

Social Inclusion and Exclusion

- From digital divide to digital opportunities

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The digital revolution: Promise or threat?



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.



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

Growing Data Carrying Capacities

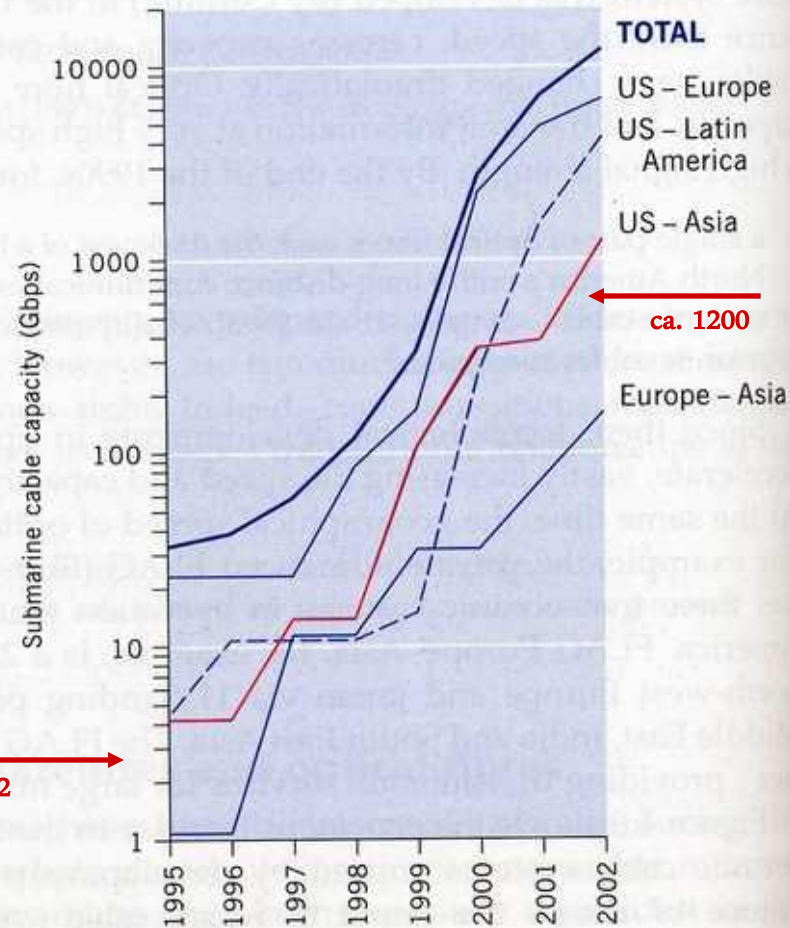


Figure 4.6

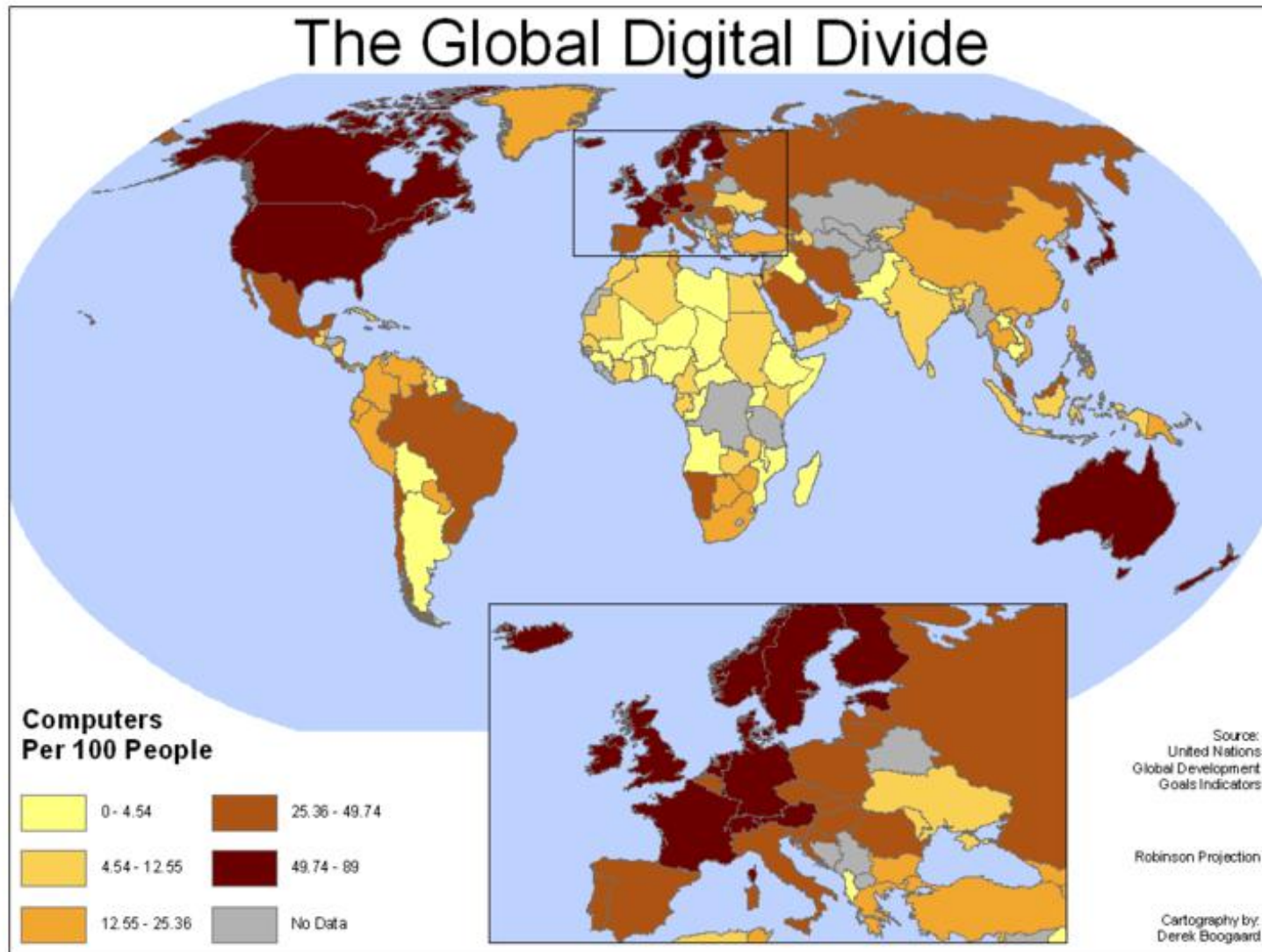
The growth in the information carrying capacity of submarine cable systems

