M-governance: Fostering social Inclusion

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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)

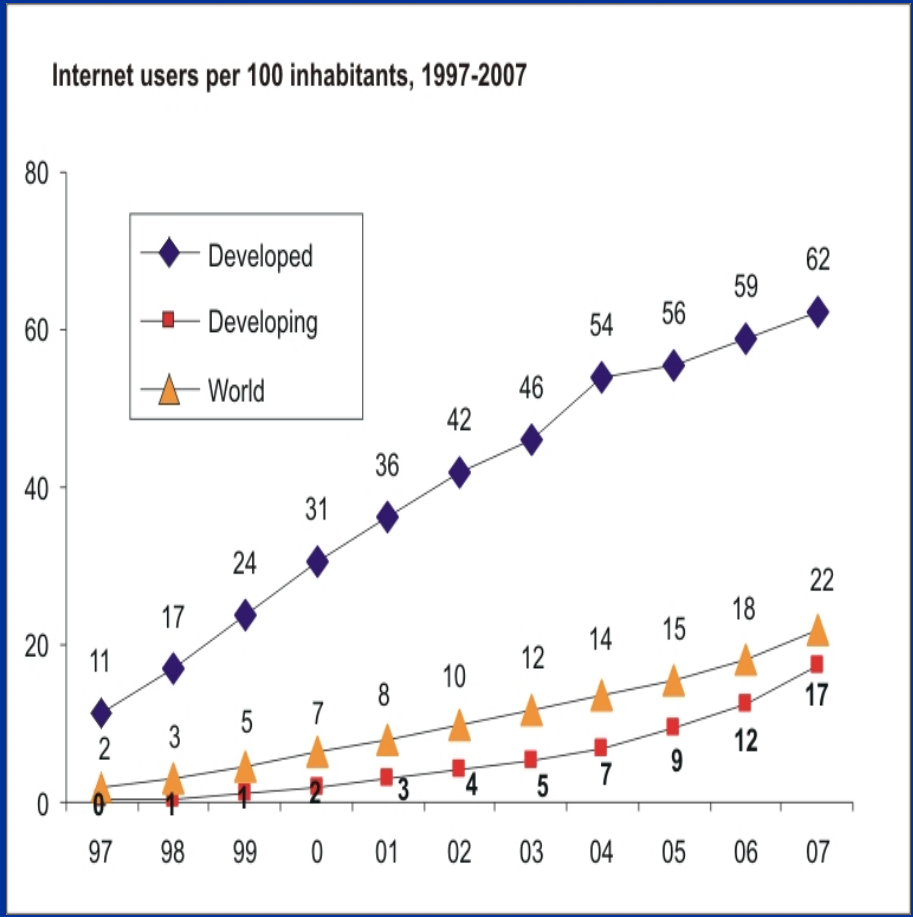
- DC growth rates down to 2.5% from 6.4% in 2008 (WB)
- Unemployment will increase by 40 million people (ILO)
- Number of people living with less than 2 USD/day will increase by 100 million (ILO)
- 60 million people will fall into poverty (WB)
- Inequality between and within countries can increase

