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Social Inclusion and Exclusion
- From digital divide to digital opportunities

Dr. Andreas Stamm, German Development Institut,
Deutsches Institut für Entwicklungspolitik DIE

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The digital revolution: Promise or threat?

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The unequal spread of digital opportunities

- The diffusion of Internet and mobile phones has been much faster than that of any former ICT (landline telephones, fax).
- The digital revolution had a significant impact on communication behaviors and access to information and knowledge.
- Policies have to shape market based processes in order to close the digital divide and reap the benefit of the new media.

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Internet and development

Opportunities

- Income and job creation
- Access to global knowledge
- New ways of learning
- Information sharing and network building
- Empowering civil society
- Overcoming repressive cultural traditions

Risks

- Deepening existing gaps (between countries and social groups) by adding a digital divide
- Increasing dominance of "Western" values and culture

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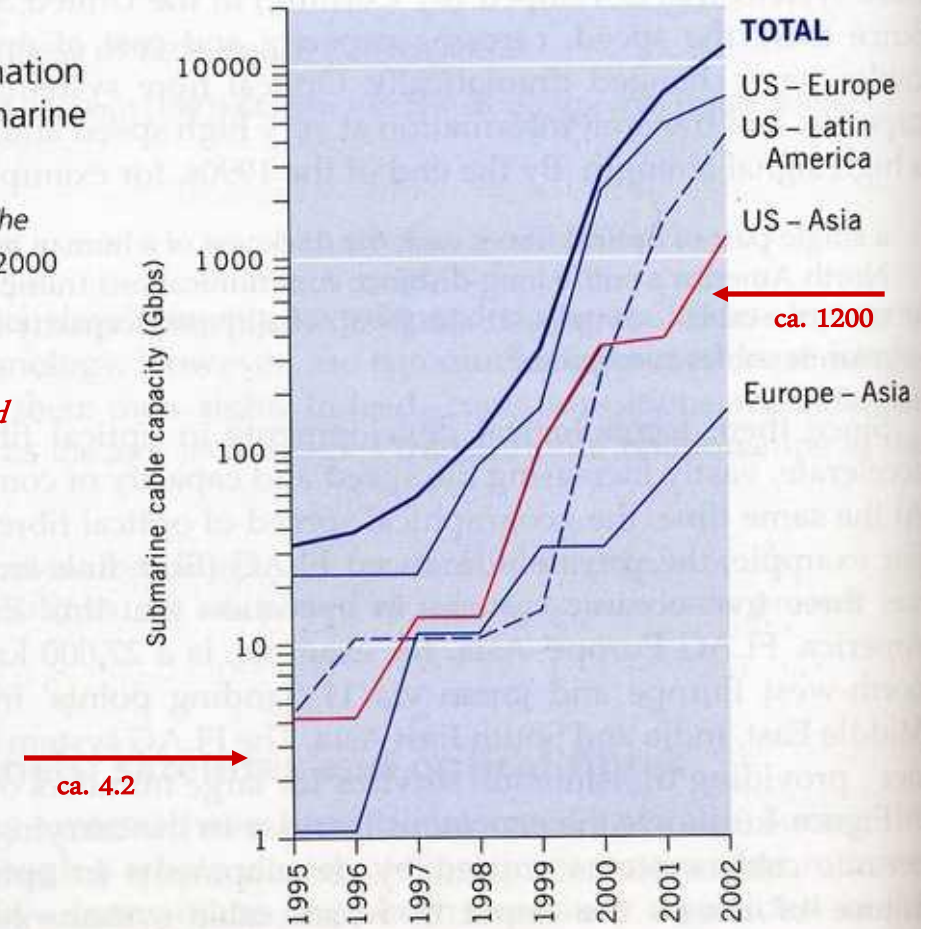
Growing Data Carrying Capacities

