



Information Society Outlook

August 2020

ICT Indicators Web Portal: <http://indicators.ncb.mu>

ICT Sector in Mauritius

(Facts and Figures)

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1.0 Key highlights

Local indicators

- a. The contribution of the ICT sector to GDP stood at 5.8 percent for 2019 (5.7 in 2018) with a growth rate of 5.1 percent (as compared to 5.3 percent in 2018).
- b. Employment in the ICT sector stood at 16,162 for 2019.
- c. Internet subscriptions stood at 1,496,300 for 2019, representing a penetration rate of 118.2 percent.
- d. Broadband subscriptions stood at 1,246,300 for 2019, representing a broadband penetration rate of 98.5 percent.
- e. Mobile phone subscriptions were at 1,866,600 in 2019, representing a mobile phone subscription per 100 inhabitants of 148 percent.
- f. The percentage of households with a computer was at 51 percent in 2018.
- g. The percentage of households with Internet access was at 70 percent in 2018.
- h. The percentage of students enrolled in ICT as a percentage of total students enrolment at Tertiary level was at 7.8 percent for the year 2019.

Source: Statistics Mauritius, ICTA, TEC

International Indices

Index	Ranking		Score	Year
	World	Africa		
E-Government Development Index (EGDI)	63	1	0.7196	2020
Global Cybersecurity Index	14	1	0.88	2018
ICT Development Index (IDI)	72	1	5.88	2018
Networked Readiness Index (NRI)	53	1	53.4	2019
Global Innovation Index	82	5	30.61	2019
Global Service Location Index	30	1	5.24	2019

2.0 Evolution of the ICT sector over the years

The table below shows the evolution of the ICT sector over the last 5 years. Its contribution to the economy is compared with the other 4 main pillars. While the contribution of the textile and the sugar industry has been declining over the years, the ICT industry has been progressing. The contribution of the ICT sector to GDP was at 5.8 per cent for 2019.

The ICT/BPO industry represents a key driver of the Mauritian economy employing around 24,000 people. With some 800 ICT-BPO based enterprises, the country has one of the richest technology ecosystems in Africa that thrives on innovation and collaboration across sectors. The industry is vibrant spanning from startups to multinationals across various segments such as e-commerce, digital services, support desk, applications development among others.

Besides offering a distinctive proposition in bilingual skills (French, English) for UK/European companies, Mauritius has demonstrated its capabilities in offering a compelling alternative for serving non-voice and IT needs of multinationals.

Global players such as Accenture, Ceridian, Convergys, Huawei, Orange Business Services, and Allianz amongst others have successfully established their operations in Mauritius due to their ability to serve global clients with high-quality, innovative solutions.

2015-2019

Industry	2010	2015	2016	2017	2018	2019
1. Financial	11.6	12.0	12.1	12.0	11.7	11.8
2. Tourism	8.0	7.4	8.3	8.5	8.6	8.1
3. ICT	5.8	5.8	5.7	5.7	5.7	5.8
4. Textile	5.0	4.6	4.1	3.9	3.6	3.4
5. Sugar	1.4	1.1	1.1	0.7	0.5	0.5

Source: SM (National Account Estimates – Jun 2020)

3.0 ICT Economic Indicators

3.1 Contribution of the ICT to GVA

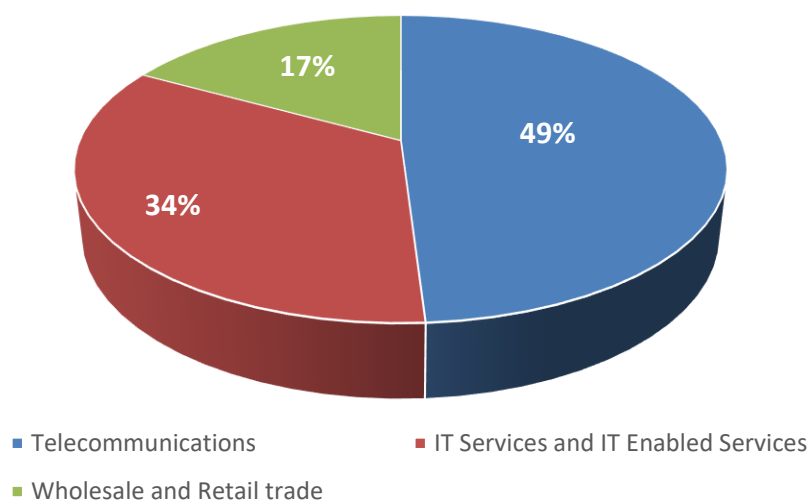
The table below shows the contribution of the ICT sector over a 5-year period. In 2019, the contribution of ICT to the Gross Value Added (GVA) stood at Rs bn 25.4 representing a 5.8 percent. This represents an increase of 4.7 percent over the previous year. The growth rate of the ICT industry was at 4.8 percent coming down from 5.3 percent in 2018.

