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THE UTILISATION OF INFORMATION
COMMUNICATIONTECHNOLOGY ICT)
ON CITIZEN PARTICIPATION IN LOCAL GOVERNANCE:
A CASE STUDY OF GOKWE SOUTH DISTRICT, MIDLANDS
PROVINCE, ZIMBABWE

BY

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Abstract

This study examined the utilisation of information communication technology in service delivery. This study was prompted by the realisation that Zimbabwe in the last decade experienced rapid growth of the information communication technology sector (ICT) particularly the role of mobile phone and broadband technology. The total number of active mobile phone sim cards in the country is approximately 15.6 million, which means that there are more mobile phones than the total population (about 14 million people). Mobile phone and internet penetration in the country stands at 96% and 48%, respectively. Despite the increase in mobile phones research evidence shows that very little has been written on the utilisation of information communication technology service delivery especially the in rural areas. It is in this context that the study used a case study approach to examine the utilisation of ICT in service delivery in rural Gokwe South. Using both qualitative and quantitative methods with interviews with key informants, as well as questionnaires, data was collected from rural communities and local government actors in the district, as well ICT service providers and regulators who operate in the research area. The major finding of the study was that despite the high ICT coverage in the district, its potential to improve service delivery remains largely underutilised. The research showed low levels of local community's participation in making decisions regarding ICT service delivery. However, informants agreed that the spread of ICT provided them with an opportunity to actively participate but they characterised their participation as tokenistic. The low level of citizen participation negatively impacted on service delivery. The research findings further revealed that the provision of ICTs and full participation of local actors and inclusion of local actors in decision making would boost the growth and financial capacity of the district. The study therefore recommended the need to sensitise local government officials, service providers and regulators on the importance of citizen participation and their inclusion in local governance decision making if meaningful development was to be realised.

Key words: information communication technology (ICT), citizen participation, local governance, service delivery

Declaration

I declare that this dissertation is my original work except where sources have been cited and acknowledged. The work has never been submitted, nor will it ever be submitted to another university for the award of a degree.

Student`s Full Name

Student`s Signature (Date)

Main Supervisor`s Full Name

Main Supervisor`s Signature (Date)

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Dedication

To my wife, Tatenda Ivy Shoko, son, Mukudzei Shoko and my mother Chiratidzo Shoko

Abbreviations

CBO	Community Based Organisation
CIPESA	Collaboration on International ICT Policy in East and Southern Africa
CZI	Confederation of Zimbabwe Industries
DA	District Administrator
DfID	Department for International Development
DIT	Department of Information Technology
EA	Enumeration Area
FDI	Foreign Direct Investment
ICT	Information Communication Technology
GDP	Gross Domestic Product
GNP	Gross National Product
GSMA	<i>Groupe Speciale</i> Mobile Association
Hivos	Humanist Institute for Cooperation with Developing Countries
IICD	International Institute for Communication and Development
MDGs	Millennium Development Goals
MNO	Mobile Network Operator

MP	Member of Parliament
NDI	National Democratic Institute
NGO	Non-Governmental Organisation
NITA	National Information Technology Authority
NUST	National University of Science and Technology
OECD	Organisation for Economic Cooperation and Development
POTRAZ	Postal and Telecommunications Regulatory Authority of Zimbabwe
RBM	Results Based Management
RBZ	Reserve Bank of Zimbabwe
RDC	Rural District Council
RDDC	Rural District Development Committee
SDGs	Sustainable Development Goals
SPSS	Statistical Package for Social Scientists
UIDAI	Unique Identification Authority of India
UN	United Nations
UNGA	United Nations General Assembly
UNICEF	United Nations Children's Fund

USAID	United States Agency for International Development
WSIS	World Summit on Information Society
ZANU PF	Zimbabwe African National Union Patriotic Front
ZARNet	Zimbabwe Academic and Academic Research Network
ZimASSET	Zimbabwe Agenda for Sustainable Socio-Economic Transformation
ZimStat	Zimbabwe Statistical Agency
ZUNDAF	Zimbabwe United Nations Development Assistance

Definition of terms

Information Communication Technology (ICT) - this is an umbrella term that refers to any communication device or application, including telephones, mobile phones, radios and computers

Local government - the provision and maintenance of public services and infrastructure using local resources, as well as loan and grants from the central government

Social capital - the inherent competences that can be harnessed from individuals within a community through social relations for the benefit of same through collective action.

Accountability - the ability by citizens to call authorities to account. It is a measure of the citizens' participation in governance

Sustainable development – it is development that meets the needs of the current generation without compromising the future of generations to come.

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CHAPTER 1 INTRODUCTION

1.1 Introduction

Zimbabwe has, in the last twenty years (1995-2016), remarkably increased the use of Information Communication Technology (ICT). A survey by the Zimbabwe National Statistics Agency (ZimStat) in 2014 revealed that 68% of Zimbabwean households had access to ICT services, with 89% of the households having at least one family member with a mobile phone. The survey also indicated that 33% of the households in the country had internet access, while the use of postal services had declined from 52 % in 2010 to 3%. Relatedly, available data from the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) indicates that in 2015, there were at least 15.6 million mobile phones in use against a total population of 14.15 million people. This means that there are more active mobile phone sim cards than the country's total population.

1.2 Background to the Study

The government of Zimbabwe has also realised the potential of ICTs in governance and sustainable development. In October 2013, the Zimbabwe Government launched the Zimbabwe Agenda for Sustainable Socio-Economic Transformation (ZimASSET) programme. The blue-print, which largely draws from the ZANU (PF) July 2013 election manifesto and previous development programmes, outlines the government's economic development and poverty reduction strategy from 2013-2018. It seeks to

achieve sustainable development and social equity through indigenization and employment creation. Central to the policy is ensuring economic growth, social cohesion and making the country the growth leader in Sub-Saharan Africa by 2020.

ZimASSET is built around four strategic clusters that, according to the document, seeks to reposition Zimbabwe as one of the strongest economies in Southern Africa, as well as in Africa as a whole. The strategic clusters are Food Security and Nutrition, Social Services and Poverty Eradication, Infrastructure and Utilities, and Value Addition and Beneficiation. The clusters are interdependent and mutually reinforcing. Under each cluster are measurable short term and long term results to be realised. The Agenda is a two-pronged approach, with quick fix solutions to the economy, which should have been effected between 2013 and 2015 and long term prescriptions to address the economic challenges facing Zimbabwe. Its implementation is monitored and evaluated by the Office of the President and Cabinet according to defined cluster results matrices. Zim ASSET identifies ICTs as core to the advancement of the country's development agenda (ZimASSET Document, 2013).

Relatedly, the government of Zimbabwe, in 2015, produced its National Policy for Information Communication Technology. The blueprint is a culmination of a review of the country's ICT policy thrust, which began in 2005. The overarching objective of the National ICT policy is to facilitate the delivery of the government's development goals as outlined in ZimASSET. The policy is aimed at the growth of the ICT sector, with a view to promote e-governance; promote inclusiveness through bridging the digital

divide, ensuring sustainability, as well as innovation. Another key object of the blue-print is to develop and ICT policy to cater for “marginalized people”. In the blue-print, the government acknowledges that there are several challenges facing the growth of the ICT sector in the country. These include inadequate communications infrastructure; inadequate electricity, inadequate ICT skills among the citizenry, fragmented institutional arrangements, low digital literacy levels, and limited local ICT research and development. As part of overcoming these challenges, the government encourages all stakeholders to devise a coordinated approach to ensure that the development of ICTs benefits the country (National ICT Policy Blueprint 2015).

Additionally, the Zimbabwe government and the United Nations, in January 2016, signed the Zimbabwe United Nations Development Assistance Framework (ZUNDAF) 2016-2020 Strategic Programme. ZUNDAF is aimed at assisting the government in delivery social services to its people, as well as ensure that there is sustainable development over the next five years through an integrated approach, informed by the aims of ZimASSET.

ZUNDAF has six priority areas, namely; Food and Nutrition Security, Gender Equality; HIV and AIDS; Poverty Reduction and Value Addition; Public Administration and Governance; and Social Services and Social Protection. On public administration and governance, ZUNDAF’s key outcomes include increasing citizen participation in democratic processes, as well as ensuring accountability by public officers. Additionally, the social services and protection priority seeks to ensure that the vulnerable populations

have access to basic services. In that regard, the programme seeks to reduce both the physical and social distance between the population and the services, of which ICTs play a crucial role.

Furthermore, the 56th UN General Assembly adopted the Sustainable Development Goals (SDGs) to guide the global agenda for UN member states until 2030. The SDGs comprise 17 goals and 169 targets aimed at improving the quality of life of all human beings under the three key pillars of sustainable development, namely; economic growth, social inclusivity and environmental sustainability. One key feature of the SDGs, which differentiate them from their predecessor, the Millennium Development Goals (MDGs), is the issue of sustainability.

Development initiatives can be sustainable if there is constant interface between authorities and citizens. In that regard, the UN recognizes the catalytic impact of ICTs as enablers of development. The central role to be played by ICTs is defined in goal 17 of the SDGs, which speaks to the need to strengthen the means of implementation and the revitalization of the global partnerships for development. SDGs Goals 4, 5 and 9 also underscore the centrality of ICT in achieving a better life for all (UN Sustainable Development Goals Document, 2015). It therefore, becomes imperative for local authorities to embrace the use of ICTs if Zimbabwe is to achieve the set targets in the SSDGs.

The promotion of ICTs notwithstanding, conventional intervention in promoting citizen engagement in the country, particularly in the rural areas, has largely been limited to

meetings, training, conferences and information dissemination through print media. In terms of financial transactions, Zimbabwe has since 2009, been using a multi-currency regime. Under the circumstances, money supply in the country has been a function of the ability by the country to export goods, as well as attracting Foreign Direct Investment (FDI). The country has, however, been experiencing a decline in industrial capacity utilization, from approximately 56% in 2012 to around 33% in April 2016 (Confederation of Zimbabwe Industries, 2016). Government policies such as the Indigenization and Economic Empowerment Act, among other things, have been cited by potential investors as hindering financial inflows into the country. The reduced money supply has resulted in banks failing to give cash to clients, with the Reserve Bank of Zimbabwe (RBZ) imposing withdrawal limits. The cash shortages have affected people, making payment for services difficult despite having money in the banks. The spread of ICT notwithstanding, appreciation for online transactions appears to be limited, at last judging by the endless queues of people at banks seeking cash. The situation is acute in the rural areas where access to cash and other financial services is restricted.

The expansion of ICT in Zimbabwe has the potential to transform the governance system through increasing the participation of rural populations to effectively engage in the public life of their local authorities. It widens the platforms through which the authorities can interface with the constituents, thereby, promoting socio-economic development, inclusivity, accountability, transparency and sustainable development in communities. Though the roll out of ICT services in Zimbabwe has increased throughout

the country, their potential impact in local governance appears not to be fully appreciated, particularly in rural settings. The growth of ICT in Zimbabwe provides opportunities for citizen engagement in governance at both national and local government level. The research, therefore, seeks to examine the influence of ICT growth on governance in Gokwe South District.

1.3 Statement of the problem

There is a growing appreciation by governments in developing countries regarding the role ICT plays in facilitating communication between governments and the citizens (Zinyama and Nhema, 2012). This realization partly informed the crafting of Zimbabwe's National ICT Policy of 2015. A 2012 survey by the United Nations (UN) demonstrated that countries with strong online service platforms have a higher likelihood of using ICT in citizen engagement. However, there is limited data on the utilisation of ICT for service delivery and sustainable development in Zimbabwe (Kundishora, 2012). This is corroborated by a 2013 study by the National Democratic Institute, (NDI), which showed that despite the advantages of ICT in democratization and increasing citizen participation, there is not enough empirical data on the impact of technology on influencing political processes, and sustainable development in communities. There is limited information in the body of knowledge on how ICTs impact on governance, particularly in developing countries (NDI, 2012). The research therefore, seeks to assess the utilisation of ICTs in service delivery in the Gokwe South District in Zimbabwe.

1.4 Research Objectives

The research objectives are to;

- 1.4.1 Examine citizen engagement mechanisms used by the Gokwe South District in utilising ICTs for effective service delivery.
- 1.4.2 Assess the extent to which ICTs are being used in local governance processes in Gokwe South District.
- 1.4.3 Analyse the challenges associated with utilising ICTs for service delivery and citizen engagement.

1.5 Research Questions

- 1.5.1 What is the extent of ICT coverage in Gokwe South District?
- 1.5.2 What methods are used to engage citizens in the utilisation of ICTs in Gokwe South district?
- 1.5.3 To what extent does the Gokwe South District engage local communities as key stakeholders in the utilisation of ICTs for effective service delivery?
- 1.5.4 What are the challenges faced by the local communities in Gokwe South District in accessing and utilisation of ICTs for empowerment and development?

1.6 Assumptions

- 1.6.1 There is adequate ICT infrastructure to facilitate effective citizen engagement in Gokwe South District in Zimbabwe.

1.6.2 ICT utilisation through the inclusion of local stakeholders in decision making and their active participation is the missing link in attaining sustainable development in the district of Gokwe South.

1.6.3 The local governance leaders in the Gokwe South district are failing to harness the potential of ICT for citizen engagement and service delivery because of the exclusion of local communities as key stakeholders

1.7 Significance of the study

The purpose of the study was to examine how Gokwe South District local governance actors are engaging local communities in decision making regarding the utilisation of ICTs for service delivery.

The decentralisation of governance by central governments has resulted in local governments increasingly becoming key actors in the promotion of good governance and service delivery at the local level. Local governments act as catalysts and drivers of local development processes. Key to good governance and efficient service delivery is the adoption of cost-effective and sustainable processes for solutions to development challenges facing communities. Central to the achievement of these goals is the need for the citizen's voices to be heard by those in power, if locally owned development initiatives are to ensure effective development. ICTs have the potential to increase the citizens' voices by strengthening their capacity to engage and make positive contributions to development processes in their communities. In that regard, the research is significant in as far as it contributes to knowledge on improving service

delivery in local governance for sustainable development among communities. The study will also contribute to academic discourse on how ICTs can be used to empower local governance stakeholders, particularly those in the rural areas in Zimbabwe.

1.8 Delimitation of the study

The study was limited to Gokwe South District out of the 58 districts in the country. The choice of Gokwe South was informed by the fact that it is one of the biggest districts in the country in terms of size and population. The district covers approximately 26% of Midlands Province and has a population of about 346 000 (ZimStat, 2012) and is experiencing serious governance and service delivery challenges because of, among other issues, poor road infrastructure and failure to meaningfully engage local communities as key stakeholders in the governance structures of the district.

There are several local governance actors in Gokwe South District. These include public sector officials such as the District Administrator and his staff, the RDC Executives, Councillors, traditional leaders such as Chiefs, Headmen and Village Heads, as well as non-state actors such as Non-Governmental Organisations, (NGOs) and Civil Society Organisations, (CSOs). The study, however, excluded Chiefs, Headman and Village Heads. The exclusion of traditional leaders from the study was partly informed by the realisation that they played a limited role in governance processes in the district, with their activities mainly localised.

In addition, the study was limited to ICT applications and devices in the district. ICT encompasses computer software, broadband, as well as signal receiving gadgets such as

fixed telephone handsets, mobile phones, radios and computers. The study, however, was limited to two ICT gadgets, namely; fixed telephone receivers and mobile phones, including smart phones. The exclusion of other ICT gadgets such as radios was informed by the fact that the district has no community radio station through which it could relay day to day communication. Document research on the district, as well as information provided by POTRAZ during the pilot study indicated that less than one percent of the households in the district owned a computer.

1.9 Limitation of the Study

The research had several limitations, including the reluctance by some of the ICT service providers and other private local governance stakeholders to provide certain information, citing privacy and security issues. The study made use of information from POTRAZ, which gave a general overview of the ICT coverage and services in Gokwe District to augment the incomplete data that came from the ICT service providers. The other limitation was that the study was undertaken during the rainy season and the road network was bad. This made navigation of the district difficult. As a result, the administration of the questionnaire was done in three out of the 33 Wards in the district. Relatedly, time constraints resulted in the sample size of 60 people for the administration of the questionnaire. In mitigation, the number of Key Informants was increased from eight to sixteen so as to get as much appreciation of the service delivery mechanisms and ICT services available in the district.

