International Telecommunication Union

Global Indicators Workshop on Community Access to ICTs
Mexico City, November 16-19, 2004

ITU community access indicators & questionnaire results

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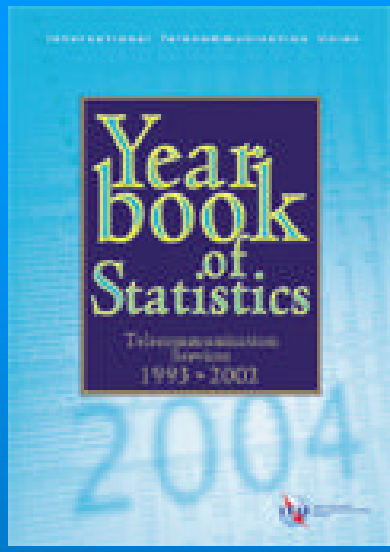
Overview

- ITU data collection activities – an overview
- Community access indicators
- Why community access indicators matter
- ITU's mandate
- The questionnaire: results & challenges

ITU telecommunication/ICT data collection



HOW is data collected?

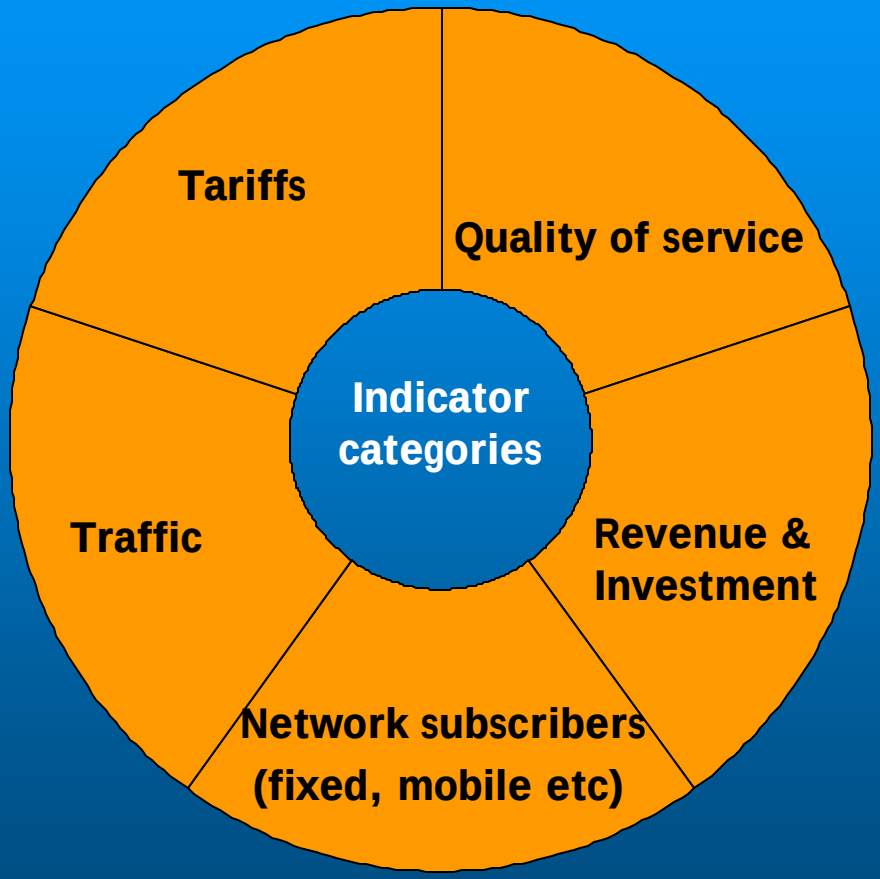
- Two Telecommunication Indicator Questionnaires per year addressed to government agencies responsible for ICT/telecom *or* operators
- Online research
- Annual reports

Data is entered into the World Telecommunication Indicators Database

ITU telecommunication/ICT data collection

WHAT is collected?

