

# Results from the 2024 ITU household statistical questionnaire

September 2024

ltu.int/egh2024



# ITU Household questionnaires

## Questionnaires sent to countries twice each year

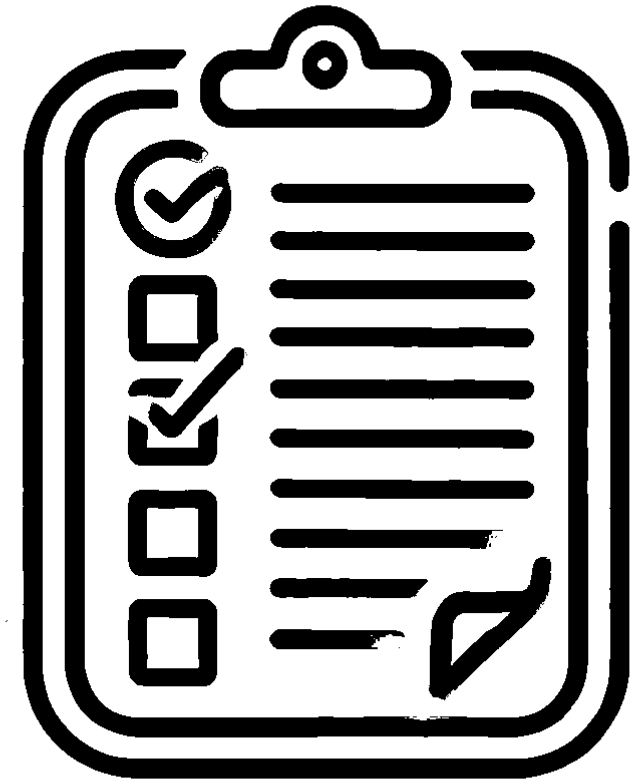
- Short questionnaire in April
- Detailed questionnaire in September

## ITU DataHub updated with new statistics after validation

- July and January each year

## Short questionnaire 2024

- Requested data on ICT skills aggregates for the first time
- Data years 2021, 2022, 2023

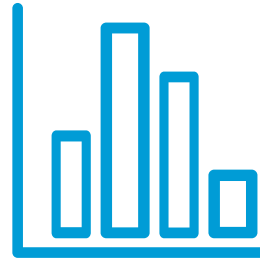




### Received questionnaires

**83 countries** submitted questionnaires

**72** with updated data



### ICT skills data

**61 countries** with data for  $\geq 1$  ICT skills indicator.

ITU provided documentation and guidance during the validation process



### ICT skills aggregates

**40 countries** with data on skill levels for  $\geq 1$  skill area.

**19 Eurostat countries** provided data calculated according to the DSI 2.0 methodology.

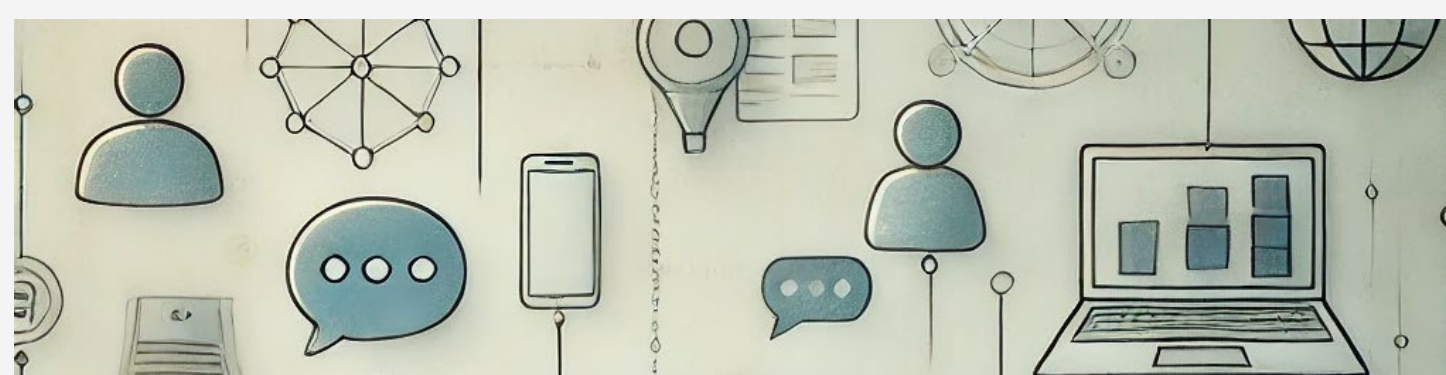
**21 countries** followed the 2023 EGH recommendations

