

SAVITA BAILUR

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RESEARCH AND CONSULTANCY EXPERIENCE

Caribou Digital

Researcher

Mar 2015-ongoing

- Caribou Digital is a digital economies consultancy. I manage and conduct research for clients including MasterCard Foundation (with whom we have conducted a year-long study on digital lives – those aged 18-25 in low-income areas in Ghana, Kenya and Uganda), behavioural change, and digital identity for other confidential clients. This includes research strategy, budget management, research communication and uptake, and M&E.

London School of Economics and Political Science

External Lecturer (part-time)

Nov 2016-July 2016

- Co-convenor and lecturer for MSc course unit: Current issues in Media and Communications: Policies for ICTs, Society and Development.
- I teach MSc students on policy topics which include universal service, internet governance, big data, gender & ICTs, open data and open government, online rights, mobile livelihoods, mobile internet in developing countries and methods of researching these topics (quantitative, qualitative, sentiment analysis etc).
- Course available on the MSc in Media, Communication and Development, MSc in Global Media and Communications (LSE and Fudan), MSc in Global Media and Communications (LSE and USC), MSc in Media and Communications, MSc in Media and Communications (Media and Communications Governance), and MSc in Media and Communications (Research).
- I will be supervising 8-10 MSc students on their summer projects.

World Wide Web Foundation

Open Data Research Lead (part-time)

Nov 2014-Dec 2015

- Leading the Web Foundation's portfolio of (IDRC/DfID supported) open data research of CAD \$1.1 million, including the Open Data in Developing Countries project, Open Data Barometer, and research component of Open Data Labs in Asia and Africa.
- Responsible for commissioning, supporting and monitoring southern-based research partners (including Indonesia, South Africa, Philippines, Brasil, Kenya and Nigeria amongst others).
- Developing new cross-cutting research projects and managing research activities – both through open calls and directly developing projects with partners.
- Planning and co-ordinating regional research partners meetings and supporting international conferences, e.g. Asia Regional Open Data Agenda Setting Workshop, Jakarta, February 2015; Africa Regional Open Data Agenda Setting Workshop, Addis Ababa, March 2015; 3rd International Open Data Conference, Ottawa, May 2015, and side event to World Bank's Africa Open Data Conference in Dar-es-Salaam, September 2015.
- Managing the creation of network-level publications, dissemination of case-level publications and research outputs and entire work-flow from project management to monitoring & evaluation.
- Writing and disseminating own research outputs (currently on intersection of open data and right to information) as well as producing intensive blogging and social media content.
- Supporting and coordinating with the programme lead and the Asia and Africa Open Data Regional Research Managers.

- Working with other international development organizations/NGOs/private sector and academia in the open data field.
- Contributing to research and policy activities across the Web Foundation, including Women's Rights Online, Alliance for Affordable Internet and Web We Want.

Aptivate/World Bank

Researcher

Sep 2014-Jan 2015

- Consultant for the World Bank Global Governance Practice in a team of 5 (Aptivate/Institute of Development Studies/ICA) developing a how-to guide on evaluating digital citizen engagement projects.
- Co-wrote main text of guide (sections are scoping, designing, implementing, analysing - including quantitative and qualitative and sentiment analysis - and evaluation). Sourced and wrote good practice cases.
- Sourced and collated experiences from respected practitioners and academics to include as boxes in guide.
- As well as co-writing the guide, conducted qualitative analysis on U-Report interviews and provided feedback on three country case studies already undertaken (SMS voting in Cameroon; U-Report in Uganda and online participatory budgeting in Brazil).

