

**External evaluation of the Development Account Project L5 on  
Capacity Building for Information and Communication  
Technology measurement and policy\***

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## Executive summary

The purpose of this evaluation is to examine the work of the UNCTAD project *Capacity Building for Information and Communication Technology, Measurement and Policy* in terms of its performance in the context of the project activities.

This project has been funded from the UN Development Account, 5<sup>th</sup> Tranche, and has been carried out in close cooperation with the Members of the *Partnership on Measuring Information and Communication Technologies for Development*. It has been implemented within the scope of the proposed strategic framework for the biennia 2006-2007 and 2008-2009, programme 10, *Trade and Development*.

The project had three expected accomplishments, of which the first concerns capacity improvement for the production of internationally comparable ICT statistics, the second refers to the development of networks and the third is oriented towards increasing the availability of ICT data.

The project's activities included several one week training courses, the revision and updating of a *Manual for the Production of Statistics on the Information Economy*, a Training of Trainers course, advisory missions to a number of developing countries, several Regional Workshops, an international workshop or Global Event and the implementation of a data-base on e-business indicators in developing countries. There is a pending demand for more of these activities, particularly for training courses and advisory missions, which could not be satisfied within the framework of the project for lack of resources.

This evaluation assesses the performance of the project using the DAC evaluation criteria of relevance, impact, efficiency, effectiveness and sustainability. It also appraises the implementation of the project in the context of the fulfilment of the three expected accomplishments.

The evaluation draws on several information sources: study of relevant documentation, including the internal evaluations of several of the activities carried out in the project, interviews with relevant staff at UNCTAD and other Member Organisations of the Partnership, review and analysis of the database on e-business indicators and a survey to beneficiaries.

The conclusion reached by the evaluator is that the project met its objectives and added to the skills of the producers of statistics in the construction of internationally comparable ICT indicators. This external evaluation largely confirms the positive outcomes of the project stated in the internal evaluations. The feedback of the beneficiaries has always been very positive, both in the internal evaluation documents and in the answers to the ad-hoc questionnaires of the survey. Also the assessment of relevant staff-members of the Technical Cooperation Unit of UNCTAD on the implementation of the project in terms of adjustment of schedule, running of the different activities and allocation of funds was highly positive.

In terms of the DAC evaluation criteria, the project was relevant, as it satisfied the needs of the beneficiaries, under the very distinctive leadership of UNCTAD. Its impact can be clearly appreciated, both in terms of the enhanced capacity in the area of ICT indicators of countries spread over an extended geographical coverage and of the increasing number of developing countries producing now internationally comparable ICT indicators. It has been effective, as it has managed to fulfil reasonably well the three expected accomplishments. There has also been a high level of efficiency in the adequate use of the existing resources and expertise, enhanced by the opportunities provided by the Partnership with other member organisations.

With regards to sustainability, it is guaranteed by the *Manual for the Production of Statistics on the Information Economy*, now in the process of being translated to several languages, and by the increasing number of countries currently producing ICT indicators. But information and computer technologies are a very dynamic field, and the need to measure new developments and situations will be a permanent challenge for statisticians. Consequently, the *Manual* will need to be periodically updated, and the organisation of new training courses and workshops will be advisable.

Finally, some recommendations are proposed. In line with the considerations stated in the context of continued sustainability, the first of these recommendations is to consider an extension of the project in the very near future, as it would consolidate the advances achieved so far, allow for the updating of concepts and definitions when necessary, respond positively to the pending requests for technical assistance and increase the geographical coverage of the networks.

## 1. Introduction

The purpose of this evaluation is to examine the work of the UNCTAD project *Capacity Building for Information and Communication Technology, Measurement and Policy* in terms of its performance in the context of the project activities.

The objective of the project was to enable policy makers in developing countries to take informed decisions on national ICT policies and strategies, by providing relevant statistical institutions with the capacity to produce internationally comparable ICT statistics and indicators, with the ultimate aim of promoting economic policies and strategies that are supportive of sustainable growth and poverty reduction through improved statistical foundations and a better informational base for decision making.

It is meant to focus on measuring ICT use and impact related to enterprises, building on UNCTAD's expertise in the area of ICT and e-business, and following the UNCTAD XI mandate, which calls upon UNCTAD to develop and apply mechanisms for monitoring and measuring digital economy developments and ICT use in countries. It contributes directly to the implementation of the Geneva plan of Action and its follow-up, as agreed in the WSIS Tunis Agenda for the Information Society, which calls for periodic evaluation based on comparable statistical indicators.

As regards financing, the project was funded from the U.N. Development Account, 5<sup>th</sup> Tranche, the theme of which was *"Supporting progress towards the internationally agreed development goals, through knowledge management, networking and partnership"*. The Development Account, controlled by the U.N. itself, provides opportunities for projects that might not be supported by a single donor.

This project has been implemented within the scope of the proposed strategic framework for the period 2006-2009, programme 10 (*Trade and development*), sub-programme 4 (*Services infrastructure for development, trade efficiency and human resources development*), in particular, to improve the competitiveness in international trade of developing countries through better and increased utilization of ICT, and sub-programme 1 (*Globalisation, interdependence and development*), in particular, to promote economic policies and strategies that are supportive of sustained growth and poverty reduction through improved statistical foundations and informational base for decision-taking.

The project has been carried out in close cooperation with the members of the *Partnership on Measuring Information and Communication Technologies for Development*, which was launched at UNCTAD XI (June 2004), and which includes the following members: ITU, OECD, UNCTAD, UNESCO Institute for Statistics, UN-Department of Economic and Social Affairs (UNDESA) and the World Bank, four UN Regional Commissions (ECA, ECLAC, ESCAP and ESCWA) and EUROSTAT.

The project has been planned for an execution over a period of 36 months, and in four developing regions: Africa, Asia-Pacific, Western Asia and Latin America and the Caribbean. The project aimed at the three following accomplishments:

EA1: Increased capacity in selected beneficiary developing countries to implement ICT and e-business statistical compilation programmes comparable at the international and regional level.

EA2: Develop regional networks on ICT indicators in Africa, Asia-Pacific, Western Asia and Latin America and the Caribbean.

EA3: Increased availability of e-business data for impact assessment, evaluation and benchmarking of information economy developments.

The main beneficiaries of this project are meant to be policymakers, practitioners from national statistical offices and other producers of official information economy statistics, as well as other government officials responsible for formulating, implementing and supporting ICT4D policies. In particular, the capacity building activities are targeting producers and users of ICT indicators. The ultimate beneficiaries are those to which ICT for development policies are targeted (individuals, households, enterprises included in the ICT-producing sector) since their policies should be evaluated and improved on the basis of reliable ICT data. Eventually, the population at large of the beneficiary developing countries is meant to derive potential benefits from the project.

The activities planned for the project have been:

- The preparation of a *Manual for the Production of Statistics on the Information Economy*, which is the basis for the training courses. A first edition of the *Manual* was released in 2007 and it was subsequently revised and updated in 2009.
- The development of a one-week training course on ICT statistics in business and the ICT sector. The course covers all the necessary steps for designing survey questionnaires and data collection methods, as well as conceptual issues related to measuring ICT.
- Fact-finding missions to beneficiary developing countries to assess the needs for an ICT measurement strategy and to take stock of available data on ICT indicators.
- Advisory services to developing countries on ICT statistics
- Technical workshops at the national and regional level, organized in coordination with other international agencies, to address challenges and present possible solutions, identify technical assistance needs and share best practices in ICT measurement.
- An annual global survey of national statistical offices on information economy statistics.

These activities are being considered and evaluated in this document. The evaluation was commissioned by the Project Officer through the procedures of the Development Account which funded the direct costs of the project. It will assess the performance of

the project using the internationally recognised DAC evaluation criteria of relevance, impact, efficiency, effectiveness and sustainability, and following the lines described in the ToR.

## 2. Background

This project is a response to the *World Summit on the Information Society (WSIS)*, Geneva Plan of Action and the Tunis Agenda for the Information Society, which calls for action to develop statistical indicators for benchmarking and performance evaluation, to follow up the implementation of the Plan of Action and to track global progress in the use of ICTs.

