

United Nations  Nations Unies
Division for the Advancement of Women
Department of Economic and Social Affairs

In collaboration with
Office for ECOSOC Support and Coordination

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1. Background

The Division for the Advancement of Women (DAW) in collaboration with the Economic and Social Commission for Western Asia (ESCWA) and the Office for ECOSOC Support and Coordination (OESC) of the United Nations Department of Economic and Social Affairs (DESA) organised a workshop for representatives of national machineries for the advancement of women in the West Asia region.

The workshop in Beirut followed, and benefited from the experiences and lessons learned in, five similar workshops organized by DAW for national machineries in Africa.¹ The workshop took place in Beirut, Lebanon, from 27 June to 1 July 2005. Senior representatives of national machineries in the following countries participated: Algeria, Bahrain, Egypt, Iraq, Jordan, Kuwait, Lebanon, Libya, Oman, Palestine, Qatar,

The specific objectives of the workshop were to:

- (a) Enhance the capacity of national machineries to maximize the use and benefit of information sharing, knowledge management and good practices through more effective use of ICT;
- (b) Develop strategies on the use of ICT for advocacy, information sharing, and production of information for achieving the goal of gender equality;
- (c) Strengthen capacity of national machineries to influence the formulation and implementation of national ICT policies as well as international policy processes such as the World Summit on the Information Society (WSIS);
- (d) Develop an e-based network (listserv) of national machineries from participating countries to strengthen cooperation and information sharing through regular information dissemination on women's and gender issues, including via electronic media and the internet.
- (e)

2. Proceedings of the workshop

2.1 The mandates and roles of national machineries

Participants noted the commitment to gender equality enshrined in their national constitutions and ratification or adoption of international instruments, such as the Beijing Platform for Action and the Convention on the Elimination of All Forms of Discrimination against Women. A number of reservations with regard to citizenship, inheritance, marriage and family relations in some countries were noted. Social development ministries and women's affairs commissions were the entities with principal responsibility for gender equality and the advancement of women. National machineries and national commissions for women have been established in most participant countries.

Participants reviewed the mandates and roles of national machineries. An analytical framework, the "Web of Institutionalisation",² was used to facilitate this process, in particular in relation to gender mainstreaming (See Box 2 and Annex 5).

Box 2: National machineries

The Beijing Platform for Action sets out the role of national machineries in gender mainstreaming as follows: "A national machinery for the advancement of women is the central policy coordinating unit inside the government. Its main task is to support government-wide mainstreaming of a gender-equality perspective in all policy areas." (para. 201). One critical area of the Platform deals specifically with institutional mechanisms that should be put in place to ensure the implementation of the eleven substantive areas.

"National machineries for gender equality". DAW Expert Group Meeting held in Santiago, Chile, 31 August - 4 September 1998.

Gender mainstreaming

Participants noted that despite commitments made in the Beijing Platform for Action and the ratification of the Convention on the Elimination of All Forms of Discrimination against Women and other human rights instruments, there is a lack of political will which has impeded progress in incorporating gender perspectives into policies and programmes. National machineries continue to work on projects but are not given an active role in policy development. In particular, the role of national machineries in promoting gender equality is not taken into account in poverty reduction strategy papers (PRSPs). It is critical that all relevant actors provide input to the PRSPs to ensure that government and donor budgets are gender-sensitive. One of the main gaps in the PRSPs is the lack of attention to existing gender disparities and the fact that women and men are affected differently by situations of poverty (see Box 1). It is important to identify gender inequalities and to develop means to

² Based on Caren Levy (1996) "The process of Institutionalising Gender in Policy and Planning: The Web of Institutionalisation", Development Planning Unit University College London Working Paper Series, Working Paper No 74.

address them in strategies to eradicate poverty. National machineries can play an important role in integrating gender perspectives into the PRSPs.

