

Study on Civil Society Organizations Mapping on Digital Rights and Digital Literacy in Cambodia

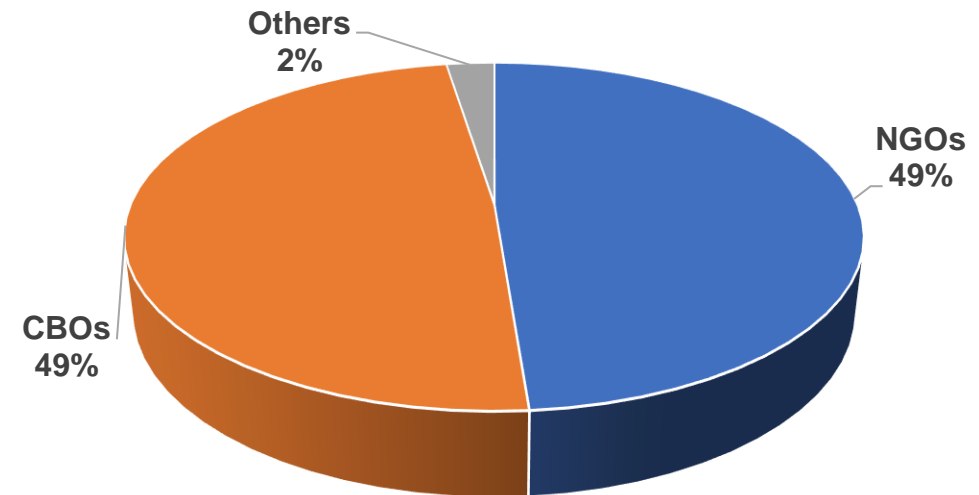
December 17, 2024

Overview of the study

Objectives

- understand the level of knowledge and skills of CSOs and youth, particularly women, on the digital literacy, digital capacity, and digital violence when they access to internet and social media, and
- provide recommendations and areas of improvement to contribute to the coming capacity development

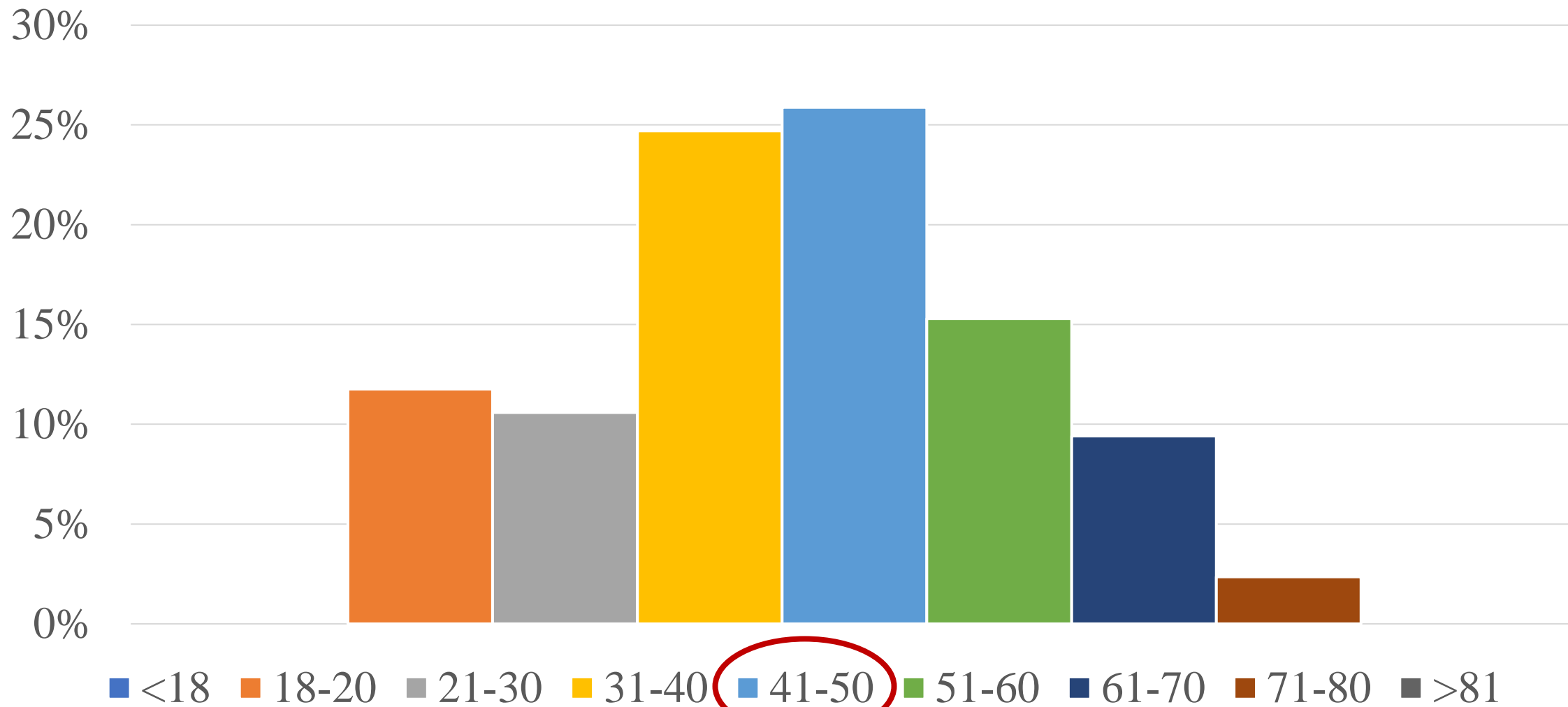
80 individual respondents



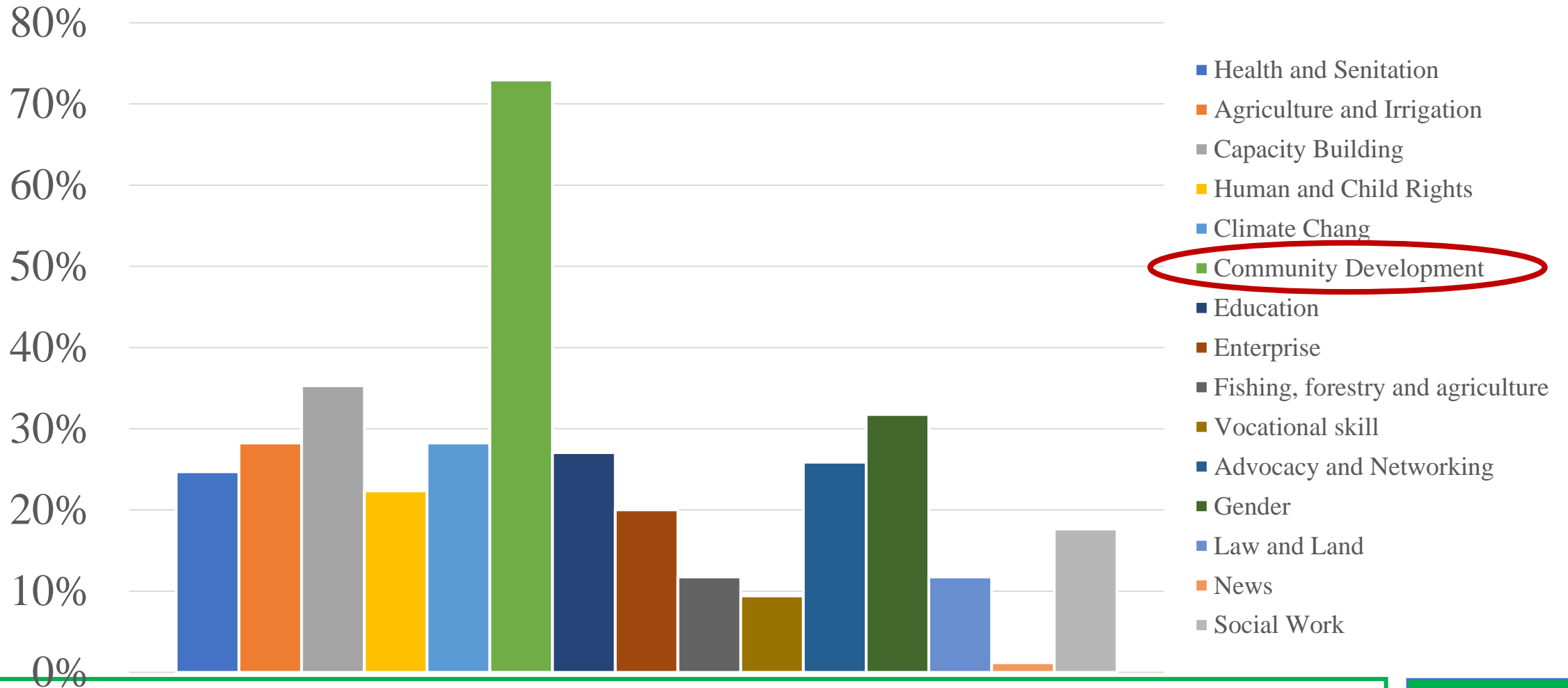
18 respondents from CBOs and DNGOs engaged in the four respective Focus Group Discussions (FGD)

19 respondents are youths

Distribution of respondents by age range



Working sectors of CSOs engaged in the online survey



GROUP DISCUSSION



គណៈកម្មាធិការ
សហប្រតិបត្តិការសម្រាប់កម្ពុជា
Cooperation Committee
for Cambodia
Comité de Coopération
Pour le Cambodge

Partnerships for Sustainable and Democratic Development in Cambodia



Group Discussion

1. What does **Digital Rights** mean to you?
2. What does **Digital Security** mean to you?
3. What does **Digital Violence** mean to you?

Group Discussion

1. What does **Digital Violence** mean to you?
2. Have you/your colleagues experienced any form of digital violence? Please describe.
3. Have you/your colleagues asked for support or help on digital violence issues? From whom?

FINDINGS AND ANALYSIS



គណៈកម្មាធិការ
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A close-up photograph of network cables plugged into a server rack. The scene is dimly lit with a strong blue color cast. Several yellow and orange lights are visible in the background, creating a bokeh effect. The focus is on the blue RJ45 connectors of the cables in the foreground.

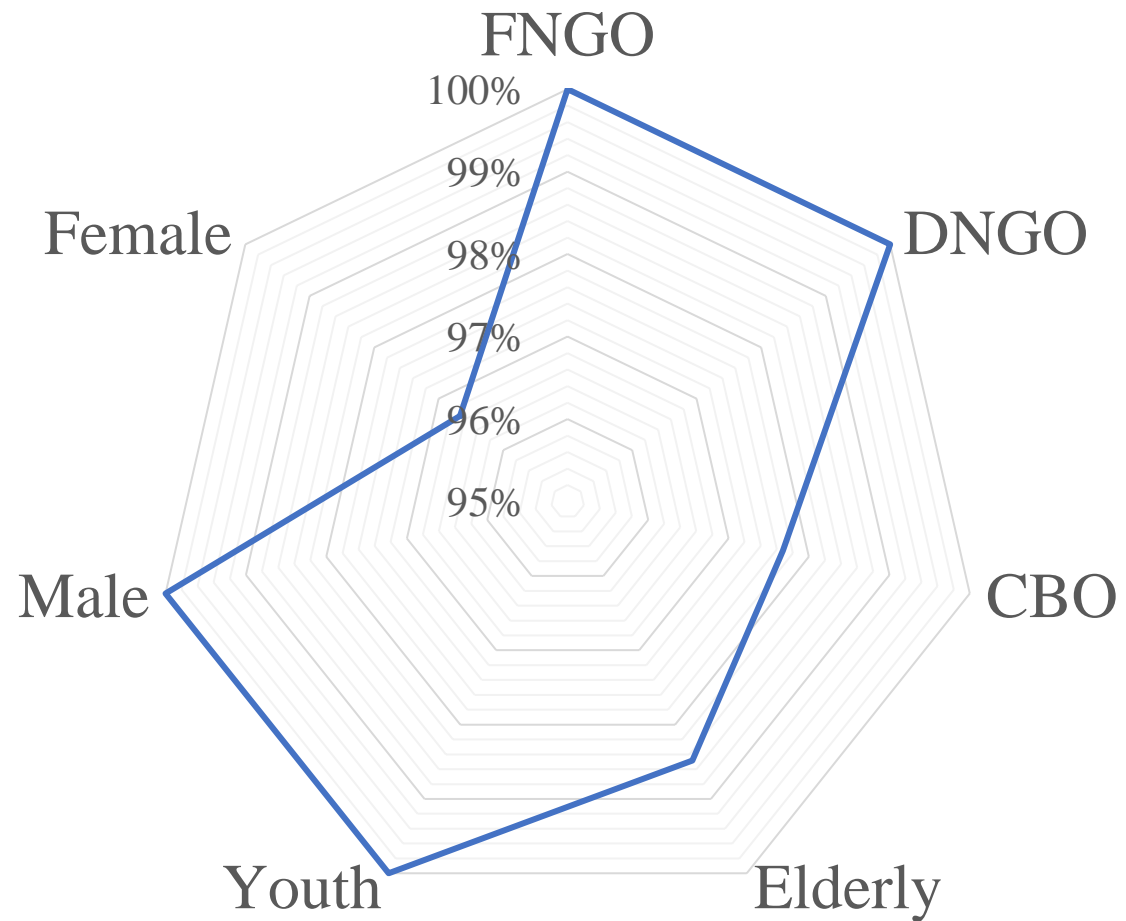
Connectivity and Internet Access

Connectivity and Internet Access:

