Korea’s Digital Inclusion Act for All in AI era

for ensuring the digital rights of all people

Kiho JEONG
Director, Digital Inclusion Planning Team
National Information Society Agency, Republic of Korea

What we'll have today

1. Better Understanding Korea
2. Digital Inclusion Act

1

Better Understanding **Korea**

Korea’s digital adoptions for last over 60 years
Computer, Broadband, Mobile and AI

IBM 1401 (1967)

ADSL (1998)

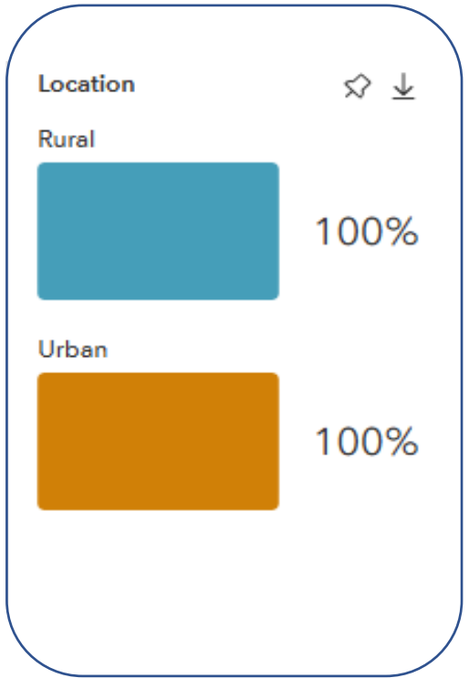
i-Phone (2007)

ChatGPT (2022)

Thanks to the mega investment into digital infrastructure,
Korea's ranked at high group according to the ICT Development Index by ITU

