



What citizens of the world say on the future of the Internet



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Legal disclosure

Name of the organization: Missions Publiques

Address: 35 rue du Sentier, Paris 75002 (France)
Am Sudhaus 2, 12053 – Berlin (Germany)

E-Mail: antoine.vergne@missionspubliques.com

Internet addresses : missionspubliques.org
wetheinternet.org

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Any inquiries regarding this publication should be sent to antoine.vergne@missionspubliques.com

Written by: Antoine Vergne, Manon Potet, Benoit Verhulst, Huy Tran-Karcher, Felix Schürhoff and Maria Tazi.

Graphic design: Jess Grinneiser.

This publication is available on our website at:
wetheinternet.org/2020-global-citizens-dialogue-results



Antoine Vergne
in antoine-vergne



Manon Potet
in manon-potet



Benoît Verhulst
in benoit-verhulst



**Chi Huy
Tran-Karcher**



**Felix
Schuerhoff**



Maria Tazi
in maria-tazi



Contact

T. +33 (0)143 142 450
M. contact@missionspubliques.com
W. missionspubliques.org
in missions-publiques
🐦 @MPubliques / @MPubliques_EN

Foreword

The COVID-19 crisis has an impact not only on our health but also on the quality and importance of our digital world. In a broader frame, the fourth industrial revolution continues to transform our daily lives: It has shaken the foundations of our world stage from Silicon Valley to Shanghai. Digital technologies collapse borders, making time and distance almost disappear, but they've also sparked or amplified some of our world's most significant divisions and inequalities.

What should a healthy digital public sphere look like? More precisely, what should we do to fight disinformation? How should we collectively handle the data we are producing? How should artificial intelligence be governed? And how should we make decisions on all these topics? What is a relevant and legitimate architecture for the future of digital cooperation?

Because it is vital to understand how the general public views these topics, we are grateful to have this report by Missions Publiques. It is based on a unique process at the global and local level that engaged hundreds of stakeholders and - more importantly - thousands of citizens from all walks of life in an informed and structured discussion on our shared digital evolution.

The results hence provide information and insights to inform policymakers, technologists, academics, and private sector actors whose products and services are part of our emerging digital world.

Without entering into the details of the report, here are some key messages from the participants. Citizens of the world

see digital tools as being neutral and capable of the best and the worst. Ordinary citizens are neither naive nor catastrophists. They support a multistakeholder, science-based governance process. They appeal for a governance of the Digital Public sphere, which is inclusive, collaborative, and gives differentiated responsibilities to the different stakeholders. They consider that data could unlock a positive future under conditions. For them, artificial intelligence is a powerful tool that needs careful stewardship.

"Ordinary citizens are neither naive nor catastrophists. They support a multistakeholder, science-based governance process."

Having this vision delivered as the output of an informed, highly qualitative, and global discussion gives decision-makers a valuable basis for their discussion and decision making.

The original promise of the founders of the Internet envisaged a tool to democratize access to knowledge and to serve humanity by bringing us together, educating us, and helping us towards a brighter future. It was not to divide us or to spread prejudice and disinformation. We are the generation who will decide whether we fulfill that original promise of the Internet or whether we betray it.

Having tools like *We, the Internet* is crucial to ensure that decision-makers have critical information as they make these decisions. It helps to understand not "what we think people think" but to know "what people actually think."

We wish you a fruitful reading.



Fabrizio Hochschild / A
Under Secretary-General of the United Nations

Vint Cerf / B
Vice President Google, Chief Internet Evangelist

Lynn St-Amour / C
CEO Internet Matters - Former Chair of the Multistakeholder Advisory Group

Executive summary

In 2020, *We, the Internet* engaged thousands of Citizens and hundreds of stakeholders in a deliberative process on the future of the Internet and its governance. It was a world's first that covered 80+ countries. It showcased the possibility and relevance of having deliberative governance at scale on critical topics of our digital future.

Outputs of the Citizens' Dialogue

Topics addressed in the Citizens' Dialogue were: Digital Identity and Data governance, The digital public sphere and Disinformation, Artificial Intelligence, and Internet Governance.

These results reflect what the general public will think in a couple of years from now.

Five key visions emerge out of the Citizens' Dialogue. It is crucial to keep in mind that these visions are the product of a process of information, discussion, and choice. Participants are non-experts, non-engaged citizens: Some are farmers, some are teachers. Some drive a bus, and others have no internet at all. But all have had the opportunity to take time to assess options and solutions. The results presented here have a predictive dimension. They reflect what the general public will think in a couple of years from now. It is also critical to realize that there is no particularly striking difference between countries on the results. Citizens from the north and the South, The East, and the West have a very converging vision.

1 Citizens of the world are far from having a naive or catastrophic view of digitalization. They acknowledge that the Internet is now an essential part of their life. They are aware of its multidimensionality and see both its great potential for progress and freedom and the threats it bears, making the digital sphere an unsafe place. A majority trusts the Internet and the applications running on it. COVID-19 has massively changed how they use the tool and has made the Internet more relevant than ever for them.

2 Citizens of the world consider that a data-driven society could unlock a positive future for all if four core conditions are met: Data should be handled as a personal reflection online and hence be tied to Human rights; there needs to be a straightforward way of trusting the data; Citizens want to be able to control and access the data; Data Governance should be science-based and multistakeholder.

3 Citizens of the world call for a Digital Public Sphere that is inclusive, protects the free exchange of views, and is based on respectful interactions. To fight against disinformation, they consider that a shared action and governance is needed. They rank Education as the most effective and urgent tool in the fight, followed by Human-based interventions allowing to secure the quality of content. Legal instruments to regulate Information online come third. Self commitments by stakeholder have the least support.

4 Citizens of the world consider that their level of knowledge and understanding of AI is not high enough to have an informed discussion on it. They think that other stakeholders, like companies and governments, face the same limitation. Nevertheless, they articulate the wish to pursue this discussion as it seems crucial to them. They are clear on two priorities: AI should be used for the common good. Its governance should be carefully designed to forget no one.

5 Citizens of the world have firm hopes and fears regarding the future of the Internet. They wish that in 2040 the Internet will be more democratic, inclusive, accessible, and the digital developments will be at the service of more well-being for Humanity. They want to avoid that the Internet takes so much place that it leads to health issues, huge unemployment rate, environmental issues, loss of social interactions, online abuses, cyberattacks... To reach this desirable future and avoid ending up with what participants fear the most, a strong governance system of the Internet is the key. Citizens are strongly supporting a multistakeholder and global approach as the way to go for the Internet and its governance. In this landscape, they consider citizens deliberation as a crucial instrument.

Outputs of the Stakeholders' Dialogue

The Stakeholder's Dialogue has given birth to 7 core recommendations.

The first and most central recommendation is that The Internet Governance Forum + (IGF+) model is the most relevant starting point to organize the future of Digital Cooperation, provided it includes elements of both the Distributed Co-Governance model (CoGov) and the Digital Commons Architecture (DCA). This finding is strongly aligned with the Roadmap from UNSG about Global Digital Cooperation. The strength of the CoGov concept is primarily in its horizontal structure, which brings in more focused expertise that is likely to lead to better outputs/norms and inclusion of different networks. This set-up facilitates the participation of smaller organizations based on shared interests/goals and can increase the private sector's involvement. This more substantial horizontal dimension would be an essential supplement to the IGF+, which is perceived as a top-down oriented approach. DCA's primary advantage is to put norms at the center of the discussion. Deliberative processes can support a high-quality conversation.

Other recommendations are: Putting the right resources and in a fair way is key to an impactful Digital Cooperation; Improving effective inclusion must be at the heart of governance reform; Strengthening coordination and cooperation between stakeholders and different bodies is a must; Navigating the complex system demands for transparency and guidance; Having transparent, fair

coordination and effective, stable leadership will create trust; and moving The IGF from a discussion forum to a decision body is relevant.

Next steps

This is proof that the approach of a global deliberative discussion on our shared digital future is both possible and relevant. From 2021 on, *We, the internet* will focus on pivoting to a worldwide platform of dialogue. The aim is to make deliberative governance a regular part of Internet Governance by 2025 and the next World Summit on Information Society so that Internet governance is created for and with the Citizens.



Part 1

Introduction



The future of the Internet with and for the citizens

Nearly 55% of the world's population is connected to the Internet. If the degrees of access and the uses are different, the Internet represents a tremendous opportunity for all humanity. Through the multiplication of networks, the possibility of being connected almost instantaneously to information and individuals, the Internet has revolutionized human relationships and society, to the point of being perceived as the space for the advent of a society of freedom and equality between all Human beings. However, as humanity benefits from these advances, drawbacks become more visible. The growing relevance and amount of data we create as a society, the security of Internet users, disinformation are all subjects on which political decisions must be taken that will steer the future of the Internet.

The Global Stakeholders' and Citizens' Dialogue on the Future of the Internet aimed at putting those directly impacted in the loop of the decision on this future, their future. From high connected areas to less connected ones, every human being is affected by what is happening on the net. Simultaneously, the issues at stake are highly complex. It not possible to understand what people really expect, wish, and recommend to do.

We, the Internet engaged thousands of participants around the world. It covered 80+ countries, to open a channel of communication between citizens and experts. Citizens expressed their hopes, their fears, their recommendations on the future they want for the Internet. Decision-makers are getting first-class materials to support their discussions.

The report you have in your hands or on your screen summarizes the core outputs of this process. It is not exhaustive and definitive. Some results need to be refined, and the analysis can still be deepened as the dataset is immensely rich. We invite you to engage with the data that will be published under a creative commons license on our website during winter 2021.

We would like to warmly thank all partners that have made this adventure possible over the past three years. We also would like to have a thought to all the partners and potential participants that were not able to make it in time. We would also like to thank Chiara Ullstein for conceptualizing the "Governing Artificial intelligence" session, in the framework of her thesis on Deliberative and Participatory Methods for Shaping AI Governance. The journey is not over; it is barely starting.

Finally, we would like to say how grateful and honored we are that more than 5,500 citizens of the world took time to engage, understand, discuss, and express themselves during the process.

The global coordination team at Missions Publiques



Process: General outline

We, the Internet was launched at the Internet governance forum 2017 in Geneva by Missions Publiques, based on the conviction that the discussion on the future of digitalization should include the ones impacted by it: All citizens of the world.

Architecture and governance

The project has the following main components:

- 1 A global coalition of strategic partners (gathered in the Advisory Board) that gives the main direction of the process, identifies the key topics, agrees on the core controversies to deal with, and supports the process financially and in-kind.
- 2 A worldwide network of strategic national partners that have the responsibility to deploy the dialogues in their country and lead the national impact strategy in their countries. National partners get trained and receive support from the global coordination team of Missions Publiques.
- 3 A deliberation process engaging stakeholders and citizens in face-to-face or online dialogues.

4 An impact ecosystem aiming at making sure that the results are conveyed towards decision-makers and stakeholders. The impact is led by Missions Publiques at global level and by national partners in their respective countries.

5 A global coordination team led by Missions Publiques in order to ensure maximum quality and impact. This quality assurance is backed by a scientific committee having an equal decision-making prerogative as the advisory board.

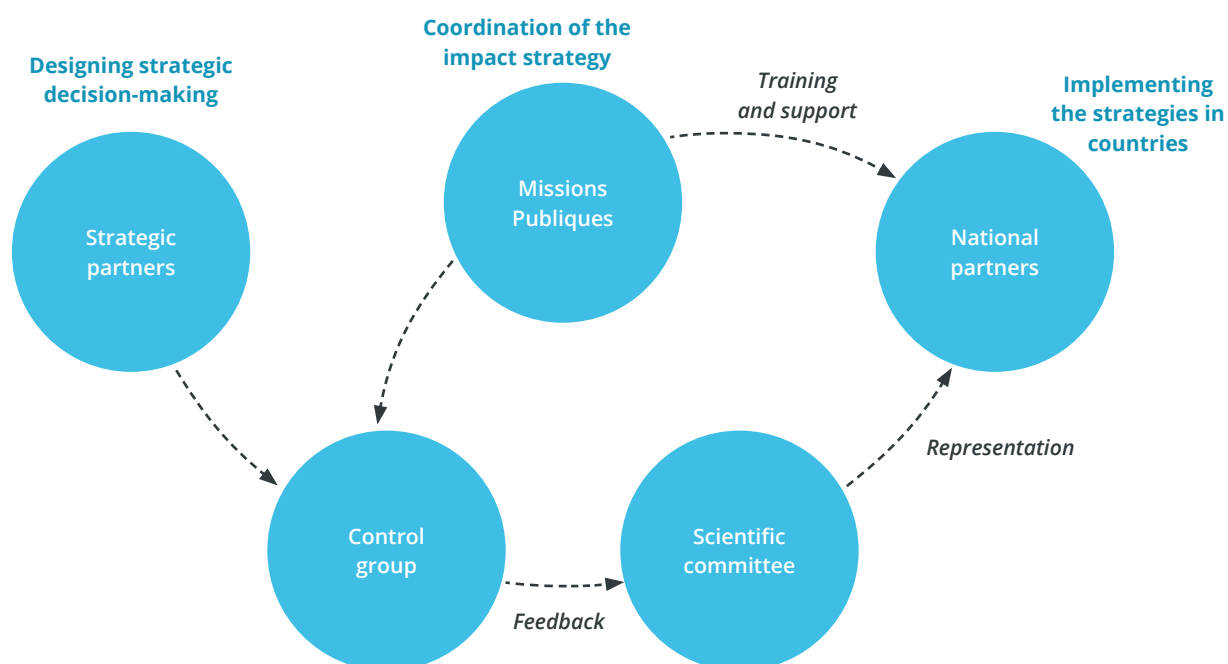
Data analysis

The Data set consists of a series of individual and collective questionnaires and qualitative and quantitative data.

To analyze sectoral differences, we have gathered the following variables: Age, Gender, Occupation, Internet profile usage. The regional groupings of countries have been made based on the relevant UN groups in the field of Internet Governance:

- Western European and Other Groups (WEOG).
- Latin American and Caribbean Group (GRULAC).
- Asia Pacific region.
- African states.
- Eastern European Group (EEG).

Architecture



Members of the Advisory Board

Chairwoman: Lynn St-Amour, CEO of Internet Matters.

Organization	Name
Civil Society and technical community	
The Internet Society	Constance Bommelaer
World Economic Forum	Derek O'Halloran
Web Foundation	Emily Sharpe
Wikimedia Foundation	Sherwin Siy
Private sector	
Google	Vinton Cerf
Facebook	Erlingur Erlingsson
Governments	
Swiss Federal Office of Communications	Livia Walpen
German Federal Foreign Office	Simon Kreye
International Organizations	
European Commission	Valentina Scialpi
UNESCO	Guy Berger
Council of Europe	Daniel Popescu

Members of the Scientific Committee

Organization	Name
i4Policy, Rwanda	Jon Stever
Africa Freedom of Information Center, Uganda	Arthur Oayko
Miraikan National Museum of Science, Japan	Yasushi Ikebe
Higher School of Economics, National Research University, Russia	Andrey Scherbovich
Delibera Brazil, Brazil	Silvia Cervellini
UNESCO	Xianhong Hu
Swiss Federal office of Communication, Swiss	Jorge Cancio
Wissenschaftszentrum Berlin, Germany	Julia Pohle
Pew Research Center, USA	Lee Rainie
studio intO, India	Raashi Saxena
ISOC, Bolivia	Roberto Zambrana

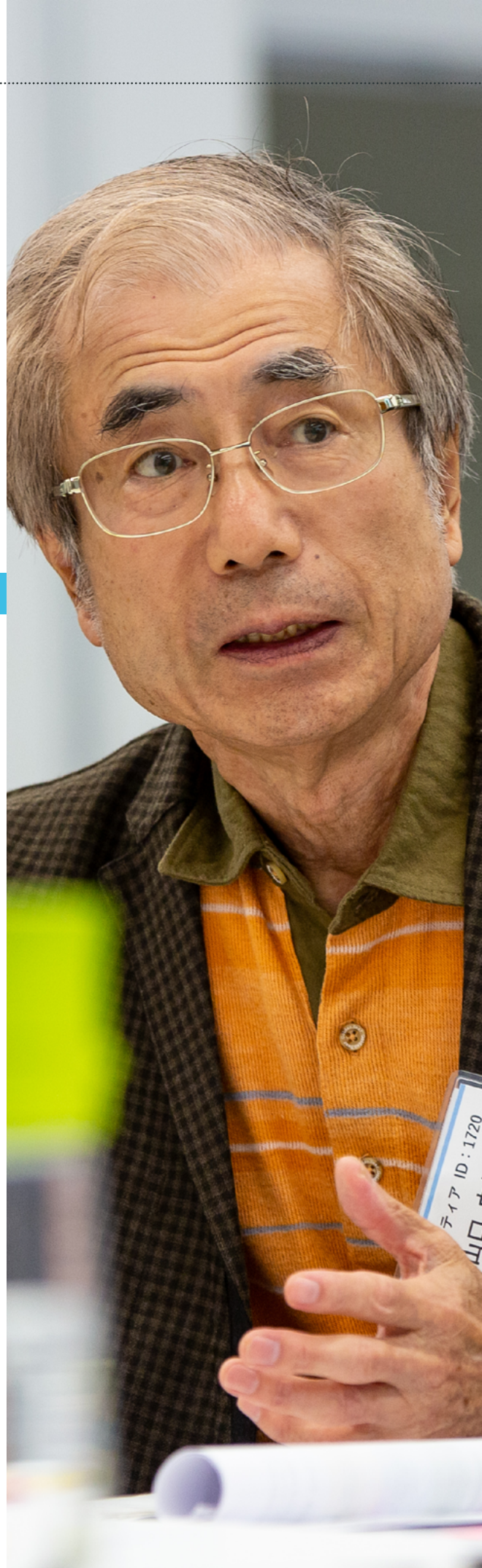


The Stakeholders' Dialogue

Frame

The United Nations Secretary-General convened in 2018 a High-level Panel on Digital Cooperation tasked to provide recommendations on how the international community could work together to shape the future of internet regulation.

