

---

*PUBLIC ACCESS TO INFORMATION & ICTs*  
*PHASE II REPORT*

*Philippines*

---

Prepared for the University of Washington,  
Center for Information & Society.

acorp

23 Pres. Quezon IVC, Marikina City, Metro Manila, Philippines

Preliminary version: Feb 15, 2008

Draft 1: June 15, 2008.

Final Report: August 15, 2008

University of Washington  
Center for Information & Society  
4311 11<sup>th</sup> Avenue NE, Suite 400  
Box354985  
Seattle, WA 98195 USA  
[www.cis.washington.edu](http://www.cis.washington.edu)  
[cisinfo@u.washington.edu](mailto:cisinfo@u.washington.edu)

© 2008 University of Washington Center for Information & Society (CIS). The views expressed in this report are those of the author(s) and do not necessarily reflect the views of the University of Washington or CIS.

Recommended citation:

Ideacorp (2008). Public access to information & ICTs: Philippines. Public Access Landscape Study final report, presented to University of Washington Center for Information & Society (CIS), Seattle.

---

# Table of Contents

---

The table of contents is generated automatically. Right-click on it and select "update field" to update page numbers.

<b>1</b>	<b>Extended Executive Summary</b>	<b>4</b>
1.1	Research Project Overview	4
1.2	Introduction	4
1.3	Country Overview	4
1.4	Research Rationale, Sample & Methods	5
1.5	Information Needs of Underserved Communities	6
1.6	Strengths, Weaknesses and Opportunities in Key Public Access Venues	6
1.7	Salient Findings	7
1.8	Key Recommendations	8
<b>2</b>	<b>Methodology</b>	<b>11</b>
2.1	Venue Selection	11
2.1.1	Venues Studied	11
2.1.1	Other experiences of public access to information that are not quite "Venues"	13
2.1.2	Other Existing Public Access Venues, not included in this study	13
2.2	Inequity Variables	14
2.2.1	Socio-Economic Status	14
2.2.2	Educational level	15
2.2.3	Age	15
2.2.4	Gender	16
2.2.5	Location	16
2.2.6	Other Inequity Variables	17
2.3	Data Gathering Techniques	17
2.3.1	Literature Review	18
2.3.2	Individual Interviews	19
2.3.3	Group Interviews and Focus Groups	20
2.3.4	Site Visits	20
2.3.5	Surveys	21
2.3.6	Other Data Gathering Techniques	21
2.3.7	Most Useful Contacts	22
2.4	Research Trustworthiness & Credibility	23
2.4.1	Research Limitations	24
2.4.2	Team Qualifications	24
<b>3</b>	<b>Country Assessment</b>	<b>25</b>
3.1	Overall Country Assessment	25
3.2	Real Access Framework	25

3.2.1	Access	25
3.2.2	Capacity	26
3.2.3	Environment	26
<b>3.3</b>	<b>Information Needs of Underserved Communities</b>	<b>27</b>
3.3.1	Where is Information Available?	29
3.3.2	What are some of the Key Barriers to Access the Information that Underserved Communities Need?	32
3.3.3	How do users experience different types of public access venues?	32
3.3.4	Inequity Environment in the Country	33
3.3.5	Freedom of Press and Expression & Right to Information	34
<b>3.4</b>	<b>Charts: Information Needs, Users &amp; Uses</b>	<b>35</b>
3.4.2	Salient Initiatives to Help Meet Critical Information Needs by Underserved Communities	43
<b>3.5</b>	<b>Economic, Policy &amp; Regulatory Environment</b>	<b>48</b>
3.5.1	National & Local Economic Environment	49
3.5.2	National & Local Policy (legal & regulatory) Environment	55
3.5.3	Regional & International Policy (legal & regulatory) Environment	61
<b>3.6</b>	<b>Collaboration Practices and Opportunities across Venues</b>	<b>63</b>
<b>3.7</b>	<b>Buzz Factor: Public and Government Perceptions about what is “cool”</b>	<b>66</b>
<b>3.8</b>	<b>Legitimate Uses</b>	<b>67</b>
<b>3.9</b>	<b>Shifting Media Landscape</b>	<b>67</b>
3.9.1	Mobile phones	68
3.9.2	Web 2.0 tools & use	68
3.9.3	Combination of different media	68
3.9.4	Other shifting media landscape examples	68
<b>3.10</b>	<b>Health Information Needs</b>	<b>69</b>
3.10.1	Sources of Health Information	69
3.10.2	Types of Health Information	69
<b>4</b>	<b>Venue-Specific Assessments</b>	<b>70</b>
<b>4.1</b>	<b>Venue # 1: Public Libraries</b>	<b>70</b>
4.1.1	Overall Venue Assessment	70
4.1.2	Access	70
4.1.3	Capacity & Relevance	76
4.1.4	Enabling Environment	81
4.1.5	For Publicly Funded Venues only: Revenue Streams	84
4.1.6	Case Example for Public Libraries	88
<b>4.2</b>	<b>Venue # 2: Community eCenters</b>	<b>90</b>
4.2.1	Overall Venue Assessment	90
4.2.2	Access	91
4.2.3	Capacity & Relevance	95
4.2.4	Enabling Environment	100
4.2.1	For Publicly Funded Venues only: Revenue Streams	104
4.2.2	Case Example for Venue # 2: Upi CeC	106
<b>4.3</b>	<b>Venue # 3: Internet Cafes</b>	<b>110</b>
4.3.1	Overall Venue Assessment	110
4.3.2	Access	110

4.3.3	Capacity & Relevance	115
4.3.4	Enabling Environment	119
4.3.1	For Publicly Funded Venues only: Revenue Streams	121
4.3.2	Case Example for Venue # 3: E-Biz Coop	123
<b>5</b>	<b>SUCCESS FACTORS &amp; STRATEGIC RECOMMENDATIONS</b>	<b>127</b>
<b>5.1</b>	<b>Summary of Lessons in country</b>	<b>127</b>
5.1.1	Information Needs	127
5.1.2	Where people go	127
5.1.3	Access, Capacity & Environment affect Public Access	127
5.1.4	Role of ICT	129
<b>5.2</b>	<b>Success Factors &amp; Recommendations</b>	<b>130</b>
5.2.1	Where to Invest Resources	130
5.2.2	Key Success Factors	130
5.2.3	Role of ICT	130
5.2.4	Top Ten Recommendations	131
<b>6</b>	<b>APPENDICES</b>	<b>137</b>
<b>6.1</b>	<b>List of Countries included in Research</b>	<b>137</b>
<b>6.2</b>	<b>Overview of Research Design</b>	<b>138</b>
<b>6.3</b>	<b>Annotated Country Profile (form 2)</b>	<b>140</b>
<b>6.4</b>	<b>Other Appendices</b>	<b>141</b>

# 1 Extended Executive Summary

---

## 1.1 Research Project Overview

This research focuses on the public access to information and communication landscapes in 24 countries, with specific focus on public libraries, to understand the information needs of underserved communities, public access to information and communication venues, and the role of ICT.

Through field research in 24 countries conducted by local research partners, and cross-country comparative analyses based on common research design elements (see list of countries and research design overview in Appendix), the project aims to contribute to the knowledge in the field of information and ICT for development. Of particular interest and value are: the comparative look at key venues (libraries and other), and the mix of depth of in-country knowledge with breadth of global comparison to elicit success factors and scenarios to understand how diverse populations can and do access and use ICT to improve their lives. All outputs of this research will be broadly disseminated to interested stakeholders and placed in the public domain.

## 1.2 Introduction

This report will provide a landscape of the underserved and marginalized population in the Philippines and their access to information through information and communication technology (ICT) and their information needs. It will also look at the policymaking environment in the country, including the programs and projects being implemented for the underserved in terms of ICT access and nurturing the growth of the telecommunications industry. Recommendations to improve programs and services implementation are included herein.

## 1.3 Country Overview

The most underserved and marginalized areas in the Philippines can be found in Mindanao and the Visayas islands. The Philippine Government has defined underserved and marginalized into fourteen (14) sectors. These are the urban poor, women, children, indigenous peoples, the elderly, informal workers, peasant farmers, fisherfolk, persons with disabilities, cooperatives, students and youth, victims of disasters, formal labor and migrant workers, and non-government organizations (NGOs).

The causes of marginalization in these areas were identified as weak macroeconomic management, employment issues, high population growth rates, an underperforming agricultural sector and an unfinished land reform agenda. It is also brought about by governance issues such as corruption and a weak state, conflict and security issues, particularly in Mindanao and disability.

The information needs of these marginalized areas usually concern social services and livelihood like health information (e.g. family planning, nutrition, and sanitation), livelihood and productivity information, employment and trade opportunities, education and training and those that relate to government services.

The Philippine Government has likewise fostered an enabling policymaking environment in terms of ICT. It has crafted and implemented various international and national policies

that impact on access to information through ICT. The subjects of these policies include the delivery of infrastructure particularly in telecommunications and the policy frameworks governing the ICT sector.

However, it is cellular phones that are more popular and accessible to the population since the level of internet penetration country is rated as low to medium. In order to improve this situation, the Philippines has several models of ICT engagements among government agencies, including national to local partnerships with the private sector and donor communities.

ICT use in the Philippines can be assessed by looking at how ICT-related government services, programs and projects are implemented. It can also be gleaned from the development of the Philippine telecommunications industry. The government-funded Community e-Center (CeC) and the privately owned internet cafes ("cyber cafes") provide access to the underserved areas. Aside from these two, the public library is another venue for information.

Local government units (LGUs) in the Philippines are mandated to invest in their public libraries. At the moment, there are over 1,000 public libraries in the country. However, library users are made up mostly of students, professionals, researchers and those that require information demanded by their occupation.

The establishment of CeCs is a relatively new initiative in the Philippines. Through government support, there are now more than 700 of these facilities managed by various LGUs from the provincial to the barangay level throughout the Philippines. However, although the services offered by the CeCs are more affordable than privately-owned internet cafes, users still frequent the privately-owned establishments. The number of successfully managed CeCs is quite few. This may be attributed to the fact that the program is still relatively new.

Privately-owned internet cafes are alternatives to government facilities. These establishments are run by small and medium enterprise owners and are frequented by students, professionals, researchers and in most areas by a family member of overseas Filipino workers.

There is much room for improvement for the various public information and communication venues in the Philippines. It is recommended that further research be conducted to explore other possibilities of reaching the underserved communities in the country. Suggested areas of research are the sustainability of the LGU-run CeCs to ensure that the public will be able to access information with ease and benefit more marginalized sectors.

#### 1.4 Research Rationale, Sample & Methods

To study the information needs of the underserved, venues for access to information and communication, the physical infrastructure and human resources of these venues will be examined (within the context of the role/use of ICT by the marginalized sectors). Information content and service usage patterns, communication and knowledge

production, as well as environmental factors (e.g. governmental policies, geography, ethnic and linguistic differences, etc.). For the purposes of this research, we have identified the following venues: public libraries, CeCs, and cyber cafes.

Purposive sampling was used to identify the sites examined for this study. Poverty incidence, equal representation of the regions of the Philippines, ease of transportation, public access to ICT programs implemented by the local government (eBarangay), weather conditions and peace and order were factors considered during this undertaking.

The research methods employed were key informant interviews, observation and site visits. A survey was also conducted on users of public libraries, CeCs and internet cafes.

### 1.5 Information Needs of Underserved Communities

Generally, information on basic needs (e.g. food, shelter and clothing) will be most helpful to underserved individual groups and populations. However, information on the social services sector have to be provided to them. These include (i) health information, including family planning, nutrition, and sanitation (2) livelihood and productivity information, (3) employment and trade opportunities, (4) education and training, and (5) those that relate to government services.

### 1.6 Strengths, Weaknesses and Opportunities in Key Public Access Venues

The public access venues studied were accesible to its users. The services and technology offered in this venue was appropriate to the needs of the users. These venues also provided affordable services to the users. These venues are potential catalyts to provide the needed information of the Filipino people from all walks of life.

However most often these are not the priorities of local government units. There were glaring needs that have to be addressed. More personal computers with internet access are needed in LGU-operated venues in order to address the needs of those who cannot afford to access the internet in internet cafes. Personal computers should also be made available to libraries that are able to access the Philippine eLib in order to fill the need of students for references considering the fact that most libraries only have enough money for newspaper subscriptions.

The government can put mechanisms in place that can monitor the impact of the venues on its users as well as see to identifying the needs of the venues and set up initiatives to fill these. There is a need to standardize and harmonize policies and initiatives for complementation and optimum utilization of these venues.

Among the successful CeCs visited, it was noted that the CeC manager had a background in ICT. A manager that appreciates the potential of ICT in improving the services provided by government and is knowledgeable in bringing it about is key. A manager with an ICT background will also be able to understand and keep up with the developments in technology and will be able to identify properly the equipment needed by the LGU to keep up. An LGU leader who is willing to listen to its CeC manager's suggestions regarding the importance of providing ICT services to the community is invaluable since it is the LGU



leadership that determines how far the CeC's services will go. Coordinating the ICT efforts with the Municipal Planning and Development Office also proves to be beneficial since research regarding improvement of local livelihood products can be done online as well as the promotion of these products.

A business plan is necessary for running a CeC since it determines its sustainability especially if the LGU is cash strapped. A communications plan might also be necessary in order to disseminate information regarding the CeC and its services which might also contribute to the CeC's sustainability by bringing in more clients. There were suggestions that advertising the CeC and its services would be welcome since not a lot of people out of the two to three kilometer radius of the CeC know of its existence.

These public access venues are all equipped to become hubs for education and training and access to government services. There are ICT-based training and education programs that are targetted towards the underserved but are inaccessible because they are not aware of the programs or because of the location of these places which is why it is necessary for, at least, the government operated access venues to provide these for them. LGU websites, if properly maintained, have the ability to promote tourism in their area aside from providing information to the local residents.

## 1.7 Salient Findings

The gender distribution of users of public libraries is almost equally distributed. Females outnumber the male users in public libraries and CeCs. However, majority of internet cafe respondents are male. The age group to which most users of public libraries, internet cafes and other venues belong to is the 25 years old and below category. While CeC users generally belong to the 26-45 years old category. In general, a great majority of the respondents are at least college level. Majority of the users of public access venues belong to the low economic class status where the low economic status users make up 54.77% of the total respondents while the middle economic status users compose 37.50% of the sample and the high economic status users at 7.72%. The basic ICT/communication appliances owned by the users of public access venues are radio, television and cellular phones.

The top five information accessed by users in public libraries and internet cafes are Education, News, Entertainment, Government Services and Health. While the top five highly accessed information in CeCs and other venues are Education, Entertainment, Personal, Government Services, and News. A great majority of the users in public libraries (84%) seek information on current events whereas almost the same proportion of internet café clients search for information on the internet. Users of other venues mostly search for information on education-related materials while almost three-fourths of the CeC users utilize the ICT services in the venue for personal matters.

The top two widely utilized ICT services across all public access venues, excluding internet cafes, are email and web browsing. Users of internet cafes are mostly involved in both pre-installed and online gaming. Other activities mentioned by the users of the public access venues studied include research, encoding and printing of materials.

The survey results indicate that most CeC users visit the site daily. This trend is valid across all public access venues. In other venues, the proportion of those who visit the site daily are equally as likely as those who visit the site two to three times per month. In internet cafes, the number of users who frequent the site everyday are closely followed by those who visit the site about once a week. Also, only a few of the respondents are first-time users of any public access venues. Further results show that a great majority of the public library users (86.4%) use the library for its basic services.

According to library users, the top three barriers in accessing information in this venue are the obsolete and limited number of books, journals and references (not enough content), absence of internet access (not enough services) and hours of operation. Majority of the CeC users identified the limited number of services of the venue as the biggest barrier in accessing the information that they need. Most CeC users mentioned that they are not allowed to download and install applications in the venue and are only allotted a specific amount of time to use the unit. Majority of the users in other venues named other factors such as slow internet access, limited workspace and availability of computers and the site's unavailability for public use as the primary barrier in accessing information at this venue.

## 1.8 Key Recommendations

Public Access Venues such as the Community eCenters (CeCs) and public libraries should be given adequate funding and equipment in order to be able to provide proper information to its users. Furthermore, ICT-literacy training should be given to the staff of these venues to ensure the services that they are able to provide assistance to the users. Government should also look into providing ICT skills training in these public access venues, specially in the CeCs, since there are programs that are in place in implemented by different government agencies. A minimum amount for the public access venues' annual budget should be stipulated to ensure that the basic information needs of the community is met.

The local government unit (LGU) should take the initiative in forming a multi-sectoral (and multi-peoples) ICT council which will guide the direction of the community regarding ICT. The LGU should also look into the sustainability of the CeCs by making a business plan that, at the least, would help the LGU in shouldering the maintenance costs and the possibility of buying additional equipment.

Membership to the eLibrary should be expanded to include the municipal and barangay libraries not just the provincial and the city libraries. This will ensure that although there is not enough money to buy books, there is a way for users to get the information that they need. Other than acquiring PCs for eLib purposes, PCs for internet use should also be present in libraries for research. LGUs should be encouraged to provide a service vehicle at least once a month for bookmobile purposes in order to reach far flung areas. The National Library does not have enough means to provide bookmobile services to each affiliated library. A system of giving feedback and reporting should be established between provincial, city, municipal, barangay libraries and the National Library in order to better monitor the progress and needs of the these libraries. Local libraries should also be enjoined to be affiliated with the National Library in order to ensure LGU compliance with

the law regarding the establishment of libraries in the communities. Finally, the Professional Regulatory Board should also review the requirements for certifying registered librarians. There is a lack of library science graduates in the country and most libraries only have officers in charge since the chief librarian post can only be filled by someone who is a registered librarian. This politicizes the position of chief librarian and disrupts the continuity of programs initiated for the development of the library every time there is a change in the administration.

Not a lot of areas in the Philippines have organized internet café associations so it is suggested that internet cafe owners organize themselves locally, regionally or nationally in order to have united stand in airing their concerns regarding issues that may affect their businesses. They should engage their LGUs in order to have a stake in ICT-related policies. They should also call for the creation of a local ICT council.

In as much as there are government programs directed at providing internet access to underserved areas, attention should also be given at developing services that provide information through mobile phones. There are more people in the Philippines who have access to mobile phones than personal computers so this would be a venue that is worth looking into. While Government should also actively promote existing mobile phone based services, it would also be proper to put in place a mechanism that is capable of answering queries and monitoring the progress of the various agencies in addressing complaints and queries. Text messaging is the preferred form of communicating via mobile phones. As such, information and services should be mobile phone ready. Telcos should be encouraged to provide services that encourage its subscribers to produce local content or content that they feel they need or will help others.

The government should have a dedicated department that will oversee all its ICT-related projects and ensure their synergy.

Several policy recommendations were enumerated in the paper "Universal Internet Access in the Philippines" regarding elements that should be present in crafting ICT policy in the Philippines. These recommendations include:

- Fostering a Pro-Competitive Market Policy Environment by adopting more technology-neutral policies;
- Crafting a Competition Policy Framework or Law for the Information Economy that will promote competition and prevent anti-competitive practices among ICT companies and level the playing field among small, medium and big players;
- Adopting an Open Communications Policy that allows open access to networks;
- Enacting a Broadband Bill of Rights to ensure free flow of information, supported by basic principles of openness of access, equality of data, diversity of content, and freedom of expression.
- Capacity Building.

- Reviving the DICT and Strengthening NTC Bills.

## 2 Methodology

---

### 2.1 Venue Selection

2 paragraphs

Brief description of the selection process: how you selected the types of venues to be studied, why they were included, why others were left out.

Note: this data collection template is designed to capture info about 4 venue types. If you study in detail more than 4 venue types in the country, include a full description of the 5<sup>th</sup> one as an appendix, using the same set of questions.

For this study, the public library, the CeCs and cyber cafes were selected venues to be examined. These were chosen because these are where information, whether digital or not, are accessed. The differing thrusts of these venues also make for wide coverage of ICT and information needs of the users. One could see that there are overlaps in terms of services and in areas where additional services are needed but have not been offered.

The public library is a natural venue to access information. In the Philippines, it is mandated by law to have one (1) public library for every administrative division. Studying what public libraries offer and how these services become known to users make an interesting focus of study. In terms of access to ICT services, the implementation of the eLibrary Project (e-Lib) gave us the opportunity to compare the services offered by members of the Consortium from non-members, including comparing the data on actual usage of citizens in these libraries.

The CeC is another government project that is supported both by National Government and the LGUs. jointly by the national and local government unit. Located all over the country, including those underserved areas, the CeCs are worth examining because of the access to information that it offers. Data on the services it provides and extent of usage of citizens were studied. It was also imperative to look into the sustainability of CeCS because of their operational costs.

Internet cafes were included in the study since they provide ICT services as well. Since it is easier for entrepreneurs to establish these cyber cafes, in terms of physical presence, these cafes may have more reach in terms of access to people compared to CeCs.

#### 2.1.1 Venues Studied

Enter the details to complete the table based on the venues studied in this country (more details will be filled in other sections):

	Public Libraries	Community eCenters	Internet Cafes	Other Venues
Total number in country	1,156	741	6,473	
<b>A. # in Urban location</b>	1,156	741	6,473	
% offering ICT	7%	100%	100%	
Total # of people served (annual)				
<b>B. # in non-urban location</b>	0	0	0	
% offering ICT	0%	0%	0%	
Total # of people served (annual)				

**Comments** (comment especially on definition of urban / non urban in the country):

The National Statistics Coordination Board of the Philippines (NSCB) defined "an urban area as any area fulfilling any of the following characteristics:"

- In their entirety, all municipal jurisdictions which, whether designated chartered cities, provincial capital or not, have a population density of at least 1,000 persons per square kilometer in all barangays;
- Poblaciones or central districts of municipalities and cities which have a population density of at least 500 persons square kilometer;
- Poblaciones or central districts not included in the first two definitions regardless of the population size but which have a street pattern or network of streets in either parallel or right angle orientation, at least six establishments (commercial, manufacturing, recreational and/or personal services), and at least three of the following: a town hall, church or chapel with religious service at least once a month; a public plaza, park or cemetery; a market place, or building, where trading activities are carried on at least once a week; and a public building, like a school, hospital, puericulture and health center or library.
- Barangays having at least 1,000 inhabitants which meet the conditions set forth in (3) above and where the occupation of the inhabitants is predominantly non-farming or fishing.

Rural areas are defined as all poblaciones or central districts and all barrios that do not meet the requirements for classification of an urban area.  
([www.nscb.gov.ph/pressreleases/2004/30Jan04\\_urban.asp](http://www.nscb.gov.ph/pressreleases/2004/30Jan04_urban.asp)).

The definition posed some problems in determining venues in the rural areas, which turns

out that the venues given the above definition are all located in urban areas.

For purposes of our study and based on the aforementioned definition, the sites we identified for this study are (found) in urban areas.

### 2.1.1 Other experiences of public access to information that are not quite “Venues”

Basic information about other experiences with potential to make a difference to the public access landscape (tea rooms, wifi hotspots, coffee houses, web information portals) although they are not quite a “public information venue” in the sense defined for this study (see research design document for definition).

### 2.1.2 Other Existing Public Access Venues, not included in this study

Basic information about other public access venues **not** included in the study (e-tuktuk, school or other private libraries not open to the public, health centers, etc), although they could play a role in public access information in the country. Indicate rationale for NOT including them in the study.

#### **Other Venue not studied # 1:** (Gearing up Internet Literacy and Access for Students (GILAS))

Total number in country: 1,849

% offering ICT access: 100%

% in urban location: 100%

Description of the Venue:

GILAS is a multi-sectoral initiative that is composed mainly of corporations and concerned non-profit institutions that realize the need to invest in bridging the digital divide among the nation's public high school students. GILAS aims to provide Internet access to all public secondary school students in the Philippines. ([http://www.gilas.org/index.php?option=com\\_content&view=article&id=41&Itemid=4](http://www.gilas.org/index.php?option=com_content&view=article&id=41&Itemid=4))

Reason why it was not included in the study:

These ICT access points are inaccessible to non-students of school recipient.

#### **Other Venue not studied# 2:** Growth with Equity in Mindanao (GEM)'s Computer Literacy and Internet Connection (CLIC) Program (if needed)

Total number in country: 134

% offering ICT access: 100%

% in urban location: 100%

Description of the Venue:

GEM's Computer Literacy and Internet Connection (CLIC) Program provides

selected elementary and high schools with satellite or microwave-based Internet connections, up to ten computers, local area network, printer, relevant software, range of computer reference materials, and training for teachers. Utilizing computers and network connections provided through the CLIC Program, students establish email accounts, communicate with other students throughout the world, utilize the vast resources of the Internet to conduct research on various academic topics while teachers enhance the students learning experience by spicing up their lessons with additional inputs from the Internet.  
([http://philippines.usaid.gov/mindanao\\_gem2\\_armmedu\\_clic.php](http://philippines.usaid.gov/mindanao_gem2_armmedu_clic.php))

Reason why it was not included in the study:

These ICT access points are inaccessible to non-students of school recipient.

## 2.2 Inequity Variables

1-2 paragraphs each.

Describe how each variable affects equitable public access to information and ICT in this country, and what you did in this study to make sure each one was addressed (for example, if you visited venues in both urban and non-urban locations).

Also include additional variables of local relevance to your country, as you listed in Form 1, section 1a.]

### 2.2.1 Socio-Economic Status

Income disparity, which is largely due to inequitable distribution of income resources, affects public access to information and communication venues in the Philippines. However in this study, socio-economic status was considered to determine the sites to be studied. This is to ensure sufficient representation of the lower and middle class population in the study.

According to the Family Income and Expenditure Survey conducted by the National Statistics Office (NSO) in 2007, the highest income earners in the country contributed to one-third of the income of all families. A study made by the Asian Development Bank on poverty in the Philippines in 2005 found that the magnitude of income poverty in the Philippines worsened from 1985-2001 despite the poverty incidence dropping by 10.5% between 1985-2000 because of the high population growth rate. The poverty incidence declined but the actual number of poor people increased substantially. Furthermore, in the World Bank's November 2006 East Asia Update on poverty statistics, the Philippines reduced its poverty incidence by only 43.5% between 1990-2005 based on the World Bank's \$1-a-day poverty threshold. In 2000, the NSO reported that there were over four million Filipinos living below the poverty line more than there were in 1985. In a recent study, Balisacan (2007) estimated that 32% of the population is poor. Poverty in the Philippines is characterized as predominantly rural with rural poverty incidence in 2000 at



47% (NEDA, 2005) much higher than urban poverty (18.6%). The NSO estimated that 73% of the total number of poor in the country reside in the rural areas.

### 2.2.2 Educational level

Educational attainment was considered a variable to examine access for served and underserved sectors.

The study looked at the educational attainment of the respondents (users) in public libraries, CeCs, internet cafes and other venues. The distribution of educational attainment in public libraries are as follows: finished elementary - 0%, some high school - 0%, finished high school - 0%, some college - 14.2%, finished college - 14.2%.

The distribution of educational attainment in CeCs are as follows: finished elementary - 0%, some high school - 0%, finished high school - 0.9%, some college - 10.4%, finished college - 14.1%.

The distribution of educational attainment in internet cafes are as follows: finished elementary - 0.9%, some high school - 0.9%, finished high school - 0.9%, some college - 11.3%, finished college - 12.3%.

The distribution of educational attainment in other venues are as follows: finished elementary - 0%, some high school - 0%, finished high school - 3.8%, some college - 8.5%, finished college - 7.6%.

The data shows that more college graduates prefer going to public libraries. Moreover, an overwhelming majority of users of these public ICT venues(92.4%) are at least in the college level.

### 2.2.3 Age

Age was considered a variable to examine access for served and underserved sectors including the elderly and youth.

The study looked into the age distribution of respondents in public libraries, CeCs, internet cafes and other venues. The distribution of age of respondents in public libraries are as follows: 14 years and below - 2.9%, 15 to 18 years - 3.3%, 19 to 25 years - 7.1%, 26 to 35 years - 5%, 36 to 45 years - .8%, 46 to 60 years - 1.3%, 61 years and above - 0.4%.

The distribution of age of respondents in CeCs are as follows: 14 years and below - 0%, 15 to 18 years - 1.7%, 19 to 25 years - 4.6%, 26 to 35 years - 3.8%, 36 to 45 years - 1.7%, 46 to 60 years - 0.8%, 61 years and above - 0.4%.

The distribution of age of respondents in internet cafes are as follows: 14 years and below - 8.8%, 15 to 18 years - 12.9%, 19 to 25 years - 19.2%, 26 to 35 years - 9.6%, 36 to 45 years - 2.5%, 46 to 60 years - 0.4%, 61 years and above - 0%.

The distribution of age of respondents in other venues are as follows: 14 years and below - 4.2%, 15 to 18 years - 3.8%, 19 to 25 years - 2.9%, 26 to 35 years - 1.3%, 36 to 45 years - 0%, 46 to 60 years - 0.8%, 61 years and above - 0%.

71.3% of the respondents belong to the age group 25 years old and below. This implies that a great majority of the users of these venues are the youth. In contrast, only 4.1% are elderly users.

#### 2.2.4 Gender

Gender is not a variable in determining access of information in public ICT venues of the served and the underserved sectors such as the women and youth.

The study looked into the gender distribution of respondents in public libraries, CeCs, internet cafes and other venues. The distribution of gender of respondents in public libraries are as follows: male - 10.8%, female - 10%. The distribution of gender of respondents in community e-centers are as follows: male - 6.3%, female - 6.7%. The distribution of gender of respondents in internet cafes are as follows: male - 32.5%, female - 20.8%. The distribution of gender of respondents in other venues are as follows: male - 5%, female - 7.1%.

Survey results indicate that male and females are equally distributed. Moreover, chi-square test shows that gender is not a significant indicator of accessing information in public ICT venues.

#### 2.2.5 Location

This is a good place to offer further details on the urban / peri-urban / non-urban definitions and relevance in your country, among other location variables.

Urban locations, as defined by the Philippines' National Statistics Coordinating Board (NSCB), are characterized as follows:

- In their entirety, all municipal jurisdictions which, whether designated chartered cities, provincial capital or not, have a population density of at least 1,000 persons per square kilometer for all barangays;
- Poblaciones or central districts of municipalities and cities which have a population density of at least 500 persons per square kilometer;
- Poblaciones or central districts not included in the previous qualifications regardless of the population size but have the following characteristics: a street pattern or network of streets in either parallel or right angle orientation, at least six establishments (commercial,

manufacturing, recreational and or/personal services), and at least three of the following - a town hall, church, or chapel with religious service at least once a month; a public plaza, park, or cemetery; a marketplace or building where trading activities are carried on at least once a week; and a public building, like a school, hospital, puericulture and health center, or library.

- Barangays having at least 1,000 inhabitants which meet the conditions set forth above and where the occupation of the inhabitants is predominantly non-farming or fishing.

- Rural areas are the poblaciones or central districts and barrios that do not meet the requirements for urban classification.

All of the public ICT access venues surveyed are located in urban areas based on the NSCB definition. However, in site selection, the poverty incidence of the locations were considered. Regional representation was also noted.

Some CeC managers interviewed from Mindanao consider their public access venue as serving the rural area. While they are aware of the new definitions of the urban, they would like to reconsider such definition to match the results of the community based monitoring system, which they hope will enable them to determine and clarify the site's classification.

#### 2.2.6 Other Inequity Variables

##### **Other Inequity Variable 1:** Peace and Order situation (if needed)

There are provinces that are vulnerable to conflict situations. These provinces - Lanao del Norte are located in Regions 10, Davao Norte in Region 11, and North Cotabato Region 12.

The places where conflict situations take place were not covered in the survey. However interviews with key informants were conducted.

The areas vulnerable to conflict situations hamper plans for development. While some local government units in those areas desire to have digital technology established or improved, such are delayed or are not realized yet because of safety and security issues.

### 2.3 Data Gathering Techniques

Describe the different data gathering techniques you used to conduct this study. Provide specific

### 2.3.1 Literature Review

Describe the type and approximate number of documents reviewed. Include detailed references of the most useful ones. Include valid links for all online sources.

50++ number of documents reviewed.

The ideacorp research team dominantly used secondary data for the Country Assessment. Most of the secondary information was culled from online and published sources. Much as it was desired to collect the most recent statistical information, the sources of data were not currently available. For example, population statistics was referenced mostly on the 2000 Report of the Philippines' NSO. The recent National Census undertaken in 2007 will only be available by end-2008 or early 2009.

#### 2.3.1.1 *Most Useful Bibliography:*

National Economic Development Authority (NEDA), [www.neda.gov.ph](http://www.neda.gov.ph) (2005). "Medium Term Philippine Development Plan 2004-2010" Pasig City, Philippines.

The Medium Term Philippine Development Plan (MTPDP) reflects the current Administration's goals, strategies and plans short- and long-term implementation of government. It is a comprehensive guide that outlines Government's various socio economic indicative targets. The Plan consists of five parts: economic growth and job creation, energy, social justice and basic needs, education and the youth, anti corruption and good governance. The NEDA, the Philippine Government's central planning agency, prepared the MTPDP in consultation with the various national government agencies.

Commission on Information, Communications and Technology (2006), "ICT Roadmap" CICT, Philippines.

This is the guide of the Philippine ICT sector. It provides the goals, strategies, and programs of the Commission on ICT (CICT) for the ICT sector until Year 2010.

National Library of the Philippines, (2006), "National Library of the Philippines 2006 Annual Report", Manila, Philippines.

The report provides the plans and accomplishments of the National Library of the Philippines for 2006.

CICT (2007), "The Community eCenters' Roadmap 2007 - 2010"

This is the plan that will provide the strategies, goals and plan of action of the Philippine CeCs for 2007 -2010.

Development Academy of the Philippines (2007), "The Second Knowledge Exchange Conference of the Community eCenters Final Report: Forging the CeC Directions and Building the CeC Network", CICT and the National Computer Center, Quezon City,

Philippines.

The document provides the proceedings of the presentations and workshops of the conference organizers, resource persons and participants. It also provides a background on the workshop recommendations and future plan of action of the groups that were formed during the conference.

Emmanuel Lallana, PhD and Cheryll Ruth Soriano (2007), "Towards Universal Internet Access in the Philippines", A draft paper presented during the Universal Internet Access Sgstudy Group Meeting, June 26 2007, Crowne Plaza Galleria Manila, Ortigas, Philippines.

The draft paper provides a background on the current Philippine policies on the ICT sector and its implications on the Universal Access, the challenges and opportunities and recommendations towards a policy and strategy in preparation for the next administration.

Emmanuel Lallana, PhD (2006), "SMS Business and Government in the Philippines", Quezon City, Philippines.

The paper provides current state of use of SMS in the Philippines, particularly in business and government and the citizenry. It also illustrates cases that are useful in analyzing current and future directions of eGovernance and mGovernance in the Philippines.

Erwin Gaspar Alampay (2007), "What Determines ICT Access in the Philippines" cited in Bridging the Information Divide: A Philippine Guidebook on ICTs for Development, International Development Research Centre (IDRC).

The article discusses the factors that influence how people use and value ICTs. It illustrates cases of two barangays/villages in the Philippines: one in a rapid industrializing urban area with closely spaced settlements; and another in a rural widely dispersed location along the coast and in the mountains.

Emmanuel Lallana, PhD (2007). Chapter on the Philippines, cited from "Building Information Societies: Digital Review of Asia Pacific 2005/2006".

The UN publication provides a background on the country's performance on e-governance, popular participation in relation to the social, political and cultural aspects of ICTs

ISIS International – Manila, "People's Communications for Development" Chapters 7 – 11, November 2007.

This is a research which provides how intermediary groups use communication tools for grassroots women's empowerment. The book also provides similar information about other countries such as India, Thailand, Fiji and Papua New Guinea.

### 2.3.2 Individual Interviews

Describe the type and approximate number of individuals you interviewed. Include detailed contact information for the most useful ones (indicate for which topic, if appropriate). Discuss how

representative is this sample of people you interviewed in relation to different opinions and perspectives in the country.

44 number of individuals interviewed.

Describe

- Key Informant Interviews (KFI) – These were conducted with persons knowledgeable about the required information and who could lead the researchers to other sources of information. These persons were selected and scheduled for brief or in-depth interviews. Semi-structured guide questionnaires were developed and used for the actual conduct of interviews. There were \_ individuals interviewed. Persons as key informants include librarians, IT practitioners, government officials and personnel of the National Library of the Philippines, the public libraries at the local level, the CICT, the Department of Trade and Industry (DTI). While most of the interviews were done face to face, the option for phone interviews was also used for some cases due to time constraint. The list of interviewees are attached as Annex \_\_\_\_.

### 2.3.3 Group Interviews and Focus Groups

Describe the type and number of group interviews or focus groups you conducted. If available, include detailed contact information for the most useful informants (indicate for which topic, if appropriate).

5 number of group interviews or focus groups.

One of the researchers observed the focus group discussion of the National Computer Center sessions with participants of the National Competency Standards for CeC Managers. This was attended by 89 individuals considered as stakeholders of the PhilCeCnet in the Philippines

### 2.3.4 Site Visits

Describe the number and location of site visits you conducted. If available, include detailed contact information for the most useful informants (indicate for which topic, if appropriate).

38 number of site visits.

We visited seven (7) public libraries, eleven (11) CeCs, seventeen (17) cyber cafes and others, 3.

In Phase I initial observation and site visits were undertaken in two major islands, Luzon and Mindanao, and in provinces, namely Batangas (Region IV-a), Pampanga (Region III), Upi, Shariff Kabunsuan (Autonomous Region of Muslim Mindanao or ARMM), Tacurong City, Sultan Kudarat (Region XII). The choice of the provinces was based on proximity (adjacent cities) to maximize time, the areas where most of the underserved are located, resources, and the availability of the venue/facility personnel.

In Phase II, the sites were expanded in Luzon, particularly in Bayombong, Nueva Vizcaya (Region II), and in Legazpi City, Albay (Region V); in the Visayas the Cities of Bacolod, Escalante and Sagay in Negros Occidental (Region VI), the Cities of Cebu, Mandaue and Lapulapu in Cebu (Region VII), Tacloban City and Tanauan municipality in Leyte (Region VIII); and in Mindanao in Zamboanga City (Region IX) were also visited.

### 2.3.5 Surveys

Describe the location and number of respondents to surveys you conducted for this study. Indicate their relative distribution across venues (for example, 30% in telecentres, 20% in cybercafés, 50% in public libraries), and how they were selected.

Describe the venues, their locations and the sample size for each:

	Public Libraries	Community e-Center	Internet Cafes	Other venues
# <b>urban</b> venues surveyed	7	11	17	3
# <b>non-urban</b> venues surveyed	0	0	0	0
# respondents in <b>urban</b> venues	45	31	132	82
# respondents in <b>non-urban</b> venues	0	0	0	0

#### Survey description & comments:

A revised version of the UW questionnaire was randomly distributed to users of these public venues. The revised questionnaire covers the standard questions on the UW survey (frequency of visit in a particular venue, type of information sought, ICT activities, barriers in accessing information in the venue, etc.) as well as satisfaction rating for that particular venue, suggestions for improvement and a survey on other venues visited and their corresponding satisfaction rating. Since the survey was conducted during summer vacation, only a limited number of the usual users of these venues were tapped. As such, high school students are underrepresented while the bulk of the survey respondents are internet café users.

### 2.3.6 Other Data Gathering Techniques

#### Other Data Gathering Technique 1: Sampling Procedure

Purposive sampling was used to identify the sites examined for this study. Poverty incidence, equal representation of the regions of the Philippines, ease of transportation, public access to ICT programs implemented by the local government (eBarangay), weather conditions and peace and order were factors considered during this undertaking.

**Other Data Gathering Technique 2: Participant Observation**

The researcher posed as a user of the venues - public library, the Community e Center and the internet cafes.

**Other Data Gathering Technique 3: Attendance to related Conferences**

The researcher attended the Conference of the Fourth Knowledge Exchange Conference in Manila on April 2008.

**2.3.7 Most Useful Contacts**

List here some of the most knowledgeable and useful contacts that can provide additional information and insight, in case someone else wants to gather additional information about this topic in the country.

Dr. Emmanuel Lallana, CEO ideacorp,

Office Address: 23 Pre Quezon St., IVC Marikina City Philippines.

