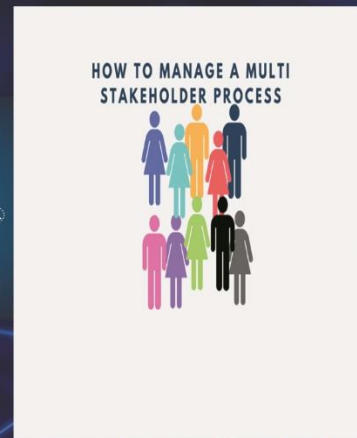
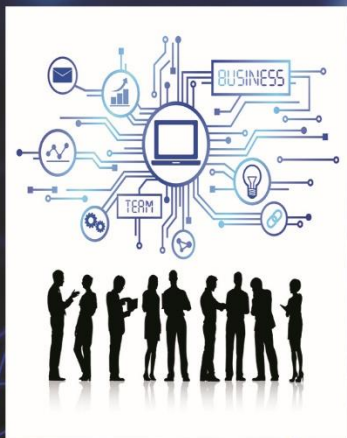
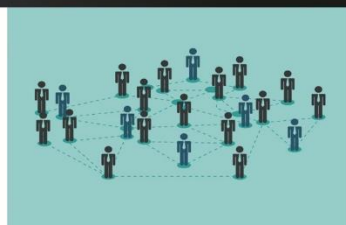




Report on Multistakeholder Concept and its Practice in Developing Countries



By Shreedeeep Rayamajhi
October, 2019

EXECUTIVE SUMMARY

The multistakeholder model is widely accepted as the Internet Governance model by the internet ecosystem. The model has always been a challenge in context of adaptation and mitigation of equal values. The concept of equality and inclusion is a question which has been collectively raised at various levels of implementation. And lack of proper knowledge and wrong interpretation has hugely overdue the bottoms up approach. Similarly, representation and diversity are yet another issue which has been a major challenge in terms of inclusion. The number of limited representations is also subjected to politics and manipulation at various level with limitation of values and awareness campaign.

It has been defined that the multistakeholder model should fosters a balance among various stakeholders in Internet ecosystem facilitating inclusion and bottom-up approach in action. It is an effort of implementing the multi-stakeholder democratization process with the possibility of overcoming the gaps and facilitating the overall internet governance process. But at grassroots level the concept and values of multistakeholder concept is politicized and conditioned, creating a matrix of power, control and numbers.

The NETmundial Internet governance process principle states “Internet governance should be built on democratic multi-stakeholder processes, ensuring the meaningful and accountable participation of all stakeholders, including governments, the private sector, civil society, the technical community, the academic community and users.”

Today the evolution of the Internet-based technologies has created a need of control over the system and its policies that support them. In this context the overall multistakeholder process seems to be overdriven and politicized in terms of proper development of values and other dynamics of representation and collaboration. The bottom’s up approach is certainly a key strategy but in lower economies, it is manipulated to create a syndicate of values where lack of openness, transparency and lack of communication creates big problems and challenges.

From the developed countries to the developing and to the least developed countries, the difference of values and operation model makes a huge difference in how we see the internet of today. The growing four billion architecture of the internet network lives, breaths and communicates with the values that are more dynamic and aspiring globally but when it comes to grassroots level there are more different issues in a country than in different region. The major challenge of the multistakeholder governance model at local level is hugely impacted by communication process, human behavior and their interpretation.

The evolving, multistakeholder model in the internet ecosystem has been progressive enough where internet organization like ICANN, Internet society and others are leading the path and setting example. Moreover, the need of a standardizing the process and localizing the practice needs broader values in dealing with policy making and decision-making processes. This highlights the need of addressing power inequalities among the different stakeholders and groups with openness and collaborative approach.

These basic values of openness and transparency are fundamental for the credibility and legitimacy of process and the whole multistakeholder worldview and narrative. At the local level practice, the multistakeholder process seems to be challenged at national level where governments and other stakeholders are increasingly bypassing each other and are working their way alone. Apart from that the hierarchy leadership and the concept of leaders leading than a community or group has created a contradiction against the theoretical definition of multistakeholder approach. This has been a common practice, creating a bad impression of the democratic values and hampers the evolving multistakeholder process.

No doubt that the credibility of multistakeholderism and its measure of success has been hugely impacted with this limitation but with the growing awareness and capacity building the values and concepts are evolving and mitigating the inequality in a conditioned way.

INFORMATION ABOUT THE SURVEY:

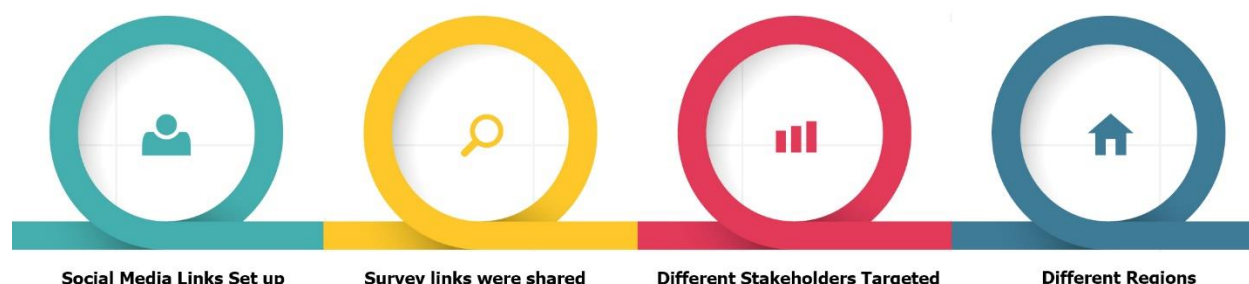
Date of Survey	5/28/2019 -7/28/2019
Survey form	Google docs
Link	https://forms.gle/dn7LusgZzVKTs5tQ6
Target Group	Internet users and community
Survey type	Questionnaire
Participation number	46 Participants

Methodology:

The survey was done using google doc application where people were invited to attend the survey. Various links were set-up on social media sites like Facebook, Twitter and LinkedIn for inviting people for the participation. Various internet communities from different regions were contacted for the responses as well.

