

行政院及所屬各機關出國報告

(出國類別：會議)

出席聯合國資訊社會高峰會亞洲區域會議
報告

服務機關：行政院研考會

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行政院研考會
編號欄

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行政院及所屬各機關出國報告提要

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出國計畫主辦機關/聯絡人/電話：

行政院研考會/林裕權/02-23419066 轉 803

出國人員姓名/服務機關/單位/職稱/電話：

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關鍵詞：資訊社會

內容摘要：

記錄說明參與聯合國資訊社會高峰會亞太區域（東京）會議活動，以及瞭解資訊社會相關議題內容與最新發展趨勢之情形。

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1. 東京宣言全文
2. 照片

壹、目的

透過實質參與聯合國資訊社會高峰會活動，瞭解資訊社會相關議題內容與最新發展趨勢，並藉由積極參與提升我國國際能見度。

貳、緣起

行政院研考會決定派員參加本次會議係緣於中央大學劉靜怡教授的聯繫協調，渠認為本次會議台灣可透過非政府組織的管道參與，機會難得，應積極爭取。本會遂派員以台灣網路資訊中心代表的名義，報名參加。惟會議主辦單位日本總務省受中國大陸的壓力，對於我方的報名註冊作業特別緩慢，直至會議開始前四天才正式通知接受我方的報名。

參、過程

會議前協調準備：

為了積極參與本次會議，對會議有實質的貢獻，藉以提升我國國際能見度，經參考主辦單位所規劃會議內容，乃協調中華經濟研究院陳麗瑛博士，確定其於所籌辦的國際研究發展基金會(IRFD)周邊會議中，納入台灣網路資訊中心代表為與談人。另外，亦撰擬了一份報告(Input Paper，如附件一)

以台灣網路資訊中心的名義送交大會參考。

一月十日：晚間七時半入宿東京品川王子飯店 (Shinagawa Princess Hotel)，依照中華經濟研究院陳麗瑛博士的交代，與日本 Shii Okuno 教授電話聯繫，確定明日下午國際研究發展基金會(IRFD)所舉辦周邊會議相關事宜。Okuno 教授確定會提前二十分鐘抵達會場，陳麗瑛博士因飛機班次預定遲到三十分鐘，我必須提前前往做場地檢視與做最後會議準備事宜。

一月十一日：上午十一時抵達位於東京涉谷之聯合國大學，檢視 IRFD 預定於當日下午三時半召開之周邊會議場地，經洽校方人員增加座椅數量，並著手佈置桌椅，準備茶水紙杯與製作主持人、與談人員名牌、簽到冊，同時也將我方以台灣網路資訊中心名義所撰寫的報告一疊置於簽到桌上，供來賓取閱。另外，對於該校公布會議開始時間為下午一時，與真正會議開始時間的差距問題，洽請該校協助相關因應措施，包括開放該校視聽中心供來賓使用。約自十二時五十分起，陸續有參加人員抵達，均婉予說明，請其於三時三十分再返回會場。其後陸續有與談人抵達，除了予以接待並自我介紹外，並介紹與談人相互認識，殆 Okuno 教授抵達後，再

將所有與談人介紹與其認識。之後，會議於三時三十分開始，由 Okuno 教授主持，陳麗瑛博士擔任共同主持人，我國有太世科公司黃光彩總裁及中央大學劉靜怡教授（同時為台灣網路資訊中心 TWNIC 代表）擔任與談人，做相關報告，全場與會人員共約四十人。會議至下午六時結束。這場會議中，我個人受陳麗瑛博士之託（她無法準時抵達會場），幸能充分發揮在會議現場的協調支援功能，儼然成了會議主辦單位人員，最後聯合國大學有宣佈事項，竟也洽由我代為向與會來賓說明，事後想來也覺得有趣。

一月十二日：下午一時參加世界銀行舉辦的周邊會議，會議室和昨日的 IRFD 會議相同。因會議所討論縮短數位落差、建置偏遠地區資訊中心之議題，乃個人過去工作有實際經驗之領域，故於會中積極發言，提出相關看法與論點共三次，共計五項論點，包括：加強發展電子化政府殺手及應用，建立民眾使用網路的誘因；社區資訊服務中心必須採用可降低維運成本的技術和設備；結合學校資源發展社區資訊服務中心服務；加強政府的策略性支持，並建立與民間資源整合與合作的機制；加強運用數位電視的技術。另外，會議前亦再將我方以台灣網路資訊中心名義所撰寫的報告一疊置於簽

到桌上，供來賓取閱

一月十三日：

早上於會議前與鄰座人員互換名片之後，發現彼為大會主辦單位日本總務省官員（總合通信基盤局國際部國際協力課長），渠表示此次會議中國大陸對台灣出席一事甚為敏感與關切，以致於大會核准我方報名註冊作業有所延誤，對之渠特別表示歉意。本日會議依序進行如下：

一、開幕典禮：由日本外務省政務官 Ms. Shinako Tsuchiya 及總務省若松副大臣(Mr. Kaneshige Wakamatsu, Senior Vice-Minister for Public Management, Home Affairs, Posts and Telecommunications)分別致歡迎詞。貴賓致詞包括：聯合國教科文組織(UNESCO)、聯合國發展計畫(UNDP)、世界銀行(World Bank)、亞太電訊組織(APT)及資訊社會世界高峰會秘書處等代表。其中世界銀行代表--副總裁 Dr. Motoo Kusakabe 講詞內容彙總了前一日周邊會議的討論內容，具體而豐富，值得摘錄說明。在貴賓致詞之後，中國大陸代表隨即提出本次會議有關非政府組織資格審查的程序問題，中國大陸認為會議主辦國無權逕行審定各國非政府組織參與本次會議。澳洲代

表發言支持公民社會的參與，並建議大會將中國大陸的意見做成紀錄，繼續會議的進行。伊朗和印尼則建議大會組成專案小組進行中國大陸所提議題的討論。最後，大會主席裁決將此爭議做成紀錄並結束開幕典禮（此時中國大陸代表仍站著高舉國名的壓克力牌，欲做發言）。

二、分組討論：十時三十分起開始進行分組討論，同時間內均有兩個議題討論進行，我僅能擇其一參加。個人所參加的分組討論依序如下：

(一) 議題 I -- Connectivity and the information society in Asia：此議題的召集單位為國際電訊聯盟，會議主席為香港特區政府電信總局局長 Mr. Anthony Wong，引言人(Moderator) 為國際電信聯盟亞太區域辦公室主任 Dr. Michael Calvano。會議並由 ITU 秘書長 Mr. Yoshio Utsumi 致歡迎詞，與談人分別為：阿富汗通訊部長 Mr. Mohammad Masoom Stanekzai、泰國資訊通訊科技部部長 Dr. Surapong Suebwonglee、印度電訊委員會主席 Mr. Vinod Vaish、日本 NTT 副總裁 Mr. Shunzo Morishita、澳洲 WSIS 青年會代表 Mr. Nick Moraitis。

(二) 議題 III-1—National & regional e-development:

Making action, measuring results：此議題的召集單位為聯合國發展計畫(UNDP)，會議主席為該組織助理秘書長兼亞太區域局局長 Mr. Hafiz Pasha，引言人為該組織顧問兼資通訊主任 Mr. Denis Gilhooly。與談人分別為：蒙古基礎發展部部長 Mr. Jifiid Byamba、蘇聯通訊部副部長 Mr. Andrei Korotkov、澳洲國家資訊經濟辦公室總經理 Anne-Marie Lansdown、國際電訊聯盟電訊發展局局長 Hamadoun Toure、日本 GLOCOM 研究員 Mr. Izumi Aizu、菲律賓國家電訊委員會主任 Kathleen Heceta、馬來西亞能源通訊暨多媒體部副部長 Mr Suriah Abd Rahman、日本總務省副大臣 Mr. Yoshio Tsukio。在這一節討論中，我提出一項發言，主要係針對電子化政府應該加強扮演的角色做呼籲，並藉以提高我國的能見度(每次的發言可以提到兩次台灣 My name is...from Taiwan. I'm a delegate of Taiwan Network Information Center)。

(三) 議題 III-2—National & regional e-development: New solutions, new markets：此議題的共同召集單位為亞洲開發銀行及聯合國發展計畫(UNDP)，會議主席為尼泊爾資訊通訊部部長 Mr. Ramesh Nath Pandey，引言人 (Moderator) 為聯合國發展計畫顧問兼資通訊主任 Mr.

Denis Gilhooly。與談人分別為：越南郵電部總局長 Mr. Nguoien Bhanh、太平洋群島南太平洋大學副院長 Mr. Rajesh Chandra、新加坡資訊通訊發展局(IDA)主任 Valerie D'Acosta、馬來西亞國家資訊委員會執行主任 K. J. John、亞洲開發銀行資訊系統與技術辦公室主任 Pamela Kruzic、國際勞工組織資訊通訊技術中心 Roberto Zachman、日本富士通特別代表 Michio Naruto、聯合國教科文組織通訊與資訊助理主任 Abdul Waheed Khan。在這一節討論中，我再次提出一項發言，主要係針對加強已開發國家二手電腦運用事宜提出呼籲。

一月十四日依序進行如下：

- 一、 貴賓致詞：分別由聯合國亞太經濟及社會委員會執行秘書、聯合國秘書長（由代表宣讀書面致詞）、國際電訊聯盟秘書長、WSIS 預備會議主席、亞洲開發銀行總裁致詞。
- 二、 中國大陸鬧場，大會排除我國 NGO：大會原安排依序由各國資訊部長、各國代表、國際組織、非政府組織輪流發表宣言（Statement）。但在阿富汗通訊部長發言之前，中國大陸即再次提出非政府組織出席本次會議之資格審查的程序問題，雖經主辦單位日本及 WSIS 秘書處反覆說明，中國

大陸仍不接受，並為了取得發言權，一再以書寫國名的壓克力牌持續不停、猛力地敲擊桌面，干擾議事的進行。最後在中國大陸持續不斷的施壓下，大會主席決定了非政府組織代表屬非正式的地位，中國大陸更進一步提出一個中國的問題，要徹底將台灣代表趕出會議現場。大會對於中國大陸建議排除台灣代表的問題作了很久的研商，導致當天的會議從上午起就幾近停頓，延宕至近下午四點鐘才又恢復，最後決定將台灣的 NGO 代表的組織名稱都拿掉，改列於日本名下。相關情形詳述如下：

1. 中國大陸代表繼昨日再次提出對大會審查 NGO 不符聯合國決議的提出質疑。
2. 大會主席日本總務省大臣(Minister of Public Management, Home Affairs, and Post & Telecommunication) Mr. Toranosuke Katayama 因未對中國大陸代表的意見做積極的處置，且又擱置中國大陸代表發言的要求，中國大陸竟然於其他代表發言當中，拿著標示國名的壓克力牌持續用力敲擊桌面，最後主席只好同意表示將在接下來小泉首相蒞臨致詞，以及阿富汗發表宣言之後，讓中國大陸代表發言。中國大陸代表才停止敲擊桌面（先前持續敲桌面達三、

四分鐘之久)。

3. 小泉首相簡短致詞離開後，阿富汗發言後，中國大陸代表再次發言質疑本次會議主辦單位未能妥適處理 NGO 的認證問題。
4. 經過大會秘書處說明後，中國大陸代表再次發言表示未受到應有的尊重，渠堅決主張 NGO 的出席資格必須由各國政府認定。澳洲隨即發言支持日本的說明和處理程序，並表示應該趕快結束這件事情的爭執，進行接下來實質的會議程序。主席乃裁示做成紀錄，繼續進行會議。此時，中國大陸代表又開始猛烈地持續敲擊桌子。
5. 主席在受不了持續的噪音干擾下，中國大陸取得發言權，這一次，中國大陸代表終於直接明說：台灣是中國的一省，台灣的 NGO 資格的取得應由中國大陸決定，並且表示不允許台灣的 NGO 參加本次的會議。(時間進行到約 11:30)
6. 接著，印度提出將本次會議的 NGO 劃為非正式參與地位的折衷建議(不具發言權)，孟加拉、伊朗隨即附議，接著蘇俄、巴基斯坦、印尼、馬來西亞、尼泊爾均發言表示支持中國大陸。

7. 主席裁定，NGO 屬非正式參與會議的地位(無發言權)
8. 中國大陸代表接著發言要求大會出席人員名單不該有台灣的 NGO 出現。主席解釋，該名單因為已經發出，隨同前項決議就歸類為非正式名單。但印度發言質疑主席所裁示的做法，中國大陸代表再次要求台灣 NGO 離開會場。
9. 因為時間已經 12:20，主席決定暫時休息用餐，1:45 再開始。
10. 中午用餐前，Pacific Island News Association 記者 Ms. Laila Younis 在會場內訪問我對於早上發生事件的看法，我主要就台灣要積極盡國際社會義務與協助發展中國家的立場做闡述，她表示會做報導。
11. 針對早上所發生的情事，中經院陳麗瑛博士隨及電告外交部，建議我駐日代表處速洽日本政府妥慎處理。下午會議前，大會人員曾找我方人員預為告知（我方無討價餘地），我國 NGO 名稱均將被除名，僅留下人員姓名。此期間，亞太公共事務協會以及台灣人權協會代表亦著手準備我國 NGO 的聲明書，由台灣與會代表共同署名。
12. 下午的會議遲至 3:55 開始，首先主席請尼泊爾說明協

商結果。尼泊爾建議本次會議無台灣的 NGO。印度附議，主席裁定同意。

13. 中國大陸代表終於表示同意，但同時也表示，請大會立即制止”不法”文件的散發(亞太公共事務協會以及台灣人權協會代表所撰寫的聲明書)。

三、 發表宣言 (Statement)：依序由各國資訊部長、各國代表、國際組織輪流發表宣言。為了趕上進度，晚餐後繼續進行未完成部分。

一月十五日依序進行如下：

- 一、各個分組討論結果報告。
- 二、報告 WSIS 亞洲區域會議東京宣言，無異議通過。
- 三、主席宣佈散會（上午十一時）。
- 四、中午我駐日代表處徐鼎昌秘書邀請我國與會代表用餐，亦藉以詢問了解此次會議中國大陸排我相關情事。參加人員除了我個人外，還有：中經院陳麗瑛博士、亞太公共事務論壇安東尼研究員、電信研究所鄭博順副所長、代表處科學組楊英爽簡任秘書等。我另外還提供了先前報告本會所撰的簡要報告供代表處參考。

