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TECHNOLOGY &
SOCIAL CHANGE GROUP

UNIVERSITY of WASHINGTON

Information School

Public Access to ICTs:
The Research Divide

Chris Coward

5-7 April 2011

3rd Global Forum on Telecentres

Santiago, Chile

Academic

Practitioner



Pat Racimora 1-25-03

- Comprehensive literature review
- 500 articles
- 150 selected for analysis



Lots of commentary; but little empirical evidence

Inputs/ Activities/ Outputs

- Not fulfilling self-sustainability
- Not reaching disadvantaged populations
- Not bringing about noticeable socio-economic change

Outcomes

- Users: young, male, higher socio-economic status
- Uses: Personal and social
- Some intermediate outcomes

Impacts

- Very few (some positive, some absence)
- Mostly perceptions

Some challenges

- Mostly small, isolated studies
- Lack of uniform/consistent impact indicators
- Few statistically significant studies
- Few longitudinal studies
- Attribution issue
- Evaluation dilemma
- The impact debate

direct ↔ indirect

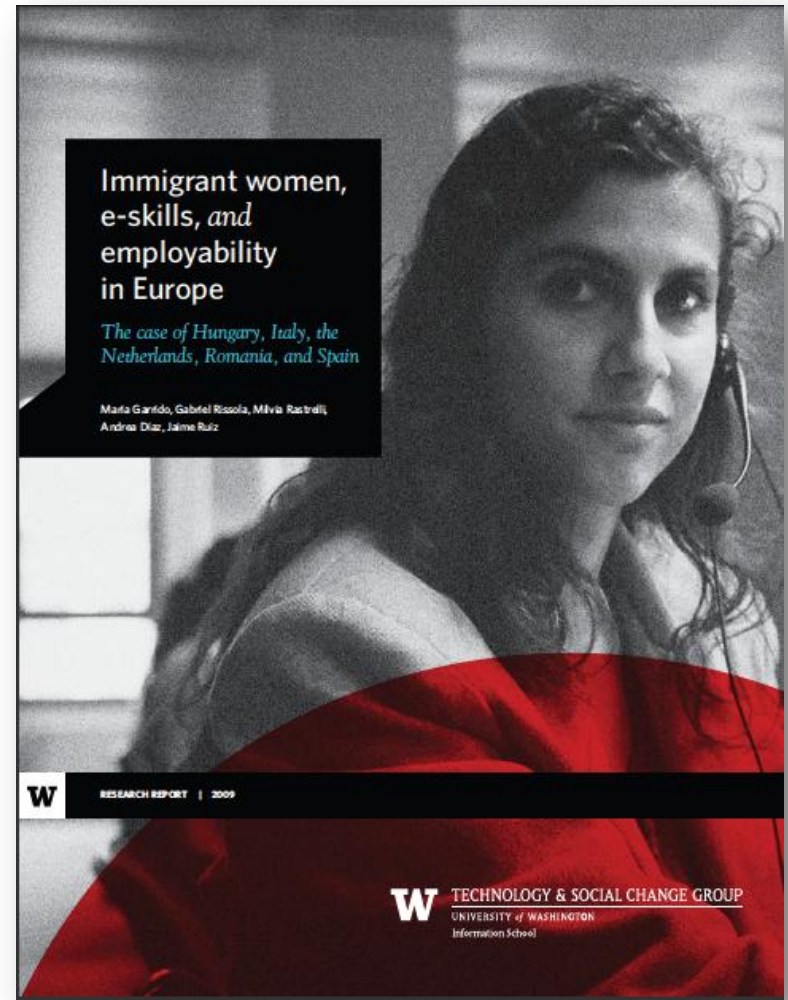
micro ↔ macro

short term ↔ long term

intended ↔ unintended

positive ↔ negative

Basic skills training & employability



Global Impact Study of Public Access to ICT



RESEARCH PROBLEM

RESEARCH QUESTIONS

1. What are the social, political, and economic impacts of public access to ICTs?
2. What is the magnitude of these impacts and how can we measure them?
3. What is the relationship between the costs and benefits of providing and using public access ICTs?