During this survey the participants were asked various questions in terms of multistakeholder practice, their basic understanding, knowledge, challenges and various other social indicators of user behavior.

The selection of participants has been random including invitations sent and shared. Participants from various fields and sectors have contributed in voicing the current problems and challenges of their local knowledge and understanding about multistakeholder process and practice.



RESEARCH OBJECTIVES

The basic objective of this survey is to understand the common knowledge and practice of multistakeholder process at local level of developing countries. With this survey we have tried to map the various indicators that are creating a gap in the practice of multistakeholder approach. The difference in adaptation and acceptance of multistakeholder process between the developed and developing nations is hugely impacted by the socio-cultural behavior.

As technology is growing, the need of control over the internet is also growing, the global politics is creating a matrix of alliance and assumption. The gap in the definition and adaptation of basic values of multistakeholder governance has been a huge challenge at local level.

This report deals with the basic objective of understanding the capacity of normal person in terms of their knowledge and adaptation of multistakeholder approach in their own internet community.

- Finding the basic knowledge and understanding of multistakeholder approach
- Highlighting the problems and challenges of multistakeholder governance model
- Indicators of participation and inclusion in multistakeholder process
- Creating better scenario of multistakeholder facilitation
- Identification of measurable indicators of multistakeholder process
- Adaptation and mitigation of multistakeholder model
- Importance of multistakeholder approach
- Impact of multistakeholder approach in developing nations
- Internet gaps and politic
- Problems and challenges of stakeholders and groups

FINDINGS OF SURVEY

The Internet Society defines “The multistakeholder governance framework is informed by three components: a) opened-ended unleashed innovation (infrastructure), b) decentralized governance institutions (governance) and, c) open and inclusive processes (human). Multistakeholder approaches are used in many areas as an accepted international norm. In the Internet area, as in other areas, the multistakeholder approach is widely accepted as the optimal way to make policy decisions for a globally distributed network. This is reflected in declarations, resolutions, and day-to-day working practices of a growing number of international organisations. Multistakeholder decision-making is accountable, sustainable and – above all – effective. The better the inputs and the more inclusive the process, the better the outputs and their implementation.



Source: [Internet Society](#)

Multistakeholder Values

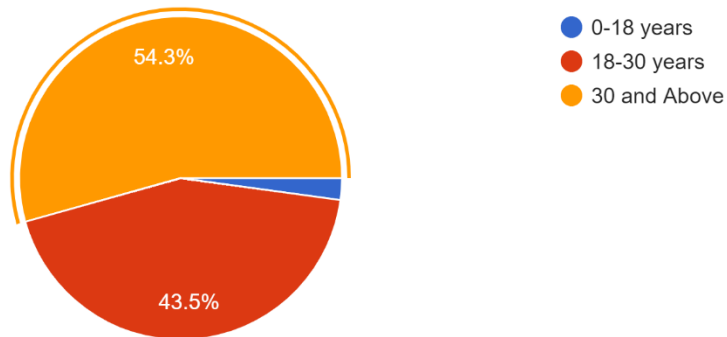


Source: [Learn IG](#)

