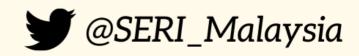


Digital Inclusion

Identifying the stakeholders

-The first step towards dealing with the digital divide is to identify those who are already left behind-





Technology is a double-edged sword

It can be a tool to help improve lives, but also an obstacle that leads to greater inequality

Many technopreneurs and policymakers **lose sight of this** as they chase after the next big thing

Uses of Digital Innovation

Product improvement

Cost cutting

Access improvement

If done well...

It can be an engine for economic growth as it helps unlock and bridge social inequality

Connectivity is a core, basic issue

Do you have access to the internet?
Do you have to pay for it?
Is there a limit to how much you can use it?
Is your connection stable?

Determines
ease of
access to
information



Disadvantaged Groups



Female

Disproportionately disadvantaged

Male-dominated family traditions favour male development and access



Indigenous

Access to infrastructure

May follow homeschooling or informal education, that further limits digital skills



Rural

Lack of infrastructure that reduces the ability to go online

There's an impact on education, finance and e-government



Elderly

Resistant to change

Susceptible to fraud

Re-skilling required

Careful consideration of computers/phones against medical bills

Equipment may not be fit-forpurpose (e.g. typing is difficult)



Disabled

Correct infrastructure for interaction with the digital world seem to be costly or unavailable

Cost/complexity of voice and gesture controllers for amputees/ hard-of-hearing/blind are significant



Disadvantaged Groups

Illiterate/Basic Education

Hurdles to understanding relevant information, especially when government services from in-person oral conversations to online written conversations

Small businessowners

Fierce competition from large corporations when building online presence, especially when they cannot be matched without digital skills

Native languageonly speakers

Bulk of digital content is in English, Spanish or Mandarin

Content is often limited for native-language-only speakers

Low income households

Dual challenge: Often, they're in one of the other groups. But their poor financial position further limits their access/ability to acquire digital skills

Household internet connections and digital devices are expensive and not a priority when it comes to making ends meet

Publicly-available resources are limited, sometimes physically as distances are greater in rural areas / not disabled-friendly.

Low skill employment

Low-skilled jobs replaced by automation in the future

Without digital skills or access to online learning environment, prospects of changing profession are severely hampered by increased costs/physical limitation