mySociety

Lead Researcher

May 2014-Sep 2014

- Led evaluation with key question: 'In what circumstances, if any, can the online freedom of information (FOI) tools which mySociety builds be shown to have measurable impacts on the ability of citizens to exert power over underperforming institutions?'
- In 3 months, produced: literature review (20,000 words); practitioner review based on empirical research (30,000 words), list of critical success factors, and overall executive summary.
- Worked with associate researcher, team of 5 transcribers for interviews, designer, marketing and PR.
- Gathered and analysed empirical data from 27 online FOI sites: European Union, Australia, Bosnia, Canada, Czech Republic, Guatemala, Hungary, Israel, Italy, Kosovo, Liberia, Macedonia, New Zealand, Romania, South Africa, Spain, Tunisia, Uganda, Ukraine, United Kingdom and Uruguay, as well as non-Alaveteli FOI site implementers such as Acceso Inteligente in Chile, MuckRock and iFOIA in the USA, Open Data Georgia, and FragdenStaat in Germany.
- Loaded data (transcribed interviews) to Dedoose (a qualitative software), tagged with 47 codes and analyzed interviews
- Identified and working on several marketing events/talks/conferences/publications including at ODI, BCS journal, international conferences and World Bank.

World Bank

Senior Researcher, Global Governance Practice

Jun 2011- June 2014

- Researched, wrote and co-edited (with Björn-Sören Gígler) nine chapter World Bank publication, "[Closing the Feedback Loop – can technology bridge the accountability gap](#)".
- Principal author for chapter 1 - *Introduction: The Potential for Empowerment through ICTs*.
- Co-wrote chapter 3 - *New Routes to Governance: A Review of Cases in Participation, Transparency and Accountability*. Studies included global ICT initiatives in budget transparency, corruption, legislative reform, and broader government-citizen engagement.

- Co-wrote chapter 8 - *Closing the Feedback Loop: Can Technology Amplify Citizen Voices?* Working in a team, analyzed and synthesized findings from surveys and interviews with key World Bank staff on use of ICTs in feedback on Bank projects.
- Co-wrote chapter 9 - Conclusion: *Can ICTs Bridge the Accountability Gap?*
- Edited, reviewed and liaised with authors on remaining chapters: *Chapter 2 -Informational Capabilities: The Missing Link for Understanding the Impact of ICT on Development; Chapter 4 - Interactive Community Mapping: Between Empowerment and Effectiveness; Chapter 5 - The Role of Crowdsourcing for Better Governance in Fragile State Contexts; Chapter 6 - Check MySchool, a Case Study on Citizens' Monitoring of the Education Sector in the Philippines; and Chapter 7 - Information Tools for Improving Accountability in Primary Health Care: Learning from the Case of Karnataka.*
- Presented findings at extremely well attended book launch at the World Bank on June 19 2014. Speakers included Professor Jonathan Fox (American University), Lily Tsai (MIT), Professor Jane Fountain (University of Massachusetts Amherst) and Rakesh Rajani (Twaweza).
- Organised interim panel of 5 international academics & practitioners at ICTD 2012 (Atlanta, Georgia).
- Provided input on "how to" note on geo-referencing aid data - benefits, challenges & unintended consequences. Interviewed 20 key figures in geo-referencing (from WB, DfID, AidInfo, Publish what you Fund, IATI etc) & analyzed interview responses.
- Edited and peer-reviewed World Bank paper *Participatory budgeting and the budget process in the south Kivu Province.*
- Peer-reviewed World Bank paper *The geography of aid* on the effectiveness of geospatial mapping in Malawi.
- Peer-reviewed World Bank paper *The open data bazaar: crowdsourcing solutions to improve data accuracy and re-use in Kenya.*
- Peer-reviewed World Bank how-to note on *ICT-enabled citizen feedback loops.*
- Peer-reviewed World Bank how-to note on *Using ICTs to improve transparency in Bank-financed projects.*
- Currently working with team to provide input on *World Development Report 2016: The Internet and public service delivery.*
- Analyzed patterns and drawing policy implications from World Bank geo-spatial mapping of multi-donor activities in the Open Aid Partnership for the Horn of Africa.

