BRIDGE
development - gender

GENDER and ICTs

Supporting Resources Collection

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with Ra'ida Al-Zu'bi

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BRIDGE was set up in 1992 as a specialised gender and development research and information service within the Institute of Development Studies (IDS), UK. BRIDGE supports gender mainstreaming efforts of policy-makers and practitioners by bridging the gaps between theory, policy and practice with accessible and diverse gender information.

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ACRONYMS

ACP	Africa, the Caribbean and the Pacific
ACP-EU	Africa, the Caribbean and the Pacific – European Union
AEDEV	L'Association e-Développement (E-Development Association)
AMARC	World Association of Community Radio Broadcasters
APC WNSP	APC Women's Networking Support Programme
APC	Association for Progressive Communications
ASRO	Arab States Regional Office, UNIFEM
AWORC	Asian Women's Resource Exchange
CEDAW	Committee on the Elimination of Discrimination Against Women
CEE	Central and Eastern Europe
CIS	Commonwealth of Independent States
CLI	Cisco Learning Institute
COL	Commonwealth of Learning
CSOs	Community service organisations
CSW	Commission on the Status of Women
CSWG	Civil Society Working Group
CTA	Technical Centre for Agricultural and Rural Cooperation ACP-EU
DAW	United Nations Division for the Advancement of Women
DFID	Department for International Development, UK
ENDA-SYNFEV	Environment and Development of the Third World, Synergy Gender and Development
FEMNET	African Women's Development and Communication Network
FIRE	Feminist International Radio Endeavour
FTP	File Transfer Protocol
GEM	Gender Evaluation Methodology
GSWG	Gender Strategies Working Group
GTZ	Deutsche Gesellschaft für Technische Zusammenarbeit – German Technical Cooperation
HIV/AIDS	Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome
ICTs	Information and communication technologies
IDRC	International Development Research Centre
INSTRAW	United Nations International Research and Training Institute for the Advancement of Women
Isis-WICCE	Women's International Cross-cultural Exchange
IT	Information Technology
ITU	International Telecommunication Union
IWTC	International Women's Tribune Centre
MacMag GLIP	Machreq/Maghreb Gender Linking & Information Project
MDGs	Millennium Development Goals
MMTK	Multimedia Training Kit
NGO	Non-governmental organisation
OSS	Open source software
PFA	Platform for Action
PrepComs	Preparatory Committees
RBEC	Regional Bureau for Europe and the Commonwealth of Independent States
SEF	Equal Opportunities for Women Foundation
SEWA	Self Employed Women's Association
SP	Stability Pact
UN	United Nations
UNCSTD	UN Commission on Science and Technology for Development

UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNIFEM	United Nations Development Fund for Women
USAID	United States Agency for International Development
WML	Women Mayors' Link
WORC	Women's Online Resource Centre
WOUGNET	Women of Uganda Network
WSIS	World Summit on the Information Society

For more ICT definitions, search <u>http://www.webopedia.com</u>.

1. Introduction

Mainstream perceptions of new information and communication technologies (ICTs), especially the Internet, are overwhelmingly positive, where they have only technical rather than social implications. The reality is that vast numbers of people are excluded from the benefits of these technologies, in particular people who lack the necessary infrastructure, skills, literacy and knowledge of the dominant Internet language – English. Women, poor and rural people are more likely to be among this group. Nevertheless, attempts have been made to make the benefits of ICTs more widely accessible, to use ICTs to empower women and others, and to take on the policy environment which sets the terms for control of ICTs. Such attempts in relation to gender are introduced in this collection. Resources are also presented which point to how to lobby for a more gender-sensitive ICTs policy, and how to implement ICTs programmes so that women can both use and benefit from them.

How to use this collection
Gender and ICTs is a wide-ranging topic. This collection gives a flavour of the diversity of issues and how to tackle them. Practical materials which offer insights and guidelines for action have been chosen over more academic texts. This collection is made up of summaries of texts that provide broad as well as regional overviews, case studies, tools and guidelines and other materials. The summaries provide a snapshot of the key points in each resource to enable the reader to quickly access information without having to read through an entire report or paper. Details of how to obtain copies or download the full texts are provided with each summary. For more information about the various organisations that have produced the materials, or other organisations mentioned in the pack, turn to the final section for a list of full contact details.

Most of the resources in this pack are available to download free from the Internet. The access date for all documents is August 2004. If you are unable to download the texts, go to the contact details section for information on how to order hard copies from the organisation or author.

This Supporting Resources Collection forms part of the *Cutting Edge Pack on Gender and ICTs*. The pack also includes the Gender and Development *In Brief* newsletter, and an Overview Report, which looks at the main issues in some depth. Download copies from http://www.bridge.ids.ac.uk or contact BRIDGE (bridge@ids.ac.uk) for more information. The copies of books available from Women, Ink are indicated in the text (see Networking and Contacts in Section 7 for details on how to order texts).

New Resources
New resources on gender and ICTs are continually being produced. The *Siyanda* website, hosted by BRIDGE, features all the resources in this collection as well as new materials. We welcome suggestions and submissions of materials on gender and ICTs to be included on *Siyanda*, including in English, French, Spanish, Arabic or Chinese. See http://www.siyanda.org.

2. Overviews

This section features resources providing an overview of key gender issues in ICTs.

Huyer, S. and Sikoska, T., 2003, 'Overcoming the gender digital divide: understanding ICTs and their potential for the empowerment of women', United Nations International Research and Training Institute for the Advancement of Women (INSTRAW)
URL: http://www.onlinewomeninpolitics.org/beijing12/2003_gender_ict.pdf

The "gender digital divide" is used to describe the existing inequalities and biases in access to and use of Information and communication technologies (ICTs) by women and men. The fact that ICTs have so far been predominantly designed and created within male-dominated environments and that ICT policies are usually formulated by male policy-makers has contributed to this divide. Yet ICTs, when appropriately harnessed, also hold great potential for women's empowerment on an individual level (better self-esteem, increased confidence and more career opportunities) as well as on a collective level (improving their advocacy, lobbying and networking activities). This paper synthesises major research findings contained in five background papers commissioned by UN INSTRAW. The report explores the leading approaches to maximising the potential of ICTs for women's empowerment, examines the social context of technology, and identifies the main structural barriers to women's access and use of ICTs. Strategies are proposed to overcome these barriers and empower women through ICTs. Priority among them is the need for women's groups to share experiences and knowledge to strengthen their lobbying skills, and to gain expertise in engendering the ICT policy-making and regulation process.

Huyer, S. and Mitter, S., 2003, 'ICTs, Globalisation and poverty reduction: gender dimensions of the knowledge society', Gender Advisory Board, UN Commission on Science and Technology for Development (UNCSTD)
URL: http://gab.wigsat.org/partI.doc, http://gab.wigsat.org/partII.doc, and http://gab.wigsat.org/partIII.doc

The 2003 Human Development Report has identified six "policy clusters" or areas on which poverty reduction depends: human development; food production; infrastructure investment; supporting non-traditional private sector activities; human rights and social equity; and environmental sustainability and urban management. This paper looks at women's use of ICTs in these six areas, and the potential of ICTs to promote gender equality in poverty reduction strategies. Part one provides tables on Internet use globally, comparative Internet access costs of selected developing countries, language of Internet users and Internet content. There is a lack of statistics on gendered use of the Internet, but nevertheless it is clear that women generally have reduced access to, use of, and benefits from ICTs compared with men. The following table is included, illustrating this reduced use. It

also demonstrates that in developing countries with higher proportions of women users, such as Thailand, Philippines, South Africa, Chile and Mexico, overall levels of use are low. Thus, while a small elite of women may have similar access to elite men, this access is rarely available to women more broadly.
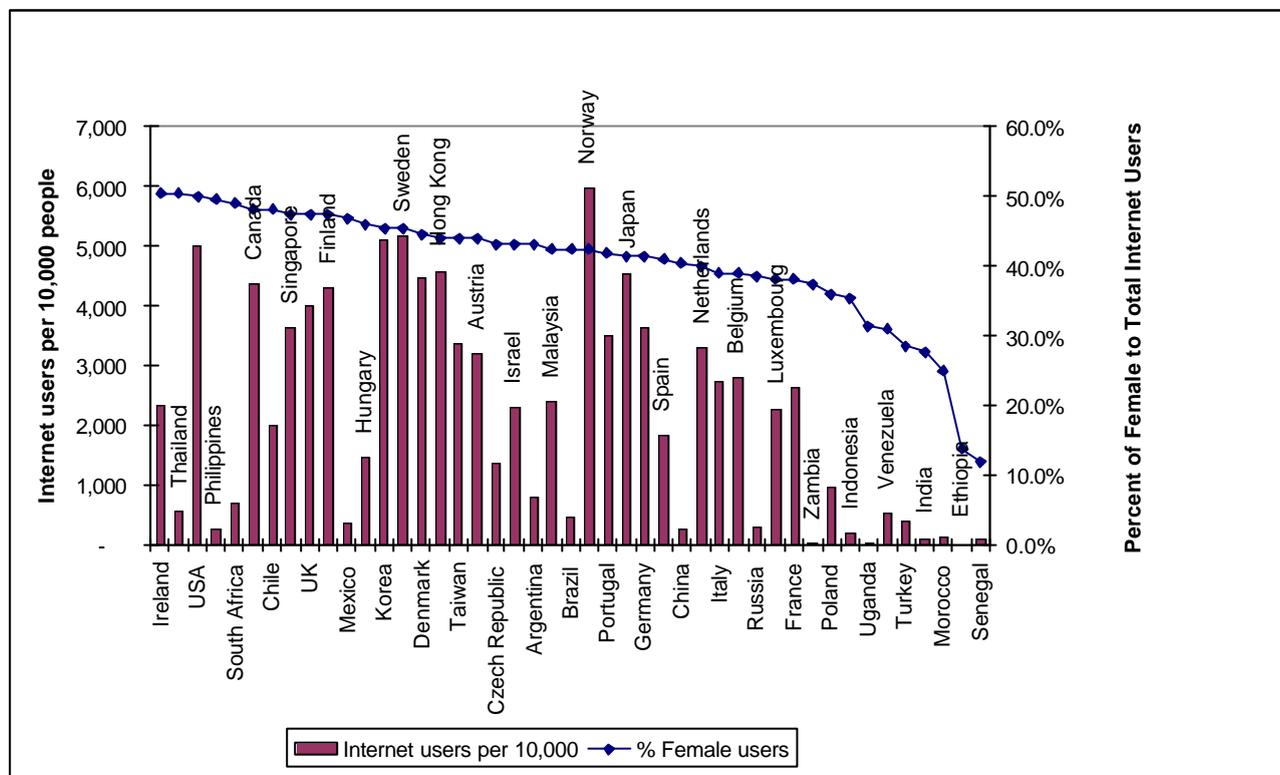

Table: Total Internet users and percentage of female Internet users in various countries

Hafkin, N.J., 2003, 'Some thoughts on gender and telecommunications/ICT statistics and indicators', paper presented at the 3rd World Telecommunication/ICT Indicators Meeting, Geneva, Switzerland, 15–17 January
URL: http://www.itu.int/ITU-D/ict/wict02/doc/pdf/Doc46_Erev1.pdf

The purpose of collecting ICT and telecommunications statistics by gender is to inform national and international policy. Sex-disaggregated statistics and indicators are needed in a number of areas: access and usage; content; ICT-related employment; technical or ICT-related education; ICT/telecommunication policy; representation in telecommunication/ICT decision-making; impact of telecommunication/ICT on men/women. Statistics available in the above areas are currently very limited. The one sex-disaggregated indicator found increasingly frequently is Internet usage by country and region, although such figures are still not available for many developing countries. Furthermore, there is no standardisation of data collection, so it is not always clear what the data means. Internet usage is only part of the story; gender-disaggregated data on access to ICTs other than the Internet is also needed, as well as data for gender indicators. While information is lacking, some examples of relevant statistics are cited in this paper: women computer programmers in

Western Europe constitute 3.5 per cent of the total; no European Union member state has more than one third women researchers in engineering and technology and the average is 10 per cent. In Asia, women make up 20 per cent of programmers – mostly in lower skilled positions, while making up the majority of workers in data processing.

