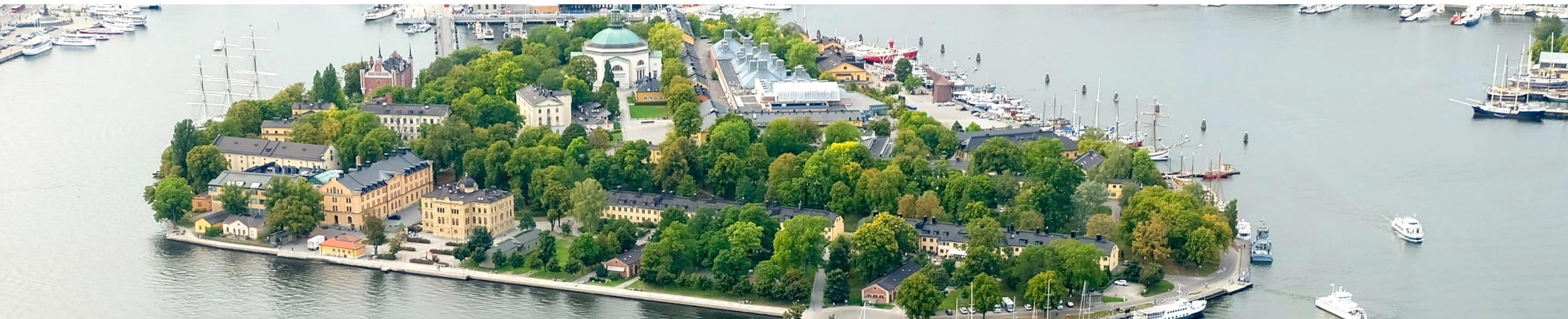


Digital Inclusion in the Nordic-Baltic region

Nordregio

A research institute focused on regional development and planning

- Applied research that analyses and evaluates areas central to Nordic regional economic growth, competitiveness, and sustainable development
 - Labour market issues
 - Population trends
 - The green transition
 - Integration
 - Digitalisation



Digital Inclusion in Action

- Three-year research project (Oct. 2022 – Oct. 2025)
- Builds on **Ministerial Declaration Digital North 2.0**, 2021-2024
- Funded by the Nordic Council of Ministers - **Ministerial Council for Digitalisation (MR Digital)**
- Three project partners
 - Nordregio
 - Nordic Welfare Centre
 - Digital Europe



Digital inclusion in the N-B region

Broad focus! What is the status of digital inclusion across the region? What are the most common barriers and who are at risk of exclusion? What is needed to bridge the digital gap?

Seven main groups

- Older adults
- People with disabilities
- Immigrants
- People with low or no education
- Rural communities
- Some young people
- People with low income



Project insights – What have we learned over the past three years?



Analysis of the **digital inclusion policy landscape**



Mapping of **civil society actors** across the Nordic and Baltic region



eID roll-out in the Faroe Islands, Greenland and Åland



Indicator mapping for digital inclusion in the Nordic and Baltic region

Digital inclusion policy landscape

How do the different national digitalisation policies/strategies address digital inclusion?

Digital inclusion is high on the political agenda across the N-B region

- All countries recognise its importance...
 - ... yet differ in concreteness regarding problems, groups and solutions

Some different focuses, but similar challenges identified across the region, e.g.

- eID and increased security requirements; varying levels of digital skills and literacy; immigrants vulnerable to exclusion



Civil society actors' role in digital inclusion

What role do civil society actors play in digital inclusion across the N-B region?

Zooming in on civil society actors

- Identified as key actors in the N-B digitalisation policies
- Acting as a bridge between public/official institutions and people
- Can reach groups that are at risk of being left behind
- Can provide targeted support

But – faces barriers:

- Financial: Infrequent and project-based funding
- Social: Stigma and lack of recognition and awareness
- Political: Lack of strategic focus, prioritisation and recognition



eID rollout

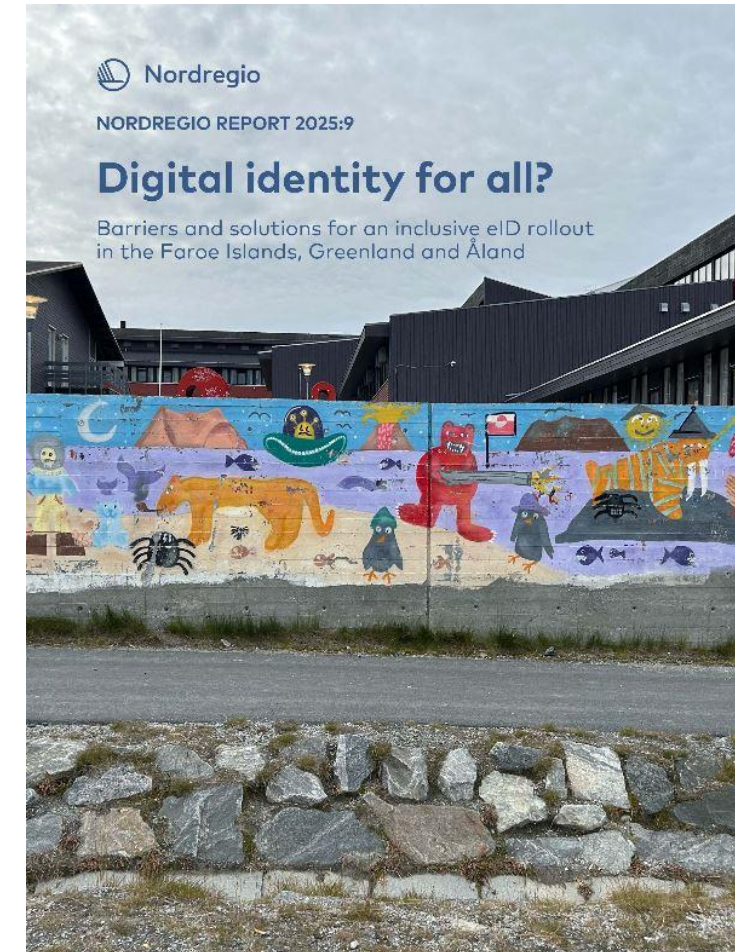
What barriers prevent access or use of eID? What are the consequences of being excluded from eID systems?

