



The University of Fiji

The Global Citizens' Dialogue on the Future of the Internet (Fiji)

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The University of Fiji, Saweni Campus, Lautoka



MISSIONS PUBLIQUES

Bringing citizens
into policy



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Acronym

MP	Missions Publiques
UniFiji	The University of Fiji
WTI	We the Internet
UN	United Nations
RT	Recruitment Team
NGO	Non-Government Organization

Introduction

Internet has transformed our society in the way we work, live, and communicate. Technological advancements hold many promises for social and economic growth in developing countries like Fiji. However, the way of life has changed during the COVID-19 pandemic, it has affected every individual. Most business in the world has closed and some are in the verge of closing. According to CNN news (Wiener-Bronner, 2020) businesses are closing down since March 2020, some are temporarily closed while others are closed permanently. Academic institutions were closed for a long period of time, which reopened in some countries with restrictions to avoid the spread of the virus. Socialising has been restricted and social distancing needs to be maintained. The whole world is realising the importance of these digital technologies, especially the internet which even during this pandemic has kept families connected, individuals entertained, business running, people employed, students connected to school and scientist to research and generate measures to combat this deadly disease. An article in the New York Times reports (Koeze & Popper, 2020) the increase in internet usage and the change in the pattern in which it is used during the pandemic. MIT technology review (Heaven, 2020) states that the pandemic demanded expansion and upgrade to online technology.

As internet usage increased, the increase in cyber-crime was evident. The Security website (Security, 2020) reports a 33% increase in cyber-crimes in the UK. Another article (Williams, 2020) reports that online crimes increased by 400% in March 2020. So, the internet together with its benefits also can create serious damages to individuals, business and the economy.

Awareness on these digital technologies and understanding on the impact it creates is vital for the communities. Policies are developed with experts, industry personnels', government officials, and NGO's however, the key players: the ordinary citizens of the world are excluded.

In a letter, Dr. Antoine Vergne from Missions Publiques mentioned that Governments have begun to stress the need to involve society in the processes of structuring and building what the European Commission has called "The Next Generation Internet". In their final declaration in Taormina in 2017, the G7 leaders declared "we want to send a message of confidence in the future, ensuring that the needs of citizens are at the centre of our policies. We intend to engage in a collective effort involving governments, civil society, the private sector, and ordinary citizens."

The Global Citizen Dialogue on the Future of the Internet launched by Missions Publiques is based on the conviction that citizens can and must participate. More specifically, they can:

-Highlight the added value of involving ordinary citizens, connected and unconnected, in shaping the future of the Internet;

-Explore visions of a desirable future constructed by ordinary citizens from around the world, representing more than 120 countries and 200 regions;

-Test the capacity of industries, civil society organizations, governments and international institutions to engage in dialogue with ordinary citizens on issues that affect their future, their quality of life and humanity, in a shared adventure;

-To build the capacity of all stakeholders to enrich, rethink and challenge their own visions.

This idea has gained ground in the dialogue between stakeholders since 2017: more and more actors are convinced that the design of the future of the Internet must include citizens, not only as users but as co-deciders and co-designers of this future.

This Global Citizen Dialogue project, "We, the Internet ", (<http://wetheinternet.org>) was launched at the IGF 2017 with the aim of (1) bringing the voice of ordinary citizens into the global discussions on the future of the Internet and (2) feeding the informed opinion of the general public into the strategies of all stakeholders.

In 2019, Missions Publiques piloted this project in 5 countries, Brazil, Rwanda, Germany, Japan and Bangladesh. Randomly selected groups of citizens participated in a day of dialogue in their countries. The first results of these dialogues were presented at the Internet Governance Forum in Berlin in November 2019.

This document highlights the dialogue held in Fiji with the diversity of 100 participants who went through different sessions and discussed various areas of technology. The topics for discussion were digital connectivity, digital inclusion, human rights, artificial intelligence and trust, and security. This discussion allowed the citizens to express their hopes, fears, and future they want for internet. The topics of the Dialogue resonated very strongly with the current evolution. The stakeholder views collected during the dialogue was reported to Missions Publiques via a webtool.

Objective

The objective of this project is to address core questions of the future of Internet with ordinary citizens and stakeholders in Fiji by bringing their voices into the global discussion and feeding this opinion into the strategies of all stakeholders. This will lead to better understanding, thus improved decisions about the Internet for now and the future.

The guideline provided by Missions Publiques (MP) (Missions Publiques, 2020) highlights that "We, the Internet" aims to put citizens in the loop of the decision on this future, their future. From high connected areas, to the less connected ones, every human being is somehow impacted by what is happening on the internet. This Dialogue engages thousands of ordinary citizens around the world and cover dozens of countries, in order to open a channel of communication between citizens and experts. At MP we

believe that collective intelligence emerges from constructive, non-partisan forums. Winner / loser mentalities are put aside and everyone is given the chance to speak out to form enlightened, shared and inspiring viewpoints."

Outcomes

- The in-depth insight of participants of this project has been reported to Missions Publiques (National Partners) which will later be delivered to the UN Secretary General.
- High possibility of improved governance with and for the citizens
- High visibility at country and global level
- The connection to a high-level ecosystem

Methodology

Study Design

The Global Citizens Dialogue was held face to face at a single location. Participants were given the related documentation (before and during the dialogue) with the same content. During the sessions videos were screened and discussion was conducted as per the other countries. At the end of each session participants answered the same questions. The answers received were analysed with a web-based application.

Selecting the participating citizens

To ensure a diverse and representative group of participants, a mixed method of the recruitment process was used which incorporated snowball sampling, social media advertisements, face-to-face discussion and emailing different religious, cultural, and advocacy groups.

A 25 member recruitment team (RT) was established consisting of reliable third year undergraduate and post graduate UniFiji students, UniFiji staff and some locals that were identified and briefed on the nature and procedure of recruiting. This team was from different ethnicity, age category, and regions that conducted the snowball process. The RT members were given invitation letters and enrolment forms to invite and enrol citizens in various areas, targeting local events and places.

This method was very effective especially for recruiting people that did not have access to the Internet or news media channels. To make sure that we had a diverse group representation, each RT member invited at least 3 citizens from different backgrounds and asked them to enrol and encouraged at least 3 more individuals to enrol and the process continued making the sample group grow.

Some participants were also recruited online, through the UniFiji website and UniFiji Facebook page which was shared by staff and students of UniFiji on their social media pages. In addition to having information about the Citizens Dialogue event, the flyers also had a Google form link through which citizens could enrol online. The contact detail

of the RT was also provided for any queries or to request for editable forms that they could fill and send via email.

A recruitment strategy had been filled and submitted to the WTI Global Citizens Dialogue organizers for their approval. Interested citizens were required to fill in the enrolment form and submit it to the WTI organizing committee at the University of Fiji.

The recruitment process occurred over a period of two months from August to September 2020. The UniFiji WTI Project recruitment team was managing recruitment in the Viti Levu, Vanua Levu and smaller islands. A total of 350 completed forms were received and entered into the database. Based on the approved recruitment strategy of age, geographical zone, education level, occupation, gender and ethnicity, 120 citizens were selected to participate in the consultation process on 3rd October 2020.

These 120 citizens were informed well in advanced that they have been selected, however, two days before the event they were called again to remind them of the event just to make sure that they didn't forget. The final list of participants reflected citizens from all parts of the two major islands, Viti Levu and Vanua Levu, where 95% of the population resides. The urban and rural population of Fiji was well represented. The remaining 5% of the sample was from the very small islands.

Sessions

It included six sessions with the themes Internet and Me/COVID, A Good Digital Identity, A strong Digital Public Sphere, Artificial Intelligence, Internet for and with the citizens and a national session on cyber-security awareness. During each of the sessions except the national session participants learnt through videos and facilitators, discussed the concepts in groups of 5 and gave their views on the themes using the questionnaires, which were reported to the web-based application in real time.

Deliberation Day

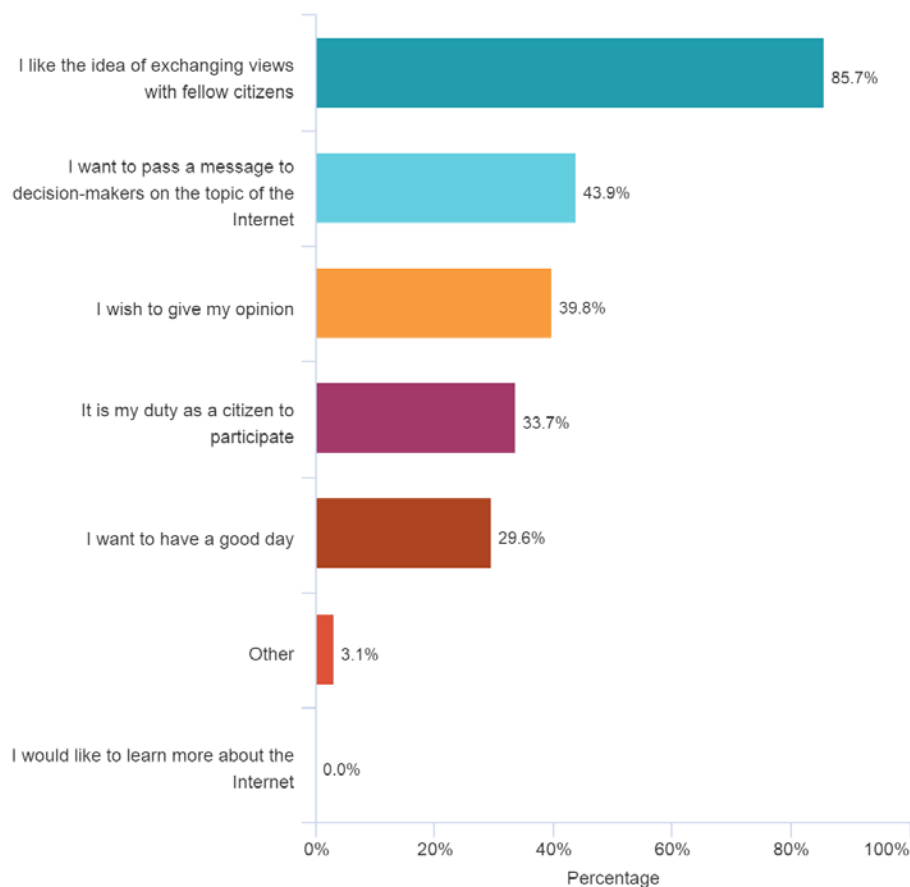
The information materials given to the participants were all in the English language as all the Fijians understand the language. The facilitator also used English to communicate with the participants; however, we had facilitators who were also confident in the Vernacular like Itaukei, Fiji-Hindi and Rotuman.

The day started with the formal opening ceremony followed by the informative sessions which included, information materials discussions, videos, discussions on table and filling in the questionnaires at the end. The groups had 5 members and a facilitator to assist them and facilitate the discussion. The facilitators were not experts in the areas and were not allowed to answer any questions on behalf of the participants.

