Appendix

Table A1. Quality assessment of the included papers

ID	AV	SD	ID	AV	SD	ID	AV	SD	ID	AV	SD	ID	AV	SD
[P1]	5	1.76	[P21]	6.1	0.7	[P40]	6	0	[P60]	6	0.67	[P80]	5.5	2.92
[P2]	5.3	1.89	[P22]	6.2	2.2	[P41]	7	0	[P61]	6.3	0.67	[P81]	5.3	2.00
[P3]	7	0.00	[P23]	6.1	0.7	[P42]	6.3	1.16	[P62]	5.5	1.07	[P82]	6.6	0.52
[P4]	5.6	2.95	[P24]	5.7	2.1	[P43]	7	0.0	[P63]	5.2	2.06	[P83]	5.4	2.67
[P5]	7	0.00	[P25]	5.2	0.9	[P44]	6.3	2.21	[P64]	5.7	1.57	[P84]	5.9	0.99
[P6]	7	0.00	[P26]	6.7	0.5	[P45]	6.3	2.21	[P65]	5.7	0.95	[P85]	6.6	0.52
[P7]	6.1	0.74	[P27]	6	1.1	[P46]	7	0.00	[P66]	5.7	1.57	[P86]	6	1.15
[P8]	6.7	0.48	[P28]	6.8	0.4	[P47]	6.3	2.21	[P67]	6.3	0.67	[P87]	6.6	0.70
[P9]	5.3	1.34	[P29]	5.4	1.1	[P48]	5	2.71	[P68]	5.8	1.03	[P88]	6.2	0.92
[P10]	7	0.00	[P30]	5.6	1.0	[P49]	5.8	1.14	[P69]	6.1	0.74	[P89]	6.1	0.57
[P11]	5.8	1.03	[P30]	7	0.0	[P50]	5.2	1.23	[P70]	5.9	1.20	[P90]	6.3	0.48
[P12]	7	0.00	[P31]	7	0.0	[P51]	6.5	0.53	[P71]	5.4	1.96	[P91]	6.3	2.21
[P13]	5.2	1.14	[P32]	6.7	0.7	[P52]	5.7	1.06	[P72]	6.2	1.14	[P92]	6.5	0.53
[P14]	5.1	2.02	[P33]	6.3	1.6	[P53]	7	0.00	[P73]	6.3	2.21	[P93]	6.5	0.53
[P15]	5	2.67	[P34]	6.2	1.0	[P54]	6	0.94	[P74]	5.2	2.04	[P94]	6.3	0.67
[P16]	7	0.00	[P35]	5.3	2.9	[P55]	6.3	0.48	[P75]	5.5	1.27	[P95]	6.3	2.21
[P17]	6.3	2.21	[P36]	5.9	0.7	[P56]	6.3	2.21	[P76]	5.2	2.04			
[P18]	6.6	0.52	[P37]	5.4	1.2	[P57]	5.6	1.17	[P77]	6	0.67			
[P19]	7	0.00	[P38]	7	0	[P58]	5.7	1.06	[P78]	5.4	1.26			
[P20]	6.5	0.53	[P39]	6	0	[P59]	6.3	0.48	[P79]	5.1	1.85			

Note. AV: Average, SD: Standard deviation. We calculated the average score for every selected paper by attributing a minimum score of 0 and a maximum of 7 for each of the following component in the paper: developing country, research gap, ICT artefact, empirical study, discussion of results, conclusion and future research agenda.