Hafkin, N., 2002, 'Gender Issues in ICT policy in developing countries: an overview', Expert Group Meeting on 'Information and communication technologies and their impact on and use as an instrument for the advancement and empowerment of women', Seoul, Republic of Korea, UN Division for the Advancement of Women (DAW), 11–14 November
URL: http://www.un.org/womenwatch/daw/egm/ict2002/reports/Paper-NHafkin.PDF

Without explicit attention to integrating a gender perspective into information and communication technology (ICT) policies, the needs of women and girls risk being overlooked. Despite many governments' claims that a well thought-out general ICT policy benefits all, studies show that general ICT policies always have a different impact on women and men, and that policy-making in ICT fields often ignores gender issues. This paper provides a comprehensive list of specific measures that can be incorporated into ICT policy in developing countries to facilitate gender equality (e.g. sector liberalisation, tariff policy, regulation, licensing, e-governance). Examples of efforts to integrate a gender perspective in ICT policy are also considered with a focus on Mozambique, Senegal, South Africa and Uganda. The author concludes with a call to gender advocates to educate themselves in gender analysis of ICTs and to engage more actively in national ICT policy-making, taking advantage of opportunities such as the World Summit on the Information Society (WSIS).

Hafkin, N.J. and Jorge, S., 2002, 'Get in and get in early: ensuring women's access to and participation in ICT projects', *Women in Action***, No. 2**
URL: http://www.isiswomen.org/pub/wia/wia202/getin.htm

All ICT projects have gender issues, and these will vary according to local context. However, recent research on ICT-based projects found that a majority of those funded by major donors do not consider gender an important part of project design and fail to address the needs of women in the targeted communities by ensuring access to ICTs. Gender is frequently not explicitly mentioned as an area of importance in project proposals, and those involved in project planning lack gender awareness. Incorporation of gender in ICT and development is still the exception rather than the rule. The following measures are needed to address this problem: project proposal guidelines should require explicit attention to gender in project analysis and design; a gender consultant/gender-aware person should be involved at the design stage – involving a woman is not enough, since women are not automatically gender-aware; proactively ensure women's participation in technical fields such as targeted training; and continue research on gender and ICTs.

Rathgeber, E.M., 2002, 'Gender and telecenters: what have we learned?', presentation given at Panel Session: Gender and the Digital Divide – Assessing the Impacts of Telecenters, Washington: World Bank, 7 March
URL: http://www.worldbank.org/gender/digitaldivide/Eva%20Rathgever.ppt

In Africa there are now thousands of telecentres, providing a range of ICT services. Donors have been excited about telecentres as a way to make the benefits of ICTs more accessible. But, as with other technological innovations before them, the emphasis has been on provision of hardware, and on solving the technical problems of connectivity, with inadequate attention to local needs, capacities and preferences. Those designing telecentres have assumed that technology is gender-neutral, and that everyone will use hardware in the same way. However, women, particularly older, rural women, use telecentres far less than men do, and when they do use them, it is usually for non-Internet-related purposes.

What stops women using telecentres? Telecentres are designed with an imaginary user in mind. This user has money to spend and the power to decide how to spend it and can therefore afford to pay a fee. They are comfortable receiving one-to-one technical assistance from a man, and do not mind a lack of privacy or childcare. This person already believes the information available can help them, and does not need to be convinced. They are literate and can communicate in dominant languages, such as English. They feel comfortable with computers and equipment that works almost invisibly, and travelling a certain distance from home to reach the telecentre is not a problem for them. Many men do not fit the profile of this imagined user, and even more women do not fit the profile.

Despite efforts in telecentres in Mali to include women on the telecentre management committee, train women specifically, display photos of women using computers on training materials and offer fee discounts, women were still not coming to the centre. The barrier seemed to be content. The lack of relevant and local content and lack of funds and skills to repackage content has deterred women as well as some men. To respond to the concerns, the IDRC funded a project with the International Women's Tribune Centre (IWTC) to produce a CD-ROM for rural Ugandan women entitled 'Rural women in Africa: ideas for earning money' in English and Luganda. Produced with input from rural Ugandan women, this can be used by illiterate and semi-literate people, and offers practical and directly useful information.

'The Third Meeting of the International Telecommunication Union Working Group on Gender Issues', Geneva 30 June–2 July 2004
URL: http://www.itu.int/ITU-D/gender/events/3rdAnnualWGGIMeeting/documents.html

The Working Group on Gender Issues brings together a range of practitioners and policy-makers working in this area. The third meeting discussed gender mainstreaming in Telecommunication Development Bureau activities, the World Summit on the Information Society and the World Telecom Development Conference, among other issues. Presentations included an E-village in Jordan, the

Pan-African Association on Women in Telecommunications and Information, Gender and ICT projects in Serbia and Montenegro, recommendations from the Regional Symposium on Women and Information and Communication Technology in Cairo 2003, gender mainstreaming in the information society, gender and ICTs in the Americas, and creation of women's community telecentres in Benin. Most of these presentations are available on this site, many in French and Spanish as well as English.

Green, L. and Trevor-Deutsch, L., 2002, 'Women and ICTs for open and distance learning, some experiences and strategies from the Commonwealth', Commonwealth of Learning (COL)
URL: http://www.eldis.org/static/DOC11823.htm

This report aims to provide guidance for those using ICTs for open and distance learning to ensure that women have equal access and are able to contribute to their full potential. It provides a practical tool for those working in the field, highlighting lessons learned from previous research material and comparing regional differences. Barriers to the education of women are discussed, followed by a detailed look at the additional barriers that are specific to the use of ICTs. The report also contains case study examples of women's use of ICTs, some specifically focused on open and distance learning and some with broader applications. Each case study includes the background of the project, the key results and the lessons learned.
(summary by Eldis http://www.eldis.org/static/DOC11823.htm).

3. Regional overviews

While the gendered picture of ICTs varies according to context, women across regions do share some common challenges in relation to ICTs. This section gives a flavour of both common and regionally specific issues by presenting a selection of regional overviews.

Rathgeber, E. and Ofwona, E., 2000, 'Gender and the information revolution in Africa', Ottawa: International Development Research Centre (IDRC)
URL: http://www.idrc.ca/acb/showdetl.cfm?&DID=6&Product_ID=471&CATID=15 (available in English and French)

Information is universally acknowledged to be central to sustainable and equitable development. In Africa, however, access to information is limited, and especially so for rural women. The new ICTs, centred mostly on the Internet, provide potential to redress this imbalance. The essays in this book examine the current and potential impact of ICTs in Africa. They focus specifically on gender issues and analyse the extent to which women's needs and preferences are being served. The authors underscore the need for information to be made directly relevant to the needs of rural women, whether in the areas of agriculture, health, micro-enterprise, or education. They argue that it is not enough for women simply to be passive participants in the development of ICTs in Africa. Women must also be decision-makers and actors in the process of using the new ICTs to accelerate African economic, social, and political development. (Summary adapted from IDRC website.)

Hafkin, N. and Odame, H., 2002, 'Gender, ICTs and agriculture: a situation analysis for the 5th Consultative Expert Meeting of CTA's ICT Observatory meeting on Gender and Agriculture in the Information Society', Netherlands: Technical Centre for Agricultural and Rural Cooperation ACP-EU (Africa, Caribbean and the Pacific – European Union)
URL: http://www.agricta.org/observatory2002/background_paper.pdf

How can resource-poor rural women in Africa, the Caribbean and the Pacific (ACP) use ICTs to improve their agricultural production, food processing and food provision? This paper analyses the digital divide that exists between ACP nations and the rest of the world and identifies opportunities for and challenges to rural women's effective use of these technologies. The report begins with an introduction to gender, ICTs and agriculture for rural development in ACP countries. An overview of gender and ICT concerns in these countries is provided, along with an extensive survey of initiatives dealing with gender and ICTs taking place in multilateral, bilateral and nongovernmental organisations, corporations and academic institutions. These include innovative projects on information exchange, access provision, rural income generation, ICT skills training for micro enterprise development, rural telecentres, wireless connectivity, rural radio and ICT-assisted education. The paper also analyses gender-related projects implemented by the Technical Centre for

Agricultural and Rural Cooperation Africa, the Caribbean and the Pacific – European Union (CTA) and proposes actions for including gender concerns in its work. Priority among them is promoting research, training and capacity-building, and access to ICTs, as well as increasing networking and exchange of experiences.

Scott, T., Singh, D. and Wanasundera, L., 2001, *I on the Mouse: ICTs for Women's Advocacies and Networking in Asia and the Pacific*, 2001, Philippines: Asian Women's Resource Exchange (AWORC)

To what extent and for what purposes do women's groups in Asia and the Pacific use information and communication technologies (ICTs)? This study is based on an electronic survey distributed to women's groups across Asia, the Caucasus and Central Asia, and Pacific Island countries. Findings were that on the one hand ICTs had enabled many women's groups in the region to gain visibility, and better access to donor assistance and to information about international women's events. On the other hand, particularly in rural areas, women's groups were found to be slow in using the full range of services offered through the Internet, with use often restricted to email if such technologies were used at all. Obstacles to ICT use include: political instability in central Asia; lack of national policies promoting ICT as a tool for development – particularly where geography inhibits infrastructure development, and in non-urban areas; cost; lack of skills and awareness; limited online information in languages other than English; United States dominance over the global information economy; and content – it is estimated that 70 per cent of Internet content is pornographic. Attempts have been made to overcome these obstacles through repackaging content and facilitating content development by alternative and women's organisations, training and capacity-building of women's NGOs and grassroots organisations, and networking with media to enhance accessibility through linking up with other technologies such as radio and the Internet .

For a copy of this publication, please contact AWORC. This book is also available from Women, Ink. See Section 7 for details of how to order.

Gurumurthy, A., 2003, *Bridging the Digital Gender Divide: Issues and Insights on ICT for Women's Economic Empowerment*, New Delhi: UNIFEM.

The progress in technology has encouraged many in India, Bangladesh and Pakistan to see the potential of ICTs for social transformation and economic growth. Policy documents reflect the hope that software exports will contribute to growth. Governments have stated a commitment to bridge the digital divide, and to this aim have set up information technology taskforces and e-governance initiatives to deliver public services, and have shifted state policy from a monopolistic regime towards a competitive framework. New business models are emerging to alter the economics of hardware and connectivity, targeting rural markets. Some NGOs are using ICTs for development. However many activities and discussions around ICTs for development in the region lack a vision of how to enable women to benefit from ICTs, and interaction between the Gender and Development sector and the ICTs for Development community has been limited. This document looks at specific projects and

programmes in the region that focus on women's economic empowerment, and draws lessons from these.

For a copy of this publication please write to UNIFEM South Asia Regional Office. See Section 7 for their contact information.

Plou, D., 2001, 'Las mujeres y las políticas de Internet en América Latina y el Caribe [Women and the politics of the Internet in Latin America and the Caribbean]', Informe para la Asociación para el Progreso de las Comunicaciones (APC), en el marco del Monitoreo de Políticas de Internet en América Latina y Caribe
URL: http://lac.derechos.apc.org/investigacion/mujeres_tic.rtf

As ICT use in Latin America and the Caribbean continues to grow, questions persist as to their gendered impacts. The period following the many world conferences of the 1990s saw women and women's organisations come out in force. This has been heralded as "a third age of feminism", where historically male-biased pursuits such as ICTs have been harnessed and redefined by those working for gender equality and social justice. Although women's organisations have cited cost and time as barriers to ICT use, women's organisations in Latin America and the Caribbean are increasingly using ICTs as a way to keep up to date with information and engage with political and social debates. These include a wide range of mechanisms, from e-discussion lists and electronic newsletters to Spanish-language websites and radio. The report recommends: more research to produce gender-disaggregated statistics on ICT use in the region; combating gender discrimination in employment in the ICT sector; policies that prioritise universal access and reduce the costs of ICTs; and the participation of women in the decision-making bodies that govern ICT use in the region.

Al-Zu'bi, R., 2003, 'From access to effective use: a suggested model for ensuring disadvantaged Arab women's engagement with ICTs', Regional Symposium on Arab Women and ICTs, Cairo, Egypt, 17–19 December, ITU Telecommunication Development Bureau, Arab Regional Office and Ministry of Communications and Information Technology, Arab Republic of Egypt

URL: http://www.siyanda.org/static/al-zu3bi_effectiveuse.ppt

The Arab digital divide is staggering, with only 18 computers per 1,000 people in the Region, compared with a global average of 78.3. This translates into an even wider gender divide due to barriers which are particularly inhibiting to women – cost, lack of capacity, social and political censorship in some Arab countries, and English-dominated content not relevant to local contexts. Low spending on innovation and research in the region impedes the development of creative ICT tools targeting marginalised communities, particularly innovative multimedia/ICT resources for illiterate women. Furthermore, many Arab women live in conflict zones (Algeria and Sudan) or under military occupation (Palestine and Iraq). Telecommunications infrastructure is damaged while women are

confined to their homes due to fear of violence. They are therefore unable to access public ICT services at a time when communication is much needed to share experiences, connect with a wider support base and with refugee and diaspora communities. In this context, how can ICTs be promoted without reinforcing the gap between those already able to use ICTs and those unable to overcome the above barriers? The answer proposed is to shift focus from access and technical infrastructure/hardware to ensuring effective use. Ensuring that ICTs can be used effectively by women and others means considering not only the access and hardware needed, but also the social and organisational infrastructure and policy environment.

