

#TechHacks: Design Innovation Workshop #2

Session details: 13 January 2024, 9.30am – 4.00pm, Morrison Room

S/N	Summary of Discussion	Action by
1	Introduction and Morning Energiser	
1.1	Panel leads gave a recap on the panel's progress over the past 2 workshop sessions.	
2	#PanelHomework	
2.1	<p>The panel consolidated their key areas of interest and research, to narrow down on potential problem statements.</p> <p>Members shared about the following issues:</p> <ul style="list-style-type: none">(i) The exacerbation of social influence and peer pressure online, especially during the COVID-19 pandemic.(ii) The lack of awareness of the need for digital literacy and healthy online habits, especially among vulnerable communities.(iii) The need for guidelines on online ethics and resources on how to deal with online harassment. <p>Dev (Lead) noted that a possible focus area could be towards mental health in online spaces, either through the building of self-awareness and healthy use habits, or in the form of regulation and accountability of social media platforms. He added that public education seemed to be a common focus area across the issues.</p>	
3	#CapBuilding: Crafting the Opportunity Statement	
3.1	<p>The panel consolidated the various discussion points on Padlet to develop a synthesised opportunity statement: "How might we address the issue of mindfulness towards and awareness of digital literacy, especially among youths and lower income households in Singapore?"</p> <p>In seeking to address this issue, we are keeping in mind:</p> <ul style="list-style-type: none">(i) The life cycle of an online harm;(ii) The need to strengthen accountability amongst digital platforms and companies to deal with online harms;(iii) The lack of awareness, availability and acceptability of laws, avenues of recourse and resources; and(iv) The lack of responsible practices in online spaces as well as online etiquette. <p>This is because of the wide range of online harms, including misinformation, scams, cyberattacks, personal data breaches, cyber violence, and harassment, which contribute significantly to social anxiety, stress, and unsafe online environments. It is also because we recognise the negative impacts these harms have, especially on vulnerable groups, and the heightened influence of social media and peer pressure on youths. Our hope is to be able to foster a</p>	

	compassionate, empathetic, and digitally healthy society to advance development and positive mental health.”	
4	#CapBuilding: Research Process	
4.1	Priya (Verian) shared about qualitative and quantitative research processes, and their application. She also shared about three core principles to abide by when conducting research: (a) transparency; (b) doing no harm; (c) protection.	
5	#PanelBreakout	
5.1	Panel leads led the panel to deliberate on a research plan to guide what they needed to discover and validate further. Panel leads also discussed with members on the monthly meeting schedule ahead.	
5.2	<p><u>Allocation of roles</u></p> <p>The panel identified and divided themselves into sub-teams, with specific tasks:</p> <ul style="list-style-type: none"> (i) Stakeholder team: To connect the panel with various stakeholders and source for interviewees as part of research. Dev (Lead) also requested members to lean on their existing contacts and networks for the engagements. (ii) Research team: To conduct primary and secondary research on the issue, using qualitative and quantitative methods. (iii) Testing team: To analyse impact of proposed solutions. Research team of the research team given the similar nature of tasks such as qualitative and quantitative research. They would also be involved in analysing the impact of the proposed solutions. (iv) Development team: To develop and synthesise ideas/products/programmes. They would work closely with the research and testing teams, and might need to have more support from other teams during intensive periods. (v) Delivery team: To consolidate and organise the information from the various teams to deliver the final product. 	
5.3	<p><u>Breakout discussions (by sub-teams)</u></p> <p>The panel divided into sub-teams for further discussion on next steps and proposed timeline.</p> <p>Stakeholder team: The team discussed about the possible range of stakeholders to engage, including schools, government agencies, non-profit organisations and grassroots organisations. They noted the need to gain access to lower-income groups. Next steps include consolidating existing contacts from panel members and mapping a suitable engagement plan. The team also shared on their intent to</p>	

	<p>organise more consultations or fireside chats akin to the context-setting with MCI, to support the panel in developing a more comprehensive understanding of the existing landscape and varying priorities of stakeholders.</p> <p>Research team: The team noted that they would conduct literature review, specifically on the following areas: (a) Impact of tech on low socioeconomic status individuals; (b) current laws, statistics, and resources available on online harms across the different sectors in Singapore; (c) avenues for recourse on the global level; and (d) definition of online harms. The team added that they work on the literature review prior to the next monthly meeting in February.</p> <p>Development team: The team shared that their immediate focus would be to support the other teams during the research phase.</p> <p>Delivery team: The team shared that they would work on maintaining the panel's knowledge management process and take stock of information shared on the Google Drive and Telegram chat, for the panel's ease of reference. They would also support other teams by providing feedback and ensuring consistency of messaging to different stakeholders.</p>	
6	Wrap-up by MCCY/NYC	
6.1	<p>Valerie (NYC) thanked the panels for their commitment and provided a recap on the panel timeline. She noted that there are no official workshops for the remainder of January and February, to allow the panels to focus on panel-level discussions and research.</p> <p>On upcoming milestones, the panel should expect to engage the wider population through surveys and engagements in March, followed by a midpoint check-in with MCI between April to June. A Youth Policy Forum is also being planned for July/August, for the panels to share their findings and seek additional views from youths and the wider population on their proposed recommendations.</p>	
6.2	<p>In response to a query on engaging political office holders (POHs), MCCY and NYC shared that this can be arranged should the panel have a suitable policy topic or line of inquiry for the specific POH, and to arrange early to accommodate POHs' schedules.</p>	

Attendance:

MCCY	Ms Mandy Lim (Senior Manager, Youth Division)
NYC	Ms Valerie Tan (Senior Manager, Youth Engagement) Mr Xue Wei Tan (Intern, Youth Engagement)
Verian	Ms Priya Narayan (Senior Associate, Policy Development & Evaluation)
Advisors	Mohammad Matin Bin Mohdari
Leads	Anthea Foong Dev Bahl Ong Wei Ching Tan Zng Hiong
Members	Saishwar Thirumagan Sri Rustam Shariq Mujtaba Tessa Foo Xuan Ru Luo Chen Jun Lee Kok Thong Cameron Tan Shi Ern Malcolm Ngio Yew Kiat Nandita Karthikeyan Charmaine Tan Shiyan Bryan Ong Cae Tze Dinah binte Aziz Rishab Sharma Thaddeus Tan Loo Kai Shalini Kumar Chin Char Min Nandhini Balakrishnan Matthew Ng De En Tiang Hui Hui Mohamed Mikhail Kennerley Azlin Zubairah Binti Mohamad Johari Katherine Chua Chang Kun
Absent with apologies	<u>Advisors:</u> Ken Chua Swee Meng <u>Members:</u> Nurhan Hafiz Bin Mohammad Nazri Joshua Tseng Shi-Hao Lien Hui Xuan Tabitha Lee Shi Yun Rachel Kuo Jing Ying Kelly Chiew Li Ming Chong Chi Hoong Evelyn Alimin Li Zhirui Ben Chua