肆、會議重點與相關發現

一、 國際研究發展基金會(IRFD)周邊會議

本會議主題為：Information Society and Development Paradox in Asia，各與談人報告內容重點如下：

(一) 太世科公司黃光彩總裁：

知識經濟時代來臨，商業模式正劇烈改變中。未來成功的企業 80%靠 Business，僅 20%靠技術。此種以商業為中心，分配的、流動的營運模式，使得生產無國界。為驅動新經濟，使用知識在每個部門將難以避免。

(二) 日本流通科學大學奧野志偉(Shii Okuno)教授：

以日本神戶縣 Gakuen-Toshi 市社區活化 (Vitalization) 的 ICT 發展案例為報告主要內容，說明日本現在對社區建設 JAW 的概念 (J 代表日本，A 代表亞洲，W 代表世界)，即具有 IT 能力的社區應積極推動 ICT 發展，以和全日本→亞洲→全球連結。該案對於老齡居民、小學、國中、企業及大學生、外國學生均有不同的 ICT 服務的提供，從基層積極推動，並設立資訊識字 (IT-literacy) 支援辦公室。

(三) 亞洲開發銀行區域及永續發展部 Dr. Woochong Um：

報告 ADB 如何扮演減少貧窮與孕育 ICT 發展的角色。ADB 的

ICT 策略始於 2001 年，包括三個主軸：(1) 創造功能的環境，(2) 建造人力資源，(3) 發展應用與內容，並且提供四種財務工具協助受援國，包括：貸款、技術援助、特別基金、私部門投資。所推動的幾個重要計畫有：協助各國政府 e 化 (Maldives)，包括大湄公河流域的柬埔寨、寮國、越南的光纖骨幹，尼泊爾、太平洋諸島國；目前推動中的 TA projects 有孟加拉、尼泊爾、斯里蘭卡、蒙古及亞洲 e-legal 的訓練課程。值得注意的是日本政府捐了一億美元（用於初始三年）作為 ICT 創新及應用基金（2001 年 7 月）。其他計畫還有 e-health card，school Net，ICT for Innovative Education in Rural Mongolia，e-Government Project in India 等。

(四) 亞洲開發銀行區域及永續發展部資通訊專員 Susan Ellison-Mcgee：

說明 ADB 以教育作為突破貧窮循環的理念，ADB 推動遠距教學已完成的經驗有太平洋群島、孟加拉、尼泊爾、柬埔寨、斯里蘭卡等國。正推動中的有中國大陸、蒙古、中亞。她特別強調，ICT 教育方案成功的重要步驟包括：應與執行主體 (stakeholders) 早期溝通討論，包括：中央教育部門、地方教育部門、老師、學生、NGOs 等。另外必須確認工作的優先順序。共通性的挑戰有：預算、分散的人口與薄弱的基礎

建設。他同時提出四大優先工作：

1. 打破資訊孤立：持續提供資訊資源給教室及圖書室；按特定主題編製教材給老師使用；定期配送 CD-ROMs；建置以 e-mail 為基礎的 BBS。
2. 對老師及教育主管部門的支持：連結學校與教育部門的 e-mail；定期實施學校層級的訓練；以 ICT 作為老師創新及學生學習的觸媒劑。
3. 發展現代化的教學：教師服務前對應用 ICT 創新的訓練；鄉村地區試點獎學金方案；易於使用、由地方發展的教材、軟體工具；編彙草根教師創新作品；創新誘因。
4. 學校與社區的聯結：舉辦社區融入改變的工作研討會；效率與公平的監督；可對話與透明化的 e-mail。

(五) 中央大學劉靜怡教授：

報告我國推動資通訊建設與 e-Taiwan 計畫重點。

(六) 日本 Waseda 大學國際教育中心教師 Scott Bronner

主要以日本教授外語之經驗談發展中國家 IT 發展與教育的問題。

(七) 中經院陳麗瑛博士：

以亞洲各國網路整備指標 (networked readiness index)

參照各與談人報告內容作總結。網路整備指標係由二主要指

標組成：網路應用排名及網路促成科技排名（後者又是網路擷取、網路政策、網路社會、網路經濟等四種排名之整合指標），亞洲各國中大致以新加坡、香港、台灣、南韓、日本、以色列屬較佳，排名 8~22 名不等，算是資訊社會較進步的國家。馬來西亞、泰國（36、43 名）其次，其他係為 50~70 多名間，可說數位落差極大。陳博士最後並以量化指標對不同國家之作法，及 ADB 選擇支援 ICT 發展之國家是否恰當作出總結。

二、 世界銀行周邊會議

本會議主題為：Empowering the poor through Information Access: what works and what is sustainable?，由副總裁 Dr. Motoo Kusakabe 主持，會議計有三節十二篇論文的報告，內容摘要如下：

第一節：E-發展與鄉村地區資訊可及性

主要討論在全球資通訊發展及國家策略下，鄉村社區接近資訊的重要性，尤其是如何透過以社區為基礎的資訊服務中心（telecenters）推廣資訊應用服務。

（一） 世界銀行資訊諮詢服務部資深顧問 Dr. Nagy K.

Hanna 報告 e-Sri Lanka 的執行案例。斯里蘭卡政府承諾法制環境及識字率之建設，民間則主導 ICT 基礎

建設。世界銀行從中支持經費。

- (二) NTT 通訊社執行副總裁 Satoshi Fujita 報告該公司所負責的斯里蘭卡和菲律賓的 e 化工程如何巧妙組合私部門與公部門的開創作為。例如：NTT 提供預付電話卡給菲律賓的年輕人，使得他們願意開始使用手機。
- (三) 日本外交部經濟合作局研究及規劃課課長報告日本政府的資訊技術援外工作有四大支柱，依據重視當地人力資源的發展與訓練一項，協助越南設立資訊技術訓練中心，並和波蘭政府成立 Polish-Japanese Institute of Information Technologies，共同執行 IT 援外方案。

第二節：ICT 能否啟能 (empower) 窮人，創造機會與配合需求？

主要討論 ICT 可做為鄉村居民啟能 (empowerment) 以及提供男人與女人經濟機會的基礎。所發表的五篇報告在強調促進農村地區發展透過引進村知識中心 (village knowledge centers)、和資訊服務中心 (Telecenters) 的重要性。在推動過程應注意窮人的需求，例如：評估和應用資訊的能力、提供地方相關資訊、ICTs 的可親性。而各 Telecenters 營運

績效的好壞高度仰賴 kiosk managers 的素質。通常由上而下的社區資訊中心 (Community Information Centers, 簡稱 CICs), 由於在設計過程缺乏社區投入的努力, 成效不佳, 而且也較不具永續性。反之, 若 CICs 建構時有作參與者的需求調查及地方相關的內容, 則具備較強的發展衝擊及財務上、營運上的永續性。

組織架構和永續性亦有相關。通常私部門擁有的比公部門設立的 CICs 具較高的營運永續性。對弱勢和邊際族群 (如女性、文盲及殘障) 的需求考量也是很重要的, 研究發現女性經理人在照顧弱勢族群上作得較好, 因而產生較佳結果。此外, 傳統的媒體, 如收音機及錄放影機對貧窮及文盲社區可提供便宜及有效的溝通。

