Women’s Rights Online
A research and policy advocacy initiative on women’s empowerment through the web

Country Report

With support from

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Mission Statement

*Internet Sans Frontières* is a Paris based-NGO that works to ensure that the internet remains a space of freedom, borderless creation and cooperation, as well as a tool for economic, social and political advancement.

The *Swedish International Development Cooperation Agency, Sida*, is a government agency working on behalf of the Swedish parliament and government, with the mission to reduce poverty in the world. Through our work and in cooperation with others, we contribute to implementing Sweden’s Policy for Global Development.

Established by the inventor of the Web, Sir Tim Berners-Lee, the *World Wide Web Foundation* seeks to establish the open Web as a global public good and a basic right, creating a world where everyone, everywhere can use the Web to communicate, collaborate and innovate freely. *The World Wide Web Foundation* operates at the confluence of technology and human rights, targeting three key areas: Access, Voice and Participation.
1. **Background information to the study**

   Internet Sans Frontières, with the support from the World Wide Web Foundation, conducted a study on the use of web-enabled ICT for women empowerment in Cameroon. The study takes place in the frame of a project initiated by the World Wide Web Foundation to understand the current state and dynamics of how, when, and why women use web-enabled ICT and to what extent the great expectations placed in these new tools have had an impact on existing gender inequalities throughout the world, particularly in Africa. The project addresses the 2013 call to action of the ITU Broadband Commission Working Group on Broadband and Gender that includes, among other aims, the integration of gender in national ICT broadband policies, and the initiation of action plans to achieve gender equality in access to broadband.¹

In this context, Cameroon, located in the Central Africa region, is an interesting focal point, to study the inclusion of web-enabled ICT and their impact on women’s rights.

a) **Cameroon Fact-sheet**

Cameroon is a French and English speaking country located at the end of the Gulf of Guinea, neighboring Nigeria in the West, Equatorial Guinea, Gabon, and the Republic of the Congo in the South, Central African Republic in the East, and Chad in North East. The country has a population of 23 344 million inhabitants,² and its two main cities are Yaoundé, the capital located in the Center region, and Douala, the economic heart situated in the Littoral region.

The country’s annual percentage growth rate represented 5.9 percent in 2014,³ a figure driven by the secondary sector and a larger supply of energy and agricultural goods. Cameroon is a low middle-income country, according to the World Bank classification.

The dynamism of its economy has impacted the poverty rate: 39,9 percent of the population live under the national poverty line according to latest data available on the subject;⁴ 13.4 points less than 1996. This tends to suggest that in terms of Millennium Development Goals (MDG)⁵, adopted in September 2000 during the United Nations 55th General Assembly, Cameroon has made progress.

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4. Institut National de la Statistique du Cameroun

71.3 percent of the Cameroonian population is literate, 53.82 percent of the inhabitants are considered urban. The urbanization rate between 2010 and 2015 is estimated at 3.6 percent annual rate of change (1 point less than neighboring Nigeria). The urban population is mainly composed of young males, and the workforce represents 56.5 percent of the urban population. Cameroon’s population is urban and young (62 percent of the population is aged between 0 and 24 years), which is a favorable ground for web-enabled ICT penetration.

b) **Web-enabled ICTs in Cameroon**

The Internet is progressively penetrating the Cameroonian territory: from 5.70 percent in 2013, the Internet penetration rate reached 11 percent in 2014, meaning, that 11 out of 100 Cameroonians use the internet.

Like in a great number of African countries, it appears that mobile phones offer more possibilities than computers to access the Internet: a research conducted in 2013 by Research ICT Africa shows that only 8.5 percent of households had a working computer in their home, and only 1.3 percent had a working Internet connection, while mobile penetration reaches 80 percent of the population, according to the Telecommunications Regulatory Board (TRB).

Until very recently, the lack of competition in the Cameroonian telecommunications market restrained the possibilities of mobile internet, however with the introduction in late 2014 of a third mobile operator and the development of 3G offers, the market is undergoing promising changes.

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6 The definition of *urban* varies from a country to another. In Cameroon, this concept is defined by Law No. 2004/003 governing Urban planning. Thus, according to the law, the concept of urban is defined as an area that covers all towns fulfilling the following three conditions: a concentration of contiguous buildings (Section 4-1.); a population of at least 2,000 inhabitants (Section 4-1.); the presence of activities to promote the improvement of the living environment, economic development and social development (Section 3). – See data from the Worldbank and the University of Sherbrooke: [http://perspective.usherbrooke.ca/bilan/tend/CMR/fr/SP.URB.TOTL.IN.ZS.html](http://perspective.usherbrooke.ca/bilan/tend/CMR/fr/SP.URB.TOTL.IN.ZS.html)


9 Internet Going Mobile: Internet access and usage in eleven African countries [http://www.researchchictafrica.net/presentations/Presentations/2012 percent20Calandro percent20percent20Stork percent20Gillwald percent20Internet percent20Mobile%20and%20Usage%20in%20eleven%20African%20countries.pdf](http://www.researchchictafrica.net/presentations/Presentations/2012 percent20Calandro percent20percent20Stork percent20Gillwald percent20Internet percent20Mobile%20and%20Usage%20in%20eleven%20African%20countries.pdf)


c) **Focus on gender**

Cameroon signed and ratified all the UN instruments related to Gender equality, especially the main ones: the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), and all its additional protocols, as well as the Beijing Declaration and Platform for Action. The latter encourages signatory States to improve women's access to vocational training, science and technology, and provide business services, training and access to markets, information and technology, particularly to low-income women, among other objectives.


The Government adopted in 2003 a *Poverty Reduction Strategic Paper* that included an action plan. One of the objectives was to build capacities of human resources, and integrate disadvantaged groups in the economic circuit, specifically women. To pursue these efforts, the country adopted in January 2015 its first National Gender Policy, which includes the promotion of equal and equitable access for girls and boys, men and women to education, training and information, as well as the strengthening of the institutional framework for the promotion of gender.12

Despite encouraging milestones, the situation of women remains disappointing in the country. Women represent a little bit more than half of the population13 (50.53 percent). According to the *latest UNICEF data*, the literacy rate among females is 76.4 percent, i.e. less than men (85.4 percent) but higher than the global population literacy rate (71 percent).

However, the similarities between men and women seem to end here: the Gender Inequality Index (GII) Value was 0.622 in 2013, ranking Cameroon at the 138th place. Indeed, data from the GII show that women hold only 16.1 percent of the seats at the parliament; and 63.3 percent of the women aged 15 and above participate in the labor workforce, while the figure goes up to 76.7 percent for males in the same ages. The latest report of UN Women Cameroon specifies that two thirds of these women work in the informal sector, characterized by its instability and the non-existence of labor rights. The report goes on to note that, “in rural areas, while representing the main force work, only 4 percent women are land owners.”14

Has there been progress in the empowerment of women in the age of ICT revolution in Cameroon? The present document aims at bringing some answers based on a qualitative and quantitative study, and addressing recommendations to the Cameroonian government.

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2. **General context of women and web-enabled ICTs in Cameroon: The existing gap between policy, law and the impact on women**

The implementation of public policy to facilitate and promote women's access to new technologies in Cameroon relates closely to the country's administrative system which, inspired by the French administrative model, is centralized.

In Cameroon, issues of social and economic status of women are the sole responsibility of a ministerial administration since 1984\(^15\). The Ministry of Women in Cameroon, removed between 1988 and 1997 because of its small financial means, was reactivated in 1997 by presidential decree. Since 2004 the Ministry of Women has become the Ministry of Advancement of Women and the Family.\(^16\)

This ministry is responsible for developing and implementing measures related to the rights of Cameroonian women in society, the disappearance of all discrimination against women, and increased guarantees of equality in the political, economic, social and cultural areas.

The implementation of policies related to women and the internet is shared between two ministries, the Ministry of Posts and Telecommunications, that develops policies for the telecommunications sector, and the Ministry of Women and Family, responsible for implementing policies to reduce gender inequalities.

However, implementation of policies that would promote women's access to technologies seems paralyzed by this dichotomy of ministerial competencies and competing interests.

The total amount of the national budget for 2015 allocated to the general promotion of actions aimed at reducing gender inequalities was USD $3,874,120.\(^17\) The analysis of the expenditure of this ministry suggests that no specific expenditure for the promotion of access to technology for urban women was considered.

