

[eInclusion in]

Turkey

Türkiye



ICT & Ageing

Geographic Digital Divide

eAccessibility

eInclusion

Cultural Diversity

Inclusive eGovernment

Digital Literacy & Competences

Country Profile
History
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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general eInclusion status in Turkey. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 72 561.3 inhabitants (2010)

GDP at market prices: 441 021.6 million Euro (2009)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 46.0 (2008)

GDP growth rate: -4.5 % (2009)

Inflation rate: 6.3 % (2009)

Unemployment rate: 12.5 % (2009)

Government debt/GDP: 38.8 % (2007)

Public balance (government deficit or surplus/GDP): -1.2 % (2007)

Source: [Eurostat](#)

Area: 780 580 km²

Capital city: Ankara

Official EU language: Turkish

Currency: Turkish lira

Source: [Europa website](#)

Information Society Indicators

Percentage of households with Internet access: 20 % (2007)

Percentage of households with broadband connection: 17 % (2007)

Percentage of individuals regularly using the Internet: 23 % (2007)

Percentage of individuals using the Internet for uploading self-created content: N/A

Percentage of individuals using the Internet for reading online newspapers/magazines: 18 % (2007)

Percentage of individuals using the Internet for finding information about goods and services: 11 % (2007)

Percentage of individuals using the Internet for seeking health-related information: 10 % (2007)

Percentage of individuals using the Internet for looking for a job or sending a job application: 4 % (2007)

Percentage of individuals using the Internet for doing an online course: 2 % (2007)

Percentage of individuals using the Internet for seeking information with the purpose of learning: 10 % (2007)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 6.3 %, downloading forms 2.1 %, returning filled forms 2.2 % (2007)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eInclusion History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eInclusion](#)

Recent News

September 2010

On 23 September, the [Administration for Disabled People](#) (*Özürlüler İdaresi Başkanlığı*) hosted the [Disability and Information Day](#). An expert panel from the disability and ICT fields discussed disabled people's **accessibility in ICT** via public and private institutions and organisations, as well as the issues faced by these special needs groups and possible solutions. The event also featured award winners in the following categories:

Web Accessibility: [eGovernment Gateway](#) is the official government web portal which makes its electronic services accessible to citizens with disabilities.

Support Technologies: the speech recognition company [DIKTE](#) provides assistive technology for the disabled.

May 2010

On 10-14 May, the '[3rd International Future Learning Conference on Innovations in Learning for the Future 2010: e-Learning](#)' was held in Istanbul and organised by Istanbul University. The conference explored the development of effective methods, strategies and techniques. It also investigated how **learning for special needs groups**, through the influence of ICT, has acquired new dimensions. Conference topics included, but were not limited to, the following:

- ▶ Information and IST (Information Society Technology) literacy;
- ▶ Information Society and eLearning Strategies for e-Transformation in Turkey (transforming Turkey into an information society).

April 2010

Turkey, as a partner of the [MIG@NET](#) project consortium, attended the kick-off meeting which took place on 11 and 12 March 2010 in Athens, Greece. The project is dedicated to the study of migrant participation in transnational digital networks, and will explore the effect of these networks on migrant mobility and integration.

March 2010

Between 1-15 March, the [Youth Association for Habitat](#) (*Habitat için Gençlik*) and the National Youth Parliament, in cooperation with government ministries and institutions, organised ICT activities in all 81 provinces as part of the inaugural [e-Skills Week](#). Special events took place throughout the country, such as conferences, **digital literacy** seminars, ICT workshops at educational establishments, visits to public and private institutions on the importance of ICT, and IT caravans. The initiative featured such campaigns as 'Get Online Day' on 4 March, which targeted the digitally excluded and aimed to create favourable conditions towards eInclusion.

News 2009 and before

2009

- ▶ In 2009, the '[Strategic Plan](#)' (*Stratejik Plan*) 2010-2012, which set out strategies for the electronic communications sector, was published by the [Information and Communication Technologies Authority](#) (*Bilgi Teknolojileri ve İletişim Kurumu*, ICTA). For further information, please see eInclusion Strategy.
- ▶ On 27 September-1 October 2009, the [10th Transportation Forum](#) (*10. Ulaştırma Şurası*) took place in Istanbul. Senior representatives from government, industry, civil societies and scientific communities came together to determine the goals, measures and priorities for an entire revamp of the communications system in line with modern ICT. The 'Vision 2023' document was presented, which looked to the year of Turkey's centenary as a guide for future activities. One of the themes was **disability solutions** for the communications industry, concluding with the '2023 Objectives in Communication for the Disabled'.

