

# **DIGITAL 2022**

### **SRI LANKA**

THE ESSENTIAL GUIDE TO THE LATEST CONNECTED BEHAVIOURS

are social

## we are. KEPIOS social

### PARTNERS THAT MAKE THE GLOBAL DIGITAL REPORTS SERIES POSSIBLE



FIND THOUSANDS OF REPORTS EXPLORING DIGITAL TRENDS IN EVERY COUNTRY IN THE WORLD IN OUR FREE ONLINE LIBRARY:

## DATAREPORTAL.COM/LIBRARY



## **IMPORTANT NOTES ON COMPARING DATA**

The findings published in this report use the latest data available at the time of production. This may include revised figures for historical data points that were not available when we published previous reports in the Global Digital Reports series. From time to time, we may also change the data sources that we use to inform specific data points, and we may also change how we calculate certain values. Similarly, our data partners may change the ways in which they source, calculate, or report the data that they share with us. As a result, findings published in this report may not correlate with findings published in our previous reports, especially where such findings represent change over time (e.g. annual growth). Where we report figures for change over time, such figures will use the latest available data, so we recommend using the values published in this report, rather than trying to recalculate such values using data from previous reports. Wherever we're aware of the potential for historical mismatches, we've included a note on comparability in the footnotes of each relevant slide. Please read these advisories carefully to understand how data sources or calculations have changed since previous reports, and beware of making any comparisons with historical data. In addition to changes in data sources and calculations, please note that social media user numbers may not represent unique individuals. This is because some people may manage multiple social media accounts, and because some social media accounts may represent 'non-human' entities (e.g. businesses, animals, bands, etc.). As a result, the figures we publish for social media users may exceed the figures we publish for total population or for internet users. This may seem counter-intuitive, but such differences do not represent mistakes. For more information, please read our notes on data variance, mismatches, and curiosities: https://datareportal.com/notes-on-data.



## **GLOBAL HEADLINES**



## **GLOBAL DIGITAL HEADLINES**

OVERVIEW OF THE ADOPTION AND USE OF CONNECTED DEVICES AND SERVICES AT A WORLDWIDE LEVEL





## **INTERNET ADOPTION**

INTERNET USERS AS A PERCENTAGE OF TOTAL POPULATION





### SHARE OF GLOBAL INTERNET USERS

#### INTERNET USERS AS A PERCENTAGE OF TOTAL GLOBAL INTERNET USERS





## SOCIAL MEDIA USERS vs. TOTAL POPULATION

FEB 2022

ACTIVE SOCIAL MEDIA USERS AS A PERCENTAGE OF THE TOTAL POPULATION (NOTE USERS MAY NOT REPRESENT UNIQUE INDIVIDUALS)





SOURCES: KEPIOS ANALYSIS; COM INNY ADVERTISING RESOURCES AND ANNOUNCEMENTS; CONIC, TECHRASA; OCDH. ADVISORY: SOCIAL MEDIA USERS MAY NOT REPRESENT UNIQUE INDIVIDUALS NOTES: DOES NOT INCLUDE DATA FOR SUDAN OR SYMA. REGIONS BASED ON THE UNITED NATIONS (SECRETIENCE COMPARIABILITY: SOCIAL MEDIA USERS MAY NOT REPRESENT UNIQUE INDIVIDUALS

#### **SHARE OF GLOBAL SOCIAL MEDIA USERS** FEB 2022

ACTIVE SOCIAL MEDIA USERS IN EACH REGION AS A PERCENTAGE OF TOTAL GLOBAL ACTIVE SOCIAL MEDIA USERS



SOURCES: KEPIOS ANALYSIS: COMPANY ADVERTISING RESOURCES AND ANNOUNCEMENTS; CNNIC: TECHRASA: O'CDH. ADVISORY: SOCIAL MEDIA USERS M/W NOT REPRESENT UNIQUE INDIVIDUALS

