

Korea's Effort to Build Telecenters as a tool to Close the Digital Divide

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I. Policies to Close the Digital Divide

II. Projects to Close the Digital Divide

III. Status of Telecenter in Korea

IV. Summary and Conclusion

Overview of Policies to Close the Digital Divide



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Information Culture Movement

- ❖ Started from 1988 designating every June as information month(The first computer was installed in Korea June, 1967), still going on
- ❖ In early days : ICT awareness promotion program(seminar, lectures), Computer training class for the elderly, local people, rural people, exhibition of PC and related devices.
- ❖ In recent days : Exhibition of the state of art technologies, competition for selecting best IT skilled disabled, outreach program for preventing misuse of ICT such as Internet addiction, spam, cyber crime etc.

Cyber Korea 21

- ❖ All Koreans regardless of their age, gender, location, occupation or income should have an equal opportunity to use computer and the Internet

Korean Policies to close the digital divide (2)

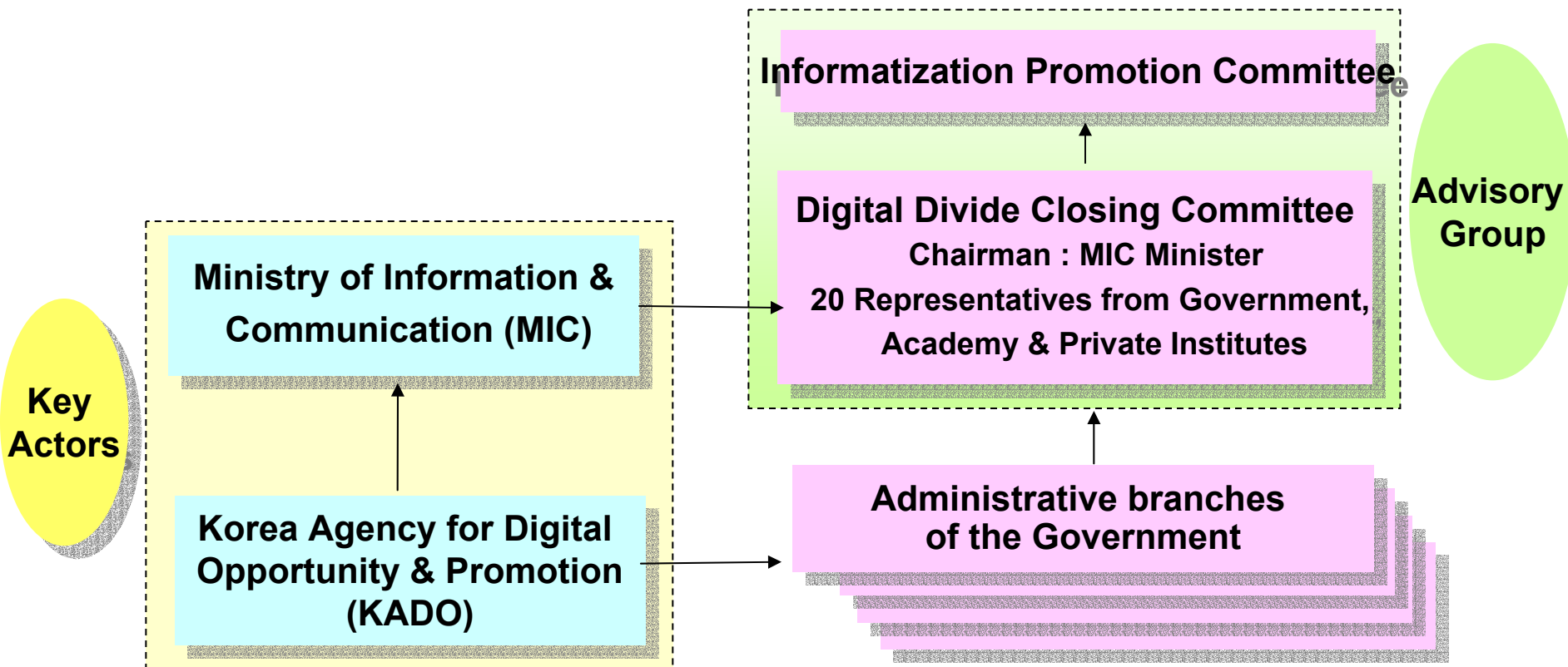
Introduction

Law & Regulation

Digital Divide Act (Jan, 2001) (rev. Dec 2002)

Policy

Master Plan for Closing the Digital Divide (Sep,2001)



Overview of Digital Divide Act (rev. 2002)

- ❖ Purpose : Closing the digital divide between have and have-nots
- ❖ Primary Target : underprivileged groups (low-income class, the disabled, the elderly, farmers & fishermen, housewives, etc..)
- ❖ Major provisions
 - Making Master plan(5 years) for closing the digital divide
 - Making annual action plan for closing the digital divide
 - Establishing “Digital Divide Closing Committee”
 - Constructing and operating “Public Access Centers”
 - Providing IT Learning Opportunities
 - Establishing “Korea Agency for Digital Opportunity and Promotion (KADO)”

Korean Policies to close the digital divide (4)

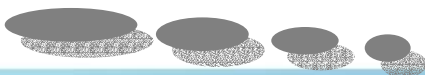
Overview of Master Plan for Closing the Digital Divide (Sep,2001)

- ❖ Period : 5 years plan (2001 ~ 2005)
- ❖ constitution : 6 main policy areas and 40 activities
- ❖ Budget : Spending \$1.9 Billion

