Digital Divides: The New Challenges and Opportunities of e-Inclusion

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IPS–IMDA Digital Inclusion Symposium
Singapore
26 July 2019
Presentation overview

Digital development

Digital inclusion trends

Digital measurement

Conclusion
Mutual benefits to digital development
Benefits of people digital development

- 1990: the American tax authority, the IRS, received 4m online tax filings (the first year such service was available)
- 2000: the number rose to 35m
- 2010: online tax filings surpassed 100m
- 2017: 127m (out of 145m) filed electronically

Source:
IRS
Benefits of public sector digital development

Per unit cost of a transaction

<table>
<thead>
<tr>
<th>Method</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital</td>
<td>1</td>
</tr>
<tr>
<td>Telephone</td>
<td>20</td>
</tr>
<tr>
<td>Post</td>
<td>30</td>
</tr>
<tr>
<td>Face to Face</td>
<td>50</td>
</tr>
</tbody>
</table>

In Denmark:
- Price for sending a physical letter: EUR 1.20-3.35
- Price for sending a Digital Post letter: EUR 0.03

Sources:
- Danish Agency for Digitization presentation February 2019
Benefits of private sector digital development

Global ICT developments, 2005 - 2018*

- Mobile-cellular telephone subscriptions
- Individuals using the Internet

Value of e-commerce in 2017: US$29trn

Sources:
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Digital divides, a selection

- Access
- Age
- Bandwidth
- Content
- Disability
- Education
- Gender
- Immigration
- Income
- Location
- Measurement
- Mobile
- Speed
- Useful usage

Source: Digital Divides: The New Challenges and Opportunities of e-Inclusion, edited by Kim Andreasson
From Digital Divides to e-Inclusion initiatives

• There are a number of different digital divides
• There is often a gap between the availability (supply) and use of important services (demand)
• Challenges to digital inclusion vary around the world
• Countries tackle barriers both similarly and differently
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Singapore

- Digital access
- Digital literacy
- Digital participation
Denmark

• Satisfaction rates

• Case of Digital Post

• New digital strategy includes a focus on data and transparency
Sweden

- Digital strategy encompasses five areas
- Swedes and the Internet track progress
- A focus on web accessibility
United Kingdom

- Digital first strategy
- Gov.UK as an open source portal
- Cyber security to enhance trust
South Korea

• Digital infrastructure leader
• Global e-government leader
• Gap in supply and demand
Vietnam

• World Bank Digital Economy assessment shows strong leadership

• Track local digital development across agencies

• New cyber security law
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UN e-government survey

• Measures “the willingness and capacity of countries to use online and mobile technology in the execution of government functions” (UN 2010)

• In 2018, Denmark is number one; Singapore is number seven

• Notes that social and digital exclusion are interlinked

Source:
www.unpan.org/egovkb/
Barriers towards digital inclusion

• Affordability was the biggest barrier, followed by the lack of ability/skills to use ICT, according to a survey from The Economist Intelligence Unit

• Policy-makers were twice as likely as telecoms executives to cite the lack of ability/skills while the roles were reversed in terms of the urban/rural divide and speed challenges

• A majority of survey takers pointed out that regulation is a benefit rather than a burden when it comes to digital inclusion

Source: https://eiuperspectives.economist.com/technology-innovation/redefining-digital-divide
The Internet Inclusion Index (3I)

- Global coverage
- Measures availability, affordability, relevance, and readiness
- In 2018, Sweden was number one, followed by Singapore

Source: https://theinclusiveinternet.eiu.com/
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Technology trends and digital inclusion

• AI
• AR/VR
• Big data
• Cloud computing
• Cyber security
• Smart cities
• Sustainable Development Goals (SDGs)
Ways forward

• There is a need to redefine digital inclusion to tackle the wide variety of divides that underpin digital exclusion
• The public, private, and people sectors must come together
• The ability and motivation to use the Internet is a key factor
• Need to track progress
Thank you

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