Table A2. Top 18 publications channels

Channel	Type	Count	Percent	Cumulative Percent
Information Technology for Development	Journal	20	21.05%	21.1%
The Electronic Journal of Information Systems in Developing Countries	Journal	10	10.53%	31.6%
International Conference on Social Implications of Computers in Developing Countries	Conference	5	5.26%	36.8%
IST-Africa Conference	Conference	5	5.26%	42.1%
Information Systems Journal	Journal	4	4.21%	46.3%
International Conference on Information and Communication Technologies and Development	Conference	4	4.21%	50.5%
European Conference on e-Government	Journal	4	4.21%	54.7%
Information Technologies & International Development	Journal	3	3.16%	57.9%
Mis Quarterly	Journal	3	3.16%	61.1%
Telematics and Informatics	Journal	3	3.16%	64.2%

Electronic Journal of Information Systems in Developing Countries	Journal	2	2.11%	66.3%
European Journal of Information Systems	Journal	2	2.11%	68.4%
Hawaii International Conference on System Science	Conference	2	2.11%	70.5%
Information Technology & People	Journal	2	2.11%	72.6%
International Development Informatics Association Conference	Conference	2	2.11%	74.7%
Journal of Information Technology	Journal	2	2.11%	76.8%
Journal of the Association for Information Systems	Journal	2	2.11%	79.0%
International Conference on Information systems	Conference	1	1.05%	80%

Table A3. List of articles included

[P1]	Addo, A. (2022). Information technology and public administration modernization in a developing country: Pursuing paperless clearance at Ghana customs. *Information Systems Journal*, 32(4), 819-855 https://doi.org/10.1111/isj.12371
[P2]	Olorunnisola, A. A., & Martin, B. L. (2013). Influences of media on social movements: Problematizing hyperbolic inferences about impacts. *Telematics and Informatics*, 30(3), 275-288. https://doi.org/10.1016/j.tele.2012.02.005
[P3]	Baryashaba, A., Musimenta, A., Mugisha, S., & Binamungu, L. P. (2019). Investigating the adoption of an integrated hospital information system in rural Uganda: a case of Kisiizi Hospital. *International Conference on Social Implications of Computers in Developing Countries*, 316-325. https://doi.org/10.1007/978-3-030-19115-3_26
[P4]	Botha, A., Herselman, M., & Ieee. (2015). How lessons learnt informed the development of an implementation framework in an ICT4D initiative. *IST-Africa Conference*, 1-13. https://doi.org/10.1109/ISTAFRICA.2015.7190539
[P5]	Andrade, A. D., & Urquhart, C. (2010). The affordances of actor network theory in ICT for development research. *Information Technology & People*, 23(4), 352-374. https://doi.org/10.1108/09593841011087806
[P6]	Prakash, A. (2016). E-governance and public service delivery at the grassroots: a study of ict use in health and nutrition programs in india. *Information Technology for Development*, 22(2), 306-319. https://doi.org/10.1080/02681102.2015.1034639
[P7]	Talantsev, A., Larsson, A., Kivunike, F. N., & Sundgren, D. (2014, Apr 15-18). Quantitative scenario-based assessment of contextual factors for ICT4D projects: Design and implementation in a web based tool. *World Conference on Information Systems and Technologies*, 477-490. https://doi.org/10.1007/978-3-319-05951-8_45
[P8]	Zaitsev, A., & Mankinen, S. (2022). Designing financial education applications for development: applying action design research in Cambodian countryside. *European Journal of Information Systems*, 31(1), 91-111. https://doi.org/10.5171/2012.703053
[P9]	Mooketsi, B. E., & Chigona, W. (2014). Different shades of success: educator perceptions of government strategy on e-education in south africa. *The Electronic Journal of Information Systems in Developing Countries*, 64(1), 1-15. https://doi.org/10.1002/j.1681-4835.2014.tb00461.x
[P10]	Giesteira, B. (2015). HCI4D guideline systematization: Creation, documentation and evaluation with partners from developing countries. *International Journal of Multimedia and User Design & User Experience*, 26(18), 1114-1128. https://repositorio-aberto.up.pt/bitstream/10216/79152/2/102106.pdf
[P11]	Hlungulu, B., Kunjuzwa, D., Ndlovu, N., Samalenge, J., Sikhumbuzo, N., Thinyane, M., & Terzoli, A. (2010). Technology solutions to strengthen the integration of marginalized communities into the global knowledge society. *IST-Africa*, 1-11. https://ieeexplore.ieee.org/abstract/document/5753005
[P12]	Mwangi, B. J., & Brown, I. (2015). A decision model of kenyan smes' consumer choice behavior in relation to registration for a mobile banking service: a contextual