Survey Result

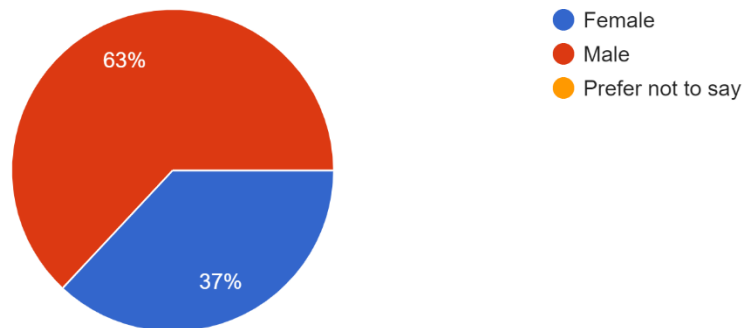
Age Group

46 responses



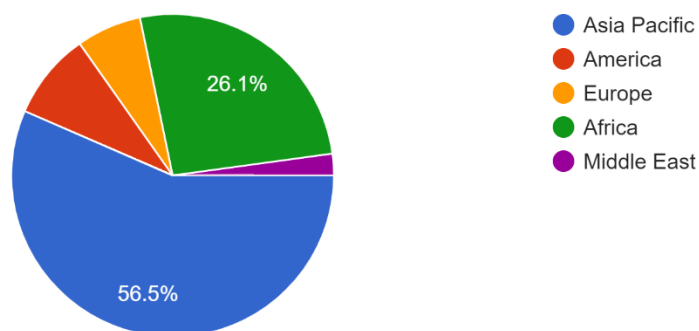
Gender

46 responses



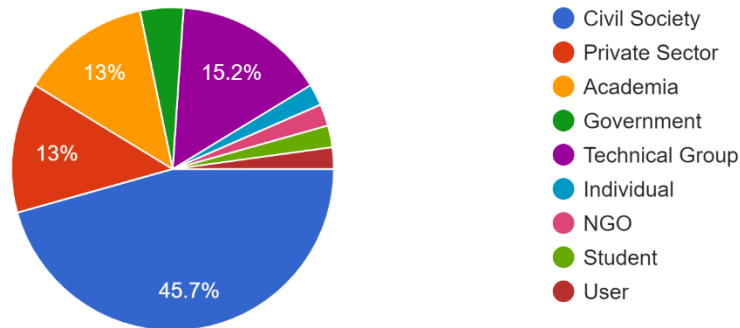
Region

46 responses



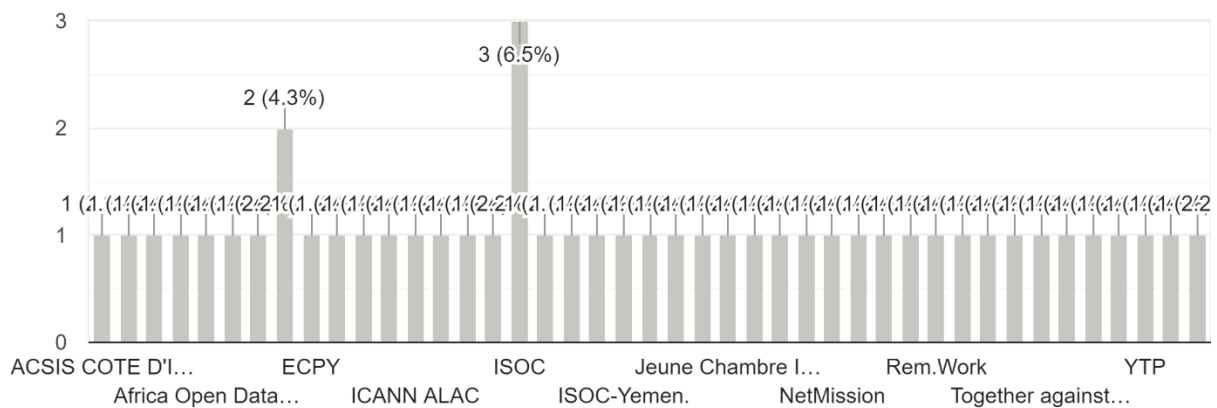
Stakeholder

46 responses



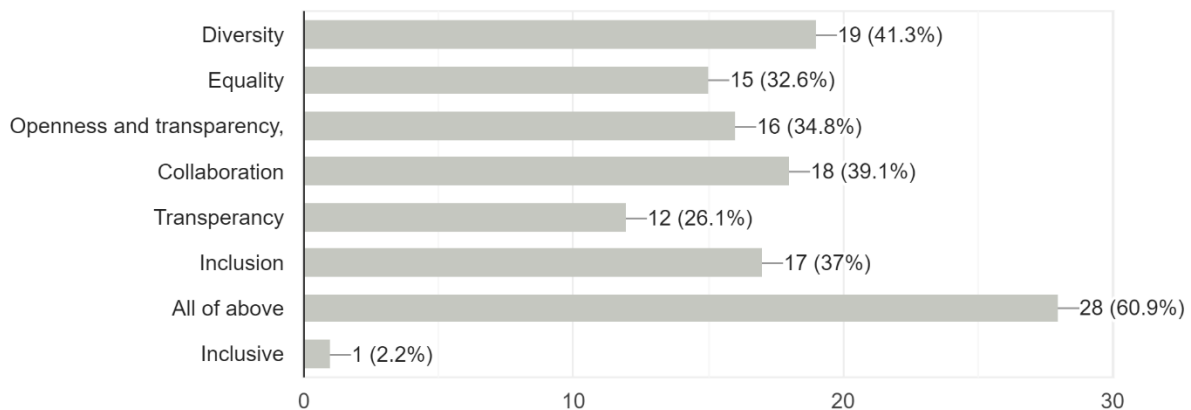
Organizational Association

46 responses



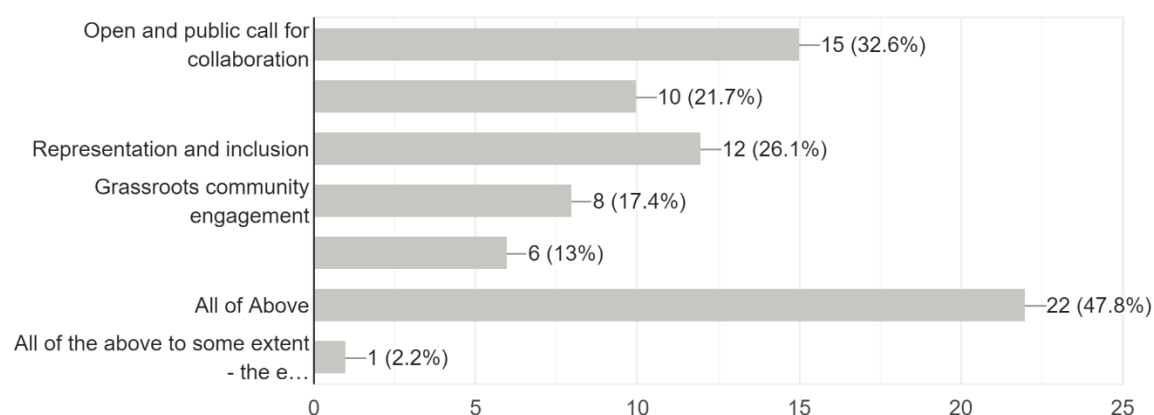
What is Multistakeholder for you ?

46 responses



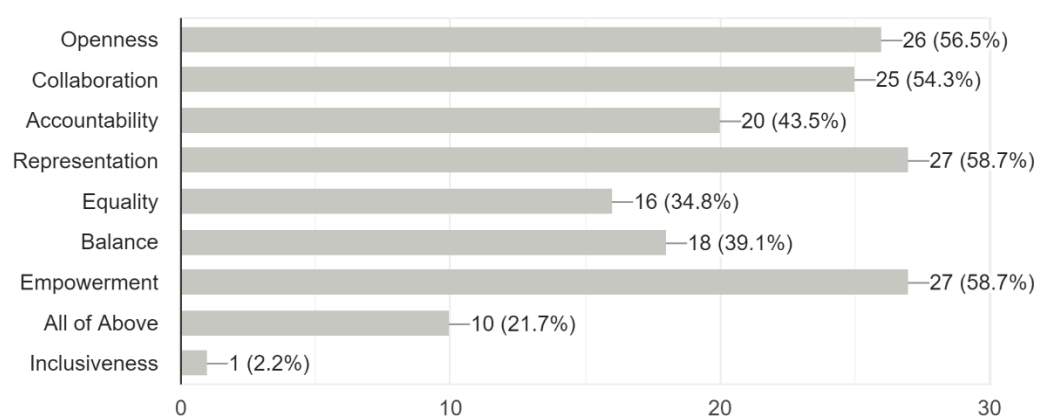
What is the best form of Multistakeholder practice ?

