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A Review of Technological Intervention for Citizens' Engagement in Monitoring and Reporting Government Developmental Projects

*[1]Ogbu Nwani Henry, [2]Oriji Basil Mbam, [3]Ogbaga Ignatius Nwoyibe, & [4]Jeremiah Chukwu
[1, 2, 4]Department of Computer Science, Ebonyi State University, Abakaliki, Nigeria
[3]Dept of Computer Science, David Umahi Federal University of Health Sciences, Uburu, Nigeria
E-mails: [1]ogbu.henry@ebsu.edu.ng, [2]orijibasil@gmail.com, [3]ogbagain@dufuhs.edu.ng & [3]chukwu.jeremiah@ebsu.edu.ng
[1]Phone: +2348037954462

ABSTRACT

The current system of governance in Africa is challenged by lack of mechanisms for accountability, systemic corruption and uncompletion of projects initiated. Even though, there are established institutions and structures responsible for ensuring adequate accountability, compliance and transparency within the government institutions. This often leads to exclusion of energetic citizen involvement as a result of its centralized nature. This research investigates how to reposition governance via technological interventions to bring about citizen involvement in keeping tracks of developmental projects by the government. We adopted a qualitative study design and a systematic review. The research explores the impact of digital tools such as crowdsourcing, mobile apps and open data initiatives in bridging the information dissemination gap amid governments and the civic. Relevant repositories with high impact peer reviews were identified and reviewed for this research. Initiative analysis such as Nigeria's Eyes and Ears (CitiFeed App) and Women of Uganda Network (WOUGNET)shows that ICT driven platforms encourages communities to keep track of progression of various projects, report in real time any irregularities and promote a political efficiency. The results demonstrated that Information Technology improves traceability and transparency although its efficiency is stalled by the digital divides, infrastructural limitation in rural areas and frail institutional capacity. The research concluded that strengthening accountability in leadership does not only requires digital tools innovations but strong policy frameworks and adequate investments in digital literacy. Finally, technological intervention signifies a tactical pathway towards restoration of public trust and guaranteeing that public resources are used in achieving developmental outcomes across Africa.

Keywords: Citizen Engagement, Participatory Governance, Digital Transformation, Developments Citizen-Based Monitoring (CBM), Technological Intervention

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1. INTRODUCTION

Modern-day public governance demands transparency, accountability and people-oriented service delivery, which are ultimately the essential pillars of democratic governance (Matlala, 2023). The call for transparency is orchestrated by the need to ensure prudence in financial resource allocations to

projects, thereby preventing wastage or the diversion of funds away from the real people-oriented projects. Accountability techniques serve as the check and balance function, thereby holding the public office holders and their respective institutions responsible for their actions (Matlala, 2023).

Presently, there is overwhelming evidence of innovations, the introduction of digital technology in monitoring government procedures, both internally and externally (Bastardo et al., 2024). The citizens feel a greater sense of belonging because they are carried along, their contributions are recognized and are taken into consideration. In accordance with the political agenda and government strategies, this digital transformation has become a key objective which been acknowledged by the United Nations for providing strategic evidence for effective decision making (Bastardo et al., 2024). In the same vein, Omo-Okhirelen et al.,, 2025) noted that the application of ICT in monitoring and reporting of developmental projects has improved the data acquisition and analysis of potential in many areas.

According to (Matlala, 2023), Embarking on citizen-centric practices places citizens at the centre of decision-making processes by ensuring that government actions resonate with the public's needs and preferences, reducing the likelihood of poor resource allocation. The concept of Citizen-based monitoring (CBM) has been recognized as one of the most powerful tools to uphold government projects because of the participatory role it embodies and a bottom-up approach in governance and public service oversight that it adopts in reporting and evaluating government activities, particularly, the government developmental projects (Matlala, 2023)(Bastardo *et al*., 2024).

Therefore, repositioning leadership accountability in Africa requires more than policy reforms; it demands the integration of technology-driven mechanisms that enable transparent governance and active citizen participation. By leveraging on digital communication tools, the public are empowered to supervise or monitor the developmental projects undertaken by the government. This will aid the government in promoting high-level of transparency, reduction of corrupt practices and ensuring that civic resources are translated into touchable developmental upshots. The deployment of technological advancement tools in citizen involvement represents a tactical alleyway that foster strong democratic governance, rebirthing of civic/public trust and speeding up sustainable development across Africa.

