile users (owners and sharers), and two questions were asked of non-users. If an individual's response on any item related to language was coded as hardship, they were considered to have a persistent language issue.

ASKED ONLY OF MOBILE USERS (OWNERS AND SHARERS)

Q21e. How often is the information you want or need online not available in your preferred language?

Response options:

- Frequently [coded as language hardship = yes (1)]
- Occasionally / rarely / never / don't know / refused [coded as language hardship = no (0)]

ASKED ONLY OF NON-MOBILE USERS

Q27c. You can't read well enough to use a mobile phone – is this a reason why you do not currently have a mobile phone, or not?

Response options:

- Yes, this is a reason [coded as language hardship = yes (1)]
- No, this is not a reason / don't know / refused [coded as language hardship = no (0)]

Q27j. There are no apps or websites available in your language – is this a reason why you do not currently have a mobile phone, or not?

Response options:

- Yes, this is a reason [coded as language hardship = yes (1)]
- No, this is not a reason / don't know / refused [coded as language hardship = no (0)]

Security scale coding

Five items were used to create the persistent security hardship scale. One question was asked of all participants. Two questions were asked of mobile sharers, and two questions were asked of non-users. If an individual's response on any item related to security was coded as hardship, that individual was considered to have a persistent security concern/issue.

ASKED OF ALL PARTICIPANTS

Q19a. Do you think people should be concerned about identity theft or not? [IF CONCERNED]
And is that very concerned or only somewhat concerned?

Response options:

- | | |
|---------------------------|--|
| ▪ Very concerned | [coded as security hardship = yes (1)] |
| ▪ Only somewhat concerned | [coded as security hardship = no (0)] |
| ▪ Not concerned | [coded as security hardship = no (0)] |
| ▪ Don't know | [coded as security hardship = no (0)] |
| ▪ Refused | [coded as security hardship = no (0)] |

ASKED ONLY OF MOBILE SHARERS

Q6. Please tell me the primary reason why you share a mobile phone, rather than owning your own.

Response options:

- | | |
|-------------------------------------|--|
| ▪ Your phone was lost/broken/stolen | [coded as security hardship = yes (1)] |
| ▪ Afraid your phone will be stolen | [coded as security hardship = yes (1)] |
| ▪ Don't need to use one regularly | [coded as security hardship = no (0)] |
| ▪ Can't afford one | [coded as security hardship = no (0)] |
| ▪ Think it's too complicated to use | [coded as security hardship = no (0)] |
| ▪ Not allowed to have your own | [coded as security hardship = no (0)] |
| ▪ Don't like using mobile phones | [coded as security hardship = no (0)] |
| ▪ Other reason | [coded as security hardship = no (0)] |
| ▪ Don't know | [coded as security hardship = no (0)] |
| ▪ Refused | [coded as security hardship = no (0)] |

ASKED ONLY OF NON-MOBILE USERS

Q27g. You are worried it might get stolen – is this a reason why you do not currently have a mobile phone, or not?

Response options:

- Yes, this is a reason [coded as security hardship = yes (1)]
- No, this is not a reason / don't know / refused [coded as security hardship = no (0)]

Q27h. You are worried about the security of your information – is this a reason why you do not currently have a mobile phone, or not?

Response options:

- Yes, this is a reason [coded as security hardship = yes (1)]
- No, this is not a reason / don't know / refused [coded as security hardship = no (0)]

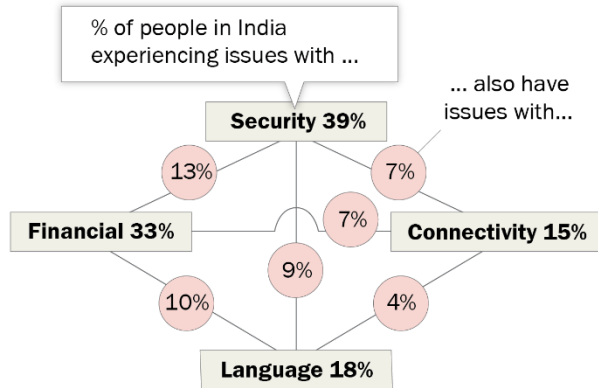
Total number of hardships scale coding

To assess how many total hardships mobile users faced, each mobile user received a score between zero (no hardship responses) and seven (all hardship responses) based on the number of hardship responses they gave for the items asked of mobile users (including the two items asked of all participants).

Count of hardship responses for questions: **Q19a, Q21a, Q21b, Q21d, Q21e, Q21f and Q49d.**

Appendix C: Co-occurrence rates for each country

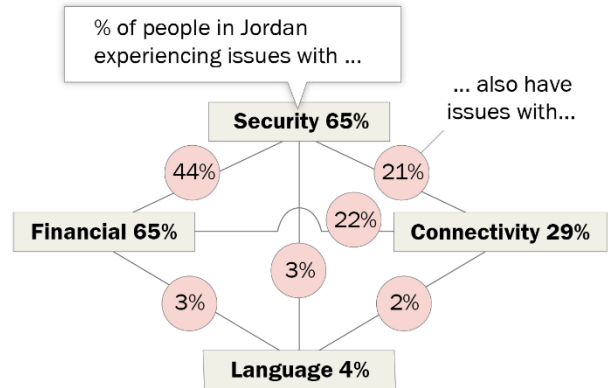
Co-occurrence rates of persistent issues in India



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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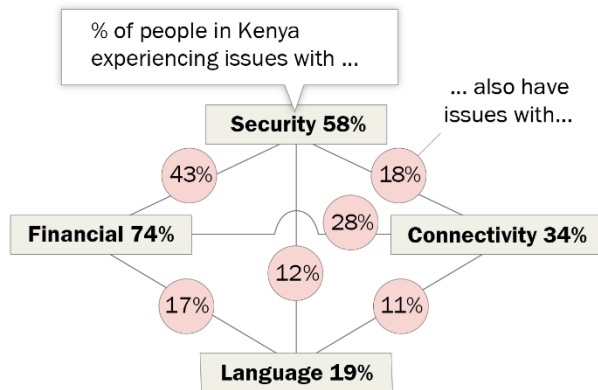
Co-occurrence rates of persistent issues in Jordan



