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Meeting (WTIM-10)**
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TITLE: Progress in measuring household ICT access and individual ICT use



Committed to Connecting the World



8th World Telecommunication/ICT Indicators Meeting
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**Progress in measuring household ICT access
and
individual ICT use**

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Committed to Connecting the World



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- Background
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- Conclusions

Why is measuring ICT access and use via households survey important?

- Better way to measure the actual demand (access and use) of ICTs by households and individuals
- For designing, evaluating and reformulating policies
- For monitoring and assessing digital divide
- For analysing the impact of ICT on development
- For international and regional benchmarking
- For tracking progress towards achieving some of the WSIS goals (2015)

Background

- ❖ Partnership on Measuring ICT for Development
 - Core ICT Indicators (Minimum recommended basis)
- ❖ ITU Indicators
 - ICT infrastructure and access
 - ICT access and use by households and individuals
- ❖ ITU Manual for measuring ICT access and use by households and individuals
 - Training courses for developing countries
- ❖ ITU Questionnaire on ICT Access and Use by Households and Individuals
 - 2005, 2007, 2009, 2010

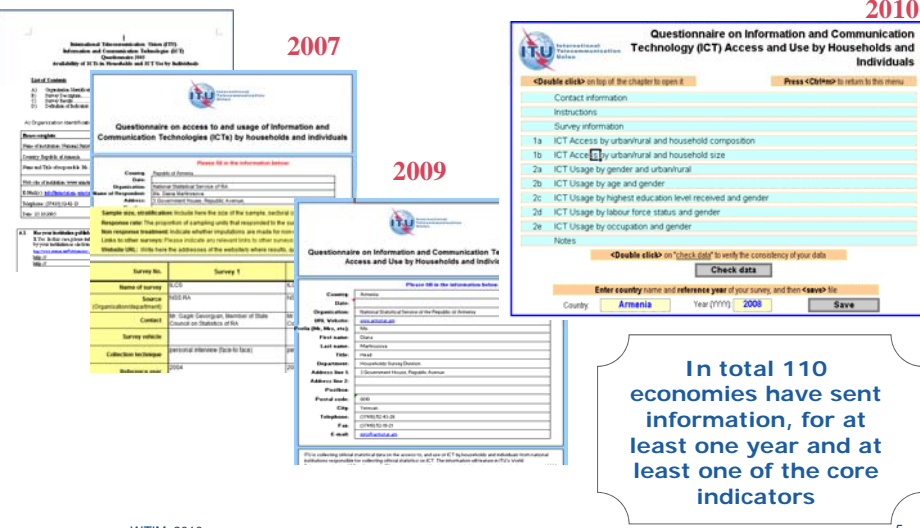
ITU households questionnaire Evolution

2005

2007

2009

2010



Questionnaire on Information and Communication Technology (ICT) Access and Use by Households and Individuals

Core Indicators:

- 1a ICT Access by urban/rural and household composition
- 1b ICT Access by urban/rural and household size
- 2a ICT Usage by gender and urban/rural
- 2b ICT Usage by age and gender
- 2c ICT Usage by highest education level received and gender
- 2d ICT Usage by labour force status and gender
- 2e ICT Usage by occupation and gender

In total 110 economies have sent information, for at least one year and at least one of the core indicators

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ITU households questionnaire

Countries that have completed the questionnaire and have included at least one core ICT access indicator in a households survey, by reference year of survey*

Region	2005	2006	2007	2008	2009	Number of countries by Region
Africa	1	1	2	4	2	43
Arab States	1	1	2	2	1	21
Asia & Pacific	1	3	2	8	6	38
CIS countries			4	4	4	12
Europe (32 countries via Eurostat)	27	30	34	34	34	43
The Americas	2	5	6	11	8	35
All ITU members	32	40	50	63	55	192

Note: * Refers to countries that have completed the 2007 and/or 2009 ITU questionnaire and reported data in absolute numbers. Only data from 32 European countries have not been obtained via the ITU households questionnaire, but via Eurostat.

