

Civil Society and ICTs: Creating Participatory Spaces for Democratizing ICT Policy and Governance in the Philippines¹²

Ian Jayson Reyes Hecita³
Florida State University

This paper examines and identifies the dimensions, activities, purpose, and extent of civil society organizations' participation in ICT policy making and governance in the Philippines. This research scrutinizes the dynamics between the institutional context (e.g. present ICT policies, international policies commitment, institutions, etc.) of ICT policy and governance policies vis-à-vis the actors, activities (e.g. advocacy, capacity building, partnership, networking, research, service provision, etc.), issue areas/ purpose (e.g. human rights, environment, sustainable development, capacity building, gender, etc.), and extent (e.g. participation of CSOs in the different venues of governance and policy making processes). Empirically, the study aims to systematically map out the terrain of CSO efforts and document existing practices of CSO engagement in ICT policy and governance in the context of identifying opportunities and challenges for creating greater democratic space and institutionalizing citizen involvement in ICT governance. Theoretically, this paper aims to contribute to the understanding of civil society's role in governance and policy making in the Philippines specifically in the understudied, complex and cross-cutting sector of information and communications technology.

¹ The Institute for Energy Systems, Economics, and Sustainability at the Florida State University through Dr. David Cartes provided support for the presentation of this research at the 2010 Oxford Internet Institute International Conference on Internet, Politics and Policy: An Impact Assessment

² This research was carried out in 2009 with the aid of a grant from the International Development Research Center (IDRC), Canadian International Development Agency (CIDA) Ottawa, Canada, administered through the PhilICT Research Network and the National College of Public Administration and Governance (NCPAG) of the University of the Philippines, Diliman, Quezon City.

³ The author is currently Visiting Research Scholar at the Florida State University - Institute for Energy Systems, Economics, and Sustainability

I. Introduction

The World Summit on the Information Society (WSIS) that was held in 2003 (Geneva) and 2005 (Tunis), provided an impetus for the promulgation of the first political constitution of Cyberspace. It formally acknowledged the potential development benefits of the use of information and communication technologies (ICTs); the commitments to fight the digital divide; contributions of ICTs to achieve the Millennium Development Goals to eradicate poverty; and the roles of different societal sectors in harnessing development outcomes. Integral to the WSIS Framework is the adoption of strategies committed to multi-stakeholder and participatory approaches in the development of ICT policies and the practice of ICT governance (Jorgensen, 2006). This entails the participation of non-state actors such as civil society organizations, business, non-government organizations, and the marginalized sector in the development, implementation, and monitoring of ICT policies and programs. While one particular outcome of the WSIS was to make states commit more to collaborative ICT governance with civil society, a multi-stakeholder approach was realized in the processes and activities leading to the drafting of WSIS Declaration and Plan of Action (Servaes & Carpentier, 2006). WSIS Resolution 56/183 encouraged *intergovernmental organization, non-governmental organizations, civil society and the private sector to contribute to, and actively participate in the intergovernmental preparatory process of the Summit and the Summit itself* (Padovani & Tuzzi, 2006). Though observers still debate about the impact of civil society participation in the WSIS (GISW, 2009; Carayanis & Sipp, 2006; Rossiter, 2006) and whether or not 'real' participation happened (Cammaerts & Carpentier 2006; Frau-Meigs, 2006), there is large consensus that non-state actors and civil society organizations were able to put their agenda in the processes of the WSIS (Landry & Raboy, 2005; Martelli, 2006) and was a critical starting point in the democratization of global governance practices particularly with regard to the information society (Johnston, 2006).

At the Asian Forum on Information and Communications Technology Policies and e-Strategies in 2003, government leaders from Southeast Asia committed themselves to the following thrusts: acceptance of governmental responsibility to create conditions for institutional reforms on ICT policy; application of multi stakeholder process that will enable participation of the private sector and civil society particularly women and ethnic minorities, to ensure transparency, and accountability in the development and implementation of ICT policies and e-

Strategies; and the adoption of an inclusionary ICT for development (ICT4D) (Sayo, Chacko, & Pradhan, 2004).

In the Philippines, the Commission on Information and Communications Technology (CICT) is the primary policy, planning, coordinating, implementing, regulating, and administrative entity of the executive branch of the Philippines that aims to promote, develop, and regulate integrated and strategic ICT systems and reliable and cost-efficient communication facilities and services (Lallana, 2005). In the 2006-2010 CICT Strategic Roadmap, one of the guiding principles include the development of an information society that requires a multi-stakeholder approach. The Roadmap directly states:

Its realization requires a full appreciation for the requirements and circumstances of the people and institutions that will benefit from ICT. For this reason, all stakeholders – the private sector, civil society, civic organizations, international organizations and government-have an important role and responsibility in the development of the Philippine Information Society. They should be given appropriate opportunities to directly interact, constructively criticize, and participate in the conceptualization, planning and implementation of Philippine ICT for Development initiatives (p.11).

The policy agenda at the national, regional, and global levels call for increased democratization of governance and policy processes in the area of information and communications technology. The WSIS underscore the critical role of the citizens and civil society in ICT policy and governance. Both in concept and practice, e-governance requires active participation of citizens. At the minimum, it should provide spaces for citizens to have the knowledge and skills to understand public decisions (Klein, 2006), if not to influence public policy directly (Warschauer, 2003). Governments are deemed to provide an enabling environment, through formal spaces, for citizens to directly participate in the development and implementation of ICT for development initiatives.

However, less is known about civil society organization (CSO) initiatives in the areas of ICT governance and policy making in the Philippines. Despite the increased role and impact of ICTs in the socio, political, and economic realm of the country (i.e. the country as having one of the most number of SMS-enabled mobile phone users; the active business process outsourcing industry) and the strong international and national policy commitments to uphold multi-stakeholder approaches in ICT for development (e.g. WSIS, ITU, CICT Strategic Plan, etc.), knowledge on citizen participation in governance of the Philippine information society is negligible. Not so much is known about the praxis of CSO engagements in formal and informal governance channels and whether the

existing practices reflect the realization of commitments to WSIS and other international and national agenda.

II. Review of Related Literature

Conception and praxis of civil society in the Philippines

There are numerous conceptions of civil society. The literature looks at it as a sector separate actor from the state and the market (Carino, 2002); a space for citizen participation in collective decision making (Contreras, 2003) ; an important player in the process of governance (Wui & Lopez, 1997); and is embodied by non-governmental organizations, peoples' organization, citizen groups, religious congregations, and professional organizations. Siliman and Noble (1998) characterize civil society as the realm of collective, public action between the private sphere and the state. It is voluntary and self generating, most of the time it is independent from the instruments of the state although it does seek accountability, transparency, benefits, and policy changes from the state. Adopting the definition of Johns Hopkins University, Carino (2002) outlined civil society as something that is organized, private, self-governing, non-profit distributing, and voluntary. Civil society is seen linked to a public arena where the promotion of broadly defined public good is the purpose of civil society action (Tandon, 2004). In studying the role of NGOs and POs in the issues and process of trade and economic liberalization, Wui-Lopez and Tadem (2006) defined civil society as *generally identified with the private sphere of the capitalist market, which is to be distinguished from the public domain of the state*. Utilizing the definition of the United Nations' WSIS in their study on how Philippine civil society groups view globalization, Frago, Qunisaat, and Viajar (2004) identified it as *the sphere in which citizens and social initiatives organize themselves around objectives and thematic interests. They act collectively through their movements, autonomous from the state, are non-profit-making, act locally, nationally and internationally, in defense and promotion of social, economic, and cultural interests*.

In the Philippines, civil society organizations (CSOs) usually refer to non-government organizations (NGOs), People's Organization (POs), civic groups, non-profit organizations, community-based/ grass-roots level organizations, voluntary associations, church-based groups, professional organizations, volunteer groups, and university extension services (Natividad, 2005; Siliman & Noble, 1998; Villarin, 2004, Carroll, 1998, Buendia, 2005). CSOs are clearly distinct from other non-state actors such as secessionist groups, political parties, corporations, business, and other private profit-generating institutions (Wui & Lopez 1997). After the 1986 EDSA People Power revolution in the Philippines,

there was a significant increase in the number of CSOs that have become active in providing public goods and services; facilitating public discourse and debate in policy issues; monitoring and ensuring transparency and accountability in governance; and mobilizing citizen resources and support for public decisions and collective action (Magno & Lusterio-Rico, 2003). Arguably, the Philippines has one of the largest, best organized, and most politically active CSO communities in the developing world (Clarke, 1998). Approximately, there are about 70,000 CSOs in the country (Racelis, 2000) The increased direct participation of citizens in public policy through civil society can be attributed to many factors such as the institutionalization of the 1987 post-dictatorship constitution, the inception of the local government code, the failure of democratic consolidation in the hands of the political elite or the failure of representative democracy resulting to perception of corruption and malfeasance in governance as citizens feel that they are excluded by the current institutional arrangements (elections) used for governing (Brillantes, 1997). Crafting and development of policies and implementation of public programs has been relatively open to private sector participation in the Philippines. The degree by which CSOs engage in governmental agencies both at the executive and legislative branches differs in every sector and public issues. For instance, the pervasiveness of the presence and the activity of NGOs in the social sector provided a crux for several government agencies to open up their borders to relevant public dialogues and partnerships (Diokno, 1997).

There is a multitude of documented cases of CSO participation in governance in the Philippines such as in the issue areas of globalization and localization of the impact of development as in Frago et al (2004), local governance (Tandon & Mohanty, 2003) poverty (Estrella & Iszatt, 2004), human rights and security, indigenous rights (Magno, 2003) public debt and budget, agriculture/ agrarian reform (Villanueva, 1998), local and community governance as in Villarín (2005), environment and forestry as documented by Contreras (2003), migrant workers (Tigno, 1998), anti-corruption (Gonzales, et al, 2004) social welfare, population, gender, economic issues, peace and stability, and gender as reiterated by Siliman et al (1998). Civil society organizations participation have been meaningful in self governance, defining the public good, influencing public decisions, ensuring state accountability, and assuring market accountability (Tandon, 2003). A large number of cases of CSOs operating in policy making (Edgar & Chandler, 2004) and governance (Glasius, Lewis, & Seckinelgin, 2004) have been studied, reiterating the impact of participation in the process of governance, content of policy, and the development outcomes. Civil society in the Philippines is characterized by increasing institutionalization. There have been continued

efforts to create networks, coalitions, and task forces at the national and local levels. While in the past civil society are more involved in contesting the system, the role CSOs has shifted somewhat to negotiations, bringing them into the system and are viewed according to their ability to read the political context, research, advocacy, and attendance in congressional hearings, bargaining, and even litigation in Carroll (1998).

There have been documented cases of their participation in various governance venues at different degrees and extent. CSOs can be members of national councils and inter-agency task forces. They can be nominated as members of cross-sectoral committees in the executive including in the cabinet clusters. CSOs are also mandated to be part of the bids and awards committee in the process of procurement. At the local level, their participation is institutionalized by the functions of the local special bodies. At the legislative branch, they are usually invited to be part of the technical working group. CSO participation is institutionalized in the appointment of the sectoral representatives as highlighted in Villarín (2004) and Brillantes (1997). Though there are various formal channels for citizen participation in governance and policy making, these are not fully utilized considering several institutional and agency challenges. While formal venues are present, most civil society organizations in the Philippines usually work through informal engagements. NGOs and POs are invited in public forums where they can express and articulate their advocacies. Establishing social capital and harnessing personal relationships with key government officials can spill over to relevant partnerships in programs and projects. CSOs usually are tapped by government agencies and legislative offices as resource persons to address particular issues. CSOs usually partner with government agencies through signing of Memorandum of Understanding or Memorandum of Agreement. With respect to the legislative arena, Magno (2005) observes that civil society groups exerted more influence on the policies that were developed in the early stages of the policy development. Network of NGOs and POs (including some government agencies) had been established prior to the introduction of the bills in Congress. Natividad (2005) documented that CSOs have been able to influence Congress through several activities such as: bill or motion drafting or sponsorship; membership or participation in consultative or technical bodies in Congress; participation in public hearings and committee hearings; lobbying through petitions, signature campaigns; and submission of position papers; participation in fora, dialogues, and consultations with legislators or candidates present; dialogues with individual legislators.

