Report of the Work of the Expert Group on ICT Household Indicators (EGH)

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Chair of the 2020 Expert Group on ICT Household Indicators

Background

- The Expert Group on Household Indicators (EGH) ensures that new measurement needs that emerge in the access to and use of ICTs are captured and updated where necessary.

- ICTs play a very important role in monitoring some dimensions covered in the SDGs: A multiplicity of internationally comparable ICT indicators are needed in order to have an appropriate assessment of countries' progress towards the attainment of the SDGs' targets.

- Indicators collected are disaggregated, giving insights into how socio-economic and other attributes influence patterns of ICT access and use within a country.

Scope of the Work of the EGH

1. To review existing and to develop new indicators on household ICT access and individual ICT use.

2. To decide on ICT indicators to be collected through the ITU questionnaires on this topic.

3. To periodically review the ITU Manual for Measuring ICT Access and Use by Households and Individuals.

4. To collaborate with the Expert Group on Telecommunication/ICT Indicators (EGTI).

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Expert Group on Household Indicators (EGH) Meeting

- Virtual meeting held on 17-18 September 2020.

- Back-to-back with Expert Group on Telecommunication Indicators (EGTI) meeting.

- Chaired by Dr. Juan Daniel Oviedo, Chief Statistician of Colombia, for the National Statistics Office of Colombia (DANE).

- 378 participants.

Agenda (*substantive items*)

1. Launch of the revised Manual for Measuring ICT Access and Use by Households and Individuals

2. Improving the measurement of ICT skills

3. Country experience (Philippines)

4. Improving the measurement of Internet users

5. Future work

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1. Launch of the revised Manual for Measuring ICT Access and Use by Households and Individuals

- Launched on 25th August 2020 in English (subsequent translation into other languages).

- Updates the 2014 Manual, reflecting EGH decisions to modify household core indicators.

- Incorporates:

  - New statistical classifications.

  - Country examples.

  - Recent initiatives of members of the Partnership on Measuring ICT for Development.

  - Updates to the model questionnaire.

  - Amendments to the core list of indicators.

- To be used as a basis for (online) training materials.

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2. *Improving the measurement of ICT skills* (1/2)

- Subgroup created after 5th EGH (2017)

- 6th EGH (2018):

  - Agreed some amendments to response categories of HH15.

  - Asked this subgroup to consider the aggregation of categories into one skills index/score.

  - Asked the subgroup to develop additional indicators to measure the following items:

    - Ability to evaluate the reliability of content that is found online (e.g. fake news).

    - Awareness of the use of devices and/or the Internet as they relate to personal well-being (e.g. cyberbullying, addiction and social exclusion).

    - Ability to recognize skills gaps and an individual's need for upskilling in the digital domain.

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2. *Improving the measurement of ICT skills* (2/2)

- The subgroup gave updates and proposals to the 7th EGH meeting:
  - This resulted in an extra response category for verifying reliability of information found online.
  - The subgroup was asked to continue its work.

- The subgroup subsequently formulated proposed questionnaire modules, presented to the 8th EGH, on digital-domain aspects of:
  - Critical literacy.
  - Well-being.
  - Upskilling.

- As well as a proposal for an overall ICT skills indicator.

- These were approved by the EGH, and the subgroup was closed.

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4. *Improving the measurement of Internet users* (1/2)

- Subgroup created after 6th EGH meeting (2018) to address potential inaccuracy in the measurement of Internet use from surveys.

    - For example, persons using an Internet-dependent smartphone app without knowing this can constitute Internet use.

- This subgroup presented suggestions on this issue to the 7th EGH, which asked the subgroup to continue its work with support from EGTI, noting that:

    - The ordering of survey questions could be important.

    - That "zero-rated" Internet-dependent applications/services could lead to differences in results.

    - Different types of users can be defined, depending on intensity of use.

4. *Improving the measurement of Internet users* (2/2)

- Further proposals were presented to the 8th EGH, outlining how survey questions could be asked to account for people unaware that they are using the Internet.

- The 8th EGH adopted these proposals, recognizing the need to adapt questions to country-specific circumstances by:
  - Providing examples of packages or offers available in the country.
  - Considering the prevalence of different Internet activities.

- Regarding zero-rated services:
  - These would not fall within the general definition of Internet if they only allow access to part of the Internet.
  - However it was decided not to formulate a set of survey questions for indicator HH7 to attempt to exclude Internet use from zero-rated services.

- The subgroup was closed.

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5. Future Work of the EGH (Existing topics)

Following a review of online postings in the Forum, the EGH discussion on its future work decided to deal with the existing topics within its work programme as displayed in the table.

Topic	Initial status	EGH decision
Measurement of ICT skills	Subgroup	Subgroup & forum closed
Better measuring Internet users	Subgroup	Subgroup & forum closed
E-waste	Forum topic	Consult online about new subgroup
Child online protection	Forum topic	Consult online about retaining Forum topic
Internet of things (IoT)	Forum topic	Forum closed
Community connectivity	Forum topic	Forum closed

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5. Future Work of the EGH (Consultation in the EGH Forum)

The discussions of the EGH identified the topics listed in the table for consideration for the 2021 EGH work programme.

It was decided to consult EGH members via the Forum on whether to form subgroups to work on these topics or to provide experience sharing in the Forum.

Topics Identified	Proposal	Consultation Result
E-waste indicators in household surveys	New subgroup	✓
Child online protection	Continue as a Forum topic	**New subgroup**
Regular and COVID-19 related barriers to conducting household surveys: experience sharing	New Forum topic	✓
Mobile money	New subgroup	✓
Inclusiveness of ICT access and use	New Forum topic	✓
Micro and macro edits for ICT household statistics: experience sharing	New Forum topic	✓

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THANK YOU

For more information:

http://www.itu.int/net4/ITU-D/forum/expertgrouponhouseholds/forum/

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