# Annexes III & IV: Consultation Survey Questions and Prioritization of Main Challenges Results

## Annex III – Survey questions

### THE ICT OPPORTUNITY

**Q1.a To what extent, are ICT currently improving persons with disabilities’ access to social and economic activities?**

Scale:

5: To a large extent

4: To a moderate extent

3: To some extent

2: To little extent

1: Not at all

**Directions: Using the chart please answer the question by typing the number reflecting your view in each box.** For instance, if your answer to the question “to what extent are Websites improving persons with disabilities’ access to Healthcare?” is: to a moderate extent; please type 4 in the related box.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Ranking | | | | |
|  | Websites | Mobile device and services | TV set and services | Radio | Other and emerging technologies |
| Healthcare |  |  |  |  |  |
| Primary education |  |  |  |  |  |
| Secondary education |  |  |  |  |  |
| Tertiary, professional, lifelong education |  |  |  |  |  |
| Employment |  |  |  |  |  |
| Independent living |  |  |  |  |  |
| Government services |  |  |  |  |  |
| Participation in political and public life |  |  |  |  |  |

**Q1.b What successful practices/standards or assistive technologies would you put forward to highlight the contribution of ICT for economic and social inclusion? Successful practices can relate to economic and social activities listed in Q1.a or to other activities not mentioned.**

### ACCESSIBILITY BARRIERS AND RISKS

**Q2.a What are the 3 key barriers limiting the use of ICT in a disability-inclusive development agenda?**

**Directions: Using the chart please answer the question by typing the letter reflecting your view in each box.** For instance, if your answer to the question “What are the 3 key accessibility barriers limiting the use of ICT in Healthcare?” is: Lack of policy implementation and/or lack of effective implementation mechanisms (J); Policy makers lack awareness of barriers to be addressed (G) and Lack of international standards and guidelines (D); please type: J, G, D in the first line of the table.

**List of selected barriers**

* A: Lack of accessibility of ICT devices
* B: Limited access to technology
* C: Cost of assistive technology
* D: Lack of international standards and guidelines
* E: ICT vendors lack awareness of persons with disabilities’ needs and market opportunities
* F: Persons with disabilities lack awareness of what ICT can do to facilitate their economic and social inclusion
* G: Policy makers lack awareness of barriers to be addressed
* H: Lack of policies which foster widespread availability of accessible ICT
* I: Lack of participation of organizations of persons with disabilities in policy-making
* J: Lack of policy implementation and/or lack of effective implementation mechanisms
* K: Lack of training of information technology professionals
* L: Lack of accessibility skills among rehabilitation specialists
* M: Lack of digital literacy among persons with disabilities
* N: Other barrier(s) – Please Specify below

|  |  |  |  |
| --- | --- | --- | --- |
|  | Barrier 1 | Barrier 2 | Barrier 3 |
| Healthcare |  |  |  |
| Primary education |  |  |  |
| Secondary education |  |  |  |
| Tertiary, professional, lifelong education |  |  |  |
| Employment |  |  |  |
| Independent living |  |  |  |
| Government services |  |  |  |
| Participation in political and public life |  |  |  |

**Q2.b. If you have selected “Other barrier(s)” in Q.2.a., please specify how they prevent persons with disabilities’ inclusion in the selected economic and social activity.**

**Q3. Could the use of ICT introduce additional barriers for persons with disabilities and society as a whole?**

### THE WAY FORWARD

**Q4.a. For each of the listed stakeholders, what would be the 3 priority actions to be undertaken in order to leverage the potential of ICT in development efforts?**