Office Phones: (632) 796-9502 and (632) 647-4806

Email: eclallana@ideacorpphil.org

John Macasio

Office Address: Marilao Bulacan

Office Phone:

Email: jmacasio@gmx.net

Virgilio Pena, Consultant , E3 Project Management Office

Office Address: BearingPoint Unit 1007 Orient Square, Francisco Ortigas Jr. Ave., Ortigas Center, Pasig City

Office Phone: (632) 637-4427

Email: vpena@bearingpoint.net.ph

Prudenciana Cruz, Director IV, National Library of the Philippines

Office Adress: T.M. Kalaw, Manila

Office Phone: (632) 525-1748

Edgardo Quiros, National Library of the Philippines

Office Address: T.M. Kalaw, Manila



Office Phone: (632) 525-1748

Maria Theresa Camba, Director, CICT-NCC Field Operations Office

Office Address: SRT Loong Bldg., Veterans Ave. Ext., Tumaga, Zamboanga City

Office Phone: (6362) 993-2878

Email: leony@foo.ncc.gov.ph

Ma. Teresa Garcia, Consultant, E3 Project Management Office

Office Address: BearingPoint Unit 1007 Orient Square, Francisco Ortigas Jr. Ave., Ortigas Center, Pasig City

Office Phone: (632) 637-4427

Email: mtgarcia@bearingpoint.net.ph

Al Alegre, Executive Director, Foundation for Media Alternatives

Email: alalegre@fma.ph

Erwin Alampay, Professor/Consultant

Office Address: National College of Public Administration and Governance, University of the Philippines, Diliman, Quezon City

Office Phone: (632) 931-8980

Email: erwin\_gaspar.alampay@up.edu.ph

Chat Ramilo, GAD Consultant, APC Women

Office Address: c/o #3 Marunong St., Quezon City

Office Phone: c/o Isis +632.9281956

Email: chat@apcwomen.org

## 2.4 Research Trustworthiness & Credibility

2-3 paragraphs

Describe any steps you took to minimize your own bias in conducting this study, and to increase the credibility and trustworthiness of the results you are presenting.

Once the venues were chosen, we selected the sites that we were going to visit. We employed purposive sampling in this research in selecting provinces that we will examine in the regions. In selecting the CeC sites, we made sure that even the CeCs will

have ample representation by choosing established and newly-established CeCs in a particular area.

The public libraries visited were selected based on the province selected. No considerations were made as to the library's membership in e-Library, presence of bookmobile or other particular service offered .

#### 2.4.1 Research Limitations

Describe important limitations you encountered in conducting this research, and limitations in drawing generalizations or broader conclusions based on the findings you report.

Non-random purposive random sampling was employed in this study. Hence, other sites were not covered during the data gathering procedure. Also, since the survey was conducted during a summer vacation, some of the regular users of these sites were not tapped. A limited time for survey and peace and order situation also explain the absence of non-rural areas in the sample. Thus, the results of this survey are valid only using the group of respondents interviewed.

#### 2.4.2 Team Qualifications

1 paragraph

Description of the research team and its qualifications to undertake this study.

Ms. Maria Juanita M. Macapagal is the project manager. Ms. Macapagal is an ideacorp fellow, has over 15 years experience in development consulting, and has MS degree in Sociology. Ms. Mina C. Peralta is the Program Associate. She is a candidate for Masters in Communications (Communication Research) in the University of the Philippines-Diliman. Ms. Mae Elizabeth Lungay processed the survey data. She holds an MS degree in Applied Mathematics (Actuarial Science). Field researchers include Ms. Claudine Atienza is a candidate for Masters in Psychology in the Batangas State University, and Ms. Emynita Tapiru, is a community development professional based in Region II.

## 3 Country Assessment

---

### 3.1 Overall Country Assessment

Provide a broad picture of the public access information landscape in the country, informed by the results of this research. In 2-3 paragraphs, what is your overall assessment of public access information venues in this country?

The Philippine Government has made efforts to provide access to information to its constituents. Local Government Units (LGUs), from the provincial to the barangay level, have been mandated to put up libraries. Government has the Community eCenter (CeC) program which aims to provide internet access to underserved and unserved areas in the Philippines.

However, there are similar and/or overlapping initiatives that have been or are being deployed by different government agencies. Most of the CeCs' internet connectivity are reliant on services provided by the telecommunications companies (telcos). However, despite the lowered cost of connecting to the internet, users still prefer to use mobile phones in accessing their information.

In terms of the users of the venues, there is no appreciable difference in the number of male and female users in the public information access areas in the Philippines. This is most likely because these venues are located near schools which do not discriminate in the students they accept. However, the definition of rural and urban areas in the Philippines has confounded the study in that it was unable to visit any rural area.

### 3.2 Real Access Framework

Summarize the key findings and your assessment of each dimension in the Real Access framework used in this study. You will provide more details later.

#### 3.2.1 Access

2 – 3 Paragraphs:

What is your overall assessment of ACCESS ecosystem in the country (physical access, appropriate technology, affordability)?

Regarding physical access, generally, the location of the public information venues are accessible. However, topographical limitations prevent residents living in far-flung areas of the community (coastal or mountainous area) from accessing information.

Appropriate technology is present in most of these venues. People are able to access information through the internet however, people prefer accessing information through their mobile phones. Radio and television are also preferred sources of information.

The services offered in these venues are affordable since the government-provided services are subsidized and the internet cafes are competing among themselves to provide low cost services for their clients. The impact of the rising cost of fuel and electricity has yet to be seen on the prices of these services.

### 3.2.2 Capacity

2 – 3 Paragraphs:

What is your overall assessment of CAPACITY ecosystem in the country (human capacity, locally relevant content, integration into daily routines, socio-cultural factors, trust in technology, social appropriation of technology)?

Being predominantly students, most of the users in public information access venues are literate. They are also ICT literate. If they are not, the staff from the venue are able to help them navigate the internet.

Since most of the users of these venues are young people who go to school within the vicinity, it is easier for them to integrate the public information venues in their daily routine. There is a need to have more effective intermediaries to allow the inclusion of the older generation, as well as the other underserved sectors, in accessing information, digital or otherwise.

Most of the information being accessed on the internet is in English. There are not enough information available in the local language, if any. There does not seem to be any appreciation for information in written in the local language or clamor for it to be produced.

### 3.2.3 Environment

2 – 3 Paragraphs:

What is your overall assessment of the ENVIRONMENT ecosystem in the country (local economy, national economy, legal and regulatory framework, political will & public support, regional and international context)?

The telecommunications industry in the Philippines is deregulated. As such, the Philippine Government through the agencies concerned (CICT, NTC, DOTC) has tried to foster an enabling environment that would not create a level playing field for telcos so they could be competitive.

However, the creation of a Department of ICT is still pending in both houses of Congress. This results in the disynchronous planning and implementation of ICT-related projects and programs. The Philippines also lacks proper enterprise architecture and interoperability framework which makes it difficult to program information related initiatives. In terms of public support for public information programs, the public will use these facilities if they are accessible to them.

The Philippines is a member of ASEAN, APEC and other international organizations. It is a signatory of most of the ICT-related agreements proposed by these organizations. However, it is the efficacy of the implementation of these policies at the national and local level that need

to be examined.

### 3.3 Information Needs of Underserved Communities

Describe the specific information needs experienced by underserved populations, based on the results of your research. Who could benefit from better public access to information? This could relate to e-government services, health or agriculture information, job training, employment search, among many others. Include reference to the key inequity variables in your country.

- (i) If appropriate, indicate any specifics that apply to Digital ICT services alone.
- (ii) Indicate the sources of data for this assessment

The primary information needs of the underserved groups in the Philippines are concerned mainly with health information, including family planning, nutrition and sanitation, livelihood and productivity information, employment and trade opportunities, education and training, and those relating to government services. These concerns have to do with the fact that these underserved groups are located in areas that are socially and physically isolated.

The 1998 DOST-PCHR project “Connecting People and Organizations for Rural Development through the Pilot Multipurpose Community Telecenters in Selected Philippine Barangays” aimed to develop and implement a telecenter project. This project identified a list of information needs gathered from the underserved communities involved in the project.

The list of information needs follow:

#### Health

- Facilities (health centers, ambulances, hospitals, accredited laboratories, nursing homes and dialysis centers),
- Health Human Resources (directories of neighboring practitioners, local and international health institutions, health maintenance organizations, and medical and pre-medical societies and links to other health-related associations),
- Socio-demographic data (population data, leading causes of mortality and morbidity),
- Disease control program (list of common diseases, signs and symptoms, preventive measures, government intervention ),
- Other health programs (nutrition, family planning, maternal and child care, breastfeeding, immunization, dental health program),
- Alternative Medicine (use of medicinal herbal plants, acupuncture, acupressure, other traditional forms of healing),
- Environment Health Sanitation (sources of drinking water, waste management, kinds of toilet facilities),

- Current trends (latest medical technological breakthroughs )

#### Education

- Database (database of educational organizations/agencies, courses offered, available scholarships, how to avail of such, database of programs and services provided by government agencies and NGOs to communities),
- Training Modules (library management, information and references, computer education training, livelihood programs - trades, crafts, vocational courses, instructional materials, information technology),
- Research Materials (Research materials useful and applicable to barangay students),
- Statistics (economic, social, environmental, and health statistics , literacy rate),
- Department of Education -Related Information (national structure to local, policies/memoranda, listing of number of schools, classrooms, students in the Philippines, memorandum, new educational programs, employee's benefits ),
- Health-Related Information (information on how to identify exceptionalities in children and where to go for diagnosis, management, and care of exceptional children, basic health information, local remedies for common diseases, preventive measures, basic health and nutrition, information on inclusive education where differently-abled children are mainstreamed with normal children),

#### Agriculture, fisheries and natural resources

- Sources of Livelihood (farming, fishing/aquaculture/marine culture, animal raising, trading, manufacturing, non-technical work (food preservation, handicraft), skilled services),
- Better ways (rice farming, cassava farming, coconut farming, commercial crops growing, livestock and poultry raising, other sources ),
- Government Involvement (national laws, policies, rules and regulations, programs and services of different related agencies, training/ workshops, requirements and steps to avail project services, persons to approach; complete addresses),
- Involvement of People Organization (nature of programs and services, requirements and steps to avail project services, Persons to approach; complete addresses),
- New Technologies (current trends, technology and livelihood resources, control of pests, New varieties/species for planting)

#### Rural Enterprise Development

- Marketing Aspects (distribution, trading, pricing, farm to market roads, market linkages, buyers requirement on quality of products)

- Livelihood Assistance (government programs/policies, starting up a business, operating successful cooperatives, credit facilities, human resource development, employment opportunities)
- Industry studies (small mining/quarrying operation of marble and limestone, fish cage and feed mill, handicraft, food preservation)

Other Relevant Data on:

- Economic status of the country,
- Weather conditions (La Niña & El Niño),
- Cost of technology and raw material sources
- Directories of civic organizations, NGOs, POs, Cooperatives, Lending/Financing institution, Suppliers of tools, fertilizers, chemicals, etc.

**Source:** “Connecting People and Organizations for Rural Development through the Pilot Multipurpose Community Telecenters in Selected Philippine Barangays.” DOST-PCHR Project

### 3.3.1 Where is Information Available?

4.2b) What are the current sources for this kind of information in the country? Are these sources adequate (current, appropriate to the population, etc.) In sum, does the locally-relevant content exist?

- If appropriate, indicate any specifics that apply to Digital ICT services alone.
- Indicate the sources of data for this assessment

The current sources of information of the Filipino people are from government agencies, mass media, educational institutions, church and NGOs.

#### Government

Although most government agencies have in-house information service desks that provide frontline response service for drop-in citizens, the Philippine Information Agency (PIA) is the government agency tasked to respond to the information needs of the citizenry. It is responsible for Government's print and broadcast media. The National Printing Office (NPO) is Government's official printing arm. The government also owns three (3) television stations (NBN4, RPN 9, IBC 13). Channels 9 and 13 are sequestered properties.

However, despite the fact that the Philippine Government's administrative structure – national, regional, provincial, district, city, municipality, barangay levels --is organized in such a way that the public can have access to information and services from these administrative layers -- there are still a lot of far flung areas that are barely reached by government.

Although the general perception about government's services, including information dissemination, is inefficient, there are some government agencies, such as the Department of

Labor and Employment (DOLE - [www.dole.gov.ph](http://www.dole.gov.ph)), Department of Foreign Affairs (DFA - [www.dfa.gov.ph](http://www.dfa.gov.ph)), the Bureau of Internal Revenue (BIR - [www.bir.gov.ph](http://www.bir.gov.ph)) and the Department of Trade and Industry (DTI - [www.dti.gov.ph](http://www.dti.gov.ph)), that provide contact centers for general inquiries and specific information. To also increase efficiency and effectiveness, the government has taken advantage of the digital strategies and approaches, i.e. Internet, Short Messaging Service (SMS).

The Philippine government's web portal, <http://www.gov.ph>, envisions connecting all government agencies to enable easier access to government services for the citizen. The portal is still undergoing improvement to provide more features to make it more dynamic and interactive.

The National Computer Center or NCC (<http://www.ncc.gov.ph>) of the CICT (<http://www.cict.gov.ph>) is the government agency tasked to set policies and coordinate the ICT sector of the country. It reported that, as of the second quarter of 2006, there are already 348 (92%) national government agencies (NGAs), which have websites for the public to access. On the average, the web presence is at stage 2 and 3 categories by the UN-ASPA standards.

The Philippine government has also started bringing ICT access to far flung areas through the CeC Project whose main goals are to increase IT penetration and develop IT literacy in the country, especially in the rural areas. It also targets to keep deployment costs low to ensure the broadest reach of computers into the community. CeCs were envisioned to be facilities where, for a minimal fee, the public can access various ICT services such as web browsing, e-mail, voice calls and facsimile. It also serves as community libraries, points of access to distance education, business service centers, local regional and international news services centers and portals for various government services.

Since text messaging is more accessible to the general population than the Internet, the Philippine government encouraged National Agencies to offer SMS services. This directive was meant to provide information, set-up feedback mechanisms for stakeholders either in form of complaints or suggestions and make service delivery faster and more convenient.

About half of Philippine government agencies offering e-services have incorporated SMS as a service delivery mechanism and in enhancing political participation (Lallana and Samanodi, State of eGovernment in the Philippines, 2003/4).

In a survey conducted by the NCC on June 2005, it was revealed that fifty (50) government agencies have their own SMS-based services. Of these fifty agencies, sixteen (16) are Departments (or Ministries), three (3) are bodies mandated by the constitution (commissions), twelve (12) are government-owned or controlled corporations (GOCCs), and four (4) are agencies under the Office of the President. Only the Bureau of Internal Revenue (BIR) has taken advantage of electronic cash to ease up the tax paying process. The Department of National Defense (DND) and the Department of Interior and Local Government (DILG) facilities function as hotlines for crime/disaster reporting and requests for assistance. The Department of Foreign Affairs' (DFA) service allow Overseas Filipino Workers (OFW) to request for assistance. The rest of the SMS facilities either disseminate information or receive feedback. A table in the Annex section provides a list of some of the national government agencies which use SMS for information services (abridged from NCC, 2006).



## Mass Media

Reports about newspapers circulating in the Philippines vary according to the International Telecommunications Union (ITU) study (2002). The UNESCO reported that there are over thirty to forty-seven (47) daily newspapers, mostly published in Manila and the urban centers, that have about 5.7 million circulations. Many are in the English language. Most of the leading newspapers have web sites. A 1994 survey by the NSO found that 30% of the population over ten years old was exposed to newspapers. International dailies and foreign magazines are also widely available.

The Philippines has seven (7) nationwide television networks and more than 225 regional television networks. It has a total of 375 AM broadcast radio stations and 579 FM broadcast radio stations.

The two major broadcast networks, namely GMA and ABS-CBN, have also dabbled into online multimedia content for entertainment and news and current affairs. Both develop content for migrant Filipinos and those working abroad. The primary nature of the ABS-CBN website was entertainment, while GMA just came out of a short-term partnership with a national broadsheet company, the Philippine Daily Inquirer (PDI). GMA today develops its own rich multimedia content and hosts its own portal while the PDI is also maintaining its current news portal.

In general, the broadcast industry has grown little in the past since 2000. This is probably because the big players in the industry have decided to focus on programming. There are a few new entrants in the industry. This is true except for those in CATV, which has grown 27% from the base year of 2000.

## Educational and Research Institutions

The NCC also reported that 50% of the state universities and colleges in the country are already online. The Philippine eLibrary Project, which is joint project of the Department of Science and Technology (DOST), the National Library of the Philippines (NLP), the Department of Agriculture (DA), and Commission on Higher Education (CHED) is currently connected on line with some number of state colleges and universities.

There are about 8,000 libraries in the Philippines, broken down into 1,755 academic libraries, 1,153 public libraries, 5,516 school libraries, and 267 special libraries. Only about 500 personnel use computers in their operations, with the latest trends (e.g. using CD-ROMs, connecting to the Internet via an internet service provider (ISP).

## Church and Non-Government Organizations

The Catholic Bishops Conference of the Philippines or CBCP ([http:// www.cbcpnews.net](http://www.cbcpnews.net)) has earlier intended to become an ISP for its eVangelism program. In Year 2000, it had designed a 5-year project to wire each of the nation's 79 dioceses and 2,900 parochial schools nationwide. It also began to negotiate with 1,000 internet cafes to put up services in unserved areas using the ICT4D framework. It planned to have applications that will include not only catechetical instructions but also counseling services, sites free from pornography and other non violent materials, including services for the overseas Filipinos and their families (ITU, 2002). However,

this project was not pursued because of legal problems encountered with contractors of the project (source: cbcnews).

There are few NGOs in the Philippines that act as intermediaries or are directly providing ICT services to its clients.

**Source:** Lallana and Samanodi, State of eGovernment in the Philippines, 2003/4; NCC, 2006; ITU 2002

### 3.3.2 What are some of the Key Barriers to Access the Information that Underserved Communities Need?

Are the people who could benefit from this information getting access to it? Why or why not? (E.g. content exists but not in the right language, print media exists but has not been distributed appropriately, digital media is available but people do not have access points, etc.)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

The respondents identified characteristics of public ICT venues as barriers in accessing information. Twenty two percent (22%) of the users feel that there lacks in the services provided by the venues. The cost of the services offered, at 17%, was the second biggest impediment in accessing information. The third barrier identified is the lack of content (at 12%).

The study conducted by Alampay (2003) disclosed that "education, gender, location, age, and income". The most significant factor among these is the level of education where "88% of those who had reached college used a phone, and 52% knew how to use a computer" Those who had completed primary education, "only 34% had used a phone and none knew how to use a computer."

**Source:** Survey; and the study, "Bridging the Information Divide: A Philippine Guidebook on ICTs for Development, published in October 2003 by the University of the Philippines and the University of Manchester

### 3.3.3 How do users experience different types of public access venues?

Based on responses to the open question in user surveys, how do users experience different types of public access venues? Are there any trends or preferences for kinds of information, services or activities in one type of venue over another?

Unexpectedly, only 63% of the respondents use these venues to access information related to education despite the fact that the venues are located near educational institutions. ICTs are used primarily to address the user's personal concerns (74.6%) - email, chat, etc. Entertainment is ranked second at 67.6%.

For venues that do not offer ICT services, which are mostly public libraries, the primary information accessed is news at 87.5%. Three out of four respondents look for education-related information. Government-related information is ranked third at 41.7%.

### 3.3.4 Inequity Environment in the Country

2-3 paragraphs

What does inequity look like in the country? Using the inequity variables described in section 2.2, provide a short overview of the main underserved groups, regions and/or other locally-appropriate segments of the population.

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

The Family Income and Expenditure Survey conducted by the Philippines' NSO (2007) showed that the highest income earners contributed to one third of the income of all families. In 2000, the NSO reported that there were over four million Filipinos living below the poverty line more than there were in 1985. The MTPDP 2004 – 2010 (NEDA, 2005) cited that rural poverty incidence of 47% of families in 2000 is much higher than urban poverty (18.6%). The NSO estimated that, by individuals, almost three out of four (4) or seventy-three per cent (73%) of the total number of poor in the country reside in the rural areas. Mindanao Island, where occurrences of social unrest and armed conflict are high, has the most number of regions (5: Regions 9, 10, ARMM, 16,) and provinces (7 out of 10) with high poverty incidence, of which Regions 10 (Northern Mindanao) and 16 (CARAGA) have the most number of the poorest provinces. The province of Biliran is in the Eastern Visayas while the Mountain Province is in the Cordillera Administrative Region (CAR) in the Luzon Island. It is important to note here that these provinces are all in the rural and mountain areas where indigenous peoples are located. It is also worth noting that the income poverty in the Philippines is a dynamic phenomenon. People move in and out of poverty over time. At one point, the provinces of Zamboanga del Norte, Biliran, Surigao del Sur, ranked relatively low on the poverty index in 2000 but in 2003 these provinces have been found to have very high incidence rates.

Women comprise about 49.6% of the Philippines' total population (2000 census from the NSO). According to the National Commission on the Role of Filipino Women (NCRFW), Filipino women fare slightly better in terms of education and training. Women's numbers in the labor force participation rate (LFPR), however, consistently lag behind the male LFPR over the past ten years.

Among children, there were around 4 million children between 5 and 17 years old that were economically active, and seven out of 10 of these children live in rural areas. Meanwhile, the elderly comprise 7.1% of the Philippine population. Despite the implementation of the Expanded Senior Citizens Act of 2003, there is little understanding of the issues and implications that the aging population brings about to the society --- like development and improvement of service infrastructure, management of centers and institutions in an environment based on both traditional and modern institutions.

In School Year (SY) 2006-2007, the Department of Education (DepEd) reported a total enrolment of 19.25 million children, two-thirds of which (or about 12.91 million) are in elementary, and the rest (or 6.34 million) are in high school, and 88% are in public schools. Despite the high figure in enrollment, the enrollment rate decreased from SY 2004 – 2005 to SY 2005 – 2006. The 0.76% decrease in enrolment in SY 2005-2006 is a unique occurrence in the historical upward trend in enrolment for the last 25 years, which roughly parallels the actual population growth, and which has been increasing at an average of 2.34% annually. The decrease is essentially attributed to

increasing poverty and rising cost of education. For periods covered, 2004 through 2006, the participation at the elementary level is almost the same for boys and girls, except at the secondary level where the girls outnumbered the boys. Similarly, with respect to survival, retention and completion, girls are doing much better than boys (NEDA, 2005).

### 3.3.5 Freedom of Press and Expression & Right to Information

What is the overall perception of freedom of press, censorship & right to information in this country?

Under Section 4 of the Bill of Rights of the 1987 Philippine Constitution provides that “No law shall be passed abridging the freedom of speech, of expression, or of the press, or the rights of the people peaceably assemble and petition the government for redress of grievances.”

Media practitioners in the Philippines value the freedom of speech, of expression, of the press as it plays an important role in ensuring an informed citizenry, Citizens are afforded vital information on public affairs, national news and development to enable them to participate in decision- and policymaking. Promotion of the public welfare is of the utmost interest and this can be attained only when the people themselves can deliberate and participate on important issues (Lacambra, 2008).

According to the ITU report, Pinoy Internet a Case Study in the Philippines (2002), “The Philippines has a vibrant media sector. Ownership is predominately private and press freedom is guaranteed under the constitution. The end of the Marcos regime represented a turning point for the industry. Several leading newspapers and broadcast had been shut down during the imposition of martial law. They reopened later to be joined by newcomers attracted by the liberal press environment.”

Until recently, however, the Philippines’ Department of Justice (DOJ) issued an Advisory which says, “Please be reminded that your respective companies, networks or organizations may incur criminal liabilities under the law, if anyone of your field reporter, news gatherers, photographers, cameramen and other media practitioners will disobey lawful orders from duly authorized government officers and personnel during emergencies which may lead to collateral damage to properties and civilian casualties in case of authorized police or military operations.”

Since the release of this advisory, the members of the Philippine press became worried of the “diminishing press freedom” in the country, as expressed by a national daily newspaper, which carried the banner “RP dropped from list of world democracy”. Furthermore Freedom House, a New York based private democracy watchdog, relegated the Philippines from a totally free country to partly free. The downgrade was due to political killings of left wing political activists and some persons from the media (Lacambra, 2008).

Reportedly, the National Press Club of the Philippines formally questioned the DOJ advisory. Other media luminaries and associations in the Philippines issued statements of protest and showed their indignation over the government’s advisory (Lacambra, 2008). As of this writing, a class suit was filed by media practitioners particularly asking the high court for protection against threats to press freedom and the exercise of the legitimate profession of the press.

### 3.4 Charts: Information Needs, Users & Uses

Based on the results of your research (especially user surveys and interviews with librarians and operators), complete the required data to chart the information needs of underserved communities using the following examples. Provide any explanatory comments as needed.



(if appropriate)	other								
	other								
	other								
Ethnicity (if appropriate)	Dominant								
	other								
	other								
	other								

**Source:** survey

**Comments,** including comments on other inequity variables.

Users of public libraries are equally distributed as males and females. The same trend is valid in CeCs. In contrast, majority of the respondents in the internet cafes are males whereas most of the users in other venues are females.

Most of the users of public libraries, internet cafes and other venues are 25 year-olds and below. However, users of the CeCs are generally 26-45 years old.

In general, a great majority of the respondents are at least in college level.

Majority of the users of public access venues belong to the low and middle economic class status. Where:

Low - 54.77%

Mid - 37.50%

High - 7.72%

The economic status was ranked according to the ownership of ICT/communications appliances present in the household. The following were the criteria for ascertaining economic class status through ICT/communications appliances:

Low - radio, television, cell phone

Middle - radio, television, cell phone, landline, VCR, personal computer, video camera

High – radio, television, cell phone, landline, VCR, personal computer, video camera, satellite dish

The decision to identify the social/income class as such is because most of the respondents are students and thus are unable to clearly distinguish which social class they belong to without introducing other variables (such as income). This will make their self-assessed poverty subjective. Therefore, types of household appliances available in the household was used as criteria for ascertaining social/economic status which is one of the main identifiers of social/economic status aside from assets (savings, salaries), presence of electricity, running water, indoor toilet and type of dwelling.



### 3.4.1.2 Information People Seek, by type of venue

(estimated proportion in each category, %)	Public Libraries				Community e-Centers				Internet Cafes				Other Venues			
	Urban		Non-urban		Urban		Non-urban		Urban		Non-urban		Urban		Non-urban	
	General use	ICT use	General use	ICT use	General use	ICT use	ICT use	General use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use
Education	72%	8%	0%	0%	55%	55%	0%	0%	33%	33%	0%	0%	87%	68%	0%	0%
Health	30%	8%	0%	0%	32%	32%	0%	0%	13%	13%	0%	0%	19%	16%	0%	0%
Agriculture	6%	4%	0%	0%	19%	19%	0%	0%	5%	5%	0%	0%	13%	3%	0%	0%
Government services	24%	8%	0%	0%	61%	61%	0%	0%	9%	9%	0%	0%	42%	32%	0%	0%
Entertainment	48%	12%	0%	0%	55%	55%	0%	0%	84%	84%	0%	0%	74%	74%	0%	0%
News	84%	22%	0%	0%	65%	65%	0%	0%	9%	9%	0%	0%	32%	29%	0%	0%
Personal	16%	8%	0%	0%	74%	74%	0%	0%	35%	35%	0%	0%	48%	48%	0%	0%
Other	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

**Source:** survey

**Comments:** (Include description of "other". Suggested headings based on frequently reported topics in other research and may vary across countries).

The top five information accessed by users in public libraries and internet cafes are: Education, News, Entertainment, Government Services and Health. Meanwhile, the top five highly accessed information in CeCs and other venues are: Education, Entertainment, Personal, Government Services, and News. Note that a great majority of the users in public libraries (84%) seek information on current events whereas almost the same proportion of internet café clients search for information on the internet. Users of other venues mostly search for information on education-related materials while almost three-fourths of the CeC users utilize the ICT services in the venue for personal matters.

### 3.4.1.3 Uses of ICT, by type of venue

(estimated proportion in each category, %)	Public Libraries				Community e-Centers				Internet Cafes				Other Venues			
	Urban		Non-urban		Urban		Non-urban		Urban		Non-urban		Urban		Non-urban	
	General use	ICT use	General use	ICT use	General use	ICT use	ICT use	General use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use
Email	67%	29%	0%	0%	90%	90%	0%	0%	16%	16%	0%	0%	58%	58%	0%	0%
Chat	14%	10%	0%	0%	47%	47%	0%	0%	44%	44%	0%	0%	25%	25%	0%	0%
Web browsing	57%	29%	0%	0%	63%	63%	0%	0%	14%	14%	0%	0%	92%	92%	0%	0%
Blogs & social networking	19%	10%	0%	0%	13%	13%	0%	0%	20%	20%	0%	0%	71%	71%	0%	0%
Commerce & business	19%	10%	0%	0%	3%	3%	0%	0%	2%	2%	0%	0%	8%	8%	0%	0%
Phone or webcam	33%	10%	0%	0%	23%	23%	0%	0%	45%	45%	0%	0%	21%	21%	0%	0%
Games	19%	19%	0%	0%	23%	23%	0%	0%	55%	55%	0%	0%	4%	4%	0%	0%
Other	14%	0%	0%	0%	7%	7%	0%	0%	26%	26%	0%	0%	0%	0%	0%	0%

**Source:** survey

**Comments:** (Include description of "other". Suggested headings not exhaustive, based on frequently reported topics in other research and may vary across countries).

The top two widely utilized ICT services across all public access venues excluding internet cafes are email and web browsing. Users of internet cafes are mostly involved in both pre-installed and online gaming.

Aside from the enumerated ICT activities in the questionnaire, other activities mentioned by the public library users, internet café users and CeC users include research, encoding and printing of materials.

### 3.4.1.4 Frequency of Use for each type of venue

(estimated proportion in each category, %)	Public Libraries				Community e-Centers				Internet Cafes				Other Venues			
	Urban		Non-urban		Urban		Non-urban		Urban		Non-urban		Urban		Non-urban	
	General use	ICT use	General use	ICT use	General use	ICT use	ICT use	General use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use
First visit	0%	0%	0%	0%	10%	10%	0%	0%	2%	2%	0%	0%	3%	0%	0%	0%
Rarely (less than monthly)	6%	6%	0%	0%	3%	3%	0%	0%	3%	3%	0%	0%	3%	3%	0%	0%
Occasional (about once a month)	8%	2%	0%	0%	10%	10%	0%	0%	3%	3%	0%	0%	19%	16%	0%	0%
Regular (about 2-3 per month)	20%	4%	0%	0%	10%	10%	0%	0%	16%	16%	0%	0%	32%	16%	0%	0%
Frequent (about once a week)	20%	4%	0%	0%	23%	23%	0%	0%	31%	31%	0%	0%	7%	7%	0%	0%
Daily (about every day)	44%	6%	0%	0%	45%	45%	0%	0%	44%	44%	0%	0%	36%	36%	0%	0%

**Source:** survey

**Comments:**

The values above indicate that most of the users in CeCs visit the site daily. Notice that this trend is valid across all public access venues. In other venues, the proportion of those who visit the site daily are equally likely as those who visit the site two to three times per month.

In internet cafes, the number of users who frequent the site everyday are closely followed by those who visit the site about once a week. Also, only a few of the respondents are first-time users of any public access venues. Further results show that a great majority of the public library users (86.4%) use the library for its basic services.

### 3.4.1.5 Barriers to use for each type of venue

(estimated proportion in each category, %)	Public Libraries				Community e-Centers				Internet Cafes				Other Venues			
	Urban		Non-urban		Urban		Non-urban		Urban		Non-urban		Urban		Non-urban	
	General use	ICT use	General use	ICT use	General use	ICT use	ICT use	General use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use
Location, distance	10%	8%	0%	0%	23%	23%	0%	0%	4%	4%	0%	0%	3%	3%	0%	0%
Hours of Operation	14%	4%	0%	0%	7%	7%	0%	0%	3%	3%	0%	0%	10%	10%	0%	0%
Cost	14%	8%	0%	0%	3%	3%	0%	0%	25%	25%	0%	0%	0%	0%	0%	0%
Lack of skills / training	6%	6%	0%	0%	26%	26%	0%	0%	3%	3%	0%	0%	3%	3%	0%	0%
Not enough services	30%	6%	0%	0%	39%	39%	0%	0%	3%	3%	0%	0%	68%	48%	0%	0%
Not in right language	2%	2%	0%	0%	7%	7%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%
Not enough content	32%	0%	0%	0%	13%	13%	0%	0%	0%	0%	0%	0%	26%	19%	0%	0%
Other	6%	0%	0%	0%	25%	25%	0%	0%	47%	47%	0%	0%	52%	52%	0%	0%

**Source:** survey

**Comments:** (Include description of "other". Suggested headings not exhaustive, based on frequently reported topics in other research and may vary across countries).

According to library users, the top three barriers in accessing information in this venue are the obsolete and limited number of books, journals and references (not enough content), absence of internet access (not enough services) and hours of operation. Majority of the CeCs users identified the limited number of services of the venue as the biggest barrier in accessing the information that they need. Most CeC users mentioned that they are not allowed to download and install applications in the venue and are only allotted a specific amount of time to use the unit. Majority of the users in other venues named other factors such as slow internet access, limited workspace and availability of computers and the site's unavailability for public use as the primary barrier in accessing information at this venue.

### 3.4.2 Salient Initiatives to Help Meet Critical Information Needs by Underserved Communities

What are the most salient initiatives in the country (past, ongoing, or planned) that aim to meet the information needs of underserved communities in the country? How important are they? In what ways are they successful or not? Where can more information about them be found?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

#### 3.4.2.1 *Past Initiatives:*

Philippines eLibrary Project. Phase I of the Project has been completed.

The DOST in the late 90s has launched a nationwide broadband research and education network that interconnects the academe, research and government institutions in the Philippines. The project, the Philippines Research, Education and Government Information Network (PREGINET) is connected to international research and education networks through the Asia Pacific Advanced Network (APAN). The network has 3 exchange points and 20 regional access points already established and made operational.

***More information:***

[www.neda.gov.ph](http://www.neda.gov.ph), [www.cict.gov.ph](http://www.cict.gov.ph), [www.ncc.gov.ph](http://www.ncc.gov.ph), [www.nlp.gov.ph](http://www.nlp.gov.ph), [www.elib.ph](http://www.elib.ph)

#### 3.4.2.2 *Ongoing Initiatives:*

Between 2005 to 2007, the CICT launched programs and projects on a national scale: (1) the creation of the Philippine Cyber-Services Corridor; (2) launching of the Workforce Mobilization Program; (3) formation of ICT Blueprint for Micro Small and Medium Enterprises; (4) provision of Technical Assistance in professionalizing IT personnel (particularly in the government sector); (5) the development and conduct of Information Education and Training Program; (6) the establishment of the Philippine Community e-Center Network; (7) implementation of ICT Projects under the eGovernment Fund; (8) engagement in the eGovernment Program; and (9) the pursuit of a Legal and Regulatory Policy .

The CICT-NCC has launched their CeC Roadmap in 2007. The purpose of the Roadmap is to provide guidelines to ensure participation, inclusion and focus on the unserved and underserved areas. In the Second Knowledge Exchange Conference that was organized and conducted by CICT-NCC in November 2006, issues and gaps identified for the CeC projects were: lack of enabling measures, need for legislative support to institutionalize the CeCs, the need for the private sector to balance between profit and social consciousness in its support to the CeCs, the lack of community awareness about the CeCs, lack of resources for operations and maintenance, sustainability measures, infrastructure, relevant content, and politics.

***More information:***

[www.neda.gov.ph](http://www.neda.gov.ph), [www.cict.gov.ph](http://www.cict.gov.ph), [www.ncc.gov.ph](http://www.ncc.gov.ph), CICT Roadmap 2006-2010

### 3.4.2.3 *Historical Trends and Opportunities to Serve Information Needs*

Based on the above, what is the general trend in the country in relation to provision of public access information services? Are there any important upcoming opportunities (for example, upcoming regulatory changes, infrastructure enhancements, etc) that can impact public access information (include services through libraries and other public information venues)?

- i. If appropriate, indicate any specifics that apply to Digital ICT services alone.

The CICT is the "primary policy, planning, coordinating, implementing, regulating, and administrative entity of the executive branch of Government that will promote, develop, and regulate integrated and strategic ICT systems and reliable and cost-efficient communication facilities and services."

The CICT follows the following policies:

- (a) To ensure the provision of strategic, reliable and cost-efficient information and communications technology (ICT) infrastructure, systems and resources as instruments for nation-building and global competitiveness;
- (b) To ensure a policy and legal environment that will promote a level playing field, partnerships between the public and the private sectors, strategic alliances with foreign investors, balanced investments between high-growth and economically-depressed areas, and broader private sector participation in ICT development;
- (d) To ensure universal access and high-speed connectivity at fair and reasonable cost;
- (e) To ensure the provision of information and communication services in areas not adequately served by the private sector;
- (f) To foster the widespread use and application of emerging ICT;
- (g) To establish a strong and effective regulatory system that will ensure consumer protection and welfare and foster a healthy competitive environment;
- (h) To promote the development of ICT expertise in the country's human capital to enable Filipinos to compete in a fast-evolving information and communication age;
- (i) To ensure the growth of the ICT industries;
- (j) To preserve the rights of individuals to privacy and confidentiality of their personal information;
- (k) To encourage the use of ICT in support of efforts for the development and promotion of the country's arts and culture, history, education, public health and safety, and other socio-civic purposes;
- (l) To sustain the development of the nationwide postal system as an integral component of the overall development of ICT in the country.

There are four groups that make up the CICT, each with its own function.

A. The CyberServices Corridor is an ICT channel running over 600 miles across the country, from Baguio City in the North and Zamboanga down south of the archipelago. Supported by a \$10 Billion high bandwidth fiber back-bone and digital network, the CyberServices Corridor is home to numerous cuberservice providers that supply expert services in various fields of ICT like business process outsourcing (BPO), contact centers, animation, medical and legal transcription, software development, e-learning, e-entertainment and gaming and other back office operations (e.g. finance and accounting, human resource development, etc.)

Under the Cyber Corridor Superregion, the proposed programs and projects for inclusion in the Medium-Term Public Investment Program (MTPIP) include the following: Government Broadband Network budgeted at P5.1 billion, ICT Education and Distance Learning at P11.1 B, Public Access and Postal Program at P3.5 B, Disaster Prevention and Preparedness at P3 B, Government Mass Media and Broadcast Services at P4 B, and Technical Assistance projects at P221 million.

Because of the increasing demand for knowledge workers, the need to increase the capability and capacity of the education system. Hence, the Cyber Corridor shall also focus on the implementation of the National English Proficiency Program being implemented by DepEd and CHED; the Distance Learning Program to be implemented by DepEd; and Training for Work Scholarship Project implemented by TESDA, to be able to produce graduates for the knowledge economy.

#### B. eGovernment Development Group

The eGovernment Implementation Committee is responsible for implementing government IT plans such as the Government Information Systems Plan (GISP) to facilitate better, more efficient, and more transparent government service.

##### Focus Areas

- a. Develop an implementation plan for GISP
- b. Review and integrate core government frontline services
- c. Review and consolidate all networking requirements of government agencies
- d. Study feasibility of a single government portal
- e. Review mandate of NCC and align with ITECC directions
- f. Review and recommend policy regarding ICT matters
- g. Review Build-Operate-Transfer (BOT) guidelines on procurement to include and cover BOT IT projects
- h. Monitor compliance of agencies with the e-Commerce Act

#### C. Human Capital Development Group (HCDG)

The HCDG envisions a nation of competent users of ICT as a tool for sustainable human development. Building our vast reserve of human capital resources calls for a strategic integration of ICT initiatives in the country.

HCDG's aims are:

- a. Promote the development of Filipino ICT expertise;
- b. Implement activities aimed at enhancing the global competitiveness of Filipino ICT workers;
- c. Formulate policies initiatives in integrating ICT in education;
- d. Support the use of ICT in diverse areas of concern including culture and the arts, public health and safety;
- e. Determine competency standards in the use of ICT in government :
  - o National ICT Competency Standards for Teachers;
  - o National ICT Competency Standards for Civil Servants;
  - o National ICT Literacy Standards;
  - o ICT Proficiency Exams;
  - o International Computer Driving License

Other projects:

f. iSchools

- o iSchools
- o eLibrary
- o E-minima Seminar

g. eQuality

- o SUC Websites

h. e-Knowledge Public Domain Pilot Project

D. Information Infrastructure Management Group

The Information Infrastructure Committee is responsible for the development of the nationwide information and communications infrastructure.



## Focus Areas

- a. Identify priority hubs for network development;
- b. Develop a plan to establish telecenters around the country;
- c. Develop incentive programs for private sector participation in non-commercially viable areas;
- d. Undertake project study on bandwidth requirement plan;
- e. Review and resolve interconnection issues;
- f. Review, update, and revise frequency management policies and practices

CeC, project based efforts, e-skwela, ischools.

**Source:** [www.cict.gov.ph](http://www.cict.gov.ph), Philippine Strategic Roadmap for the ICT sector

### 3.4.2.4 *Planned Initiatives:*

In the MTPDP 2004-2010, the Philippine government identified the goals, strategies and plans to improve the digital infrastructure of the country during the term of the current administration.

