

Development and Delivery of Livelihood-based e-Service for ASEAN Women

2014

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Indicator	Data				
Basic Information					
1. Country name	Brunei	Cambodia	Indonesia	Laos	Malaysia
2. Area (km ²)					
3. National population					
4. Rural population					
5. Key Economic Sector(s)					
6. Industry (%)					
6-1. Agriculture (%)					
6-2. Fisheries (%)					
6-3. Livestock industry (%)					
6-4. Other sector (%)					
7. GDP per capita					
8. Employment (%)					
8-1. Employment - Urban (%)					
8-2. Employment - Rural (%)					
Gender					
1. Education (% of female)					
1-1. Primary education (% of female)					
1-2. Secondary education (% of female)					
1-3. Higher education (% of female)					
2. Literacy (% of female)					
3. Labor Force Participation (% of female)					
3-1. Labor force in agriculture (% of female)					
3-2. Labor force in fisheries (% of female)					
3-3. Labor force in livestock industry (% of female)					
3-4. Labor force in other sector (% of female)					
ICT					
1. Telephone lines (%)					
1-1. Telephone lines - Urban (%)					
1-2. Telephone lines - Rural (%)					
2. Cell phone subscriptions (%)					
2-1. Cell phone subscriptions - Urban (%)					
2-2. Cell phone subscriptions - Rural (%)					
3. Internet use (%)					
3-1. Internet use - Urban (%)					
3-2. Internet use - Rural (%)					
3-3. Internet use - Women (%)					
4. Households with internet access					
4-1. Households with internet access - Urban (%)					
4-2. Households with internet access - Rural (%)					
5. Telecenter					

5-1. The number of telecenters - Urban					
5-2. The number of telecenters - Rural					

Indicator	Data				
Basic Information					
1. Country name	Myanmar	Philippine	Singapore	Thailand	Viet Nam
2. Area (km ²)	676,578				
3. National population	60.97 M (in 2012)				
4. Rural population	42.19.M (in 2012)				
5. Key Economic Sector(s)	Agriculture, Wood, Oil & Gas, Minerals				
6. Industry (%)					
6-1. Agriculture (%)	58.0				
6-2. Fisheries (%)	n.a.				
6-3. Livestock industry (%)	n.a.				
6-4. Other sector (%)	42.0				
7. GDP per capita	1801 (in US\$) in 2012				
8. Employment (%)					
8-1. Employment - Urban (%)	33.5				
8-2. Employment - Rural (%)	66.5				
Gender					
1. Education (% of female)					
1-1. Primary education (% of female)	84.6				
1-2. Secondary education (% of female)	47.5				
1-3. Higher education (% of female)	24.8				
2. Literacy (% of female)	95.1				
3. Labor Force Participation (% of female)	85.7 (in 2013)				
3-1. Labor force in agriculture (% of female)	44.7 (in 2010)				
3-2. Labor force in fisheries (% of female)	n.a.				
3-3. Labor force in livestock industry (% of female)	n.a.				
3-4. Labor force in other sector (% of female)	n.a.				
ICT					
1. Telephone lines (%)	8.7 (in 2012)				
1-1. Telephone lines - Urban (%)	n.a.				
1-2. Telephone lines - Rural (%)	n.a.				

2. Cell phone subscriptions (%)	54.0 (in 2012)				
2-1. Cell phone subscriptions - Urban (%)	n.a.				
2-2. Cell phone subscriptions - Rural (%)	n.a.				
3. Internet use (%)	5 (in 2013)				
3-1. Internet use - Urban (%)	n.a.				
3-2. Internet use - Rural (%)	n.a.				
3-3. Internet use - Women (%)	n.a.				
4. Households with internet access (%)					
4-1. Households with internet access - Urban (%)	n.a.				
4-2. Households with internet access - Rural (%)	n.a.				
5. Telecenters					
5-1. The number of telecenters - Urban	n.a.				
5-2. The number of telecenters - Rural	n.a.				

