

Spotlight: Indonesia

Despite efforts to address connectivity issues, the vast majority of workers feel policies to improve Internet infrastructure across the nation should be sped up



Small and medium size enterprises play a critical role in the country, highlighted by 62% of workers across the country who say they use their household's Internet connection to do their job or run their own business.

And according to 87% of workers, the entire population should be able to securely connect to fast, reliable Internet services whenever they are in public places or on the move.

Demands for better connectivity don't stop there. Almost the same proportion (86%) want plans to ensure high-speed, reliable Internet is available to all, including remote villages, to accelerate. This is something both service providers and policymakers are working towards.

These requests are set against the backdrop of 85% of respondents stating the reliability and quality of their broadband Internet connection is important to them.

Digital services are believed to be critical for a range of reasons; including economic growth (87%), and maintaining a well-educated and informed population (84%)

A better network

In comparison to some other markets, the cost of connecting is not seen as being such a serious problem. Fewer than half (44%) say reliable broadband will become a major issue for people.

However, 3 in 4 (75%) workers say the cost of broadband is preventing low-income families from getting online.

Key takeaways



62% of respondents in Indonesia say they use the Internet at home to either work or run their own business



76% of respondents claim hybrid working patterns must be aided by dramatic improvements to connectivity



87% of workers in Indonesia state fast, reliable Internet is critical to future growth of the nation's economy



75% think low-income families are being priced out of Internet services by the cost of broadband

More than two-thirds (69%) state that three or more people concurrently use the Internet at home throughout the day.

Around 1 in 3 (33%) respondents expect their and their household's Internet usage to increase or stay the same in the next 12 months.

Amid this demand for quality domestic services, a sizeable majority (64%) say they'd like to upgrade their Internet connection in the next 12 months. However, more than 1 in 4 (27%) claim cost is an inhibitor.

Secure services

The pressures of hybrid working on Indonesia's Internet services - at least in the eyes of workers - are laid bare by the 76% of respondents who state broadband services across the country must dramatically improve if networks are to keep pace with the demands of new employment models.

Interestingly, nearly 2 in 3 (63%) claim they'd be willing to pay more than they do at present if service providers promised to offer more secure Internet connections.

Home broadband usage patterns anticipated over the next 12 months