**Directions: Using the chart please answer the question by typing the letter reflecting your view in each box.**

**List of selected priority actions**

* A: Strengthening R&D to develop new ICT-enabled solutions for Persons with disabilities
* B: Mainstreaming the use of universal design principle
* C: Lowering the cost of assistive technologies
* D: Participating in international standardizations bodies to develop and/or harmonize accessible ICT standards
* E: Incorporating accessibility requirements in procurement policies
* F: Raising ICT vendors’ awareness of persons with disabilities’ needs and market opportunities
* G: Raising persons with disabilities’ awareness of what ICT can do to facilitate their economic and social inclusion
* H: Raising policy makers’ awareness of accessibility barriers to be addressed
* I: Updating disability legislation to include ICT in the legal definition of accessibility
* J: Developing policies which foster widespread availability of accessible ICT
* K: Disseminating policies that foster availability of accessible ICT
* L: Getting organizations of persons with disabilities involved in policy making
* M: Implementing policies which foster widespread availability of accessible ICT and/or setting effective implementation mechanisms
* N: Training information technology professionals on ICT accessibility
* O: Training rehabilitation specialists on ICT accessibility
* P: Training persons with disabilities to use accessible ICT
* Q: Other priority actions – please specify below

|  |  |  |  |
| --- | --- | --- | --- |
|  | Priority action 1 | Priority action 2 | Priority action 3 |
| Governments |  |  |  |
| Intergovernmental organizations |  |  |  |
| Private sector |  |  |  |
| Organizations of persons with disabilities |  |  |  |
| Civil Society Organizations |  |  |  |

**Q4.b. If you have selected “Other priority actions” in Q.4.a., please specify how they would leverage the potential of ICT in development efforts.**

**Q5. Would you involve any other stakeholder? What would be the concrete actions to be carried out?**

**Q6.a. According to you, what role should the UN system play to ensure that ICT are an integral and catalytic part of a post-2015 disability-inclusive development agenda? Please rank the following answers by order of importance**

Please type letter “x” in the first column for the answer that is the most important function, “x” in the second column for the second most important function, “x” in the third column for the third most important function and “x” in the fourth column for the fourth most important function. For instance, if you believe that the UN system’s most important role is: “Monitoring and evaluating development efforts on the global, regional and national level”, please type “x”: in the third line of the first column.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 |
| Carrying out operational activities to meet the disability-inclusive development goals |  |  |  |  |
| Setting awareness raising and mobilization campaigns to create a demand for action |  |  |  |  |
| Monitoring and evaluating development efforts on the global, regional and national level |  |  |  |  |
| Analysis of results to determine whether development policies, programmes and projects are effective |  |  |  |  |

**Q6.b. Would you like to mention any other role that should be performed by the UN system?**

**Q6.c. According to you, what role should the private sector play to ensure that ICT are an integral and catalytic part of a post-2015 disability-inclusive development agenda?**

**Q7.a. At the national level, what existing or new indicators would allow policy makers to measure progress towards the national implementation of the Convention on the Rights of Persons with Disabilities and the achievement of disability-inclusive economic and social development with and through ICT at the country-level?**

**Q7.b. At the international level, what existing or new indicators would allow the international community to measure progress towards the global implementation of the Convention on the Rights of Persons with Disabilities and the achievement of disability-inclusive international development with and through ICT?**

## Annex IV – Prioritization of main challenges to be addressed to maximize the ICT opportunity for persons with disabilities in each area of development

### *This quantitative data was collected from expert answers to the consultation survey.*

### HEALTHCARE

| **Challenges** | **Priority** | |
| --- | --- | --- |
| Cost of assistive technology | 13.0 % | |
| Lack of accessibility of ICT devices | 10.4% | |
| Limited access to technology | 9.1% | |
| Lack of policy implementation and/or lack of effective implementation mechanisms | 8.6% | |
| ICT vendors lack awareness of persons with disabilities’ needs and market opportunities | 7.5% | |
| Lack of policies which foster widespread availability of accessible ICTs | 7.5% | |
| Persons with disabilities lack awareness of what ICTs can do to facilitate their socioeconomic inclusion | 7.2% | |
| Policy makers lack awareness of barriers to be addressed | 7.0% | |
| Lack of accessibility skills among rehabilitation specialists | | 6.0% |
| Lack of digital literacy among persons with disabilities | | 6.0% |
| Lack of international standards and guidelines | | 5.2% |
| Lack of participation of organizations of persons with disabilities in policy-making | | 5.2% |
| Lack of training of information technology professionals | | 4.7% |

