

# PRACTICES OF DIGITAL IN- AND EXCLUSION IN EVERYDAY LIFE CONFERENCE

**PROGRAM BOOKLET**

University of Groningen



university of  
 groningen



DIGITAL  
INCLUSION LAB

# CONFERENCE INFORMATION

*April 3-4 2023 - University of Groningen,  
Academy building, Broerstraat 5*

## ***Practices of Digital In- and Exclusion in Everyday Life***

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This conference considers citizens' everyday experiences of digital in- and exclusion. It focuses on the practices and tactics they employ in everyday life, the methods used to study different subgroups in society, and highlight different dimensions of digital society in relation to digital citizens. Governments, employers, schools and other institutions increasingly expect people to participate digitally; yet, even in digitally advanced countries where internet access is almost ubiquitous, large groups of citizens lack basic digital literacies. This conference focuses on how citizens - ranging from children to seniors - deal with the increasing digitalization of their everyday life. Going beyond who is left behind or what skills or knowledge are lacking, it explicitly takes a user-centric approach to understand the impact of digital in-and exclusion from the perspective of citizens themselves.

Over the past decades, scholars from various academic disciplines have researched digital inclusion, from sociological, post-colonial, gender, socio-economic, political, technical and many other scientific paradigms. This has led to a broad range of conceptual frameworks for digital literacies, as well as theoretical explorations of the various 'new' literacies that are necessary for participation in digital societies. What still remains relatively unexplored is how citizens experience digital inclusion and exclusion, and the tactics and practices they employ to participate. In this conference we seek to gain insight into the social, civic and political implications of digital in- and/or exclusion in people's everyday life. How do citizens develop and translate digital literacies into media practices across the lifespan? How do citizens navigate gaps in digital literacies within the various realms of everyday life? And what are the implications of digital exclusion for everyday practices of digital citizenship?

This conference instigates to gain an in-depth understanding of how citizens of various socioeconomic backgrounds, ages and with different levels of education develop digital literacies throughout their lives, and under what circumstances these become valuable for their participation and inclusion. Such an user-centric approach helps to advance knowledge about how digital literacies are developed from a young age, the various social contexts in which these processes take place, and how such knowledge is appropriated, shaped and employed within informal and formal everyday practices and settings. Moreover, emphasizing the development of digital literacies as a situated social practice, gives insights into the social contexts through which people develop digital literacy practices, how they construct and integrate social norms around technologies, and the links between digital literacies and (digital) citizenship.

As concerns about digital in- and exclusion grow, this conference hosts numerous relevant presentations consisting of high-quality studies by academics that collectively help us gain insight into the impact of digital in- and exclusion in everyday life settings, and help foster digital inclusion both through academic research and through practical interventions.

# KEYNOTE PRESENTATIONS

DAY 1

Monday, April 3rd 2023, 10:30 – 12:00

Senaatszaal, Academy Building

## DR. MASSIMO RAGNEDDA

### *The intertwined relationship between social and digital exclusion*



NORTHUMBRIA UNIVERSITY  
UNITED KINGDOM

Exclusion from the digital realm also means social exclusion, given that an increasing number of daily activities can only be carried out online. Instead of a binary dichotomy of access versus no access, digital inclusion should be viewed as a gradual process that improves social, economic, and personal well-being. Based on research conducted in the United Kingdom, this study shows how social and digital inclusion are inextricably linked, and how people who have one or more social or economic vulnerabilities, despite having access to the Internet, are more likely to lack those digital competencies required to fully exploit the opportunities that the Internet can provide.

