3rd Meeting of the ITU Expert Group on ICT Household Indicators (EGH)

Geneva, 21-22 September 2015

Final Report

1. The 3rd Meeting of the ITU Expert Group on ICT Household Indicators (EGH) took place in Geneva, Switzerland, on 21-22 September 2015. The meeting was held back-to-back with the Expert Group on Telecommunication/ICT Indicators (EGTI) meeting that took place from 23-24 September. A joint session of the two expert groups was held in the afternoon of 22 September.

2. The EGH meeting was attended by 94 participants representing national statistical offices, ministries, regulators and international and regional organizations, as well as the private sector. ITU staff was also present during the meeting and acted as the secretariat of EGH. The meeting was chaired by Mr Alexandre Barbosa, head of the NIC.br's Regional Center for Studies on the Development of the Information Society (CETIC.br), Brazil.

3. The topics discussed in the 3rd EGH meeting were those identified by the 2nd EGH meeting and recommended by the 12th WTIS (held in Georgia in November 2014). These topics were discussed in the EGH forum during the year. In particular, the agenda covered indicators on barriers to Internet access by households, barriers to Internet use by individuals, barriers to mobile phone ownership, ICT employment and the future work of the EGH. In addition, the meeting highlighted country experiences related to data collection, data verification and data dissemination.

4. The meeting discussed the contributions received in the EGH online forum between February and September 2015. The discussions focused on the suggested indicators, their relevance and definition and whether to include them in the future (2016) ITU data collection process. The meeting further discussed the future work of EGH, identifying topics that required further discussion as well as new areas related to ICT measurement.

5. The EGH meeting agreed on the definition and response categories of the indicator on barriers to individuals not using the Internet. The meeting clarified that in cases where respondents have access only to certain mobile applications but not the public web, they are not included in the current definition of Internet users. The meeting agreed to using the wording "by type of reasons" instead of barriers in the name of the indicator. The meeting debated on whether to merge some of the response categories to lessen the response burden, but agreed not to aggregate the response categories so as not to lose the information needed for policy making purposes. The meeting agreed to collect the indicator as part of the ITU ICT Household data collection in 2016 and to review the responses categories after the 2016 data collection. The discussion will be closed in the EGH forum.

6. The following indicator, question and response categories were agreed during the meeting.
Indicator: *Proportion of individuals not using the Internet, by type of reasons*
Question: *Why did you not use the Internet in the last 3 months? Select all reasons that apply.*
Response categories:
   - *Do not need the Internet (not useful, not interesting)*
   - *Do not know how to use it*
   - *Cost of Internet use is too high (service charges, etc.)*
   - *Privacy or security concerns*
   - *Internet service is not available in the area*
   - *Cultural reasons (e.g. exposure to harmful content)*
   - *Don't know what Internet is*
   - *Not allowed to use the Internet*
   - *Lack of local content*
   - *Other reason, specify*

7. The EGH meeting reviewed the response categories for the indicator "barriers to household Internet access". There were suggestions to exclude response categories that are for individuals (i.e. do not need the Internet, privacy or security concerns and cultural reasons) from the response categories, to aggregate response categories to reduce response burden, and to include "lack of local content" as one of the response categories. The meeting finally agreed not to aggregate the response categories so as not to lose the relevant information that might be needed for policy making purposes. The meeting also requested ITU to review the response categories after the 2016 ICT data collection. The meeting agreed to continue collecting the data as part of the ITU ICT Household data collection. The meeting decided to close the discussion in the EGH forum.

8. The following indicator, question and response categories were agreed during the meeting.
Indicator: *Proportion of households without Internet access, by type of reason*
Question: HH14 - *Why does this household not have Internet access? Select all reasons that apply*.
Response categories:
   - *Do not need the Internet (not useful, not interesting)*
   - *Have access to the Internet elsewhere*
   - *Cost of the equipment is too high*
   - *Cost of the service is too high*
   - *Privacy or security concerns*
   - *Internet service is not available in the area*
   - *Internet service is available but it does not correspond to household needs (e.g. quality, speed)*
   - *Cultural reasons (e.g. exposure to harmful content)*
   - *Lack of local content*
   - *No electricity in the household*
   - *Other reason, specify*

9. The EGH meeting discussed the indicator on proportion of individuals not owning a mobile phone, by type of reasons. There were several country-specific reasons that were raised during the meeting. The meeting decided that those issues that are relevant to some countries only can be included in national data collection and should be reported under "other reasons". The meeting agreed that the indicator will not be included in the ITU ICT Household data collection, but countries are encouraged to collect the data using the agreed question and response categories according to their national needs. The discussion on the indicator will be closed in the EGH forum.

