

# ITU Multi-Country Workshop for National Focal Points on ICT Indicators and Measurements

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## Session 2 Addressing Data Gaps and Challenges

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## Data gaps

- Data gaps present a serious challenge.
- Concept note for the side event on ICT statistics to the 3rd session of the Committee on Statistics of ESCAP (2012) carried an analysis of data availability. An extract is in the next slide.

## Data gaps

Availability of the core indicators of the Partnership on Measuring ICT4D

Region and period		Indicators average availability for the region (Percentage of countries reporting data, see Partnership for indicators list)			
		A1- A10	HH1- HH12	B1- B12+ICT1,ICT2	ED1- ED8
Africa	2003-2005	53.8	5.2	N/A	N/A
	2008-2010	65.2	11.3	5.4	6.5
Asia and Pacific	2003-2005	53.2	11.0	N/A	N/A
	2008-2010	60.1	23.4	14.7	3.0
Central Asia and South-Eastern	2003-2005	53.9	11.8	N/A	N/A
	2008-2010				6.8
European Countries		78.7	42.1	29.6	
Latin America and the Caribbean	2003-2005	54.7	22.0	N/A	N/A
	2008-2010	73.7	34.4	14.4	56.4

## Data gaps

Region and period		Indicators average availability for the region (Percentage of countries reporting data, see Partnership for indicators list)			
		A1- A10	HH1- HH12	B1- B12+ICT1,ICT2	ED1- ED8
Western Asia	2003-2005	73.6	12.5	N/A	N/A
	2008-2010	74.9	37.5	34.9	17.0
Other countries (mainly OECD)	2003-2005	60.3	62.5	N/A	N/A
	2008-2010	76.0	78.7	83.0	15.2
Total	2003-2005	55.6	22.6	N/A	N/A
	2008-2010	69.8	36.4	N/A	N/A

Source: ESCAP, based on Report of the Partnership on Measuring Information and Communication Technology for Development, background document for the forty-third session of the United Nations Statistical Commission. See E/CN.3/2007/30.

## A case for coordination among national stakeholders

- One of the benefits of coordination among national stakeholders is the identification of existing data gaps and addressing these gaps and challenges.
- This is because user consultation is embedded in the coordination mechanisms among them:
  - carrying out user needs and satisfaction surveys, asking about specific dimensions of data quality, such as, topics and concepts, detail of breakdown, timeliness and access; and
  - getting feedback on statistical plans with respect to the issues discussed.

## Addressing data gaps

- Once data gaps have been identified, they have to be addressed.
- Coordination among national stakeholders is to be inclusive regardless of whether the producer collects administrative data or household data. ICT statistics is after all, not just about individuals and households
- However for convenience treatment of data gaps are discussed according to whether they are
  - Administrative data; or
  - Survey data

## Administrative data gaps

- A data gap may have arisen because the service provider does not have the data.
- This may be overcome by the introduction of record keeping rules (RKR), if provided for by the telecommunications act, which may require due consultation with industry.
- The RKR will specify records that are to be kept by service providers in the format, frequency and length of time stipulated by the regulator with provisions for an audit if necessary.

## Administrative data gaps

- This will cover all data records including those which have been submitted on a regular basis without any problems.
- The regulator will have to provide the definitions of each record and this can be drawn from the Handbook for the Collection of Administrative Data.
- The RKR's should be used with due care as it can add on considerably to the cost of doing business which will be passed on to the consumers



## Administrative data gaps

- A data gap can also be created if service providers do not respond to requests for data.
- This can be addressed by formalising the data collection process, on the basis of information gathering powers in the telecommunications act which will also provide penalties for non-compliance.
- If these provisions are not in the telecommunication act then requirements for data submission may be included as part of licensing conditions.

## Administrative data gaps

- However, for the foregoing to work, there must be close coordination between the various functional divisions of the regulator / ministry.
  - An example: certification of compliance by division that collects data is necessary before a license is renewed.
  - Licensing division may be driven by an internal KPI to renew license within 3 days. Sees certification of statistical compliance as a non-essential.

