



Technical assistance and capacity building
for government officials

**The second DODR training workshop on
Consumer Dispute Resolution (CDR) - Technology**

PROGRAMME

22-24 March 2022

From 1 to 4 p.m. (Bangkok/Jakarta time)



Full title of the project	Delivering digital trading infrastructure and online dispute resolution (DODR) for consumers as means to improve international trade and electronic commerce
Full title of the training workshop	The second DODR training workshop on Consumer Dispute Resolution (CDR) - Technology
Date	22 to 24 March 2022
Time	1 to 4 p.m. Jakarta and Bangkok time
Venue	Online via Zoom
Audience	Officials from BPKN and OCPB Guests: officials from CSRG
Post course activities	post-course questionnaire satisfaction survey
Teaching and support personnel	UNCTAD DODR team (in alphabetical order): Dr. Alex Chung (support); Ms. Ana Cipriano (presenter); Mr. Arnau Izaguerri Vila (conclusions); Ms. Valentina Rivas (moderator, coordinator); Mr. William Taborda (moderator, presenter) and Dr. Ying Yu (support) Plus, seven international expert guest speakers as found in the agenda
Teaching hours	9 hours over 3 days
Self-pace workshop	https://elearning.unctad.org/enrol/index.php?id=17 The videos, reading materials and PPT will be available until 24 June



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About the Workshop

The **UNCTAD DODR Project** aims to be the first step towards the implementation of online dispute resolution (ODR) for consumers in Indonesia and Thailand. The Project assesses beneficiaries' needs, benchmark international best practices, strengthen local capacities and assess the use of emerging technologies like blockchain and artificial intelligence to leapfrog development stages and deliver consumer dispute resolution (CDR). The training workshops for government officials are part of the technical assistance and capacity building component of the project.

A new UNCTAD research paper entitled "[Consumer trust in the digital economy: The case for online dispute resolution](#)" highlights the inconsistency of the accelerated growth of e-commerce and the lack of consumer trust in it. Consumer dissatisfaction across different sectors and industries has been identified as a [key challenge for government officials](#) in the International Consumer Protection Enforcement Network (ICPEN).

The United Nations Guidelines for Consumer Protection ([General Assembly resolution 70/186 of 22 December 2015](#)) call for fair, effective, transparent and impartial mechanism to address consumer complaints, including for cross-border cases, and require online consumers shall be provided no less protection than the one in other commercial forms. CDR is an effective mechanism to provide consumer access to justice and redress for resolving disputes facilitated using electronic communications and other information and communications technology. National experts in UNCTAD meetings agreed that providing ODR is one of the best means to increasing consumer trust in electronic commerce in developing countries.

Purpose

As part of the DODR Project's technical assistance and capacity building efforts, we provide training workshops for our project stakeholders, including government officials from the beneficiary countries – Indonesia and Thailand – to explore the concepts and practices of CDR.

This three-day event was the second of a series of four workshops. It aimed to lay the foundation of knowledge which assist the beneficiary countries to critically think about how best to design and implement a CDR system that would best suit their country's needs.

A solid grounding in the different technologies applied to consumer online dispute resolution systems, together with a deeper knowledge on policies related to technology for this specific use, helped the participants identify the best technologies in different contexts.

About the participants: Comprised of officials of consumer protection agencies from the beneficiary countries. The workshop was extended to other relevant government officials. Overall, around 100 participants benefited from the three-days training workshop. The participants were officials working in



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the field of CDR, who are entrusted with decision making powers. The audience included software developers, system administrators and case handlers.

Objectives

The training workshop met the following objectives:

- Expanding the knowledge on emerging technologies uses and how they could be applied to consumer ODR;
- Understanding the potential of implementing emerging technologies in the provision of e-services by Governments;
- Comparing the use of technologies in different consumer ODR systems. Identifying its advantages, challenges and latest developments;
- Identifying which emerging technologies can facilitate and automatize certain stages on consumer ODR systems and how; and
- Identifying technical and technological needs and gaps in beneficiary countries for delivering ODR for consumers.

Format

The 9-hour workshop was delivered online in English. Live, one-way language interpretation from English to Bahasa, Thai and Chinese was available on the day through separate audio channels. The training workshop was delivered by DODR members and international experts, including speakers from national consumer protection agencies, international organizations and academia. As part of the participant's preparation for the sessions, accompanying reading materials was provided one week in advance to guide them through the course.

