

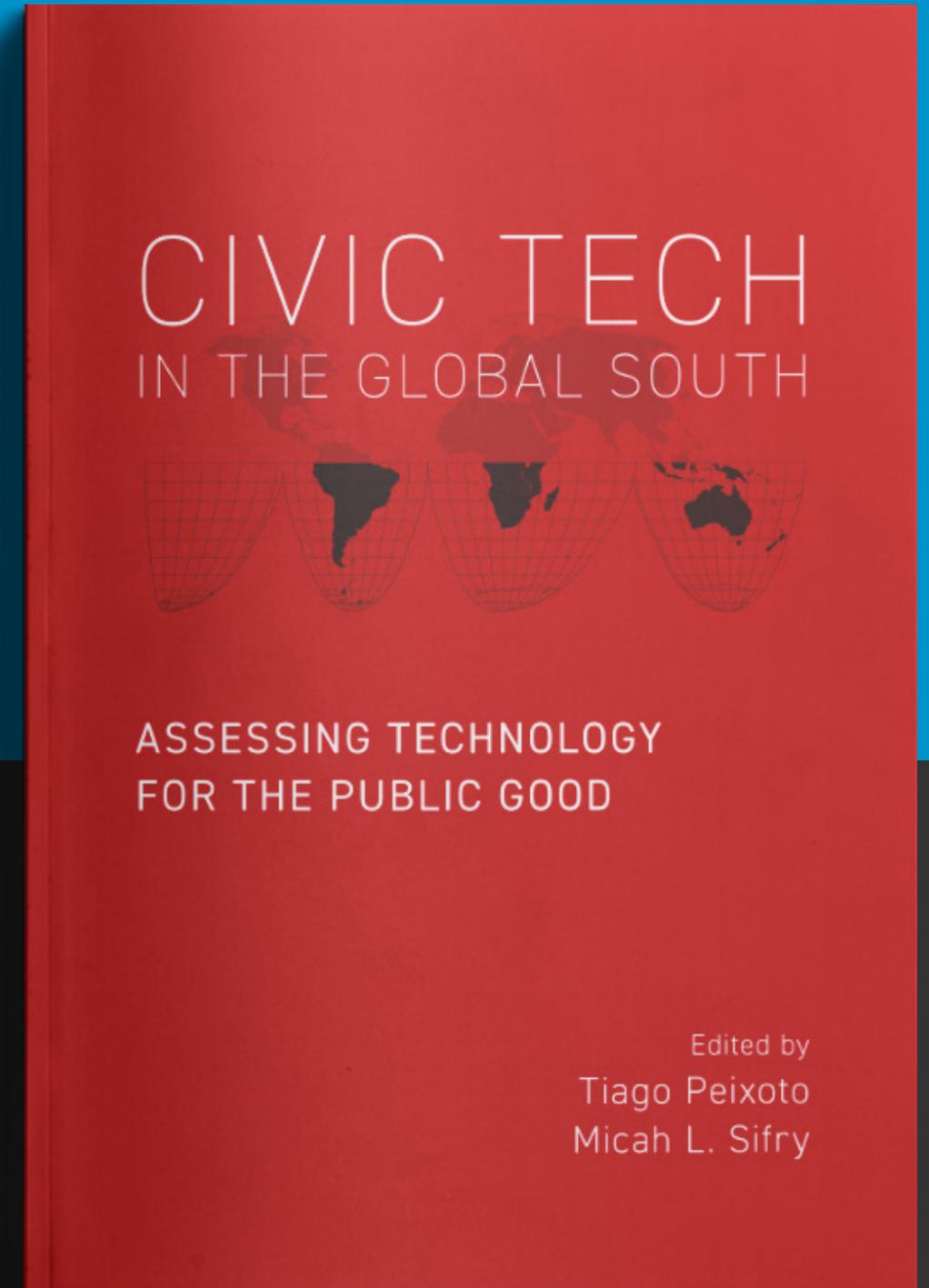
Civic Tech in the Global South

Assessing Technology for the Public Good

Tiago C. Peixoto

 @participatory

Smart Citizenship Academy, Portugal 2018



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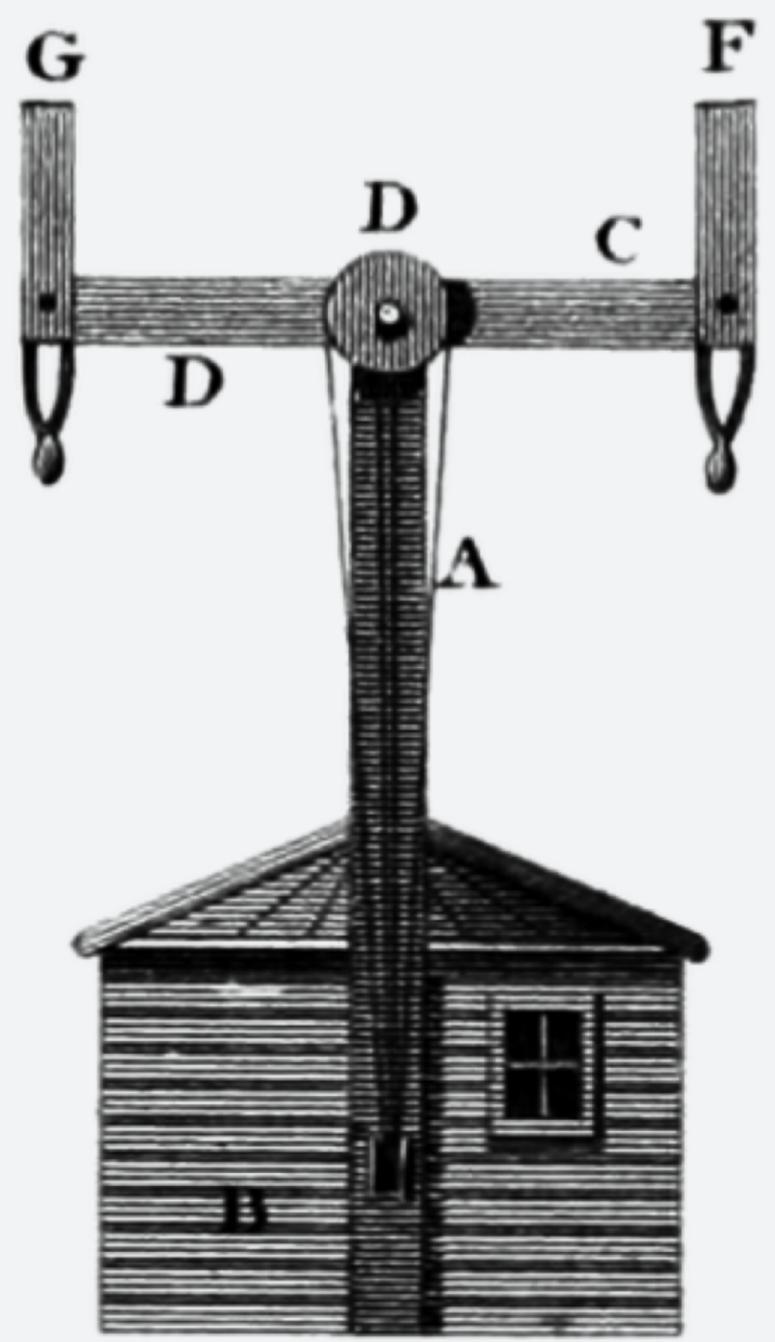
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Voto Mobile
MOBILE MESSAGING AND SURVEYS

