Bridging the digital divide
-- Government's policy and practice

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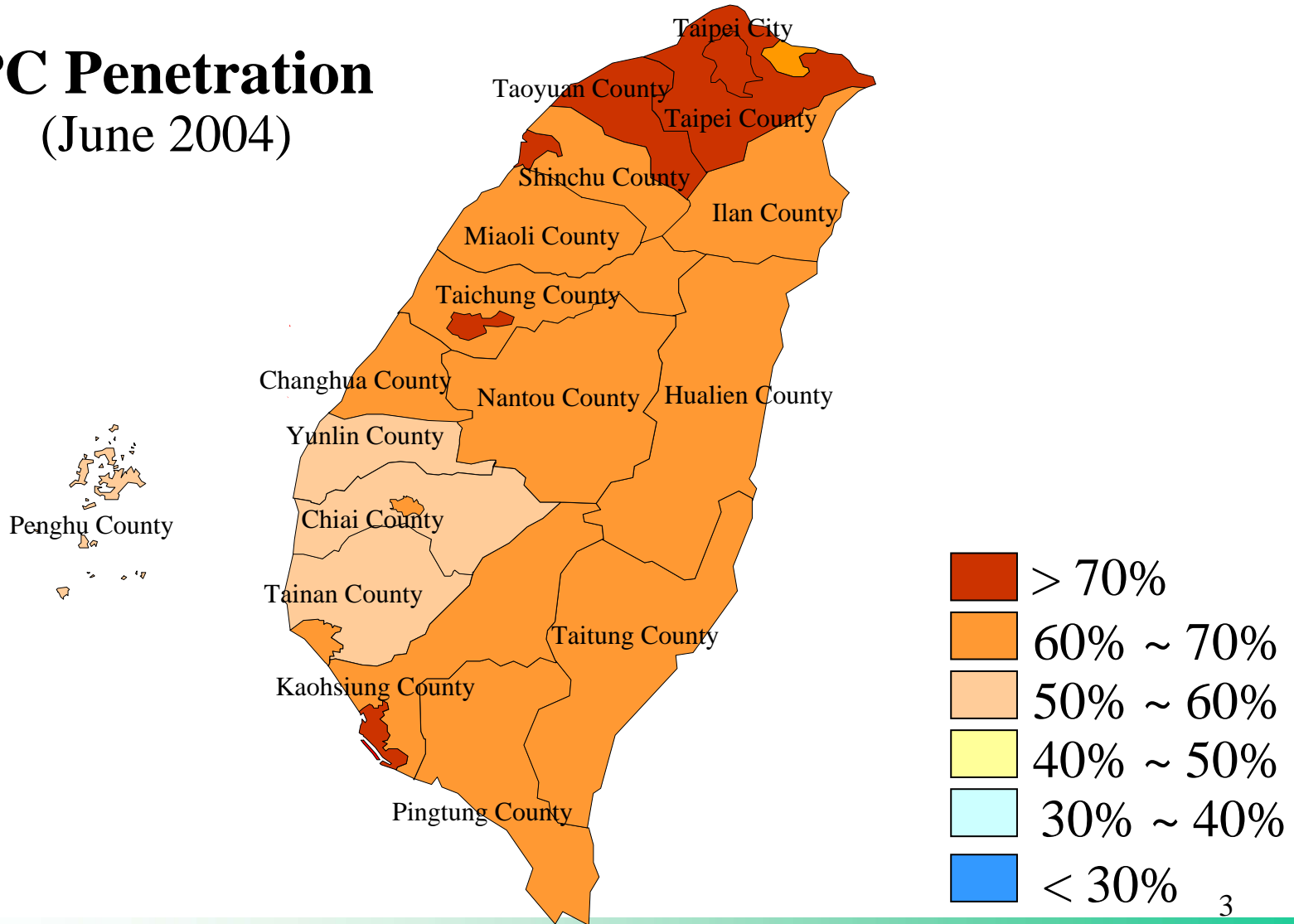Chinese Taipei

