ITU Manual on Measuring ICT Access and Use by Households and Individuals

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The 2020 edition of the manual

- It is an update on the previous 2014 edition of that manual. This revision was coordinated by ITU, and prepared by José L. Cervera, and Bouazza Bouchkhar, and reviewed by Michael Minges, also consultant to the ITU.

- The Manual is designed as a practical tool to help guide countries in their ICT data production, serving as a basic reference when preparing, designing and implementing ICT household surveys.

- It addresses data on ICT access and use by households and individuals, focusing on the core list of indicators of the Partnership on Measuring ICT for Development.

- Some of the indicators detailed in the manual are also Sustainable Development Goal indicators, in particular:
  - Indicator 4.4.1: Proportion of youth and adults with ICT skills, by type of skills
  - Indicator 5.b.1: Proportion of individuals who own a mobile telephone, by sex
  - Indicator 17.8.1: Proportion of individuals using the Internet

The revision timeline

- Revisions and modifications to the Manual were presented to the 7th EGH meeting last year, and draft sections of the manual were consulted with the EGH via the following steps.

- Chapters 1-5 + Annex 2
  - posted 10/09 (11/09 for Annex 2)
  - discussed during EGH
  - open for comments until 18/10
  - finalised 31/10
- Chapters 6-10 + remaining annexes
  - posted 8/10
  - open for comments until 25/10
  - finalised 31/10

- We were grateful to receive useful inputs provided by various countries and organizations for incorporation into the revised Manual.
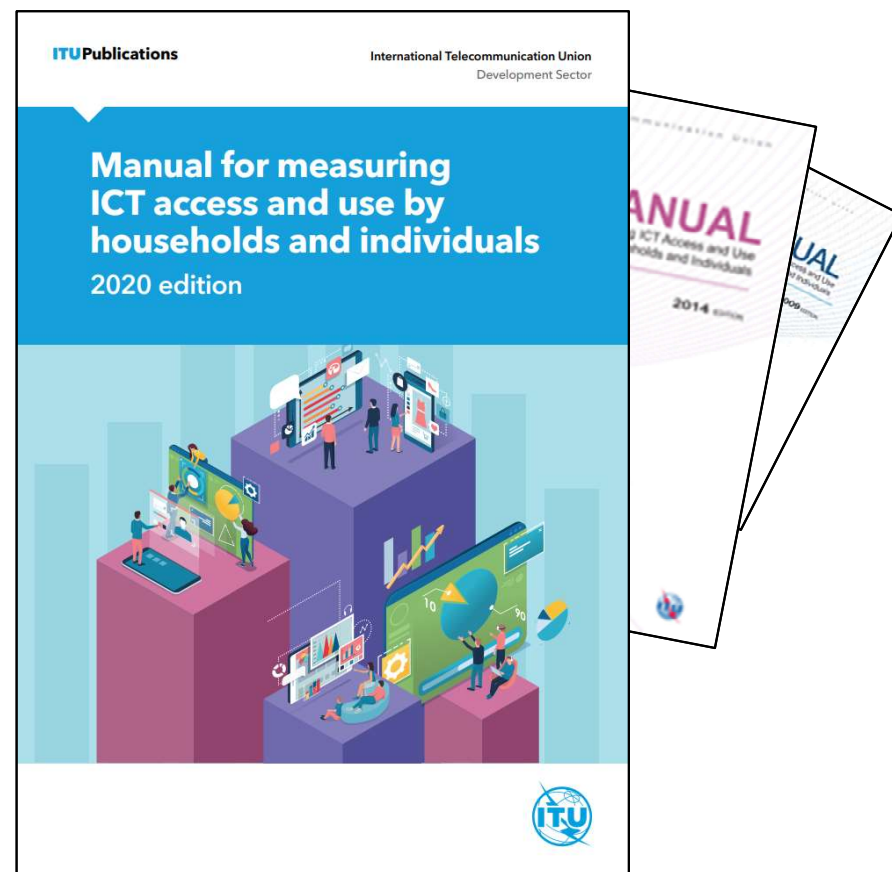
Structure of the Manual

