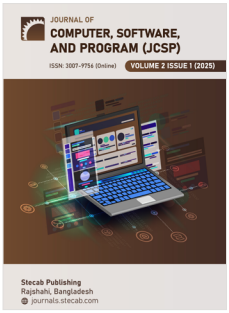

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Research Article

Design and Development of a Community Engagement System for Kanyama Constituency

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About Article

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ABSTRACT

As technological innovations continue to shape our world, we've seen remarkable progress in how information is received and distributed. Article 19 of the Universal Declaration of Human Rights enshrines the essential human right to freedom of opinion and expression. This essential information is vital for democracy, good governance, and enabling individuals to enjoy their rights to health, education, and life. Globally, several initiatives, laws, and directives aim to improve information access. Notable examples include freedom of information laws, which empower citizens in various countries to request information from government entities; open data initiatives, where governments and organizations promote openness and foster innovation by making data publicly accessible; internet access programs, which expand internet connectivity, particularly in underserved areas to ensure broader access to information; and digital literacy programs, which educate individuals on using digital tools and effectively accessing information, crucial in today's information-driven society. This study examines web-based systems in e-governance and presents findings from researchers on this topic. Furthermore, it discusses web accessibility, focusing on multimedia elements, consequently highlighting how websites can serve as valuable information resources, tools for assessment, and platforms for content creation and sharing. To gather data for this research, participants were interviewed at locations and times of their convenience, often in their homes. The interviews were conducted in English, though participants occasionally used their native languages, Bemba or Nyanja, which were translated during transcription. The researcher's respectful and transparent approach, combined with social similarities, facilitated rapport-building and encouraged open sharing of experiences. Information was collected through literature reviews, qualitative interviews with open-ended questions, observations of office operations, and internet searches on related concepts. The analysis process involved translating non-English responses, transcribing interviews, and comparing findings with previous research to draw comprehensive conclusions about the system's implications for e-governance and information access.

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1. INTRODUCTION

The advent of the World Wide Web made the internet accessible to the general public, rather than being confined to scientists. This revolutionized global connectivity, simplifying the way individuals gather information, share content, and communicate. Since its inception, it has enabled people to disseminate their work and ideas through platforms such as social networking sites, blogs, and video sharing services (Berners-Lee, 2000).

According to Collins Dictionary, a website is a collection of data and information on a specific topic that is accessible via the internet. Essentially, a website consists of multiple files that can be accessed through a web address, focusing on a particular theme or subject, and managed by an individual or an organization.

Information Technology has greatly transformed human life, simplifying many aspects through various applications. With the rapid advancements in Information Technology, numerous tools, technologies, and systems have been developed to assist governments in managing the country's affairs, commonly referred to as e-government. These innovations enhance efficiency, transparency, and citizen participation.

Municipalities have a direct and unique interaction with citizens. This interaction is unavoidable since citizens need to access municipal services for tasks such as business registrations, vehicle registration, real estate development, and school enrollments. The aim of e-Government is to forge a fresh, dynamic relationship between governments and citizens, fostering a cycle that becomes more straightforward and engaging for the public. To accomplish this, it is crucial to integrate technology not only into the traditional functions of the municipality but also into public sector management, with the citizens and their needs as the central focus of this innovation.

Despite the technological innovations around the globe some parts of the country still have to access government or public information manually which is costly and time consuming for a local Zambian, living in a constituency like Kanyama which is apparently one of the biggest and most populated constituency in Lusaka has presented a lot of challenges in terms of accessing CDF information, reporting faults or illegalities within the constituency, accessing other public offices and many more. As a proud citizen it my passion to see that I contribute to my country with what I can do.

This project focuses on creating and developing a Website System for Kanyama Constituency to address or alleviate the challenges encountered by local citizens in their constituencies. With this website, citizens will be able to initiate and monitor CDF projects, access or download public information, report concerns, view public meeting schedules and agendas, check constituency maps, ward and CDF committee details, find contact information for their elected leaders, and much more. The objective of this website it to help local citizens become more knowledgeable and aware of what is happening in their constituency, all this be done within their comfort, as opposed to the manual work being done which is more costly and time consuming which has resulted in the hindrance of many citizens to public information. The website will be hosted on the internet, which will it make possible for citizens to access any were they are.

1.1. Signification of the project

The right to seek, access, and receive information is upheld by Article 19 of the Universal Declaration of Human Rights, Article 9 of the African Charter on Human and Peoples' Rights, and Article 4 of the Declaration of Principles on Freedom of Expression in Africa. This right is also acknowledged in numerous constitutions of southern African nations. However, it appears that many citizens are not fully aware of this entitlement.

The absence of comprehensive and meaningful community involvement in CDF processes has occasionally led to the completion of projects that were significantly misaligned with local priorities and needs, resulting in them being left unused. Low local participation is influenced by several factors, such as a limited understanding of CDF processes and the opportunities for citizen engagement (Chrine *et al.*, 2020), inadequate dissemination, and illiteracy (Chibomba, 2013).

Thus, the motivation for developing such a website will not only acquaint them with the necessary knowledge but also help them save time and money hence being productive in other activities, citizens can also check for meeting times, dates and places with their local leaders thus being part in decision making. As a resident of Kanyama constituency it is my burden to see that youths are living better lives and contributing to national growth, as opposed to taking drugs and roaming around, research shows that Smartphone Users in Zambia range in age with 67.5% of them falling into the 25-34 age group. (ZICTA, 2022) so why not put the information in their hands.