E-Readiness

July 2004

Items	Penetration Rate
Internet Population	56.49%
Broadband Population	48.99%
Households Connected	68.85%
Broadband Households	49.47%
Mobile Phone	106.45%
Cable TV	84.6%
* Total Population: 22.5 million	* Total Households: 5.5 million

Source: 1. Taiwan Network Information Center
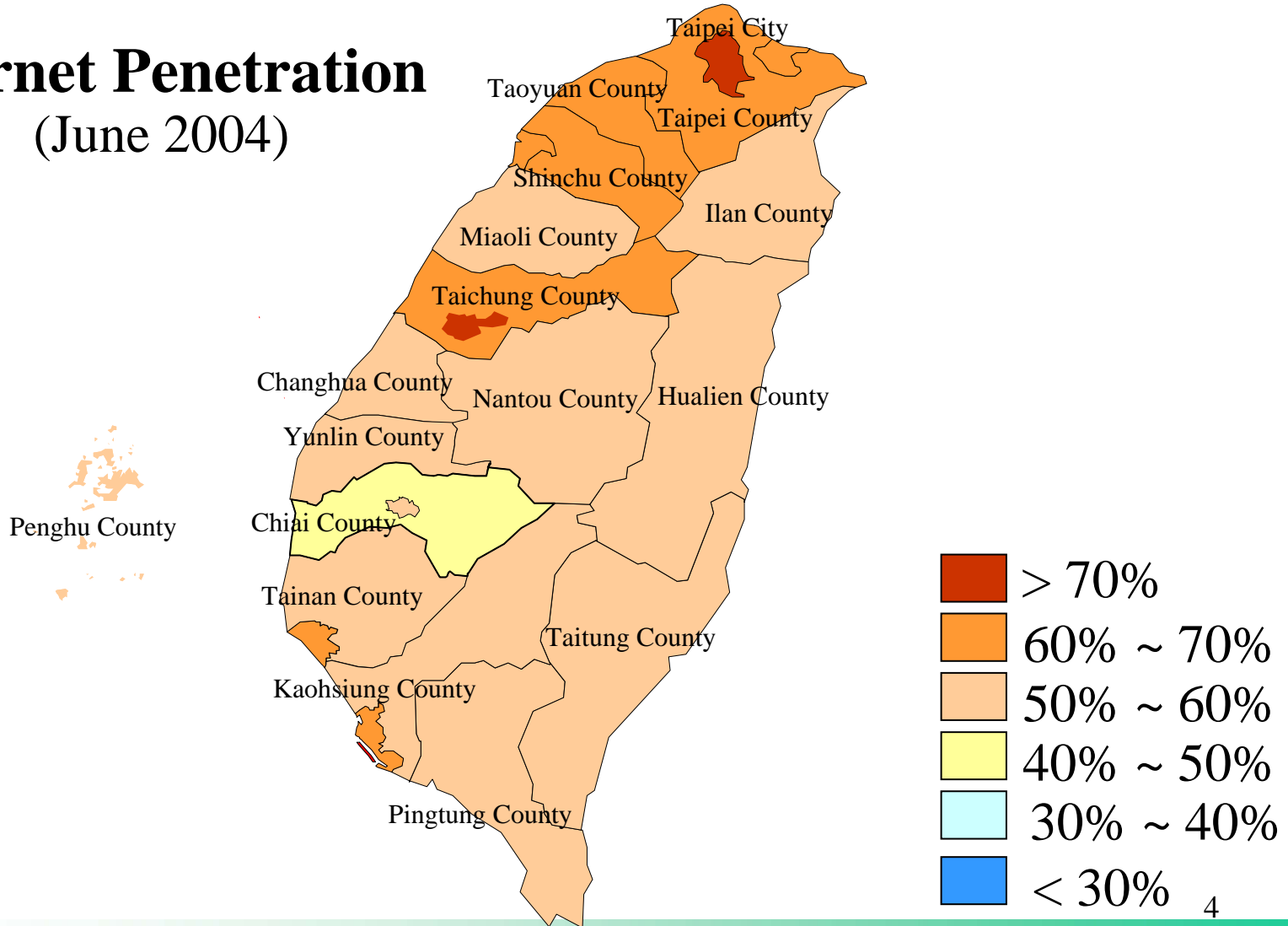2. Ministry of Transportation and Communications