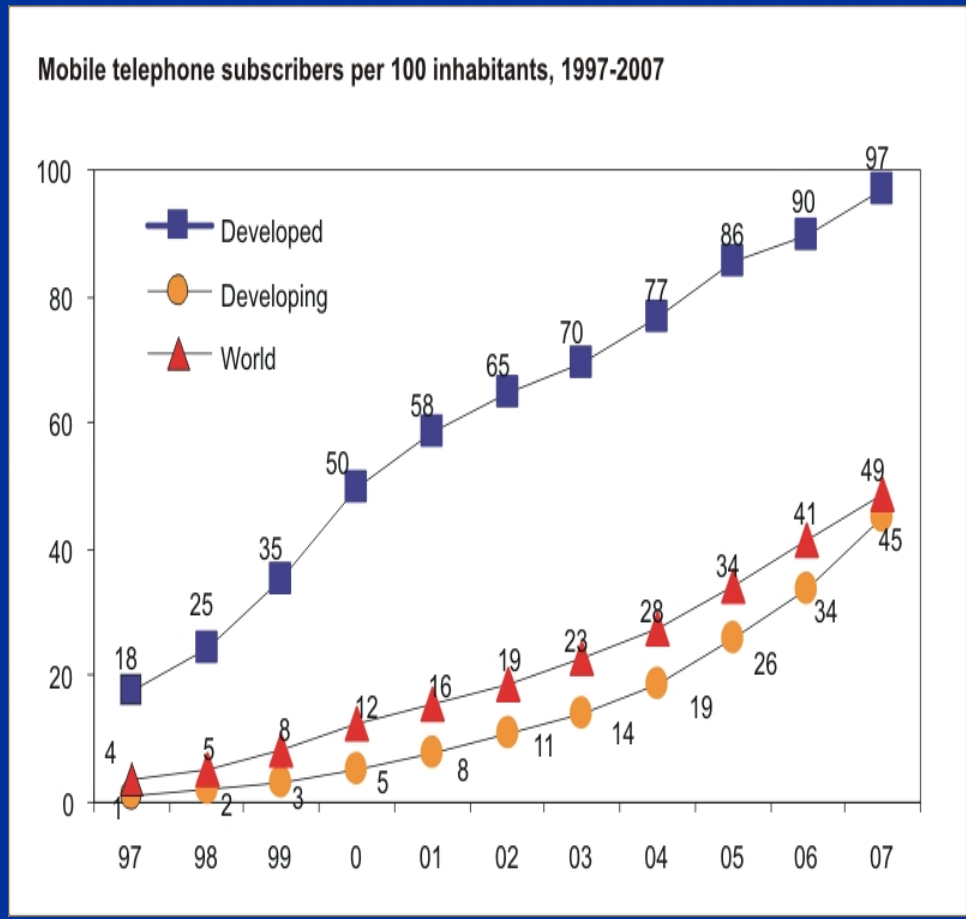
Example:
Inequalities across countries

Example: Mozambique

Human Poverty Index (HPI-1) 2006	Probability of not surviving past age 40 (%) 2005	Adult illiteracy rate (%ages 15 and older) 2006	People without access to an improved water source (%) 2006	Children underweight for age (% ages 0-5) 2006
1. Czech Republic (1.7)	1. Singapore (1.8)	1. Cuba (0.2)	1. Bosnia and Herzegovina (1)	1. Croatia (1)
125. Benin (44.5)	126. Malawi (44.4)	115. Côte d'Ivoire (51.3)	117. Congo (Democratic Republic of the) (54)	96. Benin (23)
126. Central African Republic (44.6)	127. Rwanda (44.6)	116. Central African Republic (51.4)	118. Equatorial Guinea (57)	97. Guatemala (23)
127. Mozambique (48.2)	**128. Mozambique (45.0)**	**117. Mozambique (56.2)**	**119. Mozambique (58)**	**98. Mozambique (24)**
128. Guinea (50.9)	129. Sierra Leone (45.6)	118. Senegal (58.0)	120. Ethiopia (58)	99. Namibia (24)
129. Sierra Leone (51.2)	130. Central African Republic (46.2)	119. Benin (60.3)	121. Niger (58)	100. Comoros (25)
135. Afghanistan (60.2)	135. Zimbabwe (57.4)	127. Mali (77.1)	123. Afghanistan (78)	135. Bangladesh (48)

