



ICTs and development presentation
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ABSTRACT

Undoubtedly, Information communication technologies (ICTs) have transformed societies, cultures and economies. The fact that technologies advance rapidly in the ICT ecosystem has made this transformation even more glaring as demonstrated by trends such as the social media, big data and the Internet of Things(IoT).

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Introduction

Undoubtedly, Information communication technologies (ICTs) have transformed societies, cultures and economies.

The fact that technologies advance rapidly in the ICT ecosystem has made this transformation even more glaring as demonstrated by trends such as the social media, big data and the Internet of Things. Other trends include open government data and cloud computing.

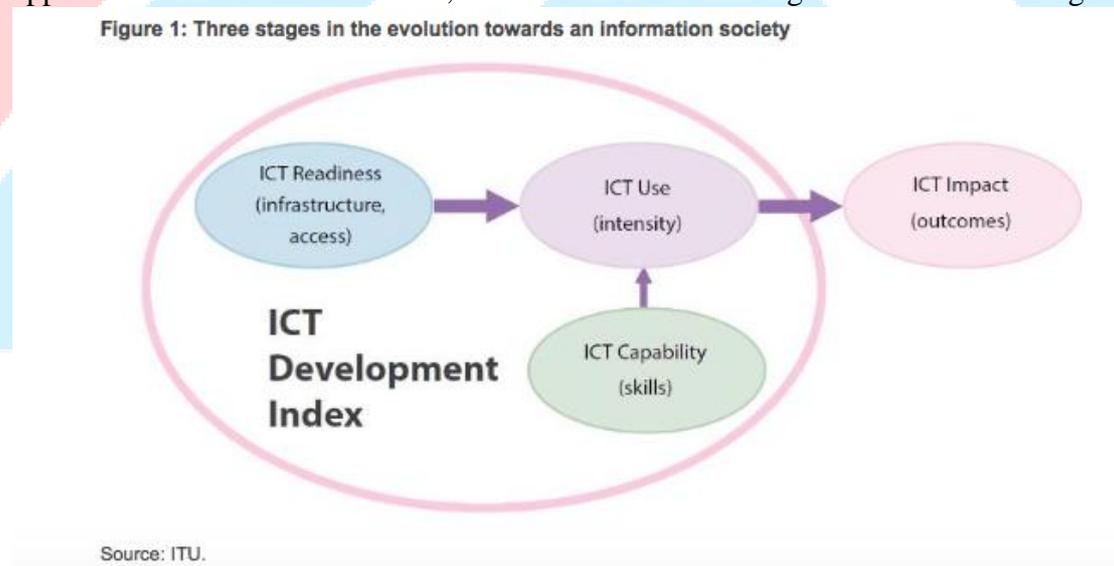
For us in the developing world it is the manner in which mobile technologies and broadband have rapidly expanded.

Admittedly it is these trends- have changed not only the manner in which individuals and communities interact with one another and with their governments at both local and central level.

So what is ICT4D

ICT4D is an initiative aimed at bridging the digital divide (the disparity between technological "have" and "have not" geographic locations or demographic groups) and aiding economic development by ensuring equitable access to up-to-date communications technologies.

Information and communication technologies (ICTs) include any communication device -- encompassing radio, television, cellular phones, computer and network hardware and software, satellite systems and so on, as well as the various services and applications associated with them, such as videoconferencing and distance learning.



‘ICT-for-development (ICT4D) value chain’ from these indicators of ICT readiness and availability, to the question of development impact.

Policy trends

The 2030 Agenda for sustainable development has embraced the spread of ICTs and global interconnectedness as having great potential to accelerate human progress, to bridge the digital divide and to develop knowledge societies.

Governments worldwide are now cognizant of the power of ICTs and e-government for the advancement and transformation of the public sector landscape.

ZimAsset

The blue print has ICT governance as of the quick wins, focusing on issues of developing and reviewing the appropriate ICT legislation and policies. It also seeks to promote the growth of the industry for empowerment and employment creation.

The ZimAsset has four clusters:

- Food security and nutrition;
- Social services and poverty reduction;
- Infrastructure and utilities; and
- Value addition and beneficiation

National ICT Policy- Adopted 10 August, 2016

The overall objectives of the policy framework are:

- A. Transformation - Facilitate delivery of Zim-ASSET and other National Developmental goals –** The policy objective is to use ICT as an enabler to achieve the objectives of the four Zim-ASSET Clusters. This is a medium to long term strategy with cross-cutting benefits on the entire socio-economic transformation agenda. To achieve this goal, ICT is not delivered as a standalone sector, but it is embedded in all national development strategies and is a tool to enable all economic sectors.
- B.** The enabling Zim-ASSET policy targets are developed, measured and monitored through specific projects and implementation plans rolled out together with other Government departments.
- C. Growth –** Enable and foster access to and increased use of telecommunications/ICT in all spheres of life (such as e-Government, e-Commerce, e-Employment, ICT in education, ICT in health, ICT in science and ICT in agriculture),
- D. Inclusiveness –** Bridge the digital divide and provide broadband for all