1.2. Scope

The scope of this Project is purposefully quite narrow: To focus on operational of the Community Engagement System for Kanyama Constituency, The project will be focused on usability of web-based systems in terms of user interface and navigation structure and usability. Much focus again is on the stages of the system life cycle that was used and lastly Discuss relevant activities regarding future works in line with Community Engagement System

1.3. Problem statement

In numerous regions across the country, access to public information remains problematic due to the persistent reliance on manual systems. This was seen when people had to move to and from the constituency office just to get simple information about comparative formation and guidelines, hence wasting a lot of time on things that can be done in minutes. In many cases citizens would eventually give up due to queuing for long hours, moving from one office to another hence losing interest and that reduces participation in CDF activities which are important to economic growth. Addressing this problem will have practical benefits for Kanyama constituency and will contribute to citizen participation in their communities.

1.4. General objective

The general objective of this project was to design and develop a Community Engagement System for Kanyama Constituency that would enable faster and more efficient access to information.

1.5. Specific objectives

i. To design a Community Engagement System that keeps citizens updated and fully participating in their residential areas

ii. To develop a flexible Community Engagement System that mitigates challenges faced when accessing information

iii. To create an effective Community Engagement System that is simple, affordable and reliable among users.

1.6. Research questions

i. What is the general function of a Community Engagement System?

ii. What type of Community Engagement System should be developed to minimize problems faced with manual work?

iii. What are the general elements of an ideal Community Engagement System?

2. LITERATURE REVIEW

Our literature review tries to locate and categorize prior research in the disciplines relevant to our project. Since then, studies have been done on previous implementations of projects that are similar in the hope that this information would help with the design and development of this project. Further, the literature will be examined so that the researcher may spot any possible study gaps and, in the end, find a special and practical contribution to this topic (Taylor & Procter, 2008).

2.1. Website design and user engagement

In the past decade, internet usage has surged dramatically ("Internet Use Over Time," 2014). Websites have become the primary communication platform for most businesses and organizations. By 2014, 87% of American adults aged 18 or older were Internet users (ITU, 2014). Since many business-to-consumer interactions now occur online, effective website design is crucial for user engagement (Flavián *et al.*, 2006; Lee & Kozar, 2012). Poorly designed websites can frustrate users, leading to high bounce rates, where visitors leave after viewing only the entrance page. Conversely, well-designed websites with high usability positively influence visitor retention (revisit rates) and purchasing behavior (Avouris *et al.*, 2003; Flavián *et al.*, 2006; Lee & Kozar, 2012).

Despite its importance, little research has been done to pinpoint the specific elements that make up effective website design. The International Standardization Organization (ISO) defines usability as the degree to which users can perform desired tasks (such as accessing information or completing a purchase) with effectiveness (task completeness and accuracy), efficiency (time spent), and satisfaction (user experience). However, there is currently no consensus on how to effectively operationalize and assess website usability (Lee & Kozar, 2012). For example, Nielsen links usability with learnability, efficiency, memorability, errors, and satisfaction (Nielsen, 2012).

The fact that definitions of website design elements frequently overlap is still a problem. For instance, a number of studies assessed a website's organization based on its use of keywords, intelligible headings and labels, logical and hierarchical structure, cognitive architecture, and systematic content arrangement and categorization. But these elements are also essential to the design of navigation. Furthermore, using unique logos and icons has consequences that go beyond simple visual representation. In addition to creating a distinctive brand or identity for the company (purpose), logos and icons can also be used as navigational aids. To evaluate these factors and their impact on user engagement, future research is required to create unique and impartial metrics (Lee & Kozar, 2012).

It's remarkable that no research addressed cross-platform compatibility and social media integration, considering how quickly mobile technology and social media use are growing. 34% of mobile phone owners in 2013 said they mainly used their phones to access the Internet, and this percentage is still rising ("Mobile Technology Factsheet," 2013). Users are using a wider variety of web browsers as a result of the proliferation of mobile devices. The most popular web browser at one point was Internet Explorer (IE).

To reduce the possibility of losing consumers because of incompatibility, website researchers and designers need to be aware of various browsers and platforms. Furthermore, according to Dugan *et al.* (2015), 74% of American Internet users utilize social media in some capacity, and social media has become a powerful tool for businesses looking to reach and engage with users. By encouraging involvement and interaction, incorporating social media into website design may boost user engagement. A successful web-based information application relies on the user's continued usage of the system, according to Chiu and Wang (2008).

2.2. Benefits of web-based system

Nicholas (2015) stated that the success of an event's marketing campaign can only be evaluated by combining it with analytics software available on various event planning platforms. This approach provides a comprehensive view of advertising effectiveness, applicable to campus events as well.

In addition, Arthur (n.d.) highlighted the benefits of a web-based system, which include:

i. Online Presence 24/7: A website ensures that customers can always find you, anytime and anywhere. Even beyond business hours, your website continues to attract and secure new customers. It offers convenience as users can access the information, they need from the comfort of their homes, without the pressure to make a purchase. Moreover, as most businesses now have their own websites, staying offline could result in losing customers to competitors.

ii. Cost Reduction: Besides providing information, your website can also facilitate the direct sale of goods and services to consumers, sometimes eliminating the need for physical stores that come with high operational costs (staff wages, rent, utilities, etc.). Reducing these overheads can allow you to lower prices, giving your business a competitive edge. An internal website can also be beneficial within your organization for sharing news or important information with colleagues and management, saving time and centralizing resources.