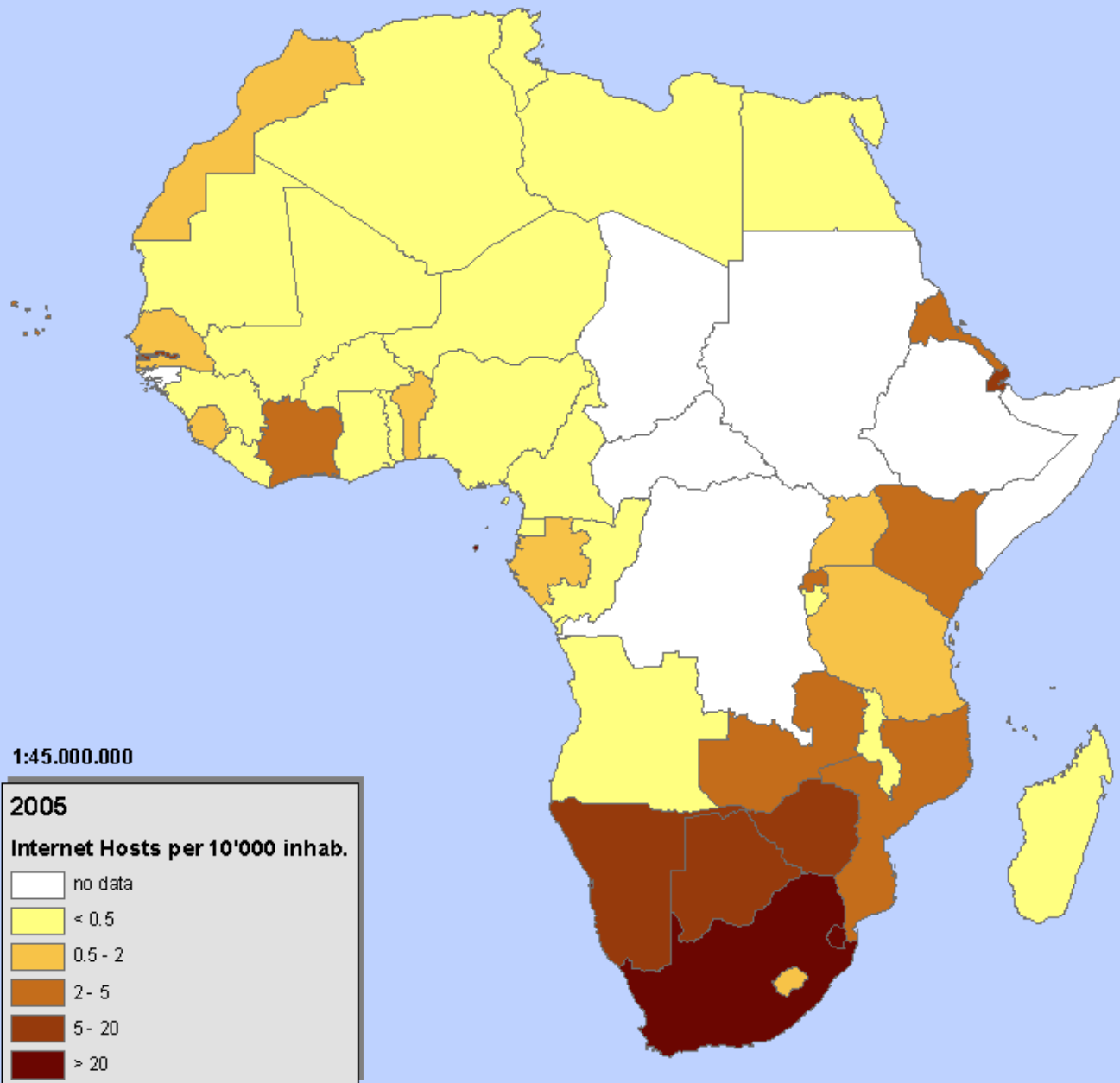
Source: Based on material in *The Financial Times*, 15 November 2000