The roots of this Summit can be traced to *Resolution 73* of the International Telecommunication Union (ITU), issued in Minneapolis in 1998, resolving to place in the Agenda of the United Nations Administrative Committee of Coordination (ACC) the question of the holding of a World Summit on the Information Society. In his report on that consultation, the Secretary General indicated that the ACC had reacted positively, and that a majority of other organizations and agencies had expressed interest in being associated with the preparation and holding of the Summit.

The general interest aroused by the topic is widely justified in terms of the incidence that the digital revolution is having in the economies of developed and developing countries. In the mentioned report it was stated that “the digital revolution has fundamentally changed the way people think, behave, communicate, work and earn their livelihood. It has forged new ways to create knowledge, educate people and disseminate information. It has restructured the way the world conducts economic and business practices, runs government and engages politically. It has provided for the speedy delivery of humanitarian aid and healthcare, and a new vision for environmental protection. It has even created new avenues for entertainment and leisure. As access to information and knowledge is a prerequisite to achieving the Millennium Development Goals, it has the capacity to improve living standards for millions of people around the world. Moreover, better communication between peoples helps resolve conflicts and attain world peace.

Paradoxically, while the digital revolution has extended the frontiers of the global village, the vast majority of the world remains unconnected from this unfolding phenomenon. With the ever-widening gulf between knowledge and ignorance, the development gap between the rich and the poor among and within countries has also increased. It has therefore become imperative for the world to bridge this digital divide, and place the Millennium Development Goals on the ICT-accelerated speedway to achievement”.

The UN General Assembly *Resolution 56/183* (21 December 2001) endorsed the holding of the WSIS in two phases. The first phase took place in Geneva from 10 to 12

December 2003, and the second phase took place in Tunis, from 16 to 18 November 2005.

The objective of the first phase was to develop and foster a clear statement of political will and to take concrete steps to establish the foundation for an Information Society for all, reflecting all the different interests at stake. It calls for action to develop statistical indicators for benchmarking and performance evaluation, to follow-up the implementation of the Plan of Action and to track global progress in the use of ICT's. The *WSIS Plan of Action* also calls upon all countries and regions to develop tools so as to provide statistical information, and to set up coherent and internationally comparable indicator systems.

This objective is in line with the *UNCTAD XI mandate* launched in Sao Paulo in June 2004. On this occasion the competence of UNCTAD in the field was clearly established, and UNCTAD has been collecting ICT statistics since.

The objective of the second phase of the WSIS plan was to put Geneva's Plan of Action into motion, as well as to find solutions and reach agreements in the fields of Internet governance, financing mechanisms and follow-up and implementation of the Geneva and Tunis documents. The *Tunis Agenda for the Information Society* call for periodic evaluation of the WSIS outcome based on appropriate ICT indicators, and invites the international community to strengthen the statistical capacity of developing countries by giving appropriate support at national and regional levels. The Tunis Agenda also identifies UNCTAD as one of the international organisations to facilitate the implementation of the Geneva Plan of Action in areas such as capacity building and e-business, among others.

In the *Accra Accord*, launched on the occasion of the UNCTAD XII held in Accra in April 2008, a number of paragraphs in Sub-theme 3, *Enhancing the enabling environment at all levels to strengthen productive capacity, trade and investment: mobilizing resources and harnessing knowledge for development*, are devoted to specify UNCTAD's contributions. In particular, the following paragraph has a clear connection with the objectives of this project:

"160. UNCTAD should continue to provide technical assistance to countries in the area of ICT, notably on ICT policy reviews, pro-poor policies, legal and regulatory frameworks, and measuring the information economy, including through the Partnership on Measuring ICT for Development launched at UNCTAD XI."

Also, the United Nations Economic and Social Council, in its *Resolution 2008/3*, section on *Successes and shortcomings to date in respect of the implementation of the outcomes of the World Summit on the Information Society* highlights the work of the Partnership in the following paragraphs:

"20.[...][Also acknowledges the work of the Partnership on Measuring Information and Communication Technologies for Development on developing indicators for further consideration and decision by the Statistical Commission."



“29. Recommends that the Partnership on Measuring Information and Communication Technologies for Development consider the creation of benchmarks and indicators, including impact indicators, for further consideration and decision by the Statistical Commission, in order to track progress towards the attainment of the specific goals and targets set out in the outcome documents of the World Summit on the Information Society, particularly section B of the Plan of Action Adopted in Geneva.

Finally, the U.N. Statistical Commission, in 38<sup>th</sup> Session (27 February-2 March 2007), endorsed the core list of information and communication technology indicators as contained in annex II of the report of the Partnership on Measuring Information and Communication Technologies for Development. The Commission also congratulated the Partnership on its work and stated that it had become an example of successful cooperation among international organisations.

### **3. The implementation of the project and its components**

UNCTAD, within its work in ICT for development, has gained extensive experience in the area of statistical indicators for the information economy, and assists developing countries in their efforts to develop ICT indicators, in cooperation with other relevant organizations. UNCTAD is a leading member of the Partnership on Measuring ICT for Development.

The production of statistics on the access to and use of ICT by households and enterprises, or on a country's ICT sector is relatively new to most developing-country national statistical offices, which are the main producers of official statistics. These organisations need assistance for the production of statistical evidence on ICT that can support the periodical review and evaluation of their government's policies. UNCTAD's assistance in this area aims at enhancing the capacity of relevant statistical institutions to produce internationally comparable statistics and indicators.

With the aim of fulfilling the three expected accomplishments, as specified in the *Project Document*, groups of beneficiaries have been established, and their main needs, identified.

The primary users or beneficiaries of the project are the government officials involved in measuring and monitoring information economy developments –mainly producers of statistics-, or in carrying out impact analysis, and the responsible for national ICT policy making and assessment, in particular in the area of e-business. These stakeholders will be both beneficiaries and partners of the project, as their active involvement is central to the successful implementation of the proposed solutions.

Other user groups are also influenced by the project: statisticians in government offices, ICT policy makers in relevant Ministries (especially Ministry of Economics,

Trade and Investment, Finance, Telecommunication, ICT, Science, Technology and Innovation) business people, NGO's involved in ICT for development projects, business associations, universities and academics researching the information economy.

All these groups have been categorised as follows:

- Statistical experts (those responsible for collecting and analyzing ICT data), these are the direct beneficiaries of all project activities
- ICT policy makers (government officials who have to take informed decisions based on statistical evidence); these are direct and indirect beneficiaries, involved in some of the project activities (regional and global workshops, national meetings), and users of the resulting data.
- Researchers and academics analyzing the impact of ICT on development; these are indirect beneficiaries and mainly users of the resulting data.

Their needs have been identified in the following way:

- Statistical experts require assistance in the definition of ICT indicators, in developing methodologies for the collection of ICT data, and compiling and analyzing ICT statistics
- ICT policy makers are in need of empirical evidence about access to and use of ICT's in their countries for evaluation and monitoring, and in other countries, for benchmarking.
- Researchers and academics are in need of comparable statistical data on ICT's in order to measure the impact of ICT on development.

In this line, and within the framework of this project, a number of activities have been carried out, with the aim of fulfilling the identified needs. These activities are:

- a) The preparation of the *Manual for the Production of Statistics on the Information Economy*, published by UNCTAD in 2009, and which is a revised and updated version of a previous edition issued in 2007 under the same project. It is intended to be a practical tool for producing ICT statistics at national level, and to be the basic material for the training courses. This *Manual* has been presented to UNSD, and the core ITC indicators included in it have also been endorsed by the UNSC
- b) The one week training courses, targeting the first group of users, in search of the fulfilment of the Expected Accomplishment 1, are intended to give these users an opportunity to get to know ICT statistics and the importance of measuring ICT statistics in an harmonised way for better policy making, while emphasizing the relevance of quality and reliability when carrying out surveys and producing statistics. Five of these courses have been delivered within the framework of the project in different regions as follows:

In Bogotá (Colombia) 10-14 December 2007 for the Latin America region

In Incheon (Republic of Korea) 18-22 February 2008 for the Asia-Pacific region.

