

# Impact Assessment of ICT Hubs on Private Sector Development in Rwanda

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## ABSTRACT

The topic of the study is Impact Assessment of ICT Hubs on Private Sector Development in Rwanda. The results from 90 respondents selected purpose filled questionnaire. Most of respondents confirmed that ICT hubs promote development of private sector in same cases of business implementations and control. Findings indicate that ICT hubs play a transformative role in fostering entrepreneurship, innovation, and access to markets for local businesses. Moreover, they serve as catalysts for job creation, skill development, and foreign investment attraction. Adopt ICT Hubs have adequate local support for the business people about the use of ICT Hubs business promote business growth/development with 22%. Then 26 respondents revealed that, conduct site visits to areas that have successfully adopted ICT hubs in business with 29%. Furthermore, 22 respondents also said that, engage service providers in long term service level agreements for the business people about the use of ICT hubs in business with 24%. However, challenges such as limited access to finance, infrastructure constraints, and digital literacy gaps persist, posing barriers to maximizing the full potential of ICT hubs. Recommendations are provided to policymakers, stakeholders, and practitioners to leverage the strengths of ICT hubs while addressing underlying challenges, thereby accelerating private sector development and driving sustainable economic growth in Rwanda.

**KEYWORDS:** *ICT hubs, Private sector development, Economic growth, Innovation ecosystems, Digital transformation, Job creation, Socio-economic implications and Sustainable development*

## 1. INTRODUCTION

### Impact Assessment of ICT Hubs on Private Sector Development in Rwanda

In 1957, John H. Davis and Ray A. Goldberg argued that the private sector DEVELOPMENT, rather than the government, should be responsible for the stabilization of the ICT Hubs. They were of the opinion that flaws in the ICT Hubs were perpetuated by New Deal policy, i.e. government intervention, and outlined a way to use the political economy to shift the sector towards privatization. Moreover, they claimed that large corporations were key to revolutionizing the food and fiber economy (Barnett, B, 2000).

Likewise, many of the concepts apply to any Private Sector business agricultural. As you consider an ICT Hubs, keep in mind that not all business concepts fit well into a cooperative form of business. It is important to explore alternative forms of business for

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meeting your economic goals. Perhaps a standard corporation or limited liability company might be better able to meet your goals and serve the business needs of potential cooperative members. After a short discussion about why someone might want to act cooperatively, this publication provides a very brief overview of alternative forms of business (John,1996)

The evolution and history of ICT hubs originated from Europe in the beginning of 20 century and private sector occupies a key position in the Europe economy because of its contribution to overall economic growth through supplies of food, raw materials and exports. It is a source of livelihood for a majority of the population and provides a large market for non-agricultural goods and services. The sector faces major challenges of enhancing production in a situation of dwindling natural resources necessary for production. The growing

demand for agricultural products, however, also offers opportunities for producers to sustain and improve their livelihoods. Information and communication technologies play an important role in addressing these challenges and uplifting the livelihoods of the rural poor. ICT otherwise known as ICT Hubs is one of the action lines identified in the declaration and plan of action of the World Summit on the Information Society (WSIS). The "Tunis Agenda for the Information Society, emphasizes the leading facilitating roles that UN agencies need to play in the implementation of the Geneva Plan of Action, published on 18 November 2005. (Ajani, E. 2014).

These home-grown power systems include; performance contracts nearby denoted to as (Imihigo), this structure of governance is old-style, it was used in the past kingdom of Rwanda, at this time agreements between the combatants and the king to get success in terms of conquests and swags of confrontation were contracted, as the statements were made by the combatants in the presence of the peers, hard work was made to bring victory at home at any price, the Ubudehe approach that runs a platform or spring board from which social protection plans such as Girinka, Community based health insurance, scholarships and Vision Umurenge Programme, Umuganda (Community Work), ICT promotion are hinged, and this offers a solid platform for organization.