On 16 September 2009, the '[Medium-Term Programme](#)' 2010-2012 (*Orta Vadeli Programlar*) was published. A key strategic area is to enhance competitiveness through dissemination of ICT, with key targets to include special needs groups. For further information, please see eInclusion Strategy.

2008

- ▶ On 25 December 2008, the 'Bridging Digital Divide' project (*Bilgisayar Bilmeyen Kalmayacak projesi*) was launched. It intended to enhance digital literacy skills and competencies, especially among disadvantaged youth, and to contribute to the geographic digital divide via its [website](#).
- ▶ On 2 December 2008, the [Youth Association for Habitat](#) (*Habitat için Gençlik*), an organisation which implements IT projects for youth in partnership with the United Nations, won the **Geographic Inclusion Award** at the European e-Inclusion Awards held in Vienna, Austria. Young people, with an emphasis on women, receive digital skills training from peer trainers.
- ▶ On 28 June 2008, the '[Medium-Term Programme](#)' 2009-2011 (*Orta Vadeli Plan*) was adopted by the government. For further information, please see eInclusion Strategy.

2007

- ▶ In 2007, the [Administration for Disabled People](#) (*Özürlüler İdaresi Başkanlığı*) began running the '[Turkey without Barriers](#)' (*Engelsiz Türkiye Projesi*) project. The main aim has been to raise social awareness about eAccessibility for people with disabilities.
- ▶ On 21 June 2007, the '[Medium-Term Programme](#)' 2008-2010 (*Orta Vadeli Programlar*) was published by the [State Planning Organisation](#) (*Devlet Planlama Teşkilatı*, SPO). For further information, please see eInclusion Strategy.
- ▶ On 27 January 2007, a Prime Ministry Circular (2007/4) was issued on public web site standardisation intended to ensure internet accessibility and provide public services to all citizens, including special needs groups.

2006

- ▶ In 2006, the report on '[The Situation of the Elderly People in Turkey and the National Plan of Action on Ageing](#)' was drafted. One of the main goals was to prevent the exclusion of the elderly through access to education and training, including digital literacy courses, and special provisions for ICT training for the disabled.

- ▶ In 2006, the '[Strategic Plan](#)' 2008-2012 (*Strategik Plan*) came into force with a view to prevent discrimination against disability, and for the disabled to lead a life based on equality and full participation in society. A key objective has been to adopt a relevant national disability policy and to create eAccessibility services.
- ▶ On 28 July 2006, the '[Information Society Strategy](#)' 2006-2010 (*Bilgi Toplumu Stratejisi*) was published to ensure that special needs groups can also benefit from the information society. Activities have included ICT access opportunities that cover all segments of society in line with the requirements of special needs groups.

On 1 July 2006, the '[Ninth Development Plan](#)' 2007-2013 (*Dokuzuncu Kalkınma Planı*) was prepared by the [State Planning Organisation](#) (*Devlet Planlama Teşkilatı*, SPO). It is the fundamental policy document that set forth the transformation Turkey will undergo during this period in the context of the information society. The elderly, disabled and disadvantaged groups have been targeted for cooperation towards achieving the Plan's strategic objectives. For further information, please, see eInclusion Strategy.

2002

On 18-27 March 2002, the World Telecommunications Development Conference with the theme 'Bridging the Digital Divide', was organised by the International Telecommunication Union and held in Istanbul. It established work programmes and guidelines, defined ICT development issues and priorities in the light of the rapid and pervasive expansion of ICTs.

1997

In 1997, the [Administration for Disabled People](#) (*Özürlüler İdaresi Başkanlığı*) affiliated with the Turkish [Prime Ministry](#) (*Türkiye Cumhuriyeti Başbakanlık*), was established with the goal to coordinate services for disabled people by different state or non-governmental agencies and/or organisations. A main function has been to formulate disability policy concerning the promotion and full participation into society and equality for people with disabilities.

eInclusion Strategy

Main strategic objectives and principles

Ninth Development Plan 2007-2013

The '[Ninth Development Plan](#)' (*Dokuzuncu Kalkınma Planı*) 2007-2013 forms the basis for national and regional plans and programmes, primarily the Medium-Term Programmes ([2010-2012](#), [2011-2013](#)), together with sectoral and institutional strategy documents, such as the '[Information Society Strategy](#)' (*Bilgi Toplumu Stratejisi*) 2006-2010. This key document has put forward five development axes, which include the following:

- ▶ **Strengthening human development and social solidarity** - extensive use of ICT in schools and accelerated curriculum improvement activities to improve digital literacy rates.
- ▶ **Increasing quality and effectiveness in public services** - widespread and efficient use of ICT in the provision of public services, taking into account special needs groups.

