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Book of Abstracts: [WG] Digital Divide

# Copyright Violation and Creative Industries in the Micro Economies of Latin America: The Case of Digital Piracy Networks on the Colombian-Venezuelan Border

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This paper is based on a pilot ethnographic research that investigates the illegal imitation of digital content (digital piracy) in the border regions between Venezuela and Colombia. Our initial conclusions point that far from predominant assumptions of the negative effect of piracy for economic growth, these activities instead foster a highly visible "creative" industrial capability on a micro-economic level. These capabilities include large centres of reproduction where digital content is not only copied, but modified and transformed into novel products. Our thesis states that despite undermining copyright law defined by developed nations in the context of multilateral organisations (WTO, World Bank, EU, etc.), piracy has a significant secondary economic impact, allowing other creative industries to operate and flourish. Indeed, violations of copyright have allowed for the widening participation of economic actors otherwise marginalised. This paper asks if digital piracy is an aberration of the creative industry economic model, or if it is instead consistent with processes of technological imitation (e.g. reverse engineering), especially in early phases of "catch-up" historically embedded in the economic networks of both developed and developing countries (Cimoli et al, 2009: 9). Our research therefore focuses on socioeconomic interactions occurring between actors working in the border region and the role poverty, social invention, innovation and finance play in sustaining pirate networks. To begin with, we recognize social exclusion and poverty as integral to the topology of pirate networks. As already argued, these are urgent problems that require urgent remedies, and the innovations of local actors can be grasped, in part, as attempts to address such issues (Sparks, 2007: 194). We further recognise how financial networks support the development of formal creative industries. However, since mainstream financial agents (banks, stock markets) are not mature enough in most developing countries, growth increasingly depends on intensive capital flows from the state, or in rare cases, from foreign investors. Nonetheless, since the border region tends to be a volatile environment, the flows are often abruptly cut. We suggest that this may create a "trap" in which most of the peripheral investment fails to make a significant impact in developing formal industrial capabilities in the creative sector. Yet, as Perez argues, in technological paradigm shifts new "windows of opportunity" can still open through which actors can play catch-up with developed nations by allowing the generation of new industrial capabilities in non-traditional sectors (Perez, 2002: 103). Part of our thesis is that imitative digital piracy typifies, on a micro-scale, these windows. This works develops from an ethnographic study carried out in Venezuela and Colombia in which we located "other informal pathways" to ICTs (Lugo and Sampson, 2008). The more recent part of the study applies the principles developed in Actor Network Theory (Callon, 1986) designed to map networks via human interactions; while following Thrift's recent acknowledgement of a tendency towards imitation as endemic to political economy (Thrift, 2009).





### City and networks: policies and ICT access in Aguascalientes, Mexico

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Online communication practices aren't limited to physical spaces, but having these practices implies people with ICT access and, by the way, technological infrastructure. Historically, ICT access is linked with power and State decisions and policies, in a globalization context. This paper focuses on public policies about digital access in Aguascalientes city, in Mexico, from international, national and local dimensions. There are more than 22 million people with internet access in Mexico, a country of more than 100 million inhabitants, it is only 20.9% of the Mexicans have internet access, while this index is bigger in other Latin American countries: 28.1% in Argentina, 33.8% in Brazil, 38.0% in Colombia and 40.0% in Uruguay. In Mexico, there aren't digital inclusion policies and ICT access is a commercial issue and not a public issue. It implies more ICT access for people who can pay it, but a wider digital divide for people without enough resources. This paper shows the preliminary results of a research focused on the crossing of internet studies and the studies about the city from a communication perspective. Hence, the theoretical approach, from a spatial perspective, is based on the notions of space of flows and geographies of media and communication. This translates into a historical-structural methodology, to describe, explain and understand the sociohistorical events.

#### Homo sacer as an accident of cyberculture

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The article "Homo sacer as an accident of cyberculture" is authored by Cláudia Ribeiro da Silva, a doctoral student of Communication and Semiotics at PUC-SP, Brazil (Rua Monte Alegre, 984. Perdizes) who teaches a Social Communication course at UNINOVE-SP, Brazil (Av. Adolfo Pinto, 109, Barra Funda); email address: claribei@terra.com.br. The article addresses the symbolic violence arising from the propagation of digital technologies and networks, which is aggravated through the symbiosis of virtual and civilizatory processes. Cyberculture in its current state of the art is therefore the background of this analysis. The central theme is digital marginalization, which is perceived as an inexorable and irreversible inheritance of cybercultural society. This accident is addressed from two different schools of thought. The first involves the democratic vector, which is at its height in the period in question. The concept of dromocracy, which was first employed by Paul Virilio, was later adopted by Trivinho to explain the exponential acceleration over time, scrapping individuals and equipment. Here, too, it is understood as one of the reasons for this violence. The second is the temporary self-exclusion resulting from the immersion and suspension of time that are inherent to experiences in cyberspace. The immersible moments considered in this study refer both to the use of communication applications in real time and to participation in fighting carried out in network games. In this context, the article presents the figure of Homo sacer (the accursed man, in Latin) as a product of high tech segregation. The concept of Homo sacer, according to Agamben, refers to life that has no political value and, in this paper, is also understood as the significant existence of individuals of little relevance to the times. This work is part of the field of study of digital technologies and networks, and therefore discusses an emerging theme in the field of Communication. With these characteristics, it intends primarily to present a criticism of the essentially exclusory nature of cyberculture and its consequences.

### Towards a Digital Bangladesh 2021: Assessing the Prospects

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By any measure Bangladesh has been on the deficit side of the digital ledger in recent times. However, in 2009 the Prime Minister, Sheikh Hasina, announced that Bangladesh would become digital by 2021, thereby leaping across the digital divide. A fully integrated plan would be drawn up and implemented that would see even the





most remote rural villages incorporated into a national network, all government departments fully computerised and education at all levels digitalised. The plan has been greeted with great enthusiasm across the social and political spectrum although few critics have asked precisely how this widespread application of digital technology would be achieved in an ambitious timeframe. With the exception of mobile telephony, which has witnessed spectacular growth rates in Bangladesh, Bangladesh has little electronic infrastructure and electricity provision is sporadic in urban areas and non-existent in rural areas. This paper seeks to identify the problems and issues confronting the Bangladeshi digital plan and evaluate its prospects of successful implementation.

