



# **Can we SEE Internet governance?**

**Survey on Internet governance in South Eastern Europe  
and the neighbouring area**

1

# About the survey

# Why and how?

## 1.1

- The aim of the survey was to collect information about how Internet governance (IG), in general, and IG issues, processes and organizations, in particular, are perceived by the Internet community in South Eastern Europe and the neighbouring area (SEE).
  - It covers aspects such as: interest and participation in IG processes and organizations (including motivation and challenges), Internet-related issues considered as most pressing at national level and in SEE, IG mechanisms at national and regional level, etc.
- The survey was conducted online, in March – April 2016, by the executive committee of the South Eastern European Dialogue on Internet Governance (SEEDIG).

Note: For the purpose of this survey, the acronym 'SEE' refers to South Eastern Europe and the neighbouring area.

# Key findings (1)

## 1.2

- The most frequent words used by respondents, when asked to define Internet governance, were: use, rules, regulation, procedures, and multistakeholder.
- Privacy and data protection, digital divide, and cybersecurity were identified as the most challenging Internet-related issues at national level.
- Forty percent (40%) of the respondents believe that there are no efficient and effective mechanisms in place at national level to address the identified Internet-related challenges. Other 40% indicated that they were not sure whether such mechanisms exist.

# Key findings (2)

## 1.3

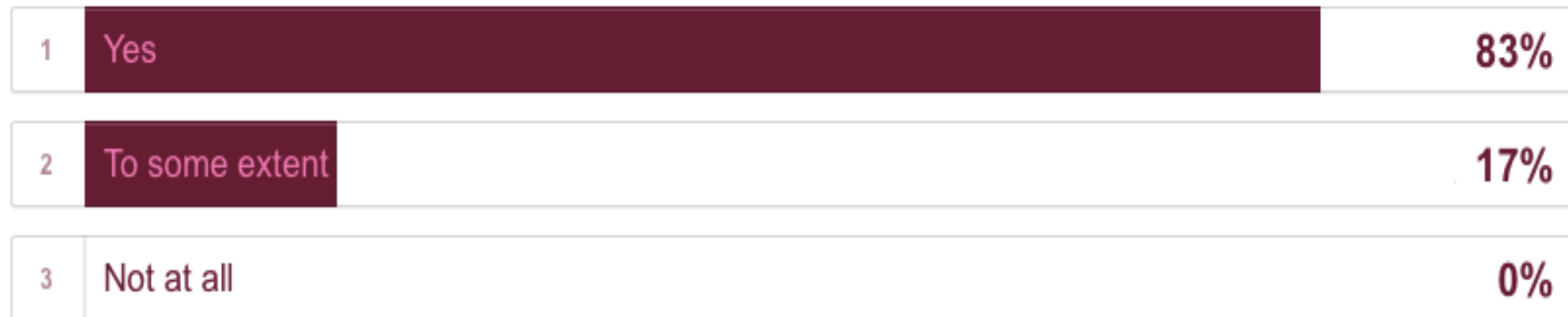
- Eighty-one percent (81%) of the respondents were of the opinion that SEE countries share similar Internet-related challenges and concerns; the top three such similar challenges and concerns were: digital divide, privacy and data protection, and cybersecurity.
- Seventy-one percent (71%) of the respondents indicated that there is value in having regional mechanisms and processes for stakeholders in SEE to discuss/address similar Internet related challenges.
- Limited resources (financial, time, etc.) and lack of/insufficient awareness were identified as the main barriers to participation in national, regional and/or global Internet governance processes and organizations;
- The need for more capacity building and awareness raising on Internet governance issues was emphasized frequently throughout the survey responses.

2

## Internet governance as a concept

# Are you familiar with the term 'Internet governance'?

2.1.



