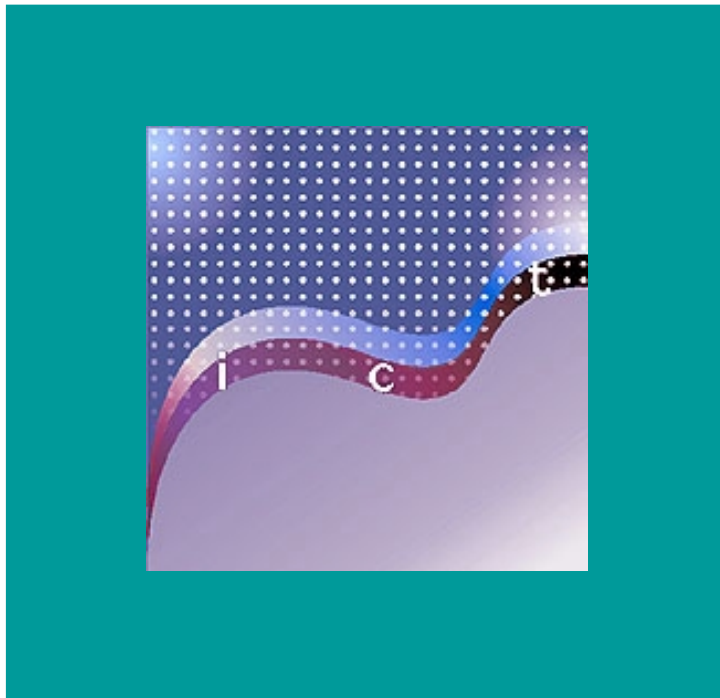


United Nations Conference on Trade and Development

E-COMMERCE AND DEVELOPMENT REPORT 2003

Internet edition prepared by the UNCTAD secretariat

COMPLETE VERSION



UNITED NATIONS
New York and Geneva, 2003

UNCTAD/SIDTE/ECB/2003/1

Note

Symbols of United Nations documents are composed of capital letters with figures. Mention of such a symbol indicates a reference to a United Nations document.

The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area, or of its authorities, or concerning the delimitation of its frontiers or boundaries.

Material in this publication may be freely quoted or reprinted, but full acknowledgement is requested, together with a reference to the document number. A copy of the publication containing the quotation or reprint should be sent to the UNCTAD secretariat at: Palais des Nations, CH-1211, Geneva 10, Switzerland.

The English version of the full report and the English, French and Spanish versions of its Overview section are currently available on the Internet at the address indicated below. Versions in other languages will be posted as they become available.

<http://www.unctad.org/ecommerce/>

| |
|------------------------|
| UNCTAD/SDTE/ECB/2003/1 |
|------------------------|

| |
|----------------------------|
| UNITED NATIONS PUBLICATION |
| Sales No. E.03.II.D.30 |
| ISBN 92-1-112602-9 |

Copyright © 2003, United Nations
All rights reserved

Foreword

Few manifestations of the power of human creativity have so extensively and so quickly transformed society as the rise of the Internet and other information and communication technologies (ICT) over the past decade. Dramatic as the changes may be, the process of assimilating and learning from them has only just begun.

ICT can improve education, health, governance and trade. They are dramatically changing social and economic relationships and interactions, giving people, businesses and governments the tools with which to devise more productive, more inclusive and more development-friendly societies and economies. For the moment, however, we are still grappling with the painful reality that those who stand to benefit most from the advances of the ICT revolution are also those who have the least access to the technology behind it.

The United Nations is strongly committed to doing its part to enhance the ability of developing countries to realize the full potential of ICT in stimulating and supporting development. We are working with Governments and partners in industry, civil society and academia to bring ICT applications to education, health, natural disaster management and many other key realms of human endeavour and well-being. E-commerce and e-business are among the most promising of those applications, capable of offering new ways to participate in global markets, new possibilities for diversifying national economies, and new and better jobs for young people.

This third edition of the E-Commerce and Development Report, published by the United Nations Conference on Trade and Development, identifies some of the implications that the growth of the digital economy may have for developing countries. It aims to provide practitioners and policy makers with a better understanding of the options available to them in leading sectors of developing-country economies. It is also meant to contribute to the debates at the World Summit on the Information Society and efforts to create a truly inclusive information society that serves and empowers all people. Above all, if it helps developing countries to adopt and take advantage of new digital technologies, this report will have served its purpose.

A handwritten signature in black ink, appearing to read 'K. Annan', with a stylized, flowing script.

Kofi A. Annan

Secretary-General of the United Nations

Acknowledgments

The *E-Commerce and Development Report 2003* was prepared under the overall direction of Zhongzhou Li and, starting in May 2003, John Burley, who succeeded him as the head of UNCTAD's Division for Services Infrastructure for Development and Trade Efficiency (SITE). The team responsible for the preparation of the report was led by Yusuf Kalindaga, Officer-in-Charge of the Electronic Commerce Branch of SITE. The team included the following UNCTAD staff members: Cécile Barayre, Dimo Calovski, Angel González Sanz, Rouben Indjikian, Yutian Meng, Carlos Moreno, Marta Pérez Cusó and Susan Teltscher. Pilar Borque Fernández and Mohammed Muwaabe provided administrative support.

