UNESCO Workshop Report

African Centre of Excellence
for Information Ethics

UNESCO Lesotho Workshop on Information Ethics in Africa 2014

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This Workshop was one of the UNESCO workshops that the African Centre of Excellence for Information Ethics (hereafter referred to as the ACEIE) presented in 2014 in accordance with the agreement signed between the University of Pretoria and the Southern Africa Regional Office of UNESCO in Harare, Zimbabwe.

The workshop at a glance

Date: 28 October 2014

City and Country: Maseru, Lesotho

Venue: Lancer's Inn Hotel and Conference Centre, Maseru, Lesotho

Facilitator(s): Mr Coetzee Bester
Presenters: SG Palesa Montsi , Prof. Matseliso Moshoeshoe-Chadzingwa Mr Edward Salomane, Mr Coetzee Bester & Ms Rachel Fischer

UNESCO and ACEIE present: SG Palesa Montsi, Mr Tieho Rankhone, Mr Edward Salomane, Mr Ronewa Mathalauga, Mr Coetzee Bester & Ms Rachel Fischer

Host representative(s): SG Palesa Montsi and Mr Tieho Rankhone

Highlights

The Lesotho National Commission office of UNESCO hosted the event.

Number of attendees according on signatures on list of attendance (including ACEIE staff and presenters): 32

Primary contact persons: Mr Tieho Rankhone & Ms Rachel Fischer

Appendices:

Appendix A: Workshop day programme

Appendix B: Welcoming remarks: SG Palesa Montsi on behalf of Mrs Mapaseka Kolotsane, Deputy Principal Secretary of the Ministry of Education and Training

Appendix C: Workshop list of attendance

Appendix D: Workshop feedback

Appendix E: Workshop photos

Appendix A:

Workshop day programme

Programme for the 1-day ACEIE Africa Workshop, Lancer's Inn Hotel and Conference Centre, Maseru, Lesotho.

09:00   Arrival at the workshop venue

- Registration of participants

09:30   Starting of the Workshop

- Calling to order and administrative announcements: Mr Coetzee Bester, Director: ACEIE
- Welcoming remarks: SG Palesa Montsi on behalf of Mrs Mapaseka Kolotsane, Deputy Principal Secretary of the Ministry of Education and Training.

10:00   Introduction of the theme

- Keynote Speaker: Associate Professor Matseliso Moshoeshoe-Chadzingwa: National University of Lesotho Librarian and the Lesotho National Commission for UNESCO Communication and Information Committee Chairperson
- UNESCO International guidelines: Mr Edward Salomane, South Africa National Commission for UNESCO

10:30   Refreshments

11:00   Session 1: Discussion on Information Ethics in Africa

- ANIE and The Africa Centre of Excellence for Information Ethics: Mr Coetzee Bester, Director: ACEIE
- Ethics and Information Ethics (Global, African and digital perspectives)

12:30   Session 3: Information Ethics in theory and practice

- Information Ethics Curriculum
- Pedagogical skills

13:00   Session 4: Information Ethics – Interest groups and practical examples

- Reading material
- Exercises with tools for everyday use

13:30   Closing

- Closing remarks

14:00   Lunch

Appendix B:

Welcoming remarks: SG Palesa Montsi on behalf of Mrs Mapaseka Kolotsane, Deputy Principal Secretary of the Ministry of Education and Training.

United Nations
Educational, Scientific and
Cultural Organization

Organisation
des Nations Unies
pour l'éducation,
la science et la culture

UNESCO Regional Office for Eastern Africa

UNESCO Keynote address on Information Ethics and the post 2015 development agenda

Ladies and Gentlemen,

Thank you for inviting me to deliver this keynote.

Ethical principles for knowledge societies derive from the Universal Declaration of Human Rights and include the right to freedom of expression, universal access to information, particularly that which is in the public domain, the right to education, the right to privacy and the right to participate in cultural life. One of the most challenging ethical issues is the inequity of access to ICT between countries, and between urban and rural communities within countries. This why we are looking within the post 2015 development agenda towards recognition of everyone having access to modern infrastructure including information and communications technologies (ICT).   Debate around the right to Internet access is also increasingly growing amongst governments at all levels around the world.

