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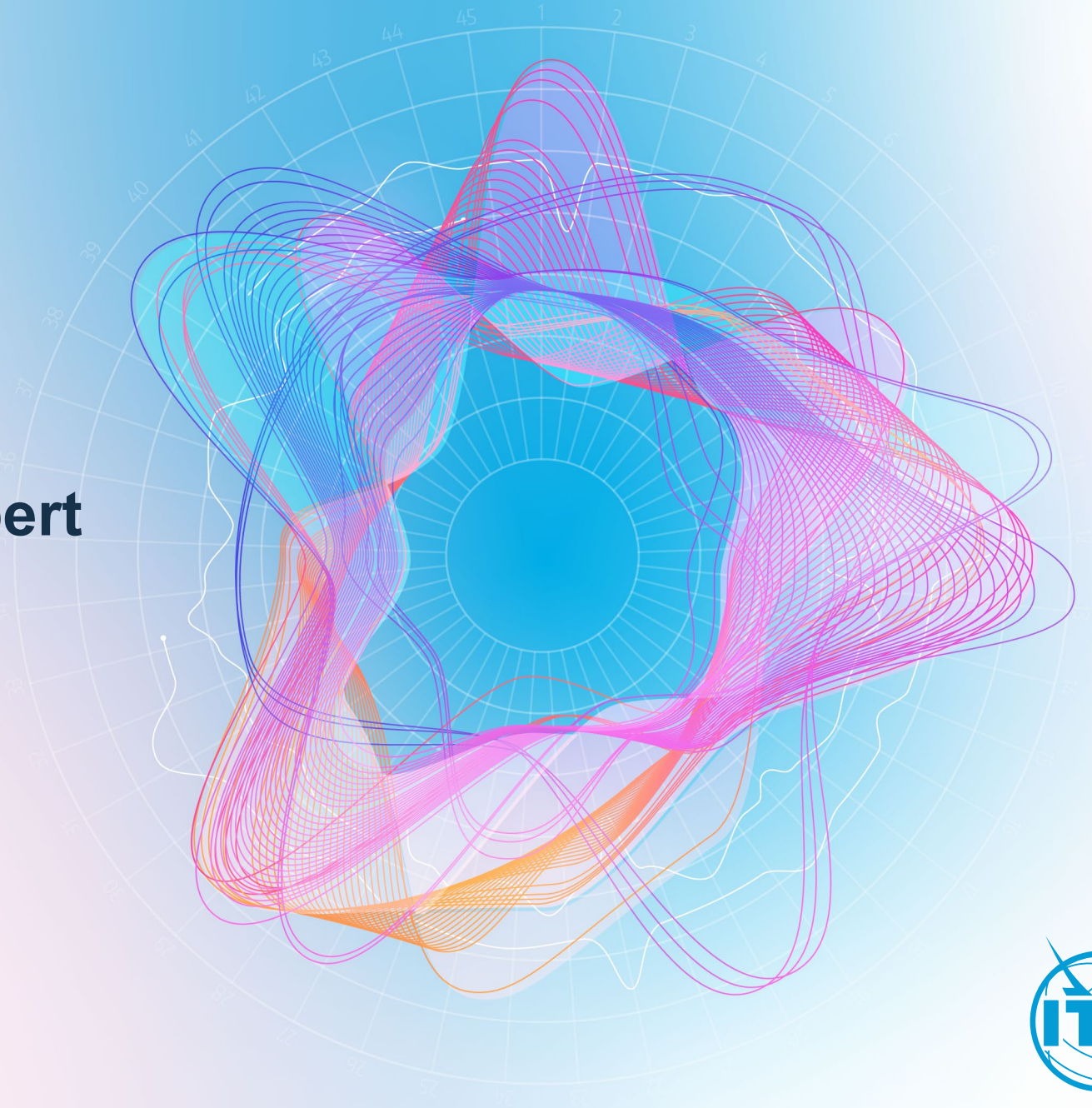
GENEVA2026

7- 8 September 2026
Geneva, Switzerland

Reporting from the ITU Expert Group on ICT Household Indicators

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Reporting on the Conclusions of the 13th EGH Meeting

9th September 2026



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Agenda

Participation, decisions and next steps

Mission of EGH

EGH Working Method

**Participation - EGH
meeting 2024 vs 2025**

2025 conclusions

AI measurement

Internet access and survey
quality

Country experience

IDI revision

Way forward

Future work priorities

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.

