

STATUS OF INFORMATION SOCIETY STATISTICS IN NATIONAL STATISTICS OFFICES

The following questionnaire is part of a multi-stakeholder initiative related to the measurement of Information Society development. The Information Society is a central paradigm of our times and its development for the benefit of all requires far-reaching policies. Reliable statistical data and indicators regarding readiness, use and impact of Information and Communication Technologies (ICT) help policy makers formulate strategies for ICT-driven economic growth, social development and the prevention of a new form of socio-economic exclusion, termed the “digital divide”.

This initiative responds to a worldwide call for Information Society statistics¹ and counts on the support of a number of international institutions, such as the United Nations Regional Commissions (ECA, ECLAC, ESCAP, ESCWA), ITU, OECD, UNCTAD, UNESCO UIS, UNSD, as well as various National Statistics Offices (NSOs). It also complements the the SCAN ICT project aimed at measuring the penetration and impact of the information society in key sectors of African economies, which was launched in 2000 by ECA in cooperation with the International Development Research Centre (IDRC) of Canada, the European Union (EU) and the Norwegian Agency for Development Co-operation (NORAD). Initially piloted in 6 African countries, the SCAN ICT project will be expanded in 2004 in close cooperation with NSOs to other African countries.

The information gathered through this questionnaire should contribute to coordinate Information Society measurements worldwide. Three immediate objectives are pursued:

1. **Meta-data on ICT statistics:** Taking inventory in NSOs about existing and planned indicators, questionnaires and methods of collecting statistics about ICT and the Information Society
2. **Core-indicators:** Moving toward standardized definitions and a set of commonly accepted ICT core indicators
3. **Preparing technical assistance and knowledge exchange:** Identifying NSOs with best-practices and others that may require technical assistance to strengthen their capacity to advance toward the incorporation of Information Society statistics

The collected information will be made available for participating NSOs. It will also be compiled, analysed and discussed during a series of regional capacity building meetings, which are to be held with interested NSOs. These regional meetings were recommended during the World Summit on the Information Society last December² and will provide input for a global summary meeting on Information Society measurement planned sometime in 2005.

The questionnaire is designed in a way that it can be filled out by NSOs with different levels of ICT statistics sophistication. It is designed to be filled out electronically. To facilitate completion, the questionnaire is divided into four sections. The **first section** contains three general questions about ICT statistics; the **second section** focuses on ICT statistics in household surveys; the **third section** relates to business and enterprise surveys; and the **fourth section** contains questions about other ICT statistics in relevant areas, such as the ICT production sector and ICT in education. Each section should be completed in by officials from the NSO with appropriate knowledge about the sector of interest.

Please send the completed questionnaire by 30 September 2004, with any comments you may have to the ECA, attention Mr. Makane Faye; email: mfaye@uneca.org, fax: 251 1 510512.

¹ Last December, during the **World Summit on the Information Society (WSIS)** in Geneva, a Plan of Action was approved by Heads of State and governments. One of the issues agreed upon is: “All countries and regions should develop tools so as to provide statistical information on the Information Society, with basic indicators and analysis of its key dimensions. Priority should be given to setting up coherent and internationally comparable indicator systems, taking into account different levels of development.”

² The final report of the **Joint UNECE/UNCTAD/UIS/ITU/OECD/Eurostat Statistical Workshop on Monitoring the Information Society** (8-9 December 2003) holds: “The five UN Regional Commissions should, in cooperation with competent regional organizations, commit themselves to organize in 2004, within each region, one ICT [Information and Communication Technology] related meeting on the monitoring of information society issues. Both users and producers of official statistics, should work together in organizing these meetings, which are intended to provide input for a global summary meeting in early 2005 (date and place to be determined) in order to prepare an action plan for the next WSIS Summit in Tunis.”

Please complete:	
Name of institution:	
Country:	
Name of responsible: Position of responsible:	
Web site of institution:	Telephone:
E-Mail(s):	Date:

A) General section

<p>A.1) Does your institution work with some sort of ICT definition?</p> <p><input type="checkbox"/> Yes. In this case, please add the relevant document(s) used by your institution as electronic attachment(s) and/or printed document(s).</p> <p><input type="checkbox"/> No, but we are developing one. In this case, please add any document(s) you consider relevant as electronic attachment(s) and/or printed document(s).</p> <p><input type="checkbox"/> No, we have not considered this issue yet.</p>
<p>A.2) Please indicate how your institution finances the collection of ICT data and indicators. Please check all corresponding alternatives.</p> <p><input type="checkbox"/> Regular budget</p> <p><input type="checkbox"/> National cooperation Please identify partner(s) _____ Please specify amount of received financial assistance in US\$ _____</p> <p><input type="checkbox"/> International cooperation Please identify partner(s) _____ Please specify amount of received financial assistance in US\$ _____</p> <p><input type="checkbox"/> Other(s), please explain _____</p> <p><input type="checkbox"/> No financing available</p>
<p>A.3) Has your institution published any documents or reports with ICT statistics?</p> <p><input type="checkbox"/> Yes. In this case, please indicate relevant Web-pages and/or add relevant document(s) published by your institution as electronic attachment(s) and/or printed document(s).</p> <p>http:// _____</p> <p>http:// _____</p> <p>http:// _____</p> <p><input type="checkbox"/> No, but we are planning to do so. In this case, please add any document(s) you consider relevant as electronic attachment(s) and/or printed document(s).</p> <p><input type="checkbox"/> No, we have not published any document or report on the issue.</p>