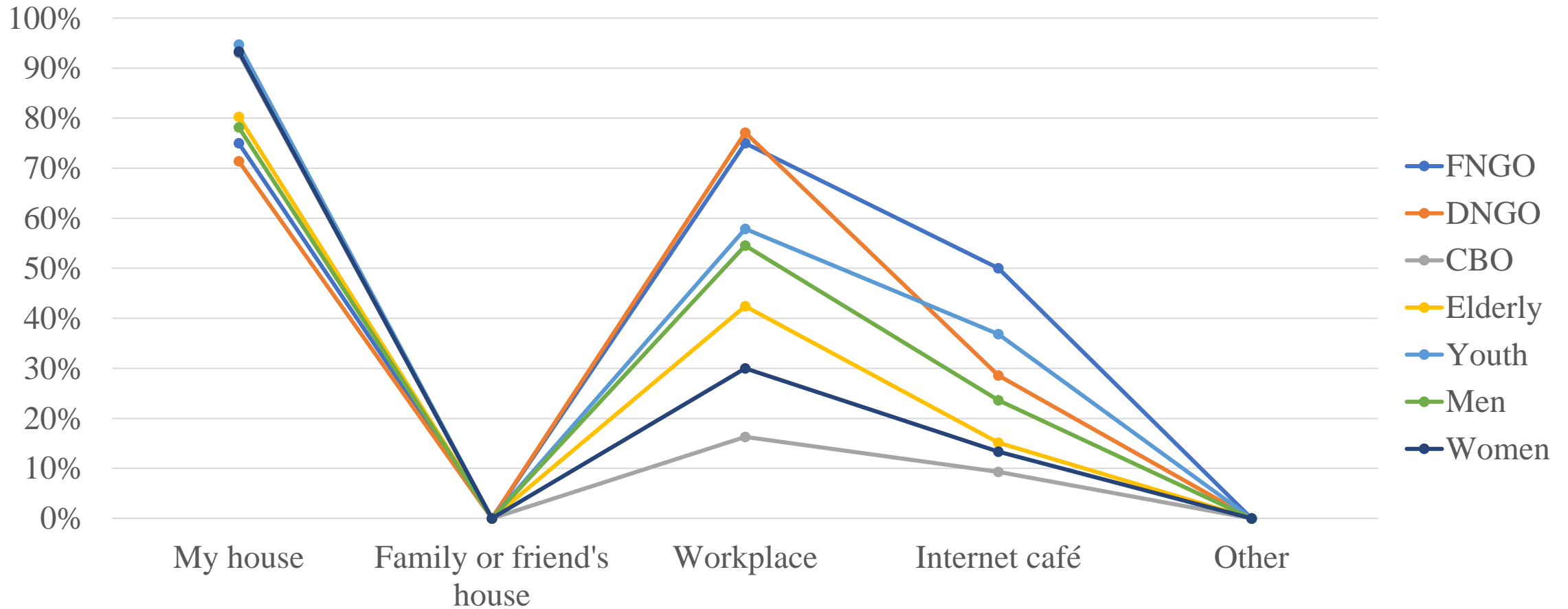
A significant digital divide exists among Cambodian CSOs, with FNGOs and Youth having greater access to reliable and high-speed internet compared to DNGOs, CBOs, and elderly respondents.

This disparity can hinder the ability of CSOs to effectively use digital tools and platforms for advocacy, communication, and resource mobilization.

99% of Respondents Access to internet



Sources for internet connection



Of these, about 80% of the respondents indicated house. Workplace and home are the most common locations for internet access, with 75% of FNGOs, 74% of DNGOs, and 55% of CBOs utilizing these locations.

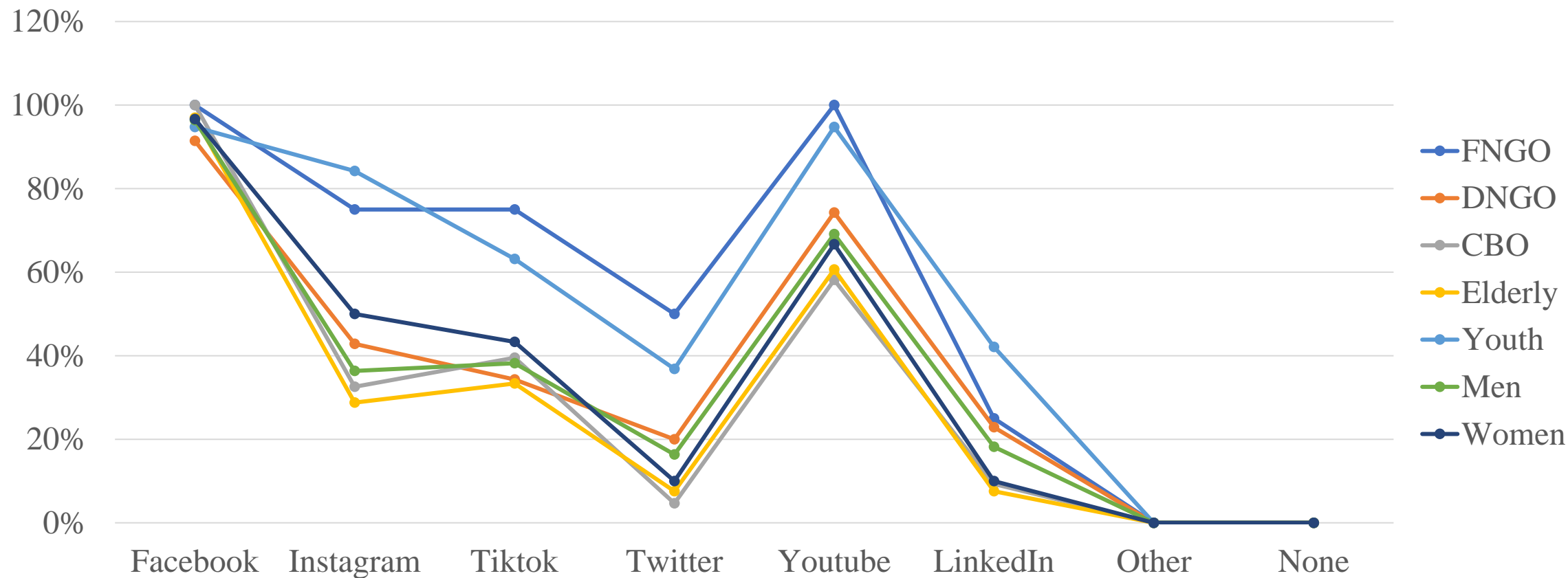
Use of the Internet

Use of the Internet:

CSOs are increasingly using the internet for various purposes, including communication, research, advocacy, and fundraising.

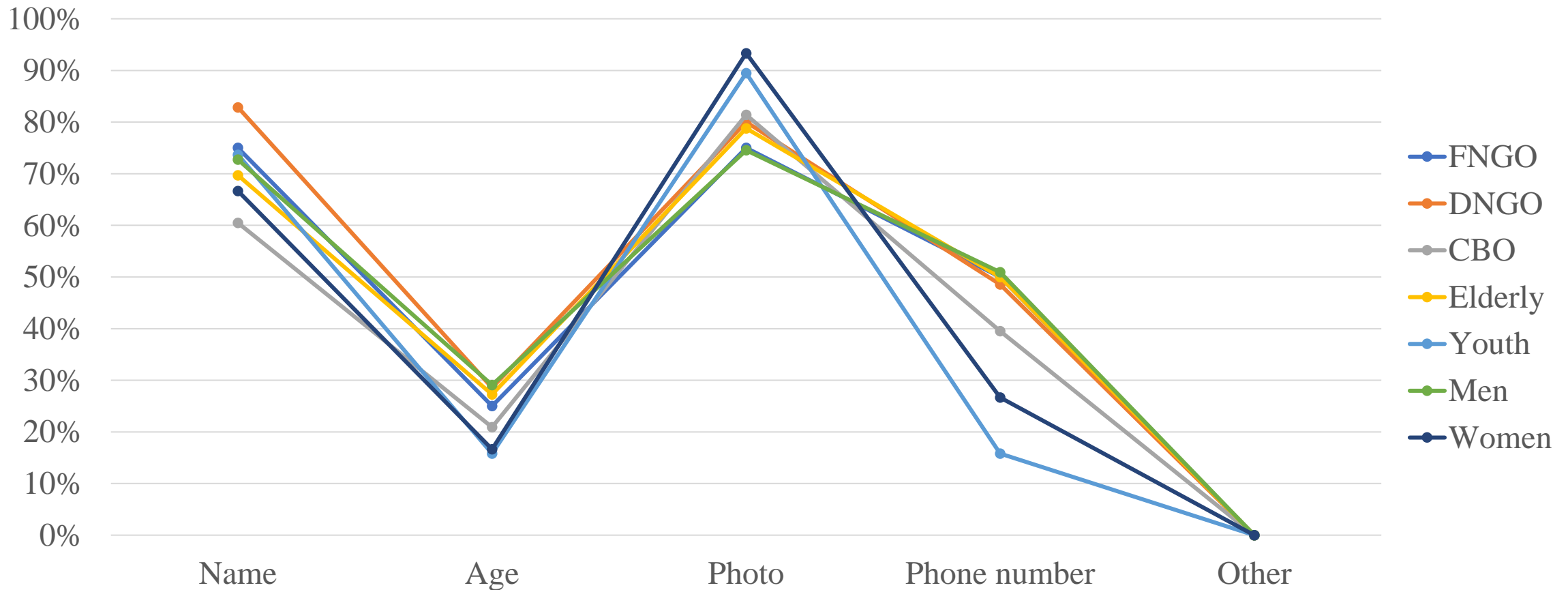
However, the extent and nature of internet use vary across different groups. FNGOs and Youth tend to be more digitally savvy and utilize a wider range of online tools and platforms.