# How would you define 'Internet governance'?



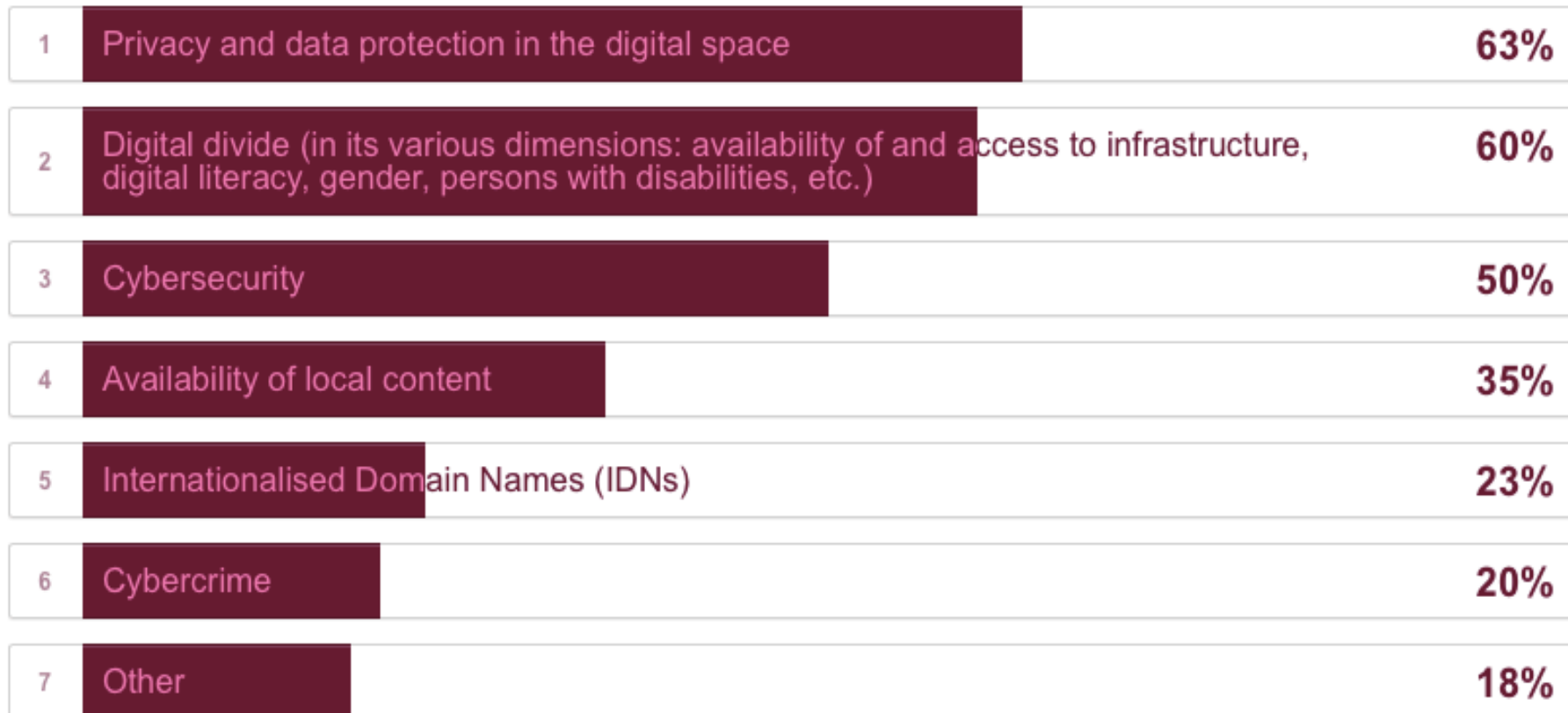


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## Internet governance at national level

# What are the most challenging Internet-related issues in your country?

3.1



# What are the most challenging Internet-related issues in your country? (2)

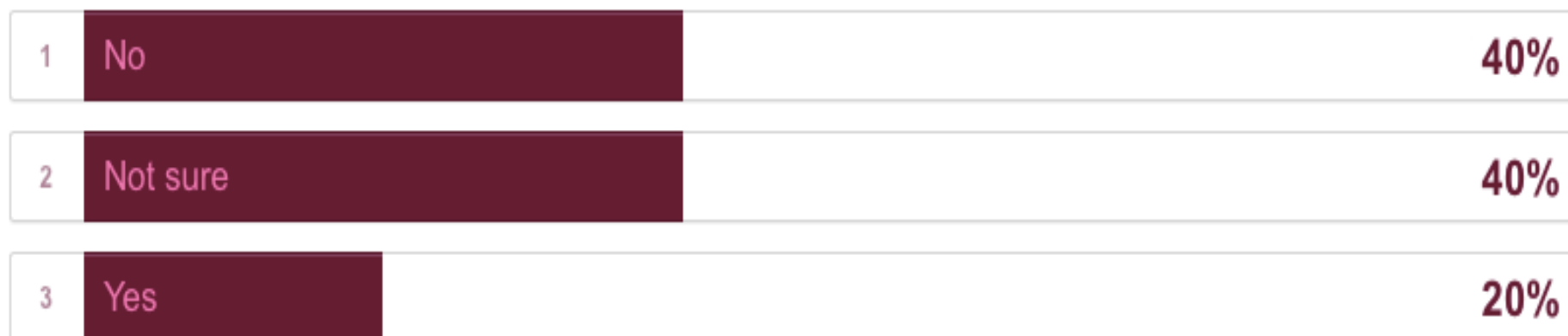
3.2

## Other issues:

- Infrastructure: broadband, IXPs, infrastructure sharing
- Access and empowerment
- Net neutrality
- ccTLD policy
- Human rights (in particular freedom of speech)
- Rule of law
- E-democracy, e-government
- Raising awareness about Internet governance

## Are there efficient and effective mechanisms in place at national level to address the identified Internet-related challenges?