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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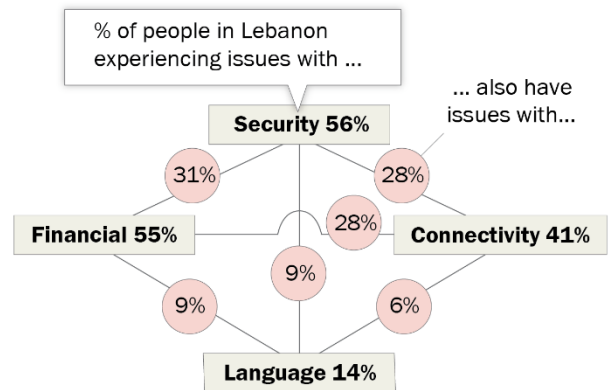
Co-occurrence rates of persistent issues in Kenya



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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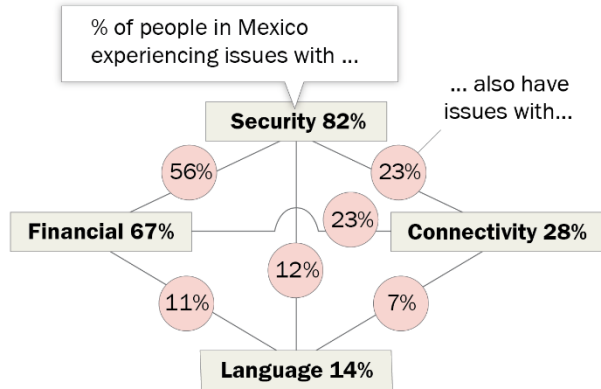
Co-occurrence rates of persistent issues in Lebanon



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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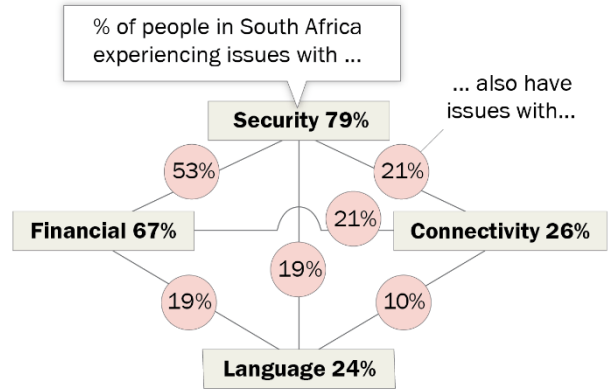
Co-occurrence rates of persistent issues in Mexico



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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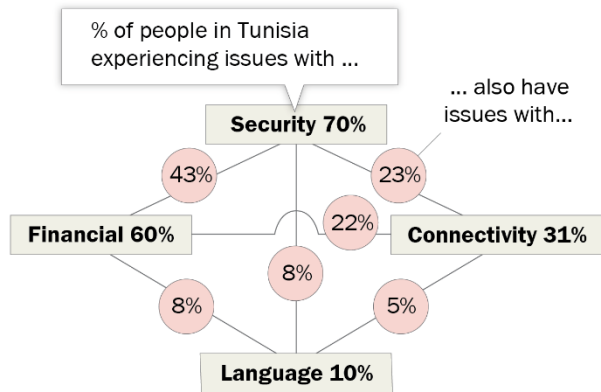
Co-occurrence rates of persistent issues in South Africa



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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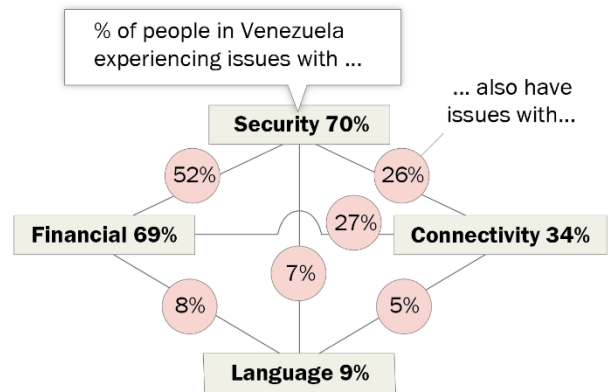
Co-occurrence rates of persistent issues in Tunisia



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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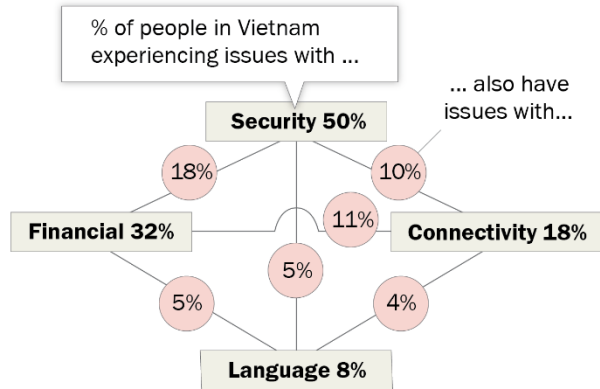
Co-occurrence rates of persistent issues in Venezuela



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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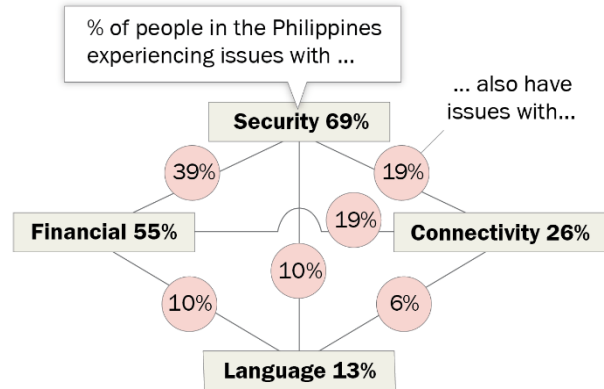
Co-occurrence rates of persistent issues in Vietnam



