

LAUNCH OF THE 2016 ICT PUBLIC SECTOR AND ENTERPRISE SURVEY REPORTS

BY

MR. ZACHARY MWANGI
DIRECTOR GENERAL
KENYA NATIONAL BUREAU OF STATISTICS

26TH APRIL 2017

OUTLINE

- Introduction
- Objectives
- *Surveys' Coverage*
- Highlights of the 2016 ICT public institutions survey report
- Highlights of the 2016 ICT enterprise survey report
- A comparison of selected ICT indicators between institutions and enterprise
- Future work on ICT statistics

INTRODUCTION

- Over the recent past, Kenya has been focusing on transforming herself into a knowledge-based economy
- Information and Communication Technology (ICT) has played a fundamental role both as an innovative economic sector and a catalyst for the other sectors
- The Government identified ICT as a key enabler in the achievement of Vision 2030 goals and aspirations
- The Information and Communication Technologies (ICTs) play an important role in facilitating
 - business processes
 - public sector operations and service delivery

INTRODUCTION

- There exists data gaps on access and usage of ICTs in enterprises and public institutions
- Therefore, the Kenya National Bureau of Statistics (KNBS) and the Communications Authority of Kenya (CA) conducted the 2016 ICT Public Sector and Enterprise Surveys with a view to providing comprehensive information on the availability of ICT infrastructure, access and use of ICTs
- The surveys were conducted in the period of February-May 2016

OBJECTIVES

The main objective of the 2016 ICT Public Sector and Enterprise surveys was to measure:

- Access to ICTs and
- Use of ICTs

Specific objectives of the surveys were to:

- Assess the availability of ICTs infrastructure and their applications in enterprises and public institutions;
- Measure the usage of e-commerce in enterprises;
- Measure availability of e-government services in public institutions;
- Assess the existence of ICT policies
- Generate national level ICT baseline indicators for both enterprises and public institutions

SURVEYS' COVERAGE

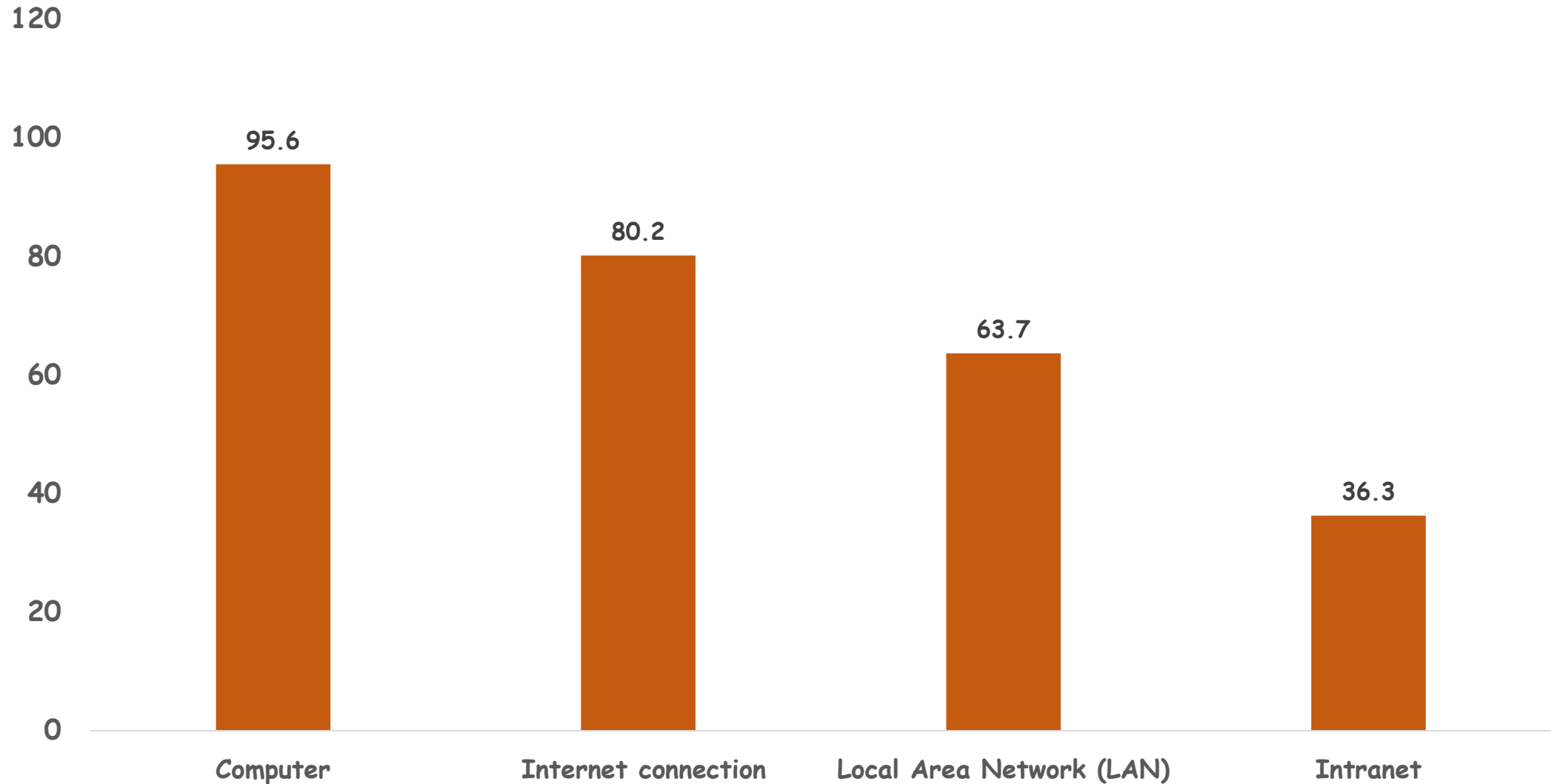
- Public Institutions ICT Survey 2016
 - Covered ministries and departments within the National and County Governments, State Corporations, learning institutions, Hospitals (level 4 and 5), Constitutional Commissions and Independent offices
 - Sample size: 1,030
 - Response rate: 86.4 per cent
- Enterprise ICT Survey 2016
 - Covered all economic activities except Agricultural, forestry and fishing where only horticultural enterprises were included
 - Sample size: 4,000
 - Stratification; by economic activity and size of enterprise (number of employees)
 - Sampling technique: A systematic random sample was drawn to represent all the enterprises in the targeted economic sectors
 - Response rate: 88.3 per cent

