

← An analysis of factors influencing success of ICT4D projects: a case study of the Schools Computerisation Progra... has been due to the parallel development of their use and that of other development indicators such as health, infrastructure and education. Instead of first trying to address the most basic development aspects, ICTs are now being introduced to fast-track this development, hence fulfilling a dual objective of reducing the digital divide and achieving developmental goals such as those in the MDG 2015 list. We posit that this dual strategy is largely responsible for the failures (whether partial or total) of such ICT projects since more often than not, the lack of basic infrastructure and basic needs impacts on the motivation on the part of the communities and also affects the long-term sustainability of the project when donors reduce funding (Togola and Marcilly, 2011; Thirumavalavan and Garforth, 2009; Kumar, 2007).

ICT4D projects have failed for various reasons, the most common being lack of access, misunderstanding of the community's contextual needs and the wrong implementation approach (Bingimlas, 2009). We discuss some of these issues in the following sections.

2.1 Failure of ICT4D Projects

Failure has been mainly attributed to limited network infrastructure, design-reality gaps and inadequate information resources.

2.1.1 Limited Network Infrastructure

The limited network infrastructure and level of Internet literacy and accessibility affect the use of such technology. Across developing countries in general, ICT4D projects are launched in areas where the majority are poor (Kiraka and Manning, 2002; Duncombe and Heeks, 2002) with the success of such projects limited to the few who can afford access (Chapman and Slaymaker, 2002). Developing countries such as Zimbabwe are making efforts to increase the network coverage to national levels. However, Zimbabwe has to contend with lack of funding, poor ICT infrastructure, low ICT literacy rate, high human resource turnover, high impact of HIV/AIDS pandemic, limited Public-Private Partnerships (PPP), and limited data management capabilities (i.e. inadequate bandwidth nationally and power problems) (Ruhode, Owei and Maumbe, 2008).

2.1.2 Design-Reality Gaps

ICT4D projects failures have been attributed to design-reality gaps (Thirumavalavan and Garforth, 2009; Heeks 2002a; Heeks, 2002b). Examples include the lack of awareness of the socio-cultural context, lack of motivation and lack of understanding of the role of ICT in solving urgent pertinent, relevant community problems which often causes projects to fail in the initial phases (Togola and Marcilly, 2011; Kumar, 2007). Other reasons for failure include general gender attitudes (Ashraf, Swatman and Hanisch, 2008), exclusion of important project stakeholders (Chapman and Slaymaker, 2002), sustainability problems, and a community's reluctance to adopt, use and/or invest in ICTs (Apendibadek and Koopman, 2011).

2.1.3 Inadequate Information Resources

ICTs facilitate the transmission of information that can be turned into knowledge for the betterment of communities, especially rural communities which are generally the most disadvantaged in terms of economic, political and social development. However, in most cases, communities do not know how to effectively use the information they get. In such instances access to the Internet gives a false sense of measure of having achieved a certain level of development when all other fundamentals (e.g. water access, roads, and infrastructure) are still being addressed. In addition, the costs of the Internet, computers and maintaining telecommunication cannot be afforded by the general populace, hence it would be inappropriate to generalise and claim that ICTs, when introduced, always facilitate development (Langmia, 2005).

ICTs are also seen as bringing new opportunities for economic growth but it is often large conglomerates in developing countries that can harness these opportunities more effectively. Most developing country governments have meagre resources and hence fail to achieve their social and developmental goals. With