As an output of this process, United Nations Secretary-General António Guterres presented in June 2020 a set of recommended actions for the international community to help ensure all people are connected, respected, and protected in the digital age. The Secretary-General's Roadmap for Digital Cooperation results from a global multi-stakeholder effort to address a range of issues related to the Internet, artificial intelligence, and other digital technologies. Experts and Stakeholders around the world have been asked to provide feedback to the SG that was used to develop this Roadmap.



Missions Publiques contributed to this critical endeavor by organizing an online global stakeholders dialogue on June 5th and 6th 2020, to discuss the reform of the internet governance architecture. The German Federal Foreign Office supported this dialogue.

It aimed at engaging stakeholders to deliberate on the future of internet governance; specifically, the three different governance models (Digital Commons Architecture, DCA, Distributed Co-Governance, Co-Gov, and the Internet Governance Forum +, IGF+) presented as possible options in the report of the High-Level Panel on Digital Cooperation. The results of this process were fed into the options paper prepared by the co-champions of this process, Germany, The United Arab Emirates, and the United Nations Secretary-General Office.

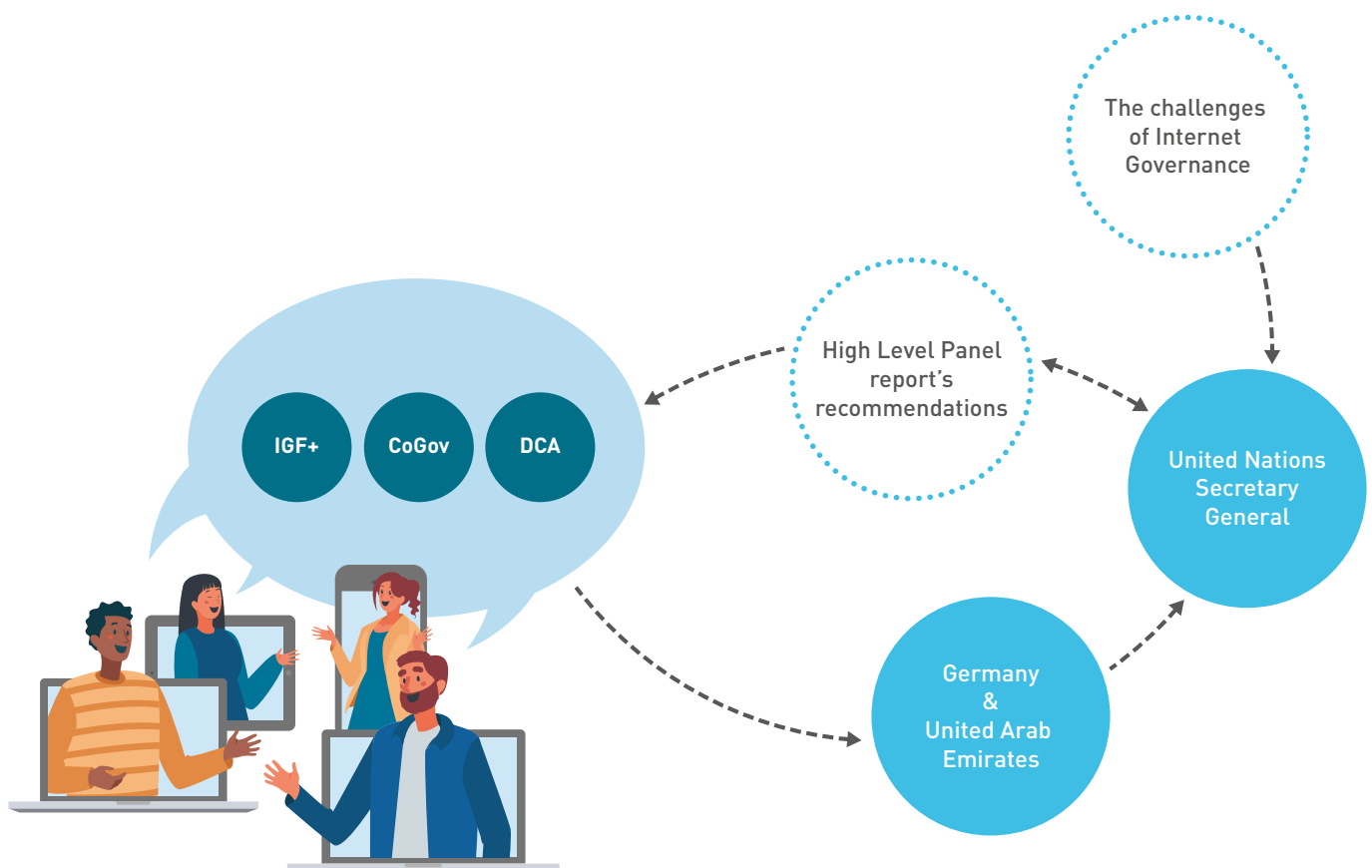
Design of the Stakeholders' Dialogue

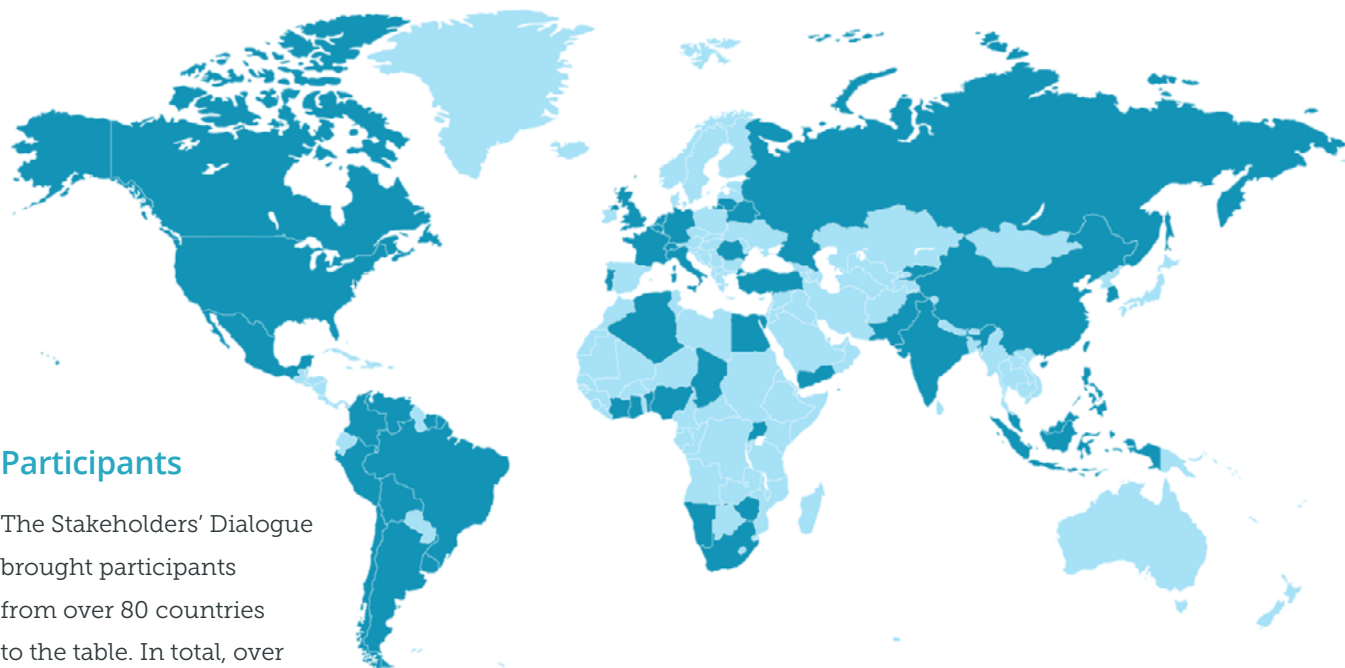
Deliberation Day was carried out online as most countries in the world were under COVID-19 restrictions. Stakeholders were connected and worked during three-hour long sessions on the future of the digital cooperation

architecture. The dialogue was divided into two blocks: Participants started by assessing the three models presented in the UN High-Level Panel (HLP) Report on digital cooperation. They then focused their work on developing recommendations on how to reform the current internet governance architecture.

The dialogue was divided into three sessions, organized to end the conversation with recommendations from the stakeholders to implement what they see as the best governance system. The schedule was the following:

- **Session 1: Assessment of 3 models proposed in the Report of the High-Level Panel.**
- **Session 2: Taking stock (live results of session 1).**
- **Session 3: On the road to implementation.**

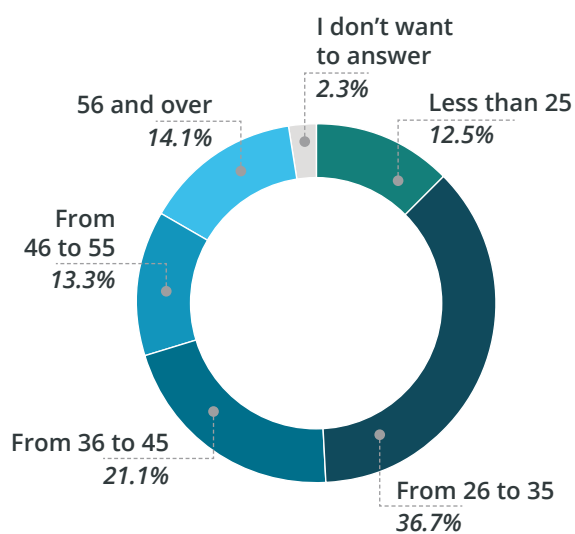




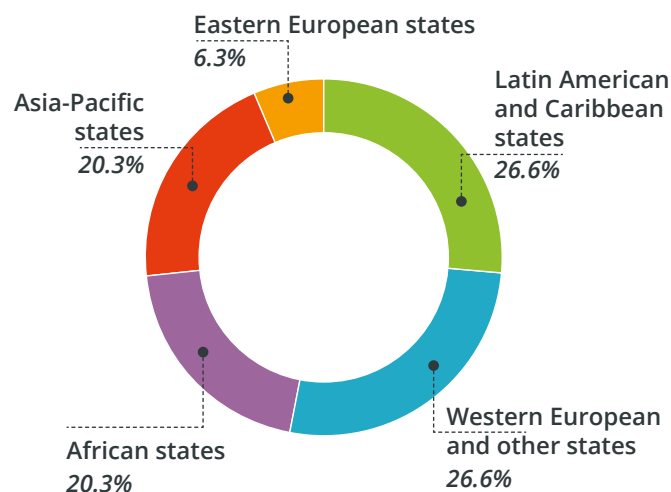
Participants

The Stakeholders' Dialogue brought participants from over 80 countries to the table. In total, over 343 people attended the online discussions.

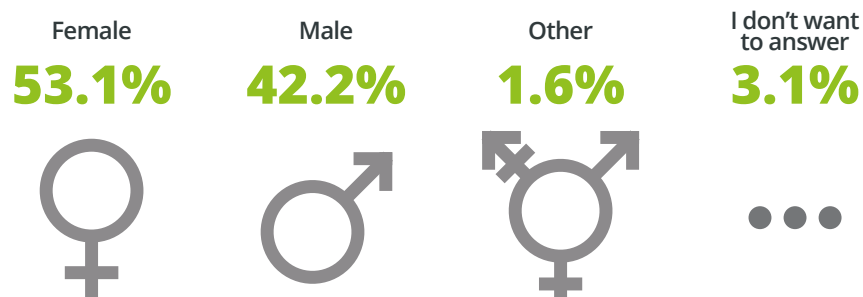
Your age



Where are you from?



Your gender



The Citizens' Dialogue

Design of Deliberation Day

The Day of Deliberation was organized around nine sessions of work that aimed at covering critical topics of the future of the Internet. Each session followed a three steps logic aiming at supporting participants in their discussion. Each session combined qualitative and quantitative elements.



Session	Learn	Explore	Choose and propose as a group	Choose individually
Introduction	Make participants feel welcome and feel good	Present objectives and program of Deliberation Day		Individual questionnaire
Internet and me	Learn the history of the Internet and understand basic concepts on governance	Explore own and collective experience with the Internet	Assess knowledge and opinion on the Internet	Individual questionnaire
My data, your data, our data	Citizens learn about Digital Identity and its dimensions. They then learn about different models on how to consider Data	Participants explore their experience with Digital Identity and Data	Participants prioritize different Scenarios on data	Individual questionnaire
A strong digital public sphere (Part 1)	Citizens learn about the Digital Public Sphere and its dimensions. They reflect upon the difference between the digital public sphere and the analog public sphere	Participants explore what they wish for a healthy digital public sphere		Individual questionnaire
A strong digital public sphere (Part 2)	Citizens learn what Disinformation is and approaches to fight disinformation	Participants explore a range of tools and solutions for actors from the public, private sphere, and civil society	Participants assess and qualify existing tools to fight disinformation	Individual questionnaire
Exploring artificial intelligence	Citizens learn basic concepts around machine learning and Artificial intelligence	Participants exchange on their feeling about Artificial Intelligence		Individual questionnaire
Governing artificial intelligence		Participants explore the policy actions proposed by UNESCO	Participants discuss the priority of every policy action and rank them.	Individual questionnaire



Each session was opened by a video aiming at transmitting the core concept being discussed and some different opinions on the topic. These videos were translated into the respective local language and mixed interviews with experts and ordinary citizens. All videos are free to use and can be accessed on the website of *We, the Internet*.

Mandate given to the participants

We are about to embark on a journey that will take us to the core of our digital past, back to the present, and into the future. We will start by discussing what the Internet is for you and how the COVID-19 outbreak has impacted your relation to it. We will then focus on the question of what is a good digital identity. More particularly, we will discuss the question of how to handle our data. We will then discuss the modern challenge of information and discussion on the Internet and whether we can or should trust it. The next topic that will get our attention is the so-called "Artificial Intelligence" and its management. Finally, we will address long-term questions and talk about how we decide on the Internet's future.

We invite you to get informed on the key topics. Then we offer you to discuss in groups and to build yourself an opinion on the matter. Finally, we ask you to deliver your views so we can gather them and pass them over to decision-makers around the world, but also in your country.

Your task is to give decision-makers the key to understand your vision, your priorities, your points of attention for the future of the Internet.

Welcome on board and thank you for being there a part of this global conversation.

National sessions

Partners in the countries could organize a national session to make the process more relevant in their national context. Overall, 24 countries chose to do so and tackled the following topics.

