



9th Meeting (online), 15-16 September 2021

SUMMARY

1. The 9th Meeting of the ITU Expert Group on ICT Household Indicators (EGH) took place in fully virtual format on 15-16 September 2021, back-to-back with the 12th Meeting of the ITU Expert Group on Telecommunication / ICT Indicators (EGTI) which was held on 13-15 September 2021. A joint session with EGTI was held on 15 September.
2. There were 136 participants attending the meeting, including experts from regulators, telecommunication operators, ministries and national statistical offices from 57 Member States, one from Palestine¹, as well as ITU-D Sector Members, other UN agencies, regional organizations and academia. The gender distribution was 60 female participants, 74 male participants and 2 non-binary participants. The meeting was chaired by the EGH Chair, Mr. Juan Daniel Oviedo of the National Administrative Department of Statistics of Colombia (DANE).
3. The objective of the meeting was to examine the contributions received from members during the current working period, with a view to finalizing the items under discussion. The topics discussed included measuring mobile money (jointly with EGTI), child online protection and e-waste indicators in household surveys.
4. Background documents on key topics of the agenda had been prepared and disseminated to all EGH members in advance of the meeting. The background documents aimed to provide relevant information to be used by EGH members and to support the debate and decisions to be taken during the meeting. The documents were prepared to advance these topics and make proposals to the whole EGH. During the whole meeting, topics were enriched by the discussions and interventions from participants.
5. The first substantive agenda item was the report of the joint EGTI/EGH subgroup on mobile money services discussed during the joint session with EGTI. The joint subgroup, based on experiences from countries and GSMA, proposed to define *mobile money as a technology that allows people to receive, store, and transfer money or make payments through a mobile phone*, and specified the scope of measurement. Considering the demand side, Linah Ngumba from the Kenya National Bureau of Statistics presented the [Report of the joint EGTI/EGH subgroup on the measurement of the mobile](#)

¹ Resolution 99 (Rev. Dubai, 2018)

[money services - demand side indicators](#). In the report, the following seven new indicators were proposed to measure mobile money services:

1. *Proportion of individuals using a mobile money account*
2. *Proportion of individuals owning a mobile money account*
3. *Proportion of individuals mobile money account sharers*
4. *Barriers to mobile money accounts at individual level*
5. *Average number of mobile money accounts at individual level*
6. *Proportion of individuals using a mobile money account, by frequency*
7. *Proportion of individuals using a mobile money account, by type of activity*

6. Furthermore, questions that can be used in a household ICT survey to collect these indicators were proposed as well. The proposed reference period is three months or a 90-day period. The target population in terms of age cut-off will be country-specific since the registration for mobile money services can differ between countries.
7. The 9th EGH meeting adopted the indicators, subject to a 30-day comment period until 15 October 2021, and encouraged countries to include the questions and indicators in their national surveys. However, the new indicators will not be included yet in the household long questionnaire of the ITU. EGH closed the mobile-money subgroup.
8. The next item on the agenda of the joint EGTI/EGH session was an information session by the ICT Data and Analytics Division of the ITU, who informed EGTI and EGH of newly developed statistical products. First, Thierry Geiger of the ITU presented the [Digital Development Dashboard](#). The objective of the dashboard is to present in a simple and visual way a selection of indicators from the ITU database that collectively provide an overview of a country's state of digital development. The dashboard features 35 indicators organized in three sections: infrastructure and access, Internet use, and enablers and barriers. Regional aggregates are shown in “mouse overs”. Country profiles can also be downloaded in pdf form, and all data can be downloaded in the form of an Excel file.
9. Esperanza Magpantay of the ITU then presented ongoing work in the exploitation of big data for measuring digital development. Within the UN Committee of Experts on Big Data and Data Science for Official Statistics (UN-CEBD), ITU leads the Task Team on mobile phone data (MPD). This includes the preparation of a *Handbook on SDG ICT Indicators*, a paper with “*Guiding principles to maintain public trust in the use of mobile operator data for policy purposes*” and a session “*How to adhere to the fundamental principles of official statistics when compiling data during the Covid-19 pandemic*” in the upcoming UN World Data Forum 2021 in Bern. Furthermore, the more comprehensive *Handbook on the use of mobile phone big data for measuring the information society* will be finalised as well. Based on this Handbook, a training is being developed that will be available online through the [ITU Academy](#).