3.6. Myanmar

3.6.1. Current Status of e-Services

In 2013, the sum total of global internet users' amounts to 2.7 billions, and in developing countries, the number has risen as much as three times, during 2007 and 2013. In Myanmar, at present the density of telephone communication is 12 per cent and using of the net is 5 per cent.¹ There are in the neighborhood of 200,000 people who use the face book currently in Myanmar. It has turned out that there has been a rise in the use of the internet and of social network media, being conditional upon increased ability to surf the net in connection with mobile phones. The historically pervasive levels of Internet censorship in Myanmar were significantly increased with very low Internet penetration rate due to both government restrictions on pricing and deliberate lack of facilities and infrastructure.

Current e-Services from Myanmar Government supported (10) websites from Union level institutions. 6 websites are both English and Myanmar languages and 4 websites are Myanmar language only. Out of the Union Ministries (36), six Ministries of Presidential Office have no specific website any more. Only Presidential Office website is support to people. Other Union Ministries (30) supported 31 websites. 23 websites are both English and Myanmar languages, and 4 websites are Myanmar language and 4 websites are English language only.

In Myanmar, only one e-Service providing women related issues managed by Ministry of Social Welfare, Relief and Resettlement. Two e-Service providing women related issues managed by Institutions such as Myanmar Women Affairs Federation (MWAFF) and Myanmar Women Entrepreneur Association (MWEA). They would be supported about their organizations' information only. There are not founded women's livelihood based information, vocational training opportunities

¹ The Mirror News Paper of Myanmar/25th July 2014.

and any other job opportunities. In Myanmar, government ministries do not providing specific e-Services for women related issue. Some of the organizations are providing women's health issues but not found any specific websites for women.

3.6.1.1 Profile of e-Services

An October 2010 survey found that blogging is the fastest growing type of Internet use in Myanmar, with a 25 percent increase from 2009. A non-scientific survey taken in 2009 found that: Blogs focus on entertainment (14%), technology, computers, and the Internet (17%), books and literature (9%), news (6%), hobbies and travel (6%), politics (5%), and religion (4%), among other topics; 52 percent of Myanmar bloggers write from Myanmar and 48 percent write from abroad; 72% of bloggers are men and 27% are women; 77% of bloggers are single and 14% are married; 35 percent of bloggers are 26 to 30 years old and 29 percent are 21 to 25 years old; 80 percent blog in Myanmar, while 8 percent blog in English, 10 percent write in both languages, and the rest use ethnic minority languages such as Kachin, Karen, and Chin.²

The Internet in Myanmar has been available since 2000 when the first Internet connections were established. According to World Internet Stats statistics as of June 2012, the country had over 534,930 Internet users (1.0% of the population) with the vast majority of the users hailing from the two largest cities, Yangon and Mandalay.³ Although 42 cities across the country have access to the Internet, the number of users outside Yangon and Mandalay is just over 10,000. Most of the country's 40,000 Internet connections are ADSL circuits, followed by dial-up, satellite terminal, and WiMax. Myanmar Post and Telecommunication (MPT) are also undertaking a trial of fiber-to-the-home in Mandalay, and plan to roll out a similar trial in Yangon. Myanmar Teleport (formerly Bagan Cybertech), Yatanarpon Teleport, formation Technology Central Services (ITCS), Red Link Communications, and the state-owned Myanmar Post and Telecommunication (MPT) are the Internet service providers in Myanmar. Internet cafés are common in the country and most use different pieces of software to bypass the government's proxy servers.

The use of Internet censorship circumvention methods is officially banned in Myanmar. Myanmar ISPs block many bypass and proxy websites, but are unable to block all circumvention methods. Cybercafes are required by law to keep records on their customers' activities and provide police access to the records upon request. However, many cybercafés do not systematically enforce such monitoring, often assisting their users in circumventing censorship instead. Prior to September 2011 the government used a wide range of methods to restrict Internet freedom, including legal and regulatory barriers, infrastructural and technical constraints, and coercive measures such as intimidation and lengthy prison sentences. Although the authorities lacked the capacity to pervasively enforce all restrictions, the impact of sporadic implementation and the ensuing chilling effect was profound. While information circulating on the Internet is still closely monitored, reforms by the Myanmar regime that began in 2011 resulted in information being more freely circulated.