## ICT information and data literacy skills

- Skill levels vary significantly among countries with similar internet usage rates.
- Republic of Korea, Canada, and Uruguay have notably high digital literacy skills.
- Many other countries have a much lower proportion of individuals with above-basic skills.
- Need for focus on improving information and data literacy in countries with lower skill levels

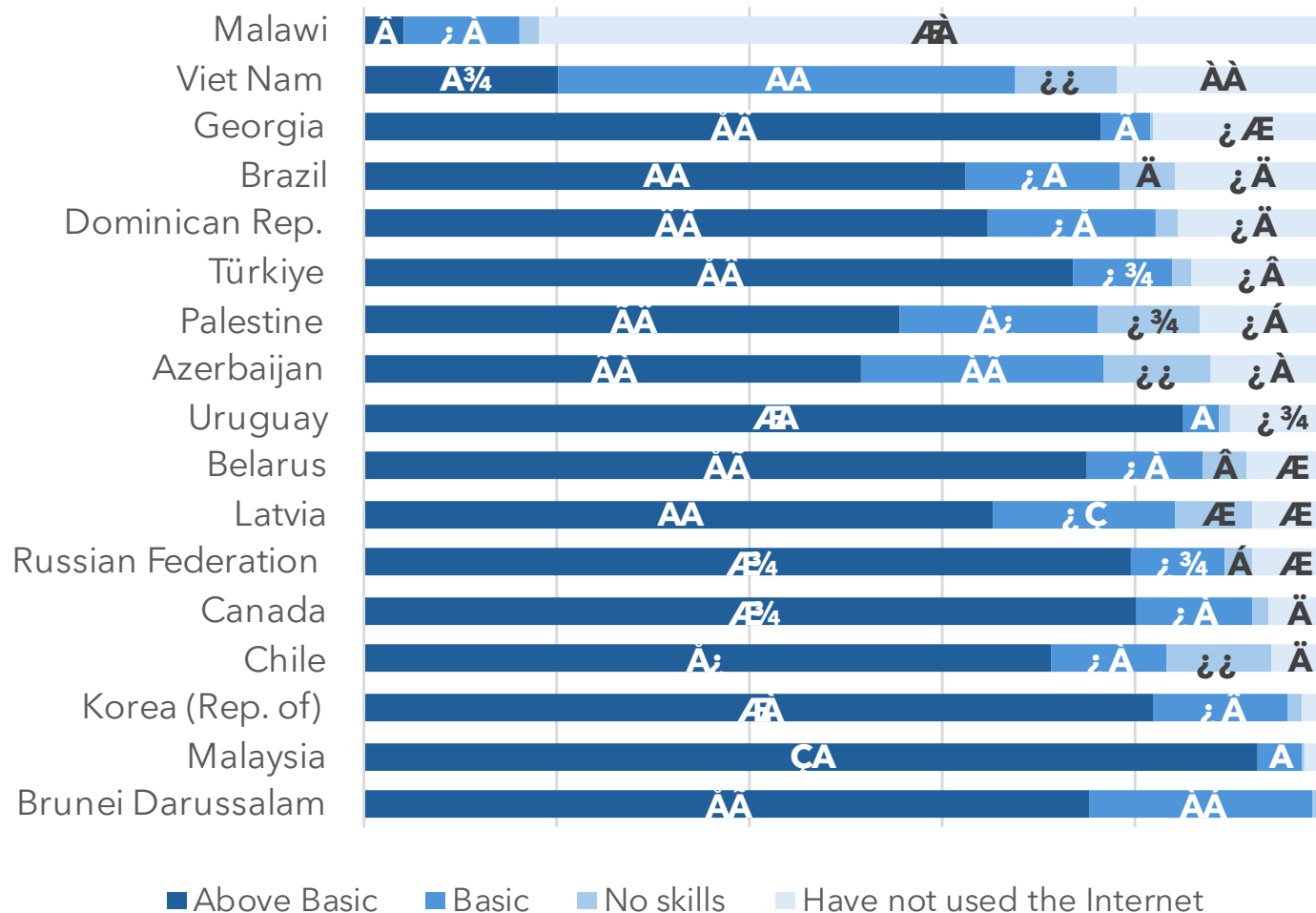


■ Above Basic ■ Basic ■ No skills ■ Have not used the Internet



## Questionnaire results

# ICT communication and collaboration skills

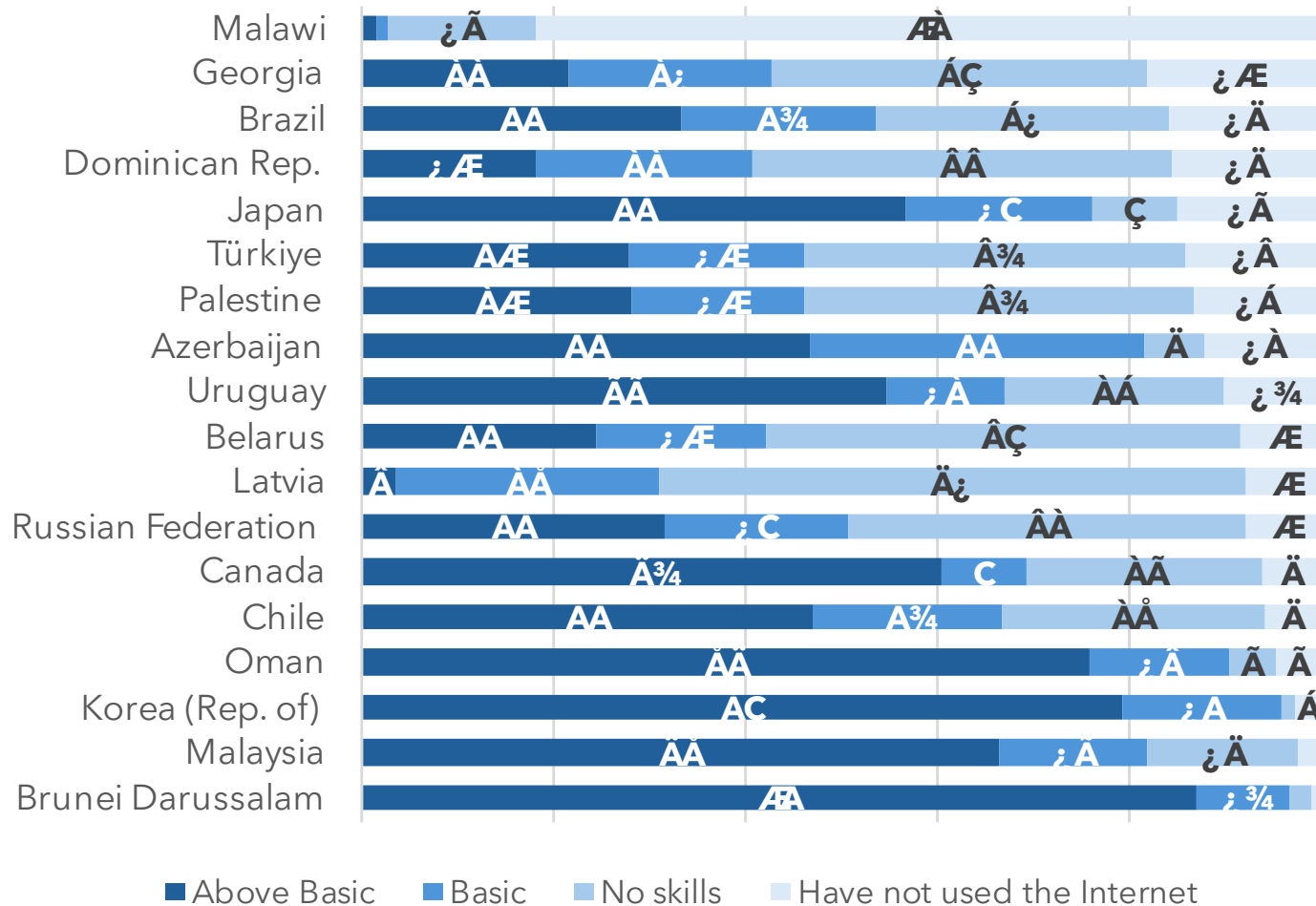


- Communication and collaboration skills are the most developed among Internet users.
- Most countries have few Internet users with no communication and collaboration skills
- In Uruguay nearly all users are at above-basic, higher than other countries with similar internet usage
- Larger gaps in Viet Nam despite similar level of Internet use



## ICT digital content creation skills

- Digital content creation skills significantly lower compared to other skill areas
- Skill levels vary greatly among countries with similar Internet usage
- High skill levels are reported in Republic of Korea, Oman, and Brunei Darussalam
- Latvia reports low levels of digital content creation skills - data comparability issues?

