Research summary
Characterising mobile phone inclusion among Assistive Technology users

Full report

About

This report shares the findings of a research project that explores the attitudes, access to, and use of mobile phones and other information and communication technologies amongst people with disabilities, carers, older people, and potential assistive technology users in informal settlements in Indonesia and Sierra Leone. The study was conducted in two stages, with the first stage involving a quantitative survey and the second stage involving a qualitative survey using creative tools. This research was conducted as one strand of a sub-programme of the AT2030 Research Programme.

Key Insights

- Mobile phone use is widespread in both settings, but there is a huge variety in the ways and purposes for which phones are used.
- Many people own and use mobile phones collectively rather than individually.
- The cost of owning and using a phone is the biggest challenge for people in both settings.
- People with disabilities have lower access to mobile phones than non-disabled people and face more challenges, but disability is not the most significant determining factor.
- There are inequalities of access and capacity to use mobile phones between women and men, people with and without disabilities, and between elderly and working age residents.

Key recommendations:

- Design and implement mobile phone-based interventions that are inclusive and accessible to all people, regardless of their disability, gender, or age.
- Work to address the infrastructural challenges that limit people's access to and use of mobile phones, such as cost, network coverage, and access to charging.
- Increase the availability of mobile phones and literacy training for people with disabilities, women, and older people.
- Collect more data on the intersectional inequalities in access to and use of mobile phones

45 participants in Banjarmasin

67 participants in Freetown, Sierra Leone

AT2030 : testing 'what works' to enable access to life-changing assistive technology (AT) for all