Be clear about who you are targeting with the tools and mitigate for potential ways in which you might be increasing digital divides and intensifying social exclusion!

**Uses and Limitations of Technology in Social Accountability**

Technology can strengthen accountability and advocacy processes targeted at public services and projects – but it can’t replace them.

Here are some ways in which it can add value, alongside some recommendations to mitigate potential risks and limitations.

**Social Accountability Tech Tools**

- Social accountability tech tools can potentially be connected to other tech tools that facilitate community communication (radio, WhatsApp, SMS/USSD).

**Tech**

- What is it good for?
  - Gathering evidence on the service (e.g. via citizen monitoring)
  - Keeping the community informed about the process, problems and solutions found.
  - Engaging communities and relevant stakeholders
  - Working with stakeholders to find solutions to identified problems
  - Finding out what is promised by accessing relevant information on the service
  - Advocacy or campaigns if problems cannot be resolved easily
  - Sharing/publishing the evidence gathered

**TECH**

- Allows information collected to be publicly available online and to be used at any moment to put pressure on duty bearers.
- Social accountability tech tools can potentially be connected to other tech tools that facilitate community communication (radio, WhatsApp, SMS/USSD).
- Tech can itself attract citizens to participate in political processes and social accountability processes.
- It simplifies the process of data collection/reporting, helps save time, and avoids information getting lost.
- Permits easier data consolidation and analysis by creating a database of information which is comparable and measurable.
- Increases quality in data collection and analysis. Templates ensure data is consistent, and that the minimum required information is collected.
- It allows for easier and faster information sharing, particularly in remote areas, and can allow mobilised citizens in different geographical areas to connect.

**Community Communication**

- Social accountability tech tools can potentially be connected to other tech tools that facilitate community communication (radio, WhatsApp, SMS/USSD).

**Information Sharing**

- Social accountability tech tools can potentially be connected to other tech tools that facilitate community communication (radio, WhatsApp, SMS/USSD).

**Easing the Process**

- It allows for easier and faster information sharing, particularly in remote areas, and can allow mobilised citizens in different geographical areas to connect.
- Social accountability tech tools can potentially be connected to other tech tools that facilitate community communication (radio, WhatsApp, SMS/USSD).

**Design by Nzilani Simu**