

How Ict Is Used To Violate Women In **Kenya & Zambia**

REPORT PRESENTED TO:
**AFRICA ALLIANCE OF
YMCA'S**



GENDER BASED VIOLENCE SURVEY

HOW ICT IS USED TO VIOLATE WOMEN IN KENYA AND ZAMBIA

The Areal Man Is programme is implemented in partnership with PAWA254, Kenya and Zambia YMCA.

1st Publication:

Study of How ICT is used to violate women in Kenya and Zambia

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First published in April 2018 by:

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Acknowledgements

This research was supported and funded by the UN Trust Fund to End Violence against Women (UN Trust Fund) to which we express our sincere gratitude. We thank Purity Kiguatha as the ARMI project manager for informing and guiding the research process and Christine Davis for her technical expert provided.

We would also like to show gratitude to PAWA254 who read through the study and provided insight on the advocacy components of the study which can be considered for developing activities. We thank Caroline Hagen for her assistance with the online research of cyber laws and studies, for the purposes of verification of the legislative components and further online case study. We acknowledge with thanks the contribution of Stacey Hoys and Gil Harper with regards to content referencing.

The AAYMCA specifically references GeoPoll in the Literature Review chapters with the content and sourcing of articles / blogposts and social media / ICT studies as a point of entry in the development of the ICT study.

Limitations

The report does not provide a comprehensive overview of all aspects of the government or institutional policies governing use of mobile and internet technology in Violence Against Women interventions. Referencing the literature is an attempt to understand how most organisations have applied mobile and internet technology as apart of anti-violence interventions in specific contexts and the opportunities and challenges they have encountered. Hopefully, learnings from this project will be relevant to other organisations that are keen to harness the power of the technological advances in their intervention work.

This publication is produced with funding from the UN Trust Fund, however the views expressed and content included does not imply official endorsement or acceptance by the United Nations

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LIST OF ACRONIMS AND ABBREVIATIONS

GBV	Gender Based Violence
ICT	Information and Communications Technology
UNODC	United Nations Office on Drugs and Crime
WHO	World Health Organization
NGEC	National Gender and Equality Commission
USAID	United States Agency for International Development
PPAZ	Planned Parenthood Association of Zambia
CRC	Coordinated response Centres
UTH	University Teaching Hospital
SDGs	Sustainable Development Goals
IPV	Intimate Partner Violence
WLSA	Women in Law in Southern Africa
SADC	South Africa Development Countries
WJEI	Women's Justice and Empowerment Initiative
PEPFAR	President's Emergency Plan for AIDS Relief
GRZ	Government of the Republic of Zambia
SMAG	Safe Motherhood Action Group
MOH	Ministry of Health
WNN	Women News Network
DHMTs	District Health Management Teams
SRH	Sexual and Reproductive Health
ASAZA	A Safer Zambia Program



CHAPTER

1.1 Introduction

The purpose of this research is both to build civic competence as well as inform strategies for advocacy. There is currently little knowledge of how ICT is being used to violate women. This chapter reviews the current literature on violence against women in form of cybercrime, as well as reviews the current policies in the respective countries when it comes to violence against women.

As access to internet and mobile phones are rapidly increasing in both Zambia and Kenya, there is a need to investigate how ICT (through social media and other channels) is used to perpetuate violence against women (VAW). Adolescents are the first generation raised in a society in which technology play a crucial part in everyday life. There has been an increase in social problems in cyber space, exposing people to different forms of cyber violence (Chisholm 2006) A study by Association for Progressive Communication (2015) shows that most cases of violence through ICT is not conducted by unknown perpetrators, but by aggressors who also use physical violence. (End violence: Women's rights and safety online, APC report 2015). Further, it is observed that psychological damage to victims of violence are increased by digital documentation of incidents. Filming of rape, and undressing of women are frequently posted on YouTube, adding to the trauma to victims. The way Facebook, Twitter and YouTube are dealing with VAW has been given attention through cases relating to nudity, gender- based hate, and the normalisation/tolerance of graphic violence. The slow response to serious incidents of the above show the need for more awareness about VAW for social media platform providers and reviewers, but also a need for more focus and knowledge about this. The #ARealManIs study on how social media is used to shape gender roles and to perpetrate violence among youth in Kenya and Zambia will inform methods on how to prevent VAW and to strengthen institutional responses.

1.3 Objective

To investigate how ICT is used to perpetuate Violence against Women (VAW) and (re)violation through circulation of articles but especially videos of violence against women.

1.4 Methodology

1.4.1 Introduction to GeoPoll

GeoPoll is a global mobile surveying platform, reaching a growing network of more than 200 million users in Sub-Saharan Africa. Through established partnerships with Mobile Network Operators (MNOs) and a multimodal platform powered by text, web and voice communications, GeoPoll enables organizations to gather insights in near real-time via mobile surveys.

GeoPoll uses text messages (SMS), web survey and interactive voice surveys (IVR) to collect data, and services include both subscription-based products and custom surveys. GeoPoll is an existing, proven technology with established partners with more than 60 MNOS in 20 countries.

1.4.2 Sample Selection

GeoPoll is able to reach mobile phone numbers through established partnerships with MNO by incrementally inviting them to join the GeoPoll service and complete surveys to earn airtime credit as an incentive. Once users have opted in and completed their first survey, they are geographically and demographically indexed (age, gender, and location) for future survey engagement. The GeoPoll platform allows respondents to answer questions on their mobile phones at their convenience.

1.4.3 Creating Panels

GeoPoll takes several steps to ensure panels are representative of a country's geographic and demographic composition. GeoPoll panels are recruited through a simple random sampling approach. Demographic data such as age, gender, and location can be pre-stratified to match a desired demographic framework. If needed, GeoPoll may also weigh certain samples for gender and location distribution or other characteristics once data collection is complete. GeoPoll typically constructs its panels using the following steps:

1. GeoPoll sends on-boarding surveys to a random sample of users in the GeoPoll database in the respective country. On-boarding surveys invite users to complete a set of questions and earn an airtime credit incentive.

2. If users opt-in to the on-boarding surveys, GeoPoll automatically reviews their provided information to determine their eligibility to join the panel.
3. Once users are determined eligible, GeoPoll adds them to the respective panel, and they start receiving surveys based on the project required frequency/timeline(s).
4. As respondents take surveys, GeoPoll may then apply post-stratification weights.
5. GeoPoll reviews the panel makeup for representativeness, and as users leave the panel (by either not responding to surveys for an identified number of times/days or by opting-out of all surveys), they are replenished with new respondents who are similarly recruited through a simple random sampling approach.

GeoPoll's universe estimate includes adults ages 15 and above. As part of best research practices, GeoPoll does not conduct surveys on users under the age of 15. If respondents report in the on-boarding survey that they do not fit the eligibility requirements of the survey (i.e. smallholder farmer, primary decision maker, watched TV in the past four hours, etc...), they are screened out of the panel.

A sample of 5,880, will have maximum margin of error of

under +/- 4% when looking at the full sample. By reaching respondents on mobile phones, the demographics of the respondents necessarily reflect the demographics of mobile phone literacy and access. To address this potential selection bias, GeoPoll will apply pre-stratification sampling techniques to achieve the desired demographic profile for analysis. To address non-response bias, GeoPoll provides a small airtime credit and also provided reminder messages to encourage respondents who had not started the survey to begin it as well as encourage respondents who had not completed a question to complete it. GeoPoll also manages response bias by including automatic validation of all responses. If responses will be outside of an expected numerical range or too many answers are provided for a single choice response, respondents will automatically prompted to correct their response. Below is the proposed sample frame broken down by age, gender and location.

In this study a quantitative (SMS based Survey) targeting respondents from Mombasa and Kilifi counties of Kenya and Lusaka and Copperbelt province of Zambia. The AAYMCA Survey has 1,000 completes from GeoPoll database numbers. GeoPoll defines a "complete" as a respondent who answers all the necessary questions within the survey instrument they receive via SMS. SMS survey invitations are sent to the mobile phones of



CHAPTER



respondents who then voluntarily accepted the invitation and proceeded to take the survey instrument.

2.1 Introduction

This chapter reviews the literature from existing publications and government policy documents on Gender Based Violence, how social platform plays a key role in perpetrating Violence Against Women and the policies that have been put in place by the government or corporates who own and offer social media platforms.

The 1993 UN Declaration on the Elimination of all forms of Violence Against Women defines Violence Against Women as “an act of gender-based violence that results in, or is likely to result in physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life” (Aziz 2017) A Social platform is a Web-based technology that enables the development, deployment and management of social media solutions and services. It provides the ability to create social media websites and services with complete social media network functionality (Techopedia no date)

2.2 Online Violence against Women

Online Violence Against Women can be defined as “Acts of Gender-Based Violence committed, abetted or aggravated in part or fully by the use of information and communications technologies (ICT), such as cyber stalking; accessing or disseminating a women’s private data (through hacking, identity theft or doxing) (Aziz 2017). Cyber bullying can be disseminated through emails, tweets, through messages on social media fora, short messaging services (SMS), or phone/skype calls.

The growing reach of the internet, the rapid spread of mobile information and communications technologies and the wide diffusion of social media have presented new opportunities and enabled various efforts to address violence against women and girls. However, these same technologies are also increasingly being used to expose women and girls to new and emerging threats. Increased prevalence of online violence against women, the lack of effective measures to prevent and contain it, and the ensuring impunity must be addressed as part of the struggle to eliminate all forms of gender based violence. A study show that half of teens and young adults between

ages 12 and 20 have been bullied and 17% percent have experienced bullying online (Grigonis 2017). The same study reveals that more youth experienced cyberbullying on Instagram, followed by Facebook, then Snapchat. Furthermore, 70% of those surveyed said that they were abusive online towards other users. The reason for this is because saying nasty is less hurtful online than in person. 24 % of those bullied stopped using a social media account because of their experience (Grigonis 2017).

Like offline violence against women, internet related violence against women is often in the form of sexual violence such as threats of rape, non-consensual dissemination of rape recordings, cyber stalking, sexual harassment and exploitation of women and girls (Aziz, 2017) There is currently little scientific evidence of the impacts of online violence against women. However, some studies have been done on the impacts of cyber bullying on young people. Impacts include lack of acceptance in peer groups, which can lead to loneliness and social isolation, low self-esteem and depression, lack of emotional well-being, anxiety and paranoia (Cowie 2013).

2.3 Family as the main place of occurrence for Gender Based Violence

Gender Based Violence can occur in several arenas. A common arena where GBV occurs is also within the family. According to WHO estimates, nearly one-third (30%) of all women worldwide who have ever lived in a relationship have experienced physical and/or sexual violence from an intimate partner (WHO et al 2013). Abusers in intimate partner violence misuse technology in many ways; to stalk and monitor victims, to harass victims through the anonymity of technology and by creating false social media account. This means that Gender Based Violence that occurs within the family (Intimate Partner Violence) is perpetuated through online means. Gender Based Violence can thus penetrate both the virtual and physical world of the survivor – also within the sphere of Intimate Partner Violence.

