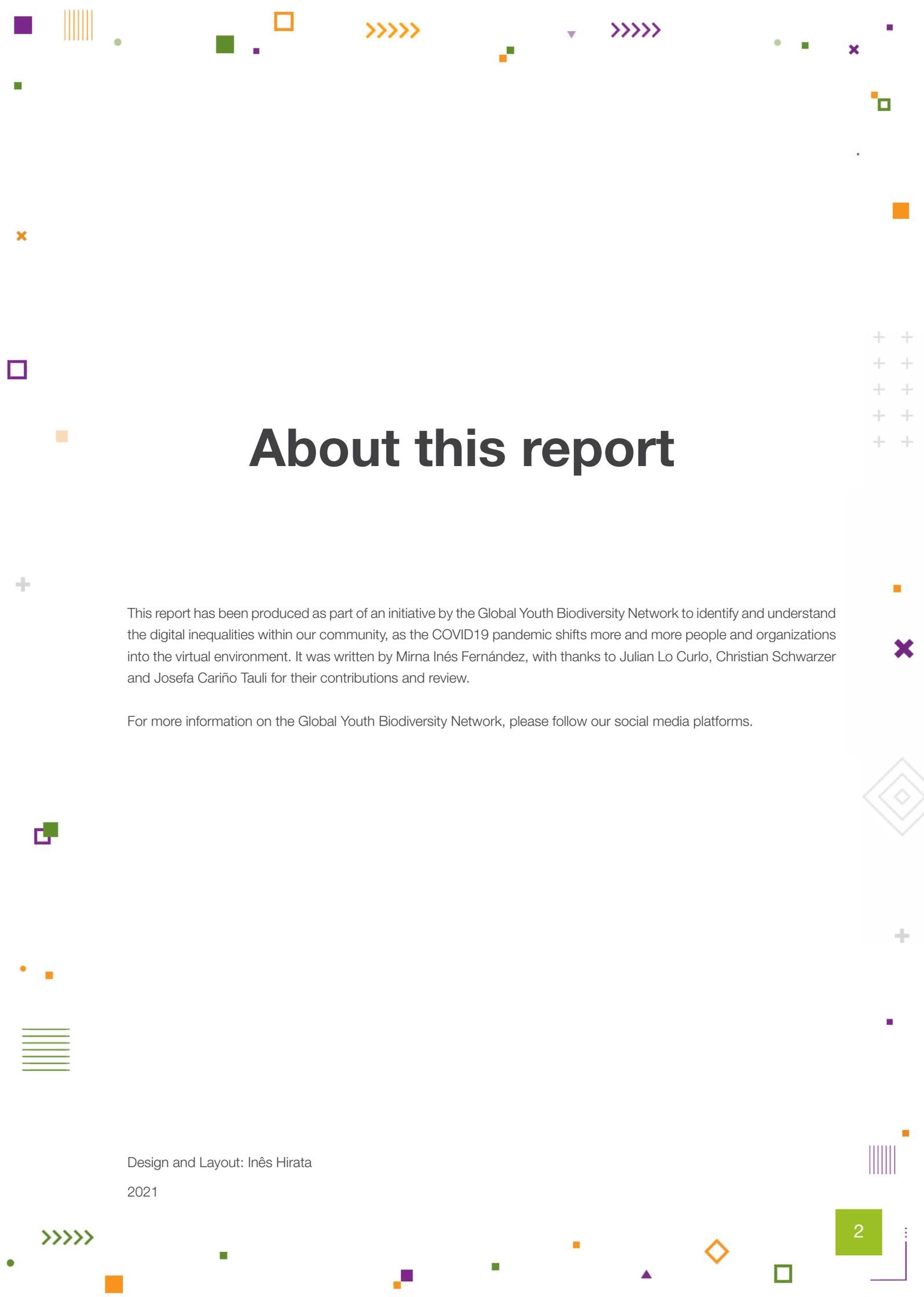


GYBN Survey and Perspectives on Digital Inequalities



2021



About this report

This report has been produced as part of an initiative by the Global Youth Biodiversity Network to identify and understand the digital inequalities within our community, as the COVID19 pandemic shifts more and more people and organizations into the virtual environment. It was written by Mirna Inés Fernández, with thanks to Julian Lo Curlo, Christian Schwarzer and Josefa Cariño Tauli for their contributions and review.

For more information on the Global Youth Biodiversity Network, please follow our social media platforms.

Design and Layout: Inês Hirata

2021

About our community



The **Global Youth Biodiversity Network (GYBN)** is an international network of youth organizations and individuals from every global region who have united together with a common goal: preventing the loss of biodiversity and preserving Earth's natural resources.

As the coordination platform for youth participation in the negotiations under the **Convention on Biological Diversity (CBD)**, GYBN is committed to bringing the opinions and positions of young people into the political process; empowering young people to take action.

As of May 2021, GYBN consists of **50** national and regional **chapters** as well as **602 member organizations**, representing a total of **1,23 million youth** from **172 countries** worldwide.

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1 Summary for Policy Makers

1.1 Outcomes of the GYBN Survey on Digital Inequality

This survey has been the first GYBN effort to identify and understand the digital inequalities within our community, as the COVID19 pandemic shifts more and more people and organizations into the virtual environment. The collected data will help us spread the information regarding the different challenges young people around the globe face when accessing meetings and content online.