Connectivity
Access

Households with Internet access at home



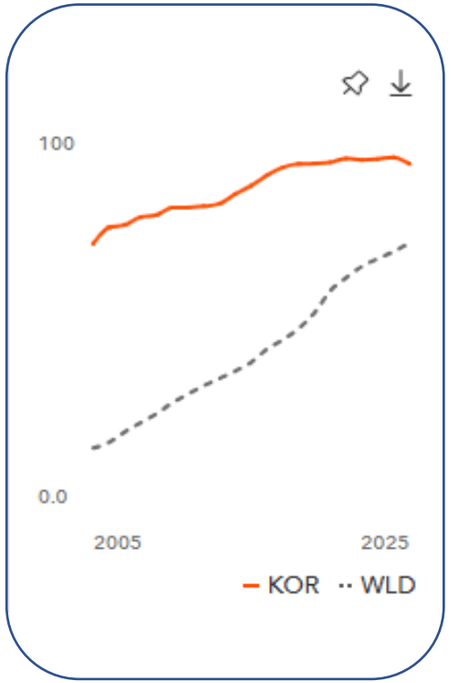
% of households
2025

Connectivity
Use

Individuals using the Internet

96.1%

% of individuals
2025

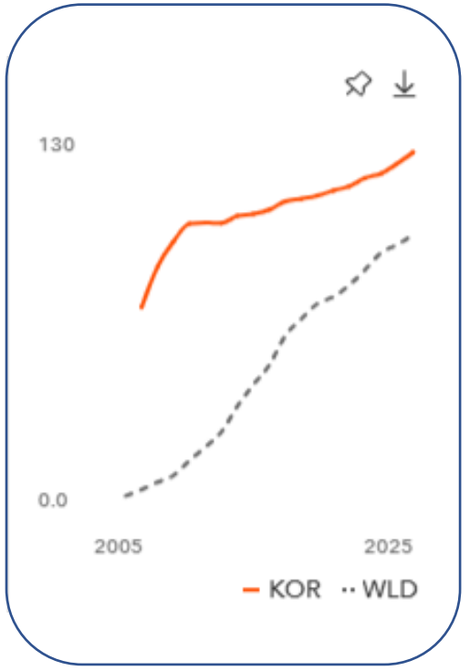


Connectivity
Access

Active mobile-broadband subscriptions

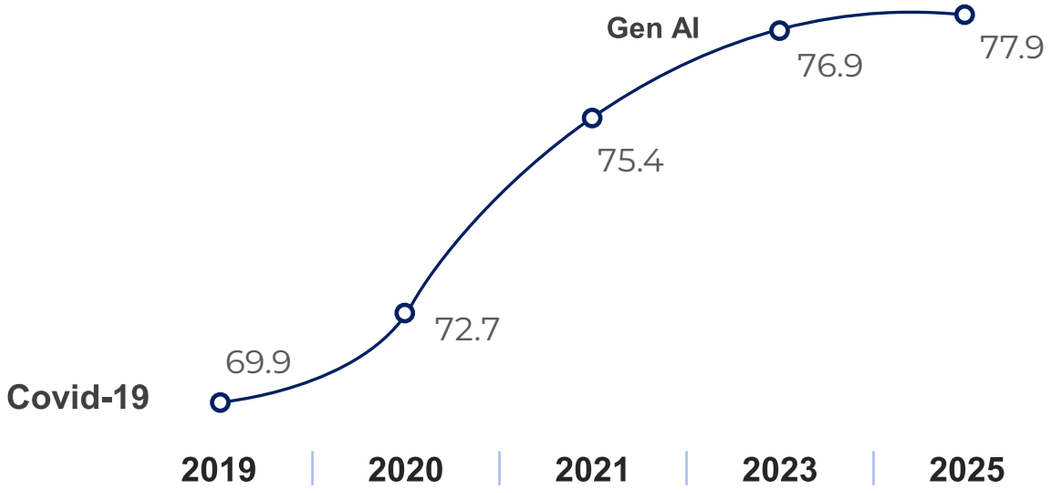
130

per 100 people
2025



Source : datahub.itu

Korea gov. annually surveys the digital-divide gap more 20 years
The gap has being narrowed gradually,
but seemingly are stuck at certain level around 77%

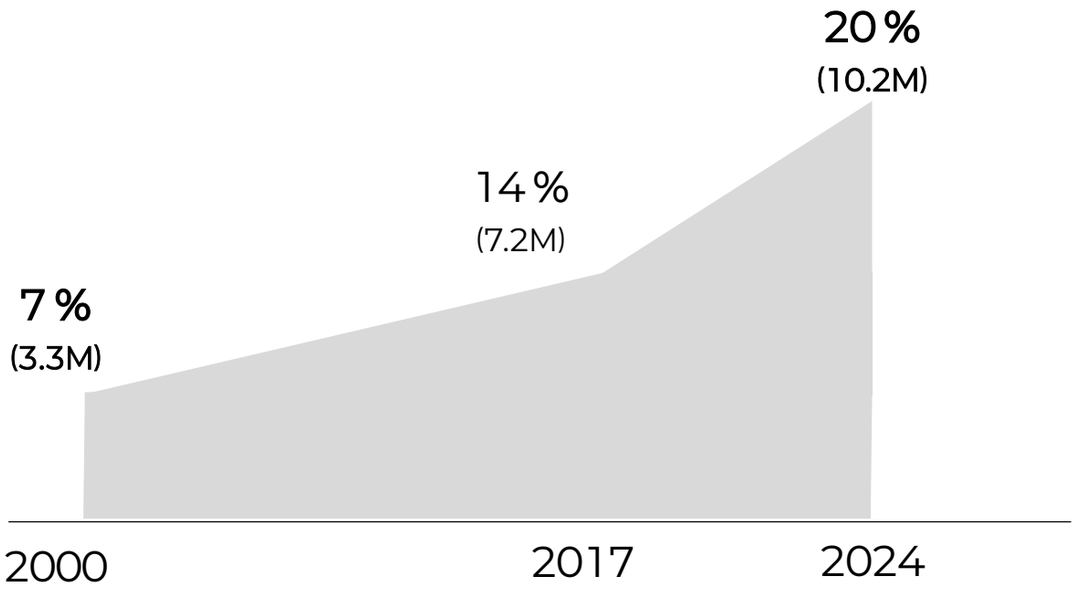


Layers between off-line and on-line has been blurred
The digital gap becoming social, economic gap



In the past, economic, social, and cultural activities were possible without digital technology,
but now digital technology exists as an interface for all activities,
making ultimate activities impossible without digital technology.