According to government statistics, 5.4 million of Myanmar's 60 million populations had a mobile phone subscription at end-2012, giving the country a mobile penetration of 9 per cent. According to

² http://en.wikipedia.org/wiki/Internet_in_Burma

³ http://en.wikipedia.org/wiki/Internet_in_Burma

official figures released in mid 2012, Myanmar had 857 Base Transceiver Stations (BTS) for 1,654,667 local GSM mobile users, 188 BTSs for 225,617 local WCDMA mobile users, 366 BTSs for 633,569 local CDMA-450 mobile users, and 193 BTSs for 341,687 CDMA-800 mobile users. Huawei who has built 40 percent of the towers and ZTE have built 60 percent in Myanmar, which amounts to 1500 across the country, said it has built the towers mostly in Yangon, Mandalay and Naypyitaw.⁴ The Myanmar Telecommunications Operator Tender Evaluation and Selection Committee selected Norwegian Telenor Group and Ooredoo of Qatar as winners of the bidding, for the two telecom licences issued by the government of Myanmar. The licenses allow the operators to build and operate a nationwide wireless network for 15 years. The country had over 400,000 Internet users (0.8% of the population) with the vast majority of the users located in the two largest cities, Yangon and Mandalay. The government now allows access to the entire Internet and a lot of people are using the internet freely usually with their mobiles.

3.6.1.2 Fact Findings

The findings of the Development and Delivery of Livelihood-based e-Service for ASEAN Women survey conducted in Myanmar shows that about 42% of the respondents strongly agreed, 33% of the respondents somewhat agreed and 20% of the respondents neither agree nor disagreed on the idea that the development of e-Service in women's daily life can make their life better. It is also observed that e-Service is the most chosen area by the respondents where people can actually generate income and improve their living standards. They are aware of any government policy to support women's e-Service use in Myanmar, (90%) of respondents said "Yes". This shows that women from Myanmar like any government support women's e-Service usage in Myanmar.

More than 69 % of the respondents have easy access to Internet at home and they are using the internet freely usually with their mobiles. This may interestingly explain the fact that only a small percentage of the respondents 45% were most frequently access the internet at cybercafés shops and the respondents 13% were used at their work place. Only 3% shows that the women in Myanmar do not often use the Internet at Telecenter or library. Usually 51% were used the internet daily and 25% shows several times a day. This shows that women who get good they are using the internet freely usually with their mobiles daily.

Result of main purpose of the internet usage; more than 70% of the respondents are using for searching information, 45% online communication, 11% purchasing or trading of goods and service, and 19% for entertainment (Music, video etc). Usually respondents were visited the most websites are 72% in personal website, 88% in social networking, 26% in school website, 30% in online store website, 8% in government website and 58% of respondents are visited News website. Usually they are visited to personal website such as blog, email, user-generated sites and they are highly visited to social networking (e.g. Face book) website.

⁴ <http://www.elevenmyanmar.com/index.php>

The survey has indicated 91% respondents have not aware of any government websites provided women related information or programs in Myanmar and 9% respondents have aware of any government websites. This data shows that more internet users do not know and a few users know any government websites in Myanmar. This may also reflect a difficulty in searching in internet due to certain reasons including low information of government and they do not aware government websites, which they not provided women related e-Service effectively.

The findings of the needs of e-Services are if a government provides new e-Service to women with various information types and functions, they would be their general or crucial needs are as fallow.

Categories	Instruction	
Information	This <u>information</u> will be <u>generally useful. %</u>	This <u>information</u> will be <u>Crucial for their use. %</u>
Job opportunity	66	58
Talent pool	31	54
Micro-finance	79	40
Bidding opportunity	51	41
Livelihood related information (agriculture, fishery, livestock industry etc.)	72	32
Vocational training opportunity	51	65
Domestic/ Sexual violence or Abuse prevention	65	55
Child care	73	45
Maternity	75	39
Free health clinic	81	29
Immunization	56	36
Sanitation	53	46
HIV/AIDS	77	41
Functions	This <u>function</u> will be <u>generally useful %</u>	This <u>function</u> will be <u>crucial for your use %</u>
Online registration	53	43
Multiple languages	61	50
Mobile access options(e.g. Applications)	45	57
e-News letter	57	55
Q&A	66	34
Bulletin boards	48	47
Ombudsman	54	21
Downloading of online forms/documents	57	57
Program sign-up	60	37
E-learning	52	48
Audio/Video materials	67	20
Sight/Hearing accessibility for disabled person	83	19