2.4 Strategies for combating Online Violence against Women in Kenya

There are a number of suggested strategies that are being used to combat Gender-Based Violence and Cyber Violence in the country.

Kenya has a Gender Policy from 2011, which is divided into four agencies: “Gender and Development”, “National Council for Children’s Services”, “National Council for Persons with Disabilities”. The Gender Component of the Gender Policy is about:

- Gender mainstreaming
- Co-ordinate development
- Review and implement gender responsive policies and programs
- Women’s rights
- Interventions for the reduction of sexual and gender based violence and promote generation of sex disaggregated data to guide interventions.

In the conceptual framework, it says to “recognize that gender-specific interventions can target women exclusively, men and women together or only men, to enable them to participate in and benefit equally from development efforts” (Ministry of Gender, Children and Social Development 2011)

The Constitution of Kenya recognizes and requires the protection and promotion of the right to privacy, dignity and bodily integrity. However, it does not say anything explicitly about sexual harassment/Gender Based Violence through social media. Kenya has a Sexual Offences Act, from 2006, which deals with any forms of sexual offences, including sexual harassment and sexual offences relating to position of authority and persons in position of trust, indecent act with child or adult, and promotion of sexual offences with a child. It does not explicitly say anything about these acts performed over the internet and/or through social media (Republic of Kenya 2006).

Moreover, Kenya does not have an Anti-Gender Based Violence Act, but a “Protection against Domestic Violence Act” (2015). This Act does not say anything explicit about Gender Based Violence or Sexual Harassment through social media or the internet (Kenya Gazette 2015).

Exploring the use of digital social spaces as tools, taking advantage of their strengths and uniqueness to create positive interactive change (e.g. tackling issues related to online anonymity, victim blaming, cyber rights).

The Keya Information and Communications Act of 2013 provides standards of how and what information is spread through ICT means. It states that “The right of

freedom of expression shall not extend to

- The spread of propaganda or war
- Incitement to violence
- The spread of hate speech - Advocacy of hatred based on any ground of discrimination”

(Kenya Gazette 2015)

The government of Kenya affirms that Twitter, Facebook and other online platforms have provided spaces for small, individual voices to converge for change. The fight against Gender Based Violence (GBV) has also seen agitation in the forms of hashtag activism, e-petitions and other forms of online campaigns. In conjunction with the 16 Days of Activism against GBV, President Uhuru Kenyatta on November 25 2016 launched the #HeForShe campaign that urges men to participate in the fight against gender discrimination. The #HeForShe was launched in the wake of several other home grown campaigns against GBV that have allowed ordinary Kenyans to participate in the fight against gender violence.

2.6 Mobile Service Provider (Safaricom) Policies against GBV

Safaricom has several terms and conditions of use for the various services they offer. Their terms and conditions are comprehensive references to online crime against a person. The mobile service provider is thus, an example of entities devoted to control distribution of violent/graphic content through their systems.

End violence: Women’s rights and safety online project - “Technology-related violence against women in Kenya” research - 2014 10 “The user name you choose must not be obscene, threatening, menacing, racist, offensive, derogatory, defamatory or in violation of any intellectual property or proprietary rights of any third party; and if we consider in our sole and absolute discretion that the user name selected by you is inappropriate, we reserve the right to reject and prevent your use of such user name at any time with or without notice to you.”

Policy further states that: “Abusive, indecent, defamatory, obscene, pornographic, offensive or menacing effect

of causing the recipient to feel so harassed, abused or offended; or Designed to cause annoyance, inconvenience or needless anxiety to any person; or In breach of confidence, intellectual property rights, privacy or any right of a third party." This policy captures and prohibits offensive comments, personal attacks, and invasion of privacy, graphic violence, and pornography. The policy by Safaricom, however does not capture or reference harassment on basis of sex, gender, race, ethnicity, ability or religion. Neither does it mention of mechanisms to block or remove content which violates a person's privacy in its terms and condition.

Safaricom does not specify what information is permitted despite prohibiting the use of abusive, indecent, defamatory, obscene, pornographic, offensive threatening, and menacing, racist, offensive and derogatory word. Scheming through the policy also, it is apparent that it does not mention the punishment for such acts despite being based on the existing laws of the land like the Kenya Information and Communication Act, 411A that merely is says that the person's account will be terminated.

2.7 Strategies for combating Online Violence against Women in Zambia

Zambia has a National Gender Policy (2014). Areas of action are, among others, to address issues that hinder women's rights such as Gender Based Violence, including forced and early child marriages (Ministry of Gender and Child Development 2014)

Furthermore, the Anti-Gender Based Violence Act states that:

- The Zambia Demographic Health Survey indicates that one in five women has reported Sexual Violence at some point, and that there was an increase between 2008 and 2011.
- That there is a need to improve:
 - » *Sensitization and improve management skills of sexual violence*
 - » *Increase institutional facilities for provision of services to Gender Based Violence survivors.*
 - » *Operationalize the Anti-Gender Based Violence Act (2011)*
 - » *Media and advocacy programs o Review and revise policy programs and laws related to human trafficking Promote*

female and male partnership in the fight against and prevention of GBV

- » *Identify and train female and male champions of change*
- » *Develop mentorship programs for young women and men to respect women's and children's rights*

In the Anti-GBV Act of 2011, it explicitly point out "emotional, verbal or psychological abuse" means of a pattern of degrading or humiliating conduct towards a person, including:

- **Insults, ridicule and name calling - Threats to cause emotional pain or distress**
- **Obsessive possessiveness which is such as to constitute a serious invasion of the persons privacy, liberty, integrity or security, or:**
 - » *o Repeatedly sending, delivering or causing the delivery of offensive or abusive letters, telegrams, packages, facsimiles, electronic mail or other offensive objects or messages to the harassed person.*
 - »

To conclude: Zambia, in its policies and acts, says more about Gender Based Violence and combating it as well as the internet than Kenya does. However, Zambia, mentions (electronic mail" as a means of sending abusive insults etc, but does not mention social media channels that are common today, such as Facebook, Whatsapp, Snapchat etc.

Gender Based Violence (GBV) is not only a serious public health social problem in Zambia but all over the world. The vast majority of victims are overwhelmingly girls and women. Although some men are victims of GBV, they constitute a much smaller number. The public may have a mistaken assumption that GBV, which is also called Intimate Partner Violence (IPV), only happens when extremely unstable husbands or drunk men rape their wives or beat them up after a drunken night out. Marriage is not a license to force an intimate partner or wife to have sex when they don't want to.

Sexual harassment is a form of GBV; forced prostitution; beating of women perceived to be improperly dressed especially at bus stations of urban areas; forced abortion, engagement in pornography, sexual cleansing, and finally trafficking in women and children for immoral activities. Gender based violence is a violation of women's human rights and a form of discrimination against women.

Below are some of the rights that gender based violence violates:

- The right to life
- The right not to be subject to torture or to cruel, inhuman or degrading treatment or punishment The right to equal protection under the law
- The right to equality in the family
- The right to the highest standard attainable of physical and mental health

Below are some of the Gender Based Violence Acts in SADC that specifically provides for:

- The establishment of a Gender Based Violence Fund to assist victims
- Establishment of an all-inclusive GBV Committee
- Establishment of shelters
- Provision of emergency monetary relief
- The addressing of harmful traditional practices

2.10 What the Government is doing to overcome shortcomings in the Acts

Government agents and civil society have begun disseminating and sensitizing the public on the provisions of the Act and training the judiciary; a communication strategy and putting together a National Gender Monitoring and Evaluation Plan. This is being done in tandem with the reviewing of the National Gender Policy.

Some of the challenges experienced when trying to overcome the shortcomings include:

- Effective implementation
- Limited financial and human resources
- Weak monitoring and evaluation strategies
- Slow court trials
- Public awareness, especially in rural areas
- Types of violence not catered for by the Act.

The new comprehensive program goes by the Zambian acronym: SokoRelaNdi. This stands for Society, Community, Relationships, and Individual. Through the use of this new acronym, the programs and policies will draw attention to the reality that Gender Based Violence is both wide spread and needing comprehensive action by all 13 million Zambians at all levels. For example in SoKoRelaNdi, “Societal” or “Society” would mean

GBV can be eliminated by creating more jobs lowering unemployment on the level of Zambian government. “Kommunity” means communities should create more shelters for victims of GBV.

The same would apply for “Relationships” and “Individual” components of solving the serious problem of GBV. The program would start with ministry of Gender Development, The President, Schools, Churches, towns, compounds, villages, and the way to families in rural and urban compounds.

The media would lead the publicity. Everyone and all organizations would find a way of acting to reduced and eliminate Gender Based Violence (GBV) under one or some of what is represented in SokoRelaNdi.

Zambia had at least 4 national Development Plans since independence in 1964. Gender Based Violence needs similar serious comprehensive national policies if we want to eliminate Gender Based Violence in the nation.

2.12 USG Response

USG/Zambia is working closely with the Government of the Republic of Zambia (GRZ) and non-governmental organizations to prevent and respond to gender-based violence (GBV) in communities. USG/Zambia support towards addressing GBV in Zambia has been through the Women’s Justice and Empowerment Initiative (WJEI), and the U.S. President’s Emergency Plan for AIDS Relief (PEPFAR).

USAID supports GBV programming through WJEI, while the Centers for Disease Control (CDC) supports GBV programming through PEPFAR. USAID/Zambia supports a three-year (February 2008 – January 2011) GBV program called “A Safer Zambia” (ASAZA). The ASAZA program is implemented through a cooperative agreement with CARE International under the WJEI. The program addresses GBV prevention, care, and support for survivors through coordinated response centers (CRCs) and shelters in seven districts: Chipata, Kabwe, Kitwe, Livingstone, Lusaka, Mazabuka, and Ndola.

The goal of the ASAZA program is to decrease GBV through greater knowledge of and changed attitudes

toward gender inequities, and improving GBV survivor's access to comprehensive services to meet their medical, psychological, and legal needs. CDC Zambia supports a GBV program, initiated in 2006, through direct funding to the University Teaching Hospital (UTH), Department of Paediatrics, and Pediatric Centre of Excellence (PCOE). This support provides a one-stop (medical, legal and psychosocial support) service for sexually abused children (CSA) in Lusaka and Livingstone. In addition to supporting the CSA centres, UTH funding supports an organization called the Zambia New Life Centre for Abused Children (ZANELIC), which provides safe shelter and medical services to vulnerable children until a safe home can be established for them within their community.

2.14 Facebook policies in trying to curb Gender Based Violence

Facebook's anti-harassment policy and community standards have remained relatively stable over time. However, in March 2015, Facebook released a redesign of its Community Standards page in order to better explain its policies and make it easier to navigate.

