

**Joint ITU –APT - ESCAP  
Capacity Building on Information Society Statistics  
6 – 8 November 2007  
Bangkok, Thailand**

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# **ITU work on ICT Measurement**

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International Telecommunication Union**

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# ITU Mandate

- As a United Nations agency, ITU has an obligation to produce statistics covering its sector. This is in line with other specialized agencies that publish statistics covering their respective field of operations. This forms part of the global statistical system of the UN.
- Over 30 years of data collection and dissemination: country-, regional- and international data and reports
- **World Telecommunication/ICT Indicators (WTI) Database**

# ITU's Statistical activities

**Indicator definition, collection,  
analysis, dissemination,**

**Telecommunication**

**Household & individual  
(access and usage)**

**Capacity building**  
a) Telecom stats  
b) Household  
and individual

# Telecommunication Indicators

- Source: Telecom ministry or regulator
- Operator annual reports

# World Telecom Indicators

## data/sources

### HOW?

- Annual telecommunication Indicators questionnaire addressed to government agencies responsible for ICT/telecom (regulators or ministries) or operators
  - Short questionnaire (April)
  - Long questionnaire (Sept/Oct)
- Online research
- Annual reports

### WHAT?

- Covers around 100 indicators since 1960
- Fixed telephone network
- Mobile network
- Text / Data network (internet)
- Traffic
- Tariffs (fixed, mobile, internet)
- Staff
- Quality of Service
- Revenue & Investment
- Community Access
- Broadcasting

**ITU data cover more than 200 economies; data provided annually**



# ITU data collection

- The ICT "eye" , a unified system that compiles all databases of the ITU Development Bureau, that enables users to track the development and use of ICTs, and measure efforts to build the information society.
- A user-friendly website that provides information including ICT indicators and statistics, regulatory and policy profiles, national tariff policies, operator information, financial and scientific institutions.
- Country profiles and indicator reports
- **Online survey (data collection tool)**

>> ITU ICT EYE + >> REPORTS + >> MAIN SURVEY PAGE +

Welcome to the Secure Pages of ITU ICT EYE

Thank you for using our application. After you logged in you will be able to fill in our surveys, which can be saved at any time and modified later. After you submitted the completed survey, the information will be verified. At the end of this process we will publish the database on our website. You can also modify your personal data and maintain your organization's data if you are authorized for that.

Please visit our site frequently to keep your data up to date and look for our new services that we are offering only for registered users.

Manage Data

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Directorate General of Posts and  
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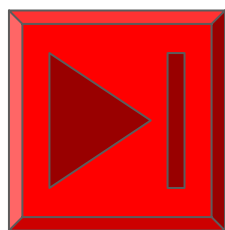
Survey List

Here you can find the list of the sur  
which are assigned to you to fill in.

[ITU World Telecommunication/ICT  
Indicators Long Survey 2007  
\(20 Nov 2007 Deadline\)](#)

[User Guide \(TREG\)](#)  
[User Guide \(WTI\)](#)  
[Indicator Definitions \(WTI\)](#)

<http://www.itu.int/ITU-D/icteye/Default.aspx>



- ITU ICT Eye
- ICT Statistics
- Regulatory Information
- Operators / Service Providers
- Tariff Policies
- Financial Institutions
- Scientific Institutions
- Economic Research Tools

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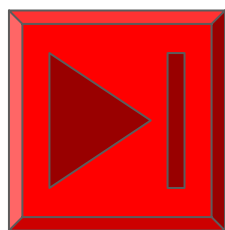
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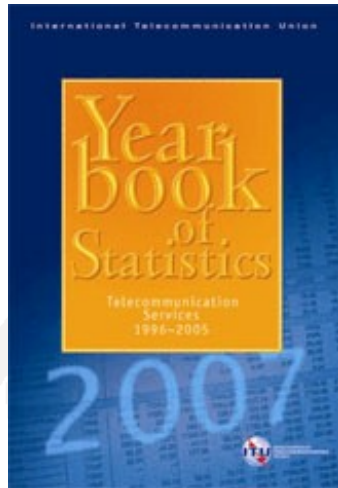