The Gap in Geography

PC Penetration
(June 2004)

Taipei City

Taoyuan County

Taipei County

Shinchu County

Ilan County

Miaoli County

Taichung County

Changhua County

Nantou County

Hualien County

Yunlin County

Penghu County

Chiai County

Tainan County

Taitung County

Kaohsiung County

Pingtung County

> 70%

60% ~ 70%

50% ~ 60%

40% ~ 50%

30% ~ 40%

< 30%

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The Gap in Geography

Internet Penetration
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Kaohsiung County

Pingtung County

> 70%

60% ~ 70%

50% ~ 60%

40% ~ 50%

30% ~ 40%

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Citizens' Perspective

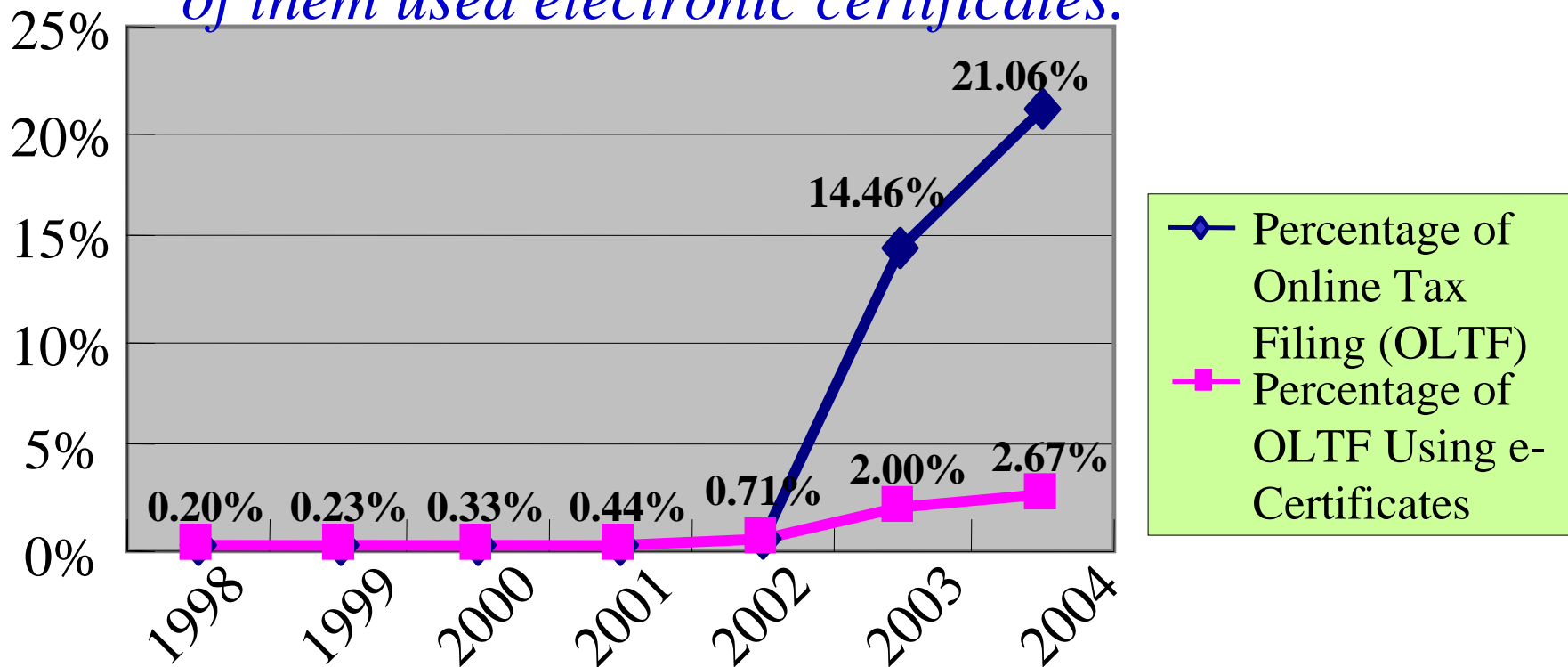| Items	Percentage
Citizens who had used government websites in last 12 months.	45.9%
Citizens who had submitted feedback or comments to government websites via email in last 12 months	10.7%
Citizens who had used e-government online services in last 12 months	22.1%