Simerska, L., Fialova, K. with Alborough, K., 2004, 'Bridging the gender digital divide: a report on gender and information and communication technologies in Central and Eastern Europe and the Commonwealth of Independent States', Bratislava: United Nations Development Fund for Women (UNIFEM) Regional Programme for Central and Eastern Europe (CEE) for United Nations Development Program (UNDP) in Europe and the Commonwealth of Independent States Regional Bureau for Europe and the Commonwealth of Independent States (RBEC)
URL:
http://web.undp.sk/uploads/Gender%20and%20ICT%20reg_rep_eng.pdf>http://web.undp.sk/uploads/Gender%20and%20ICT%20reg_rep_eng.pdf

What are the opportunities and challenges faced by women in relation to ICTs in the Central Eastern Europe (CEE)/Commonwealth of Independent States (CIS) region? National Action Plans for Information Policies, which guide national ICT development, are being developed by many countries, but a gender perspective is largely absent from these plans. At the same time, women's organisations in the region have generally focused on issues such as domestic violence, trafficking, gender equality legislation and reproductive health and have not really engaged with ICT issues. There has therefore been little pressure on policy-makers to take gender into account in the ICT arena. Yet, women in this region share many of the challenges experienced by women elsewhere. These include unequal access to advanced ICT training and exclusion from developing online content that responds to their needs and priorities. The report recommends measures by the UN, governments and donors to strengthen integration of gender in ICTs in the CEE/CIS region, including: support for the involvement of women and women's organisations in the region in the WSIS process; further research on the status of women in the ICT sector and the gender impact of ICT policies; strengthening gender within ICT projects; and capacity-building for ICT project personnel on gender. (Adapted from a summary by Osnat Lubrani, UNDP).

Stewart, J., 2002, 'Information society, the Internet and gender: a summary of Pan-European statistical data' published in Sørensen, K.H., and Stewart, J., (ed.), *Digital Divide and Inclusion Measures: A Review of Literature and Statistical Trends on Gender and ICT*, Trondheim: Senter for teknologi og samfunn
URL: http://www.rcss.ed.ac.uk/sigis/public/displaydoc/full/D02_Part2

Women and men in Europe will soon have equal use of the Internet, but women's participation in ICT careers and courses of study lags far behind men. This is the conclusion of this report which summarises some of the statistical indicators on gender and the information society in Europe. It covers access to and use of the Internet, computers and mobile phones, their use at work and at home, and women's and men's use and purchase of these tools. It is clear that access to technology is dominated by education and income, but with some gender differences. It would appear that broad parity of access and use of the Internet between women and men will be highly likely in the near future. Women and men also have slightly different uses of the Internet, but employment remains the dominant reason for adoption and use. The workplace is a primary place to learn about ICTs, and use is higher in technology industries and more senior management areas where women are less in evidence than men. Women's participation in ICT careers and courses is much lower than men's, although there are quite large differences between countries. (Summary adapted from SIGIS – 'Strategies of Inclusion: Gender and the Information Society' abstract).

4. Using ICTs to empower women: case studies and practical experiences

In the excitement over the potential of ICTs, it is sometimes assumed that women need and want greater use of ICTs, and sometimes forgotten that ICTs are a means rather than an end in themselves. ICTs only benefit people if they provide information relevant to them in a language and form that can be understood, and a practical means to communicate with those they wish to communicate with. This section provides examples of where ICTs are being used to promote women's rights, in a range of areas including political organising and networking, domestic violence, post-conflict situations, agriculture, and health. Some use the "new" technologies of the Internet and email, others "old" technologies such as radio, television, video and photography, and some combine both old and new. Such combinations have been found to provide an effective way to make new technologies more broadly useful in many developing country contexts.

4.1 Internet, email and e-networking

Dina Loghin, 2003, 'Women Mayors' Link', Romania: Equal Opportunities for Women Foundation
URL: http://www.genderawards.net/finalists/gr_multi_full.shtml?cmd[274]=i-277-17cb2a1035b8ec638c57fd0a045a81ce
Organisational URL: http://www.sef.ro/

Begun in 2002, the Women Mayors' Link (WML) is a networking initiative to build leadership and foster cooperation between female mayors, local governments and local women's networks to improve the quality of life of women and children in local communities. The initiative, in addition to facilitating cooperation and information flow between governing women at the local level, is also geared towards building social consensus and gender-balanced development nationally in the Stability Pact (SP) Region. WML covers the twelve countries and territories of the SP Region: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Macedonia, Greece, Kosovo/a, Hungary, Moldova, Romania, Serbia and Montenegro, Serbia, Montenegro and Slovenia. The project is implemented almost exclusively through the use of email and the Internet. The female mayors, international board members, project team members, and WML project partners work together through email and the interactive project website. So far 363 female mayors have joined the regional network. In some countries they have decided to formalise the networks in order to increase their opportunities for access to both training and technical assistance (through grants) and to lobbying. One of the lessons learned was that it was naïve to assume that female mayors would be automatically gender-aware. Generally at regional level female mayors were keen to join the network, but their motivations and priorities were not related to gender issues. Nevertheless, 90 per cent of mayors participating said that the project influenced their official statements regarding gender. All participants said they use ICTs more than before. The impact of WML is being explored through use of the Gender Evaluation

Methodology of the APC WNSP, a tool designed to assist organisations trying to evaluate the extent to which ICTs are contributing to social change (see Tools section). (Summary adapted from both web pages listed above.)

Beatriz Cavazos, 2003, 'Modemmujer: Mexico's only electronic communications network', Mexico: Modemmujer
Summary extracted from Global Knowledge Partnership, 2003, *Youth. Poverty. Gender: ICT for development success stories, p77*
http://www.globalknowledge.org/, and click on 'publications'
Organisational URL: http://www.modemmujer.org (available only in Spanish)

Modemmujer was formed by Mexican women wanting to establish continuous communication and outreach among feminist and women's movements at the national and international level in order to encourage social change and contribute to women's empowerment. Modemmujer began operations in 1995 offering coverage of the Fourth World Conference on Women in Beijing. Through 15 correspondents in different parts of Mexico and various participants at the conference, the daily events and discussions were distributed via email. ICTs have been used strategically to disseminate and support the women's and feminist movement's proposals and activities.

Modemmujer offers an informative spot, twice a week, on the Internet, with texts on violence against women, reproductive and sexual health, citizen participation, youth, economy and labour issues. It has also incorporated new proposals, reflections and initiatives developed by women seeking gender equality. Electronic mailing lists and newsletters form part of the internal communications strategy of various organisational networks that follow up on population and health issues. Modemmujer helps publicise their activities through web pages and newsletters that are sent to government authorities, the media and the general public. Every week, their electronic conference site is updated with national and international information selected from a gender perspective and organised by topic. Modemmujer has also developed an archive of articles on follow-ups to international conferences, experiences from women's organisations, analysis documents and proposals for gender equality. The archive is available to all the site's users. A regularly updated web page provides information on the activities of national and international women's organisations.

The project is creating greater awareness of the importance of new technologies from a gender perspective. Use of ICTs has benefited both women in society and women's organisations. Both now have a powerful tool to distribute and acquire information that can help improve women's position in society. The networking created by Modemmujer between the organisations has encouraged the development of joint proposals that demand respect for women's rights, and mutual support between organisations in Mexico and internationally. Through electronic bulletins, the project is able to support and promote urgent calls for action that are distributed by women's rights organisations globally.

UNIFEM/Cisco Gender Initiative, 2003, 'Achieving e-quality in the ICT sector', Regional Symposium on Women and Information and Communication Technology, Cairo, Egypt, 17–19 December
URL: http://www.ituarabic.org/womenandICT/FINAL/S2.1/Deema%20Bibi/ITU_EGYPT.ppt

Women's participation in ICTs has been identified as a specific concern within the Arab states. Improving access to ICTs, particularly new ICTs such as computers and the Internet, is one of the five objectives of UNIFEM's Arab States Regional Office (ASRO). A number of initiatives are designed to address this gap.

The focus of UNIFEM ASRO's ICT strategy is to support programs and projects that use ICTs as a key tool to promote women's political, social and economic empowerment. In line with this objective, UNIFEM has supported *Achieving E-Quality in the IT Sector*, a joint initiative with the government of Jordan and the Cisco Foundation and Cisco Systems, Inc., designed to provide opportunities targeted specifically at women to develop their skills and improve their access to high-quality jobs in the ICT sector. The first phase of this programme was launched in Jordan, with future plans to roll out the programme in Egypt, Lebanon, Morocco and the Gulf.

Five areas are identified as a concern for women's participation in the ICT sector: a lack of female information technology (IT) professionals due to limited training opportunities; low participation due to stereotyping of women's roles in the family and community; lack of gender-disaggregated statistics and information that would allow more gender-sensitive policies and programmes to be put in place; a lack of understanding on the part of public and private stakeholders of the benefits of improving women's access to ICTs; and an overall gender-blindness in policy-making and programme planning. Measures to tackle these shortcomings include improved capacity-building, training and job placement programmes that target female participants, improved collection of gender-disaggregated data and more research on the gendered nature of ICT use in the Arab region, and more effective advocacy, lobbying and awareness-raising activities.

Several success stories from women involved in these programmes highlight some of the ways in which women have benefited from the introduction of the joint UNIFEM/CISCO programmes, particularly through improved job prospects and greater participation of women in Jordan's IT sector. Research that was commissioned as part of this initiative entitled 'Women in the ICT Space' has also been successfully completed and is being used by policy-makers in the formulation of national ICT strategies.

A number of lessons emerged from this joint initiative, including the importance of: raising awareness of the benefits of ICT programmes and frequent communication between partners for programme success; ensuring government support and regularly updating information for ongoing discussion with policy-makers; and recognising that IT training must be provided in conjunction with human development skills and links to jobs and job markets if students are to benefit.

4.2 Television, radio, video and photography

Ruth Ojiambo Ochieng, 2003, 'Documenting experiences of women in situations of armed conflict', Uganda: Isis-Women's International Cross Cultural Exchange (Isis-WICCE)
URL: http://www.genderawards.net/finalists/nl_multi_full.shtml?cmd[276]=i-277-8846f73c8982450aa479f4f2e6683e18
Organisational URL: http://www.isis.or.ug/

An initial survey by Isis-WICCE showed that very little was known about women's experiences in situations of armed conflict and hence the decision was made to focus on their documentation. Since 1997, Isis-WICCE has documented the experiences of women in situations of armed conflict in ten countries in Africa through its networks. Different ICTs have been used, including tape recorders, video recording, photography, and face-to-face interaction through meetings, focus group discussions and validation workshops. In Uganda, the major partners in the project were women war survivors, Isis-WICCE, project funders (Heinrich Boll Foundation and UNIFEM) and technical and healthcare professionals. The healthcare workers provided a month-long programme of medical care to the women war survivors. The women war survivors were informed about the purpose of the documentation and its intended use in raising awareness among different communities and for lobbying and advocacy. Their consent was sought and permission to use the testimonies, video clips and photographs was granted by the women themselves. At this stage some of the women gained the confidence to use the tape recorder to record each others' stories. The process took considerable time and generated much interest among the war survivors but also high expectations which were difficult to meet.

The project had a number of impacts. Through television and radio appearances by programme staff and dissemination of documentation, media debate was stimulated on the need to resolve conflicts amicably and promote peacebuilding. On a policy level, the dissemination of research findings made women's experiences of armed conflict more visible. While policy-makers were slow in responding, some did commit themselves to addressing the situation. In Luwero (Central Uganda), the Minister in Charge of this war-torn area was able to solicit building materials for five women to improve upon their shelter. Isis-WICCE used the research findings to influence the Ministry of Gender and Community Development to incorporate the issue of peace as a cross-cutting issue in the National Action Plan. Internationally, over 1000 video documentaries have now been distributed to partners internationally and have been used in training and workshops. (Summary adapted from URL listed above.)

For more information about women's use of ICT in times of war and peace, please see McKay, S. and Mazurana, D., 2001, *Raising Women's Voices for Peacebuilding: Vision, Impact and Limitations of Media Technologies*, London: International Alert. This book is available from Women, Ink. See section 7 for details of how to order.

