communication FOR all

FINAL PROJECT NARRATIVE REPORT

You will need to refer to your Project Application Form and the Agreement with WACC. Please answer the questions as fully and concisely as possible to help us learn about your completed project. The report should not exceed 15 pages, excluding appendices. Please return the report with any supporting documents and materials to WACC. We welcome stories about how individuals benefitted from the project, with photos. We also welcome case studies. Please place stories and case studies, if any, in an appendix.

1. GENERAL INFORMATION

1.1 Project Title: (as in the Agreement)	The status of critical communication rights 10 years after WSIS
1.2 Project Reference Number: (as in the Agreement)	1909
1.3 Full Name of Organisation:	Association for Progressive Communications
1.4 Country:	South Africa
1.5 Full Postal Address:	APC Executive Director's Office PO Box 29755 Melville 2109South Africa
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1.10 E-mail:	anriette@apc.org
1.11 Website:	http://www.apc.org
1.12 Period the project was implemented: (from month/year to month/year)	1 January 2012 to 31 August 2013

2. OUTCOMES AND IMPACT

2.1 What was the project's long-term goal?
The long-term goal of the project was to contribute to the development of information society policy and regulation, globally and nationally, that has social justice, communication rights and people-centred development at its core. The aim of the research was to inform civil society advocacy strategies moving into the WSIS +10 phase. An additional long-term goal, therefore, was to help civil society activists constructively engage in WSIS +10, and to make clear and informed choices about the focus of their strategies.
2.2 What was the project's immediate purpose and to what extent was it achieved?
Two were the project's immediate purposes: - Awareness of, as perceived by communications rights groups and other civil society advocates, of the extent to which civil society goals during the WSIS and the CRIS campaign have been achieved.

- Through this awareness, stronger mobilisation of civil society groups working internationally to advocate for communication rights, social justice and people-centred information society policy using the opportunities presented by the run-up to WSIS+10 and the Internet Governance Forum.

Through the survey and the expert interviews, updated perspectives, needs and analyses where consolidated to present a global narrative of what activists felt had been achieved in terms of a progressive information and knowledge-sharing society, where gaps and challenges existed, and what had changed. Although research like this is inevitably partial, the research established a benchmark for further discussion amongst civil society groups, and produced a document (in English, Spanish and French)[1] that could be used to stimulate debate, and to provoke action. The research process, which included input from an advisory group, went well, and the final research narrative was presented in Geneva at the WSIS Forum 2013 (on May 14th). The event provoked discussion amongst participants, and was generally well-received by an expert panel set up for the discussions. The research report was printed for further dissemination and engagement (including at the Internet Governance Forum in Bali) and have submitted formally to the International Telecommunications Union (ITU) as a contribution for the WSIS+10 review process.

2.3 To what extent were the expected outcomes and outputs achieved?	
Expected outcomes and indicators a) Inclusion of a 'civil society report card' on WSIS goals in the official WSIS +10 review process being lead by the International Telecommunications Union, UNESCO and other UN agencies. b) Reinvigoration of a broader coalition of civil society organisations working together for communications rights and people-centred development internet policy and regulation. c) Reconnecting of activists who collaborated during the WSIS d) Survey civil society stakeholders globally. 3. Interview experts in the field of ICTs for development. Expected outputs and indicators: 1. Present the research findings to civil society.	Achieved outcomes (disaggregated by sex) a) The research report has been formally adopted by ITU as an input for the WSIS+10 process. b) Results being used to refuel debates in civil society coalitions and networks to strengthen discourse and action around consideration of communication rights and people-centred development in internet governance and ICTD fora and spaces. c) A strong expert advisory group was constituted online for over-seeing report methodology and providing input (5 male, 10 female). Good input was provided into the research design. Input into the final report was weaker. However, this was offset through input at the Geneva WSIS+10 preparatory event. d) 197 responses to the survey were received, which was considered a relevant sample. 14 experts were interviewed (please see report for breakdown). This was considered a reasonable sample to develop an analytical perspective on the