3.3



# Are there efficient and effective mechanisms in place at national level to address the identified Internet-related challenges?

## *Insights into answers*

3.4

### □ Existing mechanisms

- ▣ National Internet Governance Forum (IGF) initiatives
- ▣ Multistakeholder mechanisms dealing with IG-related issues (ccTLD registry, IG council)

### □ Issues / Challenges

- ▣ Emphasis on the need for more capacity building and awareness raising on IG among all stakeholder groups.
- ▣ Many answers underlined the fact that shaping Internet-related policies needs to happen in a more open, inclusive, and transparent manner, with the inclusion of all stakeholders.
- ▣ ‘There is no systematic approach to IG.’
- ▣ ‘(Almost completely) non-existing mechanisms.’
- ▣ ‘Good intentions, lack of political will, some bodies and rules exist, but not in sufficient way.’

# In addressing Internet related challenges, how important do you think the following aspects are?

3.5

Dialogue and collaboration between all stakeholders, on equal footing (government, private sector, civil society, technical community)



Learning from the experiences of other countries and trying to adapt those to the national realities.



# In addressing Internet related challenges, how important do you think the following aspects are? (2)

3.6

Where applicable, have more support (financial resources, expert advice) from regional and/or global intergovernmental organizations, and other international organizations.



## What other aspects do you consider to be important when addressing Internet-related challenges at national level?

3.7

- Overarching:
  - ▣ Cooperation, collaboration, transparency, and trust among the various stakeholder groups
  - ▣ Capacity building and awareness raising on IG issues, in order to determine a more active engagement of the various stakeholders groups in shaping IG policies
  
- Specific:
  - ▣ IG policies should be based on comprehensive analyses of the existing situation
  - ▣ Less regulation
  - ▣ Integrating the 'public interest' in any IG policy making process



# Multistakeholder Internet governance mechanisms at national level – do they exist?

3.8

1	There is at least one multistakeholder Internet governance mechanism in place or in the process of being formulated.	35%
2	There is no formalised multistakeholder Internet governance structure, but stakeholders do engage in dialogue and collaboration.	35%
3	There is no such thing as multistakeholder Internet governance at national level; the various stakeholder groups do not really engage in dialogue and collaboration on Internet-related issues.	20%
4	I cannot tell.	10%

# Multistakeholder Internet governance mechanisms at a national level - examples

3.9

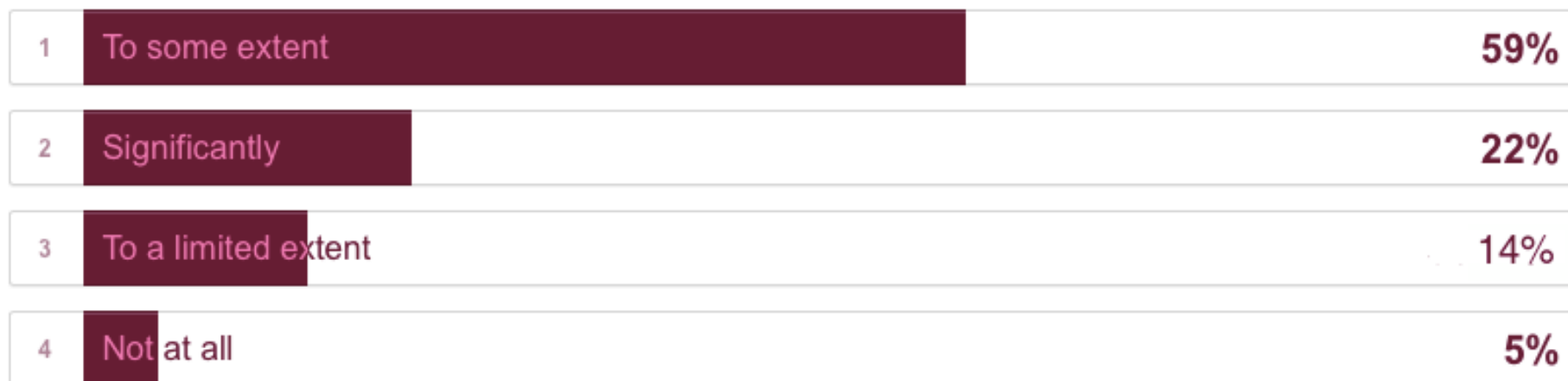
- Existing:
  - ▣ Armenia: Internet Governance Council
  - ▣ Bulgaria: temporary advisory body to assist the government in the ongoing IDN ccTLD procedure
  - ▣ Serbia: ccTLD registry
  - ▣ National IGF initiatives (Bosnia and Herzegovina, Croatia, etc.)
- Under creation:
  - ▣ An undergoing initiative to create a Caucasus IG Forum (Georgia, Azerbaijan and Armenia).
  - ▣ Serbia: envisioned advisory working group for developing a national cybersecurity strategy.