The findings of agree with the idea that the development of e-Service in your daily life can make women's better life, 42% are strongly agreed, 33% somewhat agreed and 20% are neither agreed or nor agreed. The survey has indicated 90% respondents are aware of any government policy to support women's e-Service use in Myanmar and a few 4% respondents are not aware of any government policy to support women's e-Service use in Myanmar. Other 6% respondents have give comments that it is depend upon government policy, they may say yes or no after knowing any policies. This data shows that more internet users accepted any government policy to support women's e-Service use in Myanmar.

As a result, this study has any comments for promoting women's livelihood based e-Service: (i) Myanmar Government should support effective websites for people even health service, education and women's related issue; (ii) Supporting more effective websites for women; (iii) e-Service is essential service for women in Myanmar. (iv) by using electronic aids both inside and outside class rooms as well as discussion and research activities; (v) e-Service, online learning, information and job searcher are important for livelihood as well as for women; (vi) supporting good connection for internet as well as e-Service; (vii) Providing information of launching trainings to citizens in each township in Myanmar and also making international scholarship programs easily; and (viii) needs to be support more telecenters in Myanmar. For future growth of job prospects, I think some multinational cooperation and businesses should run direct on-line courses, especially supporting up with some groups armed at improving the life of women, for the recruitment of future potential female employers.

3.6.2. Country Specific (Potential) Demand for e-Services

In Myanmar 50.6% of the total population are women.⁵ The status of Myanmar women has enjoyed equal rights as men. With regard to education, the literacy rate of women is 95.1%⁶. There is no gender discrimination in the education system. The government is making concerted efforts to promote the education status of women and children especially in the rural and remote border areas. With regard to health, the government places special emphasis on family health, the most basic and integral unit of society. The health coverage is extended to the rural and far-reaching border areas. Myanmar is changing to the market economy and as such, not only the government sector, but also the private sectors are playing an important role. As such, more women are entering the private sectors, contributing a significant labour force. The legal system of Myanmar provides equal rights to women and men in the area of business and commerce.

3.6.2.1 Women's Economic Participation

Out of the whole population of Myanmar, 60.97 per cent⁷ live in rural areas and earn their living mainly through agriculture and livestock breeding, and still there are many illiterate people. Female

⁵ Population by Sex, 2012/ASEAN Statistical Yearbook 2013.

⁶ Literacy Rate, 2012/ASEAN Statistical Yearbook 2013.

⁷ Rural - Urban Population, 2012/ASEAN Statistical Yearbook 2013.

literacy rate is two times less than that of male rural people, and there is hardly any job prospect for these illiterate females. So, for the sake of income, many of them have to work in very low-income positions in urban areas, as well as in foreign countries.

Myanmar women now make a contribution to the economy of the country in such a way that they are conventionally required to perform domestic chores, as well as to get themselves involved in business, both formal and informal, to gain financial independence. Traditionally working in the home, the worsening economic situation has brought women into paid employment, while maintaining the same level of household responsibility. Women work primarily in the informal sector, in factories, as street vendors, prostitutes and domestic help. Both in local workplaces, in forced labor, and as migrant laborers in factories and as housekeepers in neighboring countries, women report both being exploited as workers, and being exposed to sexual and physical violence, without recourse to legal protection. Myanmar is essentially an agrarian economy with two-thirds of the total population engaged in subsistence agriculture. The rural poor households have suffered from low access to various services (education, health, water supply, etc.), and lack of assets such as land and livestock, which are strongly related to the rural poverty status.

Now that there have come many opportunities open to women, many women start to have greater tendency upon getting down on business fields as the self-employed, rather than being government employees. But still there are women, who despite good educational qualifications and expertise don't join the work force and still in some vocational and technical colleges and universities, female students are for the most part outnumbered by male students, because of preference given to male students. Many women are joining Master Degree courses and PhD courses, and upon the completion of these courses, still there are many women waiting in line for job offer. Very few women can be seen in very high job positions and this means a great loss out of the lack of ability to make the fullest use of human resources, not only in Myanmar but also in many other countries are only a few women in top positions of power and authority.

