

ITU Expert Group on ICT Household Indicators (EGH)

2026 work programme

Below is the EGH work programme and schedule for 2026. The [EGH online forum](#) has been organized accordingly. The work programme reflects [decisions taken by EGH members at its 13th meeting](#) (23 September 2025).

2026 EGH subgroups

1. Measuring the use of artificial intelligence (AI) through household surveys

Artificial intelligence (AI) is fast-evolving and already a part of many individuals' lives whether directly or indirectly. Following its 2024 meeting where Eurostat [presented their work](#) to add new questions on measuring the use of AI, EGH members agreed to create a subgroup on measuring the use of AI through household surveys. A [report of the subgroup's activities](#) in 2025 was presented at its September meeting including its recommendations on several important topics which constitute a framework for measuring AI use in household surveys.

The subgroup agreed on a common conceptual approach to measuring AI use in household surveys, drawing on international and national definitions and emphasizing that questions should refer to the conscious use of AI by respondents. It recommended that survey questions focus on specific AI-enabled activities or domains of use, aligned with policy and research needs, rather than abstract references to AI. The subgroup also identified priority indicator areas and highlighted the importance of cognitive testing to assess respondent understanding and data quality.

EGH members accepted the subgroup's recommendations and further agreed to extend the subgroup's mandate to continue gathering country experiences, develop and test question sets, and assess the feasibility of integrating AI-use indicators into the core ICT household indicator framework.

EGH members are encouraged to contact the ITU if they are interested in joining the subgroup.

2. Review of the ICT Development Index (IDI) methodology

In 2023, after extensive consultation with EGH, the Expert Group on Telecommunication/ICT Indicators (EGTI), and ITU Member States, the ICT Development Index (IDI) methodology was approved by ITU Member States. The subsequent report was [published in December 2023](#). In accordance with ITU's [Resolution 131](#) (rev 2022, Bucharest) the methodology is valid for four years.

Ahead of the 2027 revision of the IDI methodology, EGH and EGTI members agreed to establish a subgroup dedicated to the review of the IDI and IDI-related developments. The subgroup met throughout 2024 and 2025 where they

developed a framework and assessed candidate indicators and confirmed [universal and meaningful connectivity](#) as the underpinning conceptual framework of the IDI. The subgroup recommended the preliminary incorporation of 5G mobile network coverage within the existing mobile coverage indicator, the inclusion of fixed-broadband penetration when data on number of households that can serve as the denominator are available, and a review of goalposts and thresholds to reduce time lags and improve data quality. Reports of the activities of the subgroup were presented as part of joint sessions of EGH and EGTI in [2024](#) and [2025](#)

EGH members agreed to extend the subgroup's mandate and, noting the importance of this work for future updates of the IDI, agreed to initiate a formal revision of the IDI methodology in line with the process established under PP Resolution 131 (Bucharest, 2022), ahead of the expiration of the current four-year validity period at the end of 2026.

EGH members are encouraged to contact the ITU if they are interested in joining the subgroup.

Items open for discussion in the EGH 2025 forums

1. ITU household questionnaire

In March and September of each year the ITU requests detailed data on household ICT indicators through its *Questionnaire on ICT Access and Use by Households and Individuals*. The questionnaire provides a wealth of data and allows the comparison and aggregation of country data that is later disseminated by the ITU through the [ITU DataHub](#).

The questionnaire is lengthy and in the future the response burden could be further increased if EGH takes decisions to collect additional indicators (for example on AI). In 2021, EGH decided to review the ITU's long questionnaire and results were presented at its 2022 meeting. Current data availability was presented for all indicators with a focus on the 26 activities that people can do on the Internet (HH9).

The ITU also is using this discussion topic to inform countries of changes to the ITU questionnaire (e.g. based on ICT skills revisions in 2025)

EGH members requested the ITU to continue to monitor:

- Whether older indicators such as households with radio/television remain relevant;
- Whether data provided by few countries should continue to be collected in the current format;
- Whether increasing numbers of countries are reporting on newer indicators such as those on e-commerce and if they are maintaining relevance.

EGH members are encouraged to provide feedback on the long questionnaire in the Forum.

2. Relevance of Households with Internet Access

Several countries have raised possible confusion with the indicator on household Internet access. With the rise of mobile phones, Internet use has become more individualized and this indicator is less intuitive than it once was. The definition was updated several years ago to include households where all members have access to the Internet at all times regardless of the technology. This would include households where all members own mobile phones or where a mobile hotspot is always available to members of the household.

However, issues with respondent comprehension may remain in some cases. Some countries report that the share of households with Internet access is much higher than the share of individuals using the Internet, while in other countries it is much lower. In certain countries there may be meaningful reasons for this apparent discrepancy while in others poor respondent comprehension may be more of a factor. At the 2025 EGH meeting, CETIC.br highlighted such potential confusion through [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.

More information from country experiences would help clarify the relevance of this indicator.

EGH members are encouraged to provide feedback on the relevance of this indicator in the Forum.

3. Measuring ICT skills through household surveys

ICT skills determine the effective use of information and communication technologies and are duly included as one of the UN's Sustainable Development Goal indicators ([SDG 4.4.1](#)). This indicator helps in making the link between ICT usage and impact. The lack of digital skills continues to be one of the key barriers keeping people from fully benefiting from the potential of information and communication technologies. ICT skills data may be used to inform targeted policies to improve digital skills and contribute to an inclusive information society.

