

Measuring Arab Region's Information Society

**The Fifth Annual Meeting on Telecommunication
Development
in the Arab Region**

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magpantay@itu.int

International Telecommunication Union



Topics

- Data collection
- Some facts
- Problems
- Suggestions

ITU Data Collection

- Main inter-governmental agency collecting ICT infrastructure and user statistics for all countries and regions
- Publications include Yearbook of Statistics, World Telecommunication Development Report, WTI CD-ROM and regional Publications

www.itu.int/ict



The importance of Information Society indicators



- Need up-to-date, relevant and comparable statistics to monitor and analyse Information Society developments
- Indicators should be readily available so that more time can be spent on analysis
- Although many indicators are useful, this presentation focuses on *access* to Information & Communication Technology (ICT)

Sources of Information Society indicators

- Telecom ministries and regulators
- National statistical offices
- Telecom operators
- Market research firms

What indicators should be collected?

- Indicators meeting in January 2003 outlined indicators that should be collected and provided definitions of indicators and examples from countries
http://www.itu.int/ITU-D/ict/material/Top50_e.doc
- Proposed additional indicators are also listed on ITU website <http://www.itu.int/ITU-D/ict/material/Proposed%20additions.doc>
- Need to collect indicators and make available information that are used to measure the UN Millennium Development Goals http://millenniumindicators.un.org/unsd/mi/mi_goals.asp
- WSIS Statistical Side event that will be held in Dec. 8-9 in Geneva will also outline indicators to measure access by individuals and households
- World Telecommunication Development Report will be released during WSIS and its theme will be “Measuring the Information Societies”

Categories of Top 50

- Telephone network
- Other services
- Quality of service
- Traffic
- Tariffs
- Staff
- Revenue
- Investment

Telecommunication/ICT Indicators

➤ Fixed Telephone Network

- Main lines in operation
- Total capacity of local switching exchanges
- % digital
- % residential
- % urban main lines
- Public payphones

➤ Cellular Network

- Cellular mobile subscribers
 - Prepaid cellular subscribers
 - Digital cellular subscribers
 - Mobile Internet subscribers
- % coverage of mobile cellular network (land area)
- % coverage of mobile cellular network (population)

Telecommunication/ICT Indicators

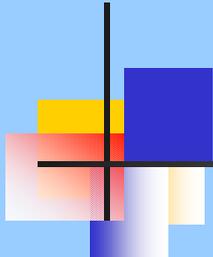
➤ Internet

- Total subscribers
 - Dial-up subscribers
 - Cable modem Internet subscribers
 - DSL subscribers
- Total users
 - % female users
 - % female users as % of female population

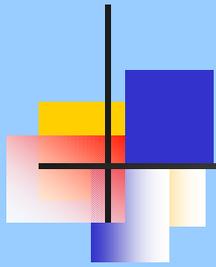
➤ Internet

- Public Internet access facilities
- PWLAN locations
- International Internet Bandwidth (Mbps)

Telecommunication/ICT Indicators

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- A decorative graphic in the top-left corner consisting of overlapping colored squares (yellow, blue, red, white) and a black crosshair.
- ISDN Subscribers
 - Basic rate ISDN subscribers
 - Primary rate ISDN subscribers
 - Quality of Service
 - Waiting list for main lines
 - Faults per 100 main lines per year
 - % of faults cleared by next working day
 - Traffic (minutes)
 - Local telephone
 - Fixed to mobile
 - National trunk telephone
 - International (outgoing, incoming)
 - Dial-up Internet traffic
 - Outgoing mobile minutes
 - SMS
 - Public data traffic (Non-Internet)

Telecommunication/ICT Indicators



➤ Tariffs

(Residential, Business, Mobile cellular)

- Connection fee
- Monthly subscription
- Price of 3 minute local call (peak)
- Price of 3 minute local call (off-peak)