2. LITERATURE REVIEW

Accountability in leadership is essential because it aids institutions and public office holders to justify and explain their decisions, actions and how public funds are spent to her citizens. In a democratic system of governance, leaders are held accountable and answerable for every policyoutcomes, developmental projects and the effective management of public funds. The implementation of system of accountability will help avert corruption, improve openness and build trust amid governments and her citizens. In many African countries, governance systems have historically struggled with weak accountability structures, which often lead to mismanagement of development projects and inefficient service delivery (Implications *et al*., 2025). Public projects such as roads, schools, hospitals, and water systems are frequently delayed, poorly executed, or abandoned due to corruption, bureaucratic inefficiencies, and lack of oversight. Scholars argue that traditional governance mechanisms alone are insufficient to ensure effective accountability, especially in contexts where institutional frameworks are weak or poorly enforced. As a result, there has been increasing emphasis on participatory governance models that empower citizens to monitor government performance and contribute to decision-making processes (Palumbo, 2022).

Leadership accountability is therefore increasingly understood as a collaborative process among government institutions, civil society organizations, and citizens. When citizens are empowered with information and tools to scrutinize government actions, leaders are more likely to act responsibly and prioritize public interest.

2.1 Citizen Engagement and Participatory Governance

Citizen engagement refers to the active involvement of individuals and communities in governance processes, particularly in decision-making, policy evaluation, and the monitoring of public service delivery. Participatory governance frameworks emphasize that citizens should not merely be passive recipients of government services but active stakeholders in shaping public policies and ensuring accountability of political leaders.

The concept of participatory governance gained prominence with the expansion of democratic governance systems across the world. According to Fung & Wright (2003), participatory governance involves institutional arrangements that allow citizens to directly participate in public decision-making and oversight of government actions. Their work argues that when citizens are actively involved in governance processes, public institutions become more transparent, responsive, and accountable (Fung & Wright, 2003).

Similarly, (Fung, 2015) emphasized that citizen participation is fundamental to democratic governance because it strengthens civic responsibility and increases the legitimacy of public institutions. Pateman stated that active involvement of citizens will improve efficiency and contribute to more participation in democratic governance. In the framework of developing nations, citizen participation plays a vital role in enhancing the outcomes of governance and providing adequate accountability. Research illustrates that when the citizens gain access to information and the privilege to monitor the activities of government, public office holders are keen on performing their fiduciary duties in the best interest of the public (Fung, 2015). The citizen can act as an informal mechanism of accountability that can complements official oversight establishments such as anti-corruption agencies, parliaments and audit bodies.

Within Africa, civil society organizations and community-based initiatives have played significant roles in promoting participatory governance. Programs that encourage community monitoring of public services, such as school management committees, community health boards, and participatory budgeting initiatives, have demonstrated positive impacts on transparency and service delivery. Citizen engagement initiatives can improve the efficiency of development programs by enabling communities to track project implementation and report irregularities (Bhargava, 2015).

Consequently, scholars have increasingly argued that innovative mechanisms are required to strengthen citizen participation in governance. The integration of digital technologies into governance processes presents new opportunities to overcome many of the traditional barriers to citizen engagement. Digital platforms can enable real-time communication between governments and citizens, facilitate access to public information, and provide tools for citizens to report on the progress of development projects.

2.3 The Role of Technology in Enhancing Governance and Accountability

The advancement of Information and Communication Technologies (ICTs) has significantly transformed governance structures around the world (Liu & Yuan, 2015). The concept of e-government involves the application of digital technologies to improve public administration, enhance service delivery, and facilitate citizen participation in governance processes (Balaji, 2025; Prayitno, 2023). ICT-driven governance systems provide platforms through which citizens can access government information, submit complaints, and participate in policy discussions. According to studies on e-government adoption, ICT deployment improves public participation by enabling easier access to information and enhancing communication between citizens and government institutions (Asimakopoulos *et al.*, 2025; Gagliardi *et al*., 2017). Such systems promote transparency and accountability while reducing bureaucratic inefficiencies.

Furthermore, technological innovations such as big data analytics, digital platforms, and mobile applications have expanded the possibilities for participatory governance (Dean, 2023; Karim et al., 2020). Technology enables real-time data collection, information sharing, and monitoring of government activities, which strengthens oversight mechanisms (Atobatele*et al*., 2019; Lindquist & Huse, 2017; Restrepo-Carmona *et al*., 2024; Yao, 2024). Researchers have argued that digital governance models can simplify administrative processes and increase trust in government institutions by improving efficiency and transparency (Hartanto *et al*., 2021; Janssen *et al*., 2021; Pandey, 2023; Sharmin & Chowdhury, 2025).

