

Workshop on The Role and Impact of Digitalisation on our Well-being and Resilience

Wednesday, 27 June 2018
Seminar Room 4-4, Block B Level 4
Lee Kuan Yew School of Public Policy
National University of Singapore (Bukit Timah Campus)

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SYNOPSIS

Digitalisation – the process of rising interconnectedness afforded by the online space – is everywhere. From interpersonal communication to the mobilisation of collective action and the influence of national elections, the proliferation of digital platforms has contributed to many social consequences.

Governments from different parts of the world struggle to cope with the impacts of digitalisation while maximising its benefits. Singapore is no different – we face the same conundrum, although our social, political and legal landscapes may render a different manifestation of the effects of digitalisation.

Through this workshop, we seek to explore the impacts of digitalisation, specifically: What effects does digitalisation have on our individual well-being and, at a larger scale, our social and national resilience? What can be done to harness the positive aspects of digitalisation while managing any adverse outcomes?

We address these questions through three panels – the first panel sketches the digital landscape in Singapore and focuses on the usage of the digital space by various communities in Singapore, the second panel focuses on use of technology by individuals and families, exploring various cyber-wellness approaches, and the third panel looks at digitalisation at the societal and collective level.

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PROGRAMME

8.45 am – 9.00 am

Registration

9.00 am – 9.10 am

Welcome Address

Dr Leong Chan Hoong
Head
IPS Social Lab

Opening Remarks

Dr Natalie Pang
Senior Research Fellow
IPS Social Lab

9.10 am – 10.10 am

**Panel 1
Understanding our Digital Landscape**

Chairperson

Dr Natalie Pang
Senior Research Fellow
IPS Social Lab

Speakers

Are we still streaking?
Mr Shem Yao
Lead and Senior Coach
TOUCH Cyberwellness

Social Media Engagement by Seniors

Mr Koh Juay Meng
President
RSVP Singapore

Teenagers with Special Needs and the Digital Age

Mrs Liza Ow
Principal
APSN Tanglin School

Panel Discussion

10.10am – 10.30am

Tea Break

10.30 am – 12.00 pm

Panel 2
The Individual in the Digital

Chairperson

Dr Carol Soon
Senior Research Fellow
IPS

Speakers

Mobile Media and Parenting in the Singapore Household: Home Truths and Hard Realities

Dr Lim Sun Sun
Professor and Head of HASS
SUTD

It takes a village to raise a child, online and offline

Ms Carol Loi
Founder and Principal Consultant
Village Consultancy

A Different Approach to Cyber Wellness

Mr Nicholas Aaron Khoo
Chairman and Co-founder
SCOGA

Panel Discussion

12.00am – 1.00pm

Lunch Break

1.00 pm – 2.20 pm

Panel 3
The Nation in the Digital

Chairperson

Dr Leong Chan Hoong
Head
IPS Social Lab

Speakers

Digital Inclusion in a Smart Nation

Ms Koh Li-Na
Senior Director (Corporate Development, Digital
Readiness Cluster and Planning Group)
IMDA

**Becoming Citizen: How Digitalisation Shapes
Civic Engagement and Citizenry**

Dr Natalie Pang
Senior Research Fellow
IPS Social Lab



**Citizens Connecting and Collaborating:
Leveraging Technology to Problem-Solve**

Dr Carol Soon
Senior Research Fellow
IPS

Panel Discussion

2.20 pm – 2.30 pm

Closing Remarks

Dr Carol Soon
Senior Research Fellow
IPS

2.30pm

End

PRESENTERS' PROFILE

Shem Yao is Assistant Manager of TOUCH Cyber Wellness (TCW). Since 2008, he has reached out to more than 150,000 youths through various school programmes and platforms. He has also conducted more than 350 workshops/talks, reaching out to more than 5,000 parents, educators, counsellors and youth/social workers in schools, corporations and the community. Notably, Mr Yao has served the role of a facilitator at the Digital Readiness Focus Group Discussion organised by the Ministry of Communication and Information (MCI) and hosted by Google Singapore, and was also campaign committee member of "Power of Zero" Global Cyberbullying Awareness Campaign in 2018. Mr Yao is passionate in engaging the youths of today in discovering their potential and talent, and seeing them pursue purposeful living.

Koh Juay Meng has served as President of RSVP Singapore since 2012 and is a strong advocate for senior volunteerism. Mr Koh's vision is to harness the full potential of seniors. He believes that seniors have much to give and hopes for seniors to remain valuable social capital and to improve the lives of, among others, underprivileged children, persons with mental disorders and socially isolated elderly. With a bold vision and the commitment to make a difference, Mr Koh attended the Social Leadership Singapore (SLS) Programme in 2015. He is now an alumnus of the programme and is frequently sought for his input and ideas on how to improve the non-profit sector. He is also a member of the NCSS Volunteer Resource Committee. He also serves in Ministry of Health's ElderShield Review Committee and Land Transport Authority's Active Mobility Advisory Panel.

Liza Ow is the Principal of APSN Tanglin School, which caters to students between 13 and 16 years old, with mild intellectual disability (IQ 50 to 70) and other co-morbid conditions. Mrs Ow began her special education journey 28 years ago, has worked with students from ages 7 to 18 years old, and she strongly believes that every child has the ability to learn, to grow and becoming an integral member of society. Since 2005, she has been working closely with teachers, professors, specialists from MOE and NIE to review and develop a holistic and person-centred curriculum to educate the whole child. In her school, she encourages her teachers to leverage on the power of Information & Communication Technology as an enabler to enrich and transform teaching & learning for students to attain the special education outcomes of Living, Learning and Working in the 21st century.