From the results of this survey, we can say that there are many aspects of digital inequality within our constituency that need to be addressed to ensure youth appropriate engagement in policy making and related meetings. Some of these are the following:

- **Internet access:** Almost half (40%) of the respondents don't have fixed-line Internet at home, and most of our respondents access online meetings from their mobile.
- **Internet prices and price perception:** More than half of our respondents (57%) pay between 6 and 30 US dollars per month for internet services, but it is important to differentiate internet prices and price perception, as the same amount of money can be cheap in some countries and expensive in others, depending on the cost of living and the average salaries. Most of our respondents stated that internet prices are rather expensive.
- **Network and speed:** Most of the respondents have an Internet connection speed below 100 Mbps, with the majority of responses around 30 Mbps.
- **Video conferencing and chat Apps:** Our survey respondents assessed the accessibility and ease of use of different apps such as Zoom, YouTube, Facebook live, Whatsapp, Telegram and Google Docs. This was important for us as a youth network that works with all of these tools. Some of these are difficult to use for our respondents, or spend a lot of data making their use expensive for them.
- **Most common barriers to access Internet:** When being asked of the most common barriers to access Internet, almost half (46%) of our respondents indicated that Internet data is too expensive for them. The next most common barrier is connection stability, with a significant portion of our respondents (24%) indicating that they have a bad or unstable connection. Other barriers indicated by our respondents were the lack of hard drive space in their mobile phones and the lack of time to spend in online activities.

These results shed some light on the digital inequalities existing within our youth community, but there is a lot more to research and understand, as probably this survey didn't reach the more affected members from our network by the digital divide.

1.2 Reflections on digital inequalities and formal virtual negotiations

It is important to take the challenges related to digital inequalities into account, as they qualitatively and quantitatively impact participation in all forms of interaction that are done online, including negotiations in multilateral fora, such as the CBD.

We believe that it is critical that all relevant stake- and right holders are being fully and effectively engaged in a fair, inclusive and representative way in all the discussions towards the Post-2020 Global Biodiversity Framework. Based on our experience of attending the informal and formal virtual sessions of SBSTTA and SBI, we believe this goal will be impossible to accomplish if the many challenges related to digital inequalities are not seriously addressed. These challenges include:

- Lack of appropriate internet connection, primarily for delegates living in developing countries and rural areas that couldn't participate in the meetings.

- Internet connectivity problems for many delegates, co-chairs and even the CBD Secretariat, on different occasions that affected the speed of the negotiation processes and the reaching of consensus.
- Challenges related to different time zones, with entire regions (e.g. Asia-Pacific) negatively affected from having to attend the sessions in very difficult timings.
- Challenges for non-state actors to interact with party representatives and asking support for their interventions.
- Challenges related to the time limitations of online negotiations, which led many times to having less time for debating important agenda items.
- Challenges for non-state actors being heard to a lesser extent, due to time constraints.
- Time limitations for some party representatives compared to physical meetings, when they can focus only on the meetings that they are attending physically while in a virtual setting they have different work commitments on the side.

If we are to have formal virtual negotiations for OEWG3 and COP15, it is fundamental that these and other challenges related to virtual inequalities are being addressed to ensure that the principles of inclusion are kept at the center of the Post-2020 GBF negotiations. **If many of these cannot be addressed, it should be considered whether the costs of having formal virtual negotiations outweigh the benefits.**

1.3 Our Recommendations on Virtual Negotiations

We strongly recommend that whenever the Post 2020 discussions continue happening in a virtual setting, the Women, IPLCs, and Youth constituencies, as well as Party delegates who reside in areas with unstable or slow internet speeds, should receive special attention regarding Internet access, connectivity and meaningful participation in virtual meetings.

Furthermore, we recommend the following points:

- Provision of funding for data packages per constituency.
- Provision of funding to travel and stay in a place with more stable internet connection, for representatives living in remote areas without appropriate connection.
- Acknowledge the gender bias when addressing digital inequalities.
- Rotation of meeting times to accommodate different time zones.
- Support to perform similar assessments or offer technical and coordination support.
- Effective and meaningful civil society participation in smaller negotiation groups.
- Assign more speaking roles.
- Spaced enough and not too long sessions to prevent online fatigue.
- Continuous interpretation support.
- Ensure adequate representation from all regions in the discussions in order to ensure that meeting outcomes are legitimate.

We think that the CBD Secretariat should perform a comprehensive assessment of digital inequalities for parties and observers, since many of the strategies mentioned above could enhance the participation from all actors alike.

2 Introduction

To identify and understand the digital inequalities within our community, as the COVID19 pandemic shifts more and more people and organizations into the virtual environment, GYBN decided to perform a survey regarding Digital Inequalities.

The survey was launched on our social media communication platforms on November 10 2020. By December 12, we got more than 300 responses from 83 countries.

It is our hope that the data gathered here will help us to spread the information regarding the different challenges young people around the globe face when accessing meetings and content online.

Also, with the ongoing discussions about shifting key meetings on the Post-2020 Global Biodiversity Framework (GBF) to a virtual setting, we want to contribute to this debate with reliable data from our constituency, but also with some recommendations regarding virtual negotiation settings and the need to address digital inequalities to ensure meaningful participation from civil society when paving the road towards a fair and inclusive Post 2020 process.

3 Outcomes of the GYBN Survey on Digital Inequality

3.1. Survey respondents

First, it is important to highlight that most of the responses are from participants under 30 years of age and from urban areas. Therefore, our results show mainly the situation regarding Internet issues for urban youth.