2.4 Technological Platforms for Citizen Monitoring of Government Projects

Several digital platforms have been developed globally to facilitate citizen participation in monitoring governance processes and public projects. These platforms often use crowd sourcing technologies, open data systems, and mobile reporting tools to enable citizens to contribute information on government activities. One notable example is Ushahidi, an open-source platform that aggregates and maps citizen-generated reports through mobile phones or the internet (Marsden & Oduor Lungati, 2023; Njeru et al., 2018; Sieber & Brandusescu, 2025). The system allows citizens to submit reports on events or issues, which are then mapped geographically to create an archive of information that can be used for monitoring and decision-making. Originally developed to document election-related violence in Kenya, the platform has since been used globally for crisis response, election monitoring, and governance oversight.

Similarly, parliamentary monitoring platforms such as Pombola provide transparency by publishing parliamentary activities, political information, and government decisions (Duba &Lehohla, 2025; Knowles, 2025; Manyana, 2024). Such systems enable citizens to track the activities of political leaders and enhance public scrutiny of governance processes. In addition, open data initiatives have played an important role in promoting transparency and citizen participation. For example, the Ghana Open Data Initiative was established to make government data publicly accessible, enabling citizens, developers, and researchers to create applications that improve transparency and governance (Arinze, 2024; Bankuoru Egala & Afful-Dadzie, 2022; Nuhu, 2022; Oduro & Agbevade, 2026). These technological platforms demonstrate how digital tools can empower citizens to participate actively in governance monitoring processes.

2.5: Technology-Driven Citizen Engagement in Africa

Across Africa, several technology-driven initiatives have emerged to strengthen accountability and improve public service delivery. These initiatives often combine digital platforms with community engagement strategies to create participatory governance ecosystems. In Uganda, projects implemented by the Women of Uganda Network (WOUGNET) introduced ICT-based platforms that allow citizens to report poor service delivery and engage with leaders through digital channels such as SMS platforms and social media (Kyakunda, 2024). These initiatives aimed to bridge the communication gap between citizens and public officials while enhancing transparency in public service delivery.

Nigeria has also experimented with technology-enabled citizen monitoring systems. For instance, the Kaduna State Government implemented an Eyes and Ears (CitiFeed) digital tools/platform, which enables the public to monitor infrastructural projects using their smartphones and electronic gadgets (Agu, 2020; Musa & Hassan, 2025; Oluwalogbon, 2023). Based on the app, citizens can easily spot and identify any nearby projects undertaken by the government using Global Positioning System (GPS) coordinates, upload photos and deliver feedback on implemented projects and other service deliveries. This methodology swells oversight beyond public officers and transforms civics/citizens into public expenditures supervisors.

Similarly, national policy initiatives such as Nigeria's Open Government Partnership commitment have encouraged the development of technology-based feedback platforms to enable citizens to monitor government programs and contribute to policy discussions (Agbeyangi et al., 2024; Eze et al., 2024). These examples illustrate how digital technologies can strengthen participatory governance by creating interactive channels for communication between governments and citizens.

2.6: Challenges of Technological Governance in Africa

Despite the potential benefits of digital governance systems, several challenges hinder their effectiveness in Africa. One major challenge is the digital divide between urban and rural areas, where limited internet access and technological infrastructure restrict the use of digital governance platforms. In many developing countries, rural populations have limited access to reliable internet connectivity and digital devices, which reduces their participation in technology-driven governance initiatives (Djatmiko *et al*., 2025; Rudrawar *et al*., 2023).

Research on e-government implementation in developing countries highlights those factors such as poor institutional capacity, limited digital literacy, and socio-cultural barriers can significantly affect the success of digital governance programs. Though electronic governance (E-governance) initiatives have enhanced public service delivery and boost transparency in various contexts, irregular technological infrastructures continually create a disparity in public participation and approachability.

