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Appendix A: List of Publications and Abstract Associated with Thesis

List of Peer Reviewed Conference and Journal Publications Related to the Thesis

BYRNE, E., TWINOMURINZI, H. (2008) Towards an inclusive approach to e-Governance: A Case for Administrative Law in South Africa. *IFIP Workgroup 9.4-University of Pretoria Joint Workshop*. Pretoria, South Africa, IFIP WG 9.4.

OJO, R.B., TWINOMURINZI, H. (2009) Using Mobile Technology to Support Government Service Delivery: A Case Study on the Pension System in South Africa. IN SOLIMAN, K. S. (Ed.) *Proceedings of the 12th International Business Information Management Association Conference*. Kuala Lumpur, Malaysia.

PHAHLAMOHLAKA, J., TWINOMURINZI, H., MASANABO, L.G., MAHLANGU, N. (2010) From Simulating Citizen – Government Interaction to Facilitating Service Delivery through ICT use: Experiences from the web-based collaboration and thinkLets project. IN LUBEGA, J., VRIES, W.D., MISCIONE, G. (Eds.) *ICT and Development: Research Voices from Africa*. Makerere University, Kampala, Uganda, IFIP WG9.4.

PHAHLAMOHLAKA, J., TWINOMURINZI, H., OJO, R., MAHLANGU, Z., MASANABO, L. (2008) Assessing the quality of the ‘TurnStorner’ thinkLet as a Collaboration Engineering building block for the Implementation of the Promotion of Administrative Justice Act of South Africa. *IFIP Workgroup 9.4-University of Pretoria Joint Workshop*. Pretoria, South Africa, IFIP WG 9.4.

TWINOMURINZI, H. (2007a) An E-Collaboration Approach to Buy-In of Development Innovations in Rural Communities: A South African Experience. IN SILVA, L., WESTRUP, C., REINHARD, N. (Eds.) *Proceedings of the 9th International Conference on Social Implications of Computers in Developing Countries*. São Paulo, Brazil, IFIP TC 9 / WG 9.4.

TWINOMURINZI, H., PHAHLAMOHLAKA, J., BYRNE, E. (2009) Towards a Critical-Interpretive Analysis Framework for ICT4D in Government. IN BYRNE, E., JARRAR, Y., NICHOLSON, B. (Eds.) *Proceedings of the 10th International Conference on Social*

Implications of Computers in Developing Countries. Dubai, United Arab Emirates, International Federation of Information Processing (IFIP).

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TWINOMURINZI, H., PHAHLAMOHLAKA, L.J. (2006) Simulating the Implementation of the Administrative Justice Act with ThinkLets and GroupSystems: A Comparative Analysis from Three Field Studies. *Conference on Information Technology in Tertiary Education.* Pretoria.

TWINOMURINZI, H., PHAHLAMOHLAKA, L.J. (2009) Using web-based Group Support Systems to enhance procedural fairness in administrative decision making in South Africa. IN DAVIS, T., GANGADHARAN, S.P. (Eds.) *Online Deliberation: Design, Research, and Practice.* Stanford University, USA, Center for the Study of Language and Information.

VISSER, W., TWINOMURINZI, H. (2008) E-Government & Public Service Delivery: Enabling ICT to put “people first” – A Case Study from South Africa. IN OROPEZA, A. (Ed.) *The 6th International Conference on Politics and Information Systems, Technologies and Applications: PISTA 2008.* Orlando, Florida, USA, IMSCI 2008.

VISSER, W., TWINOMURINZI, H. (2009) E-Government & Public Service Delivery: Enabling ICT to put “people first” – A Case Study from South Africa. *Journal of Systemics, Cybernetics and Informatics*, 6, 36-41.