HIGHLIGHTS OF THE PUBLIC SECTOR ICT REPORT 2016

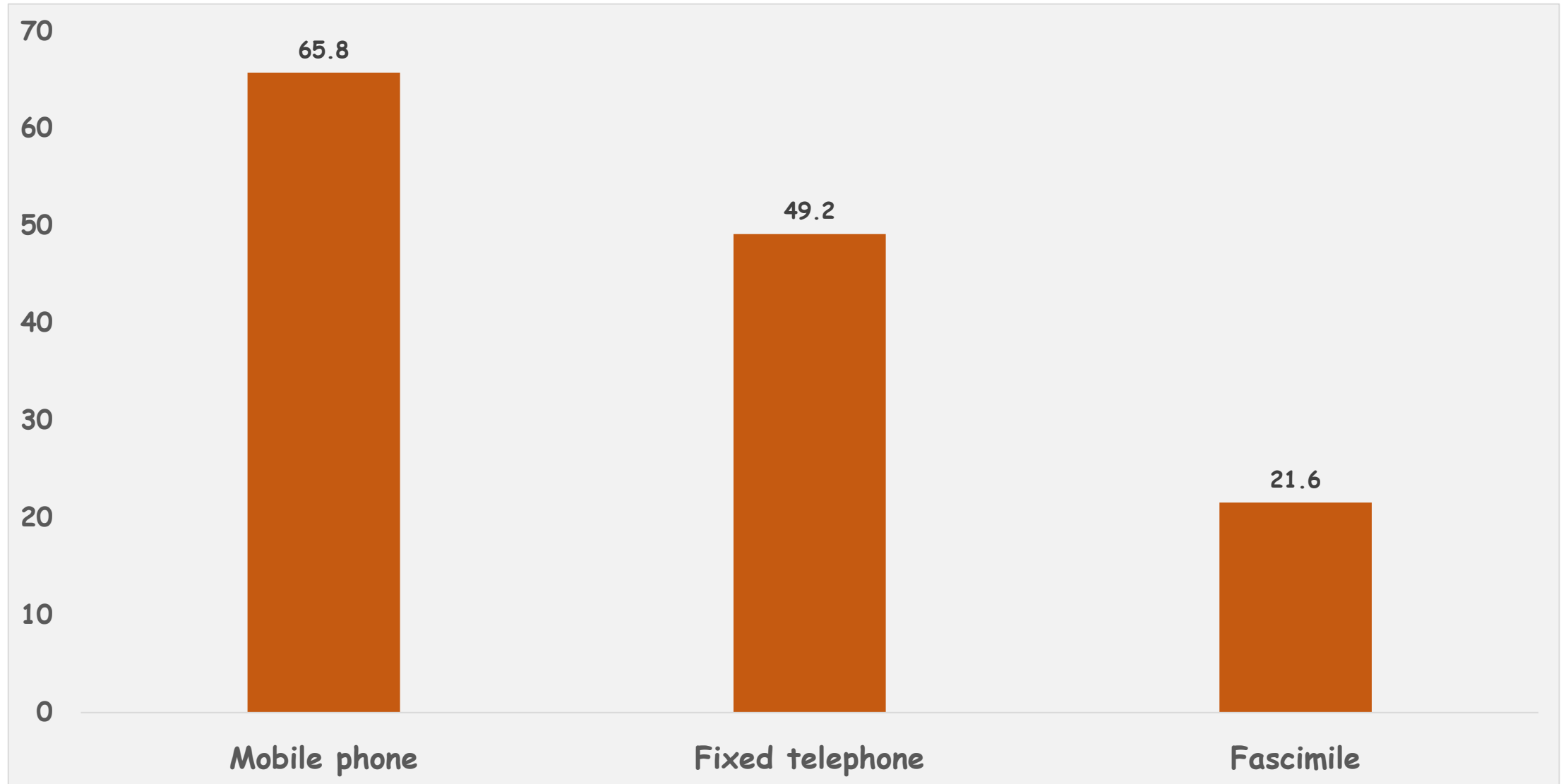
ICT Infrastructure by Public Institutions

- Use of ICTs in the public sector can improve efficiency in service delivery to the citizens
- Availability of ICT infrastructure in institutions is a key indicator measuring ability of the institutions to deliver services
- Generally, ownership of ICT infrastructure by public institutions was found to be high for
 - Computer
 - Internet and
 - Local Area Network (LAN)
 - Telephone
- However, use of intranet and facsimile was found to be low

Proportion of Public Institutions with Selected ICT Infrastructure



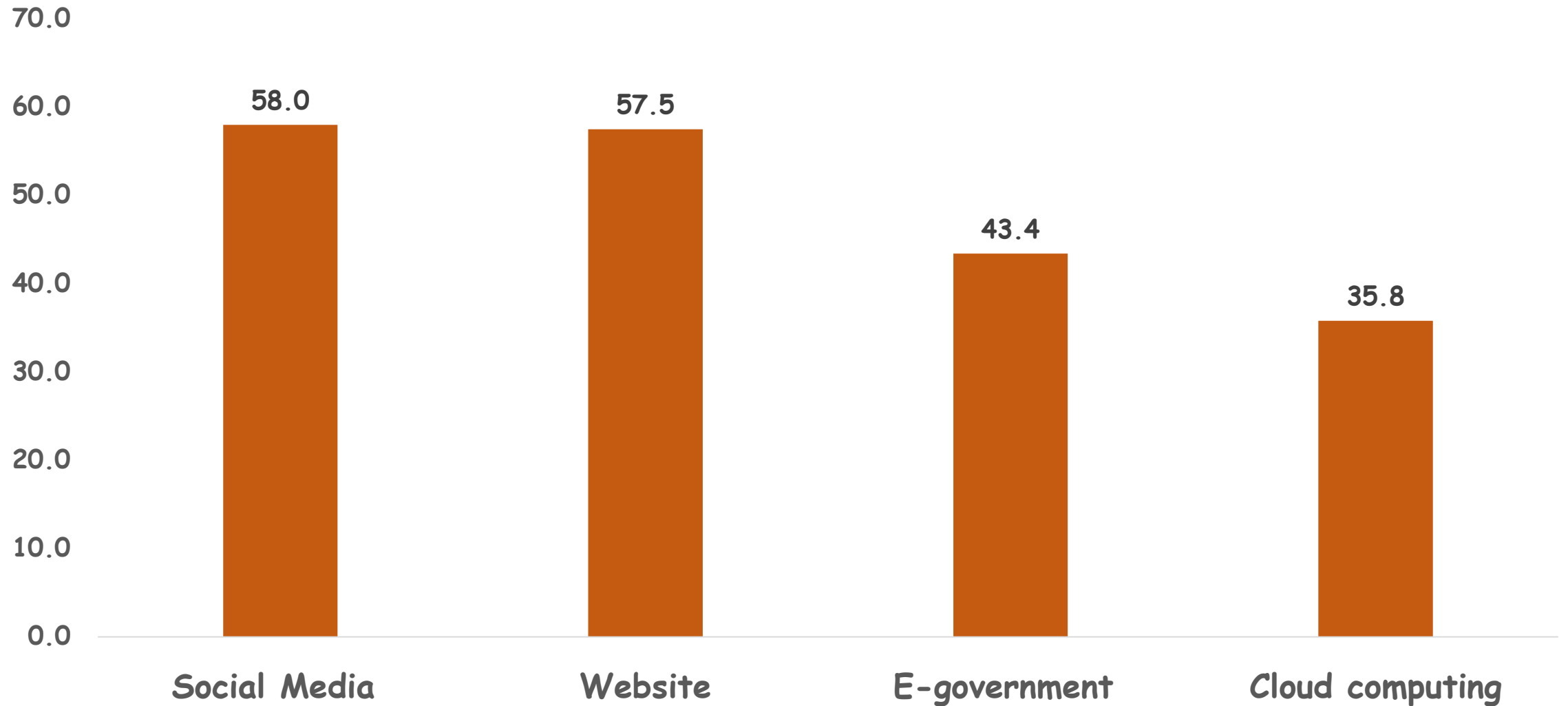
Proportion of Public Institutions with Telephone by Type