Yáñez Málaga, M., 2003, 'Community Reproductive Health Project (ReproSalud)', Peru: Manuela Ramos

URL: http://www.genderawards.net/finalists/cap_full.shtml?cmd[279]=i-277-182a1060dc0166ef05f4fabd3682dff8

Organisational URL: http://www.manuela.org.pe/reprosalud.asp

ReproSalud is a partnership between the Manuela Ramos Movement (an organisation that has been working for 26 years on women's rights in Peru), Centro de Investigación y Educación Popular Alternativa (Alternative Research and Investigation Centre – working with low-income and marginalised groups in the northern part of Lima, Peru) and the United States Agency for International Development (USAID). The aim of this project is to address significant gaps in healthcare provision between urban and rural women, and to encourage women living in rural areas to make better use of existing health services in these areas. The project began with women's groups discussing their health priorities. These real-life stories and experiences of women and men in the regions were then collected to serve as scripts for a radio soap opera. Each broadcast, 36 in total, was meant to have a unique structure but linked to a common central story. Broadcasts began in October 2002 with the production 'Evelyn, a woman like you'.

The objective of these programmes was to make visible the fact that women have the right to be heard, and that their opinions must be taken into consideration if healthcare is to be effective. They were meant to encourage women and men to reflect on their own stories and identify alternatives to risky situations faced by pregnant women who do not have frequent access to health facilities or when the delivery is not adequately attended by a health professional. This radio initiative was supported by training 200 community promoters prior to the launch of the radio soap, who were in charge of organising street parades, putting posters up and in general promoting the broadcasts personally in the communities and through radio stations. To ensure that the series be broadcast, the project entered into training agreements with 40 local radio stations (16 in the first phase and 24 for the second) in the regions of influence of ReproSalud.

Wickett, E., 2004, 'Video for development communication', *The Drum Beat,* Issue 256, 5 July 2004, The Communication Initiative

URL: http://www.comminit.com/drum_beat_256.html

Video is an important tool for planners in agricultural innovation or infrastructure projects such as water and sanitation. Video can communicate the ideas of women to planners in societies in which social interaction is split along gender lines. The experiences of projects in Egypt and Pakistan illustrate how video transformed top-down initiatives into collaborative, grassroots projects, directed investment to intended beneficiaries, and motivated communities to participate fully in their development.

In the Northwest Frontier Province of Pakistan in 1993–1994, GTZ (Deutsche Gesellschaft für Technische Zusammenarbeit – German Technical Cooperation) with the Public Health Engineering Department introduced a community-based project to install tubewells and encourage the introduction of household latrines. But women, the main managers and users of water, were excluded from village management and decision-making bodies since no man, foreigner or local, was permitted to meet with them.

The aims of the 'Woman to Woman Video' project were to give women the opportunity to have their say across the physical boundaries of purdah (custom of seclusion), discuss what water and sanitation infrastructure could be afforded and participate in choosing the best water supply option for their households. A camera was used for filming and linked to a portable, car battery-powered monitor for playback, with no editing required (at that time, most villages had intermittent or no electricity supplies).

This project showed that: older women would agree to be filmed by women; women rather than male engineers were the designers, implementers and overseers of construction; women farmers became motivated to build latrines on discovering they could produce safe agricultural compost – a valuable commodity – after eight months; and that women did enjoy power and could exert pressure on men to invest money in household innovations. 'Woman to Woman Video' effectively gave women a strong voice in water and sanitation planning.

Video was also used in Egypt to motivate farmers and householders to implement change in the 'Rodent Control Project', which aimed to combat household rat infestation, widespread in rural areas. Mature women were identified in three regions and asked if they would act as innovators. A team of women agricultural engineers would return to the field later to film their houses and experiences. Meanwhile the mature women tried out different methods of rodent control. They were thus able to acquire experience with traps that permitted them to comment authoritatively on their effectiveness, and talk convincingly about the disastrous experiences of using lethal poisons such as strychnine in their houses.

Other rural women who viewed the completed video seemed more persuaded by women like themselves, than by male "experts". That was the major lesson: mature women from the rural community, not local elites, were the most effective communicators to their own peer group. After lobbying messages from the "rat" video were televised and were so well received, they ran for two years.

Four reasons are proposed why video is essential in planning and implementing development:

1. Video allows planners and engineers to see problems "on location" since they can "enter" houses and analyse problems without ever leaving their chairs. It also gives planners and implementers a

chance to canvass the views of prospective beneficiaries after the project has started, and monitor progress. No report could be this dynamic, so visually engaging nor so communicative.

2. In rural areas, many innovations are governed by cultural norms. Often women manage these domains yet have little opportunity to contribute to discussions on design. Strong, mature women will influence public opinion though most have not had the luxury of education. Women and men generally respond well to interviews, speaking passionately about an innovation or a problem they have solved. Knowledge of rural environments, and the issues that affect them, is rare amongst urban elites. Video is a window into those worlds, and an invaluable aid to intercommunication of problems and solutions.

3. Video can bring about change in behaviour. For example in Pakistan, after the project, women became able to install latrines and persuade men to pay for piped water supply.

4. Video, like television, can create mass appeal. For projects attempting to change traditional infrastructure or agricultural practices across a large swathe of the countryside, mass media can inform and persuade.

(Summary adapted from original.)

4.3 Bringing multiple ICTs together

Bu Wei, 2003, 'The interaction of the alternative website and mass media In China: case study of http://www.stopdv.org.cn ', paper for Symposium on Gender and ICT, Amsterdam, Jan 17, 2003

The 'stop domestic violence' website was set up in 2001 by the Chinese Law Society as part of the project Domestic Violence in China: Research, Intervention and Prevention. Currently only a tiny percentage of the Chinese population has access to the Internet. Therefore this website focused on mass media as an important target group through which to reach the public more broadly. The site provides interactive resources about domestic violence and encourages the media to make use of the information to share with the public an understanding of domestic violence from a gender perspective, as well as encouraging people to intervene to prevent it. Stopdv.com linked up with television to create the first Chinese soap opera that dealt with the issue of domestic violence – 'Do Not Speak to Strangers'. When the playwrights were still writing the scenarios, the website staff participated in the planning and introduced concepts related to domestic violence, gender analysis, law and social resources. Since the TV play was shown, Beijing Maple Hotline (a women's helpline) reports an increase in phone calls about domestic violence. One caller said that before watching the television play, she had no idea what domestic violence was and that she did not realise that beating was a form of domestic violence. Another woman told the counsellor 'have you seen the television series? I am that leading role woman. I just bear everything'.

Sever, C. and Súarez Toro, M., 2004, 'From the local to the global and back again: Feminist International Radio Endeavour (FIRE)', *Gender and Development In Brief: Gender and ICTs*, **Issue 15, BRIDGE/Institute of Development Studies**
URL: http://www.bridge.ids.ac.uk/dgb15.html
Organisational URL: http://www.fire.or.cr/ (available in Spanish and English)

Feminist International Radio Endeavour (FIRE) is the first women's Internet radio. Based in Ciudad Colón, Costa Rica, it sends out programmes from a desktop computer to audiences all over the world. FIRE demonstrates how women can take back control over communications in a unique and transformative way. FIRE is not only "for" women, but is by women and about women, for a global audience. The station highlights the issues and voices of minority and immigrant women in particular, taking care to link race and gender-based discriminations among others. Please see *Gender and Development In Brief: Gender and ICTs*, Issue 15 in this *Cutting Edge Pack,* to read the full article on FIRE.

Raina, M., 2004, 'Empowering women at the grassroots: SEWA and ICTs', *Gender and Development In Brief: Gender and ICTs*, **Issue 15, BRIDGE/Institute of Development Studies**
URL: http://www.bridge.ids.ac.uk/dgb15.html
Organisational URL: http://www.sewa.org

The Self Employed Women's Association (SEWA) is a union of about 530,000 poor women working in the informal sector in India. SEWA began using ICTs in its work to improve access to information for its members. Having understood that poor access to information is directly linked to poverty, the goal is to make ICTs a tool for empowerment. It now runs programmes which develop women's abilities in the use of computers, radio, television, and video, telephone, fax machines, mobile phones and satellite communication. Please see *Gender and Development In Brief: Gender and ICTs*, Issue 15 in this *Cutting Edge Pack,* to read the full article by Monica Raina of SEWA.

5. Engendering the ICTs arena at policy level: the case of WSIS

This section provides an introduction and guide to the World Summit on the Information Society (WSIS), including basic information on its purpose and process, as well as links to both the main Declaration of Principles and Action Plan and the work of gender advocates, including the WSIS Gender Caucus.

5.1 Introduction to WSIS

'WSIS basic information – frequently asked questions (FAQs)',
Also available in German, Portuguese, Italian, Arabic and Russian and in Word and PDF
formats in all these languages
URL: http://www.itu.int/wsis/basic/faqs.asp

The World Summit on the Information Society (WSIS) was established after a submission by the International Telecommunication Union (ITU) to the UN General Assembly, resulting in Resolution 56/183 of 21 December 2001. This submission reflected the belief that information and communication technologies were essential to achieving economic and social development, and to achieve the UN Millennium Declaration or Millennium Development Goals (MDGs). ICTs offered the potential for more rapid and inexpensive dissemination of information, thereby potentially acting as a tool for marginalised groups to have their voices heard, thus contributing to the achievement of the MDGs. The UN General Assembly agreed that there was a need to bring together the wide range of international stakeholders from government, private and non-profit sectors to discuss how to 'bridge the digital and knowledge divides' and how ICTs may be used to advance development. The WSIS FAQs offer some answers to some frequently asked questions.

On the question of the importance of gender to the information society, the FAQ response is that:
> It is of extreme importance in building the Global Information Society. Women are usually disproportionately disadvantaged in the ICT field. Governments, business entities, international organizations, NGOs and civil society should promote gender awareness at all levels when addressing ICT policy issues to encourage greater participation of women, including participation in the decision-making process and access to leadership. Women should be given equal opportunities to obtain training in the ICT field, and gender-sensitive curricula in formal and non-formal education should be encouraged.

(http://www.itu.int/wsis/basic/faqs.asp)

Declarations and Action Plans
The box below provides links to the Official Declaration and Action Plan as well as the final alternative Civil Society Declaration. Despite a stated commitment in the original purpose of WSIS to include a

broad range of issues, civil society groups expressed ongoing concerns about 'the lack of political will to address fundamental issues within the WSIS agenda' (http://www.wsis-cs.org/wsis-intro.html). This led to a coalition of civil society groups coming together to articulate these concerns in a draft 'Civil Society Priorities Document' (later to become the Alternative Civil Society Declaration after additional input over a six-month consultation period).

WSIS Official Declaration of Principles: *Building the Information Society: a global challenge in the new Millennium*

URL: http://www.itu.int/dms_pub/itu-s/md/03/wsis/doc/S03-WSIS-DOC-0004!!MSW-E.doc (available in Arabic, Chinese, French, Spanish and Russian)

The Official Declaration reaffirms a commitment to a wide range of international human rights instruments that guarantee freedom of information and the right to development. There is recognition that the information society must be inclusive and people-centred, and that poor and marginalised groups have the potential to benefit from ICTs. There are 11 principles including commitments to improving infrastructure, connectivity and access; enabling capacity-building in the use of ICTs; respecting cultural and linguistic diversity and promoting local content; and promoting the ethical dimensions of the information society.

WSIS Official Action Plan

URL: http://www.itu.int/dms_pub/itu-s/md/03/wsis/doc/S03-WSIS-DOC-0005!!MSW-E.doc (available in Arabic, Chinese, French, Spanish and Russian)

The 11 principles in the Declaration are systematically followed up with action points that government, private and civil society actors may implement, including the promotion of research, the improvement of legislation and enforcement to protect rights to freedom of information, and the development of initiatives enabling communities to access time- and cost-saving ICTs interventions such as e-markets and e-governance.

Alternative Civil Society Declaration: *Shaping Information Societies for Human Needs*

URL: http://www.worldsummit2003.de/download_en/WSIS-CS-Decl-08Dec2003-en.pdf

The Alternative Civil Society Declaration emerged out of a belief that the WSIS Declaration and Action Plan did not address significant gaps in the information society in relation to ICTs and development that, without being properly addressed, would increase inequality. The core principles and challenges outline a "vision" of an information society that respects fundamental human rights and ensures a more equitable distribution of resources to eliminate poverty in a way that is environmentally sustainable and not exploitative. The "tremendous potential" of ICTs will not be realised if not grounded firmly in policies that are gender-equitable, non-discriminatory and promote women's empowerment as fundamental to a truly people-centred agenda. For more detail on the background to the Civil Society Declaration, please see: http://www.apc.org/english/news/index.shtml?x=15946.