The rules of conduct are now grouped into the following four categories:

- **Helping to keep you safe details the prohibition of bullying and harassment, direct threats, criminal activity, etc.**
- **Encouraging respectful behaviour" discusses the prohibition of nudity, hate speech and graphic content.**
- **Keeping your account and personal information secure" lays out Facebook's policy on fraud and spam.**
- **Protecting your intellectual property" encourages users to only post content to which they own the rights.**

Facebook removes content, disable accounts and works with law enforcement when they believe that there is a genuine risk of physical harm or direct threats to public safety. Below are some of the ways in which Facebook handles some of the issues highlighted.

2.14.1 Direct Threats

Facebook helps people who feel threatened by others on its platform by carefully reviewing reports of threatening language to identify serious threats of harm to public and personal safety. They remove credible threats of physical harm to individuals as well as also remove specific threats of theft, vandalism or other financial harm. Facebook may consider things such as a person's physical location or public visibility determining whether a threat is credible. We may assume credibility of any threats to people living in violent and unstable regions.

2.14.2 How Facebook encourages respectful behaviour

People use Facebook to share their experiences and to raise awareness about issues that are important to them. This means that you may encounter opinions that are different from theirs, which we believe can lead to important conversations about difficult topics. To help balance the needs, safety and interests of a diverse community, however, we may remove certain kinds of sensitive content or limit the audience that sees it.

2.14.3 Nudity

People sometimes share content containing nudity for reasons such as awareness campaigns or artistic projects. Facebook restricts the display of nudity because some audiences within our global community may be sensitive to this type of content – particularly because of their cultural background or age. In order to treat people fairly and respond to reports quickly, it is essential that they have policies in place that their global teams can apply uniformly and easily when reviewing content. As a result, Facebook policies can sometimes be blunter than they would like and restrict content shared for legitimate purposes.

Facebook removes photographs of people displaying genitals or focusing in on fully exposed buttocks. They also restrict some images of female breasts if they include the nipple, but will always allow photos of women actively engaged in breastfeeding or showing breasts with postmastectomy scarring. Facebook also allow photographs of paintings, sculptures and other art that depicts nude figures. Restrictions on the display of both nudity and sexual activity also apply to digitally created content unless the content is posted for educational,

humorous or satirical purposes. Explicit images of sexual intercourse are prohibited. Descriptions of sexual acts that go into vivid detail may also be removed.

2.14.4 Hate Speech

In order to make arguments against online violence against women, and increase justification that the act is illegal, there is a need to map out what various social media platforms are doing to prevent these acts. Facebook removes hate speech, which includes content that directly attacks people based on their: Race, ethnicity, national origin, religious affiliation, sexual orientation, sex, gender or gender identity, or serious disabilities or diseases. As with all of its standards, Facebook relies on the community to report this content to us.

People can use Facebook to challenge ideas, institutions and practices. Such discussion can promote debate and greater understanding. Sometimes people share content containing someone else's hate speech for the purpose of raising awareness or educating others about that hate speech. When this is the case, Facebook expects people to clearly indicate their purpose, which helps us better understand why they shared that content.

Facebook allows humour, satire or social commentary related to these topics, and they believe that when people use their authentic identity, they are more responsible when they share this kind of commentary. For that reason, they ask that page owners associate their name and Facebook Profile with any content that is insensitive, even if that content does not violate their policies. In addition, they urge people to be conscious of their audience when sharing this type of content.

2.14.5 Violence and Graphic Content

In order to make recommendations for preventative methods of Online Violence Against Women, there is a need to see what social media platforms do in cases of violence and graphic content. Facebook has long been a place where people share their experiences and raise awareness about important issues. Sometimes, those experiences and issues involve violence and graphic images of public interest or concern, such as human

rights abuses or acts of terrorism. In many instances, when people share this type of content, they are condemning it or raising awareness about it. Facebook removes graphic images when they are shared for sadistic pleasure or to celebrate or glorify violence. When people share anything on Facebook, it is expected that they will share it responsibly, including carefully choosing who will see that content. They also ask that people warn their audience about what they are about to see if it includes graphic violence.

2.15 Instagram policies in trying to curb Gender Based Violence

Instagram updated its community standards page in April 2015 to clarify its policies. These more-detailed standards for appropriate images posted to the site are aimed at curbing nudity, pornography and harassment.

The old guidelines comprised a relatively simple list of dos and don'ts—for example, the policy regarding abuse and harassment fell under don't #5: "Don't be rude." As such, the new guidelines are much more fleshed out. The new guidelines clearly state, "By using Instagram, you agree to these guidelines and our Terms of Use. We're committed to these guidelines and we hope you are too. Overstepping these boundaries may result in a disabled account."

The changes were catalysed by continuous user complaints and confusion regarding the lack of clarity in content regulation. In policing content, Instagram has always relied on users to flag inappropriate content rather than actively patrolling the site for offensive material. The language of the new guidelines now details several explicit rules, including the following:

1. **Nudity: Images of nudity and of an explicitly sexual nature are prohibited. However, Instagram makes an exception for "photos of post-mastectomy scarring and women actively breastfeeding."**
2. **Illegal activity: Offering sexual services, buying or selling drugs (as well as promoting recreational use) is prohibited. There is a zero-tolerance policy for sexual images of minors and revenge porn (including threats of posting revenge porn).**

3. **Harassment: “We remove content that contains credible threats or hate speech, content that targets private individuals to degrade or shame them, personal information meant to blackmail or harass someone, and repeated unwanted messages. We carefully review reports of threats and consider many things when determining whether a threat is credible.”**

2.16 Twitter policies in trying to curb Gender Based Violence

Twitter has made two major rounds of changes to its content regulation policies in the past year. These changes are especially salient given the fact that Twitter has previously been fairly permissive regarding content regulation.

In December 2014, Twitter announced a set of new tools to help users deal with harassment and unwanted messages. These tools allow users to more easily flag abuse and describe their reasons for blocking or reporting a Twitter account in more specific terms. While in the past Twitter had allowed users to report spam, the new tools allow users to report harassment, impersonations, self-harm, suicide and, perhaps most interestingly, harassment on behalf of others.

Within “harassment,” Twitter allows the user to report multiple categories: “being disrespectful or offensive,” “harassing me” or “threatening violence or physical harm.” The new tools have also been designed to be more mobile-friendly.

Twitter also released a new blocked accounts page during this round of changes. This feature allows users to more easily manage the list of Twitter accounts they have blocked (rather than relying on third-party apps, as many did before). The company also changed how the blocking system operates. Before, blocked users could still tweet and respond to the blocker; they simply could not follow the blocker. Now, blocked accounts will not be able to view the profile of the blocker at all.

In April 2015, Twitter further cracked down on abuse and unveiled a new filter designed to automatically prevent users from seeing harassing and violent messages. For the first time, all

users’ notifications will be filtered for abusive content.

This change came shortly after an internal memo from CEO Dick Costolo leaked, in which he remarked, “We suck at dealing with abuse and trolls on the platform, and we’ve sucked at it for years.”

The new filter will be automatically turned on for all users and cannot be turned off. According to Shreyas Doshi, head of product management, “This feature takes into account a wide range of signals and context that frequently correlates with abuse including the age of the account itself, and the similarity of the Tweet to other content that our safety team has in the past independently determined to be abusive.”

Beyond the filter, Twitter also made two changes to its harassment policies. First, the rules against threatening language have been strengthened. While “direct, specific threats of violence against others” were always banned, that prohibition is now much broader and includes “threats of violence against others or promot[ing] violence against others.”

Second, users who breach the policies will now face heavier sanctions. Previously, the only options were to either ban an account completely or take no action (resulting in much of the threatening language not being sanctioned at all). Now, Twitter will begin to impose temporary suspensions for users who violate the rules but whose violation does not warrant a full ban. People who post abusive content will now be sanctioned for 12 hours (TechCentral 2017).





CHAPTER

3

	Kenya						Zambia					
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
Age Group	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
15-19	19	8%	12	5%	31	6%	41	16%	40	16%	81	16%
20-24	83	33%	108	43%	191	38%	130	52%	124	50%	254	51%
25-30	148	59%	130	52%	278	56%	79	32%	86	34%	165	35%
Total	250	100%	250	100%	500	100%	250	100%	250	100%	500	100%

Table 1: Age Group by town

RESEARCH FINDINGS

The following sections summarize the overall findings of the survey.

3.1 Demographics

3.1.1 Age Group

3.2 Understanding Violence against Women

When asked their view on what violence against women is, whether it is physical hurt of women, sexual hurt of women, insults/threats to women in person/internet/SMS,

denying resources to women like money or education, as well as denying women freedom of movement are all considered to be acts of violence against women with 46 percent of respondents affirming this in Kenya while 54 percent in Zambia. Out of the mentioned options majority of the remaining sampled respondents in Kenya thought that violence against women involves denying resources to women like money or education with Kilifi having the highest record while in Zambia majority of the remaining sampled respondents thought that it involves physical hurt of women. Table 2 below reflects the detailed breakdown.

	Kenya						Zambia					
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	5?	Count	5?	Count	5?	Count	5?	Count	5?	Count	5?
All the above	181	36%	275	55%	456	46%	271	54%	266	53%	537	54%
Physical hurt of women	37	7%	26	5%	63	6%	58	12%	51	10%	109	11%
Denying resources to women like money or education	88	18%	47	9%	135	14%	36	7%	30	6%	66	7%
Denying women freedom of movement	48	10%	41	8%	89	9%	33	7%	33	7%	66	7%
Insults/threats to women in person/internet or sms	47	9%	39	8%	86	9%	25	5%	24	5%	49	5%
Sexual hurt of women	59	12%	30	6%	89	9%	6	1%	14	3%	20	2%
None	40	8%	42	8%	82	8%	71	14%	82	16%	153	15%
Total	250	100%	250	100%	1000	250	250	100%	250	100%	1000	100%

