Zimbabwe Experience: Data Collection on ICT household Access and Individual Use

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Acknowledgements

- Let me ladies and gentlemen at this juncture recognise the role played by the ITU who have provided fellowships and training to ZIMSTAT staff to capacitate them on how to collect and report ICT indicators.
- I also recognise the role played by the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ); the regulator for the telecommunications, postal and courier services sector in Zimbabwe in funding the ICT surveys in Zimbabwe.

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1. Introduction

- The Zimbabwe National Statistics Agency (ZIMSTAT) has conducted two Information and Communication Technology (ICT) Household Surveys.
- The first survey to be conducted was the 2010 Survey on ICT Access by Rural Households and use by Individuals.
- The second survey conducted was the 2014 Survey on ICT Access by Households and use by Individuals whose scope was urban and rural households.

2. Sample Design

- In my discussion, I am going to concentrate on the 2014 survey.
- Zimbabwe has 10 Provinces; two of which are complete urban while the other eight have both rural and urban components.
- Zimbabwe also has 9 land-use Sectors such Large Scale Commercial Farms, Small Scale Commercial Farms, Communal Lands, Semi-urban and Mining centres.

2. Sample Design

- After the 2012 Population and Housing Census ZIMSTAT constructed a Household Master Sampling Frame using Enumeration Areas and Household Lists from the Census.
- The Household Master Sampling Frame cross classifies the Provinces with the land-use Sectors.
- All household based surveys are based on samples taken from Household Master Sampling Frame.

2. Sample Design

- The sample for the 2014 ICT Survey is therefore a two stage design.
- The first stage was the selection of EA's with probability proportional to size (PPS).
- The second stage of the design was the selection of households with PPS.

2. Sample Design

- This sample design ensures that all households have an equal chance of being selected in the sample.
- The 2014 Survey on ICT Access by Households and use by Individuals had a sample of 31 140 households.

3. Training of Trainers

- Two staff members had been trained by ITU.
- Since the survey was going to cover the whole country, it was obvious that more trainers would be required to train a large number of enumerators who would be required.
- Staff were drafted in from other Branches of ZIMSTAT.

3. Training of Trainers

- Trainers were trained in concepts, definitions and procedures to carry out during ICT Household Survey enumeration.
- Training consisted of lectures, discussions and fieldwork.
- About thirty members of staff from ZIMSTAT including Provincial Supervisors were trained during a period of eight days.

4. Training of Enumerators

- Having been trained the trainers were able to cascade the programme to the enumerators over a period of about ten days.
- The same methodologies that had been used to train trainers were employed.
- A member of staff from the regulatory authority, POTRAZ, also participated in the training of enumerators.

4. Training of Enumerators

- Close to 450 Team Leaders and Enumerators were trained over a period of ten days.
- Team Leaders received a more intensive training so that they could supervise the Enumerators under their charge.

5. Data collection

- The interviewer method of data collection was used for the survey.
- Enumerators visited households and recorded their responses on a questionnaire
- Data collection lasted 16 days.

6. Data Processing

- After data collection, questionnaires were sent to ZIMSTAT HQ were they were accounted for, coded, edited and data captured into a computer.
- After data capture, data was further checked for consistency and cleaned where necessary.

6. Data Processing

- Tables where then generated for report writing.
- Report writing has taken longer that expected because of shortage of staff at professional level.
- However, we hope when we go home from here, we will find the report ready for publishing

7. Data Collected: ICT access indicators

- HH1: Proportion of households with a radio
- HH2: Proportion of households with a television
- HH3: Proportion of households with a telephone (mobile, fixed)
- HH4: Proportion of households with a computer
- HH6: Proportion of households with a Internet
- HH11: Proportion of households with a Internet by type of service
- HH13: Proportion of households with multichannel television
- HH14: Barriers to household Internet access
- HH16: Household expenditure on ICT

7. Data Collected: ICT use indicators

We collect data on the following core individual use indicators:

- HH5- Individuals using the computer
- HH7- Individuals using the Internet
- HH8- Individuals using the Internet, by location
- HH9- Individuals using the Internet, by type of activity
- HH10- Individuals using a mobile cellular telephone
- HH 12- Individuals using the Internet, by frequency
- HH15- Individuals with ICT skills, by type of skills
- Q34- Barriers to use of the Internet by Individuals

7. Data Collected: Country specific indicators

In addition as a country we collect data on specific indicators as requested by POTRAZ