Overview of 2004 annual action plan for closing the digital divide

- ❖ Number of participant : 12 Ministry
- ❖ Budget : Spending \$ 0.3 Billion

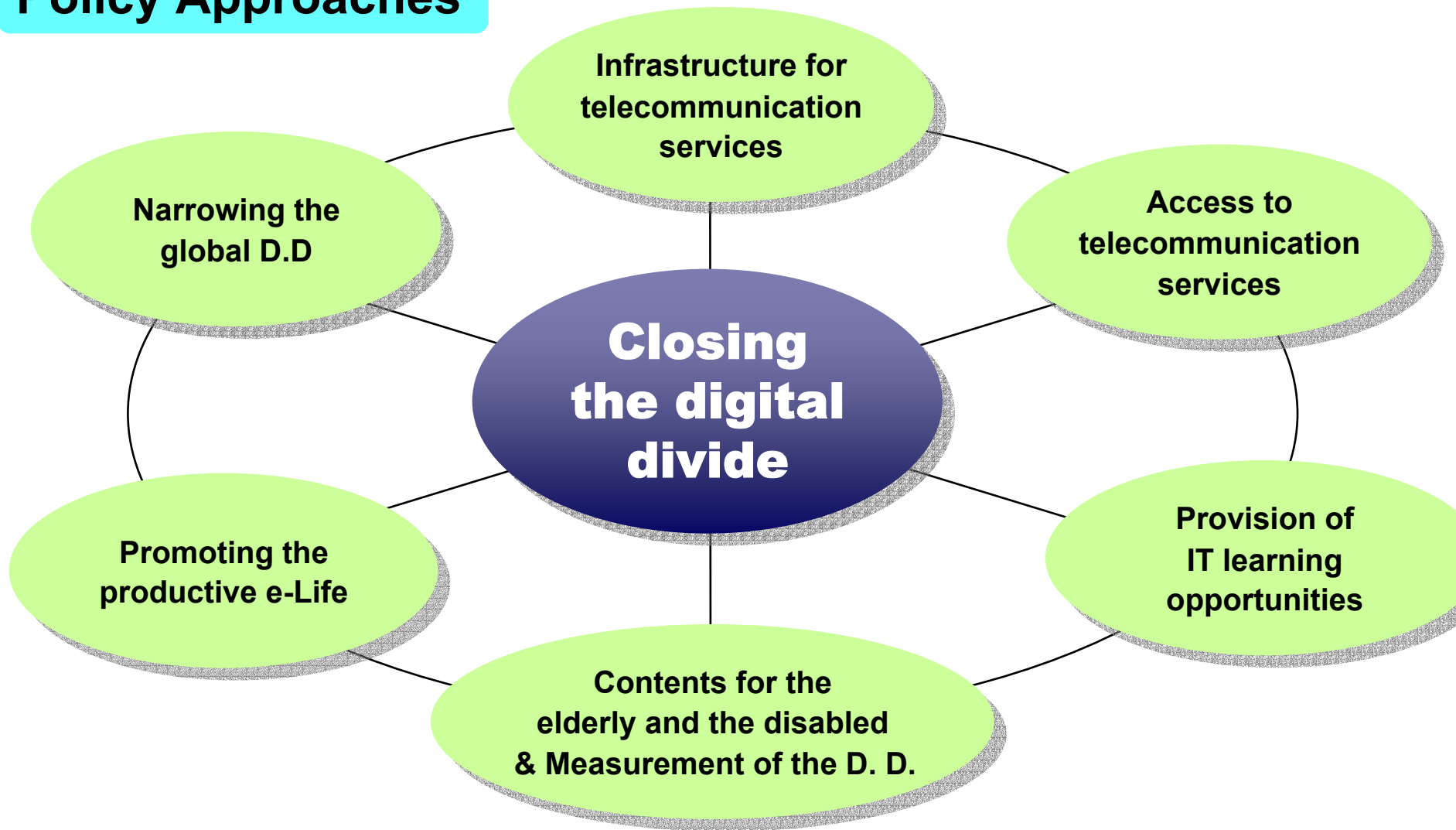
Ministry of Education and Human Resources Development	Providing 50,000 internet PCs to low-income students (including internet service fee)
Ministry of Government Administration and Home Affairs	Constructing 100 the information network village (Invill)
Ministry of Agriculture & Forestry	Providing IT education program to farmers Constructing on-line shopping mall



Overview of MIC 2004 annual action plan for Closing the Digital Divide

- ❖ Constructing high-speed information network in rural areas
- ❖ Supporting the development of assistive technologies for people with disabilities
- ❖ Constructing 30 free internet access centers
- ❖ Providing recycled PCs and Digital TVs to the disabled and non-profit organizations
- ❖ Providing IT learning opportunities for the underprivileged
- ❖ Networking IT training volunteers program
- ❖ Developing online contents for the disabled and the elderly
- ❖ Narrowing the global digital divide

Policy Approaches



Project to Close the Digital Divide

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Constructing high-speed information network in rural areas

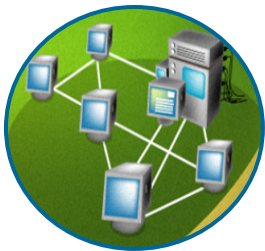
- 93 % of all households can use broadband service (2003)

Providing Satellite Internet Service to hinterland (remote places)

Raising awareness of IT accessibility

- developing Accessibility guidelines

- operating IT Accessibility Standard Forum (www.iabf.or.kr)



100% Broadband Coverage by 2007

Access to telecommunication services (1)

Community Internet Access Center

Local Government &
Post office constructs
8,263 Access
Centers since 2000

Local Government	Post Office	Total
5,477	2,786	8,263

KADO supports 986
Access Centers since 2000

Year	2000	2001	2002	2003	Total
KADO	63	555	248	120	986

Internet-Cafe (“PC Bang”)

- More than 25,000 “PC Bang” (2003)
 - Affordable price at less than \$1 per hour

Provision of ICT Devices

- Providing 41,906 recycled PCs (1997 ~ 2003)
- Providing 50,000 Internet PCs to the low-income students (2001 ~ 2005)
- Providing 5,658 assistive technology to the disabled (2003)

Discount of telecommunication service charge

- Up to 30 ~ 50% discount on telephone service charges for the disabled & the low-income
- Up to 50% voluntary discount to the disabled for high-speed Internet service



Provision of IT learning opportunities (1)

Overview of IT learning opportunities policy

2000. 7 ~ 2002.6

**National IT
Education Plan for
10 Million People**

2002. 7 ~ 2004. 12

**The 2nd National
IT Learning Program**

2005. 1 ~ 2008.12

**IT Education program
for 5 Million
underprivileged group**

Provision of IT learning opportunities (2)

Overview of National IT education Plan for 10 Million People

Providing IT learning opportunity to 10 million by 2002

Type	2000	2001	2002	Total
Students & Teachers	53,734	1,929,331	1,598,339	4,481,404
Residents in Local Communities	1,265,062	2,949,937	1,143,841	5,358,840
Farmers	33,161	75,738	20,271	129,170
Prison Inmates	23,075	70,767	26,356	120,198
Housewives	299,947	124,212	9,844	434,003
People with Disabilities	13,680	47,354	39,544	100,578
The Elderly	36,330	361,875	44,530	442,735
Others	1,870,521	746,891	1,020,852	2,738,264
Total	3,595,510	6,306,105	3,903,577	13,805,192

Provision of IT learning opportunities (3)

Overview of 2004 IT education program by MIC & KADO

Program	2004 Goal (People)	2004 Budget (\$, thousand)
IT training volunteers program	45,000	\$998
IT education by Post Office	69,000	\$2,083
IT education for the disabled	35,500	\$5,750
IT education for the elderly	40,000	\$1,083
On-line IT education (Bam-um-nara)	130,000	\$666
IT education by KADO's Plaza	5,000	\$500
Information Competency Test	72,000	\$368
IT education for North Korea defectors	1,300	\$208
IT education for illiteracy	3,000	\$1,575
Total	400,800	\$13,231

Support to the construction of online contents for the elderly & the disabled

- ❖ 30 types of contents such as rehabilitation, health, social events, transportation, leisure, welfare (in 2003)
- ❖ 10 more contents will be available in 2004
- ❖ Homepage : www.itall.or.kr

