How to Empower Digital Citizenship in Covid-19 era?

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COFACT.ORG – DIGITAL THINKERS FORUM
“The Internet is not a luxury, it is a necessity.”

- BARACK OBAMA, 2015
(Bread) & Broadband for All!

Tell Congress:
Make Internet Affordable for All
> the continuously developing norms of appropriate, responsible, and empowered technology use

> Digital Citizenship classifies nine foundational elements in three guiding principles

  ◦ Safety (Protect Yourself/Protect Others)
  ◦ Savy (Educate Yourself/Educate Others)
  ◦ Social (Respect Yourself/Respect Others)

Compiled by Enikő GÁL – Facilitator of Friedrich Naumann Foundation for Freedom (FNF)
Digital Citizenship

1. Access
2. Communication
3. Commerce
4. Literacy/Fluency
5. Etiquette
6. Law
7. Rights & Responsibilities
8. Safety & Security
9. Health & Wellness/ Welfare
Estonia

Internet is a social right. Every Estonian resident has an electronic ID. 99% of services are online. Estonians trust e-solutions

Clear & honest principles
once-only
digital by default
trust-by-design
Open internet

*ref from Kristo Enn Vaga
Our secret weapons (instead of metal) stand in the information society. - Estonia

- Internet is a social right today in Estonia
  - 90% broadband coverage in Estonian households
  - 3G and 4G coverage over almost the entire country

- Every Estonian resident has an electronic ID
  - personal data can be accessed, signed and managed from banking to digital prescriptions with an ID-card, Mobile-ID or Smart-ID
  - electronic ID is also issued to Estonian e-Residents (today more than 50,000)
  - At least 2% of GDP-worthy time is saved due to digital signatures

*ref from Kristo Enn Vaga
Story of e-Estonia

- 99% of Estonian public services are online
  - accessible 24/7
  - most public services work via the X-Road data exchange platform that saves over 1400 years of working time annually for the Estonian population together.

- People trust and use e-solutions, since they are fast, safe (privacy) and convenient
  - Blockchain-backed integrity throughout the government infrastructure and registries since 2012
  - almost all public e-solutions in Estonia are created by Estonian companies and state institutions

- Examples of trust:
  - More than 700 million digital signatures have been provided in Estonia which is more than in the entire European Union.
  - Over 46.7% of Estonian voters from 110 countries used i-Voting in European Parliament elections in 2019
  - 99% of banking transactions are done online

*ref from Kristo Enn Vaga*
Which ratings confirm the success story of Estonia's information society?

Estonia ranks 1st in Internet freedom (Freedom House 2018)

It holds 1st place in in Digital health index (Bertelsmann Foundation 2019)

Index Venture (2018) rated Estonia as 1st in the start-up friendliness category.

In the Global Cybersecurity Index (ITU 2018) Estonia holds 5th place.

When was Estonia's first public e-service launched and what was it?

The Tax and Customs Board was the first state agency to launch e-services in Estonia in 2000. The first e-service made it possible for legal persons to submit digital declarations on their sales, income and social taxes, mandatory funded pension contributions and unemployment insurance premiums, submit VAT refund and transfer requests and view balances.

The Tax and Customs Board implemented e-services to save costs and improve the efficiency of public services while simplifying business affairs for customers. Another goal was to meet customer expectations, as the successful development of internet banking had led to a demand for public sector e-services.

*ref from Kristo Enn Vaga
E-Estonia = Sandbox of EU?

Do all people in Estonia have internet access?

Most people on Estonia can have access to the internet.

Percentage of households with computers 87%

Percentage of people using the internet regularly 91.6%

Broadband coverage over 30mbps 90%

Is (free) WiFi available everywhere in Estonia?

WiFi is available free in many towns and cities, but not in remote areas.

However, fast internet connection is available across most of the country owing to the good coverage of 3G and 4G networks, often to the pleasant surprise of our foreign guests.