From UNESCO's perspective, the role of ICTs and the Internet in advancing respect for and the realization of human rights, in ensuring human dignity and in promoting peace raises issues for ethical consideration.

These ethical considerations derive from different perspectives on ICTs, its origin and its implication on society.

ICTs are sometimes viewed as being purely technological, not imbued with intent of its own as such. From this perspective, technology is seen to be neutral and, on this basis, value judgments may only be made in relation to the intent, use and the outcomes of its application.

Another perspective argues that ICTs are not neutral and that they are embedded, whether explicitly or implicitly in their design, with assumptions, expectations, values and biases along with the viewpoints of their designers and the societies in which they are created. Technologies do not simply come into existence – they are created within a social context that gives them meaning and purpose. The way in which the designer of a new communication and information technology considers it should be used, the perceived potential benefits it provides, what data should be collected, how data should be stored and accessed, what user actions are permitted, along with issues of profitability – all of these may be seen to entail particular choices with distinct consequences.

But there is yet another perspective that posits that ICTs, especially newer ones, are altering human interactions in fundamental ways for which we are not yet adapted or adequately prepared cognitively. From this angle, ICTs are seen to be changing drastically the context of social interactions, removing important social cues and inhibitions, with the potential impact that may be socially inappropriate.

These different perspectives and assumptions about technology and their relation to society highlight the need for increased awareness as well as critical consideration on the ethical dimensions of the information society at all levels – by users, network operators, content producers, designers of ICT, policy-makers and academia. It underscores the important work that this network of universities can carry out in raising awareness on this important subject of information ethics on empirical evidence and sound research.

Awareness raising is not the only activity to be carried out. The WSIS Plan of Action, Action line C10 mentions specifically what needs to be done in considering the ethical dimensions

of the Information Society. The Information Society should be subject to universally held values and promote the common good and to prevent abusive uses of ICTs by:

- Taking steps to promote respect for peace and to uphold the fundamental values of freedom, equality, solidarity, tolerance, shared responsibility, and respect for nature.
- Increasing all stakeholders' awareness of the ethical dimension of their use of ICTs.
- Promoting the common good, protect privacy and personal data and take appropriate actions and preventive measures, as determined by law, against abusive uses of ICTs such as illegal and other acts motivated by racism, racial discrimination, xenophobia, and related intolerance, hatred, violence, all forms of child abuse, including paedophilia and child pornography, and trafficking in, and exploitation of, human beings.
- Inviting relevant stakeholders, especially the academia, to continue research on ethical dimensions of ICTs.

ANIE by its existence and activities took action in implementing at least two activities, but what additional progress has been made by other actors? Much need to be done and within this spirit there is a renewed commitments to ICTs and its use that provide additional opportunities to implement the above mentioned activities as per the WSIS Plan of Action. A statement was issued by the United Nations Group on the Information Society (UNGIS) on the potential of ICTs and the statement acknowledges that thirteen years since the UN Millennium Summit and ten years after the Geneva Summit, we developed a much better understanding of how ICTs can be utilized to advance development.

In particular, the statement highlighted existing knowledge that:
- ICTs can help "accelerate delivery on all three pillars of sustainable development – economic growth, social inclusion and environmental sustainability".
- ICTs can contribute to rights-based development, especially "freedom of expression and press freedom, which in turn are critical to combating corruption, ensuring gender-sensitivity, deepening accountability, and promoting socially-inclusive development".

- ICTs have become critical drivers for "the creation of jobs and the delivery of basic public services, for improving access to knowledge and education, for empowering women, enhancing transparency, and for giving marginalized populations a voice in decision-making processes".

- "ICTs play a transformative role in governance and institutional development at the global, regional, national and local levels, which are essential for sustainable development."

- "Regional cooperation, through the sharing of best practices, policies and experience" can facilitate the emergence of mutually-beneficial solutions that are relevant to given regions.

- ICTs can enhance the "technical effectiveness of development work, as well as the way in which common objectives are defined, set, monitored and achieved".

- "Affordable access to ICTs will continue to transform people's lives, as this enables people to empower themselves, their communities and their societies."