### **MOBILE CONNECTIVITY**

CELLULAR MOBILE CONNECTIONS COMPARED WITH TOTAL POPULATION





#### **EXPLORE OUR COMPLETE COLLECTION OF DIGITAL 2022 GLOBAL DATA**



CLICK HERE TO READ OUR FLAGSHIP DIGITAL 2022 GLOBAL OVERVIEW REPORT, PACKED WITH ALL THE NUMBERS YOU NEED TO MAKE SENSE OF THE CURRENT STATE OF DIGITAL CLICK HERE TO READ OUR DIGITAL 2022 LOCAL COUNTRY HEADLINES REPORT, WITH ESSENTIAL STATS FOR DIGITAL ADOPTION IN EVERY COUNTRY AROUND THE WORLD

#### PARTNER CONTENT

NOTAL2022 INOTAL2022 I

E ARE SOCIAL

#### THINK FORWARD 2022

#### BRAVE NEW WORLDS

You've heard about the metaverse, right? Actually, 87% of social media users globally haven't. But does that even matter, when businesses from Facebook to Fortnite are vying to stake their claim in it? What about web3? Or blockchain? Do you know what an NFT is?

As we've renegotiated our relationship with digital in the wake of Covid-19, from the fringes of the internet, a wealth of new terms have become mainstays in the marketing press and mainstream media alike, rushing to alleviate the tensions of our new reality.

We're at a tipping point, and the gold rush is in full swing.

We're stepping into Brave New Worlds.

In the seventh issue of our annual report <u>Think Forward</u>, we unpick the complex and ever-changing web of digital culture and behaviour, and explore the role brands can play in reflecting and shaping it.

The report was informed by ongoing intelligence from our global Cultural Insights team, and supported by a survey of 3,000 people aged 18+ who use social media daily from the US, UK, France, Italy, China and Australia.



#### THE TRENDS

1. IN-FEED SYLLABUSES SOCIAL IS BEING REPURPOSED AS A SPACE FOR SELF-DIRECTED LEARNING

2. THE VIBE ECONOMY THE CURATION OF MOODS AND FEELINGS HAS BECOME A COVETED CREATIVE SKILL

3. PRIME TIME PLATFORMS SOCIAL HAS LEVELLED UP FROM ITS ROLE AS A SECOND SCREEN

4. SOCIAL CYNICISM CREATORS ARE FIGHTING TO OVERCOME THE TROPES OF SOCIAL

5. NEW MATERIALISTS PEOPLE ARE INVESTING IN DIGITAL CONTENT AND CREATIVITY







### **ESSENTIAL DIGITAL HEADLINES**

OVERVIEW OF THE ADOPTION AND USE OF CONNECTED DEVICES AND SERVICES







## DIGITAL GROWTH

CHANGE IN THE USE OF CONNECTED DEVICES AND SERVICES OVER TIME







## **POPULATION ESSENTIALS**

DEMOGRAPHICS AND OTHER KEY INDICATORS





## **POPULATION OVER TIME**



TOTAL POPULATION AND YEAR-ON-YEAR CHANGE

FEB 2022



SOURCES: UNITED NATIONS; U.S. CENSUS BUREAU, LOCAL GOVERNMENT AUTHORITES; KEPIOS ANALYSIS. NOTE: WHERE LETTERS ARE SHOWN NEXT TO FIGURES ABOVE BARS, "K" DENOTES THOUSANDS

#### FEB POPULATION BY AGE SHARE OF THE TOTAL POPULATION BY AGE GROUP







## INTERNET



## **OVERVIEW OF INTERNET USE**

ESSENTIAL INDICATORS OF INTERNET ADOPTION AND USE







SOURCES: KEPIOS ANALYSIS; ITU; GSMA INTELLIGENCE; EUROSTAT; GWI; GA WORLD FACTBOOK; CNNIC; APUILLOCAL GOVERNMENT AUTHORTIES; COMPANY ADVERTISING RESOLRCES; UNITED NATIONS



### **INTERNET USERS OVER TIME**

NUMBER OF INTERNET USERS AND YEAR-ON-YEAR CHANGE





SOURCES: KEPIOS ANALYSIS, ITU, GS MA INTELLIGENCE; EUROSTAT, GW; CIA WORLD FACTBOOK; ONNIC, APUIL LOCAL GOVERNMENT AUTHORITIES. NOTE: WHERE LETTERS ARE SHOWN NEXT TO REQUEST.



