M-governance: Fostering social Inclusion

Raul Zambrano
ICT & Governance
Democratic Governance Group
Bureau for Development Policy
raul@undp.org

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Contents

• Where are we today?

• E-governance focus and framework

• Towards Inclusive e-governance
We are in trouble!

- Global Recession, food crisis, financial disarray, climate change
- Increasing economic and social inequalities all over
- MGDs lagging far behind in most countries...
- Potential decline of ODA in the near future
Crisis Impact in Developing Countries (DCs)

- DC growth rates down to 2.5% from 6.4% in 2008 (WB)
- Unemployment will increase by 40 million people (ILO)
- Number of people living with less than 2 USD/day will increase by 100 million (ILO)
- 60 million people will fall into poverty (WB)
- Inequality between and within countries can increase
Example:

Inequalities across countries

South Korea 1949

Ghana 1949
## Example: Mozambique

<table>
<thead>
<tr>
<th>Human Poverty Index (HPI-1) 2006</th>
<th>Probability of not surviving past age 40 (%) 2005</th>
<th>Adult illiteracy rate (% ages 15 and older) 2006</th>
<th>People without access to an improved water source (%) 2006</th>
<th>Children underweight for age (% ages 0-5) 2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Czech Republic (1.7)</td>
<td>1. Singapore (1.8)</td>
<td>1. Cuba (0.2)</td>
<td>1. Bosnia and Herzegovina (1)</td>
<td>1. Croatia (1)</td>
</tr>
<tr>
<td>125. Benin (44.5)</td>
<td>126. Malawi (44.4)</td>
<td>115. Côte d'Ivoire (51.3)</td>
<td>117. Congo (Democratic Republic of the) (54)</td>
<td>96. Benin (23)</td>
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<tr>
<td>126. Central African Republic (44.6)</td>
<td>127. Rwanda (44.6)</td>
<td>116. Central African Republic (51.4)</td>
<td>118. Equatorial Guinea (57)</td>
<td>97. Guatemala (23)</td>
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<tr>
<td>128. Guinea (50.9)</td>
<td>129. Sierra Leone (45.6)</td>
<td>118. Senegal (58.0)</td>
<td>120. Ethiopia (58)</td>
<td>99. Namibia (24)</td>
</tr>
<tr>
<td>129. Sierra Leone (51.2)</td>
<td>130. Central African Republic (46.2)</td>
<td>119. Benin (60.3)</td>
<td>121. Niger (58)</td>
<td>100. Comoros (25)</td>
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<tr>
<td>135. Afghanistan (60.2)</td>
<td>135. Zimbabwe (57.4)</td>
<td>127. Mali (77.1)</td>
<td>123. Afghanistan (78)</td>
<td>135. Bangladesh (48)</td>
</tr>
</tbody>
</table>
Access to ICTs is increasing..

Source: ITU, 2008
...but in unexpected fashion
Traditional e-government is not delivering

- In 2007, over 50 billion USD were invested on e-government

- Over 60% of e-government projects in DCs fail

- Characterized by:
  - uncoordinated, sectoral interventions
  - technology focused (usually high-end)
  - supply driven
  - do not reach citizens/stakeholders
E-governance Focus

• Public and private services

• Governments provide public services via public investment (including ODA)

• Role of the private sector feasible

• E-governance
  => public ICT investment in governance processes and public services

=> the “governance” of public investment decisions is key
E-governance Framework:

- Policy and regulation
- E-administration
- E-services
- E-participation
- Access to Information

Democratic Governance Enhanced

Infrastructure

National

State

Local
UNDP e-governance Status:
Projects

• 250 projects in 85 countries
UNDP e-governance Status:
Projects by category

- E-administration and e-services lead the pack
UNDP e-governance Status:
Projects by Region/Category

- All regions have a different focus
UNDP e-governance Status: LDCs v non-LDCs

- LDCs focus on A2I and e-services...
Inclusive e-governance: Open and Citizen-centric

Dual relationship between Citizens and State

Public Policy Design & Implementation Governance Factors
- Access
- Participation
- Accountability
- Enforcement
- Transparency
- Trust

Citizens as Clients

Citizens as Stakeholders

Information and Service Delivery Factors
- Cost
- Time
- Quality
- Ease

Communications / Interactivity
Inclusive e-governance:

- Citizens as both “clients” and stakeholders
- Demand-driven, listen to stakeholders voices, priorities
- Responds to development priorities (MDGs, etc.)
- Provides tangible results to citizens (more and better public services and information)
- Uses affordable technologies
- More about governance than about “e” or “m”
Inclusive e-governance:
Example - Brazil: “market study”

• Citizens' survey covering 80% of the country population

• Some results:
  => government priorities: the reverse from those of interviewees
  => significant differences between the “poor” North and the “rich” South (access vs. quality)
  => low income sectors trust local governments (and much less state and federal)
  => willingness to use ICTs to access services
Inclusive e-governance:
Example - India: pro-poor service delivery

• e-setu(UNDP)/e-seva

• Key results:
  => wider coverage of government services
  => direct tangible benefit to stakeholders (cost, time,)
  => increased transparency and accountability of government operations
  => better access to information by citizens
  => increased awareness of their rights and duties
  => over 10 million poor people benefited
Inclusive e-governance:
Example - India: Smart Cart m-banking

• Partnership between local government, local banks and mobile provider

• Key results:
  => 3 million people with bank accounts
  => 1.5 million smart cards issued
  => 370 million rupees paid
Final Thoughts...

- ICTs/technology as an enabler/means...  
  ...to address critical socio-economic issues

- M-governance as a subset of e-governance...  
  ...but governance (democratic) is the key

- Citizen participation in policy making ensures better development outcomes

- Transparency, voice and accountability are essential