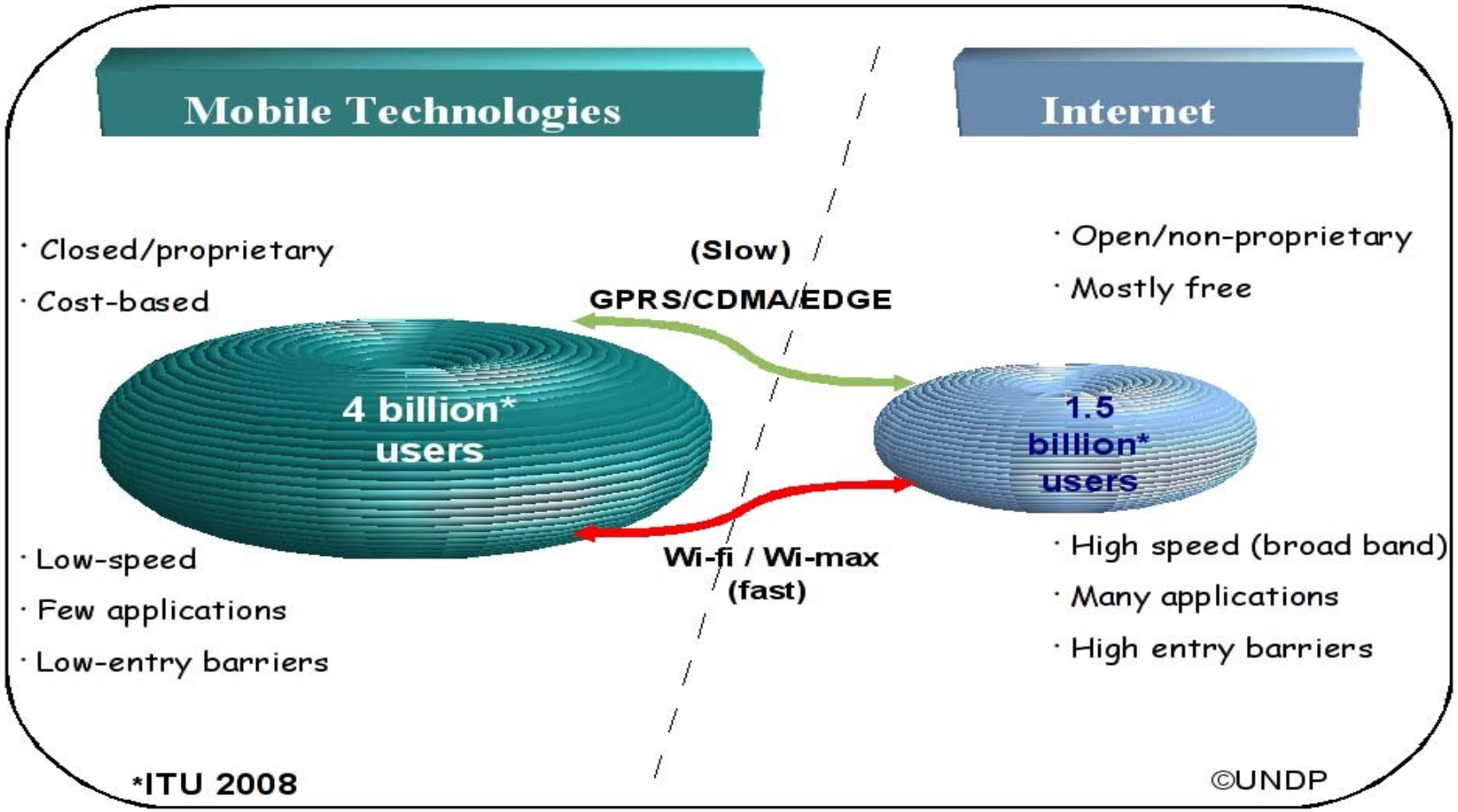
Access to ICTs is increasing..