Use of social networks



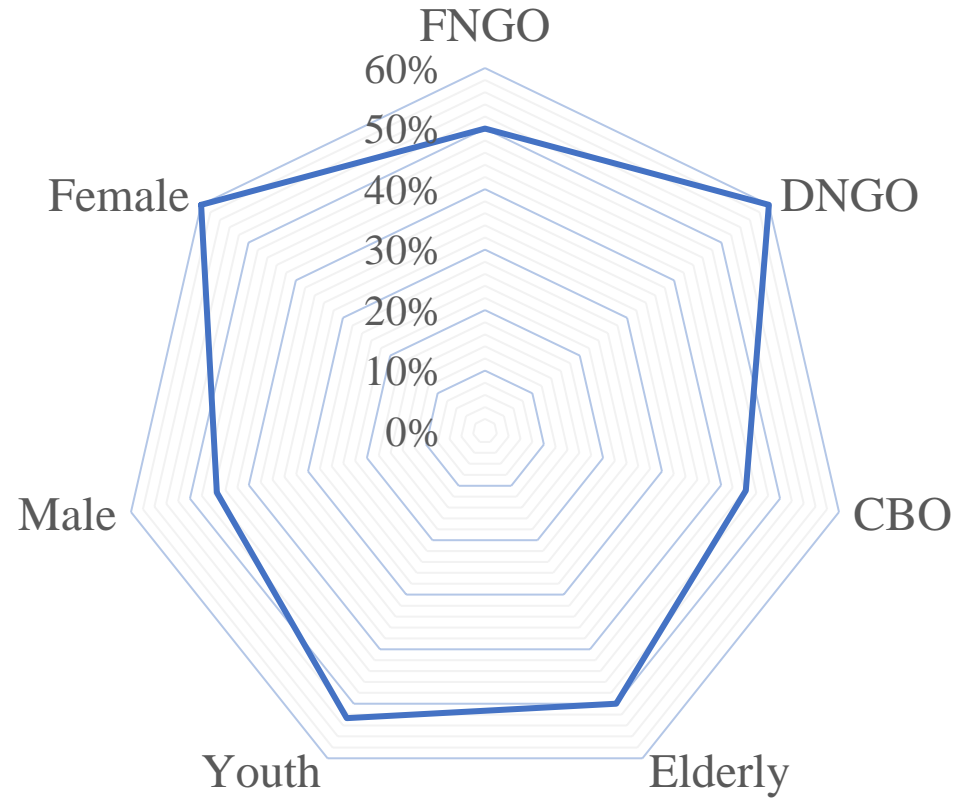
The data indicates a high level of social media usage among respondents, with Facebook being the most widely used platform. Nearly all respondents (97%) reported using Facebook, highlighting its dominance in the social media landscape

Types of personal data published on the internet



The data indicates that respondents are cautious about sharing personal information online. While a significant proportion share their names (72%) and (82%) photos, there is a more conservative approach towards sharing personal information like age and phone number.

Published information on human rights, politics, social issues



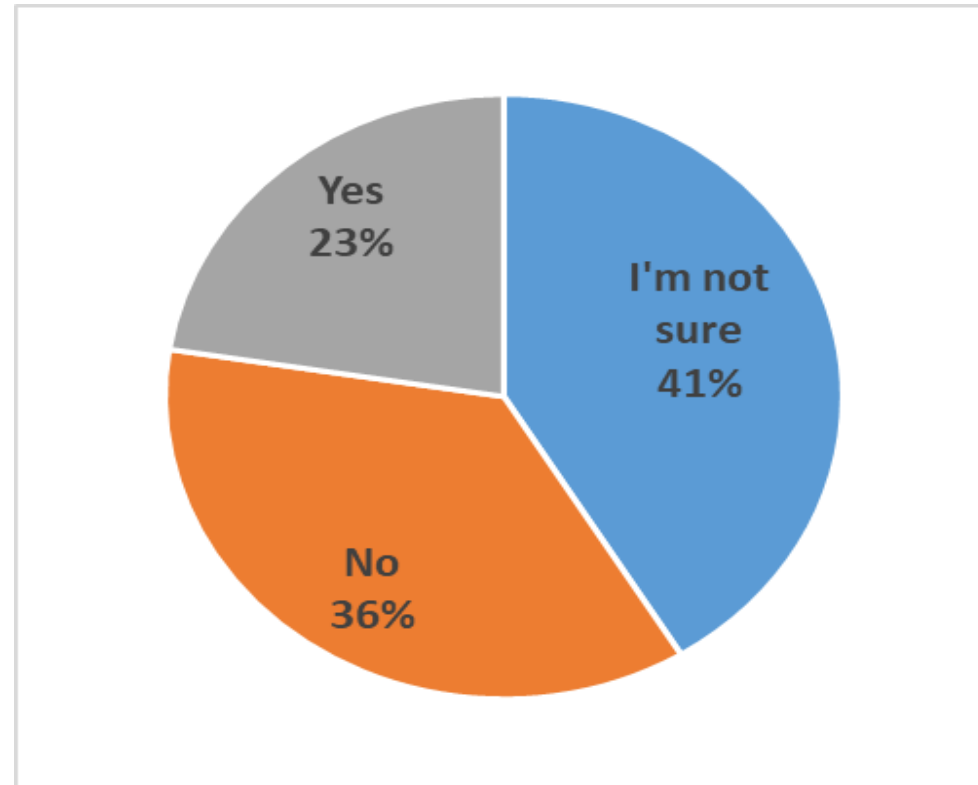
The data suggests that a moderate proportion of respondents have engaged in publishing information on human rights, politics, and social issues. Notably, youth (53%) and female respondents (60%) show a higher tendency to publish on these topics.

Knowledge about Digital Violence:

While there is a growing awareness of digital violence among Cambodian CSOs, particularly among FNGOs and youth, there are still significant gaps in knowledge, especially among DNGOs, CBOs, and elderly respondents.

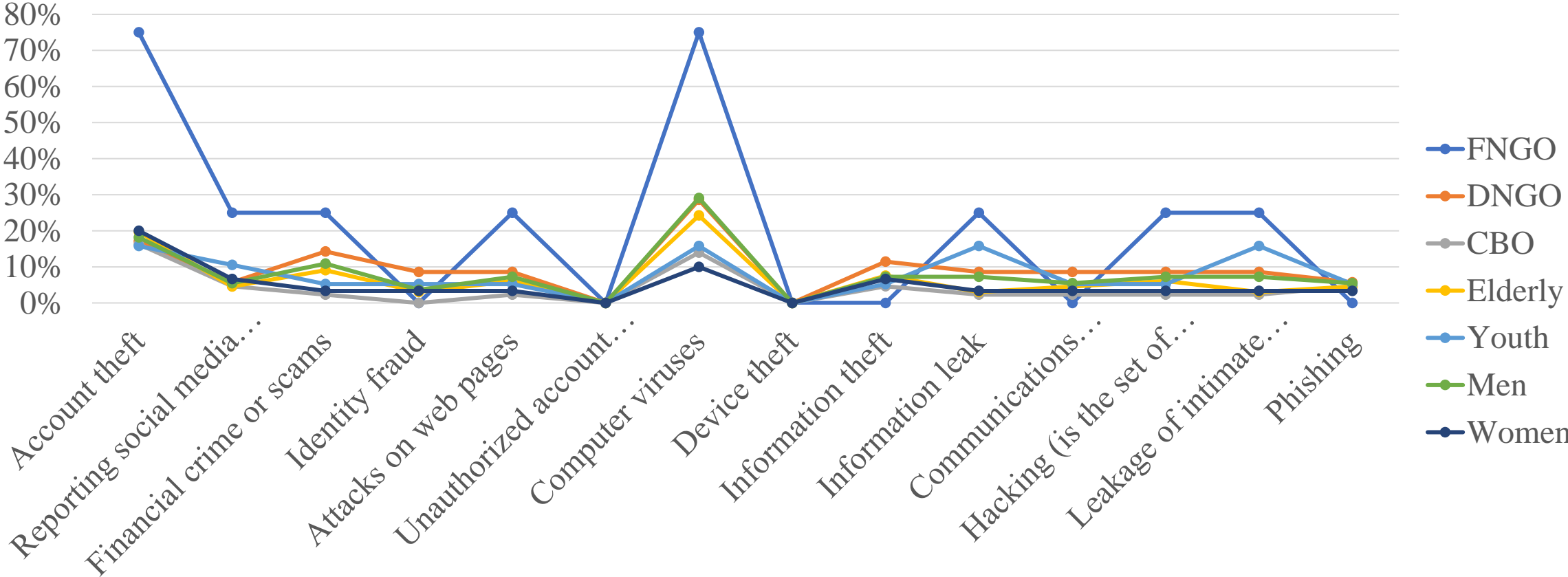
This lack of knowledge can hinder CSOs' ability to protect themselves and their communities from online harm.

Digital Violence Experience Last Year



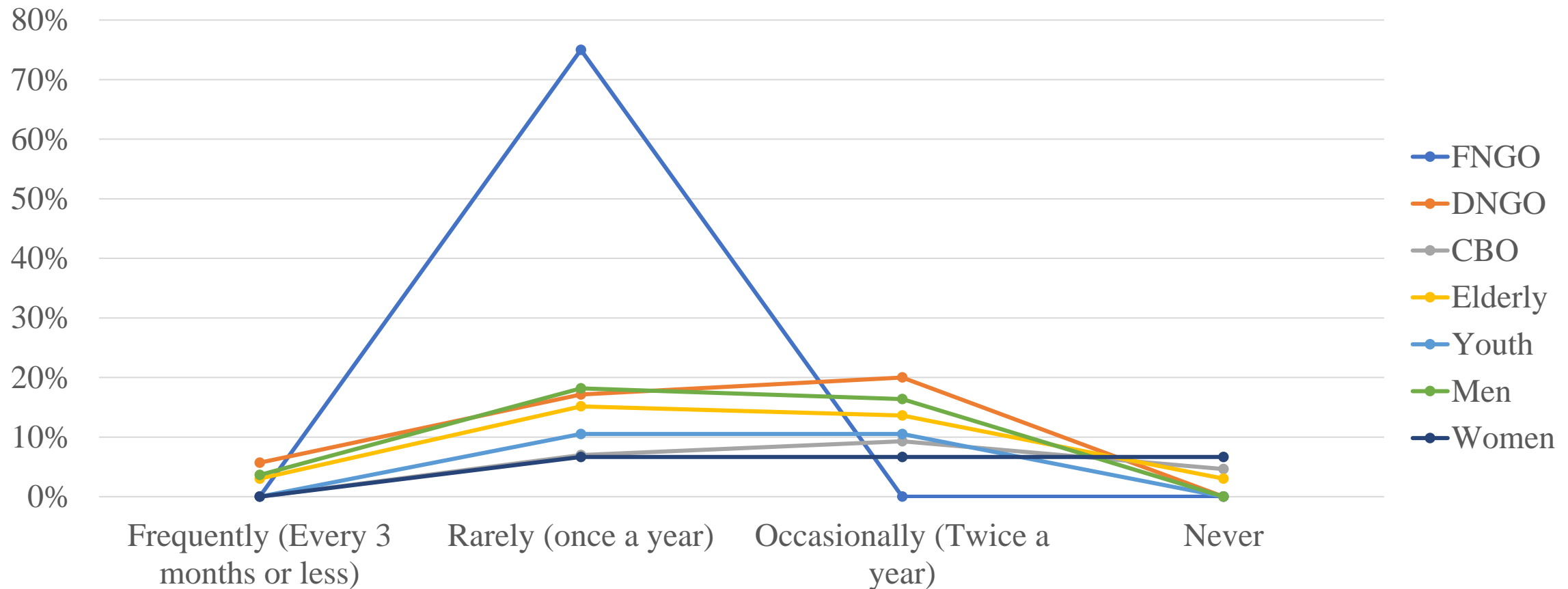
The data suggests that a significant portion of respondents have experienced digital security problems, particularly those related to social media accounts.