➤ Internet charges

➤ Data communication charges

➤ Leased line charges

➤ Staff

- Full-time telecom staff
 - Female telecom staff
 - Mobile communications staff

➤ Revenue and Investment

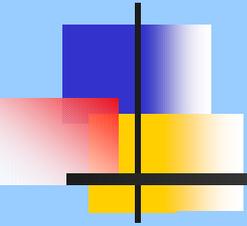
- Total
- Telephone
- Mobile

Classifying ICT Indicators

	National	Households	Community
Fixed telephone	Lines in service	Fixed	Localities with fixed telephone
Mobile telephone	Subscribers	Mobile	Population coverage
Total telephone	Fixed+Mobile	Fixed or Mobile	
Television	Sets	(Regular, Pay)	
Radio	Sets	Radio	
Personal computer	Total	PC	
Internet	Subscribers Users	Home Internet access (connection type)	Number of localities with public access



Some Facts



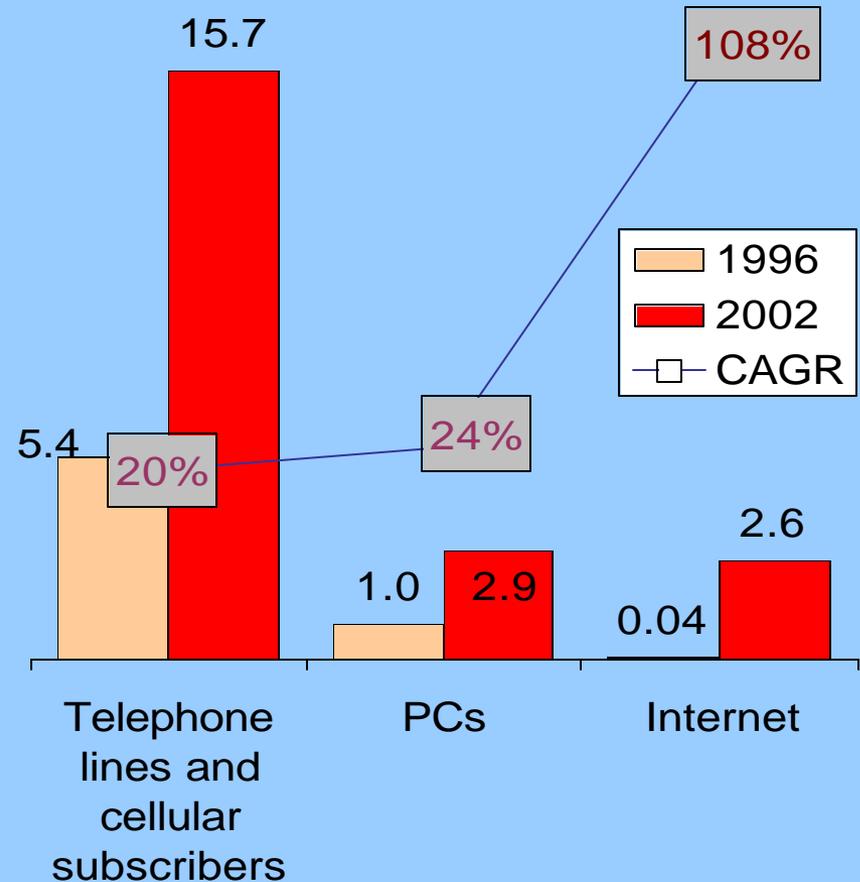
Millennium Development Goals

Goal 8: Build a global partnership for development...

