

Equal access to “services of public interest” for all

Input to panel session

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Key issues

- Needs to be defined as a key issue both for eInclusion and social inclusion
- Needs focused policy and research initiatives that address all aspects:
 - Defining the scope of “services of public interest” and the policy instruments that relate to this field (“e” and other)
 - Measuring how access to, usage of and outcomes of such services of public interest (online and offline) is changing, for which groups
 - Assessment of the implications for the welfare and social inclusion of citizens
 - Taking appropriate action (addressing both online and offline modes):
 - EU – Directives, OMC and other measures
 - Member States / regions – supply (defining access and quality standards) and demand (awareness, skills, motivation)
 - Service providers – (equal) attention to the diversity of the user base