The Government of Cameroon issued two ten-year evaluation reports related to the implementation of the action program adopted by the United Nations at the Fourth World Conference on Women in Beijing in 1995. The agenda already included, in 1995, objectives on the promotion of women's access to new information technologies.\(^18\)

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15 In 1984, on the eve of the second World Conference on Women in Nairobi (1985), the Ministry of Women (MINCOF) is created by Decree No. 1984/29 of February 4, 1984, probably to mark the growing government interest in the issue of the status of women and respect International commitments of the decade (1975-1985).

16 Decree n° 2004/320 of December 8, 2004 related to the organization of the new Government


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The analysis of these reports provides a summary of government policy in the period 2005-2015 in terms of public policies for promoting women's access to new technologies. The analysis shows that recognition of the problem of access to new technologies for poor women from poor social background is mostly absent.

In the first report of the Cameroonian government in 2005, no specific action policy to promote access to technology for women in urban areas is mentioned. However the creation of community telecentres in rural areas is underlined in the report sent to the UN. These telecenters, which aimed to popularize and develop access to new telecommunications, concern the entire population, men and women, and number 112 today.

In 2009, the Government published a roadmap document containing the strategy and priorities for the Emergence of Cameroon by 2035. The place and role of the women is one of the central preoccupations: indeed, social and economic empowerment of women, and equal access to professional opportunities and political roles are among the top priorities of the strategy.

The Growth and Employment Strategic Paper, designed by the Government with inputs from citizens, civil society, private sector and development partners, also includes as a priority the issue of gender, focusing on the reduction of violence against women, and assistance to women in target sectors.

Cameroon adopted in 2008 its National policy on ICT based on 12 pillars (priority policies):
- Developing Human Resources
- Improving the legal, regulatory and Institutional framework
- Enhancing the rule of law and sovereignty
- Telecommunications infrastructure
- Network and Internet development
- Using ICT to develop social sectors
- Modernizing the public
- Developing an ICT industrial and services sector
- Promoting a competitive economic sector
- Valorizing and promoting scientific, cultural and economic heritage
- Intensifying cooperation and establishing partnerships
- Controlling costs and financing

The 6th Pillar (using ICT to develop social sectors) is based on several strategies, including the promotion of the training of women in aptitudes, skills and competences in the economy and knowledge-based society. This is the single reference to gender in the document.

Paragraph 55 of the Beijing Action Plan: «Particularly in developing countries, the productive capacity of women should be increased through access to technology, information, technical assistance and training so as to raise their income ».


To implement this National Policy, two main laws, and their subsequent decrees, were adopted. The Law n°2010/013 of December 21, 2010 governing electronic communications is the reference text for ICT in Cameroon. It promotes in its Section 4 the “Universal service”, i.e. access to ICTs for all, without discrimination. The Telecommunications Regulatory Board (TRB – ART in French) is in charged, among other responsibilities, with ensuring the non-discriminatory access to ICT in Cameroon.

While the development of telecommunications is precisely defined, and the objectives clearly stated, none of these papers intersects this issue with gender.

This absence is even more evident in the second piece legislation related to ICT, adopted following the publication of the National Policy: the Law n°2010/012 on cybersecurity and cybercriminality, which defines offenses committed through the use of ICT, and aims at protecting fundamental rights of the individual in the digital age. In its section 74, the law protects privacy and sanctions violations of it. The text represses offenses against children, particularly fights against child pornography, and also has provisions to repressing same sex sexual solicitations through the ICT.

But gender based violence (GBV) is not specifically considered in the legislation, and there are no provisions to criminalize online violence, harassment or stalking. According to research conducted as part of this study, this does not mean that GBV through ICT does not exist in Cameroon: this survey, the detailed results of which will be outlined later in this paper, shows that not less than 17 percent of the women interviewed have experience harassment while using their mobile or Internet, compared to 11 percent of the men. Moreover, according to the National Statistics Institute of Cameroon, more than half of the women in the country are or have been subject to physical violence, and that the latter is more frequent among women and girls in urban areas.

The cybercrime law also contains broad provisions allowing for the interception of communications (section 49), mandating the retention and storage of traffic data (section 25), and placing obligations on network providers to assist in intercepting and storing electronic communications (section 47), all of which undermine the privacy of internet users, including women.

Cameroon has not set clear and figure based goals in the ICT and gender sector. Paradoxically, this has not prevented the government from implementing ambitious policies and programs to help women profit from the opportunities of the digital age, and thus help reduce inequalities that affect this group of the population.

The second report submitted in 2015 to the UN under the Beijing Plan of Action stresses on the implementation of a technology-training program for 100,000 women.

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National-level review of implementation
In 2002, under the patronage of Cameroonian First Lady, Chantal Biya, and with the support of the Ministry of Finances and Ministry of Promotion of Women, the African Informatics Institute of Cameroon (IAI-Cameroon), Cameroon launched “Operation 100 000 women/Horizon 2012”: the aim was to train 100 000 women from all social and professional backgrounds, all over Cameroon, in the use of ICTs. A Yaoundé-based publication dedicated a special issue to the operation. One of the articles details: “Seminars were held throughout the national territory. They were structured into several sessions lasting four weeks each and one-month interval. The hourly volume was 40 hours at 2 hours per day. However, in remote areas and remote, trainings have been scheduled for duration of 4 hours per day over a period of two weeks. (…) The Trainings focused on four main modules: Getting started with the PC; Word Processing (Word I); Spreadsheets (Excel I); Internet (Level I).”

As of 2012, **103 350 women had been trained.**

In addition to this ambitious program, the country has recently announced that the existing centers for the promotion of the women (CPW), which lead training activities and technical capacity building in various sectors (ICT, agriculture, hostelry, management, etc) for the insertion and economic reintegration of women and girls, will be connected to the internet. Indeed, the Ministry of Posts and Telecommunications, in charge of the ICT policy of Cameroon, and the Ministry of Promotion of Women and Family, signed an agreement to equip these centers, disseminated throughout the country, with computers and high-speed internet.

In 2012, the Ministry of Women conducted a quantitative study throughout Cameroon to assess the efficiency of governmental training programs in CPW. The Ministry kindly accepted to share certain critical information for the purpose of this report. Its Direction for the Economic Promotion of Women and Family covered the 91 centers disseminated in the 10 administrative regions of Cameroon. The study assessed particularly the number of women trained, in what they were trained, and the number who were recruited or started an economic activity after the training program between 2004 and 2011:

- 10,846 women and girls were trained in the centers
- 32% (3494) of these women and girls received training in ICT
- 13% of these women and girls were considered economically integrated after the end of their training program. It is not precisely known in what sector they found economic opportunities (ICT, agriculture, hostelry, other)

According to the study by the Ministry of Women, **training in ICT is among the most requested by women and girls in CPW. This interest strongly suggests that there is truly a potential for economic empowerment of women through ICT**, if there is an appropriate training. To this extent, the Direction for the Economic Promotion of Women and family recommends that the Ministry “organizes seminars for Directors of CPW in order to stimulate their creativity and dynamism.”

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http://www.unwomen.org/~/media/headquarters/attachments/sections/csw/59/national_reviews/cameroon_review_beijing20.ashx

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Cameroun: La centaine de Centres de Promotion de la Femme et de la famille sera connectée à l’Internet [http://www.investirauacameroon.com/telecom/1208-6601-cameroun-la-centaine-de-centres-de-promotion-de-la-femme-et-de-la-famille-sera-connectee-a-l-internet](http://www.investirauacameroon.com/telecom/1208-6601-cameroun-la-centaine-de-centres-de-promotion-de-la-femme-et-de-la-famille-sera-connectee-a-l-internet)
Reading this assessment, one would be tempted to conclude that empowerment through the ICTs is a reality in Cameroon. Several actors interviewed for the study do not entirely share the conclusion.

Delphine Nana is the president and general coordinator of the Female Center for the Promotion of the Development (CEFEPROM), and she represented Cameroon at the 1995 Beijing Conference on Women. As a member of the National Agency for ICT (ANTIC) for civil society, she notices that there is a gap between the current and encouraging efforts, and their real impact in the lives of the women, which probably lies in the insufficient follow up on the skills learnt by the women. Indeed, digital literacy remains a problem. This information is confirmed by our survey (for 26 percent of the women, the main reason for not using the internet more often is that they don’t know how to use it). The Ministry of Women seems to share this assessment: in the study mentioned above, the Direction for the Economic Promotion of Women and Family notes that “Directors of centers for promotion of the women and family were instructed to ensure the follow-up of women and girls trained, in order to have more precise data on the professional and economic integration rate.”

