

[Country name]: ITU ICT Households Short Questionnaire 2024

Please complete the Answer and Notes columns in the table below.

All numerical data must be entered WITHOUT any punctuation, i.e. no apostrophes, commas, spaces, etc.

Section	Question	Answer						
Questionnaire recipients: Contact information for the primary recipient and email addresses for all recipients of this questionnaire.	Prefix (Mr, Mrs, etc)							
	First name							
	Last name							
	Title							
	Organization							
	Phone							
	Email							
	Website							
Section	Question	Answer 2021	Notes 2021	Answer 2022	Notes 2022	Answer 2023	Notes 2023	
Technical contact: Contact information for the person(s) who will respond to technical questions regarding this questionnaire.	Prefix (Mr, Mrs, etc)							
	First name							
	Last name							
	Title							
	Organization							
	Phone							
	Email							
	Website							
Survey information	Name of survey Please provide the name (in English) of the survey where this information was collected. If the information was collected through several surveys for a given year, include all.							
	Organisation or department carrying out the survey							
	Period in which the survey was conducted (e.g. May 2022): Should include the year to which the data should be referred.							
	Legal basis: should indicate whether the survey is mandatory or voluntary. If mandatory, provide information about the legal basis. If only a legal basis for the provision of statistical data in general exists (and not for a specific survey), information should be provided on the general legal basis.							
	Survey's website URL: refers to the address(es) of the website/s where survey results, questionnaire and methodological information are published. Any other relevant links to other surveys can also be provided here; e.g. if the survey is a supplement to another survey, or a follow-up to a previous survey.							
	Type of survey (survey vehicle) Indicate the type of survey where the information was collected: e.g. ICT stand-alone survey, multi-purpose household survey, household budget/expenditure survey, other types of household surveys, census etc.							
	Collection technique							
	Sampling unit Indicate the sampling unit. Depending on the survey, it can be the household, or the individual, or both.							
	Frequency of survey							
	Selection of the person replying to the individual level ICT questions							
	Sampling frame Describe the sampling frame, e.g. household register, census, etc, including any inaccuracies such as undercoverage and duplication							
	Sampling design Describe the sampling design used (stratification, sampling stages), including the coverage and other relevant criteria to defining the sample (e.g. geographic scope, household characteristics, etc...)							
	Response rate Indicate the proportion of sampling units that responded to the survey, for each unit type, households and individuals.							
	Non-response treatment: refers to whether imputations were made for non-response. If possible, include all treatments done, e.g. imputation rules for statistical units and imputation rules for items/variables							
	Weighting methods: includes any final benchmarking/post-stratification against independent estimates							
	Standard errors: should include relative standard errors (RSEs) or coefficients of variation for main aggregates (e.g. total level, urban/rural level) and for main variables (e.g. for computer access, Internet access, computer use, Internet use, mobile use).							
	Non-sampling error: should include actions taken to minimize this type of error. Include known non-sampling error or bias (e.g. non-response, frame errors, questionnaire bias).							