Panos

Consultant (part-time)

Oct 2007-Oct 2010

- Conducted literature review on definitions & critiques of participation in development.
- Led comprehensive quantitative MS Excel analysis of past four Internet Governance Forum attendee lists & speakers in plenary sessions, to understand patterns of participation.
- Managed research assistant who aided detailed coding of attendees (gender, type of organisation represented, country represented, HDI category of country represented, & geographical location).
- Prepared detailed PowerPoint presentation (100 slides) to visually explain findings.
- Wrote 2000 word bullet pointed final report summarising findings & implications.
- Both PowerPoint presentation & final report were presented & distributed by Panos at IGF 2010 in Vilnius.
- Researched & wrote 11,000 word literature review on the information society in developing countries.
- Documented history & definitions of information society, case studies from Africa & South Asia 2003-2007, in farming & fishing, non-agricultural livelihoods, health, disaster & conflict, government & policy making.
- Indexed short-list of research organisations & individuals working in each area.

Microsoft Research India, Bangalore

Research Intern, Technology for Emerging Markets

Aug 2006-Jan 2007

- In addition to PhD fieldwork (funded by Microsoft Research), conducted literature review of CMCs, telecentres & community radio in South Asia.
- Field trips to Kothmale CMC in Sri Lanka, Nemmadi telecentres in Karnataka, as well as Namma Dhvani.
- Wrote section in policy document on rural PC kiosks in India, Renée Kuriyan & Kentaro Toyama eds. (<http://research.microsoft.com/en-us/um/india/projects/ruralkiosks/>).

Commonwealth Advisory Bureau

Researcher

May 2002-Aug 2003

- Conducted literature review on use of ICTs in Commonwealth elections, including case studies.
- Designed & executed survey on ICT use, gathering data from 22 Commonwealth Election Commissions.
- Met with Commonwealth Secretariat, IFES, IDEA, Commonwealth Parliamentary Commission, Electoral Reform International Services, UK Electoral Commission & Electoral Commissioners of Canada.
- Analysed and presented data including publication.
- Monitored and evaluated computerised voter registration in Antigua & Barbuda on invitation from Political Affairs Department as part of first all-female Expert Team. Report published by Commonwealth Secretariat.

USAID, Honduras

Researcher

Jan 2001-Aug 2001

- Conducted ethnographic fieldwork (incl. observations & 100 + interviews in Spanish) over 6 months in 10 out of 18 Honduran provinces on impact of USAID's post Hurricane Mitch infrastructure programme.
- Co-authored presentation (audio interviews with English subtitles, photos, children's drawings) & report.
- Presentation & report were presented to USAID & US Congress to justify future funding.

ACADEMIC CAREER HISTORY

London School of Economics

External Lecturer (and Graduate Teaching Assistant during Ph.D.)

Oct 2005-Jan 2014

- Taught 40 students IS470 "Theories and concepts in information systems and innovation". Topics included innovation, strategy, IT & organizational change. Compulsory for MSc Management Information Systems and Digital Innovation students (2013/2014).
- Taught 35 BSc students IS143 "IT & Society". Topics include theories of social and technical determinism, quantitative & qualitative research methods, digital divide, new media & governance, gender & use of ICTs, & privacy (2011-2013).
- Taught MSc course DV483 "IT & Development" & marked coursework (2007-2009).
- Taught 60 students IS490 "Research Methods" (MSc core course) (2005-2009).

University of London External Programme
Assistant Examiner

July 2005-ongoing

- Over the past 10 years, marked an average of 25-30 projects (8-10,000 words each) a year on the University of London External Programme BSc Information Systems & Management.
- Topics include mobile phone use by Malaysian nurses, telecentres in Jamaica, ERP systems in Barbados social networking sites for activism in India, blogging in Iran, ICT tracking devices for ageing Singaporean population, computer-based pedagogic tools in Pakistan etc.