5.2 WSIS – gender issues

Primo, N., 2003, 'Gender issues in the information society', Paris: UNESCO Publications for the World Summit on the Information Society (WSIS), UNESCO WSIS Publication Series
URL:
http://portal.unesco.org/ci/file_download.php/gender_issues.pdf?URL_ID=12847&filename=10704640
205gender_issues.pdf&filetype=application%2Fpdf&filesize=379764&name=gender_issues.pdf&locati
on=user-S/&PHPSESSID=3efff83117356babc5d2ac0496daaa82

ICTs have the potential to create new types of economic activity and employment opportunities, thereby improving the quality of daily life. ICTs could give a major boost to the economic, political and social empowerment of women, and the promotion of gender equality. But that potential will only be realised if the gender dimensions of the information society – in terms of users' needs, conditions of access, policies, applications and regulatory frameworks – are properly understood and adequately addressed by all stakeholders. Poverty, illiteracy, lack of computer literacy and language barriers are among the factors impeding access to the ICT infrastructure, especially in developing countries, and these problems are particularly acute for women. But women's access to ICTs is also constrained by socially and culturally constructed gender roles and relationships, which remain cross-cutting elements in shaping (and in this case, limiting) the capacity of women and men to participate on equal terms in the information society. The NGO Gender Strategies Working Group (NGO GSWG) in partnership with the Civil Society Working Group (CSWG) at WSIS developed a list entitled '7 Musts: Priority Issues for Gender Equality in the WSIS Process'. Included in this list are issues such as accounting for diversity in women's needs; building on and reinforcing existing international commitments and declarations; promoting ICTs as a tool for peacebuilding; focusing on people-centred development that uses social justice as the guiding principle; and supporting local solutions that are low-cost and open-source. See the box below for an edited version of the '7 Musts'. (Summary adapted from the paper.)

The "Seven Musts": Priority Issues for Gender Equality in the WSIS Process
Prepared by the Gender Strategies Working Group (GSWG) at the Commission on the Status of Women (CSW)
URL: http://www.genderit.org/CSW/musthaves.htm (English) and
http://lac.derechos.apc.org/wsis/cdocs.shtml?x=10445 (Spanish)

1. **An intersectional approach**. For gender issues to be effectively addressed in the WSIS process, strategies and solutions for achieving gender equality must strike at the root of unequal power relations – not just between men and women, but more fundamentally between rich and poor, North and South, urban and rural, empowered and marginalised.

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2. **Building on global consensus.** All negotiations and agreements made at the WSIS need to be based on a reaffirmation to furthering commitments made at previous United Nations conferences and summits.

3. **People-centred development.** Only development that embraces the principles of social justice and gender equality can be said to centrally address women's needs and redress fundamental economic and socio-cultural divides.

4. **Respect for diversity**. The sharp focus on digital technologies in the WSIS process has excluded thus far the recognition of the importance of traditional and indigenous forms of media and communications that more accurately reflect the communications needs and preferences of the diversity of cultural, linguistic, ethics and value systems in our societies.

5. **Peace and human development.** The current framework and premises of the WSIS are bereft of peace and security questions. There is a dire need to commit to harnessing the use of information and communication channels, including mainstream and alternative media, in the service of peace, protection, promotion of human rights and democracy and strong opposition to all wars.

6. **Human rights framework.** A human rights framework needs to be applied in the analyses of issues and in the strategies and solutions of the WSIS process. Women's human rights instruments, and crucial communications rights such as freedom of expression, the right to information, and the right to communicate need to be reiterated in the final outcomes of the WSIS.

7. **Supporting local solutions.** We need to encourage local, low-cost and open-source solutions, and South-South exchanges that prevent the growth of monopolies in the ICT sector. There is also an urgent need to encourage local content producers, through public funding support, to prevent "content dumping" from large entertainment corporations in the United States to the rest of the world.

5.3 Lobbying for the inclusion of gender in the WSIS process

Walker, A., January 2003, 'Putting gender on the agenda of the World Summit on the Information Society (WSIS)', Association for Progressive Communications, Women's Networking Support Programme (APC WNSP)
URL: http://www.genderit.org/wsis/wsis-presentation-asw.ppt

Through this PowerPoint presentation, the author provides a short but comprehensive overview of the World Summit on the Information Society (WSIS), which took place in December 2003. She also outlines how gender issues are integrated into the WSIS process by various gender advocates. The different stages of the Summit are explained and a timeline presented of the regional preparatory meetings and the three international preparatory conferences (PrepComs I, II and III) which lead up to the WSIS. The author then gives an overview of those taking part in the event including UN agencies, governments, civil society actors and the private sector, with a focus on the WSIS Gender Caucus, the NGO Gender Strategies Working Group and the Civil Society plenary. The presentation is being constantly updated.

WSIS Gender Caucus
URL: http://www.genderwsis.org/

The multi-stakeholder Caucus was formed during the African regional preparatory conference in May 2002 in Bamako. The website contains links to: the Gender Caucus guide; 'Creating Your Own National Gender Programme – A Practical Guide'; key Gender Caucus recommendations and statements (http://www.genderwsis.org/fileadmin/resources/Recommendations_For_Action_Dec_2003_Engl.pdf); and links to the latest WSIS events. To join the WSIS Gender Caucus discussion list, write to: secretariat@genderwsis.org.

APC's WSIS NGO Gender Strategies Working Group (GSWG)
URL: http://www.genderit.org/

The GSWG was formed at the first WSIS PrepCom Meeting in Geneva in July 2002 by a group of women's information and communication NGOs. The website contains a section exploring linkages between the Beijing Platform for Action (BPFA) and the WSIS process (see box below); comments on the WSIS Action plan; WSIS-related lobbying and advocacy materials; and reports from regional caucuses and thematic working groups on priorities for civil society. To join the GSWG WSIS discussion list, write to: karenb@apcwomen.org.

One of the fundamental concerns for gender lobby groups has been to ensure that the 12 'critical areas of concern' with respect to gender inequality that emerged out of the Beijing Platform for Action (BPFA) in 1995 at the Fourth World Conference for Women (poverty, education, health, violence, armed conflict, economy, decision-making, institutional mechanisms, human rights, media, environment, and issues with girl-children) are linked to the WSIS process. The GSWG has prepared briefing papers linking each of these issue areas to the WSIS process, and may be found at http://www.genderit.org/meetingpoint1.shtml.

Andjelkovic, M., 2003, 'The World Summit on the Information Society: creating your own national gender programme – a practical guide', Toronto and Winnipeg: Taking IT Global and The International Institute for Sustainable Development
URL: http://www.genderwsis.org/fileadmin/resources/Sourcebook.pdf

This guide provides an overview of the WSIS process and detailed information on how to engage as gender advocates in the WSIS process. It begins by outlining the case for gender equality in the information society, and provides some background on UN processes. It also outlines the steps that might be involved in a national gender programme with tips, strategies, and resources to help national gender equality advocates get organised. Topics covered include 'putting together a team', 'fundraising', 'connecting with your government', 'holding a national workshop' and 'connecting with

the global process'. This guide also includes summaries of ongoing activities in various countries with respect to gender advocacy for WSIS, including workshops and consultations from Austria and Canada to Indonesia, Cameroon and the Ukraine.

'The passage of the declaration: women's involvement in the WSIS process (and related events) from May 2002 to December 2003'
URL: http://www.genderit.org/wsis/wsis_process.shtml and
'WSIS Gender Caucus: national and regional programmes'
URL: http://www.genderwsis.org/nationalactivities.0.html

Both of the above links provide insights into the wide range of activities that have been taking place among gender advocates in the WSIS process around the world. The first link provides a colour-coded chart or map that outlines dates, themes and organisations involved in each stage of the consultation process, and the second link provides more detailed information on some regional initiatives that took place in partnership with the WSIS Gender Caucus. These include a consultation in New Delhi, India on 'Gender in the Information Age'; a workshop in the UK with representatives from government and civil society entitled 'Gender and the World Summit on the Information Society'; and a UNESCO workshop in Buenos Aires, Brazil entitled 'Gender & ICTs in Latin America, WSIS & Beyond'.

For more information about the WSIS process, and how civil society elements have been or may be involved, visit the WSIS Civil Society Meeting Point http://www.wsis-cs.org/index.html.
For links to additional materials that have come out of civil society, including press releases and the *Civil Society Essential Benchmarks*, please visit http://www.worldsummit2003.de/en/nav/14.htm (available in English and German). Please refer also to the Overview Report of this *Cutting Edge Pack*, which has a dedicated section on the WSIS process and outcomes.

6. Tools, guides and training manuals

This section provides tools that deal with general issues relating to improving access to ICTs, including the use of Open Source Software (OSS), as well as guides on dealing specifically with the barriers that exist to women's access to ICTs.

6.1 Improving ICT skills

'I train online – resources for women'
URL: http://www.itrainonline.org/itrainonline/women/index.shtml

This website pools material from six key organisations working in the field. Developed by South Africa's Women'sNet and the APC WNSP, it offers an extensive and comprehensive range of training materials and annotated links to resources in English, Spanish, French and other languages, on topics ranging from computer and Internet basics to highly technical areas and the ways that civil society and development organisations can increase their impact using these tools. The tools available include:

- 'AWORC Research on How Women Use the Internet', from Asia Women's Resource Exchange (AWORC)
- 'Developing Women: How Technology Can Help', from Indira Gandhi Institute of Development Research (India)
- Web-Radio: Radio on the Internet, from World Association of Community Radio Broadcasters (AMARC)
- LinuxChix Security Lessons, from LinuxChix (LinuxChix community offers mailing lists, annotated links to resources, and free online courses)

All of these materials are available free to download and are linked directly from the site above.

UNESCO/APC, 'Multimedia Training Kit'
URL: http://www.itrainonline.org/itrainonline/mmtk/

The UNESCO/APC Multimedia Training Kit (MMTK) provides trainers in telecentres, community media organisations and the development sector with materials to assist in the use of newer technologies or to train in a new skill area. The materials cover a range of multimedia areas such as 'presenting on radio' and 'writing for the web' as well as topics such as 'cooperative problem-solving'. The MMTK is a growing collection, and new topics will be added in the months to come. Materials follow a standard format and so can be used as interchangeable building blocks from which trainers

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can create face-to-face training appropriate for their different contexts. A trainer running a workshop on information skills for a women's organisation could choose components from the 'Searching the Internet' unit and the 'Violence Against Women' module and combine them into a single workshop kit. Individuals can also use many of the materials for self-instruction. Each unit includes notes for trainers on running the workshop, a handout for workshop participants, exercises, a list of additional resources, a glossary of terms, a copyright statement and workshop and materials evaluation forms. Many units contain additional resources such as presentations, detailed manuals for trainers, and case studies of how the tools in question are being used in different contexts. All MMTK materials are released under a Creative Commons licence which allows their free use and distribution for non-commercial use. A limited number of MMTK CDs will be available – please contact mmtk@apc.org for more information.

World Association of Community Radio Broadcasters (AMARC), 'Women online training kit'
URL: http://www.amarc.org/wol/English/modules-en.htm

This kit is designed to be used as a training manual with the assistance of a trainer. It consists of a users'/trainers' guide, seven training modules and a glossary of Internet terms. Each module of the Women Online Training Kit contains an introduction to the subject, a practical part explaining how to use the software and suggestions for activities. Modules include 'Introduction to the Internet and Women's Networking Experiences on the Internet'; 'Electronic Mail (Email) & Mailing Lists'; 'World Wide Web (WWW) and How to Find Information on the Internet'; 'How to create Web Pages'; 'FTP (File Transfer Protocol) and Newsgroups'; and 'Digital Editing; Radio on the Internet'.

6.2 Open Source Software

Surman, M. and Diceman, J., 2004, 'Choosing Open Source: a guide for civil society organizations', Toronto: The Commons Group
URL: http://commons.ca/articles/fulltext.shtml?x=335

What is Open Source Software (OSS)? What are the benefits of using OSS for non-profits? This guide provides a non-technical introduction to OSS, defined as software with open and readable code that can be freely redistributed, analysed and modified by anyone with programming skills (examples of OSS include the Linux operating system and the Apache web server). Using OSS makes software and updates less costly, easier to customise to meet local and organisational needs, and saves non-profit organisations from being reliant on a single software provider. For instance, community service organisations (CSOs) can use OSS to translate software into local languages or add features needed by a particular user group. Although OSS still requires a high level of technical expertise and is not as user-friendly as "closed" commercial/proprietary software, an increasing number of CSOs are adopting it. These include APC, Greenpeace Manila, OneWorld.net and School Net Namibia.

Annotated worksheets, a list of useful online resources and a glossary are provided at the end to assist CSOs select OSS solutions that will best meet their needs.

Segerstrom, J., 2003, 'How non-profit organizations can use the Internet and Open Source Software', Womenspace
URL: http://www.womenspace.ca/resources/open_source.html

This step-by-step guide provides detailed advice on how to maximise the potential of the Internet and Open Source Software (OSS). The Internet and OSS are affordable and accessible tools, allowing non-profit organisations to manage their activities more efficiently and cost-effectively. The guide begins by outlining basic tools for the web and website building. It then outlines how the Internet and web tools may be used in a variety of ways including communication, consultation and collaboration; volunteer recruitment and management; advocacy; surveys and polls; and fun and education. There is also a section that discusses OSS in more detail, including what OSS is, what the benefits and shortcomings are and what factors to examine if a non-profit group is thinking of using an OSS tool. The use of presentation software is also offered as a way to promote the work of the non-profit organisation. Finally, there is an overview of the uses of databases to manage organisational information, which also outlines the different types of database software available. (Summary adapted from Executive Summary.)