其中第四篇報告舉例 World Bank Institute 在亞洲所作一系列有關青年使用 ICTs 的訓練計畫, 這些受援國包括 Zimbabwean, Wireless Internet Pilot in Uganda 及在寮國建構 Youth Information Center Projects。相關資料可上網查詢 <http://www.worldbank.org/worldlinks/>。

第五個報告則介紹由 UNDP 負責的索羅門群島 People First Networks 他們如何利用網絡聯結做到遠距學習及農漁業經驗的交換。

第三節：財務及營運可持續性及鄉村資訊中心的升級

主要討論目前世界銀行執行的幾個試點計畫的經驗，以及如何將成功的試點計畫增大適用其他地區。

以地方語言及設計有地方內容的網站內容是獲致較佳發展衝擊及財務永續性的關鍵。而技術、文化及政策限制了產生地方內容。尤其是在開發中及已開發國家機構中分享地方內容是減低生產地方內容的要素。位於東京的 Basic Human Needs (BHN) 協會報告了他們在阿富汗高校的衡量衛星計畫 (Satellite Internet Project for Afghan High Schools)。每年營運成本 6 千美元。參考網站：

<http://www.bhn.or.jp/>。加拿大渥太華的 Hickling

Corporation 則介紹了他們在泰國的 Telecenter project

(簡稱 TCTP)，參考網址：<http://www.t-centre.com/>。WSIS

的主辦單位 ITU 也派了他們的日本專家簡報他們為鄉村地區設計的地球無線 IP 技術，說明他們如何解決在偏遠山區或鄉村的 Telecenter 設站工作，參考網址 URL：

<http://www.itu.int/ITU-D/>。

世界銀行的副總裁 Motoo Kusakabe 歸納創建鄉村資訊中心的成功因素如下：

■ 與當地社區結合

- 與當地相關的內容與服務
- 能夠負擔的技術
- 財務與運作管理的永續性

三、 大會開幕式世界銀行副總裁 Dr. Motoo Kusakabe 致詞

重點：

- (一) ICTs 乃達成「聯合國千禧年發展目標(Millennium Development Goals)」的核心要素。ICTs 可提供居住在偏遠地區者擷取資訊及知識，得到透明有效率的社會服務。世銀對減少貧窮的策略訂定了兩大主軸，包括：創造有利的投資環境推動廣泛的成長，以及使窮人啟能(empowerment of the poor)。ICTs 是獨一無二可以整合達成此二主軸的工具。
- (二) 從 2000~2002 年世銀在美國首府華盛頓特區舉辦了五場研討會，另有一場在印度的鄉下小鎮 Bramati 舉行。這些研討會主要討論如何透過 ICTs，並結合草根組織和社會企業共同致力於社區層次的推動，使窮人啟能。研討會有一項令人矚目的發現為：來自於貧窮社區的代表們將「當地與全球的連結(global/local connectivity)」列為最優先事項，冀能使當地的知識和

聲音為全國及全球相關決策論壇所悉，窮人也能擷取全球的知識，並透過此項連結的建立創造當地的就業機會。為了達到這樣的目的，建立鄉村地區與外界的連結，讓窮人真正參與，是根本而必要的。這當中，光是佈建電話是不夠的。

(三) 世銀特別標舉了運用 ICTs 有效改善貧窮有四項重要因素：1. 支持競爭創新的法規政策；2. 透過民間部門的主動參與改善基礎建設；3. 加強資訊教育投資；4. 推動先導性、主導性的 ICT 應用，如電子化政府。建置社區資訊中心則是達成前述目標的有效方法。

(四) 社區資訊中心主要用以提供公眾基本的通訊工具服務，如：電話、傳真、電子郵件遞、連線上網等，並可進一步提供資訊訓練、遠距學習、醫療、電子化政府、電子商務、小企業服務、政治參與等服務，而這些服務都是使窮人啟能與創造經濟機會的基礎。

(五) 構建社區資訊中心必須考慮的重要問題包括：如何發展建置與當地緊密相關、可以使窮人啟能的網路內容？如何使中心持續有效存活？採用哪一種負擔得起的技術？在發展建置與當地緊密相關的網路內容方面，政府必須配合有資訊公開的政策，透過社區的

參與發展當地的內容，同時以符合當地文化環境的方式將全球的知識內容在地化，在一些文化背景特殊的國家並應特別保護婦女使用社區資訊中心的權利。電子化政府特別是支持社區資訊中心豐富服務內容，以及能否使其存活的關鍵性工作。以印度的經驗為例，有關土地登記管理的就是一項關鍵性的電子化政府服務(killer application)，在鄉村地區的社區資訊中心扮演了重要的角色。

(六) 關於社區資訊中心可採用哪種負擔得起的技術方

案，世界銀行相關的計畫案例經驗顯示，衛星及無線通訊技術的成本近年來已大幅滑落，漸趨成熟可行。但是高科技亦非唯一的途徑，諸如：收音機、影片、光碟片和印刷品等傳統媒體，亦都是可以有效運用的工具。例如，斯里蘭卡就運用社區電台提供網路服務中轉的創新做法。

(七) 世界銀行一項有趣的發現是，相較於男性，由婦女經營管理的社區資訊中心有較高的存活率；相較於公部門，由私部門經營或設置於學校、圖書館的社區資訊中心成效較佳。

(八) 對於建置社區資訊中心的後續推動，Dr. Kusakabe 最

後提出三個重點方向：1. 蒐集案例與評估；2. 建立可存活的模式；3. 建立地方、國際非政府組織、私部門、多邊組織間分享相關知識與能量的網絡。

四、 分組討論議題 I

- (一) 阿富汗通訊部長 Mr. Mohammad Masoom Stanekzai 主要提出，經由相關國際援助計畫在阿富汗的實際驗證結果，證明衛星與無線通訊技術對於普及資訊網路服務的重要地位，值得大力推廣應用。
- (二) 泰國資訊通訊科技部部長 Dr. Surapong Suebwonglee 除了報告泰國相關普及資訊服務的做法外，並認為當前全球網路流量大部分集中在北美洲的情形亟待改善，他呼籲亞洲應籌建區域性的寬頻骨幹網路，以加強改善上述問題。
- (三) 印度電訊委員會主席 Mr. Vinod Vaish 主要闡述如何以「付得起的技術」改善數位落差，他認為使用於鄉村地區的技術必須具備使用者親和性、省電、以及設計與操作簡單等條件，對於普及鄉村地區資訊網路的應用，政府必須扮演關鍵性的角色，包括給予財物上的支援，在政策與法規上要建立可鼓勵民間參與的環

境。

(四) 香港特區政府電信總局局長 Mr. Anthony Wong 闡述開放資通訊市場的重要性，他認為政府應該從法規面作低度管理，但一發現問題必須即時介入處理。另外，他做了幾項建議，包括：技術中立、市場自由化、法規鬆綁、推動電子化政府、加強資通訊人力培育、保存當地文化語言和內容。