University of Manchester

Co-Programme Director, MSc Management and Information Systems

Sep 2003-Feb 2006

Assistant Professor in Information Systems, Institute of Development Policy & Management

- Assisted in organising curriculum, inductions, evaluations, invited speakers & organized MSc field visits to Malta (2004) & Jordan (2005).
- Contributed to curriculum for new MSc in ICTs & socio-economic development.
- Module convenor & lecturer for OA6052: Issues in Management of Information Systems (core course).
- Module convenor & lecturer for OA7381: Information Technology & Human Resources.
- Lecturer for OA6721: ICTs & socio-economic development.
- Lecturer for OA5311: E-government.
- Lecturer for OA6081: Public Sector Reform & Management.
- Supervised 6-8 MSc dissertations annually incl. knowledge management in Chinese academia, challenges in building a Barbados tourism portal & ICT use by Kenyan NGOs.
- Completed Postgraduate Teaching & Learning Certificate.

EDUCATION

London School of Economics

Ph.D. in Management Information Systems

2005-2011

Dissertation: "The complexities of participation in community multimedia centres: the case of Namma Dhwani"

- Quants & qual research methods, including ethnographic study with 6 consecutive months spent in the village of Budhikote, south India, focussing on sustainability of IT centre & community radio.
- Surveys & over 300 hours of interviews conducted with multiple stakeholders.
- Interviews transcribed by a research assistant and using Dragon software, triangulated with observations and analysed using keywords in speech and themes of participation.

London School of Economics

M.Sc. Analysis, Design and Management of Information Systems

2001-2002

Distinction (top 7%)

Dissertation: "Learning and knowledge sharing software in development organizations: a comparative study of the Commonwealth Secretariat and DfID"

University of Cambridge

M.Phil. European Literature

1991-1995

King's College, University of London

B.A. Hispanic Studies

1991-1994

First Class (top 10%)

PUBLICATIONS & PRESENTATIONS

- Invited to speak at Princeton University on ICTs and governance in January 2016 (focus was on gender).
- World Bank Group (2016) *Evaluating Digital Citizen Engagement: A Practical Guide*. World Bank, Washington, DC.
- Bailur, S. (2015) "Development, Development, Development: Rules and regulations performed at a community multimedia centre in south India" *Materiality, Rules and Regulation*, eds. de Vaujany, Francois-Xavier, Mitev, N., Lanzara, G. F., Mukherjee, A. Palgrave MacMillan, London, pp. 52-72.
- Masika, R. and Bailur, S. (2015) "Negotiating women's agency through ICTs: a comparative study of Uganda and India", *Gender, Technology and Development*. 19 (1), pp. 43-69.
- Bailur, S. and Longley, T. (2014) *The impact of online FOI tools: what is the evidence?*, mySociety, London.
- Bailur, S. (2015) "Telecentres", commissioned chapter in *International Encyclopedia of Digital Communication & Society*. Wiley-Blackwell, London.
- Gigler, B-S. and Bailur, S. eds., (2014) *Closing the Feedback loop: Can technology bridge the accountability gap?* World Bank, Washington DC.
- Bhat, R. & Bailur, S. (2013) "The current state of community radio in India", *Yojana Magazine, Ministry of Information and Broadcasting, Government of India*, July 2013.
- Bailur, S. (2013) "Book Review: Communicating social change by Mohan Datta", *Information Technology and International Development*, 9 (2), pp. 95-97.
- Bailur, S. (2012) "Who is the community in community radio?", *Economic and Political Weekly*, April 28, 2012 vol xlvii, no 17, pp 92-99.
- Bailur, S. and Cushman, M. (2012) "The case of Voices": case study written for International Conference on Operational Research for Development", Djerba, Tunisia (2012) and Rome, Italy (2013).
- Panel organised on "Beyond Arab Spring: theories, methodologies & case studies on new methods of government citizen interaction online", with five international speakers, at *5th IEEE/ACM International Conference on Information Communication Technologies and Development*, March 11-15, 2012, Atlanta, Georgia.
- Panel organised (with Dr Sharon Morgan, University of Manchester) on "ICTD and female support agents: how do female intermediaries negotiate empowerment in their everyday lives and relationships?" at *5th IEEE/ACM International Conference on Information Communication Technologies and Development*, March 11-15, 2012, Atlanta, Georgia.
- Bailur, S. & Masiero, S. (2012) "The complex role of the intermediary in community multimedia centres". *Information Technology and International Development, Special Issue on Poverty & Profits in the Digital Age*, 8 (1), pp. 27-42.
- Bailur, S. (2010) "The role of the intermediary in community multimedia centres", *Proceedings of the 4th IEEE/ACM International Conference on Information Communication Technologies and Development*, December 13-16 2010, Royal Holloway, University of London.
- Bailur, S. (2009) "Representation and reflexivity in ICTforD (telecentre) research", invited speaker at panel on Computing for Sustainable Socio-Economic Development, at *HCI International*, San Diego, July 19-24 2009.
- Bailur, S. (2009) "Serving two masters: challenges of the telecentre intermediary", *Bottom of the Pyramid in Practice Conference*, Institute of Money, Technology & Financial Inclusion, UC Irvine, June 1-3.
- Bailur, S. (2008) "Deconstructing community participation in telecentres", *Institute of Development Policy and Management, Working Paper No 31*.
<http://www.sed.manchester.ac.uk/idpm/research/publications/wp/di/#wp>.
- Bailur, S. (2008) "Analyzing telecentres using postcolonial theory", *Institute of Development Policy and Management, Working Paper No 35*.
<http://www.sed.manchester.ac.uk/idpm/research/publications/wp/di/#wp>.