46 responses



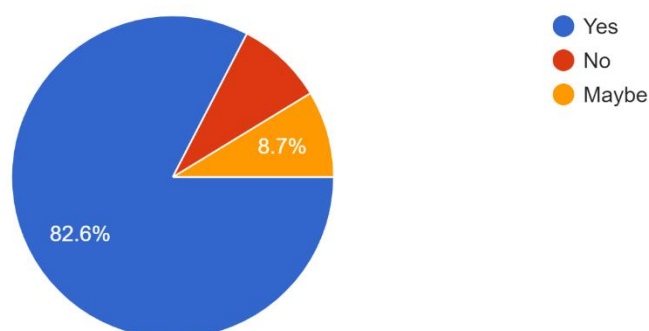
What do you think are the main values of Multistakeholder practice ?

46 responses



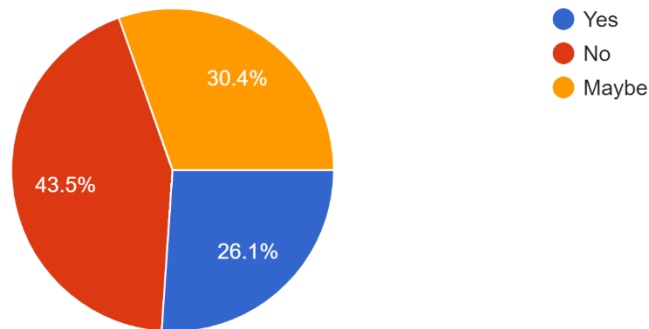
Does Multistakeholder practice represent empowerment ?

46 responses



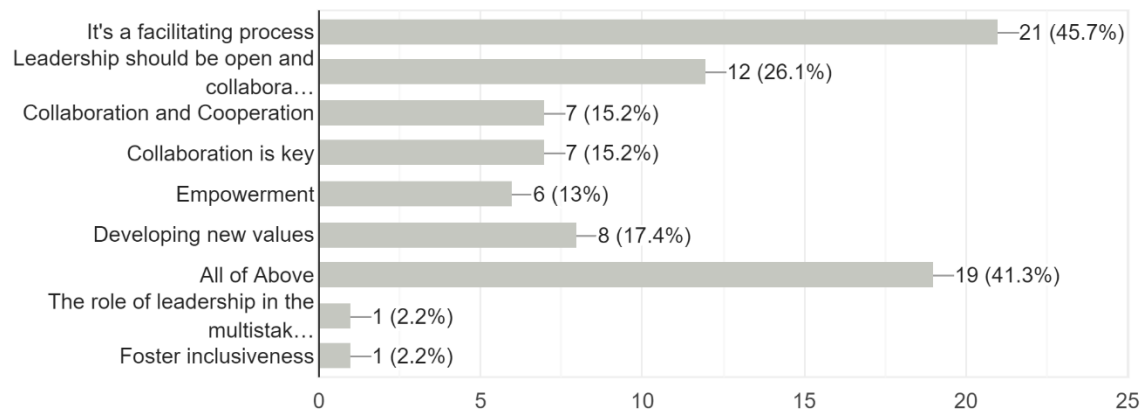
Should Multistakeholder practice have any condition and limitation ?

46 responses



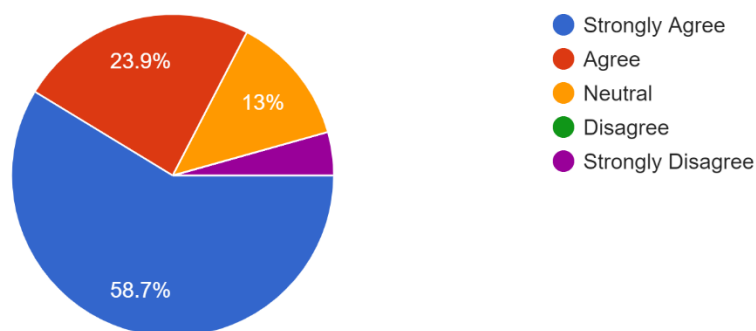
What is the role of Leadership in Multistakeholder practice ?

46 responses



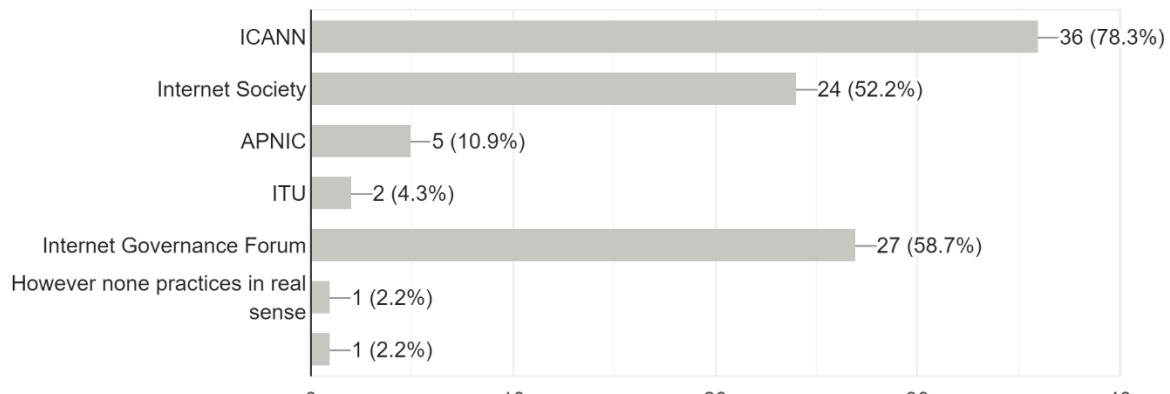
Should Internet ecosystem be governed within Multistakeholder process