### Digital Divide in Journalism: Context of Russian Newsrooms

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In times of the informational revolution, new technologies have become an integral part of the journalists' profession, and the ability to use them is now the main marker of their qualification. The ICT, and first of all the Internet, have expanded the range of journalists' tools and provided them not only with the conceptually new opportunities for finding information or using the unlimited number of information sources, but also with the revolutionary means of professional intercourse and interactive communication with the audience. Besides, the ICT are offering much more efficient facilities for the professional development and self-realization of the journalists. In their essence, the ICT have changed their professional thinking and have brought about a new approach to the profession. The journalists admit their profession has been transformed, its borders - expanded due to the objective factors. In the Russian context, the effect of the technological transformation of the profession was intensified by the fact that the period of the rapid development and spreading of the new information and communications technologies in the late nineties coincided with the period of political transformation on the territory of the former USSR. This transformation gave rise to a number of social, economic and cultural changes which had a significant influence over the Mass Media in general and over the journalist's profession in particular. The social and economic inequality which was caused by the collapse of the USSR concerned journalists as well, which in its turn brought about the problem of digital divide, new to the journalists of the country. The journalists of the older generation who cannot use modern information technologies due to the economic and, even more than that, psychological reasons, find themselves in the informational isolation which prevents them from orientating adequately in the social realm and from creating the professional product meeting all the standards of the modern times. Moreover, when a journalist does not employ such means as the Internet, he or she cannot feel their belonging to the global or even to the Russian journalist community. This causes the conflicts based on the so-called "technologically old" and "technologically new" mentality. Such informational restriction can result in the professional inefficiency; besides, it has driven many qualified and creative journalists to leave their job. Nowadays the researchers pay great attention to the general effect which the development of the ICT has on the Mass Media, however, the influence it has on journalist's profession in particular has not been considered in enough detail. What are the key factors affecting the growing digital gap between the different generations of journalists? What are the professional losses entailed by this process and the consequences for the Mass Media and the society on the whole? What are the peculiarities of the digital divide in the national context? These are only a few of the many questions the researchers are facing.

Understanding barriers to digital television adoption in the context of the digital switchover in Portugal Celia Quico — Universidade Lusófona de Humanidades e Tecnologias, Portugal · celia.quico@gmail.com Manuel Damásio — Universidade Lusófona de Humanidades e Tecnologias, Portugal · mjdamasio@ulusofona.pt

The ADOPT-TV project main goal is to understand what are the most relevant barriers to digital TV adoption by Portuguese citizens in the switchover context. A second goal is to propose a set of recommendations to be applied by regulators and major stakeholders in the country, which can contribute in making digital TV effectively





for all, promoting efficient and effective communication, a qualitative improvement of content and services offering, and ease of use of this new broadcast technology. The present paper will discuss the project's research framework and initial secondary information analysis results. The digital TV switchover presents diverse challenges that go beyond the strict technology field, with serious economical and social implications. Research can contribute with innovative solutions to the obstacles of digitalization. Also, research enables the reflection about what has been accomplished until the moment, in order to avoid repeating the same past mistakes. To understand people's attitudes towards digital TV, their concerns and worries, it is fundamental to broadcast the correct messages and to assure that "nobody is left behind" in this transition process. This research project focuses on the people who do not have the intention to adopt digital TV. More precisely, our goal is to understand and identify the main factors that explain this intention, as well as their demographic and socioeconomic profile. With these results it will be possible to define recommendations that can positively contribute for a successful switchover to all Portuguese citizens and contribute to other international experiments. The project's theoretical framework follows the model of the Unified Theory of Acceptance and Use of Technology – UTAUT (Venkatesh, Morris, Davis & Davis, 2003) and its main research hypothesis is the following: in the context of switchover, digital TV adoption is significantly conditioned by factors of performance expectancy, effort expectancy, social influence, with a strong probability of rejection among population segments such as the elderly, people with less experience in technology uses and people with special needs. All these factors constitute heavy barriers to technology adoption. The research design combines quantitative and qualitative methods, according with the best practices of projects with a similar scope, namely: 1) Ethnographic study, to take place in the households of 20 Portuguese families of different backgrounds; 2) Interviews with stakeholders, to gather the views of major players in this specific field; 3) Quantitative survey, to be applied to a representative sample of the Portuguese population; 4) Usability study, with a sample of 20 users, to make a comparative analysis of the main digital TV systems in the Portugal in terms of ease of use and overall satisfaction. In summary, this research project aims to contribute for a better understanding of the challenges being faced during the short-medium term regarding the switchover process and, in practical terms, to contribute to a more inclusive digital TV. The project is being developed in partnership with ANACOM, the national regulator for telecommunications and the audiovisual industry, and OBERCOM, the main independent observatory in the country.

### Factors Affecting Different Ways of Adoption of Terrestrial Digital Television Transition in South Korea

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As is well known, the process of terrestrial digital transition is characterized by compulsoriness, although many countries attempt to induce voluntary public participation. Undoubtedly, this repressive transition policy can result in digital divide in terms of information inequality. Therefore, by assuming that diffusion of terrestrial digital television transition is not the same as diffusion of other innovations, this study aims to investigate factors affecting the adoption of digital television and the intention to directly receive terrestrial digital television transition. Specifically, this study explores whether both the pattern of intention to directly receive terrestrial digital television and the adoption of digital television are similar to general process of diffusion patterns. If the pattern of diffusion of terrestrial digital transition is not the same as general patterns, it means that it needs a differentiated policymaking process for terrestrial digital transition. As a result, this research finds that the adoption of digital television follows general patterns of diffusion of innovation, whereas the intention to directly receive terrestrial digital television is not the same as diffusion theory. Also, in two cases, factors affecting the adoption of digital services are differently shown. That is, socio-demographics strongly affect the adoption of digital television, whereas demographic factors are shown not to affect the intention to directly receive terrestrial digital television. Further, unlike adoption of digital television, the intention to directly receive terrestrial digital television is heavily affected by factors such as recognition of digital transition, attitude toward digital transition, and satisfaction from existing broadcasting. Particularly, innovation factors never affect the intention to directly





receive terrestrial digital television. These results reveal that direct reception of terrestrial digital television is rather different from diffusion of other new media, and consequently suggest that terrestrial digital transition needs to be considered a positive right for public viewing and digital welfare.

