

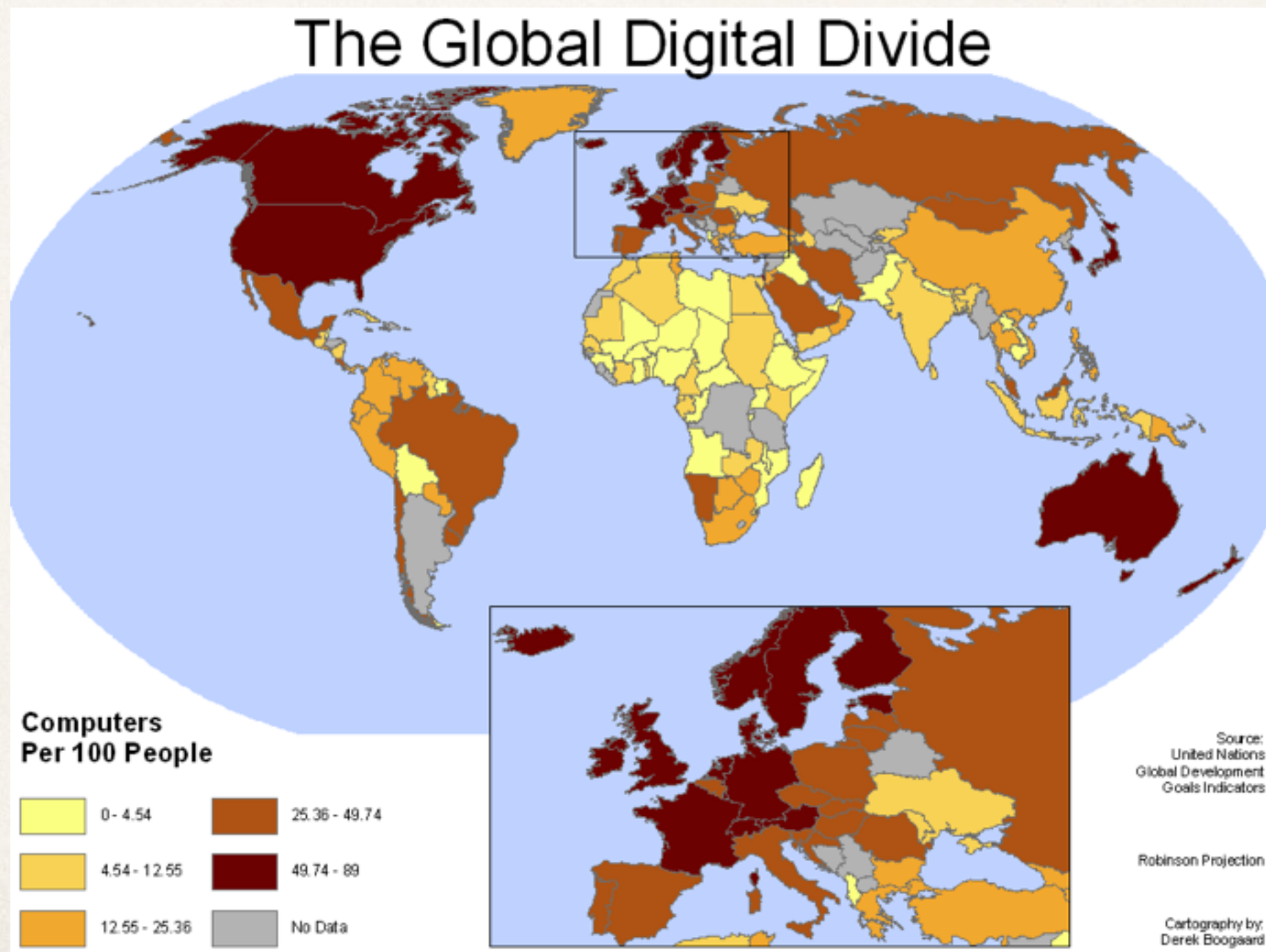


# Digital Divide

Lite tankar kring ett vanligt fenomen

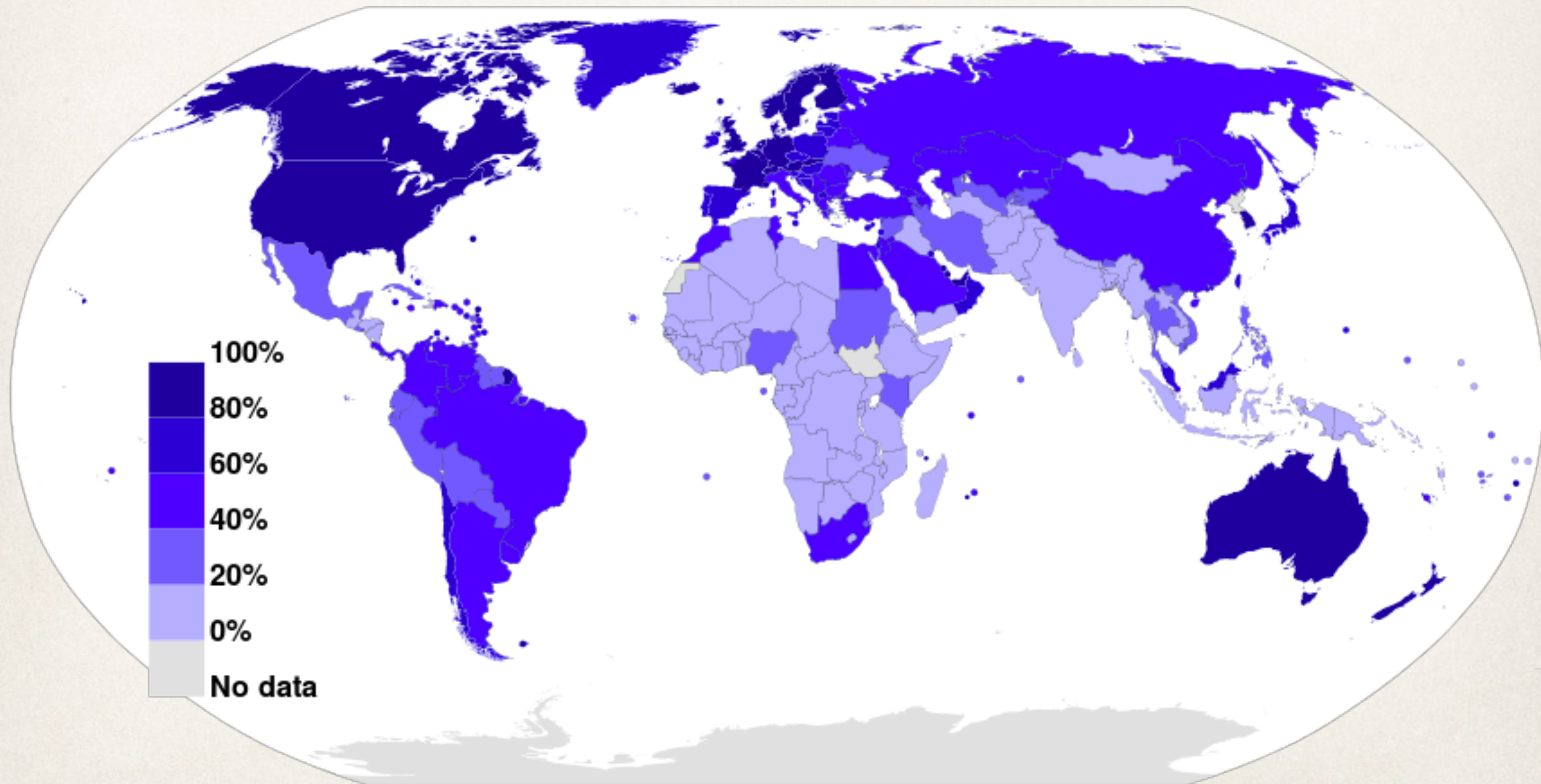


# Antal datorer (2006)



# Användare (% av befolkningen, 2012)

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# Definition

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- ❖ The term Digital divide describes a gap between those who have ready **access** to information and communication technology and the **skills** to make use of those technology and those who do not have the access or skills to use those same technologies within a geographic area, society or community. (Wikipedia)

Följande slides på engelska baseras på Wikipedia  
[http://en.wikipedia.org/wiki/Digital\\_divide](http://en.wikipedia.org/wiki/Digital_divide)

# Factors involved in digital divide

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- ❖ Information accessibility,
- ❖ Information utilization
- ❖ Information receptiveness.
- ❖ More than just accessibility, individuals need to know how to make use of the information and communication tools once they exist within a community