For history speaking, the idea of ICT growth and its effect on socio-economic development is not new either in Rwanda or other parts of the modern world. So, it is of great importance to mention the background and the growth of ICTs and its impact on socio-economic development. A debate on the development of the ICT center falls into a larger school of thought that suggests to use technology for development. The notional basis can be found in the Schumpeterian notion of socio-economic development, which contains of a nonstop process of creative annihilation that renovates the society as entire, counting its economic, social, cultural, and political organization (Schumpeter, J., 1939)

The development of Information and Communication Technologies (ICT) has solid prospective to convert economies and societies in numerous ways, for example reducing information and transaction costs, generating innovative collaborative models to increase the competence of workforces, stimulating innovation, and making education improved and access to elementary services. Invention seems to be everywhere in the lives of customers, in industry and service production procedures, as well as in

community sector jobs. However, whereas we observe vivid changes in people's lives, it is problematic to find any effect in output figures. The similar happened when computers were brought into society enormously (Jorgenson, 2001) and this occurrence, known as the Solow Paradox, had already been detected in the boost from information knowledge. The present research aims at analyzing the impact of ICT hubs as Home Grown Solution on Private Sector Development in Rwanda considering the case of *Private Sector Federation* in Rwanda (PSF).

Developments in modern technologies are happening at a quickening speed, ranging from the fields of robotics, nanotechnology and biotechnology to materials science and artificial intelligence. Generally, these skills are getting about transformation in all sizes of life, and this offers an occasion for Africa to bind these technologies to advance its socio-economic development program and position itself as a head in the 4th Industrial Revolution (4IR). More so, it is now widely accepted that Information and ICTs have an important role in national development. However, the nature of the link between the two stays uncertain. For the development process to be efficacious, Rwanda must hold and exploit revolutions in science and technology to complement its cultural strengths in socio-economic life.

The proliferation of Information and Communication Technology (ICT) hubs has reshaped the landscape of economic development, particularly in regions aspiring for accelerated growth and innovation. In Rwanda, a nation synonymous with ambitious digital transformation initiatives, ICT hubs have emerged as key enablers of private sector development. This paper embarks on a comprehensive assessment to elucidate the impact of ICT hubs on private sector advancement within the Rwandan context.

### Key words

ICT hubs mean technologies that help in the communication and spread of information. This can be reached by using a number of computer based technologies, voice and data telephony, wireless local loops and cellular phones in addition to the rise in electronic media outlets such as television and radio stations that improve consciousness of the socio-economic development (Baqir, M.N., 2009).

ICT hubs are a new method for living an up-to-date life, they deliver great potentials to decrease poverty, increase productivity and economic growth, and improve accountability and governance. That promise only grew when ICTs experienced an uprising in the 2000s. Nearly 5 billion people now use mobile

phones, up from 200 million at the last decade's start, and the number of Internet users has raised 10-times (ICT for greater development impact, 2012).

ICT hubs are also defined as tools or systems that let recording, storage, using, disseminating and retrieving electronic information (World Bank, 2002). This thesis also accepts more broadly that ICTs are 'tools that enable communication and the processing and broadcast of information and the distribution of knowledge by electronic means (UNDESA-GAIG, 2009).

Beckinsale and Ram (2006, 86) defined ICT as 'any knowledge used to support data collection, processing, distribution and use'. More exactly ICTs can be viewed as all forms of technologies and products for a wide range of software, hardware, telecommunications and information management techniques, applications and devices used to create, produce, analyze, process, package, distribute, retrieve, store and transmit or receive information electronically in a digital form such as computers, email, internet, websites, social networking and other wireless communications devices, networks, broadband, and as well as the various specialized devices and applications associated with them, such as satellite systems and video conferencing.

### **Private sector development**

Private sector development is the part of a country's economic system that is run by individuals and companies, rather than the government. Most private sector organizations are run with the intention of making profit.

Private sector development encompasses all for-profit businesses that are not owned or operated by the government.

The part of national economy made up of Private sector development. It includes the personal sector (households) and corporate sector (companies), and is responsible for allocating most of the resources within an economy.

For us, the private sector is the part of the economy, sometimes referred to as the citizen sector, which is run by private individuals or groups, usually as a means of enterprise for profit, and is not controlled by the State.

### **Economic growth**

According to Schumpeter, J. & Backhaus, U. (2003), economic growth generally refers to the sustained, concerted actions of policy makers and communities that promote the standard of living and economic health of a specific area.

Schumpeter, (2003) Economic growth is a policy intervention endeavor with aims of economic and social well-being of people; economic growth is a phenomenon of market productivity and rise in GDP (Schumpeter, 2003).

Economic growth is closely bound up with the evolution of capitalism and the demise of feudalism (Backhaus, 2008).