#### Digital inclusion and social change among fishermen in South India

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Cellular technology has changed the lives of millions of people around the world. Much of the developing world had been bogged down by heavy investments in a slow growing telecommunications industry. People, tired of waiting for in some instances, over ten years to own a telephone, lost no time in acquiring mobile phones. India is a prime example of such a society. In the last few years cell phones have diffused rapidly and is expected to reach the 500 million mark this year. Cell phones have diffused widely as they are available at low prices and are accessible to almost everyone. This phenomenon has changed the lives of people and changed the way people communicate and conduct businesses (see for example, Sullivan, 2006) Studies have been conducted on how cell phones are impacting various groups of people. However, very few studies exist on how fishermen use cell phones to alleviate themselves from poverty. One such study is by Jensen (2007) who surveyed fishermen in Kerala between 1997 and 2001 and found that having a phone led to increased welfare among the consumers as well as the producers. Cell phones have also been crucial during emergencies such as a leak in the boat, storms or other dire circumstances. Rescuers have found their job to be much easier when they are able to communicate with those needing assistance (Coast Guard Rescues...2009) The goal of this study was to find out how fishermen used cellular phones to communicate with each other and with others in the field to increase their knowledge about the market in India. Questionnaires were personally administered to one hundred fishermen in Malpe and Mangalore, coastal towns located on the West Coast of India. The goal was to find out how the fishermen community used the cell phone to contact customers and suppliers and in what way using a cell phone changed the way they live and conduct their business. India is a multilingual society and hence the study also aimed to find out the various languages spoken and the most popular language used by the respondents while using the cell phone. This study is based on the uses and gratifications theory as well as the digital divide theory. The study throws light on how technology and participatory communication can bring about social change. References: Cell phones in India, LocalTVMatters.ca http://www.cbc.ca/doczone/cellphones/india.html (accessed on January 28, 2010) Coast Guard Rescues Fishermen off Hilo Coast, July 15, 2009, KITV.Com, ABC, http://www.kitv.com/news/20067578/detail.html (accessed on January 28, 2010) Jensen, R. (2007). The digital provide: Information (technology), market performance, and welfare in the South Indian fisheries sector, The Quarterly Journal of Economics, Vol. CXXII, Issues 3. Sullivan, K. (2006, October 15). For India's Traditional Fishermen, cellphones deliver a sea change. The Washington Post.

## BRIDGING THE DIGITAL DIVIDE AND THE USE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) IN SOUTH AFRICAN UNIVERSITIES: AN INTER-INSTITUTIONAL ANALYSIS

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The history of South Africa has been greatly affected by intense political conflict and socio-political divisions of the past, which have in turn affected the various sectors of the country's economy till today. For example, the education sector like some of these sectors is still battling to correct the imbalance of the past. While various resources are have been put in place to further transform the higher education system, the use and role of information and communications technology (ICT) cannot be over emphasised in this process. However, a continuous disparity in the use of ICTs among South African higher institutions calls for concern if great intellectuals that will contribute to national building are to be produced. While some Universities are well funded and have 24 hour access to computers, the Internet, e-learning facilities, check results online and even register





online, some are under funded and are still battling to have access to these facilities. Even on a macro level, the issue of lack of access to basic ICT facilities or digital divide exists. For example, well developed nations like Britain and Germany have significant access to ICT, while under-developed nations in Africa like Cote D'Ivoire and Sudan do not enjoy considerable access to ICT. On a micro level in South Africa, digital divide still exists, even among South African Universities. This paper presents the findings of a survey conducted to examine the present ICT status / capacity in South African higher education sector. The focus will be on some selected South African Universities and this paper will seek to identify the reasons for the continued disparity in ICT access among these Universities. It will also suggest ways through which these Universities can address the digital divide and move into to an era of full ICT access.

### Going 'native': an assessment of teacher-pupil ICT capabilities

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ICT is a fact of life in the contemporary classroom. A common expectation among academics and educational practitioners and researchers, is that ICT will lead to substantial changes. A guiding assumption is that students, the so called 'digital natives', possess high ICT skills, while teachers, labelled 'digital immigrants', lack vital ICT skills. The discussions conclude with the belief that teachers rarely have an adequate skill level with new media and digital communication, and need to adapt so as to accommodate the skills of the 'digital natives'. Furthermore, in the debate it is asserted that this asymmetric division of powers alters the relationship between teachers and pupils, while also challenging the teachers' classroom authority, and perhaps even more dramatically, current educational approaches. This paper examines the use of ICT among teachers and pupils, while envisioning a change in the teacher – pupil relation in light of the growing influence of ICT in school. The research is based on interviews with 12 teachers in a primary school in Sweden. Observations and documents have served as complements to the interviews and academic literature. (1)The study finds that the use of ICT among teachers is generally high, both in frequency and variety. In general, the teachers in the study show a high level of knowledge how to effectively integrate use of information and communication technologies in their curriculum. They possess an interest in ICT as an educational tool and how it can be involved in different teaching and learning processes. (2)At the same time, the study shows that contrary to expectations, there are significant differences in both knowledge and skills within the student groups. Students are not exposed to uniform levels of information technology. While some students have daily access to computers outside of school, others do not have computers available at home. (3)In general, students' computer skills are strongly connected to the different types of edutainment and social activities they use, such as music programmes, interactive games, and social communities. Furthermore, in terms of the practices more applicable to educational tasks, such as word processing, source-critical thinking, problem solving, searching and sorting information, etc., teachers possess significantly higher knowledge. The teachers highlight a general lack among the students when it comes to reflecting about the use of Internet in a critical way.