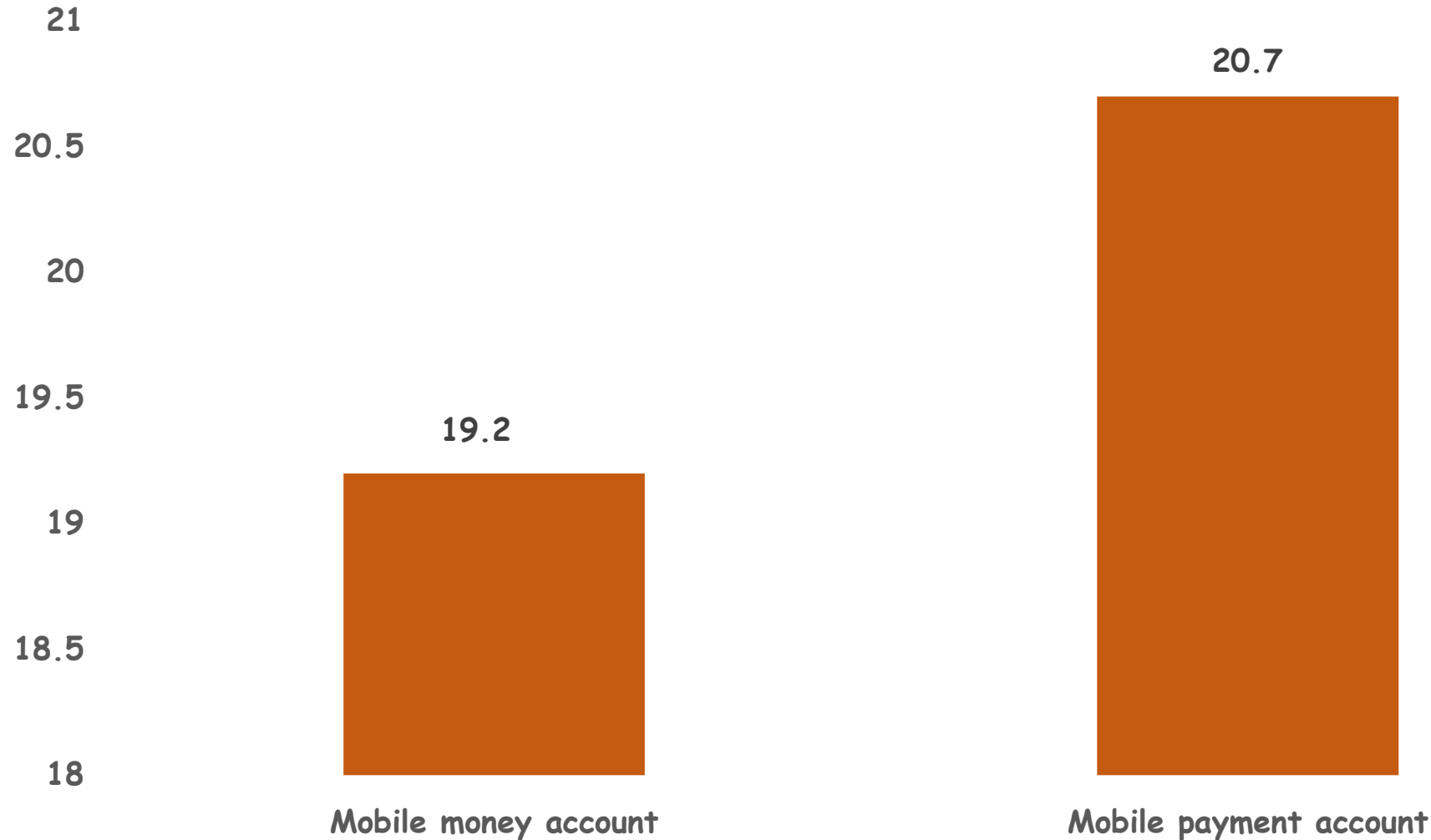
Use of ICT Applications in Public Institutions

- The provision of public services is simplified and more effective with the availability of ICT technologies and innovations.
- A number of public institutions were found to; have an active website, use social media applications, and use cloud computing services. This is an indication of government using innovation to improve government service delivery.
- Majority of public institutions were found to have embraced ICT by offering public services online

Proportion of Public Institutions using ICT Applications



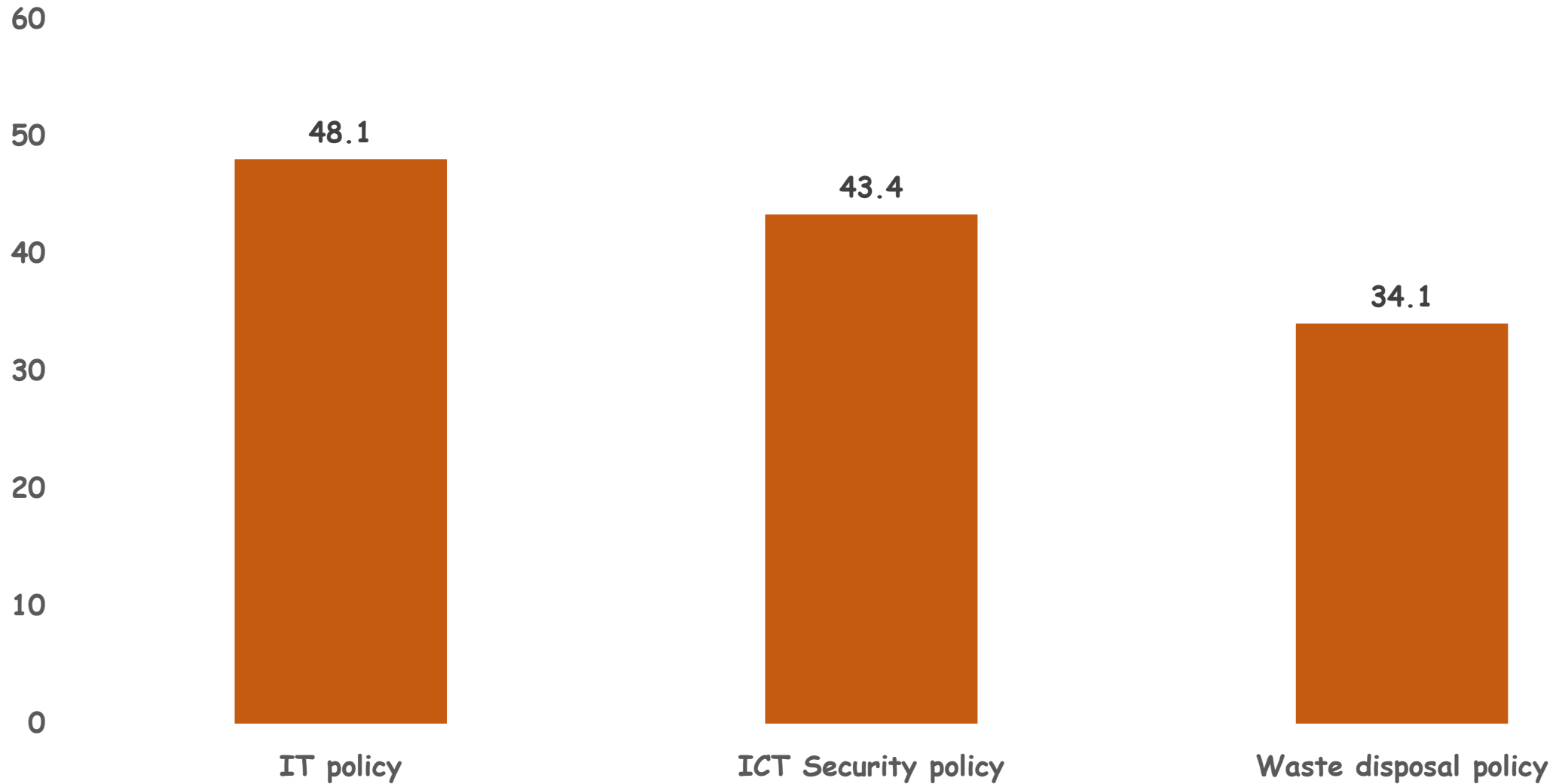
Proportion of Public Institutions with Mobile Money and Mobile Payment Account