Towards an inclusive approach to e-Governance: A Case for Administrative Justice in South Africa

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Abstract

Impartial, fair and reasonable decision making by public institutions in South Africa as advocated for in administrative law, still faces significant challenges. In this paper, we propose a different approach to the implementation of the Provision of Administrative Justice Act. Based on previous research and government reports which highlight the lack of capacity within communities to participate in administrative decision making, this paper presents a theoretically informed approach for e-governance as a way of getting feedback and as a way of discussing existing services. Toulmin *et al.*'s schema of reasoning and Courtney's decision making paradigm form the theoretical basis of the framework. The process embedded in the framework can be facilitated by specially designed decision support systems which create a forum in which clarity can be obtained on service delivery problems and different perspectives on solving them can be elicited.

REFERENCE

BYRNE, E., TWINOMURINZI, H. (2008) Towards an inclusive approach to e-Governance: A Case for Administrative Law in South Africa. *IFIP Workgroup 9.4-University of Pretoria Joint Workshop*. Pretoria, South Africa, IFIP WG 9.4.

Using Mobile Technology to Support Government Service Delivery: A Case Study on the Pension System in South Africa

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Abstract

The flow of information between a government administrator and a citizen is critical for the administrator to make a just, fair and reasonable decision. South Africa recognizes that it struggles with non-compliance in this decision making process primarily because of a lack of skilled human resources (Republic of South Africa, 2007b). In this paper, we investigated in the interpretive paradigm the use of mobile technology designed as a group support system (GSS) tool to support the decision making process required by the Promotion of the Administrative Justice Act of South Africa (PAJA) within the context of pension applications. Group Support Systems (GSS), the technological focus of this research, is a suite of software tools which can focus team efforts to converge on a set of key issues. The findings from the research resulted in a government service delivery model based on the pension application cycle with mobile technology serving as a GSS tool. The paper argues that the resultant service delivery model can better deal with the typical government service delivery problems such as citizen frustration, citizen threats, administrative abuse of power and the non-compliance problem of the PAJA. The model also revealed that mobile technology designed as GSS can help to anticipate and preclude the stated problems. The paper makes a contribution to research and practice by proposing a framework for government service delivery using mobile phone technology designed as a GSS tool.

REFERENCE

OJO, R.B., TWINOMURINZI, H. (2009) Using Mobile Technology to Support Government Service Delivery: A Case Study on the Pension System in South Africa. IN SOLIMAN, K.S. (Ed.) *Proceedings of the 12th International Business Information Management Association Conference*. Kuala Lumpur, Malaysia

From Simulating Citizen – Government Interaction to Facilitating Service Delivery through ICT use: Experiences from the web-based collaboration and thinkLets project

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Abstract

The first aim of this short paper is to demonstrate that despite the many constraints facing ICT4D researchers in developing countries, it is possible to conceptualise, design and execute an ICT use study that is well grounded in both theory and practice. This we do by presenting a high level description of the web-based collaboration and thinkLets research project. The main findings of this longitudinal study thus far is a mechanism or an approach that could be used to scale up the study using a repeatable and predictable process that has the potential to be transferred to participating communities and governments departments to run on their own, following the principles of collaboration engineering. The second aim is to show that networks of audiences gets created along research pathways which build research, development and innovation credibility that others seek to leverage in various areas of potential ICT use to facilitate service delivery in South Africa.

REFERENCE

PHAHLAMOHLAKA, J., TWINOMURINZI, H., MASANABO, L.G., MAHLANGU, N. (2010) From Simulating Citizen – Government Interaction to Facilitating Service Delivery through ICT use: Experiences from the web-based collaboration and thinkLets project. IN LUBEGA, J., VRIES, W.D., MISCIONE, G. (Eds.) *ICT and Development: Research Voices from Africa*. Makerere University, Kampala, Uganda, IFIP WG9.4

Assessing the quality of the ‘TurnStormer’ thinkLet as a Collaboration Engineering building block for the Implementation of the Promotion of Administrative Justice Act of South Africa

