

*Information and Communication
Technology (ICT) Access by Households
and Use By Individuals Survey 2014:
Zimbabwe's Experience*

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Brief Outline

- Introduction
- Response rates
- Importance of measuring ICT Skills
- Experience in collecting ICT Skills indicator (HH15)
- Response categories
- Results
- Way forward
- Conclusion

Introduction to the ICT Household Survey 2014, Zimbabwe

- In our efforts to make the statistics we collect relevant to users and to be in line with international standards the Zimbabwe National Statistics Agency (ZIMSTAT) conducted its first stand-alone Information and Communication Technology (ICT) Access by Households and Use by Individuals Survey in 2014.

Introduction to the ICT Household Survey 2014, Zimbabwe

- The objective of the survey was to collect data on access to ICTs by households and use by individuals in order to measure the digital divide.
- The scope of the survey were all private households and individuals in urban and rural areas across the 10 provinces of Zimbabwe.

Introduction to the 2014 ICT Household Survey, Zimbabwe (Continued)

The survey covered the 10 provinces of Zimbabwe and was designed to provide estimates at district, provincial and national levels. It also provided estimates by land use sector and urban/rural divide.

Response Rates

Province	Number of Sampled Households	Number of Interviewed Households	Response Rates
Bulawayo	1 530	1 518	99.22
Manicaland	3 060	3 055	99.84
Mashonaland Central	3 015	3 008	99.77
Mashonaland East	3 240	3 240	100.00
Mashonaland West	3 870	3 869	99.97
Matabeleland North	2 700	2 697	99.89
Matabeleland South	2 970	2 967	99.90
Midlands	4 185	4 185	100.00
Masvingo	2 700	2 697	99.89
Harare	3 870	3 857	99.66
National	31 140	31 093	99.85

Experience with collecting ICT skills indicator (HH15)

Question Asked: Which of the following computer-related activities have you carried out in the last three months?

- Respondents were allowed to provide multiple responses that applied.
- This question was asked only those individuals aged 3 years and above that had used a computer during the survey reference period; which was the three months ending 30 June 2014.

Experience with collecting ICT skills indicator (Continued)

- Most individuals carried out more than one activity, therefore, multiple responses were/ are expected. You will note that the activities were ordered from simpler tasks to more complex.
- Care was taken during interviews to link an individuals' highest level of education and some levels of computer skills.
- The youth age standard in Zimbabwe is all individuals aged less than 18 years.

ICT Skills Indicators

The ICT skills indicator was reported as follows:

- ICT usage by occupation and gender
- ICT usage by labour force status and gender;
- ICT usage by highest level of education attained and gender;
- ICT usage by age and gender
- ICT usage by gender and urban/rural

