

Acquiring E-citizenship Skills in Disadvantaged Groups: Training of Housewives

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Outline

- Digital divide
- ICT literacy and E-citizenship
- Research methodology
- Findings
- Conclusions and recommendations

Digital divide

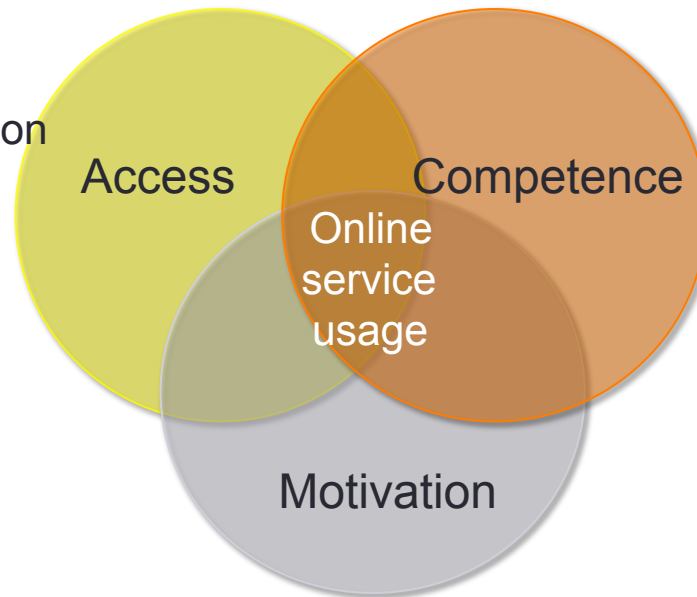
- **Gender:** One of the main reasons that exacerbates digital divide. (Merrit, 2011; Lin, Tang & Kuo, 2007).
- **Gender differences in** (Eurostats, 2007)
 - Basic computer skills
 - Computer use
 - Internet use
- **Turkey**
 - Computer use of housewives 20%

ICT Literacy and E-citizenship

- Citizenship rights and responsibilities
 - Civil
 - Political
 - Social
 - Economic
 - Cultural
- Digital divide is a major problem in the process of spreading e-government applications and for the fundamental stage in creating an information society.

Analysing eService Inclusion

Access to Internet
At suitable place
No functional restriction



Basic digital skills
Confidence in ability to learn
Help from relative friends

Use of equivalent traditional services
Other motivation indicators

E-citizenship in Turkey

- Transformation of society
- E-Turkey Action Plan (2003)
- Basic ICT skills Training; formal and informal
- Need to reorganize these programs for e-government applications/ transactions
- E-government portal: <https://www.turkiye.gov.tr/>

Aim and research questions

- This study aims to identify the essential skills that has to be taught in ICT courses which help housewives to acquire active and social e-citizenship skills.
- The research questions are;
 - What transactions do women need and prefer to carry out online applications?
 - What activities do they need to perform online for their social, individual and family needs?
 - Which essential ICT skills should be included in the course program?

Research methodology

- 65 housewives
 - The questionnaire was employed to the women who had completed an ICT course at Women Social Center of Ankara Municipality
- Paper-pen questionnaire
 - Created and tested based on the related literature (Robinson, 2006; Adapting E-Learning.., 2005; ECDL Foundation, 2006)
 - E-inclusion applications selected from in e-government portal which served at <https://www.turkiye.gov.tr/>

Research methodology

- Assessing the e-citizenship ICT skills with
 - 45 questions
 - 40 multiple choices questions in five groups
 - Search skills,
 - Precautions,
 - Obtaining information from Web,
 - e-Participation –
 - Online inclusion
 - E-government Applications (<https://www.turkiye.gov.tr/>)
 - 4 descriptive questions
 - 1 open ended question
- Assessing their importance perceptions for each question

Limitations

- Course periods
- Hard to convince women
- Time consuming data collection process

Findings - descriptive

- Half of the respondents age between 51-60 (48%).
 - Age 41-50 (25%), 31-40 (15%), younger than 30 (11%)
- Most of the respondents graduated from high school (42%)
 - 14% Primary school, 18% Secondary school, University (18%), 8% has no any education, only literate.
- 83% of the respondents have computer at home that they can use.
- 29% of respondents have smart phones.

Findings

	I don't know what it is		I know what it is but I never did		I need to learn more		I can do it easily		Perceptions					
	n	%	n	%	n	%	n	%	Important		I'm not sure		Not important	
Search	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Making search with Google	10	15	5	8	15	23	35	54	58	89	1	2	6	9
Search by navigating in a Website with hyperlinks	26	40	1	2	11	17	27	42	49	75	10	15	6	9
Copy and paste an URL from a Web page	29	45	5	8	16	25	15	23	37	57	19	29	9	14
Save an image from a Web page	35	54	4	6	12	18	14	22	39	60	9	14	17	26
Print a Web page	30	46	8	12	12	18	15	23	35	54	11	17	19	29
Add a Web page to the favourites	39	60	2	3	15	14	15	23	39	60	15	23	11	17
Precautions														
Taking the precautions to unwanted/spam (advertisement, cheated) e-mails	24	37	12	18	14	22	15	23	60	92	1	2	4	6
Taking the precautions to computer viruses	23	35	10	15	21	32	11	17	63	97	1	2	1	2
Taking the precautions to providing confidential personal information to the Internet	25	38	6	9	24	37	10	15	63	97	1	2	1	2
Know a citizen's consumer rights and protection for citizen when purchasing through the Internet	25	38	9	14	13	20	18	28	51	78	2	3	12	18
Know the risks of uncontrolled access to the Internet by children and to take precautions	23	35	13	20	17	26	12	18	37	57	17	26	11	17
Obtaining Information														
Retrieving information from websites of newspapers, TV channels etc.	17	26	9	14	8	12	31	48	50	77	9	14	6	9
Retrieving information from government web sites about social security, women rights etc.	13	20	22	34	9	14	21	32	50	77	9	14	6	9
Retrieving information of activities from municipality web site	17	26	24	37	4	6	20	31	42	65	9	14	14	22
Retrieving information from bank web sites (exchange rates, credits etc)	15	23	25	38	14	22	11	17	33	51	27	42	5	8
Retrieving timetable of train, coach, plane etc.	12	18	16	25	12	18	25	38	62	95	1	2	2	3
Retrieving course information from institutions web sites	12	18	27	42	5	8	21	32	33	51	12	18	20	31
Retrieving information for seeking job	19	29	27	42	7	11	12	18	29	45	9	14	27	42
Retrieving information about health services	19	29	14	22	9	14	23	35	61	94	1	2	3	5
Retrieving information about personal interests	24	37	13	20	10	15	18	28	37	57	18	28	10	15