Box 1: Attention to gender in poverty reduction strategy papers³	
<u>Poverty reduction strategy papers</u>	<u>Attention to gender issues</u>
<ul style="list-style-type: none">• Consultation	Most papers do not take women/gender

1.3.22

The participants examined the current situation and identified challenges faced by their countries in using ICT, such as:

- **Cost**
- **Capacities and competences** (illiteracy; lack of awareness on using a computer)

- Facilitating women's access to information and knowledge, including via fast and safe internet use by all social groups, particularly women;
- Training female workers, giving them the ability to plan, manage, activate and use ICT.

Representatives from the national machinery in **Iraq** proposed to:

- Raise awareness of the term and concept of gender equality among decision-makers and officials;
- Initiate collaboration with ICT policy-makers;
- Designate a gender focal point in all ministries to supervise the established policies and to work on gender mainstreaming and promote training in ICT.

Representatives from the national machinery in **Lebanon** proposed to:

- Establish a special commission (financed from the government budget) to raise awareness of gender issues in all sectors of government, in particular the Telecommunications Ministry and the Ministry of Tw (RepresentTf -0.27 Tn TD 0j 12.75 11.25 0

(, -0.168 Tc 0.168 0ish ac 3s35ish a sp5 0)

- Encourage women's full participation in this strategy.

Representatives from the national machinery in **Oman** were not aware of a national ICT policy. However, they proposed to:

- Promote ICT and raise awareness among all social groups, including women and girls;
- Monitor indicators in ICT usage by women and girls;
- Train officials working in ICT on gender equality and ICT;
- Disseminate information and make it easily accessible to women.

In **Egypt** the national ICT strategy aims to narrow the digital gap. However, gender perspectives are not taken into consideration. Representatives noted that:

- Women face *de facto* discrimination and segmentation in the ICT labour market, for example, women are not employed in networking, but instead are concentrated in programming. Training for women on accessing the labour market in this area is necessary;
- The Government's free computers for households project is successful but does not take the needs of women and girls into consideration in operation. The project must meet the needs of women and girls in order to increase interest.

In the **United Arab Emirates**, the national machinery noted that it is necessary for the Government to:

- Open communication channels and become familiar with the goals, strategies and implementation machineries;
- Include the concept of equal opportunities for women as well as men in the national plan for ICT (although gender equality is not a well-understood concept).

Representatives from **Qatar** proposed to: establish a working group or special commission, composed of the Higher Council for Women Affairs and experts in ICT, to study the goals of national ICT strategies; define target groups and evaluate their needs; and, analyze national ICT strategies to ensure a gender perspective is taken into consideration.

Representatives from the national machinery in **Bahrain** noted that they knew little about the national ICT policy. They resolved to work on:

- Familiarizing themselves with the national ICT policy and conduct an analysis from a gender perspective;
- Setting up a national working group on gender equality and ICT;
- Reaching agreement with relevant stakeholders to formulate strategies, define weak and strong points and propose necessary adjustments;
- Defining target groups, identifying their needs in accessing ICT, and reducing costs of ICT resources for these target groups;
- Promoting the inclusion of a gender perspective in ICT strategies and related surveys and training;
- Forming a joint commission between the Higher Council for Women and other Government ministries to continue implementing and evaluating ICT policies.

In **Algeria** a policy exists that aims to introduce ICT at all levels. However, gender equality is not taken into account and the policy lacks appropriate evaluation and follow-up. The national machinery proposed to:

- Organize courses and awareness-raising campaigns in gender mainstreaming for decision-makers, in order to encourage their involvement;
- Establish focal points in all sectors, such as health, education, labour, rural development, small and medium enterprises and traditional industry, in cooperation with representatives from the civil society;
- Set up a new gender-sensitive strategy on ICT that concentrates on the individual.