M-Gov
MOBILE MESSAGING AND SURVEYS





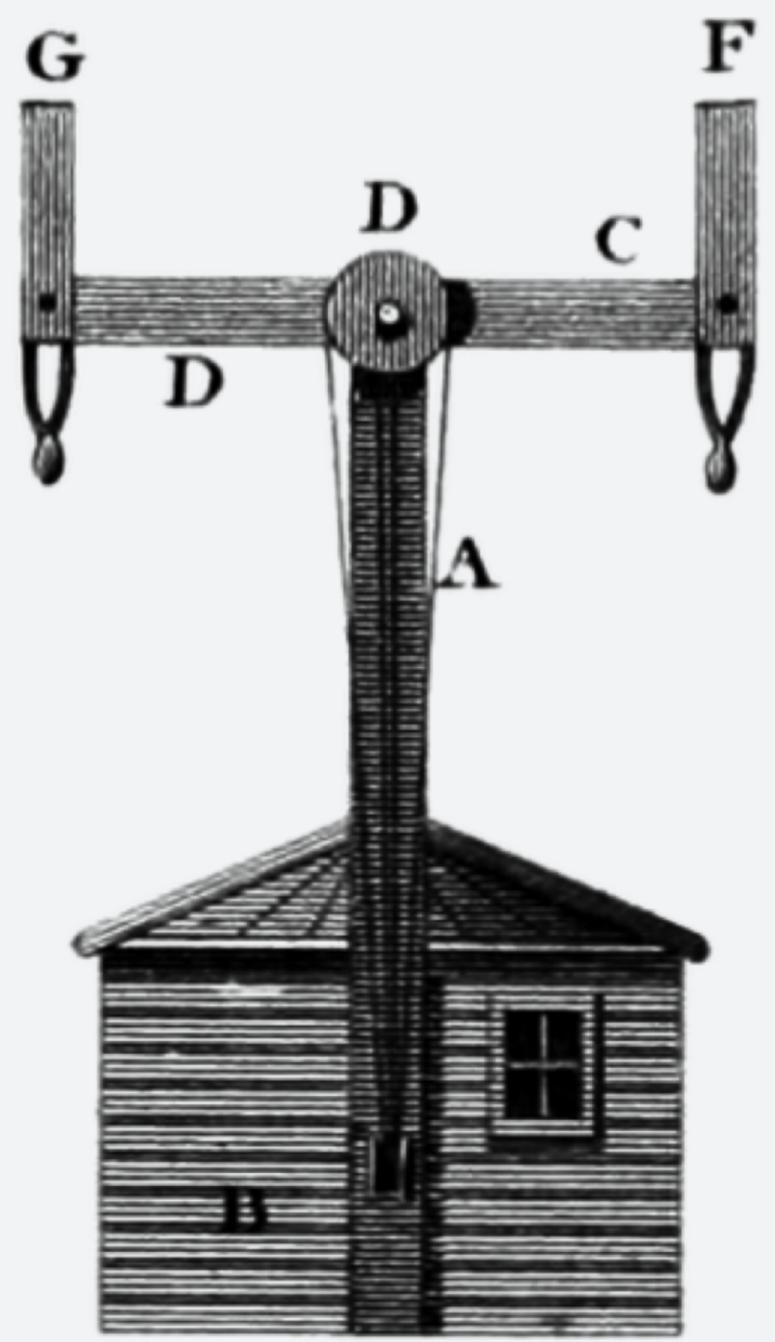




The invention of the telegraph is a new factor that Rousseau did not include in his calculations. It can be used to speak at great distances as fluently and as distinctly as in a room. There is no reason why it would not be possible for all the citizens of France to communicate their will, within a rather short time, in such a way that this communication might be considered instantaneous.

Alexander Vandermonde, 1795







The [Athenian] system insured a pure democracy in which every citizen could take part and be represented. With the growth of population the daily meeting soon became unwieldy, and a form of representative government was evolved. Centuries later the wireless telephone will make it possible to return in a measure to these primitive and ideal conditions.”

A.F. Collins, San Francisco Chronicle, 1919



An Ohio Town Talks Back to TV Via Two-Way Street

By IVER PETERSON JULY 14, 1978



July 14, 1978, Page 10
The New York Times Archives

UPPER ARLINGTON, Ohio, July 13 — Last night, the people of this prosperous little suburb of Columbus lifted a finger for electronic democracy.

From their living rooms, dens, bedrooms or wherever, they pushed buttons attached to television sets to let their planning commission know that they preferred single-family houses to apartments, did not want more commercial development, and thought that the local police force was doing a pretty good job.

This is an average set of views for people living in an area that is almost officially average American, judging from the number of market researchers who use the Columbus region as a test market for new products.

What was not average was the little black box, looking like a bulky calculator, that

the “voters” had wired to their television sets. The box allows them, and



The Key.

This lets you turn off the entire “P” column any time you choose. It gives you complete control; nobody can select a priced program unless The Key is inserted. With Qube, you’re in complete control.

Touch the response buttons

and you become an active participant instead of a passive viewer. Touch one or more of these buttons to play a game, speak out on an issue, even cast your bid at an auction going on in our Olentangy River Road studios—while it’s happening.

Touch one of these three buttons and you activate the column of channels above it.

Touch the “P” button (Premium Channels) and you can select any of the premium programs offered on the channels in the first column.

Touch the “C” button (Community Channels) and the Columbus area comes alive before your eyes: 10 channels, 10 views of your community...and the world.

Touch the “T” button (TV Channels) and you get the four regular Columbus TV channels...plus four additional stations from other cities.

Aspasie
MARNE-LA-VALLÉE

Télétel
VÉLIZY

Conseil Municipal Interactif
ISSY-LES-MOULINEAUX





The GII will not only be a metaphor for a functioning democracy, it will in fact promote the functioning of democracy by greatly enhancing the participation of citizens in decision-making. And it will greatly promote the ability of nations to cooperate with each other. I see an new Athenian Age of democracy forged in the fora the GII will create.

Al Gore, 1994 (in Mattelart, 1999)





(...) a strange alchemy of cynicism,
naïveté and amnesia.

Mattelart, 1999



Civic Tech?

Technologies designed to:

Promote (hopefully inclusive) participation

Promote governments' response (hopefully inclusive)



What does the book cover?

Comparative study of 23 civic tech initiatives in the Global South examining citizen uptake and responsiveness by public service providers

U-Report (Uganda): SMS-based feedback platform run by UNICEF in Uganda

Maji Voice (Kenya): complaints-management system in the water sector

State-level Participatory Budgeting (Brazil): online / offline system for definition of government spending



Rationale

Lowering Transaction Costs



Do ICTs increase participation?



i-voting in PB estimated
to increase turnout by 12.2%



Maji Voice (Kenya)

How the customer originally submitted the complaint?	Count	%
by a Social Networking Site (Digital)	1	0.1
by Email (D)	29	2.7
by Mobile Web (D)	169	15.9
by Online Portal (D)	214	20.1
by SMS (D)	35	3.3
by USSD (D)	80	7.5
by Telephone Call	135	12.7
Over the Counter (service center)	400	37.6
by Letter	1	0.1
Total	1064	100



Maji Voice (Kenya)

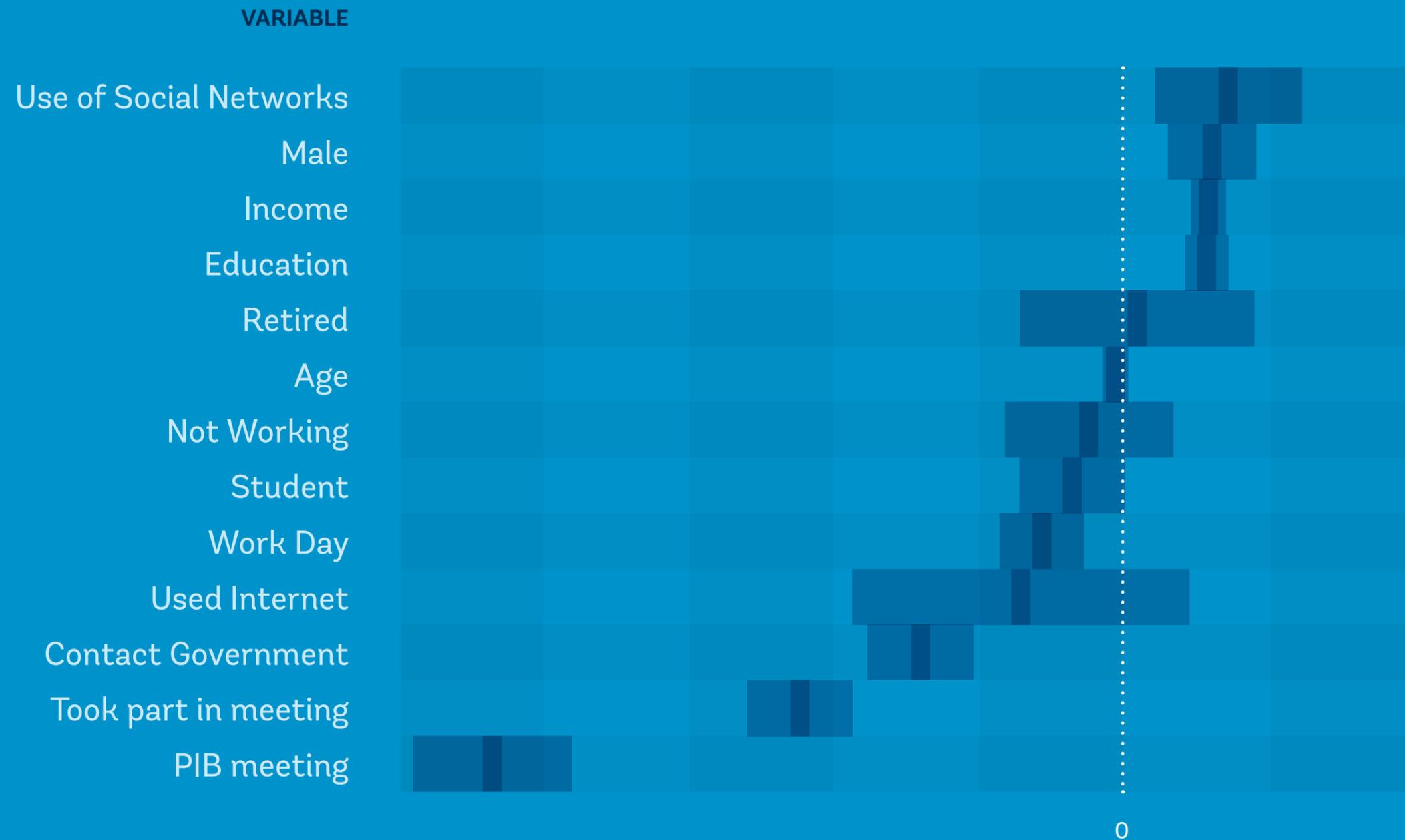
If it was not possible to complain using the channel you used would you have you complained in any other way?	Count	%
No, I would not have complained at all	100	22.8
Yes, I would have complained by another channel / in some other way	339	77.2
Total	439	100