Type of digital security problem suffered



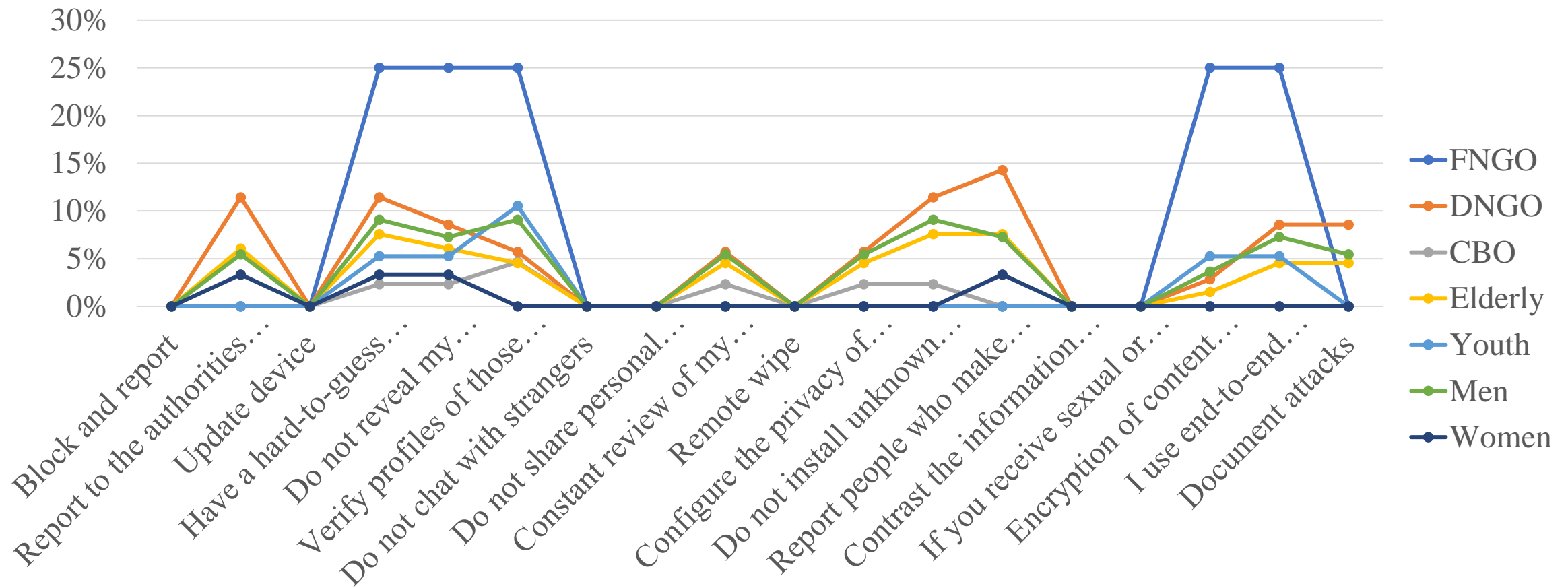
There is a range of digital security problems experienced by respondents, with account theft and reporting social media posts emerging as the most common issues.

Frequency of experienced digital security problems



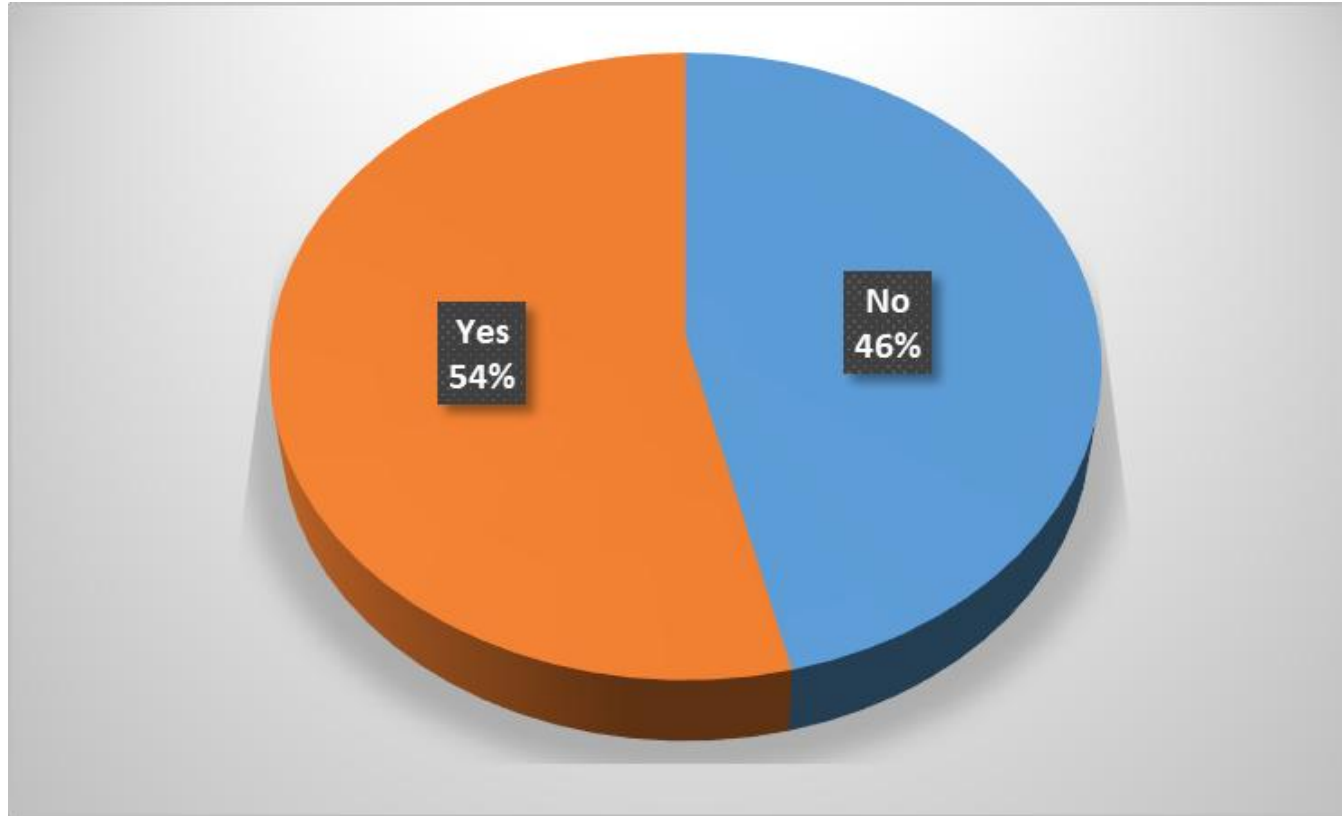
The high proportion of the respondents experienced digital security problems reported that incidents occurred between rarely (once a year) and occasionally (twice a year).

Type of ask CSOs for help on digital violence issues



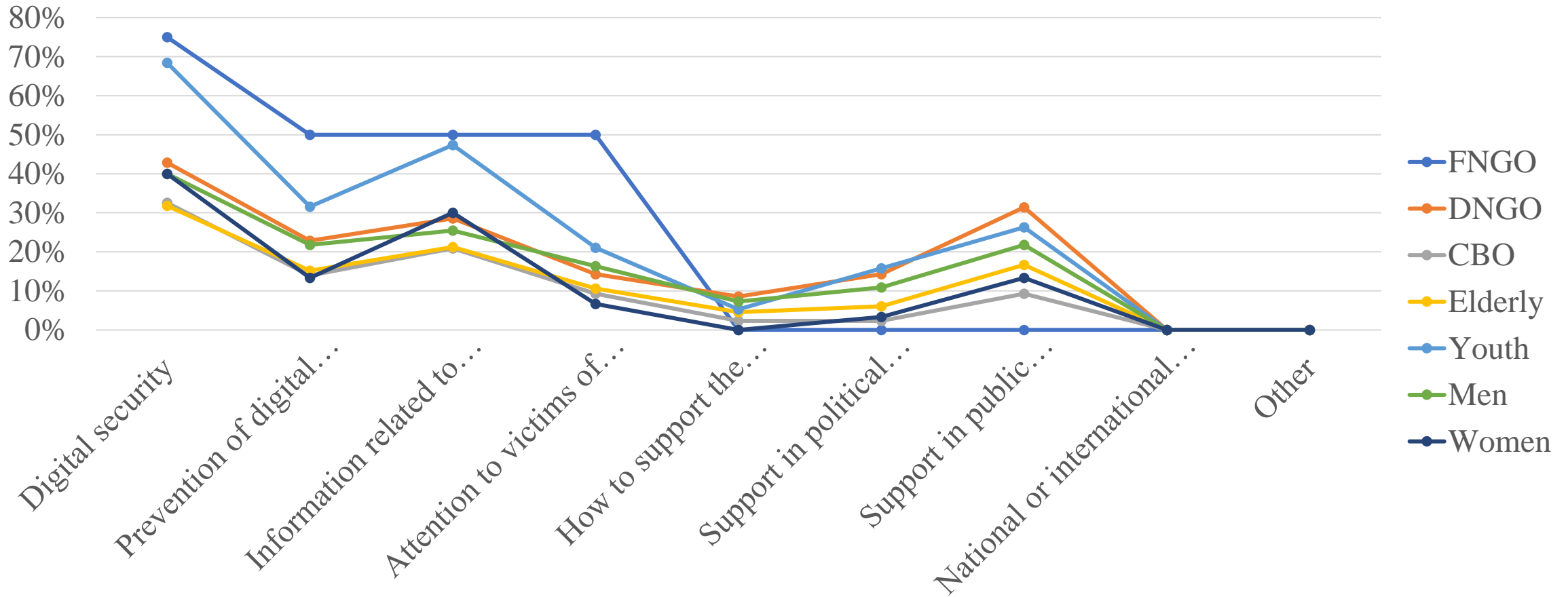
The respondents reportedly revealed that they asked for help from CSOs on these once they are in trouble.

Self-protection Measurement



37 of 80 respondents don't take any action to protect themselves, and 59% of them are CBOs

Kind of digital security practices



A significant proportion of respondents, particularly FNGOs (75%) and youth (68%), prioritize digital security measures.



CSO Digital Capacity

289.33

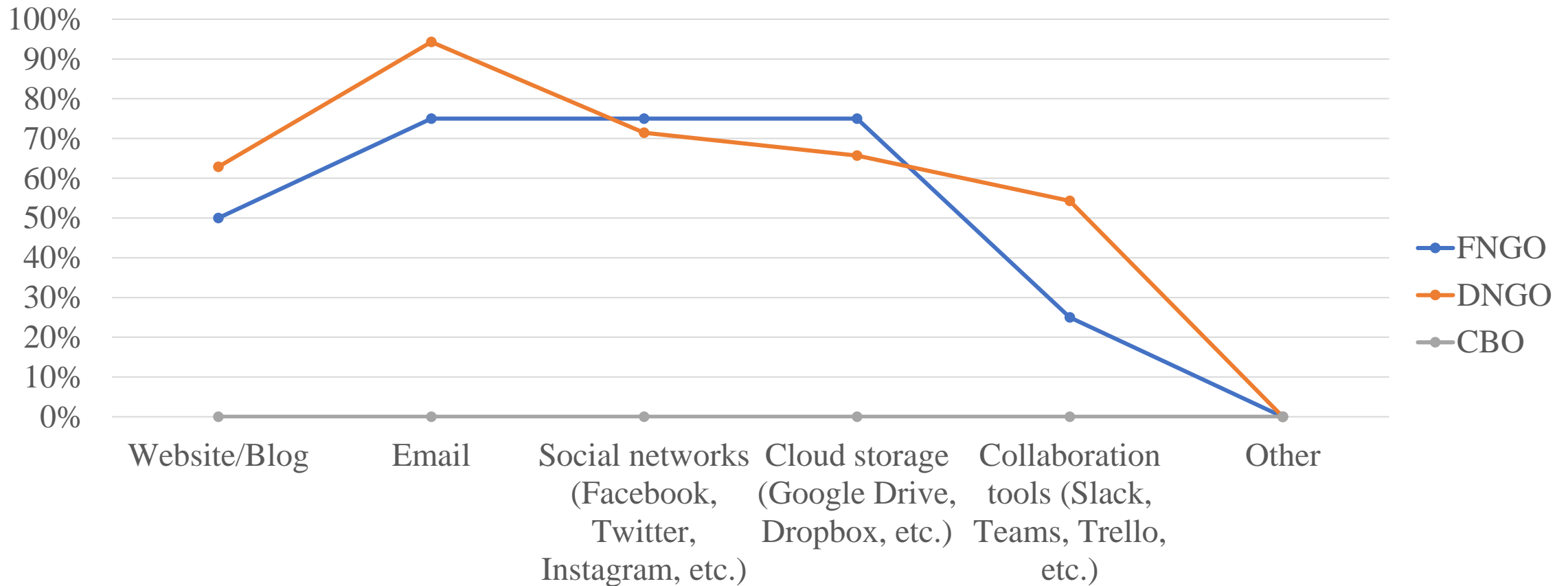
CSO Digital Capacity:

There are significant disparities in digital capacity among Cambodian CSOs. FNGOs and youth tend to have higher levels of digital literacy and skills compared to DNGOs, CBOs, and elderly respondents.