#### A. Reduce Cost of Connectivity

1. The government will continue to promote investments that support the provision of physical infrastructure for high-speed connectivity, high capacity and secured network services at low cost.
2. The sustainability of these investments in physical infrastructure will depend heavily on market demand for broadband, which will be achieved by the provision of market attractive value-added features.
3. A prime market attractive value-added feature of a progressive digital infrastructure is VoIP or Internet telephony.
4. The private sector will lead the deployment and expansion of digital infrastructure, especially to unserved and underserved areas, as well as the convergence of telecommunications, IP technology, broadcast media, cable TV, and other technologies to realize the full potentials of ICT as a tool for knowledge creation and diffusion.
5. The digital divide within the country will be reduced by establishing more public access points such as CeCs for delivery of e-government and other services to provide universal access to information and communications services in unserved areas, link communities, facilitate trade and commerce, and empower rural communities socially, economically and politically.
6. Gains already realized in the booming ICT and e-commerce industry will be further accelerated.
7. The requirements of major government ICT projects will be met.

## B. Develop ICT Human Resource

The country is well positioned to become a globally competitive knowledge-based economy. However, the government should continue to support and develop the quality of its human capital especially in ICT by providing opportunities for skills development and training and by adopting a national standards certification system comparable with those of the rest of Asia to ensure the supply of quality ICT professionals and workers.

1. Fundamental to the development of a globally competitive human resource base is the advancement and modernization of education.
2. Increasing the quantity and quality of locally available ICT trainers/educators is necessary to meet the fast-growing requirements for quality ICT and knowledge workers.
3. Internationally recognized certification programs will be implemented to enhance the competitiveness of the country's ICT professionals and organizations.
4. The thriving ICT and e-commerce industries hold promising employment opportunities to Filipinos.

## C. Pursue Regulatory and Legislative Reforms

1. The Department of Information and Communications Technology (DICT) will be established as a venue to achieve a web-based Philippines, capable of participating in – and contributing to – the global economy.
2. The National Telecommunications Commission (NTC) will be strengthened and its independence in performing its regulatory function will be ensured, particularly in carrying out decisions and imposing sanctions and penalties for regulatory noncompliance.
3. The passage of the Convergence Bill will be pursued to address current regulatory issues such as Cable Television Classification and Frequency Spectrum Management that will permit the infusion of much-needed investment capital into the industry and enable the development of cable technology for true convergence.
4. The Public Telecommunications Policy Act of the Philippines (RA 7925) will be reviewed and Congress will be asked to amend RA 7925.
5. Security measures will be implemented to protect the integrity of digital infrastructure networks, as well as of information and communications.

### ***More information:***

[www.neda.gov.ph](http://www.neda.gov.ph), [www.cict.gov.ph](http://www.cict.gov.ph), [www.ncc.gov.ph](http://www.ncc.gov.ph)

## 3.5 Economic, Policy & Regulatory Environment

### 3.5.1 National & Local Economic Environment

Describe the national & local economic environment and how it affects public access to information & communication in the country.

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

The successive governments of the Philippines from 1986 (after the People Power Revolution which ended the Marcos dictatorship) have attached high priority to poverty reduction. At best, some had moderate success in reducing the overall poverty incidence rate. At worst, all had outright failure in reducing the absolute number of poor Filipinos. While each administration had undertaken poverty alleviation efforts, hardly were there mechanisms to sustain the gains. There was a tendency to derail old programs and to launch new ones with each new President. This has resulted in duplication of efforts, wasted resources, and a continuous state of transition (ADB, 2005).

The ADB poverty study (Schelzig, 2005) identified some major causes of poverty in the Philippines, which fall into the following seven broad categories: weak macroeconomic management; employment issues; high population growth rates; an underperforming agricultural sector and an unfinished land reform agenda; governance issues including corruption and a weak state; conflict and security issues, particularly in Mindanao; and disability. The analysis is further discussed below.

#### 1. Weak Macroeconomic Management

The Philippines was able to recover from the dual shocks of the Asian Financial Crisis and the El Nino weather phenomenon the late 1990s. From 1997, the gross national product ratio declined from 16.3% to 13.6% in 2003 ((Schelzig, 2005). However from 2004 – 2007, per capita GDP growth is at 4% on the average (Balisacan, 2007). Nevertheless, the growth is perceived as anemic, and the questions on sustainability lingers. A number of problems persist on the macroeconomic management side. Some of these are high fiscal deficit and public sector debt, lack of investors' confidence due to fluctuating regulatory environment and security concerns.

a. High Fiscal Deficit and Public Sector Debt. The Philippines for a successive number of years up to Year 2006 was not able to meet its fiscal target. This has caused the decrease of capital expenditure and eventually affected the efforts for poverty reduction. With limited and inadequate resources in human, financial and physical resources, aggravated by inefficiency as shown by its excessive red tape, graft and corruption, the Philippine government is not able to manage the country well. It also failed to guarantee the efficient delivery of necessary public services and was not able to bring about the economic development that the country has planned.

For the government to survive and meet its operational requirements, the Philippine government had to borrow and incur debts from internal and external sources (foreign banks and private banks). Consequently, debt interest payments have increased from 19.5% in 1998 to 27.4% in 2003. The table below shows the public finance ratios in percentage from 1998 – 2003.

The negative results derived from the above are:

- Steadily growing interest expenses that now take up more than one third of all government

revenues;

- A squeezing out of other necessary expenditures such as health, education, and agricultural services, all of which have declined as a percentage of GDP for 3 consecutive years; infrastructures that need to be built which will narrow gaps in public access to information are likewise affected. The improvements of public libraries for instance become less of a priority. Plans, programs and projects to improve communications are also put aside.
- Growing concern from both foreign and domestic investment.

b. Poor Investors' Climate and Employment issues

As mentioned above, the Philippines is also faced by poor investment climate. To understand the situation better, the ADB launched the Investment Climate and Productivity Study (ICS), in collaboration with the World Bank in 2003. A survey of 716 business groups participated and it was found that the following constraints to be either major or severe: macroeconomic instability (40% of firms), corruption (34%), electricity (33%), tax rates (32%), uncertainty of economic policy (29%), crime, theft and disorder (26%), and tax administration (26%). Furthermore, the following was reported:

"...corruption affects exporters more than non-exporters and foreign firms more than domestic firms. Transactions at the customs bureau are particularly perceived to be riddled with corruption. More than half of exporting and foreign firms surveyed regard customs administration as a moderate to major obstacle to business, and delays in getting goods cleared through customs are a major bottleneck for firms that rely on imported inputs.

"On the infrastructure front, electricity is a critical concern (33% of firms), more critical than transportation (18%) and telecommunications (10%). Losses as a result of power failures amount to an average of 8% of production. While a number of measures to deal with the major investment stumbling blocks have already been initiated by the current and previous government administrations, much more needs to be done." (cited from the ADB Poverty Report, 2005).

2. High Population Growth Rates

The population growth rate rapidly expands at 2.3% for the last decade (Balisacan 2007). Studies showing the relationship between rapid population growth and persistent poverty have been established. Rapid growth in population hinders development for two interrelated reasons: (1) it reduces growth in per capita incomes and thus savings, it reduces the funds available for investment in productive capacity; (2) as population increases, it outpaces the capacity of industry to absorb new labor, urban unemployment and rural underemployment. According to Balisacan (2007) "the underlying weakness of the Philippine economy lies in its inability to create productive employment opportunities for its past growing work force.

For instance, in 2003, the Philippine economy generated 566,000 new jobs, of which 60% were in the services sector. Despite this job creation, unemployment levels rose because the labor market was inundated with 624,000 new entrants (ADB Asian Development Outlook 2004).

Furthermore, a study shows that the larger the family, the more likely it is to be poor and the two

are very strongly correlated. Orbeta (2002) reviews the empirical evidence to show that high fertility is associated with decreasing investments in human capital (health and education). Children in large families perform less well in school, have poorer health, lower survival probabilities, and are less developed physically. The problem is one of resource dilution, where each additional child means a smaller share of family resources including income, time, and maternal nutrition. Orbeta (2002) further shows that larger family sizes in the Philippines are not the result of rational choice among the poor. Surveys including the APIS have shown that the poor have more limited access to family planning (cited from the ADB Poverty Study, 2005, p.96). An article from the National Statistical Coordinating Board (NSCB, 2006) validates the findings.

The MTPDP 2004-2010 states that the poverty targets assume a reduction in the population growth rate to an average of 1.93% per year for the period 2004–2010, however, no clear population policy is articulated in the MTPDP (Ibid.). Moreover the government does not actively pursue population and family planning programs to avoid conflict with the Catholic Church, which is against artificial family planning methods.

### 3. An Underperforming Agricultural Sector and an unfinished Land Reform Agenda;

It has been observed that the Philippine agriculture sector has been growing erratically since the 1980s, with overall annual productivity growth averaging only 1.1% from 1993 to 2002. There has been very little intensification, and little expansion in the area under cultivation. There are also market distortions and other structural deficiencies. Programs to address the weakness of the sector were cancelled or were not dealt with resulting to limited prospects for improved productivity in the sector (ADB, 2005).

There were many studies on Philippine poverty, which showed that access to land is a key factor for poverty reduction. About two-thirds of the Filipino poor are rural folks and many of them are landless farmers. Although there were laws on land reform law and agrarian reform programs were adapted by many administrations since the 1960s, assessments of these programs showed that its implementation and delivery did not make a huge difference among farmers and landless peasants. Promises have not been met. Walden Bello et al (2004) noted that the program has failed to change the feudal landscape and to address the historical roots of land concentration in the hands of a few rural and urban elites (Ibid.).

### 4. Governance Issues: Corruption and Inefficiency

Graft and corruption have been systemic in the Philippine government since the Philippines gained its independence from the United States in 1946. The Philippine Daily Inquirer (February 12, 2008) in its editorial page has this to say: “Almost every administration has had its big and sensational graft cases. At every presidential election, one major issue that is always raised is graft and corruption”.

The editorial alluded to the relationship between corruption and poverty but also by human rights abuses and a “culture of impunity” since the Marcos dictatorship in 1972. It cited the quotation from Bruce Van Voorhis, a member of the Asian Human Rights Commission, that “People are poor to a large extent because of widespread corruption; those who wielded political power violate people’s rights to attain and maintain that power; a lack of judicial punishment in the courts

ensures impunity that permits corruption and human rights violations to continue. The cycle has sadly repeated itself for years.”

The World Bank estimated the cost of corruption in the Philippine government to about USD47 million a year (or about Php 1.92 billion pesos) or a massive US\$ 48 billion (Php 1.968 trillion) over the 20 years period to 1997. Such amount could have been used to improve the economic and social development, providing infrastructure, such as roads, bridges, electricity, and social services – education, health, housing for the Filipino poor. (Editorial, PDI February 12, 2008).

**Trends:**

see below

**Source:** see below

The primary goal of reforms in the domestic financial system is to mobilize savings to achieve a savings to GDP rate of 25 percent to 30 percent. This will support an increase in investment ratio to 28 percent of GDP, with an increasing amount of resources channeled to support the development of agribusiness, including lending to micro, small and medium enterprises.

Key reforms in the financial market shall focus on:

A. Ensuring macroeconomic stability stable macroeconomic environment to reduce long-term risk by managing inflation

Prudent monetary policy is important for price stability. However, inflationary pressures, especially those which arise from supply cost factors cannot be addressed by monetary policy alone since controlling supply and cost shocks through tight monetary policy can undermine growth and ultimately affect inflation itself. Thus, inflation management will necessitate pursuing both monetary policy and measures to ease supply constraints and cost build-up.

1. Manage inflationary expectations by announcing inflation target and intensifying information dissemination on the concept of inflation targeting and core inflation.

2. Mitigate impact of cost-push pressures on the economy:

a. Ensure ample supply of commodities in the domestic market by improving agriindustry productivity; reducing postproductive costs through improvement in logistics and transport system; and timely and adequate importation of necessary basic food items and agricultural inputs.

b. Strengthen coordination among public and private stakeholders under the umbrella of the National Price Coordinating Council.

c. Lessen the impact of imported fuel and energy prices by shifting to least cost source of energy and reducing dependence on imported energy sources. In addition, the government shall promote the use of energy-saving devices and time-of-use demand management practices in the consumption of electricity by industries.

## B. Promote a stronger, stable and deeper financial system

### 1. Accelerate reduction of nonperforming assets

The Bangko Sentral ng Pilipinas (BSP) will accelerate financial sector restructuring by pushing for the intensified implementation of the SPV law to facilitate the offloading of idle assets from the books of banks and other financial institutions. This will significantly pare down the banks' nonperforming assets.

### 2. Prevent and minimize systemic risks by strengthening regulations in accordance with international standards for greater transparency and accountability

a. Amend the BSP charter to include immunity of supervisors from law suits, authority to compel banks to implement prompt corrective action and higher capital build-up, shift away from the strategy of forbearance and liquidity assistance, and stronger criminal and administrative penalties for violations of banking laws;

b. Amend the Insurance Code to empower the Insurance Commission to preempt financial distress or intervene to help resolve financial problems of an insurance company;

c. Provide the Securities and Exchange Commission (SEC) with adequate legal protection, access to bank records in an investigation, ability to obtain freeze orders, and visitorial powers over regulated companies and their auditors.

Furthermore, SEC's enforcement actions shall be strengthened through effective coordination with the Department of Justice, the Supreme Court, the National Bureau of Investigation and the Philippine Judicial Academy by means of enhancing its law enforcements partners' capability to investigate and prosecute securities fraud cases;

d. Strengthen the framework for quick resolution of financially-distressed enterprises through the passage of the Corporate Recovery Act;

e. Enhance and rationalize the regulatory framework on investment companies and the sale of preneed plans through the government's support on the passage of the Revised Investment Company Act and the Preneed Code;

f. Restructure the Cooperative Development Authority into a regulatory body through the amendment of the CDA charter to provide the regulatory framework for the development of cooperatives nationwide. In addition, capacity building for CDA and other stakeholders shall be pushed in order to implement an effective regulation and supervision of credit cooperatives;

g. Introduce the risk-based capital adequacy framework for providers of financial services and products under SEC regulation and supervision;

h. Strengthen consolidated supervision mechanisms via closer cooperation and coordination among financial services regulatory agencies. This is to rationalize the incentive structure for the financial sector and achieve competitive parity across bank and nonbank sectors. The government shall also ensure consistency of rules and regulations intended for promoting a level playing field

and that overlaps/gaps in supervision are minimized;

i. Intensify coordination and consultation among government agencies, market participants and private sector groups. This includes the creation of a Financial Governance Council, establishment of an organized forum to facilitate coordination activities and consultations, and conduct of consultation meetings, trainings, symposia and related activities on a periodic basis;

j. Implement a coordinated disaster recovery plan to ensure uninterrupted operations or timely reopening of financial sector institutions in the aftermath of a catastrophic event; and

k. Implement a long-term development plan or blueprint for the Nonbank Financial Sector to promote growth and expand contributions to the economy.

### 3. Improve market liquidity

a. Establish a Fixed-Income Exchange capable of providing a modern screen-based system for dealers of fixed-income securities. This includes the establishment of a competitive secondary market for corporate debt, a settlement mechanism that supports an appropriate delivery versus payment process, and firm legal ownership of bonds being traded recording of ownership to beneficial owner level;

b. Encourage new listings of equities in the Philippine Stock Exchange (PSE). This includes listing of Board of Investments/Department of Energy -mandated companies, select government companies, SMEs, and bonds issued to retail investors and overseas Filipino workers. To promote listings, information campaigns and related investment-promotion activities shall be conducted from 2005-2010. Likewise, PSE's competitiveness shall be enhanced by improving liquidity for secondary market transactions and development of in-house "think tank" for new products that can be introduced in the exchange; and

c. Develop and fasttrack mortgage-backed securities market encouraging the immediate securitization of housing loan portfolios of various government institutions. This can also be done by developing a transition strategy toward nondistortionary housing support programs, standards and systems in lending, underwriting and servicing, and fast and effective collateral foreclosure regime for mortgage lending.

### 4. Protect investor and creditor rights

a. Minimize investor risk by improving the settlement, clearing, and custodianship of instruments (e.g., centralized ownership records and elimination of physical certificates, and introduction of national identification numbers). A national financial market infrastructure shall be established that will seamlessly link market activities from trading, clearing and settlement to postsettlement disposition of equity and debt securities. This includes migration from checks to electronic payment system, expansion of delivery versus payment coverage to investor level and across all instrument types, development of custody activities for equity and debt securities, and dematerialization of all securities;

b. Support amendments to the Corporation Code to enhance minority shareholder rights and provide remedies for corporate malfeasance;



c. Sustain reforms in corporate governance by aligning corporate practices and financial reporting structures with international best practices. This includes strengthening the role of independent directors for public companies and adopting International Accounting Standards and International Standards for Auditing in SEC's rules and regulations. This also includes implementing certification procedures for at least one officer or director of financing companies, investment houses, fund managers, distributors and mutual fund/investment companies and preneed plan companies certified by examination as compliance officers;

d. Support the passage of a Credit Reporting Bill. This would permit sharing of information to protect investors and lenders and reduce the cost of borrowings by investors and consumers; and

e. Pursue amendments to the Consumer Act to include protection against fraudulent consumer financial products and services.

#### 5. Tap savings through new financial products

Support the passage of the Personal Equity Retirement Account Act to improve the country's savings rate.

#### 6. Remove tax distortions

Harmonize the tax treatment of financial instruments and institutions to support the development of the capital market. This shall include, among others, removing the double taxation of insurance products.

#### C. Rationalize government pension and retirement schemes

1. Allow increase of members' contribution to pension fund to narrow the funding gap. This will require the updating of actuarial study that shall be the basis for determining the increase in members' contribution to ensure that the financial condition of pension funds is actuarially sound.

2. Introduce a clear set of credentials or qualifications that will become the basis for the appointments to the boards of main pension providers, namely SSS and GSIS.

3. Designate an appropriate agency as the regulator to supervise the activities of pension funds and ensure their viability.

#### D. Increase SME access to financing.

[www.neda.gov.ph](http://www.neda.gov.ph), Medium-Term Development Plan 2004-2010

### 3.5.2 National & Local Policy (legal & regulatory) Environment

Describe salient features of the policy & regulatory framework in the country (and if applicable, locally) that affect delivery and access to information (e.g. censorship, wi-fi bandwidth regulation, etc). What is your assessment of the general trend on this matter?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

In terms of policymaking, the Philippines has an enabling environment that makes it open to

crafting and implementing international and national policies affecting the delivery of public information. Some of these policies relate to the delivery of infrastructure particularly telecommunications and the policy frameworks governing the ICT sector.

How the Philippines fares in the use of ICTs is illustrated in the assessment of both government services implemented using the e-Government Fund, which provides capital investment for government ICT initiatives and the programs and projects of the CICT, and the telecoms industry, which requires a review to ensure the wide coverage of the sector vis a vis the country requirements.

Internet penetration in the country is relatively low to medium in range. However, cellular phones are more popular and generally used by the population.

The Philippines has experienced several models of ICT engagements among government agencies, national to local arrangements and partnerships with private business sectors and donor communities.

During the course of our data gathering, there was no encounter of any information that relates to policy or regulatory framework that negatively affects the delivery and access to information at the local level. However, there is one observation that was raised by a key informant, which impacts on the use and relevance of library facilities. This observation is about the practice of having no public school libraries to maintain at the elementary or secondary level. Allegedly, the Department of Education (DepEd) does not prioritize the creation or having the services of the public school libraries (Interview notes, February 6, 2008).

In the Appendix section, the Telecommunications Office provide the telecommunications backbone of the government and the private telecommunications sector. The illustrations show the areas using the different types of telecommunications facilities deployed geographically.

Three years later, Philippine leaders participated in the World Summit on the Information Society Phase I, where world leaders declared that “universal, ubiquitous, equitable and affordable access to ICT infrastructure and services constitutes one of the challenges of the information society and should be an objective of all stakeholders involved in building it” In the succeeding WSIS (Phase 2) it again participated in calling on “those governments that have not yet done so to elaborate, as appropriate, comprehensive, forward-looking and sustainable national e-strategies, as an integral part of national development plans, and poverty reduction strategies, as soon as possible and before 2010.”

At present, there are four main government agencies in the Philippines which are directly responsible for the telecommunications and the ICT sector for policy setting, framework development, regulation and implementation. These are: the Department of Transportation and Communications (DOTC), which is responsible for policy setting and framework development for the telecommunications sector; the National Telecommunications Commission (NTC), which is responsible for regulating the telecoms industry; the newly created Commission on Information Communications and Technology (CICT), which is primarily responsible for coordinating and implementing the national ICT agenda, and the National Computer Center (NCC), which is tasked to provide the information bases for integrated planning and implementation of development

programs and operational activities in the government since 1971 ([www.ncc.gov.ph](http://www.ncc.gov.ph)).

The 1987 Philippine Constitution promotes an anti-monopoly policy. It fundamentally establishes the broad legal framework for liberalization and competition in the telecommunications sector.

In 1993, the Philippine government initiated efforts to end the monopoly in telecoms services and open the telecoms sector to competition. The first move to liberalize the sector was Executive Order (EO) 59, which directed the compulsory interconnection among all authorized telecommunications companies. The aim is to create an accessible and integrated national telecommunications network to encourage greater private sector investment in the expansion of the country's telecommunications infrastructure, and to support effective competition in the industry. The executive order empowered the NTC, to set the terms of interconnection in case parties could not arrive at a settlement, and to establish penalties for violations.

In the same year, another guideline followed. Executive Order (EO) 109 entitled "Policy to Improve the Provision of Local Exchange Carrier Service" took effect with the primary objective of improving telephone services in "unserved" and "underserved" areas. The policy laid down a strategy of expanding the national telecommunications infrastructure based on the cross-subsidization of non-profitable local exchange services by profitable international services. Subsequently, on 12 September 1993, the Philippines' telecoms regulator (NTC) issued Memorandum Circular no. 11-9-93, which provided implementation guidelines for EO 109.

In March 1995, the National Telecommunications Act of the Philippines (or Republic Act 7925) the main legislation for the telecommunication sector, was passed in Congress. The law institutionalized the earlier efforts to liberalize the telecommunications sector. It emphasized the role of private enterprises in the provision of telecommunication services and provided for the privatization of all existing government communications facilities. The Service Area Scheme (SAS) was introduced to ensure the roll-out of telecoms infrastructure to the countryside. It does so by dividing the country into service area regions among the local carriers within 3 years. RA 7925 requires new International Gateway Facilities (IGF) and operators should deploy a minimum of 300,000 local exchange lines. For the operators of new Cellular Mobile Telephone Systems' (CMTS), the minimum roll-out obligation is 400,000 local exchange lines. Another 700,000 lines are required of firms with both IGF and CMTS licenses.

The Philippine government opted for a 'managed' competition rather than the 'big bang' approach (where the market is simply opened to all). This allowed a number of entrants to participate, although government controlled the specific area assignment and roll out targets. Not one of the new entrants was allowed to compete with the erstwhile monopoly nationwide. Consequently, the Service Area Scheme (SAS) scheme, which was introduced through EO 109 with the purpose of ensuring equitable distribution of telephone services, inadvertently helped continue the monopoly.

The Philippines' is among the first countries in ASEAN to have an eCommerce law.

In 2000, the Philippine legislature passed Electronic Commerce Act of the Philippines (or RA 8792), which gives validity and legal recognition to electronic documents, electronic signatures and electronic transactions. It allows the use of any kind of electronic data message, and

electronic documents in commercial and non-commercial activities and/or transactions, including electronic transactions in government. The law also specifically directed government agencies to accept electronic documents and to issue permits, licenses or certificates of registration or approval or provide for the method and manner of payment of fees in electronic forms by 2002 (Lallana, 2005).

The Philippine government prepared another document, the Government Information System Plan (GISP), which guides the eGovernment implementation. The GISP provided the framework and guide for all computerization efforts in government in July 2000 through Presidential Executive Order 265. The goal is to make government more accessible to its citizenry. It recommended policies to improve the capacities of government agencies to implement the eGovernment projects, including strategies for coordinated development, rational procurement and deployment of ICT resources in government (Ibid, p. 14).

On Feb 10, 2004 President Gloria Macapagal Arroyo signed into law the Optical Media Law (RA 9239). The law imposes strict rules for the manufacture, reproduction and sale of optical discs in order to deter digital piracy. The law creates the Optical Media Board that will issue licenses to persons or establishments seeking to engage in the import, export, acquisition, sale or distribution of optical media, manufacturing equipment, parts, accessories and manufacturing materials. The law specifies measures for regulating the medium used to distribute pirated material. It further indicates that the measures are meant to regulate optical media “for commercial purposes,” taking exception to use of optical media for personal or non-commercial purposes (Salvosa II, Business World Internet Edition, 2004).

In January 2004, by virtue of a Presidential Executive Order (EO 269), the CICT was created as the national policymaking body for telecommunications and ICT programs in the country. It was mandated to be “the primary policy, planning, coordinating, implementing, regulating and administrative entity of the executive branch of the government that will promote, develop and regulate integrated and strategic ICT systems and reliable and cost-efficient communication facilities and services” (EO 269, 2004). It currently serves as the transitory body towards the proposed Department of Information and Communications Technology (DICT).

In the creation of the CICT, several existing agencies were merged, such as the National Computer Center (NCC), Telecommunications Office (TELOF), the Telecommunication Policy and Planning (TPPD), National Telecommunications Commission (NTC), and the Philippine Postal Corporation (PPC). However, in 2005, the NTC was reverted back to, as an attached agency, of the Department of Transportation and Communication (DOTC). In 2007, another Presidential Executive Order (EO 603) ordered that the Telecommunications Office and all other operating units currently existing in CICT that directly support communications, including the Telecommunications Policy and Planning Office, are placed under the direct supervision and control of the DOTC.

The CICT is working towards developing a society where citizens have access to information and communication technology that provide quality education, efficient government service, sustainable economic development and a better way of life. In 2006 it drafted the Philippines' ICT Roadmap 2006-2010, which outlines the priority strategies in achieving specific goals and the overall objective. In consultation with members of the private sector and civil society, the key

strategies that were agreed upon are as follows:

- ensuring Universal Access to ICT
- developing human capital for sustainable human development
- using ICT to promote efficiency and transparency in government through e-Governance
- strengthening strategic business development to enhance competitiveness in the global ICT market
- formulating a legal and policy agenda for the ICT sector

The Philippine Government has an eGovernment Fund (eGov Fund), which was created by the Department of Budget and Management (DBM) in 2003 under the directive of the Philippine President Gloria Macapagal Arroyo. The objective of the eGov Fund is to create an alternative-funding source for mission-critical, high-impact, and cross-agency ICT projects. Two billion pesos are allocated from the government's budget annually. The eGov Fund was institutionalized upon the creation of the CICT, which is responsible for administering and managing the E-Gov Fund.

### 3. Assessment of the Telecoms Industry in relation to Universal Internet Access.

Emmanuel Lallana and Cheryl Soriano (2007) presented a draft paper, "Towards Universal Internet Access in the Philippines during the Universal Access Study Group Meeting on June 2007 in Ortigas Center, Philippines. The paper highlighted the recent developments of Universal Access in the Philippines, the challenges and opportunities and recommendations towards a policy and strategy.

Lallana et al noted that ever since the Telecommunications Law (RA 7925) was passed in 1995, there was a notable increase in access to ICTs and ICT services. There was an evident increase in installed line teledensity from 2.01 in 1995 to 9.12 in 1999, while mobile network coverage has reached 99% of the population. The Philippines has the highest number of SMS messages sent in the world, and this number increased exponentially as the number of subscribers.

Simultaneously, the number of internet subscribers increased two-fold since 2004 (AC Nielsen 2007). The Philippines also reportedly increased its CeCs and information kiosks to service provinces and municipalities, aside from the thousands of cybercafés set up by entrepreneurs. Such progress was stimulated by the cheaper investment cost to set up internet businesses the past 5 years.

However, it was also noted that there is growing evidence and immediate concern that the Telecoms policy has resulted to massive underutilized infrastructure – a huge number of installed but unsubscribed fixed lines and a concentration of access to communication services in urban and relatively higher income areas. Despite the 6,538,387 lines currently installed, only half of these lines are currently subscribed. Furthermore Lallana et al mentioned that telephone subscription is still highly concentrated in the more urban and high income areas, with the National Capital region having more than 40% of telephone subscriptions. There is no study that shows the extent of information and internet access of poor mountain communities.

#### 4. Assessment of ICT personnel

The NCC conducted a survey in 2003 to understand the profile of ICT personnel of the national government agencies (NGAs), including the government owned and controlled corporations (GOCCs). It was found by the NCC (2004) that “the ICT personnel in government comprise only four ((4) percent of the total personnel complement of government. The figure at the appendix section shows the percentage of total ICT personnel against total personnel in the NGAs and GOCCs as of December 2003.

##### **Trends:**

see below

**Source:** MTPDP 2004-2010; The Philippine ICT Roadmap

The Philippine government will continue its projects on ensuring universal access to ICT at the center of which is the CeC program. Under the CeC program are four projects. The Internet in Schools (iSchools) project which aims to provide public high schools with computers with broadband internet connectivity, complemented by educators training (ICT literacy/Competency training for teachers, Lab Management, Sustainability), tech support, and monitoring and evaluation. eCare centers are designed to provide access and training programs for Persons with Disabilities (PWDs). It is envisioned that one eCare Center be established per region. eLGU CeCs enable local government units to deliver services more efficiently while providing their constituents access to the internet and other ICTs. Regional ICT Centers are seen to spur regional development through the use of ICT in education, commerce, and governance and spearhead the building of local eMarketplaces or one stop shops for eCommerce, eLearning, and eGovernment services. The PC ng Bayan was launched under the Low Cost Computing program. This initiative was launched to provide low cost computers to the population and are available through eProcurement through the Department of Budget and Management. The CICT also distributes FOSS CD Kits which contain software options that come with quality features that match those on commercial products and are supported by the open community of developers and users. The National Broadband Plan is seen to provide adequate ICT bandwidth to support widespread and intensive ICT use throughout the country. The Next Generation Networks and the Last Mile Initiative are also to be implemented in order to provide communications services to areas that do not have access and new services to those areas who already do.

Several programs are already in place to ensure sustainable human development. The development of ICT competency and standards is underway. The following projects are included under this program: the National ICT Competency Standards, an ICT Competency Assurance Body. The ICT for Education (ICT4E) program aims to support the efforts of the education sector in incorporating ICT use in education and determining and gaining access to the infrastructure necessary to use and deploy learning technologies at all educational level. Under the ICT4E program are the following initiatives: the ICT in Education Masterplan which includes a National Roadmap for Faculty Development on ICT Education; the Open Content in Education Initiative (OCIE) which will convert DepEd's materials into interactive multimedia

content, develop applications for use by schools, and conduct student and teacher competitions to promote the development of education-related web content; the iSchool WebBoard which will enable teachers to build and share online self-learning materials and facilitate immediate access to useful references and interactive facilities in the internet; PhEdNet, a walled garden that hosts educational learning and teaching materials and applications for use by Filipino students, their teachers, and parents; eSkwela establishes Community learning centers for the out-of-school youth (OSY) providing them with ICT-enhanced alternative education opportunities; eQuality Program partners with State Universities and Colleges (SUCs) to improve the quality of IT education in the country particularly outside Metro Manila; the Digital Media Arts program aims to build digital media skills for government using open source technologies; the ICT Skills Strategic Plan will develop an inter-agency approach to identifying strategic, policy and program/project recommendations to address the ICT skills demand-supply gap.

eGovernance is being implemented to make government transactions and processes more transparent, increase accountability and reduce losses from graft, corruption and unnecessary leakages. The following strategic programs, project and initiatives were designed to ensure efficiency and credibility of government services: the Government Information Systems Plan (GISP) which will establish an electronic bureaucracy that is accessible to Filipinos; the eGovernment portal will serve as the primary gateway for eGovernment and breakdown organizational barriers that make it difficult for businesses and the citizens to interact effectively with government; the eLGU program aims to make LGUs more capable of including ICT in their operations for increased revenues and better public service; the Information System Strategic Plan (ISSP) will guide government agencies in the computerization of their operations and key frontline services. There are also programs that aim to develop common applications and standards for national government agencies, the creations of a government communication network, the creation of a Chief Information Officers Council, and an enhanced ICT training for Government.

### 3.5.3 Regional & International Policy (legal & regulatory) Environment

Describe salient features of policy & regulatory framework in the region and internationally that affect the delivery of public access to information & communication in the country. What is your assessment of the general trend on this matter?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

The Philippines is a member of several international summits. The country leaders were one with APEC leaders who declared in the 2000 Brunei Summit that “we commit to develop and implement a policy framework that will enable the people of urban provincial and rural communities in every economy to have individual or community based access to information and services offered via the internet by 2010.”

The centerpiece of APEC’s ICT initiatives is the e-APEC Strategy<sup>2</sup> launched in 2001 at the 13th APEC Economic Leaders’ Meeting in Shanghai. The strategy is very comprehensive and action-oriented. It signals APEC leaders’ appreciation of the revolutionary impact of ICT and the enormous potential of the new technologies, when properly harnessed, for improving people’s

standard of living. The e-APEC Strategy identifies the necessary policy environment and specifies appropriate goals and actions to take to maximise the benefits of the ICT revolution, address the digital divide, and thus reap the benefits that can be derived from the opportunities presented by the emerging "new economy".

**Trends:**

**Source:** Philippine ICT Roadmap

The CICT has envisioned to developed and implement the following programs and projects:

- Ensuring Universal Access to ICT
  - Community e-Center Program
  - Low Cost Computing
  - National Broadband Plan
  - Last Mile Initiative
- Developing human capital for sustainable human development
  - ICT Competency and Standards Development
  - ICT for Education (ICT4E)
- e-Governance: Using ICT to promote efficiency and transparency in government
  - eGovernment Fund
  - Developing Common Applications for NGAs
  - Government Communication Network
  - CIO Council
  - Enhanced ICT Training for Government
  - Revision of the Government Information Systems Plan (GISP)
- Strategic business development to enhance competitiveness in the global ICT market
  - Workforce Mobilization Program
  - Philippine CyberServices Corridor
  - Marketing the Philippine Brand to the Global Market
  - Creating and Strengthening SMITEs



- Legal and policy agenda for the Philippine ICT sector

- Department for Information and Communications Technology
- NTC Reorganization
- Convergence/Revisit RA 7925
- E-Government
- Privacy and Data Protection Act
- Cybercrime
- Freedom of Information Law

### 3.6 Collaboration Practices and Opportunities across Venues

Linkages and collaboration between different types of venues was identified as a **strong emerging theme in the preliminary analysis**. Please provide as much detail as possible to help understand existing and potential collaboration opportunities and linkages among and between public access venues, and how they can improve the quality and relevance of information access to underserved communities.

- i. Include reference to existing as well as potential collaboration opportunities.
- ii. If appropriate, indicate any specifics that apply to Digital ICT services alone.

Collaboration practices in the Philippines can be categorized as follows: national government and local government collaboration; government and donor collaboration, government and business collaboration; government and citizens/civil society collaboration; and business and citizens collaboration. Examples of these collaboration practices are discussed below.

National government and local government collaboration.

The Philippine eLibrary Project, which is a collaborative project of the Department of Science and Technology (DOST), Department of Agriculture (DA), Commission on Higher Education (CHED), University of the Philippines (UP), and the National Library, is one of the successful projects supported by the eGovernment Fund administered by the CICT-National Computer Center (NCC). The project is an online public access catalog system and library management system interconnecting the various libraries in the country making the millions of holdings, materials, references, books and other valuable information available to the public (ASTI-DOST, Paper presented at the EU-DAP Local e Government Conference 2005).

The FITs Center. The Farmers' Information and Technology Services Centers (FITS Centers) were developed to delivery information and technology services to farmers and fisherfolk through the Techno Gabay Program. It is an IT-based one stop shop hosted by a base agency which provides at least the minimum space resource requirement including three part time staff and a farmer "scientist", and maintenance and operating funds. The information services are through multi media materials, exhibits of agricultural products and FITs database. Technology services include exposures and technical assistance and network linkaging among others. There are 200 FITS Centers across the country hosted by DA, Department of Land Reform (DLR) and selected LGUs.

About 80 of these facilities are enhanced and supported by another IT project, the Knowledge Networking Towards Enterprise Agriculture Networking Program (KAgrinet), developed by the Development Academy of the Philippines (DAP), The Department of Agriculture (DA) Philippine Rice Research Institute (PRRI), DLR, the Department of Science and Technology - Philippine Council for Agriculture, Forestry and Natural Resources Research and Development (DOST-PCARRD). KAgrinet provides eExtension and distance learning education facilities through the Open Academy for Philippine Agriculture (OPAPA) and accessibility and distribution of research and development activities throughout the country via the internet.

The challenges of the project is enhancing content because there are materials that need to be translated in the language that particular communities will understand as well as format and designs that will facilitate learning. Another observation about the project is that there is a need to increase participation of intermediaries because the farmers are not yet prepared or accustomed to enter and operate computers, more so with internet researching (cited from various sources: DAP documentation of Knowledge Conference Organized by the CICT-NCC November 2006, DOST website, and previous observations).

Government-Donor-Private Sector collaboration:

The Last Mile Initiative is a one-year project of the United States Agency for International Development (USAID) with the aim of setting up of at least 10 Community eCenters nationwide. One of the telecenters was set up in Manolo Fortich, Bukidnon (Region 10).

The project made use of the local government unit's existing computers in their offices and in schools. The site was selected since the province was already laid up with fiber optics by SOTELCO and connectivity was provided by the local telecom company. The facility was established with Voice over Internet Protocol (VOIP) and training was provided to the staff who ran the center. The local community was able to use the CeC for on-line job interviews. Out of the 50 applicants, there were 10 placements in a company in Taiwan that resulted. Those who were not hired were able to save on cost of travel for the virtual interview that took place (cited from the documentation of the Second Knowledge Conference organized by the CICT, November 2006).

Government and private (business) sector/ collaboration:

Intel Microelectronics Philippines, Inc. supported the CICT and the LGU in Lubao Pampanga to establish its Community eCenter. The CeC is intended to offer on line education applications, such as internet access, word processing, spreadsheets and other applications, to the residents of the community (NCC 2007).

Another model of government and business collaboration is the eProcurement Program of the Department of Budget and Management (DBM). The eProcurement Program, which enables government to conduct a transparent procurement process with suppliers, was developed in partnership with the Ayala Systems Technologies Inc (ASTI), a local business organization in the Philippines and the Canadian International Development Agency (DBM/PS, 2005).

There are many experiences and practices of collaboration between and among institutions, particularly government and private sector groups through SMS to ensure public access to information and communication. Some of the notable models and examples of collaboration

practices using SMS as provided by Emmanuel Lallana in the study “SMS, Business and Government in the Philippines (2006):

The “agency managed” model, which is an SMS based service developed by the government agency with the help of the cellular services provider. Example of this model is the SMS service of the the Civil Service Commission (CSC), which is the policymaking, coordinating and monitoring agency responsible for all civil servants or government personnel of the Philippines. TXT CSC (Text the Civil Service Commission) is a SMS service of the CSC which is intended to provide information and respond to citizen complaints. The service was quite successful because of the quick receipt of information and quick response of the agencies (anytime, anywhere). TXT CSC reportedly averages and manages 1,000 to 1,500 messages per month despite minimal resources and publicity. The cost is only Php 1.00 per message text messages sent to government.

The other model is the public private partnership. This service is developed in cooperation with dominant cellular service providers, which procured the computers and set up the local area network for the government agency sponsoring the SMS service. The cellular service providers also provided the cellular services (3 lines each) to the service. This is the case of TXTGMA (Text Gloria Macapagal Arroyo) of the Office of the President. The service cost is only Php 1.00 per message text messages sent to government.

The third model is the “outsourcing” model, where the SMS based service is developed, deployed and run by a Wireless Application Service Provider (WASP). Such is the case used by the Bureau of Internal Revenue (BIR). While it frees the agency of the responsibility to manage the technical aspect of the service, the cost to the citizen is higher which is Php 2.00 per message or USD .05 (at Php 50.00 exchange rate). (Lallana, 2006).

Government, Donors and Citizens/civil society collaboration:

The Maguinda Multi-Purpose Community Telecenter is an LGU-based Community eCenter. It made use of a multi stakeholders approach for the entire business cycle. The partnership forged was among the Maguinda barangay officials, International Development Research Center (IDRC-Canada), Molave Foundation, an NGO based in Manila, Knights of Rizal Agricultural Endeavor Foundation, an NGO in the province comprised of community volunteers. The village is characterized by mountainous terrain (an hour ride on rough and bumpy road from the town). The CeC facility was housed in a former Public Calling Station which is beside the barangay hall. It was run by community volunteers who were provided with training. A council of officers was led by barangay officials. It had eight (8) computers and satellite connection. The main services are phone calls, internet for email and chatting, research, web surfing, printing and library.

