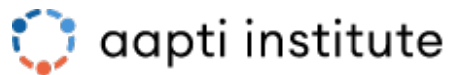


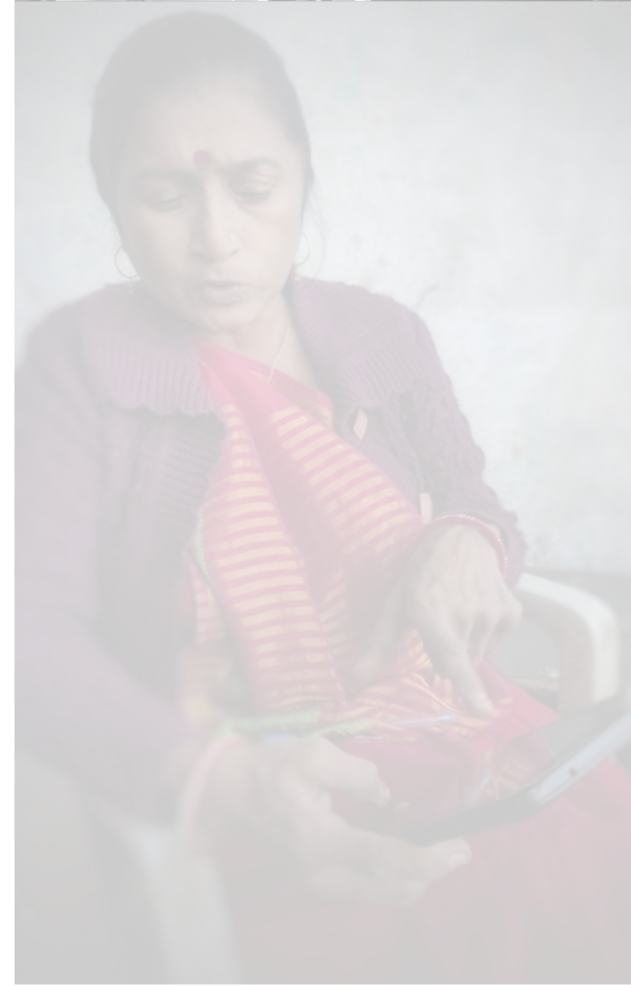
Inclusion by Design

Presentation for the Community of Practice (COP) Initiative

Virtual Session 2



Building out the Awareness, Access,
and Usage Framework



Agenda

Introduction and context setting

- The A2U Framework
- Key challenges identified within the framework

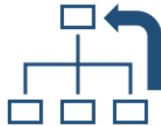
Gender inclusive system thinking and design has tremendous impact on communities and countries



Includes vulnerable groups



Unlocks opportunities and improves participation



Overcomes exclusive societal structures



Positively impact a country's growth

To inform systems design and thinking meaningfully, a holistic approach is required

Understanding the relationship between **women and digital systems, identity systems and their communities is essential** to understand how women tend to engage with ID systems

