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# REPORT OF THE WORK OF THE EXPERT GROUP ON ICT HOUSEHOLD INDICATORS (EGH)

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14th World Telecommunication/ICT Indicators Symposium (WTIS)

Gaborone, Botswana – 21 to 23 November, 2016

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# Overview of EGH online forum activities

■ 2012

**DEVELOPMENT OF INDICATORS**  
REVISION OF EXISTING  
INDICATORS & NEW INDICATORS

2014

**WTIS 14: MANUAL FOR  
MEASURING ICT ACCESS AND USE  
BY HOUSEHOLDS & INDIVIDUALS**



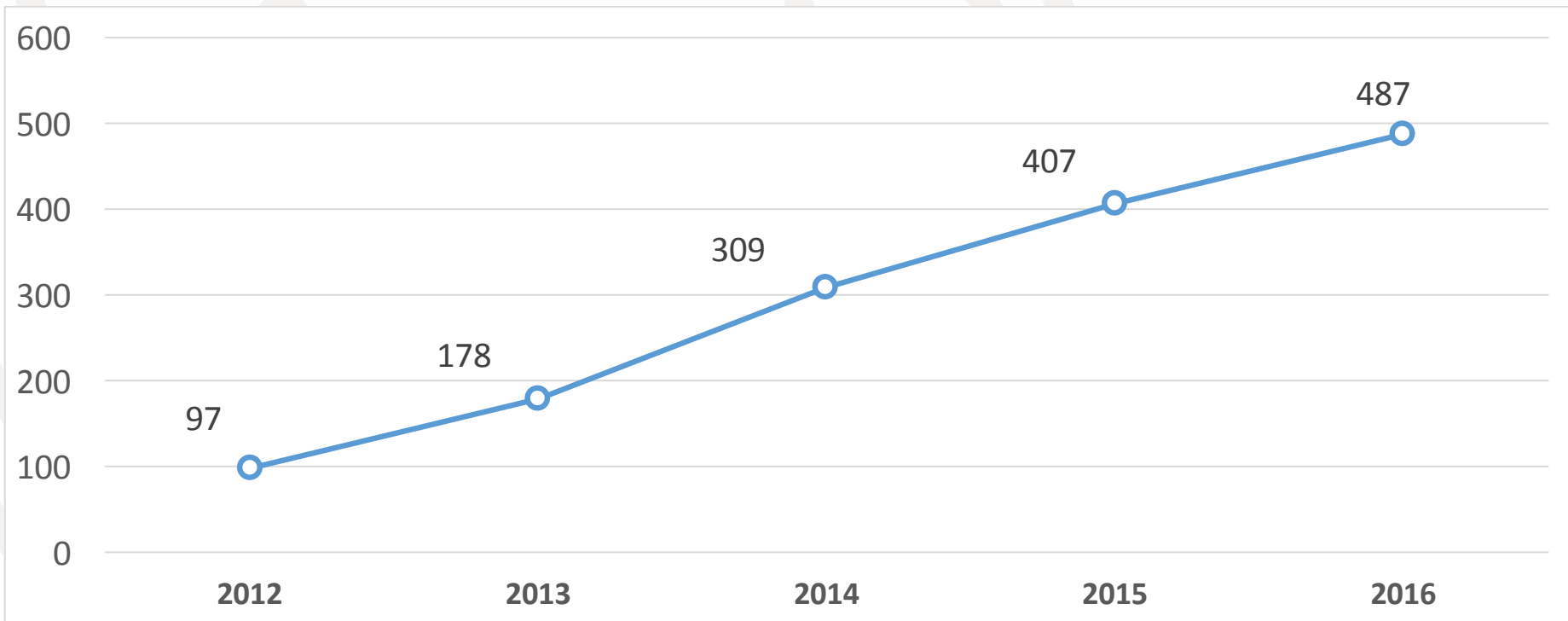
■ 2015

**EXPERIENCE SHARING**  
METHODOLOGICAL ISSUES AND  
BEST PRACTICES

2016

**CAPACITY BUILDING**  
NEW TOPICS IN MEASUREMENT

# Summary and Conclusions of the 4<sup>th</sup> EGH Meeting (6 – 7 October 2016 in Geneva)



# Summary and Conclusions of the 4<sup>th</sup> EGH Meeting (6 – 7 October 2016 in Geneva)

● 2012

**ONGOING ONLINE DISCUSSION**

● 2016

97 Registered  
Participants

487 Registered  
Participants

## – Member States

- Ministries
- Regulators
- National Statistical Offices (NSO)

## – Int'l & Regional Organizations

## – Private Sector

– **106 Participants**

– **48 Countries**

# Main Topics discussed during 2016

Topic	Sub-forums
1. Development of New Indicators	<b>1a.</b> ICT employment using ICT skills and tools <b>1b.</b> HH9 sub-category: purchasing or ordering goods or services (outside of the country, inside of the country)
2. Methodological Issues	<b>2a.</b> Data Collection <b>2b.</b> Data Validation/Processing <b>2c.</b> Data Dissemination
3. New Data Sources	Big Data
4. National Coordination	National Coordination (NSOs, ministry, regulator)
5. Improving data availability of ICT statistics	Monitoring the SDGs

## Main topics discussed during 2016

- How to collect data on cross-border e-commerce from household or other multi-purpose surveys.
- How to enhance the measurement of ICT skills and how to measure the employment demand for ICT skills.
- How to improve data availability of ICT statistics for the SDG monitoring framework.
- How to collect ICT statistics on people with disabilities to ensure *“no one is left behind”* as stressed in the 2030 Agenda for Sustainable Development.

