studiorum
Centre for Regional Policy Research and Cooperation

# CYBER EXCLUSION AS SOCIAL EXCLUSION: South-East European Experience

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# Logical framework

- Relating cyber to social exclusion
- Reconfirming empirically that many regions of the world (case study: SEE-WB) are cyber excluded
- Looking for causes of cyber exclusion

# Logical framework (2)

- Emphasizing some positive and hopeful trends in SEE-WB
- Broadening the notion of cyber exclusion
- Leaving an open question on how to exit the magic circle: cyber inclusion to contribute to social inclusion or vice versa?

# Methodological challenges

- Non-standardised definitions for the key indicators
- Limited, outdated, non-standardised data
- Various types of sources (private/commercial, governmental, international/inter-governmental, NGOs etc.)

# The information inequality

- Information gap
- Knowledge gap
- Digital divide
- Cyber exclusion

- Systematic colonization of social knowledge by the rich nations

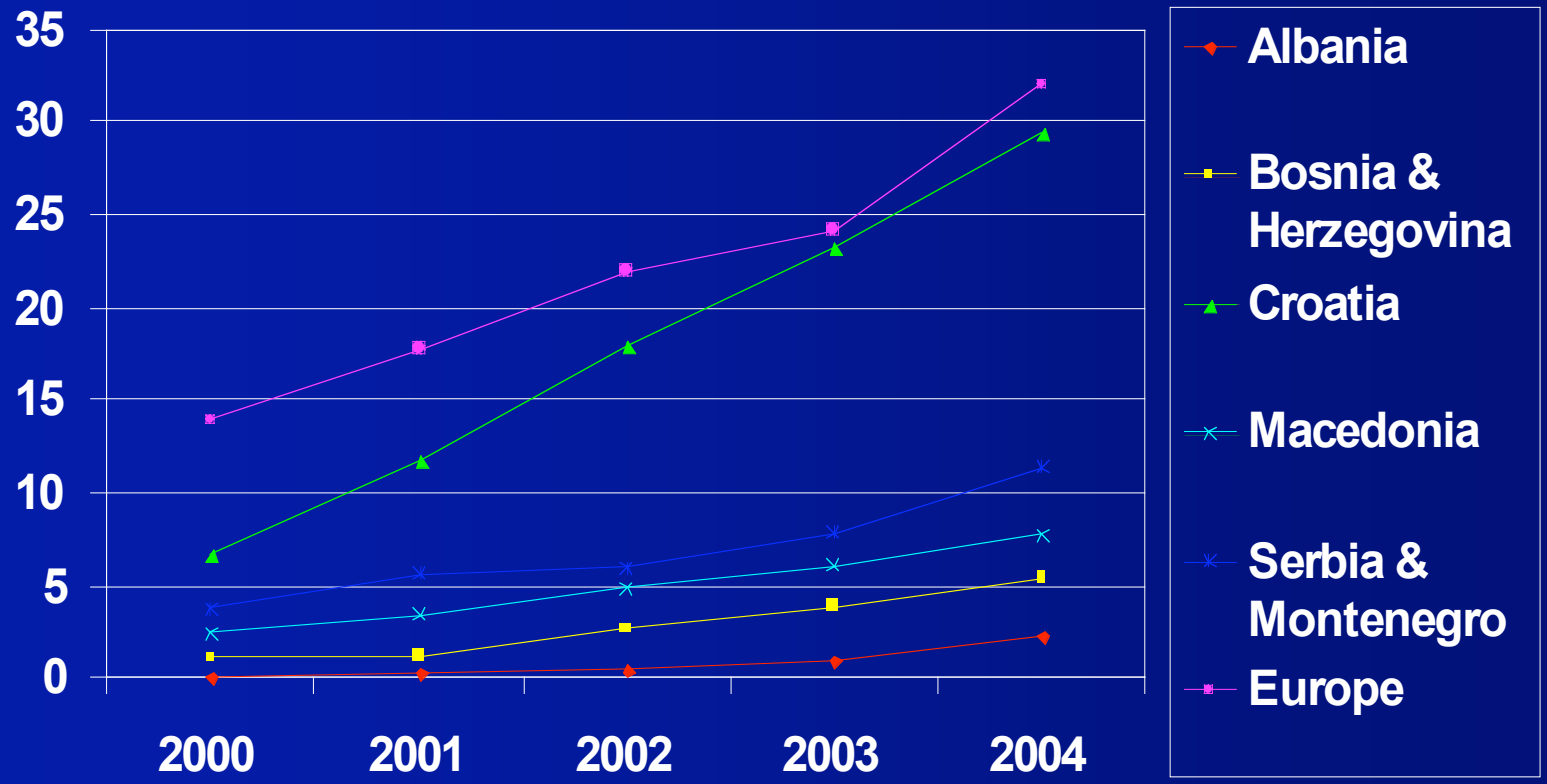
# Cyber exclusion

- Cyber space as social space
- Cyber exclusion as social exclusion: digital divide beyond the technical interpretations
- The lack of access to ICT reproduces other kinds of inequalities in the society at large

