Some Sources of International Benchmarking Information

Sector	Source
Ports	*United Nations Conference on Trade and Development (UNCTAD):* UNCTAD's *Annual Review of Maritime Transport* provides statistical data for the world's ports (see the digital library at UNCTAD's Web site, www.unctad.org). *Others:* • Australia's Productivity Commission undertook an international benchmarking of productivity on Australia's ports. Results are available at the Commission's Web site, www.pc.gov.au/research/benchmrk/wtfrnt/wtfrnt.pdf. • The American Association of Port Authorities (whose members are 150 ports in North and South America and the Caribbean) distributes port statistics and information on labor–management relations. Information is available at www.aapa-ports.org.
Postal operations	*Universal Postal Union:* The union provides an online database with statistics on variables, including the number of full- and part-time staff. The database is available at www.upu.int. *International Postal Corporation:* This association of 22 postal operators handling 65 percent of the world's mail undertakes some cooperative benchmarking projects, but to date none of the projects focus on labor issues. The Web site is www.ipc.be.
Rail	*World Bank:* A principal source of comparative data on worldwide railway performance can be found at www.worldbank.org/transport/rail/rdb/countries.htm.
Road	*SAFIR:* Comparative analysis of bus operations in South Asia (SAFIR 2002) is available at www.safir.teri.res.in.
Telecommunications	*The International Telecommunications Union (ITU)* (www.itu.int): • The ITU's statistics department collects aggregate data provided by national ministries or regulators at the country level on numbers of employees in the telecommunications sector. The ITU does not, however, hold data at operator level (although there is a database to facilitate contact with individual operators), and its statistics combine both mobile and fixed line employment. • The human resources department of the ITU is establishing regional centers of excellence for training and staff development purposes, and has developed a computerized tool (MANPLAN) for forecasting strategic staffing and training needs. • Regional comparative data are available in the ITU's *Africa, Asia-Pacific and Americas Telecommunications Indicators* reports. • The most recent telecommunications indicators from the ITU's statistical database are available from the ITU web site: http://www.itu.int/ITU-D/ict/publications/.
Water	*Asian Development Bank:* • The ADB has financed two issues of the *Water Utilities Data Book*, which provides valuable information on water utilities in the Asian and Pacific region. The second edition was published in 1997 (McIntosh and Yinguez) and is available for purchase from the ADB, Manila. • The ADB has provided support for benchmarking in particular regions (e.g., the Pacific Water Benchmarking Study [Delana 2002]). *World Bank:* • The Benchmarking Water and Sanitation Utilities Project has a Web site that provides core cost and performance data: project information can be found on http://www.worldbank.org/watsan/topics/bench/wup.html. • Although there is considerable benchmarking activity at the national level, much of the information is scattered. Information on an initiative to help utilities (and regulators) share and access data can be found at www.worldbank.org/watsan/pdf/benchmarking/pdf. Included there is a start-up kit for water utilities wishing to participate in benchmarking. • A set of water and wastewater utility indicators is available at the Web site of the Water and Sanitation Program, www.worldbank.org.watsan/pdf/indicators.pdf. • The annual World Bank Water Forum provides a discussion and examples of the use of performance benchmarking, as does the World Bank publication *A Water Scorecard* (Tynan and Kingdom 2002). *International Water Association (IWA):* The IWA (www.iwahq.org.uk), a forum for sharing of experience among members, recently has published guidelines titled "Performance Indicators for the Water Industry" (Alegre 2000) and "Process Benchmarking in the Water Sector" (Parena, Smeets, and Troquet 2002). The IWA Foundation focuses on water issues in developing countries.