2.3. Challenges citizens face in community development

In addition to being one of the largest land masses in Zambia, the Katombora Constituency in the Kazungula region is also one of the poorest.

According to data from the Zambia Statistics Agency in 2010, 66% of the people living in this little border town are unemployed. It's possible that statistics have altered since then, but not by much. Subsistence farming, fishing, cross-border trade, and tourism-related businesses are the primary economic activity.

It is anticipated that citizens of this constituency will not only embrace the substantial increase in the Constituency Development Fund (CDF) with joy but also make full use of it. Parents and guardians are urged to take advantage of the funding alternatives offered by CDF, including empowerment funds and bursaries for secondary school pupils. Therefore, it is unexpected and disheartening that only 27 people have applied for the 630 boarding secondary school and skills development bursaries under CDF, despite these provisions. This issue understandably concerns Member of Parliament (MP) Clement Andeleki. Additionally, the CDF committee has only received two applications from cooperatives for empowerment funding. The government has already allocated K630,000 for boarding secondary school and skills development bursaries from this year's CDF to all constituencies in Zambia.

Despite the expectation that beneficiaries would seize the opportunity for free education introduced by the new dawn administration, it is regrettable that only 27 parents and guardians have applied for bursaries, and just two cooperatives have sought empowerment funds in this vast constituency. The CDF, which recently increased significantly from K1.6 million to K25.7 million, is designed to address many challenges faced by impoverished communities. It aims to fund bursaries for vulnerable yet capable students to access education, ensuring that universal education is achieved, and that education becomes the great equalizer of opportunities. Beyond infrastructure projects like schools and health centers, the CDF is also intended to fund local empowerment programs.

Therefore, it is disheartening that the response from potential applicants has been extremely poor. The lackluster response from parents, guardians, and cooperatives in Katombora can only be attributed to insufficient publicity. There is no other plausible explanation for such a response from a community that clearly needs this funding. It is unfortunate that many deserving students may miss out on bursaries due to poor publicity. This apathy may not be limited to Katombora but could also affect other rural constituencies that lack community radio stations or the means to access them.

In the absence of platforms like radio and television, those responsible for administering the CDF should ensure that the program is adequately publicized. Councilors should take responsibility for disseminating information through ward development committees, traditional leaders such as chiefs and headmen, and places of worship. Schools, through Parent Teachers Associations, can also help in sensitizing potential beneficiaries. For secondary boarding school bursaries, head teachers can assist by identifying vulnerable but capable students and sending recommendations through the appropriate channels for approval. The government has provided the necessary assistance to the doorsteps of those who need it. It would be unfortunate for them to miss out due to a lack of information. (Zambia Daily Mail).

3. METHODOLOGY

This chapter outlines the methodology employed in the design and development of the Engagement system for Kanyama constituency. It details the participants involved, including the criteria for their selection, who they were, and how they were chosen. The researcher explains the development design selected for this system, along with the rationale for this choice. Additionally, the chapter describes the data collection instrument used and the procedures followed during development. Ethical considerations were meticulously observed to ensure the study and subsequent development were conducted appropriately (Babbie & Mouton, 2001). To ensure compliance with ethical standards, all participants gave verbal consent to be interviewed and to take part in the research.

3.1. Baseline study

The developer thought it was appropriate to use the prototype model because of its advantages: it provides a clear picture of the system, what is being developed, and it helps to save the later part of issues that may occur because errors can be detected earlier. It also aids in communication between clients and developers to make the product as per requirement and easier to understand for the developers from the perspective of the community.

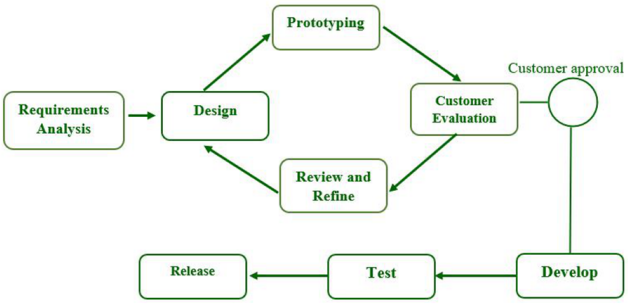


Figure 1. Shows prototype model diagram.

The prototype model is a method used in software development where a preliminary version of the final product is built to demonstrate and test its functionality. This model allows developers to create a working prototype early in the development process to gather feedback and make necessary adjustments before developing the full-scale system (Rosenberg, 2015)

This approach is highly effective for addressing misunderstandings between users and analysts, which often arise when users cannot clearly articulate their needs (Mulyanto, 2009). According to Raymond McLeod, a prototype is a tool that provides potential creators and users with an idea of how the system will function in its entirety, and the process of creating a prototype is known as prototyping. Prototyping involves creating simple models that offer users a basic understanding of the program and allow for initial testing. It facilitates interaction between developers and users during the creation process, enabling developers to accurately model the software. Prototyping is one of the most commonly

used methods in software development. A prototype represents part of a product, demonstrating the logic and external physical interface. Potential users engage with prototypes and provide feedback to the development team before large-scale development begins. The objective of a prototype is to allow users to see and trust the proposed system.

