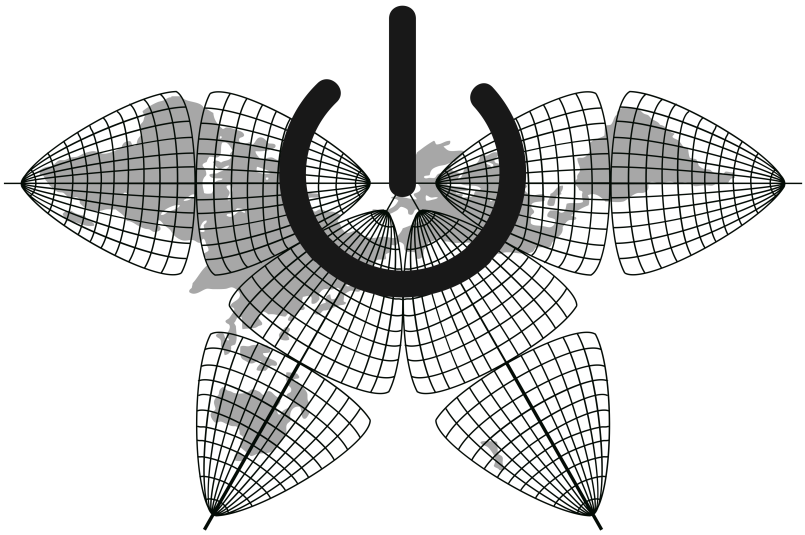
# COUNTRY BRIEF: XXXX

*This country brief provides an overview of assessment results for all civil society organizations conducted in country. It provides an entry point for further engagement and suggests opportunities for support across organizations.*

***NB:***
***All identifying information has been removed from this country brief.***

## TechScape : Oxfam Novib Module



the engine room

## About this Brief

TechScape is a large-scale assessment project intended to generate comparable data on how civil society uses technology, while providing individual organizations and networks with entry points for capacity development.

Organizational assessments are conducted through two 90 minute interviews, and complemented with contextual desk research for each country and urban area in which organizations operate or are based. This information can be useful in identifying entry points and quick wins in supporting organizational capacity, but is by no means comprehensive, or able to substitute for hands-on strategic development or capacity assessment.

Tech-supported advocacy strategies are often determined by a host of contextual and strategic factors, and vary dramatically between organizations, though this may often be nuanced and not immediately obvious. Simultaneously, inappropriate or insufficiently considered tech-use can pose very real dangers to organizations, and lead to dramatic resource waste and opportunity cost. For these reasons, we warn strongly against recommendations that are not developed through in-depth conversations with advocates about specific tools, capacities and activities.

TechScape briefs provide an entry point conversations, and can help to identify opportunities for learning and capacity development within and across networks. These briefs should be used with that in mind, to help

## Coverage

**This TechScape module assessed XXXX Oxfam Novib partners in XXXX, based in XXXX, XXXX, XXXX, XXXX, XXXX and XXXX, and with activities throughout XXXX.** XXXX of the partners were large or medium sized organizations in terms of staff, running less than 10 concurrent programs. XXXX of the partners, however, had no paid staff, and relied on volunteers to conduct their activities (though for many, these volunteers resembled staff positions in all but compensation). XXXX of the partners described themselves as "movements" or "collectives" rather than organizations. This identification relates to ideological and strategic considerations, as well as challenges surrounding the formal registration processes for XXXX organizations, both of which are discussed below. This report will refer collectively to surveyed partners interchangeably as "partners" and "groups" in order to accommodate this identification, though all groups included in this report meet the TechScape criteria for "organizations".[1]

Groups surveyed for this report were dedicated to awareness raising, socio-economic development and advocacy work. XXXX groups had a thematic focus on human rights, either generally or specifically. Additional issue areas included entrepreneurship, poverty alleviation, citizenship, and information technology. XXXX of the surveyed groups provide direct services to beneficiaries lacking significant access to infrastructure and public services.

XXXX

Interviews and desk research for these assessments were conducted in October 2012. For each partner, interviews were conducted with an executive officer and with a communications or ICT focal point, each over the course of 60 to 90 minutes. Together, the two interviews comprise over 200 questions targeting information about the group's structure, activities, capacities, lessons learned, communications and risks, as they relate to the use of technology. These interview questions were complemented by contextual desk research. A copy of the full assessment instrument is available at https://www.theengineroom.org/projects/techscape/.

[1] https://www.theengineroom.org/methods-academic-input-to-techscape/#csodef

## Context

Political and media contexts are perhaps the two most broadly determinant external factors for how advocates can make strategic use of technology.

Media contexts will vary at the micro level, depending on advocacy aims and counterparts. Yet exploring the general quality of media infrastructure and media penetration rates at the national and subnational level provide important macro frames for understanding advocacy contexts. Macro level contextual analysis is an important starting point for understanding the opportunities and limits technology pose for communicating with counterparts and stakeholders, as well as the comparative advantage of sharing skills and experiences across advocacy contexts.