	perspective. *Information Technology for Development*, *21*(2), 229-252. https://doi.org/10.1080/02681102.2013.874320
[P13]	Shroff, B. (2012). Design of e-governance projects for accountability: the indian context. *CPRafrica 2012/CPRsouth7 Conference*, 1-12. https://ssrn.com/abstract=2146403
[P14]	Donalds, C., & Barclay, C. (2022). Beyond technical measures: a value-focused thinking appraisal of strategic drivers in improving information security policy compliance. *European Journal of Information Systems*, *31*(1), 58-73. https://doi.org/10.1080/0960085X.2021.1978344
[P15]	Horn, C., & Rennie, E. (2018). Digital access, choice and agency in remote Sarawak. *Telematics and Informatics*, *35*(7), 1935-1948. https://doi.org/https://doi.org/10.1016/j.tele.2018.06.006
[P16]	Lin, C. I. C., Kuo, F. Y., & Myers, M. D. (2015). Extending ICT4D studies: the value of critical research, *Mis Quarterly*, *39*(3), 697-712. https://www.jstor.org/stable/26629627
[P17]	Pade-Khene, C., & Lannon, J. (2017). Learning to be sustainable in ICT for development: A citizen engagement initiative in South Africa. *International Conference on Social Implications of Computers in Developing Countries*, 475-486. https://doi.org/10.1007/978-3-319-59111-7_39
[P18]	Stratton, C., Sholler, D., Bailey, D., Leonardi, P., Rodriguez-Lluesma, C., & Acm. (2016, Jun 03-06). Competing institutional logics in ICT4D education projects: A South American study. International *Conference on Information and Communication Technologies and Development*, 1-16 https://doi.org/10.1145/2909609.2909665
[P19]	Uys, C., & Pather, S. (2020). A benefits framework for public access ICT4D programmes. *Electronic Journal of Information Systems in Developing Countries*, *86*(2), 1-18. https://doi.org/10.1002/isd2.12119
[P20]	Asamoah, D., Takieddine, S., & Amedofu, M. (2020). Examining the effect of mobile money transfer (MMT) capabilities on business growth and development impact [Article]. *Information Technology for Development*, *26*(1), 146-161. https://doi.org/10.1080/02681102.2019.1599798
[P21]	Baelden, D., & Van Audenhove, L. (2015). Participative ICT4D and living lab research: the case study of a mobile social media application in a rural Tanzanian University. Telematics and Informatics 2015, 32 (4), 842-852. https://doi.org/10.1016/j.tele.2015.04.012
[P22]	Potnis, D. D. (2014). Managing gender-related challenges in ICT4D field research. *The Electronic Journal of Information Systems in Developing Countries*, *65*(1), 1-26. https://doi.org/10.1002/j.1681-4835.2014.tb00464.x
[P23]	Kleine, D., Light, A., & Montero, M.-J. (2012). Signifiers of the life we value?–considering human development, technologies and Fair Trade from the perspective of the capabilities approach. *Information Technology for Development*, *18*(1), 42-60. https://doi.org/10.1080/02681102.2011.643208
[P24]	Thapa, D., & Omland, H. O. (2018). Four steps to identify mechanisms of ICT4D: A critical realism-based methodology. *Electronic Journal of Information Systems in Developing Countries, 84*(6), 1-10. https://doi.org/10.1002/isd2.12054
[P25]	Thapa, D., & Hatakka, M. (2017). Understanding ict in ICT4D: an affordance perspective. *Hawaii International Conference on System Sciences*, 2618-2626
[P26]	Thapa, D., & Sæbø, Ø. (2016). Participation in ICT development interventions: Who and how? *The Electronic Journal of Information Systems in Developing Countries*, *75*(1), 1-10. https://doi.org/10.1002/j.1681-4835.2016.tb00545.x
[P27]	Chelule, E., Greunen, D. V., Herselman, M., & Veldsman, A. (201). Mobi-incubation user experience for rural entrepreneurs in emerging economies. *IST-Africa Conference, 1-9.*
[P28]	Diniz, E. H., Bailey, D. E., & Sholler, D. (2014). Achieving ICT4D project success by altering context, not technology. *Information Technologies & International Development*, *10*(4), 15-29. https://www.diva-portal.org/smash/get/diva2:1073312/FULLTEXT01.pdf
[P29]	Nygren, E., Sutinen, M., Westerlund, T., & Sutinen, E. (2018). How to train a data scientist for the global south? *IST-Africa*, 1-10. https://ieeexplore.ieee.org/abstract/document/8417296
[P30]	Kivunike, F. N., Ekenberg, L., Danielson, M., & Tusubira, F. F. (2015). Using a structured approach to evaluate ICT4D: Healthcare delivery in uganda. *The Electronic Journal of Information Systems in Developing Countries*, *66*(1), 1-16.