However, ICTs by themselves cannot ensure that the development goals are achieved but the ethical dimension need to be combined with "strategic policies, human capacity, appropriate knowledge management, relevant content development, infrastructure deployment and an enabling environment". In addition, despite the progress made, "inequalities in access to ICT networks/infrastructure, education and technological progress and to innovation systems remain vast, within and between countries", and "important digital and knowledge divides" remain. The statements therefore proposed that:

• "The potential of ICTs as key development enablers, and as critical components of innovative development solutions, is fully recognized in the Post-2015 Development Agenda."

• "The Post-2015 Development Agenda reflects the lessons learned during the past decade in the implementation of the WSIS outcomes."

• "Interaction between the Post-2015 Development Agenda and the WSIS+10 Review processes be established to create synergies."

Within the framework of ICT for Development, information ethics is more relevant than ever as the high rate of failure of ICT4D initiatives and the difficulties in transferring successful initiatives between contexts. There is thus a need for ICT4D decision-making to rely more

on research and evidence and has created favourable conditions for the growth of ICT4D as a field of applied research. Little is known and not much documentation exists, especially within the African context of the impact of ICTs in different sectors. When looking at the publication final WSIS Targets Review: Achievements, Challenges and the Way Forward, it is confirmed that mixed results in terms of achieving the WSIS targets can be observed. The report also points to the difficulties in monitoring them and a number of lessons can be learnt for identifying and monitoring the targets. A key benefit of identifying targets is to bring global attention to ICT development challenges and its ethical dimension.

These challenges have the opportunity to be included in the Post 2015 Agenda and are now part of global discussions with multiple actors, whose decision-making is informed from a variety of perspectives. However these perspectives need to be explored, analysed and monitored so that UNESCO's vision of knowledge societies can affirm the importance of societies that value and respect diversity and pluralism. The Organization's thrust to create knowledge societies is premised on the conviction that universal access to information is key to building peace, sustainable economic development, and intercultural dialogue that can impact the most challenging ethical issues of our society and the way that we manage our digital lives.

I thank you

Appendix C:

Workshop list of attendance
Note: Participants' e-mail addresses have been blocked out to protect their privacy.

Maseru – LESOTHO
Date: 28 October 2014   Venue: Lancer's Inn – City Centre

INFORMATION ETHICS WORKSHOP

Nr	Title	Name	Surname	Email address	Institution	Position	ANIE* (Y/N)	Signature
1.	Mr	Tieho	Rankhone		Lesotho Natcom	Program officer C&I	Y	
2.	Ms	Rachel	Fischer		ACEIE UP	Research officer	Y	
3.	Mr	Edward	Salomane		SA NATCOM	Programme Officer	Y	
4.	Mr	Ronewa	Mathalauga		SANATCOM	Intern	Y	
5.	Mrs	Mabela	Khabele		IEMS – NUL	Lecturer	Y	
6.	Prof	Matseliso	Moshoeshoe Chadzingwa		NUL – LIBRARY	LIBRARIAN	Y	
7.	Mr	Tsepo	Mofolo		LIMKOKWING UNIVERSITY	LECTURER	Y	
8.		Ramahakila	Ramahakila		2u Communication	CHIEF INFOR officer	Y	
9.		Seeiso	Koeli		N.U.L	Lecturer		
10.		Lekhori	Motsoari		LP	LECTURER	Y	
11.		Thaba	Josepha		LP	''	Y	
12.		Coetzee	Bester		ACEIE/UP	DIRECTOR	Y	
13.	Mr	Lekhooa	Machache		LAC	LECTURER	Y	

*ANIE: (Receive updates on activities and workshops in Information Ethics)   Page 1 of 8