- In Port of Spain (Trinidad and Tobago) 26-30 January 2009 for the Caribbean Anglophone) region.
- In Addis-Ababa (Ethiopia) 20-24 July 2009 for Anglophone Africa
- In Rabat (Morocco), 7-11 December 2009 for Francophone Africa
- c) A Training-of-Trainers course on Measuring ICT access and use by households and business was organised in Geneva (Switzerland) jointly with the ITU, on 15-22 June 2009, with the aim of creating a pool of experts on ICT measurement based on internationally agreed standards.
- d) Advisory missions to a number of selected developing countries took place to provide onsite training on the development of ICT statistical data collection (e.g. frameworks, methodologies, survey measures), and to support the coordination of data collection at the national level. This activity is mainly oriented towards the statistical experts responsible for the collection and analysis of ICT data. Two of these missions have been implemented within the framework of the project: in Kathmandu (Nepal) 2-6 June 2008 and Tunis, 24-27 June 2009. Another of these missions was carried out in Rabat (Morocco) 18-22 December 2006, but cannot be strictly considered as part of the project, as it was not financed by the Development Account, but by local institutions.
- e) The Regional Workshops, convened with the objective of fulfilling the Expected Accomplishment 2, are meant to provide an opportunity to share expertise, develop common methodological frameworks, identify best practices and establish working relationships and networks among beneficiary countries. They are addressed to all three groups of users, as they are attended by representatives of the national statistical agencies within the region and of the institutions responsible for preparing, coordinating and fostering the development of ICT statistics in their respective countries, as well as by representatives from academic institutions, non-governmental organisations and the private sector. Seven of these workshops have been organised within the framework of the project, jointly with other members of the Partnership: in Bangkok (Thailand), 26-28 July 2006, Santo Domingo, 2006, Cairo (Egypt), 20-23 June 2007, Panama, 2007, Addis Ababa (Ethiopia), 7-9 March 2007, El Salvador, 11-12 February 2008 and Rio (Brazil) 6-8 April 2009. In addition to these workshops UNCTAD also participated to a national seminar on measuring ICT in New Delhi, India (12-14 May 2009) to contribute to the national discussions on establishing a national strategy on ICT measurements.
- f) A Global Event (international workshop), on measuring and monitoring ICT was organised in Geneva on 26th May 2008 by the *Partnership*, in order to review and consolidate the results of the Regional Workshops and to agree on a common international approach towards the development of ICT indicators in line with the fulfilment of the Expected Achievement 3. The Event was attended by representatives of users of the three groups, and basically centred on the discussion of methodological issues and indicators on ICT measurement.

UNCTAD took benefit of the presence in Geneva for the global Event of a number of experts on ICT measurement to organize a distinct Expert Group meeting to discuss the *Manual for the Production of Statistics on the Information Economy*. This expert group meeting resulted in a series of recommendations on how to improve the *Manual*, which were adopted in the revised version of this publication.

- g) A data-base on e-business indicators in developing countries is being developed in UNCTAD headquarters in Geneva. Since 2006, UNCTAD has conducted an annual ICT survey to centralize business ICT-related statistical data with the aim of making it available, together with other relevant information, online on the UNCTAD website.

#### **4. Methodology of the evaluation and information sources**

The evaluation will follow the criteria defined by the DAC, with further specifications as provided by the ToR. The DAC criteria are described in Annex I of this report.

Within the framework of DAC methodology, the ToR specifies the evaluation activities that should be composed of

- (i) Study of relevant materials available
- (ii) Collection and analysis of evidence
- (iii) Interviews with relevant UNCTAD staff
- (iv) Interviews with direct beneficiaries and other relevant stakeholders, as may be required
- (v) Interviews with representatives of Member States in Geneva , as may be required
- (vi) Questionnaires as may be required.

As far as this evaluation is concerned, the evaluation activities have been developed in the following way:

- (i) Study of relevant materials available

The documentation employed in the evaluation process breaks down into three groups. The first of them includes primary documents, that is, documents related to the description of the project itself and its objectives. They are:

- UNCTAD Project, L-5, Capacity Building for Information, Communication Technology Measurement and Policy, Project Proposal.
- UNCTAD Project, L-5, Capacity Building for Information, Communication Technology Measurement and Policy, Project Document

The second batch includes the instrumental documents, that is, the documents that have been used as direct material in the implementation of the project. They are:

- Manual for the Production of Statistics on the Information Economy, United Nations, 2009
- Training material prepared for the training courses, Participants Guide and Modules 1,2,3, 4 and 5

Finally, the third batch consists on the collection of secondary documents, that is, reports and other documents produced for the description and evaluation of the activities implemented in the framework of the project. The list of these documents is included in Annex II of this report:

(ii) Collection and analysis of evidence

A considerable amount of internal project evaluation material is available in the existing evaluation reports, in terms of responses to evaluation questionnaires distributed at the end of each training course or workshop. These responses have been reviewed and re-analysed.

Also, the database on e-business indicators in developing countries, to be made available in the near future, was reviewed and examined in-situ by the evaluator during her visit to UNCTAD headquarters in Geneva, 17-18 December 2009.

(iii) Interviews with relevant UNCTAD staff

On the occasion of the mentioned visit of the evaluator to UNCTAD headquarters in Geneva, she was able to held several interviews with relevant staff from UNCTAD, and also, from another Member institution of the Partnership. In particular, she got interesting comments and feedback on project from relevant staff of the following units

- ICT Analysis Section. Division on Technology and Logistics. UNCTAD
- Evaluation and Planning Unit. UNCTAD
- Technical Cooperation Service, UNCTAD
- Market Information and Statistics Division. Telecommunication Development Bureau. ITU

Also, the expert managed to held phone interviews with two other relevant members of the Market Information and Statistics Division, Telecommunication Development Bureau ITU.

(iv) Interviews with direct beneficiaries and other relevant stakeholders, as may be required

Personal interviews with beneficiaries could hardly be envisaged within the framework of the evaluation of this project, which is addressed to producers and users of ICT

statistics in developing countries. Electronic questionnaires were circulated among a number of them instead, as reported in (vi).

- (v) Interviews with representatives of Member States in Geneva, as may be required

The tight schedule of the evaluation did not allow for these interviews. On the other hand, the scope of this project is highly specialised, so that it cannot be expected that representatives of Member States will have detailed knowledge about it.

- (vi) Questionnaires as may be required

Electronic questionnaires have been sent out in January-February 2010 to participants in the training courses held in Bogotá, Incheon, Port of Spain, Addis Ababa and Rabat. In all, 22 questionnaires were sent in English, French and Spanish. The questionnaire is reproduced in Annex V of this report.

Also, by the same time, electronic questionnaires were sent to participants in the Regional Workshops on Information Society Measurements, held in Bangkok, (Asia-Pacific), Addis Ababa (Africa), Cairo (Western Asia Household and Business Surveys), and El Salvador (Latin America and the Caribbean). In all, 18 of these questionnaires were sent. The original questionnaire for this type of beneficiaries is also reproduced in Annex V.

The rate of response has been rather low, about a 25%. Intents were made to increase the response rate through phone calls. But they were unsuccessful, due to the fact that the beneficiaries could not be traced in the phone numbers provided to the expert.

Still, the respondents have generally been very explicit and comprehensive in their answers. They have provided very valuable insight about their perceptions on the development of the project and of its expected impact in their countries and have made some interesting suggestions for a potential extension of the project.

## **5. Key findings on the implementation of the project**

This section provides information on the findings of the evaluation in four sections: the first intends to provide an overview of the overall project. Each of the other three sections will deal with the findings related to each of the three expected accomplishments

### **5.1. General findings**

In general terms, the project met its objectives. This external evaluation, after careful reading of the documentation and detailed analysis of the evidence available and the information obtained from interviews, has come to the conclusion that the outcome of the project has been clearly positive.

Although there is always room for improvement, and some suggestions have been made in this line, the feedback received from the beneficiaries, both in their evaluation of the training course, and in their answers to the ad-hoc questionnaires has been always positive, and has made explicit the perception that the objectives established for the project have been satisfactorily achieved.