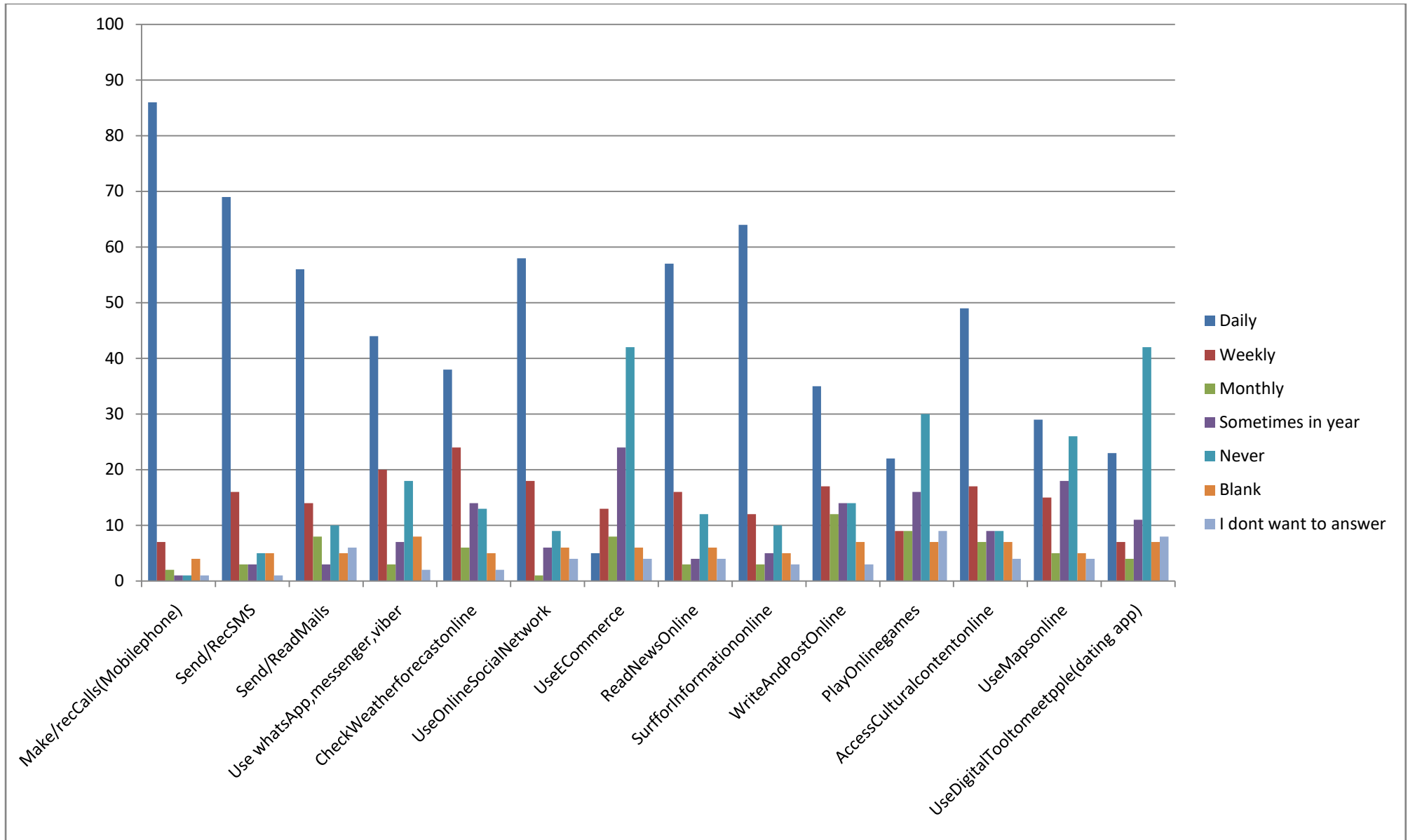
Results and Discussions

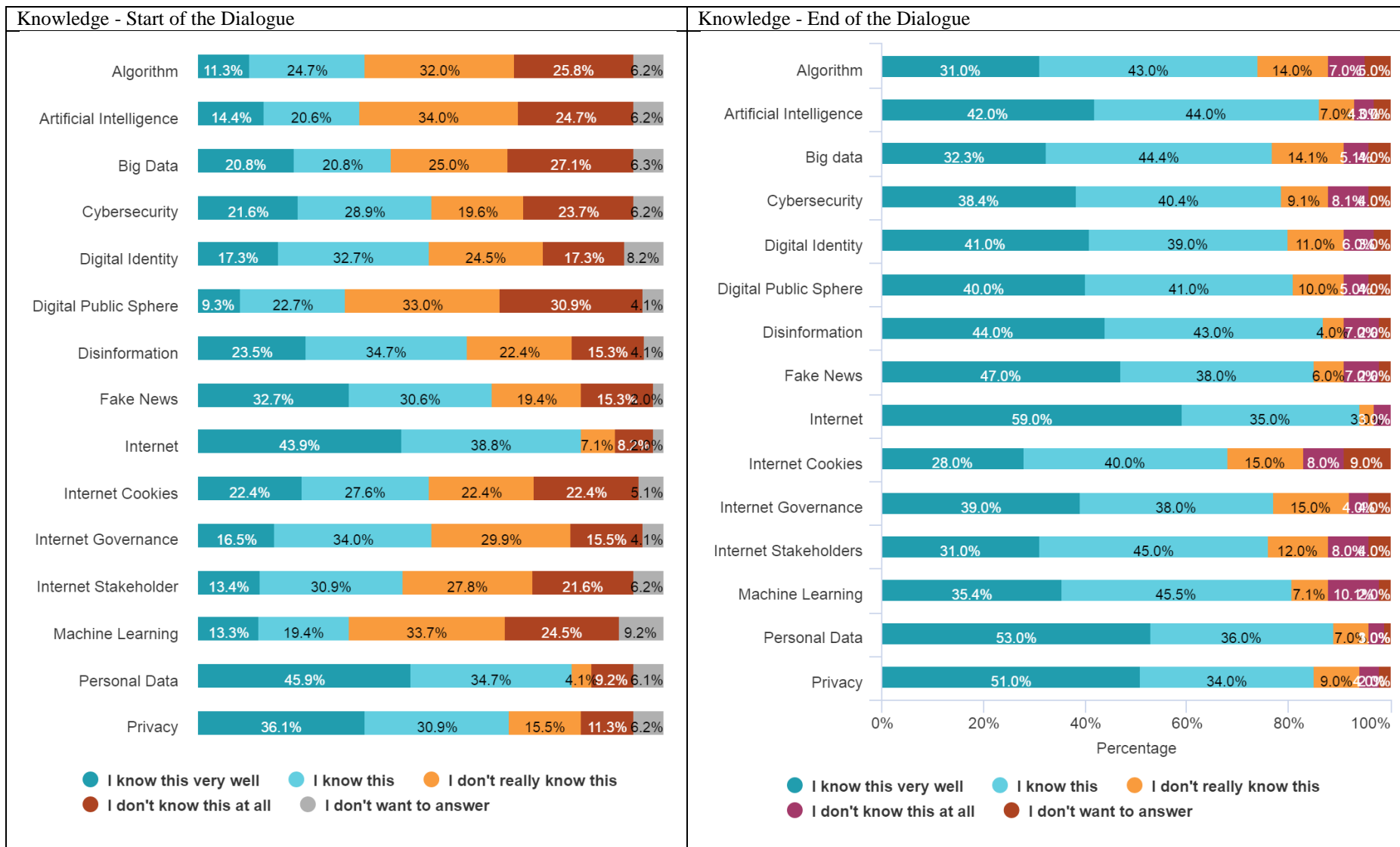
Entry Questionnaire

Before the start of the thematic sessions an entry questionnaire was distributed to the participants to identify the level of knowledge participants had on the different information and communication technology terminologies. The participants were asked to choose and state the main motivations which lead them to the dialogue. According to the data filled by the participants out of the 98 effective responses 84 participants which are 85.7% mentioned that the idea of exchanging views with fellow citizens is the main motivation that has triggered them to participate. Together with that 43 which are 43.9% of the participants wanted to pass information to the decision makers on the topic of internet and none of the participants mentioned that they want to learn about internet.

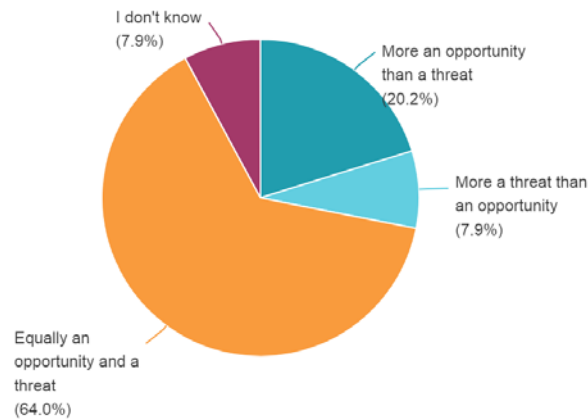


In the other question, they were asked to comment on their usage of Internet and communication technologies on daily, weekly and monthly basis. The majority of the participants in Fiji make and receive calls, SMS, and emails daily. Most of the Fijians access internet to surf for information about things that they have difficulties understanding, read news, and surf social media. They are not very much into e-commerce as the data below shows that around 42 out of the 98 participants have never bought or sold anything online.

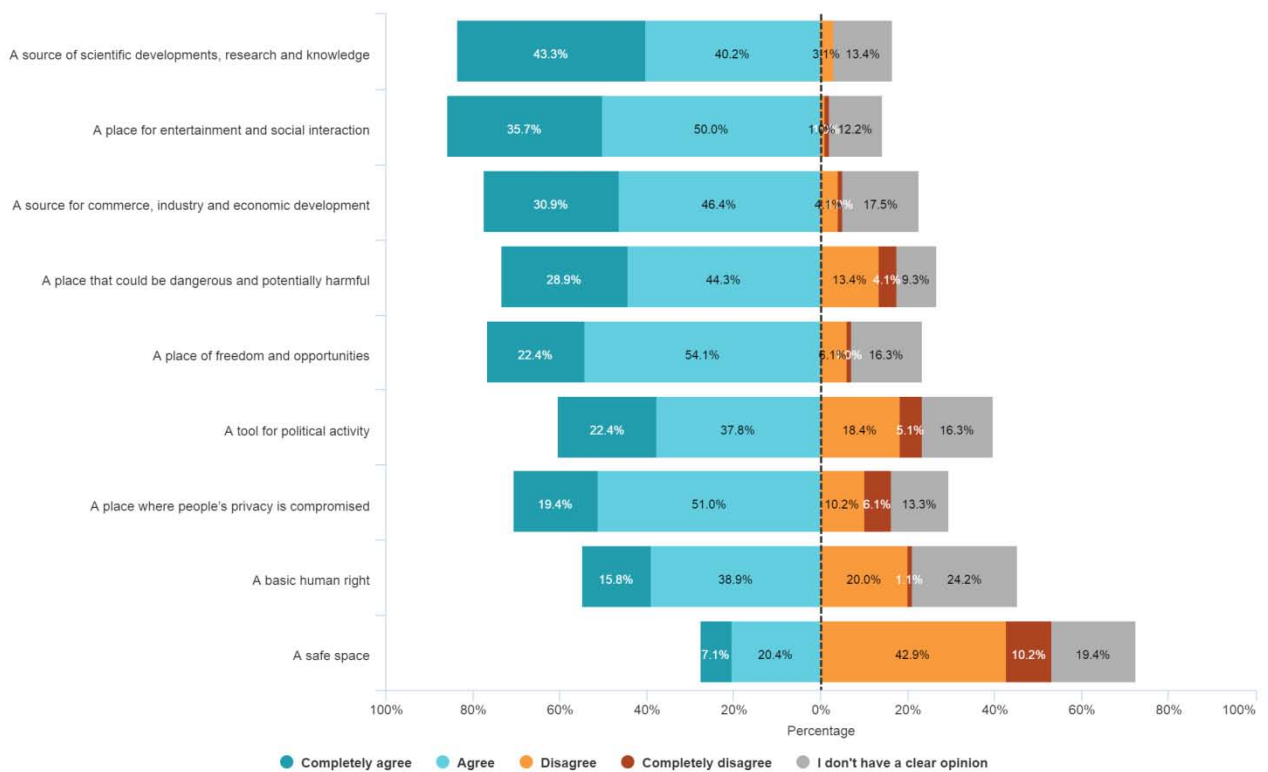




Furthermore, participant's knowledge was tested initially with certain terminologies which were to be discussed during the sessions and then again at the end of the day to check if the level of understanding on the terminologies has increased. According to the graph above the majority of the participants have mentioned that they have learned new terminologies and the understanding of the jargon has improved. Moreover, 64% of the participants believe that the internet is equally an opportunity and a threat whereas 20.2% believe that the internet is more an opportunity than a threat.



The majority of the participants described the internet as a place for scientific development, research, entertainment, social interaction; e-commerce and majority have also stated that it is not a safe place to be. Around 70% of the participants have said that it is a place where privacy is compromised and around 76% of the participants mentioned that it is a place of freedom and opportunities.



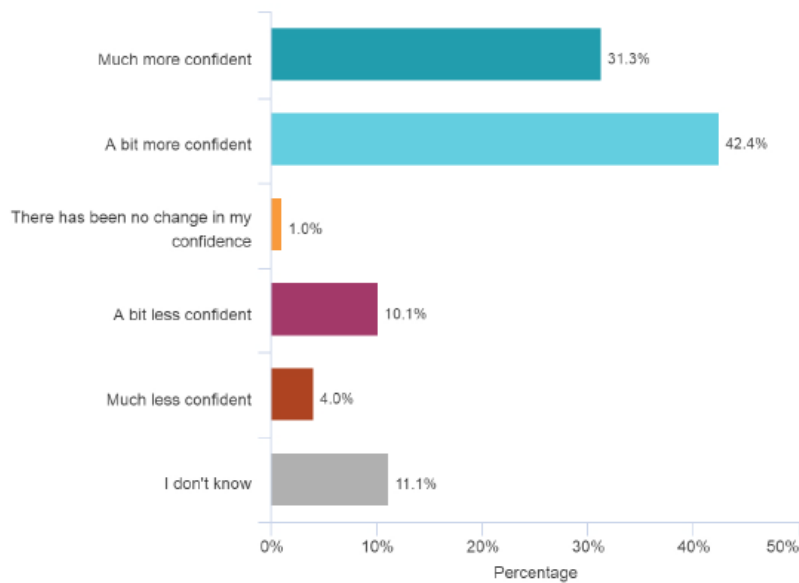
Who should take care of the internet

2.4_Who should take care of the internet? If you need, you can look at the Information briefing for the definition of the different answers we present below.



The majority (40.4%) of the participants absolutely agree that United Nations should take care of the internet. Along with this, 45.5% of participants also agree that the national government and technical community (organizations that manage critical parts of the internet's infrastructure) should take care of the internet. Additionally, 12.2-25.3% of participants do not have a clear opinion on who should take care of the internet.

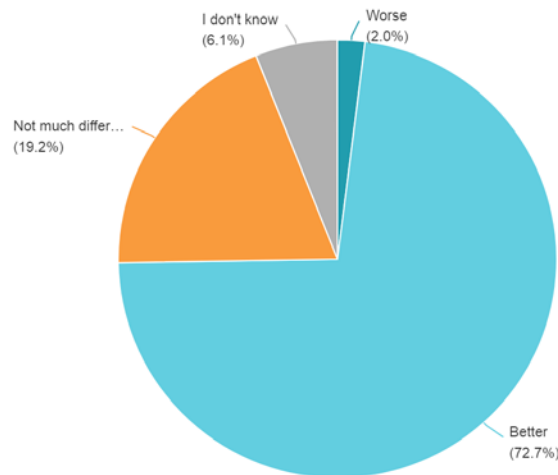
Confidence of people on internet



People of Fiji have developed trust in the use of the internet. The majority of the participants (42.4% +31.3%) stated their level of confidence in the internet has increased over the past few years. The participants added that the internet helps them in their assignments and work-related activities and that they are “more aware of their responsibilities as internet users”.