2.7: Summary of Literature

Table 1: The literature review summary table

S/N	Author(s)	Year	Findings	Gap Identified
1	Implications *et al.*	2025	Weak accountability systems in Africa lead to project mismanagement, corruption, and poor service delivery.	Focuses on problems but provides limited technological solutions for citizen monitoring.
2	Palumbo	2022	Participatory governance enhances accountability by involving citizens in decision-making and oversight.	Lacks emphasis on digital/technological tools to support participation.
3	Fung & Wright	2003	Citizen participation improves transparency, responsiveness, and accountability in governance.	Does not consider modern digital platforms for participation.
4	Fung	2015	Citizen engagement strengthens democratic legitimacy and civic responsibility.	Limited exploration of ICT-enabled engagement mechanisms.
5	Bhargava	2015	Community monitoring initiatives improve transparency and service delivery.	Focuses on traditional participation; lacks integration with digital technologies.
6	Liu & Yuan	2015	ICT transforms governance by improving public administration and participation.	General ICT role; lacks focus on project monitoring systems.
7	Asimakopoulos *et al*.	2025	ICT enhances citizen participation and communication with government.	Does not address integrated monitoring frameworks for development projects.
8	Gagliardi *et al*.	2017	Digital tools (e.g., interactive maps) improve public engagement and access to information.	Limited scalability analysis in African contexts.
9	Dean	2023	Digital governance supports participatory oversight through technological platforms.	Lacks empirical focus on Africa-specific implementations.
10	Karim *et al*.	2020	Big data and digital platforms enable real-time monitoring and participatory sensing.	Does not directly address governance accountability applications.
11	Janssen *et al*.	2021	Digital government improves transparency and trust in institutions.	Limited focus on citizen-led monitoring of infrastructure projects.
12	Marsden & Oduor Lungati	2023	Ushahidi enables crowdsourced reporting and mapping for governance and crisis monitoring.	Not specifically designed for structured government project tracking.

S/N	Author(s)	Year	Findings	Gap Identified
13	Duba & Lehohla	2025	Parliamentary monitoring platforms enhance political transparency.	Focused on legislative oversight, not grassroots citizen monitoring.
14	Arinze	2024	Open data initiatives improve access to government information and transparency.	Limited integration with real-time citizen reporting systems.
15	Kyakunda	2024	ICT platforms (e.g., WOUGNET) enable citizen reporting and engagement in Uganda.	Mostly localized; lacks scalability across Africa.
16	Agu	2020	CitiFeed allows citizens to monitor projects using smartphones and GPS.	Limited academic evaluation and scalability studies.
17	Musa & Hassan	2025	Digital communication improves citizen-government interaction in Nigeria.	Does not fully explore monitoring of development projects.
18	Agbeyangi *et al*.	2024	ICT policies support citizen engagement and service delivery.	Policy-focused; lacks technical implementation frameworks.
19	Djatmiko *et al*.	2025	Digital divide limits participation in e-governance systems.	Does not propose concrete solutions to bridge the divide.
20	Rudrawar *et al*.	2023	Rural areas face infrastructure challenges affecting digital governance adoption.	Limited focus on governance-specific applications.
21	Sharmin & Chowdhury	2025	Digital transformation enhances transparency and governance efficiency.	Generalized findings; lacks focus on citizen monitoring tools.

2.8 Research Gap

The current literature illustrates important progress made in understanding public participatory in governance, leadership accountability and the role of digital communication tools or technologies in improving transparency in civic administration. Researches have shown that active participation of citizen enhances democratic governance through strengthening of oversight mechanisms and heartening of leadership responsibility (Fung & Wright, 2003; Bhargava, 2015). Likewise, studies on electronic government and ICT enabled governance demonstrates that digital tools can ease communication among government institutions and citizens, thereby enhancing accountability and access to civic/public information (Liu & Yuan, 2015; Janssen *et al*., 2021).

Additionally, various technological platforms such as open data initiatives, crowd sourcing systems, and digital tools for reporting have been deployed to allow citizen to participate in monitoring of the processes of governance. For instance, parliamentary monitoring platforms and Ushahidi shows how digital communication tools can combine citizen generated information and provide transparency support in governance systems. Within Africa, the introduction of ICT-enabled citizen involvement platforms initiatives in Uganda and the project monitoring system called Citi-Feed in Nigeria, which showed that governance driven by ICT solutions are progressively gaining adoption in encouraging citizen participation and accountability

In spite of these developments, important gaps have continued in the current body of knowledge (BoK). First, many studies on e-government and digital governance primarily focus on improving administrative efficiency and service delivery rather than developing dedicated technological frameworks for citizen-led monitoring of government developmental projects. Second, although some platforms exist for citizen reporting and public participation, there is limited research on integrated systems that combine real-time project tracking, citizen reporting, geospatial monitoring, and data analytics for monitoring public development projects in African contexts. Additionally, most existing initiatives are either pilot projects or region-specific implementations, and there is limited scholarly work examining scalable technological solutions that can be adopted across multiple African countries to strengthen leadership accountability.

