

**Project Report of ASEAN-ROK Cooperation Project**

**Development and Delivery of  
Livelihood-Based e-Service  
for ASEAN Women**

April 2015

Asia Pacific Women's Information Network Center,  
Sookmyung Women's University



SOOKMYUNG  
WOMEN'S UNIVERSITY





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## ■ ■ ■ Glossary ■ ■ ■

ACW	ASEAN Committee on Women
APWINC	Asia Pacific Women's Information Network Center
AMS	ASEAN Member States
ASEAN	Association of Southeast Asian Nations
ICT	Information and Communication Technology
ITU	International Telecommunication Union
MDGs	Millennium Development Goals
MoWE-CP	Ministry of Women Empowerment and Child Protection
NGO	Non-Government Organization
SME	Small and Medium Enterprise





## 1. Project Summary

Project Title	Development and Delivery of Livelihood-Based e-Service for ASEAN Women			
Implementing Agency	Name	The Industrial-Academic Cooperation Group of Sookmyung Women’s University (Asia Pacific Women’s Information Network Center)		
	Place	Cheongapa-ro 47-gil 100, Yongsan-gu, Seoul, KOREA		
Project Area	Women			
Project Period	2014. 4. 1 ~ 2015. 4. 15			
Target Countries	10 ASEAN Member States			
Participants	<ul style="list-style-type: none"><li>○ 10 local consultants in ASEAN member states</li><li>○ Public officials of e-Service related departments in ASEAN member states and scholars (Total 18 participants)</li><li>○ Persons concerned in Indonesian women and ICT area and Public officials of relevant government departments (Total 50 participants)</li></ul>			
Project Objectives	<ul style="list-style-type: none"><li>○ Strengthen gender equality of women in ASEAN</li><li>○ Improve ASEAN women’s participation into the knowledge-information society</li><li>○ Enhance the capability of e-service utilization for relevant government departments in ASEAN member states</li><li>○ Strengthen cooperative relations of Korea-ASEAN through spreading Korean e-Service model</li></ul>			
Project Activities (Location)	<ul style="list-style-type: none"><li>1) Preliminary Research on e-Service development and application for ASEAN women (Korea, 10 Member states)</li><li>2) Holding e-Service Development Workshop for women (Korea)</li><li>3) e-Service Toolkit Development (Korea)</li><li>4) Pilot Application (1 country) of e-Service (Korea, Indonesia, Online)</li><li>5) Training of Trainers (Indonesia)</li><li>6) Holding Project Evaluation Forum (Indonesia)</li></ul>			
Expected Effects	<ul style="list-style-type: none"><li>○ Enhance diversity and efficiency of public services targeting women</li><li>○ Increase the uptake of e-Service for ASEAN women</li><li>○ Strengthen sustainable capability to spread e-Service with relevant government departments from ASEAN member states as the center</li><li>○ Prepare the base for establishing evidence-based women policies through preliminary research/evaluation</li><li>○ Suggest a model for e-Service development targeting women by its level of member country by using a toolkit</li></ul>			
Project Manager	Name	Myonghee Kim	Affiliation /Position	Executive Director of Asia Pacific Women’s Information Network Center (APWINC)
	Tel	02-710-9894	E-mail	apwinc@sm.ac.kr
Budget	200,600			

## II. Implementation Details

### 1. Key Goals

☐ Long-term Goals

- ☐ Strengthen gender equality of women from ASEAN(The Association of Southeast Asian Nations) member states
- ☐ Improve participation of ASEAN women into the knowledge-information society
- ☐ Enhance the capability of e-service utilization for relevant government departments in ASEAN member states
- ☐ Strengthen cooperative relations of Korea-ASEAN through spreading Korean e-Service model

☐ Key Targets

- ☐ Capacity building of providing ICT/e-service for women
  - Conduct a preliminary research on the current status and demands of e-Services for ASEAN women
  - Develop and provide e-Service toolkit for ASEAN women
- ☐ Expanding demand of ICT/e-service for women
  - Enhance the capability of relevant organizations and government departments through local education by using e-Service toolkit
  - Apply e-Service toolkit in pilot countries and implement e-Services
- ☐ Building database on women's ICT use
  - A material for preliminary research by country through local researchers
  - A survey and interview of local trainers and toolkit users
  - Local women's participation on project task
- ☐ Strengthening cooperative relations of Korea and ASEAN through spreading Korean e-Service model
  - Enhance a cooperative relation as strategic partner through project delivery and networking
  - Provide connectivity of cooperative areas of ICT and e-Government through

e-Service development

- Strengthen the professionalism of gender area which is a cross-cutting issue
- Provide e-Service contributing to the goal of gender equality of MDGs (Millenium Development Goals)
- Monitoring and evaluation for transparency and efficiency of international development and cooperation

## 2. Main Programmes

### ☐ Key Details of Project

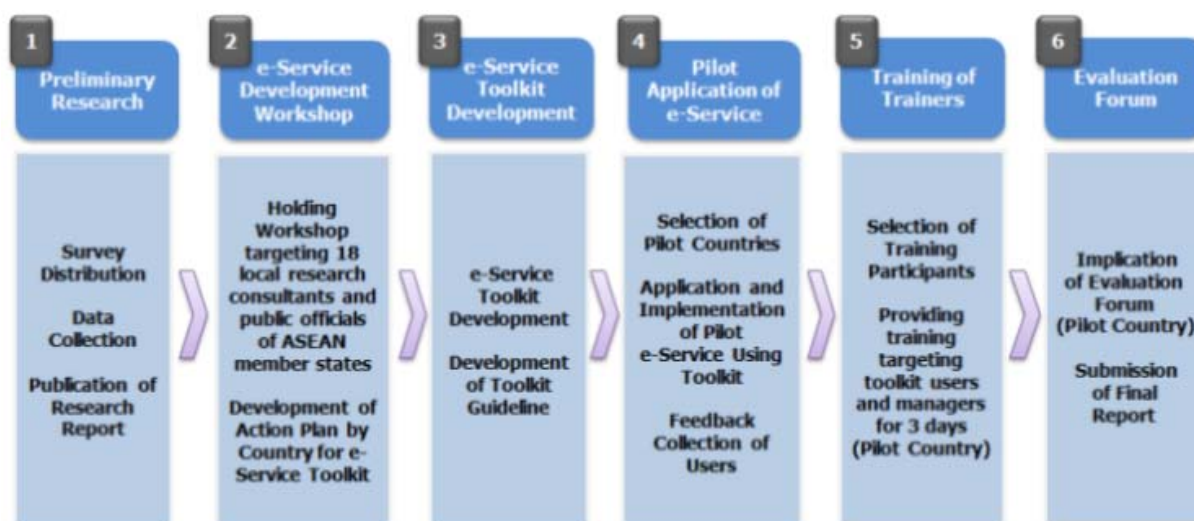


Figure 1 Details by Project Activity

### ☐ Project Schedule

#### ☐ A Phased Implementation of Each Specific Project Detail

Details of Project		Schedule													
		2014										2015			
Task	Implementation Details	4	5	6	7	8	9	10	11	12	1	2	3	4	
1.1. Preliminary Research	Selection of local consultants and Organization of research team	○	○	○											
	Conducting local survey and research				○	○	○								
	Preparation and complement of research report						○	○	○						
	Distribution of research results									○					
1.2. e-Service Development Workshop	Curriculum planning for workshop				○	○	○								
	Participant application and selection					○	○								
	Securing lecturers/Personnel for workshop					○	○								
	Operation of workshop						○	○							
	ACW+3 meeting participation and interim report of project							○							

Details of Project		Schedule													
		2014										2015			
Task	Implementation Details	4	5	6	7	8	9	10	11	12	1	2	3	4	
1.3. e-Service Toolkit Development	Toolkit development planning						○								
	Organization of development team						○								
	Toolkit development							○	○	○					
	Distribution of toolkit									○					
2.1. Pilot Application of Toolkit	Selection of pilot country							○	○						
	LoA conclusion									○	○	○	○		
	Organization of pilot application team										○	○			
	Service development and application								○	○	○	○	○		
	Service opening												○		
	Service monitoring												○	○	
2.2. Training of Trainers	Development of training curriculum									○	○				
	Participant application and selection												○		
	Securing lecturers/Personnel for workshop											○	○		
	Building online community											○	○		
	Training operation												○		
3.1. Evaluation Forum	Forum program planning										○	○			
	Securing presenters/personnel for forum											○	○		
	Participation application and invitation												○		
	Forum operation													○	
	Reporting project results													○	

Table 1 Project Implementation Schedule by Project Detail

## 2.1. Preliminary Research (Task 1.1.)

### ☐ Purpose of Preliminary Research and Its Implementation System

- The purpose of preliminary research is to identify the current status of e-Service of 10 ASEAN member states and local women's demands for e-Service which are basic data for e-Service development delivery for ASEAN women
- To achieve effective alignment with overall process of this project ranging from current status of e-Service, demand survey to e-Service development and delivery and to achieve efficient cooperation among Korean-ASEAN member states, this project is jointly conducted by selecting local research consultants by country

### ☐ The Implementation Process of Preliminary Research

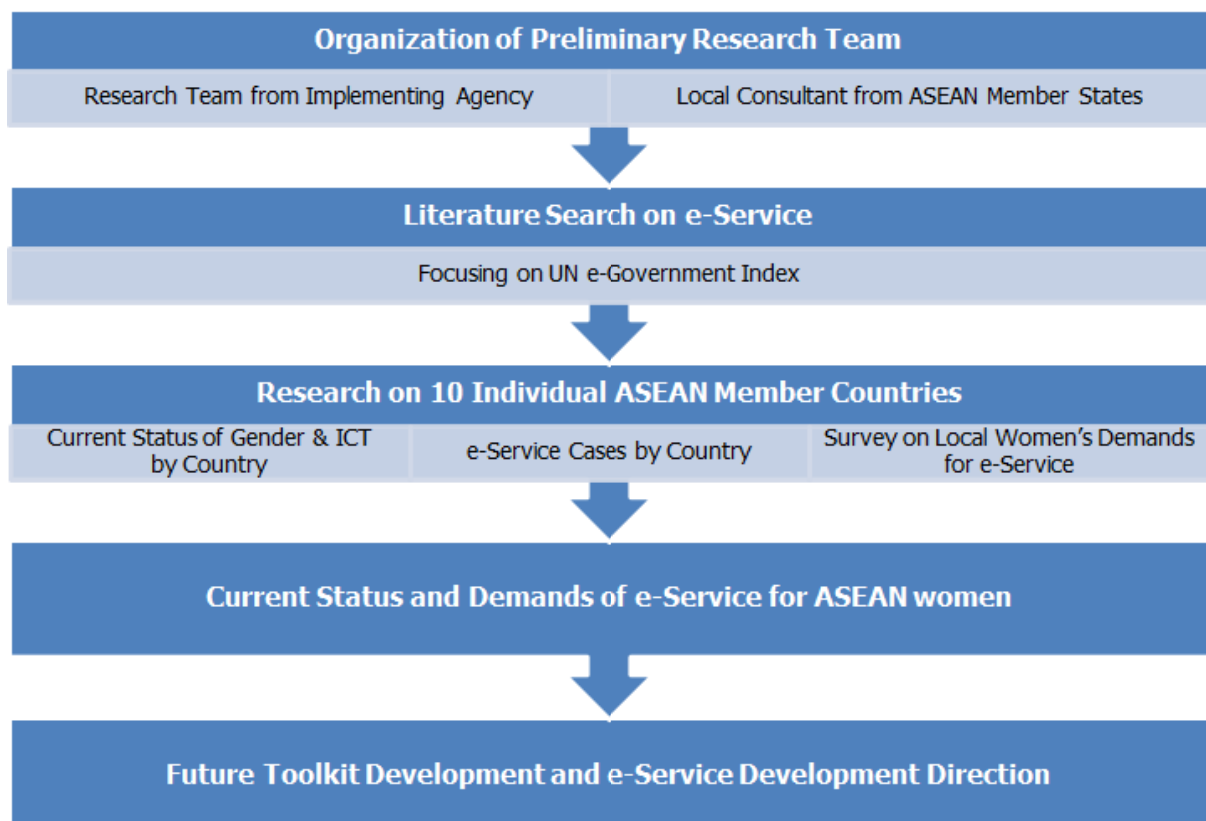


Figure 2 Implementation Process of Preliminary Research

□ Organization of Preliminary Research Team

A team for preliminary research consists of domestic research team focusing on implementing agencies and of local research consultants by ASEAN country

○ Researchers of Implementing Agency and Their Roles

- Conduct a research by participating the person responsible for this project, professional researcher and two researchers and communicate with local research consultants
- An implementing agency conducted the research by signing a research agreement with specialists and local consultants who participated in preliminary research. In regards with a research on current status and cases of ICT utilization, to maintain alignment with details fitting for the purpose of research, a specific guideline for research details was provided, and a survey for identifying demands was developed and provided.
- Dr. Myonghee Kim, the principle investigator of this research and executive director of Asia Pacific Women's Information Network Center(APWINC), is a specialist in the area which strengthens women's capability through ICT and played a key role as the person in charge of this research.
- Head researcher Dr. Young Kyu Moh who is a specialist in entrepreneurship, international and macro economics handles overall research details and result analysis of this research
- Dr. Kyung Mi Kim who is General Manager of Asia Pacific Women's Information Network Center and a specialist in research area manages research progress and takes charge of research design and questionnaire development
- Ms. Ji Hye Lee, researcher from APWINC takes charge of communication with relevant organizations for selecting local research consultants and communication with local consultants

○ Organization and Roles of Local Consultants

- To identify the current status of e-Service and demands of local women, this research consists of total 10 local consultants from 10 ASEAN member states
- Local consultants were selected by publishing a wanted ad and passing through the documentation through the focal point of ACW(ASEAN Committee

on Women) from each country and self-network of implementing agency

- Local consultants who engage in gender & ICT, e-Service and public policy area were selected by considering work experiences in relevant areas at least three years or more, possibilities of workshop participation for toolkit development after preliminary research and of future project cooperation.
- Local consultants consist of four(4) scholars, one(1) freelance specialist, three(3) public officials from relevant government departments and two(2) specialists under NGOs, ensuring that they have wide academic, legal and institutional knowledge and local experience.
- Local consultants prepared their national report based on project research and analysis according to the guideline provided by implementing agency in accordance with the signed agreement
- Share and report the selection process and results of local consultants to the secretariat of ASEAN and Ministry of Foreign Affairs
- A list of local consultants (Country name in alphabetical order)

Country	Name	Position	Belonged to
Brunei Darussalam	Sophiana Chua Abdullah	Researcher	Centre for Strategic & Policy Studies
Cambodia	Sovanneary Huot	National Sociologist/ Community Facilitator	Emergency Food Assistance Project
Indonesia	Prita Ismayani Srwidyarti	Sub Division Head of Information and Documentation	Ministry of Women Empowerment and Child Protection
Lao PDR	Phothong Siliphong	Social Development Specialist	Social Development Alliance Association
Philippines	Karen Beloso Brutas	Researcher	Women and Development Studies, College of Social Work and Community Development, University of the Philippines
Malaysia	Siti Fatimah Khairiah M.Amin	Information Technology Officer	Ministry of Education, Malaysia
Myanmar	Kyawt Kyawt Khaing	Researcher	Myanmar Development Resource Institute – Centre for Strategic and International Studies



Singapore	Boey Lin Fong	Consulting Director	Integral Solutions(Asia) Pte Ltd
Thailand	Kamolrat Intaratat	Associate Professor	Sukhothai Thammathirat Open University
Vietnam	Thi Bich Thuy Nguyen	Director	Research Center for Female Labour and Gender, Ministry of Labor-Invalids and Social Affairs

Table 2 List of Local Consultants

#### ☐ Details of Research

Major details of this research include the current status of gender and ICT in ASEAN member states, current status of e-Service in ASEAN member states and local women's demands for e-Service. For this, a literature research, case study and survey were conducted.

#### ☐ A Literature Research on the Current Status of Gender & ICT by ASEAN Member Country

- Gather and review results of UN e-Government survey containing materials at an international level based on the basic concept of e-Service and relevant research materials conducted by relevant organization at home and abroad.
- With regards to basic data gathering and analysis related to gender & ICT by ASEAN country, an implementing agency provided a guideline for collecting standardized materials related to country information, gender and ICT while local consultants gathered and analyzed relevant materials.

#### ☐ A Research on e-Service Cases by ASEAN member country

- Conduct a case study on e-Service targeting women by ASEAN member country to identify the current status of ASEAN e-Service
- In regards with e-Service case study by ASEAN member country, a research team from implementing agency provided a guideline for method of selecting cases and for details of analysis to local consultants
- For cases by ASEAN member country, select e-Service that is mostly mentioned in a survey on local women or is widely used by women in ASEAN member country
- For details of case study, investigate whether basic functions which government departments providing e-Service by country and UN e-Government evaluation require exist or not

- More than 50 e-Service cases were conducted

○ A Survey on Local Women's Demands for e-Service

- Conduct a survey in order to identify the current status of e-service utilization and demands for e-Service targeting women in ASEAN member states

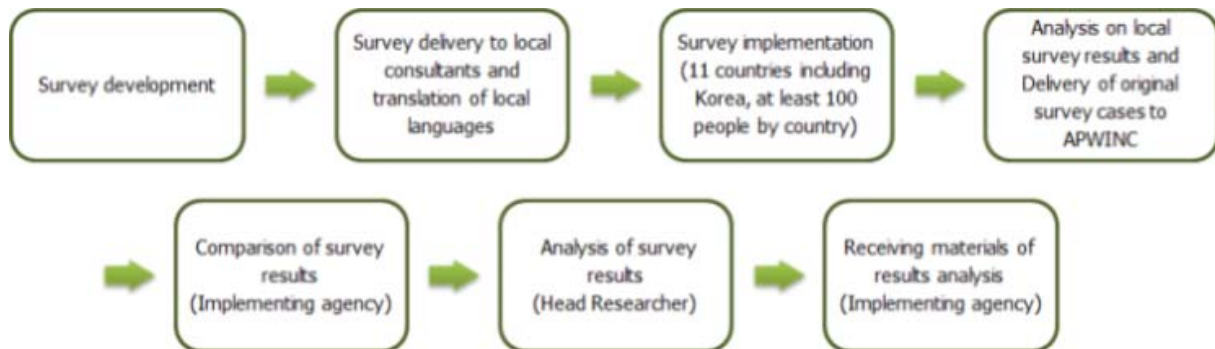


Figure 3 A Flow Chart of Survey Implementation

- Composition of Survey: A survey consists of total 49 questions from 7 areas including screening (2 questions), basic information (8 questions), ICT familiarity (5 questions), current status of e-Service (8 questions), demand-information contents area of e-Service (13), demand-function area of e-Service (12), others (1). The survey was organized to identify the overall status of e-Service ranging from basic environment of women to future demands for e-Service
- Questionnaire development and investigation by ASEAN member country: The prepared survey is delivered to local consultant from each member country, translated into local languages according to situations by member country. Then, on/off-line survey is conducted targeting 100 women from each member country who can basically use ICT.
- To compare and analyze Korea and ASEAN regions led by implementing agency itself, on-line survey targeting Korean women is conducted
- Collection of survey materials: Total 1,200 copies of questionnaire were collected. In other words, each 100 copies of questionnaire were collected from 9 ASEAN member states, totaling 1,000 copies collected. Each 100 copies from city and rural area in Indonesia were collected, totaling 2,00 copies collected. The collected materials were organized firstly by local

consultants and then files and the original questionnaire were delivered to implementing agency. Total 1,200 copies were used for analysis.