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[P31]	Nyame-Asiamah, F. (2020). Improving the 'manager-clinician' collaboration for effective healthcare ICT and telemedicine adoption processes – a cohered emergent perspective. *Information Technology for Development*, *26*(3), 525-550. https://doi.org/10.1080/02681102.2019.1650326
[P32]	Wahid, F. (2013). Themes of research on egovernment in developing countries: current map and future roadmap. *Hawaii International Conference on System Sciences*, 4264-4274. https://doi.org/10.1109/HICSS.2014.527
[P33]	Gow, G. A., Dissanayeke, U., Jayathilake, C. K., Kumarasinghe, I., Ariyawanshe, K., & Rathnayake, S. (2020). Technology stewardship training for agricultural communities of practice: establishing a participatory action research program in Sri Lanka. *International Development Informatics Association Conference*, 110-124. https://doi.org/10.1007/978-3-030-52014-4_8
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[P38]	Singh, H., Andrade, A. D., & Techatassanasoontorn, A. A. (2018). The practice of ICT-enabled development. *Information Technology for Development*, *24*(1), 37-62. https://doi.org/10.1080/02681102.2017.1283284
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[P40]	Dobson, J. A., & Nicholson, B. (2017). Exploring the dialectics underlying institutionalization of it artifacts. *Journal of the Association for Information Systems*, *18*(12), 848-871. https://doi.org/10.17705/1jais.00478
[P41]	Breytenbach, J., De Villiers, C., & Jordaan, M. (2013). Communities in control of their own integrated technology development processes. *Information Technology for Development*, *19*(2), 133-150. https://doi.org/10.1080/02681102.2012.714348
[P42]	Burrell, J. (2016). Material ecosystems: theorizing (digital) technologies in socioeconomic development. *Information Technologies & International Development*, *12*(1), 1-13. https://itidjournal.org/index.php/itid/article/download/1472/1472-4130-1-PB.pdf
[P43]	Bass, J. M., Nicholson, B., & Subhramanian, E. (2013). A framework using institutional analysis and the capability approach in ICT4D. *Information Technologies & International Development*, *9*(1), pp. 19-35. https://itidjournal.org/index.php/itid/article/download/1028/1028-2872-1-PB.pdf
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[P45]	Renken, J. (2019, May 01-03). What motivates ICT4D champions? *International Conference on Social Implications of Computers in Developing Countries,* 307-318. https://doi.org/10.1007/978-3-030-18400-1_25
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[P47]	Yonazi, J. (2011, Jun 16-17). Exploring facilitators and challenges facing ICT4D in tanzania. *European Conference on e-Government*, 578-588. https://doi.org/10.1080/0960085x.2021.1978341