Figure 4.6

The growth in the information carrying capacity of submarine cable systems

Source: Based on material in *The Financial Times*, 15 November 2000



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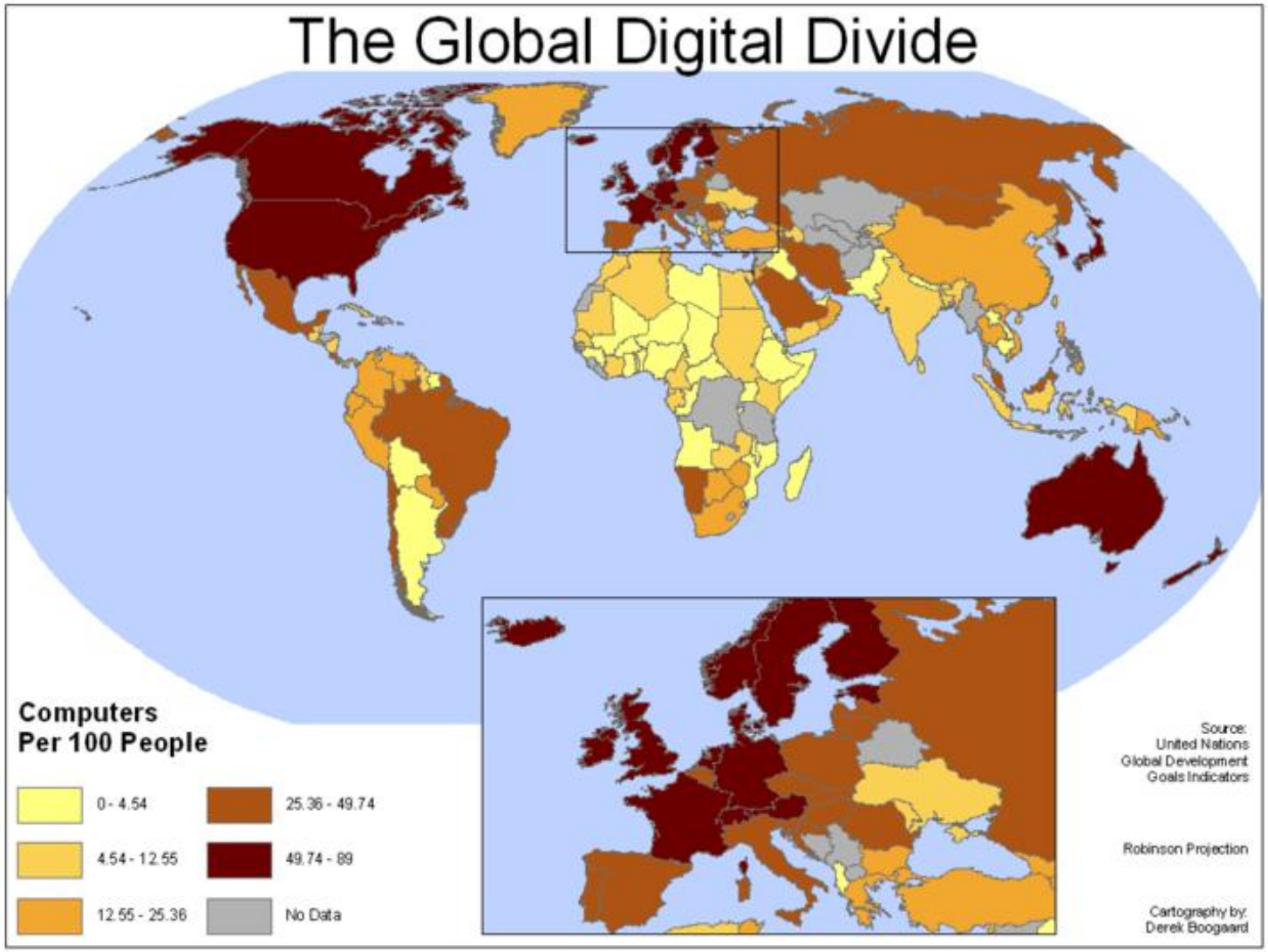
Digital divide, some facts



