E-government for LOw Socio-economic sTatus groups (ELOST)

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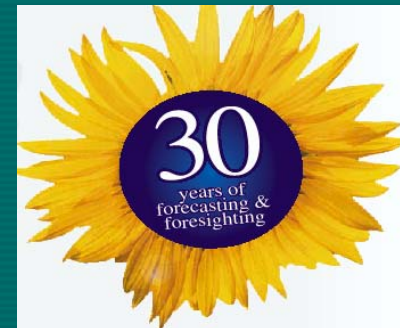
ICTAF's – Mission

To be Israel's leading institute in:
- *Analyses of multidisciplinary processes*
- *Technology Assessment and Foresight*

Improve decision and policy-making processes
Harness the knowledge of University personnel
for the benefit of the economy and society.

The ELOST Vision

..**Together we will ensure that by the next decade,** after the implementation of **ELOST** the use of e-Government among All will be as the use of the telephone today….The "bridge" over the digital divide will be sound.

ELOST Goal

Policy measures that will increase the number of people from LSGs able to use e-Government services.

LSGs includes variety of segments such as: low income groups, low education level, unemployed people as well as ethnic minorities, immigrants etc'.
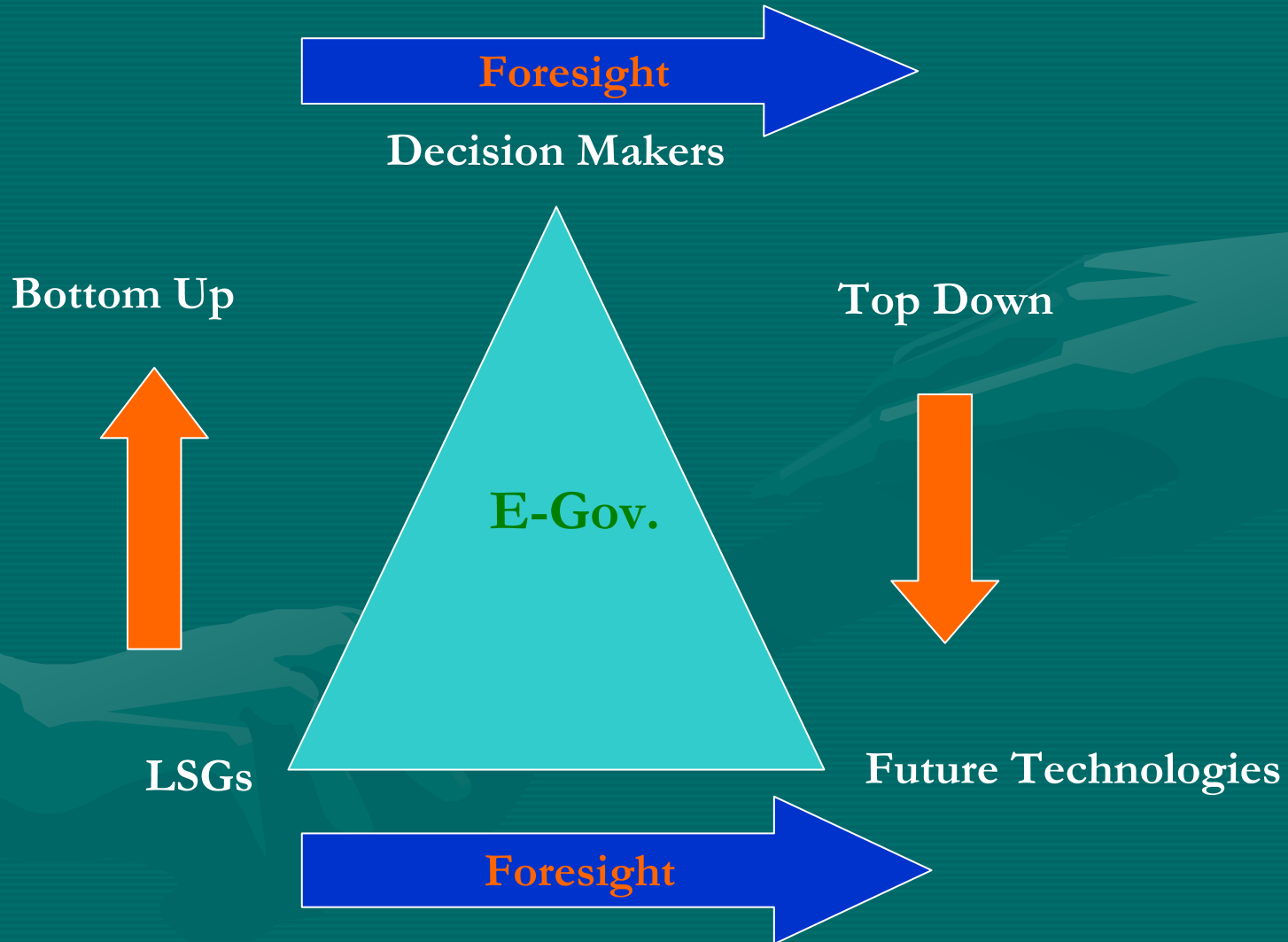
IMPACT