Who participates in Civic Tech?



Rio Grande do Sul State | Multi-channel PB



N = 23,000



CURRENT POLL

Hi U-Reporter! major UN agencies r investigating how climate change affects the security n wellbeing of young people across the globe. Let us know what u think!

Message Us



RESPONSE RATE

6% (20,195 Responded out of 349,927)

RESPONDER'S RATE BY LOCATION

Most responded

5%	5%	5%	5%	8%
Kampala	Arua	Gulu	Wakiso	Kasese
1,467 of 28,124	983 of 17,115	837 of 14,891	791 of 14,749	581 of 6,614

TRENDING WORDS

defforestation, plan, need, forests, adapt

View full results →

JOIN U-REPORT BY TEXTING THE WORD "JOIN" TO 8500! YOUR VOICE MATTERS!

U-REPORTERS IN UGANDA

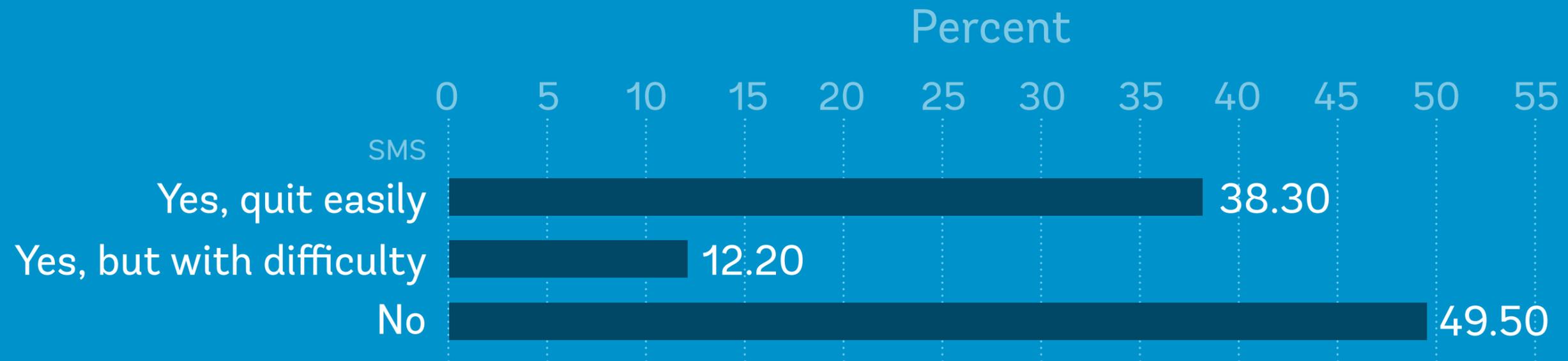
TOTAL # OF U-REPORTERS

351,100

RATE BY GENDER

RATE BY AGE

Do you know how to use SMS?

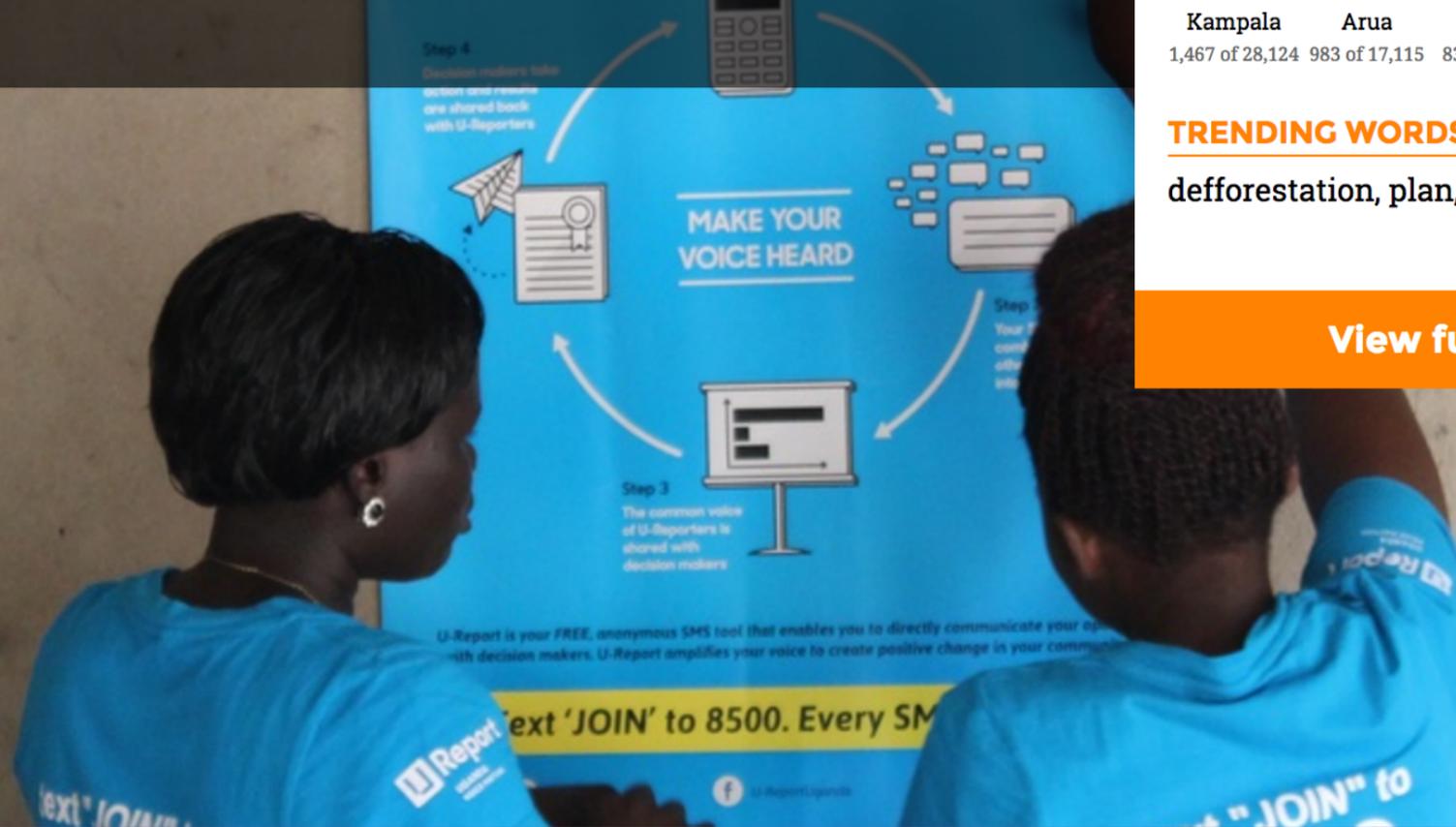


Kampala Arua Gulu Wakiso Kasese
 1,467 of 28,124 983 of 17,115 837 of 14,891 791 of 14,749 581 of 6,614

