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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 EmpowermentThe 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 TransparencyLower 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, KenyaMap 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

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## 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

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