

---

**Seminar on ICT measurement and Indicators**  
**THE ASHOK, Chanakya Puri**  
**NEW DELHI, INDIA**  
**12-14, May 2009**

# **ITU Manual and Training course on ICT Household Statistics**

**Esperanza Magpantay**  
**Market Information and Statistics Division**  
**Policies and Strategies Department, BDT**  
**International Telecommunication Union**



---

*Committed to connecting the world*

# Content

---

- ITU Manual for Measuring ICT Access and Use by Households and Individuals
- Training course
- Capacity building for countries

# ITU Manual

## for Measuring ICT Access and Use by Households and Individuals

2009 Edition

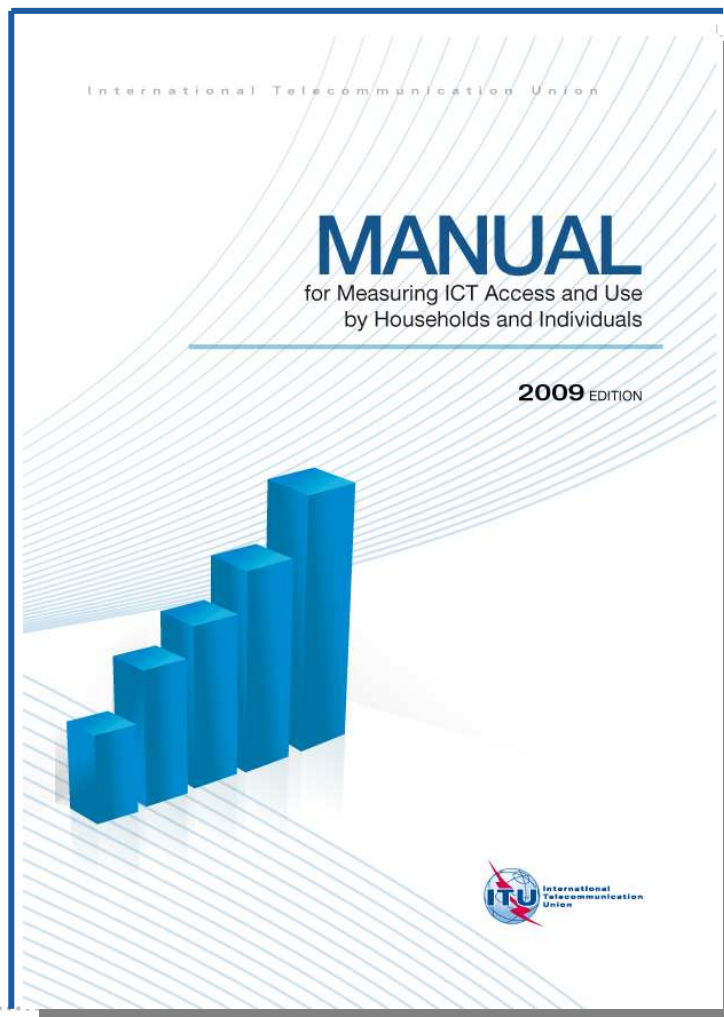
Released in March 2009

**Main objective:**

- Assist countries to measure ICT access and use by households and individuals
  - Production of high quality and internationally comparable data.

Available online:

<http://www.itu.int/ITU-D/ict/publications/hhmanual/2009/index.html>



Committed to connecting the world

# ITU Manual

---

## Scope

**Partnership's Core list of ICT indicators on**

- **access to ICT by households**
  - **use of ICT by individuals.**
- **Complements the UNCTAD Manual for ICT statistics on businesses and the ICT sector.**
  - **Complements activities of ITU in the Partnership, specially in its Capacity Building Task Group.**



---

*Committed to connecting the world*

# ITU Manual

---

## ...aims to address these challenges

- Data **availability** – the number of countries collecting household access to ICT and use of ICT by individuals are **limited**.
- **Comparability** – international comparisons are currently limited by **differences** in how questions are asked, survey scope etc.
- Lack of information about **metadata**



# ITU Manual

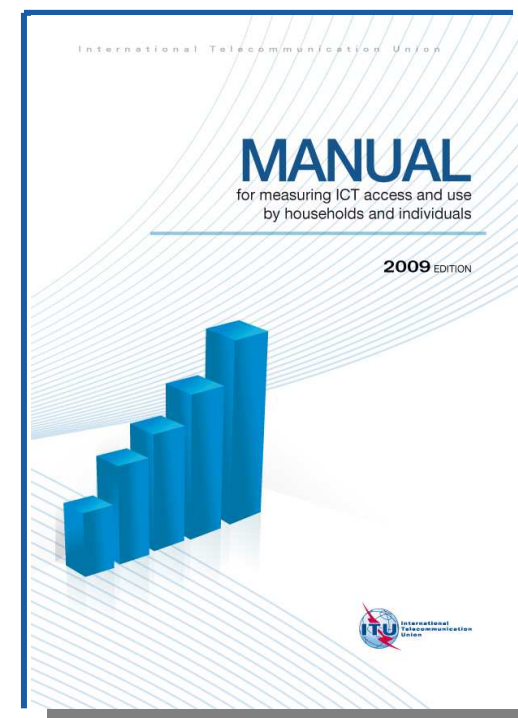
---

## Target audience:

Official ICT data producers,  
statisticians, National Statistical Offices

## Broad content

- Introduction to ICT household statistics and core indicators
- Steps to conduct an ICT households survey
- Steps for data processing and dissemination