Delphine Nana notes another hindrance that prevents women from unleashing the potential of web-enabled ICT: the energy issue, as Cameroon is subject to frequent power cuts.

Marie Mballa Biloa, president of the Association of Bayam Sellam (street vendors) of Cameroon, confirms that current efforts may have not fully addressed the issue of digital literacy. She adds that another important hindrance that prevents women from using more the Internet in Cameroon lies in the price: “internet is still a luxury for many women and families in Cameroon.”

The possible explanation of this gap between governmental efforts, and their real impact is financial. In its 2015 review of the Beijing Action Plan implementation, the Cameroonian government admitted that, “Insufficient resources lead to policies that do not have a grip on reality and are limited to mere intentions.” With the rise of the Boko Haram threat, which mobilizes resources of the country, finances will undoubtedly remain a subject of concern.

Nevertheless, Cameroon can count on its resourceful and innovative civil society to take action where the State can seem slow to deliver results. The CEFEPROM, for instance, just launched Gender TV, a web-TV that aims at disseminating information on women’s rights, and ICTs. But there are other organizations, such as the Africa IT Women, whose co-founder, Axelle Nzia, participated in this study. Africa IT Women specifically targets young women, who have some tertiary education, whether they are employed or not. The programme provide young women and girls with training in IT languages, they have a mentoring program that links girls with other women who have succeeded in the ICT field, in order to help demanding girls design and implement a business project developed thanks to ICT in an incubator (in Douala, ActivSpaces).

Unfortunately, the breathing space of these organizations is proportional to the financial means they have, i.e. very limited.

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http://www.unwomen.org/~/media/headquarters/attachment/sections/csw/59/national_reviews/cameroon_review_beijing20.ashx
3. **Study Methodology**

**Survey methodology**
The World Wide Web Foundation commissioned Ipsos MORI to conduct a household face-to-face survey in urban poor residential areas in 10 countries. The survey was conducted in the capital cities or main economic hubs of each country which included: Cairo, Egypt; Bogota, Colombia; Jakarta, Indonesia; Kampala, Uganda; Lagos, Nigeria; Manila, Philippines; Maputo, Mozambique; Nairobi, Kenya; New Delhi, India; and Yaounde, Cameroon.

A quota sample of 1,000 face-to-face interviews was completed with 250 men and 750 women between the ages of 18 and 60 living in urban poor areas. The focus of the data collection was on women, hence the larger sample of women and smaller sample of men. The latter – albeit relatively small sample – is useful for comparative purposes and to provide indication of the gender gap in ICT and internet use in each city.

**Qualitative case studies**
In addition to our survey research, we designed and conducted qualitative research which included:
- Interviews with senior officials from the Ministry of the promotion of women
- Interviews with senior officials from the Ministry of Communication
- Interviews with senior officials from the Ministry of external relations
- Interviews with senior representatives of the police in Yaoundé
- Interview with UN Women country office in Cameroon
- Interview with a Magistrate of a Tribunal in the Western region
- Interviews with prominent women actors from civil society organizations
- Interviews with a prominent political figure in Cameroon
- Discussions with women member of the Cameroonian street vendors association
- Discussion with a media professional in Douala
- Interviews with lawyers in Cameroon

The team tried as much as possible to conduct the qualitative study among women, from various social and economic backgrounds, educated or not. It seemed to us that women would be more conscious of the inequalities affecting their group.

The qualitative research was intended to:
- a) Compliment the survey data through narrative and ethnographic techniques,
- b) Dig deeper into specific topics identified as priorities by country partners,
- c) Lend greater qualitative insight into the priority policy issues for women’s rights online.

4. **DATA ANALYSIS AND DISCUSSION OF FINDINGS**

Cameroon has put efforts to lower the digital gap in its population, specifically between men and women. While on the paper results seem astounding, it is interesting to see how these actions translate into effective change.

Precisely, have the 103,350 women trained to use ICT by the IAI impacted positively empowerment of women from urban poor areas of the country? Or are there other factors that should be taken into account when drafting policies?
The survey conducted in 2015 in Yaoundé on a panel of 779 women and 275 men brings some answers from interesting dynamics outlined thanks to the data.

Before digging deeper into the data, it is important to understand who were the persons surveyed.

A. Who are the persons interviewed

The survey was conducted on 1054 persons, 779 women and 275 men from various backgrounds:

- Young and old people: 50 percent are aged 18-29 years, which roughly corresponds to the proportion of youth in Cameroon. 14 percent aged 30-34 years, 11 percent 35-39 years, 10 percent aged 40-44 years, 7 percent aged 45-49 years, and 9 percent aged 50-60 years:

- Educated persons: most of the interviewees have some secondary education (50 percent of the panel), and 17 percent have some tertiary education. This confirms another metric highlighted in the introduction of the present study: the high literacy rate in Cameroon.

- 48 percent of the panel is married or has a partner, 47 percent is single.

- While most of the panel is self-employed (32 percent), and 8 percent are wage-employed, **53 percent did not have income at the time of the survey.** The result is even worse among women: **58 percent of them did not have income at the time of the survey, of which 91 percent had not earned an income in the past three months (82 percent of men).** For those who currently earn an income, 90 percent are paid in cash, which suggests

- that they are employed in the informal sector (the data goes up to 93 percent of the women who are paid in cash).

- Mostly from poor social backgrounds: 78 percent of the interviewees do not own a mode of transportation, 77 percent had cement floor in their house.
On Internet Use, some dynamics appear:

38 percent of the panel accessed the Internet in the past six months: 45 percent of males did while only 36 percent of the women did:
45 percent of Internet users are aged 18-24 years, 40.5 percent had some secondary education, 32.8 percent had some tertiary education, while only 1 percent had some primary education: this confirms that education is important for internet access, but not necessarily a high level of education.

Last but not least, 97 percent of the panel owns a personal mobile, but only 39 percent of mobile owners used the Internet in the past six months. This figure seems to temper all the expectations placed in the ability of the mobile to impact Internet penetration in the country, as far as the urban poor are concerned.

Despite the fact that the majority of the panel owns a mobile phone, is educated and young, most are not Internet Users (61 percent). This is especially true for most women.

B. Landscape of access to and use of information and communications platforms in Cameroon

Gender differences in how, where and why women and men use technology and the Internet

405 people of the panel are Internet users (38 percent), but fewer women are Internet users than men: 45 percent of the men while only 36 percent of the women had used the Internet in the past six months.

Both sexes do not access and use Internet the same way:

Mobile: 97 percent of men and women own a personal mobile, and 98 percent use it everyday or almost everyday (2-4 days a week).
A third of the panel owns a Smartphone: 35 percent of the women and 30 percent of the men.

Both sexes own a medium to easily access the Internet. But they do not necessarily use it to that purpose.
Indeed, 32 percent of the men use their mobile for voice/SMS and Internet based services, while only 23 percent of the women do. On the contrary, women use more their mobile for voice call or SMS (53 percent) and only 46 percent of the men do. This echoes the fact that only 39 percent of mobile owners use the Internet.

Does this suggest that people use more PC to access and use the Internet?

52 percent of men used a PC in the past six months, while only 39 percent of women did. 78 percent of men and women who use the Internet used a PC in the past six months. A breakdown of the data shows that the **PC is not necessarily the main medium to access the Internet**.

Focusing on those who have accessed the Internet in the past six months:

- 72 percent did so from their mobile everyday or a few days a week (2-4 days): going deeper in the analysis, 57 percent of males who accessed Internet in the past six months via personal mobile did so every day or almost every day and it’s exactly the same proportion among women.

- The tendency is the opposite for those who accessed the Internet via someone else’s mobile phone: 71 percent never or almost never accessed the Internet using someone else’s phone in the past six months (70 percent of men, 72 percent of women)

- Only 30 percent of those who accessed the Internet in the past six months did it using home computer (laptop, tablet, desktop): more precisely, 26 percent of the males accessed the Internet using home computer every day or almost everyday, while only 16 percent of women did.