CHAPTER 2 REVIEW OF RELATED LITERATURE

2.1 Introduction

The chapter focused on various conceptual frameworks and the literature review relating to the study. The Chapter clarified the various concepts relating to the study, namely; local governance, development, participation, citizenship and good governance. The concepts that were clarified and relationship between the concepts and ICTs in governance will be established. Through discussion of relevant literature on relationship between ICT and governance, the chapter further examines how technology can enhance citizen engagement and sustainable development. The review of existing literature will enable the researcher to establish the extent of utilisation of ICTs in service delivery in the district. In that regard, literature on how ICTs can be enablers for good governance, the evolution of ICT in Zimbabwe, as well as the rural local governance structures in Zimbabwe was analyzed.

2.2 Conceptual Framework

The essence of any local governance initiative is to ensure sustainable development. As such, the study is underpinned by the local governance concepts of development, participation and citizenship and how ICT impacts on service delivery. The study acknowledges that the aforementioned concepts are contested in terms of their meanings and subject to different interpretations. The reviewed will highlight some of the different viewpoints, but emphasis will be on how the concepts relate to or highlight the ICT role in service delivery in local governance jurisdictions.

2.3 Local governance, development and participation

Local governance is the formulation and execution of collective action at a local level (Shah, 2006). It involves the collective activities of all stakeholders within a given particular society for decision making and service delivery. It is the exercise of power by local authorities and all other stakeholders within a community for mutual benefit. Central to the concept of local governance is the need for citizens to have a direct input in how they are governed. Local governance discourse emphasises the role of the citizen as the principal catalyst and agent of development in communities. The main features of local governance are citizen empowerment through participation, accountability and increased responsiveness to issues that affect communities (Wilson, 2000). Relatedly, the decentralisation theorem posits that local governance provides for the localisation of benefits, as well as facilitating development of communities. The use of ICT for local in Zimbabwe is, however, an area that has been explored in detail (Kundishora, 2012). This therefore, warrants research in the area, with a view to enrich local governance for sustainable development.

2.3.1 Development as freedom

Development literature highlights the issue of positive social change, especially if this is noticeable among the poorest in society. Thomas (2000) says that development involves empowering communities and individuals to make their own choices. In this regard, ICTs can act as catalysts for development in as far as they empower citizens to become agents of change.

Sen (1999) argues that the principal aim of development is freedom. In the thesis *Development as Freedom*, Sen states that freedom is both “the primary end and the principal means of development”. Without freedom, there can be no development. Conversely, development can only be said to be worth the effort if it results in total freedom of the individual. The thesis advances the argument that development should be viewed not only in terms of the Gross domestic Product (GDP) or the Gross National Product (GNP), but also in terms of the extent it promotes political and social freedoms. The freedoms include political participation, opportunities to receive basic services and platforms for discussion. These, Sen argues, are the “constituent components” of development.

To buttress the argument, Sen cites examples of countries such as South Africa, Equatorial Guinea and Brazil with relatively higher per capita GNP, contrasting them with India and Sri Lanka whose citizens have comparatively better quality of life. Sen also argues that full freedoms can be attained only if citizens are participating in the development process. This view is supported by Claridge (2004), who observes that there is growing scholarship, which views participation as a tool to achieve better outcomes in society. In this respect, citizen participation is viewed as an empowerment tool, which results in the accomplishment of set goals efficiently, effectively and in a cheaper way. Participation in this sense is viewed as a process that enhances the capacity of individuals to improve their own lives and uplift the marginalized groups (Cleaver, 1999 as cited in Claridge (2004)).

Relatedly, Jones and Gaventa (2002) state that citizen participation is not only the exercise of communicating preferences and influence policy making for the public good, but also as a right for all who live in a particular society. The argument is that citizen right should not be limited to political participation, but should also encompass social and economic rights. The assertion is that people cannot realize their rights to clean water and a secure environment as an example if they are unable to exercise their democratic rights to participation in decision making.

Ostrom (1996), however, argues that sustainable development in communities is a function of collective effort between the citizens and the authorities through co-production. The citizen is viewed not only as a passive recipient of goods and services, but also as central in the formulation and implementation of policies for the public good for the attainment of freedom. The development discourse as highlighted by the aforementioned authors, however, fails to highlight how development can be facilitated to ensure that citizens attain full freedoms. The study therefore seeks to fill in that gap by highlighting how ICTs can play an important role in enhancing greater freedoms by promoting public participation, as well as increasing efficiency in service delivery.

2.3.2 The Concept of Citizen Participation

Citizen participation epistemology underscores the centrality of the promotion of democracy and the sustainability of developmental initiatives. Claridge (2004) says that participation is an ideologically contested concept, which produces “competing meanings and applications”. The common issues that are highlighted in the various

definitions is the emphasis on the involvement of all stakeholders in all stages of society development, empowerment, as well as the role played by the marginalized groups in society, particularly women and the poor. For the purposes of this study, the researcher focuses on the definitions of participation by Ndekha (2003) quoted in Claridge (2004) and by the World Bank (2005) as follows:

“A social process whereby specific groups with shared needs living in a defined geographic area actively pursue identification of their needs, take decision and establish mechanisms to meet these need”.

The World Bank (2005) defines participation as a process through which citizens have a direct input and control over activities and decisions that affect them. The activities concerned can be developmental or aimed at attaining a better life for citizens. From the definitions, what emerges is that participation and empowerment are closely linked. Participation is the action through which citizens take part in decision making, while empowerment is how they take control of the development initiatives. Mansbridge (1999) says participation endangers a sense of citizen ownership of the development process.

Gaventa and Valderama (1999) point out that the concept of participation has moved from just taking part in political processes such as voting towards the necessity of engagement between citizens and the State. However, Coelho and Von Lierres (2002) indicate that there has been limited explanation of the available possibilities to enhance citizen participation in decision making processes. They underscore the need for

research to go beyond the implementation of the formal democracy structural dimensions towards a more inclusive participatory approach. It is in this regard that the potential transformational capacity of ICT has to be explored, with a view to broaden citizen participation and sustainable development.

2.3.3The Argument for Citizen Participation in Governance

Scholars of public administration note that governance has evolved over the last five decades, with citizens becoming involved in the process (O Connor, 2005). The role of the state has changed, with decentralisation of both power and authority increasingly becoming the norm. Stoker (1998) says that current perspectives on governance view governments or local authorities not as “stand alone institutions” divorced from wider societal forces. Today’s governance mechanisms ideally should allow greater synergies between the government and the governed.

The issue that arises from this discourse is how public administrators and local authorities can create space for the meaningful engagement by citizens. At a local level, the engagement can be horizontal, that is, among the citizens, or vertical, between the citizens and the authorities. O Connor (2005) noted that even in advanced democracies, citizens are increasingly being alienated from politics, with a growing proportion of the population highlighting the failure by public administrators to involve them in the issues that affect them.

Citizen participation is both “intrinsic and instrumental” to democratization (NDI 2013). Participation is intrinsic in the sense that it embodies basic values such as freedom of

speech and association. It is instrumental to the democratization process in as far as participation can influence positive behaviour change and contribute to community development. Technology can assist public institutions in creating the necessary space for engagement more efficiently and cheaply. The use of technology also reduces transaction costs. O Connor (2005) argues that the use of technology creates a “market place of ideas” for the harnessing of public ideas to inform public authorities. These market places create opportunities for the flourishing of ideas for the betterment of the society (Gordon, 1997). However, the provision of space for the ideas without creating the necessary mechanisms for the authorities to ensure that the ideas are taken on board is an exercise in futility. As such, appropriate inter-linkages and feedback mechanisms have to be put in place to ensure that the connection between the citizens and the authorities is worth the effort.

2.3.4 Arnstein’s Participation Typology

Arnstein (1969) argues that participation is a form of citizen power, how the common person can positively contribute to policy formulation and decision making. As such, Arnstein argues that the process of participation has to be carried out to its fullest if its benefits are to be trickle down to citizens. In the participation ladder, Arnstein offers a typology of participation. The various stages of the ladder depict the levels of citizen participation, noting how those in authority can easily manipulate the governance system to give a false impression of citizen engagement, yet in actual fact there is manipulation

of the very society that is expected to be benefiting from the process. Arnstein's ladder of participation is as shown below:

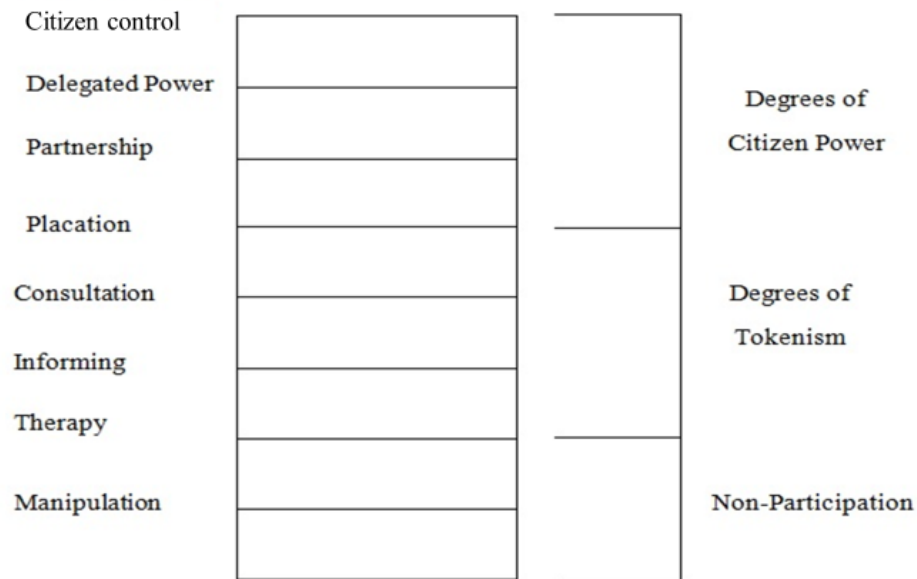


Figure 1: Arnstein's ladder of participation (Adapted from Haruta and Radu, 2009)

Arnstein says that manipulation and therapy are just as good as there is non-participation by citizens. The two enable those in power to massage and “cure” the citizens into believing that they are active actors in the development process. Under informing consultation and placation, citizens are given limited platform to participate and are in a position to contribute to the decision-making process, albeit in a limited way. On partnership, the citizen has a significant decision making voice and can negotiate with those in control. With delegated power and citizen control, there is full citizen participation, with the common person having an equal chance as the public official to participate jointly for the common good of society.

2.3.5 Limitations of Citizen Participation

In as much as literature points to the idealistic allure of citizen participation, the process has its own pitfalls, which may, if not taken into consideration, outweigh the benefits. Stansbury (2004) argues that citizen engagement can be time consuming, and that citizen participation without empowerment is meaningless. The argument is that citizens need to be knowledgeable about local governance for them to participate meaningfully. Citizen participation platforms are at times hijacked by special interest groups, which could result in the manipulation of decisions that are taken by the authorities. Stansbury (2004) states that because citizens are not paid for the time spent at the various participatory platforms, they do not possess as much vigour as the interest groups in terms, which end up dominating such fora.

Matovu (2007) says that citizen participation, particularly in Africa, is heavily politicized. The author states that participation is often limited to members of the ruling party, with the opposition not allowed to be part of the participatory platforms. Matovu also notes that lack of capacity, as well as the lack of confidence by marginalised groups, are other factors that militate against effective participation by citizens. The incapacitation and lack of confidence is attributed to the legacies of colonialism across the continent, in as much as it is a consequence of the failure by the post-independence governments to ensure and nurture democratic practice in their respective communities and countries.

In addition, Cleaver (1999) argues that there is little evidence on the efficacy of citizen participation in improving the conditions of the common man, particularly on issues to do with empowerment and sustainability of the approach. The NDI (2013) states that for citizen participation to be meaningful, the interaction between the public officials and the citizens should offer real opportunities to deliver tangible outcomes.

Meschall (2010) notes that citizen participation can only be effective if there is appreciation by all stakeholders regarding the necessity for engagement. Growing social inequalities, lack of responsiveness by the public officials and limited technological knowhow in communities militate against effective public participation in governance despite the existence of ICT infrastructure (Salome 2010). As Cornwall and Coelho (2012) note, effective participation by the public in governance requires education, skills development and confidence building in order for the common person to engage meaningfully in participatory arenas. In that regard, the expansion of ICT services does not necessarily result in increased citizen participation, especially in the absence of deliberate acts by those in authority to promote some.

2.4 Good Governance

The participation of all stakeholders in a community in determining their destiny defines what is termed good governance. Nsibambi (1998) defines good governance as the establishment of a meaningful relationship between the State and the government towards prioritizing better service delivery. Good governance is about the involvement of all stakeholders in the running of institutions that are established to serve the interests

of the people. It is about collective action for the common good. Lack of participation by citizens in governance leads to the erosion of trust between the parties. Participation can be successful provided that there are communication lines between the authorities and the government. Given the resource limitations experienced by local authorities in Zimbabwe, ICT can potentially bridge the communication gap. There is therefore need for all stakeholders to create spaces to offer real opportunities for citizens to deliberate and influence decisions.

2.5 The concept of citizenship

The concept of citizenship is contested and sensitive, with different divergent meanings, connotations, and categorisation being attached to it (Iija, 2011). The concept has its roots in the Greek Polis, with Aristotle defining a citizen as a grown up man whom both parents are citizens. The Greek philosopher's views are highlighted in his book titled: Politics, when he says the following:

“It must be admitted that we cannot consider those to be citizens who are necessary to the existence of the state; for example, children are not citizens with grown-up men, who are citizens absolutely, but children, not being grown up, are only citizens on a certain assumption” (Iija, 2011).

Aristotle presupposes that not all people are citizens. A key element he, however, raises is that citizenship confirms membership to a community and citizens should participate in decision making. This view of citizenship has, however, evolved overtime, with different dimensions of the concept now part of academic discourse (Jones and Gaventa,

2002). The different dimensions of citizenship can be discussed by focusing on the liberal, communitarian and republican approaches. The liberal is a status and that people act rationally in order to advance their interests (Lister, 1997). Libertarians argue that the role of the state is to protect the individual's rights and that granting people rights is a form of empowerment for the individual to exercise his choice.

Conversely, communitarians place the concept of citizenship with the realm of community relations (Smith, 1998). The communitarian thought promotes the concepts of a socially embedded citizen, who acts for the common good of society. The argument is that the community needs or aspirations supersede those of an individual, hence the citizenship of that individual can only be explained to the extent that he works for the common good of society.

Republicans advance the motion that citizenship and freedom are equal values. In other words, citizenship and freedom can only exist when the state offers certain protections in society for the common good (Iija, 2011). Central to the republican thought is that citizenship should be understood within the context of a "common civic identity" that works to unite people within a particular society.

The discourse on citizenship has gained currency since the 1990s (Jones and Gaventa 2002). The development is attributed to several issues including what Huntington (1991) describes as to third wave of democratization, increasing calls for political participation by the poor, the good governance agenda, and the promotion of decentralization. Heater (1992) as quoted in (Jones and Gaventa, 2002) says that the development of the

citizenship discourse can be explained in three intertwined factors. These are globalisation and its associated dynamics of immigration, heightened political awareness, and the fragmentation of nation states.

A central theme that emerges from the citizenship discourse is that the issue is not about the recognition of an individual as a citizen through official registration, but his entitlement to certain right and privileges in society. Citizenship is about human rights, voice, influence and accountability in society. Gaventa and Valderama (1995) define citizenship in terms of one's ability to actively participate in governance in society. Citizenship in this context is thus, some form of empowerment to the individual to determine destiny, how society is governed, and directly contribute to the development of the community. The above is corroborated by Cornwall (2000) when he notes that when citizens perceive themselves as actors in governance rather than passive beneficiaries of services, they become active participants in policy making, as well as holding public officials to account.

