INTERNATIONAL TELECOMMUNICATION UNION

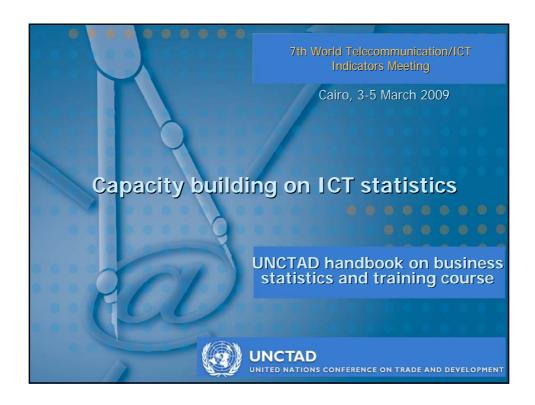**TELECOMMUNICATION
DEVELOPMENT BUREAU**

**Document 003-E
24 February 2009
Original: English**

7TH WORLD TELECOMMUNICATION/ICT INDICATORS MEETING, CAIRO, EGYPT, 3-5 MARCH 2009

SOURCE: UNCTAD

TITLE: Capacity building on ICT statistics
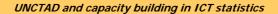
_____

UNCTAD and capacity building in ICT statistics

UNCTAD

Outline of presentation

- UNCTAD and ICT

- UNCTAD and ICT statistics

- UNCTAD capacity building on ICT statistics

- Manual for the Production of Statistics on the Information Economy

- Training courses on measuring ICT in business

- Ad-hoc technical assistance by UNCTAD on ICT measurement

UNCTAD

UNCTAD and ICT

- UNCTAD mandates on ICT (e-commerce) dates back to 1999

- World Summit on the Information Society emphasized the role of ICT in development and need to bridge the digital divide

- In the context of **WSIS implementation and Follow-up** UNCTAD
  - ✓ is responsible for action line C7 (e-Business)
  - ✓ Services Commission on Science and Technology for Development (CSTD) which is:
    - focal point in system-wide follow-up to WSIS outcomes
    - advises ECOSOC on ways to further the implementation of WSIS outcomes.

- UNCTAD focuses on ICT and ICT policy from a trade and economic development angle

---

UNCTAD

UNCTAD and ICT statistics

- What we do:
  1. Advocacy and consensus building:
     - Founding member of *Partnership on Measuring ICT for Development*
     - Collect ICT data worldwide and publish it
  2. Research and Analysis
     - Information Economy Report (trends and policy analysis),
     - Thailand Report on Measuring the impact of ICT use in business
  3. Capacity Building
     - Manual for the production of statistics on the information economy
     - Training courses on Measuring ICT in business
     - Ad-hoc technical assistance to countries measuring ICT in business

UNCTAD

UNCTAD and ICT statistics

- Promoting **core indicators** on ICT usage by businesses and ICT sector and trade in ICT goods that are defined through a consultative process led by the *Partnership on Measuring ICT for Development and* involving the NSOs and the UNSC
  - ✓ 12 indicators for use of IT by businesses
  - ✓ 2 indicators on the ICT sector
  - ✓ 2 indicators on trade in ICT goods

- UNCTAD promotes coordination of statistics on ICT use by business for developing countries while OECD and Eurostat coordinate it for developed and EU countries respectively

---

UNCTAD

12 core indicators on ICT use by business

- **Proportion of...**

B1 ... business using computers	B7... businesses receiving orders over the Internet
B2 ... persons employed routinely using computers	B8 ... businesses placing orders over the Internet
B3 ...businesses using the Internet	B9 ... businesses using the Internet by type of access
B4 ... persons employed routinely using the Internet	B10 ... businesses with a local area network (LAN)
B5 ... businesses with a web presence	B11 ... businesses with an extranet
B6 ... with an intranet	B12 ... businesses using the Internet by type of activities

Slide 1

UNCTAD

Core indicators on ICT sector and trade in ICT goods

- ICT1: Proportion of total business sector workforce involved in the ICT sector

- ICT 2: Value added in the ICT sector (as a percentage of total business sector value added)

- ICT 3: ICT goods imports as a percentage of total imports

- ICT 4 : ICT goods exports as a percentage of total goods exports
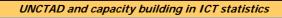
Slide 2

UNCTAD

UNCTAD data collection

- **Annual survey** with NSOs
- **2004 – 2006:** selected developing countries
- **As of 2007:** all UNCTAD members countries
- Based on the *Partnership's* core indicators on ICT use in businesses and on the ICT sector
- Database online by end 2010
- Results published in the annual

Information Economy Report (IER)

✓ The IER is available at http://www.unctad.org/
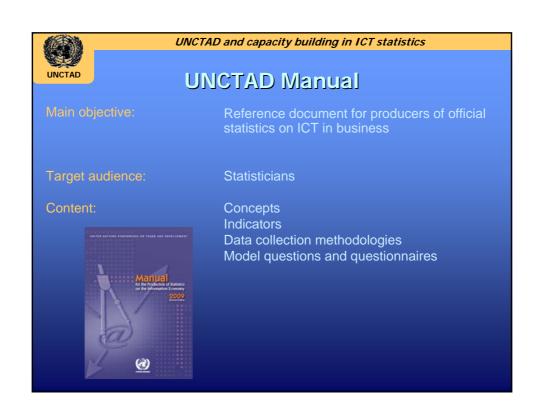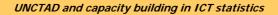
WE NEED YOUR DATA!