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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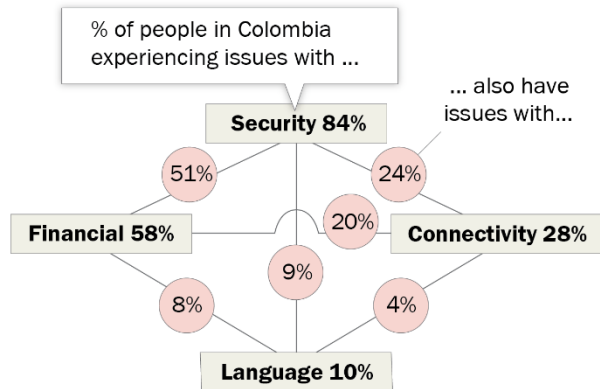
Co-occurrence rates of persistent issues in the Philippines



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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Co-occurrence rates of persistent issues in Colombia



Source: Mobile Technology and Its Social Impact Survey 2018. Q6, Q19a, Q21a-b, Q21d-f, Q27a-d, Q27g-h, Q27j, Q49a. "Mobile Divides in Emerging Economies"

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Appendix D: Older people, more affluent tend to have fewer hardships using mobile devices

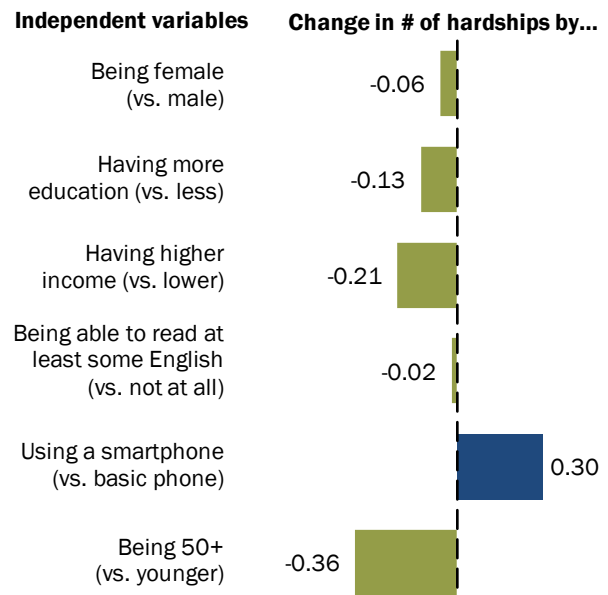
In this report, we explored demographic differences associated with mobile phone use and hardships. To do this, we used a hierarchical linear regression to predict the total number of hardships people experience, controlling for other factors that affect mobile phone use.

We used Stata's mixed function to estimate a weighted, mixed-effect linear model with random intercepts by country and robust standard errors. In addition to this pooled model, we evaluated the robustness of the results by estimating the model for each country separately. These country-specific models yielded similar conclusions.

The number of hardships people experience serves as the dependent variable. We created a scale that counts the number of hardships mobile users (owners and sharers) report experiencing out of seven possible hardships: frequently experiencing poor service coverage, frequently having trouble finding a place to charge their phone, frequently having trouble affording data, frequently avoiding doing things on their phones in order to save data, not having enough money to afford data at some point in the last year, frequently struggling to find content in their preferred language and being very concerned about identity theft. Scores ranged from zero (reported no hardships) to seven (reported all of the hardships). The independent, or predictor, variables include gender, age, income, education, English literacy and phone type.

Overall, we find that gender, education and being able to read at least some English are not significantly related to the number of hardships mobile users experience. Higher income is associated with a decrease in the number of hardships experienced. Conversely, using a

Greater income and age associated with fewer hardships



Note: Finding for mobile users (owners and sharers). The dependent variable is a sum that ranges from 0 to 7 based on the number of hardships that individuals have using their phones. The full text of the questions for each of these seven hardships can be found in Appendix B. The analysis is based on 24,650 respondents in 11 countries.

Source: Mobile Technology and Its Social Impact Survey 2018. Q19a, Q21a-b, Q21d-f, Q49a.

"Mobile Divides in Emerging Economies"

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smartphone is associated with more hardships. Holding other demographics factors constant, being older is associated with fewer hardships. Adults age 50 and older experience .36 fewer hardships accessing mobile phones than younger adults. These findings suggest that the age differences seen in other chapters in the report are not due solely to income, educational or phone-type differences.

Topline questionnaire

Pew Research Center
Mobile Technology and Its Social Impact Survey 2018
November 20, 2019 Release

Methodological notes:

- Survey results are based on national samples. For further details on sample designs, see the Methodology section and our [international survey methods database](#).
- Due to rounding, percentages may not total 100%. The topline “total” columns show 100% because they are based on unrounded numbers.
- Not all questions included in the Mobile Technology and Its Social Impact Survey 2018 are presented in this topline. Omitted questions have either been previously released or will be released in future reports.

	Q4. Do you own a mobile phone – yes or no?			
	Yes	No	DK/Refused	Total
Colombia	89	11	0	100
India	70	30	0	100
Jordan	94	6	0	100
Kenya	89	11	0	100
Lebanon	89	11	0	100
Mexico	78	22	0	100
Philippines	73	27	0	100
South Africa	87	13	0	100
Tunisia	91	9	0	100
Venezuela	68	32	0	100
Vietnam	97	3	0	100

	Q5. ASK ONLY THOSE WHO DO NOT OWN A MOBILE PHONE: Do you regularly use someone else's mobile phone – yes or no?				
	Yes	No	DK/Refused	Total	N=
Colombia	45	55	0	100	271
India	42	57	1	100	852
Jordan	48	52	0	100	139
Kenya	73	27	0	100	204
Lebanon	19	81	0	100	210
Mexico	37	63	0	100	518
Philippines	26	74	0	100	695
South Africa	65	35	0	100	274
Tunisia	56	44	0	100	201
Venezuela	53	47	0	100	815
Vietnam	42	58	0	100	46

