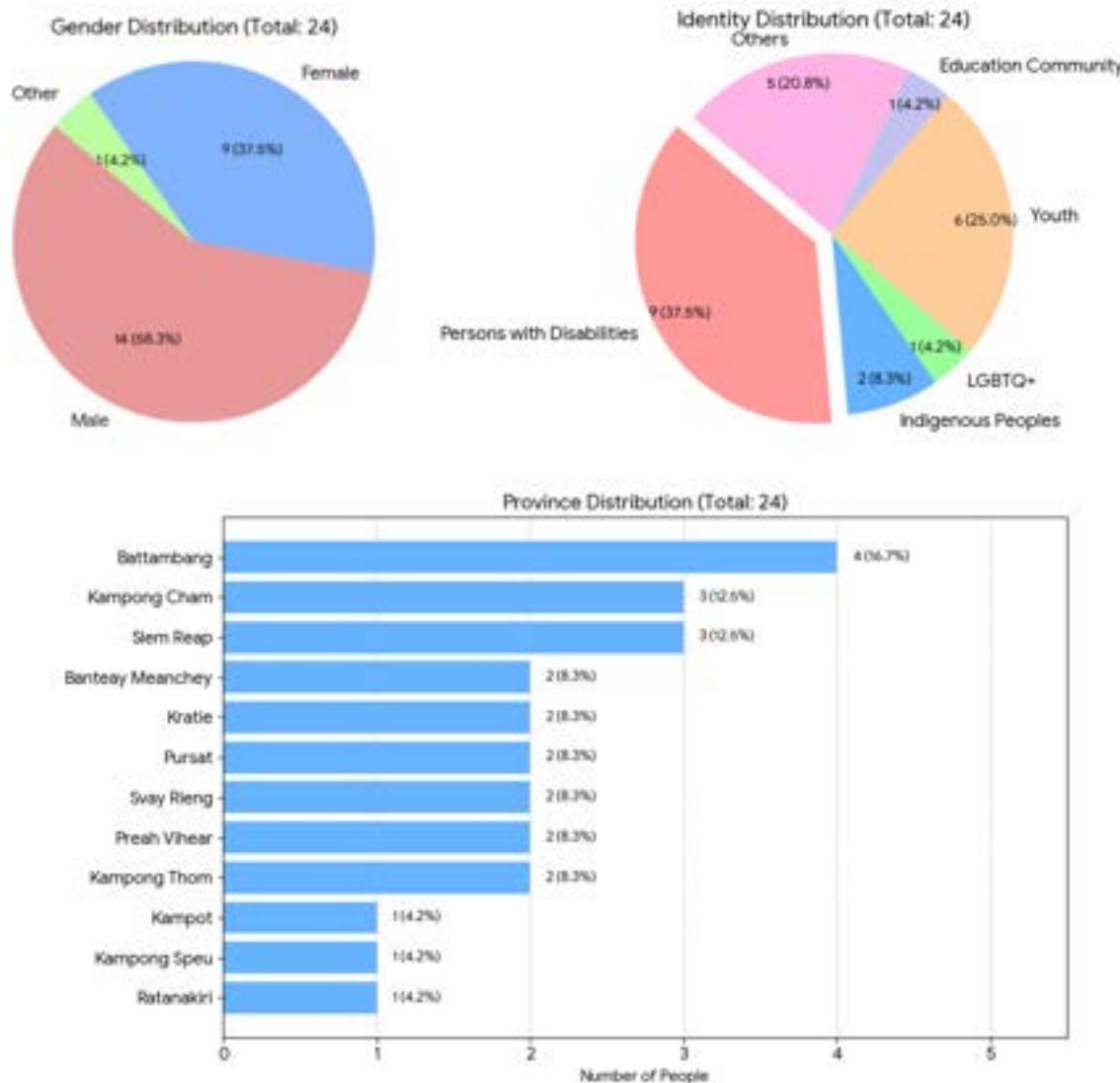


## UNESCO Travel Support - Participants Experience

Cambodia's first National Internet Governance (CamIGF) took place on 6-7 December 2025. This year's forum centered on "Building Cambodia's Inclusive Digital Society," aiming at shaping Cambodia's digital future through inclusive dialogue, multi-stakeholder collaboration, and transparent governance. The forum was organized through collaborative efforts of key governmental and international organizations, with four key organisation bodies, including the Ministry of Post and Telecommunications (MPTC), Open Development Cambodia (ODC), United Nations Educational, Scientific and Cultural Organization (UNESCO) and Cambodia Academy of Digital Technology (CADT).

To advance multistakeholder dialogue and diverse perspectives, ODC, with travel support from UNESCO, co-supported 24 participants from rural provinces. Here is the breakdown of the participants:



To gain deeper insight into the experiences of these 24 participants at CamIGF 2025, a post-event survey was sent to them. In total, 21 of the 24 participants responded, making the results highly representative.