6.3 Overcoming women's barriers to use of ICTs

APC WSNP and WomensNet, 'The Women's Online Resource Centre (WORC)'
URL: http://www.apc.org/worc/index.html

The Women's Online Resource Centre (WORC) was created by APC WNSP through its member, Women'sNet in South Africa. The WNSP is a content partner of ItrainOnline (please see above for a summary of their website) and manages and shares women-focused material though the WORC. The goal of the WORC is to encourage the inclusion of gender analysis in ICT and other areas of training, with a view to enhance the quality and availability of training in support of gender justice – globally, regionally and at a local level. Women-focused content is defined as materials that take into account gender differentials in the way women relate to and use ICTs, as well as those that address gender differences in training methods and in access to training. Use of the information available is free but WORC requests users to acknowledge the source of the information used and to respect the copyright of the information on external sites. (summary adapted from website)

E-Development Association (AEDEV), 2003, 'Women, the Internet, and sustainable development, AEDEV – Internet au service du developpement durable
URL: http://www.aedev.org/rubrique.php3?id_rubrique=25

With the aim of supporting African women's participation in ICTs, the E-Development Association (AEDEV) launched this French language Internet portal on Women, the Internet and Sustainable Development. AEDEV can offer practical support including: a help desk to which questions can be addressed by email; support in fundraising and methodology for the establishment of telecentres; a fund to assist Internet access; and online training for women. The site also publicises women's initiatives for social change, including in the arts and business, and user submissions are encouraged. Contact femmes@aedev.org.

Cisco Learning Institute (CLI), 'Gender initiative', San Jose: CLI
URL: http://gender.ciscolearning.org/index.html

In partnership with organisations and networking academies worldwide, CLI and Cisco Systems, Inc. established the 'Gender Initiative' in April 2000 to address the gender gap in the use of ICTs in the US. The project began with the Cisco Networking Academy Program, which provides places for women from selected countries to undertake ICT training. They have since developed a variety of tools and resources that address the gender divide in IT, including a Gender Module (http://cisco.netacad-currdev.net/gender/start.html). This module was designed for the Cisco Networking Academy Program community and provides insights into reasons for low female participation in IT, as well as strategies and resources for recruitment and retention of women in the Networking Academy program. Other areas on the website include recruitment and retention strategies and success stories in the countries where networking academy partnerships exist: India, Mexico and South Africa.

6.4 Monitoring and evaluation

APC WNSP, 2002, 'Gender Evaluation Methodology (GEM)', The Association for Progressive Communications Women's Networking Support Programme (APC WNSP), International Development Research Centre (IDRC), the United Nations Development Fund for Women (UNIFEM) and the UK Department for International Development (DFID)
URL: http://www.apcwomen.org/gem/go4gem/index.htm

What is the Gender Evaluation Methodology (GEM)? How can it be used to determine whether ICTs are really improving women's lives? Developed by the Association for Progressive Communication's (APC) Women's Networking Support Programme (WNSP), GEM is a toolkit for incorporating a gender analysis into evaluations of ICT projects. This evaluation tool targets ICT practitioners who have a commitment to gender equality and who are searching for appropriate gender analysis tools and frameworks for their ICT initiatives. The toolkit is comprised of four main sections: an overview of the evaluation process; strategies for integrating a gender analysis into all stages of planning an ICT project evaluation; instructions for designing a gender-sensitive information-gathering strategy and for reporting on the findings; and suggested follow-up on the results of a gender-sensitive evaluation.

GEM also contains concept documents, reference documents, bibliographies, links and a glossary. The kit was field-tested in Latin America, Asia, Africa and Europe and was revised based on feedback from the testing phase. For details on indicators and how to develop indicators used in this evaluation methodology, visit http://www.apcwomen.org/gem/resources/phase2-indicators.html.
Please visit http://www.apcwomen.org/gem/whos_using.htm for a list of other organisations that are using this tool.

Holmes, R., Emmett, M., Esterhuysen, A., and Boezak, S., 1999, 'Gender analysis of telecentre evaluation methodology', Johannesburg: Prepared by Women'sNet, South Africa for the International Development Research Centre (IDRC) Sponsored International Meeting on Telecentre Evaluation, 28–30 September, 1999
URL: http://www.apcwomen.org/resources/research/telecentre-gender.html

This document sets out to address the question of how gender can be meaningfully integrated into telecentre evaluation methodologies. It is informed primarily by South African experiences and examples. The evaluation methodology looks at different levels, providing suggestions on how to evaluate national policy and planning; telecentre location, ownership and services; whether women users are enabled to become information creators; and suggestions on how to look at whether the needs of target groups are being met. Quantitative and qualitative methods are proposed, including interviews, focus groups, questionnaires, and analyses of policy decision-making structures. The box below provides two extracts (sections 1 and 5) from this paper to provide insight into how a gender analysis of a telecentre may proceed in practice.

A Gender Analysis of Telecentres

National policy and planning

The Portfolio organisations in South Africa are male-dominated. The first two ministers of Posts, Telecommunications and Broadcasting were men. There was only one woman involved with the telecommunications policy-making process. The criteria for establishing telecentres have been largely determined by men, often in isolation from women in communities.

Questions

- Who designs and serves the overarching structures?
- How does this influence an analysis of "success" from a gender perspective?
- What interventions can be made to introduce more favourable processes for women?

Evaluation methodology

- An analysis of the structures in terms of the representation of women and the decision-making processes.
- A questionnaire aimed at the Minister, commissioners and decision-makers staffing the over-arching structures. This should be evolved in consultation with women's organisations and individual women-users in communities, and should aim to assess the openness of policy-makers to a specific focus for women in the creation and implementation of policy and the extent to which practices incorporate women's views and needs.
- Follow up interviews on the basis of responses.

Services offered by telecentres

In some telecentres, particularly in rural areas, services offered are the basic use of equipment – telephones, faxes, photocopying machines. There are indications that higher order services providing government information, for example, are not of key interest to women. Issues such as the education of children, food and firewood are considered to be issues of more concern to women than men.

In the main, telecentres provide access to telecommunications equipment. Only a few telecentres are beginning to provide a range of information. It is important that telecentres are not used as vehicles for government propaganda. Women and women's organisations (rather than male-dominated traditional and civic local authorities) need to be asked what information women require, whether electronically, verbally or in document form.

Questions

- Are services geared specifically to the needs of women?
- What are the actual needs of women?
- How can these concerns be built into telecentre services?

Evaluation methodology

- A review of services offered by telecentres.
- A focus group consisting of women users to explore their needs and their experiences of telecentres.
- A quantitative/qualitative survey of women users.

(Holmes *et al.*, 1999)

6.5 Engaging with ICT policy

APC, 'ICT Policy for Civil Society: Training Curriculum'
URL: http://www.apc.org/english/capacity/policy/curriculum.shtml

The 'ICT Policy for Civil Society' training course builds the capacity of civil society organisations to understand policy and regulation related to information and communication technologies (ICT) so that they can begin to influence policy processes affecting ICT adoption and implementation at national, regional and global levels. This is a five-day course with each session (or "module") planned to last approximately 1.5 hours. There are 17 modules in total, covering a broad range of issues in the ICT for development field including: 'The digital divide; ICT and development'; 'ICT Policy, global, regional, national'; WSIS; 'Advocacy'; 'Gender and ICTs'; 'Internet Rights and Right to Communicate'; 'Universality and telecentres'; 'Intellectual property, Open Source and knowledge'; 'Security, privacy, civil liberties in the information age'; and 'Social exclusion'. The modules can be used as stand-alone training on a particular topic or used together as part of a longer course, expected to take about five days. APC's member in Brazil is planning to launch a Portuguese language version of the course, and a French language version is also being developed. Finally, an 'Internet Policy for Beginners' booklet is being planned, and will target civil society groups. The development of this course is sponsored by the Commonwealth Telecommunications Organisation. (Summary adapted from website.)

Nicol, C. (ed.), 2003, 'ICT policy: a beginner's handbook', Johannesburg: APC
URL: http://www.apc.org/books/ (download zip file from this page)

This book lays out the issues and dispenses with the jargon to encourage more people to get involved in information and communication technology (ICT) policy processes. This book is for people who feel that ICT policy is important but do not understand much about what is involved. Chapters cover basic questions such as 'What are ICT and Internet policies and why should we care about them?', study markets and access, national ICT and Internet policy and regulation, and look at specific issues in policy and regulation including privacy and security, cybercrime, and gender and ICTs. (Summary from APC website.)

United Nations ICT Task Force, 2003, 'Tools for Development: Using Information and Communications Technology to achieve the Millennium Development Goals', Working Paper, December
URL: http://www.unicttaskforce.org/perl/documents.pl?id=1275 (link to the PDF document on this page)

ICTs are part of the Millennium Development Goals (MDGs), Goal 8, target 18, indicators 47–48. Target 18 specifies 'In cooperation with the private sector make available the benefits of new technologies, specifically information and communications' Indicators for this target are total number of telephone subscribers, personal computers and Internet users per hundred inhabitants, i.e.

indicators that look only at infrastructure rather than who uses them and how they are used. ICTs have an impact on the achievement of other MDGs, and can help or hinder the process, including the achievement of Goal 3, which is to promote gender equality and empower women. For both gender and ICTs, supplementary indicators are needed. Additional indicators are proposed in an MDG/ICT matrix mapping the role of ICTs in helping to achieve the Millennium Development Goals, and suggesting 'ICT indicators' which could be used to ensure progress in applying ICTs to help achieve the MDGs. The section of the matrix for Goal 3 (p10) is shown below.

MDG Goals and targets	MDG indicators	ICT goals	ICT indicators – for illustrative purposes only
Goal 3 – Promote gender equality and empower women			
Eliminate gender disparity in primary and secondary education preferably by 2005 and in all levels of education no later than 2015	- Ratio of girls to boys in primary, secondary and tertiary education - Ratio of literate females to males among 15–24 year olds - Share of women in wage employment in the non-agricultural sector - Proportion of seats held by women in national parliament	**Tier 1:** Deliver educational literacy programs specifically targeted to poor girls and women using appropriate technologies. Influence public opinion on gender equality through information and communication programs using a range of ICTs. **Tier 2:** Vocational and schooling programs targeted at girls outside traditional school environment (e.g., using community centres in villages, telecentres, etc.) **Tier 3:** Use radio broadcasting to offer locally-relevant training for girls.	- ICT literacy among girls - Women as percent of all Internet users - Number of female IT workers/No. of female technical workers (as per cent of total) - Percentage distribution of third-level (university, teachers college or higher professional school) enrolment by field of study – Science and Engineering - Number of programs and/or hours of radio broadcast targeted at girls schooling and vocational training

7. Networking and contact details

This section provides contact details for all organisations featured in this *Cutting Edge Pack*. It also features contact details for other organisations or bodies that may be useful to those working on the issues covered in the pack. The organisations are categorised by geographical region. Please note that all website URLs and email addresses are current as of August 2004.

7.1 International

L'Association e-Développement (AEDEV) 14, rue Vicq d'Azir 75010 Paris France Email: infos@aedev.org http://www.aedev.org	This is a French language network whose objective is to encourage the use of ICTs for sustainable development in countries of the South.
Association for Progressive Communication Women's Networking Support Programme (APC WNSP) Coordinator – Chat Garcia Ramilo 34 Lipa St., Phil-Am Subdivision, 1100 Quezon City Philippines Email: chat@apcwomen.org General enquiries: Email: apcwomen@laneta.apc.org http://www.apcwomen.org/ (Available in English and Spanish)	The APC WNSP promotes gender equity in the design, development, implementation, and use of information and communication technologies (ICTs) – with special focus on inequities derived from women's social or ethnic background – through the provision of research, training, information, and support activities in the field of ICT policy, skills-sharing in the access and use of ICT, and women's network-building. The network operates through activities coordinated by regional focal points in South Africa, Senegal, Philippines, Argentina, Czech Republic and Canada. APC WNSP is also the lead coordinator for WomenAction, http://www.womenaction.org/, a network of NGOs that formed out of the UN World Conference on Women to engage with the Beijing+5 review process, having a particular focus on women and the media.
BRIDGE Institute of Development Studies University of Sussex, Brighton BN1 9RE, UK Tel: +44 (0)1273 606261 Fax: +44 (0)1273 621202 Email: bridge@ids.ac.uk http://www.bridge.ids.ac.uk/ http://www.siyanda.org	BRIDGE provides accessible information on Gender and Development to researchers, policy-makers and practitioners on key issues. It aims to bridge the gap between research, policy and practice with a wide range of print publications and online materials. BRIDGE hosts the *Siyanda* website – an online database of gender and development resources.