Table 2: Understanding Violence against Women

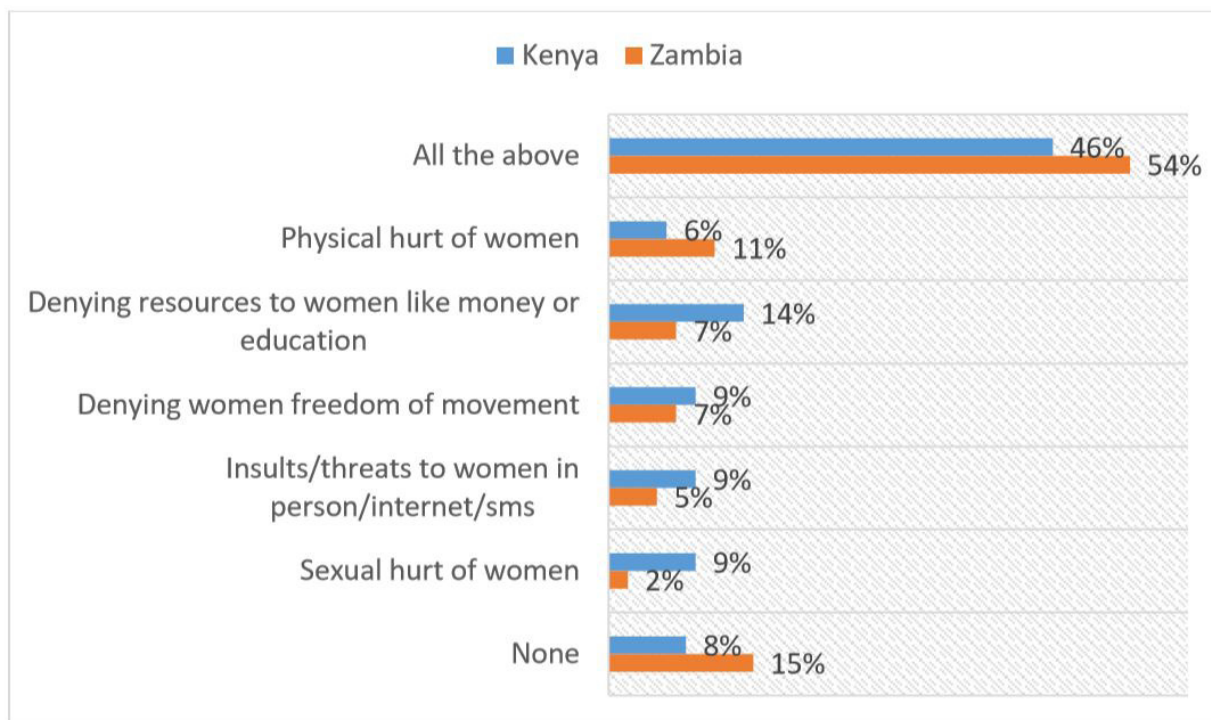


Figure 1: Understanding Violence against Women

In both Kenya and Zambia, the sampled respondents perceive violence against women as physical hurt of women, sexual hurt of women, insults/threats to women in person/internet/SMS, denying resources to women like money or education, as well as denying women freedom of movement.

3.3 Harm Inflicted

When asked their opinion whether infliction of physical/sexual/emotional harm on a woman/girl by a man is

wrong, 75 percent of those surveyed in Kenya reported affirmatively. Out of the surveyed respondents, 8 percent did not find it wrong for a man to inflict physical/sexual/emotional harm on a woman/girl. About 79 percent of those interviewed in Zambia affirmed with very few respondents being unsure of the situation. Out of the surveyed respondents, 5 percent did not find it wrong for a man to inflict physical/sexual/emotional harm on a woman/girl. Table 3 below reflects the detailed breakdown.

	Kenya						Zambia					
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	180	72%	194	78%	374	75%	197	79%	198	79%	395	79%
No	25	10%	13	5%	38	8%	16	6%	9	4%	25	5%
Sometimes	44	18%	34	14%	78	16%	33	13%	33	13%	66	13%
Unsure	1	0%	9	4%	10	2%	4	2%	10	4%	14	3%
Total	250	100%	250	100%	500	100%	250	100%	250	100%	500	100%

Table 3: Harm Inflicted

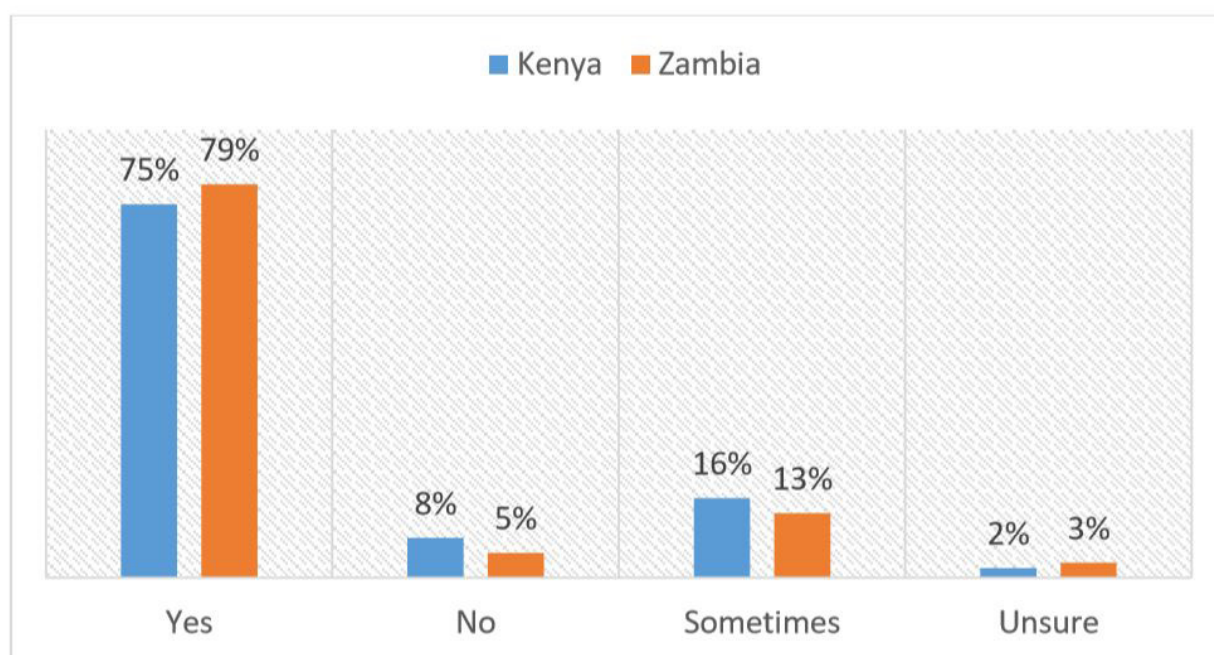


Figure 2: Harm Inflicted

In both Kenya and Zambia, respondents affirmed that infliction of physical/sexual/emotional harm on a woman/girl by a man is wrong.

3.4 Social Media Safety

Respondents were asked “Can online tools like WhatsApp/Facebook/Twitter/dating sites/emails or SMSs be unsafe environments for women/girls? 1)Yes 2) No 3)Sometimes 4)Unsure” 47 percent of the sampled respondents in Kenya claimed that indeed online tools are unsafe environments for women/girls. 35 percent claimed

that the tools are unsafe at times thus concluding that women/girls should be more careful when visiting some of these social media platforms. Slightly above half of the sampled respondents (54%) in Zambia claimed that indeed online tools can be considered to be unsafe environments for women/girls at times. 28 percent of the remaining respondents also agreed thus concluding that women/girls should be more careful when visiting some of these social media platforms. Table 4 below reflects the detailed breakdown.

	Kenya						Zambia					
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	123	49%	114	46%	237	47%	70	28%	72	29%	142	28%
No	44	18%	40	16%	84	17%	45	18%	29	12%	74	15%
Some-times	82	33%	93	37%	175	35%	128	51%	140	56%	268	54%
Unsure	1	0%	3	1%	4	1%	7	3%	9	4%	16	3%
Total	250	100%	250	100%	500	100%	250	100%	250	100%	500	100%

Table 4: Social Media Safety

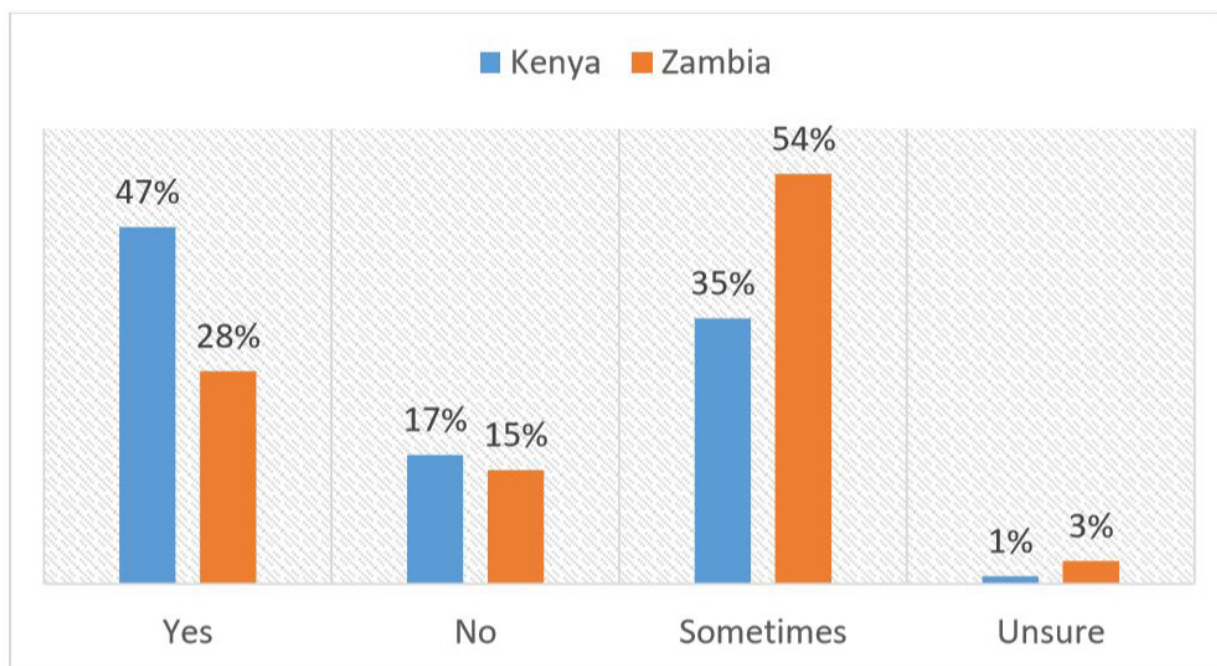


Figure 3: Social Media Safety

In Kenya, 47% of the respondents affirmed that online tools like WhatsApp/Facebook/Twitter/dating sites/ emails or SMS may be unsafe environments for women/ girls. In Zambia 54% of them thought that this could be the case at times.

3.5 Consider Online Abuse 1

When asked “What is online abuse? 1) Taking/sharing picture/video without consent 2) Taking/sharing picture/video of someone being physically/sexually harmed 3)

Both 4) None”, It is evident that taking/sharing picture/ video of someone without consent and of someone being physically/sexually harmed is considered to be online abuse among those surveyed in Kenya with a record of 45 percent while in Zambia those reported were 51 percent. Only 3 percent of the respondents from Kenya did not consider any of the forms mentioned as abuse while in Zambia those reported were 6 percent. Table 5 below reflects the detailed breakdown.