- Survey analysis: Possible errors were minimized by re-checking the overall answers based on files of survey results and the original questionnaire gathered from local consultants. Also the relevant materials were delivered to professional researchers to conduct a statistical analysis and then final report of survey results analysis and basic materials were delivered to implementing agency

#### ☐ Key Results of Research

- As a result of UN e-Government index by ASEAN member country and that of analysis on current status of ICT and policies by member country, it is shown that the gap of ICT related index among ASEAN member states is huge. In this regard, it is expected that the gap of e-Service will be huge, too. It is also shown that with regards to implementation of this project, solutions for finding a cooperative point at the local level and for resolving effective information gap of women within the areas of ASEAN states should be considered so as to resolve the gap of e-Service among member states.
- As a result of specific research on the status of gender and ICT by ASEAN member country and that of provision of e-Service for women, member states feel the importance of e-Service and the need to develop it, but there is very few e-Services which women enjoy to use in their real life.
- As analysis results of survey conducted targeting women in ASEAN member states, it is shown that women within areas of ASEAN states want to receive health care and sanitation related information, and needs for one-stop integrated service and mobile access are high.
- Due to different ICT development level, specific environments and cultures within areas of ASEAN states, items of information area which women want to receive from governments and public institutions and of service functions are different depending on each country
- The majority of female respondents who participate in a survey agree that e-Service is closely related to their life and brings about a direct positive effect on the improvement of living conditions. However, it is shown that the awareness of e-Service related policies and existing e-Service is substantially

low.

- Therefore, as a proposal for future e-Service policy development within areas of ASEAN states, there needs to focus more on e-Service promotion and service training targeting women.
- Contents of Research Report

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Executive Summary

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- 1.2. Research Methodology and Report Outline

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References	
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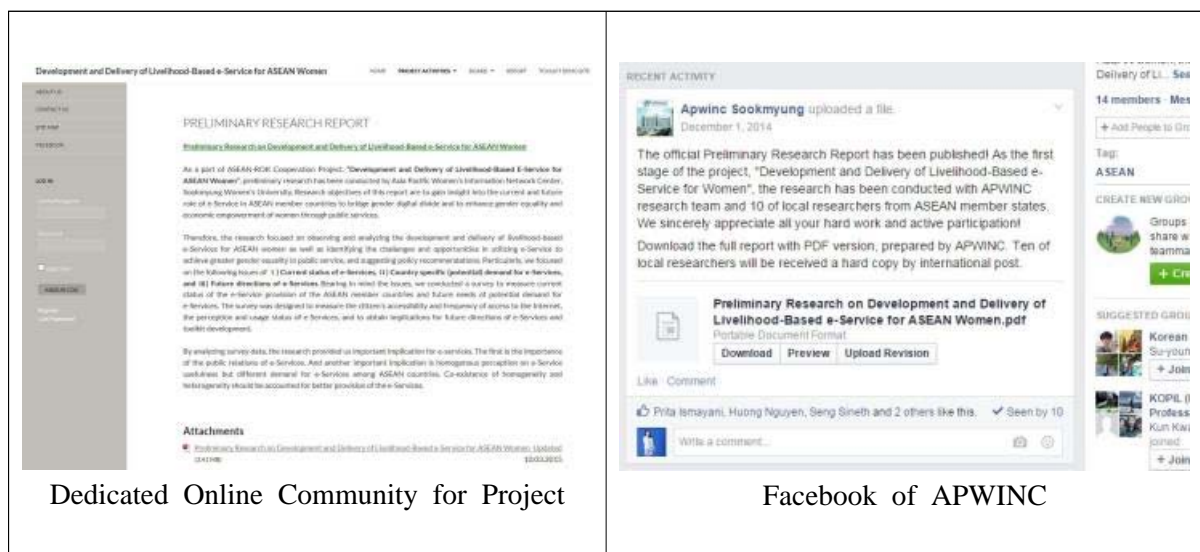
☐ Report and Distribution of Research Results

- ☐ A report of preliminary research prepared in English is supervised and finally completed.



Figure 4 Cover of Preliminary Research

- Report results of preliminary research to the persons concerned such as secretariat of ASEAN and Ministry of Foreign Affairs
- Two types of this report is published: file and booklet. For booklet, the report is sent to ACW focal points, local consultants and participants of workshop as well as Secretariat of ASEAN and Ministry of Foreign Affairs supporting this project to share relevant knowledge.
- Introduce results of preliminary research to online communities dedicated for project, SNS such as Facebook of implementing agency



Dedicated Online Community for Project

Facebook of APWINC

Figure 5 Online Promotion of Preliminary Research Results and Its Sharing

○ Utilization Plan

- Research results which accumulate actual information related to future e-Service demands and usage of ASEAN women will be used as basic materials to organize programs of e-Service Development Workshop and to develop and apply e-Service toolkit which are the future tasks.
- Contribute to future strategy development of ICT usage by sharing reports through networks such as relevant organizations at home and abroad via online channels.

## 2.2. e-Service Development Workshop (Task 1.2)

### ☐ Outlines of Workshop

- Schedule: 2014. 9.22 (Mon) ~ 10.1 (Wed) / 10 days
- Place: Centennial Hall, Sookmyung Women's University, Seoul, KOREA
- Participants: Local consultants and women from 10 ASEAN member states and public officials of e-Service relevant departments (Total 18 participants)
- Objectives:
  - Share the current status and demand of e-Service among ASEAN member states
  - Strengthen the e-Service development capability of persons in charge from relevant departments of 10 ASEAN member states
  - Gather the opinions from individual country to develop common e-Service toolkit to be distributed to 10 ASEAN member states
  - Suggest a solution for developing e-Service specialized for each country targeting women
  - Establish a direction of e-Service toolkit development and an action plan of each member country

### ☐ Workshop Programs

- Organization and Planning Direction of Program
  - e-Service Development Workshop consists of four modules: Lecture and practical training for strengthening the capability of e-Service development, Discussion on action plans for establishing a development direction of e-Service toolkit and for suggesting a way to develop e-Service specialized for each country targeting women, on-the-spot study and experience.
  - The workshop begins with presentations to share results of preliminary research by Korea and ASEAN member country with an aim to set directions of effective toolkit development and action plan by country.
  - To establish development direction of e-Service toolkit, a discussion group consists of countries with different e-Service level so as to bridge the gap of e-Service among member states and to find local cooperation.



- To develop e-Service specialized for each country targeting women, discussion groups compose of participants by country, leading e-Service development suitable for local women by country.

### ○ Workshop Modules

Strengthening the capability of e-Service development (Lecture and Practice)	Establishing direction of e-Service development in ASEAN (Presentation and Discussion)	Setting action plan of e-Service development by 10 ASEAN member states (Discussion and Presentation)
<ul style="list-style-type: none"> <li>✓ Development progress of e-Korean government and introduction of Government 3.0</li> <li>✓ e-Service development based on UN e-Government index</li> <li>✓ Best practices of e-Service in health and medical service area</li> <li>✓ Best practices of e-Service in women's capacity building</li> <li>✓ Online service practical training using WordPress I/II</li> </ul>	<ul style="list-style-type: none"> <li>✓ Sharing results of preliminary research</li> <li>✓ Report of local research by country I/II</li> <li>✓ Grouping</li> <li>✓ Drawing and Agreeing on key requirements of ASEAN e-Service</li> <li>✓ Presenting key requirements of ASEAN e-Service</li> </ul>	<ul style="list-style-type: none"> <li>✓ Selection of e-Service items by country</li> <li>✓ Establishing an action plan</li> <li>✓ Presentation of action plan</li> </ul>
Field Trip and Cultural Experience		
<ul style="list-style-type: none"> <li>✓ Gyeonggi Women's Development Center (GWDC)</li> <li>✓ Korean Traditional Cultural Experience</li> </ul>		

Table 3 Workshop Module

### ○ Specific Schedules of Workshop

Date/Time	Program	Lecturer
Sep. 22 (Mon)	<b>Entry</b>	
Sep. 23 (Tue)	<b>Opening Ceremony / Lecture / Workshop</b>	
09:30 - 10:30	Opening Ceremony	Sang Jin Kim
10:30 - 11:00	Workshop Orientation	
11:00 - 12:00	Campus Tour	
12:00 - 13:00	Welcoming Luncheon	
13:00 - 15:00	[Lecture 1] Development Progress of e-Government & Introduction of Government 3.0 in Korea	
15:00 - 17:30	[Workshop] Presentation of Country Report	

Date/Time	Program	Lecturer
Sep. 24 (Wed)	<b>Lecture / Workshop</b>	
09:30 – 11:30	[Lecture 2] Presentation of Preliminary Research Results	Young Kyu Moh
11:30 – 13:00	Lunch	
13:00 – 15:00	[Lecture 3] Guideline for Development of Online Service Using UN e-Government Index	Lira Choi
15:00 – 17:30	[Workshop] A Report on Local Research by Country I (5 Countries)	
Sep. 25 (Thur)	<b>Lecture / Workshop</b>	
09:30 – 12:00	[Workshop] A Report on Local Research by Country I (5 Countries)	
12:00 – 13:30	Lunch	
13:30 – 15:30	[Lecture 4] Best Practises of e-Service in Health and Medicine Service Area	Young Chul Jung
15:30 – 16:00	[Action Plan] Orientation & Grouping	
16:00 – 17:00	[Action Plan] Drawing and Agreeing on Key Requirements of ASEAN e-Service	
17:00 – 18:00	[Action Plan] Presentation of Key Requirements of ASEAN e-Service	
Sep. 26 (Fri)	<b>Lecture / Workshop</b>	
09:30 – 12:00	[Action Plan] Discussion on Improvement Measures by Country	
12:00 – 13:30	Lunch	
13:30 – 16:30	[Lecture 5] Online Service Practical Training Using WordPress I	Ho Yeon Hwang
16:30 – 18:00	[Action Plan] Discussion on improvement Measures by Country	
Sep. 27 (Sat.)	<b>City Tour</b>	
10:30 -	City Tour Course of Seoul City Tour Bus (Last Bus 19:00)	
Sep. 28 (Sun)	<b>Free Time</b>	
Sep. 29 (Mon)	<b>Lecture / Workshop / Field Trip/ Cultural Experience</b>	
07:30 – 09:00	Travel(Accommodation→ Gyonggi Women's Development Center)	
09:00 – 11:00	[Lecture 6] Best Practices of e-Service in Women's Development Area	Jung Ah Cho
11:00 – 11:30	[Field Trip] Gyonggi Women's Development Center	
11:30 – 13:30	Travel & Lunch	
13:30 – 15:30	[Lecture 7] Online Service Practical Training Using WordPress II	Ho Yeon Hwang

Date/Time	Program	Lecturer
15:30 – 17:00	[Action Plan] Final Review on Improvement Measures by Country	
17:30 – 18:30	Farewell Dinner	
18:30 – 19:30	[Cultural Experience] Traditional Art Performance	
Sep. 30 (Tue)	<b>Workshop / Completion Ceremony</b>	
09:30 – 12:00	[Action Plan] Presentation of Improvement Measures by Country	
12:00 – 13:30	Lunch	
13:30 – 14:30	Completion Ceremony	
Oct. 1 (Wed)	<b>Exit</b>	

Table 4 Workshop Program

#### □ Participants and Lecturers of Workshop

##### ○ Standard and Process of Selecting Workshop Participants

- Determine workshop participants including local consultants for effective ties with future phases of this project and those who have high possibility of operating and participating as development team led by government at the phase of pilot application.
- For close links between results of preliminary research and implementation of workshop, 10 local consultants were selected preferentially. In case it is difficult for a local consultant to participate in workshop, a researcher who worked preliminary research together was invited.
- To select one additional participant by country, receive application documents by specifying requirements of participant, asking ACW focal point to recommend participants or using network of implementing agency.

##### ○ Final Results of Participant Selection

- More than 35 applicants applied for workshop participants, but total 18 people who best fit the purpose of workshop were finally selected.
- For Malaysia and Singapore, the Korean government confirmed the number of workshop participants as one person, so one person of each was selected to participate in this workshop.
- Share and report participant selection process and results to secretariate of ASEAN and Ministry of Foreign Affairs.

- List of Participants

No	Country	Name	Position	Affiliation
1	Brunei Darussalam	Sophiana Chua Abdullah	Researcher	Centre for Strategic & Policy Studies
2		Norliah HJ MD Ali	Head of Information and Data Section	Ministry of Culture Youth and Sports
3	Cambodia	Sovanneary Huot	National Sociologist/Community Facilitator	Emergency Food Assistance Project
4		Sineth Seng	SEAMEO Officer	Ministry of Education, Youth and Sport
5	Indonesia	Prita Ismayani Srwidyarti	Sub Division Head of Information and Documentation	Ministry of Women Empowerment and Child Protection
6		Indah Lukitasari	Website Administrator	Ministry of Women Empowerment and Child Protection
7	Lao PDR	Phoutsady Souvathdy	Technical Officer	Lao Women's Union
8		Phetyasone Xaypanya	Co-director	Social Development Alliance Association (SODA)
9	Malaysia	Siti Fatimah Khairiah M.Amin	Information Technology Officer	Ministry of Education
10	Myanmar	Kyawt Kyawt Khaing	Trainer Researcher	Myanmar Development Resource Institute – Centre for Strategic and International Studies
11		Pwint Phoo Lwin	Social Welfare Junior Officer	Ministry of Social Welfare, Relief and Resettlement
12	Philippines	Karen Beloso Brutas	Researcher	Women and Development Studies, College of Social Work and Community Development, University of the Philippines
13		Cyrus Kim Diaz Bautista	Media Production Specialist III	Department of Trade & Industry
14	Singapore	Boey Lin Fong	Consulting Director	Integral Solutions(Asia) Pte Ltd
15	Thailand	Kamolrat Intaratat	Associate Professor	Sukhothai Thammathirat Open University
16		Somsri Chongpensuklert	Social Development Worker, Professional level	Office of Women's Affairs and Family Development
17	Viet Nam	Nguyen Thi Thu Huong	Head of Scientific Administration Division	Ministry of Labor-Invalids and Social Affairs
18		Tran Tuan Cuong	Head of External Information Division	Ministry of Labor-Invalids and Social Affairs

Table 5 List of Workshop Participants


□ Specific Details of Workshop

○ Details of Lecture

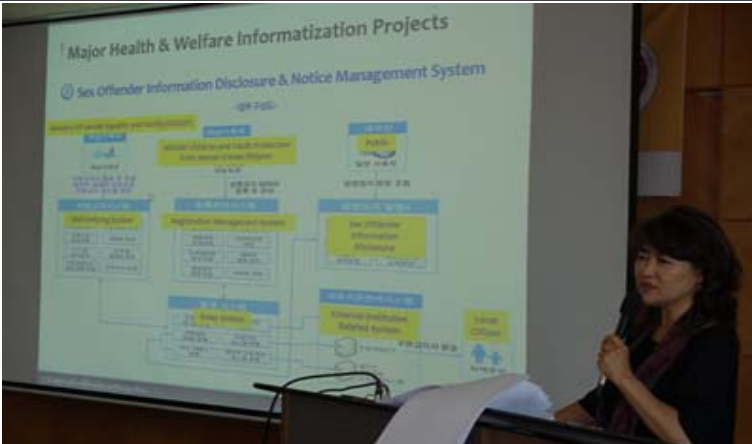
- Development Process of e-Government and Introduction of Government 3.0 in Korea

<b>Date</b>	2014. 9. 23 (Tue) 13:00 – 15:00
<b>Lecturer</b>	Sang Jin Kim, Secretary Official of Ministry of Security and Public Administration
<b>Contents of Lecture</b>	<ul style="list-style-type: none"> <li>- Introduction of e-Government and its development process</li> <li>- Introduction of e-Government 3.0</li> <li>- Strategy and Performance of e-Government 3.0</li> </ul>
<b>Picture of Lecture</b>	

- Introduction of UN e-Government Index, Suggesting Directions of Online Service Development

<b>Date</b>	2014. 9. 24 (Wed) 13:00 - 15:00
<b>Lecturer</b>	Lira Choi, Lecturer of Sookmyung Women's University
<b>Contents of Lecture</b>	<ul style="list-style-type: none"> <li>- Introduction of UN EGDI Framework</li> <li>- 6 Topics of Online Service Index</li> <li>- Methodology of e-Government Development</li> <li>- Logical Framework Approach</li> </ul>
<b>Picture of Lecture</b>	


- Best Practises of e-Service in Health and Medicine Service Area

<b>Date</b>	2014. 9. 25 (Thur) 13:30 - 15:30
<b>Lecturer</b>	Young Chul Jung, Head of Center for Information Technology Convergence from KIHASA
<b>Contents of Lecture</b>	<ul style="list-style-type: none"> <li>- Introduction of Framework Related to National Informatization</li> <li>- Informatization of Health and Welfare Area</li> <li>- Introduction of e-Service Project of Korean Health and Welfare</li> </ul>
<b>Picture of Lecture</b>	

- Best Practices of e-Service in Women's Capacity Development Area

<b>Date</b>	2014. 9. 29 (Mon) 09:00 - 11:00
<b>Lecturer</b>	Jung Ah Cho, Head of Gyonggi Women's Development Center
<b>Contents of Lecture</b>	<ul style="list-style-type: none"> <li>- Introduction of Gyonggi Women's Development Center</li> <li>- Integrated Framework for Women's Development</li> <li>- IT Training Program, Business Incubator Program</li> <li>- Online Training Programs such as Kkumsure (Dream wagon), Kkumnalgae (Dream wing)</li> <li>- Strategy and Future Plan of Gyonggi Women's Development Center</li> </ul>
<b>Picture of Lecture</b>	

- Online Service Practical Training I : Training for WordPress, one of e-Service Development Tools

<b>Date</b>	2014. 9. 26 (Fri) 13:30 - 16:30
<b>Lecturer</b>	Ho Yeon Hwang (CEO of WordPress Market)
<b>Contents of Lecture</b>	<ul style="list-style-type: none"> <li>- Introduction of WordPress</li> <li>- Being well-acquainted with Basic Functions and Practice of How to Publish Contents</li> </ul>
<b>Picture of Lecture</b>	

- Online Service Practical Training II

<b>Date</b>	2014. 9. 29 (Mon) 13:30 - 16:30
<b>Lecturer</b>	Ho Yeon Hwang (CEO of WordPress Market)
<b>Contents of Lecture</b>	<ul style="list-style-type: none"> <li>- WordPress Practice with individual ID of Participants</li> <li>- Additional Function Practice via Plug-in</li> </ul>
<b>Picture of Lecture</b>	

○ Implementation of Action Plan Workshop

- Action Plan Workshop consists of two workshop sessions to establish development directions of ASEAN e-Service and action plan of e-Service by country
- Session 1 is to find common development directions by making countries with huge gap of ICT level one group and encouraging them to have discussions given that different ICT infrastructure development level and online environment among ASEAN member states are considered. Especially, this session is to encourage participants from top countries with ICT development index like Singapore and Malaysia to actively participate in establishing action plan of countries with low ICT development level.
- Session 2 is to establish applicable action plan of e-Service by considering each country's situation.