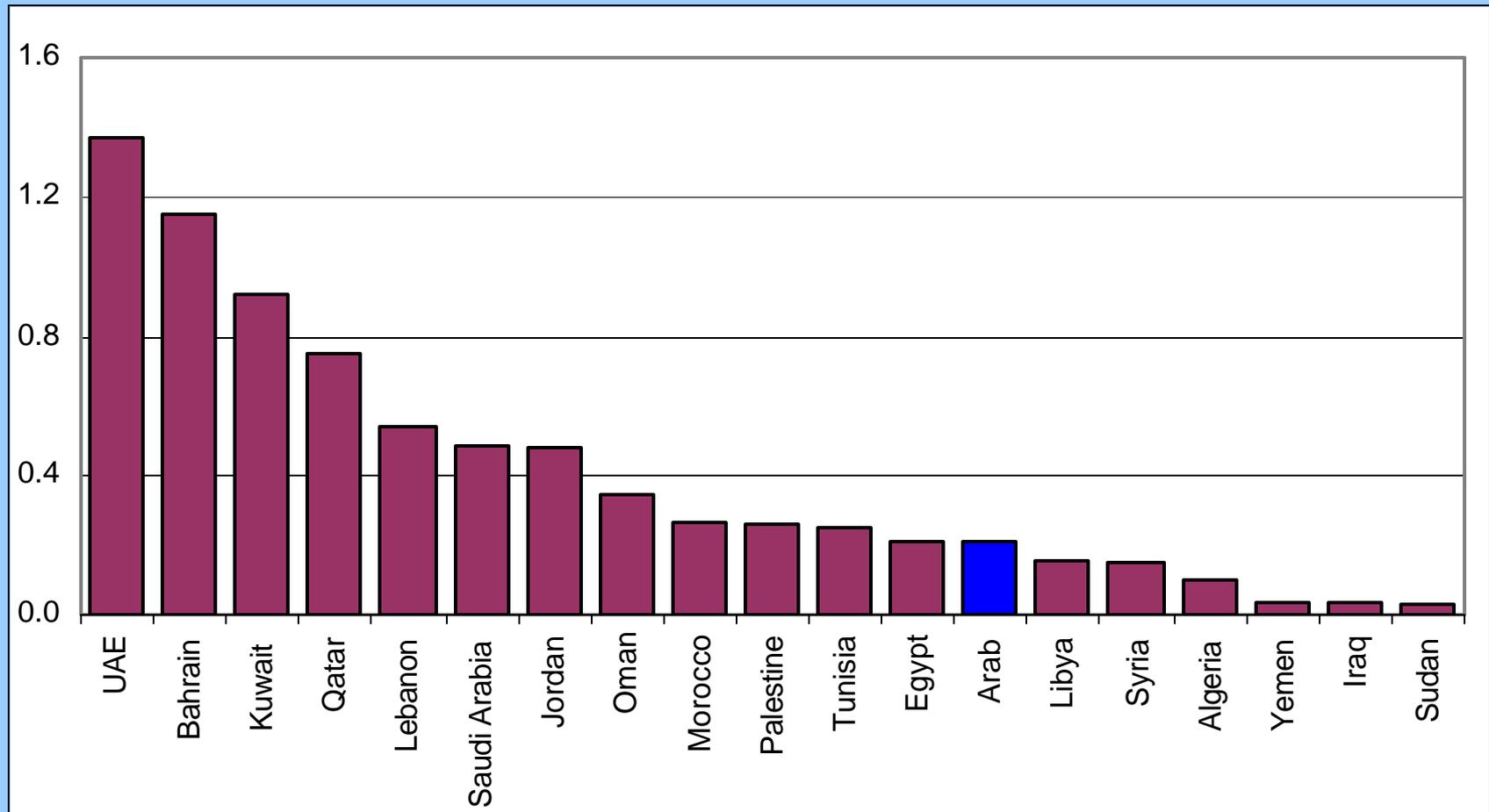
includes 3 ICT indicators:

- Telephone lines and cellular subscribers per 100 people
- Personal computers in use per 100 people
- Internet users per 100 people

