# NITA
## UGANDA
- Driving the IT Revolution -

# STATISTICAL
# ABSTRACT
# 2021

https://www.nita.go.ug/statistics-O

# Contents

# Introduction

This NITA-U Statistical Abstract is an annual publication of some key statistics produced within the Authority.

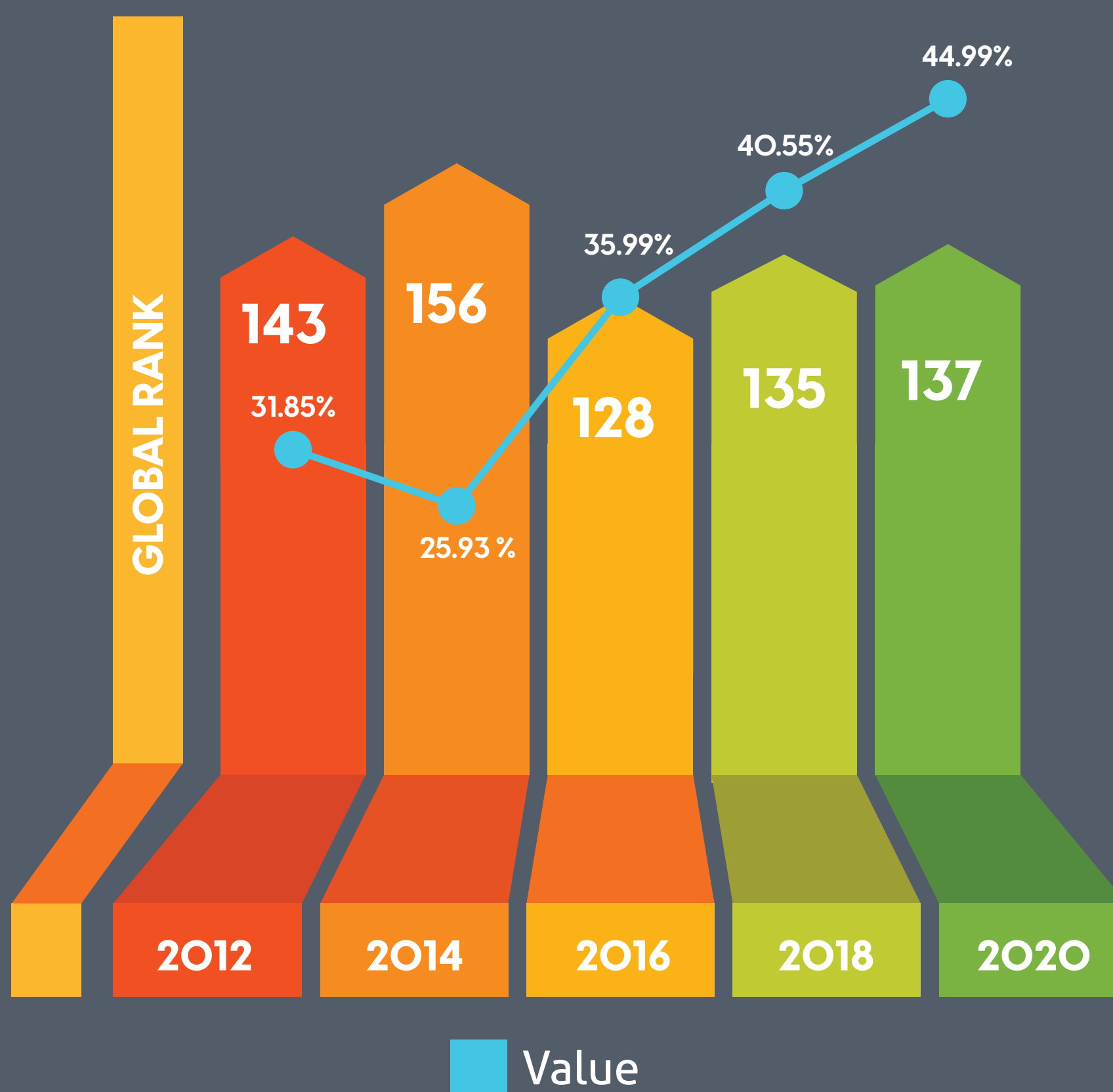Other statistics are collected from Agencies that are involved in the production of IT statistics.

# UGANDA'S ICT RANKINGS ON THE GLOBAL SCALE
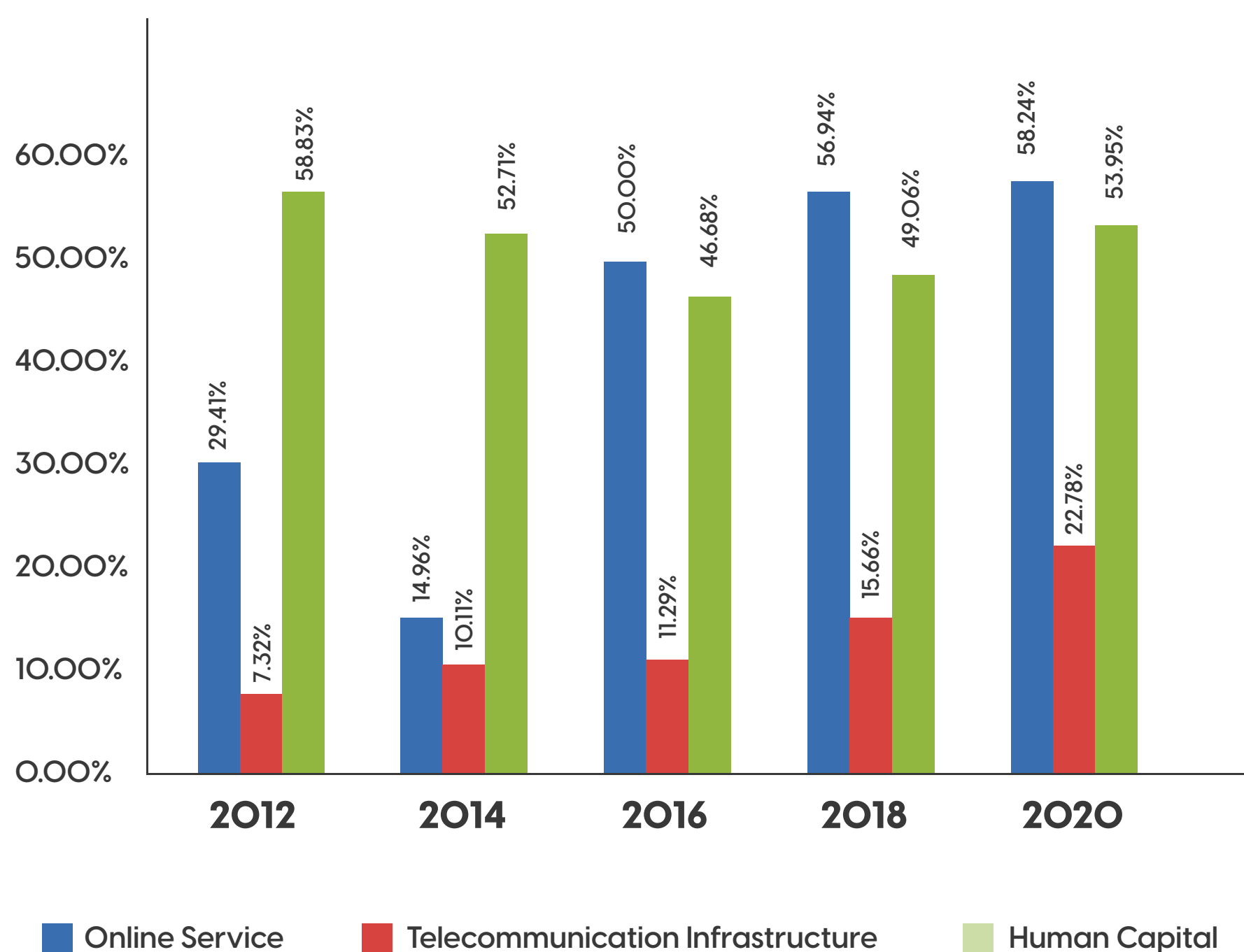
# Uganda's
# e-government Index

Uganda's E-government Development Index improved by 10.9% from 40.55% in 2018 to 44.99% in 2020 which is above Africa's average of 39.14%. Nevertheless, the average EGDI for Africa (39.14%) is below the world average of 60%

GLOBAL RANK

44.99%

40.55%

35.99%

31.85%

25.93 %

143

156

128

135

137

2012

2014

2016

2018

2020

Value

Source: UN E-Government Survey Reports

# Uganda's E-government ranking by components

Uganda's online service index improved from 50 percent in 2016 to 57 percent in 2018. In addition, Telecommunication Infrastructure status is estimated at 15.7 percent in 2018 from 11.2 percent in 2016 and Human Capital component improved from 46.7 percent in 2016 to 49.1 percent in 2018.



| | 2012 | 2014 | 2016 | 2018 | 2020 |
|---|---|---|---|---|---|
| Online Service | 29.41% | 14.96% | 50.00% | 56.94% | 58.24% |
| Telecommunication Infrastructure | 7.32% | 10.11% | 11.29% | 15.66% | 22.78% |
| Human Capital | 58.83% | 52.71% | 46.68% | 49.06% | 53.95% |

Legend: ■ Online Service  ■ Telecommunication Infrastructure  ■ Human Capital

Source: UN E-Government Survey Reports

# E-Participation Index

Uganda 's e-Participation Index declined from 62.36% in 2018 to 57.14% in 2020

RANK

109
2012
7.89%

152
2014
13.37%

91
2016
49.15%

87
2018
62.36%

95
2020
57.14%

■ EPI Score
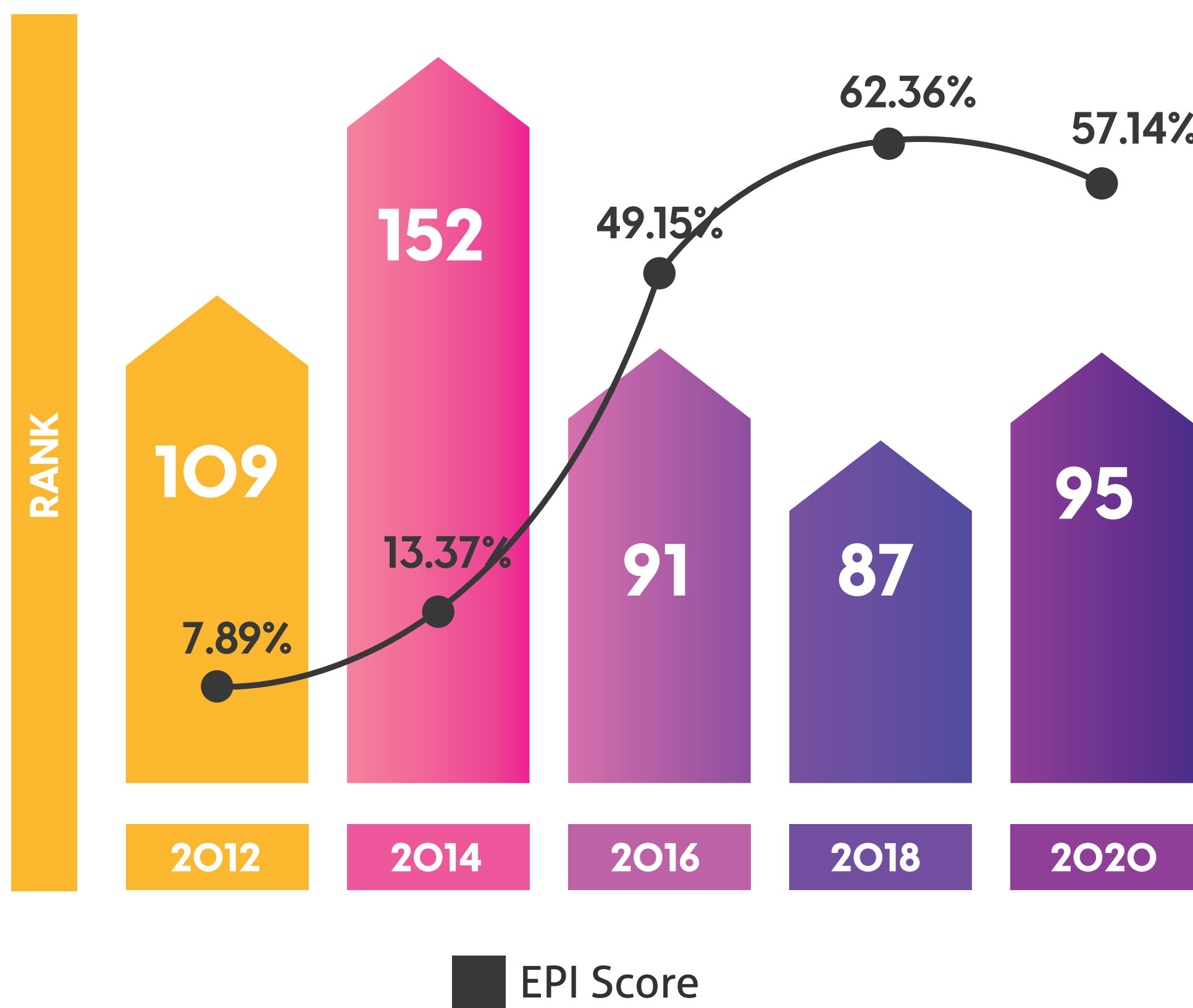
Source: UN E-Government Survey Reports

# Uganda's Networked Readiness Index

In 2021, Uganda ranked the 116th out of the 130 economies included in the Networked Readiness Index with a score of 31.51%



NRI RANK

110
29.70%
2019
(Out of 121)

114
31.40%
2020
(Out of 134)

116
31.51%
2021
(Out of 130)

NRI Score
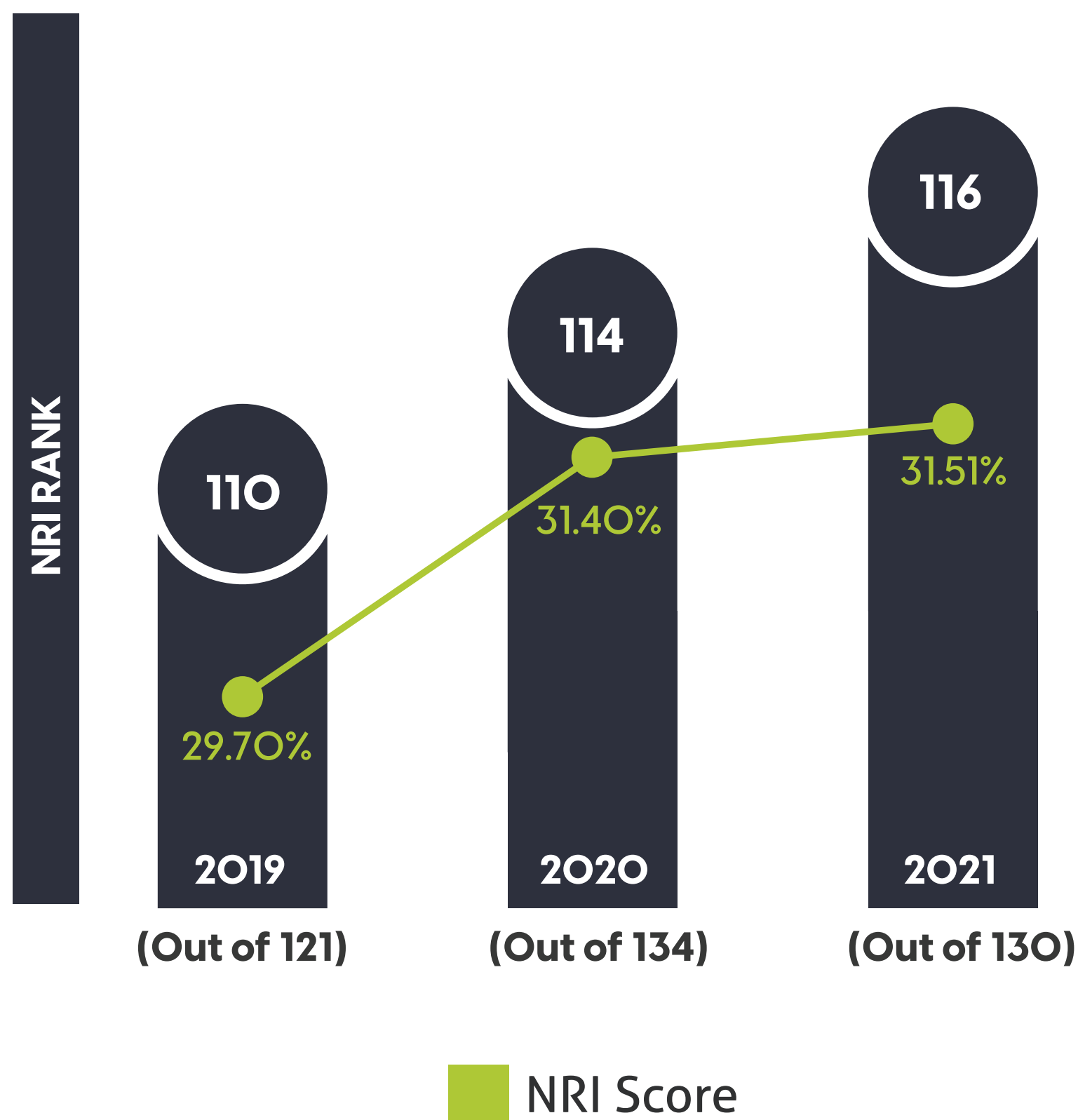
Source: Network Readiness Index reports by Portulans Institute

# Uganda's
# Cybersecurity Index

Uganda ranked the 72nd globally in Cybersecurity out of the 182 countries in 2020 and the 9th out of 43 in Africa with a score of 69.98% from the 65th rank out of 193 countries in 2018 and the 7th in Africa with score of 62.10%.