3.2. Data collection

Throughout the research and development process, particularly during the data collection phase, participants were given the freedom to choose the venue for their interviews. Consequently, each participant was interviewed at a location and time of their convenience, with many preferring to be interviewed at their homes. The researcher conducted all interviews in English, although participants occasionally used their native languages, Bemba or Nyanja. Despite not being native English speakers, the participants' proficiency in English was strong due to their education and professional status. When participants expressed themselves in languages other than English, these portions were translated during the transcription stage. The researcher deemed it necessary to translate all interview material into English to make the data accessible to non-Bemba or Nyanja speakers.

Throughout the interviews, the researcher treated all participants with respect. Due to the researcher's background, it was easy to relate to the participants' responses while ensuring not to impose personal views. The social similarities between the researcher and the participants, such as race, gender, and social status, played a crucial role in shaping the research process. These similarities facilitated rapport-building and created a safe environment for participants to share their experiences without feeling judged.

Once participants consented to be interviewed, appointments were scheduled at mutually convenient times. The researcher explained the background of the research and the ethical considerations regarding participation. By not adopting an expert stance and being transparent about personal challenges, the researcher allowed participants to freely discuss their experiences. This transparency helped put participants at ease and encouraged them to disclose information.

The following are ways through which information was gathered:

i. Literature review: To compare the project to previous ones, documentation and literature on similar projects were reviewed.

ii. Interviews: Prior to implementing the system, users were interviewed using qualitative gathering techniques (oral interviews) with open-ended questions.

iii. Observation: The researcher also used the observation method to gather information about this research by observing the office and its operations using qualitative gathering techniques (oral interviews); prior to implementing the system, users of the website (Kanyama residents) were interviewed.

iv. Internet search: Research on similar systems and related concepts will be conducted online to gain a comprehensive understanding of the system.

3.3. System design

The development of the Website System utilized the following programming languages:

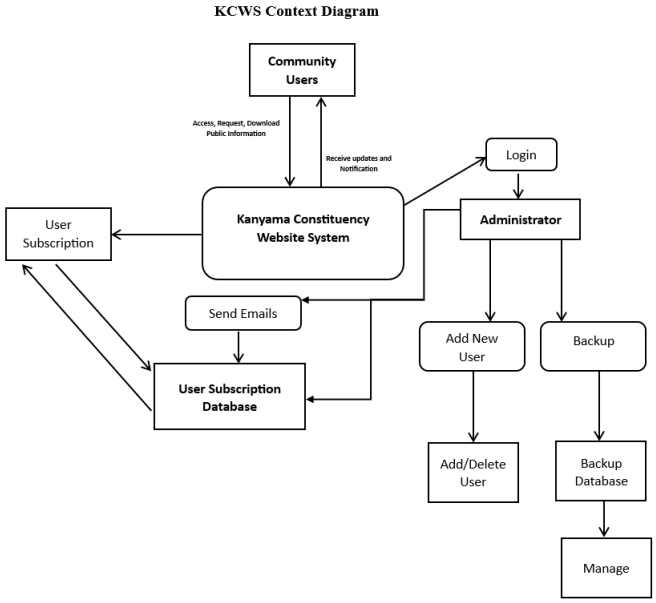
i. HTML (Hypertext markup language): Selected for its suitability in running on web pages.

ii. CSS (Cascading style sheets): Employed to simplify the presentation of web pages, including layout, fonts, and colors. CSS facilitates the adaptation of presentation for various devices, such as small and large screens. In this project, it is used as a front-end programming language in conjunction with JavaScript.

iii. MySQL: Utilized for managing the relational database management system (RDBMS). MySQL is the world's most popular open-source database due to its consistent reliability, fast performance, and ease of use. In this project, it serves as the backend database management system.

iv. PHP (Hypertext preprocessor): A widely used general-purpose server-side scripting language that can be embedded into HTML. PHP acts as a "plug-in" for the Web server, enabling it to perform more than just sending plain web pages upon browser requests. It is also used as a backend programming language.

3.4. Context diagram



Figuer 2. Showing context Diagram

3.4.1. Modular design of the system function

This is the most creative and challenging phase of the system life cycle; it describes in detail the necessary specifications, features, and operations that will satisfy the functional requirements of the proposed system that will be in place. This is the step for end users to discuss and determine their specific business information needs for the proposed system. Users will consider the essential components like hardware and software. Systems design concepts focus on three major deliverables that should result from the design stage:

3.4.2. User interface design

This area emphasizes supporting the interaction between end users and their workstation-based applications. The designer

concentrated on the following:

i. Developing methods to convert human-readable documents into machine-readable input.

ii. Creating attractive and efficient user input and output forms to ensure the system is easy to use via internet or extranet web pages.

iii. Designing a system that is simple and remains uncluttered. User interface design is often a prototyping process, where working models of user interface methods are developed and refined with feedback from end users. Furthermore, it produces detailed specifications for information products such as display screens, forms, documents, and interactive user/computer dialogues.