- Q12: Distance from the dwelling unit to the nearest Post Office
- Q13: Household use of postal services
- Q14: Frequency of use of postal services
- Q15: Household use of courier services
- Q16: Frequency of use of courier services
- Q22: Distance range from dwelling unit to point of receipt of network coverage
- Q29: Mobile cellular telephone registered lines in use
- Q30:Use of mobile cellular telephone to send or receive money

8. Challenges

- The ICT subject matter is dynamic and exciting, requiring constant monitoring in our efforts to measure the information society.
- Some of the technology mentioned in household access of the Internet, by type of service, does not exist in some areas of the country, e.g. fibre to the home, cable modem.
- The individual use indicators were asked to those who were 3 years and above. It is interesting to note that the 3-4, 5-9, 10-14 and 15-19 age groups were the highest users of ICTs.

8. Challenges

- Enumerators had to take measures to minimize response bias in respect of ICT use by children where responses are provided by proxies, i.e., parents or guardians, especially, for those aged from 3-10 years.
- Some of the adults were not familiar with the new ICTs
- Others were not very much interested about the Internet.

8. Challenges

- Limited number of professionals trained in ICT statistics.
- General inadequate number of staff at the Agency has led to the delay in publishing then 2014 ICT Report.
- The great costs incurred during Household Surveys.