**RANK**

**55.90%**    **53.60%**    **62.10%**    **69.98%**

2015    2017    2018    2020

■ Score
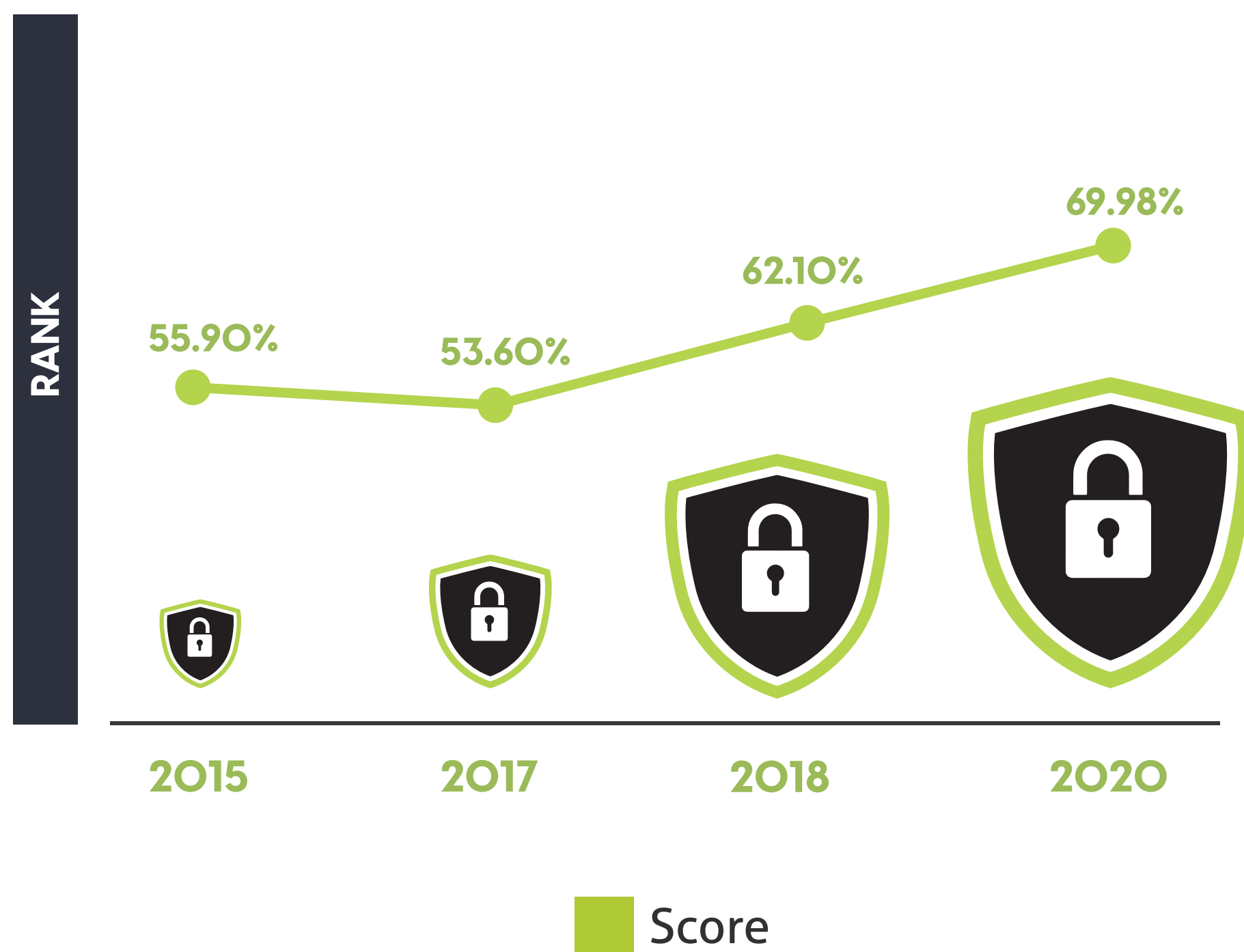
Source: **Global Cybersecurity Index reports by ITU**

# ICT SECTOR PERFORMANCE
## IN THE ECONOMY

Covers statistics on ICT sector GDP, Trade in ICT goods, ICT Sector Revenue Collections and ICT planned investment.

# ICT sector Gross Value
## Added at current price

The ICT sector value added in nominal terms increased to
UGX 2.93trillion in FY2020/21 from UGX 2.79trillion in FY2019/20

**UGX Trillions**

| | | | | |
|---|---|---|---|---|
| 2.35 | 2.18 | 2.62 | 2.79 | 2.93 |
| 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |

**Financial Year**

Source: Uganda Bureau of Statistics

# Percentage contribution of ICT sector to national GDP

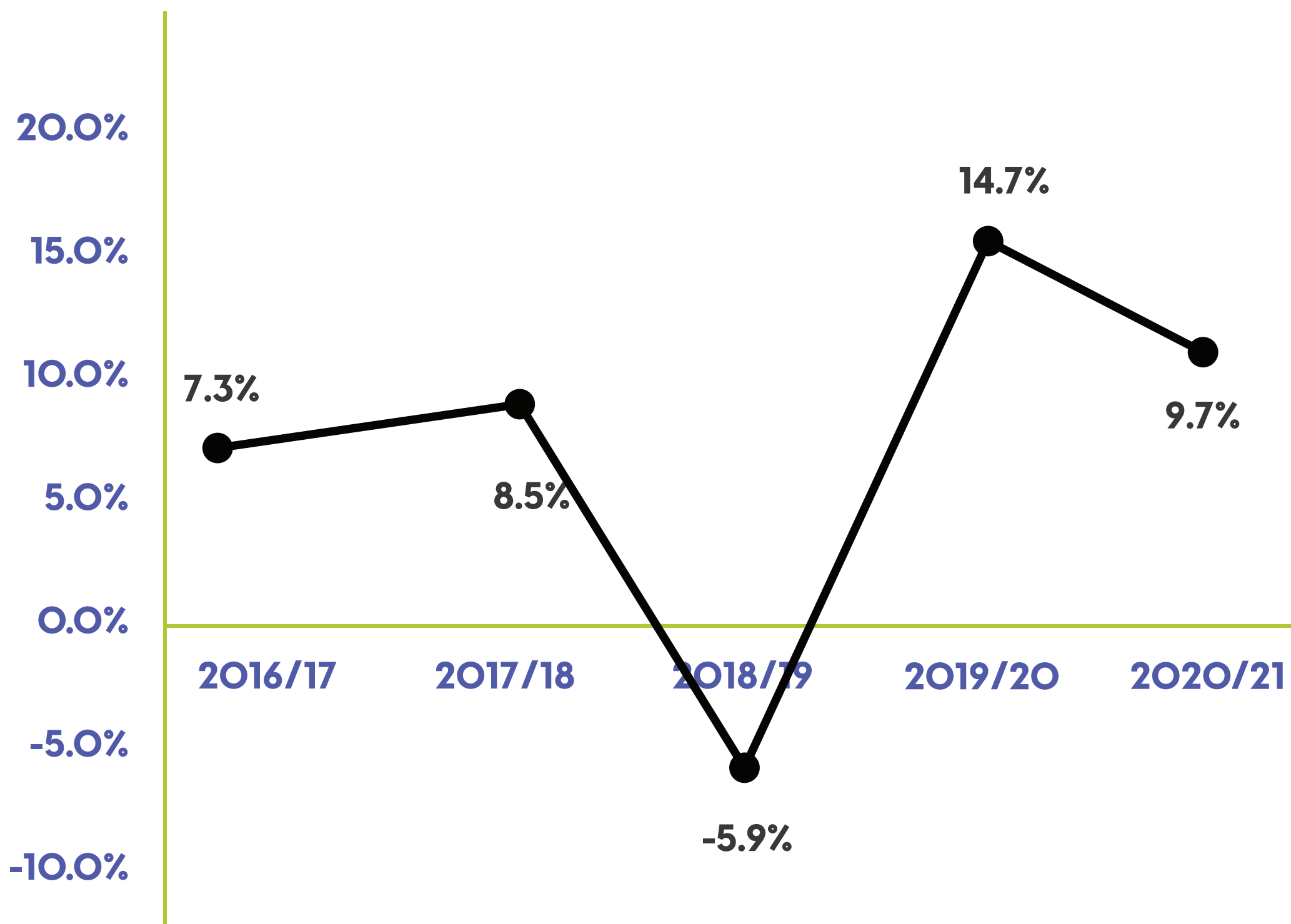The ICT sector contributed 2.0% of aggregate nominal GDP in FY2020/21 and this was the same in FY2019/20.
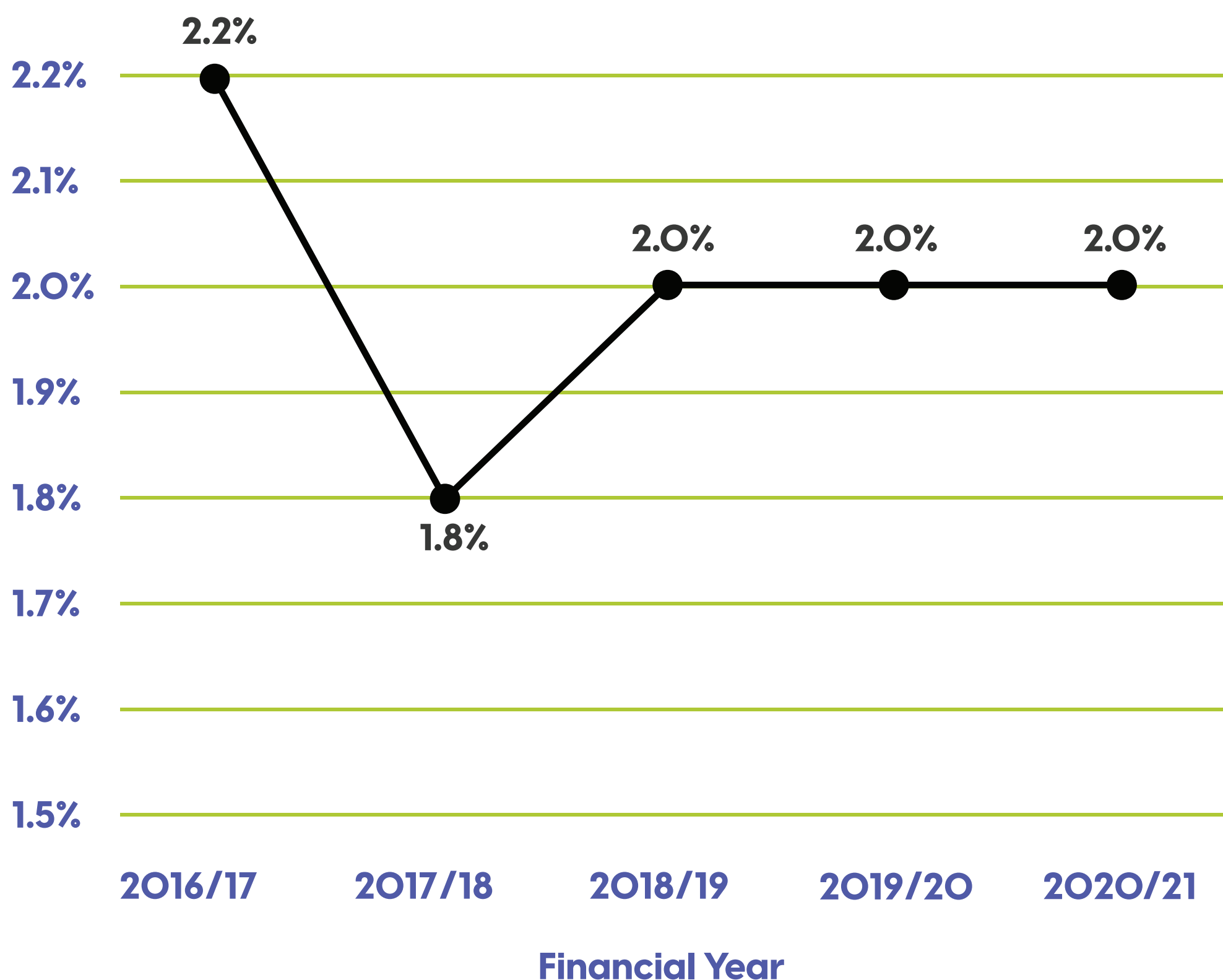


Source: Uganda Bureau of Statistics

# ICT sector
# GDP growth rate

The ICT sector GDP grew at 9.7% in FY2020/21, compared to the growth of 14.7% recorded in FY2019/20, due to the effects of the COVID-19 (coronavirus) pandemic
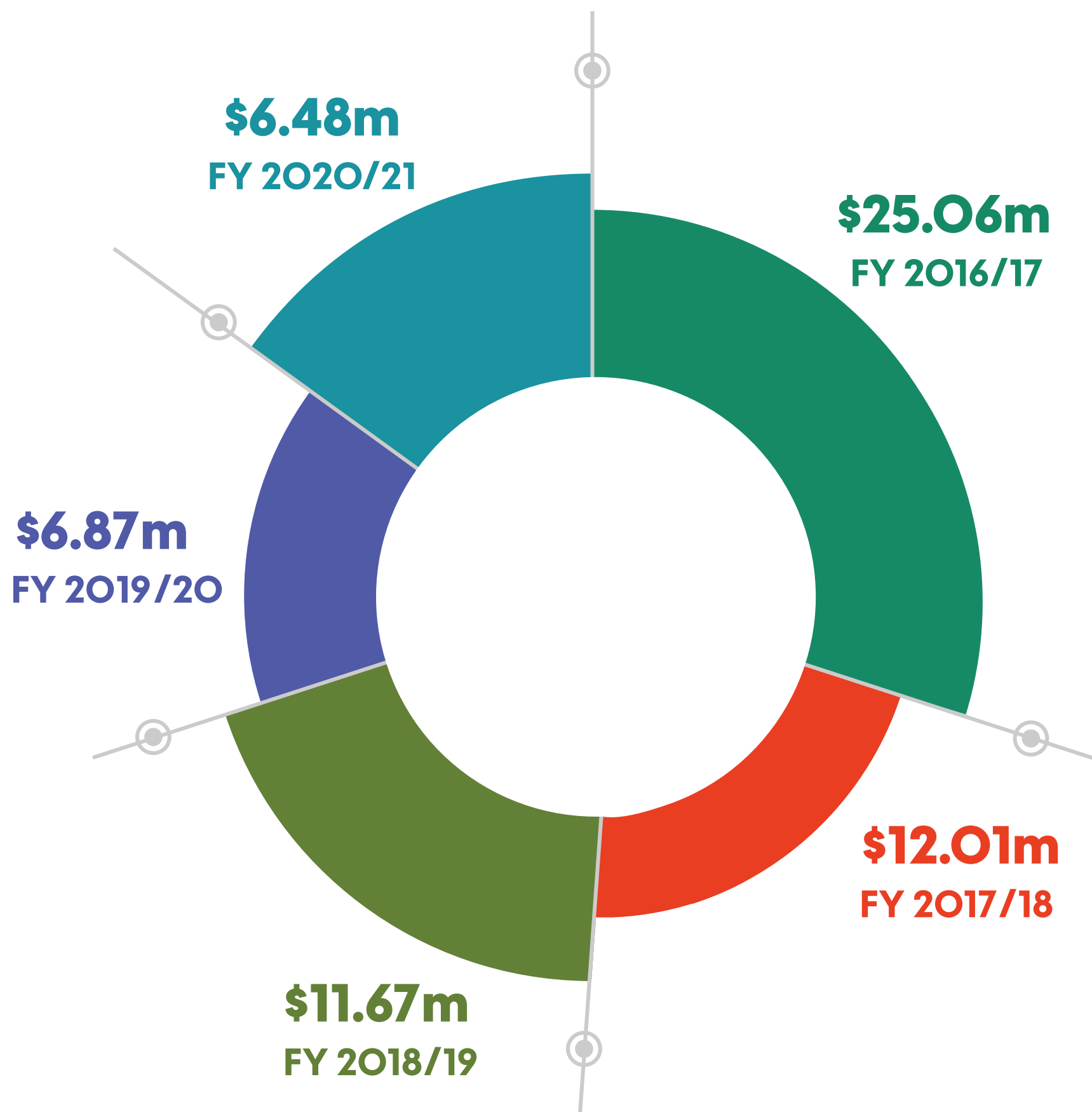