billions of bits per second



Digital divide, some facts

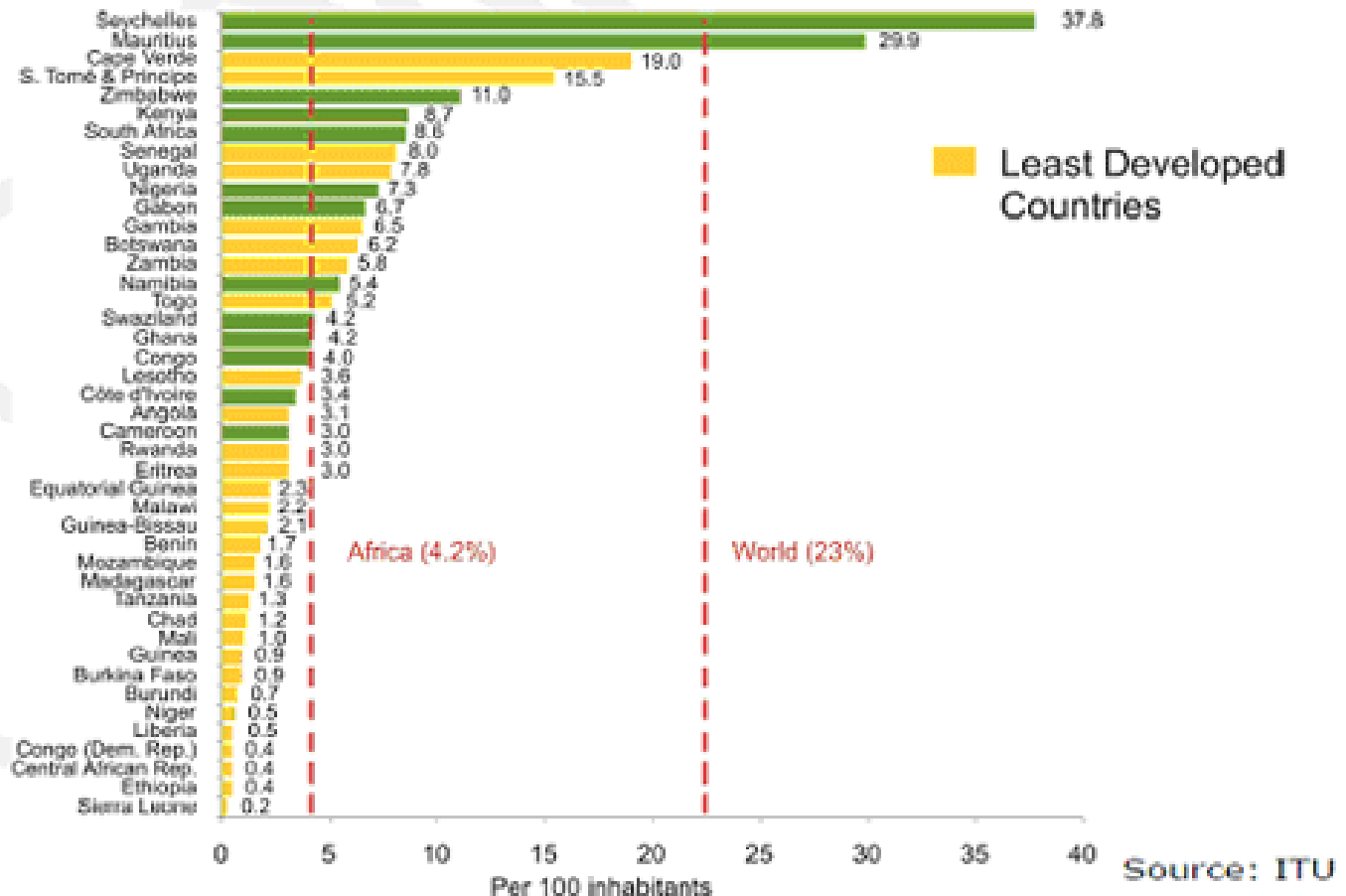