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## Internet governance in SEE

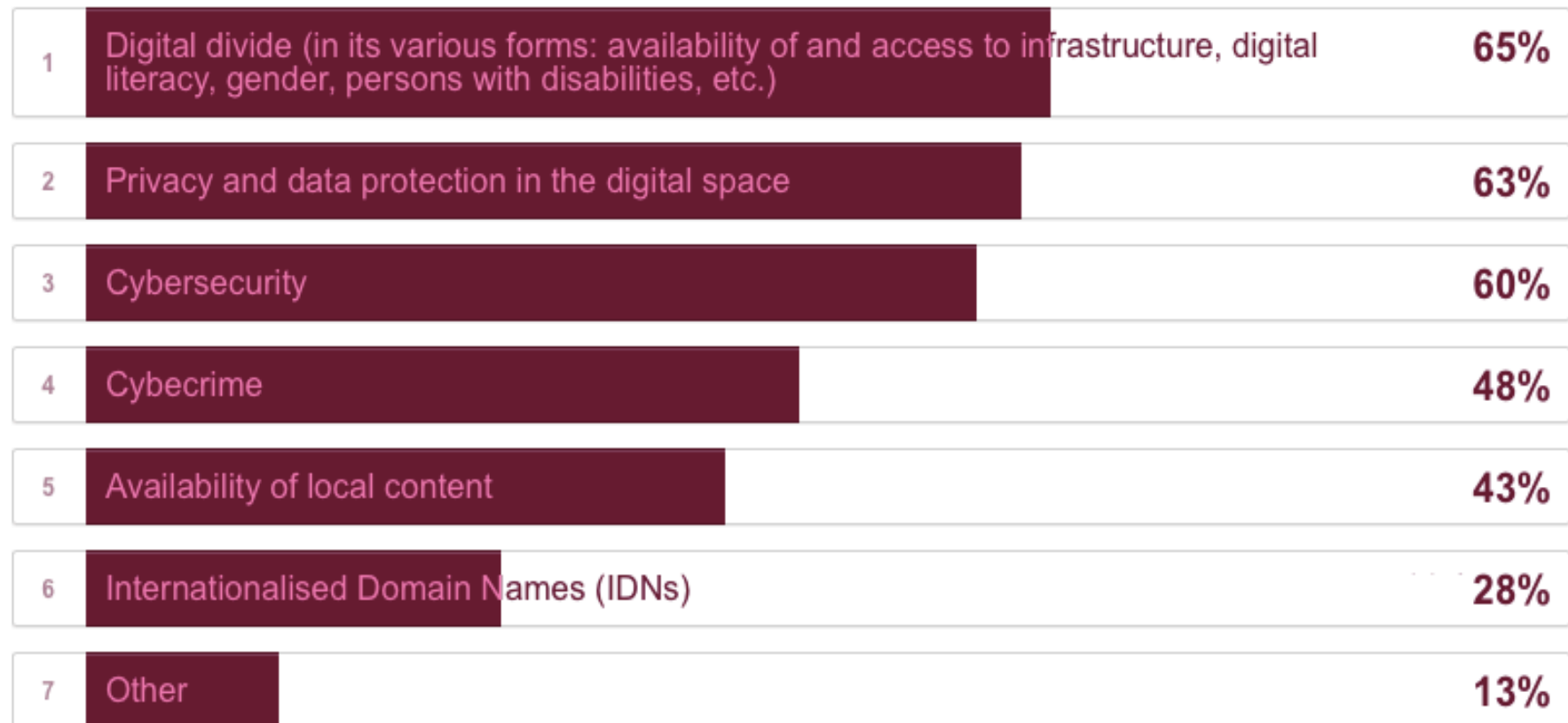
# Do SEE countries share similar Internet-related challenges and concerns?