Sun Sun Lim is Professor of Communication & Technology and Head of Humanities, Arts and Social Sciences at the Singapore University of Technology and Design. She studies the social implications of technology domestication by young people and families, charting the ethnographies of their Internet and mobile phone use, publishing over 70 articles, books, and book chapters. Her latest books include *Mobile Communication and the Family - Asian Experiences in Technology Domestication* (Springer, 2016) and *Asian Perspectives on Digital Culture: Emerging Phenomena, Enduring Concepts* (Routledge, 2016). She has conducted

extensive fieldwork in Asia including in China, Singapore South Korea and Vietnam. She has lectured widely and published extensively in leading international journals. She serves on the editorial boards of nine journals and has won eight awards for excellent teaching. She serves actively in public bodies where her research helps to inform public policy formulation and public education. Learn more at www.sunsunlim.com.

Carol Loi is a digital literacy educator and a parent coach. She is also a John Maxwell Certified Coach, Trainer and Speaker. Before starting her consultancy and training agency, she served in the Singapore public service for over two decades, including the Ministry of Education and the Info-communications Media Development Authority. She is a certified DQ (Digital Quotient) Ambassador of the DQ Institute, and a panel member of the Singapore Cybersports & Online Gaming Association. She is appointed by the Singapore Kindness Movement to reach out to parents on nurturing kindness both online and offline. Besides speaking to parents, educators and students in schools and other settings, she has been invited to share her thoughts on various media platforms, such as Channel NewsAsia, 938 Now and Straits Times. Carol has a Master in Business Administration from the Nanyang Technological University, specialising in technology and human capital management. She and her husband have two teenagers. She has been an active parent volunteer in her children's school for 9 years.

Nicholas Aaron Khoo has over 15 years of experience in technology and media, and has been an operator, investor, and board member in businesses, non-profits, and government institutions. Trained in coding, Mr. Khoo walked away from prestigious scholarships, dropped out of college, and dove deep into the world of technology. Mr. Khoo has led an Asia Pacific Japan team for Visa, working closely with major clients in online travel and e-commerce like Ctrip and Alibaba. He has also managed the region for a digital media and education investment group, reporting directly to a former Fortune 500 CEO. In Singapore, Mr. Khoo has chaired national tech initiatives including one with the Ministry of Education, helping students reimagine education and work for Singapore's journey in the next 50 years. He is also the Chairman and Co-Founder of Singapore's Cybersports and Online Gaming Association (SCOGA), an ecosystem builder for Singapore esports who recently announced an esports academy in partnership with Twitch, an Amazon subsidiary with 10 million daily active users.

Koh Li-Na oversees the corporate development functions at IMDA for it to function effectively as a digital-first organisation, and the Digital Readiness Cluster strategizing and implementing programmes for all segments of Singapore's society to be ready to realise the possibilities of Singapore's digital future. Prior to IMDA, she was the Assistant CEO of the Early Childhood Development Agency where she was responsible for overseeing policy, regulatory and developmental efforts for the preschool sector, and ECDA's corporate functions. Li-Na was previously the Director of Infocomm Policy at the Info-communications Development Authority (IDA) and Director of Policy at the Personal Data Protection Commission. Then, she was responsible for regulatory, competition and consumer protection frameworks for the telecommunications sector, and designing spectrum auctions. She also led the team that developed Singapore's general data protection law. Before IDA, Li-Na served in various

capacities at the Ministry of Information and the Arts, DSO National Laboratories, and the Defence Science and Technology Agency. Li-Na holds a Master in Business Administration (Distinction) from INSEAD and a Master in Engineering (Distinction) from Cambridge University.

Natalie Pang is Senior Research Fellow at Social Lab, Institute of Policy Studies in the Lee Kuan Yew School of Policy Studies, National University of Singapore. Before this, she was Assistant Professor in the Wee Kim Wee School of Communication and Information at Nanyang Technological University and Consultant at The Gallup Organization. She completed her PhD at Monash University, Australia where her thesis won two awards. She specialises in socio-technical studies of social media and the Internet in the contexts of digital activism and civic engagement, and incorporates mixed methods in her research, including content analysis, qualitative methods, surveys and experimental methods. She has published in her area of research in journals such as *Computers in Human Behavior*, *New Media & Society*, *Media Culture & Society*, and *Telematics and Informatics*.

Carol Soon is a Senior Research Fellow at the Institute of Policy Studies. She has a PhD in Communications and New Media from the National University of Singapore. Her research interests are in media regulation, digital inclusion, new media and activism, public engagement, and Singapore as a digital village. Carol led the study on media and Internet use during Singapore's General Election 2015. She has published her research in books and peer-reviewed journals such as the *Journal of Computer-Mediated Communication*, *Asian Journal of Communication* and *Journal of Information Technology and Politics*. Carol is also Associate Director of the Asia Journalism Fellowship, which is supported by Temasek Foundation International. She is a member of Singapore's Media Literacy Council and the Singapore Press Holdings Chinese Media Resource Panel. In 2015, Carol received the Lee Kuan Yew School of Public Policy Research Excellence Award. She was also a recipient of the Australian Endeavour Award in 2012.