Civil society's roles in government, governance, and policy making

Civil society is viewed from a perspective with reference to the state. While civil society is traditionally defined in opposition to the state – operating as counterpoint to the strong state rules and apparatus (Edwards, 2004), the emergence of state-civil society coexistence, collaboration, and networking are emerging as a dominant practices in the delivery of public goods (Cheema & Rondinelli, 2007; Osbourne & Gaebler, 2002; Sorensen & Torfing, 2007; Peters, 1996; Rub, 2002). Civil society and government are complementary constructions (Post & Rosenblum, 2002). Civil society cannot exist without government, and democratic governments cannot exist without civil society. In democracies, civil society is alternately viewed as source of legitimacy and stability for government (United Nations, 2008). Kymlicka (2002) argued that the state needs legitimacy through political participation of the citizens in governance. Political participation itself teaches people to be tolerant and responsible. Strong civil society can enforce standards of public morality and performance hence improving the accountability. It has a crucial role as an intermediary between state and citizens. Civil society can play a constitutive role by defining the rules of the political game along democratic lines. On the other hand, civil society needs the state because it is the state that provides a legal framework that enables people to associate (Burnell & Calvert, 2004). Furthermore, civil society associations can enhance democratization processes by increasing citizen representation, demanding the transparency of government transactions, and fostering accountability of public officials.

Establishing mechanisms for greater direct involvement in policy-making are hypothesized to be essential in reviving democracy. Civil society participation in governance would supplant representative institutions in favor of the public locating policy issues and in making its own decisions through various mechanisms such as special bodies and initiatives, etc. (Pierre & Peters, 2000). Representative democracy allowed the citizens to choose “who” would make the decisions but it did not emphasized “what” decisions would the leaders make. In the governance process, civil society has allowed for the better delivery of public services has the role in political socialization, civic leadership, recruitment, communication (conduct of research, investigative reports, etc.) interest articulation (advocacy and lobbying) , aggregation (substitute for political parties in large national issues), and political output (program implementation, project monitoring, procurement, etc.) (Barnett, 2004). In the policy process, Tandon (2004) explains that civil society organizations participate in negotiations of policy formulation in a variety of ways: presenting experience, monitoring of the process, enabling the voiceless, and policy implementation. CSOs also interact

with the different arms and constituents of the states to ensure that they function with accountability.

CSO participation in ICT governance and policy making

While there are anecdotal reports, the amount of research and documented cases of civil society participation in the area of ICT governance and policy making is limited. In the Philippines, the Foundation for Media Alternatives (FMA) did a short chapter for the Global Information Society Watch (GISW) 2007. It focused on the state and political economy of the Philippine information society. It outlined the roles of civil society organizations. It also provided a brief sketch of challenges to CSO engagement. Moreover, in the introductory chapter of the 2007 GISW Report, Finlay (2007) summarized the other problems of CSO engagement in ICT policy and governance based from the twenty two (22) country reports. He particularly identified the following as factors impeding meaningful participation: the lack of clear ICT vision; the lack of capacity, skills, and awareness in government processes and civil society; an underdeveloped relationship between civil society, business, and the state; and the need for civil society to know and assume their responsibilities in a pro-active manner.

In the context of liberalizing the telecommunications industry and the issues confronting the rates and regulation in the use of short messaging (SMS) in mobile phones, Molmisa (2006) examined the roles and initiatives of CSOs in the telecommunications sector. The CSOs advocated against elite capture of the state and the weakness of the government to regulate and ensure a competitive telecommunications sector. Wui and Tadem (2006) observe that the *state's weaknesses to effectively control the market pose serious challenge to CSOs. They also have to contend with industry players, which have more resources and political clout. State agencies obtain only the opinions and demands of the dominant market groups.* The lack of resources, consumer rights awareness, and formal organizations hierarchy still hampers the expansion of the CSOs in the ICT sector. On the other hand, the broad and multi sectoral composition of the coalition facilitates the easy recognition of the government of its presence and campaigns. Inter and intra organizational campaigns are effective. Public campaigns using text, Internet, and broadcast media are considered effective means to contest state policies. The study lamented on how internal/ external resources, the globalization context can provide spaces for participation.

There is an increasing consideration that states are not only the important actors in multi-level governance processes (Rosenau, 1990; Held, 1995; Patomaki, 2003). Civil society and the private sector have continued to participate in various policy arenas (Beck, 1996; Sassen, 2002) as international

organizations have been trying to enhance their legitimacy by incorporating democratic mechanisms (Schild, 2001). The extent of civil society participation in the WSIS invites rethinking and reanalyzing of civil society-state relations. Civil society persists and is significant within the era of information and for translating knowledge to policy (Castells, 2006). It has established a new scale of legitimacy that needs to relocate itself nationally and locally to foster outcomes in the information society (Rossiter, 2006). Civil society can serve as a two-way conduit in channeling global information society agenda into the national and local policy context (Christensen, 2006). While some scholars contend that CSOs' role have been limited to partial participation (Pateman, 1970) – *multiple parties influence each other in the making of the decision processes but the final power to decide rests on one party* and extended consultation (Cammaerts & Carpentier, 2006), others observed that the success of civil society must be appreciated in the context of the agenda setting, increased representation of the marginalized, and synergy of actors rather than the determination of the final outcome of WSIS as investigated by Landry and Raboy (2005) and Padovani et al (2005). Given the cross-cutting developmental dimensions of ICTs, “traditional” civil society themes of human rights, poverty and development (WSIS, 2003), gender (Heike, 2006), freedom of information (APC, 2009), and communication rights (GISW, 2007) have been integrated to CSOs' ICT advocacies (Raboy, 2004). With the belief that ICTs do not create the transformations in society by themselves, CSOs people should be empowered to design and implement technologies based on their socio-political and economic contexts. Reiterating cases of CSO participation in ICT and human rights issues in the global setting, Jorgensen (2006) asserts that CSOs are focused on challenging government restrictions on freedom of expression and promoting rights in the information society. The CSOs have usually stuck to issues such as freedom of expression, and privacy protection. In the view of civil society, human rights approach would imply using the improvement of human rights standards, such as human and social development, democracy, and participation through the effective use of ICTs as focus points for setting goals and measures for progress (Greenstein & Esterhuyusen, 2006). The Association for Progressive Communication (2007, 2009) has documented several practices of CSO engagement in ICT decision making in developing countries.

II. Research problem and hypothesis

This study attempts to address the scant body of literature with regard to civil society participation in ICT policy and governance in the Philippines. This research maps out and provides an inventory of the efforts, policy issues,

practices, and extent of participation of CSOs. This effort examines the institutional context of present Philippine ICT policy ecosystem and how it influences the trajectory of CSO participation. Specifically this research aims to answer the following questions:

1. What is the state of CSO participation in the area of ICT policy and governance in the Philippines? Who are the actors (who are the CSOs involved), purpose (involvement in issue areas/ policy and governance issues), process (activities such as projects/ programs in advocacy, lobbying, capacity building, research, etc), and extent (formal and informal venue/ spaces of participation, level/ stage/ phase of governance/ policy making process) of CSO participation? What is the institutional context in which the present ICT policy and governance (e.g. policy frameworks, CICT Roadmap, commitment to WSIS, etc.) operates? How did it affect the state of CSO participation?

2. What are the drivers and barriers to CSO participation that needs to be considered in future policy development to fulfill the commitments of WSIS in democratizing ICT governance?

This study hypothesizes that the role of civil society in ICT governance and policy making can be appreciated by its ability to foster public opinion, locate policy issues, enable and build capacity of society to ensure ICT policy and governance advance the greater public good. As a site for public discourse, civil society is well positioned to mobilize citizen support to promote the democratization of ICT policy making and governance. These interventions can take the form of generating public awareness about ICT policy, crafting ICT governance action plans, advancing efforts for good governance, and cooperating with reformers both sides of the public- private divide to enhance development outcomes.

The extent and nature of CSO participation can be shaped by the institutional context of policies that defines the rules of participation, policy content, and decision-making processes. The outcomes of participation are results of continuous state-civil society dynamics. The story of the evolution of people's participation in agencies like the CICT illustrates the dynamic interface between the state, the private sector, and CSOs in the Philippine information society policy ecosystem. The national policy making environment in the Philippines is relatively open to CSO participation. However this openness is not formally institutionalized and not fully harnessed. CSOs face capacity and organizational issues that hinder the sustainability of participation. Despite these challenges, CSOs involved in ICT policy and governance have found creative ways through less formal means to successfully engage with government agencies on various levels and issues.

III. Significance of the study

The study aims to map out the terrain of CSO efforts and document existing practices of CSO engagements in ICT policy and governance in the context of identifying opportunities and challenges for creating greater democratic space and institutionalizing citizen involvement in ICT governance. The expected output is a baseline data and documentation of CSO efforts. The output can guide non-government organizations and people's organizations to develop ICT governance participatory action and strategic plans. Over the past few years, civil society organizations in the Philippines were able to implement programs and projects needed to encourage and engage public discourse on ICT policy and governance issues. Several CSOs and CSO networks are presently and actively engage in ICT policy and governance. However, their initiatives have not been fully documented and widely circulated. There is a need to convert these cases of citizen participation and civil society engagements into knowledge products such as case studies, capacity building materials, training modules, and participatory tools that can be used by decision-makers, CSOs, and researchers to help harness policy and governance reforms in the area of ICT.

IV. Analytical framework

This research adopts the framework proposed by Buendia (2005) in his seminal work entitled *Democratizing People's Participation in Governance in the Philippines*. The study comprehensively reviewed local and international frameworks of participatory governance. It proposed an alternative framework that captures the character and nuances of people's participation in governance in the Philippines (See Figure 1). The framework has three elements: context, dimension, impact. Context pertains to the institutional, socio-economic, political environment of formal governance processes, policies, and spaces. Dimension characterizes the actor, which is the CSO, its public agenda (which termed as issue area/ purpose), process (activities or peoples' action), and public arena (venue/ extent of participation). The framework adopts a definition of CSO participation as *expression of citizenship and the collective exercise of power of organized citizens, professionals, individuals, and disadvantaged basic sectors to advance the people's interests for the greater public good, which is pursued within and beyond the confines of the public arena in a given social context* (2005). The framework assumes that governance and policy development outcomes are not confined to the formal locus of government institutions. The terrain of policy is not captured by the study of the state alone. Rather it is

defined by context, processes, and dynamics of governance that encompass formal institutions. The actual effectiveness of political authority is negotiated and exercised within a specific social space. The state affects public choices but is shaped by the kind of society where it is embedded (Maidment, Goldblatt, & Mitchell, 1998). Policy outcomes cannot be reduced to societal demands since the policy game has diverse and numerous actors. Instead they should be seen as products of dynamic interface between formal structures (state) and independent associations (civil society) (Migdal et al, 1994).