Furthermore, the interaction between technological platforms and citizen engagement in monitoring infrastructure projects remains underexplored, particularly in relation to how digital systems can empower citizens to actively track project implementation, detect irregularities, and provide feedback to government institutions. Therefore, there is a need for research that explores the design and implementation of technology-driven frameworks capable of enabling citizens to actively monitor government developmental projects. Such research would contribute to the repositioning of leadership accountability by leveraging digital technologies to enhance transparency, strengthen participatory governance, and ensure that public resources are utilized effectively for sustainable development in Africa.

3. METHODOLOGY

This research adopted a systematic method of survey to determine how technological interventions can improve public involvement in developmental monitoring of government projects and as a tool for strengthening leadership accountability in Africa. The research method outlines the study design, research approach/method, data sources, methods of data collection, data analytic techniques and ethical consideration guidelines as it concerns the study.

3.1 Research Design

This research adopted qualitative study design that support both exploratory and conceptual approach. The study seeks to study the current knowledge, governance practices, technological innovations and mechanism of citizenship participation as it relates to monitoring of developmental government projects through qualitative design. This measure enables the researcher to synthesize with the current academic literature, real world technological initiatives, policy documents that encourages active participatory in governance and accountability in Africa. The investigative of the research is relevant on the account that technological interventions for citizen monitoring of developmental projects is still an emerging research area in many Africa nations. Hence, the study aimed to survey existing practices, examine the gaps in the current systems of monitoring governance and propose a technological driven solution that are capable of enhancing accountability in leadership.

3.2 Research Approach

The research explores a systematic review of literatures in combination with conceptual analysis. A systematic review of different literatures allows the researcher to study and blend theoretical studies, policy documents and reports that are significant to leadership accountability, engagement in governance, citizen participatory and digital communication technologies.

This study uses widely researched scholarly evidence while research gaps was identified to justify the impact of technological intervention. The theoretical/conceptual analysis components enable the development of theoretical framework on how digital communication technologies can facilitate active participation of citizen in monitoring of government projects. It also supports the development of a proposed technological framework that can guide the implementation of citizen-driven project monitoring systems.

3.3 Data Collection Procedure

Relevant literature was identified through systematic searches of reputable academic databases and digital repositories. The databases used for the search include: Google Scholar, Scopus, Web of Science and IEEE Xplore. The keywords used during the search process include combinations of the following terms: *leadership accountability, citizen engagement, participatory governance, digital governance, e-government, ICT for governance, citizen monitoring systems, government project monitoring and technology for transparency.* Articles and reports published within the last two decades were prioritized to ensure that the study reflects contemporary developments in digital governance and citizen engagement. Selected materials were screened based on relevance, credibility of the source, and their contribution to understanding the role of technology in improving governance accountability.

3.4 Data Analysis Technique

The collected literature and documents were analyzed using thematic analysis. Thematic analysis involves identifying recurring concepts, patterns, and themes within the reviewed literature. Through this process, key themes relevant to the study were identified, including: *leadership accountability in governance, citizen engagement and participatory governance, digital governance and e-government systems, technological platforms for citizen monitoring, technology-driven governance initiatives in Africa and challenges of technological governance implementation.* These themes formed the basis for synthesizing existing knowledge and identifying gaps in current governance monitoring systems. The results from the thematic analysis were consequently used in proposing a technological approach that is capable of improving citizen engagement in monitoring the developmental projects of government.

3.5 Ethical Considerations

The research followed the academic standard ethical practices. While the study relied on secondary data sources, non-human subjects were used in direct collection process of data. Proper citations of all information used in the research were acknowledged and references in line with the accepted referencing standards. This assures intellectual integrity and prevention of plagiarism.

4. RESULTS

The analysis demonstrates that weak mechanism of accountability has remained an important challenge in various system of governance in Africa. Various researches reviewed show that development projects that are funded with public funds are frequently challenged with poor execution, project desertion, misallocation of resources and delays in projects completion. These issues are mainly characterized with inadequate transparency in the project implementation processes and lacking in mechanism of oversight.

The conventional system of monitoring is principally centralized within government parastatals thereby limiting citizens' chances of reporting irregularities and monitoring of project implementation. Because various developmental projects are executed without effectual public scrutiny, this leads to inefficiencies and corruption in the management of public resource.