Youth from rural and remote areas are the ones who find more issues with Internet connectivity. This kind of virtual voluntary surveys is, therefore, not much likely to be filled by them, since the limited time they can spend online (if they have any at all) has to be dedicated to their primary duties (school, work, family). The fact that most of our respondents come from a privileged position with regards to connectivity is something to be taken into account when analysing the survey results.



Image:
Word cloud with the countries represented on the survey. The bigger fonts represent countries with more participation

The most represented countries among the survey respondents are Kenya, India, Zimbabwe and Nepal. The number of female and male respondents is almost equal, while we have a very small number of respondents who identify themselves as non-binary or prefer not to share their gender.

3.2. Internet access

Almost half (40%) of the respondents don't have fixed-line Internet at home. This group that doesn't have Internet access at home, depend on their universities, or other places to have it, or simply don't have this access and have to rely on mobile data.

Since mobile data is easier to access, the main barrier to its access is Internet signal. This is still lacking in rural and remote villages, and this survey is not representative for these areas. In any case, most of our respondents can access mobile Internet.

Probably because the costs of the service of fixed-line Internet or the prices of personal computers are rather high, **most of our respondents use their mobiles to access meetings and content online.**

3.3. Internet prices and price perception

Internet prices vary a lot among our respondents, but we can say that **more than half of them (57%) pay between 6 and 30 US dollars per month for Internet services.**

While this price range may seem quite reasonable for many, it is **important to realize that the same amount of money can be cheap in some countries and expensive in others, depending on the cost of living and the average salaries. When we asked how our survey respondents viewed the price of the Internet in their areas, most of their replies state that it is rather expensive.**

3.4. Network and speed

While most of our respondents can connect to at least a 4g network, the speed of their connection varies a lot. We provided the link to an online test of the Internet speed, where they could know their Internet speed in Mbps with one click. We asked the surveyed youth to perform this test and write the results as an answer. While the Internet speed range is quite wide, **most of the respondents have an Internet connection speed below 100 Mbps, with the majority of responses around 30 Mbps.**

3.5. Time spent online

A very small fraction of our respondents (8%) spend less than 2 hours a day online. The answers indicating that they spend 2-4 hours, 4-6 hours, 6-8 hours and more than 8 hours got the same percentage of responses (23%) each one.

3.6. Video conferencing and chat Apps

We asked the survey participants to assess different video conferencing and chat apps according to these options:

a. I can do this but it is difficult

- b. I can do this but it is expensive
- c. I can do this easily
- d. I don't know how to do this
- e. I don't plan to do this
- f. I want to do this, but I can't

The results we obtained for the proposed apps are the following:

- **Zoom:** A bit more than half (55%) of the responses mentioned that they can do it easily. The remaining half of the responses is almost equally divided in the options "I can do this but it is difficult" and "I can do this but it is expensive".
- **Other video conferencing apps:** The responses to this option are very similar to the responses for Zoom, with the main difference that the "I can do this easily" option decreased a bit (49%). This can mean that the respondents don't see much difference between Zoom and other video conferencing apps, and that in any case they find Zoom a bit easier. We didn't specify the other apps since we use mainly Zoom as our default app for video conferencing.
- **GoogleDocs:** Most of our respondents (75%) find this online tool easy, while there is a small percentage (15%) that find it difficult to use. The remaining responses pointed out that they find it expensive, they can't use it or they don't know how it works.
- **Whatsapp:** The big majority of our respondents (87%) find this tool easy to use. Others find it either difficult, expensive or don't plan to use it.
- **Telegram:** The survey results for Telegram are similar for Whatsapp, with the variation that less users (73%) find the application easy to use.
- **Facebook Live:** Many times, we have used Facebook live as a tool to mainstream Zoom webinars or talk shows to a broader audience with a very positive response from our community. It is important to highlight that only about half of our survey respondents (55%) find that they can use this tool easily, while the other half of the responses are split between the ones who find it difficult to use or find it expensive. This makes sense, as Facebook live transmissions cost a lot of data.
- **YouTube:** As with Facebook Live, a bit more than half of the users (59%) can use YouTube easily. A significant portion of the responses (25%) find it expensive to use, while the remaining ones point out that it is difficult or they can't use it.

3.7. Most common barriers to access Internet

The most common barrier for our respondents to access Internet is the price. Almost half (**46%**) of our respondents indicated that **Internet data is too expensive for them.** The next most common barrier is connection stability, with **a significant portion of our respondents (24%) indicating that they have a bad or unstable connection.** Other barriers indicated by our respondents were the lack of space in their mobile phones and the lack of time to spend in online activities.

3.8. Some comments from our respondents and our reflections

When given the opportunity to elaborate on any of their responses or share a general comment regarding digital inequalities, many of our respondents shared some comments that are worth sharing and reflecting on.

The elevated costs of Internet data were one of the most common concerns shared in these comments:

"I really want to participate in most of these online services meeting trainings but to be honest purchasing data in our country is hard because its very expensive, some young people are actually going offline at all because of that"

"Covid-19 has really helped us see how extensive the gap is between various economic classes. Inability to afford data costs has cost people jobs and has hindered their ability to compete for opportunities they would otherwise have access to. It has created a huge divide between the poor, middle class and the rich."

It is important again to highlight that the real price and the price perception are really distant, and the prices that can seem cheap for many of us are extremely elevated in some places with low salaries or high inflation rates:

"The inflation rate here is very high. I spend about 10\$ in Internet and my salary is no more than 60\$ monthly"

Another common concern is space in mobile devices. It is needed not only to download new meeting and videoconferencing applications, but also to keep these constantly updated. Only modern (and more costly) modern devices can overcome this issue:

"Sometimes new platforms require updated versions of software and devices. This can also create complications for people with limited Internet access or to those who do not have a modern device to connect."