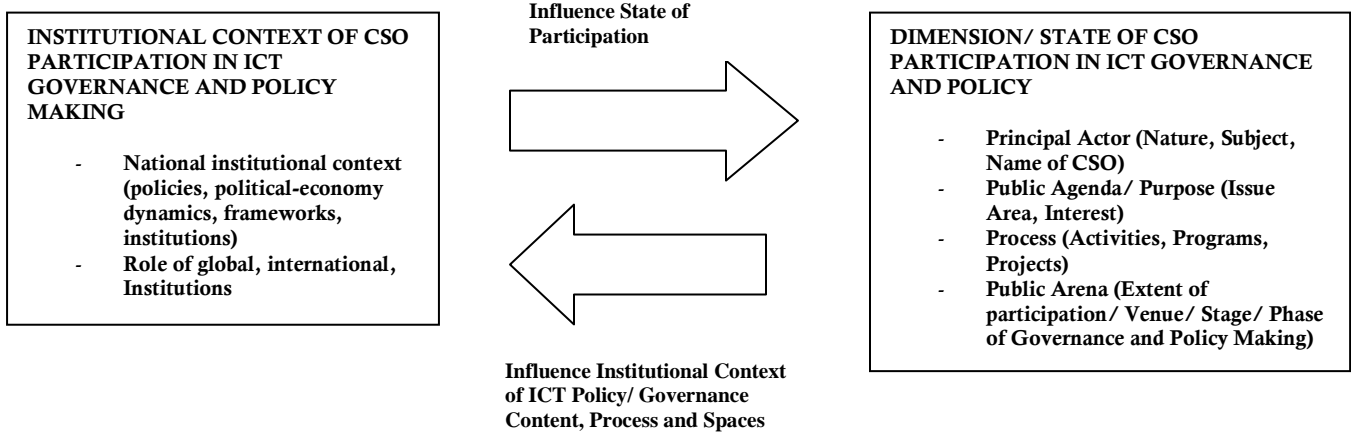


Figure 1: Analytical Framework for Understanding the State of CSO Participation in ICT Governance and Policy in the Philippines as adopted in Buendia (2005).

V. Methodology

Using purposive sampling, the study identified civil society organizations, non-government organizations, people’s organization, public interest groups, think-tanks, advocacy groups, university extension offices, and NGO networks that are presently active on national ICT governance and policy. Most of the CSOs identified were the ones which participated in the formulation of the CICT Strategic Roadmap and the WSIS Summit processes. The study collected and analyzed secondary data found in public documents, issuances, published materials such as books, newspaper articles and academic journals. It also examined online materials (websites, blogs, etc.) of government, the academe, non-government organizations, and other public interest groups engaged in the Philippine Information Society. The study analyzed the policy frameworks, international commitments, governance practices of agencies. The analysis

looked also at the institutional context (i.e. the political economy of the ICT sector) of CSO participation and how such determines the state and dynamics of CSO participation.

To supplement the secondary data collected for the mapping of the CSOs, a semi structured key informant instrument was developed as a tool, in which the organizations were identified as respondents. The interview guide/questionnaire explored the profile of the organization, their efforts/ initiatives, practices, their issue/ interest area, and the extent of the participation of their organization in ICT governance and policy. The tool also asked CSOs to identify other CSOs which they know as engaged in ICT governance and policy making. The questionnaires were sent to the respondents through email. Face-to-face interviews with leaders of various civil society organizations, ICT industry leaders, government officials from CICT, and legislators from Senate and the House of Representatives were implemented to deepen the understanding of the state and dynamics of CSO participation in ICT governance and policy in the Philippines.

VI. Findings and discussion

A. Dimensions of CSO participation in national ICT governance and policy

Actor. Utilizing the study conducted by Frago, et al (2004), this research classified the types of civil society formation in ICT policy development and governance. *National policy research and Network NGOs* have an organizationally defined developmental focus and conducts policy studies and capacity building activities on general political, economic, and social issues or the forging of networks among organizations working on various concerns. *Issue-based and/or sectoral advocacy and policy research organizations* are CSOs whose work involves organizing, research, networking, capacity building and highlights on specific issues that affect certain sectors. The last category is the *academic institutions*. These pertain to organizations that have direct connection to private or public higher education institutions.

National policy and network NGO include the Caucus for Development NGOs (CODE-NGO), Transparency and Accountability Network (TAN), and *Bagong Uganayan para sa Kalayaan sa Sambayanan* (BUKAS or *Open*). Representing over 2,000 NGOs, CODE-NGO serves as an umbrella organization for CSOs in the country. They mobilize CSOs in various socio-political and governance issues. The TAN serves as a network organization for CSOs focused in anti-corruption. BUKAS is a network of CSOs concerned specifically on the issue of harnessing and promoting Free and Open Source Software. The group is composed of FOSS advocates, Linux Groups, and CSOs supporting communication rights. Presently,

TAN and CODE-NGO have been organizing activities that tackles freedom of information. The activities are aimed to develop a strong political support among CSOs, citizen groups, and legislators for the passage of a Freedom of Information law (see Appendix).

Issue-based and/or sectoral advocacy and policy research organizations include the Foundation for Media Alternatives (FMA). The organization coordinated and mobilized the participation of other CSOs in the provision of commentary in the 2006 CICT roadmap. The organization has also convened CSO forums on the issues of communication rights, universal access, freedom of information, and technical ICT issues (e.g. VoIP, ccTLD, etc.). The organizations conduct policy research and advocacy. The other issues and sectors represented by the CSOs are the following: gender and ICTs (Isis International Manila, Women's Hub and APC), Free and Open Source Software (BUKAS, Advance Software, International Open Minds, local chapters of FOSS advocates), communication rights (FMA, Isis International Manila, APC, etc.) information and communications for development and universal access (Ideacorp, Advocates of Science and Technology for the People), telehealth services (Molave) Linux users (Philippine and local Linux Groups), lawyers' group, democratic governance reforms (Institute for Popular Democracy), agriculture (Agri-Aqua Development Foundation –Mindanao), environment/ sustainable development (Philippine Greens), community development (Philippine Ecumenical Action for Community Empowerment Foundation), education (People's Alternative Study Center or Research and Education in Social Development), migrant workers and Filipino immigrants (Center for Migrant Advocacy), indigenous people (Tebtebba-Indigenous Peoples' International Center for Policy Research Center) , ICT industry/ commerce (Philippine Internet Commerce Society), ICT service provision (Philippine Internet Services Organization), telecommunications industry (TXT Power), and professional ICT organizations (Computer Professionals Union) .Some of the CSOs also provided comments and questions to the ICT strategic plan. Most of the CSOs are engaged in more than one issue and/ or sector area.

Academic institutions have been identified as engaged in ICT policy and governance in the country through research, teaching, and extension services. These are: University of the Philippines College of Law and the Internet Society Program, UP-National College of Public Administration and Governance, UP-Manila Medical Informatics Unit, Ateneo De Manila University – Department of Sociology and Anthropology, Ateneo De Manila School of Medicine and Public Health, Ateneo School of Government – Innovation for the Base of the Pyramid, and the La Salle Institute of Governance –De La Salle University. A consortium of

academic researchers from different higher education institutions and civil society organizations on ICT, the Philippine ICT Research Network, has been active in examining the Philippine information society through research projects.

What explains the diversity of the sectors and issues represented by CSOs with regard to ICT policy and governance is the ubiquity of ICT as a development tool and as a social issue. ICT policies cut across sectors (public/ private; institutional), levels (local, national, global), and issues (issue area and advocacy). CSOs emphasized that public interest groups particularly developmental CSOs from the “non-technical side” have recognized the important capacity and contribution of ICTs as a tool to their work and fulfillment of their advocacies (2009). They have also appreciated the role of ICTs in improving development outcomes. “Non-technical” CSOs have begun engaging in social and digital divide issues. While there are clear differences in the advocacies, CSOs convene to form a multi stakeholder alliance to address cross cutting issues. For instance, ICT-oriented CSOs partner with human rights NGOs in the issue of freedom of information. The issue of ICT for development (ICT4D) brings forth various stakeholders from the education, health, environment, and business.

Agenda, purpose, issue areas, and advocacies. CSOs deemed the following as important issue areas in ICT governance: communication rights and civil liberties; free and open source software; gender and development; telecommunications sector; Internet service provision; internet industry and governance; digital divide issues; ICT4D; privacy and security issues; universal access and cyber crimes. These issues were also articulated in the comments, inputs, and questions of CSO to the Philippine ICT Strategic Roadmap. These issues are substantially in consonance with the themes raised by CSOs in the WSIS: financing the information society, human rights, the right to communicate, intellectual property rights and public domain, internet governance, gender issues, and media rights (Burch, 2004).

Civil society organizations promote the affirmation to human rights-political, civil rights, and information rights (Thomass, 2006). At the forefront of the advocacy is the right to information and communication rights. FMA, PISO, Isis, TAN, CODE-NGO, and other CSOs have been advocating for the passage of the right to information law. They believe that fundamental rights including communication rights are hampered due to the lack of institutional mechanism to protect citizen’s basic rights to communicate and demand disclosure of public information.

CSOs are quite worried with the focus of the government in the market as the primary consideration in the development of ICT programs. Public interest

groups push for a so-called balanced development where social welfare considerations should not be neglected. With the lack of capacity and political will of the government to ensure fair competition in the ICT sector, market failures are possible. Competition policy, anti-trust issues, and Intellectual Property Rights (IPR) are the challenges that need to be addressed under this gamut. CSOs argue that a market driven ICT policy can bring projected benefits, however, if it is left totally to the market without guidance, it can widen social and digital divides. According to Molmisa (2006), the weak regulatory institutions can succumb to the interest of big elite policy players from within and outside government. The CICT and the National Telecommunications Center (NTC) were viewed as regulatory bodies that suffer from elite capture and state weakness.

CSOs believe that Free and Open Source Software (FOSS) is needed in rolling-out and developing eGovernment. Civil society groups have pinpointed the high costs the government incurs from purchasing propriety-based platforms. With the view of cutting down government costs, CSOs are pressuring legislators for the passage of the FOSS Law – institutionalizing the use FOSS in national and local governments. Several NGOs, Linux Groups Association, and CSOs have formed a consortium – BUKAS (which literally means *Open* in Filipino). The network organization is implementing activities for the mobilization of support for the FOSS Bill.

Efforts towards gender-based ICT policy and governance were proposed by CSOs such as conduct of gender sensitivity training, adoption of gender sensitive internal policies, creating a gender unit in CICT, adopting a gender framework, institutionalization of gender issues in e-Governance capacity building activities, ensuring gender sensitivity in CICT leadership, inter agency collaboration, fostering of multi stakeholder approaches, and eGovernment fund allocation for projects for women (FMA, 2006)

The ubiquity of ICTs widens the spectrum of interests ranging from poverty, capacity building, political rights, democratization, gender and development, environment, agriculture, education, etc. Interestingly, noticeable is the involvement of CSOs in the technical aspects/ issues in ICT policy. For instance, public interest groups are more than ever active in technical issues such as ccTLD administration and Voice over Internet Protocol (VoIP) issues. CSOs suggest that these apparently technical issues have social developmental implications. The debate on the *.ph* registry circles on the ownership and administration issues. CSOs are advocating for the reform of the management of the registry that would make it democratic. On the VoIP issue, CSOs criticize the position of the government in allowing the provision of VoIP services exclusively to

telecommunication companies. The push of CSOs (particularly PISO and other CSOs) has led to the deregulation of VoIP.