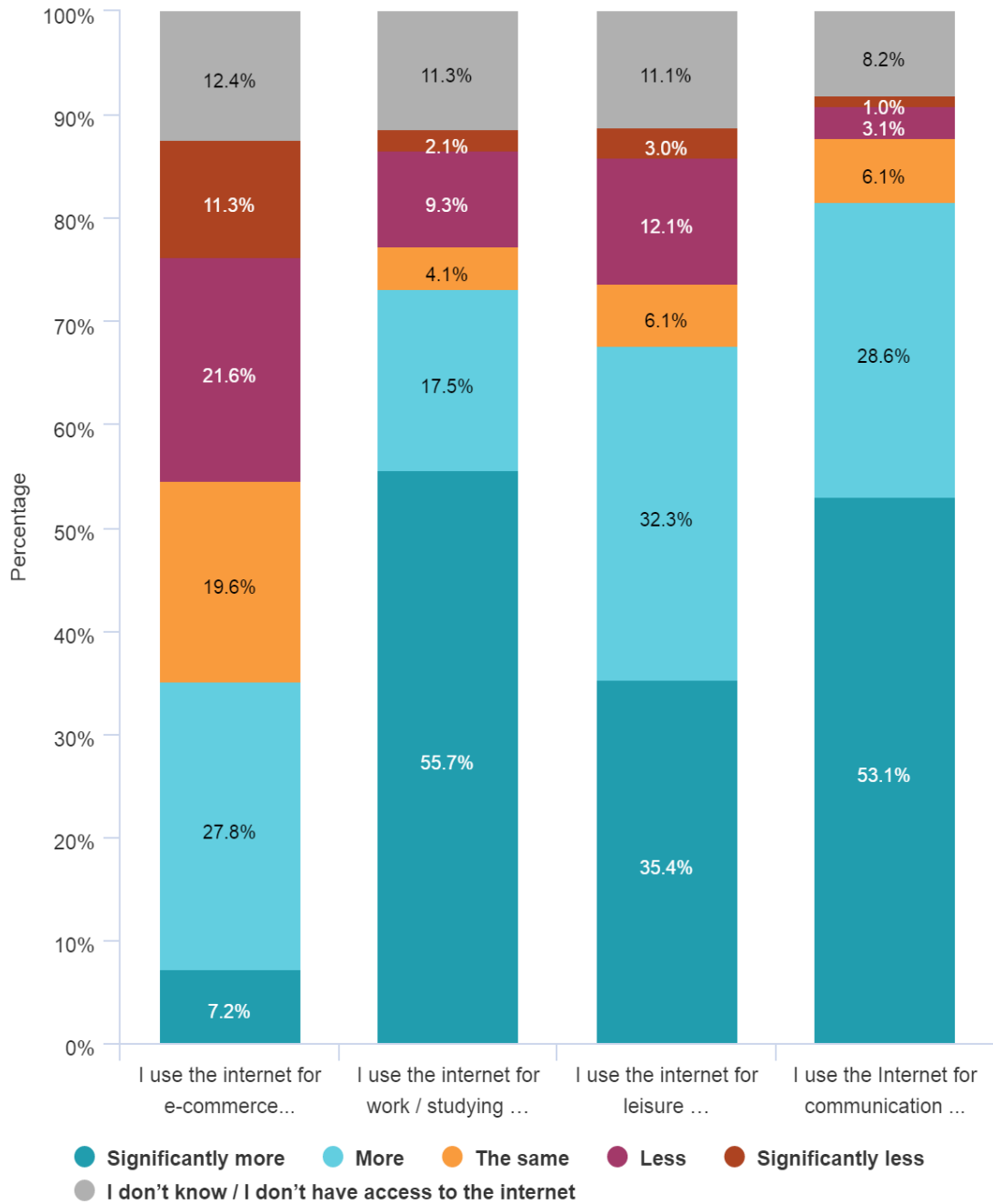
Internet and COVID-19

2.6_Has the Internet helped you during the COVID-19 pandemic or has it made your situation worse?

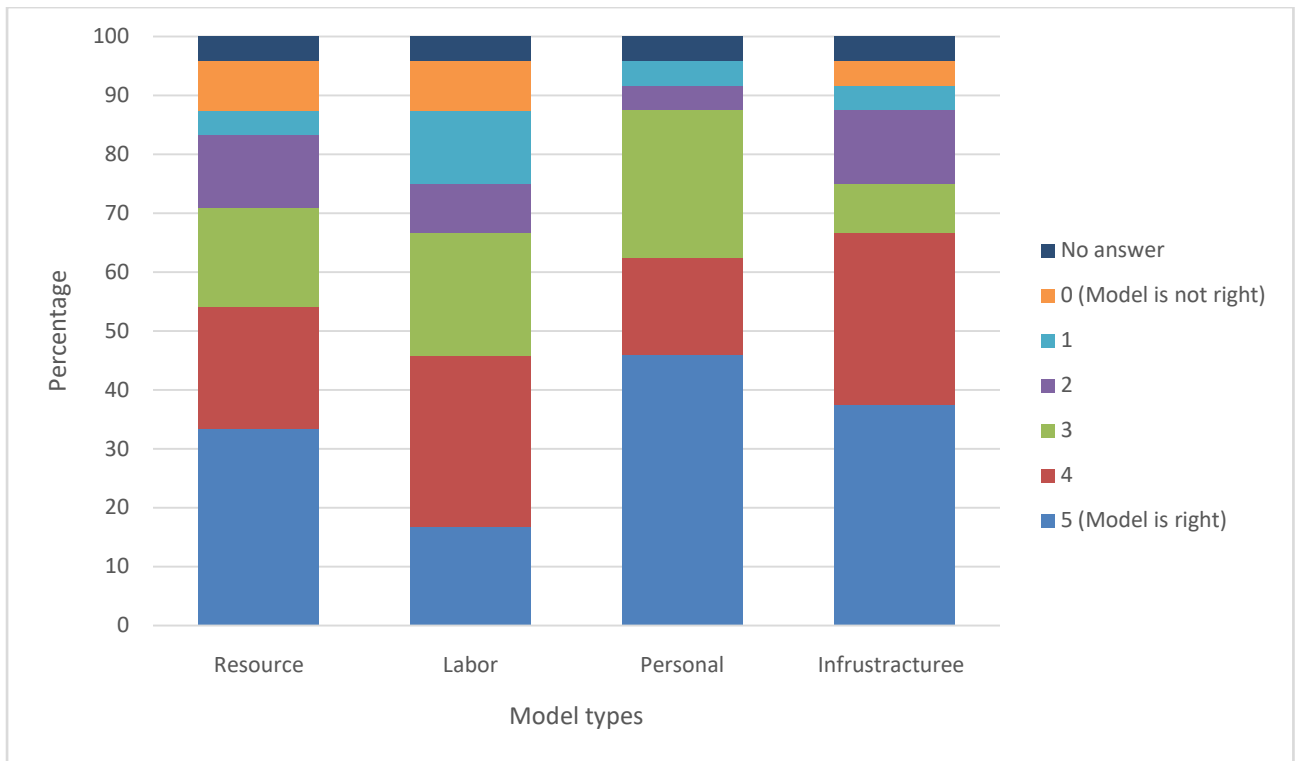


The majority (72.7%) of respondents felt that the internet was helpful during the COVID-19 pandemic and it make the situations better. While for some (19.2%) internet did not make much difference.

2.7_Has your internet use changed during the Covid Pandemic?



The participants stated that the internet was helpful to them during the COVID-19 pandemic. Amidst the COVID-19 situation, people of Fiji heavily relied on the internet for communication (53.4%) and work/studies (55.7%) related activities. While internet use for e-commerce was significantly less.



Out of the five models discussed, 45.8% of the participants stated that personal models are the right ones i.e. they believe that data reflects a person (their relationship, behaviour pattern and preferences) and it should come with basic human rights. While labour is considered as a model that is not right; being less secure and prone to risks.

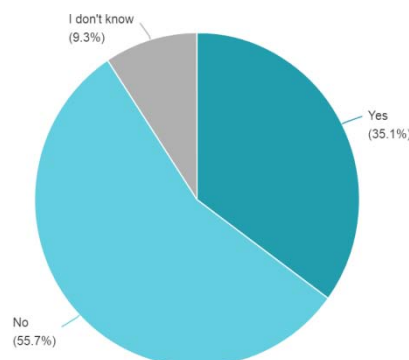
My Data, your Data, our Data

This theme contains issues relating to a digital society. It creates alertness that digital identity means producing data regardless of whether an individual uses the Internet or not. It addresses some of the challenges that a society based on data faces; such as data rights, individual preferences, advantages, risks, access to data, and the handling of data as individuals or as a society.

3.2_Have you ever been unable to receive an official document because you don't have a digital identity?

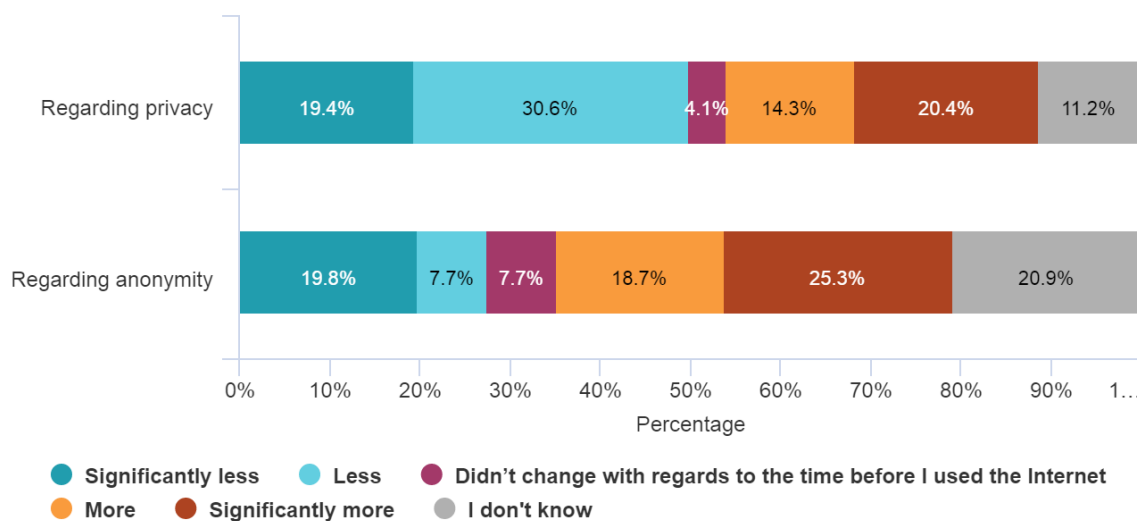
Effective responses: 97

Response rate: 99.0%



The majority of the people of Fiji (56%) have a digital identity, however, 35% don't have one and had faced difficulty receiving official documents.

3.3_Do you have the feeling that the Internet affected our lives regarding privacy and anonymity?



During the dialogue, 35% of the citizens expressed concern that using the Internet has affected their privacy, however, 50% felt that there has been very less privacy concerns arising from the use of the Internet with at least 4% stating that there is no change in their privacy while 11 % are not sure about it. When asked about anonymity the results are opposite to privacy with 44% stating that using the Internet affects anonymity while 28% suggested it doesn't make any significant change.

The high percentage of participants who feel that using the internet makes their lives less private and less anonymous attribute it to the frequent use of social media, where citizens happily share a lot of data about themselves. Social media profiles are publicly available and people can find others through them, know who they are, where they live, etc., therefore no privacy, and people are no longer anonymous.

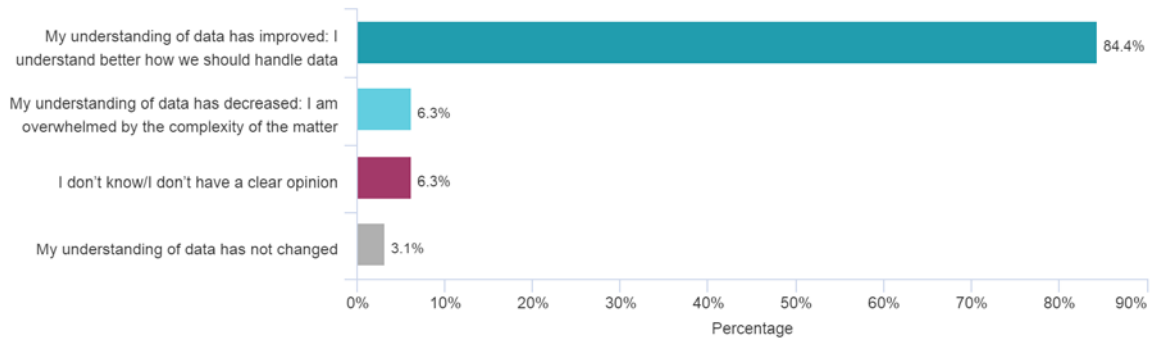
Some said that the minute they log into their online account, privacy and anonymity takes a back door. Apart from social media other online services such as Internet banking, online shopping, etc. also stores data that can possibly be accessed or even shared without the individuals consent.