Similarly, while political relationships will vary dramatically within specific contexts, exploring the general quality of freedoms of expression and association, and the degree to which civil society enjoys an environment in which it is able to communicate and advocate freely, will provide important boundaries for understanding the potential technology for any given advocacy context.

| Key National Media Indicators: | |
|---|---|
| **ICT Development Index**: | XXXX(scale: 0-10), **ranked** XXXX of 154 countries [2] |
| **Telephone** landlines: | **XXXX%** per capita[3] |
| **Mobile** subscriptions: | **XXXX%** per capita[4] |
| **Internet** users: | **XXXX%** per capita[5] |
| **Facebook** users: | **XXXX%** per capita[6] |

## Media infrastructure and penetration

XXXX enjoys an adult literacy rate of XXXX[7] and a rich media environment. XXXX XXXX is dominated by XXXX, which enjoys wide penetration throughout the country, and is serviced by a combination of XXXX - XXXX and XXXX XXXX, including XXXX.[8] XXXX and XXXX media are also popular and well-serviced across the country. The

[2] ITU 2011 (http://www.itu.int/ITU-D/ict/publications/idi/material/2012/MIS2012_without_Annex_4.pdf)
[3] http://data.worldbank.org/country/XXXX-XXXX-republic#cp_wdi
[4] Supra
[5] http://www.internetworldstats.com/ XXXX (2012)
[6] Supra
[7] http://www.unicef.org/infobycountry/ XXXX
[8] https://www.cia.gov/library/publications/the-world-factbook/geos/ XXXX

number of independent XXXX XXXX has increased dramatically XXXX XXXX XXXX XXXX,[9] and XXXX XXXX enjoys a XXXX rate of over XXXX.[10]

Mobile phone usage is XXXX throughout XXXX, with a penetration rate of XXXXX.[11] Feature phones dominate the market, but smart phones are becoming increasingly common, now constituting XXX% of XXXX handsets according to one survey.[12] Mobile Internet subscriptions are also XXXX, and now XXXX by nearly XX% of the population according to the XXXX XXXX of XXXX[13] (XXXX than landline phone rate per capita). XXXX XXXX XXXX have also recently been introduced.[14]

Use and access to online media has also XXXX XXXX in XXXX XXXX, with total number of internet users reportedly XXXX to XXXX XXXX in XXXX2 012 - a XXXX of XXXX% from the following year.[15] This XXXX is due in part to XXXX.[16] Internet access in XXXX is XXXX by XXXX and XXXX, but XXXX through XXXX and XXXX XXXX are also increasingly common. XXXX XXXX are a XXXX point of access XXXX XXXX, for internet users both with and without subscriptions.

Social media use is also XXXX XXXX, and the XXXX XXXX is well known both for it's XXXX and for its XXXX XXXX. XXXX political actors, including the XXXX and the XXXX, maintain active XXXX XXXX XXXX. That said, significant portions of the national population, including rural and otherwise marginalized communities, have significantly XXXX XXXX to XXXX XXXX and internet in particular. Internet literacy remains XXXX XXXX XXXX in rural parts of the country, with one professor suggesting in XXXX that as much as XXXX% of the country remained computer illiterate.[17]

[9] http://www.bbc.co.uk/news/ XXXX
[10] http://data.un.org/ XXXX
[11] http://data.worldbank.org/country/ XXXX
[12] http://www.ameinfo.com/ XXXX
[13] http://www. XXXX
[14] http:// XXXX
[15] http:// XXXX
[16] XXXX
[17] XXXX

# Freedoms of expression and association

| Key National Political Indicators: | |
|---|---|
| **Press Freedom Index:** | Ranks **XXXX**out of 152 countries |
| **IIAG Participation score:** | **XXXX**(out of 100 possible)[18] |
| **IIAG Safety and Rule of Law score:** | **XXXX**( out of 100 possible)[19] |

The XXXX political environment has been highly dynamic XXXX the XXXX XXXX XXXX XXXX XXXX XXXX in XXXX. Many of the formal and informal restrictions on civil society and public assembly XXXX XXXX XXXX XXXX XXXX XXXX XXXX. XXXX XXXX XXXX, many legislative and other formal mechanisms are used on a discretionary basis by the authorities and towards political ends. The legal framework which restricts registration of civil society organizations, and prohibits the activities of non-registered organizations is exemplary in this regard. As described by the XXXX XXXX XXXX XXXX:

> XXXX. [20]

Such laws have been used in tandem with charges of treason, conspiracy and illegal receipt of foreign funds to prosecute foreign civil society organizations working in XXXX, recently resulting in XXXX for XXXX. [21]

Many prominent XXXX and XXXX have also been subjected to formal prosecution,[22] and according to XXXX, such prosecutions have increased following XXXX.[23] Such practices, combined with violence against XXXX[24] and the threats to close XXXX and XXXX,[25] create an uncertain climate for advocacy and independent media. For civil society organizations, the consistent use of XXXX, XXXX, XXXX and XXXX to target protesters and critical voices have an especially chilling effect.[26]

XXXXand XXXX in XXXX has received a significant amount of attention during following XXXX. While XXXXand other XXXX continue to play an important role in the XXXX political landscape, here too there are limits on the rights to free expression and assembly.

[18] 2012 Ibrahim Index of African Governance (http://www.moibrahimfoundation.org/interact/)
[19] Supra
[20] xxxx
[21] xxxx
[22] http://en.rsf.org/ xxxx
[23] XXXX
[24] http://en.rsf.org/ xxxx
[25] xxxx
[26] Amnesty International Report 2013

XXXX security forces have demonstrated their skill in using XXXX to crackdown on protestors and political mobilizers.[27] Authorities also censor some online political content and there is evidence to suggest that the XXXXis increasing its surveillance of both XXXXand XXXX.[28]

[27] XXXX
[28] XXXX

## Utility of tech strategies and tools:

There were striking similarities in the tools and strategies employed by XXXX groups. Data and evidence collection was a common thread throughout responses. Every group, even those whose mandates and activities did not directly involve advocacy or awareness raising, reported using digital or mobile tools to collect data or evidence. Similarly, assessments revealed common use of email and web-based platforms. The comparative utility of these tools and strategies, as surfaced in these assessments, however, varied dramatically across groups, as shown in the table below.