ICT Contribution to GVA	2015	2016	2017	2018	2019
Contribution in Rs Million	21,137	21,970	22,894	24,248	25,396
Contribution as a percentage	5.8	5.7	5.7	5.7	5.8
Growth rate (%)	7.1	5.4	4.4	5.3	4.8

Source: SM - National Accounts 2019

3.2 Value added by Industry Group

Amongst the various industry groups that make up the ICT sector, we observe that Telecommunications still dominates in the ICT sector with a share of 49 percent for the year 2019. The ITES-BPO industry is the next strong segment of the ICT sector with a share of 34 percent followed by 17 percent from wholesale and retail.



Source: Statistics Mauritius 2019

3.3 ICT Companies & Employment

	2015	2016	2017	2018	2019
Number of Establishments in ICT sector	130	122	126	122	122
Employment in the ICT sector (number)	14,819	15,211	15,761	16,157	16,162
<i>Male</i>	8,048	7,985	8,383	8,544	8,323
<i>Female</i>	6,771	7,226	7,378	7,613	7,839
Employment in the ICT sector as a % of total employment	4.7	4.8	4.9	5.0	5.0

Source: Statistics Mauritius (Large Establishments, employing 10 or More **Employees**)

As per Board of Investment (BOI)

	2014	2015	2016	2017	2018
Number of ICT-BPO companies	650	700	725	750	800
Employment	21,000	21,500	23,00	23,500	24,000

4.0 ICT Infrastructure

4.1 International Internet Bandwidth

	2015	2016	2017	2018	2019
International Internet bandwidth, in Gbit/s (incoming/outgoing)	21.3	42.5	43.0	65.0	101.7

4.2 International Private Lease Circuit (IPLC)

	2014	2015	2016	2017	2018	2019
Tariffs for IPLC Full Circuit on SAFE (2Mbps) in USD	1,795	1,571	1,558	1,573	1,573	1,573

4.3 ICT Accessibility

	1990	2000	2010	2017	2018	2019
Fixed Phone subscriptions	65,000	281,250	387,700	413,100	434,300	458,700
Fixed Line per 100 inhab.	6.1	23.7	30.2	32.6	34.3	36.2
Mobile phone subscriptions	-	175,000	1,190,900	1,839,500	1,918,000	1,866,600
Mobile phone per 100 inhab.	-	14.7	95.2	145.4	151.54	147.5
Internet subscriptions	-	35,000	284,200	1,248,000	1,355,600	1,496,300
Internet per 100 inhab.	-	3.4	22.7	98.6	107.1	118.2
Broadband subscriptions	-	2,800 ¹	258,500	991,900	1,101,500	1,246,300
Broadband per 100 inhab.	-	0.2	20.7	78.4	87.03	98.5

Source: ICTA 2020

5.0 ICT Penetration in Households

The table below shows the usage of ICT at the level of households. Apart from the fixed telephone subscription at the level of households all indicators have been increasing over the years. Computer ownership has increased from 21 percent in 2000 to 54.7 percent in 2016, but then decreased to 51 percent in 2018.

Back in the year 1997 the percentage of households with a computer was only at 4.6 percent.

	2000	2006	2008	2010	2012	2014	2016	2018
1. TV set	-	95.7	96.4	96.9	97.4	97.1	96.9	98
2. Fixed telephone	-	77.4	73.6	73.0	71.0	71.6	69.1	69
3. Mobile telephone	-	66.7	82.8	87.5	90.8	92.2	94.8	95
4. Personal Computer	21	24.2	29.9	37.7	44.9	53.1	54.7	51
5. Internet connection	12	16.6	20.2	29.0	39.2	52.0	63.3	70

Source: NCB (ICT Surveys) and Statistics Mauritius

6.0 Internet Users

	2000	2010	2016	2017	2018	2019 ¹
Internet Users	80,000	225,072	682,463	733,879	772,039	822,559
Internet Users (%) over total population	6.7	18.0	54	58	61	65

Note: Persons age 12 years and above, Source: Statistics Mauritius

1: Estimate – Source NCB

A. Social Media - Statistics for Mauritius

The table below shows an annual mean percentage of users accessing the various social media platforms.