Here we see a first trend: **both men and women access the web using mobile in same proportion, but greatly differ when it's from a home computer**.

- Another interesting data is the proportion of those who access the Internet via a public computer with paid access (Internet Café): 21 percent of those who accessed the Internet in the past six months used a public computer from internet café every day or almost every day, while 55 percent never or almost never did: 41 percent of the females used it from every day to up to ten days a month VS 55 percent of the males. Moreover, less young people aged 18-24 ears old used public computers with paid access everyday to up to ten days to access the Internet in the past six months: they were 77 percent doing so via mobile, but are only 50 percent doing so via public computers with paid access.

**Case study: Mobile Internet access is now cheaper than buying access at an Internet Café**

In the end of year 2014, operator Nexttel launched the first 3G services in Cameroon, followed in early 2015 by Orange and MTN, two of the main players of the Cameroonian mobile market. The competition that ensued has considerably reduced the cost of Internet access via mobile in Cameroon:

For 100 CFA francs, one has a 50 Mb data at Orange (valid 24 hours) and 30 Mb at Nexttel (valid 25 hours). 200 CFA francs allow 100 Mb Internet surfing at MTN. This is considerably cheaper compared to tariffs of Internet Cafés in Douala or Yaoundé (300 francs/h).

This might explain why less people use Public computer with paid access.
- 78 percent of those who access the Internet the past six months never or almost never did so from a public computer with free Internet not even students (76 percent never or almost never access using a public computer with free Internet). This strongly suggests that there is no policy allocation for public and free access.

It clearly appears that despite owning technology items, women use less the Internet than men. Their mobile phone mainly helps them call and send SMS. This conclusion highlights the urgency to act on the definition of clear, figure based and actionable objectives on reducing the digital gap between men and women.

To do so it is important to understand the barriers that currently prevent women from using more Internet.

**Barriers faced by women in accessing and using the web**

64 percent of the women surveyed have not used the Internet in the past six months, compared to 55 percent of the men. It appears that younger females are more likely to use the Internet than the older ones. Indeed, of the 38 percent of men and women who have accessed the Internet in the past six months, 54 percent of the persons aged between 18 and 24 years old did, 47 percent of 25-29 years, 35 percent of 30-34 years old, and the data fall to 17 percent of the 40-44 years old.

Women do not use PC much: only 39 percent of them used a PC in the past six months.

When asked why they currently use the Internet more often:

- 26 percent of the women answered that the most important reason is they don’t know how to use it (compared to 13 percent of men);
- 17 percent of the women said that the most important reason for not using the internet is that it is too expensive (32 percent of men). Affordability comes second for women. This information can be crossed with another data: If 83 percent of the women pay for their internet access, all the 13 percent of persons who have their partner paying for their access are women. This might be a sign of the patriarchal society that Cameroon is, as highlighted by the Cameroonian government itself: When asked in 2015 during the review of the Beijing Action plan implémentation, what are the main obstacles to achieve gender equality in Cameroon, the government replied « sociocultural hindrances, that are the corollary of a patriarchal social organization »
- 18 percent of the women answered that the most important reason is that they don’t have time (only 10 percent of men). This might be linked to the fact that women are in charge of the household. According to a 2007 survey by the Cameroonian National Statistics Institute, Women spent an average 17 hours per week on housework VS 9 hours for men, i.e. a difference of nearly eight hours (see p.7 of the survey)

**Digital literacy is therefore the most important barrier for Internet access and use by women.** It is defined as «the ability to find, evaluate, utilize, share and create content using information technologies and the Internet»26. Digital literacy therefore goes beyond the single ability to turn on the Internet, and also entails the capacity utilize it in many of its possibilities.

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https://digitalliteracy.cornell.edu/
To this extent, there are noticeable gender disparities in the use of the Internet by men and women.

Of the 36 percent of women who have accessed the Internet in the past six months, 62 percent have a working Email address, whether they are Young or older. Most of them are social network users, although they do not use those networks in the same proportions and on the same purposes:

- 77 percent of the women use Facebook, which is close to the 81 percent of the men (78 percent of the overall panel). 70 percent of the women use Facebook everyday or almost every day, while 68 percent of the men do;
- Google Plus is the second most popular social network among the persons interviewed: 37 percent of the women use it (37 percent of the men, 40 percent of the overall panel)
- Whatsapp has also gained popularity 38 percent of the women use it (37 percent of the men, 38 percent of the overall population)
- Twitter is used by 16 percent of the women, and 21 percent of the men
- YouTube is used by 16 percent of the women and 28 percent of the men

![Social Media Use](image-url)
Case Study: WhatsApp and women safety in Cameroon

WhatsApp was recently at the center of a controversy in the country: On June 22, 2015, a young woman’s body was found in her blood, near her house. Despite current investigations by the Public Force, rumors started circulating rapidly on the fact that the Young lady was part of the private group created on WhatsApp, «Golden Group WhatsApp», on which famous and rich Young Cameroonian men lure young women by inviting them in a secret place to take part to orgies. Although unverified, the rumors led two of the current most famous artists in Cameroon, who were pointed out as members of the social network group, to organize a press conference: they dismissed speculations on their participation and took the occasion to warn young women on the «dangers of social networks, and WhatsApp in particular».

To date, there has been no official statement on the events that led to the death of the Gaëlle Tatiana Medjo. Nevertheless, this story is interesting for our study: indeed it confirms the enthusiasm for social networks, WhatsApp in this case, in Cameroon, as a way to connect with old and new friends, but it also shows that the conversation on women’s safety in Cameroon in the digital age is perceived as significant.

Differences in the use of social media give a glimpse on the reasons why women and men use them:

- 89 percent of males and 81 percent of females use them to stay connected with friends and family
- 55 percent of women to connect with new friends (45 percent males)
- While reading about latest political/social debates is the third reason why people interviewed use social media, it is only the fourth reason among women (28 percent of them), and the third among men (38 percent of them). This highlights the fact that men seem more political online than women: posting comments on politics is very valuable for 41 percent of the men, and only 29 percent of women. 22 percent males have used social media to express political view while only 11 percent of the women. This trend is also verified in «real life», as shown later in this report.
- Only 22 percent women use SM to find income generating opportunities or to network, (data is the same among men: 23 percent of them use SM to network or find opportunities). This is confirmed by another data: For 45 percent of those used the Internet in the past six months, Internet has not allowed them to increase their income: the issue is deeper for women, 51 percent of them have not seen the impact of Internet on their incomes, while only 31 percent of the men say so.

We clearly see that the digital literacy gap deploys its effect in various ways: It does not only mean that women don’t know how to turn on the Internet, but also that they probably have a more limited scope of ways they can use Internet and its tools.

The price of Internet is the most important reason for not accessing the Internet for 17 percent of the women:

83 percent of the women who are Internet users pay for their own Internet access: 22 percent of them spent more than 1000 CFA francs the week preceding their interview, 23 percent spent between 501 and 1000 francs, and 20 percent spent 251-500 francs.

The minimum wage stands at 36270 CFA francs per month, i.e. roughly 9000 francs per week. Spending 1000 francs on Internet access equals to spending 10 percent of your weekly income.
Paradoxically 58 percent of the women said that they did earn income at the time of the survey, of which 91 percent hadn’t earned income in the past three months!

**Obviously, the question of affordability should come into consideration when dealing with women and ICT**, as women are more exposed than men to poverty and unemployment.

Last but not least, self-discrimination might be another explanation of the disparities between Internet access and use by men and women.

Indeed, when asked their opinion on the following assertion: “Men have a priority over women to access the Internet”, only 50 percent of the women said they strongly disagree. It is also a slight majority of the women, 54 percent, who strongly disagree with the following assertion: “Women should be restricted from using the Internet in public places on their own”. But a large majority of women, 62 percent, strongly disagree when asked if “Men have the responsibility to restrict what women access on the Internet”.

This suggests that women from urban poor areas have internalized certain ideas that there should be different treatment between men and women when it comes to the Internet. Axelle Nzia, the coordinator of Africa IT women, also points out self-discrimination. She told the research team that part of the existing discrimination is due to the fact that women lack self-confidence, and assume that are not fit to occupy jobs in the ICT sector.

