Final Report

Training Course on Measuring ICT access and use in households and businesses

Organised jointly by UNECLAC, ITU and UNCTAD, and hosted by UNECLAC and the Ministry of Public Administration, Government of Trinidad and Tobago

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Table of Content

iv

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1. General aspects

The **Training Course on Measuring ICT Access and Use in Households and Businesses** aimed at improving the capacity of official data producers in Caribbean countries to produce internationally comparable statistics on ICT access and use in households and by individuals, ICT use by businesses, the ICT sector, and international trade in ICT goods.

The training course offered to Caribbean countries an opportunity to get to know ICT statistics and the importance of measuring ICT in a harmonized way for better policy making and addressing the digital divide. At the same time, the importance of quality and reliability when carrying out surveys and producing statistics was addressed.

The training was organized in cooperation with UNECLAC, and combined two training courses developed by ITU and UNCTAD on the production of harmonized ICT statistics (see agenda in Annex 1). These are the ITU Training Course on Measuring Access to and Use of ICT by Households and Individuals, and the UNCTAD Training Course on the Production of Statistics on the Information Economy. These training courses, also accompanied by methodological Manuals, have been developed to accomplish the objectives of these institutions in pursuing a better production of ICT statistics from the demand side, as well as to strengthen the technical assistance activities that these institutions hold as members of the Partnership on Measuring ICT for development, specifically of the Task Group on Capacity Building.

The shortening of both courses, from one week for each course to one week for both, was due to a necessity expressed by UNECLAC of addressing both issues for Caribbean countries. National Statistics Offices in Caribbean countries are usually small and have human resources restrictions. In some cases one person or a small team is in charge of both topics. Furthermore, the available budget allowed UNECLAC to sponsor a one-week course. Taking these issues into account, the three institutions did their best in putting together a shortened version of the two courses while covering the core issues.

2. Participation

The Training Course was designed for the staff of National Statistics Offices and other national institutions in charge of the production of official statistics on the information society. However, the course also accepted participants from the ICT Ministries who expressed high interest and necessity for their participation. This gave an opportunity for the trainer to emphasize the importance of collaboration among policy makers and statisticians, and the aspects that both need to take into account when developing harmonized ICT statistics and ICT policy.

The course counted with the participation of 13 countries of the region. The course was attended during the entire week by 24 participants and 2 observers, with a very equitable gender distribution (see table 1). The part regarding households ICT statistics was attended by 26 participants and four observers, while 25 participants and three observers attended the part on businesses ICT statistics.

Table 1. Distribution of participants

Sector	Gender		Total
	F	M	
Statistics	8	7	15
ICT policy	3	5	8
ICT regulation	1		1
Observer	1	1	2
Grand Total	**13**	**13**	**26**

Ten countries sent one participant each, all from the statistical offices. Jamaica and Barbados sent more than one (5 and 2 respectively). Trinidad and Tobago sent participants from the statistics office (2 attended the complete course, 3 attended the business part, while 4 attended the household part), from the Ministry of Public Administration (4) and from the Telecommunications regulator (1). Annex 2 presents the complete list of participants.

3. Overview of the training course outcome

Participants had a good perception of the course in general, they evaluated the course and the material provided as "very good". Most of them were pleased to have involved both, statisticians and data users from ministries. Even more, some statisticians expressed their interest in interacting with more ICT users during this type of training.

Although the course is designed for statisticians, it is useful for countries at early stages to interact with ICT policy makers and ICT data users in charge of policy implementation. Given that there have been few opportunities for bringing together countries of the Caribbean and international organizations on the issue of measuring ICT statistics, the training was a good opportunity to promote this interaction, which helps to encourage NSOs to measure ICT statistics.

However, this mixture of participants generates at the same time some contradiction in the final outcome and evaluation. On one hand, ICT data users (policy makers) considered the training technical, but on the other hand, statisticians would have liked more time on the technical aspects as well as practical exercises, especially on sampling methodology, and some aspects of data processing and data quality and evaluation.