Division	Phase	Contents
Session 1	Country report and status analysis	<ul style="list-style-type: none"> <li>- Presentation of e-service status of each country led by local consultants participating in preliminary research</li> <li>- Analysis on samples of web site service of relevant departments</li> </ul>
	Presentation of preliminary research results	<ul style="list-style-type: none"> <li>- Sharing results of preliminary research to develop and apply livelihood-based e-Service for ASEAN women</li> </ul>
	Group discussion among ASEAN states	<ul style="list-style-type: none"> <li>- Discussion on development directions of e-Service within areas of ASEAN states</li> </ul>
Session 2	Item Development	<ul style="list-style-type: none"> <li>- Selecting e-Service item fitting for demand of women by country</li> <li>- Using Logical Framework Analysis (LFA)</li> <li>- Professional mentoring by country</li> </ul>
	Establishing action plan of each country	<ul style="list-style-type: none"> <li>- Establishing action plan for newly developing and upgrading online services targeting women from each country</li> <li>- Peer review on action plan and professional mentoring</li> </ul>
	Presentation of action plan	<ul style="list-style-type: none"> <li>- Presentation of action plan and professional mentoring</li> </ul>

Table 6 Process of Setting Action Plan




- Contribute to drawing an effective action plan by organizing three specialists

Name	Affiliated Org. & Position	Specialty
Lira Choi	Lecturer, Dept. of Multimedia Science at Sookmyung Women's University	ICT, e-Government, Training Development
Kyo Chung Kim	Emeritus professor, Dept. of Multimedia Science at Sookmyung Women's University	Women & ICT, International Dev. & Cooperation
Young Kyu Moh	Associate Professor, Dept. of Economics at Sookmyung Women's University	SME, International Dev. & Cooperation

Table 7 Professional Mentors of Action Plan Workshop

- Presentation of Preliminary Research Results

<b>Date</b>	2014. 9. 24 (Wed) 09:30 - 11:30
<b>Lecturer</b>	Young Kyu Moh, Associate Professor of Dept. of Economics at Sookmyung Women's University
<b>Contents of Lecture</b>	<ul style="list-style-type: none"> <li>- Introduction of e-Service development and study</li> <li>- Survey index and contents</li> <li>- Introduction of research results by country</li> </ul>
<b>Picture</b>	

- Discussion on development directions of e-Service within areas of ASEAN states: To draw key requirements of ASEAN e-Service and agree on these requirements, select local consultants from Singapore and Malaysia which have relatively high e-Service level as a leader and divide participants into one or two groups so that they have in-depth discussion.



Figure 6 Pictures of Group Discussion on Action Plan


- Establishing action plans of e-Service by country: Select e-Service items through discussions among participants by country, set measures to develop e-Service based on selected items and present them.

○ Contents of Action Plan by Country


- Brunei Darussalam

<b>Presenter</b>	Norliah HJ MD Ali
<b>Title</b>	E-pension support system
<b>Contents</b>	<p>- Establishing a simple and familiar e-pension system</p> <p>With the current system, it takes too long to search a person's record and there can be some mistakes as the system is manually operated. To improve the system, e-pension system is needed, through which the JAPEM can provide detailed information on pension online.</p> <p>This e-pension system will enable the JAPEM to build a database to support pension and to provide the pension support service for those who can not visit the JAPEM office.</p>
<b>Picture</b>	


- Cambodia

<b>Presenter</b>	Sineth Seng
<b>Title</b>	Electronic agriculture through a mobile application in Phnom Penh
<b>Contents</b>	<p>- Improving the lives of women in rural areas by allowing them to sell organic agricultural products through e-portal.</p> <p>Currently, more than 80% of the total population are engaged in farming, both producers and consumers don't have enough information, and there are high demand for organic agricultural products. Given that many people have their own cellular phones, she developed a mobile application and e-portal and introduced e-business services to women in rural area.</p>
<b>Picture</b>	

- Indonesia

<b>Presenter</b>	Indah Lukitasari
<b>Title</b>	E-record system for Indonesian women
<b>Contents</b>	<p>- Expanding the service of the sexual and domestic violence report counseling center from offline to online</p> <p>Female violence victims are under the protection of the law. Although there have been many violence cases against women, the related data have not been appropriately collected because those women are reluctant to talk about their family affairs and provide the related information. However, as more and more women use the internet and are willing to communicate with the government these days, it is planned to expand the report and counselling service from offline to online in order to reduce the violence against women and to take appropriate measures for female victims to support them.</p>
<b>Picture</b>	


- Lao PDR

<b>Presenter</b>	Phetyasone Xaypanya
<b>Title</b>	E-vocational training service
<b>Contents</b>	<p>- Online vocational training for women in Laos</p> <p>As most of Laos women lack vocational skills and have low income level, there are high percentage of them being illegal migrant workers in neighboring countries while Laos is suffering from human resource deficiency. It is to conduct vocational skills in various areas such as IT basics, agriculture, management, industry and manual industry through e-service in order to improve their vocational skills.</p>
<b>Picture</b>	

- Malaysia

<b>Presenter</b>	Siti Fatimah Khairiah M.Amin
<b>Title</b>	One-stop center in health section
<b>Contents</b>	<p>- Building an one-stop center to help access to health and medical information</p> <p>It is to expand and improve the use of data and information of Malaysian government. The one-stop center to be established will provide services for women and children, healthcare service, and senior care facilities, publish reports on medical study, connect with related organizations, and introduce electronic payment system through electronic voucher.</p>
<b>Picture</b>	


- Myanmar

<b>Presenter</b>	Kyawt Kyawt Khaing
<b>Title</b>	E-service to prevent domestic violence, sexual violence, and drug addiction
<b>Contents</b>	<p>- Providing an e-service that can eradicate violence against women and help women.</p> <p>It is to provide an e-service for women because the awareness of women's right and the social recognition of women are low and the support system for women is not enough. With the e-service, it is expected that social-psychological service will be provided to women, the awareness of hotline will be raised, and there will be a social network regarding these issues.</p>
<b>Picture</b>	

- Philippines

<b>Presenter</b>	Cyrus Kim Diaz Bautista
<b>Title</b>	Encouragement for women entrepreneurs
<b>Contents</b>	<p>- To promote employment by encouraging small and medium sized companies</p> <p>About 99.6% of Philippines companies are SMEs. Although basic infrastructure and other related information are constructed, these are not promoted that much. It is to encourage SMEs to create more jobs. They plan to seek cooperation in various areas for more people to apply for jobs. It is expected that they will have good results through cooperation with private organizations using mobile and SNS.</p>
<b>Picture</b>	

- Singapore


<b>Presenter</b>	Boey Lin Fong
<b>Title</b>	Strengthening ability of students online (e-Enrichment)
<b>Contents</b>	<p>- Supporting female students aged 10 –16 to get basic English education</p> <p>There are not enough advanced English courses in Singapore, and, in particular, most of underprivileged female students can not get basic English education. The current e-service is not sufficient to get understanding of the level of each student and to help teachers to immediately improve their teaching methods by responding to them. If it is available to support them with administrative measures or to understand the level of each student through the e-service, the operational costs for advanced courses can be reduced and the female students can improve their proficiency in English.</p>
<b>Picture</b>	

- Thailand

<b>Presenter</b>	Kamolrat Intaratat
<b>Title</b>	Life-oriented e-service for Thailand women
<b>Contents</b>	<p>- Developing and running a web portal as a kind of life-oriented e-service in order to improve the quality of life of women in Thailand</p> <p>It is difficult for Thailand women to learn about their rights or the related information and the awareness of their ego and leadership is very low. And there is almost no cooperation between the related organizations.</p> <p>Given that the national campaigns for women such as the women empowerment fund have been conducted and the government is now focusing on women, it is to improve the capability of women by constructing a web portal for women. It can help more women to have better access to ICT.</p>
<b>Picture</b>	



- Viet Nam

<b>Presenter</b>	Nguyen Thi Thu Huong
<b>Title</b>	E-business startups of women in rural areas
<b>Contents</b>	<p>- To encourage women to start their own businesses and to increase gender equality</p> <p>Before and after harvest season, there are lack of jobs in rural areas and households have low income and suffer from poverty, which led to gender inequality. It is to support women to start e-businesses by making the most of their access to ICT, narrowing the economic gender gap, and to lower the unemployment rate of young females to 1.3% from 8% by 2020 and reduce poverty in rural areas to raise GNP of Vietnam.</p>
<b>Picture</b>	 <p>A photograph of a woman with short dark hair and glasses, wearing a light-colored blazer over a purple patterned top. She is standing behind a wooden podium, looking down at a laptop. A microphone is positioned in front of her. The background is a plain wall with a blue curtain partially visible on the right.</p>

○ Other Events and Programs

- Opening Ceremony

<b>Date</b>	2014. 9. 23 (Tue)
<b>Contents</b>	<ul style="list-style-type: none"> <li>- Introducing programs and Presenting whey participants wanted to join a workshop and plans for workshops</li> <li>- Cambodian ambassador Suth Dina, participating in an opening ceremony and encouraging participants</li> </ul>
<b>Picture of Event</b>	

- Campus Tour

<b>Date</b>	2014. 9. 23 (Tue)
<b>Contents</b>	<ul style="list-style-type: none"> <li>- Ubiquitous Campus Tour</li> <li>- Visiting History and Culture Center at Sookmyung Women's University, Institute of Traditional Korea Food, Chung Young Yang Embroidery Museum, etc.</li> </ul>
<b>Picture of Event</b>	



- Seoul City Walking Tour & Cultural Experiences

<b>Date</b>	2014. 9. 27 (Sat)
<b>Contents</b>	- Experiencing Korean culture by visiting around Seoul City such as Bukchon Hanok Village, etc.
<b>Picture of Event</b>	

- Korean Traditional Cultural Experience

<b>Date</b>	2014. 9. 29 (Mon)
<b>Contents</b>	- Watching Korean traditional performances consisting of traditional musical instruments, traditional dance, and so on
<b>Picture of Event</b>	

□ Operation and Management of Workshop

○ Inviting Workshop Participants

- Send official workshop invitation cards to 18 participants finally selected so that they can use the invitation card for getting an approval of affiliated organization and issuing Korean visa.

○ Prior Orientation

- Provide all the required information during entry/exit and workshop period to all participants via email by distributing course information including workshop programs, common tasks, background knowledge, accommodations, transportation, Korean and Seoul related information, list of participants, contact information of persons in charge, etc.
- Pay the fixed daily expenses which can cover expenses including all meal and transport expense (including airport limousine cost in case of departure/arrival) incurred during the period which all participants stay in Korea for official workshop schedule on the first day they arrive in Korea.

○ Airport

- Book the most appropriate flight by considering all factors such as departure and arrival time, physical burden prior to workshop, etc. and then send e-tickets to all participants in advance. Also, provide them insurance policy for safe.

○ Accommodations

- Reserve twin rooms at residence hotel called 'Ramada Hotel & Suites' with about 10 minutes by car from Sookmyung Women's University to ensure that participants from same country can stay in the same room by offering double occupancy
- Given that the hotel is located in the center of Seoul, and it takes about 15 minutes from hotel to Myeong-dong, Namdaemun or Seoul Station due to convenient public transportation systems, it aims to make participants feel safe and convenient.



Figure 7 Accommodation of Workshop Participants

○ Meals and Transportation

- Hotel offers breakfast to participants. For lunch, provide places where all can have lunch together and menus considering different eating habits and religions by booking restaurants around Sookmyung Women's University.
- For dinner, provide an opportunity to select menus according to their preference and have dinner freely with daily expenses provided beforehand.
- Use hotel shuttle buses every day to go to the training place at Sookmyung Women's University. For day with special schedule such as field trip, etc. provide a transport service by renting buses.

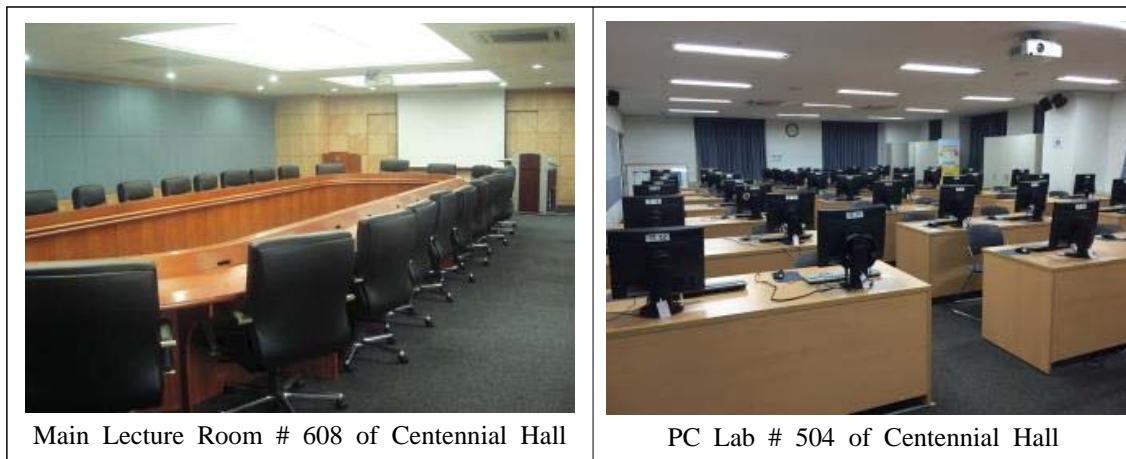


Figure 8 Training Places for Workshop

○ Training Place

- Centennial Hall at Sookmyung Women's University was used as main training place. The hall provides various places for workshop including lecture rooms by size, international meeting room, seminar rooms.

- The hall also has two computer lecture rooms with the latest computers to ensure participants can freely use them during practical training, lecture and action plan workshop.
  - Facilities for lectures such as microphone, beam projector, screen, etc. are completely furnished.
  - Provide a pray room to muslim participants.
- Provision of Workshop Materials
- Prepare binders containing all contents of lectures and evaluation form by lecture in advance and distribute them on the first day of workshop.
  - Provide additional training materials to participant to make sure that they can use these materials for on-site training by distributing image recordings containing lecture called 'Online Service Practical Training Using WordPress' among workshop courses to all participants in the form of CD.
  - Increase the level of closeness and create a future cooperative relations by distributing publicity booklets of Sookmyung Women's University and Asia Pacific Women's Information Network Center.
- Online Community
- Open a group page of Facebook for easy material sharing and networking (<https://www.facebook.com/groups/aseaneservice/>).
  - Invite 18 participants as a member of relevant page to ensure that they can open and download relevant materials all the time.
  - In addition, share basic contact information among participants and plan to activate regional exchange of ASEAN states through networking after workshop is finished.
- Presenting certificates and mementos to participants
- Present certificates and mementos to all participants who complete workshop course under the name of head of host agency and take pictures of each participants.
- Public Relations
- Promote major contents of all process ranging from application to successful

workshop implementation online.

- Promote a workshop through social network services such as Korean/English website of implementing agency, Facebook, Twitter, etc.
- Attract attention from the persons in charge of relevant areas all over the world by containing relevant news on regular newsletter which implementing agency send all over the world.

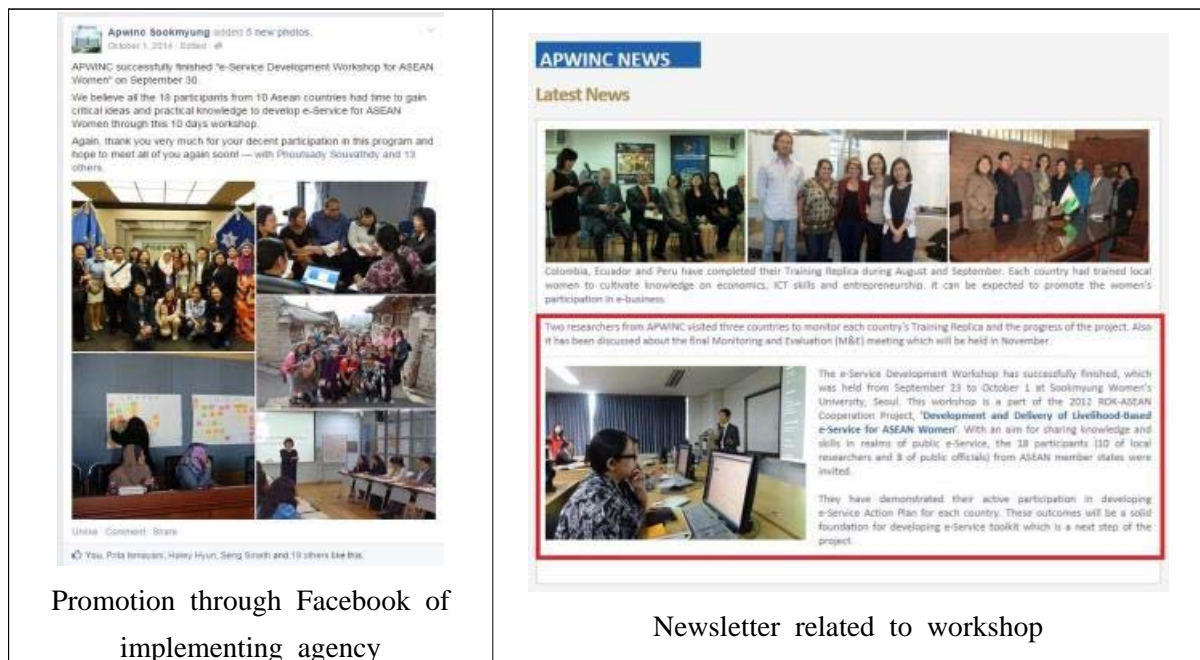


Figure 9 Online Promotion Related to Workshop

## ☐ Workshop Evaluation

### ☐ Purpose

- Purpose: Establish database for performance evaluation of this project and for the use of ICT by identifying participant satisfaction on overall training including contents, lecturer, training environment, facilities, etc. their opinions and recommendations
- Method: A survey on overall evaluation and individual lecture evaluation

### ☐ Overall Evaluation

- All participants showed high satisfaction level by giving above average scores on the item containing satisfactory to overall workshop including contents, operation, etc.



