

# **ICT and social inclusion in the everyday life of less abled people**

**Key Deliverable  
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## Executive Summary

This research examines the ICT use in the everyday life of less abled people. Political programmes often designate these people within vulnerable groups excluded or at risk of exclusion. These groups include the unemployed, physically disabled and older people. The aim in this project is to go beyond utopian beliefs in the social impacts of ICTs to argue that while ICT use may be a prerequisite for participation in the information society, it may also create new forms of exclusion. Thus, the main objective of this research is to understand the relationship between ICT use and inclusion/exclusion experiences in the everyday life of less abled people.

The analysis addresses the inclusion impacts of specific diffusion initiatives in the form of two cases studies, an ICT training program for unemployed people and a call-centre employing physically disabled people, and the ICT appropriation processes which contribute to individual “self-designated” trajectories of inclusion among the three selected groups.

The two main research questions are:

- How do the organisational factors and project management resulting from the translation of political aims into a specific context of use influence the translation of various interests (political, local, organizational, individuals) over time to create inclusion or exclusion of less abled people in their everyday life?
- How do the values imbedded in ICT use through appropriation by the less abled contribute to the construction of a “self-designated” inclusion or exclusion in various spheres of their everyday life and so to a multidimensional construction of inclusion?

Both case studies highlight how translation processes operating overtime may influence the relative success or failure of diffusion projects. On the one hand, the investigated cases partly succeeded in giving less abled people their first opportunity to participate in socio-economic processes. On the other hand, they partly failed to achieve their original goals of inclusion. Comparative results from both cases point out many obstacles in the translation of ‘diffusion’ political aims into everyday inclusion experiences.

The comparison of various individual interviews raised the issue of the incorporation of specific values through the appropriation of ICT use. The analysis of those values lead to a distinguishing between three transversal categories representing three specific appropriation

modes that were observed among the three less abled groups and among people having various socio-demographic profiles. Those appropriation modes also reflect different constructions of inclusion through ICT use and vary from “utopian” to rational or “dystopian” attitudes vis-à-vis ICT use and social inclusion.

In conclusion, the research report raises some key-questions for the development of European *e*Inclusion strategies and suggests some innovative ways to better address everyday experiences. The main political question concerns the realism of ICT-based projects for an inclusion policy in the everyday life of less abled people.