DAY 2

Tuesday, April 4th 2023, 11.00 – 12:00

Senaatszaal, Academy Building

## PROF. DR. RENEE HOBBS

### *Reducing Polarization and Exclusion with Digital Media Literacy (ONLINE)*



HARRINGTON SCHOOL OF  
COMMUNICATION AND MEDIA

UNIVERSITY OF RHODE ISLAND  
UNITED STATES OF AMERICA

People from many different walks of life use different strategies to interpret and analyze new forms of online content that often blurs distinctions between information, entertainment, and persuasion. The changing information ecosystem of digital platforms has led to the widespread dissemination of falsehoods and inflammatory propaganda that affects the workplace, the community, the school, and family life. In this talk, Professor Renee Hobbs shares insights from her recent work on a fully-online community-based violence prevention program designed to counter disinformation, enhance civic participation, and improve media literacy. As citizens develop digital literacies through media practices across the lifespan, they may benefit from opportunities to encounter others whose interpretation differs from their own. But it may be uncomfortable for people to confront the normalization of mediated hate and the growing prevalence of online violence that heightens stress and dulls compassion. Can dialogue and discussion programs re-build the fabric of social trust that is needed for full participation in democratic life?

# PROGRAM

**DAY 1**

*Monday, April 3rd 2023*

- 09:30 – 10:15      **WELCOME & REGISTRATION**  
Bruinszaal, University of Groningen Academy Building (Broerstraat 5, Groningen)
- 10:15 – 10:30      **OPENING BY PROF. MARCEL BROERSMA**  
Senaatszaal, University of Groningen Academy Building (Broerstraat 5, Groningen)
- 10:30 – 12:00      **KEYNOTE BY DR. MASSIMO RAGNEDDA**  
Senaatszaal, University of Groningen Academy Building (Broerstraat 5, Groningen)
- 12:00 – 12:45      **LUNCH**  
Bruinszaal, University of Groningen Academy Building (Broerstraat 5, Groningen)

## **Panel sessions**

### **Panel 1A: Socio-digital Barriers, Disadvantaged Publics and Everyday Life Room A2 (Hybrid) - Moderator: Marcel Broersma**

- 12:45 – 14:15      *EXPLORING BARRIERS TO INTERNET APPROPRIATION AMONG HOUSEHOLDS LIVING IN POVERTY: A SYSTEMATIC LITERATURE REVIEW*  
Lilian Boerkamp, Alexander van Deursen, Shenja van der Graaf, Ester van Laar and Alex van der Zeeuw - University of Twente
- DIGITAL INCLUSION OF VULNERABLE PEOPLE: A SOCIAL LAB PROPOSAL (ONLINE)*  
Panayiota Tsatsou - University of Leicester
- HOW THE LIFE COURSE OF PEOPLE INFLUENCE ACCESS TO THE ONLINE WORLD*  
Nicole Goedhart and Christine Dedding - Amsterdam UMC
- EXPERIENCING DIGITAL EXCLUSION IN EVERYDAY LIFE: A SITUATED PERSPECTIVE OF LOW (DIGITAL) LITERATE CITIZENS*  
Alexander Smit, Joëlle Swart and Marcel Broersma - University of Groningen

# PROGRAM

## Panel sessions

Monday, April 3rd 2023

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### Panel 1B: Methodological Reflections

**Room A3 - Moderator: Iris Marijke Baas**

12:45 – 14:15

*DIGITAL INCLUSION OF MARGINALIZED COMMUNITIES. PROMISES AND CHALLENGES OF PARTICIPATORY ACTION RESEARCH*

Koen Leurs and Cigdem Bozdog - Utrecht University & University of Groningen

*ENTANGLED DIGITAL INEQUALITIES: METHODOLOGICAL AND ETHICAL REFLECTIONS ON A STUDY WITH MINORITIZED COMMUNITIES*

Paulina Ruiz-Cabello, Susan Halford, and Helen Manchester - University of Bristol

*DEALING WITH DIGITAL RISKS: MEASURING DIGITAL SKILLS RELATED TO DATAFICATION, DATAVEILLANCE AND ALGORITHMIZATION*

Kiran Kappeler, Noemi Festic, Michael Latzer and Celine Odermatt - University of Zurich

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14:15 – 14:45

COFFEE BREAK: BRUINSZAAL ACADEMY BUILDING

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### Panel 2A: Education, Digital Economies and Strategies