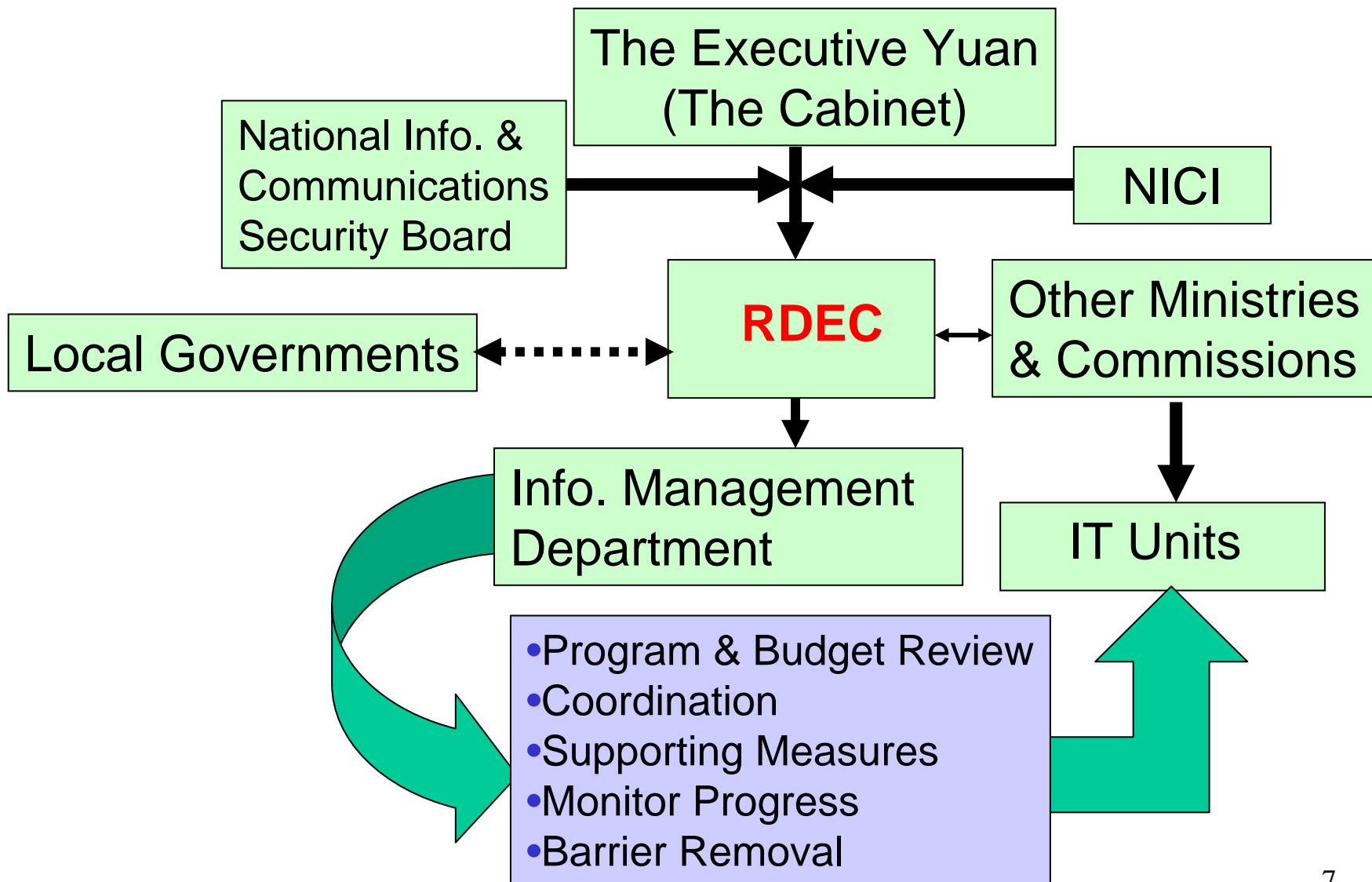Source: A survey by Research, Development and Evaluation Commission in Jun. 2004

The Gap in e-Gov Usage
-- The Case for e-Tax Filing Service (1)

In 2004, 21.06% of 4.85 million taxpayers filed individual income tax via the Internet, and 13% of them used electronic certificates.