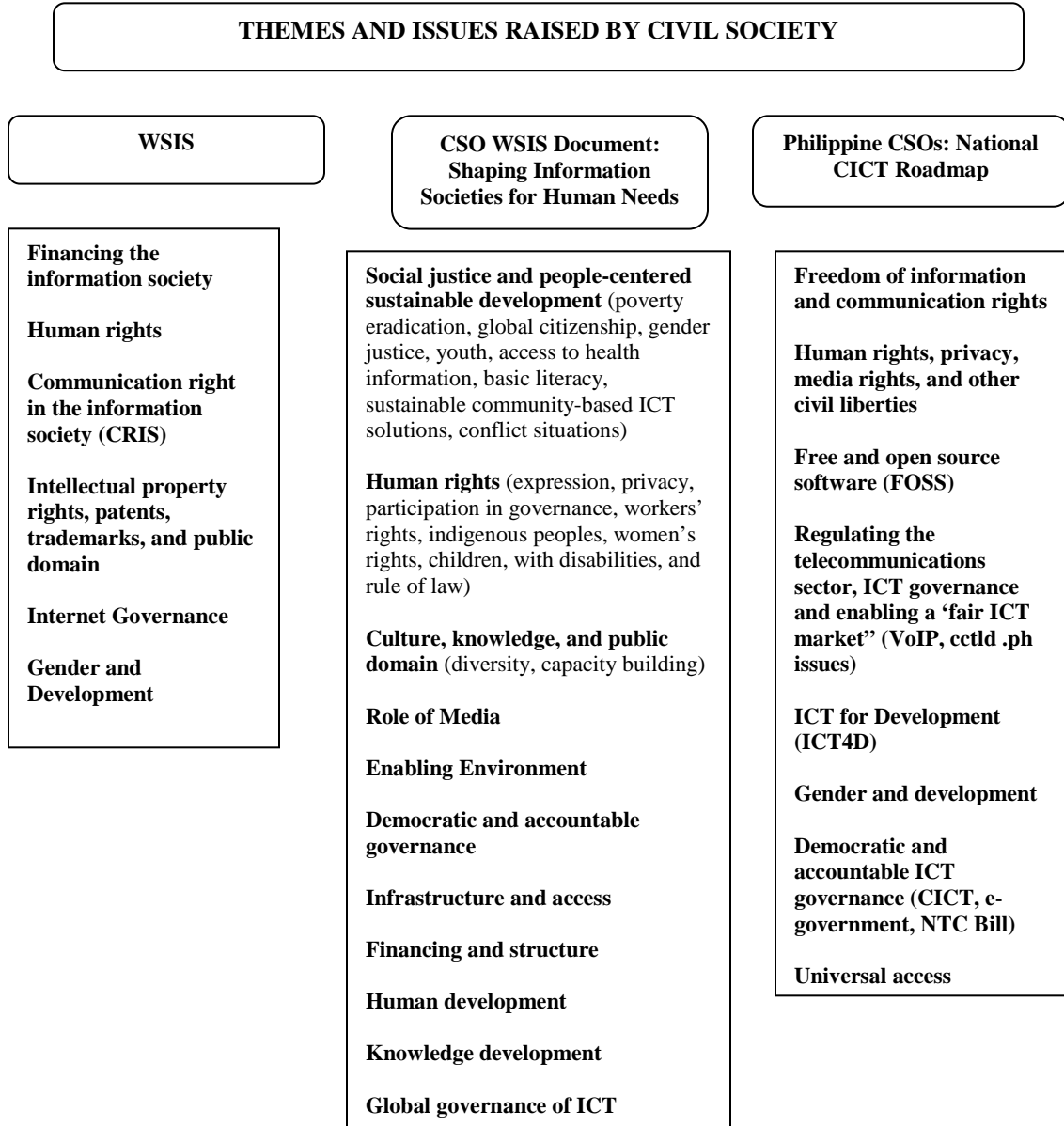
Practices and processes. Civil society organizations implement the following activities: training/ capacity building, research, advocacy, networking/ partnerships, and attendance in international summit. They conduct such activities to deliver public service, strengthen capacity of CSO, mobilize advocacy support, and enhance networks with local and international partners.

Trainings and seminars conducted by CSOs are seen as capacity building activities with the lieu of empowering the marginalized sector. Efforts of CSO capacity building is usually customized to the needs and relevance to late adopters which can consist of women, elderly, indigenous people, farmers, people from the rural areas. For instance, Isis International- Manila as part of its advocacy on community and independent media has been engaged in policy advocacy and capacity-building around the use of community radios. Knowledge and skill dissemination activities implemented by CSOs in ICT policy and governance are also catered to clients from the business and civil society. Ideacorp implemented a series of training programs for senior official of the Department of Education that will build their capacity in developing an ICT for Education (ICT4E) Plan which seeks to fast track ICT integration in teaching. Another example is the Association for Progressive Communications (APC), which is conducting online training programs for local CSOs to engage in ICT policies in their countries. The training materials can be downloaded from their website without costs or payment required. Another example would be the case of Molave Development Foundation. Focusing on the promotion of ICT-enabled health education, the organization has organized training activities such as the eWash program which aim to educate school children on proper hygiene and good health practices using ICTs. National and local Linux Group Associations have been providing training to communities and schools on how to maximize free and open source software.

Another important activity for CSO work in ICT policy and governance is research. Research capacity allows civil society groups to keep track with the trends in their advocacy areas and further legitimize their right to participate by upgrading their knowledge of the issues. Research outputs of CSOs help them gain attention and leverage in the policy process. Legislative offices usually tap CSOs as resource persons or invite them to become as part of the technical working group. Government agencies may utilize NGO reports, researches, and policy briefs. CSOs are regarded for their expertise in terms of knowledge, skills, and perspective of the issues. Another rationale for engaging in this activity is

the lack of research-guidance in terms of policy development. CSOs deem that evidence-based and multi stakeholder approach to policy development should be promoted. Research provides direction to the advocacies of

Figure 2: Themes and issues raised by civil society



the NGOs. For example, the FMA's Policy, Praxis, and Public Interest developed policy papers that tackled Internet governance, FOSS issue, digital divide, and gender rights. Ideacorp was engaged in research which identified information needs of the population. Academic research institutions such as faculty members of the University of the Philippines and Ateneo de Manila University have written and published researches on community E-centers, ICT4D, and eGovernance. A consortium of researchers coming from different higher education institutions and think-tanks interested in the technical, cultural, social, political, and economic facets of ICTs called the Philippine ICT Researchers Network (PhillICT) was recently formed. The network aims to enrich the culture of research in the multi dimensional field of ICT and promote collaboration among researchers.

Another practice implemented by civil society groups is direct policy lobbying and advocacy. The process necessitates a level of direct (informal or formal) dialogue with the government agencies and legislators concerned. At the executive level, CSOs need to affect the priorities, plans, programs, and policies. At the legislative level, a more rigorous and difficult process of pushing for legislative agenda is ensued. CSOs are tapped by legislative offices to be part of a technical working group to draft or push for a particular policy initiative. Other indirect lobbying and advocacy strategies can be implemented such as conduct of public forums where government officials are invited; promotion at the community/ local level; public relations campaign, and among others. The continued push of the Philippine Internet Services Organization (PISO) has helped influenced the deregulation of the VoIP. The Computer Professionals Union (CPU) together with the Philippine Linux Group (PLUG) have been providing expertise to the House of Representatives with regard to the crafting of a FOSS Bill in Congress. Moreover, the Philippine Internet Commerce Society (PICS) was very instrumental in the passage of the eCommerce Act in 2000. PICS provided the technical expertise to the Department of Trade and Industry in preparing the Implementing Rules and Regulations (IRR).

Networking or activities that harness CSO partnerships with government, business, and other civil society organizations serve as another important practice. Networking is an activity that allows CSOs to communicate with the environment outside its confines. It can locate opportunities for collaborative efforts and partnerships. Networking helps CSOs working on a common vision to streamline the advocacy and strengthen their voices. Considering the lack of capacities of NGOs in finance and logistics, forging partnerships can strategically benefit them. Creating alliances with international organizations can support the legitimacy of the CSO working at the local level. Participation in international and regional NGOs and forums is critical. Utilization of the online platforms (e.g.

email, mailing groups, chat, etc.) can facilitate future partnerships. Perhaps, it can be argued that one of civil society's strength is their ability to foster social capital and facilitate partnerships in the community and other CSOs. The convening of BUKAS as a CSO alliance for the promotion FOSS saw how numerous NGOs from different development advocacies joined forces. Moreover, the establishment and implementation of online tools as means to communicate between CSOs has been very important in their work. *Cs-ictpolicy* (managed by FMA) is an e-mail group where members can post news, researchers, and relevant material to ICT policy and governance. It facilitates communication and commentary on latest developments with the issues. Aside from the partnerships, some Philippine CSOs have experiences in partnering with global NGOs. FMA and Women'sHub are members of the Association for Progressive Communication. Furthermore, civil society groups (FMA and Isis) have actively participated in global and regional regimes such as the World Summit in the Information Society (WSIS).

Arenas and venues of engagement. CSOs identify the executive and the legislative departments as venues for engagements. Organizations such as FMA, PISO, PICS, Ideacorp, and Isis have either directly or indirectly worked with the following agencies at different levels and capacities: CICT, National Telecommunications Commission (NTC), and the National Computer Center (NCC). At the legislative level, some CSOs have worked with particular legislators on specific issues. While there is no particular ICT committee in the Senate, the sector can fall under the Committee of Trade, E-commerce and Committee on Science and Technology. In the House of Representatives there is a specific committee that deals with Science and Technology.

Civil society organizations engage in the government and policy arena through formal and informal channels. The formal channels mentioned by respondents include project or program partnerships with governments; the signing of terms of reference; the signing of memorandum of agreement or memorandum of understanding; formal consultancy work/ technical assistance with government agencies⁴. Co-sponsorship on small activities such as forums and conferences were mentioned. Informal arrangements were also stated such as personal knowledge of the key government officials and legislators; informal invitation from government agencies to attend activities; informal consultancy work; attendance in open public forums; and connection with other CSOs. Civil society

⁴ Senator A.P. Cayetano, Senate, Republic of the Philippines, interview, June 18, 2009

groups also develop policy papers to be disseminated to key stakeholders both in government and within the ranks of civil society. The policy papers aim to enrich the opportunities for agenda setting.

At the executive level, CSOs engage with the view of proposing programs, projects, or potential partnership endeavors with the government. CSO proposals can serve as an overview for government agencies in developing their strategic plans and outlining their agenda. Government agencies can outsource its activities to NGOs and/ or tap relevant CSOs in various capacities that will help the agency achieve its goals. Executive agencies consult with CSOs through the organization of public hearings and forums. On the other hand, CSOs invite government officials to attend their activities. In an interview with a former Commissioner of CICT, it was mentioned that the type of leadership can determine policy space for or extent of civil society participation. A reform-minded official would more or less open their agency for NGO dialogues and consultations. Continuous communication with “champions” (strategic reform-minded government officials identified by CSOs) within the government can help channel CSO interests effectively at a higher level. Changes in the leadership may hamper previous or prior engagements. The experience of CSOs in the drafting of the 2006-2010 CICT Roadmap was considered a learning process for CSOs. Receptiveness of government agencies can be contingent upon the issues, the timing, and resources of the agency, the political environment, and leadership.

CSOs recognize the value of using informal channels to engage with government in ICT governance and policy making. The participation of NGOs in various policy forums can be attributed to informal relationships between the leaders of the agencies and CSOs. The contribution of CSOs in the two (2) Philippine Summits on the Information Society promoted opportunities for long term partnerships. The willingness and receptiveness of CICT or even NTC depended greatly on the openness of the government leaders. CSOs became representatives that served in the NTC Private Sector Advisory Board on certain issues. Former Commissioners from CICT were considered “allies” or even “champions”. The case of the CICT Strategic Roadmap became high and low point of CSO-government engagements at the policy level.

NGO participation in the policy making process at the legislative level is seen by CSOs to be more difficult and rigorous. Enabling outcomes require time, resources, and an optimal level of public and political support. A wider policy audience is needed to support the CSO agenda. Externalities such as tug of war between factions and political coalitions in Congress and the lack of media attention limit the chances of determining policy outcomes. CSOs usually are not optimistic on the legislative arena. Changes at the level of policy demands time,

logistics, and a large amount of political influence⁵. The game at the legislative arena denotes effecting policy change through the development of a new policy. However, the CSOs reiterate that the goal is not only to create new laws or statues but more importantly to put the advocacies and struggles in the policy agenda or to raise awareness and get the attention of policy makers.

This observation can be taken in the context of the important legislative efforts presently debated in Congress in various levels such as the Right to Information Bill, the bill to establish a Department of Information and Communications Technology, FOSS Bill, and the NTC Reorganization Bill. Civil society groups have worked continually on these initiatives. While progress is seen in some legislative efforts, sustaining the advocacy and policy attention from the representatives and public are challenges that cannot be undermined. One CSO leader laments that the role of CSO in policy making is to provide technical assistance and political support to legislative undertakings. They claim that networking with Senators and member of Congress was a difficult task considering that the issue at hand (FOSS advocacy) is not popular to the media. Legislators would rather address popular issues which are highlighted by media⁶. The technical preparation demands time, resources, and strong support from the author of the bill⁷.