Response Categories

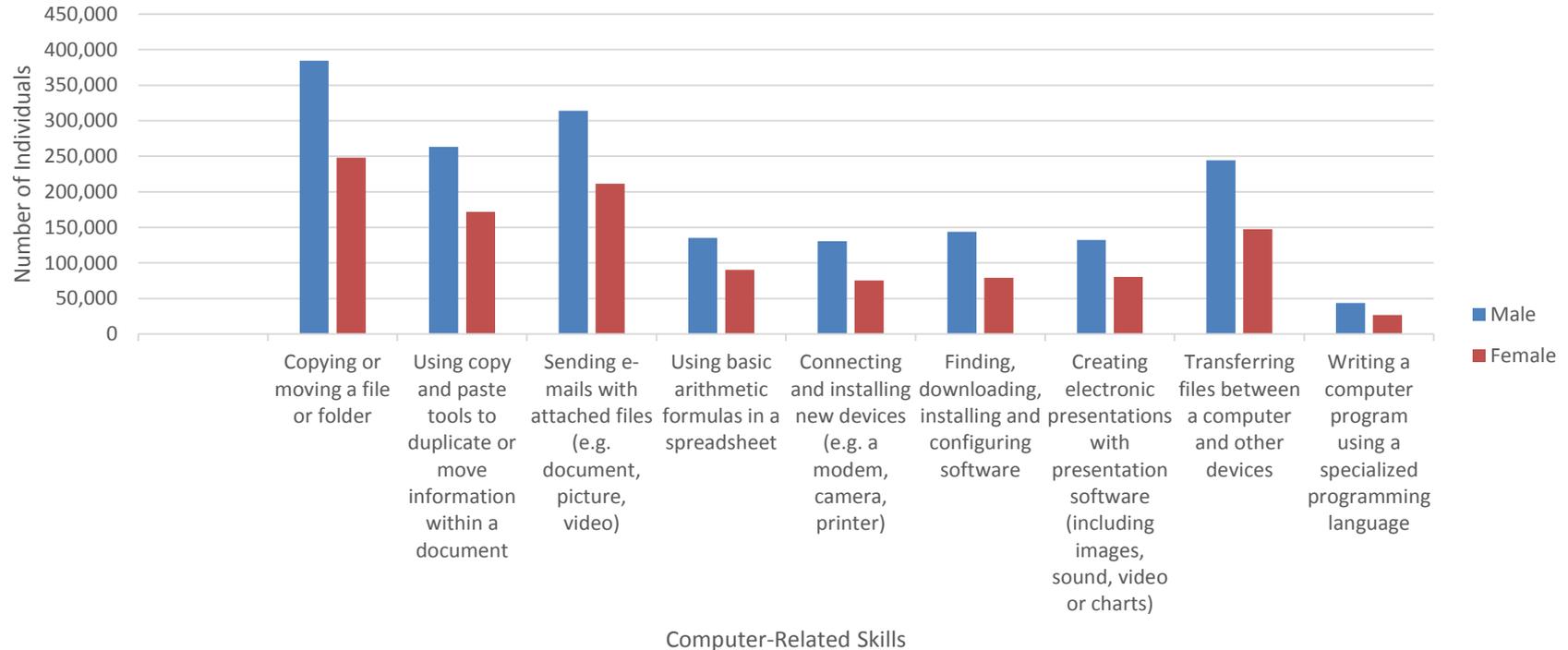
- Copying or moving a file or folder
- Using copy and paste tools to duplicate or move information within a document
- Sending e-mails with attached files (e.g. document, picture, video)
- Using basic arithmetic formulae in a spreadsheet
- Connecting and installing new devices (e.g. a modem, camera, printer)

Response Categories (Continued)

- Finding, downloading, installing and configuring software.
- Creating electronic presentations with presentation software (including text, images, sound, video or charts)
- Transferring files between a computer and other devices
- Writing a computer program using a specialized programming language