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

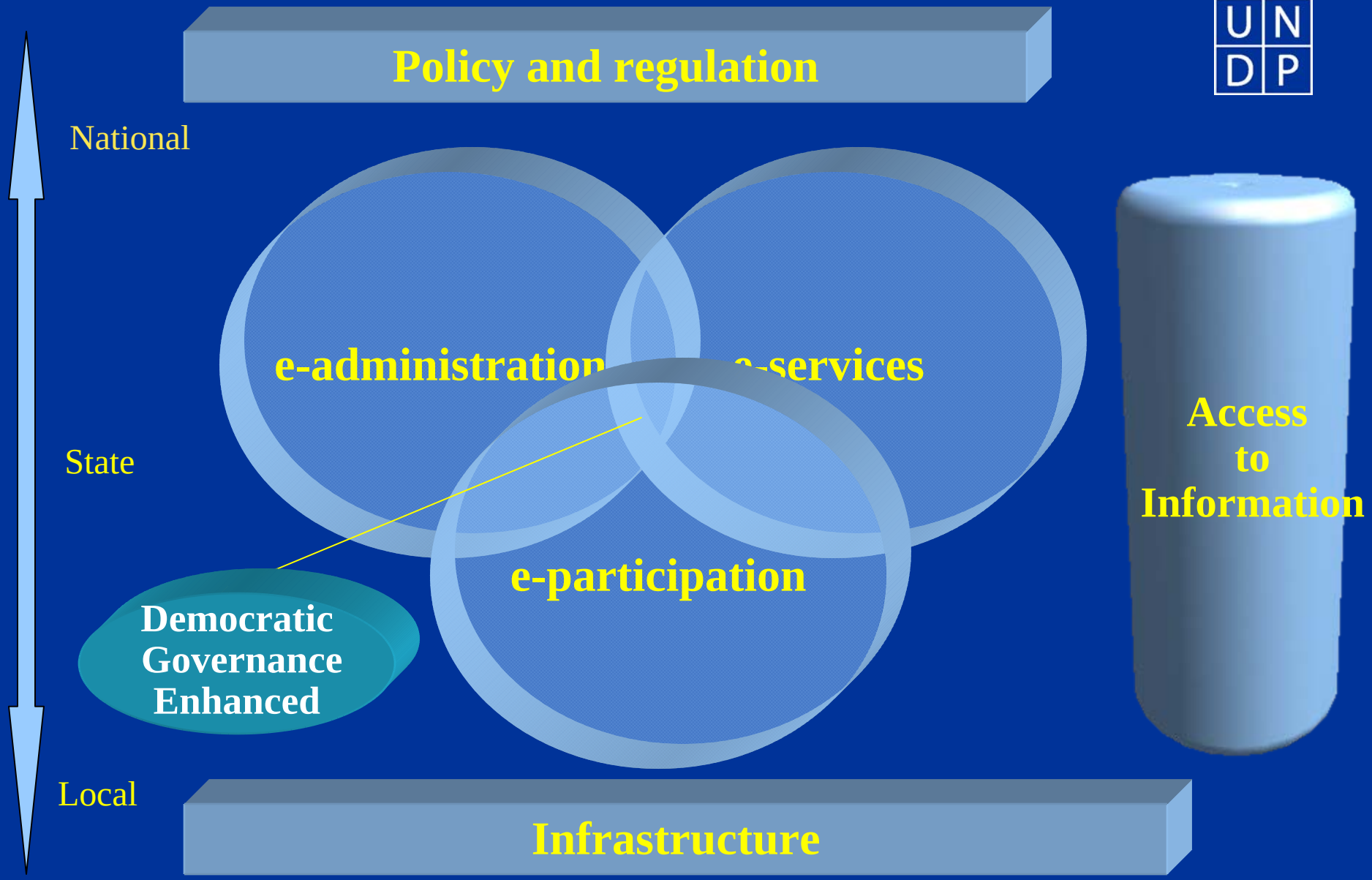
- Governments provide public services via public investment (including ODA)