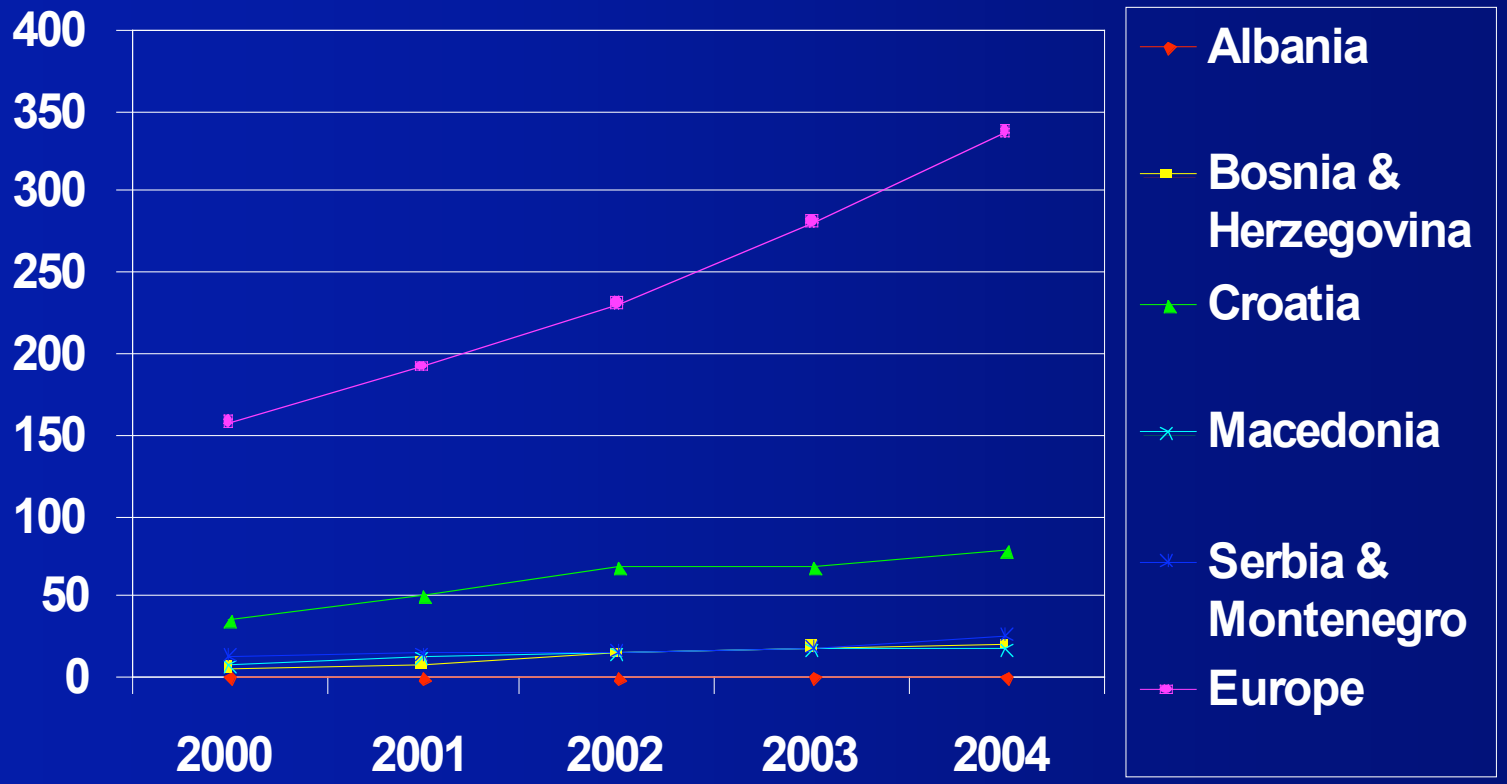
# SEE-WB cyber exclusion indicators

- External exclusion
  - Internet users
  - Internet hosts
- In-country exclusion
  - Age
  - Gender
  - Residence