**Conclusion of the paragraph: women access and use the Internet less than men, mainly because of their low digital knowledge and because of the price.**

**C. State of women’s empowerment on and through the web in Cameroon**

**Social interaction**

In addition to using social media, of which a majority of respondents use Facebook, women and men interviewed in Cameroon mostly use them to connect with new persons or stay in touch with friends and families:

- 68 percent of the women who use the Internet assume that the Internet is very valuable or valuable to get help and emotional support or practical advice with the challenges you face in their life (e.g. depression, nutrition, exercise, relationship advice)

- more men (42 percent of them) think it is very valuable to help on schoolwork or other educational activities

- 38 of the men surveyed think the internet is very valuable for downloading music, films (vs 24 percent of the women)

- 41 of the men think Internet is valuable for posting comments on political, economic and social issues they care about (vs 29 percent of the women).

48 percent of the women who used the Internet in the past six months followed or opened a link from Facebook to an outside page everyday or almost everyday, while 34 never or almost never did.

This suggests that women mostly visit Facebook when on the Internet, but do not only stay on Facebook. **It could also mean that the main platform on which they are likely to get content on the Internet is Facebook.**
Despite being perceived as valuable to get help, emotional support or practical advice, the Internet is not the place where women look and find information on health:
- Only 12 percent of the women find information about common sicknesses on the Internet, vs 55 percent on TV, 42 percent from hospitals and 27 percent from friend or family;

![Bar chart showing where women find information about common sicknesses like malaria or flu (%)]
- 9 percent of the women find information on drug and alcohol abuse on the Internet, 50 percent on TV, 22 percent on the radio, 19 percent from friend or family and 20 percent from neighbor; 9 percent find information on sexual and reproductive health on the Internet, 18 percent on the radio, 45 percent on TV, 44 percent at hospitals and 28 percent from friend or family.

The statistics are quite similar when it comes to information about their rights: women mostly get information on TV (43 percent of the women), on the radio (17 percent of the women) or from friend or family (16 percent of the women).
Traditional media such as TV, radio, and the entourage, are still the main source of information for women.

**Women’s agency and safety**

<table>
<thead>
<tr>
<th>Case study: How women seek and find information, A media professional perspective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carole Leuwe is the Editor in Chief of Radio Nostalgie Cameroon, one of the most popular radio stations in Douala. As a media Professional, who hosts a show on health issues, she sees that TV and radio are still the best places for women to get information on their rights and their health:</td>
</tr>
<tr>
<td>« Commercials and short messages aired on radio and television work better and reach more women. Although It should also be noted that nowadays applications allow having information related to in health (location of pharmacies, access to physicians, home care, etc). Civil Society organizations increasingly use new media to reach their audience, but TV remains the best vector of information. Regarding their rights, women will easily find information when they feel concerned: e.g. the right of widows, violence against women, those women will want to acquire the information by themselves. The most efficient way to reach women is to approach women’s rights associations and have a platform that allows sending SMS to members. Also, Multiply and popularize sites and applications on women’s rights. And last but not least, teach women how to better use the Internet. »</td>
</tr>
</tbody>
</table>

As highlighted above, women mostly seek and find information related to rights online on TV, on the radio, from their entourage, or from hospitals and health clinic, as far as their health is concerned. These media are more affordable, easier to use then the Internet, and disseminated throughout the country, contrary to Internet.

Most importantly, TV and radio produce content that is relevant to the local audience. Local Cameroonian content is progressively being created: an empirical observation made by the research team shows that there is an increasing number of Cameroonian media who have websites and publish information related to Cameroon; Cameroon now has a Blogger
Association, whose most members are based in Cameroon and write about Cameroon. TV stations make their content available online also. Civil society organizations related to women’s rights are also more visible online: we mentioned the CEFEPROM, and Africa IT women earlier in the present report, among others.

But this move is not particularly encouraged or supported by a National Policy with a precise strategy on the creation of local content. A recent study conducted by researchers of the University of Douala recommends that the Government adopt a Plan for the development of local content27.

**Regarding their privacy, safety and security online:**

Privacy online is not much of a worry for women: for only 2 percent of them, the most important reason why they don’t use the Internet more often is because they are worried about their privacy/identity online.

Nevertheless, like in the material world, **women suffer more from violence than men:**

17 percent of the women have experienced threats or bullying when using a mobile and/or the Internet (11 percent of the men have);

25 percent of those women experienced threats or direct personal bullying 10 times or more when using a mobile in the last two years: **that’s 8 times more than men (only 3 percent the men who experience threat or bullying experienced them ten times or more in the past two years when using a mobile).**

**And Internet is not a safer place for women than the offline realm:** 64 percent of the women who have experienced threats have more than 10 times in the past two years using the Internet, while 42 percent of the men were in the same situation. Women mostly experience these via voice call/message (65 percent) and Text message/SMS (40 percent).

Strikingly, women, and men, who experience threats, or personal bullying when using a mobile phone and/or Internet, do not report to the police (only 3 percent did), but either confronted the perpetrator (36 percent of the women), or reported it to friends and family (40 percent of the women).

The distrust of women, and men, for the Police and the judiciary authority is appalling, at least when it comes to offenses committed through the ICT. This is probably linked to the fact that the country has not adopted specific texts to repress most of the threats, bullying, and any other form of violence via ICT.

27

Adoption et usage de l’internet au Cameroun : work in progress
http://aercafricaevents.org/2014/Biannual_December/E/E3a percent20percent20Adoption percent20et percent20usages percent20de percent20internet percent20au percent20Cameroun percent20(Novice percent20Patrick percent20Bakehe percent20and percent20Bertrand percent20Tamokwe percent20Piaptie.pdf
Case study: Penal Code and Law n°2010/012 on cybersecurity and cybercriminality are both used to combat violence and harassment of women online

Martine AHANDA is a Magistrate in the Western region of Cameroon. Speaking to the research team, she explains that Cameroon does not have texts that specifically repress GBV and harassment of women online, but that judges use Section 74 of the Law 2010/012 that protects privacy, and the existing Penal Code and its sections related to insult, blackmail, and others to condemn authors who use the ICT to harass or commit violence against women.

A recent article published on ICT Works website highlights a 2006 study that proved that on chat rooms, accounts with feminine usernames are more likely to incur sexually explicit or threatening messages. Cameroon probably is not an exemption. The adoption of legal texts specific to GBV and harassment of women through ICT in Cameroon is essential and urgent.

Public institutional participation

When asked if, as the president of the Street vendors association, Mrs. Marie Mballa Biloa takes part to the definition of public policies, whether she is often consulted on laws to be adopted that are related to her sector of activity, she clearly says no:

“For my social class, the process of public policy making is not inclusive. We would sponsoring to do so [Editor’s note: sponsoring means recognized by the Government and by other social partners, and with sufficient funding at disposal].”

Beyond the sponsoring and social class issue, is it because they are not politically active that women from urban poor social background do not participate much in public policies and debates?

The figures are clear: 69 percent of the women surveyed have not attended a community meeting to discuss an important or controversial issue in the last six months; 84 percent of the women have not contacted their local government official in the past six months. 54 percent of the women have never reported or expressed opinion about a government service not working in their neighborhood. When they did, only 1 percent did so via social media. Most of these women reported to friend/family, or to their neighbor (respectively 20 percent and 22 percent). More striking, 67 percent of the women have never reported or expressed opinion about corruption, while only 43 percent of the men were in that case, and 21 percent reported to a friend or family.

Access to Associational/collective spaces

The research indicates that women from poor urban areas do not voice publicly their opinions on political, social debates; when they do, it is in their direct entourage, whether to a friend, family member or neighbor.

Moreover women are very cautious about social and political debates: while 61 percent of the women strongly agree that people should have the right to freely express controversial opinions,
30 percent strongly agree that the government should be able to censor content that it considers dangerous for the society, 24 percent tend to agree.

**Access to Economic opportunities**

51 percent of the women surveyed who use the Internet think that Internet has not at all allowed them to increase their incomes, while only 31 percent of the men think so. For 27 percent of the men Internet has assisted them to increase their incomes, but only for 13 percent of the women. In the meantime, 74 percent of the women who use the Internet have never used the Internet to find a job, while 61 percent of the men are in the same situation.

**Conclusion:** It clearly appears that the Internet hasn’t enabled the empowerment of women from urban poor areas in Cameroon. Their use of the Internet is mainly social (used to interact with old and new friends), and they think the Internet is more useful to help them on personal development point of view. They do not use it to voice political opinions, and are even very cautious about it. They don’t use the Internet to find information on their rights and on their health.