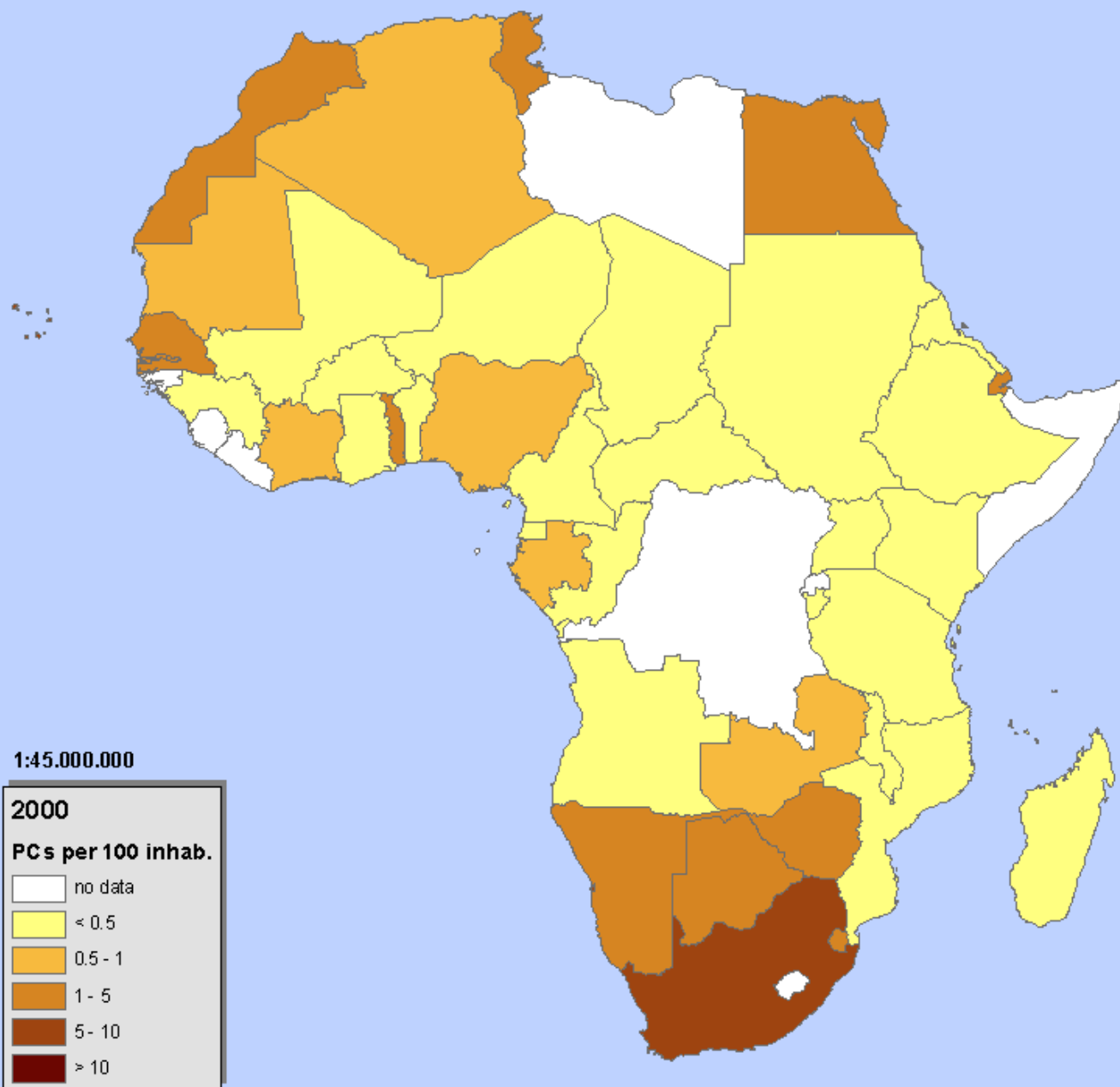
Digital divide within Africa

