Digital Bridges Symposium
Busan, Korea
10-11 September 2004

ICT Usage Indicators
Data collection and Dissemination
Hong Kong, China Case Study

Ms. Esperanza Magpantay
(magpantay@itu.int)
Market, Economics and Finance Unit
Telecommunication Development Bureau
The digital divide and the statistical divide

Digital 21 Strategy
*Sustainability and Opportunities*

♦ First set out in 1998
  – Focus to enhance and promote Hong Kong’s information infrastructure and services so as to make Hong Kong a leading digital city in the globally connected world of the 21st century.

♦ Updated in 2001 and then 2004
  – Actions in the 8 main areas:
    • Government leadership, sustainable e-government programme, infrastructure and business environment, institutional review, technological development, vibrant IT industry, human resources in a knowledge economy, bridging the digital divide
Purpose of the Surveys

1. To assess the progress of utilizing Information Technology (IT) in various aspects within different sectors in Hong Kong.

2. To identify focal areas to promote IT and serve a useful reference for developing IT strategy in Hong Kong.
Who’s responsible

**Office of the Government Chief Information Officer (OGCIO)**
- Policy and strategy advisor on IT matters
- Coordinator and executive arm on IT matters
- Initiates revisiting of the survey questionnaire, work with C&SD
- Coordinates with subject matter specialists to identify changes of survey questions
- Comments on reports/press releases prepared by C&SD

**Census and Statistics Department (C&SD), national statistics office**
- Initiates revisiting of the survey questionnaire, work with OGCIO
- Conducts or commissions the surveys
- Data collection, processing and analysis of data collected
- Forwards draft report/press releases to OGCIO for comments
- Produces the final reports and issues press release on summary survey findings

**Office of Telecommunications Authority (OFTA)**
- Telecommunication Regulator
- Collects data from operators
- Regularly publishes telecom data
- Provides data to ITU
Available surveys

1. Thematic Household Survey (Household survey)
2. Survey on Information Technology Usage and Penetration in the Business sector (Establishment survey)
3. ICT availability in education and government agencies are collected by Education and Manpower Bureau and OGCIO, results provided to C&SD for publication

Households and Business surveys

- Started in 2000, conducted annually
- In 2004, funded by OGCIO, 5\textsuperscript{th} round of surveys conducted between May to August
- 2004 results to be released on December 2004
- Results used by OGCIO, CITB, international orgs, other government departments

Households
13’292

Contacted
11’095
(85%)

Not contacted
2’197
(16.5%)

Non-response
986
(8.9%)

Enumerated
10’109
(91.1%)

= 27’947 aged 10+

Source: C&SD
Respondents: (Face to face interview)

- Household head or knowledgeable person
  - Asked if there were any PC in the household, how many and if connected to Internet
  - Information Technology Security

- All persons aged 10+
  - Knowledge of using PC and Chinese input methods
  - Usage of PC and Internet during the 12 months before enumeration
  - Information Technology Security

- All persons aged 15+
  - Usage of electronic business and online government services during the 12 months before enumeration

Source: C&SD
% of households:
1. with PC
2. with Internet
   a. among all HH with PC
   b. among all households
3. which had installed anti-virus software
4. which had set password for access to the PC

Source: C&SD
Individuals - % of persons aged 10+:

1. who had knowledge using PC
   • By Age
   • Sex
   • Educational Attainment
   • Economic Activity status

2. who had knowledge using Chinese input methods (by type)

3. who had used PC
   • Purpose
   • Location
   • Average time spent in using PC per week

4. who had used Internet
   • Type of web device used
   • Purpose
   • Location
   • Average time spent in using Internet service per week

5. who had set password for access to computer files

6. who had encrypted computer files

Source: C&SD
Individuals - e-Business Usage

% of persons aged 15+

1. who had used electronic business service
2. who had performed electronic commerce transaction online
   - Type of services
   - Age
   - Sex
   - Educational Attainment
   - Economic Activity status
3. who had used online purchasing
   - By types of products/services purchased
   - Median amount spent purchasing services online
4. had digital certificate
5. who were aware of Electronic Service Delivery
6. who had used online Government services

Source: C&SD
**City University of Hong Kong**
Member of Asia Pacific Internet Research Alliance (APIRA)

**Internet Usage Survey:**
- Funded by University Grants Committee
- Surveys from 2000-2004
- 1000-1500 independent sample of Chinese speaking adults aged 18-74
- Independent from surveys of C&SD
- Results are used for academic research purposes
- Harmonization of survey questionnaire with other universities and research institutions (China, Taiwan, Macao and Korea) for 2004 survey

**Indicators - Internet usage by:**
- **By age**
  (18-19, 30-49, 50-74)
- **By sex**
  - (Male, Female)
- **By type of technology**
  (Broadband, dial-up, WAP/GPRS)
- **Online activities**
  (entertainment, games, news, chat, email, personal info, work info)
- **Barriers for not using Internet**
  - (lack of: time, facilities, skills)

- **Enumerated**: 3,493 (73.7%)
- **Inactive**: 1,118 (23.6%)
- **No response**: 131 (2.8%)

Source: C&SD
Establishment Survey - Sectors covered

- Manufacturing
- Electricity and gas
- Construction
- Wholesale, retail and import/exports trades, restaurants and hotels
- Transport, storage and communications
- Financing, insurance, real estate and business services
- Community, social and personal services

Source: C&SD
% of establishments:

1. who use PCs
2. who have Internet connection
3. who have website
4. Had *ordered or purchased* goods or services through electronic means
5. Had *sold* goods or services through electronic means
6. Had *received* goods or services through electronic means
7. Had *delivered* goods or services through electronic means
8. Had suffered from computer attacks

♦ Broken down by:
  – Industry
  – Employment size

Source: C&SD
Key telecommunications statistics compiled by OFTA:
- Key Telecommunications Statistics
- Wireless Service
- Wireline Service
- Statistics on Number Portings among Local Fixed Telecommunications Network Service Operators
- External Telecommunications Traffic
- Capacity of External Telecommunications Facilities
- Traffic Statistics Reporting Requirements for External Telecommunications Services
- Internet Service
- SMATV
- Enforcement Figures
- Public Payphone Register

http://www.ofta.gov.hk
Use of Index

- Digital Access Index (DAI) - ITU
- E-readiness - Economist Intelligence Unit
- E-government – Accenture
Conclusions

- Collaboration and coordination among ICT policy makers and national statistics office ensure required data are collected, through official surveys.
- Surveys should be carried out, coordinated and disseminated by national statistics office.
- International comparability of data can be achieved by using existing model surveys.
- Timely and transparent data should be made available.
- Well presented survey results can help analysis of specific problem areas.
Thank you for your attention.

magpantay@itu.int