

Bridging the Last Quintile

***Community Informatics, Telecentres, and Serving the ICT Unserved in
Hong Kong, SAR***

Hong Kong Internet Governance Forum

Cyberport, Hong Kong

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ICT's: Information & Communications Technologies

- What are ICT's and Why do they matter?
- ICT's as enablers
 - Economic enablers
 - Social enablers
 - Cultural enablers
 - Organizational enablers
 - Personal enablers
- ICT's as instruments of transformation
 - Economic transformation
 - Organizational transformation
 - Social transformation
 - Cultural transformation
 - Personal transformation

The CHALLENGE IS TO MAKE ALL OF THESE AVAILABLE TO ALL

What is Community Informatics?

- Community Informatics (CI) concerned with enabling (empowering) “communities” with information and communications technologies (ICT’s)
- community-focused planning, designing, & implementing ICTs in an Information Society
- enabling/empowering (bottom up) communities with ICTs
- moving beyond the “Digital Divide” to “effective use” for
 - social cohesion,
 - civic involvement,
 - socio-economic development
 - community focussed services and service delivery
- “social appropriation”/community ownership of ICTs
- designing for effective use

Telecentres

Telecentres provide the necessary infrastructure for Community Informatics at the local level

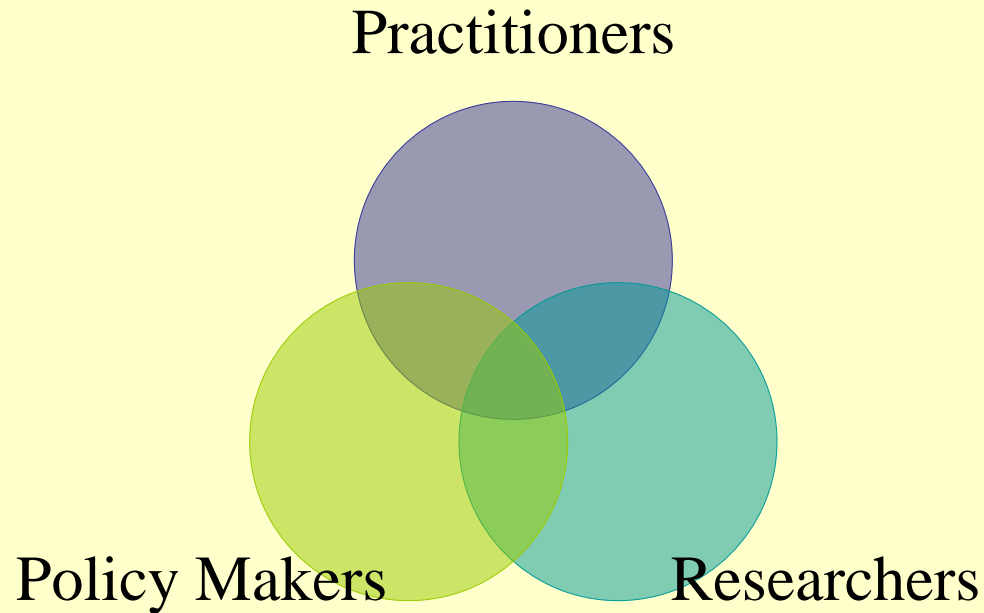
- Technical infrastructure**
 - Internet/ICT access
- Social infrastructure**
 - Technical literacy, training, support structures
- Organizational/management infrastructure**
 - Networked
 - Locally based/driven
- Applications/use infrastructure**
 - Community need—social inclusion, education/training, community empowerment

CI Lessons Learned for Telecentres

E-inclusion/ICT4D/enabling the local with ICTs (telecentres):

1. Bottom up community based strategies work best
2. Policy plays a key role
3. Research plays a significant role
4. Partnerships are essential--with governments, private sector, existing institutions,
5. Significance of networking for scaling up
6. Technology does matter (but not that much)

Stakeholders in Telecentres



Next Generation Telecentres

First generation Telecentres

- * **Concerned with access**
- * **Familiarization, training, ad hoc applications**
- * **General purpose**

Next generation Telecentres

- * **Application focused**
- * **Application designed**
- * **Program linked**
- * **Peer to peer learning**
- * **....**

Bridging The Last Quintile (20%)

- **Recognizing need to define and develop “quintile” specific applications/uses**
- **Public commitment/priority**
- **Delivery of program as close as possible to end user**
- **Technical/physical infrastructure to support Q. applications**
 - **Sites, accessibility, specific software**
- **Social infrastructure to support Q. applications**
 - **Technical literacy, training, support**
- **Organizational/management infrastructure to support Q. applications**
 - **Local, user/application based**
 - **Networked**



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