B. Institutional context of CSO participation in ICT governance and policy making

Private sector and CSO participation. At the forefront of the ICT industry and services in the Philippines is the telecommunications sector. It can be argued that the industry is one of the largest in the country in terms of market share and profit. Catering to services not only limited to fixed-phone line services, the telecommunications sector dominates mobile phone services provision and internet services. The popularity and affordability of the mobile phones and the SMS or text messaging application made the Philippines as one of the countries with more mobile phones than wired phones. 57 million –about 65% of the population are mobile phone subscribers. It is estimated that over a billion SMS messages are sent everyday. With regard to Internet access, internet

⁵ R. Bahague, interview, June 20, 2009

⁶ Rep. T. Casino, House of Representatives Philippines, interview, June 18, 2009

⁷ W. Yu, Philippine Internet Commerce Society, interview June 20, 2009

penetration rate is around 6% to 10% of the population as broadband penetration remains low at less than 1%. While there are small players in the Internet service provision, the big telecommunication companies still dominate the sector. The telecommunications giants, aside from offering fixed phone lines and mobile phone services, provide broadband Internet connection (ITU, 2009).

With a more conducive governance and policy environment after 1986, crafting and development of policies and implementation of public programs has been relatively open to private sector participation in the Philippines. This was evident in the birth and evolution of government institutions working on ICTs. *The key role of the private sector in ICT development, public-private sector collaboration has marked all institutional arrangements in the creation of the Information Technology and Electronic Commerce Council (ITECC) in 2000. It had a private sector co-chair, and its various working committees were all co-chaired by a government and a private sector (usually industry) representative (Alegre and Tuano, 2007).* In 2000, most of the private sector representatives in the ITECC came from the leading IT and telecommunications industries. The leading role of the huge IT industry players – the telecom players, ISP providers, and hardware vendors- was a norm in major ICT policy spaces. In the ITECC, it was accounted that civil society’s impact was limited by the small number of CSO representatives. Relative to other government agencies, the institutional “newness” of public agencies in national ICT policymaking and governance demanded the active roles of industry players and corporations or the private-for-profit sectors, for which they have technical capacity, expertise, resources, and productive leverage. The policy posture of national ICT policy was leaning on the promotion of the market economy through ICT with focus on the technical aspect. Civil society organizations were not initially engaged in the formal ICT policy making institutions. Their presence was usually lumped in one cluster often termed as the private sector- which was dominated by industry representatives⁸.

While the private sector representatives of the ITECC were largely dominated by members of huge IT corporations, nevertheless it became an important venue to initialize NGO and CSO engagement in national ICT policies, issues, and governance. In late 2000, the Foundation for Media Alternatives (FMA) was invited to be a representative of the civil society/ NGO sector in ITECC. FMA opened the doors in promoting the ‘social side’ of the ICT national policy agenda. They helped harness ICT4D perspective in the policy discourse. In this context,

⁸ A. Alegre, FMA Director, interview, November 18, 2008

several CSOs and NGOs became active in the ICT policy ecosystem hence elevating the policy issue to the social and digital divides in the Philippines.

In 2004, the Commission on Information and Communication Technology (CICT) was created. Presently, it is the primary policy, planning, coordinating, implementing, regulating, and administrative entity of the executive branch of the Philippines that aims to promote, develop, and regulate integrated and strategic ICT systems and reliable and cost-efficient communication facilities and services. It can be argued that the creation of CICT and the mandate that governs it is an off-shoot of the country's commitment to the First World Summit on Information Society (WSIS) in Geneva (2003). By adopting a multi-stakeholder approach to international ICT policy making, WSIS encouraged governments to reach out to CSOs. In the initial CICT leadership was considered by CSOs as very receptive to public-private collaborations. For instance, CSOs have participated in informal activities (i.e. policy consultations, hearings, etc.), formal joint ventures with CICT (i.e. co-sponsorships in capacity building activities), and other national ICT policy and governance forums. Specifically, civil society has been integral to the conduct of the Philippine Summit on Information Society (I and II), where they were tasked to coordinate participation of CSOs and organize thematic content session on Internet Governance. CSOs have also coordinated representatives invited to the WSIS Philippine Delegation; coordination and engagement with government on ICT technical and social issues such as on ccTLD issue (civil society served as NTC private sector advisor board), Broadband policy, wifi, Voice Over Internet Protocol Issue, competition policy, FOSS/Education, Digital Divide, and Gender and ICT; and participation in CICT meetings and public hearings (FMA, 2006).

CSOs in the drafting of the Strategic ICT Roadmap. With the commitment to WSIS by the government, CICT was tasked in 2006 to develop a National CICT Strategic Plan (Strategic ICT Roadmap) that will serve as a policy framework for 5 years (2006-2010) that aims to support overall policy and governance direction regarding public decisions in ICTs. Activities such as public caucuses and national consultations were conducted to solicit comments from CSOs and other public interest groups. However, not single input or comment from civil society on the Roadmap was included in the final draft. This was considered a big disappointment and blow to the earlier openness of the Commission in genuinely engaging CSOs in national ICT policy and governance. This also posed a question to the Commission or at least to its present leadership in terms of its commitment as an agency and to the WSIS in providing participatory spaces. CSOs who took part in the review process, attribute the non-inclusion of their comments to the changes in the leadership within CICT during the time of CSO

participation. The CSOs comments on the final draft of the strategic plan include: too much focus on market paradigm, technical aspect of ICT, and infrastructure development; the limited examination of socio-political aspects of ICTs; the prevalence of regulatory capture in national ICT programs and projects. Considering the fate of CSO participation in the review process, it is quite ironic that the final draft of the Philippine ICT Roadmap articulates that the development of the Information Society requires a multi-stakeholder approach.

Global and regional institutional context: WSIS and the role of CSOs. Heralded as the international constitution of the Information Society, the World Summit on Information Society (WSIS) through the International Telecommunications Union (ITU) and the United Nations Development Programme, was convened in Geneva (2003) and Tunis (2005). The Geneva Summit produced the Action Plans while its Tunis counterpart developed the Financial Mechanisms document. The Action Plans provided concrete strategies for countries to integrate international agreed upon development goals (Millennium Development Goals, etc.) vis-à-vis the promotion of the use of ICT-based products, networks, services and applications, and to help countries overcome the digital divide. The Summit adopted a multi-stakeholder approach in crafting the global action agenda to be implemented by representative countries. This is an important recognition to the role of civil society in ICT governance and policy making especially in the developing world. The Action Plan reiterates the importance of civil society participation in national ICT public decisions. Section 3 of the Plan (2003) states: *The private sector and civil society, in dialogue with governments, have an important consultative role to play in devising national e-strategies...The commitment and involvement of civil society is equally important in creating an equitable Information Society, and in implementing ICT-related initiatives for development.* Alongside the Geneva Action Plans, a separate World Summit Declaration was formulated and presented by CSOs during the international forum. The document entitled “Shaping Information Societies for Human Needs” outlined the core principles, advocacies, commitments, and strategies of CSOs in improving development outcomes in the age of the knowledge economy. They zeroed-in the issues of social justice, people-centered sustainable development, human rights, culture, knowledge, public domain, governance and policy-making, capacity building, and human development. The declaration symbolized the consolidated interests and voices of CSOs at the global level with expectations that their respective government will commit to the said declarations. The documents produced by the WSIS served as a handle for civil

society to partner with and engage government in developing and implementing national ICT policies and programs (Kleinwachter, 2005).

The role of WSIS in the Philippine policy ICT infrastructure. Though the Philippine government's participation in the WSIS was marked by challenges in terms of developing its key policy position and agenda, in a way the Summit served as a catalyst for civil society to propel its interests at the global level. Logistical costs, political turf-wars, and the changes in the representatives were some of the difficulties encountered (2007). Before the CICT, there were limited spaces for civil society to participate in the ICT policy ecosystem. The inception of the WSIS process paved way for a participatory venue. With the WSIS rationale for a multi-stakeholder approach, ITECC-CICT invited CSOs to join the WSIS delegation. Two CSO organizations were included in the Preparatory Committee. The Philippine CSO delegates played a convening activities and coordinating role for NGOs in Asia and the Pacific. Philippine CSOs also managed to participate in several WSIS Regional Meetings. Civil society organizations were also instrumental in the convening of the local counterpart of the WSIS, the Philippine Summit on the Information Society (PSIS). CSOs coordinated the nomination of the representatives to be invited in Tunis. PSIS also became a place to mainstream civil society participation in regional workshops. Another impact that the WSIS brought to the institutional context of Philippine ICT policy infrastructure, is the incorporation of the commitments in the creation of body that would replace turn ITECC to CICT. CICT provided the openness for CSO participation that was not present in during the ITECC and pre-CICT days. Aside from the formation of CICT, WSIS also served as a model for CICT to develop a Philippine ICT blue print- the ICT Strategic Roadmap. In the Policy Roadmap, a multi-stakeholder approach was identified as one of the guiding principles. The same approach also was the core process and strategy in the writing of the WSIS Action Plans and Commitments.

The role of global civil society. Partnerships with global civil society further legitimize the activities and advocacies of local CSOs. Two CSOs in the Philippines, FMA and Women's Hub are currently engaged with the Association for Progressive Communications (APC). APC is global network of civil society organizations which is involved in building the capacity of non-government organizations, social movements, and individuals in and through the use of ICTs. They build strategic partnerships and communities to support advocacies. The network has also been active in coordinating CSO representatives in international and global forums such as the WSIS and ITU. Philippine CSOs were

able to collaborate with APC on several activities. FMA was able to co-sponsor with the Network in holding of an International Conference on Asian Internet Rights. Policy forums were also held on Internet Rights. As far as the Women's Hub is concerned, through APC, they implemented a project on establishing Gender and ICT Policy Monitor (FMA, 2006).

VII. Conclusion

Policy considerations: Drivers and hurdles to CSO participation

With the increased economic opportunities presented by the growing ICT economy, new prospects for the developing world are projected. However, the growing information society also provides risks that can further widen the socio-economic divides. This allowed CSOs especially coming from the marginalized sector to engage government on ICT policy issues. Given the view that ICT governance arrangements have been highly influenced by big telecommunications companies and other for-profit interests, CSOs pinpoint that their participation balances the policy ecosystem by channeling people's voices directly to the formal governance institutions. While the space for CSO participation is open, there are drivers and challenges to sustain its openness. The extent of space and level of participation is shaped by the dynamics between the dimension of CSO participation and the institutional environment. CSOs cited the following as hurdles to participation: lack of openness, receptiveness, and political will of government agencies to CSO participation; the lack of resources of CSOs and capacity and skills to engage the government; the lack of public awareness or wide policy audience; the need for more critical frameworks of analysis as well as collaboration among CSOs; the absence of institutionalized participatory mechanisms; and the political economy of the Philippine Information society. These challenges which also include *the problem of lack in capacity (resources, funds, and staff); complex institutional hurdles; internal weakness, narrow focus on the issue (many of the issues NGOs pursue are not integrated in the mainstream development plan of the government, problems in making the message palatable to the general public); the need for long-range view (CSOs become dishearten or lack of follow-up); lack of expertise (need to develop research capacities); and scholar-activist gap* are also evident in CSOs working in other sectors and issues (Jaysooria, 2005; Fernandez, 2005). At WSIS, CSOs encounter the following problems: reluctant attitude of states, lack of funding/ logistical and technical capacity, and lack of visibility of CSO position in the media (Raboy, 2004).