Maseru – LESOTHO
Date: 28 October 2014   Venue: Lancer's Inn – City Centre

INFORMATION ETHICS WORKSHOP

Nr	Title	Name	Surname	Email address		Position	ANIE* (Y/N)	Signature
14.	Mrs	Lineo	Lepota		Lesotho College of Education	REGISTRAR	Y	
15.	Ms	Palesa	Montsi		LESOTHO NATCom	Secretary General	Y	
16.	Mr	Leboela	Lebete		CENTRE FOR ACCOUNTING	LECTURER	Y	
17.	Mr.	Sello	Lejakane		LCA	MANAGER – CONSUMER AFFAIRS	Y	
18.	Ms	'Masenei	Molibeli		LESOTHO COMMUNICATIONS AUTHORITY	COMPLIANCE OFFICER	Y	
19.	Mrs	Mamofolo	Mabote		LCA	Licensing officer	Y	
20.	Ms	Mooyju	Kim		Lesotho National Commission for UNESCO	BRIDGE Project Manager	Y	
21.	Ms	Saskia	Czinenga		–u–	volunteer	Y	
22.	Ms	Mpine	Teide		ETL	CPM. Customer Services	Y	
23.	Ms	Nthabiseng	Masasani		LTV	PRODUCER	Y	
24.	Ms	'Mantsoaki	Lehatsa		LTV	CAMERAMAN	Y	
25.	Mrs	Karabelo	Letsoela		LAC	Principal Lecturer	Y	
26.	Mrs	Boitie	Ntloade		UNESCO Commission	Programme Coordinator	Y	

*ANIE: (Receive updates on activities and workshops in Information Ethics)   Page 2 of 8

Nr	Title	Name	Surname	Email address	Institution	Position	ANIE* (Y/N)	Signature
27.	MISS	TSOANELO	JOONAME		LENA	JOURNALIST	Y	
28.	Mr.	Kletsiy	Mangoaela	s.co.uk UNESCO	Committee Member	Y	
29.	Mr.	THABISO	KOLOTSANE	Radio Lesotho	Reporter	Y	1.kalotsane
30.	Mbs	MAMOLISE	FALATSA	MOET	PRO	Y	
31.	Mr	MOTHAE	MOLETSANE	TRC	INFO OFFICER	Y	
32.	MR.	MAMABATHE	MAMABATHE	NATIONAL LIBRARY AND ARCHIVES	PRINCIPAL LIBRARIAN	Y	
33.								
34.								
35.								
36.								
37.								
38.								
39.								

*ANIE: (Receive updates on activities and workshops in Information Ethics)

Appendix D:

Workshop feedback from feedback forms that participants completed

NAME OF WORKSHOP: Lesotho Workshop

DATE OF WORKSHOP: 28 October 2014

NOTES:

    i.   *The total number of feedback forms received n = 19*

    ii.   *Numbers may not add up in responses received, since some participants may have chosen more than one option at some questions, while others may have skipped some questions. All responses are recorded.*

    iii.   *Grammar (and most spelling) mistakes are recorded as is.*

    iv.   *Where [...] is used it indicates that one or at most two words are missing because they are illegible.*

1. *What did you expect to learn from this workshop?*
    - Impact of ICT on Information Ethics
    - Ethics/ Information Ethics
    - I was expecting to learn how we adopt information ethics into education policies & legislation
    - ACEIE experiences and guidelines towards the Lesotho chapter; views from local participants
    - Information ethics and experiences from RSA and other regional countries.
    - My thinking was [...] – but what [...] was beyond my thinking
    - IE Awareness
    - Oh wow, I expected to hear exactly this, how information and ethics converge.
    - Learn more about Information Ethics and how that can help me in utilising information Ethics.
    - Ethics on information
    - Principles of ethics @ work
    - Learning what ethical issues to consider in handling/ dealing with information
    - Mainly ethics related to media
    - There has not been much discussion on IE in Lesotho yet.
    - How to build information technology, what is information ethics?
    - The importance and awareness of information ethics
    - Awareness on information ethics

_____

2. *Did the workshop provide what you hoped for or expected?*
    a. *Yes – it was even more than I hoped for*
    b. *Yes – it satisfied my expectations*
    c. *No – it did not meet my expectations*
    d. *No – other reason, specify: _____*
    Please motivate:

Totals:

a	b	c	d
14	3	0	2

Motivations for a:

- I am excited over books donated; and about prospects of IE Lesotho chapter
- Definitely this has been a great resource to me as a facilitator of our credit program in Mass Communication
- I got more than I expected especially materials
- I also expected media houses (broadcasters) to participate in this forum because they disseminate information and are able to influence listeners.
- I am beginning to think about how IE can be integrated into the curriculum.

