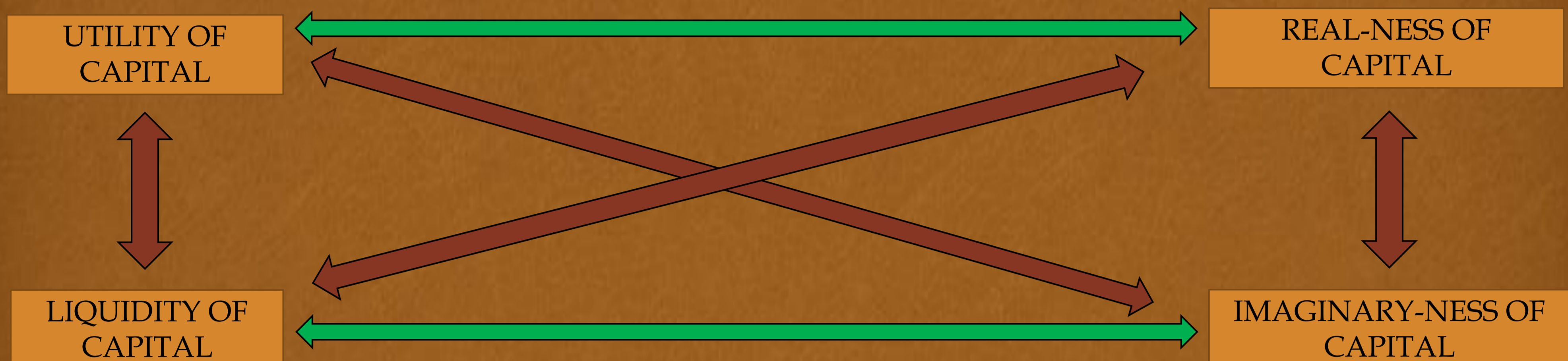


# TOWARDS A HOLISTIC FRAMEWORK OF QUALITATIVE ICT4D: THE CASE OF R-LABS

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The Holistic Framework proposes that any QICT4D product can be understood in terms of four components: utility, liquidity, imaginary-ness, and real-ness. These components are operationalized in four proposed negative correlations (above, red), and two proposed positive correlations (above, green). Future work aims to investigate whether these proposed correlations might be important for understanding success in ICT4D.



## Summary

The central research question of this report is “In what ways can we understand success in qualitative ICT4D”? This central question can be broken into two parts. First, “In what ways can we understand qualitative ICT4D from a development perspective?” and second, “In what ways can we understand success from a development perspective?” The case study for this report looks at Re-Constructed Living Labs (R-Labs) in Cape Town, South Africa. The research agenda is to establish whether or to what extent R-Labs can be considered to be successful from a development perspective. The challenge lies in the fact that R-Labs is a qualitative ICT4D. The results of R-Labs products or services are difficult to quantify in a way that is objective and accountable. The holistic framework is designed to attempt to meet this challenge. The report develops a holistic framework which contains four components (or variables): liquidity, utility, imaginary-ness and real-ness. The aim is to quantify R-Lab products and services in such a way as to make it possible to test whether they might meet the criteria of success from a development perspective.

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## The Holistic Framework