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ABSTRACT

This paper assesses the quality of the TurnStormer thinkLet as a building block for Collaboration Engineering for the Implementation of the Administrative Justice Act of South Africa. Although a complete research paper on its own, it constitutes a milestone in an ongoing exploratory study that commenced in 2005 and is to end in 2010. An assessment framework of the study as a whole was declared at its outset as being guided by the critical appraisal guidelines developed by Atkins and Sampson. However, the creation of the first thinkLet of the study in 2006, the TurnStormer thinkLet, required that it be assessed following some Collaboration Engineering design standards. Such standards were not available yet in the literature, but a completed doctoral study by Kolfshoten in December 2007 crystallised them and they are used in this paper to assess the quality of the designed TurnStormer ThinkLet as a Collaboration Engineering building block. The analysis shows that the TurnStormer thinkLet meets four of the five dimensions of quality of collaboration process design for Collaboration Engineering.

REFERENCE

PHAHLAMOHLAKA, J., TWINOMURINZI, H., OJO, R., MAHLANGU, Z.,
MASANABO, L. (2008) Assessing the quality of the ‘TurnStormer’ thinkLet as a
Collaboration Engineering building block for the Implementation of the Promotion of



Administrative Justice Act of South Africa. *IFIP Workgroup 9.4-University of Pretoria Joint Workshop*. Pretoria, South Africa, IFIP WG 9.4.

An E-Collaboration Approach to Buy-In of Development Innovations in Rural Communities: A South African Experience

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Abstract

South Africa is attempting to rewrite its history as a national heritage of empowered citizens working in close collaboration with the government. Recognising the inherent capabilities in fast-tracking development, ICT is regarded as a critical success factor in delivering development innovations in rural communities. However, the ICT innovations do not include the collaboration element. This paper reports on the effect of an e-collaboration approach in a simulated environment to raise awareness of an act of government within rural communities. The research followed an interpretive paradigm with the researchers as participant observers. The collected data was analysed using elements of the diffusion of innovations theory as a theoretical lens to reveal that e-collaboration can lead to the buy in of government development innovations.

REFERENCE

TWINOMURINZI, H. (2007) An E-Collaboration Approach to Buy-In of Development Innovations in Rural Communities: A South African Experience. IN SILVA, L., WESTRUP, C., REINHARD, N. (Eds.) *Proceedings of the 9th International Conference on Social Implications of Computers in Developing Countries*. São Paulo, Brazil, IFIP TC 9 / WG 9.4.,

Towards a Critical-Interpretive Analysis Framework for ICT4D in Government

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Abstract

The road of development through Information and Communication technology (ICT4D) is lined with deep potholes and dead ends since little is done to “accumulate either knowledge or practical guidance” (Heeks and Bailur, 2007, p. 243). This paper concerns how ICT can lead to development and, in particular, how ICT can facilitate government policy implementation in a development context; development being the emancipation and/or freedom of people from different forms of domination such as poverty, disease and oppression. Based on a three year ethnographic immersion in an emancipatory oriented longitudinal research project four theories stood out in their ability to offer some answers; the Capabilities Approach, Actor-Network Theory, the Diffusion of Innovations Theory and Habermas’ Theory of Communicative Action. Each of the named theories gave resourceful explanatory insights on how ICT can lead to development but each fell short at some point. By adopting an ethnographic approach where various theories explain different parts of the problem but not the whole of it, a theoretical framework was derived from the four theories. The framework was able to more cohesively explain how ICT can lead to development. This paper reports on the process of deriving the theoretical framework and uses the framework to analyse one research setting as a case study. The practical and theoretical contributions of the framework are respectively in its critical interpretivist explanatory power of ICT4D projects as well as in its provision of guidelines on how to conduct ICT4D research.