The key success factors were the community organization approaches and the staff training on computer use. Troubleshooting, basic networking and Internet courses were undertaken and had a strong LGU support.

Sustainability issues were later identified as challenges after the funding from IDRC Canada was terminated. The telecenter is heavily dependent on the funding/ subsidy for connectivity and recurring monthly costs such as electricity, and security. Satellite connection costs around Php 4.500 a month (USD 90.00 at Php 50 exchange rate). The telecenter has other expenses to cover,

and it barely makes Php 3,000 (USD 60.00 at Php 50 exchange rate) a month. There was no business plan to sustain operations after the subsidy ended. There was an absence of cheaper option for connectivity due to the terrain of the location. There was lack of incentives for volunteers to devote time to manage the telecenter activities. There was inadequate training to volunteers' staff for hardware trouble shooting and management of resources. Nevertheless there was appreciation on the value of the telecenter's service in the community. (DAP documentation of the Second Knowledge Conference organized by the CICT-NCC, November 2006).

#### Telehealth Services for Community Partnership

"Buddyworks" is a 3-year telehealth pilot project launched in August 2005 by the University of the Philippines (UP) - Manila and the Philippine General Hospital (PGH). Its aim is to provide support and assistance to staff members of the rural health units of the Municipal Health Offices, which are typically challenged by the lack of capacity in the rural areas as more doctors and nurses in the Philippines tend to migrate to larger urban centers and overseas. Telehealth provides access to telementoring and telehealth services via phone lines, internet and graphic transmission of digital images and slides. It is based on the idea that physicians as consultants can provide additional information and support to rural doctors. The pilot project is focused in four (4) provinces and 10 sites. Each site is provided with 3 computers, a scanner, an adaptor for microscopes and internet connectivity. Added to these, the project consists of an online portal which can be used to store lectures and presentations which can be retrieved anytime, a database of patient and physician participation for future reference and research and provides access to over 8,000 medical journals which are made available through the Philippine e-Library project. Challenges experienced in the project include:

- Poor quality of connectivity/phone lines which limit the transmission speeds and functionality of the system for all users
- Unwilling participation of some physicians to prescribe treatments with rural doctors. There are fears to some that the rural staff may consider themselves as experts in a medical field and begin making their own diagnosis of complicated cases without consultations.
- Putting together experts from regional and provincial levels. Cooperation among these levels proved to be challenging because of lack of familiarity in the use of technologies (Macapagal, interview notes in 2007).
- Convincing local executives at the local government units to support it financially and to appreciate the benefits of the project
- Integration of some medical practice (e.g. Psychiatry). Some doctors specializing in the field are hesitant to diagnose patients on a virtual level. The project team though of using video conferencing as an alternative to have visual appreciation of diagnosis/ prognosis.

### 3.7 Buzz Factor: Public and Government Perceptions about what is "cool"

The "buzz factor", ie, public and government perceptions about what is "cool" in relation to public access venues, where to invest resources, what places to hang out in, was identified as a **strong emerging theme**

**in the preliminary analysis.** Please provide as much detail as possible to help understand how these perceptions about what is “cool” offer new opportunities or obstacles to strengthening public access information venues in the country.

Internet cafes are perceived to be "cool" places to hang out in especially for teenaged boys since this is where they, along with their friends, play the latest online games. Due to the cost of playing online games, there is the consideration of how much time and money one will spend on it. These online games are usually played after school hours and the players will also take into account the time they will play for the day with enough time to go home and study.

### 3.8 Legitimate Uses

The difference between “legitimate” or “non-trivial” uses of information in public access venues was identified as a **strong emerging theme in the preliminary analysis.** For example, uses of social networking spaces (Facebook and similar), blogs, chat, video games, as well as opportunities to download, install and run open source software applications in public access computers poses new challenges to traditional notions of “legitimate” information needs for development, and “trivial” uses of information for development... Please provide as much detail as possible to help understand how local definitions and restrictions based on what is “legitimate” or “non-trivial” information or communication practices offer new opportunities or barriers to public access information venues in the country.

In public libraries connected to the e-library and providing internet access to the users, access to information is limited to educational topics only. The trivial uses of ICT is restricted by the chief librarian and their IT staff (if present). These uses are seen as distracting to the students focus in their studies, harmful to office equipment, and depriving other users of opportunities to access information considering the amount of time spent on these activities and the venue's lack of equipment.

In community e-centers, downloading applications and installing and playing online games are prohibited. Although access to trivial information is allowed, time is still monitored by the administrators to allow equitable use of the venue's equipment.

In internet cafes, only the time consumed while accessing the ICT services is monitored by the staff. Most internet cafes do not allow installing applications although there are pre-installed applications (gaming, word processing, spreadsheets, IM, etc.) that the users can use to access trivial information.

Due to the limited number and cost of maintaining the equipment, new opportunities for expanding the definition of access of information through ICT is not fostered.

### 3.9 Shifting Media Landscape

The ever-changing media landscape and the new opportunities brought about by new media such as mobile phones, SMS, GPS, and even renewed roles for community radio open, was a **strong emerging theme in the preliminary analysis.** Please provide as much detail as possible to help understand how these new technologies and media offer new opportunities or barriers to public access information venues in the country.

### 3.9.1 Mobile phones

If appropriate, describe salient uses of mobile phones, text messaging, SMS and similar technologies, in relation to public access information venues and information needs of underserved communities.

In Upi, there is a radio show where listeners can text their questions, and the mayor answers these questions.

San Remigio, Cebu CeC offered voice over internet protocol (VOIP) services in 2006. The CeC can be contacted anytime for free by clicking a link in the municipality's website enabling OFWs to contact their families in the area. Inquiries regarding business transactions, permits, taxes are entertained as well. Families belonging to the lower class avail of the VOIP services since its P5.00 per minute rate is affordable.

Findings on the study conducted by Isis Manila (2007) showed that mobile phones are the ICT "tools most accessible to grassroots women." In the same study, the intermediaries working with grassroots women observed that celphones are easy to use; it "efficiently gets messages across to the policy makers"; "enables fast communication and interaction in a way bridging distances". It was also found in the same study that except for those in the province, "they see the potential of cellphones for empowerment". For instance, intermediary groups use text brigades for group mobilizations. It was also posited that no mother is without a mobile phone as this her way of keeping track of her children's whereabouts, a similar observation raised by Alampay (2003).

### 3.9.2 Web 2.0 tools & use

If appropriate, describe any salient uses of Web 2.0 tools among users of ICT in public access venues. (Web 2.0 refers to evolution of web-based communities and hosted services, such as social-networking sites, wikis, blogs and others. [Wikipedia](#)).

There are local government units (LGUs) that have websites that provide information on pertinent events in the locality. These websites often provide the venue for interaction among the present residents and those who have migrated. In Tanauan LGU's website, information on the municipality's events are constantly updated. The site also has a guestbook where the site's visitors can leave comments and chat with other visitors. Tanauan LGU is also using their website as a tool to promote tourism in the area. They have featured skimboarding stories in the site and have since welcomed a good number of local and international skimboarding enthusiasts to the municipality.

### 3.9.3 Combination of different media

If appropriate, describe creative ways in which different media are being combined to meet information needs of underserved communities, and the ways they affect public access venues. Different media include community radio & TV, other print media, street theatre, songs, etc.

Upi LGU has a community radio that is also a webcast. Former citizens of Upi can listen to these broadcasts by accessing the webcast link on their website.

### 3.9.4 Other shifting media landscape examples

If appropriate, describe other new features and practices in the media landscape that affect public information venues and information needs of underserved communities.

This would be a good place to discuss innovative practices on content creation and production of new messages, media, information and knowledge that are not described elsewhere in this report.

The television networks as well as the newspapers encourage viewers or their readership

to participate in the discussion by sending comments, and reports about problems in their villages or areas through text messages or email messages.

### 3.10 Health Information Needs

This is an extra contribution to other research on health information needs going on at the University of Washington, based on willing respondents to last two questions on user surveys at the public access venues.

#### 3.10.1 Sources of Health Information

Where are people most successful at locating useful health information for themselves or their family (% of respondents across all venues):

43%	42%	42%	6%
clinic/hospital	friend	health worker	public access venue (library, community center, etc)

**Comments:** The Philippines has a village clinic in most barangays. The latter also has barangay health workers that people can relate with 24/7. It can be speculated here that Filipinos tend to take health as personal matters requiring "interactive" or face to face disclosures. It could also be gleaned from this survey results that the issue of trust is paramount when accessing health information.

#### 3.10.2 Types of Health Information

What types of health information do they have the most difficulty finding (% of respondents across all venues)?

79%	71%	76%	80%	0%
disease prevention	how to locate healthcare	child health information	remedies/drugs	Other

**Comments:** Disease remedies and prevention are the two highest common responses. Child health information and how to locate healthcare responses seem to have narrow differences on the first two highest responses though. It could be speculated from this survey results that the issue of trust is paramount when accessing health information, and so all these are considered to be difficult to find.

## 4 Venue-Specific Assessments

---

Complete one full assessment for each type of venue studied in the country.

### 4.1 Venue # 1: Public Libraries

#### 4.1.1 Overall Venue Assessment

Provide a broad picture of the public access information landscape in this venue, informed by the results of this research.

2 – 3 Paragraphs:

What is your overall assessment of public access information in this type of venue?

There are 1,156 public libraries in the Philippines but only less than 10% are offering ICT services. The number of public libraries can be considered fulfilling only less than 5% of the requirement of the Philippine law, Republic Act 7743 of 1994, "An Act Providing for the Establishment of Congressional, City, Municipal and Barangay reading centers throughout the Philippines". The law also requires that these libraries or reading centers will be set up and maintained by the local government units with the assistance of the National Library of the Philippines, the Department of Interior and Local Government, and the Philippine Information Agency. However, local government units, with its limited budget most often do not give high priority of their public libraries.

Public libraries are mostly accessed by students and professionals (e.g. teachers and researchers).

#### 4.1.2 Access

2 – 3 Paragraphs:

What is your overall assessment of ACCESS ecosystem in this type of venue (physical access, appropriate technology, affordability)?

In terms of physical access, the public libraries are accessible through any mode of transportation. Through their bookmobile program, these libraries reach out to those who are not easily able to go to the library. It also provides for the lack in reference materials in most libraries through the e-Lib program. However, these programs have been given to few libraries due to budget considerations and the lack of equipment and infrastructure.

The fees for library services are minimal. However, the variety of services and information that can be availed in the library are greatly dependent on the support given to it by its local government unit.

#### 4.1.2.1 Physical Access

Describe how accessible this venue is to various population segments, differentiating by applicable Equity of



Service variables (Form 1c), especially the differences between urban and non-urban settings.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Public libraries are usually located in the provincial capital or city/municipal center so they are accessible to most people who are in the vicinity or those who have business to do in the area. Since it is located in the center, it is easily accessible since most of the jeepneys' routes go past it.

The National Library of the Philippines has a bookmobile program that is aimed at providing efficient library services at the municipal and barangay levels. It has 12 mobile vans around the country that go to areas without library access or are not served by public libraries. It contains books, educational materials, television set, dvd player for film viewing and karaoke as sound system. The Service goes to underserved schools thrice a week to provide library services. There are 12 provinces that implement this program. However, these provinces are located only in 11 regions.

At least, 81 public libraries have access to the Philippine e-Lib. The regional offices of the Department of Agriculture (DA) and the Department of Science and Technology (DOST) as well as the schools under the University of the Philippines System are automatically members of the e-lib since they are part of the consortium. However, only students enrolled in the University of the Philippines are able to access the e-Lib for free. Visitors are able to access the e-Lib for a fee. The libraries located in the regional offices and different bureaus of the DA and DOST do not collect fees for e-Lib services but may not be easily accessible or even known to the public. There are only a few universities that have access to the e-library. Most of these universities are located in the capital of the province where they are located and therefore only accessible to people within the vicinity of the school and not the far-flung areas in the province.

However, there are still a lot of municipal and barangay libraries, which could not be connected because of unavailability of budget, absence of connectivity or absence of electricity. There are Internet service providers and telephone companies, which do not consider far flung barangays or municipalities as areas for profitable venture. Should it find additional funding, the National Library should tap municipalities in hard to reach areas to provide e-Lib services and not just the public libraries in cities/prominent municipalities.

In mountain or coastal barangays there may be limited (or even nil) direct public transport facilities available going to the town or city for use of public facilities. More often, the network of road infrastructures may not be developed yet, which could be the common problem for operations of public transportation. The book mobile programs in selected provinces are able to reach far flung areas because of the vans that the provincial or city library staff use to travel with the books and reading materials.

#### 4.1.2.2 *Appropriate Technology & Services*

Describe how appropriate the technologies, services and information offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Due to the lack of school library facilities in schools in underserved areas, the need for public library services is even more imperative. However, according to reports on bookmobile services, only school children and teachers are the frequent borrowers of the mobile books and materials and none of the other identified underserved sectors.

Though the library services aims to target all sectors of the population, it is the youth that is primarily served by this program. The project also aims to serve those in far flung areas without library services which can also be considered as underserved.

There is still no bookmobile service that offers ICT despite the recent boom in the availability of wireless broadband services offered by the telcos.

#### 4.1.2.3 *Affordability*

Describe how affordable the technologies and services offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

The library lends books to students and citizens who live in the area. In order to obtain this privilege, one must pay a minimal fee (if required) and have clearance from one's school principal or barangay captain. An overdue book fine of around PhP2.00 is collected for late returned books. However, anyone can enter the library and make use of its facilities for free.

e-Library is affordable in terms of accessing the information that one needs since it usually can be accessed for free. However, there are several services offered under the e-Lib program that requires payment for information needed and not everyone is able to afford this. The e-Lib also requires a membership fee if one is not accessing it in accredited locations. This is perceived to be a major barrier in accessing information. The membership fee collected by the e-Lib for its services is part of the e-Lib consortium's efforts to sustain the project.

The e-Lib program can offer discounts to individuals who wish to access it but are unable to in accredited locations since the membership fee is rather steep.

#### 4.1.2.4 *Fees for Services*

What fees or other requirements exist in order to access and use the information in the venues? (registration, user fees, restrictions to certain populations)

If there are fees: What do these fees buy?

Library fee entitles one to a borrower's card and one year access to the library depending on library policies.

Indicate amount in local currency PhP0.00 - PhP25.00

Equivalent in US Dollars: \$.50

Date of estimate 28 June 2008

and local currency name Philippine Peso

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

Internet access is free in libraries that offer this service. The cost is usually shouldered by the provincial/city/municipal government. However, access to information is restricted to education-related topics.

According to the survey conducted, the availability of ICT services offered by public libraries is significantly affected by the support given by the provincial/city/municipal government to which it belongs.

#### 4.1.2.5 *Geographic Distribution*

What is the distribution of the venues in terms of their geographic location?

Complement any details not already included in section 2.1: Venue Selection.

The public libraries in the Philippines are distributed according to the political and administrative subdivisions in the country. There is one at the national level, the National Library of the Philippines. There is also one at the regional level (5%) and three in the congressional level (1.2%), 50 at the provincial level (61%), 100 libraries at the city level (73%), 540 libraries at the municipal level (36%) and 462 reading centers at the barangay level or 1%. The table below provides the information.

Administrative Division	Total Number of Libraries	% of Distribution of Libraries
National Library	1	100%
Regional	17	5%
Congressional	250	3
Provincial	81	50
City	136	100
Municipal	1,494	540
Barangays	41,995	462
Total	43,973	1,156

The geographic distribution of the libraries is shown below.

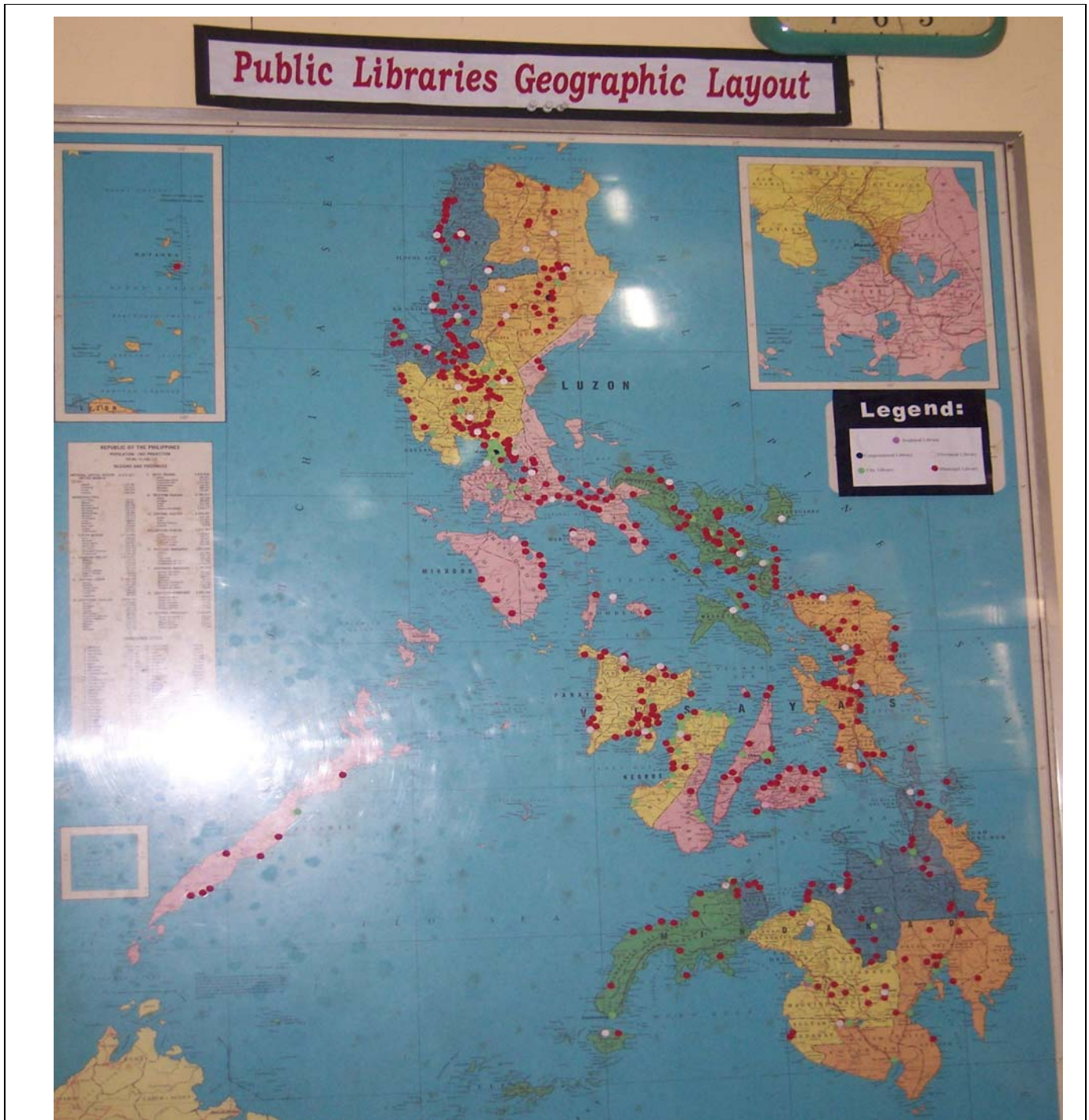
Regions	Congressional	Provincial	City	Municipalities	Barangay	Total
I		4	7	66	43	120
II	1	2	1	29	13	46

III		3	7	49	20	79
IV-a		5	11	67	57	140
IV-b		3	1	23	4	31
V		5	8	41	35	89
VI		6	15	41	3	65
VII		5	7	50	6	69
VIII		-	4	39	10	53
IX		3	3	26	28	60
X		3	7	37	95	142
XI		-	4	12	11	27
XII		3	3	23	60	89
XIV-CAR		6	1	10	5	22
XV-ARMM	1	2	2	7	-	12
XVI		1	3	15	13	32
NCR	2	-	15	1	48	64
Total/	4	52	99	536	451	1,142
Total LGUs	250	81	136	1494	41,995	43,973

The island which has the most public libraries is Luzon (total 591 for Regions 1 to 5 with CAR and NCR ) followed by Mindanao (total 302 - from Regions 9 to 12 with ARMM and Region 16) and Visayas has the least number (247 - Regions 6 to 8).

#### 4.1.2.5.1 Map

If available, insert a map that displays the geographic distribution of this type of venue in the country (expand to the size you need).



Description of map:

The above map is a photo taken at the National Library of the Philippines Public Library Division. The map shows the location (round colored objects) of the different public libraries. The legend is color coded; the red round colors are the municipal libraries, the green round colors are the city libraries, the round pink colors are the regional libraries, the black round colors are the congressional libraries, and the white round colors are the provincial libraries. The barangay or

village libraries are not yet located in this map.

From the photo map, it can be observed that the island of Luzon has the highest number of libraries, followed by Mindanao, and that which has the least numbers are in the island of Visayas.

#### 4.1.3 Capacity & Relevance

2 – 3 Paragraphs:

What is your overall assessment of CAPACITY ecosystem in this type of venue (human capacity, locally relevant content, integration into daily routines, socio-cultural factors, trust in technology, social appropriation of technology)?

The human capacity is adequate in this type of venue. Although there is a lack of licensed librarians to manage the public libraries, the officers in charge do much to address this limitation by taking library science courses. The venue is easily integrated into its users' daily routine. Most of the users find it necessary to go to the public library; thus, they find time to do so. The information accessed through the library, whether through books or ICT-assisted, is trusted by its users.

There is a lack of production of local content and social appropriation of technology since the main purpose of the people going to the libraries is to gain knowledge. The users may not be aware that the knowledge that they have can and may be shared through technology. There is also no formal approach towards encouraging users to produce local content and/or share new knowledge.

##### 4.1.3.1 Staff Size

How many people work in a typical facility for this type of venue? (full time-equivalent employees or contractors; describe any significant variations; i.e., large, medium and small libraries in the country)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

According to the Division Chief and personnel of the National Library of the Philippines (Public Library Division), the number of personnel in the public libraries varies depending on the size of the library.

The provincial and city library is considered medium sized and will have 18 - 20 personnel with one to three of them being professional librarians. Municipal and barangay libraries are small libraries and will have one shared professional librarian, two aides and one utility personnel. Usually, small libraries will be operating on one to two personnel.

##### 4.1.3.2 Staff Training

What is the overall capacity of the staff (ie, librarians, telecentres operators) to help users access and use public access to information & communication services offered in this venue? Differentiate by applicable Equity of Service variables (Form 1c).

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

(ii) For Public Libraries, indicate if Library School training is available and/or required for librarians.

Unfortunately, a good number of libraries do not have chief librarians (only officers-in-charge). This is due to the fact that only a few of them are licensed librarians. However, most of the officers-in-charge have taken up units in library science. The chief librarians attend the yearly training given by the National Library and they are the ones tasked to cascade the training to the library staff.

Some libraries that are members of e-Lib have designated IT personnel to oversee the equipment and IT-related services.

#### 4.1.3.3 *Services Offered*

What kind of services does this type of venue offer to the public? (ie, access to books, magazines; meeting & conference rooms; audio/video programs, computers, internet, other). Include Digital ICT services if offered.

<i>Services Offered</i>	<i>Comments</i>
1. book borrowing	available only to those who have library cards
2. story telling	available upon request or as scheduled by the library
3. film showing	available during mornings and afternoons
4. internet services	not available in all libraries, limited only to school-related research
5. e-library services	available in all libraries, limited only to accessing the e-Library catalog
6. bookmobile	not available to all libraries, limited to at least one per region in the Philippines
7. photocopying services	not available to all libraries, limited to large sized libraries mostly located in cities
8. printing services	not available to all libraries, limited to large sized libraries mostly located in cities
9. use of computer	not available to all libraries, limited to large sized public libraries mostly located in cities
10. special services e.g. library for the blind, special collections	this is only limited to the National Library of the Philippines

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

The availability of registered librarians is scarce and so the position of chief librarian has become

a political tool in those areas where registered librarians are absent. Again, the availability of ICT services and the variety of services offered by public libraries is significantly affected by the support given by the provincial/city/municipal government to which it belongs.

#### 4.1.3.4 *Programs for Underserved Communities*

Describe if this venue has programs specifically intended to reach underserved communities, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Aside from a few exceptions, like the Sagay City library which started its own bookmobile program, there are no library programs targeted to reach underserved communities.

#### 4.1.3.5 *Relevant Content*

What type of locally relevant content is available? What else is needed? Who is doing it?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

#### **Available Content:**

Most of the information and materials in the public libraries are available in English. There is always a Filipiniana section in public libraries but the collection is limited. The text of these Filipiniana books are not necessarily Filipino. Some libraries have started to collect books on local history and heritage. Some of these books are written in local language or written by a local author.

#### **Other Content Needed:**

#### **Local Initiatives to build needed content:**

**Source:** survey, the National Library of the Philippines

#### 4.1.3.6 *Services & Information Available in Local Languages*

Describe the availability of services and contents relevant to human development that are available in **local languages** in this type of venue? (i.e., info on health, education, government services, etc)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

The libraries surveyed conduct their services in the local language, however the information they give out on these services are written in English.

The Philippine eLibrary system does not have services and contents relevant to human development that are available in the local languages, except for scholarly and art materials and researches written in Filipino or other languages (dialects) in the Philippines.



#### 4.1.3.7 *Types of Uses*

What do people USE the venues for (most frequent kinds of information & services people seek in them, activities they carry out in them)?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Refer to section 3.4 Charts: Information Needs and complement here as needed:

84% of the respondents access news in the public libraries with 22% of them using the Internet. Seventy-two (72) for every 100 people surveyed use the library for educational purposes while only 4 of them use the Internet for this purpose. Almost half of the respondents use the library for entertainment purposes with 12% of the them through the Internet.

#### 4.1.3.8 *Number, Type and Frequency of Users*

Refer to section 3.4 Charts: Information Needs **Error! Not a valid result for table.** Complement here as needed:

Male users of the public libraries account for 52% of the respondents while female users account for 48%. Of the 50 public library respondents, only 11 of them availed of the ICT services offered in the library. 44% of the total respondents visit the library daily while 20% of them go to the library about once a week.

72.2% of the respondents are satisfied with the services provided by the public libraries. Majority of those who are satisfied are females. One out of three of those who are dissatisfied with the services offered by the public libraries are 25 years old and below.

32% of the respondents said that the books available are limited in number and/or are obsolete. 30% of the library users also identified the limited number of services provided by the library (including but not limited to the absence of Internet access) as a barrier in accessing the information that they need. Availability of an Internet access in the venue offers an alternative means of searching the necessary information not found in books.

Some of the suggestions of the users to improve the services provided in the library are to update the collection of books (62.5%), acquire Internet access (56%), addition of multimedia services (50%) and to increase the number of journal and newspaper subscriptions.

#### 4.1.3.9 *Users Capacity to use information and services offered*

What is the overall capacity of the users to take advantage of public access to information & communication resources, differentiating by applicable Equity of Service variables (Form 1c)?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

In the 2006 Annual Report from National Library of the Philippines, the readers and visitors who use the National Library totals to 110,347 only.

In the 2007 public library division documents showed that there was only a yearly average of 784,597 readers who availed of the public libraries in the Philippines from uncollated reports received from 30% of the public libraries for the Years 2003 - 2007.

#### 4.1.3.10 *Training Courses for Users*

Describe training courses offered to the public at this venue, and if they offer some kind of testing and certification.

Training courses: 0

ICT specific training courses: 0

#### 4.1.3.11 *Integration into daily routines*

How easy is it for users to integrate the information and services offered in this type of venue into their daily lives? (offer concrete solutions to their needs and problems, make it easier to solve them at this venue than in other places)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

The information and services offered by the public library has limited and specific users such as students, teachers and researchers. For these users, the library is easily integrated into their routine since it is necessary for them to access the information given by the library. The public libraries also have elderly people as regular users. They have integrated going to the library as part of their need to access news information.

Libraries should have supplemental programs to capacitate the elderly and other library users unfamiliar with ICT. This way, all library users can fully appreciate accessing information through ICT. Students and teachers should be encouraged and trained to develop content in local language. These users go to the library because of their need for information.

Libraries should consider allowing files to be saved in floppy disks or flash drives so that students will not have to write their research on paper or print their research. Writing the data will take up much time and will easily use up the 30-45 minute allowed time and printing will be a burden on the library's resources as well as the students.

#### 4.1.3.12 *Users Perceptions about the Venue*

What is the general perception or opinion of the population about the venue (not necessarily its specific services, but the venue itself: ie, what do people generally think about libraries? Are they places that are "cool" or "only for elites" etc?), differentiating by applicable Equity of Service variables (Form 1c)? This includes perception by people who do not use the venue...

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Of the public library users polled, 72.2% of them said that they were satisfied with the services offered by the venue. Majority of those satisfied were female. One out of three of the dissatisfied users belong to the 25 years old and below age group putting them under the youth category.

#### 4.1.3.13 *Social Appropriation of Information and Generation of New Knowledge*

What activities, products and services are users undertaking that exhibit new levels of social appropriation of technologies and generation of knowledge? For example, how are users generating and disseminating new

knowledge, products and services through their use of this venue? (see category 13 in Real Access Framework for Social Appropriation of Technology).

If relevant, indicate any specifics that apply to Digital ICT services alone.

The users of public libraries are not generating or distributing new knowledge at present. Although the library is the place where information for research is taken, the topics that the students research on are typically school assignments. Also, new resource materials in the library are scarce so there is not a lot of new knowledge that can be generated from it.

Regarding the e-Library services, although there is new information in the collection, not a lot of people have access to it. Access to information through the Internet in libraries is also rigidly monitored, and there is not enough time to look for information that may encourage the users to generate and share new knowledge.

#### 4.1.3.14 *Trust, Safety & Privacy*

What is the general perception or opinion of the population about the safety, security and privacy (TRUST) of the information and services offered in this venue?

The users of public libraries trust the information and services being offered.

#### 4.1.3.15 *Gaps and Opportunities in information & services offered*

What other information gaps & opportunities exist, which are not being met? (other information / services people need that are not being met there and could be offered, especially through Digital ICT services)

Most libraries still do not have multimedia equipment much less personal computers with Internet access. The presence of multimedia equipment would complement the library's books in making the topics come to life and, more likely, easier to understand. The storytelling activities should also be encouraged since it fosters the children's interest in books.

#### 4.1.4 *Enabling Environment*

2 – 3 Paragraphs:

What is your overall assessment of the ENVIRONMENT ecosystem in this type of venue (local economy, national economy, legal and regulatory framework, political will & public support, regional and international context)?

The library is affected by the national and local economy only in terms of the internal revenue allocation that will be given to their local government units and the income generated by its LGU from taxes.

In terms of implementing the laws (e.g. Republic Acts) pertaining to the establishment of libraries, budgetary constraints still prevent municipalities and barangays from building their municipal library and learning centers, respectively.

Political will and public support are variables in each area since the library has different levels of

priority in each local government unit.

#### 4.1.4.1 *Local & National Economy*

Describe the local & national economic environment and how it affects public access to information & communication in this type of venue (refer to & complement economic summary in country assessment, section 3.5 Economic, Policy & Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

The library is affected by the national and local economy only in terms of the internal revenue allocation that will be given to their local government units and the income generated by its LGU from taxes.

According to the National Library of the Philippines (No.45, 2002) "there is a lack of appreciation for libraries among the officials of [these] local government units. It is the funding of the local government unit concerned that is needed to be able to establish a library. Local governments must supply the funds before a library can be established. Without the express provision of the local government, any library cannot exist".

The same document provides that the National Library of the Philippines coordinates with the Department of Interior and Local Government (DILG) for the maintenance and improvement of the local governments' libraries. The National Library also has the following role:

"1. Continuing to upgrade the facilities of the local library by providing it with the standard set of reference books and other materials such as, but not limited to, encyclopedias, dictionaries, maps and globes and by continuing to supply it with other books, non-book materials, equipment, supplies and other appropriate and relevant reference and reading materials, taking into consideration the needs of the residents of the local community,

2.Continuing to coordinate and organize seminars, workshops and other trainings for the professional benefit of local librarians, and

3.Including in its annual budget proposal the amount of P1 million for each library to be established in a congressional district, the amount of P500,000 for a city library, P300,000 for a municipal library, and P200,000 for a barangay reading center.

Yearly, the National Library also provides the public libraries with book allocations. These are funded from the budget or are taken from the donations the NLP receives from various agencies and/or exchange partners. (Cruz, 2002)

#### 4.1.4.2 *Legal & Regulatory Framework*

Describe the legal and regulatory framework and how it affects public access to information & communication in this type of venue (refer to & complement economic summary in country assessment, section 3.5 Economic, Policy & Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

In 1994, Congress passed Republic Act 7743 or the "Act Providing for the Establishment of Congressional, City, Municipal and Barangay Reading Centers throughout the Philippines." The law also mandates the National Library of the Philippines to set up each library together with the local government unit, supported as well by the Department of Interior and Local Government (DILG) and the Philippine Information Agency (PIA) within the period of 5 years. Maintenance and operations of the local library is under the responsibility of the local government unit, while the National Library monitors and provides technical assistance to the local library. Had the law been followed (except for the provincial library), there should be about 43,874 public libraries all over the country by now. The Public Libraries Division of the National Library of the Philippines, however, reported that in 2007, more than 13 years after the law was passed, the number of public libraries in the Philippines totals only 1,156. There was only about 15% increase in the total number since 2003. See table below.

Republic Act No. 411 provides for the establishment, operation and maintenance of municipal libraries throughout the country. The municipal government provides financial support for the library personnel and necessary facilities. It also prescribed the eligibility of personnel: the head of the library should be a graduate of Bachelor of Library Science. Furthermore, the policy states that the municipal library should have total community library services and that the library should serve as a learning resource center.

However, the creation of libraries was gradually depending on the budget of the administrative units. The national library is responsible for monitoring the creation and existence of these libraries. According to the Public Libraries Division (PLD) of the National Library of the Philippines, almost all libraries reported are operational but not all are able to submit reports. The Chief of the PLD disclosed that only 30% of these libraries are able to submit reports. It is this reason that statistical information is not updated. The inability of the libraries to submit reports is mostly due to financial constraints, including the the cost of delivery, e.g. postage stamps, supplies and printing costs that are not allocated in the local budget.

By law, the public libraries are organized through the National Public Library of the Philippines (pursuant to Republic Act 7743). Each public library should have formed a local library board, which is composed of the elected local public official as the head (if a Congressional district, the Congressperson; if the city or municipality, municipal mayors; and if the barangay, the barangay Captain), and the friends of the library as members, and the chief Librarian as the Secretary. The creation of the Board is intended to symbolize the democratic character of the library. There is no network or any associations yet which is formed among the existing libraries.

#### 4.1.4.3 *Political Will & Public Support*

What is the level of political will and public support for this type of venue? (refer to & complement section 3.5 Economic, Policy & Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

The enthusiasm of public library users depend on the variety of services offered by the venue. The services offered by the public library depends on the financial support given by the local government unit. Since every local government unit has its own priorities, support for the public

library is also variable. There are local government units that fully embrace providing ICT services to its users, and there are some that prioritize paving roads than equipping the libraries with personal computers and internet connection.

#### 4.1.4.4 *Organization and Networking*

Describe if the facilities in this type of venue organized in any network, association or other collective body? (ie, national public library system, telecentre franchise or network, etc)?

According to the Public Library Division of the National Library of the Philippines, all librarians are members of the Philippine Librarians Association, Inc. (PLAI) as highlighted above. The professional association meets annually for conference workshops and for members to pay their annual dues. There are also other associations of professional librarians namely: Association of Special Libraries of the Philippines, Cavite Librarian Association (CLASS), Mangyan Heritage Center, Ortigas Center Library Consortium (OCLC) Inc., Phil. Assoc of Academic and Research Libs (PAARL), Philippine Group of Law Librarians, Philippine Society of Librarians and Information Specialists (PSLIS), Society of Filipino Archivists, Inc.(SFAI), UP Library Science Alumni Association, and the UST Library Science Alumni Association.

#### 4.1.4.5 *Partnerships*

Describe notable public-private partnerships in support of this type of venue.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

There are no significant public-private partnerships to support public libraries but there are several non-government organizations, as well as individuals, that donate books to their respective libraries.

#### 4.1.4.6 *Other Environment Factors*

Other factors in the environment that affect access and use of information in this kind of venue, not covered above?

How appropriate are libraries to the public? This venue is mostly accessed by persons needing references as required by schools or professional organizations. There are instances that a few senior citizens use this facility. Among underserved communities, this venue may not be as popular.

In the study conducted by Isis Manila (2007) books (21%) were considered as one of the communication tools least effective among women in the grassroots communities, aside from computers (28%), internet (28%), letters (21%). The low access is attributed to its high costs, lack of electricity in some areas, and the lack of time to read given the load of work at home and the community.

#### 4.1.5 *For Publicly Funded Venues only: Revenue Streams*

This section is meant specifically for publicly-funded venues (public libraries, national connectivity programs, etc).

#### 4.1.5.1 *Budget*

What is the total budget for this public access venue system (applies especially for libraries, answer for other venues if applicable and if available)?

Total Budget for Fiscal Year 2008

Local currency name Philippine peso amount (local currency) National Library only at Php 102,408,000

Approx. equivalent in USD 2,381,581 based on exchange rate of 43.00 on date July 2008.

The above rate is only the budget of the National Library of the Philippines. The public libraries did not discuss their budget in-depth. Aside from the fact that most of the libraries do not have their own budgets but are subsumed under an office in the local government unit. The National Library however provides in its annual budget the amount of P1 million for each library to be established in a congressional district, the amount of P500,000 for a city library, P300,000 for a municipal library, and P200,000 for a barangay reading center. It also provides book allocations taken from the donations the NLP receives from various agencies and/or exchange partners

#### 4.1.5.2 *Relative size of budget*

How large (or small) is this budget in relation to other funding streams? (this is a way to show, in financial terms, how much the government cares about information and public access as compared to a variety of other issues in the country).

Relative Size of Budget for same year	Total budget (local currency)	Comments
<b>Total national budget</b>	1.277	in trillion Phil peso
<b>Education</b>	138,044,428,000	in billion Phil peso
<b>Other Defense</b>	50,927,127,000	in billion Phil peso
<b>Public Libraries</b>	102,408,000 691,000,000)* *estimate guess only (amount could be much lower)	National Library assumption that 691 LGUs spend between 1M per city, province, congressional, and municipality

#### **Other Comments:**

The LGUs have different budget appropriations for public library services.

\*In progressive cities (for example, Quezon City in Metro Manila in Year 2003-2004) between 1Million to 1.5 Million pesos was appropriated for the Quezon City Public Library; this is specific to book acquisition alone. Quezon City is a first class city and the highest revenue earner among cities in Metro Manila. In contrast there are local government units which are considered 4th or 5th class municipalities and these are the areas where most of the underserved barangays are

found.

#### 4.1.5.3 *Sources of funding*

What are the sources of funding for this public access venue system?

Sources of funding:	Approximate % of total budget	Comments
<b>Government sources:</b>	100%	The National Library gets appropriation from national budget and the LGU provides for the public library's budget
<b>International donors:</b>	1%	in books or in kind
<b>National donors:</b>	1%	in books from the National Library
<b>User fees / services:</b>	1%	estimated revenue 1 Million pesos remitted to government treasury

#### **Other Comments:**

The above is based on an interview with personnel from the national library of the Philippines. At the local government level, a public library's budget allocation depends on the budget allocated for it by its local government office. The Department of Budget and Management reports that in its general appropriation for local government units (cities, municipalities, provincial governments and congressional districts), the total amount is Php 7,972,069,000 (USD 185,396,963) only. The local government units have to find their own ways and means to augment the revenue allocation from National Government.

#### 4.1.5.4 *Paths and Flows of resources*

How do resources get allocated and disbursed to the actual venues? For the principal funders, and especially for the public sources, what is the flow of funds? How are the funds raised (what tax stream), what path do the tax streams flow before they get to the specific venues? Who makes decisions about this funding?

Library funding is allocated by the Office of the Treasurer in the local government unit. Depending on the policy of the local government unit, the funds can be released monthly, quarterly, or annually.



#### 4.1.5.5 *Fees and Cost Recovery*

Describe if there are user fees or any other type of cost recovery. How does it affect service delivery and usage?

The library does not charge for the use of library. It does charge, however, for the issuance of a borrower's card and overdue book fines. These charges have minimal affect in the delivery of library services and library usage.