3.4.3. Data design

This design stream focuses on the structure of the database and files to be used. Data design frequently results in a data dictionary that details the following:

i. Integrity rules governing how each data element is specified and utilized within the information system.

ii. Characteristics or attributes of the entities for which the proposed constituency website system needs to maintain information.

iii. Relationships between these entities.

3.4.4. Process design

This aspect centers on the design of software resources, including computer programs and procedures needed by the proposed Website System. The designer focused on developing detailed specifications for program modules that will be either purchased as software packages or developed through custom programming.

4. RESULTS AND DISCUSSION

In this chapter the results of the system are presented with reference to the research, which was designing and developing a website system for Kanyama constituency. It's within this chapter that will tell if indeed the system delivered as per user expectations which are aligned with the system requirements that were provided earlier during system analysis.

4.1. System implementation results

i. The implementation phase is less creative than system design. This is the phase that usually gets the most attention, this phase was one of the longest and most expensive single part of the development process. This phase included three steps:

ii. System construction was the initial phase. The system was built and tested to ensure it functioned as intended. Since the cost of fixing bugs can be substantial, testing is one of the most critical steps in implementation. In fact, more time and attention were devoted to testing than to writing the programs initially.

iii. The developer will create a support plan for the system. This plan will encompass a formal or informal post-implementation review, along with a systematic method for identifying both major and minor changes needed to ensure the system delivers the desired results.

The results clearly indicate the successful website system for Kanyama Constituency unlike the manual operation like, collecting CDF forms, Elected leaders contacts, Committee members, Ward development members and so much more

The following screen shorts below depict some of the results from the system after implementation:

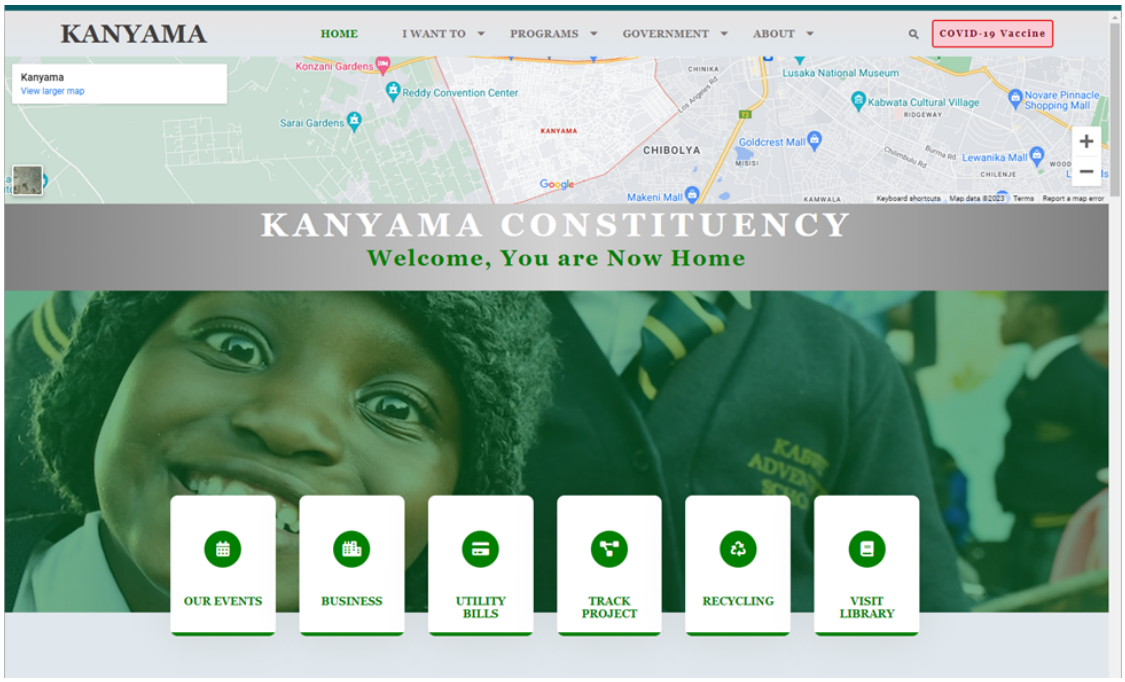


Figure 3. Showing home page of the website system for kanyama constituency

Figure 3 and Figure 4 show the home screen of the system after a user successfully accesses the system. The home page, as clearly can be seen, has different functionalities to allow the user to navigate the system effectively. Among the features a common user can utilize are: checking for updates, contact details for elected leaders, site map, download forms, etc.