Medium-Term Programme 2011-2013

A priority task of the '[Medium-Term Programme](#)' (*Orta Vadeli Programlar*) 2011-2013 is to accelerate the transformation of Turkey into an information society by means of widespread and effective **use of ICT**.

Key actions include to:

- ▶ provide widespread access to ICT, and broadband in particular, to all citizens;
- ▶ take into account citizen-focused approaches, user satisfaction and information security in the development of eGovernment services;
- ▶ develop electronic services for rural inhabitants and improve the necessary infrastructure for access and utilisation of ICT.

Information Society Strategy 2006-2010

The '[Information Society Strategy](#)' (*Bilgi Toplumu Stratejisi*) has set seven fundamental strategic priorities that cover the activities and the projects that will be put into practice during its implementation period. Key priorities include:

- ▶ **Social Transformation**
 - effective use of ICT by citizens in day-to-day and professional activities;
 - reduce the digital divide (increase of over 50 % of the internet penetration rate by 2010).
- ▶ **Citizen-focused Service Transformation**
 - provide effective, easy-to-access and efficient public service delivery through ICT to all citizens;
 - supply ICT-based services, such as educational and cultural services, social security and welfare services to all citizens.
- ▶ **Modernisation of Public Administration**
 - prioritise efficiency and citizen satisfaction (including people with special needs) via ICT;
 - make available an eGovernment model with infrastructure in conformity with the special needs of citizens.

▶ **Competitive, Widespread and Affordable Telecommunications Infrastructure and Services**

- ensure development and widespread usage of telecommunications infrastructure and services to all citizens;
- offer high-quality and affordable broadband access to all segments of society (with favourable pricing policies for disabled and disadvantaged groups).

Strategy documents

Strategic Plan 2009-2013

The Ministry of Transport and Communication (*Ulaştırma Bakanlığı*) '[Strategic Plan](#)' (*Stratejik Plan*) has set out objectives to extend **broadband internet access** to all schools, including to reach out to rural areas and remote communities in particular, in order to ensure widespread use of ICT and to raise digital literacy rates.

Strategic Plan 2008-2012

The [Administration for Disabled People](#) (*Özürlüler İdaresi Başkanlığı*) has published the '[Strategic Plan](#)' (*Stratejik Plan*) which covers **eAccessibility** related to bringing services to people with disabilities. By 2012, it has set as a goal to double the number of publications designed specifically for people with special needs, such as digital audio books for the blind and visually impaired.

ICTA 2010-2012 Strategic Plan

The [Information and Communication Technologies Authority](#) (*Bilgi Teknolojileri ve İletişim Kurumu*, ICTA) has set out the strategy for the electronic communications sector until 2012 via the '[Strategic Plan](#)' (*Stratejik Plan*).

Key measures of the strategy include the following:

- ▶ offer all consumers equal access to a wide range of quality products and ensure their compliance;
- ▶ make electronic communications services accessible to people with disabilities and the provision of such services to be on equal terms with other consumers;
- ▶ reduce geographic divide by increasing broadband subscription in remote territories.

eInclusion Legal Framework

Main legal texts impacting on the development of eInclusion

eAccessibility Legislation

[Turkish Disability Act 5378/2005](#)

Even though Turkey does not have a law on eAccessibility, the Act contains provisions on the establishment of a disability database in order to enhance **eAccessibility** of people with disabilities and the provision of quality for existing services. According to Article 15, audio and electronic books will be produced to meet the educational and cultural needs of the disabled. Article 32 states that varied tools, equipment and IT programmes are produced specifically for the training, employment and daily lives of the disabled.

eCommunications Legislation

[Electronic Communications Law \(5809/2008\)](#)

Article 4 states that the specific needs of the **disabled, the elderly and people in need of social protection** must be taken into consideration by the relevant bodies when providing electronic communications services and specific arrangements, including the use of technological innovations.

[Telecommunications Amendment Law \(4502/2001\)](#)

The most important structural transformation in Turkey's telecommunications sector is 'Law No. 4502/2001 on Telecommunications'. Article 4 stipulates that special needs groups such as the elderly and the disabled, in addition to marginalised groups, shall be taken into consideration in the provision of telecommunications services and/or operation of IT infrastructure.