IMPACT FACTORS

- Reach
- Use
- Physical design & location
- Services & operations
- Information ecologies
- Policy context

DEVELOPMENT DOMAINS

- Communication & leisure
- Culture & language
- Education
- Employment & income
- Governance
- Health

ACTIVITIES

IN-DEPTH STUDIES

Small, focused studies examining specific topics

ex: Infomediaries
Collaborative sharing
Gaming
Mobile phones

SURVEYS

Venue Operators
Users & Non-Users

INVENTORIES

Distribution & Classification
of Public Access Venues

FINDINGS

IMPACT MECHANISMS

DIRECT IMPACTS

INDIRECT IMPACTS

USE

REACH

MAGNITUDE

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by TASCHA, March 29, 2011 Comments

Fieldwork in Chile begins for public access ICT in disaster research

TASCHA researchers, Maria Garrido and Beth Patin, visited Chile in February to participate in fieldwork for their study investigating the role of telecentres and public libraries in disaster management. The visit included focus groups with public access venue users and staff, interviews with government officials, and visits to telecentres and public libraries affected by the 2010 earthquake and tsunami. Maria, Beth, and their partners from ATACH made many interesting preliminary observations about how these public access venues adapted and responded to local community needs following the disaster.

[Continue reading...](#)

Does providing public access to computers and the Internet make a difference?

How do information and communication technologies change peoples' lives? What are the best ways to measure such changes? As we look forward, where and how should we invest our resources?

Global Impact Study of Public Access to Information and Communication Technologies is a five-year, international research project dedicated to answering these questions, figuring out the best ways to answer them, building research capacity, and generating knowledge that can lead to better programs and policies.

[LEARN MORE >](#)

[Newsletter](#)

GLOBAL IMPACT STUDY newsletter

January 2011

Global Impact Study welcomes Ghana



The Global Impact Study is pleased to announce that we have added Ghana as the fifth country to the user, venue, and non-user surveys and the sixth country for inventory data collection. The country research team will be led by Godfred Frempong of the Science and Technology Policy Research Institute (STEPRI). The surveys and inventory activities in Ghana over the next year will expand the geographical representation of the Global Impact Study by including a country in Africa. [Read more >](#)

In this issue

[Global Impact Study welcomes Ghana](#)

[Public access ICT in disaster management](#)

[Benefit cost analysis of public access ICT](#)

[Collaborative Knowledge Sharing study presents at Singapore conference](#)

[Global Impact Study leads research seminars](#)

Latest activities

[Amy Mahan research fellows participated at ICTD 2010.](#)

[Final public access ICT user and...](#)

- Regular research updates
- Newsletter
- Database of public access centers

Forthcoming...

- Interim findings
- Final report (2012)
- Policy briefs, articles, other resources

Open research → instruments & data

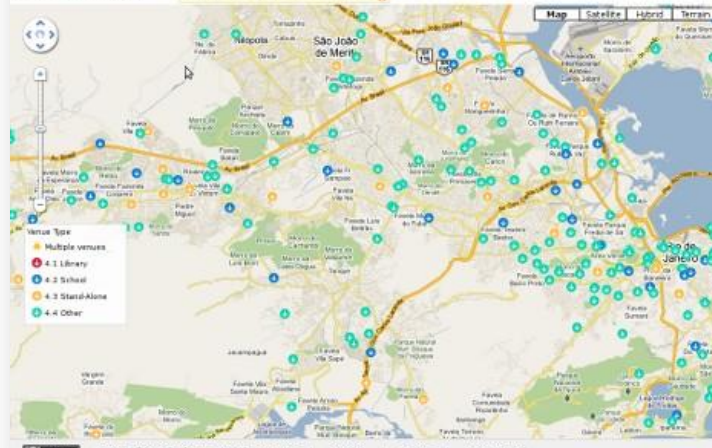
Data About Methodology Help Contact For Developers

GLOBAL IMPACT STUDY Hello, preferences Logout

Public Access ICT Venue Inventory

Query Options List Charts Map Export Markers

venues mapped: 359 (complete) Searching (Country: Brazil) Rio de Janeiro



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Thank You

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