

*Supported by the  
International Development  
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*Hosted by the  
Government of Guatemala*



# **Economic and Social Implications of ICT**

*Antigua, Guatemala  
January 18 – 19, 2005*



## **WSIS Thematic Meeting**

Information Notice No. I, October 2004

*Organized jointly by the International Labour Organization, the International Trade Centre, the Organization for Economic Co-operation and Development, and the United Nations Conference on Trade and Development.*



International Trade Centre

OECD



## **1. BACKGROUND**

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The effective use of ICTs by enterprises can result in greater productivity leading to greater competitiveness and thus sustainable economic growth, a precondition for poverty reduction. ICTs are expanding the possibilities of developing economies to participate in international markets. The Internet is dramatically changing the way goods and services are produced, delivered, sold and purchased. It leads to an ever-growing number of people and businesses connected digitally, ready to participate in and contribute to the knowledge economy. The use of the Internet empowers weak players in the global economy - such as small business owners in developing countries - by providing them with information, communication and knowledge they could not access before. Trade in goods and services is expanding thanks to new technologies. Evidence shows that growth in ICT goods and services trade has been higher than growth in total trade. In addition, ICTs enable trade in other sectors by enhancing market access and broadening the customer base, facilitating customs, transport and logistics. Most importantly, ICTs play an economic role by changing production processes within firms.

To seize those benefits, there are associated costs both in terms of investment (in capital and human skills) and in terms of transformations of labour markets. The use of ICTs is also accompanied by structural changes in production processes. These are often hampered by social conflict resulting from deficient social dialogue. Therefore policies must cope with the structural transformations associated with such changes. The costs of disseminating ICTs and ensuring an orderly adjustment of human resources should form part of any ICT-related policy.

The WSIS Geneva Plan of Action requests all stakeholders to promote development-oriented ICT applications for all. In particular, it calls for action to encourage the use of ICT by SMEs to foster innovation, to realize gains in productivity, to reduce transaction costs and to fight poverty. It identifies a number of areas where action is needed, such as the development of a policy and legal framework to enhance participation by SMEs, and the promotion of the use of e-business and international trade in developing countries.

In response to the Geneva Plan of Action, and as a contribution to the second phase of the WSIS, four international organizations working on the subject of ICT and economic and social development have joined forces to organize this thematic meeting. The meeting will explore the relationship between ICT and development, and identify policies and practices to ensure the adoption of ICT leads to equitable economic growth.

## **2. OBJECTIVES AND EXPECTED OUTCOME**

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This WSIS Thematic Meeting will allow governments, the private sector, workers and civil society to examine policies and practices that permit enterprises to employ ICTs as effective productivity enhancing tools, and do so in a socially responsible manner. To achieve its aim the thematic meeting will:

- Address the impact of ICTs on economic performance and trade competitiveness of developing countries;
- Explore policies and best practices to enable enterprises – and particularly SMEs - to rise their productivity and competitiveness through the use of ICTs;
- Review strategies to integrate SMEs into national and international supply chains using modern communication technologies;
- Examine the impact of the enterprises' structural changes on local, national and international labour markets and identify strategies to ease the transition.

The outcome of the meeting will provide practical suggestions on policies and programmes that can help countries to utilise ICTs for effective poverty eradication through the growth of economically sustainable enterprises and the quality employment they generate. This will permit policy makers to integrate ICTs into the broader MDG agenda.

The meeting will contribute to the WSIS Tunis Phase, which expects relevant thematic meetings to provide inputs to the preparatory process. Each session will produce conclusions and concrete recommendations to implement the Geneva Plan of Action in the area of ICT for economic and social development. These conclusions will be submitted as an input for the text to be considered at the WSIS PrepCom2, to be held in Geneva from 17 – 26 February 2005.

For further details on the programme, please see the attached preliminary programme.

### **3. DOCUMENTATION, METHODS OF WORK AND OFFICIAL LANGUAGES**

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The documentation for the meeting will consist of information notices, invited papers, supporting papers and background documentation (documents already available) supplied by countries and organizations.

For each session there will be a moderator and 2-3 speakers, followed by an interactive debate with participants. All participants are welcome to submit a supporting paper to any of the sessions. Contributed papers should be submitted before 17<sup>th</sup> December 2004 in order to be considered during the meeting.

Documents will be made available in the web site of the event (to be announced) in the form and language in which they are received.

Simultaneous interpretation into English, French and Spanish will be provided during the meeting.

### **4. PARTICIPATION**

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Representatives of all Member States of the United Nations and of interested intergovernmental organizations as well as participants representing non-governmental organizations in a consultative status with the United Nations Economic and Social Council are welcome to participate in the meeting.

