

# Tracking trends in ICT use and ownership

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Insights from the Expert Group on Household ICT Indicators (EGH)

4 July 2023

**ITU**WTIS  
GENEVA2023

# Mission of EGH



To **review existing and develop new indicators** on household ICT access and individual ICT use, including reviewing and developing harmonized definitions, response categories and/or classificatory variables to stay current with technological and behavioral changes.



To decide on ICT indicators from the demand side to be **collected through the ITU statistical questionnaires** on access and use by households and individuals.



To **periodically review the ITU Manual for Measuring ICT Access and Use by Households and Individuals**. Update the *Manual* to reflect revised ICT household indicators, experiences and lessons learnt by national statistical agencies around the world.



To work with the Expert Group on Telecommunications/ICT Indicators (**EGTI**) on issues related to indicators and topics that are common to both groups.

Online forum: <https://www.itu.int/net4/ITU-D/forum/expertgrouponhouseholds/forum/>

# 2021 EGH summary



9<sup>th</sup> meeting: September 13-15, 2021

## Presentations

Report of subgroup on child online protection indicators

Overview of EACO e-waste monitoring project

Report of subgroup on measuring e-waste

Experience conducting ICT household surveys during COVID-19 pandemic in Brazil

## Subgroup decisions

Extended the mandate of the e-waste subgroup

Created two additional subgroups for 2022

1. Joint EGTI-EGH subgroup on Over-the-top (OTT) services (joining existing EGTI subgroup)
2. Subgroup on skills to aggregate the skills categories (revival of previous subgroup)

## Discussion topics

Barriers to data collection and data production

Country experiences on mobile money

Country experiences on conducting surveys during the pandemic

Experience sharing (or training) on imputation of missing data

Innovative ways of reaching vulnerable or hard to reach groups (incl. children)

Integration of administrative records with household surveys; alternative sources of data

Review ITU's Household Long Questionnaire

Future of methods of work of EGH

# 2022 EGH summary



10<sup>th</sup> Meeting: September 12-14, 2022

## Presentations

E-waste survey harmonization

ICT skills subgroup report

Review of ITU household long questionnaire

Experience with imputing data on ICT household surveys in Canada

## Subgroup decisions

Extended the mandate of the following subgroups:

1. Joint EGH-EGTI subgroup on measuring OTT services
2. Subgroup on e-waste indicators in household surveys
3. Subgroup on aggregating ICT skills

## Discussion topics

Review of the household long questionnaire

Imputation

Sharing countries experience on occupation disaggregation

Future of methods of work of EGH

# Subgroup on child online protection indicators



2021 EGH work

## Summary

High policy interest in child online protection, but challenging to measure within the framework of household ICT surveys

The subgroup considered inputs from:

- EU Kids online
- Global Kids only
- Costa Rica study on Access and use of mobile devices and Internet by boys, girls and young people
- ITU Child Online Protection guidelines.

Countries shared their experiences with surveying children

## Conclusions

1. EGH agreed that countries should use the key measures for Global Kids Online and the corresponding GKO method guides
2. Countries were encouraged to start or continue surveying children using the recommended materials.
3. The new indicators will not be collected by ITU yet.
4. The subgroup was closed.

# Subgroup on e-waste indicators



2021-2022 EGH work

## Summary

### 2021

- The subgroup reported on progress and proposed two modules for discussion, on (1) *possession, disposal patterns, reasons to dispose* and (2) *awareness*.

### 2022

- The subgroup reported on efforts to harmonize data collection on e-waste with ongoing surveys by the East African Communications Organisation (EACO) and Eurostat

## Conclusions

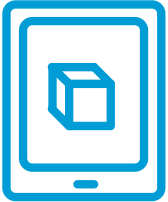
### 2021

1. EGH extended the mandate of the subgroup
2. EGH agreed that the subgroup should monitor the EACO project where e-waste surveys will be conducted in member states

### 2022

1. EGH agreed to again extend the mandate of the subgroup and that work on this topic should continue to harmonize survey questions
2. Results of the EACO survey will be monitored and shared when available

# Joint EGH/EGTI subgroup on measuring over-the-top services



2022 EGH work

## Summary

Subgroup reported on existing legal and technical challenges hampering data collection as well as the need for participants to come forward sharing experience with data collection.