5. DISCUSSION

The findings of this research obtained from the thematic analysis and systematic reviews of current literatures on leadership accountability, citizen participatory, and the digital communication technological roles in monitoring of governance, unveil significant insights into how interventions through technologies can restructure systems for accountability across Africa. The findings emphasize that although conventional accountability mechanisms have major role in democratic governance; its efficiency has a lot of limitation because of institutional weaknesses, minimal citizen engagement and lack of transparency. Therefore, technological revolutions are gradually being recognized as tools proficient in bridging the gaps and supporting citizen driven oversight of developmental projects of the government.

One of the major results of the analysis is the realization that technological interventions extensively increase the efficiency and scope of citizen involvement in the process of governance. In customary systems of governance, civics frequently depend on indirect channels like community meetings, periodic elections or civil society advocacy in order to express their worries about the performance of government. These mechanisms, though significant are often time-consuming, inadequate to reach and deficient public projects monitoring especially in real-time. However, deployment of digital technologies provides the platforms via which public can interface with e-governance systems, provide access to important information, and handle the report of irregularities relating to project implementation. The application of mobile devices, digital feedback and crowdsourcing platforms allows the citizens to supervise ongoing projects, provide photographic evidence through upload, share geographical location information and directly communicate with the supervising institutions. The revolution brings about a shift from passive participants of citizens to active observers in monitoring of governance.

Additional important finding evolving from the study is that digital communication technologies enhancing the information flow and accessibility among citizens and governments. Information irregularity has been a main obstacle to accountability in several African nations because of difficulty in access unswerving information as it concerns project timelines, government budgets or progress made in implementation. The incorporation of digital system of governance such as open-data portals and project tracker platforms are helpful in reducing information gap by making the activities of government visible and accessible to the general public. Whenever the public can access information on governmental projects and monitor their progress, thereby making it more difficult for public officers to cover their inefficiencies, misconduct or corruption. The outcome also shows that application of technological platforms aid in reinforcing accountability by producing digital records of the activities of governments. Unlike the conventional mechanisms of monitoring that depends on manual system of documentation or verbal reporting. The digital systems have a structured format for storing data to ease data analysis, tracking and auditing over time. These features give a high-level of transparency and project tracking in governance systems.

For instance, digital platforms for monitoring enables public to report the state of infrastructural projects as well as its geographical locations, observed irregularities and completion stage. These reports can be put together and analysed to categorize the project patterns of delays, budget misappropriation or poor implementation practices. Data availability empowers the citizen but also provide supports for government parastatals, development partners and oversight institutions in deciding on policy reforms and project management.

Moreover, the survey has shown that technology driven citizen participatory has the possibility of transforming the relationship between the public and government. In many systems of governance in Africa, there has been a strong mistrust in public institutions between decision makers and the citizen resulting to hefty gaps. The government can foster all-inclusiveness in governance when digital platforms are introduced to assist in real time communication and feedback mechanism, thereby creating citizen involvement in developmental processes and feeling of acknowledgement. This technology will strengthen public interest or trust and foster citizen participatory in matters concerning governance such as development initiatives monitoring within their communities.

In spite of these developmental promises, the results suggested that the efficiencies of the technological interventions depend on broader socio-technical locations of implementation. The technological infrastructural platforms such as internet, digital literacy amid citizens and reassuring institutional policies are factors that affects the successful deployment of digital governance. Even though, technology delivers strong tools for providing accountability in governance, investments in digital infrastructure, impactful capacity building and policy frameworks that support and promote citizen participation and transparency must be supported.

6. CONCLUSION

The study focuses on the significance of technological interventions in promoting accountability in leadership and improving citizens' participation in monitoring of developmental projects of government across Africa. The current literature reviewed shows that conventional mechanism of accountability, even though it is important but suffered inadequacy of addressing insistent challenges such as corruption, abandonment of project and lack of transparency in execution of public projects. By incorporating digital communication technologies such as mobile apps, crowdsourcing platforms, and open-data systems into processes in governance, governments can produce more participatory and transparency environs that allows active citizens monitoring of developmental initiatives. These technological platforms not only assist in improving information accessibility but also empowering citizens to provide feedback in real time, in that way promoting leadership responsibility and strengthening an oversight.

Additionally, the research reveals that technology driven platform that engages citizens have the transforming potential as it concerns governance by bridging the public and governments. When citizens are furnished with accessibility to digital platforms to track, report and appraise governmental projects, government accountability becomes inclusive and more collaborative. Nevertheless, to achieve full potential in such systems, digital infrastructural projects must be carried out by the government, promotion of digital literacy and establishment of institutional frameworks that encourages and supports transparency and participatory between the government and public.

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