

The Digital Divide

Sociology

Three levels of the divide, and why access alone does not close it.

Access, skills and outcomes are three separate gaps.

Three levels

First: physical access and affordability.

Second: skills, confidence and usage type.

Third: the benefits actually obtained.

Device quality and data caps matter too.

Gaps by gender, age, income and region.

Why access is not enough

Mobile-only access limits what is possible.

Language coverage online is very uneven.

Public services move online ahead of users.

Skills track existing educational advantage.

Closing level one can widen level three.

Educational reference. Coverage figures often count anyone using the internet once in three months, which flatters access.