### **INTERNET USER PERSPECTIVES**

INTERNET USER NUMBERS PUBLISHED BY DIFFERENT SOURCES



INTERNET USERS: ITU



7.54 MILLION

vs. POPULATION 35.0%

INTERNET USERS: CIA WORLD FACTBOOK



7.54 MILLION

vs. POPULATION 35.0%

INTERNET USERS: INTERNETWORLDSTATS



7.97 MILLION

 $\langle \langle \rangle$ 

vs. POPULATION **37.0%** 

SOURCES: AS STATED ABOVE EACH YOON, NOTES: WHERE SOURCES PUBLISH INTERNET ADOPTION AS A PERCENTAGE (I.E. PENETRATION), WE COMPARE THELATEST PUBLISHED ADOPTION RATES IN EACH YOU BE LISTED ADOPTION RATES ADOPTI

## **INTERNET ACCESS IN PERSPECTIVE**

ACCESS TO THE INTERNET IN THE CONTEXT OF ACCESS TO OTHER LIFE ESSENTIALS, AS A PERCENTAGE OF TOTAL POPULATION





## **INTERNET CONNECTION SPEEDS**

MEDIAN DOWNLOAD SPEEDS (IN MEGABITS PER SECOND) OF MOBILE AND FIXED INTERNET CONNECTIONS







## SHARE OF WEB TRAFFIC BY DEVICE

FEB 2022

PERCENTAGE OF TOTAL WEB PAGES SERVED TO WEB BROWSERS RUNNING ON EACH KIND OF DEVICE





SOURCE: STATCOUNTER: NOTES: FIGURES REPRESENT THE NUMBER OF WEB PAGES SERVED TO BROWSERS RUNNING ON EACH TYPE OF DEVICE COMPARED WITH THE TOTAL NUMBER OF WEB PAGES SERVED.

### SHARE OF WEB TRAFFIC BY BROWSER

PERCENTAGE OF TOTAL WEB PAGES SERVED TO EACH BRAND OF WEB BROWSER RUNNING ON ANY DEVICE

SAFARI









TERIOS

D

YEAR-ON-YEAR CHANGE +86.1% (+378 BPS)

UC BROWSER

6

2.02%

YEAR-ON-YEAR CHANGE

-33.6% (-102 BPS)





D

YEAR-ON-YEAR CHANGE -58.4% (-45 BPS)

### **MOST-VISITED WEBSITES: ALEXA RANKING**

RANKING OF THE MOST-VISITED WEBSITES ACCORDING TO ALEXA INTERNET, BASED ON TOTAL MONTHLY WEBSITE TRAFFIC



#	WEBSITE	TIME PER DAY	PAGES PER DAY
01	GOOGLE.COM	17M 26S	18.49
02	YOUTUBE.COM	19M 22S	10.53
03	FACEBOOK.COM	17M 46S	8.56
04	GOOGIE.LK	06M 09S	7.59
05	DARAZ.LK	07M 385	6.03
06	ZOOM.US	06M 27S	3.52
07	HIRUFM.LK	06M 51S	3.60
08	IKMAN.LK	10M 07S	8.85
09	HIRUNEWS.LK	12M 05S	4.80
10	ALIEXPRESS.COM	09M 39S	7.99