Figure 10 Satisfaction Evaluation of Workshop

- On the whole, participants positively evaluated program organization, but some participants were inconvenienced by not having enough time to practice.

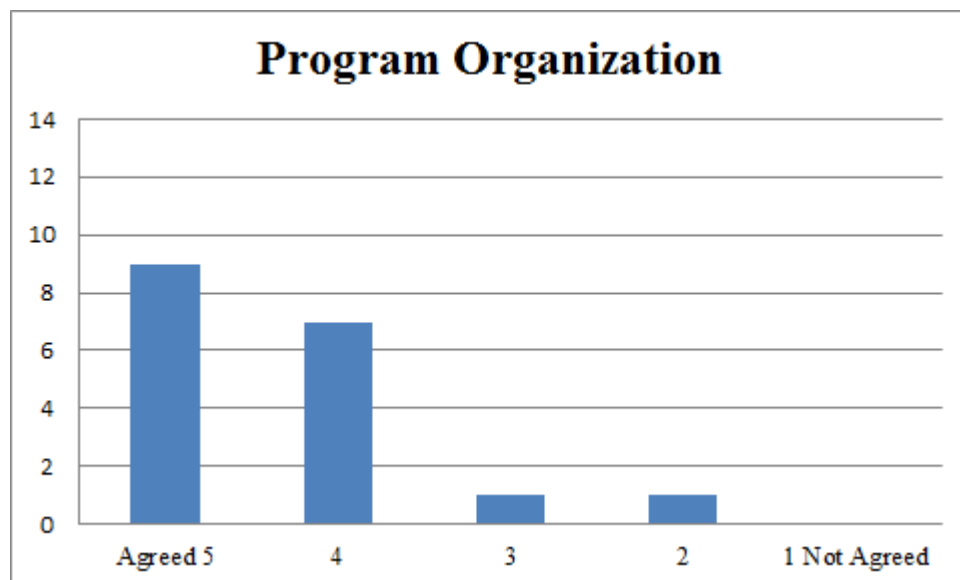


Figure 11 Evaluation of Program Organization

- Most of participants positively evaluated the item questioning how workshop programs including lecture, field trip, practical training, etc. are related to topics of this workshop.



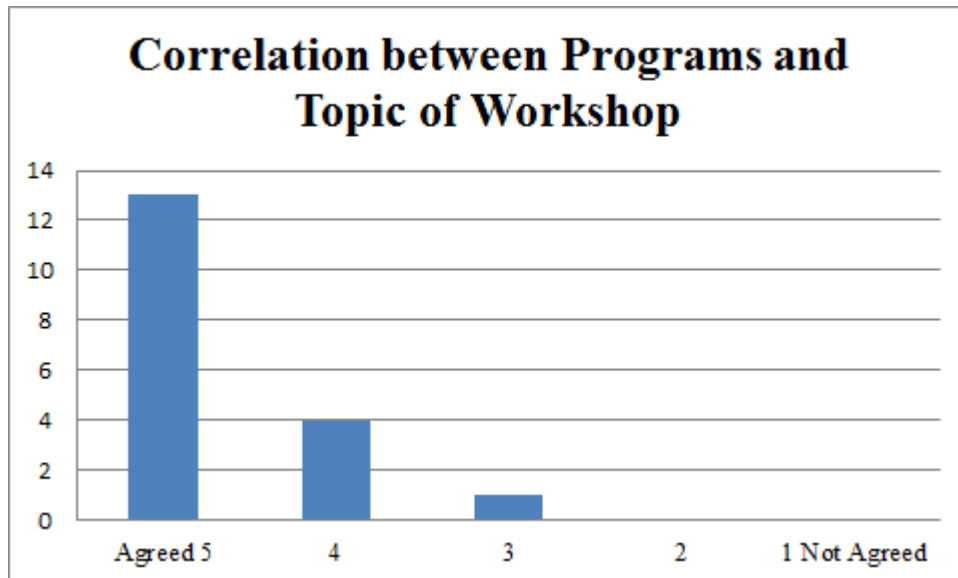


Figure 12 Evaluation of Correlation between Programs and Topic of Workshop

- With regard to capability of operating workshop programs by implementing agency, majority of participants positively evaluated the item by giving the above-average score like overall satisfaction level of workshop.

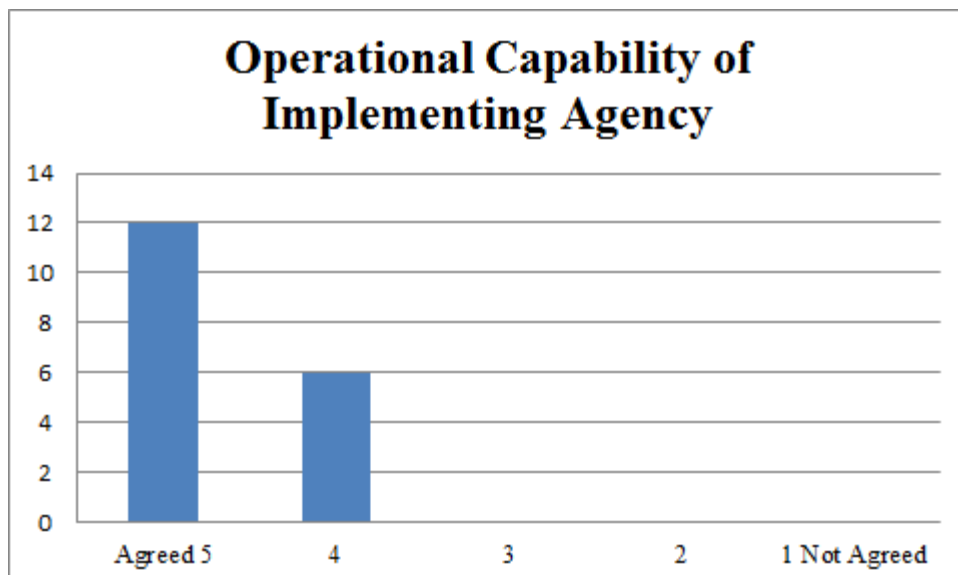


Figure 13 Evaluation of Operational Capability of Implementing Agency

- In addition, majority of participants positively evaluated the item which

assesses satisfaction level of workshop facilities and support of workers from implementing agency.

- With regard to the item freely describing participants' opinions, most of participants positively evaluated the workshop. There was another opinion asking implementing agency to hold workshop in other regions. Participants also answered that they would actively consider using details of workshop including action plan established through workshop in their own counties.

○ Satisfaction Level of Lectures/Lecturers

- Conduct a survey on 6 items including contents, material, capability of lecturer, etc.

	Lecture Name	Lecturer	Suitability	Understanding	Teaching Material	Proficiency in English	Lecture progress	Time	Avg.
1	Government 3.0 & E-Government in Korea	Sang-Jin Kim	4.61	4.50	4.39	3.83	3.78	4.06	<b>4.19</b>
2	Development and Delivery of Livelihood-Based e-Service for ASEAN Women	Young-Kyu Moh	4.67	4.67	4.44	4.56	4.06	4.44	<b>4.47</b>
3	Online Service Development Guidelines Based on UN EGDI	Lira Choi	4.89	4.89	4.67	4.78	4.44	4.44	<b>4.69</b>
4	Best Practice of Korea's e-Service: Health Care	Young Chul Chung	4.83	4.89	4.61	4.12	4.78	4.61	<b>4.64</b>
5	WordPress Online Service: Session I	Ho Yean Hwang	4.50	4.61	4.28	4.67	4.39	4.11	<b>4.43</b>
6	Case Study: Online Services for Women of GWDC	Jung Ah Cho	5.00	5.00	4.71	4.82	4.65	4.47	<b>4.77</b>
7	WordPress Online Service: Session II	Ho Yean Hwang	4.61	4.67	4.33	4.67	4.44	4.11	<b>4.47</b>
Average			<b>4.73</b>	<b>4.75</b>	<b>4.49</b>	<b>4.49</b>	<b>4.36</b>	<b>4.32</b>	<b>4.52</b>

Table 8 Evaluation Results by Lecturer

- It was shown that participants had high satisfaction level of lectures given



that all lectures got over 4 points out of 5 points.

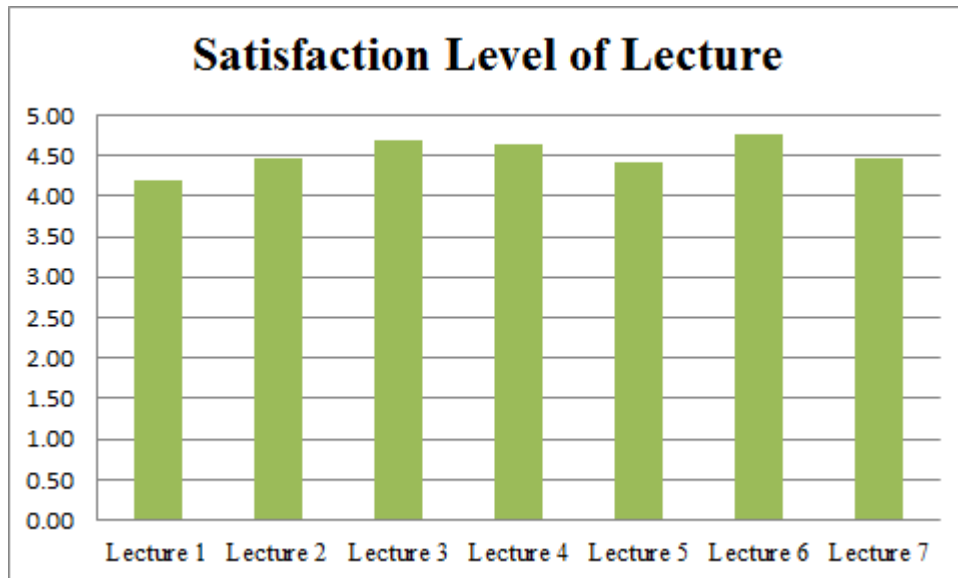


Figure 14 Evaluation of Lecture Satisfaction Level

○ Self-evaluation Meeting Led by Implementing Agency

- Date: 2014. 10. 10. Friday
- Place: Centennial Hall at Sookmyung Women's University
- No. of Participants: Total 7 people (Director of APWINC, three researchers, three professional mentors)
- Purpose and Contents: Evaluate the overall progress and organization of workshop through debriefing and self-evaluation.
- Prepare to select countries which will apply a pilot toolkit in the future through many-sided evaluation on results of action plan.



Figure 15 Self-evaluation Meeting of Workshop

○ Issues and Improvements

- As a result of survey, the average point of participants are 4 points or higher. In this regard, it is shown that satisfaction level of this workshop is high.
- There are other opinions saying that this workshop period held for 10 days including entry/exit is relatively short. In case of operating a workshop in the future, it seems that extending the period of workshop needs to be considered. (Participants added that all programs of workshop were good, but time allocated to each lecture was not enough, and daily schedule was long.)

### 2.3. e-Service Toolkit Development (Task 1.3)

☐ Purpose

- Develop a toolkit for program supporting technical realization when developing e-Service targeting women from ASEAN member states, based on report of preliminary research and results of e-Service development workshop.
  - \* The toolkit a set of tools designed to be used for development of new program.
- Suggest a guideline for available e-Service toolkit in case of developing and implementing e-Service led by relevant departments and organizations in ASEAN states.

☐ System of Toolkit Development and Implementation

- Directions of Toolkit Organization
  - Develop an integrated toolbox including guideline and program module to ensure that e-Service can be realized by using actual toolkit.
  - Design the toolkit to minimize expenses incurred when changing module setting in each country by using common platform being provided as open source.
  - Produce a guideline for toolkit in the form of online Wiki to ensure that key project network can share relevant materials in ASEAN states by continuously updating the guideline not only after completing toolkit development but after completing the project.
    - \* Wiki, which is the website form of online database, allows anyone visiting a website to edit content on it.
- Development Participants
  - Develop a toolkit by selecting one professional software developer except research team including the person responsible for project of implementing agency.
  - For professional developer, select Ho Yeon Hwang, CEO of WordPress Market who did online service practical training by participating in e-Service

development workshop of this project as a lecturer.

#### □ Method and Process of Toolkit Development

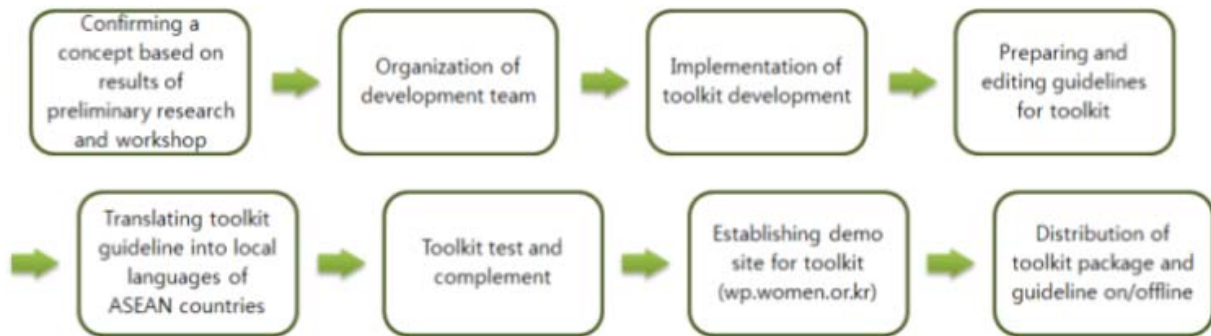


Figure 16 Toolkit Development Process

#### ○ Confirmation of Concept of Toolkit Development

- Confirm a development concept as e-Service toolkit using WordPress by gathering opinions from the persons concerned who participated in preliminary research and e-Service development workshop and by thoroughly reviewing results of task implementation.
- As results of survey on e-Service demand of local women and of review on action plan, it found that demands for online service area largely depended on each ASEAN member state. It was also shown that there needs to improve basic awareness and understanding of e-Service and to actively promote e-Service.
- In this regard, there needs to make a toolkit to raise the awareness of e-Service by encouraging e-Service related government departments and general women in ASEAN member states and anyone to easily participate in provision and utilization process of e-Service.
- WordPress(WordPress.org) is open source web software for website and blog development purpose, and anyone can easily learn WordPress and use it for free according to characteristics of open source platform.
- In addition, given that WordPress developers around the world continue to improve errors and develop additional functions by voluntarily creating a community, it is possible to upgrade toolkit without any direct intervention of implementing agency after this project is finished.

### ○ Progress of Toolkit Development

- Install functions which needs to be basically provided at website and themes of website (user interface) in e-Service toolkit using WordPress in case of developing e-Service targeting women led by relevant departments and organizations in ASEAN member states.
- Select functions to be installed in toolkit according to demands of local women in e-Service function area and factors of basic function specified in online service area.
- Go through the overall process ranging from searching key functions of website by actively benchmarking Korea's representative online services targeting women such as Women.Net from Ministry of Gender Equality and Family, selecting free themes of WordPress which can be distributed without any copyright restrictions by applying it to development of ASEAN e-Service toolkit and establish website with low cost, to customizing specific interface according to the purpose of ASEAN e-Service toolkit led by professional developers.

### ○ Making Toolkit Guideline

- Make toolkit guideline to ensure that all toolkit users can continue to modify and edit contents of guideline by using Wiki plug-in function of WordPress.
- Make videos while preparing toolkit guideline and post it as well as the guideline so that all toolkit users can easily understand the guideline.

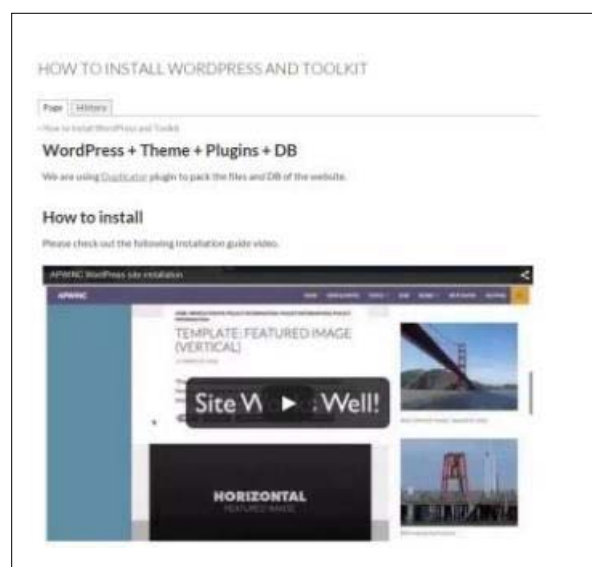


Figure 17 Guideline Video

○ Translation of Toolkit into Local Languages in ASEAN States

- Translate toolkit program module into nine different languages in ASEAN member states including English with the help of professional translators to ensure that service managers from relevant departments and organizations in ASEAN states can manage or provide online services with their own languages.

Country	Language
Brunei Darussalam	Malay
Malaysia	
Cambodia	Khmer
Indonesia	Indonesian
Lao PDR	Lao
Myanmar	Myanmar
Philippines	Tagalog
Thailand	Thai
Singapore	English
Vietnam	Vietnamese
<b>10 member states</b>	<b>9 languages</b>

Table 9 Languages of Toolkit Translation

○ Toolkit Test and Complement

- Proceed with the task for stabilizing toolkit to prevent possible errors in advance after its distribution through continuous monitoring and test led by professional developers and research team of implementing agency.

○ Establishing Demo Site for Toolkit

- Purpose: Lead potential toolkit users to download a toolkit by experiencing website functions and its usage provided when installing actual toolkit in advance and refer to this demo site as an example of e-Service development.
- Install A demo site in server of implementing agency to maintain security of website in a safe manner and to manage this site continuously.

○ Toolkit Packaging

- By making program modules and guideline link including toolkit installation file as a package of compressed file, easily share the package on/offline and

upload/download it.

- Develop a program file and include the file in toolkit package to download toolkit package and easily install it in hosting and server of website.

#### □ Details of Toolkit Development

##### ○ ASEAN e-Service Toolkit

- Install basic functions of website to be included in toolkit by using WordPress plug-in, according to selection standards such as results of preliminary research and online service area of UN e-Government evaluation.