### Sessions Participation and Satisfaction Breakdown

Among the 21 respondents, nearly half (10 participants, 48%) attended 10-15 sessions, while 7 participants (33%) joined 5-10 sessions, and 4 participants (19%) attended 1-5 sessions. Regarding relevance, 8 respondents (38%) considered the sessions they attended to be very important and relevant, 11 respondents (52%) found them important, and only 2 respondents (10%) reported a neutral perception. Furthermore, 6 respondents (29%) reported gaining a great deal of knowledge, while the majority, 12 respondents (57%), indicated they gained substantial knowledge and experience. Only 3 respondents (14%) reported gaining a moderate level of knowledge and experience. It is important to note that aside from the CamIGF sessions, participants also took part in the broader Digital Governance Forum (DGF) sessions.

### Insights from Participants on Sessions and Discussions

Overall, participants expressed strong appreciation for CamIGF 2025, highlighting its relevance, inclusiveness, and practical value for their studies, work, and daily lives. Many noted that the forum provided a rare opportunity, especially for participants from rural areas, youth, and persons with disabilities, to better understand Cambodia's digital landscape and global technology trends.

A recurring insight was increased awareness of internet infrastructure and connectivity. Several participants shared that they learned about undersea cables, national internet independence, and Cambodia's efforts to strengthen cybersecurity and digital resilience. Sessions such as Cambodia Universal Connectivity emphasized the right to internet access, particularly for rural communities, while also raising awareness of ongoing challenges related to digital literacy and effective use of technology at the community level. One participant reported that:

*“All the topics [are] very good because all [the] CSOs should have the opportunity to learn and see [what] the world focuses on in the near future.”*

Participants also highlighted strong interest in digital literacy, media literacy, and responsible technology use. Sessions on AI, disinformation, and digital platforms were particularly memorable. Participants emphasized the importance of learning how to identify fake news, use media responsibly, and protect themselves from online scams. These insights were viewed as immediately applicable to daily life, especially in an environment where people are exposed to large volumes of information online. One participant shared:

*“Topics from this forum [are] important for my work and studies because it equipped me [with the skills] to use digital tech and AI effectively and responsibly. It also increased my knowledge of protecting personal data, using digital services, [for which] the rapid development of tech requires me to be ready.”*

Participants also valued discussions on inclusive digital development and governance. Discussions on digital citizenship, smart governance, e-visa systems, and digital government helped them better understand existing government policies, services, and regional practices. Many appreciated learning about inclusive initiatives, such as scholarships, free skills training, and government support programs for low-income families and vulnerable groups. Participants with disabilities specifically highlighted how inclusive technologies and internet governance discussions enhanced their understanding of digital rights and participation.

Across sessions, participants noted the importance of AI and emerging technologies in shaping Cambodia's future. They reflected on the need for national strategies that keep pace with rapid technological change, inclusive adoption of AI for social and economic development, and strong frameworks for data protection, privacy, and accountability. Several participants shared that exposure to new technologies, such as robotics, automation, and AI platforms, increased their readiness to adapt, improve productivity, and prepare for future career opportunities. Some respondents also highlighted their ability to share the knowledge and experiences gained with their communities:

***“All the topics are important because: 1. [Make us] aware of the existing policies of the government, 2. [We] can apply the knowledge and experiences in my daily life, and 3. share further with people and youths from my communities.”***

In summary, participants viewed CamIGF 2025 as a valuable learning platform that strengthened their understanding of digital development in Cambodia and the region. The forum not only enhanced technical knowledge but also empowered participants to apply insights in practical ways, share knowledge within their communities, and engage more actively in shaping an inclusive and responsible digital future.

### **Feedback on Travel Support and Overall Forum Experience**

Participants expressed deep appreciation for the travel support provided by UNESCO and ODC, which enabled them to attend CamIGF 2025. Out of the 21 respondents, nearly half (10 respondents, 48%) reported being highly satisfied with the travel support, 9 respondents (43%) were satisfied, and 2 respondents (9%) expressed a neutral opinion.

Many emphasized that this support was crucial in giving representatives from rural provinces and marginalized groups, including people living with disabilities, the opportunity to engage with the digital development agenda. Several participants noted that this was their first time attending a large-scale forum, and they valued the chance to learn about emerging technologies, digital governance, AI, and online safety. As one participant shared that:

***“This is my first time joining a big event like this forum. Appreciate the opportunity!”***

Overall, participants found the forum well-organized and highly beneficial. They suggested that future events could include structured introductions before the sessions or reflection meetings afterward to encourage networking, sharing, and discussion on how to apply

learned experiences in daily life or community work. Participants also highlighted logistical improvements, such as providing sufficient headsets, offering local community languages translation options, and prioritizing Khmer-language presentations to ensure inclusivity and accessibility for local participants.

Many attendees recommended inviting more Cambodian experts to share insights in Khmer, as they better understand the national context. They also suggested including additional representatives from people living with disabilities to ensure equitable participation. Participants strongly supported organizing similar forums regularly, noting that continuous exposure to digital trends and responsible technology use is essential for both professional and personal development.

Finally, participants expressed their gratitude for the opportunity, emphasizing the importance of sharing knowledge gained with their communities and encouraging similar opportunities for others from provinces. The overall feedback reflects a high level of satisfaction with both the travel support and the forum's content, as well as a strong desire for future engagement in Cambodia's evolving digital landscape.