Source: Uganda Bureau of Statistics

# Value of ICT Exports

During the FY2020/21, the total formal ICT export earnings declined by 6% from USD6.87Million in FY2019/20 to USD6.48Million.
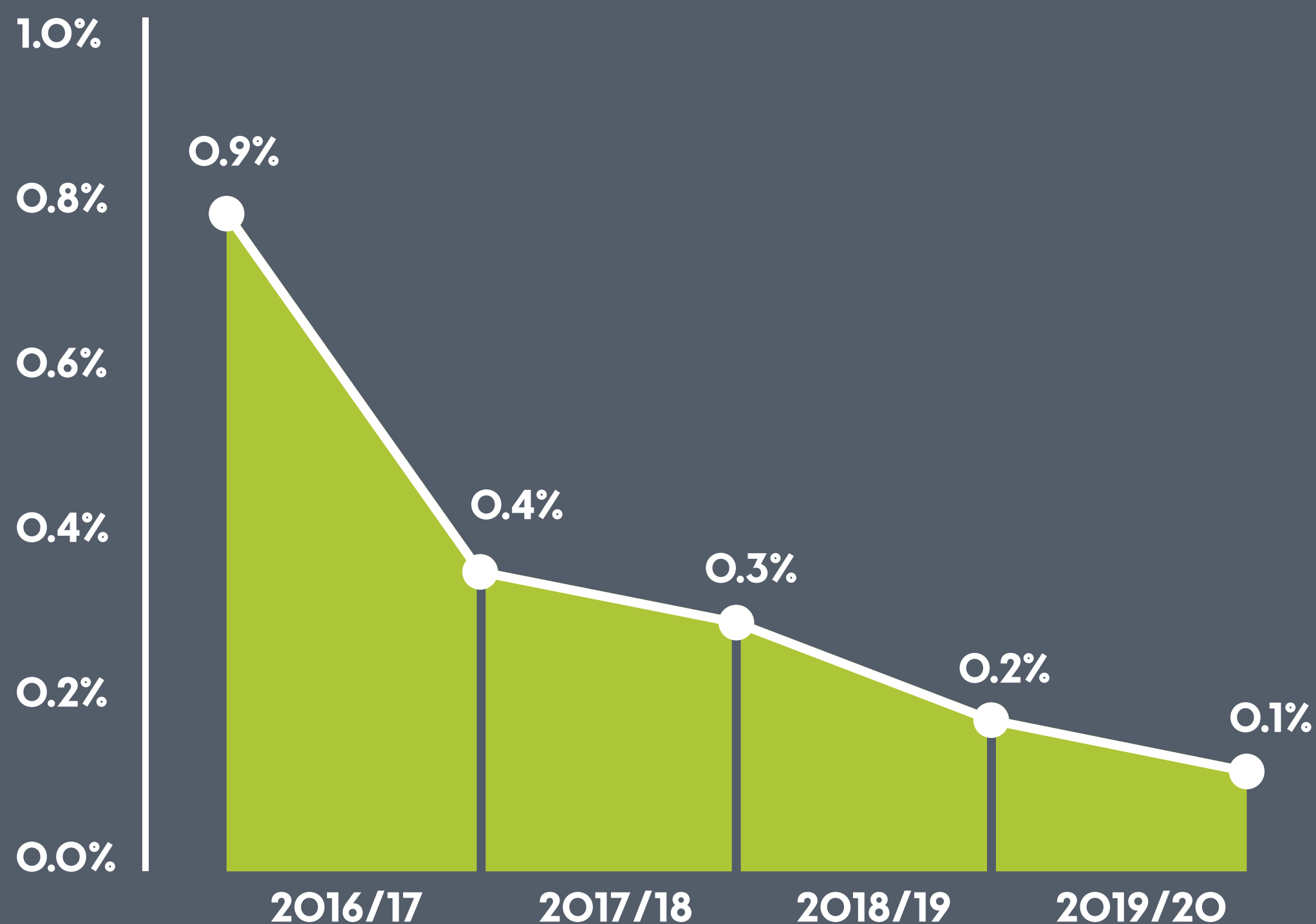
**$6.48m**
FY 2020/21

**$25.06m**
FY 2016/17

**$6.87m**
FY 2019/20

**$12.01m**
FY 2017/18

**$11.67m**
FY 2018/19

Source: Uganda Bureau of Statistics
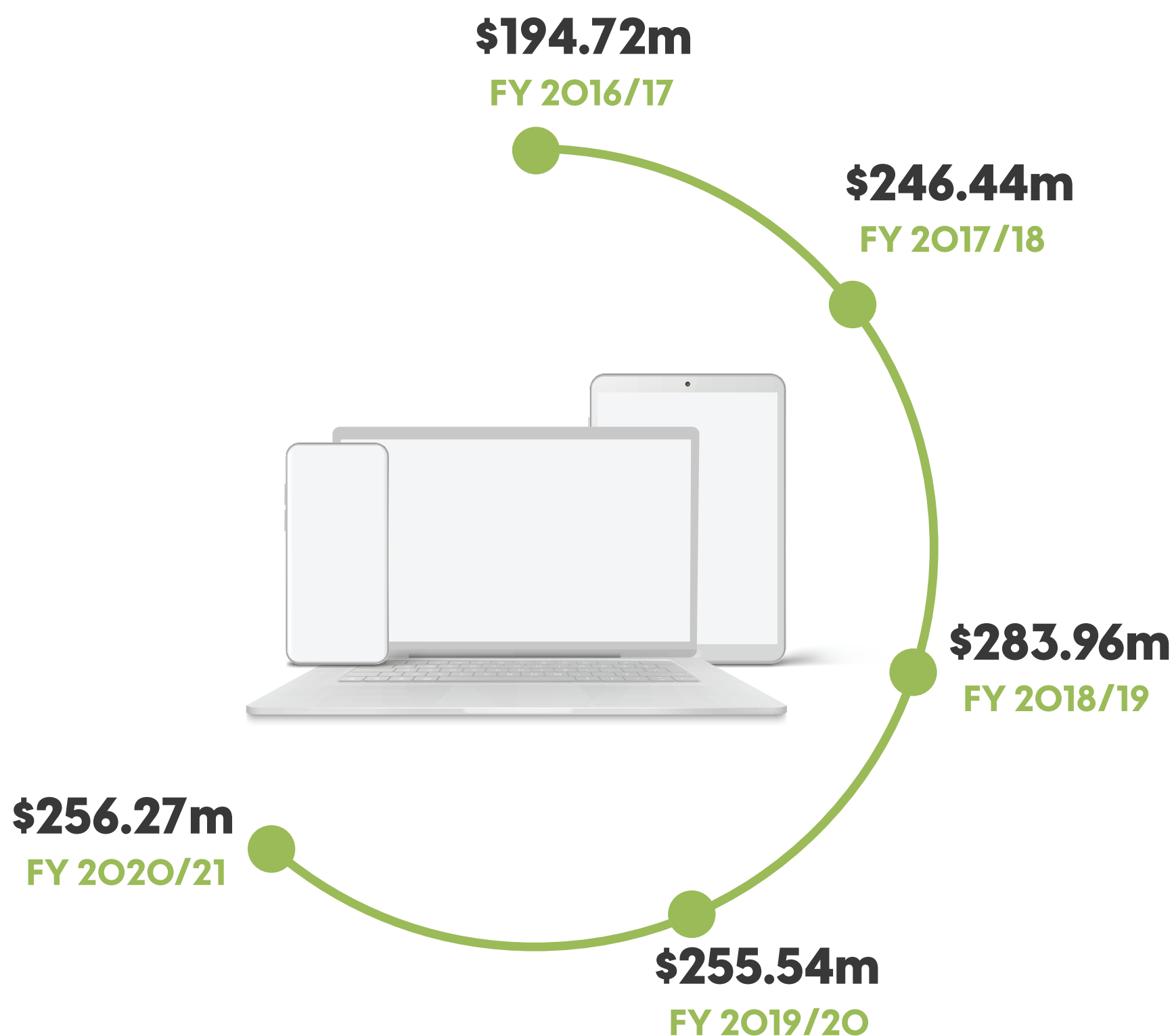
# Contribution of ICT
## to total exports

ICT goods exports as a percentage of total exports has been declining consistently over the past five years. In FY2020/21, it declined to 0.1% from 0.2% in FY2019/20.



| | 0.9% | 0.4% | 0.3% | 0.2% | 0.1% |
|---|---|---|---|---|---|
| | 2016/17 | 2017/18 | 2018/19 | 2019/20 | |

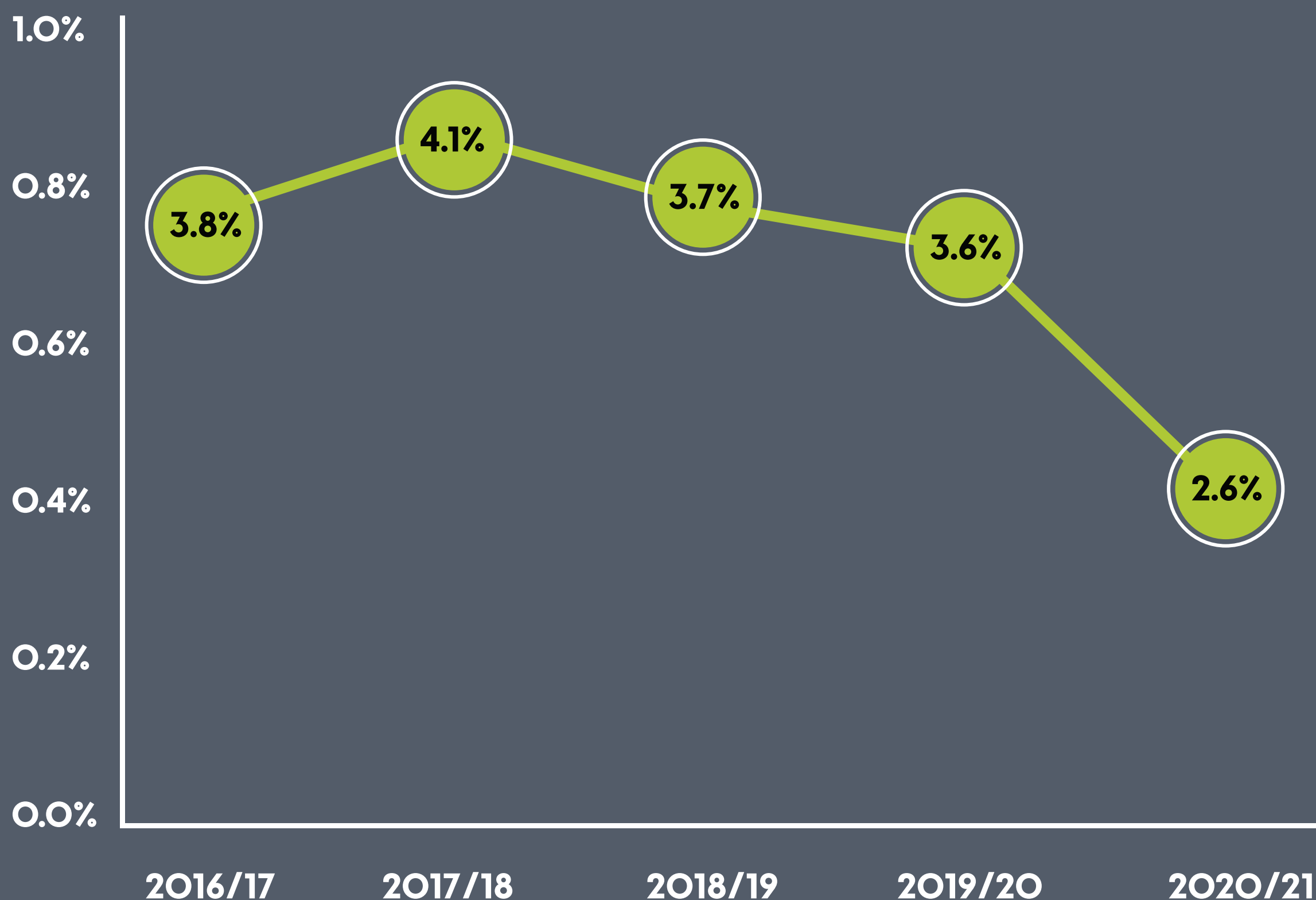Source: Uganda Bureau of Statistics

# Value of
# ICT Imports

The total estimated formal ICT imports bill in FY2020/21 increased to USD256.27Million from USD255.54 Million in FY2019/20 translating into a 0.3% increase.

**$194.72m**
FY 2016/17

**$246.44m**
FY 2017/18

**$283.96m**
FY 2018/19

**$256.27m**
FY 2020/21

**$255.54m**
FY 2019/20

Source: Uganda Bureau of Statistics

# Percentage share of ICT to total imports

In addition, the share of ICT to the overall formal import bill declined from 3.6% in FY2019/20 to 2.6% in FY2020/21



Source: Uganda Bureau of Statistics

# ICT sector Gross Revenue Collections (UGX Billions)

ICT sector revenue collections increased by 19% to UGX 2.245 trillion in FY2020/21 from 1.819 trillion in FY2019/20. Information and communication services represented 91.7% of total ICT sector revenue. Telecommunications services alone represented 83.6% of total ICT sector revenue

| ICT Activity | FY2016/17 | FY2017/18 | FY2018/19 | FY2019/20 | FY2020/21 |
|---|---|---|---|---|---|
| Manufacture of computer, electronic and optical products | 0.67 | 0.69 | 0.54 | 0.49 | 1.28 |
| Wholesale of machinery, equipment and supplies | 88.62 | 117.38 | 130.12 | 138.25 | 142.11 |
| Postal and courier activities | 12.22 | 17.06 | 18.98 | 16.48 | 17.66 |
| Publishing activities | 31.29 | 30.37 | 32.99 | 30.40 | 27.62 |
| Motion picture, video and television programme production, sound recording and music publishing activities | 35.58 | 40.92 | 48.83 | 37.11 | 33.77 |
| Programming and broadcasting activities | 19.52 | 33.18 | 36.11 | 37.71 | 55.61 |
| Telecommunications | 848.42 | 951.90 | 1,472.98 | 1,477.51 | 1,878.36 |
| Computer programming, consultancy & related activities | 20.82 | 24.87 | 26.61 | 25.39 | 29.39 |
| Information service activities | 18.26 | 22.72 | 25.57 | 29.09 | 34.16 |
| Activities of Mobile Money | 3.57 | 6.51 | 16.23 | 15.06 | 12.53 |
| Repair of computers and personal and household goods | 10.91 | 13.62 | 10.94 | 11.71 | 13.12 |
| **Total** | **1,089.89** | **1,259.22** | **1,819.90** | **1,819.21** | **2,245.60** |

Source: Uganda Revenue Authority

# Contribution of ICT sector to Total Revenue

The ICT sector contribution to total Gross Revenue improved to 11.4% in FY2020/21 from 10.6% in FY2019/20