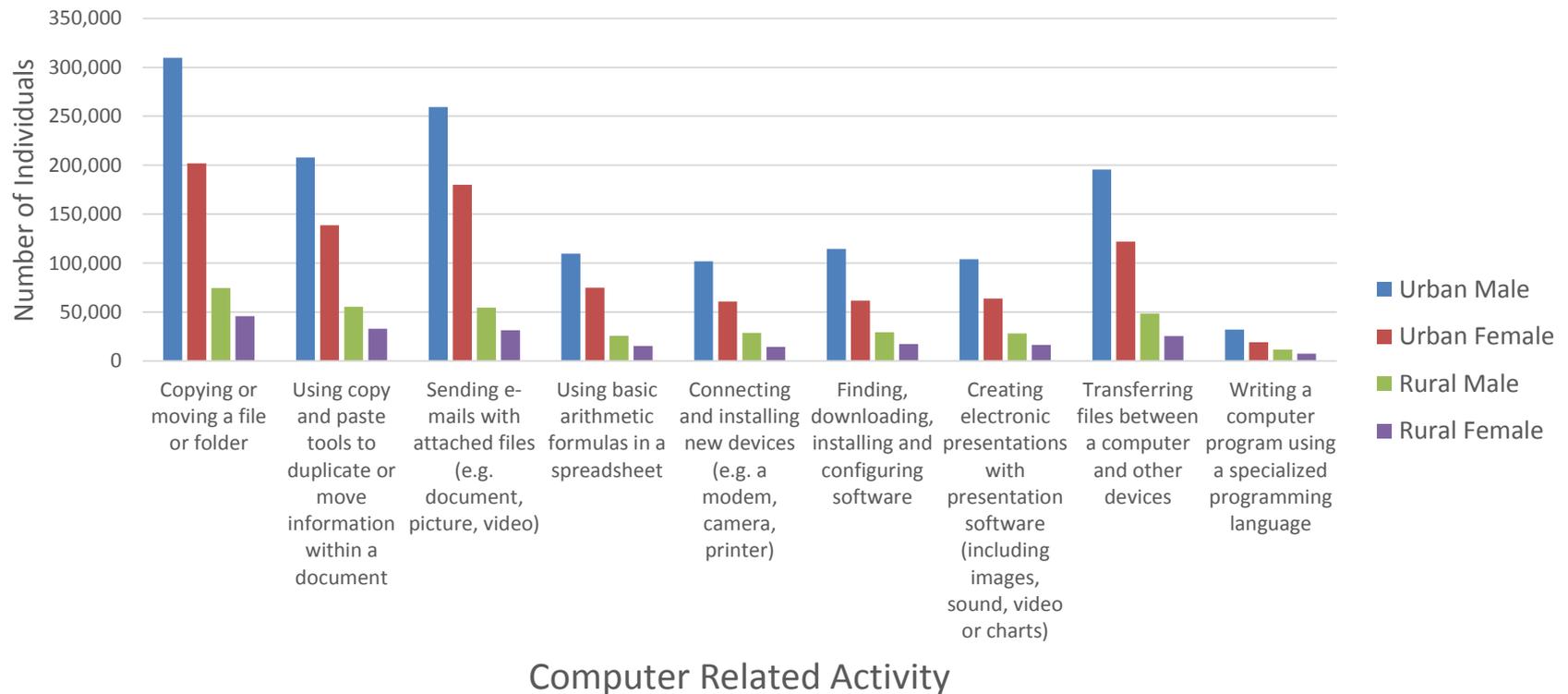
Results: ICT Skills Data

Distribution of Individuals who used the Computer Classified by Computer Related Activity, by Type of Activity and Sex: ICT Household Survey 2014, Zimbabwe