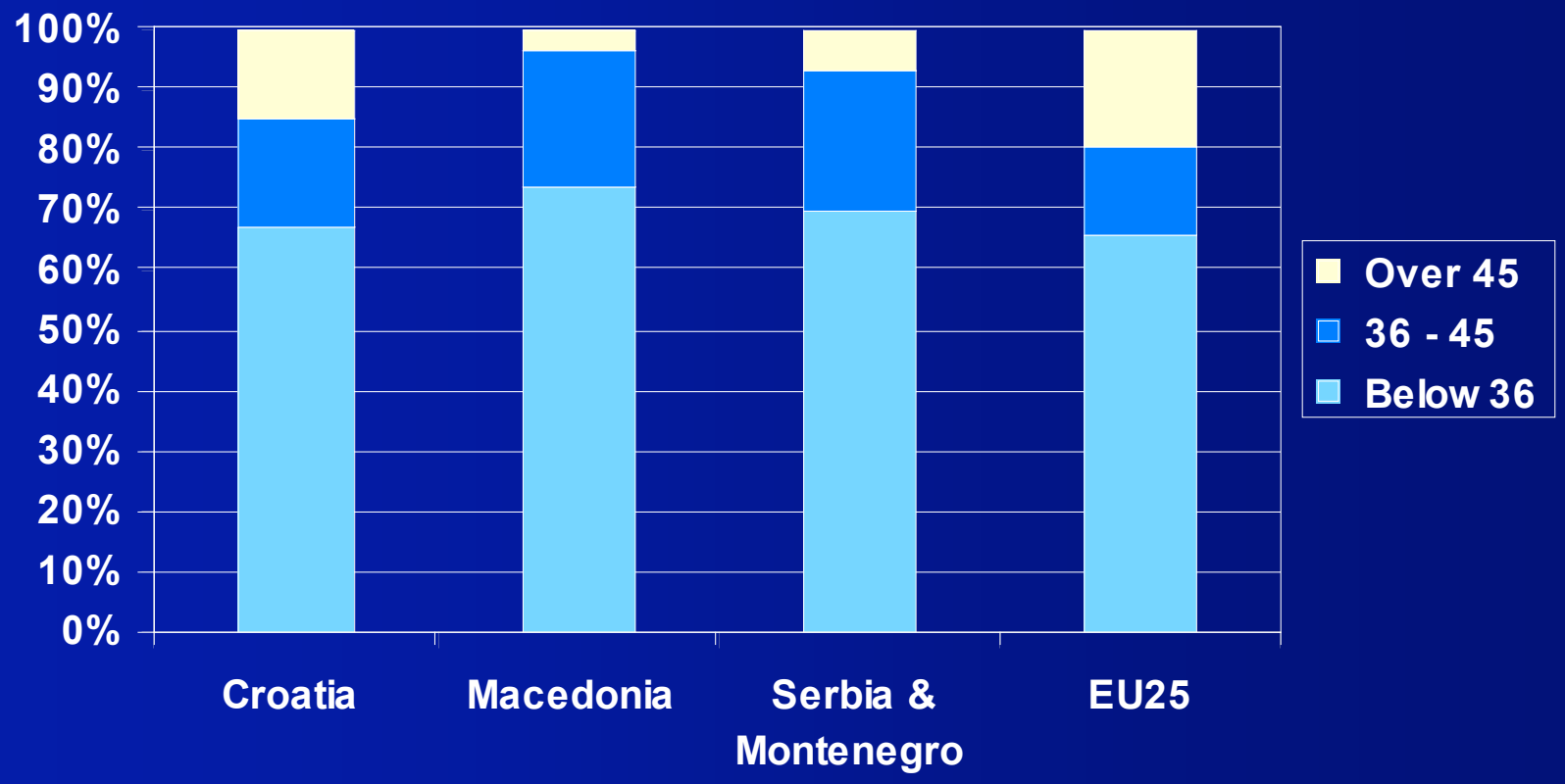
# Internet users per 100 inhabitants