Exploring women's relationship with their digital and physical surroundings

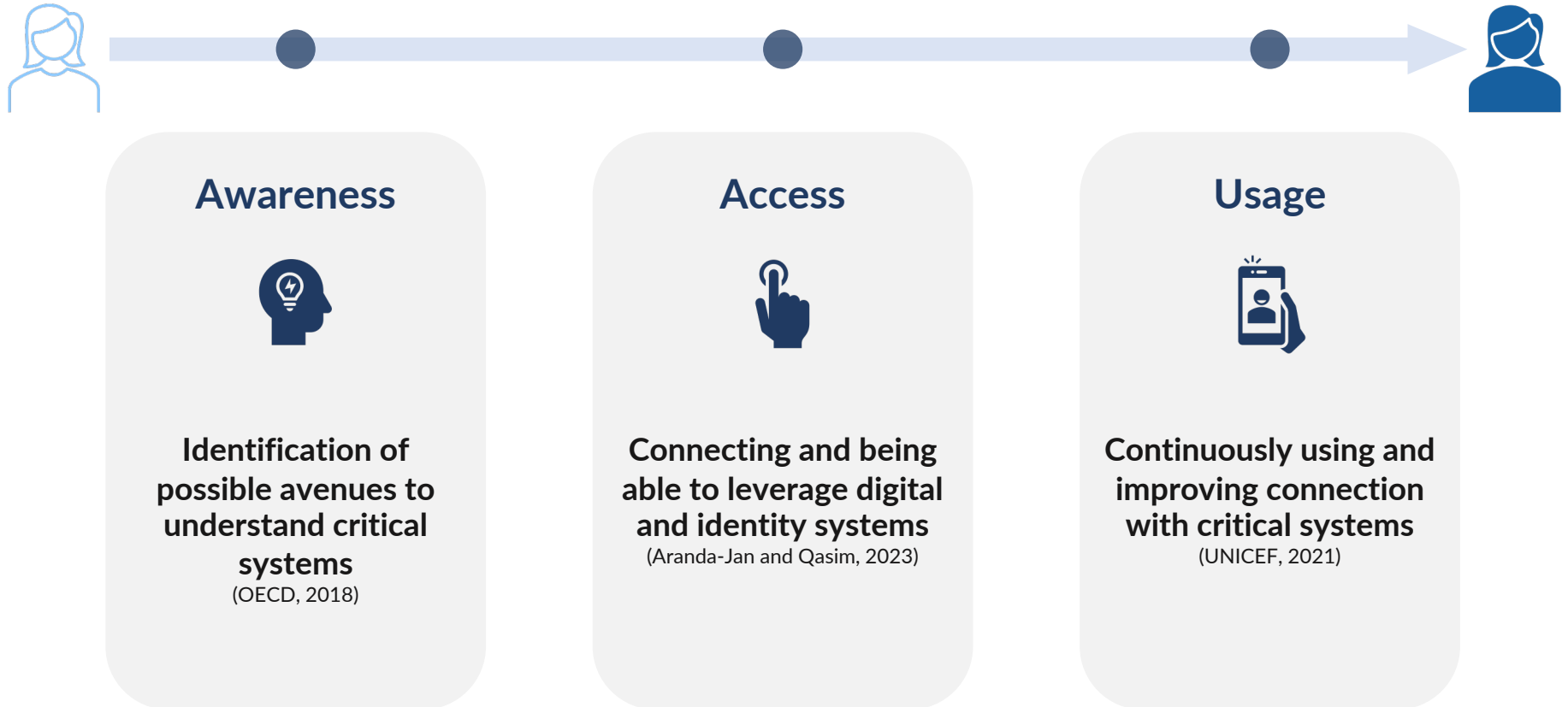


To understand interactions and experiences, **exploring women's relationship with their digital and physical ecosystems is essential.**

While women empowerment is a focus area for ecosystem leaders in the digital space, **this initiative hopes to identify the areas where efforts could be strengthened and share best practices that inform and strengthen such critical systems.**