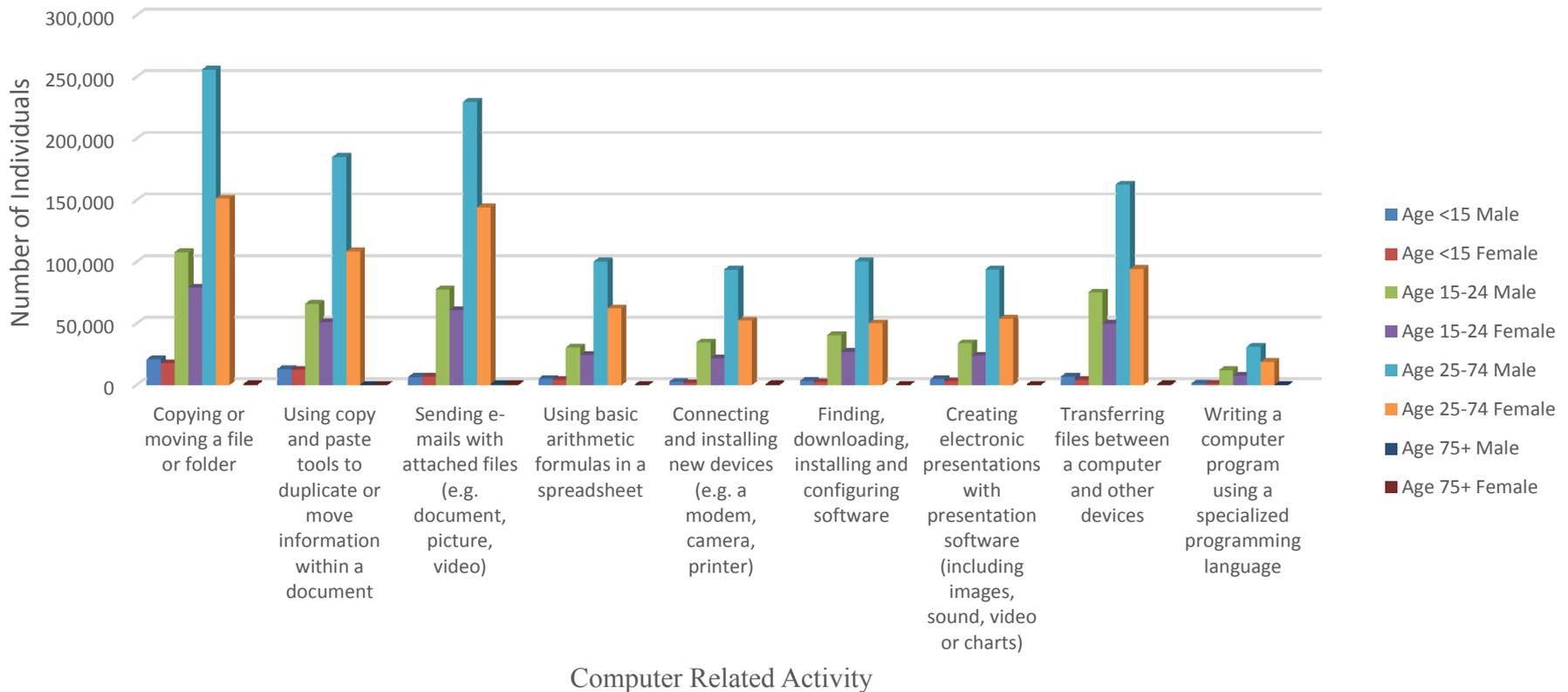
Results: ICT Skills by Urban/Rural

Distribution of Individuals who used the Computer Classified by Computer Related Activity, Type of Activity and Sex: ICT Household Survey 2014, Zimbabwe



Results: ICT Skills by Age Group and Sex

Distribution of Individuals who used a Computer Classified by Computer Related Activity, Type of Activity, Age and Sex ICT Household Survey 2014, Zimbabwe



Importance

- The indicator on computer related activities (HH15) is **appropriate in measuring and tracking the level of proficiency of computer users.**
- This information may be used, for example, to **adapt ICT literacy courses** in schools, **identify barriers** to certain uses of computers as well as potential applications and services that could be accessed over the Internet.
- The indicator also **provides information on the differences in ICT skills among men/women, children/adults, employed/unemployed, etc.**
- The data may **be used to inform targeted policies to improve ICT skills, and thus contribute to an inclusive information society.**
- Zimbabwe is amongst the first countries to measure ICT skills HH15 which has been agreed as an SDG indicator to measure target 4.4: **By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.**

Way Forward

- We agree that it is crucial to take into account new technologies and new uses of ICTs to update this indicator. There is also need to distinguish between different types of skills, e.g. operational skills, navigating skills, creative skills, safety skills, computational skills, social skills.
- It has been observed that some of the current response categories of HH15 can now be performed using a smartphone, e.g. sending emails with attachments and downloading and installing software (referring to apps), therefore, it is important to reflect on other skills which can be applied to many types of devices, e.g. to find information, edit pictures and video, communicating with friends and family and basic knowledge of security and how to behave online, such as what content to post online and what not to post.
- The ICT subject matter is dynamic and exciting, requiring constant monitoring in our efforts to measure the information society.

Conclusion

- Efforts being made by the Expert Group on ICT Household Indicators (EGH) to explore and develop new ICT household indicators, and review and update existing methodologies to keep up-to-date with the evolution of technologies, services and user behaviour will ensure that no one is left behind.

Thank you