2.5.1 Use of ICT in promoting citizenship

The growth of ICT has transformed the role of the citizen and the exercise of citizenship (Abrahamson, 2011). Technology can be used to create spaces and opportunities for citizens by making their voices stronger (NDI, 2013). ICT has enhanced the public sphere, with networks that have been created altering the conduct of politics. The impact of ICT in improving participation can be illustrated as follows;

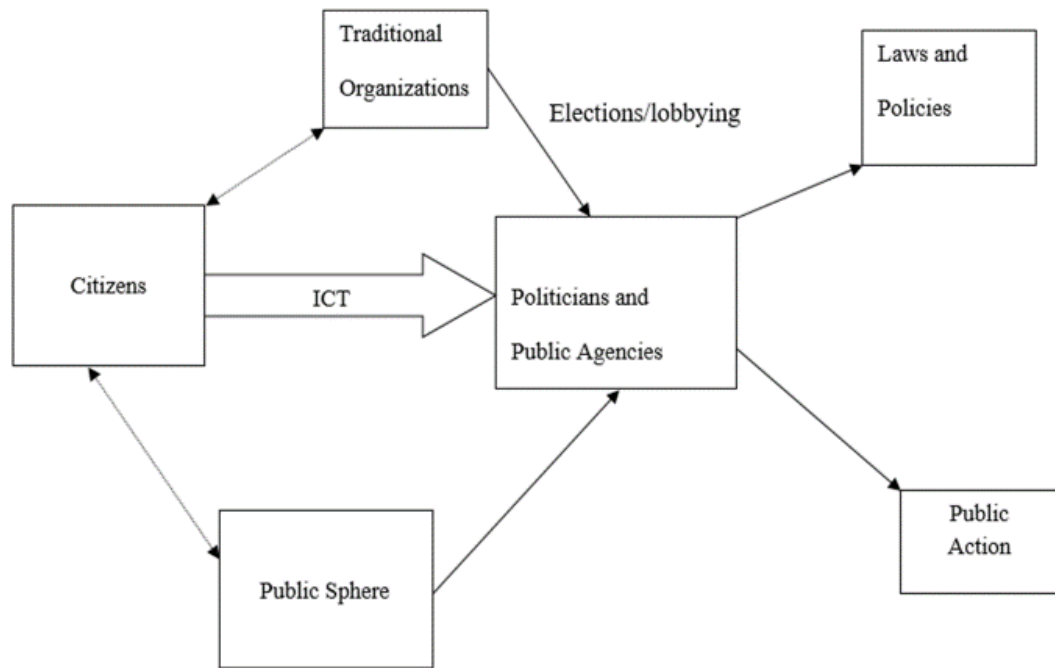


Figure 2: The impact of ICT in promoting citizenship. Source: Abrahamson 2011

ICTs ensure that communication between citizens and public officials is in real time as opposed to traditional networks such as letters, which often take time to be delivered. Abrahamson (2011) also argues that ICTs reduce costs of forming and maintaining connections in communities. They provide citizens with easy access to information, leading to the democratization of information and informed decision making. Fung (2011) as quoted in Abrahamson (2011) says that with ICTs, citizens become “co-authors” of their government. They become active participants and are able to make positive contributions to the issues that affect them.

Relatedly, citizen empowerment should be viewed as a pre-requisite for community participation (Zanelo and Maasen 2011). For citizens to develop a sense of identity, and

contribute positively to the country, they need to be equipped with the necessary resources to enable them to make informed decisions. ICTs can be integrated to capacitate community members to be able to effectively participate in development initiatives.

2.5.2 ICT as a Tool to Organize Citizens' Actions

ICTs can be used to organize citizens' actions, as well as give new forms of identity to people, (Rees (2008) cited by Zanelo and Maasen (2008). ICTs such as mobile phones provide an individual's fixed point of reference in terms of communication with public officials. In the process, ICTs enable citizens' voices to be heard leading to them exercising greater influence in their societies. The above is corroborated by a 2008 survey by the Humanist Institute for Cooperation with Developing Countries, (Hivos), in Kenya, Tanzania and Uganda. In the survey, 55 percent of the respondents suggested that ICTs were effective tools to organize citizens' actions.

2.6 The Global Importance of ICTs

The 2003 World Summit on the Information Society (WSIS), came up with the German Plan of Action. The plan incorporates the internationally agreed development goals on ICT development, including the Millennium Declaration, the Monterey Consensus, and the Johannesburg Declaration and Plan of implementation on the promotion of the use of ICTs. The plan seeks to build an "inclusive information society" through harnessing ICT services for development. The targets of the Geneva Plan of Action include the following:

- to connect villages with ICTs and establish community access points;
- to connect Primary schools, Secondary schools, Colleges and Universities with ICTs;
- to connect all local and central government departments, as well as to establish website and email addresses; and
- to connect health centres and hospitals with ICTs.

The plan of action also stresses the need for the use of ICTs in empowering local communities, “especially those in rural and underserved areas”. The Plan of Action calls upon governments and all stakeholders to ensure that all communities have access to ICTs, as well as to undertake capacity building measures in order for citizens to develop confidence in using ICT services for the benefit of society (WSIS 2003 Communiqué)

At a continental level, a 2016 report by the *Groupe Speciale Mobile Association*, (GSMA), highlights that ICTs, particularly the growth of the mobile phone sector, has had a significant impact in enhancing communication, improving governance, as well as increasing public revenue generation and greater financial inclusion. According to the report, by December 2015, there were approximately 557 mobile phone subscribers in Africa. Egypt, South Africa and Nigeria accounted for about a third (167 million) of the total subscriber base. The GSMA projects that Africa will have approximately 725 million mobile phone users by 2020, which is an average of 30 percent from the 2015 record. The GSMA highlights that ICTs have emerged as the “platform of choice for

creating, distributing and consuming innovative digital solutions and services, as well as stimulating innovation and entrepreneurship. The report indicates that in 2015, Africa's mobile ecosystem supported 3,8 million jobs, resulting in tax contributions of US\$20.5 billion in 2020 (GSMA Communiqué, 2016).

2.7 Evolution of the Electronic Government in Zimbabwe

Zimbabwe has a relatively long history of electronic-governance (e-government). The use of e-government in Zimbabwe dates back to the colonial era (1890-1980), where the then Rhodesian government established the Central Computing Services (CCS) to provide public services (Zinyama and Nhema 2016). In 2005, the government adopted the Results Based Management (RBM) system, which was underpinned by the use of ICTs. In an effort to encourage and improve the use of ICT in the public governance, the government came up with ZimConnect in 2011. ZimConnect is a five year e-government framework and implementation strategy aimed at promoting wider use of ICT in the public sector (ibid). The government's efforts to encourage the use of ICTs are also reflected in strategic documents such as the National Economic Recovery Programme (2004-2006), the National Development Policy (2012-2016), the Zimbabwe Agenda for Sustainable Socio-Economic Transformation (ZimASSET).

As part of implementation of the Geneva Plan of Action, Kundishora (2015) states that the Government of Zimbabwe expanded the mandate of the Zimbabwe Academic and Research Network, (ZARNet). ZARNet was formed in 1997 to promote ICTs and facilitate ICT connectivity mainly in schools, tertiary education facilities and research

institution. Its mandate has since been expanded, with a view to ensure that internet connectivity and ICT appreciation is provided throughout the country, especially in the rural areas. With this background, the findings from the GSRDC are discussed below.

2.8 ICT as an enabler for citizen engagement for service delivery

ICTs have transformed governance at both national and local government. Through the use of ICT, governance has assumed a new definition, changing the way, as well as increasing interaction between authorities and citizens (Saha, 2014). A 2012 study by the Collaboration on International ICT Policy in East and Southern Africa (CIPESA) in Uganda and Kenya indicate that use of ICT in local government has reduced costs of engagement, as well as increasing transparency and accountability. Relatedly, Whyte and Macintosh (2002) underscore the need to consider the use of ICT by local authorities as a way of engaging a wider audience and deepening the level of debate and interaction between the authorities and the citizens. In the same vein, ICTs provide easy access to information and offers “a sphere for communication which can enhance political interest and pull citizens into democratic processes” (Castells, 1996).

2.8.2 The efficacy of ICTs as tools for public service delivery: Selected case studies

Several studies have highlighted the efficacy of using ICTs in improving service delivery by public institutions (Bhatnagar, 2014). The different applications where ICTs can be used include improving efficiency of public services, increasing transparency and accountability of public officials, reducing corruption and facilitating citizen participation. Jensen (2002) argues that by virtue of being at the frontline of government

in their service-oriented interaction with the public, local authorities are a fertile ground for the application of ICTs. A review of documented case studies indicate that ICTs are important tools to facilitate citizen participation in governance at both micro and macro levels. A study by the United States of America's National Democratic Institute (2012) in Egypt, Ghana, Uganda, Mexico and Peru revealed that technology can be used to create spaces and opportunities for citizen engagement and meaningful participation in local governance. The study identifies levels of citizen engagement in terms of three levels/parameters namely increasing citizen voice, space in the political sphere and accountability. A summary of the dimensions of the nexus between citizen participation and civil engagement is given in figure 3.

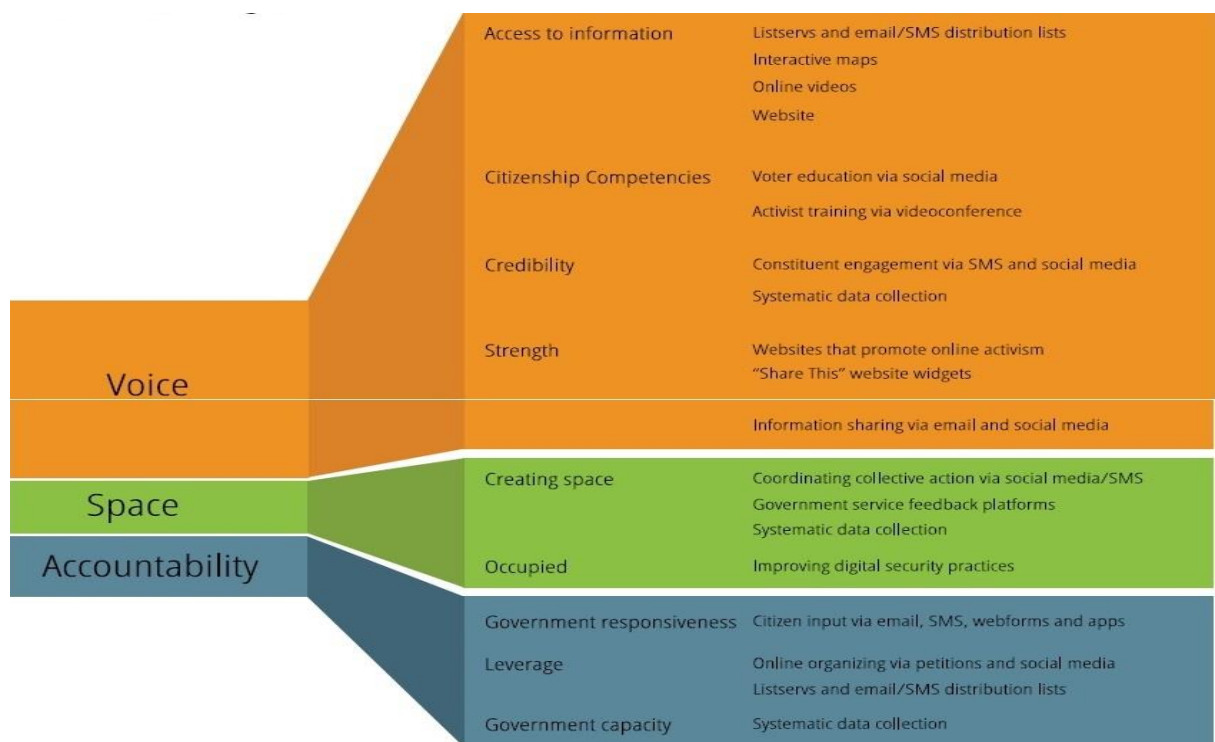


Figure 3: Dimensions of Citizen Participation

Relatedly, Wasara and Okello-Obara (2007) highlight the “pervasive influence “of ICT in society. In a study of the constitution of ICTs to e-governance in Uganda, the author notes the steps taken by the Ugandan government in the promotion of ICTs, which has resulted in positive spinoffs in terms of governance. The Ugandan government, in partnership with international organisations such as the British Department for International Development, (DfID), and the International Institute for Communication and Development (IICD) of the Netherlands have been channeling resources towards the rolling out of ICT infrastructure across Uganda. The governance has also enacted the necessary enabling environment, including legislative measures, to ensure ICT access. These include establishing a fully-fledged Ministry of Information and Communication Technology, the National Information Technology Authority (NITA), as well as legislation such as a National ICT Policy. The spread of ICTs has, among other, positive spinoffs such as increased revenue collection, easy access to information for public administration and healthcare provision.

The above notwithstanding, the spread of ICTs has not necessarily led to improved citizen participation and good governance (Salome, 2016). A study of Kenya’s “ICT revolution” concludes that the growth of ICTs does not necessarily trigger better governance.

2.8.3 Advantages of ICTs as Tools for Citizen Participation

Studies have shown that the use of ICT in governance has several advantages. The advantages include reducing corruption and increased efficiency in service delivery.

i. Reducing corruption

ICTs can assist in the reduction of corruption by public officials. Bhatnagar (2014) argues that ICTs take away the discretion from public official and in the process reducing opportunities for arbitrary action. For example, issues such as jumping queues as service delivery centres, arbitrary rejection of papers and deliberate delays in processing of applications can be reduced or even removed. By making use of ICT-based platforms, including mobile phones, websites and information kiosks, citizens can easily check the status of their service requests Bhatnagar (Ibid) also note that ICT reduces physical contact between the public officials and citizens, which protects the citizens from bribe seekers. In addition, Bertot (2010) states that ICTs have provided a new approach to anti-corruption and transparency initiatives. He argues that ICTs reduce corruption by “promoting good governance, strengthen reform-oriented initiatives, reducing potential for corrupt behaviour, enhancing relationships between government employees and citizens, and controlling the behaviour of public officials.

ii. Service delivery

ICTs can be used to improve service delivery in rural and impoverished communities Bhatnagar (2009) identifies different ICT applications for the rural poor as illustrated in the diagram below.

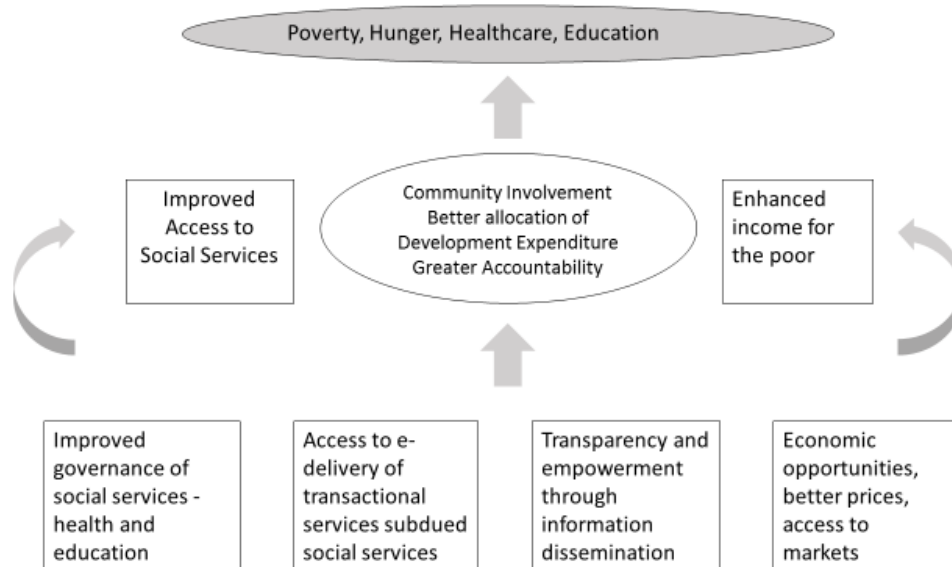


Figure 4: Different types of ICT applications for the Rural Poor (adapted from Bhatnagar, 2009).

Bhatnagar (2014) states that the Indian government's Department of Information Technology, (DIT), created the Unique Identification Authority of India (UIDAI), an ICT programme to improve services delivery to the marginalised communities across that country. The programme was applied to 15 out of the 29 states in India. An assessment of the impact of the programme in ten of the states shows great improvement in service delivery. He cites an example of Karnataka state where a total of 15 million marginalised people, often from the lower castes, now have access to basic social services after being registered on the programme. In the state, people used to make three to four trips to government offices per month, wait up to two hours or more to access services, having to pay bribes for between 20-90 percent of transactions they conducted.

Computerisation reduced trips to office from an average of 2,7 to one trip a month, while waiting time was reduced by 30 percent. Corruption was also significantly reduced.

Similarly, Kundishora (2012) notes that an Information Management System project by the National University of Science and Technology, (NUST), in partnership with the W.K Kellogg Foundation, has improved citizen engagement and information dissemination in Bulilima and Mangwe districts in Matabeleland South province. Under the project, information centres were established at strategic areas in the two districts and selected school leavers were capacitated in use of computers and report writing. Among the positive spinoffs from the project were improved management and better decision making by public official, better e-literacy, the linkage of rural communities to the information highway, and employment creation for youths.