Penetration in Arab region

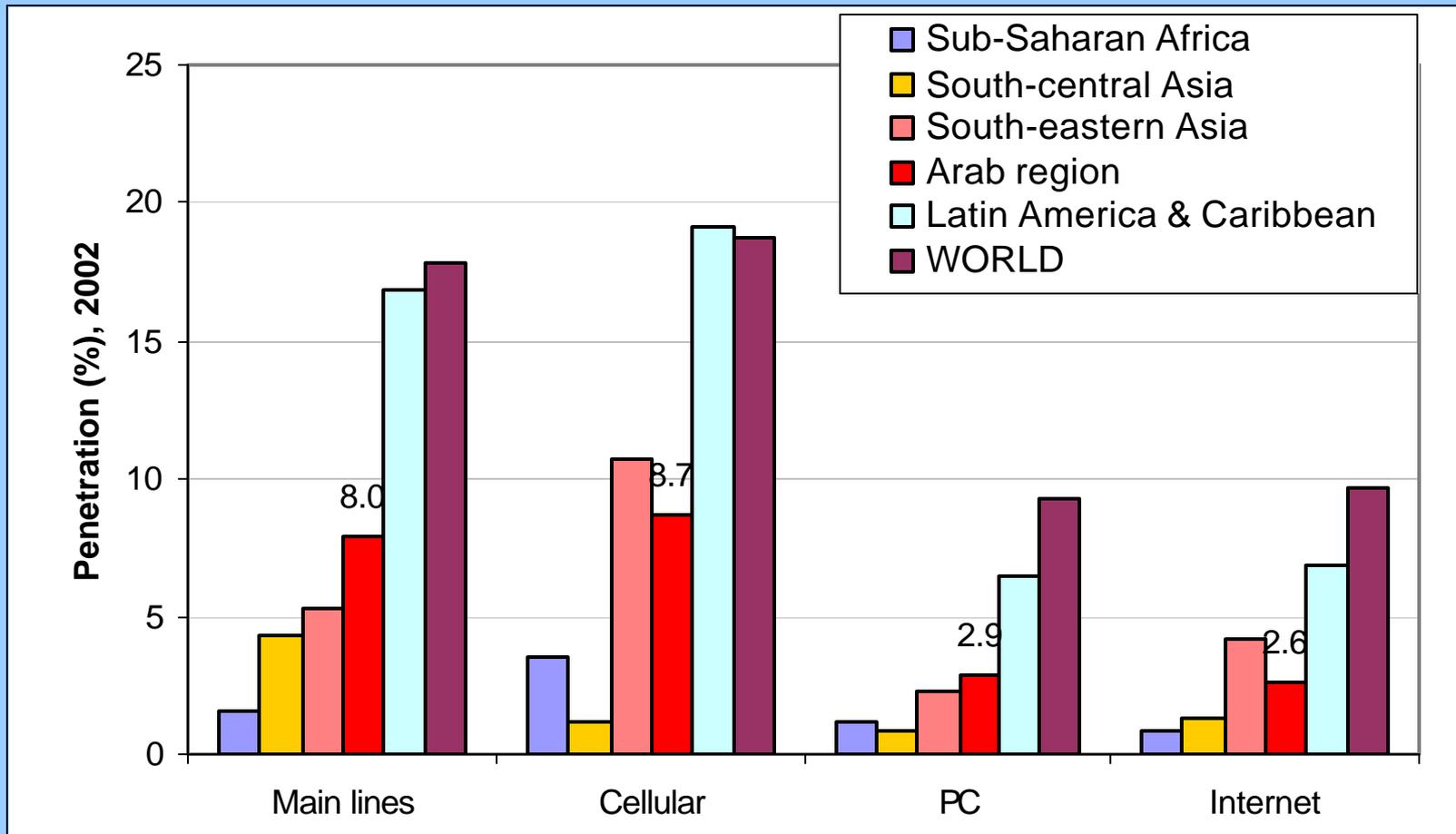