8.5%

8.6%

10.7%

10.6%

11.4%

2016/17    2017/18    2018/19    2019/20    2020/21
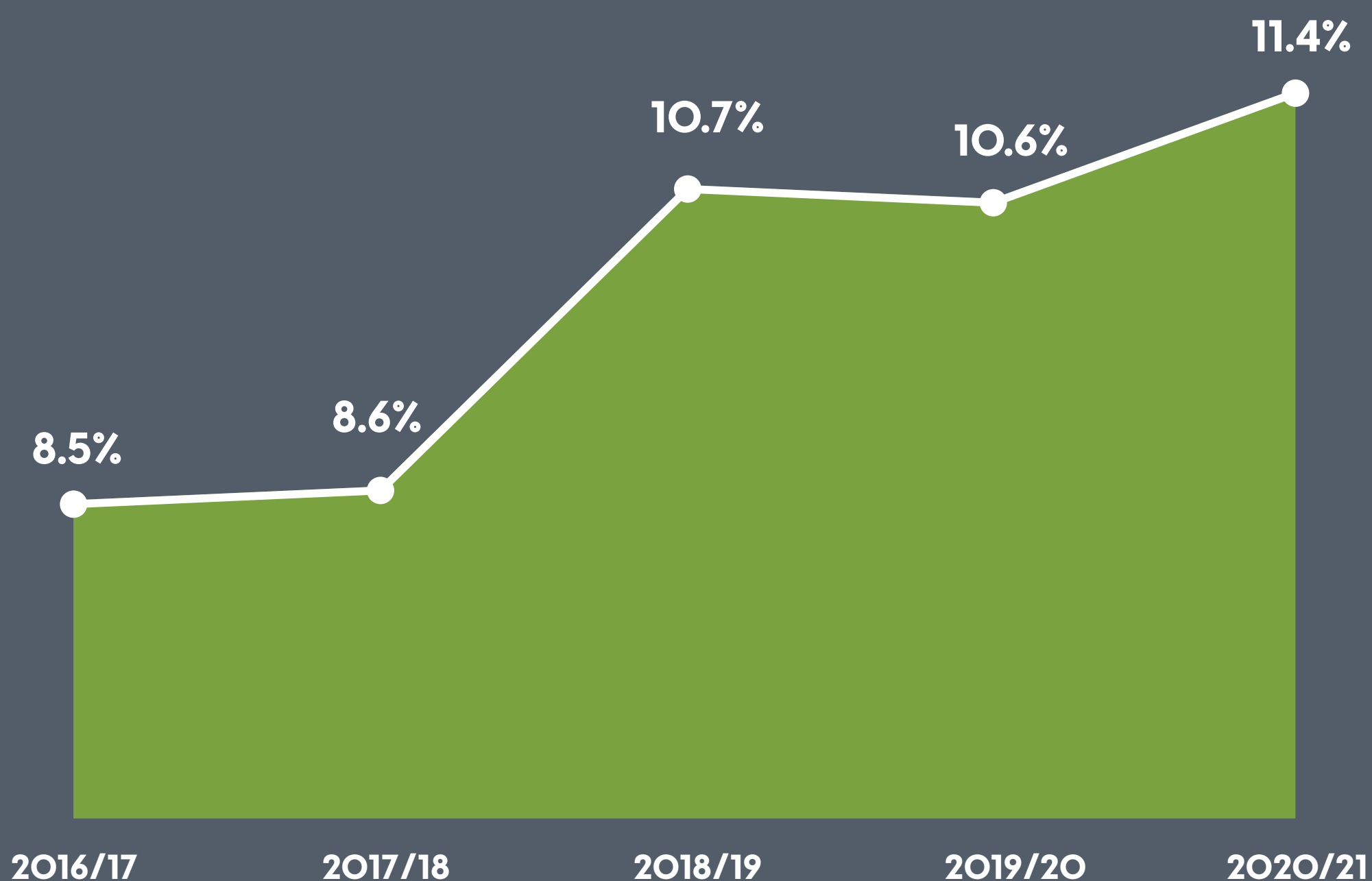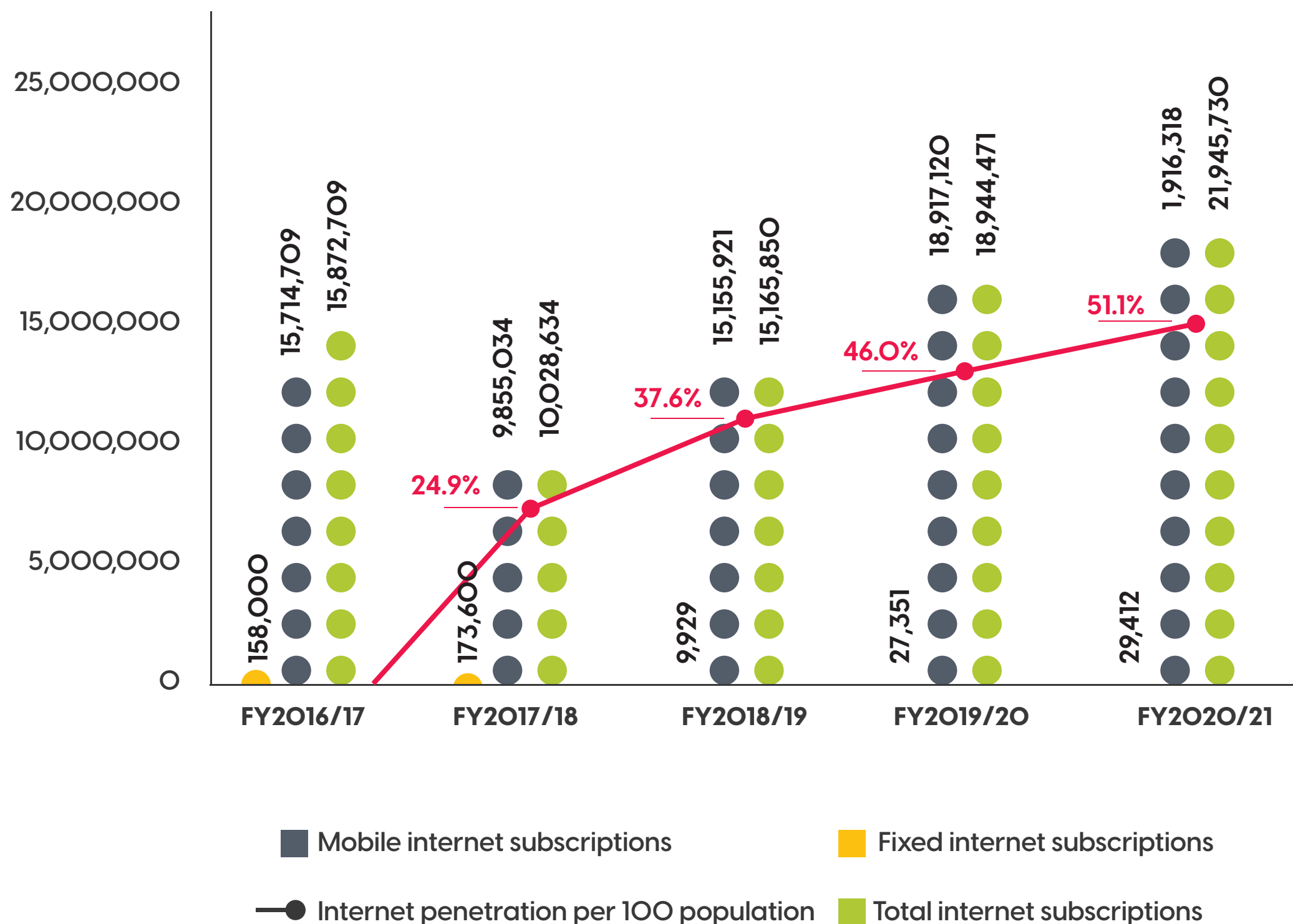
Source: Uganda Revenue Authority

# INTERNET &
# TELEPHONY
# STATISTICS

Covers some statistics on internet and telephone subscriptions; Smartphones and feature phones in Uganda.
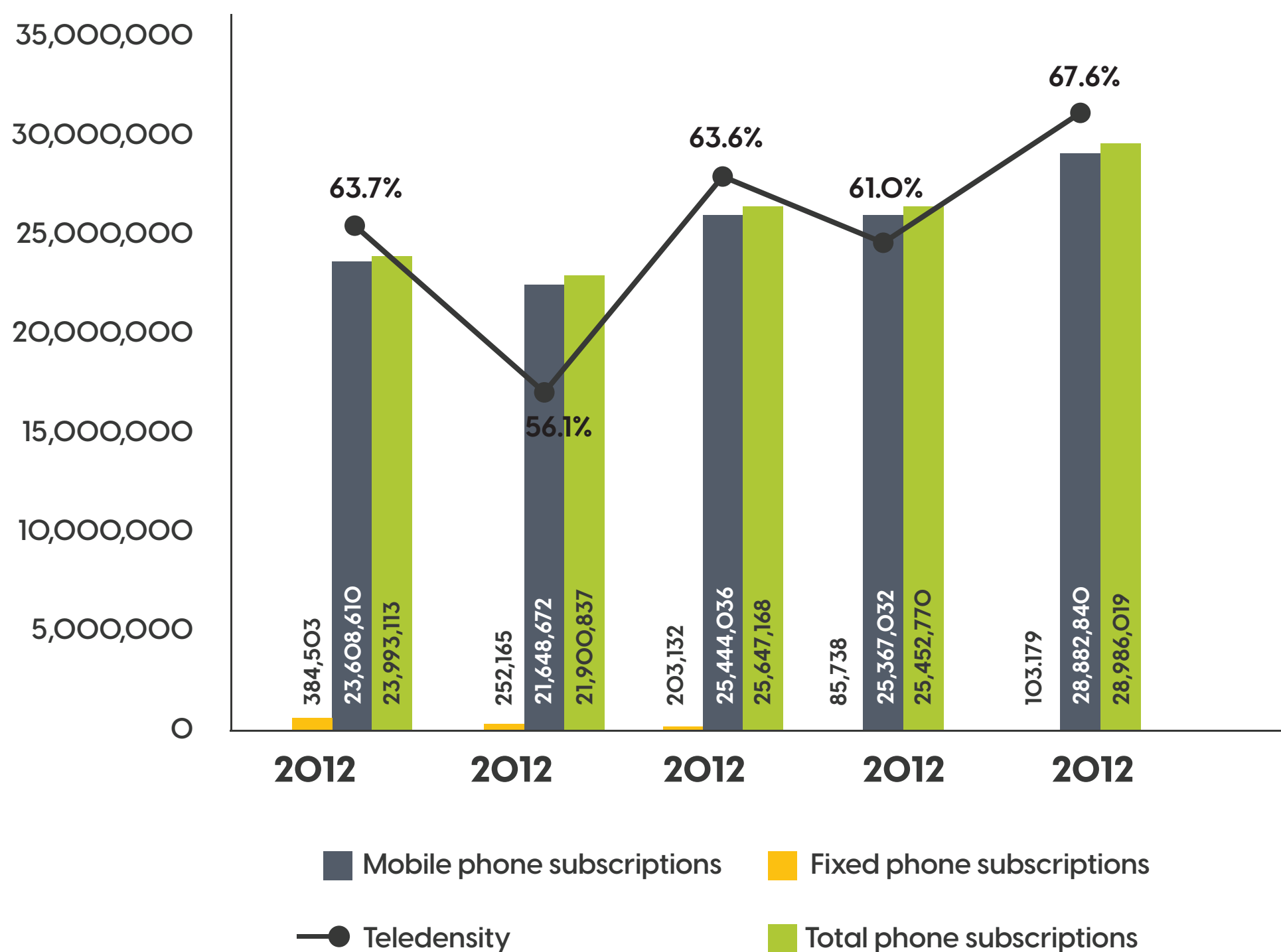
# Internet Subscription and Penetration

The number of mobile internet subscriptions increased by 16% from 18.92million in FY2019/20 to 21.92million in FY2020/21.



Legend:
- Mobile internet subscriptions
- Fixed internet subscriptions
- Internet penetration per 100 population
- Total internet subscriptions

Data points:

**FY2016/17:** 158,000 | 15,714,709 | 15,872,709

**FY2017/18:** 173,600 | 9,855,034 | 10,028,634 | 24.9%

**FY2018/19:** 9,929 | 15,155,921 | 15,165,850 | 37.6%

**FY2019/20:** 27,351 | 18,917,120 | 18,944,471 | 46.0%

**FY2020/21:** 29,412 | 1,916,318 | 21,945,730 | 51.1%

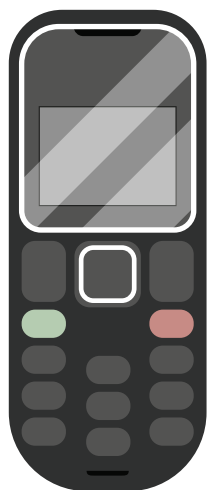Source: Uganda Communications Commission

# Phone subscriptions and Tele-density

In FY2020/21, an increase of 14% in mobile phone subscriptions was registered from 25.37million in FY2019/20 to 28.88million.



Legend:
- Mobile phone subscriptions
- Fixed phone subscriptions
- Teledensity
- Total phone subscriptions

Chart values:

**2012:** 384,503 (Fixed); 23,608,610 (Mobile); 23,993,113 (Total); 63.7% (Teledensity)

**2012:** 252,165 (Fixed); 21,648,672 (Mobile); 21,900,837 (Total); 56.1% (Teledensity)

**2012:** 203,132 (Fixed); 25,444,036 (Mobile); 25,647,168 (Total); 63.6% (Teledensity)

**2012:** 85,738 (Fixed); 25,367,032 (Mobile); 25,452,770 (Total); 61.0% (Teledensity)

**2012:** 103,179 (Fixed); 28,882,840 (Mobile); 28,986,019 (Total); 67.6% (Teledensity)

Source: Uganda Communications Commission

# Number of phones by type

In FY2020/21, smart phone subscriptions increased by 40% from 6.96million in FY2019/20 to 9.73million.
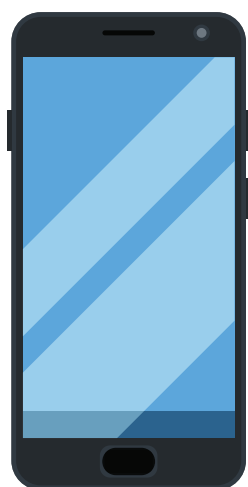
## Basic mobile phones

| | |
|---|---|
| 2020/21 | 3,949,752 |
| 2019/20 | 5,087,856 |

## Feature phones

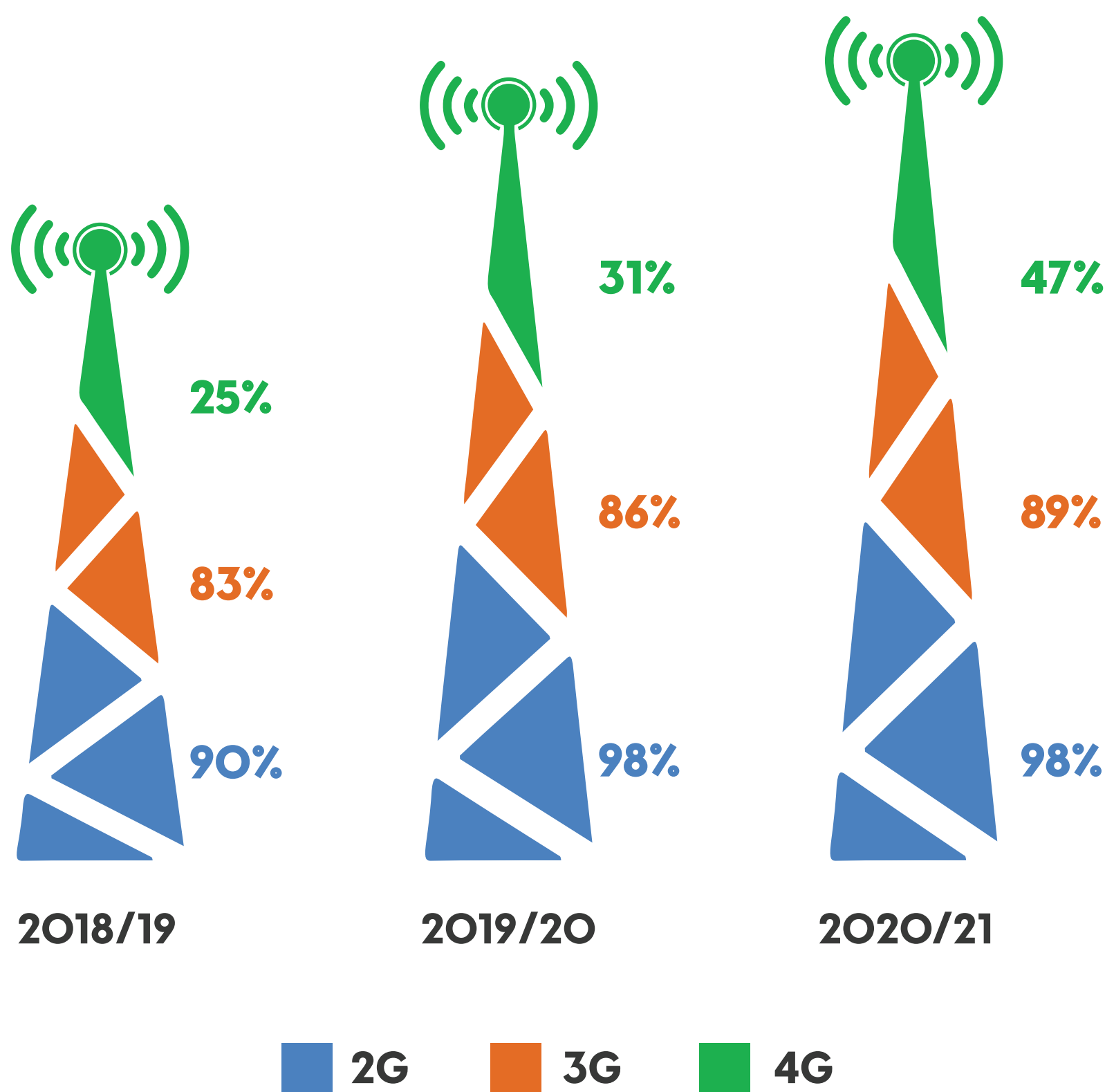| | |
|---|---|
| 2020/21 | 18,524,536 |
| 2019/20 | 17,090,406 |
| 2018/19 | 15,962,646 |

## Smartphone

| | |
|---|---|
| 2020/21 | 9,729,758 |
| 2019/20 | 6,961,778 |
| 2018/19 | 5,511,987 |

Source: Uganda Communications Commission

# Population coverage by type of mobile network

By the end of FY2020/21, mobile broadband coverage (3G or above) was available to 89% of the population.

**2018/19**
- 4G: 25%
- 3G: 83%
- 2G: 90%

**2019/20**
- 4G: 31%
- 3G: 86%
- 2G: 98%

**2020/21**
- 4G: 47%
- 3G: 89%
- 2G: 98%

Legend:
- 2G
- 3G
- 4G

Source: Uganda Communications Commission

# E-WASTE
# STATISTICS

Covers Placed on the Market which is total imports less exports plus local manufactured Electric and Electronic Equipment (Domestic Production).