[Law on Provision of Universal Service and Amendments to Certain Laws \(5369/2005\)](#)

The Law has introduced amendments to various laws and regulations. Article 3 states that the **provision of universal service** (electronic communications services, including access to the Internet, digital literacy) and its regulations shall take pricing and the feasibility of technological options into consideration to ensure that the disabled and other special needs groups benefit. The following items in Article 9 were annexed to Law No. 3348 on the Organisation and Duties of the Ministry of Transport:

- ▶ prescribing rules and procedures to ensure that the people in need of social protection, such as the disabled, benefit from universal service on the basis of equality, lack of prejudice and on affordable pricing terms;
- ▶ making electronic communication services, including access to the Internet, accessible to all citizens within the territory of the Republic of Turkey.

eInclusion Actors

Main roles and responsibilities

National eInclusion

Policy/Strategy

State Planning Organisation (*Devlet Planlama Teşkilatı, SPO*), **Prime Ministry** (*Türkiye Cumhuriyeti Başbakanlık*)

The State Planning Organisation has prepared the '[Information Society Strategy](#)' (*Bilgi Toplumu Stratejisi*) 2006-2010 and its corresponding '[Information Society Action Plan](#)' (*Bilgi Toplumu Stratejisi Eylem Planı*) 2006-2010. Related information society and ICT documents and reports are monitored by SPO.

Ministry of Transport and Communication (*Ulaştırma Bakanlığı*)

The Ministry is tasked with the adoption of ICT policies and strategies. It is the main body responsible for determination of strategy, policies and regulations in the electronic communications area.

Ministry of National Education (*Millî Eğitim Bakanlığı*)

The Ministry of National Education drafted the 'Basic Education Project IT Policy Report' in 2004.

Coordination

State Planning Organisation (*Devlet Planlama Teşkilatı, SPO*), **Prime Ministry** (*Türkiye Cumhuriyeti Başbakanlık*)

The State Planning Organisation is the main body responsible for coordinating the '[e-Transformation Turkey Project](#)' (*e-Dönüşüm Türkiye Projesi*).

Administration for Disabled People (*Özürlüler İdaresi Başkanlığı*), **Prime Ministry** (*Türkiye Cumhuriyeti Başbakanlık*)

eAccessibility services for disabled people are offered by various bodies within the government and public domain. The Administration was established in 1997 in part to ensure coordination among these.

Directorate General of Labour (*Çalışma Genel Müdürlüğü*), **Ministry of Labour and Social Security** (*Çalışma ve Sosyal Güvenlik Bakanlığı*)

The [Division of the Disabled](#) (*Özürlüler Şubesi Müdürlüğü*) and the [Department of Disadvantaged Groups](#) (*Dezavantajlı Gruplar Daire Başkanlığı*) within the Directorate coordinate the activities of relevant government and non-government bodies to encourage equal treatment policies that prevent discrimination and foster eInclusion.

Implementation

Ministry of National Education (*Millî Eğitim Bakanlığı*)

The Ministry of National Education implements the 'Basic Education Project IT Policy Report' and the educational tasks in the '[Information Society Strategy](#)' (*Bilgi Toplumu Stratejisi*) 2006-2010 and the '[Information Society Action Plan](#)' (*Bilgi Toplumu Stratejisi Eylem Planı*) 2006-2010, in cooperation with the State Planning Organisation (*Devlet Planlama Teşkilatı, SPO*) and the Ministry of Transport and Communication (*Ulaştırma Bakanlığı*).

Information and Communication Technologies Authority (*Bilgi Teknolojileri ve İletişim Kurumu, ICTA*)

The ICT regulation functions of the Ministry of Transport and Communication (*Ulaştırma Bakanlığı*) are implemented by the ICTA. Furthermore, it defines subscriber schemes, terms and conditions for the provision of specialised programmes (e.g. internet access) for the elderly and the disabled, as well as marginalised groups.

General Directorate of Educational Technologies (*Eğitim Teknolojileri Genel Müdürlüğü*), **Ministry of National Education (*Millî Eğitim Bakanlığı*)**

Under the Ministry of National Education, the Directorate implements ICT-based tools and their widespread use to promote digital literacy in learners of all ages, as well as taking into consideration special needs groups.

Support

Ministry of Culture and Tourism (*Kültür ve Turizm Bakanlığı*)

The Ministry is responsible for the digitisation of cultural assets, such as periodicals and manuscripts, and information dissemination of culture through ICT.

eInclusion Who's Who

Main eInclusion decision-makers and executives

Ministers responsible for eInclusion



Cevdet Yılmaz
Minister of State (e-Minister)

Contact details:

Republic of Turkey, Prime Ministry
Necatibey Caddesi No:108
06100 Bakanlıklar, Ankara
Tel.: +90 312 415 40 22 - 415 48 05
Fax: +90 312 424 17 09
E-mail: cevdet.yilmaz@tbmm.gov.tr
Source: <http://www.tbmm.gov.tr/>



Binali Yıldırım
Minister of Transport and Communication

Contact details:

Ministry of Transport and Communication
Hakkı Turaylıç Caddesi No:5
Emek, Ankara
Tel.: +90 312 212 44 16-18
Fax: +90 312 212 49 30
E-mail: bakan@ubak.gov.tr
Source: <http://www.mt.gov.tr>



Nimet Çubukçu
Minister of National Education

Contact details:

Ministry of National Education
Atatürk Bulvarı Kızılay No:98
06570 Bakanlıklar, Ankara
Tel.: +90 312 419 14 10
Fax: +90 312 417 70 27
E-mail: ncubukcu@meb.gov.tr
Source: <http://www.meb.gov.tr>

eInclusion executives



Fethi Şimşek
Director, Information and Communication Technologies Authority

Contact details:

Information and Communication Technologies Authority

Yeşilirmak Sokak No:16

Demirtepe 06430, Ankara

Tel.: +90 312 294 71 00

Fax: +90 312 294 71 45

E-mail: N/A

Source: <http://www.tk.gov.tr>



Bekir Köksal
Director General, Administration for Disabled People, Prime Ministry

Contact details:

Administration for Disabled People, Prime Ministry

Necatibey Cad. No:49

Kızılay, Ankara

Tel.: +90 312 229 55 11

Fax: +90 312 229 55 85

E-mail: bilgiedinme@ozida.gov.tr

Source: <http://www.ozida.gov.tr>



Emin Sadik Aydın
Acting head of the Information Society Department, State Planning Organisation, Prime Ministry

Contact details:

Information Society Department, Prime Ministry

Necatibey Caddesi No:108

06100 Bakanlıklar, Ankara

Tel.: +90 312 294 64 17

Fax: +90 312 294 64 77

E-mail: esaydin@dpt.gov.tr

Source: <http://www.bilgitoplumu.gov.tr>

**Ali Kemal Sayın****General Manager, Directorate General of Labour, Ministry of Labour and Social Security****Contact details:**

Directorate General of Labour
Ministry of Labour and Social Security
Inonu Bulvari No: 42
06 520 Emek, Ankara
Tel.: +90 312 296 63 23-25
Fax: +90 312 212 07 81
E-mail: iletisim@csgb.gov.tr
Source: <http://www.csgb.gov.tr>

**Mahmut Tuncel****General Director, General Directorate of Educational Technologies, Ministry of National Education****Contact details:**

General Directorate of Educational Technologies
Ministry of National Education
Eğitim Teknolojileri Genel Müdürlüğü
06 500 Teknikokullar, Ankara
Tel.: +90 312 296 94 01
Fax: +90 312 223 87 36
E-mail: mtuncel@meb.gov.tr
Source: <http://egitek.meb.gov.tr>

eInclusion Areas

Riga Declaration Priorities

ICT & Ageing

Status in ICT & Ageing

The use of ICT by the elderly can fundamentally affect their lives, from daily online services to assistive aids. It is important to ensure that citizens adopt ICT speedily and make technology a part of their everyday lives in an effort to transform Turkey into an information society. As such, the ageing population must be made aware of the benefits of ICT, be provided with opportunities for access to these technologies, and become equipped with the skills needed for their use.

According to the [Turkey Disability Survey \(Türkiye Özürlüler Araştırması\)](#), over 12 % of the population suffers from some form of disability. There are 5.3 million people over 65 years of age. With a rapidly ageing population, where disability and impairment become more acute, fostering ICT skills gains in importance.

Source: [General Directorate of Population and Citizenship Affairs \(GDPCA\)](#)

Actions to support ICT & Ageing

ICT courses

Public Internet Access Points (PIAPs) offer ICT courses. **Metropolitan municipalities** carry out ICT courses and accept all prospective candidates wishing to receive such training, irrespective of advanced age.

The Situation of the Elderly People in Turkey and the National Plan of Action on Ageing

The [State Planning Organisation \(Devlet Planlama Teşkilatı, SPO\)](#) report '[The Situation of the Elderly People in Turkey and the National Plan of Action on Ageing](#)' proposes the following activities:

- ▶ Provide and develop educational opportunities involving special ICT training.
- ▶ Ensure that citizens, especially women, benefit from ICT.
- ▶ Develop suitable ICT and extending user-friendly ICT with the purpose of meeting the daily technology needs of the elderly while taking into consideration various impairment capacities.

Geographic Digital Divide

Status of Common Access to Electronic Content and Services

The provision of universal service states that high-quality affordable electronic communications services should be accessible to all citizens within the territory of Republic of Turkey, regardless of geographical location.

Broadband penetration continues to increase. As of June 2010, broadband subscribers exceeded 7.6 million. 2009 saw the inception of **3G (third-generation) mobile services**. In a very short period of time, the number of subscribers benefiting from 3G services increased rapidly and exceeded several million.