- Telephone network
- Mobile services
- Traffic
- Staff
- Quality of Service
- Tariffs
- Revenues & Investment
- Broadcasting
- Information Technology



Meetings/cooperation/partnerships

- Upcoming World Telecommunication/ICT meeting (every 2 years, next meeting in February 2005)
  - To revise the list of ITU indicators and definitions
  - http://www.itu.int/ITU-D/ict/material/Top50_e.doc
- UN Millennium Development Goals Monitoring (UN MDG)
  - http://millenniumindicators.un.org/unsd/mi/mi_goals.as
- Partnership on measuring ICT for development
  - ITU, OECD, UNCTAD, UNESCO, other international organizations, National Statistics Offices
  - To identify a set of globally harmonized ICT indicators; assist developing countries in building capacity to produce ICT statistics; and to develop an online database of core indicators

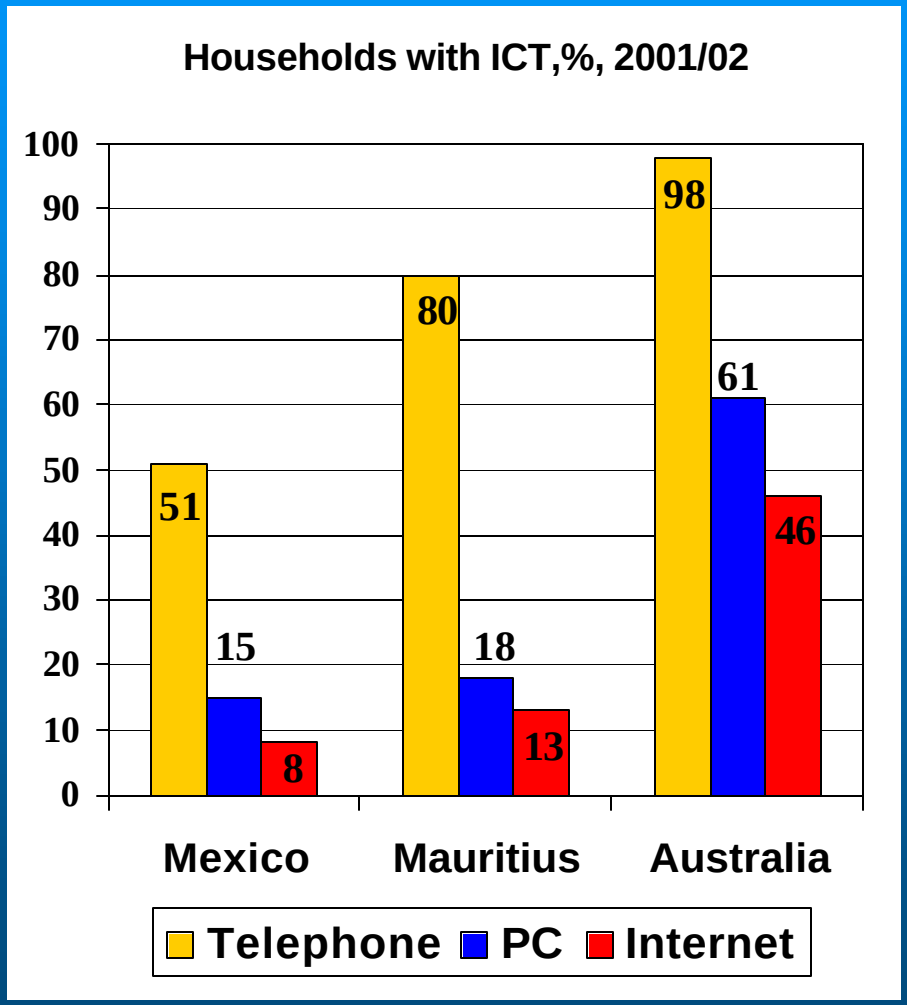
ITU community indicators

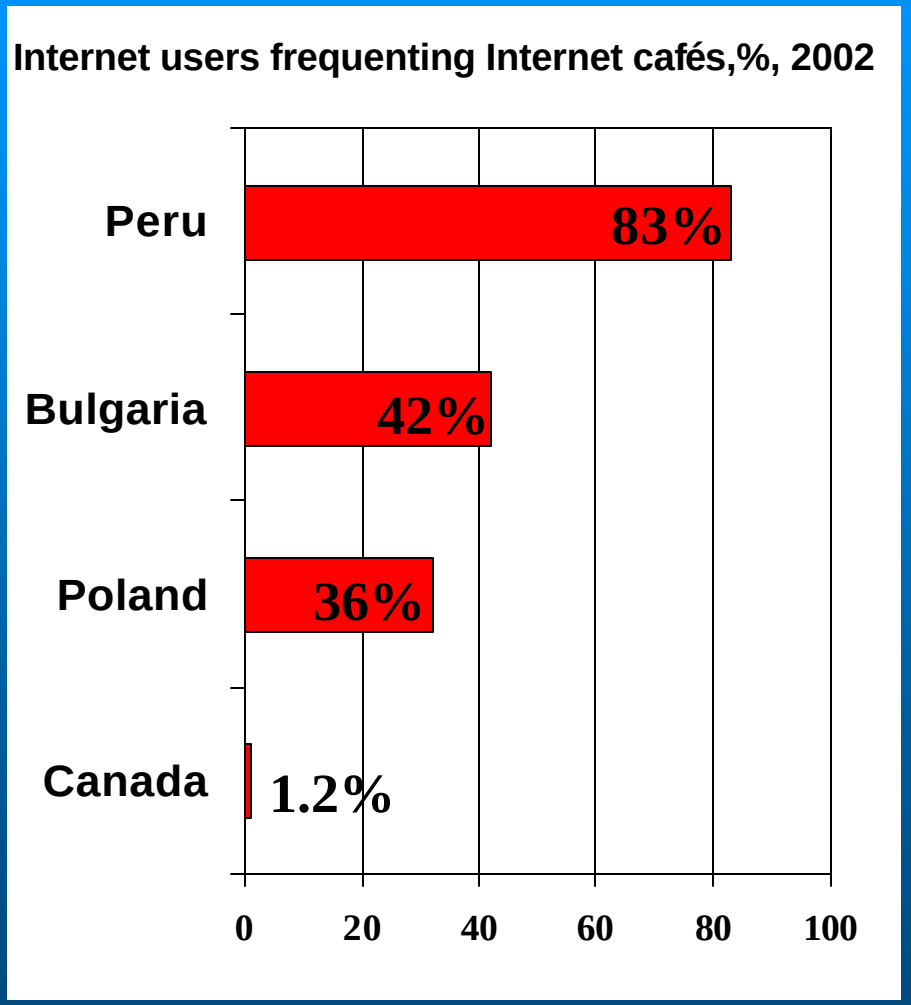
1. Public payphones
   - Total number of all types of public telephones: coin, card, mobile
2. Number of localities with telephone service (since 2002)
   - Localities are cities, towns and villages in a country. This indicator reflects the number of localities that have telephone service
3. Public Internet access facilities (since 2002)
   - The number of facilities providing Internet access to the public. These can be Internet cafés and public facilities such as telecentres or libraries. Schools should not be included unless the general public can also use the facilities

Problem

Does not address distribution of facilities (rural/urban)

Why community access matters...





Source: ITU adapted from national surveys.