10:10

# Amount of EEE placed on the market as per EU-6 classification

The amount of EEE placed on the market significantly increased by 53% from 424,427 in 2016 to 649,094 tonnes in 2020.

| EU-6 Classification | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Temperature exchange equipment | 283,381 | 240,932 | 248,932 | 334,132 | 333,944 |
| Screens, monitors, and equipment containing screens | 24,168 | 19,100 | 25,821 | 21,017 | 23,320 |
| Lamps | 630 | 516 | 476 | 440 | 435 |
| Large equipment (excluding photovoltaic panels) | 87,881 | 85,956 | 100,357 | 235,022 | 259,312 |
| Small equipment | 19,902 | 22,068 | 23,296 | 22,249 | 22,173 |
| Small IT & Telecommunication equipment | 8,465 | 9,102 | 8,613 | 12,491 | 9,910 |
| **TOTAL** | **424,427** | **377,674** | **407,495** | **625,351** | **649,094** |

Source: Uganda Bureau of Statistics

# E-Waste generated
## as per EU-6 classification

E-waste generated increased by 60 percent from 112,126 tonnes in 2016 to 179,537 tonnes in 2020.

| EU-6 Classification | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Temperature exchange equipment | 23,487 | 32,369 | 42,258 | 53,544 | 66,067 |
| Screens, monitors, and equipment containing screens | 38,489 | 38,746 | 38,436 | 37,684 | 36,591 |
| Lamps | 457 | 489 | 508 | 517 | 518 |
| Large equipment (excluding photovoltaic panels) | 30,557 | 34,350 | 38,353 | 43,849 | 51,144 |
| Small equipment | 14,921 | 15,864 | 16,786 | 17,569 | 18,247 |
| Small IT & Telecommunication equipment | 4,215 | 4,917 | 5,536 | 6,323 | 6,970 |
| TOTAL | 112,126 | 126,735 | 141,877 | 159,486 | 179,537 |

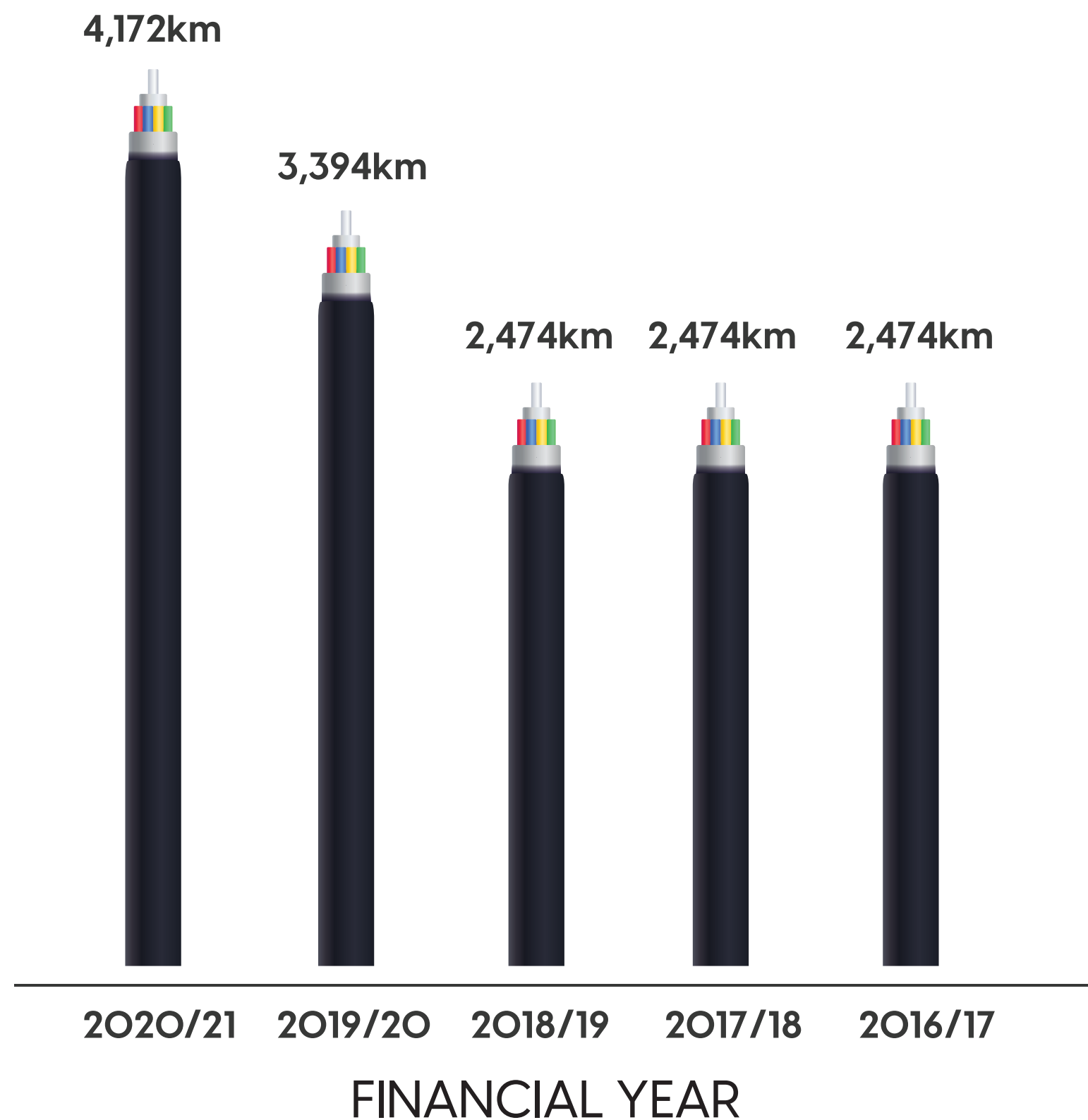Source: Uganda Bureau of Statistics

# NITA-U
# OPERATIONAL
# STATISTICS

Statistics collected from NITA-U administrative reports/records on the business of the organisation.

Covers statistics on the National Data Backbone Infrastructure, e-Government services, IT Standards, Laws & Regulations and Information Security.

# Kilometers of Optical Fibre Cable on the NBI

In FY2020/21, 778kms of Optical Fibre cable were laid bringing the total number of kilometers laid to 4,172 kms.

4,172km

3,394km

2,474km    2,474km    2,474km

2020/21    2019/20    2018/19    2017/18    2016/17

FINANCIAL YEAR

Source: National Information Technology Authority-Uganda

# Districts connected to the NBI

By end of FY2020/21, a total of fifty-eight (58) district headquarters were connected to the NBI.

**58**
2020/21

**49**
2019/20

**39**
2018/19

**39**
2017/18

**39**
2016/17
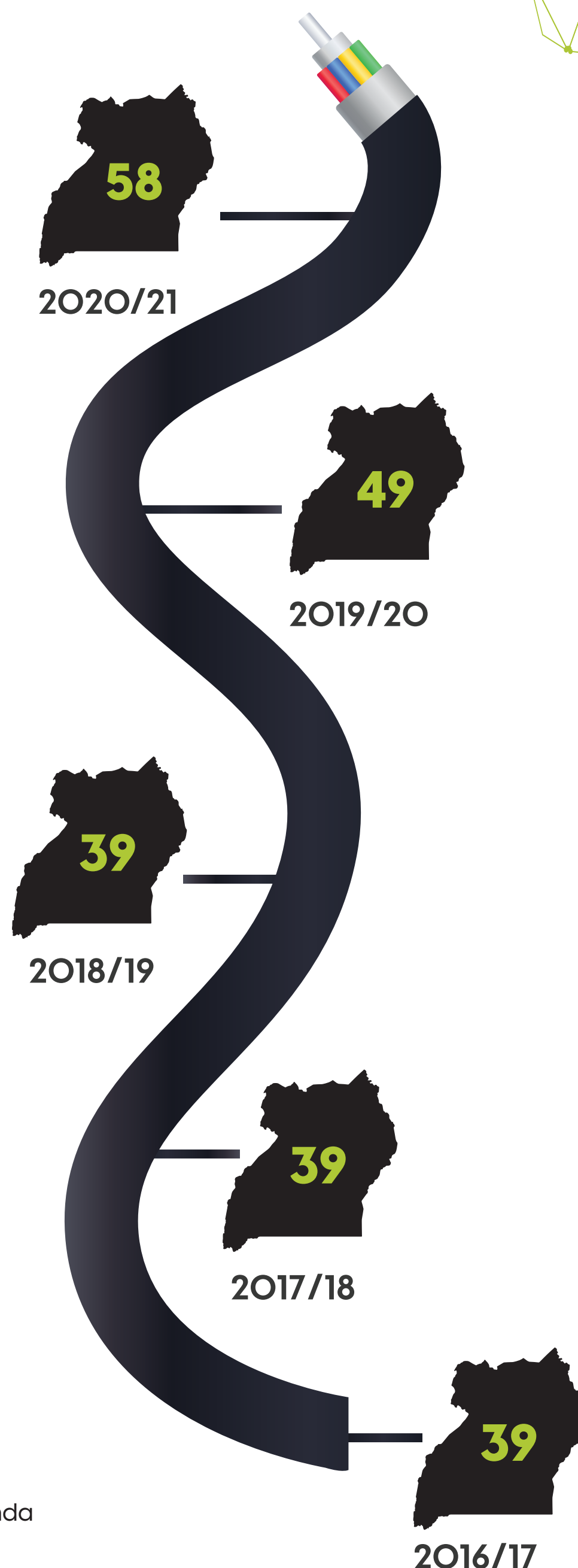
Source: National Information Technology Authority-Uganda

# Government sites
## connected to the NBI

Of the 1,359 sites connected to the NBI, 850 (63%) were utilizing various services delivered over the NBI in FY 2020/21 compared to 423 sites out of 597 connected (71%) in FY 2019/20.

- ■ Number of sites connected to the NBI
- ■ Sites connected and using service over the NBI



| | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|---|---|---|---|---|---|
| Number of sites connected to the NBI | 256 | 332 | 428 | 597 | 1,359 |
| Sites connected and using service over the NBI | 180 | 273 | 342 | 423 | 850 |
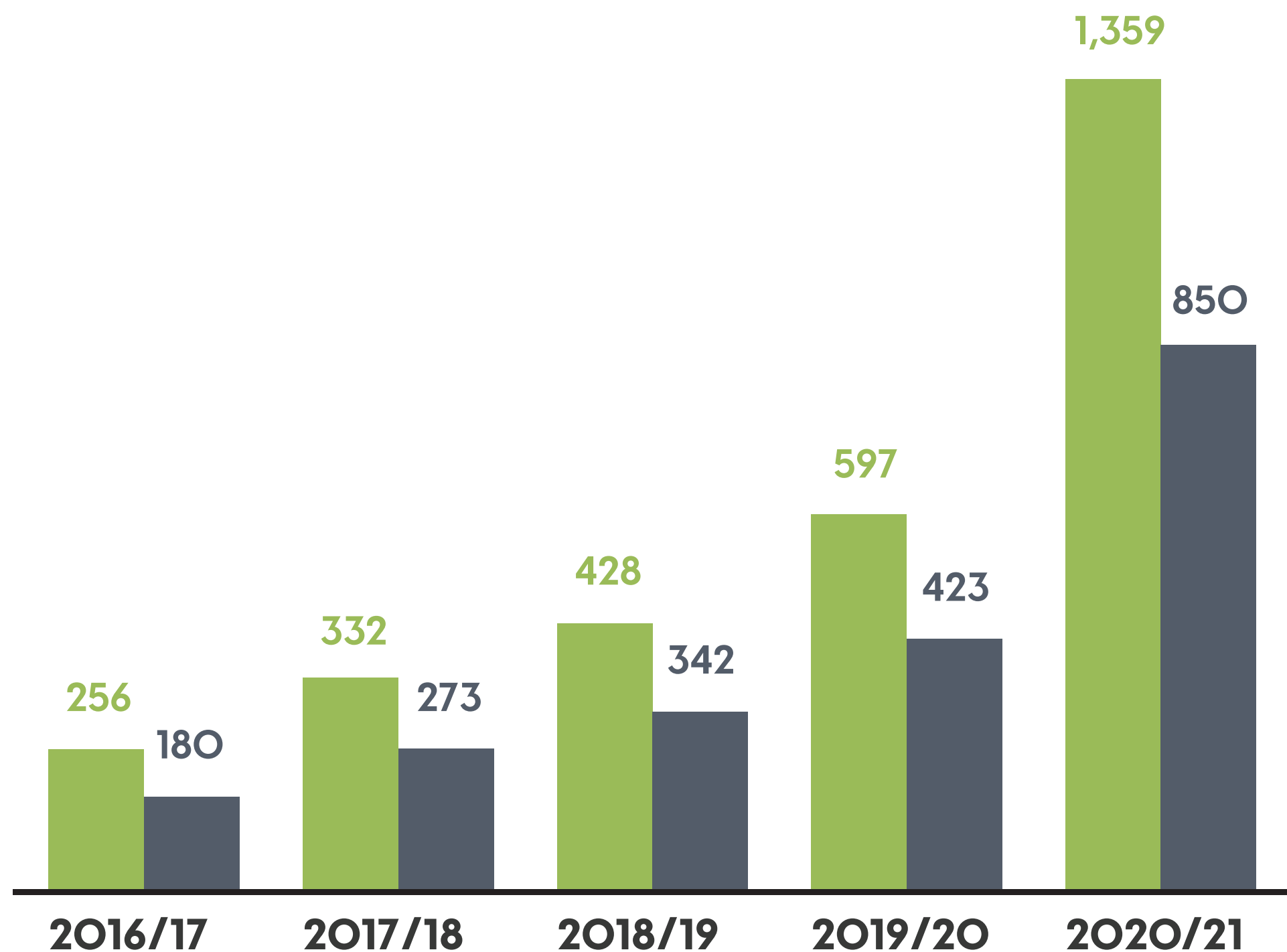
Source: National Information Technology Authority-Uganda

# Applications hosted
# at the Data Center

By the end of FY2020/21, there was a 35% increase in the Government applications being centrally hosted at the National Data Centre from 125 in FY2019/20 to 169.
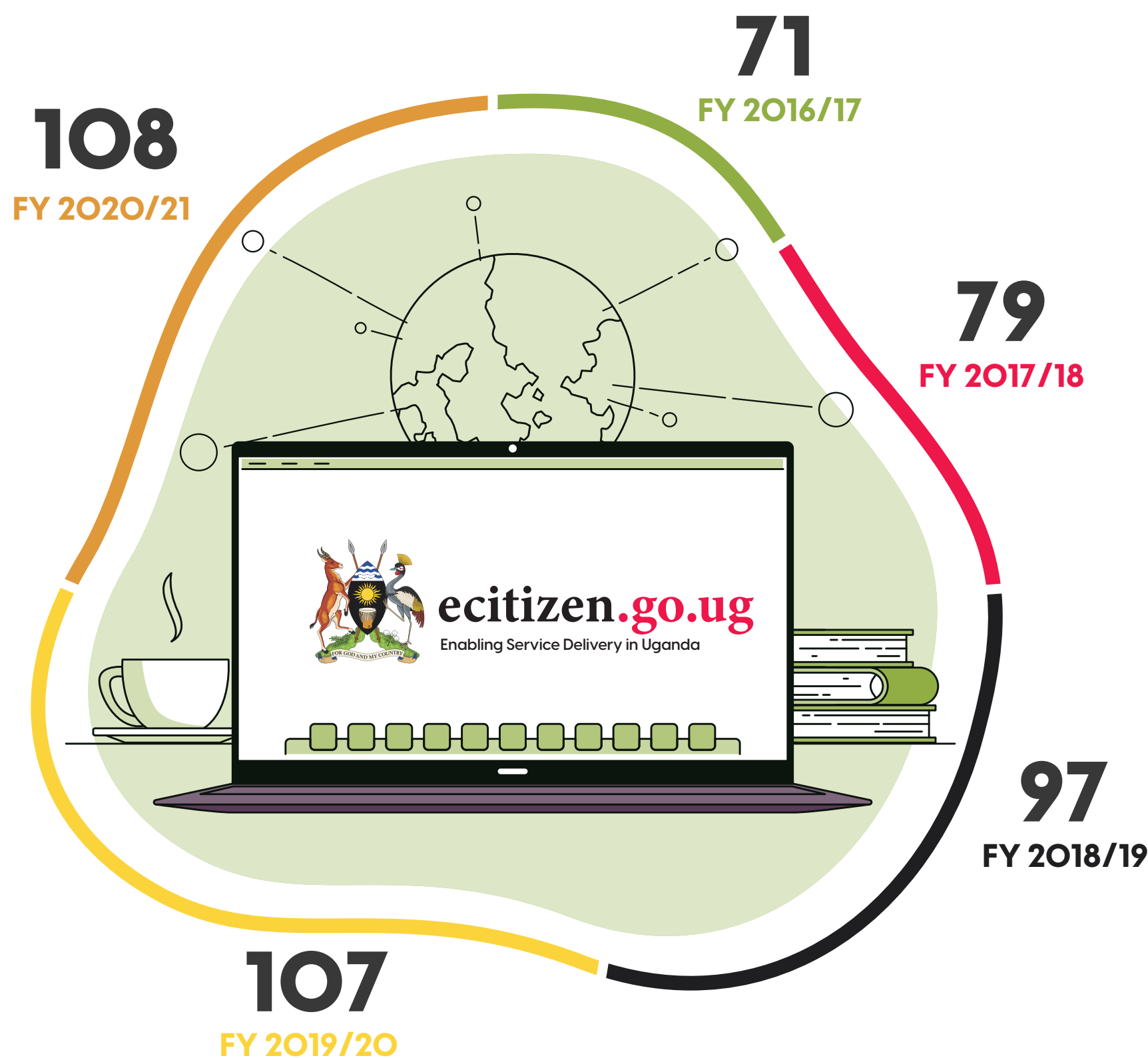
**15**
FY 2016/17

**169**
FY 2020/21

**31**
FY 2017/18

**58**
FY 2018/19

**125**
FY 2019/20
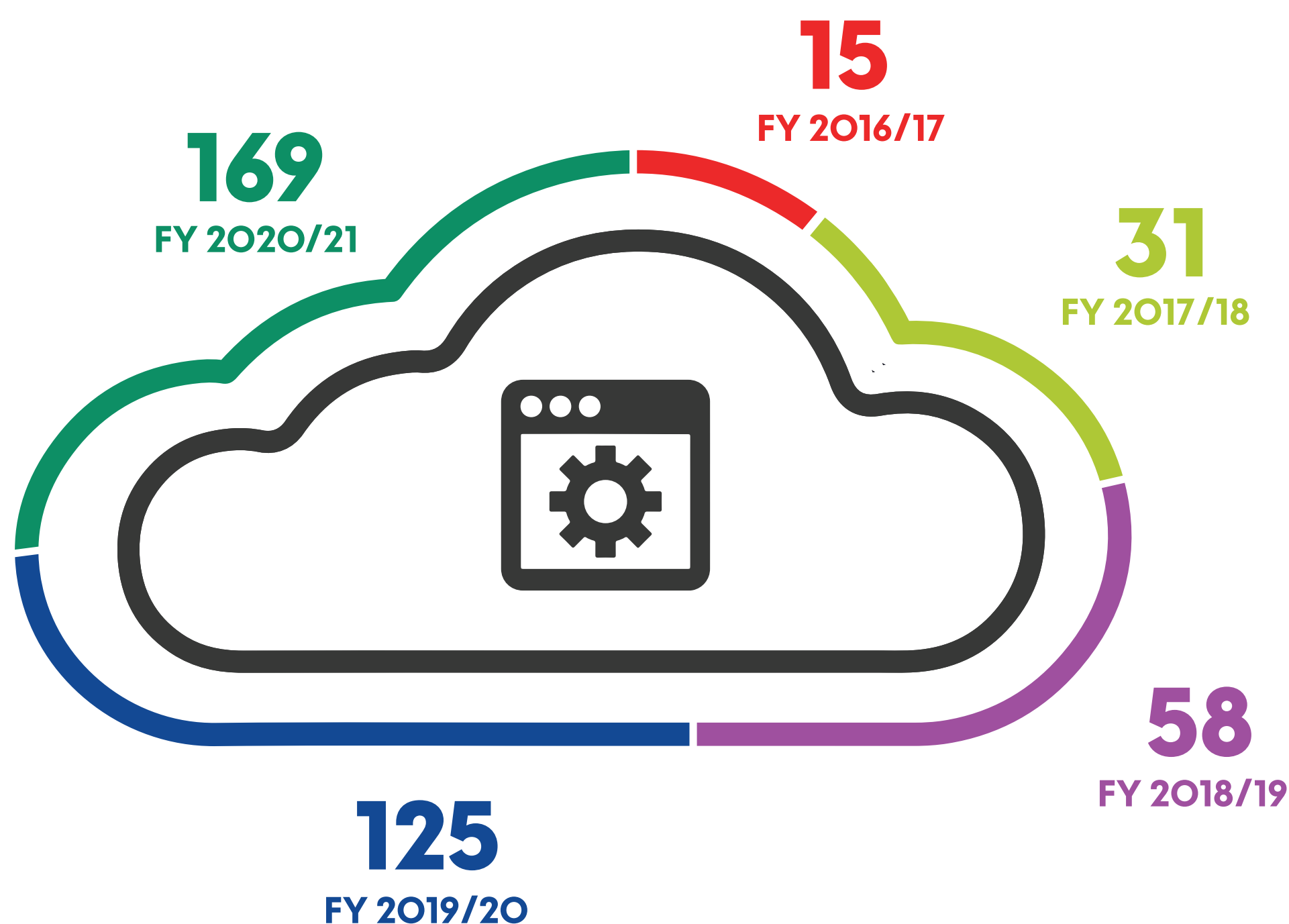
Source: National Information Technology Authority-Uganda

# E-Services accessed
## through the e-citizen portal

In the FY2020/21, the total number of e-Services accessible on the e-citizen portal were 108.