Motivations for b: None

Motivations for c: None

Motivations for d:

- Partly because I was focusing on academia rather than implementing agencies and policy makers.
- It focused mainly on areas that are relevant to my institution/work – Telecommunication provider

Other comments: None

_____

3. *Why did you choose to attend this specific workshop/conference?*

    a. *The topic is interesting*

      b. It is free
      c. I definitely need to know more about the topic to be effective in my work or community.
      d. Other, specify: _____

Totals

a	b	c	d
6	2	11	6

Specifications for d:

- [added to (a):] and relevant to my job; member of UNESCO CI committee, so I was invited
- Was nominated to attend
- I was nominated to attend by my boss.
- I was invited by UNESCO
- Work-related
- Work related

Other notes: None

_____

    4. *Do you think that what you have learnt here will be useful for you in future?*
      a. Yes – definitely
      b. Maybe – I'm sure
      c. No – it is not relevant
      Please motivate:

Totals

a	b	c
18	1	0

Motivations for a:

- It will be useful especially in my personal life and will disseminate it
- I intend to be active also in this emerging field

- Very relevant to our institution with all its programmes and most especially for the journalist programme. But will be good for the Business department and the Adult Education Sector.
- Personally and professionally
- It was a good refresher workshop and felt there should have been more from my Company
- In my future studies/qualifications I hope pursue.

Motivations for b: None

Motivations for c: None

_____

5. *Where are you most likely to apply your new knowledge?*
   a. *Personal life*
   b. *The environment where I teach or provide guidance other than at work*
   c. *At my place of work*
   d. *Other, please specify: _____*

Totals

a	b	c	d
11	9	11	6

Specifications for d:

- Home with family members
- I shall research on the topic and publish
- Verry appropriate for all […].
- Media setting
- Very invaluable knowledge indeed
- Including home

_____

6. *In which medium would you prefer to have the info accessible post-conference?*
   a. *Online*
   b. *Printed workbooks and notes*
   c. *On a CD/DVD*
   d. *Other, please specify: _____*

Totals

a	b	c	d
14	4	5	2

Specifications for d:

- For ease of access by many
- E-mail

_____

7. *Are you happy with how the workshop was organised in terms of communication, catering etc.?*
   a. *Yes*
   b. *More or less*
   c. *No*
   Please motivate:

Totals

a	b	c
18	0	0

Motivations for a:

- Very precise and short and no waste of time. I'm happy to have my afternoon for work
- With tea, water + sweets. Yet to see Lunch!
- Organisation has been warm and environment conductive.
- […] the participants […] knew your staff
- Different speakers kept me paying attention throughout the workshop
- Logistics and presentations well presented

Motivations for b: None

Motivations for c: None

Other comments: None

_____

8. *Are you happy with the way the programme has been designed in terms of content?*
   Do you have recommendations in this regard?
   a. *Yes*
   b. *More or less*
   c. *No*
   Please motivate:

Totals

a	b	c
15	2	1

Motivations for a:

- Both Coetzee and Richard impressive
- Have at least two – three days training.
- There was a nice flow of the presentations

Motivations for b:

- Though appreciate it was high level, it was rather short & rushed.
- Engage more interaction, ask for experiences with IE

Motivations for c: None

Other notes:

- [Without chosing option a,b or c one respondent writes:] Invited stakeholders should perhaps indicate laws that address ethics in their legislations.