Country	National session subject
Algeria	Role of social media in promoting sustainable local development
Argentina	Content in the Internet, Freedom of Expression and Censorship in the Internet
Rwanda	Startup Legislation
Benin	E-learning
Brazil	Access and censorship
RDCongo	Education and the Internet
Ivory Coast	Internet blackout during election time
Ecuador	Internet resilience and solidarity
Fiji	Cybersecurity awareness
Haiti	Optimizing internet access in rural communities
India	Censorship
Italy	Sustainable development in AI
Malaysia	National framework of digital rights
Mali	Social network
Mauritius	Online child abuse
Morocco	Open data
Pakistan	Cybersecurity
Philippines	Online education challenge
Russia	Fragmentation and national sovereignty of the internet
Singapore	Digital inclusion
Timor Leste	Mobile games

"Argentinian citizens enjoyed the national session as they had more time to express their ideas. For them, it was very insightful to learn about freedom of expression from a theoretical point of view and a case study."

Eileen Cejas, Regional Engagement Director -
Latin America and the Caribbean for Youth Observatory,
Argentina

"In Singapour, we discussed digital inclusion in our national session. The pandemic has exacerbated the issues associated with those who have limited access and know-how, and I see this event as an opportunity to include the voices of citizens on this important topic. Digital inclusion goes beyond thinking about access to devices and Internet connectivity – it is about building capacity in communities."

Natalie Pang, University of Singapore,
Singapore

Participants: Coming from all walks of life

The Global Citizens' Dialogue gathered around 5,500 participants in 70 participating countries. As strange as it may sound, it is impossible to have the exact number of participants that actually attended the Dialogue Day for a range of reasons. Because of the COVID-19 situation, partners had some flexibility in the way they ran the day. They could have a national session or not, focus on a long session on Artificial Intelligence or a short one, cut Deliberation in two parts, have two groups of citizens sharing some sessions but not all. They also could have shorter online blocks divided over various sessions.

The pandemic has obliged Missions Publiques and its partners to find new ways to deliberate online. Such a shift makes it difficult for some participants to keep a high level of engagement. In some countries, the sanitary situation made it impossible to have a full-day meeting or to have a significant group of persons in the same place. Long breaks had to be integrated to clean the location.

All in all, the quantitative dataset is based on a group ranging from 3,513 to 4,503 answers. Unique respondents are 5,708. Concerning the qualitative data and the group works, the dataset is based on a sample of 3,123 group discussions. This is the most relevant unit of count as it reflects the results of collective discussion, judgment, and assessment of options.

At a general level, the real power of the process is to combine the quantitative and qualitative approach to strengthens the results and the analysis and get what people think as individuals and what they think as a group.

To have fruitful discussions with legitimate results, it was crucial to bring together people with different viewpoints and from different social backgrounds:

The aim was to assemble groups of citizens that would reflect the respective country's diversity with a particular focus on reaching minorities and non-connected citizens. Therefore, general criteria like Age, Gender, Education, Occupation, Geographical Spread, and Connectedness were defined. Each partner organization was free to extend them through "criteria of national relevance" such as ethnic or religious groups. All national partners then had to apply the criteria to their countries' popula-

tion and submit a "Recruitment Strategy" in which they explained how they would try to fulfill them. Most partners used a mix of methods: They reached out to networks, used their social media coverage, and distributed invitation letters randomly. Some cooperated with telecommunication companies to provide data connection for the online participation of non-connected citizens. Others sent out recruiters on the street. The strategies were reviewed by Missions Publiques and served as the basis for the recruitment.

At least 600 participants represent each regional group of the UN. The ratio of women and men is quite balanced, and there is a wide range of different age-groups. 38% were students or pupils, and the most common occupation-groups were white-collar jobs and self-employed people.

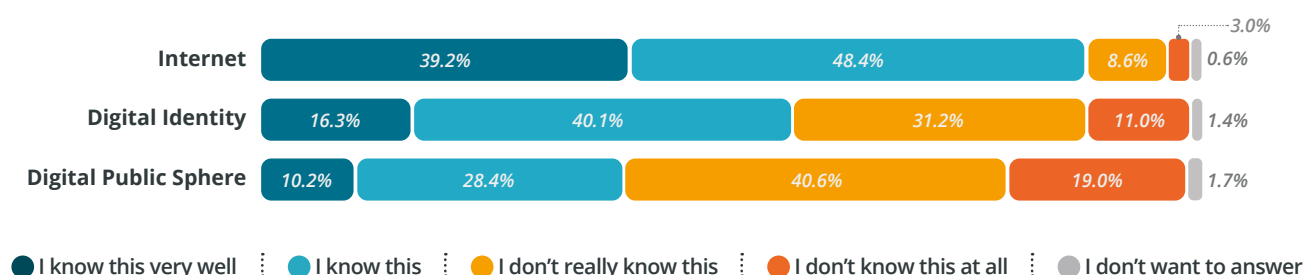
The level of previous knowledge of the topics was relatively balanced. Possibly because a significant part of

the dialogues were held online, most participants have already heard terms such as, "Disinformation", "Personal Data" or "Fake News" but only a comparatively small number said that they were very familiar with these topics. Participants had the lowest level of knowledge on the concept of "Digital Public Sphere."

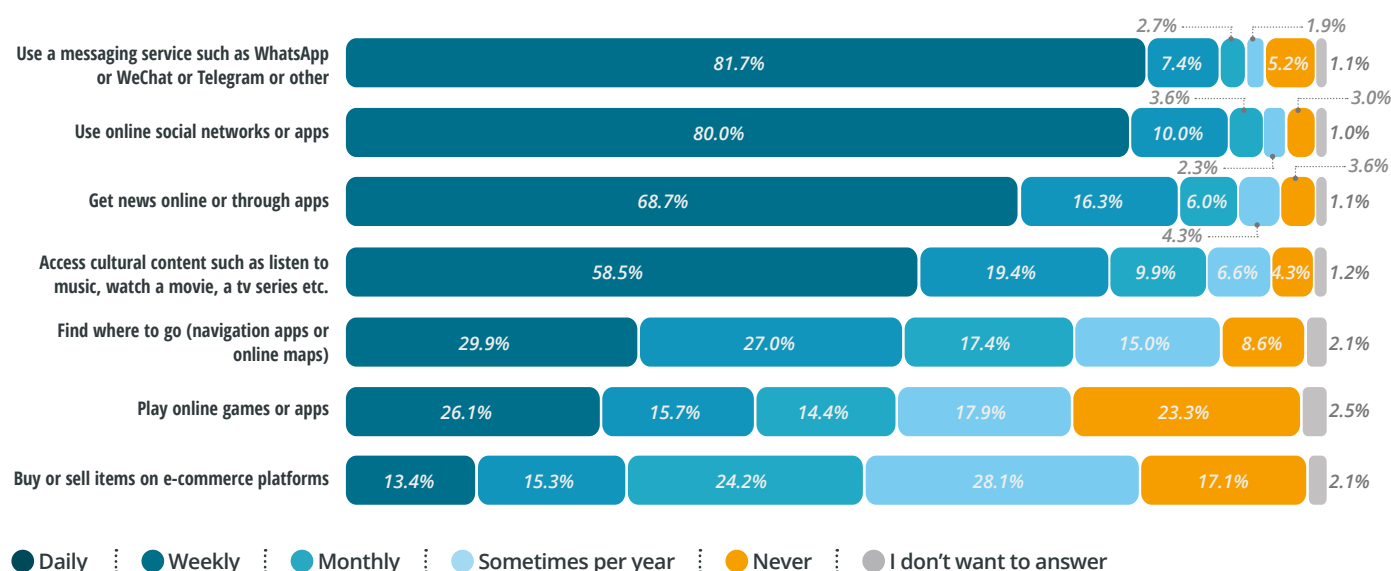
The vast majority of participants use social media networks and online messaging services at least once a week. About 80% are online every day. Beyond that, most participants receive their news online and get information through the internet. The percentage differs between the regional groups: While only 62,5% of citizens from Latin and South America get news online daily, they are 75,9% in the WEOG countries.

More than 16% of participants say they never shop online, and about 28% only buy or sell items "some times per year."

How much do you know about the following terms?



How often do you...?



Global Deliberation in times of COVID-19

During citizens' deliberations, we often heard elderly participants say to younger participants: "yes, I was born in a world without the Internet. Can you imagine that?"

In the same vein, we can say that *We, the Internet* was born in a world without COVID-19. The global pandemic has both put us in front of significant challenges and opened many opportunities.

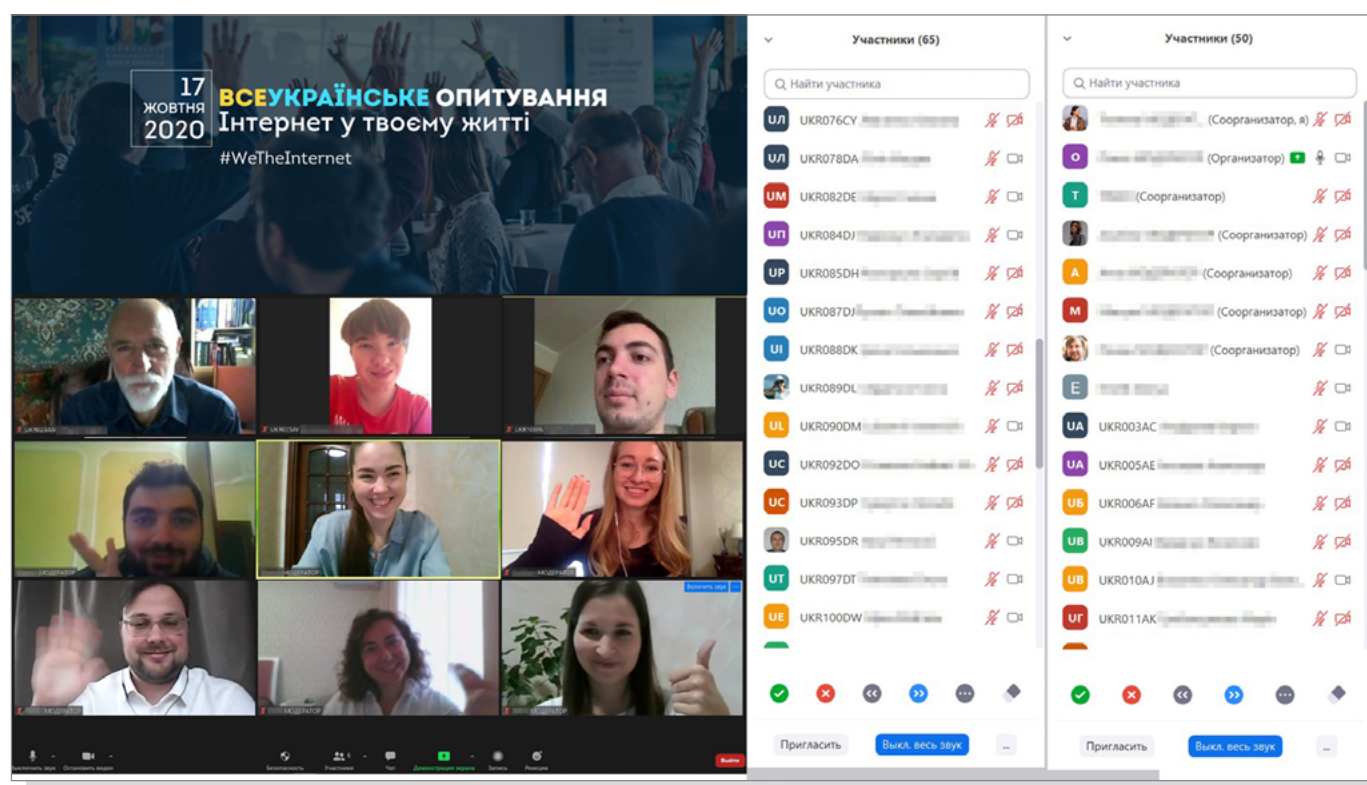
The main challenge has been to ensure a very high deliberative quality while ensuring that partners on the ground could deploy the Dialogue without taking risks. This has pushed the team to adapt the formats, hence, the team had no other choice but to adapt the format and to open the possibility to have online dialogues even if we knew that it would put the inclusiveness of the process at risk as it could exclude non-connected participants. Simultaneously, this pivot to online and hybrid formats opened the possibility to include participants that would have been excluded due to them living in a remote location of the country or because it was forbidden to hold physical meetings in the country.

The outbreak has made it difficult to achieve the goal we had set to reach 100+ countries and 10,000+ participants. This impacted the dataset, as it is not as rich as expected. At the same time, the significant results of a citizens' deliberation are based on the collective work of citizens. With more than 3,000 of those groups' results, we can firmly ensure that *We, the Internet* was a truly global discussion.

Due to the pandemic, we also had to cut the process into two parts: first, the Stakeholders' Dialogue and second the Citizens' Dialogue. We could not pursue the initial idea of having a joint meeting with a moment to mix Citizens and Stakeholders. That would have been a world's first.

Independently from the pandemic, some countries had to drop out of the process at very short notice due to rapidly changing sanitary, social or political conditions. This was the case, for example, in Lebanon, the United Kingdom, Syria, Bielorrussia, or Egypt.

Another side effect of the pandemic is that we adapted the design of Deliberation Day to include COVID-19 in the discussion. Citizens were asked to react on how the outbreak impacted their usage of the Internet.



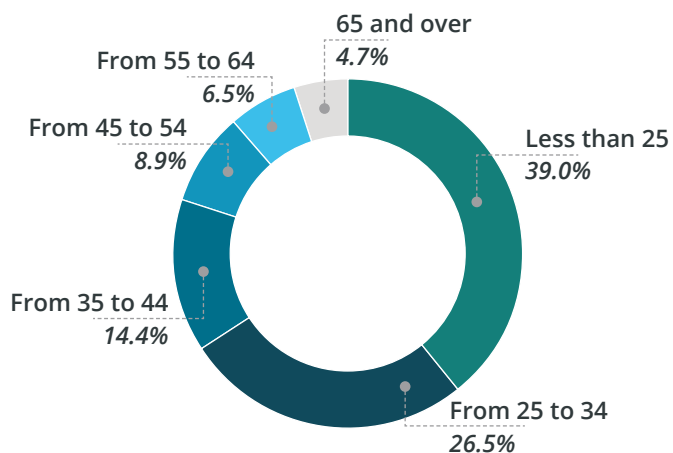
Participants

The Citizens' Dialogue brought participants from over 70 countries to the table. In total, over 5500 people attended the discussions.

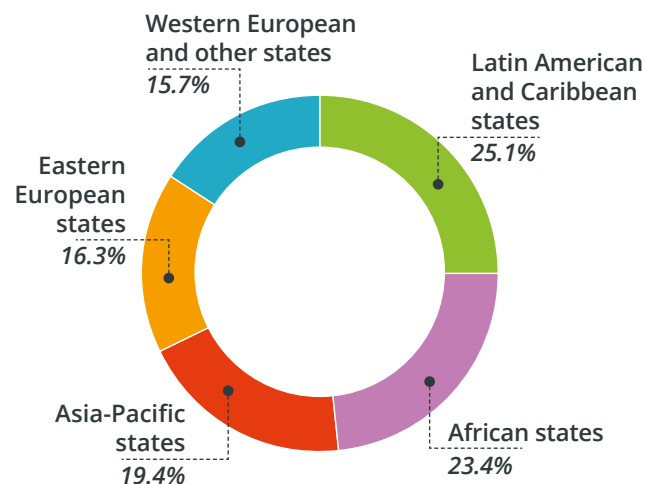
African states	Asia Pacific region	Eastern European Group	Latin American and Caribbean Group	Western European and Other Groups
Algeria	Cyprus	Armenia	Argentina	Australia
Benin	Fiji	Hungary	Bolivia	Belgium
Chad	India	Latvia	Brazil	Canada
Côte d'Ivoire	Lebanon	Lithuania	Costa Rica	Denmark
Madagascar	Malaysia	Poland	Dominican Republic	Finland
Mali	Pakistan	Romania	Ecuador	France
Mauritius	Papua New Guinea	Russian Federation	El Salvador	Germany
Morocco	Philippines	Slovenia	Guatemala	Ireland
Namibia	Singapore	Ukraine	Haiti	Italy
RDCongo	Sri Lanka		Mexico	Netherlands
Rwanda	Timor-Leste		Nicaragua	Norway
Senegal	Viet Nam		Panama	Portugal
South Africa			Trinidad and Tobago	Spain
Tunisia			Uruguay	Turkey
Uganda			Venezuela	United States of America
Yemen				



Your age



Where are you from?



