ITU Expert Group on ICT Household Indicators (EGH)

13th Meeting, 24 September 2025, Geneva, Switzerland

SUMMARY

1.   The 13th meeting of the Expert Group on ICT Household Indicators (EGH) took place on 24 September 2025 in Geneva, Switzerland with full remote participation offered. The EGH meeting was held in conjunction with the 16th meeting of the Expert Group on Telecommunication/ICT Indicators (EGTI). The meeting was held as part of ICT data week. It was preceded by the 20th World Telecommunications/ICT Indicators Symposium (WTIS) and followed by an EGH/EGTI workshop where participants had the opportunity to exchange ideas and experiences in an informal setting. This report summarises the EGH sessions.

2.   A total of 272 participants attended the meeting – 182 participated in-person and 90 remotely. Participants included experts from regulators, telecommunication operators, ministries, and national statistical offices (NSOs) from 79 countries, as well as ITU-D Sector Members, other UN agencies and regional organizations. Women made up 49 per cent of participants.

3.   Ms Linah Ngumba, Head of the Kenya National Bureau of Statistics' ICT Statistics Section, and Chair of EGH, chaired the meeting. Ms Farah Paredes Viera, Head of the Design and Analysis Division at the Dominican Republic's National Office of Statistics (ONE), served as vice-chair. ITU staff from the ICT Data and Analytics Division acted as the Secretariat.

4.   The meeting discussed the contributions received in the EGH online forum on the 2025 Work Programme agreed by EGH at its previous meeting. Background documents on key topics of the agenda were prepared and disseminated to all EGH members in advance of the meeting. They were also shared during the meeting. These 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. Furthermore, the documents were prepared to advance these topics and make proposals to the whole EGH.

5.   The discussions focused on progressing measurement and data collection across various topics. The agenda included an item related to the measurement of the use of artificial intelligence (AI) by individuals. A joint session with EGTI explored the topic of the ICT Development Index. A researcher from Johns Hopkins University also provided an informative session on how real-time data analysis can be used to monitor the performance

of survey enumerators. In addition, Nic.br presented its comparative analysis of survey results for responses to questions on Internet use and household Internet access. The meeting further discussed the future work of EGH, including the identification of topics that required further review and discussion related to indicators derived from household surveys of ICT access and use. Throughout the meeting, participants' discussions and inputs enriched the topics at hand.

6.   The first substantive agenda item was on *Measuring the use of AI through household surveys*. The lead of the subgroup on measuring AI using household surveys, Farah Paredes Viera, presented the subgroup's report. She highlighted the background for the creation of the subgroup as well as its working methods. The subgroup lead then presented the subgroup's recommendations:

- Survey questions on AI use should reflect the natural limitation to conscious use;
- Questions should focus on specific activities or domains of use rather than a single broad concept of AI;
- New indicators should focus on Use of AI; Awareness of AI; Frequency of use; Domain of use (e.g., education); Activities (e.g., using LLMs);
- Extend the mandate of the subgroup.

7.   Underlining the usefulness and challenges of collecting data on AI use, Martina Kürsten from Statistics Austria presented the results of their recent ICT household survey where data on AI use and perceptions of AI were collected.

8.   In the discussion that followed, EGH members expressed their support for continuing investigation on the topic of AI use by individuals and their concern with adding new questions to an already long list of questions in ICT household questionnaires. Members also highlighted the importance of measuring digital divides in AI use and the challenges in measuring AI use depending on the data collection method. EGH members thanked Ms Paredes Viera, Ms Kürsten and the subgroup for their work on the topic.

9.   EGH agreed to the recommendations of the subgroup and encouraged countries to conduct cognitive testing on survey questions related to AI use. EGH agreed to extend the mandate of the subgroup to:

- Continue collecting national experiences;
- Propose question sets for further study;
- Assess the feasibility of integrating indicators into the core set of ICT household indicators.

10. The next agenda item, *Rethinking the measurement of household Internet access*, featured a presentation by Marcelo Pitta of Nic.br with insights from a study comparing survey responses to questions on Internet use and household Internet access based on

responses from one- and two-person households. Mr Pitta highlighted potential confusion for respondents on household Internet access.

11. In the discussion that followed, EGH members thanked Mr Pitta for his presentation on the topic. Members pointed to both the need to distinguishing between different type of Internet connections and the challenge for survey respondent to correctly identify these connections. EGH encouraged members to share their experiences and discuss on the EGH Forum how to keep this indicator relevant as technologies and behaviors change.

12. Following this presentation there was a session on *Real-time quality assurance in ICT household surveys*. Mayank Date of Johns Hopkins University presented his work to monitor performance of survey enumerators during an ICT household survey conducted in Bihar, India. The approach combined programmed checks in digital questionnaires, rule-based error flags, and machine learning anomaly detection to identify implausible or fabricated responses.

