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**Communication and transport technologies
in the everyday life of low-income
population in the city of Santiago, Chile
(2007-2008)**

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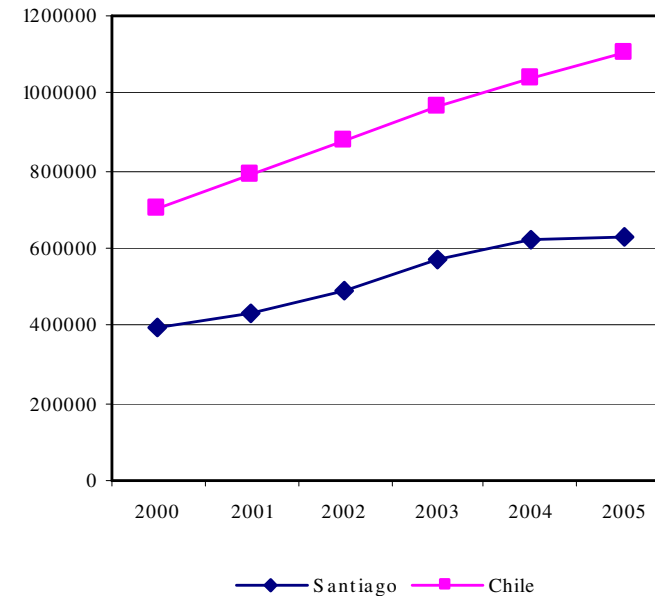
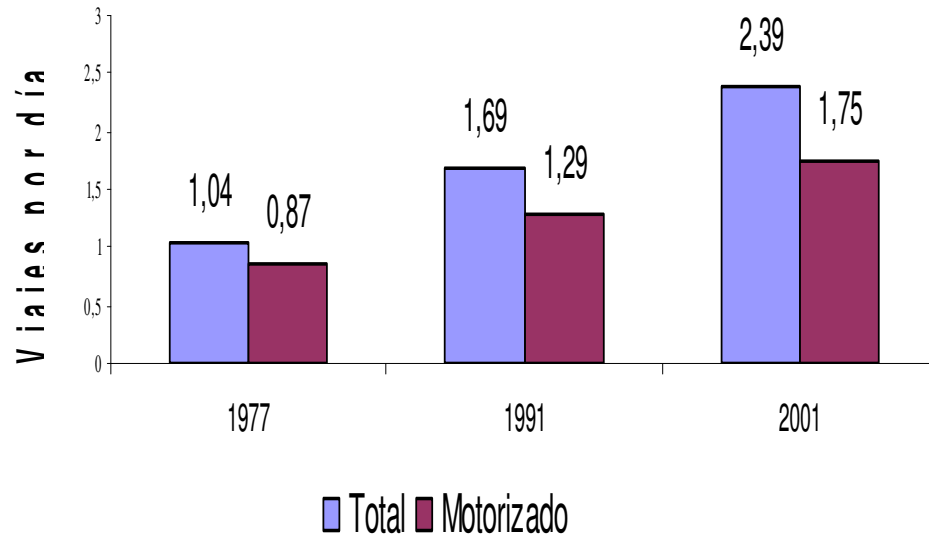
1. Context of research

1.1. A changing environment

- The city of Santiago has radically changed in the last decades.
 - Territorial extension and population growth
 - From “macro” to “micro” spatial segregation
 - Massive development of social housing projects
 - Development of urban infrastructure and means of transport
 - Growing access to both communication and transport technologies.
- These changes have modified the whole experience to live in the city

1.1. A changing environment

- One of the consequences of such changes is an increase in the mobility of the population, both in terms of trips per day and in terms of communications made
- Increase in the amount of trips per day (1977, 1991, 2001)
- Increase in numbers of calls made through mobile phones (2000 to 2005)



1.2. “New” urban poverty

- In close relationship with these changes it has been noted the development of a new kind of urban poverty in the city that can be characterized by:
 - Integration: in terms of better socio-demographic indicators, access to basic public services (education, health, etc.), housing and the consumption of massively produced goods.
 - Exclusion: low quality of the services available, crisis in the traditional forms of sociability, peripheral location, high exposition to social malaises (drugs, delinquency, etc.).
- In summary this is a more complex and heterogeneous poverty, “a product of the changes and characteristics of the current Chilean modernization and not of the delay or absence of it” (Tironi 2003).

1.3. “New” urban poverty and technology

- At the centre of the quotidian dynamic of these groups we can find the growing access and use of a series of technologies:
 - Social Housing (an home appliances)
 - Communication technologies
 - Transport technologies



2. The research project

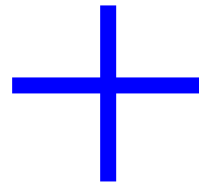
2.1. Research Objectives

- General:
 - To study empirically the relationships between the use of transport and communication technologies in the everyday life of poor population in the city of Santiago, specially in relation with their levels of social participation and integration.
- Specific:
 - To describe in depth the use of mobility technologies (transport + communication) both at the micro (a group of low income families) and macro (to the whole low-income population of the city) levels.
 - To clarify the relationship between both kinds of technologies (complement / replace / being independent)
 - To analyze both uses and relationships in terms of social participation and integration of these groups.

2.2. Conceptual framework

- In clear difference with other analysis this research will be based in an extended concept of “mobility” that includes:

Physical Mobility : or mobility through the use of the body and transport technologies (cars, buses, metro, etc.).



Communicational Mobility: or mobility through communication via the use of the communicational capabilities of the body or communication technologies.