# Review of response category of indicator HH9: purchasing or ordering goods or services

- OECD survey model: module on e-commerce activities
- UNCTAD and WTO discussion on e-commerce activities
- Indicators on cross-border e-commerce are highly relevant for policy-making.
- The meeting recommended to define the following e-commerce indicators:
  - Types of goods and services purchased
  - Location of sellers (national and foreign)
  - Mode of payment
  - Barriers for not ordering online

# Review of response category of indicator HH9: purchasing or ordering goods or services

- Data on cross-border e-commerce can be collected through a stand-alone survey or additional questions to existing household survey.
- The reference period for e-commerce questions needs to be further discussed (3 months or 12 months).
- The meeting recommended to continue discussions in the online forum.



## Indicator on ICT skills

- OECD work in assessing ICT skills
- LSE research on how to measure ICT skills
- The meeting recommended to review indicator HH15 response categories to reflect ICT skills beyond computer skills.
- The meeting recommended to continue the discussion in the online forum, taking into consideration the inputs received.

# Improving data availability of ICT statistics

- Improving data availability of ICT statistics is of utmost importance to monitoring the Sustainable Development Goals (SDGs).
- The global indicators framework includes seven ICT indicators, three of which are ICT household statistics:
  - Individuals using the Internet
  - Individuals with ICT skills
  - Individuals owning a mobile phone

# Improving data availability of ICT statistics

- There are still limited ICT household statistics available in developing countries.
- In order to ensure that *“no one is left behind”*, it is important to have disaggregated data (by income, sex, age, race, ethnicity, migratory status, disability and geographic location, or other characteristics).

# Improving data availability of ICT statistics

- The meeting agreed that national coordination is crucial in ensuring that ICT statistics are collected in household surveys and provide the required level of disaggregation.
- A new item on planning of household surveys will be opened in the EGH forum for countries to share their data collection schedule (adding ICT questions to upcoming surveys).

# Improving data availability of ICT statistics

- Washington Group presentation
- The meeting acknowledged the importance of collecting disability statistics using the six short questions from the Washington Group conceptual model.
- The meeting agreed that the EGH should work with the Washington Group in testing possible questions to be included in the ICT household survey and on sampling methodologies.

# Washington Group Short Questions

## Because of a Health problem:

- 1) Do you have difficulty **seeing** even if wearing glasses?
- 2) Do you have difficulty **hearing** even if using a hearing aid?
- 3) Do you have difficulty **walking** or climbing stairs?
- 4) Do you have difficulty **remembering** or **concentrating**?
- 5) Do you have difficulty with (**self-care** such as) washing all over or dressing?
- 6) Using your usual language, do you have difficulty **communicating** (for example understanding or being understood by others)?

## Response categories:

No difficulty; Some difficulty; A lot of difficulty; Cannot do at all

## Countries' experience on data collection, data verification and data visualization

- The EGH identified that methodological issues remain an important topic to be addressed in the EGH forum in order to improve data quality.
- Experience sharing on data collection from NSOs and regulators/ministries is important and countries and experts are encouraged to share their experiences in the EGH forum.

Brazil

Canada

Cyprus

Egypt

Korea

Iran

Saudi Arabia

## Joint EGH/EGTI session: Big Data

- New data sources remain an important topic and will continue to be open in the forum for experience sharing.
- There is a need to build statistical capacity in the use of big data for official statistics.
- ITU will share the outcomes of the Big Data pilot project.
- Countries are welcome to express their interest for the next phase of the project.



# Joint EGH/EGTI session: Creation of a sub-group on the revision of the IDI indicators

- Objectives:
  - To review the indicators currently included in the IDI and make proposals for improvement
  - To prepare a document describing in detail the proposals for modifications to the indicators included in the IDI
  - The sub-group will work through the EGTI online forum dedicated to the sub-group

## Future work of EGH

- The meeting agreed to the following topics for future work:
  - Continue discussion on HH9 on e-commerce, including cross-border trade.
  - Review response categories on HH15 to reflect ICT skills beyond computer-related skills.
  - Open a discussion item in the forum on how to collect disability statistics in ICT household surveys.
  - Open a discussion item in the forum on Wi-Fi access and use.
  - Continue experience sharing on methodological work.

## Future work of EGH

- The meeting agreed to the following topics for future work:
  - Continue discussion and experience sharing on big data.
  - Experience sharing on how to ensure that Internet use data are collected properly in surveys using the definition and methodology included in the ITU Manual.
  - Review of the definition of computer.

# Thank you!

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