### PRIMARY EDUCATION

| **Challenges** | **Priority** | |
| --- | --- | --- |
| Lack of policy implementation and/or lack of effective implementation mechanisms | | 10.9% | |
| Limited access to technology | | 10.4% | |
| Lack of policies which foster widespread availability of accessible ICTs | | 10.4% | |
| Lack of accessibility of ICT devices | | 9.3% | |
| Lack of training of information technology professionals | | 7.2% | |
| Lack of digital literacy among persons with disabilities | | 5.6% | |
| Policy makers lack awareness of barriers to be addressed | | 5.3% | |
| ICT vendors lack awareness of persons with disabilities’ needs and market opportunities | | 5.1% | |
| Persons with disabilities lack awareness of what ICTs can do to facilitate their socioeconomic inclusion | | 4.8% | |
| Lack of international standards and guidelines | | 4.3% | |
| Lack of accessibility skills among rehabilitation specialists | | 3.7% | |
| Lack of participation of organizations of persons with disabilities in policy-making | | 3.2% | |

### SECONDARY EDUCATION

| **Challenges** | **Priority** | | |
| --- | --- | --- | --- |
| Cost of assistive technology | | 15.2% |
| Lack of policies which foster widespread availability of accessible ICTs | | 11.0% |
| Lack of accessibility of ICT devices | | 10.5% |
| Limited access to technology | | 10.0% |
| Lack of policy implementation and/or lack of effective implementation mechanisms | | 8.1% |
| Lack of training of information technology professionals | | 7.1% |
| Persons with disabilities lack awareness of what ICTs can do to facilitate their socioeconomic inclusion | | 6.8% |
| Policy makers lack awareness of barriers to be addressed | | 6.8% |
| ICT vendors lack awareness of persons with disabilities’ needs and market opportunities | | 6.0% |
| Lack of accessibility skills among rehabilitation specialists | | 4.5% |
| Lack of participation of organizations of persons with disabilities in policy-making | | 4.2% |
| Lack of digital literacy among persons with disabilities | | 3.7% |
| Lack of international standards and guidelines | | 3.2% |

### TERTIARY, PROFESSIONAL, LIFELONG EDUCATION

| **Challenges** | **Priority** | |
| --- | --- | --- |
| Cost of assistive technology | | 13.4% |
| Persons with disabilities lack awareness of what ICTs can do to facilitate their socioeconomic inclusion | | 10.1% |
| Lack of policies which foster widespread availability of accessible ICTs | | 8.8% |
| Lack of policy implementation and/or lack of effective implementation mechanisms | | 8.8% |
| Lack of training of information technology professionals | | 8.3% |
| Limited access to technology | | 8.0% |
| Lack of accessibility of ICT devices | | 7.5% |
| ICT vendors lack awareness of persons with disabilities’ needs and market opportunities | | 7.2% |
| Lack of digital literacy among persons with disabilities | | 7.2% |
| Policy makers lack awareness of barriers to be addressed | | 6.2% |
| Lack of participation of organizations of persons with disabilities in policy-making | | 4.9% |
| Lack of international standards and guidelines | | 3.9% |
| Lack of accessibility skills among rehabilitation specialists | | 3.6% |