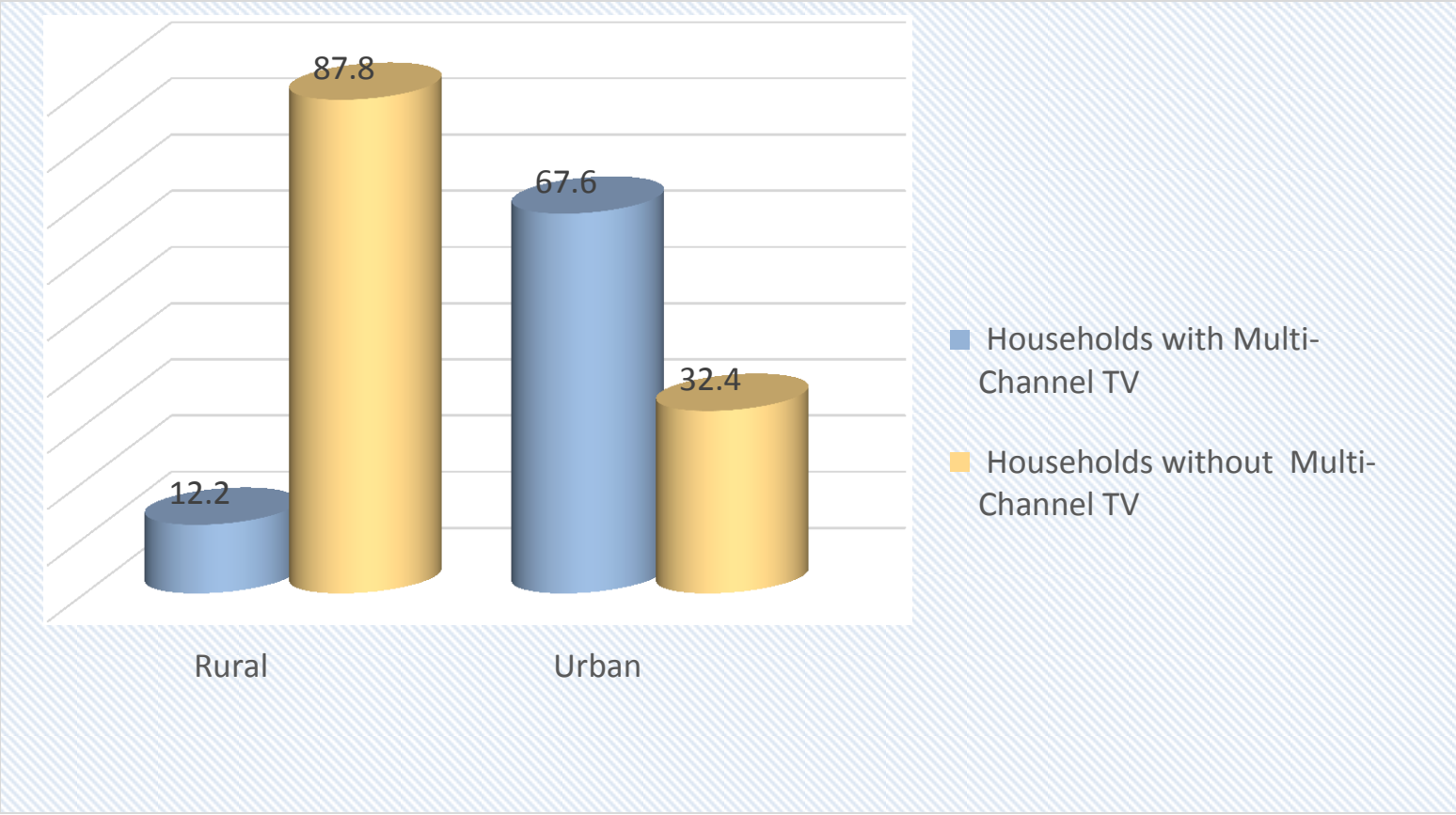
9. Conclusion

- The tracking of ICT indicators informs targeted policies aimed at reducing the digital divide within a country, such as rural/urban, socio economic divides, age and the gender gap between individuals, and thus contribute to a more inclusive information society.

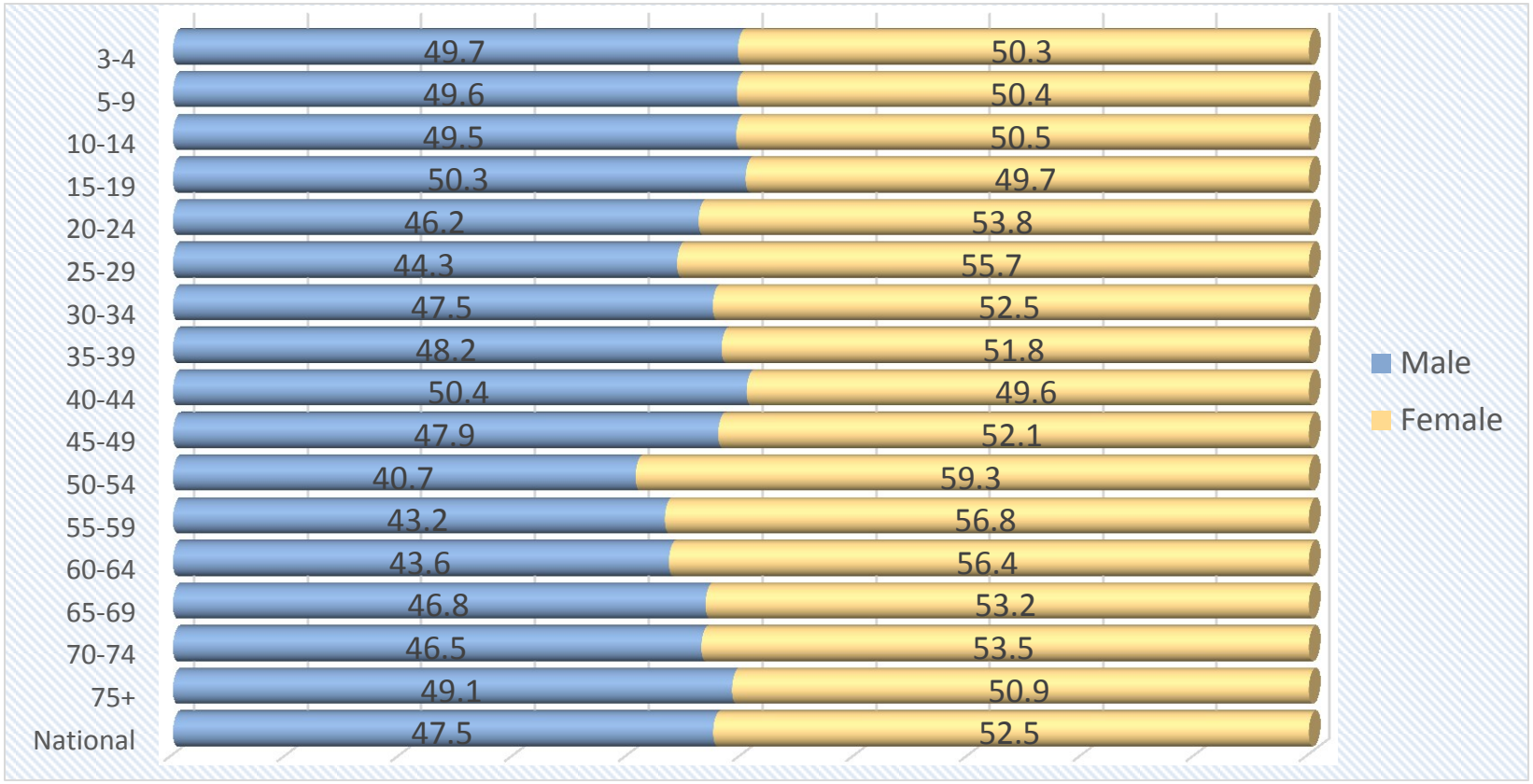
10. Appendices

- The next 4 slides gives examples of results we can expect from the 2014 Survey on ICT Access by Households and use by Individuals Survey

