



UNIVERSITY OF BOTSWANA



Zambia's e-Government Drive and Technological Utopianism: Challenges and Opportunities for Inclusiveness

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Rationale

- Grandiose pronouncements on e-Govt impact in revitalizing public sector information management practices and service delivery;
- E-Govt - indispensable necessity towards achieving a differentiated, inclusive and democratic society and is a lever towards reducing corruption which is endemic in Africa (Misra, 2007; Bhatnagar, Rao, Singh, Vaidya, & Mandal, 2007)
- e-Govt to revolutionize the semiotics of the public sector culminating in increased responsiveness and efficiency (Jones, Irani & Sharif, 2007; Bwalya & Healy, 2010).
- E-Govt is a lever applied towards changing outmoded bureaucracies (Rowley, 2011).
- Also myriad of disadvantages such as e-Exclusion due to the digital divide (Ndou, 2004; Zhan-qi, Xue & Zhang, 2009).

Interpretations

- Presents an empirical study conducted in Zambia to ascertain the awareness of citizens about the anticipated value that e-Govt adds to public service provision

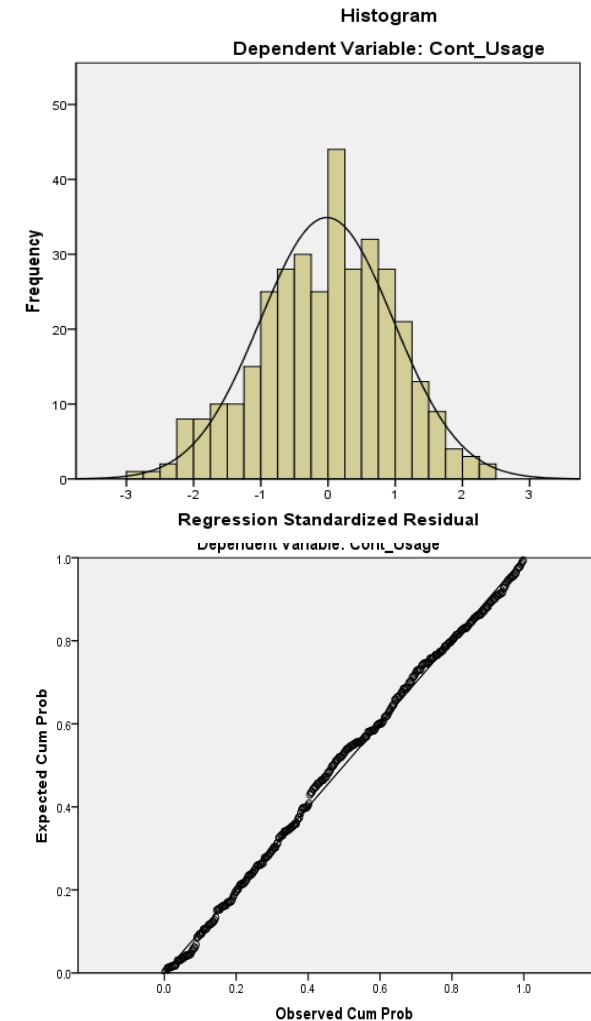
Research Question

What is the knowledge regarding the anticipated benefits of e-Government implementation of the general citizenry in Livingstone, Kitwe and Lusaka ?

Methodology

- Utilises MMR approach
- Spearman's ρ determined concurrent and construct validity of DC instruments
- Restricted Factor Analysis with Kaiser Normalization identified 8 predictor factors explaining 23% of the variance in the model
- Sampling frame: Govt ministries, parastatals and citizens
- 721 questionnaires distributed, 411 returned (57% RR)