46 responses



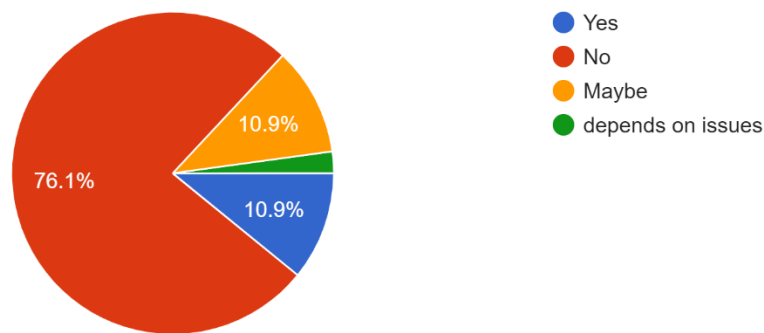
In your opinion which organization practices Multistakeholder model in the internet ecosystem?

46 responses



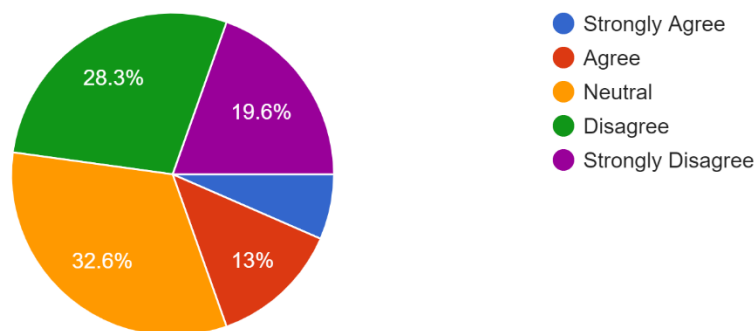
In Multistakeholder Practice should the decision be limited to few selected members ?

46 responses



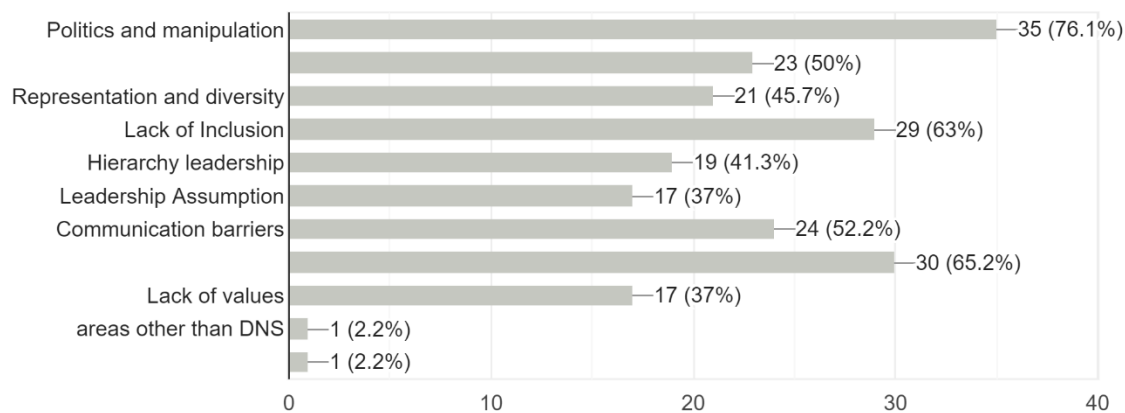
Can Multistakeholder Process be subjected to limitation of Hierarchy leadership?

46 responses



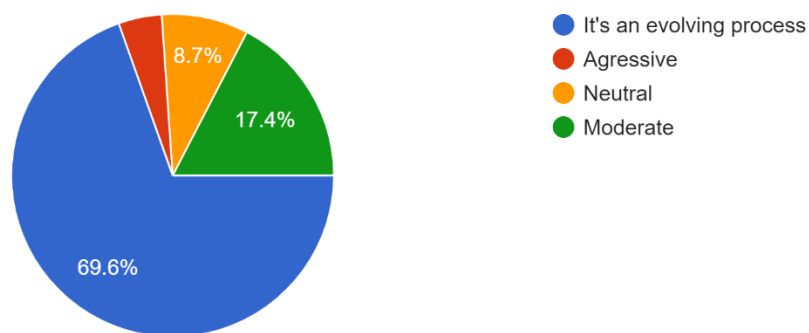
What do you think are the major challenges of Multistakeholder practice

46 responses



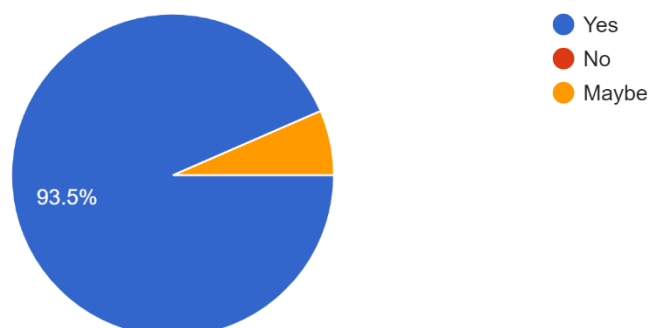
What role does Multistakeholder practice play in establishing new values?