(五) NTT 副總裁 Mr. Shunzo Morishita 闡述了民間部門的角色，他也提到了 IPv6 的應用展望，並評論資訊分享服務(Information Sharing Service)的觀念，他認為這樣的服務將打破資訊量、時間與空間的障礙。另外，他也認為供部門必須協助：保障互連的安全、建構有利於寬頻服務的網路、建立適合發展的環境。

五、 分組討論議題 III-1

本節會議日本總務省副大臣 Mr. Yoshio Tsukio 所報告的亞洲寬頻網路計畫具有相當參考價值，重點摘錄如下：

(一) 本計畫的主要目的係為了增進亞洲地區的資訊應用發展，並具體反映在提升亞洲與美洲、歐洲間的資訊流量，改善目前全世界網路資訊流量高度集中於美

洲與歐洲間的失衡現象。本計畫策訂在 2010 年達成下列目標：

1. 普及寬頻應用，讓每個亞洲人都能享受到寬頻網路的服務。
2. 構建亞洲寬頻網路，提升亞洲與美洲、歐洲間的資訊流量。
3. 亞洲地區的網路完成移轉到 IPv6 。
4. 建置數位檔案，保存亞洲國家的文化資產，發展適合亞洲多文化環境的機器翻譯技術。
5. 培育資訊網路相關人才，增加資訊通訊研究與工程人力，在亞洲每個國家建置資通訊訓練中心。
(日本將倍增提供相關師資和專家)

(二) 本計畫主要將採行下列的措施：

1. 發展各個亞洲國家的國家級策略和政策
2. 構建亞洲寬頻網路
3. 寬頻平台相關技術與規範整備
4. 推動寬頻使用
5. 推動數位內容
6. 資通訊人才養成

六、聯合國資訊社會高峰會亞洲區域宣言--東京宣言

這份宣言在開頭部份特別註明了係根據本次會議亞太地區 48 個國家、21 個國際組織、53 個民間單位及 116 個非政府組織的參與討論而得，內容主要分為三個部份，重點如下：

(一) 在資訊社會願景方面

1. 提供一個發展良好、可負擔、易於使用的資訊與通訊網路基礎建設，並可讓所有的人公平地擷取使用。
2. 以資通訊技術作為經濟及技術持續發展的推動力，透過技術創新與持續的研究發展增進國家總生產，減少貧窮。
3. 促進全球發展知識的分享與增強，確保對於教育資訊、科學、經濟、社會、政治及文化活動的公平擷取，建構有活力的資訊公共領域。
4. 維護文化資產的豐富性和多樣性，以及亞太區域的社會價值。
5. 針對弱勢族群提供資通訊服務，特別是對於低收入者，以助於減少貧窮。
6. 運用資通訊技術加強傳統媒體，如廣播與印刷，使其能繼續在資訊社會中的內容流通上扮演重要的角色。

7. 推廣資通訊技術用於人力資源培育，包括資訊能力素養，並特別注意於身心障礙者的需求。
8. 確保資通訊網路的安全即可信賴度，建構安全信任的資訊社會。
9. 提供安全的通訊環境，確保資通訊的使用與服務不致造成危害。
10. 發揮民間部門可扮演的重要角色，當前政府應加強建構與民間部門的夥伴關係，推動公平競爭，鼓勵民間創新投資，推動全球及區域合作，保障消費者及公共的利益。
11. 推動資通訊對環境衝擊的評估及處理策略。
12. 繼續區域內國家間的合作。

(二) 在體認亞太區域資訊社會的特點方面，宣言內容納入闡述者包括：地理與人口的多樣性、文化及語言的多樣性、環境的安定性、具生產力人力、性別議題、身心障礙者議題、青年議題、數位落差、資訊流的失衡、扮演特定資通訊領域先鋒者的角色、區域內島與國家的特殊環境等主題。

(三) 在邁向亞太區域資訊社會方面

1. 行動的優先領域：包括基礎建設發展、確保可負擔

的、普及的資通訊擷取服務、保存語言和文化的多樣性、推廣本土內容、發展人力資源、建立法令與政策環境、維持智慧財產保護與公共利益的平衡、確保資訊安全、建立與民間部門的夥伴關係動員資源等。

2. 跨部門優先計畫與行動：推動電子化政府，發展電子商務，推廣網路學習，推動 e 化健康服務，建置社區資通訊服務中心。
3. 建立國家與區域的 e 化策略

伍、會議心得及後續工作事項

- 一、 本次會議中國大陸對我國 NGO 參與的管道全面封鎖，對於後續的預備會議及年底日內瓦會議，我國應如何參與，宜由行政院資通小組 NICI 邀集相關機關研商，速謀對策。
- 二、 此次我國 NGO 均各自報名參加會議，彼此間缺乏聯繫，致遭逢突發事件時難以有效因應，因聯合國會議性質特殊，外交部設有 NGO 委員會，似可思考對於 NGO 參與聯合國會議時如何加強聯繫協調的工作，研訂可行作法加強改善之。

陸、 附錄

1. 東京宣言全文

World Summit on the Information Society (WSIS) Asia-Pacific Regional Conference

The Tokyo Declaration - the Asia-Pacific perspective to the WSIS -

Preamble

Representatives of the governments of 47 countries, 22 international organizations, 54 private sector entities and 116 non-governmental organizations (NGO) of the Asia-Pacific region gathered at the Asia-Pacific Regional Conference, held in Tokyo from 13 to 15 January 2003, to develop a shared vision and common strategies for the "Information Society". The objective of the conference was to discuss how best to work together to contribute to the region's effective transition to an Information Society that will accelerate and enhance regional economic, social, cultural and technological development.

The conference emphasized that a primary aim of the Information Society must be to facilitate full utilization of information and communication technologies (ICT) at all levels in society and hence enable the sharing of social and economic benefits by all, by means of ubiquitous access to information networks, while preserving diversity and cultural heritage.

The Conference endorsed the important role that ICTs can play in achieving the United Nations Millennium Development Goals, which describe a fundamental set of principles and guidelines for combating poverty, hunger, disease, illiteracy, environmental degradation and gender inequality.

1. Shared vision of the Information Society

The concept of an Information Society is one in which highly-developed ICT networks, equitable and ubiquitous access to information, appropriate content in accessible formats and effective communication can help people to achieve their potential, promote sustainable economic and social development, improve quality of life for all, alleviate poverty and hunger, and facilitate participatory decision-making processes. The Information Society in the Asia-Pacific region must:

1) Provide equitable and appropriate access for all to well-developed, affordable and easily-accessed information and communication network infrastructures.

- 2) Use ICTs as a driving force for the promotion of sustainable economic and technological development by enlarging the gross national product (GNP) through increased technological innovation and continuous research and development resulting in reduced levels of poverty through robust economic growth.
- 3) Enhance the sharing and strengthening of global knowledge for development by ensuring equitable access to information for educational, scientific, economic, social, political and cultural activities, leading to a vibrant public domain of information.
- 4) Preserve the rich and diverse cultural heritage and social values of the Asia-Pacific region in the information age.
- 5) Provide information and communication services targeted at disadvantaged groups in society, in particular those from lower income groups, to contribute to the alleviation of poverty.
- 6) Use ICTs to strengthen traditional media such as broadcasting and print, which will continue to have an important role in disseminating content in the Information Society.
- 7) Promote the use of ICTs for capacity-building and human resource development, including ICT literacy, with special reference to the requirements of people with disabilities.
- 8) Ensure the security and reliability of information and communication networks so as to build confidence and trust in the Information Society.
- 9) By providing a secure environment for communication, ensure that the use of information and communication services does not place vulnerable groups at risk.
- 10) Facilitate the important role played by the private sector and civil society in the development of diversified information and communication technologies, networks and services in the Information Society. Concurrently, acknowledge the significant role of governments in terms of creating stakeholder partnerships that engender trust and confidence, promote fair competition, and encourage innovative private sector investment and new initiatives, and promote global and regional cooperation, while protecting consumers and safeguarding public interests.
- 11) Promote strategies to assess and deal with the environmental impact of ICTs.