- Role of the private sector feasible

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

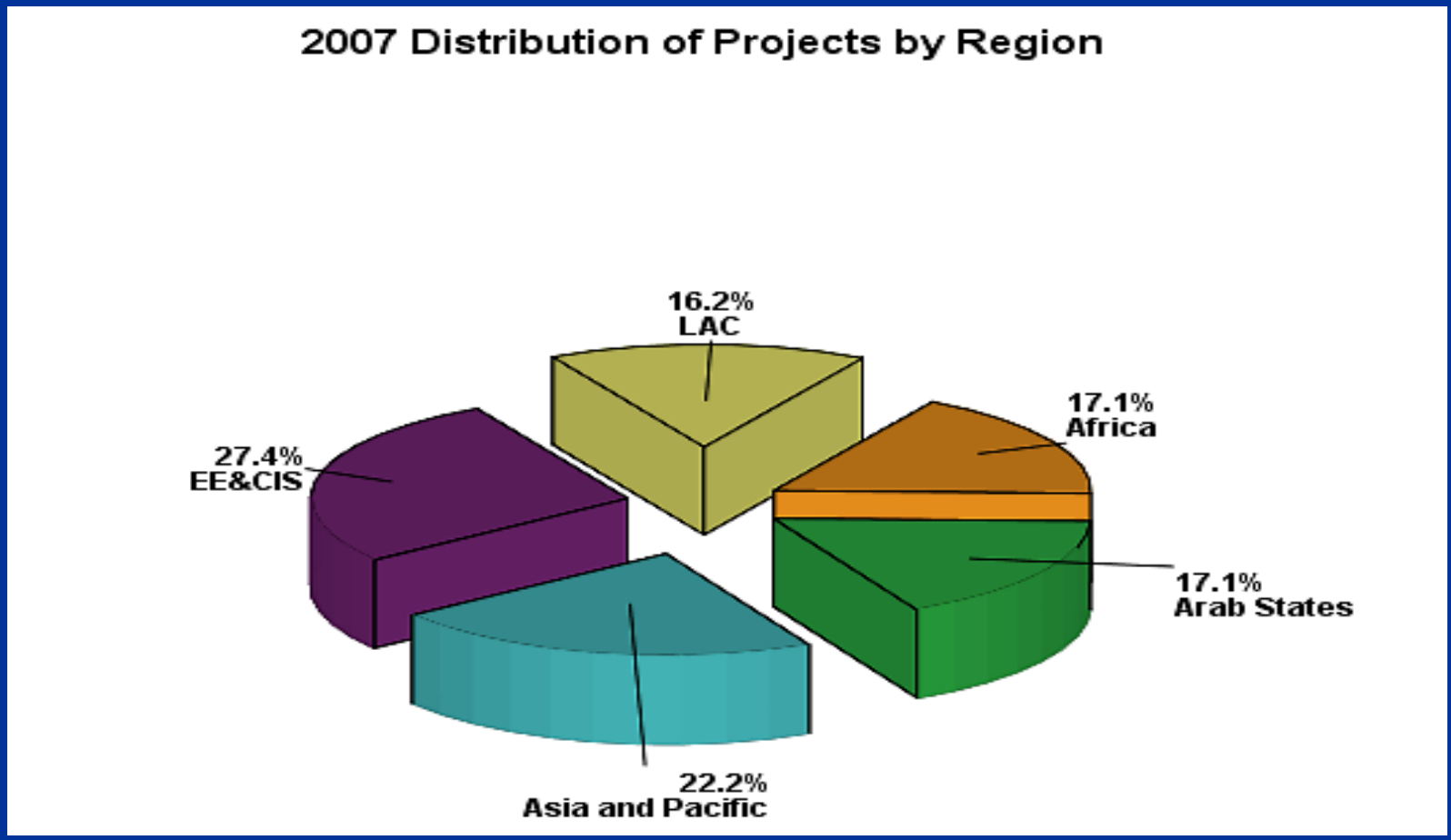
=> the “governance” of public investment decisions is key

E-governance Framework:



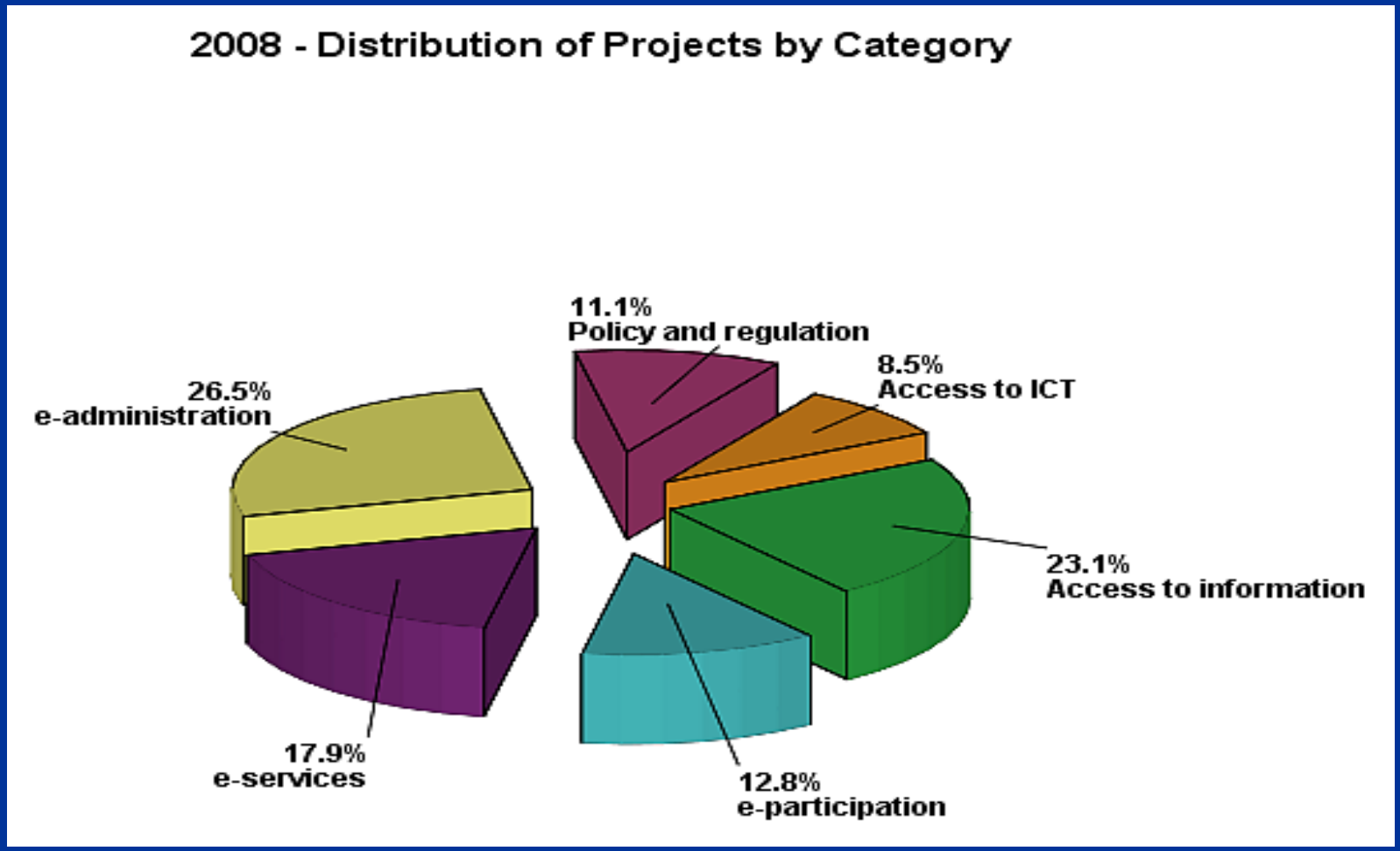
UNDP e-governance Status: Projects

- 250 projects in 85 countries



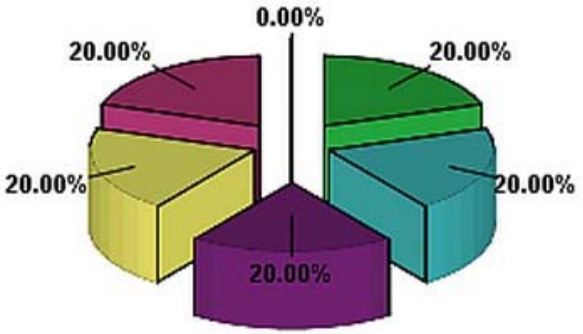
UNDP e-governance Status: Projects by category

