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About Us

Making All Voices Count is an international initiative that harnesses the power of innovation and new technologies to support effective, accountable governance.

Working in 12 countries across Africa and Asia, the programme funds new ideas that amplify the voices of citizens, and enable governments to listen and respond.

At its core, Making All Voices Count is also a learning programme, exploring the role technology can play in securing responsive, accountable government and building an evidence base on what works and what doesn’t.
Who we are
How we work
Where we work

Uganda: 1
Bangladesh: 1
Mozambique: 2
Nigeria: 3
Tanzania: 5
Pakistan: 5
Liberia: 8
Ghana: 14
Philippines: 15
Kenya: 17
Indonesia: 17
Global/Multi-country: 19
South Africa: 27

Research: 33%
Innovation: 45%
Scaling: 22%
The ‘disruption’ idea

Disruptive innovation – “an innovation that helps to create a new market and value network, eventually disrupts an existing market and value network (over a few years or decades) displacing an earlier technology”
Wikipedia

‘disruptive change – change that threatens the key features of an organisation such as its business model and its organisational culture”

Burkhard Gnarig (2015) *The Hedgehog and the Beetle – Disruption and Innovation in the Civil Society Sector*
The ‘disruption’ idea - the argument

There great potential in Civic tech to develop disruptive innovations – focused on disrupting entrenched/ corrupt/ biased systemic routes of decision making in ways that Civil Society acting alone may not!

However, they need to be strategically connected with Civil society, government champions etc- and for more accountable systems/ behaviours/ rules of the game to emerge.
Example 1: Global Pivotal Solutions – Tackling Systemic Corruption

The Problem:

• International indicators scores of corruption – not effective
• Approaches: Deter, Report, Punish, Policing, Shaming etc – not effective
• Mechanisms – IFMIS and Market Price Index (MPI) – not effective
GPS Theory of Change

• Cast light on the dark places

• Compete

• DATA, Data, data, data
Improve the Data

• Crowd Sourced MPI

• Data Analytics

• Improved Access to Procurement Data

• Enhance Competition
Some results/ discoveries

1. Significant Procurement Inefficiencies: The unaccounted price increases year on year do not track market price increases. Government medicine procurement prices are on average 30-300% higher than market prices.

2. Devolution of Corruption: The prices of public sector purchases do not mirror transport or regional demand differences

3. The provisions of the Public Procurement and Asset Disposal Act, 2015 will not permit punishment of officers who have procured goods at prices indicated in the Market Price Index, which are significantly above market price.

Source: Society for International Development (2016) ‘Sealing the loopholes for corruption in the Kenyan Health Sector’
The Indonesian NGO Sinergantara has developed a game that lets citizens act as a village planner, so they can develop a village using real budgets and data and better understand how local governments prioritise where money is spent.

Addressing three disconnections – disrupting trends in these areas
- Between facts and data
- Between data and understanding
- Between ordinary citizens and decisions
Game My Village, Indonesia

- The local government of Bojonegoro is currently incorporating and scaling the project. The project will be used as a subnational pilot for OGP work and it will be scaled from 2 villages initially to 6 and later on to 10.

- 60% of ideas put forward by the villagers have been put into the village plan.

- Citizens feel more confident to participate in budget planning as they have data to support the issues they are raising.

“Real democracy goes much beyond creating a culture of responsiveness: it is in fact about learning from each other, rather than simply being responsive.”
(Regent of Bojonegoro, during a seminar at IDS)
Background to the key argument

Civic technology defined as “is any technology that is used to empower citizens or help make government more accessible, efficient, and effective” (Omidyar Network, 2013),

Or “Civic technologies are tools we use to create, support or serve public good”

This definition however ....

Does not do enough to get to where SA wants to get to – transformed society-state relationships to more responsiveness and accountability
Innovation Clusters

Within the two overarching themes, 11 clusters of civic tech innovation were identified:

**Open Government**
1. Data Access & Transparency
2. Data Utility
3. Public Decision Making
4. Resident Feedback
5. Visualization & Mapping
6. Voting

**Community Action**
7. Civic Crowdfunding
8. Community Organizing
9. Information Crowdsourcing
10. Neighborhood Forums
11. Peer-to-Peer Sharing

**READING THE MAP**
- Circle size represents the number of organizations in the cluster
- Line thickness represents the number of connections between organizations in each cluster

Network by Quid
1. Programatically dependent labs that focus on improving people’s lives, directly or indirectly.

2. Programatically independent labs that focus on improving people’s lives, directly or indirectly.

3. Programatically dependent incubators that focus on bringing something viable to market.

4. Programatically independent incubators that focus on bringing something to market.
Six Tech hubs – to influence ecosystem

Ihub (Kenya) http://ihub.co.ke
Afri-Labs (Africa) http://www.afrilabs.com
Buni hub (Tanzania) http://buni.or.tz
Ispace (Ghana) http://isspacegh.com
Hifi (Indonesia)
OD Lab (Philippines)
Codebridge (South Africa) http://codebridge.org.za
Service Focus:
Community (Capacity and Skills)

Incubators (DTBI)

Building Successful Ecosystem

Rentable Office Space
Mentoring

Acceleration, Business Development Services

Access to Markets & Finances
Partners & Networking
Branding & Prototyping

Ideation & Co-Working Space
Training, Support and Team Building
Capacity & Skills
Events and Meetups

Innovation Spaces (BUNI Hub)

Service Focus:
Startups (Scaling and Growth)
Buni Programmes

- Community Outreach Activities
- Internship Programme
- Mini Fabrication Lab
- Mentoring and Pre-Incubation Programme
Interlocution process/ interlocutors

Process of identifying collective action problems, various actor interactions involved, and engaging the actors and actions – to solve the problem

Organisations/ individuals with those necessary game changing characteristics for addressing collective action problems.


Doing Digital Development Differently – Adaptiveness in technology for transparency & accountability initiatives.

Five Emerging Thought lines/ Take Aways

1. “Taking scale into account”- Jonathan Fox
2. Nurturing civic tech communities based on clear ‘context-driven’ theories of change
3. Developing ‘donor support’ practices that take into account ‘collective action’ incentives
4. Evolving ‘fit for context’ innovation to scaling pathways
5. Growing ‘interlocutor’ cultures and practices among leading CSOs/ civic tech that seek to leverage social and political inclusion

On TAI$s in general see also Edwards, D and McGee, R (2016), ‘Opening Governance’
All Voices Count, so questions?

Find our projects here: http://www.makingallvoicescount.org/project/

Read our blogs here: http://www.makingallvoicescount.org/blog/

Learn about our research here: http://www.makingallvoicescount.org/research/

THANK YOU