Mobile phones for good governance – challenges and way forward

Johan Hellström
johan@upgraid.org

Stockholm University

upgraid

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

Johan Hellström UPGRAID

Stockholm University

why mobiles?

- access

- reach

- adoption

- interaction

- costs

- efficiency

- no other option?

Stockholm
University

what is m-governance?

- broader than m-government

- relationships, action, participation

- decentralisation, empower

Johan Hellström UPGRAID

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

Johan Hellström UPGRAID

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

Stockholm University

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

Johan Hellström UPGRAID

Stockholm University

Please read article and comment!

Johan Hellström
johan@upgraid.org