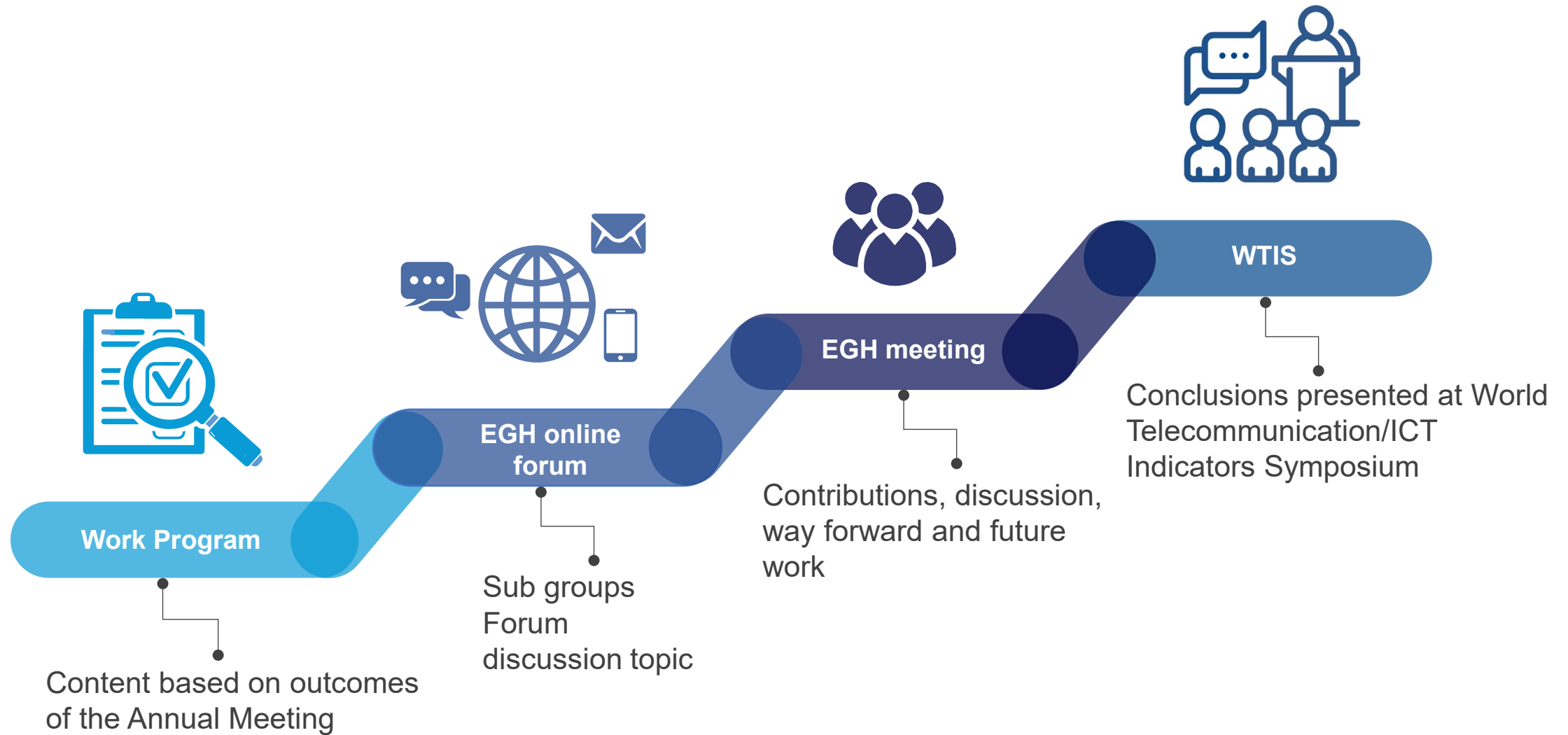


To work with the Expert Group on Telecommunications/ICT Indicators (**EGTI**) on issues related to indicators and topics that are common to both groups.