10. She continued to provide information on a project carried out with the University of Warwick, where the objective was to develop a model to estimate the offline population living near schools. The estimates would be used to prioritize schools to be connected, but would also serve to estimate country-level data on Internet use by aggregating the connected population around schools.
11. After formally opening the 9th meeting of the EGH, the next substantive agenda item was the [report of the subgroup on child online protection indicators](#), which was presented by Martin Schaaper of the ITU. He noted that there is high policy interest in child online protection, but that it is challenging to measure within the framework of household ICT surveys. After considering inputs from EU Kids online, Global Kids only, a study by Costa Rica on Access and use of mobile devices and Internet by boys, girls and young people, and the ITU Child Online Protection guidelines, the subgroup recommended that countries use the [key measures for Global Kids Online](#) and the corresponding [GKO method guides](#), which cover the issues raised regarding ethics, survey administration, and so forth. Countries are encouraged to start or continue surveying children using the recommended materials. However, the new indicators will not be collected by ITU yet. EGH endorsed these conclusions and closed the subgroup.
12. The second day of the EGH started with a session on e-waste indicators in household surveys. Rosie McDonald of the ITU presented the EACO Regional E-waste Data Harmonization project, which will provide technical assistance to six East African Communications Organisation members to harmonize e-waste data collection and sustain a regional e-waste database maintained by the EACO Secretariat. The project will include a harmonisation of surveys, training, and implementation of the surveys leading to a publication by the end of 2022. This will serve as input into the work of the EGH subgroup on e-waste.
13. Juan Daniel Oviedo, EGH Chair and Chief Director Statistician of Colombia then presented progress of the subgroup on e-waste indicators. He shared several concerns on the existing indicators, but also possible solutions as discussed in the subgroup. The subgroup has proposed two modules for discussion, on possession, disposal patterns, reasons to dispose and awareness. Next steps are to receive comments from members of the subgroup, draft a new proposal and present it to the next EGH meeting. EGH noted the progress made and agreed to extend the mandate of the subgroup.
14. During the next agenda item, Marcelo Pitta from Cetic.br shared the experience of Brazil in collecting ICT Households indicators during the COVID-19 Pandemic. He recalled that no traditional face-to-face interviews were possible, so alternative data collection methods had to be developed, with incomplete or partial frames as a critical barrier. To face this challenge, the contingency plan was to do a web panel survey with Internet users and telephone data collection for the traditional ICT Households survey. In his presentation, he informed the EGH on the methods applied and the advantages and disadvantages.

15. Item 5 of the agenda addressed future work of the EGH. The Vice-Chair noted that no substantive comments were received on any of the discussion topics that have been on the online Forum during the past year. There followed a discussion about the EGH work programme for the coming year.
16. The discussions of the EGH identified the following topics for next year's work programme of the EGH:
- Continue the e-waste subgroup
 - Start a joint EGTI-EGH subgroup on Over-the-top (OTT) services
 - Revive the subgroup on skills to aggregate the skills categories
 - Review the household long questionnaire
 - Open forum topics on:
 - Barriers for data collection and data production
 - Innovative ways of reaching vulnerable or hard to reach groups (incl. children)
 - Use of administrative records and its integration with household surveys
 - Alternative data sources (e.g. big data; AI; ML; satellite imagery)
 - Experience sharing on conducting surveys during the pandemic
 - Experience sharing and training on imputation of missing data
 - Experience sharing on mobile money indicators
 - Future of methods of work of EGH
17. The EGH Chair thanked all the speakers and presenters and presented the draft conclusions and recommendations of the 9th EGH meeting, noting that all decisions will be subject to comments until 15 October 2021, after which they will become final. He then proceeded to close the meeting.