**Room A2 - Moderator: Julide Kont**

14:45 – 16:15

*THE ECONOMIC FIELD AS A LOCUS FOR DIGITAL INCLUSION ACTIONS? IDENTIFYING OPPORTUNITIES FOR ENGAGING ECONOMIC STAKEHOLDER GROUPS IN A DIGITAL INCLUSION STRATEGY*

Paola Verhaert, Ilse Mariën, Camilia Ben Omar, Prof. Dr. Koen Ponnet and Péline Brotcorne - imec-SMIT, Vrije Universiteit Brussel

*POLITICAL IMPLICATIONS OF DIGITALIZATION OF SCHOOLS AND DIGITAL EXCLUSION IN HUNGARIAN PUBLIC EDUCATION: THE DIGITAL EDUCATION STRATEGY*

Dóra Papadopulosz - Eötvös Loránd University

*DIGITAL LEADERSHIP*

Anne Beaulieu - University of Groningen

*EUROPEAN DIGITAL LITERACY COALITION FOR INCLUSION, COLLABORATION, AND INNOVATION IN HIGHER EDUCATION - IGNITION: A SHARED VISION AND AGENDA FOR DIGITAL LITERACY AND INCLUSION*

Madelon van Oostrom, Nejla Karabulut, Valerie Brett, Andreas Teufel, Joel Egharevba, Claudia Costa, and Ana Margarida Machado - Hanze University of Applied Sciences

# PROGRAM

## Panel sessions

Monday, April 3rd 2023

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### Panel 2B: Digital Citizenship and the Digital Divide

Room A3 - Moderator: Alexander Smit

14:45 – 16:15

*UNSTABLE CONNECTION, PRECARIOUS CITIZENSHIP: THE ROLE OF THE INTERNET IN THE ACCESS AND EXERCISE OF RIGHTS BY VULNERABLE GROUPS IN DIGITAL GOVERNMENTS IN BRAZIL AND THE NETHERLANDS*

Cecilia de Almeida - University of Groningen

*EMERGING CIVIC INFRASTRUCTURE? MESSENGER GROUPS AS A SPACE FOR EVERYDAY CIVIC TALK*

Olga Pasitselska and Emilija Gagrcin - University of Groningen

*TOO DIGITAL, TOO FAST? AN ANALYSIS OF THE INCLUSIVITY OF SERVICE DELIVERY IN THE BANKING SECTOR IN BELGIUM*

Milica Lazarevic, Ilse Marien, Koen Ponnet, Carolien van den Berg - imec-SMIT, Vrije Universiteit Brussel

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16:15 – 16:30

COFFEE BREAK: BRUINSZAAL ACADEMY BUILDING

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### Panel 3A: Digital Capital, Inclusivity and (In-)equality

Room A2 - Moderator: Marije Miedema

16:30 – 18:00

*BELGIUM'S BIGGEST TELECOM OPERATOR AND DIGITAL INCLUSIVITY TOWARDS PEOPLE IN POVERTY - A MULTISTAKEHOLDER EVALUATION*

Camilia Ben Omar Omar, Paola Verhaert, Ilse Mariën - imec-SMIT, Vrije Universiteit Brussel

*UNCONSCIOUSLY INCOMPETENT? HOW SMEs ARE EXCLUDED FROM DIGITAL RESOURCES*

Uko Pruis - University of Groningen

*STOP AND SMELL THE ROSE: INTEGRATING DIMENSIONS OF DIGITAL INEQUALITY TO ACHIEVE DIGITAL EQUALITY*

Eveline Hage & Benjamin Mueller - University of Groningen

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## Panel sessions

Monday, April 3rd 2023

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### Panel 3B: Digital Vulnerability, Access and Identity