## Administrative data gaps

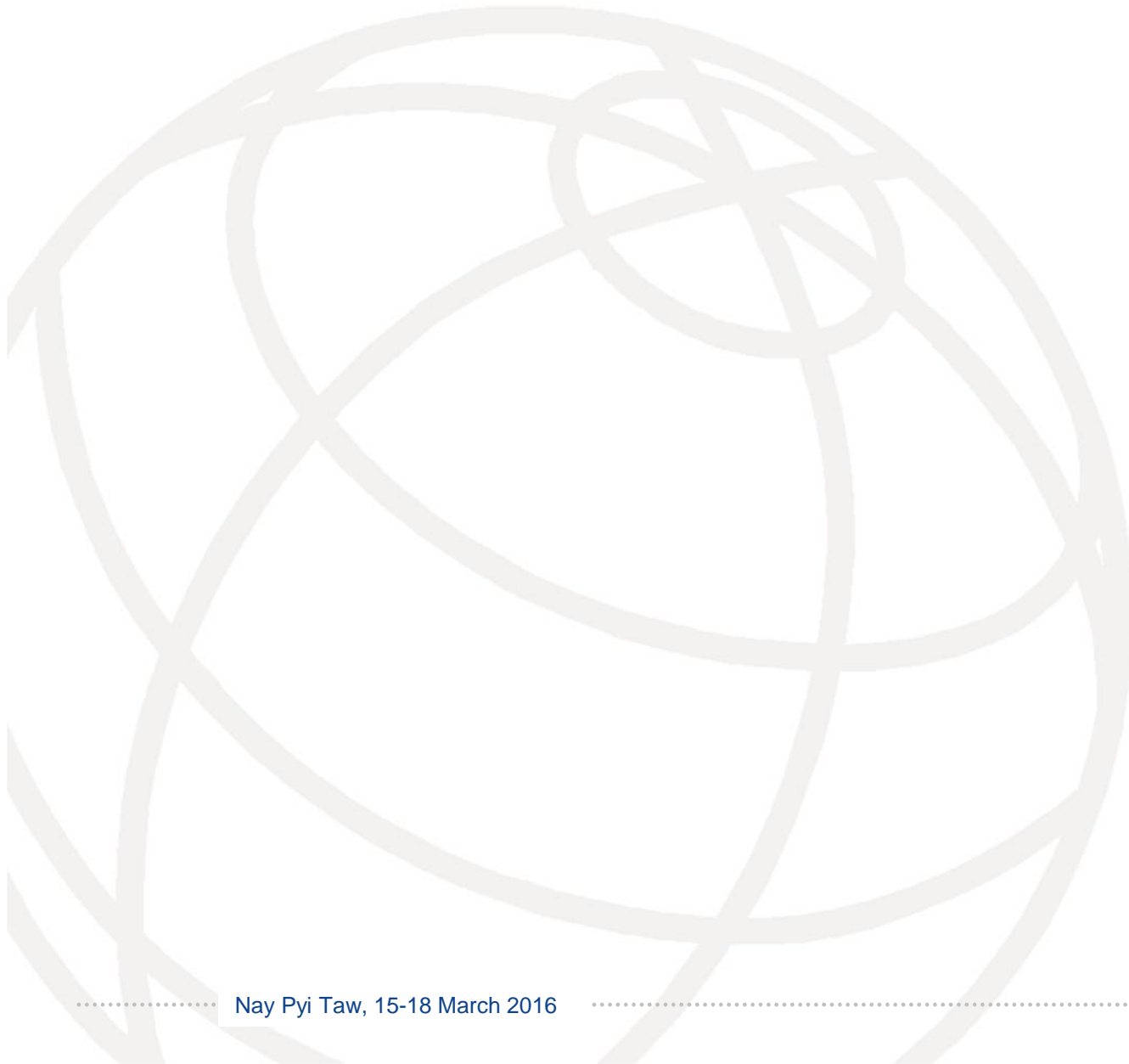
- It may be that service providers do not submit data because of confidentiality fears. This fear will have to be assuaged by assurances of confidentiality in the telecommunications act which provides for severe penalties for breach of confidentiality.

## Survey data gaps

- Survey data gaps may be obviated by coordination among national stakeholders such as
  - National Statistical Council established by legislation
  - Inter-institutional commission or working groups
- Multi-year programmes are a tool for coordination where production and dissemination of official statistics are spelled out
  - implementation arrangements for ICT statistics
  - cover different domains
- Success stories include Philippines (National Statistical Coordination Board) Lebanon (Inter-institutional collaboration)

## Survey data gaps

- Generally, the NSO is expected to collect household ICT statistics but in cases where the NSO is not ready to launch a nation wide survey the regulator may be able to do so.
- The MCMC for example conducted surveys for many years into household and individual use of the internet and hand phones from its CATI centre using random digit dial.
- However this innovative method is possible only with survey expertise as well as a high enough penetration rate in such services.



-Thank you-  
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