

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

Kim ANDREASSON
Managing Director
DAKA advisory

IPS-IMDA Digital Inclusion Symposium
Singapore
26 July 2019



Presentation overview

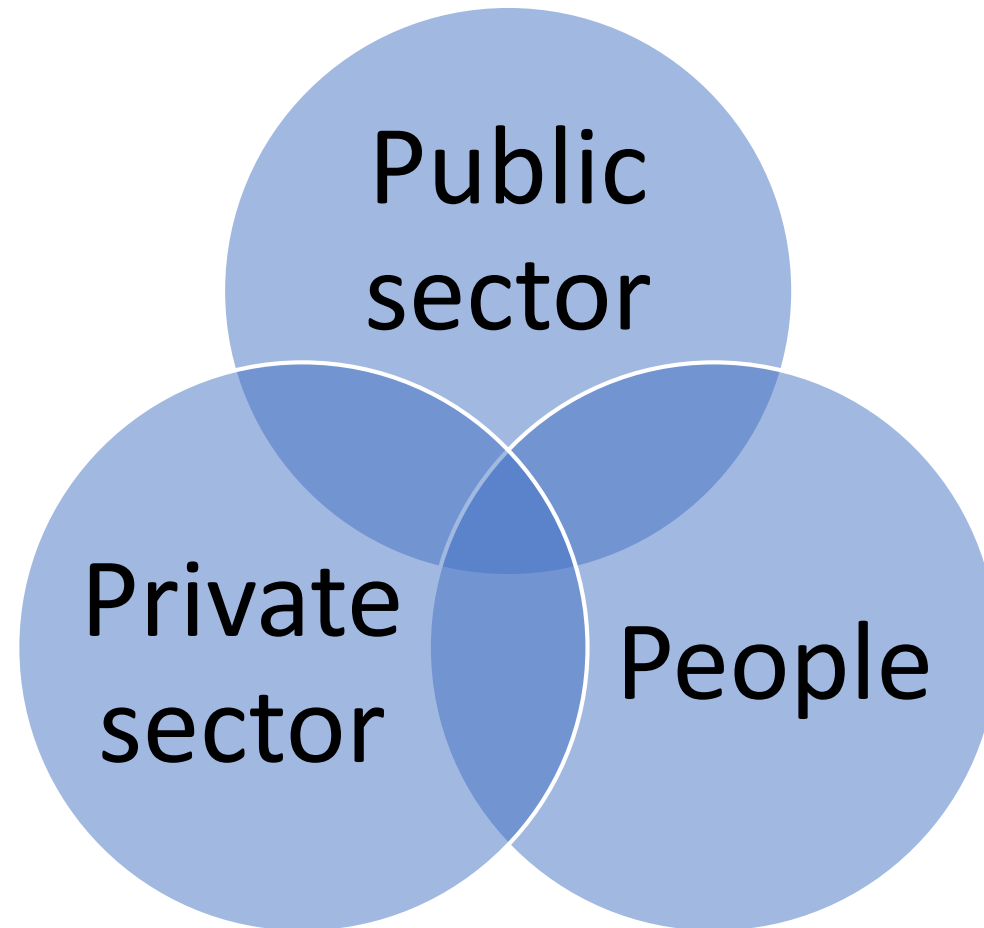
Digital development

Digital inclusion trends