#	WEBSITE	TIME PER DAY	PAGES PER DAY
11	EBAY.COM	09M 55S	7.81
12	ADADERANA.LK	05M 57S	3.48
13	GOSSIPLANKANEWS.LK	05M 02S	3.40
14	WIKIPEDIA.ORG	03M 39S	3.05
15	УАНОО.СОМ	05M 16S	4.88
16	SAMPATHVISHWA.COM	D7M 155	1.57
17	AMAZON.COM	1 1M 18S	10.22
18	CANVA.COM	07M 44S	4.55
19	ESPNCRICINFO.COM	06M 185	3.77
20	FIVERR.COM	1 1M 14S	6.77



SOURCE: ALEXA INTERNET, USING RIGURES PUBLISHED IN DECEMBER 2021 NOTES: ALEXA INTERNET IS THE NAME OF AMAZON'S INSIGHTS ARM, AND DATA SHOWN HERE ARE NOT RESTRICTED TO ACTIVITIES. ON ALEXA NOVCE PLATEORIAS, "TIME REPORTS PUBLISHED IN ADVERTIGE AVERAGE DATIVIA MOUNT CETIME THAT GROBAL VISTORS SPEND ON FACH DOMAIN, MEASURED IN MINUTES AND SECONDS, "PAGES

## SEARCH ENGINE MARKET SHARE

PERCENTAGE OF TOTAL WEB TRAFFIC REFERRED BY SEARCH ENGINES THAT ORIGINATED FROM EACH SEARCH SERVICE





## **TOP GOOGLE SEARCHES**

QUERIES WITH THE GREATEST VOLUME OF GOOGLE SEARCH ACTIVITY BETWEEN 01 JANUARY 2021 AND 31 DECEMBER 2021



#	SEARCH QUERY	INDEX
01	SRI LANKA	100
02	GOOGIE	37
03	TRANSLATE	35
04	YOUTUBE	27
05	GOOGIE TRANSLATE	22
06	FACEBOOK	21
07	WHATSAPP	19
08	ENGLISH TO SINHALA	18
09	GOSSIP	15
10	GOSSIP LANKA	13

#	SEARCH QUERY	INDEX
11	WHATSAPP WEB	10
12	FB	10
13	IKMAN.LK	9
14	DIALOG	9
15	FUCK	8
16	CAR	8
17	TRANSLATE TO SINHALA	7
18	WALLPAPER	7
19	TRANSLATE ENGLISH TO SINHALA	7
20	WEATHER	6



SOURCE: GOLOGIE TRENDS, BASED ON SEARCHES CONDUCTED BETWEEN 01 JANUARY 2021 AND 31 DECEMBER 2021. NOTES: ANY SPELING ERRORS OR LANGUAGE IN DISTRICTED BETWEEN 01 JANUARY 2021 AND 31 DECEMBER 2021. NOTES: ANY SPELING ERRORS OR LANGUAGE IN DISTRICT DI DISTRICT DISTRICT DISTRICT DISTRICT DISTRICT DISTRICT DISTRI



## **SOCIAL MEDIA**

## **OVERVIEW OF SOCIAL MEDIA USE**

HEADLINES FOR SOCIAL MEDIA ADOPTION AND USE (NOTE USERS MAY NOT REPRESENT UNIQUE INDIVIDUALS)







## SOCIAL MEDIA USERS OVER TIME

NUMBER OF SOCIAL MEDIA USERS AND YEAR-ON-YEAR CHANGE





SOURCES: KEPIOS ANALYSIS, COMBANY ADVERTISING RESOURCES AND EARNING S ANNOUN CEMENTS. NOTE: WHERE LETTERS ARE SHOWN NEXT TO FIGURES ABOVE BARS, "K" DENOTES THOUSANDS (E.G. 1) 23 M" + 1 230 000, 001, WHERE NO LETTER IS RESENT, VALUES ARE SHOWN A S IS ADVISORY.