- Preface, Foreword and Acknowledgements
- Ch. 1 Introduction
  - Conceptual framework
  - Work by *Partnership for Measuring ICT for Development*
- Ch. 2 Coordination among national stakeholders in ICT measurement
- Ch. 3 Planning and preparation for ICT household surveys
- Ch. 4 Statistical standards and measurement topics for ICT HH statistics
  - Core ICT household indicators
  - Detailed information on core ICT HH indicators
- Ch. 5 Data sources and collection techniques for ICT HH statistics
- Ch. 6 Question and questionnaire design for ICT HH surveys
- Ch. 7 Sampling for ICT HH surveys
- Ch. 8 Data processing for ICT HH statistics
- Ch. 9 Data quality and Evaluation for ICT HH statistics
- Ch. 10 Dissemination of ICT HH data and metadara
  - Data collection and dissemination by ITU

Annexes

- Annex 1: Core list of ICT indicators
- Annex 2: Model questionnaire
- Annex 3: Examples of imputation and weighting
- Annex 4. ITU questionnaire on ICT HH statistics
- Annex 5. Glossary of terms and abbreviations
- Bibliography

Main updates since 2014

- Work by Partnership organisations and EGH

- New International standards
    - E.g., COICOP 2018

- Concepts and definitions, extended list of indicators
    - HH17 to HH23

- Model questionnaire to reflect the current list

- Advances in data collection methods

- Keep up updates in ITU questionnaire

- More country experiences

Existing indicators (with some modifications)

- HH1 Proportion of households with a radio
- HH2 Proportion of households with a television
- HH3 Proportion of households with telephone
- HH4 Proportion of households with a computer
- HH5 Proportion of individuals using a computer
- HH6 Proportion of households with Internet
- HH7 Proportion of individuals using the Internet
- HH8 Proportion of individuals using the Internet, by location
- HH9 Proportion of individuals using the Internet, by type of activity
- HH10 Proportion of individuals using a mobile cellular telephone
- HH11 Proportion of households with Internet, by type of service
- HH12 Proportion of individuals using the Internet, by frequency
- HH13 Proportion of households with multichannel television, by type
- HH14 Barriers to household Internet access
- HH15 Individuals with ICT skills, by type of skills
- HH16 Household expenditure on ICT

Existing indicators (with some modifications)

- HH1 Proportion of households with a radio
- HH2 Proportion of households with a television
- HH3 Proportion of households with telephone (Added sub-category for smartphones)
- HH4 Proportion of households with a computer
- HH5 Proportion of individuals using a computer
- HH6 Proportion of households with Internet
- HH7 Proportion of individuals using the Internet
- HH8 Proportion of individuals using the Internet, by location (Changes to location types, 3-month reference)
- HH9 Proportion of individuals using the Internet, by type of activity (Device-independent, 3-month reference)
- HH10 Proportion of individuals using a mobile cellular telephone (Added sub-category for smartphones)
- HH11 Proportion of households with Internet, by type of service
- HH12 Proportion of individuals using the Internet, by frequency
- HH13 Proportion of households with multichannel television, by type
- HH14 Barriers to household Internet access (Changed categories)
- HH15 Individuals with ICT skills, by type of skills (Changed skill types and made device-independent)
- HH16 Household expenditure on ICT (Categories changed, based on COICOP 2018 classification.)

New ITU Household ICT indicators

- HH17: Proportion of individuals using the Internet, by type of portable device and network used to access the Internet
- HH18: Proportion of individuals who own a mobile phone (SDG 5.b.1)
  - Further sub-category for smartphones added
- HH19: Proportion of individuals not using the Internet, by type of reason

Added in 2014/15

- HH20: Proportion of individuals who purchased goods or services online, by type of good and service purchased
- HH21: Proportion of individuals who purchased goods or services online, by type of payment channel
- HH22: Proportion of individuals who purchased goods or services online, by method of delivery
- HH23: Proportion of individuals who did not purchase goods or services online, by type of reason

Added in 2018

How to access the material

- The manual is currently available online in English, but is currently being translated into other official languages.

- This Manual will be used as the foundation of training activities, including the online training materials which are currently being developed.

- For more details, please visit https://www.itu.int/en/ITU-D/Statistics/Pages/publications/manual.aspx or use the Quick Reaction code below:

Thank you!