Contact

Should you have any questions regarding the training workshop, please contact Mr. William Taborda (william.taborda@unctad.org) or Ms. Valentina Rivas (valentina.rivas@unctad.org)



Agenda

Training Workshop
Sessions 1 to 6
 Each session lasts 1.5 hours

Date & Time	Session & Topic	Speakers & Format
<p>Tuesday 22 March</p> <p>1 – 2.30 p.m. (ICT/WIB) 2 – 3.30 p.m. (BJT) 7 – 8.30 a.m. (CET)</p>	<p><u>Welcome Session</u> A 15-minute opening ceremony to welcome participants to the Second DODR training workshop.</p> <p><u>Session 1</u> Brazilian ODR case study – From policy to requirements.</p>	<p><u>Welcome remarks:</u> (15 minutes)</p> <ul style="list-style-type: none"> • Teresa Moreira, Head, Competition and Consumer Policies Branch, UNCTAD • Dr. Lijin Yan, Chairman, China Silk Road Group <p>Speakers:</p> <ul style="list-style-type: none"> • Ms. Ana Cipriano, Associate Legal Officer, Competition and Consumer Policies Branch, UNCTAD (20 minutes) • Mr. William Taborda, Information Systems Officer, Competition and Consumer Policies Branch, UNCTAD (20 minutes) <p>Q&A (20 minutes) Break (15 minutes)</p>
<p>Tuesday 22 March</p>	<p><u>Session 2</u></p>	<p>Speakers:</p> <ul style="list-style-type: none"> • Dr. David Zhang, China Silk Road Group LTD (30 minutes)



<p>2.30 - 4 p.m. (ICT/WIB) 3.30 - 5 p.m. (BJT) 8.30 - 10 a.m. (CET)</p>	<p>China Silk Road Group software development. National experience on CDR/ODR (SIC Facilita, Colombia)</p>	<ul style="list-style-type: none"> • Mr. César Useche, IT Services, SIC Facilita, Colombia <i>and</i> Mr. William Taborda, Information Systems Officer, Competition and Consumer Policies Branch, UNCTAD (30 minutes) <p>Q&A (30 minutes)</p>
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<p>Wednesday 23 March</p> <p>1 – 2.30 p.m. (ICT/WIB) 2 – 3.30 p.m. (BJT) 7 – 8.30 a.m. (CET)</p>	<p>Session 3 Distributed justice and online dispute resolution over blockchain.</p>	<p>Speakers:</p> <ul style="list-style-type: none"> • Mr. Federico Ast, Co-founder and CEO, Kleros.io (50 minutes) <p>Q&A (30 minutes) Break (10 minutes)</p>
<p>Wednesday 23 March</p> <p>2.30 - 4 p.m. (ICT/WIB) 3.30 - 5 p.m. (BJT) 8.30 - 10 a.m. (CET)</p>	<p>Session 4 Perspectives from academia on the implementation of CDR/ODR systems. The role of standardization in consumer digital economy.</p>	<p>Speakers:</p> <ul style="list-style-type: none"> • Mr. Pablo Cortés, Professor, Leicester Law School, University of Leicester (30 minutes) • Dr. Kruakae Pothong, Researcher, 5Rights Foundation and Visiting Research Fellow, LSE UK (30 minutes) <p>Q&A (30minutes)</p>

<p>Thursday 24 March</p>	<p>Session 5</p>	<p>Speakers:</p>
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<p>1 – 3 p.m. (ICT/WIB) 2 – 4 p.m. (BJT) 7 – 9 a.m. (CET)</p>	<p>Open Source for governments and CDR/ODR. Emerging technologies (Ai and Blockchain) for member States.</p>	<ul style="list-style-type: none"> • Mr. James Vasile, Partner, Electronic Frontier Foundation / Open Tech Strategies (40 minutes) • Mr. Biruh Mekonnen, Information Systems Officer, Lead Developer, ITC (40 minutes) <p>Q&A (30 minutes) Break (10 minutes)</p>
<p>Thursday 24 March</p> <p>3 - 4 p.m. (ICT/WIB) 4 - 5 p.m. (BJT) 9 - 10 a.m. (CET)</p>	<p>Session 6 Primary requirements, needs and gaps for delivering CDR/ODR in the beneficiary countries.</p> <p>Final evaluation.</p>	<p>Plenary session facilitators:</p> <ul style="list-style-type: none"> • Ms. Ana Cipriano, Associate Legal Officer, Competition and Consumer Policies Branch, UNCTAD • Mr. William Taborda, Information Systems Officer, Competition and Consumer Policies Branch, UNCTAD <p>This plenary session involves guided discussions where participants will comment on objectives, needs and potentials ideas for improvement on each of their CDR/ODR platforms taking advantage of the content provided in previous presentations.</p> <p><u>Running order</u> (ICT/WIB time below):</p> <ul style="list-style-type: none"> - (3 – 3:10 p.m. ICT/WIB) <u>Introduction</u>: Mr. Arnau Izaguerri, recap summary - (3:10– 3:55 p.m. ICT/WIB) <u>Plenary Session</u>: Facilitated discussions - (3.55 – 4 p.m. ICT/WIB) <u>Closing</u>: Ms. Valentina Rivas, Programme Management Officer, Competition and Consumer Policies Branch, UNCTAD, final remarks