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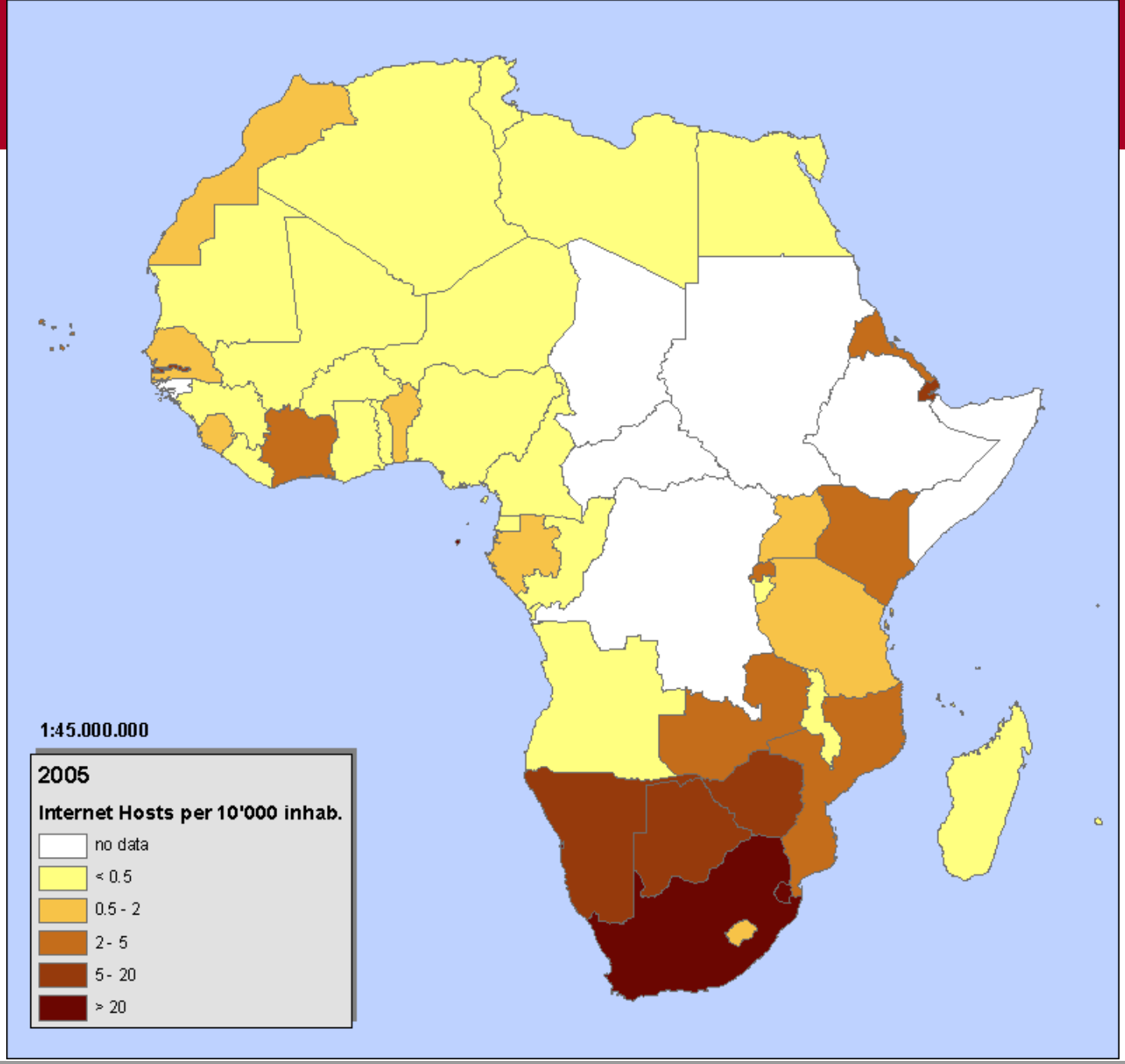

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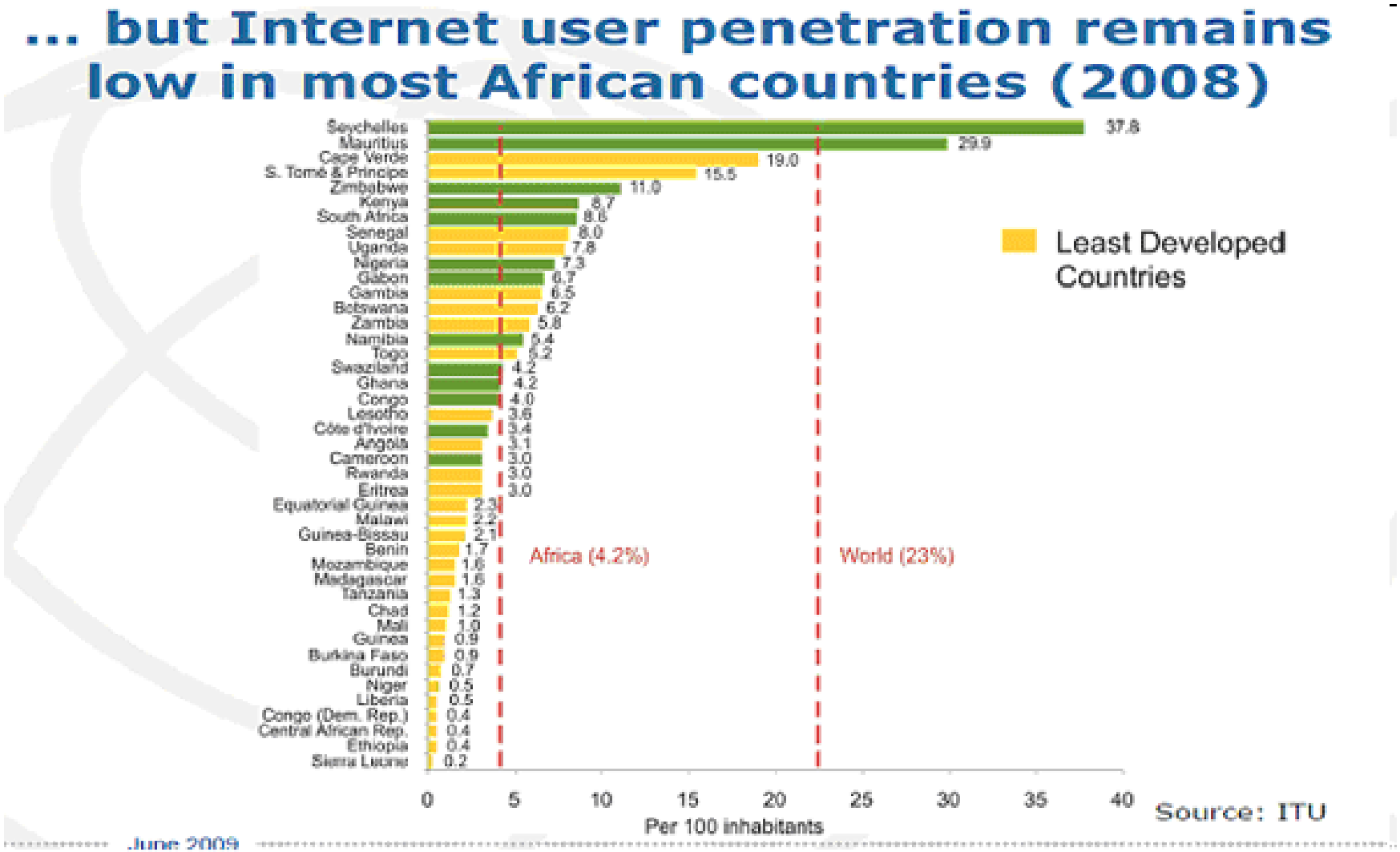
Digital divide within Africa