2.9 Challenges of ICT as a tool for citizen engagement

Despite the transformation nature of ICT to governance, its use has several challenges. The Organization for Economic Cooperation and Development (OECD, 2003) notes that the usefulness of ICTs is often militated by the digital divide. The digital divide refers to the existing inequalities in society in terms access to ICT (Hargittai, 2003). Foley *etal* (2002) says that the digital divide is not only about socio-economic factors such low incomes, unemployment and skills gaps, but it's also about socio-personal factors such as lack of interest, low levels of awareness, as well as lack of interest and understanding. For example a 2015 survey by POTRAZ revealed that despite 99% mobile phone penetration in the Zimbabwe, household consumers with internet awareness was 26%,

while only 14% of the households had internet access. The reasons proffered by POTRAZ for the relatively low internet usage included the cost of smart phones, as well as computers and laptops, which are beyond the reach of many. The POTRAZ survey found out that only 17% of Zimbabwean mobile phone users had smart phones.

Decision making in the rolling out of ICTs is often a function of service providers and governments. As such, citizens are left at the mercy of service providers in terms of bridging the digital divide as the former are the ones which determine the rate of expansion and the level of citizens' access.

The OECD (ibid) also notes that the design of the ICT platforms for engagement often makes it difficult for effective citizen participation in communities. The OECD notes that the civic authorities more often than not are unable to respond to all the issues that are raised on the ICT platforms, making efforts by the citizens to register their concerns a futile exercise.

2.10 Local government in Zimbabwe

Local government is the efficient provision and maintenance of public services within a community using resources that are generated by the community, government or other sources. Chakaipa (2010) states that the essence of local government is to execute functions at the local level, which ordinarily should be carried out by the central government. The argument for the establishment of local government structures is that by virtue of being near the people, they are better placed to here and address the needs of the people. Kurebwa (2015) states that decentralization of governance brings

communities closer to the decision making process, thereby ensuring ownership and sustainability of development initiatives. Relatedly, Musingafi (2012) emphasizes the issue of accountability and transparency as central to the efficient work of local government. The author says that the reason for the establishment of local government system is to provide services in an efficient manner, promote public participation in governance, and regulate the conduct of the public.

The Zimbabwe Institute (2005) posits that the local government system in Zimbabwe is legislative rather than a constitutional creature. The local government system is an appendage of central government, which gives the broader parameters within which local authorities operate. The legal framework that governs local authorities in Zimbabwe of importance to this research are the Constitution of 2013, the Rural District Councils Acts (Chapter 29:13), the Chiefs and the Headmen Act (Chapter 29:01), the Communal Land Act (Chapter 20:04), the Provincial Councils and Administration Act (No.2) of 1990, the Traditional Leadership Act of 1998, the Private Voluntary Organisations Act (Chapter 17:05) and the Non-Governmental Organisations (NGO) Act. The Acts, among other issues, define the legal and functional relationships between and among the various actors, who should be the key enablers of developments in communities (Kurebwa, 2015).

The local government system in Zimbabwe is dominated by the legally defined institutions, namely the RDCs and Traditional Leaders (Zimbabwe Institute). The human and institutional actors in local government structures are as shown below:

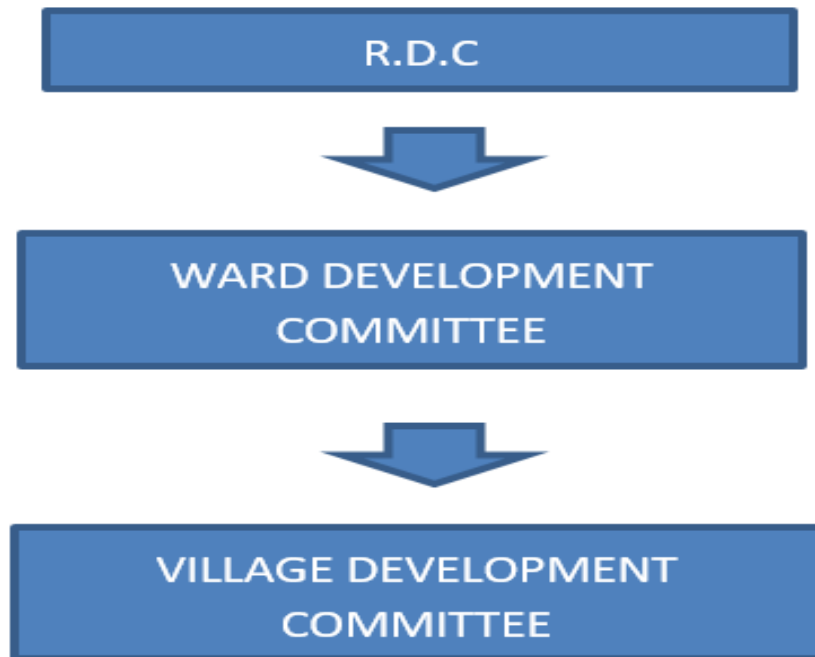


Figure 5: Human and institutional actors in local government structures

Section 6 of the RDC Act provides for the representation of traditional leaders at each level of governance. The Traditional leaders Act also, as will be discussed later, gives traditional leaders power to operate independently, but complimenting the RDC structures. Matyszak (2011) says that the most important committee in terms of functionality of the RDCs is the Rural District Development Committee (RDCC). The committee compromises the District Administrator, (DA), the RDC Chief Executive Officer, and heads of government ministries in the district. Matyszak, however, notes

that the committee is exclusively restricted to bureaucrats at the expense of the true representatives of the people. As such, its decisions and actions are often divorced from the real needs of the people. Chakaipa (2010) concurs, also noting that grassroots participation is hindered by low literacy levels and poor communication between the authorities and the citizens.

2.10.1 Other Actors in local governance in Zimbabwe

Apart from the legislative governance measures, there are other players that are actively involved with local governance in rural areas. These include the traditional leadership such as chiefs, Headmen and village heads (*Sabhukus*). The Traditional Leaders Act (1998) empowers traditional leaders to have jurisdiction over land issues, natural conservations and management, the maintenance of rural life and presiding over minor judicial issues. These powers are on a delegated basis from the Chief, descending down to the village head. Because of failure by the government to provide service delivery, Non-Government Organisations (NGOs), and other community- based organisations (CBOs) have become key players in the local governance in Zimbabwe. The NGOs offer work directly with communities in collaboration with the established local government structures.

2.10.2 Challenges facing local government operations

Local authorities in the country are generally facing service delivery challenges. Murimoga and Musingafi (2012) state that there is a general decline in service delivery and governance in the country's local authorities. This is attributed to, among other

issues, lack of financial capacity, limited citizen participation and lack responsiveness by the authorities to the citizens' needs. Jonga (2012) concurs, noting that the decentralisation of governance in Zimbabwe has not resulted in improved service delivery. The author cites political interference, manipulation of both the governance systems and the citizens, corruption, lack of accountability and corruption as some of the causes of poor service delivery. In addition, Blair (1998) cites lack of coherence and cohesion in the delivery of services. The fact that the decentralisation of local government, as well as the failure by the authorities to effectively facilitate citizen participation provides a compelling reason for a study on how ICT can bridge the service delivery and participation groups that exist in local government.

2.11 Summary

The chapter looked at the conceptual framework underlying the study specifically discussing the concepts of local governance, development, participation and citizenship. Key issues that emerge from the local governance discourse is the centrality of participation, accountability and transparency in order for communities to develop. The impact of ICT on local governance was discussed using selected examples. Existing literature on local governance in Zimbabwe mainly focusses on the governance structures, as well as challenges faces by governance stakeholders in delivering services, as well as ensuring citizen participation. There appears to be little research on how the local governance stakeholders in Zimbabwe can exploit the current expansion of ICT services to improve citizen participation, as well as efficiency in service provision.

Using the case study of Gokwe South District, the study therefore, seeks to establish the extent of utilisation of ICTs by rural local authorities in Zimbabwe.

CHAPTER 3 METHODOLOGY

3.1 Introduction

This chapter details the research methods that were used in the study. The main components of the study were an analysis of secondary information, field work, which involved key informant interviews, as well as a questionnaire that was administered in three Wards in the district. Primary data on ICT coverage was from 2015 POTRAZ Consumer Satisfaction Survey Report for Telecommunication, Postal and Courier Services in Zimbabwe. The Chapter discusses the research philosophy, design, study population, the sampling procedures, the data collection procedures, data analysis, pilot study and ethical considerations. The chapter concludes with an overview of the chapter.

3.2 The Research Design

The study used the mixed method approach, combining qualitative and quantitative techniques. Quantitative research refers to “counts and measures of things” (Berg, 2001). The qualitative approach assisted the researcher in constructing the social reality, give meaning to the literature that was written before regarding the efficacy of ICT in local governance, and fuse the theories of local governance with reality the reality in Gokwe South District and to present the data that was collected in a thematic way. Quantitative techniques were also deployed in order to bring out an appreciation of the objective facts and a statistical analysis on the spread of ICTs and their use in the district.

3.3 Population and Sampling

Busirk (2012) defines a target population as the total number of people within the geographical area of the research in which the researcher intends to generalize conclusions. The study was limited to Wards 3, 16 and 16 of Gokwe South District and the unit of study was the household. According to statistics from Zimstat (2017), the three Wards have a combined total of 4 732 households, which was the target population for the study.

3.4 Data Collection Instruments

The study used interviews and a questionnaire to gather data. Purposive sampling was used to select respondents for the interviews. The sampling technique involves the identification of the major stakeholders providing a service or responsible for key decision making in a particular area (Palys, 2008). Etikan *etal* (2016) say that purposive sampling involves the identification and selection of key individuals who are well informed about the issue of interest. The essence of purposive sampling is to focus on the people that are of relevance to the research. Focus on the selection of the interviewees was on local governance actors in the district, as well as key actors in the ICT sector, including service providers and regulators. Interview guides were prepared for the various groups of key informants that were interviewed. The interview guides are attached as appendices to the study.

A questionnaire was also used to collect data from the citizens in three Wards in the district. The questionnaire, which is in both English and Ndebele, has basic questions on

the demographic structure of the respondents, as well as basic questions relating to the spread of ICT, particularly mobile phones, as well as their perceptions about service delivery and engagement with local authorities.

3.5 Pilot Study

A pilot study was conducted in Harare and Gokwe Centre. An interview was conducted with an official from POTRAZ, with a view to get an overview of the spread of ICT in the country in general and Gokwe South District in particular. In efforts to test the questionnaire for clarity, a convenient sample of five respondents at Gokwe Centre was used. The choice of Gokwe Town Centre was informed by the fact that it is the economic hub where people from across the district come for different services. The administering of the questionnaire was intended to assess the reaction of the respondents, the flow of the questions, as well as ascertaining their validity.

3.6 Data Collection Procedure

3.6.1 Interviews

For the interviews, the key elements in the selection of the interviewees were knowledge, experience, as well as the individuals' willingness to reflect and communicate in an articulate manner. The study used sixteen (16) Key Informants (KI) for conducting the interviews. The stakeholders were selected based on their proficiency and expertise issues by virtue of their roles in local governance structures in GSRDC, as well as ICT service providers in the ICT sector operating in the district. The interviewees included a representative of the GSRDC, two Members of Parliament,

(MPs), the District Administrator, the District Social Welfare Officer, a Ward Councillor, representatives from five Non-Governmental Organisations (NGOs) operating in the district, a representative from the ICT sector regulator, POTRAZ, as well as one mobile service provider, Telecel, and one fixed telephone service provider, TelOne, which are operating in the district. Two service providers, namely; Econet Wireless and Telecel, declined to be interviewed fearing possible disclosure of critical information to their competitors. However, written materials on the different products that are offered by the two Mobile Network Operators (MNOs), which can be used for governance, as well as service delivery, were provided. The interviewees from the telecoms sector were drawn from the public consumer relations, technical, as well as those departments that interact with consumers. Stakeholder interview guides were used to collect data. The interview guides are attached as appendices to the dissertation.

Table 1 shows the list of stakeholders, who were interviewed.

Serial	Stakeholder Class	Institutions Interviewed	Number
1	Fixed, mobile and internet data service providers	Telone, Telecel, ZarNet	3
2	Regulator	POTRAZ	1
3	Public Sector Officials	GSRDC Chief Executive Officer, GSRDC Information and Technology Executive,	7

		GSRDC District Administrator, Members of Parliament for Gokwe Kana and Gokwe Sesame constituencies, and GRDC Ward Six Councillor and District Social Welfare officer	
4	Non-State Actors-NGOs and Civil Society Organizations (CSOs)	Care International field officer, World Vision Gokwe South Coordinator, Fhi360 ICT officer, AfriCare field coordinator, Election Resource Centre Executive Director, <i>Deutsche Welthungerhilfe</i> German Agro Action (GAA) Programmes officer,	6

3.6.2 Administering the questionnaire

The study used a mixed two-stage sampling method for the administration of the questionnaire. At the first stage, the researcher used convenience sampling was to come up with the Enumerations Areas, (EAs), three Wards, to administer the questionnaire. The choice of the convenience sampling procedure was informed by two issues, namely; the size of the district, as well as other factors that made it difficult for the researcher to use probability sampling procedures to come up with the EAs. Etikan *etal* (2016) indicate that convenience sampling can be used where an available sample meets the criteria or exhibits general characteristics of the area under study, but there are other extenuating circumstances that inhibit the researcher from accessing the whole area. The circumstances could be, among other factors, to do with physical barriers.

In this research, the issue of accessibility was a determining factor in using convenience sampling to come up with the EAs. The study was undertaken during the rainy season and the majority of the roads were badly damaged by the rains, making it difficult to move around the area. For example, a 27 kilometre distance from Gulliver to Chireya Business Centre can take as long as one hour thirty minutes. Another example is that of Vulindlela area, which is only 26 kilometres from Gokwe Town Centre is. The road to the area is virtually inaccessible, but mobile phone network coverage is 100 percent. As a result, the researcher chose Ward 3, 14 and 16, which are along the main Highway from Gokwe Town to Nembudziya. In Ward 3, the households that were sampled are located along the dust road from Gokwe Town Centre towards Nhongo Primary School

to the north. In Ward 14, the researcher focussed on the households located along the main highway from the Chemagora resettlement area towards the Town Centre. Households that are located along the 1, 8 Kilometre stretch of road branching off the main highway to Chief Njelele's homestead were covered by the study in Ward 16.

The second stage involved stratified random sampling to select the sampling units, which in this case were household units, which were targeted as units of analysis for the administration of the questionnaire. For the purposes of the study, a household was defined to refer to a residential unit comprising a group of individuals sharing the same home (Gandari and Mutsau 2014). The choice of households as units of analysis was done cognizant of the fact that individual household members also belonged to other societal groups, which benefited directly and indirectly from the ICT gadgets belonging to the members. A total of 20 households were targeted in each Enumeration Area. The random walk process was used to identify potential respondents, where the starting points were prominent features such as school, shops and clinics. The researcher used a selection criteria for choosing the household respondents as shown in table 2.

Table 2: Selection criteria for household respondents

Service	Selection Criteria
Voice	A household was selected if any household member had access to a fixed or mobile phone in the last 30 days from the date of the survey

Internet Data	A household was selected if any household member had access to data (internet, email, including social networks such as WhatsApp and Twitter) within the last 30 days from the date of the survey
Postal Courier	A household was selected if any household member had received any written correspondence (letters) or notification of governance related information from any of the local governance authorities within the last 12 months from the date of the survey.

The use of the above mentioned criteria was intended to ensure that the results of the research made sense as targeting households without access to ICT services would not have been worthwhile. The researcher primarily targeted the household head as the automatic respondent. In the event of the absence of the household head, other respondents, based on seniority or in consultation with the senior members of the household, responded to the questionnaire. An eligible household was replaced if no eligible member was at home, no competent respondent at the time of the visit, or if the entire household was absent at the time of the visit.

The questionnaire was responded to by the Chief Respondent, in most of the cases, the head of the household. The decision to use a household questionnaire was informed by the observation that the interaction between the citizens and governance structures in the

jurisdiction of the RDC in terms of information dissemination is usually undertaken at household level. Gokwe South District also district is largely a patrilineal society and custom generally dictated that the eldest male at a particular household was the head to which issues had to be directed. The questionnaire was structured in a way to reflect the presence or lack thereof of ICT platforms at household level to ensure the dissemination of information and interface between the governance structures and the citizens. The questionnaire is attached to the research as an annexure to the report.

3.6.3 Participant profile of respondents

Sixty questionnaires were equally distributed in wards 3, 14 and 16, which are under Chief Njelele's jurisdiction. The response rate was 60% (n=60). Of the respondents (n=36), 72.2 % and 28.8 % were male and female, respectively. The respondents were either heads of households or their representatives. Two of the households were child-led, with both parents having passed away. In terms of educational qualifications, three respondents had no formal education, five had reached up to Grade Seven, nineteen had reached Ordinary level, three had National Certificates, five had diplomas and one had university degrees. The literacy levels of the respondents satisfied the researcher that they could all comprehend the questionnaire that was in either English or Shona. The demographic distribution of the respondents is given in Table 2.