Population ratio of the elderly, 3 times over 20yrs
Policy target group changing to all



2

Digital Inclusion Act

“Mind the Gap”
Kind words but unkind policies



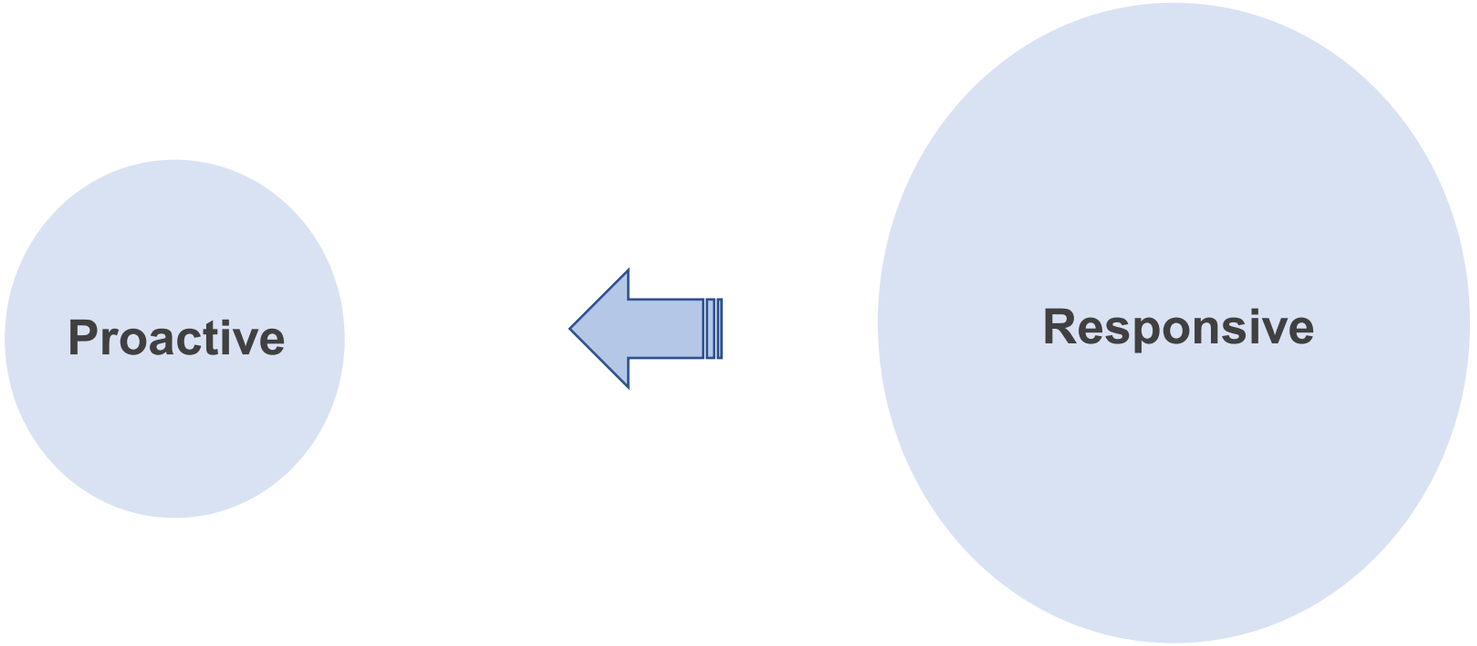
Tech advancements has been remarkable but **not always been human-centered**.

Many technologies were introduced, only to be followed by measures to ensure user convenience.

We are now entering the age of artificial intelligence.