B) ICT household statistics:

This section aims at collecting information on ICT statistics in household collections, including census, labour survey(s), other household survey(s) and specific ICT household collection(s). Please use the ICT definitions you have referred to in question A.1.

B.1) Please detail the following characteristics of ICT-relevant household collection(s):				
<i>Please add an additional page if necessary</i>	Collection 1	Collection 2	Collection 3	Collection 4
Name of the collection				
Observed ICT related Unit (e.g. individual, household)				
List the main classifications of the observed unit (e.g. age, education, profession, gender, income, ethnic origin, geographic location, etc)				
Total number of variables collected in the collection				
Number of ICT related variables collected in the collection				
Universe / scope				
Sample size				
Response rate (estimation in %)				
Data collection method (check all relevant)				
Personal interviewer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traditional mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic (Webform and email)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please identify:				
Please identify the month and year of the (max.) 5 most recent collection(s) with ICT-related indicators	1) 2) 3) 4) 5)	1) 2) 3) 4) 5)	1) 2) 3) 4) 5)	1) 2) 3) 4) 5)
Please identify a contact person for this collection Name: Tel.: e-mail: web address:				
B.2) Please add the relevant questionnaire(s) and manual(s) used by your institution as an electronic attachment(s) and/or printed document(s).				
B.3) From your institution's perspective, please indicate the level of demand for ICT household indicators. Check only one 1= no demand, 2= low demand, 3= medium demand, 4= high demand, 5= very high demand <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				

B.4) Please indicate if the following ICT household indicators are available from official statistics sources in your country. If you mark “Yes”, please identify the relevant source (institution and collection) for each indicator. If you mark “No”, but the indicator is planned to be produced in the near future, please indicate when.

<i>Please recognize that the focus of this question is on the possible availability of each indicator from official statistics sources in your country, regardless of the specific response options each indicator might have in your country.</i>	Yes	If yes, please indicate source:		No	If no, but planned, please indicate when:	
		Responsible institution(s)	Relevant collection(s)		during next year	during next three years
1) Presence of electricity in household	<input checked="" type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Presence of radio in household	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Presence of fixed line telephone in household	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Presence of mobile phone in household	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Presence of TV (terrestrial/cable/satellite) in household	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Presence of a computer (PC, Mac, laptop) in household	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Presence of Internet access in household	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Methods of access/bandwidth for Internet access in household	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Location of the most frequent use of Internet	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Frequency of Internet use (i.e. times a week, days per month, etc)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) Purposes of PC use (i.e. work, education, entertainment)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Purposes of Internet use (i.e. work, education, entertainment)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) Concrete services/activities the Internet is used for (i.e. reading news, purchasing products, etc)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14) Languages of visited Internet sites	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15) Types of products/services purchase over the Internet	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16) Value of purchased goods/services over the Internet	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17) Barriers to PC usage	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18) Barriers to Internet usage	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19) Barriers to purchase over the Internet	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20) Geographic location where Internet goods are purchased (domestic or foreign retailer, etc)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B.5) In addition to the sources mentioned in B4, are other institutions or administrative registries producing official ICT statistics for the household sector in your country? Please consider public institutions, as well as academic research centres and private sources.

Yes, please identify

Ministry of _____

Ministry of _____

International Institutions _____

Other, please identify _____

Other, please identify _____

Other, please identify _____

Other, please identify _____

Other, please identify _____

No

Do not know

C) ICT business statistics:

This section aims at collecting information on ICT statistics in the business sector, including collections of enterprises and/or establishments of any economic activity and size. Please use the ICT definition you referred to in question A.1.