Assessment of the Digital Divide

- ❖ Conducting annual survey on “Korean Digital divide index” since 2004
- ❖ Conducting annual surveys on the disabled, the elderly and the urban low income families since 2002
- ❖ Developing “Global Digital Divide Index” by ITU & KADO

Public Awareness Promotion

- ❖ Organizing and hosting “Information and Culture Monthly Event” since 1988 (Every June)
- ❖ Operating “Korean Council of Information Culture Movement”
- ❖ Publishing magazine, brochures related e-life & digital divide

Prevention of ICT Misuse

- ❖ Operating ICT ethics education program
- ❖ Operating “Center for Internet Addiction Prevention and Counseling” (www.internetaddiction.or.kr)
- ❖ Training Internet addiction counselors

Status of Telecenter



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Status of public Telecenter

<Establishment of Nationwide Telecenter by Year>

Type	1999	2000	2001	2002	2003	Total
Central Gov (MIC)(A)	-	63(a)	555(b)	248(b)	120(c)	986
Post Office(B)	174	986	761	837	26	2,786
Local Government	-	← 4,491 →				4,491

[C)

A Type

- a) 2000 : Si,Koo,Koon(final municipal gov) : Training center with 10 ~ 20 PCs
Dong,Myun(final administrative unit) : Information access point with 5 PCs
* Places to build : administrative office, village hall, library etc
- b) 2001~ 2002 : information access point with 5 PCs and related devices
* Including 5 places every year in the resident area for foreign workers
- c) 2003 : Information access point with 5~10 PCs and related devices
* Including 10 places for urban low income people

B Type

Information access point with 2~3 PCs at 2800 nationwide post offices

C Type

Information access point with 5 ~ 10 PCs, some with training facilities

Overall Status of public Telecenter

Date : 2003. DEC

Number of final administrative unit	Source of funding				Districts not available of public telecenter	Establishment ratio (%)
	Local gov.	Supported by MIC	POST office	Total		
3,520	4,491	986	2,786	8,263	11	99.7%

❖ Among 3,520 nationwide final administrative units, 3,509 units(99.7%) have at least one public telecenter within its district

Concept of Public Telecenter

- ❖ Digital divide project initiated by central and local gov.
- ❖ Open to local people at free of charge
- ❖ Equipped with PC and the Internet connection located in public building

History

- ❖ 1994~1997 : Community Networking Center(45 districts)
 - Items to support : Serve(1), PC for DB development(2), Network facilities
- ❖ 1998~1999 : Homepage building & Information access(8 districts)
 - items to support : webserve(1), PC(10), network facilities, printer, furniture, setup cost.
- ❖ 2000 : Computer training and Information access point(63 places)
 - items to support : PC(20 or 5), network facilities, printer, furniture, setup cost etc.
- ❖ 2001~2003 : Information access point(923 places)
 - items to support : PC(5), network facilities, printer, furniture, setup cost etc.

Process of Telecenter Project

	<u>Type of support</u>	<u>Contents of support</u>
Step 1 (1994~1997)	Building Community Networking with Development and Service of DB	<ul style="list-style-type: none">- Community Networking Center(45 districts)- Items to support : Server(1), PC for DB development(2), Network facilities
	※ Funding Source : Matching Fund, Local(30%), Central(70%)	
Step 2 (1998~1999)	Homepage building & Information access	<ul style="list-style-type: none">- Local gov(8 districts)- items to support : webserve(1), PC(10), network facilities, printer, furniture, setup cost.
	※ Funding Source : Matching Fund, Central(80%), Operating cost(local gov)	
Step 3 (2000)	Computer training & Information access	<ul style="list-style-type: none">- Local gov(63 places)- items to support : PC(20 or 5), network facilities, printer, furniture, setup cost etc.
	※ Funding Source : Matching Fund, Central(80%), Operating cost(local gov)	
Step 4 (2001~2003)	Information access	<ul style="list-style-type: none">- Information access point(923 places)- items to support : PC(5), network facilities, printer, furniture, setup cost etc.
	※ Funding Source : Matching Fund, Central(80%), Operating cost(local gov)	