Room A3 - Moderator: Denise Mensonides

16:30 – 18:00

*A CONTINUOUS CHALLENGE. EXPLORATORY RESEARCH ON DIGITAL VULNERABILITY IN GRONINGEN*

Arnout Ponsoen - Hanze University of Applied Sciences

*SMARTPHONE-ONLY INTERNET USERS: AFFORDANCES AND DIGITAL EXCLUSION*

Becky Faith & Kevin Hernandez - Institute of Development Studies, Brighton

*THE DIGITAL INCLUSIVITY OF NON-FORMAL DATA LITERACY LEARNING CONTEXTS*

Lotte Vermeire - imec-SMIT, Vrije Universiteit Brussel

*A DOUBLE BURDEN: DIGITAL EXCLUSION AND IDENTITY CRISIS OF ELDERLY PATIENTS CONFRONTING CHINA'S SMART HEALTH SYSTEM*

Xinxin Yu, Runping Zhu, Wei Hou and Tianzhe Qi - Lanzhou University

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19:00 – 19.30

RECEPTION AT LAB NUL50 (BOTERDIEP 111, GRONINGEN)

19:30 – ....

DINNER AT LAB NUL50 (BOTERDIEP 111, GRONINGEN)

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# PROGRAM

DAY 2

Tuesday, April 4th, 2023

## Panel sessions

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### Panel 4A: Children, Adolescence & Media

**Room A2 - Moderator: Denise Mensonides**

09:00 – 10:30

*YOUNDIGITAL: DIGITAL TOOLS FOR REACHING YOUNG PEOPLE'S DIVERSITY*

Ana F. Oliveira, Carla Sousa, Maria João Leote de Carvalho - Lusófona University / CICANT

*YOUTHS' PERSPECTIVES ON NEWS AND DIGITAL CITIZENSHIP: CONTRIBUTES FROM YOUNDIGITAL*

Margarida Maneta, Maria José Brites and Teresa Sofia Castro - Lusófona University / CICANT

*BUILDING ALGORITHMIC LITERACY: HOW TEENAGERS PRODUCE MEANINGS WITHIN ALGORITHMIC-MEDIATED DIGITAL ENVIRONMENTS*

Luca Giuffrè - University of Milan

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### Panel 4B: E-Health, Communication and User Experience (HYBRID)

**Room A3 - Moderator: Joëlle Swart**

09:00 – 10:30

*VISUALLY INCLUDED. THE DIGITAL INFOGRAPHIC USE IN THE PUBLIC SECTOR HEALTH COMMUNICATION*

Letizia Materassi and Laura Solito - University of Florence

*'GUERRILLA ANALYSIS' AND THE INSTITUTIONAL VOICE: THE PRODUCTIVE MESO-SPACE OF CORONAVIRUS NEWS ON ISRAELI TELEGRAM*

Eedan Amit-Danhi - University of Groningen

*ACCESS TO HEALTH CARE IS A HUMAN RIGHT: A FOCUS GROUP STUDY IN COPD PATIENTS REGARDING EHEALTH ACCESSIBILITY (ONLINE)*

Esther Metting - University of Groningen

*USER EXPERIENCE OF ONLINE SPACES FOR INEXPERIENCED OLDER ADULTS (ONLINE)*

Hilde Sakariassen - University of Bergen



# PROGRAM

Tuesday, April 4th, 2023

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## Online Panel Sessions

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### Panel 4C: Digital Rights, E-Governance and Citizenship Across the Globe (HYBRID)

**Room A7 - Moderator: Alexander Smit**

09:00 – 11:00

*CHILDREN'S DIGITAL RIGHTS-BASED APPROACH TO DEVELOPING AN EDUTAINMENT PROGRAM ON DIGITAL AND MEDIA LITERACY (ONLINE)*

Madelyn Garcia - University of the Philippines Los Baños

*THE ROLE OF DIGITAL CAPITAL AND SOCIAL CLASS IN OLDER ADULTS' INFORMATION ACCESS DURING THE COVID-19 IN TURKEY (ONLINE)*

Mutlu Binark, Özgür Arun, Duygu Özsoy, Beren Kandemir and Gül Şahinkaya - Hacettepe University

