

20TH WORLD TELECOMMUNICATION/ICT
INDICATORS SYMPOSIUM

ITUWTIS
GENEVA2025

22–23 September 2025
Geneva, Switzerland

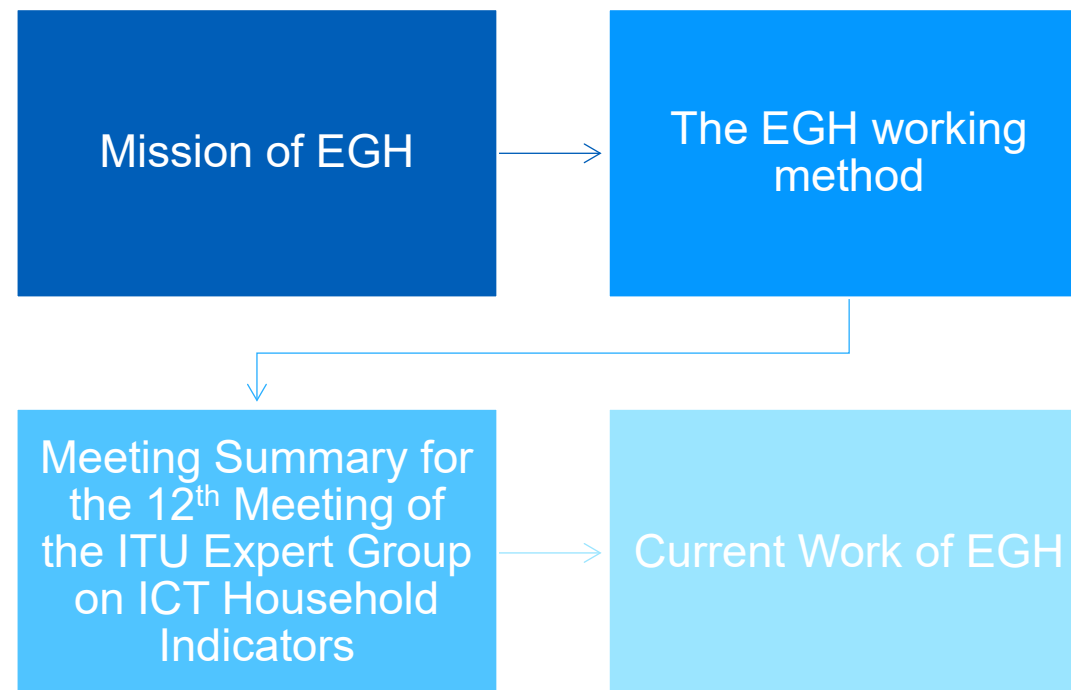
Shaping the Future of Digital Development Household Statistics

**Report from ITU Expert
Group on ICT Household
Indicators (EGH)**

**Presented by
Linah Ngumba- EGH Chair**



Agenda



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.