In general, other opportunities should be created to bring together both users and producers of ICT statistics, as the purpose of these training courses is rather technical and focused on ICT statistics producers.

In the Caribbean, the level of statistics development varies from country to country. It makes their participation heterogeneous, as some of them have a lot of experience to share, while others have none or very little. In some cases the small countries engage consultancy firms to carry out surveys and provide results. Those NSOs who lack experience in collecting ICT data showed high interest in general topics, such us survey implementation in both business and household sectors, as well as on survey design and data sources, which deal more with general statistics than with ICT statistics.

On the other hand, this has been a unique opportunity to bring together such a quantity of countries from the English-speaking Caribbean. Most of them do not produce ICT statistics and do not have a structured ICT policy yet. This training course therefore has contributed to foster the production of ICT statistics in countries of the region. Further work needs to be done to follow up on their activities to create evidence-based policies.

As a final remark, the introduction of the relevance of the information society and the information economy for development could be expanded, providing examples on how ICT statistics can be used to inform policy.

4. Evaluation of the Training Course

Various evaluations were carried out during the course, including a specific evaluation for each part of the course (households and businesses). Here we present an overview of the final evaluation. Issues considered were the methodology of the course, the number of participants and the organisation, as well as general suggestions.

Regarding the **methodology**, most of participants qualified it as very good (48%) and good (30%), 17% evaluated it as excellent. Participants expressed their interest in giving more opportunity to open discussions and practical exercises.

Taking into account the topic of the course, 70% of the participants considered that the **number of participants** was adequate, 26% considered it too low, and only one participant considered it too high. Some of them commented that the varying experiences among participants were good, and that it would have been useful to get the experiences of local data users in terms of type of data required and challenges in accessing quality data.

The **organisation** of the course was well perceived in general. 39% qualified it as excellent, 35% very good and 22% good. One recommendation was that evaluations for the course should be done electronically.

Annex 1. Agenda

Monday, 26 January 2008

8:30 – 9:00	Registration of participants
9:00 – 10:00	**Opening session**
10:00 – 11:00	Introduction to the course: *Contents, objectives and methodology*
	Presentation of participants
11:00 – 11:15	*Break*

PART A: ICT statistics on Businesses and on the ICT sector

11:15 – 12:30	**Module B-1: Understanding concepts and definitions of indicators on the use of ICT by businesses and the ICT sector**
12:30 – 13:30	*Lunch*
13:30 – 15:15	**Module B-1: Understanding concepts and definitions of indicators on the use of ICT by businesses and the ICT sector (cont.)**
15:15 – 15:30	*Break*
15:30 – 17:00	**Module B-1: Understanding concepts and definitions of indicators on the use of ICT by businesses and the ICT sector (cont.)**
17:00 – 17:15	Test of Module B-1

Tuesday, 27 January 2008

8:30 – 10:15	**Module B-2: Developing an ICT data collection strategy in the business sector**
10:15 – 10:30	*Break*
10:30 – 12:30	**Module B-2: Developing an ICT data collection strategy in the business sector (cont.)**
12:30 – 13:30	*Lunch*
13:30 – 15:15	**Module B-3: Designing an ICT in business survey**
15:15 – 15:30	*Break*
15:30 – 17:00	**Module B-3: Designing an ICT in business survey (cont.)**
17:00 – 17:15	Test of Modules B-2 and B-3

Wednesday, 28 January 2008

8:30 – 10:15	**Module B-4: Processing ICT survey data from businesses**
10:15 – 10:30	*Break*
10:30 – 12:00	**Module B-5: Disseminating data on the use of ICT by businesses and the ICT sector**
12:00 – 12:30	Test of Modules B-4 and B-5
12:30 – 13:30	*Lunch*

PART B: ICT Statistics on Households and Individuals

13:30 – 15:15	**Module H-1: Introduction to household ICT statistics. Survey planning and preparatory work**
15:15 – 15:30	*Break*
15:30 – 17:00	**Module H-1: Introduction to household ICT statistics. Survey planning and preparatory work (cont.)**
17:00 – 17:30	Test and evaluation