Key Functions in Toolkit	Explanation
Available mobile access	Mobile access is available through screens optimized for mobile web environment
Social Network Service Sharing	All contents can be connected with social network channel managers want by using plug-in called Jetpack.
Multi-national language support	<ul style="list-style-type: none"> <li>- Manager: Provide multi-language function in the domain of manager through toolkit translation</li> <li>- User: Possible to use website in language a user wants by installing Google's multi-language translation function in toolkit</li> </ul>
Search Function	<ul style="list-style-type: none"> <li>- Provide general and specific search function inside of website</li> <li>- Easily exposed to public by search engine optimization, resulting in toolkit promotion</li> </ul>
Website Security	Load a plug-in specialized for security to maintain security of web which is a weak point of open source platform
Production and distribution of newsletter	A function in which managers can easily make and send newsletters
User data collection	Possible to collect activity data in website of e-Service users by using Jetpack

Table 10 Key Functions of Toolkit

- e-Service managers using toolkit can add and delete functions through 'manager only' pages so as to maintain and monitor the whole website at the same time.

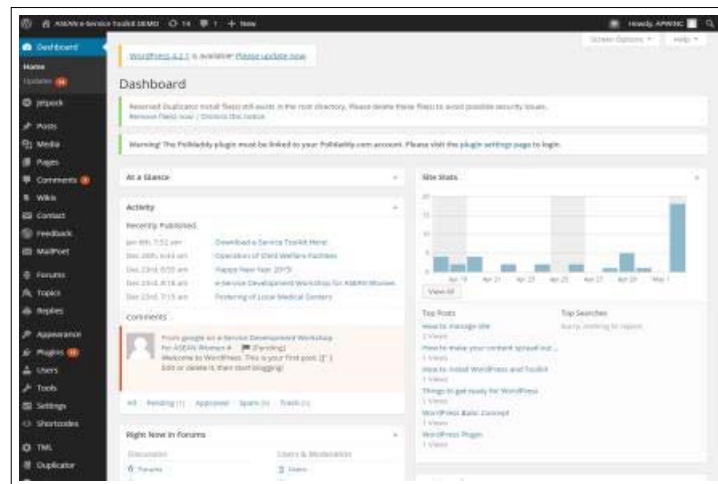


Figure 18 Web Page of Manager (Dashboard)

### ○ Demo Site for Toolkit (wp.women.or.kr)

- Set demo site identical with basic settings of website which toolkit users can see when firstly installing a toolkit in web hosting or service.
- Demo site consists of menus providing women related information and of forum menus available to be used by women. All contents function only as an example which can be realized as functions provided in toolkit.
- Possible to download toolkit and access toolkit guideline at demo site.
- Play a role of project promotion because community site dedicated for project and demo site inter-work to each other.



Figure 19 Home Screen of Toolkit Demo Site



○ Toolkit Guideline (wp.women.or.kr/guideline/)

- Suggest how to provide e-Service by using a toolkit and effective strategies to use this service along with understanding of basic concept of relevant web software, aimed at toolkit users who firstly experience WordPress.
- Contents of Toolkit Guideline

No.	Title
1	Basic concept of WordPress
2	Prior preparations for using e-Service Toolkit
3	How to install a toolkit
4	What is the theme of WordPress?
5	Understanding of Plug-in Concept
6	Introduction and instructions of themes providing toolkit and plug-ins
7	Measures for maximizing effects of e-Service promotion
8	Importance of contents
9	Function of multi-language setting
10	How to use admin dashboard
11	Management of member grade and roles
12	How to backup and restore website
13	How to manage website continuously
14	Measures for improving the speed of website

Table 11 Contents of Guideline

□ Distribution and Utilization of Toolkit

- Upload completed toolkit package and guideline through toolkit development process on to project online community (<http://asean.women.or.kr/>) and toolkit demo site (<http://wp.women.or.kr/>) to ensure that anyone can easily access it and any visitors can download it without any restriction.
- Promote a toolkit by making it with CD form and sending 5 CDs to each persons concerned including secretariat of ASEAN, Ministry of Foreign Affairs, ACW focal points, local consultants and workshop participants, etc. and Expand the scope of toolkit usage into local areas.
- Develop and implement actual pilot online services by using ASEAN e-Service toolkit developed by implementing agency at pilot application of e-Service which is one of tasks of this project.

- Ensure that branches of the government and relevant organizations which want to provide e-Service targeting women in ASEAN states can implement online services without any restrictions by using a toolkit.

## **2.4. Pilot Application of e-Service (Task 2.1)**

### ☐ Purpose

- Establish actual application cases using developed toolkit
- Develop and launch e-Service for women by selecting one pilot country
- Use a pilot toolkit as information to receive data and feedback from users and improve toolkit in the future

### ☐ Toolkit Application and Implementation System

- Select one pilot country in ASEAN states based on results of preliminary research of this project and that of e-Service development workshop
- Organize a team consisting of toolkit development team of implementing agency, participants in e-Service development workshop, and IT professional to apply a toolkit to the pilot country.
- Develop e-Service by using a toolkit as the item selected from action plan established during the workshop.
- Open e-Service through website of relevant department in a pilot country.
- Perform activities such as accumulation of user data, online monitoring and social gathering after opening e-Service

#### □ Method and Process of Toolkit Application

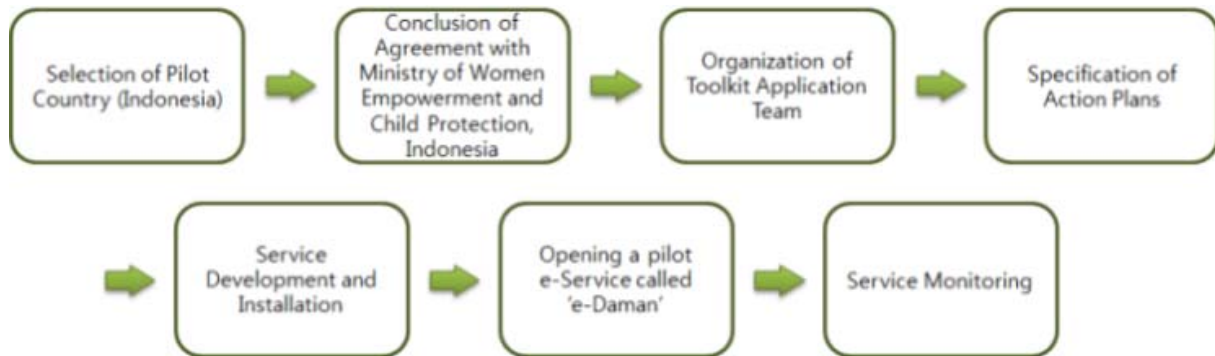


Figure 20 Process of Toolkit Application

#### ○ Selection of Pilot Country

- Two countries like Indonesia and Thailand among ASEAN member states were firstly selected as potential pilot countries through a meeting led by implementing agency by considering faithful details of country report and local research, suitability of topic, possibility of being expanded into ASEAN states in the future, participants' will to develop a toolkit, IT infrastructure index of relevant countries, etc. based on results of preliminary research and action plan of each country set from e-Service development workshop.
- Inform government department in two countries firstly selected which workshop participants belong to of relevant facts online(e-mail). Ask two countries to state their opinion on a plan for establishing a team to apply a pilot toolkit, each government's intention of active participation, and specific development direction of action plan.
- Based on this, Indonesia was selected as a pilot country, and a letter of agreement with Ministry of Women Empowerment and Child Protection was concluded by receiving a final confirmation from the division in charge of project in secretariat of ASEAN.

#### ○ The reason why action plan of Indonesia was selected

- The item of e-service action plan in Indonesia, which is online reporting and counseling application service targeting women who are victims of sexual/domestic violence, has clear details and objects of e-Service, and its service area is a closely related to women's actual life.
- This service is already provided offline. However, considering social and

cultural environment which is difficult to disclose the fact that woman herself is the victim of sexual/domestic violence, this service can help these women receive support of damage from sexual/domestic violence by providing online channel.

- Aim two-way communication between government and women by planning e-Service with the form which is a great step forward from one-way communication for providing information.
- The problem of female victims of sexual/domestic violence is one of the biggest problems among ASEAN women, so this e-Service is more likely to be expanded into other ASEAN states in the future.

#### ○ Conclusion of Letter of Agreement

- Conclude a Letter of Agreement agreement with Ministry of Women Empowerment and Child Protection which is the one belonged to ACW focal point in Indonesia and dispatched local consultants for preliminary research and participants for e-Service development workshop so as to cooperate with each other regarding tasks of this project such as application of a pilot toolkit, training for applying a toolkit to pilot country, evaluation forum, etc.
- Segregation of duties and budget plan of both organizations by key task are specified in this Letter of Agreement. Myonghee Kim, executive director of Asia Pacific Women's Information Network Center(APWINC) and Valentina Gintings, Bureau of Planning from Ministry of Women Empowerment and Child Protection signed the agreement.

#### ○ Organization of e-Service Toolkit Application Team

- A team for applying a toolkit was established mainly consisting of e-Service toolkit development team of implementing agency and participants of e-Service development workshop in Indonesia which is a pilot country and departments of Indonesian government.
- To apply effective and efficient toolkit and manage e-Service after applying the toolkit, an implementing agency asked Ministry of Women Empowerment and Child Protection in Indonesia to designate service operating manager, system manager and contents manager.

Role	Name	Details of Work
Leader	Budi Mardaya	Handle the overall development of e-Service applying ASEAN e-Service toolkit in Indonesia
Service Planning	Prita Ismayani Sriwidyarti	Specify action plans and plan e-Service in Indonesia
	Indah Lukitasari	
System Manager	Suprpto Prapto	Perform works related to system and service necessary for installing and operating website
	Anugrah Pambudi	
Contents Manager	Rohika Kurniadi Sari	Attract users to revisit website through preparing and uploading contents of website

Table 12 Organization of Toolkit Application Team of MoWE-CP

#### ○ Giving Concrete Shape to an Action Plan

- To develop e-Service targeting Indonesian women based on action plans which were major results of e-Service development workshop, toolkit application team in Indonesia gives a concrete shape to e-Service action plan including specific functions of website and menu composition, etc. and then sends the plan to implementing agency.
- Implementing agency aims to discuss administrative procedures for online service requested by Indonesia by using service flow chart and visual material of website and to mutually understand these procedures.
- An action plan is developed focusing on interaction between local women and departments of government through online services according to the purpose of toolkit application rather than focusing on improving the convenient administrative procedure of government departments. Also, it aims to meet the level of expectation on output which applied toolkit.

#### ○ Service Development and Installation

- Implementing agency developed functions (plug-in) specialized for e-Service in Indonesia by using ASEAN e-Service toolkit based on WordPress.
- With regards to a proposal for service planing provided based on specified action plan, implementing agency actively benchmarked domestic violence and

children consultation of Women.Net, HQ of domestic violence prevention of Women's Human Rights Commission of Korea, website of Group for Supporting Damages of Women and Child Violence, etc. which provide online services similar to Korean government departments and relevant organizations to suggest the proposal to Ministry of Women Empowerment and Child Protection in Indonesia and to refer to this in the process of online service development.

- Ministry of Women Empowerment and Child Protection in Indonesia developed contents related to sexual/domestic violence for local women to be provided at website and installed a toolkit on its homepage.
- To minimize possible errors when installing e-Service function developed by implementing agency in Indonesia, conduct a plug-in test while developing servers of implementing agency in a continuous manner.

○ Opening Pilot e-Service called 'e-Daman'

- A toolkit was installed by using sub-domain at server and official homepage of Ministry of Women Empowerment and Child Protection in Indonesia. Website was opened, and its services were opened after up-loading e-Service function(plug-in) developed by implementing agency and contents made by Ministry of Women Empowerment and Child Protection in Indonesia.

○ e-Service Monitoring

- After opening actual online services by applying a toolkit, implementing agency and Ministry of Women Empowerment and Child Protection in Indonesia continued to monitor errors generated at homepage and service procedures and to edit and complement the website.
- To receive feedbacks from online service users, a survey on user satisfaction level of website was prepared and posted at website.

□ Details of Toolkit Application

- Service Name: e-Daman (<http://edaman.kemenpppa.go.id/>)
- Target: Female victims of sexual/domestic violence in Indonesia or informant



Figure 21 Main Page of e-Daman

- Major details of service: Reporting and applying for consultation by female victims of sexual/domestic violence via Internet
- Background and Purpose:
  - Provide online channel in which female victims of sexual/domestic violence in Indonesia can report their damage cases to the government agencies regardless of time and place and apply for consultation.
  - Not to discontinue public services after damage report and consultation application, Ministry of Women Empowerment and Child Protection which is the central government in Indonesia gathered and used data related to sexual/domestic violence for monitoring damage case management by women support organizations belonged to local governments established all over the country.
- e-Service Process
  - Female victims of sexual/domestic violence or informants report damage cases and apply for consultation at website of e-Daman.
  - The central government identifies damage facts in an accurate manner and handles them on its own by receiving damage cases or transfers the received cases to relevant organizations.
  - The central government notifies the process of handling cases received from



female victims or informants through e-Daman.

- With regards to cases transferred to relevant organization, follow-up measures are taken through telephone counseling or face-to face counseling, and then its results are reported to e-Daman.

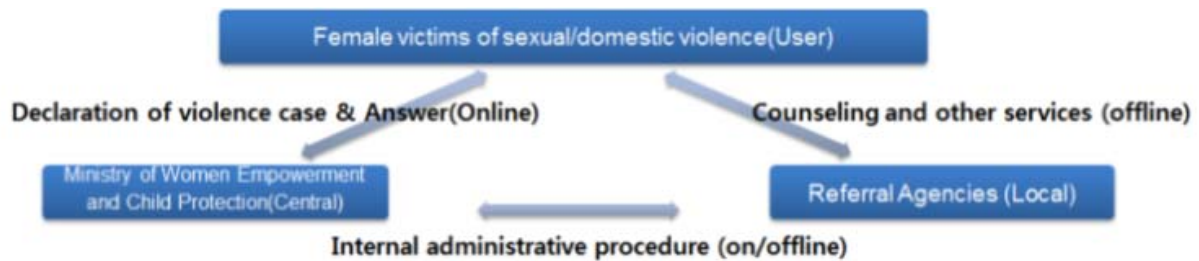


Figure 22 Concept Map of e-Daman Service

#### ○ e-Daman Website

- Main menu: Provide declaration and Counseling application, Introduction of e-Daman service process, Introduction of relevant laws and policies, list of women supporting agencies, etc.
- Make logos and banners representing e-Daman



Figure 23 e-Daman Logo

- Government departments providing e-Daman services are able to manage website continuously through 'Manager Only' page (Dashboard)

### Submit Form

Victim's Sex\*

☐ Male
 ☐ Female

Do you have physical or mental disabilities? [Click for Glossary](#)

Victim's Age (when experiencing violence)\*

Victim's Education Level\*

Victim's Employment Status\*

Victim's Marital Status\*

Violence Type\* [Click for Glossary](#)

Place of Incident\*

Date of Incident\*

### Report

Result: 67 Case

TicketID	Date	Status	Note	Submit
March 23, 2015	Closed	This case is sent to local office		
565 (3)	PM	Secretary	Last Comment	View
Invalid	2015-03-23 17:22:07	pm	2015-03-23 22:30:24	4
March 23, 2015	Closed	This case is sent to social rehabilitation		
560 (3)	PM	Secretary	Last Comment	View
jaharap@pda	2015-03-23 14:46:41	Archiver	2015-03-23 14:47:37	5
March 19, 2015	Closed	This case is sent to police		
147 (3)	PM	Secretary	Last Comment	View
secretary	2015-03-19 14:40:24			26

Figure 24 Report Format of e-Daman User (Left) & Manager Page (Right)

### Making Video of e-Daman Guide

- Make video of manager guide and user guide with regards to this service to fully understand functions of e-Daman in an easy and simple manner.
- Video of user guide distributed to general women is made in Indonesian language to enhance its understanding level.

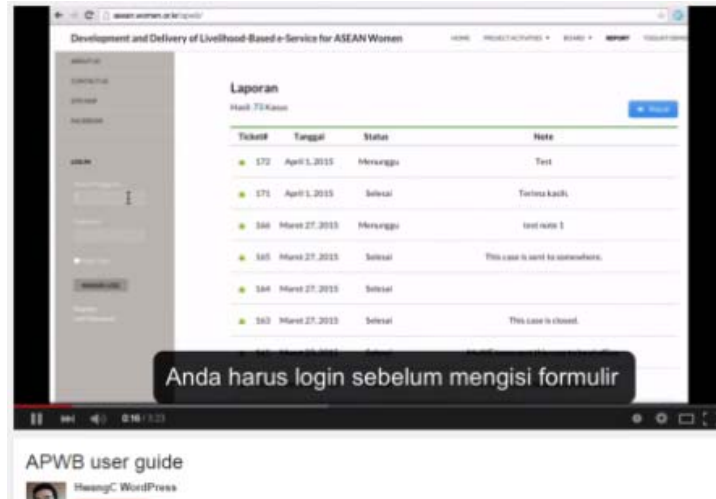


Figure 25 Capture of e-Daman Guide Video

### Results of Toolkit Application and Its Usage

#### User Satisfaction Survey on e-Daman

- As a result of survey on user satisfaction level conducted targeting visitors and users of e-Daman website, it was shown that all people answered 'Positive' or higher regarding usability of site information and service

function. Also, it is expected to positively use e-Service in the future given that people showed its willingness to revisit this website.