This digital divide can limit the ability of CSOs to effectively use digital tools and platforms to achieve their goals.

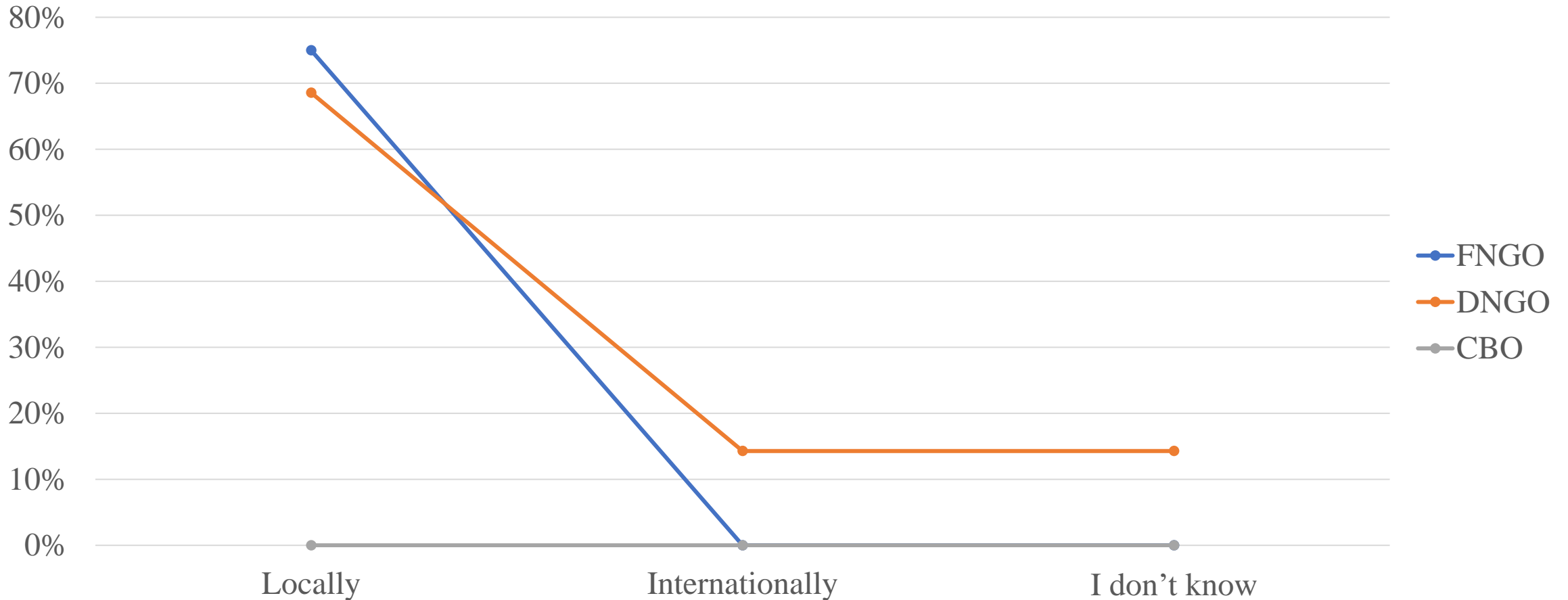


Digital platforms/tools used by CSO



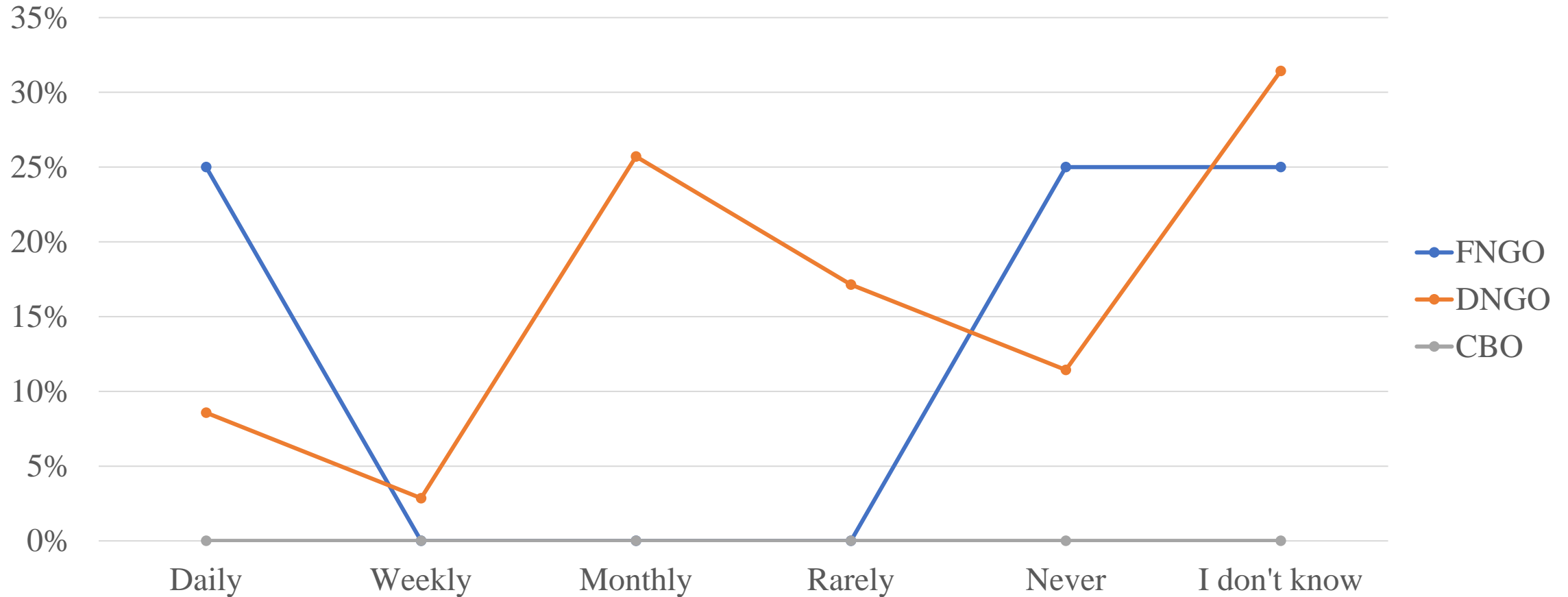
The provided data offers insights into the digital landscape of Cambodian CSOs, highlighting variations in platform usage across different groups. A significant proportion of respondents, particularly FNGOs (50%) and DNGOs (63%), utilize websites and blogs as primary digital platforms.

Website Hosting Preferences



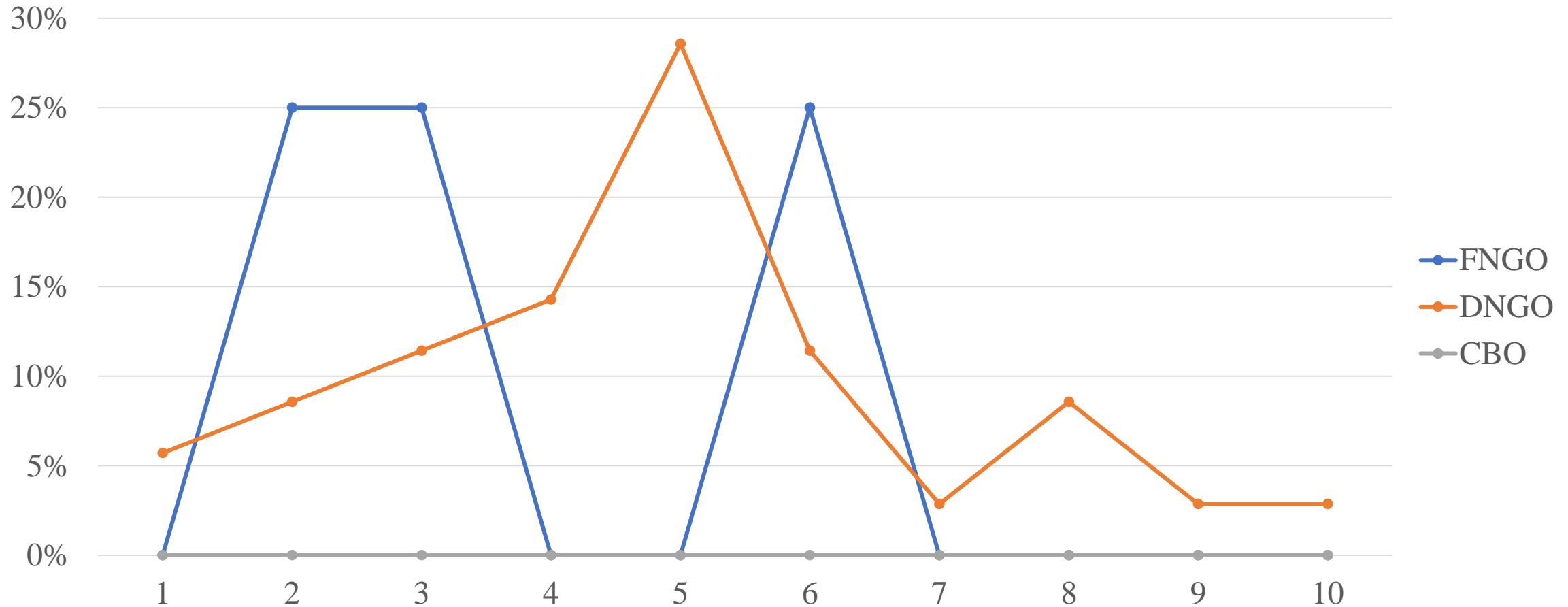
The data reveals a preference for local hosting among Cambodian CSOs, with variations across different groups. A significant proportion of respondents, particularly FNGOs (75%) and DNGO (69%), reported that their organization's websites are hosted locally.

Frequency of digital data back up

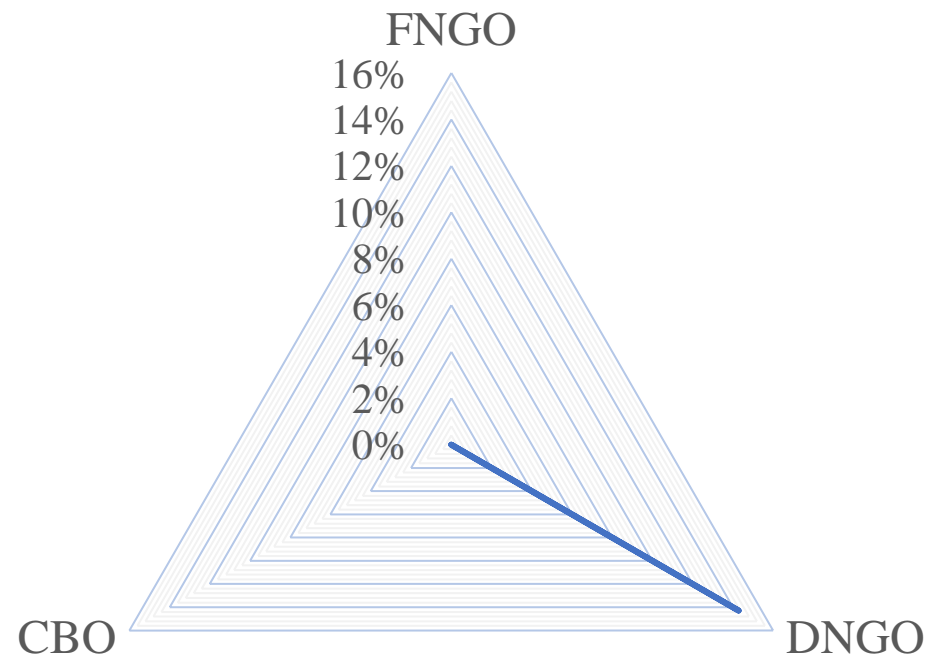


The data reveals a range of data backup practices among Cambodian CSOs, with variations across different groups. A moderate proportion of respondents, particularly FNGOs (25%) back up their data daily.