Your gender

Female
51.9%



Male
46.6%



Neutral
1.1%

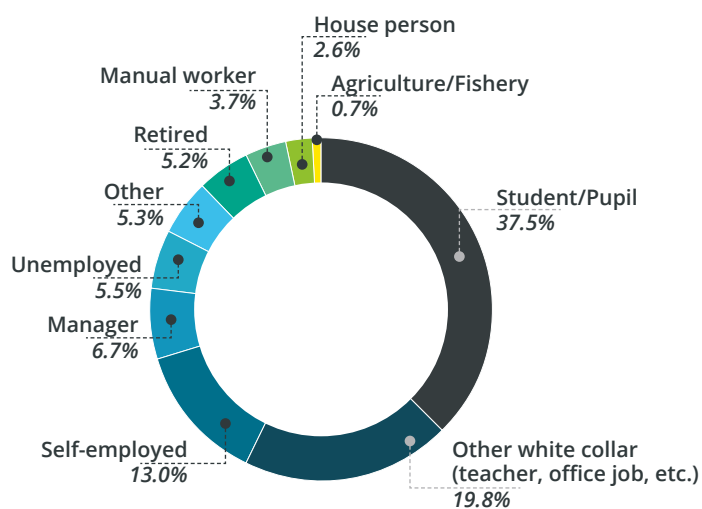


Other
0.4%



21

Your occupation



Part 2

Results of the Citizens' Dialogue



Internet and Me – Internet and COVID-19

Vision: The Internet is a necessary tool that has no positive or harmful nature but is full of potential

Citizens of the world are far from having a naive or catastrophic view of digitalization. They acknowledge that the Internet is now an essential part of their life. They are aware of its multidimensionality and see both its great potential for progress and freedom and the threats it bears, making the digital sphere an unsafe place. A majority trusts the Internet and the applications running on it. COVID-19 has massively changed how they use the tool and has made the Internet more relevant than ever for them.

Key findings

- When asked about the way they see the Internet, 44,7% of participants see it as both an opportunity and a threat, and 47,8% see it as more an opportunity than a threat. Only 4% see it as more a threat than an opportunity.
- A majority of participants (61%) is completely or highly

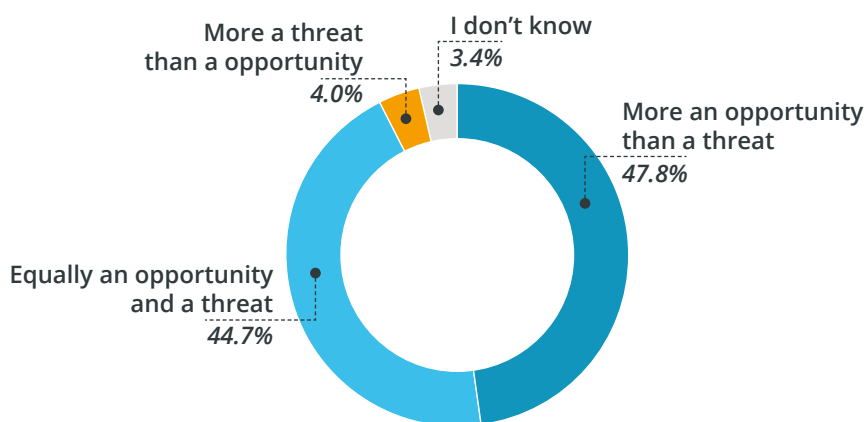
confident in the Internet as a whole. This number is very comparable when it comes to the infrastructure layer (60,8%) or the application layer (60,7%). The confidence in the protocol layer is very slightly lower (57,5%).

- When it comes to the actor of the internet, the Research community and the technical community appear as the most trusted actors (70,1% and 64,7%). In the third place comes the Civil Society (60,5%). Participants trust governments (national and local) and the private companies significantly less (43% on average). International and regional organizations benefit from a higher level of trust (56,7 on average).
- COVID-19 has had a significant impact on the use of the Internet, especially for work and study, and communication. The use of the internet evolves in terms of quantity but also in terms of quality. The qualitative data reveals that people are more curious and more willing to use the internet better.

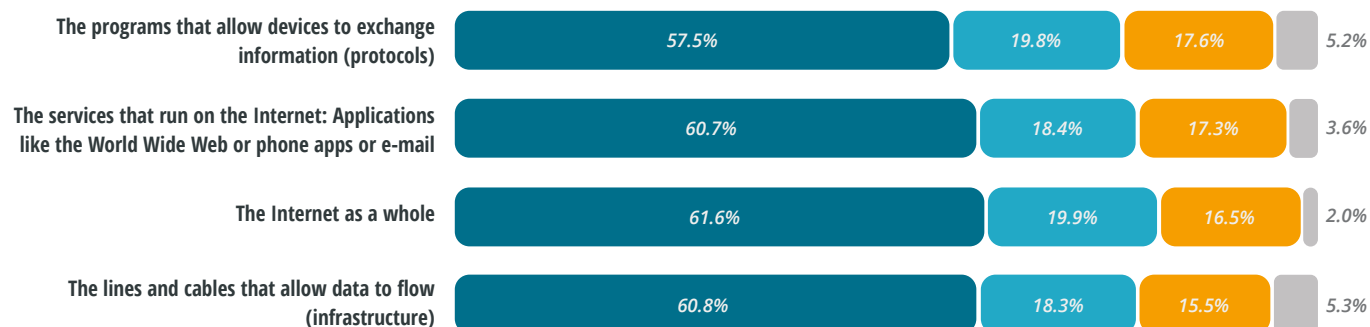
Supporting data

At the beginning of the process, citizens were asked to assess their internet usage as individuals and as a group. They were also asked to reflect on the effect of COVID-19 on their lives.

For you, the Internet is...

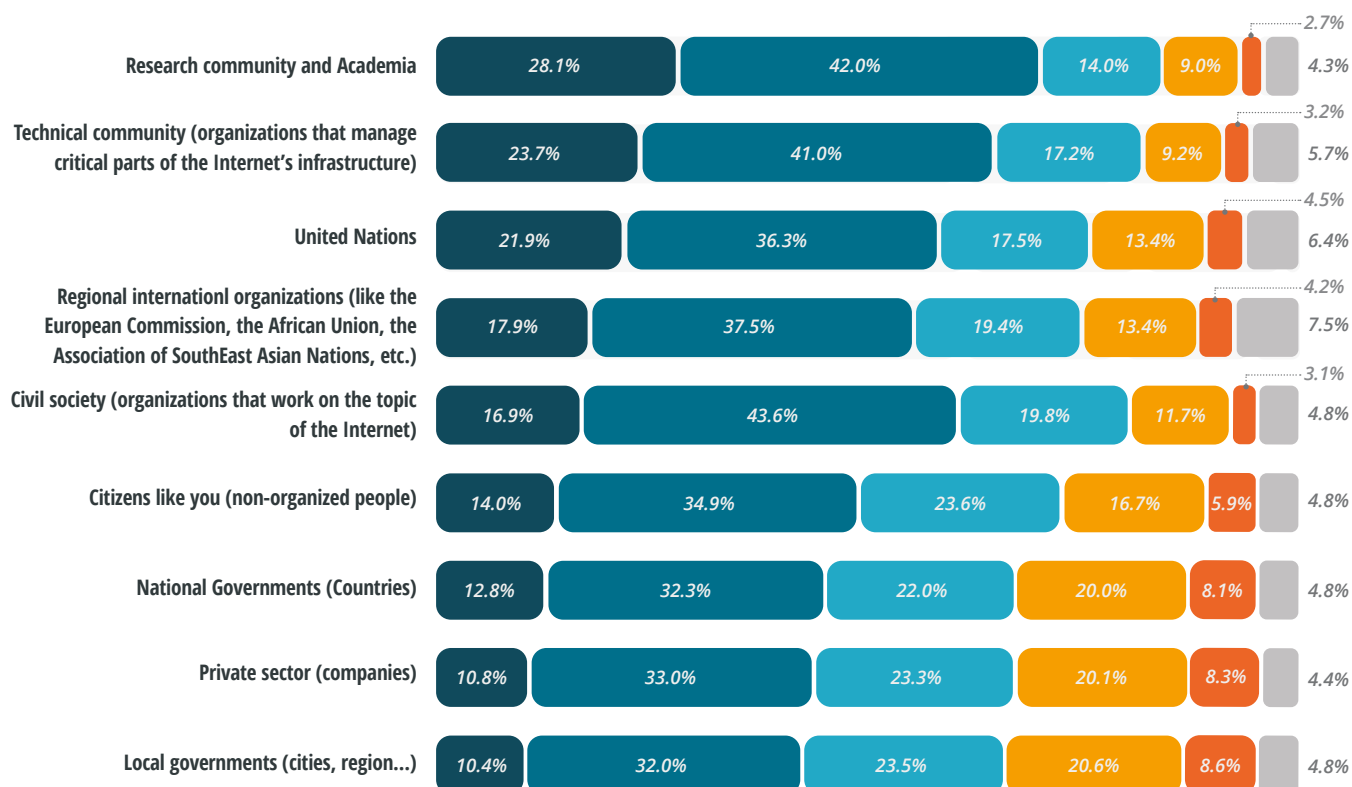


How would you rate your level of confidence in... ?



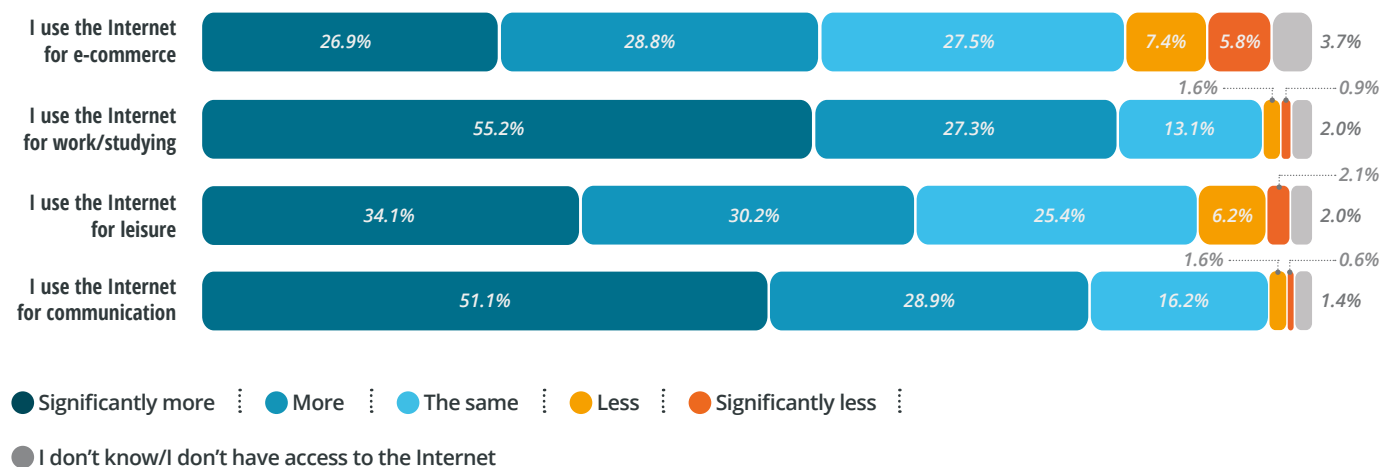
● Confident ● Neither confident nor not confident ● Not confident ● I don't have a clear opinion

When it comes to their role regarding the Internet, how would you rate your level of confidence in... ?

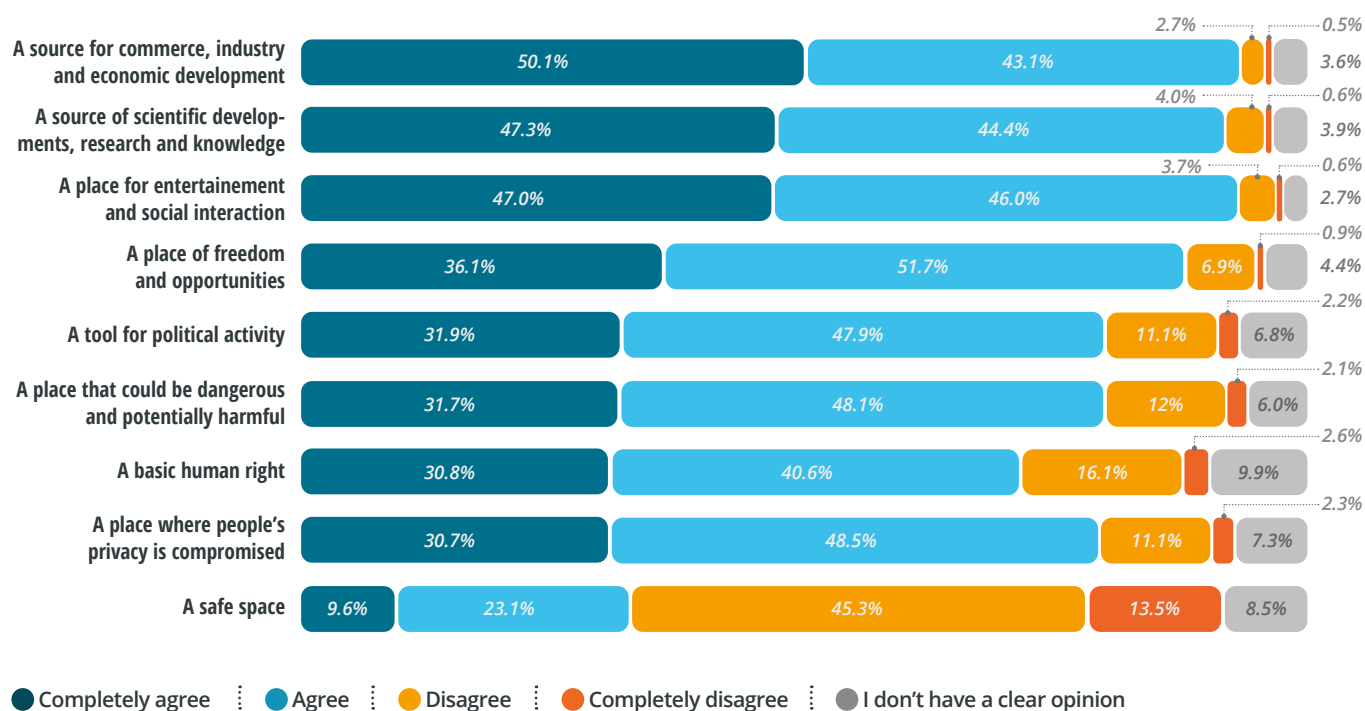


● Completely confident ● Somewhat confident ● Neither confident nor not confident ● Not very confident ● Not at all confident ● I don't have a clear opinion

Has your Internet use changed during the COVID-19 Pandemic?



How would you describe the Internet?*



* Citizens see the Internet not only in one dimension. For most participants, it is a source for commerce, science development, entertainment, and social interaction, but for a lot of participants, it can also be a tool for political activity and a place of freedom and opportunities. The majority agrees that it can be dangerous and that it is not a safe space.

My data, your data, our data

Vision: Unlocking the potential of a Data-driven society demands trust

Citizens of the world consider that a data-driven society could unlock a positive future for all if four core conditions are met: Data should be handled as a personal reflection online and hence be tied to Human rights; there needs to be a straightforward way of trusting the data; Citizens want to be able to control and access the data; Data Governance should be science-based and multistakeholder.

Key findings

- Before entering the deliberation, most participants (64,5%) lack knowledge about the management of data. They are not aware that they have rights and can activate them. They don't know the difference between personal data and other data.
- When asked how we should consider data, citizens prefer an approach based on Human rights. 33% of the groups rank this option as the best one. This is consistent with the fact that they consider the Internet itself as a basic Human right.
- Participants consider a model based on "Data as a resource" as the third most relevant.
- The least supported model is the approach based on Data being "a labor and/or contribution" (only 18% of the groups rank it as the best model).
- The deliberative process has a massive effect on participants. Two-thirds declare they will change their behavior in the future: For most of them, they will share less data (56%); some of them will share more (10%). Qualitative data shows that the latter result corresponds to participants that consider data as a possible source of revenue.
- Citizens have a stronger understanding and support for data sharing when linked to a specific goal. Sharing data to fight the COVID-19 pandemic was seen as more acceptable (39,6 agree to share it with companies and 41,3% with the governments while this number is 21,3% and 21% in regular times).