Actions to support Common Access to Electronic Content and Services

Public Internet Access Points

Public Internet Access Points (PIAPs) provide Internet access to the underprivileged and serve as venues where ICT guidance and training services are provided to all citizens. The ['Information Society Strategy'](#) (*Bilgi Toplumu Stratejisi*) 2006-2010 has targeted the establishment of 4 500 full-time PIAPs. In addition, Information Technology Labs set up at schools will be utilised as part-time PIAPs. It is anticipated that the setting up of a PIAP network throughout the country will accelerate the transformation into an information society.

1 850 PIAPs were established between 2007-2009. Public education centres, vocational education centres, barracks, libraries, social service centres and child protection institutions have been serving as PIAPs. However, there exists a need to regulate the operation and maintenance of these centres, as this keeps their usage below the desired capacity.

ICTA 2010 Work Plan

The [Information and Communication Technologies Authority](#) (*Bilgi Teknolojileri ve İletişim Kurumu*, ICTA) ['Work Plan'](#) (*İş Plani*) for 2010 sets as a target the widespread use of electronic communications services offered through broadband networks. This will be achieved by:

- ▶ increasing the number of mobile broadband subscribers;
- ▶ augmenting the number of users who have access to any electronic communications service;
- ▶ removing the regional discrepancies in the use of electronic communications services.

eAccessibility

Status of eAccessibility

People with disabilities constitute a significant part of the disadvantaged population, accounting for over 12 % of the entire population, or 8.5 million.

Source: [Turkish Statistical Institute](#) (TURKSTAT)

Actions towards eAccessibility

'Turkey without Barriers' project

The ['Turkey without Barriers'](#) (*Engelsiz Türkiye Projesi*) project raises **awareness on eAccessibility** for the disabled and related government bodies and non-profit institutions, as well as for the general public. To date, the project has reached 51 of the 81 provinces through information dissemination.

ICTA Work Plan

The [Information and Communication Technologies Authority](#) (*Bilgi Teknolojileri ve İletişim Kurumu*, ICTA) 2010 ['Work Plan'](#) (*İş Plani*) sets specific actions for the disabled. These include:

- ▶ Provide accessible and sufficient information on the accessibility of products and services to users of electronic communication services, including the rights of disabled consumers with regard to universal service and new technologies.
- ▶ Provide equal access conditions to electronic communication services for disabled users.
- ▶ Increase awareness of ICT-related fields for the private sector, including how these new technologies will facilitate the access of disabled users to electronic communications services.

Books for the visually impaired

The [National Library of Turkey](#) (*Milli Kütüphane*) website provides visually impaired users with a wide range of audio books through its [Spoken Book Library](#).

MEBBIS information system

The [e-school system](#) (MEBBIS) at the Ministry of National Education (*Millî Eğitim Bakanlığı*) provides an e-module for disabled students called 'Individuals with Disabilities'.

'Dikte Özel' speech recognition software

[Dikte Özel](#) is an assistive technology application designed to help the visually impaired and orthopedically disabled users. It provides computer and internet usage without a keyboard and mouse. The application includes:

- ▶ speech recognition technology
- ▶ text-to-speech technology
- ▶ a screen reader module
- ▶ a web browser
- ▶ an email module.

'Seeing Eye' project

The Ministry of Transport and Communication (*Ulaştırma Bakanlığı*) plans to distribute to the visually impaired 5 000 free hand-held navigation devices which use Bluetooth technology and voice alerts to facilitate their travel. Ankara and Istanbul have been targeted as pilot cities.

Call centre services for the disabled

The mobile phone operator [Turkcell](#) offers services to hearing impaired 3G users in sign language from a video call centre.

IT Congress

An IT Congress is convened annually that includes among its themes 'People with Disabilities and IT'. The diffusion of best practices with regard to the use of ICT is key to the yearly agenda, in addition to ICT tools and devices (including software) specially designed for the disabled.

Digital Literacy and Competences

Status on Digital Literacy and Competences

Establishment of information technology infrastructure in schools by the Ministry of National Education (*Millî Eğitim Bakanlığı*) is the implementation result of the 'Basic Education Project IT Policy Report' (2004), the '[Information Society Strategy](#)' (*Bilgi Toplumu Stratejisi*) 2006-2010 and the '[Information Society Action Plan](#)' (*Bilgi Toplumu Stratejisi Eylem Planı*) 2006-2010.

By December 2009, 28 939 **Information Technology Labs** had been established throughout the country in schools with at least 8 classes and 150 students. 17 261 schools that didn't meet this capacity requirement were provided with one PC per 15 students, in addition to one projector, one scanner and one printer for each school with the aim to reduce the digital divide. **Digital literacy courses** are part of both the primary and secondary education curricula.