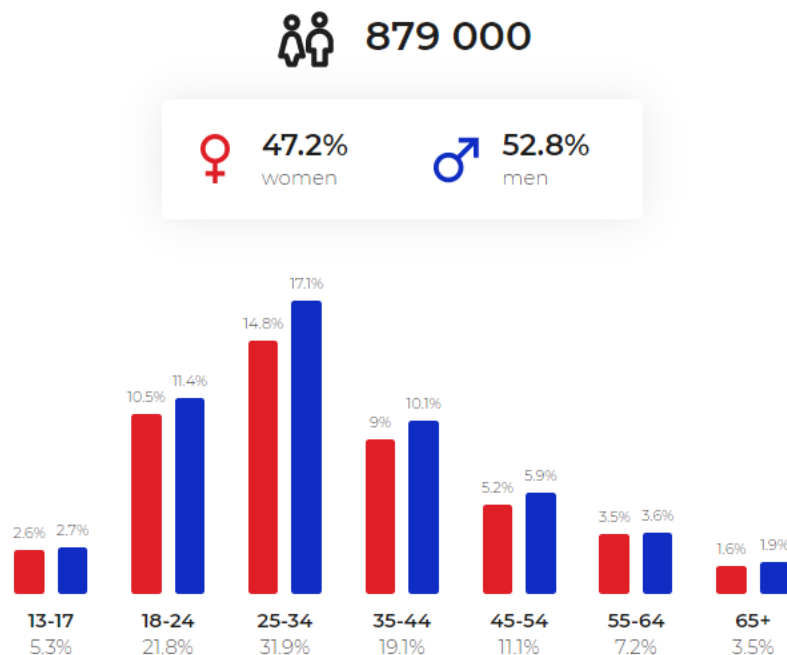
Social Media	2018	2019
Facebook	72.4%	71.4%
Pinterest	13.8%	19.6%
Instagram	1.0%	2.1%
Twitter	2.2%	2.8%
YouTube	9.6%	3.6%
LinkedIn	0.2%	0.2%

Source: Stats Counter July 2020

B. Facebook users (March 2020)

There were 879 000 Facebook users in Mauritius in May 2020, which accounted for 68.7% of its entire population. The majority of them were men - 52.8%. People aged 25 to 34 were the largest user group (280 000).

The highest difference between men and women occurs within people aged 25 to 34, where men lead by 20 000.



Source: napoleoncat.com

7.0 ICT in Education

Indicators	2010	2015	2016	2017	2018	2019
Enrolment SC	5,241	5,662	6,028	6,019	5,930	6,280
Percentage Enrolment SC	30	36.1	39.0	39.2	38.6	40.7
Enrolment HSC	977	992	973	966	1,054	1,095
Percentage Enrolment HSC	10.0	7.7	10.5	10.2	11.2	12.2
Percentage Pass rate S.C	84.5	69.4	70.5	71.1	75.8	-
Percentage Pass rate H.S.C	78.0	53.0	60.5	61.7	64.2	-
Enrolments in IT field (Information Technology) at Tertiary level	3,694	3,920	3,886	3,697	3,438	3,700
Percentage of students enrolled in ICT	8.3	8.0	7.9	7.7	7.3	7.8
ICT Professionals supply from Tertiary institutions	880	1,100	900	860	-	-
% students studying ICT overseas at tertiary level	1.4	-	4.0	3.8	4.6	4.6

The number of students opting for ICT at O level increased by 5.9 percent between 2019 and 2018 (an improvement from a downward trend since 2016). At HSC level the number of students examined continues to increase over the years. An increase of 4 percent is observed for the year 2019.

The number of students enrolling in the field of ICT at tertiary level has increased to 3700 for 2019. This represents a 7.8 percent of total enrolment.

8.0 International Indices

No	Index	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
1.	IDI	70	70	74	72	70	73	75	72	n/a	-
2.	EGDI	77	-	93	-	76		58	-	66	63
3.	NRI				55	48	45	49	-	-	53
4.	GII					40	49	53	64	75	82
5.	GCI					9	-	-	6	14	-
6.	GSLI			36	-	36	-	30	34	-	30

1. IDI – The ICT Development Index is published yearly by **ITU** and measures the information society progress in countries around the world and is presented the **Measuring the Information Society Report**. The 2017 report covered **176 economies**.
2. EGDI – Published by the **UN Department of Economic and Social Affairs (UNDESA)**, the EGDI measures the willingness and capacity of national administrations to use information and communication technologies to deliver public services. The report covered **193 countries**.
3. NRI – The Networked Readiness Index (NRI) is published by the World Economic Forum and is used as a global benchmark for assessing the progress and readiness of technology adoption in countries around the world. The NRI 2019 ranks a total of 121 economies.
4. GII – The Global Innovation Index is co-published by Cornell University, INSEAD, and the World Intellectual Property Organization (WIPO). It measures the innovation performance of **130 economies** worldwide, capturing criteria such as institutions,

human capital and research, infrastructure, linkages, the creation of knowledge and creative outputs.

5. GCI - Published by ITU, the GCI measures the commitment of Member States to cybersecurity in order to raise awareness. The CGI 2017 covers all the **193 member states**.
6. GSLI - The Global Services Location Index ranks the **top 50 countries** in the most attractive offshoring destinations. The report is published by A.T Kearney.