Legend:
- Percentage of Online Tax Filing (OLTF)
- Percentage of OLTF Using e-Certificates

Data points (OLTF, dark blue): 2002 ~, 2003 14.46%, 2004 21.06%

Data points (e-Certificates, magenta): 1998 0.20%, 1999 0.23%, 2000 0.33%, 2001 0.44%, 2002 0.71%, 2003 2.00%, 2004 2.67%

E-Gov Implementation Mechanism

The Executive Yuan
(The Cabinet)

National Info. &
Communications
Security Board

NICI

RDEC

Local Governments

Other Ministries
& Commissions

Info. Management
Department

IT Units

- •Program & Budget Review
- •Coordination
- •Supporting Measures
- •Monitor Progress
- •Barrier Removal

Bridging the Digital Divide
-- Toward a Fair and Equitable Society (E-government perspective)

- Promote access to government information
- Make administrative procedures transparent
- Empower citizens
- Expand participation in public affairs
- Make government more accountable
- Promote fair competition
- Encourage community development

Policies Adopted (1)

NII Promotion Program (1997 ~ 2001)

- Construction of fiber telecommunication backbone
- Building wide-spread public information centers
- Internet-connected in every elementary and junior-high school
- Promoting telecommunication universal services
- Enhancing information education and training
- Developing digital content industry
- Establishment of 141 telecenters in remote areas

Policies Adopted (2)

Challenge 2008: National Development Plan.

- Strengthening information education for elementary and junior-high schools in remote areas

- Promoting information education and training programs for indigene

- Implementing information education and training programs for laborers, farmers, and senior citizens

- Establishing telecenters in remote areas

Policies Adopted (2)

Challenge 2008: National Development Plan.   --- continued

- Provide universal access service: broadband, TV for indigene, libraries in townships, telecenters

- Strengthen IT services for disabilities: remote areas, computer cycling, accessible websites, IT training for low-income, senior citizens, housewives