## WEB TRAFFIC REFERRALS FROM SOCIAL MEDIA

FEB 2022

SHARE OF WEB TRAFFIC ARRIVING ON THIRD-PARTY WEBSITES VIA CLICKS OR TAPS ON LINKS PUBLISHED IN SOCIAL MEDIA PLATFORMS (ANY DEVICE)





SOURCE: STATC OUNTER, NOTES: SHARE DOES NOT INCLUDE TRAFFIC FROM MESSENGER PLATFORMS, DATA ARE ONLY AVAILABLE FOR A SELECTION OF PLATFORMS, AND PERCENTAGES REFLECT SHARE OF



## **SOCIAL MEDIA PLATFORMS**


### **CHANGES IN META'S DATA REPORTING**

In Q4 2021, Meta made some important changes to how its self-service tools report the potential advertising reach of its platforms, including a move to publishing audience figures as a range instead of as an absolute number. Our analysis suggests that Meta also revised its base data, resulting in some important corrections to published audience figures for Facebook and Messenger. As a result, we are currently unable to provide any figures for changes over time in these platforms' audiences, and we advise readers **not to compare** the advertising audience figures for Facebook and Messenger contained within this report with figures published for those platforms in previous reports. For more information, please read our complete notes on data variance, potential mismatches, and curiosities: https://datareportal.com/notes-on-data.

# FACEBOOK: ADVERTISING AUDIENCE OVERVIEW

THE POTENTIAL AUDIENCE THAT MARKETERS CAN REACH WITH ADS ON FACEBOOK





## **DEVICES USED TO ACCESS FACEBOOK**

PERCENTAGE OF FACEBOOK'S ADVERTISING AUDIENCE THAT USES EACH DEVICE TO ACCESS THE PLATFORM, EITHER VIA AN APP OR A WEB BROWSER





## FACEBOOK ACTIVITY FREQUENCY

THE NUMBER OF TIMES A "TYPICAL" USER AGED 18+ PERFORMS EACH ACTIVITY ON FACEBOOK





SOLIDOR: META'S ADVERTISING RESOLIDORS, RASED ON DATA REBUSHED IN LINE 2021: NOTE: BOLIDES REBESENT METHAN VALUES FOR ACTIVE FACER OOK LISERS, AGED 1R AND AROVE "A DS" MAY INCIDE



# YOUTUBE: ADVERTISING AUDIENCE OVERVIEW

THE POTENTIAL AUDIENCE THAT MARKETERS CAN REACH WITH ADS ON YOUTUBE





SOURCES: GOOGLE'S ADVERTISING RESOURCES; KEPIOS ANALYSIS, ADVISORY: AUDIENCE FIGURES MAY NOT REPRESENT UNIQUE INDIVIDUALS, AND MAY NOT MATCH EQUIVALENT FIGURES FOR THE TOTAL ACTIVE LISER BASE, NOTES: DATA ARE NOT AVAILABLE FOR ALL ADVAILABLE FOR AND ACE DATA FOR



# **TOP YOUTUBE SEARCHES**

QUERIES WITH THE GREATEST VOLUME OF YOUTUBE SEARCH ACTIVITY BETWEEN 01 JANUARY 2021 AND 31 DECEMBER 2021



#	SEARCH QUERY	INDEX
01	SONG	100
02	SONGS	68
03	TAMIL MOVIE	23
04	SONGS SINHALA	17
05	NEW SONG	16
06	TAMIL FULL MOVIE	16
07	TAMIL SONGS	14
08	SINHALA SONG	14
09	CARTOON	13
10	NADAGAM KARAYO	12

#	SEARCH QUERY	INDEX
11	TAMILSONG	11
12	NADAGAM KARAYO TELEDRAMA	11
13	TAMIL MOVIES	10
14	FILM	10
15	BTS	10
16		9
17	VINI	9
18	NADAGAMKARAYO	8
19	RAP	8
20	ТІК ТОК	8



FEB

2022

SOURCE: GOOGLE TRENDS, BASED ON SEARCHES CONDUCTED ON YOUTUBE BETWEEN 01 JANUARY 2021 AND 31 DECEMBER 2021. NOTE: ANY SPELLING ERRORS OR LANGUAGE INCONSISTENCIES IN SEARCH OLIEPIES ARE AS PUBLISHED BY COOCHE TRENDS, AND ARE SHOWN "AS IS", TO ENABLEP EADERS TO IDENTIFY POTENTIAL CHANGES IN HOW IF OIR E ENTER WRITTEN LANCINGE IN OCONSISTENCIES.