Figure 3: Social Media Sa

	Kenya						Zambia					
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	5?	Count	5?	Count	5?	Count	5?	Count	5?	Count	5?
Taking/sharing picture/ video of someone being physically/sexually harmed	75	30%	58	23%	133	27%	51	20%	58	23%	109	22%
Taking/sharing picture/ video without consent	75	30%	52	21%	127	25%	58	23%	51	20%	109	22%
Both	92	37%	134	54%	226	45%	123	49%	130	52%	253	51%
None	8	3%	6	2%	14	3%	18	7%	11	4%	29	6%
Total	250	100%	250	100%	500	100%	250	100%	250	100%	500	100%

Table 5: Consider Online Abuse 1

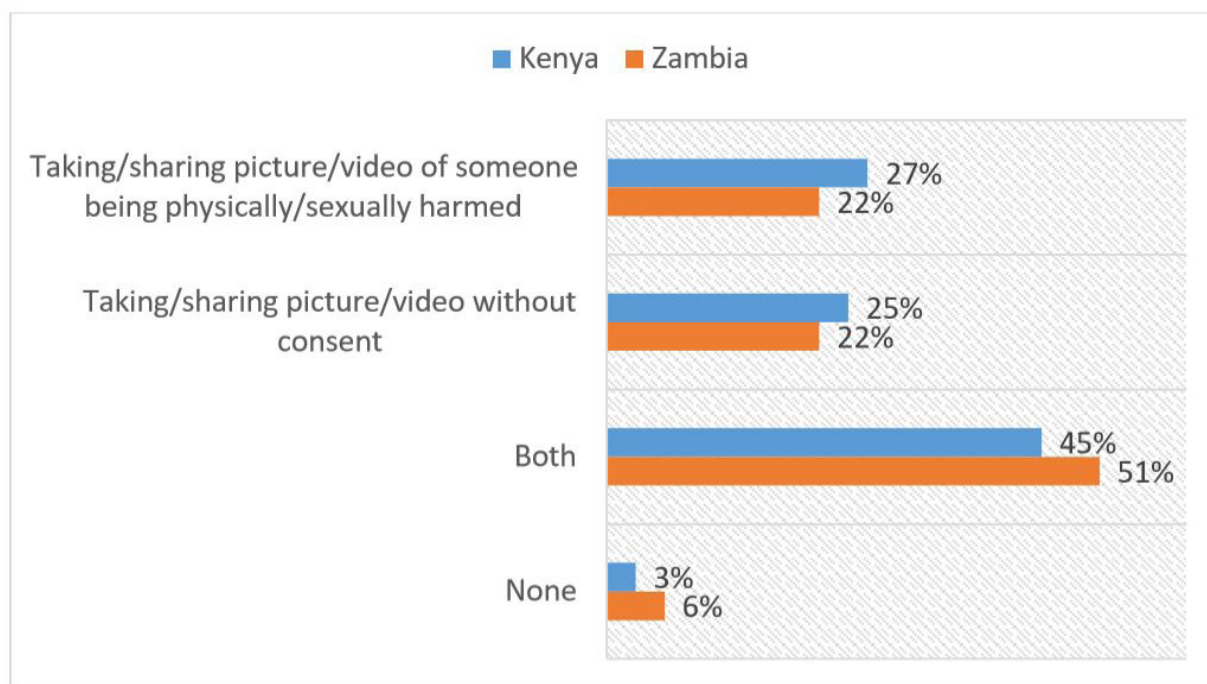


Figure 4: Consider Online Abuse 1

Majority of the surveyed respondents in both Kenya and Zambia ascertain that taking/sharing picture/video of someone without consent and of someone being physically/sexually harmed are both considered to be forms of online abuse with 45% and 51% respectively.

3.6 Consider Online Abuse 2

Additionally when asked “What else could be online abuse? 1)Insulting/making false accusations about someone 2)Threatening to physically/sexually harm someone 3)Both 4)None”, half the sampled respondents (49%) in Kenya find insulting/making false accusations about someone as well as threatening to physically/

sexually harm to be online abuse. Out of these 40 percent came from Kilifi while 58 percent resided in Mombasa. Only 3 percent of the respondents did not consider any of the forms mentioned above as abuse as displayed in the data below. In Zambia 59 percent of the sampled respondents found insulting/making false accusations about someone as well as threatening to physically/sexually harm to be online abuse. Out of these 64 percent came from Lusaka while 54 percent resided in Copperbelt. Only 6 percent of the respondents did not consider any of the forms mentioned above as abuse as displayed in table 6 below.

Table 6: Consider Online Abuse 2

	Kenya					Zambia						
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	5?	Count	5?	Count	5?	Count	5?	Count	5?	Count	5?
Insulting/making false accusations about someone	88	35%	60	24%	148	30%	56	22%	44	18%	100	20%
Threatening to physically/sexually harm someone	55	22%	36	14%	91	18%	42	17%	32	13%	74	15%
Both	101	40%	145	58%	246	49%	136	54%	159	64%	295	59%
None	6	2%	9	4%	15	3%	16	6%	15	6%	31	6%
Total	250	100%	250	100%	500	100%	250	100%	250	100%	500	100%

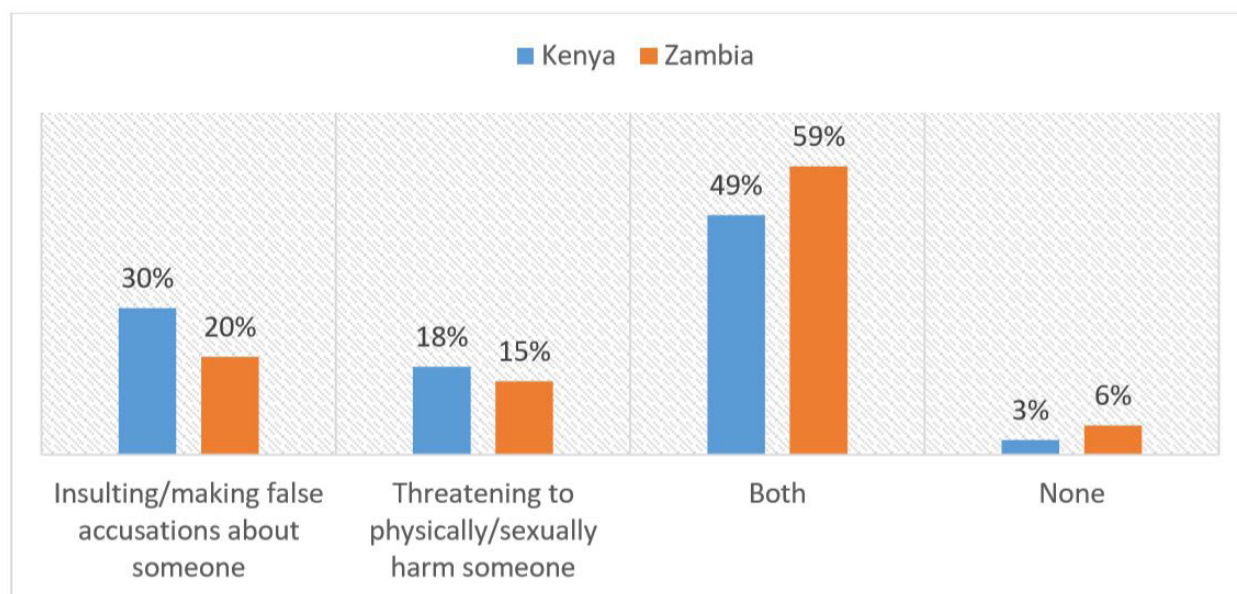


Figure 5: Consider Online Abuse 2

Majority of the sampled respondents in Kenya and Zambia find insulting/making false accusations about someone as well as threatening to physically/sexually harm to be online abuse.

3.7 Consider Online Abuse 3

Furthermore, when asked “What else could be online abuse? 1)Threats to sexually harm someone 2)Taking/sharing woman’s nude pictures/videos without their consent 3)Both 4)None “, 51 percent of those surveyed in Kenya consider taking/sharing woman’s nude pictures/

videos without consent as well as threats to sexually harm someone as abuse. Out of the two mentioned forms, taking/sharing woman’s nude pictures/videos without their consent stood out to be more abusive at 36 percent. Over half (59%) of those surveyed in Zambia consider taking/sharing woman’s nude pictures/videos without consent as well as threats to sexually harm someone as abuse. Out of the two mentioned forms, taking/sharing woman’s nude pictures/videos without their consent stood out to be more abusive at 32 percent. Table 7 below reflects the detailed breakdown.

			Kenya						Zambia			
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	5?	Count	5?	Count	5?	Count	5?	Count	5?	Count	5?
Taking/sharing woman's nude pictures/videos without their consent	101		78	31%	179	36%	75	30%	83	33%	158	32%
Threats to sexually harm someone	33		21	8%	54	11%	18	7%	21	8%	39	8%
Both	112		143	57%	255	51%	150	60%	144	58%	294	59%
None	4		8	3%	12	2%	7	3%	2	1%	9	2%
Total	250		250		500	100%	250	100%	250	100%	500	100%

Table 7: Consider Online Abuse 3

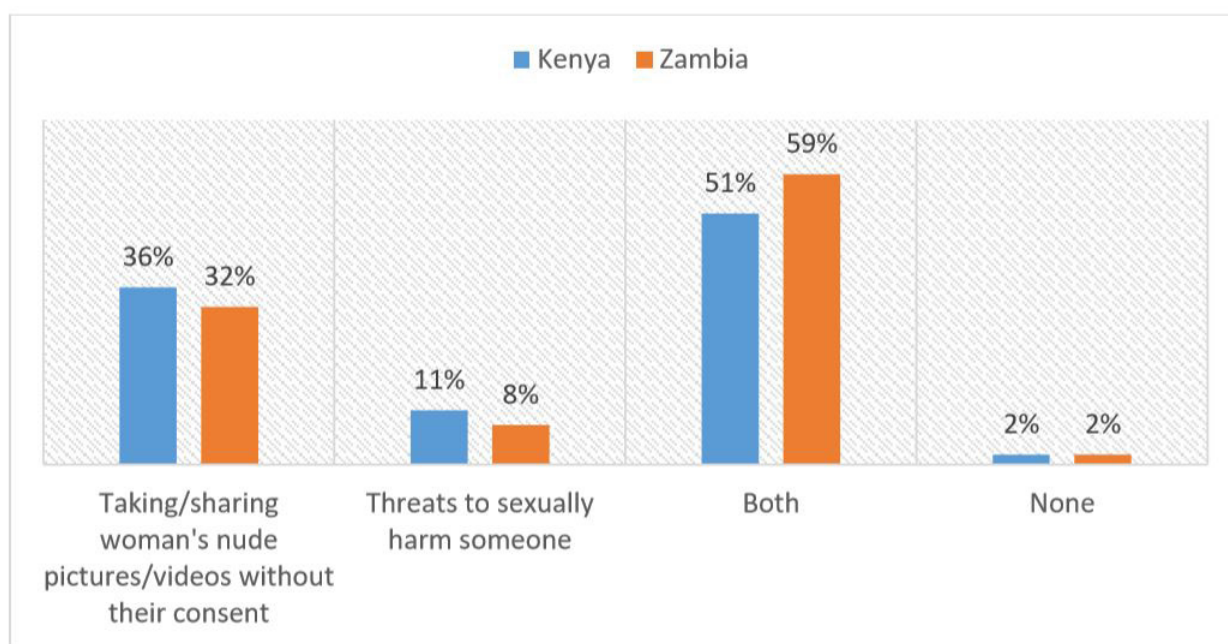


Figure 6: Consider Online Abuse 3

Half of the sampled respondents in Kenya and Zambia consider taking/sharing woman's nude pictures/videos without consent as well as threats to sexually harm someone as abuse

3.8 Ever Viewed Materials

Respondents were asked "Have you ever viewed pictures/videos/audio clips/ messages of a girls or women being verbally/physically/sexually abused on online/social media? 1) Yes 2) No. More than half (69%) of the sampled respondents in Kenya affirmed to having seen pictures/videos/audio clips/messages of girls or women being

abused online. Only 31 percent reported not having seen material of girls/women being abused online. About two thirds (76%) of the sampled respondents in Zambia affirmed to having seen pictures/videos/audio clips/ messages of girls or women being abused online. A majority of the respondents were from Lusaka (81%) while those reporting from Copperbelt were 72 percent. Only 24 percent reported not having seen material of girls/women being abused online. This is an indication of how social media is being misused as it is widely used to distribute abusive materials. Table 8 below reflects the detailed breakdown.

