



INTERNATIONAL TELECOMMUNICATION UNION

**TELECOMMUNICATION  
DEVELOPMENT BUREAU**

**Document 006-Erev1  
24 February 2009  
Original: French**

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

---

**SOURCE:** Ministry of Posts and Telecommunications, Cameroon

**TITLE:** Measuring the impact of telecommunication development on the creation of employment

---



# Measuring the impact of telecommunication development on the creation of employment

**Bertrand Kisito NGA**

Head, Standardization and Statistics Service

Ministry of Posts and Telecommunications  
Yaoundé – Cameroon

**7<sup>th</sup> ITU World Telecommunication/ICT  
Indicators (WTI) Meeting  
Cairo, 3 to 5 March 2009**

## Introduction: the situation in Cameroon

- Cameroon sees ICTs in terms of Internet access for all.
- Mastery of information and knowledge is the key to economic and social development
- In this context, are ICT producer and user companies fostering the creation of employment? In other words, how can ICTs be used effectively in the fight against poverty?

## Introduction: the situation in Cameroon

- Act 98/14 of 14 July 1998 governing telecommunications in Cameroon has enabled the:
  - introduction of a new legal and regulatory framework
  - separation of postal and telecommunication activities
  - establishment of the Agence de Régulation des Télécommunications
  - introduction of two private mobile operators
  - retention of CAMTEL, the fixed telephony operator

3

## Presentation plan

- **1. Introduction**
- **2. Typology of ICT producer and user companies in Cameroon in regard to the creation of employment**
  - 2.1 ICT producer companies
  - 2.2 ICT user companies
- ✂ **3. Problems associated with the dissemination of ICTs in Cameroon**
  - 3.1 Problems associated with ICT accessibility
  - 3.2 Problems associated with ICT usage
- ✂ **4. Possible solutions**
- ✂ **5. Conclusion**

4

## 2. Typology of ICT producer and user companies

### 2.1 Producer companies

These are: CAMTEL, MTN, ORANGE.

CAMTEL is responsible for:

- the study, installation, operation and maintenance of all systems used in the provision of telecommunication services within Cameroon
- commercial, industrial, movable, immovable and financial operations.

5

## 2. Typology of ICT producer and user companies

### 2.1 Producer companies

MTN and ORANGE are private capital companies. They are responsible for establishing and operating a national public GSM cellular telephony network and providing the mobile telephony service, including value-added, terminal equipment and all support services.

6

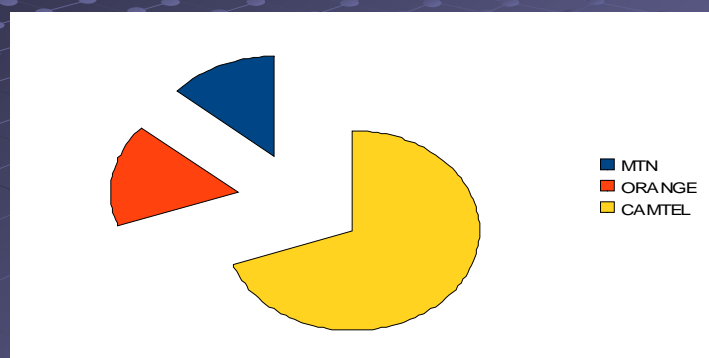
## 2.1 Producer companies

### 2.1.1 Fixed and mobile telephony services

Jobs created by fixed and mobile telephony operators account for over 70 per cent of the labour market in Cameroon.

7

## Telephony services

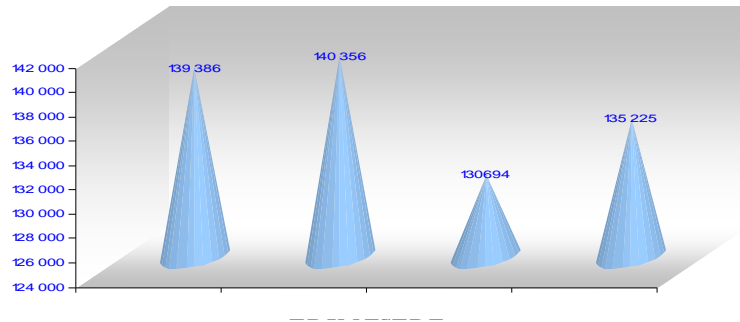


Source: ART 2005

## Added value

- a measure of the company's contribution to employment creation

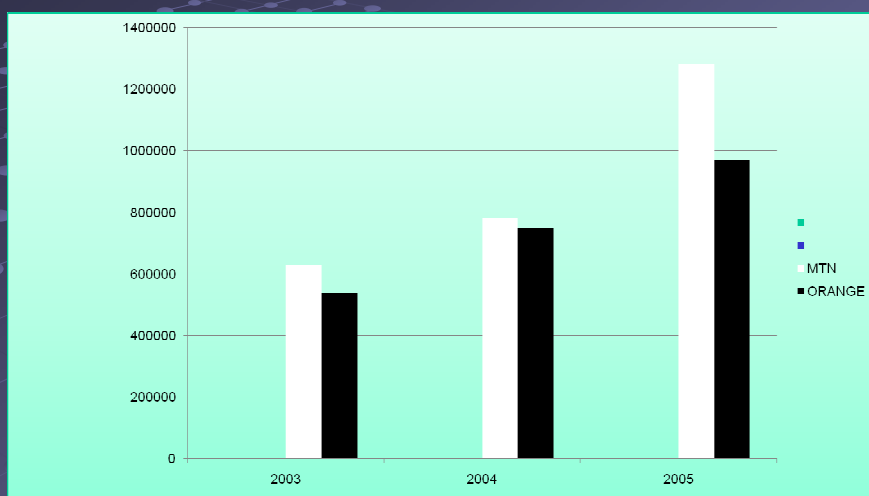
Table showing the subscriber base for fixed telephony services