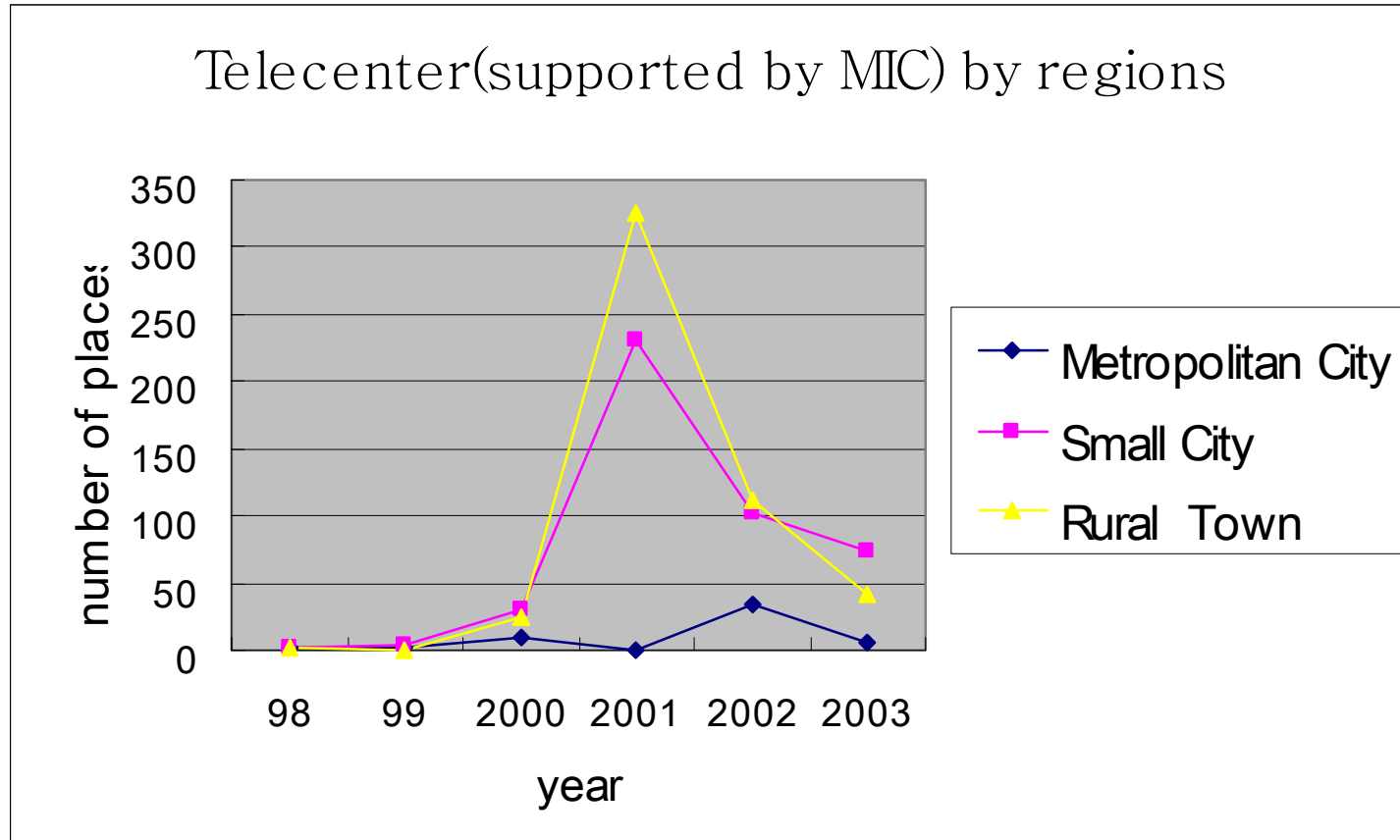
Telecenter by Region

Telecenter(supported by MIC) by Regions

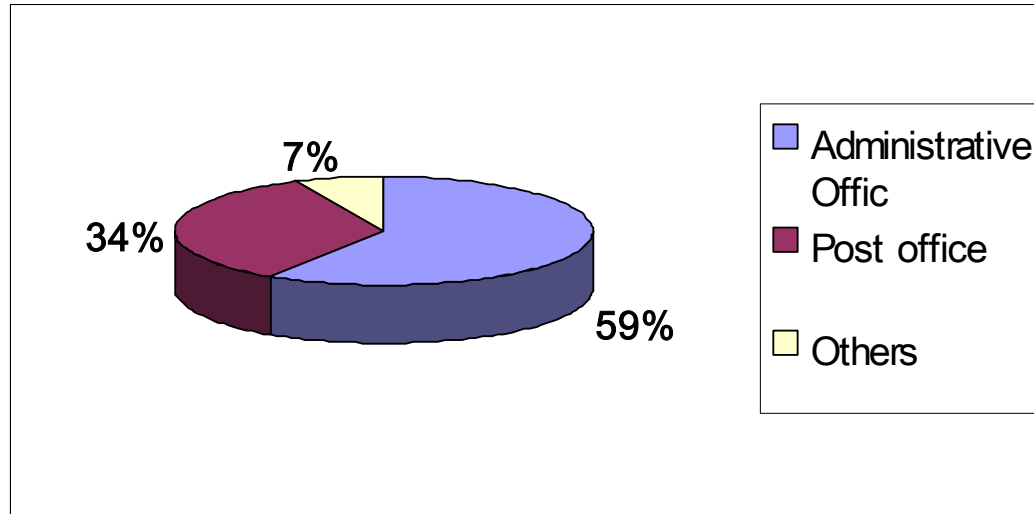
Date : 2003. 12

	98	99	2000	2001	2002	2003	Total
Metropolitan City	2	1	9	0	34	6	52
Small City	1	3	30	230	103	73	440
Rural Town	1	0	24	325	111	41	502
Total	4	4	63	555	248	120	994

Telecenter by Region



<Distribution of Telecenter by Locations>



❖ Others : Library, welfare institutes, village hall etc.

Picture of public Telecenter



1. Survey Respondents

- 874 places : 874 persons in charge with the operation of telecenter and additionally 149 local government officials in charge with telecenter policy
- 519 users of telecenter(sampling)

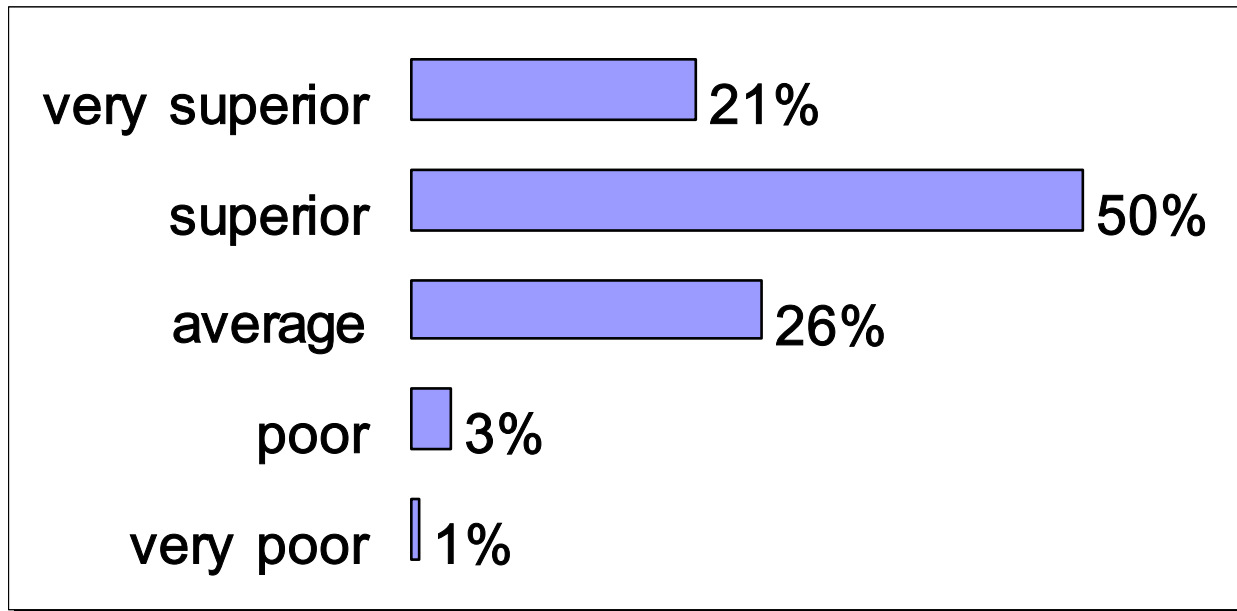
2. Survey methods and period

- Survey on the persons in charge with management : Telephone survey (2003. 3. 3 ~ 3. 29)
- Survey on telecenter users : Interview (2003. 3. 10 ~ 3. 29)