12) Continue the ongoing spirit of cooperation and solidarity among the countries of the region.

2. Recognizing the unique features of the Information Society in the Asia-Pacific region

In building an Information Society for the Asia-Pacific region, we should take into account its unique features:

1) Geographic and demographic diversity: The region comprises the earth's largest land mass and vast ocean as well as many small islands. The region has over 65 per cent of the world's population, including over 75 per cent of the world's poor. Many countries of the region have very low population densities spread over large percentages of their areas. Many rural populations are also inaccessible, and have limited contact with other communities.

2) Cultural and linguistic diversity: This region enjoys a richness of ancient and modern cultures, including diverse languages, social traditions and customs. Of the more than 6,800 languages in the world, 3,500 (51 per cent) are spoken in the Asia-Pacific region, including languages without written scripts.

3) Institutional stability: Generally speaking, the region is institutionally stable. Such stability will enable the region to attract more investors, including innovators, entrepreneurs, operators, manufacturers and vendors in the field of ICTs.

4) Productive workforce: the region's economic growth depends on a large, productive workforce capable of fully utilizing ICTs. Given the strong integration of the region into the global economy, this would maintain and enhance the competitive position of its enterprises, leading to the growth of decent employment.

5) Gender issues: Unequal power relations and other social and cultural aspects have contributed to differential access, participation and status for men and women in the region. In this regard, more attention should be given to overcoming these constraints and ensuring that women can equally benefit from the increased use of ICTs for empowerment and full participation in shaping political, economic and social development.

6) Disability issues: There are an estimated 400 million persons with disabilities in the Asia-Pacific region. The majority are poor and have been excluded from the benefits

of ICT development due to the lack of appropriate or affordable technology for persons with disabilities. More effort, including implementation of disability-concerned regional plans of action and programmes, should be made to ensure equitable access to ICTs for persons with disabilities.

7) Youth issues: Youth forms the majority of the population in the Asia-Pacific region and is a force for socio-economic development. Equipping young people with knowledge and skills on ICTs to prepare them for full participation in the Information Society is an important goal.

8) Digital divide disparities: In the region as a whole, there is a noticeable disparity in access to, and use of, the latest ICTs, including Internet access and broadband availability, between and within countries. It is recognized that the barriers to equitable access result from differences in education and literacy levels, gender, age, income and connectivity. In this context, particular attention should be given to least developed countries, economies in transition and post-conflict countries.

9) Imbalance of information flows: While there is substantial internal international trade within the Asia-Pacific, North American and European regions, the same cannot be said for the flow of information between these regions. There is potential for growth in information flows between the Asia-Pacific region and the rest of the world, as well as between countries within the region.

10) Pioneering role in selected ICT areas: Within the region, some countries have been pioneering, inter alia, broadband, satellite and mobile telecommunication services, among others, which are having a significant impact on the way people communicate and on the delivery of government and business services. The experience gained by those countries in this field can be shared with others to promote good practice at local, national, regional and global levels.

11) Special circumstances of regional small island developing States: These countries, vulnerable to environmental hazards, and characterized by small, homogenous markets, high costs of access and equipment, human resource constraints exacerbated by the problem of "brain-drain", limited access to networks and remote locations, will require particular attention and tailored solutions to meet their needs.

3. Advancing the region's Information Society

In order to promote the development and advancement of the Information Society, it

is necessary to address many issues, within and across sectors, while ensuring that the essential platform of ICT infrastructure and services, standards and innovation is established.

(1) Priority areas for action

a) Infrastructure development

The development of the Information Society must be based on platforms of internationally interoperable technical standards, accessible for all, and technological innovation of ICTs, as well as systems to promote the exchange of knowledge at global, regional and subregional levels through any media. In this regard, in addition to enhancing people's awareness of the advantages of using ICTs, reliable, advanced and appropriate, ICT technologies and services infrastructure are required.

As a sharp increase in the volume of international and regional Internet traffic is anticipated, it is important to strengthen regional and international broadband network infrastructure by using new technologies to enhance network efficiency and provide the capacity to match the needs of the countries in the region.

Working towards open and flexible international and interoperable standards is an important issue for all countries so as to ensure that all can utilize the technology and associated content and services to their maximum potential. Development and deployment of open-source software should be encouraged, as appropriate, as should open standards for ICT networking.

b) Securing affordable, universal access to ICTs

In order to achieve affordable and universal access it is important to enable existing and new technologies to provide connectivity to all, in particular through institutions accessible to the public such as schools, libraries, post offices and multi-purpose community centres. Special attention should be paid to how ICTs can benefit the disadvantaged, through innovative initiatives.

High-quality access, attainable through broadband, has great potential to help better deliver essential services required to meet basic human needs through applications such as e-education and e-health, as well as e-business and other ICT applications. Also, new technologies, such as wireless and satellite networks can assist remote areas, including small island nations, to gain access to information and knowledge.

c) Preserving linguistic and cultural diversity and promoting local content

Linguistic and cultural diversity enriches the development of society by giving expression to a range of different values and ideas. It can facilitate the spread and use

of information by presenting it in the language and cultural context most familiar to the user, thereby further encouraging the use of ICTs.

Promoting broadband networks in the Asia-Pacific region could not only support research, business and personal activities, but also help to preserve cultural diversity and indigenous knowledge and traditions. In this context, an effort should be made to support multilingual domain names, local content development, digital archives, diverse forms of digital media, content translation and adaptation. The development of standard and recognized character sets and language codes should also be supported.

d) Developing human resources

In order for people to make the most of the Information Society, they must have enhanced levels of ICT literacy and ICT skills. To achieve this, relevant education and training should be promoted at every level, from primary to adult, to open up opportunities for as many people as possible, and especially for the disadvantaged. The capacity of developing and least developed countries to apply ICTs effectively must be enhanced through regional and international cooperation.

ICTs can contribute to enhancing the quality of teaching and learning, and the sharing of knowledge and information. Teachers act as a gateway to the Information Society, and their skills development and curriculum resources need increased support.

It is also important to improve both basic and advanced education in science and technology. This will help to create a critical mass of highly qualified and skilled ICT professionals and experts that will continue to serve as a foundation for the region's ICT development. It is recognized that education in network infrastructure development and operation is of particular importance, and is critical to the availability of efficient, reliable, competitive and secure ICT network services.

e) Establishing legal, regulatory and policy frameworks

The transition to the Information Society requires the creation of appropriate and transparent legal, regulatory and policy frameworks at the global, regional and national levels. These frameworks should give due regard to the rights and obligations of all stakeholders in such areas as freedom of expression, privacy, security, management of Internet addresses and domain names, and consumer protection, while also maintaining economic incentives and ensuring trust and confidence for business activities. In order to secure prompt settlement of disputes, alternative dispute resolution (ADR) should be considered along with normal judicial proceedings.

f) Ensuring balance between intellectual property rights (IPR) and public interest

While intellectual property rights play a vital role in fostering innovation in software, e-commerce and associated trade and investment, there is a need to promote initiatives to ensure fair balance between IPRs and the interests of the users of information, while also taking into consideration the global consensus achieved on IPR issues in multilateral organizations.