A subgroup on this topic was active from 2022 to 2024 during which time it [recommended](#) (1) a reorganization and rebalancing of the activities comprising ICT skills; (2) the development of indicators to measure ICT skill levels for individuals; and (3) changes to the phrasing of ICT skill activities. At its 2024 meeting, EGH recognized that while the subgroup's work was complete the digital skills required to fully benefit from digital technology will continue to evolve. To balance the need for relevance and stability, EGH decided to pause its work on this topic for at least three years. In the interim, the continued sharing of information and experiences on data collection and other statistical developments in this field will guide any future iterations of the subgroup.

EGH members are encouraged to continue to monitor and share country experiences on measuring ICT skills through household surveys on the EGH Forum.

4. Survey methodology

At its 2024 meeting, a session entitled [From concept to implementation: designing ICT survey questions](#) highlighted the importance of well-designed questions in surveys. Another aspect of administering surveys was addressed at the 2025 EGH meeting through a session on [Real-time quality assurance in ICT household surveys](#) where Johns Hopkins University provided an example of a method to track performance of survey enumerators.

Member experiences in developing survey methodologies will help countries to refine their own practices. Such experience sharing may also guide the ITU's development of revision to the [Manual for Measuring ICT Access and Use by Households and Individuals](#).

At its 2025 meeting, EGH members agreed to create a new 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.

EGH members are encouraged to share such initiatives in the EGH Forum.

5. Measuring digital well-being

As digital connectivity is increasingly integrated into the daily lives of many around the world it is increasingly important to understand how overall well-being is being affected by these behavioral changes.

A session at 2025 World Telecommunication Indicators Symposium ([WTIS-25](#)) underscored this growing importance of measuring digital well-being as connectivity expands and both the benefits and risks of digital technologies intensify. Presentations highlighted evidence linking patterns of technology and social media use with mental well-being, particularly among children and young people, with outcomes varying by intensity of use, gender, and socio-economic characteristics. While moderate use can be associated with positive social outcomes, excessive use is linked to poorer mental health indicators. The discussion emphasized the need for timely, comparable, and internationally harmonized data to inform balanced policies.

EGH members are encouraged to share experiences on digital well-being on the EGH Forum.

6. Harmful use of the Internet

While the benefits of connectivity are innumerable, there is increasing focus on some of the accompanying dangers. Another session at [WTIS-25](#) highlighted

emerging statistical approaches to measuring harmful use of the Internet, including cybercrime and cyberbullying, and underscored the importance of harmonized concepts and survey methods. The discussion emphasized the relevance of this topic for EGH's work programme alongside related areas such as AI use and digital well-being.

EGH members are encouraged to share experiences on measuring harmful use of the Internet on the EGH Forum.

7. Integration with alternative sources

Household surveys are an essential source of data for identifying digital divides and monitoring trends in access and use of ICT by individuals (and households). However, they are costly and complex to administer at a national level. The rising availability of alternative sources such as satellite data, mobile phone data, data from private digital platforms, and administrative records can, in some cases, provide new perspectives and complement survey data. Integrating these diverse sources represents a challenge that many NSOs and researchers are actively working to address.

Given these challenges and their relevance to ICT statistics, EGH decided at its 2025 meeting to open a new discussion topic to share experiences on how administrative sources and others can be combined with survey data. EGH members are encouraged to share their experiences on the EGH Forum.

8. Future work of EGH

Following the decision of the 2025 EGH, this online discussion topic will provide a space for EGH members to share their opinions and recommendations on improving methods of work of EGH.

Members are also encouraged to propose new topics for discussion. Sessions and conversations at WTIS-25 and EGH meetings suggest several possibilities. One example is measuring indicators related to the right to disconnect. Another possible issue might be the role of household surveys in measuring the environmental impact of technologies beyond e-waste.

EGH members are encouraged to share their ideas for future work on the EGH Forum.

EGH members are encouraged to make contributions during the work period to the above topics. Contributions should be related to monitoring and indicators (i.e., by sharing experience and good practices, relevant analytical or statistical publications), and should be posted in the EGH forum. This year an alternative portal for sharing information is also available through the [EGH document center](#). The document center will be used by the ITU to publish reports and member state contributions as input to the next meeting of EGH.

- EGH Forum: <https://www.itu.int/net4/ITU-D/forum/expertgrouponhouseholds/forum/>
- EGH document center: <https://www.itu.int/net4/ITU-D/CDS/contributions/egtiegh>

Schedule

Dates	Activity
January-February 2026	Initial discussion and kickoffs for sub-groups
January-August 2026	Discussion and shared country experiences on discussion topics
February-June 2026	Subgroup discussions
July 2026	Drafting of subgroup reports by subgroup coordinators (with support from ITU)
mid-July 2026	Draft subgroup report shared with subgroup members
early-August 2026	Final subgroup reports posted on the EGH Forum
9-11 September 2026	14 th meeting of EGH (held in Geneva)

I would like to encourage all EGH Members to actively participate in the discussions of the different items open for discussion, and to join the subgroups on measuring the use of artificial intelligence and the IDI.

Thank you very much.

Linah Ngumba

Chair of EGH