### Bridging the broadband divide: Parallels and best practices from rural Norway and Uganda

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While there is no doubt that we now live in an information age where information and communication technologies (ICTs) play a central role in every sphere of human civility, the notions of a digital divide and marginality in the access to and use of the informationinfrastructure is still a matter of international, national, regional and increasingly local concern. The digital divide, manifested through global, social and geographic disparities in access and use of ICTs within and between countries has been the subject of concerted policy and praxis aimed at engendering inclusive distributive justice. Whereas there has been several attempts at bridging





the access gaps especially within nations, fibre optic broadband infrastructuiral expansions has been conjectured to offer the most potential for cheap, fast and enduring connectivity. And yet the task of reaching peripheral and regional (rural) areas has often been a challenge as often its is argued that such regions are not profitable compared to urban areas. Following the global move towards liberalization, many governments have shuned this role and mostly left the task to market forces. inamics. This paper focuses on regional and rural alternatives to broadband infrastructural expansion. The paper explores such initiatives and approaches in Uganda and Norway to generate policy and strategy parallels in which we will also examine the pragmatism and roles for the different actors, including: (local) governments; regulators, local communities, the private sector, civil society and development partners in synergizing and bolstering rural broadband expansion. Specific focus will be placed on examining efforts, processes, outcomes around the following interrelated areas: • Rationals for expansion (business) models • Project phases: rational, planning, implementation and evaluation mechanisms • Role for bottom-up participation • Role of different stakeholders • Funding – sources and sustainability pacts • Strengths and challenges from both countries • What lessons can be drawn for North/South regional broadband expansion. National/Regional innovation systems theory will be used to analyze how the different actors i.e. public sector, research institutions and the business community work together to identify needs and mobilize for further regional and rural broadband accessibility. Specific interest is in examining how participatory and inclusive the processes are in generating local ownership and efficacy in reaching the last mile and at the same time discuss the pressures and interplay between public service visions, market oriented frameworks and policy environment for sustainability. This is a qualitative study with data generated mainly from document analysis and interviews with stakeholders.

# Role of ICTs in Creating Awareness about Rights Leading towards a True Democracy in Pakistan zarqa ali — university of the Punjab, Pakistan, Pakistan · zrqali@gmail.com

Even in a country like Pakistan where democracy has not deep root penetration, ICTs have provided an opportunity to be aware of their socio-political rights. ICTs are a source of socio-political information and developments. The university students are at the highest seat of learning and have shown their interest in using ICTs for political information. The male and female respondents of public sector universities of Pakistan were asked about the role of ICTs in creating and enhancing awareness about socio-political rights. The mean response values reveal that university students agreed that ICTs played role in increasing awareness among them about their socio-political and basic human rights. They also showed agreement to this fact that the enhanced awareness encourages attending the political and social meetings. This shows that ICTs were not only creating and increasing awareness of socio-political and human rights but also bringing attitudinal changes. Consequently it yields to peoples' taking part in social and political events. The difference between male and female university students' perception on this aspect of ICTs was also explored. The value of independent sample t-test was significant at 0.05 level of significance, it means that male and female university students had different perception about the role of ICTs in creating awareness about human rights. Generally, it has been observed that male students, during their stay at university, become more politically involved. But the data reveals that female students had more favourable perception regarding the role of ICTs in creating awareness about rights. It may be inferred that the changed perception of female students about the role of ICTs in creating awareness about human rights might reflect their serious concerns about their rights. However, both male and female students had shown their agreement regarding the role of ICTs in increasing awareness about their rights. The role of the ICTs in creating awareness among university students was measured by exploring the effect of period of usage of the ICTs on the students' perception. A one way analysis of variance was applied to measure the significance of difference between their perceptions on this aspect of the ICTs. The univariate analysis of variance was statistically significant p





# Exploring the Roles of ICT Adoption in the Migratory Adaptation of the Rural-urban Migrants in Beijing Weizhen Lei — School of Journalism & Communication, Renmin University of China, China · leiweizhen@gmail.com

In the current era where globalization and ICT (Information and Communication technology) use is pervasive, the understanding of technology-based social structure, such as how ICT is applied to enhance the rising networked society (Castells, 2000; van Dijk, 2005), becomes significant. In studying this phenomenon, exploring various migrant populations and how they use ICT can explicitly show the relationships between human mobility, social network, autonomy and new media technologies. The roles of ICT in people's migration have been discussed mainly from the transnational perspective. Few studies have addressed the ICT utilization in the area of translocal migration, such as a rural-urban migration within one country. This paper discusses individuals' ICT adoption and how the new media utilization intertwines with the individuals' self-identity through a series of indepth interviews with 44 rural-urban migrants in Beijing, China, where a rural-urban migration is happening with its remarkable social transformation and involves the biggest population in the world. In so doing, this study finds that ICT adoption and utilization are integrated with the migrants' construction and management of their social networks as well as a hybrid identity. In addition, it clarifies the significance of the digital media in humans' mobility and links it to the society transformation through showing the relationship between the rural-urban migrants' urban adaptation and their ICT adoption process. This study contributes to enriching our understanding of whether and how ICTs are involved in the rural-urban migration and play a significant role in their formation of social identity.

### Web 2.0 and the move from digital consumption to production and interaction: A new agenda for digital divide research

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As access to the internet has increased across much of the developed world, there has been a shift in studies of the digital divide in developed nations toward divides in use (DiMaggio et al. 2004). Underlying all digital divide scholarship is the assumption that access to the internet is beneficial and (more recently) that certain kinds of internet use are beneficial and that different groups use the internet differently and therefore benefit differently. Surveys and studies have tended to concentrate on an overly-narrow set of such beneficial uses - typically including accessing news, health information, government services (Hargittai and Hinnant 2008). This paper will argue they have ignored others of equal importance. Article 19 of the UN declaration of human rights is frequently invoked to assert the necessity of closing the digital divide but generally in terms of the right to "seek, receive and impart information" (United Nations 1948) – the right to expression (including creative as well as political speech) is much less often cited. What little discussion there has been about creative expression in a digital divide context has been linked to digital versions of existing artistic forms – poetry, fiction, photography, music and video performance (Hargittai and Walejko 2008). This paper will argue that the more narration of everyday lives that takes place frequently through Web 2.0 services like weblogs and Facebook is also sometimes experienced as an important vehicle for creative self-expression. Some preliminary research has also highlighted the potential importance of the online articulation and exploration of social ties which social network sites enable as a means to both increase users' social capital and maintain it through time (Ellison et al. 2007) – the implications of these findings from a digital divide perspective will be explored. Lastly, this paper will also argue that - particularly in the context of increasing self-disclosure using social network sites - proponents of provision of internet access have failed to balance its benefits with corresponding risks. A critical review of the disparate and so-far-unconnected literatures bearing on this area will be provided and some initial evidence for differential beneficial uses and harms associated with use of web 2.0 applications by different social groups will be presented, relying on qualitative data derived from 22 interviews with UK webloggers and on a re-analysis of survey data from the US and UK (Dutton and Helsper 2007 , Lenhart and Fox 2006). DiMaggio, P., E. Hargittai, C. Celeste and S. Shafer (2004) "From Unequal Access to Differentiated Use: A Literature Review and Agenda for





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### Do ICTs bridge the digital divide in rural India?