REFERENCE

TWINOMURINZI, H., PHAHLAMOHLAKA, J., BYRNE, E. (2009) Towards a Critical-Interpretive Analysis Framework for ICT4D in Government. IN BYRNE, E., JARRAR, Y., NICHOLSON, B. (Eds.) *Proceedings of the 10th International Conference on Social*

Implications of Computers in Developing Countries. Dubai, United Arab Emirates,
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Simulating the Implementation of the Administrative Justice Act with ThinkLets and GroupSystems: A Comparative Analysis from Three Field Studies

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Abstract

We present in this paper the results of three simulation exercises performed as part of a series of field studies whose object is the implementation of the Promotion of Administrative Justice Act. The unit of analysis of the study is the process facilitation, which in the context of the field studies and the research design, took the form of AJA awareness raising workshops and the use of a Group Support System (GSS) tool. The notion of a thinkLet was used as a basis for conducting the simulation exercises using GroupSystems. Each workshop, which included the GroupSystems simulation exercise, was treated as a single case. These guidelines are effectively used throughout the conduct of this study and to analyse the results of the simulations. The results presented here constitute a one year milestone in a longitudinal project led by the second author.

REFERENCE

TWINOMURINZI, H., PHAHLAMOHLAKA, L.J. (2006) Simulating the Implementation of the Administrative Justice Act with ThinkLets and GroupSystems: A Comparative Analysis from Three Field Studies. *Conference on Information Technology in Tertiary Education*. Pretoria

Enhancing procedural fairness in administrative action of the Administrative Justice Act of South African using web - based Group Support Systems

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Abstract

The Government of the Republic of South Africa is committed to establishing a society grounded on democratic ideals, social fairness and fundamental human rights. For this to happen, any decisions to be taken by the government need to be justified, or that for decisions that have been taken, an explanation is made to the affected people if requested. This fundamental human right, promulgated in the Promotion of the Administrative Justice Act No 3 of 2000 (AJA), is one of the primary policies that the government purposes to apply to achieve greater egalitarian governance with regard to social equality and respect for the people. In this research article, we focus on the potential of using web-based Group Support Systems (GSS) to enhance procedural fairness in administrative action of the AJA. We review the context of the research and important programs by the government, along with its use of information and communication technology to get closer to and empower the people. Considering the social focus of the research, qualitative data was collected over a period of five months using action research, case studies, observations, participant observations, semi-structured interviews and electronic logs. Using hermeneutics, the analysis reveals that web-based GSS have the potential to enhance procedural fairness in administrative action.

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TWINOMURINZI, H., PHAHLAMOHLAKA, L.J. (2005) Enhancing procedural fairness in administrative action of the Administrative Justice Act of South Africa using web-based Group Support Systems. *Second Conference on Online Deliberation: Design, Research, and Practice / DIAC-2005*. California, Stanford University

E-Government & Public Service Delivery: Enabling ICT to put “People First” – A Case Study from South Africa

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ABSTRACT

The literature on the effectiveness of e-government in developing countries towards improving public service delivery is littered with failure stories. Notwithstanding, the failures have not stopped most governments in developing countries from increasingly turning to ICT, most notably internet based models, as the preferred channel for citizen-centered service delivery. This paper investigated e-government within the developing country context of South Africa. We used the interpretive paradigm primarily because we wanted to increase our understanding of the phenomenon of e-government for public service delivery within the local South African context. The investigation focused on one of the governments primary service delivery programmes – social grants. The analysis of findings suggest that e-government in South Africa is not aligned to the service delivery philosophy, Batho Pele, and is hence not effective in delivering on the public service delivery mandate. Batho Pele which literally means “people first” is similar to the UNDP Human Development Indicators for development. The contribution of this research can be extended to both practice and IS theory. The research highlights the need for ICT4D, particularly e-government in developing contexts, to firstly be aligned to the current over-arching government philosophies if they are to have any effective impact on service delivery. The practical contribution of the research is a possible framework that could be used to align e-government in South Africa to the government philosophy of service delivery.

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VISSER, W., TWINOMURINZI, H. (2008) E-Government & Public Service Delivery: Enabling ICT to put “people first” – A Case Study from South Africa. IN OROPEZA, A.

