

Unpacking Deployment: Gender Inclusion Led Design



March 7, 2024



Agenda

What we aim to cover

- **Explore** | DPIs x Gender inclusion
- **Describe** | Our work and findings
- **Preview** | Peek of our toolkit

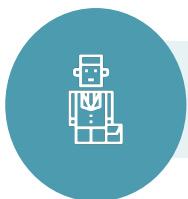
The DPI approach offers a way to solve for societal problems



***"Railroads"** enable an innovation ecosystem to solve problems*



***Low(er) cost** of deployment and maintenance eases stress of resource prioritisation*



***Digitisation** can overcome some local and contextual barriers*

But DPIs need safeguarding: Digital systems can't solve social ills - intent matters 😊



Laws, policies, technical standards and operational rules

Governance and safeguarding is necessary for DPI

WHY?

- **Harms** from exclusion
- Mediate **access** to rights, particularly welfare delivery
- Public **funds** are deployed for development, deployment and maintenance

HOW?

Build for inclusion, accessibility, and equity



Principles



Adherence to robust **privacy** and **security** standards



Collaboration and **co-creation** towards public benefit



Transparency & accountability, with appropriate grievance redressal

APPROACH & TOOLS

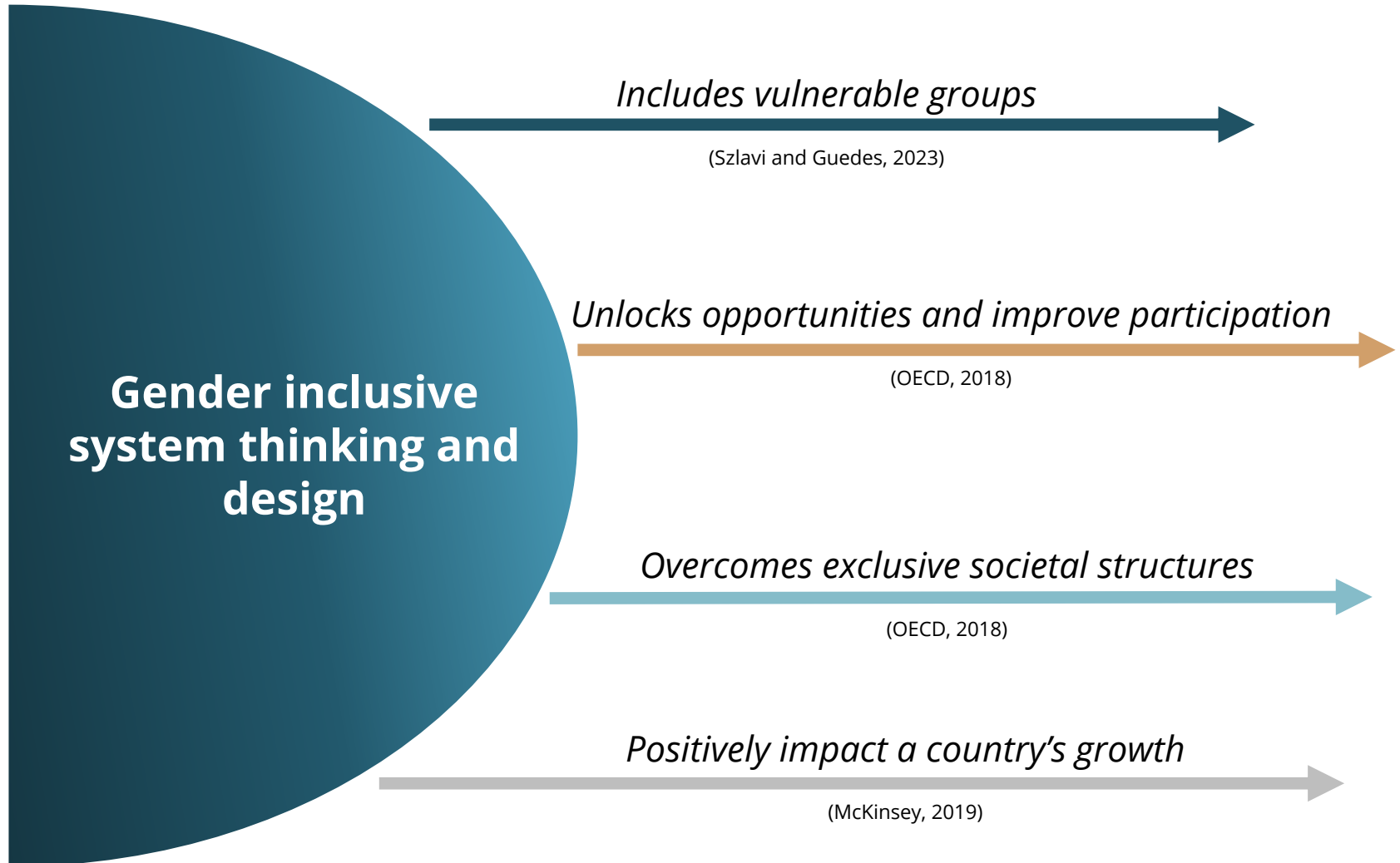
A2U

Toolkit

Community

Website

Gender inclusion has normative and instrumental value



The approach for our study saw various methodologies

To conceptualise the **Awareness, Access, and Usage (A2U)** framework, we deployed various methodological tools



PRIMARY RESEARCH

Understanding women's experiences through ethnographic and semi-structured interviews



SECONDARY RESEARCH & ANALYSIS

Extensive review of secondary and primary literature; analyses of gaps, needs and solution areas



ECOSYSTEM ENGAGEMENTS

Participation and presentations in global convenings with ecosystem experts



COMMUNITY OF PRACTICE

Virtually convening relevant on-ground stakeholders



Awareness



Identification of possible avenues to understand digital systems and digital IDs
(OECD, 2018)

Access



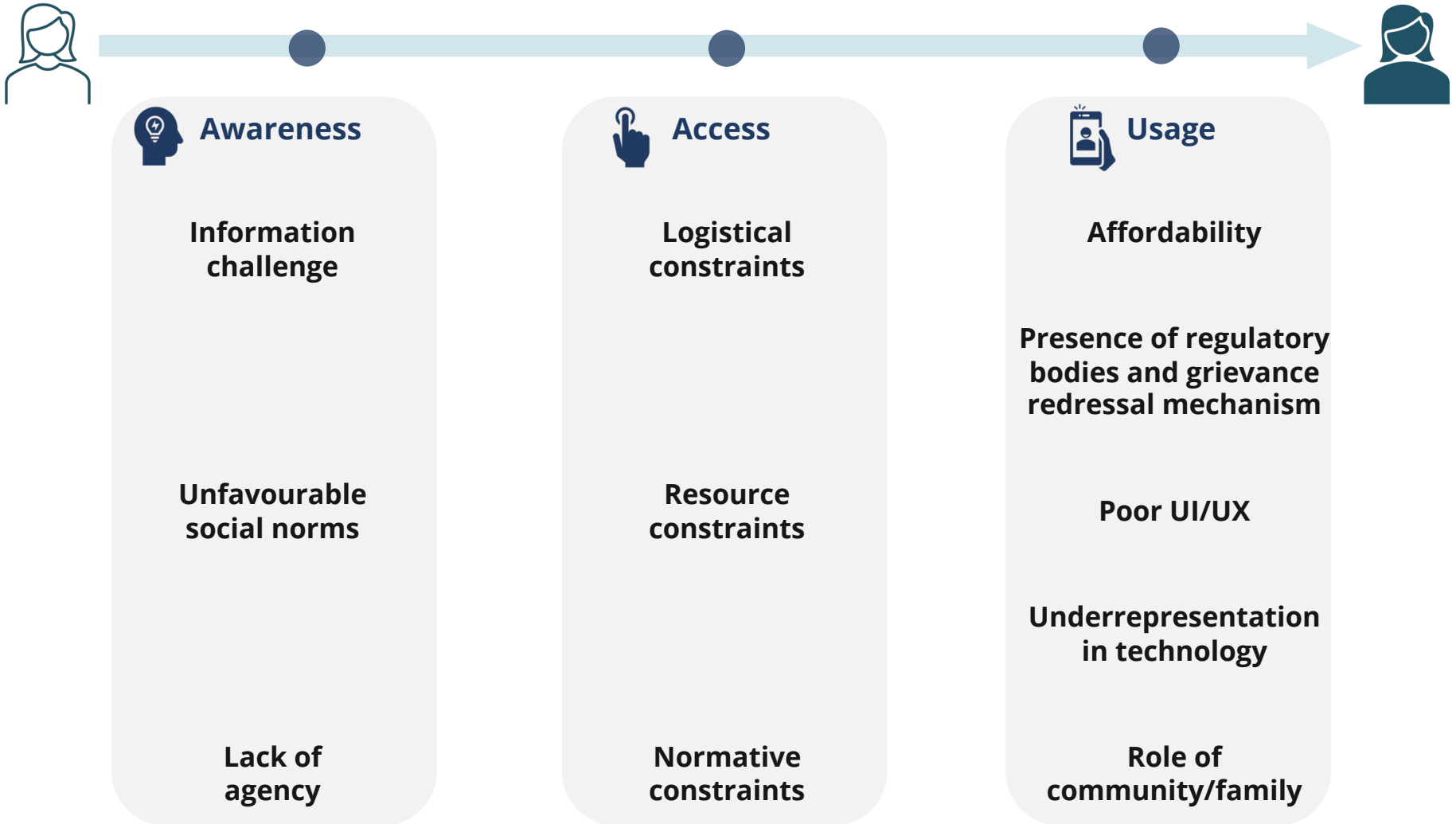
Connecting and being able to leverage digital systems
(Aranda-Jan and Qasim, 2023)