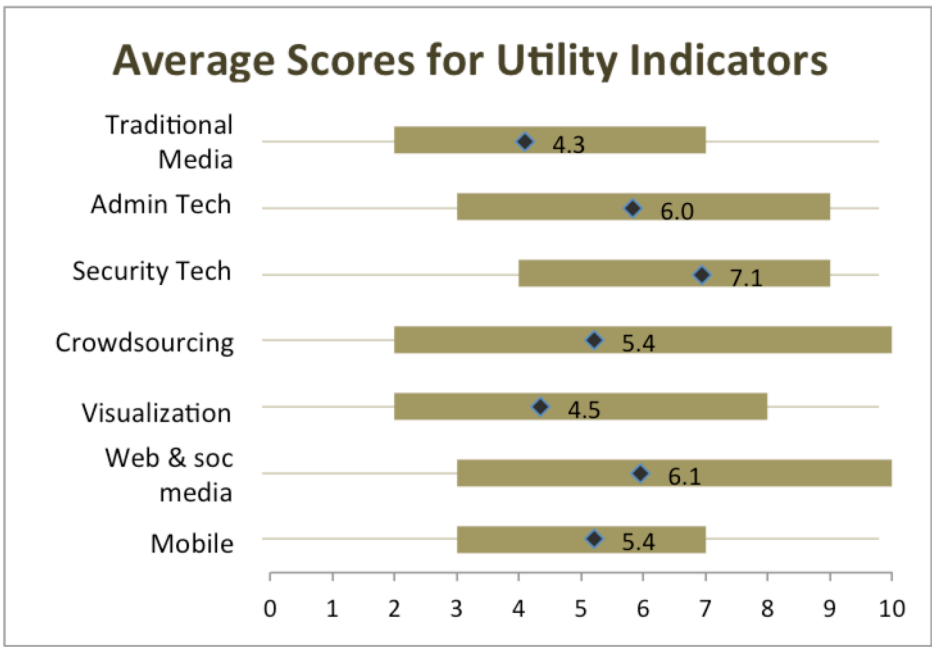



***Table 1**: Average scores for TechScape Utility Indicators across organizations. Background bars illustrate the high and low scores of the entire sample.*
*TechScape Indicators draw from contextual and self-assessment responses, and are adjusted by during analysis to reflect broader trends and insights across the sample.*

The common emphasis on documentation and evidence collection resulted in several high scores for **crowdsourcing** among partners. For many groups, such as those exploring citizen reporting platforms or aggregating protest videos online, this might be obvious. But it also worth close consideration for groups aggregating government information and institutional media content (XXXX) or conducting large scale campaigns (XXXX). Emphasis on documentation and engagement with constituents did not result in very significant scores for the utility of **mobile** for most groups, however. This is surprising given the limited digital media access and literacy enjoyed by most

stakeholder groups, but stems directly from the nature and activities of the specific groups surveyed here. Those groups for whom mobile would likely be the most useful were those engaging large segments of the XXXX population, and those requiring close coordination during protests. It did not appear that these groups were using mobile or SMS communications to their full potential.

Most groups received low utility scores for **traditional media**, which was seen to have significant instrumental function (outreach) only for XXXX and XXXX. When asked if they relied primarily on digital or traditional media, however, both of these groups indicated that they relied only on digital media, as did all but two of the partners surveyed. Only XXXX and XXXX indicated a reliance on traditional media (by reporting that they relied on both digital and traditional media), though for XXXX traditional media provides content which the organization aggregates as part of it's mandate and does not serve an instrumental function, and XXXX, who works to build the capacities of journalists, indicated that traditional media was not very important for their work (receiving a 4 on a scale of 0-10). This low utility of traditional media is a consequence of the types of mandates and activities covered in this assessment, but stands in stark contrast to media use patterns among the majority of XXXX.

### Motivations

*Accessing better information* was the most commonly reported motivation for using technology, *increasing national visibility* and *reaching more national stakeholders* were also prominent, as were *saving time and money* (which are separate entries, but were usually cited together). XXXX also cited *documentation of events for advocacy* as a distinct motivation.

**Web and social media**, on the other hand, were particularly valued by respondents, especially as a means of raising awareness about their own activities and work, both internationally and nationally. It was generally not clear how such awareness raising would contribute to partners' objectives, however, and this did not significantly raise utility scores. High scores were received for groups whose current activities and general model relied on web and social media, either for large scale campaigning (XXXX and XXXX) or for open access to information (XXXX).

Variation in the organizational structure and activities of groups produced significant differences in the utility of **administrative tech**. Those organizations for whom it appeared most useful, moreover, did not have significant needs for managing staff, workflows or budgets, but rather surfaced entry points where technology may support managing data and documentation (XXXX, XXXX) or for conducting and organizing trainings (XXXX, XXXX).

The dynamic security context in which XXXX civil society operates was quite differently represented by the groups surveyed, especially in ranking the severity of threats or the experiences of peers (more on this subsequent sections). Utility for **security tech** scored as significant across the board, however, for contextual reasons as well as individual risk perceptions. Most groups reported a

significant degree of security threats posed by government, security forces or non-sate actors, and some threats experienced by them or their peers.

## Capacity to adopt, learn and defend:

Variation in capacity scores among these organizations was broad for learning, and adoption, but surprisingly narrow for defense capacity.