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Using web based Group Support Systems to enhance procedural fairness in administrative decision making in South Africa

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Abstract

The commitment to establishing a society grounded on democratic ideals, social fairness and fundamental human rights by constitutionally mandating that Government decision making be justified to those negatively affected by administrative decisions has been demonstrated by the RSA government. This undertaking is promulgated in the Promotion of the Administrative Justice Act No 3 of 2000 (PAJA). This commitment and the advent of the World Wide Web present us with opportunities to investigate with the use of computers in unthought-of areas about a few decades ago. The case in point is what we report about in this brief essay. The objective of this study was to investigate whether web based Group Support Systems (GSS) tools could support and enhance procedural fairness in administrative decision making in South Africa. We report here on the work that emanates from a Masters dissertation by the first author. The work formed part of a larger project led by the second author that investigates the use of web based collaboration processes and tools to enable citizens to interact effectively with Government and public bodies in South Africa.

REFERENCE

TWINOMURINZI, H., PHAHLAMOHLAKA, L.J. (2009) Using web-based Group Support Systems to enhance procedural fairness in administrative decision making in South Africa. IN DAVIS, T., GANGADHARAN, S.P. (Eds.) *Online Deliberation: Design, Research, and Practice*. Stanford University, USA, Center for the Study of Language and Information.

Appendix B: PAJA Research Instruments

2005 PAJA Project Research Instruments

Case Rejection letter

Case Scenario

Dr. Jackie Phahlamohlaka research instrument

PhD Students research instrument

Registration document

Administrator workflow diagram

Affected individual steps to follow within AJA

Workshop programme

Disability Grant criteria

AJA Administrator thinkLet

Research Evaluation Forms

Video Coverage

2006 PAJA Project Research Instruments

Case Rejection letter

Case Scenario

Dr. Jackie Phahlamohlaka research instrument



PhD Students research instrument

Registration document

Administrator workflow diagram

Affected individual steps to follow within AJA

Workshop programme

Child Support Grant criteria

AJA Administrator thinkLet

Research Evaluation Forms

Video Coverage

2007 (2008) PAJA Project Research Instruments

Research Consent Form

Registration Form

Programme (LJP)

Simulation Process (TurnStormer script)

TurnStormer ThinkLet

The Case Scenario

PAJA Affected Person Rights

PAJA Administrator Checklist



Case Rejection Letter

Old Age Pension Criteria

Research Evaluation Forms

Video Coverage

2009 Thesis Research Instrument

Questionnaire on Traditions

Appendix C: An Example Illustrating how Categories and Analytic Memos are derived from Data

THE TEXT (DATA)

There appeared to have been a hunger for such kind of emancipation as well as anger towards the Professor and Magistrate for Government inefficiencies [concept]

The anger is directed at Government for its apparent lack of fairness in dealing with people at the grassroots level [concept].

Research participants are visibly angry and shout at the Professor – they however do not shout at the magistrate yet the magistrate is not as eloquent as the professor [concept] there appears to be sympathy for the magistrate

The magistrate deals directly with cases while the professor deals with the conceptual issues around the PAJA – actually, the professor put places more emphasis on how people need to emancipate themselves using the law [concept]

The research participants refer to the professor as those people with anger [concept]