Those who have fewer concerns about privacy and anonymity either don't use the Internet much, don't have a social media account, feel that they don't share much data online, or don't go online at all. Some feel it increases privacy as it gives a private arena for them to chat or share things with only those people that they want to.

3.4_Now that you have discussed what data can be and how it is used

Effective responses: 96

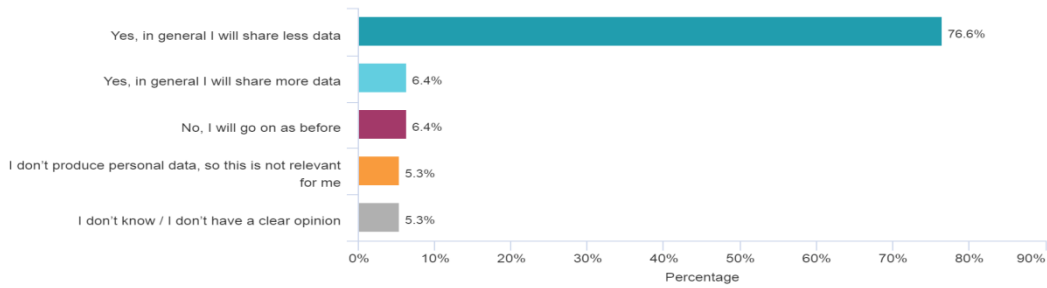
Response rate: 98.0%



3.5_Now that you have discussed Data and the use of data, will you change your behaviour in the future?

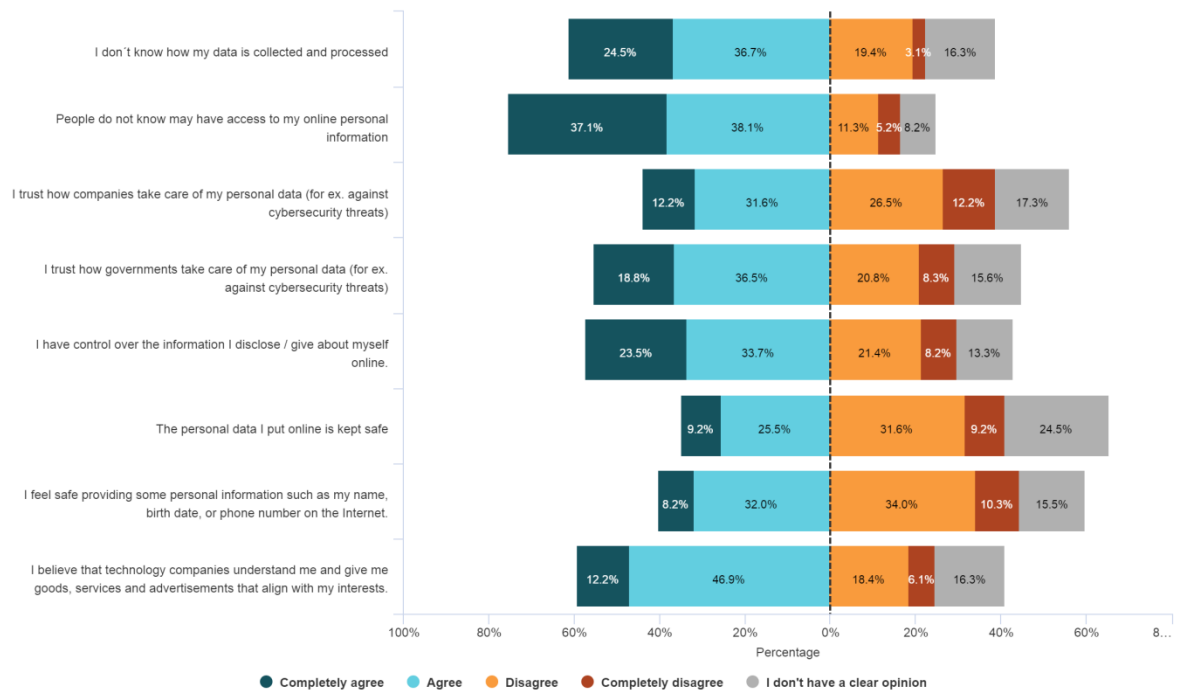
Effective responses: 94

Response rate: 95.9%

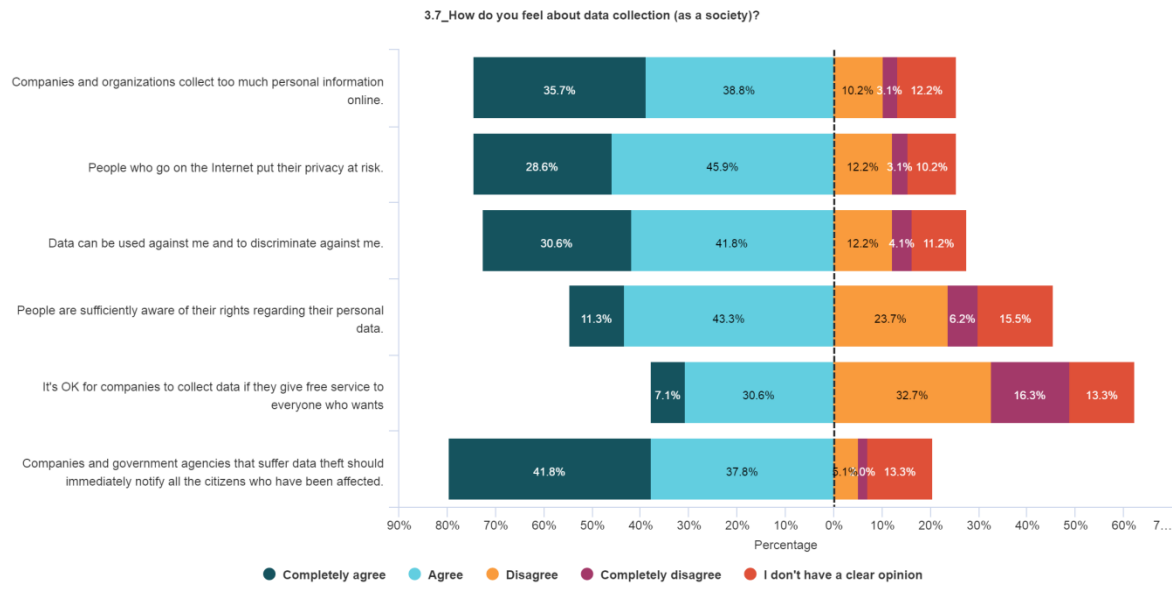


After being told about what data is and how it can be used, a staggering 84% had a better understanding of how to handle data and 77% had decided to generally share less data from now onwards.

3.6_How do you feel about the information you put online (personal data)?

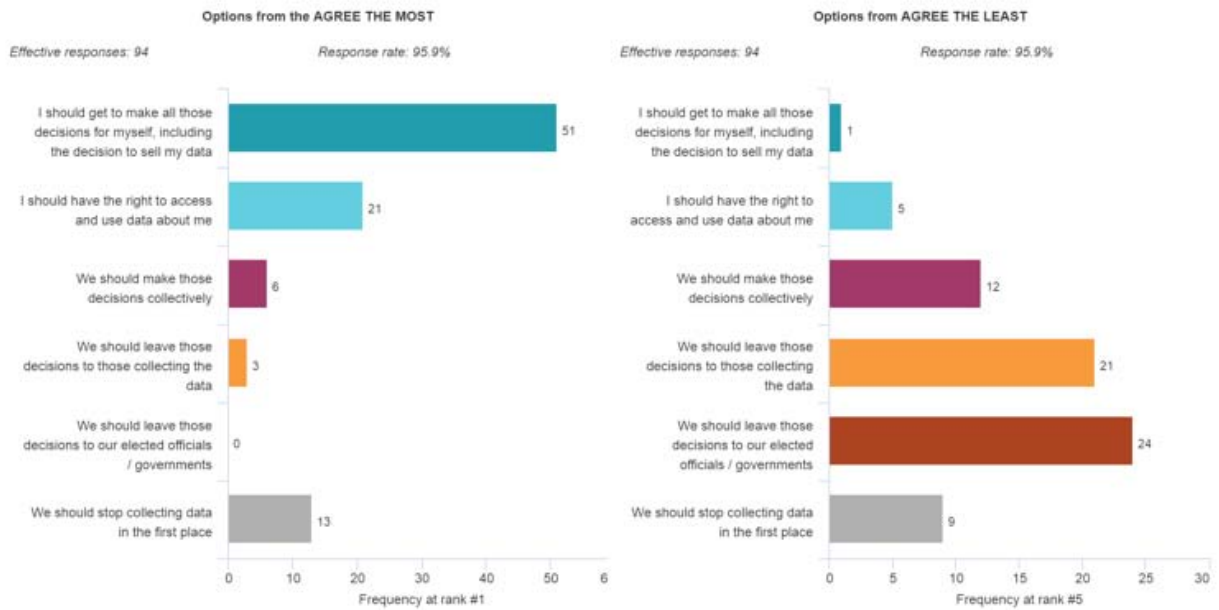


The majority of the respondent has expressed concern about their personal data being collected online. 60% don't feel safe while providing personal data online. 61% are not sure how their personal data is collected and processed. About 65% fear that the personal data they keep online isn't safe. At least 56% don't trust the data collection companies and 45% don't trust how the government collects and handles their personal data. 75% of the respondents feel that those people whom they don't even know have access to their personal information.

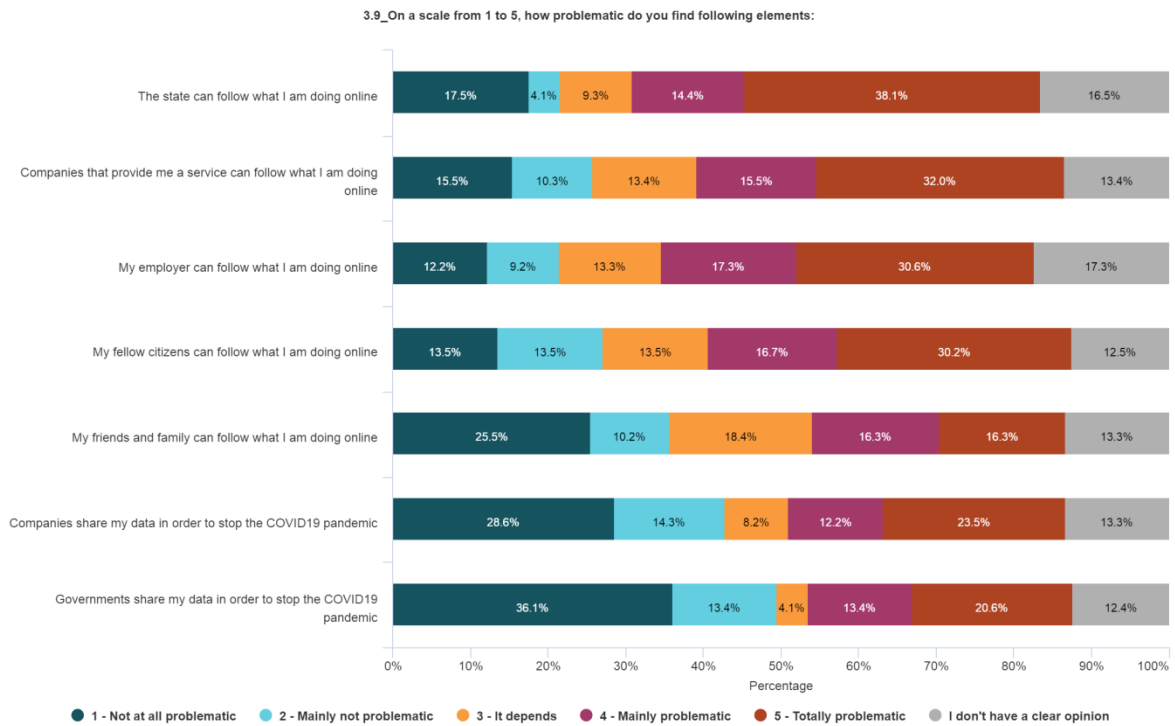


As a society, 75% of the feel that citizens are risking their privacy by going online and that too much personal data is being collected online by companies and organizations. 72% feel that this data can be used against them in the future. 62% believe that companies shouldn't collect personal data in return for giving free service to the public. About 45% stated that the public isn't aware of their personal data rights. 80% suggested that data centres should immediately notify all citizens of any data breaches

3.8_Who should control the collection, access and use of (digital) data?
Please RANK the options from the AGREE THE MOST (1) to AGREE THE LEAST (6)



72% have stated that individuals, whose data is being collected, should have control over the collection, access, use, or rights to sell their data and not those who collect the data.