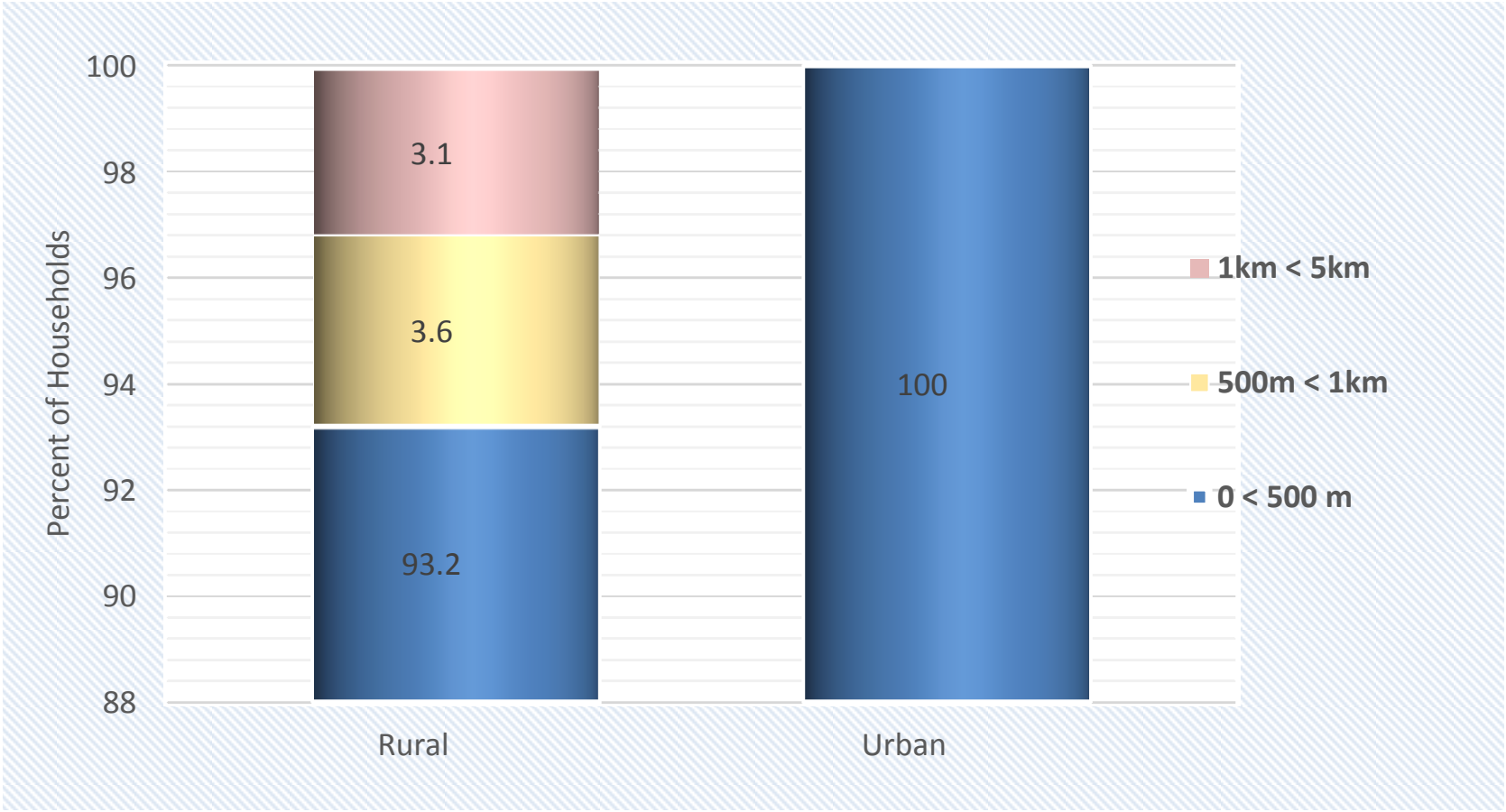
HH 13: Percent Distribution of Households With and Without Multi-Channel Television Services at Home Within Rural and Urban: ICT Household Survey 2014, Zimbabwe