Usage



Continuously using and improving connection with digital systems
(UNICEF, 2021)

Women continue to face challenges at the awareness, access, and usage phases when interacting with digital IDs and systems



The research identified key categories that significantly impact women's interaction with digital IDs or digital systems



INFORMATION CHALLENGES

Limited and inaccessible information inhibits women's understanding of critical digital systems and IDs



RESOURCE CONSTRAINTS

Limited ownership of various logistical and personal resources impact the way women interact with digital ID systems



NORMATIVE CHALLENGES

Socio-normative structures and relationships often determine the way women can interact with critical infrastructure



INTERMEDIARIES & GRIEVANCE

Various actors within the ID ecosystem play key roles in facilitating awareness, access, and ID usage



BIASES AND ROADBLOCKS

Systems often display *inherent technological biases* that could hamper women from interacting with digital systems

Our field research highlighted nuances that helped us sharpen the way we identified these categories



Awareness

Access

Usage



Awareness and information point are based on distance and on the presence of informal networks



Women require support to accessing information and facilitation when accessing services



Women's community and family networks significantly influence their ID usage and engagement with services



Average ID users lack awareness around the governance of ID, and the need for specific documents



Information asymmetry around ID center leads to challenges such as unnecessary expenses and time leakages



Differential literacy levels impact how women interact with welfare schemes, processes, and ID usage



Intermediaries serve as both information points and service providers for ID-related services



Negative experiences such as denial of service access, shape perceptions on ID and its benefit among users



Intermediaries lack incentives to share information and result in creating information gaps



Digital IDs may lead to exclusion, affecting not only women individually but also schemes related to children and families

Our toolkit identifies potential barriers and enablers in the form of ecosystem support and initiatives

The deployment of digital IDs themselves should be gender sensitive and should enable women to participate within their communities and surroundings.

At the onset, such systems should help address areas where women's agency is impacted, and address how to empower women