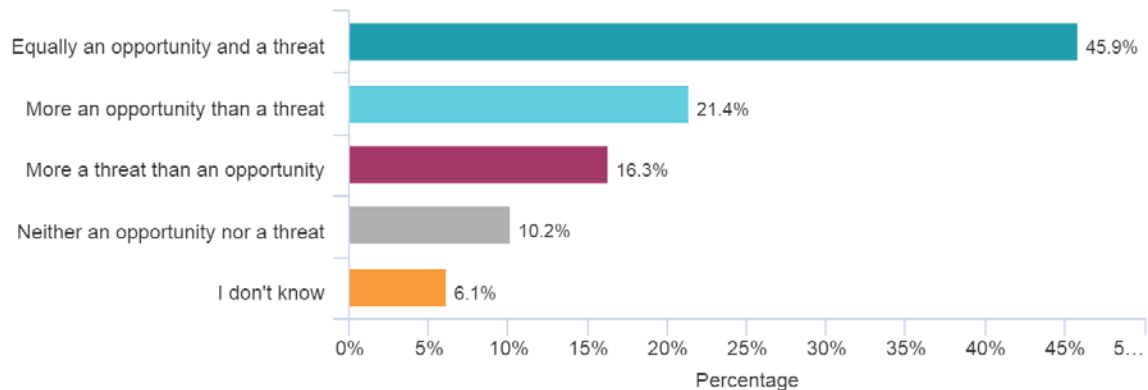
Participants stated that the most problematic element of a digital society is being followed online by its various constituents: the state (53%), companies providing

services (48%), employer (48%), fellow citizens (47%), friends or family (33%). Another problematic aspect of the digital society is companies (36%) and governments (34%) sharing personal data in order to stop the COVID19 pandemic.

3.10_All in all, if you think about the advantages and drawbacks of the fact that we - as a society - collect and use more and more data. Is this ...

Effective responses: 98

Response rate: 100.0%



According to the responses, 46% feel that we as a society that collects and uses more and more data are more of an opportunity than a threat.

Discussion

Reactions to videos: What do you think is the most important? What is not so central to you?

Data privacy and security is a human right but still many people aren't concerned about the amount of personal data that they post online. They don't even know how their data is going to be stored, or used as they have no control over it. The usage of personal data by a third party without the individual's consent should not be allowed.

It's very important to keep our digital identity safe, therefore, it is better not to share your digital data, or if you have to, then do so in a limited and secure way as this will minimize unnecessary exposure of your personal life. You have to be smart to avoid hacking personal files

What do you think is your digital identity?

Our digital identity is created when data is entered into a system for various reasons in many sectors, such as communication, education, finance, health, e-commerce, travelling, national ID, etc.

Having an email account, any type of social media account (Facebook, Instagram, Viber, Messenger, WhatsApp, Tiktok, Snapchat, Twitter, YouTube, and Telegram etc) or mobile phone accounts as a means of communication is one aspect of digital Identify. For education purpose a lot of personal data needs to be recorded and kept in databases, creation of student accounts and ID cards, using Moodle for e-learning are all part of our digital identity.

Online banking, all bank accounts and cards, all e-payments (M-paisa, etc.), online-buying, home finance, hire purchase agreements, national provident fund accounts, tax identification accounts, social welfare accounts all deal with the financial identity of citizens. Even the government hospitals require a hospital ID card and keep an online record of all patients. For travelling via public transport such as buses, there is an e-ticketing card. Government identifications such as citizens' voter ID cards, birth certificate, FijiCare app for contact tracing during COVID19 pandemic all contribute to digital Fiji.

We talked a lot about data during COVID19, what is your feeling about this? Has COVID19 changed something in your relation to your digital life?

COVID 19 has changed everyone's attitude towards their digital life. More and more people went online to telecommute, attend online classes, communicate with others, to be entertained, do shopping, get news and information, and many more. Due to lockdowns and reduced physical interactions, people have become more addicted to social media for entertainment and information during this time. Most time was spent online thus fewer physical activities were done. Majority didn't realise before but this citizen's dialogue session gave them a picture of where they stand in regards to their digital identities during the COVID19 pandemic.

For you, is there a difference between the real world and the online world?

Many believe that the online world, which is paperless, is healthier than the real world. It's much easier and faster to communicate online as it doesn't require any physical interaction but in the real world you need to be friendly, polite and wait in long queues to get a service done or to get access to information from others. In the online world, data is more accessible and with just one click you can get to know a lot about anything or anyone but real world has lots of limitations which take up a lot of time, effort, and money.

Some feel that both worlds are the same in the sense that they cannot be controlled and that while the online world is fake, real world is boring.

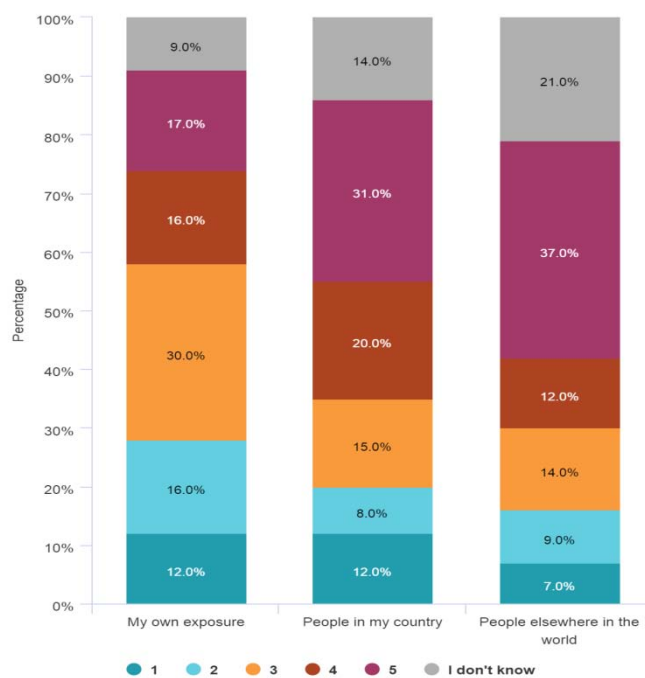
There are others who feel that the real world is more secure because it makes people more hesitant and they won't give their personal information to anyone they meet, however in the online world people are under the impression that their data is secure even though they have no idea where all data is stored, how it's being used and who is accessing it. Real world relationships are deeper and safer because you get into the heart of matters as there is no fake information whereas the online world lacks emotions or intimacy.

A Strong Digital Public Sphere

This session was centred on how secure and accurate information is which is provided on public platforms. It also created awareness on misinformation and disinformation and on how people should behave in the digital public sphere. Furthermore, discussion on the relevant authority to check the quality and accuracy of information provided publicly was also emphasised in this session.

How do you rate the level of exposure to disinformation?

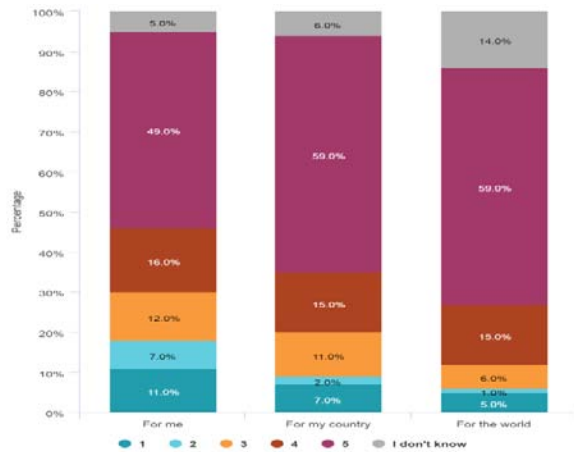
1= Not exposed at all // 5= Very exposed



According to the Oxford Learner's Dictionary disinformation is defined as false information that is given deliberately (Oxford Learners Dictionaries, 2021). Around 30% of the participants had a neutral feeling in terms of their exposure to disinformation while around 33% were very exposed to it. More than 50% answered that the people in Fiji are very exposed to disinformation 20% responded that they felt that Fiji Islanders are not exposed to disinformation. A little more than 50% responded that people elsewhere in the world are very exposed to being given false information deliberately while 21% did not know how exposed others around the world were to disinformation.

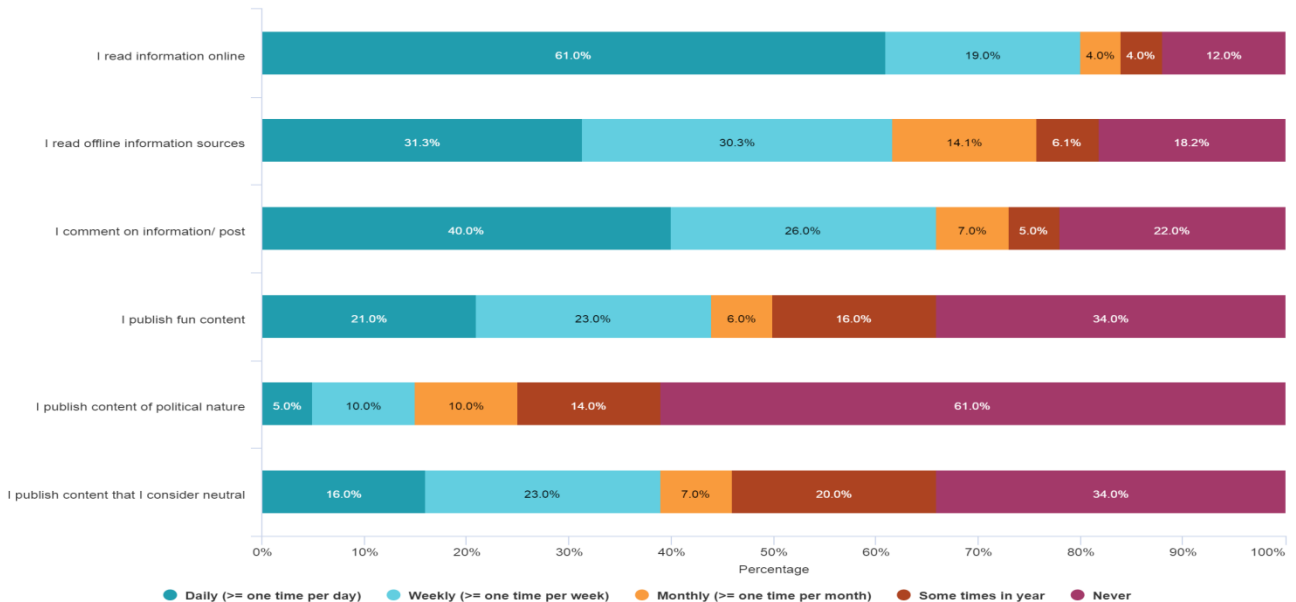
On a scale from 1 to 5, how problematic do you find the spread of Disinformation?

1= Not problematic at all // 5= very problematic



More than 60% of the respondents find that the spread of disinformation is problematic to them, for their country as well as the world. 14% did not know how disinformation affects the world population as they might not be well versed with digitalised world.

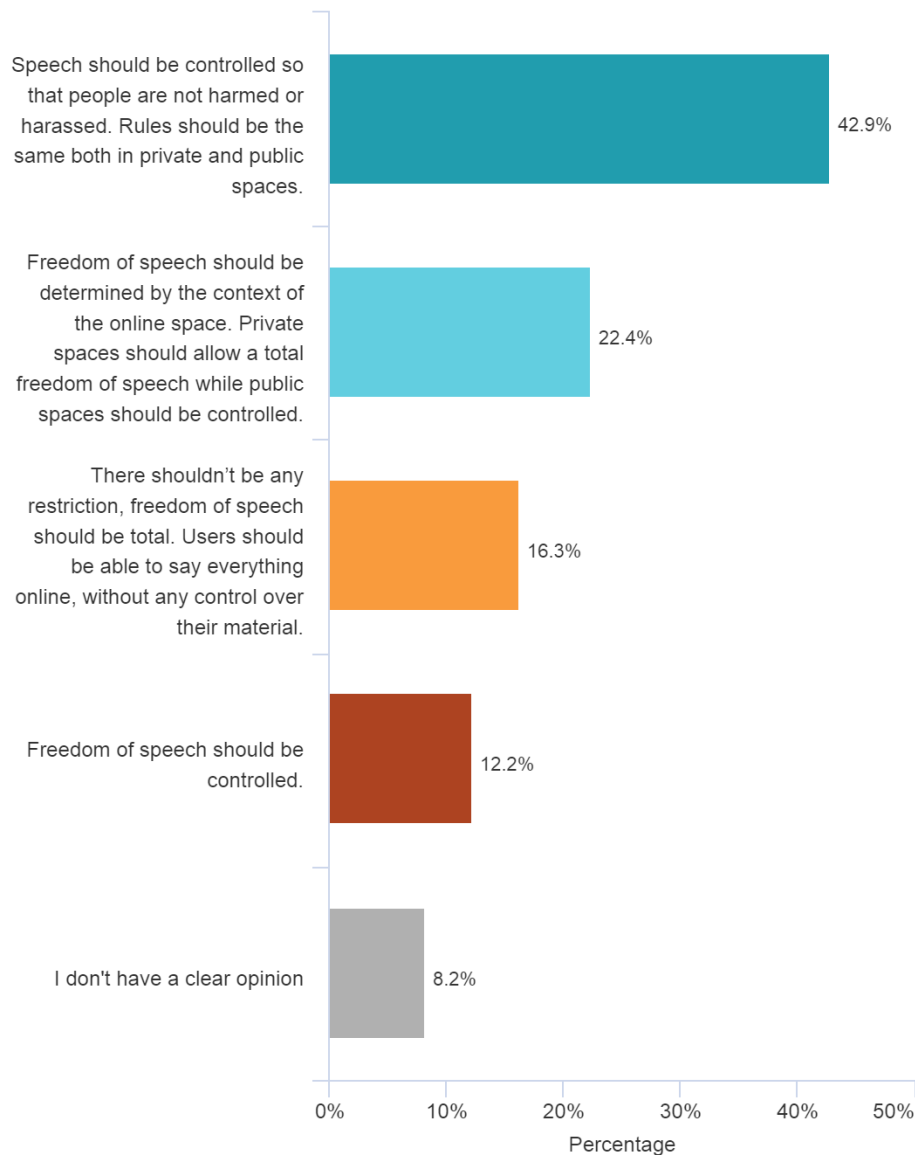
How do you behave in the Digital Public Sphere?