- Ratan, A. & Bailur, S. (2007) "Welfare, agency and ICT for development" *Proceedings of 2nd IEEE/ACM International Conference on Information Communication Technologies and Development*, December 15-16 2007, Bangalore, India, pp. 119-130.
- Bailur, S. (2007) "The challenges of community participation in rural information systems projects" *IFIP 9.4 Working Group on Social Implications of Computers in Developing Countries: Taking Stock of E-development*, May 28–30 2007, Sao Paulo, Brasil.
- Ali, M. & Bailur, S. (2007) "Re-thinking sustainability in ICT for development projects: using bricolage", *IFIP 9.4 Working Group on Social Implications of Computers in Developing Countries: Taking Stock of E-development*, May 28–30 2007, Sao Paulo, Brasil.
- Heeks, R. & Bailur, S. (2007) "Analysing eGovernment Research." *Government Information Quarterly*, 22 (2), pp. 243-265.
- Bailur, S. (2007) "Using Stakeholder Theory to Analyze Telecentre Projects" *Information Technology and International Development*, 3 (3), pp. 61-80.
- Bailur, S. & Grant, H. (eds.) (2003) *Volunteer Tales: Experiences of Working Abroad*, Cambridge, Lutterworth Press.
- Bailur, S., Palacio, M. & Quaintmere, K. (2003) *Report of the Commonwealth Expert Team to Antigua and Barbuda*, Commonwealth Secretariat, London.
- Bailur, S. (2003) *Modernizing Democracy through ICTs*, Commonwealth Advisory Bureau, London.
- Bailur, S. (2003) "Participation for all: ICTs and electoral processes", *Modernizing Commonwealth Governments*, Commonwealth Business Council, London, pp. 48–54.
- Bailur, S., Baker, P. & Venuprasad, R. (2003) *Fostering Competitiveness in the Commonwealth through e-commerce*, Commonwealth Secretariat, London.

AWARDS, HONOURS AND OTHER ACHIEVEMENTS

Invited to speak to LSE lecturers on successful teaching methods after awards (see below)	2013
LSE-wide teaching award (awarded to only 5 academics across LSE from students)	2012
LSE teaching award from Department of Management	2012
Established LSE cross departmental ICTD monthly meet group	2011
Abbey/Grupo Santander Scholarship (topic: ICT and rural development in Mexico)	2009
LSE PhD Studentship	2005-10
Funding for ICTD conference from Microsoft Research India & LSE Postgraduate Funding	2007
Funding for IFIP 9.4 conference in Brazil from LSE	2007
Selected by LSE & ICIS for prestigious ICIS (International Conference on Information Systems)	2006
LSE Hutchins Studentship for Women	2006