2.4 Technical training

Several practical ICT training sessions were incorporated into the workshop to offer participants the opportunity to get acquainted with ICT language and tools:

E-communication: Participants received training in tools to support communication and information-sharing. Training included: creating e-mail accounts; receiving e-mails; sending, replying and forwarding e-mails; using attachments; contact lists; and creating distribution lists, as wetrai

3. Country strategies to promote the relationship between gender equality and ICT

During the workshop, participants worked in groups to develop strategies and plans on how national machineries can address the issue of women's marginalization through the effective use of ICT. As part of this exercise, participants identified the following problems and challenges:

- Legal gaps;
- Low participation of women in the labour market;
- Low percentage of women university professors;
- Low percentage of women in decision-making processes;
- Negative images and stereotypical roles of women in society;
- High levels of illiteracy;
- Early marriage;
- Women's inability to move freely due to security situations;
- Fundamentalist religious groups;
- Preference for men in powerful positions compared to women;
- Difficulty of changing men's mentality about gender equality;
- The triple role of women's responsibilities;
- Lack of women as political candidates; and
- Difficulty in implementing the family law.
- Increases in violence against women, including honour crimes, as well as efforts to conceal it, and an absence of shelters for abused women.

ESCWA reported that during the World Summit on Information Society (WSIS), held in Geneva in 2003, it was difficult to get information and indicators to accurately access and measure access to ICT based on variables such as rural/urban areas, between regions, and by sex. In addition, financial challenges and the diversity of national languages are major impediments to women's advancement and empowerment.

Participants then provided presentations on country-specific projects and analyzed how national machineries can make effective use of ICT to enhance implementation of these projects.

Palestine: Abused Women Forum

- The Palestinian project "Abused women forum" aims to reduce abuse of women and girls and the number of female deaths due to violence. The project targets decision-makers and the general community, in particular women. Government institutions and NGOs assist with the implementation of the project. Activities include training of trainers (men and women); information-sharing for abused women through communication centres in all districts and governorates; awareness-

- Whenever possible the project uses a range of ICT, such as the internet; newspapers; periodicals; televisions advertisements; radio advertisements and briefing notes addressed to the Parliament, the Cabinet and the President. Computer presentations are also used to raise awareness.

Kuwait: Community Partnership

- The objective of the project is to raise awareness of the importance of active participation of women in society in order to achieve sustainable development. The entire society is targeted, with a special focus on youth. Implementing bodies include the public and private sectors and civil society, including women's associations and humanitarian organizations.
- The project will use a range of ICT including websites, radio, TV, telephone hotline, print media, CD-ROM and the internet.

Libya: National Strategy for the Advancement of Women

- The objective of the project is to encourage women to actively participate in the work of basic popular conferences. The project targets all women as well as the social affairs secretaries of popular commissions.
- The project focuses on capacity-building, awareness-raising on ICT and establishing training centres to eradicate computer illiteracy.

United Arab Emirates: Women in Policy

- The Women in Policy project aims to strengthen women's role in politics and decision-making and raise political awareness among women.
- The project uses a range of ICT including print media, TV, radio and email. The national machinery proposes to utilize the internet by creating a special section for Women in Policy on its website; establish dialogue forums; prepare mailing-lists and organize training workshops.

Jordan: Interim Civil Register Law

- This project is aimed at generating the support of deputies and senators for the civil register law. One of the main constraints has been the rejection of the law by the two chambers.
- Women's organizations were instrumental in conducting training courses for women on how to use ICT tools to support this initiative. Television advertisements and short television programmes focusing on articles in the law, such as attention to the adverse effects of early marriage, were used, as were live radio programmes with interactive question and answer sessions.

Bahrain: High Council for Women's Empowerment

- The objective of the project is the political empowerment of women. The main actors in the project were civil society, youth, High Council and Parliament members and former women candidates. It was noted that there is no follow-up and evaluation mechanism in the project.
- ICT is used in the programme to conduct interactive communication with various

Egypt: Using modern ICT to eradicate rural women's illiteracy

- The objective of the project is to establish mechanisms to reduce illiteracy among women in Egypt, targeting women 15-40 years old. A number of partners are involved in the process, including UNDP, the Italian Cooperation for Sustainable Development, ICT clubs, social research centres and the National Council for Women. Indicators suggest that the project has been successful in increasing literacy among women, and in the first 6-11 months of the project, 85 percent of persons passed the literacy examination.
- Outputs have included a pilot project for 80 women in training on modern ICT. A number of activities are planned for the future, such as setting up a database of the women graduates of the programmes, as well as linking the database to the national statistics on illiterate women; and integrating some key gender issues into the content.