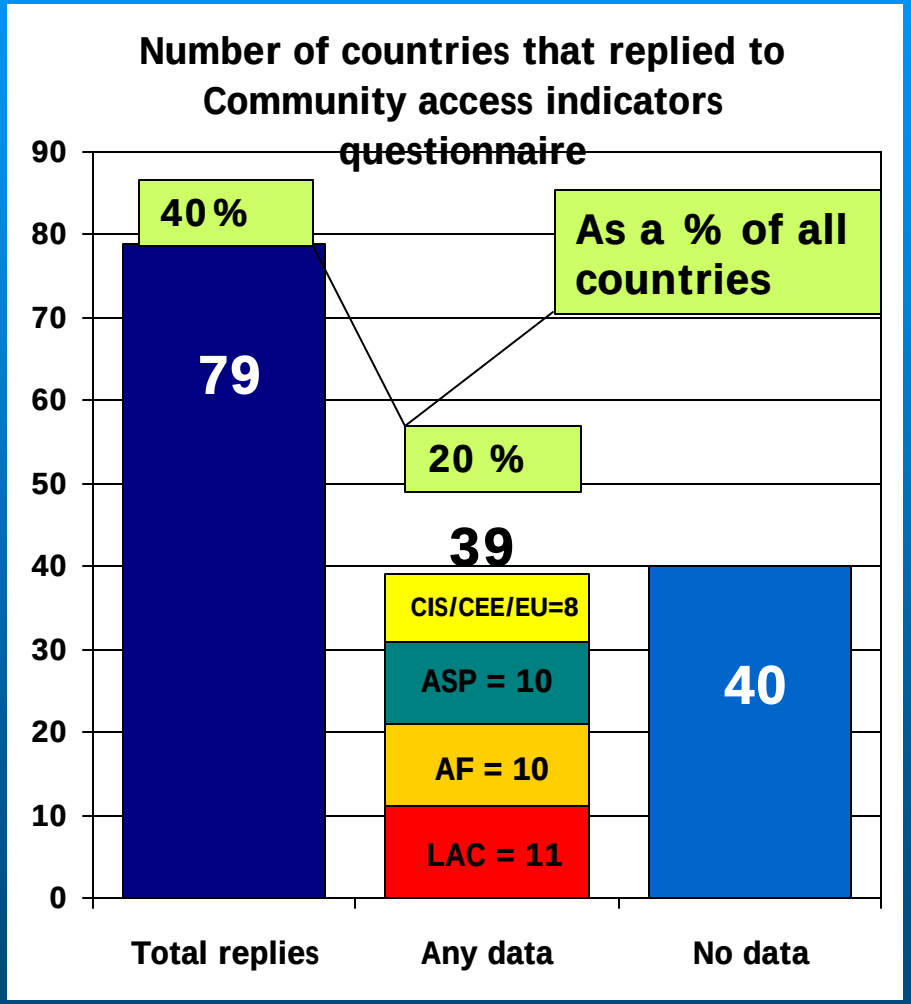
Note: For Canada, 1.2% refers to Canadian households reporting that a member uses the Internet from an Internet Café.

ITU Mandate

- ITU Plenipotentiary Conference (Marrakesh, 2002)
  - Recognizes that traditional indicators (such as main telephone lines per 100 inhabitants) are not sufficient to measure ICT penetration
  - Instructs the ITU to define and adopt new indicators for the purpose of measuring the impact of community connectivity
- WSIS Plan of Action
  - Calls for the evaluation and follow-up through comparable statistical indicators, “including community connectivity indicators”

Questionnaire response rate - overall

- About half of all 79 countries that replied noted that data were *not available*
- Latin America & Caribbean leads, followed by Africa and Asia-Pacific
- 3 CIS/3 CEE/2 EU
- According to these results only 20% of ALL countries collect some kind of community access data in accordance with the questionnaire:
- Results highlight lack of comparable and readily available data