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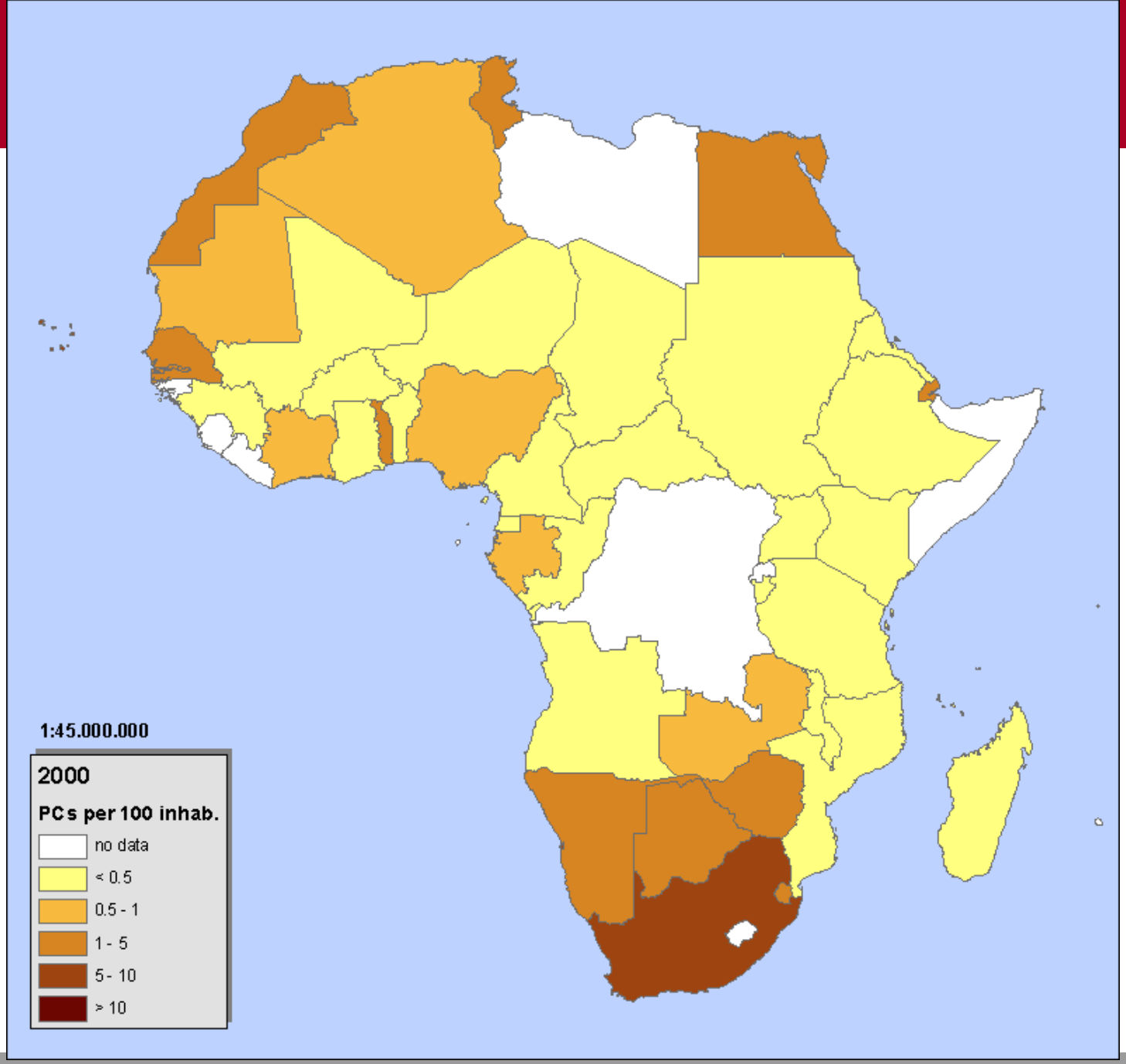