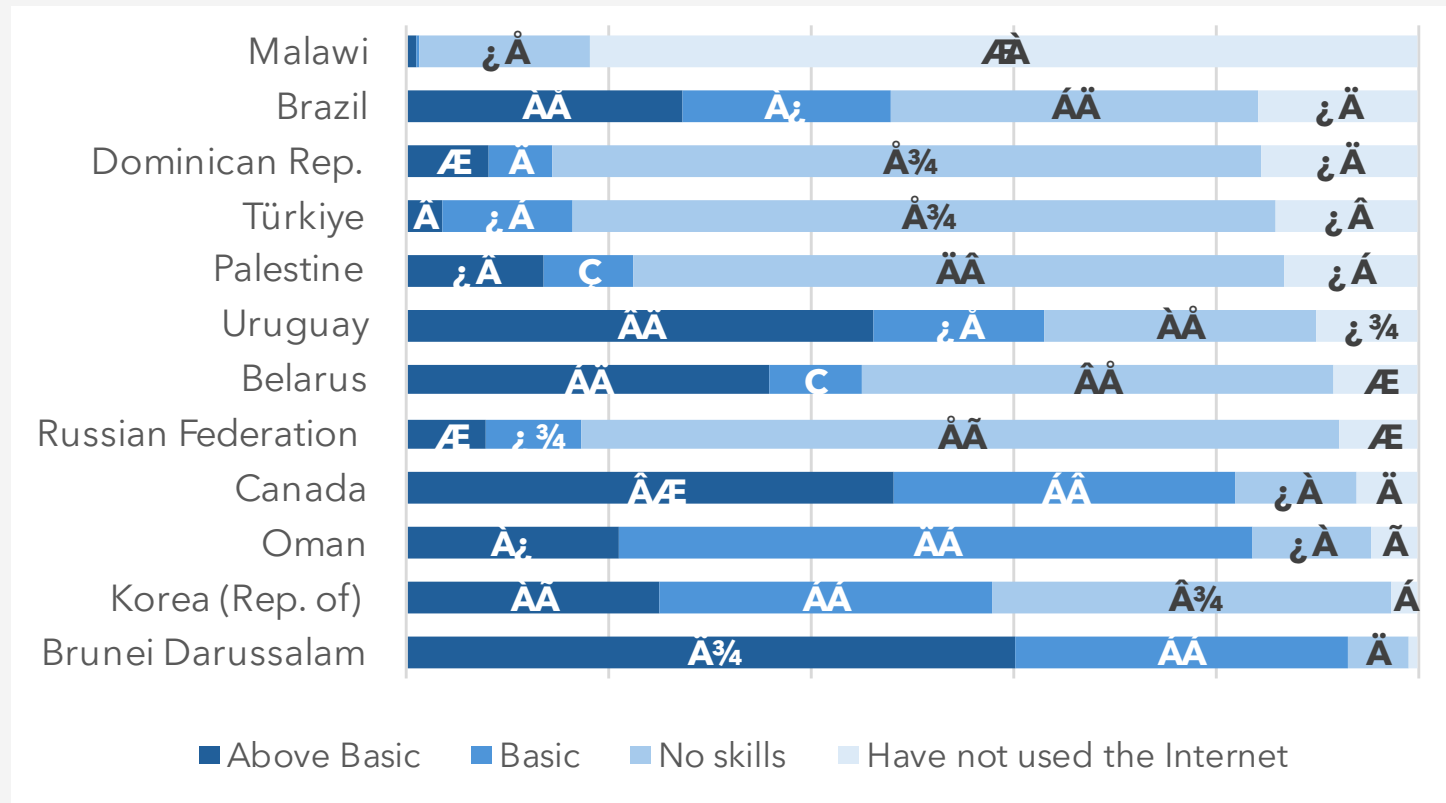




## Questionnaire results

# ICT safety skills

- ICT safety skills are the lowest on average among digital skill areas
- Skill levels vary significantly between countries with similar Internet usage
- High ICT safety skills are reported in Canada and Brunei Darussalam
- Most countries show a clear need for focused digital education on safety skills
- This area also has the lowest data availability

