



## POLICY IN ACTION

# Singapore's Digital Initiatives to Include Everyone

### Market context

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Singapore is rapidly becoming a fully-fledged digital society, with two standalone 5G networks and a possible third to be deployed in the near future. Despite nationwide coverage, Singapore grapples with a mobile usage gap, that is, people who live within the footprint of a network but do not use mobile internet services. Issues associated

with the usage gap have been exacerbated by the pandemic restrictions. Connected citizens have been able to continue everyday activities such as working, going to school or talking with friends and family, whereas others have been left out.

### Policy or regulatory action

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In response to Covid-19 and the associated movement restrictions, Singapore accelerated its digitalisation efforts. To ensure that the benefits of digitalisation flowed across society, IMDA launched programs designed to close the usage gap for segments of the population where connectivity adoption is lagging. With the SG Digital Office leading the effort on digitalisation, the Seniors Go Digital

programme assisted seniors in adopting new technology by offering starter kits focused on e-mail, social media and teleconference applications. The Hawkers Go Digital programme assisted hawker stall owners and other small business owners in adopting digital solutions, including acceptance of e-payments and the development of new, sustainable business models.

### Why this is good practice

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Over the past decade, the Asia Pacific region has seen tremendous growth in network deployment, with the coverage gap down to approximately 7% in the region. However, the usage gap continues to be an issue. As connectivity, and especially mobile connectivity, becomes woven into the fabric of everyday life, those who cannot or

do not connect risk falling further behind. This risk grows as innovative uses are developed on the back of 5G. Efforts to ensure that the benefits of connectivity and digitalisation are felt by all will be key as more come online and rely on the internet.

[SG Digital starter kit for seniors](#)  
[Hawkers Go Digital initiative](#)

Read more at:  
[gsma.com/publicpolicy/policy-good-practice](https://gsma.com/publicpolicy/policy-good-practice)

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