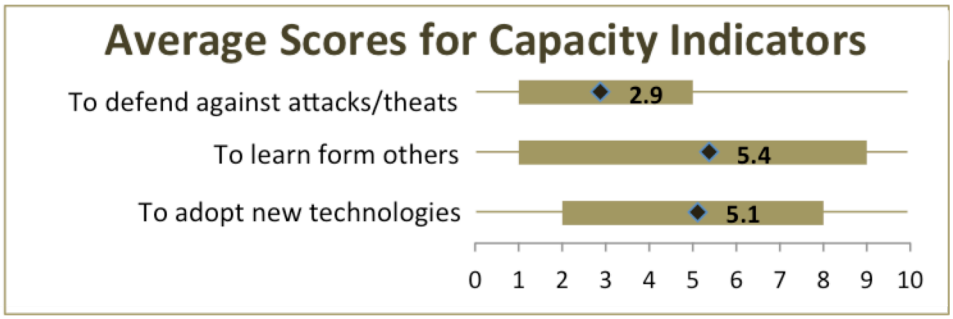



***Table 2**: Average scores for TechScape Capacity Indicators across organizations. Background bars illustrate the high and low scores of the entire sample.*
*TechScape Indicators draw from contextual and self-assessment responses, and are adjusted by during analysis to reflect broader trends and insights across the sample.*

As discussed above, the security context for XXXX civil society is generally rich with threats, though this may be differently perceived by different actors, depending on their awareness, types of activities, and whether their work puts them in direct opposition to common adversaries or political powers. **Defense capacities** were scored on the basis of concrete steps taken to build these capacities within the organization, self-assessment of capacity, and awareness about contextual risks and threat models. Only 3 of the surveyed partners score as high as a 4 or 5 on this indicator (XXXX, XXXXand XXXX), which recommends that a basic review of security practices, capacities and threat models.

Groups' capacities to learn from others varied widely in this assessment. **Learning capacity** scores were derived from demonstrated experience learning, as well as awareness of learning opportunities and connectedness with relevant networks. The most internationally active groups showed a significant capacity to learn from peers (XXXX, XXXX and XXXX), though not all appeared to making the most of this opportunity. Though international activity did not clearly correlate with past experience learning online, groups that were not internationally active generally had lower and more varied scores for this indicator. Some groups, such as XXXX, may benefit significantly from reinforcing their skills in self-directed, online learning, both through peer-driven and more traditional online training mechanisms.

Capacity to **adopt new technologies** is closely linked to learning capacity, but also draws from prior adoption experience, which varied significantly between groups. Five partners had unsuccessful experiences adopting technological tools or activities, most commonly involving website enhancements, though SMS messaging and online mapping were also referenced by three groups. Unsurprisingly, groups with a heavy focus on digital technologies in their on-going activities had the strongest capacities for further adoption. For groups in this sample there appears to be a general correspondence between the capacity to learn from peers and the capacity to adopt new technologies, in that where a high or low score in one indicator was followed by a corresponding high or low score in the other. The exception to this correspondence lay with XXXX (whose adoption capacity appears quite low) and XXXX (whose capacity to learn from peers appears weak).

## Challenges to using technology:

Indicators reflecting the challenges to technology use varied dramatically across the partners surveyed, as shown in the chart below.

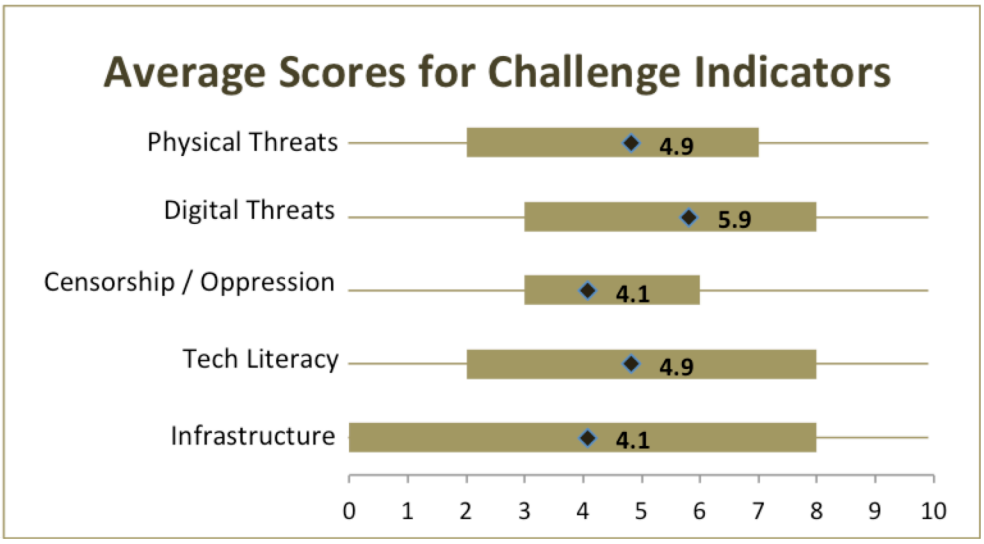
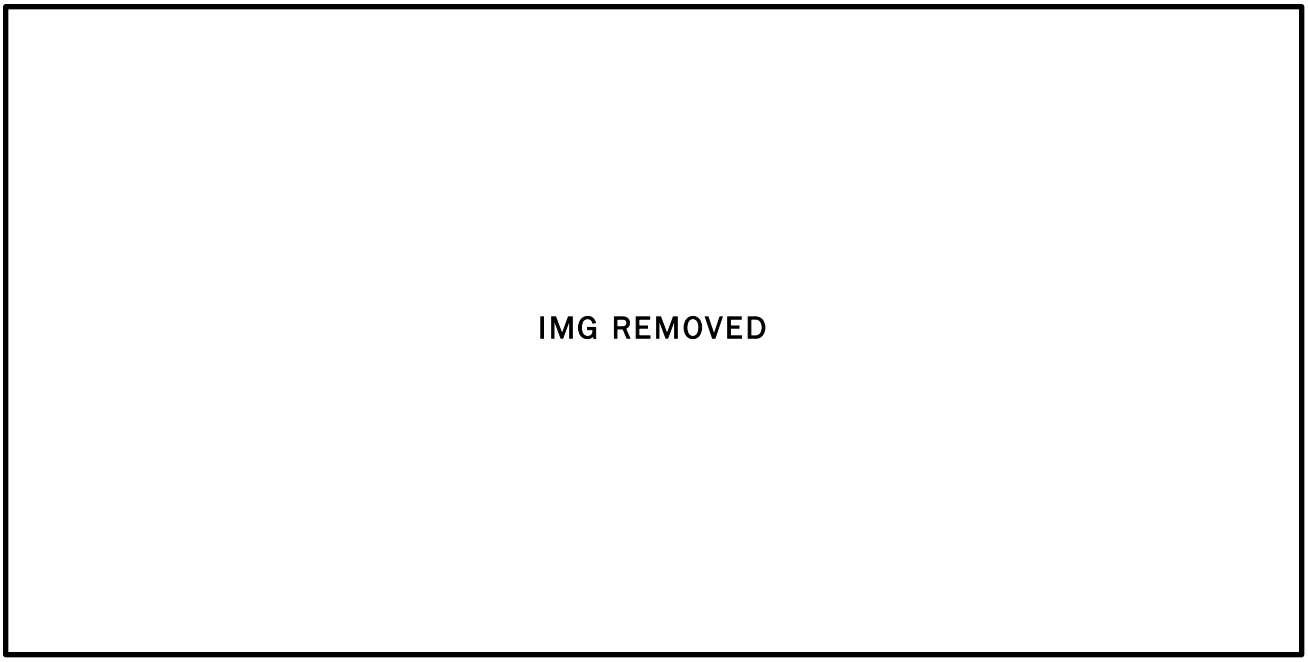