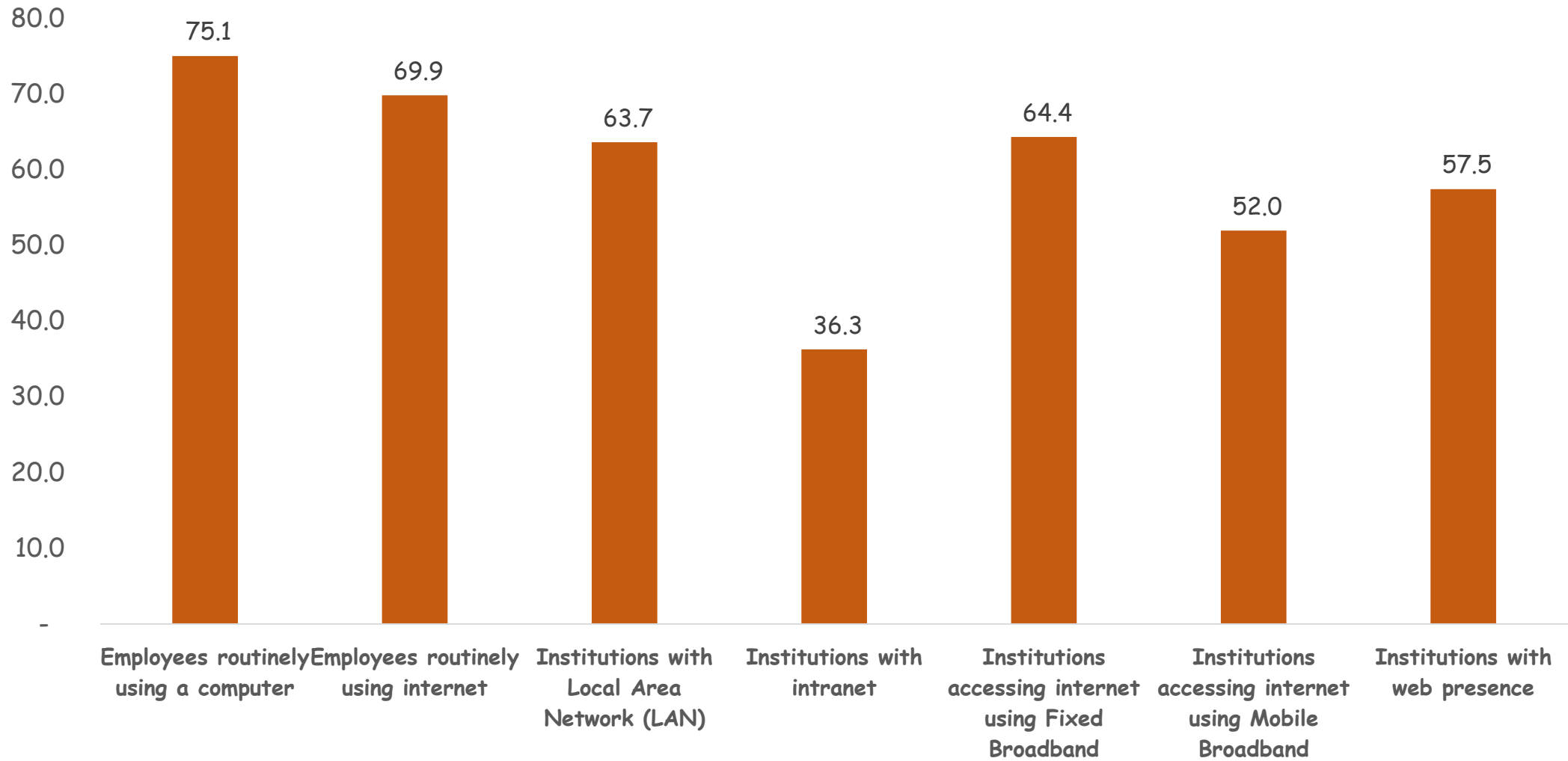
ICT Related Policies in Public Sector

- ICT management involves the implementation and maintenance of an organization's ICT system with reference to its guiding policies and procedures
- The survey sought to establish existence of the following policies in public institutions:
 - IT policy
 - ICT security policy
 - Waste disposal policy

Proportion of Public Institutions with ICT Related Policies



Use of ICTs in Public Institutions



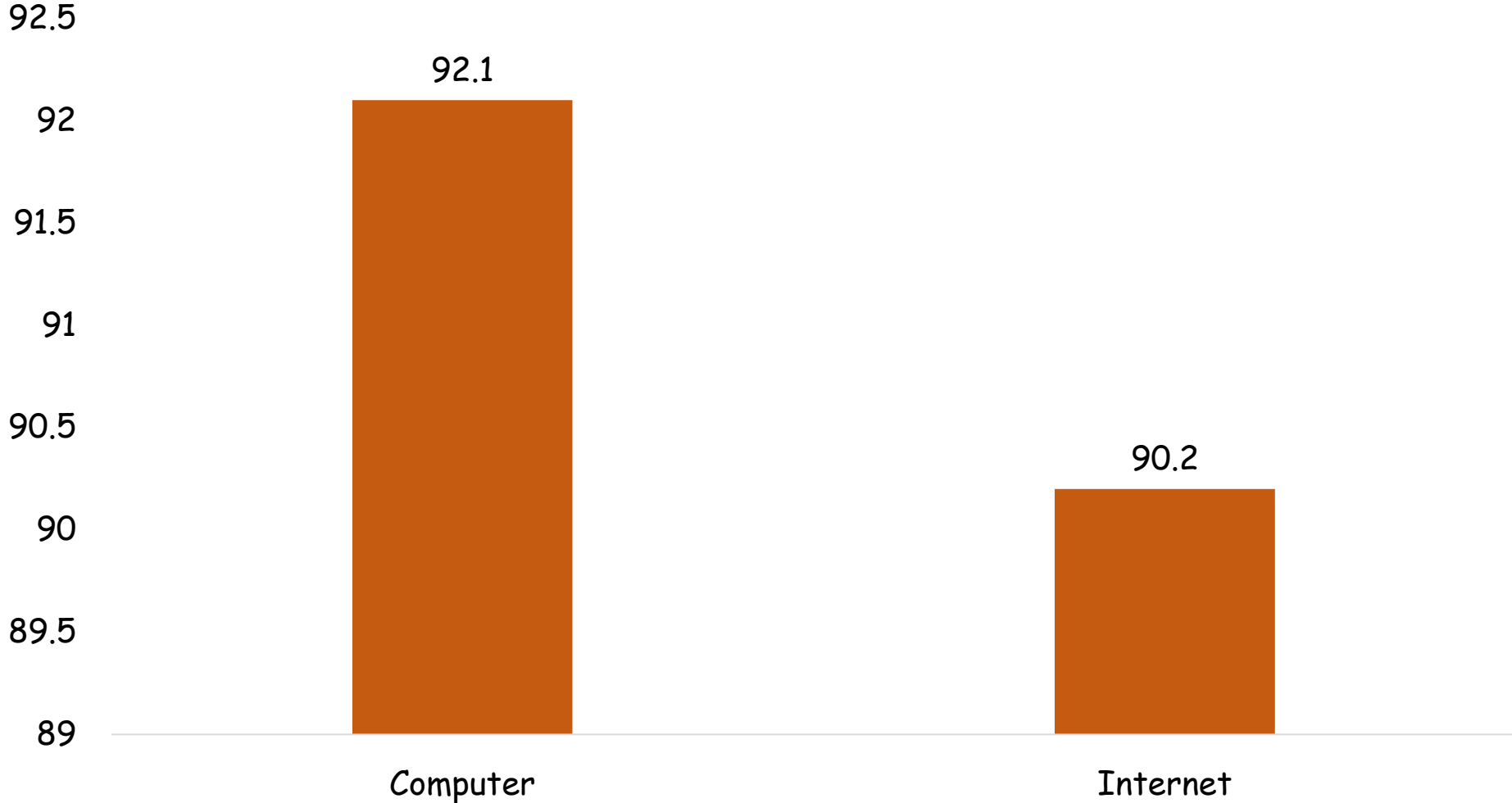
HIGHLIGHTS OF THE
ENTERPRISE ICT REPORT 2016