Representatives from other public or private institutions, the academic world, and NGOs, with proven expertise in the subject may also attend.

## **5. FINANCIAL ASSISTANCE**

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Fellowships will be made available to finance the participation of a limited number of participants from developing countries and economies in transition. Requests for financing must be received no later than **15 November 2004**, and should be accompanied by a curriculum vitae of the candidate, his or her address, telephone and fax number and email address. Requests should be addressed to the scientific committee (see below section 7).

## **6. LOGISTICS**

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### **Venue**

The meeting will take place at:

Hotel Casa Santo Domingo  
3ª Calle Oriente # 28  
Antigua City, Guatemala  
Telephone +(502) 7820-1220  
Fax +(502) 7832-4154

### **Registration**

Representatives from government offices, international organizations, the business community and civil society who wish to participate in the meeting should complete the attached **registration form** and return it to the logistics committee no later than **10 January 2005** (see section 7 below).

### **Visa**

All participants attending the meeting are requested to have a valid passport and, if required, a visa. Applications for visas should be made as soon as possible to the Embassy of Guatemala in the country in which the participants reside, with reference to the joint ILO/ITC/OECD/UNCTAD WSIS Thematic Meeting on the "Economic and social implications of ICT". Upon registration, the logistics committee will inform those participants that require visa.

### **Travel**

Each participant will need to arrange his/her flight reservations, except those that have been granted financial support for their travel. Participants should provide their flight details upon registration or as soon as possible.

### **Airport arrival and transfer to Antigua**

Upon arrival at La Aurora, Guatemala's international airport, participants will be received at the State Protocol Lounge (Salón Oficial de Protocolos), from where they will be taken to Antigua City in the official conference transport. Therefore, it is vital to provide arrival and departure flight details, including date, time, and flight number.

**Accommodation**

The following hotels offer special rates for conference participants:

HOTEL	WEB PAGE/ E-MAIL	TELEPHONE	PRICE (tax included)	
			Single	Double
Casa Santo Domingo (****)	<a href="http://www.casasantodomingo.com.gt">www.casasantodomingo.com.gt</a> <a href="mailto:kioscodomingo@intelnett.com">kioscodomingo@intelnett.com</a> <a href="mailto:kiosco2@intelnett.com">kiosco2@intelnett.com</a>	+(502) 7820-1220	\$88	\$88 *
Posada de Don Rodrigo (****) Cindy Méndez	<a href="http://www.hotelposadadedonrodrigo.com">www.hotelposadadedonrodrigo.com</a> <a href="mailto:chotelera@c.net.gt">chotelera@c.net.gt</a>	+(502) 7832-1335	\$64	\$76 **
Quinta de Las Flores (***)	<a href="http://www.quintadelasflores.com">www.quintadelasflores.com</a> <a href="mailto:qflores@terra.com.gt">qflores@terra.com.gt</a>	+(502) 7832-3721	\$59	\$75 ***
Villa Colonial		+(502) 7832-1050		

\* Breakfast not included

\*\* Including breakfast

\*\*\* Including breakfast. The hotel also offers bungalows for 4/5 people at a rate of \$143

The logistics committee will be available to organize tourist events for the spouses of participants.

**Weather**

Antigua Guatemala is known as the “City of the Perpetual Roses”, having a spring-like weather throughout the year. In January, temperatures will be between 15° and 24° Celsius (59° and 75° Fahrenheit). Light jackets are recommended for the evenings.

**Electricity**

Electricity in Guatemala is 120V 60Hz and the plugs are Flat Blade A & B.

**Currency**

The official currency is the Quetzal (Q) with an approximate exchange rate of Q8.00 quetzals for \$1.00 (US dollar).

## **7. FURTHER INFORMATION AND CONTACT DETAILS**

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More detailed information about the meeting can be obtained from:

### **SCIENTIFIC COMMITTEE**

- Background documents
- Programme
- Requests for financing

Telephone: +41 (0)22 9175891/9175912

Fax: +41 (0)22 9170052

E-mail: [wsiseco@unctad.org](mailto:wsiseco@unctad.org)

#### Contact Person:

Ms. Marta Pérez Cusó  
Associate Economic Affairs Officer  
E-commerce Branch  
Division for Services Infrastructure  
and Trade Efficiency  
UNCTAD  
Palais des Nations  
Geneva-10, 1211  
Switzerland

### **LOGISTICS COMMITTEE**

- Official representation at the meeting
- Registration
- Travel and accommodation