Economic growth: is the increase in the amount of the goods and services produced by an economy over time. It is conventionally measured as the percent rate of increase in real gross domestic production or real GDP (Gilbrt, 2009).

In the context of study, economic growth can be understood as positive change happens in Rwanda or among people it was characterized by increasing of GDP and GNP. It can also be described as the process whereby the real per capital income of a Rwanda increases over a long period of time for the better development of Rwanda.

### **Innovation ecosystems**

Innovation ecosystems is the creation, development and implementation of a new product, process or service, with the aim of improving efficiency, effectiveness or competitive advantage (Hadson, 2014).

The term Innovation ecosystems generally means creating new value and/or capturing value in a new way, to memorize and also good enough to encompass in all the value chain, and ideally to builds a new market. It can be an idea, practice or object that is perceived as new by a unit of adoption (David G, 2011).

### **Digital transformation**

Digital transformation is a financial exchange that takes place online between payer and payee. The content of this exchange is usually some form of digital financial instrument (credit card debit card online transfer or electronic money) that is backed by a bank or electronic payment service intermediary (Benjamin, G.2003).

Delali (2010) in Vassiliou (2004) defined Digital transformation as a form of financial exchange that takes place between the buyer and seller facilitated by means of electronic communication.

Digital transformation is an electronic payment system that enables customers of a bank or other financial institution to conduct a range of financial transactions through the financial institution's website

### **Job creation**

Job Creation is process of providing new jobs, especially for people who are unemployed (Secchi, 2019).



It is the process by which the number of jobs in an economy increases. *Job creation* often refers to government policies intended to reduce unemployment (Secchi, 2005).

Job Creation means new full-time jobs created by a company (Phillips et al, 2015).

**Socio-economic implications**

Socio-economic implications are the overall level of financial satisfaction and prosperity experienced by participants in an economic system. The economic development of a nation or business can often be assessed by reviewing the level of employment and the average financial compensation that is received by workers employed within the system (Business Dictionary, 2004).

It is defined as the aspects of economic theory concerned with the development of society and priorities to be observed in the allocation of resources (Free Dictionary, 2005).

It is also a branch of economics which concerns itself with the principles by which alternative economic arrangements may be ranked in terms of social welfare (Economic Encyclopedia, 2007).

In this research, socioeconomic development broadly refers to the level of prosperity and living standards of either an individual or families. In the field of

economics, it specifically refers to utility gained through the achievement of material goods and services.

This study is divided into five chapters as follows: Chapter One provides a general introduction. Chapter Two discussed a theoretical literature review. In Chapter Three, the research methodology and research design was discussed in detail. Chapter four discusses research findings and discussion and chapter five presents summary, conclusions and recommendation.

**Sustainable development**

Sustainable development is the process whereby simple, low-income national economies are transformed into modern industrial economies (Martinussen, 2004).

Sustainable development is sometimes used as a synonym for economic growth; generally it is employed to describe a change in a country's economy involving qualitative as well as quantitative improvements (Meier, 1989).

Sustainable development is also the sustained increase in living standards that implies increase per capita income, better education and health, increased life expectancy, and environmental protection (World Bank, 2018).

**2. Findings and Analysis**

**Perceptions of people on ICT hubs on development of private sector in Rwanda**

The study found out that, 30 respondents interviewed said that, Information is provided on time to business people with 33%. Then, 24 respondents mentioned that, the information provided meets the government agricultural standards and the needs of business people in Rwanda with 26%. Also 16 respondents said that, the information provided is well researched with professional government agricultural officers, reliable and accurate with 18%. Then, 12 respondents mentioned that, the information provided is put in understandable language with pictures for the business people in Rwanda with 13 %. Last but not least, 9 respondents believe that, ICT provide information of access to business records/registration online of the beneficiaries with 10%. The study concluded from the second objective that, the information provided is well researched with professional government agricultural officers, reliable and accurate.