Global Fund for Women 1375 Sutter Street, Suite 400 San Francisco, CA 94109 USA Tel: +1 (415) 202 7640 Fax +1 (415) 202 8604 http://www.globalfundforwomen.org (Available in Arabic, Dari, English, French, Spanish, Pashto, Portuguese and Russian)	This body grants funds to organisations that demonstrate a clear commitment to women's equality and female human rights; show concern about the way women are viewed and view themselves in society; are governed and directed by women; consist of a group of women working together.
International Development Research Centre (IDRC) – Gender Unit 250 Albert Street P.O. Box 8500 Ottawa, Ontario K1G 3H9 Canada Tel: +1 (613) 236 6163 ext. 2263 Fax: +1 (613) 567 7748 Email: gsd@idrc.ca http://www.idrc.ca/gender Acacia Initiative: http://web.idrc.ca/en/ev-5895-201-1-DO_TOPIC.html (Available in English and French)	The IDRC Gender Unit conducts research on gender issues and works to mainstream gender into all areas of IDRC. The IDRC Acacia Initiative – Communities and the Information Society in Africa Program Initiative – is an international program to empower sub-Saharan communities with the ability to apply ICTs to their own social and economic development. Efforts are being made to ensure representation of women in all aspects of the program, and to incorporate gender sensitivity into the design, implementation and evaluation of projects that are part of the Initiative.
International Women's Tribune Centre (IWTC) 777 United Nations Plaza, 3rd floor New York, NY 10017 USA Tel: +1 (212) 687 8633 Fax: +1 (212) 661 2704 Email: iwtc@iwtc.org http://www.iwtc.org/	IWTC provides communication, information and education, and organises support services to women's organisations and community groups working to improve the lives of women, particularly low-income women, in Southern countries. IWTC's work is focused in five programme areas: (1) human rights; (2) advocacy and accountability with a focus on the Beijing plus Five meeting; (3) information access and communication capacity-building; (4) networking and organisational support; and (5) Women, Ink, a knowledge-brokering service.
Les Pénélopes 21 rue Voltaire 75011 Paris France Tel: +33 (1) 43 71 09 37 Email: info@penelopes.org http://www.penelopes.org/ (Available in English, French and Spanish)	Les Pénélopes aims to use all types of media to ensure that women's viewpoints are represented in policy- and decision-making. They launched an initiative entitled 'Giving Visibility to Invisible Work', where women were provided with training to maximise the Internet and email in order to network and improve the visibility of the "invisible" work that they do. This project was a finalist in the Gender and ICT awards that took place at WSIS in Geneva in December 2003. For more information on this initiative, please visit http://www.globalknowledge.org/gkps_portal/thematic.cfm?&menuid=229&thematicid=5&action=ThResView&ResId=587&type=14.

Society for International Development (SID) International Secretariat Via Panisperna 207 00184 Rome Italy Tel: +39 06 487 2172 Fax: +39 06 487 2170 Email: info@sidint.org http://www.sidint.org **SID Regional Office for East and Southern Africa** 1st Floor, Britak Centre Upper Hill, Ragati and Mara Roads P.O. Box 00100 2404, Nairobi Kenya Tel: +254 20 273 7991 Fax: +254 20 273 7992	Wendy Harcourt, International Expert Advisor for this *Cutting Edge Pack*, is Director of Programmes and Editor of SID's journal *Development*, and was previously coordinator for the Women on the Net group between 1997 and 2003. SID is an international non-governmental association of individuals and organisations, founded in 1957 to promote social justice and foster democratic participation. Through locally driven international programmes and activities, SID strengthens collective empowerment and facilitates dialogue and knowledge-sharing worldwide. In addressing issues from a multisectoral perspective, the Society emphasises systemic and long-term approaches with a central focus on social and institutional transformation.
United Nations Development Fund for Women (UNIFEM) 304 E45th Street 15th Floor New York, NY 10017 USA Tel: +1 (212) 906 6400 Fax: +1 (212) 906 6705 Email: unifem@undp.org http://www.unifem.org http://www.unifem.org/campaigns/wsis/unifems_work.html	UNIFEM provides financial and technical assistance to programmes and strategies that promote women's human rights, political participation and economic security. Within the UN system, it promotes gender equality and links women's issues and concerns to national, regional and global agendas by fostering collaboration and providing technical expertise on gender mainstreaming and women's empowerment strategies. UNIFEM's work on gender and ICTs focuses on the following priority areas: engaging in policy dialogue and advocacy efforts to promote women's participation and a gender perspective in the development and governance of ICTs; strengthening innovative initiatives for the use of ICTs for women's economic and political empowerment; developing ICT tools to share information on gender-specific issues.
United Nations Development Programme (UNDP) One United Nations Plaza New York, NY 10017 USA Fax: +1 (212) 906 5364 Email: enquiries@undp.org http://www.undp.org/gender/resources.htm	UNDP supports development projects and activities including those concerning gender, and ICTs, and sometimes linking both. Resources are available on the website on gender and development, on ICTs, and some resources on gender and ICTs.
United Nations Division for the Advancement of Women (DAW) 2 UN Plaza, DC2-12th Floor New York, NY, 10017 USA Fax: +1 (212) 963 3463 Email: daw@un.org	DAW, a division of the UN Department for Economic and Social Affairs, promotes women as equal participants and beneficiaries of sustainable development, peace and security, governance and human rights. It supports the implementation of the Beijing Platform for Action and provides substantive and technical servicing to the

http://www.un.org/womenwatch/daw/	Committee on the Elimination of Discrimination Against Women (CEDAW).
United Nations Educational, Scientific and Cultural Organization (UNESCO) 7, Place de Fonteno 75352 Paris 07 SP France Tel : +33 (0)1 45 68 10 00 Fax: +33 (0)1 45 67 16 90 Email: bpiweb@unesco.org http://www.unesco.org (Available in English and French) Multimedia Training Kit http://www.itrainonline.org/itrainonline/mmtk/	UNESCO works in a range of areas including communication and information, and gender and ICTs. UNESCO has supported APC in producing a Multimedia Training Kit providing trainers in telecentres, community media organisations and the development sector with a structured set of materials to connect new and traditional media.
United Nations International Research and Training Institute for the Advancement of Women (INSTRAW) Calle César Nicolás Penson 102-A Santo Domingo, DN Dominican Republic Tel: (809) 685-2111 Fax: (809) 685-2117 http://www.un-instraw.org/en/index.html (Available in English, French and Spanish)	INSTRAW, an autonomous institute of the United Nations, promotes and undertakes research and training programmes to contribute to the advancement of women and gender equality worldwide. By stimulating and assisting the efforts of intergovernmental, governmental and non-governmental organisations, INSTRAW aims to advance the global agenda of gender equality, development and peace. INSTRAW facilitates networking with various stakeholders worldwide, such as NGOs, academia, entrepreneurs, and public and private institutions.
Women, Ink 777 United Nations Plaza, New York, NY 10017, USA Tel: +1 (212) 687 8633 ext. 204 Fax: +1 (212) 661 2704 Email: wink@womenink.org http://www.womenink.org	Women, Ink is the marketing and distribution outlet of IWTC for books on women and development with a focus on materials from women in the global South. All orders need to be prepaid by credit card (MasterCard/Visa), cheque (US dollars drawn on a US bank) or by direct deposit into Women, Ink's bank account (Chase Bank, New York #152012761). Special shipping and handling rate for these titles only: North America - US$5.00 for the first book, US$2.00 for each additional book; elsewhere - US$6.00 first, US$3 each additional (surface).
WSIS Gender Caucus Secretariat Contact Email: secretariat@genderwsis.org 2nd Floor Braamfontein Centre 23 Jorissen Street, Braamfontein, Johannesburg, South Africa, 2017 http://www.genderwsis.org Postal Address:	The WSIS Gender Caucus consists of women and men from national governments, civil society organisations, NGOs, the private sector and the United Nations system. The strategic objective of the WSIS Gender Caucus is to ensure that gender equality and women's rights are integrated into WSIS and its outcome processes. WSIS Gender Caucus is launching a programme of small grants to support innovative research on

AMARC Africa Suite 22, Private Bag x42, Braamfontein, Johannesburg, South Africa 2017 Tel: +27 11 403 7913 Fax: +27 11 403 7514	gender and ICTs during 2004–05. The hope is that two rounds of calls for proposals will result in research that will be completed in time for presentation at the second Phase of WSIS in Tunis, Tunisia in November 2005. Please contact the Secretariat for more information.

7.2 Africa

African Women's Development & **Communication Network (FEMNET)** Off Westlands Road P.O. Box 54562, 00200 Nairobi Kenya Tel: +254 20 3741301/20 Fax: +254 20 3742927 Email: admin@femnet.or.ke http://www.femnet.or.ke (Available in English and French)	The African Women's Development and Communication Network (FEMNET) was set up in 1988 to share information, experiences, ideas and strategies among African women's NGOs through communications, networking, training and advocacy to promote women's development, equality and other women's human rights in Africa. Via their website FEMNET provides updates on campaigns, publications and events, as well as their quarterly newsletter, which is also available via email free of charge.
ENDA-SYNFEV 4, rue Kléber B.P. 3370, Dakar Sénégal Tel: +221 823.45.42 Fax: +221 822.26.95 Email: synfev@enda.sn http://www.enda.sn/synfev/synfev.htm (Available in English and French) **enda third world** 4 & 5 rue Kléber BP 3370, Dakar Sénégal Tel: +221 (8) 22.42.29 / 21.60.27 Fax: +221 (8) 22.26.95 ; Email: webmaster@enda.sn http://www.enda.sn/indexuk.htm (Available in English, French, Spanish and German)	Synergy Gender and Development (SYNFEV) is a project of ENDA Third World – Environment and Development of the Third World – a non-profit international organisation based in Dakar, Sénégal. ENDA-SYNFEV aims to promote gender equality as outlined by the Beijing Platform for Action. One aspect of their work is the project entitled 'Communication for Women'. This programme aims to help French-speaking African women take full advantage of the new possibilities offered by electronic communication. Activities have included e-workshops, training for the use of ICTs, contributing to international research and lobbying. ENDA-SYNFEV is one of the Regional Focal Points for the APC WNSP (please see entry under **7.1 International**).
Fahamu SA Trust PO Box 70740 Overport, Durban KwaZulu Natal 4067 South Africa Tel +27 (0)31 207 1144 Fax +27 (0)31 207 8403 Email: info@fahamu.org.za http://www.fahamu.org **Fahamu**	Formed in 1997, Fahamu uses information and communication technologies as a tool for social change by: • Developing supported distance learning materials for human rights and civil society organisations • Developing innovative ways to make information and learning for change accessible • Being a catalyst for critical social debate • Producing social justice e-newsletters

Unit 14, Standingford House, Cave Street Oxford OX4 1BA UK Tel +44 (0)845 456 2442 Fax +44 (0)845 456 2443 Email: info@fahamu.org http://www.fahamu.org/fahamuafrica.php	• Undertaking social policy research Fahamu's South Africa office works independently and publishes *Pambazuka News*, a weekly e-newsletter on Africa. It provides extensive coverage of women and gender-related information, and recently had a campaign to rally mobile phone users to text message their support for a petition on women's rights. The word Fahamu means "understanding" or "consciousness" in Kiswahili.
Isis-WICCE Plot 32, Bukoto Street Kamwokya, Kampala Uganda Tel: +256 41 543953 Fax: +256 41 543954 Email: isis@starcom.co.ug http://www.isis.or.ug	Isis-WICCE works to promote the empowerment of women through documenting violations of women's rights and facilitating the exchange of information and skills, thus strengthening women's capacities, potential and visibility. They have two sister organisations, Isis-International Manila, based in the Philippines (please see their entry below) and Isis International in Chile. Please see Section 4 in this collection, **Using ICTs to empower women: case studies and practical experiences,** for more information on Isis-WICCE's work on gender and ICTs.
Women of Uganda Network (WOUGNET) Plot 59 Nkrumah Road, Room 13 P.O. Box 4411, Kampala Uganda Tel: +256 (0)41 256832 Tel/Fax: +256 (0)41 234924 Email: info@wougnet.org http://www.wougnet.org	The Women of Uganda Network (WOUGNET) is a network of Ugandan women's organisations providing up-to-date information and links on a wide range of issues concerning ICTs and women's rights in Uganda but also globally. Through their email updates and the website, users have access to information relating to national-level ICT policies and Open Source Software, as well as links to a wide range of online resources on agriculture, environment, health / HIV/AIDS, business and education
Women's Net P.O. Box 31, Johannesburg, 2000 South Africa Tel: +27 11 429 0000/1 Fax: +27 11 838 9871 Email: women@womensnet.org.za http://www.womensnet.org.za/	Women'sNet is a networking support program designed to enable South African women to use the Internet to find the people, issues, resources and tools needed for women's social activism. This website offers a wide range of materials on women and human rights, health, and ICTs, as well as news features and event listings. It also has a searchable database of organisations that provide services for girls and young women, particularly those related to dealing with violence and harassment.