A total of 61% of respondents' read online information on a daily basis while 19% read it on a weekly basis and 12% never read online information as they may not have access to the internet. While 31.3% read offline information sources on a daily basis and 30.3% read it on a weekly basis. On other hand, 22% of the respondents never access offline information sources. More than 20% comment on posts and publish fun content

daily or weekly on the digital space. 22% of the respondents never comment on posts while 34% never publish any fun content. 61% do not publish content on political nature as they might feel that it is not the right forum to discuss politics. Only 5% publish posts on political nature on a daily basis and 10% post weekly. Almost half of the respondents felt that they publish content that is neutral.

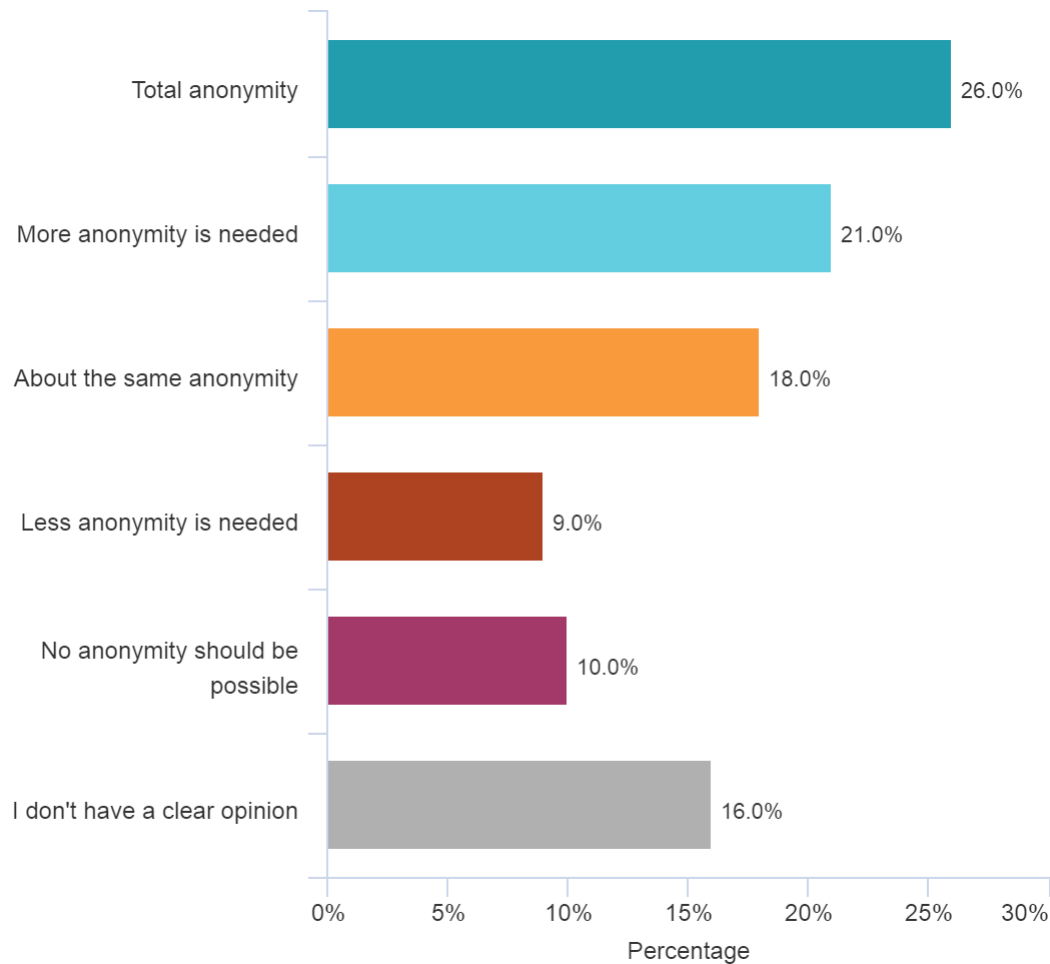
Where do you draw the line on free expression?



There is a mixed response on where to draw the line on free expression. 42.9% of the people feel that the rules on free expression should be the same for private and public spaces and should be controlled so that no one is harmed or harassed. 22.4% of the respondents showed support for total freedom of private spaces while public spaces should be control and believe that freedom of speech should be determined by the context of the online space. 16.3% say that there should not be any restriction or

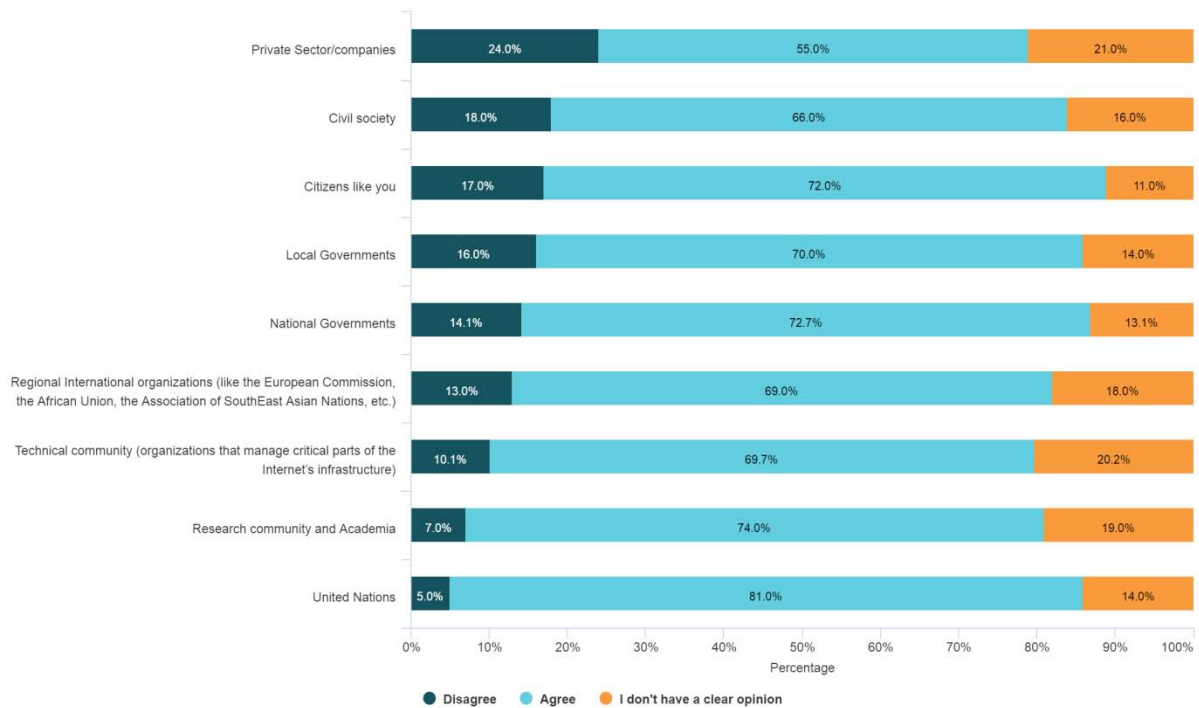
controlled over the material published while 12.2% say that freedom of speech should be controlled and 8.2% do not have a clear idea of the extent to which freedom of speech is exercised on the public or private spaces.

What level of anonymity should be available for users on the internet? Anonymity means no tracing possible, no personal data required.



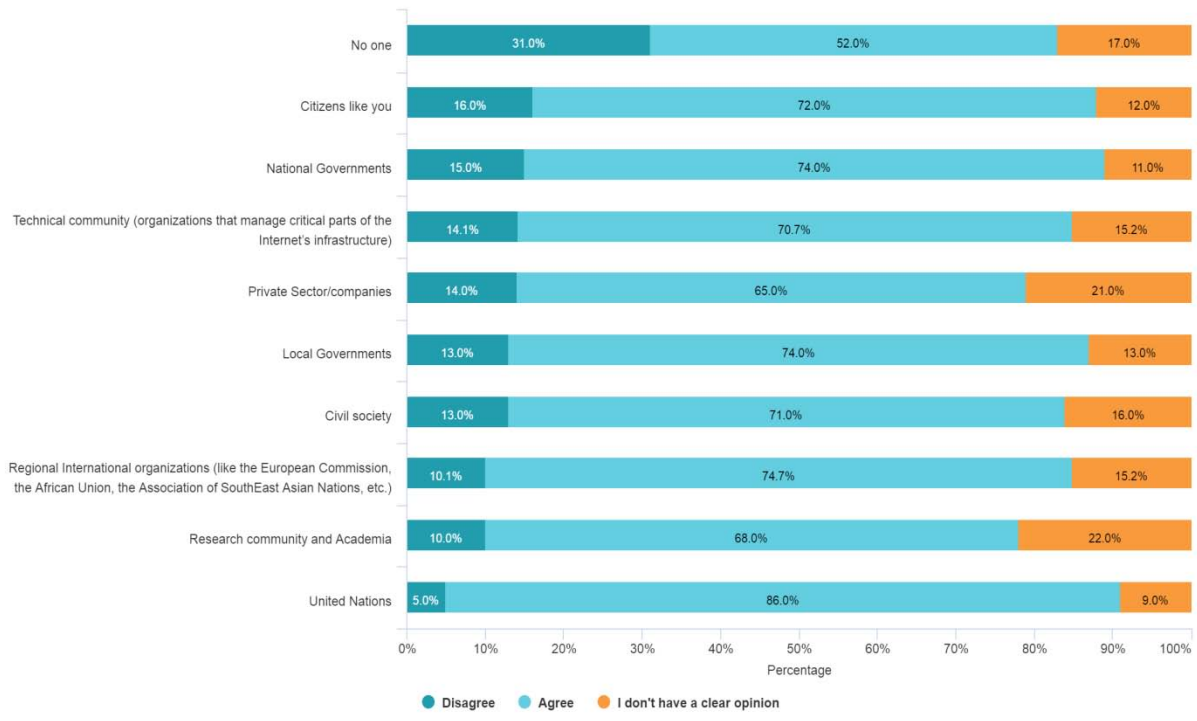
Mixed views were received for this question where 26% said that total anonymity should be there for internet users while 21% believe that more anonymity should be there compared to now and 18% responded to the same level of anonymity as currently available. 9% said that less anonymity is needed for users on the internet while 10% state that no anonymity should be possible and the remainder of the respondents do not have a clear idea on the level of anonymity for internet users.

Who should decide how the Digital Public Sphere is shaped in the future? (e.g.: interaction options, rules of platforms)



The majority of the respondents do not agree that the future of the internet should be shaped by any local governments, national governments, and regional organisations, private sector, or the United Nations. Only 13% feel that regional organisations should decide on the future while around 30% have support the local and national governments involvement. 24% are in favour of the private sector deciding the rules while 17% believe that the citizens must dictate the rules. Around 20% of the respondents are not able to decide who should shape the future of the internet and they might not be aware of the usage of it or are confused as to how to answer this question.

Who should ensure the quality and accuracy of the content in the Digital Public Sphere in future? (e.g.: fact-checking, source of information)

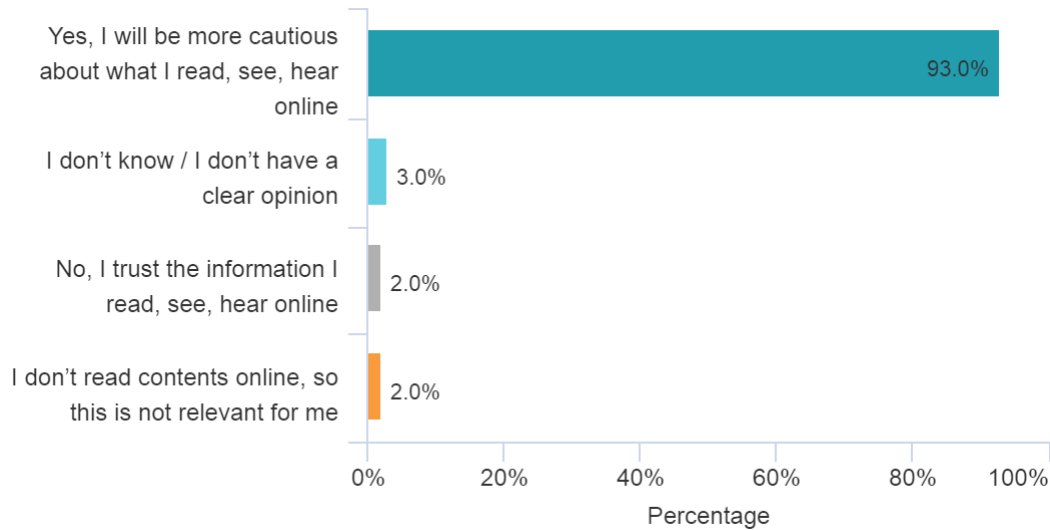


According to the responses received, majority of the people agreed that the quality and accuracy of the content available on the digital space should be authorised by local governments, national governments, regional organisations, private sector, or the United Nations, citizens. Only 13% feel that civil society should ensure a quality and accuracy check of the content available. 52% argue that no one should control online content and everyone should be free to say what they would like to say. Around 20% of the respondents did not have a clear opinion as to who should be managing the authenticity of the information available on the public platform.