	Q6. ASK MOBILE PHONE SHARERS ONLY: Please tell me the primary reason why you share a mobile phone, rather than owning your own.										
	You don't need to use it regularly	You cannot afford one	You think it's too complicated to use	You are not allowed to have your own mobile phone	You do not like using a mobile phone	Your phone was lost, broken or stolen	You are afraid that your phone will be stolen	Other reason [RECORD VERBATIM]	DK/Refused	Total	N=
Colombia	10	19	3	1	13	41	8	6	0	100	116
India	39	19	26	2	5	6	1	1	0	100	352
Jordan	17	38	1	11	13	13	0	9	0	100	72
Kenya	3	42	1	4	4	41	2	5	0	100	145
Lebanon	31	34	10	0	15	8	0	2	0	100	40
Mexico	19	34	11	4	8	18	0	5	0	100	155
Philippines	29	22	10	1	10	21	1	5	0	100	177
South Africa	5	33	6	0	5	36	2	11	3	100	173
Tunisia	23	38	6	1	4	25	0	4	0	100	111
Venezuela	2	40	2	0	1	50	3	1	0	100	415
Vietnam	40	7	0	0	8	36	0	3	6	100	21

	Q7. ASK MOBILE PHONE USERS ONLY: Can your mobile phone connect to the internet – yes or no?				
	Yes	No	DK/Refused	Total	N=
Colombia	79	20	1	100	2332
India	40	59	2	100	3005
Jordan	87	13	0	100	2434
Kenya	56	41	3	100	2449
Lebanon	94	6	0	100	2272
Mexico	86	13	1	100	1857
Philippines	66	33	1	100	1969
South Africa	68	31	1	100	2365
Tunisia	58	42	0	100	2442
Venezuela	57	43	0	100	2074
Vietnam	70	30	0	100	2475

	Q8. ASK MOBILE PHONE USERS ONLY: Is your mobile phone a smartphone or is it not a smartphone?				
	Smartphone	Not a smartphone	DK/Refused	Total	N=
Colombia	62	36	1	100	2332
India	38	61	1	100	3005
Jordan	88	12	0	100	2434
Kenya	37	62	1	100	2449
Lebanon	95	5	0	100	2272
Mexico	49	49	2	100	1857
Philippines	66	33	1	100	1969
South Africa	66	33	1	100	2365
Tunisia	53	46	1	100	2442
Venezuela	53	46	0	100	2074
Vietnam	68	31	0	100	2475

	Q9. Do you currently use the internet – yes or no?				
	Yes	No	DK/Refused	Total	N=
Colombia	67	33	0	100	2487
India	29	68	3	100	3505
Jordan	81	19	0	100	2501
Kenya	37	62	1	100	2508
Lebanon	82	18	0	100	2442
Mexico	67	33	0	100	2220
Philippines	48	52	1	100	2487
South Africa	55	45	0	100	2466
Tunisia	55	45	0	100	2532
Venezuela	68	32	0	100	2474
Vietnam	69	31	0	100	2500

	Q11a. Overall, when you add up all the advantages and disadvantages of _____, would you say _____ have mostly been a good thing or a bad thing for society? a. mobile phones					
	Good thing	Bad thing	Both good and bad [VOL]	Neither good nor bad [VOL]	DK/Refused	Total
Colombia	68	21	9	1	1	100
India	68	5	24	2	2	100
Jordan	53	21	24	2	0	100
Kenya	86	8	5	1	0	100
Lebanon	69	10	17	3	2	100
Mexico	70	16	10	2	1	100
Philippines	72	8	18	1	1	100
South Africa	76	15	7	1	1	100
Tunisia	72	16	11	0	1	100
Venezuela	47	46	4	3	0	100
Vietnam	83	5	11	1	0	100

	Q12a. Overall, when you add up all the advantages and disadvantages of _____, would you say _____ have mostly been a good thing or a bad thing for you? a. mobile phones						
	Good thing	Bad thing	This doesn't apply to me [VOL]	Both good and bad [VOL]	Neither good nor bad [VOL]	DK/Refused	Total
Colombia	86	9	1	3	1	0	100
India	73	5	4	16	1	1	100
Jordan	82	8	2	8	0	0	100
Kenya	91	6	0	2	1	0	100
Lebanon	76	8	3	11	2	1	100
Mexico	80	11	1	6	1	1	100
Philippines	81	6	1	11	1	0	100
South Africa	84	11	1	4	0	1	100
Tunisia	84	10	0	5	0	0	100
Venezuela	49	47	0	2	1	0	100
Vietnam	87	4	1	7	1	0	100

	Q13Aa. ASK MOBILE PHONE USERS ONLY: When it comes to how you _____, have mobile phones mostly helped, mostly hurt, or have they not had much effect either way? a. obtain information and news about important issues					
	Mostly helped	Mostly hurt	Not had much effect either way	DK/Refused	Total	N=
Colombia	79	4	16	1	100	2332
India	81	6	6	6	100	3005
Jordan	78	1	20	1	100	2434
Kenya	88	3	9	0	100	2449
Lebanon	77	5	16	2	100	2272
Mexico	74	2	23	2	100	1857
Philippines	85	3	11	1	100	1969
South Africa	85	3	10	1	100	2365
Tunisia	75	4	19	1	100	2442
Venezuela	83	1	13	2	100	2074
Vietnam	73	2	24	1	100	2475

	Q13Ab. ASK MOBILE PHONE USERS ONLY: When it comes to how you ____, have mobile phones mostly helped, mostly hurt, or have they not had much effect either way? b. stay in touch with people who live far away					
	Mostly helped	Mostly hurt	Not had much effect either way	DK/Refused	Total	N=
Colombia	91	2	7	0	100	2332
India	95	2	1	1	100	3005
Jordan	92	0	8	0	100	2434
Kenya	93	1	5	0	100	2449
Lebanon	94	2	3	0	100	2272
Mexico	88	1	10	1	100	1857
Philippines	94	1	5	1	100	1969
South Africa	94	2	3	0	100	2365
Tunisia	93	1	6	0	100	2442
Venezuela	95	1	5	0	100	2074
Vietnam	87	1	12	0	100	2475

	Q13Ac. ASK MOBILE PHONE USERS ONLY: When it comes to how you ____, have mobile phones mostly helped, mostly hurt, or have they not had much effect either way? c. earn a living					
	Mostly helped	Mostly hurt	Not had much effect either way	DK/Refused	Total	N=
Colombia	61	3	33	2	100	2332
India	66	7	17	10	100	3005
Jordan	36	4	60	1	100	2434
Kenya	81	4	14	1	100	2449
Lebanon	38	9	51	2	100	2272
Mexico	59	3	37	1	100	1857
Philippines	63	6	28	2	100	1969
South Africa	66	7	25	2	100	2365
Tunisia	55	6	38	1	100	2442
Venezuela	65	3	31	2	100	2074
Vietnam	67	1	31	1	100	2475