AGENCY



Ability to act



Ability to take decisions



Ability to take risks

EMPOWERMENT



Equitable access to services, benefits, economic opportunities, and leadership

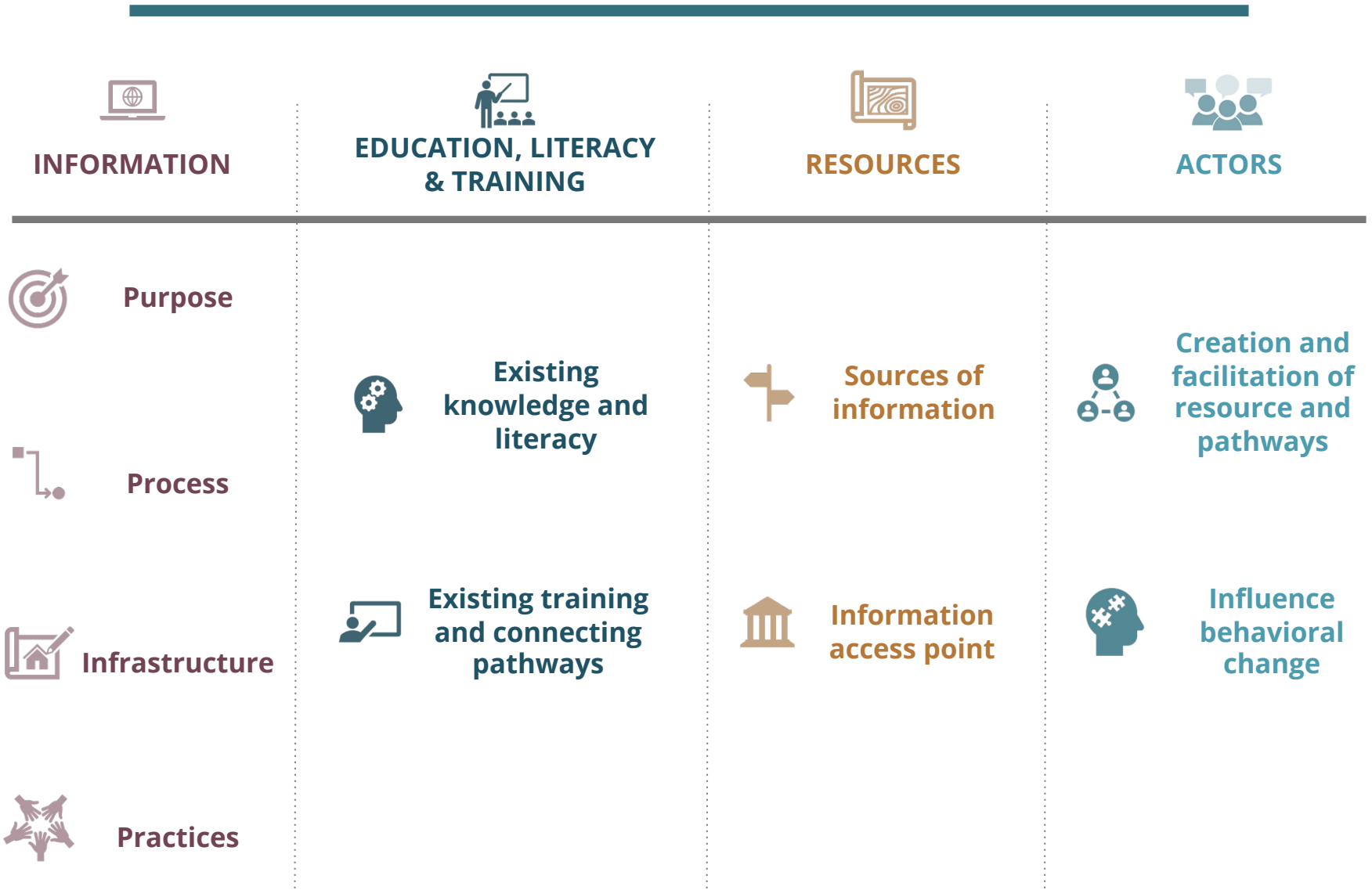


Civic and community participation

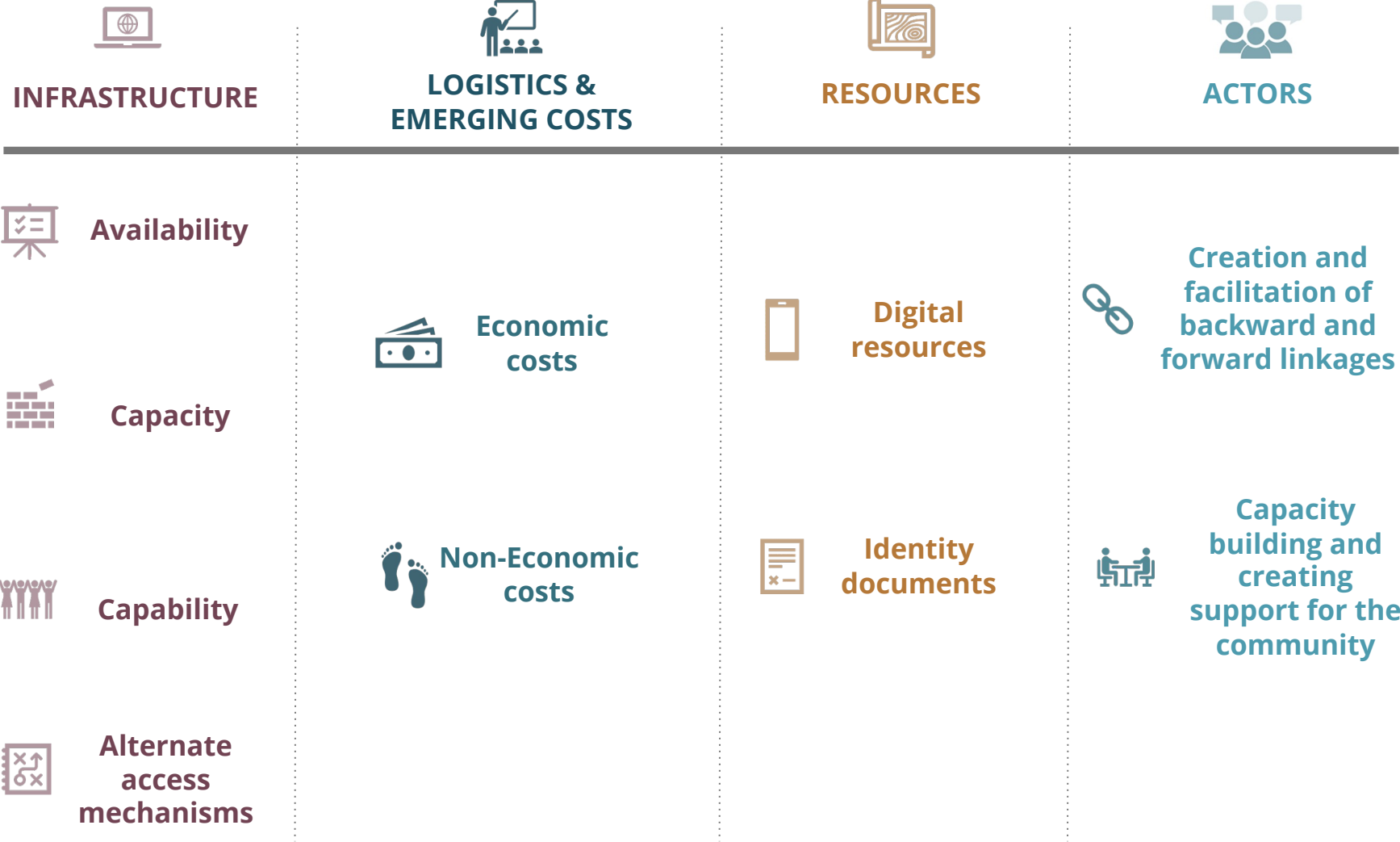


Control over resources, status, and self-expression

AWARENESS



ACCESS



USAGE



ECOSYSTEM INFRASTRUCTURE