***Table 4**: Average scores for TechScape Challenge Indicators across organizations. Background bars illustrate the high and low scores of the entire sample.*
*TechScape Indicators draw from contextual and self-assessment responses, and are adjusted by during analysis to reflect broader trends and insights across the sample.*

Surveyed partners experienced contextual challenges quite differently. This was evident in appraisals of **digital and physical threats**, presumably owing to different groups' activities and relationships to potential adversaries. There were clear trends, however. Some groups consistently reported less concern and knowledge regarding all types of threats (XXXX, XXXX, XXXX), while digital threats such as surveillance were consistently ranked as more serious than physical threats. Nevertheless, some physical threats were consistently reported. For example, only two

organizations (XXXX and XXXX) reported no knowledge of peers experiencing intimidation or threats of violence by public officials, police or security forces, and all partners reported the use of digital or mobile technology to target or to identify individuals for arrest or violence.

When ranking the seriousness of specific digital threats, groups adhered generally to this pattern. There were interesting divergences on specific threats, however, as is shown in the table below.




For XXXX and XXXX, online surveillance and digitally motivated physical violence are very significant risks, but data loss is not, while for XXXX and XXXX the opposite is true. Again, this is likely grounded in the way that specific groups conceptualize their activities and relationships to potential adversaries and should not be confused with objective risk estimates.

Despite the general prominence of threats and what is generally known about the working context of XXXX civil society, **censorship and oppression** did not appear to be very significant challenges to the use of technology by the partners surveyed.

**Technological literacy** was referenced as a challenge by several respondents in this assessment, but was not seen to be a critical challenge for most partners. Those partners who did receive high scores on this indicator did so for very different reasons. Increasing the technical literacy of beneficiaries is, for example, core to the mandate and activities of XXXX, so while this presents a challenge to the group's use of technology, it is part and parcel of their work. XXXX, on the other hand, described technical literacy as significant challenge to using technology in specific advocacy and awareness raising efforts, and for targeting specific communities. This is the sense in which one

might have expected technical literacy to pose a challenge to most groups, especially given the media use patterns in greater XXXX, and the significant lack of infrastructure enjoyed by many partners' beneficiaries. This was not the case for the groups assessed here, however, as most outreach efforts referenced in interviews either targeted technically literate audiences (explicitly or de facto), or adopted media appropriate to target audiences and were able to achieve their objectives as such.

**Infrastructural challenges** were also experienced quite differently by the surveyed partners. All groups reported staff access to computers to conduct their work, and only one (XXXX) reported that it was necessary for staff to share hardware resources. The four groups with office spaces all had internet access, and though they reported power outages, these were surmountable. Of the four groups that provide direct services to beneficiaries (XXXX, XXXX, XXXX and XXXX), all reported serving beneficiaries that lacked basic and reliable access to potable water, schooling and health services (three reported lack of access to internet and three reported lack of access to mobile networks). This only posed significant challenges for XXXX and XXXX, however, and was often manifest in very pragmatic challenges, which could be addressed by basic investment (XXXX described the advantages that having a screen projector would provide for trainings, for example).

In addition to the challenges mentioned above, **lack of funding** was consistently referenced as a challenge, both for using technology in activities, and for achieving strategic objectives generally. This was asserted vaguely in many instances, but there were also several specific opportunities suggested, in which capacities might be strengthened through simple investments in hardware (such as computers, mobile phones, training equipment), software (especially digital learning software) or staff/consultancies (for web design or strategic support). Such investments would of course need to be carefully considered in light of groups' strengths and activities.