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The presence of Information and Communication Technologies (ICTs) is felt in the whole world in spite of its geographical, social and economic features. The development practitioners are of the opinion that developmental process shall be accelerated with the help of ICTs, and they did not hesitate to employ these technologies to solve the problems of poor and the unreached. For a decade, the world has been witnessing such success stories of ICT initiatives in the rural areas. Though every initiative needs a lot of preparatory work, many of the initiatives could not achieve the agenda at some levels. Some fell off in the preparatory phase, some other after a short period and some how it could not sustain its impact for a longer period. Many Scholars have reflected many problems of taking ICT to the rural parts in many researches. Shaun Goldfinch (2007) quotes that, 'the majority of the ICT developments are unsuccessful, particularly 'large' ones over \$10 million. Indeed, 20 – 30 percent are abandoned altogether, while around half are over time, over budget and/ or do not deliver on expected applications or performance'. Howard (2008) states that, "sponsors generally want to limit their involvement to short-term support in order to incubate it, then have its continued operations handed over to others. This practice, called "parachuting," is ill suited to ICTs as few communities are able to continue to fund and support this equipment. Consequently, when ICT4D projects reach the end of their funding period and are cast off with hopes that the local communities will take over support for them, most lists on the water and soon slip under the surface. Internet connections are soon dropped, computers infected by viruses and hardware fails, technical staff move to bigger communities and the projects often disappear as quickly as they arrived". It has been evident in many of the studies in the world scenario, the ICT projects do not bring out a sustainable change in the society. The effects are either only for the short period or there is no change at all. Tamilnadu is the one of the southern states of India with the people from all sectors. People are still unconnected with transport and other communication services. Illiteracy, poverty and unemployment issues hinder development. In Tamil Nadu, there are number of ICT initiatives which are run by the research agencies, academic institutions and NGOs to make the users information rich. Many researches have been done so far to study the influence and effectiveness of ICT initiatives among the rural and mostly the uneducated and first users. The inception of ICTs trace back to 2001 in the history of Tamil Nadu. At this juncture, it is mandatory to measure the change which the ICTs have brought on the society and the present status of ICT initiatives in Tamil Nadu. So the present study is aimed to study the users' perception on the new technology, to find whether they have accepted the technology or not and the challenges of taking ICT to the rural parts. Everett Rogers (2003) comments that, "the usual survey research methods are less appropriate for the investigation of innovation consequences than for studying innovativeness. Extended observation over time or an in-depth case study is usually utilized to study consequences". So the researchers have used the intrinsic case study methodology along with the focus group discussion, field observation and in depth interview techniques. The researchers have selected three initiatives in three places of the state -Kanchipuram in the northern part (2004), Melur near Madurai (2001) in the central region and





Kovalam (2006) near Kanyakumari in the southern part. The information kiosks have been run by a NGO, an academic institution and a research agency respectively. The study revealed the short term of the initiatives. The findings have also reflected the issues of lack of programme planning before implementing the project, lack of community participation, technical barriers, less awareness, inappropriate content and the problem of convergence and networking.

# Digital inclusion, migration, generation and social context: Comparing the life histories of digital media use by majority and disadvantaged groups in Portugal and the USA

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Digital inclusion, migration, generation and social context: Comparing the life histories of digital media use by majority and disadvantaged groups in Portugal and the USA All over the world, as contemporary societies gain access to the Internet and new mobile media, there are issues regarding the digital divide between youngsters and older generations, between genders, between different language and cultural groups, between established citizens and new immigrants. This poses barriers for a society like the U.S., which has many but not all groups actively participating, and for a society like Portugal, which lags other European countries in digital media use, but wants to push forward. This study builds on previous research by researchers in Portugal who have been working on generational differences in digital media use as part of the EU Kids Online study (Hasebrink, U., S. Livingstone, et al., 2007) and on work on migration by Isabel Ferin (2009). It also builds on research about ethnic, migrant and generational differences in digital media use in the USA, particularly Texas by Straubhaar, Rojas, Spence, et al (2005; forthcoming). This panel is based on a research project comparing families in several cities in Portugal with families in Austin, Texas. The researchers did intensive interviews about both life history patterns and new media use with multiple generations of several kinds of families. The primary issues examined were: How much difference is there between generations (older, middle aged, young) in how they use the new digital media? Are these generational differences reduced or increased among different groups, such as recent migrants, ethnic minorities, and lower social class groups? What is the impact of the social context of families upon these trajectories and upon their domestication of technology into the household? What is the impact of gender, compared to ethnicity, class, generation of migration, and age, on both families and individuals' use of the new digital media? What is the impact of digital inclusion programs upon those individuals or families who participate? These questions present some key issues that have somewhat different contexts and dimensions in the USA and Portugal, due to cultural, ethnic and educational differences, but they permit extremely interesting comparisons in how the two societies approach overall digital inclusion issues, like generational differences and also more specific ones, like how digital exclusion and inclusion affects migrants to the two societies. For example, in the United States, some parts of society are highly involved in digital media but others, such as minorities, rural areas, and immigrants are still substantially excluded, in terms of access. There and in Portugal, cultural and educational differences, as well as new media literacy skills, with major differences also between younger ages, seen by some as digital natives, and many adults. As pointed out in the Portuguese report for EU Kids Online Network Project (Hasebrink et al., 2007), in the last 50 years, Portugal has undertaken a modernization process at several levels, but the nation remains to some extent in a certain in-between position. Research in Austin, Texas has shown that better educated children can help pull their parents into digital media use, but the process requires further research to understand (Rojas, Straubhaar, et al, 2004). This panel will reflect new research based in in-depth interviews done in both the United States and Portugal. The panel will go over this new research in light on the questions raised above, as well as outline quantitative joint research to be conducted by the Portuguese and U.S. teams over in the next year, following the results of the qualitative interviews, in a study funded by the FCT of Portugal and the University of Texas. Researchers in the panel discussion will include Drs. Cristina Ponte and José Alberto Simões, New University of Lisbon; Isabel Ferin, Universidade de Coimbra; José Azevedo, Armando Malheiro and Fernanda Martins, University of Porto, as well as several doctoral students from their universities. Drs. Joseph Straubhaar and American Rodriguez, University of Texas, Austin, and Viviana Rojas, University of Texas, San Antonio; Jeremiah Spence, editor of Journal of Virtual