#### 4.1.5.6 *Cost Categories*

What are the main cost categories in the operation of this kind of venue? (% of total annual budget)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Cost Categories for Operation:	Approximate % of total budget	Comments
<b>Staff (salaries, benefits)</b>	13.5%	using the National Library budget 2007
<b>Building Infrastructure</b>	6.5%	MOOE
<b>Utilities</b>		also from the MOOE
<b>Staff Training</b>	*	not specified
<b>Computers / Technology</b>	1.5%	procurement or maintenance
operations	56%	preservation of collections, cataloguing, indexing of collections and preparations for bibliography, reference, checklist and research tools
operations of special programs	1.4%	for the blind
support to extension libraries	3%	support to public libraries
locally funded projects	13.9%	support to specific public libraries
<b>Total</b>	100%	

**Other Comments:**

The allocation above is based on the General Annual Appropriation of the National Library of the Philippines. Except for the latter, the public libraries ran by local government units did not disclose the general annual appropriation of their budgets as well as the detailed breakdown. One local government issued a press release that it spent 5.8 Million pesos for the construction of its municipal library.

#### 4.1.5.7 *Recent changes and future trends*

Describe any recent changes and anticipated future trends in the funding and revenue streams for this type of venue in the country. Have funding levels risen or decreased dramatically over the past few years? What is the outlook for the foreseeable future?

Generally, the library services offered per fiscal year will vary due to the fluctuating budget allocated to most libraries. Libraries will also try to computerize their systems so purchasing personal computers will be imperative for them as well as connecting to the Internet. In terms of providing book services, most libraries wait for the books allocated to them by the National Library since the acquisition of new books is not a priority of the LGU.

#### 4.1.6 *Case Example for Public Libraries*

Provide a short descriptions and commentary for each type of venue, offering a realistic sense of what the venue looks and feels like in its day to day operation, the kind of people who visit, and the kind of services they receive. Also, the case example indicates what makes the case unique or what features are commonly shared with other venues. A photo and short quotes will make it even more real.

Provincial Library, Sultan Kudarat Provincial Library

Ruth Reforma, Provincial Librarian, Public Administration graduate.

The Sultan Kudarat Provincial Library is under the Office of the Vice Governor. It is wholly subsidized by the provincial government. It does not charge for web browsing but charges P3-5 per page for printing depending on the number of pages to be printed to cover supplies cost.

The library was connected to the National Library of the Philippines' (NLP) e-Lib project in November 2007. They were provided with four (4) PCs. The governor, upon seeing the impact of the Internet-connected PCs, approved the provision of an additional PC for the next quarter under the library's supplemental budget. This PC, according to the librarian, will have a webcam soon.

The provincial librarian is a Public Administration graduate. She recognizes that she has to improve her technical know-how if she has to teach first time users in using the Internet as she only attended trainings on Internet use herself.

The library's Internet services are to be used only for research. Online chatting or gaming is not allowed. Due to the limited number of PCs in the library, users are enjoined to use the Internet for an hour only during peak hours. During these times, the library can house up to 50 people.

Since the librarian is the only library staff, provincial capitol employees are encouraged to help out in the library during its peak hours. Since the provincial capitol is under closed-circuit television, it is easy to monitor which areas are not busy. These areas usually send staff to help the

librarian during peak hours which is usually at 3:00 PM onwards.

Students are the main users of the library. During weekdays, high school and college students frequent the library while graduate school students come on weekends not just to access the Internet but to look through the library's extensive reference materials. Although the library is connected to the e-Library, its own card catalog is not yet web-based.

It has become a common practice somehow for frequent library users to send text messages to the librarian asking her to open the library on a Sunday. Students also usually ask the librarian to extend library hours in order to finish their research. These requests are almost always obliged. Students from other provinces also frequent the library. Children of well-off families studying in Manila would also come to the library during their summer vacation.

The library is given P2,000 monthly to spend on newspapers and magazines. It subscribes to only one newspaper and spends the rest of the budgeted amount on agricultural and lifestyle magazines. The librarian, at times, brings her own magazines to the library.

Farmers usually go to the library to read agriculture magazines and learn about new farming techniques. They too, along with senior citizens, have asked the librarian to teach them on how to use the Internet.

The provincial library holds storytelling activities every summer. Provincial scholars usually help by volunteering as storytellers. Attendees of the storytelling activity are usually children of provincial capitol employees and nearby residents. While the storytelling activity is ongoing, the mothers go the library and browse the Internet or ask to be taught on how to use it.

The provincial librarian recognizes the need for a mobile library that is connected to the Internet due to the increasing number of barangays. She also recognizes the need to streamline library projects with that of the priority projects of the provincial government. Once she learned that the provincial government had a project providing for mobile hospitals, she jumped at the chance to push for a mobile library.

Sultan Kudarat province has 11 municipal libraries and 1 city library, all of which are affiliated with the NLP. Of its 143 barangays, there are 56 barangays that have reading centers.

Isulan's 16 barangays have libraries that have an allocated budget and are compliant with the regulations of the NLP. These libraries have come about because of a supportive LGU.

In order to ensure that the efforts of the librarians in Sultan Kudarat are not wasted and that they continue to be encouraged, the provincial librarian goes on sidetrips, at her own expense, to the offices of the NLP, the National Book Development Board, the Asia Foundation, and Museo Pambata among others, to solicit books for the libraries in Sultan Kudarat.

Although the provincial capitol which houses the provincial library is out of the way for most students, farmers, mothers, senior citizens, they make an effort to go to the library because of its low-cost and appropriate services.

See photos at <http://www.ideacorpphil.org/sultankudaratprovinciallibrary>

## 4.2 Venue # 2: Community eCenters

### 4.2.1 Overall Venue Assessment

Provide a broad picture of the public access information landscape in this venue, informed by the results of this research.

2 – 3 Paragraphs:

What is your overall assessment of public access information in this type of venue?

There are a total of 755 Community e-Centers (CECs) in the Philippines as of December 2007. All of these CeCs are designed to provide digital ICT services to the constituents of the local government unit where they are located.

The CICT/NCC identified the Community eCenters (telecenters) in the Philippines by projects. These are

CICT/NCC/eLGU Project - 110 telecenters. The project is a partnership of the Commission on Information Communications Technology, the National Computer Center and selected local government units (LGU)

CICT/DOTC/LGU - 256 telecenters. The project is a partnership of the Commission on Information Communications Technology, the Department of Transportation and Communications and selected local government units.

DOST/MCT - 4 telecenters. The project is called Multi Purpose Community telecenters which was spearheaded by the Department of Science and Technology and four municipalities in Mindanao.

DOST/PCCARD-FITS - 241 telecenters. The project is called Farmers Information and Technology Services which was also spearheaded by the Development Academy of the Philippines, the Department of Science and Technology's Philippine Council for Agriculture Forestry and Natural Resources Research and Development and the Department of Agriculture with selected local government units.

OWWA/Microsoft Tulay - 6 telecenters. The project is for overseas Filipino workers supported by the Overseas Workers Welfare Administration of the Department of Labor and Employment and Microsoft Philippines.

TelOf Telecenters - 124 telecenters. The Telecommunications Office of the DOTC was foremost the agency which provided the community telephone services. Dove tailing from this program, TelOF continued its community telephone services by creating telecenters in selected communities in coordination with local government units.

eSkwela - 4 Telecenters. The CICT in coordination with the Department of Education's Alternative Learning Systems Program pilot a telecenter project for out of school youths.

#### 4.2.2 Access

2 – 3 Paragraphs:

What is your overall assessment of ACCESS ecosystem in this type of venue (physical access, appropriate technology, affordability)?

Community e-centers are generally accessible. They are usually located at the ground floor of the municipal hall and so they are easy to find, even persons with disability can access them readily. It is not difficult to get to the CeC since they are found in/near a municipal hall, usually located at the town center, and most jeepney routes pass through the town center.

The users of CeCs are usually students. The software used by this venue is FOSS like linux, open office and firefox. The users are able to use these programs and applications with ease and are able to conduct their research, read their emails, chat online and encode data.

The services offered by the CeCs are affordable since they are usually free or subsidized by the local government.

##### 4.2.2.1 Physical Access

Describe how accessible this venue is to various population segments, differentiating by applicable Equity of Service variables (Form 1c), especially the differences between urban and non-urban settings.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

CeCs are located in the LGU compound and is accessible to most transportation. They are usually beside the main road of the LGU so most jeepney and tricycle routes pass through it. The CeC is also accessible to schools because of the ease of access to transportation. Safety of the students is not an issue since it is located in a secure area.

Members of the underserved community who may want Internet access through the CeC may find the location convenient because it is located in the LGU compound. However, the travel time from their residences to the LGU, as well as the rise in transportation fares, may deter some of them from availing of the CeCs' services.

##### 4.2.2.2 Appropriate Technology & Services

Describe how appropriate the technologies, services and information offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

High school students avail of the CeCs' services the most. Male and female high school students access the Internet in this location. The students mainly use the Internet for research, gaming and joining/accessing online communities and networks (i.e. friendster, facebook, etc.). It is not used by the underserved population (i.e. farmers, elderly, etc.) due to the fact that their residential area is far from the municipal hall. They might not even be computer literate.

Access to Internet in CeCs is helpful not just to students researching for their papers, or farmers and businesspeople looking for new technologies. Information regarding the activities in the LGU, aside from local news, can also be made available through the Internet if the LGU is conscientious

enough to update its site. Local content can also be produced not just by people who are in the community but also people who were originally from the community but have since migrated.

#### 4.2.2.3 *Affordability*

Describe how affordable the technologies and services offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Although community e-centers offer basically the same services, the rates that they charge for these services vary. Some local government units subsidize the ICT services that the CeC offers making the prices of the services cheaper while some offer their services for free. Still, there are a few CeCs that charge more than the Internet cafes do. Some CeCs do not charge for Internet access but charge for other services like printing and scanning. The low cost for services make the CeCs popular among students, the CeCs primary clients, who have to save money in order to access the Internet.

#### 4.2.2.4 *Fees for Services*

What fees or other requirements exist in order to access and use the information in the venues? (registration, user fees, restrictions to certain populations)

If there are fees: What do these fees buy?

Some CeCs charge user fees for one to access the Internet.

Indicate amount in local currency PhP20.00 (maximum known rate)

Equivalent in US Dollars: \$.50 (approximate)

Date of estimate 29 June 2008

and local currency name Philippine Peso

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

Differences in services and the quality of services are based on the availability of equipment, internet connectivity, programs, the number of computers offered, and the availability of CeC staffing.

There are CeCs with four computer sets only; but there are CeCs, which has more than 25 units of computers as in the case of a municipality in Leyte where the Rotary Club donated more than 10 sets of computers. Some CeCs are having problems with the slow connectivity (those ran through satellite or broadband service providers), especially those located in island provinces. Some CeCs are having problems with the open source programs which were bundled as part of the e-LGU pilot program of the National Computer Center. There were CeC managers who expressed the need for additional training (e.g. website and graphic designing) for their staff to address the desired services of their customers.

#### 4.2.2.5 *Geographic Distribution*

What is the distribution of the venues in terms of their geographic location?

Complement any details not already included in section 2.1: Venue Selection.

##### CeC Distribution per Region

Regions	Number of facilities in each administrative unit
---------	--

Region 1	60
----------	----

Region 2	61
----------	----

Region 3	76
----------	----

Region 4A	38
-----------	----

Region 4B	31
-----------	----

Region 5	43
----------	----

Region 6	60
----------	----

Region 7	52
----------	----

Region 8	48
----------	----

Region 9	31
----------	----

Region 10	54
-----------	----

Region 11	46
-----------	----

Region 12	46
-----------	----

Region 13	30
-----------	----

Cordillera Autonomous Region	28
------------------------------	----

National Capital Region	4
-------------------------	---

Autonomous Region of Muslim Mindanao	22
--------------------------------------	----

##### 4.2.2.5.1 *Map*

If available, insert a map that displays the geographic distribution of this type of venue in the country (expand to the size you need).



Description of map:

This is the CeC distribution map from the Philippine CeC Network (PhilCeCNet). <http://www.philcecnet.ph/content/view/14/15/>. The blue colors represent the CeCs set up through the e-LGU/National Computer Center program; the red colors represent the CeCs jointly established by the Department of Transportation, the Communications (DOTC), the Commission on Information Communications Technology (CICT) and the local government unit. The Green colors represent the CeCs put up by the Department of Science and Technology (DOST) and the Department of Agriculture (DA) for their Farmers Information Technology Services (FITS). The Purple color represents the CeCs set up by the Telecommunications Office (TelOf) of the DOTC.

#### 4.2.2.6 *Other Factors affecting Access*

Other factors that affect equitable access to public information in this type of venue, not covered above?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

The telecenters which are supposedly created for farmers are not directly accessed by farmers but by intermediaries, who are mostly the staff of the Department of Agriculture (based on an interview with a FITS personnel).



### 4.2.3 Capacity & Relevance

2 – 3 Paragraphs:

What is your overall assessment of CAPACITY ecosystem in this type of venue (human capacity, locally relevant content, integration into daily routines, socio-cultural factors, trust in technology, social appropriation of technology)?

The CeCs are not understaffed; however, having managers that have ICT background and/or training is rare. It is evident that having a CeC manager with an ICT related degree makes the CeC more efficiently run since the manager is able to troubleshoot and maintain the computers. The manager can also appreciate the opportunities presented by creating a website that is regularly updated with local news and where local government services can be accessed.

Since it is the students who frequent the CeCs most, and the CeCs are usually close to their schools, it is easy for them to go to the CeCs regularly. However, despite accessing information through the Internet regularly, there is still a lack of local content produced or new knowledge being shared. It seems that for CeC staff, users only need to be tutored on how to use the Internet but not to be made aware, encourage or train them produce their own content or share knowledge.

#### 4.2.3.1 Staff Size

How many people work in a typical facility for this type of venue? (full time-equivalent employees or contractors; describe any significant variations; i.e., large, medium and small libraries in the country)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

CeC staff is usually composed of three persons including the manager. Most of the managers do not have ICT -related degrees. The CeC staff are usually part of the Municipal Planning and Development Office.

Most of the CeCs that we have visited have four PCs, four webcams, a three-in-one printer/scanner/photocopier, and an air-conditioning unit. However, there are some CeCs that have more than four computers (10 or 20) but these are exceptions. There were CeCs visited that initially had four PCs but had increased the number of their equipment to 6 PCs.

#### 4.2.3.2 Staff Training

What is the overall capacity of the staff (ie, librarians, telecentres operators) to help users access and use public access to information & communication services offered in this venue? Differentiate by applicable Equity of Service variables (Form 1c).

(iii) If appropriate, indicate any specifics that apply to Digital ICT services alone.

(iv) For Public Libraries, indicate if Library School training is available and/or required for librarians.

Most of the CeC staff are capable of teaching new users in using the Internet. The CeC staff are trained beforehand on using the open source software installed in the CeC personal computer.

#### 4.2.3.3 Services Offered

What kind of services does this type of venue offer to the public? (ie, access to books, magazines; meeting & conference rooms; audio/video programs, computers, internet, other). Include Digital ICT services if offered.

<i>Services Offered</i>	<i>Comments</i>
11. Web browsing	fee ranges from PhP0.00 to PhP20.00
12. Word processing/spreadsheet	fee ranges from PhP0.00 to PhP20.00
13. Printing	black ink only - PhP5.00 per page; colored ink - PhP10.00
14. Photocopying	usually around PhP2.00 per page (note: not all CeCs offer this service)
15. Scanning	fee ranges from PhP10.00-PhP25.00 (note: not all CeCs offer this service)
16. Phone calls	local call is free; long distance call is charged as much as PhP25.00 per minute, not all CeCs offer this service
<p>Explain any salient differences in the services offered in different regions, sizes or other variables of significance:</p>	
<p>4.2.3.4 <i>Programs for Underserved Communities</i></p> <p>Describe if this venue has programs specifically intended to reach underserved communities, differentiating by applicable Equity of Service variables (Form 1c).</p> <p>If appropriate, indicate any specifics that apply to Digital ICT services alone.</p>	
<p>Aside from the training offered by the Tanauan CeC to local government staff, barangay officials and other users who wish to undergo basic Internet literacy training, there have been no efforts from the CeCs to reach the underserved. The Tanauan CeC training has since been discontinued since the training interfered with the CeC services.</p>	
<p>4.2.3.5 <i>Relevant Content</i></p> <p>What type of locally relevant content is available? What else is needed? Who is doing it?</p> <p>If appropriate, indicate any specifics that apply to Digital ICT services alone.</p>	
<p><b>Available Content:</b></p> <p>Among the CeCs visited, some were maintaining websites. Though the information seen in these websites are locally produced, these are written in English with no local language translation.</p> <p><b>Other Content Needed:</b></p> <p><b>Local Initiatives to build needed content:</b></p>	

**Source:** interviews

#### 4.2.3.6 *Services & Information Available in Local Languages*

Describe the availability of services and contents relevant to human development that are available in **local languages** in this type of venue? (i.e., info on health, education, government services, etc)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

At present, there are no services and content relevant to human development available in local languages in this venue.

#### 4.2.3.7 *Types of Uses*

What do people USE the venues for (most frequent kinds of information & services people seek in them, activities they carry out in them)?

(ii) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Refer to section 3.4 Charts: Information Needs and complement here as needed:

The primary reason for the use of ICT services is for personal purpose/s according to 74.2% of the respondents. This is followed closely by accessing news at 64.5%. Both education- and entertainment -related information are equally accessed at 54.8%.

Of the ICT services offered, the use of internet for e-mailing purposes is availed of by 27 out of 30 respondents. Moreover, 63.3% of the total CeC users utilize the Internet for web browsing.

#### 4.2.3.8 *Number, Type and Frequency of Users*

Refer to section 3.4 Charts: Information Needs, **Error! Not a valid result for table..** Complement here as needed:

Out of the total 240 survey respondents, 31 are community e-centers (CeC) users. 48.4% of these are male and 35.5% are young people. Moreover, of the 14 who visit the CeCs daily, 42.9% are 25 years old and below.

Results also show that half of the users who visit the site daily are 25 years old and below. Moreover, of those respondents who frequent the site daily, 57.2% are satisfied with the services offered in the venue. The primary reason for the dissatisfaction of those using the CeCs was the lack of enough services (38.7%).

Meanwhile, 18 of the 31 respondents are satisfied with the services offered in this venue. Suggestions for improvement are as follows: add more computers or workstations (76.7%), improve connection speed (60%), expand the place to accommodate more people (43.3%) and provide trainings to users and staff (30%).

#### 4.2.3.9 *Users Capacity to use information and services offered*

What is the overall capacity of the users to take advantage of public access to information & communication resources, differentiating by applicable Equity of Service variables (Form 1c)?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

The users belong to the low to medium income range and possess intermediate education. They are below 25 years old and live in rural areas. Information and communication resources are accessible to them since these are located in accessible areas, and they generally found it easy to integrate ICT into their daily routine. The students take the most advantage of accessing information through ICT while women, farmworkers, the elderly and the other underserved may have some difficulty finding time to access these resources.

#### 4.2.3.10 *Training Courses for Users*

Describe training courses offered to the public at this venue, and if they offer some kind of testing and certification.

Training courses: 0

ICT specific training courses: 0

#### 4.2.3.11 *Integration into daily routines*

How easy is it for users to integrate the information and services offered in this type of venue into their daily lives? (offer concrete solutions to their needs and problems, make it easier to solve them at this venue than in other places)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Most of the CeCs are located in the municipal center so it is accessible to most people. Since schools are also located within the vicinity of the local government compound it is relatively easy to integrate going to the CeCs as part of their daily routine.

However, some schools or some LGUs may be located far from residential areas or city center and if the CeC is located there, it might be considered bothersome to go to the CeC especially if it is out of the way. It would mean having to add fare for transportation to the list of expenses. This might conceivably prompt users to patronize Internet cafes in the municipal center.

The CeC, since it is under the management of the LGU, should make convenience its selling point. It can answer questions regarding the government's online services. It can provide assurance that if the service is accessed through the CeC, it will be processed faster. Since it could be far from the residential areas, it should make the lives of those who go to the trouble to go there easier. It can also take advantage of being part of government, so any information that can be provided by government it can also provide its users such as prices of livestock and farm produce or the price of gasoline. It can also be repository of historical data that the businessmen in the community might need. The CeC can also provide training not just in the use of the Internet but also in the production of local content and the development of computer programs, sites that can help improve lives of people. If it is possible for them to obtain the cellular phone numbers of the farmers in the area and provide them with an update of the weather and market prices or the departure/arrival of buses through a computer program that would definitely help the farmers.

#### 4.2.3.12 *Users Perceptions about the Venue*

What is the general perception or opinion of the population about the venue (not necessarily its specific services, but the venue itself: ie, what do people generally think about libraries? Are they places that are “cool” or “only for elites” etc?), differentiating by applicable Equity of Service variables (Form 1c)? This includes perception by people who do not use the venue...

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

In some areas the social value of access to ICT is greatly appreciated because they can feel that the ICT have improved the way they live their lives. The local leadership has seen to it that the all the sectors in the community are given the opportunity to access ICTs. This resulted in people having the feeling that they are included in the local government’s plans and thus feel empowered. They are also aware of the opportunities presented by ICTs and are keen to harness these opportunities to further improve their way of life.

In other areas, access to ICT still means access to information alone. There has not been any visible appreciation of the impact that ICTs have made on the way they live their lives.

#### 4.2.3.13 *Social Appropriation of Information and Generation of New Knowledge*

What activities, products and services are users undertaking that exhibit new levels of social appropriation of technologies and generation of knowledge? For example, how are users generating and disseminating new knowledge, products and services through their use of this venue? (see category 13 in Real Access Framework for Social Appropriation of Technology).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

In Upi, Shariff Kabunsuan, the local government established a business development center that helps local businesses find potential clients/markets online. Due to the multi-sectoral nature of the business development center, various business ventures of the underserved, the women and farmers in particular, have been given attention. The products of the town are marketed online. The local government also develops websites for the various schools in the municipality aside from maintaining its own. These LGU websites provide various local government services that can be accessed, including information on local government activities and local events. The LGU website also provides a webcast of the programs on the local radio station. There is an appreciation in the town that the Internet is not just something that you take information from but also something that you can give out information to.

#### 4.2.3.14 *Trust, Safety & Privacy*

What is the general perception or opinion of the population about the safety, security and privacy (TRUST) of the information and services offered in this venue?

In general, people trust the Internet. They will input their names and addresses in the questionnaires. They will make friends through the Internet. They trust that the information that they get through the Internet is correct. Although the users are aware of hacking, there is no visible appreciation of the gravity of cybercrime or safety and privacy issues that usually come with Internet use.

#### 4.2.3.15 *Gaps and Opportunities in information & services offered*

What other information gaps & opportunities exist, which are not being met? (other information / services people need that are not being met there and could be offered, especially through Digital ICT services)

The opportunity of creating a more ICT-competent community through training exists but is not being met due to the CeC's thrust of just offering ICT services to the community. Opportunity of sharing data on health also exists since the rural health units have used their computers to encode their patients' data. However, the possibility of data sharing or researching over the Internet has not been explored especially on trends in healthcare. Another opportunity that may be taken advantage of is the use of cellular phones to access information whether through SMS or the Internet.

Human capital development is a very palpable gap. However, establishing the proper infrastructure and obtaining the proper equipment is the foremost concern at the moment.

There is a lack of training in developing a business plan for the CeC to make it sustainable. The mentality that the LGU will always subsidize it is very evident.

Training people on developing local content and creating human development content is also not emphasized. Most users only see the Internet as something that you can get information from, meet new people in and download songs. They still cannot appreciate that the Internet can be a tool in preserving and promoting culture (not just tourism) and that it can share data that would prove detrimental to the town's progress. Information on the well-being of the different barangays, how the recent harvest turned out among other things can be shared through the Internet and can prove vital in troubleshooting and adjusting the development plan of the local government.

Although LGUs have websites, the use of cellular phones in disseminating information should not be ignored. Mobile phones can be used to make inquiries to LGU and the LGU can answer these queries through the phone as well. It is much faster than having to go to the CeC and typing an email especially if the transportation in the area is not well developed.

#### 4.2.4 *Enabling Environment*

2 – 3 Paragraphs:

What is your overall assessment of the ENVIRONMENT ecosystem in this type of venue (local economy, national economy, legal and regulatory framework, political will & public support, regional and international context)?

The CeC is affected by changes in the national economy depending on the budget allocated to the LGU by the national government. It is also affected by the local economy in terms of the tax revenues remitted to the local government by local entrepreneurs since these make up part of the LGU's budget. Local economy can also affect patronage of the CeC. If the economy is not doing so well, people will generally opt for services with lower cost. The CeCs being subsidized by the government will generally offer lower cost for the same services than the internet cafes in the

vicinity.

The ways CeCs are run is affected by the political will of the leader of the LGU it is under. Leadership is important since it will be the one to decide the priority level of offering ICT access and services to the constituency. The LGUs will generally comply with whatever directive the national government gives them but the commitment by which they implement these directives determines the types of services that will be made available to the people.

#### 4.2.4.1 *Local & National Economy*

Describe the local & national economic environment and how it affects public access to information & communication in this type of venue (refer to & complement economic summary in country assessment, section 3.5 Economic, Policy & Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

There is no differentiated empirical data that can definitively describe the effect on public access to information and communication in CeCs of the national economic environment. However, in the country assessment discussions, there are implicit concerns on the sustainability of the CeCs. There are no clear cut policies yet that will safeguard the existence of these facilities, whether this will be taken on by the local government regardless of change in leadership or once the national government no longer support the creation of these facilities.

The budget for supporting CeCs in their first year of operation was not disclosed by the key informations. However, based on the eGovernment Fund report, the amounts allocated for the CeCs covered under the NCC, the CICT, and TelOf, the project budgets as of Year 2005 – 2006 are as follows:

CICT/NCC Project – Php 95.918 Million for a total of 54 CeC sites

CICT/LGU/School based CeCs – Php 200 Million for a total of 226 LGUs

Government sources: eGovernment Fund Php 295.918M eGov Funded Projects

International donors: USAID

IDRC – Telecenter.org

#### 4.2.4.2 *Legal & Regulatory Framework*

Describe the legal and regulatory framework and how it affects public access to information & communication in this type of venue (refer to & complement economic summary in country assessment, section 3.5 Economic, Policy & Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Although the National Government has given its support in the establishment of CeCs in order for the public to gain access to ICT services, the program has little support in terms of developing human capacity that enables people to appreciate the benefits of ICT services. There are no criteria in place that helps in strategically placing CeCs around the country. There are also no monitoring mechanisms in place to identify the impact of the CeC in the community. Moreover, it fails to take into consideration the use of cellular phones, which is a more convenient and familiar

form of ICT, in creating this program.

#### 4.2.4.3 *Political Will & Public Support*

What is the level of political will and public support for this type of venue? (refer to & complement section 3.5 Economic, Policy & Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

The level of political will and public support for CeCs is high. The Medium Term Philippine Development Plan up to 2010 has already provided for the use of ICTs to address the concerns of the MDGs. Congress has in its pipeline a bill that will formalize an executive department to look after the ICT concerns of the country, one of which is the matter about community telecenters. In some local jurisdictions, local officials are formalizing through local ordinances the existence of the CeCs as part of their ICT MIS operational services.

The users of the CeCs are satisfied with their services and are even willing to pay for them. Most local government units are supportive of their CeCs since they themselves requested for the venues to be set-up in their local government compound and are aware of the responsibilities that entail managing and sustaining a CeC. The only concern that comes up for CeCs is when there are changes in the local government administration and the maintenance of the CeC might not be a priority.

#### 4.2.4.4 *Organization and Networking*

Describe if the facilities in this type of venue organized in any network, association or other collective body? (ie, national public library system, telecentre franchise or network, etc)?

The CICT/NCC identified the Community eCenters (telecenters) in the Philippines by projects. These are

CICT/NCC/eLGU Project - 110 telecenters. The project is a partnership of the Commission on Information Communications Technology, the National Computer Center and selected local government units (LGU)

CICT/DOTC/LGU - 256 telecenters. The project is a partnership of the Commission on Information Communications Technology, the Department of Transportation and Communications and selected local government units.

DOST/MCT - 4 telecenters. The project is called Multi Purpose Community telecenters which was spearheaded by the Department of Science and Technology and four municipalities in Mindanao.

DOST/PCCARD-FITS - 241 telecenters. The project is called Farmers Information and Technology Services which was also spearheaded by the Development Academy of the Philippines, the Department of Science and Technology's Philippine Council for Agriculture Forestry and Natural Resources Research and Development and the Department of Agriculture with selected local government units.



OWWA/Microsoft Tulay - 6 telecenters. The project is for overseas Filipino workers supported by the Overseas Workers Welfare Administration of the Department of Labor and Employment and Microsoft Philippines.

TelOf Telecenters - 124 telecenters. The Telecommunications Office of the DOTC was foremost the agency which provided the community telephone services. Dove tailing from this program, TelOF continued its community telephone services by creating telecenters in selected communities in coordination with local government units.

eSkwela - 4 Telecenters. The CICT in coordination with the Department of Education's Alternative Learning Systems Program pilot a telecenter project for out of school youths.

The LMIP/USAID Project - 10 telecenters. The Last Mile Initiative Program funded by the USAID pilot telecenters in selected local communities to look into "killer applications" useful for the communities.

The CICT/National Computer Center established a networking initiative to bring together all these telecenters under a collaborative effort called Philippines CeC network or the PhilCeCnet. See <http://www.philcecnet.ph>.

The Community e-Centers in the Philippines are recently organized into a network association, the Philippine Community e-Center Network (Philcecnet), which is described as a multi-sectoral partner of the CICT in implementing the Philippine CeC Program ([www.philcec.net](http://www.philcec.net)). Philcecnet is launched recently together with the formal launch of the CeC Roadmap in the Philippines. The members of the Philcecnet are represented by a team of member stakeholders from (1) CICT, (2) local government units (3) national government agencies (4) non government organizations (5) international support communities.

#### 4.2.4.5 *Partnerships*

Describe notable public-private partnerships in support of this type of venue.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

The Gilas Project of Ayala Foundation is a multi-sectoral initiative that aims to provide Internet access for students and basic Internet literacy programs in all the 5,433 public secondary schools in the Philippines. The mission is led by a consortium of private corporations and civic organizations in coordination and cooperation with the Department of Education.

USAID's GEM "Clic" project has provided internet access to schools in the ARMM in the duration of its implementation.

#### 4.2.4.6 *Other Environment Factors*

Other factors in the environment that affect access and use of information in this kind of venue, not covered above?

Peace and order situation in some underserved areas are affecting the establishment and operations of CeCs. There are areas where CeCs cannot be established because of existing political conflicts. For instance, one LGU in Mindanao has expressed desire to set up a CeC but telecoms

network towers were destroyed by suspected renegade groups (members of the armed communist party) in the area.

**4.2.1 For Publicly Funded Venues only: Revenue Streams**

This section is meant specifically for publicly-funded venues (public libraries, national connectivity programs, etc).

**4.2.1.1 Budget**

What is the total budget for this public access venue system (applies especially for libraries, answer for other venues if applicable and if available)?

Total Budget for Fiscal Year 2008

Local currency name Philippine peso amount (local currency)

Approx. equivalent in USD based on exchange rate of on date .

The interviewees did not disclose the budget for their respective CeCs. Most of the telecenters are still on a project basis with the LGUs and appropriation is not yet regular. Although there are already a handful of CeCs which have passed local ordinances to formalize the incorporation of the telecenters in their ICT MIS department.

**4.2.1.2 Relative size of budget**

How large (or small) is this budget in relation to other funding streams? (this is a way to show, in financial terms, how much the government cares about information and public access as compared to a variety of other issues in the country).

Relative Size of Budget for same year	Total budget (local currency)	Comments
<b>Total national budget</b>	1.277	in trillions Phil peso
<b>Education</b>	138,044,428,000	in billions Phil peso
<b>Other Defense</b>	50,927,127,000	in billion Phil peso
CeCs	295,918,000	From E-gov Fund does not include LGU counterpart
<b>Public Libraries</b>	102,408,000	National library only
	651,000,000	estimated total budget for local libraries

**Other Comments:**

The interviewees did not disclose the budget for their respective public libraries.

4.2.1.3 *Sources of funding*

What are the sources of funding for this public access venue system?

Sources of funding:	Approximate % of total budget	Comments
<b>Government sources:</b>	295,918,000	from the eGov Fund (for 280 telecenters only); no disclosure from local government
<b>International donors:</b>		USAID/IDRC Telecenter.org/no disclosure
<b>National donors:</b>		Microsoft - no disclosure from private sector
<b>User fees / services:</b>		

**Other Comments:**

The interviewees did not disclose the budget for their respective telecenters

4.2.1.4 *Paths and Flows of resources*

How do resources get allocated and disbursed to the actual venues? For the principal funders, and especially for the public sources, what is the flow of funds? How are the funds raised (what tax stream), what path do the tax streams flow before they get to the specific venues? Who makes decisions about this funding?

describe

4.2.1.5 *Fees and Cost Recovery*

Describe if there are user fees or any other type of cost recovery. How does it affect service delivery and usage?

Most telecenters ran by LGUs charge fees for services rendered such as use of internet, printing, scanning services. However, there are LGUs which are still providing services for free.

4.2.1.6 *Cost Categories*

What are the main cost categories in the operation of this kind of venue? (% of total annual budget)  
If appropriate, indicate any specifics that apply to Digital ICT services alone.

Cost Categories for Operation:	Approximate % of total budget	Comments
--------------------------------	-------------------------------	----------

<b>Staff (salaries, benefits)</b>	Staff are from local government units performing other duties. Most of them are from the Municipal Policy, Planning and Development Offices
<b>Building Infrastructure</b>	located within the municipal buildings
<b>Utilities</b>	subsidized by LGUs
<b>Staff Training</b>	provided by NCC and other national government agencies
<b>Computers / Technology</b>	provided by NCC, TelOf, and other projects of national government
<b>Total</b>	100%

#### 4.2.1.7 *Recent changes and future trends*

Describe any recent changes and anticipated future trends in the funding and revenue streams for this type of venue in the country. Have funding levels risen or decreased dramatically over the past few years? What is the outlook for the foreseeable future?

There are moves to harmonize revenue streams. Funding levels from donor organizations have been decreasing.

#### 4.2.2 Case Example for Venue # 2: Upi CeC

Provide a short descriptions and commentary for each type of venue, offering a realistic sense of what the venue looks and feels like in its day to day operation, the kind of people who visit, and the kind of services they receive. Also, the case example indicates what makes the case unique or what features are commonly shared with other venues. A photo and short quotes will make it even more real.

Community e-Center of Bgy. Upi, Shariff Kabunsuan

Paul Cagara, CeC Manager/ Municipal Planning and Development Officer

Chrisdane Sente, CeC Manager/ Systems Information Analyst

LGU – Upi, Shariff Kabunsuan

As early as 2001, the Local Government of the Municipality of Upi has been trying to connect to

the Internet. They have considered various options including paying millions of pesos for Internet service. However, the local government unit (LGU) met with someone from USAID's Growth with Equity in Mindanao's Computer Literacy and Internet Connection (GEM Clic) program that enabled them to realize their goal of being connected to the Internet by having them construct a relay tower that will allow them to get signal from Signal Hill to Upi municipality. Once the tower was completed, the municipality applied to become part of the National Computer Center's (NCC) CeC Program. The municipality was the first to be given a CeC in Mindanao. The CeC's Internet connection is provided by Globequest and costs the LGU P15,000 per month. Globequest has increased the bandwidth allocation for the LGU to 1Mbps from 256Kbps.

The CeC was opened on 22 October 2002. It is managed by the Municipal Systems Information Analyst under the Office of the Municipal Planning and Development. He is a computer programmer. Initially he provided training for the LGU employees on how to use the Internet. He also teaches people who come to the CeC and still do not know how to use the Internet, albeit informally. Upon its opening, the impact of the CeC was felt. The Internet was seen as a catalyst that allowed people to explore the possibilities of improving the LGU's services as well as their way of life.

#### WEBSITES

The Municipality of Upi has two websites. The first one was made for them by CVISNET but since the CVISNET server was hacked, maintenance of the site was turned over to CICT under the NCC ([www.upi.gov.ph](http://www.upi.gov.ph)). The other website is maintained by the LGU ([www.upians.com.ph](http://www.upians.com.ph)). The LGU opted to maintain their own website because it was easier for them to update the site and have control of the content.

#### SYSTEMS AND SERVICES

In terms of providing service to its constituents, the website allows for the retrieval of forms used for permits. Municipal plans, accomplishment reports and a legislative tracking system, which makes local ordinances available online are also accessible through the website. Inquiries can also be made through the website.

Since the Mayor insisted on transparency in all transactions, the LGU makes use of the eRPTS and TOMS. It also makes use of the Department of Budget and Management's (DBM) eProcurement system which they found convenient because they get the cheapest prices available for their equipment and supplies needs without having to do any canvassing. The LGU also uses eNGAS of the Commission on Audit and its bidding goes through PhilGeps which is directly connected to the Department of Budget and Management Procurement Service.

The use of computer-based government services has prompted the LGU to computerize their systems as well. Recently, the local government has made use of biometrics to monitor the attendance of local government employees. The LGU is currently encoding the data for their Community-based Monitoring System for which they received training from the LGPMS. The data will provide the LGU current data on the state of municipality and its barangays. The Municipal Planning and Development Office plans to have the LGU's Systems Information Analyst develop a program for a Barangay Project Monitoring System, which will enable the LGU to streamline the

projects in a barangay and alert them of any project duplications. The LGU is also developing its own civil registry software.

#### HUMAN CAPACITY AND DEVELOPMENT

In terms of capacitating its constituents, the Upi local government plans to convince their barangays to connect to the Internet and build the necessary infrastructure to enable them to do so before beginning their advocacy and training. They felt that it was better to prioritize the infrastructure of the barangays than to build capacity because even if the people were capacitated but they had no means to use their capacity it would be a waste.

#### LOCAL CONTENT

The LGU managed website also provides news about the goings on in Upi. Cultural events, such as the recent Megayaya Festival, which is a Tiruray custom, are posted on the website. It also features columns and articles written by people originally from Upi but now reside in different parts of the world. The local radio station, DXUP, is also webcast.

#### BUSINESS AND DEVELOPMENT

The LGU has an ISSP, which is an ICT development plan that the LGU follows. The CeC also has a business plan but it has yet to turn up a profit so its operations are still being subsidized by the LGU.

The CeC charges P20 per hour for Internet browsing while the three other Internet cafés in the area charge only P15 per hour. Despite this, the CeC gets at least 21 clients a day on school days. Of its 9,967 households, there are currently 50 households in Upi that are subscribing to Smartbro wireless broadband. The CeC will only serve students from 12 noon to 5PM on school days. Aside from students, who are the main users of the CeC, local businessmen who have yet to subscribe to the Internet in their homes also use the CeC.

The CeC once offered night surfing to augment its income. This allocates a certain bandwidth to a subscriber. However, with the establishment of Internet cafés, the venture was not as successful and was eventually abandoned.

In terms of business development, the LGU built the Business Development Center (BDC) in order to help the farmers and local businesses find markets for their products as well as new technologies. Initially, the BDC was subsidized by the LGU but just recently it was given P1million in seed money to jumpstart its effort to be self sustaining. The BDC has been helping its farmers find buyers for their ginger harvest. It is in talks with a company that makes pickled ginger. Aside corn and rice, farmers and businessmen in Upi are showing interest in rubber. While the businessmen in Upi are learn about the technology of cultivating and harvesting rubber, the BDC is aware that it has to tap a different market for the new crop.

#### LOCAL ORGANIZATIONS

Upi Municipality has an ICT council which serves as its policymaking body. The council is made up of the principals of all the schools in Upi, one representative elected from all student

organizations, on youth representative among others. CVISNET provided business plan training for the ICT council.

The LGU is encouraging local businessmen to establish a local chamber of commerce since the businessmen in Upi are active in community activities. A prominent local businessman runs the radio station at an annual salary of P1 while another prominent heads the federation of civil society organizations in the municipality.

The LGU is also engaging its youth, through its youth groups, by building a teen center that will have a PC provided by the LGU that is connected to the Internet. The structure is already finished and is just waiting to be furnished. There is already a trained peer educator that will teach the youth about reproductive health and related programs as well as discuss teen issues with them. Information from the Internet is seen as helpful in giving information on dealing with teen issues. The Sangguniang Kabataan President made a resolution that 10% of the 5% budget allocated for Reproductive Health education will be used to manage the teen center. This project is in partnership with the UNFPA.