Another challenge referenced consistently throughout interviews had to do with the challenge of **registering an organization**. As mentioned above, several of the partners surveyed were not registered, and for some this was intentional, and they regarded themselves more as "movements". Only two groups, however, reported being registered and legally recognized as a charity or not-for-profit organization, consistent with the organization's actual activities. Several respondents referenced this as a challenge to achieving the group's objective, and two noted that peers responded to threats and attacks by taking "legal action in order to be legally registered." Given the recent trials in which XXXX were XXX in relation to XXXX, these issues should considered carefully in providing future support.

## Opportunities & Recommendations

**Note:** The strategic and political XXXX for XXXX civil society is XXXX XXXX, and the challenges and opportunities faced by advocacy and development groups often XXXX XXXX XXXX XXXX XXXX XXXX. Providing support in such contexts requires continuous engagement and a responsive support to groups changing needs. While this assessment provides an entry point for such support, it is important to recognize that the below recommendations were written in June 2013, and are based on interviews conducted in October 2012.

# Building with Local Skills

XXXX civil society is noteworthy for both it's XXXX and its XXXX. There are several local organizations working in the areas discussed below, and if support in these areas is pursued, it should be provided by local, rather than international organizations when feasible. This will help to strengthen local networks and the long-term impact of support, while also ensuring that skills and trainings are appropriately adapted to the local context.

# Mobile

Mobile phones and SMS were conspicuous in their absence from these assessments, both in terms of current practice, and proposed utility. This assessment identified only two organizations for whom mobile phones could produce a clear value added (to awareness raising and coordination, respectively). These assessments took only activities referenced in interviews into account, however, and may well have missed other opportunities. Given the profound penetration rate and avid use of mobile phones in XXXX, Oxfam Novib should make this a point of discussion in future conversations with partners, to understand why mobiles are not being used for outreach, and when doing so might be appropriate.

# Video

The use of video and visual media was a common thread in these assessments. Several interviews surfaced opportunities for video to enhance ongoing outreach and advocacy efforts, while for other partners, video was a potentially useful medium for training others (either as an instrument or an object of training). For one partner, video was the core medium of all activity, yet there still appeared to be significant opportunities to improve the group's skills and practices in recording, editing and disseminating video content. The single partner that did not directly reference video

(XXXX) may also be interested in considering how this media fits within its current work, and whether there are appropriate strategies for including video media in the information they make accessible.

This wide interest sits well with the XXXX media environment, and the availability of strong resources and strategies for using video in advocacy and development work. Local groups like XXXX demonstrated expertise in identifying productive approaches to training and developing groups' capacities to use video. A single training on video that convened Oxfam Novib partners in XXXXmay very likely provide many groups with important concrete skills for their work, while also providing a forum in which to exchange skills and develop networks in other areas as well.

## Learning Skills

It did not appear that any of the XXXX partners surveyed here were making the best of peers, networks or online resources for learning. Though this may be due in part to constraints on time and other resources, there appeared to be a significant mismatch between what groups reported they would like to be able to do with technology, what they thought they needed in order to do so, and the online and network resources at their disposal. This was especially true for those groups that were very active internationally—participating in conferences, trainings, implementing research and partnerships, but also for those groups who were not internationally active.

All groups reported high levels of internet literacy, but familiarity with basic resource and skill-sharing sites was low, and there was limited previous experience developing capacities online or through interactions with peers. The Oxfam Novib focal point should make an effort to determine if there are additional factors inhibiting auto-didactic or peer driven learning (language, issue appropriateness). If not, a general introduction to important learning resources (both online and in relevant networks) should be produced and provided to partners. Some kind of mechanism should also be established that will allow groups to monitor their learning and report to each other (or other peers). This could be facilitated by adding a learning component to an annual gathering or other reporting or networking processes.

## Security

Security is a critical element in the XXXX TechScape assessment. As discussed above, perspectives on security issues, including both physical and digital threats, as well as censorship and oppression—varied dramatically across groups. As a point of departure, this lies in the nature of partners' activities and how they perceive their relationships to potential adversaries. Even if this is the case, however, and even if the partners surveyed here are representative of Oxfam Novib's XXXX partners more broadly, there are clear opportunities to increase these groups' awareness and

skills in regard to both digital and physical security. An introductory/refresher course in basic physical and digital security would likely be extremely useful to the majority of these partners. Any such training should make a point of explicitly incorporating issues of data maintenance and data loss, which are of critical interest to a number of the groups surveyed here.

## Training Strategies

Two of the surveyed groups were primarily focused on developing the capacities of others (XXXX and XXXX). Though the focus and contexts of each of these groups differed significantly, both expressed frustration with resources and skills that stood in the way of more effective capacity development. This is worth exploring more closely. A more careful review of these groups' training strategies may well suggest opportunities for digital learning tools to support and facilitate their work, either during or following up on meetings.

Not directly related to technology, but likely of greater use, would be opportunities to develop these groups' training skills per se. This support could be provided by training that is object-agnostic and whose primary focus was pedagogical, or through TOTs that would likely have a significant technology component. This kind of intervention would likely be most useful, given the groups' focus, if it included both technological components such as specific digital media tools, and technical aspects such as pedagogical methods and evaluation metrics. Substantive issues (such as journalistic issues or business models) would not clearly add value, and ignoring these would also provide an opportunity to convene multiple Oxfam Novib Partners.

## Social Media and Web

Several groups referenced the utility of web and social media in their interviews, but it is not clear that support in this area would yield significant dividends in terms of impact or efficiency. Websites were seen by many respondents as a key way to engage international actors or to raise group's profile nationally, but it was not clear whether such efforts would be effective, or even if they were, how such profiling would directly support the groups' work. Given the dynamic nature of XXXX in XXXX, moreover, it is reasonable to expect that strategies for social media in organizing and awareness raising should be readily available to groups through their respective peers and networks. It is not clear that any investment or support in this area should be necessary for XXXX civil society organizations to effectively use social media. That said, if Oxfam Novib does convene its partners in XXXX, a focus on sharing good practice among partners (XXXX, XXXX) may be useful.