Women make up the larger proportion of Myanmar population and thus the role of them and their inclusiveness in the economic reforms are very pivotal to poverty alleviation. According to the statistical data collected, out of 100 women, 50.2 per cent⁸ is representative of those women in various work places, who are economically active and coming by income. In order to create opportunities for rural women so that they can join the enterprises of certain amount of income, it is necessary to run some programmes to transfer technology and expertise to women, especially to encourage them to get more and more involved in such enterprises as agriculture together with livestock breeding, labour-intensive parts suppliers, fishery, and transforming raw materials from fishery and livestock breeding into value added, high quality goods. Compulsory basic education for rural women, both formal and informal, as well as reorientation courses should be initiated. In such a time of economic reforms by means of privatization and of other necessary changes with might and main, women are expected to become essential human capital, which is strategically important for the development of the country.

⁸ Labour force participation (% of female), ASEAN Statistical Yearbook 2013.

3.6.2.2 Women's Economic Empowerment

Female participation in the labour market is significantly below that of men, at 63.1% compared to 85.1% for men. The share of women in paid employment in non- agriculture sector has gradually increased from 41.3% in 2005 to 44.7% in 2010 (with variations across states/regions). The data reflects women's limited access to labour markets in industry and services. A wide gap remains between men and women in higher ranks of paid employment, with women concentrated in lower ranks and lower-skilled jobs. Women comprise about half of all staff in state administrative organizations and Ministries, however, they are concentrated in lower-level positions. In 2008-2009, they occupied only 31.7 percent of senior-level posts (Deputy Director and above). Despite legal provisions for equal pay for men and women, disparities in wages exist. Overall, women provide unpaid, largely invisible and unrecognized care work at home, in addition to their paid work in public sphere. Many women from Myanmar migrate to neighboring countries in search of better- paid jobs. Most Myanmar female migrant workers end up as low-skilled industrial, agricultural or domestic workers in neighboring countries, often in exploitative workplaces (including those where they are at risk of sexual exploitation). Women consistently received lower salaries than men, even in similar occupations.⁹

In Myanmar, usually there are some categories of job deemed particularly suitable for females such as teaching career, sales girl, nurse and so forth. Now it is very difficult particularly to say that women can hardly join labour forces, and very few women are content with their financial dependence without doing any jobs. More and more women are taking part in jobs which were not much of female domain, especially in terms of the nature of job and of cultural convention, in the past, for example: media, entertainment, designer, beauty saloon, tourism, computer service and factories. What underpins Myanmar economic reforms is poverty alleviation, and poverty will be able to be reduced to a degree by enhancing economic empowerment of women. As stated above, poverty alleviations is a key factor of economic reforms. By creating job opportunities for women in rural areas, it will certainly serve the double purposes of giving primacy to the development of women's life and making a positive contribution to economic development as a whole. The general views that we have had of women as 'the weak and the vulnerable' have changed a lot these days and their efficiency in equality with men are coming into more and more prominence. It is women who are required to take an active part in the activities aimed at promoting the development of women's life. In order to achieve sustainability, they should be empowered by themselves.

3.6.2.3 Women's Health

The health-care system in Myanmar has public, private and co-operative sectors. In the public sector the Ministry of Health is primarily responsible for the provision of health-care and the Department of Health under this Ministry has the responsibility for the organization and management of all allopathic (Western Medicine) health care delivery. It is organized into several levels such as Central, State/Region, District, Township and Village. The private sector includes both traditional and Western medical care at private clinics, hospitals and drug stores selling pharmaceutical products. There are a number of cooperative and joint venture clinics and hospitals, which also provide health services to the population.

⁹ Sustainability and Equity: A Better Future for All. Human Development Report 2011.

Myanmar women and men have equal access to health services. Myanmar National Health Policy is raising the level of health of the country and promotes the physical and mental well-being of the people, which includes both men and women. Health services in Myanmar are aimed to provide a holistic, lifecycle approach to health care for women. The needs of the girl child have taken care of as well as the health needs of women in the reproductive age. For older women also, there is a health programme to cater their needs. Occupational health legislation embodied in the labour laws of the country cover all working women. Pregnant women are entitled to three months maternity leave. In the organized sector it is compulsory to provide facilities at worksites, including out patient clinics, nurseries, day-care centers. Medical care available includes prenatal care, postnatal care, pediatric care of insured mothers up to six months, and leave for up to six months in the care of miscarriage.