5. **POLICY RECOMMENDATIONS**

Despite the impressive achievements of the Operation 100,000 women/Horizon 2012 in training more than 100,000 women on the use of ICTs, there remain serious and deep-seated disparities in the access and use of Internet by women and men. At a policy level, these disparities can be tied to the absence of precise, clear and actionable goals in its National ICT policy on the number of women who should be able to access and use the Internet. The Ministry of Women and Family does not have sufficient means to reduce the gender digital gap, and it is not clear whether that Ministry or the Ministry of Post and Telecommunications holds primary responsibility for the reduction of the gender digital gap. The enabling legal environment for women’s use of ICTs is weak, with no legislation specifically accounting for harassment of and violence against women through ICTs and the internet. Affordability of the internet remains a problem in Cameroon, with many women excluded from using the internet because they can't afford it, and yet universal service obligations do not include obligations related to gender.

Finally, a lack of education, training and awareness about how to use the internet, and the opportunities that exist therein mean that women don't use the internet because they don't know how to, they do not have self-confidence to get involved in the ICT sector, and they have a limited scope of what they think they can do with web-enabled ICT.

Based on this assessment, we recommend the Cameroonian Government take the following concrete measures

1. Put in place measures to identify, analyze and better understand the phenomenon of the gender digital gap in Cameroon through regular collection of ICT data on men and women;
2. Based on evidence based research, include in its National ICT Policy clear, specific and actionable objectives related to the gender digital gap, impose quotas on the number of women who should be able to access and use the Internet in the following years, and specifically delineate which ministries are responsible for the achievement of these objectives and quotas;

3. Include in its National ICT Policy ways and means to achieve and measure the efficiency of policies and programs related to the gender digital gap, ensuring that the responsible ministries have sufficient means to achieve their targets and objectives;

4. Build the capacity, through training and education, of Ministers on the importance and stakes of gender issues in ICT related policies;

5. Adopt or update legislation related to cybersecurity and cybercriminality to take account of harassment of and violence against women in the age of ICTs and the internet;

6. Continue current training efforts to reduce the gender digital gap, and deepen teachings on the various opportunities offered by web-enabled ICT in terms of business, personal development and claiming rights by women

7. Adapt its current efforts towards the reduction of the gender digital gap by ensuring a follow up on training programs delivered to women on Internet access and use;

8. Impose obligations related to gender in its universal service policy, and encourage the private sector to offer affordable Internet to women;

9. Impose on the Telecommunications Regulatory Board the responsibility of monitoring gender-based universal service obligations imposed on the private sector;

10. Support civil society organizations that have initiatives designed to reduce of the gender digital gap: e.g. by creating a mentoring program for women who want to create business within the multiple centers for the promotion of women that are disseminated throughout the country
Annex

METHODOLOGY ANNEX

Co-authored by Daniel Cameron, Sidra Butt, and Jennifer Keyes from Ipsos MORI and World Wide Web Foundation staff.

Background
This research is part of a 10-country study on Closing the Gender Gap in ICT Data and Policymaking: ICTs for empowerment of women and girls funded by the Swedish International Development Cooperation Agency (SIDA). The study was managed by the World Wide Web Foundation and conducted collaboratively between WWWF, Ipsos MORI and WWWF partner organisations located in each of the 10 countries.

Overview of the Survey Methodology

The World Wide Web Foundation commissioned Ipsos MORI to conduct a household face-to-face survey in urban poor areas in cities in 10 countries. The aim of the study was to gather data on women’s use of ICTs and the internet. The survey was conducted in the capital cities or main economic hubs of 10 countries. Cities included: Nairobi, Kampala, Yaoundé, Maputo, Lagos, Greater Cairo, Bogota, Jakarta, New Delhi and Manila.

Ideally, nationally representative surveys, or at least an equally representative sample of rural areas as well as urban areas would have been preferable. However, due to resource and time constraints the surveys were conducted using quota sampling stratified to focus on an urban poor demographic in capital or key cities.

<table>
<thead>
<tr>
<th>Country</th>
<th>Fieldwork City</th>
<th>Data Collection Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cameroon</td>
<td>Yaoundé</td>
<td>CAPI</td>
</tr>
<tr>
<td>Colombia</td>
<td>Bogota</td>
<td>PAPI</td>
</tr>
<tr>
<td>Egypt</td>
<td>Greater Cairo</td>
<td>PAPI</td>
</tr>
<tr>
<td>India</td>
<td>New Delhi</td>
<td>CAPI</td>
</tr>
<tr>
<td>Indonesia</td>
<td>Jakarta</td>
<td>PAPI</td>
</tr>
<tr>
<td>Kenya</td>
<td>Nairobi</td>
<td>CAPI</td>
</tr>
<tr>
<td>Mozambique</td>
<td>Maputo</td>
<td>CAPI</td>
</tr>
<tr>
<td>Nigeria</td>
<td>Lagos</td>
<td>CAPI</td>
</tr>
<tr>
<td>Philippines</td>
<td>Manila</td>
<td>CAPI</td>
</tr>
</tbody>
</table>
A quota sample of 1,000 face-to-face interviews was completed with 250 men and 750 women living in poor, urban areas. The focus of the data collection was on women, hence the larger sample of women and smaller sample of men. The latter – albeit relatively small sample -is useful for comparative purposes and to provide indication of the gender gap in ICT and internet use in each city.

A mixture of Computer Assisted Personal Interviewing (CAPI) and Paper Assisted Personal Interviewing (PAPI) was used to collect the survey data.

The World Wide Web Foundation (WWWF) drafted the survey and worked collaboratively with Ipsos MORI to refine and translate the questionnaire and design the sampling frameworks. WWWF partners in each country conducted pilot surveys prior to the full survey in order to refine further the final questionnaire and strengthen the implementation of the full survey. Ipsos MORI country offices were responsible for overall management of the data collection and data processing.

**Questionnaire**

The questionnaire covered topics relating to women and men’s access to, use of, and perceived value of the internet and ICTs. It also looked specifically at the barriers women face in accessing the internet, where and how women access public information and information on women’s rights (including sexual health information and related health services, information on legal rights, gender based violence information and support services). The questionnaire also addressed women’s use of the internet for education, employment and political activity such as voicing opinion and collectively organising on public issues. The questionnaire also looked at women’s experiences of harassment via mobile phones and online, uses of social media and perceived value of the web and internet to daily life.

A master questionnaire was finalised in English, and was then translated by each Ipsos MORI country field office in the local language (see list below). The translated questionnaires were then checked by a local-language translator and back-checked into English. The World Wide Web Foundation Women’s Rights Online country partners also reviewed, edited, translated and approved the translations of the questionnaire.

<table>
<thead>
<tr>
<th>Country</th>
<th>Language of Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cameroon</td>
<td>French</td>
</tr>
<tr>
<td>Colombia</td>
<td>Spanish</td>
</tr>
<tr>
<td>Egypt</td>
<td>Arabic</td>
</tr>
<tr>
<td>India</td>
<td>Hindi</td>
</tr>
<tr>
<td>Indonesia</td>
<td>Indonesian</td>
</tr>
</tbody>
</table>
The final questionnaires were sent to CAPI scripting teams based in Nairobi, Kenya to be programmed using the Survey To Go / Dooblo application that uses Dimensions software.

The local language links were tested by the Ipsos MORI country research teams to ensure that the questionnaire had been programmed correctly, including logic checks built in to avoid data errors and to minimise the need for data cleaning at the end of fieldwork. The process of testing underwent several rounds of error-checking to ensure that the structure and content of the survey applications for all countries were standard.

**Ethical Code of Conduct**

As a market and social research company, Ipsos MORI abides by the ICC/ESOMAR Code on market and social research. ESOMAR is the world organisation for market and social research, a copy of the guidelines can be found [here](#).


Ipsos MORI and all fieldwork partners in this project comply with the ESOMAR International Code of Marketing and Social Research Practice. The research was carried out in accordance with the ICC/ESOMAR International Code of Marketing and Social Research Practice.