Source: ART 2005

9

Table showing subscriber base for mobile telephony services



Source: ART 2005

Table showing evolution of turnover, investment and added value

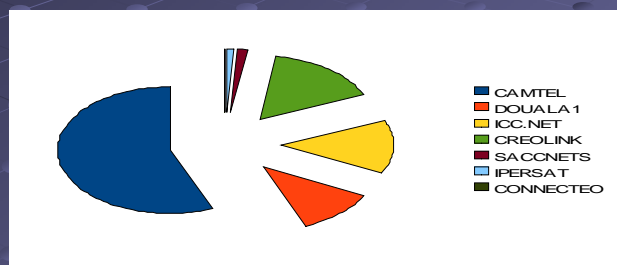


## 2.1 Producer companies

### 2.1.2 Internet access provision

- Main Internet access providers

Table showing number of subscribers per provider in 2005





## 2.1 Producer companies

### 2.1.2 Internet access provision

The impact of Internet access provision on employment will depend on the scope of the activities in question, productivity gains achieved and nature of the technical equipment. At the same time, the more customers an operator has the more employees it will require.

## 2.2 ICT user companies

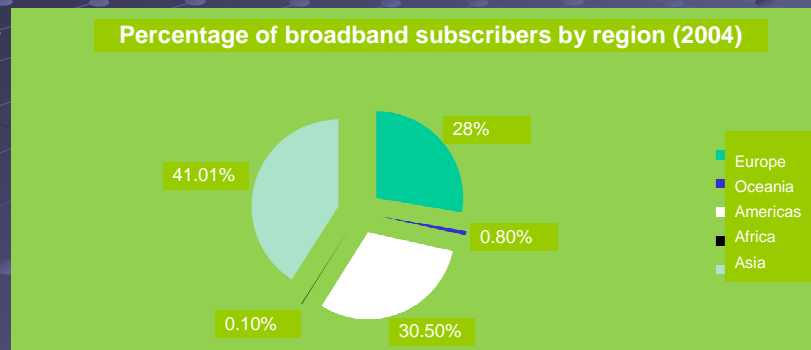
ICT user companies play a direct and indirect role in the creation of employment.

However, indirect jobs constitute the greater part of the market with respect to the overall ICT sector workforce.

Furthermore, we are seeing a constant decrease in the number of jobs in fixed telephony, while that number is increasing rapidly in mobile telephony.

## 2.2 ICT user companies

Despite the significant inroads that ICTs have made into the labour market in Cameroon in particular, and Africa in general, this is inadequate when compared with the performance seen on continents such as the Americas, Europe and Asia



This situation is explained by the problems involved in disseminating and popularizing ICTs, coupled with inadequate accessibility and use

15

## 3. Problems associated with ICT dissemination in Cameroon

The introduction of ICTs calls for major investment in basic infrastructures (terminal equipment, power supply), not to mention literacy. Two key problem areas are accessibility and usage.

**Accessibility problems:** Owing to the high cost of ICT infrastructures, Cameroon is in most cases falling behind in terms of their acquisition. Not all of the country's inhabitants can afford terminals, given the relatively low standard of living.

**Usage problems:** Communication service costs present a major obstacle, since in Cameroon they are high in comparison with those found in other countries with a similar level of development.

16

## 4. Possible solutions

These concern the measures to be taken in the interests of creating employment in Cameroon

- ✓ Policies aimed at innovation and the dissemination of technology must become an integral part of the Government's overall strategy.
- ✓ The authorities should take action aimed at fostering productivity gains derived from technological progress.
- ✓ The authorities should take action to bring about favourable conditions whereby technological progress can be harnessed for the creation of employment.
- ✓ There must be a strengthening of the efficiency and leveraging effect of initiatives pertaining to policies aimed at innovation and the dissemination of technology.

17

## CONCLUSION

Our statistical examination of ICT producer companies shows that they contribute to the creation of direct and indirect jobs.

However, the level of performance remains inadequate by comparison with results obtained in the developed countries.

We have seen that there are problems relating to the dissemination, accessibility and use of ICTs. Proposals have thus been put forward with a view to enhancing the contribution to job creation as part of the fight against unemployment by, among other things:

- completing the reform of the ICT sector which began in 1998;
- strengthening the efficiency and leveraging effect of initiatives pertaining to policies aimed at innovation and the dissemination of ICTs;
- bringing about favourable conditions whereby technological progress can be harnessed for the creation of employment;
- assisting the ICT sector in securing productivity gains through technological progress;
- incorporating policies aimed at innovation and the dissemination of ICTs within the national strategy for combating unemployment.

18

**THANK YOU FOR YOUR ATTENTION!**