Some of the responses pointed out the connection instability issues related to power cuts due to meteorological factors and climate disasters, which are quite common in some developing countries:

"One point I wasn't able to reflect in the answers is that while connection is often fine, there are and can be extended periods where the Internet goes away completely due to problems with the provider, or things like storms and power cuts. Also, while I have a good connection most of the time because those at home rely on it for work, I really don't think this is representative for the rest of the country and I think most in the Philippines won't have the same access, and even worse in rural areas."

Another aspect we didn't consider is that connection is in many cases not continuous, with people being able to connect only during office hours and/or lacking a good connection during high data traffic hours or during night time:

"My Internet is limited during certain hours of the day (6am to 6pm). It is easier for me to attend meetings outside these hours."

"Daytime connection is the most challenging (I am answering this questionnaire at night)"

As we know, this survey is not representative for the people who have the most connection issues. Some responses expressed worries about this and suggested ways to deliver more representative results:

"How will people without Internet access fill in this survey?"

"Maybe this survey will be more informative if disseminated offline."

It is also interesting to see how many members of our network who don't have these problems are starting to become aware of digital inequalities:

"Regarding digital access, I feel like I'm very privileged. However, I never thought that digital inequalities exist. As a privileged member of the digital network, I know how insightful and enjoyable it is, and to know that some people do not have that, makes me anxious and active."

"I experience the best Internet connection while using online activities. But many people around me have to spend more money to fulfil their online needs. Especially for those in a low-middle income and does not even have a smartphone. Nowadays, the Internet is an essential need for doing school. They need to spend both for purchasing a smartphone and Internet data. I hope the government could address these issues seriously which can be done by identifying the people who need it most and supporting them."

Finally, some participants just used the opportunity to thank the intention of getting to know better the digital inequalities within our community. We think that even when we are not sure if we are going to be able to do something to overcome some of these obstacles, understanding these are a good exercise and a first step towards finding solutions:

"Thanks for this survey! So proud to be part of an organization that cares!"

4 Reflections on digital inequalities and formal virtual negotiations

We consider it of crucial importance to take challenges related to digital inequalities into account, as they qualitatively and quantitatively impact participation in all forms of interaction that are done online, including negotiations in multilateral fora, such as the CBD.

We believe that it is critical that all relevant stake- and right holders are being fully and effectively engaged in a fair, inclusive and representative way in all the discussions towards the Post-2020 Global Biodiversity Framework.

Based on our experience of attending the informal and formal virtual sessions of SBSTTA and SBI, we believe this goal will be impossible to accomplish if the many challenges related to digital inequalities are not being seriously addressed. These challenges include:

- **Lack of appropriate internet connection, primarily for delegates living in developing countries and rural areas that couldn't participate in the meetings:** According to The World Bank, only about 35 percent of the population in developing countries has access to the Internet (versus about 80 percent in advanced economies). These "digital divides" in access exist across regions and countries, and such divides within countries have a disproportionate impact on rural communities and the poor. Therefore, the geographic location of the delegates will have a direct impact on their opportunities to attend the meetings.
- **Internet connectivity problems for many delegates, co-chairs and even the CBD Secretariat, on different occasions that affected the speed of the negotiation processes and consensus building:** During the SBSTTA and SBI virtual sessions we could see that many times delegates, that were able to participate, had connectivity problems and missed important parts of the discussions, asking afterwards to reopen already negotiated text. Chairs, co-chairs and even representatives from the CBD Secretariat also faced connectivity problems, demonstrating that these are problems that can affect anyone.
- **Challenges related to different time zones, with entire regions (e.g. Asia-Pacific) negatively affected from having to attend the sessions in very difficult timings:** Many Party representatives raised the point that having the same time slots for the virtual sessions was not fair for the regions that had to connect in very difficult times, such as late after midnight or in the very early morning. Asia-Pacific was one of the most affected regions with the meetings happening at really bad timings for them.

- **Challenges for non-state actors to interact with party representatives and asking support for their interventions:** Lobby opportunities for civil society representatives during physical meetings usually occur during the coffee breaks and meeting in the corridors. With the virtual negotiation setting, it has been very difficult for stakeholders to find spaces to meet negotiators and channel their priorities in an effective way.
- **Challenges related to time limitations of online negotiations, which many times led to having less time for debating important agenda items:** Time limitations of virtual sessions didn't leave enough room to give all of the agenda items the importance they deserve (e.g. Biodiversity Mainstreaming) and it also affected consensus building.
- **Challenges for non-state actors being heard to a lesser extent, due to time constraints:** Based on the experience of the SBSTTA and SBI virtual sessions, we realize that time constraints make it very difficult to allow observers to deliver statements.
- **Challenges related to Party-representatives not being considered full-time working on the negotiations and required to cover both the negotiations and their other daily duties:** Especially for many Parties, but also other actors, with small delegations, negotiators have many other work commitments besides attending formal meetings. Very often, physical meetings offer them a specific advantage as they can focus more exclusively on the meeting, as their travel permission often relieves them - at least partly - from having to cover other daily duties. However, with negotiations taking place in a virtual format, many delegates were not relieved from their other duties and were forced to cover both their regular work commitments and the negotiations at the same time. In some extreme cases, e.g. for participants from the Asia-Pacific region, delegates had to follow negotiations during the night and work on other issues during the day, leading to increased fatigue and exhaustion towards the end of the meeting. And in other cases that we are aware of, Party delegates were not able to participate in the negotiations at all, as it was not possible for them to get relieved of their other work duties.