	Kenya						Zambia					
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	173	69%	170	68%	343	69%	179	72%	202	81%	381	76%
No	77	31%	80	32%	157	31%	71	28%	48	19%	119	24%
Total	250	100%	250	100%	500	100%	250	100%	250	100%	500	100%

Table 8: Ever Viewed Materials



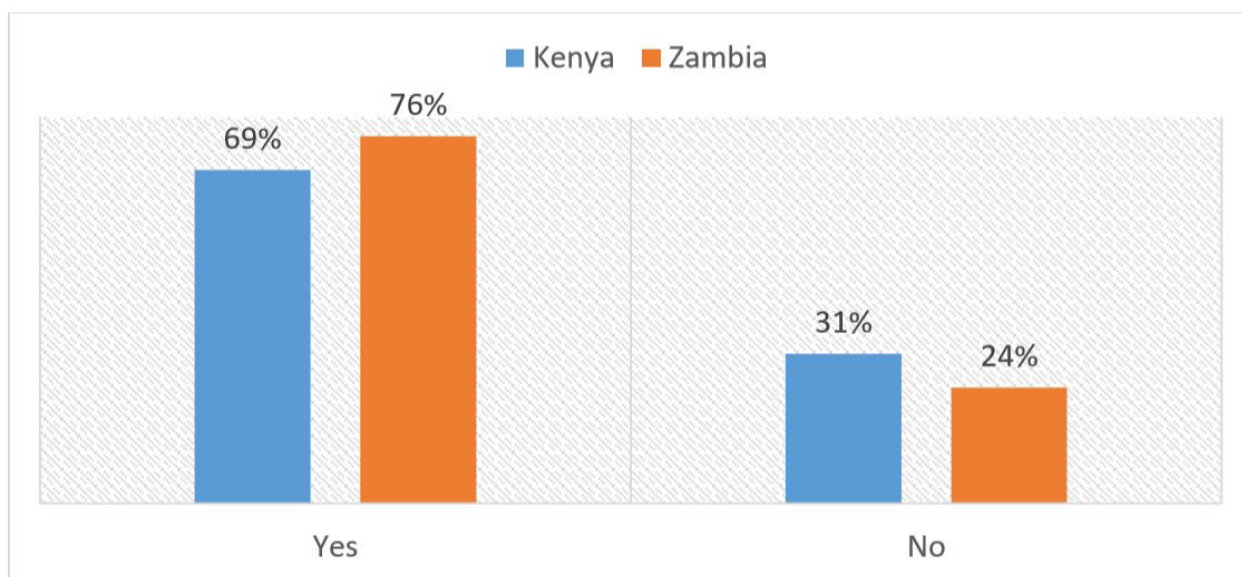


Figure 7: Ever Viewed Materials

More than 60% of the sampled respondents in Kenya and Zambia affirmed to having seen pictures/videos/audio clips/messages of girls or women being abused online.

3.9 Ever Shared Materials

Among the sampled respondents in Kenya 76 percent reported to have never shared material of girls or women being abused on social media. Those that affirmed to having shared materials online of girls or women being abused were 26 percent with a majority coming from Kilifi. Approximately 70 percent of the sampled respondents

in Zambia reported to have never shared material of girls being abused on social media. Those that affirmed to having shared materials online of girls or women being abused were 26 percent with majority coming from Lusaka.

Respondents were asked “Have you ever shared pictures/ videos/audio clips/messages of girls or women being verbally/ physically/sexually abused on social media? 1) Yes 2) No”. Table 9 below reflects the detailed breakdown of the findings.

	Kenya						Zambia					
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	73	29%	46	18%	119	24%	61	24%	71	28%	132	26%
No	177	71%	204	82%	381	76%	189	76%	179	72%	368	74%
Total	250	100%	250	100%	500	100%	250	100%	250	100%	500	100%

Table 9: Ever Shared Materials

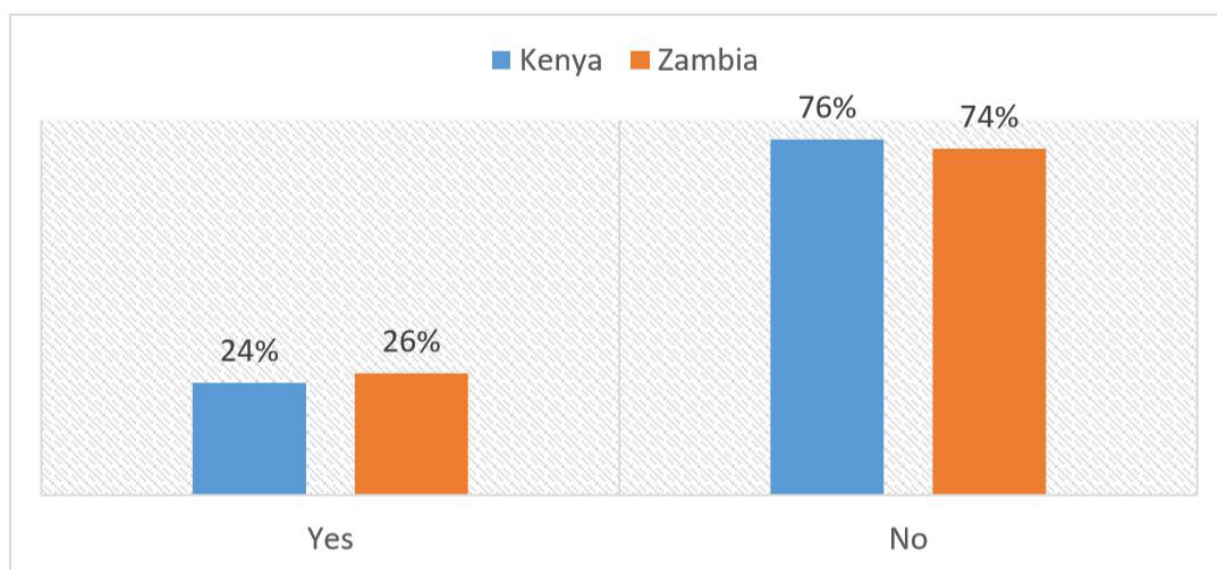


Figure 8: Ever Shared Materials

More than 70% of the sampled respondents in Kenya and Zambia reported to have never shared material of girls being abused on social media.

3.10 Men-Women Online Relations

Respondents were also asked “Which of these is most true online?”

1. Men are more aggressive towards women
2. Women are more aggressive towards women
3. Women are more aggressive towards men”.

Kenya agree that men are more aggressive towards women online. Out of the surveyed respondents, 15 percent find women to be more aggressive towards other women and the 24 percent found women to be more aggressive towards men. About 55 percent of the sampled respondents in Zambia from Copperbelt agree that men are more aggressive toward women online while 52 percent that shared the same view came from Lusaka. Out of the surveyed respondents, 24 percent find women to be more aggressive towards other women and the 22 percent found women to be more aggressive towards men. Table 10 below reflects the detailed breakdown.

About 60 percent of the sampled respondents from

	Kenya					Zambia						
	Kilifi		Mombasa		Total	Copperbelt			Lusaka		Total	
	Count	5?	Count	5?	Count	Count	5?		Count	5?	Count	5?
Men are more aggressive towards women	152	61%	153	61%	305	61%	138	55%	130	52%	268	54%
Women are more aggressive towards women	32	13%	42	17%	74	15%	62	25%	58	23%	120	24%
Women are more aggressive towards men	66	26%	55	22%	121	24%	50	20%	62	25%	112	22%
Total	250	100%	250	100%	500	100%	250	100%	250	100%	500	100%

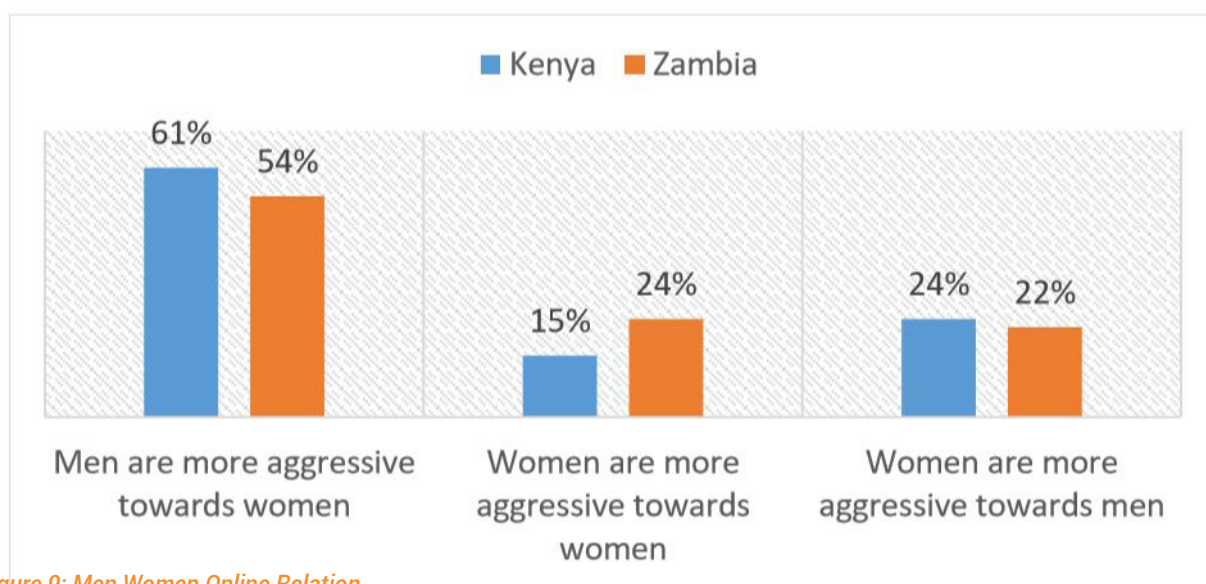


Figure 9: Men Women Online Relation

Most of the sampled respondents in Kenya and Zambia agree that men are more aggressive toward women online.

