



MEASURING
THE INFORMATION
SOCIETY



*ICT indicators
for development*

Current status and availability: Business ICT data and indicators

Partnership on Measuring ICT for Development - Donor Agencies Briefing

18 October 2004, Geneva

Presentation by United Nations Conference on Trade and Development (UNCTAD)

UNCTAD and ICT data



Few ICT data from developing countries

- ✱ E-commerce (B2B, B2C, B2G sales and purchases)
- ✱ Use of ICT by SMEs (e-business)
- ✱ Use of ICT within economic sectors (wholesale & retail trade, services, manufacturing)
- ✱ Gender or urban/rural disaggregation
- ✱ Official vs. private



Emerging data collection

- ✱ Based on pioneering OECD work (indicators and methodology)
- ✱ For promoting competitiveness in enterprises in developing countries, particularly SMEs
- ✱ For measuring ICT impact on enterprise development
- ✱ For policy advice on development strategies incorporating ICTs

ICT usage in enterprises

- **Prevalence of PCs and access to Internet**
- **Presence of website, intranet and extranet**
- **Use of ICTs for business processes:**
 - ✱ **Customer relationship management**
 - ✱ **Finance, budget and account management**
 - ✱ **Human resource management**
 - ✱ **Product design & development**
 - ✱ **Logistics (inbound & outbound) and inventory control**
 - ✱ **Product service and support**
 - ✱ **Knowledge management**

UNCTAD collection of ICT data

2004

- Global stocktaking on ICT data and metadata to NSOs in 24 transition economies, with UN RCs/UNECE - « **Status of Information Society statistics in NSOs** »
- Questionnaire on ICT data to NSOs in 23 developing countries - « **Data on ICT usage by businesses** »
- Survey of SMEs in 5 Latin American countries, with FUNDES - « **Usage of ICTs and e-commerce in SMEs** »

Insights

- Few official ICT data in developing countries despite increasing demand

- Indicators and data are rarely comparable between countries

- Household data is more prevalent than business data
23 developing countries surveyed
20 replies, of which 10 provided comparable results

- Readiness (access) data is more prevalent than intensity (usage)

Indicator	Argentina	Chile	Colombia	Morocco	Peru	Philippines	Romania	Russian Federation	Singapore	Thailand
Businesses with PCs	..	✓	✓	..	✓	✓	✓	✓	✓	✓
Employees using PCs	✓	✓
Businesses with an intranet	✓	..	✓	✓	✓	✓	..	✓	✓	..
Businesses with an extranet	✓	..	✓	..	✓	✓	..	✓	✓	..
Businesses with Internet access	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Employees using the Internet	..	✓	✓	..	✓	..	✓	✓
Businesses with a website	✓	✓	✓	✓	✓	..	✓	✓	..	✓
Businesses receiving orders over the Internet (Internet sales)	✓	..	✓	✓	✓	✓	..	✓
Businesses placing orders over the Internet (Internet purchases)	✓	..	✓	✓	✓

● Limited capacity for ICT data collection

Source: UNCTAD (2004)



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Thank You

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