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Summary

Welcome Session

Dr. Lijin Yan and Teresa Moreira welcomed all participants and highlighted the importance of the DODR project as a first step towards the implementation of online dispute resolution for consumers in Indonesia and Thailand. The project assesses beneficiaries' needs, benchmarks international best practices, strengthens local capacities and uses emerging technologies to overcome development challenges and deliver consumer online dispute resolution (ODR).

Session 1

Topic: Brazilian ODR case study – From policy to requirements.

Ms. Ana Candida Cipriano Muniz, Associate Legal Affairs Officer Competition and Consumer Policies Branch, UNCTAD

UNCTAD used in-house knowledge and experience to analyse and showcase the path “from policy to requirements” related to the online dispute resolution platform implemented in Brazil. The path took us from the political and economic reality that sparked the institutional interest on adapting to consumer inclusion as result of economic progress by focusing on consumer access to justice. This resulted in policy and organizational changes that, together with the right resources and private-public partnerships, kickstarted the Brazilian ODR planning and requirement gathering process.

Mr. William Taborda, Information Systems Officer, UNCTAD

UNCTAD used this exiting story as a segue to introducing the importance of using some form of software requirements specification (SRS) in the DODR project to unambiguously define, describe and detail the software product to be developed (the ODR) for later deliver and implement after stakeholders' approval.

UNCTAD presented some templates to facilitate future requirement definition activities to be carried out between the beneficiaries, CSRG and UNCTAD. In particular, UNCTAD presented the USE CASE template, often used for in-house development at UNCTAD. This introduction kickstarted the conversation towards adopting a template (and modifying it, if needed) for writing each beneficiary's ODR software requirements specification (SRS).

It was indicated that the USE CASE template showcased may be used by participants of this course during session 6 to address any of the questions mentioned in the syllabus for this activity.

Session 2

Topic: China Silk Road Group software development. National experience on CDR/ODR - SIC Facilita, Colombia

Mr. David Zhang, Head of Research and Development Centre, China Silk Road Group LTD



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China Silk Road Group presented the architecture for a Digital Trading Infrastructure for Cross Border e-Commerce with the idea of addressing multiple challenges in current global trade, in particular lack of trust and information isolation. CSRG clarified that the Digital Trade Infrastructure is not a specific technology or product but rather a combination of technological solutions that support cross-border trade networks to build a mutually recognized, credible and interconnected trade system.

CSRG mentioned that the Digital Trading Infrastructure could serve as a foundation for ODR and as a tool that should improve at the same pace as the development of digital trade.

Mr. César Useche, IT Services, SIC Facilita, Colombia and Mr. William Taborda, Information Systems Officer, Competition and Consumer Policies Branch, UNCTAD

For the second part of session 2, Mr. Cesar Useche, from the Superintendency of Industry and Commerce (SIC) of Colombia showcased their Online Dispute Resolution System, SIC Facilita. Its main objective is to serve consumers, as well as to act as a mechanism to facilitate the resolution of disputes between businesses and consumers in considerably less time and without the need to reach the legal action process within the entity. In their presentation, Mr. Useche gave a detailed explanation of their ODR's functioning mechanisms, features, outstanding characteristics, and benefits. Mr. Useche provided an exhaustive list of the specific technologies used to build the platform, in particular all software, frameworks, dependencies, interoperability standards and database management systems. All this information could be of interest for a potential implementor of a national ODR. Moreover, Mr. Useche provided a detailed diagram of the platform current architecture that includes the number and versions of database oracle nodes, Web Application servers (5) and the two parallel load-balancers that guarantee the high uptime and availability of their platform. The speaker then proceeded to illustrate specific challenges faced along the way and how they reacted in each opportunity. To finalize their presentation, Mr. Useche explained the short-term actions to be taken in order to improve their platform (both in terms of technical features and public-private partnerships) and ultimately to allow SIC to expand the scope of their current workflow.

