

world development report

2016 

# **DIGITAL DIVIDENDS**

# Contents

xiii Foreword

xv Acknowledgments

xix Abbreviations

## **1 Overview: Strengthening the analog foundation of the digital revolution**

5 Digital transformations—digital divides  
8 How the internet promotes development  
11 The dividends: Growth, jobs, and service delivery  
18 The risks: Concentration, inequality, and control  
25 Making the internet universal, affordable, open, and safe  
29 Analog complements for a digital economy  
36 Global cooperation to solve global problems  
38 Reaping digital dividends for everyone  
38 Notes  
39 References

**42 *Spotlight 1: How the internet promotes development***

## **49 Part 1: Facts and analysis**

### **50 Chapter 1: Accelerating growth**

51 Connected businesses  
55 More trade, higher productivity, and greater competition  
70 Digital technologies can lead firms and countries to diverge  
73 The nexus of technology and regulation  
80 The future of markets  
82 Notes  
85 References

**90 *Sector focus 1: Agriculture***

**94 *Spotlight 2: Digital finance***

### **100 Chapter 2: Expanding opportunities**

101 Connected people  
104 Creating jobs, boosting labor productivity, and benefiting consumers  
118 Labor market polarization can lead to greater inequality  
120 The race between skills and technology

130	The future of jobs
135	Notes
138	References
<b>146</b>	<b><i>Sector focus 2: Education</i></b>
<b>148</b>	<b><i>Spotlight 3: Social media</i></b>
<b>152</b>	<b>Chapter 3: Delivering services</b>
153	Connected governments
155	Greater state capability and citizen participation
171	Digital technologies too often fail to empower citizens
177	The gap between technology and institutions
181	The future of public services
181	Notes
183	References
<b>190</b>	<b><i>Sector focus 3: e-health</i></b>
<b>194</b>	<b><i>Spotlight 4: Digital identity</i></b>
<b>199</b>	<b>Part 2: Policies</b>
<b>200</b>	<b>Chapter 4: Sectoral policies</b>
200	Making the internet universal, affordable, open, and safe
203	Shaping the digital economy
204	Supply-side policies: Availability, accessibility, and affordability
221	Demand-side policies: Open and safe internet use
228	Promoting the digital economy
232	Notes
235	References
<b>240</b>	<b><i>Sector focus 4: Smart cities</i></b>
<b>244</b>	<b><i>Spotlight 5: The data revolution</i></b>
<b>248</b>	<b>Chapter 5: National priorities</b>
248	Analog foundations for a digital economy
249	The interdependence between technology and complements
253	Regulations: Helping businesses connect and compete
258	Skills: Making the internet work for everyone
272	Institutions: Connecting for a capable and accountable government
279	Digital safeguards
281	Notes
282	References
<b>288</b>	<b><i>Sector focus 5: Energy</i></b>
<b>292</b>	<b>Chapter 6: Global cooperation</b>
292	Internet governance
297	Toward a global digital market
303	Leveraging information for sustainable development
317	Notes
318	References
<b>322</b>	<b><i>Sector focus 6: Environmental management</i></b>
<b>326</b>	<b><i>Spotlight 6: Six digital technologies to watch</i></b>