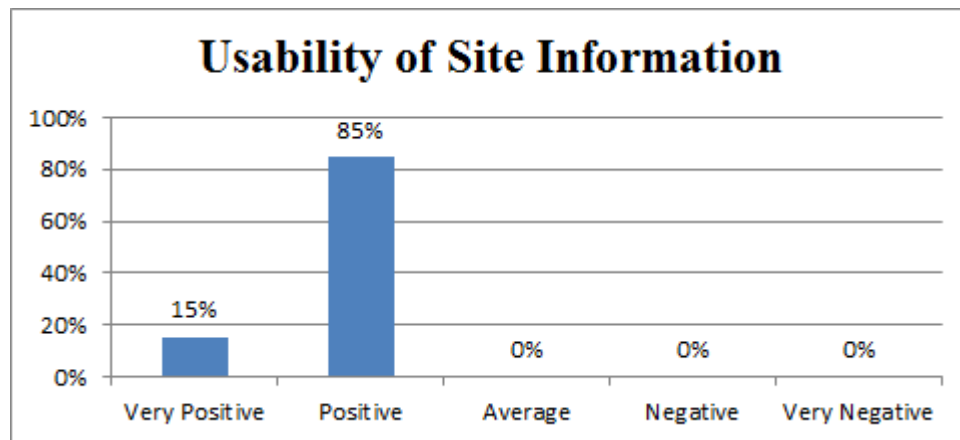


Figure 26 Usability of Information Provided by e-Daman

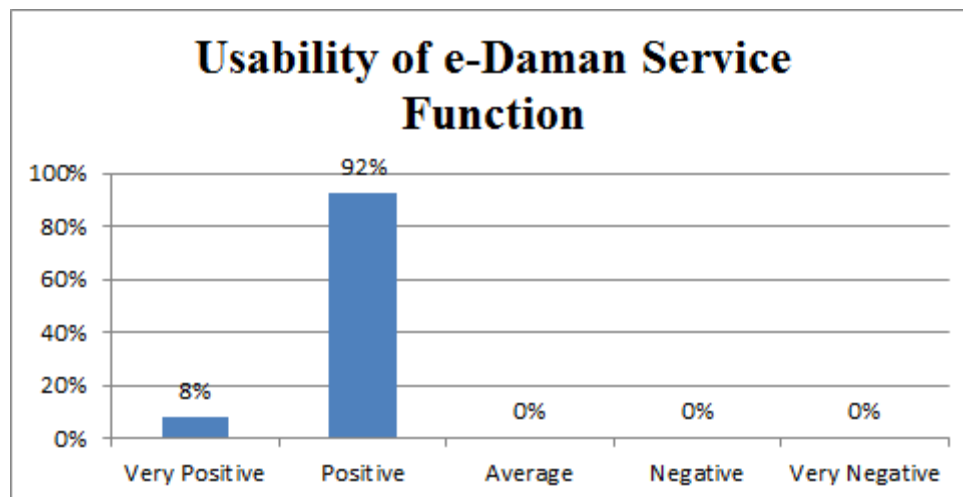


Figure 27 Usability of e-Daman Service Function

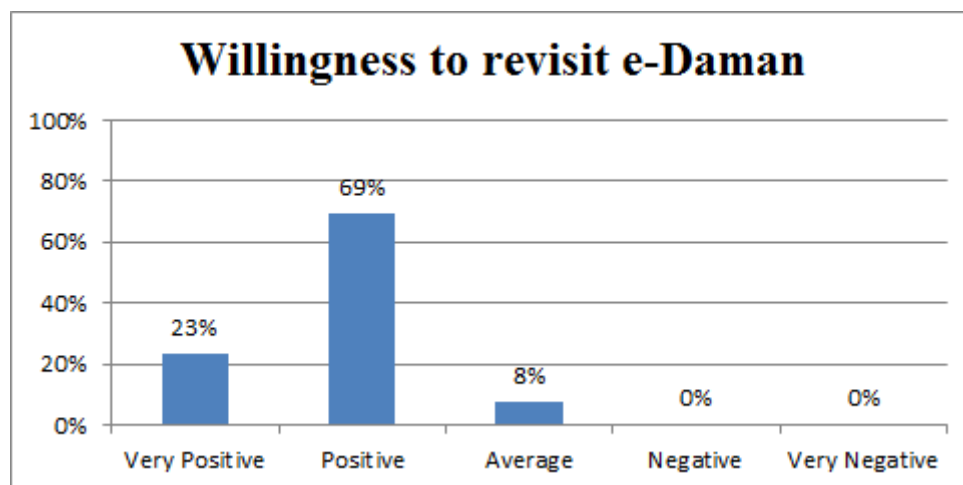


Figure 28 Willingness to revisit e-Daman

## ○ e-Daman Promotion

- To promote e-Daman, expose its logo and banner to an official website of Ministry of Women Empowerment and Child Protection in Indonesia so as to encourage users to access this website.



Figure 29 e-Daman Promotion at an Official Website of Ministry of Women Empowerment and Child Protection in Indonesia

- Cause the promotion effect through inter-working e-Daman website with the project online community.

## ○ Toolkit Application and Utilization

- A pilot service for e-Daman is now being operated targeting women in Jakarta and Ministry of Women Empowerment and Child Protection in Indonesia plans to expand its service into other areas through continuous service promotion and support.
- e-Daman can be used for future policy development by using database of damage cases accumulated at website.
- Share cases of applying Indonesian toolkit with other ASEAN member states at evaluation forum to induce other countries to develop e-Service using a toolkit.

## 2.5. Training of Trainers (Task 2.2)

### ☐ Outline

- Schedule: 2015. 3. 30 ~ 4. 1 (3 days)
- Place: Grand Mercure Jakarta Harmoni Hotel, Jakarta, Indonesia
- Participants: NGO leaders related to women & ICT and domestic/sexual violence, the persons concerned in Tele-Center, relevant organizations, and public officials from central/local government (Total 29 people)
- Objectives
  - Strengthen the capability of e-Service development and support led by e-Service operators in a pilot country
  - Disseminate the developed toolkit to areas within a pilot country
  - Develop strategies for increasing the number of women who use e-Service in a pilot country
- Host: Asia Pacific Women's Information Network Center (APWINC), Sookmyung Women's University, Korea
- Co-host: Ministry of Women Empowerment and Child Protection (MoWE-CP), Indonesia

### ☐ Specific Details of Training

- Trainee Grouping and Customized Module Development
  - Make trainees groups consisting of e-Service use/promotion and e-Service management
  - Develop modules for common training and ones customized for each group

Training Module Customized for Applying e-Service in a Pilot Country(Indonesia)	
Group 1	Group 2
[Lecture 1] Understanding of e-Service	
[Lecture 2] e-Service & e-Daman for Indonesian Women	
[ICT Practical Training] e-Service Practice with WordPress : e-Daman & ASEAN Toolkit	[ICT Practical Training] e-Daman Practice and Trouble Shooting
[Workshop] How to promote e-Service to Local Women: Discussion & Group Presentation	

Table 13 Module for Training of Trainers

### ○ Composition of Participants

- Group 1 consists of NGO leaders related to women & ICT and female victims of domestic/sexual violence, the persons concerned in Tele-Center and public officials from local government. Group 2 consists of the persons concerned in central government and relevant organizations who will take charge of e-Service operation and management.
- To select participants who can do activities as toolkit trainer targeting general women after training and are closely related to e-Service users, an implementing agency takes charge of guideline for selecting participants while Ministry of Women Empowerment and Child Protection of selecting participants.
- List of Training Participants

[Group 1]

No.	Name	Belonged to
1	Ade Sowani	PEKKA
2	Ichwan F.	BPMPKB Provinsi DKI
3	Martha S.	IWITA
4	Krisdianto	Sekretariat Forum Anak
5	Betty	P2TP2A
6	Nurlina N. Purbo	ODC
7	Primanda Basoeki	SGRC-Universitas Indonesia
8	Ellen Kusuma	SGRC-Universitas Indonesia
9	Yustian P.	P2TP2A DKI
10	Siti Rohana	AIR PUTIH
11	Munarsih	AIR PUTIH
12	Lily Azali	WKRI
13	Dwi Indah W.	PEKKA
14	Justina Rostiawati	WKRI

Table 14 List of Participants from Group 1 Training of Trainer

[Group 2]

No.	Name	Belonged to
15	Indah Lukitasari	Ministry of Women Empowerment and Child Protection
16	Anugrah	Ministry of Women Empowerment and Child Protection
17	Eka	Ministry of Women Empowerment and Child Protection
18	Merry	Ministry of Women Empowerment and Child Protection
19	Hasaumi. M.	Ministry of Women Empowerment and Child Protection
20	Hani Noor Ilahi	Ministry of Women Empowerment and Child Protection
21	Ramos Luther	Ministry of Women Empowerment and Child Protection
22	Tri Endah W.	Asdep PKTP
23	Yogi C.B.	Ministry of Women Empowerment and Child Protection
24	Nyimas Aliah	Ministry of Women Empowerment and Child Protection
25	Atiwirany	Ministry of Women Empowerment and Child Protection
26	Sudarmaji	Ministry of Women Empowerment and Child Protection
27	Tabita Mauliate	Ministry of Women Empowerment and Child Protection
28	Sisca Kezia	Ministry of Women Empowerment and Child Protection
29	Dewi B. Cahyani	KLA

Table 15 List of Participants from Group 2 Training of Trainer

### ○ Training Schedule

- On the first day of training, operate common curriculum targeting both Group 1 and 2. On the second and third day of training, operate programs customized for each group.
- Operate a review session for participants in the last class every day so as to share their opinions on programs conducted on that day.

Time	Contents
2015. 3. 30 (Mon) 9:00 – 16:30	Opening Ceremony
	Introduction of Training
	[Lecture 1] Understanding of e-Service
	[Lecture 2] e-Service and e-Daman for Indonesian Women
	Review Session
2015. 3. 31 (Tue) 8:30 – 17:30	[ICT Practice] e-Service Practice with WordPress: ASEAN Toolkit
	[ICT Practice] e-Service Practice with WordPress : e-Daman
	[Workshop] How to promote e-Service to Local Women: Discussion & Group Presentation
	Review Session
2015. 4. 1 (Wed) 8:30 – 17:00	[ICT Practice] e-Daman Practice and Trouble Shooting
	Review Session

Table 16 Training Schedule of Trainers


### ○ Lecturers

- Lecturers consists of Dr. Kyung Mi Kim, General Manager, Asia Pacific Women's Information Network Center at Sookmyung Women's University, Budi Mardaya, director of Gender Data and Information Department from Ministry of Women Empowerment and Child Protection, Ho Yeon Hwang, ASEAN common toolkit and e-Daman developer and team members of Indonesian toolkit development. Indah Lukitasari who participated in e-Service development workshop also plays a role as facilitator.




# ○ Specific Details of Lecture

## - [Lecture 1] Understanding of e-Service

<b>Date</b>	2014. 3. 30 (Mon)
<b>Lecturer</b>	Dr. Kyung Mi Kim, General Manager, Asia Pacific Women's Information Network Center at Sookmyung Women's University(APWINC)
<b>Contents</b>	<ul style="list-style-type: none"> <li>- Outline of e-Service</li> <li>- Four steps of online service development</li> <li>- Benefit of e-Service: Accessibility, Cost saving, User Customization</li> <li>- e-Service case for Korean women: Minwon 24, Women.Net</li> <li>- Consideration factors of e-Service and Future tasks</li> </ul>
<b>Picture</b>	


## - [Lecture 2] e-Service and e-Daman for Indonesian Women

<b>Date</b>	2014. 3. 30 (Mon)
<b>Lecturer</b>	Budi Mardaya, director of Gender Data and Information Department from Ministry of Women Empowerment and Child Protection
<b>Contents</b>	<ul style="list-style-type: none"> <li>- Introduction of e-Service relevant policy</li> <li>- Current status of e-Service for Indonesian Women <ul style="list-style-type: none"> <li>· Inhibiting factors of the use of e-Service</li> <li>· Use status such as gender, education level, accessible device, etc.</li> </ul> </li> <li>- Introduction of e-Daman Service <ul style="list-style-type: none"> <li>· Introducing backgrounds target, provided services and future development plan</li> </ul> </li> </ul>
<b>Picture</b>	


- [ICT Practice] e-Service Practice with WordPress - ASEAN Toolkit

<b>Date</b>	2014. 3. 31 (Tue)
<b>Lecturer</b>	Ho Yeon Hwang, CEO of WordPress Market
<b>Contents</b>	<ul style="list-style-type: none"> <li>- Introduction of common ASEAN toolkit <ul style="list-style-type: none"> <li>· Introduction of category and contents</li> <li>· Introduction of Method of Using Toolkit website</li> </ul> </li> </ul>
<b>Picture</b>	 <p>A man in a dark suit and striped tie is standing next to a whiteboard, pointing at it with his right hand. He is holding a pen in his left hand. The whiteboard has a diagram titled 'Slider' with a circular arrow and some text. In the background, a screen displays logos and the text 'ASEAN-ROK COOPERATION PROJECT'.</p>

- [ICT Practice] e-Service Practice with WordPress - e-Daman

<b>Date</b>	2014. 3. 31 (Tue)
<b>Lecturer</b>	Ho Yeon Hwang, CEO of WordPress Market
<b>Contents</b>	<ul style="list-style-type: none"> <li>- Introduction of e-Daman Toolkit <ul style="list-style-type: none"> <li>· Introduction of category and contents</li> <li>· Introduction of method of using e-Daman website and of preparing report</li> </ul> </li> </ul>
<b>Picture</b>	 <p>A group of people are seated at long tables in a conference room, facing a large screen at the front. They are attending a presentation. The room has a modern design with yellow walls and a large screen displaying a presentation slide. The people are wearing various types of clothing, including hijabs and traditional Korean clothing.</p>

- [Workshop] How to promote e-Service to Local Women: Discussion & Group Presentation

<b>Date</b>	2014. 3. 31 (Tue)
<b>Lecturer</b>	Dr. Kyung Mi Kim, General Manager, Asia Pacific Women's Information Network Center at Sookmyung Women's University
<b>Contents</b>	<ul style="list-style-type: none"> <li>- To find a way to use and promote women's e-service toolkit</li> <li>- Divide participants into three groups to have discussions and make presentations.</li> <li>· e-Daman Anak group: Promote the toolkit through sending &lt;message blast&gt;, public advertisement (those who cannot read can see the commercials on TV and report when they face violation) and by posting e-Daman posters on buses or airplanes. It can also promoted in movie theater through by showing e-Daman advertisement before a film begins. Consider cooperation with affiliated organization of Ministry of Gender Equality and Family. (DIKSOS, KENENSOS, KEMENAK)</li> <li>· Wani Mandigenant group: To promote the toolkit, invite NGO workers by using Google hangout. Promote the toolkit by using video clips, NGO websites, or cellular phones, leaflets, flyers. Put advertisement on course materials, post posters in hospitals and police offices, send posters. Use the point accumulation system.</li> <li>· Trio Kwek-Kwek group: Promote by posting 'e-Daman' images or photos on products &lt;such as clothes, T-shirts, and sneakers&gt;</li> </ul>
<b>Picture</b>	


- [ICT Practice] e-Daman Practice & Trouble Shooting

<b>Date</b>	2014. 4. 1 (Wed)
<b>Lecturer</b>	Ho Yeon Hwang, CEO of WordPress Market
<b>Contents</b>	<ul style="list-style-type: none"> <li>- Introduction of e-Daman Toolkit <ul style="list-style-type: none"> <li>·Introduction of categories of e-Daman website</li> <li>·Introduction of method of using website for e-Daman users</li> <li>·Introduction of method of operating e-Daman and of manager instructions</li> <li>·Introduction of e-Daman system operating procedures</li> </ul> </li> </ul>
<b>Picture</b>	

\* At this ICT practice course, panel participants of evaluation forum joined and had opportunities to observe this course.

○ Review Session

- Suggest a review on training, expectation of e-Daman website, future suggestion, etc.

<b>Name</b>	<b>Review</b>
 <b>Justina Rostiawati</b>	<ul style="list-style-type: none"> <li>- Although the e-Daman system is good, it is needed to check its configuration.</li> <li>- Need to check if the e-Daman can provide e-service which can be used as a data center under the Mo-WECP.</li> <li>- Need to distinguish reports reported through e-Daman and through NGO.</li> <li>- Hope that e-Daman will be a data center that deals with violence against women and children.</li> </ul>



 <p><b>Nurlina N. Purbo</b></p>	<ul style="list-style-type: none"> <li>- Need to promote and use e-Daman in places where there are women and children as the victims of violence are them.</li> <li>- If e-Daman is promoted and used in places where there are many women, it will be effectively used for women to report cases because they can take measures quickly for what they witnessed.</li> </ul>
 <p><b>Ichwan F.</b></p>	<p>It will be good if there are another opportunities to learn the added function and features of e-Daman after the education and forum.</p> <p>The most necessary thing is the annual data which can help us to find solutions.</p> <ul style="list-style-type: none"> <li>- Through this education, I can build knowledge on it and meet various people. I hope that e-Daman can appropriately implemented.</li> </ul>
 <p><b>Dewi B. Cahyani</b></p>	<ul style="list-style-type: none"> <li>- The education was very helpful. I hope this toolkit can be used not only on the web but also in the mobile environment.</li> <li>- It is needed to promote this toolkit to NGOs such as FAN and to constantly put efforts in developing better toolkit.</li> </ul>
 <p><b>Ramos Luther</b></p>	<ul style="list-style-type: none"> <li>- It was good for me to participate in this education and learn about e-Daman and how to use the toolkit.</li> <li>- It will be better if the toolkit can provide the service through SMS as the internet connection is not that good in many parts of Indonesia.</li> </ul>

□ Training Operation

○ Training Place

- Training was carried out at Grand Mercure Jakarta Harmoni Hotel located in Jakarta, Indonesia. It was well prepared to join e-Service practice using wireless Internet.



Figure 30 Training Facilities

○ Welcoming Luncheon and Meals

- On the first day of training, welcoming luncheon was prepared to help participants enjoy a close friendship with each other and to help organizations which participants belonged to and co-hosting agencies (APWINC and MoWE-CP) build a mutual network.
- During training period, the hotel where participants had education offered buffet for lunch. In addition, it was possible to share and monitor training related information while lecturers, participants and persons in charge from APWINC had lunch together.
- Spaces for providing coffee and refreshments were prepared to ensure that participants can use them freely during break time.

○ Provision of Training Materials

- Prepare binders containing all contents of lectures, training schedule, and evaluation form by lecture and education kit containing stationary and then distribute them on the first day of training.

○ Interpretation

- Provide local interpretation service to help participants enhance their understanding and increase their participation rate.

○ Transportation

- To ensure that participants can well afford to travel to Grand Mercure Jakarta Harmoni Hotel, a specific sum of money reflecting local situation was paid to participants.

○ Issuance of Certificate

- Encourage trainees to participate in training by giving certificates and mementos (USB 8G) to those who joined training. For certificates, provide certificates to each participant through a completion ceremony during evaluation forum so as to encourage them to participate in evaluation forum.

○ Creation of Online Community

- Share training related materials such as training programs, materials, pictures, videos, etc. through online community, <http://asean.women.or.kr> .
- This website was established by using e-Service toolkit developed for this project.
- In addition, in case of online community, share all the relevant information by being inter-locked with Facebook of APWINC.

○ Others

- Provide opportunities for training participants from various organizations to create networking by monitoring training programs through review session everyday and by sharing opinions of participants.
- Public officials from Ministry of Women Empowerment and Child Protection (MoWE-CP) in Indonesia had enough time to monitor programs and share their opinions after finishing daily schedule while staying at the hotel where participants had training, aiming to implement an efficient training.