#### EDUCATION

Before the schools in Upi were connected to the Internet, the CeC was the place where the students did their online research. This changed when the Notre Dame of Upi High School approached GEM Clic for assistance to connect their schools to the Internet. GEM Clic presented the school's parents and teachers association (PTA) with a Memorandum of Understanding that stipulates that a specified amount should be set aside by the PTA for the maintenance of the PCs and the provision for Internet connection. At present, all of the schools in Upi, both public (Upi Agricultural School (high school and college), Rempes National High School, Nuro Central Elementary School) and private (Notre Dame of Upi High School, St. Francis High School), are connected to the Internet through the GEM Clic project.

The LGU is planning to create websites for its schools and making the school records available online.

#### HEALTH

There is one rural health unit and 23 barangay health units in Upi, none of which have PCs. However, its hospital has its own Internet connection.

See photos at <http://www.ideacorpphil.org/upicec>

## 4.3 Venue # 3: Internet Cafes

### 4.3.1 Overall Venue Assessment

Provide a broad picture of the public access information landscape in this venue, informed by the results of this research.

2 – 3 Paragraphs:

What is your overall assessment of public access information in this type of venue?

The internet cafes is the most accessible venue to its users. Due to the number of internet cafes and the fierce competition, the services they provide are cheap. Most internet cafes do not have any restrictions regarding gaming, downloading applications, and installing applications or leaving personal files in the computer. Anti-virus protection is also neglected. However, they do comply to ordinances made by the LGU regarding the hours when students are restricted from going inside the internet café.

Internet cafes in the Philippines are not regulated or closely monitored by government. They are not organized either and are thus vulnerable to regulations that might be imposed upon them by the local government without proper consultation.

### 4.3.2 Access

2 – 3 Paragraphs:

What is your overall assessment of ACCESS ecosystem in this type of venue (physical access, appropriate technology, affordability)?

Internet cafes are accessible to almost everyone. They are located in the city center. Due to their number, there are more shops for people to choose from, so people do not have to seek out the LGU's CeC in order to gain internet access.

Although internet café services are usually priced higher than those of the CeCs people usually go to them because they are easily accessible, there are more services offered by internet cafes than those in the CeCs (gaming, CD burning, etc.). The users are familiar with the software installed in the computers of internet café.

#### 4.3.2.1 Physical Access

Describe how accessible this venue is to various population segments, differentiating by applicable Equity of Service variables (Form 1c), especially the differences between urban and non-urban settings.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

There are about 6,473 Internet cafes all over the country based on the available NSO records. However, Internet café operators disclosed that there could be more than the NSO figures - from 10,000 – 12,000 shops. Survey reveals that most of the Internet cafes are concentrated in the city (5,422), while there are about 994 only at the municipal level. Internet cafes are mostly located at the center of the city, near school buildings and shopping malls. All of the Internet cafes offer ICT



services.

There are Internet café associations in the Philippines. The Internet Cafe Association of the Philippines (ICAP) is one, and regional internet café associations, such as the Internet Café Association of Cebu (ICAC) and Internet Café Association of Davao (ICAD).

Memberships of this association ranged up to 240 member Internet cafes (as in the case of the Internet Café Association of Cebu).

Internet cafés are mostly micro and small medium enterprises, which offer the use of computers with Internet connections. Internet café owners are forming associations to unite and address problems and issues related to their businesses. The one of which is to address cut throat competition, as in the case of Davao , and another is software licensing issues as in the case of Cebu (Dago-oc, 2005).

Other Internet associations are as follows:

1. Internet Cafe Assciation of Marikina (ICAM) - Marikina City
2. Internet Cafe Association of Cebu (ICAC) - Cebu City
3. Pampanga Internet Cafe Association (PICA) - San Fernando City (77 members)
4. Internet Cafe Association of Imus Inc. (ICAI) - Imus, Cavite
5. Internet Cafe Association of Davao (ICAD) - Davao City
6. Manila Internet Cafe Owners Association (MICOA) – Manila
7. Negros Occidental Internet Cafe Association (NOICA) - Negros Occidental
8. Calamba Computer Business Owners Association (CCBOA) - Calamba, Laguna
9. Cabuyao Internet Cafe Association (CICA) - Cabuyao, Laguna
10. Iligan Internet Cafe Operators Association (IICOA)- Iligan City
11. Computer Center Operators Association of Tuguegarao (CCOAT) - Tuguegarao City
12. San Pedro Laguna Internet Cafe Association (SPLICA) - San Pedro, Laguna
13. San Pablo City Internet Cafe Owners Association (SPCICOA) - San Pablo City
14. Morong Internet Cafe Association (MICA) - Morong, Rizal
15. Association of Sorsogon Internet Cafes (ASIC) - Sorsogon
16. Internet Cafe Association of Negros Oriental (ICANO) - Dumaguete City
17. Internet Cafe Operators Network - Cagayan de Oro City (ICON-CDO) - Cagayan de Oro City

18. Internet Cafe Association of Tarlac City (I-CAT) - Tarlac City
19. Internet Cafe Association of Koronadal (ICAK) - Koronadal, Cotabato
20. Los Baños Computer Owners and Operators League (LBCOOL) - Los Baños, Laguna
21. Valenzuela Internet Cafe Association (VICA) - Valenzuela City
22. San Juan City Internet Cafe Owners Association Inc. (SJICOAI) - San Juan City
23. Valenzuela Internet Cafe Association (VICA)

#### 4.3.2.2 *Appropriate Technology & Services*

Describe how appropriate the technologies, services and information offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

The number of services offered by the Internet cafés are as varied as the needs of the users of this venue.

The services provided by the Internet cafes cater to the following sector and their needs: students for school- related purposes, relatives of OFws- communication with relatives, professionals and employees- research, communication, work-related concerns.

#### 4.3.2.3 *Affordability*

Describe how affordable the technologies and services offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

The use of the facilities in the Internet cafes are charged by the hourly rate. The average fee ranges from Php 20 to Php 30 per hour. This entitles the users to Internet access, office application such as word processing, spreadsheets, etc. and use of computer accessories such as headset and webcam. Printing, photocopying and scanning of documents are each subject to an additional charge.

#### 4.3.2.4 *Fees for Services*

What fees or other requirements exist in order to access and use the information in the venues? (registration, user fees, restrictions to certain populations)

If there are fees: What do these fees buy?

Minimum rate of computer use per hour

Indicate amount in local currency PhP 20.00

Equivalent in US Dollars: \$.040

Date of estimate 29 June 2008

and local currency name Philippine Peso

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

In general, Internet cafes provide the following services: word and spreadsheet processing, Internet access, gaming, printing, scanning and photocopying. Some cafes also have VOIP services, fax services and available prepaid cards, cd/dvd and other computer accessories for sale.

#### 4.3.2.5 *Geographic Distribution*

What is the distribution of the venues in terms of their geographic location?

Complement any details not already included in section 2.1: Venue Selection.

There are no administrative distribution for Internet cafes unless these are organized franchised businesses. This is the case of "Netopia", which has chains of Internet shops all over Metro Manila and offer franchising packages in other parts of the country.

Eighty three (83) percent of the Internet cafes offer their services mostly to the urban dwellers. There are only about 17% of the Internet café businesses that offer ICT services to rural areas. (culled from NSO 2006 database).

	Region	City	Municipality	Total	
	I – Ilocos Region	122	25	190	
	II – Cagayan Valley	32	20	52	
	III – Central Luzon	505	175	680	
	IV-a - CALABARZON	506	510	1,016	
	IV-b MIMAROPA	28	15	43	

V – BICOL	49	53	102
VI – WESTERN V	331	44	377
VII – CENTRAL V	477	43	520
VIII –EASTERN V	113	42	155
IX – ZAMBOANGA P	87	11	98
X – NORTHERN M	375	5	380
XI – DAVAO	295	16	321
XII - SOCKSARGEN	184	24	208
XIV – CAR	182	6	190
XV-ARMM	-	5	5
XVI - CARAGA	59	-	59
NCR	2,077		2077
Total	5,422	994	6,473

#### 4.3.2.5.1 Map

If available, insert a map that displays the geographic distribution of this type of venue in the country (expand to the size you need).



Description of map:

There is no map available

#### 4.3.2.6 *Other Factors affecting Access*

Other factors that affect equitable access to public information in this type of venue, not covered above?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

In general, majority of the Internet café users are 25 years old and below. Familiarity and exposure with computer use and applications may be a contributing factor in the limited number

of elderly users of this venue. Gaming is mostly by users aged 25 years old and below.

### 4.3.3 Capacity & Relevance

2 – 3 Paragraphs:

What is your overall assessment of CAPACITY ecosystem in this type of venue (human capacity, locally relevant content, integration into daily routines, socio-cultural factors, trust in technology, social appropriation of technology)?

Most staff of internet cafes are adept at tutoring people who are unfamiliar with the computer or the internet. Going to the internet cafes is easily integrated in the users lives because they pass by many internet cafes to and from school or work. Students usually access the internet and play games or update their blogs after classes, while those who work go to internet café after office hours.

The users of internet cafes trust the technology on the internet since they give their personal information on the internet. There are also users who store data in the PCs in internet cafes. Generally, internet cafés are not strict in protecting data from viruses. Data is usually infected in internet cafes which means that the staff are not so concerned about this aspect that concern the services they offer.

Men and women are able to access internet cafes easily. However, there are internet cafés whose PCs are mostly for gaming and the clients are usually boys.

#### 4.3.3.1 Staff Size

How many people work in a typical facility for this type of venue? (full time-equivalent employees or contractors; describe any significant variations; i.e., large, medium and small libraries in the country)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Two to three persons can operate a cyber café. Some Internet cafes as in the case of Imus, Cavite have owners or operators who are computer enthusiasts or are academically trained in ICT related studies.

#### 4.3.3.2 Staff Training

What is the overall capacity of the staff (ie, librarians, telecentres operators) to help users access and use public access to information & communication services offered in this venue? Differentiate by applicable Equity of Service variables (Form 1c).

(v) If appropriate, indicate any specifics that apply to Digital ICT services alone.

(vi) For Public Libraries, indicate if Library School training is available and/or required for librarians.

In general, Internet café operators are familiar with basic trouble shooting procedures and maintenance. Some Internet cafés have a computer technician who is in charge of computer

maintenance and repair particularly when the site also offer repair services.

#### 4.3.3.3 *Services Offered*

What kind of services does this type of venue offer to the public? (ie, access to books, magazines; meeting & conference rooms; audio/video programs, computers, internet, other). Include Digital ICT services if offered.

*Services Offered*

*Comments*

17.	Standard rate- internet access, word and spreadsheet processing	Php 20.00
18.	Printing	Php 5.00
19.	Scanning	Php 5.00
20.	Photocopying	Php 2.00
21.	Fax	Php 15.00

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

The fees corresponding to the services offered by Internet cafes listed above are the minimum rate per hour.

#### 4.3.3.4 *Programs for Underserved Communities*

Describe if this venue has programs specifically intended to reach underserved communities, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

There are no records that indicate that Internet cafes have specific programs targetting underserved communities.

#### 4.3.3.5 *Relevant Content*

What type of locally relevant content is available? What else is needed? Who is doing it?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

#### **Available Content:**

There are not locally relevant content available in the internet cafes visited.

#### **Other Content Needed:**

#### **Local Initiatives to build needed content:**

**Source:** interviews, survey

#### 4.3.3.6 *Services & Information Available in Local Languages*

Describe the availability of services and contents relevant to human development that are available in **local languages** in this type of venue? (i.e., info on health, education, government services, etc)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

There are no services and contents relevant to human development that are available in local language in the internet cafes visited. The english language is usually used.

#### 4.3.3.7 *Types of Uses*

What do people USE the venues for (most frequent kinds of information & services people seek in them, activities they carry out in them)?

(iii) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Refer to section 3.4 Charts: Information Needs and complement here as needed:

Unlike the results for CeCs, only a few of the Internet café clients use the site to access news (9.4%). Survey results indicate that a great majority of users visit Internet cafes for entertainment purposes (84.4%), majority of whom are young people. Other common ICT related activities performed by users of this venue include the use of Internet for personal purposes (35.2%) and education-related activities (32.8%). Also, among those who access health-related information, 43.8% are 46 years old and above.

54.7% of the Internet users utilized the venue for gaming purposes. Half of whom are ages 25 years old and below and more than half of them frequent the site daily. Meanwhile, of the 70 who use the Internet for gaming purposes, 42 are female while only 28 are male. However, of those who use the Internet for blogs and social networking, 88.5% are male while only 11.5% are female.

Accessibility is the primary reason why users access information at this venue (61.5%). The second reason cited is the fast and reliable Internet service provided by this venue.

#### 4.3.3.8 *Number, Type and Frequency of Users*

Refer to section 3.4 Charts: Information Needs. Complement here as needed:

60.7% of those who visited the site daily are 25 years old and below and an overwhelming majority (94.6%) of them are male.

19 out of 26 respondents are satisfied with the services offered in this venue. Survey results also indicate that males have a higher satisfaction rating than females (57.9% against 42.1%).

Top three suggestions to further improve the services in this site include: improve connection speed (75%), expand the place to accommodate more people (60%) and add more computers or workstations (45%).

#### 4.3.3.9 *Users Capacity to use information and services offered*

What is the overall capacity of the users to take advantage of public access to information & communication resources, differentiating by applicable Equity of Service variables (Form 1c)?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Unlike the results for CeCs, only a few of the Internet café clients use the site to access news (9.4%). Survey results indicate that a great majority of users visit Internet cafes for entertainment purposes (84.4%), majority of whom are young people. Other common ICT related activities performed by users of this venue include the use of Internet for personal purposes (35.2%) and education-related activities (32.8%). Also, among those who access health-related information, 43.8% are 46 years old and above.

#### 4.3.3.10 *Training Courses for Users*

Describe training courses offered to the public at this venue, and if they offer some kind of testing and certification.

Training courses: 0

ICT specific training courses: 0

#### 4.3.3.11 *Integration into daily routines*

How easy is it for users to integrate the information and services offered in this type of venue into their daily lives? (offer concrete solutions to their needs and problems, make it easier to solve them at this venue than in other places)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Internet cafes are easily available to its clients. There are usually three to five internet cafes that line the streets in town centers. This makes them easily available to users. They also have many PCs available and this makes them more attractive to users since they don't have to wait in line or have a maximum allotted time in surfing the internet. Internet café users usually access their email, surf the web or play games. These activities are usually recreational in nature and are done by the users at their leisure.

#### 4.3.3.12 *Users Perceptions about the Venue*

What is the general perception or opinion of the population about the venue (not necessarily its specific services, but the venue itself: ie, what do people generally think about libraries? Are they places that are "cool" or "only for elites" etc?), differentiating by applicable Equity of Service variables (Form 1c)? This includes perception by people who do not use the venue...

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

In general, Internet cafes are accessible by people irregardless of gender, age and educational attainment.

#### 4.3.3.13 *Social Appropriation of Information and Generation of New Knowledge*

What activities, products and services are users undertaking that exhibit new levels of social appropriation of technologies and generation of knowledge? For example, how are users generating and disseminating new



<p>knowledge, products and services through their use of this venue? (see category 13 in Real Access Framework for Social Appropriation of Technology).</p> <p>If appropriate, indicate any specifics that apply to Digital ICT services alone.</p>
<p>There have been no observable activities that relate to generating and disseminating new knowledge, products and services through internet cafes.</p>
<p><b>4.3.3.14 <i>Trust, Safety &amp; Privacy</i></b></p> <p>What is the general perception or opinion of the population about the safety, security and privacy (TRUST) of the information and services offered in this venue?</p>
<p>The users of the Internet cafes do not seem to be concerned about the issue of safety, security and privacy unlike the private sector organizations.</p>
<p><b>4.3.3.15 <i>Gaps and Opportunities in information &amp; services offered</i></b></p> <p>What other information gaps &amp; opportunities exist, which are not being met? (other information / services people need that are not being met there and could be offered, especially through Digital ICT services)</p>
<p>Majority of the survey respondents suggested that Internet cafes expand the place and acquire additional computer units to accommodate more users. Computer literacy training and programming courses may be offered to empower users and generate additional income.</p>
<p><b>4.3.4 <i>Enabling Environment</i></b></p> <p>2 – 3 Paragraphs:  What is your overall assessment of the ENVIRONMENT ecosystem in this type of venue (local economy, national economy, legal and regulatory framework, political will &amp; public support, regional and international context)?</p>
<p>Internet cafés are affected by the national and local economy in terms of the ability of people to avail of their services. Consequently, national government policy on ICT will also affect the services provided by internet cafes and how they provide these services. It is the policy of the national government that it will not regulate ICT industry so it is the prerogative of the LGUs if they wish to regulate the internet café businesses in their area.</p> <p>The public support the internet cafes since they provide them with the services they need when they need them. The applications that the users use are available in internet cafes, however, these applications are not always authentic software.</p>
<p><b>4.3.4.1 <i>Local &amp; National Economy</i></b></p> <p>Describe the local &amp; national economic environment and how it affects public access to information &amp; communication in this type of venue (refer to &amp; complement economic summary in country assessment, section 3.5 Economic, Policy &amp; Regulatory Environment, calling out what is specific to this venue)</p> <p>(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.</p>

There exists no local or national regulation of Internet cafes in the Philippines. While the government encourages the proliferation of cyber cafes as an alternative for people to gain access to information, there is a need to regulate the business industry since the numbers are already increasing.

Internet cafes serve a good number of people in the Philippine population. Although they are mostly located in the urban areas, these facilities can be tapped to complement the services of the telecenters, which still need to improve in order to serve a large number of the underserved population.

#### 4.3.4.2 *Legal & Regulatory Framework*

Describe the legal and regulatory framework and how it affects public access to information & communication in this type of venue (refer to & complement economic summary in country assessment, section 3.5 Economic, Policy & Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Internet cafes are regulated through the issuance of permit to operate by the LGU. However, not all internet cafes have permits.

#### 4.3.4.3 *Political Will & Public Support*

What is the level of political will and public support for this type of venue? (refer to & complement section 3.5 Economic, Policy & Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

The public support the internet cafes since these are their ICT access points. Internet cafes are easily accessible to everyone and usually have no restrictions regarding how the internet can be used.

#### 4.3.4.4 *Organization and Networking*

Describe if the facilities in this type of venue organized in any network, association or other collective body? (ie, national public library system, telecentre franchise or network, etc)?

There is no active national organization that unites internet café operators in the country. However, there are provincial or city organizations that exist. Aside from coordinating with the LGU regarding regulations and implementation of ordinances, the activities of these organizations are unknown.

#### 4.3.4.5 *Partnerships*

Describe notable public-private partnerships in support of this type of venue.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

A case in Imus Cavite, when the association of cyber café operators helped the LGU regulate the use of the Internet of students during class hours. This association also limit gaming activities to persons 18 years old and above. The association supported the anti cyber sex or pornography by

ensuring that they restrict the use of these websites only to adults. The operators also partnered with schools, which do not have computer facilities.

**4.3.1 For Publicly Funded Venues only: Revenue Streams**

This section is meant specifically for publicly-funded venues (public libraries, national connectivity programs, etc).

**4.3.1.1 Budget**

What is the total budget for this public access venue system (applies especially for libraries, answer for other venues if applicable and if available)?

Total Budget for Fiscal Year

Local currency name                      amount (local currency)

Approx. equivalent in USD                      based on exchange rate of                      on date                      .

not applicable

**4.3.1.2 Relative size of budget**

How large (or small) is this budget in relation to other funding streams? (this is a way to show, in financial terms, how much the government cares about information and public access as compared to a variety of other issues in the country).

Relative Size of Budget for same year	Total budget (local currency)	Comments
<b>Total national budget</b>		not applicable
<b>Education</b>		not applicable
<b>Other (name)</b>		not applicable
<b>Public Libraries</b>		not applicable

**Other Comments:**

describe

**4.3.1.3 Sources of funding**

What are the sources of funding for this public access venue system?

Sources of funding:	Approximate % of total budget	Comments
<b>Government sources:</b>		not applicable
<b>International donors:</b>		not applicable
<b>National donors:</b>		not applicable

<b>User fees / services:</b>	100%	Investments
Capitalization per internet cafe	1.8 to 2.6 Million	Investment in phil peso from 20 to 30 computers
Franchise	150 -300 K	for "chain" internet cafes
Renewal fees	50 - 100 K	in philippine peso

**Other Comments:**

Internet cafes are small and medium sized businesses in the Philippines. Sources of funding are from individual business owners

According to one of the popular "chain" internet cafes investment or capitalization can range from 1.8 million pesos to 2.6 million pesos. This may or may not include the franchise and renewal fees which range from 50,000 to 300,000 every three years. The amount is dependent on the number computer stations. Minimum number to "break even" is about 20 stations. The more the stations the higher chances for cash income.

4.3.1.4 *Paths and Flows of resources*

How do resources get allocated and disbursed to the actual venues? For the principal funders, and especially for the public sources, what is the flow of funds? How are the funds raised (what tax stream), what path do the tax streams flow before they get to the specific venues? Who makes decisions about this funding?

Resource allocation is dependent on investment and revenue from sales.

4.3.1.5 *Fees and Cost Recovery*

Describe if there are user fees or any other type of cost recovery. How does it affect service delivery and usage?

not applicable

4.3.1.6 *Cost Categories*

What are the main cost categories in the operation of this kind of venue? (% of total annual budget)  
If appropriate, indicate any specifics that apply to Digital ICT services alone.

Cost Categories for Operation:	Approximate % of total budget	Comments
<b>Staff (salaries, benefits)</b>	25%	As provided by law
<b>Building Infrastructure</b>	20%	Rent or own
<b>Utilities</b>	15%	including broadband/wifi

<b>Staff Training</b>	?	no sure allocation
<b>Computers / Technology</b>	23%	purchases and maintenance
Franchise	(10%)	payment every 3 years if the business is franchised
Royalty	(6%)	progressive increase per year based on gross sales
Software licenses	5%	
Taxes	12%	
<b>Total</b>	100%	

**Other Comments:**

To operate an internet café shop, two to three personnel may be required based on the size of the business. Salaries may range from Php 5,000 to about 10,000 depending on the location of the internet café. Metro Manila internet café personnel may have higher salaries compared to their counterpart in the provinces.

*4.3.1.7 Recent changes and future trends*

Describe any recent changes and anticipated future trends in the funding and revenue streams for this type of venue in the country. Have funding levels risen or decreased dramatically over the past few years? What is the outlook for the foreseeable future?

There is no available data to show whether internet cafes have increased or decreased in numbers. But there were some speculations that this type of business has grown because of the lowering cost of technology and increasing demand from users.

*4.3.2 Case Example for Venue # 3: E-Biz Coop*

Provide a short descriptions and commentary for each type of venue, offering a realistic sense of what the venue looks and feels like in its day to day operation, the kind of people who visit, and the kind of services they receive. Also, the case example indicates what makes the case unique or what features are commonly shared with other venues. A photo and short quotes will make it even more real.

Amy

(Referred by Mrs. Mabel Escandor )

Internet café technician/clerk

## Downtown Gubat, Sorsogon

### History

The internet café started as a suggestion by one of the members of the cooperative. There was a need to have a more pleasant internet shop where families can go to talk with their loved ones (OFW's). Most of the internet shops clientele are kids who play online games and are too noisy for decent conversations. So on February 2007, the E-biz internet café was born. They charge 15 pesos per hour which is 3-5 pesos more than the other shops. They charge a minimum of 5 pesos for those users who cannot consume half an hour. They have 15 machines and all are still in good running condition.

### The Present State of the shop

The internet café does not offer gaming services and prohibits viewing porn sites. It caters to families who wish to contact their relatives elsewhere. The technician, Amy, said that on schooldays they would have a gross income of PhP 700-1,000 pesos/day on slow days and 2,000 pesos on good days. On their first summer, they saw the big difference in their returns. Since school is out, students researching and printing out assignments have dropped to zero. Business was slow. Amy revealed that other internets flourished because they either have a very low per hour rate or they have a very good online gaming system. Other services like fax, scanning, typing job, invitations and a new addition, offered only this summer and summers to come, is the basic computer tutorial. They are charging 500 pesos for a Saturday and Sundays for a month. Adult tutorials are basically for members only and they charge 25 pesos/hour. Amy said that peak hours are 10-1 and 3-7 during schooldays. But there is a free internet tutorial as the need arises from some of their users.

On schooldays there are 100 plus clients while on summer vacations there are about 20 to 50 people who come in to use the computers and internet. Sixty (60) to seventy (70%) percent of their clients are female, 30-40% uses voice chat to talk to relatives overseas. 35% of the clients are high school students.

### Some PC Specifications

The PCs use Windows XP and they are connected to the internet via wireless broadband. They also use Deepfreeze to stop unwanted ads or sites from being accessed. Most of their computers have a DD ram 512 memory. All 15 pc's have headsets, mic and cameras on them. For one connection in the internet only 8 can be accommodated without sacrificing a good internet service, so they have two wireless broadband connections enabled. They have two printers, one of which is colored and the other one using black ink.

### Challenges and needs

#### On users:

Some students do not know how to use the PC so they ask the classmates who know to research for them. These children go in groups and divide the cost while they research.

Some local information cannot be searched because the country, municipality or barangay do not have a webmaster to make their own sites a representation or at least inform people that they

The students have difficulty finding local information regarding their place so they need to go to the municipal library.

On the shop:

Amy says that for the shop to survive, they need to offer gaming services so they can have a bigger net income. She said that most internet shops are existing continuously just because of the games online rents.

She also suggests that a local web host should be hired by the LGU to upload local information. She said that it is quite frustrating for the kids to go to the shop and don't get any result from their research.

Personal Information

Most shops do offer online gaming and most of them have male clients. The female clients are more into looking for quieter shops where they can chat to family and friends. Most of the kids and younger men are hooked into gaming. So yes maybe the cooperative will someday take the step in having a separate room for online games. Although the cooperative can only implement this with a unanimous decision among its members, it might be difficult since most members are parents who are aware of the pitfalls of online gaming.



The following two paragraphs were part of "Other Venue" section, but the rest of the form is blank and no additional information is provided. Check with researcher to find out.

#### 4.3.2.1 *Types of Uses*

What do people USE the venues for (most frequent kinds of information & services people seek in them, activities they carry out in them)?

(iv) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Refer to section 3.4 Charts: Information Needs and complement here as needed:

Of the 87.1% who identified education as one of the type of informations they accessed, 63% are female. Similarly, 12 out of 15 who use the ICT services in this venue for personal reasons are female. 87 for every 100 users who said that they use the ICT services in this venue for entertainment purposes are 25 years old and below.

Majority of those who use the ICT services in this venue for education-related purposes and entertainment purposes visit the site daily. Most of those who use the services to access government-related services visit the site two to three times a month.

Of the ICT services offered, the use of Internet for web browsing is availed of by 22 out of 24 respondents. Moreover, 70.8% of the respondents in this venue utilize the Internet for blogs and social networking.

#### 4.3.2.2 *Number, Type and Frequency of Users*

Refer to section 3.4 Charts: Information Needs. Complement here as needed:

Accessibility is the principal reason why the respondents visit this venue.

90.9% of those who visited the site daily are 25 years old and below and 58.3% of them are male.

A total of 18 out of the 21 respondents are either undecided or satisfied with the services offered in this venue. 66.7% of those who are dissatisfied are female.

Lack of enough services available in this venue is the primary barrier for users accessing information in this site.

Some of the suggestions to improve the services include: add more computers of workstations (65%), update collection of books, journals, etc. (35%), acquire books on local languages (35%), expand the place to accommodate more people (3%), get Internet access (25%), improve connection speed (25%).



## 5 SUCCESS FACTORS & STRATEGIC RECOMMENDATIONS

### 5.1 Summary of Lessons in country

#### 5.1.1 Information Needs

What are the most critical information needs by underserved communities that are currently not being adequately met by public access to information & communication venues?

The critical information needs by underserved communities still include those that refer to the basic needs (e.g. food, shelter and clothing) and information on the social services sector. These include (i) health information, including family planning, nutrition, and sanitation (2) livelihood and productivity information, (3) employment and trade opportunities, (4) education and training, and (5) those that relate to government services.

#### 5.1.2 Where people go

Where do people go for public access to information & communication in the country, especially underserved communities?

Underserved communities, generally still prefers, face to face communications. As illustrated by those asked about health information needs, many responded that their source of information are from a friend and a health worker, and from clinics and hospitals. Only 6% gave the answer on public access venue. For social welfare needs, LGU officials observed that concerns are mostly referred to the LGUs - such as the sangguniang bayan (People's council), social welfare and the office of the mayor.

Nevertheless in the surveys conducted users of public libraries and internet cafes would use these venues to access Education, News, Entertainment, Government Services and Health. While the top five highly accessed information in CeCs and other venues are Education, Entertainment, Personal, Government Services, and News. A great majority of the users in public libraries (84%) seek information on current events whereas almost the same proportion of internet café clients search for information on the internet. Users of other venues mostly search for information on education-related materials while almost three-fourths of the CeC users utilize the ICT services in the venue for personal matters.

#### 5.1.3 Access, Capacity & Environment affect Public Access

How do access, capacity and environment affect public access to information & communication venues in the country? (Refer to details under access, capacity & environment in research design document).

Access. The gender distribution of users of public libraries is almost equally distributed. Females outnumber the male users in public libraries and CeCs. However, majority of internet cafe respondents are male. The age group to which most users of public libraries, internet cafes and other venues belong to is the 25 years old and below category. While CeC users generally belong to the 26-45 years old category. In general, a great majority of the

respondents are at least college level. Majority of the users of public access venues belong to the low economic class status where the low economic status users make up 54.77% of the total respondents while the middle economic status users compose 37.50% of the sample and the high economic status users at 7.72%. The basic ICT/communication appliances owned by the users of public access venues are radio, television and cellular phone.

The top five information accessed by users in public libraries and internet cafes are Education, News, Entertainment, Government Services and Health. While the top five highly accessed information in CeCs and other venues are Education, Entertainment, Personal, Government Services, and News. A great majority of the users in public libraries (84%) seek information on current events whereas almost the same proportion of internet café clients search for information on the internet. Users of other venues mostly search for information on education-related materials while almost three-fourths of the CeC users utilize the ICT services in the venue for personal matters.

The top two widely utilized ICT services across all public access venues, excluding internet cafes, are email and web browsing. Users of internet cafes are mostly involved in both pre-installed and online gaming. Other activities mentioned by the users of the public access venues studied include research, encoding and printing of materials.

The survey results indicate that most CeC users visit the site daily. This trend is valid across all public access venues. In other venues, the proportion of those who visit the site daily are equally as likely as those who visit the site two to three times per month. In internet cafes, the number of users who frequent the site everyday are closely followed by those who visit the site about once a week. Also, only a few of the respondents are first-time users of any public access venues. Further results show that a great majority of the public library users (86.4%) use the library for its basic services.

According to library users, the top three barriers in accessing information in this venue are the obsolete and limited number of books, journals and references (not enough content), absence of internet access (not enough services) and hours of operation. Majority of the CeC users identified the limited number of services of the venue as the biggest barrier in accessing the information that they need. Most CeC users mentioned that they are not allowed to download and install applications in the venue and are only allotted a specific amount of time to use the unit. Majority of the users in other venues named other factors such as slow internet access, limited workspace and availability of computers and the site's unavailability for public use as the primary barrier in accessing information at this venue.

Capacity. The readiness of the operators of the venues range from basic to advance readiness in operating the venues.

Most of the public libraries at the provincial, congressional, city and some municipal levels have competent/licensed librarians. However remote villages and municipalities would likely have no licensed librarians assigned in these areas.

The public libraries visited in this study are mostly accessible to users. However, very few were observed to have ICT and digital facilities. Libraries hardly provide training for users on

digital technology.

In the case of the CeCs, their development and maturity are still at the infantile stage. Yet they already have the potential to provide ICT services required by their users. However there is a need to expand and maximize these resources for the benefit of the underserved. They have the potential to provide training to users. However, the personnel of the ICT themselves need to be trained to be ready for the changing needs of the customers and expand for the potential users. Meanwhile, the capacity of the users are likewise wanting. There are still many individuals and groups who have not tried or experienced the venue due to limitations and challenges such as slow connectivity, inadequate content, inappropriate technology, and for the users finding time and value to use the venues.

The internet cafes, on the other hand, could provide alternatives to the users. However as straightforward businesses, the orientation is competitive and may easily resort to short cuts to deliver profits. However as a venue, these could also have the capacity to reinvent themselves to support intentions of ICT4D.

Environment. While there are policies in place which are highly supportive of the development goals of public access venues to start with, local government and national government have been moving slow and bureaucratic, not to mention the transparency issues that go with the ICT programs and initiatives of government. There is a need for more committed and sustained measures to nurture, innovate, maximize and direct the existence of these venues.

#### 5.1.4 Role of ICT

What is the role of ICT in public access to information & communication? What untapped opportunities exist?

There are empirical evidences that could already establish the relevance of ICT to development and how ICT could contribute to the efficient and effective delivery of social services. The financial investments that have been spent and allocated to the existing ICT infrastructures are quite sizable but not yet enough. While private sector is well ahead in terms of building infrastructures and backbone facilities for ICT, the national and local government have not yet fully supported and understand how it can maximize the potentials of ICTs, specifically in its use for public access to information and communication. Government agencies and the local government units have not harmonized policies, plans, programs and projects, and put their acts together for the purpose of strengthening public access venues and their potential use to address gaps in accessing information much needed by the underserved sectors of the country.

Public libraries, CeCs, and internet cafes all have their potential if reoriented, improved, and strengthened. The use of ICT in these venues are quite in place, however not maximized to its innovative potentials. Advocacy along these lines can be a rich ground to start with. There are intermediary groups and potential intermediary groups that can be harnessed to channel their energies towards developing potentials for public access venues in relation to the different groups of the underserved sectors.

## 5.2 Success Factors & Recommendations

### 5.2.1 Where to Invest Resources

How could additional resources (money, people, time, knowledge) be best used to strengthen public access to information & communication venues and practices in the country? (ie, solutions that would make it more accessible, affordable, appropriate?)

Solutions that would make the venues more accessible, affordable and appropriate require more studies for policy development, capacity development and ICT solutions development.

Policies for universal access are still wanting in the Philippines

Development of capacity building programs in tandem with advocacy work of promoting public access to information and communication venues as opportunities for change.

SMS and developing its capacity to be used as a communication tool for public access to information and communication. How can SMS be used as a learning and empowerment tool for the underserved sector of society?

Investment in social researches that will focus on public access venues and particular groups and sectors of the underserved.

### 5.2.2 Key Success Factors

What are the key success factors for public access to information & communication to meet information needs of the population, especially underserved communities, and especially through digital ICT?

- There is an enabling environment. There are laws, plans and strategies in support of the ICT sector.
- There are some resources from government, even if these are not enough. Resources are important to develop and sustain the operations of public information and communication facilities. Currently the government will have to provide more resources to maintain initiatives that had been started and to look into sustainability measure for these facilities.
- Dedication of government professional staff.

Partnership and collaboration practices

- ICT projects that were successful had good team collaboration - defining the goals, and needs, and the business process as a team
- It also ensured the participation of beneficiary stakeholders

### 5.2.3 Role of ICT

How can public access to information & communication venues in the country be strengthened to offer more meaningful and equitable access to information, especially using digital ICT?

Role of ICT. ICT can be used for empowerment such as in the following areas:

- economic independence
- political participation
- community organizing and solidarity building
- individual agency and self transformation
- family transformation
- societal transformation

The channel or the medium, which will be the role of public access points have to be reoriented, redirected, harmonized and studied well to see more its potent force.

#### 5.2.4 Top Ten Recommendations

What are the Top Ten recommendations for public access to information & communication venues in your country? Make sure you include policy recommendations as part of them.

##### Community eCenters

- Prescribe a fixed budget from the local government or capacitate LGUs and CeC managers in the formulation of a business plan that will enable the CeCs to become sustainable/.
- The CeC manager should have a background in ICT. This ensures that the CeC will have an appreciation of what the technology can offer and knows what it can do with it. The staff, and the CeC manager, if he does not have an ICT background, should be given basic ICT training.
- A multi-sectoral (and multi-peoples) ICT council can be set up in each LGU to guide the ICT direction of the community in a consistent manner (despite changes in LGU administration).
- ICT-related trainings in order to capacitate LGUs should be given up to the barangay level.
- ICT-related trainings that provide and/or enhance basic ICT capacities/ competencies (basic ICT literacy, web designing, etc.) of the users should be offered. However, before this can be implemented, the lack of equipment, qualified personnel and training programs should be addressed.
- The Philippine CeC Network (PhilCeCNet) should be utilized in streamlining the training programs that will be given in the CeCs as well as promoting the best practices of successful and innovative CeCs.
- Trainings in content development especially production of local content should be

given in CeC so that social appropriation of knowledge as well as preservation of local culture can be promoted.

- The CeCs should be the hub for government's eServices. As such, efforts should be made by the national government to enjoin its agencies to provide eServices to ensure faster, more transparent and more cost efficient service.
- The computer-based educational programs developed by TESDA, CICT and DepEd for the underserved should also be available in the CeCs.

#### Libraries

- LGUs should provide an annual budget for its libraries to keep the information in these libraries relevant. The budget should be independent of other offices so as not to affect the purchase of books, magazine and newspaper subscriptions.
- eLib membership should be given priority if there is not enough money earmarked for buying books.
- Legislature can pass a bill that gives support to libraries in this manner.
- Aside from acquiring PCs for eLib purposes, PCs for internet use should also be present in libraries for research.
- Library staff should also be given adequate training in ICT literacy. A staff dedicated to ICT-related concerns should also be on hand.
- The Professional Regulatory Board should also review the requirements for certifying registered librarians. There is a lack of library science graduates in the country and most libraries only have officers in charge since the chief librarian post can only be filled by someone who is a registered librarian. This politicizes the position of chief librarian and disrupts the continuity of programs initiated for the development of the library every time there is a change in the administration.
- LGUs should be encouraged to provide a service vehicle at least once a month for bookmobile purposes in order to reach far flung areas. The National Library does not have enough means to provide bookmobile services to each affiliated library.
- A system of giving feedback and reporting should be established between provincial, city, municipal, barangay libraries and the National Library in order to better monitor the progress and needs of these libraries. Local libraries should also be enjoined to be affiliated with the National Library in order to ensure LGU compliance with the law regarding the establishment of libraries in the communities.

#### Internet Cafes

- Internet cafe owners should organize themselves locally, regionally or nationally in order to have a proper forum where they can air their concerns regarding issues that may affect their businesses. They should engage their LGUs in order to have a stake in ICT-related

policies. They should also call for the creation of a local ICT council.

#### Mobile phone applications

- In as much as there are government programs directed at providing internet access to underserved areas, attention should also be given at developing services that provide information through mobile phones. There are more people in the Philippines who have access to mobile phones than personal computers so this would be a venue that is worth looking into.
- While Government should also actively promote existing mobile phone based services, it would also be proper to put in place a mechanism that is capable of answering queries and monitoring the progress of the various agencies in addressing complaints and queries.
- Text messaging is the preferred form of communicating via mobile phones. As such, information and services should be mobile phone ready.
- Telcos should be encouraged to provide services that encourage its subscribers to produce local content or content that they feel they need or will help others.
- Cost of accessing information could be a hindrance whether having to pay PhP 2.50 per text message for information or accessing the internet through 3G.
- This can address the information needs of the other underserved sectors who cannot afford to go to CeCs on a regular basis (farmers, fisherfolk, IPs).

Several policy recommendations were enumerated in the paper "Universal Internet Access in the Philippines" regarding elements that should be present in crafting ICT policy in the Philippines. These recommendations include:

- Fostering a Pro-Competitive Market Policy Environment by adopting more technology-neutral policies;
- Crafting a Competition Policy Framework or Law for the Information Economy that will promote competition and prevent anti-competitive practices among ICT companies and level the playing field among small, medium and big players;
- Adopting an Open Communications Policy that allows open access to networks;
- Enacting a Broadband Bill of Rights to ensure free flow of information, supported by basic principles of openness of access, equality of data, diversity of content, and freedom of expression.
- National Government Agencies and Services- and Content-Development:
- The National Government should develop its online services. The development of access points can be left to the private sector and/or public-private partnerships led by the

LGUs.

- National government should provide eGovernment services and information accessible through CeCs and other Internet access points. These services should be free of charge or be available at minimal cost.
- Capacity Building.
- ICT literacy can be among the services that the CeC can offer. The appropriate government agency (TESDA) can accredit these CeCs for ICT training.
- Beyond ICT skills development, the CeCs can also serve as an alternative school or as specialized training centers.
- eSkwela is the ICT-enhanced education program of the DepED Bureau of Alternative Learning System currently implemented as a pilot program with support from CICT.
- The Department of Agriculture–Agriculture Training Institute is developing e-Learning modules for training agriculture extension workers. These modules will be accessed through CeCs.

Reviving the DICT and Strengthening NTC Bills.