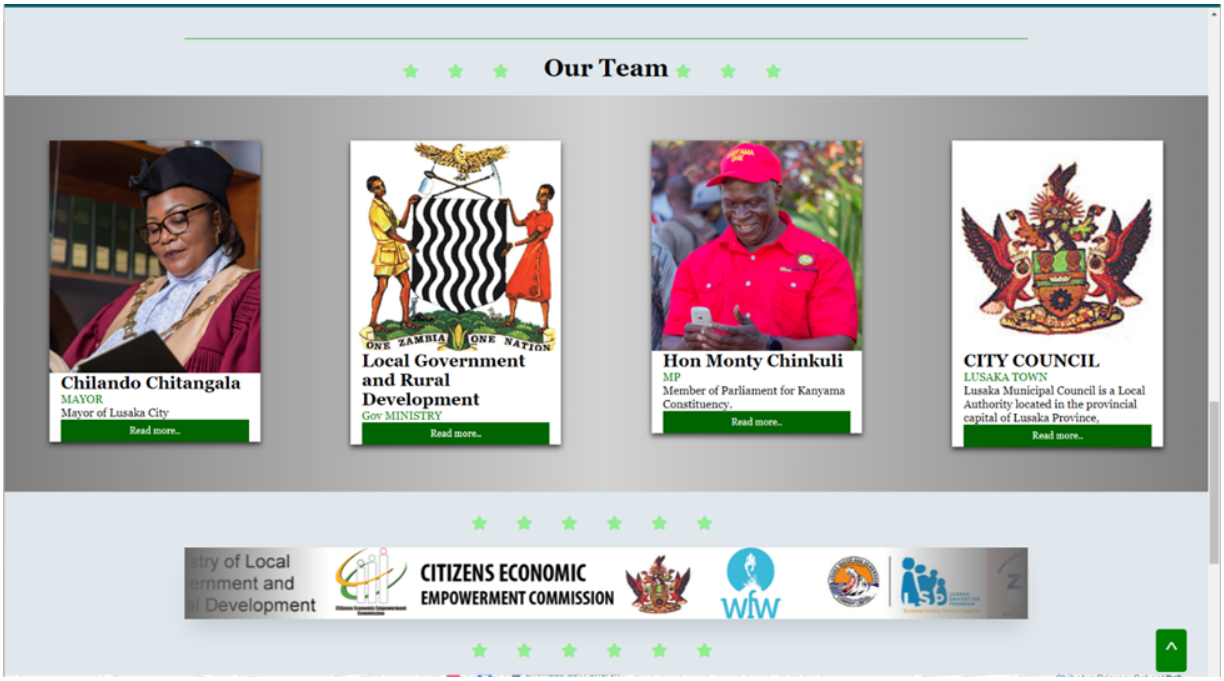


Figure 4. Showing contact details on home page of the website system for Kanyama constituency

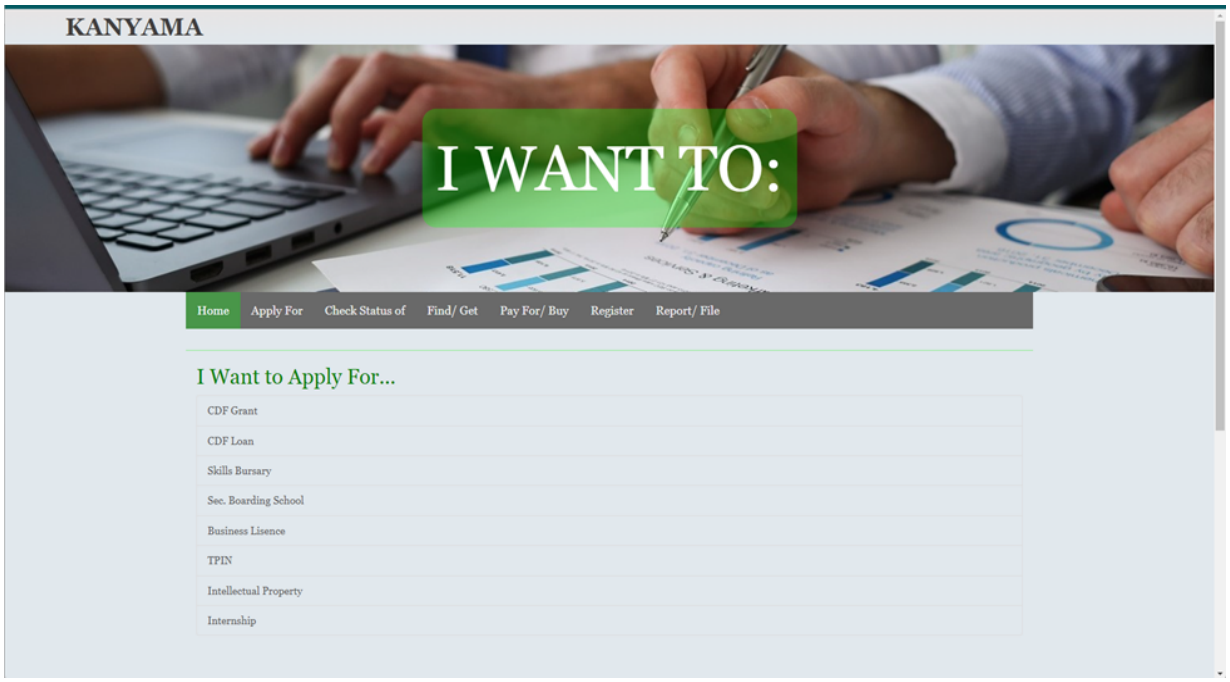


Figure 5. Showing apply page of the website system for Kanyama constituency

Consequently figure 5.0 also depicts the page for users to apply for grants, loans, skills and many more. This functionality can be carried out by any user who will then select the type of service they are interested in. Thereafter, the user will be required to download the form.