It is clear that physical negotiation meetings also have challenges and many stakeholders are left behind in terms of funding and travel possibilities. In this regard, virtual negotiations can be an improvement. However, as this experience has shown, **digital inequalities should be addressed in virtual negotiations so that these can actually help levelling the playing field and not create more other obstacles. If this is not done, the already present inequities in physical negotiation meetings will be made even worse.** If we are to have formal virtual negotiations for OEWG3 and COP15, it is fundamental that these and other challenges related to virtual inequalities are being addressed in order to ensure that the principles of inclusion are kept at the center of the Post-2020 GBF negotiations. **If many of these cannot be addressed, it should be considered whether the costs of having formal virtual negotiations outweigh the benefits.**

Below we propose a set of policy recommendations on how to address some of the aforementioned challenges.

5

Our Recommendations on Virtual Negotiations

We strongly recommend that whenever the Post 2020 discussions move to a virtual setting, the Women, IPLCs, and Youth constituencies, as well as Party delegates who reside in areas with unstable or slow internet speeds, should receive special attention regarding Internet access, connectivity and meaningful participation in virtual meetings.

Furthermore, we recommend the following points:

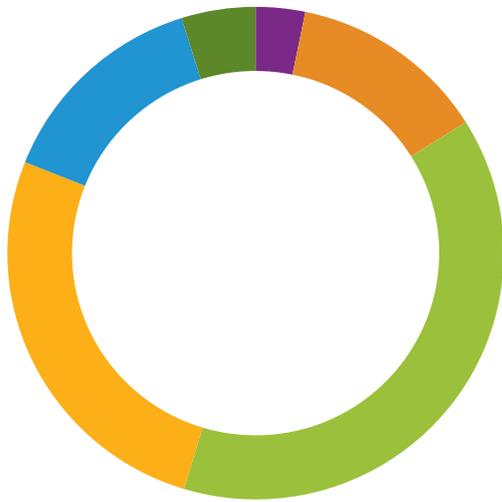
- **Provision of funding for data packages per constituency, so that they can distribute these according to the needs and participation of their members.** Since the means of acquisition of data packages vary a lot from country to country and among different service providers, a thoughtful assessment should be carried out with the focal points of each constituency.
- **Provision of funding to travel and stay in a place with more stable internet connection, for representatives from the above-mentioned constituencies that live away from cities and lack appropriate connection.** This can work like a DSA for physical meetings, something like a “digital DSA”, which can work by nomination from each constituency.
- **It is important to acknowledge gender bias, which is also a big problem regarding digital inequalities.** The high costs of data result in decisions that favor the members of the family with the most income, who are usually men.
- **Rotation of meeting times to accommodate different time zones:** Even when it is understandable that such a measure will be difficult to implement, not doing so would be unfair to many regions of the world.
- **Support to perform similar assessments or technical and coordination support.** The CBD Secretariat could financially support constituencies to perform assessments related to digital inequalities within their communities, or offer technical and coordination support to reach this objective.
- **Effective and meaningful civil society participation in smaller negotiation groups.** Find ways in which smaller group negotiations such as Working Groups or Contact Groups ensure effective and meaningful participation from all relevant stakeholders.
- **Assign more speaking roles:** From our experience with the SBSTTA and SBI informal sessions, it can be difficult to have only one assigned speaker per agenda item with unique login details since internet connection is very often unreliable. To overcome this situation, the CBD Secretariat has been very kind to let our constituency assign 2 back-up speaker names. This is a good practice that could help other constituencies in similar situations.
- **Not too long and spaced enough sessions to prevent online fatigue.** Throughout much of 2020 and 2021, virtual meetings have been a major part of our lives. This has created a new phenomenon known as online fatigue - the tiredness, anxiety, or worry resulting from overusing virtual platforms. Spaced, shorter meetings with enough breaks and free days will allow participants to digest the discussions and new documents properly and allow for more meaningful engagement in the discussions.
- **Continuous interpretation support.** Interpretation must be ensured in all the negotiations and breakout group discussions in all the six UN languages, for official delegates but also for observers.
- **Ensure adequate representation from all regions in the discussions in order to ensure that meeting outcomes are legitimate:** Establishing an appropriate regional quorum and ensuring that it is being fulfilled before taking important decisions. If this quorum cannot be achieved, meeting outcomes shouldn't be considered as legitimate. This has been highlighted by the African Group, when they stated that all SBI CRPs relevant to the GBF should be bracketed and further discussion deferred until a face-to-face meeting can take place. This is because online processes do not allow genuine participation and are therefore not adequate or satisfactory for negotiating substantive outcomes. This statement has been supported by a number of parties and observers.

We think that the CBD Secretariat should perform a comprehensive assessment of digital inequalities for parties and observers, since many of the strategies described above could enhance the participation from all actors alike. It is clear that it will be difficult for all the parties and observers to participate equitably in virtual formal negotiations for many reasons, including the digital divide affecting access to internet connections, connectivity issues, technical capacity and access to technological devices. Therefore, a thorough assessment with party delegates and observers can be something that would deliver more light on this.

We believe that such an assessment would help the CBD community to gain a better understanding of the magnitude of the problem and could generate extremely valuable data to define the potential scope and limitations of virtual negotiations. This would allow a more informed decision as to how the process towards the Post-2020 Global Biodiversity Framework should move forward.