Age	Number of respondents
Below 30	5
31 – 40	19
Above 40	12
Total	36

Table 3: Demographic distribution of respondents

The demographic distribution of the respondents indicate that the majority of the respondents (19) were between the ages of 31-40 years, with 66.7% were below the age of 40. The researcher sought to understand whether the age had an impact on the use of ICT, with a view to qualify the respondents' responses. Studies in Nigeria, Scotland and Canada have indicated that there is generally no significant differences in attitude towards ICTs across age groups though younger people demonstrate greater proficiency as compared to older ones in terms of ICT use (Jegede, 2009). Another study by Bakkabulindi *etal* (2009) at Makerere University of education indicated that there was a "significantly negative relationship" between academic qualifications and the use of ICTs. In light of these findings, the researcher considered the responses by the household heads or their representatives. The same study found out that age can negatively affect the utilisation of computers, with older people increasingly preferring other devices such as mobile phones. Computers were, however, outside the scope of the research.

3.7 Analysis and Organization of Data

After collection, qualitative data from stakeholder interviews, documents and the questionnaire was transcribed and analysed thematically. The themes were informed by the objectives of the study i.e. the utilisation of ICT in service delivery in local governance. The major themes that emerged from the study included the extent of ICT coverage in Gokwe South District, citizen engagement methods being deployed by the local governance actors, and the role played by ICT in financial inclusion in the district. Sub-themes were developed from the major themes, with a view to highlight some salient issues, which were initially not covered by the scope of the research as indicated by the objectives of the study. The issues that emerged from the research were analysed against existing literature on theories, as well as local and international case studies.

Quantitative data was analysed and presented using simple descriptive narratives and tables. A table was also used to present data on services being offered by the ICT service providers. In addition, the study also made use of diagrams to illustrate processes as described during the interviews with the Key Informants. Furthermore, inferences and simple calculations were made to make sense of some of the raw data that was provided by the Key Informants, particularly the amounts of money involved in the payment of traditional leader, as well as to the beneficiaries of the Care International money transfer programme.

3.8 Ethical Considerations

The researcher maintained ethical conduct throughout the course of the research. All the participants were informed beforehand that the research was purely for academic purposes and that their identities and contributions would be kept confidential. Emphasis was put on ensuring that the privacy of the participants in the research was kept confidential. The researcher also respected the traditions and customs of the area in which the study was conducted. The relevant local government, political and traditional leaders were informed of the researcher's presence in the district and the object of the study before data collection was undertaken. The researcher vouches that he used ethical means to obtain information from the different sources, which were used for. The researcher also stuck to academically accepted norms in terms of acknowledgement of academic sources and hereby by affirm that the study's originality.

3.9 Summary

The Chapter outlined the methodology used in the study, which involved both quantitative and qualitative techniques. Sampling procedures for the administration of the questionnaire and interviews were outlined. The data analysis procedures and ethical considerations were also discussed.

CHAPTER 4 DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 Introduction

This chapter discusses the findings of the research, which involved documentary research, as well as the responses from the questionnaire and in-depth interviews. In order to contextualise the findings from the Gokwe South District, the Chapter begins by highlighting the efficacy of ICT as an enabler for service delivery and citizen engagement in the district. The responses from the questionnaire, as well as from the interviews of key informants regarding role of ICT in the district are discussed in detail, with analyses on how they relate to the concepts of development, participation and citizenship as highlighted in Chapter Two. The Chapter concludes with a discussion of the findings.

4.2 ICT coverage in Gokwe South District

Network coverage data from POTRAZ indicate that ICT coverage in Gokwe South District is approximately 80%. The mobile phone penetration rate of 80% in the district compares well with the national mobile phone coverage of as 95.4%. In terms of coverage by individual mobile phone operators, Econet Wireless has the widest coverage (80%), followed by NetOne with approximately 25% and Telecel in third place, with coverage of about 10% in the district (POTRAZ).

The district, by and large, has mobile phone coverage save for outlying areas such as Zhamba, Msala and Nyaye in Gokwe Kana constituency, as well as the Sai area in

Gokwe Sengwa constituency. The combined network coverage for NetOne and Telecel is shown in the network map (Figure 6). The map is based on the data that was provided by the two companies. Data for Econet network coverage was not readily available at the time of publication of this work. POTRAZ indicated that, while it had the full network coverage map for the district, the document was confidential and therefore, not subject to public release.

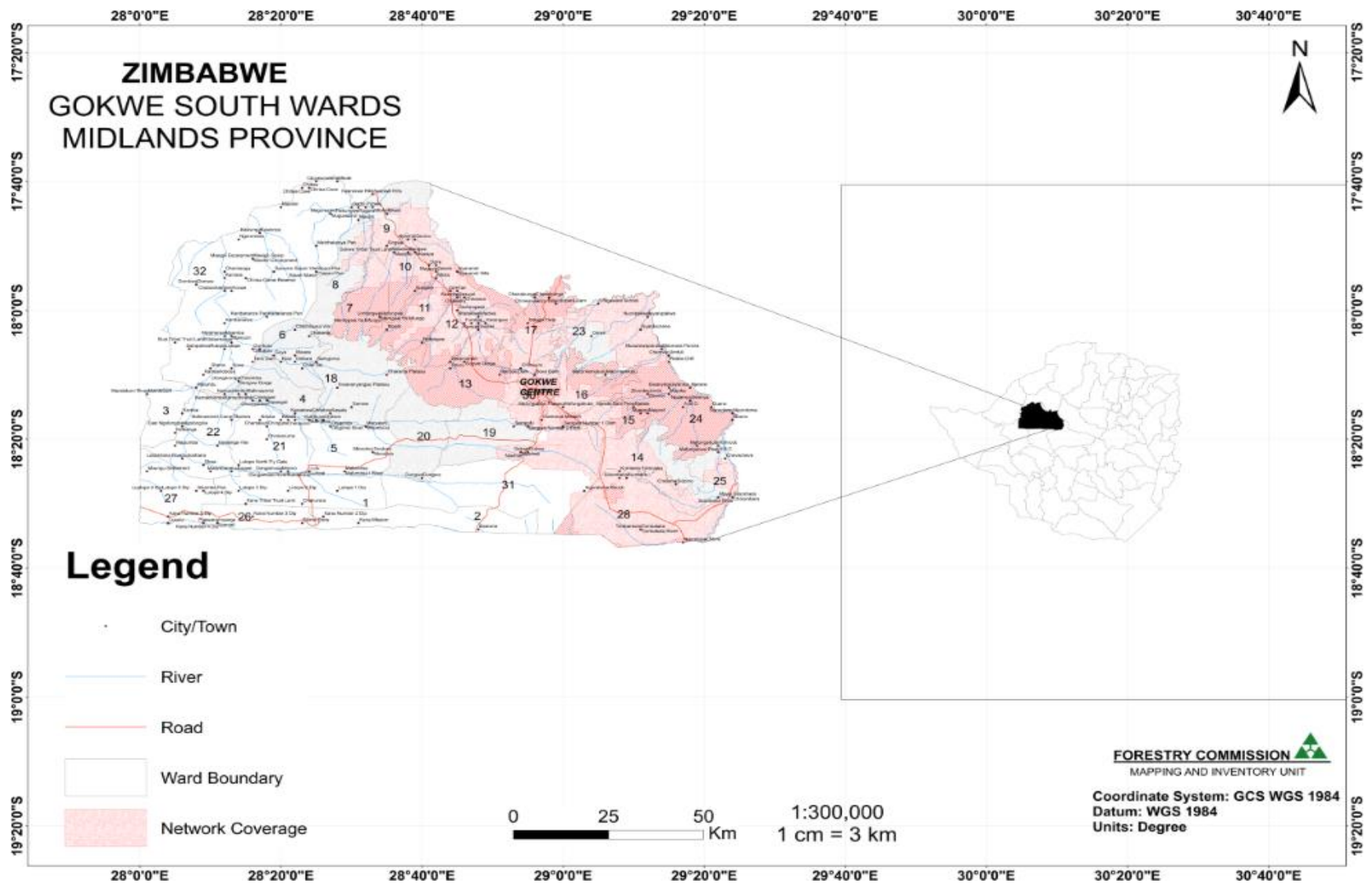


Figure 6: Mobile phone network coverage in Gokwe South District

TelOne is the only fixed telephone service provider in Gokwe South District. The coverage is, however, by and large limited to Gokwe Town where the Gokwe South Rural District Council, (GSRDC), offices are located. Outside the town, there are less than 100 fixed telephone subscribers, the majority of which are along the highway from Kwekwe.

In comparison to the telecommunications coverage, the GSRDC Chief Executive Officer indicated that the district has a road network measuring approximately 1800 kilometres, about 90% of which is in a bad shape. Bridges have been washed away and this year alone (2017), the Council required approximately US\$5 million to repair the road network. The roads were filled with potholes and some parts were not accessible. The only tarred and reliable road is the main highway linking Kwekwe, Gokwe Town and Chireya to the west. Figure 7 shows a part of the main highway which is located some 300 metres away from the council offices and is no longer in use.

State of roads in Gokwe South District

The Chief Executive Officer explained that the poor road network made movement across the district by council officials, citizens and other stakeholders difficult.

4.2.1 Services offered by the mobile phone and fixed telephone operators

The three Mobile Network Operators, (MNOs) and TelOne offer a variety of services that can be handy for governance purposes in the district. The services include voice calls, Short Messaging Services, (SMS), internet, money transfer facilities, insurance

and educational platforms. Table 4 shows the list of services that are provided by the mobile phone and fixed telephone operators in the district.

Table 4: List of services provided by telecommunication operators in Gokwe South District

Type of Service	Econet	NetOne	Telecel	TelOne
Call service	Yes	Yes	Yes	Yes
Data and internet	Yes	Yes	Yes	X
Short message service	Yes	Yes	Yes	Yes
Mobile money transfer	(Ecocash®)	(OneWallet®)	(Telecash®)	Nil
Other	Ecosure, Ecofarmer, Ecoschool- Ruzivo Digital	Nil	Telecare Insurance	Nil

4.2.2 Internet penetration

Information that was obtained from POTRAZ indicated that internet penetration rate in the district stands approximately 27% against a national penetration rate of 48.1%. Only one mobile operator, Econet Wireless had rolled out a third generation (3G) broadband network in the district. Internet access from Telecel and NetOne was limited to the area around the main highway from Kwekwe to Chireya.

4.3 Household access to ICT services

4.3.1 Access to mobile and fixed phone services

All of the households that were surveyed had at least a member with a mobile phone. On average, each household had access to mobile phone service for seven years. The pie chart below shows the distribution of the mobile lines by network.

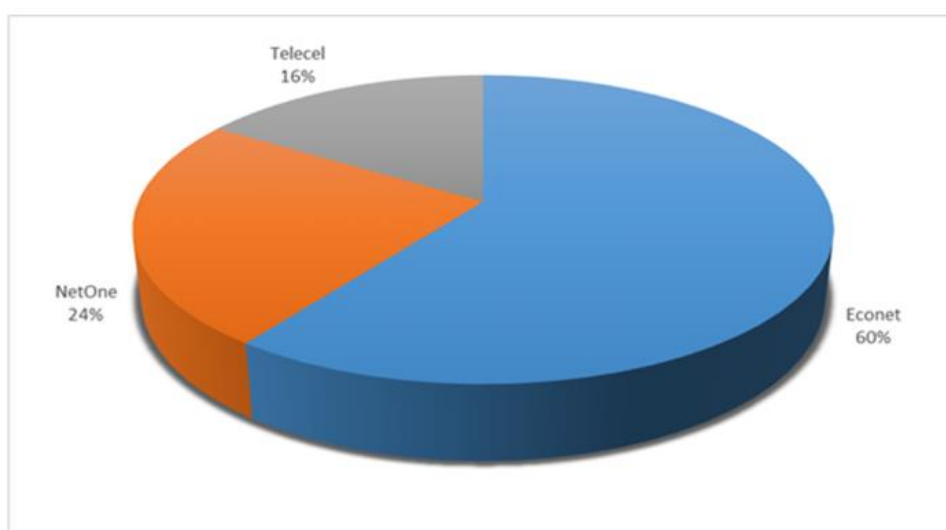


Figure 7: Mobile phone providers market share

Most households, however, had basic phones without internet access. Only 18% of the households had smart phones, which can enable them to access the internet. The

rest of the households (82%) had mobile phones popularly referred to as *tumbudzi*, which have the most basic functions. However, in the district, a total of 269 smart phones which were donated by Econet, for use by focal points involved in a United Nations Children's Education Fund (UNICEF) funded Water Sanitation and Hygiene (WASH) project in the district, were distributed among all the wards. The programme which was run by AfriCare from 2009 until November 2016, is now being supervised by the RDC. Though currently being used strictly to report WASH issues in the respective communities, the smart phones can be handy for the RDC and other stakeholders to disseminate information using voice, SMS or internet, depending on the strength of network coverage in the Wards.

In contrast, only one household (2.7%) from the 36 that were surveyed had access to a functional fixed telephone service from TelOne. At provincial level, 0.04 % of households in the Midlands province use TelOne fixed telephone services, while at a national level usage of the services stands at 55.7%. The household was only using the facility for making voice calls as TelOne was yet to roll out its broadband network to Gokwe South District at the time the study was conducted. The relatively low usage of the TelOne fixed telephone service in Gokwe South district corroborates findings by POTRAZ's 2015 Consumer Satisfaction Survey Report, which indicates that the service is now less popular among household consumers.

4.3.2 Call charges and availability of recharge cards

The average cost per minute for the mobile service was 16 cents while SMS cost was 10 cents per message across all three service providers. The table below shows the respondents opinions regarding the cost structure for mobile service.

Table 5: Respondent opinions

Cost Structure	Perception (number of people)	Percentage
Low	0	0.0
Fair	6	16.7
High	28	77.8
Don't Know	2	5.6
Total	36	100.0

Seventy nine percent of the respondents (28 people) were of the view that the cost of the mobile phone services were high, which would work against their use of the services to communicate into the RDC and other governance issues. It emerged that access to recharge cards was difficult, especially in the outlying areas in Kana and Sengwa constituency. There was a direct correlation between distances from Gokwe Town Centre and access to recharge cards. The further the distance from the town centre, the greater the difficulties in accessing recharge cards. The District Administrator explained that in Manoti, the US\$1.00 recharge cards were at times, reportedly costing as much as US\$1.25 for the US\$1.00 recharge card. Under such circumstances, there is likelihood that the usage of mobile phones is reduced due to cost constraints.

The researcher notes that by the time the study was completed, NetOne had introduced its One Fusion promotion, which lowered the cost of its services compared to other networks. However, the impact of this development on improving citizen engagement could not be measured due to time and financial constraints.

4.4 Use of ICT for citizen engagement

The use of ICT for citizen engagement in Gokwe Rural District Council is mixed. The research found that there was limited use of ICT platforms by public sector officials such as the GSRDC, Councillors and the DA's office, while the non-state actors such as NGOs, and CSOs relied heavily same to communication and engagement with citizens. The public sector mainly used Indigenous Communication Systems, (ICSs), in communicating into citizens, with the main platform for interaction being meetings. The GSRDC Chief Executive Officer and the DA's office held once monthly meetings with the 33 Councillors and traditional leaders, respectively. The Council only has three vehicles one of which is used by the Chief Executive Officer. By his own admission, the Chief Executive Officer of the Council conceded that there were some areas in the district he had not visited in the last two years. The shortage of vehicles, the vast area to be covered, the poor state of roads, as well as financial challenges, made it impossible for the Council officials to cover the whole district every month, hence the monthly meetings at a centralized place.

The Council officials also used modern communication systems, (MCSs), but to a lesser extent. The officials used the relay communication technique, sending SMSs or using the word of mouth to pass information to Ward Councillors for onward communication citizens. A total of 33 out of the 36 respondents (91.7%) indicated

that they attended monthly meetings with Ward Councillors to receive feedback from the RDC, while none of the respondents had received any form of written communication (letters or circulars from the RDC in the last six months). The challenges of holding regular meetings notwithstanding, Anyaengbunam *etal* (2004) argue that this form of communication is participatory and enhances development and poverty alleviation in rural communities, which ordinarily have limited access to information.