4.1



## If SEE countries share similar Internet-related challenges and concerns, which are these?

4.2



# Other Internet-related challenges and concerns that SEE countries share

4.3

## □ Issues:

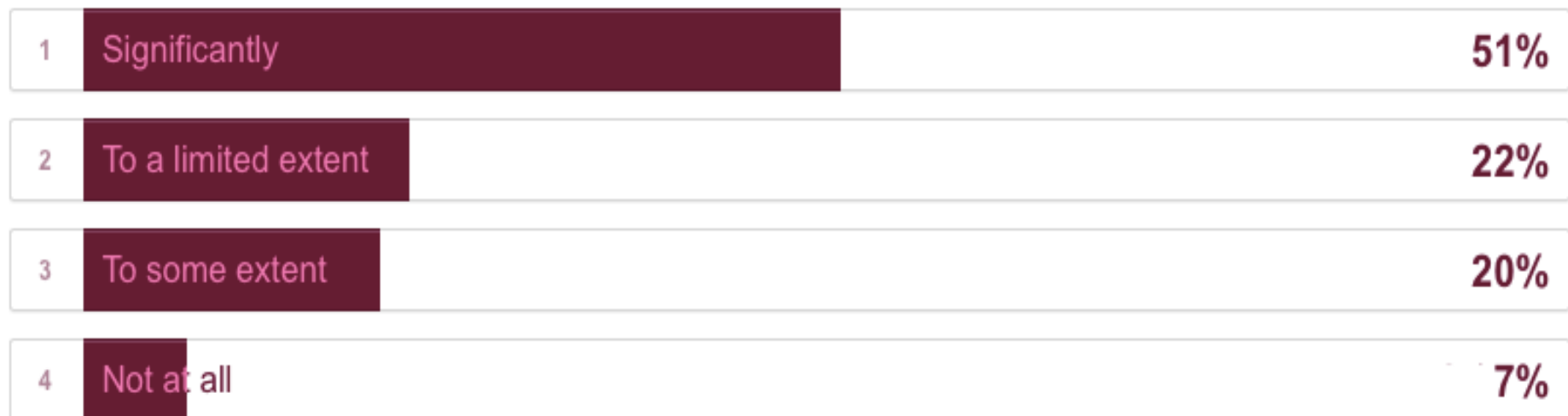
- ▣ Network neutrality
- ▣ Freedom of expression, access to information, media freedom online

## □ Processes:

- ▣ Transparency, openness, accountability of Internet policy making processes
- ▣ Collaboration between IG stakeholders
- ▣ Engagement of the various stakeholders in national, regional, international IG processes

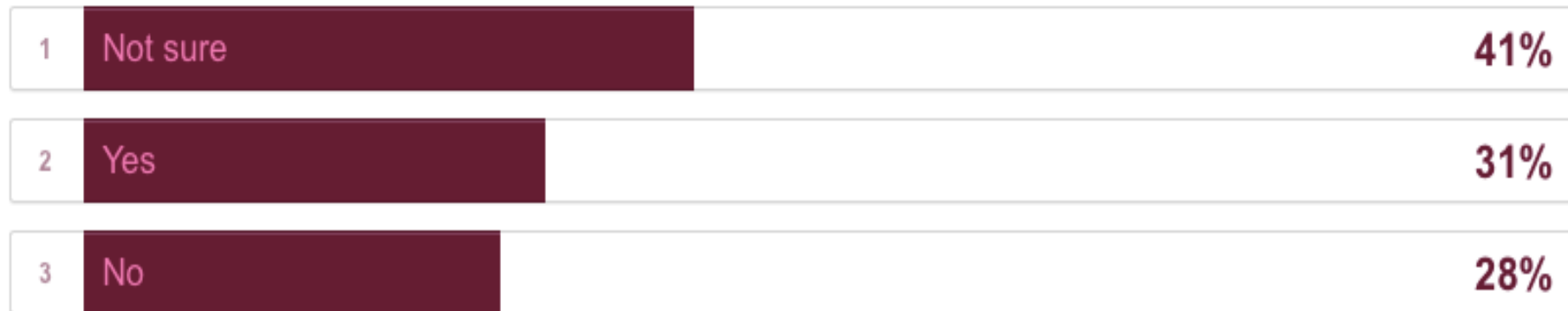
## Do you think there is value in having regional mechanisms and processes for stakeholders in SEE to discuss/address similar Internet-related challenges and concerns?

4.5



## Are there adequate regional mechanisms and processes in place for stakeholders in SEE to discuss/address similar Internet-related challenges and concerns?