[1] http://www.apc.org/en/pubs/communication-rights-ten-years-after-world-summit

2. Publish the research findings.	survey findings. Achieved outputs (disaggregated by sex, if applicable): 1. The research findings were presented at a panel discussion at the WSIS + 10 preparatory process. It was well received. Further engagement with civil society on the report is ongoing. 2. The research findings have been published both online and in print. Project page: 29368 reads in English, 2299 in French, 1752 in Spanish. http://www.apc.org/en/node/15059/ Publication page: 7607 reads in English, 297 in French, 769 in Spanish. http://www.apc.org/en/node/18482/ Dissemination through APCNews/Noticias/Nouvelles 195 (9/9/13), on APC's home page, both as news item and highlighted publication, and on social media (Facebook and Twitter). We've distributed hard 25 copies in English, 5 in Spanish and 5 in French at the 2013 IGF in Bali, Indonesia. The report is available for print on demand with Amazon.com and Amazon.eu

2.4 What other observations did you make? Please mention anything that may illustrate the benefits arising from the project.
The research process itself was a time for reflection for those civil society organisations that completed the online survey. At the same time, it was clear during the interview process with experts in the field that many used the opportunity to reflect on the past ten years, to try understand what challenges had arisen, and how the information and knowledge sharing society had changed. A number pointed out that engaging in the interviews helped then re-thing the WSIS process, and that the interview was used as an opportunity to prepare for the upcoming WSIS +10 preparatory process held in Geneva.
2.5 If you observed any unintended positive outcomes arising from the project, please describe.
ITU has enthusiastically received the research report as a formal input for the WSIS+10 review process and has invited APC to present the research in the second physical meeting of the WSIS+10 Open Consultation Process, to be held between 16 and 18 December, 2013.
2.6 If you observed any negative outcomes arising from the project, please describe.

2.7 Did you observe any long-term impact (positive or negative) in the wider context that might be related to the project interventions?
It is too early to assess the longer-term impact of the research.
2.8 What methods did you use for assessing outcomes and impact?
Observation, online survey and one-on-one discussions.
2.9 Please describe the actual direct beneficiaries and indicate the number of women and men. Please also mention any indirect beneficiaries.
The direct beneficiaries of the project are civil society organisations. These are no easily or usefully disaggregated by sex. Six experts interviewed in the project were women, and 8 men.
2.10 What is the likelihood that the project outcomes will be sustained over the medium and long term? Please explain.
APC is still in the process of using the report as an advocacy tool to stimulate and encourage discussion amongst civil society stakeholders. This will be on-going until the WSIS process begins proper. Given this, the impact of the research is likely to be felt throughout APC's engagement with civil society stakeholders before and during the WSIS processes, as well as other processes that impact on internet public policy, such as the IGF.
2.11 What has been the most important change brought about by the project and what is the key evidence for this change?
Prior to completing this report, there was little collective reflection by civil society organisations on the achievements and challenges arising from the WSIS process. The main difference is that now there is a report that captures diverse perspectives in a nuanced and credible way. This means that there is a benchmark which can be referred to in ongoing discussions, which can be challenged and argued. This is a tangible difference from before.

3. ACTIVITIES

3.1 Please provide a summary of the major activities carried out in comparison with those planned. In the case of significant changes, please explain the reasons. If applicable, please report on specific activities for women and men respectively.		
Planned activities 1. Form advisory group 2. Construct survey questionnaire and implement survey 3. Interview expert stakeholders 4. Write report 5. Elicit feedback for the report 6. Finalize and publish the report	Actual activities (*state if they were specifically for women, for men, or for all*): 1. An advisory group consisting of 5 men and 10 women was formed. 2. A detailed online survey questionnaire was developed and responses received online 3. Expert stakeholders were interviewed. 4. Completed 5. Online feedback from the advisory group was weak. 6. Report finalized and published.	Explanation of change 1. No change. 2. No change. 3. No change. Appropriate number of experts interviewed. 4. No change. 5. While the advisory group provided strong input into the construction of the survey, there was little response to the final report. This could be because the report was long, and time did not permit it. However, key panellists at the WSIS

		+10 process read the report and provided feedback, as well as APC staff members. (Please note that one of the panellists was also on the advisory group). 6. No change.

3.2 How did the beneficiaries react to the programme activities?
The panellists and audience at the WSIS +10 preparatory meeting in Geneva reacted very positively to the report, and encouraged audience members to read the report.

3.3. If the project is primarily purchase of equipment, please describe what kind of impact / change the equipment is bringing to the beneficiaries.

