

Spotlight: Taiwan

As a global manufacturing hub and high-tech supply chain centre, Taiwan is experiencing significant demands to speed up Internet service improvements



Nearly 9 in 10 (88%) hybrid workers in Taiwan say the reliability and quality of their broadband Internet connection is important to them. With an overall figure of respondents in Taiwan that isn't far short of that figure (83%), people clearly view strong connectivity as a vital aspect of their working lives.

Furthermore, 82% of workers – rising to 85% of current hybrid workers – state broadband service must dramatically improve to support a national shift to hybrid employment.

In 2019, the Executive Yuan approved a Taiwan 5G action plan – due for completion in 2022 – to improve telecom and Internet services throughout market. It is expected to boost the supply chain by US\$43bn.

Despite Government programs promising an additional US\$1.8bn for 5G technology, 8 in 10 (80%) workers want policymakers to accelerate plans for improvement.

Eye on the future

A large majority (83%) of respondents state access to fast, reliable Internet is critical to future economic growth in Taiwan. The same proportion of workers (83%) suggest it's also needed to underpin a well-educated and informed population.

Yet around 2 in 3 (67%) cite cost concerns, saying access to affordable, reliable broadband will become a major issue for the population. Even more (74%) believe low-income families are being priced out of online connection.

Key takeaways



Almost 9 in 10 hybrid workers in Taiwan say the reliability and quality of their broadband connection is key



82% of respondents claim hybrid working patterns must be aided by dramatic improvements to connectivity



83% of workers say fast, reliable Internet is needed for economic growth



84% of respondents actively use their broadband at home for four hours or more each day

Meanwhile, more than 8 in 10 (81%) workers claim everyone should be able to connect to fast and reliable Internet in public spaces, regardless of location – and do so securely.

Better online security is something a majority (56%) of respondents would be willing to pay more for, including 62% of those in a hybrid role.

With more than 1 in 3 (34%) already using their household's Internet connection to do their job or run their own business, reliable connectivity remains a priority.

Digital decisions

Demand for improved Internet services is therefore likely to increase. The strain is highlighted by 57% of workers who state three or more people in their household use the Internet simultaneously.

Almost 3 in 4 (72%) expect their household's Internet usage to increase or stay the same in the 12 months to come. While 28% are committed to upgrading their connection during the same period, more than 1 in 5 (22%) who won't upgrade have been put off by the perceived cost of doing so.

Home broadband usage patterns anticipated over the next 12 months