- E-administration and e-services lead the pack

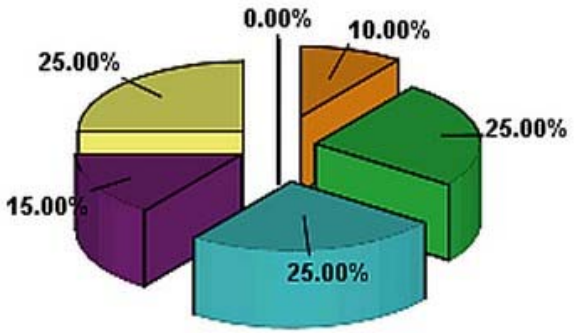


UNDP e-governance Status: Projects by Region/Category

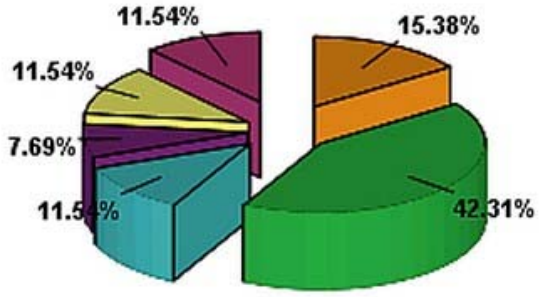
- All regions have a different focus



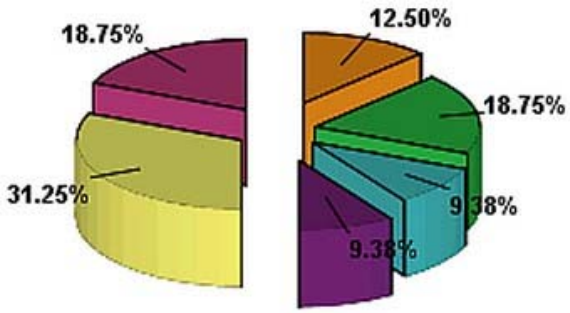
Region Africa



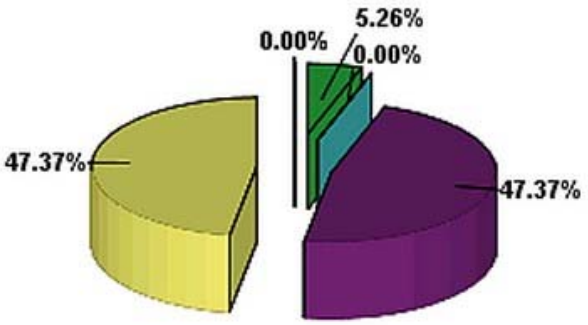
Region Arab States



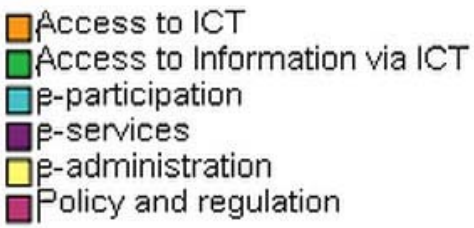
Region Asia and Pacific