## Summary Recommendations

In order to build on this information in providing support the development of partner capacities in XXXX, the engine room recommends that Oxfam Novib consider the following steps:

1. Take prompt steps to provide introductory/refresher training on basic and intermediate physical and digital security for partners, with a focus on threat modeling, organizational practices and data security.

2. Explore convening partners for a capacity-building event focused on the use of video, but which also allows for engagement and training in other areas.

3. Provide partners with an overview of online and network resources for developing their own capacities to use and strategize around the use of technology. Establish some mechanism through with they can monitor and share their own learning experiences, and which provides incentives to learn on their own or through networks and peers.

4. Confer with partners conducting trainings and building capacities of others, to understand what technical and technological skill gaps might be easily filled.

5. Include mobile and SMS in future conversations with partners to better understand limits and opportunities of these tools for specific activities.

# TechScape Indicator Description

TechScape indicators are drawn from nominal data recorded in the assessment process and then adjusted on the basis of qualitative data and general trends presented by the overall assessment. The indicators are not intended to be definitive or authoritative, but help to provide a snapshot of an organization's relationship to technology, focusing on the utility of a variety of tools and strategies, the organization's capacity to engage with technology, and challenges posed to effective technology use by internal and external factors.

Indicators are first calculated from nominal data and on individual scales spanning up to 70 points. They are then normalized to a standard 11pt scale and adjusted according to qualitative analysis.

All TechScape Indicators range from 0-10, with higher numbers indicating a greater utility, capacity and challenge, respectively.

The document annexed in the following pages describes each indicator in detail, identifying its Object (what it is intended to indicate), Source (the specific indicators and interview questions on which it is built) and Quantitative Scale (the minimum and maximum score before normalization).

# TECHSCAPE INDICATORS

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## Utility

Utility indicators seek to reflect how useful tools, platforms and strategies would be in helping the organization to fulfill its mandate.

| | |
|---|---|
| Mobile | **Object:** Strategies for using mobile telephony and related software and hardware for activities such as sms management, data collection, documentation.<br>**Source:** The mobile utility indicator draws on 17 questions in the TechScape assessment, including contextual indicators on stakeholder mobile use and mobile penetration, as well as respondents own estimations and previous organizational experience with mobile technology.<br>**Quant Scale:** Quantitative data will allow for a minimum value of -6 and a maximum value of 15. |
| Web/Social Media | **Object:** Strategies for using websites, blogs, social media and other web-based tools and platforms to conduct outreach, manage information, advocate or engage with specific groups.<br>**Source:** The web utility indicator draws on 23 questions in the TechScape assessment, including contextual indicators on internet penetration, as well as information on the organization's stakeholders and networks, activities, and respondent estimations.<br>**Quant Scale:** Quantitative data will allow for a minimum value of -16 and a maximum value of 51. |
| Visualization | **Representation:** Tools, platforms and strategies for representing data and information graphically, in order to support advocacy or outreach activities.<br>**Source:** The visualization utility indicator draws on 8 questions in the TechScape assessment, including information on organizational objectives and respondent's own estimations.<br>**Scale:** Quantitative data will allow for a minimum value of 0 and a maximum value of 16. |
| Crowdsourcing | **Object:** Strategies and tools for engaging a broad public in open or closed processes for data collection, consultation, validation or collaboration.<br>**Source:** The crowdsourcing utility indicator draws on 5 questions in the TechScape assessment, surveying stakeholder access to media and organizational activities.<br>**Quant Scale:** Quantitative data will allow for a minimum value of -6 and a maximum value of 15. |

| | |
|---|---|
| Security Tech | **Object:** Technological hardware and software for protecting the physical and digital security of organizations and their staff.<br>**Source:** The security tech utility indicator draws on 5 questions in the TechScape assessment, including contextual indicators, organizational activities and self-assessments.<br>**Quant Scale:** Quantitative data will allow for a minimum value of -9 and a maximum value of 25. |
| Administrative Tech | **Object:** Technological hardware and software for supporting the administration of the organization, including contact and information management, staff management and record-keeping.<br>**Source:** The administrative tech utility indicator draws on 10 questions on the organization's structure, activities and staff characteristics.<br>**Quant Scale:** Quantitative data will allow for a minimum value of 0 and a maximum value of 27. |
| Traditional Media | **Object:** Strategies for engaging with traditional media formats, platforms and organizations, including radio, television, newspapers and other print formats.<br>**Source:** The traditional media utility indicator draws on 8 questions on stakeholder media access, organizational activities and self-assessment of utility.<br>**Quant Scale:** Quantitative data will allow for a minimum value of -3 and a maximum value of 27. |

## Capacity

Capacity indicators seek to reflect organizations' readiness and likelihood to succeed in engaging with technology in their work.

| | |
|---|---|
| To Adopt New Tech | **Object:** The learning and adaptation capacity necessary to identify, test and use new tools and technologies.<br>**Source:** The adoption capacity indicator draws on 41 questions covering organizational structure, staff skills and responsibilities, previous experiences and organizational investments in capacity development.<br>**Quant Scale:** Quantitative data will allow for a minimum scale of -7 and a maximum value of 61. |
| To Learn From Others | **Object:** The networks, experience and general capacity to learn from peers' experience using technology.<br>**Source:** The learning capacity indicator draws on 10 questions on organizational activities and networks.<br>**Quant Scale:** Quantitative data will allow for a minimum value of 0 and a maximum value of 23. |
| Defense Against Attacks/ Threats | **Object:** The knowledge, tools and strategies necessary to defend against threats and attacks to they physical and digital security of both the organization and its staff.<br>**Source:** The defense capacity indicator draws on 10 questions on organizational activities, as well as respondent's interests and self-assessments.<br>**Quant Scale:** Quantitative data will allow for a minimum value of 4 and a maximum value of 16. |