7.3 The Arab World

Machreq/Maghreb Gender Linking & Information Project (MacMag GLIP) Contact: Lina Abou-Habib P.O.Box 165302 Achrafieh 11 00 2030, Beirut Lebanon Email: labouhabib@macmag-glip.org http://www.macmag-glip.org/ (Available in English, French and Arabic)	MacMag GLIP aims to share information within and across the Middle East/Maghreb region, strengthen practical skills and conceptual knowledge, and develop communication materials, learning and training resources. They also publish a regional newsletter three times a year on issues of interest to women in the Arab region.
UN Economic and Social Commission for Western Asia (ESCWA) P.O. Box 11-8575, Riad el-Solh Square, Beirut Lebanon Tel: + 961 (1) 981301 Fax: + 961 (1) 981510 E-mail: webmaster-escwa@un.org http://www.escwa.org.lb/ http://www.escwa.org.lb/divisions/ecw/main.htm (ESCWA Centre for Women)	UN ESCWA promotes economic and social development through regional and subregional cooperation and integration and serves as the main general economic and social development forum within the United Nations for the Western Asia region. They also host the ESCWA Center For Women (ECW), whose aim is to improve the status of Arab women and empower them economically, socially and politically. Promoting the use of ICTs and ensuring that ICT policy is gender-sensitive is one aspect of their work. Please visit http://www.ituarabic.org/womenandICT/FINAL/S1.2/M.Mrayati/ICTandWomen.ppt to view the presentation they made at the Regional Symposium on Women and Information and Communication Technology in Cairo, December 2003.
UNIFEM Arab States Regional Office (ASRO) Director: Dr. Haifa Abu Ghazaleh P.O.Box 830896 Amman, 11183 Jordan Tel: +962 (6) 5678 586/7 Fax: +962 (6) 5678 594 Email: amman@unifem.org.jo http://www.unifem.org.jo/ http://www.arabwomenconnect.org/ (Arab Women Connect website – Available in English and Arabic)	UNIFEM Arab States Regional Office (ASRO) works to empower Arab women through supporting and strengthening the institutional capacity of organisations that work with and for women. They provide financial and technical assistance to programmes and strategies that promote women's human rights, political participation and economic security in the region. Please see Section 4 in this collection, **Using ICTs to empower women: case studies and practical experiences**, for more information on UNIFEM ASRO's work on gender and ICTs in Jordan.

7.4 Asia and the Pacific

Asian Women's Resource Exchange (AWORC) c/o Isis International-Manila (see below for contact details)	The Asian Women's Resource Exchange (AWORC) is an Internet-based women's information service and network in Asia, aiming to

Email: aworcweb@jca.ax.apc.org http://www.aworc.org/	expand existing regional networks in the women's movement, promote electronic resource-sharing and build a regional information service that will support various women's advocacies for women in the Asia-Pacific region. Its members include a wide range of women's organisations including APC WNSP (see their entry under **7.1 International** in this section) and Isis International-Manila (see next entry). They released the book *I on the Mouse: ICTs for Women's Advocacies and Networking in Asia and the Pacific*, a summary of which may be found in Section 3, **Regional overviews**.
Isis International-Manila 3 Marunong St. Barangay Central Quezon City 1100 Philippines Tel: +632 928-1956 Fax: +632 924- 1065 E-mail:admin@isiswomen.org http://www.isiswomen.org/	Isis International-Manila is an NGO designed to meet women's information and communication needs, and offers support and services to women and organisations in the Asia-Pacific region. It is one of three Isis International offices (the others are in Chile and Uganda). They have publications on a variety of issues, engage in radio advocacy, provide training workshops in the use of radio, and house a resource centre. Their monthly newsletter, *Women Envision* is also available via email free of charge.
IT for Change (ITfC) Contact: Anita Gurumurthy Director - Networking No 302, Ushas Apartments 26, 16th Main Jayanagar 4th Block Bangalore 560011 India Tel: +91 80 2665 2927 Email: anita@ITforChange.net http://itforchange.net/	Anita Gurumurthy, author of the Overview Report for this *Cutting Edge Pack*, is a founding member and Director of ITfC (IT for Change). ITfC is a non-profit network located in India. ITfC envisions a society capable of, and comfortable with, innovative and effective use of information and communication technologies (ICTs) as a tool to further goals of progressive social change. ITfC seeks to partner organisations working in the area of social change.
Self Employed Women's Association (SEWA) Contact: Monica Raina SEWA Reception Centre, Opposite Victoria Garden, Bhadra Ahmedabad - 380 001 India Tel: +91 (79) 5506444, 5506477 Fax: +91 (79) 5506446 Email: mail@sewa.org http://www.sewa.org	SEWA is a trade union registered in 1972. SEWA's main goals are to organise poor women workers, often working in the informal sector, to ensure that every family obtains full employment and that women are self-reliant and autonomous, individually and collectively, as well as economically and in terms of their decision-making ability. They have incorporated ICTs as one strategy to promote their organisation's objectives. Read the article by Monica Raina, SEWA's ICT Coordinator, in the *Gender and Development In-Brief* newsletter that accompanies this *Cutting Edge Pack*.
United Nations Development Fund for Women (UNIFEM) **South Asia Regional Office** 223, Jor Bagh	UNIFEM provides technical and financial assistance to innovative programmes and strategies that promote women's human rights, political participation and economic security.

New Delhi, 110003 India Tel: +91 (11) 24698297 Email: meenakshi.ahluwalia@undp.org http://www.unifem.org/global_spanner/index.php?f_loc=s_asia	UNIFEM South Asia Regional Office covers nine countries of the region: Afghanistan, Bangladesh, Bhutan, India, Iran, Maldives, Nepal, Pakistan and Sri Lanka.

7.5 Europe

Amnesty for Women Städtegruppe Hamburg e.V. Managing committee: Veronica Munk, Katja Habermann Große Bergstr. 231 D-22767 Hamburg Germany Tel: +49 (0)40 38 47 53 Fax +49 (0)40 38 57 58 Email info@femmigration.net http://www.femmigration.net/index.html http://www.amnestyforwomen.de/index_en.html (Available in English and German)	www.femmigration.net, a site hosted by Amnesty for Women, Germany, is a website offering an easily accessible and easily comprehensible explanation of the most important legal information concerning trafficking in women and concerning migration to the sex industry in the EU.
Equal Opportunities for Women (Fundatia Sanse Egale pentru Femei) Contact: Dina Loghin Impacarii 17, bl.913, tr.1, et.1, ap3, 700731 IASI, Romania Tel. +40 232 211713 Fax +40 232 221946 Email: sef@sef.ro http://www.sef.ro	The Women Mayors' Link (WML) is hosted by the Equal Opportunities Foundation of Romania. WML Project is a project developed in the 12 countries and territories of the Stability Pact (SP) region and sponsored by the German and Austrian governments. The overall objective of the project is to improve women mayors' leadership skills through: building regional and international partnership and cooperation for projects that improve the quality of life of women and children in local communities; and gender-balanced development and social consensus in local communities. Please see Section 4 in this collection, **Using ICTs to empower women: case studies and practical experiences**, for more information on WML.
The Network of East West-Women – Polska, (NEWW-Polska) ul. Miszewskiego 17 p. 100 80 - 239 Gdansk Poland Tel: +48 344 97 50, Tel/fax: +48 344 38 53, Email: neww@neww.org.pl http://www.neww.org.pl/en.php/home/index/0.html (Available in English and Polish)	Founded in 1991, NEWW is an international communication and resource network supporting dialogue, informational exchange, and activism among those concerned about the status of women in Central and Eastern Europe, the Newly Independent States, and the Russian Federation. NEWW coordinates research and advocacy that supports women's equality and full participation in all aspects of public and private life. After moving central offices from the USA to Poland, they recently re-launched their website, which offers

	news updates, events and an email newsletter free of charge.
UNDP Commonwealth of Independent States Regional Bureau for Europe and the Commonwealth of Independent States (RBEC) Contact: Osnat Lubrani UNIFEM Regional Programme for CEE7 UNDP RBEC Grosslingova 35, 811 09 Bratislava Slovakia Tel: +421 2 5933 7199 Fax: +421 2 5933 7171 Email: bratislava.unifem@undp.org http://www.undp.sk/?module=RBEC	The website for UNDP RBEC provides the central coordinating point for information and work being done in Central and Eastern Europe (CEE) and the Commonwealth of Independent States (CIS). The site offers maps for reference and updates on issues and concerns for countries within this region. UNDP RBEC's recently completed work *Bridging the Gender Digital Divide* is summarised in Section 3, **Regional overviews**.

7.6 Latin America and the Caribbean

Asociación de Comunicadores Sociales Calandria Cahuide 752 Lima 11 Perú Tel: +51 (1) 4716473 Fax: +51 (1) 4712553 Email: cpcalandria@terra.com.pe http://www.calandria.org.pe/ (Available in Spanish only)	Using multiple forms of ICTs, Calandria works to promote better communication between individuals, civil society and the state. In addition to their website, where materials are available to download on issues as diverse as citizenship and health, they also have an online catalogue of their video and radio programmes.
FIRE Contact: Maria Suarez PO Box 239 Ciudad Colon Costa Rica Tel/Fax: (+506) 2491319 Email: oficina@radiofeminista.net http://www.fire.or.cr	As the first Feminist Internet radio station, FIRE has created a space for women's voices through ICTs. Read more about their work in *Gender and Development In Brief* in this *Cutting Edge Pack*.
Latin American Information Agency (Agencia Latino Americana de Informacion – ALAI) Casilla 17-12-877 Av. 12 Octubre N18-24 Of 503 Quito Ecuador Tel: +593 (2) 2505074, 2221570 Fax: +593 (2) 2505073. Email: info@alainet.org http://www.alainet.org/	ALAI has a women's section (Area Mujeres), promoting women's rights through the use of communication and the establishment of networks. They disseminate information that provides a diverse perspective on the work of women and feminists across the continent.
REPROSALUD A Project of Manuela Ramos Av. Juan Pablo Fernandini 1550 Pueblo Libre	The aim of the REPROSALUD project is to address significant gaps in healthcare provision between urban and rural women, and to encourage women living in rural areas to make better use of

Lima 21 Perú Tel: +51 (1) 423 8840 Fax: +51 (1) 332 1280 Email: postmast@manuela.org.pe (Available in Spanish only)	existing health services in these areas. Please see Section 4 in this collection, **Using ICTs to empower women: case studies and practical experiences**, for more information on their work

7.7 North America

Cisco Learning Institute – Main Office 2375 East Camelback Road Phoenix, AZ 85016 USA Tel: +1 (602) 778 2206 Fax +1 (602) 778 2600 Email: info@ciscolearning.org http://www.ciscolearning.org http://cisco.netacad.net (Networking Academy site)	The Cisco Learning Institute Gender Initiative aims to promote a greater understanding of women in information technology and bring them additional opportunities for inclusion in the workplace worldwide, through collecting and disseminating best practice on recruitment and retention of women. Substantive information on best practice in different regions worldwide is available on the Cisco learning site. The Cisco Networking Academy Program is a comprehensive e-learning program which provides students with Internet technology skills. The Networking Academy program delivers web-based content, online assessment, student performance tracking, hands-on labs, instructor training and support, and preparation for industry-standard certifications. Please see sections 4 and 6 for more information on various initiatives sponsored by Cisco to promote gender equality in ICT use.
Digital Dividend World Resources Institute 10 G Street NE Washington, DC 20002 USA Tel: +1 (202) 729-7600 Email: dividends@wri.org http://www.digitaldividend.org	Digital Dividend's goal is to identify and promote sustainable solutions for bridging the global digital divide. Digital Dividend offers research tools and information services to companies, entrepreneurs, NGOs and others. The site's 'Resource Marketplace' provides information on sources of funding, free computers and software, web development assistance, and other resources.
Womenspace Email: info@womenspace.ca http://www.womenspace.ca (Available in English and French)	Womenspace is a Canadian non-profit organisation which promotes women's participation in information and communication technology. Activities include the development of online resources and learning, research, education and initiatives which support the use of the Internet for women's equality. Womenspace works for the inclusion of women and women's organisations in all areas of ICT policy development and implementation.