13. EGH members highlighted challenges and opportunities for improving quality assurance. Members also noted differences in how quality assurance methods can be implemented depending on the mode of survey.

14. In the afternoon session on *Country experiences*, Nguyen Duc Hanh of Viet Nam's National Statistics Office, Juan José Rubio of Colombia's National Administrative Department of Statistics (DANE), and Aigozina Gulzhykhan of the Kazakhstan Bureau of National Statistics each presented how their countries have worked to collect ICT data from household surveys in recent years. Ms Nguyen's presentation demonstrated the benefits of integrating ICT questions into an existing living conditions surveys and noted funding sources, methodology and recent results for Viet Nam. Mr Rubio presented DANE's experience collecting statistics through its ICT household survey and the challenges in reconciling data collected through different surveys. Lastly, Ms Gulzhykhan presented the Kazakhstan Bureau of National Statistics experience in collecting statistics through its ICT household survey and integrating these data with other sources.

15. EGH members thanked Ms Nguyen, Mr Rubio, and Ms Gulzhykhan. The EGH Chair also encouraged members to continue to share their experiences and discuss on the EGH Forum.

16. The next item of the agenda addressed future work of the EGH. The Vice-chair led discussion on the work programme for the coming year. EGH members clearly confirmed their support for the extension of the mandate of the subgroup on *Measuring use of AI through household surveys* as members from many countries continued to indicate their interest in the topic.

17. EGH also agreed to new discussion topics on *Measuring digital well-being* and *Harmful use of Internet* following the dedicated sessions on these topics at WTIS-25. EGH members also agreed to create a new standing discussion topic on *Survey methodology* where members can share initiatives they are taking on various aspects of survey methodology such as survey design, quality assurance, and designing survey questions. *Integration with alternative sources* was another new discussion topic raised by members to share experiences on how administrative sources and others can be combined with survey data. Lastly, EGH members agreed to the Internet Corporation for Assigned Names and Numbers (ICANN) proposal to include a discussion topic on the *Effect of multilingualism on Internet use/digital skills* given the interest and relevance to countries.

18. The next item concerned the *Report of the joint EGH-EGTI subgroup on the ICT Development Index (IDI)* and was introduced through a joint session with EGTI. The subgroup leads, Teddy Woodhouse of Ofcom (UK) and Winston Oyadomari of Cetic.br (Brazil), presented a summary of the joint report, highlighting its consideration of candidate indicators for the IDI and its review of methodological aspects. They also advised EGTI/EGH to revise the IDI methodology in 2026 given the upcoming expiration of the validity of the current methodology.

19. The subgroup recommended to:
   - Incorporate on a preliminary basis a new indicator on 5G mobile network coverage into the existing mobile network coverage indicator and including fixed-broadband penetration when data on households is available;
   - Review goalposts and thresholds, making efforts to minimize time lags between reference years and publication, and improving the quality of reported country data;
   - Extend the mandate of the subgroup.

20. EGH members noted the importance of this work in guiding future updates of the IDI. EGH agreed to extend the mandate of the subgroup and further agreed to proceed with a formal revision of the IDI methodology - in accordance with the process established in PP Resolution 131 (Bucharest, 2022) – ahead of the expiration at the end of 2026 of the current four-year validity period.

21. At the close of the session, the Russian Federation informed EGH and EGTI of the activities of the Joint Expert Group of the Regional Commonwealth in the Field of Communication (RCC) and the Interstate Statistical Committee of the Commonwealth of Independent States on ICT Statistics.

22. Following the joint session, EGH then identified the following topics for the future work of the EGH:
   - EGH agreed to extend the mandate of the subgroup on measuring the use of AI through household surveys;

- EGH agreed to extend the mandate of the joint subgroup with EGTI on the IDI;
- EGH agreed to keep the following topics open as discussion topics of the EGH Forum:
    i. Review of the household long questionnaire;
    ii. Relevance of household Internet access;
    iii. Measuring ICT skills.
- EGH agreed to open new discussion topics on:
    i. Measuring digital well-being;
    ii. Harmful use of the Internet;
    iii. Survey methodology;
    iv. Integration with alternative sources;
    v. Effect of multilingualism on Internet use/digital skills.

23. The EGH Chair presented the draft conclusions and recommendations of the 13th EGH meeting, noting that all decisions will be subject to comments until 24 October 2025, after which they will become final. She also encouraged members to contact the ITU directly (indicators@itu.int) if they are interested in joining either of the subgroups. Lastly, the EGH Chair thanked all the speakers and presenters and closed the meeting.