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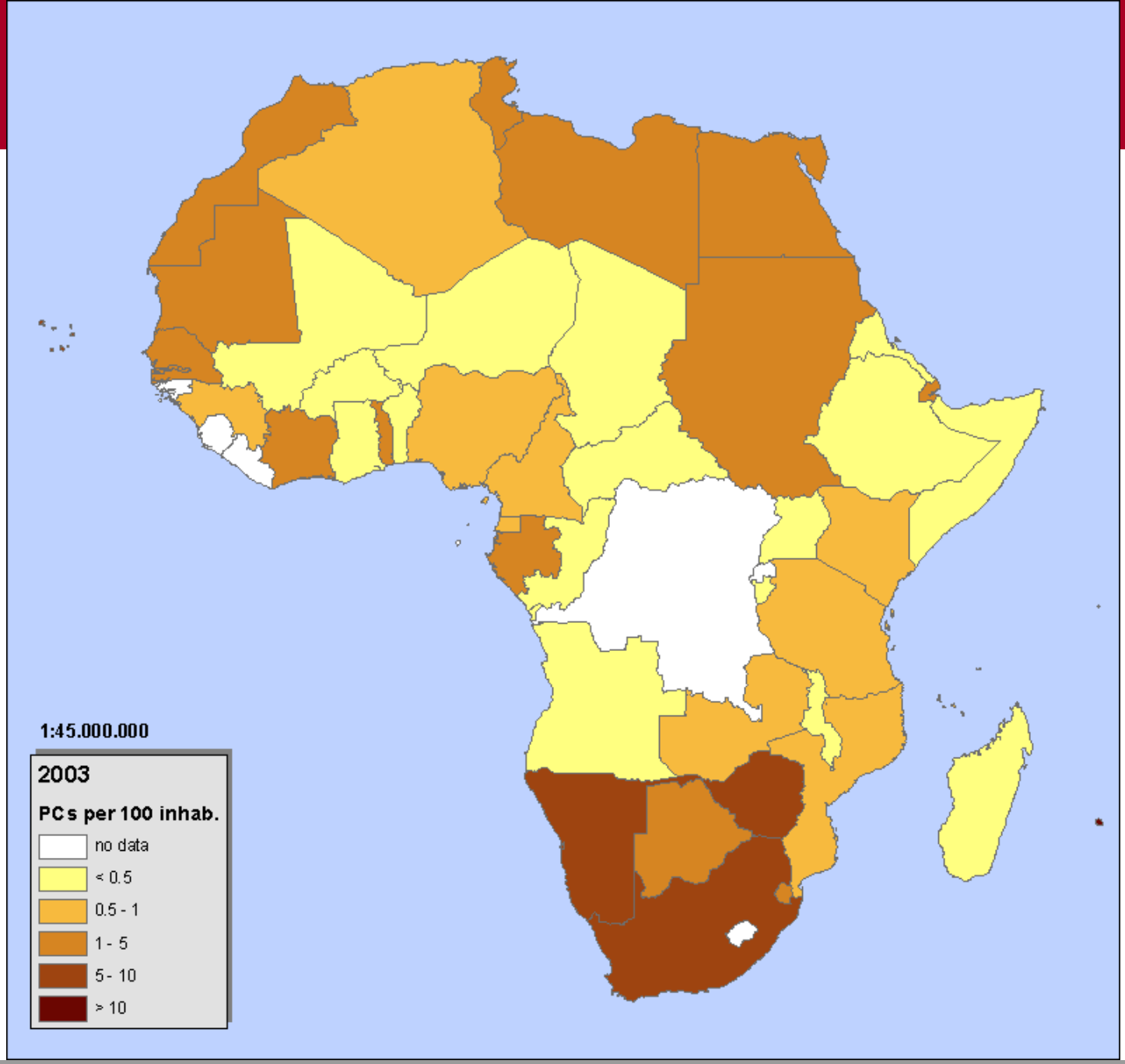

