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### **'Voice Divide' – Participation as Exclusive Good**

For some years a differentiated range of professional online-counselling services is established also in the German speaking part of the World Wide Web which last but not least reflects the discussion on optimizing accessible and 'user-oriented' services in youth welfare. Within such web-based services and with respect to a substantial realisation of 'heterogeneity of users', 'orientation towards the interest of the users', and 'accessibility' the question comes up how different young people tap net-based resources of support – and in particular how they 'voice' their interests and demands within net-based arrangements

Referring to the phenomena of 'digital inequality' it seems to be necessary to widen the perspective on issues concerning the in-use dimensions of the digital divide. Adopting the concept of Albert O. Hirschman (1974) a core in-use dimension of digital division might appropriately be analyzed as 'Voice Divide'. Voice divide does not only refer to technical and 'formal' but also to 'effective' social access to net-based social support. Therefore a theoretical frame for analysing is suggested and related to some empirical results concerning modes of user participation and interest articulation respectively 'non-articulation' in professional counselling arrangements. This form of analysing reflects largely disregarded conditions precedent to the democratic quality of net-based youth welfare.