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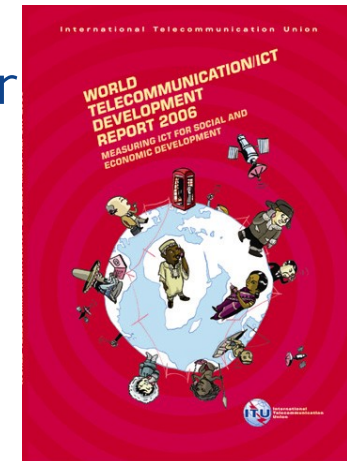
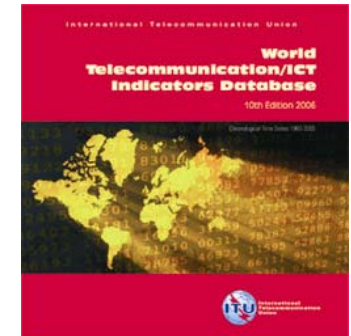


# Data dissemination

Helping the world communicate



- **Yearbook of Statistics** (annually, since 1974), latest July 2007.
- **World Telecommunication/ICT Indicators (WTI) database** (available online, updated every 3 months), latest 15 October 2007.
- **World Telecommunication/ICT Development Report (WTDR)** (last published in March 2006)
- **Regional Telecommunication Indicators reports** (Africa, Asia-Pacific, Americas), latest 200
- **ICT Eye** – key statistics online and for free (<http://www.itu.int/ITU-D/ict/statistics/>)
- **Requests** through email, telephone, fax



# Data Collection – Challenges (telecom indicator)

Helping the world communicate



- Not all countries return the questionnaires
- Not all questions get answered
- More work to aggregate operators' data since market is more and more competitive
- Operators data or annual reports sometimes not available
- Newer telecom/ICT data hard to obtain from developing countries
- Some information collected does not meet the ITU definition

# Household and Individual access to, and use of ICTs

- Source: National statistics offices
- Data collected using stand-alone ICT household survey or module to existing household survey

## Household/individual survey data

- ITU is expanding from administrative data to survey data and from contacts with Ministries/regulators to National Statistics Offices
- Produces valuable information for policy makers and regulators: for this reason, regulatory authorities should be involved in the identification of indicators that the NSO could collect

# Household Survey data

Helping the world communicate



- Part of the **Partnership on Measuring ICT for Development** project
- Annual ICT Household and individual questionnaire addressed to all national statistical agencies
  - To collect statistics on access to and use of ICTs by household and individuals
  - ITU started collecting the data in started in 2003
- Last collection February 2007 (results by end 2007)
- Data mainly on availability of ICTs in households
- Also collected data on usage of ICTs by individuals,
  - by age, gender, educational attainment, employment status, etc.

# Challenges

- Limited availability – not many developing countries collect data using official survey
- Lack of continuity of data collection
- Limited comparability of data collected
- Data are not representative
- Lack of metadata to support statistics
- Disaggregated data not available
- Differences in categories used by different countries

# Main Findings:

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Helping the world communicate



1. A number of developing countries collect ICT household and individual statistics– and more countries are interested to start collection
2. Most countries collect access indicators (availability of computer, Internet and telephone) using census or existing household survey
3. Few developing countries have ICT household survey
4. Very few developing countries use the Core ICT Indicators
5. Need to increase awareness of policy-makers on the importance of having ICT usage statistics

# Conclusion:

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Helping the world communicate



1. Coordination among agencies dealing with ICT issues (clear definition of roles)
  - ✓ Ministry, regulator (identifying indicator needs)
  - ✓ National statistics office (survey implementation)
2. Use Core ICT indicators as minimum/starting point for data collection
3. Use internationally-agreed definitions for comparability of results
4. Release/disseminate timely and transparent results



# ITU's Technical assistance in the area of ICT statistics

- Country capacity building workshops (example: Indonesia)
- Regional workshops (like this one)
- Global meetings
- ITU Manual on household and individual ICT statistics
- ITU Handbook of Telecommunication indicators

# World Telecommunication/ICT Indicators meeting

- Has been taking place regularly since 1996
- Intended for Ministries, regulatory agencies, telecom companies and national statistical offices
- To be held in Geneva, **13-15 December 2007**
- **Themes:**
  - community access indicators
  - new telecommunication/ICT indicators
  - ITU single index (to measure countries' progress towards becoming information societies)

## WEBSITE:

- <http://www.itu.int/ITU-D/ict/wict07/agenda/index.html>

# Thank You

For further information, contact:  
[esperanza.magpantay\[at\]itu.int](mailto:esperanza.magpantay@itu.int)

and visit

[www.itu.int/ict](http://www.itu.int/ict)