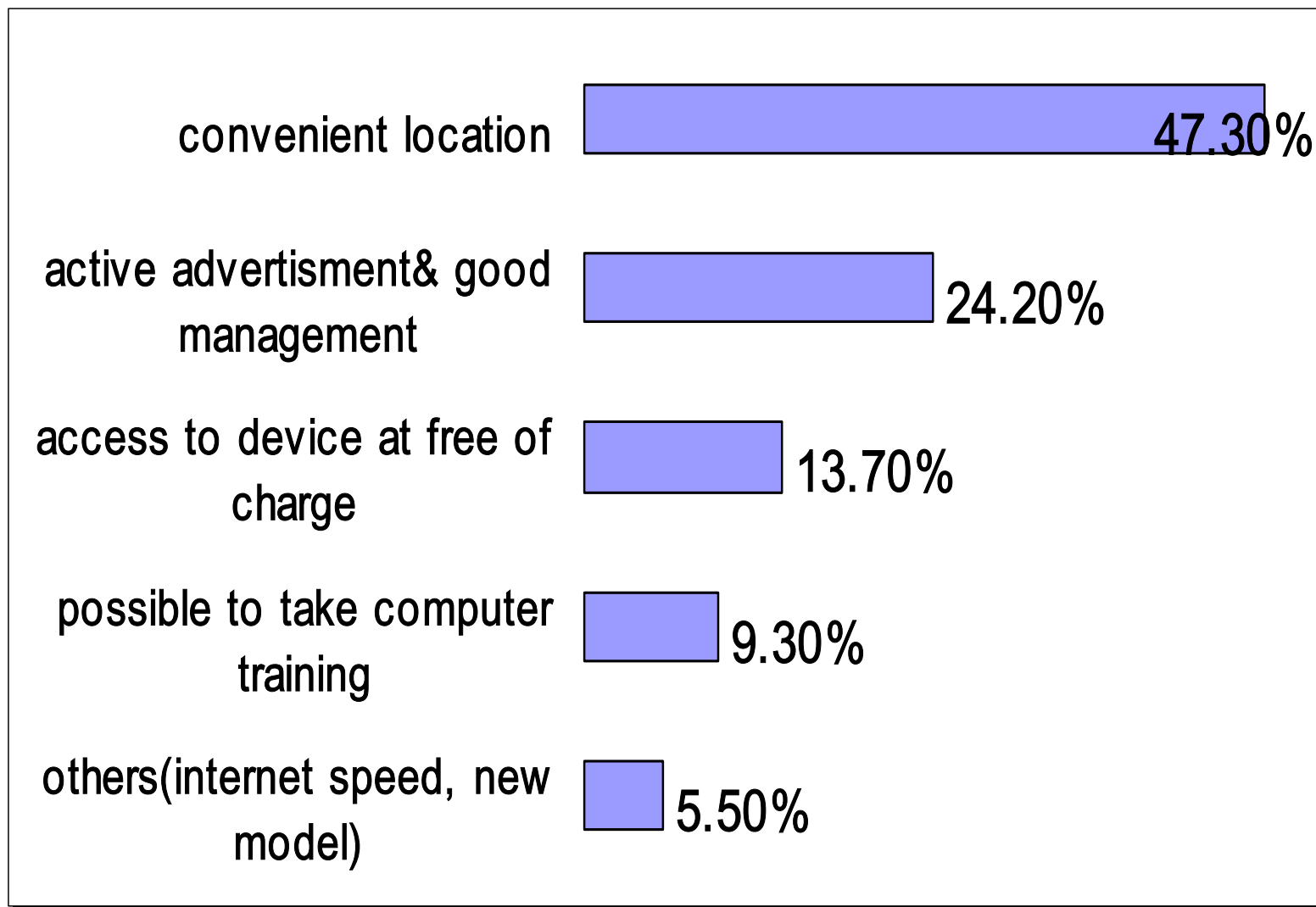
3. Survey Items

- Status of management (7 items)
 - 1) Status of management, evaluation on operation and management, Reasons for good and poor management
 - 2) Availability of staff on duty , plan to upgrade the functions and equipment
 - 3) Problems in management and suggestion or request
- Usage and management of equipment
 - 1) location, business hours, primary user group, average number of users
- User's satisfaction
 - 1) Reason to use telecenter, purpose to use, the level of satisfaction (7 items)

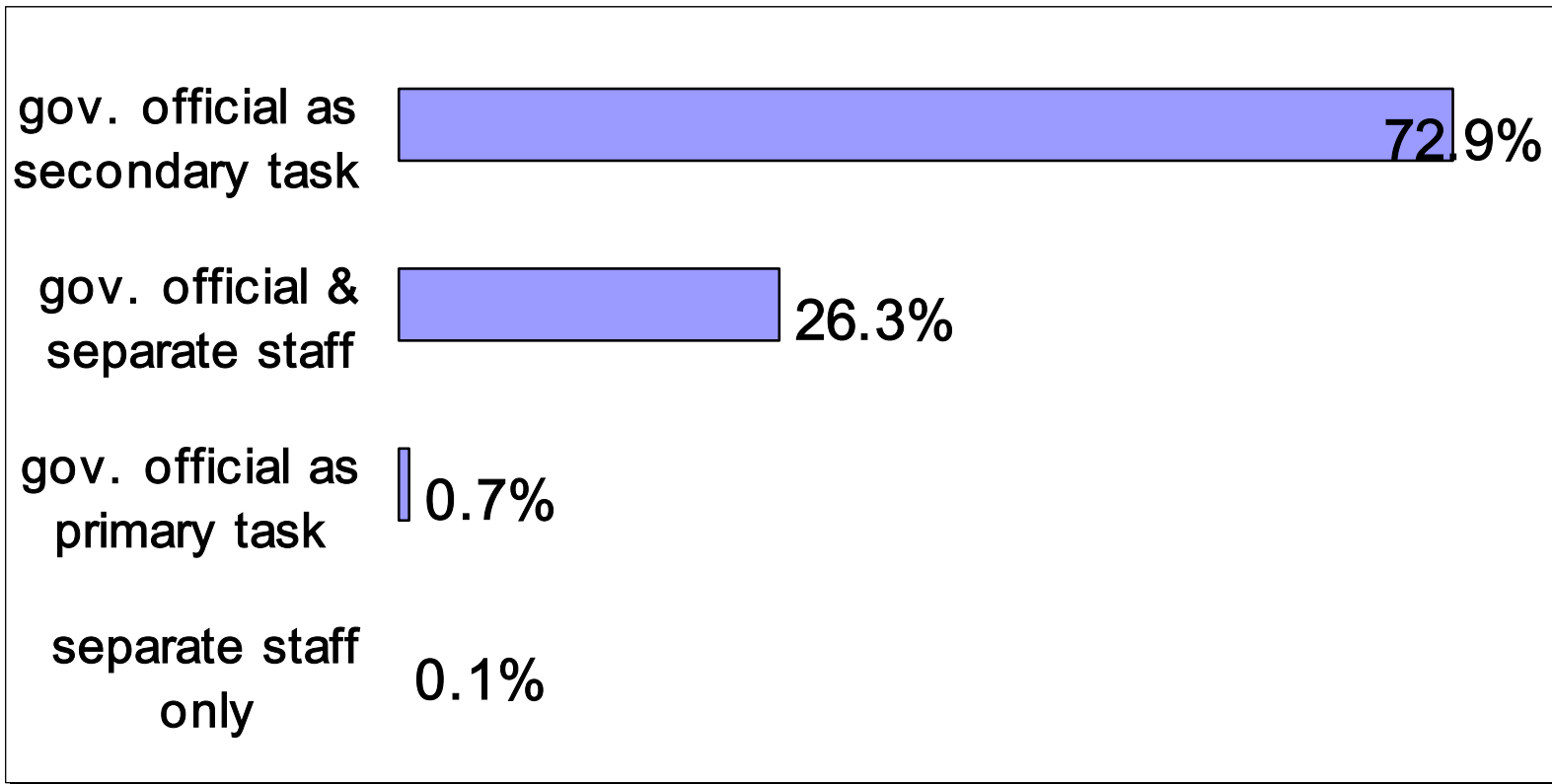
1. Evaluation on Operation and Management



