Indicators on community access to ICTs

Vanessa Gray
(vanessa.gray@itu.int)
Market Economics and Finance Unit
Telecommunication Development Bureau

Why community access matters...

Source: ITU adapted from national surveys.
Note: For Canada, 1.2% refers to Canadian households reporting that a member uses the Internet from an Internet Café. Mexico’s 2004 data are preliminary results. Mauritius’ data refer to 2002.
**ITU mandate**

- **ITU Plenipotentiary Conference (Marrakesh, 2002)**
  - Recognizes that traditional indicators (such as main telephone lines per 100 inhabitants) are not sufficient to measure ICT penetration
  - Instructs the ITU to define and adopt new indicators for the purpose of measuring the impact of community connectivity

- **WSIS Plan of Action**
  - Calls for the evaluation and follow-up through comparable statistical indicators, “including community connectivity indicators”

**Global Indicators Workshop on Community Access to ICTs**

**Workshop results**

1. Identifying a core set of indicators for measuring access to community ICT facilities
2. Help understand how much countries know about community access to ICTs
3. Agree on a definition for public internet access facilities
A public Internet access centre (PIAC) is a location, at which Internet access is made available to the public, on a full-time or part-time basis. This may include digital community centres, Internet cafés, libraries, education centres and other similar establishments. All such centres should have at least one public computer for Internet access.

A digital community centre (DCC) is a PIAC that offers equitable, universal and affordable access. Minimum requirements for a PIAC to be considered as a DCC:

- At least one printer & support and maintenance
- A minimum connection speed to the Internet service provider (ISP) of 64 Kbps per centre, with an acceptable amount of bandwidth available to users
- Minimum opening hours per week: 20 hours

Other PIACs, including cybercafés. Education centres may be classified as a DCC or as a PIAC, depending on the conditions these centres satisfy.

---

Community Access Questionnaire

- The number of localities with public Internet access centres (PIACs) by number of inhabitants (rural/urban)
- Percentage of population with access to PIACs by type of PIAC (governmental/private)
- Potential/target population using PIACs:
  - Anyone of age 6 or more minus the number of non-community Internet users
About half of all 79 countries that replied noted that data were not available.

Latin America & Caribbean leads, followed by Africa and Asia-Pacific.

According to these results only 20% of ALL countries collect some kind of community access data in accordance with the questionnaire:

Results highlight lack of comparable and readily available data.

**Questionnaire response rate - overall**

- **40%** of all countries replied.
- **20%** of all countries that replied had data available.
- **40%** of the countries that replied had any data.
- **20%** of the countries that replied had all data.
- **39** countries had any data.
- **40** countries had no data.

**Source:** ITU

Note: Any data excludes countries that sent only population and localities data. LAC= Latin America & Caribbean, AF= Africa, ASP= Asia-Pacific, CIS/CEE/EU= Commonwealth of Independent States, Central and Eastern Europe, European Union.
Questionnaire response rates - by field

- Most countries replied to only very few “fields”
- Available data suggest that rural penetration rates are very low: they often lie between 0-4%
- Data incoherencies suggest that it is important to limit the number of questions/fields and to include clear definitions

Source: ITU.

Core list of indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of villages with PIAC</td>
<td>The term “villages” refers to a nation’s villages, towns, and cities.</td>
</tr>
<tr>
<td>2. Percentage of the population with access to a PIAC</td>
<td>Measures the number of inhabitants enjoying PIAC coverage as a proportion of the country’s total population. When a village has at least one PIAC, then the entire population in the community is considered to be served by that PIAC.</td>
</tr>
<tr>
<td>3. Potential DCC user population</td>
<td>A potential DCC user is anyone of age 6 years or more.</td>
</tr>
<tr>
<td>4. Target population for DCC services</td>
<td>Refers to the potential population (see above) minus the number of non-community Internet users (non-community Internet users are those citizens that have Internet access from a point different from a PIAC, for example at home).</td>
</tr>
<tr>
<td>5. Total number of DCCs</td>
<td></td>
</tr>
<tr>
<td>6. Total number of other PIACs</td>
<td></td>
</tr>
<tr>
<td>7. Total number of computers in DCCs</td>
<td></td>
</tr>
<tr>
<td>8. Average number of PCs per DCC</td>
<td></td>
</tr>
<tr>
<td>9. Number of users per type of PIAC</td>
<td></td>
</tr>
<tr>
<td>10. Actual DCC usage percentage</td>
<td>To calculate this, the actual number of DCC users is divided by the target population for DCC services. A user is defined as a person who accesses the internet at least once a month.</td>
</tr>
<tr>
<td>11. Average DCC usage rate</td>
<td>To calculate this, countries should divide the total DCC usage time by the total available DCC time.</td>
</tr>
</tbody>
</table>

Source: 2004 Global Indicators Workshop on Community Access to ITU Resolution
Extended list of indicators

- Targeted DCCs (by urban/rural areas)
- Progress in DCC targets
- DCCs by cost type (free/subsidized/at cost price)
- Users distribution by socio-demographic category (gender/age/profession/educational level/ethnicity)
- Main purpose of Internet use (education/communication/information/commerce/business/administration/recreation)
- Bandwidth per connected computer in DCC

The way ahead...

- Identifying the core indicators is good...
- ...but where do we go from here?
  - Data collection
  - Identify national progress
  - International benchmarking
  - Policy input
  - WSIS Plan of Action
Future work

- **ITU**
  - Include indicators on World Telecommunication Indicators Questionnaire
  - Increase visibility/awareness of community access indicators & promote their collection
  - Partnership on ICT for Development
    - A-10: Percentage of localities with PIACs by number of inhabitants (rural/urban)
    - HH-9: Location of individual use of the Internet from all locations in the last 12 months (home/work/place of education/Internet Access Centre/Other)

- **National governments**
  - Start collecting core indicators!
  - Top-level policy support
  - Identify formal and informal coordination processes between NSOs, regulators, ministries ...

**International Telecommunication Union**

World Telecommunication/ICT Indicators Meeting
February 10-11, 2005

Thank you

Vanessa Gray
(vanessa.gray@itu.int)
Market Economics and Finance Unit
Telecommunication Development Bureau