INTERNATIONAL TELECOMMUNICATION UNION

TELECOMMUNICATION DEVELOPMENT BUREAU

Document INF/021-E
06 December 2007
Original: English

6TH WORLD TELECOMMUNICATION/ICT INDICATORS MEETING, GENEVA, 13-15 DECEMBER 2007

FOR INFORMATION

SOURCE: Postal and Telecommunications Regulatory Authority, Zimbabwe

TITLE: ICT Statistics collection and dissemination in Zimbabwe

_____

ICT STATISTICS COLLECTION AND DISSEMINATION IN ZIMBABWE

General Background

- Zimbabwe is a landlocked country with land area of 390 590 square km.
- The population is about 12,6 million (based on 2002 population census)
- The rate of natural increase for the population is 1,3%
- About 37 % of the population live in rural areas
- Zimbabwe has one fixed and three mobile operators with subscriber bases of 332 000 and 1225 700 respectively.
- ICTs are concentrated mainly in urban areas

Why collect ICT Indicators?

- Necessary for:
  - Informed regulatory decision-making
  - Monitoring and evaluating operators performance in terms of:
    - Growth (universal service and internet penetration.
    - Quality of service
    - Productivity
    - Efficiency
    - Regulatory compliance
  - Monitoring and evaluating sector performance in terms of :
    - Contribution to GDP
    - Gross capital formation
    - Contribution to the fiscus
    - Employment

WHO is Responsible for collection

- The Regulator (POTRAZ) is responsible for the collection of ICT indicators.
- Economics, Competition and Tariffs division is directly responsible.
- The function is coordinated by a qualified economist who majored in statistics.
- Currently only one officer coordinating the gathering and capturing of Indicators
- Established a comprehensive ICT indicators database since 2002.

Indicators Collected

- The indicators collected are in line with ITU indicators as follows:
- Public phone network indicators
  - Number of fixed subscribers
  - Number of mobile post paid and prepaid subscribers
  - Number of telex lines
  - switching capacity
  - Level of digitalization in the fixed network
  - Cellular phone coverage

Indicators collected (continued…)

- Traffic in minutes: national, and international
- Tariffs: Connection, monthly rentals and per minute charges
- Staff levels in licensed operators: categorized male and female
- Capital expenditure.
- Turnover

Indicators collected (continued…)

- Public data/internet
  - Leased line subscribers
  - Dial up subscribers
  - International bandwidth
- Quality of service indicators such as:
  - waiting list
  - number of faults per 100lines per year
  - billing complaints per 100 lines
  - Faults cleared by following day

Household ICT Indicators

- The Central Statistical Office collects some ICT indicators
- Their household surveys such as:
  - The Income, Consumption and Expenditure Survey (ICES) has useful ICT indicators
- Another ICES is currently under way for 2007/8. The results of 2001 ICES were as follows.

Households owning or having access to:

Variable	Number of households	%
Electricity	872 008	36.9
Television	542 541	23
Computer	18 116	0.8
Radio	1 265 548	53.6

Major Sources of ICT indicators

- Indicators are collected from:
  - Operators (major source)
  - Government ministries
  - Central Statistical Office
  - Other regulators like Broadcasting Authority
  - Agents of licensed operators such as ISPs

Methods of collection

- questionnaires
- letters requesting a specific indicators e.g. international traffic
- Telephone interviews
- Audited accounts
- Tariff proposal submissions
- Regulatory reports(bi-annual)
- Quarterly MIS return templates

ICT STATISTICS DISSEMINATION

- Regulator disseminates ICTs in trade shows
- Statistics are supplied to interested researchers
- The Regulator completes questionairres from ITU,COMESA, SADC etc
- The Regulator works closely with gov ministries in need of ICTs statistics eg Trade Ministry, Communication.

Challenges in ICT indicator collection

- Low response rate. (Supply of indicators to the Regulator is not an operator priority)
- Partly completed questionnaires
- Data Inconsistencies.
- The problem of information asymmetry (Some operators might not supply all indicators) requested for confidential reasons.
- Inadequate financial and human resources to carry out comprehensive surveys.

FUTURE WORK

- Foster a strong working relationship with the Central Statistical Office to include ICT indicators in their household surveys.
- Educate operators on importance of ICT indicators
- Need to gather community access indicators
- Continuously update indicators in line with emerging trends and technologies.
- Participate more in training/workshops on ICTs so that countries will be able to benchmark against each other and learn others` experiences.