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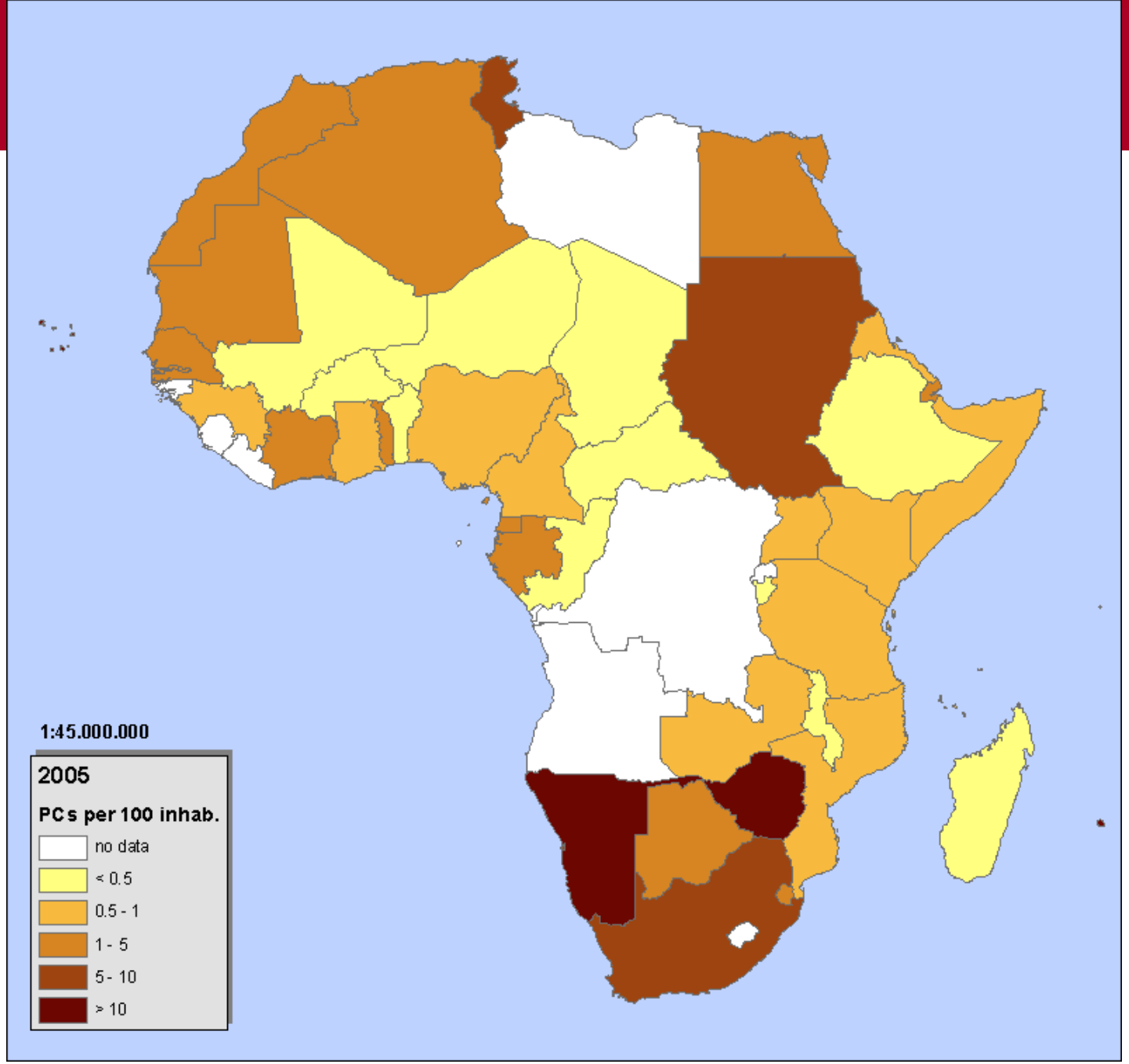