- Basic idea: many of the questions that we made ourselves about the relationship between technology and social integration in an urban context cannot be truly answered if we cannot include in our analysis both communication and transport technologies

2.3. Methods

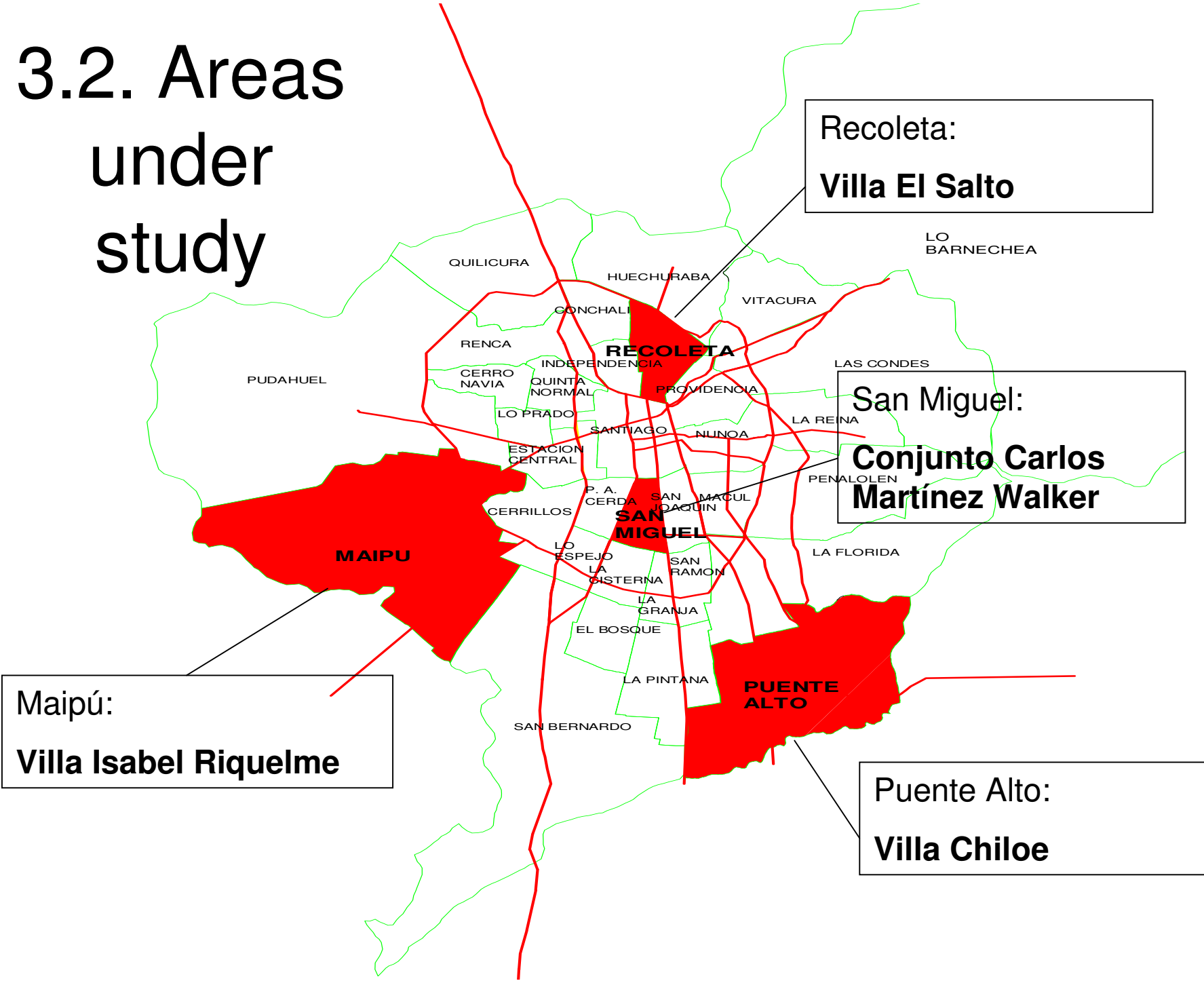
- We are going to use a mixed methodology:
- Data analysis : we will analyze quantitative information from a diverse array of sources (time-use surveys, mobility studies, etc.) trying to identify and analyse the factors behind the use of technologies of mobility by the population of lowest incomes in the city.
- In-depth case studies: Using ethnographic methods (mainly in-depth interviews and participant observation) we are going to follow the use of both communication and transport technologies during a whole year by the members of a number of low-income families (around 20) inhabitants of the city.

3. Fieldwork

3.1. Fieldwork

- This research is funded by a research grant given by the Consejo Nacional de Ciencia y Tecnologia (CONICYT) of the Chilean Government.
- Fieldwork started on January 2007 and its plan to finish on mid 2008. The first activities were the compilation of information and the selection of the areas of the city and the families to be the subject of the ethnographic study.
- Selection criteria for the areas and families:
 - Areas:
 - Centre / Peripheral
 - Good connectivity / Bad connectivity
 - Families:
 - Socio/demographic characteristics
 - Possession and use of different communication/transport technologies

3.2. Areas under study



3.3. Expected results

- Through this research project we pretend to contribute to the development of a integrate and empirically grounded approach to both communication and transport technologies in its role in the social participation/integration of low income population.
 - This focus is based on the idea that the use of communication technologies does not occur in a “technological void”, but in a context in which many other technologies are being constantly used.
 - These other technologies does not constitute only a framework for ICTs use, but they are intimately linked to it, and its potential for improve the living conditions of low-income population throughout the world.