Use of ICT Infrastructure by Enterprises

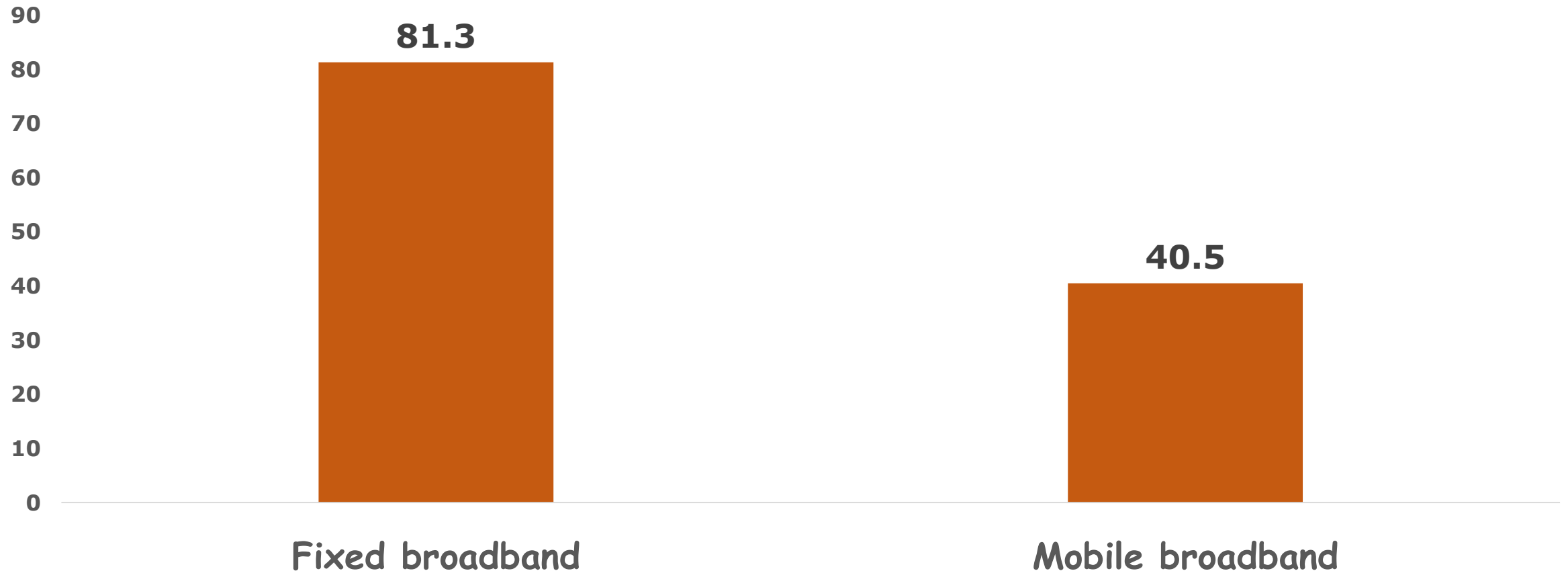
ICT in a business environment can be used for

- Recording Data, Storing data, Manipulating data and Retrieving data
 - Processing
 - Selling and buying
 - Advertising and marketing
-
- The use of ICTs in businesses enhances
 - Communication with customers, partners and government
 - Transaction and transmission of documents and files
 - Business operations
 - Improves business's overall performance