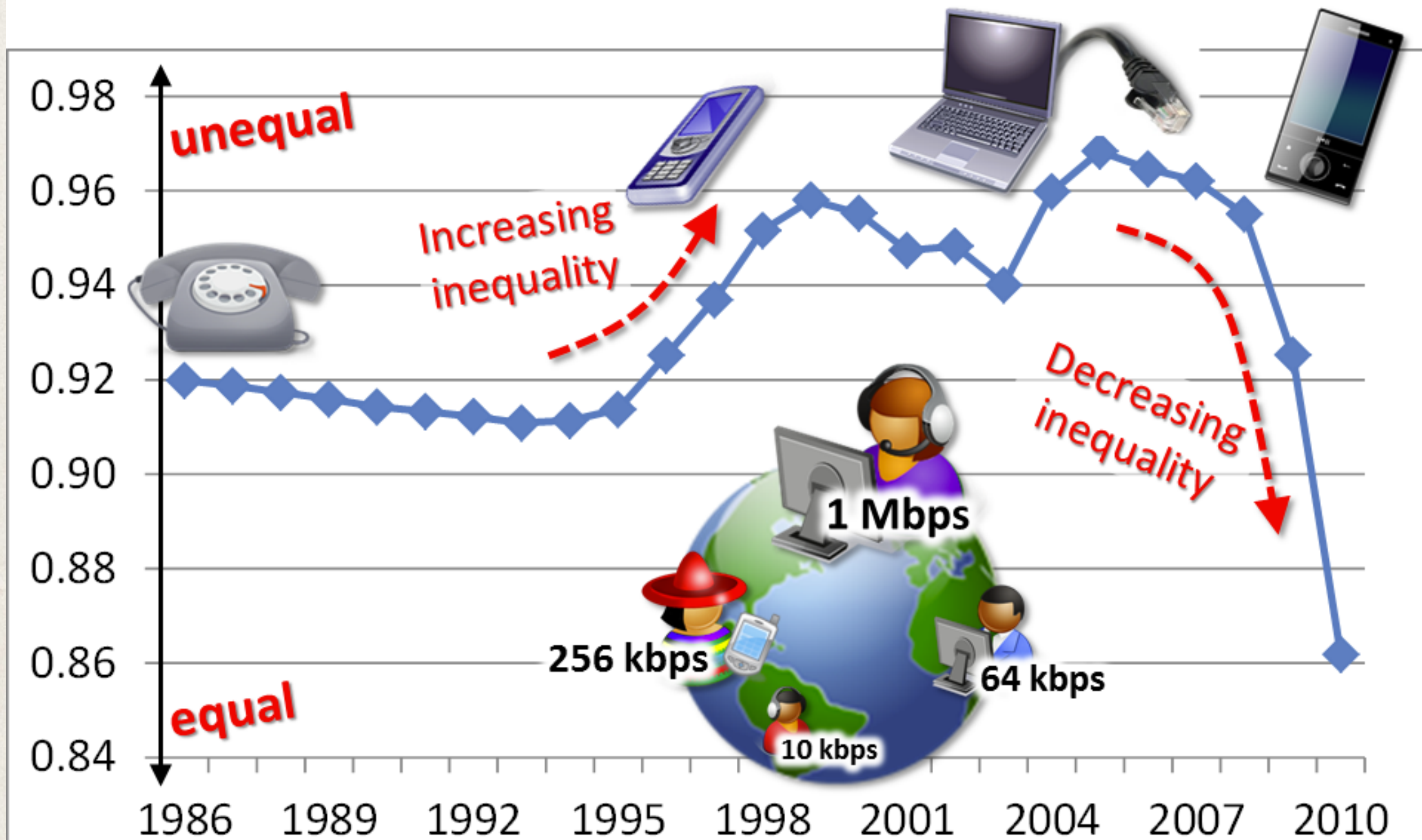


# Measure digital divide

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- ❖ Traditionally the nature of the divide has been measured in terms of the existing number of subscriptions and digital devices.
- ❖ Given the increasing number of such devices, the conclusion has been that the digital divide among individuals has increasingly been closing as the result of a natural and almost automatic process
- ❖ Recent studies have measured the digital divide not in terms of technological devices, but in terms of the existing bandwidth per individual (in kbit/s per capita)

# Gini coefficients for telecommunication capacity (in kbps) per individual worldwide (incl. inhabitants from 208 countries)



Source: Hilbert, M. (2013), Technological information inequality as an incessantly moving target: The redistribution of information and communication capacities between 1986 and 2010. *Journal of the Association for Information Science and Technology*. doi: 10.1002/asi.23020