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

The EGH working method





2024 vs 2025

More participants joined in person in 2025

Participants

2024: 263

2025: 272

Countries

2024: 85

2025: 79

In person

2024: 151

2025: 182

Remote

2024: 112

2025: 90

Gender balance

Women

2024: 45%

2025: 49%

Men

2024: 55%

2025: 51%

Five areas moved household ICT measurement forward

01	AI use by individuals	Measurement concepts and question design
02	Household Internet access	Respondent understanding and indicator relevance
03	Real-time quality assurance	Enumerator monitoring and anomaly detection
04	Country experiences	Integration, reconciliation and other sources
05	IDI and future work	Methodology revision and emerging priorities

AI questions should focus on conscious, specific use

AGREED PRINCIPLES

- Survey questions on AI use should reflect the natural limitation to conscious use
- Ask about specific activities or domains—not one broad concept of AI
- Focus indicators on use, awareness, frequency, domain and activities

DECISIONS AND NEXT STEPS

- Extend the subgroup's mandate
- Continue collecting country experiences
- Propose question sets for further study
- Assess feasibility for the core indicator set
- Encourage countries to conduct cognitive testing

➤ **Austria shared their country experience.**



Better questions and real-time checks strengthen quality

RETHINKING HOUSEHOLD INTERNET ACCESS

Respondents may interpret household access differently.

- Connection types need to be distinguished
- Respondents may struggle to identify those types correctly
- Members were encouraged to share experience on keeping the indicator relevant

Brazil shared their experience



REAL-TIME QUALITY ASSURANCE

Enumerator performance can be monitored while fieldwork is underway.

- Programmed checks in digital questionnaires
- Weekly checks and rule-based flags reduced error rates by 85% over 12 weeks in one fieldwork example.
- Next: paradata and privacy-safe AI/LLM checks.

Evidence for Digital Transformation (EDiT) Consortium

Experiences highlighted integration and consistency challenges

VIET NAM



Integrating ICT questions

ICT questions were integrated into an existing living-conditions survey, with experience shared on funding, methodology and results.

COLOMBIA



Reconciling survey results

DANE shared its ICT household survey experience and the challenge of reconciling data collected through different surveys.

KAZAKHSTAN



Combining data sources

The Bureau of National Statistics described household ICT data collection and integration with other sources.

➤ In 2024, 2 countries shared their experience: Cote d'Ivoire



& Gambia .



➤ EGH members are encouraged to continue sharing national experiences through the EGH Forum.

EGH and EGTI agreed to revise the IDI methodology in 2026

WHY NOW

The current methodology expires at the end of 2026.

Formal revision will follow the process established in PP Resolution 131 (Bucharest, 2022).

SUBGROUP RECOMMENDATIONS

- Preliminarily incorporate 5G coverage into the mobile coverage indicator
- Include fixed-broadband penetration when household data are available
- Review goalposts and thresholds
- Reduce time lags and improve the quality of reported country data
- Extend the joint subgroup's mandate

The programme balances continuity with emerging priorities

MANDATES EXTENDED- SUBGROUPS

- AI use through household surveys
- Joint EGH-EGTI subgroup on the IDI

KEEP OPEN

- Household long questionnaire
- Relevance of household Internet access
- Measuring ICT skills

NEW DISCUSSION TOPICS

- Digital well-being
- Harmful use of the Internet
- Survey methodology
- Integration with alternative sources
- Multilingualism and Internet use / digital skills

The results and discussions of the
above will be presented on
Wednesday 9th EGH meeting



*Thank you for listening
&
for helping us keep ICT measurement relevant.*