Do you have further concrete ideas on how the quality of the content online can be ensured?

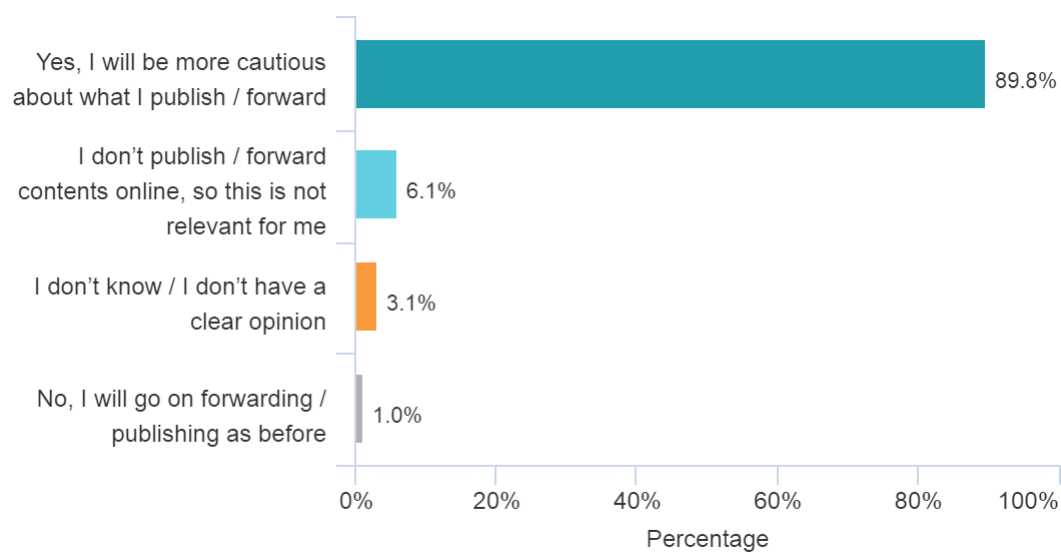
Some respondents have stated that online security bills passed will ensure a quality check on the content available online while some others have mentioned that the source of the information must be found out before sharing it and avoid sharing fake news. Some have advocated for more awareness programs to be conducted.

Now that you have discussed the Digital Public Sphere and Disinformation, will you change your behaviour in the future when it comes to GETTING INFORMATION?



After gaining knowledge on disinformation and misinformation, majority of the respondents (93%) have stated that they will be more cautious when handling online information and the content may not be true all the time. Only 2% believe that they trust the information available online while another 25 do not read online contents and the remainder of the respondents (3%) do not have a clear opinion as to how to behave in the future when accessing online information.

Now that you have discussed the Digital Public Sphere and Disinformation, will you change your behaviour in the future when it comes to PUBLISHING / FORWARDING INFORMATION?



About 90% say that they will be more cautious when publishing/ forwarding information in the future on the digital sphere while 1% say that they will not change their behaviour. 6% of the respondents say that they do not use digital space, therefore; this question is not relevant for them. Moreover, around 3% say that they do not have a clear opinion to this question on publishing/forward online content.

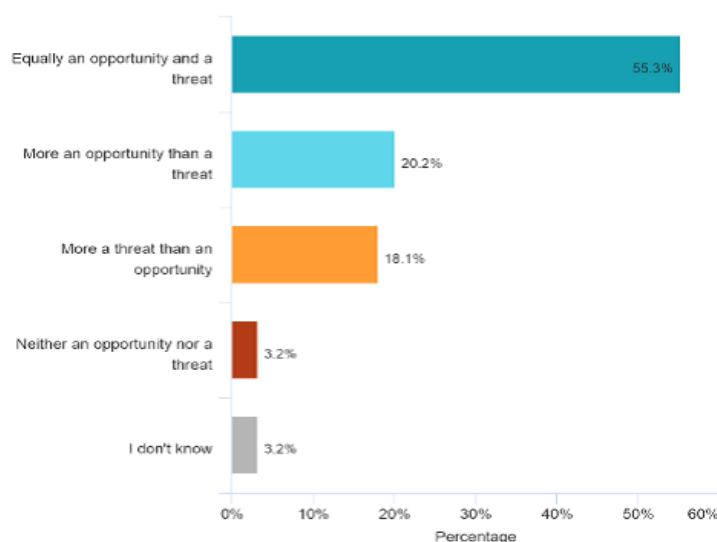
Discussion

Many participants have stated that they will be more cautious when dealing with information as they are more familiar with terminologies such as misinformation and disinformation. Adding further, it is difficult to control the content on digital sphere but we can be more vigilant and make more informed decisions. Some have said that they have gained a lot of knowledge from this session and it was presented well. Others have stated that they are exposed to misinformation and disinformation so were able to relate to the knowledge imparted in this session. One of the respondents also mentioned that more awareness needs to be created in the society so that we all are aware of the consequences of engaging in the publishing/forwarding content which may be misleading either knowingly or unknowingly. Finally, many respondents have stated that the session was conducted well they have gained a lot of knowledge from engaging in this exercise.

Exploring Artificial Intelligence

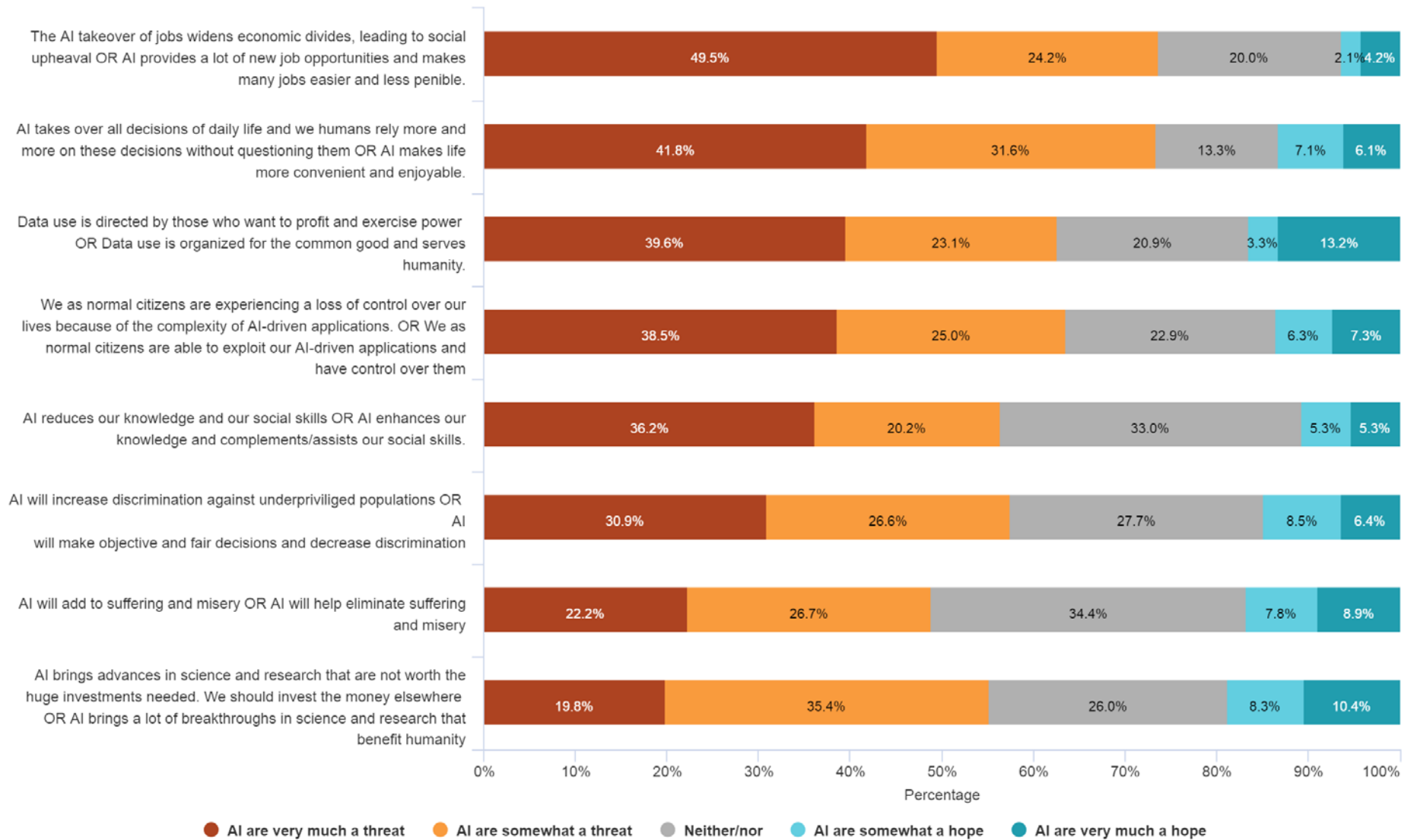
Artificial Intelligence (AI) is intellect simulated by machines that are programmed to mimic human actions such as learning and problem-solving. Machines driven by AI are instrumental and have been a strong influence in the 21st century for researchers, policy-makers, and innovators (Reis, Santo, & Melao, 2019). AI has shaped various sectors since its emergence, such as global productivity, equality, and environmental conservation, both short and long-term (Vinuesa et al., 2020). However, reported potential impacts of AI are both positive and negative on humans (Courtland, 2018; Jean et al., 2016). This section explores perceptions that the people of Fiji have regarding AI.

After the discussions, brainstorming, and video session, participants were to answer if Artificial Intelligence is an opportunity or a threat and 55.3% voted that AI is both an equal opportunity and threat whereas 20.2% stated that it was more of an opportunity. However, 18.1% mentioned that it was a threat. 3.2% voted that AI was neither a threat nor an opportunity and similarly for the final option. This may have been due to a lack of understanding regarding AI.



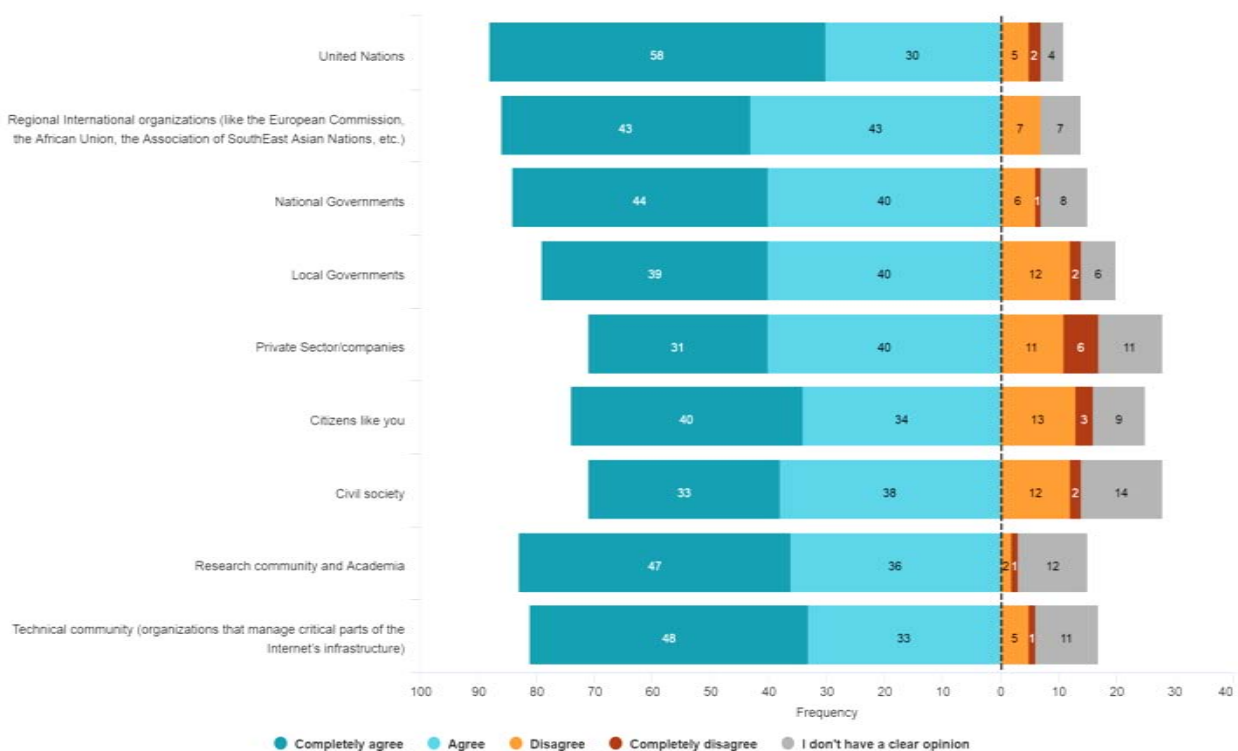
Do you perceive the following application domains of Artificial Intelligence rather as a threat or a hope?

According to the responses (graph below), majority (49.5%) voted that AI extends economic divides that can lead to social chaos. 41.8% felt that there is a high dependence on AI to make decisions and due to this, it has control over daily life. Two options had fairly similar response percentages, 39.6% mentioned that data usage is directed by those wanting to profit and exercise power and 38.5% voted that due to complex AI applications normal citizens experience loss of control over their lives. Also, 34.4% of people expressed that AI neither adds nor eliminates suffering and misery. Overall from the feedback obtained a large proportion of people had negative perceptions and thought of AI as a threat.