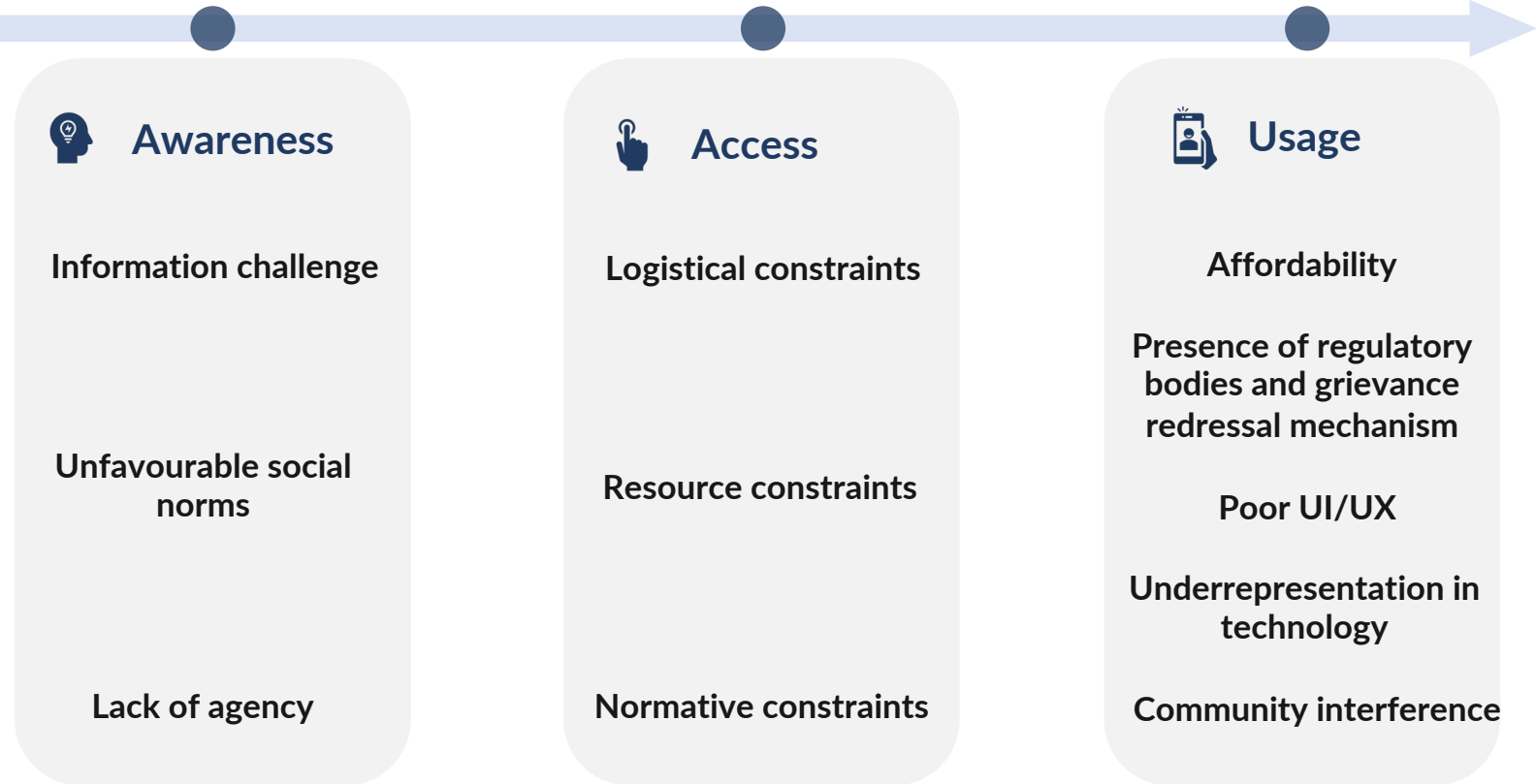
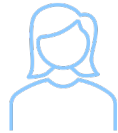
The A2U Framework: Exploring inclusion in digital identities requires understanding interactions with the larger ecosystem

*The research will aim to analyse 3 main categories to assess inclusion in digital IDs:
Awareness, Access and Usage*



A2U Deep Dive: Understanding the key challenges that women face when interacting with critical infrastructure

The research will aim to analyse 3 main categories to assess inclusion in digital IDs:
Awareness, Access and Usage



By understanding the challenges associated with women's awareness of ID systems, accessing digital solutions, and the challenges faced while using such systems, this research will explore interactions with digital systems, identity systems, digital ID systems, and communities.