- Increase active participation of LSGs in e-Gov.
- Addressing existing demands from governments, municipalities.
- Leading to "Information society for all".
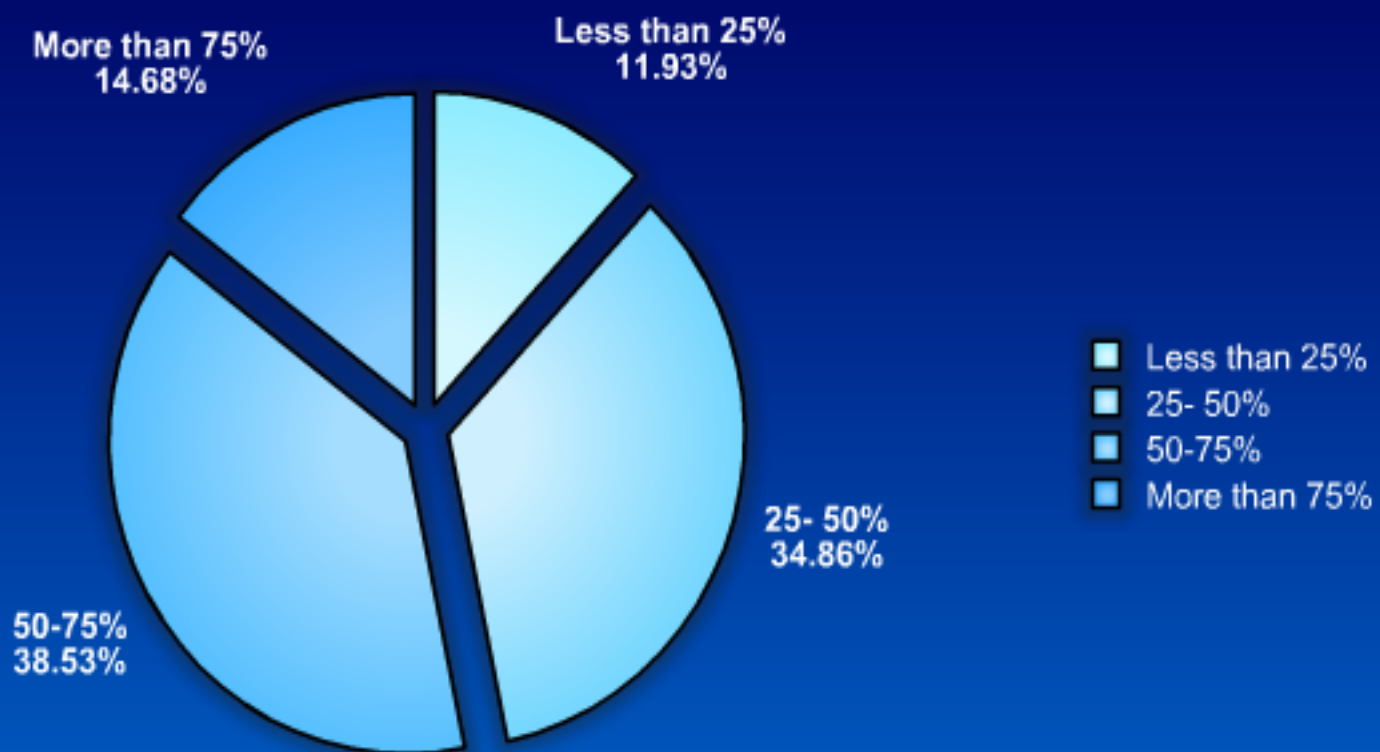
Close cooperation with decision makers, LSGs

Methodology

Foresight

Decision Makers

Bottom Up

Top Down

E-Gov.

