INTERNATIONAL TELECOMMUNICATION UNION



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

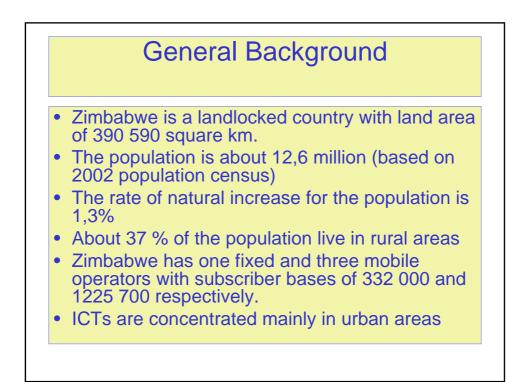
6<sup>TH</sup> WORLD TELECOMMUNICATION/ICT INDICATORS MEETING, GENEVA, 13-15 DECEMBER 2007

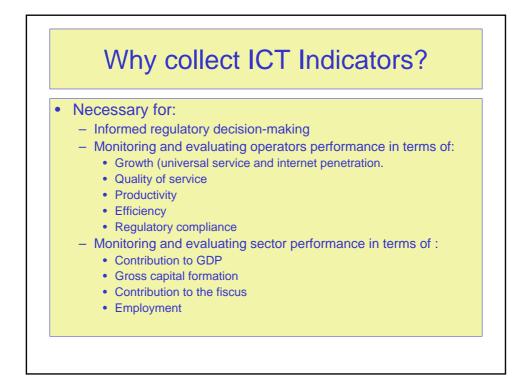
FOR INFORMATION

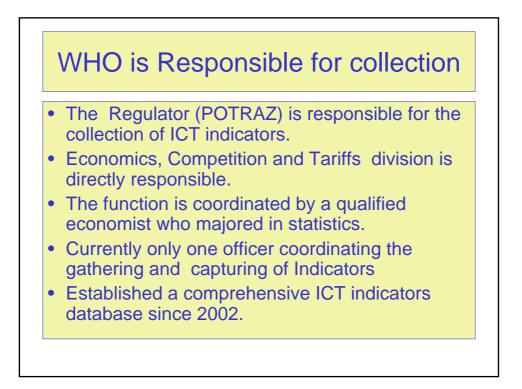
SOURCE: Postal and Telecommunications Regulatory Authority, Zimbabwe

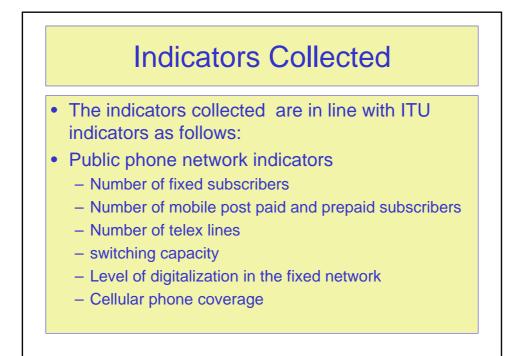
TITLE: ICT Statistics collection and dissemination in Zimbabwe

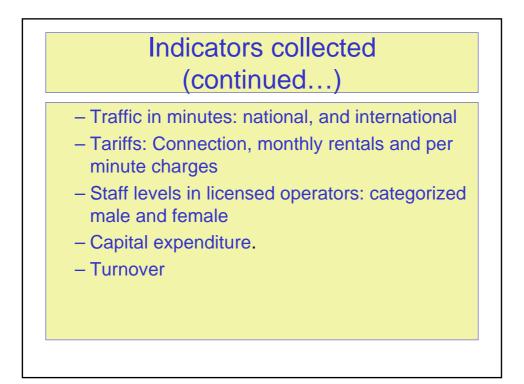
### ICT STATISTICS COLLECTION AND DISSEMINATION IN ZIMBABWE





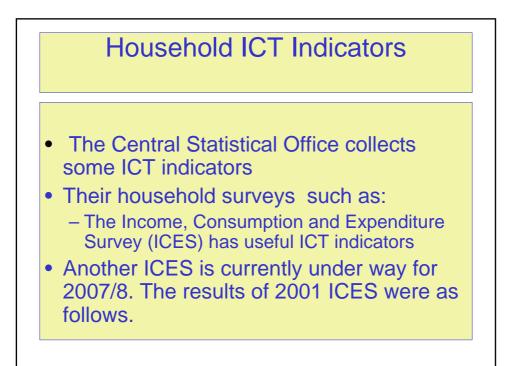




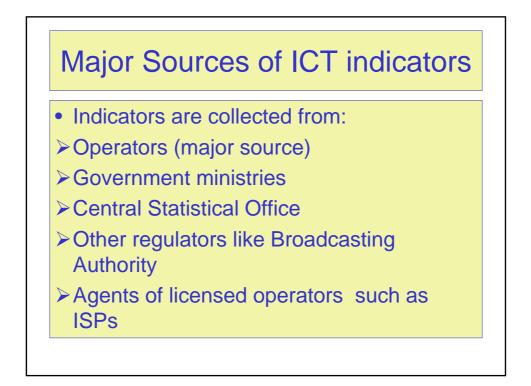


#### Indicators collected (continued...)

- 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



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



### 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.