Thursday, 29 January 2008

8:30 – 10:15	**Module H-2: Statistical standards and topics. Data sources and collection techniques**
10:15 – 10:30	*Break*
10:30 – 12:00	**Module H-2: Statistical standards and topics. Data sources and collection techniques (cont.)**
12:00 – 12:30	Test and evaluation
12:30 – 13:30	*Lunch*
13:30 – 15:15	**Module H-3: Questionnaire design. Survey design**
15:15 – 15:30	*Break*
15:30 – 17:00	**Module H-3: Questionnaire design. Survey design (cont.)**
17:00 – 17:30	Test and evaluation

Friday, 30 January 2008

8:30 – 9:30	**Module H-4: Data processing. Data quality and evaluation**
9:30 – 10:00	**Module H-5: Dissemination**
10:00 – 10:30	Test and evaluation of Modules H-4 and H-5
10:30 – 10:45	*Break*
10:45 – 11:45	**Institutional issues related to ICT indicators**
11:45 – 13:00	**Final course evaluation and discussion**
13:00 – 14:00	*Lunch*
14:00 – 15:00	**Closing ceremony (distribution of certificates)**

Annex 2.   List of Participants by Gender and Sector

Names	Country	Sector	Attendance	Gender
Lori-Rae Alleyne	Anguilla	Statistics	Complete course	F
Rohan Anthony	Antigua and Barbuda	Statistics	Complete course	M
Charles Cyrus	Barbados	ICT policy	Complete course	M
Lennox Chandler	Barbados	ICT policy	Complete course	M
Selburn Christian	Cayman Islands	Statistics	Complete course	M
Stephen Nicholas	Dominica	Statistics	Complete course	M
Beryl-Ann Clarkson	Grenada	Statistics	Complete course	F
Nadine A. Telford	Guyana	Statistics	Complete course	F
Kadi-Ann Hinds	Jamaica	Statistics	Complete course	F
Ophelia Moffatt	Jamaica	Statistics	Complete course	F
Donovan Davis	Jamaica	Statistics	Complete course	M
Cecil McCain	Jamaica	ICT policy	Complete course	M
Richard Kelly	Jamaica	ICT policy	Complete course	M
Nataschia Lijkwan	Netherlands Antilles	Statistics	Complete course	F
Loise de Bode-Olton	Embassy of Netherlands Antilles	Observer	Business	F
Delvin Harris	St. Kitts and Nevis	Statistics	Complete course	M
Sandra Grant	St. Vincent and the Grenadines	Statistics	Complete course	F
Guilliano Koornaar	Suriname	Statistics	Complete course	M
Shanaz Mohammed	Trinidad and Tobago	ICT policy	Complete course	F
Abigail Bynoe	Trinidad and Tobago	ICT policy	Complete course	F
Lisa Goonai	Trinidad and Tobago	ICT policy	Complete course	F
Kevon Swift	Trinidad and Tobago	ICT policy	Complete course	M
Annie Baldeo	Trinidad and Tobago	ICT regul	Complete course	F
Robert Latiff	Trinidad and Tobago	Statistics	Complete course	M
Juliana Lawrence	Trinidad and Tobago	Statistics	Complete course	F
Tyrone Gopal	Trinidad and Tobago	Statistics	Business	M
Claire Phillips	Trinidad and Tobago	Statistics	Households	F
Bruce Spencer	Trinidad and Tobago	Statistics	Households	M
Opal Lawton	ECLAC	Observer	Complete course	F
Sinovia Moonie	ECLAC	Observer	Households	F
Taeke Gjaltensa	ECLAC	Observer	Households	M
Dale Alexander	ECLAC	Observer	Complete course	M

From the organisation

Maria Liz Vera	ECLAC	Organiser	Complete course	F
Mariana Balboni	ECLAC Santiago	Organiser	Complete course	F
Sebastian Rovira	ECLAC Santiago	Organiser	Complete course	M
Doris Olaya	ITU	Organiser	Complete course	F
José Luis Cervera	Consultant to ITU and UNCTAD	Instructor	Complete course	M