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### CO-PROCESSES & DIGITAL DIVIDES: NEW APPROACHES TO IMPLEMENTING CHANGE

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One of the most exciting and innovative approaches to bridging digital divides is Social Entrepreneurship that emphasizes information technology and participation to bring about change. Reporting on a research project focused on what this author terms "Co-cial Entrepreneurship"—Social Entrepreneurship that involves significant collaboration, my paper sets forth a conceptual framework for studying social entrepreneurship involving collaborative processes within the digital divides literatures. It also provides data from exemplar case studies in a range of regions to illustrate factors facilitating and hindering such collaborative processes to bring about change and make a difference. Particular attention is paid to the roles of culture and communication in co-processes including co-creation and co-production settings to bridge divides.

# DIME QUE TARIFA TIENES, TE DIRÉ QUIÉNES SON TUS AMIGOS: UNA INVESTIGACIÓN SOBRE EL IMPACTO DE LAS TARIFAS MÓVILES SIN LÍMITE DE COMUNICACIONES EN LAS RELACIONES SOCIALES DE LOS JÓVENES ENTRE LOS 18 Y LOS 24 AÑOS

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Las nuevas tarifas móviles prepago permiten que se comunique ilimitadamente con personas pertenecientes a la misma tarifa. Esta investigación tiene como objetivo entender si ese hecho tiene impacto en la creación y mantenimiento de las relaciones sociales, en especial con las personas más próximas, condicionándolas a personas que poseen las mismas tarifas y, por eso, llevando a una nueva separación digital. La investigación tiene como base los conceptos de retribalization y global village de Marshall McLuhan (1911-1980), de liquid modernity de Zygmunt Bauman (1925-presente) y de space of flows de Manuel Castells (1942-presente). Conjugamos estas bases teóricas con estudios recientes que tienen como tema el móvil de autores como Richard Ling, Sadie Plant, Jane Vincent, Alex Taylor, Richard Harper, Misa Matsuda, Barry Wellman y estudios más generales sobre la sociedad digital de autores como Don Tapscott y Jan Van Dijck. De esta literatura destacamos los conceptos de gift-giving, social connectivity, full-time intimate community, interaction ritual chains, personalized communities y material access. Partiendo de un posicionamiento interpretativista y centrándonos en el grupo de estudiantes universitarios entre los 18 y los 24 años, utilizamos métodos cualitativos y cuantitativos en el análisis de diez entrevistas y diez registros de comunicaciones durante 24 horas, en los cuales se destaca la funcionalidad utilizada, la tarifa, la duración y la temática. Observamos que todos los participantes contactan mayoritariamente con personas pertenecientes a su tarifa; que no existe preocupación con los gastos en móvil debido a la creencia de que todos sus contactos pertenecen a su tarifa; que los





participantes tienden a considerar importante que las personas con quien se relacionan pertenezcan a la misma tarifa que ellos, y que esta información es parte de la identidad de cada uno y un requisito para que una relación se pueda desarrollar; que los participantes demuestran sentir presión para pertenecer a la misma tarifa que sus relaciones sociales, de lo contrario creen que van a perder su social connectivity y serán excluidos del grupo de pares; que las tarifas permiten una comunicación impulsiva, un acceso diferencial a la comunicación y al space of flows, un mejor aprovechamiento y disfrute de los tiempos muertos, el fin de la secuencia y el aumento de la obligación de reciprocidad. Sujetándonos en el concepto de material access de Van Dijck defendemos que esta nueva separación digital surge no por la posesión de móvil sino por el acceso diferencial a las posibilidades que las tarifas sin límite de comunicación ofrecen y a la separación entre grupos pertenecientes a tarifas distintas. Creemos que estos resultados se deben al hecho de que los individuos, inmersos en la liquid modernity y en la economía de consumo, perciben los vínculos sociales como parte del contexto digital marcado por la facilidad y satisfacción inmediata. Por fin observamos que los individuos buscan la simplicidad que las tarifas promueven para la construcción y manutención del capital social y de las relaciones interpersonales y optan por una selective sociability, relacionándose con sus semejantes en personalized communities dentro de la global village. 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### Cybercitizenship and Access to New Media: Exploring Digital Divide in Tao's Aboriginal Community