One of the statements of the National Population Policy is "to improve the health status of the women and children by ensuring the availability and accessibility of birth spacing services to all married couples voluntarily seeking such services". Family spacing is justified on the basis of its importance on maternal child health and not as a demographic measure. Population related activities carried out in Myanmar included birth-spacing programmes and conduct of census and surveys. In surveys, data on specific indicators in specified fields are collected whereas census comprises collection of basic data. Birth spacing programmes are carried out by the governmental sector as well as by nongovernmental organizations with assistance from international agencies.

Myanmar has a high maternal mortality rate with 240 deaths per 100,000 live births and is unlikely to meet the MDG target.¹⁰ Myanmar also has a high adolescent fertility rate at 16.9 percent, mainly as a result of lack of sex education.¹¹ HIV/AIDS prevalence is highest in Myanmar. Increasing numbers of women are contracting HIV. Women's vulnerability to HIV is increased by high-risk behaviour of their spouses or partners as well as their inability to negotiate safe sexual practices. Nearly 3 percent of new HIV infections may be attributed to mother-to-child transmission.¹² A report of the desk review of research on Gender and HIV in Myanmar highlighted that factors which may limit women's access to HIV services are related to their lower status in the household, lower literacy rate, less access to health information, and exclusion from decision making in household health action and expenditure.

3.6.2.4 Women's Education

Myanmar ranks 96 out of 146 countries in the 2011 Gender Inequality Index (GII).¹³ It has achieved gender parity in education with regard to enrollment ratios of girls and boys in primary and secondary education. Myanmar has reached gender parity in education with girls accounting for 49%, 50% and 53% of total primary, lower and upper secondary school enrollments in school year 2010/2011.¹⁴ Girls' access to education appears to be strongly affected by constraints arising from their social class, ethnicity, and linguistic background or whether they come from rural or urban locations. There are also disparities between states with the lowest ratio of girls to boys in secondary education. Poverty

¹⁰ Sustainability and Equity: A Better Future for All. Human Development Report 2011.

¹¹ Thematic Analysis 2011: Achieving the Millennium Development Goals in Myanmar-United Nations Country Team in Myanmar.

¹² United Nations General Assembly Special Session on HIV/AIDS, (UNGASS), 2010.

¹³ Sustainability and Equity: A Better Future for All. Human Development Report 2011.

¹⁴ Female students comprise roughly 60% of higher education enrollments in school year 2010/2011

also more strongly affects female dropouts: for the poorest quintile, the share of girls out of school is percentage points higher than for boys. A slightly higher proportion of girls are also out of school in rural areas. Multiple Indicator Cluster Survey 2009-2010 highlights that education of the mother is positively linked to children's school attendance.¹⁵ While education data are limited, there is at least some evidence to suggest that distance to schools, language of instruction, gender stereotypes and lack of gender sensitive and locally relevant curricula and teaching methods and a lack of qualified teachers in remote areas pose obstacles for girls and boys attaining an education. In addition, while females outnumber males in post-secondary education, their labour force participation remains very low. This indicates a mismatch of skills attained and labour market needs, as well as gender discrimination in types of study based on cultural stereotypes related to types of skills /occupations suitable for women.

3.6.2.5 Domestic Violence

The CEDAW Committee expressed concern over widespread domestic violence and sexual violence, including rape, which appears to be accompanied by a culture of silence and impunity.¹⁶ Myanmar does not have specific legislation against gender based violence, although there are Penal code provisions against sexual assault and rape. Public awareness of the issue is low. A combination of traditional cultural beliefs, low social value of women, women's lack of knowledge of their rights, insufficient support services (legal, health, counseling, shelter, etc.) collude to ensure that cases are under-reported and settled out of court. Trafficking is another serious challenge, with Myanmar women, children, and men trafficked to oversea countries and neighbor countries for sexual exploitation, domestic servitude, and forced labour. The Myanmar government made trafficking a national cause since 1997 and enacted the Anti-Trafficking in Persons Law in 2005. The government has taken measures in collaboration with key development partners to combat trafficking, including protection and reintegration of trafficked women, mechanisms to prevent trafficking of women and establishment of collaboration and coordination amongst relevant ministries to uncover trafficking cases and take legal action against perpetrators.