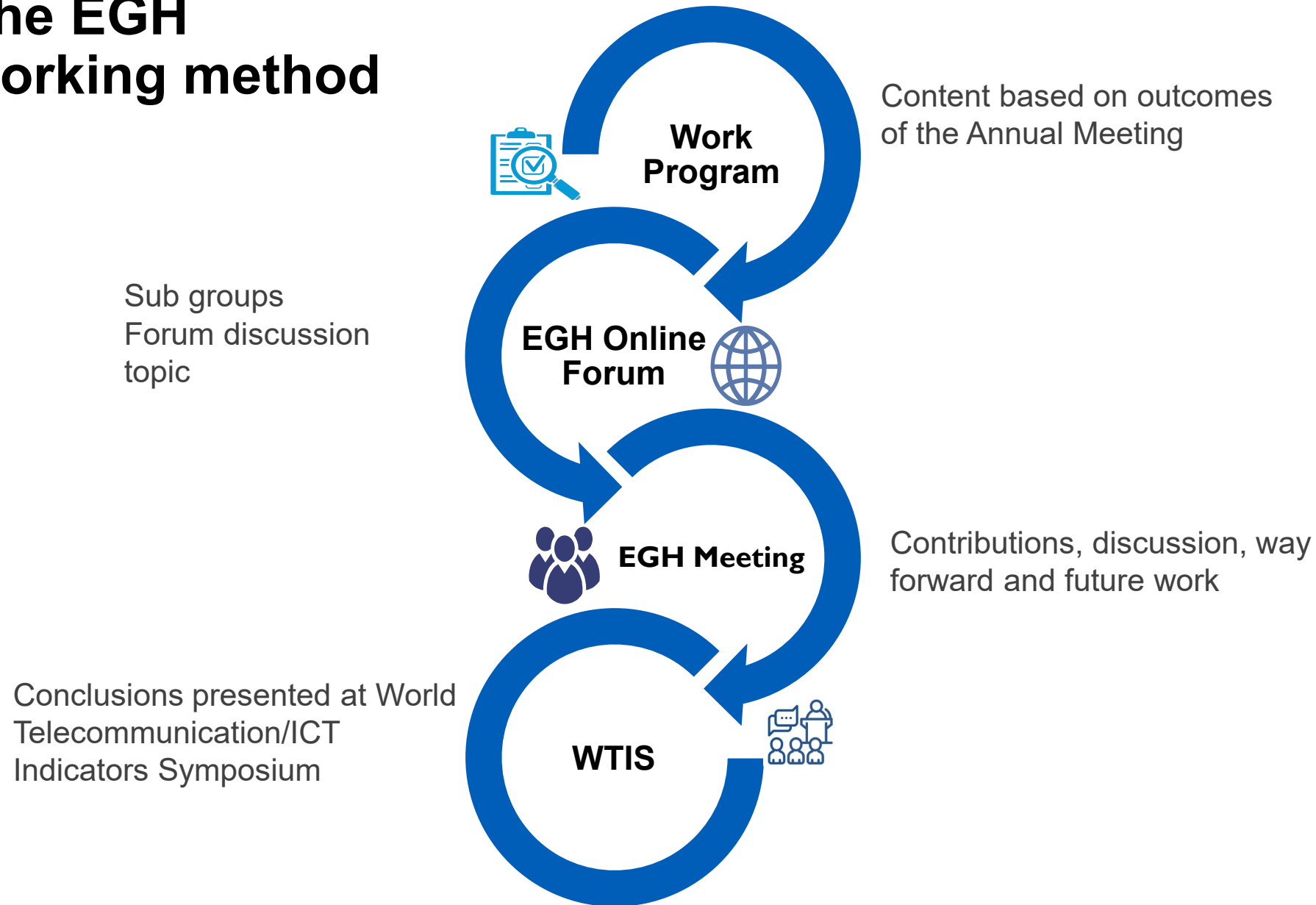
Online forum: <https://www.itu.int/net4/ITU-D/forum/expertgrouponhouseholds/forum/>



More information on EGH:
<https://www.itu.int/en/ITU-D/Statistics/Pages/expertgroups.aspx#EGH>

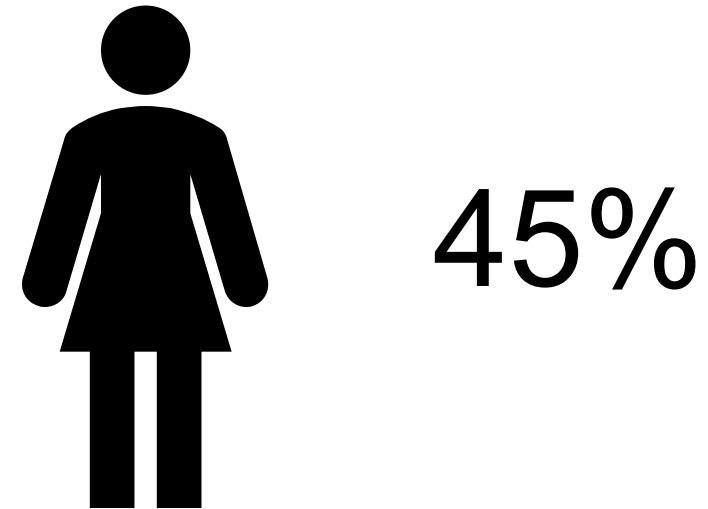
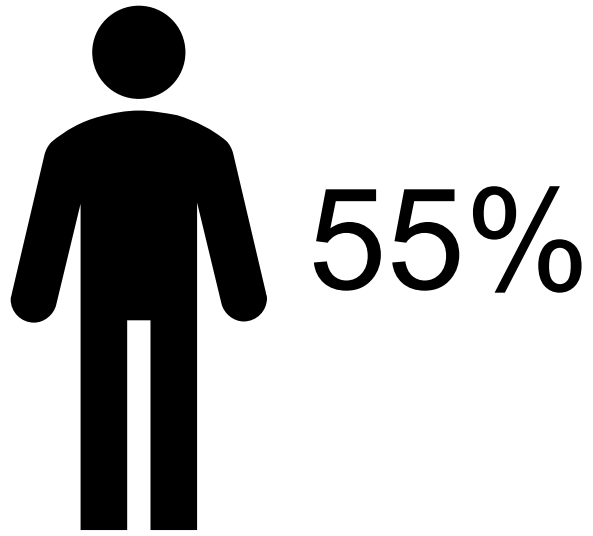