Also, relevant staff Members of the Technical Cooperation Service of UNCTAD, when interviewed, expressed the opinion that this project had run very smoothly. They went as far as saying that, from all the projects under supervision of the Unit, the Development Account Project L5 is considered as the one that has been better adjusted in terms of schedule, running of the different activities and allocation of funds. It was also stressed during the interview that the fact that the Officer-in-Charge of the ICT Analysis Section, Science Technology and ICT Branch had changed during the implementation of the project has not affected at all its very successful development.

An unquestionable proof of the successful achievement of the goals of this project is the increasing demand for further activities that the implementation of the project has given rise to. As we shall comment along the following paragraphs of this evaluation, there has been an explicit demand for more and longer training courses, for the translation of the Manual into other languages, for more advisory missions and for the establishment of new networks. There certainly was a need for the improvement of ICT statistics in developing countries that this project has managed to satisfy to a considerable extent. But there is still plenty of room for a continuation and extension of this project.

Another point worth mentioning is that, while implementing the project, the team has experienced a learning-by-doing process. The manual has been up-dated and improved; each of the training courses has been redesigned on the experience of the previous ones following a build-on path, and so has happened to a great extent with the other activities. The team has also learned the key importance of the selection of the participants in the training courses; presently, the last of them, which took place in Rabat, received a lot of praises from participants and other organisers for the quality of the selection process. As a result, UNCTAD has significantly increased its level of expertise, and would be now better prepared to face a new project in the same line. This is undoubtedly a positive asset to be considered as an added achievement of the project.

## **5.2. Expected Accomplishment 1; Increased capacity to collect ICT statistics**

The perception of the evaluator is that this accomplishment has been satisfactorily fulfilled. The different activities carried out in the pursuit of it deserve some more detailed comments.

The five training courses have been very positively evaluated. Over 80% of the participants in the courses have stated that they rate the quality, relevance and organisation of the course as excellent or very good, as can be seen in the statistics included in Annex III of this report, and this satisfaction is also reflected in the answers to the ad-hoc questionnaires sent by the evaluator. There is a general feeling, though, that, although the time allocated to the course (five days) had been adequately distributed among the different modules, the course is too short in relation with its contents. The interest of the subjects covered would justify, in the opinion of most attendants and respondents to the questionnaire, a two-week course, with a stronger emphasis in examples and case studies. It is interesting to note that many of the participants have particularly appreciated the part of the course dealing with statistical techniques. And it is generally stated that there should be more of these training courses in the near future.

Still, some problems have arisen in the implementation of the courses, and it can be useful to record them here, as they constitute the accumulated experience from which to learn for future projects. In the course held in Incheon (Republic of Korea), there were specific problems due to the fact that some of the participants did not have the necessary fluency in English, or the necessary command of EXCEL. On the other hand, the course organised in Port of Spain (Trinidad and Tobago) was attended not only by statisticians but also by some policy makers and, although this combination increased the interest of the discussions, it raised some problems with the technical aspects of the course, in particular, with the modules devoted to statistical methodology, with which some policy makers were not familiar. Other minor problems such as insufficient number of computers in the course in Bogotá (Colombia), or not enough hard copies of the Manual in the course of Addis Ababa (Ethiopia) have also been mentioned.

The training material for the course consists of a Guide for Participants and five modules, each of them containing theoretical Power-Point presentations, practical exercises and multiple choice tests to verify whether the participants have understood the module. It has been very positively valued by the attendants, who have particularly appreciated the Guide. The contents have been improved in each edition of the course.

The Manual is also highly appreciated by the participants, in particular for those in charge of producing ICT statistics, who consider it a solid reference for the implementation of these indicators in their countries. Once again, it is interesting to note that they seem to value equally the chapters referring mainly to statistical techniques than those concerning the construction of ICT indicators.



The evaluator has read in detail the Manual and the Training Material for the courses and has been very positively impressed by them. Both are very clear and comprehensive, and deal most efficiently with a wide scope of basic subjects concerning the construction of ICT indicators, which not only includes an excellent presentation of the basic concepts and definitions, but also an in-depth treatment of the search for statistical sources and of the technical solutions available to solve the problems that arise more frequently in the construction of statistical indicators.

Several attendants to the first courses have mentioned that distribution of hard copies of the manual among the prospective attendants to the courses well ahead of the scheduled time would improve the benefits of the training. This issue has been addressed in the subsequent courses with the sending of electronic versions of the Manual relatively in advance. On the other hand, demands for the translation of the manual to other languages were also expressed. For the time being, translation into French has already been completed, a draft translation into Spanish has also been circulated and translation into Arabic is underway. But there is currently demand for translation of the Manual into Russian, and this demand will probably extend to other languages (Chinese, Portuguese, etc.) in the near future.

No direct feedback is available from the training of trainers. Still, there are indirect indicators of successful outcome: some of the trainees of this training of trainers course have already gone through the experience of being course leaders in regional training courses (for example, the one held in Addis Ababa, which received a highly positive evaluation by the participants).

Concerning the advisory missions, there does not seem to be an established method to record the feedback of the beneficiaries. Still, the assessments that were summarized in the mission reports clearly show the interest and relevance of the topics dealt with, and the outcomes achieved. Also, some of them are still ongoing, as contacts of the country with UNCTAD experts continue on a regular basis. Possibly, the best performance indicator showing the success of these missions is the fact that there is a considerable pending demand for them, which could not be covered, for lack of resources, within the scope of this project. Countries like Lebanon, Egypt, Senegal, Burkina Faso and Benin have asked for advisory missions, and some of them are even ready to co-finance these missions.

### ***5.3. Expected Accomplishment 2; Regional networks developed***

The Regional Workshops were convened with the objective of sharing experiences, developing common methodological frameworks, identifying best practices and establishing working relations and networks among beneficiary countries. They have a wider impact than the training courses, as they are attended by a wider group of beneficiaries, including representatives from national statistical agencies and other national institutions responsible for or related to ICT statistics, international agencies,

academic institutions, non-governmental organizations and the business sector. They are the cornerstone of network development in this project.

As concerns the Regional Workshops organized within the framework of this project, they seem to have been positively evaluated by the participants. The participants of the JUNCTAD-ITU-UNESCAP Regional Workshop, having been questioned to what extent did they considered that the workshop had contributed to provide a better understanding and to share experience on incorporating ICT policy planning and programming in the development process of the participating countries, a wide majority of them have answered that this objective had been achieved more than sufficiently, with a substantial percentage (more than a 25%) considering that it had been completely achieved, as can be seen in the statistics included in Annex IV of this report.

Another positive indicator of the success of these Workshops is that there is a demand for new activities of this kind. The CIS countries have made explicit their interest in creating also one of these networks.

- h) The 2008 Global Event on Measuring the Information Society, held in Geneva the 26<sup>th</sup> May had as its main objective to discuss the latest progress made in measuring Information and Communication Technologies globally. In the framework of this event the regional networks were interconnected. Although no direct feedback from the participants is available, the very detailed Final Report shows the unquestionable relevance of the topics discussed and the interesting and opportune agreements reached, as described under the headings of "Future ICT measurement issues" and "Strategies to enhance information society measurement", so that there is good reason to believe that the Global Event provided fundamental guidelines and gave a significant impulse to the further development of the project.

#### ***5.4. Expected Accomplishment 3; Increased availability of ICT data***

The ultimate goal of this project is to increase the availability of ICT internationally comparable data in developing countries. From this point of view, the answers to the ad-hoc questionnaires received give place for an unqualified optimism. Two representatives from NSO's who have participated in the training courses state that there is already a budget allocated by the government of their country for the production anew of ICT statistics, and that they will start calculating them this very year. Another participant says that, although they have been producing already ICT indicators, they have discovered in the training course that their indicators are not internationally comparable, and they plan to adapt them to international standards. There is finally one participant answering that the course has been most useful to him, because it has reassured him in that they were producing the right indicators and calculating them in the right way.

The data base on e-business indicators in developing countries, run by UNCTAD provides detailed information and statistics on information economy developments. According to the information provided by a senior staff member of UNCTAD during the visit of the evaluator in Geneva, a substantial increase of the number of countries producing ICT internationally comparable indicators has taken place since the start of this project. In 2006 the database included data on the ICT sector for 35 countries (including many OECD countries), while in 2010 this figure has raised to 54. A number of additional countries plan to produce them within the next two years. All this confirms the impression obtained by the evaluator from the answers to the ad-hoc questionnaires.