International  
Telecommunication  
Union

---

Committed to connecting the world

# ITU Manual

---

## Content

- **Chapter 1. Introduction**
- **Chapter 2. International and national stakeholders** in ICT measurement
- **Chapter 3. Planning and preparation for ICT household surveys**
  - *Survey planning*
  - *Budget and management issues*
  - *Staff training and selection*



# ITU Manual

---

## Content

- **Chapter 4. Statistical standards and measurement topics**
  - *Core ICT household indicators*
  - *Classificatory variables for ICT household statistics*
  - *Time related issues*
- **Chapter 5. Data sources and collection techniques**
  - *Data sources (types of surveys)*
  - *Data collection techniques*





# ITU Manual

---

## Content

- **Chapter 6. Question and questionnaire design**
  - *General principles*
  - *ICT model questions*
  - *Questionnaire logic*
  
- **Chapter 7. Designing ICT household surveys**
  - *Scope and coverage for households and individuals*
  - *Target populations and survey frames*
  - *Statistical units*
  - *Sample design and selection*



# ITU Manual

---

## Content

- **Chapter 8. Data processing for ICT household statistics**
  - *Data entry and data editing*
  - *Imputation for missing data*
  - *Data weighting*
  - *Calculating and reporting of ICT HH indicators*
  
- **Chapter 9. Data quality and evaluation for ICT HH statistics**
  - *Sampling and non-sampling error*
  - *Assessment of data quality*
  - *Evaluation*



# ITU Manual

---

## Content

- **Chapter 10. Dissemination of ICT household data and metadata**

### Annexes

**Annex 1. Core list of ICT Indicators**

**Annex 2. ITU model questionnaire**

**Annex 3. Examples of imputation and weighing**

**Annex 4. Tabulations for reporting ICT indicators**

**Annex 5. Glossary and abbreviations**



# ITU Manual

---

## Annex 2. ITU model questionnaire

### Section 1: Household characteristics

Q1 Number of household members
Q2 Number of children aged 15 years or younger
Q3 Access to electricity (HHR1)

### Section 2: Household access to ICT

Q4 Radio
Q5 Television
Q6 Fixed line telephone
Q7 Mobile cellular telephone
Q8 Computer
Q9 Internet
Q10 Internet, by type of access

### Section 3: Individual characteristics

Q11 Age
Q12 Gender
Q13 Education level
Q14 Labour force status
Q15 Main occupation

### Section 4: Individual use of ICT

Q16 Mobile telephone
Q17 Computer
Q18 Internet
Q19 Internet location of use
Q20 Internet frequency of use
Q21 Internet activities



# ITU Manual

## Annex 2. ITU model questionnaire

### Section 1: Household characteristics

Q1 Number of household members

Q2 Number of children aged 15 years or younger

Q3 Access to electricity (HHR1)

### Section 2: Household access to ICT

Q4 Radio

Q5 Television

Q6 Fixed line telephone

Q7 Mobile cellular telephone

Q8 Computer

Q9 Internet

Q10 Internet, by type of access

### Section 3: Individual characteristics

Q11 Age

Q12 Gender

Q13 Education level

Q14 Labour force status

Q15 Main occupation

### Section 4: Individual use of ICT

Q16 Mobile telephone

Q17 Computer

Q18 Internet

Q19 Internet location of use

Q20 Internet frequency of use

Q21 Internet activities



# ITU Manual

---

## Next steps

- It will be **available** in all ITU languages (A, C, S, F, R).  
Original version in English
- It is subject to **consultation** with **members**
- It will be presented to the **UNSC** next year
- It will be used for training courses



# **Training Course on Measuring ICT Access and Use by Households and Individuals**

## **Objective**

**Improving the capacity of  
Countries' official data producers  
to produce internationally  
comparable statistics  
on ICT access and use by  
households and individuals**



*Committed to connecting the world*

---

# Training course structure

- Module 1**  
(Manual, ch.1,2,3)
  - Introduction to **ICT household statistics**, related **concepts**, **stakeholders**
  - **Survey planning** and other preparatory work
- Module 2**  
(ch.4,5)
  - Statistical standards topics: **core indicators**, **classificatory** variables
  - Data **sources** and **collection** techniques
- Module 3**  
(ch. 6,7)
  - Questionnaire and survey **design**
- Module 4**  
(ch. 8,9)
  - Data **processing**, data **quality** and **evaluation**
- Module 5**  
(ch. 10)
  - Dissemination



---

# ITU Training Course

- **Duration:** one week.
- **Target audience:** official national data producers, mainly **statisticians** from NSO.
- **Delivered** in Port of Spain to **Caribbean** countries, January 2009.
- Plans for delivery in **Africa** and **Asia** in 2009.
- Groups of maximum 25 participants
- Possible languages: English, Spanish, French



# ITU-UNCTAD-ECLAC Training Course for Caribbean countries



---

# ITU capacity building for countries

- ITU receives and attends technical assistance requests, depending on:
  - Budget availability
  - Country's phase of ICT statistics development
- Requests should be sent to:  
[indicators@itu.int](mailto:indicators@itu.int)



# ICT Household Statistics Training – Asia

- 19-23 October 2009
- Venue: Bangkok, Thailand
- To be hosted by MICT, Thailand
- 25 participants from Asia-Pacific
- Criteria:
  - Staff with responsibilities in statistics at the technical level
  - Intention of the country to conduct an ICT survey following the training



---

# Thank you!

e-mail: [indicators@itu.int](mailto:indicators@itu.int)

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

<http://www.itu.int/ict/partnership/index.html>



---

*Committed to connecting the world*