In 2009, 36 082 schools and educational institutions had ADSL access, and 4 917 schools had a VSAT internet connection. At present, 94 % and 100 % of primary and secondary schools, respectively, have broadband access.

Actions towards stimulating Digital Literacy and Competences

'Information Society Strategy' 2006-2010

The '[Information Society Strategy](#)' (*Bilgi Toplumu Stratejisi*) 2006-2010 outlines the following actions:

▶ **IT infrastructure in schools**

- installation and updating of IT labs with multimedia libraries in all designated schools;
- IT labs open to the public during non-student use.

▶ **Public Internet Access Points (PIAPs)**

- free access to all citizens without a home internet connection;
- digital literacy courses twice a day, including special needs groups;
- on-site tutor assistance.

▶ **Computer and internet campaigns**

- computer and broadband connection packages for special needs groups at affordable rates.

▶ **Basic ICT education in schools**

- scope of ICT courses in secondary education curriculum to be improved and rolled out;
- digital literacy taught within dedicated certificate programmes;
- students informed on benefits of using ICT in daily life and guided on its effective use.

▶ **Basic level ICT courses for adults**

- ICT training programmes at PIAPs, with priority given to disadvantaged and marginalised groups.

▶ **ICT training certification**

- certification programme identified by both the public and private sectors to achieve standards in ICT training.

▶ **ICT-supported formal education**

- updated secondary education ICT curricula to sustain and complement ICT education in primary education;
- ICT-supported basic and auxiliary courses in the education system and access to education curricula on the Internet.

▶ **ICT-supported informal education**

- eLearning courses designed to contribute to the personal and vocational development of all citizens, regardless of special needs;
- special focus on training programmes for disadvantaged and marginalised groups to assist in the inclusion of ICT.

Digital literacy courses

Public Internet Access Points (PIAPs) provide access to and use of **ICT facilities**. Citizens can benefit from basic ICT course programmes that offer 32 hours of instruction.

Digital skills education for teachers

'[Microsoft Cooperation in Education](#)' is a distance-learning programme for creating and improving teachers' ICT literacy. IDs and passwords are supplied to all teachers working in schools affiliated to the Ministry of National Education (*Millî Eğitim Bakanlığı*). Over 575 000 user accounts have been supplied to date, and more than 160 000 teachers are actively using the training programme.

'Empowerment of Youth for E-transformation of Turkey' project

The project '[Empowerment of Youth for E-transformation of Turkey](#)' (*Türkiye'nin e-Dönüşümü için Gençlerin Yetkin Kılınması Projesi*) aims to **increase the number of digital literates**, mainly among youth and women in particular. More than 900 young people from 70 provinces have volunteered to provide basic computer and internet skills to their peers. In excess of 107 000 citizens have benefited

from the project, including the disabled and other special needs groups. The target for 2011 is to train 1 500 volunteers representing all 81 provinces, and to instruct 100 000 young people via an online digital literacy course. It is being implemented in partnership with the [Youth Association for Habitat için Gençlik](#), the United Nations Development Programme and the [State Planning Organisation \(Devlet Planlama Teşkilatı, SPO\)](#), and has been administered since March 2005.

'[Empowerment of Youth for E-transformation of Turkey](#)' (*e-Dönüşüm Türkiye Projesi*) comprises two notable projects:

- ▶ **[Refurbishment and Distribution of Used PCs for Youth](#)**: Restores and distributes used and old PCs to schools, youth NGOs and local youth councils. Over 1 100 computer labs in 60 cities have been established at primary and secondary schools, and at local youth councils that serve as ICT training facilities.
- ▶ **[Bridging Digital Divide](#)**: Aims to engage with 1 million youth in all 81 provinces, primarily targeting the disadvantaged, to ensure they have the opportunity to acquire digital literacy skills and competencies. This web-based education is being provided through the Turkish operator of [European Computer Driving License training \(ECDL\)](#).

'KidSmart Early Learning' programme

The '[KidSmart Early Learning](#)' programme provides educational institutions with software tools designed for 3-7 year olds as a means to achieve digital competency. It is currently in use at schools in Ankara and Istanbul.

e-Skills Week

In March 2010, Turkey participated in Europe-wide activities of the [e-Skills Week](#) organised on the initiative of the European Commission. The [European e-Skills Week 2010](#) was the first such campaign, and in Turkey the events and activities highlighted extensively the importance of digital literacy and competencies.