ICT Use Index, 2002

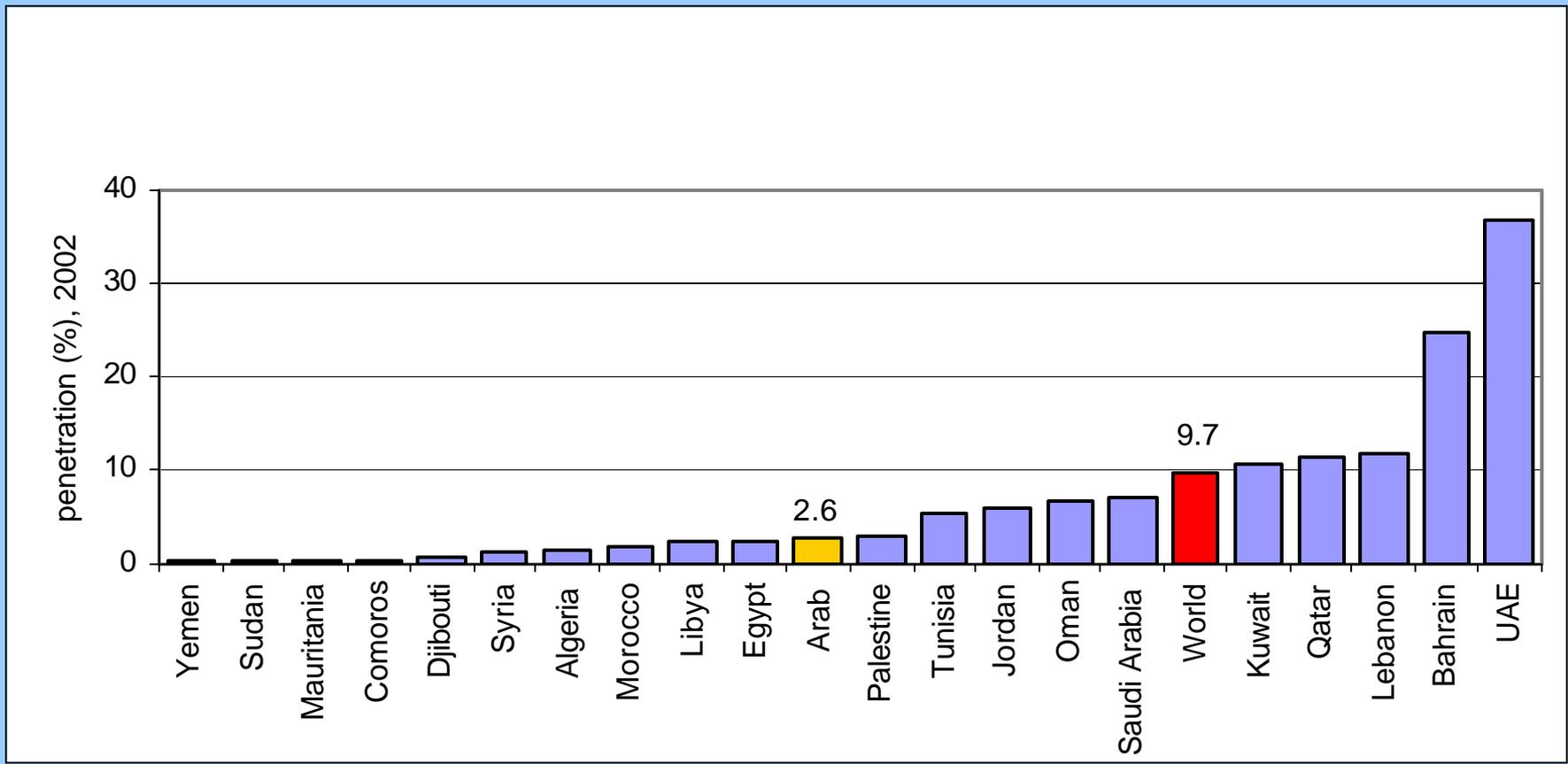


Source: MADAR Research, May 2003