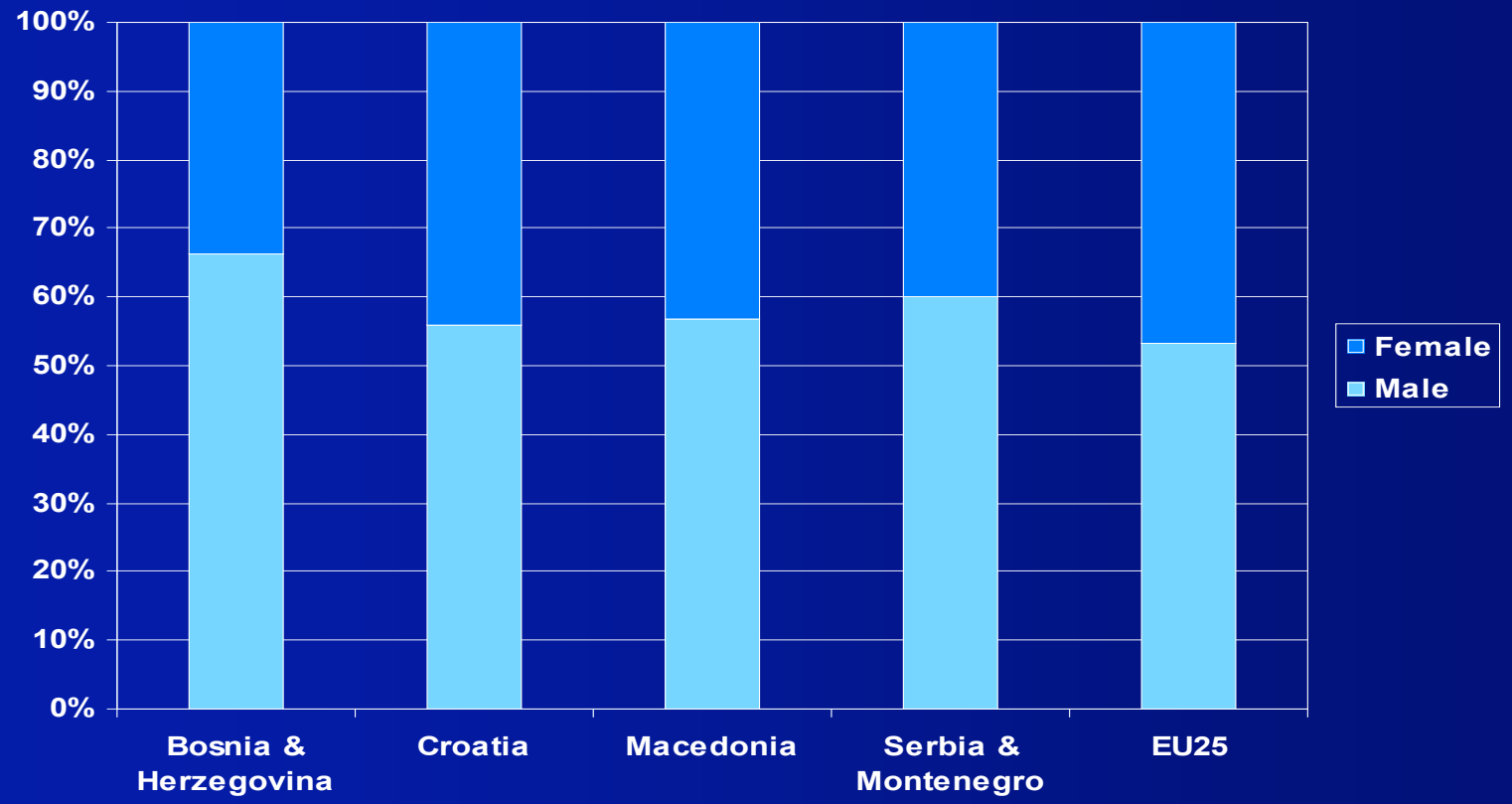
# Internet hosts per 10.000 inhabitants



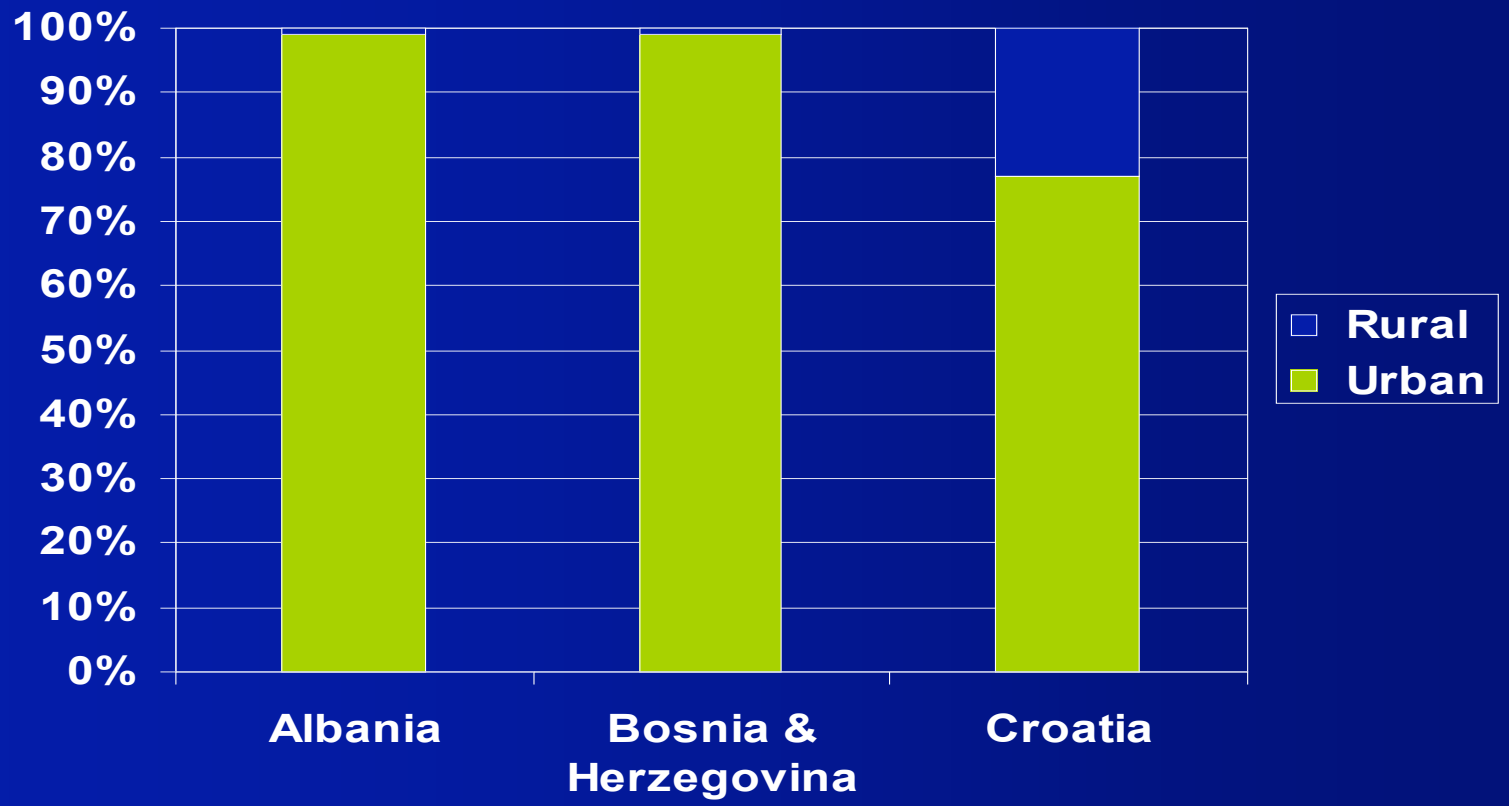