On its part, the DA's office largely relies on ICSs, particularly meetings and written correspondences, for interaction with the stakeholders in the district. The DA explained that with only one vehicle attached to the office, it was very difficult for the DA and his officials to hold regular meetings in the district. As a result, the meetings were usually held at the DA's office at Gokwe Centre. In order to ensure that all the traditional leaders attend the monthly meetings, the office had established a specific day, the 9th of every month, for the chiefs meeting at Gokwe Centre. The DA highlighted that because of lack of mobile or fixed telephone services in the some areas in the district, there were instances where some of the monthly meetings were cancelled, but some traditional leaders nevertheless pitched up because of lack of communication. It was explained that written correspondence from the office to some areas such as Chief Sai took an average of two days to reach their destinations because transport challenges relating to the poor road network.

The DA conceded that situation in the district has resulted in limits interaction between the public officials and the citizens. Tasaranago and Salawu (2013), however, argue that meetings are the best form of interaction between citizens and

local authorities. They argue at face to face meetings among other things eliminate the distortion of the message as well as for opportunities for immediate feedback.

Similarly, the legislator for Gokwe Kana Constituency indicated that that his mode of engagement with his constituents were irregular meetings, which were usually, events driven. He explained that communication was usually through either voice calls or text messages to focal points who resided in those areas enjoying good network coverage. These focal points would then disseminate information across the constituency. Apart from using the meetings for dishing out goodies, the MP indicated that the meetings were used to give the electorate feedback on issues of mutual concern. It was explained that citizens could also use the focal points to deliver messages to the MP. As such, the citizens in the constituency were not full participants in the area's development processes and were virtually hostages of the MP and his focal points.

In contrast, NGOs and other non-state governance actors operating in the district have fully embraced ICT for citizen engagement. NGOs such as World Vision, Plan International, Fhi360 and GAA have integrated ICT systems, which they by and large use for the administration of their programs, as well as communication with citizens. Depending on the nature of the programme, the NGOs use two communication systems, either communicating through focal points for general development programmes or in the case of emergency relief programmes, directly to beneficiaries. Citizens or beneficiaries of the programmes also use the same platforms to communicate with the NGOs. In either case, there is room for an independent adjudicator to monitor the communication process. The auditor, among

other responsibilities ensures that issues raised by the citizens are responded to timely. A typical communication model used by the NGOs in the district is illustrated figure 8.

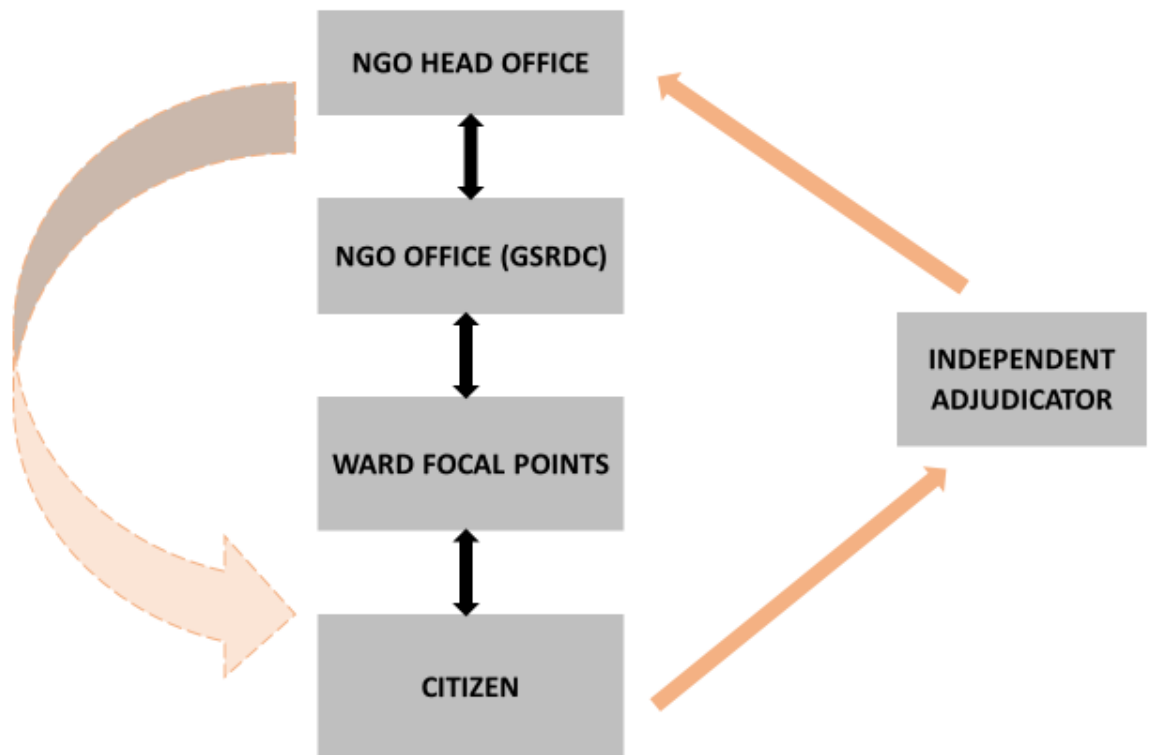


Figure 8: Typical NGO communication model in Gokwe South District

Apart from exploiting the ICT platforms for engagement, the NGOs have field officers on the ground, who conduct follow-up meetings at community level. The officers generally use motorbikes, which can relatively navigate the rough terrain more easily compared to four wheeled vehicles. In that regard, the engagement methods used by the NGOs are more effective as compared to those that are applied by the public sector local governance actors in the district. UNESCO (2012) says that such form of communication results in genuine participation as it is two way. Relatedly, Cornwall and Coelho (2012) note that excluded actors (citizens) can

participate meaningfully in institutionalized participatory fora only if there is deliberate action by the authorities to create spaces for participation.

4.5 Electronic Government in Gokwe South District

The Gokwe South Rural District Council has adopted the use electronic governance concept, but is yet to fully embrace e-governance. Electronic governance is the use of ICT in public administration, while e-governance refers to the application of ICTs for the delivery of g services. The GSRDC Information Technology Executive indicated that the Council had computerized its operations, with the ICT system that was installed covering approximately 80 percent of the councils' operations. All the offices and the RDC offices were connected to a local Area Network, (LAN), which resulted in reduced paperwork, as well as increasing efficiency. It was also explained that the RDC was been using a Pastel Payroll and Accounting System since 2014. The use of the system had resulted in, among other benefits, a well administered finance system and unqualified audit reports from the Auditors General's office in the past three years (2014-2016). An unqualified audit report is one, which in the opinion of an independent auditor, conforms to the Generally Accepted Accounting Practice, (GAAP), or standards. In addition, the GSRDC Chief Executive Officer explained that the Council had been selected by the Ministry of finance and Economic development to benefit from a pilot e-governance project for RDCs in the country. It was indicated that the Ministry officials completed their feasibility study at the RDC in March 2017 and the district was set to receive US\$ 120 000 for the programme to be funded by the World Bank.

Despite the strides made by the Council on e-government, the study found out that citizens were yet to feel the benefits of the system. It emerged that the GSRDC lacked competent personnel to ensure the maximum utilization of the electronic government system. Only one out of the GSRDC'S 27 employees was fully computer literate. The state of affairs at the GSRDC are, however, not unique in Zimbabwe and on the continent. Jensen (2002) notes that local Authorities in Africa are generally understaffed in terms of technical expertise, adding that the technical ICT staff are often overstretched. This results in the utilization of the ICT platforms, to the detriment of service delivery and the short changing of citizens.

Relatedly, the installation of ICT infrastructure at the GSRDC offices was yet to facilitate e-governance. There was lack of an ICT- based Governance to Citizen, (G2C), relationship despite to existence of an enabling infrastructure for such a relationship to exist. For example, the GSRDC has no toll-free line or website on which it could upload various policy documents, as well as to communicate with citizens. The Chief Executive Officer explained that plans were underway to create a Council website.

4.6 Use of ICT platforms for financial inclusion

The research established had both public sector and non-state governance actors had embraced and leveraged on ICTs to improve financial inclusion, albeit at varying degrees. Financial inclusion is the delivery of financial services to citizens, particularly the marginalized and disadvantaged in the rural areas at affordable cost. The embracing of ICT platforms to provide financial confirms the observation by Maturuka (2015), who notes that leveraging on technological has enabled financial

institutions and other stakeholders in Zimbabwe to expand their outreach at reasonable cost. The extent to which the governance actors are utilizing ICT platforms for financial inclusion to discussed below:

4.6.1 Bill payments

The GSRDC has an Ecocash® Biller Code facility through which residents can pay their bills and rates. The choice of the Ecocash® platform by the Council was informed by the fact that the Mobile Network Operator had the widest reach in the district. The GSRDC Chief Executive Officer indicated that the introduction of the Ecocash® bill payment system was intended to increase revenue collection, as well as cutting travel costs for the rate payers to and from the Council offices. He, however, explained that the introduction of the Ecocash facility had failed to increase revenue collection. Infact, the Council official indicated that since the introduction of the Ecocash® system in 2013, which ran parallel to traditional cash payments, revenue collection went down by at least 25%. This was validated by responses from the questionnaire, which indicate that the majority of the households (69. 4%) were not paying rates at all. Figure 9 shows bill payments trends with the GSRDC.

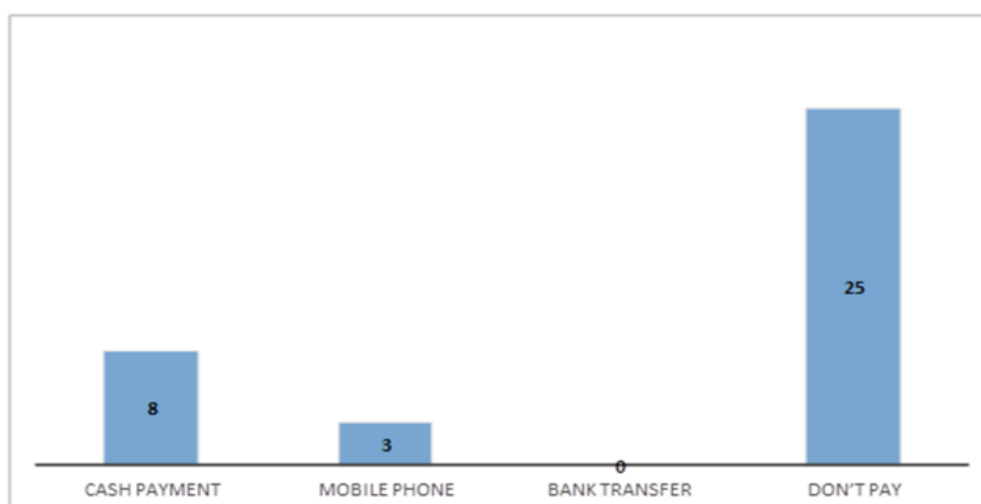


Figure 9: Bill payment at GSRDC

The council officials indicated despite the expectation of increased bill payments following the introduction of the Ecocash® facility, there were increased bad debts. The failure by citizens to pay bills was attributed to economic challenges afflicting the country, as well the apparent lack of appreciation by the residents in the district on how to make payments using the facility. On its part, the RDC appeared inadequately prepared for the use of the Ecocash® facility apart of acquiring a Biller Code. For example, the Council did not have a mobile phone register of all rate payers, which would assist in identifying who would have paid their bills through the facility. In any case, in some households, there were instances where the head of the household was not the owner of the mobile phone in use in the household. Such a scenario would make it difficult for the Council to reconcile the payments done using Ecocash® by matching the mobile phone used to pay the rates to the rate payer.

Conversely, the GAA had chilies and cucumber growing project in five Wards in the district. The GAA Deputy Programme Coordinator in the district indicated that the

NGO ensured that each of the approximately 300 farmers contracted in the project opened a Cabs banking account for the purposes of the depositing of working capital, as well as payment for the produce. While the farmers were able to receive their money timely through the banking system, cash shortages militated against smooth farming operations. Payment of workers requires hard cash, which most of the farmers were failing to access.

4.6.2 Payment of allowances for traditional leaders

The District Administrator indicated that there were a total of six Chiefs, ten Headmen and 1000 Village Heads (*masabhuku*) in the district. Each chief was receiving a monthly allowance of US\$300, while the allowance for Headmen and Village Heads were US\$150 and US\$25, respectively. This brings the monthly allowance bill to US\$28 000. Unlike the Council and the NGOs, the DA's office had not embraced the mobile money transfer or the bank system for the payment of the allowances and was using cash. This resulted in the DA's office failing to pay the traditional leaders on time because of the cash challenges facing the Zimbabwe. The DA explained that his office was at the time of the study, only allowed to withdraw US\$150 per day. The money was enough to pay half the monthly allowance for one Chief or one Headman or alternatively, allowances for six Village Heads. The DA indicated that even if his office were to use adopt mobile money transfer facilities to pay the traditional leaders, challenges would remain. It was explained that some areas in the district lacked mobile phone coverage or did not have mobile money merchants from which the traditional leaders could cash out their allowances. In some instances, the cost of travelling to cash out the allowances was uneconomic.

For example, the DA gave out that Chief Sai's area in Ward Six, Gokwe Sesame Constituency has no network coverage. As a result, people have to travel a distance of approximately 30 kilometres to Manoti Business Centre to access network coverage and cash out their allowances, which would have been sent via mobile phone transfer. The dilemma the traditional leaders faced was that average cost of the trip is US\$9 one way, making the cost for the return journey US\$18. For a Village Head, it would mean that he would use US\$18 to and collect US\$25, leaving one a net balance of US\$7, which did not make economic sense. In an effort to circumvent the cash challenges, the DA explained that his office had negotiated with the Salary Service Bureau, (SSB), for the payment of allowances for Chiefs and Headmen. He added that at the time of the research, the Village Heads they were being paid in batches as and when cash became available, while a more permanent solution was being sought.

4.6.3 Mobile cash transfer programmes

A number of NGOs operating in Gokwe South District, including World vision, Care International and Fhi360 were running mobile cash transfer programmes. The programmes were generally focusing livelihood support, cash transfers to labour constrained poor households, and cash transfer to support specific developmental programmes. The programmes were technically and financially supported by UNICEF, the Department for International Development, (DfID), and the United States Agency for International Development, (USAID). A typical mobile cash transfer programme is as illustrated in the Figure 10.

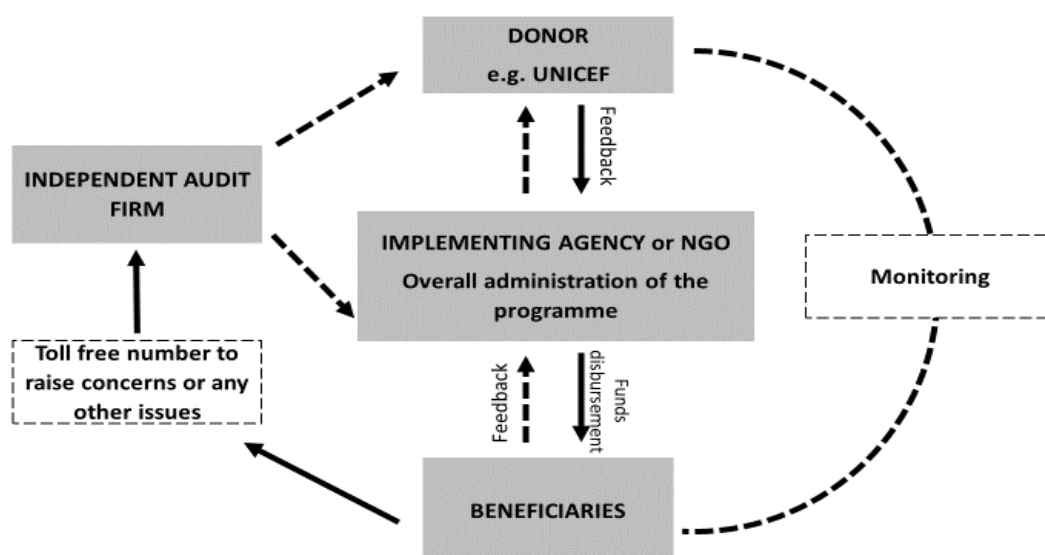


Figure 10: Typical mobile money transfer system in Zimbabwe

An example of a mobile cash transfer programme is the livelihoods support programme that is being administered by Care International in eight Wards in Gokwe South District. The programme involved 34 783 beneficiaries from 5070 poor households in the district. Initially, each beneficiary was entitled to monthly supplies five kilograms of mealie meal, 500 ml of cooking oil and a 500g pack of beans. Cognizant of the security challenges of carrying huge sums of money, as well as the liquidity crunch that affected the country's economy, Care International switched to the cash transfer programme. Each beneficiary's share was calculated at US\$7.00 per month. The total monetary disbursements per month under the programme was US\$243,481.00. Care International ensured that each household head acquired a mobile phone and was registered on either the Ecocash®, OneWallet® or Telecash® mobile money transfer platforms. The heads of the household were then made to receive the monthly stipends for all the beneficiaries per household to purchase the necessary food items. The costs of the money transfers to the beneficiaries were

borne by the NGO. Each of the 5070 household heads receive an extra US\$0.30 per every US\$7 he or she received on behalf of the dependents for transaction fees.