46 responses



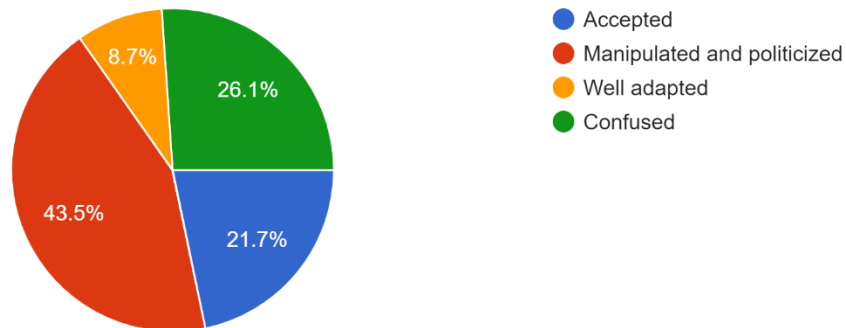
In your experience, does Multistakeholder practices needs further exploration and expansion ?

46 responses

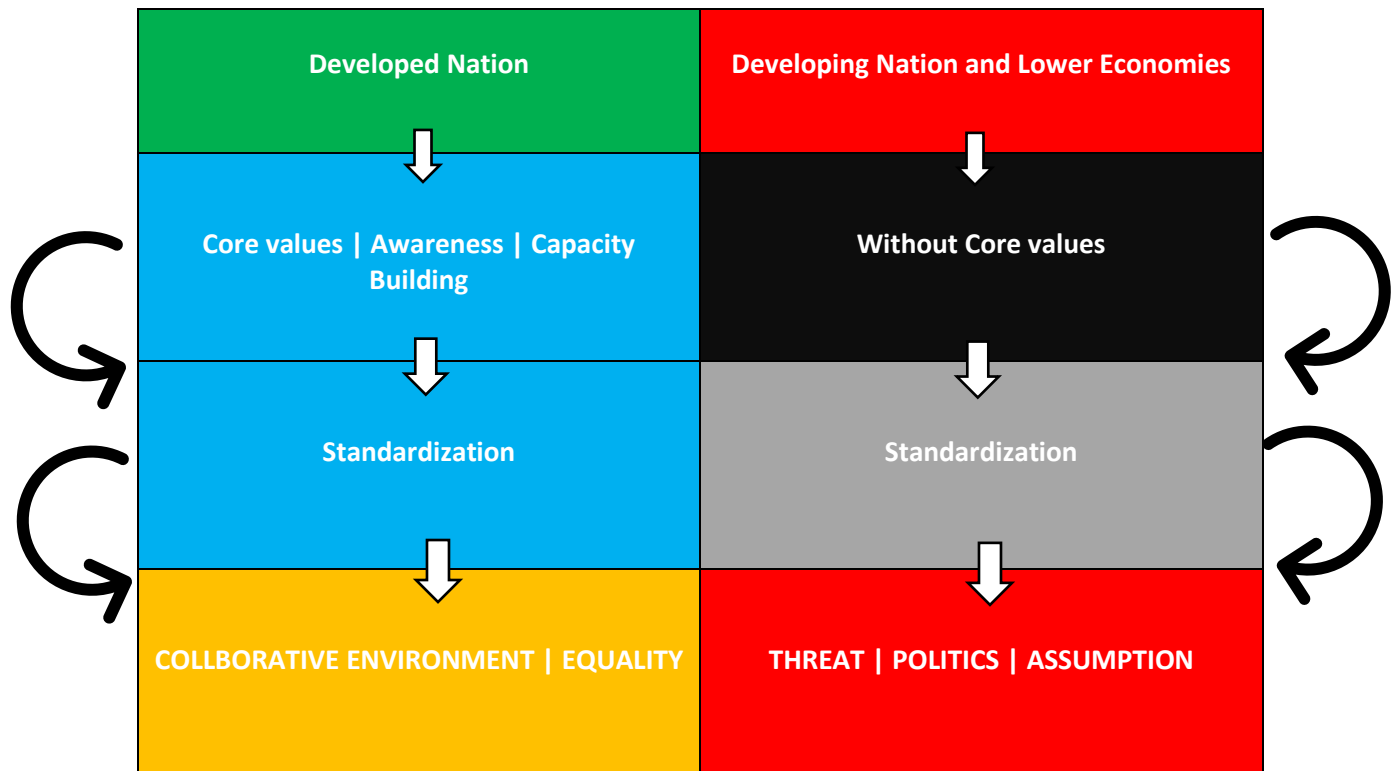


How do you see Multistakeholder practice in your region ?

46 responses



Multistakeholder Adaptation Environment:



PROBLEMS & CHALLENGES OF MULTISTAKEHOLDER PRACTICE

The multistakeholder process has been evolving in every aspect of refining its values and standards. With core values of openness, equality, transparency and accountability it is no different than the democratic practice. From regional to country level, there are various challenges depending upon countries and communities. These values change where the adaptation and mitigation process are directly affected by the social cultural environment. This situation can only be changed by creating favorable environment of communication and collaborative environment and trust among stakeholders and groups.

The major challenges are listed below:



Lack of Values and Interpretation: The limitation of basic values and interpretation is a major problem in the developing and lower economies. The problem starts with basic value of **Human Rights** and collaborative policies which are more narrowed down with adaptive measures creating inequalities in the rights and laws. The problem starts when interpretation clashes with limited knowledge and the basic rights which are supposed to help or protect a citizen is used against them. This has been a major challenge which creates further vagueness where international laws and policies are mitigated in the desired way creating loopholes against basic rights of people which are used and conserved in the name of **protecting citizens**. In such scenario multistakeholder values are limited within the concept of limited communities and people who have access to the information and channel. The values are manipulated with limited interpretation creating limitation of transparency, equality, openness, and accountability.

Lack of Capacity Building and Awareness Campaign: The major problem with multistakeholder approach is it's a collaborative process of adapting values and creating better engagement and communication. In absence of proper values and knowledge, there is always a tussle of power in between the stakeholders or groups. This tussle limits the trust and collaborative environment which creates a situation of confrontation and limitation. At lower level the lack of capacity building is a major challenge in following the process. In absence of proper values, stakeholders are either manipulate or they get manipulated.