4. Workshop conclusions

The workshop highlighted a number of general conclusions, including:

- Constitutions emphasize the concept of equality between men and women but there is a gap in implementation and application.
- National machineries need to use a multi-sectoral approach that would include industry, education, health, environment, agriculture and other sectors.
- The activities of national machineries should include all other ministries rather than taking on the sole responsibility for planning and implementation.
- National machineries should play a catalytic role and machineries should actively participate in all Government activities to ensure that these incorporate gender perspectives.

The following points were identified as key to enhancing the effective use of ICT in the promotion of gender equality:

- Using ICT to increase outreach to, and understanding of the needs women in special groups such as rural migrant women in the labour market, women in the informal sector and female school dropouts.
- Addressing the needs of uneducated women in accessing and using ICT.
- Motivating women through ICT to participate in decision-making at all levels.
- Stressing the role of ICT as a means to exchange information between national machineries.
- Enhancing the relationship between civil society and national machineries through ICT.
- Increasing communication and exchange at the regional and international levels between different stakeholders.
- Integrating gender perspectives into ICT policies and strategies so as not to exclude women.

In particular, a number of key points at the political level were stressed:

- Political will and commitment is needed.
- The gap between policy and implementation has to be specifically addressed, including in relation to ICT.
- Financial resources for ICT for women should be increased.

ANNEX 1 – AIDE MEMOIRE

**Department of Economic and Social Affairs (DESA)
Division for the Advancement of Women (DAW)
Economic and Social Commission for Western Asia (ESCWA)
Center for Women (ECW)
Capacity Building for Promoting Gender Equality in Africa and
West Asia Countries**

Workshop on
Strengthening the capacity of national machineries through the effective use of ICTs

Beirut, Lebanon
27 June – 1 July 2005

I. Introduction

The Division for the Advancement of Women (DAW) and the Economic Commission for Western Asia are co-organizing with the Economic and Social Commission for Western Asia (ESCWA), Center for Women (ECW) a workshop for representatives from national machineries for the advancement of women. The workshop will identify common strategies for institutional capacity-building for promoting gender equality through the effective use of information and communications technologies (ICTs), and develop an e-based network of national machineries. The five-day meeting for senior representatives of national machineries will include training for expert representatives and information managers/specialists from national machineries on the use of ICTs for knowledge management and information sharing. Select ICT policy makers are also invited.

The workshop will take place in Beirut, Lebanon, from 27 June to 1 July 2005. The following countries will be invited to participate: Bahrain, Egypt, Iraq, Jordan, Kuwait, Lebanon, Libya, Oman, Palestine, Qatar, Saudi Arabia, Syrian Arab Republic, United Arab Emirates, and Yemen.

The workshop in Beirut is the fifth in the series of five workshops which the Division for the Advancement of Women is organizing for national machineries in Africa and West Asia. The first workshop was held from 19 to 23 April 2004 in Windhoek, Namibia; the second workshop was held from 24 to 28 May 2004 in Dakar, Senegal; the third workshop was held from 10 to 14 January 2005 in Addis Ababa, Ethiopia and the fourth workshop will be held in Addis, Ababa from 23 to 27 May 2005.

II. Background

The project has the overall objective to build institutional capacity for promoting gender equality in Africa and West Asia. The workshop aims at strengthening the capacity of national machineries of participating countries to take full advantage of new

information and communications technologies to strengthen networking, information sharing and knowledge management that will enhance their effectiveness in national policy-making and planning processes for gender equality.