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U-REPORTERS IN UGANDA

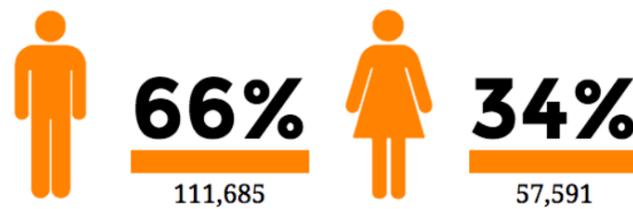
TOTAL # OF U-REPORTERS

351,109

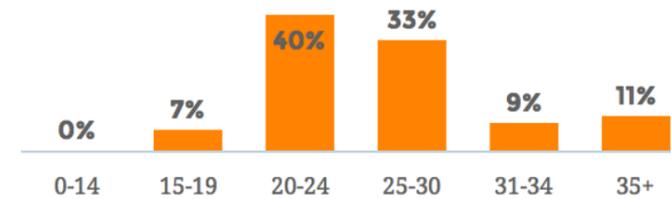
4 MOST ACTIVE REGIONS

Kampala, Arua, Gulu, Wakiso

RATE BY GENDER



RATE BY AGE



WHAT U-REPORTERS ARE SAYING

GENERAL

Hi U-Reporter! We now have more than 345,000 U-Reporters! Do u want 2 hear a story abt how being a U-

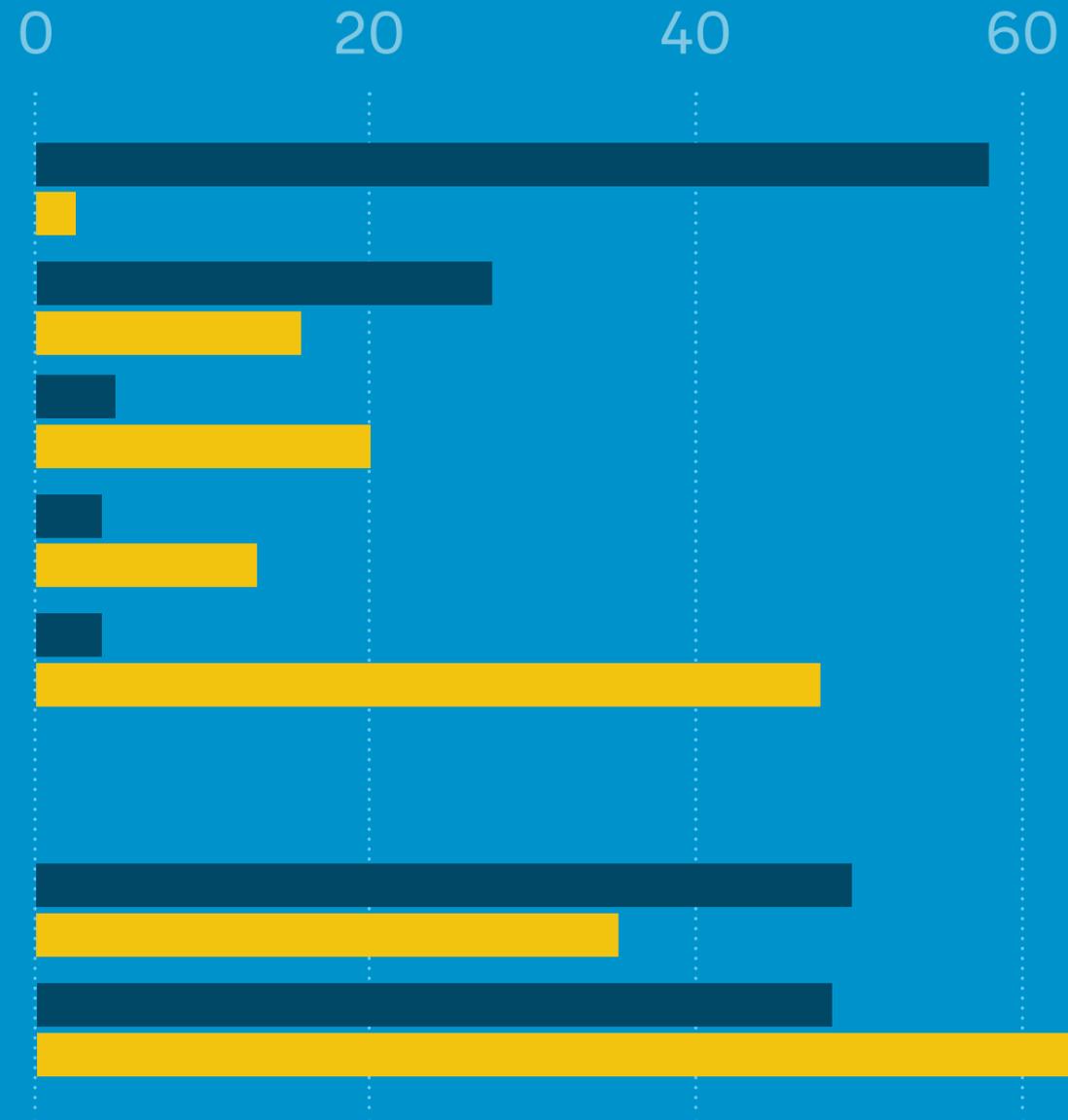


STORY



Demographics

Proportion



Survey

F2F

U-Report



O site para você mudar o que quiser

177.437.405 de pessoas fazendo a diferença na maior plataforma do mundo. [Vitórias todos os dias.](#)

Fazer abaixo-assinado

VITÓRIA



Alvo de terroristas, professora poderá trazer filhos ao Brasil

O abaixo-assinado da professora nigeriana Nkechinyere Jonathan convenceu o governo brasileiro a conceder-lhe o status de refugiada. [Mais](#)

Nkechinyere Jonathan...

👤 149.533
Apoiadores

💬 Divulgado em
[Huffington Post](#)



O site para você mudar o que quiser
177.437.405 de pessoas fazendo a diferença no mundo. Vitórias todos os dias.



57.3% Female Participation

N: 3.9 Million

VITÓRIA

Nkechinyere Jonathan...