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[P51]	Park, K. R., & Li, B. Y. (2017). System failure for good reasons? Understanding aid information management systems (aims) with Indonesia as state actor in the changing field of aid. *International Conference on Social Implications of Computers in Developing Countries*, 321-332. https://doi.org/10.1007/978-3-319-59111-7_27
[P52]	Sachith, K., Gopal, A., Muir, A., & Bhavani, R. R. (2017). Contextualizing ICT based vocational education for rural communities: Addressing ethnographic issues and assessing design principles. *International Conference on Human-Computer Interaction*, 3-12. https://doi.org/10.1007/978-3-319-67684-5_1
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[P54]	Joia, L. A., & Santos, R. P. (2019). ICT-equipped bank boat and the financial inclusion of the riverine population of Marajó Island in the Brazilian Amazon. *Information Systems Journal*, *29*(4), 842-887. https://doi.org/10.1111/isj.12200
[P55]	Hosman, L. J., & Armey, L. E. (2017). Taking technology to the field: hardware challenges in developing countries. *Information Technology for Development*, *23*(4), 648-667. https://doi.org/10.1080/02681102.2017.1363028
[P56]	Ye, L., Pan, S. L., Li, M., Dai, Y., & Dong, X. (2021). The citizen-led information practices of ICT4D in rural communities of China: A mixed-method study. *International Journal of Information Management*, *56*, 1-18. https://doi.org/10.1016/j.ijinfomgt.2020.102248
[P57]	Al Dahdah, M., & Mishra, R. K. (2023). Digital health for all: The turn to digitized healthcare in India. *Social science & medicine*, *319*, 114968. https://doi.org/https://doi.org/10.1016/j.socscimed.2022.114968
[P58]	Densmore, M. (2012). Claim mobile: when to fail a technology . *Conference on Human Factors in Computing Systems*, 1833- 1842. https://doi.org/10.1145/2207676.2208319
[P59]	Hatakka, M., Saebo, O., & Thapa, D. (2019). A framework to explain the relation between ICT and development: combining affordances and the capability approach. *International Conference on Social Implications of Computers in Developing Countries, 60-71.* https://doi.org/10.1007/978-3-030-19115-3_6
[P60]	Lefike, M., Turpin, M., & Matthee, M. (2023). A systems framework to analyze the impact of corporate social investment projects with an information technology focus. *The Electronic Journal of Information Systems in Developing Countries*, 1-15. https://doi.org/10.1002/isd2.12273
[P61]	Hoque, M. R. (2020). The impact of the ICT4D project on sustainable rural development using a capability approach: Evidence from Bangladesh. *Technology in Society*, *61*, 1-8. https://doi.org/10.1016/j.techsoc.2020.101254
[P62]	Sein, M., & Furuholt, B. (2012). Intermediaries: bridges across the digital divide. *Information Technology for Development*, *18*(4), 332-344. https://doi.org/10.1080/02681102.2012.667754
[P63]	Turpin, M., & Prinsloo, T. (2023). The value of theory in teaching ict4d at a graduate level . "digital-for-development: enabling transformation, inclusion and sustainability through ICT. *International Development Informatics Association Conference*,1-16. https://doi.org/10.1007/978-3-031-28472-4_1
[P64]	Mashaka, B., McBride, N., & Wakunuma, K. (2019). Incorporating indigenous perspectives in provision of e-government services: the case of tanzania. *Information and Communication Technologies for Development,* 192-202. https://doi.org/10.1007/978-3-030-19115-3_16