Findings

	I don't know what is it		I know what is it but I never did		I need to learn more		I can do it easily		Perceptions					
	n	%	n	%	n	%	n	%	Important		I'm not sure		Not important	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
e-Participation-Online inclusion														
To fill online forms on the web	15	23	17	26	17	26	16	25	45	69	10	15	10	15
To understand the importance of information on the online forms and to be careful while filling	16	25	14	22	19	29	16	25	57	88	4	6	4	6
To know the risks of providing credit card details while filling forms and to take precautions	20	31	16	25	23	35	6	9	57	88	4	6	4	6
e-Inclusion Applications														
Sending an e-mail to the newspapers, TV channels etc.	15	23	25	38	7	11	17	26	22	34	24	37	19	29
To apply for criminal record	27	42	12	18	10	15	15	23	26	40	11	17	28	43
Paying the automobile taxes from web	28	43	17	26	4	6	15	23	26	40	9	14	30	46
To get information about automobiles (penalty, assurance etc.)	27	42	18	28	4	6	15	23	32	49	4	6	29	45
To apply for getting passport	18	28	25	38	14	22	7	11	39	60	11	17	15	23
To apply to the government office for cell phone problems	30	46	17	26	12	18	5	8	26	40	7	11	32	49
To get information from the web site of Government of National Education about primary education issues	21	32	21	32	7	11	15	23	35	54	4	6	26	40
Changing address records	32	49	8	12	14	22	10	15	48	74	2	3	15	23
To download and filling online forms from government institutions	14	22	20	31	22	34	8	12	55	85	5	8	5	8
To get voter information from government information	19	29	17	26	14	22	14	22	58	89	4	6	3	5
To pay bills (Phone, electricity, cable TV, etc)	12	18	25	38	19	29	8	12	59	91	3	5	3	5
To use online banking services	19	29	13	20	24	37	8	12	53	82	3	5	9	14
To buy ticket for train, plane, coach etc.	15	23	17	26	17	26	15	23	63	97	-	-	2	3
To make a reservation to hotel/holiday organization	13	20	24	37	15	23	12	18	58	89	-	-	7	11
To attend the e-learning courses	23	35	18	28	6	9	14	22	27	42	16	25	22	34
To apply for job	24	37	22	34	9	14	9	14	30	46	8	12	27	42
To take an appointment for health services	13	20	18	28	20	31	13	20	61	94	-	-	4	6

Findings - Age

Know the risks of uncontrolled access to the Internet by children and to take precautions				
		Important	I'm not sure	Not important
Age	Younger than 30	7	0	0
	31-40	9	1	0
	41-50	14	2	0
	51-60	29	1	1
	Older than 61	1	0	0

To get information from the web site of Government of National Education about primary education issues				
		Important	I'm not sure	Not important
Age	Younger than 30	7	0	0
	31-40	9	1	0
	41-50	11	2	3
	51-60	8	0	23
	Older than 61	0	1	0

Findings - Education

Retrieving information from government web sites about social security, women rights etc.

		I don't know what is it	I know what is it but I never did	I need to learn more	I can do it easily
Education	Primary school	5	2	2	0
	Secondary school	0	6	0	6
	Hig scholl	0	9	3	15
	College	8	0	4	0
	Other	0	5	9	0

Retrieving course information from institutions web sites

		I don't know what is it	I know what is it but I never did	I need to learn more	I can do it easily
Education	Primary school	4	2	2	1
	Secondary school	0	8	0	4
	Hig scholl	0	12	3	12
	College	8	0	0	4
	Other	0	5	0	0

Conclusions and recommendations

- The search skills of housewives needs to be improved and effective use of browsers has to be taught in the courses.
- Housewives need to learn more about risks and precautions of the information technologies for social inclusion.
- Housewives know that they can get lots of useful information from the Web, but they need more confidence to experience it. The course content has to be focused on these issues as well.

Conclusions and recommendations

- Course contents should also be focused on these applications:
 - To download and fill online forms from government institutions
 - To get voter information from government web sites
 - To pay bills (phone, electricity, cable TV, etc.)
 - To use online banking services
 - To buy tickets for train, plane, coach, etc.
 - To make reservations for hotel/holiday
 - To take appointments for health services
- The ladies confused about purchasing Internet. They need to courage and to feel confidence for purchasing. Course contents has to stres these issues.
- Age is a distinctive factor for using some services / applications
- Age is a distinctive factor for using some services / applications

Further research

- Housewives don't feel free while filling questionnaire.
- More qualitative researches has to be done on different age groups and people that has different educational backgrounds
- Some researches has to be done with broader groups and for long periods.
- Local and national institutions have important role for improving e-citizenship

Thank you

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