

Contents

1	Introduction	1
1.1	Problem Statement, Research Goals and Research Questions	3
1.2	Literature Review	11
1.3	Investigation Period and Case Selection	14
1.4	Outline	15
2	Theoretical Background and Literature Review: Governing Digital Ecosystems for Sustainable Development using Network Governance	17
2.1	Development Context (Macro Level)—The D in ICT4D	18
2.1.1	Development Theory in ICT4D	19
2.1.2	ICT4D and the Role of Governance in Development Research	21
2.1.3	Goal: Fair and Inclusive Sustainable Digital Development in line with SDGs	24
2.1.4	Multi-stakeholder in Digital Development using Stakeholder Theory	25
2.1.5	Aid Fragmentation	35
2.1.6	Need for Aid and Donor Coordination	38
2.1.7	Coordination for Decreased Aid Fragmentation and Aid Effectiveness	41
2.2	Driving Force Digital Technologies (Meso Level)—The ICT in ICT4D	43

2.2.1	ICT4D Discourse around ICTs as a Driving Force for Development	44
2.2.2	Leapfrogging: ICT4D and (Economic) Growth through Innovation	45
2.2.3	(Technology) Hype in Digital Development	49
2.2.4	Open Source for Sustainable Digital Development	50
2.2.5	Digital Economy and Digital Ecosystem	51
2.3	Challenge: Barriers to ICT4D and Development of Digital Ecosystems (All levels)	56
2.3.1	Failure of ICT4D Projects	57
2.3.2	Role of ‘the West’ / Digital Colonialism	60
2.3.3	Different Interests of Multi-stakeholders	62
2.3.4	Digital Divide	65
2.3.5	Innovation Paradox	67
2.3.6	Power and Knowledge Imbalances between Multi-stakeholders	69
2.4	Solution (Micro Level): Coordination of Digital Ecosystem Activities through Network Governance for Sustainable Digital Development	78
2.4.1	Forms of Governance related to the Digital Transformation	79
2.4.2	Sustainability Governance of Digital Transformation	80
2.4.3	Network Governance	81
2.5	Framework for Coordination of/in Digital Ecosystems for Sustainable Digital Development	85
2.5.1	Determinant 1: Preconditions for Network Governance	86
2.5.2	Determinant 2: Specific Sustainable Digital Development Challenges for Ecosystem Governance	104
2.5.3	Determinant 3: Governance Roles in the Network	110
2.5.4	Determinant 4: Governance Formats for Coordination	115
2.5.5	Determinant 5: Outcome of Governance for Coordination	133
3	Research Design and Methodology	137
3.1	Methodological Positioning	137
3.1.1	Ethics	139
3.1.2	Cross-cultural Data Collection in Field Research	140

3.1.3	Quality Criteria	141
3.1.4	Case Study	142
3.2	Fieldwork Preparation	145
3.2.1	Sample and Sampling Strategy	146
3.2.2	Preparation of Interview Guide	149
3.2.3	Interview Pretest	149
3.2.4	Field Access	150
3.3	Collection of Verbal Data: Guideline-based Expert Interviews	152
3.3.1	Interview Type: Guideline-based Expert Interviews	153
3.3.2	Style and Settings of Interviews	155
3.4	Analytical Process: Transcription and Interpretation of Verbal Data	156
3.4.1	Transcription and Data Management	156
3.4.2	Qualitative Content Analysis and Network Analysis	159
4	Empirical Evidence: Digital Ecosystem in Kenya	169
4.1	Network Context (Macro Level): Environment of the Kenyan Digital Ecosystem	170
4.1.1	Economic Context: Kenyan Digital Economy	173
4.1.2	Political Context: (Digital) Governance	177
4.1.3	Infrastructure Context: Access to Digital Technologies for Development	182
4.1.4	Social Context: Societal Development in the Kenyan Digital Ecosystem	185
4.1.5	Development Cooperation and ICT4D Projects in Kenya	187
4.1.6	Coordination for Sustainable Digital Development	190
4.2	Digital Technologies for Development in the Kenyan Ecosystem (Meso Level)	194
4.2.1	Leapfrogging	196
4.2.2	Digital Technologies and Services Influencing the Kenyan Digital Ecosystem	198
4.3	Challenge: Barriers to Sustainable Digital Development of the Kenyan Digital Ecosystem (All levels)	207
4.3.1	Hype around Digital Transformation	207
4.3.2	ICT(4)D Projects and Fragmentation	211
4.3.3	Interests of Actors	218
4.3.4	Multi-Stakeholder Power Asymmetries	223

4.3.5	Multi-Stakeholder Knowledge Asymmetries	233
4.3.6	Digital Divide in Kenya	240
4.3.7	Digital Colonialism	242
4.4	Framework for Governance of Inner Workings in the Kenyan Digital Ecosystem (Micro Level)	243
4.4.1	Nature of the Kenyan Digital Ecosystem as a Network	244
4.4.2	Multi-Stakeholders in the Kenyan Digital Ecosystem	246
4.4.3	Determinant 1: Preconditions for Governance in the Kenyan Digital Ecosystem	249
4.4.4	Determinant 2: Challenges for Governance and Coordination of the Kenyan Digital Ecosystem	287
4.4.5	Determinant 3: Governance Roles in the Kenyan Digital Ecosystem	312
4.4.6	Determinant 4: Governance Forms in the Kenyan Digital Ecosystem	328
4.5	Outcome: Coordinative Digital Platform and Meta Organization as New Governance Structures in the Kenyan Digital Ecosystem	340
4.5.1	Coordination through Overview and Mapping	341
4.5.2	Proposal 1: Meta Organization for Coordination	343
4.5.3	Proposal 2: Coordinative Digital Ecosystem Platform ...	346
5	Discussion	349
5.1	Characteristics of Digital Ecosystems Using the Case of Kenya	350
5.2	Factors Influencing Sustainable Digital Development	355
5.3	Coordination in and of the Kenyan Digital Ecosystem	362
5.3.1	Governance Roles	362
5.3.2	Governance Forms	363
5.3.3	Alternative Governance Forms	367
6	Limitations of Research	371
6.1	Theoretical Limitations	371
6.2	Methodological Limitations	373
6.2.1	Prior to Interviews	374
6.2.2	During Interviews	375
6.2.3	After Interviews	376
6.3	Empirical Limitations	379

7 Conclusion	381
7.1 Answering the Research Questions	381
7.2 Theoretical and Empirical Contributions to Research Fields	388
7.2.1 ICT4D Research	388
7.2.2 Governance Research	391
7.2.3 Sustainability	392
7.3 Future Research	393
References	399