



# Digital Inclusion

*Identifying the stakeholders*

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



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## 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 home-schooling 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-for-purpose (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 language-only 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