*DIGITAL GOVERNANCE AND EVERYDAY LIVES OF RURAL COMMUNITIES IN INDIA: A CRITICAL ANALYSIS (ONLINE)*

Radha Bathran - Central University of Tamil Nadu

*CHALLENGES IN THE DEVELOPMENT OF AUGMENTATIVE AND ALTERNATIVE COMMUNICATION TECHNOLOGIES (ONLINE)*

Lin, Yu-Chen - University of Edinburgh

*PRACTICING CULTURAL CITIZENSHIP IN INDIA: TRIBAL YOUTH, COLLECTIVE IDENTITY ASSERTION, AND CULTURAL REVITALIZATION THROUGH DIGITAL MEDIA (ONLINE)*

Nandini Tank - National Institute of Technology, Rourkela

*WE CONTINUE TO WAIT! LIVED EXPERIENCES OF ACCESS TO DIGITIZED GOVERNMENT SERVICES (ONLINE)*

Renza Iqbal - MICA, Ahmedabad & Erasmus University Rotterdam

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# PROGRAM

Tuesday, April 4th, 2023

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10:30 – 11:00 COFFEE BREAK: BRUINSZAAL ACADEMY BUILDING

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11:00 – 12:00 **KEYNOTE BY PROF. DR. RENEE HOBBS (SENAATSZAAL)**

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12:00 – 13:00 LUNCH: BRUINSZAAL ACADEMY BUILDING

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## **Panel 5A: Parenting, Digital Resilience and Media Practices**

**Room A2 - Moderator: Nathalie Fridzema**

13:00 – 14:15

*PLAYFUL NEWS ENGAGEMENT: DEVELOPING NEWS LITERACY IN FORMAL AND INFORMAL LEARNING SPACES*

Denise Mensonides, Anna van Cauwenberge, Marcel Broersma - University of Groningen

*PARENTING IN THE DIGITAL AGE: THE NORMATIVE CHALLENGES OF DIGITAL MEDIA PRACTICES*

Caroline Robbeets, Marie Bastien, Jerry Jacques, Baptiste Campion, Aurore François and Laura Merla - UCLouvain

*THE PARADOX OF PLAY: HOW CHILDREN DEVELOP DIGITAL LITERACY VIA OFFLINE ENGAGEMENT WITH DIGITAL MEDIA*

Joëlle Swart, Hanne Stegeman, Lucy Frowijn & Marcel Broersma - University of Groningen

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## **Panel 5B: Digitization and Religion in Rural and Urban Communities**

**Room A3 - Moderator: Daniel Leix-Palumbo**

13:00 – 14:15

*DIGITAL PRACTICES OF RELIGIOUS EXPERIENCE AND CONSTRUCTION OF COMMUNITY(/IES)*

Clara Almeida Santos & Margarida Franca - University of Coimbra

*DIGITAL WORSHIP AS FOSTERING OR INHIBITING SOCIAL INCLUSION AND SOCIAL COHESION*

Geneva Blackmer - The University of Bonn

*THE "PERIPHERY-CENTRIC" APPROACH AS A TACTIC FOR EVERYDAY DIGITAL IN- AND EXCLUSION: AN EXPERIENCE FROM THE INDONESIAN RURAL DIGITALIZATION PROJECT*

Subekti Priyadharma - Universitas Padjadjaran

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14:15 – 14:45 COFFEE BREAK: BRUINSZAAL ACADEMY BUILDING

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# PROGRAM

## Closing Session

Tuesday, April 4th, 2023

*Room: Senaatszaal - Moderator: Marcel Broersma*

14:45 – 15:45

**ROUND-TABLE DISCUSSION ON DIGITAL INEQUALITY, DIGITAL IN- AND EXCLUSION, EDUCATION, RESEARCH AND SOCIAL IMPACT**

Dr. Massimo Ragnedda, dr. Joëlle Swart, Karien Sondervan

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**Thank you very much for participating at the conference. It was a pleasure hosting you and we hope you had an interesting conference experience. We wish you a safe trip back home.**

**For more information, pictures, contact information and presentations, please visit:**

**<https://digital-inclusion.nl>**



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**DIGITAL  
 INCLUSION LAB**

EXPLORING AN INCLUSIVE DIGITAL SOCIETY