The willingness of government to engage or at least its leadership is a crucial factor in the outcome of the participation process. Open-minded government

officials, especially with those who have background in developmental work would more or less accommodate NGOs and POs. Changes in the leadership is something that CSOs can not control unless a participatory mechanism for appointing leaders is established. With the assumption that government agencies will not be open, it is proposed that CSOs should be pro-active in seeking informal channels. CSOs were deemed to be skillful and resourceful enough to find avenues and establish working relationships with government agencies regardless of the scale of activities and the scope of the issues. CSOs sometimes find it disappointing if work invested in certain issues comes into a halt and falls short of being successful because of changes in the composition of the agency. The lack of financial resources is also mentioned as an important hurdle. The goals, activities, and outcomes of CSO work are affected. Most CSOs, finance their projects through grants provided by multilateral and country-based development agencies on a project or program basis. Other CSOs would need to rely on their international networks or provisions from the private sector to sustain the operations of a group. CSOs need to be skillful in developing resource generation programs. In terms of technical capacity, NGOs pinpoint the weaknesses of CSOs to engage with government in a sustainable manner. Civil society groups believe that they should know more about the political realities as much as they know about the advocacy or issue. It is necessary to possess knowledge about the “political game” and skills to navigate the labyrinth of government processes.

There is a need to develop a critical mass base. The issue on ICT policy and governance and its implications to development outcomes is not attractive enough compared to other social issues to get public attention. CSOs working in human rights, environmental concerns, labor, agriculture or agrarian reform are considered more viable to media attention. The lack of public attention can be attributed to the weakness of consumerism. The large market share of telecommunication companies (mobile phone subscribers) can be mobilized to protect consumer interest and democratize the sector. Civil society organizations believe that they should develop strong research capacities. Advocacies for relevant issues should be informed and intelligible. Developing research capacities for CSOs can help them in their engagement activities as research can provide credibility and legitimacy to their work. However, CSOs believe that any research should also look on an inclusive framework --- one that centers on people especially marginalized sectors.

The absence of institutional mechanisms for participation limits relevant CSO participation. However, CSOs in the Philippines have learned to operate despite the absence of such mechanisms. CSOs have learned how to use informal

channels and alternative institutional routes. On the other hand, some CSOs think that providing an institutional mechanism may hinder relevant engagements. It may coerce NGOs or governments to a partnership that they would not be able to. The open-endedness of the process allows for greater creativity- mixing efforts at the formal and informal governance arenas. However, some CSOs believe that institutionalizing participatory mechanisms are indeed necessary in improving and democratizing ICT governance and policy making. CSOs believe that the first step to achieving this institutionalization is the passage and promulgation of the Right to Information Law. The lack of information concerning policy decisions of governments hinders CSOs and citizens alike to extract accountability from the government. The lack of public information impedes citizen groups to have knowledge on how governmental processes work. Lastly, the WSIS and the global civil society are seen as important drivers. The commitments of the country in the WSIS should be upheld not only by government but the CSOs as well. The CSOs can utilize these commitments to leverage, legitimize, and enhance their engagements with government agencies. WSIS must serve as a fundamental basis for the right to participate in ICT governance and policy making. Harnessing networks and links with global civil society can facilitate mobilization of resources and capacity to support initiatives at the local level.

Appendix:
Civil society organizations engaged in ICT policy development and governance in the Philippines

Name of CSO	Category	Issue Area	Nature of Engagement	Related Activities/ Projects
Foundation for Media Alternatives (FMA)	Issue based and/ or sectoral advocacy and policy research	-ICT Policy and Governance - ICT4D -Digital Divide -Gender and ICT - Technical Issues: (ccTLD, .ph, VOIP) - Mainstreaming ICT to enhance equitable development outcomes - Equitable access to information, knowledge and public domain	- Policy Research -Partnership with government agencies, CSOs and private sector - Networking of NGOs - Engagement in ICT Policy and Governance - Capacity Building - Research and dissemination - Participation in WSIS	-Development of ICT Policy Papers - Organizing ICT Policy Forum - Capacity building projects to other NGOs - Engaging CICT with regard to development of CICT Strategic Roadmap - CSO representative in the World Summit on

		<ul style="list-style-type: none"> - Communication rights and human rights - ICT and Society - ICT Policy - ICT and Gender - Citizen's Rights and ICT - Citizen's participation in ICT policy making/ discourse 		Information Society
Advocates of Science and Technology for the People (AGHAM)	Issue based and/ or sectoral advocacy and policy research	-Technology for social development	<ul style="list-style-type: none"> - Advocacy - Networking and partnership 	- Scientific and Mass Culture Project
UP Law Internet and Society Program (UP-ISP)	Academe/ Issue-based and/ or sectoral advocacy and policy research	<ul style="list-style-type: none"> - Philippine Laws, Legal Practice and the Internet - Implications of the Internet to Philippine Laws and Society (vice versa) 	<ul style="list-style-type: none"> - Legal Research - Development of Curriculum for Law Students (Internet Law) 	<ul style="list-style-type: none"> - Research projects on Internet and Philippine Law - Launching of UP-ISP Website
Women's Hub	Issue-based and/ or sectoral/ and policy research	- ICT and Gender	<ul style="list-style-type: none"> - Advocacy -Capacity Building - Networking -Research 	<ul style="list-style-type: none"> - Research: Mapping of ICT Gender Issues in the Philippines - Development of Modules: ICT and Gender
Association for Progressive Communication – Women's Networking and Support Program (APC- Women's Networking and Support Program)	Issue-based and/ or sectoral/ and policy research	<ul style="list-style-type: none"> - ICT and Gender (Asia Pacific, Regional Platform) - Equitable access to ICTs 	<ul style="list-style-type: none"> - Networking - Advocacy 	<ul style="list-style-type: none"> - Networking of CSOs engaged in ICT issue/ communication rights issues in the Philippines and Asia Pacific - CSO Representative in the World Summit on Information Society
Advanced Software Foundation Inc.	Issue-based and/ or sectoral/ and policy research	<ul style="list-style-type: none"> - Open Source - Community Ownership - Development of Local ICT Knowledge 	<ul style="list-style-type: none"> - Capacity Building - Support Service - Advocacy 	
Bagong Ugnayan Para sa Kalayaan sa Sambayanan (BUKAS)	Network of NGOs/ issue-based and/ or sectoral advocacy	<ul style="list-style-type: none"> - ICT and Communications Rights - Free and Open Source Software (FOSS) - ICT and Human Rights - Freedom of Information 	<ul style="list-style-type: none"> - Networking of CSOs involved in ICT policy advocacy - Policy Advocacy - Capacity Building 	<ul style="list-style-type: none"> - Convened BUKAS and CSO members - Adoption of Position Papers with regard to ICT Policies including the Human Security Act

		- Equitable Access to ICTs		
Computer Professionals Union	Issue-based and or/ sectoral advocacy and policy research	- ICT4D - Freedom of information, privacy of information - FOSS - Networking and partnership	- Training capacity building, - Advocacy - Research	- Drafted the FOSS Bill
Caucus of Development NGOs (CODE-NGO)	Network of NGOs/ National policy research	- Freedom of Information	- Networking of Philippine CSOs - Mobilization of Resources and Support to Philippine NGOs	- Convened regional and local CSOs in the Philippines with regard to policy issues to Human Security Act and Freedom of Information
Transparency and Accountability Network	Network of NGOs/ National policy research and training	-Freedom of Information	- Networking, capacity building, and training	- Convened forums and engagements in lobbying freedom of information act
Center for Migrant Advocacy (CMA)	Issue-based and/ or sectoral advocacy and policy research	- ICT for OFWs - ICT and Education	- Capacity building - Support service provision	- Capacity building programs for OFWs in the use of ICT
Institute for Popular Democracy (IPD)	National policy research and network NGOs	- Democratic Reforms through ICT - ICT and e-Democracy - Promotion of and support for FOSS - Democratic rights and ICT - Electoral Modernization	- Research/ Policy Research - Capacity Building - Advocacy	- Research Projects on FOSS and Governance - Research projects on electoral modernization in the Philippines
International Open Source Network – Manila	Issue-based and/ or sectoral advocacy and policy research	- FOSS - Equitable Access to ICTs	- Networking of CSOs promoting FOSS - Advocacy	- Convened FOSS advocates and supporters in conferences
Isis International Manila	Issue –based and/ or sectoral advocacy and policy research	-Feminism, Gender and ICTs -Critical ICTs -Communication Rights -Community radio	- Advocacy - Capacity building - Networking and partnership	- Implementation of the community radio program - Participation in WSIS
Molave Development Foundation	Issue-based/ and or sectoral advocacy and policy research	-eHealth and Telehealth Services	- Capacity building - Research and networking	
Open Minds	Issue-based and/ or	- FOSS	- Advocacy	- Training and capacity

	sectoral advocacy and policy research	- Equitable Access to ICTs	- Capacity Building	building using FOSS - Development of FOSS for communities
Korakora.Org (online group)	Online-based Networking NGOs and issue/ sectoral-based	- ICT and Human Rights - Communication Rights - ICT Policy	- Online networking of CSOs and citizens - Advocacy	- Management of online discussion groups - Networking of CSOs
People's Alternative Study Center or Research and Education in Social Development (PASCRES)	Issue-based and/ or sectoral advocacy and policy research	- ICT and Education	- Research - Capacity Building - Service Provision - Advocacy	
Philippine Ecumenical Action for Community Empowerment Foundation Inc (PEACE Foundation).	Issue-based and/ or sectoral advocacy and policy research	- Citizen empowerment for grassroots development	- Capacity building - Citizen Mobilization - Advocacy	
Philippine Greens	Issue-based and/ or sectoral advocacy and policy research	- Sustainable Development	- Advocacy - Capacity Building	
Ideacorp	Issue-based and/ or sectoral advocacy and policy research	- Universal access - ICT4D - ICT for Education	- Research - Training - Advocacy	-Conduct of seminar series (Reimagined Project) -Public access to information project
Philippine Internet Commerce Society (PICS)	Issue-based and/ or sectoral advocacy and policy research	- ICT Policy and Industry - Promotion of eCommerce - Intellectual Property/.PH Domain - Internet Regulation	- Policy advocacy - Networking - capacity building	- Advocacy of the eCommerce law - Positions on eCommerce and Internet issues
Philippine Internet Services Organization (PISO)	Issue-based and/ or sectoral advocacy and policy research	- Internet regulations and issues - Internet policy - Internet rights and the marginalized sector - ICT Industry	- Advocacy - Capacity Building - Networking	- Position papers on ICT industry issues (VOIP issue, ccTLD, etc.) - Organization of policy ICT policy forums - Advocacy in the VOIP issue, ccTLD, ccTLD.)
Philippine Linux User Groups (PLUG)	Issue-based and/ or sectoral advocacy and policy research	- Promotion of LINUX and FOSS - Access and ownership rights	- Advocacy - Capacity Building	- Conduct of national training on LINUX to CSOs - Engagement in FOSS

				policy debate
Philippine Network Foundation	Issue-based and/ or sectoral advocacy and policy research	- .Ph ccTLD management	- Networking	
Philippine Open Source Initiative (POSITIVE)	Issue-based and/ or sectoral advocacy and policy research	- FOSS/ LINUX Promotion - FOSS for ICT4D - Development of Local Capacity through Open Source	- Capacity Building - Advocacy and Awareness building - Networking	
Philippine Resources for Sustainable Development (PRSD)	Issue-based and/ or sectoral advocacy and policy research	- Environmental Sustainability	- Advocacy - Policy Support - Capacity Building	
Philippine Rural Reconstruction Movement (PRRM)	National policy research and network NGOs	- Local development and empowerment - ICT and Local Development - Local Governance	- Local Community Organizing - Local Policy Initiative - Capacity Building	- Advocacy for Freedom of Information
Tebtebba-Indigenous Peoples' International Center for Policy Research Center	Issue-based and/ or sectoral advocacy and policy research	- IP - the marginalized sector	- Research - Local community organizing - Capacity Building	
University of the Philippines- National College of Public Administration (UP-NCPAG)	Academe	- ICT and governance - e-governance - internet and public policy - Internet regulation and government	- Research - Curriculum Development - Teaching	- Researches by faculty and associates with regard to e-governance in the Philippines - Policy papers presented with regard to pertinent ICT policies
University of the Philippines- Manila Medical Informatics Unit	Academe/ Issue-based and/ or sectoral advocacy and policy research	- ICT and Health applications - Health and social sector	- Research - Teaching	
Ateneo School of Medicine and Public Health	Academe/ Academe/ Issue-based and/ or sectoral advocacy and policy research	- ICT and the health sector reforms - ICT medical applications	- Teaching - Research	
TXT Power	Issue-based and/ or sectoral advocacy and policy research	- Citizen empowerment through SMS - Equitable access to ICTs - Issues in the Telecommunications industry - Telecommunications	- Advocacy - Policy Discourse - Mobilization of Support	- Critique of NTC policies - Advocacy for the lowering of SMS rates and the use of SMS for citizen empowerment

