Leaving No One Behind: lessons learned from accelerated digitalization during COVID-19 in S.Korea

Jaewon Byun
Director of Policy
Solidarity Against Disability Discrimination
Korea’s mobile internet speed is 3.4 times faster than the world average of 35.96 Mbps. Its speed also has become 10 percent faster in September compared to a month earlier."

“Korea which was the first in the world to commercialize 5G network service has the quality of internet service also improved by cleverly choosing medium bandwidth for wide coverage, said an industry expert.”

- S. Korea boasts fastest internet connection, triples the global average, Pulse, Oct. 28. 2020
Survival Strategies during COVID-19 era: On-tact or Un-tact

“Through online activities, not only various company events, but also social networking, club activities, and even the ‘love business’, so-called ‘on-tact’ is a daily routine.”

-The era of Onyeon is coming!, Break News, Oct, 22, 2020

“Untact’ is a new, unfamiliar word that appeared with the new COVID-19. ‘Un’ was added to the word ‘tact’, derived from ‘contact’, to signify a contactless environment.

-“Sincerity is More Important in a Contactless World…COVID-19 is an Opportunity for the Top Content Creators”, In The News, Sep. 3. 2020

Significantly Increase untact-themed stocks’

<table>
<thead>
<tr>
<th>Sector</th>
<th>Stock</th>
<th>Increase rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telemcommuting</td>
<td>RSUPPORT</td>
<td>94.7</td>
</tr>
<tr>
<td>Online education</td>
<td>YBM Net</td>
<td>59.5</td>
</tr>
<tr>
<td>E-commerce</td>
<td>GaeaSoft</td>
<td>127.38</td>
</tr>
<tr>
<td>Game</td>
<td>NCSoft</td>
<td>18.6</td>
</tr>
</tbody>
</table>

*From Dec. 30 in 2019 to April 20 in 2020

Source: Korea Exchange (KRX)
What problems remain untact-based approach of disabilities in their personal life?

- Unaccessible kiosk for wheelchair users
- Irregular UI of app setting
What problems existed ontact-based approach of disabilities in their online communication?

distance learning for developmental children

unable home-taxation paying for blind
We no worries about penetration of internet, smartphone... but,

PWD need those

1. Update and revise accessibility guideline
   - online web/app accessibility
1. Universal-design facilities
   - accessible Kiosk for disabled
1. All welcome contents
   - distance-learning, home-tax and banking, easy-to-read official documents
The most important premise is that

- not totally depending on IT/IoT technology,
- but strengthen public care service in F2F

for Leaving No One Behind