Finally, it is important to remind ourselves that having some delays on the road to the Post 2020 Global Biodiversity Framework is not as bad as keeping the momentum but leaving entire countries and regions behind. And even with these delays in the process, we believe that there is still an obligation for Parties to continue to implement the Aichi Targets, which remain valid until the establishment of the new framework.

6 Full Charts



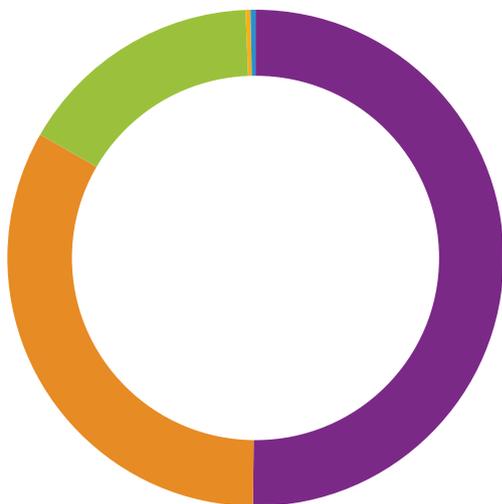
Age

- 15 – 18
- 19 – 22
- 23 – 26
- 27 – 30
- 31 – 35
- 36 or older



Gender

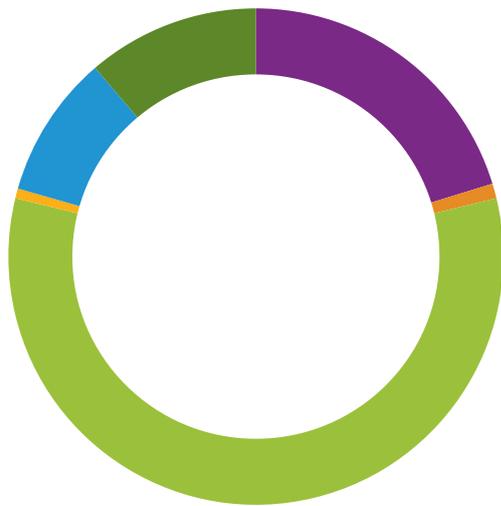
- Female
- Male
- Non-binary
- Prefer not to say



Where do you live?

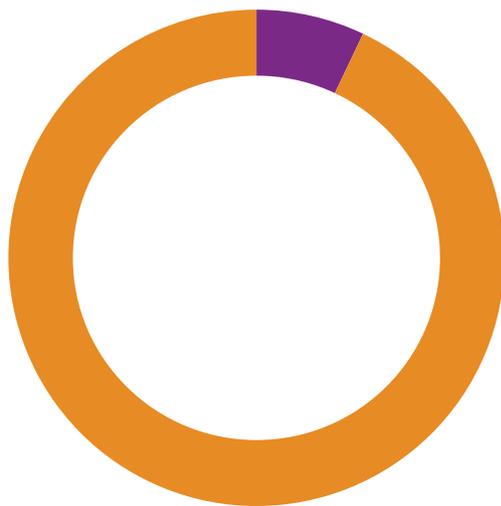
- In a capital city (urban area)
- In a non capital city (urban area)
- In the countryside (rural area)
- Other
- Other (please specify)

1. Do you have access to fixed-line internet?



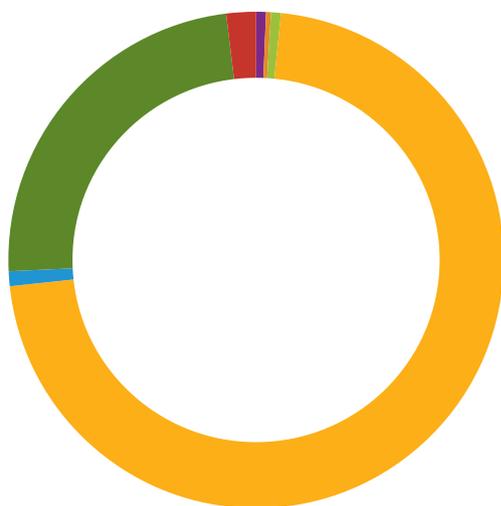
- I do not have this access, but want it
- I have access, but don't use internet
- Yes, at home
- Yes, at home, Yes, in other places
- Yes, but only at my school/university
- Yes, in other places

