ICT4B Social Science Team
India Results
Summer 2004

“What matters is not the technology itself, but the social or economic system in which it is embedded”
Winner, 1986 – The Social Shaping of Technology

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Overview of Presentation

- Social Science and Technology
- Goals for Summer
- Trip Overview
- Key Issues
  - Design
  - Deployment
- Partners
- Recommendations
Social Science and Technology

- Technology-Driven Projects
  - Green Revolution in India

- Lack of consideration of social/political issues

- The ICT4B Opportunity

Goals for Summer ‘04

- Organizations
  - Civil Society
  - Government
  - Private Sector
Goals for Summer ’04 cont.

- Interview plan
  - Organizational history
  - Selection criteria
  - Deployment processes
  - Effectiveness
  - Interactions with other groups
  - Salient needs
  - Economic, social and political constraints and environment

Trip Overview

- Karnataka
  - India Development Services
  - Tel-Nek
  - Bhoomi
  - World Links
  - Azim Premji Foundation
  - Narayana Heart Hospital
- Kerala
  - Akshaya
- Tamil Nadu and Pondicherry
  - Dhan Foundation
  - IIT Chennai
  - STAR
  - MSSRF
  - AID India
Key Issues - Design

- Social investment
  - Evaluating the process
  - Researching needs and opportunities
  - Engaging the community
  - Recommendations for ICT4B

Key Issues – Design cont.

- Applications
  - Expressed needs
    - Soil and water quality testing
    - Blood Testing
  - Public versus private goods
    - Ex. General Information vs. Private Services
  - Recommendations for ICT4B
Key Issues – Design cont.

- Hardware
  - Build new versus modify

- Regulatory environment
  - Infrastructure
  - Hardware

Key Issues - Deployment

- Ownership structure
  - Public, private, community, mixed

- Inclusion of Marginalized Groups

- Awareness-building
Key Issues – Partners

Akshaya
- Organization overview
  - Kerala state government project
  - 600+ current tele-centers in Malappurum
- Status
- Risks
  - Scalability
- Recommendations
  - Research sustainability factors
    - entrepreneur profiles
    - number of closed centers
    - plan for state deployment model
  - Evaluate phase two progress

Key Issues – Partners cont.

MSSRF
- Organization overview
  - 10+ years experience in Pondicherry with Biovillages
  - Knowledge Center project
- Status
- Risks
  - Sustainability
- Recommendations
  - Investigate ownership structure
  - Research volunteer model
Key Issues – Partners cont.

Dhan Foundation

- Organization overview
  - 10+ years experience with development projects, emphasis on Tamil Nadu
  - Tele-center and community college initiative
  - Emphasis on social investment, inclusion of marginalized groups and long-term sustainability

- Status
- Risks
  - Donor funded
- Recommendations
  - PI meeting with Dhan Winter ‘04
  - Research ownership and sustainability model

Key Issues – Partners cont.

India Development Services

- Organization overview
  - 20+ years development experience in Karnataka
  - Wide variety of projects

- Status
- Risks
  - Little technology project experience
- Recommendations
  - Work with technology team to evaluate potential for partnership
Recommendations

- Develop appropriate social investment plan
- Discuss feasibility of expressed needs for applications with technology team
- Consider public-private good implications in technology design
- Determine hardware model in light of local knowledge of and comfort with existing technologies
- Understand regulatory constraints for technology deployment

Recommendations

- Research:
  - Social investment models
  - Ownership structure and sustainability models
  - Deployment options including consideration of marginalized groups, awareness-building strategy
  - Regulatory environment