Region EE&CIS

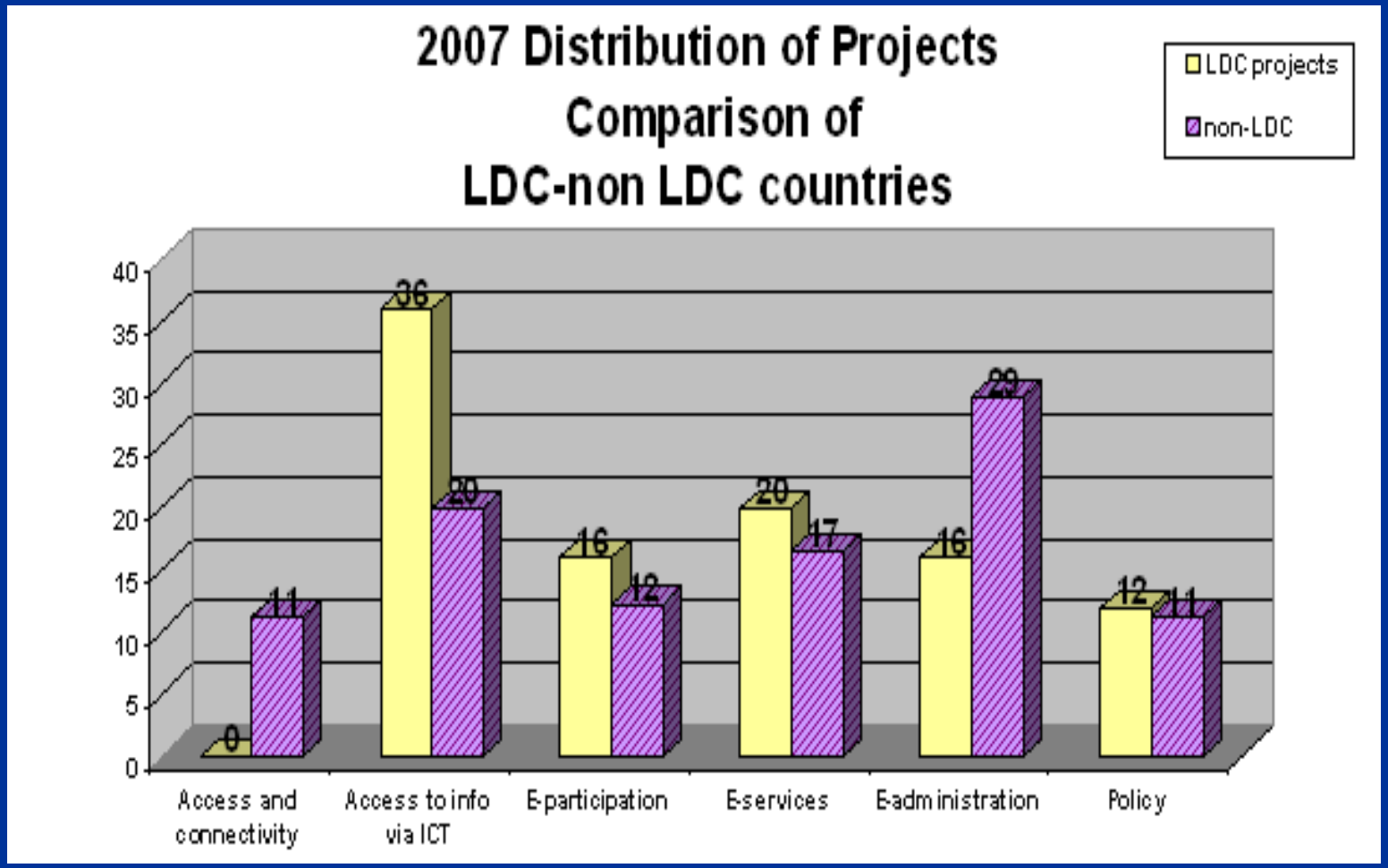


Region LAC



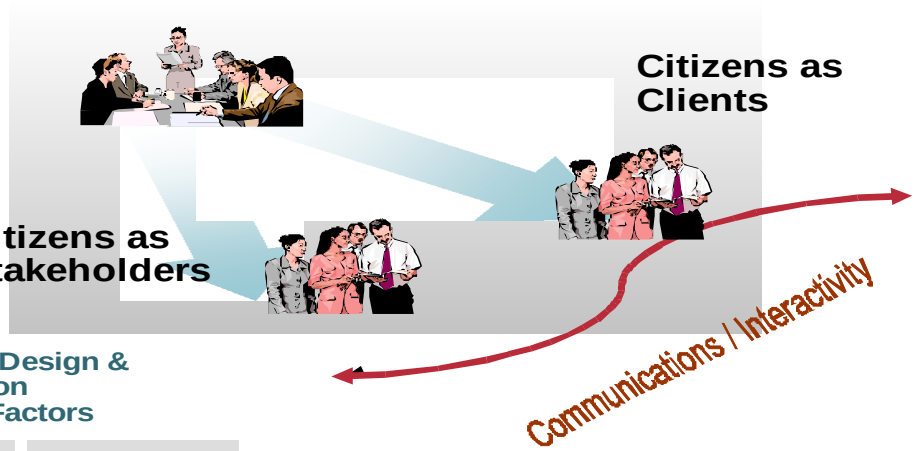
UNDP e-governance Status: LDCs v non-LDCs

- 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	

Information and Service Delivery Factors

- Cost
- Time
- Quality
- Ease

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 govern-ment 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