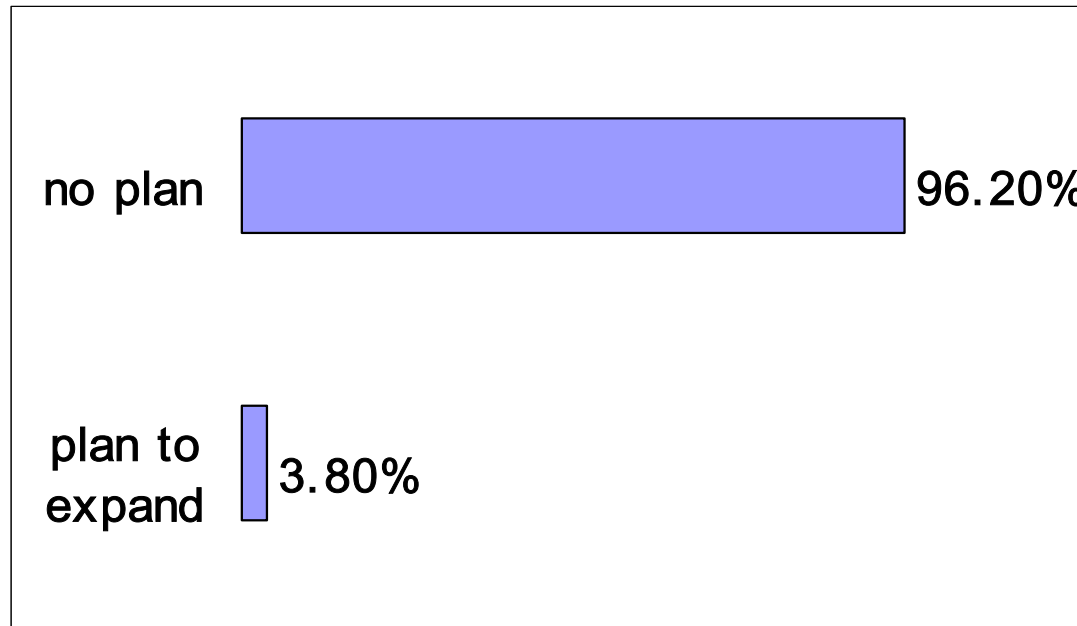
2. Reason for Good Management



3. Availability of Staff on Duty

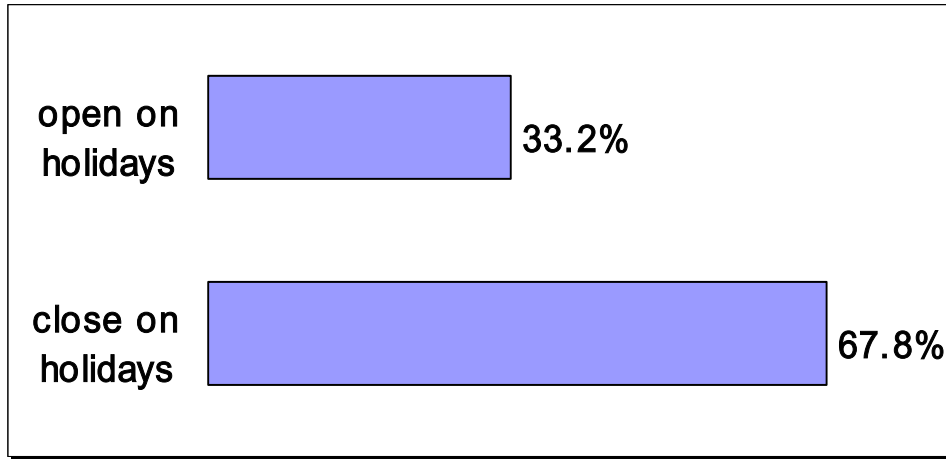


4. Local Government's plan to expand the functions of telecenter



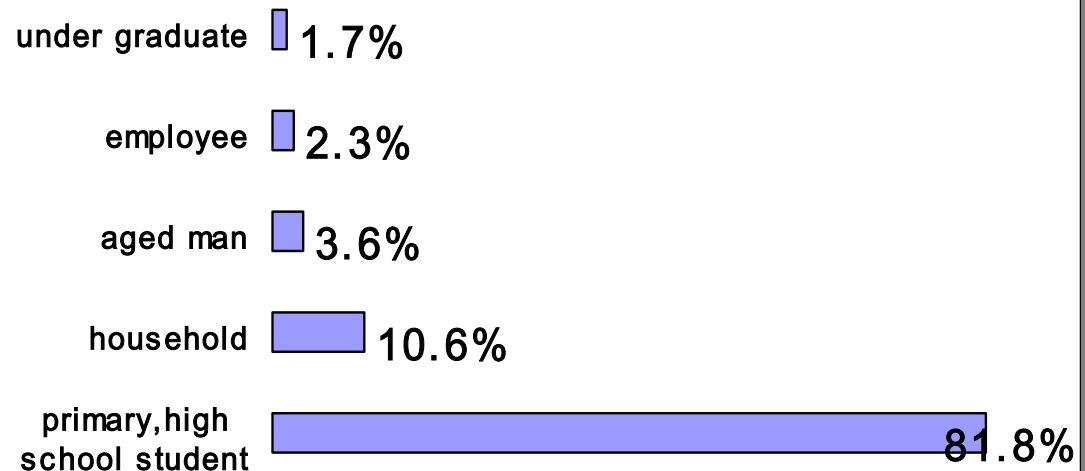
Result of survey on the Telecenter usage

