

ICT4D for Who?

Classes of Connectivity in Digital Development

Are we amplifying (dis)advantage?

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Work in Progress

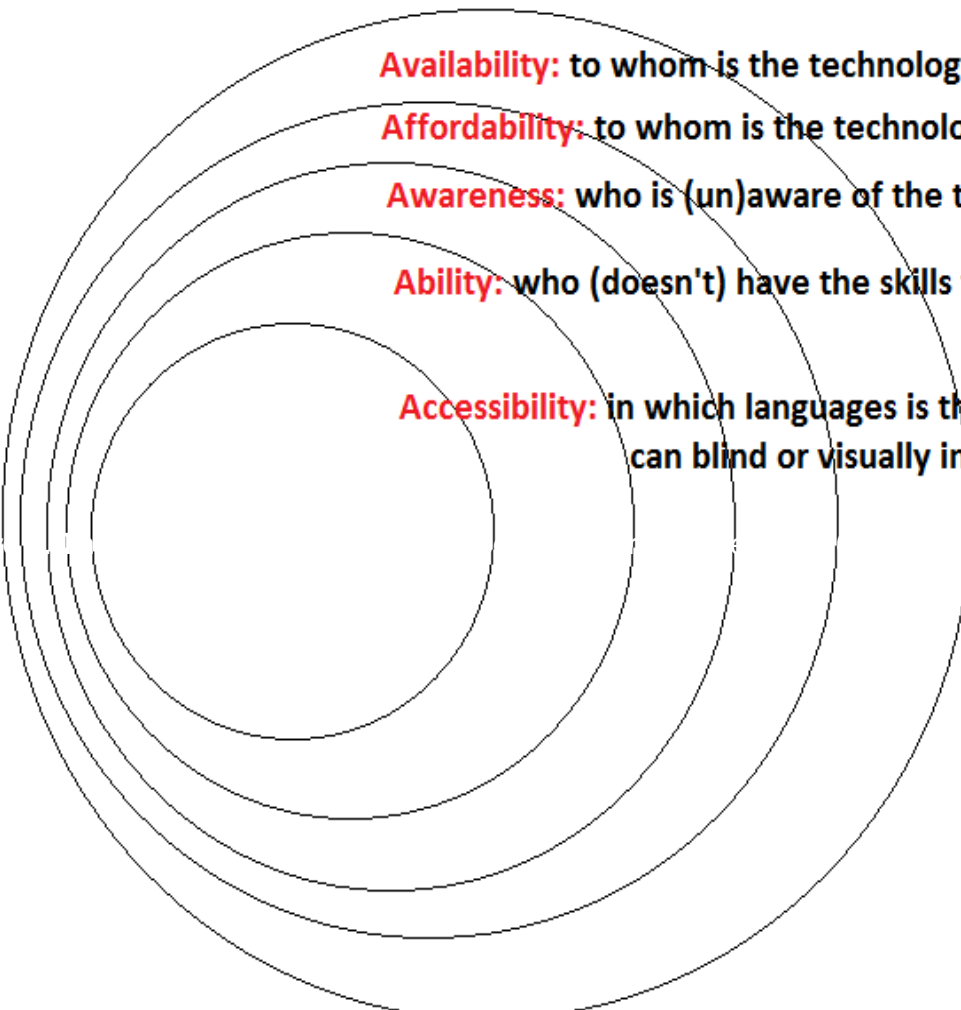
- **118 phone registrations per 100 people (ITU 2016)**
- **25-40% Smartphone ownership (IDC 2016)**
- **40% 'some kind of' internet access (ITU 2016)**
- **3.4% broadband internet at home (ITU 2016)**



- **Making All Voice Counts**
£27m study of
citizen participation technologies
- **Focus groups and interviews n=76**
- **3 sites: Manila, Puerta Princesa, and rural**
village of Batak indigenous people

Work in Progress

	Employment	Device	Connectivity	Experience
Upper Class ICTs	Urban salaried professional	Latest smartphone	Postpaid monthly mobile contracts with maximum Gb/m data, unlimited calls and texts. Has WiFi at home and at work	Connected by default to all fastest available services. Uses world wide web extensively. Not frugal
Middle Class ICTs	Teacher, civil servant, shopkeeper	Previous generation of smartphone	Postpaid mid-range monthly package of calls and text with limited data. WiFi at work and coffee shop but not at home	Always able to call and text. Uses web mainly on WiFi. Uses mobile data mainly for instant messaging. Frugal with surfing.
Working Class ICTs	Manual worker	Feature Phone with touchscreen and internet capability	Prepaid call credit. Unlimited text. Limited data. Infrequent WiFi access.	Prefers to text. Frugal with mobile data – used mainly for instant messaging
Under Class ICTs	Unpaid work. Unemployed. Informal work	No phone or basic phone with LCD screen and physical keyboard	Prepaid but often has no credit. Phone often not charged No data No WiFi access	Unconnected by default. Frugal with voice calls – mainly passive recipient of calls and texts



Availability: to whom is the technology (un)available?

Affordability: to whom is the technology (un)affordable?

Awareness: who is (un)aware of the technology?

Ability: who (doesn't) have the skills to make effective use of the technology?

Accessibility: in which languages is the technology accessible?
can blind or visually impaired people use the technology?



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