Section	Question	Answer 2021	Notes 2021	Answer 2022	Notes 2022	Answer 2023	Notes 2023
	<p>Reference period for ICT questions to individuals Period (number of most recent months) used as a reference when asking questions to individuals (e.g. last 3 months, last 12 months). In case a reference period is not used, leave this field blank. If the reference period varies among questions, include this information in the notes of the corresponding indicators.</p>						
	<p>Sample size (design) Indicate the number of statistical units included in the sample design.</p>						
	<p>Sample size (effectively) Indicate the number of statistical units effectively included in the sample (if different from the design sample)</p>						
	<p>Scope of households replying to the household level ICT questions Should include all relevant characteristics of the target population (e.g. all households, households with at least one member with age between 15 and 74 etc), particularly any significant limitations on the scope or coverage.</p>						
	<p>Please specify the age range to which your figures concerning individuals correspond. For example, ages 15 to 75 years, etc.</p>						
	<p>Scope of individuals replying to the individual level ICT questions Describe the in-scope population for questions about individuals' use of the Internet, ICT skills and mobile phone ownership, e.g. all individuals, , certain types of individuals, etc... Please include also any significant limitations on the scope or coverage.</p>						
Household ICT access	<p>HHA_HHTotalHousehold - TOTAL NUMBER OF HOUSEHOLDS Indicate the total number of households in the country or (if different) the number of households to which the values on households with computer and with Internet (see indicators below) refer.</p>						
	<p>HHA422_HHTotalHousehold - HH4: Number of households with a computer Indicate the total number of households with a computer. A computer refers to a desktop computer, a laptop (portable) computer or a tablet (or similar handheld computer). It does not include equipment with some embedded computing abilities, such as smart TV sets, and devices with telephony as their primary function, such as smartphones.</p>						
	<p>HHA4213_HHTotalHousehold - HH6: Number of households with Internet access Indicate the total number of households with Internet access. The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer - it may also be by mobile telephone, tablet, PDA, games machine, digital TV etc.). Access can be via a fixed or mobile network.</p>						
Individual target population	<p>HHU_HHTotalIndividual - TOTAL TARGET POPULATION Indicate the total number of the target, or in-scope, population of the survey, i.e. the total number of individuals to which the indicators on individual use of ICTs refer.</p>						
	<p>HHU_HHCMale - Total number of individuals, male Indicate the total number of men in the target population.</p>						
	<p>HHU_HHCFemale - Total number of individuals, female Indicate the total number of women in the target population.</p>						
HH7: Individuals using the Internet	<p>HHU4212_HHTotalIndividual - Total number of individuals using the Internet Indicate the total number of Internet users. Use of Internet should be recorded irrespective of the device used (not assumed to be only via a computer - it may also be by mobile telephone, tablet, PDA, games machine, digital TV etc.). Access can be via a fixed or mobile network.</p>						
	<p>HHU4212_HHCMale - Number of individuals using the Internet, male</p>						
	<p>HHU4212_HHCFemale - Number of individuals using the Internet, female</p>						
HH18: Individuals who own a mobile phone	<p>HHU271own_HHTotalIndividual - Total number of individuals who own a mobile phone Indicate the total number of individuals who own a mobile phone. An individual owns a mobile cellular phone if he/she has a mobile cellular phone device with at least one active SIM card for personal use. It includes mobile cellular phones supplied by employers that can be used for personal reasons (to make personal calls, access the Internet, etc.) and those who have a mobile phone for personal use that is not registered under his/her name. It excludes individuals who have only active SIM card(s) and not a mobile phone device.</p>						
	<p>HHU271own_HHCMale - Number of individuals who own a mobile phone, male</p>						
	<p>HHU271own_HHCFemale - Number of individuals who own a mobile phone, female</p>						

Section	Question	Answer 2021	Notes 2021	Answer 2022	Notes 2022	Answer 2023	Notes 2023
Digital skills: Individuals with communication skills, by type of skill Indicate the total number of individuals that have undertaken the following ICT activities	HHU781e_HHTTotalIndividual - Sending messages (e.g. e-mail, messaging service, SMS) with attached files (e.g. document, picture, video)						
	HHU4212apv_HHTTotalIndividual - Taking part in consultations or voting via the Internet to define civic or political issues (urban planning, signing a petition etc.)						
	HHU4212acv_HHTTotalIndividual - Making calls (telephoning over the Internet/VoIP using Skype, WhatsApp, Viber, iTalk, etc.; includes video calls via webcam)						
	HHU4212asn_HHTTotalIndividual - Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, etc.)						
	HHU781CC1_HHTTotalIndividual - Communication and collaboration. Basic skills HHU781CC2_HHTTotalIndividual - Communication and collaboration. Above basic skills						
Digital skills: Individuals with digital content creation skills, by type of skill Indicate the total number of individuals that have undertaken the following ICT activities	HHU781d_HHTTotalIndividual - Using copy and paste tools to duplicate or move data, information and content in digital environments (e.g. within a document, between devices, on the cloud)						
	HHU781f_HHTTotalIndividual - Using basic arithmetic formulae in a spreadsheet						
	HHU781p_HHTTotalIndividual - Creating electronic presentations with presentation software (including text, images, sound, video or charts)						
	HHU781w_HHTTotalIndividual - Programming or coding in digital environments (e.g. computer software, app development)						
	HHU4212ase_HHTTotalIndividual - Using software run over the Internet for editing text documents, spreadsheets or presentations						
	HHU4212auc_HHTTotalIndividual - Uploading self/user-created content to a website to be shared (text, images, photos, videos, music, software, etc.)						
	HHU781DCC1_HHTTotalIndividual - Digital content creation skills. Basic skills HHU781DCC2_HHTTotalIndividual - Digital content creation skills. Above basic skills						
Digital skills: Individuals with information and data literacy skills, by type of skill Indicate the total number of individuals that have undertaken the following ICT activities	HHU781v_HHTTotalIndividual - Verifying the reliability of information found online						
	HHU4212ash_HHTTotalIndividual - Seeking health-related information (on injury, disease, nutrition etc.).						
	HHU4212adr_HHTTotalIndividual - Reading or downloading newspapers, magazines or electronic books in a digital format						
	HHU4212agg_HHTTotalIndividual - Getting information about goods or services						
	HHU781IDL1_HHTTotalIndividual - Information and data literacy. Basic skills HHU781IDL_HHTTotalIndividual - Information and data literacy. Above basic skills						
	HHU781i_HHTTotalIndividual - Connecting and installing new devices (e.g. a modem, camera, printer) through wired or wireless technologies						
Digital skills: Individuals with problem solving skills, by type of skill Indicate the total number of individuals that have undertaken the following ICT activities	HHU781s_HHTTotalIndividual - Finding, downloading, installing and configuring software and apps						
	HHU781t_HHTTotalIndividual - Transferring files or applications between devices (including via cloud-storage)						
	HHU4212aoc_HHTTotalIndividual - Doing an online course (in any subject)						
	HHU4212ap_HHTTotalIndividual - Purchasing or ordering goods or services (purchase orders placed via the Internet whether or not payment was made online; excludes orders that were cancelled or not completed; includes purchasing of products such as music, travel and accommodation via the Internet)						
	HHU4212ab_HHTTotalIndividual - Internet banking (includes electronic transactions with a bank for payment, transfers, etc. such as M-Pesa, or for looking up account information; excludes electronic transactions via the Internet for other types of financial services such as share purchases, financial services and insurance)						
	HHU781IPS1_HHTTotalIndividual - Problem solving. Basic skills HHU781PS2_HHTTotalIndividual - Problem solving. Above basic skills						
	HHU781m_HHTTotalIndividual - Setting up effective security measures (e.g. strong passwords, log-in attempt notification) to protect devices and online accounts						
Digital skills: Individuals with safety skills, by type of skill Indicate the total number of individuals that have undertaken the following computer-related activities	HHU781l_HHTTotalIndividual - Changing privacy settings on your device, account or app to limit the sharing of personal data and information (e.g. name, contact information, photos)						
	HHU781SF1_HHTTotalIndividual - Problem solving. Basic skills HHU781SF2_HHTTotalIndividual - Problem solving. Above basic skills						