Recommendations

- Stakeholders should further their discussion on data by considering it as a Human Right and personal reflection. This will gather the most substantial support from citizens.
- The private sector and governments should ensure that they create a strong frame for transparency if they want citizens to trust the development of a data-driven society. Everyone knows data is useful and can have many utilities, but this system must be based on trust.

Open questions

Participants articulated a strong vision, which now needs to be deepened. Particularly, it will be useful to explore what citizens really understand under "getting consent." Is this a collective consent? An individual one? General or for each case? Does it mean that the GDPR model should be applied elsewhere in the world? Are there better systems of consent gathering?

The second key question concerns the balance between a strong demand for privacy of individuals and the wish at a societal level to have a data-driven society. It would be fascinating to dig into the question of encryption that makes this balance concrete and would push citizens to have a more in-depth discussion about critical parameters and choices around Data and their Digital Identity.

"COVID-19 represented a drastic change with an over-exposure to information, a loss of interest for my virtual courses. I was suffocated with the internet. At the same time, communication with people from abroad became commonplace".

Bolivia

Supporting data

During this session, participants started by discussing their relation to their digital identity. They were then presented with four ways of considering data and - as a group - had to assess the pros and cons of these models before ranking them from the most to the least relevant.

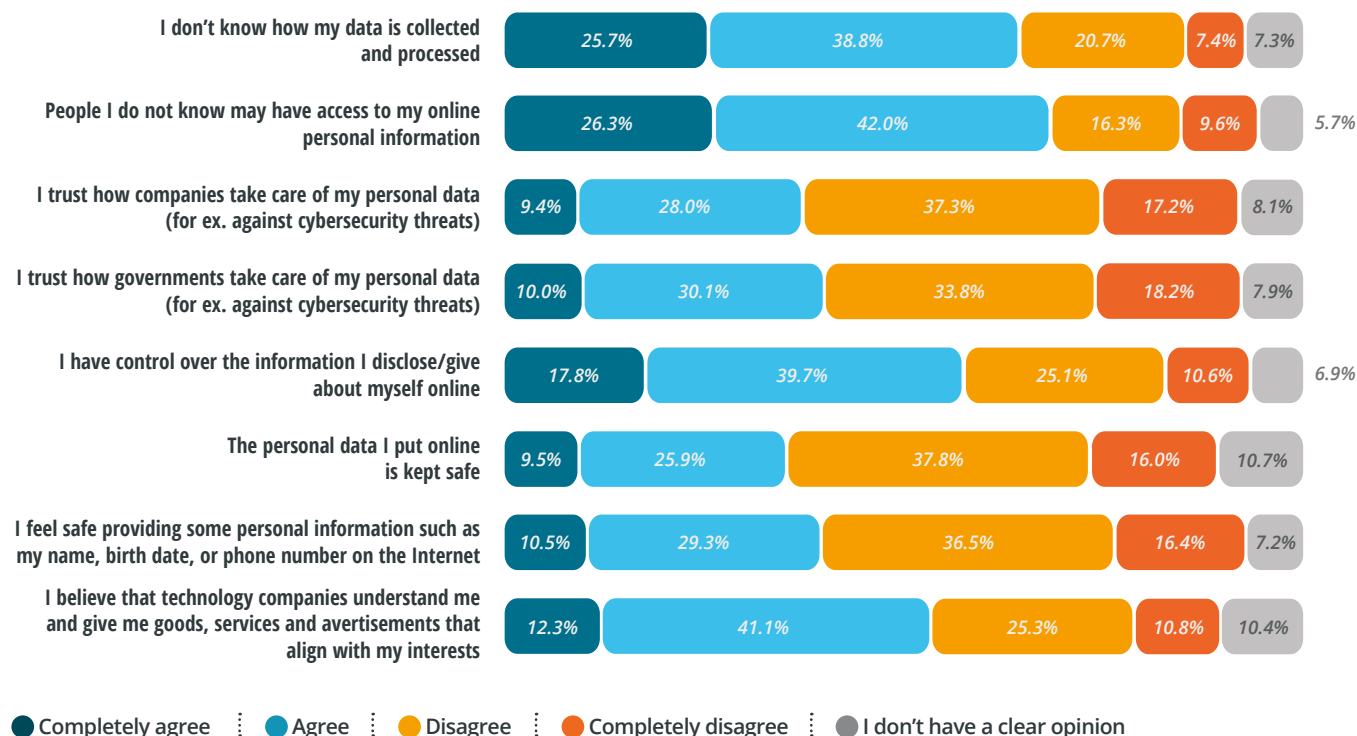
The four models are the following:

- **Data as a resource that can be owned:** Data is a resource that can be exploited. It can be owned by a person or a company. It can be produced, extracted, sold, bought.
- **Data as Labour:** When you post things online or share images, you are performing a small job (the creation of data)
- **Data as our personal reflection:** You are reflected in data about you: Your relationships, your behavioral patterns, your preferences. Data is an online "you." So it should come with basic Human rights.
- **Data as infrastructure:** The increasing importance of Data for the functioning of society has changed its nature: It can now be seen as core infrastructure on which other services and products build on.

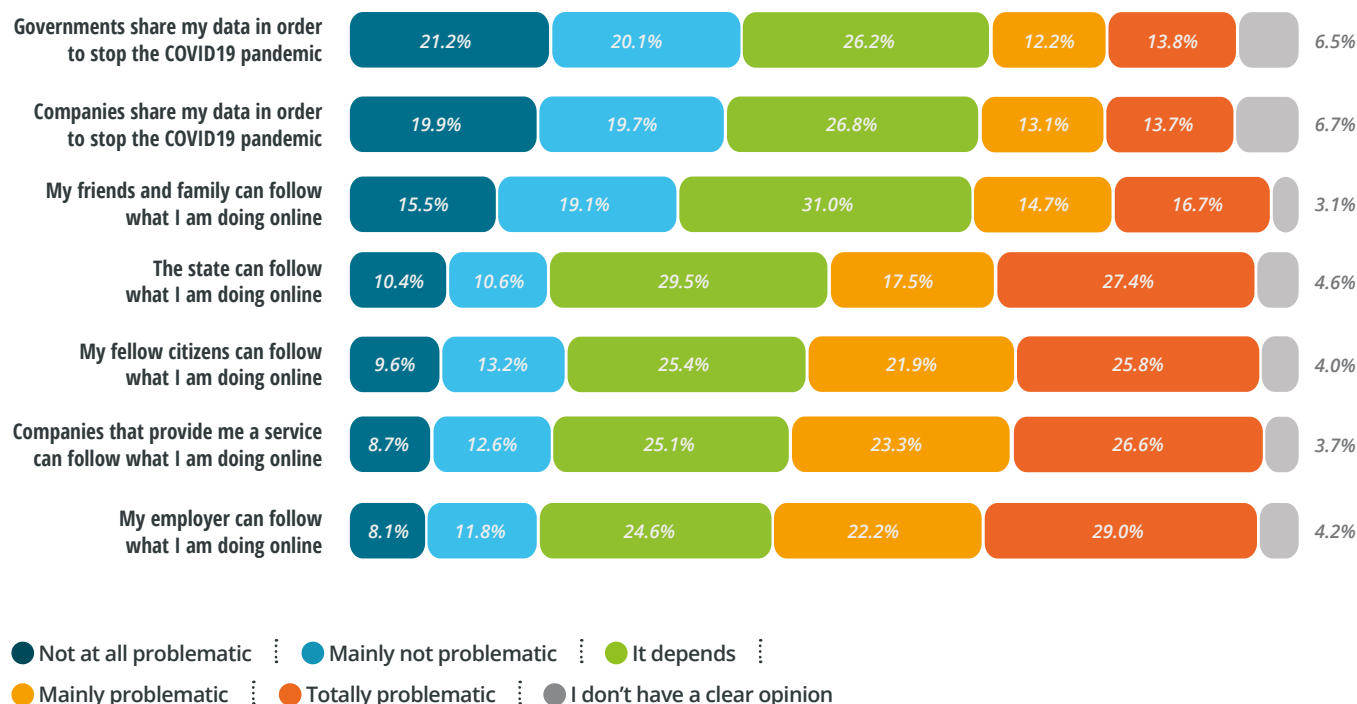
Qualitative Data: Main results of the collective assessments of the models

	Advantages	Disadvantages
Data as a resource	<ul style="list-style-type: none"> Allows personalization of data (more user friendly) Optimization of production and time Raises economic opportunities More accessibility to information and services Security of data and transparency 	<ul style="list-style-type: none"> Add complexity and confusion (technically and in terms of quality) Risk of hack and misuse Value and origin of data are not safe Increased risk of disinformation Stakeholders with more means will have more power
Data as a labor	<ul style="list-style-type: none"> Economic opportunities (jobs, incomes, competitions) More trust in the system thanks to the legal frame that leads to transparency More innovation and creativity 	<ul style="list-style-type: none"> Risk of abuses Create competition Increases laziness Increases disinformation and flood of information Absence of consent on how data is gathered and made valuable
Data as a human right and personal reflection	<ul style="list-style-type: none"> More trust thanks to transparency, accountability Clear frame More freedom of expression Human-centric approach Inclusion 	<ul style="list-style-type: none"> No limits of freedom of speech (non-respect of opinions and false information) Data can be exploited and misused Depends on the willingness of the countries and the respect of human rights Difficulty of implementation
Data as an infrastructure	<ul style="list-style-type: none"> A new sense of community among all stakeholder More accessibility with a faster, more manageable, cheaper, and affordable infrastructure More balance between users, governments, and companies 	<ul style="list-style-type: none"> Fear of governments censorship Surveillance society Hard to reach consensus Must be accessible for all citizens and all platforms Disinformation will remain a problem Less room for innovation and less competition

How do you feel about the information you put online? (personal data)



On a scale from 1 to 5, how problematic do you find the following elements?



Building a strong Digital Public Sphere

Vision: a commonly governed space for positive interactions

Citizens of the world call for a Digital Public Sphere that is inclusive, protects the free exchange of views, and is based on respectful interactions. To fight against disinformation, they consider that a shared action and governance is needed. They rank Education as the most effective and urgent tool in the fight, followed by Human-based interventions allowing to secure the quality of content. Legal instruments to regulate Information online come third. Self commitments by stakeholder have the least support.

Key Findings

- Citizens see the Internet as a space for communication and exchange with family, friends, and peers. They consider it a space for freedom and opportunities (88% at the end of the Dialogue) and suited to political activities (77,3% at the end of the dialogue).
- The main priorities they set for a healthy digital public sphere are inclusion, respectful interaction, and protection of freedom of speech.
- When asked about the effectiveness and urgency of different tools to fight disinformation, citizens massively prioritize Education: 53% of the groups rank Education as the most urgent action, and 52% as the most effective.
- This priority is valid for all stakeholder groups and citizens: More than 80% declare that they will change their behavior after the dialogue.
- Going into more detail, it becomes clear that participants see Civil society and Public bodies as having a leading role in education. The private sector has the most substantial support for technical solutions of fact-checking (32% of the groups rank it as the most urgent tool, and 25% as most effective).
- Governance of the Digital Public sphere should be science-based and multi-stakeholder. When asked about who should take the lead, the least support is for "no-one," meaning that they expect a regulation.

Participants consider that the technical community and the Academia should be in a prominent role. This points out the will of having a science-based approach.

"One of the opportunities of having data as our personal reflection and human right is undoubtedly freedom of expression. Also, you won't lose an opportunity, for instance, a job because of the data your boss found about you online."

A participant

Recommendations

- All stakeholders should urgently invest in Digital Literacy. Civil society and public bodies should take the lead. Deliberative formats are substantial leverage for awareness-raising and point at a strong potential in licking off a behavior change.
- Civil Society should take the lead for Human-based tools to ensure the quality of contents. This represents strong support for initiatives of fact-checking teams.
- The Private Sector should take the lead on technical tools to ensure the quality of content.
- The shaping of the digital public sphere should be part of a multistakeholder, science-based process. Part of the process should take place at a more local level, part of it globally.
- A smart governance approach may get the support of the citizens.

Open questions and next steps

The results show that citizens have a strong feeling that smart regulation is needed. But how should it look like in practice? What are the bridges between stakeholders? How to determine the shared responsibilities? This topic could be discussed in much more detail.

The fact that 80% of participants want to change their behavior even after such a short 90 minutes exposure to the topic points to the fact that education is indeed the most urgent and effective tool at disposition. It would be interesting to deploy the sequence of the Dialogue in 100+ more locations as a stand-alone process to measure if the effect is the same, even with a very focused approach.

Supporting data

During that session, participants first had to identify the three main elements that should be part of a healthy digital public sphere and the three elements that should not be part of it.

In a second step, they were presented with a grid of tools to fight disinformation and a series of actors that would act with these tools (See table). They were then asked to rank the emergency and usefulness of those different tools to fight disinformation

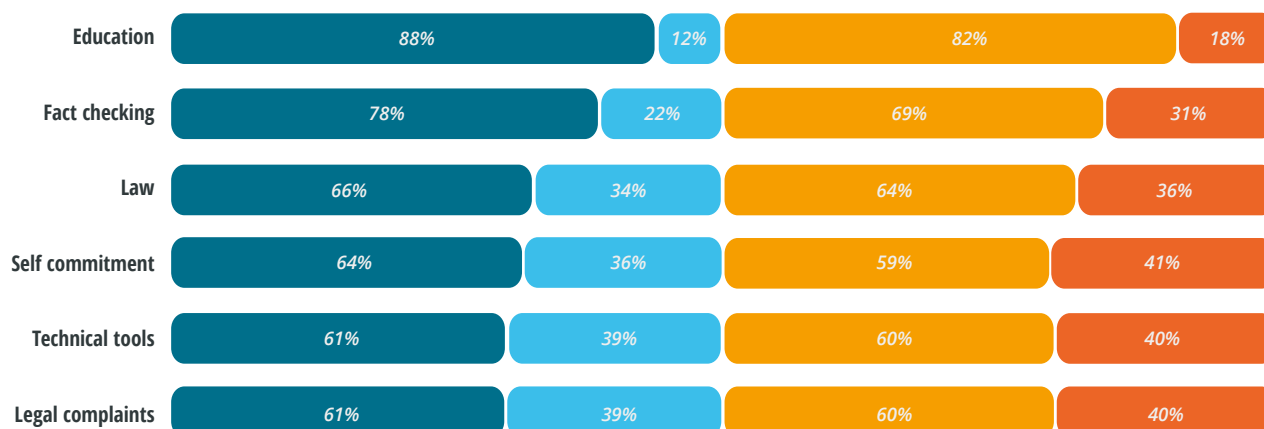
Overview of solutions

SESSION 5

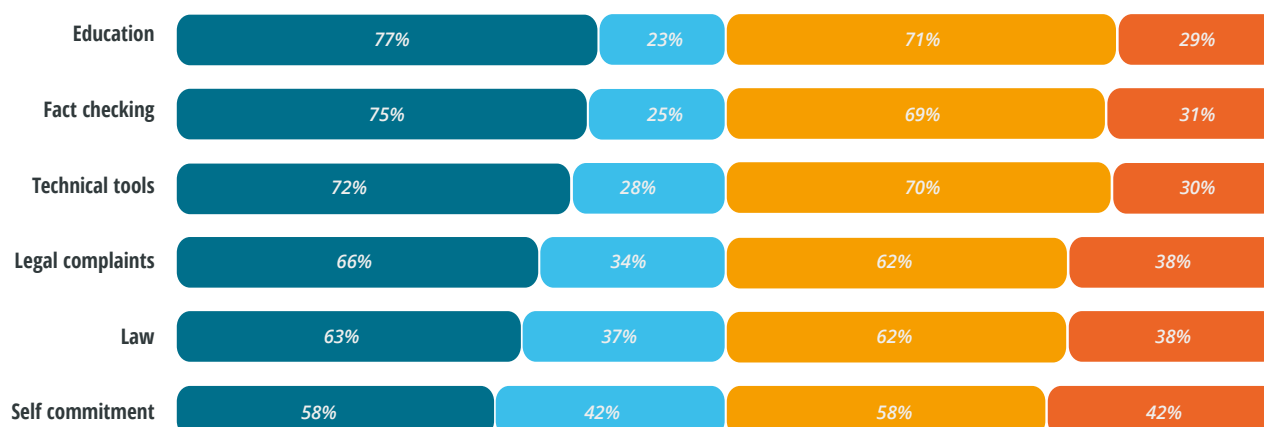
WHAT \ WHO	Education and empowerment: Users learn how to handle the information flow	Making sure that the content is of high quality, prevent disinformation from spreading quickly		Law: Have a legal instrument e.g bill, international treaty, etc.	Recourse: Enable user to file legal complaints	Sector led commitment: Organization engage themselves to be proactive
		Human based intervention	Technical intervention			
Public bodies: Governments at national level, international organizations like UN or European Union, Local Governments	Literacy programs in schools and other educational institutions	Create / fund independent agencies for oversight	Setting rules/frame for automated filters	Pass laws and sign international treaties, e.g. EU General Data Protection Regulation (GDPR), National Law in Germany for filtering, Brazilian law on Information	Strengthening consumer protection regulation Open possibility for users to put a complaint	Digital Charter: Guiding principles on how to ensure healthy discussion online
Private sector: Companies, social media platforms, Developers of software,	Video Tutorials and banners "Positive nudging" to encourage users to share accurate, credible information	Team of fact checkers that monitor the content Dedicate trained and qualified staff	Algorithms that filter suspicious content Tools to prevent virality (for example limitation of number of reshare) Promote reliable content	Contribute input for law making	Implement the legal standards Increase user protection, e.g. through privacy by design / standard setting	Update of terms of services to prevent spread of disinformation.
Civil society at large: Research and academia, Journalists and media, individuals	Education programs in media; awareness campaigns	Journalists and media check the quality of the content Initiatives like Poynter User can report/flag content	Monitoring and observing algorithms Making sure filters are fair	Contribute input for law making	Legal advice and support to file lawsuits	Digital Charter

