

# Leaving No One Behind

: lessons learned  
from accelerated digitalization  
during COVID-19 in S.Korea



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# Overview : World ICT Leader in S.Korea

## Internet penetration No.1 in Asia

INTERNET PENETRATION AMONG THE POPULATION  
IN SOUTH KOREA IN 2018

95.9%

NUMBER OF SOUTH KOREAN INTERNET USERS 2019

46.35m

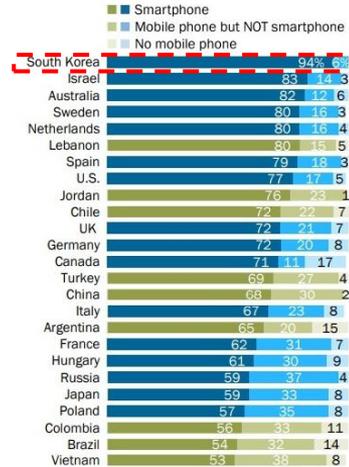
SOUTH KOREA'S INTERNET PENETRATION RANK IN  
ASIA AS OF JUNE 2020

First place

## Smartphone penetration No.1 in the world

Global divide on smartphone ownership

Adults who report owning a ...



*“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'**

**Untact-themed stocks' increase rates** (Unit: %)

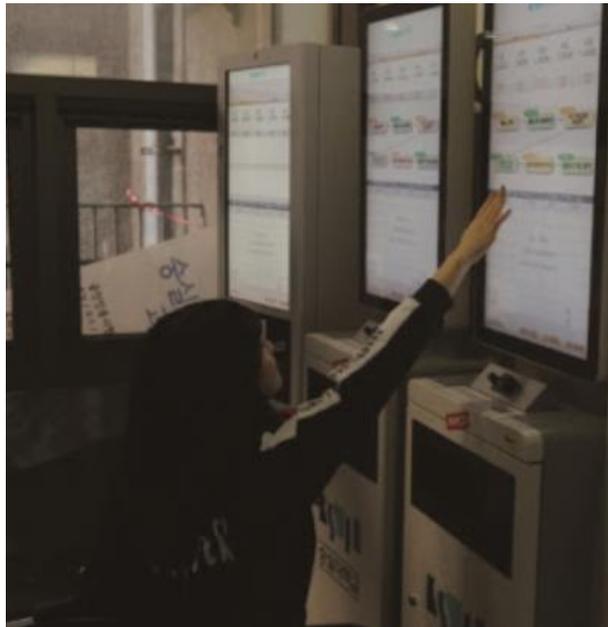
Sector	Stock	Increase rate
Telecommuting	RSUPPORT	94.7
Online education	YBM Net	59.5
E-commerce	GaeaSoft	127.38
Game	NCSOFT	18.6

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

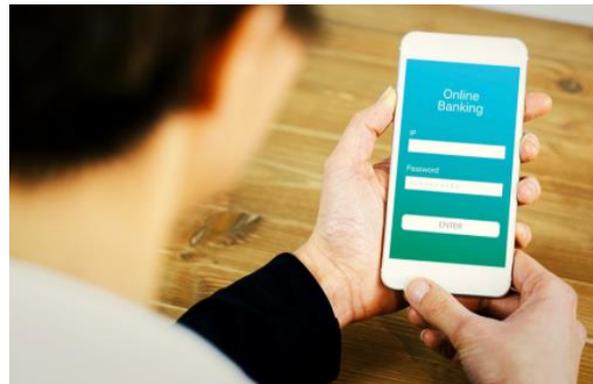
Source: Korea Exchange (KRX)

# 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 on contact-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**