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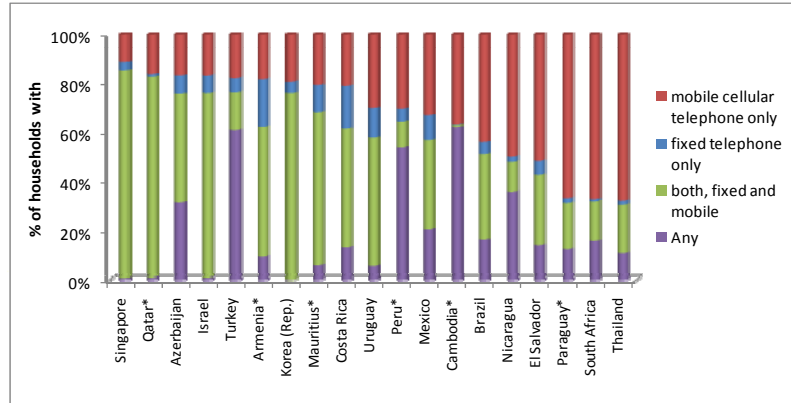
ITU households questionnaire – remaining challenges

- Some developing countries have included the core ICT **access** indicators in existing households surveys, but results are not reported to ITU
- Some countries do not report absolute numbers (only proportions)
 - ITU believes those proportions are weighted, but survey information (metadata) is not always detailed enough to verify
- Some countries are reporting total population instead of in-scope population
 - For next round of the questionnaire, ITU may need to ask for both.
- Survey information, metadata is not always complete and detailed.

ITU households questionnaire – remaining challenges (Cont')

- Indicator HH3 – Households with telephone
 - This indicator is divided into 3 components:
 - HH3a: Households with fixed telephone only
 - HH3b: Households with mobile telephone only
 - HH3c: Households with fixed and mobile
 - Sometimes, countries report all households with fixed telephony under HH3a. Idem for mobile...
 - It is important to report them individually to see, for example, the uptake of mobile in the absence of fixed telephony

Measuring households access to telephone, 2008-2009

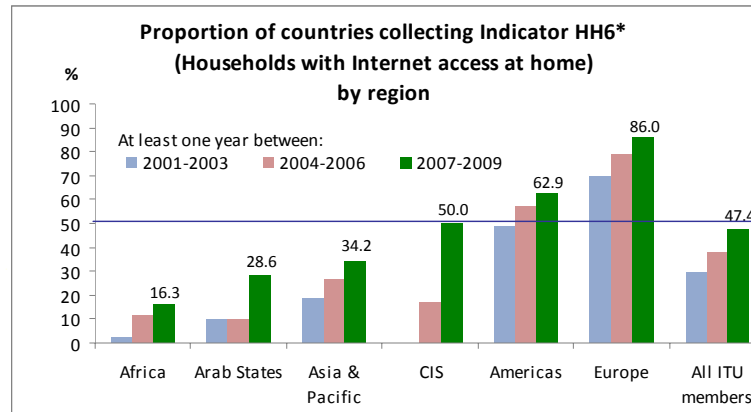


Source: ITU World Telecommunication/ICT Indicators database.

Note: *2008 data.

Measuring ICT indicators Progress & challenges

Progress in measuring Household's Internet access



Source: ITU World Telecommunication/ICT Indicators database.

Note: * Data in this chart refer to countries that have collected data on the number of households with Internet access at home through official national surveys