4.6



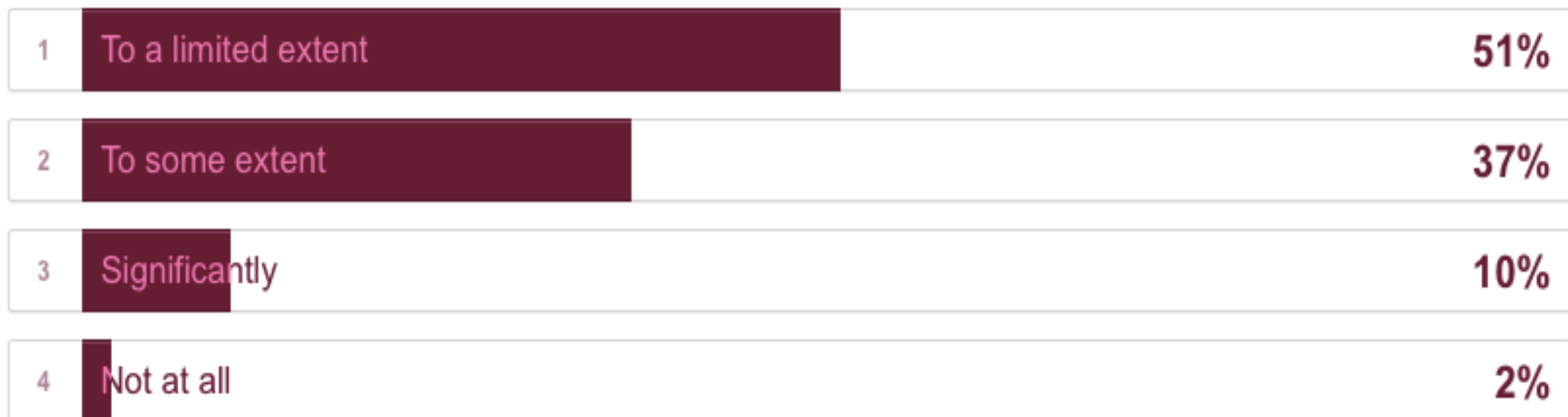
### Examples:

- ☐ SEEDIG
- ☐ Regional Internet Forum
- ☐ 'Any event where participants can share their experience can be relevant.'



## Are the Internet-related realities (challenges, concerns, etc.) in SEE sufficiently considered/reflected within the pan-European and global Internet governance processes and organizations?

4.7



## Which of the following approaches could contribute to creating more linkages and synergies between the Internet-related realities in SEE and the pan-European and global processes and organizations?

4.8

1	Ensuring that the results of national and regional processes (like national IGF initiatives, SEEDIG meeting, RIPE SEE meetings, etc.) are integrated into pan-European and global processes (like EuroDIG, IGF, ICANN, general RIPE meetings)	75%
2	Increased participation of regional stakeholders in pan-European and global processes and organizations	75%
3	More efforts from pan-European and global processes and organizations to integrate SEE perspectives and views	45%

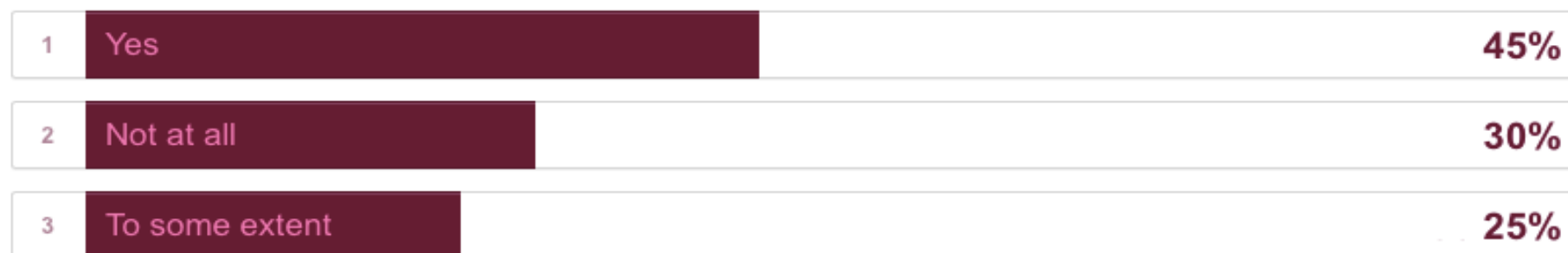
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## Participation in Internet governance