Telecenter Establishment and relevant experiences
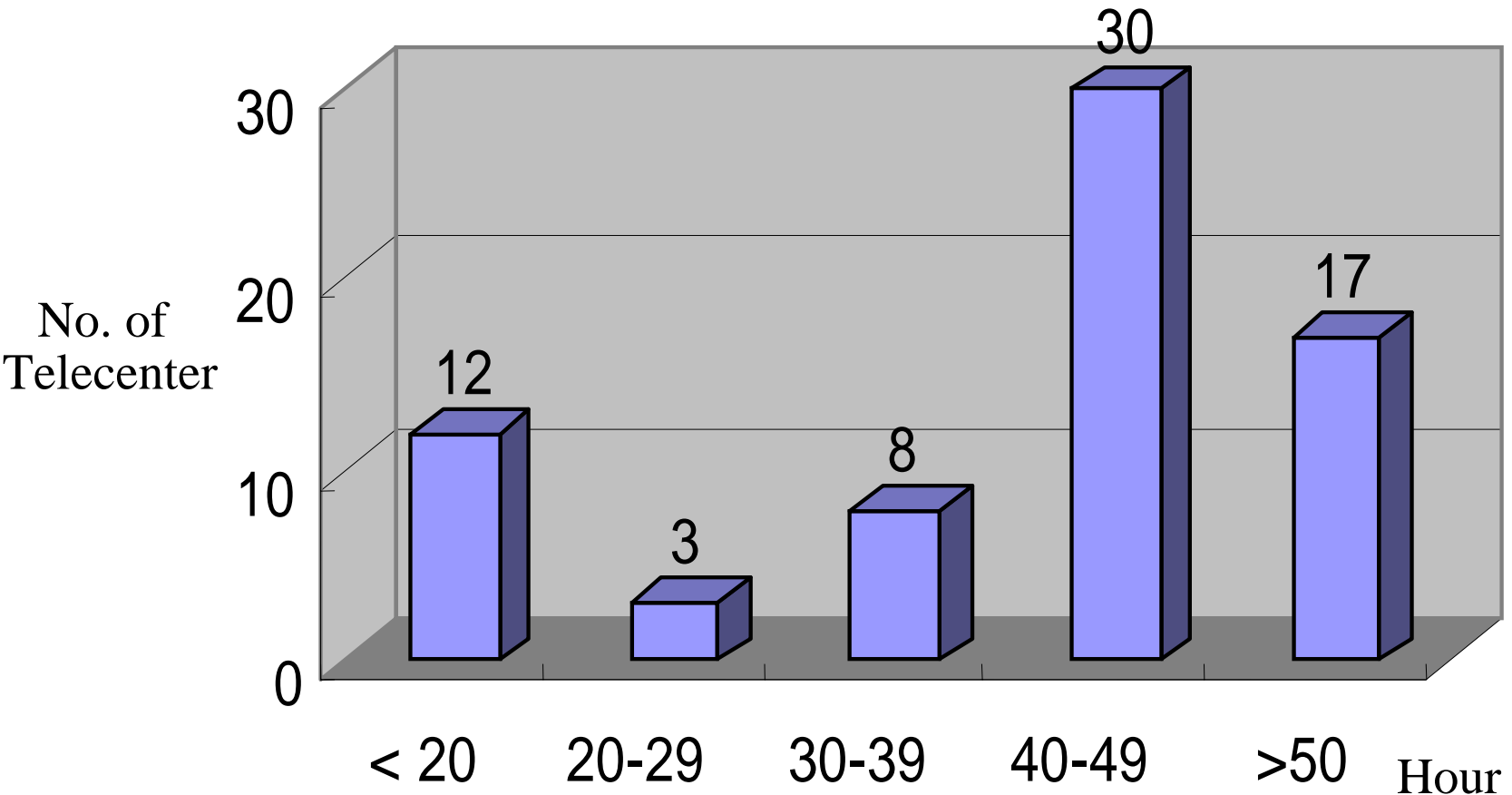
What **telecenter?**