LSGs
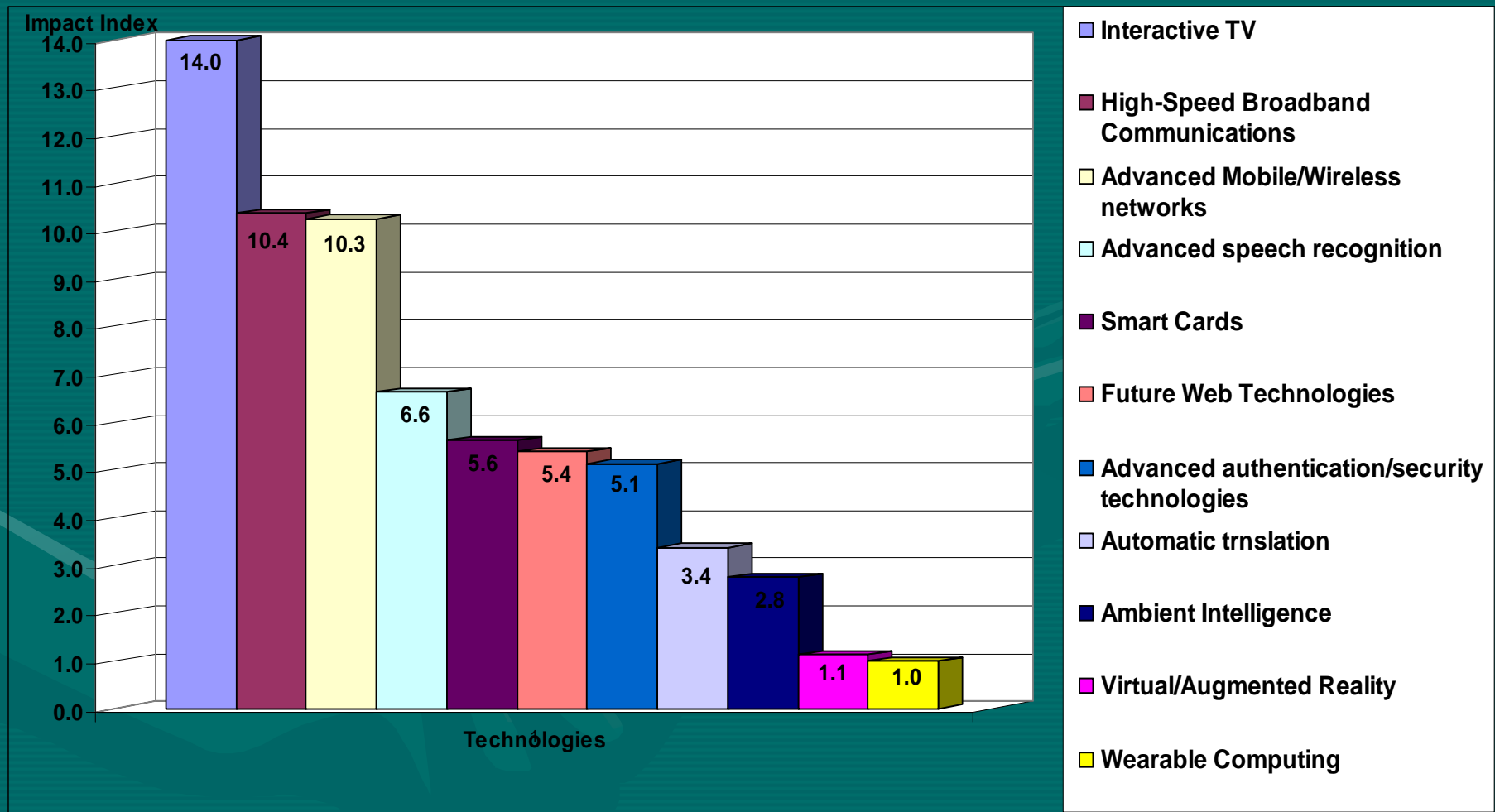
Future Technologies

Foresight

Thinking forward on the year 2020: what is the share of persons from LSGs who routinely use eGovernment services (e.g. payments, filling online forms)?