Diego Oyarzun designed the cover and formatted the charts, and the text was edited by Talvi Laev.

The UNCTAD team would like to recognize the contribution of the following consultants who provided inputs for various chapters: Martha Gilbert, Ethan Katsh, Thaweesak Koanantakool, Robin Mansell, Colin Rule, Donald Siegel and Steven Weber.

The team also wishes to thank the following individuals for the information, comments and feedback they provided regarding various aspects of the report: Jean-François Baylocq, Soumitra Dutta, Markus Fischer, Titus Gitau, Colin Howard, Bruno Lanvin, Girish Minocha, Matti Pohjola, Morten Scholer, Sanjit Sinha, Assefa Tigneh and Graham Vickery.

Research assistance was provided by Rocío Rico Cantillo during her internship with UNCTAD.

Contents

| | |
|---|-------------|
| <i>Foreword</i> | <i>iii</i> |
| <i>Acknowledgements</i> | <i>iv</i> |
| <i>List of Boxes</i> | <i>ix</i> |
| <i>List of Charts</i> | <i>ix</i> |
| <i>List of Tables</i> | <i>x</i> |
| <i>List of Abbreviations</i> | <i>xii</i> |
| <i>Explanatory notes</i> | <i>xv</i> |
| <i>Overview</i> | <i>xvii</i> |
| | |
| 1. Recent Internet trends: Access, usage and business applications | 1 |
| A. Internet access, readiness and use | 1 |
| B. Sizing up global e-commerce | 16 |
| C. Technology trends affecting e-business | 23 |
| D. Conclusion | 33 |
| Notes | 35 |
| References | 37 |
| | |
| 2. ICT, the Internet and economic performance: Implications for developing countries | 41 |
| A. The emergence of the information economy | 41 |
| B. The productivity debate | 42 |
| C. The effects of ICT on wages and work environment | 47 |
| D. Conclusion | 50 |
| Notes | 53 |
| References and bibliography | 53 |
| Annex I: Recent empirical studies of the impact of ICT on economic performance | 57 |
| Annex II: Recent empirical studies of the impact of ICT on wages and labour composition | 59 |
| Annex III: Examples of innovative ICT initiatives in developing countries | 61 |

| | |
|--|-----|
| 3. ICT strategies for development..... | 63 |
| A. Introduction..... | 63 |
| B. Key policy elements of ICT strategies..... | 64 |
| C. Stakeholders and implementation of strategies | 82 |
| D. Case study: Thailand's national ICT strategy..... | 83 |
| E. Conclusions..... | 89 |
| Notes | 91 |
| References..... | 93 |
| 4. Free and open-source software: Implications for ICT policy and development..... | 95 |
| A. Introduction..... | 95 |
| B. The process and the challenge..... | 96 |
| C. A history of software production | 98 |
| D. Is FOSS software better? | 102 |
| E. FOSS within markets..... | 104 |
| F. The rationale for FOSS..... | 106 |
| G. FOSS and development | 109 |
| H. Policy options for FOSS..... | 114 |
| I. Conclusions | 119 |
| Notes | 121 |
| References and bibliography..... | 124 |
| Annex I: The GNU General Public License..... | 126 |
| Annex II: The Open Source Definition | 131 |
| Annex III: Statement of the Free and Open Source Foundation for Africa (FOSSFA)..... | 134 |
| 5. Business process outsourcing services for economic development..... | 135 |
| A. Introduction..... | 135 |
| B. ICT outsourcing opportunities..... | 136 |
| C. BPO: What is on offer? | 139 |
| D. Case studies from developing countries | 142 |
| E. Conclusions..... | 146 |
| Notes | 150 |
| References and bibliography..... | 151 |

| | |
|--|-----|
| 6. Marketing developing-country agricultural exports via the Internet..... | 152 |
| A. Introduction..... | 152 |
| B. The importance of agricultural exports in developing countries | 153 |
| C. The marketing of developing-country agricultural exports | 157 |
| D. Using the Internet to market agricultural exports | 161 |
| E. Experiences in online marketing of coffee and tea..... | 164 |
| F. Conclusions..... | 171 |
| Notes..... | 173 |
| References and bibliography | 174 |
| Annex: Selected examples of agricultural commodity e-markets..... | 176 |
| 7. Online dispute resolution: E-commerce and beyond..... | 177 |
| A. Introduction..... | 177 |
| B. A history of ODR | 179 |
| C. Choosing an ODR process for online disputes: The examples of eBay and ICANN.... | 183 |
| D. ODR for offline disputes: Enhancing ADR and unbundling ODR..... | 185 |
| E. Challenges for the implementation of ODR in developing countries | 193 |
| F. Conclusions..... | 195 |
| Notes | 199 |
| References and bibliography..... | 199 |

预览已结束，完整报告链接和二维码如下：

https://www.yunbaogao.cn/report/index/report?reportId=5_10586