The EGH working method



EGH Participation

263 participants
(151 in-person; 112 remote) from 85 countries;



| 2024 EGH summary



12th Meeting: September 2024

Presentations

ICT skills subgroup report

Designing ICT survey questions

Measuring AI use in household surveys

Country experiences

- Cote d'Ivoire
- Gambia

Joint EGTI/EGH subgroup on the ICT Development Index (IDI)

Subgroup decisions

Closed the EGH subgroup on measuring ICT skills through household surveys

Extended the mandate of the joint EGTI/EGH subgroup on the ICT Development Index

Opened new subgroup on measuring AI use through household surveys

New or continuing discussion topics

Measurement of ICT skills

E-waste

OTT services

Designing survey questions

Analysis of HH6: Households with Internet Access

Review of the household long questionnaire

Future of methods of work of EGH

| Subgroup on measuring ICT skills using household surveys



2024 EGH activities

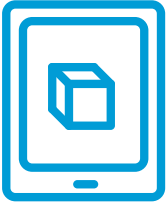
Summary

- EGH subgroup lead reported the subgroup's recommendations building on previous years' work including
 - Adapting wording and list of skills-related activities
 - Collection of overall skill levels
- 40 countries have already provided ICT skill levels and data available on the ITU DataHub

Conclusions

- Countries to report overall ICT skill levels for individuals
- Interested countries to test a reduced set against the full set
- **Subgroup closed** - to be revisited as skills evolve
- Keep ICT skills measurement as a **discussion topic** on the EGH Forum

Joint EGH-EGTI subgroup on the ICT Development Index (IDI)