Key challenges identified within the framework through primary and secondary research



Information Challenge

Challenges to access relevant information



Resource constraints

Logistical and resource-based challenges



Normative challenges

Structural challenges enforced by societal structures



Intermediaries and grievance redressal

Challenges faced when interacting with intermediaries; and when seeking support or grievance redressal



Biases and hindrances

Inherent technological and normative biases that are present within the online and offline interfaces of systems

Agenda

Deep dive

- **Awareness**
- Access
- Usage

Awareness: Barriers faced by women when exploring the channels to understand the need for IDs



Analysing Awareness *Access and Usage*



Awareness Identification of possible avenues to understand critical systems

To categorise the challenges identified in this phase, three key categories were created:
Information Challenge, unfavourable social norms and lack of agency



Information challenge

- Challenges identified in this category typically impact women's **understanding of the potential benefits of digital and identity systems**



Unfavourable social norms

- Challenges identified in this category typically impact the **community's understanding and ability** to consolidate and provide relevant information



Lack of agency

- Challenges identified in this category explore the **correlation between low literacy levels, effects of systematic disenfranchisement**, that hamper women's awareness building of systems

Challenges identified around the level of awareness women face tend to be centered largely across these three categories, however awareness level challenges differ majorly depending on the geographical, political and socio-economic contexts

Agenda

Deep dive

- Awareness
- **Access**
- Usage

Access: Constraints that inhibit women when accessing digital systems, both through the online and offline interfaces



Analysing *Awareness, Access and Usage*



Access Connecting and being able to leverage digital and identity systems

To categorise the challenges in this phase, three key categories were created:
Logistical constraints, resource constraints and normative constraints



Logistical Constraints

- Challenges identified in this category typically impact women's ability to **access digital ID systems** due to a variety of challenges faced at the registration centre, travel, hidden fees, etc.



Resource Constraints

- Challenges identified in this category consolidate **the impact of limited resources** such as poor connectivity, financial burden, time constraints, documentation, etc.



Normative Constraints

- Challenges identified in this category explore the impact of **societal and community level challenges** and how they inhibit women from engaging with such systems

Challenges identified for women when accessing critical systems help understand how women interact with digital services and digital ID systems.

Agenda

Deep dive

- Awareness
- Access
- **Usage**

Usage: Women continue to face several challenges even after obtaining digital IDs, limiting the long-term adoption of these solutions



Analysing Awareness, Access and Usage



Usage Continuously using and improving connection with critical systems

To categorise the challenges in this phase, five key categories were created:

Affordability, presence of regulatory bodies and grievance redressal mechanism, poor UI/UX, underrepresentation in technology and community interference



Affordability



Presence of regulatory bodies and grievance redressal mechanism



Poor UI/UX



Underrepresentation in technology



Community interference

Challenges identified in this category typically impact women's ability to continue engaging due to **financial restraints**.

Challenges identified in this category stem from **lack of accessible mechanisms or structures to provide support** that ultimately distance women.

Challenges identified in this category inhibit women from continuously using digital solutions **due to inherent biases in the digital design**

Challenges identified in this category explore how **gender representation can play a part in improving usage of digital solutions**

Challenges identified in this category explore the **role that family and community play**

The identified barriers occur when women are using, reusing, exploring and mastering systems and can often work in tandem to hinder women's usage of digital systems and digital ID systems.

Sources

Sources: Exploring barriers to awareness

Information Challenge	Unfavourable Social Norms	Lack of Agency
<p>Understanding ICT solutions:</p> <ul style="list-style-type: none">• The World Bank Digital Divide Toolkit• GSMA Report• Paul and Thompson <p>Understanding the benefits of ICT:</p> <ul style="list-style-type: none">• OECD Report• UNICEF Report <p>Information about access centres:</p> <ul style="list-style-type: none">• Bailur, Srivastava and Smertnik• Paul and Dutta	<p>Community perceptions of ICT:</p> <ul style="list-style-type: none">• UNICEF Report• GSMA Report <p>Community support:</p> <ul style="list-style-type: none">• Lucia Hamner ID4D <p>Successful examples:</p> <ul style="list-style-type: none">• World Bank Blogs <p>Family support</p> <ul style="list-style-type: none">• Caribou Digital• Digital Rights Monitor	<p>Disenfranchisement of women:</p> <ul style="list-style-type: none">• APC Report• Plan International <p>Unfavourable education:</p> <ul style="list-style-type: none">• OECD Report• UNICEF Report <p>Societal norms:</p> <ul style="list-style-type: none">• OECD Report <p>Male dominance in ICT engagement:</p> <ul style="list-style-type: none">• GSMA Report

