GAP INDICATOR FOR MEASURING DIGITAL DIVIDE

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Abstract

The paper intends to present a new type of metrics for pointing out the differences in reaching a certain level of development – in this case – the penetration of internet users in the country population by building an indicator inspired from gap analysis. The application of the gap analysis is made on an aspect correlated to one of the most disturbing processes of the current days – the digital discrepancy in having and using access to the Internet services. Generally described, the gap analysis is an assessment tool to help identify differences between various information systems or applications. A discrepancy or a gap is sometimes called "the space between the actual state in one organization and that one desired/aimed; by seeing the observed reality in terms of differences or gaps or divergent paths from the common trends, the one interested in administration the observed system may conduct analysis exercises that helps bridging that space and time to reaching the targeted state, by highlighting which requirements are being met and which are not. The tool provides a foundation for measuring the investment of time, money and human resources that's required to achieve a particular outcome.

The "*digital divide*" is the division between those who have access to ICT (information and communication technology) and are using it effectively, and those who do not. The emphasis on the subject is given by the fact that ICT is increasingly the foundation of domestic competitiveness, and the base for developing our societies and economies. The digital divide regards a phenomenon was initially used for register the technical, physical barriers brought by the various rhythms of promoting ICT tools in business and private life of citizens. Lately, the concept is used by the policy makers more to emphasis shifted towards social barriers.

Keywords: digital divide, ICT, metrics.

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