Percentage of the groups that ranked the options as the most important

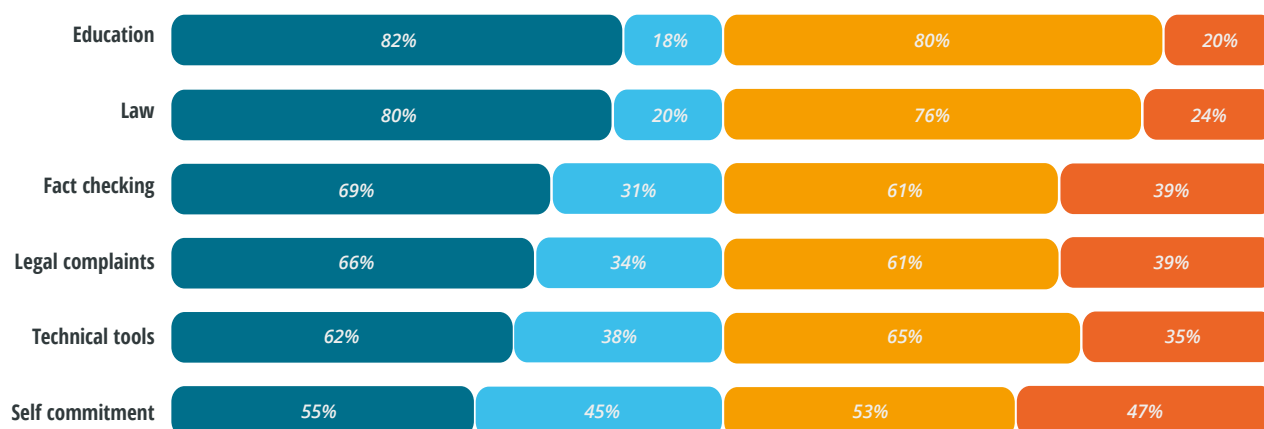
CIVIL SOCIETY



PRIVATE SECTOR

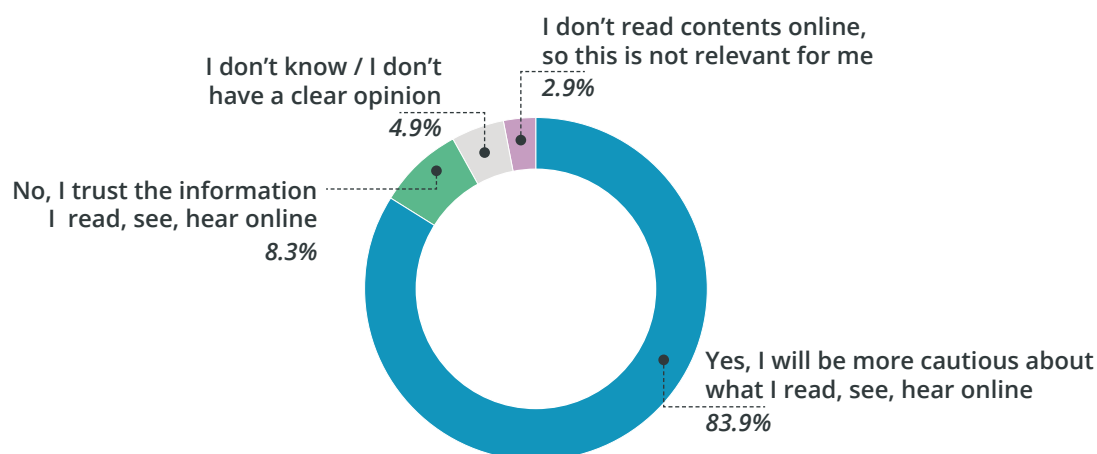


PUBLIC BODIES

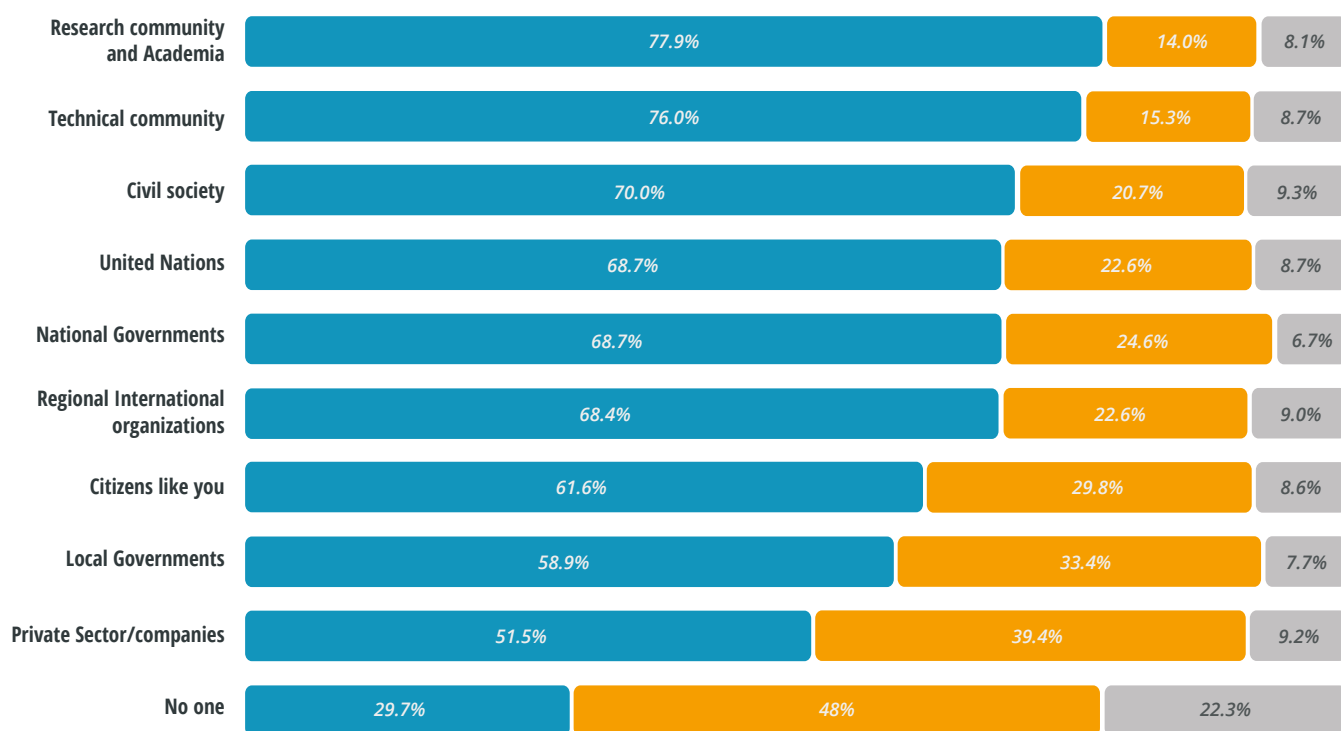


● Urgent ● Not urgent ● Promising ● Not promising

Now that you have discussed the Digital Public Sphere and Disinformation, will you change your behaviour in the future when it comes to getting information?



Who should ensure the quality and accuracy of the content in the Digital Public Sphere in future? (e.g.: fact-checking, source of information).



● Agree ● Disagree ● Don't know

Governing Artificial Intelligence (AI)

Disclaimer: This session was tagged as exploratory; partners worldwide could choose between a long or short version. The short session focused on a discussion on hopes and fear concerning AI and an individual questionnaire. The extended session added an assessment of the Ethical principles prepared by UNESCO. Many countries decided to opt for the short session. Results on this session are based on this more limited qualitative and quantitative dataset. Nonetheless, it gives excellent insights on the views of citizens on this topic. Clearly, it demands a follow-up, more in depth process.

Vision: a potential that needs ethical guidance and global governance

Citizens of the world consider that their level of knowledge and understanding of AI is not high enough to have an informed discussion on it. They think that other stakeholders, like companies and governments, face the same limitation. Nevertheless, they articulate the wish to pursue this discussion as it seems crucial to them. They are clear on two priorities: AI should be used for the common good. Its governance should be carefully designed to forget no one.

"Critical or vital information should be moderated. This moderation should be done by the public. Some people from different places could apply online to be moderators, and if they fulfill certain qualifications (one being integrity), they would be given moderation rights, and if the information is to be posted on a given platform, they could first review it."

Rwanda

Key findings

- At first glance, citizens see AI as quite positively: 35,5% consider it more an opportunity than a threat, and 45,8% see it as equally a threat and an opportunity.
- When looking at concrete applications, participants seem to be more cautious. When judging seven applications of AI on a scale between a very positive scenarios (e.g., "AI will create many jobs") and a very pessimistic scenario (AI will suppress many jobs), the majority estimates that the pessimistic scenario will dominate. The only optimistic scenario having the majority concerns AI "enabling breakthrough for science and research to the benefit of humanity" (59% of support).
- The scenario viewed the most negatively concerns the final use of AI. 42,5% of participants consider that AI will most probably be directed by those who want to profit and exercise power.
- On average, 25% of participants think that AI will neither tend toward the pessimistic nor the optimistic scenario. They seem to have a balanced view of the risk and opportunities. This reinforces the results of the qualitative analysis that citizens demand inclusive governance for AI.
- An overwhelming majority of citizens (79,9%) find it essential that human values should guide AI.
- When looking at the prioritization of policies on AI ethics proposed in the UNESCO frame, one item comes first: Ensuring the responsibility, accountability, and privacy of AI. Education and awareness and diversity are the second and third priorities. Ethics is not seen as a priority (especially international cooperation and governance mechanisms on it).

Recommendations

The clear message coming from the deliberation is that a lot more discussion and dialogues are needed to navigate Artificial intelligence. Stakeholders should heavily engage in setting up public conversations and engagement activities on the future of AI and its governance.

The fact that citizens prioritize policies on the responsibility, accountability, and privacy of AI shows that they

expect decision-makers to work on concrete options for regulation and do not focus on ethics as this item comes last.

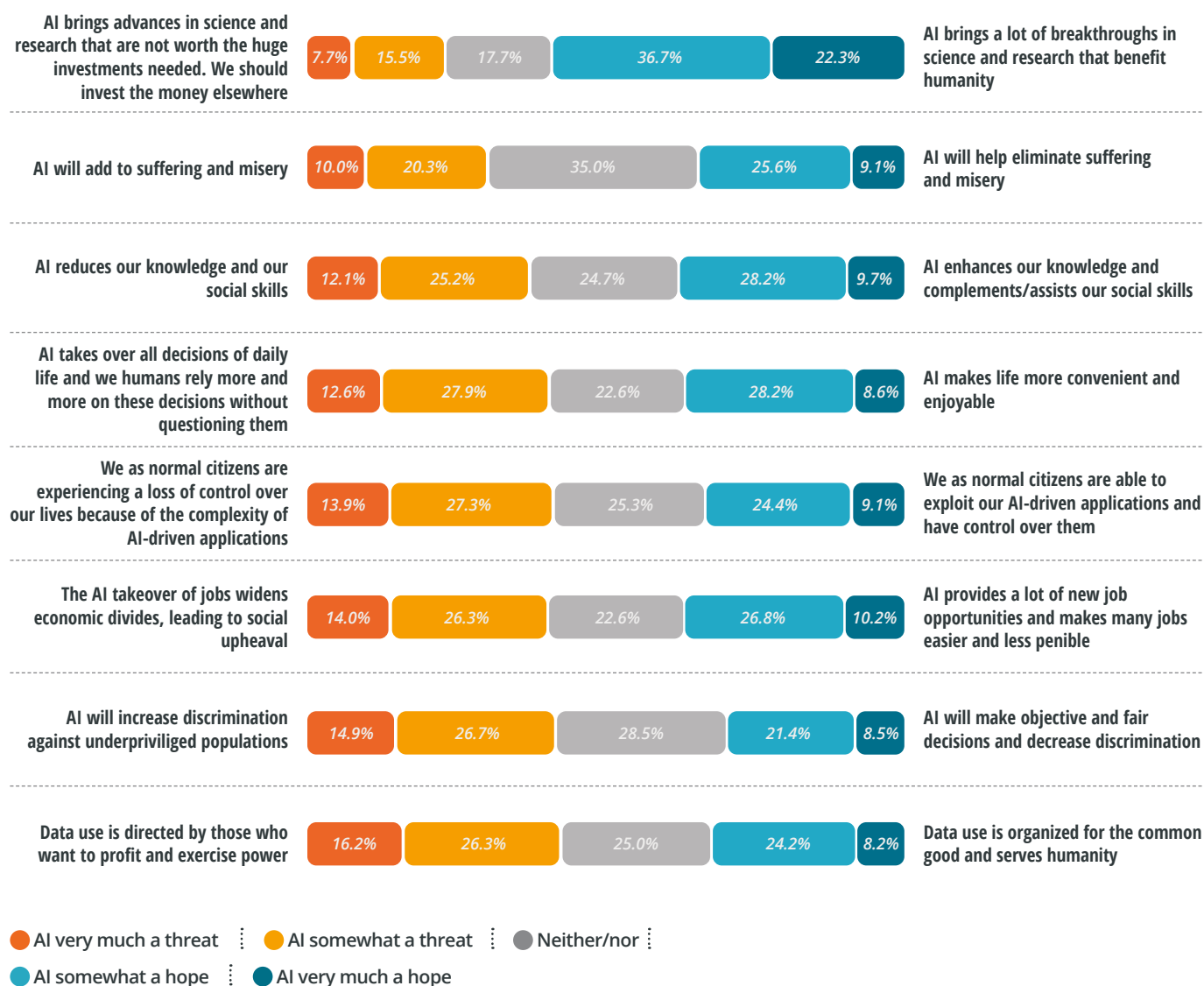
Open questions and next steps

The results of this exploratory session stress the fact that citizens have a high appetite for the topic of machine learning and Artificial Intelligence. At the same time, they want the discussion to become more concrete and seem

to be reluctant to take sides strongly. It would be interesting to extend the AI session to a two-day process to see if more time and information input give more noticeable results.

The year 2021 is a super year for AI. Many international institutions and governments are in the process of developing tools. It will be crucial to understand how citizens will be able to mingle in these discussions.