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The information gap existing between the aboriginals and the mainstream Taiwanese has long been great. Under the policy of developing nation's information infrastructure, Taiwanese government has contributed to some "hardware" implementation of information and communication technologies (ICTs) in remote areas including the Orchid Island, a unique aboriginal community of "Tao" ethnicity in Taiwan. However, the lack of "software" capability and other socio-cultural dimensions of new media provide limitations to the access of information technology in this aboriginal island. Here, the ideal of cybercitizenship is still a long way away. How digital divides sustain between the Orchid Island aboriginals and people in Taiwan? What factors other than hardware infrastructures have contributed to the limited access and application to information technologies and computer networking? How do ethnic minorities in the island employ ICTs, make strategic uses of internet, and encounter application difficulties? How do ICTs create meanings and/or produce negative influences to this self-sustained aboriginal community? These questions are central to the study of this research. Based on the case study of the Orchid Island, this article adopts the methods of in-depth interview and questionnaire survey. Researchers entered the field many times and spent time interacting with local residents to collect empirical data. Thirty people were interviewed, including 22 "Tao" aboriginal people, 1 aboriginal people of other ethnicity, and 7 "Han" Chinese. Teachers, county executives, cultural SOHOs and senior students are major targets of the interview. Based on van Dijk's model on divides in succession with the study of possession, skills, and use of new media for societal participation developed in 2004 and 2006, a survey was conducted to find out the conditions of access to ICTs and to gather opinions of students at The Orchid Island High School. Results of 111 valid samples from six island tribes are analyzed, covering 55% males and 45% females with a return rate of 82.22%. The findings show that factors affecting the access and opportunity to ICTs in the island tribe are complicated. Although motivation, equipment availability and skills are three important factors affecting the access and employment of ICTs, other factors related to social, cultural, economical and educational dimensions are equally important. More specifically, limitation of personal ability, quality of access sites, worry and faith in technology, lack of supporting facilities, language barrier, budget constrain, opportunities in practical applications, as well as wired speed all influence the usage of information technologies. The other findings suggest that active and creative use of information technology is a successful way to encounter digital divide and to take advantages of these "foreign-born" technologies. For them, a strategic use of ICTs could turn foreign knowledge to opportunities of business and cultural sustainability. For example, many island's Bed & Breakfast business benefited greatly from the use of internet and homepages. Databases of traditional, folklore activities also serve functions to record and represent the valuable but disappearing local culture. Island-wide information can be distributed quickly and easily to different, some remote tribes in the island.





### Re-reading the blog on the Internet: formats, innovations and perspectives in Scientific divulgation and environmental intercommunication

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The number of blogs and bloggers on the web has increased substantially each day. This growth is happening mostly because over the past few years the toll has been gaining new layouts and applications for the users. Initially, when the first blogs showed up, there were only 23, in the year of 1999. At that time, to monitor the tool, it was necessary to understand the HTML language, which has limited their diffusion over the internet. Also blogs were used as online diaries, in which all the interesting pages that the user accessed was recorded. In the beginning of XXI century lots of companies launched softwares developed to automate the publication of texts through the blogs. One of those, called Blogger, was able to facilitate the publication of the content, and with its interface focusing on spontaneous writting, was adopted by hundreds of people. The technological knowledge for maintenance of a tool to web publications was not an requirement. The technical structure was managed by the company; witch offered the blogs creation at zero cost. That enabled 4 milion new blogs registered in 2002. In less than 10 years, there were already about 80 million blogs all over the world, according to Technorati. This spread of the tool is due to the fact that it was very practical e very easy to use, the users could reformulate them, innovate them and personalize them much more than a virtual diary. In our research, we have observed that is more and more common to see blogs of teachers, in which there are exercises and extracurricular activities; of artists, that uses the tool as a portfolio for their works; artisans, who instead of creating a commercial website to sell their works, create a blog and make it their own virtual store, where it is possible to buy and sell products. These new layouts also gets to the science field, because there has been, in a slow pace, blogs that are used for publicizing and scientific intercommunication of institutions, companies and researchers. That being this work is making a new way of reading the blogs - layout and utility -, like web searches, using netnography methods, in a way to verify how this dynamism has social and scientific implications as well, once that it has arisen on the blogs space for discussion between researchers. With the support of São Paulo Research Foundation – FAPESP, supported by the theories of Sociology of Communication (MARIN et al, 1999; BRETON, 2002; COHN, 1973) and Cyberculture (LEVY 1993, 1996, 1998, 1999; LEMOS 1993, 2002; RUDGER 2003; BAUDRILLARD 1991, 1997) objectives to understand the new faces of the blog and, in the science, how to make the scientific knowledge become democratically e their implications of being spread through the web, having bases in our masters work that uses a blog as a tool for the environmental intercommunication at an region of environmental degradation in São Paulo, in Brazil.

### Tan cerca, Tan lejos: ¿Jóvenes digitales con profesores analógicos?

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A una parte significativa de los sectores populares en Latinoamérica les está llegando el poder digital por la vía de los niños y jóvenes que estudian en las escuelas públicas. Mediante distintos programas gubernamentales y con algunos apoyos del sector empresarial, el caso colombiano exhibe cifras que muestran, en los últimos años, un incremento significativo de la conectividad y la infraestructura computacional en la educación pública del país. Los datos de la Comisión Reguladora de Telecomunicaciones de Colombia nos indicaban que en el 2000 había una penetración de Internet de 2.1%. Siete años después, la cifra iba en 22% y ya para el 2009 la dinámica de crecimiento de Internet dedicado (el de mejor ancho de banda) mostraba que Colombia había sido con 31,3% el quinto país en crecimiento en el mundo en suscriptores de este servicio. La sociedad, las comunidades educativas y los sectores gubernamentales no dudan en reconocer la importancia del uso de las tecnologías de la información y la comunicación (TIC) en la Escuela. Con unas relativamente buenas cifras de dotación de infraestructura informática y un positivo ambiente social sobre las TIC en los últimos años, cabría esperar que a los procesos escolares, a las relaciones pedagógicas y a la función social de la Escuela les fuera mejor. Eso apoyaría los procesos de la inclusión social de grandes grupos poblacionales del país. Pero





probablemente las cosas no van por esa ruta y los objetos no están garantizando los procesos. En efecto, en la Escuela, en el lugar de encuentro de los sectores populares con las TIC, y uno de los espacios con mayor potencialidad de inclusión social, cohabitan al menos dos generaciones que suelen enfrentarse a las TIC con diferentes perspectivas y niveles de logro. Las TIC, que tenían como meta entrar a la Escuela para apoyar procesos de aprendizaje y acercar a estudiantes y profesores en mejores experiencias educativas, muchas veces en lugar de favorecer el espacio pedagógico crea tensiones y distancias entre los jóvenes "digitales" que manejan aparentemente con "mejor" habilidad las TIC y sus profesores "analógicos", generalmente limitados en el uso y comprensión de lo que hacen y significan estas herramientas. Al contrario de sus jóvenes estudiantes, seducidos por las tecnoredes y los videojuegos, la mayor parte de los adultos que gobiernan la Escuela vieron llegar el computador, el Internet y los dispositivos móviles tardíamente a sus vidas. Este paper examina esta problemática y algunas implicaciones tanto en la escuela como en la sociedad. Con datos de un estudio exploratorio realizado en 7 grandes instituciones educativas de Bogotá mostraremos como las TIC crean, en una paradoja en proceso, jóvenes con "lógicas digitales" y adultos con "lógicas analógicas", en un espacio de fragmentación que fortalece una creciente brecha digital intergeneracional que puede afectar significativamente el poder de inclusión social de la cultura escolar.

