

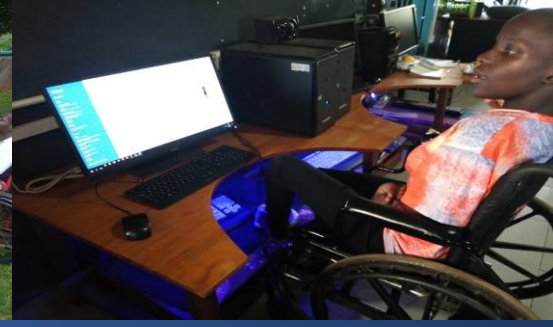
Best practices and recommendations for digital inclusion through resilient infrastructure
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An Assessment of Digital Inclusion among the Vulnerable Persons in Developing Economies: A Comparative Study between Uganda and South Africa Economies



- Theme: Digital Inclusion - Vulnerable Persons
- Presenter: Dr. Fredrick Kanobe, Kyambogo University

Presentation Outline



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- Introduction
- Research methodology
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Research team



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Introduction

- The current century is characterised by ICT innovations but not everyone is digitally connected yet technology is key to **finding solutions to socio-economic and environmental challenges.**
- 9th SDG advocates for **equal access to information and knowledge including digital services.**
- However, more than **4 billion people do not have access** to digital services and **90%** are from developing world. **UNHCR (2020).**
- **The Digital inclusion gap is even wide among the vulnerable persons in the developing world**
- The study intends to identify factors influencing digital inclusion gap among vulnerable persons and proposed solutions for developing economies



Research methodology



- Mixed research approach adopted involving quantitative and qualitative methods that helped the research team better understand the complex digital inclusion problem in different context
- Quantitative questionnaire **(620 respondents)** and informative interviews **(28 participants)** were the key data collection methods. Questionnaire proved to be fast, efficient and unexpansive to collect data from scattered respondents whereas the Interviews were use to obtain rich and thick data from the study participants hence helped to understand the study well.
- Interview data was thematically analysed where questionnaire data was subjected to as descriptive statistical analysis.

Key Research findings and outcomes



Poor ICT
Infrastructure
Rural Vs Urban
Not reliable

Low socio-
economic status
low income
Marginalization
Low priority

Inadequate
Internet Access
Not affordable
Not reliable
Inappropriate
technology

Digital Illiteracy
Inadequate
digital skills
Low priority

Fostering digital inclusion among the vulnerable help them:

- Find better opportunities for gainful employment
- Gain access to e-health services
- Get access to financial credit
- Remain competitive
- Get access to e-government services
- Participate in their digital economy
- Eliminate social exclusion

Recommendations



Recommendation	Responsible Entity
1. Leverage ICT Infrastructure	Government, Private Investors
2. Avail most appropriate technology	Government, MoE, Humanitarian bodies
3. Subside prices for IT devices	Government
4. Promote Human rights	Government, Legal firms, Humanitarian bodies
5. Review and adhere to ICT policies	Government, legal bodies, MoE
6. Digital Inclusion awareness	Government, MoE, ICT industry
7. Integrate ICT training in National Curriculum	MoE, Training institutions
8. Establish inclusive digital training centers	Government

Conclusion

- Inequalities in the use and associated benefits digital technologies still exist in Uganda and South Africa. Mere provision and access to technology is no longer a critical issue to narrow digital inclusion but the appropriateness of the technology to the vulnerable people.
- There is need to conduct systems requirements analysis for learners with special needs and the elderly in to meet their most appropriate technological gap
- The study was limited to case studies from South and East Africa., need to compare situation in North and West Africa

Next Steps: Design and Implement inclusive customised digital system for people with special needs and the elderly