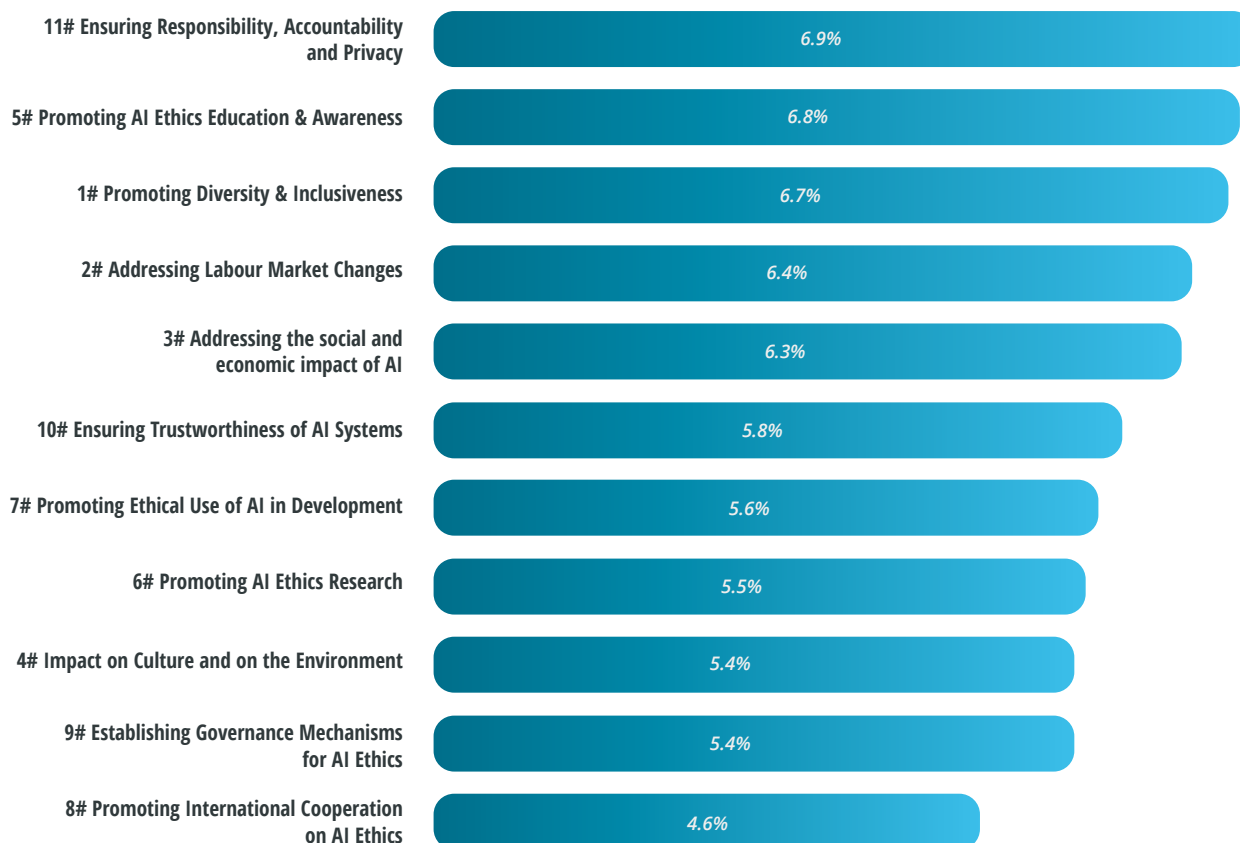
Do you perceive the following application domains of Artificial Intelligence rather as a threat or a hope?



Supporting data

The extended session added an assessment of the Ethical principles prepared by UNESCO⁽¹⁾. Citizens were asked to rank them in terms of priority.

Percentage of the groups that ranked the options as #1 priority



(1) The policy options presented to the Citizens reflected the state of the discussion of the first draft of the Recommendation on the Ethics of Artificial Intelligence (<https://unesdoc.unesco.org/ark:/48223/pf0000374266>) published in August 2020. Since then the text has evolved. Even if the text has changed since then, the ranking made by the citizens remains relevant to understand their priorities.

The future of Internet Governance

Vision: An inclusive, deliberative governance for the future

Participants have firm hopes and fears regarding the future of the Internet. They wish that in 2040 the Internet will be more democratic, inclusive, accessible, and the digital developments will be at the service of more well-being for Humanity. They want to avoid that the Internet takes so much place that it leads to health issues, tremendous unemployment rate, environmental issues, loss of social interactions, online abuses, cyberattacks. To reach this desirable future and avoid ending up with what participants fear the most, a robust governance system of the Internet is the key. Citizens are strongly supporting a multistakeholder and global approach as the way to go for the Internet and its governance. In this landscape, they consider citizens' deliberation as a crucial instrument.

Key findings

- Global is the right level to tackle the challenges related to Internet governance: When reflecting as a group on the best level to tackle Internet governance's challenges, citizens urge stakeholders to act globally. This goes especially for AI, the Internet in general, and for Internet governance itself. The most "localized" topics according to citizens are disinformation (which is seen more as a "national topic") and privacy. But even on those topics, participants recommend reinforcing work at the global level. There is a strong will to go beyond national interest when making decisions regarding the Internet's future that will affect all humanity.
- There is a need for inclusive governance: When asked about which stakeholders should be part of the discussions and of the decision-making process, citizens go clearly for multistakeholder governance, with more or less power of decision according to who they put their trust into. But even stakeholders they trust the least - mainly, the private sector - should sit at the table of negotiations and play a role in the decision-making process.

- The Citizens' dialogue has a strong effect on participants: This deliberative exercise has a strong individual impact on the participants, who say at the end of the dialogue that they have gained in understanding on the topics discussed during the day: 65.4% of participants stated that their knowledge of the Internet, in general, has improved. The same goes for Internet governance, with an overall percentage of 59.9% of participants stating that they have a better understanding of what this term means at the end of the dialogue. This is particularly true for the disinformation topic: When comparing participants' self-estimation of their level of knowledge between the beginning and the end of the dialogue, the increase is more than 20% for the disinformation topic.

61,1% of participants stated that they changed their mind at least once during the day.

- Asian countries put more trust in the UN and national governments in first and second places. Western European countries put their trust in Research, citizens, and civil society, respectively, come first, second, and third. They have less confidence in institutional actors and the private sector than the average.

Recommendations

The scientific community and Academia should have a central role in the discussion and the decision-making processes: participants globally have more confidence in organizations/institutions that are politically and economically independent. Therefore, they trust the research community and Academia more than any other stakeholders (including citizens like themselves), even for effective decision-making.

Among public organizations, international and regional organizations should step up in leading the way for the future of Governance. As participants are firmly in favor of a global decision-making process, they trust the United Nations and the international and regional organizations to make decisions. National governments should be less involved. There seems to be a will to go beyond national interests when it comes to the future of the Internet.

The private sector should be an integral part of the discussion, less of the final decision making. Citizens rate their level of confidence the lowest towards the private sector/companies. They however do not wish private stakeholders to be excluded from the governance systems. According to participants, the private sector should have a smaller role in the discussion and decision-making processes than the other stakeholders. A majority thinks they should be involved in both processes.

Citizens see themselves as part of the system. Citizens have a vital role to play in the governance of the Internet. Participants expressed their wish to be more involved in the discussions. However, when asked about their level of confidence, participants didn't rate their confidence high towards "citizens like you," meaning that they don't trust normal users as much as the technical community and academia (14.7% have a high level of confidence, which is approximately half of the confidence rate in academia).

Deliberative processes are substantial leverage to get an informed view of what citizens are willing to support and where they put their limits. When asked if similar citizens' dialogues should be part of Internet governance in the future, an overwhelming majority of participants answered positively (87,6%). Results clearly show that putting digital

policies in discussion with citizens is valuable to get a more in-depth, non-polarized, argumentative understanding of what their expectations for the future are.

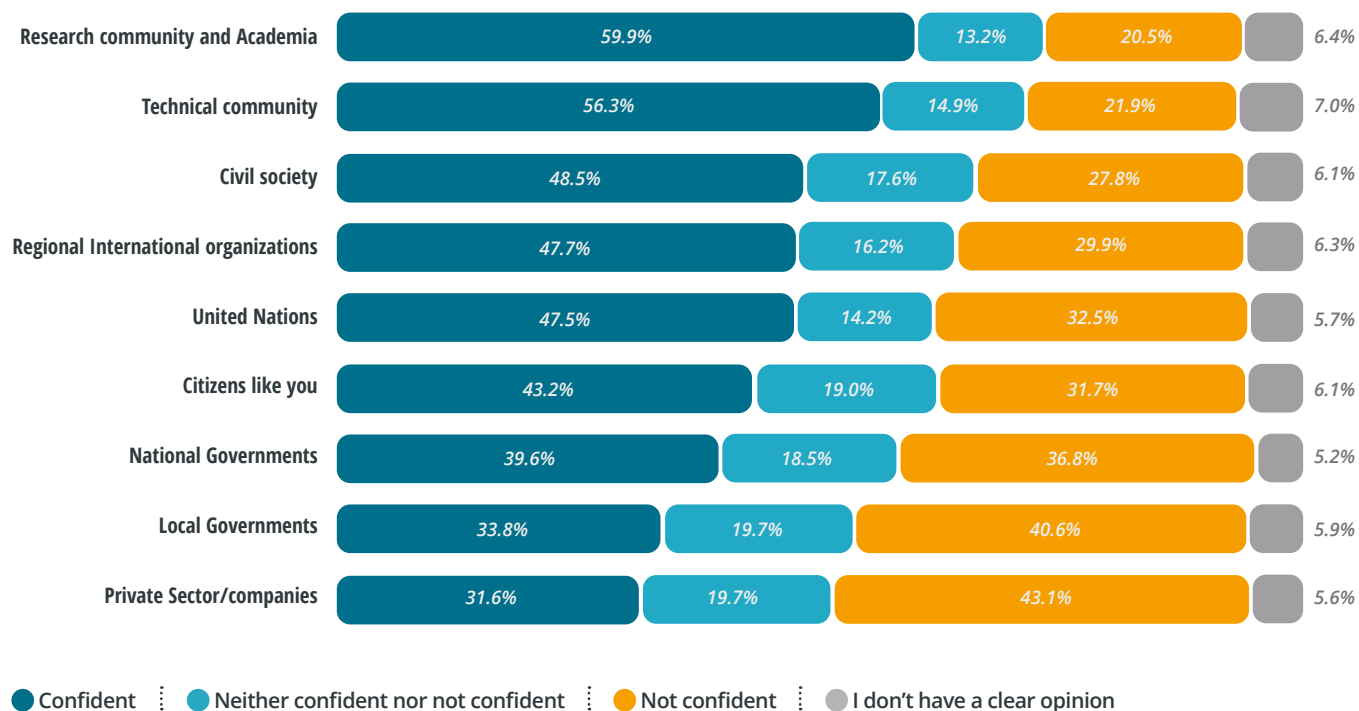
Open questions and next steps

Citizens are firmly in favor of a multistakeholder model: they do not exclude any stakeholders from the governance systems. This raises the question of how this governance could be concretely implemented in the future: What role should each stakeholder play in the process? How to ensure effective decision-making with so many different stakeholders involved?

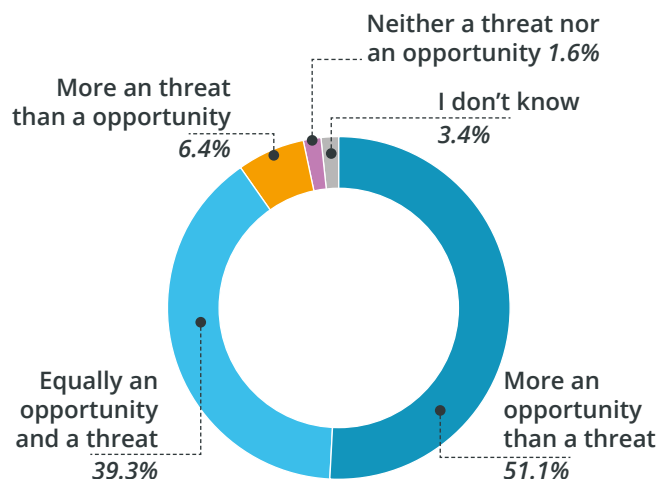
Citizens strongly support a leading role for the Academia and Research community and technical community, not traditionally decision-makers. How can these stakeholders be more included in the decision-making process? Would they feel comfortable playing a more prominent role in the decision-making process?



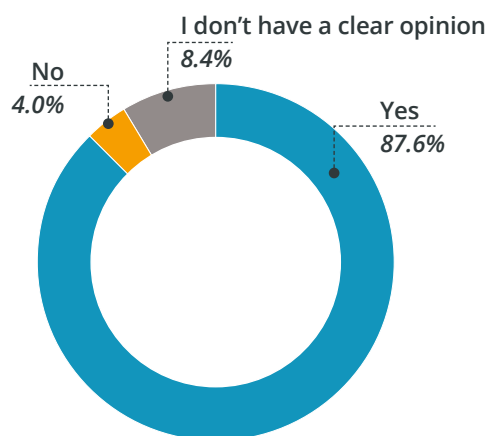
When it comes to their role regarding the Internet: How would you rate your level of confidence in ...?



For you, the Internet is...

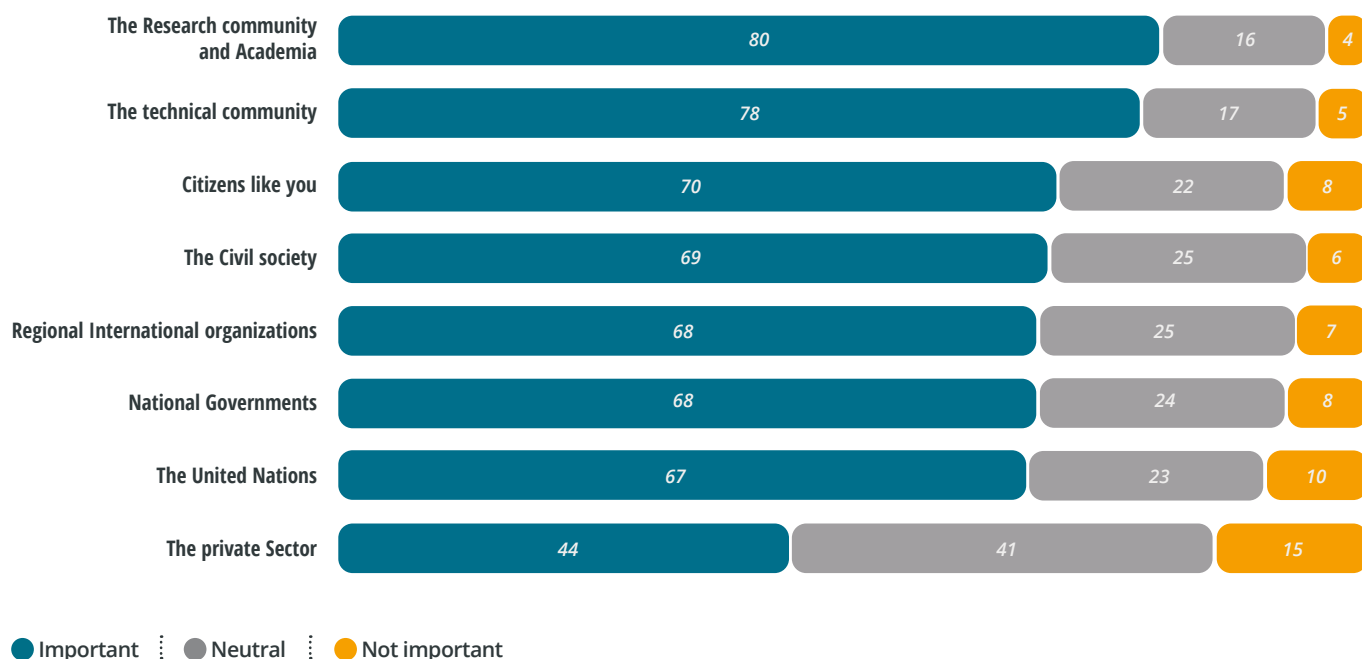


Should such Citizens' Dialogues become part of the standard way of making decisions on the future of the Internet?