2. Do you have access to mobile internet?



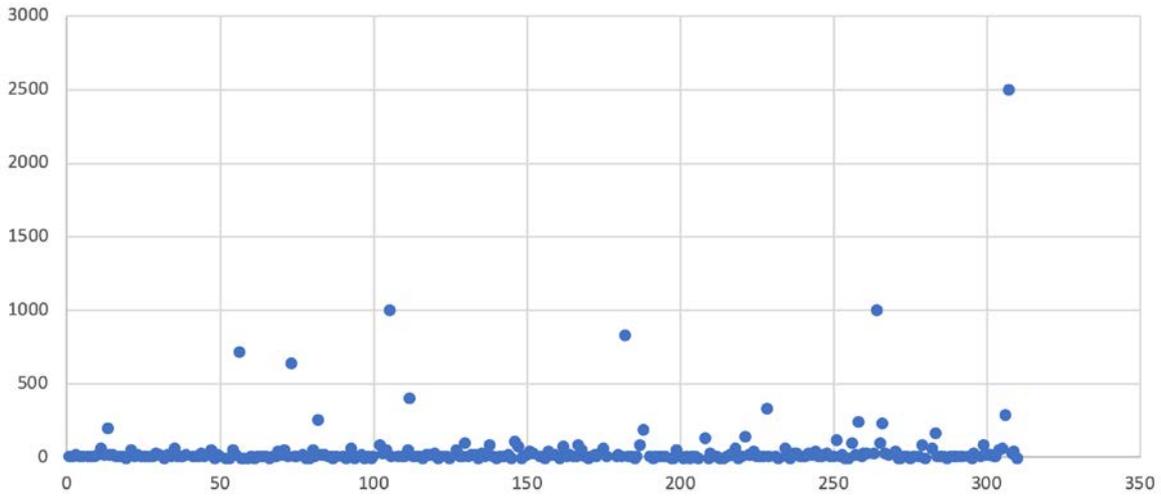
- No
- Yes

3. What is the most common way for you to access the internet?

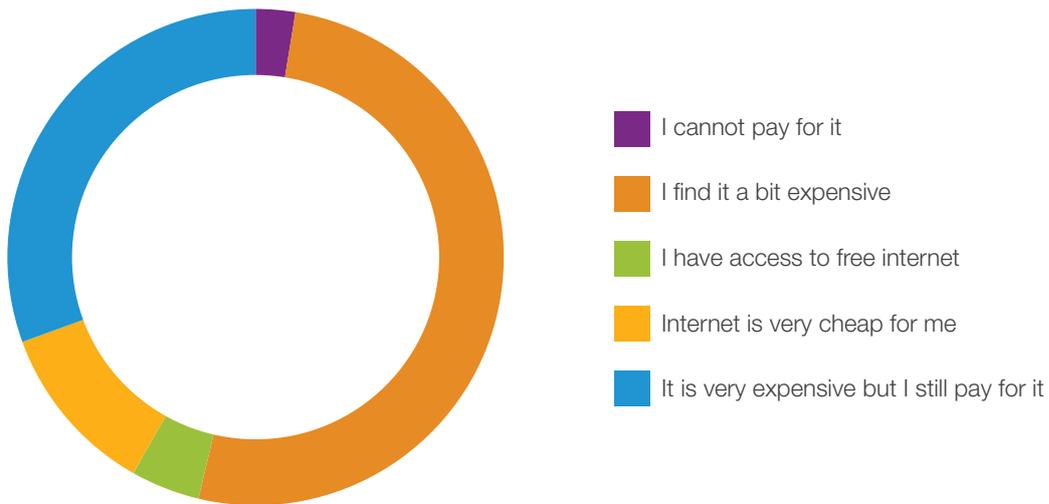


- Apartment/dorm computer
- Computer of a friend or family member
- Internet cafe
- Mobile phone
- Other
- Personal computer
- University

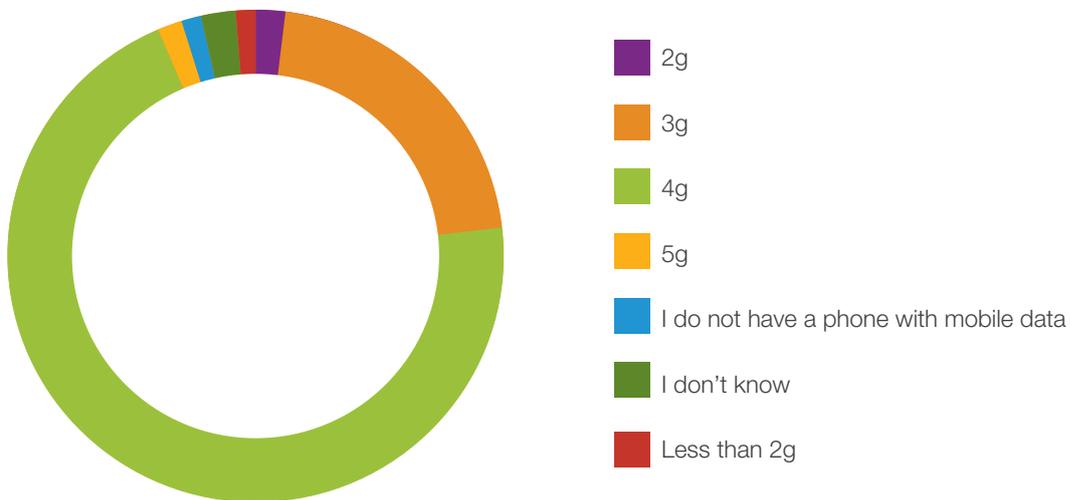
4. How fast is your internet connection? Perform a simple Internet speed test here: fast.com/ and enter your internet speed in Mbps below:



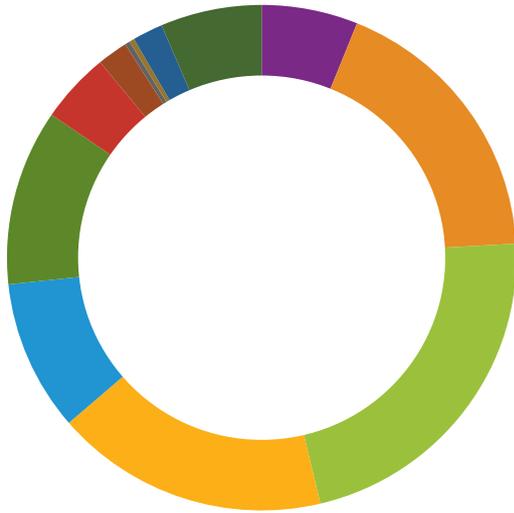
5. How do you view the price of internet in your area?