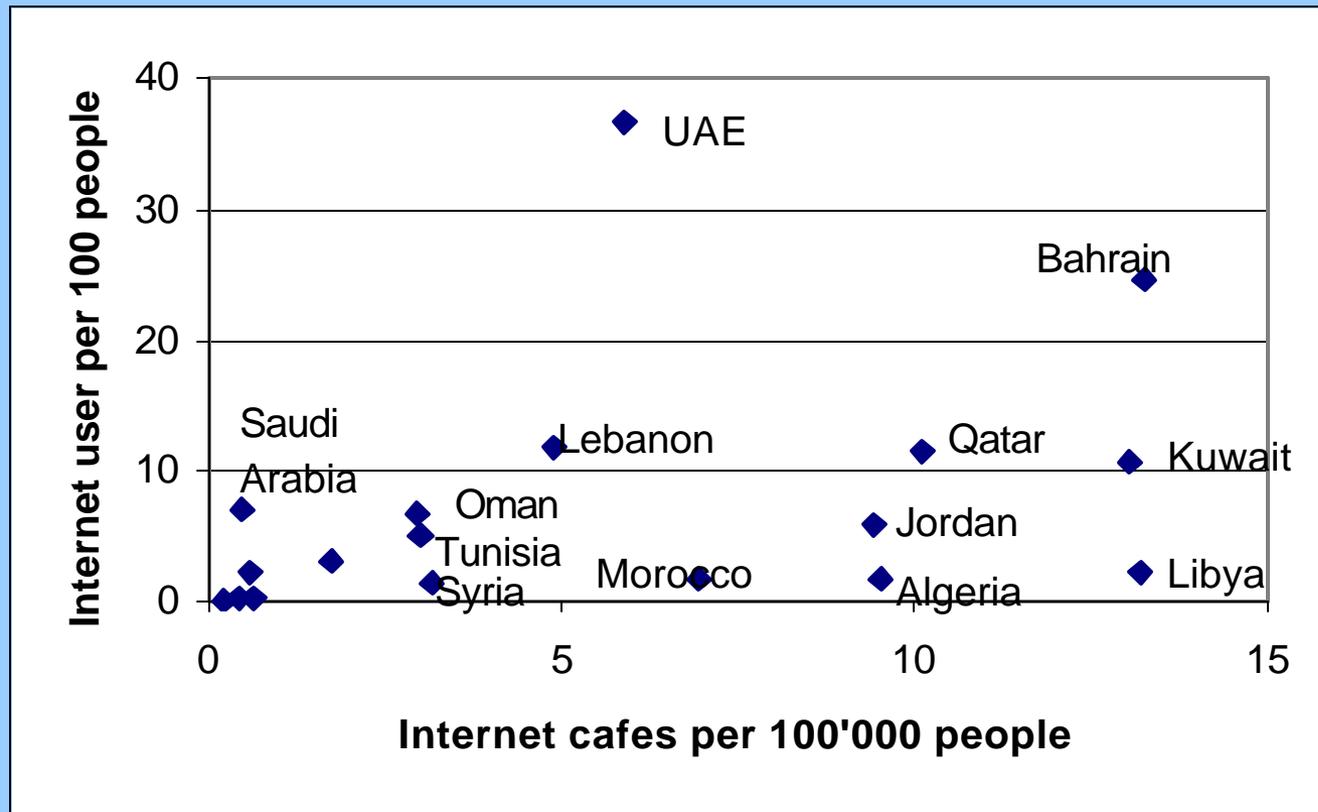
How does Arab Region compare?