The Department of Information and Communications Technology (DICT) is needed in order to place the various government agencies now separately overseeing policy, regulation, and promotion of ICT. The DICT is expected to create conditions supporting the provision of universal Internet access, which include:

- The development, adoption and implementation of a Government Interoperability Framework (GIF);
- Low Cost Computing;
- Free/Open Source Software for agencies and academic institutions. The mandatory use of FOSS in government, however, is not advocated.
- The DICT can also push for laws that would move faster ICT development, in general, and UIA, in particular. Among the legislation that the DICT can support are:
  - o An EGovernment Law which will facilitate the use of ICT in the bureaucracy and support the development of e-Government content and applications that will enable the efficient delivery of government information and services online through community access points;
  - o A Convergence Law that will not only encourage convergence but also provide the necessary regulatory environment to mitigate its negative effects on the industry.
  - o A law giving NTC commissioners a fixed term of office would help ensure the independence of the regulator from the appointing authority.



## Addressing Data Gaps.

The National Statistical Coordination Board (NSCB) organized an Inter-Agency Committee on ICT Statistics (IAC-ICTS) which is chaired by the CICT. The NSCB has an inventory of available ICT indicators in the Philippines although this can be improved to supply information that will be critical in determining demand and in formulating ICT policies. This implies that we need to carry out an inventory of indicators and statistics of our current and future states of universal service and universal access. These indicators and statistics should include:

- **Geographic/Population Coverage.** This is a most important parameter. Our universal access goal is connectivity at the barangay level by 2015. We need to identify specific rural areas or localities that have and do not have access.
- **Actual Network Coverage.** Analysis must include all networks and technologies that can be used in providing mandatory services. Analyzing this aspect, together with data of actual population distributions, will allow us to determine which populated areas or localities are currently not covered by the network.
- **Disaggregated Access Data.** There is a need for actual access to the network to communicate, as opposed to mere network coverage. Hence, it is necessary to have data on the subscribership to the fixed or mobile network and to the Internet, and this data must be disaggregated across regions. It is ironic that we often stress priority over universal access but we have no reliable data to illustrate or represent the population number who access the Internet, from where is it accessed, i.e., the home or from CeCs, for what purpose, and which areas have no access at all. This data would be useful in determining the extent to which the Internet is actually expanding and will be critical in programming our interventions.
- **Available Content and Services.** We need to identify content and services that are already available so that we can plan and strategize the development of additional content.
- **Affordability assessment.** We need to collect data on individual or household expenditures on telecommunications and other services. Combined with income data (preferably by region and sub-region), this information will allow us to have a better idea of the current and expected affordability of telecommunications services by each region.
- **Sector-specific data.** We need to collect data representing usage of various sectors, such as agriculture.
- **Gender-specific data.** We need to identify genderrelated areas where universal Internet access must be addressed.

It is notable that the Philippine Statistical Development Plan (PSDP 2005-2010) has included the collection and gathering of statistical data on ICT indicators from the barangay to the national levels. The PSDP ICT statistical framework contains a list of indicators on e-business, e-government, information infrastructure and human capital development. The development of statistics on ICT is aimed at addressing current information gaps and emerging data requirements towards monitoring the benefits of ICT policies, programs and services,

assessing ICT resources and potentials, and measuring its contribution to national development.

## 6 APPENDICES

---

Please attach on the next pages any other relevant information, resources or materials that can help understand public access information venues in the country.

### 6.1 List of Countries included in Research

Algeria
Argentina
Bangladesh
Brazil
Colombia
Costa Rica
Dominican Republic
Ecuador
Egypt
Georgia
Honduras
Indonesia
Kazakhstan
Kyrgyzstan
Moldova
Mongolia
Namibia
Nepal
Peru
Philippines
South Africa
Sri Lanka
Turkey
Uganda

## 6.2 Overview of Research Design

The Center for Information & Society (CIS), in partnership with the Information School of the University of Washington, has as part of its core mission the investigation of how inequities in our global society can be reduced through improved access to information and communication technologies (ICT). As part of its research activities, CIS has brought together interdisciplinary teams of researchers to examine the needs, readiness and success factors for public access to information & communication venues through digital ICTs in 24 countries around the world.

### *Project Goal:*

- Understand information needs, and opportunities to strengthen institutions that offer public access to information & communication, especially to underserved communities, and especially through the use of digital ICT: What are the needs, barriers, opportunities & success factors for public access to information and communication to help human development in countries around the world? For the purpose of this study, research is primarily focused on Libraries and Other institutional venues for which access to information has a significant role. This research includes understanding venues where digital ICT is currently offered, *and* also where ICT is not currently offered but there is potential and strong institutional support to include ICT (for example, some public libraries where digital ICT services are currently not offered, but there would be strong interest in offering them).

**Libraries** include public libraries and other types of libraries that are open to the public. **Other venues** include national initiatives that offer public access to information, either with ICTs (telecentres, cybercafés and the like) or without ICTs (post offices, community centers and similar) and are of significant importance in local contexts.

### *Project Purpose:*

- Inform policy & funding decisions: Inform funders and government decision makers about future program direction and funding allocations
- Contribute to public knowledge: Disseminate results of in-depth country and comparative analyses, including research design & analytical models

To inform project design, CIS adapted the Real Access framework (Bridges.org), analyzing public access to information & communication through a total of 14 research categories grouped under the dimensions of **Access, Capacity & Relevance** and **Enabling Environments**. Adaptation was done in consultation with research partners around the world for the purposes of this study.

The implementation of this project is organized as a two-phase process:

### *Phase 1: Nov 07 – Feb 15, 2008*

During Phase 1, a **Draft Country Report** will be prepared by local research teams in each country. The Draft Country Report includes a Country Profile, a Country Assessment and an early draft of Lessons & Recommendations.

The *Country Profile* is a collection of 50 general descriptive data points drawn from readily accessible sources; CIS pre-populates the reports for each country, and offers them for validation and comments by local teams. Country Profiles provide primarily statistical data that is intended to offer a quick snapshot of each country, including geography, political environment, demographics, economy, education and ICT infrastructure.

Using a common approach to define research processes, local teams will conduct initial fieldwork to inform a *Country Assessment*. The Country Assessment includes both a scan of information needs, especially for underserved communities; and an assessment of public access to information &

communication venues (with or without digital ICT services) and their environment, resulting in a better understanding of gaps, opportunities, and readiness of public access to information initiatives in each country.

During Phase 1, each country team will also complete an early draft of *Success Factors and Recommendations* focused on strengthening public access to information in the country, and identify potential themes and issues for further study in Phase 2.

**Phase 1b: Feb 15-Mar 15, 2008**

During this period, CIS will conduct a preliminary comparative analysis based on the Draft Country Reports from all participating countries, and suggest feedback and guidance for Phase 2 of the study. The comparative analysis will look for salient trends, emergent themes, patterns, and threads across regions. During this period, next steps will be determined for in-depth country research for Phase 2.

*Phase 2: March 2008 – August 15, 2008*

Phase 2 will involve a deeper assessment of public access to information and ICTs across all 24 countries. In particular, CIS is interested in deeper probing of the emerging themes and scenarios identified in Phase 1. A **Final Country Report** will include high level analysis, success factors and recommendations to strengthen public access to information and ICTs in each country. Final comparative analysis across countries, with analytical models and scenarios, will be completed by CIS after receiving the Final Country Reports.

Findings will be disseminated publically through reports, academic publications, conferences and consortiums. Each country team is expected to produce at least one publishable paper on their research and findings, plus additional papers emerging out of the comparative analysis and global findings. Publications will be part of the public domain, with the CIS web site, partners' sites, and other publication channels to be identified.

### 6.3 Annotated Country Profile (form 2)

Attach here an updated copy of the annotated Country Profile (Form 2).

## 6.4 Other Appendices

A. Table National Government Agencies with SMS information services.

DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
Agricultural Training Institute – Department of Agriculture	For courses offered ITCPH, text ITCPH and send to 700-ITCPH (or 700-48274).  For queries, text ASKUS <space> <question> send to 700-ITCPH  SMART Subscribers only	Information access  Queries
Bureau of Internal Revenue – Department of Finance	eSales – taxpayers report monthly sales through SMS Message can be sent to 269 for SMART and 2699 for GLOBE  PAYBIR – support tax collection drive. To register as G-Cash subscriber and to start paying tax, messages can be sent to 2882	Tax payment service
Civil Service Commission	TextCSC to receive public queries, complaints, recommendations, feedback on various government offices  Messages can be sent to 0917-8398272	Information access  Queries  Comments/ Feedback  Reporting
Commission on Elections	TextComelec facility to inquire about any concern and to give comments or suggestions  Messages can be sent to 2960 for SMART, Talk-N-Text, GLOBE, Touch Mobile	Information access  Queries  Comments/feedback  Suggestions  Recommendations
Commission on Filipino Overseas – Department of Foreign Affairs	Access information regarding contact details of CFO offices in Manila and Cebu and requirements of various CFO services	Information access

DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
	Messages can be sent to 700236	
Commission on Higher Education – Office of the President	Messages can be sent to CHEDCENTRAL through 2960	Information access Queries Comments/feedback
Department of Agriculture – Office of the Secretary	Comments and queries may be sent to DA through 2920  GLOBE subscribers can get agricultural commodity prices and weather information through 2256	Information access Queries Comments/feedback
Department of Budget and Management – – Office of the Secretary	Queries, comments, suggestions and feedbacks can be sent to DBM through 2960. DBM officials may also be individually addressed.	Information access Queries Comments/feedback
Department of Education – Office of the Secretary	DETXT is the DEPED Text Messaging Service intended to open communication between the Secretary of Education and all education stakeholders.  For inquiries, complaints, and suggestions, messages can be sent to 262 for Smart and 2327 for Globe subscribers.	Information access Queries Comments/feedback Complaints Suggestions Recommendations
Department of Energy – Office of the Secretary	DOE’s ENERTXT is a feedback facility for various energy stakeholders (consumers, energy researchers, etc.) to enable them to send comments, queries, and complaints with regard to the energy sector.  Messages can be sent to 2920.	Information access Queries Comments/feedback Complaints Suggestions



DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
		Recommendations
<p>Department of Environment and Natural Resources – Office of the Secretary</p>	<p>The DENR TextCast would empower a registered user to:</p> <p>Report immediately environmental crimes and complaints for appropriate action</p> <p>Download daily news bulletins from the DENR Secretary/TextCast Operation Center</p> <p>Access special memoranda/instructions</p> <p>Text questions to the DENR Secretary/Message Center and get timely replies</p> <p>Text other registered users even without knowing their mobile numbers</p> <p>This is also a feedback and reference system for DENR staff and line bureaus, regional offices, and other attached agencies.</p> <p>Messages can be sent to 5777. The DENR @ your Service SMS Facility is for eventual deactivation.</p>	<p>Information access</p> <p>Queries</p> <p>Comments/Feedback</p> <p>Complaints</p> <p>Suggestions</p> <p>Recommendations</p>
<p>Department of Health – Office of the Secretary</p>	<p>All mobile subscribers may send queries and comments to DOH or to the DOH Secretary (DOHSEC) by sending messages to 2960.</p> <p>Also available is the special format on inquiries/comments regarding Severe Acute Respiratory Syndrome (SARS).</p>	<p>Information access</p> <p>Queries</p> <p>Comments/Feedback</p>

DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
Department of Labor and Employment – – Office of the Secretary /Bureau of Local Employment	Trabaho... I-text mo is the SMS facility to inquire for available job openings thru DOLE Phil-Jobnet.  Messages can be sent to 2376 for Globe and 2476 for Smart subscribers.	Information access Queries Assistance
Department of Public Works and Highways - - Office of the Secretary	The public can send messages to DPWH thru 2920, for both Smart and Globe subscribers.	Information access Queries Comments/Feedback Complaints General concerns
Department of Social Welfare and Development – Office of the Secretary	The public can contact DSWD Hotline by sending messages to 0918-912- 2813.	Reporting
Department of the Interior and Local Government – Office of the Secretary		Police Assistance Reporting
Department of Tourism – Office of the Secretary	The DOT's program for mobile tourists, Mobile DOT, is designed to enable anyone who wish to travel anywhere in the country to obtain vital tourism information about a destination thru SMS.  Messages can be sent to 555 for Smart	Information Access Queries Downloads (images, graphics, and ring tones)

DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
	subscribers only.	
Department of Transportation and Communications – Office of the Secretary	The public can contact DOTC for complaints, comments, and suggestions by sending messages to 2299.	Comments Suggestions Complaints
Energy Regulatory Commission – Office of the President	For consumer welfare help desk, electric rates questions/ clarifications, and electric violations, the public can contact ERC by sending messages to 2920.	Information access Queries Reporting Verification
Government Service Insurance System – Government Owned and Controlled Corporation	The GSIS Infotext will answer queries on salary loan status, balance and amount that can be loaned and check number of salary loan applied for, policy loan status, amount that can be loaned and policy loan balance, retirement claim status, benefit tentative computation and retirement claim amount. The GSIS Infotext also includes the e-Text Registration.  GSIS members can send messages to 4747 for both Smart and Globe subscribers.	Information Access Queries Verification
Home Development Mutual Fund (Pagibig) - Government Owned and Controlled Corporation	HDMF has a 24-Hour Text Hotline where users can send comments and suggestions on how Pag-ibig can further improve services.  Messages can be sent to 2990PAGIBIG (2990-724-4244) for Globe and 0917-892-2990 for Smart and Sun Cellular	Comments/Feedbac k Suggestions Recommendations

DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
	subscribers.	
Laguna Lake Development Authority - Government Owned and Controlled Corporation	To support the program “Help Conserve Laguna de Bay”, the public can send inquiries, complaints and violations of environmental laws to 0917-TXTLLDA or 0917 898-5532.	Inquiries complaints
Land Transportation Franchising and Regulatory Board –Department of Transportation and Communication	To report reckless driving and to complain on public utility vehicles, the public can call or text LTFRB hotline 0921-448-7777.	Complaints Suggestions Recommendations Reporting
Manila International Airport Authority – Government Owned and Controlled Corporation	24 Hours NAIAA text service for public comments, complaints and suggestions system. Messages can be sent to 09178396242.	Complaints Comments/Feedback/ Suggestions
Maritime Industry Authority – Department of Transportation and Communication	All seafarers, shipping companies, other maritime entities, maritime researchers, and the riding public can instantly access and verify information/data or send suggestions, complaints, and comments to MARINA thru text messaging.  Messages can be sent to 700MARINA or 700-627-462.	Information access Queries Comments/Feedback Complaints Verification Suggestions Recommendations
Metropolitan Manila	The public can send messages to MMDA for any concern in Metro Manila thru 213	General concerns

DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
Development Authority – OP	for Globe, 136 for Sun, and 3926631 for Smart subscribers.	
National Computer Center - Field  Operations Office	This is a facility to direct queries and suggestions to NCC Field Operations Office.  Messages can be sent to 2960.	Information access Queries Suggestions Recommendations
National Disaster Coordinating Council – Department of National Defense	For any disaster related concerns, the public can contact NDCC by sending messages to 2960.  Also available is 0917-891-6322 for warning and alerts from NDCC Operations Center to OCD regional centers, NDCC member focal points, LGUs, and OCD deputized coordinators.	Request for assistance Reporting
National Electrification Administration – Department of Energy	Smart users can reach NEA thru 700NEARE.	Information access Queries Complaints General concerns
National Food Authority – Government Owned and Controlled Corporation	The public can contact the NFA Customer Assistance Service with messages / for:  Inquiries/Request for Assistance;  Complaints/Grievances; and  Suggestions.  Messages can be sent to 0917-621- 0927.	Information access Queries Complaints Suggestions Recommendations Request for assistance
National Meat	The public can now assist the	Information access

DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
Inspection Service – Department of Agriculture	<p>government in monitoring illegal preparation and importation of meat thru its various text and call centers all over the country.</p> <p>Consumers can now text information, queries, and complaints on illegal meat activities to 0917-836-7009.</p>	<p>Queries</p> <p>Complaints</p> <p>Reporting</p>
National Police Commission – Department of Interior and Local Government	<p>The public can contact NAPOLCOM to give feedback or get specific information on exam requirements, procedures, schedules/venue, and exam results; pension benefits; and contact details of the Central and Regional offices in the country.</p> <p>Text NAPOLCOM messages can be sent to 2333 for Globe, 356 for Smart, and 2269 for Sun subscribers.</p>	<p>Information access</p> <p>Queries</p> <p>Comments/feedback</p> <p>Verification</p>
National Youth Commission – Office of the President	<p>The public can use the Text NYC facility for general information and inquiries about programs, activities, and status of applications.</p> <p>Messages can be sent to</p> <p>09064950771 for Globe</p> <p>09185236505 for Smart and</p> <p>09226118839 for Sun.</p>	<p>Information access</p> <p>Queries</p> <p>General concerns</p>
Office of the President - Office of the Executive	<p>The public can send messages to PGMA thru the following numbers:</p>	<p>General concerns</p>

DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
Secretary	For Globe users 0917-839-8462 0917-898-5462 0917-898-2462  For Smart users 0919-898-4621 0919-898-4622 0919-898-4623	
Office of the Press Secretary	For inquiries and feedback to the Office of the Secretary, messages can be sent to 2975 for Globe and Touch Mobile and 211 for Smart and Talk n Text subscribers.	Information access Queries Comments/feedback
Overseas Workers Welfare Administration – Government Owned and Controlled Corporation	For OFW membership verification and other benefits inquiry, the public can send messages to 0917-TXTOWWA (898-6992).	Information access Queries Verification
Palawan Council for Sustainable Development – Office of the President	Smart users can send complaints, feedbacks, and get information from PCSD thru 7007611.	Information access Queries Complaints General concerns
Philippine Charity Sweepstakes Office–	For Instant Lottery Results, the public can inquire from PCSO by sending messages to 2219 for Globe, 483 for Smart, and 2823 for Sun Cellular subscribers.	Verification Information Access

DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
Government Owned and Controlled Corporation		
Philippine Council for Agriculture, Forestry and Natural Resources  Research and Development –  Department of Science and Technology	The K-AgriNet-PCARRD SMS allows farmers to access information on commodities, pose queries from agricultural experts, and send comments and feedback to PCARRD.  Messages can be sent to 0917-PCARRD8 (0917-722-7738).	Information access  Queries  Comments/feedback
Philippine Council for Aquatic and  Marine Research and Development – Department of Science and Technology	The Aqua Info-Text Service or AITS allows anyone to contact PCAMRD thru SMS for information.  PCAMRD mobile numbers are:  0917-353-8440  0917-609-5998  0919-219-8204  0917-346-8543	Information access  Queries
Philippine Health Insurance  Corporation – Department of Health	For inquiries on PhilHealth membership information, claims status, accreditation information, and other PhilHealth services.  Messages can be sent to 2960.	Information Access  Queries
Philippine Heart Center – Department of	This is an in-house program used for patient referrals to Medical Staff, and a facility to communicate with nursing and	Patient referrals  (note: SMS facility of



DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
Health	administrative managers. Message can be sent to 0918-917-7563.	PHC is for internal use only and not available for public use)
Philippine National Construction Corporation – Government Owned and Controlled Corporation	To report traffic accidents, express comments and suggestions, inquire about toll rates, and request other toll way information matters; the public can use textPNCC by sending messages to 2299.  For emergency hotline, messages can be sent to 1340 for Globe and Smart subscribers.	Information access Queries Comments/Feedback Complaints Suggestions Recommendations Reporting
Philippine National Police – Department of Interior and Local Government	PNP text 2920 is another public service provided by PNP.  For any matter requiring police assistance, the public can send in messages to 2920.	Police assistance Reporting
Philippine Navy – Department of National Defense	I-txt mo c FOIC is a personal/job-related grievance/ suggestion mechanism within the Philippine Navy organization where any PN personnel can send messages directly to the Flag Officer in Command.  PN personnel can send messages to 0917-822-FOIC or 0917-822-3642	Suggestions Recommendations Reporting
Philippine Overseas Employment Administration – Department of Labor and Employment	The public can verify with POEA if a particular recruitment agency is licensed or not, search for job vacancies, verify job order, and ask for assistance thru txtPOEA services.  Messages can be sent to 276 for Smart and 2385 for Globe subscribers.	Information access Queries Verification Request for assistance

DEPARTMENT/ AGENCY	PURPOSE/ DESCRIPTION	SERVICE TYPE
Philippine Rice Research Institute  – Government Owned and Controlled Corporation	The public can contact PRRI via SMS thru 0920-911-1398.	Queries Comments/feedback Complaints Suggestions Recommendations
Social Security System – Government Owned and Controlled Corporation	SSS beneficiaries can use textSSS to receive updates on contributions, determine the status of a member's salary loan application, determine the repayment period of a member's salary loan, and get step-by-step instructions and help with keywords.  Messages can be sent to 288 for Smart and 2932 for Globe subscribers.	Information access Queries Verifications

#### B. Table of Government Electronic Projects Funded by the eGovernment Fund

Bureau of Customs (BOC) – ASYCUDA World (e-Customs) Project	The ASYCUDA WORLD Project primarily aims to increase the collection of lawful revenues and lower the transaction costs from imported articles and all other dues, fines and charges accruing under the enforcement of Tariff and Customs Code (TCC) and other laws relating to tariff and customs administration.
Bureau of Food and Drugs (BFAD) – Automation of the Bureau of Food and Drugs Project	The BFAD Automation Project will facilitate a more transparent and systematic processing of applications, quick access to records, and strengthen the post monitoring of registered and nonregistered food, drugs, devices, cosmetics and other products covered under the BFAD mandate.  The project also aims to automate and enhance the existing Registration and Licensing manual business process thus resolving the existing backlog on product applications and enhancing the agency's production capacity.

<p>Internal Revenue (BIR) Integrated Computerization Project</p>	<p>The Project aims to contribute a stronger tax administration, resulting in an increase in revenue collections, more effective delivery of government frontline services, and minimizing red tape/ graft and corruption in the government. It should also provide convenient frontline services to taxpayers through an internet-based application for online taxpayer information and services, and verification of taxpayer compliance or non-compliance.</p> <p>The Project also involves the computerization of various applications of ICT in BIR operations and administration such as:</p> <p>Revenue Generating Systems</p> <p>E-Services</p> <p>Upgrade TCP Infrastructure</p>
<p>Commission (CSC) – A Portal for eGovernance in the Civil Service Corps Project</p>	<p>The CSC project is about establishing a government-wide Human Resource Management Information System that can uniquely link disparate databases/information systems to enable optimum human resource management and fiscal planning of the government bureaucracy.</p>
<p>CICT – LGU Community e- Center Project</p>	<p>The LGU CeC project aims to establish 226 LGU Community-e-Centers nationwide. Each CeC shall be equipped with interconnected computers, internet linkages and basic data processing software. It also intends to provide ICT trainings and development of CeC Project Information System.</p>
<p>CICT - Human Capital Development Group (CICT- HCDG) - iSchools Project</p>	<p>The iSchool CeC project aims to provide public high school teachers and students access to relevant digital content and applications in education by setting up an internet laboratory in selected public high schools.</p>
<p>CICT- HCDG – eSkwela Project</p>	<p>This project supports the Alternative Learning System as “The Other Side of Basic Education”. It aims to provide disadvantaged youth with useful educational opportunities to help reduce the digital divide and enhance their capacity to be successful participants in a global and knowledge-based economy. eSkwela centers will be established in major centers around the country to conduct ICT-enhanced alternative education programs for out-of-school youths (OSY).</p>
<p>CICT- HCDG -</p>	<p>This project involves the conversion of existing educational</p>

Educational Multimedia Content Development Project	materials into digital format and the creation of new digital multimedia learning resources.
Department of Budget and Management (DBM) – e-Budget Implementation and Business Continuity Project	The DBM project will facilitate a more transparent and efficient budget system by automating the DBM’s Budget Execution and Management Process and the Web enabled e-Budget System
Department of Finance – Government Electronic Payment and Collection System  Evaluation Team	<p>This is an inter-agency team mandated to evaluate, accredit and recommend the adoption of an Electronic Payment and Collection System (EPCS) by a Government Entity.</p> <p>EPCS is a system that accepts and processes Electronic Payments, authenticates the payor and payee, validates availability of the funds, and executes the appropriate debit and credit instructions for the fund source and destination accounts, generates and forwards electronic proof of payment or EOR to the payor, or allows secure access thereto and creates, retains and safeguards the resulting detailed electronic transaction records which are accessible by authorized personnel.</p>
Department of Health (DOH) – Integrated Drug Test Operations and Management Information System (iDTOMIS) Project	The Integrated Drug Test Operations Management Information System (iDTOMIS) Project aims to establish an ICT solution that shall make efficient and effective the accreditation of drug testing laboratories and related facilities, monitoring and quality assurance of drug test operations, integration with rehabilitation centers and retrieval of relevant information for decision-making and policy formulation.
Department of Interior and Local Government (DILG) – Local Government Units Information Portal (LGUIP) Project	The LGUIP project primarily aims to build an ICT infrastructure that will serve as the web-based integrated portal for LGUs. It will serve as the single gateway to LGU information and electronic services This project will support the operational and technical demands of periodical LGU data extraction, information processing, results consolidation and automated LGU performance measurement dissemination to various agencies responsible in program/policy development at the local level.
Department of	The PSIS project aims to establish a citizen centric information

<p>Interior and Local Government (DILG) – Public Safety Information System (PSIS) Project</p>	<p>infrastructure in support of the agencies’ mandate to effectively deliver basic services to the citizenry. The core of the PSIS is an incident monitoring system that monitors all peace and order related incidents nationwide. This system will also have a centralized database of individuals with criminal records that securing police clearance can be done online anywhere in the country. This will eliminate one area of corruption.</p>
<p>Department of Science and Technology (DOST) – Tests, Analyses and Calibration Information System (TACIS) Project</p>	<p>The DOST TACIS project aims to develop an interactive information system that will facilitate the processing of tests, analysis and calibration services of DOST. This system will also have integrated databases to provide a total transparency and information sharing by establishing a 24/7 web-based real-time dbase system.</p>
<p>Department of Social Welfare and Development (DSWD) – Online Transaction System for Frontline Services (DSWD OTSFS)</p>	<p>The DSWD OTSFS Project involves the development and implementation of an information system that shall:</p> <p>Provide direct public access to DSWD frontline services through the Internet and reduce the processing and approval time of DSWD transaction with the public.</p> <p>Leverage ICT usage towards the attainment of the Department’s mission-critical frontline services and business goals in support of the national government’s thrusts and directions.</p>
<p>Department of Trade and Industry (DTI) – Enhancement of the Online Consumer Assistance Network System (i-CAN) Project</p>	<p>The i-CAN System will be a portal for consumer complaints, inquiries and information that can be accessed by CONSUMERNET members and the DTI Regional and Provincial Offices. This will be the enhanced version of DTI’s IReklamo system managed by Bureau of Trade Regulation and Consumer Protection.</p> <p>This project is part of the e-Government Portal Project of the National Computer Center, specifically on the enhancement of a “CONSUMER HELP DESK”.</p>
<p>Department of Trade and Industry (DTI) – Philippine Business Registry (e- Business</p>	<p>The Philippine Business Registry is envisioned to be a web-based portal, which will provide a seamless transactional environment for business registration and facilitation, initially to various business registration and monitoring applications systems.</p>

Philippines) Project	It shall serve as a repository database for all business entities' registration information. It will contain entity-based data and will serve as a knowledge management base for various statistical and analytical report generation requirements. It will evolve into a business facilitation platform that is envisioned to increase commercial activities within and outside the country.
Development Academy of the Philippines  (DAP) – Knowledge Networking Towards  Enterprising Agricultural Communities (K-AgriNet) Program	The K-AgriNet program aims to develop and modernize the country's agricultural sector in the light of the growing demand for more advanced and proactive approach to assist the Pinoy farmers, fisherfolks and agricultural communities.
Food and Nutrition Research Institute (FNRI) – Establishment of the Philippines' Knowledge Center on Food and Nutrition (e-Nutrition)Project	<p>The e-Nutrition Project is an Internet-based information system that will allow electronic transactions involving a series of National Nutrition Surveys (NNS) data. This will be an automated knowledge center that will allow the electronic dissemination and utilization of nutrition survey data and results.</p> <p>Target beneficiaries are those involved in the formulation, implementation, monitoring and evaluation of policies and programs that has impact on food nutrition, nutritional status and related parameters of human development/programs, such as the National Nutrition Council (NNC), DAR, DOH, DSWD, DepEd, CWC, NSO, NSCB, NEDA.</p>
House of Representatives – e-Legislation  and e-Oversight:Towards Congress Connectivity for a More Effective ICT-enabled Legislative Process	The project will involve the development of a complete e-Legislation system that will automate the entire legislative process from the electronic filing of a bill to its approval into law or disapproval and archiving. The project also involves the development of a web-based e-Oversight portal which will create a virtual community concerned with government performance watch and public policy research.
Land Transportation	The FUSE-UP will establish the LTFRB Franchising Information

<p>Franchising and Regulatory Board (LTFRB) – Frontline Unit Services Enhancement and Upgrading Project (FUSEUP)</p>	<p>System. The project aims to institutionalize registry and easy tracking of documents. It will provide LTFRB with simple and easy to use tools for managing document flow and tracking status and location from filing up to releasing of document.</p> <p>Inquiries can now also be done thru Short Messaging System</p>
<p>National Computer Center (NCC-CICT)– EGovernment Portal Project</p>	<p>The project generally involves the design, development and establishment of a web-based mechanism that would enable government to deliver its frontline services and publish pertinent information online for the benefit of the general public. The project has two major system components:</p> <p>e-Services Portal (e-Serve) and</p> <p>e-Payment Gateway Facility (e- Pay).</p>
<p>NCC-CICT - Jumpstarting Electronic Governance in Local Government Units (eLGU) Project</p>	<p>The eLGU Project assists the local government units in enhancing the various aspects of local governance through ICT. This project aims to transform local governance by making the LGUs electronically enabled.</p>
<p>National Labor Relations Commission (NLRC) – Electronic Case Management System (eCMS) Project</p>	<p>The NLRC Case Management System is a computerized system proposed to enhance the existing mechanisms on case disposition and monitoring in the NLRC. It is designed to monitor and access data on cases being handled by the regional arbitration branches (RABs) and divisions of the NLRC nationwide.</p> <p>This system also aims to establish a database system that will provide information needed for more efficient and speedier delivery of services to the public concerning cases filed at the NLRC. Through the appropriate security measures, this case information should be made available to authorized users online.</p>
<p>National Library of the Philippines (NLP) – Philippine e-Library Project</p>	<p>The Philippine e-Lib project aims to become the network of major government libraries in the Philippines focusing on Philippine materials. It will also include other major learning materials/ resources database systems that would only be accessible by subscription like the OVID, Proquest Academic Library (UP Library) and the TEAL (DA Library). The core of the project collections are those held by the following major</p>

	<p>libraries and sources:</p> <p>The National Library</p> <p>SciNet libraries of DOST</p> <p>Library networks of DA</p> <p>University of the Philippines Library System</p>
<p>National Statistics Office – National Economic Development Authority – Unified Multi- Purpose Identification (UMID) System Project</p>	<p>The project is in connection with Executive Order # 420, requiring all government agencies and government-owned and controlled corporations to streamline and harmonize the different government identification systems. All participating government instrumentalities shall issue their program members, constituents or clients a Common Reference Number (CRN) that shall be used by individuals in transacting with different government instrumentalities. It facilitates access to various government services like the provision of health and other social security benefits or the issuance of birth certificates, clearances, licenses or passports.</p>
<p>National Telehealth Center (UP Manila) – Design and Implementation of Buddy Works: Use of Telehealth Services in Community Partnership Programs (Buddy Works) Project</p>	<p>The Buddy Works project is a web-based telehealth services portal that handles digital images and text-based consults in store-and-forward mode. It will also include SMS- and telephony-based components to leverage the extensive mobile and landline infrastructure deployed nationwide. This facility will provide health care services from a distance such as telemedicine, teleconsultation, and telementoring services. It is an alternative means of delivering expert health care to underserved communities and geographically remote areas where health care expertise is largely unavailable.</p>
<p>Office of the Executive Secretary (OES) – Governance Monitoring System (GMS) Project</p>	<p>The GMS project aims to develop an information system that will support the planning, policy and decision-making of the President and concerned senior government Officials.</p> <p>The project will also allow the conduct of a real-time performance assessment of the state of governance and performance of national government agencies and other key government instrumentalities. This will be made possible by establishing a Virtual Information Network that will interconnect the system with key NGAs such as DBM, NEDA, NSCB, PMS, DILG and DND to facilitate information and resource sharing. The project should also involve development of a comprehensive database system that will serve as the repository of pertinent data, laws, socio-economic indicators, comparative</p>



	<p>statistics, news monitors and disaster reports, as well as capacity building and hands-on technical training for the potential systems including database and network administration.</p>
<p>Philippine Atmospheric, Geophysical and Astronomical Services Administration  (PAGASA) – Interactive Climate and Weather Information Network (PICWIN)  Project</p>	<p>The PICWIN project seeks to establish a wider dissemination scheme by putting up an interactive-based weather-related information system. The main communication part of this project is utilizing the cellular technology to promote PAGASA data and information traffic, including graphical details of weather satellites and radars.</p>
<p>Philippine Council for Industry and Energy Research and Development</p>	<p>The Project will provide a compendium of mature technologies. It will be made available on-line over the web for potential technology adopters and investors. This will serve as a guide in choosing which technology is best for their specific needs. Interactive mechanisms will also be included in the web to support technology transfer related services.</p> <p>The main objective is to establish an internet-based service to promote DOST assisted/monitored technologies and provide technical assistance to the business community/ various stakeholders in order to increase and attract investment on said technologies. This project is part of the eGovernment Portal Project of the National Computer Center.</p>
<p>Philippine Overseas Employment Administration (POEA) – OFW e-Link Project</p>	<p>The OFW e-Link Project is based on the systematic grouping of all the OFW transaction processing available at the POEA office and its 14 related service agencies of government, namely:</p> <ul style="list-style-type: none"> <li>- Contract processing</li> <li>- Credential processing</li> <li>- Authentication</li> <li>- Passport processing</li> </ul>

<p>Presidential Management Staff (PMS) – Cabinet Information Network (CABiNET) Project</p>	<p>The CABiNET Secure Intranet Portal Project is a part of the eGov Portal of the National Computer Center (NCC). The project is an information system that is designed to provide a fast, reliable and secure platform where the President and the cabinet members can interact and approved Joint Information Systems Strategic Plan (ISSP) of the OP and PMS.</p> <p>Generally, it aims to enhance the decision-making capabilities of the President, with “CSW-standard” inputs and recommendations from OP/PMS officials and staff based on timely, reliable, accurate and comprehensive information. It will encourage collaboration and sharing of knowledge across OP and PMS Offices, other government agencies, and the general public via a web-based capability. Security rules will be incorporated to ensure that confidential and sensitive information are accessible only to authorized individuals.</p>
<p>Securities and Exchange Commission (SEC) – SECiReport Project</p>	<p>The SEC-iReport is a collective and comprehensive system architecture that encompasses the totality of SEC’s mandated functions, namely company registration, licensing of capital market participants and/or instruments, monitoring, regulation and info dissemination. In this respect, the SEC-iReport project is integrated with the existing SECiRegister system.</p>
<p>Telecommunications Office (TelOf-CICT) – Community e-Center (CeC) Project</p>	<p>The Community e-Center project aims to provide the general public with affordable access to a variety of information and communication services such as, internet, email, fax, VOIP, distance learning and other online community-based services.</p>

C. Table of ICT Projects Supported through BOT Scheme

<p>Civil Registry System – Information Technology Project (CRSITF)</p>	<p>The project requires the development of an Information Technology (IT) Solution of the Civil Registry System in improving the issuance of copies of certifications of birth, death, marriage and other similar documents. The proposed System is expected to allow clients to obtain their certificates within 30 minutes in the Metro Manila and within two hours at the regional and provincial outlets.</p> <p>Using imaging technology, the project is designed to collect, store and manage civil registry documents, and the specimen signatures of all city and municipal registrars, including CRS authorized signatories.</p>
--	---

	Using imaging technology, the project is designed to collect, store and manage civil registry documents, and the specimen signatures of all city and municipal registrars, including all CRS authorized signatories.
Database Infrastructure and Information Technology System	The project involves the design, installation, adoption, customization, completion, testing and commissioning, operation and maintenance of the entire information system.
Land Titling Computerization Project	The Land Titling Computerization Project (LTCP) involves the computerization of the processing and issuance of land titles to improve the land management record system in the country. The computerized Land Titling System aims to link all levels of the LRA Central Office the Regional Registry of Deeds and the Registries of Deeds nationwide. This will make available to the entire organization, historical and other knowledge bases for making informed and intelligent decisions on Land Titling and Registration.
Machine Readable Passport and Visa Project	Improvement of the passport and visa issuance system, and the storage and retrieval of the related application records in the DFA, through computerization, advanced passport/visa technology, and a modern management information system.
Alien Certificate of Registration Identity Card Project	Implementation of an automated, accurate, fraud-proof and tamper-proof registration, identification and monitoring of resident aliens at the BI Main Office, seven (7) International Airports, one (1) International Seaport and 12 district offices.
Koronadal City ICT Project	The project aims to enhance the collections of regulatory fees, real property taxes and to streamline present operations.
Malabon Digital Infrastructure Project	The project aims to enhance regulatory, collection and revenue-generation function of the LGU and to streamline present operations through a computerized system.
Philpost ICT/Ecommerce Project	The project with an estimated cost of Php 3.382 billion includes applications development, provision of necessary hardware, software and connectivity among PhilPost offices. It will cover the design, development, customization, enhancement, installation, roll-out, operation and turnover of postal applications and business systems for PhilPost. The Systems to be installed in designated PhilPost offices nationwide will be linked to the database and application servers housed at the

	Head Office. New services such as hybrid mail, card issuance and Voice- Over-Internet-Protocol (VoIP) will be introduced to augment revenue from traditional mails.
Pampanga GIS Center	Establishment and development of the Pampanga Geographic Information System (GIS) where major GIS related project and activities in the province will be initiated and supported.

D. Table of Electronic Projects Undertaken by the Department of Science and Technology

Development of a High-Performance Research and Education Network (The Phil. Research, Education and Government Info. Network (PREGINET))	<p>PREGINET is the acronym for The Philippines Research, Education and Government Information Network. PREGINET is a high-speed network that allows exchange of research and development (R&amp;D) experience and activities locally and internationally.</p> <p>Academic and research institutions, through PREGINET, will help develop the country's capability in the cutting-edge of ICT in the areas such as network technologies, distance education, telemedicine, agriculture, and disaster mitigation.</p>
A Hybrid English-Filipino Machine Translation System	It is recognized that these MT paradigms have difficulty with some aspects of the MT process, thus, researches recommend against pure RBMT, or pure SBMT or pure EBMT systems (Chen and Chen, 1995). The ultimate expectation on an MT system is to produce as good as possible translations in different translational settings, and it is shown that this cannot be fulfilled by one MT paradigm. The motivation for the integration of approaches is to combine the strengths of these paradigms, thus improving the quality of translation of the overall system.
Design of a Pin Matrix-based I/O Device to Provide a Sense of Touch to Internet Communications	A device with plate of many pins capable of emulating the hand movement with the aid of software will be developed. Whenever a pin at one end is press, the corresponding pin at the other end should also go down. This means that whenever many pins are pressed at one end, many pins at the other end will also go down, thus simulating the sense of touch. Together with the sense of touch device, communication software will be developed to drive the device.
Developing a Student Modeler for Novice Object-Oriented	The primary objective of the research project is to model (novice) student's knowledge of object-oriented programming in Java. The bug library approach will be used in student

Programming in Java	modeling. Because the task of building a bug library is time consuming, tedious and difficult, it is best to build it automatically. This may be done using machine learning approaches, as those used in several similar systems.
Towards a Tagalog Spell Checker and Grammar Checker Add-in for Open Office Writer	The project aims to develop a Spell Checker and Grammar Checker add-in for Tagalog language. This is for the purpose of assisting the users of the Open Office Writer in writing manuscripts that consists of Tagalog words. The add-in can be use for checking the spelling and grammar (tenses and possibly gender) of the Tagalog words and sentences, respectively.
A Model Decision Support System for Known Tropical Diseases in the Philippines	<p>This research aims to develop a software engineering environment from the initial research that the researcher had in 2002. [1] A decision support system of known tropical diseases in the Philippines comprising of several common diseases, depending on the experts advice will be designed to support the medical practitioner and health workers. Data gathered will be re-collected for inclusion of new virus strains and will be re-analyzed. A wider scope of data gathering will be initiated to include other major areas in the Philippines to make the software diagnosis more accurate and more applicable.</p> <p>Logic programming will be used to create the system and a separate database will be used to handle the patients' data. This study will also try to investigate if an independent database can be used to handle knowledge for inclusion of additional diseases in the future.</p> <p>Portable equipment capable of handling large amount of data operating at a reasonable speed will be used for extensive data collection in multiple testing areas, consultation with experts in tropical diseases and actual testing of the software in hospitals, clinics and health care centers.</p>
Modeling Novice Programmer's Behaviors Through Analysis of Logged On-line Protocols	The proponents engaged in this project will create an instrumented integrated programming environment for Java. This new environment will log student online protocols (defined as compilation behavior and results). The data will then be analyzed using statistical and data mining techniques to determine what behaviors are positively or negatively correlated with learning outcomes. The results and conclusions will be inputs to the future work of developing an ITS for Java.