### Podcasting in Brazil: democratizing the information

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Podcast is a cybercultural media that is gaining great space in Web 2.0, particularly regarding the production of information and its communicational and educational potential. It also subverts the issue of passive receiver connected to the traditional mass media. From a strong technological rise, podcasts development aimed at facilitating its production and distribution, allowing anyone to become potentially the receiver and transmitter of information and making its dissemination more democratic. This study reports the characteristics of podcasting in Brazil, a developing country with a history of a very effectively use of new medias. Among the main features of podcasts in Brazil is the dissemination of information and content democratization for small groups that are outside the context of the "mainstream media". Brazil was one of the first countries to have a regular production of podcasts, also in 2004, the same year that this type of media started in the United States. However, over time, the characteristics of content and production of Brazilian podcasts distanced from the type of podcast made in the rest of the world, especially through the influence of popular radio programs aimed at young people in Brazil. Thus, Brazilian podcasts distinguish from the model used by many international podcasts, similar to radio programs - with little or no editing, resembling live shows. In the case of Brazilian podcasts, in most cases, there is considerable concern with the final edition, including the soundtrack, cutting errors, topic appropriateness and other issues, regardless of the niche to which the program is related. Another feature of the Brazilian podcasts is that, despite the RSS feed being a fundamental part of podcasting, according to the latest research on the subject ("PodPesquisa 2009", freely translate as "PodResearch"), 60% of Brazilian listeners prefer to hear the programs directly on the site where the podcasts are hosted. This also influences the shape of podcasters create their content and the relationship between blogs and podcasts. Furthermore, although the media has been growing and reaches a substantial amount of listeners, it is still not widespread in the country, because the big media companies (with few exceptions) do not produce regular podcasts. This happen because the Brazilian podcasts have much of its production by personal initiatives, with examples of programs that achieve great success among the target listener, reaching niches that are ignored by "mainstream media". It is also important to consider that Brazilian "podosphere" has various initiatives of mutual support, even among programs that could be considered "competitors". In general, there is a major concern of Brazilian podcasters to help to make this media grow as a whole, benefiting all producers of content. The Brazilian podcast media also is strongly used in the educational field, with the provision of audio recordings and video lessons and creating podcasts with students in Basic Education as part of interdisciplinary teaching projects.





### Pixels for Pistols: Shooting Across the Digital Divide

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In October 2008, police in Toronto, Canada, launched Pixels for Pistols: Cameras-for-Guns Amnesty as part of their ongoing strategies to curb gun thefts and gun crime in the city. During the six-week amnesty, city residents surrendered 1897 handguns and rifles, 304 pellet and replica guns, and 58,217 rounds of ammunition. For each handgun surrendered, the owner received a \$300 Nikon digital camera and a \$50 voucher for photography lessons at Henry's Cameras, a well-known store that celebrated its 100th anniversary in 2008-09. For each shotgun or other long-barreled gun surrendered, the owner received a \$200 Nikon digital camera and a voucher. Based on the success of Toronto's amnesty, police in Halifax, Canada, organized their own P4P amnesty in October 2009. Over 1000 firearms and 10,000 rounds of ammunition were surrendered in exchange for a \$200 Sony digital camera and an \$80 gift card for Henry's Cameras. Each amnesty was declared a resounding success in comparison to previous amnesties. Success was attributed to using point-and-shoot digital cameras as incentives. Police in Toronto and Halifax acknowledged they did not expect that individuals who own a gun and pose a threat to public safety would surrender their firearms for cameras. In statements declaring, for example, that Torontonians love the idea of "pushing a button instead of pulling a trigger," police suggested that participants were law-abiding citizens who were already concerned with making their communities safe and that cameras would further encourage participants to become documentarians and advocates for their community's well-being. No follow up was done with P4P participants. This paper reports on the first stages of a research project that follows up with Toronto P4P participants and with the amnesty's police coordinators and community partners as well as P4P supporters and opponents. Did Toronto P4P help to bridge a digital divide by providing participants with their first mobile digital technology? How have participants used their camera? My project begins with the premise that the digital divide exists at several borders that are territorial, racial, and class-based. One goal of my project is to create a profile of Toronto P4P participants. Using a mixed-method approach that includes questionnaires, semi-structured qualitative interviews, and photo elicitation methods, the project allows research participants to use both words and photos to tell "visual stories" of digital technology use, identity, and community affiliation and involvement. Drawing from my research, this paper interprets the cultural and technological context in which P4P made sense and was successful. This paper also aims to fill a gap in research on mobile and digital communication by focussing on a Canadian context. The significance of this paper is potentially far-reaching for it interprets technology use and the digital divide at a time when amnesties similar to Toronto's P4P have been initiated in the wake of urban crime in Canadian and American cities and civil war in Rwanda, Croatia, and Macedonia.

### Framing a new dimension of the Digital Divide: digital inequalities in shaping the Internet.

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The Network Society is shaped by transnational dynamics, which cut across geographical barriers and political systems. However, these dynamics are occurring unequally worldwide. The different levels of participation in the Network Society take the name of Digital Divide. This paper investigates how these inequalities can be measured and if the Digital Divide can be understood as being only a problem of access to digital technologies. The Internet has been lauded as an open space to which anyone who wants to can contribute. It is also because of its inherent plurality that the Internet has become an important participatory instrument. The question then arises: If the Internet is made by the users themselves, who are those who hold the instruments to make the Internet? I argue that the Digital Divide is not just a problem of access to the Internet's contents. Rather, it is also important to explore from where these contents come from. My paper explores the Digital Divide in two complementary parts. First, I provide the dimension of the current status of the Global Digital Divide and the causes of this inequality. I focus on how it is caused by the economic and political status of each country. Second, in order to





study the gap in the making of the Internet, I map the distribution of Internet infrastructures, as represented by the Internet Host. Moreover, the World Wide Web being the main way in which the Internet's contents are made available, I use various empirical tools to investigate the geographical areas from which these contents originate.