	Q13Ad. ASK MOBILE PHONE USERS ONLY: When it comes to how you _____, have mobile phones mostly helped, mostly hurt, or have they not had much effect either way? d. concentrate and get things done					
	Mostly helped	Mostly hurt	Not had much effect either way	DK/Refused	Total	N=
Colombia	62	11	25	2	100	2332
India	50	16	17	16	100	3005
Jordan	55	9	35	1	100	2434
Kenya	84	4	12	0	100	2449
Lebanon	43	18	38	1	100	2272
Mexico	55	11	32	2	100	1857
Philippines	39	30	30	1	100	1969
South Africa	71	10	17	1	100	2365
Tunisia	64	11	25	1	100	2442
Venezuela	62	15	22	1	100	2074
Vietnam	66	4	29	1	100	2475

	Q13Ae. ASK MOBILE PHONE USERS ONLY: When it comes to how you _____, have mobile phones mostly helped, mostly hurt, or have they not had much effect either way? e. communicate face-to-face					
	Mostly helped	Mostly hurt	Not had much effect either way	DK/Refused	Total	N=
Colombia	50	16	33	2	100	2332
India	59	15	13	12	100	3005
Jordan	58	13	29	1	100	2434
Kenya	75	7	17	1	100	2449
Lebanon	40	35	24	2	100	2272
Mexico	51	10	37	2	100	1857
Philippines	73	6	19	1	100	1969
South Africa	59	14	24	3	100	2365
Tunisia	55	15	30	1	100	2442
Venezuela	58	10	30	2	100	2074
Vietnam	61	4	35	1	100	2475

	Q14Ba. ASK SPLIT 2 ONLY: Has the increasing use of mobile phones had a good influence, a bad influence, or no influence at all on ____? a. morality					
	Good influence	Bad influence	No influence at all	DK/Refused	Total	N=
Colombia	32	43	22	3	100	1242
India	34	25	13	28	100	1746
Jordan	13	72	13	1	100	1208
Kenya	53	35	9	3	100	1296
Lebanon	7	75	15	2	100	1227
Mexico	33	37	23	6	100	1062
Philippines	50	26	17	6	100	1249
South Africa	50	32	15	3	100	1287
Tunisia	19	62	17	2	100	1250
Venezuela	47	27	20	6	100	1202
Vietnam	43	13	41	4	100	1213

	Q14Bb. ASK SPLIT 2 ONLY: Has the increasing use of mobile phones had a good influence, a bad influence, or no influence at all on ____? b. politics					
	Good influence	Bad influence	No influence at all	DK/Refused	Total	N=
Colombia	41	29	21	8	100	1242
India	39	21	9	31	100	1746
Jordan	32	31	18	18	100	1208
Kenya	50	34	10	6	100	1296
Lebanon	24	43	18	14	100	1227
Mexico	46	22	23	8	100	1062
Philippines	53	20	19	9	100	1249
South Africa	48	29	13	10	100	1287
Tunisia	32	29	27	12	100	1250
Venezuela	48	22	17	13	100	1202
Vietnam	44	8	41	7	100	1213

	Q14Bc. ASK SPLIT 2 ONLY: Has the increasing use of mobile phones had a good influence, a bad influence, or no influence at all on ____? c. the economy					
	Good influence	Bad influence	No influence at all	DK/Refused	Total	N=
Colombia	62	15	21	3	100	1242
India	40	15	11	34	100	1746
Jordan	44	29	16	11	100	1208
Kenya	71	17	9	3	100	1296
Lebanon	44	30	17	9	100	1227
Mexico	48	22	24	6	100	1062
Philippines	72	9	13	6	100	1249
South Africa	65	18	12	5	100	1287
Tunisia	45	22	27	6	100	1250
Venezuela	58	14	18	10	100	1202
Vietnam	67	4	26	3	100	1213

	Q14Bd. ASK SPLIT 2 ONLY: Has the increasing use of mobile phones had a good influence, a bad influence, or no influence at all on ____? d. education					
	Good influence	Bad influence	No influence at all	DK/Refused	Total	N=
Colombia	64	27	8	1	100	1242
India	67	18	5	10	100	1746
Jordan	68	27	5	0	100	1208
Kenya	75	18	4	3	100	1296
Lebanon	63	24	7	6	100	1227
Mexico	56	26	14	4	100	1062
Philippines	81	10	6	3	100	1249
South Africa	82	13	4	1	100	1287
Tunisia	48	39	12	1	100	1250
Venezuela	74	14	10	3	100	1202
Vietnam	56	14	27	3	100	1213

	Q14Be. ASK SPLIT 2 ONLY: Has the increasing use of mobile phones had a good influence, a bad influence, or no influence at all on ____? e. family cohesion					
	Good influence	Bad influence	No influence at all	DK/Refused	Total	N=
Colombia	52	35	13	1	100	1242
India	53	20	13	14	100	1746
Jordan	30	62	8	1	100	1208
Kenya	77	14	8	2	100	1296
Lebanon	20	70	9	1	100	1227
Mexico	45	37	16	2	100	1062
Philippines	78	10	10	2	100	1249
South Africa	69	18	11	2	100	1287
Tunisia	39	43	17	1	100	1250
Venezuela	74	15	9	2	100	1202
Vietnam	53	11	36	1	100	1213

	Q14Bf. ASK SPLIT 2 ONLY: Has the increasing use of mobile phones had a good influence, a bad influence, or no influence at all on ____? f. civility					
	Good influence	Bad influence	No influence at all	DK/Refused	Total	N=
Colombia	47	25	24	4	100	1242
India	40	28	12	20	100	1746
Jordan	15	70	13	2	100	1208
Kenya	69	14	12	5	100	1296
Lebanon	8	72	17	3	100	1227
Mexico	40	26	25	10	100	1062
Philippines	56	22	17	5	100	1249
South Africa	54	25	15	6	100	1287
Tunisia	55	27	15	3	100	1250
Venezuela	59	15	18	7	100	1202
Vietnam	43	13	40	3	100	1213