Session 3

Topic: Distributed justice and online dispute resolution over blockchain.

Mr. Federico Ast, Co-founder and CEO, Kleros.io

Mr. Ast kickstarted the second day of presentations with the very forward looking subject of decentralized justice for which a preliminary introduction to the basics of blockchain, cryptocurrencies and smart contracts was very clearly presented through analogies to the monetary system of the Yap tribe in the South Pacific, the SWIFT payment system used by banks and by referring to the influential 1996 paper from Nick Szabo, "Smart Contracts: Building Blocks for Digital Markets".

Mr. Ast proceeded to discuss the difficulties of settling digital service provision disputes based on traditional legal tools, in particular, within digital environments where consumers can be located globally, goods can be digital, and services can be provided anonymously.

Mr. Ast explained then, the main mechanics of Kleros in the implementation of decentralized justice:



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- 1) contracting parties deposit funds in an escrow and choose Kleros as arbitration mechanism.
- 2) users deposit the PNK digital asset in order to be drawn as jurors.
- 3) Randomly chosen anonymous jurors are incentivized to vote as the majority following the game theoretical concept of Schelling Points.

Finally, Mr. Ast clarified that the mechanisms of decentralized justices are suitable only on specific circumstance such as simple, low value dispute between exactly two parties and become quite relevant in digital collaborative environments such as e-sports, message boards, digital assets trading platforms and online social platforms such as future implementations of metaverses.

Session 4

Topic: Perspectives from academia on the implementation of CDR/ODR systems. The role of standardization in consumer digital economy.

Mr. Pablo Cortés, Professor, Leicester Law School, University of Leicester

Professor Cortés discussed the experience of the European ODR platform during its first five years of operation and the changes that it has undergone in recent times, where we can highlight the Self-test tool as a point of interest for future analysis and discussion to understand the direction that this platform is taking.

To drive this engaging discussion, Professor Cortés, first put CDR into context examining the aims of CDR schemes, and how the COVID-19 pandemic has accelerated their digital transition towards ODR techniques, which are particularly suitable for settling low-value consumer complaints. This first part also discusses the variety of CDR processes, which are imbedded into national traditions, and how some jurisdictions decided to make them mandatory for traders, albeit often on a sectorial basis.

Secondly, on EU ADR Directive 2013/11/EU and the ODR Regulation (EU) 526/2013, these two legislative instruments set up a new framework for CDR that intends to assist in the extrajudicial resolution of national and cross-border disputes within the EU through the coordination of a network of national ADR entities.

Ms. Kruakae Pothong, Researcher, 5Rights Foundation and Visiting Research Fellow, LSE UK

Ms. Pothong's presentation opens with an overview of the potential of digital technologies, including emerging technologies such as Blockchain and AI, in facilitating consumer dispute resolution, followed by mentioning the pros and cons of each prompting considerations for the design and deployment of these technologies for consumer online dispute resolution.

Ms. Pothong presented then an example utilizing blockchain-based technology, combined with smart contracts, to elicit further possibilities and limits of digital technologies in facilitating trusted digitized agricultural trade at national and regional levels.

The limits of digital technologies in this example highlighted the importance of interoperability at the technical and policy levels.



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Examples of technical exiting standards were given as guidelines for choosing, developing, or deploying digital technologies to facilitate consumer dispute resolution. Likewise, key policy and regulatory principles were shared as design considerations of digital technologies in deployment as well as a future technology upgrade.

Ms. Pothong mentioned that it is important to take different standards into consideration when developing ODR system, to have homogeneous data structures and interoperability allowing for more efficient development and training of AI systems.

Q&A: After both presentations we ended session 4 Q&A mentioning the importance of having solid national consumer dispute resolution systems before moving to addressing cross-border challenges. Nonetheless while the implementation of cross-border ODR presents many political, regulatory, and logistical challenges, it is important to work on designing ODRs that can be technically ready for cross-border interoperability in the future.

Session 5

Topics: Open Source for governments and CDR/ODR. Emerging technologies (Ai and Blockchain) for member States

Mr. James Vasile, Partner, Electronic Frontier Foundation / Open Tech Strategies

For opening the last day of this training, Mr. Vasile gave us an introduction to open source that highlights the relevance of collaboration across boundaries and how can open source be competitive.