Perception on organisation's knowledge or handling of digital rights issues



The data reveals a range of self-perceptions regarding organizations' knowledge and handling of digital rights issues among Cambodian CSOs. A significant proportion of respondents, particularly FNGOs (25%) and DNGOs (10%), perceive their organizations' knowledge of digital rights issues as very weak



The data reveals a relatively low level of digital security incident documentation practices among Cambodian CSOs, particularly among FNGOs and CBOs. While DNGOs show a slightly higher rate of documentation, overall, the practice is not widespread.

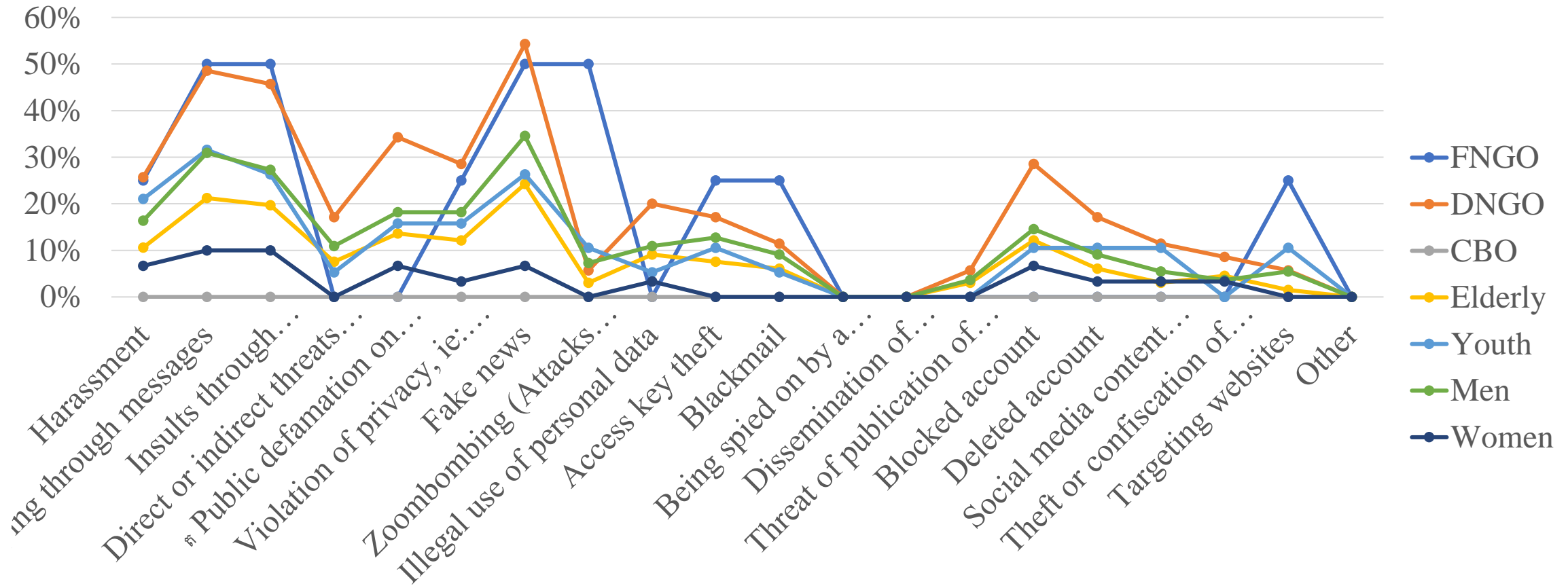
A futuristic digital landscape with a central globe, floating icons of technology and data, and stacks of books. The scene is illuminated with blue and orange light, creating a high-tech, knowledge-oriented atmosphere. The globe is the central focus, surrounded by various digital symbols like a laptop, a smartphone, a satellite, and a network diagram. The background is dark with glowing particles and lines, suggesting a vast digital space. The overall composition is balanced and visually appealing, representing the intersection of technology and knowledge.

Digital Knowledge and Positioning

Digital Knowledge and Positioning:

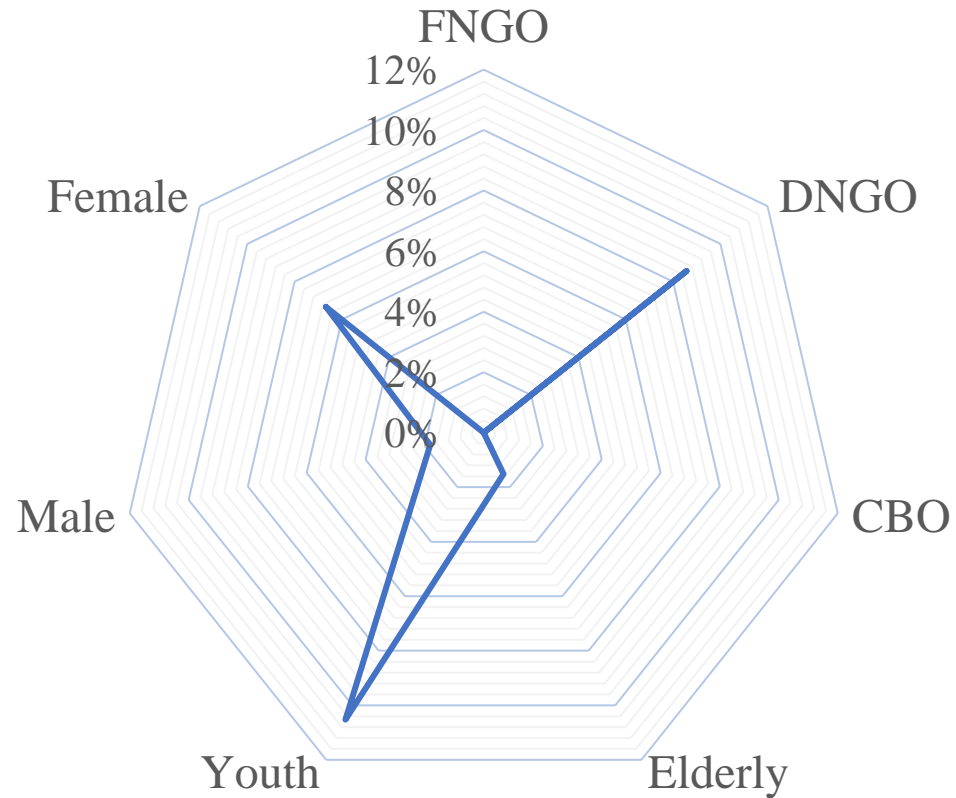
While there is a growing awareness of digital rights and online safety among Cambodian CSOs, there is still a need for further development in this area. FNGOs and youth tend to have a higher level of understanding of digital issues, while DNGOs, CBOs, and elderly respondents may require additional support and training.

Known digital violence cases



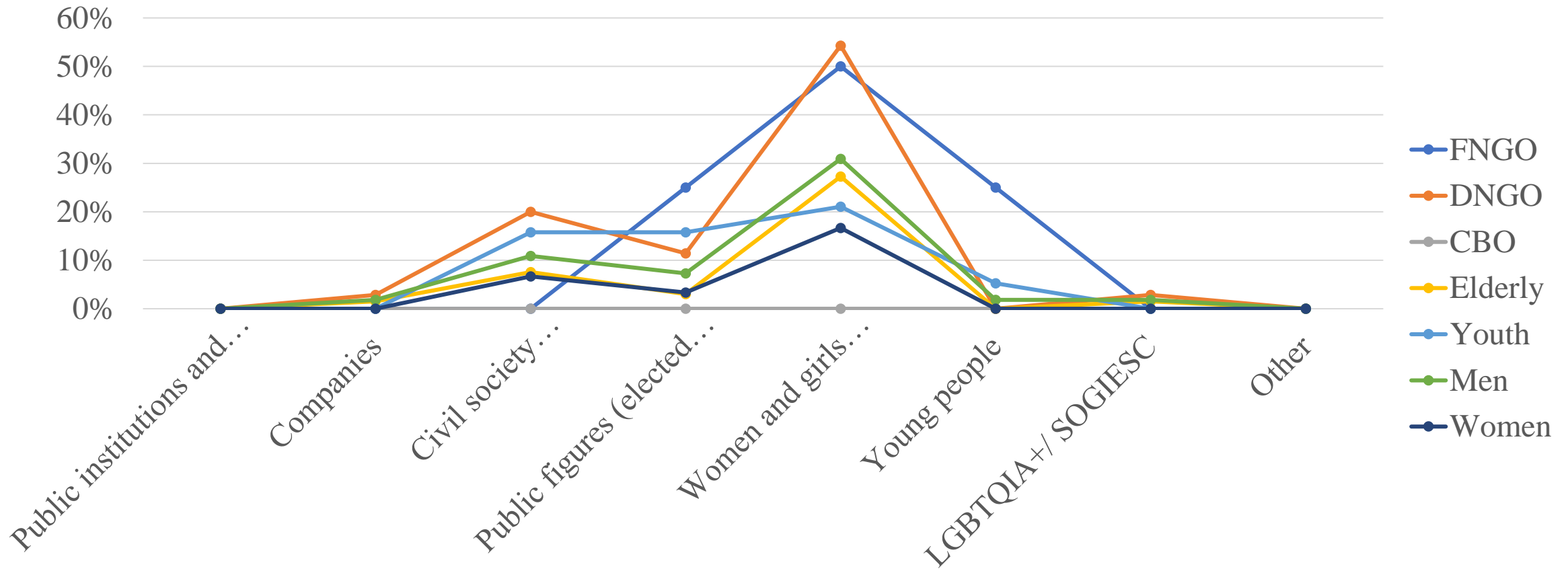
A concerning prevalence of digital violence among Cambodian CSOs, with variations across different groups. A few respondents, DNGO (20%) and FNGO (16%) are aware of digital violence cases in their organization or among the people with whom they are working with.

Knowing how digital violence cases handled



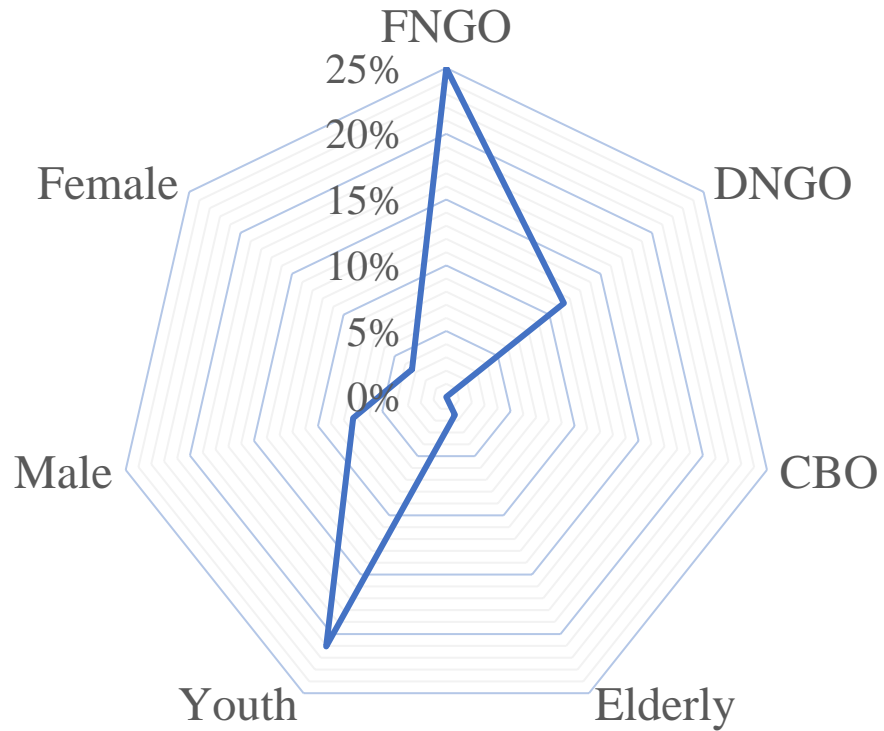
limited awareness of how digital violence cases are handled among Cambodian CSOs. Only a few respondents, DNGOs (9%) and youth (11%), are aware of how digital violence cases are handled.