Figure 6. Showing MP's contact details and more on the website system for Kanyama constituency

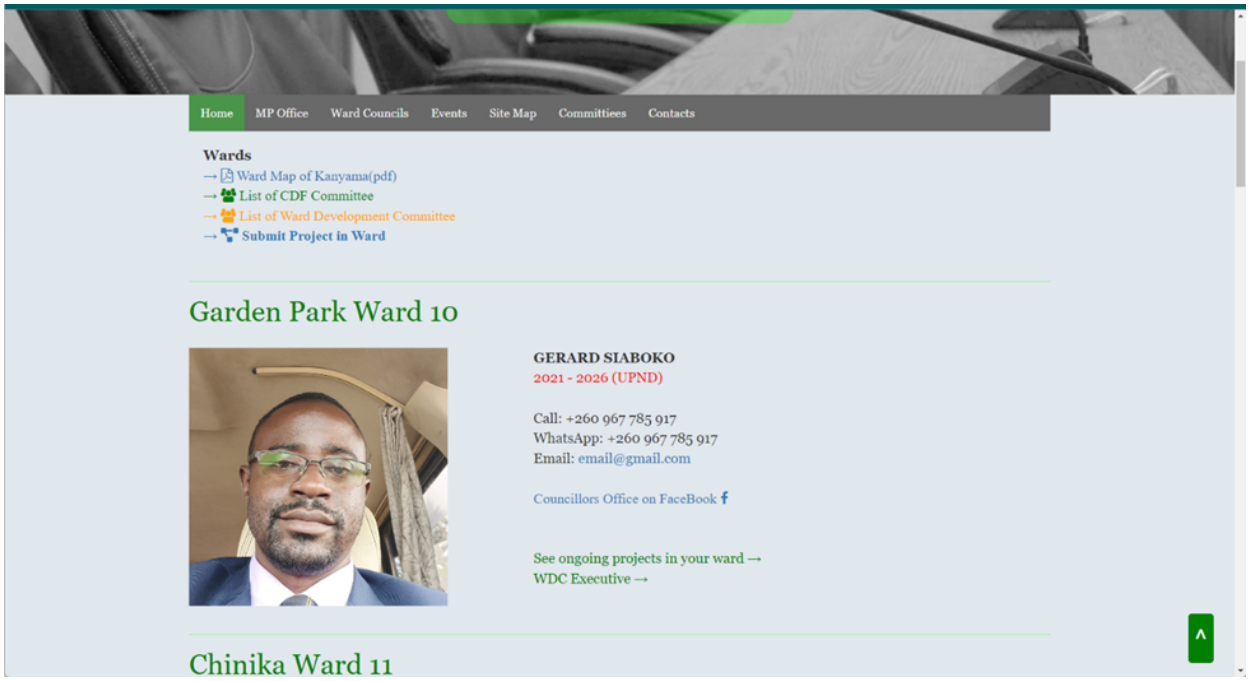


Figure 7. Showing the ward councilors contact details on the website system for Kanyama constituency

Figures 6 and 7 depict the page of the elected leaders (MP and Councilors). This is the section where users get in contact with their leaders. The all incense of this feature is to help users/citizens in the constituency to be in contact with there leaders in cases of questions or unclear circumstances, furthermore a user can also check for WDC or CDFC, he/she can also submit a ward project or suggest an event

Below is figure 9.0 that is showing the ward development committee and figure 10.0 that is showing the contact details of the constituency office.

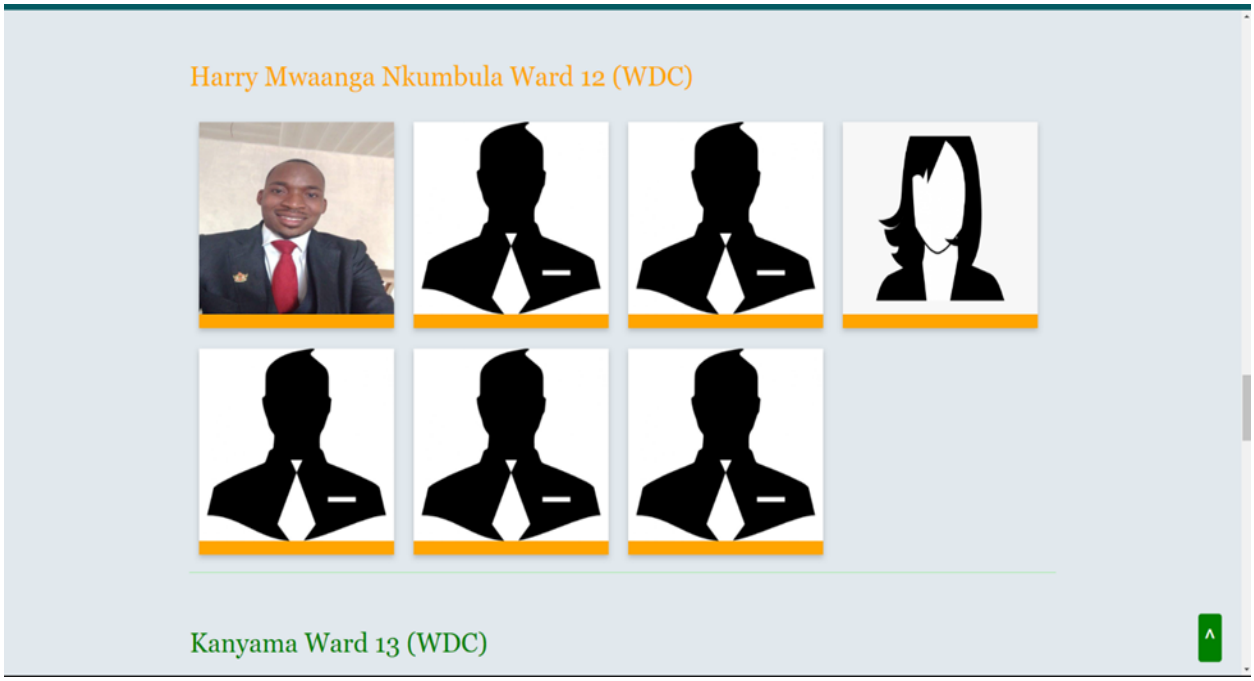


Figure 8. showing the WDC contact details on the website system for Kanyama constituency