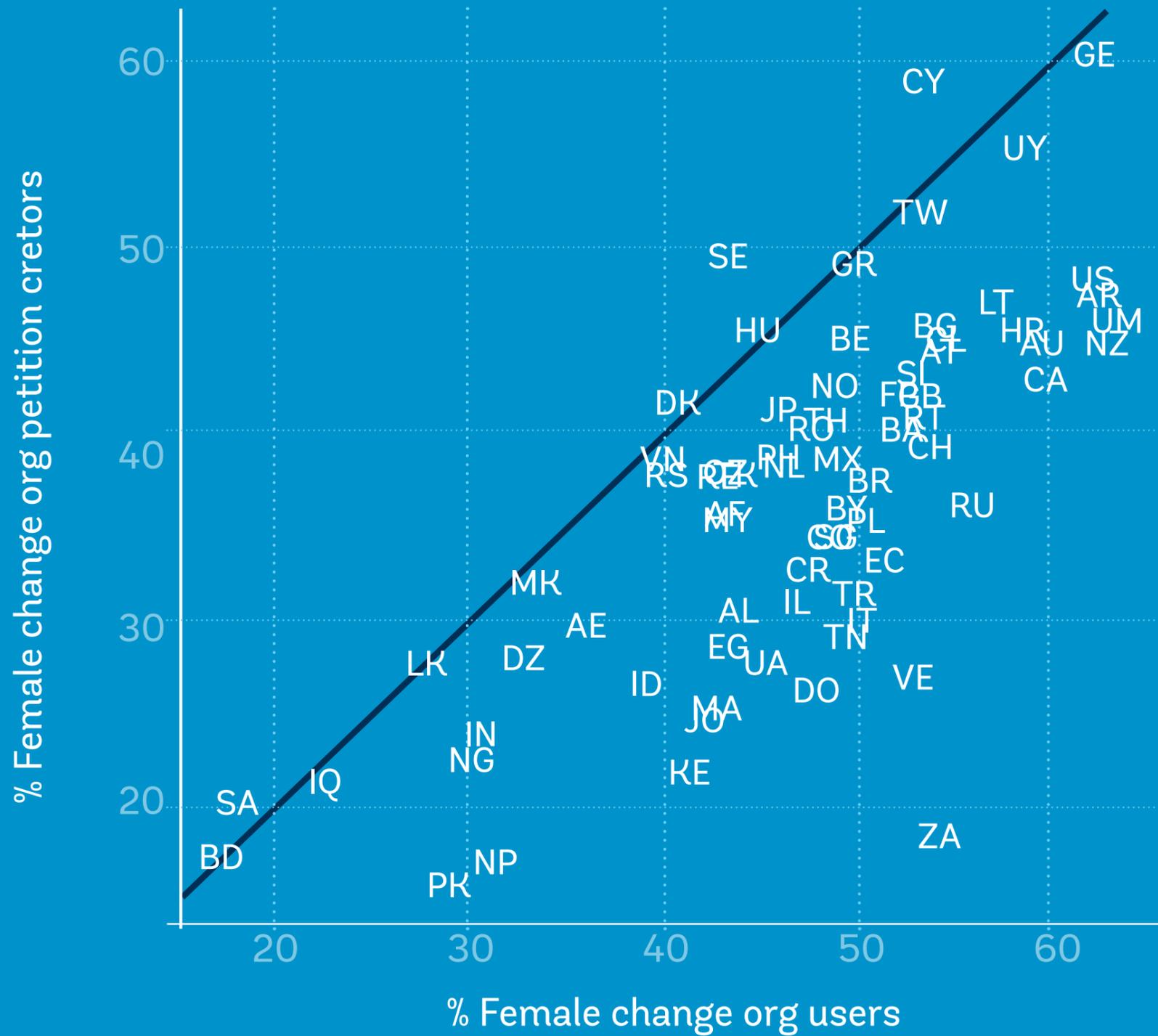
149.533
Apoiadores

Divulgado em
[Huffington Post](#)



Thick x Thin Participation

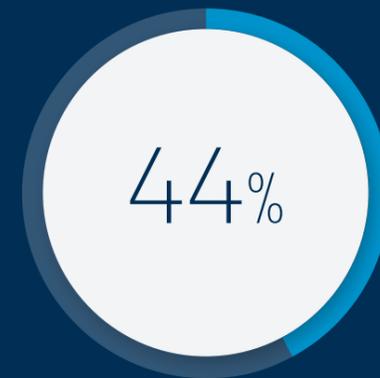




change.org
Women Contribution

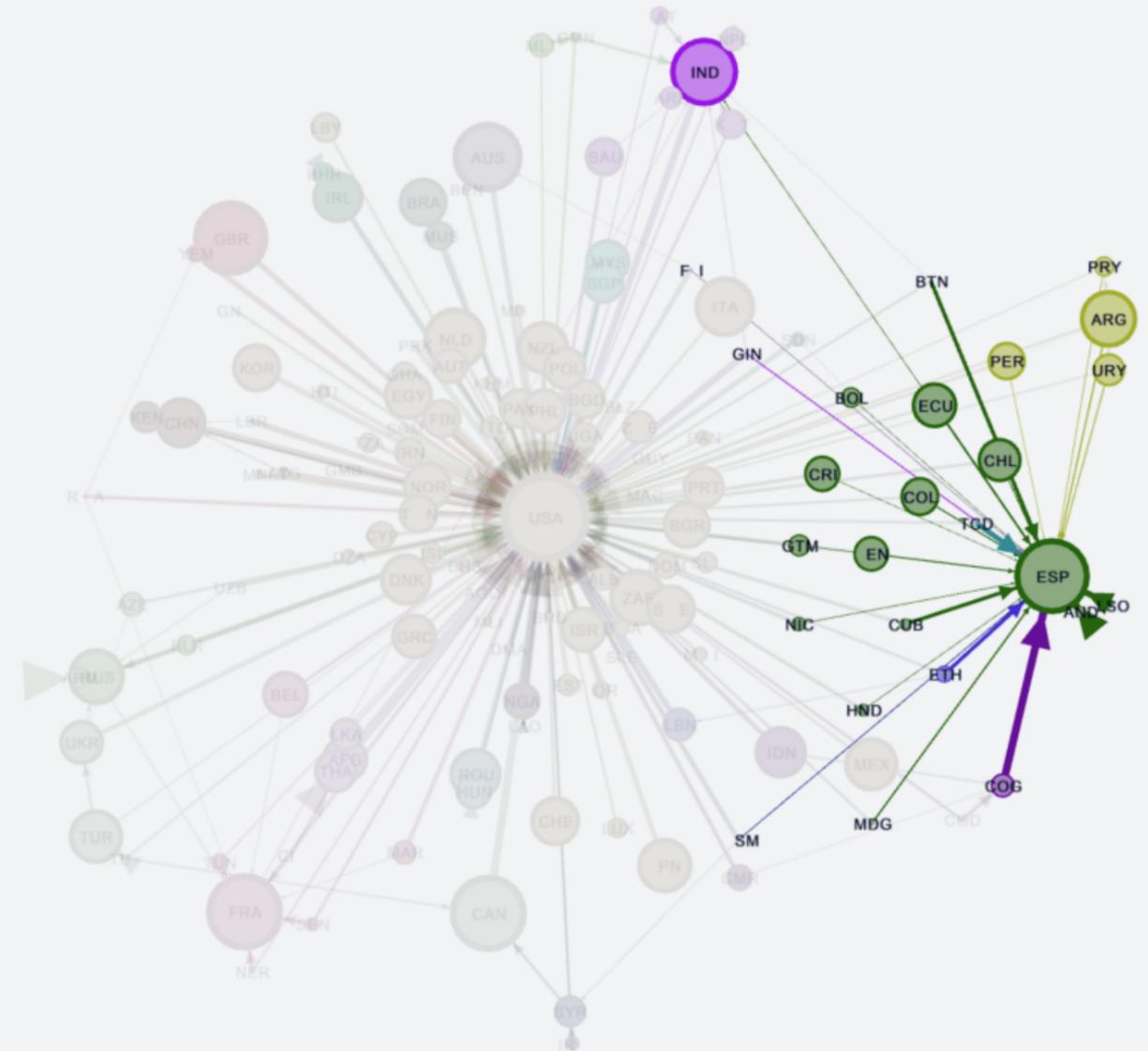
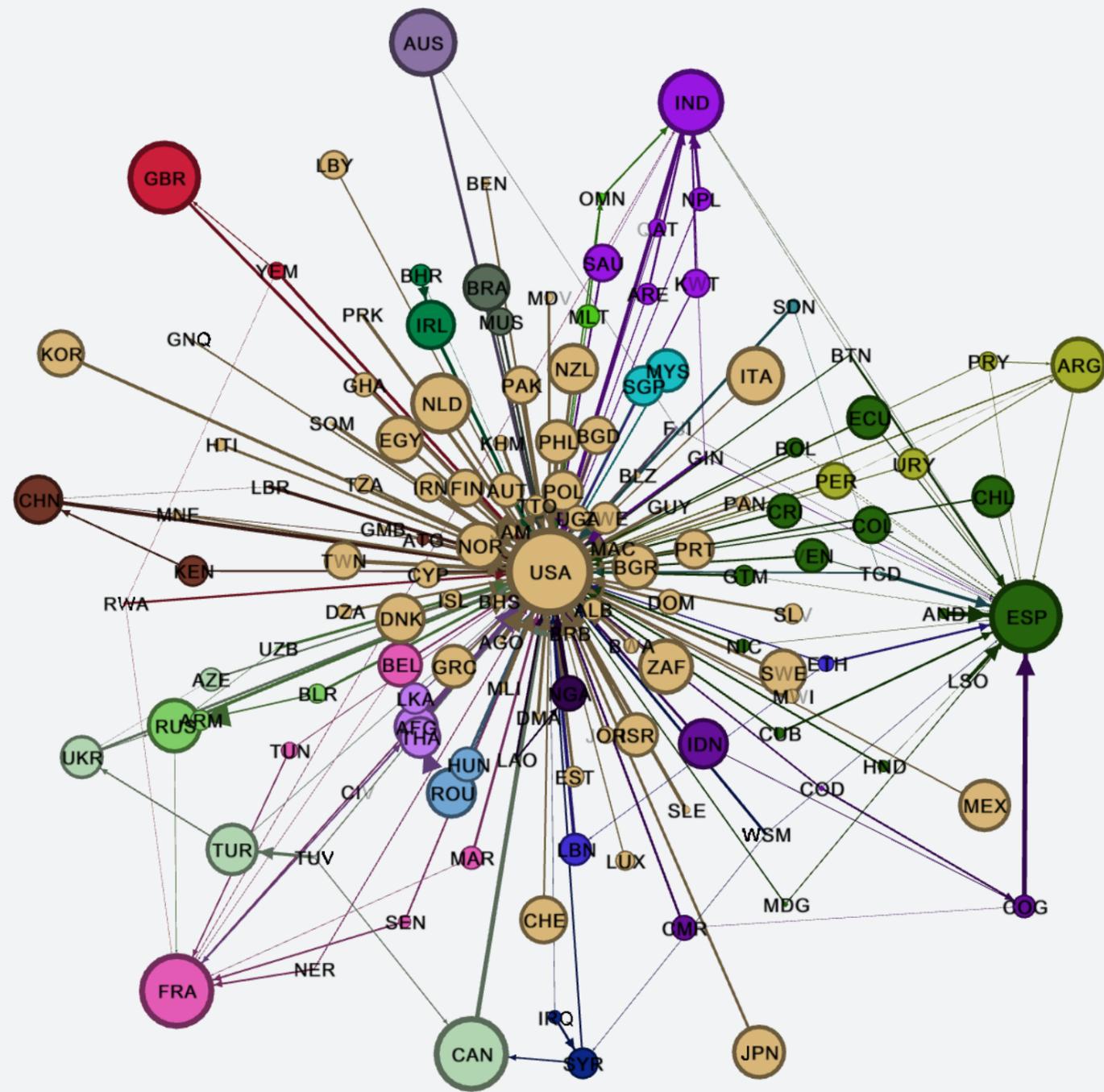