# **INSTAGRAM: ADVERTISING AUDIENCE OVERVIEW**

THE POTENTIAL AUDIENCE THAT MARKETERS CAN REACH WITH ADS ON INSTAGRAM







SOURCES: META'S ADVERTISING RESOURCES: KEP/OS ANALYSIS. ADVISORY: AUDIENCE FIGURES MAY NOT RERESENT UNIQUE INDIVIDUALS, AND MAY NOT MATCHEQUIVALENT REQUESTS FOR THE TOTAL ACTIVE USER BASE REQUESTS FOR REACHING RESOURCES, KEP/OS ANALYSIS. ADVISORY: AUDIENCE FIGURES MAY EXCEED 100% OF FOUND WATE AND EAKE ACTIVITIES OF ANY EXCEED 100% OF FOUND WATE AND EAKE ANY EXCEED 100% OF FOUND WATE AND EAKE AND EA



# **MESSENGER: ADVERTISING AUDIENCE OVERVIEW**

THE POTENTIAL AUDIENCE THAT MARKETERS CAN REACH WITH ADS ON FACEBOOK MESSENGER





SOURCE: META'S ADVERTISING RESOURCES. ADVISORY: AUDIENCE FIGURES MAY NOT REPRESENT UNIQUE INDIVIDUALS, AND MAY NOT MATCH EQUIVALENT FIGURES FOR THE TOTAL ACTIVE USER BASE SOLVE METSENICER AD ECRIMENTRY UNIXANABLE IN AUSTRALIA, CANADA REANCE AND THE UNITED STATES, AND THIS MAYHAVE A SICALIECTANT IMPOCT ON POTENTIAL ADVERTISING FEA



# LINKEDIN: ADVERTISING AUDIENCE OVERVIEW







# **TWITTER: ADVERTISING AUDIENCE OVERVIEW**

THE POTENTIAL AUDIENCE THAT MARKETERS CAN REACH WITH ADS ON TWITTER





SOURCES: TWITTER'S ADVERTISING RESOURCES, REPLOS ANALYSIS, ADVISORY: AUDIENCE FIGURES MAY NOT REPRESENT UNIQUE INDIVIDUALS, AND MAY NOT MATCH EQUIVALENT FIGURES FOR THE TOTAL ACTIVE USER BASE, BIOLINES FOR REACH 44, BORING AND REACH 44, BUTERNET, USERS, MAY EXCEED 100%, DUE TO DURING ATE AND EAKE ACCOUNTS, DIE ANS BUDATA REPORTING, AND DIREPENCES.



# MOBILE

# MOBILE CONNECTIVITY

USE OF MOBILE PHONES AND DEVICES THAT CONNECT TO CELLULAR NETWORKS





#### **CELLULAR MOBILE CONNECTIONS OVER TIME** 2022

NUMBER OF CELLULAR MOBILE CONNECTIONS AND YEAR-ON-YEAR CHANGE

FEB







#### AFFORDABILITY OF MOBILE INTERNET ACCESS FEB 2022

THE COST OF BUYING A SMARTPHONE HANDSET AND 1GB OF CELLULAR MOBILE DATA, AND COMPARISONS WITH AVERAGE MONTHLY INCOME





## SHARE OF MOBILE WEB TRAFFIC BY MOBILE OS

PERCENTAGE OF WEB PAGE REQUESTS ORIGINATING FROM MOBILE HANDSETS RUNNING EACH MOBILE OPERATING SYSTEM





SOURCE: STATCOUNTER, NOTES: FIGURES REPRESENT THE NUMBER OF WEB PAGES SERVED TO BROWSERS ON MOBILE PHONES RUNNING EACH OPERATING SYSTEM COMPARED WITH THE TOTAL NUMBER OF WER PAGES SERVED TO MOBILE BROWSERS IN MOVEMENT 2021, BOURDS FOR SAMSUNG OF REER ONLY TO THOSE DEVICES RUNNING OR ATING SYSTEMS DEVICES RUNNING FOR ATING SYSTEMS DEVICES RUNNING