Building the Theory

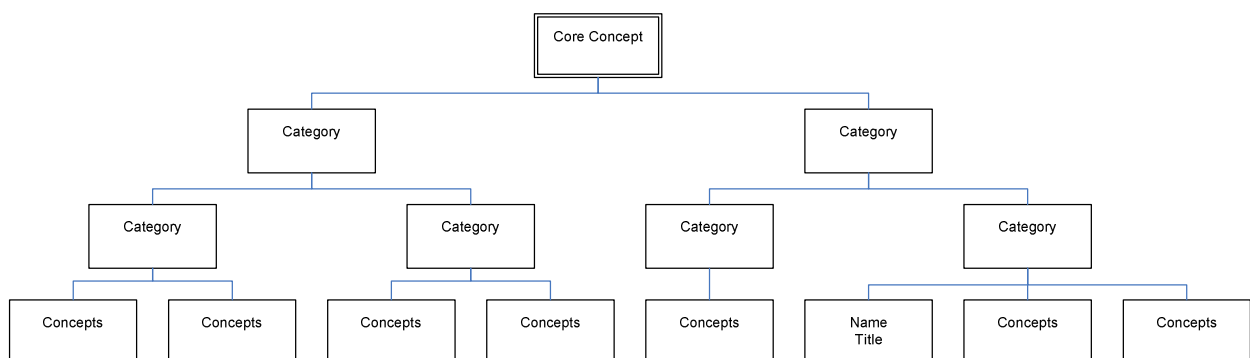


Figure 2.2: Building the Theory (Coyne, 2009, p. 18)

Building the Analytic Memo 4.3.3.1: Colour Still Runs Deep in South Africa

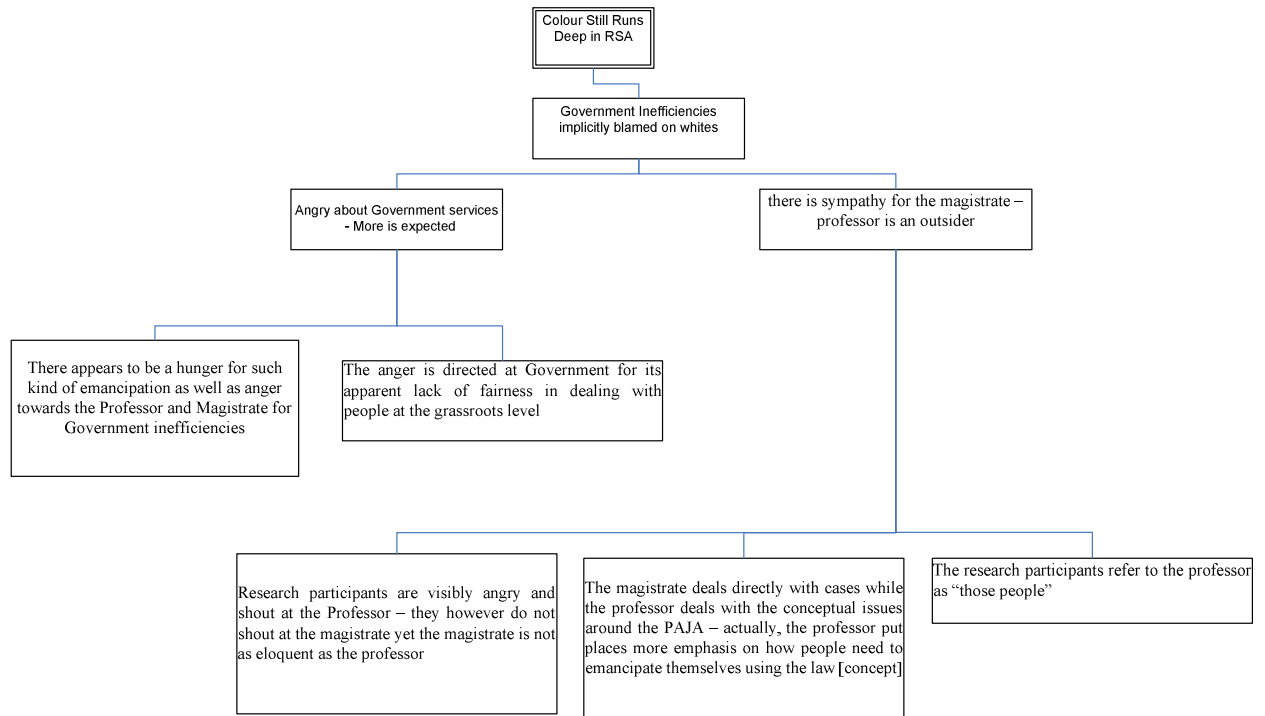


Figure C.1: Illustrating Emergence of Categories from Codes using Grounded Theory