## **6. Assessment through the DAC criteria**

According to the ToR, the evaluation should examine the project in relation with the criteria of relevance, impact, efficiency effectiveness and sustainability.

### **6.1. Relevance**

*Whether the decisions to deliver the outputs produced under each project were based on appropriate criteria, taking into account the needs of beneficiaries, possible impact and effectiveness of such assistance*

The decisions to deliver the outputs produced under the project are grounded on the three expected achievements, as commented in the previous paragraph. According to the feedback received, the selected activities have clearly and satisfactorily fulfilled the needs and demands of the beneficiaries. The selection of beneficiaries has been, generally speaking, appropriate, although it would have been advisable to implement a rather more careful selection of the participants in the first training courses, concerning their fluency in the working language of the course, their mastering of the computer tools and programmes used and their statistical background. Still, some of the feedback received after the last course, which took place in Rabat, was that the selection of candidates had been very successful. In this case, the common language of the group helped ensuring the homogeneity.

*Whether UNCTAD has played the most relevant role in helping the beneficiary countries view of its expertise, and assistance received by the countries from other development partners;*

UNCTAD leadership does seem to have been distinctive in all the activities implemented within the framework of the project, and its prominent role in all the stages of the project development is unquestionable. Although this project has involved the collaboration of several international and regional organisations, UNCTAD has been at the core of the initiative and has driven the project. Also, UNCTAD staff, with the cooperation of external experts contracted by UNCTAD, has prepared the

Manual on the Production of Statistics on the Information Economy, has implemented the training activities, has attended the demands for advisory and consulting missions and has run the organisation of the Regional Workshops and other networking events. This view has been corroborated by all the high staff members of ITU interviewed in the context of this evaluation.

## **6.2. Impact**

*To what extent the project has facilitated the development of enhanced capacity in the areas of focus of each of the projects*

The real development of enhanced capacity in the area of ICT indicators facilitated by the project is difficult to assess. Still, it can be said that the project has raised awareness in an important area of concern, and this has been carried out on an extensive geographical coverage, taking into account all the activities implemented. Overall, more than 630 representatives from 104 developing countries benefited from participation in training and other events organised for the project.

Regarding capacity building, a total of 117 statisticians, from 70 different developing countries have participated in the training courses, and have widely expressed their satisfaction. The implementation of a follow-up system to evaluate the extent to which these participants are making use of the abilities acquired in the course could be interesting.

The *Manual on the Production of Statistics on the Information Economy* is called to be a major instrument for capacity enhancing in the area of ICT indicators. It has been presented to UNSD and the core indicators included in it have been endorsed by UNSC. That will be still more the case when the versions of the Manual translated into other extensively used languages, such as French, Spanish, Russian or Arabic are available and widely disseminated.

Finally, a major indicator of impact is the rising number of developing countries that produce data on ICT, and report to UNCTAD for its inclusion in the database.

## **6.3. Effectiveness**

*Whether the project has achieved planned objectives and produced mutually beneficial results*

The resources used for the evaluation indicate that the project has basically achieved its objectives. All the beneficiaries giving information stated that their skills had improved, and that they understood better the ICT basic concepts and the statistical techniques for the construction of indicators. Also, they said that they enjoyed sharing experiences with colleagues from other countries. The interaction among producers of

statistics, ICT policy makers and ICT policy users promoted by several of the activities of the project has also been appreciated as most enriching and motivating.

Still, it would be interesting to see to which extent the increased capacity acquired at individual level in the training courses has been incorporated into strengthening institutional capacity in a significant and sustainable way. There is usually a high replacement rate of experts in the NSO's of developing countries. As contacts with the local participants in the training courses are maintained through the annual data collection exercise, it would be useful to take advantage of these contacts to build a follow-up network in order to establish with more precision the effectiveness of the project. This network would be a support to the beneficiaries of the training courses in the implementation of the ICT indicators and a good tool for the discussion of new ideas, technologies and challenges.

*Whether the scope of the project has been adequate in view of the existing resources and expertise*

The scope of the project was broad, and could only be implemented in the framework of the *Partnership*. Cooperation with other international and regional organisations has facilitated the necessary funds for the project, and it has also allowed for a better use of the available funds, as it has paved the way to savings and external economies in the organisation of events and other activities. Cooperation with the N.U. Regional Commissions has facilitated the logistics of the Workshops. Also, for the Training Courses in Trinidad and Tobago and in Ethiopia, the collaboration with ITU meant that the travel expenses of the participants were halved, and this was also the case for the Training of Trainers course. So, working in partnership has helped secure an adequate use of the existing resources and expertise.

Still, it seems that the project could have benefited from some more flexibility in a number of points, such as the possibility to make minor changes in the original plans, or to modify the allocation of limited quantities of money, so that funds could be diverted to new activities emerging as the project proceeds, such as, for example, to pay for some more participants when there is a left-over. It might have been useful to be able to hire some project management staff when necessary, and more external consultants for the updating of the Manual and the implementation of the courses. Also, some more flexible rules would have helped to deal with the fluctuations in the value of the dollar against local currencies.

#### **6.4. Efficiency.**

*Whether the project has used the most efficient means in delivering the activities, for example through the use of local resources when appropriate;*

It is difficult to make clear statements on this point. But the reports of the activities carried out show that, all along the implementation of the project, the advantages

provided by the UN Regional Commissions and by the local institutions cooperating in the organization of the events have been efficiently used. The local partners have provided free venues, and their participation in the logistic arrangements has contributed to simplify the organisation tasks.

*Whether the project schedule was met or activities implemented during reasonable established time parameters*

According to the information provided by a relevant staff member of the Technical Cooperation Service of UNCTAD, this project has been particularly well adjusted in terms of schedule, running of the different activities and allocation of funds.

### **6.5. Sustainability**

*Whether the project has been designed and implemented in such a way to ensure optimal sustainability of its impact in developing enhanced capacity for information and communication technology measurement and policy in beneficiary countries.*

Basic sustainability is guaranteed by the Manual. This *Manual* has been presented to UNSD, and the core ITC indicators included in it have also been endorsed by the UNSC. The international standards that have been created through the core list and the Manual are of the greatest relevance. These standards, set in the Manual, are now freely available online, and the Manual has been freely distributed to all NSO's.

But information and computer technologies are a very dynamic issue. Challenges will constantly arise with the need to measure new developments, situations and phenomena. Consequently, definitions and methodologies will need to be frequently updated. Optimal sustainability will require some following-up to the project, and some additional investment.

The same can be said about developing enhanced capacity. The concepts, techniques and abilities acquired in the training courses will have an immediate effect in the improvement of ICT indicators in developing countries, but a significant part of them will presumably need to be readapted to the new developments in a few years. Also, there will probably be a need for more indicators in new areas and technologies. And the usually high replacement rate of producers of statistics in developing countries will make advisable to organize new training courses in the future. Also, the Manual, and the project in general, advocates the insertion of ICT modules in other surveys that are recurrent, which helps ensure the sustainability of the indicators over time.

## 7. Conclusions

As main conclusions from the evaluation process, the following can be emphasized:

- The information consulted for the evaluation shows that there seems to be a general satisfaction among beneficiaries and stakeholders about the implementation of this project.
- The project has raised the awareness in an increasing number of developing countries of the importance of the production and use of ICT indicators.
- The interaction among producers of statistics, ICT policy makers and ICT policy users, promoted by several of the activities of the project, has also been positively valued as enriching and motivating.
- The training courses have been highly appreciated by the attendants. Their comments make very explicit that these courses have not only contributed to clarify and update concepts and definitions on the production of ICT statistics, but also have given them a very comprehensive insight on the appropriate use of statistical sources and techniques.
- According to relevant staff Members of the Technical Cooperation Service of UNCTAD, this project has run very smoothly, and has been very well adjusted in terms of schedule, running of the different activities and allocation of funds.
- The scope of the project is broad, and could only have been implemented in the framework of the *Partnership*. Cooperation with other international and regional organisations has facilitated the necessary funds for the project and has also helped to optimize the use of the existing resources and expertise.
- UNCTAD has played a prominent and central role in the design and implementation of the project
- Some of the activities carried out within the framework of the project have given rise to further demands that could not be satisfied for lack of resources. This is particularly the case for the training courses, the advisory missions to individual countries and the Regional Workshops. Translation of the Manual to other languages has also been requested.
- ICT is a rapidly evolving area, in which new developments are constantly arising. As a result, definitions and methodologies will need to be frequently updated. An effective sustainability of the project will require some extension and, consequently, some further allocation of funds.