**71**
FY 2016/17

**108**
FY 2020/21

**79**
FY 2017/18

**ecitizen.go.ug**
Enabling Service Delivery in Uganda
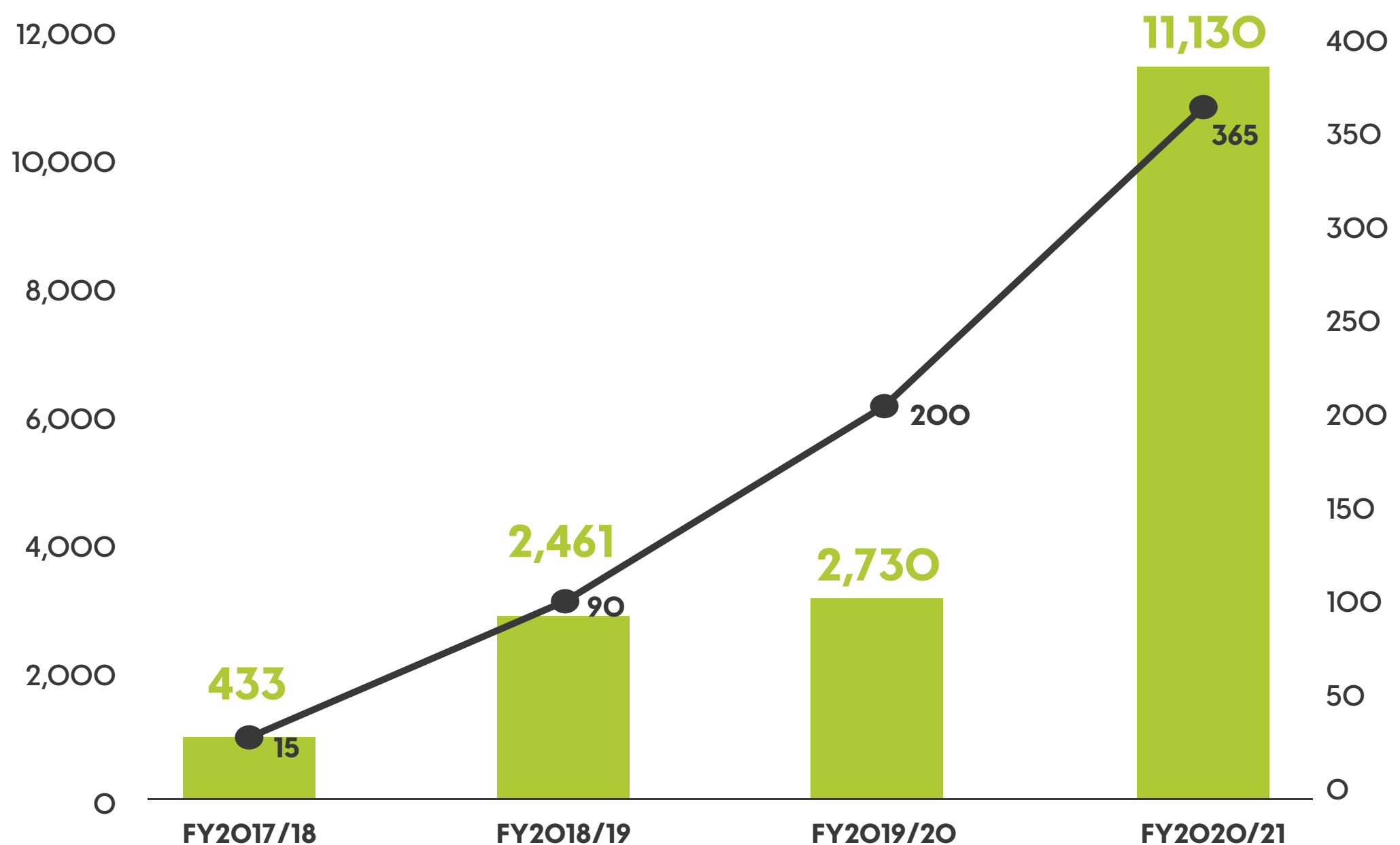
**97**
FY 2018/19

**107**
FY 2019/20

Source: National Information Technology Authority-Uganda

# Usage of NITA-U
## IT Service Desk

Throughout the FY 2020/21, the Service Desk, together with the technical teams supported three hundred sixty-five (365) entities.

A total of 11,130 tickets were received and issues resolved through the ticketing tool (**https://helpdesk.nita.go. ug**)



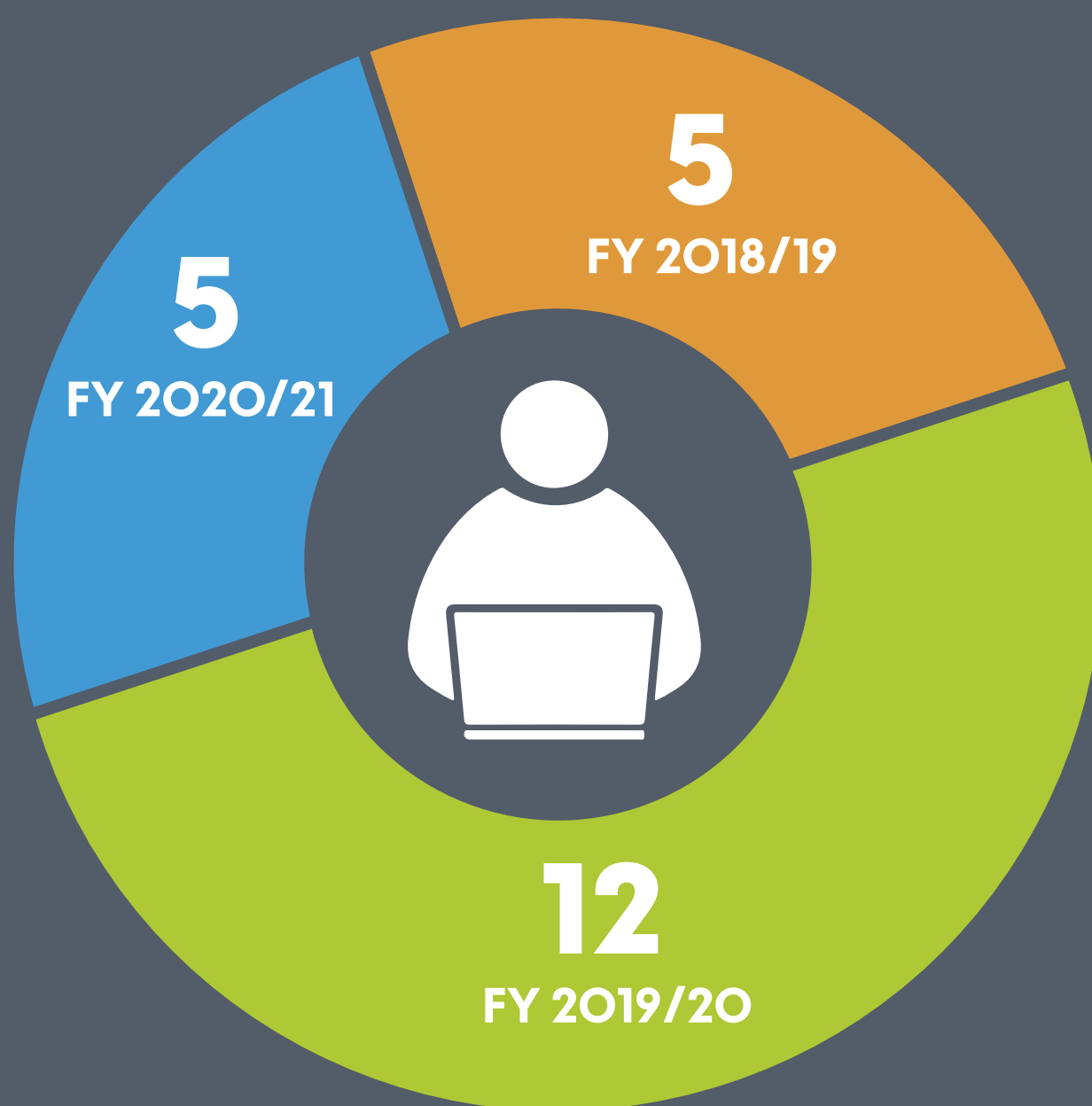Source: National Information Technology Authority-Uganda

● Entities Supported    ▮ Tickets Raised
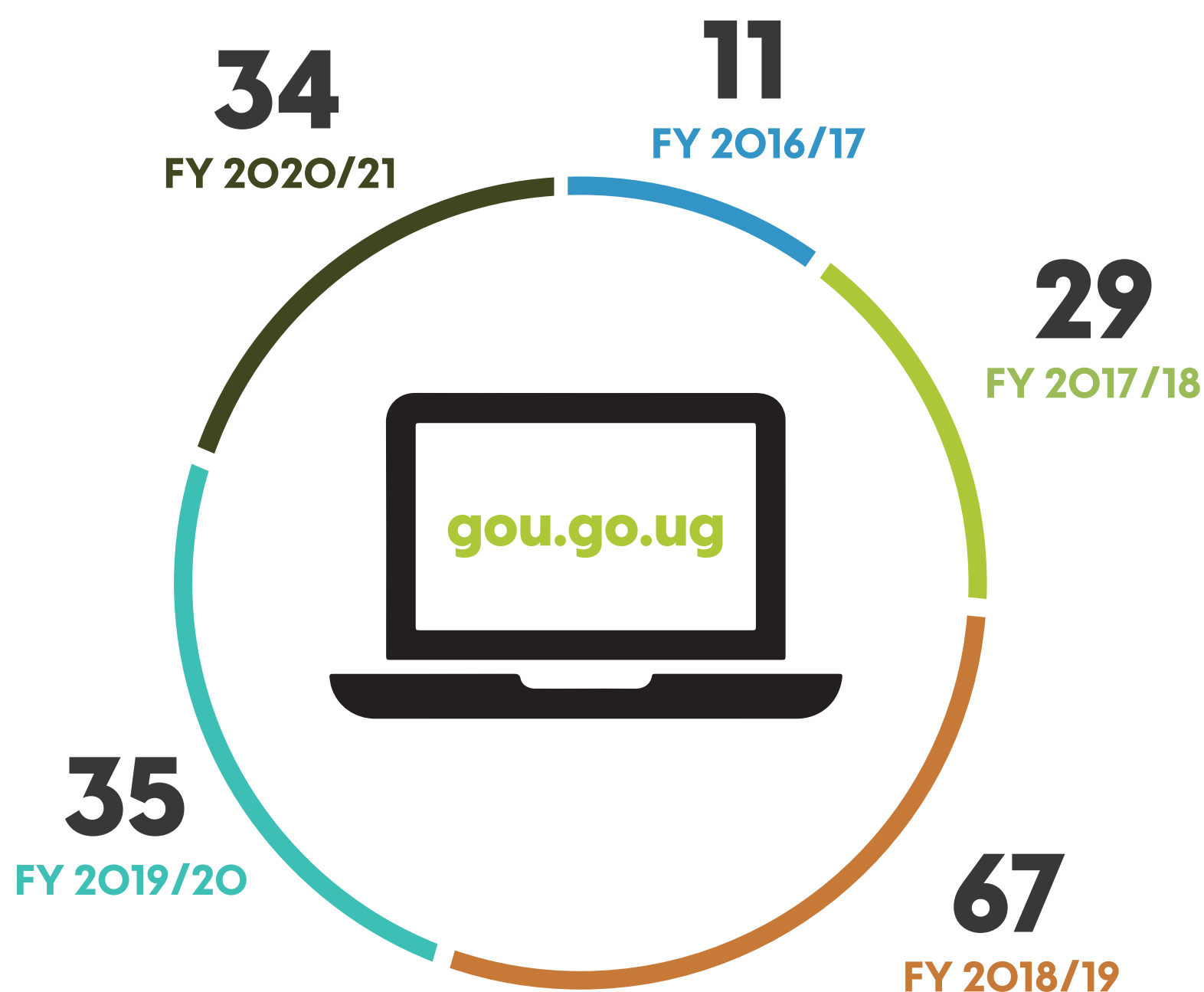
# Number of
# e-services developed

In FY2020/21, a total of five (5) e-services were developed of which, two (2) e-services were developed in an effort to support the fight against COVID-19.



**5**
FY 2018/19

**5**
FY 2020/21

**12**
FY 2019/20

Source: National Information Technology Authority-Uganda

# Number of
# websites developed

In FY2020/21, a total of thirty-four (34) Government websites were developed and revamped.

**34**
FY 2020/21

**11**
FY 2016/17

**29**
FY 2017/18

gou.go.ug

**35**
FY 2019/20

**67**
FY 2018/19

Source: National Information Technology Authority-Uganda

NITA
UGANDA
- Driving the IT Revolution -

# Unified Messaging and Collaboration System

In FY2020/21, UMCS was rolled out to an additional 40 MDAs bringing the total to 88 MDAs with 18,152 users.

