## ITU-D Study Groups Question 21/1: IMPACT OF TELECOMMUNICATION DEVELOPMENT ON THE CREATION OF EMPLOYMENT

Any queries or requests for further information regarding this questionnaire should be addressed to:

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## DQUESTIONNAIRE

Data should be provided in numerical format, no punctuation.

Year 1, Year of liberalization, please indicate :
Year 2, 2006, or latest available year: please indicate :

1) What is the total staff distribution in the telecommunications sector?

## Network operations and services

a) fixed:

## Occupation



| Management |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |












Other (network installation, consulting...)


3)
a) What would you estimate to be the total number of indirect jobs, their evolution since sector reform and what are the sectors concerned? (by Category)
(Indirect jobs are intended as jobs that are created outside the specific telecommunications activity following its related investment and direct employment. They are composed among other of those that supply goods and services to the telecommunications Industry)

b) What would you estimate to be the number of jobs that have come into being as a result of telecommunication development (outsourcing, IT-enabled services, etc.)?
(Outsourcing involves activities such as information technology, human resources, facilities and real estate management,accounting, customer supportand service... IT-Related services include Call centers, Medical transcription, database processing, Back office operations, Data processing, Human resources, Web site services, Revenue accounting...)



## 4) What types of job have been created in the informal economy? Please give an approximate indication of the number of such jobs.

The term 'informal economy' includes 'all economic activities that are, in law or practice, not covered or insufficiently covered by formal arrangements". This term comes from http://www.ilo.org/public/english/employment/policy/events/informal/download/back-en.pdf, background document of an ILO Symposium on the Informal Economy held in December 2007. The 17th ICLS recommends for inclusion in informal employment:
i. Own-account workers (self-employed with no employees) in their own informal sector enterprises;
ii. Employers (self-employed with employees) in their own informal sector enterprises;
iii. Contributing family workers, irrespective of type of enterprise;
iv. Members of informal producers' cooperatives (not established as legal entities);
v. Employees holding informal jobs as defined according to the employment relationship (in law or in practice, jobs not subject to national labour legislation, income taxation, social protection or entitlement to certain employment benefits (paid annual or sick leave, etc.);
vi. Own-account workers engaged in production of goods exclusively for own final use by their household.

5) What significant sector-specific measures were taken to increase employment in telecommunications (taxation, preferential measures, training projects

6) How many staff have benefited from recycling? (specify them by category)