Mr. Vasile proceeded to showcase how open source in government can promote and enable cross-border collaboration and provide structure for collaboration governance.

To finalize we were presented with some potential benefits that ODR implementations can draw from open-source methodologies and collaborative philosophy such as transparency, accountability, interoperability, practical standardization and in particular the capacity to provide a solid framework for common needs (base functionality) across consumer protection bodies globally.

Mr. Biruh Mekonnen, Information Systems Officer, Lead Developer, ITC

Finally, we close with the presentation from Mr. Mekonnen who dived into the technical characteristics of blockchain including advantages such as transparency, security, privacy, affordability, robustness, rateability and trustlessness to later introduce and explain some potential applications including smart contracts.

On the second part of the presentation, Mr. Mekonnen helped us to understand the concept of artificial intelligence, its stages, characteristics, and its potential for ODR.



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Session 6

Topic: Primary requirements, needs and gaps for delivering CDR/ODR in the beneficiary countries.

Mr. Arnau Izaguerri, Economic Affairs officer, Competition and Consumer Policies Branch, UNCTAD

In preparation for the plenary discussions, Mr. Izaguerri summarized the most important takeaway messages from sessions 1 to 5:

- UNCTAD: We cannot underestimate how critical, and needed, is the constant intensive communication among stakeholders to define the necessary technical and functional requirements for the design and development of an ODR.
- CSRG: Including ODR in a broader digital trade ecosystem can help tackling many of the challenges currently related to ODR. CODR can be a catalyser for international trade and e-commerce. CSRG DTI provides an integrated approach to many trade-related issues, including CODR.
- SIC Facilita: Showed us the importance of focusing on technological infrastructure adaptability for facing growth of ODR platforms
- Mr. Ast: Today, decentralized justice is suitable for very specific cases that may become more common in the future such as exchange of value using cryptocurrencies and other digital assets.
- Prof. Cortes: Importance of appropriate regulatory frameworks to allow cross-border collaboration and importance of first strengthening domestic consumer dispute resolution before addressing cross-border consumer dispute resolution.
- Ms. Pothong: Interoperability of technology and policy must go hand in hand. Importance of considering data protection in the design and development of an ODR, as well as the relevance of considering international standards when envisaging a cross-border ODR platform.
- Mr. Vasile: Open source, if well understood and applied, can be an optimal tool for consumer authorities facing deficits in terms of technological capacities and resources.
- Mr. Mekonnen: To harness the power of AI it is important to invest time and resources towards properly designing ODR data points in a structured manner.

After Mr. Izaguerri's recapitulation, UNCTAD guided the plenary discussion. Using the knowledge acquired during the course, participants worked together to identify relevant requirements and features that called for a deep internal analysis and definition process both in Indonesia and Thailand. The plenary represented an opportunity for identifying and discussing opportunities and challenges derived from emerging technologies as well as next steps in relation to the systems development life cycle.

The guiding questions were the following:

1. What are the main indicators (data points) that are not being currently collected during the claim gathering process that you considered relevant for:
 - a. Classification of claims
 - b. Claim distribution to relevant actor for action
 - c. Reporting
 - d. Decision-making assistance
 - e. Measuring impact
 - f. Measuring efficacy and efficiency of resources



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- g. Computer automation
 - h. Enabling cross border collaboration
 - i. Other
2. How do you see emerging technologies impacting the implementation of your national CDR in the short and long term?
3. Given the context and realities of your country, what do you see as short-term next steps for implementing or improving your CDR? In particular, related to:
- a. Software requirements (Planning and Analysis)
 - b. Software development (Design and Implementation)
 - c. Software maintenance
 - d. Software integration (interoperability)
 - e. Software evolution
 - f. Technological infrastructure
 - g. Technological expertise

During the 1h interactive discussion, OCPB mentioned that they have a lack in reporting capabilities. One main reason is having different systems with separated data repositories. Data exists but there is no completed analysis that includes data from all the systems. UNCTAD mentioned that one possibility is the development of a data consolidation module for gathering data across systems and performing business analysis and reporting.

According to question 2, OCPB mentioned the need to work on technological and languages capacities to harness the power of technologies to facilitate ODR. In particular, OCPB wants to foster capacities on emerging technologies which add more complex challenges. UNCTAD understood that due to the mentioned need of capacity building, software development and maintenance could also represent a challenge.