	Q14Bg. ASK SPLIT 2 ONLY: Has the increasing use of mobile phones had a good influence, a bad influence, or no influence at all on ____? g. our local culture					
	Good influence	Bad influence	No influence at all	DK/Refused	Total	N=
Colombia	57	20	19	4	100	1242
India	41	27	11	22	100	1746
Jordan	51	37	10	2	100	1208
Kenya	63	22	12	3	100	1296
Lebanon	39	40	15	5	100	1227
Mexico	54	23	18	5	100	1062
Philippines	62	13	18	7	100	1249
South Africa	56	26	15	3	100	1287
Tunisia	56	25	17	2	100	1250
Venezuela	63	14	18	6	100	1202
Vietnam	53	8	35	3	100	1213

	Q14Bh. ASK SPLIT 2 ONLY: Has the increasing use of mobile phones had a good influence, a bad influence, or no influence at all on ____? h. physical health					
	Good influence	Bad influence	No influence at all	DK/Refused	Total	N=
Colombia	32	40	25	3	100	1242
India	35	41	11	14	100	1746
Jordan	15	69	14	3	100	1208
Kenya	58	17	19	6	100	1296
Lebanon	10	71	16	3	100	1227
Mexico	30	36	30	4	100	1062
Philippines	38	41	16	4	100	1249
South Africa	61	18	16	4	100	1287
Tunisia	14	63	20	2	100	1250
Venezuela	46	21	27	6	100	1202
Vietnam	30	38	30	2	100	1213

	Q14Bi. ASK SPLIT 2 ONLY: Has the increasing use of mobile phones had a good influence, a bad influence, or no influence at all on ____? i. children in our country					
	Good influence	Bad influence	No influence at all	DK/Refused	Total	N=
Colombia	19	72	7	2	100	1242
India	36	49	6	10	100	1746
Jordan	7	90	3	0	100	1208
Kenya	28	67	4	1	100	1296
Lebanon	6	86	4	3	100	1227
Mexico	26	63	9	2	100	1062
Philippines	44	40	10	5	100	1249
South Africa	37	55	6	2	100	1287
Tunisia	12	81	6	1	100	1250
Venezuela	46	37	13	4	100	1202
Vietnam	25	62	12	1	100	1213

	Q19a. Do you think people should be concerned about _____ or not? [IF CONCERNED] And is that very concerned or only somewhat concerned? a. identity theft				
	Not concerned	Only somewhat concerned	Very concerned	DK/Refused	Total
Colombia	6	10	83	1	100
India	16	27	36	21	100
Jordan	17	17	64	1	100
Kenya	25	17	56	2	100
Lebanon	17	24	56	3	100
Mexico	5	14	80	1	100
Philippines	10	22	66	1	100
South Africa	10	11	78	2	100
Tunisia	9	20	70	1	100
Venezuela	18	14	66	1	100
Vietnam	19	28	50	2	100

	Q21a. ASK MOBILE PHONE USERS ONLY: How often _____ – frequently, occasionally, rarely, or never? a. do you have trouble paying for your mobile phone usage						
	Never	Rarely	Occasionally	Frequently	DK/Refused	Total	N=
Colombia	47	20	23	10	1	100	2332
India	51	11	24	8	5	100	3005
Jordan	42	9	26	22	1	100	2434
Kenya	20	39	17	24	0	100	2449
Lebanon	36	20	28	15	1	100	2272
Mexico	41	31	16	12	1	100	1857
Philippines	48	26	19	6	0	100	1969
South Africa	49	13	20	16	1	100	2365
Tunisia	38	22	27	13	0	100	2442
Venezuela	35	21	23	20	1	100	2074
Vietnam	48	22	23	7	1	100	2475

	Q21b. ASK MOBILE PHONE USERS ONLY: How often _____ – frequently, occasionally, rarely, or never? b. do you have problems getting a reliable mobile connection						
	Never	Rarely	Occasionally	Frequently	DK/Refused	Total	N=
Colombia	28	24	28	18	1	100	2332
India	43	11	24	13	8	100	3005
Jordan	34	13	30	23	1	100	2434
Kenya	21	41	14	23	1	100	2449
Lebanon	10	12	37	40	1	100	2272
Mexico	28	37	16	18	1	100	1857
Philippines	24	25	29	22	1	100	1969
South Africa	37	17	24	19	3	100	2365
Tunisia	19	24	37	20	0	100	2442
Venezuela	24	22	20	31	4	100	2074
Vietnam	38	19	28	12	3	100	2475

	Q21c. ASK MOBILE PHONE USERS ONLY: How often _____ – frequently, occasionally, rarely, or never? c. do you use multiple SIM cards these days as a way to save money						
	Never	Rarely	Occasionally	Frequently	DK/Refused	Total	N=
Colombia	66	15	12	7	0	100	2332
India	59	10	17	8	6	100	3005
Jordan	79	8	8	4	1	100	2434
Kenya	26	26	16	32	0	100	2449
Lebanon	73	11	9	3	4	100	2272
Mexico	62	23	7	7	1	100	1857
Philippines	63	20	11	5	1	100	1969
South Africa	60	9	12	18	1	100	2365
Tunisia	60	17	14	8	0	100	2442
Venezuela	67	13	8	10	2	100	2074
Vietnam	63	16	14	7	0	100	2475

	Q21d. ASK MOBILE PHONE USERS ONLY: How often _____ – frequently, occasionally, rarely, or never? d. do you have trouble finding a place to charge your mobile phone's battery						
	Never	Rarely	Occasionally	Frequently	DK/Refused	Total	N=
Colombia	38	25	21	16	0	100	2332
India	56	12	21	8	4	100	3005
Jordan	63	11	15	11	1	100	2434
Kenya	37	33	10	19	0	100	2449
Lebanon	35	25	26	13	0	100	2272
Mexico	39	33	12	15	1	100	1857
Philippines	40	27	22	11	0	100	1969
South Africa	62	12	13	12	0	100	2365
Tunisia	38	22	23	17	0	100	2442
Venezuela	34	30	19	15	1	100	2074
Vietnam	44	23	24	9	0	100	2475