# Age distribution of Internet users



# Gender distribution of Internet users



# Residence distribution of Internet users

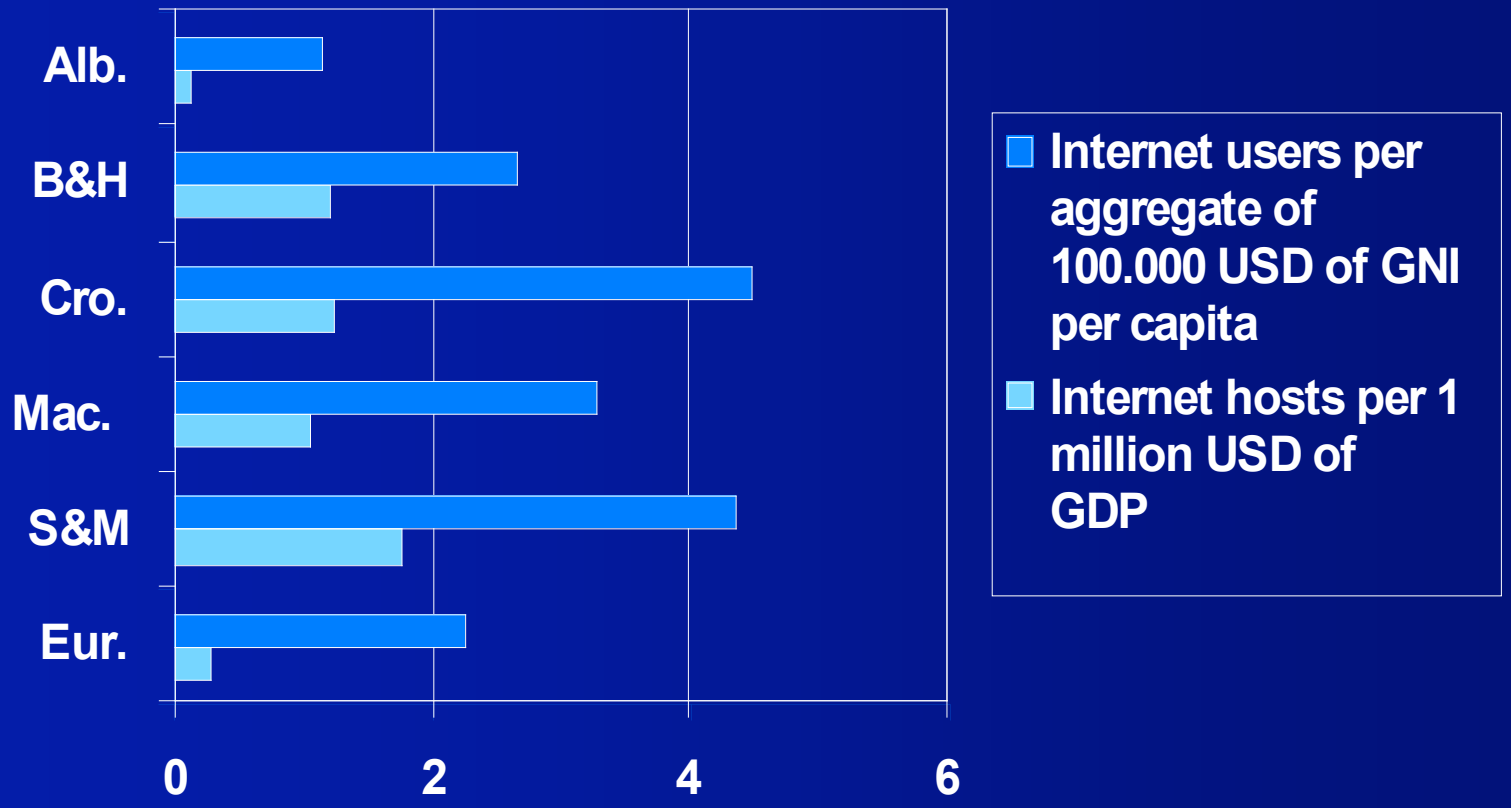


# Widening the debate