eID acts as a key to the digital society

- Enables access to health data, financial information, public services
- Used to handle everyday matters online

What happens, if, for various reasons, you cannot have or use eID?

- Significant impact on everyday digital tasks
- Common barriers: Language, skills, connectivity, fraud, lack of documents, unwillingness
- **Immigrants highlighted as a vulnerable group:** may lack required documents, unawareness and language difficulties



Indicator mapping

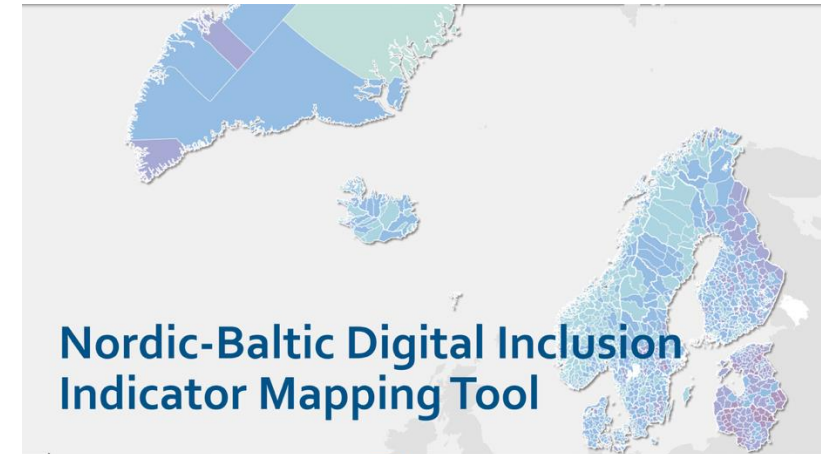
Why is monitoring digital inclusion/exclusion important?
What are the current monitoring practices?

Identified as key to be able to track progress and map who are at risk of digital exclusion, how many and which measures are effective

Insufficient monitoring of barriers and indicators across the N-B region:

- Easier to monitor digital accessibility than digital capabilities
- Monitoring processes are fragmented and sporadic

Nordic and Baltic digital inclusion indicator mapping tool – new tool launched in August 2025!



Key challenges in digital inclusion – from a research perspective

Digital inclusion is broad – involving many different factors, fields, themes, sectors etc...

Digital inclusion is a moving target and dynamic!

- Needs and barriers evolve over time
- Evolving demand for digital skills as technology advances
- Constant platform updates **require continuous adaptation**
- **Rapid change** – e.g., AI was barely discussed a few years ago

Ensuring relevance – how do we keep strategies/projects/research/solutions aligned with changing user needs and technologies?



Currently in progress: *Digital Inclusion in Action 2.0*

Drawing on findings from Digital inclusion in Action

Three activities

- 1. The emergence of AI: A potential enabler of digital inclusion**
 - The rapid emergence of generative Artificial Intelligence (AI) and its uncertain impacts on digital inclusion
- 2. Harmonisation of monitoring practices**
 - The lack of harmonised monitoring systems to track progress and inform policy
- 3. Creation of N-B Digital Inclusion Knowledge Bank/Platform/Network (TBD)**
 - Fragmented efforts across the region, which reduce the potential for synergy and scaling



Thank you for listening!

Questions? Please reach
out!

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Publications – Digital inclusion in Action

- [Mapping tool for digital inclusion indicators relevant for the Nordic-Baltic region and framework paper](#)
- [Report on eID rollout and usage linked to inclusion challenges in Greenland, Åland and the Faroe Islands](#)
- [Story maps on civil society actors working with digital inclusion in the Nordic and Baltic countries](#)
- [Policy report on national policy initiatives on digital inclusion in the Nordic and Baltic region](#)
- [Report on monitoring practises on digital inclusion in the Nordic and Baltic region](#)
- [Case study from the private sector focusing on Denmark's public transportation system](#)
- [See all our publications and follow our work on our DigiHub website](#)