	Q21e. ASK MOBILE PHONE USERS ONLY: How often _____ – frequently, occasionally, rarely, or never? e. is the information you want or need online not available in your preferred language						
	Never	Rarely	Occasionally	Frequently	DK/Refused	Total	N=
Colombia	41	28	21	8	3	100	2332
India	39	11	16	11	23	100	3005
Jordan	63	16	14	4	3	100	2434
Kenya	34	29	11	19	7	100	2449
Lebanon	42	21	21	11	4	100	2272
Mexico	36	39	13	10	1	100	1857
Philippines	43	26	21	9	1	100	1969
South Africa	46	12	14	23	4	100	2365
Tunisia	41	22	23	8	6	100	2442
Venezuela	52	23	12	9	4	100	2074
Vietnam	47	18	25	8	3	100	2475

	Q21f. ASK MOBILE PHONE USERS ONLY: How often _____ — frequently, occasionally, rarely, or never? f. do you avoid doing things you want to do on your mobile phone because those things use too much mobile data						Total	N=
	Never	Rarely	Occasionally	Frequently	DK/Refused			
Colombia	35	21	26	16	2	100	2332	
India	41	10	17	9	22	100	3005	
Jordan	47	9	25	17	2	100	2434	
Kenya	23	30	16	27	4	100	2449	
Lebanon	20	13	28	38	2	100	2272	
Mexico	29	31	15	24	1	100	1857	
Philippines	32	26	26	16	1	100	1969	
South Africa	35	11	22	28	4	100	2365	
Tunisia	43	15	22	18	3	100	2442	
Venezuela	37	22	17	20	5	100	2074	
Vietnam	43	16	29	10	2	100	2475	

	Q27a. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. a. the cost of data is too expensive				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	37	61	2	100	155
India	7	66	27	100	500
Jordan	27	73	1	100	67
Kenya	27	63	10	100	59
Lebanon	26	69	4	100	170
Mexico	45	53	3	100	363
Philippines	19	75	6	100	518
South Africa	31	64	5	100	101
Tunisia	63	33	4	100	90
Venezuela	50	49	2	100	400
Vietnam	27	73	0	100	25

	Q27b. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. b. the cost of a mobile device is too high				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	52	46	2	100	155
India	30	65	5	100	500
Jordan	52	47	1	100	67
Kenya	45	55	0	100	59
Lebanon	36	62	3	100	170
Mexico	59	38	3	100	363
Philippines	42	56	2	100	518
South Africa	49	49	2	100	101
Tunisia	71	26	3	100	90
Venezuela	89	10	0	100	400
Vietnam	34	66	0	100	25

	Q27c. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. c. you can't read well enough to use a mobile phone				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	30	70	0	100	155
India	49	44	6	100	500
Jordan	27	72	1	100	67
Kenya	20	80	0	100	59
Lebanon	45	51	4	100	170
Mexico	31	68	1	100	363
Philippines	23	75	2	100	518
South Africa	29	66	4	100	101
Tunisia	40	60	0	100	90
Venezuela	10	89	0	100	400
Vietnam	32	68	0	100	25

	Q27d. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. d. there is no mobile phone service where you live				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	17	83	0	100	155
India	5	85	10	100	500
Jordan	0	96	4	100	67
Kenya	18	80	2	100	59
Lebanon	2	95	3	100	170
Mexico	29	71	1	100	363
Philippines	18	79	2	100	518
South Africa	19	79	2	100	101
Tunisia	31	66	3	100	90
Venezuela	13	86	1	100	400
Vietnam	12	88	0	100	25

	Q27e. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. e. mobile phones are too complicated to use				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	41	58	2	100	155
India	41	52	7	100	500
Jordan	25	72	2	100	67
Kenya	33	63	4	100	59
Lebanon	52	45	3	100	170
Mexico	58	40	2	100	363
Philippines	32	65	2	100	518
South Africa	46	54	0	100	101
Tunisia	44	55	1	100	90
Venezuela	20	80	0	100	400
Vietnam	48	52	0	100	25

	Q27f. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. f. you are not allowed to get a mobile phone				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	6	93	1	100	155
India	13	77	10	100	500
Jordan	14	85	1	100	67
Kenya	12	88	0	100	59
Lebanon	5	93	2	100	170
Mexico	17	80	3	100	363
Philippines	13	84	3	100	518
South Africa	11	87	2	100	101
Tunisia	33	65	2	100	90
Venezuela	5	95	0	100	400
Vietnam	9	91	0	100	25

	Q27g. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. g. you are worried it might get stolen				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	43	56	0	100	155
India	16	75	9	100	500
Jordan	6	94	1	100	67
Kenya	24	73	3	100	59
Lebanon	3	93	4	100	170
Mexico	47	51	1	100	363
Philippines	18	78	4	100	518
South Africa	52	45	2	100	101
Tunisia	37	63	0	100	90
Venezuela	42	57	1	100	400
Vietnam	24	76	0	100	25

	Q27h. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. h. you are worried about the security of your information				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	35	61	4	100	155
India	6	75	19	100	500
Jordan	4	95	1	100	67
Kenya	31	66	3	100	59
Lebanon	3	90	8	100	170
Mexico	54	43	3	100	363
Philippines	26	71	4	100	518
South Africa	32	65	3	100	101
Tunisia	49	48	2	100	90
Venezuela	21	77	2	100	400
Vietnam	15	85	0	100	25

	Q27i. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. i. someone in your family already has one				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	37	61	1	100	155
India	56	39	6	100	500
Jordan	47	53	0	100	67
Kenya	43	57	0	100	59
Lebanon	49	49	2	100	170
Mexico	44	55	1	100	363
Philippines	59	39	2	100	518
South Africa	47	52	1	100	101
Tunisia	48	52	0	100	90
Venezuela	13	85	2	100	400
Vietnam	72	28	0	100	25

	Q27j. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. j. there are no apps or websites available in your language				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	11	86	2	100	155
India	3	70	26	100	500
Jordan	5	95	1	100	67
Kenya	15	80	5	100	59
Lebanon	4	89	7	100	170
Mexico	22	74	4	100	363
Philippines	12	81	7	100	518
South Africa	17	78	6	100	101
Tunisia	42	53	6	100	90
Venezuela	4	95	1	100	400
Vietnam	3	97	0	100	25