Proportion of Enterprises using Computer and Internet

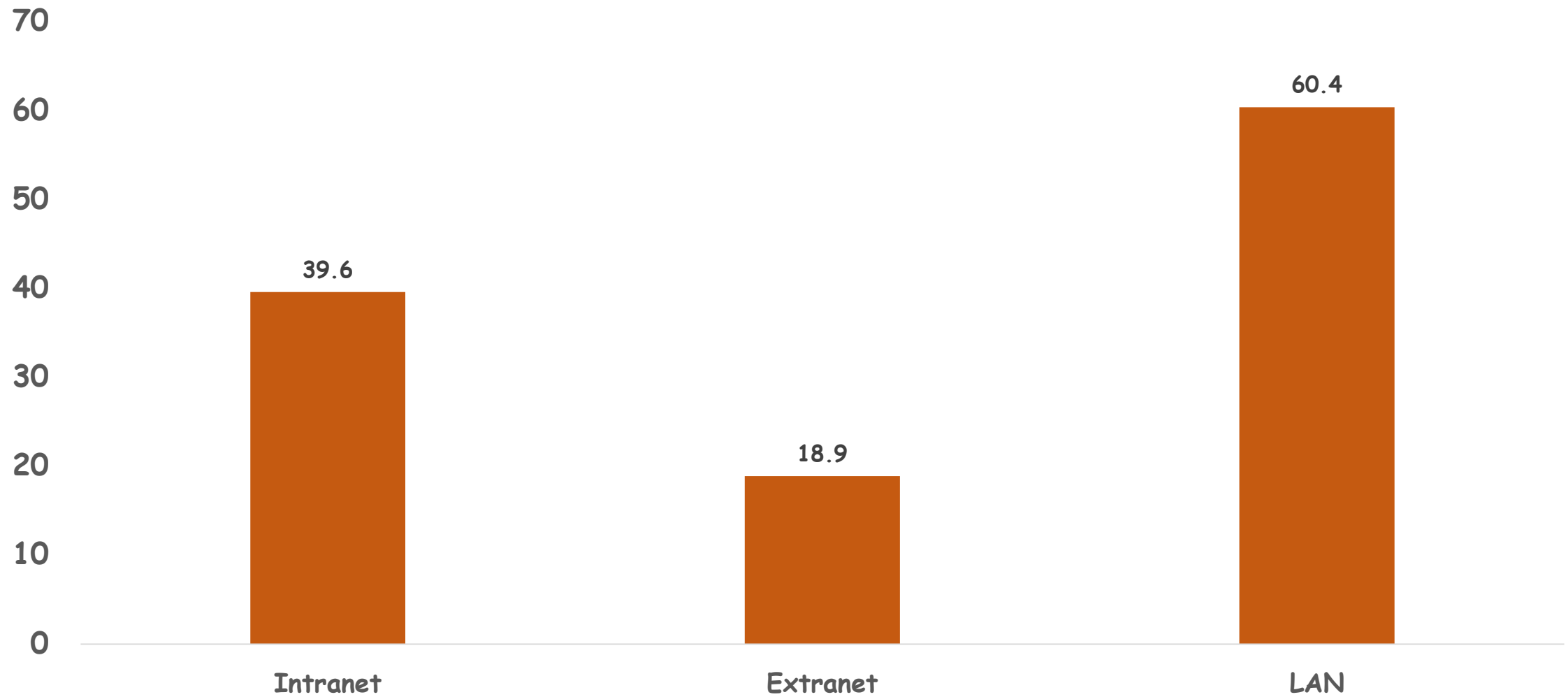


Proportions of Enterprises with Internet Connection by Type of Broadband

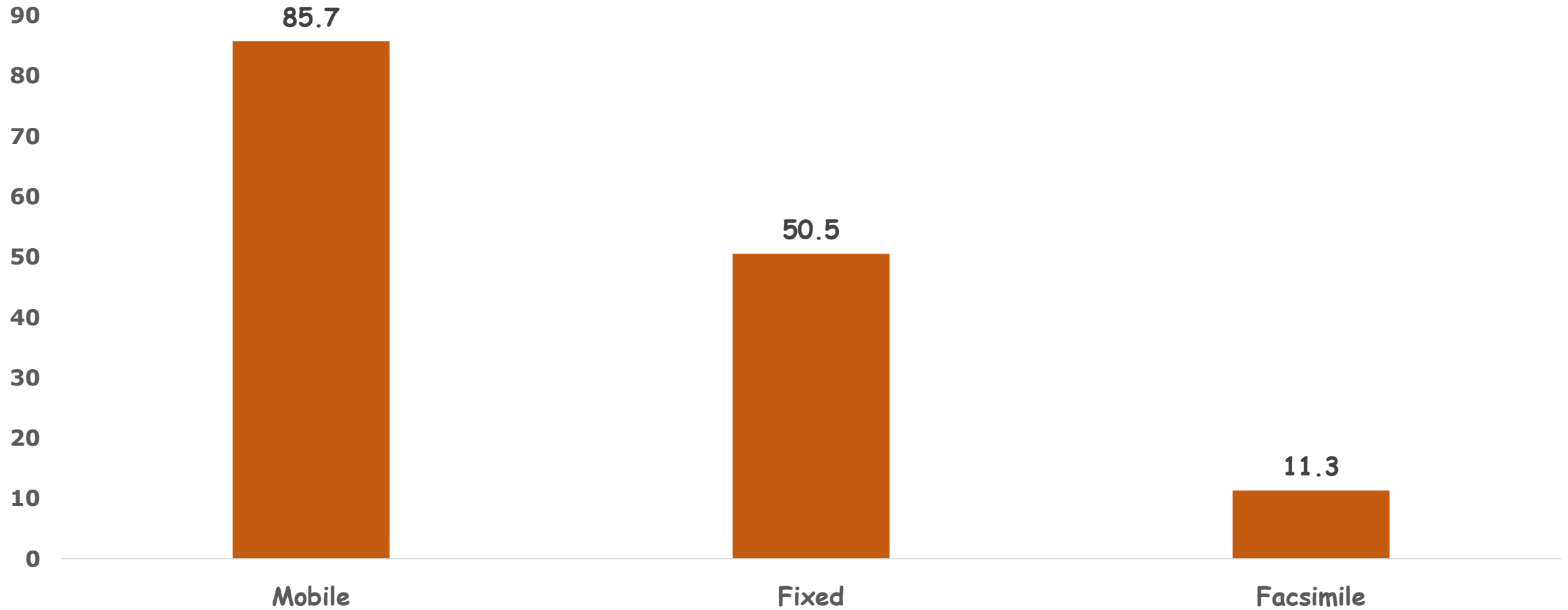


- Use of fixed broadband by businesses was significantly higher than that of mobile broadband

Proportion of Enterprises with Internet by Type of Network



Proportion of Enterprise with Telephone by Type

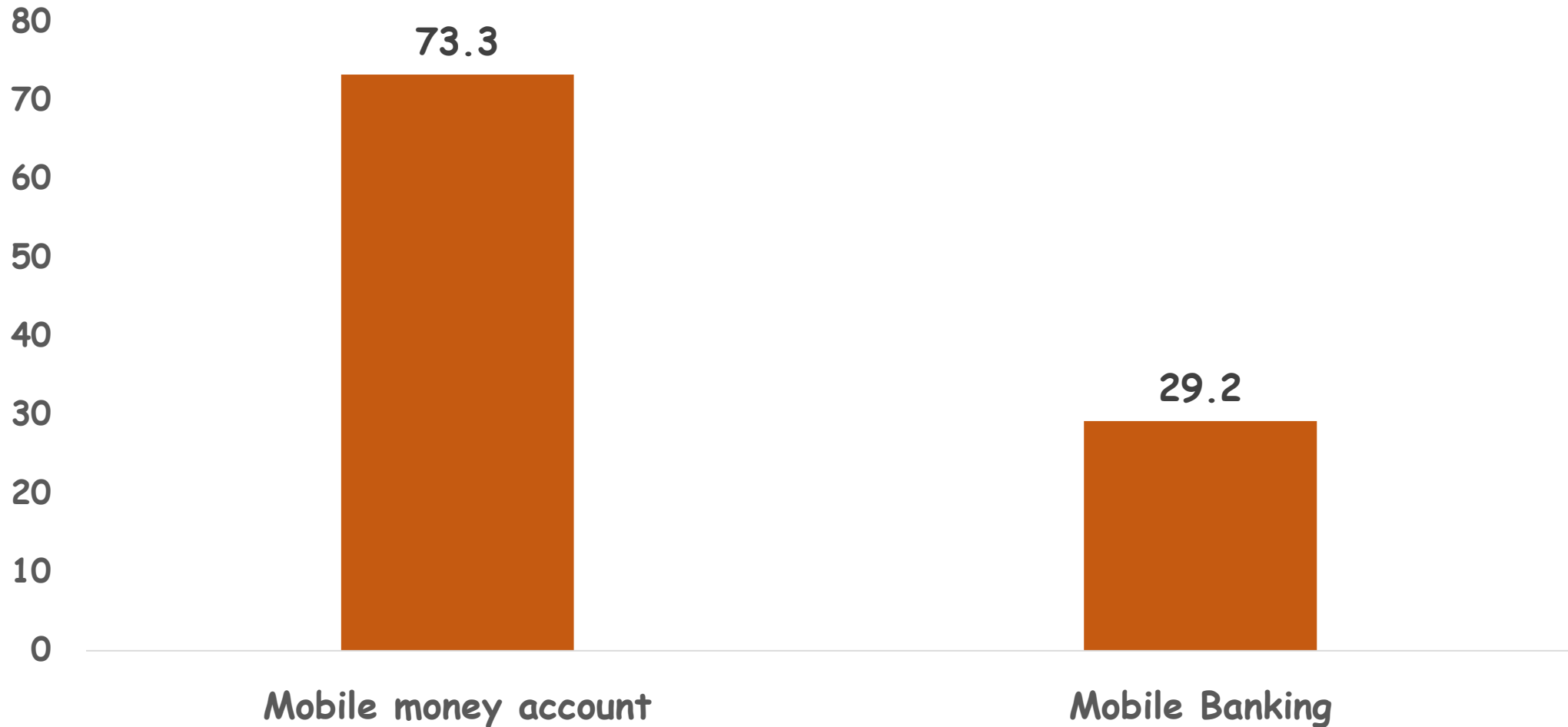


Use of ICT Applications by Enterprises

The use of ICT applications enables business to:

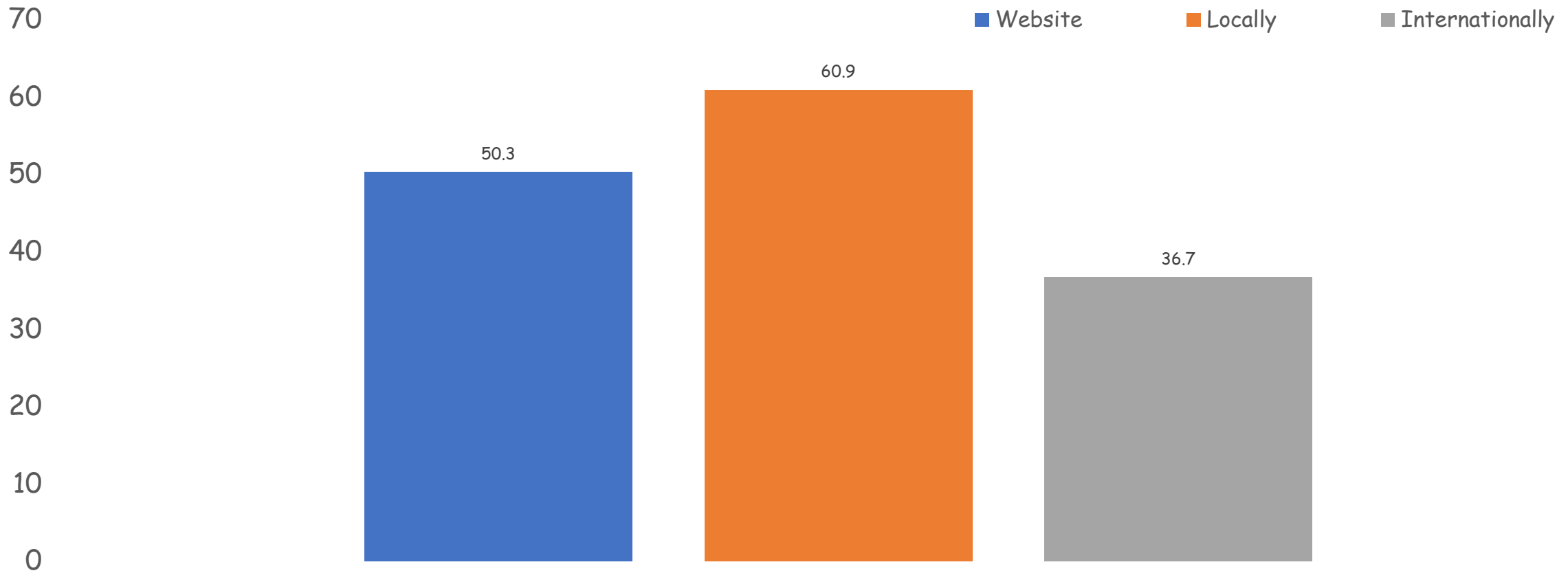
- Communicate easily and faster
- Increase sales
- Advertise their products on cheaper platforms
- Receive and make payments easily

Proportion of Enterprises with Mobile Money Platform



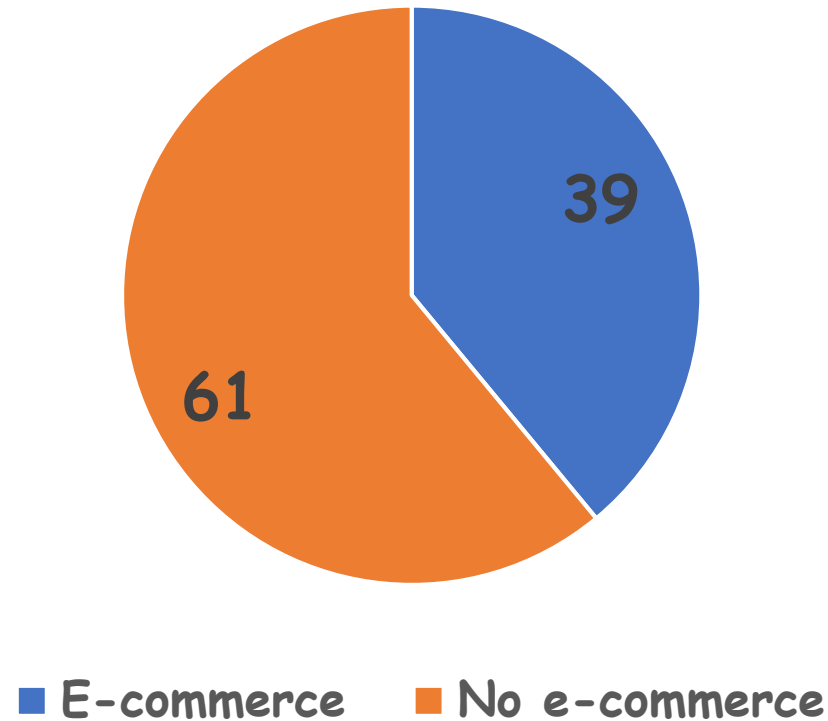
Proportion of Enterprises with a Website and Hosting Location

- Half of the enterprises had a website
- Most businesses preferred to host their websites locally

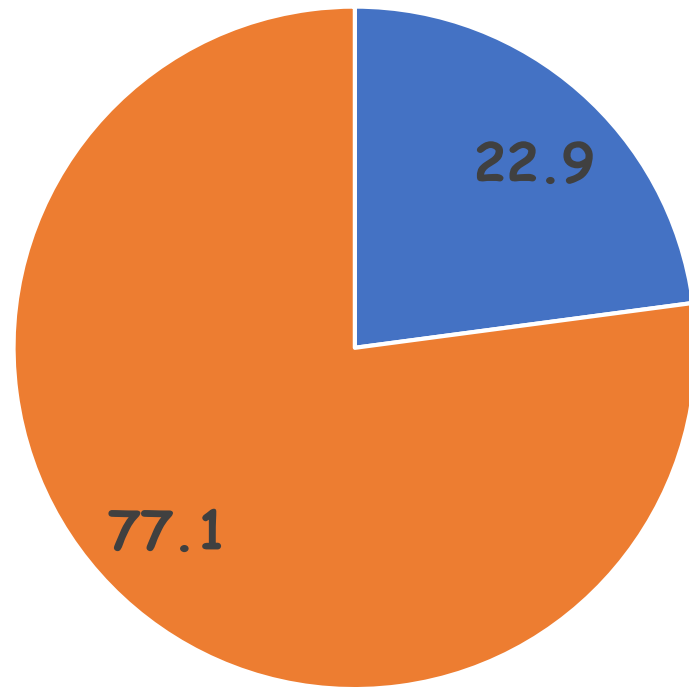


Proportion of Enterprises Engaged in E-Commerce

- E-commerce entails trading online (buying and selling) using automated systems.