3.11 Experienced Online Harassment

Respondents were asked “Have you or someone you know ever experienced online abuse/harassment yourself? 1) Yes 2) No”. There is almost a tie between respondents from Kenya who indicated that they or someone they know have experienced online abuse and those that

said that they did not know anyone neither have they experienced online abuse/harassment themselves at 49 percent and 51 percent respectively from Kenya. Majority of the respondents from Zambia at 56 percent indicated that they or someone they know have experienced online abuse while 44 percent said that they did not know anyone neither have they experienced online abuse/harassment themselves. Table 11 below reflects the detailed breakdown.

	Kenya						Zambia					
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	129	52%	115	46%	244	49%	142	57%	136	54%	278	56%
No	121	48%	135	54%	256	51%	108	43%	114	46%	222	44%
Total	250	100%	250	100%	500	100%	250	100%	250	100%	500	100%

Table 11: Experienced Online Harassment

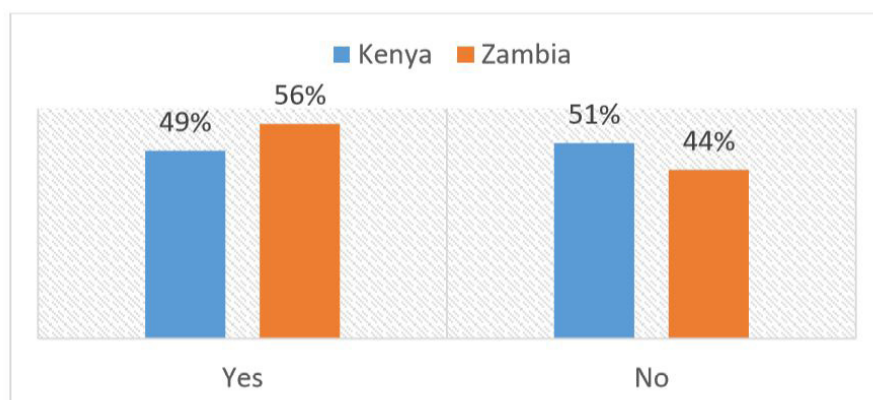


Figure 10: Experienced Online Harassment

About 56% of the sampled respondents from Zambia indicated that they or someone they know have experienced online abuse while in 49% from Kenya reported the same.

3.12 Form of Abuse 1

When asked “What form of abuse/harassment was it?

1) Pictures/videos taken without consent 2) Pictures/videos were taken being physically/sexually harmed 3) Insults and accusations 4) Threats of physical/sexual harm 5) Other”, in Kenya, out of those that affirmed to

having experienced abuse or knowing someone that has experienced it, having pictures/videos taken without consent was the top form of abuse experienced online having 60 percent followed by insults and accusations at 51 percent as indicated in table 12 below.

In Zambia, out of those that affirmed to having experienced abuse or knowing someone that has experienced it, insults and accusations were the top forms of abuse experienced online having 60 percent followed by having pictures/videos taken without consent at 53 percent as indicated in the table below.

Kenya							Zambia					
Kilifi			Mombasa		Total		Copperbelt		Lusaka		Total	
Count	%			%	Count	%	Count	%	Count	%	Count	%
Pictures/videos taken without consent												
Yes	75	58%	71	62%	146	60%	75	53%	71	52%	146	53%
No	54	42%	44	38%	98	40%	67	47%	65	48%	132	47%
Pictures/videos were taken being physically/sexually harmed												
Yes	41	32%	33	29%	74	30%	42	30%	37	27%	79	28%
No	88	68%	82	71%	170	70%	100	70%	99	73%	199	72%
Insults and accusations												
Yes	57	44%	68	59%	125	51%	87	61%	81	60%	168	60%
No	72	56%	47	41%	119	49%	55	39%	55	40%	110	40%
Threats of physical/sexual harm												
Yes	61	47%	49	43%	110	45%	48	34%	37	27%	85	31%
No	68	53%	66	57%	134	55%	94	66%	99	73%	193	69%
Other												
Yes	15	12%	10	9%	25	10%	11	8%	20	15%	31	11%
No	114	88%	105	91%	219	90%	131	92%	116	85%	247	89%
Total	129	100%	115	100%	244	100%	142	100%	136	100%	278	100%

Table 12: Form of Abuse 1

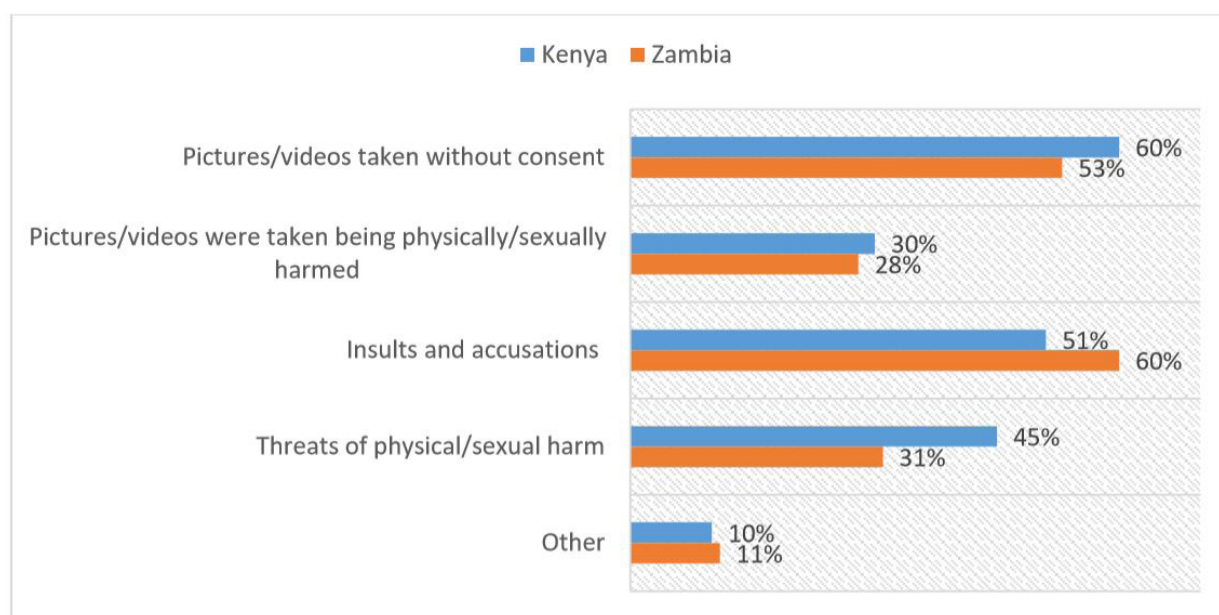


Figure 11: Form of Abuse 1

3.13 Incidence Occurrence

Respondents were also asked “On which online media did the abuse/harassment occur? Facebook stood out as the popular platform for abuse in both Kenya and Zambia.

3.14 Most Unsafe Social Media

Respondents were also asked “In your opinion which online platform is most unsafe/prone for use for abuse/harassment?” Facebook stood out to be the most unsafe/prone online platform for abuse in both Kenya and Zambia based on the feedback from respondents.

3.15 Use Media Harm

In order to gauge the motive for social abuse respondents

were asked “Why do people use social media to harm others?

1. People don't care
2. Easy to say & do without fear of punishment
3. Reflects real world attitudes
4. Other
5. None” .

About 54 percent of the sampled respondents from Kenya stated that people use social media to harm others mainly because it is easy to say and do without fear of punishment while 74 percent of the sampled respondents from Zambia had the same opinion. With this in mind there needs to be strict policies against the culprits so as to minimize the occurrence of such actions. Table 13 below reflects the detailed breakdown.

	Kenya						Zambia					
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Easy to say & do without fear of punishment	141	56%	129	52%	270	54%	175	70%	194	78%	369	74%
People dont care	55	22%	61	24%	116	23%	38	15%	28	11%	66	13%
Reflects real world attitudes	46	18%	49	20%	95	19%	23	9%	22	9%	45	9%
None	5	2%	6	2%	11	2%	10	4%	5	2%	15	3%
Other	3	1%	5	2%	8	2%	4	2%	1	0%	5	1%
Total	250	100%	250	100%	500	250	250	100%	250	100%	500	100%

Table 13: Use Media Harm

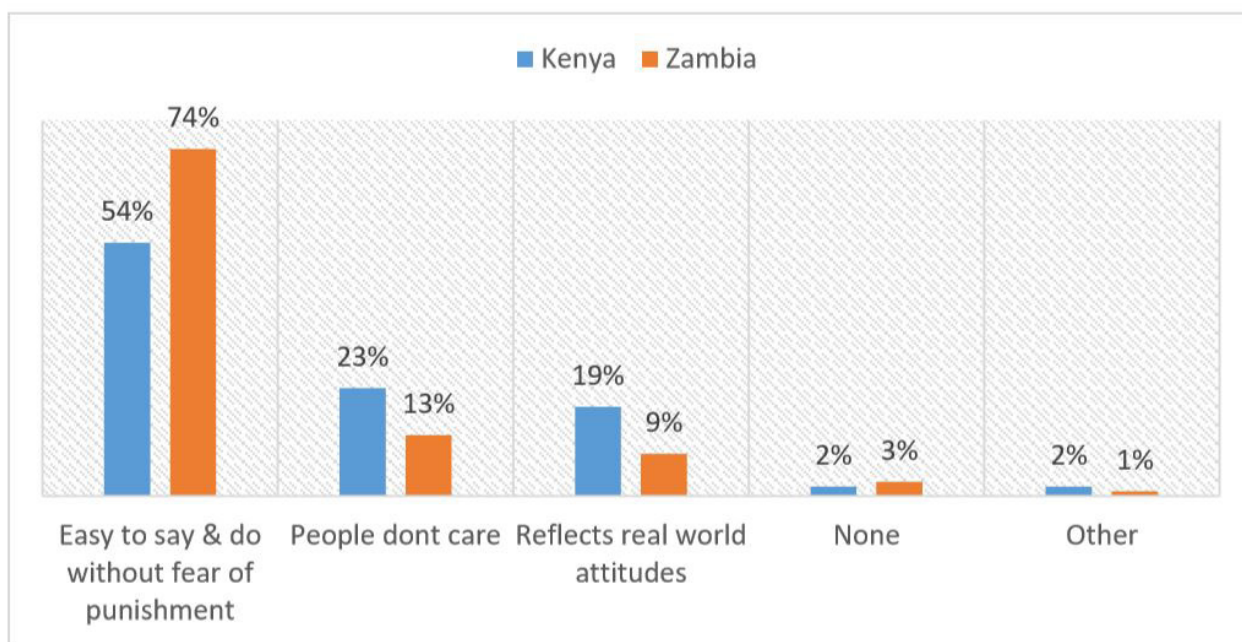


Figure 12: Use Media Harm

Majority of the sampled respondents in Kenya and Zambia stated that people use social media to harm others mainly because it is easy to say and do without fear of punishment.

