

Mobile Technology bridges the Digital Divide: Case of Kosovo

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Abstract

The digital divide is a global problem with which the population is able to access and use the information and communication technology, when the access is somehow available. This “divide”, in terms of access to ICT, can be found among developed and developing countries, within a country among rural and urban areas, rich and poor, educated and non-educated and white and non-white.

The Republic of Kosovo is also affected by this phenomenon and harmful effects of the digital divide due to the very low level of territorial coverage with fixed telephony and internet services. In developing countries, mobile technologies are seen as a possibility for overcoming the digital divide by delivering services in those areas where the infrastructure required for internet or wire telephony services is not a viable option.

This study analyzes the mobile opportunities in the Republic of Kosovo. Findings show that the penetration of mobile telephony and mobile internet is satisfactory and comparable to the developed countries.

Increasing penetration of mobile broadband as opposed to fixed broadband in the Republic of Kosovo will be an incentive for the Government to take a new direction towards mobile government services accessible through mobile devices, thus enabling a fast and ubiquitous Government.

Keywords: Mobile Technology, Digital Divide, ICT, mobile Government.

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