## □ Training Promotion

- Introduce training of trainer and evaluation forum through SNS(Facebook) and official website of Ministry of Women Empowerment and Child Protection in Indonesia.

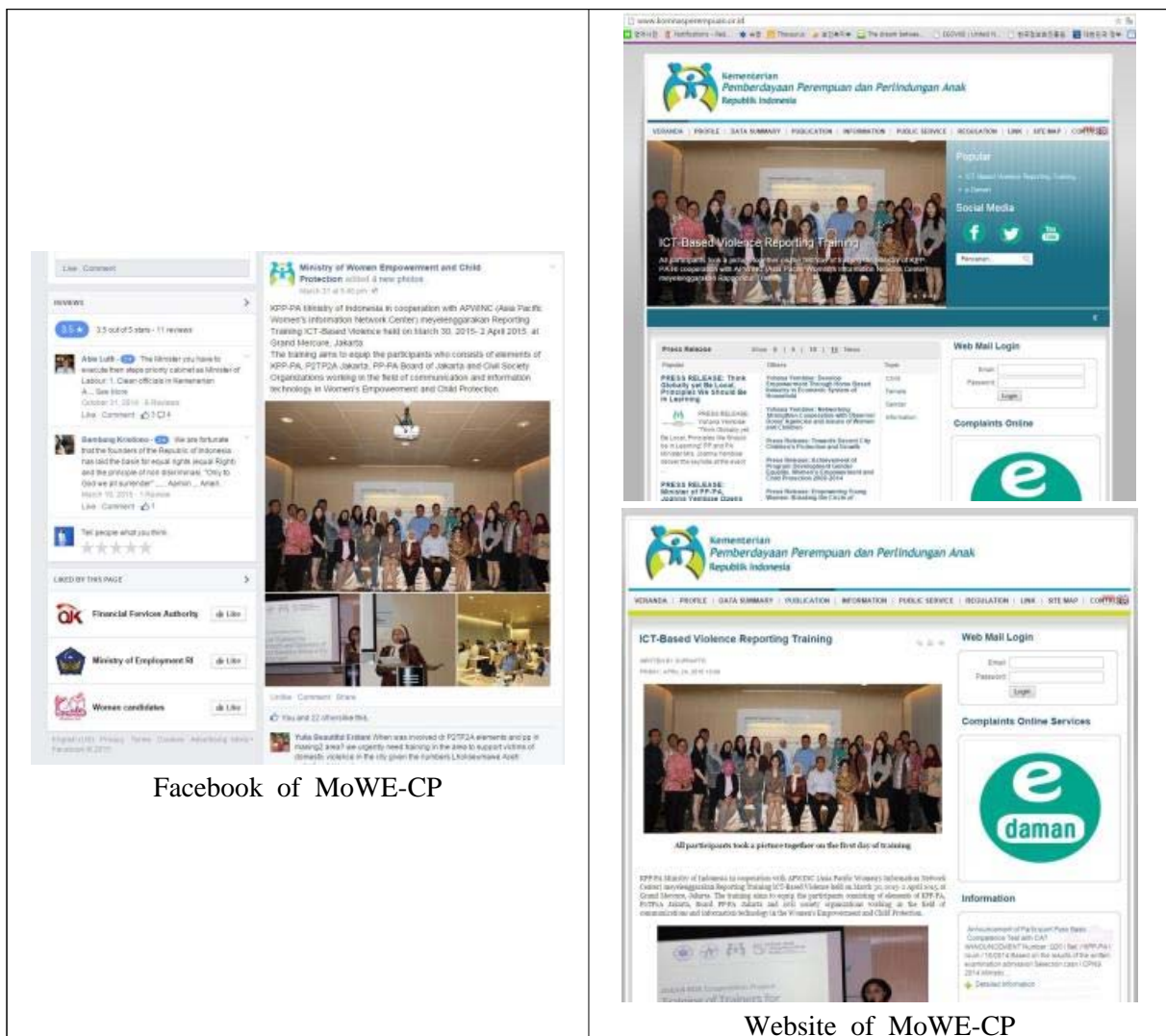


Figure 31 Training Promotion by MoWE-CP (Indonesia)

## □ Training Evaluation

- Conducting a Survey on Training Evaluation
  - Conduct a survey on training evaluation including specific details of training, lecturer, etc. targeting all participants after finishing training of trainer.



○ Satisfaction Level of Lecturers

- Given that all lecturers of this training are specialists in relevant areas, participants showed a high satisfaction level with 3.5 points or more regarding lecturers' capability.

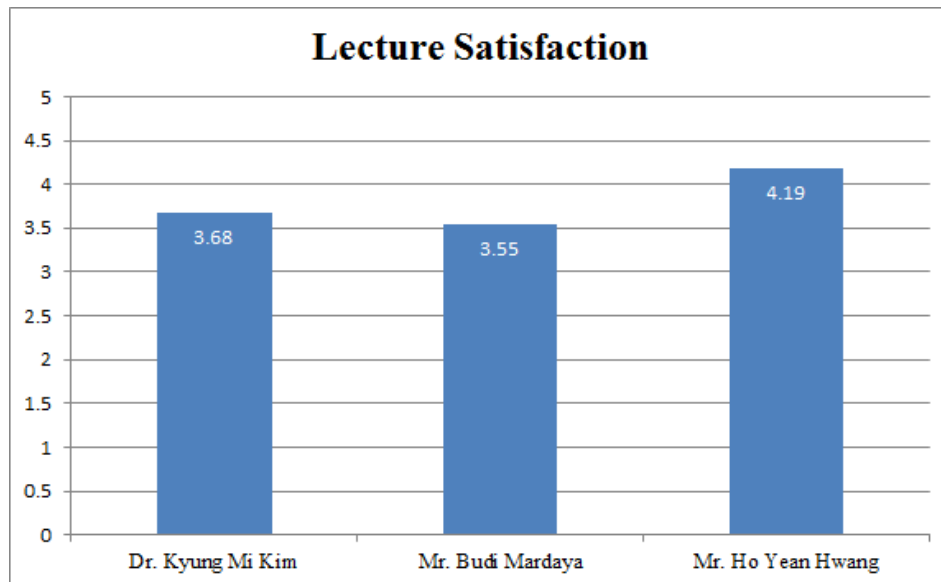


Figure 32 Lecture Satisfaction Evaluation

○ Overall Training Satisfaction

- The percentage of participants from Group 1 and 2 who answered 'Positive' or higher was 86.6% and 73.3% respectively, showing that they satisfied the overall program. In case of certain modules, participants suggested to extend training hour.
- With regard to the speed and level of lectures, majority of participants answered 'Positive' or higher.
- With regard to training facilities including foods and refreshments provided for three days, the rest of participants except two participants answered 'Positive' or higher.
- With regard to operational capability of implementing agency and persons in charge, participants showed a high satisfaction level.

○ Recommendations and Other Opinions

- There were many opinions scheduling more time for discussion and practice given that training was carried out for three days (two days per group).

- Request other training courses such as continuous training and practice, future promotion, etc.
- Expect to learn various case studies.
- Participants showed high expectation on launching e-Daman website and active willingness to promote this website. At the same time, they also suggested other opinions such as improvement of website options, privacy issue, etc.

## 2.6. Evaluation Forum (Task 3.1.)

### ☐ Outline

- Date: 2015. 4. 1 (Wed) - 4. 2 (Thur), 10AM ~ 4PM
- Place: Grand Mercure Jakarta Harmoni Hotel, Jakarta, Indonesia
- Participants: Persons in charge from relevant organizations and departments, specialists in relevant areas, training participants (Training of Trainer), general participants, persons concerned in this project (Total 60 people)
- Host: Asia Pacific Women's Information Network Center (APWINC)
- Co-host: Ministry of Women Empowerment and Child Protection (MoWE-CP) in Indonesia
- Purpose: Share results of project, evaluate the overall project, find future improvement directions, and evaluate the efficacy of project

### ☐ Forum Planing

#### ○ Preliminary Events

- Observation of Training of Trainer: Training observation was assigned for about one hour a day before evaluation forum in order to assess the actual project. Programs which speakers and panel can evaluate while watching a training course on their own were prepared.
- Holding a welcoming luncheon: Implementing agency and co-host invited speakers, panel and training participants to a welcoming luncheon a day before evaluation forum, and had a prior meeting for effectively holding this event. It gave an opportunity to create an active networking with each organization.



Figure 33 Picture of Welcoming Luncheon

○ Composition of Program

- The evaluation forum which concludes a project conducted for one year consists of various programs such as opening remarks, project topic sharing, introduction of project progress and results, gathering opinions from specialists in relevant areas and future improvement direction.
- Each session was organized to produce actual results fitting to the purpose of evaluation forum by inviting appropriate speakers and panel.
- Simultaneous interpretation (English-Indonesian) was provided to encourage Indonesian participants who had relatively low understanding of English presentations and speeches to participate in the event and to improve their concentration.
- Booklet containing presentation materials, speeches and speaker and panel introduction and ASEAN e-Service toolkit CD were prepared in advance to distribute them to participants when they registered this event.
- Online and TV media in Indonesia requested news gathering and interview for evaluation forum.



Figure 34 Covering Evaluation Forum by Local Media

- After completing regular sessions, opinions about project results were gathered by having interviews with key personnel such as speakers, panel, training participants, etc. and creating videos.

#### ○ Inviting Speakers and Panel

- Invite specialists who engage in areas related to the topic of project and have expertise with manager level or higher by consulting with co-hosting organizations.
- Prepare a place for discussion which can share a lot of opinions from various organizations and their members including relevant departments of Indonesian government, international agencies in relevant areas, project sponsorship agencies, NGOs from ASEAN regions and Indonesia, university professors, local women representatives, etc.
- Provide materials containing relevant information to speakers and the senior persons present who will join this evaluation forum in advance to ensure that participants having no knowledge of this project improve their understanding of project.

○ Programs of Evaluation Forum

Time	Program
09:30-10:00	Registration
Session 1: Opening Ceremony	
10:00-10:05	<b>Opening Remarks</b> Dr. Myonghee Kim Executive Director, Asia Pacific Women's Information Network Center (APWINC), Sookmyung Women's University, Korea.
10:05-10:10	<b>Welcome Speech</b> Ms. Siti Khadijah Nasution Expert Staff to the Minister Ministry of Women Empowerment and Child Protection, Indonesia
10:10-10:15	<b>Congratulatory Speech</b> Ms. Mega Irena, Assistant Director/Head of Social Welfare, Women, Labour and Migrant Workers Division, ASEAN Socio-Cultural Community (ASCC) Department The ASEAN Secretariat Mr. Soung-eun Kim Minister-Counsellor, The Mission of the Republic of Korea to ASEAN
10:15 – 10:35	<b>Keynote Address: ASEAN Women and e-Service</b> Ms. Aurora A. Rubio Head, ITU Area Office for South East Asia
10:35 – 10:40	Photo shoot
10:40 – 10:50	Break Time
Session 2: 2012 Report of Korean-ASEAN Cooperative Project	
10:50 – 11:20	<b>Introduction of Korean-ASEAN Cooperative Project and Report of Project Results</b> Dr. Young Kyu Moh Associate Professor, Sookmyung Women's University, Korea
11:20 – 11:40	<b>Report of Pilot Application Results of 'e-Daman' Toolkit</b> Mr. Sudarmaji Deputy Director for Reporting and Complaining Division Ministry of Women Empowerment and Child Protection, Indonesia
11:40 – 12:00	Q&A
12:00 – 13:30	Luncheon

Time	Program
Session 3: Discussion and Project Evaluation	
13:30 - 15:30	<p><b>Moderator</b></p> <ul style="list-style-type: none"> <li>• Dr. Young Kyu Moh Associate Professor, Sookmyung Women's University, Korea</li> </ul> <p><b>Panel</b></p> <ul style="list-style-type: none"> <li>• Dr. Myonghee Kim Executive Director, Asia Pacific Women's Information Network Center(APWINC), Sookmyung Women's University, Korea</li> <li>• Dr. Kamolrtat Intaratat Associate Professor, Sukhothai Thammathirat Open University (STOU), Thailand</li> <li>• Ms. Irene Boey Consulting Director, Integral Solutions (Asia) Pte Ltd, Singapore</li> <li>• Ms. Prita Ismayani Sriwidyarti Assistant Deputy Director for Law and Legal Documentation, Ministry of Women Empowerment and Child Protection, Indonesia</li> <li>• Ms. Martha S. Founder, Indonesian Women IT Awareness (IWITA)</li> <li>• Ms. Nurlina N. Purbo Owner, One Destination Center (ODC)</li> </ul>
15:30 - 15:35	Break Time
Session 4: Closing Ceremony	
15:35 - 15:50	<p><b>Closing Address</b></p> <p>Dr. Myonghee Kim Executive Director, Asia Pacific Women's Information Network Center (APWINC), Sookmyung Women's University, Korea.</p>

Table 17 Programs of Evaluation Forum

□ Details of Evaluation Forum

○ Opening Ceremony

- Dr. Myonghee Kim, Executive Director of Asia Pacific Women's Information Network Center (APWINC) at Sookmyung Women's University gave an opening remarks, and Siti Khadijah Nasution, Expert Staff to the Minister, Ministry of Women Empowerment and Child Protection in Indonesia gave a welcoming speech. Mega Irena, Head of Social Welfare, Women, Labour and Migrant Workers Division, ASEAN Socio-Cultural Community (ASCC) Department from the ASEAN Secretariat and Soung-eun Kim, Minister-Counsellor from The Mission of the Republic of Korea to ASEAN made a congratulatory speech.

○ Keynote Address

- Aurora Rubio, Head of ITU Area Office for South East Asia made a keynote address at opening ceremony under the theme of 'ASEAN Women and e-Service.
- She put an emphasis on expanding information infrastructure and services into areas of ASEAN member states and maximizing human resources in order to narrow the gap of information among ASEAN member states and to solve difficulties of imbalanced ICT development.
- She also emphasized that social and economical capability of women who used to be excluded from education and economic life can be strengthened through using ICT which is closely linked to their lives like online services. In other words, if the capability of women is strengthened, it brings about synergy effect which is reinvested on families and society at the end.
- She also expected that ASEAN e-Service toolkit and local training developed and distributed through this project would be expanded, having a positive impact not only on strengthening the capability of Indonesian women, but on that of local women in ASEAN member states.





Figure 35 Keynote Speaker, Aurora Rubio, Head of Southeast Asian Office of ITU

○ Commemorative Photography

- As the last event of opening ceremony, major participants took commemorative photographs.



Figure 36 Commemorative Photography for Evaluation Forum

○ Project Report

- Dr. Young Kyu Moh, Associate Professor at Sookmyung Women's University who participated in this project at the phase of preliminary research presented project progress, results and outcomes conducted for one year.
- Sudarmaji, Deputy Director for Reporting and Complaining Division from Ministry of Women Empowerment and Child Protection in Indonesia introduced 'e-Daman' service developed through a task called 'pilot application of toolkit' and presented future operation plan of online service, pending challenges and

future development direction.

- After presentation mentioned above, participants discussed the importance of e-Daman service promotion led by government and the need of continuous cooperation within areas of ASEAN states.



Figure 37 Introduction of This Project and Presentation of Results on Pilot Application of Toolkit

#### ○ Panel Presentation


- Prior to project evaluation and discussion session, panel presentation from Singapore and Thailand was organized to share cases of providing e-Service in ASEAN member states except Indonesia and cases of using ASEAN e-Service toolkit with general participants and panels.
- Irene Boey, Consulting Director of Integral Solutions (Asia) who participated in preliminary research as a local consultant presented key demands of Singaporean women's e-Service, future development tasks and cases of public online service led by a private sector.
- After a panel from Singapore which is No.1 country in online service area conducted by research on UN e-Government index finished a presentation, participants had Q&A session to benchmark e-Service with the most developed form and to come up with ideas.
- Dr. Kamolrat Intaratat, Associate Professor at Sukhothai Thammathirat Open University (STOU) in Thailand presented the case which used ASEAN e-Service toolkit being developed as a part of this project at actual education field as a module of start-up education targeting teenagers in Thailand.
- The panel from Thailand provided the idea how to use a toolkit by

presenting cases which creates a website by using a toolkit supporting Thai language, educates teenagers and women lived in island areas where it is difficult to get ICT technique to open online shop.


#### Results of Evaluation Forum

##### Opinions from Speakers and Panel


- Siti Khadijah Nasution, Expert Staff to the Minister from Ministry of Women Empowerment and Child Protection in Indonesia

<b>Contents</b>	According to the recent statistics, many number of women and children in Indonesia could not receive appropriate qualitative/quantitative post management after they experience domestic and sexual violence. e-Daman service can be effectively used for those who are reluctant to notify and talk about their experience and have difficulty in finding proper way to report their cases and get counseling for it. By constantly providing the service, we will make more effort for victimized women to receive appropriate post care service.
<b>Picture</b>	

- Dr. Kamolrat Intaratat, Sukhothai Thammathirat Open University (STOU)

<b>Contents</b>	Through the discussions in the evaluation forum with those who came from various organizations, I thought that the e-service was important and the theme of the project was very timely. I believe that the ICT will become more important in ASEAN regions and this technology will be more closely related to the women's daily lives and I think it is very important to seek cooperation between ASEAN member states. Also, the education using ASEAN e-service toolkit can be provided to the underprivileged and youth as well as women.
<b>Picture</b>	 <p>A photograph of Dr. Kamolrat Intaratat, a woman with short dark hair, wearing a dark patterned top. She is seated at a table with a microphone and a nameplate that reads 'Kamolrat Intaratat'. Behind her is a banner for the 'Evaluation Forum for Development and Livelihood-Based e-Service for ASEAN Women'.</p>

- Irene Boey, Consulting Director of Integral Solutions (Asia) Pte Ltd

<b>Contents</b>	It was good because we could learn various e-service application cases and share ideas about e-services for women. The governments cannot effectively help women because they have to provide public online services. Therefore, cooperation between local communities, NGO and private organizations is very important to get effective results. In particular, an integrated approach is required for the online service for victimized women to constantly provide them with the e-service.
<b>Picture</b>	 <p>A photograph of Irene Boey, a woman with long dark hair and glasses, wearing a dark blazer over a blue top. She is standing at a podium with a microphone, speaking. A large black speaker is visible behind her.</p>

- Prita Ismayani Sriwidyarti, Assistant Deputy Director for Law and Legal Documentation of Ministry of Women Empowerment and Child Protection


<b>Contents</b>	I hope that e-Daman which was developed through this project can help women to report their cases to government agencies anywhere and anytime. For this, the cooperation between the central government, affiliated organizations and the local governments that provide services directly to local women. I hope that the training will be expanded and developed more to provide sustainable online service.
<b>Picture</b>	 A photograph showing three women seated at a long table during a formal event. The woman in the center is speaking into a microphone. Behind them is a banner that reads 'Evaluation Forum for Livelihood-Based e-Service'.