Multistakeholder model is a tool which has defined the values of openness and clarity in terms of its operation, in absence of capacity building and proper awareness there are more possible situation of conflict and confrontation among stakeholders and groups.

Global Politics and Manipulation: Today Internet has become the biggest commodity in the world of power and control. The developed nations are working their way to create various alliance and collaboration to sustain their control over the internet. This alliance is not just limited to country level but even at community and sector level, various lobbying and

endorsement are made to create favorable situation for business and opportunity. From the cost to the quality of standard, internet is conditioned in variable ways according to this dynamic. This has led to a practice of creating a differential condition for specific countries, organizations and leaders with specific privileges. Apart from that the global politics hugely affects the lower economies in their policy and interpretation of what the developed nation practice and passes on. This is a more reserved understanding where the inequalities are passed without considering their capacity and knowledge. This condition forces and pushes the level of equality and further lobbies policy in context of broadening the gaps against communities which have no access and are beyond the reach. Global politics may not be an issue but at ground zero, it's a condition that hugely affects the overall internet operational matrix as it strictly contests the price, performance and standard. Apart from that at individual level the politics and manipulation happen with a trickledown effect where few community leaders are promoted in view of multistakeholderism. This practice is wide spread as the entire community is bound to follow with no other option.

Though multistakeholder represents values of openness, transparency and accountability but at lower level the values are manipulated in desired ways of creating better opportunity for oneself and for people within their community.

Adaptation and Mitigation Process: In today's world of internet where everything is connected, the lower economies follow the developed nations and adapt their practice and process. The problem starts when the values and knowledge hits them at the time of operation. Basically, the problem arises due to lack of values and clarity in context of adaptation and mitigation.

Similarly, the lower economies are very much influenced by the developed nations progress and policy development process. A lot of the times policies come in action not because of need but because of the global politics that pushes the need of adoption. In such situation if the stakeholders and community are not aware and collaborative in mitigating the policies or values to their time and situation, problems can arise. So, the adaptation of

policy is an important aspect in terms of adapting the technology and social behavior but mitigation process at the same time is also very important in context of adaptation to the local socio-cultural behavior and economic practice. Multistakeholder process in normal way is democratic practice but when it comes to the dynamics of power control and power sharing, the stakeholders and groups are more concern about their reservation. This leads to a political situation of manipulation where there are more externalities that materialize the gaps in the form of wrong policies and representation.

Inclusion and Participation: Inclusion and participation are the basic principle of multistakeholder approach. The basic values of multistakeholder clearly defines the engagement of different stakeholders and groups to collaborate in creating open and trustful environment. Lack of inclusive and participatory approach hugely challenges the multistakeholder approach creating a block of visibility and confusion. In multistakeholder approach participation needs to be open and free from any prejudices. The inclusive nature cannot be compromised as it is the base of the overall model. Especially, in the lower economies, inclusion and participation are a great challenge in terms of multistakeholder approach. As the power rigidity influences the stakeholders in practicing the inequalities and inclusion and participation evolves as a major challenge for the overall multistakeholder process.

Representation and Diversity: Multistakeholder approach is based upon the values of representation and diversity. Without proper representation and diversity there is no scope of multistakeholder model.

When we talk about the lower communities, representation is a question of knowledge and capacity. Representation should be there but there is a need of values and capacity building as well. The problem in multistakeholder approach happens majorly due to the power distribution and its associated politics.

Diversity is yet another issue where representation creates a scope and

diversity fulfills the condition of creating a structure. The normal practice in lower economies is to limit the participation within a certain community and to manage the representation in the desired way. With such practice, it creates a wrong assumption of multistakeholder structure avoiding basic principle of openness and transparency. In such practice, there is no scope of communication and information dissemination outside the desired community.

Communication barriers: Technology has overcome the challenges of accessing information and communication by allowing people to share information with just a push of a button. Often the communication process is overlooked in the drive toward digital communication. It is effective only when people of all abilities can access and understand information in their desired way which at times is hindered by language, abilities and medium. Lack of proper communication process leads to miscommunications and misunderstandings, as well as misrepresentation of their ideas.

Talking more about communication barriers there are various indicators that hinder the process of multistakeholder process in context of the politics and manipulation that goes around. The limitation and reach of information limit the deserving over the people who have access and reach. It is about the network and reach and how well you are in the communication and information accessing process. The overall principle of multistakeholder process that highlights openness and transparency is negligibly contradicted and challenged in process of how people access information.

Social Cultural Behavior: When we talk about internet than it is not just about one region or one country. It is about the global network that collaborates and share information in the open network. The next billion is coming from the developing countries where there are limited access and limited knowledge of understanding. And These countries have their own laws and policies according to their cultural and social values. In most of the lower economies, internet is a prized commodity which makes it limited and accessible only to the few due to its cost. Likewise, on contrary internet is looked at from a western point of view, to be very specific a bad influence, making it a commodity of the privileged community only. This is a major

challenge in a lot of developing countries where there is limited access and the cost of connection is high. It creates a hindrance in the multistakeholder process as people are biased about their choices and preferences influenced by their own communities and contributing values. The overall concept of internet and multistakeholder process seems very vague and too loud creating a restricted value that is being harnessed at local level by people.

Hierarchy Leadership and Assumption: The multistakeholder approach is hugely challenged by the prejudice of hierarchy leadership and assumption. It impedes the practice with sidelining the basic principles of openness and transparency where one man making the decision is challenged by collaborative leadership. Today in the developing countries the overall hierarchy leadership concept is evolving as a major challenge for the multistakeholder process. Similarly, the rigidity of acceptance of multistakeholder practice is yet another issues which creates various political and manipulative situation. This can only be curb by proper awareness and capacity building program targeting the specific people and region.

