ICT Disability accessibility in developing countries
Good Practices Analysis

Institute of Developing Economies – JETRO

Senior Research Fellow

Soya MORI

Structure

1. Promising practices?

2. Good Practice Data Set

3. Analysis

4. Conclusion: Policy Questions

Promising practices?

- In terms of successfully advancing ICT to become more accessible, or /and helping PWDs in accessing/improving their participation in life.

- In the world, 5/6 people live in developing countries, where they have very restricted resources. To consider the accessibility to ITC, it would be very important issue for us.

Good Practice Data Set

- From 'Disability and Development' mailing list, which includes large amount of news articles from all over the world, mostly from developing countries (more than 14300 news)

- Checking the data from June, 2005 to April, 2012, we collected 67 practices.

Analysis 1

- Total 66 Cases (from June, 2005 to April, 2012)

- Country
  - 10 Cases: Ghana
  - 8 Cases: Malaysia
  - 6 Cases: Bangladesh, Qatar
  - 5 Cases: India

- Disability
  - PWD in general (42), Blind (16), Mobility (5), Deaf (3)

Analysis 2

- # Contents
  - – Training (17), National Policy (9), Software (6), Job (6), Contest (6), Seminar (4) , Assistance (4)

- # General Analysis
  - – Some countries has a <u>well-coordinated</u> national policy and training courses in ICT. (ex. Ghana)
  - – In technical assistance and instruction, <u>the global Giant ICT companies</u> play important roles. (ex. Microsoft)
  - – To conduct training courses/ workshops in ICT, <u>Disability NGOs</u> play important roles.

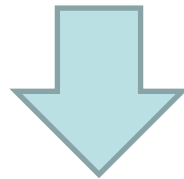IDE-JETRO **INSTITUTE OF DEVELOPING ECONOMIES**

POLICY QUESTIONS

1. What ICT policy set works and how and why?

- From the articles, we could not find the policies' operation effects.

- However, the *governments' motivation* to ICT development and Disability inclusion seem to be important for the success.

- To conduct the workshop/training/seminar, the Disability NGOs' cooperation is the key point.

2. Make a business case in the market

- Do we have evidence to showcase accessibility is a good investment that could motivate stakeholders including industry and benefit all?

- With <u>CSR and its long-run profitability prospect</u>, some <u>Giant ICT companies</u> conduct R&D in disability accessibility and become sponsor for software contests in the same field.

- <u>Bottom of the Pyramid</u> (Poor, but big consumer market)

THANK YOU!