**Informed Consent**

The questionnaire required fieldworkers to obtain verbal informed consent before conducting any interviews. Research participants were provided with a verbal and written overview of the purpose, goals and objectives of the study; assuring they were selected at random. Research participants were assured of their anonymity and privacy in completing the survey. Any participant who declined to give verbal consent to participate in the survey was not interviewed.

**Pilot Test of the Survey**

A pilot phase was conducted between 28th April and 9th May to test the questionnaire in all countries, with the exception of Egypt where the survey was piloted between 10 and 11
June 2015. The pilot in Egypt was slightly delayed due to the time required to obtain government approval of the questionnaire and study as required from the Central Agency for Public Mobilization and Statistics (CAPMAS).

In all cases the pilot was conducted by World Wide Web Foundation’s country partners in the respective countries (see list below). Pilot feedback was then used to make revisions to improve the question wording, the translation of certain questions and the flow of the questionnaire.

<table>
<thead>
<tr>
<th>Country</th>
<th>Fieldwork City</th>
<th>Pilot conducted by Partner Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cameroon</td>
<td>Yaoundé</td>
<td>I-Vission International</td>
</tr>
<tr>
<td>Colombia</td>
<td>Bogota</td>
<td>Fundación Karisma</td>
</tr>
<tr>
<td>Egypt</td>
<td>Greater Cairo</td>
<td>Tadween Gender Research Centre/HarassMap</td>
</tr>
<tr>
<td>India</td>
<td>New Delhi</td>
<td>IT for Change and Centre for Advocacy and Research (CFAR)</td>
</tr>
<tr>
<td>Indonesia</td>
<td>Jakarta</td>
<td>ICT Watch</td>
</tr>
<tr>
<td>Kenya</td>
<td>Nairobi</td>
<td>International Association of Women in Radio and Television</td>
</tr>
<tr>
<td>Mozambique</td>
<td>Maputo</td>
<td>Science Innovation Information and Communication Technology Research Institute (SIITRI)</td>
</tr>
<tr>
<td>Nigeria</td>
<td>Lagos</td>
<td>Paradigm Initiative Nigeria</td>
</tr>
<tr>
<td>Philippines</td>
<td>Manila</td>
<td>Foundation for Media Alternatives</td>
</tr>
<tr>
<td>Uganda</td>
<td>Kampala</td>
<td>Women of Uganda Network (WOUGNET)</td>
</tr>
</tbody>
</table>

**Sampling Frameworks**

**List of Areas Sampled**

<table>
<thead>
<tr>
<th>Region</th>
<th>Sublocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yaounde 1</td>
<td>Total</td>
</tr>
<tr>
<td></td>
<td>Etoua meki</td>
</tr>
<tr>
<td></td>
<td>Bata nlongkak</td>
</tr>
<tr>
<td></td>
<td>Emana</td>
</tr>
<tr>
<td></td>
<td>Ntongolo</td>
</tr>
<tr>
<td>Yaounde 2</td>
<td>Yaounde 3</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------</td>
</tr>
<tr>
<td>Abattoir</td>
<td>Mokolo</td>
</tr>
<tr>
<td>Manguier</td>
<td>Carriere</td>
</tr>
<tr>
<td>Elig edzoa</td>
<td>Madagascar</td>
</tr>
</tbody>
</table>
The targeted sample size was 1,000 respondents, including pre-determined quota of 750 women and 250 men in urban poor areas in ten capital or main cities. The target age group was 18 - 60 years, which included assigned quotas per specific age brackets, largely in line with country demographic patterns where national statistics allowed.

**Final sample size**

<table>
<thead>
<tr>
<th>Total</th>
<th>1054</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men</td>
<td>275</td>
</tr>
<tr>
<td>Women</td>
<td>779</td>
</tr>
</tbody>
</table>

The following data was collected and organised for each country sampling plan:

- Population size of sampling city (urban only) for population ages 18 – 60 years only

- The population size was organised by age and gender (where available)

- List of eligible sampling areas (slum dwelling/ informal settlements)

- Estimated population size of each area (if available for ages 18 -60 years)

- Maps showing outline/ borders of sampling areas and highlighting key landmarks within each sampling area

Population data was collected from publically available sources and preferably from the most recent national census in each country. The data sources for the quotas in each city are listed below for reference.

**Population Data Sources for each country**

<table>
<thead>
<tr>
<th>Country</th>
<th>Data Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cameroon</td>
<td>2005 - Source BUCREB: Data from RGPH - Yaoundé Urban Council</td>
</tr>
<tr>
<td>Egypt</td>
<td>2006 - Central Agency for Public Mobilization and Statistics (CAPMAS) National Census</td>
</tr>
</tbody>
</table>
India 2011 - National Census - The Registrar General & Census Commissioner, India

Indonesia 2010 - National Census - Central Bureau of Statistics


Mozambique 2007 - Instituto Nacional De Estatistica – Moçambique, Census Data


Philippines 2010 - National Statistics Office (NSO) - Census Data

Uganda 2014 National Slum Dwellers Federation Of Uganda, Slum Profiles In Kampala

In the following countries, population information was only available at a city-regional level and not at a sub-location level:

1. **Cameroon** – Yaoundé city divided into seven regions; Yaoundé sections one to seven and further into pre-defined clusters.
2. **Egypt** – Cairo city divided into 14 regions and further into sub locations.
3. **India** – Delhi State defined geographically into five districts / regions, Central, North, South, East & West Delhi and then further divided into sub locations
4. **Indonesia** – Jakarta city defined geographically into five regions, Central, North, South, East & West Jakarta. Each region is divided into districts and then further into villages and neighbourhoods, known as Rukun Tetangga (RT) and Rukun Warga (RW)
5. **Nigeria** – Lagos city divided into 6 regions and a further 9 sub locations. Clusters were created within each sub location.

Quotas for these cities were assigned proportionately to the population size at the lowest available level of geography. These quotas were then divided equally across the sub-locations in each region.

For all other cities, Bogota, Kampala, Manila, Maputo and Nairobi, population data was available for sub-locations and quotas were designed based on this level.

**Sampling stages**

**Stage 1**

- Field offices made a list of **ALL** applicable **urban poor areas** (slum dwelling/informal settlements) **within the capital city boundaries**.
- All areas listed met the criteria of **urban, poor settlements** where the majority of the population lives below the poverty line.
- Areas that were classified as unsafe or difficult to access were excluded from the listing.
- Where available, each field office provided the estimated population sizes for each sampling area, listed by city region or district and then by sub location.
Stage 2
- Quotas were calculated and assigned proportionate to the applicable population for the sampling regions and sub locations (where available) by age and gender. The quotas were also assigned based on the population profile information available.

Stage 3
- Using Google Maps and/or readily available maps, the boundaries of each sampling area were highlighted
- In countries where maps were unavailable, ground teams surveyed the sampling areas and, with the assistance local administrative leaders, noted landmarks to identify the boundaries of the sampling areas.
- The field supervisor / managers then assigned their team with sampling areas according to the sample and the necessary sample quotas for each area.
- The field supervisor / managers allocated each team starting points within the sampling areas / clusters. These were spread out across the sampling area and assigned to each interviewer.

Stage 5
- In densely populated areas, after every successful interview, interviewers were asked to skip four households and find an interview every fifth house. In cases where they were unsuccessful in securing an interview, they went to the next household interval until they were successful.
- In a household where an interviewer found more than one person who was eligible and willing to participate in the study, the interviewer used the ‘birthday rule’ and interviewed the man or woman whose birthday had passed most recently.
- The number of interviews achieved around each starting point was never more than 20.
- The details of the sampling region, sub location, starting point / landmark etc. were recorded for every interview.

**Quota sampling**

A key aim of the study was to deliver high quality, quantitative data that is broadly representative of the target population in the ten cities selected for inclusion in the study. Quota sampling is a non-random sampling method and involves a fixed quota of interviews being set (within each sampling point\(^{29}\)) on variables such as age and gender to ensure the sample is broadly representative of the population of interest. Such quotas are based on the most up-to-date demographic profile of the population in each of the cities. Individual sampling units (households) were randomly selected within the predetermined urban poor areas in each city.