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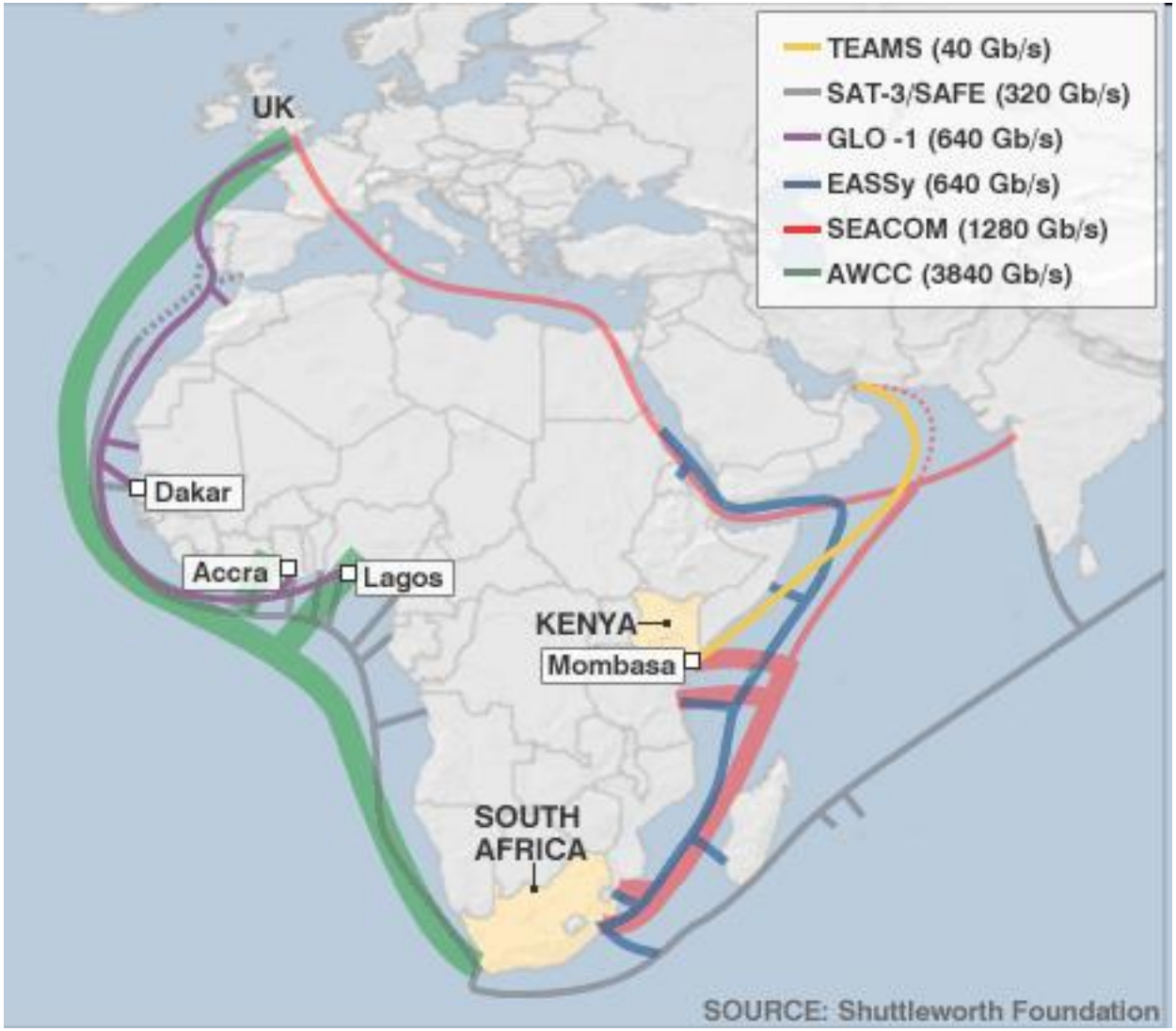
Connecting Africa to the world



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Insufficient connectivity – A special problem in rural areas

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First wrap-up

- The digital exclusion of countries and world regions is alleviated through investment in ICT hardware
- The digital gap is still severe between regions (rural-urban) and social groups (rich-poor)
- Public policies can make digital access more equitable (e.g. licensing of telecom services)
- They should go together with creative ways of I&C service delivery

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Bringing telephone services to the rural poor: Grameen Telecom

Grameen Telecom working in the mode of Grameen bank

- leasing mobile telephones to women in rural villages
- Selling telecom services to poor costumers
- High rate of return on investment in telecom services

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Little Intelligent Communities" LINCOS

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One laptop per child

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ICT-enabled services for global markets

- **India:** ~ 3 Million people employed in the ICT industry
- **Philippines:**
  2006: 160000 people employed in Call Centres
- **Costa Rica:**
  - *Global Business Services* (Procter & Gamble), ~ 3000 staff
  - Servicing ~ 68000 staff of P&G in 723 countries
  - Hewlett Packard, ~ 3000 staff
  - INTEL