Should the following organizations be required to hire ethicists to advise them on major decisions involving AI?

Majority (58%) voted that United Nations should employ ethicists to assist in major decisions making processes regarding AI. This may be due to an understanding by the people of Fiji that the UN has the ability to support and enact various legally binding agreements. Regional International organizations (43%) and National Government (44%) received similar responses by participants in which they agree to hiring of ethicists. Correspondingly, people had similar options regarding remaining organizations. A limited number of people disagreed about organizations involving ethicists in decision making. Overall it can deduce that citizens of Fiji are aware that it is important to undertake decisions regarding AI within the boundaries of ethics.



Discussion

In this section, participants were required to provide their views regarding this particular session. Majority stated that AI needs to be used wisely and that it has both advantages and disadvantages. Also, AI should be controlled by humans and not the opposite. Others mentioned that the session was informative, interesting, and well presented. Some responders stated that AI topic was new and it was interesting to learn about it.

National Session: Cyber security Awareness

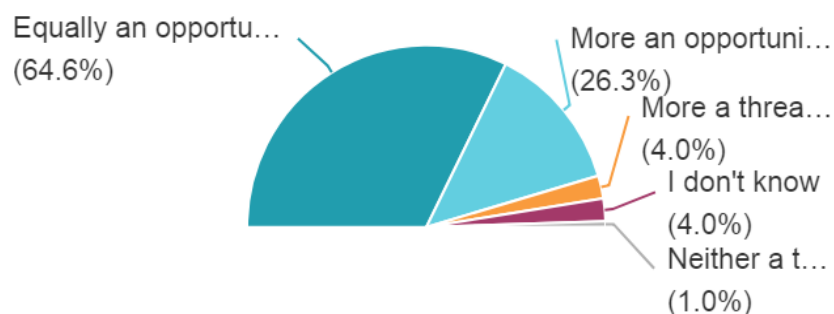
The dialogue gave an opportunity to have a national session based on any topic which is a burning issue in the country. After analysing the situation, we noticed that Schools, Universities, organizations, and most importantly Government services were heading towards the cyber world due to the lockdown. Hence, we decided to have a session to create awareness on the use of the cyberspace.

Participants were reminded of the importance of being safe while surfing online. Using a safe browser, updating antivirus applications, dangerous websites, infected emails and messages were the major highlights of the session. Awareness was created on the use of social media sites as well as preventing themselves from intruders and hackers.

Finally, they were remaindered that if everyone does their part like follow safe practices, creating awareness, educating communities then our ever-growing cyberspace will be safe for everyone.

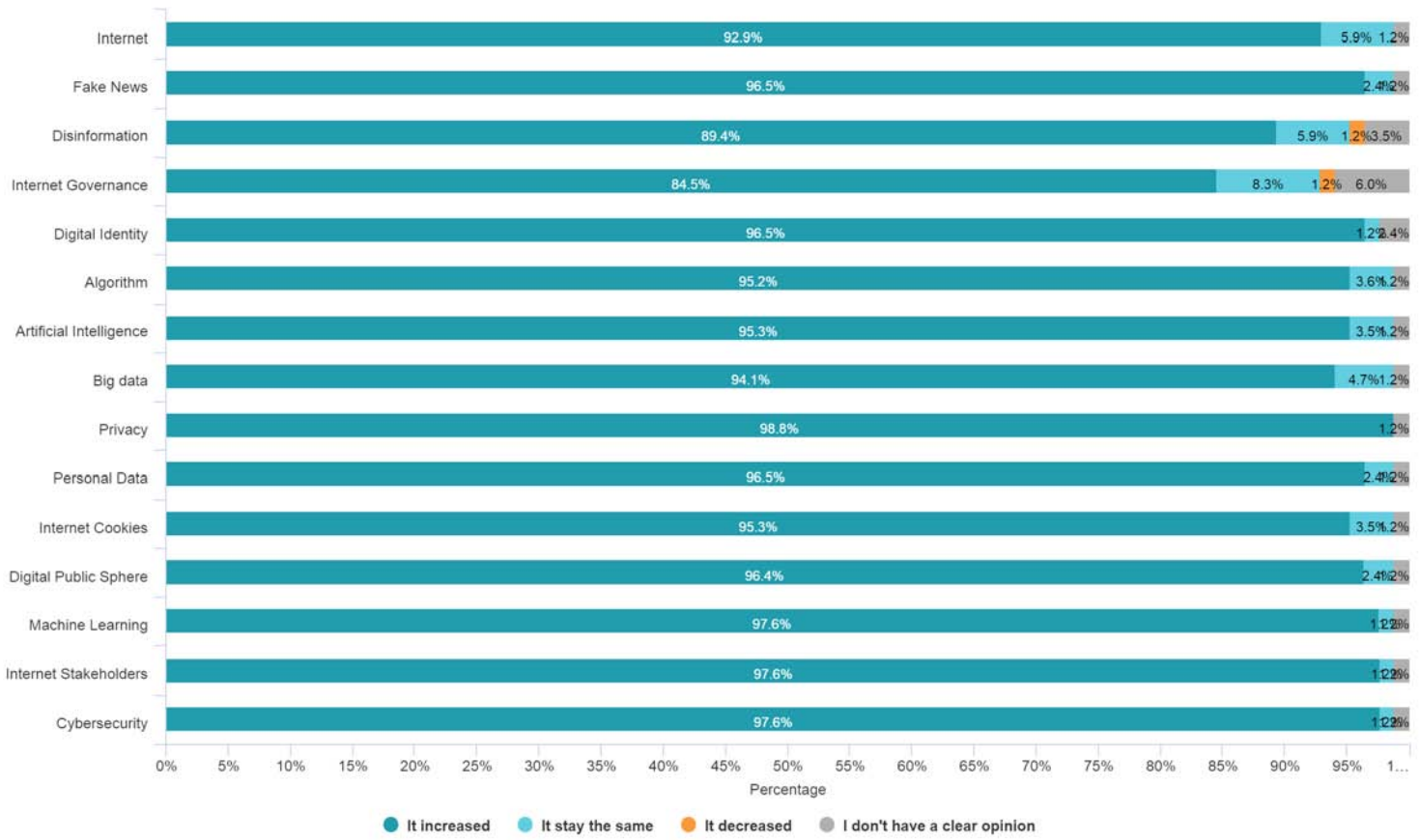
Evaluation

This session was like a concluding session were participants evaluated, compiled and composed whatever they gained during the day.

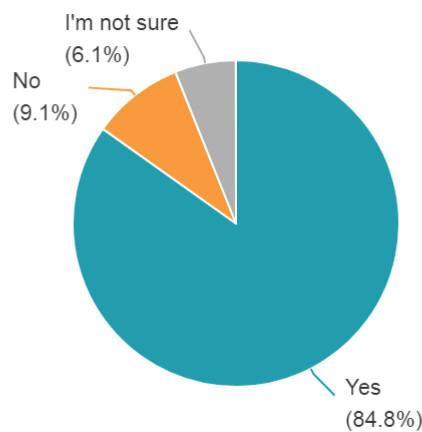


Most of the participants which are 64.6% in the final session still believe that the internet is an opportunity as well as a threat. 26.3% of the participants mentioned that it is more an opportunity than a threat and 4% think that it is a threat. Participants also were really satisfied with the dialogue and have gained a lot of knowledge. The majority of the participants stated that their knowledge based on the terminologies discussed during the dialogue has increased and they are requesting more of these sessions.

Does your level of knowledge changed?



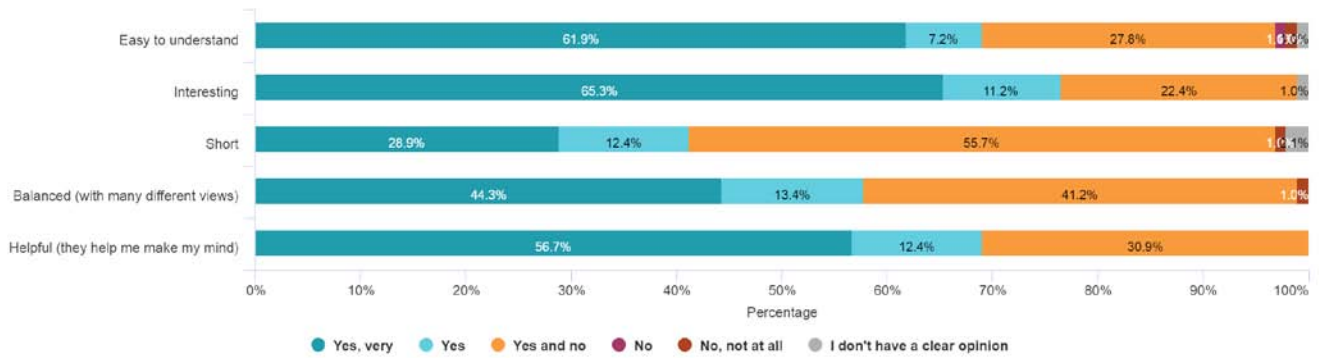
Did you change your mind about certain topics in the course of the day?



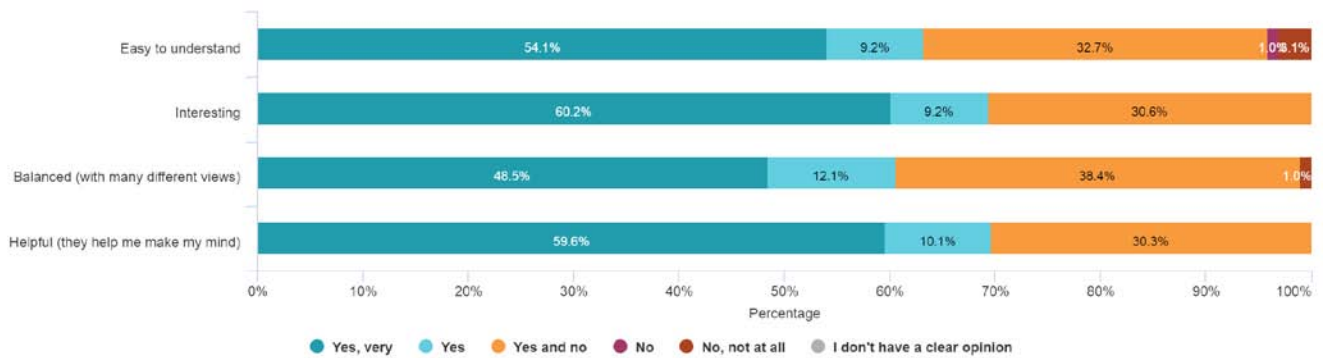
This question evaluated the satisfaction level of participants in terms certain disciplines and 84.8% of the participants have mentioned that it definitely has changed their mindset.

Feedback was taken on the information materials provided.

Concerning the videos you have seen today. Do you think they were...?



Concerning the Information briefings (the texts) you have seen today (the short version) or before coming (the long version). Do you think they were...?



The participants reported that the video and the information materials were easy to understand, interesting, balanced, and helpful. Less than 2% of the participants commented that the video and the materials were challenging to understand.

Looking into the overall comments the participants were satisfied with the materials. They have shown interest to be part of any other dialogue organized in the future and have requested to organize such events frequently in which they can participate.

Summary

Internet usage is expected to increase as we unfold the future. Every individual will be affected by the digital revolution. During this pandemic, the usage of the internet has increased dramatically which will lead to more policy developments and implementation in the future. The Global Citizens Dialogue on the future of the internet was initiated by Missions Publiques to make sure that the ordinary citizens' voices are heard when major decisions are made in regards to technology.

Out of the 70 and more countries and 5000 and more participants, 100 participants from Fiji were also engaged in the global discussion face to face on the 3rd of October. This allowed the participants to discuss and create an impact in the decision making. Participants were selected based on gender, employability, location, age and education.

The majority of the participants are overwhelmed because they got the opportunity to be part of this very important event and have said that they have gained a lot of knowledge. They have requested collectively that more awareness needs to be created in regards to digital communication technologies. Some of the participants mentioned that initially they had no idea about what was happening around them but now they will be able to communicate with others in this regard. They need more workshops of this kind and requested the Government to look into this.

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Annex 1

List of Global Citizens' Dialogue related websites:

<https://missionspubliques.org/?lang=en> - Missions Publiques home page

<https://www.unifiji.ac.fj/> - The University of Fiji home page

<https://wetheinternet.org/> - We the Internet home page

<https://wetheinternet.org/2020-global-citizens-dialogue-results/> - 2020 Global Citizens' Dialogue results

<https://wetheinternet.org/partenaires-wti/?country=fj> - UniFiji Global Citizens' Dialogue web page

<https://www.fijivillage.com/news/95-of-Fijians-have-access-to-internet-connectivity-5rx4f8/> - News article Fiji Village

<https://www.fiji.gov.fj/Media-Centre/News/MAINTAINING-AN-OPEN,-SECURE,-STABLE-AND-PEACEFUL-C> - News article Fiji Government Website

<https://fijisun.com.fj/2020/10/05/government-pushes-lift-in-internet-connectivity/> - News article Fiji Sun

<https://www.fjitime.com/prof-shameem-internet-transformed-to-be-an-indispensable-vehicle-in-21st-century/> - News article Fiji Times

Images

Some glimpse of the event







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