Lack of Collaborative Approach: When we talk about multistakeholderism, there is a structure of various stakeholders or groups working in a collaborative environment. These stakeholders or groups are the leaders of their fields or communities. Most of the times when it comes to power sharing and collaborating, the stakeholders or groups have a disagreement over their assumption and practice. The share of power, control and their pattern of skills and abilities simply block the roles and responsibilities in creating a favorable environment. These situation and condition arise due to lack of values and awareness which needs to be collaborated with proper dialogue and best practices.

Power Distribution and Control: Ultimately, when we talk about the challenges and problems of multistakeholder approach, power distribution and control come as a prominent issue. This arises majorly due to lack of values, wrong interpretation and lack of communication. The problem is not just about the recognition of stakeholders, but the problem arises with the

values of practice and rigidity of cooperating and collaborating. If you look at the problems and challenges of multistakeholderism or multistakeholder approach all the challenges and problems are interrelated. It is not like an individual issues or challenges. It is something like one indicator is triggering another one and the chain of reaction happen creating complexity and confusion.

It is an interrelated matrix where values effect the practice, practice is affected by the inclusion, Inclusion is affected by power and leadership, power and leadership are affected by politics and manipulation and politics and manipulation is affected by the communication process. It's a dynamic matrix of values that are precondition with correlated inequalities and assumptions.

Multistakeholder is an open and transparent process which gives its accountability in terms of creating a collaborative environment for engagement and trust among various stakeholders and group. If any of the major principle of the multistakeholder is compromised it results in a situation where there is no gravity and collaboration.

Multistakeholder Map

Nations	Developed Nations	Developing Nations	Least Developed Nations
Values and definition	Open and transparent	Work in Process, adapting	Confused and Copied Manipulated
Multistakeholder Representation and inclusion	Open and transparent adaptation	Manipulated	Politicized and Manipulated
Openness and transparent process	Open	Limitation	Processes are hidden and closed
Awareness and capacity building	The campaigns are there but lacks leaders, representation and inclusion is a challenge	More aware and collaborating with stakeholders	Nil The process is so closed that leaders fear of bringing in new people as it threatens their fellowship and travel opportunity
Financial Transparency	Open Transparent and accountable	Developing values and working in progress as they are scrutinized by developed nation	Closed
Stakeholder representation	Hard to collaborate	Limitation and as they are being overlooked by many organizations so its managed	Stakeholders are managed with compromising the process and highly politicized
Leadership	Open and collaborative	Conditioned	Repetitive leaders and manipulated
Gender Equality	Open and Conditioned	Managed	Managed and biased

Source: [Rayznews](#)

CONCLUSION

Multistakeholder approach is important in ensuring social inclusion in order to bring together more communities to center stage discussion. This process can be enhanced through diversity and bringing forward underrepresented communities. In addition, multistakeholder processes are a work in progress and must include distributed or collaborative leadership and should be free from influence to avoid subjective decision-making process and thus should be independent body to represent the interest in a more transparent, open and accountable way.

The internet Ecosystem is a good example of how adaptive and progressive human evolution is. The internet that started from a room today is a global network of four billion and growing and reinventing itself. In this evolution the internet behavior has changed following various basic values and creating its own standards. From one side of the Asia Pacific to the other side of Africa, there are gaps of Digital Divide and Net Neutrality. The major challenges are the lack of communication, interpretation and values of multistakeholderism.

Though at community level the multistakeholder practice has been adopted but there is a big gap in practice. The politics that has been going on in the name of leadership and power is something that simply derails the multistakeholder process. At national level there is a big gap of inclusion and openness. At regional level there is gaps of participation, communication and information and at international level there is a big gap of representation and diversity. All this is happening in a coexisting environment of inequalities where same people are repeated limiting the voice and opportunity.

Many people talk about 'the multistakeholder model' as if it is a single solution but, there is no single model that works everywhere or for every issue. Instead, the multistakeholder approach is a set of tools or practice that all share on basis of Individuals and organizations from different realms participating alongside each other to share ideas or to develop consensus.

Talking more about the governance model in the internet ecosystem, the dynamics of the internet which it strengthens is its biggest challenge. From inclusion to diversity to representation all these are the core areas of multistakeholder governance model which is challenged at basic level and process with limitation of values, awareness and capacity building.

The objective can be achieved only with collaborative leadership and trust among stakeholders and groups by conditioning the favorable environment for values of equality and collaborative environment.

Multistakeholder is a not just a valued structure, it's an adaptation and mitigation process which is ongoing and cannot be copied or limited to the scope and role, the community defines and adjust the process following a standard guidelines and values.

"Your internet is not my internet, my internet is still evolving, and we are setting the standards..."

Shreedeeep Rayamajhi

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Rayznews

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RayZnews is an Internet Organization based in Nepal that lobbies the un-heard voices of people and caters a wide variety of news happening globally. We believe in featuring or highlighting stories and voices against censorship, impunity, injustice, human rights, FoE issues, Gender Equality, Digital rights, open standard etc. Our mission is to raise awareness and to help people understand their digital rights in highlighting **DIGITAL EQUALITY** wherever necessary.

<http://www.rayznews.com/documents-research-paper/>

Learn Internet Governance (Learn IG)

Link: <http://learninternetgovernance.blogspot.com/>

Learn Internet Governance is a Collaborative Community Development Program (CCDP) which focuses on using local resources, knowledge and best practice to reach out to the youth. It is an open knowledge sharing platform creating better learning opportunity to produce new youth leaders.

Internet and Democracy

Link: <https://internetanddemocracy.blogspot.com/>

Internet and Democracy is a project that creates a broad platform among the developing nations leaders to talk about the dynamic of democracy in relation to common practice of democratic values in internet. The project caters a wide range of scope in materializing the relevance of online and offline right and their challenges.