More than 75%
14.68%

Less than 25%
11.93%

25- 50%
34.86%

50-75%
38.53%

Legend:
- Less than 25%
- 25- 50%
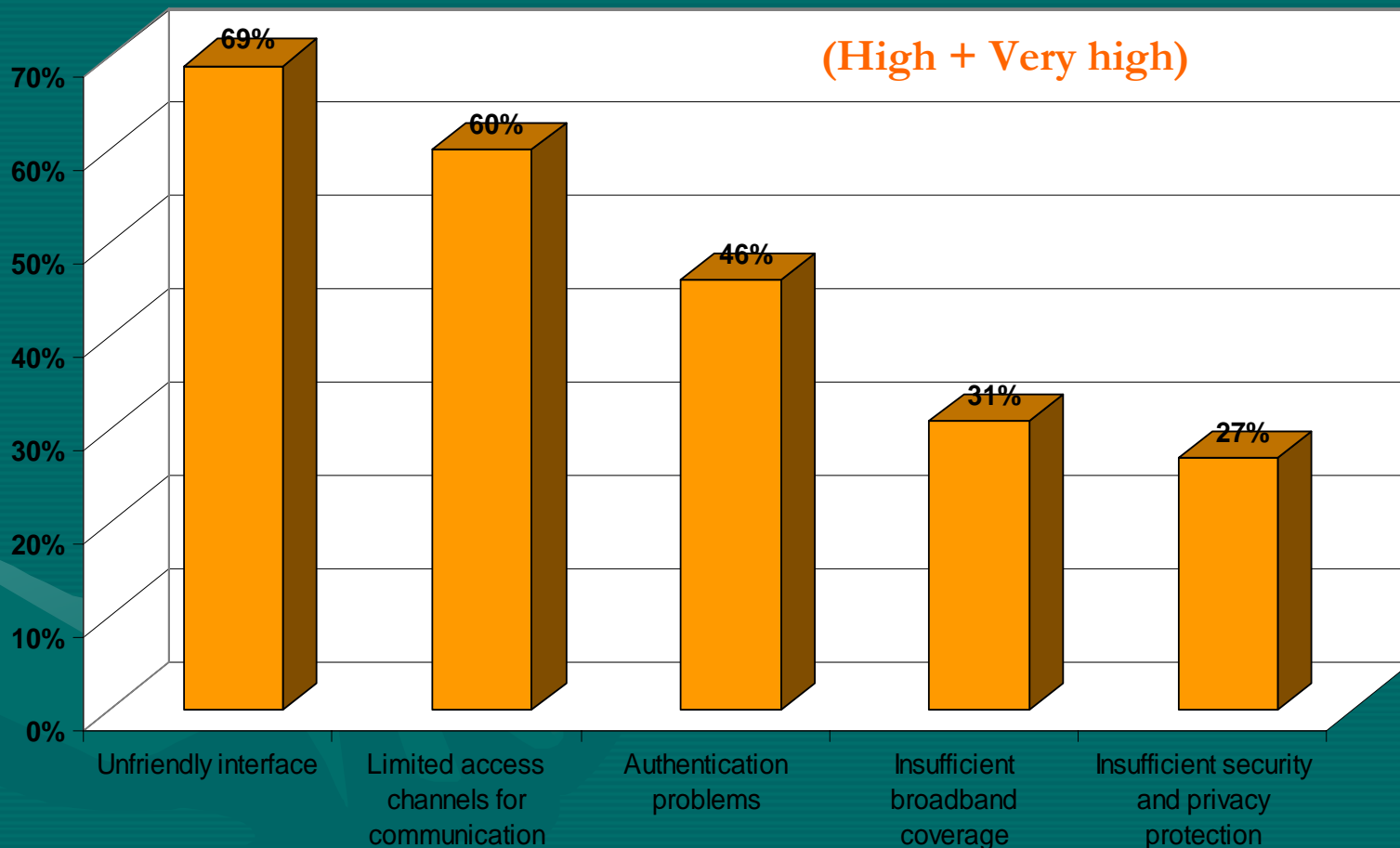- 50-75%
- More than 75%

The Impact of Technologies on LSGs Inclusion

Source: first results of ELOST expert survey November, 2006

Technology Barriers' Significance for the use of e-Gov. by LSGs

(High + Very high)