4.2. Summary

Chapter 4 (Results) has been one of the interesting chapters, especially with the fact that much concentration was to look at the results produced. The web-based constituency office that was designed and developed for Kanyama constituency delivered the results as per system requirements. Different modules were tested and proved functional; many screen shorts were taken especially for most critical modules.

4.3. Discussion

This time around technology has taken the lead in the way we manage our information in different institutions. In recent years, the Internet and the World Wide Web have become omnipresent, surpassing all other technological advancements in our history. Their rapid growth in scope and usage has significantly impacted every aspect of our lives. Industries such as manufacturing, travel and tourism, banking, education, and government have embraced web technologies to enhance and improve their operations. E-commerce has expanded swiftly, crossing national borders with ease. Even traditional legacy information and database systems have migrated to the web.

Advancements in wireless technologies and web-enabled devices are prompting a new wave of mobile web applications. As a result, we increasingly rely on a variety of web applications. Through web technologies, organizations can reach out to customers, offering not only general information about their products or services but also opportunities for interactive business transactions. Companies investing in web technologies and applications are eager to realize the benefits of these investments. However, this is only possible with appropriate tools to measure the quality of their websites. Therefore, the quality of a web-based information system has become a primary concern for users, developers, and company managers alike. Over the years, different systems have been designed and developed to provide solutions on how information can be managed effectively and electronically. This study looked at numerous systems available and compared with the custom developed system for Kanyama constituency. It is hoped that the web-based management system will surely eliminate the struggles the constituency office has been going through with the traditional manual way of information dissemination. To have a solid solution in place different key aspects must be considered, as the research / developer concludes with chapter five. Different technologies supporting the successful design and development of the web-based system for Kanyama constituency will be discussed and other relevant technologies that can be incorporated in future.

5. CONCLUSION

Technology is playing an increasingly important role in how governments operate, and it is likely to continue to do so in the future. As governments look to modernize their processes and become more efficient, they will continue to turn to the latest technologies, such as GovTech, blockchain, AI and big data, to help them meet their goals. By using these technologies, governments can become more efficient, reduce costs, improve citizen engagement, increase transparency and accountability, and protect sensitive data. As technology continues to evolve, governments will need to keep up with the latest trends and ensure that they have access to the IT services and technologies they need to stay ahead of the curve.

Individuals who enter public service often aspire to enhance people's lives and are concerned about how technology can exacerbate existing inequalities, make it more difficult for people to access essential services, and erode the trust between citizens and their government. However, the potential for technology to significantly improve public services is substantial. Recent public investments in infrastructure and

the development of internal technological capacities present a valuable opportunity to capitalize on these possibilities.

FUTURE WORKS

The surveys and interviews were not done to acquire scientifically valid data, but rather to solicit relevant advice, ideas, and experiences from people who are prepared to offer their perspectives. As such, direct statistical comparisons with comparable surveys are difficult to perform. The future of e-governance is very bright if emerging technologies are implemented efficiently to the focused sectors for the growth of the nation. The Covid 19 pandemic increased the importance of technology solutions and collaborations even more. The citizens trust their government using the technology to provide easy and seamless experience for them. The government should always be on a R&D mode to discover latest technology, build use cases and then implement them to stay relevant in coming years. Technology is ever changing and fast paced, the government of Zambia has to stay parallel to this changing technology to make the best use of it. he stakes are very high, and it is hoped that this report has offered some ways to shed some documentary light in an impending digital darkness, a disaster that the government and citizens, as champions of digital information, must take the lead in preventing. On the other hand, unless citizens use advocacy, will, and dedicated commitment to help solve the increasingly serious digital preservation dilemma, we will be producing more records and information than at any other time in human history, but little of this will survive and be intelligible in two hundred years, let alone in perpetuity.

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APPENDIX

Table 1. Acronyms

CDF	Constituency Development Fund
MP	Member of Parliament
CDFC	Constituency Development Fund Committee
WDC	Ward Development Committee
HTML	Hypertext Markup Language
CSS	Cascade Style Sheet
SQL	Simple Query Language
PHP	Hypertext Preprocessor
XML	Extensible Markup Language
UML	Unified Modeling Language
CGI	Computer-generated imagery
ATI	Access To Information
APAI	African Platform on Access to Information
ZICTA	Zambia Information & Communication Technology Authority
OSI	International Standardized Organization
IT	Information Technology
AI	Artificial Intelligence
GOVTECH	Government Technology
UI	User Interface
UX	User experience
KCWS	Kanyama Constituency Website System
HTTPS	Hypertext Transfer Protocol Secure
TCP/IP	Transmission Control Protocol/Internet Protocol