**UMCS**
CONNECT • COLLABORATE • SERVE

83

18,677

43

11,657

15

3,162

**FY 2018/19**     **FY 2019/20**     **FY 2020/21**
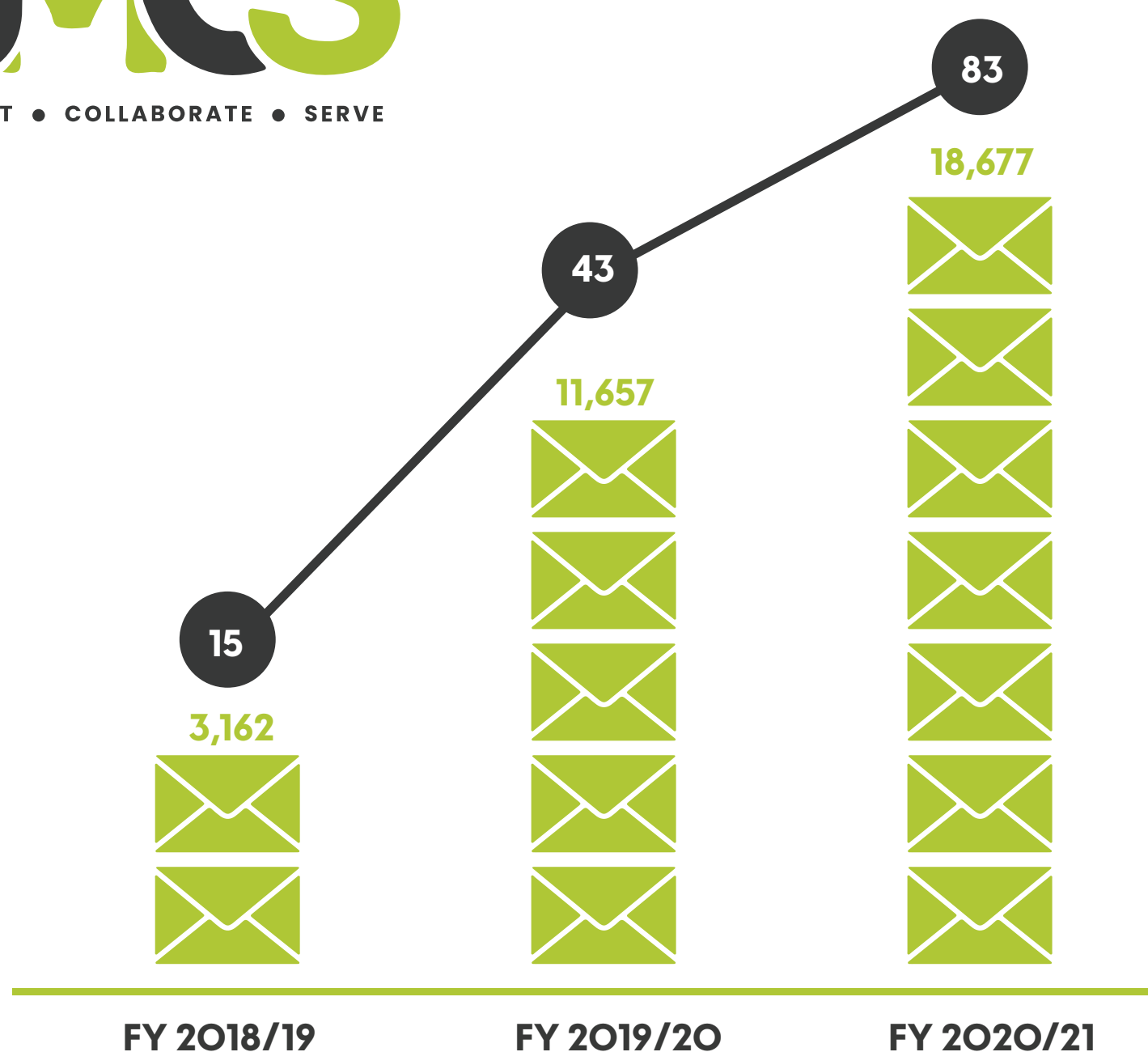
● Total number of government entities that have been enrolled to the UMCS

● Number of government staff using the UMCS platform for communication and collaboration

Source: National Information Technology Authority-Uganda

# Number of services integrated
## with the SMS Gateway

In FY2020/21, 4 government entities were on-boarded to the SMS gateway( u-Connect ) making a cumulative total of 18 entities and 22 services. A cumulative total of 31,200,000 SMSs had been transmitted

**18**

FY 2020/21

**14**

FY 2019/20

**1**

FY 2018/19
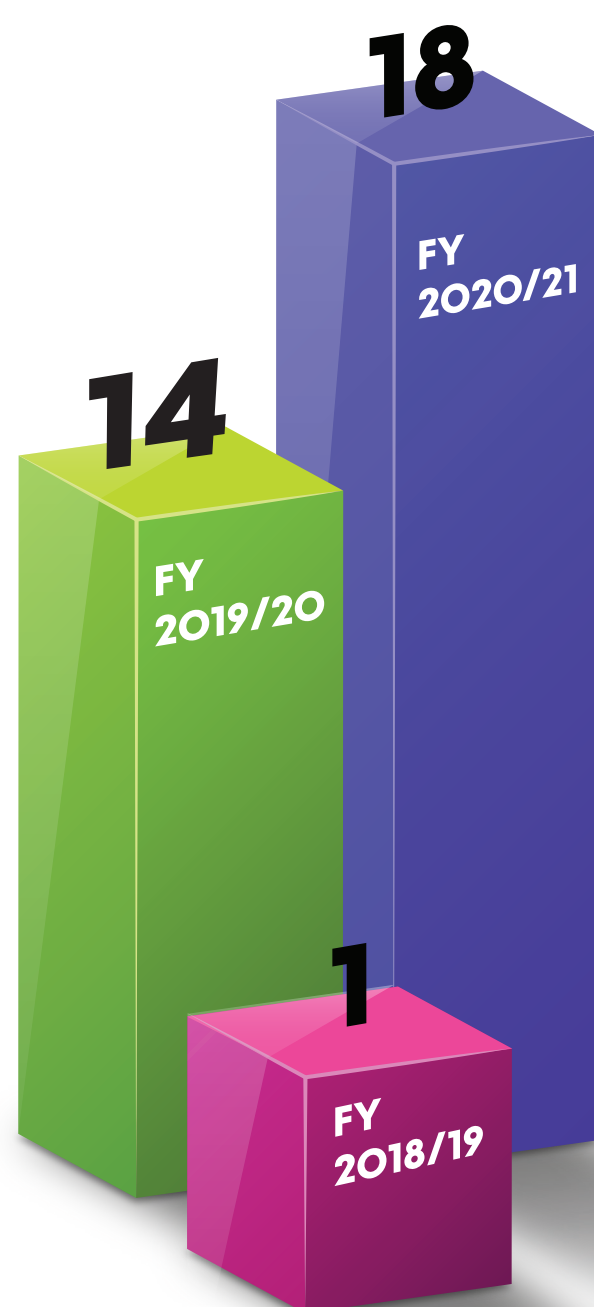
Source: National Information Technology Authority-Uganda

# Level of availability for hosted public services

FY2020/21, the level of availability for hosted public services (average uptime of the services hosted) declined to 92.2% up from 95.6% in FY2019/20.

On average, availability for hosted public services was as follows; an improvement from 82.0% in FY2019/21 to 93.2% on Internet Bandwidth services, 99.6% on leased line services maintained, a decline from 100% to 91% on Data Centre Services; 99.8% on IFMS services maintained and web services declined from 96.8% to 77.3%.
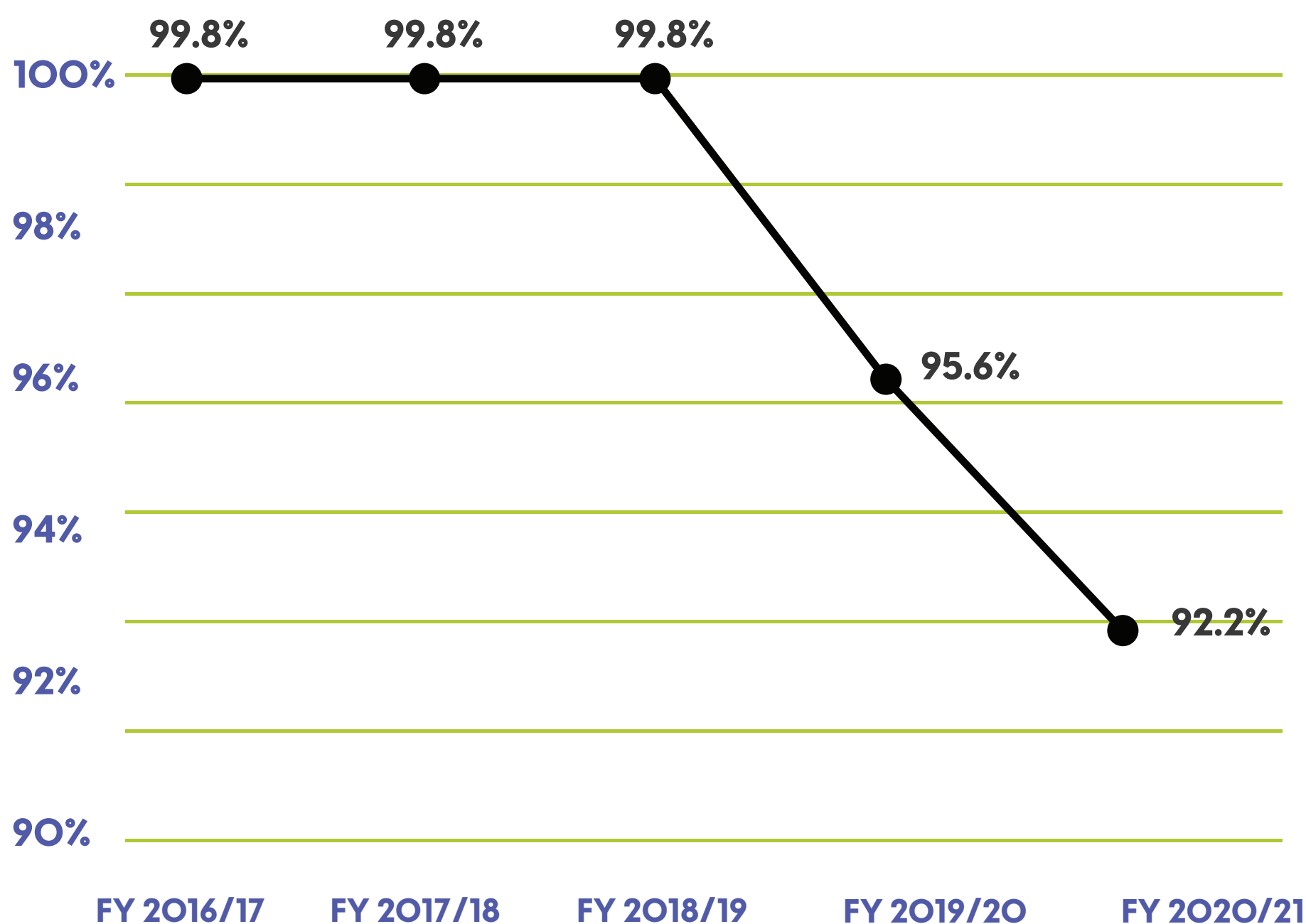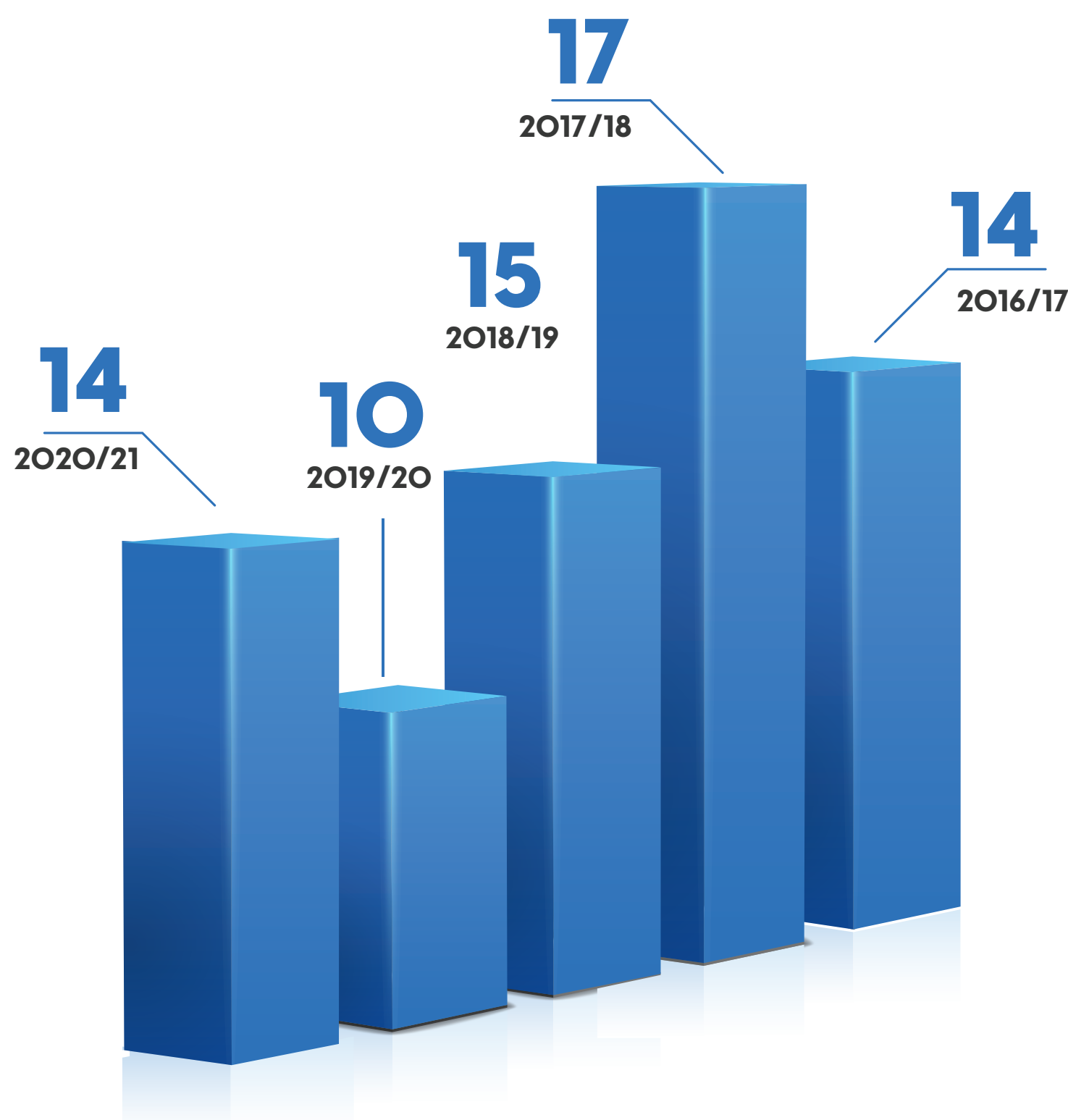


Source: National Information Technology Authority-Uganda

# Number of
# IT Standards developed

In FY2020/21, a total 14 National priority standards were developed, reviewed and approved for mandatory implementation by the National Standards Council under the UNBS.

**17**
2017/18

**15**
2018/19

**14**
2016/17

**14**
2020/21

**10**
2019/20

Source: National Information Technology Authority-Uganda

# Number of Compliance Assessments & Compliance levels

In the FY2020/21, the overall MA compliance with the standards for structured cabling and standards for the acquisition of IT Hardware improved from 69% in the previous financial year to 75.5%.

| Financial Year | Number of MDAs assessed | Compliance levels (average score) | | |
| --- | --- | --- | --- | --- |
| | | Structured Cabling Standards, 2013 | Hardware & Software Standards, 2013 | Overall score |
| FY2016/2017 | 10 | 64% | 73% | 68.5% |
| FY2017/2018 | 10 | 62% | 67% | 64.5% |
| FY2018/2019 | 16 | 53% | - | 59.0% |
| | 11 | - | 65% | |
| FY2019/2020 | 13 | 62% | 76% | 69.0% |
| FY2020/2021 | 9 | - | 80% | 75.5% |
| | 11 | 71% | - | |

Source: Uganda Bureau of Statistics

# Certification of
# IT Service Providers

In FY2020/21, 158 IT firms were certified
Cumulatively 484 IT firms were certified since FY2016/17.

**IT**
Certification

**42**

FY 2016/17

**158**

FY 2020/21

**115**

**87**

**82**

FY 2017/18

FY 2018/19

FY 2019/20
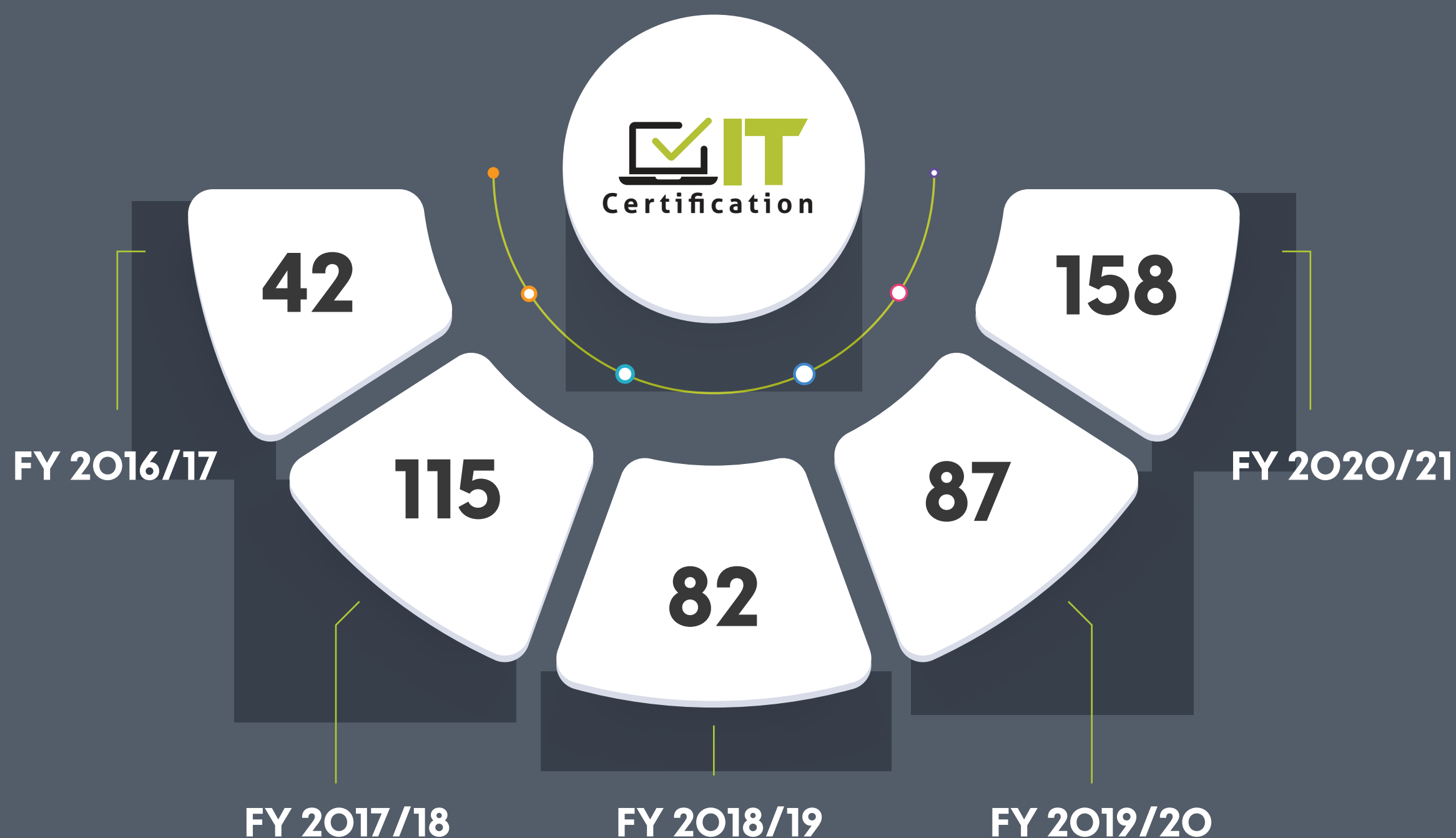
Source: National Information Technology Authority-Uganda