Digital measurement

Conclusion

Mutual benefits to digital development

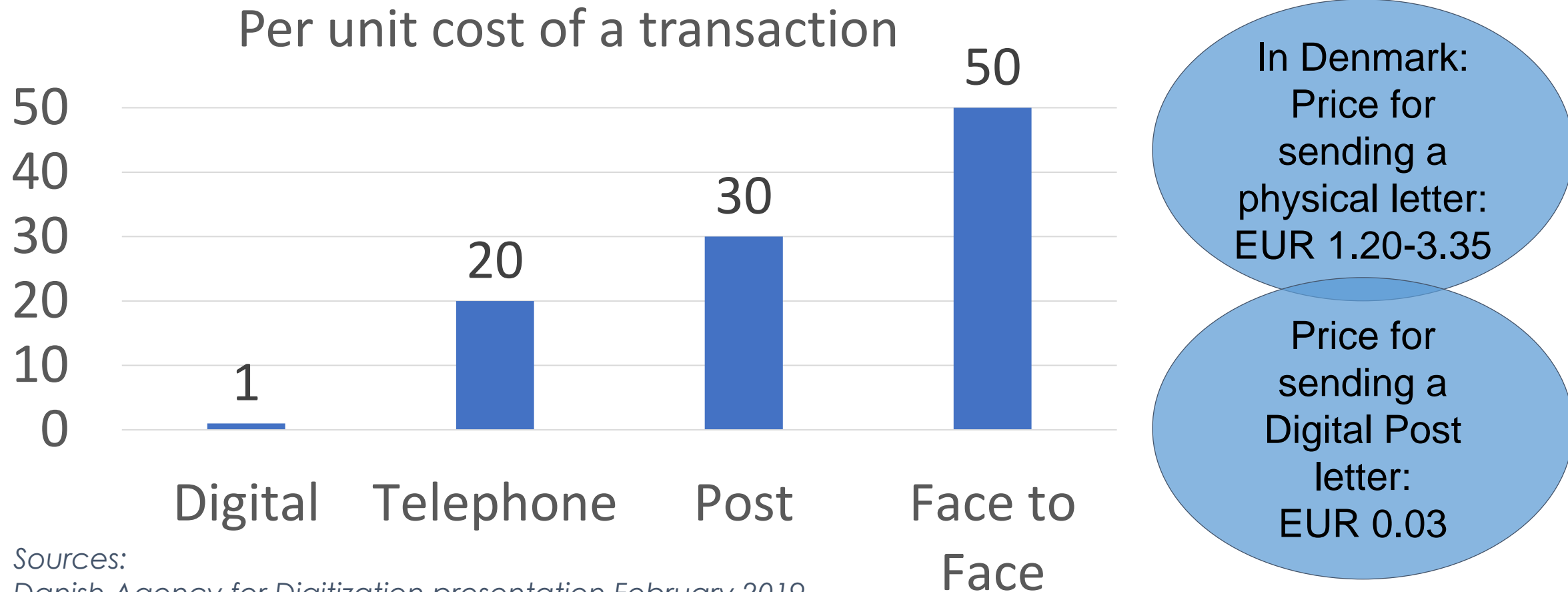


Benefits of people digital development

- 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



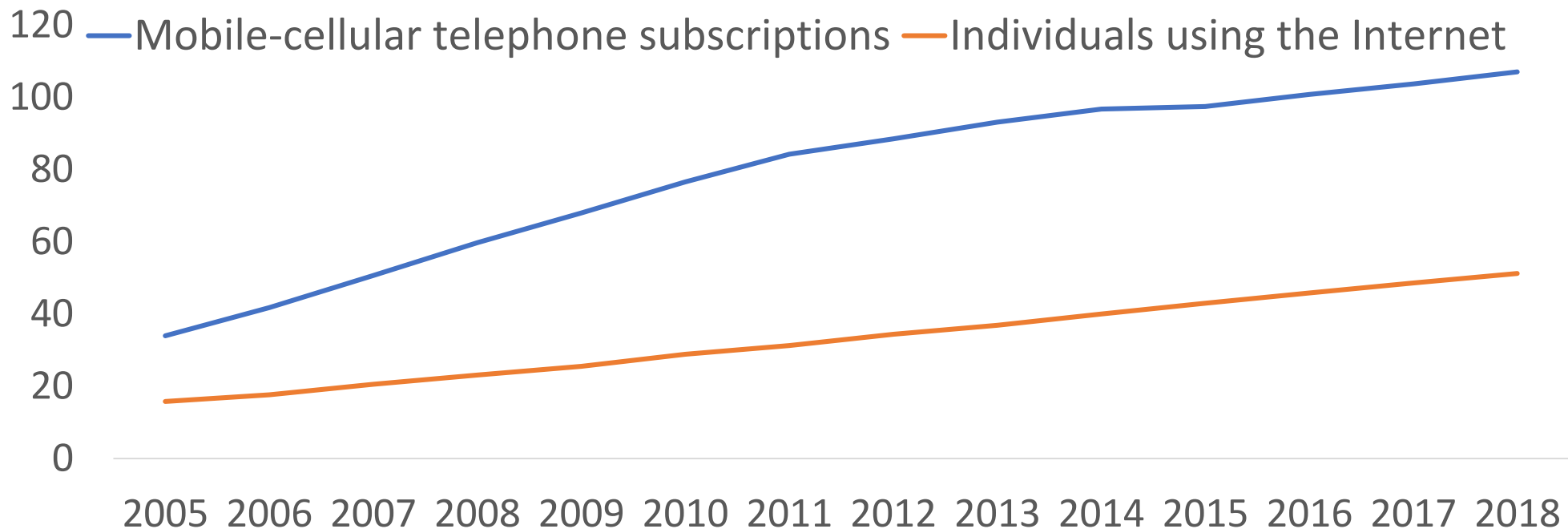
Sources:

Danish Agency for Digitization presentation February 2019

<https://www.gov.uk/government/publications/digital-efficiency-report/digital-efficiency-report#introduction>

Benefits of private sector digital development

Global ICT developments, 2005 - 2018*



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

Sources:

<https://www.itu.int/en/ITU-D/Statistics/Pages/stat/default.aspx>

<https://unctad.org/en/Pages/PressRelease.aspx?OriginalVersionID=505>

Presentation overview

Digital development

Digital inclusion trends

Digital measurement

Conclusion

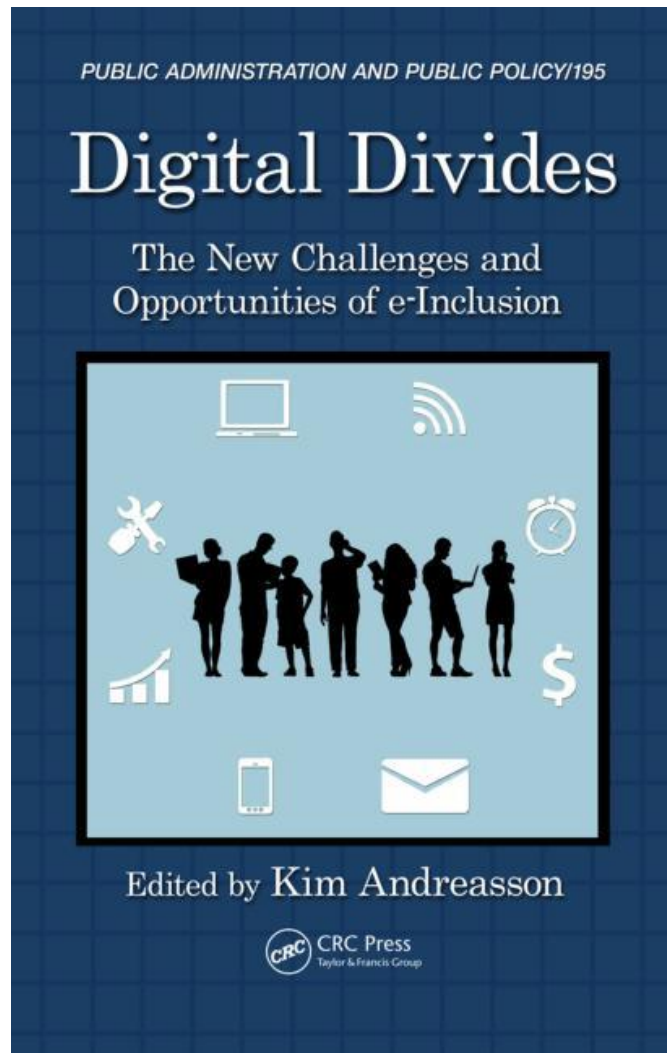
Digital divides, a selection

- 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 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

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

Presentation overview

Digital development

Digital inclusion trends

Digital measurement

Conclusion

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



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/>

Presentation overview

Digital development

Digital inclusion trends

Digital measurement

Conclusion

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

www.DAKAADVISORY.com