

Development of ICT sector parameters and Indicators



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DEVELOPMENT OF ICT SECTOR PARAMETERS AND INDICATORS



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GRIN Verlag Jun 2012, 2012. Taschenbuch. Book Condition: Neu. 210x148x9 mm. This item is printed on demand - Print on Demand Neuware - Master's Thesis from the year 2012 in the subject Business economics - Marketing, Corporate Communication, CRM, Market Research, Social Media, grade: -, University of Dar es Salaam (College of Engineering & Technolgy), course: Master of Engineering Management, language: English, abstract: The existence of national ICT policy would indicate demand for indicators; however, no sufficient information on indicators used in the national policy is available yet. This poses the challenge in monitoring and evaluation of ICT Projects and not only that, but it is also difficult to measure the status quo of ICT development and digital divide among societies. This dissertation was both exploratory and descriptive in nature; therefore, it utilized both quantitative and qualitative research approaches. A survey conducted used purposive sampling with informants being stakeholders with basic IT knowledge and IT personnel. Data was collected through a survey of 45 organizations in both techniques of face-to-face and online, with a total of 80 respondents. Data collected examined the level of importance or applicability of 90 ICT indicators in their respective 10 sector parameter. Findings indicated that, 50 indicators (55%) out of 90 are significant and confirmed to be highly correlated with new 6 ICT categories (sector parameters) out 10 (60%) which were proposed in the literature review. Infrastructure Readiness category with 17 indicators, ICT education category with 11 indicators, ICT penetration category with 7 indicators, Digital Access category with 7 indicators, ICT policy & Implementation with 5 indicators and Information Access with 3 indicators. The study also found that ICT Policy exists in Tanzania with only 10 key ICT statistical indicators. The study recommends revision of ICT indicators, to include ICT Security Policy, M&E program in...



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