Petition Signed



Petition Created





But do governments
respond?



CASE	COUNTRY	VARIABLES									OUTPUT	OUTCOME
		FEEDBACK DISCLOSE	RESPONSE DISCLOSE	PROACTIVE LISTENING	INDIVIDUAL / COLLECTIVE	ACCOUNTABILITY DIRECTION	OFFLINE	DRIVER	PARTNER	GOVT LEVEL	UPTAKE	RESPONSE
PROACTIVE LISTENING ELECTRICITY	DO	✓	✓	✓	IND	↑	✓	GOV	✗	SUB	●	●
MAJI VOICE	KE	✗	✗	✗	IND	↑	✓	GOV	✓	LOCAL	●	●
LUNGISA	ZA	✓	✓	✗	IND	↓	✓	CSO	✓	LOCAL	●	●
RIO 1746	BR	✗	✗	✗	IND	↑	✗	GOV	✗	LOCAL	●	●
DIGITAL STATE PB	BR	✓	✓	✗	COL	↓	✓	GOV	✓	SUB	●	●
I CHANGE MY CITY	IN	✓	✓	✗	IND	↓	✓	CSO	✓	LOCAL	●	●
POR MI BARRIO	UY	✓	✓	✗	IND	↓	✓	CSO	✓	LOCAL	●	●
MAJI MATONE	TZ	✓	✓	✗	IND	↓	✓	CSO	✓	LOCAL	●	●
PRESSURE PAN	BR	✓	✓	✗	COL	↓	✓	CSO	✗	ALL	●	●
CHANGE .ORG	INT	✓	✓	✗	COL	↓	✓	CSO	✗	ALL	●	●
PUNJAB PROACTIVE	PK	✗	✗	✓	IND	↑	✗	GOV	✗	SUB	●	●



while civic tech platforms have been relevant in increasing policymakers' and senior managers' capacity to respond, most of them have yet to influence their willingness to do so



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Customer Feedback Software
www.majivoice.com

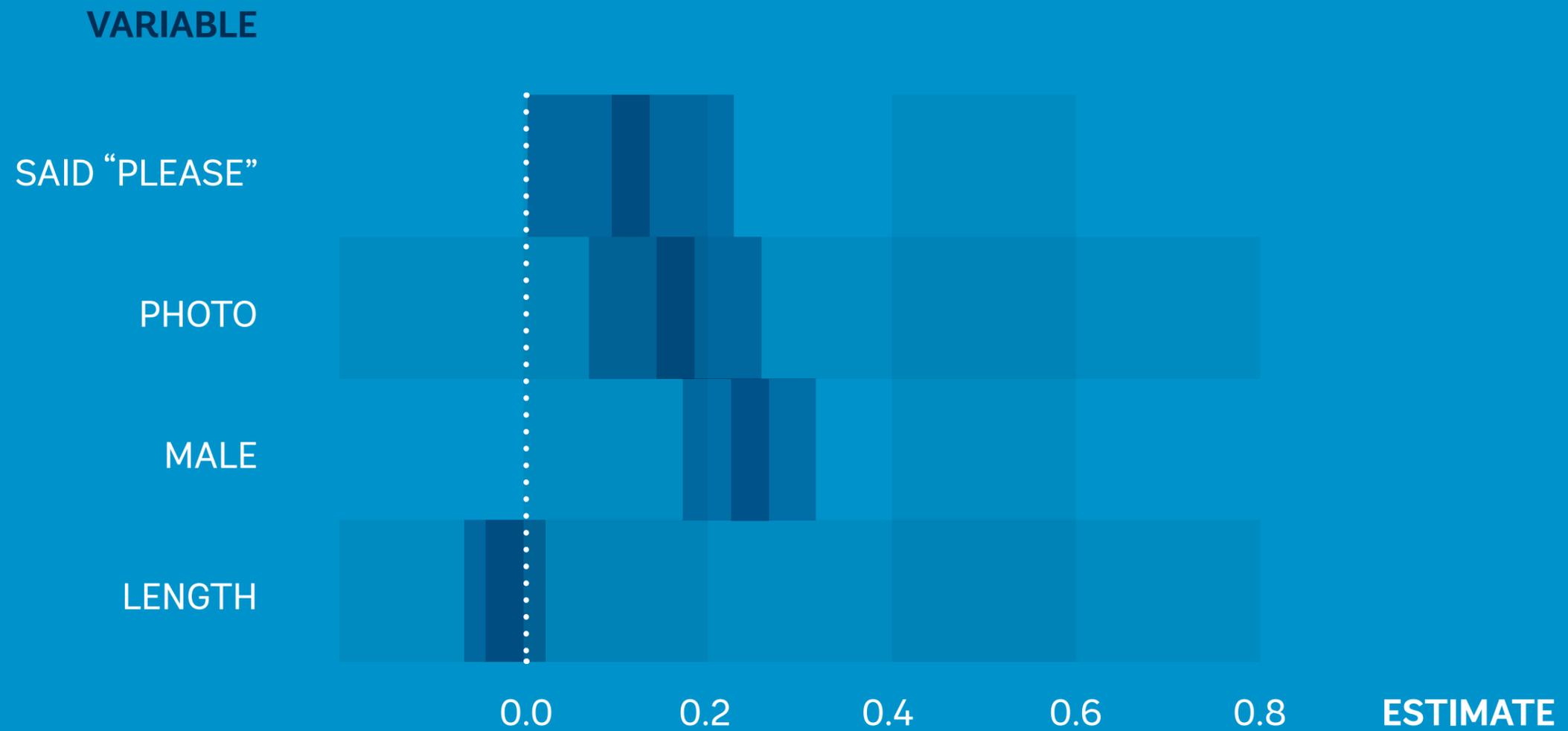


But when governments respond,
who do they respond to?