Internet users per 100 people



Internet cafés



General ICT indicators

Arab States Profile, 2002

Radio

86 million sets
29 per 100 people



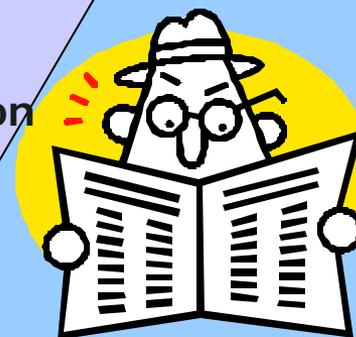
Television

67 million sets
23 per 100 people



Daily Newspaper

8.7 million in circulation
3.2 per 100 people

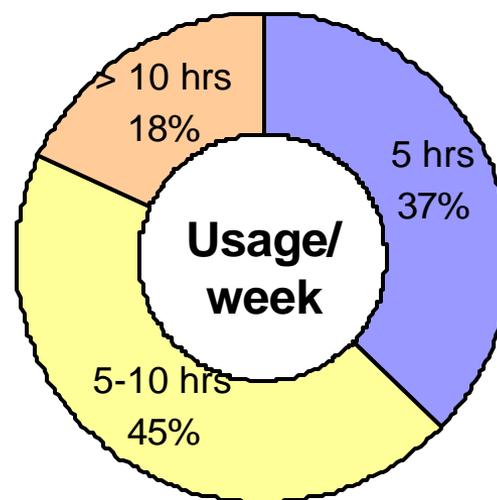
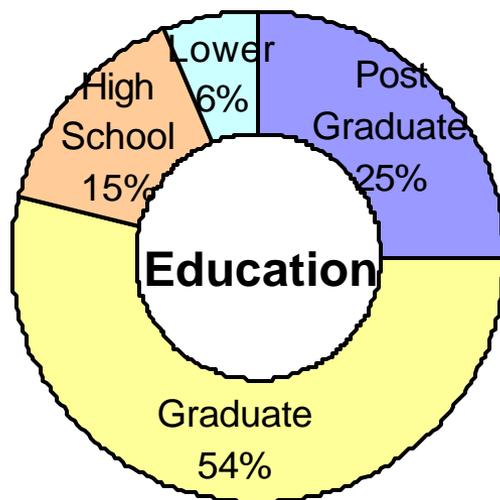
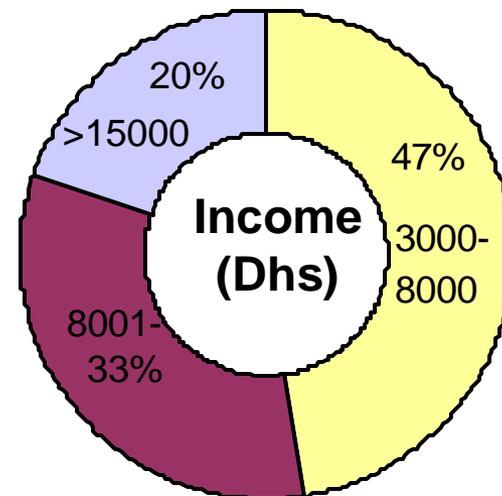
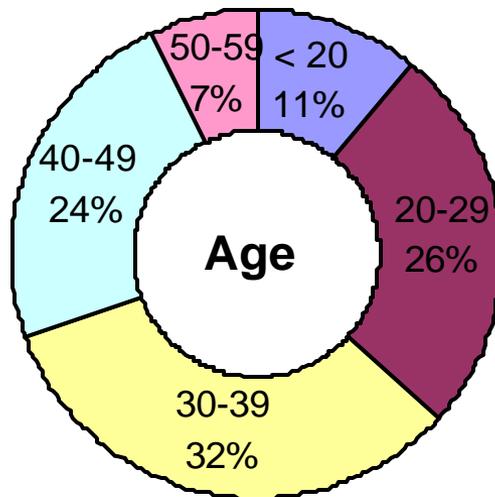
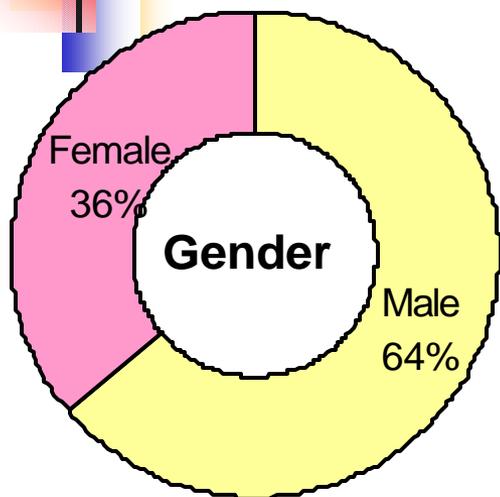


Internet

7.8 million users
2.6 per 100 people



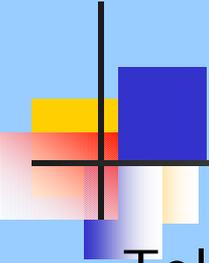
Internet users profile, UAE



Problems with Arab Region's statistics

- Hard to find
 - In many cases, not readily available
 - No data on websites
- Non-existent
 - No country has carried out detailed ICT surveys
- Reliability
 - Particularly for PCs and Internet users

Suggestions

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- A decorative graphic in the top-left corner consisting of overlapping colored squares (yellow, red, blue, white) and a black crosshair.
- Telecom regulators should improve collection and dissemination of statistics including detailed statistical reports
 - National statistical offices need to carry out household ICT surveys including individuals' access to the Internet*
 - Make information available and easy to find on the web site
 - Improved dialogue between regulators, national statistical offices and international agencies to enhance comparability
 - Role of ITU Arab Regional office in the collection of ICT indicators in its region
 - Research on new indicators: broadband indicators, mobile Internet indicators and knowledge indicators

* For the scope of this presentation. However business, education and government ICT surveys are also needed to measure impact in those sectors.



Thank you.

magpantay@itu.int