10. Should countries wish to collect the data on the indicator, the following question was agreed during the meeting and could be used.
    Indicator: *Proportion of individuals not owning a mobile phone, by type of reason*
    Question*: Why do you not have a mobile phone? Select all reasons that apply*.
    Response categories:
    - *Do not have mobile network coverage in the area*
    - *Do not need a mobile phone/ Do not have interest in having a mobile phone*
    - *Do not know how to use it*
    - *Cost of mobile phone is too high*
    - *Cost of airtime is too high*
    - *Not allowed to own a mobile phone*
    - *Other reason, specify*

11. The ILO presented the progress of the work related to measuring ICT employment and highlighted that the three indicators on ICT employment are relevant for policymaking. However, there is lack of data for these indicators at the international level. Regarding employment in the ICT sector, it was highlighted that the data are available at the country level and are usually collected through establishment surveys and household surveys. For most countries, household surveys are a better data source as coverage for these surveys is more complete and the disaggregation by sex is always possible. It was recommended that statistics on employment in the ICT sector should be compiled by countries based on data at the ISIC 4-digit level but may be compiled from 2- or 3-digit level when data are not available at the 4-digit level. However, it should be noted that there is some loss of accuracy at the 2 or 3-digit level. The meeting agreed to close the discussion in the EGH forum on employment in the ICT sector.

12. The meeting further discussed the indicators on employment in ICT specialist occupations. The data on this indicator are already collected in countries but due to lack of internationally agreed definition of ICT specialist occupations and international data collection, the data may not be compiled by countries. Moreover, the meeting emphasized the importance of having sex-disaggregated data on ICT employment. The meeting further highlighted that labour force surveys are a better source than establishment surveys for data on ICT specialist occupations. Household surveys, for example, collect sex-disaggregated employment data classified by occupation and

economic activity. The meeting agreed that statistics can be compiled by countries using the proposed definitions by ILO based on data coded to the 4-digit level of ISCO-08.

13. The meeting suggested that ILO should seek the comments and feedback from agencies compiling international estimates of employment in ICT specialist occupations (such as OECD and EUROSTAT) and the UN Expert Group on International Statistical Classifications. The meeting requested experts to consult at the national level on whether the following occupations groups should be included in the ISCO ICT specialist occupations, in addition to the other occupations identified in the ILO paper, and to provide comments in the EGH forum by 30 October 2015. The meeting agreed to close the discussion in the EGH forum on this indicator after the deadline.
    - *2152 Electronics Engineers*
    - *2166 Graphic and Multimedia Designers*
    - *2356 Information Technology Trainers*
    - *2434 Information and Communications Technology Sales Professionals*
    - *3114 Electronics Engineering Technicians*
    - *7421 Electronics Mechanics and Servicers*
    - *8212 Electrical and Electronic Equipment Assemblers*

2. The meeting also discussed the indicator on employment using ICT skills and tools and recognized that more work is needed to define this indicator. The discussion on this indicator will continue in the EGH forum.

14. Several country experiences on data collection, data verification and data dissemination were presented during the meeting. These experiences were highly welcomed by experts. The meeting encouraged countries to continue sharing their experience regarding methodological issues in the EGH forum. It further invited countries who had implemented innovative solutions related to data collection, data verification/processing and data dissemination to share their experiences and/or solutions to other countries. The meeting decided that the topic on methodological issues will remain open in the forum for experience sharing.

15. During the joint EGH/ETI session, the topic of new data sources was presented and discussed. An overview of the work of the UN Global Working Group on Big Data, UNECE work on big data highlighting positive experiences, including the Sandbox framework, and a country experience from Spain were presented during the meeting. The meeting recognized that today we are facing major gaps in official data and timeliness of ICT data. As a result, a great potential of new data sources exists. However, there are a number of remaining challenges, in particular in terms of access to the big data sources, legislation and privacy. To overcome these challenges, there is a need to share experiences, set up public-private partnerships, and develop global data access model agreements. The meeting also highlighted that the ITU has in important role to play in terms of raising awareness and facilitating the dialogue on the big data discussion. The meeting decided that the discussions should continue in the EGH and countries and other experts working

on big data should share their experiences over the forum. Finally, the topic of big data highlighted the synergies that exist between the work of the EGH and the EGTI. The EGTI covers other administrative ICT data sources and data from OTT service providers.

16. The meeting discussed the future work of the EGH. A presentation on the indicators framework for the SDGs was appreciated by participants. The meeting encouraged countries to collect the data (through official surveys) on the ICT indicators included in the SDG indicators framework. A number of suggestions were made by experts for the future work of the EGH. They include 1) continue discussion of indicator on employment using ICT skills and tools, 2) review of the indicators "household with computer" and "individuals using a computer" (to include other types of devices), and 3) review the indicators HH8, HH9, HH15 to see if they cater Internet users using a mobile phone. The meeting further invited experts to provide suggestions to future work of the EGH through the online forum until 15 November 2015.

17. The meeting agreed that the outcomes of the EGH meeting will be presented by the Chair of the EGH to the WTIS 2015, to be held from 30 November to 2 December 2015 in Hiroshima, Japan.