Estonia also supports the rapid development of a 5G internet connection across the European Union.
Pandemic & Global Disruption
Digital transformation in Covid19
Digital ID
E-payment

Contact tracing
“Fast, Fair, Fun”:

Taiwan Shares Formula for COVID-19 Success


Cofacts = Collaborative Fact-checking

Humor over rumor

It enlisted the support of the general public by encouraging the wearing of masks, the supply of which it distributed fairly and widely using technology and the national insurance card. To address disinformation, and keep the Taiwanese people calm and collected during the pandemic, the government adopted, as a mantra, “humor over rumor”. In practice, this is essentially the use of meme guided by the “triple 2 principle” – it must be released within 2 hours, accompanied by 2 pictures, and captioned with 200 words or less.
Taiwan has partnered recently with American Institute in Taiwan (AIT) to launch Coronavirus Hackathon (Co-Hack), which aims to boost the development of innovative solutions for controlling and stopping the global coronavirus COVID-19 pandemic.

Audrey Tang noted that this is Taiwan’s contribution to finding a solution to the health crisis which can scale into the entire world.

Taiwan has not used any contact-tracing apps, but has relied on traditional contact-tracing interviews for information, and chatbot and telecom-collected signal strength to enforce the so-called “digital fence” on those subjected to mandatory quarantine.

“In Taiwan, transparency means making the government transparent to the people, not making the people transparent to the state, which is surveillance”,

said Minister Tang.
Lesson-learned

Taiwan’s story in addressing the pandemic paints the way forward for liberal democracies.

As eloquently argued by Minister Tang:

“It is possible to keep being a liberal democracy and operate under a way that respects all the essential freedoms, and not make a false dichotomy between anticoronavirus efforts and democracy...

The Taiwan model is something that all the liberal democracies can learn from.”
How to build resilience in Covid19 era?

Fact-check
Health literacy
Empathy & compassion
Self-care - Self-reliance
Helping others/sharing
Multi-disciplinary/innovation
Digital empowerment
Social welfare/safety net
How to empower digital citizenship/intelligence in New Normal?

1. **Access** การเข้าถึง
2. **Communication/Collaboration** การสื่อสาร และ ความร่วมมือ
3. **Commerce** การทำธุรกรรมออนไลน์
4. **Literacy/Fluency** มีความรู้และความเท่าทัน
5. **Etiquette** มีจริยธรรม
6. **Privacy & Security** สิทธิในข้อมูลส่วนตัว ความปลอดภัยในโลกไซเบอร์
7. **Laws** กฎหมายที่เกี่ยวข้อง
8. **Rights and responsibility** การมีเสรีภาพและความรับผิดชอบ
9. **Health & welfare** สุขภาพและสุขภาวะที่ดีของตนเองและสังคม
บทบาทของสื่อสารมวลชนในยุคโควิด

วารสารศาสตร์แห่งความจริงยิ่งสำคัญ
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บริบท (สมอง) เราเข้าใจและประยุกต์ใช้ความรู้ของเราอย่างไร

อารมณ์ (หัวใจ) เราเก็บรวบรวมวิธีการมีความสุขและความรู้สึกและเชื่อมโยงต่างกับคนอื่นอย่างไร

แรงดลใจ (จิตวิญญาณ) เราใช้ความรู้สึกของตัวเอง จุดหมายและ ความไว้วางใจ และ คุณงามความดีให้ส่งผลกระทบต่อการเปลี่ยนแปลงและการกระทำไปสู่ประโยชน์ส่วนรวมได้อย่างไร

กายภาพ (กาย) เราหล่อหลอมแฉกษาสุขภาพและสร้างความสุขภาวะส่วนตัวของตนเอง และ บุคคลแวดล้อมอย่างไรให้อยู่ในสถานะที่มีผลต่อการกลายเปลี่ยนของตนเองและระบบต่างๆ

อ้างจาก เคลาส์ ชวาบ ผู้ก่อตั้งและประธานบริหาร สภาเศรษฐกิจโลก (World Economic Forum)

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Humanity in Digital World
Humanity in Digital World