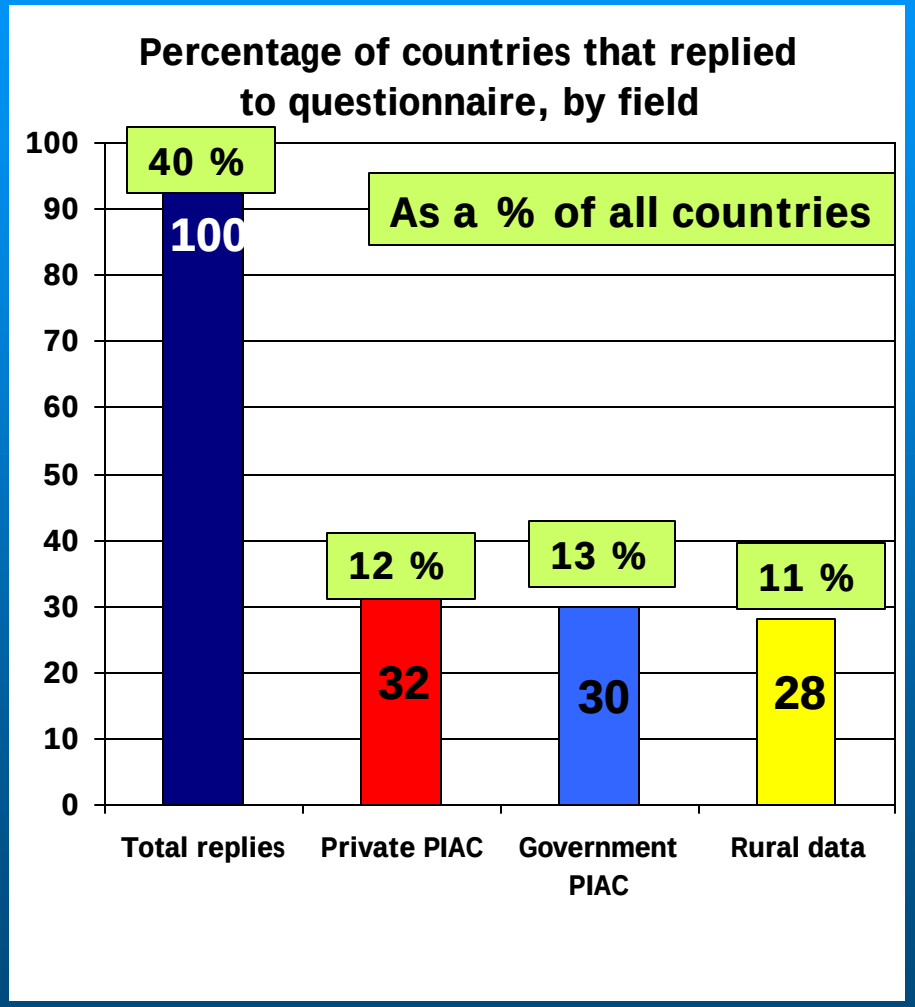


Source: ITU

Note: Any data excludes countries that sent ONLY population and localities data

Questionnaire response rates – by field

- Most countries replied to only very few “fields”
- Available data suggest that rural penetration rates are very low: they often lie between 0-4%
- Data incoherencies suggest that it is important to limit the number of questions/fields and to include clear definitions



Source: ITU.

CAI questionnaire – PIAC coverage

Locality by number of inhabitants		Number of local.	Pop	PIAC coverage							
				Gov't		Private		Total		Percentage	
				Local	Pop	Local	Pop	Local	Pop	Local	Pop
Total		1'500	15M	60	2M	500	5M	550	6M	37%	40%
Urban	> 500 000 50 000-499 999 10 000-49 999 2 500-9 999	500	5 M	10	1M	500	5M	500	5M	100%	100%
Rural	1 000-2 499 500-999 100-499 1-99	1'000	10 M	50	1M	0	0	50	1M	5%	10%

28 % of returned questionnaires address rural PIAC coverage

Note: Local refers to localities, Pop refers to populations and PIAC refers to a Pubic Internet Access Centre

PIACs by type/ Users by type

PIAC by type (37% of replies addressed at least one of the 4 fields)				Users by type (19% of replies addressed at least one of the 4 fields)			
Total	DCC	Other (PIAC)	Education Centres	Total	DCC	Other (PIAC)	Education Centres

Must a DCC be free of charge?

Usage and Infrastructure Indicators

Usage and Infrastructure Indicators (DCC only)							
	Potential Population (30%)	Target population for DCC services (20%)	Actual users (13%)	Average DCC Usage Rate (11)	DCC Density in Rural Areas (13%)	DCC Density in Urban Areas (19%)	Number of PCs in DCC (18%)
Total							

Every country should be able to provide this data! It refers to total population minus those aged 0-6 years

Potential population minus non-community Internet users (household users etc)

Percentage of target population that is using DCC

Conclusions

- National cooperation is crucial!
  - In some cases, different national agencies (NSOs, regulators, ministries) sent contradicting replies
  - Countries need to identify (formal and informal) coordination processes for all ICT indicators: some kind of ICT Reference Group that allows all stakeholders involved to coordinate projects and share information
- Increase the visibility/awareness of community access indicators
  - Top-level policy support
- Definitions/Methodology
- A reasonable 'indicators wish list' versus information overload

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Thank you

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