

1. Record Nr.	UNINA9910786541003321
Titolo	Closing the feedback loop : can technology bridge the accountability gap? // Bjorn-Soren Gigler and Savita Bailur, editors
Pubbl/distr/stampa	Washington, DC : , : The World Bank, , [2014]
ISBN	1-4648-0192-4
Descrizione fisica	1 online resource (axxiv, 303 pages) ; 26 cm
Collana	Directions in development
Disciplina	658.4/02
Soggetti	Government accountability - Technological innovations Municipal services - Technological innovations Public administration - Technological innovations Transparency in government - Technological innovations Information technology - Political aspects County services - Technological innovations
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references at the end of each chapters.
Nota di contenuto	Front Cover; Contents; Foreword by Sanjay Pradhan; Foreword by Rakesh Rajani; Acknowledgments; About the Contributors; Abbreviations; Chapter 1 Introduction: The Potential for Empowerment through ICTs; Theories and Cases Presented in This Collection; Underlying Theories of Empowerment through ICTs; Figure 1.1 Assumed Relationship between Empowerment, Participation, Transparency, and Accountability; Figures; Figure 1.2 Assumed Impact of ICTs on Empowerment, Participation, Transparency, and Accountability; A Critical Analysis of Factors Influencing Empowerment through ICTs Figure 1.3 Questioned Relationships between Empowerment, Participation, Transparency, and AccountabilityA Framework for Analyzing Empowerment through ICTs; Figure 1.4 The STEP Framework; Note; References; Chapter 2 Informational Capabilities: The Missing Link for Understanding the Impact of ICT on Development; Introduction to the Literature; The Capability Approach; Figure 2.1 The Concept of Informational Capabilities; Tables; Table 2.1 Empowerment through ICT Framework; Table 2.2 Dimensions of Stronger Individual Empowerment

and Human Capabilities

Table 2.3 Indicators for Stronger Social Capabilities for Community Empowerment
The ICT Impact Chain; Figure 2.2 The ICT Impact Chain: A Five-Step Process; Conclusions; Notes; References; Chapter 3 New Routes to Governance: A Review of Cases in Participation, Transparency, and Accountability; Transparency, Accountability, and Participation: Assumptions and Critiques; Objectives and Approaches: An Analytical Structure for Case Studies; Table 3.1 Approaches of Existing Cases, by Goal and Method; Improved Public Service Delivery; New Spaces for Citizen Voices and Political Engagement
Improved Budget Transparency
Lower Levels of Corruption; Legislative Reform; Judicial Transparency and Accountability; Reaching Impact: Considerations for Achieving Accountability; Going Forward; Notes; References; Chapter 4 Interactive Community Mapping: Between Empowerment and Effectiveness; From Mapping to Interactive Community Mapping; The Elements of Interactive Community Mapping; A Framework for Effective Interactive Community Mapping; Figure 4.1 Continuum of Trade-Offs for ICM Projects; Figure 4.2 Framework for Successful ICM Interventions; Applying the Framework; Maps
Map 4.1 Geo-Spatial Map of Kibera, Kenya
Map 4.2 Information Layers on Map Kibera; Map 4.3 Voice of Kibera; Map 4.4 Tandale, Tanzania; Table 4.1 Enabling Factors: Map Kibera, Map Tandale, ICM in the Gulf of Mexico, and HOT in Indonesia; Figure 4.3 Continuum of Trade-Offs for the Four Projects; Conclusion; Notes; References; Chapter 5 The Role of Crowdsourcing for Better Governance in Fragile State Contexts; Crowdsourcing: A New Panacea for Social Accountability and Governance?; How Is Crowdsourcing Expected to Improve Governance?; Critical Success Factors of Crowdsourcing Systems
Table 5.1 Effect Determination Matrix

Sommario/riassunto

This book is a collection of articles, written by both academics and practitioners as an evidence base for citizen engagement through information and communication technologies (ICTs). In it, the authors ask: how do ICTs empower through participation, transparency and accountability? Specifically, the authors examine two principal questions: Are technologies an accelerator to closing the "accountability gap" - the space between the supply (governments, service providers) and demand (citizens, communities, civil society organizations or CSOs) that requires bridging for open and collaborative