# Using information

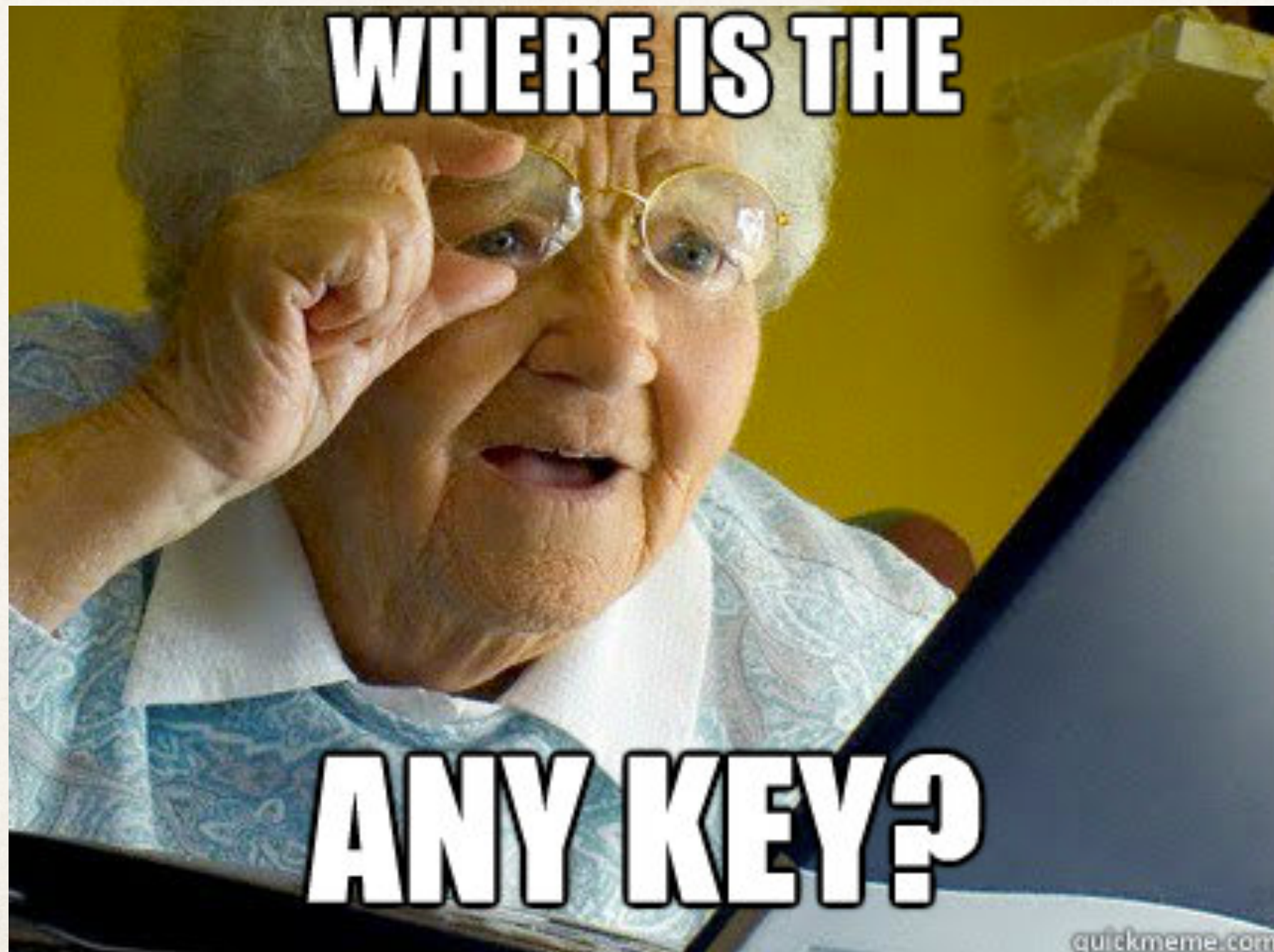
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- ❖ Some individuals can connect, but they do not have the knowledge to use what the information. This leads to a focus on capabilities and skills, as well as awareness to move from mere access to effective usage of ICT.
- ❖ Since gender, age, racial, income, and educational gaps in the digital divide have lessened compared to past levels, some researchers suggest that the digital divide is shifting from a gap in access and connectivity to ICTs to a **knowledge divide**



# Schablon: Ålder

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# Men den här är minst lika vanlig

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# Digital klyfta – Internet

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- ❖ Övning 1: Gå in på godtycklig kommun och ta reda på  
1) när badhuset är öppet 2) när soptippen är öppna
- ❖ Övning 2: Gå in på en godtycklig kommuns hemsida  
och sök reda på hur du ska göra för att byta till  
mindre soptunna
- ❖ I bägge övningarna ska du notera hur mycket  
irrelevant material du fick
- ❖ Hur tänker egentligen webbredaktörerna???



# Digital klyfta – Internet

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- ❖ Kommunerna hänvisar mer och mer till sin hemsida och till sina e-tjänster
- ❖ Hur många klarar av
  - ❖ 1. Hitta den e-tjänst man behöver
  - ❖ 2. Hitta den nerladdade blanketten
  - ❖ 3. Veta vart den ska skickas när den är ifylld?
- ❖ De som inte klarar detta måste också kunna få hjälp!
- ❖ KONTAKTCENTER!!!