### EMPLOYMENT

| **Challenges** | **Priority** | | |
| --- | --- | --- | --- |
| Cost of assistive technology | | 11.1% |
| Lack of policies which foster widespread availability of accessible ICTs | | 11.1% |
| Lack of policy implementation and/or lack of effective implementation mechanisms | | 10.0% |
| Lack of accessibility of ICT devices | | 9.5% |
| Limited access to technology | | 8.7% |
| Persons with disabilities lack awareness of what ICTs can do to facilitate their socioeconomic inclusion | | 8.7% |
| ICT vendors lack awareness of persons with disabilities’ needs and market opportunities | | 7.1% |
| Lack of participation of organizations of persons with disabilities in policy-making | | 6.3% |
| Lack of digital literacy among persons with disabilities | | 6.3% |
| Policy makers lack awareness of barriers to be addressed | | 5.8% |
| Lack of training of information technology professionals | | 5.8% |
| Lack of international standards and guidelines | | 5.0% |
| Lack of accessibility skills among rehabilitation specialists | | 3.2% |

### INDEPENDENT LIVING

| **Challenges** | **Priority** | | |
| --- | --- | --- | --- |
| Cost of assistive technology | | 21.1% |
| Limited access to technology | | 13.0% |
| Lack of accessibility of ICT devices | | 10.2% |
| ICT vendors lack awareness of persons with disabilities’ needs and market opportunities | | 9.1% |
| Lack of accessibility skills among rehabilitation specialists | | 8.6% |
| Persons with disabilities lack awareness of what ICTs can do to facilitate their socioeconomic inclusion | | 6.3% |
| Policy makers lack awareness of barriers to be addressed | | 6.0% |
| Lack of policies which foster widespread availability of accessible ICTs | | 6.0% |
| Lack of policy implementation and/or lack of effective implementation mechanisms | | 4.7% |
| Lack of international standards and guidelines | | 4.4% |
| Lack of digital literacy among persons with disabilities | | 4.2% |
| Lack of participation of organizations of persons with disabilities in policy-making | | 3.9% |
| Lack of training of information technology professionals | | 2.3% |

### GOVERNMENT SERVICES

| **Challenges** | **Priority** | | |
| --- | --- | --- | --- |
| Lack of policy implementation and/or lack of effective implementation mechanisms | | 14.2% |
| Policy makers lack awareness of barriers to be addressed | | 12.9% |
| Lack of policies which foster widespread availability of accessible ICTs | | 12.6% |
| Lack of participation of organizations of persons with disabilities in policy-making | | 9.0% |
| Lack of training of information technology professionals | | 7.9% |
| Lack of accessibility of ICT devices | | 7.1% |
| Cost of assistive technology | | 6.8% |
| Persons with disabilities lack awareness of what ICTs can do to facilitate their socioeconomic inclusion | | 6.6% |
| Lack of international standards and guidelines | | 6.0% |
| Limited access to technology | | 5.0% |
| Lack of digital literacy among persons with disabilities | | 4.7% |
| ICT vendors lack awareness of persons with disabilities’ needs and market opportunities | | 4.2% |
| Lack of accessibility skills among rehabilitation specialists | | 1.8% |

### PARTICIPATION IN PUBLIC LIFE

| **Challenges** | **Priority** | | |
| --- | --- | --- | --- |
| Lack of policies which foster widespread availability of accessible ICTs | | 10.9% |
| Persons with disabilities lack awareness of what ICTs can do to facilitate their socioeconomic inclusion | | 10.7% |
| Policy makers lack awareness of barriers to be addressed | | 10.4% |
| Lack of digital literacy among persons with disabilities | | 9.9% |
| Lack of policy implementation and/or lack of effective implementation mechanisms | | 9.4% |
| Lack of accessibility of ICT devices | | 8.6% |
| Limited access to technology | | 8.3% |
| Cost of assistive technology | | 8.3% |
| Lack of participation of organizations of persons with disabilities in policy-making | | 7.6% |
| Lack of international standards and guidelines | | 5.0% |
| ICT vendors lack awareness of persons with disabilities’ needs and market opportunities | | 5.0% |
| Lack of training of information technology professionals | | 3.1% |
| Lack of accessibility skills among rehabilitation specialists | | 2.1% |

Source: Authors, based on the results of the ICT consultation