FixMyStreet

Predictors of Government Responsiveness



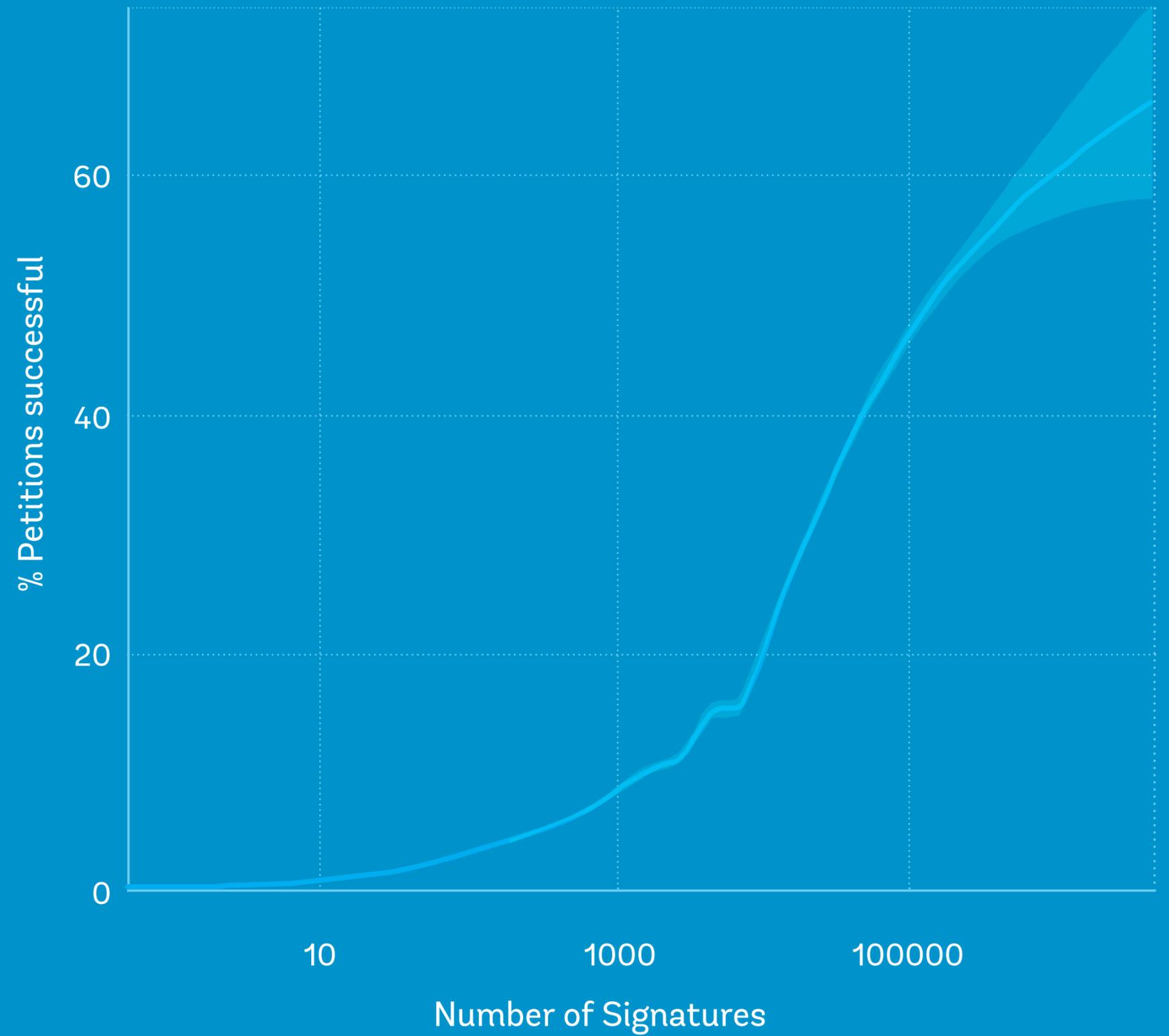
N = 381,623





change.org

Mobilization is the strongest predictor of success



Women mobilize more signatures than men



432
mean



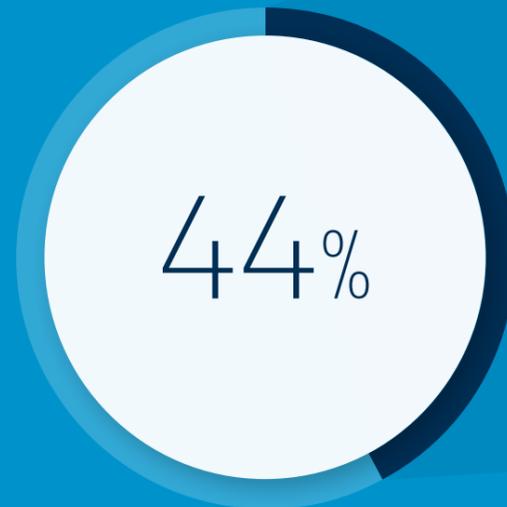
273
mean

Women have different preferences
(e.g. animals, health)

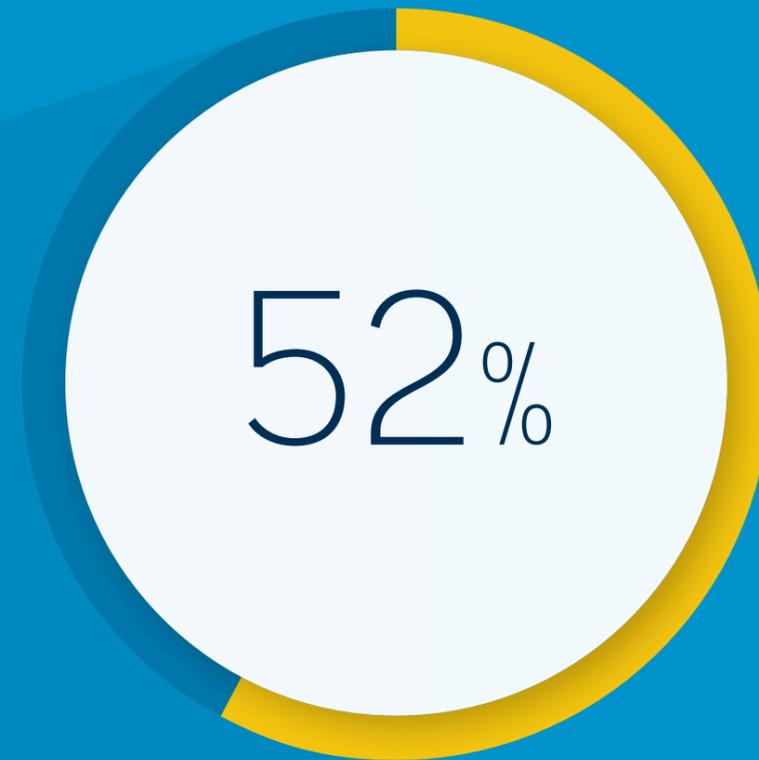




Women-created petitions are 1.4 times as likely to be successful as male-created petitions