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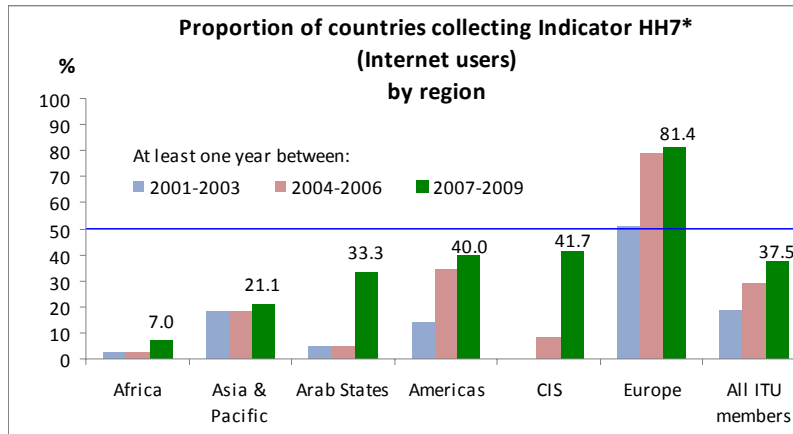
Proportion of countries measuring ICT access via households surveys, by region at least once in 2007-2009 (%)

Region	HH1	HH2	HH3f	HH3m	HH4	HH6	Total Countries
Africa	39.5	37.2	39.5	39.5	16.3	16.3	43
Arab States	19.0	28.6	33.3	28.6	33.3	28.6	21
Asia & Pacific	23.7	42.1	31.6	28.9	42.1	34.2	38
CIS	41.7	75.0	58.3	41.7	66.7	50.0	12
Europe	4.7	39.5	18.6	16.3	88.4	86.0	43
The Americas	42.9	54.3	48.6	48.6	62.9	62.9	35
World (ITU members)	27.1	43.2	35.4	32.8	51.0	47.4	192
Developing economies	33.6	44.5	40.4	37.7	39.7	34.9	146

Source: ITU World Telecommunication/ICT Indicators database.

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Progress in measuring Internet users



Source: ITU World Telecommunication/ICT Indicators database.

Note: * Data in this chart refer to countries that have collected data on the number of households with Internet access at home through official national surveys

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Countries that have measured Internet users (HH7)

	Total economies	Have measured HH7 at least once between	
		2001-2008	2007-2009
All ITU members	192	77	72 (37.5%)
Developing economies	146	39	34 (23.3%)

Source: ITU.

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Internet users - remaining challenges

- Age scope: minimum age scope available for comparisons: 16-74 years old
- Age scope recommended for measuring:
Entire population
 - What is the optimal age scope?
 - One that is suitable to calculate the number of Internet users over the total population
- Reference period: last 12 months
 - several options are used:
 - last month, last 3 months, last 6 months.

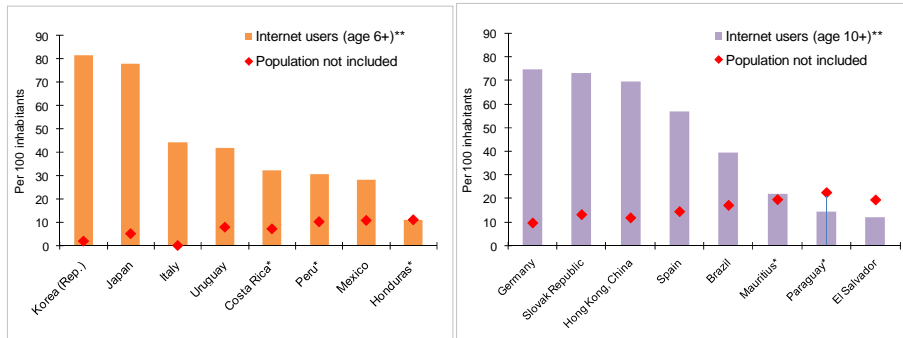
Internet users (HH7) Population included

Maximum in scope population covered	Number of Economies
All population	4
Population age 3+, 5+, 6+, 7+	18
Population age 10+, 12+ *	13
Population age 14+, 15+, 16+	7
Population age 16-74 (mainly Europe)	27
Population age 18+, 20+	3
Population less than 74	1

Source: ITU.

Note: Three of these countries restrict it to 74 in the upper limit

Internet users vs. population not included when using particular age groups, 2008-2009



Source: ITU World Telecommunication/ICT Indicators database.