Copyright holders and distributors of content should be cognizant of the need to ensure that content is accessible for all, including persons with disabilities. In this connection, access requirements should be included in legal, regulatory and policy frameworks, where appropriate.

g) Ensuring the security of ICTs

Among the challenges to the region are the general lack of awareness of information security issues, the rapidly evolving complexity, capacity and reach of information technology, the anonymity offered by these technologies, and the transnational nature of communication frameworks. Recognizing the principle of fair, equitable and appropriate access to ICTs for all countries, special attention should be paid to the fact that ICTs can potentially be used for purposes that are inconsistent with the objectives of maintaining international stability and security, and may adversely affect the integrity of the infrastructure within States, to the detriment of their security in both civil and military fields. A multi-pronged approach is needed to address these challenges, and cybercrime, on all fronts, with emphasis on preventive approaches, national guidelines and regional and international cooperation. At the same time, action to address cybercrime and to ensure a safe and secure Information Society must respect the sovereignty of nations and maintain respect for the constitutional and other rights of all persons, including freedom of expression.

All stakeholders concerned with ICT issues should take the necessary steps to enhance security, user confidence and other aspects of information and system/network integrity in order to avoid the risk of wholesale disruption and destruction of the network systems on which they are increasingly dependent.

Effective information security could be guaranteed not only by technology, but also by education and training, policy and law, and international cooperation. In the long term, development of a "global culture of cybersecurity", based on a common understanding of regulations and appropriate mechanisms for information and technology exchange and international cooperation, should be promoted.

h) Fostering partnerships and mobilizing resources

The private sector plays an important role in the development and diffusion of ICTs,

while civil society, including NGOs, works closely with communities in strengthening ICT-related initiatives. Increased cooperation and partnerships are needed between governmental and intergovernmental organizations, the private sector and civil society, for effective design and implementation of various initiatives, by giving priority to locally-available human resources. All stakeholders are urged to mobilize resources for the development of the Information Society, including through increasing investment in telecommunication infrastructure, human capacity building, policy frameworks and the development of culturally sensitive local content and applications. International and regional organizations, including financial and development institutions, have an important role to play in integrating the use of ICTs in the development process and making available the necessary resources for this purpose.

(2) Cross-sectoral priority programmes and activities

To make significant progress, all countries of the region will need to mainstream ICTs, with special reference to gender, within their national and regional development strategies, and across all sectors.

In this context, the following initiatives can support social and economic development, including the emergence of e-communities, while at the same time ensuring that traditional models are recognized and respected, so that the non-users of ICTs are not marginalized.

a) e-government

ICT networks can offer better public services to citizens by more efficient and effective dissemination of information and delivery of essential government services. E-government can also generate a greater sense of community participation, and improve informed decision-making and development programme implementation.

b) e-business

Through the application of ICT, businesses in all sectors can achieve increased productivity and profitability, reach wider markets, lower their transaction costs and control inventories more effectively. On the consumer side, ICTs can bring to consumers greater satisfaction through their interaction with many potential suppliers, beyond the constraints of location.

c) e-learning

Access to education and knowledge is essential for economic, social and cultural development, and as a means of personal empowerment, community development and business efficiency. ICT networks have the potential to offer unprecedented educational opportunities to all groups in all areas of the Asia-Pacific region.

Implementation of affordable and universal educational programmes, content, broadband networks and hardware should be promoted.

d) e-health

Access to healthcare information and services is a basic right. Many countries lack adequate healthcare facilities and personnel, particularly in rural and remote areas. The use of ICTs promotes social inclusion of all members of society by enabling equitable access to healthcare services, as well as empowering citizens to better manage their own health and to participate more effectively in the healthcare process.

e) Community information and communication centres

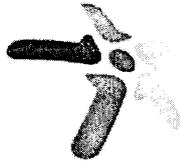
Community information and communication centres are critical to ensure inclusive access to information and social services, particularly in rural areas.

(3) National and regional e-strategies

Comprehensive ICT strategies that have been endorsed at the highest political levels and that include clear goals need to be formulated at community, national, regional and global levels in order to create the Information Society. These strategies will be encouraged to be designed and implemented through collaboration and participation of all stakeholders. In this regard, awareness of the vast potential of the positive use of ICTs should be promoted among all concerned.

4. Conclusion

This Declaration was adopted at the conclusion of the Asia-Pacific Regional Conference and will be submitted as the Asia-Pacific region's input to the WSIS process. Furthermore, the Conference recognizes the importance of the declaration and plan of action resulting from the WSIS process, taking into account internationally agreed goals, including those of the Millennium Declaration.



world summit on the information society

Asian Regional Conference
Tokyo, 13-15 January 2003

Input Paper

Taiwan Network Information Center

7 January 2003

Building a Fair and Equitable Society

-- Leverage of e-Governance

Fairness and equality are the foundation of a healthy society. The objective of a just, civil society is to achieve a rational social order in which each person is respected and human rights are granted reasonable safeguards.

Not only should the promotion of human rights and pursuit of a fair and equitable society be a main theme of the government's administrative work, it should also be considered the government's inescapable duty. Apart from hard work on the political, legislative, economic, judicial, educational, and cultural fronts, the realization of a just society will require the use of modern information technology to strengthen individuals' ability to apply information, remedy the information asymmetry currently existing between the government and individuals, and tap citizens' latent energies for progress. Due to the all-pervading boundary-transcending nature of the Internet, the public can look forward to having real-time access, through economical, effective, and innovative means, to large quantities of government, economic, social, cultural, environmental, technological, and medical information. By enabling individuals to better express their views, participate in public affairs, learn new knowledge, and organize social groups, information technology will thus catalyze the development of a just society. Using the power of ICTs, we can look forward to the day when individuals control public resources, exercise national authority, and take their rights and interests into their own hands.

To build a fair and equitable society, the following are critical issues related to e-governance, based on Taiwan's experience, should be addressed in information society.

1. Promoting Access to Government Information

The degree to which government information is open and transparent is a major indicator of that nation's degree of democracy. Open access to government information is the foundation upon which a nation can promote responsible politics, strengthen citizens' powers, and foster participation in public affairs. Based on the public's right to know, government agencies should institute free access to government information insofar as this does not violate national secrecy or public privacy laws and regulations.

The Internet's attributes of high-speed information transmission, large user population, universal reach, and convenient access make it the most inexpensive, convenient, and effective channel for disseminating government information. The full-scale wiring of government, industry, and society will enable the public to freely obtain and utilize a broader, more complete, more balanced, and more diverse range of government information with unprecedented convenience and speed. Besides giving the public a better understanding of government policies, this will also strengthen public oversight of government administration.