Apart from circumventing the security challenges related to the transportation of huge sums of money, as well as the cash crunch, the use of mobile money transfer had other benefits. These include the following

- i. Reduction in costs as some administration related costs are removed.
A 2011 study by the Ministry of Labour and Social Services on Social Cash Transfer programmes in Zimbabwe revealed that up to 20.8% of the costs incurred in direct cash transfer programmes went to administration costs and management fees.
- ii. Flexibility in terms of variety of the food basket as opposed to receiving just grain and other basic and other basic foodstuffs. Instead of receiving standard food stuffs under the food relief programme. Beneficiaries could buy a wider variety of foods and possibly save the money for other things.
- iii. Benefits local businesses as the beneficiaries use the stipends to purchase in local stores. The beneficiaries would promote the growth of the local economy by using the money obtained from the programme to procure goods from local businesses. This is corroborated by findings from a similar cash transfer programme that was carried out by Concern Worldwide in Gokwe North District where the beneficiaries used up to 91% of the money they received to

procure local goods. Part of the money was also used to pay school fees (Roman 2010).

The advantages of mobile money transfer notwithstanding, the research found and that there were disadvantages, including the following.

a) e-illiteracy

Despite owning mobile phones and registered on mobile phones and registered on mobile transforms, it engaged that a significant number of citizens in the district were neither conversant about the phones ICT applications beyond making voice calls and receiving, as well as sending messages. The Care International Field Officer revealed that as many as 60 percent of the beneficiaries under the NGO's cash transfer programme had limited knowledge about mobile cash transactions. It was explained that Care International addressed the challenge by conducting e-learning sensitisation programmes, teaching the beneficiaries how to transact using mobile phones. As Cornwall and Coelho (2002) note, the provision of means for participation equally demands processes of education and mobilization in order to enhance the citizen's skills and confidence. Without proper education on how to use them, ICTs can easily become useless gadgets whose potential might remain underutilised.

b) Lack of ICT based financial transaction platforms

The study found out that issue of ICT based financial transactions was yet to take root among the businesses operating in the Gokwe South District. Out the four major supermarkets operating in Gokwe town, which is the main business centre in the

district, only one (Spar Supermarket) had a Point of Sale, (POS), machine. The Ward Six Councillor indicated businesses in his area of jurisdiction did not have POS machines. Similar scenarios were reported from Wards 3 and 16, where shops and other businesses were also not accepting mobile phone cash payments. The limited access to ICT payment platforms in the district confirms the findings by the RBZ that there is lack of POS services in rural areas, with the bulk of these gadgets concentrated in urban areas. In its 2016- 2020 Financial Inclusion Strategy, the RBZ indicates that as of September 2015, approximately six million Zimbabweans were registered on the mobile phone money transfer platforms. The report also indicates that there were 30 000 mobile payment agents across the country and 16 000 POS machines. The POS density was at 300 machines per one million people, but 85% of the mobile money payment agents and POS machines were found in urban areas. This means that despite having money in their mobile phone wallets, the majority of the people in Gokwe South and other rural areas lack the platforms to transact, hence there are challenges in using their money. Under the circumstances, the funds in the mobile money wallets becomes of limited value they cannot assist in poverty alleviation.

c) Intra-household Squabbles

The study established that in some instances, the use of mobile money transfer platform had negative social effects. Gokwe South District is by and large a patrilineal society where males generally assume leadership positions in the household. An internal assessment of the Care International Programme revealed that there were differences in terms of expenditure between the male versus female

headed households. The Care International survey indicated that apart from procuring the basic foodstuffs, women generally spent more money on health and education, while some men, at times, bought luxuries such as beer and cigarettes. The observation prompted Care International to prioritise registering women as recipients of the cash even in male headed households. This, however, created tensions as it was to be against custom as it gave an impression of women literally assuming leadership of the household. This behaviour attributed to men is, however, in his review of a similar programme that was undertaken by Concern Worldwide in Gokwe North District, Roman (2010) argues that the 'irresponsible spending' attributed to men is generally insignificant as the money that was given to beneficiaries of social cash transfer was by and large used for the intended purpose

4.7 Discussion of Findings

The research revealed that, while ICT services have significantly expanded in Gokwe South District, they largely remain underutilised for governance purposes. Local governance actors continue to largely rely on indigenous communication systems for citizen engagement. Given the financial and other resource challenges, citizens remain locked out of the governance processes, with authorities continuing with their top down approach to citizen engagement. The use of intermediaries such as Councillors and focal persons remains rife and as such, the citizen's voice in governance remains subdued. As Arnstein (1969) argues, such limited participation is at best tokenism as the citizens are not in full control of the governance processes.

The underutilisation of ICT services, however, appears to be a common feature of developing countries. Bhatnagar (2012) points out that some developing countries

have failed to leverage on the growth of the ICT sector to improve governance and the quality of life of their citizens. The author argues that this is because in the first place, the proportion of citizens who want to be constantly engaged is very small. The argument is that generally, because of failure by the authorities to highlight the benefits of participation, people in rural communities prefer to be passive actors in governance waiting for the authorities to provide services. An example is that of the Kenya Open Data Initiative, which the Kenyan government expected to lead to increased citizen participation in governance issues. To the contrary, only about 100 000 people out of a population of more than 10 million internet users visit the government information portal every month. Relatedly, Bhatnagar (2014) notes that most of the countries in East and South Asia, which have embraced e-government still remain lowly ranked on governance indexes. Bwalya *etal* (2012) notes that if implemented well, e-government can result in increased efficiency, transparency and reduction of costs. The study revealed that despite making strides in rolling out e-government, the GSRDC is yet to reap the benefits of the system, a phenomenon that is common in developing countries. For this to happen, there is need for a shift from “government to governance” in order to address the issues of limited citizen participation (Haruta and Radu). There is therefore, need for greater synergies among the local governance actors in the district in terms of policy formulation and implementation.

In addition, the research established that the governance actors in GSRDC continue to rely on indigenous communication systems, mainly meetings, to interface with the citizens. Where SMSs are used, it was usually for the purposes of announcing

meetings. The attendant challenges in the district such as the transport shortages and poor road networks which impede movement, as well as the economic challenges facing the country at large, however, militated against the holding of regular meetings.

Some scholars have noted that the advantages of indigenous communication systems such as meetings notwithstanding, the traditional forms of communication and service delivery are both time consuming and raise unnecessary costs. Empirical studies in countries or communities that have maximised on the expansion of ICTs for citizen engagement have accrued dividends. For example, Joseph (2013) noted that in Bahia, Brazil, the Council authorities have established Citizens' Service Centres. These are basically information kiosks from where the common person can access information without necessarily visiting Council offices. The creation of Citizens' Service Centres resulted in time savings in terms, as well as increased access to information to the public. Instead of travelling to the Council offices to access information and other services, residents make use of the centres, which are conveniently located in their communities.

Furthermore, one area where the governance authorities in the GSRDC have exploited ICT platforms for the benefit of citizens is on financial inclusion through the use of the mobile money transfer platforms. Through the utilisation of Ecocash, Telecash and OneWallet services, payments to the beneficiaries of the social cash transfer programmes have been a success. The success of the money transfer programmes demonstrated how mobile technology can be leveraged to provide the poor access to financial services. The programmes highlighted the potential of

mobile phones as a low cost substitute to deliver banking services to the poor. Studies on similar programmes such as the M-Pesa in Kenya and the Smart Money and GCash in the Philippines indicate that ICTs can be used to create convenience, as well as to fully integrate marginalised communities into the financial systems (Bhatnagar 2014).

However, the study of Gokwe South District revealed that the degree of success of the money transfer programmes, and indeed of any ICT initiative, largely depends on the citizens' literacy levels, as well as the availability of ICT infrastructure. In the case of the GSRDC, a significant number of the mobile cash platform users were not well acquainted with how the system operated. There were also very few merchants and POS facilities, which limited the usage of ICT based financial services. In that regard, the mobile phone operators need to invest in the education of users on how the money transfer platforms operate, as well as ensuring that the availability of gadgets such as POS machines if people are to transact on such platforms. Bhatnagar notes that the success of the M-Pesa initiative in Kenya was by and large the result of the financial investment, as well as the deployment of the necessary infrastructure to all parts of the country by the major partners in the project, which are Safaricom and Vodafone. The design of the various facets of the programme was in such a way that it fits the specific Kenyan context. For example, the language of instruction on the phones is Swahili, which is the official local language in Kenya.

The issues raised above notwithstanding, the research proved that the expansion of the ICT infrastructure in the district, as well as the strides made by the stakeholders to incorporate ICTs in governance, the future looks bright. The implementation of e-

governance is often a well-drawn process that takes years to complete (Bhatnagar). As highlighted by the efforts by the GSRDC, the government's National ICT Policy and the RBZ's five year financial inclusion strategy, the will power to fully exploit the benefits offered by ICTs is there. However, without a collaborative approach, the desired state of an ICT-based governance system might fail to be attained. In that regard, there is need for a holistic approach, involving the government and non-state actors such as NGOs to engage in Public Private Partnerships, (PPPs), in order to deliver on e-governance.

4.8 Summary

The chapter discussed the findings or the impact of ICTs in citizen engagement in Gokwe South District. The study revealed that the district by and large has the necessary ICT infrastructure to facilitate enhanced citizen participation in government. Technology has opened up new avenues for citizens to engage with the authorities. The governance actors in the district are, however, yet to fully exploit the infrastructure with a view to broaden citizen participation platforms. The efficiency of ICT as an effective citizen engagement tool was demonstrated by the efficient operation of the mobile phone transfer programme. The picture that had emerged from the study is that, while the spread of technology in the district had somehow changed some of the public institutions terms of responding to citizen's needs, its mere presence had not fundamentally changed their behaviour. It appeared that lack of technical capacity and probably, political will, had resulted in the underutilization of ICT platforms for citizen engagement.

CHAPTER 5 SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This study examined the utilization of information and communication technology in Zimbabwe. Despite a number challenges in the development of ICTs since due to a number of factors ranging from economic challenges arising from illegal sanctions and global economic crises, the country has remained resolute in prioritising the utilization of information and communication technology as an anchor of the already existing high levels of literacy rate in Africa. This chapter therefore summarises the key findings of the study and their implications for the advancement of information and communication technologies as well as highlighting areas for further research as recommendations that would support the existing ICT policy framework for broader implementation.

5.2 Discussion

The expansion of ICTs in Zimbabwe, particularly in the rural areas, has opened up avenues for broader e-governance between public authorities and the citizens. The spread of digital technologies in the form of mobile phones has increased the possibility of good governance and the moulding of a better informal citizen. Sadly, the research revealed that the spread of ICTs notwithstanding, public participation in the governance processes remains limited. While studies have been made by both the public sector and non-state actor to deploy ICTs for engagement with the general public, findings from the research suggest that the authorities are still by and large, treating citizens as mere consumers of services and information rather than as active participants in the governance process.

The voice of the citizen in the governance process remains largely subdued just like a person seeking the services of a traditional healer (*n'anga*) communication is by and large through intermediaries that is councillors or representations of NGOs. As a result, citizens tend to either receive summarized versions or distorted reality. In light of the above, the following recommendations to the GSRDC, the central government and the ICT service providers are proffered.

5.3 Conclusions

By virtue of bearing the primary mandate to deliver services to citizens in the district, there is need for the Council to fully embrace ICT in order to improve on efficiency, accountability and transparency. As was highlighted in the research, the district is characterized by high population per service density and inversely geographically spread out, which makes citizens' access to services difficult. Under the circumstances, the use of ICT-based citizen engagement and governance platforms becomes inevitable if the Council is committed to full citizen participation in the governance processes.

Given the high mobile phone penetration in the district, the Council can create a mobile phone technology platform to promote citizen engagement. Cognizant of the low internet penetration, as well as the fact that the majority of the citizens in the district do not have smart phones that allow internet access, the Council can create an SMS-based integrated platform for governance in the district. The design of the platform would be such that it would transcend elected officials and be as broad based as possible to include all stakeholders and the common citizen.

5.4. Implications

The broader implications of the effective utilisation of information and communication technology ICTs include the following:

- ✓ ICTs can be used by the Council to regularly update citizens on the relevant issues related to governance and service delivery. In that regard, the platform becomes a virtual space for the Council and other governance actors to engage in a holistic manner on the developments obtaining in the district;
- ✓ ICTs can provide a wide range of platforms that can be utilised to capture events and data in a real time, which citizens can use to provide feedback, as well as contribute to the governance agenda by raising pertinent developmental issues; and
- ✓ ICTs can offers an opportunity to the Council to for a structured data collection kit, enabling the authorities to limit physical field visits for surveys, as well as saving on printing materials on paper thereby making savings. The money and other resources that are saved can be deployed to other areas of need.

5.5 Recommendations

5.5.1 Central Government

The successful integration of ICTs in the country's governance processes in general and in the rural areas in particular is contingent upon the actions that are taken by the government. The research demonstrated that, while ICTs are not a panacea to all development initiatives, they offer opportunities to improve governance, as well as

reduce socio-economic inequalities. Consequently, there is need for the government to engage in deliberate efforts to promote the growth of ICTs in the country in order to improve governance and reduce the cost of service delivery.

As was noted in the research, the government has over the years crafted several blueprints to promote the growth of ICTs and e-governance. These include the Zimbabwe National Policy for ICT and ZimASSET. In addition, Zimbabwe is also a signatory to international protocols on the promotion of ICT growth such as the Geneva WSIS Declaration on Principles and Plans of Action, as well as the United Nations Sustainable Development Goals, (SDGs). The government has, however, over the years, developed a reputation of crafting or signing up to very good developmental blueprints, which are never implemented. Thus there is need for political will to ensure that the country develops ICT infrastructure for the benefit of its citizens. In this vein, the government needs to come up with a comprehensive policy and legislative framework that addresses all the attendant issues that are necessary to create a conducive environment for ICT growth. The issues to be considered include the following:

- Craft policies to attract investment in the ICT sector. The current requirement of a maximum 49% foreign shareholding, as well as the US\$180 million licensing fees hinder investment in the sector. The cost of doing business in the country is high, which has an impact on the cost of the products being offered by the ICT service providers. For example, Zimbabwe is ranked the fourth most expensive country in Africa in terms of the cost of internet data, with the average cost of

one Gigabyte of data in the country pegged at US\$30. South Sudan has the most expensive data at US\$90.86 per Gigabyte, followed by Mauritania, US\$33.39, while Swaziland in third at US\$32.39. In comparison, the same amount of data costs US\$0.89, US\$2.82 and US\$5.27 in Tanzania, Egypt and South Africa, respectively.

- Relatedly, the government should promote Public Private Partnerships, (PPPs) to boost investment in the ICT sector, especially in the rural areas. Because of their generally low income per capita, the country's rural areas are generally unattractive for ICT investment, hence the involvement of government in such investment can help in the full expansion of ICT services in these areas. Such involvement by the government would result in a win-win situation.
- Encourage the full utilization of the existing ICT infrastructure in order to reduce wastage of resources. In this regard, the drive by POTRAZ for players in the telecommunications sector to share infrastructure should be actively pursued and implemented. Fair and equitable compensation should, however, be given to the companies that have invested in the infrastructure.
- Enhancing human skills development in order to ensure that the average citizen has basic knowledge of ICT. The National ITC Policy speaks on the need to develop awareness, starting from the grassroots. The policy has to be translated into real action if the nation is to benefit from the expansion of ICT services. This will ensure that citizens can use technology to contribute meaningfully in local governance processes, as well as assist in efforts to

create a cashless and paperless society. The full exploitation of ICT services will also assist in the moulding of an empowered citizen, who is aware of the current global, national and local developments thereby contributing to good governance.

- In addition, the Council needs to capacitate its IT Department, as well as ensure that its officials are conversant with ICT. Given the fact that the officials will be at the forefront and directly in charge of any e-governance initiatives that will be deployed, institutional capacitation becomes vital. In that regard, resources will need to be set aside for capacity building for the Council employees, as well as for the Councillors and other focal points across the district.