From Indonesia, one participant highlighted the difficulties of using OS in Indonesia as the government promotes the use of proprietary software. This decision seems to be driven by the lack of software developers with OS experience. In connection to software integration, the participant also mentioned that although being important and necessary, it also needs specialized technical expertise.

A BPKN commissioner highlighted that there is no ODR in Indonesia, there is a complain handling system that receives complaints from consumers. Also, regarding data and reporting, BPKN commissioners mentioned that BPKN has reports, mostly on housing and e-commerce sectors which help BPKN to measure impact. Also, reports are used to formulate recommendations and give advisory services.

According to question 2, BPKN mentioned that cross-border collaboration is very political and needs Government support. BPKN wants to be ready when the Government decides to move forward with cross-border cooperation.



Participant's progress



Pre-course questionnaire:

Please rate your current knowledge of emerging technologies and its challenges and benefits, in particular blockchain and artificial intelligence and its relevance to consumer dispute resolution and redress.

No knowledge: 26%
Basic knowledge: 43%
Good knowledge: 28%
Advanced knowledge: 3%

Please rate your current understanding of the challenges around designing and implementing effective consumer dispute resolution system, including the definition of software requirements and communication with software developers.

No knowledge: 28%
Basic knowledge: 46%
Good knowledge: 26%
Advanced knowledge: 0

Please rate your knowledge of open source with regards to governmental projects for development.

No knowledge: 29%
Basic knowledge: 40%
Good knowledge: 28%
Advanced knowledge: 3%

Post-course questionnaire:

Please rate your current knowledge of emerging technologies and its challenges and benefits, in particular blockchain and artificial intelligence and its relevance to consumer dispute resolution and redress.

No knowledge: 0
Basic knowledge: 46%
Good knowledge: 43%
Advanced knowledge: 11%

Please rate your current understanding of the challenges around designing and implementing effective consumer dispute resolution system, including the definition of software requirements and communication with software developers.

No knowledge: 0
Basic knowledge: 49%
Good knowledge: 40%
Advanced knowledge: 11%

Please rate your knowledge of open source with regards to governmental projects for development.

No knowledge: 7%
Basic knowledge: 43%
Good knowledge: 36%
Advanced knowledge: 14%



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Results of the satisfaction survey

28 answers

How satisfied are you with the overall quality of this training workshop?

Very satisfied: 43%
Satisfied: 47%
Neutral: 7%
Dissatisfied: 3%
Very dissatisfy: 0

The training workshop enhanced my skills in this topic area

Strongly agree: 29 %
Agree: 57 %
Neutral: 11 %
Disagree: 3 %
Strongly disagree: 0

How satisfied are you with the quality of the speakers and guest speakers?

Very satisfied: 47%
Satisfied: 50%
Neutral: 0
Dissatisfied: 3%
Very dissatisfy: 0

The training workshop was relevant to my career

Strongly agree: 33%
Agree: 39%
Neutral: 21%
Disagree: 7%
Strongly disagree: 0

How satisfied are you with the quality of the training workshop materials?

Very satisfied: 47%
Satisfied: 53%
Neutral: 0
Dissatisfied: 0
Very dissatisfy: 0

The training will help me to critically think about how best to design and implement a CDR system that would best suit my country's needs

Strongly agree: 26%
Agree: 61%
Neutral: 6%
Disagree: 7%
Strongly disagree: 0

Comments and recommendations:

Comments were all positive. Participants enjoyed the presentations, the examples as well as the discussions. Comments such as "Very good and useful training workshop" and "Thank you very much for providing us with excellent training and sharing your experience of working in the scope of emerging technologies" were provided in the questionnaire as well as in the Zoom - Meeting chat. One participant manifested that the time given to speaker could be longer. Another participant mentioned that the topics of the second training workshop were mostly technical and specialized. The participant added that despite the difficulties, the knowledge acquired would be extremely useful. Several participants expressed their enthusiasm for the next training workshop.



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The satisfaction survey answers show that 90 per cent of the participants were very satisfied or satisfied with the overall quality of the training workshop. 97 per cent were “very satisfied” or satisfied with the quality of the speakers and quest speakers. Also, 86 per cent of participants “strongly agree” or “agree” with the phrase: This training workshop enhanced my skills in this topic. 87 per cent of participants “strongly agree” or “agree” with the phrase: this training workshop will help me to critically think about the how best to design and implement CDR system that best suit my country’s needs.

