

Impact of ICT and e-Services on Social and Economic Development

Presented by Matthew Perkins



Introduction

- ESCWA activities in the Field of Measuring Information Society
- Strategic Process
- Prioritization
- Impact of ICT on Socio-Economic Development
- Impact of ICT on Arab Youth

Role of ESCWA in ISM (1)



- Active member of the Partnership on Measuring ICT for Development since 2004;
- Preparing Publications/Studies;
- Holding specialized EGM/Workshop;
- Building the capacities of member countries on IS measurement;
- Profiling the IS nationally and regionally since 2003;



Role of ESCWA in ISM (2)

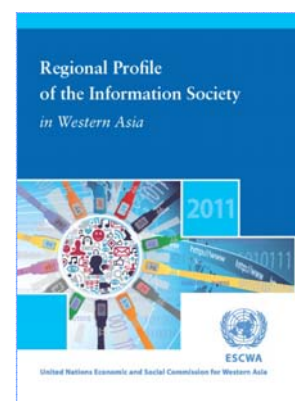


- Portal and tools for profiling and measuring IS
- Information Society Portal for the ESCWA Region
- ESCWA Statistical Information System (ESIS)
- Contributing to the regional initiatives related to Measuring the IS

- EGM on “*Standardizing Information Society Measurements in the ESCWA Region*” – May 2011
- Awareness raising Workshop on “*Standardizing Information Society Measurement Models*” – December 2011

Publications/Studies 2010-2011

- “*Building a Common Benchmarking Model for the ESCWA Region*” (Dec. 2010) (En, Ar);
- “*Regional Profile of the Information Society in Western Asia*” 2011 (En);



Publications/Studies (Partnership)



- Contributed to the “*Core ICT Indicators*” 2010;
- Provided the Arabic version in December 2010.
- Provided the Arabic version of UNCTAD’s “*Manual for the Production of Statistics on the Information Economy*”; in collaboration with Egypt’s CAPMAS (November 2010)

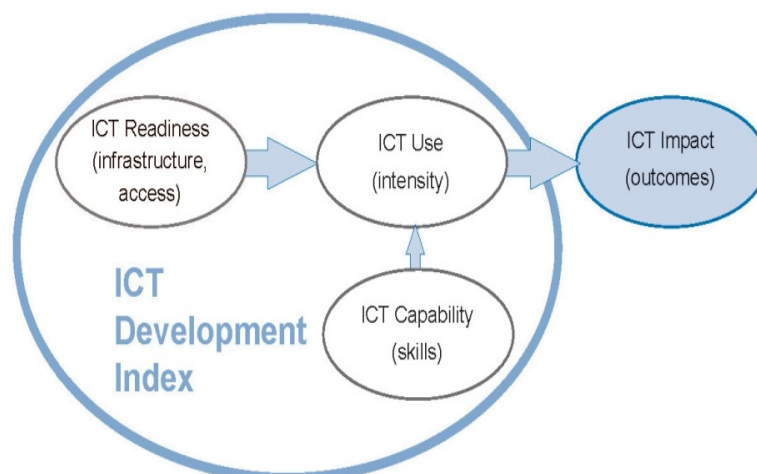


Capacity-Building on IS Measurement



- Training workshops carried out at the regional, sub-regional and national level;
- Collaboration with regional and international organizations (ITU, UNCTAD, UIS, OECD, AITRS) and national statistics offices;
- Advanced Training Workshop on Measuring ICT Indicators for the GCC (National Bureau of Statistics), March 2011, United Arab Emirates;
- Advanced Training Workshop on Core and Composite ICT Indicators (MoICT), July 2011, Jordan

- ICTD has adopted a conceptual framework for measurement that considers ICTs as critical for countries that are moving towards establishing knowledge-based societies



Source: ITU (2010).

Prioritization

- This presentation focuses on two key research outputs
- Scope focuses on impact of ICT on outcome variables
- Aspects such as capacity-building recommendations are not included

Impact of Selected eServices on Socio-Economic Development

Non-recurrent Publication 2013

Research Focus

Study: Impact of ICT and e-Services on
Social and Economic Development

- With reference to the ESCWA and ICTD Strategy and the international conceptual model these activities focus on:
 - Youth
 - Emerging ICT Applications
 - Data-driven Decision Making
 - Success stories

Purpose of the study



- Enhanced capacity of member countries to measure and benchmark their progress towards the realization of the information society including the impact of ICT initiatives on socio-economic development...
- ...evaluate impacts and benchmark national development with other countries based on international indices...