## Challenge

Challenge indicators seek to reflect the degree to which internal an external factors will complicate or inhibit the effective and safe uptake and use of technology.

| | |
|---|---|
| Infrastructure | **Object:** The availability and quality of communications and electronic infrastructure necessary to use technology, for organizations, their staff, and their stakeholders.<br>**Source:** The infrastructure challenge indicator draws on 8 questions covering contextual information and organizational experience.<br>**Quant Scale:** Quantitative data will allow for a minimum value of 0 and a maximum value of 44. |
| Tech Literacy | **Object:** Limitations on the effective use of technology posed by lack of stakeholder or staff familiarity with technology hardware, software, processes or phenomena.<br>**Source:** The literacy challenge indicator draws on 9 questions covering media penetration, contextual indicators, and organizational activities.<br>**Quant Scale:** Quantitative data will allow for a minimum value of -10 and a maximum value of 20. |
| Censorship/ Oppression | **Object:** Censorship or other oppressive practices by state or non-state actors that will inhibit the use of technology to communicate or organize.<br>**Source:** The censorship challenge indicator draws on 16 questions in the assessment, drawing contextual information and indicators, as well as organizational experiences and respondent assessments.<br>**Quant Scale:** Quantitative data will allow for a minimum value of -12 and a maximum value of 40. |
| Digital Threats | **Object:** Threats posed to the digital and physical security of the organization and its staff by digital attacks as well as digital surveillance and communication, and which inhibit the effective use of technology.<br>**Source:** The threat challenge indicator draws on 7 questions regarding the organization's previous experience and own estimation.<br>**Quant Scale:** Quantitative data will allow for a minimum value of 0and a maximum value of 30. |
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TechScape is a global research project assessing technology use by civil society. Composed of individual and in-depth organizational assessments, TechScape is executed on a modular and iterative basis with participating networks and partners. In addition to supporting targeted support and capacity development activities for specific groups, TechScape aims to develop an open and anonymized global data set, to support research, policy and support activities for the technology driven advocacy.

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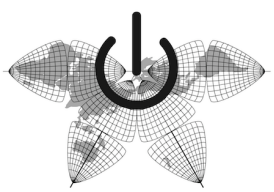

## Annex II: Organizational Briefs

The following pages contain 3-page briefs for each of the organizations assessed in XXXX under this TechScape Module.

TechScape Organizational briefs provide a point of departure for considering the ways in which a civil society organization relates to digital and mobile technology in their work. These briefs should not be treated as comprehensive or definitive, but aim to help identify and explore opportunities for capacity development and organizational learning. These briefs are based on desk research and interviews, as well as the research team's contextual knowledge and analysis. A significant amount of the data supporting this analysis is self-reported by organizations.

Additional information on the TechScape Project and global data set can be found at https://www.theengineroom.org/projects/techscape/.

Further organizational details can be requested from <miriam.rau@oxfamnovib.nl>.

**NB: Country Briefs include organizational briefs for all organizations that participated in assessments (between 3-11 per country). Only 2 briefs are represented here, for illustrative purposes.**

# TECHSCAPE INDICATORS

TechScape indicators are drawn from nominal data recorded in the assessment process and then adjusted on the basis of qualitative data and general trends presented by the overall assessment. The indicators are not intended to be definitive or authoritative, but help to provide a snapshot of an organization's relationship to technology, focusing on the utility of a variety of tools and strategies, the organization's capacity to engage with technology, and challenges posed to effective technology use by internal and external factors.

Indicators are first calculated from nominal data and on individual scales spanning up to 70 points. They are then normalized to a standard 11pt scale and adjusted according to qualitative analysis.

All TechScape Indicators range from 0-10, with higher numbers indicating a greater utility, capacity and challenge, respectively.

## Utility

Utility indicators seek to reflect how useful tools, platforms and strategies would be in helping the organization to fulfill its mandate.

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| Mobile | **Object:** Strategies for using mobile telephony and related software and hardware for activities such as sms management, data collection, documentation.<br>**Source:** The mobile utility indicator draws on 17 questions in the TechScape assessment, including contextual indicators on stakeholder mobile use and mobile penetration, as well as respondents own estimations and previous organizational experience with mobile technology.<br>**Quant Scale:** Quantitative data will allow for a minimum value of -6 and a maximum value of 15. |
| Web/Social Media | **Object:** Strategies for using websites, blogs, social media and other web-based tools and platforms to conduct outreach, manage information, advocate or engage with specific groups.<br>**Source:** The web utility indicator draws on 23 questions in the TechScape assessment, including contextual indicators on internet penetration, as well as information on the organization's stakeholders and networks, activities, and respondent estimations.<br>**Quant Scale:** Quantitative data will allow for a minimum value of -16 and a maximum value of 51. |
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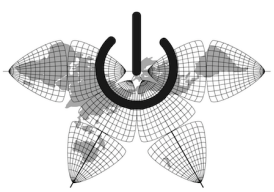

TechScape is a large-scale assessment project intended to generate comparable data on how civil society uses technology, while providing individual organizations and networks with entry points for capacity development.

The engine room partners with civil society networks in the design and deployment of customized TechScape modules to surface actionable data for capacity development, programming and evaluation.

For more information, contact admin@theengineroom.org.