5.5.2 ICT Service Providers

Global trends indicate that the future of governance and all other development initiatives lie in ICT. As such, there is therefore, need for ICT Service providers to strategically position themselves in order to benefit by expanding the range of products they offer. As the research revealed, rural areas such as Gokwe South District offer investment opportunities given the challenges facing authorities to provide services. The poor road networks and the shortage of adequate transport make navigation across the rural areas difficult for the authorities, but the same areas often have mobile phone coverage. By sufficiently promoting the products their offer, ICT companies can capitalize and make profits, while at the same time, positively contributing to sustainable development in the country.

The ICT service providers should also prioritize education of citizens on how they can fully exploit the services they offer. The extent to which citizens can fully make use of the products that are on offer is contingent upon the level of their understanding how the products work. As such, investment by the companies in community education programmes stands to benefit the service providers in the long run as users will have greater flexibility in terms of usage of the products.

5.6 Suggestions for Further Research

As the study has shown there is generally underutilization of the products that are offered on ICT platforms, which can be handy in governance has the need for further research in the following areas:

- The critical roles that can be played by the different governance actors, as highlighted by service providers;
- Research on how ICTs can be maximized to deliver good governance as a major pillar of service delivery;
- While Zimbabwe has a national ICT policy, there is need to find out how the national ICT policy promotes the idea of developing a robust ICT infrastructure which links both the public and private sectors;
- There is need for a more detailed elaboration on the promotion of gender equality and women's empowerment in the utilisation of ICTs, as it still appears to be dominated by men.
- The country makes significant references to the promotion of ICTs in education, including pedagogical use in educational institutions hence the

need for further research to assess the extent to which this has been fully embraced by both ministries of education and educational institutions.

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APPENDICES

Appendix 1 Clearance letter

**AFRICA UNIVERSITY**
(A Centre of African Higher Education)

RESEARCH ETHICS COMMITTEE (AUREC)

INVESTING IN AFRICA'S FUTURE

P.O. BOX 1320, MUTARE, ZIMBABWE • OFF NYANGA ROAD, OLD MUTARE • TEL: (+263-20) 86075/80025/8111 • E-MAIL: aurec@afriau.edu • WEBSITE: www.afriau.edu

Ref: AU007/17 February 09, 2017

Vengai Shoko
College of Business, Peace, Leadership and Governance
Africa University
Mutare

RE: Role of Information Communication Technology (ICT) in local governance. A case study of Gokwe South Rural District Council, Midlands Province Zimbabwe.

Thank you for the above titled proposal that you submitted to the Africa University Research Ethics Committee for review. Please be advised that AUREC has reviewed and **approved** your application to conduct the above research.

The approval is based on the following.


- a) Research proposal
- b) Questionnaires
- c) Informed consent form

- **APPROVAL NUMBER** AU007/17
This number should be used on all correspondences, consent forms, and appropriate documents.
- **AUREC MEETING DATE** NA
- **APPROVAL DATE** February 09, 2017
- **EXPIRATION DATE** February 08, 2018
- **TYPE OF MEETING** Expedited

After the expiration date this research may only continue upon renewal. For purposes of renewal, a progress report on a standard AUREC form should be submitted a month before expiration date.

- **SERIOUS ADVERSE EVENTS** All serious problems having to do with subject safety must be reported to AUREC within 3 working days on standard AUREC form.
- **MODIFICATIONS** Prior AUREC approval is required before implementing any changes in the proposal (including changes in the consent documents)
- **TERMINATION OF STUDY** Upon termination of the study a report has to be submitted to AUREC using standard form obtained from AUREC.

Yours Faithfully



MITI G.P. AUREC Administrator
FOR CHAIRPERSON, AFRICA UNIVERSITY RESEARCH ETHICS COMMITTEE

AFRICA UNIVERSITY
RESEARCH ETHICS COMMITTEE (AUREC)

10 FEB 2017

APPROVED
P.O. BOX 1320, MUTARE, ZIMBABWE

Appendix 2 Consent form

My name is Vengai Shoko, a final year Executive Masters in Peace and Governance. I am carrying out a study on the Utilisation of Information Communication Technologies (ICTs) in Local Governance, with specific reference to Gokwe South District. I am kindly asking you to participate in this study by answering the attached questionnaire.

The purpose of this study is to assess how ICT can assist in improving interaction between citizens and local authorities. The research is purely for academic purposes and is expected to assist policy makers in harnessing the potential of ICTs, as well as improving governance through increased interaction between officials and citizens.

Participation in this study is voluntary and if you decide not to participate, this would not affect our future relationship. The information that you will provide will be kept in confidence and your name will not appear anywhere in the study. If you have decided to participate in this study please sign this form in the space provide below as an indication that you have read and understood the information provided above and have agreed to participate.

Name of Research Participant (please print)

Date

Signature of Research Participant or legally authorised representative

If you have any questions concerning this study or consent form beyond those answered by the researcher including questions about the research, your rights as a

research participant, or if you feel that you have been treated unfairly and would like to talk to someone other than the researcher, please feel free to contact the Africa University Research Ethics Committee on telephone (020) 60075 or 60026 extension 1156 email aurec@africau.edu

Name of Researcher: Vengai Shoko

Appendix 3 Questionnaire

Hello. My name is Vengai Shoko from Africa University's Institute of Peace, Leadership and Governance (IPL). I am currently carrying out a research on the **role of Information Technology (ICT) in local governance with specific reference to Gokwe South Rural District Council**. The purpose of this research is to assess how ICT can assist in improving interaction between the citizens and the local authority. The study is purely for academic purposes and will not be used by any other third party. It is expected to inform policy makers on improving communication with the citizens. The information that you give me will be kept in confidence and your name will not appear anywhere in the sturdy report.

Start Time:**Date:**.....

Respondent Name :.....**(Household)**.....

Relationship to Head Household.....

Village:.....**Ward**.....

SECTION A: Demographics

Age

Less than 18	
18-25	
26-30	
31-35	
36-40	
41-45	
46-50	
51-55	
56-60	
60 years Plus	

Highest educational qualification (*Please tick one.*)

Primary	O-Level	A-Level
Certificate	Diploma	First degree
Postgraduate diploma	Postgraduate degree	No formal education
Other.....		

Occupation (*Please tick one.*)

Self Employed	Professional e.g. Teacher	Subsistence farmer
Other	Unemployed [5]	

SECTION B: Access to ICT Services

1. Does the household have a TelOne fixed telephone service?

Yes No

If yes, how long have you been using this TelOne's telephone service?

Less than 1 year	1
1-5 years	2
6-10 years	3
More than 10 years	4

2. Does any member of the household have a mobile telephone?

Yes No

If Yes, how long have you been using the (se) mobile telecommunication

service(s)?

Less than 1 year	1
1-5 years	2
6-10 years	3
More than 10 years	4

3. What is your opinion on the cost structure of the mobile services?

Low, Fair....., High....., Don't Know.....

4. Do you use Internet?

Yes

No

If yes, how long have you been using this Internet and Data service provider?

Less than 1 year	1
1-5 years	2
5-10 years	3
More than 10 years	4

SECTION C: Governance

1. How do you interact with the Rural District Council (RDC).

a) Meetings ☐

b) Circulars/letters ☐

c) Telephone ☐

d) Internet ☐

(tick appropriate box)

2. How often is the interaction

a) Once a week ☐

b) Once a month ☐

c) Once every six month ☐

d) None at all ☐

e) Other

..... (specify)

3. How do you pay your rates at the RDC

a) Cash ☐

b) Bank Transfer ☐

c) Through mobile phone ☐

d) Don't pay ☐

e) Other means

.....(specify)

4. Are you satisfied with the services that are being provided by the RDC?

Yes ☐

No ☐

Explain

.....

.....

.....

.....

.....

5. How best can the RDC improve service delivery and communication with the constituents?

.....

.....

.....

.....

.....

.....

6. Are there any community platforms you [participate in (**tick the appropriate box**)

Yes

☐

No

☐

If yes specify

.....
.....
.....
.....
.....
..

What are the modes of information dissemination used at those platforms?

.....
.....
.....

Appendix 4 Questionnaire (Shona)

Kaziwai. Zita rangu ndinonzi Vengai Shoko. Ndinodzidza kuAfrica University, pasi pe Institute of Peace, Leadership and Governance (IPL). Parizvino, sechimwe chezvikanu zvefundo yangu, ndiri kuita tsvakurudzo maererano **nedonzvo reICT mumatongerwo neutungamiri mumatunhu nemumaruwa kunyanya kuGokwe South Rural District Council**. Chinangwa chetsvakurudzo iyi ndechekuongorora kuti (ICT) ingashandiswa sei kubetsera kuvandudzwa kwekuwirirana pakati pevagari vemu Gokwe South nevatungamiri vemunharaunda yavo. Tsvakurudzo iyi ichashandiswa maererano nefundo yangu chete uye zvichawanikwa mutsvakurudzo iyi hazvisi kuzoziviswa vamwe vanhu kana mapato asineyi nefundo yangu pa Africa University. Zvichabuda mutsvakurudzo iyi zvirikutarisirwa kuzobetsera vagadziri vemitemo munhaurirano dzavangaita nevagari vemunhauraunda yavo. Zvose zvamuchanditaurira zvichachengetedzwa uye zita renyu harisi kuzoziviswa kana kunyorwa muzvichawanikwa uye kuziviswa mutsvakurudzo iyi.

Nguva: **Zuva:**

Zita :.....(Imba)..... **Chinzvimbo mumba**.....

Musha:..... **Whadi**.....

.....

Chikamu A: Demographics

Makore

Pasi pe 18	
18-25	
26-30	
31-35	
36-40	
41-45	
46-50	
51-55	
56-60	
60 nekudarika	

Pakagumira fundo (*Sarudza chimwechete.*)

Primary	O-Level	A-Level
Certificate	Diploma	First degree
Postgraduate diploma	Postgraduate degree	No formal education
Zvimwe.....		

Mushando (*Sarudzachimwechete.*)

Ndinozvishandira	Ndinebasa e.g. Mudzidzisi	Murimi
Zvimwe	Handishande [5]	

Chikamu B: Kuwanikwanekushandiswakwema ICT uyezvinoenderananawo

1. MungaiterunharerweTelOnepambapenyu here?

Hongu Kwete

Kana mati hongu,

Mave nenguva yakareba zvakadii muchishandisa runharerwe TelOne?

Pasi pegore rimwe	1
Makore 1-5	2
Makore6-10	3
Makore anodarika 10	4

2. Pane mugari wemumba menyu ane mbozha nhare here?

Hongu Kwete

Kana mati hongu, mave nenguva yakareba zvakadii muchishandisa mbozhanhare iyi (idzi)?

Pasi pegore rimwe	1
Makore 1-5	2
Makore 6-10	3
Makore anodarika 10	4

3. Munofungei nezvemitengo inoenderana nekushandiswa kwembozhanhare iyi (idzi)?

Yakaderera, Yakafanira....., Yakakwirira....., Handizivi.....

4. Munoshandisa masaisai here?

Hongu Kwete

Kana mati hongu, mave nenguva yakareba zvakadzi muchishandisa masaisai aya?

Pasipegorerimwe	1
Makore 1-5	2
Makore 5-10	3
Makoreanodarika 10	4

Chikamu C: Matongerwo

7. Munotaura nenzira ipi neve Rural District Council (RDC).

e) Misangano ☐

f) Tsamba/magwaro ☐

g) Runhare ☐

h) Masaisai ☐

(sarudza mune mhinduro yakakodzera)

8. Munozviita kangani

f) Kamwe chete pasvondo ☐

g) Kamwe chete pamwedzi ☐

h) Kamwe chete pamwe dzimitanhatu ☐

i) Hatitaure neve RDC ☐

j) Imwe nguva isina kutarwa
..... (domai)

9. Munobhadhara mitero yenyu nenzira ipi kuRDC

f) Nemari ☐

g) NeBhan'a ☐

h) Neru nharembozha ☐

i) Hatibhadhare ☐

j) Dzimwenzira(domai)

10. Munogutsikana here nezvamunoitirwaneveRDC?

Hongu ☐

Kwete ☐

Domaizvizere

.....
.....
.....

.....
.....

11. Ndeipi nzira ingashandiswe neve RDC kuvandudza maitiro avo nekuzivisa
maererano nezvakatarisirwa nevagari vemunharaunda yavo?

.....
.....
.....
.....
.....
.....

12. Pane here mikana yehurukuro nekusangana yamunowana munharaunda menyu
uye yamunotevedza? (**sarudza mune mhinduro yakakodzera**)

Hongu

Kwete

Kana mati hongu domai zvizere

.....
.....
.....

Ndedzipi nzira dzino shandiswa kuzivisa vanhu pamisangano iyi?

.....

MAITA HENYU

Appendix 5 Interview guide for the Gokwe Rural District Council

Hello. My name is Vengai Shoko from Africa University's Institute of Peace, Leadership and Governance (IPL). I am currently carrying out a research on the **role of Information Technology (ICT) in local governance with specific reference to Gokwe South Rural District Council**. The purpose of this research is to assess how ICT can assist in improving interaction between the citizens and the local authority. The study is purely for academic purposes and will not be used by any other third party. It is expected to inform policy makers on improving communication with the citizens. The information that you give me will be kept in confidence and your name will not appear anywhere in the sturdy report.

Date:

Start Time:

End Time:

1. Comment on the general size and composition of the area of coverage of the Gokwe South Rural District Council.
2. Comment on the services provided by the Council to its populace
 - *probe on the quality of services*
3. How often if the Council interacting with the citizens, using what means?

- *probe on the efficiency of such means of communication*

4. Is the council in any way utilising ICTs in governance, as well as in communicating with the constituents.

- *probe on the means being used if any and their effectiveness*

- *probe on the efficiency of the ICT and communication methods*

5. What are the challenges being faced by the council in communicating, as well as delivering services to the people.

- *probe on how the Council is working on minimizing the challenges*

Appendix 6 Interview guide for key stakeholders in the mobile services sector

Hello. My name is Vengai Shoko from Africa University's Institute of Peace, Leadership and Governance (IPL). I am currently carrying out a research on the **role of Information Technology (ICT) in local governance with specific reference to Gokwe South Rural District Council**. The purpose of this research is to assess how ICT can assist in improving interaction between the citizens and the local authority. The study is purely for academic purposes and will not be used by any other third party. It is expected to inform policy makers on improving communication with the citizens. The information that you give me will be kept in confidence and your name will not appear anywhere in the sturdy report.

Date:

Start Time:

End Time:

1. Can you outline your mobile and internet services and product range?
2. What are the current levels and trends of the usage of your mobile and internet services for the past 3 years?
 - *Probe on the decrease or increase of levels over the years*
3. Can you comment about your mobile and internet services coverage

throughout the country?

- *Probe on and rural areas, specifically Gokwe South*

4. To what extent is your mobile and internet company as a service provider able to deliver quality service to rural areas and Gokwe South in particular?

- *Probe extent to which the company can provide a hassle free service free service which can enable effective communication among citizens*

5. Comment on the price or cost of Short Message Service, calls and Internet and Data services

- *Probe on denominations of recharges cards and vouchers*

6. Comment about the general level of appreciation of ICT by Zimbabweans

7. How best can authorities exploit the services offered by your company and other ICT service providers to improve governance and service delivery?

8. Any other pertinent issue you might want to raise.

Appendix 7 Interview guide for TelOne

Hello. My name is Vengai Shoko from Africa University's Institute of Peace, Leadership and Governance (IPL). I am currently carrying out a research on the **role of Information Technology (ICT) in local governance with specific reference to Gokwe South Rural District Council**. The purpose of this research is to assess how ICT can assist in improving interaction between the citizens and the local authority. The study is purely for academic purposes and will not be used by any other third party. It is expected to inform policy makers on improving communication with the citizens. The information that you give me will be kept in confidence and your name will not appear anywhere in the sturdy report.

Date:

Start Time:

End Time:

1. Can you outline your services and product range?
2. Can you comment about your Services coverage throughout the country?
 - *Probe on services in rural areas, particularly Gokwe South*
3. To what extent is your TELONE Company as a service provider able to deliver quality service to its consumers?
4. Comment on the price or cost of services, particularly on affordability

- Probe on affordability to the rural folk, especially in light of the financial challenges

5. Comment about the general level of appreciation of ICT by Zimbabweans

7. How best can authorities exploit the services offered by your company and other ICT service providers to improve governance and service delivery?

Is there anything more you would like to add?

Appendix 8 Photo of the Gokwe Chireya badly damaged by the rains