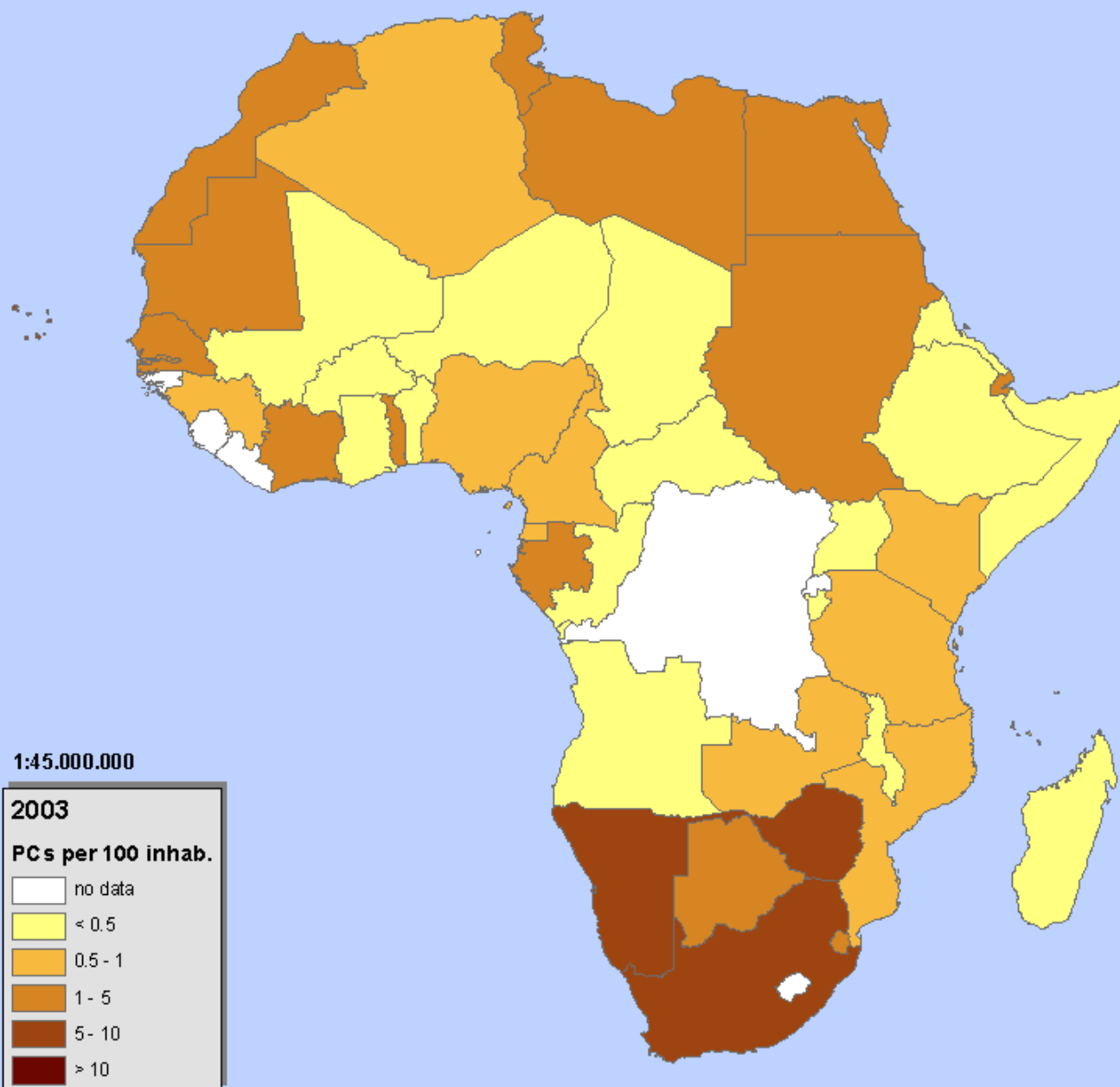


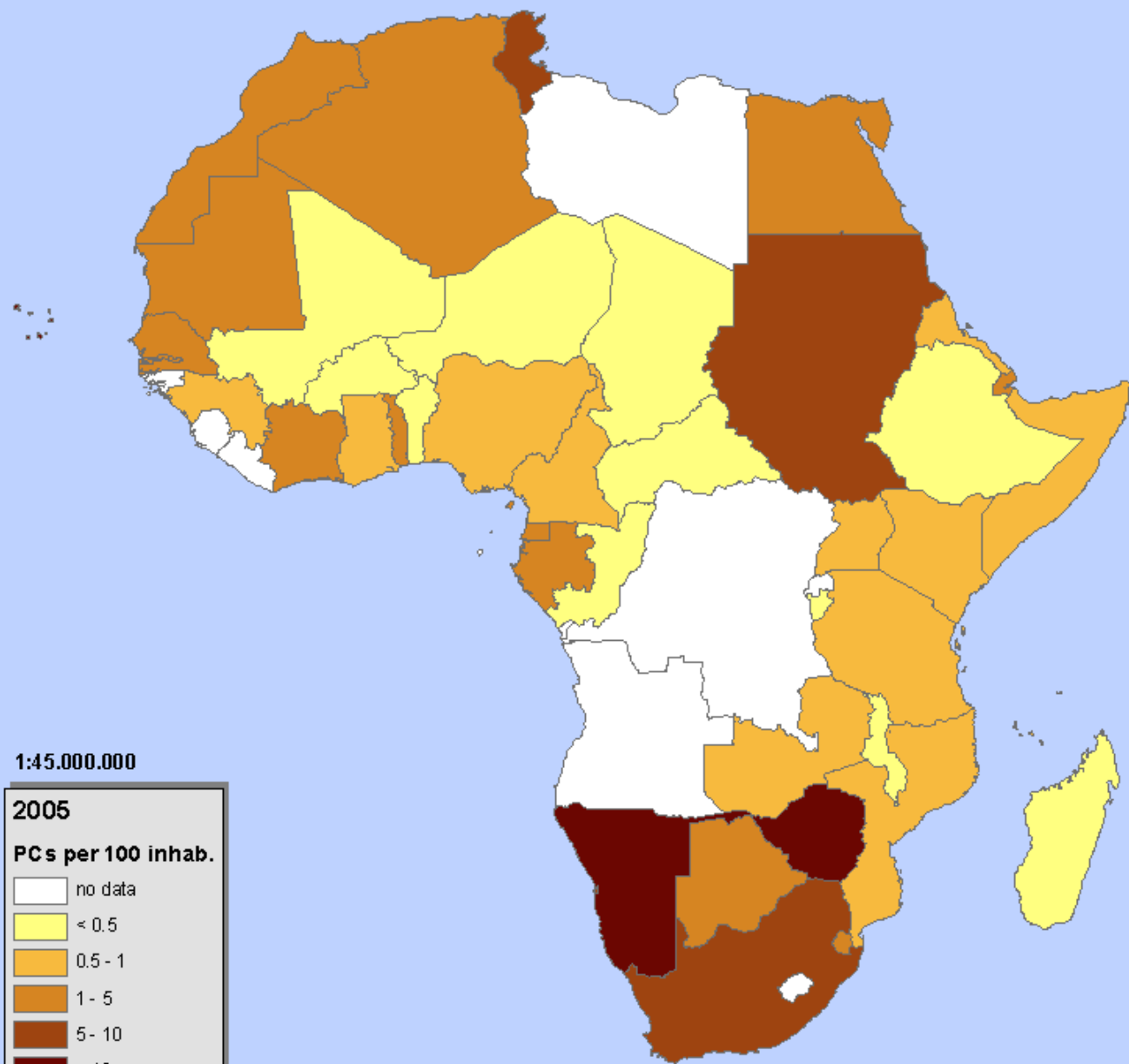
... but Internet user penetration remains low in most African countries (2008)