- E. **Sustainability** – Manage challenges resulting from the telecommunication/ICT development
- F. **Innovation and partnership** – Lead, improve and adapt to the changing telecommunication/ICT environment

Realities on ICT in Zimbabwe

An analysis of **the Postal and Telecommunications Regulatory of Zimbabwe (POTRAZ) reports in the past two years, indicates that most of Zimbabweans access their internet via mobile phone.** Utilisation of the internet in Zimbabwe is largely social media, and predominantly Facebook and Whatsapp. As of **March, 2016 mobile subscribers in Zimbabwe stood at 18,9 million from 11.4 million recorded at the end of 2014.** The mobile penetration rate concurrently rose with that of **internet penetration rate which rose from 47.5% to reach 49.8% .**

Inhibitors

- Ignorance about the importance of and need for ICTs which makes even those rich enough to acquire them apathetic to ICTs;
- General poverty
- Poor maintenance and repair culture in which spare parts and technical ‘experts’ from the manufacturers are imported whenever the technologies break down; this leads to waste of resources, time and money;
- Poor infrastructural support base; examples include inefficient electricity and telephone systems;
- Lack of support from the government leading to underfunding of science and technology programmes in tertiary institutions;
- Illiteracy and lack of basic computing skills; these two points are closely related -- in the African countries studied, tertiary institutions are funded by government and it follows that where government is apathetic to the need for ICTs, the educational institutions will not be provided with adequate funds to acquire and teach these technologies

ICT’s & Political development

Access to information and the promotion of public accountability and engagement

Popularised use of the SMS in Zimbabwe through the sending of alerts. Organisations such as the Crisis in Zimbabwe Coalition and the ‘banned’ Kubatana Freedom Fone, which allowed for the organisation to create pre-recorded radio content and allowed the citizenry to call in on demand through a content management system through a toll free calling facility via a mobile phone network operator.

Over the years South Africa’s mobilitate (www.mobilitate.co.za) is an online platform that enables citizens to actively participate in improving service delivery and holding local government accountable. Individuals would register with Mobilitate and can

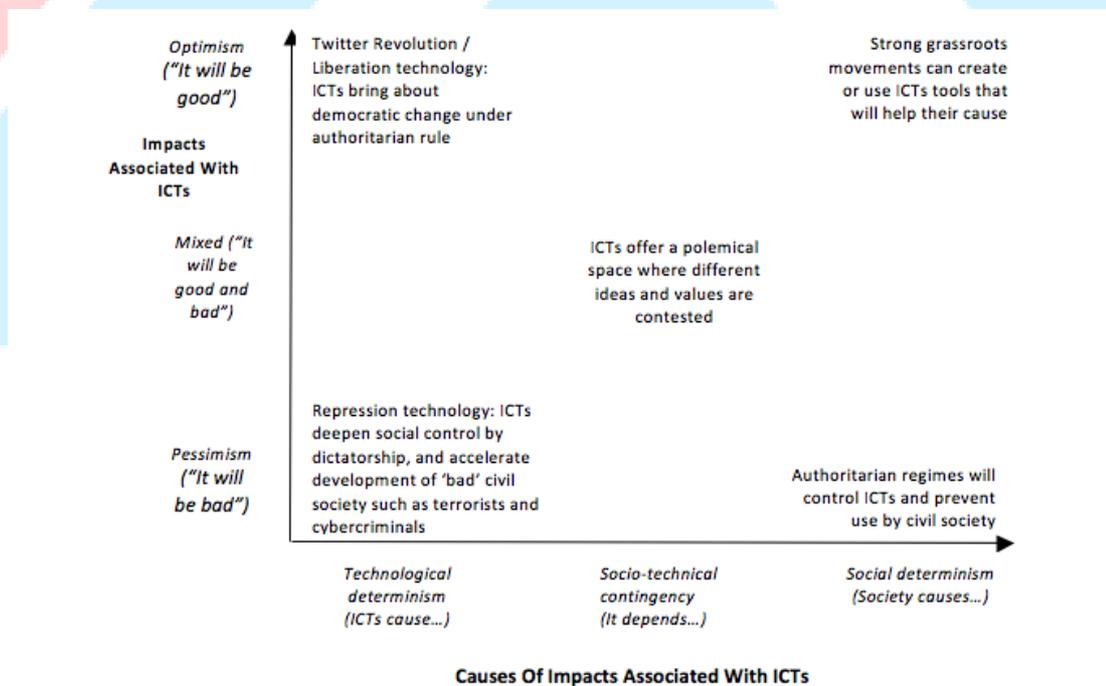
then lodge service delivery complaints or concerns on the website in a specific area, linked with Google Earth. All logged issues in the area are mapped, with each category of issue indicated in a different log in such a way that progress can be tracked and councillors and municipalities rated in terms of responsiveness. In addition, online groups of residents associations and community organisations can be created to discuss service delivery issues collectively. By December 2013 the Mobilitate website had about 27 000 registered users and received up to 40 000 visits a month. The service was also available as an app for Apple and Android devices.