_____

9. *Would you like to be added to the ANIE mailing list? If yes, please provide your e-mail address.*
   a. *Yes. E-mail address: _____*
   b. *No.*
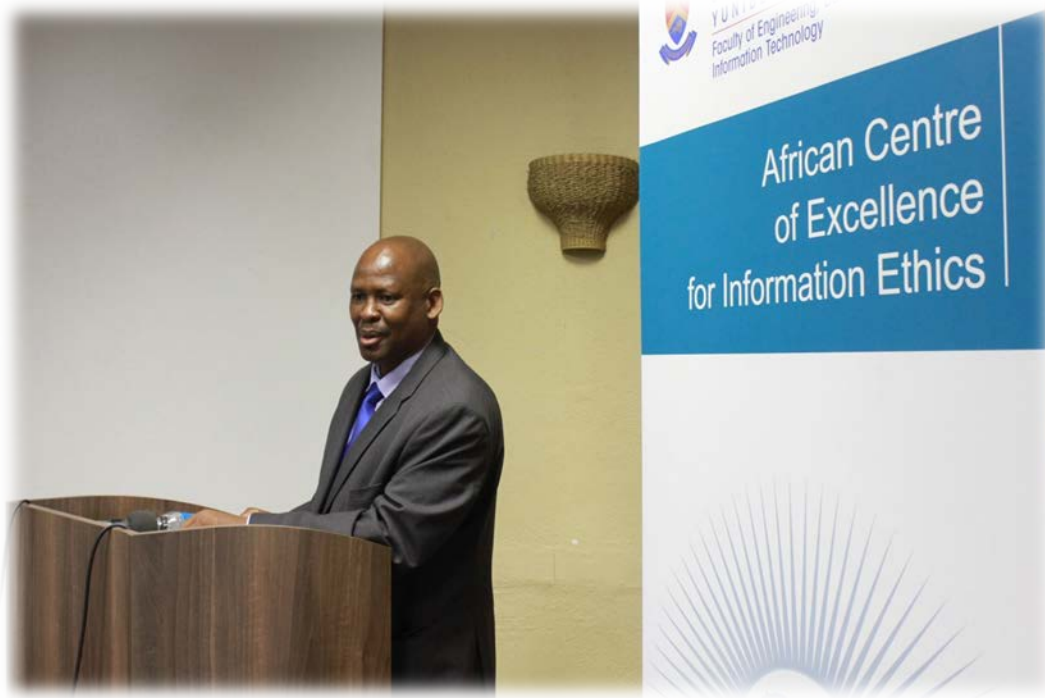   Answers elsewhere on database.

_____

10. *Any other comments or suggestions? General feedback as well as feedback on specific sessions on the programme would be highly appreciated.*

- I am just overwhelmed with how vulnerable Internet users are to criminals out there.
- Information ethics tools, because most of the people including me, we sometimes ignore the consequences of indulging too much online.
- Keep up the good work both ACEIE + UNESCO Lesotho
- Such workshops are crucial not only for academics […] or policy makers but for the general population and media houses as they are the ones to relay or disseminate information. It is also part of morals and values for the providers of information to always give genuine, honest and down to earth information for knowledge and development. We are very happy to get all the information on ethics for free; Perhaps it will be a way forward for Lesotho to finally get factual and researched info for broadcasts, print, online and television production. THANK YOU SO MUCH!
- One of the most important group that was […] – was the media people – we need to organise one more […] workshop locally as it appeared to be a […] will the participants in this 1st […] workshop.
- What a wonderful workshop! It hit the nail on the head! Ethics information is a tricky topic so it was well addressed. As a lecturer I will incorporate the information in my day to day teaching while we will include it in the curriculum in preparation to autonomising Lesotho Agricultural College. I am very impressed by the committee elected as it will carry forward the efforts of ACEIE.
- The workshop was highly detailed, informative and educational, but short. Please organise more regular workshop for school teachers
- Follow-up mechanisms should be made especially with institutions empowered in this forum to check how they have implemented the principles learned from this forum; Expand on the importance of Ethics & integrity at work for the benefit of the community being served; & for the benefit of the organisatio which must be ethical in all its dealings.; Have a forum where legislation can be checked to validate if it addresses ethical issues in relevant areas; Include in the program or recommend to respective employers to empower its personnel on ethics & ethical behaviour; Invite media houses in future for such empowerment sessions to empower them on ethical principles.
- Way forward: how do we proceed from now on?
- Any kind of practical cases in other countries, what kind of programmes or projects going on using information ethics theories?
- Creation of Lesotho National committee to deal with information ethics at national level.
- I would strongly recommend that: 1 – Ethics be taught at Post-primary schools in Lesotho. Approach Ministry of Education on this. 2 – Academic institutions be sensitised on ethics in their programmes.

Appendix E:

Workshop photos

Above and below: Workshop presenter and participants.

Above and below: Workshop presenter and participants.