1. Business hours

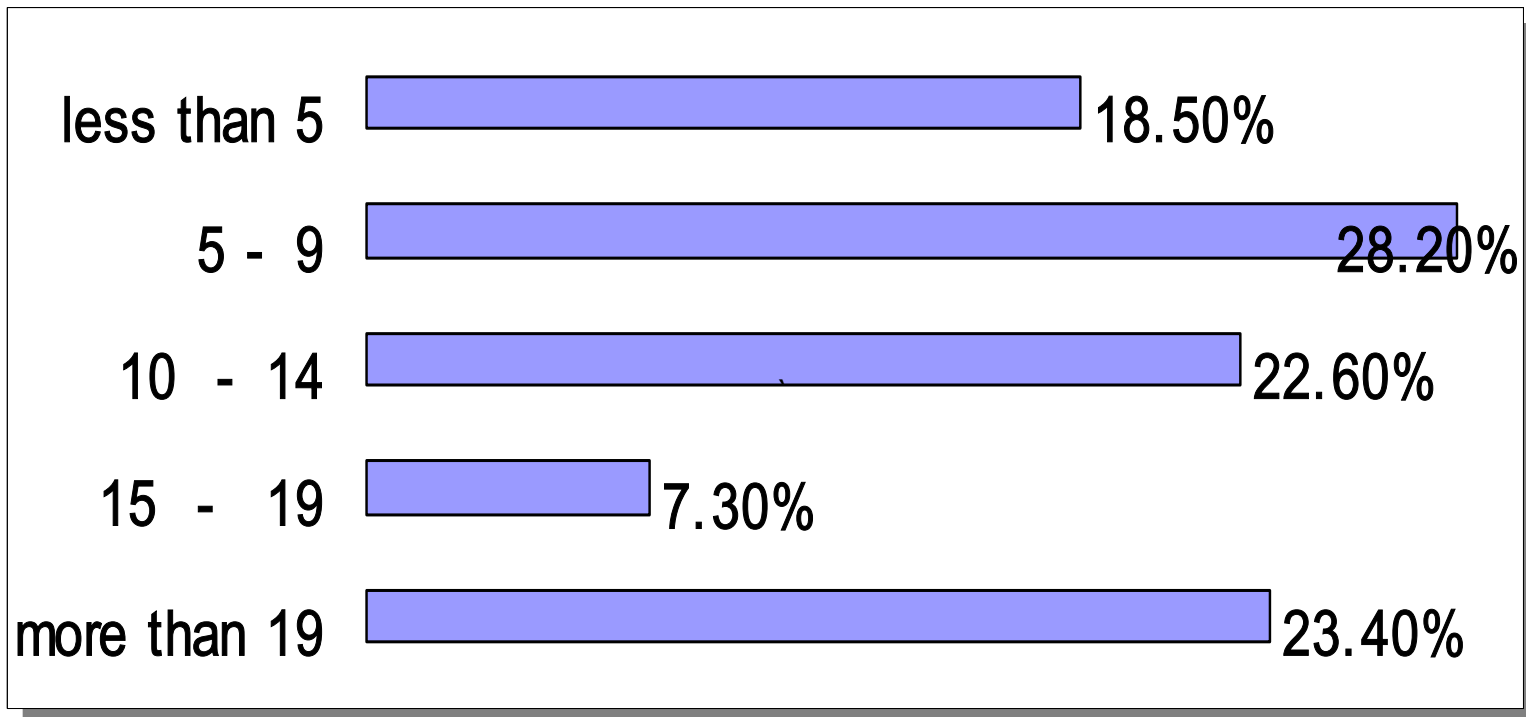


- 289 places(33.2%) open in holiday
- Average business hours : 9 hours

2. Primary User Group



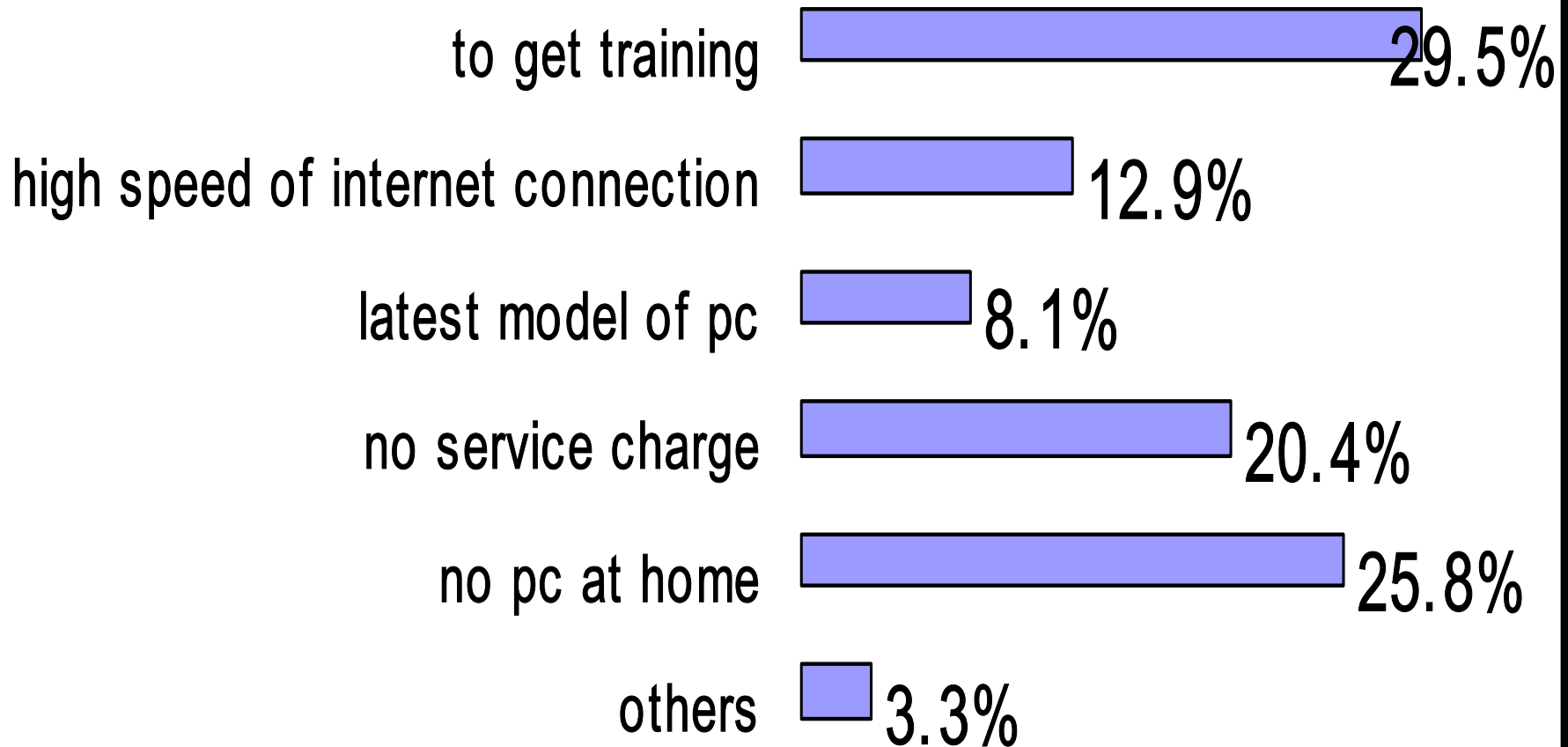
3. Average number of users per day



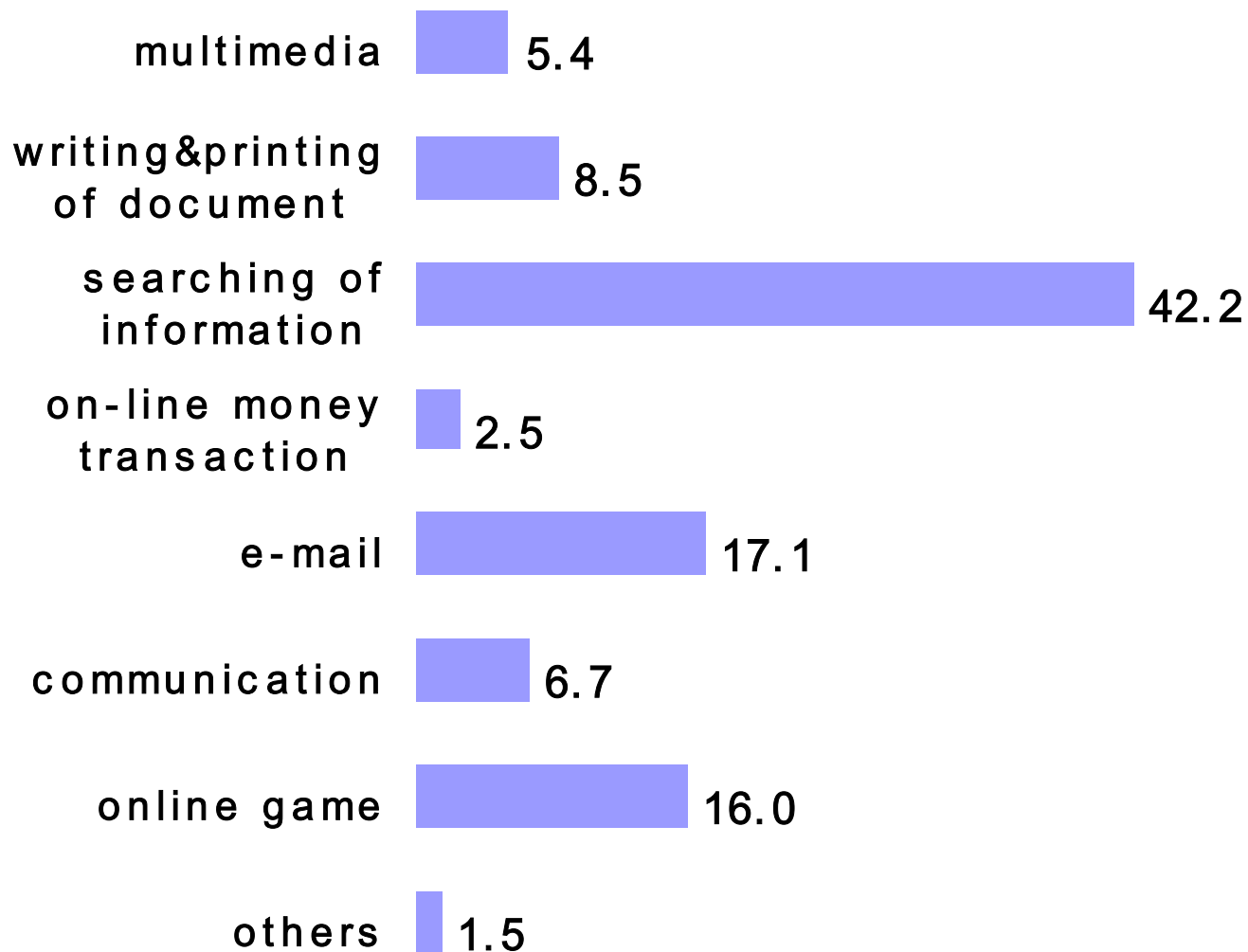
☞ Average number of users per day is 12.6 persons, but in some telecenter(18.5%) average users are less than 5

User Satisfaction of the Telecenter

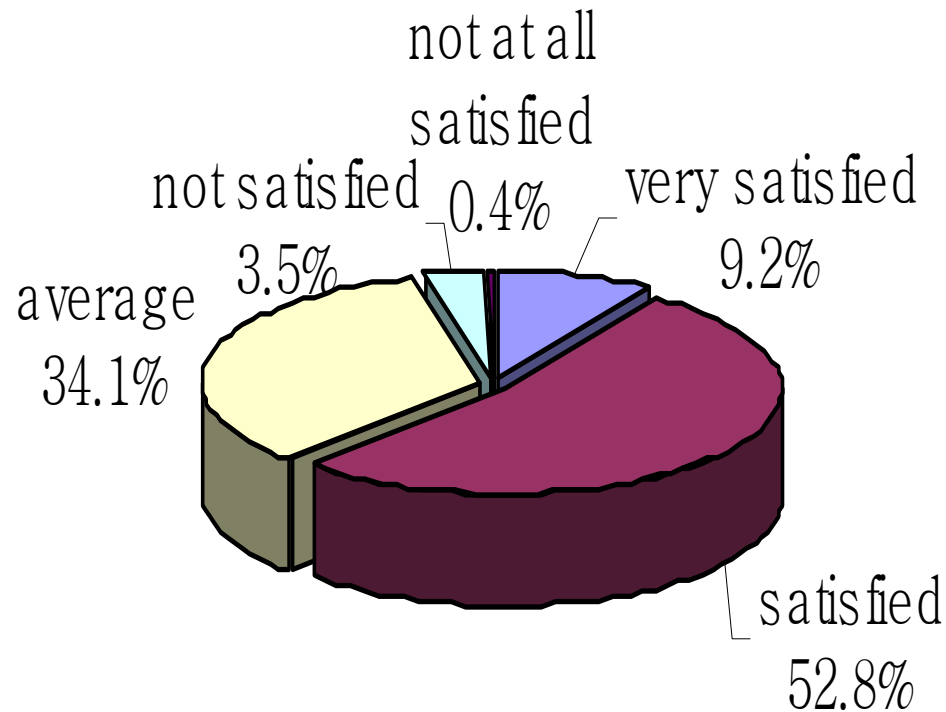
1. Reason to use



2. Purpose to use



3. Total Satisfaction



User Satisfaction of the Telecenter

4. Satisfaction by sector

Unit : %

Category	Total satisfaction	PC Spec	Waiting time	Internet speed	Software	Service	Location
Very satisfied	9.2	12.3	19.7	10.0	6.0	22.9	12.3
Satisfied	52.8	40.7	44.5	35.8	28.3	49.7	37.4
Average	34.1	40.3	30.8	38.3	52.6	25.0	39.9
Not satisfied	3.5	4.8	3.5	13.3	11.0	1.7	7.7
Not at all satisfied	0.4	1.9	1.5	2.5	2.1	0.6	2.7

Summary and Conclusion

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Summary and Conclusion

- ❖ Three different Government's funding sources
- ❖ At least one site per final administrative unit
- ❖ Supplementary to Information access at home in urban
 - 25,000 PC bang (Private cyber cafe, 1 \$ per hour)
 - Essential to some school aged children in rural
- ❖ Future plan
 - Diverse types depending on the need and situations
 - 30 multipurpose Information Center(2004)
 - * 20 PCs, projector, various S/W
 - * e-learning, multimedia(CD, DVD, etc.) training, counseling

Thank you

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감사합니다



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