LOGISTICS & EMERGING COSTS



RESOURCES



ACTORS



Availability



Economic costs



Different identity documents



Creation of infrastructure and facilitation of resources and logistics



Facilitating authentication



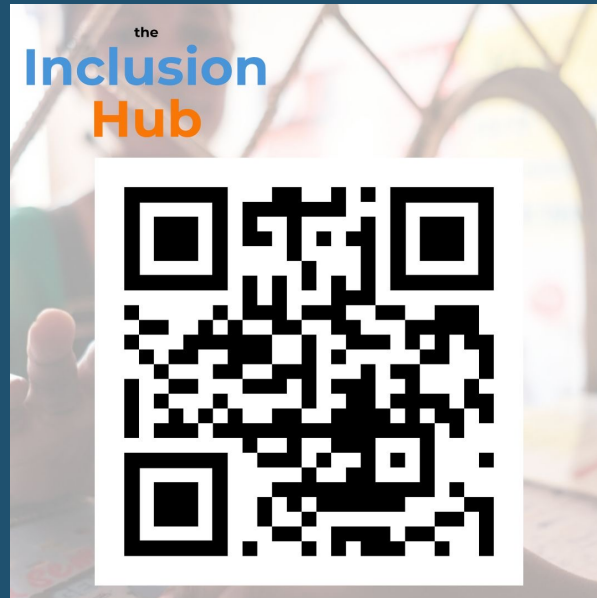
Capacity



Non-Economic costs



Creating and disseminating progress



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