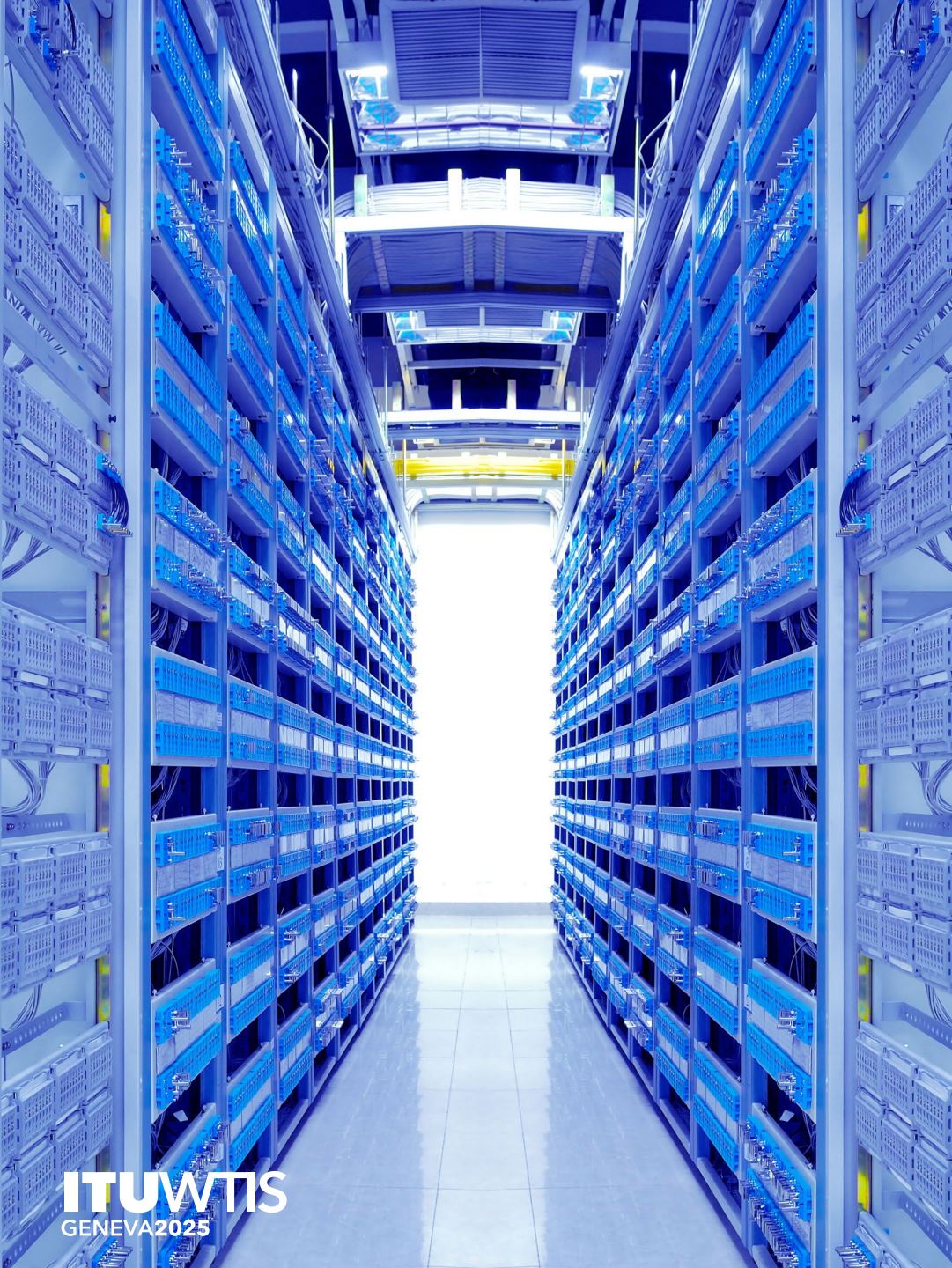
2024 EGH activities

Summary

- Joint subgroup leads presented a candidate-indicators framework for a possible future IDI revision after the current 4-year methodology term
- Members discussed shifting indicator relevance and noted last year's work on fixed-broadband penetration
- ITU updated on improving household-numbers data via a UN Committee for the Coordination of Statistical Activities (CCSA) task force

Conclusions

- Continue to use universal and meaningful connectivity as the IDI conceptual framework
- Adopt the candidate-indicators framework
- Extend the joint subgroup's mandate to assess candidates and prepare recommendations for the next IDI update



Measuring AI use in household surveys

Summary

- At the 2024 EGH meetings, Eurostat presented common questions to capture individuals' AI use in the region, outlining the motivation and the measurement challenges in reflecting actual usage.
 - *Evolving topic and the question set is expected to be refined over time.*

Conclusion

- Many members expressed interest in the topic
- EGH agreed to open a new subgroup to develop and harmonize questions aligned with agreed question-design principles
 - To explore broader dimensions of AI use—context, frequency, and purpose—while limiting respondent burden
 - To coordinate with Eurostat and partners to share lessons and promote harmonization
 - ***More to be shared at 13th meeting of EGH***

| Country experiences

Côte d'Ivoire - Presented by Jacques N'Guessan, Telecommunications Regulatory Authority of Côte d'Ivoire (ARTCI)

- Regular ICT household surveys demonstrate strong value for trend analysis and policy use
- Close collaboration between the telecom regulator and the national statistics office enabled the work
- Members discussed survey methodology and implementation details

The Gambia - Presented by Lamin Dibba, Gambia Bureau of Statistics

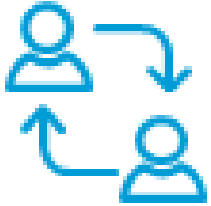
- ICT questions will be included in the next population census as a cost-efficient approach
- Work is ongoing to complement census results with mobile phone data
- Members discussed modalities for collaboration with the World Bank

**Countries are encouraged to share their own experiences
on the EGH Forum and/or at future EGH meetings!**

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Future work of EGH



EGH work – **2025 and beyond**

2025 work

Subgroups

Measuring use of AI through household surveys

Extend the mandate of the joint subgroup with EGTI on the ICT Development Index;

Open discussion topics

Measuring ICT skills

Improving survey questions to increase respondent comprehension

Future of methods of work of EGH

Beyond 2025

Future topics are defined by EGH members

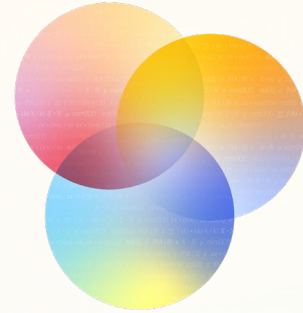
How can engagement on the EGH forum be increased?

How can collaboration between the regulator and the NSO be enhanced in undertaking household surveys?

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

*How can we measure **digital well being** / **cybercrime** / **other topics??***

Have the correct experts from your NSO joined the forum?



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Thank you