The Beijing Platform for Action emphasized that national machineries for the advancement of women have been established in almost every Member State to, *inter alia*, design, promote the implementation of, execute, monitor, evaluate, advocate and mobilize support for policies that promote the advancement of women. National machineries are diverse in form and uneven in their effectiveness (para 196). The National machinery for the advancement of women is the central policy-coordinating unit inside governments. Its main task is to support government-wide mainstreaming of a gender-equality perspective in all policy areas (para 201).

The Commission on the Status of Women, at its forty-seventh session, considered the role of ICTs in relation to gender equality. The panel discussion on “Participation in and access of women to the media, and information and communication technologies and their impact on and use as an instrument for the advancement and empowerment of women”, held during this session of the Commission, emphasized the role of ICTs and the media as tools for development and as central to the empowerment of women. Media and ICTs were increasingly used to share knowledge, enhance participation of all members of society, increase networking, give voice to marginalized groups, organize political action, empower people, fight poverty and enhance economic development. In addition to access, the issues of women’s information needs and available content were addressed in the panel. Participants called for research on women’s information needs and the production of local content in local language.

In its Agreed Conclusions, adopted at this same session, the Commission on the Status of Women noted that “the media and ICTs offer tools for enhancing women’s full access to the benefits of information and new technologies and can become central tools for women’s empowerment and the promotion of gender equality” (para 2). One of the actions to be taken was to “strengthen the capacity of national machineries for the advancement of women, including through the allocation of adequate and appropriate resources and the provision of technical expertise, to take a lead advocacy role with respect to media and ICTs and gender equality, and support their involvement in national, regional and international processes related to media and ICTs issues, and enhance coordination among ministries responsible for ICTs, national machineries for the advancement of women, the private sector and gender advocacy NGOs within countries” (para 4(x)).

The series of five workshops will strengthen the capacity of national machineries in participating countries to take full advantage of new information and communications technologies to establish and/or strengthen the types of networking, information sharing and knowledge management that will enhance their effectiveness in national policy-making and planning processes for gender equality. The creation of an e-based network of national machineries will enhance the effectiveness of national machineries within each country. It will serve as a tool to strengthen the capacity of national machineries to implement their mandates, for example, by supporting their work as advocates and

catalysts for gender mainstreaming, as well as support the design and use of an adequate information infrastructure for the achievement of gender equality. It will also enhance networking and sharing of information and good practice examples regionally and sub-regionally. The development of a website prototype for national machineries for the advancement of women will expand opportunities for networking and information sharing on common priorities.

The project will draw on the expertise of resource persons and national ICT policy makers.

III. Workshop on strengthening the capacity of national machineries through the effective use of Information and Communication Technologies (ICTs).

A. Objectives of the workshop

The workshop aims to strengthen the institutional capacity of national machineries to effectively use ICTs to advocate for successful gender equality policies and act as catalysts for systematic gender mainstreaming in all policies and programmes, nationally and regionally. It will also provide practical training to information managers and/or documentalists of national machineries to support networking and partnerships among national machineries, through effective development and maintenance of information bases, websites and related information infrastructure.

The workshop will:

- (f) Enhance the capacity of national machineries to maximize the use and benefit of information, knowledge and good practices through more effective use of ICTs to promote gender equality;
- (g) Develop strategies on the use of ICTs for advocacy, information sharing, and production of information for achieving the goal of gender equality;
- (h) Strengthen capacity of national machineries to influence the national ICT and WSIS policy formulation and implementation;
- (i) Develop an e-based network of national machineries from participating countries to strengthen cooperation and information sharing through regular information dissemination on women's and gender issues, including via electronic media and the internet.
- (j) Raise awareness among representatives from national machineries, especially information managers, in the use of ICTs to enhance cooperation, knowledge management and information sharing.