C.1) Please detail the following characteristics of ICT-relevant business collection(s):				
<i>Please add an additional page if necessary</i>	Collection 1	Collection 2	Collection 3	Collection 4
Name of the collection				
Observed ICT related Unit (e.g. enterprise, establishment)				
List the main classifications of the observed unit (e.g. employees, sales, geographic location, etc)				
Total number of variables collected in the collection				
Number of ICT related variables collected in the collection				
Universe / scope				
Sample size				
Response rate (estimation in %)				
Data collection method (check all relevant)				
Personal interviewer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traditional mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic (Webform and email)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please identify:				
Please identify the month and year of the (max.) 5 most recent collection(s) with ICT-related indicators	1) 2) 3) 4) 5)	1) 2) 3) 4) 5)	1) 2) 3) 4) 5)	1) 2) 3) 4) 5)
Please identify a contact person for this collection Name: Tel.: e-mail: web address:				
C.2) Please add the relevant questionnaire(s) and manual(s) used by your institution as an electronic attachment(s) and/or printed document(s).				
C.3) From your institution's perspective, please indicate the level of demand for ICT business indicators. Check only one 1= no demand, 2= low demand, 3= medium demand, 4= high demand, 5= very high demand <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5				

C.4) Please indicate if the following ICT business indicators are available from official statistics sources in your country. If you mark “Yes”, please identify the relevant source (institution and collection) for each indicator. If you mark “No”, but the indicator is planned to be produced, please indicate when.						
<i>Please recognize that the focus of this question is on the possible availability of each indicator from official statistics sources in your country, regardless of the specific response options each indicator might have in your country.</i>	Yes	If yes, please indicate source:		No	If no, but planned, please indicate when:	
		Responsible institution(s)	Relevant collection(s)		during next year	during next three years
1) Presence of fixed line telephone	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Presence of mobile devices	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Presence of computer (PC, Mac, laptop)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Number of computers (PCs, Mac, laptop)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Presence of Internet access	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Methods of access/bandwidth used for Internet access	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Presence of local network	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Presence of web site	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Recent ICT investments	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Share of the total number of employees using a PC in their normal work routine	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) Share of the total number of employees using PC connected to the Internet in normal work routine	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Concrete services/activities the Internet is used for	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) Value of Internet purchases	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14) Value of Internet sales	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15) Customer groups/ destination of Internet sales	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16) Training/formation in ICT use for employees concerning ICT usage	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17) Barriers to PC use	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18) Barriers to Internet use	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19) Barriers to e-commerce	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20) Geographic location where Internet goods are sold (domestic, foreign, etc)	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C.5) In addition to the sources mentioned in C4, are other institutions or administrative registries producing official ICT statistics for the business sector in your country? Please consider public institutions, as well as academic research centres and private sources.

Yes, please identify

Ministry of _____

Ministry of _____

International Institutions _____

Other, please identify _____

Other, please identify _____

Other, please identify _____

Other, please identify _____

Other, please identify _____

No

Do not know

D) Other areas of ICT statistics:

This section aims at collecting information on ICT statistics in other areas of the economy and society. Besides households and businesses, there are many other sectors and issues where ICT development and measurement is important. For example, ICT measurement could be undertaken in the following areas (non-exhaustive list):

- Supply, demand and trade in ICT products
- Skills, occupations and qualifications in the information society
- Information on enterprises active in industries belonging to the ICT sector
- ICT prices and deflators
- Infrastructure for the information society
- ICT in education
- ICT in government
- ICT related patents
- ICT and health
- ICT content products
- ICT content industries
- ICT investments

D.1) In case your institution collects ICT statistics in such, or similar areas, please indicate the details of the related collection(s) in the following table.								
	<i>Please add an additional page if necessary</i>	Collection 1	Collection 2	Collection 3	Collection 4	Collection 5	Collection 6	Collection 7
Identification of area surveyed								
Name of the collection								
Observed ICT related Unit (e.g. individual, enterprise, Web-Page, monetary unit, goods and services, etc)								
List the main classifications of the observed unit (e.g. gender, income, geographic location, etc)								
Total number of variables collected in the collection								
Number of ICT related variables collected in the collection								
Please identify the month and year of the (max.) 5 most recent collection(s) with ICT-related indicators								
Please identify a contact person for this collection (Name, Tel., email, web address)								
D.2) Please add the relevant questionnaire(s) and manual(s) used by your institution as an electronic attachment(s) and/or printed document(s).								

D.3)	In case other institutions or administrative registries produce official ICT statistics for areas other than household and business, please indicate the name of the collection and its latest date. Identify the relevant institution and state if your office is cooperating with this institution for the production and diffusion of these statistics. Please consider public institutions, as well as academic research centres and private sources.					
	Name of collection	Most recent date of collection	Responsible institution and web address	Contact Person (Name, Tel., email)	Cooperation	
Yes					No	
1)					<input type="checkbox"/>	<input type="checkbox"/>
2)					<input type="checkbox"/>	<input type="checkbox"/>
3)					<input type="checkbox"/>	<input type="checkbox"/>
4)					<input type="checkbox"/>	<input type="checkbox"/>
5)					<input type="checkbox"/>	<input type="checkbox"/>
6)					<input type="checkbox"/>	<input type="checkbox"/>
7)					<input type="checkbox"/>	<input type="checkbox"/>
8)					<input type="checkbox"/>	<input type="checkbox"/>