During the discussion, EGTI and EGH members pointed to recent country experiences and expressed interest to join the subgroup

## Conclusions

1. EGH agreed to extend the mandate of the joint subgroup
  - a. Work on this topic should continue through further sharing of country experience on data collection practices regarding OTT beyond what is defined in the Manual
  - b. Member States should collect and consider how data on OTTs can be reported through the HH9 indicator structure
2. EGH encouraged members with experience in collecting data on OTTs through surveys to contact the ITU to join and actively participate in the joint subgroup

# Subgroup on aggregating ICT skills indicators



2022 EGH work

## Summary

Three primary recommendations were presented

1. ICT skills indicators to be grouped by 5 areas of the DigComp framework rather than by levels
2. ICT skills indicators to be complemented/balanced to include a broader range of activities through existing items collected through HH9 (Internet use, by activity)
3. As an interim step, the 5 areas should be treated separately rather than averaging as a single aggregate of ICT skills

Brazil presented its pilot on aggregating at the individual level – reporting that the pilot did not require substantial effort nor new data collection

EGH members noted the importance of measuring digital skills (SDG indicator)

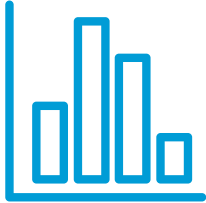


## Conclusions

1. EGH agreed to the recommendations of the subgroup
2. EGH agreed to extend the mandate of subgroup to address development of an aggregate indicator at the individual level.
3. EGH also encouraged countries to contact the ITU if they are interested in participating in a country pilot



# ITU household long questionnaire review



2022 EGH work

## Summary

ITU presented its work reviewing the household long questionnaire and highlighted several items:

- The relevance of older indicators (eg, HHs with radio/television)
- The importance of data provided by few countries (occupation disaggregation/HH9 item on editing)
- The uptake of newer indicators

There is ongoing work at ITU to facilitate data input through a more user-friendly platform and an investigation of other upload options

EGH members noted their interest in improving the long questionnaire

## Conclusions

1. EGH requested that the ITU continue to monitor the relevance and availability of indicators collected through the long questionnaire
2. EGH also requested that the ITU continue its work to facilitate data input
3. EGH encouraged its members to provide further feedback on the EGH Forum

# Country experiences



2021-2022 EGH work

## 2021: Brazil – collecting data during the COVID-19 pandemic

No traditional face-to-face interviews - alternative data collection methods developed with incomplete or partial frames as a critical barrier

Contingency plan: web panel survey with Internet users and telephone data collection for the traditional ICT Households survey

Information shared on the methods applied and the advantages and disadvantages

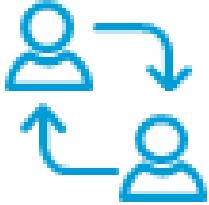
## 2022: Canada – data imputation

Statistics Canada presented work on imputing data through the Canada Internet Use Survey - noting challenges it faces with non-response

Imputation focused on gender, age, location and income of respondents as well as amounts spent on e-commerce

Different imputation methods used depending on context: simple population averages for gender to matching with tax records and using nearest neighbor imputation for income levels

# Future work of EGH



EGH work – **2023 and beyond**

## 2023 work

### Subgroups

Joint EGH-EGTI subgroup on measuring OTT services

Subgroup on e-waste indicators in household surveys

Subgroup on aggregating ICT skills

### Open discussion topics

Review of the household long questionnaire

Imputation

Sharing countries experience on occupation disaggregation

Future of methods of work of EGH

## Beyond 2023

### Future topics are defined by EGH members

*How can engagement on the EGH forum be increased?*

*How can exchanges on discussion topics be fostered in the forum?*

Have the correct experts from your NSO joined the forum?

**Thank you!**