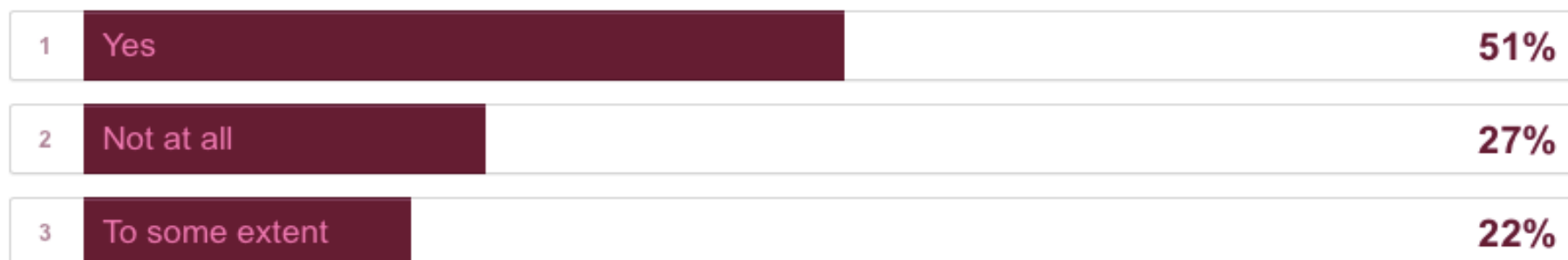
# Do you participate in Internet governance organizations and processes?

5.1

## Internet Governance Forum (IGF)



## European Dialogue on Internet Governance (EuroDIG)



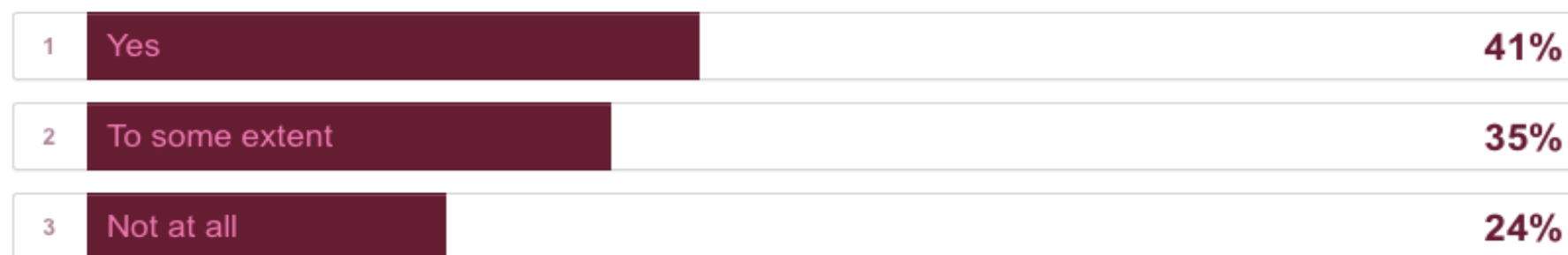
# Do you participate in Internet governance organizations and processes? (2)

5.2

South Eastern European Dialogue on Internet Governance (SEEDIG)