The government should use the Internet to make public large quantities of information. This will enable individuals to better understand government policies and laws, allow them to conveniently and effortlessly express their policy positions, opinions, values, and needs to their elected representatives and government decision makers, and give them the means to follow up on the results. This will be a complete break with the situation in the past, when citizens depended entirely upon the professional knowledge of their representatives and civil service personnel in the drafting of public policy, determination of social needs, and distribute public resources.

2. Making Administrative Procedures Transparent

To safeguard citizens' rights and interests, improve administrative performance, and increase public confidence in the government, government agencies should follow fair, open, and democratic procedures when taking disciplinary action, providing services, concluding administrative agreements, drafting laws, orders, and administrative guidelines, confirming administrative plans, implementing administrative guidance, and resolving complaints. By doing so will safeguard the principle of administration in accordance with law. Establishing a culture of open and transparent governance is thus the sole route to realizing a just society. The implementation of e-government would enable the government to provide more correct and complete information to the public, invigorate service procedures, and generate complete records of contact and transactions with the public. The people can take advantage of open and transparent government information to gain a deeper understanding of administrative concepts and approaches, enabling them to truly take charge of governance and realizing the ideal of "the people have the power, government has the ability."

Making administrative procedures transparent, not only improves efficiency and facilitates the establishment of standardized operating procedures, but also reduces corruption and illicit behavior.

3. Empowering Citizens

In the future functioning of e-government, not only will the public be a "recipient" of government administration and services, it will also be a "joint decider" of government administration and services. Thanks to the power of the Internet, any individual or group can easily use extremely inexpensive e-mail or its own website, or various public or organizational websites, to publicly express and advocate individual or

collective views, needs, or values. By providing an “online soapbox” mechanism, the Internet serves as a forum in which individuals can fully exercise their freedom of speech.

By facilitating the expression of public opinion, the ubiquity of the Internet has had an extremely positive catalytic effect on people’s understanding of and concern for public affairs, their understanding of government policy, administrative principles, and the nation’s future development trajectory, the communication and mutual acknowledgement of public values and views, the achievement of social consensus, and the realization of the ideal that power abides in the people.

4. Expanding Participation in Public Affairs

The essence of contemporary democratic reform is to use the democratic process to bring the people in and adjust the government’s role in dealing with public affairs. At the current stage of Taiwanese society, private forces are in the midst of vigorous development, and government functions and roles are undergoing a continuous process of change and adjustment. The government has shifted its role from that of a “leader” or “manager” to that of a “supporter” or “servant.” Through e-Government, Taiwan is providing the people extensive and varied information, offering a convenient lifelong learning environment, enhancing public autonomy, and ultimately molding a participatory civil society by promoting diversity of values and thought.

The “dispersion,” “decentralization,” “diversification,” and “individualization” characterizing the spread and development of the Internet can provide the people with an even broader range of choices, and can accordingly help them overcome the information asymmetry, ability asymmetry, and power asymmetry between them and government officials. It is a reality that new technology allows the direct expression of public opinion and offers new opportunities for participation in public affairs.

5. Making Government More Accountable

Conferring on citizens the power to hold government more accountable is the major benefit of e-Government. As a result of e-government and the widespread establishment of government websites, access to government information is much more open, administrative procedures are more transparent, and rights and interests are more explicit. In the future, the development of online application service mechanisms will allow the Internet to replace government service desks performing mainly manual tasks, and make the Web an important channel of contact between the government and the public. Furthermore, in conjunction with the transparency of administrative procedures, through the institution of automated online review and service procedures, and the transparency of auditing, tracking, and control functions, the public will be able to receive fair treatment and equality of opportunity from the government. This will spur decision-making transparency and will make government more accountable to the people.

6. Promoting Fair Competition

The establishment of fair, equitable, and open markets promoting free competition is a basic precondition to the creation of a just society. Since the government's annual procurement budget is so huge, it is essential that we institute transparent procurement operating procedures. Such transparent procedures will raise procurement efficiency and quality, lessen improper intervention and interference, promote a free market, and encourage fair competition.

7. Encouraging Community Development

In recent years Taiwan's private sector has gained in strength and community development has gradually gotten underway, again displaying the tremendous vitality of Taiwanese society and the growing power of private groups and individuals.

Responding to the information needs of community development, government needs consistently strive to take government information and services to the grassroots level, and join forces with private parties in implementation. The establishment of community websites on Internet platform would allow the public to find out about and share information on community affairs and activities, giving people more opportunities to participate in community affairs. For their part, community leaders can use the websites to communicate community development plans and concepts. This framework will strengthen the public's understanding of, concern for, and desire to participate in community affairs, fostering community consciousness and sense of interdependence.

For example, the establishment of a 921 earthquake (occurred and caused heavy toll in life and property in September 21, 1999 in Taiwan) reconstruction information system and website has aided the implementation of reconstruction work and, by fostering public consciousness in stricken areas, inspired individuals to plan and execute reconstruction work.

8. Bridging the Digital Divide

As the government strives to promote Internet use and establish a fair and equitable society, it must pay serious attention to the issue of whether differences in gender, age, place of residence, rural or urban setting, ethnic affinity, income, or educational level may affect people's equal access to information. To avoid placing certain groups at a disadvantage in the emerging information society, the government must make sure all persons possess the appropriate, adequate information education and basic application skills they need to enjoy the convenience that information technology brings to people's jobs and lives.

The government needs to pay close attention to shrinking the digital divide. By tapping private resources, strengthening the information education infrastructure, establishing channels for lifelong study, increasing government online service items, making the Internet relevant to everyday life, encouraging industry to develop a barrier-free user environment (such as by introducing computers for the blind), widely installing public information kiosks, increasing the number of people going online, and assisting

low-income households to go online, it will be possible for government to enhance citizens' information application ability across the board and transform the digital divide into a new digital opportunity.

2. 照片



IRFD週邊會議，主席Shii Okuno教授開場致詞



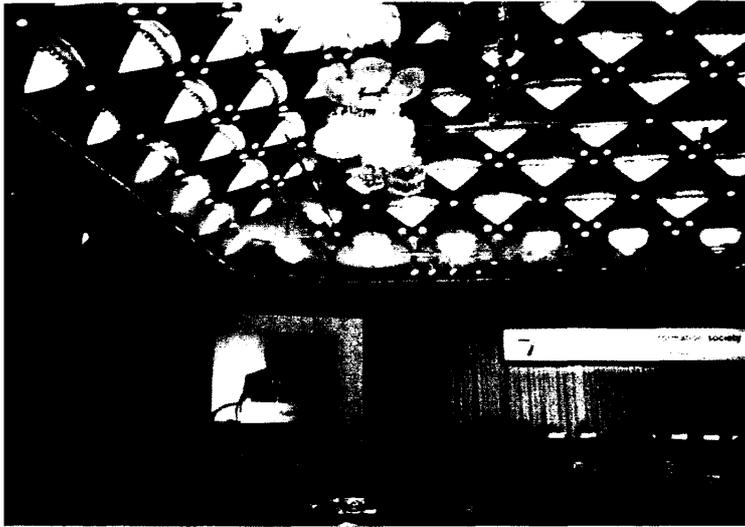
IRFD週邊會議



IRFD週邊會議，與談人合影



世銀週邊會議



WSIS東京會議大廳