# ECOMMERCE

## **FINANCIAL INCLUSION FACTORS**

PERCENTAGE OF THE POPULATION AGED 15+ THAT OWNS OR USES EACH PRODUCT OR SERVICE





SOURCE: WORLD BANK, NOTES: SOME FIGURES HAVE NOT BEEN UPDATED IN THE PASTYE AR, SO MAY BE LESS REPRESENTATIVE OF CURRENT BEHAVIOURS. PERCENTAGES ARE OF ADULTS AGED 15 AND ABOVE,



# **MORE INFORMATION**

FIND THOUSANDS OF REPORTS EXPLORING DIGITAL TRENDS IN EVERY COUNTRY IN THE WORLD IN OUR FREE ONLINE LIBRARY:

# DATAREPORTAL.COM/LIBRARY

#### A B O U T W E A R E S O C I A L

We are a global socially-led creative agency, with unrivaled social media expertise.

With 1,000+ people in 15 offices spanning four continents, we deliver a global perspective to our clients in a time when social media is shaping culture.

We make ideas powered by people. We understand social behaviours within online communities, cultures and subcultures, spanning the social and gaming landscape.

We work with the world's biggest brands, including adidas, Samsung, Netflix and Google, to reach the right people in a strategic, relevant and effective way.

# we are social

#### wearesocial.com

#### **MAKE SENSE OF DIGITAL TRENDS**

Kepios helps the world understand what's *really* happening online. In addition to producing the Global Digital Reports, we also offer:



#### Learn more at kepios.com

#### **KEPIOS**

# Intelligence

# Definitive data and analysis for the mobile industry



3 Global Offices

🕐 Delhi 🕐 Barcelona 📀 London



Serves over **800** organisations





We provide data on every mobile operator in every country worldwide, with over 30 million data points, updated daily.



Annually, GSMA Intelligence publishes over 100 reports and exclusive analyses, adding greater insight into our data and supporting our customers in making stronger business choices.



Our forecasting experts provide a five-year (and beyond) view into the future, enabling long-term investment planning. Updated quarterly, our forecasts are consistently accurate within +/- 2.5 % of reported data.



Industry Trusted

We serve a wide array of industries in mobile ecosystem and beyond, inclu most of the world's mobile operators major vendors, regulators, internation institutions and vertical sectors range from automotive to retail.

# NOTES ON DATA VARIANCE, MISMATCHES, AND CURIOSITIES

Note: This page is a summary of our comprehensive notes on data variance, potential mismatches, and curiosities, which you can read in full at https://datareportal.com/notes-on-data.

This report features data from a wide variety of different sources, including market research agencies, internet and social media companies, governments, public bodies, news media, and private individuals, as well as extrapolations and analysis of that data.

Wherever possible, we've prioritised data sources that provide broader geographical coverage, in order to minimise potential variations between data points, and to offer more reliable comparison across countries. However, where we believe that standalone metrics provide a more reliable reference, we use such standalone numbers to ensure more accurate reporting.

Please note that some data points may only be available for a limited selection of countries, so we may not be able to report the same data in all reports.

From time to time, we may also change the source(s) that we use to inform specific data points. As a result, some figures may appear to change in unexpected ways from one report to another. Wherever we're aware of these changes, we include details in the footnotes of each relevant chart, but please use caution when comparing data from different reports, because changes to research samples, base data, research methodologies, and approaches to reporting may mean that values are not comparable.