\(^{29}\) Sample Point” is a clearly defined, specific and unique area that an interviewer will go to achieve a fixed amount of interviews. Each could be a town, village, neighbourhood in a city, street etc.
As part of the survey, interviewers asked potential interviewees a series of demographic screening questions to identify whether they fit the profile before continuing with the main survey. Drawing the sample in this way means that it is not possible to calculate selection probabilities, as would be the case in a random probability sampling approach. To reduce interviewer selection bias and increase the randomness of selection, interviewers are typically given a set of instructions to follow when selecting households, for example, to follow a particular route or skipping a number of households after successful completion of one interview.

For this survey, quota sampling was identified as the preferred survey methodology given the difficulty in obtaining a comprehensive sampling frame and because of time and budget constraints.

**Survey Fieldwork**

**Interviewer training & briefing**

Prior to fieldwork in the countries, the Ipsos MORI central project team members held telephone briefings with the project managers in each of country offices in conjunction with the World Wide Web Foundation project team. The telephone briefings were held between the 22nd and 28th April 2015.

The in-country project briefings were held over two to three days and consisted of intensive training sessions, held centrally, usually at the research agency offices. The training sessions in all countries (except Nigeria and Egypt) began on the week commencing 4th May 2015. Training in Nigeria was held in the week commencing 11th May 2015 and training in Egypt started on 10 June 2015.

The trainings were facilitated by the field managers, field coordinators and the World Wide Web Foundation’s partners from local organisations in each country. After the questionnaire training session, a half-day pilot was completed. Pilot interviews were reviewed by the field manager, data manager and supervisors, together with the field interviewers, and any issues were raised and discussed during one-on-one sessions with interviewers.

**Survey Fieldwork teams**

The field team was made up of majority female interviewers due to the importance of women interviewing women and men interviewing men (gender matching criteria). The number of interviewers in each country was between 10 – 25 in total.

To comply with the gender matching interview criteria, female interviewers selected randomly from all female participants in the household, while male interviews selected randomly from all male participants in the household. All sections of the questionnaire were asked to each participant as applicable.

**Survey Fieldwork dates**

Fieldwork was completed over a four-week period between 11 May and 8 June with the exceptions of Egypt where fieldwork took place between 10 and 28 August. The reason for the delay in Egypt was that after obtaining official permission in June from CAPMAS
to conduct the survey, the fieldwork had to be further postponed until after Ramadan and Eid holidays.

Survey Interview duration

The English version of the questionnaire was tested and took approximately 25-30 minutes to administer. Translated versions of the questionnaires ran for 30-35 minutes on average.

Substitution and replacement of sampling units

Field agencies were not authorised to substitute or replace any of the regions or sub locations from those listed and approved in the sampling plans. Any requests for substitution were submitted to the project manager and then assessed for replacement.

For example, in Nairobi (Kenya), the team went out into one of the sub locations in Kibera’s region, Olympic. However, upon arrival they discovered that the area did not fit the qualities of an urban poor area and was too small to cover the sample set. After discussions with the project manager, approval was given to substitute Olympic and to transfer the sample to Gatwikira sub location.

All the other sampling units that were identified for this survey were successfully reached and interviews were conducted as per the target / assigned quotas.

Survey Fieldwork challenges and limitations

Despite fieldwork being successful, the following challenges were encountered during the data collection process:

- **Safety and Security** – Several interviewers expressed concerns about their personal security while conducting fieldwork in the slum areas. There were several incidences where participants were harsh and unwelcoming towards the interviewers. This may be largely attributed to concerns about safety in these areas where insecurity is high and ‘outsiders’ are viewed with suspicion.

- **Environment** – In Kenya and Uganda, fieldwork was affected by heavy rains which made access to the slum areas difficult. In New Delhi, the fieldwork period was disrupted due to a heat wave which made travel and fieldwork extremely difficult. In Nigeria, a severe fuel shortage hindered and delayed fieldwork by one week.

- **Refusals** – There were cases where participants, both potential and actual, demanded incentives to participate (no incentives were offered anywhere). Most of them however agreed to continue without it and there were only a few cases where participants refused to be interviewed on the basis that incentives were not being offered.

- **Fieldwork in Egypt** - The Egyptian Government requires study permissions to conduct fieldwork in Egypt. The process of obtaining permissions led to initial delays in the study timeline for Egypt. We were also requested to remove or change (e.g. rephrase) the following parts of the questionnaire to obtain...
approval which influenced the comparability of these survey questions across countries:
- The title of the survey which was “Survey on Women's Empowerment through the Internet” (changed to “Survey on using the Internet”)
- Option to select “Military Personnel” in the question on “type of employment” (removed)
- Survey question on the personal value of the internet to practice religion (removed)
- Survey question on where people have looked for information on drug and alcohol abuse (removed)
- Question on where people have gone to report corruption (removed)
- Questions on people's opinion about government regulation of media (removed) and media freedom (rephrased from “The media should have the right to publish views and ideas without government interference to “The media should have the right to publish views and ideas”)
- Reference to term “sexual” in terms of sexual harassment (re-translated as colloquial term for “harassment” which is commonly understood to include sexual harassment)

**Quality control in Survey Research**

**Field checks**

Quality control measures were implemented and included telephone call-backs, in addition to physical back-checks to some participants to validate some of their survey responses. Both telephone and physical checks were randomised, without any prior interviewer notification. Participants were asked for the gender of the interviewer that visited them, the length of the interview, the topic of the survey as well as a few main questions from the questionnaire. Participant screening information was also sometimes requested. On average, between 10 and 30% of participants were contacted through telephone call backs, while a minimum of 5% of participants were reached through physical back checks.

Country field offices were required to do a minimum of 10% back checks, however a large number of participants were often unreachable for telephonic back-checks. This was due to poor network coverage or a working telephone number not being available, among other reasons. To address this, telephonic back checks were often supplemented by supervisor-accompanied visits and return visits to the field.

**Data & validation checks**

During fieldwork, field supervisors often downloaded and checked data to ensure that any errors or queries could be flagged early. Data was received in real time as the CAPI

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30 Survey question Q25-D “The government should have the right to prevent the media from publishing things that it considers harmful to society.”
devices were set to synchronize automatically. The data was then downloaded in the country offices and checked for completeness and validity.

The following checks were also implemented to ensure quality:

- **GPS location services** – this was recorded using the CAPI devices in some countries. Back checkers were able to download the collected data and verify that the interviewers are indeed at the required sampling areas, as well as trace the routes they took.
- **Interview length** – the data collection devices record the start and stop of every questionnaire, checking on questionnaire length. This is an important part of quality checks to identify outliers and surveys that would need to be further validated.

The interviews/cases found not to comply with the quality checks were removed from the data; some of the issues were supported by telephonic and field back checks.

**Data processing**

Once fieldwork checks were completed, the data was retrieved and downloaded for all countries and reformatted to ensure that the data structure for all countries was the same. This was to ensure comparability across all countries.

Ipsos MORI’s data processing team then worked on labelling and processing the data before compiling data tables with the key variables across all countries. The variables for the data tables included:
- gender
- age
- internet use
- education
- marital status
- employment status
- personal mobile phone ownership
- mobile phone access,
- income/poverty level (includes: primary income earner, electricity available, cooking fuel type, ownership of mode of transport, type of floor in house, type of roof in the house)

Data tables were constructed in Excel format. The full merged data set containing the data for all countries was structured in SPSS format for additional analysis by the World Wide Web Foundation statistics team. The full results for each country are available on the World Wide Web Foundation website.

**Qualitative Research Methodology**

In addition to our 10-country survey research, Women’s Rights Online country partner organisations designed and conducted qualitative research which included key informant interviews, focus group discussions, and issue-based case studies.

Among other purposes, the qualitative research was intended to:
- a) compliment the survey data through narrative and ethnographic techniques,
b) delve deeper into specific topics identified as priorities by country partners,
c) lend greater personal insight into the priority policy issues for women’s rights online.

**Some Basic Assumptions**

- Population data used in sampling frameworks is correct as per each country’s most recent population census
- Urban poor areas are correctly identified based on local census and local knowledge

**Limitations to the study**

- The study is not fully representative of the male or female populations at national level:
  - The study excluded rural populations
  - The study excluded middle and higher income groups
  - The sample size of males interviewed was relatively small compared to the sample size of women interviewed, which means, among other things, that the margin of error for the results for the males interviewed is larger than that for the females.
- For several survey questions the answer options generated small numbers of respondents. We were cautious in the analysis of responses that generated less than 50 respondents in total, and considered any sample less than 50 to be too small to draw clear conclusions.