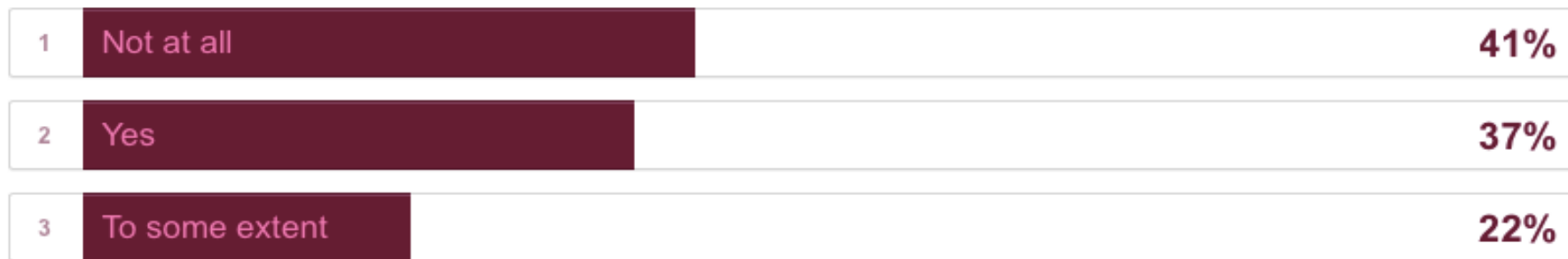
National IGF initiatives



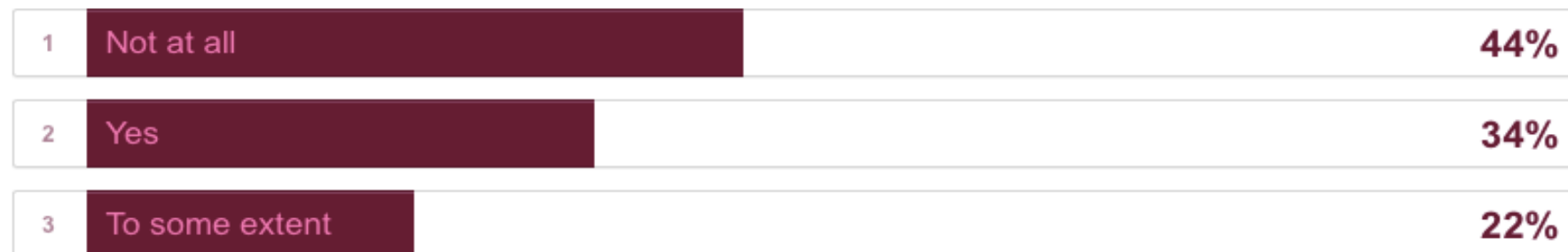
# Do you participate in Internet governance organizations and processes? (3)

5.3

Internet Corporation for Assigned Names and Numbers (ICANN)



Internet Society (ISOC)



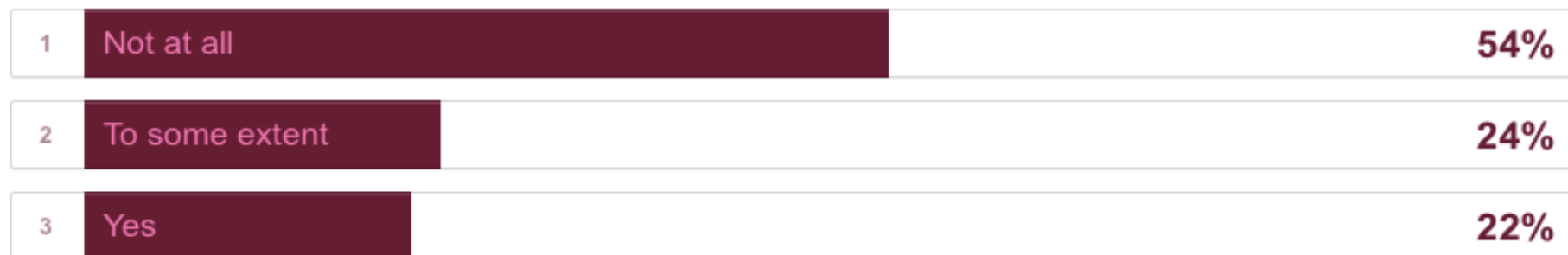
# Do you participate in Internet governance organizations and processes? (4)

5.4

Internet Engineering Task Force (IETF)



RIPE Network Coordination Centre



# Do you participate in Internet governance organizations and processes? (5)

5.5

International Telecommunication Union (ITU)



## Other IG organizations and processes indicated by respondents:

- Youth Coalition on Internet Governance (YCIG)
- National NGOs and initiatives dealing with net policy
- Regional Internet Forum
- European Commission High Level Group on Internet Governance
- SIF - Stockholm Internet Forum



# What motivates your participation in Internet governance processes and organizations?

5.6

## □ Overarching:

- ▣ Acquire knowledge on IG issues, gain more experience, develop capacities to further participate
- ▣ Learn how to replicate IG processes at a national level
- ▣ Interactions with other IG stakeholders, sharing knowledge and experiences

## □ Specific:

### ▣ Contribute to:

- ‘Making the Internet a better place for all of us’
- ‘Ensuring that the Internet stays open’
- ‘Shaping a better future for IG’
- ‘The Internet is one of the most important resources for humanity, hence protecting it and keeping it open, accessible, secure, and interoperable is imperative.’

# Main barriers to participation in national, regional and/or global Internet governance processes and organizations?

5.7



## Other:

- Language
- 'Internet governance processes are gradually becoming exclusive domains for small elites.'
- ' "Approachability" and clarity of issues (for an average person)'

6

## Demographics

# Demographics

6.1

Your stakeholder group:

1	Civil society	22%
2	Government	20%
3	Private sector	20%
4	Technical community	17%
5	Academia	10%
6	Intergovernmental organization	7%
7	Media	4%

41 respondents from 15 countries

# Demographics (2)

6.2

Gender:



Age:



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## Final notes

The survey questions can be found at [www.seedig.net/seedig-survey](http://www.seedig.net/seedig-survey).

For any inquiries, please contact us at [see@intgovforum.org](mailto:see@intgovforum.org).



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