		regulation		
Davao Linux Users Groups (DabaweGNU) Oriental Negros Linux Users Groups (ONELug) Bicol Open Source Society (BOSS)	Issue-based and/ or sectoral advocacy and policy research	<ul style="list-style-type: none"> - FOSS/ LINUX Promotion - Local application of LINUX 	<ul style="list-style-type: none"> - Advocacy - Local Capacity Building 	<ul style="list-style-type: none"> - Conduct of local trainings for the utilization of LINUX/ FOSS in different applications (i.e. local governance)
Ateneo De Manila University – Department of Anthropology and Sociology	Academe	<ul style="list-style-type: none"> - Social Construction of ICTs - ICT4D - ICT governance, policy , industry in the Philippines 	<ul style="list-style-type: none"> - Teaching - Research - Curriculum Development 	<ul style="list-style-type: none"> - Research and teaching of ICT and society in the university
Ateneo School of Government – Science and Technology Innovation for the Base of the Pyramid in Southeast Asia (ASoG IBoP Project)	Academe	<ul style="list-style-type: none"> - ICT for anit-poverty - Fostering of science and technology for development 	<ul style="list-style-type: none"> - Capacity building for research and policy making - Networking and partnerships - Research knowledge management 	<ul style="list-style-type: none"> - Provision of small grants to CSOs in terms of research and training - Research guidance in policy making
La Salle Institute of Governance	Academe	<ul style="list-style-type: none"> - ICT policy, governance, sector, regulation in the Philippines - ICT society and politics - CIO and ICT - ICT for sustainable development 	<ul style="list-style-type: none"> - Capacity building - Research. Training 	<ul style="list-style-type: none"> - Policy mapping research on internet patrolling - SMS leveraging project - Establishment of Academy of CIO Philippines
Advanced Software Foundation Inc. (ASFI)	Issue-based and/ or sectoral advocacy and policy research	<ul style="list-style-type: none"> - FOSS/ LINUX Promotion 	<ul style="list-style-type: none"> - Capacity Building - Advocacy 	
PhilICT Research Network	National policy research/ Academe	<ul style="list-style-type: none"> -ICT governance, policy, society, market in the Philippines -ICT4D - ICT research in the Philippines - ICT research capacity 	<ul style="list-style-type: none"> - Research - Networking 	<ul style="list-style-type: none"> - Networking ICT and researchers and capacities in the Philippines

VIII. References

Alegre, Alan, and Philip Tuano. 2007. "Philippines." In *Global Information Society Watch 2007*, ed. Adrian Finlay. Association for Progressive Communications and ITeM. Available at: www.giswatch.org/gisw2007

Alegre, Alan. 2009. "The right to know: The struggles of freedom of information in the Philippines." In *Global Information Society Watch Philippine Report*, eds. Association for Progressive Communications and Humanist Institute for Cooperation with Developing Countries. Available at: <http://www.giswatch.org/gisw2009/country/Philippines.html>

Association for Progressive Communications. 2007. "About APC." Available at: <http://www.apc.org/en/about>

Association for Progressive Communication. 2009. "Enabling civil society in capacity building." Available at: <http://www.apc.org/about/history/enabling-civil-society-policy-making>

Barnett, O. and Murray Low, eds. 2004. *Spaces for Democracy: Geographical Perspectives on Citizenship, Participation and Representation*, London: Sage Publications.

Beck, Ulrich. 1996. "World Risk Society as Cosmopolitan Society?" *Theory, Culture, and Society* 13 (4): 1-31.

Brillantes, Alex. 1997. "State-Civil Society Relations in Policy-Making: Civil Society and the Executive." In *State-Civil Society: Relations in Policy Making*, eds. Marlon Wui and Ma. Glenda Lopez. Quezon City: Third World Studies Center, University of the Philippines

Buendia, Emmanuel. 2005. *Democratizing Governance in the Philippines: Redefining and Measuring the State of Peoples Participation in Governance*. Quezon City: Center for Leadership, Citizenship, and Democracy, National College of Public Administration and Governance, University of the Philippines, 333-357

- Burch, Sally. 2004. "Global media governance: Reflections from the WSIS experience." *Media Development* 1. Available at: <http://www.wacc.org.uk/wacc/content/pdf/421>
- Burnell, Peter and Peter Calvert, eds. 2004. *Civil Society in Democratization*, London: Frank Cass.
- Cammaerts, Bart and Nico Carpentier. 2006. "The unbelievable lightness of full participation in a global context: WSIS and civil society participation." In *Towards a sustainable information society: deconstructing WSIS*, eds. Jan Servaes and Nico Carpentier. Bristol, UK; Portland, Or. : Intellect
- Carayannis, Elias and Caroline Sipp. 2006. *E-development toward the knowledge economy: leveraging technology, innovation and entrepreneurship for "smart" development*. Houndmills, Basingstoke, Hampshire; New York: Palgrave Macmillan.
- Carino, Ledevina. 2002. *Between the State and the Market: The Non-Profit Sector and Civil Society in the Philippines*. Quezon City: Center for Leadership, Citizenship, and Democracy, National College of Public Administration and Governance, University of the Philippines.
- Caroll, John. 1998. "NGOs Confront Urban Poverty." In *NGO, Civil Society, and the Philippine State: Organizing for Democracy*, eds. Sidney Silliman and Lela Noble. Quezon City. Ateneo de Manila Press.
- Castells, M. and Gustavo Cardoso, eds. 2006. *The network society: from knowledge to policy*. Washington, DC: Center for Transatlantic Relations, Paul H. Nitze School of Advanced International Studies, Johns Hopkins University.
- Castells, Manuel. 2001. "The Politics of the Internet 1: Computer Networks, Civil Society and the State." In *The Internet Galaxy: Reflections on the Internet, Business, and Society*, ed. Manuel Castells. New York: New York University Press.
- Cheema, Shabir. 2005. *Building Democratic Institutions: Governance Reform in Developing Countries*. Bloomfield: Kumarian Press.

- Cheema, Shabbir and Dennis Rondinelli, eds. 2007. *Decentralizing Governance: Emerging Concepts and Practices*. Ash Institute for Democratic Governance and Innovation Harvard Massachusetts
- Clarke, Gerard. 1998. *The Politics of NGOs in Southeast Asia Participation and Protest in the Philippines*. London: Routledge.
- Computer Professionals' Union. 2009. *CPU in Advancing ICT for the People*. Available at:
<http://cpunion.com/cpunion/content/2008/12/14/computer-professionals-union-advancing-ict-people>
- Commission on Information and Communications Technology. 2010. *The Philippine ICT Strategic Roadmap 2006-2010*. Manila: Republic of the Philippines.
- Contreras, Antonio, ed. 2003. *Creating Space for Local Forest Management in the Philippines*. Manila: La Salle Institute of Governance.
- Diokno, Ma. Serena. 1997. "State-Civil Society Dynamics on the Anti-Terrorism Bill." In *State- Civil Society: Relations in Policy Making*, eds. Marlon Wui and Ma. Glenda Lopez. Quezon City: Third World Studies Center, University of the Philippines. 147-178
- Edgar, Laura and Jennifer Chandler, eds. 2004. *Strengthening Social Policy: Lessons on Forging government-civil society policy partnerships*. Ontario: Institute on Governance. 7-69
- Edwards, Michael. 2004. *Civil society*. Malden, MA : Polity Press
- Estrella, Marisol and Nina Iszatt. 2004. *Beyond Good Governance: Participatory Democracy in the Philippines*. Quezon City: Institute for Popular Democracy. 1-40
- Fernandez, Joe. 2004. "The context of partnership in participating countries." In *Strengthening Social Policy: Lessons on Forging government-civil society policy partnerships*, eds. Laura Edgar and Jennifer Chandler. Ontario: Institute on Governance.

Finlay, Adrian. 2007. *Introduction: Global Information Society Watch*. Available at <http://www.giswatch.org/gisw2007/countries>

Foundation for Media Alternatives. 2008. *Communication Rights for the Public Interest: FMA's Work in Information and Communications Policy Development*. Quezon City: Typescript.

Foundation for Media Alternatives. 2006. *Civil Society Comments to the 2006-2010 Philippine Strategic ICT Roadmap Ver. 4*. Quezon City: Typescript.

Foundation for Media Alternatives. 2006. *Initial Draft Presented at the Validation Workshop*. Quezon City: Typescript.

Frago, Perlita, Sharon Quinsaat and Verna Viajar. 2004. *Philippine Civil Society and the Globalization Discourse*. Quezon City: Third World Studies Center, University of the Philippines.

Frau Meigs, Divina. 2006. "Civil society's involvement in the WSIS process: Drafting the alter agenda." In *Towards a sustainable information society : deconstructing WSIS*, eds. Jan Servaes and Nico Carpentier. Bristol, UK ; Portland, Or. : Intellect.

Glasius, Mariles, David Lewis and Hakan Seckinelgin. 2004. *Exploring Civil Society: Political and Cultural Contexts*. New York: Routledge. 3-14.

Global Information Society Watch. 2009. *Focus on access to online information and knowledge – advancing human rights and democracy*. Association for Progressive Communication; Humanist Institute for Cooperation with Developing Countries. Available at: <http://www.giswatch.org/gisw2009/pdf/Institutions.pdf>

Global Information Society Watch. 2007. *ICT Indices available online*. Available at: http://www.giswatch.org/files/pdf/GISW_Indices.pdf

Gonzales, Eduardo and Magdalena Mendoza. 2004. "Anti-corruption Initiatives in the Philippines: Breakthroughs, Limits and Challenges." In *Challenging Corruption in Asia: Case Studies and a Framework for Action*, eds. Vinay Bhargava and Emil Bolongita. Washington DC, DC: World Bank. 77-133.