3.6.2.5 Women's Institutions

Myanmar's national machinery for the protecting of women in development includes the Ministry of Social Welfare, Relief and Resettlement (MSWRR), with the Department of Social Welfare as the focal point for women issues. The Myanmar National committee for Women's Affairs (MNCWA) and the Myanmar Women's Affairs Federation (MWAFF). The MWAFF was formed in 2003 to organize women all over the country to carry out activities to ensure security and advancement of women. It has networks at the different levels of administration from the state/division down to the district and township level. MWAFF is a link with government but operates under MSWRR, is government funded and staffed. MWAFF implements a national plan of action drawn from, but not including all twelve areas of the Beijing Platform of Action. However, the above agencies lack critical capacity, resources, and institutional support to carry out their mandate. In addition, the institutional capacity is limited in

¹⁵ Multiple Indicator Cluster Survey 2009-2010. Ministry of National Planning and Economic Development, Ministry of Health and UNICEF (2011).

¹⁶ Committee on the Elimination of Discrimination against Women, CEDAW/C/MMR/3

key line ministries with regard to mainstreaming gender in national policies, plans and programmes. Myanmar is signatory to a number of international conventions relevant to gender and development, including the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), the Convention Against Transnational Organized Crime (CTOC), the Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children (TIP), Convention on the Rights of the Child and the Protocol to Combat the Smuggling of Migrants by Land, Sea and Air (SOM).

3.1.3. Future Directions of e-Services

International experience clearly demonstrates that mobile phone services have very positive economic as well as social impacts. By connecting users to clients, coworkers, relatives and friends, they help people to access information, create business opportunities, lower transaction cost and enhance social interaction. Most recently they have also helped people access financial services with the ability to save and send money safely, no matter where they are located. Government of Myanmar will also upgrade its internet infrastructure to allow a comprehensive e-strategy for leapfrogging in a number of areas such as educational programs, government regulations and knowledge management. In education, training of teachers as well as school curriculum will include ICT skills while Government of Myanmar will provide necessary resources for connectivity. Government of Myanmar will also seek to increase the technical competence of the workforce to achieve economic and social progress through training workers with market-oriented technical and languages skills. It highlights the need to create a system of continuous learning so that workers and students can acquire new skills relevant to the fast changing demands of the modern workplace throughout their working careers. Myanmar's competitive edge will undoubtedly depend on the quality and productivity of its human capital. In this context, woman potentialities should appropriately be exploited for accomplishing the goal and objectives of national development. Accordingly the women must be capable of adopting and adapting new technologies. They are required to continuously upgrade themselves, and stay ahead of change by doing continuous learning, training and skills upgrading in their pursuit of better quality of life.

Union Ministry of Post and Telecommunication is support phone lines include both telephone lines and cell phone subscriptions. But phone line connection is bad and internet connection is too slow. Most of the rural areas have not telecenters as well. The government now allows access to the entire Internet and a lot of people are using the internet freely usually with their mobiles.

Myanmar Government supported e-Services through Union Ministry websites and Union level institutions. They are provided relevant information about their department's news and information. No one support any e-Services for women related issues even livelihood based e-Service. Only one government website supported women related information managed by Union Ministry of Social Welfare, Relief and Rehabilitation. But they have not support detail information and fact and figure. Even those two websites provided women information managed by Institutions such as Myanmar Women Affairs Federation (MWAF) and Myanmar Women Entrepreneur Association (MWEA). But they would be supported about their organizations' activities and events. Any websites of women related issues are not founded from Myanmar websites and Ministries of Myanmar Government do not providing specific e-Services for women related issue. Some of the organizations include UNs,

INGOs and NGOs from inside and outside country are providing women's related issues such as research papers, information, news, and some kinds of livelihood based technologies by delivery e-Service. In future more development and delivery of livelihood based e-Services are greatly needed for Myanmar women as well as ASEAN women.

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