	Q27k. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. k. you don't need one				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	30	68	1	100	155
India	61	34	4	100	500
Jordan	33	66	1	100	67
Kenya	29	71	0	100	59
Lebanon	64	35	1	100	170
Mexico	44	55	2	100	363
Philippines	39	58	3	100	518
South Africa	41	58	2	100	101
Tunisia	49	51	0	100	90
Venezuela	13	86	1	100	400
Vietnam	71	29	0	100	25

	Q27I. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Please tell me whether any of the following items are reasons why you do not currently have a mobile phone. I. you can already access the internet in other ways				
	Yes, this is a reason	No, this is not a reason	DK/Refused	Total	N=
Colombia	17	82	1	100	155
India	5	71	24	100	500
Jordan	4	96	1	100	67
Kenya	16	78	6	100	59
Lebanon	7	89	4	100	170
Mexico	29	66	5	100	363
Philippines	15	77	7	100	518
South Africa	28	65	8	100	101
Tunisia	32	65	3	100	90
Venezuela	21	78	1	100	400
Vietnam	7	90	3	100	25

	Q28. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Which of these reasons is your most important reason for not having a mobile phone?														Total	N=
	The cost of data is too expensive	The cost of a mobile device is too high	You can't read well enough to use a mobile phone	There is no mobile phone service where you live	Mobile phones are too complicated to use	You are not allowed to get a mobile phone	You are worried it might get stolen	You are worried about the security of your information	Someone in your family already has one	There are no apps or websites available in your language	You don't need one	You can already access the internet in other ways	DK/Refused			
Colombia	3	32	15	3	13	0	14	4	12	0	2	4	0	100	115	
India	0	11	18	1	16	3	1	1	23	1	25	0	1	100	394	
Jordan	0	42	18	0	4	7	0	0	14	0	15	0	0	100	47	
Kenya	2	41	12	0	11	1	18	5	6	2	2	0	0	100	33	
Lebanon	4	14	23	0	10	2	0	0	14	0	33	1	0	100	129	
Mexico	6	22	6	10	15	1	5	9	10	0	13	4	0	100	319	
Philippines	3	17	12	4	8	1	1	5	30	0	19	0	0	100	346	
South Africa	9	13	15	1	8	2	9	9	11	3	14	2	5	100	71	
Tunisia	6	27	7	2	6	8	6	10	15	1	6	4	2	100	74	
Venezuela	6	68	1	1	6	0	10	2	1	0	4	1	0	100	308	
Vietnam	0	6	8	0	12	0	0	0	50	0	24	0	0	100	21	

	Q29. ASK ONLY THOSE WITHOUT MOBILE PHONE ACCESS: Would you like to get a mobile phone in the future, or is that not something you're interested in?				
	Yes, would like to get a mobile phone	No, not interested in getting mobile phone	DK/Refused	Total	N=
Colombia	61	39	0	100	155
India	31	68	1	100	500
Jordan	73	25	2	100	67
Kenya	82	18	0	100	59
Lebanon	9	85	6	100	170
Mexico	41	59	0	100	363
Philippines	35	65	1	100	518
South Africa	65	34	0	100	101
Tunisia	52	48	0	100	90
Venezuela	86	14	0	100	400
Vietnam	20	80	0	100	25

	Q49a. Have there been times during the last year when you did not have enough money ____ – yes or no? a. to buy food your family needed				
	Yes	No	Does not apply to me [VOL]	DK/Refused	Total
Colombia	52	47	1	0	100
India	41	57	2	1	100
Jordan	45	55	0	0	100
Kenya	58	42	0	0	100
Lebanon	19	77	2	1	100
Mexico	50	50	0	1	100
Philippines	72	28	0	0	100
South Africa	56	42	2	0	100
Tunisia	43	54	3	0	100
Venezuela	78	22	0	0	100
Vietnam	24	76	0	0	100

	Q49b. Have there been times during the last year when you did not have enough money ____ – yes or no? b. to pay for medical and health care your family needed				
	Yes	No	Does not apply to me [VOL]	DK/Refused	Total
Colombia	48	50	2	0	100
India	49	48	2	1	100
Jordan	53	47	0	0	100
Kenya	60	40	0	0	100
Lebanon	41	56	2	1	100
Mexico	55	43	1	0	100
Philippines	75	25	0	0	100
South Africa	54	43	3	0	100
Tunisia	56	41	3	0	100
Venezuela	80	19	0	1	100
Vietnam	32	67	1	0	100

	Q49c. Have there been times during the last year when you did not have enough money ____ – yes or no? c. to buy clothing your family needed				
	Yes	No	Does not apply to me [VOL]	DK/Refused	Total
Colombia	61	38	1	0	100
India	42	55	2	1	100
Jordan	58	42	0	0	100
Kenya	63	36	0	0	100
Lebanon	32	65	2	2	100
Mexico	57	42	0	1	100
Philippines	69	30	0	0	100
South Africa	61	37	2	0	100
Tunisia	56	41	3	0	100
Venezuela	87	12	0	0	100
Vietnam	26	73	0	0	100

	Q49d. Have there been times during the last year when you did not have enough money ____ – yes or no? d. to buy mobile data				
	Yes	No	Does not apply to me [VOL]	DK/Refused	Total
Colombia	47	43	9	0	100
India	20	50	21	9	100
Jordan	57	38	4	0	100
Kenya	59	37	3	1	100
Lebanon	31	57	10	2	100
Mexico	51	40	9	1	100
Philippines	41	52	6	1	100
South Africa	53	37	10	0	100
Tunisia	47	49	4	0	100
Venezuela	47	47	0	6	100
Vietnam	22	74	4	0	100

	Q51. Can you read at least some English – yes or no?			
	Yes	No	DK/Refused	Total
Colombia	37	63	0	100
India	42	58	0	100
Jordan	62	36	2	100
Kenya	81	19	0	100
Lebanon	58	42	0	100
Mexico	34	66	0	100
Philippines	89	11	0	100
South Africa	88	12	0	100
Tunisia	38	62	0	100
Venezuela	38	62	0	100
Vietnam	32	68	1	100