3.16 Ever Reported Incidences

When asked “Have you ever reported incidents of abuse that have taken place online media/SMS/WhatsApp? 1) Yes 2) No”

More than half of the interviewed respondents (77%) from Kenya and Zambia confessed to not reporting incidences of abuse that took place online raising eyebrows on the number of cases that have gone unnoticed. Only 23 percent indicated to having reported incidents of abuse that have taken place online. This shows that awareness needs to be created on how to handle such cases. Table 14 below reflects the detailed breakdown.

	Kenya						Zambia					
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	62	25%	51	20%	113	23%	59	24%	57	23%	116	23%
No	188	75%	199	80%	387	77%	191	76%	193	77%	384	77%
Total	250	100%	250	100%	500	100%	250	100%	250	100%	500	100%

Table 14: Ever Reported Incidences

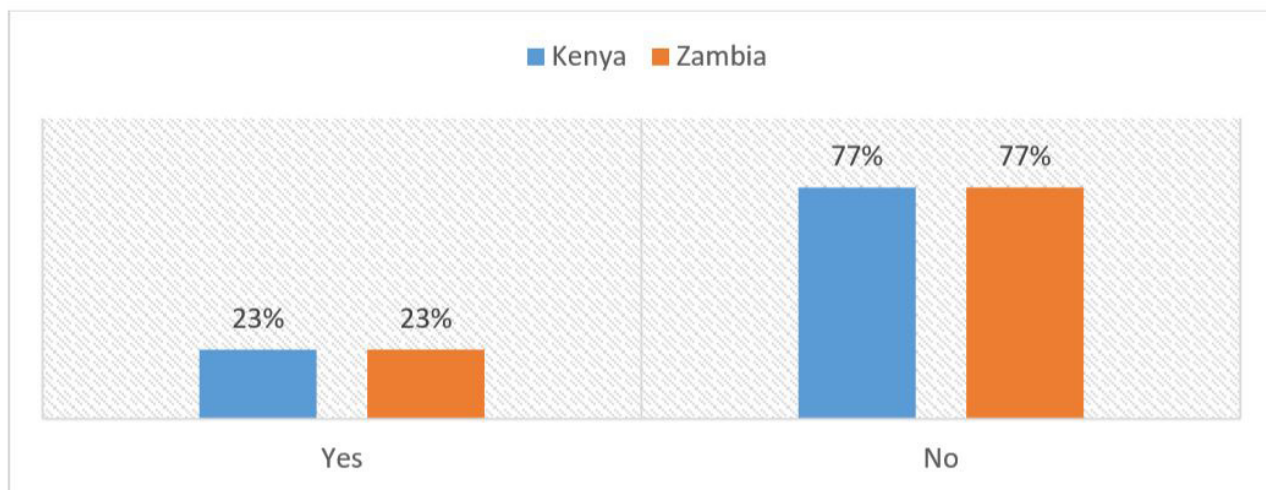


Figure 13: Ever Reported Incidences

About two thirds (77%) of the sampled respondents in Kenya and Zambia confessed to not reporting incidences of abuse that took place online.

3.17 Action Taken On Report

Those that affirmed to having reported incidents of online abuse were asked “Which action was taken? 1) The abuser was arrested and taken to court 2) The abuser was made to stop 3) Nothing 4) The abuser has continued with the behaviour”. Based on the sampled respondents from Kenya, it is evident that after a report was made on incidences of abuse online no major action is taken

on the abuser and in other cases nothing was done. 54 percent reported that the abuser was made to stop, 19 percent stated that the abuser was arrested and taken to court, 4 percent stated that the abuser has continued with the behaviour and lastly 23 percent reported that nothing was done. In Zambia 53 percent reported that the abuser was made to stop, 10 percent stated that the abuser was arrested and taken to court, 9 percent stated that the abuser has continued with the behaviour and lastly 28 percent reported that nothing was done. Table 15 below reflects the detailed breakdown.

	Kenya						Zambia					
	Kilifi		Mombasa		Total		Copperbelt		Lusaka		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
The abuser was made to stop	32	52%	29	57%	61	54%	30	51%	31	54%	61	53%
The abuser was arrested and taken to court	13	21%	9	18%	22	19%	9	15%	3	5%	12	10%
The abuser has continued with the behaviour	4	6%		0%	4	4%	7	12%	3	5%	10	9%
Nothing	13	21%	13	25%	26	23%	13	22%	20	35%	33	28%
Total	62	100%	51	100%	113	100%	59	100%	57	100%	116	100%

Table 15: Action Taken On Report

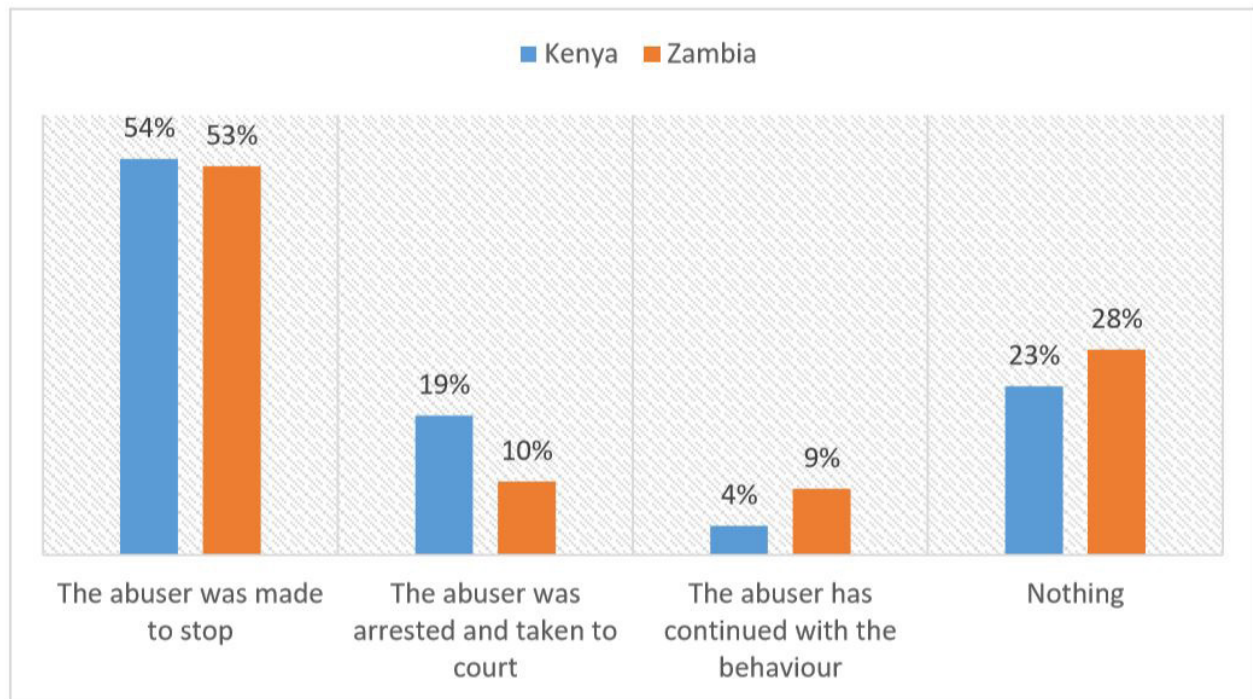


Figure 14: Action Taken On Report

Most of the sampled respondents in Kenya and Zambia reported that the major action that was taken was the abuser was made to stop with 54% and 53% respectively.



CHAPTER



4. Summary of survey results

4.1 Similarities

In both Kenya and Zambia majority of the sampled respondents perceive violence against women as physical hurt of women, sexual hurt of women, insults/threats to women in person/internet/SMS, denying resources to women like money or education, as well as denying women freedom of movement.

The results for both Kenya and Zambia, show that infliction of physical/sexual/emotional harm on a woman/girl by a man is wrong with 75 percent and 79 percent respectively.

Majority of the surveyed respondents in both Kenya and Zambia ascertain that taking/sharing picture/video of someone without consent and of someone being physically/sexually harmed are both considered to be forms of online abuse with 45 percent and 51 percent respectively.

Majority of the sampled respondents in Kenya and Zambia find insulting/making false accusations about someone as well as threatening to physically/sexually harm to be online abuse with 49 percent and 59 percent respectively. At the same time, half of them consider taking/sharing woman's nude pictures/videos without consent as well as threats to sexually harm someone as abuse with 51 percent and 59 percent respectively. Although more than 70 percent of the sampled respondents in Kenya and Zambia reported to have never shared material of girls being abused on social media, more than 60 percent of the respondents in Kenya and Zambia affirmed to having seen pictures/videos/audio clips/messages of girls or women being abused online. Despite seeing all these online, more than 70 percent reported to have never shared material of girls being abused on social media.

About 56 percent of the sampled respondents from Zambia indicated that they or someone they know have experienced online abuse while in 49 percent from Kenya reported the same.

Majority of the sampled respondents in Kenya and Zambia stated that people use social media to harm others mainly because it is easy to say and do without fear of punishment.

Two thirds (77 %) of them reported to not reporting incidences of abuse that took place online. Among those who reported the incidence of online abuse, no action was taken to stop the abuse.

4.2 Differences

In Kenya, 47 percent of the respondents affirmed that online tools like WhatsApp/Facebook/Twitter/dating sites/emails or

SMSs may be unsafe environments for women/girls while in Zambia 54 percent of them thought that this could be the case at times. In Kenya, Pictures/videos those that reported to have ever experienced online abuse, pictures taken without consent is reported to be the major form of online abuse while in Zambia, insults and accusations was the top form of abuse experienced.

4.3 Implications

Digital saturation in communication is intended to meet both personal, professional and social needs on a safe platform. However, this is not the case and many cases of social media harassment are not receiving the attention urgently needed. Aggressive online behaviour contributes to potential opportunities of gender-based violence whether by direct or indirect internet exposure.

The presence of poor or limited regulated policies engenders cyber bullying which in turn significantly contributes to heightened emotional, psychological, and physical stress, trauma and harm. This has a huge impact on the social well being and harnessing gender equality, dignity and respect.

4.4 Lessons Learnt

An important component of the survey suggests that people use social media to harm others mainly because it is easier to say and do without the fear of punishment / reprisals. Two thirds of them reported to not reporting incidences of abuse that took place online. Among those who reported the incidence of online abuse, no action was taken to stop the abuse.

This finding in itself highlights poor social monitoring systems and policies to hold social media platforms accountable for content that promotes online violence against women as it encourages cyber bullying.

4.5 Final Word

It is critical that interventions developed reflect critical cross-thinking among both virtual and physical communities and early identification of triggers and behaviour is key.

The AAYMCA research therefore highlights the need for more strategic and informed online interventions that will promote advocacy, policy development and compliance in the online community world.

Our aim is to identify and mobilize individuals, actors and communities to advocate against all harmful practices and behaviours whether physical or virtual, which keeps violence against women alive with the ultimate objective of ending it.

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