6. What type of mobile network can your phone connect to?

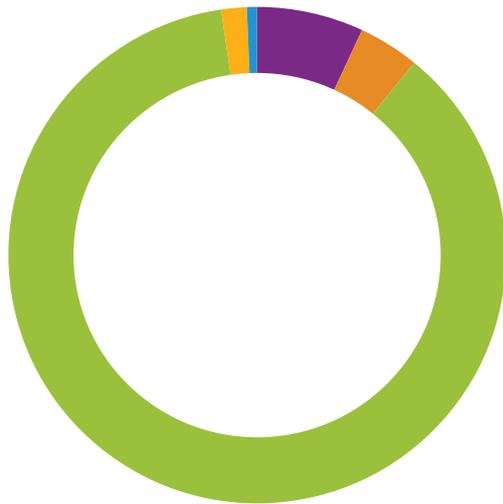


7. Currently, how much do you pay for internet services each month?



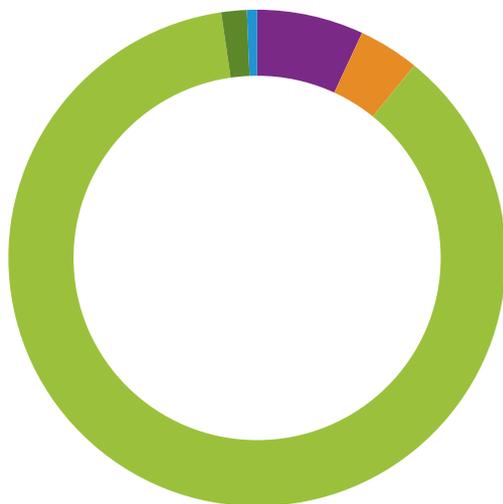
- Under \$5
- Under \$10
- \$11 to \$20
- \$21 to \$30
- \$31 to \$40
- \$41 to \$60
- \$61 to \$80
- \$81 to \$100
- More than \$101/month
- I don't have internet
- I only use free hotspots
- I don't know

8. Please put a check in the appropriate column, next to each applicable online application



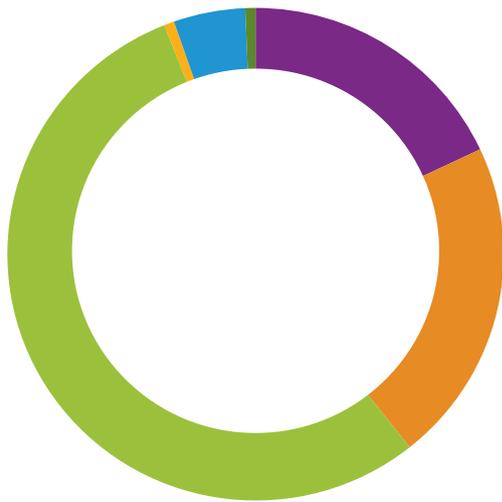
Whatsapp

- I can do this but it is difficult
- I can do this but it is expensive
- I can do this easily
- I don't plan to do this
- I want to do this, but I can't



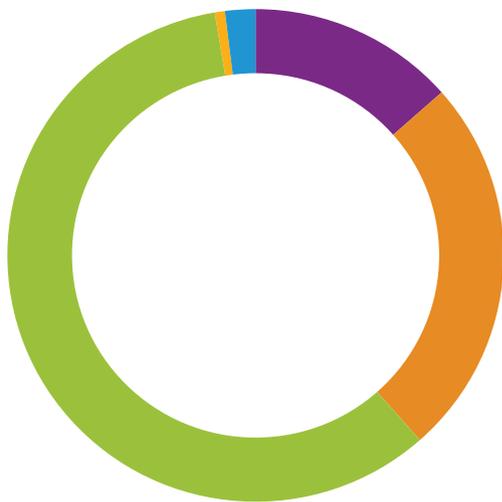
Telegram

- I can do this but it is difficult
- I can do this but it is expensive
- I can do this easily
- I don't know how to do this
- I don't plan to do this
- I want to do this, but I can't



Facebook live

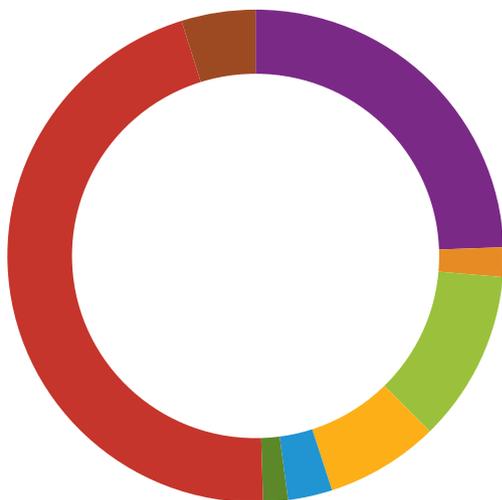
- I can do this but it is difficult
- I can do this but it is expensive
- I can do this easily
- I don't know how to do this
- I don't plan to do this
- I want to do this, but I can't



YouTube

- I can do this but it is difficult
- I can do this but it is expensive
- I can do this easily
- I don't plan to do this
- I want to do this, but I can't

9. What is the most common barrier you experience accessing meetings and content online?



- Bad or unstable internet connection
- I am not tech savvy
- I do not have enough space on my mobile
- I do not have enough time
- I do not like spending too much time online
- I do not understand very well how it works
- Internet data is too expensive
- Other