Telephone: + (502) 2366-5880

Fax: + (502) 2366-5890

E-mail: [logistica@sit.gob.gt](mailto:logistica@sit.gob.gt)

#### General coordinator:

Señor Aldo Nery Bonilla  
Coordinador de Asuntos Internacionales  
Direct telephone: +(502) 5708-8624  
[abonilla@sit.gob.gt](mailto:abonilla@sit.gob.gt),

#### Official host:

Superintendencia de Telecomunicaciones de  
Guatemala  
14 Calle 3-51 zona 10, Edificio Murano  
Center nivel 16, Ciudad de Guatemala  
Telephone: +(502) 2366-5880  
Fax: +(502) 2366-5890  
[www.sit.gob.gt](http://www.sit.gob.gt)

## 8. REGISTRATION FORM

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### Personal details:

Mr. ☐ Ms. ☐

Surname:

Name:

Organisation:

Title:

Address:

Phone:

E-mail:

Fax:

### You are a:

Participant ☐

Speaker ☐

### Representing:

Government ☐

Intergovernmental Organisation ☐

NGO (with consultative status at the ECOSOC) ☐

OTHER (please specify \_\_\_\_\_) ☐

### Travel details

Nationality:

Passport  
number:

Valid until:

Day of arrival:

Arrival time:

Travel route

Flight number:

Airline:

Day of  
departure:

Departure time:

Travel route

Flight number:

Airline:

### Accommodation:

Hotel:





# DRAFT AGENDA

## WSIS THEMATIC MEETING

### "ECONOMIC AND SOCIAL IMPLICATIONS OF ICT"

18-19 JANUARY 2005

CASA SANTO DOMINGO - ANTIGUA, GUATEMALA

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## PRELIMINARY PROGRAMME

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**Tuesday, 18 January 2005**

**09h30    Session 1: Opening**

Welcome (*representative of Guatemala*)

Welcome (*representative of the organising institutions*)

Introduction and keynote:

- WSIS, ICT and development (*representative of the WSIS*)
- The links between ICTs and economic growth (*keynote speaker*)

**11h00    Coffee**

**11h30    Session 2: Impact of ICTs on economic performance**

Moderator: (*OECD*)

Presentation:

- ICTs and economic growth – the evidence from OECD and developing countries

Case studies:

- Case study 1: Developing country
- Case study 2: OECD country

Discussion

Summing-up (*moderator*)

**13h00    Lunch**

**14h30    Session 3: Impact of ICTs on trade competitiveness**

Moderator: (*UNCTAD*)

Presentation:

- Impact of ICTs on trade in developing countries – the evidence and policy lessons

Case Studies:

- Case study 1: Outsourcing – ICT-enabled services
- Case study 2: South-south cooperation

Discussion

Summing-up (*moderator*)

**16h00    Coffee**

**16h30    Session 4: Raising productivity and competitiveness of SMEs through use of ICTs**

Moderator: (*OECD*)

Presentations:

- ICT, e-business and SMEs: the policy environment

Case studies:

- Case study 1: Developing country
- Case study 2: OECD country

Discussion

Summing-up (*moderator*)

**18h00    Dinner / cocktail**

**Wednesday, 19 January 2005**

**09h30    Session 5: Market entry strategies for enterprises: ICT implications**

Moderator: (*ITC*)

Presentations:

- Access to the global market: market entry strategies and their ICT implications

Case studies:

- Case study 1: ICT applications for enterprises which "supply to the big buyers" (*enterprise manager*)
- Case study 2: ICT applications for enterprises which "capture the niche market" (*enterprise manager*)

Discussion

Summing-up (*moderator*)

**11h00    Coffee**

**11h30    Session 6: Impact of structural changes on labour markets -- How ICTs change the world of work**

Moderator: (*ILO*)

Presentation:

- Migration of jobs or migration of people; wages & wage differentials; education, training and competencies

Case studies:

- Case study 1: An employer's perspective
- Case study 2: A worker's perspective

**13h00    Lunch**

**14h30      Sessions 7: Impact of structural changes on labour markets -- How ICTs  
change the world of work (continued)**

Moderator: (*ILO*)

Presentation:

- Case study: Skill-biased technological change and wage inequality:  
evidence from a plant retooling

Discussion

Summing-up (*moderator*)

**16h00      Coffee**

**16h30      Session 8: Message to be sent to the WSIS**

Round table of session moderators and key stakeholders

- The emerging evidence
- What remains to be done?
- The Message to WSIS

**17h30      Close**

Concluding statement (*representative of the organising institutions*)

Closing remarks (*representative of Guatemala*)