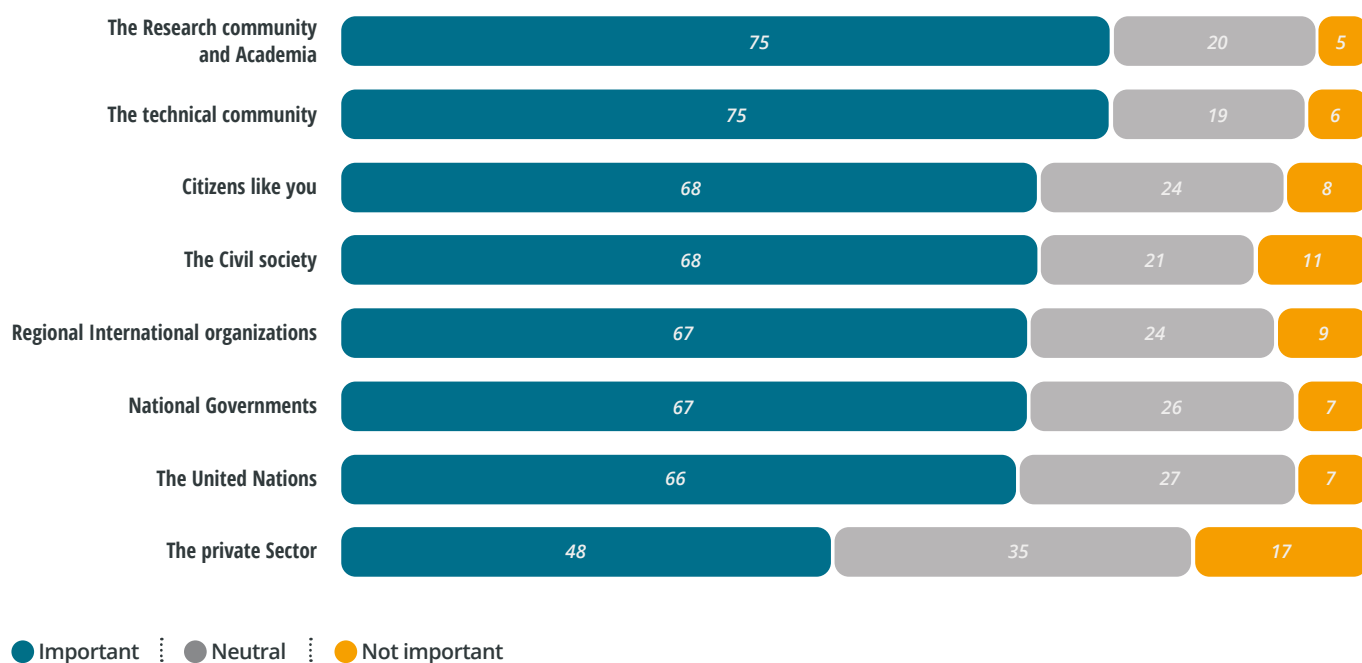
Who should be included in the decision-making process to reach those goals? How important is it that they are part of the discussion?

0: Not necessary to have them on board - 8: Crucial



Who should be included in the decision-making process to reach those goals? How important is it that they are part of effective decision-making?

0: Not necessary to have them on board - 8: Crucial



Other results

Cross-cutting findings

Beyond the concrete topics, citizens have put the following ideas continuously forward:

Education is a crucial priority, no matter the topic. This may not sound like a ground-breaking result. Still, it conveys that literacy is also seen as the key to our digital future by citizens themselves.

All discussed topics are - directly or indirectly - related to the question of data. This topic should, therefore, be at the core of any discussion in the coming years.

Citizens generally trust Governments and the private sector the least. This may not seem like a completely new result. Still, the fact that it comes from a deliberative process makes it sound remarkably crisp.

Participants repeatedly stress the relevance of the global level to address Digital cooperation. This is strong support for international institutions and should comfort them in taking a proactive position.

Regional and national (non) deviations

One of the most striking results of the Dialogue is the low level of disparity between countries. Citizens of the world seem to be aligned on their positions and views. They articulate a compelling global public judgment on the topic at stake.

However, some interesting deviations are worth noting:

- COVID-19 has more impact on participants living in regions with less access. This stresses the fact that the Internet is a critical infrastructure for the resilience of societies.
- Citizens from African states are often more divided on the topics. The standard deviation in their answers is higher. They seem to see things as either really bad or really good. They tend to see the Internet as being a source of economic opportunities more than citizens elsewhere.
- Citizens from the Asia-Pacific region trust the internet more and see more substantial benefits of it. They also have a higher level of confidence in the institutional

actors to take care of it.

- Participants in the Eastern European Group are often more undetermined (higher level of "don't have a clear opinion").
- Citizens in the Group of Latin America and the Caribbean have lower trust in governments and tend to have more exacerbated opinions: What is bad for other countries is even worse in GRULAC. What is good at the global level is even better in GRULAC.
- Participants in the Western European and Others trust private companies less than participants elsewhere in the world. They feel more concerned about the question of governance.

"These dialogues should happen frequently, especially in Brazil, where the impetus for dialogue has been increasingly scarce given the inhospitable political situation, guided and legitimized by disinformation, fake news, and incitement of hatred that goes against the democratic construction by consensus within the dissent."

Brazil

Part 3

Results of the Stakeholders' Dialogue



Seven recommendations for a better Internet Governance⁽¹⁾

Towards a hybrid architecture for the future of Digital Cooperation

The Internet Governance Forum + (IGF+) model is the most relevant starting point to organize the future of Digital Cooperation, provided it includes elements of both the Distributed Co-Governance model (CoGov) and the Digital Commons Architecture (DCA). This finding is strongly aligned with the Roadmap from UNSG about Global Digital Cooperation. The strength of the CoGov concept is primarily in its horizontal structure, which brings in more focused expertise that is likely to lead to better outputs/norms and inclusion of different networks. This set-up facilitates the participation of smaller organizations based on shared interests/goals and can increase the private sector's involvement. This more substantial horizontal dimension would be an essential supplement to the IGF+, which is perceived as a top-down oriented approach. DCA's significant advantage is to put norms at the center of the discussion. Deliberative processes can support a high-quality discussion.

Putting the right resources and in a fair way is key to an impactful Digital Cooperation

The key to unlocking the potential for improved Digital cooperation is adequate and sustained funding. Participants have identified funding as a critical gap on the road to enhanced Digital Cooperation. A majority (60%) of participants see the current IGF trust fund as a suitable mechanism that needs to be increased. More than a pure question of the amount of funding, the critical question is around its distribution.

Improving effective inclusion must be at the heart of governance reform

Inclusion needs not only an increase in quantity but also in quality. Under such consideration, it can serve as a "precondition" for exemplary leadership and legitimacy in the system. Inclusion needs to broaden among different sectors, with a special focus on expanding to the

private sector (both small, medium-sized enterprises and multinational corporations) and governments, in particular from the legislative branch, so that the IGF doesn't become a "civil society chamber" with little implementing power.

Strengthen coordination and cooperation between stakeholders and different bodies

There is an understanding of the already very high amount of existing fora and discussion groups and the complexity of the overall internet governance structure(s). Thus, introducing new platforms must be considered carefully and only introduced if adequate and in support of better coordination. Overcoming the divide between technical knowledge and policy and process expertise is critical. The whole internet architecture calls for a robust global moderation for which the "cooperation accelerator" could play a vital role.

Transparency and guidance are essential in navigating the complex system

Increasing transparency on processes and providing systematic guidance to navigate through the various layers and platforms of internet governance should be guiding principles. It is vital to communicate clear definitions and understanding of roles and relationships, responsibilities, and accountabilities. Due to different levels of available resources and capacity, it is difficult to ensure a simple entry point for marginalized stakeholders. In this context, special attention should be paid to the role and function of the "observatory/helpdesk" proposed in the IGF+ model. Although the motto "keep it simple" was mentioned on several occasions, as the stakeholders acknowledged the high complexity of the governance system, there was little discussion on how to reduce this complexity.

(1) These results have been presented in June 2020 as a contribution to the drafting of the options paper for the UNDG. The options paper can be found under: <https://www.global-cooperation.digital/GCD/Navigation/EN/The-Options-Paper/the-options-paper.html> (last visited 2020-12-10).

Create trust with transparent, fair coordination and effective, stable leadership

Ensuring transparency is not only crucial for navigating the highly complex internet architecture but is also at the core of increasing and maintaining trust among all stakeholders. In particular, coordination efforts must build on transparent rules, so that stakeholders can rely on fair procedures. Thus, the "cooperation accelerator" needs to be designed in a way that it also serves as a "trust generator."

"I learned a lot about the existing governance system, and I think that the IGF+ model will enable these changes because the configuration of this new architecture will build on existing structures such as the Multistakeholder Advisory Group. This will give more legitimacy and effectiveness to address previous institutional shortcomings."

Salyou Fanny, Orange, Ivory Coast.

The IGF+ needs to move from a discussion forum to a decision body

One of the recurring concerns and complaints about the IGF mandate has been that it is seen rather as a "talking shop" instead of a "doing shop." Even relevant and timely discussions rarely find their ways into the policymaking process at all levels, from the local to the international. The proposed "policy incubator" has the potential to change this deficit if designed correctly.

Impact and follow-up

The stakeholders' dialogue directly impacted the consultation as many of the chapters of the options paper are very similar to the recommendations of the Dialogue ⁽²⁾. This is strong proof that a deliberative process brings value to the global discussion.

Options Paper	Recommendations of Stakeholders' Dialogue
A New Digital Cooperation Architecture: Evolution of the IGF	Towards a hybrid architecture for the future of Digital Cooperation
Inclusivity	Improving effective inclusion must be at the heart of governance reform
Strengthening Cooperation and Coordination Forging Links Between Discussion and Decision-Making Bodies	Strengthen coordination and cooperation between stakeholders and different bodies
Providing Transparency and Guidance in a Complex System	Transparency and guidance are essential in navigating the complex system
Stronger Leadership Placing Digital Cooperation Issues at the Top of the Political Agenda	Create trust with transparent, fair coordination and effective, stable leadership
More Actionable and Concrete Outcomes	The IGF+ needs to move from a discussion forum to a decision body
Adequate Funding and Fair Distribution of Resources	Putting the right resources and in a fair way is key to an impactful Digital Cooperation
Greater Visibility of a Global Digital Cooperation Architecture	Mobile games

(2) https://www.global-cooperation.digital/GCD/Redaktion/EN/Downloads/options-for-the-future-of-global-digital-cooperation.pdf?__blob=publicationFile&v=2 (Last visited 12.12.2020)

Part 4

External evaluation – First insights



Missions Publiques: Mini Publics – Maximum Insights

Insights from the evaluation team

Matthias C. Kettemann

@MCKettemann

m.kettemann@leibniz-hbi.de

hbi.to/kettemann

Together with a team from the Humboldt Institute for Internet and Society (HIIG) and the Network of Internet and Society Research Centers (NoC), Matthias C. Kettemann conducted a review of Missions Publiques and its activities on Internet governance in the last year. The final report will be ready at the end of 2020. Key first insights include that Missions Publiques has successfully managed to harness mini-publics to reinvent deliberative democracy to provide feedback for high-level policy-making on the future of the internet and its cooperation infrastructure. In 2020, a year that witnessed both political polarization and growing distrust in politics, and a growing role of the internet and information and communication technologies in our lives touched by COVID-19, Missions Publiques has shown that deliberative democracy approaches are promising answers to today's challenges of global governance.

One of the critical features of *We, the Internet* was its globality. The dialogue was held in over 70 different countries, making it the largest and most diverse international dialogue on digital issues ever. Although Missions Publiques introduced the overarching concept and program, the events were organized by separate local organizations such as NGOs, public institutions, or universities dealing with either citizen deliberation or Internet and digitalization. We sent out 18 researchers speaking ten different languages to gain insights into how the dialogues worked.

What did we find out? The concept and idea behind the citizens' dialogues on the future of the internet was very well received among local partner organizations and participants. The idea to contribute to a meaningful exchange on how the internet should be run seemed to be the primary motivation for participating in this effort. Overall, the local event partners of MP seemed satisfied with the organization of Missions Publiques for this event. Several local partners pointed out that communication worked remarkably well and seem very willing to cooperate in the future. As one researcher put it: *"The event organizers thought that the Missions Publiques team had done a great job to bring in so many great organizations from across the world to accomplish this worldwide dialogue. They believed this feat to be especially impressive considering the challenges of a completely online process due to COVID-19, and they were very grateful for the support offered by MP in the weekly calls"*.



The majority of local event partners agree that the materials provided by Missions Publiques were interesting and the content relevant for the discussion. The most accessible session seems to be the one that concerned the everyday usage of the Internet ("The Internet and Me"). More complex topics usually received less feedback. AI interested a lot of participants, but few felt they had sufficient knowledge. This finding alone is significant for the future legitimacy of the use of algorithmic decision-making in society. Data protection, however, was a topic that almost all felt confident in discussing.

Diversity was one of the central aspects of the community guidelines of *We, The Internet*. In countries where enough participants were present to assess diversity, reviewers reported that the Participants were a good representation of the socio-economic and ethnic make-up of the country in which the event took place. However, there seems to be a tendency towards an overrepresentation of people with an academic background and younger people. Both tendencies were exacerbated by the need, in many national dialogues, to resort to online meeting spaces. Another concern raised was that in multilingual countries attended by the review team the event was usually held only in the majority language (exception: Canada).

Participants and local organizers proved highly motivated and appreciative of the initiative and the concept of the *We, the Internet* format. Towards the end, a number of them asked organizers an important question: What concrete impact will the dialogue have on political decision-making and the future of digital cooperation? This remains to be seen, but it is essential, in the reviewers' view, that the reviewers' results are communicated to ensure that participants see the impact they have had. And not only they. It is essential - as a participant put it - that all citizens find out what they discussed during Deliberation Day. This would mean harnessing the insights from mini-publics to inform the deliberative processes of maxi-publics.



Conclusion



Making *We, the Internet* integral part of Internet Governance

From a Day 0 event with 25 participants in the basement of the Conference Center of Geneva in 2017 to a Global Citizens' and Stakeholders' Dialogue in more than 80 countries in 2020, *We, the Internet* has grown to become a strong coalition of strategic and national partners that together have built a worldwide infrastructure. It is now possible to discuss key challenges of our digital future with ordinary citizens.

Participants have delivered a series of key messages that we have translated into visions, key findings, and recommendations.

At the metalevel, citizens and stakeholders have emphasized the necessity to have an inclusive, multistakeholder, and deliberative governance of the Internet⁽³⁾.

Our ambition is to support the realization of this demand by 2025 and the next World Summit on the Information Society.

To achieve this goal, we will pursue the following activities in 2021 and beyond:

- Design and implement citizens and stakeholders deliberations around the world with our national partners to feed the global and national discussion on new topics or the same issues as in 2020.
- Proactively engage in the Internet governance space to make sure that by 2025 the deliberative way of doing things is not a question of "if" but of "how."
- Extend and strengthen the global coalition to reach out to new countries, new citizens, new partners.

Potential topics for 2021 that emerge from the results are:

- Encryption as a way to pursue the discussion on Data and trust. Encryption will allow exploring the delicate

balance between individual rights and societal needs. Citizens want a data-driven society based on trust and control. But how exactly should that play out?

- Artificial Intelligence. This is the topic for which citizens say that they need more time, more information, and more precise questioning. Given the global agenda on AI for 2021, this seems to be a priority that will match a vital need.

These topics would focus on the way stakeholders should handle encryption and Artificial Intelligence. Defining the exact scope and limits of the topic will constitute the first step of our future collaborations.

To go further

To roll out your own dialogue, please find all the necessary resources here:

wetheinternet.org/resources/

Videos can be found at:

bit.ly/37cxLYS

The recording of the Open Forum session at vIGF 2020 during which we presented the preliminary results of the process can be viewed here:

bit.ly/37eTuPZ

Our documents are under Creative Commons (CC BY-ND 4.0 license) to enable you to use citizens' recommendations, engage stakeholders to implement them, but also for you to launch news discussions and new deliberative initiatives under the "We, the Internet" banner.



(3) Question 8.12: "Should such Citizens' Dialogues become part of the normal way of making decisions on the future of the Internet?": Yes 87,6%; No 4%; Don't have a clear opinion 8,4%.

Partners

Global strategic partners



Global Cooperation partners



National strategic partners





We, the Internet

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**Keep us informed and tell us
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antoine.vergne@missionspubliques.com

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