

ICT 4 GOVERNANCE: BASELINE REPORT

by iHub

INTRODUCTION (About the project and the objective)

The ICT 4 Governance in East Africa project aims to carry out an assessment of interaction between governments and citizens using ICT tools, in Kenya, Uganda and Tanzania. Specifically, the project's objectives are:

- i. To identify, describe and analyze conditions under which ICT tools can successfully facilitate two-way interactions between government and citizens towards reducing the costs of delivering public services, stemming corruption and increasing transparency.
- ii. To evaluate innovative ways in which citizen groups and government institutions are using ICTs to improve participation, human rights, transparency and accountability including user and non-user profiles and their [de] motivations for utilizing ICT platforms.
- iii. Where necessary, make recommendations for amendments to existing and new technology implementations/initiatives used to facilitate citizen groups and government in improving participation, human rights, transparency and accountability.
- iv. To identify and test dissemination methods to influence policy decisions around citizen-government interaction.

CATEGORISATION OF APPLICATIONS AND WORKING DEFINITION

To better assess ICT tools used for governance, we will primarily be categorizing tools found as:

- promoting rights/access to information
- facilitating civic participation for transparency and accountability
- monitoring government, eg in service delivery
- tracking corruption.

Other aspects to be assessed are whether the tools:

- facilitate inclusion of youth, gender and marginalized communities
- enable awareness raising
- are used to lobby legislators

build networks

facilitate skills transfer

For each of these assessment criteria, there is a working definition and metrics used to best evaluate the tools as per the above and any other categories that arise through discovery of more tools. The preliminary key definitions are as follows:

Governance is both political (the way a nation is governed) and economic (how societal resources are managed), and has 8 major characteristics(UNESCO): participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law. It assures that corruption is minimized, the views of minorities are taken into account and that the voices of the most vulnerable in society are heard in decision-making. It is also responsive to the present and future needs of society.

Participation by both men and women is a key cornerstone of good governance. Participation could be either direct or through legitimate intermediate institutions or representatives. It is important to point out that representative democracy does not necessarily mean that the concerns of the most vulnerable in society would be taken into consideration in decision making. Participation needs to be informed and organized. This means freedom of association and expression on the one hand and an organized civil society on the other hand.

Transparency means that decisions taken and their enforcement are done in a manner that follows rules and regulations. It also means that information is freely available and directly accessible to those who will be affected by such decisions and their enforcement. It also means that enough information is provided and that it is provided in easily understandable forms and media.

Accountability is a key requirement of good governance. Not only governmental institutions but also the private sector and civil society organizations must be accountable to the public and to their institutional stakeholders. Who is accountable to whom varies depending on whether decisions or actions taken are internal or external to an organization or institution. In general an organization or an institution is accountable to those who will be affected by its decisions or actions. Accountability cannot be enforced without transparency and the rule of law.

E-governance refers to the application of electronic means in the interaction between government and citizens and government and businesses, as well as in internal government operations to simplify and improve democratic, government and business aspects of Governance (Michiel Backus, 2001)

Civic participation and empowerment refer to a condition in which every citizen has the means

to actively engage in the public sphere, including political processes.⁴³⁷ Under this condition, civil society is empowered, protected, and accountable; the media are present, professional, and independent of government influence; equal access to information and freedom of expression is upheld; and political parties are able to form freely and are protected.

TABLE WITH APPLICATIONS(PER COUNTRY)

The table below is a preliminary baseline assessment of ICT tools in Kenya, Uganda and Tanzania

Name of App	Country in Use
Mzalendo	Kenya
Ureport	Uganda
Sisi Ni Amani	Kenya
Jijulishe	Kenya
Got to Vote	Kenya
SMS for Human Rights	Tanzania
E-Society Apac	Uganda
Citizen Action Platform (CAP)	Uganda
Budget Tracking Tool	Kenya
Kubere Info Centre	Uganda
WOUGNET/Ushahidi	Uganda
People's Voices	Uganda
Ushahidi Maps-Citizen Media Aljazeera Uganda speaks	Uganda
Ushahidi Maps- Election Monitoring- Uchaguzi	Kenya
MsemaKweli	Kenya
Majivoice	Kenya
Ushahidi Maps- OverlapKE	Kenya
Google SMS Clinic Finder	Uganda
UWIANO	Kenya
Huduma	Kenya
Not in My Country	Kenya
Tanzania Corruption Tracker	Tanzania
TAKNET (Tanzania Knowledge Network)	Tanzania

CONCLUSION

Preliminary apps found per country:

Kenya - 10

Uganda- 7

Tanzania - 3

This will serve as a starting point for assessment and fieldwork design, as we continue to populate the list. We will also be making a call for mapping of ICT tools known to be used in governance in the three countries, via a Google Form, accessible [here](#).

We have so far noted the following, and as such from a basis for formulating our research questions.

1. Organizations are increasingly using ICT in their work with the mobile phone, social media and crowd sourcing gaining popularity
2. Though organizations are convinced that ICT has eased their work, helped them communicate to wider audiences, empowered citizenry, and promoted transparency, they are still largely unaware of the numbers of people they were reaching or the extent of the impact created by their ICT tools.
3. Project sustainability, addressing unequal access to and use of technology, literacy levels and promoting awareness are among the factors which studies have found to be important to the success of ICT for participation projects