- Greenstein, Ran and Anriette Esterhuysen. 2006. "The right to development in the information society." In *Human Rights in the Global Information Society*, ed. Rikke Franke Jorgensen. Cambridge: MIT Press.
- Hackett, Robert and Y. Zhao. 2005. *Democratizing global media: one world, many struggles*. Lanham, MD : Rowman & Littlefield Publishers.
- Held, D. (1995). *Democracy and the Global Order: From the Modern State to Cosmopolitan Governance*. Oxford: Polity Press.
- Held, David. 1997. "Democracy and Globalization." *Global Governance*, 3(3): 251-267
- Ideacorp. 2008. *Content development in the Philippines*. Available at: [http://www.ideacorpphil.org/reimagineeducation\(reimagined\)](http://www.ideacorpphil.org/reimagineeducation(reimagined))
- Ideacorp. 2008. *Information venues project*. Available at: <http://www.ideacorpphil.org/publicaccesstoinformationvenuesproject>
- Information Technology and Electronic Commerce Council. 2003. *About*. Available at: <http://www.itecc.gov.ph/about.html>
- International Telecommunication Union. 2009. *Statistics and Indicators*. Available at: www.itu.int/ITU-D/ict
- Isis International. 2008. *What we work on*. Available at: http://www.isiswomen.org/index.php?option=com_content&task=view&id=38&Itemid=78
- Jayasooria, Denison. 2004. "Case Studies from Malaysia." In *Strengthening Social Policy: Lessons on forging government-civil society policy partnerships*, eds. Laura Edgar and Jennifer Chandler. Ontario: Institute on Governance. 31-35
- Jensen, Heike. 2006. "Women's Human Rights in the Information Society." *Human Rights in the Global Information Society*, ed. Rikke Franke Jorgensen. Cambridge: MIT Press. 241-242

- Johnston, Peter. 2006. "Towards a knowledge society and sustainable development: Deconstructing the WSIS in the European policy context." In *Towards a sustainable information society : deconstructing WSIS*, eds. Jan Servaes and Nico Carpentier. Bristol, UK ; Portland, Or. : Intellect.
- Jorgensen, Rikke.Franke, ed. 2006. *Human Rights in the Global Information Society*. Cambridge: MIT Press.
- Klein, Hans. 2006. "The Right to Political Participation". In *Human Rights in the Global Information Society*, ed. Rikke Franke Jorgensen. Cambridge: MIT Press. 185-198.
- Kleinwachter, Wolfgang. 2003. *WSIS: A New Diplomacy? Multi-stakeholder Approach and Bottom Up Policy in Global ICT Governance*. Available at: <http://cyber.law.harvard.edu/wsiv/Kleinwachter.html>
- Kymlicka, Will. 2002. "Civil Society and Government: A Liberal Egalitarian Perspective." In *Civil Society and Government*, ed. Robert Post and Nancy Rosenblum. Princeton: Princeton University Press. 82-94.
- Lallana, Emmanuel, ed. 2004. *An Overview of ICT Policies and e-Strategies of Select Asian Economies* . Bangkok: Asia Pacific Development Information Programme, United Nations Development Programme.10-41.
- Lallana, Emmanuel. 2006. "Social, political and cultural aspects of ICT: e-Governance, popular participation and international politics, Philippine Report." In *Digital Review of Asia Pacific 2005/2006*. Bangkok: Asia Pacific Development Information Programme United Nations Ottawa: Pan-Asia Networking Programme, Intenational Development Centre, and Orbicom. 31-46, 88-195.
- Lopez-Wui, Ma.Glenda and Teresa Tadem, eds. 2006. *People, Profit, and Politics:State-Civil Society Relations in the Context of Globalization*. Quezon City: Third World Studies Center, University of the Philippines and the United Nations Development Programme-Philippine Office

- Magno, Francisco and Ruth Lusterio-Rico. 2004. "Children's Protection and Indigenous People's Rights in the Philippines." In *Strengthening Social Policy: Lessons on forging government-civil society policy partnerships*, eds. Laura Edgar and Jennifer Chandler. Ontario: Institute on Governance. 53-69.
- Magno, Francisco. 2003. "Forest Devolution and Social Capital State Civil Society Relations in the Philippines." In *Creating Space for Local Forest Management in the Philippines*, ed. Antonio Contreras. Manila: La Salle Institute of Governance. 1-17.
- Magno, Francisco. 2005. "Political and Electoral Reforms: A Rights-Based Approach to Legislation." In *Rights-Based Philippine Governance Review*, ed. Josefina Natividad. Quezon City: United Nations Development Programme, Development Academy of the Philippines, and the Australian Agency for International Development.
- Martelli, Stefano. 2006. "How civil society can help civil society." In *Towards a sustainable information society: deconstructing WSIS*, eds. Jan Servaes and Nico Carpentier. Bristol, UK ; Portland, Or. : Intellect.
- Migdal, Joel, Atul Kohli and Vivienne Shue, eds. 1994. *State Power and Social Forces: Domination and Transformation in the Third World*. Cambridge: Cambridge University Press.
- Maidment, Richard, David Goldblatt and Jeremy Mitchell. 1998. *Governance in the Asia Pacific*. London: Routledge.
- Molmisa, Ronald. 2006. "Balancing Consumer and Corporate Interests in the Telecommunications Industry." In *People, Profit, and Politics: State-Civil Society Relations in the Context of Globalization*, eds. Ma. Glenda Lopez-Wui and Teresa Tadem. Quezon City: Third World Studies Center, University of the Philippines and the United Nations Development Programme-Philippine Office
- National Telecommunications Commission. 2008. *NTC Data on Internet Users*. Available at: http://portal.ntc.gov.ph/wps/portal/!ut/p/.cmd/cs/.ce/7_0_A/.s/7_0_EBH/s.7_0_A/7_0_EBH

- Natividad, Josefina, ed. 2005. *Rights-Based Philippine Governance Review*. Quezon City: United Nations Development Programme, Development Academy of the Philippines, and the Australian Agency for International Development
- Oliva, Erwin. 2006. *CICT set to release Roadmap: Plan lacks civil society group's inputs*. Available at: [http://technology.inquirer.net/infotech/infotech/view/20061212-37863/CICT set to release ICT roadmap for RP](http://technology.inquirer.net/infotech/infotech/view/20061212-37863/CICT_set_to_release_ICT_roadmap_for_RP)
- Osborne, David and Ted Gaebler. 1992. *Reinventing government: how the entrepreneurial spirit is transforming the public sector*. Reading, Mass: Addison-Wesley Pub. Co.
- Padovani, Claudia and Arunja Tuzzi. 2006. "Communication governance and the role of civil society: Reflections on participation and the changing scope of political action." In *Towards a sustainable information society: deconstructing WSIS*, eds. Jan Servaes and Nico Carpentier. Bristol, UK ; Portland, Or. : Intellect.
- Patomaki, Heikki. 2003. "Problems of democratizing global governance: Time, space and the emancipatory process." *European Journal of International Relations*, 9 (3): 347-376
- Pateman, Carole. 1970. *Participation and democratic theory*. Cambridge: Cambridge University Press
- Peters, B.Guy. 1996. *The future of governing: four emerging models*. Lawrence: University Press of Kansas
- Philippine Internet Commerce Society. 2008. *About PICS*. Available at: http://www.pics.org.ph/?page_id=2
- Pierre, Jon and B. Guy Peters. 2000. *Governance, Politics, and the State*. London: MacMillan Press Limited. 1-23.
- Post, Robert. and Nancy Rosenblum, eds. 2002. *Civil Society and Government*. Princeton: Princeton University Press.

- Raboy, Marc and Norman Landry. 2006. *Civil society, communication, and global governance: issues from the World Summit on the Information Society*. New York: Peter Lang.
- Raboy, Marc. 2004. "The World Summit on the Information Society and its legacy for global governance." *Gazette: the International Journal for Communication Studies*, vol. 66 nos. 3-4, (June-July).
- Racelis, Mary. 2000. *New Visions and Strong Actions: Civil Society in the Philippines*. Ottaway, Washington DC: Carnegie Endowment for International Peace.
- Rosenau, James. 1990. *Turbulence in World Politics, a Theory of Change and Continuity*. Princeton: Princeton University Press
- Rossiter, Ned. 2006. "WSIS and organized networks as new civil society movements." In *Towards a sustainable information society: deconstructing WSIS*, eds. Jan Servaes and Nico Carpentier. Bristol, UK ; Portland, Or. : Intellect.
- Rivera, Temario. 1996. *State of the Nation: Philippines*. Singapore: Institute of Southeast Asian Studies.
- Rub, Ulrike, ed. 2002. *European governance: views from the UK on democracy, participation and policy-making in the EU*. London: The Federal Trust.
- Sassen, Saskia. 1996. *Losing Control? Sovereignty in an Age of Globalization*. New York: Columbia University Press.
- Sassen, Saskia. 2002. "The repositioning of citizenship: Emergent subjects and spaces for politics." *Journal of Sociology*, 46: 4-25
- Sayo, Phet, James George and Gopi Pradhan, eds. 2004. *ICT Policies and e-Strategies in the Asia-Pacific: A Critical Assessment of the Way Forward*. United Nations Development Program- Asia-Pacific Development Information Programme. New Delhi: Elsevier.

- Schild J. 2001. "National vs. European identities? French and Germans in the European multi-level system." *Journal of Common Market Studies*, 39 (2): 331-351
- Servaes, Jan and Nico Carpentier, eds. 2006. *Towards a sustainable information society: deconstructing WSIS*. Bristol, UK; Portland, Or. : Intellect.
- Silliman, Sidney and Lera Noble, eds. 1998. *NGO, Civil Society, and the Philippine State: Organizing for Democracy*. Quezon City. Ateneo de Manila Press.
- Sorensen, Eva and Jacob Torfing. 2007. *Theories of democratic network governance*. Houndmills, Basingstoke, Hampshire ; New York : Palgrave Macmillan.
- Tandon, Rajesh and Ranjita Mohanty, eds. 2003. *Does Civil Society Matter? Governance in Contemporary India*. London: Sage Publications.
- Tandon, Rajesh. 2003. "The Civil Society- Governance Interface." In *Does Civil Society Matter? Governance in Contemporary India*, eds. Rajesh Tandon and Ranjita. London: Sage Publications. 59-76.
- Thomass, Barbara. 2006. "PSB as an instrument of implementing WSIS aims." In *Towards a sustainable information society: deconstructing WSIS*, eds. Jan Servaes and Nico Carpentier. Bristol, UK ; Portland, Or. : Intellect.
- Tigno, Jorge. 1997. "Labor Recruitment Agencies and the Decision-Making Process in the Philippine Overseas Employment Administration: Open for Business." In *State- Civil Society: Relations in Policy Making*, eds. Marlon Wui and Ma. Glenda Lopez. Quezon City: Third World Studies Center, University of the Philippines.
- United Nations World Summit on the Information Society. 2003. *Guidelines for Civil Society Participation*. Available at: <http://www.itu.int/wsis/index.html>
- United Nations. 2008. *Participatory governance and the millennium development goals (MDGs) publication based on the Expert Group Meeting on Engaged Governance: Citizen Participation in the Implementation of the Developmental Goals including the Millennium Development Goals (MDGs), 1-2 November 2006, New York*. New York : United Nations

- Villanueva, Pi. 1997. "The Influence of the Congress for a People's Agrarian Reform and Agricultural Development on the Legislative Process." In *State-Civil Society: Relations in Policy Making*, eds. Marlon Wui and Ma. Glenda Lopez. Quezon City: Third World Studies Center, University of the Philippines.
- Villarin, Tom. 2004. "Finding Meaning in Local Governance through Popular Participation at the Barangay-Bayan." In *Beyond Good Governance: Participatory Democracy in the Philippines*, eds. Maristela Estrella and Nina Iszatt. Quezon City: Institute for Popular Democracy.
- Warschauer, Mark. 2003. *Technology and Social Inclusion: Rethinking the Digital Divide*. Massachusetts: The MIT Press.
- White, Gordon. 2004. "Civil Society, Democratization and Development: Clearing the Analytical Ground." In *Civil Society in Democratization*, eds. Peter Burnell and Peter Calvert. London: Frank Cass. 6-21.
- World Summit on the Information Society. 2003. *Geneva Action Plans*. Available at: <http://www.itu.int/wsis/docs/geneva/official/poa.html>
- World Summit on the Information Society. 2003. *Declaration of Principles*. Available at: <http://www.itu.int/wsis/docs/geneva/official/dop.html>
- World Summit on the Information Society. 2003. *Civil Society Declaration: Shaping Information Societies for Human Needs*. Available at: <http://www.itu.int/wsis/docs/geneva/civil-society-declaration.pdf>
- WSIS Civil Society Plenary. 2003. *Civil Society Declaration to the World Summit on the Information Society. Shaping Information Societies for Human Needs*. Available at: <http://www.itu.int/wsis/docs/geneva/civil-scoeity-declaration.pdf>
- WSIS Asia Pacific Regional Conference. 2005. *Civil Society Observation and Response to the Tokyo Declaration*. Available at: <http://www.wsisasia.org/wsis-tokyo/tokyo-statement.html>

- Wui-Lopez, Ma. Glenda and Teresa Tadem, eds. 2006. *People, Profit, and Politics: State-Civil Society Relations in the Context of Globalization*. Quezon City: Third World Studies Center, University of the Philippines and the United Nations Development Programme-Philippine Office
- Wui, Marlon and Ma. Glenda Lopez, eds. 1997. *State- Civil Society: Relations in Policy Making*. Quezon City: Third World Studies Center, University of the Philippines.