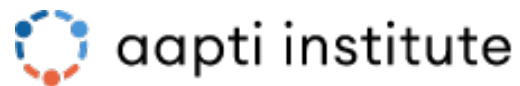
Sources: Exploring barriers to access

Logistical constraints	Resource Constraints	Normative constraints
<p>Cost of accessing ICT:</p> <ul style="list-style-type: none">• OECD• Sharma et. all <p>Migratory challenges:</p> <ul style="list-style-type: none">• GRFDT• Settlement Services International <p>Informal working conditions:</p> <ul style="list-style-type: none">• UN Women• Sattva <p>Access centre barriers:</p> <ul style="list-style-type: none">• CMI• Sharma et. all <p>Ecological barriers:</p> <ul style="list-style-type: none">• OECD• Sharma et. all	<p>Personal access:</p> <ul style="list-style-type: none">• GSMA• OECD• TASCHA <p>High infrastructure cost:</p> <ul style="list-style-type: none">• The Wire• OECD• GSMA <p>Missing documentation:</p> <ul style="list-style-type: none">• GSMA• NLM	<p>Low community buy in:</p> <ul style="list-style-type: none">• IFES• ID4D• GSMA <p>Household responsibilities:</p> <ul style="list-style-type: none">• OECD• Amazon <p>Financial Independence:</p> <ul style="list-style-type: none">• OECD• GSMA <p>Exclusionary political programs:</p> <ul style="list-style-type: none">• Privacy International <p>Social Norms:</p> <ul style="list-style-type: none">• UNICEF• WION <p>Pre-existing IDs:</p> <ul style="list-style-type: none">• World Bank Blogs• World Bank Blogs (2) <p>Outdated education:</p> <ul style="list-style-type: none">• UNICEF• OECD

Sources: Exploring barriers during usage

Affordability	Presence of regulatory bodies and grievance redressal mechanisms	Poor UI/UX	Underrepresentation in Technology	Community Interference
Cost of information: <ul style="list-style-type: none"> • Girl Effect Organisation • UN 	No safeguards: <ul style="list-style-type: none"> • Equality Now • Amnesty International 	Unfavourable design <ul style="list-style-type: none"> • UNICEF • GSMA • Ross and Gunn 	Divide in strategic roles <ul style="list-style-type: none"> • OECD • The Guardian • Deloitte • EU CRCA 	Harmful monitoring <ul style="list-style-type: none"> • EU CRCA • The Wire
Cost of expertise <ul style="list-style-type: none"> • UN • She The People 	Legislative Recourse: <ul style="list-style-type: none"> • Equality Now • Pew Research Center 	Poorly designed access points <ul style="list-style-type: none"> • European Parliament's Policy Department for Citizens' Rights and Constitutional Affairs • UN 	Women Led visibility <ul style="list-style-type: none"> • Dream Host 	No support <ul style="list-style-type: none"> • EU CRCA
Device and presence cost: <ul style="list-style-type: none"> • World Economic Forum • GSMA 	Evolution in legislation: <ul style="list-style-type: none"> • Equality Now • ORF 	Gender Bias <ul style="list-style-type: none"> • MIT Media Lab • Digital @DAI 	Role Models <ul style="list-style-type: none"> • Your Story 	
	Grievance Redressal: <ul style="list-style-type: none"> • Carnegie • Pew Research Center • The Conversation 	Security threat <ul style="list-style-type: none"> • Juozapavičius et. al 		
	Visibility of identity theft: <ul style="list-style-type: none"> • Bureau of Justice Statistics 			





Apti is a research institution that will generate public, policy-relevant, actionable and accessible knowledge from the frontiers of tech and society, about our networked lives, to support the creation of a fair, free, and equitable society



contact@aapti.in



[Aapti LinkedIn](#)



aapti.in