UNCTAD

UNCTAD capacity building activities on ICT statistics

- Statistical **Manual** to facilitate the production of ICT statistics on the information economy

- **Training** of statisticians based on this manual

- **Ad-hoc technical support** to countries currently planning or involved in business surveys on ICT use

---

UNCTAD

UNCTAD Manual

Main objective:	Reference document for producers of official statistics on ICT in business
Target audience:	Statisticians
Content:	Concepts
	Indicators
	Data collection methodologies
	Model questions and questionnaires

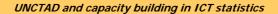**UNCTAD and capacity building in ICT statistics**

UNCTAD

UNCTAD Manual

- Promotes methodology that should ensure internationally comparable ICT statistics

- Takes users (statisticians) through all the concrete steps of an ICT survey
    1. Conceptual framework
    2. Standards for indicators on ICT use by business, the ICT sector and trade in ICT goods
    3. Data sources and data collection methods
    4. Model questions and questionnaires
    5. Designing surveys and processing data
    6. Dissemination (metadata)
    7. Institutional cooperation and coordination

UNCTAD and capacity building in ICT statistics

UNCTAD

UNCTAD Manual

- Practical tool for the production of ICT statistics:
    ✓ Step by step approach

    ✓ Includes many country examples and best practices

    ✓ Technical points further developed into details in separate boxes

    ✓ Proposes existing survey questionnaires (OECD, Eurostat as well as model tables for presentation, model questions, etc.)

UNCTAD

UNCTAD Manual

- Positive impact:

- CAPMAS and MCIT of Egypt used the Manual to adjust their survey questionnaire in 2008, for example introducing the distinction between rural and urban areas, and according to the size of enterprises

- OIC-Director National Statistical Information Center (NSIC), the Philippines:*[...], the Philippines will be conducting the 2008 Survey on ICT among establishments and the manual was of great use in the formulation of the questionnaire."*

UNCTAD

UNCTAD Manual revised through global consultations

2007   **Global consultations**   **2009**

Presented at the 40th session UNSC in NY, Feb 09

- Revision integrates feedback from users and experts, new core indicators

- Revision process: written feedback from NSO and international experts, Expert group meeting in Geneva, Online discussion forum

- Support of UNSD, contributions Partnership.

UNCTAD

UNCTAD training course

UNCTAD

UNCTAD training course

- Course delivered three times (Colombia 2007, Korea 2008 and Trinidad in 2009), plans for delivery in Africa in 2009.

- Based on UNCTAD's pedagogical methodology: **TRAINFORTRADE** Was validated after the second course.

- Targets statisticians from NSOs or other national entities in charge of the collection and dissemination of ICT use in business data at the national level.

- Relatively small groups (25 max) to encourage maximum interaction among specialists.

8

UNCTAD training course

- Five **modules**:
  1. Understanding concepts and definitions of indicators on the use of ICT by businesses and the ICT sector ;
  2. Developing an ICT data collection strategy in the business sector;
  3. Designing an ICT in business survey
  4. Processing ICT survey data from businesses
  5. Disseminating data on the use of ICT by businesses and the ICT sector

- Group **exercises** to encourage mutual learning and introduce a concrete and applied dimension

- Individual **tests** to detect whether clarifications are necessary

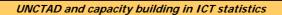- **Instructor** can share many interesting country examples and good practices.

Positive feedback on training course

Very good **feedback** from evaluations, e.g. Korea Training:
  - ✓ High interest in the subject matters covered by the course,
  - ✓ Participatory nature, with group exercises in each module, particularly appreciated,
  - ✓ Knowledgeable instructor able to interact well with the participants using concrete country examples and best practices
  - ✓ Significant degree of interactions and exchanges of national experiences amongst participants throughout the course,
  - ✓ Opportunity to apply directly their acquired knowledge in the exercises
  - ✓ 83% of participants: methodology of course excellent or very good. Overall level of satisfaction with course 81% excellent or very good.

UNCTAD

UNCTAD country-level technical assistance

- UNCTAD follows up directly with countries that requested TA in the area of ICT business/ICT sector statistics (advisory services, training)

- In particular, countries that plan an ICT business survey for 2009/2010

- Assistance is provided to NSOs (Nepal, Tunisia) currently involved in the designing or processing of an ICT business survey

- Requests should be made to **emeasurement@unctad.org**

7th World Telecommunication/ICT Indicators Meeting

Thank you for your kind attention.

Please do not hesitate to contact us at Emeasurement@unctad.org

UNCTAD
UNITED NATIONS CONFERENCE ON TRADE AND DEVELOPMENT