Notes: ** Or the closest to this scope age. *2008 data.

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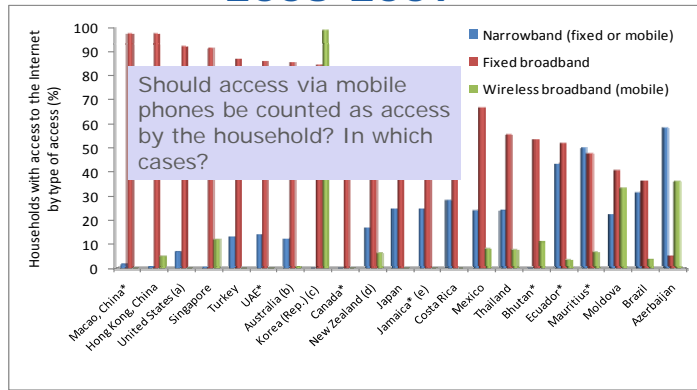
Measuring Households' access to the Internet

- New devices and type of connections to access Internet
 - Services available over wireless technologies are growing (via mobile devices)
- Surveys need to reflect changes and progress in technology
- ITU has a new definition of wireless broadband which can be used
 - Core indicators will be revised to take this revision into account

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Type of access to the Internet by households 2008-2009

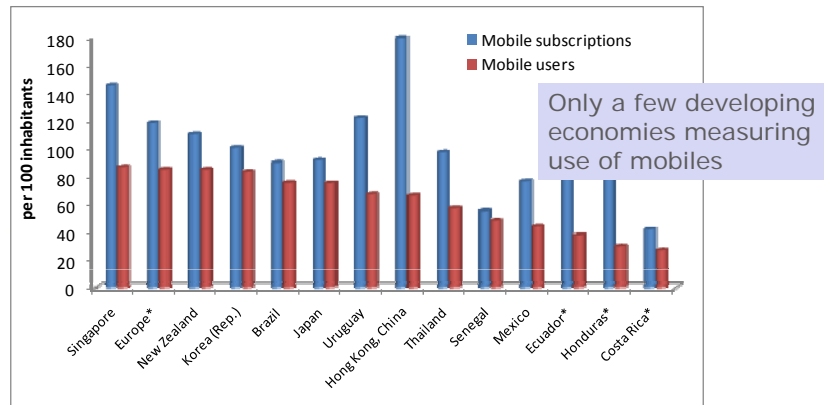


Source: ITU World Telecommunication/ICT Indicators database.

Notes: *2008 data; (a) Incl. also satellite, wireless, mobile phone; (b) fixed broadband may include also narrowband, mobile broadband presents a high standard error (read carefully); (c) fixed broadband contains also WiMax and HSDPA, mobile broadband refers to access via mobile phones; (d) all categories may content narrowband and broadband; (e) fixed broadband contain also wireless.

Measuring mobile users

Mobile subscriptions compared to the actual use of mobiles available data, 2008-2009



Source: ITU World Telecommunication/ICT Indicators database.

Notes: *2008 data. Only eight additional economies have measured mobile use before 2008.

Conclusions

- Many developing economies (107) have never measured Internet users
 - Some commitment is needed to measure this very important core indicator
- When measuring Internet users, take into account entire population or suitable age scope.
- There are new technologies available to access the Internet (e.g. mobile wireless, fixed wireless, satellite)
 - Measuring Internet use based on administrative records (i.e. subscriptions) is becoming more complex (undercounting and double counting)
 - Measuring access and use of Internet over these new technologies needs to be considered in surveys in the near future

Conclusions

- There has been progress in measuring ICT access over time
 - Indicator available for 68 **developing economies** (by National Official Organizations). But it has not been yet measured in 78
 - This indicator could help to certain degree to estimate the number of Internet users
- When data is available, it is important to publish them and communicate to ITU (visibility).

When submitting data via the ITU households questionnaire, please keep in focus the questionnaires' challenges presented here.

Thank you!

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