## 8. Recommendations

The main recommendation to be made for an increase of the relevance, impact, efficiency, effectiveness and sustainability of the project is to consider its extension in the very near future. A new project on capacity building for the construction and use of ICT indicators would consolidate the advances achieved so far, would provide satisfaction to the pending demands and could increase the geographical coverage of the networks.

For a subsequent project on this topic, specific recommendations can be made, some of them concerning the scope of the project and others related with its implementation.

About the scope of the project:

- The rapid technological changes in this area require the introduction of new indicators and the redefinition of the existing ones. A periodical update of the concepts and definitions will be necessary. The methodological developments achieved in the framework of the OECD Working Party on the Indicators of the Information Society (WPIIS) should be closely followed and transferred to developing countries. In addition, some new aspects that could be particularly relevant in developing countries, such as the use of ICT in the informal economy, should be considered and analyzed.
- Once the developing countries have started producing ICT indicators, the goal of the project should be extended towards an improvement of the quality of these indicators. Standard quality reports could be suggested following the models of GDDS, SDDS and DWAF assessments. That would imply helping the countries improve their statistical infrastructure by implementing good enterprises directories and using better techniques for the collection, processing and dissemination of data.

About the implementation of the project, the following recommendations can be made:

- To extend the geographical coverage of the current networks by organising specific Regional Workshops and Training Courses in new areas, such as the CIS countries and the Pacific Islands
- To implement some follow-up activities with countries and regions already trained. There are a significant number of countries in Central Africa that have not been yet trained.
- To promote a wider use of the Manual for the Production of Statistics on the Information Economy by publishing the translations that are now underway and by extending the translation process to other widely spoken languages, such as Russian or Chinese.



- To take advantage of the momentum generated by the training courses and the connection through the annual data collection exercise to establish new networks among the attendants. Deeper contact among them and with UNCTAD experts will not only add to the sustainability of the project, but will also allow for a follow-up of the participants activities, and an assessment on the extent to which the newly acquired skills are being used
- To provide a positive response to the increasing number of new training courses and advisory missions to individual countries.
- To select very carefully the attendants to the training courses, making sure that they have a basic command of the working language, enough computing skills and sufficient mastering of the statistical techniques to make an optimal profit of the course. Special attention should be put to the activities organised in Asia, as the countries there have very different levels in terms of their current use of ICT.
- The data-base on the Core ICT indicators that is currently being implemented by the ICT Analysis Section in UNCTAD should be kept constantly updated, and should be made available to the public at large as soon as possible, as planned.
- Some more flexible rules for the implementation of new activities emerging as the project proceeds, or for the reallocation, within the established budget, of limited quantities of money, would benefit the efficient running of the project within the framework of the Development Account.

## 9. Key documents consulted

- World Summit on the Information Society, Geneva, December 2003
- UNCTAD XI conference, Sao Paulo, June 2004
- Measuring ICT website; a concept document. Prepared by ICT and E-Business Branch SITE, August 2005
- World Summit on the Information Society, Tunis, November 2005
- UNCTAD Project, L-5, Capacity Building for Information, Communication Technology Measurement and Policy, Project Proposal.
- UNCTAD Project, L-5, Capacity Building for Information, Communication Technology Measurement and Policy, Project Document
- Rapport de mission d'assistance technique au Royaume du Maroc dans le domaine des statistiques sur l'utilisation des TIC dans les entreprises, 18-22 Décembre 2006
- Project L-5. Annual Development Account Progress Report, January-December 2006
- Report of the Partnership on Measuring Information and Communication Technology for Development: information and communications technology statistics, presented at the Thirty Eighth Session of the Statistical Commission, U.N. ECOSOC, 27 February-2 March 2007
- Informe de validación. Curso para la Producción de Estadísticas sobre la Economía de la Información, Bogotá (Colombia), 10-14 diciembre 2007

- Compte Rendu de la Réunion des 4 et 5 Février 2008 á Tunis, lors de la mission de conseil et d'assistance technique auprès de l'INS tunisien dans le cadre de renforcement des capacités en matière de mesure statistique des TICs
- Validation Report, Training Course for the Production of Statistics on the Information Economy, Incheon (Republic of Korea) 18-22 February 2008
- Accra Accord, United Nations Conference on Trade and Development, Accra, April 2008
- Information Note, Expert Group meeting on the Manual for the Production of Statistics on the Information Economy. Geneva 26 May 2008
- Final Report, 2008 Global Event on Measuring the Information Society, Geneva, 27-29 May 2008
- Final Report, UNCTAD Mission to assist the Nepalese Government on ICT Measurement, 2-6 June 2008, Kathmandu (Nepal)
- Project L-5 : Annual Development Account Progress Report, January-December 2008
- United Nations Economic and Social Council, Resolution 2008/3
- Final Report, Training Course on Measuring ICT access and use in households and business, Port of Spain (Trinidad and Tobago), 26-30 January 2009
- Report of the Partnership on Measuring Information and Communication Technology for Development: information and communications technology statistics, presented at the Fortieth Session of the Statistical Commission, U.N. ECOSOC, 24-27 February 2009
- Manual for the Production of Statistics on the Information Economy, United Nations 2009
- Mission Report, Seminar on ICT Measurement and Indicators, 12-14 May 2009, New Delhi (India)
- Compte rendu de la Réunion des 24, 25, 26 et 27 Juin 2009 a Tunis, lors de la deuxième phase de la mission de conseil et d'assistance technique auprès de l'INS tunisien dans le cadre de renforcement des capacités en matière de mesure statistique des TICs
- Training material prepared for the Training Courses, Participants Guide and Modules 1,2,3,4 and 5
- Final Report. Training Course for the production of Statistics on the Information Economy, Addis Ababa (Ethiopia), 20-24 July 2009
- Rapport d'évaluation, Formation sur la mesure de l'économie de l'information, Rabat (Royaume du Maroc) 7-11 Décembre 2009
- United Nations Economic and Social Council, Report of the Partnership on Measuring Information and Communication Technology for Development, December 2009
- Project L5: Development Account Terminal Report, December 2009
- Report of the Partnership on Measuring Information and Communication Technology for Development: information and communications technology statistics, presented at the Forty First Session of the Statistical Commission, U.N. ECOSOC, 23-26 February 2010

## **ANNEX I: Evaluation criteria defined by the DAC**

### *a) Relevance*

- Whether the decisions to deliver the outputs produced under each project were based on appropriate criteria, taking into account the needs of beneficiaries, possible impact and effectiveness of such assistance
- Whether UNCTAD has played the most relevant role in helping the beneficiary countries view of its expertise, and assistance received by the countries from other development partners.