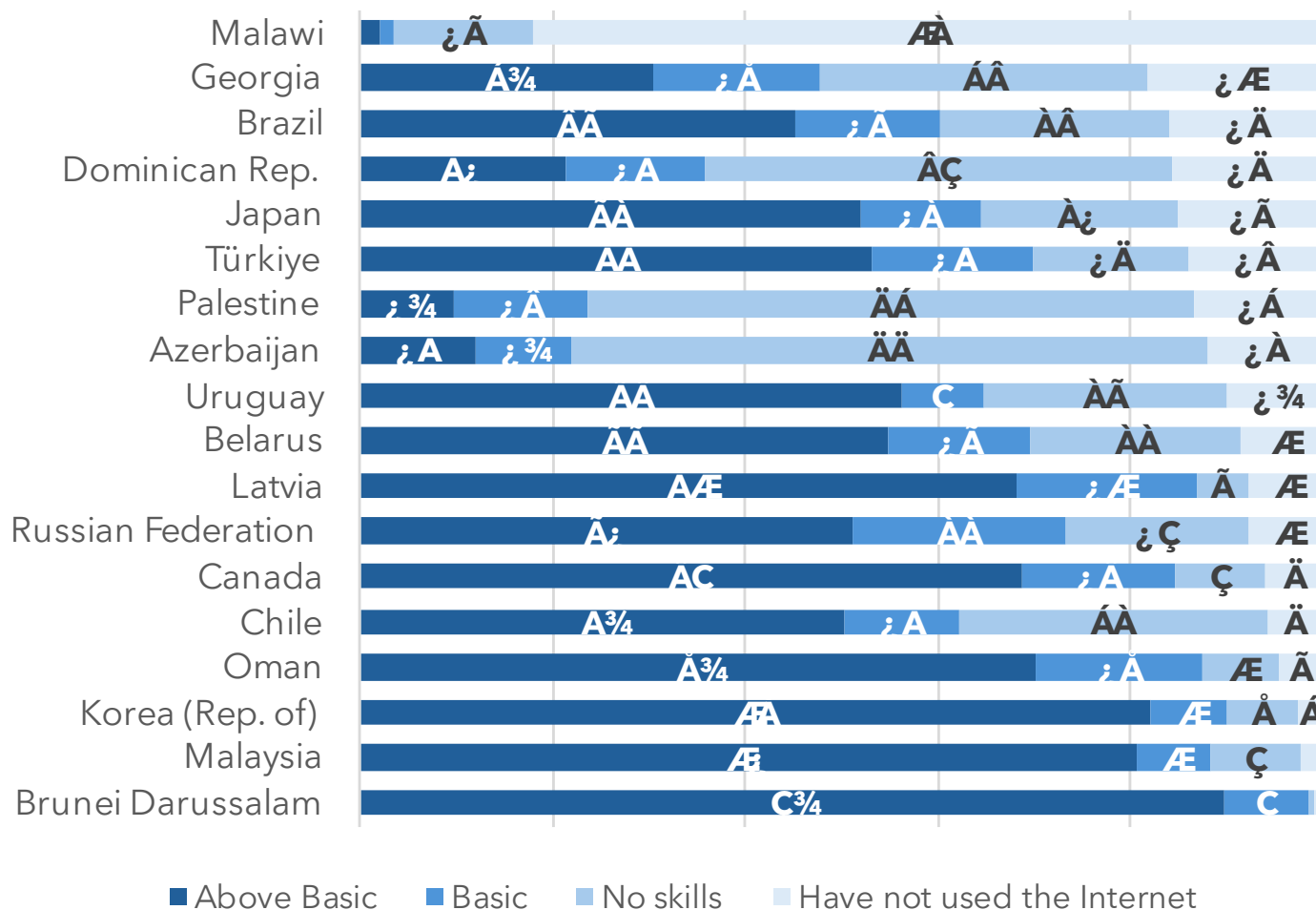




## Questionnaire results

# ICT problem solving skills

- Problem-solving skill levels show significant divides between countries with similar Internet usage
- High problem-solving skills reported in Republic of Korea, Malaysia, and Brunei Darussalam
- Lower levels of above-basic skills in Dominican Republic, Palestine, and Azerbaijan - indicates a need to focus digital skills education on problem-solving







## More data → More useful comparisons

### Current data

Available on [ITU DataHub](#)

Show potential of ICT skills data

Small sample, but varied countries

Wide variation among countries with similar level of Internet use

### ITU Long questionnaire

Sent on 16 September

Requesting disaggregation by gender, age group, occupation, education level and labour force status

### Future!

Overall ICT skill level for individuals

Increased data availability → meaningful regional and socio-economic comparisons



[datahub.itu.int/query](https://datahub.itu.int/query)



**Thank you**