It is no longer acceptable for users to adapt to technology; instead, **technology must adapt to users.**

We needed to shift our digital policy paradigm:
shifting its policy paradigm from reactive measures to proactive prevention



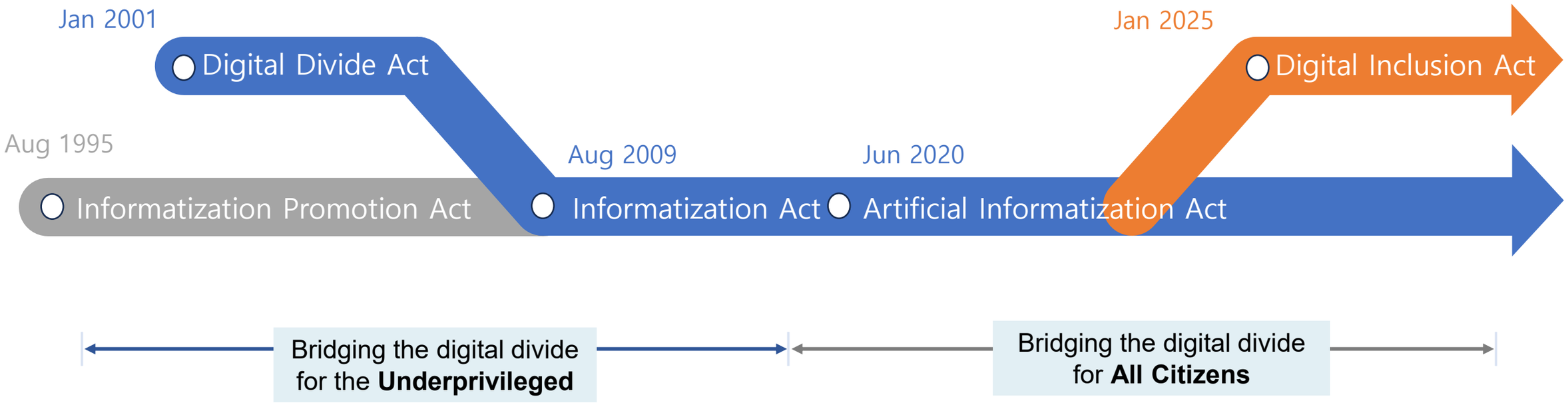
2 Digital Inclusion Act

After covid-19, based on the deep social discussion,
Korea gov. announced the Digital Bill of Rights in 2023

- Guarantee of Freedom and Rights
- Fair Access and Equal Opportunity
- Safe and Reliable Digital Society
- Promotion of Digital Innovation
- Advancement of Human Well-Being

2 Digital Inclusion Act

From mid-1990's, evolving digital policy paradigm
from informatization Promotion Act to Digital Inclusion Act



2 Digital Inclusion Act

In January 2025, Korea enacted Digital Inclusion Act
to guarantee digital rights for all in the era of AI and Digitalization.

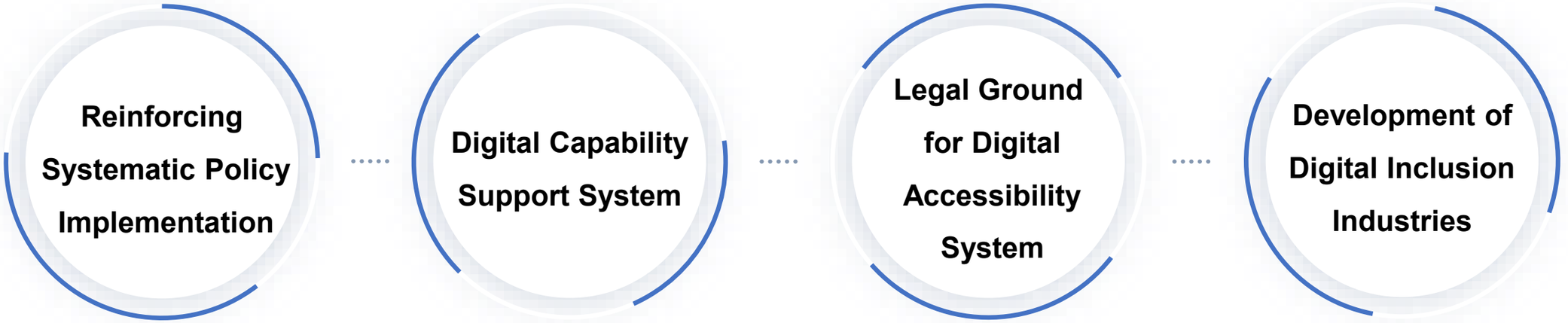
Economic

Social

Cultural

Define the concept of digital inclusion as
“An environment where all members of society can equally enjoy the benefits of intelligent information technology without discrimination or exclusion.”