Furthermore, due to the differing data collection and treatment methodologies, and the different periods during which data have been collected, there may be significant differences in the reported metrics for similar data points throughout this report. For example, data from surveys often varies over time, even if that data has been collected by the same organisation using the same approach in each wave of their research.

In particular, reports of internet user numbers vary considerably between different sources and over time. In part, this is because there are significant challenges associated with collecting, analysing, and publishing internet user data on a regular basis, not least because research into public internet use necessitates the use of face-to-face surveys. Different organisations may also adopt different approaches to sampling the population for research into internet use, and variations in areas such as the age range of the survey population, or the balance between urban and rural respondents, may play an important role in determining eventual findings. Note that COVID-19 has limited internet user research. Prior to our Digital 2021 reports, we included data sourced from social media platforms' self-service advertising tools in our calculations of internet user numbers, but we no longer include this data in our internet user figures. This is because the user number reported by social media platforms are typically ba on active user accounts, and may not represent uniq individuals. For example, one person may maintain more than one active presence (account) on the sam social media platform. Similarly, some accounts may represent 'non-human' entities, including: pets and animals; historical figures; businesses, causes, group and organisations; places of interest; etc.

As a result, the figures we report for social media us may exceed internet user numbers. However, while a may seem counter-intuitive or surprising, such instando not represent errors in the data or in our reporting Rather, these differences may indicate delays in the reporting of internet user numbers, or they may indic higher instances of individuals managing multiple social media accounts, or 'non-human' social medic accounts.

If you have any questions about specific data points in these reports, or if you'd like to offer your organisation's data for consideration in future report please email our reports team: reports@kepios.com.

# **DISCLAIMER AND IMPORTANT NOTES**

This report has been compiled by Kepios Pte. Ltd. ("Kepios") on behalf of We Are Social Ltd. ("We Are Social") for informational purposes only, and relies on data from a wide variety of sources, including but not limited to public and private companies, market research firms, government agencies, NGOs, and private individuals.

While Kepios and We Are Social strive to ensure that all data and charts contained in this report are, as at the time of publishing, accurate and up-to-date, neither Kepios, nor We Are Social, nor any of the other featured brands and organisations shall be responsible for any errors or omissions contained in this report, or for the results obtained from its use.

All information contained in this report is provided "as is", with no guarantee whatsoever of its accuracy, completeness, correctness or non-infringement of thirdparty rights and without warranty of any kind, express or implied, including without limitation, warranties of merchantability or fitness for any particular purpose. This report contains data, tables, figures, maps, flags, analyses and technical notes that relate to various geographical territories around the world, however reference to these territories and any associated elements (including names and flags) does not imply the expression of any opinion whatsoever on the part of Kepios, We Are Social, or any of the featured brands, nor any of those organisations' partners, affiliates, employees or agents, concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.

This report is provided with the understanding that it does not constitute professional advice or services of any kind and should therefore not be substituted for independent investigations, thought or judgment. Accordingly, neither Kepios, nor We Are Social, nor any of the brands and organisations featured or cited herein, nor any of their partners, affiliates, group companies, employees or agents shall, to the fullest extent permitted by law, be liable to you or anyone else for any direct, indirect, punitive incidental, special, consequential, exemplat or similar loss or damage, or loss or damage of any kind, suffered by you or anyone else a result of any use, action or decision taken you or anyone else in any way connected t this report or the information contained here or the result(s) thereof, even if advised of the possibility of such loss or damage.

This report may contain reference to thirdparty data providers, however this report does not endorse any such third parties or their products or services, nor is this report sponsored by, endorsed by or associated v such third parties.

Except for those portions of this report relati to the perspectives of We Are Social, this report and any opinions contained herein have been prepared by Kepios, and have r been specifically approved or disapproved by We Are Social. This report is subject to change without notice. To ensure you have most recent version of this report, please vis our website at https://datareportal.com/.







# REPORTS@KEPIOS.COM