- Martha S., Founder of Indonesian Women IT Awareness (IWITA)


<b>Contents</b>	<p>I'm in charge of strengthening IT capabilities of women in small businesses or housewives and improving their economic power. For this, IT education for women is necessary. I think the ASEAN e-service toolkit that I learned from this project will be used as a good module.</p> <p>IT can be used to help women to continue their economic activities because they can promote their products, develop their careers, and get more opportunities through their networks using IT. However, many women are afraid of IT and online services. To help more women to know and use e-service, women-friendly contents and functions are required.</p>
<b>Picture</b>	 A photograph showing four women seated at a long table during a formal event. The woman on the far right is wearing a hijab. Behind them is a banner that reads 'ASEAN-ROK Cooperation Project Evaluation Forum for Development of Livelihood-Based e-Service'.



- Nurlina N. Purbo, Owner of One Destination Center (ODC)

<b>Contents</b>	<p>ASEAN e-service toolkit is modulized for easy training. I think it is good because various e-services can be provided easily using the toolkit. WordPress is popular among women and it is easy for women to learn.</p> <p>Before developing the contents and functions of e-service, the demands of local women in the region should be considered first. And I hope you provide multi-language services so that females in island areas can easily use this service.</p>
<b>Picture</b>	

- Dwi Indah W., Indonesian lawyer belonged to Women Headed Family Empowerment (NGO)

<b>Contents</b>	<p>I have worked for an NGO organization which provides nationwide services for women in rural areas, illiterate or uneducated women. This training and forum were very useful because I could learn the method to report violence cases online. As a legal consultant and a trainer, I have trained other counselors how to report the violence cases through IT technology and internet. As I learned about this application operated by the government through this training, I think I can use this application. Also, as the NGO organization I work for have education programs to strengthen the IT capability of rural women to improve their financial situation and to help them to report information about their savings and loans through internet, I think this toolkit will be effectively used.</p>
<b>Picture</b>	

○ Overall opinion

- The effect of ASEAN e-service toolkit and e-Daman service should be known and spread through close network and cooperation among ASEAN members.
- The e-service needs to be provided to and used by women in Jakarta as well as in other regions and countries by expanding and operating the education on toolkit.
- APWINC needs to support the e-service for it to be provided on the internet and in the mobile environment and the related organizations need to continuously expand, promote and evaluate the services in their countries.
- We can clearly understand the demands of women who are interested in improving their living standard through the pilot training and application of toolkit in Indonesia, and it was one of main achievements of this project.

### 3. Outcomes

#### 3.1. Project Performance

<b>Objective 1 Capacity building of providing ICT/e-Service for women</b>	
<b>Plan</b>	<b>Outcome</b>
<b>Preliminary Research</b> <ul style="list-style-type: none"> <li>- Individual country research using local consultants</li> <li>- A survey on e-Service targeting local women</li> <li>- Publication and distribution of English report</li> </ul>	<b>Preliminary Research</b> <ul style="list-style-type: none"> <li>- Local research using local consultants from 10 states</li> <li>- A survey on local women (Total 1200 women, 100 women by country, Korean research included)</li> <li>- Publication and distribution of English report (70 copies)</li> </ul>
<b>e-Service Development Workshop</b> <ul style="list-style-type: none"> <li>- Workshop participants</li> <li>- Identification of common needs for e-Service related to women</li> <li>- Action plans by country</li> <li>- Satisfaction survey on workshop</li> </ul>	<b>e-Service Development Workshop</b> <ul style="list-style-type: none"> <li>- Total 18 people from ASEAN member states included</li> <li>- Drawing common needs for e-Service targeting ASEAN women</li> <li>- Establishing action plans by country (10 member states)</li> <li>- Satisfaction survey on workshop</li> </ul>
<b>e-Service Toolkit Development</b> <ul style="list-style-type: none"> <li>- e-Service toolkit</li> </ul>	<b>e-Service Toolkit Development</b> <ul style="list-style-type: none"> <li>- ASEAN e-Service toolkit using WordPress</li> </ul>
<b>Objective 2 Expanding demand of ICT/e-Service for women</b>	
<b>Plan</b>	<b>Outcome</b>
<b>Pilot Application of e-Service</b> <ul style="list-style-type: none"> <li>- Selection of pilot country</li> <li>- Development and Application of Pilot service</li> <li>- Satisfaction survey on pilot service</li> </ul>	<b>Pilot Application of e-Service</b> <ul style="list-style-type: none"> <li>- Ministry of Women Empowerment and Child Protection (Indonesia)</li> <li>- Opening 'e-Daman' service which is online consultation and report service for local women who are the victims of sexual/domestic violence in Indonesia</li> <li>- A satisfaction survey on toolkit applied through web</li> </ul>



<b>Training of Trainers</b> <ul style="list-style-type: none"> <li>- Training participants</li> <li>- Satisfaction survey on training</li> </ul>	<b>Training of Trainers</b> <ul style="list-style-type: none"> <li>- Training participants (Total 29)</li> <li>- Carrying out modules customized for participants by dividing them into two groups</li> <li>- Satisfaction survey on training</li> <li>- Reviewing this training by participants</li> </ul>
<b>Objective 3 Building database on women's ICT use</b>	
<b>Plan</b>	<b>Outcome</b>
<b>Evaluation Forum</b> <ul style="list-style-type: none"> <li>- No. of people participating in evaluation forum</li> <li>- Data gathering related to evaluation</li> </ul>	<b>Evaluation Forum</b> <ul style="list-style-type: none"> <li>- Total 60 participants (Inviting local consultants, workshop participants, training participants, and persons in charge of ASEAN project)</li> <li>- Data gathering related to project participants by phase (Preliminary research: survey results targeting 1,100 local women, satisfaction survey targeting workshop participants and training participants)</li> </ul>

Table 18 Table of Project Performance

### 3.2. Performance Index

No.	Activity	Evaluation Strategy		
		Per. Index	Results	Measurement Standards
1	e-Service Development Workshop	90%	<b>94%</b>	<ul style="list-style-type: none"> <li>- Conducting a survey on workshop targeting participants</li> <li>- (No. of participants giving 4 points or higher out of 5 points/ Total number of participants) X 100</li> </ul>
		90%	<b>90%</b>	<ul style="list-style-type: none"> <li>- Including self-evaluation of workers participating in tasks of implementing agency</li> <li>- Evaluation points / Total points X 100</li> </ul>
		90%	<b>100%</b>	<ul style="list-style-type: none"> <li>- Evaluating action plans for e-Service toolkit development</li> <li>- (No. of action plans / total number of teams for developing action plans) X 100</li> </ul>

No.	Activity	Evaluation Strategy		
		Per. Index	Results	Measurement Standards
2	Pilot Application of e-Service Toolkit	-	<b>Satisfaction 90%</b>	- Conduct user satisfaction survey on website related to e-Service (Availability of information provided by website, Availability of service functions, willingness to visit website again)
		-	<b>Implemented</b>	- Gathering feedbacks of e-Service through discussion
3	Training of Trainers	90%	<b>80%</b>	- Conducting a survey targeting training participants (No. of participants giving 4 points or higher out of 5 points/ Total number of participants) X 100
		90%	<b>100%</b>	- Evaluating debriefing report - (No. of teams presenting a report/Total number of teams) X 100
		-	<b>Implemented</b>	- Monitoring training courses by two staff from implementing agency
4	Evaluation & Monitoring	-	<b>Implemented</b>	- Giving a debriefing on pilot country in the presence of workshop participants, TeleCenter operator, NGO leaders, persons concerned in ASEAN project, workers of implementing agency and other project related participants along with the completion of training of trainers
		-	<b>Implemented</b>	- Evaluating the effectiveness of overall program based on self-evaluation of staff participating in implementing agency, survey on workshop and training, feedback from project related participants
		-	<b>Implemented</b>	- Preparing the comprehensive and structural evaluation report for efforts to increase scalability of future project

Table 19 Project Performance Index

### 3.3. Project Outcome and Measures for Using e-Service

☐ Preliminary Research

- ☐ Build materials of e-Service status related to women by ASEAN country
- ☐ Build materials of ASEAN local women's demands for e-Service
- ☐ Use a preliminary research as a key material to develop ASEAN common toolkit

- Use a preliminary research as materials for the status of e-Service demand considering characteristics of participating countries
- Share results of preliminary research with relevant organizations on/offline
- ☐ e-Service Development Workshop
  - Share materials for the current status of e-Service by country and for identifying demands of local women
  - Draw major requirements of ASEAN e-Service toolkit
  - Provide an opportunity to learn ASEAN toolkit development toll in advance through WordPress practice
  - Use results of action plans as tasks of future e-Service development by country
- ☐ e-Service Toolkit Development
  - Develop ASEAN toolkit by using WordPress based on definition of ASEAN e-Service toolkit requirements drawn from e-Service development workshop
  - Distribute CDs containing ASEAN toolkit to workshop participants and ACW+3 member countries and Install ASEAN toolkit to download it from community site of this project and toolkit demo site
  - Possible to use ASEAN toolkit developed as teaching materials for website construction practice
  - Possible to be applied to e-biz projects using ASEAN toolkit
  - Build community site of this project by using ASEAN toolkit
- ☐ Pilot Application of e-Service
  - Select a pilot country by using action plans by country suggested at e-Service development workshop and preliminary research as basic data.
  - Install e-Daman service as a banner of website of Ministry of Women Empowerment and Child Protection in Indonesia by making a service targeting female victims of sexual/domestic violence suggested by Indonesia which is selected as a pilot country.
  - Design e-Daman to ensure that female victims of violence can apply for consultation via Internet, leading to additional violence consultation services.
  - Possible to use procedures and methodology of pilot application of toolkit

when developing a website using future e-Service toolkit.

☐ Training of Trainers

- ☐ Provide training of trainers by dividing e-Daman into potential major users and service providers.
- ☐ To introduce e-Daman service to general women who are potential major users and improve accessibility to this service, training was provided targeting women related NGO leaders, and training of e-Daman instructions was implemented targeting public officials in charge of MoWE-CP which is a service provider and local service managers.
- ☐ Training focusing on e-Daman instructions which is a pilot e-Service was implemented, and action plan workshop targeting NGOs under the theme of measures of expanding the use of this service was carried out by considering accessibility of general women.

☐ Evaluation Forum

- ☐ To help forum participants understand e-Daman service, encourage them to observe training of trainers.
- ☐ Persons in charge of ASEAN project, local consultants from Singapore and Thailand who participated in preliminary research of this project, senior public officials from Ministry of Women Empowerment and Child Protection in Indonesia which a pilot country, public officials(trainees) and persons concerned in NGOs participated at Evaluation Forum.
- ☐ ASEAN project received a favorable evaluation by introducing local training in Thailand using ASEAN toolkit.

### **3.4. Follow-up Management**

- ☐ After completing this project, to improve ASEAN toolkit, share the importance of e-Service and develop this service, maintain community site of this project which can communicate with project participants continuously.
- ☐ Make efforts to supply e-Service toolkit through internal and external promotion on e-Service toolkit (Providing materials of evaluation forum at celebration event for the 150<sup>th</sup> anniversary of ITU).
- ☐ Provide functions of CD and online download to increase accessibility of

ASEAN toolkit.

- ☐ Find ways to apply cases of pilot application in Indonesia to ASEAN other member states.

### **III. Impact Assessment & Overall Opinions**

#### **1. Preliminary Research**

- ☐ The information on the detailed status of e-Service for women or related to women by member country was secured through local consultants' participation. specific demands for e-Service were identified through a survey targeting local women.
- ☐ By additionally conducting a survey targeting Korean women, compare and analyze a survey on local women and Korean women.
- ☐ To fully understand the current status of ASEAN women's e-Service use and its demands, A survey targeting 100 local women by country was implemented, but, in case of countries with low ICT development level, it was difficult to gather materials of survey.

#### **2. e-Service Development Workshop**

- ☐ To develop ASEAN toolkit and smoothly apply the toolkit to a pilot country, invite two persons from each country by focusing on researchers who conducted a preliminary research by country and public officials of women and ICT related departments by country.
- ☐ To define requirements of ASEAN toolkit development by considering that the gap of ICT development index is huge among ASEAN member states, make member states with huge gap of ICT one group to have an in-depth discussion and to identify common demands for e-Service for ASEAN women.
- ☐ To prepare to select a pilot country which would apply a toolkit in advance, action plans by country were established. Action plans by country was established after having a discussion on definition of ASEAN toolkit requirements.
- ☐ Action plans by country can be used as basic data for future direction of e-Service development related to women by member country

#### **3. e-Service Toolkit Development**

- ☐ Confirm requirements of ASEAN toolkit drawn from preliminary research and workshop based on ASEAN local women's demands for e-Service
- ☐ Select WordPress as the optimal alternative and develop it by considering

various factors such as multi-language support, building cost, maintenance cost of site, etc.

- ☐ After e-Service Development Workshop, participate in ASEAN ACW +3 meeting to present introduction of this project and its future plan, asking for cooperation. Given that strengthening women's ICT capability was selected one of main agendas of ASEAN ACW after 2015 discussed in existing meeting, member states showed a high interest in this project. Especially, member states showed a high interest in e-Service development for women and asked to share results of project in the future.
- ☐ ASEAN toolkit is evaluated as an useful tool which enables any organization and person who want to provide information and services to easily build and operate a website with relatively low cost through basic knowledge of ICT and WordPress related practices.

#### **4. Pilot Application of Toolkit**

- ☐ Based on action plans submitted at workshop, Indonesia (Violence counseling service) was determined as a pilot country which would apply a s-Service toolkit by considering many factors such as correlation with women related topic, willingness to participate in pilot application of toolkit, effectiveness in case of introducing a toolkit, etc. and by being evaluated by facilitators and persons in charge of this project.
- ☐ e-Daman was designed to ensure that female victims of sexual/domestic violence can apply for counseling via Internet. Through this e-Daman, women who are reluctant to disclose their damage caused by sexual/domestic violence can comfortably have consultation with counselors under the situation that their privacy are protected. Especially, it was designed to ensure that guardians instead of children who are difficult to counsel can apply for counseling.
- ☐ The violence against women is one of major agendas of ASEAN ACW. One of the main reasons why it is difficult to be solved was lack of information on victims of violence. To solve this issue, e-Daman was designed to encourage relevant departments to cooperate with each other for gathering relevant information on victims of violence.
- ☐ Compared to offline services for counseling female victims of violence in Indonesia, there were no radical improvements in terms of time saving and

efficiency. However, the person responsible for this project from Ministry of Women Empowerment and Child Protection in Indonesia evaluated that e-Service the Ministry required was established in consideration of lack of site operating personnel and the initial purpose of e-Daman service. The responsible person also said that the Ministry would increase utilization rate of e-Daman and prepare a plan for continuously improving this service in terms of users.

## **5. Training of Trainers**

- ☐ Training of trainers is conducted by dividing participants into service users, service operators and managers.
- ☐ Training targeting service users such as women related NGOs is conducted to enhance the understanding of this service and to guide general women who are the potential users through how they use this service more in details.
- ☐ Training targeting service operators and managers such as relevant public officials who operate this service were conducted to master the whole process and implementation works by phase through practical training so that they can undertake a task.
- ☐ e-Daman which is a pilot application service is designed to be installed and available at website of Ministry of Women Empowerment and Child Protection in Indonesia.

## **6. Evaluation Forum**

- ☐ Multiple evaluation of this project was available through participation of persons in charge of ASEAN secretariat, Mission of the Republic of Korea to ASEAN, global ICT specialists (ITU), persons responsible for relevant international agencies, senior officials of relevant local departments and local government, researchers, NGO leaders, relevant public officials, etc.
- ☐ By utilizing ASEAN toolkit for actual business at evaluation forum, share the future available form of toolkit through case report in Thailand.

## **7. Overall Opinion**

- ☐ Strategies for Project Implementation



- With regards to project operation, send a progress report of project to the persons in charge from Ministry of Foreign Affairs and from ASEAN by stage of major project to maintain mutual cooperation and transparency of project operation.
  - Distribute major results by phase of project implementation not only to the persons in charge from Ministry of Foreign Affairs and from ASEAN, but to major participants to receive feedbacks of results and be reflected to future project implementation.
  - A report of preliminary research was sent to preliminary researchers on/offline. ASEAN toolkit developed provided to preliminary researchers, workshop participants, those participating in ACW +3 meeting of ASEAN, ACW focal points, those participating in training of trainers and forum participants.
  - Enhance the professionalism and efficiency of this project through cooperation with international agencies such as ITU, ASEAN ACW, etc. and build a cooperative channel with IT related NGOs in Indonesia.
- ☐ Aspects of Project Results
- The current status of women related e-Service in 10 member states and demands for women related e-Service by member country are key materials which can be used to suggest future directions of e-Service development by area related to women.
  - Possible to establish a model for e-Service development by the level of member country by putting action plans for e-Service by country drawn from workshop together.
  - ASEAN toolkit developed by focusing on multi-language support, relatively low building and maintenance cost can be used as future training materials.
  - A case of pilot application of toolkit developed by a pilot country which is a service for female victims of violence can be extended into other countries and organizations, being applied and developed further.
  - e-Service development for women's welfare, education, jobs and career development can be extended and applied to other countries.
  - ASEAN toolkit was provided to be easily download not only through CD form, but through community site of this project.
  - Key results of this project were up-loaded to website such as ITU site, etc.

with the form of videos to ensure that its results can be shared with more people concerned in IT.

☐ Aspects of Cooperation with Other Organizations

- ☐ Many relevant organizations cooperated with each other by phase implemented by this project.
- ☐ At the phase of preliminary research and e-Service development workshop, the ACW of ASEAN played a role as a focal point, helping secure local consultants by ASEAN country.

**Appendix(DVD):**

1. Preliminary Research (Task 1.1.)
  - 1-1 Preliminary Research Report
2. e-Service Development Workshop (Task 1.2.)
  - 2-1 Course Information
  - 2-2 Lecture Materials
  - 2-3 Country Report Presentation Materials
  - 2-4 Local Research Presentation
  - 2-5 Action Plan(by Country) Presentation Materials
  - 2-6 Workshop Video and Photos
3. e-Service Toolkit Development (Task 1.3.)
  - 3-1 ASEAN e-Service Toolkit Package
4. Pilot Application of e-Service (Task 2.1.)
  - 4-1 e-Daman Website Link
5. Training of Trainers (Task 2.2.)
  - 5-1 Lecture Materials
  - 5-2 Training Video and Photos
6. Evaluation Forum (Task 3.1.)
  - 6-1 Presentation Materials
  - 6-2 Forum Video and Photos