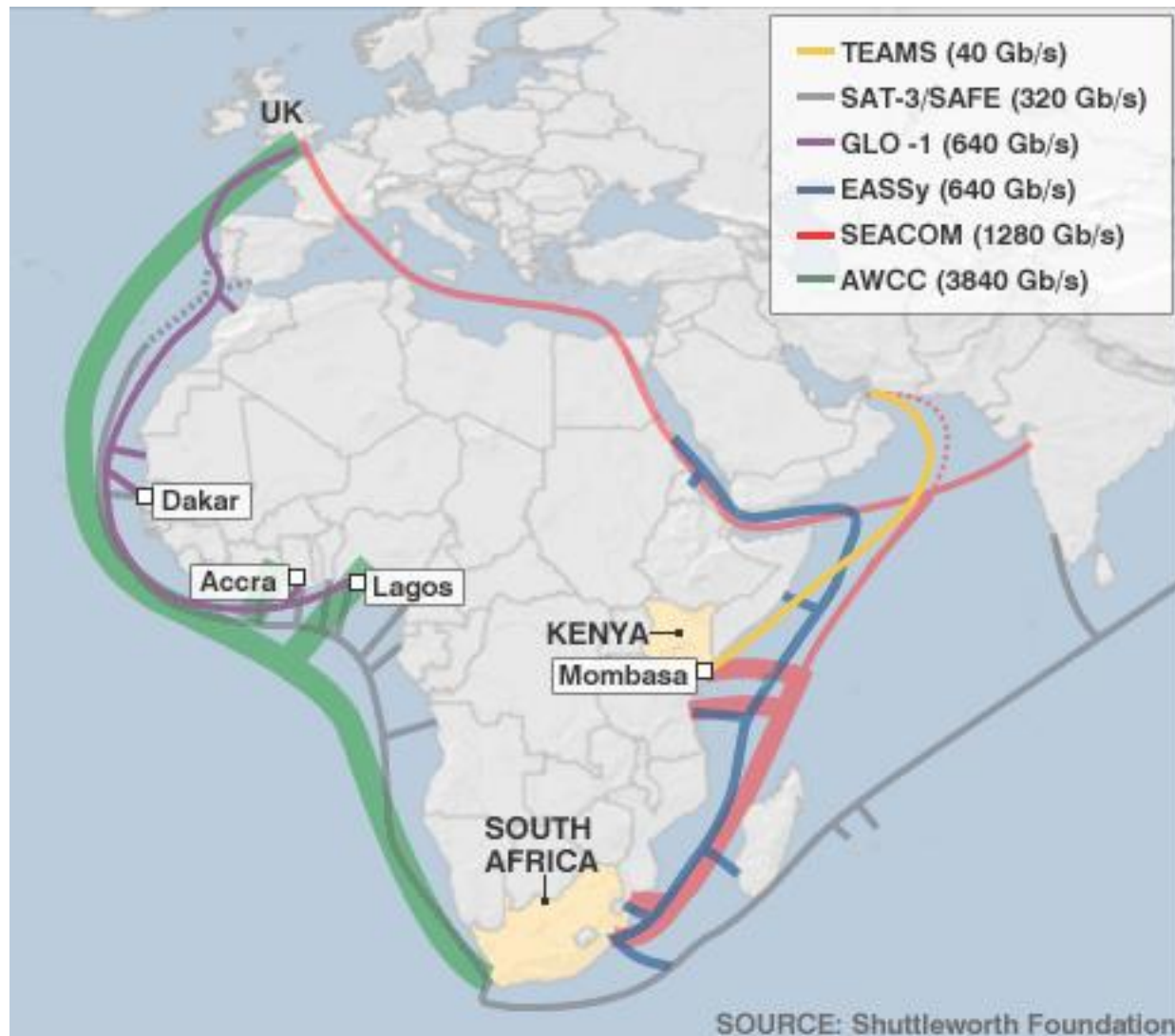
June 2009







Connecting Africa to the world



Insufficient connectivity – A special problem in rural areas





- 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

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

Little Intelligent Communities" LINCOS



One laptop per child



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

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

Empowering civil society



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Stop corporate abuse



ActionAid protesting outside a Tesco Metro in London
Photo: Jess Hurd/Report Digital/ActionAid

Many multinational companies are now more powerful than some countries. Leaders of rich countries must ensure that companies don't abuse the rights of poor people in developing countries by exploiting their corporate power.

In this section



Who pays? campaign
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Retail giants have huge power over the wages of workers in developing countries. Help us campaign for a fairer deal today.

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Cultural variety or global Westernization ?





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