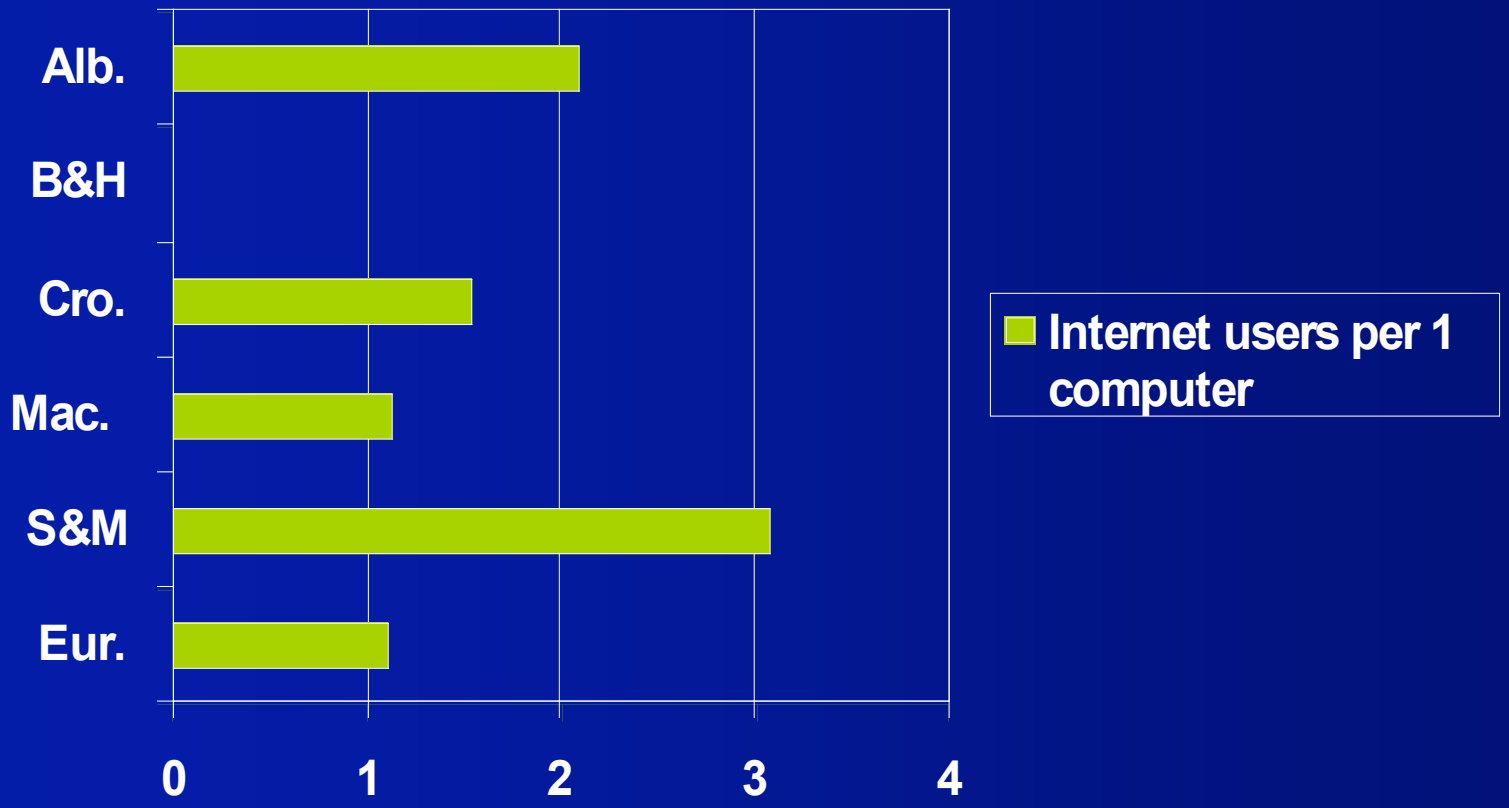
- Income as an anchor determinant
- Infrastructure
- Literacy

