

Capacity building workshop on information and communication technology (ICT) indicators

Albania
4-5 June 2014

Main findings and recommendations

ICT Data and Statistics Division
BDT/ ITU

Workshop objectives

- Information sharing/training on **international standards** and methodologies on ICT measurement
 - Telecommunication/ICT indicators
 - ICT statistics in household surveys
- Assessment of national **coordination mechanisms** on ICT indicators in Albania
- Stocktaking of existing **sources** of ICT indicators in Albania
- **Formulation of conclusions and recommendations**

National coordination: assessment

- **INSTAT** collects (through sample surveys) and disseminates data on household and business access to and use of ICT on the basis of the National Statistical Programme 2012-2016.
- **AKEP** collects (by web questionnaire), uses and disseminates administrative and financial data from about 100 authorized and active operators based on national legislation (Law 9918), answering national, ITU and EU requirements
- The relation of **Ministry of ICT/NAIS, AKEP and INSTAT** is based on an ad hoc inter-institutional working group for the identification of ICT indicators and sources.
- Household indicators which are available have not reached to ITU. Some administrative data have not reached for 2012.

National coordination

- Recommendations on coordination:
 - The collaboration of Ministry of ICT/NAIS, AKEP and INSTAT should be formalized through MoU, making explicit:
 - *the collection of data from the different data providers (operators, households, businesses)*
 - *the information to be transmitted to international organizations and which institution has to send them (providing updated contact points);*
 - *the competences for dissemination.*

Household ICT statistics: assessment

- Availability of statistical operations carried out by INSTAT which provide household ICT statistics:
 - **Population and Housing Census 2011:** *access to TV, TV decoder, fixed and mobile telephone, computer, Internet connection (not disaggregated by type)*
 - **LSMS 2012:** *individual use of computer, Internet, frequency and starting date of use, e-mail, purposes, expenditure in Internet, use of mobile phone, starting date of use of mobile phone, mobile telephone provider (company), pre-paid card, amount paid per pre-paid card and contract, who paid for telephone costs.*
 - **Household Budget Survey 2008-2009 and 2014 (on the field):** *expenditure on ICT goods and services based on COICOP.*

Household ICT statistics: assessment

- Main **data gaps** with respect to ITU and EU standards on household access and individual use of ICT:
 - Internet connection by type
 - Barriers to HH access
 - ICT skills
 - Detail on e-government activities
 - Detail on e-commerce

Household ICT statistics: assessment

- Timeliness of data is adequate:
 - The recent PHC 2011 provides updated population figures and an opportunity for an updated household sample frame.
 - The LSMS is carried out every 3 years. A HBS is on the field (to be carried out annually)
- **Opportunity** of adopting EU standards for Information Society Statistics (EU Regulations 808/2004 and 937/2011) in the process of pre-accession.
- **Good basis for statistical research:** PHC 2011 and LSMS microdata are disseminated (in SPSS format) by INSTAT and through the International Household Survey Network for 2012.
- But: no written plans exist for the implementation of an independent household ICT survey nor for an enlarged module.

Household ICT statistics

- Recommendations on survey sources:
 - The collection of household ICT indicators should be made explicit in the annual updates of the **National Statistical Programme 2012-2016** and the next one, as part of the LSMS objectives.
 - The opportunity of an **independent ICT household survey** (every 2 years) should be analyzed considering the existing LSMS and the possibility of implementing the EU-SILC survey (a pilot EU-SILC is planned).
 - In absence of an independent survey, **questions and breakdowns should be added in the LSMS** on: *the type of connection to Internet, barriers to household access to and individual use of Internet, individual ICT skills, e-government activities and e-commerce.*

Household ICT statistics

- Recommendations on data dissemination and transmission:
 - Household data available should be transmitted to ITU.
 - Update the dissemination of INSTAT data:
 - Update UN Population Division figures on the basis of PHC 2011
 - Update operator data disseminated by INSTAT by improving coverage and relevance of indicators (or refer to AKEP for more complete information)

Telecommunication administrative data

- Overall data availability in **Albania is good**:
 - Full replies to ITU Short Questionnaire, IDI Questionnaire and ICT Price Basket Questionnaire
 - But Long Questionnaire 2012 did not reach ITU
 - Many more detailed data collected at national level. Legal basis for data collection and interaction with operators is good.
 - AKEP in the process of transitioning to a full online submission system
 - AKEP will revise and update the questionnaires sent to operators in the coming months

Telecommunication administrative data

- Recommendations:
 - NAIS, AKEP to coordinate so that available telecommunications/ICT administrative data are transmitted to ITU. Plan in advance considering the deadlines: www.itu.int/en/ITU-D/Statistics/Pages/datacollection
 - Opportunity to update the administrative indicators included in AKEP's questionnaires given the overall revision in the next months. In particular, the following indicators could be added/further detailed:
 - Fixed (wired)-broadband subscriptions by speed
 - Internet traffic indicators fixed/mobile

Telecommunication administrative data

- Recommendations:
 - AKEP to work with operators to ensure the compliance with the activity criteria for mobile-cellular and mobile-broadband subscriptions
 - AKEP to discuss with operators the details of the data reported for revenues, investment and international Internet bandwidth in order to report metadata to explain the methodology used

ITU fora for ICT indicators: assessment

- Experts from Albania have relevant inputs on the methodology of ITU indicators and indices, particularly regarding the price data collection, the IDI, and some administrative indicators
- The experience of Albania in including ICT questions in an internationally harmonized survey (LSMS) can benefit other countries
- There are no Albanian experts participating in the ITU expert groups, where the technical discussions and decisions take place

ICT indicators

- Recommendations on international standards:
 - The **ITU Manual for Measuring ICT Access and Use by Households and Individuals 2014 edition** as well as the **EU Regulation 937/2011** should be used as the main reference documents for defining and collecting ICT household statistics
 - Experts from INSTAT are encouraged to join the ITU **Expert Group on Household indicators (EGH)** and its online discussion forum
 - Experts from AKEP, Ministry/NAIS and operators are encouraged to join the ITU **Expert Group on Telecommunication/ICT indicators (EGTI)** and its online discussion forum

Resources

- ITU statistics:
<http://www.itu.int/ITU-D/ict/>
- ITU data collections/questionnaires
<http://www.itu.int/en/ITU-D/Statistics/Pages/datacollection/default.aspx>
- ITU Handbook, Manual and Expert Groups:
<http://www.itu.int/ITU-D/ict/definitions/>
- Partnership on Measuring ICT for Development and WSIS Statistical framework: <http://www.itu.int/ITU-D/ict/partnership/index.html>
- EU Regulation 937/2011: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:245:0001:0018:EN:PDF>