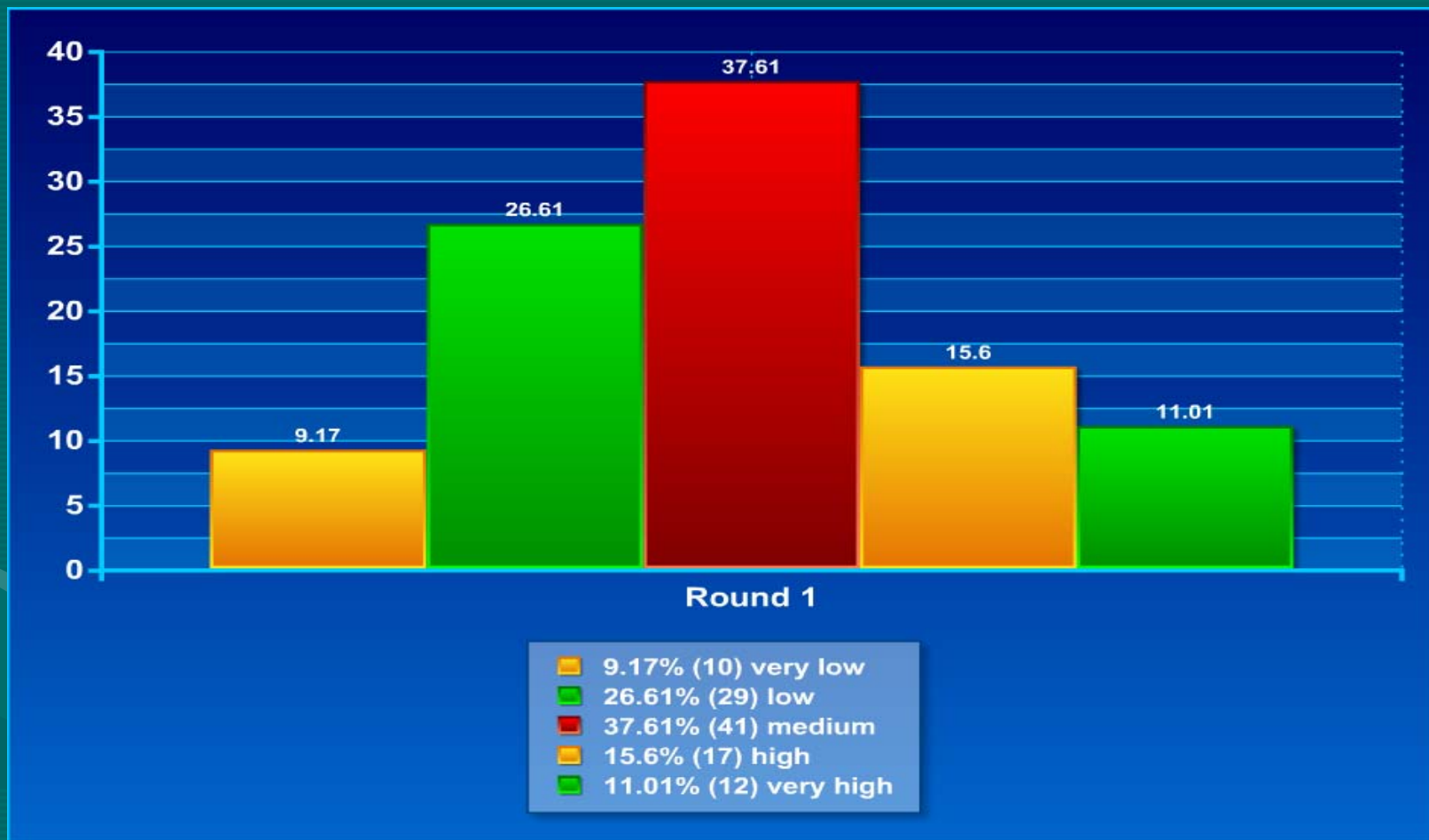| Barrier	Percentage
Unfriendly interface	69%
Limited access channels for communication	60%
Authentication problems	46%
Insufficient broadband coverage	31%
Insufficient security and privacy protection	27%

Please rank the following technology-related barriers regarding the use of e-Government services by LSGs, in terms of their significance. Insufficient security and privacy protection

Round 1

- 9.17% (10) very low
- 26.61% (29) low
- 37.61% (41) medium
- 15.6% (17) high
- 11.01% (12) very high

Source: first results of ELOST expert survey November, 2006

The ELOST Toolbox – e4?
www.eGovernment-Exchange.eu

Information on

- **Wiki like site on e-Gov. information, policy tools and best practice case studies with focus on LSGs.**

- **Easy extraction and addition of new and existing information.**

- **Intended for the use of policy and decision makers as well as experts in the field.**

The editor responsible for data quality is Nico de Abreu, Centre for Technology and Society at Technical University Berlin

ELOST – Preliminary Insights

- Intensive development of e-Gov. services available to citizens all over Europe.

- Mostly passive usage (less then 40%). Active usage (less then 20%).

- The use of the Internet shows a strong socio-economic bias (education, professional qualifications, age and income).

- The e-Gov. vision hasn't reached the LSGs yet!

  - Existing technology barriers for LSGs and lack of priory & incentive policy in most countries

  - Need for education and training, availability of advanced infrastructure and suitable solutions for LSGs.

Thank You!

Will we all talk to invisible computers everywhere in 2020? Will digital divide disappear??
See you in ELOST website

www.elost.org

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