Civic Participation/Awareness

Tanzania's Commission for Human Rights and Good Governance uses Short Message Service as a key in addressing human rights challenges in the country. In 2015, the commission reported an increase in number of complaints and whistle blower reports through their system. The influx has seen an upgrade in the system to receive, verify and track progress of complaints.

Online crowd sourcing tools that enable citizens to report and map incidences via SMS and/or the web. Most popular in Africa was the Kenyan Ushaidi platform created in 2007 during a wave of violence in the country following the win of Mwai Kibaki over Raila Odinga. Empowered citizens to offer a narrative which was shared on independent radio stations as just over 40% of the populace had mobile phones at the time.

Mobilisation on political issues



On the continent the role new Information and Communication Technologies (ICTs) played in supporting political change and mobilizing were first seen in Tunisia and Egypt in 2011. But even before then, albeit on different continents, the use of

information and communication technologies, have always been a common element in protest movements, from the use of satellite television to report on Tiananmen Square (China) during the student led demonstrations in 1989 to the use of e-mail by rebels in Chiapas Uprising in Mexico in 1994. Now with the widespread availability of the Internet and mobile phones to facilitate organization and action, questions have been raised on how ICTs affects protest movements.

ICTs , particularly social networking applications, have enabled of political and social deliberation and this has caused anxieties to sitting governments as is evidenced by the trends in shutdowns during elections in African countries such as Uganda, Chad, Burundi & Congo-Brazzaville and Gabon. Infact Gabon has a curfew on internet access from 6PM-6AM, there is no access.

Examples:

South Africa #FeesMustFall launched in October 2015, and a month after its launch the hashtag had generated close to 1,5m Twitter posts between the middle and the end of October and Twitter was the predominant social media platform for the campaign

Undoubtedly, social media in Zimbabwe has become the alternative to the mainstream media. Through social media Zimbabwe has seen an increase in online activism the growth of social movements in the country as citizens now use ICTs to demand accountability of office bearers, mobilise and take action against policy and developments in the country.

Zimbabwe #ThisFlag and #Tajamuka, have undoubtedly **heightened the governments anxieties about social media in the country following unprecedented nationwide mobilisation for a nationwide protest stayaway on 6 June 2016 via Whatsapp.**

Collectivity and/or solidarity on issues of human rights issues especially as they relate to minorities

The same marginalization that happens offline has replicated itself online. Women, the disabled, LGBTI communities still remain 'left out' of the digisphere – whether deliberately or not.

Examples of collectivity:

<https://digitalubuntu.wordpress.com/2016/03/30/is-it-time-for-a-nipple-revolution/>
(Kenya)

<http://revoltafrica.com/blog/> (Zambia)

Socio-economic development

Studies have indicated that ICT plays a vital role in advancing economic growth and reducing poverty. Also proven is that firms that use ICT grow faster, invest more, and are more productive and profitable than those that do not.

Inhibitors

There is a lack of awareness on the potential impacts that ICT can have in the rural areas of the country.

No strategic investment in the ICT sector would allow Africa to play an increasingly important role in the development of new applications and innovations that are relevant enough to have a multiplier effect on economic growth.

Lack of infrastructure development initiatives in Africa, while reviewing the alternatives to leapfrog to a higher development level by leveraging on smart technologies.

However questions are still raised on the question of the relationship between information technology and job creation. This debate often gets framed in terms of whether technology is creating jobs by improving productivity and stimulating overall demand, or whether it is eliminating jobs by replacing workers with machines and automated production process.

Kenya

Since 2000, Kenya's economy has grown at an average of 3.7 per cent and this has been attributed to ICTs which are reportedly responsible for the growth of approximately one-quarter of Kenya's GDP.

Kenya has been ranked among the top five African countries with the fastest growth in telecommunication, infrastructure and mobile money innovations.

The growth of M-pesa in the country has driven change in the business model of most financial institutions in the country. Mobile money agents represent three-quarters of the total financial access points in Kenya and are a major driver in bringing financial access points closer to the population.

In the health sector, ICT is used to provide health tips and improve access by the general public to quality healthcare. ICT is also used to improve procurement and distribution of medicine and medical supplies as well as to monitor and encourage attendance of mothers at ante-natal and post-natal clinics, particularly among pastoralist communities.

In education, ICT enables more children to affordably access learning content. This area has huge potential for growth in enabling online education and facilitating massive and open online content.

The private sector in partnership with the Government has also played a critical role in driving some of the projects including the use of mobile payment platforms to collect government revenue such as e-citizen and e-jiji pay

Opportunities

Launch of the US\$25 million innovation fund aimed at growing ICT in the country and the development of local ICT solutions



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