- Beyond access: basic human right, not a goal for itself

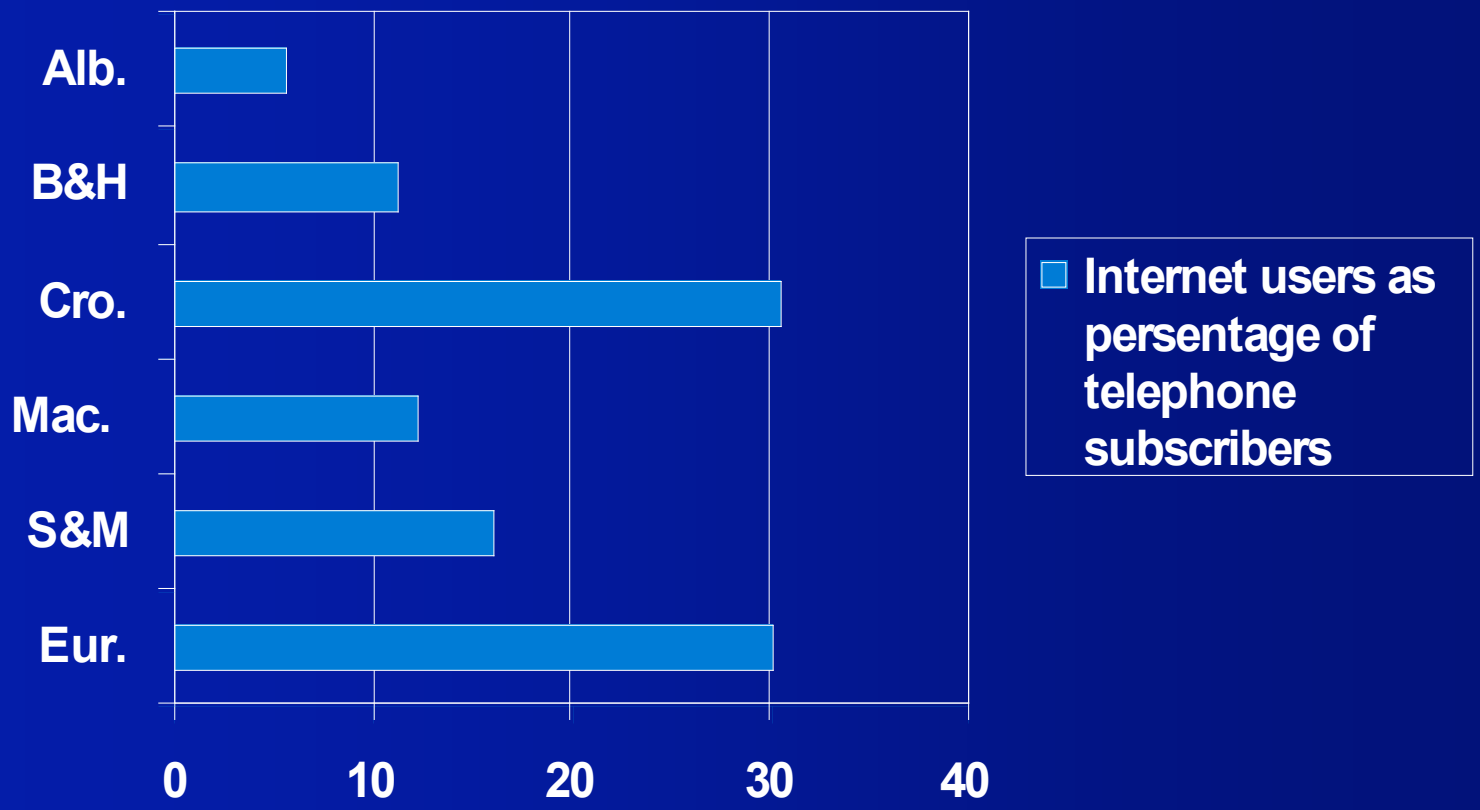
# Income as an anchor determinant (1)



# Income as an anchor determinant (2)



# Infrastructure



# Literacy

- Computer (technological)
- Information
- Contextual (adaptive)
- Media creativity
- Social competence

- English language

# Digital divide's new frontier

- Beyond access
  - Processing speed
  - Quality of connection
  - Supporting services
- Usage gap
  - Usage patterns
  - Accessible content

# Reaching social inclusion

- Effective use of information resources as a precondition for overcoming the cumulative marginalisation from production, consumption, social networking and decision-making.