Inclusive eGovernment

Status on Inclusive eGovernment

The [Administration for Disabled People \(Özürlüler İdaresi Başkanlığı\)](#) has issued a circular on the accessibility of web sites. It is envisaged that all public institutions and organisations will modify their web sites in line with the Web Content Accessibility Guide in order to **provide full accessibility** (visual, auditory and perception) for all people with disabilities. The Administration provides technical assistance to public institutions, organisations and NGOs in order to ensure web accessibility.

A Prime Ministry Circular (2007/4) annex, 'Guide to Public Web Sites' (*Kamu Kurumları İnternet Sitesi Kılavuzu*), outlines the broad standards for ensuring **inclusion of the disabled** in accessing government web sites. The implementation of web user agents such as browsers, search engine crawlers, screen readers and braille browsers is required and not that of the standard web browsers which pose as obstacles to the disabled and impaired.

Actions towards Inclusive eGovernment

'Information Society Strategy' 2006-2010

The '[Information Society Strategy](#)' (*Bilgi Toplumu Stratejisi*) 2006-2010 calls for government employees to be equipped with ICT skills, and for training to be carried out at PIAPs through four modules, depending on seniority and digital competence. In addition, visual service quality, content, security, authentication and usability standardisation must be ensured for government web sites to ease access for the disabled.

Government portal

[e-Government Gateway](#) is a platform which offers state information and a full range of services electronically to citizens. It also caters to English speakers who wish to learn more about Turkey. The portal's layout takes into account disabled and impaired users.

Information portal for disabled people

A web service for the disabled that is run by the [Administration for Disabled People](#) (*Özürlüler İdaresi Başkanlığı*) provides information on policy issues and regulations, relevant projects being carried out, research findings and events.

The Future of eInclusion

Research in Practice & Future Challenges

Research in Practice

The [Seventh Framework Programme](#) (FP7) comprises, under its umbrella, EU research initiatives that play a vital part in attaining the objectives of growth, competitiveness and employment. The broad objectives of FP7 have been grouped into four categories: [Cooperation](#), [Ideas](#), [People](#) and [Capacities](#). eInclusion aspects hold a prominent place in this programme, which has been operational since 2007 and will expire in 2013.

Approximately € 400 million have been allocated to FP7's **Challenge 7: 'ICT for Independent Living, Inclusion and Governance'**, one of the seven 'Challenges' of the [ICT Work Programme](#) 2009 – 2010 under FP7. The aim of 'Challenge 7' is to create ICT products, through research and development, which will foster independent and active living among Europe's ageing population, improving living standards and mitigating ICT complexity in order to encourage groups with special needs to uptake and use ICT tools and technologies to their benefit.

'Challenge 7' set three objectives:

Objective ICT-2009.7.1: [ICT & Ageing](#)

- ▶ Service robotics for ageing well
- ▶ Open Systems Reference Architectures, Standards and ICT Platforms for Ageing Well
- ▶ RTD roadmaps and stakeholder coordination.

Objective ICT-2009.7.2: [Accessible and Assistive ICT](#)

- ▶ Embedded Accessibility of Future ICT
- ▶ ICT restoring and augmenting human capabilities compensating for people with reduced motor functions or disabilities
- ▶ RTD research agendas & coordination of constituencies.

Objective ICT-2009.7.3: [ICT for Governance and Policy Modelling](#)

- ▶ Governance and Participation Toolbox
- ▶ Policy Modelling, Simulation and Visualisation
- ▶ Roadmapping and Networking for 'participation, governance and policy modelling'.

Turkey is involved in the following FP7 project:

[Virtual User Concept for Supporting Inclusive Design of Consumer Products and User Interfaces](#) (VICON)

Research area: ICT-2009.7.2 Accessible and Assistive ICT

Project start date: 1 January 2010


Project end date: 30 June 2012

Future Challenges

The following constitute the most pressing eInclusion issues:

- ▶ adopting new ICT policies that are particularly relevant to people with disabilities and the elderly, and actively involving many government bodies for the purpose of harmonisation;
- ▶ increasing R&D in order to develop technology solutions (e.g. assistive technologies) by making use of the [Scientific and Technological Research Council of Turkey](#) (*Türkiye Bilimsel ve Teknolojik*

Arařtırma Kurumu, TÜBİTAK), the leading agency for funding and conducting research, as well as the European Union's chief research funding instruments.



European Commission - eInclusion Practice

eInclusion practice (epractice.eu) is an information and exchange service for European professionals.

The eInclusion factsheets are one of the epractice.eu services. The factsheets present an overview of the eInclusion status and progress in the European countries.

The eInclusion factsheets are produced and updated once a year.

eInclusion practice is an initiative of the Directorate General for the Information Society and Media, European Commission.

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