### *b) Impact*

- To what extent the project has facilitated the development of enhanced capacity in the areas of focus of each of the projects

### *c) Effectiveness*

- Whether the project has achieved planned objectives and produced mutually beneficial results
- Whether the scope of the project has been adequate in view of the existing resources and expertise

### *d) Efficiency*

- Whether the project has used the most efficient means in delivering the activities, for example, through the use of local resources when appropriate
- Whether the project schedule was met or activities implemented during reasonable established time parameters

### *e) Sustainability*

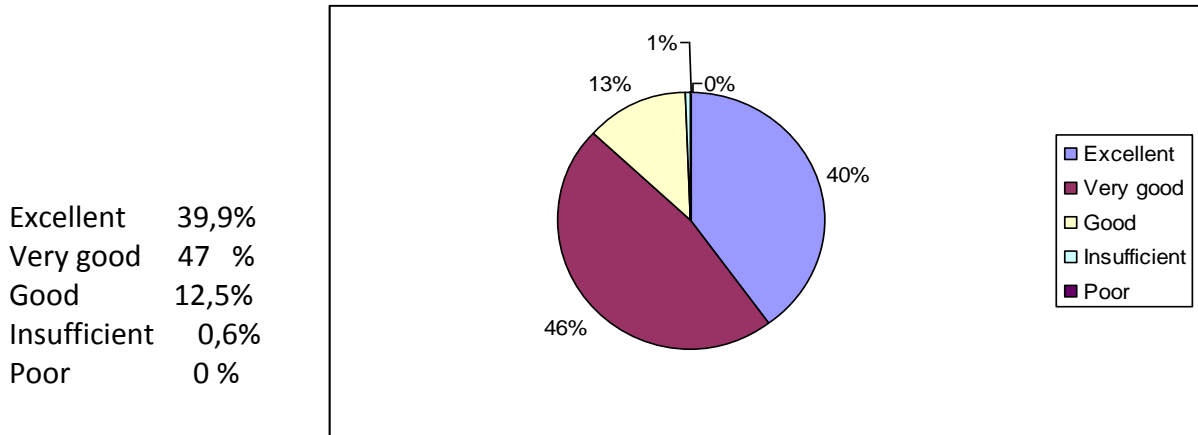
- Whether the project has been designed and implemented in such a way to ensure optimal sustainability of its impact in developing enhanced capacity for information and communication technology measurement and policy in beneficiary countries.

## ANNEX II: List of the reports and other documents consulted

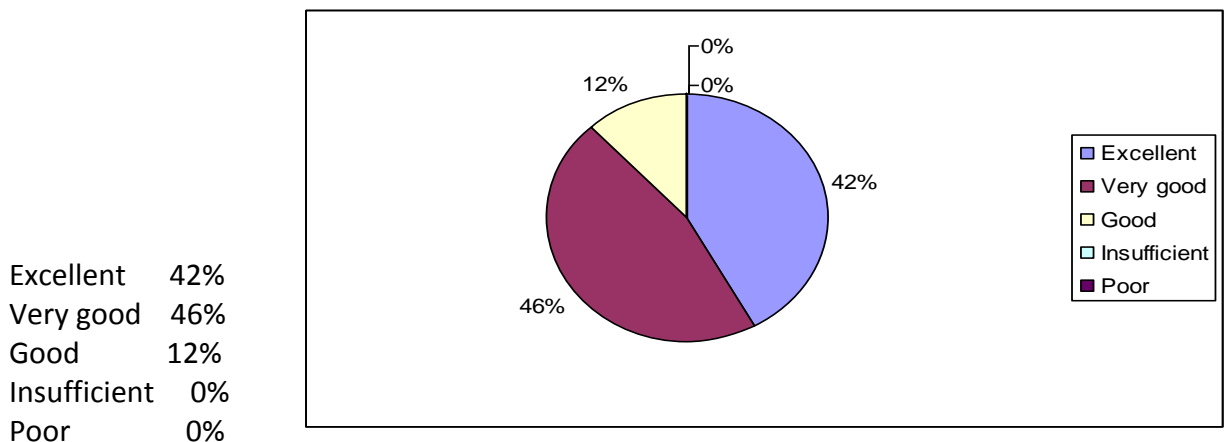
- Rapport de mission d'assistance technique au Royaume du Maroc dans le domaine des statistiques sur l'utilisation des TIC dans les entreprises, 18-22 Décembre 2006
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- Mission Report, Seminar on ICT Measurement and Indicators, 12-14 May 2009, New Delhi (India)
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- Final Report. Training Course for the production of Statistics on the Information Economy, Addis Ababa (Ethiopia), 20-24 July 2009
- Rapport d'évaluation, Formation sur la mesure de l'économie de l'information, Rabat (Royaume du Maroc) 7-11 Décembre 2009
- Project L5: Development Account Terminal Report, December 2009
- Report of the Partnership on Measuring Information and Communication Technology for Development, to be presented at the Forty First session of the Statistical Commission, U.N. ECOSOC, 23-26 February 2010

### ANNEX III: Training courses: Evaluation by the participants.

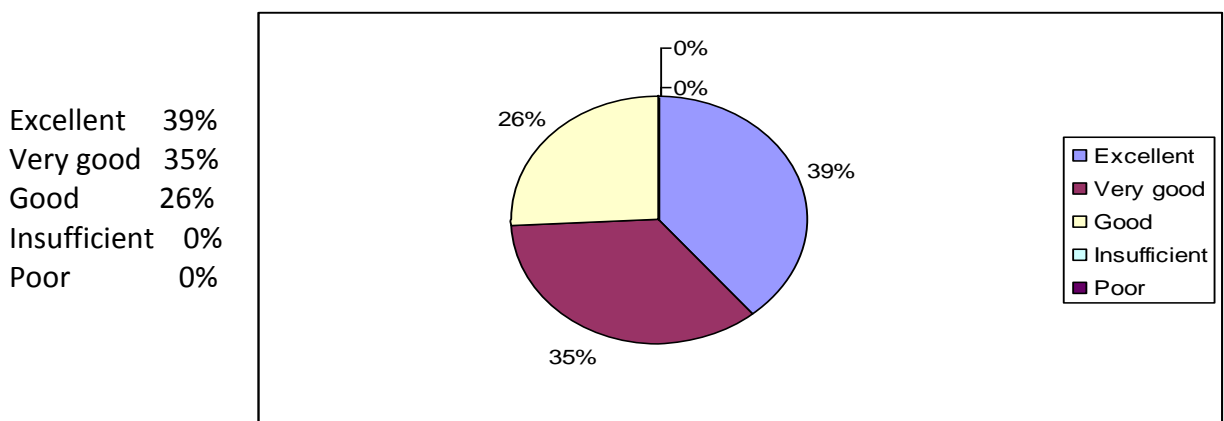
#### a) Training course organised in Bogotá (Colombia), 10-14 December 2007



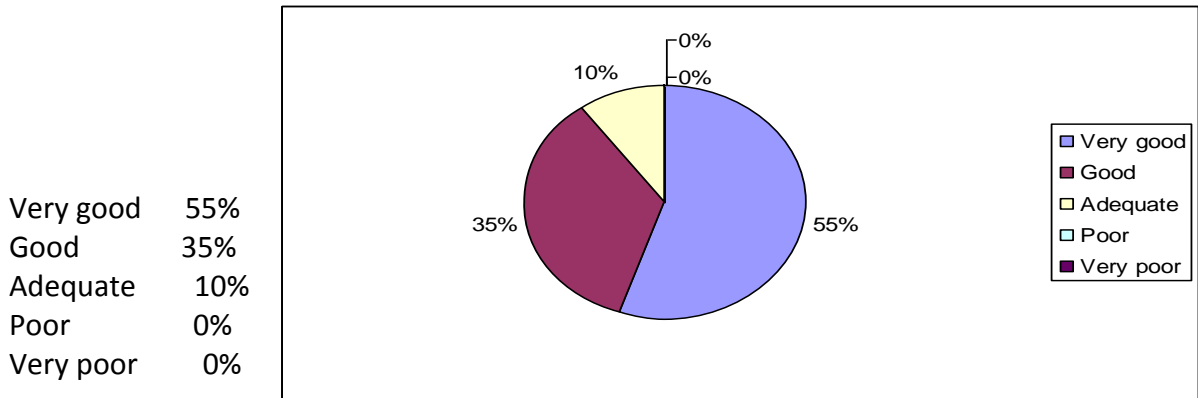
#### b) Training course organised in Incheon (Republic of Korea), 18-22 February 2008