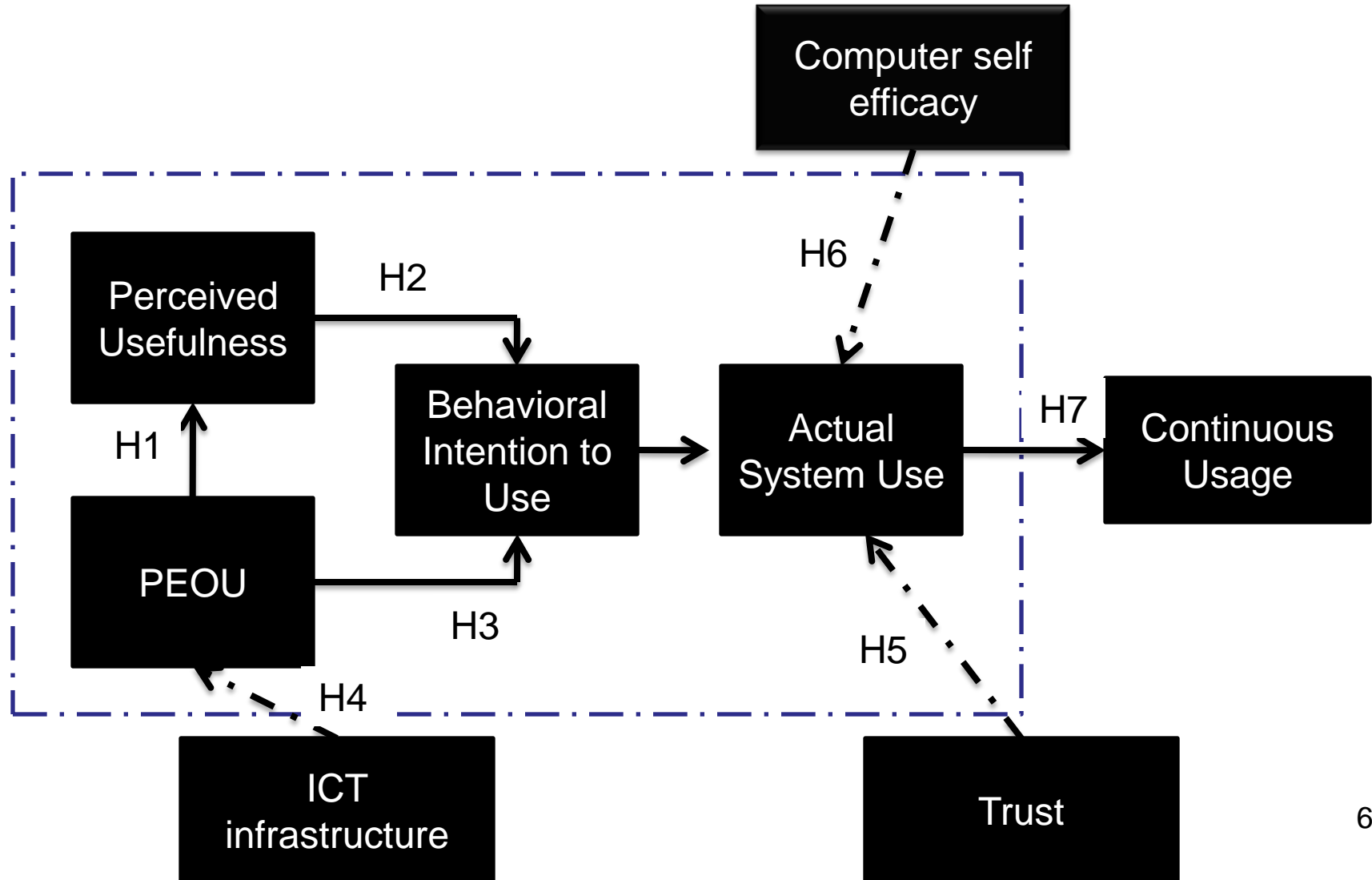
Limitation: Inadequate sample for statistical generalisation



Results 1

- Low overall efficiency and effectiveness of the public sector in Zambia (*Matenga, 1998; Kafunda, 2007; Henriot, 2007*).
- Over 61% respondents indicated non-reliability of information on the e-Govt websites - 69% (no policies in place to protect the user in the online environment) and 84% (no security policies stated on e-Govt websites). In addition, 84% (not willing to share their information with other sites or store it in a central repository);
- 49% (not aware at all of any e-Govt services, 30% (moderately and slightly aware)
- 50% (have requisite ICT skills to use a computer efficiently to effectively engage in e-Govt), 27% access e-Government applications; and over 50% acknowledge the **ready availability of Internet connectivity**.

Conceptual e-Govt Adoption Model



Regression Model

$$\text{CU} = 4.030 - 1.668 x_1 + 0.137 x_2 + 0.046 x_3 - 0.176 x_4 - 0.511 x_5 + 0.042 x_6$$

Where $x_1 = \text{Log_ICTInfra}$; $x_2 = \text{PEOU}$; $x_3 = \text{Log_PU}$; $x_4 = \text{Log_Actual_Usage}$; $x_5 = \text{Log_Comp_SE}$;

$x_6 = \text{Trust}$

R^2 value for this test is 0.231 (23.1% prediction of the variation determined by the predictor variables with $F(1) = 17.652$, $P < .001$).

Indications...

- Citizens willing to engage in e-Govt
- E-Govt potential for wiping out bureaucratic nature of government in Zambia.
- Posits that there are encouraging indications for effective development of e-Government in Zambia.
- Majority of citizens perceive their engagement in e-Government as a value undertaking. Therefore, e-Govt in Zambia does not sprout from the opium of technological utopianism – there are real chances for public service revitalization through the e-Government platforms.
- Develop context-aware e-Government solutions.
- Empirical testing of proposed models with large samples desired.