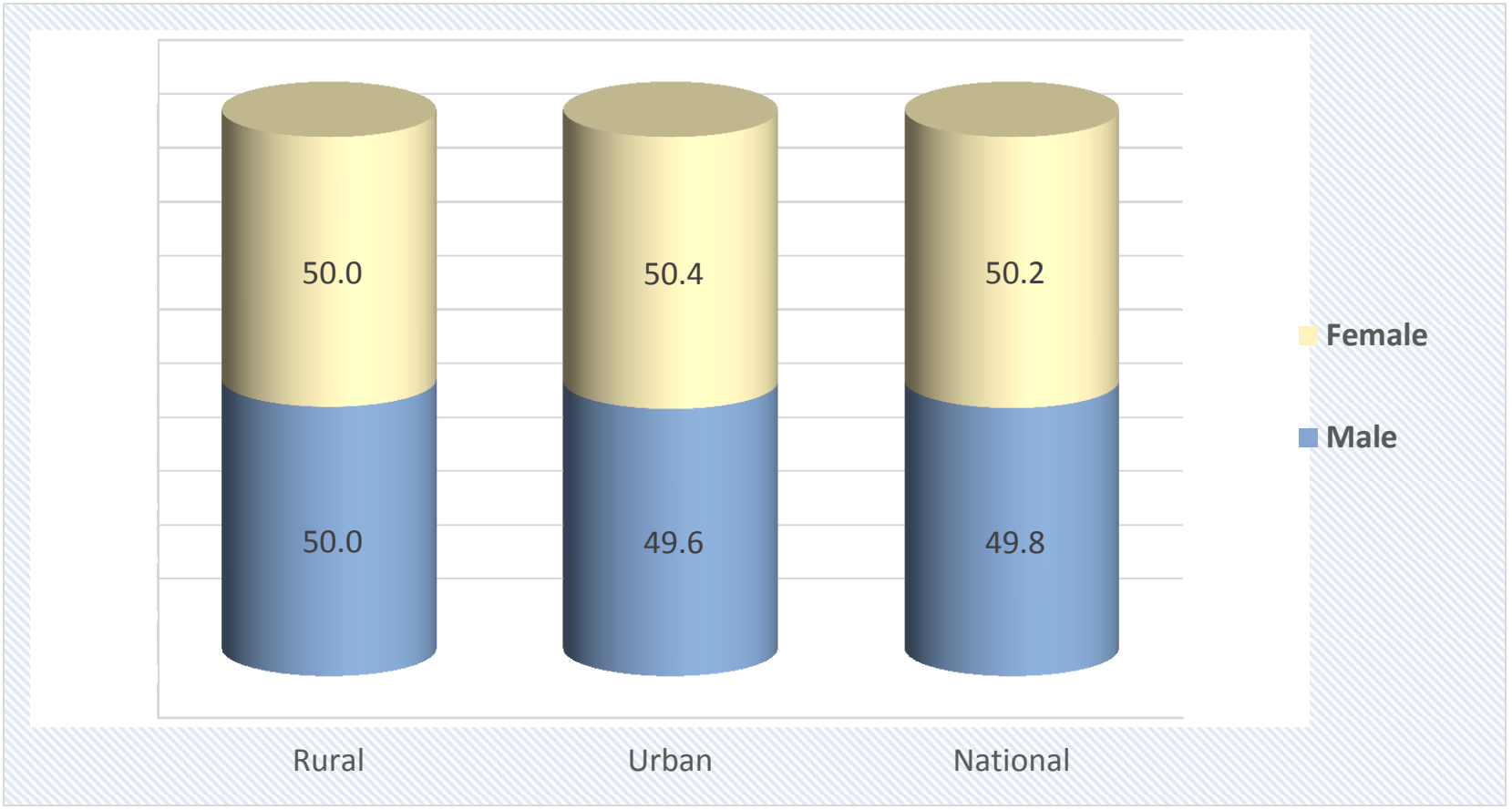
HH10: Percent Distribution of Individuals Aged 3+ Within Age Group who used a Mobile Cellular Telephone in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe



Q22: Percent Distribution of Households Within Urban and Rural Area by Distance Range from Dwelling Unit to the Nearest Point at Which Members of the Household Receive Network Coverage: ICT Household Survey 2014, Zimbabwe



Q30: Percent Distribution of Individuals Aged 16+ Within Rural and Urban Areas who used a Mobile Cellular Telephone to Send/Receive Money in the Last 3 Months ending 30 June 2014 Classified by Sex: ICT Household Survey 2014, Zimbabwe



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Thank you