Target Groups for Digital Violence



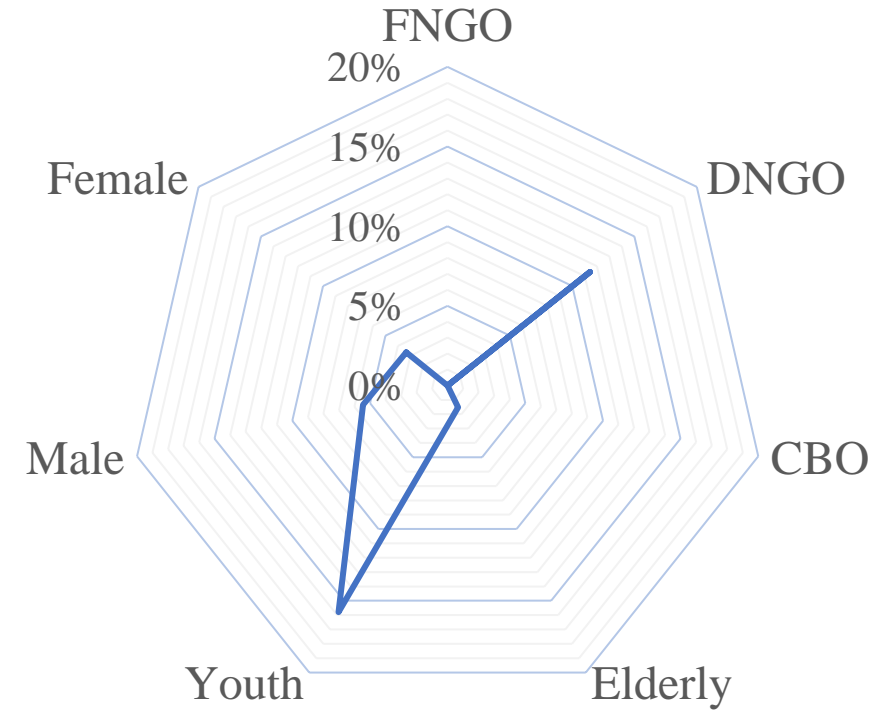
The data reveals a range of perceptions about the most frequent victims of digital violence among Cambodian CSOs. A significant proportion of respondents, particularly FNGOs (50%) and DNGOs (54%), identify women and girls, including women's rights organizations and advocates, as the most frequent victims of digital violence.

Perceptions toward Government Efforts to Combat Digital Violence



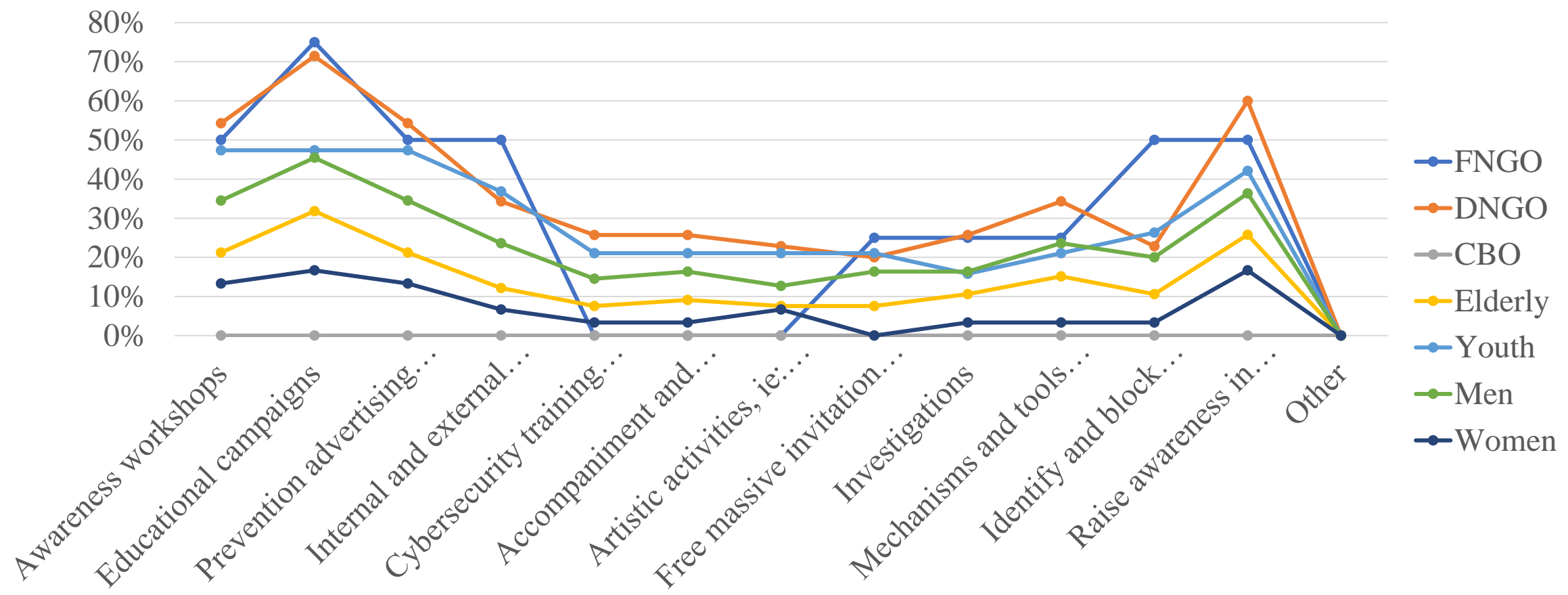
A less proportion of respondents, particularly FNGOs (25%) and DNGOs (11%) perceive that the government is doing enough to prevent and tackle digital violence.

Perceptions toward Government Effectiveness in Combating Digital Violence



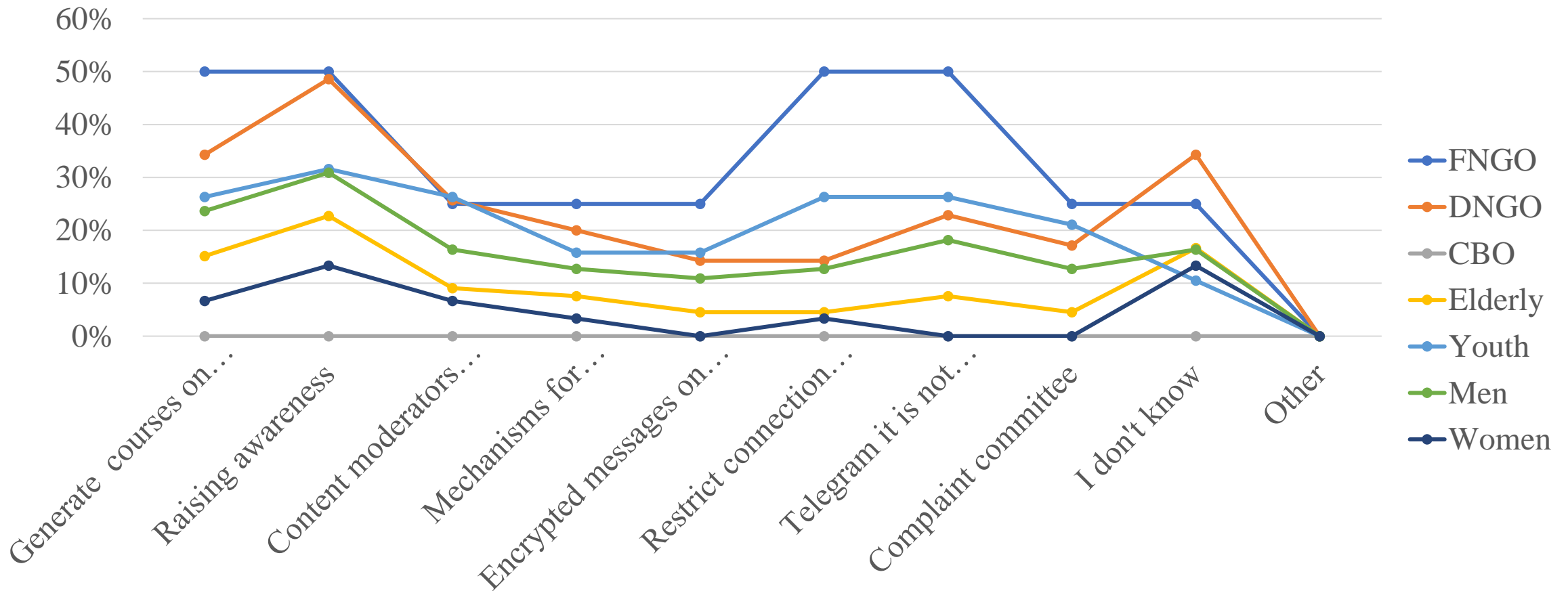
A less proportion of respondents, particularly DNGOs (11%) and Elderly (0%), believe that current policies and regulations are not effective in protecting people from digital violence.

Collective Actions Taken by CSOs to Prevent and Respond to Digital Violence



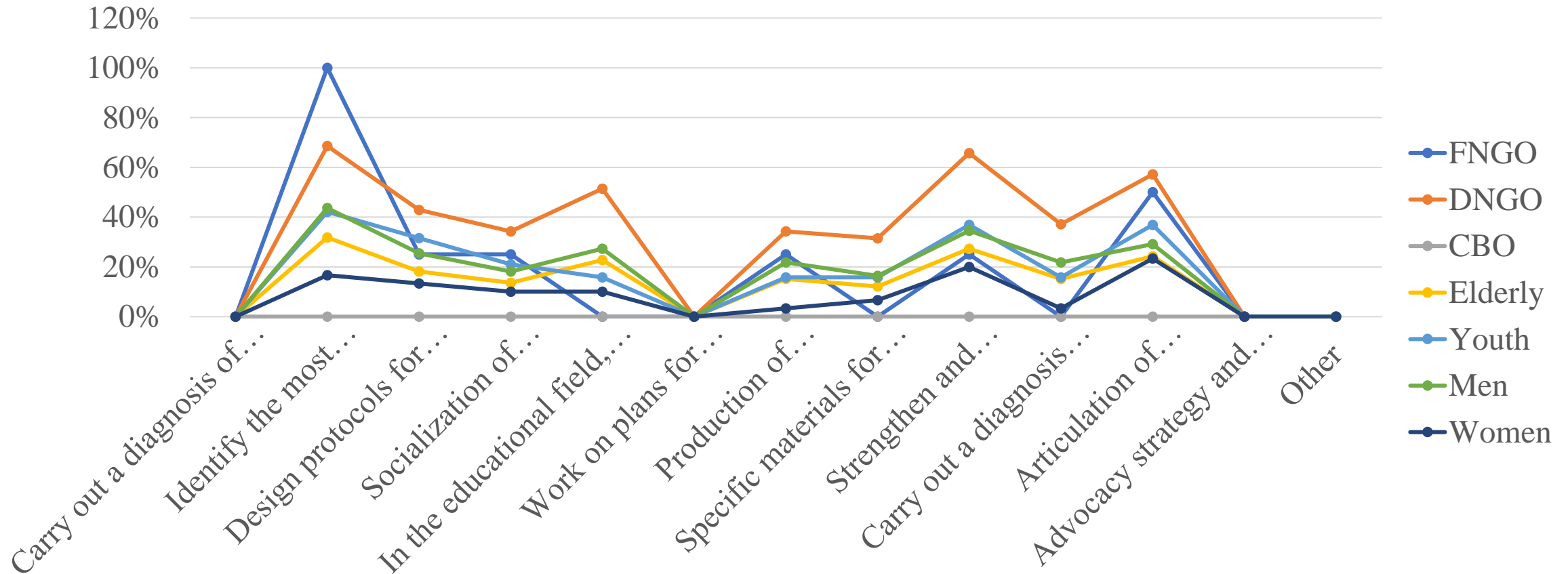
A significant proportion of respondents, particularly FNGOs (75%) and DNGOs (71%), are engaged in awareness and educational campaigns.