Hochtechnologiestandort Bangalore

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Contribution of Internet to Research and Tertiary Education in Africa

- Free e-resources (conference papers, CGIAR publications etc.)
- Differential pricing initiatives (health, agriculture etc.)
- Online Fora, E-Mail-newsletters
- Cooperation partners with quality internet access provide access to scientific resources (e.g. International Livestock Research Institute)
- Software development and applications. Major potential through Free and Open Source Software (FOSS), AVOIR: African Virtual Open Initiatives and Resources
- Internet-based collaborative development of open educational resources

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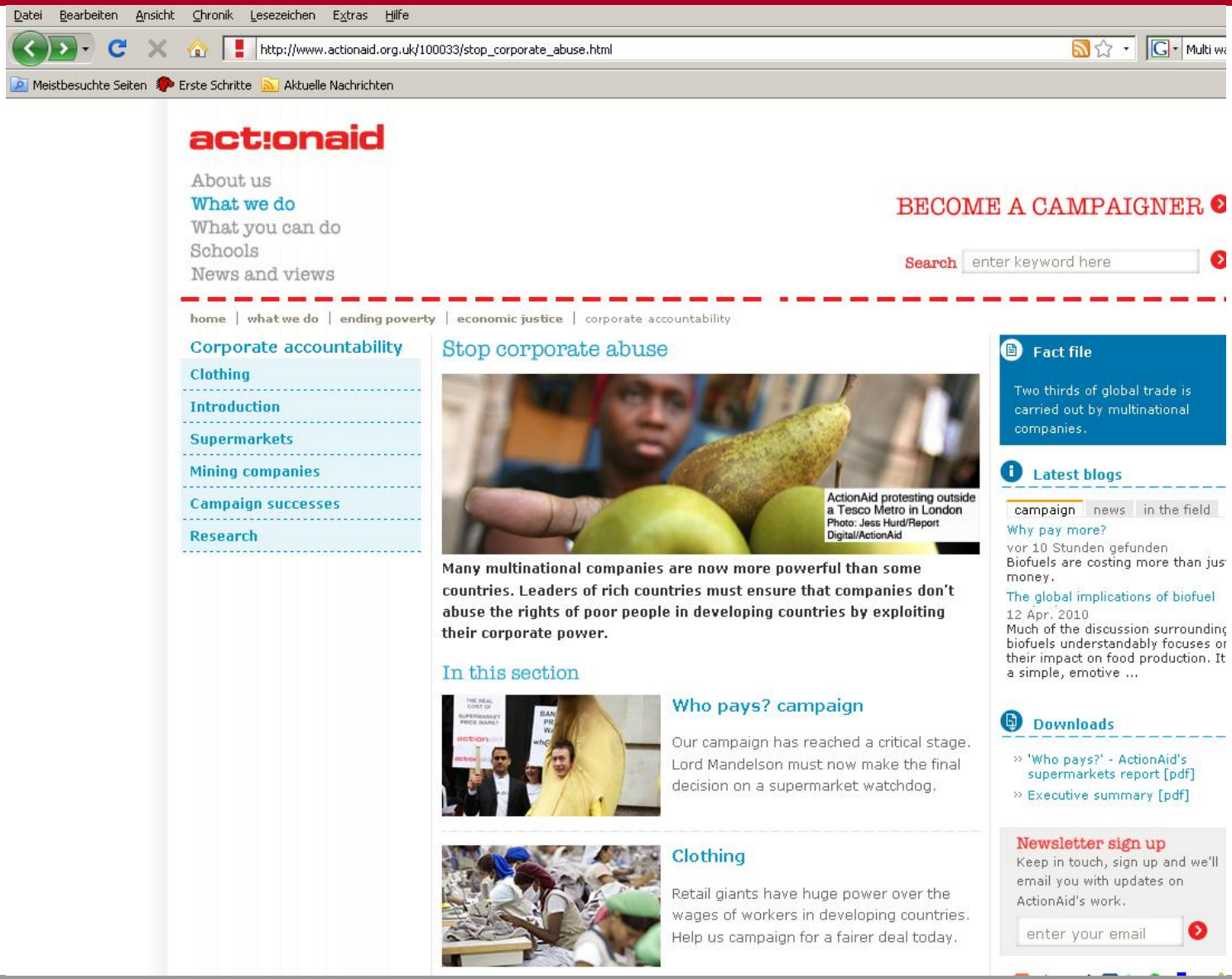
Empowering civil society



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Cultural variety or global Westernization ?

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Thank you for your attention !

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