- Internet access center in remote areas
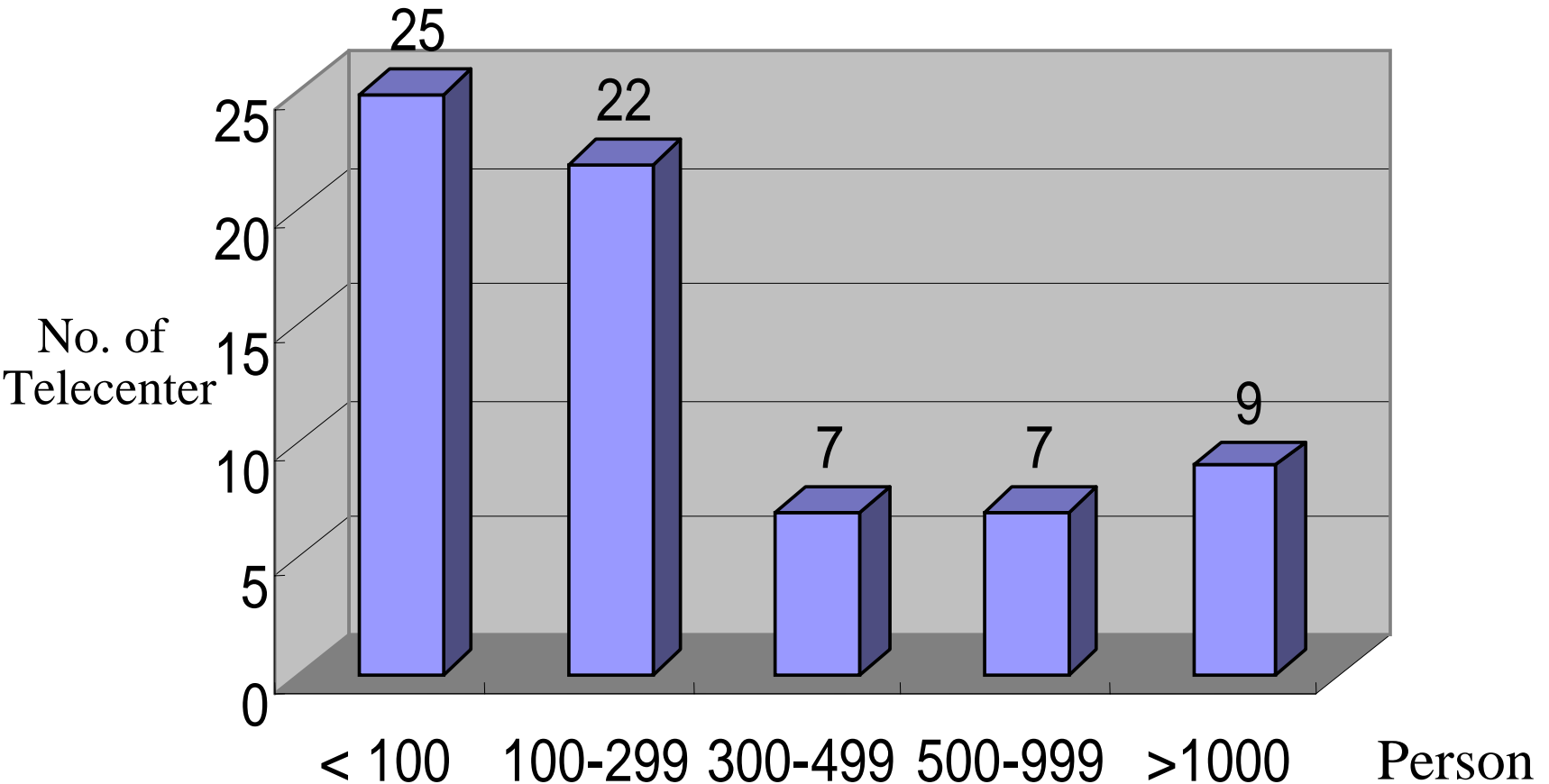- Information training/promotion center