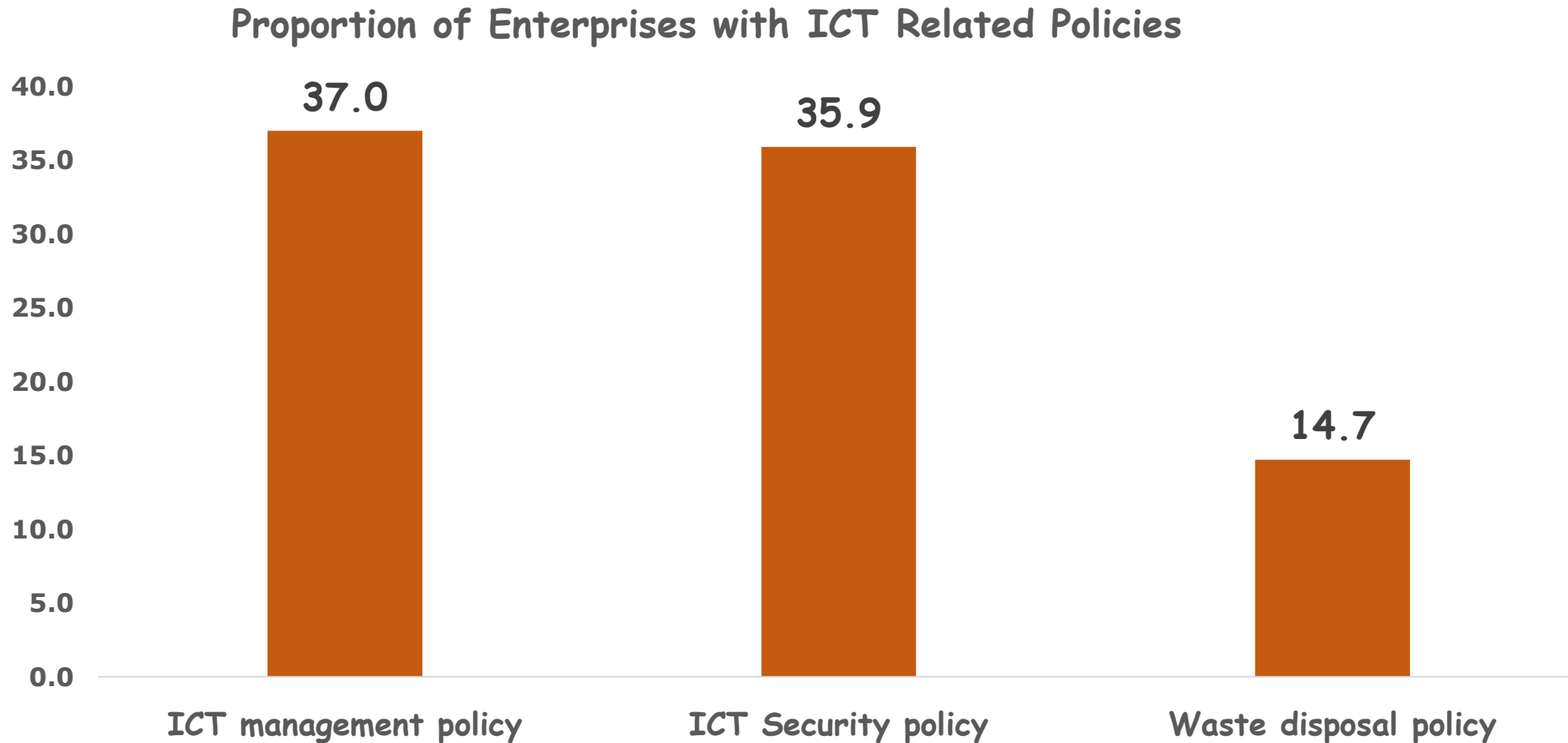
Proportion of Enterprises using Cloud Computing Services



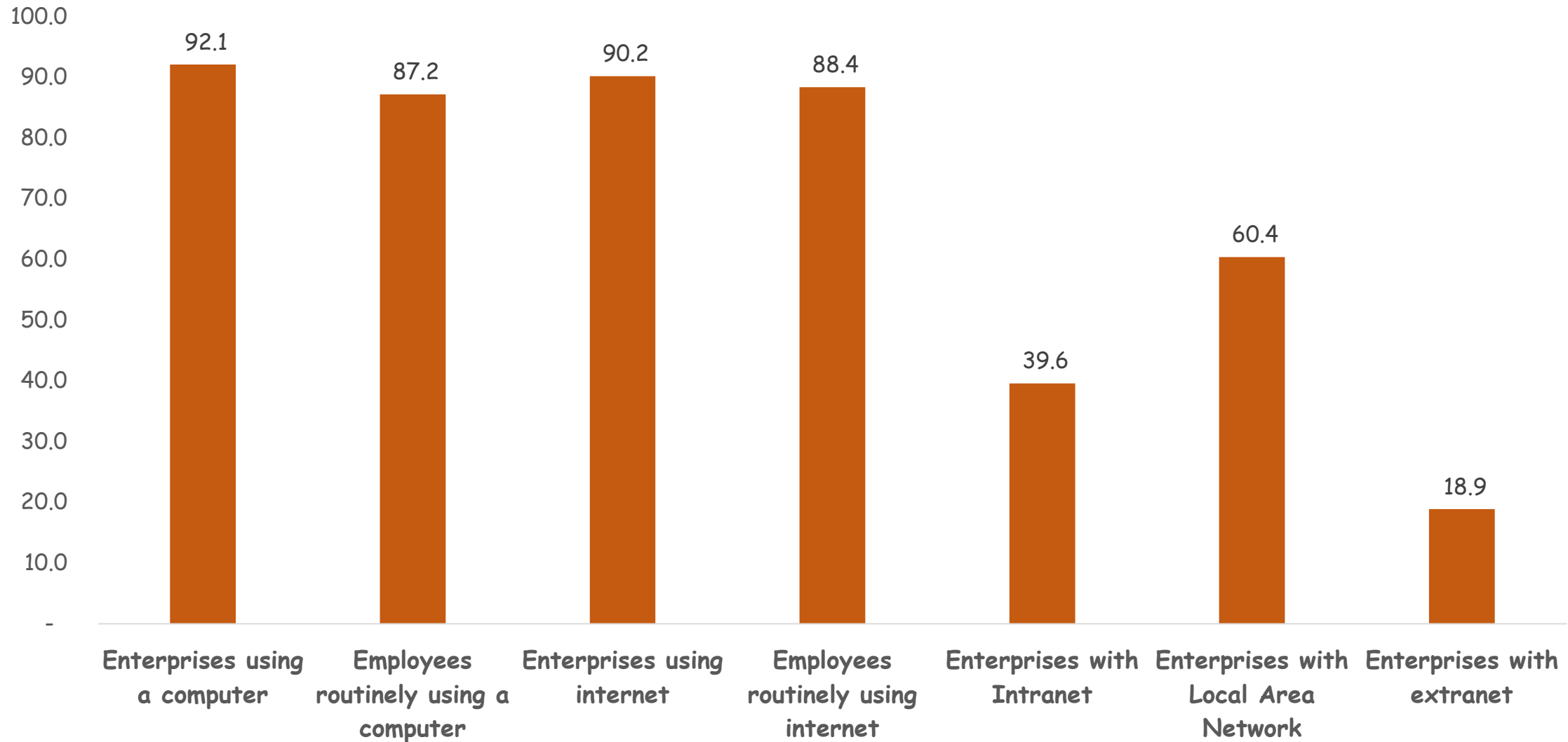
■ Cloud computing ■ Without Cloud computing

- A small proportion of enterprises use cloud computing

Proportion of Enterprises with ICT Related Policies



Use of ICTs in Enterprises



A Comparison between Public Institutions and Enterprises

- A higher proportion of enterprises had Internet connectivity and intranet compared to public institutions
- Local Area Network, cloud computing and presence of website was more prevalent in the public institutions than in enterprises
- A higher proportion of Public institutions had ICT management policies in place compared to enterprises
- Use of facsimile was generally low in public institutions and enterprises

Selected ICT Indicators	Public Institutions	Enterprises
Internet connection	80.2	90.2
Intranet	36.3	39.6
Local Area Network (LAN)	63.7	60.4
Mobile phone	65.8	85.7
Fixed telephone	49.2	50.5
Facsimile	21.6	11.3
Website	57.5	50.3
Cloud computing	35.8	22.9
ICT management policy	48.1	37.0
ICT Security policy	43.4	35.9
Waste disposal policy	34.1	14.7

Future work on ICT Statistics

- Data on use of ICTs by households was collected in KIHBS 2015/16
- Analysis of KIHBS 2015/16 is currently ongoing
- Next ICT survey for public institutions and enterprises will be carried out in 2018

THANK YOU