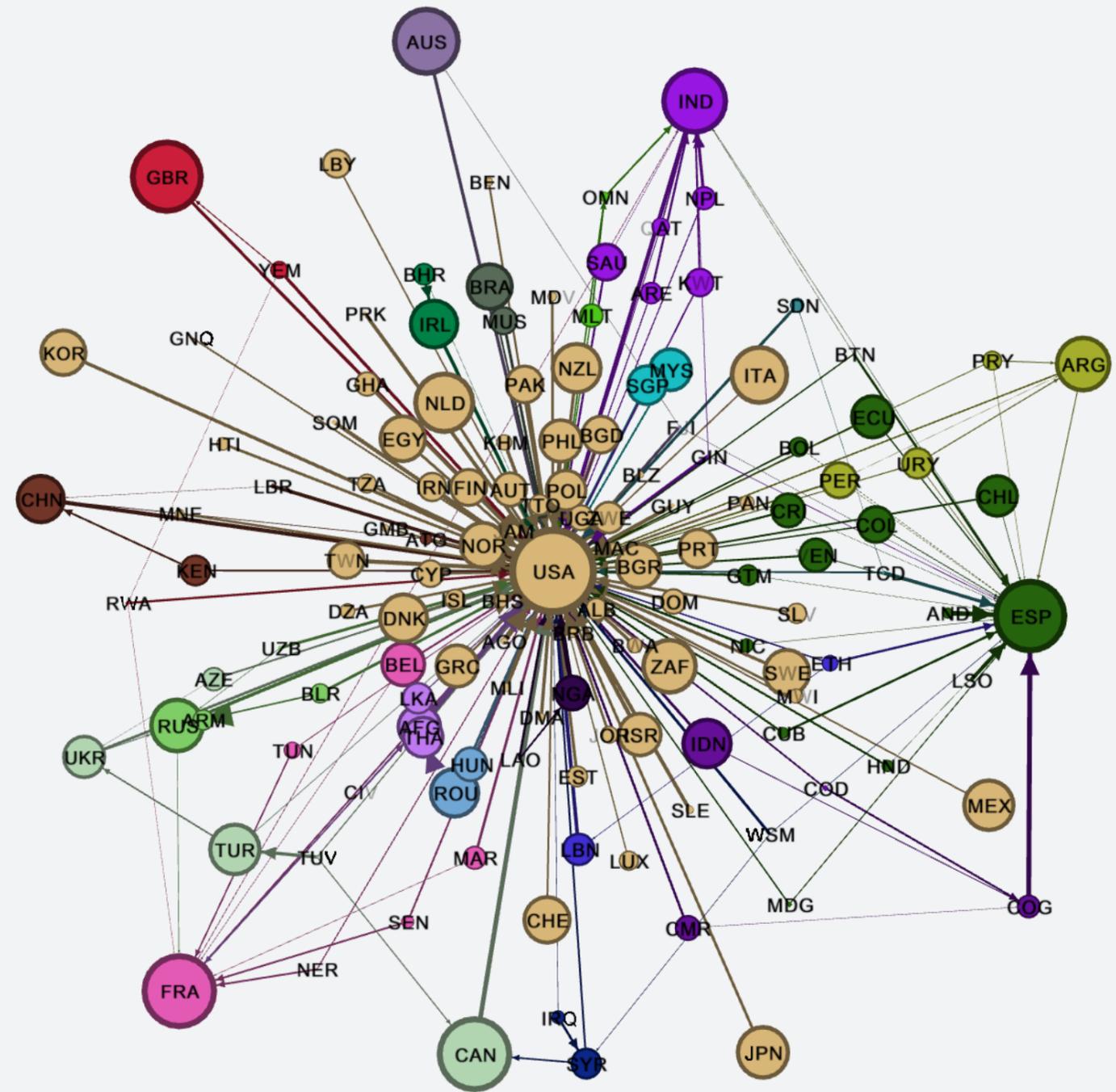


Petition Created



Successful Petitions Created by Women





Civil society organisations
are not more efficient

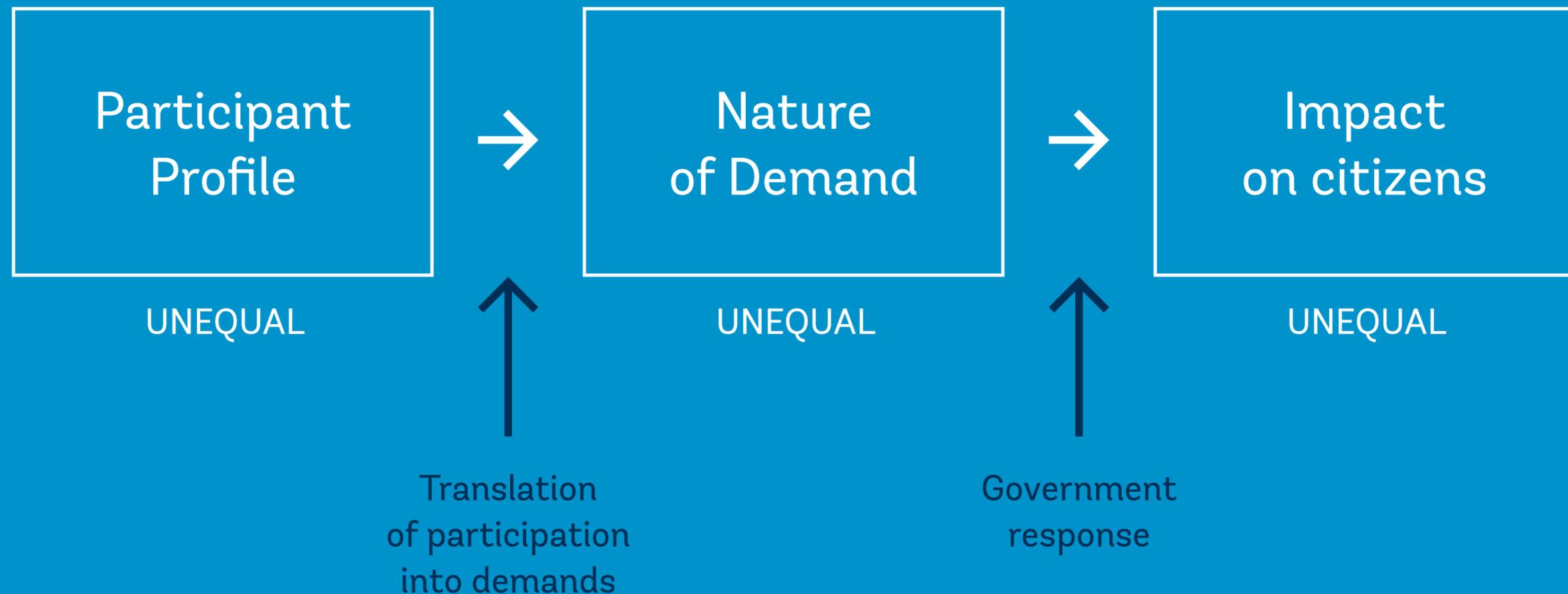


Institutional Design Matters

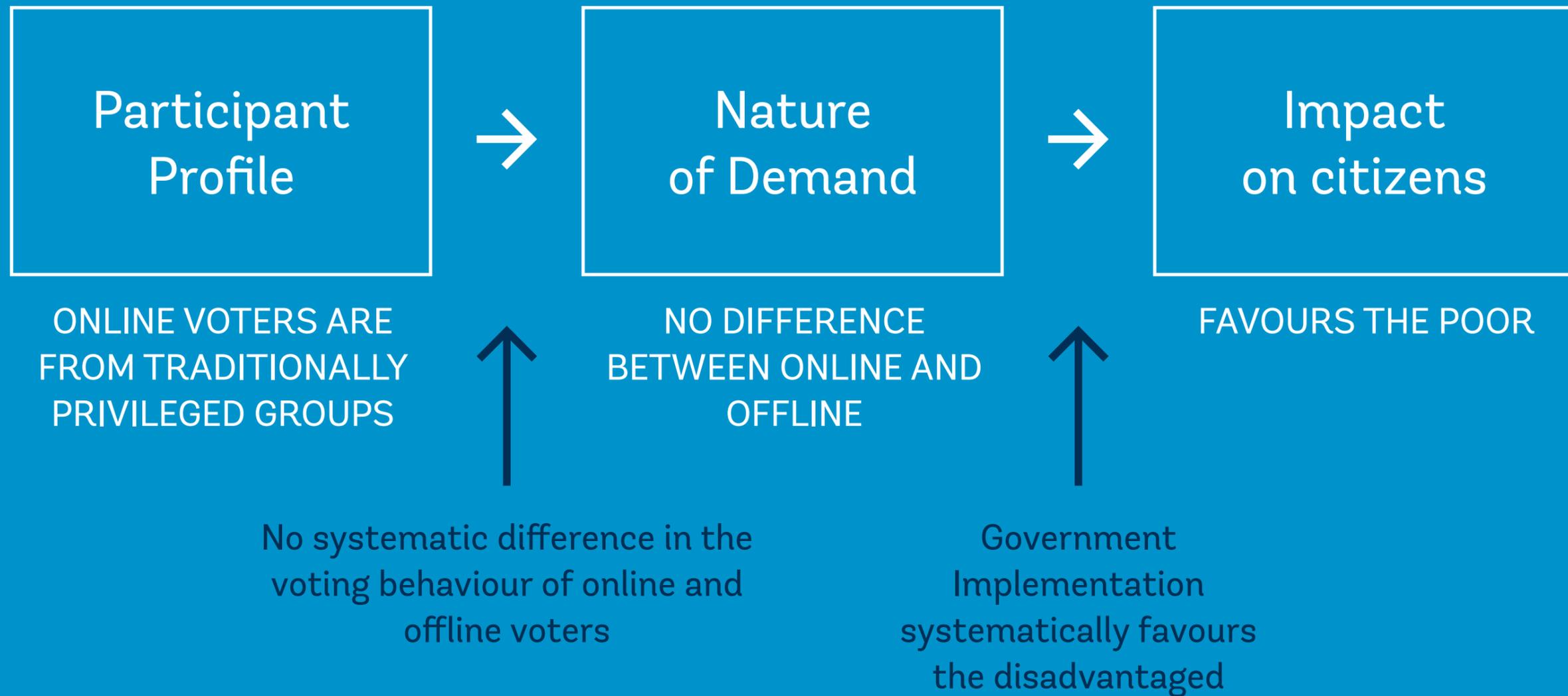


Digital Civic Engagement and Inequality

Digital divide and Empowering the empowered



Participatory Budgeting



Understanding Responsiveness







Make Your City Better

Start with your neighbourhood to bring the change. Improve your city and its quality of life.

[GET STARTED](#)



Governments take action based on their access to distributed information

Governments take action due to the “naming and shaming” effect

Governments take action for both of the reasons above



Leveraging knowledge on inclusiveness

Understanding responsiveness







(...) a strange alchemy of cynicism,
naïveté and amnesia.

Mattelart, 1999



Thank You

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Design by Claudio Mendonca