### E. Table of Projects Assisted Through ODA

<p>Complete Access Tax System (CATS) Phase II Access law</p>	<p>CATS II is the integration of court decisions on taxation and BIR tax rulings to the existing database (created under Phase I) of history, relations and analyses of tax laws and issuances, and the inventory and policy papers on problems.</p>
<p>Electronic Procurement System</p>	<p>The EPS is one initiative of government to reform and modernize government's procurement services. It involves the creation and operation of a central portal for government procurement, bidding and supplier information requirements. Some P80 million in newspaper advertisements and P600 million out of the P17 billion government procurement budget are expected to be saved from the EPS. Acquisition time by government agencies shall also be shortened by two (2) weeks, and eventually, deliveries can be done "just in time".</p>
<p>Emergency Network Philippine (ENP) Project</p>	<p>The project aims to establish 19 inter-linked Command and Control Centers, 16 Regional Emergency Call Centers that shall comprise the project's main operating units, a Project Headquarter, a Maintenance Center, and a Training Center.</p>
<p>PCs for Public High Schools Project Phase 2 (PCPS2)</p>	<p>The PCPS II aims to build on the success of PCPS I by further reducing the computer backlog in public high schools. In pursuit of the integrated human resource development for the Information Economy, DTI recognizes the computer needs to hasten e-Commerce readiness.</p> <p>To enhance the capabilities and readiness of LGUs and DTI offices for e-Commerce and Information Economy, the PCPS II will provide DTI provincial and regional offices with computer facilities and selected LGUs with computers, servers and networking facilities for the automation of their key administrative systems</p>
<p>Automated Fingerprint Identification System (AFIS)</p>	<p>Electronic capture of fingerprint images and textual information to form a database of fingerprints enabling faster ID of suspects and resolution of crimes.</p>
<p>JICA-Net Program (Formerly J-Net</p>	<p>JICA-Net Program is an information technology network to facilitate bilateral technical cooperation programs by linking the</p>

Program)	Core Information Technology (IT) Centers in Tokyo and Okinawa, and the Satellite IT Centers to be set up in partner countries (e.g. the Philippines, Thailand, Indonesia and Malaysia)
Establishment of the Korea-Philippines IT Training Center in QC and Bulacan	The project aims to provide training opportunities in ICT in financially underprivileged, the unemployed and retrenched workers. The will involve the establishment of 2 IT training centers, one in Quezon City Polytechnic compound and another in the TESDA-RTC in Guiguinto, Bulacan. Both training centers will offer basic and advanced IT courses. The project will provide training opportunities in IT to financially underprivileged people. Unemployed and retrenched workers. Upgrading courses will be offered to IT professionals.
The University of the Philippines IT Training Center – Training of Instructors	The project objective is to raise the level of Philippine IT skills to global standards; to upgrade capacity of the Philippine educational system to produce more high quality, high level IT Professionals; and to expand supply of Philippine IT professionals. The assistance under PTTCP is being requested for the training component of the GGAP proposed UP IT Training Center project. The project will dispatch JICA IT experts to UP; train 16 IT instructors in various IT specializations; and provide training equipment.
Philippine Customs Intelligence System (PCIS) Project	<p>The project involves the setting up of an ICT infrastructure, including HW, SW, application systems, networking of BOC Main Office, collection districts and sub-ports and conduct of training to build a comprehensive database of imports, exports and related data, which can be used by the BOC for query, analysis and decision-making. It will be benchmarked against similar customs systems being implemented by the Customs and Tariff Bureau of Japan and other countries.</p> <p>The project is envisioned to enable the BOC to accurately manage its risk assessment program, refine its selectivity system and manage internal risks associated with customs administration, through the full and appropriate use of the information it has and continues to generate.</p>
UP IT Training Center - Training of Instructors	The project aims to raise the level of Philippine IT skills to global standards; upgrade the capacity of the Philippine educational system to produce more high-quality, high level IT professionals; and to expand supply of Philippine IT professionals and to expand supply of Philippine IT

	professionals.
Upgrading of Communication and Information Technology for Education and Sustainable Agro-Industrial Development	To enhance the existing capability of the UPLB in communication and information technology in its vision of making significant contributions to education and sustainable, agro-industrial development in the Philippines and surrounding region. This entails the upgrading of communication and information technology hardware. A minor component of the requested grant aid will be a building renovation to accommodate staff and facilities to be displaced by the addition of new equipment.
Philippine Administrative Network Project:  Network Operation and Expansion Phase	<p>PANP Expansion is a satellite transmission system based network linking OPS agencies nationwide in which PIA Quezon City would be the central hub. The coverage of the network will be expanded by upgrading the previous remote receive-only sites to full transmit, installing additional full transmit/receive sites including mobile ones and interconnecting other agencies attached to OPS.</p> <p>Twenty (20) videoconferencing terminals will be installed in this VSAT stations to facilitate the transmission of video signals across the network. Three (3) mobile stations with audio/video broadcasting capability would be distributed in Luzon, Visayas and Mindanao for faster mobilization of network terminals.</p>

E. Table of Projects proposed by NEDA

	Status	Agency/ies	Investment required starting 2006 (in PhP million)	Source
Government Broadband Network				
Internet Protocol (IP)-based National Broadband Network	Proposed	DOTC/CICT / DepEd	10,000.00	Private
ICT Education and Distance Learning Program				
iSchools CeC Project	Ongoing	CICT	5,975.00	National Government (e-



				Government Fund)
Connectivity for Public High Schools	Ongoing	DepEd	1,782.37	NG
DepEd Computerization Program	Ongoing	DepEd	1,300.00	
eSkwela Community-based eLearning Centers (for disadvantaged youth)	Ongoing	CICT	1,454.00	NG (e-Government Fund)
Upgrade of the Philippine Research, Education and Government Information Network (PREGINET)	Proposed	DOST	325.00	ODA Grant
Regional ICT Centers (RIC)	Ongoing	CICT	151.64	NG (e-Government Fund)
Infocomms Development Institute (IDI)	Proposed	CICT	181.53	NG- General Appropriations
Public Access and Postal Programs				
E-Government Program/Portal	Ongoing	CICT/NCC	342.50	NG (e-Government Fund)
DTI e-Library	Proposed	DTI	13.21	ODA Grant (JICA) NG-GAA (MOOE)
Improving the Philippine Postal	Ongoing	PPC	3,379.73	Build-

Corporation's Financial and Operational State Through ICT/E-Commerce Opportunities				Lease-Transfer (BLT)  (ROA System Co., Ltd)
Establishment of E-Center and Network for State-of-the-art Natural Hazards' Monitoring, Prediction, Forecasting, Early Warning and Information Exchange	Proposed	DOST/ PAGASA	22.00	ODA Grant

#### F. On PHILIPPINE DIGITAL INFRASTRUCTURE (MTPDP 2004 – 2010)

The government will push for the reduction of connectivity costs by allowing an enabling environment to permit new entrants of various telecom players, including but not limited to ISPs, to provide ICT and ICT-related services, thus, promoting market competition.

1. The government will continue to promote investments that support the provision of physical infrastructure for high-speed connectivity, high capacity and secured network services at low cost.

The development of the country's digital infrastructure will be accelerated through continuously optimizing the participation of/partnership with the private sector. Provision of high-speed connectivity at low cost will drive the usage of ICT in all sectors and more importantly, enable the country to transform itself into a knowledge and software development and e-services hub of Asia. Given the availability of domestic broadband network capacity with international connectivity, more access points will be offered both in the urban and rural areas, to provide the population with equal access to the global economy. Efforts will also be pursued toward achieving the "last mile connection" from the network backbone to the end-user. It will also include the optimal use of existing government networks for public data communication process (e.g. Transco fiber optic transmission lines, TelOf network, etc.). Moreover, possible business opportunities and creative ways to optimize existing or new network and bandwidth capacity will be explored.

2. The sustainability of these investments in physical infrastructure will depend heavily market demand for broadband, which will be achieved by the provision of market attractive value-added features.

The role that government will play is in the development and provision of e-government content. This will allow government service to be delivered directly to the citizens, both locally and internationally through web technologies.

3. A prime market attractive value-added feature of a progressive digital infrastructure is VoIP or Internet telephony. Issues relative to opening the market to VoIP will be resolved and a clear legal regime covering VOIP, convergence of web, email and voice services through Internet telephony will be provided. Simultaneously, VoIP services will be rolled out. This will immensely benefit overseas Filipino workers and their families and ensure the accessibility and affordability of these services for all. On the other hand, other prime public service value-added features that include distance education, e-health and the delivery of elearning to all public schools through the Internet will be pursued and supported through the establishment of community e-centers (CeCs) throughout the country.

4. The private sector will lead the deployment and expansion of digital infrastructure, especially to unserved and underserved areas, as well as the convergence of telecommunications, IP technology, broadcast media, cable TV, and other technologies to realize the full potentials of ICT as a tool for knowledge creation and diffusion.

The government will encourage telecommunications carriers that provide cellular mobile telephone services to disperse new cell sites to make their services connect the entire country. Towards this, the government will ensure the interoperability and interconnectivity of all networks.

5. The digital divide within the country will be reduced by establishing more public access points such as CeCs for delivery of e-government and other services to provide universal access to information and communications services in unserved areas, link communities, facilitate trade and commerce, and empower rural communities socially, economically and politically. Seed funding will be provided for the development of public access points, which will support the provision of broadband services by the private sector to all municipalities and the connection of all secondary schools where computers will be provided. In unserved/underserved areas, public access points will be provided to schools, communities, scientific and research centers, health centers and government offices through the establishment of CeCs.

6. Gains already realized in the booming ICT and e-commerce industry will be further accelerated. The government will expand distribution points for ICT services utilizing all available and appropriate technologies like media, print, broadcast and mobile for faster access to and delivery of government information and services. With the ICT service boom in the country, the government will ensure that all authorized public network operators and other providers of telecommunications services will provide full interconnection at reasonable costs to all ICT service providers.

7. The requirements of major government ICT projects will be met. The efficiency of internal government processes will be improved through ICT. Existing government network infrastructure will be rationalized to enable sharing and interconnection of

network resources among all branches of government to facilitate the seamless transfer of knowledge within the government. Where there are gaps between networks that cannot be addressed by sharing of government resources, the services of the private sector will be tapped to establish the necessary infrastructure “bridges” to close the gaps.

## B. Develop ICT Human Resource

The country is well positioned to become a globally competitive knowledge-based economy. However, the government should continue to support and develop the quality of its human capital especially in ICT by providing opportunities for skills development and training and by adopting a national standards certification system comparable with those of the rest of Asia to ensure the supply of quality ICT professionals and workers.

1. Fundamental to the development of a globally competitive human resource base is the advancement and modernization of education. The schools’ curricula will be consistently designed and updated to equip students with the requisite knowledge and ICT skills. The teaching of Science, Math and English as core subjects and the use of computers will be pursued. Toward this, e-learning programs and technologies will be accelerated to provide alternatives to traditional learning and training methods. Furthermore, wider access to the Internet as a tool for enhancing availability of knowledge will be provided. In addition, industry participation in the form of on-the-job training (OJT) programs will be strengthened in areas such as the restructuring of OJT learning objectives to enhance the training and skills development process (see also Chapter 18).

2. Increasing the quantity and quality of locally available ICT trainers/educators is necessary to meet the fast-growing requirements for quality ICT and knowledge workers. In addition, all trainers/teachers must have sufficient knowledge in the use of ICT as a tool for learning.

3. Internationally recognized certification programs will be implemented to enhance the competitiveness of the country’s ICT professionals and organizations. Likewise, new training courses and certification programs will be developed for the five priority areas for ICT services, which are Contact Centers, Animation and Software Development, Medical Transcription, Business Process Outsourcing, Engineering and Design Services (see also Chapter 18 and Chapter 1, Section 7).

4. The thriving ICT and e-commerce industries hold promising employment opportunities to Filipinos. In relation to this, a sustainable ICT manpower skills survey and tracking system that will provide accurate data on the status of ICT and ICT-enabled skills in the country will be conducted regularly for benchmarking and placement purposes.

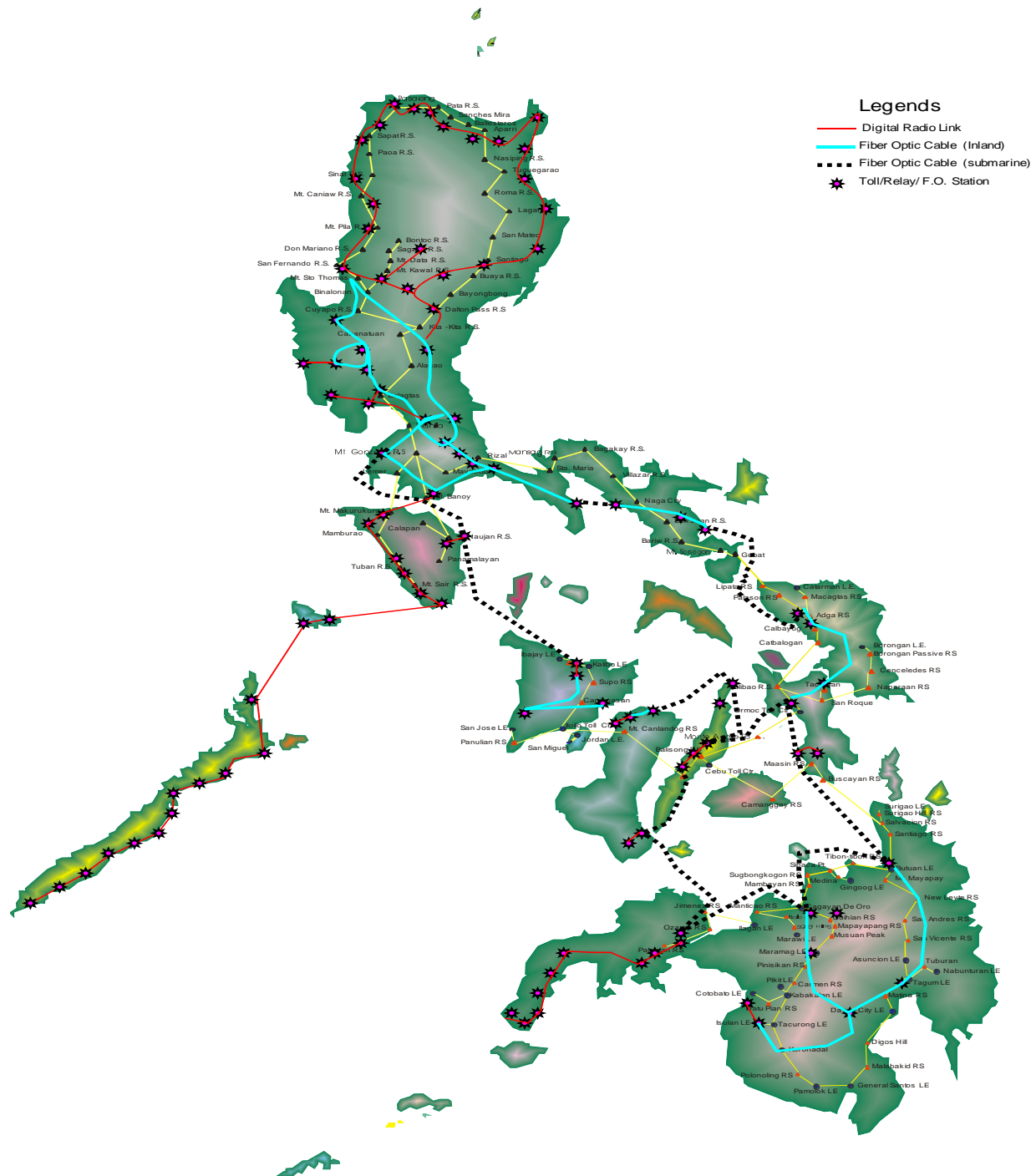
## C. Pursue Regulatory and Legislative Reforms

Regulatory and legal reforms will be implemented by promoting the independence of the regulator and separate operator and regulator functions and by setting/enforcement of safety, quality, environmental, and legal standards. Moreover, institutional reforms will be implemented to ensure transparency and accountability and to mitigate, if not eradicate,

administrative impropriety of respective government agencies, and to resolve conflicting mandates among agencies involved in ICT planning and implementation.

1. The Department of Information and Communications Technology (DICT) will be established as a venue to achieve a web-based Philippines, capable of participating in – and contributing to – the global economy. It will also more effectively coordinate and implement the National ICT Development Agenda, policies, programs, projects to carry it out. Pending such, the President has issued EO 269 creating the Commission on Information and Communications Technology (CICT), which is not merely advisory in nature but serves as the primary policy, planning, coordinating, implementing, regulating and administrative entity of the Executive Branch on ICT and e-commerce initiatives.
2. The National Telecommunications Commission will be strengthened and its independence in performing its regulatory function will be ensured, particularly in carrying out decisions and imposing sanctions and penalties for regulatory noncompliance.
3. The passage of the Convergence Bill will be pursued to address current regulatory issues such as Cable Television Classification and Frequency Spectrum Management that will permit the infusion of much-needed investment capital into the industry and enable the development of cable technology for true convergence.
4. The Public Telecommunications Policy Act of the Philippines (RA 7925) will be reviewed and Congress will be asked to amend RA 7925, taking into consideration new technological developments, speeding up the realization of universal access goals, achieving adequate distribution of basic telephone services throughout the country and encompassing the needed institutional strengthening, sector reform and ICT expansion goals.
5. Security measures will be implemented to protect the integrity of digital infrastructure networks, as well as of information and communications. Such measures will protect personal privacy and consumer interest, accuracy and completeness of information and all other processing methods involved by enacting, among others, the Cybercrime and CyberFraud Prevention Law.

# G. TELECOMMUNICATIONS OFFICE (TELOF) BACKBONE NETWORK



## H. PLDT DOMESTIC FIBER OPTIC NETWORK (DFON)

Covering the entire archipelago, DFON uses repeaterless fiber optic systems configured in seven (7) self-healing rings including three (3) sub-tended rings and one (1) extension link. The network consists of 3800 km. of terrestrial fiber optic cable and 2500 km of submarine cable using Dense Wavelength Division Multiplexing (DWDM)/SDH technology with a capacity of multiple 10 Gbps (STM 64) or equivalent to 120,960 voice circuits per wavelength.

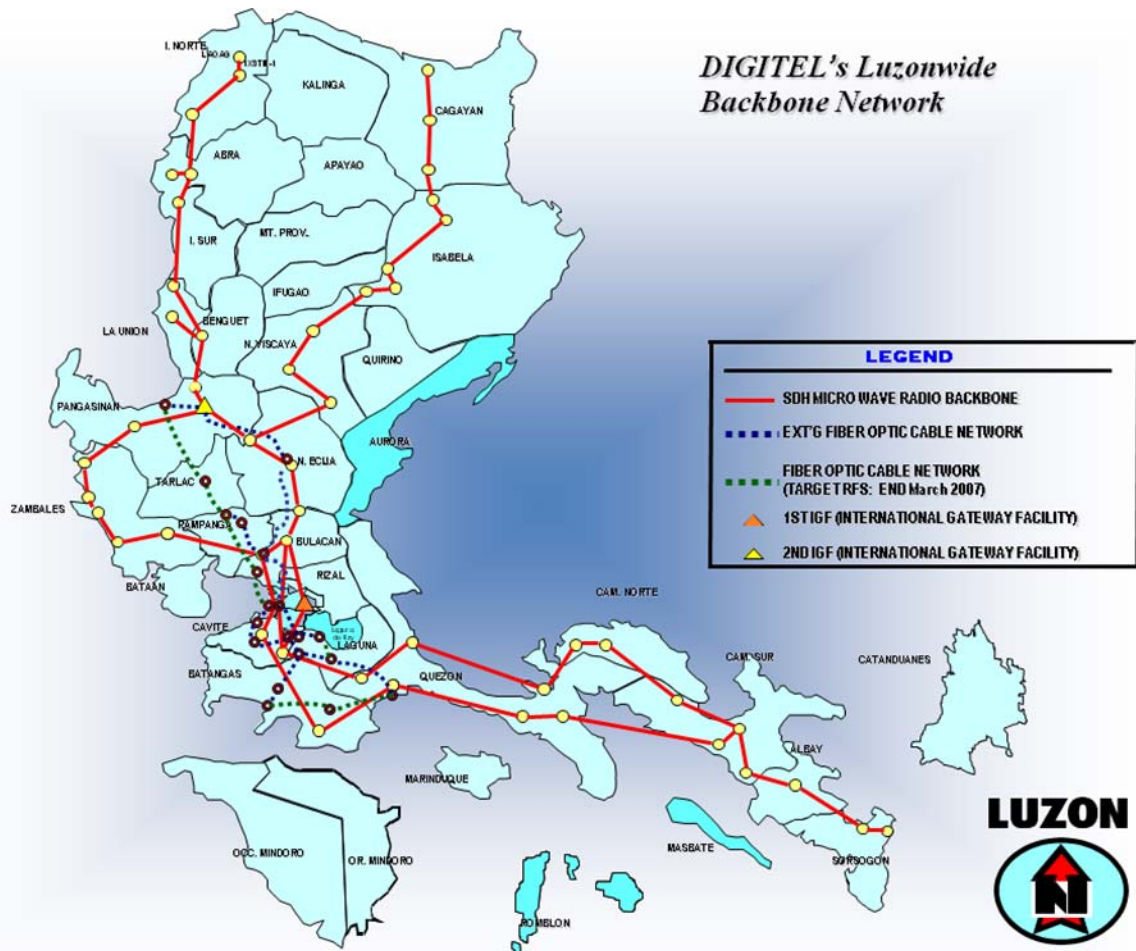
Loop 0	Covers Regions I and II with terminals in Solano, Cauayan, Ilagan, Tuguegarao, Ballesteros, Sanchez Mira (repeater point), Laoag, Currimaog, Vigan and Candon with common terminals with Loop 1 at SFU and Cabanatuan.
Loop 1	Covers central and Northern Luzon with terminals in San Fernando, La Union, Cabanatuan, Dagupan, Tarlac, San Fernando, Pampanga, Malolos and Metro Manila – Sampaloc, Makati and Quezon City.
Sub-Ring	Covers SFU and Baguio
Sub-Ring	Covers SFP and Clark
Loop 2	Covers Metro Manila with terminals in Sampaloc, Makati and Quezon City
Sub-Ring	Covers Binakayan linked to Makati and Sampaloc
Loop 3	Covers Southern Luzon with terminals in Lucena, San Pablo, Calamba, Batangas, Nasugbu and Metro Manila – Sampaloc, Makati and Quezon City
Loop 4	Covers Bicol, Western Visayas, Eastern Visayas and Mindoro with terminals in Batangas, Lucena, Pasacao, Legaspi, Calbayog, Tacloban, Ormoc, Daanbantayan, Bacolod, La Paz, Iloilo, Roxas and Pinamalayan.
Loop 5	Covers Central Visayas linking the whole of Visayas and Northern Mindanao, Butuan, Cagayan de Oro, Ozamiz, Valencia, Naga and Liloan
Loop 6	Covers Mindanao region with terminals in Cagayan de Oro,

Butuan, Tagum, Davao, Maramag (repeater point) and Bayugan (repeater point).

Extension link

Between Davao and Cotabato City

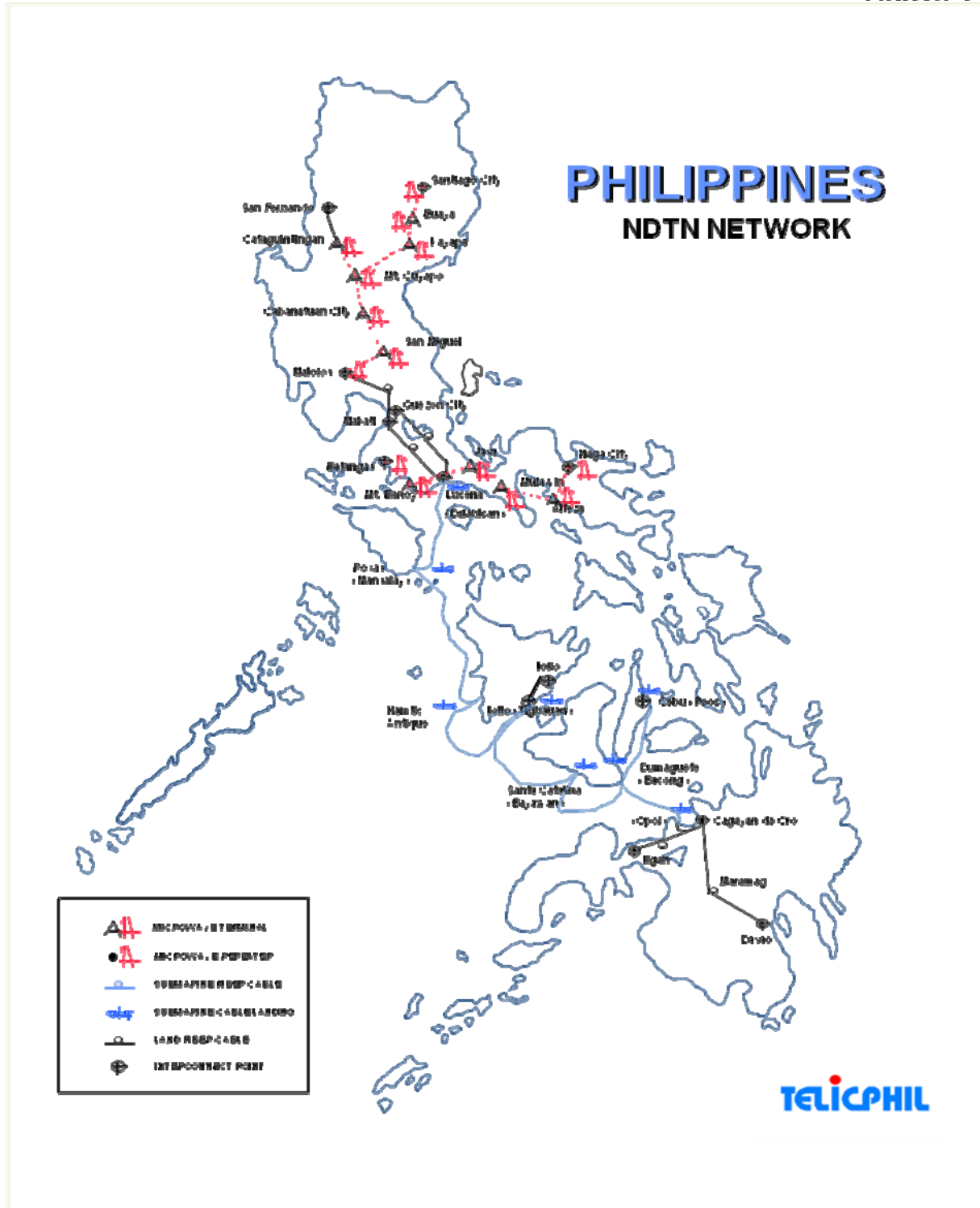
### DIGITEL BACKBONE



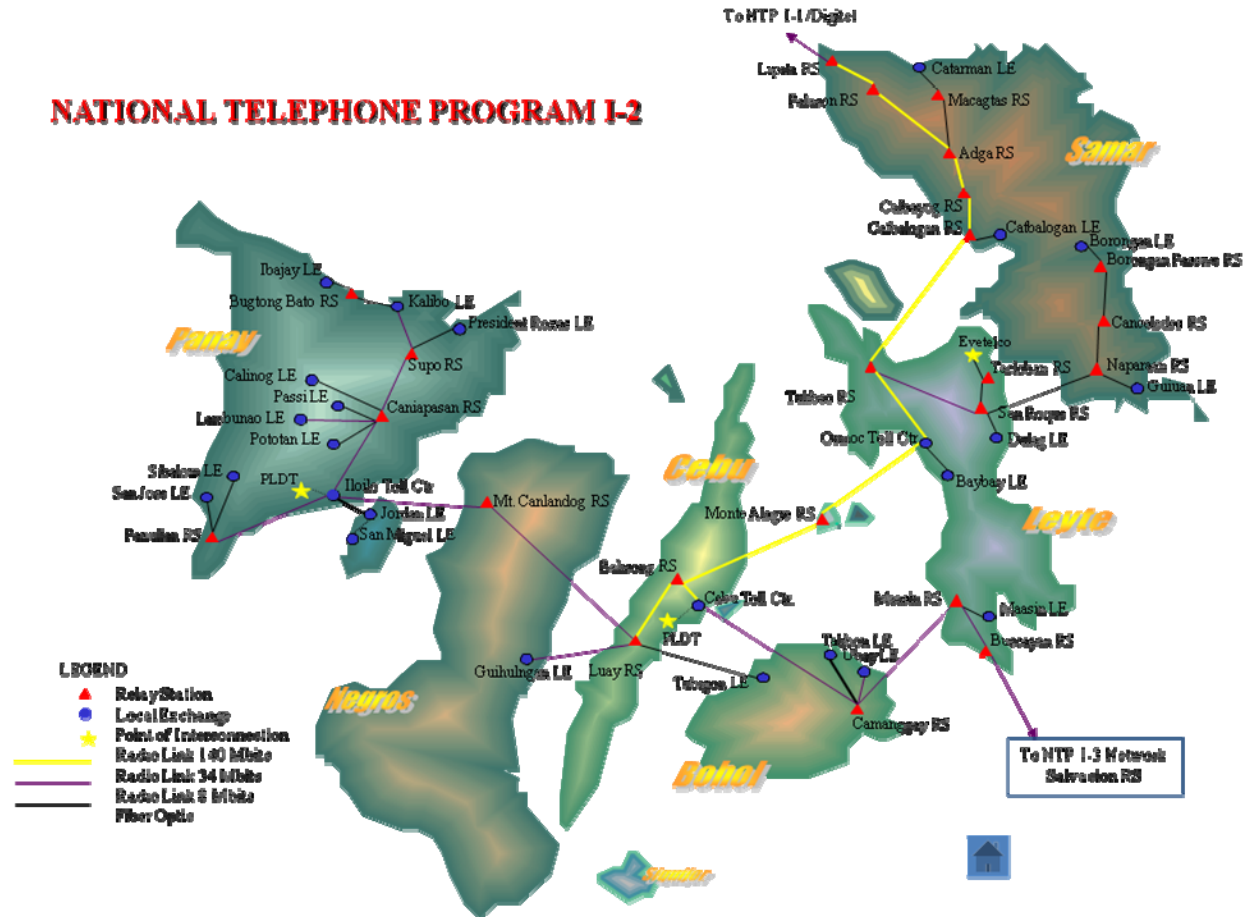


NDTN NETWORK

Annex-1



J. VISAYAS LOOP



## K. MINDANAO LOOP



## L. The Strategic Roadmap of the Philippine Community e-Center Program 2008- 2010 (5th revision as of November 12, 2007)

### Access-related Issues

Connectivity and power were identified as the most common concerns with regard to infrastructure.

CeC sustainability, the concept of which include political, manpower/human resource, financial, technical, and policy perspectives.

A content-related issue that has implications to access is information discrepancy and accuracy.

Other circumstances in the CeC environment were perceived as deterrent to provision of infrastructure, such as the peace and order situation in some CeC sites.

### Network-related issues

Need for interoperability of the systems across CeCs as well as content sources was pointed out as a network issue.

Lack of integration and coordination and lack of social acceptance of CeCs as indicated by current low utilization.

### Voice-related Issues

Lack of mechanism for strengthening the voice of the community was considered a deterrent in meaningful participation of the community in decisions that affect their lives.

Inadequate level of literacy of target users and unpopularity of some CeCs compared to internet cafes in the same area.

### Other Issues

Other important issues raised were on the distinction between CeCs and internet cafes and on CeC governance and management structure.

## Guiding Principles of the Philippine CeC Roadmap

### Participation-

Stakeholder participation has been ensured in the planning process and should continue to be ensured throughout the implementation, monitoring and evaluation of the program.

Series of regional consultation workshops which advanced the following objectives:

to map current CeC and CeC-related activities undertaken by the consultation participants; to list experienced and anticipated issues and concerns and proposed strategies to address them; to solicit participant ideas on critical CeC support systems; and to identify major players in the CeC program and their ascribed roles.

The Formulating phase of the planning process starts with the strategic planning workshop and continues into consultation meetings on the draft of the CeC Roadmap.

Inclusion-

All stakeholder groups were engaged and will continue their engagement in the various phases of the crafting and implementation of the CeC Roadmap.

The participants represent the public and private sectors, civil society, interest groups and non-government organizations, the academe, local chief executives, CeC managers and representatives of the CeC management teams in the local government units, CeC operations and management groups of the CICT and Telecommunications Office of the Department of Transportation and Communication, content providers and developers, capacity building providers, representatives of CeC-like ventures in other government agencies and in the private sectors, infrastructure and technology providers and CeC customers.

Focus on the unserved, underserved and vulnerable groups specially children, women, and senior citizens.

The priorities for additional targeted CeC sites are the unserved and underserved municipalities. On the ground, this will allow students in these areas, who otherwise are constrained by limited library resources, access to the unlimited and updated information in the world wide web.

Special attention in the advocacy towards social acceptability of CeCs will be addressed towards women and senior citizens. Relevant content, inclusive of user generated subject, will be developed having in mind its potential use for wealth creation and productivity, enhancement of community spirit and engagement in development of otherwise marginalized individuals and groups.

Global perspective; Filipino in spirit-

The Philippine CeC Program promotes openness to global knowledge, technology and networks to assure their adoption and use for optimum development of the country and the Filipino.

Vision

“A Community e-Center in every municipality”

The Community e-Center is a self sustaining shared facility providing affordable access to ICT-enabled services and relevant content. It serves as conduit for efficient delivery of government and other services and a potent tool for empowerment and participation of unserved and underserved communities in development.

#### Mission

To promote the development and to enhance productivity of unserved and underserved communities in the Philippines thereby improving quality of life through the provision of access, network and a stronger voice through use of affordable, appropriate, and critical ICT-enabled services.

#### Goals

In pursuit of the VISION and delivery of the MISSION, the goals of the Philippine CeC Program for 2008-2010 are:

To provide connectivity to ALL municipalities of the Philippines;

To identify, develop and provide access to content responsive to knowledge needs of the target customers;

To ensure availability of competent CeC knowledge workers; and,

To institutionalize systems support for the development, scaling and sustainable management and operation of CeCs.

#### Components of the Philippine CeC Program

In order to carry out these goals, four components areas of the Philippine CeC Program have been identified. These are: Infrastructure, Content Development, Capability Building and CeC Management and Operations.

The Infrastructure component of the Philippine CeC Program will deliver the requisite connectivity to CeC sites. This includes both power and internet access for all municipalities. This component addresses the first goal-- to provide affordable and reliable Internet connectivity to all CeCs.

The strategies are:

“Quick wins” for Year One by identifying prospective CeC sites and matching TELCO infrastructure up to the last mile and submission of match list to CICT for prioritization and guidance on CeC rollout.

Coordination with DOE electrification program to provide connectivity to remote CeCs and with TELCO expansion programs in consideration of evolution of new technologies.

Public-Private Sector Partnership particularly on the establishment and business operations of CeCs

The Content Development component takes care of the second goal-- to ensure the delivery of relevant content to CeCs. This requires a three-tiered perspective:

mapping of and linking with existing content;

development of “new” content per content needs of target communities; and

building capability of CeCs to develop local content and uploading this in the Philippine CeC portal.

This perspective will produce three critical results:

access to existing knowledge and services;

provide collaboration opportunities across public and private sectors, local and global content providers; and

transform CeCs into knowledge-based enterprises through the generation, organization, facilitation of access to information that the community can leverage on in enhancing individual and community productivity.

The strategies are:

Content development and provision of access through the Philippine CeC Portal

Partnership mechanism with content developers and providers in government and private sector, local and global

Development of templates for content development in interoperable platforms

Capacity Building component is imperative to the success of the Philippine CeC program. To a large extent, success in the delivery of goals and targets are due to the competence of the human resource who are currently involved in and who will eventually sustain the program. The component will guarantee delivery of the third goal-- to ensure availability of competent CeC knowledge workers in the Philippines.

The identified strategies are:

Standardize capacity building programs for CeC knowledge workers through the institutionalization of the National Community eCenter Academy of the Philippines (NCAP)

Partnership strategies to institutionalize CeC plantilla positions

Development and adoption of competency standards for CeC workers

The CeC Development and Management component supervises, coordinates and harmonizes the various players in the implementation of the Philippine CeC Program.

The functions of managing the CeC program and developing CeCs along the strategic directions set are the accountability of a Program Management Office to be organized by the CICT. The component takes care of the fourth goal-- to ensure effective and efficient management of the Philippine CeC Program.

The strategies it has to implement are:

Resource generation for the CeC Financing Program Network

Adoption of national standards in the management of CeCs;

Installation of support systems such as legal framework, national and local policies in support of the CeC program;

Promotion of the “CeC fever” for social acceptability for CeCs;

Application of economies of scale for efficiency in CeC operations;

Insurance of collaboration in planning and delivery of CeC products/services mix;

Strengthening and activation of the Philippine CeC Network; and

Scaling CeCs in unserved and underserved municipalities including tapping Internet Cafes’ potential to transform into CeCs (Internet Café ++).

Philippine Strategic Roadmap for the ICT Sector (Empowering a Nation through ICT)

Guiding Principles

The Philippines is committed to realizing the goal of a people-centered, inclusive and development-oriented Information Society that promotes sustainable development and improves the quality of life for all.

Government’s primary role in ICT development is to provide an enabling policy, legal and regulatory environment that levels the playing field and allows the private sector to lead.

ICT is a tool for human and sustainable development and should be:



Accessible,

Available,

Secure and Accountable,

Interoperable,

Sustainable,

The development of an Information Society requires a multi-stakeholder approach.

A Philippine Information Society requires the availability, accessibility, and development of digital content that is relevant and meaningful to Filipinos.

A safe and trustworthy online environment for all is a critical component of the Philippine Information Society.

The undeniable role of ICT as a major driver of the economy requires the creation and/or strengthening of government's institutional arrangement for the facilitation of ICT development, and ICT for development of the country.

#### Strategic Programs and Initiatives

Ensuring Universal Access to ICT

Community e-Center (CEC) Program

Internet in Schools Project (iSchools)

E-Care Centers

E-LGU CeCs

Regional ICT Centers

Low Cost Computing

PC ng Bayan

Distribution of FOSS CD Kits

National Broadband Plan

Next Generation Networks

Last Mile Initiative

Developing Human Capital for Sustainable Human Development

ICT Competency and Standards Development

National ICT Competency Standards

Establishment of an ICT Competence Assurance Body

ICT for Education (ICT4E)

ICT in Education Masterplan

Open Content in Education Initiative (OCEI)

iSchool Web Board

PhEd Net

eSkwela

eQuality Program

Digital Media Arts Program

ICT Skills Strategic Plan

E-Governance: Using ICT to Promote Efficiency and Transparency in Government

Government Information Systems Plan

E-Government Portal

Jumpstarting e-Governance in Local Government Units (eLGU)

Information System Strategic Plan (ISSP)

Developing Common Applications and Standards for National Government Agencies

E-Government Fund

Government Communication Network

CIO Council

Enhanced ICT training for Government

Strategic Business Development to Enhance Competitiveness in the Global Markets

Philippine Cyber Corridor which encompasses territories covered by the Fiber Optic Cable Networks of the Country's backbone common carriers:

PLDT Digital Fiber Optic Network (DFON) and its Nationwide Radio Microwave Terrestrial Network

Globe Telecom Fiber Optic Backbone Network (FOBN) and its Nationwide Microwave Radio Network

Telephil's Nationwide Digital Telecommunication Network (NDTN)

Workforce Mobilization Program

Marketing the Philippine Brand and Making the Philippines the Country of Choice for Investors

Creating and Strengthening Small to Medium IT Enterprises (SMITEs)

Legal and Policy Agenda for the Philippine ICT Sector

Creating the Department of Information and Communications Technology (DICT)

National Telecommunications Commission Reorganization Bill

Reviewing the Public Telecommunications Policy Act of the Philippines (RA 7925)

E-Government Bill

Cybercrime Bill

Privacy and Data Protection Act

Freedom of Information Law