# Cyber Laws and
# Regulations Awareness

In FY2020/21, 40 sensitisation and awareness activities were conducted in the public and private sector
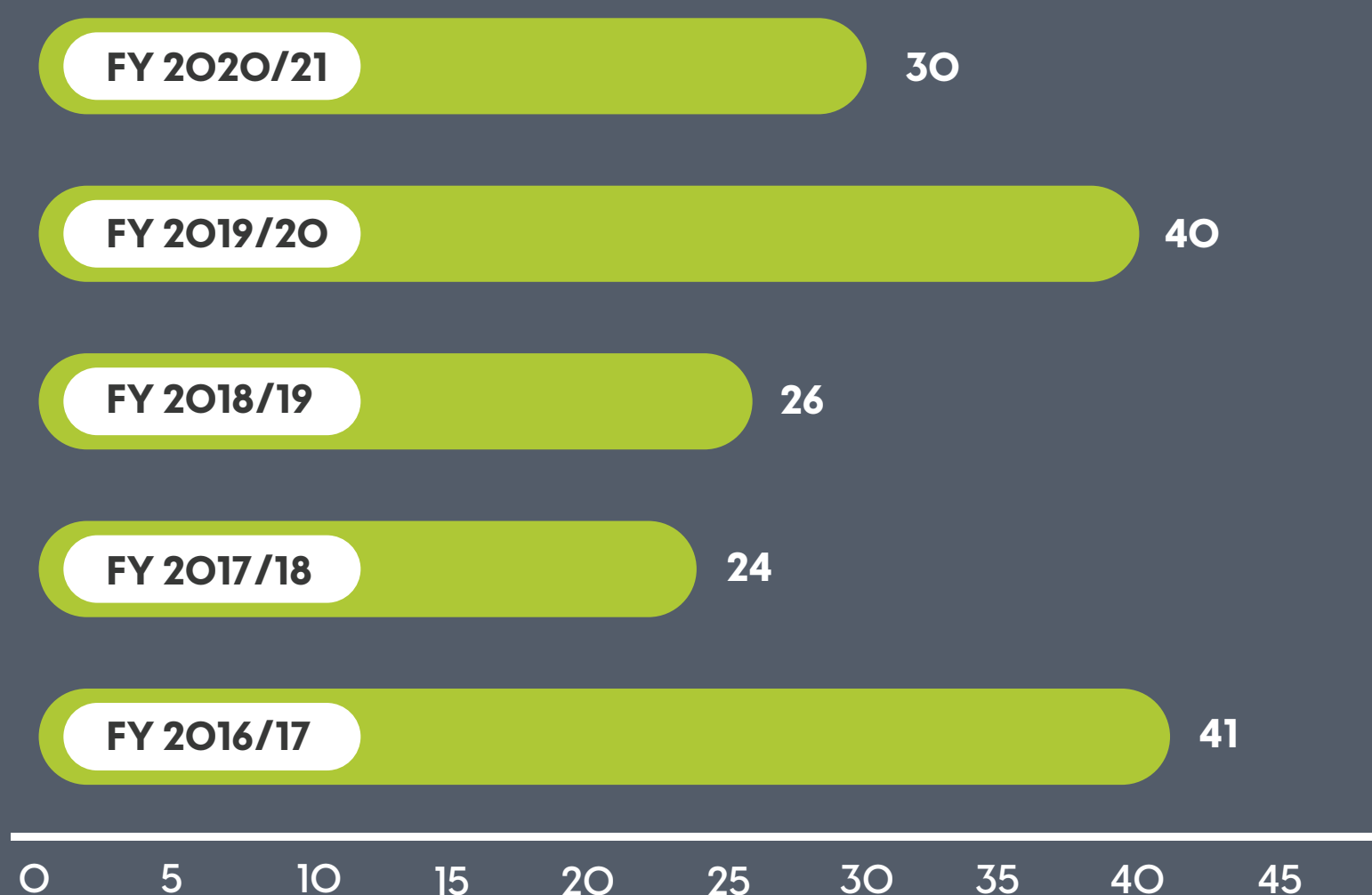
| FY 2016/17 | FY 2017/18 | FY 2018/19 | FY 2019/20 | FY 2020/21 |
|------------|------------|------------|------------|------------|
| 45 | 36 | 50 | 46 | 40 |
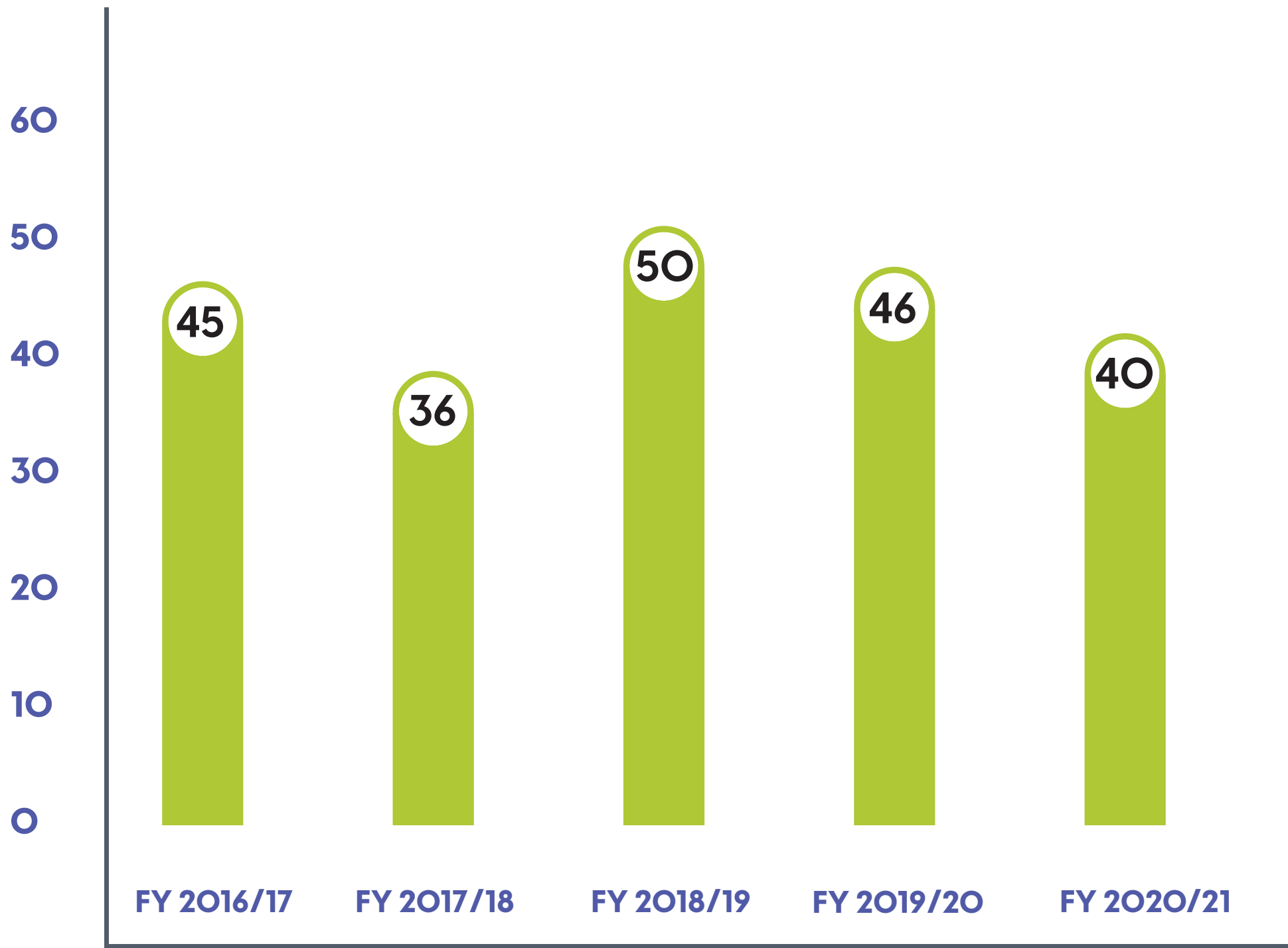
Source: National Information Technology Authority-Uganda

# Number of Information
## security awareness sessions

In FY2020/21, 30 Information Security awareness sessions were conducted.

| Fiscal Year | Sessions |
|-------------|----------|
| FY 2020/21 | 30 |
| FY 2019/20 | 40 |
| FY 2018/19 | 26 |
| FY 2017/18 | 24 |
| FY 2016/17 | 41 |

O    5    10    15    20    25    30    35    40    45

Source: National Information Technology Authority-Uganda

# Number of MDAs complaint with National Information Security Framework

23 MDAs were compliant with the National Information Security Framework (NISF) in FY2020/21



| | |
|---|---|
| 23 | 2020/21 |
| 19 | 2017/18 |
| 16 | 2018/19 |
| 16 | 2019/20 |
| 7 | 2016/17 |

**Financial Year**
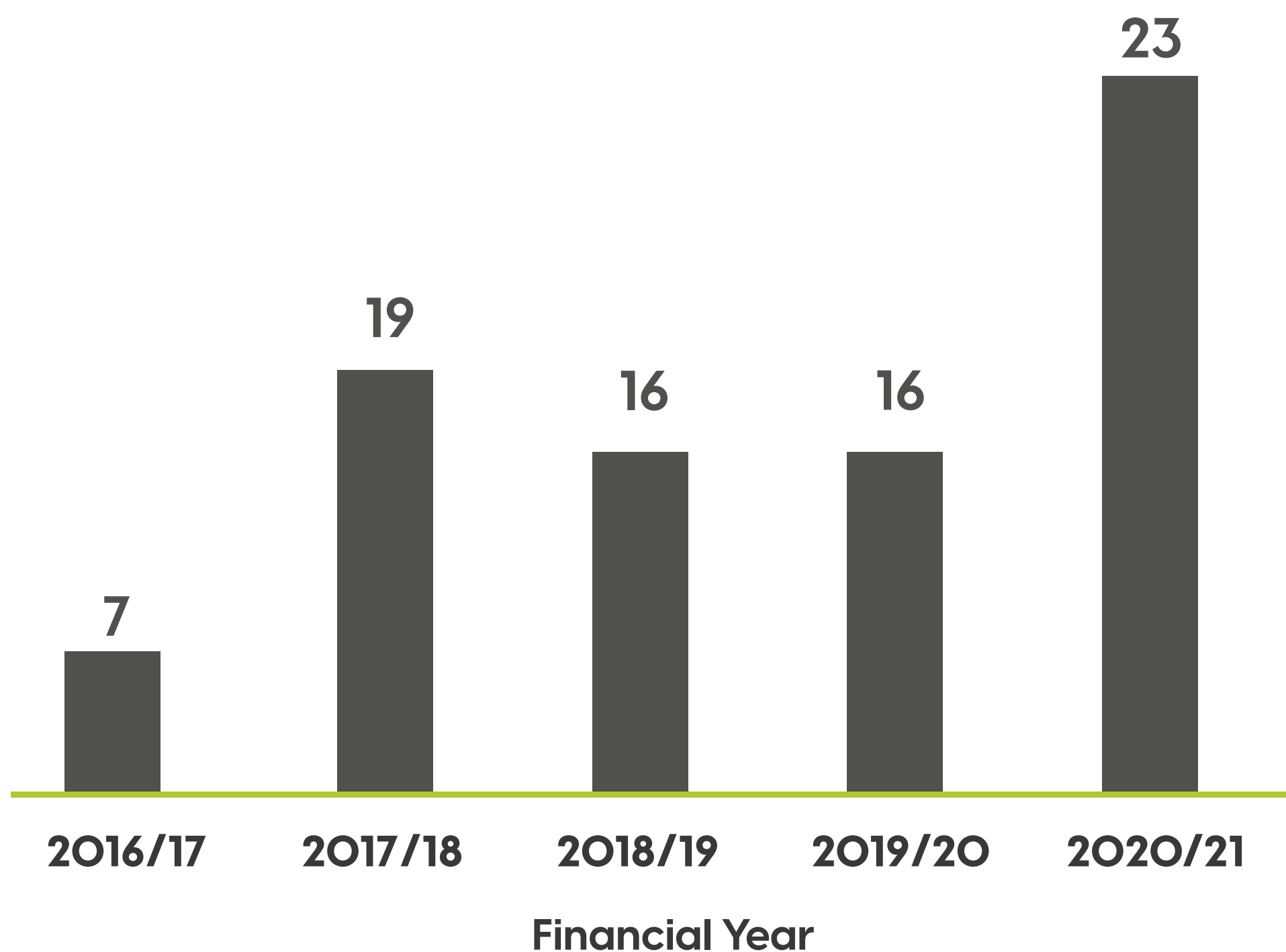
Source: National Information Technology Authority-Uganda

# Information
# Security Advisories

For the FY2020/21, the National CERT/CC issued 31 cyber security advisories about critical vulnerabilities in software, applications and systems.

**57**
**FY 2019/20**

**31**
**FY 2020/21**

Source: National Information Technology Authority-Uganda
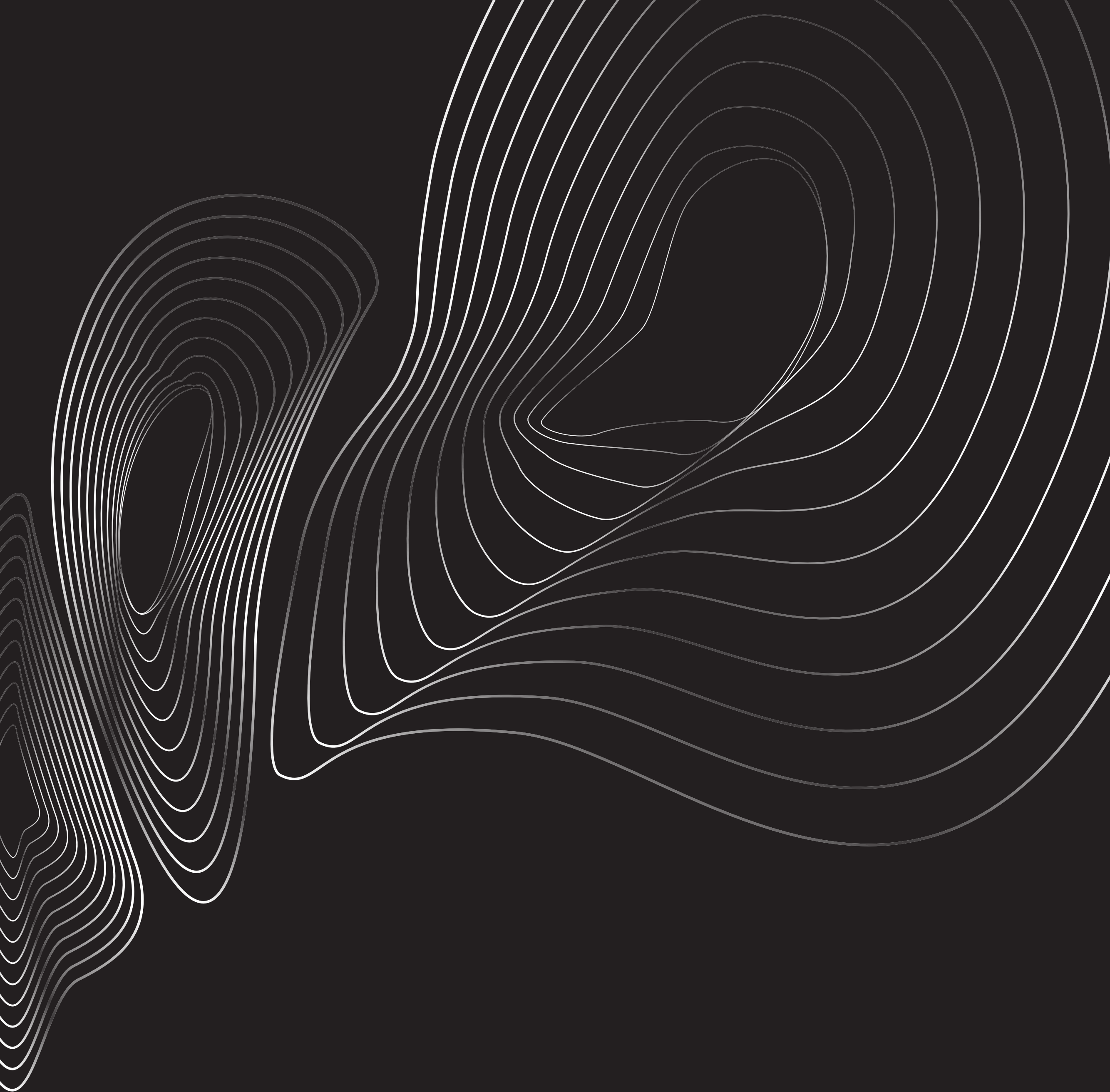
# NITA-U Human
# Resources Statistics

In the FY2020/21, the total number of NITA-U staff was Ninety 90) compared to Ninety-four (94) recorded in FY2019/20.

This translates into 66% male and 34% female.

## 2020/21
## STAFF = 90
34%
66%

## 2019/20
## STAFF = 94
36%
64%

## 2018/19
## STAFF = 95
36%
64%

## 2017/18
## STAFF = 68
35%
65%

## 2016/17
## STAFF = 54
39%
61%

Source: National Information Technology Authority-Uganda

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