Stakeholders



- Governments
- Decision-makers
- NGOs
- Community groups
- ICT applications developers
- Public
- Private institutions
- R&D industry

Research Question



- How can EMCs assess and measure and the impact of selected e-services on social and economic development in terms of :
 - improved efficiency and productivity,
 - effectiveness of government processes,
 - reducing costs and optimizing resources?

Methodology



- Case Study Research: Drawing upon research from the International Communities and the ESCWA member countries, illustrative case studies will be examined for lessons learned.
- Direct Data Collection: Utilizing online data collection mechanisms, representative sampling and extrapolative modeling will be undertaken.
- Synthesis and analysis

- Recommendations of the study will be based on the analysis of success stories from international communities and from the region as well as the results of selected survey.
- Policy makers will be better informed about what eServices should be prioritized for maximum impact on socio-economic development.

Impact of ICT on Arab Youth

Non-Recurrent Publication 2013

Strategic Framework link:

- Perceptible improvements in the region's information and communications technology (ICT) production and service sectors...
- The subprogramme will continue to place special emphasis on promoting an enabling environment and harnessing the development of thematic applications of information and communications technology, including e-services and digital content in Arabic, with the aim of building on information and communications technology as an agent of change to empower citizens and improve the quality of life.

Research Question:

- How have emerging ICT applications impacted the social, political and economic lives of youth in the Arab region?

- Potential Areas of Focus:
 - Facilitating Employment through ICT tools
 - Job creation
 - Bridging the cultural gap
 - eParticipation & Governance
 - Local Content
 - Democracy
 - Gender Empowerment

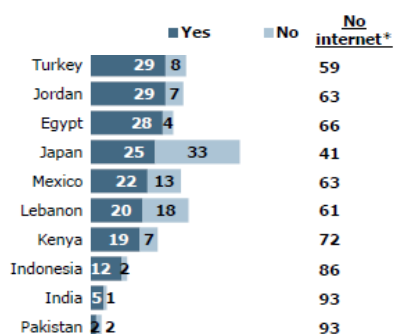
- Revise and extend internationally comparable research
 - Global Attitudes Project (2011)
 - Social Networking Sites and Politics (2011)
 - Arab Social Media Report (on going)
 - Direct Data Collection

Impact of ICT on Arab youth



- Existing research indicates intriguing research questions in ICT impact.

Social Networking Usage



Young Much More Likely to Use Social Networking

% That use social networking (based on total)

	18-29 %	30-49 %	50+ %	Oldest-youngest gap
Lebanon	47	15	2	-45
Jordan	33	31	16	-17
Egypt	27	33	18	-9
Japan	58	42	6	-52
China	55	30	9	-46
Indonesia	26	8	0	-26
India	9	4	1	-8
Pakistan	5	1	0	-5
Mexico	48	15	5	-43
Kenya	25	15	6	-19

Impact of ICT on Arab youth



- In order to be methodologically robust, data collection standards of original research must be considered and emulated.

		Q69 ASK ALL INTERNET USERS (Q66=1): Do you ever use online social networking sites like (Facebook, INSERT COUNTRY SPECIFIC EXAMPLES)?			Total	N
		Yes	No	DK/Refused		
Turkey	Spring, 2011	76	22	3	100	420
	Spring, 2010	68	31	1	100	424
Egypt	Spring, 2011	85	13	2	100	331
	Spring, 2010	79	20	0	100	225
Jordan	Spring, 2011	80	20	0	100	361
	Spring, 2010	74	25	1	100	322
Lebanon	Spring, 2011	53	47	0	100	462
	Spring, 2010	52	47	1	100	442

Summary

ICTD is using direct data collection to deliver insightful research on the ESCWA region.

Main Challenges of the presented studies

Direct data collection

International and regional success stories

Analysis and synthesis

Indicators for Impact Measurement