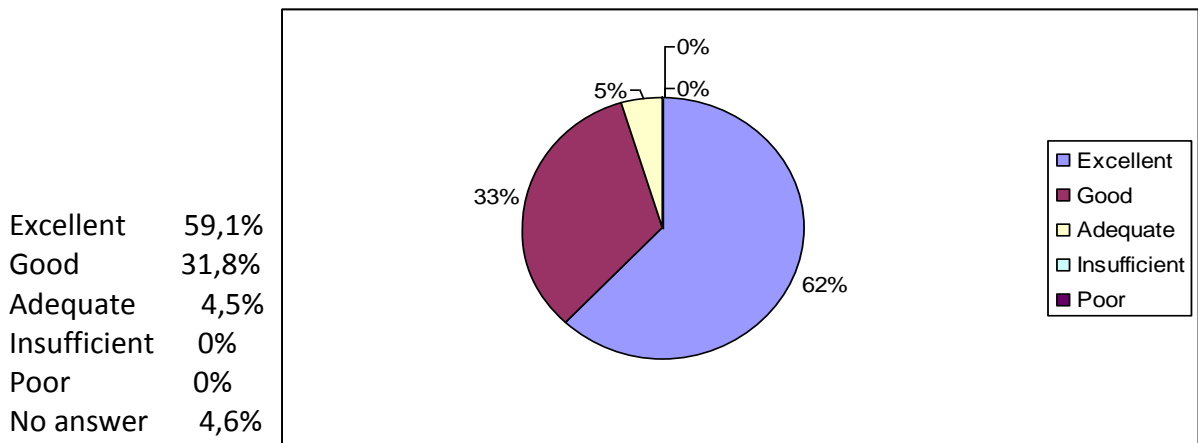
#### c) Training course organised in Port of Spain (Trinidad and Tobago), 26-30 January 2009



**d) Training course organised in Addis Ababa (Ethiopia), 20-24 July 2009**

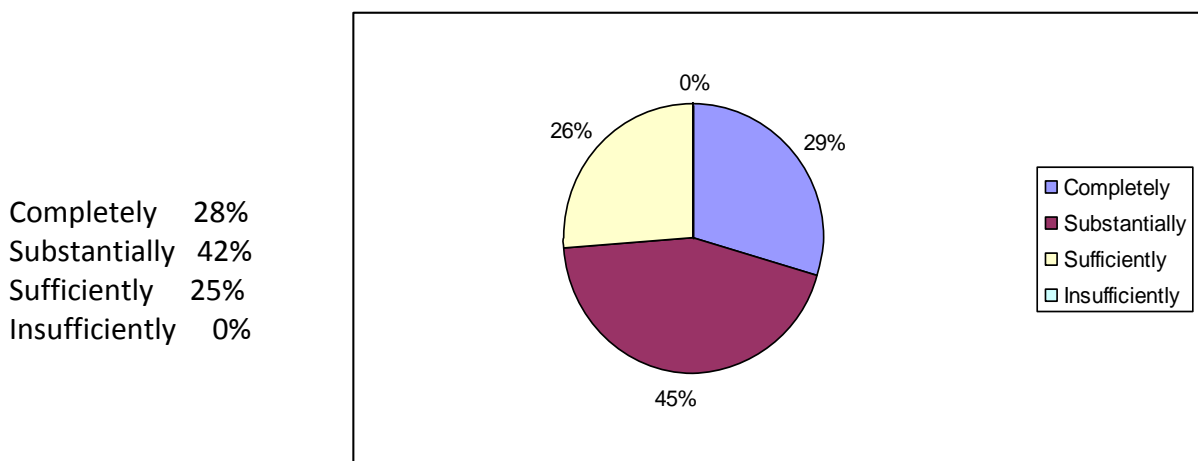


**e) Training course organised in Rabat (Royaume du Maroc), 7-11 December 2009**



**ANNEX IV: Workshops: Evaluations by participants**

To which extent did the conference achieve its immediate objectives?



## Annex V. Ad-hoc questionnaires for the survey to beneficiaries

a) Ad-hoc questionnaire sent to the beneficiaries of training courses

UNCTAD training course on the production of statistics on the information economy  
EVALUATION SURVEY

UNCTAD has organized the evaluation of one of its projects on ICT measurement, the *Development Account Project L-5, Capacity building for Information and Communication Technology measurement and policy*. This project seeks to provide relevant statistical institutions in developing countries with the capacity to produce internationally comparable ICT statistics and indicators. The project has been undertaken by the ICT analysis section, Division on Technology and Logistics. To carry-out this evaluation, UNCTAD has hired an independent expert who will among other things, run a survey among the project's beneficiaries.

The major outputs produced by UNCTAD under this project are:

- The creation and revision of the *Manual for the Production of Statistics on the Information Economy*.
- Regional courses on the production of statistics on the information economy held in Bogota, Incheon, Port of Spain, Addis Ababa and Rabat.
- Advisory missions in individual countries to support their ICT data collection efforts (Nepal, Morocco, Tunisia), and
- Regional and international workshops on the measurement of the information economy (including the Global event on measuring the information society held in Geneva in May 2008).

As a beneficiary from the training course, it would help the evaluation process if you could respond to the questionnaire below and supply your feedback and suggestions on the content and implementation of the course.

1. Do you think the training course provided by UNCTAD achieved the objective of providing participants with the capacities to produce internationally comparable statistics on the use of ICT by businesses, the ICT sector and trade in ICT goods?
2. How would you assess the impact over time of the course? To what extent do you benefit in your current work from training provided by UNCTAD?
3. What changes would you propose to the course in order to improve its results? Can you think of any activity that should have been added, suppressed or modified?
4. In what ways has your work benefited from the course?

5. Can you make suggestions for further activities that could contribute to the overall quality of UNCTAD's work on ICT measurement?

We thank you very much for your cooperation.

b) Ad-hoc questionnaire sent to the participants to meetings and workshops

<p>UNCTAD activities on the production of statistics on the information economy EVALUATION SURVEY</p>
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UNCTAD has organized the evaluation of one of its projects on ICT measurement, the *Development Account Project L-5, Capacity building for Information and Communication Technology measurement and policy*. This project seeks to provide relevant statistical institutions in developing countries with the capacity to produce internationally comparable ICT statistics and indicators. The project has been undertaken by the ICT analysis section, Division on Technology and Logistics. To carry-out this evaluation, UNCTAD has hired an independent expert who will among other things, run a survey among the project's beneficiaries.

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- Advisory missions in individual countries to support their ICT data collection efforts (Nepal, Morocco, Tunisia), and
- Regional and international workshops on the measurement of the information economy (including the Global event on measuring the information society held in Geneva in May 2008).

As a participant in meetings and workshops organized by UNCTAD on ICT measurement it would help the evaluation process if you could respond to the questionnaire below and supply your feedback and suggestions on the content and implementation of the meeting.

1. Do you think the meeting successfully contributed to the availability of internationally comparable statistical indicators on ICT measurement?
  
2. Do you think that the indicators agreed upon are relevant in terms of development? Please explain why.
  
3. Do you feel that the consultation process to make these indicators available has been inclusive enough?



4. Do you know of the *Manual for the Production of Statistics on the Information Economy* created by UNCTAD? If no, please move to question 7.
5. If so, have you used this manual in your work or has this manual been of use in your country to produce official statistics on the information economy?
6. How would you assess the quality and usefulness of this manual?
7. In what other ways have you benefited from UNCTAD's activities on ICT measurement?
8. Are there any benefits that you would have expected from UNCTAD's activities on ICT measurement that have not materialized? Why?
9. Can you make suggestions for further activities that could contribute to the overall quality of UNCTAD's work on ICT measurement?

We thank you very much for your cooperation.

## **Annex VI. Beneficiaries having answered to the questionnaire**

Ms. Azamolsadat Miri  
Trade Statistics Expert, Statistical Centre of Iran, Tehran

Ms. Estela T. de Guzmán  
Director, National Statistical Office, Philippines

Mr Badri Kumar Karki  
Statistics Officer, Central Bureau of Statistics, Nepal

Ms. Sandra Grant  
Statistical Officer, Central Statistical Office, St Vincent & the Grenadines

Mr Anirood Bundhoo  
Statistician, Central Statistical Office, Mauritius

Mr Yélogmissé Aiyéton Luc Boko  
Chef Division Etudes en Prospective, Autorité de Regulation des Postes et Télécommunications (ARPT), Benin

Mme. Astou Sagna  
Chef Division Statistiques Economiques , Agence Nationale de la Statistique et de la Démographie (ANSD), Sénégal

Mr.Sankar Placide Some  
Ingénieur Statisticien Economiste, Institut National de la Statistique et de la  
Démographie (INSD), Burkina Faso

Mr. Olivier Tchamago Kouedeu  
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## **Annex VII. Senior staff from UNCTAD and from other Member organisations of the Partnership interviewed**

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