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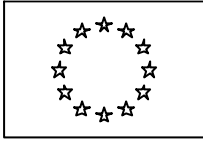
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## **Statistics on Information and Communication Technologies at Eurostat**

Eurostat took up collecting statistics on communications some 10 years ago. As already explained at the previous WTIM meeting in spring 1999, several statistics at Eurostat cover some aspects of communications: Structural Business Statistics contain accounting and employment data, Short Term Statistics, National Accounts, Labour Force Survey, Price statistics all cover some aspects, usually on a very aggregate level not sufficiently detailed for sector analyses.

The communications statistics, COINS, however focuses on communications alone. There has been no major change in this sense. For the COINS database, information is collected on operators, employment, turnover, investment, calls and kind of access to the networks. In the contents of the core telecommunication statistics nothing principal has changed. Also the problems of data reception and confidentiality are still there.

The coverage has, however, been extended to the 13 candidate countries, which now are included in the statistics on an equal basis. The idea to develop co-operation with the Mediterranean countries, which we had some four years ago, proved to be beyond our resources. Rather the next direction to expand would be the Western Balkans, where one country has already delivered data on a voluntary basis.

With only some changes in the actual communications statistics contents, more has changed in the framework relating communications to the other information systems. The Structural Indicators exercise has brought together statistical and other indicators from various sectors to serve policy purposes. Telecommunication and ICT forms part of the coherent picture.

### *Structural Indicators*

Following a Commission initiative, the Lisbon European council of March 2000 set the objective for Europe to become within ten years the most competitive and dynamic knowledge-based economy in the world. For follow-up a benchmarking exercise was launched and a list of indicators specified. A reporting system was established and results for 2000, 2001 and 2002 are now available.

There are eight groups of variables in the "Structural indicators" domain and two of them contain information on ICT. "Innovation and Research" contains data on Internet access of enterprises and households and ICT expenditure. "Economic Reform" contains under the subheading "Market structures in network industries" rough indicators on telecomm prices and market shares of the incumbent operator in the various market segments.

Data for these indicators has originally been taken from specific surveys, Commission reports or other international institutions. Market structure data comes to Eurostat through Directorate General Information Society. Some of the data is based on Eurostat's own data collections and Eurostat's surveys are planned to provide a greater part of the structural indicators from the European Statistical System. Recently the eEurope benchmarking indicator list was updated in connection to the eEurope 2005 action plan. The changes have been taken into account in planning the statistical surveys for next year.

A separate eEurope+ programme has been established for the candidate countries. To have a common framework, the Member States methodologies should be adopted in the candidate countries. Action is foreseen for 2003 to bring candidate countries to the common platform in 2004.

### *Eurostat's surveys*

Eurostat has conducted the annual Communications (COINS) survey over a number of years now. Today part of the indicators is collected in a rapid survey in the spring, to have some results in the summer following the reference year. The full COINS inquiry is conducted in the autumn to have the data updated by the end of the year. The contents of the COINS inquiry have changed a little, but the focus of development work has been in the two new surveys.

The new surveys concern ICT usage in enterprises and households. Not all MS have, however, taken up both of the surveys. The EEA non-EU-Member States have also the opportunity to take part in the surveys. Some flexibility in timing and even data content has been allowed, with mainly the eEurope indicators as mandatory.

Eurostat has co-financed an *enterprise survey on ICT usage* for 2001 and 2002 now. The present questionnaire (model questionnaire for 2003 survey) consists of six modules, which are:

- A: General information about ICT systems
- B: Use of Internet
- C: E-commerce via Internet
- D: E-commerce via EDI or networks other than Internet
- E: Confidence building practices for the Internet-commerce
- F: Barriers on Internet sales

Next enterprise survey is scheduled for the second quarter of 2003 with the reference period of year 2002 for annual data and beginning of January 2003 for reference point of time. Tabulated data is expected in October, to have the structural indicators available for the reporting in time.

A *household survey on ICT usage* has been conducted under the same arrangements as the enterprise survey, starting one year later. The present questionnaire (model questionnaire for 2003 survey) consists of four modules, which are:

- A: Access to selected IC Technologies
- B: Use of computers; location, frequency of use, activities
- C: Use of the Internet
- D: Internet commerce details: activities and barriers

As socio-demographic background variables some information is requested for households as well as individuals. They relate to household type, income and home

based business for households, and age, sex, education level, employment situation and location for individuals.

Also this survey is scheduled for the second quarter of 2003. The reference point of time is 31 March 2003, the year ending at that date for some annual variables, and the first quarter of 2003 for 3-monthly variables. For results, timetable is the same as for the enterprise survey.

#### *Candidate countries*

The COINS inquiries have covered the 13 candidate countries for a number of years already and the collected data is treated together with the MS data, stored in the same databases etc.

The new inquiries have not covered the candidate countries yet. It is foreseen to take action in 2003 to carry out the surveys in 2004, at least in the Phare candidate countries, possibly in the form of a pilot action.

#### *Methodological development work next year*

Methodological work on ICT statistics is scheduled for 2003 especially in 5 projects:

- Enterprise survey methodologies; summarising experience of the previous enterprise (e-commerce) surveys and proposing improvements.
- Household survey methodologies; summarising experience of the previous survey and proposing improvements.
- Reporting on certain areas of information society statistics, e-skills and e-security in specific
- Measuring ICT expenditure and ICT investment.
- Measurement of various aspects of broadband networks.

Eurostat has taken the basic definitions for the COINS telecommunications statistics from ITU. For the ICT usage survey methodologies Eurostat owes to OECD, especially through participation in the WPIIS working party. Also the Voorburg group on services statistics should be mentioned here.