Enacted as a law to contribute to the improvement of the quality of each individual member’s life and social integration by building a foundation for the development of digital inclusion technologies and industries.



Systematic Policies for the Digitally Disadvantaged

Comprehensive Planning:

Formulation of detailed master and action plans ensuring digital inclusion across all demographics

Alternative Means:

Based on the ready for equal-right to access and use the service, public provide alternative means

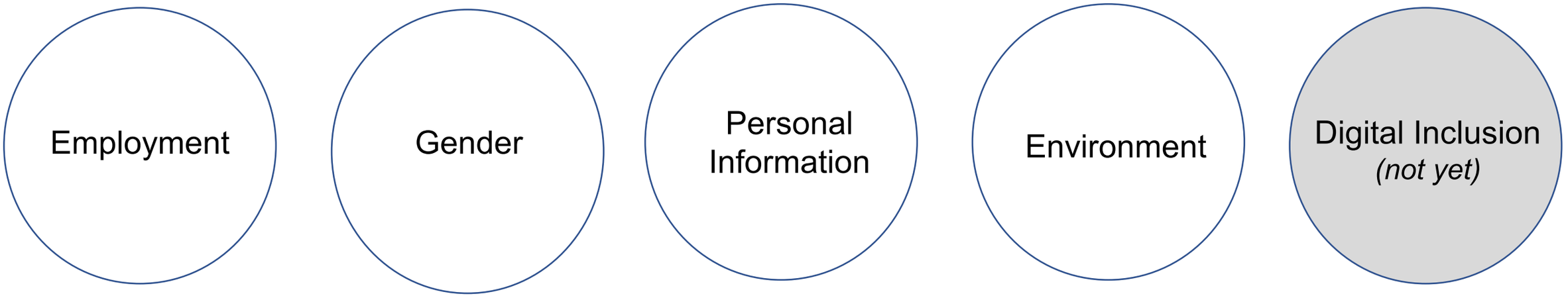
Impact Assessment:

Continuous evaluation of digital inclusion initiatives to measure effectiveness and adapt strategies

Bridging Access Gaps:

Targeted programs addressing technological disparities in underserved communities

Ministries of Korea Gov. need to prepare the some impact assessments before requesting an annual budget



The AI·Digital Competency Hubs aim to provide digital training anytime and anywhere to anyone who needs to enhance their digital skills.

Target Group

All citizens

(Disabilities, Low-income households, Multicultural families, seniors..etc)

Outreach Education

Local Government:

- Identifies local needs and provides linked education services

Digital Competency Center

- Tailored education programs
- Diagnoses digital skill levels
- On-Offline helpdesk services

Private Sector

- Develops training contents
- Supports outreach education and hub operation

Legal and Institutional Support for Digital Accessibility

Policy & Regulation

National standards for digital accessibility are being revised and promoted across sectors.

Regular surveys track accessibility improvements and identify remaining digital divides.

Technical Support

New certification system validates accessible websites and digital services.

Priority purchase policies ensure accessible public kiosks and devices.

Awareness & Inclusion

Public seminars raise awareness about digital accessibility needs.

Public-private partnerships create sustainable inclusive digital ecosystems.

2 Digital Inclusion Act

Digital inclusion policies suitable for the AI and digital era

Build a digitally inclusive society where everyone can coexist

Overcome socio-economic disparities

- Support care for vulnerable populations and decreasing the gap
- Address community issues and easing the gap
- Foster the growth of future generations and closing the gap

Strengthen digital citizen competence

- Strengthen AI and digital adaptability across the nation
- Secure AI and digital safety in everyday life
- Ensure digital citizenship for all

Foster inclusive social governance

- Create an inclusive ecosystem between citizens and companies
- Establish a pan-governmental support system for an inclusive society
- Strengthen global collaboration on AI and digital inclusion

Support the creation of a digitally co-prosperous society
so everyone can enjoy the benefits of digital technology

Merci
Gracias
Спасибо
Thank you
谢谢
شكراً