

# Advancing the measurement of ICT Access and Use

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Insights from the Expert Group on Household ICT Indicators (EGH)

24 September 2024

# Mission of EGH



To review existing and develop new indicators on household ICT access and individual ICT use, including reviewing and developing harmonized definitions, response categories and/or classificatory variables to stay current with technological and behavioral changes.



To decide on ICT indicators from the demand side to be collected through the ITU statistical questionnaires on access and use by households and individuals.



To periodically review the ITU Manual for Measuring ICT Access and Use by Households and Individuals. Update the Manual to reflect revised ICT household indicators, experiences and lessons learnt by national statistical agencies around the world.



To work with the Expert Group on Telecommunications/ICT Indicators (EGTI) on issues related to indicators and topics that are common to both groups.

Online forum: <https://www.itu.int/net4/ITU-D/forum/expertgrouponhouseholds/forum/>

# 2023 EGH summary



11<sup>th</sup> Meeting: September 2023

## Presentations

E-waste survey harmonization

- Report of EGH subgroup
- UNITAR overview of East Africa study

ICT skills subgroup report

Joint EGH-EGTI subgroup on measuring OTT services

Findex survey (World Bank)

## Subgroup decisions

Closed the EGH subgroup on measuring e-waste and joint EGTI/EGH subgroup on measuring OTT services

Extended the mandate of the subgroup on measuring ICT skills using household surveys

Opened new joint EGTI/EGH subgroup on the ICT Development Index

## New or continuing discussion topics

Measuring OTT services

Measuring e-waste

Mobile money

Analysis of HH6: Households with Internet Access

Review of the household long questionnaire

Future of methods of work of EGH

# Subgroup on e-waste indicators



2023 EGH work

## Summary

UNITAR presented an overview of the results of their recent baseline study on e-waste in East Africa

EGH subgroup chair presented results of report on measuring e-waste

**Recommended [harmonized framework](#) for collection of indicators on e-waste**

**Countries can use and adapt to national specificities and interests**

EGH members thanked UNITAR and the subgroup for their work on the topic and pointed to recent country experiences

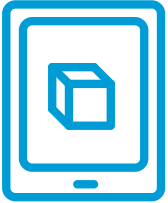
## Conclusions

EGH adopted framework developed by the subgroup as a guideline for harmonized collection of e-waste data

EGH closed the subgroup as it has concluded its work

EGH will continue to monitor and share country experiences on e-waste surveys on the EGH Forum

# Joint EGH/EGTI subgroup on measuring over-the-top services



2023 EGH work

## Summary

Joint subgroup chairs presented a summary of the report, highlighting existing challenges for data collection. The subgroup recommended:

- Promoting further exchange in the EGH and EGTI forums
- Member states to collect HH9 categories related to OTT and collect further data on the frequency of partaking in these activities
- Continuing to follow development on member state practices regarding provider/supply-side data collection at the forum level

EGH members thanked the subgroup for its work and noted the challenges mentioned in collecting these data

## Conclusions

Adopt new sub-indicators to measure frequency of use on existing HH9 indicators related to OTT services - this will be part of an addendum to the Manual

EGH closed the subgroup as it has completed its work

EGH will continue to monitor and share country experiences on the EGH Forum

# Subgroup on aggregating ICT skills indicators



2023 EGH work

## Summary

Subgroup chair presented work concluding that assessing each individual's skill level is feasible

Supporting this conclusion, Canada presented its experience through a pilot study

The subgroup recommended:

1. Transition to computing ICT skill levels for individuals
2. Countries should make efforts to collect as many ICT skills indicators as possible to improve comparability.
3. Aggregates should be by **skill area only** until overall data availability improves - EGH should assess progress in two or three years

EGH members noted the importance of measuring digital skills and agreed that data should be collected on this indicator



## Conclusions

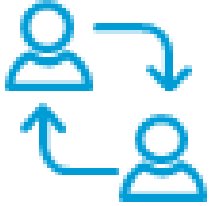
EGH agreed to the recommendations of the subgroup including the transition to the calculation of ICT skill levels for individuals

### EGH agreed to extend the mandate of subgroup to address remaining issues

- Robustness of ICT skills indicators
- Consideration of required indicators within each skill area

EGH encouraged countries interested in participating in a pilot to contact the ITU - further country experiences are needed to inform discussion

# Future work of EGH



EGH work – 2024 and beyond

## 2024 work

### Subgroups

Joint EGH-EGTI subgroup on the ICT Development Index

Subgroup on aggregating ICT skills

### Open discussion topics

Measuring OTT services

Measuring e-waste

Mobile money

Analysis of HH6: Households with Internet Access

Review of the household long questionnaire

Future of methods of work of EGH

## Beyond 2024

### Future topics are defined by EGH members

How can engagement on the EGH forum be increased?

How can exchanges on discussion topics be fostered in the forum?

Have the correct experts from your NSO joined the forum?

**Thank you!**