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Final Report

1. The 2nd Meeting of the ITU Expert Group on ICT Household Indicators (EGH) took place in Geneva, Switzerland on 15-16 September 2014. The meeting was held back-to-back with the Expert Group on Telecommunication/ICT Indicators (EGTI) meeting that took place from 17-18 September. A joint session of the two expert groups was held in the morning of 17 September. In addition, a half-day session on information sharing was held on 19 September where a number of international organizations and a representative from Google presented their work related to ICT measurements.
2. The EGH meeting was attended by 85 participants representing national statistical offices, ministries, regulators and international and regional organizations, as well as the private sector. ITU staff was also present during the meeting and acted as the secretariat of EGH. The meeting was chaired by Mr Alexandre Barbosa, head of the NIC.br's Center of Studies on Information and Communication Technologies (CETIC.br), Brazil.
3. The topics discussed in the 2nd EGH meeting were those identified by the 11th WTIS (held in Mexico City in December 2013). In particular, the agenda covered indicators on individuals using the Internet by type of portable device and network used, measuring Internet security, measuring child and youth online protection, mobile phone ownership, mobile phone activities, barriers to Internet use by individuals, ICT employment and future work of the EGH.
4. The meeting discussed the contributions received in the EGH online forum between July 2013 and 10 September 2014. The discussions focused on the suggested indicators, their relevance and definition and whether to include them in the future (2015) ITU data collection. The meeting further discussed the future work of EGH, identifying topics that required further discussion as well as new areas related to ICT measurement.
5. The EGH meeting agreed on the definition and response categories of the indicator on **individuals using the Internet by type of portable device and network used to access the Internet**. The meeting decided to include all Internet use irrespective of location of use and purpose of Internet use. It was suggested that the terminologies used in the response categories of the indicator should be adapted at the country level to better reflect the local context and facilitate the responses. In addition, it was agreed that the discussion in the forum related to this item will be closed and that the indicator will be included in the ITU ICT household questionnaire 2015.

6. The EGH meeting recognized that **Internet security** is relevant for policy making but difficult to measure. The meeting agreed keeping the discussion open in the EGH forum for experience sharing and reviewing the indicator and its definition in the future, based on the experiences shared. It was suggested that if countries want to collect the data, they can use the proposed questions available in the EGH forum or those used by other countries (such as the EUROSTAT model questions). It was further suggested that national Computer Incident Response Team (CIRTs), which exist in many countries, could be used as an alternative data source for compiling information on Internet security. The meeting decided that the indicator will not be included in the ITU ICT household questionnaire.
7. The EGH meeting further recognized that **child online protection (COP)** is relevant for policy making but difficult to measure. The meeting highlighted that collection of data for this topic is different from other ICT surveys since the sample is designed for a different in-scope population (for children using the Internet). In addition, collection of data for this topic requires a stand-alone survey, which will allow collecting more questions related to the topic. The meeting agreed keeping the discussion open in the EGH forum for experience sharing and to review the indicator and its definition in the future, based on the experiences shared. It was suggested that if countries want to collect the data, they can use the proposed questions available in the EGH forum or those used by other countries (such as the EU Kids Online survey and the ITU COP Statistical Framework document). The meeting decided that the indicator will not be included in ITU ICT Household questionnaire.
8. The EGH meeting recognized that the indicator on **proportion of individuals who own a mobile phone** is relevant for policy making and for the analysis related to gender. The meeting agreed on the following definition of ownership: *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. Mobile cellular phones supplied by employers that can be used for personal reasons (to make personal calls, access the Internet, etc.) are included. Individuals who have only active SIM card(s) and not a mobile phone device are excluded. Individuals who have a mobile phone for personal use that is not registered under his/her name is included.*
9. The meeting suggested to provide a clarification on the reference period for “active SIM card”. It was decided to use three months as the reference period to be consistent with other core ICT indicators on ICT usage. The meeting suggested replacing “own” with “have” in the question to clarify that mobile phones not paid by the person who has the device are counted. It was emphasized that this indicator is different from mobile phone users and mobile cellular subscribers. The definition of mobile ownership will be refined in the EGH forum and the discussion will be closed by end of October, with the final definition to be presented in the WTIS to be held in Georgia in November 2014. The meeting decided that the indicator **proportion of individuals who own a mobile phone** will be included in the ITU ICT household questionnaire 2015.

10. The EGH meeting discussed the indicator **proportion of individuals using a mobile phone, by type of activity**. Several countries are collecting this indicator for their national policy making needs. Several countries also expressed concern on the usefulness of collecting this indicator at the international level due to overlap with HH9 (Proportion of individuals using the Internet, by type of activity), HH10 (Proportion of individuals using a mobile cellular telephone) and the new indicator on portable devices. The meeting decided that the discussion related to this indicator in the forum will be closed and that the indicator will not be included in the ITU ICT household questionnaire. Countries can collect the data for the indicator for their national policy making needs.
11. The EGH meeting discussed the indicator **proportion of individuals not using the Internet, by type of barriers**. Many countries highlighted that this indicator is important for policy making. However, the meeting highlighted that the response categories suggested on “barriers for individuals not using the Internet” should take into consideration HH14 (barriers to Internet access by households). The meeting suggested that the discussion on the indicator and the response categories should continue in the EGH online forum. It was further suggested to review in the future the response categories of HH14 to ensure that they refer only to household barriers.
12. ILO presented the progress of the work related to measuring **ICT employment** and highlighted that there is an increasing demand for data from both the industry and policymakers. However, there is lack of comparable data at the international level. The meeting highlighted the need to assess the availability of disaggregated data by sex at more detailed level for both employment in the ICT Sector and ICT occupations. It was further highlighted that there is a need to continue the methodological work on ICT occupations and employment using ICT skills and tools, under the leadership of ILO. The meeting agreed that the discussion related ICT employment will be opened in the EGH forum. Countries are encouraged to share their experience in collecting the data on ICT occupations at detailed level of ISCO and to participate in the discussion related to the methodology, definition and classifications.
13. During the joint EGH/ETI session, the consultant to the ITU presented the ongoing work to assess the data quality of ITU statistics and to develop a data quality assurance framework (DQAF), which was welcomed by participants. The meeting highlighted the importance of assessing data quality of ICT statistics both at international and national levels. The meeting agreed that a discussion item on data quality will be opened in the EGH discussion forum. The draft report on data quality assessment and DQAF will be posted in the EGH forum before presenting to the WTIS2014.
14. The meeting discussed the future work of the EGH. A large number of suggestions were made by experts. They include 1) continuation of discussions on indicators that were discussed during the meeting (such as ICT employment, proportion of individuals not using the Internet, by type of barriers, and review of HH14); 2) experience sharing related to measuring Internet security; and children and youth online protection; 3) data quality; 4) methodological issues related to data

collection (tools, processes, standards, vehicles, challenges), data verification/processing, and data dissemination (visualization, open data); 5) other data sources (big data); 6) national coordination (between NSOs, ministries, regulators); 7) barriers to mobile phone ownership; and 8) other areas (SDGs/post2015, digital inclusion, e-waste, e-government, e-health, ICT in education).

15. The meeting agreed that the outcomes of the EGH meeting will be presented by the Chair of the EGH to the WTIS 2014, to be held from 24 to 26 November 2014 in Georgia.