Company Strategies to Address Digital Violence



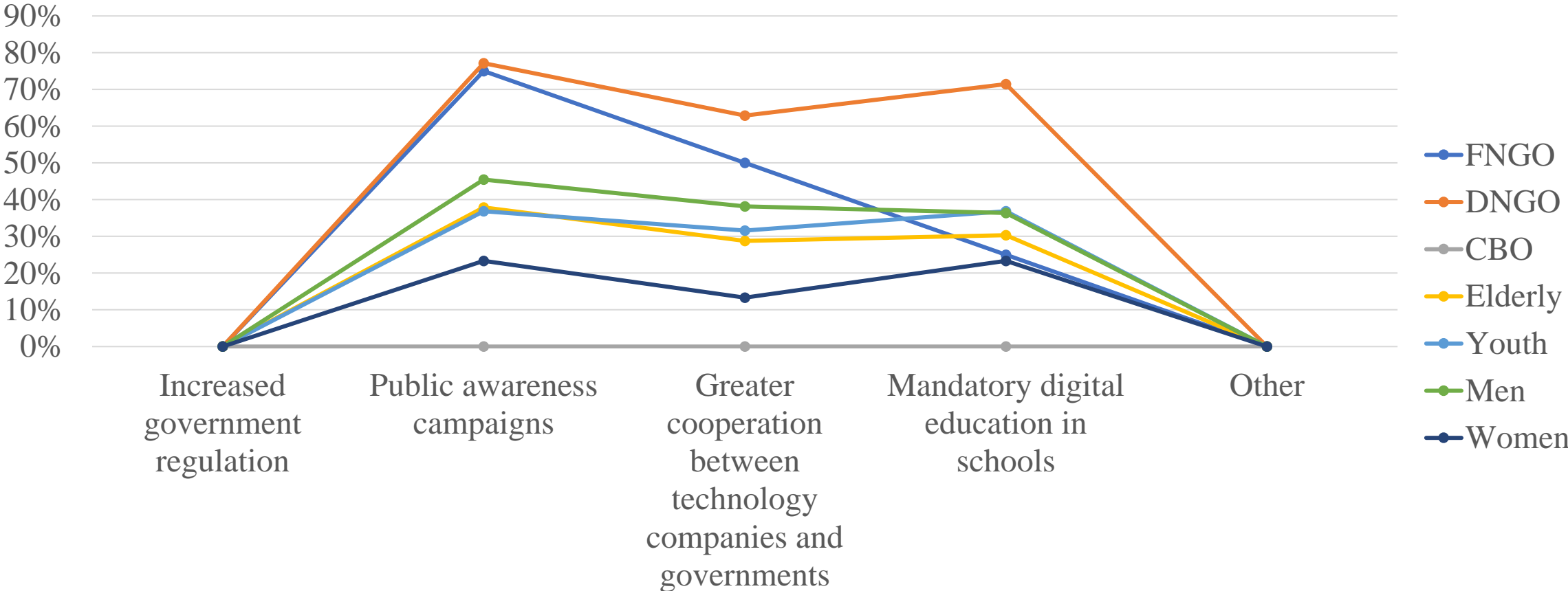
A significant proportion of respondents believe that companies are focusing on raising awareness about digital violence (50%).

Proposed Actions to Raise Awareness About Digital Violence



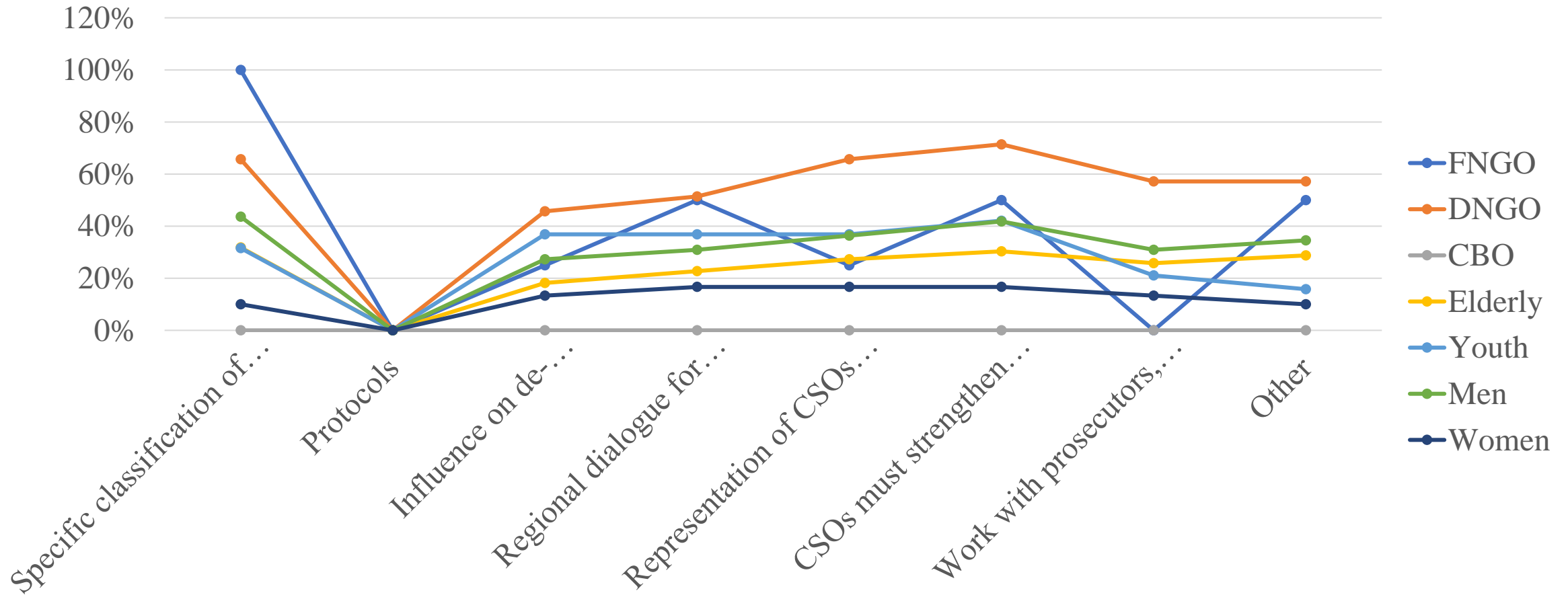
Many respondents highlighted the need for awareness-raising campaigns and educational initiatives, including training for teachers and the educational community.

Proposed Actions to Improve Online Safety



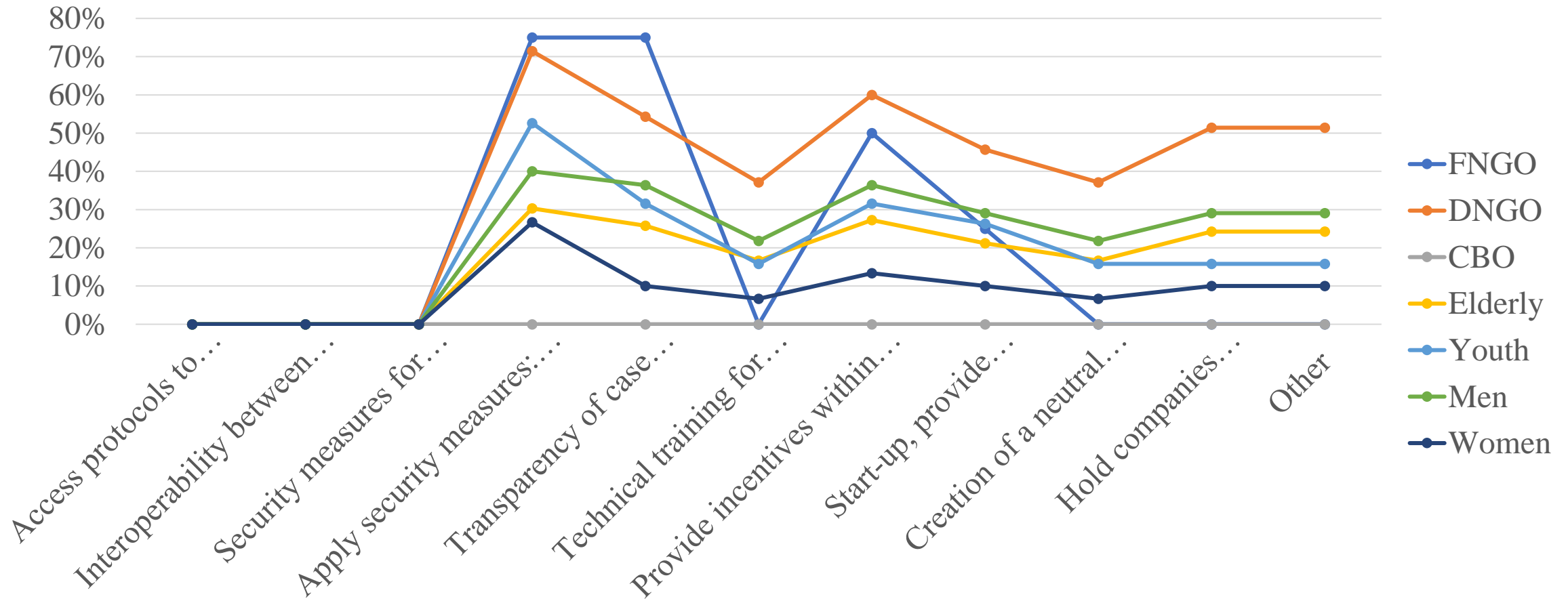
A significant proportion of respondents, particularly FNGOs (75%) and DNGOs (77%), emphasized the importance of public awareness campaigns to educate people about online safety and digital literacy.

Proposed Legal Mechanisms to Address Digital Violence



A significant proportion of respondents, particularly FNGOs (100%) and DNGOs (66%), emphasized the importance of specific classification of crimes on the internet.

Proposed Actions for technology companies to Reduce the Impact of Digital Gender-Based Violence



A significant proportion of respondents, particularly FNGOs (75%) and DNGOs (71%), emphasized the importance of transparency in handling cases of DGBV.

Recommendations

What **recommendations and areas of improvement** do you propose to contribute to the coming digital capacity development of CSOs?

Bridge the Digital Divide:

Expand Internet Access: Advocate for policies that promote affordable and accessible internet access, especially in rural and underserved areas;

Digital Literacy Training: Provide comprehensive digital literacy training to CSOs, covering topics such as online safety, cybersecurity, and effective use of digital tools; and

Technical Support: Offer technical support and assistance to CSOs in setting up and maintaining their digital infrastructure.

Enhance Digital Security:

Cybersecurity Training: Provide training on cybersecurity best practices, including password management, secure communication, and data protection;

Incident Response Plans: Develop and implement incident response plans to address cyberattacks and data breaches; and

Secure Communication Tools: Encourage the use of secure communication tools, such as encrypted messaging apps.

Promote Digital Rights and Combat Digital Violence:

Advocacy: Advocate for strong legal frameworks to protect digital rights and combat digital violence;

Awareness Raising: Conduct awareness-raising campaigns to educate the public about the dangers of digital violence and how to prevent it;

Support for Victims: Provide support services to victims of digital violence, including legal aid and counseling; and (4) **Collaboration and Networking:** Facilitate collaboration and knowledge sharing among CSOs to address common challenges and share best practices.