3.4. If the project included a workshop, seminar, or consultation, please attach the list of participants, the themes/topics of their speeches/papers, and any statement, declaration, or other material published.
Although not formally part of the project, the panellists at the WSIS Forum 2013 workshop in Geneva on May 14th, were: **Panelists** • Renate Bloem, CIVICUS UN Representative, Switzerland • William Drake, International Fellow and Lecturer of The Institute of Mass Communication and Media Research at the University of Zurich, Switzerland • David Souter, Founder and Managing Director of ICT Development Associates, United Kingdom • Jeremy Malcolm, Senior Policy Officer of Consumer's International, Malaysia • Jac SM Kee, Women's Rights Programme Manager of the Association for Progressive Communications, Malaysia **Presenter** • Alan Finlay, Independent Consultant, Open Research, South Africa **Moderator** • Valeria Betancourt, Communications and Information Policy Programme Manager of the Association for Progressive Communications, Ecuador

4. CHANGES IN THE ORGANISATION

4.1. Please note any important changes or events that took place that directly affected the project. These can relate to management, planning, staffing, or other matters.
None.

5. CONTEXT

5.1 Please note any important changes in the following contexts since the project began and summarise the implications for the relevance of the project.	
Political:	We believe the political differences on civil society perspectives of how the WSIS process has contributed to the development of information society policy and regulation, globally and nationally, that has social justice, communication rights and people-centred

	development at its core were well-captured in the final report. We also believe civil society advocates are more aware, as a result of this project, about the opportunity the WSIS+10 process poses for a critical reflection about progress or lack of progress in relation to the development of information society policy and regulation, globally and nationally, that has social justice, communication rights and people-centred development at its core. It might contribute to their constructive engage with WSIS+10 and to make clear and informed choices about the focus of their strategies.
Social:	
Natural environment:	
5.2 To what extent is the project still relevant in the present-day context? Please explain.	
The circulation and engagement with the research report is on-going.	

6. YOUR ORGANISATION'S LEADERSHIP ROLE AND NETWORKING WITH OTHERS

6.1 Has the project and the support from WACC helped your organisation be in a better position to provide leadership for further initiatives of your own or of others? If so, please explain.
APC has been seen as one of the lead civil society networks and organisations who constructively engaged with WSIS since its inception as well as with its follow up processes, such as the IGF globally and regionally. This specific project has strengthened APC's capacity to provide solid and analytical reflection about progress or lack of progress in the development of information society policy and regulation, globally and nationally, that has social justice, communication rights and people-centred development at its core. It allows APC to provide evidence and inputs to feed the civil society discourse and action around the WSIS+10 process but also around other processes that have to do with internet public policy, such as the IGF.
6.2 In what ways has your organisation articulated and shared good practices, lessons learned, and/or resource materials with other organisations working on similar or related concerns? If you have not done so, do you plan to do so? How can WACC assist?

7. CONCLUSIONS

7.1 What lessons and good practices have emerged from this project?
The complexity of the WSIS process itself, and how activist priorities in the information and knowledge-sharing society have changed over the last ten years have been highlighted in the report. Key issues that were priorities ten years ago – such as access – are no longer key challenges or concerns for many civil society stakeholders. Instead, more complex issues such as surveillance, or multistakeholder internet governance are now a priority.
7.2 What challenges and difficulties were encountered, and how did you address them?
Key challenges revolved around soliciting enough responses to the online survey. These were met with repeated calls for responses, and drawing on the APC member network. The project team also took advantage of participation on specific events to conduct face-to-face interviews with experts.

7.3 Did the project have any impact on gender equality issues?
A key concern for the report (drawing from the WSIS declarations) was the status of gender equality in the information and knowledge-sharing society. Inputs in this regard were strongly reflected in the final report.
7.4 What further work needs to be carried out or follow up steps taken, if any?
Further dissemination of the final report, and engagement with civil society stakeholders.
7.5 Other comments, if any.
None.
7.6 We would like to receive digital copies of materials produced such as manuals, training materials, and other products to share them with others. We would also appreciate digital copies or internet links to photos, video or audio recordings produced by or about the project. Please indicate below what you are sending us.

Name and position of person submitting the report.
Anriette Esterhuysen, APC's Executive Director

Signature: **Date: 29 November, 2013**