

What's Happening in the Member States?

An overview on national activities directed towards monitoring and benchmarking eInclusion

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eInclusion@EU: National Data Gathering- Methodology

- Approach:
 - Systematic data gathering in 27 European countries (EU 25 + Switzerland and Romania)
 - through national experts (“national correspondents”)
 - Inform and facilitate exchange and dialogue amongst stakeholders (workshops and online knowledge base)
- Third wave of data collection of the eInclusion@EU project
- Objective: Provide evidence for policy proposals



Monitoring National eInclusion Developments: Four Different Pillars

- National surveys with relevance for eInclusion
 - access to ICTs, usage of ICTs, impacts of ICT usage
- Qualitative Stocktaking
 - eInclusion working groups, expert panels, task forces, roundtables
- eAccessibility Monitoring
 - surveys measuring conformance of websites with eAccessibility guidelines
 - surveys targeted at web developers
 - selective/ qualitative monitoring approaches
- Evaluation of eInclusion/ Information Society Policies



Overview of the European Situation- **ICT Surveys with Relevance for eInclusion (1)**

- quite a lot is happening
- representative national surveys on ICT access/usage in each Member State
- National Surveys in addition to Community Survey on ICT Usage in Households
- many surveys are measuring/monitoring access and usage of ICTs
- relatively good picture on “have-nets” and “have-nots”

however....



...however...

- dedicated analysis of common ICT surveys in relation to eInclusion rare
- dedicated “eInclusion barometer” are missing
- we still know little about non-access/non-usage
- lack of monitoring second order divide(s)
- measurement of impacts of ICTs usage is still in its infancy



ICT Surveys with Relevance for eInclusion- First Results (2)

	Quantitative ICT surveys	Monitoring impacts of ICT usage	Example(s)
Austria	√		Austrian Internet Monitor; one-off “ICTs for elderly people” 2004
Belgium	√	(√)	LFS Modul on „Digital Divide“; AWT surveys on internet usage in the Walloon Region
Czech Republic	√		System analysis of the Digital Divide in preparation
Estonia	√	(√)	e-Track Survey: Measuring basic trends of computer and internet usage”; one-off studies “ICTs and impacts on employment”
Finland	√	(√)	e.g. research project “The Finns and the Future Information Society”; targeted survey on ICT usage patterns



ICT Surveys with Relevance for eInclusion- First Results (3)

	Quantitative ICT surveys	Monitoring impacts of ICT usage	Example(s)
Germany	√	(√)	(N)Onliner Atlas, Special analysis of 50+ generation
Malta	√		Community Household Survey; ICT and Disability Survey
Portugal	√		Information and Knowledge Society Observatory; Survey on ICT usage by families
Slovenia	√	√	RIS (Research of Internet) surveys
United Kingdom	√	√	Oxford Internet Survey



ICT Surveys with Relevance for eInclusion – An example (4)

Research of Internet in Slovenia (RIS)

- very active in eInclusion monitoring
- from 1996 on the project monitors the stage of the digital divide in Slovenia
- 40 reports have been published on eInclusion related topics
- areas: e.g. e-learning; Digital Divide; Usability Studies & Website Evaluation; Social impacts of Mobile Phone Usage



Qualitative Stocktaking- Some Examples

- Many Member States have implemented qualitative stocktaking approaches
- Germany: Berliner Gespräche zur Digitalen Integration
 - public roundtable
 - six events since 2003
 - raising awareness on digital divide through working groups/workshops
- Belgium: King Baudouin Foundation- Expert Group on ICT and Elderly
 - expert group of the programme „Senior in the digital society“
 - e.g. awareness raising through conference/workshop organisation



eAccessibility Monitoring in the Member States

- in many Member States eAccessibility of public websites has been evaluated in one form or another, but...
- regular monitoring is missing
- different eAccessibility guidelines are adopted
„National eAccessibility Monitoring“
- different certification eAccessibility schemes
- there are still Member States for which no eAccessibility evaluation efforts are reported (e.g. Romania)



Evaluation of eInclusion/ Information Society Policies

- not much is happening
- good examples: Finland, UK, Austria
- Finland: Evaluation of Information Society, eGovernment, eHealth policies
- UK: Report „Navigating the New Economy“ promotes thinking on measuring progress and success towards a knowledge economy
- Austria: Study- „Governance in Austrian Information Society Policy- Progress without Strategy“



Preliminary Conclusions

- large variety of ICT user surveys across Europe
- need to monitor so called 2nd Order Divides and impacts of ICT usage in relation to eInclusion goals
- supply side oriented monitoring efforts are rare (measurement of availability of adequate ICTs)
- only exception: eAccessibility of public websites
but: Need for regular and harmonized monitoring



Thank you for your attention !

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