Mobile phones for good governance – challenges and way forward

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what is good governance?

- actors state, market and civil society
- three main concepts (DFID, 2006):
  - state capability: the ability to get things done
  - accountability: institutionalised relationships
  - responsiveness: to act on identified needs and wants of the citizens
- role of information and communication
why mobiles?

- access
- reach
- adoption
- interaction
- costs
- efficiency
- no other option?
what is m-governance?

- broader than m-government
- relationships, action, participation
- decentralisation, empower
m-governance in EA

- Government news / information updates
- Law enforcement / safety
- Employment services
- Agriculture services
- Health projects
- Financial Services
- Crises management
- Education services
- Mobilisation, empowerment
m-governance in EA: analysis

- majority of the applications designed for the general public and for universal low feature handsets
- personal information use (breadth vs. depth)
- no coordination (except e-gov offsprings)
- informal sector
- control vs. freedom, good/bad government?
- scalability
m-governance in EA: conclusions

- the mobile applications identified in East Africa will at this stage not open up for a deepened democracy and create inclusive public spaces.
- BungeSMS exiting case
- governance is complex
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