B. Expected outputs

The workshop will produce the following outputs:

- Strategies for institutional capacity-building in use of ICTs will have been identified.
- Representatives from national machineries from fourteen countries will have been trained in the substantive and institutional aspects of use of ICTs;

- Representatives from fourteen countries will have been trained in the technical aspects of use of ICTs;
- The prototype of a website for national machineries will have been designed;
- A framework for an e-based network of national machineries will have been developed;
- National machineries will be able to influence national ICT policies and processes from a gender perspective.

It is anticipated that, based on the experience gained during the workshop, participants will use the e-based network on a continuous basis, to share experiences and exercise leadership for promoting gender equality.

C. Venue and participants

The five-

ANNEX 2 – LIST OF PARTICIPANTS

Workshop

**“Establishing the Capacity of National Machineries through the Effective Use of
Information and Communication Technologies”**

Beirut, Lebanon, 27 June – 1 July 2005

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ANNEX 3 – PROGRAMME OF WORK

STRENGTHENING THE CAPACITY OF NATIONAL MACHINERIES THROUGH THE EFFECTIVE USE OF ICT

Beirut, Lebanon 27 June – 1 July 2005

Programme

Monday 27

- 9.00 Registration
- 9:30 Opening Ceremony
- 10:15 Introduction to the workshop
- Presentation by Facilitators
 - Presentation by participants and their expectations
 - Objectives and working methods of workshop
 - Logistics and housekeeping
- 11.15 *Break*
- 11.45 Introduction to key concepts of the workshop
- 12.14 Presentation 1: Role of National Mechanisms in the promotion of gender equality (power point presentation) and introduction to institutional web (4 spheres)
- 13.15 *Lunch*
- 14.15 Working Group 1: Identification of issues and gender inequalities in participants' countries
- 15.15 *Review*
- 16.00 End of session

Tuesday 28

- 9.00 Presentation 3: Gender and ICT: Problems and stakeholders?
- 10.00 Working Group 2: Using ICT to collect, analyse and manage information on gender issues
- 10.45 *Break*
- 11.00 How national machineries use ICT: Presentations by 3 countries
- 13.00 *Lunch*
- 14.15 Working Group 2: (Practical): Demonstration of ICT tools (email, list serves, internet, etc.)
- 16.00 End of session

Wednesday 29

- 9.00 Presentation 3: “Women and ICT in ESCWA region”
10.00 Working Group 3: Gender critique of national ICT policy
11.00 *Break*
11.15 *Review*
Group work 4: Integration of gender into national ICT policies (per country)
13.15 *Lunch*
14.15 *Review*
15.15 Working Group 5: (practical): Introduction to research and consulting websites
16.30 End of session

Thursday 30

- 9.00 Presentation 4: Gender perspectives in international initiatives
10.30 *Break*
10.45 Group work 6: Integration of ICT into programmes of national machineries (per country)
12.15 *Review*
13.15 *Lunch*
14.15 Working Group 7: (practical): Development of a plan and/or prototype of internet site for national machineries
16.30 End of session

Friday 1

- 9.00 Presentation 5: Integrating gender Pr Tc 0 h8T inttTD () Tj 36 0TD /F33ceE7 Tc 0.rcF2 1()

ANNEX 4 – QUESTIONNAIRE

Workshop on “Strengthening the Capacity of National Machineries through the Effective Use of ICTs”

**Beirut, Lebanon
23 June to 1 July 2005**

Dear Participants,

In a few weeks, you will be participating in a meeting-cum-training workshop, which is organized by the Division for the Advancement of Women of the United Nations

NAME OF THE PERSON (OR PERSONS) COMPLETING THE QUESTIONNAIRE:

ORGANISATION AND POSITION(S):

COUNTRY:

Introduction

A/ What are the main objectives and activities of the national machinery for gender in your country

B/ What are the main bodies (governmental and non-governmental) that make up the national machinery in your country

1. HOW NATIONAL MACHINERIES COLLECT AND MANAGE INFORMATION?

1.1. Does the national machinery for gender have a communication strategy? Please explain

1.2. What information does the machinery **collect** on a regular basis on gender issues and mainstreaming in your country? e.g. reports, statistics, journals etc

1.3. What tools and mechanisms are used collect this information at different levels?

1.4. What are the key problems for information collection?

1.5. How does the national machinery **package** (eg. leaflets in local languages, annual statistical report to the national assembly) and **disseminate** (eg. through

local organisations, radios, theatre) the information it wants to share with different target groups?