**Table 1: Perceptions of people on ICT hubs on development of private sector in Rwanda**

Perceptions of people on ICT use	5	4	3	2	1
ICT hubs is provided on time to business people in	76	.00	.00	.00	.00
The information provided meets the government agricultural standards and the needs of business people	56	.00	.00	.00	.00
The information provided is well researched with professional government agricultural officers, reliable and accurate.	49	.00	.00	.00	.00
The information provided is put in understandable language with pictures for the business people in Kigali city.	65	.00	.00	.00	.00
ICT hubs provide information of access to land records/registration online of the beneficiaries	45	.00	.00	.00	.00

*SOURCE: (Primary data, 2024).*

**Impact of ICT Hubs on Private Sector Development in Rwanda**

Most of respondents confirmed that ICT hubs promote customer relationship management (CRM) Adopt technologies that have adequate local support for the business people about the use of ICT business promote

business growth/development with 22%. Then 26 respondents revealed that, conduct site visits to areas that have successfully adopted ICT hubs in business with 29%. Furthermore, 22 respondents also said that, engage service providers in long term service level agreements for the business people about the use of ICT hubs in business with 24%. Also 15 respondents revealed that, adopt technologies that have adequate local support for the business people about the use of ICT hubs in business with 16%. Lastly, 8 respondents interviewed said that, Hire adequate support staffs to enable them give good services to business people about the use of ICT in business.

**Table 2: Impact of ICT Hubs on Private Sector Development in Rwanda**

Impact of ICT Hubs on Private Sector Development in Rwanda	5	4	3	2	1
ICT hubs promote customer relationship management Adopt technologies that have adequate local support for the business people about the use of ICT hubs	11	.00	.00	.00	.00
ICT hubs Engage service providers in long term service level agreements for the business people about the use of ICT in business.	18	.00	.00	.00	.00
ICT hubs provide High speed internet penetration	21	.00	.00	.00	.00
ICT hubs support staff to enable them give good services to business people about the use of ICT in business.	15	.00	.00	.00	.00

*SOURCE: (Primary data, 2024).*

### Level of ICT hubs use in the Private Sector development

Statistics indicate that 30 respondents interviewed believe that ICT hubs enable business people to use their phones to call and receive information about their agricultural livestock farming in Rwanda with 35%, then 27 respondents said that, ICT hubs enable business people to send sms text and share information their agricultural livestock farming in Rwanda with 30%. Also 14 respondents interviewed believe that, ICT hubs enable business people to send recorded voices through their mobile phones of information their agricultural livestock farming in Rwanda with 15%. Then 10 respondents said that, ICT hubs enable business people to receive, read and learn about agricultural livestock farming through their smart phones with 11%.

**Table 3: Level of ICT hubs use in the Private Sector development**

Level of ICT hubs use in the Private Sector development	5	4	3	2	1
ICT hubs enable business people to use their phones to call and receive information about their agricultural livestock farming in Kigali city.	65	.00	.00	.00	.00
ICT hubs enable business people to send SMS text and share information their agricultural livestock farming	70	.00	.00	.00	.00
ICT hubs business people to send recorded voices through their mobile phones of information	85	.00	.00	.00	.00
ICT hubs enable business people to receive to read and learn about agricultural livestock farming through their smart phones.	61	.00	.00	.00	.00

*SOURCE: (Primary data, 2024).*

### Inferential Statistics

The study further applied multiple regressions to determine the impact of working capital management on the financial performance of trading companies in Rwanda.

### Regression Analysis

Regression analysis is the statistical technique that identifies the relationship between two or more quantitative variables: a dependent variable, whose value is to be predicted, and an independent or explanatory variable (or variables), about which knowledge is available. The technique is used to find the equation that represents the relationship between the variables. Multiple regressions provide an equation that predicts one variable from two or more independent variables.

The researcher applied the statistical package for social sciences (SPSS V 16.0) to code, enter and compute the measurements of the multiple regressions for the study. Coefficient of determination explains the extent to which changes in the dependent variable can be explained by the change in the independent variables or the percentage of variation in the dependent variable that is explained in independent variables.

### 3. Recommendations

Based on the findings in this study and further, Private Sector Federation (PSF) should organize the Training of the public on how to use SNS.

- Encourage public and private sector led infrastructure investment for promoting people in other areas

- Making investment funds available for promoting business people
- Training about entrepreneurship as members of private sector ,
- Improvement on human capital development for promoting business
- Government should support and facilitate private investors to create the jobs for people it influence the increasing the standard living of population.

#### 4. Conclusions

Based on the results obtained we can confirmed that ICT Hubs impact positively on Private Sector Development in Rwanda,

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