INDIVIDUAL ICT SKILLS

Data requested for this topic correspond to the latest recommendations from the ITU sub-group on ICT skills that were approved by ITU's Expert Group on ICT Household Indicators (EGH) in September 2022. These recommendations include reorganizing into five skill areas and adding indicators from HH9 (Proportion of individuals using the Internet, by type of activity).

<https://www.itu.int/itu-d/meetings/statistics/wp-content/uploads/sites/8/2023/09/Report-of-the-EGH-subgroup-on-IC>

The recommendations also request countries to calculate skill aggregates at the individual level by skill area. These should correspond to the number of individuals with various levels of skills for each area. This approach does not require additional data collection beyond current ITU recommendations in the Manual. It would involve processing existing survey data to assign a skill level to each respondent. Aggregates for a skill area are not calculated in countries where fewer than two of the indicators comprising the skill area are collected.

An individual's skill level in each skill area should be calculated as below:

Basic skills - 1 activity

Above basic skills - 2 or more activities

The example below shows the responses of 10 individuals to a theoretical ICT household survey. The general approach to assigning a skill level to each individual is to assess how many activities they have done in each skill area. Person A has more than two activities in Communication and Collaboration (in green) and is assigned '2' as a skill level - above basic skills (see the COM column in green on the right). By contrast, person G has only one activity in the same skill area and is assigned '1' - basic skills and person H with no activities in this skill area is assigned '0' - no skills.

Person	Raw data														Raw scores converted to levels												
	Information and Data (INFO)				Communication & Collaboration				Content creation (CONT)				Safety (SAFE)		Problem solving (PROB)				INFO	COM	CONT	SAFE	PROB				
A	1	1	1	1	1	0	1	1	1	1	1	1	0	1	1	1	0	1	1	1	1	1	2	2	2	2	2
B	1	0	0	0	1	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	1	1	1	1	1
C	1	0	0	1	1	0	0	1	1	0	0	1	0	0	1	0	1	0	0	1	1	0	2	2	2	1	2
D	1	1	0	0	1	1	1	0	1	1	0	0	0	0	0	0	0	1	0	0	1	0	2	2	2	0	2
E	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	2	0	0	1	1
F	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1
G	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
H	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

These data should be summarized as with other survey data (Eg, xxx individuals have basic skills in communication and collaboration). A worked pilot with R code is available on the ITU's Azure repository for Brazil as reference. This pilot used existing data collected by Brazil to assess skill levels for individuals.

https://dev.azure.com/ITUINT/EGH-EGTI/_git/ICT%20skills?path=/Brazil_pilot