1.6. What problems does the national machinery face to reach target groups with relevant information?

1.7. Does the national machinery use the internet to collect and disseminate information?

- If the answer is “yes”, please briefly explain how these ICT are used and with what level of satisfaction and efficiency
- If the answer is “no”, explain why these ICT are not used

1.8 What kind of gender information would the national machinery need to have access to on the internet and via e-networks and what kind of information would it like to disseminate to others via internet, e-network?

1.9 Do you personally search the World Wide Web (WWW) regularly for information, news and events relating to your work?

1.10 Do you find useful information when you search the WWW?

1.11 Do you have some favourite/useful web sites that you use? Please share these.

2. GENDER DIFFERENCES AND INEQUALITIES IN ACCESS TO AND CONTROL OF ICT

Remember that there are many kinds of ICTs –read definitions on the first page of the questionnaire. So please try to be as specific as possible in your answers.

2.1 To your knowledge, are there differences and inequalities in the way that women and men (girls and boys) have access to, use and control ICT in your country:

- At household level
- In schools and in further education
- In the labour market
- In civil society organisations

2.1 Are there organisations (public, private or NGO) that use innovative ICT to promote gender equality ?

2.2 Do you know if there are studies, reports etc. that provide information on ICT and gender (or women/girls) in your country? Could you give us the titles of these documents and bring some examples with you to Beirut?

3 ICT POLICIES AND PROGRAMMES

3.1 Does your government have a national ICT policy? If the answer is ‘yes’, can you explain to what extent this policy integrates gender?

3.2 Is your national machinery involved in the development or implementation of this policy? If ‘yes’, please explain how, if ‘no’, please explain ‘why’?

3.3 Does the national machinery support women/gender and ICT projects? If yes, please explain

3.4 Are you aware of, or involved in the World Summit on the Information Society (WSIS) process?

4. ICT CAPACITY IN THE NATIONAL MACHINERY

ICT experts will probably need to be involved to answer these questions

4.1 Technical Infrastructure Questions

4.1.1 Do you have your own computer at work?

4.1.2 How many computers are in your office and who uses them?

4.1.3 How would you rate the efficiency of your computer?

4.1.4 Does your computer have a CD-ROM drive?

4.1.5 Do you have access to the Internet?

4.1.6 Do you have a dial-up connection or are you permanently connected to the Internet?

4.1.7 Who is your Internet Service Provider?

4.1.8 Do you experience crashes/unexpected interruptions to the service?

4.1.9 Do you have a reliable electricity connection?

4.1.10 Do you have a person able to assist you with technical troubleshooting?

4.1.11 How long does it take for this person to respond to your technical queries?

4.2 Technical know how questions

- 4.2.1 Do all members of your institution have email addresses?
- 4.2.2 Do you communicate with other national machineries and/or with your constituencies electronically?
- 4.2.3 What software do you use/have loaded onto your computer? I.e. Microsoft Office, email packages etc.

4.3 Websites

- 4.3.1 Does your institution have a website? If so, please provide your URL.
- 4.3.2 Who built it?
- 4.3.3 Who maintains it?
- 4.3.4 How regularly is it updated? I.e. daily, weekly, monthly, on an ad hoc basis.

4.4 Mailing lists/Listerves and networking

- 4.4.1 Do you belong to any email mailing lists/listerves? If Yes, which ones?
- 4.4.2 Are you part of a network/(s) relating to your work, both electronic and non-electronic? If yes, with whom and how do you communicate?
- 4.5.1 How would you rate your institution networking? i.e. Do other organisations know what your national machinery does and do you know what other organisations do on gender?