Where **and** *Who* **about telecenter?**

- Rural/remote areas
- RDEC established 141 points for trial in 2001, 70 points in 2003, and 33 in 2004.
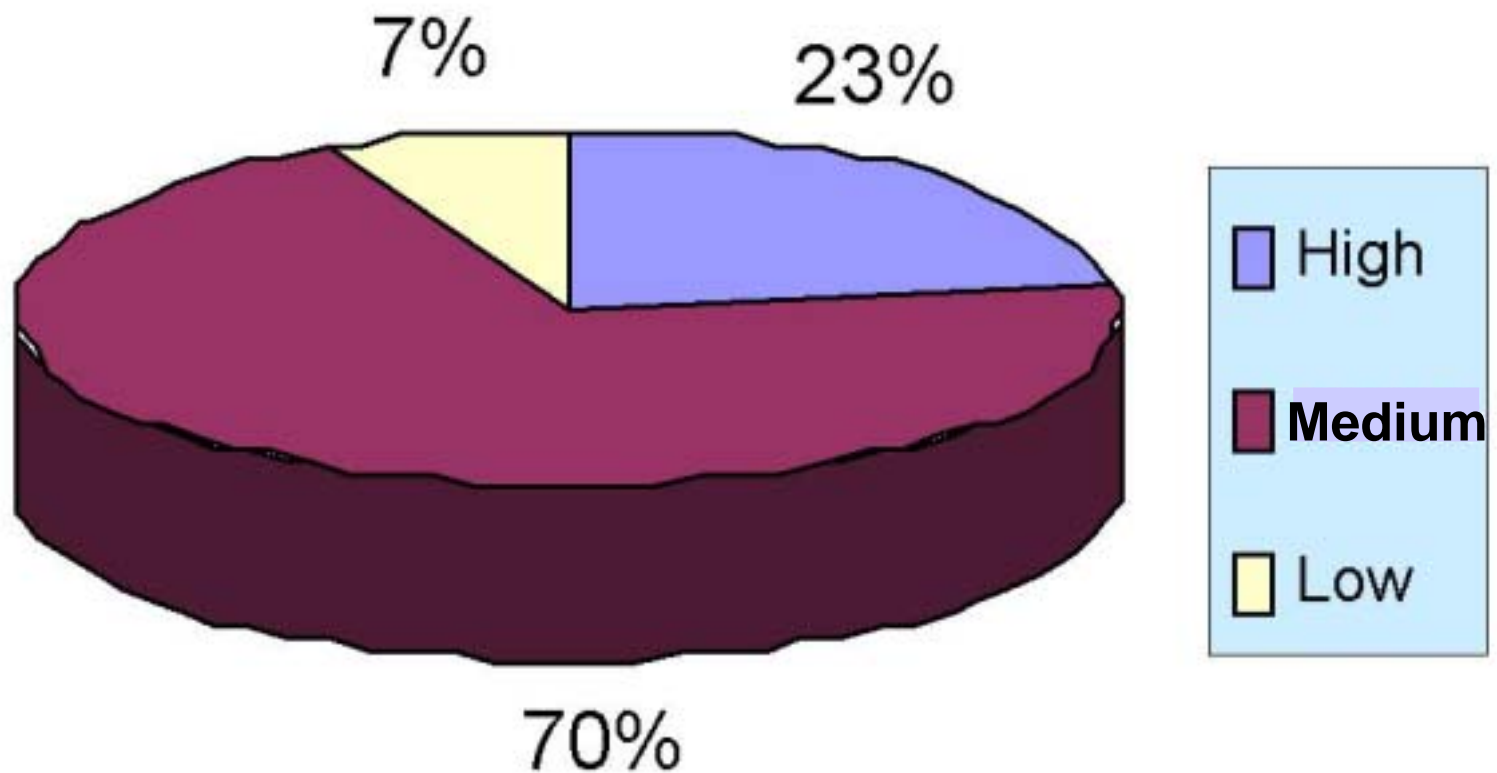- Local government's efforts
- Private sectors' contribution

Service Hours per Week

No. of Telecenter

	12	3	8	30	17

< 20   20-29   30-39   40-49   >50   Hour

No. of People Telecenters Served between Jan.-June 2004

User Satisfaction of Telecenters

7% 23%

70%

High

Medium

Low

Results and Lessons learned

- Few telecenters survived
- Maintenance cost underestimated
- Lack of local community support
- Lack of promotion and training
- Lack of qualified workforce
- Lack of content and services

How **telecenter (1)**

- Strategies:
  - Government support
  - Community involvement and ownership
  - Partner with private sectors/NGOs

How **telecenter (2)**

- Technical consideration:
  - Telecommunication: dial-up? ADSL? Satellite? Microwave?
  - Computer facilities: PC? Kiosk? Digital TV?

Multimedia Public Telephone

Handset

CCD Camera

10.4 inches Touch-Screen

Instruction

IC Card Reader

Printer

Telecommunication　XDSL 512/512K

Appearance of Main Screen

請 點選 下列服務 ▼

公用電話 → **Telephone**

影像電話 → **Video Phone**

e拍立傳

旅遊服務

網際網路 → **Internet**

電子郵件 → **E-mail**

生活萬象

列印服務

肯德基 線上優惠券 GO

多媒體公話機

使用說明　中文 English　回主畫面　鍵盤

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When Used as a Telephone

Take a picture and sent it out.

How **telecenter (3)**

- Training: cooperate with local schools, corporate donations

- Promotion and marketing: involved with local people's culture and life

- Content and services are key factors

Bridging the Digital Divide
-- International Cooperation

- Government's commitment and support
- Integrate resources from government and private sectors.
- Involvement of local communities
- E-government should take the lead.

Thank you

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