[P65]	Hayes, N., & Westrup, C. (2012). Context and the processes of ICT for development. *Information & Organization, 22*(1), 23-36. https://doi.org/10.1111/isj.12277
[P66]	Nyoni, N., & Bvuma, S. (2022, 9-10 March 2022). Factors affecting uptake and deployment of ICT4D initiative: Implementers' perspectives. *Information Communications Technology and Society*, 1-6. https://doi.org/10.1109/ICTAS53252.2022.9744668
[P67]	Khanal, P. B., Aubert, B. A., Bernard, J.-G., Narasimhamurthy, R., & Dé, R. (2022). Frugal innovation and digital effectuation for development: the case of Lucia. *Information Technology for Development*, *28*(1), 81-110. https://doi.org/10.1080/02681102.2021.1920874
[P68]	Panda, P., Sahu, G., Gupta, A., & Muthyala, V. (2014). *e-government procurement implementation in India: two comparative case studies from the field. International Conference on Theory and Practice of Electronic Governance*, 421-430. https://doi.org/10.1145/2691195.2691201
[P69]	Pruet, P., Ang, C. S., & Farzin, D. (2016). Understanding tablet computer usage among primary school students in underdeveloped areas: Students' technology experience, learning styles and attitudes. *Computers in Human Behavior*, *55*, 1131-1144. https://doi.org/https://doi.org/10.1016/j.chb.2014.09.063
[P70]	Heeks, R., & Ospina, A. V. (2019). Conceptualising the link between information systems and resilience: A developing country field study [Article]. *Information Systems Journal*, *29*(1), 70-96. https://doi.org/10.1111/isj.12177
[P71]	Mugwanya, R., Marsden, G., Ng'ambi, D., & Traxler, J. (2012). Using a participatory action research approach to design a lecture podcasting system. *International Journal of Mobile and Blended Learning (IJMBL)*, *4*(2), 67-86. https://doi.org/10.4018/jmbl.2012040105
[P72]	Smith, R., Herselman, M. E., & Turpin, M. (2019). Co-creating an ICT artefact with women in South Africa. *IADIS International Conference Information systems, 139-146.*
[P73]	Vaidya, R., & Myers, M. D. (2021). Symbolic practices and power asymmetries in ICT4D projects: the case of an Indian Agricultural Marketing Board. *Journal of Information Technology, 36*(1), 2-15. https://doi.org/10.1177/0268396220964813
[P74]	Fuger, S., Schimpf, R., Füller, J., & Hutter, K. (2017). User roles and team structures in a crowdsourcing community for international development – a social network perspective . *Information Technology for Development*, *23*(3), 438-462. https://doi.org/10.1080/02681102.2017.1353947
[P75]	McLennan, S. J. (2016). Techno-optimism or Information Imperialism: Paradoxes in Online Networking, Social Media and Development. *Information Technology for Development*, *22*(3), 380-399. https://doi.org/10.1080/02681102.2015.1044490
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[P77]	Karanasios, S., & Slavova, M. (2019). How do development actors do "ICT for development"? A strategy-as-practice perspective on emerging practices in Ghanaian agriculture. *Information Systems Journal*, *29*(4), 888-913. https://doi.org/10.1111/isj.12214
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Table A4. *Open coding examples of the dimensions of ICT4D context*

Reference	Excerpt of text	Code "What"	Code "How"	Concept	Category
[P1]	"Understanding the persistence of traditional paper-based practices at Ghana customs requires appreciation of the historically-formed context of customs work, and the tensions between its original mandate of revenue collection for the state and its later preoccupation with trade facilitation and service improvements for the business community."	Historical context	Understand the persistence of traditional paper-based practices.	Tradition	Success
[P14]	"Enhancing trust and confidence in the organisation's information systems is identified as an important objective for the experts. The experts explain that customer trust will have a positive impact on their general business success since that trust would likely translate into the initial and continuance use of their systems."	Emotional context	trust would likely translate into the initial and continuance use of their systems.	Trust	Success
[P19]	"The nature of the benefits that were identified are both tangible (measurable) and intangible (non measurable). Included in the measurable benefits are economic benefits and increased skills in reading, language, and ICT. The benefit of saving money was a recurring theme in the interview and focus discussions. With regards to the intangible benefits, the ability to connect or reconnect with people, including family, friends, businesses, and government, emerged as an important benefit. Notable also are the feeling of increased empowerment in both individuals and the community of users and the increased ability to make use of new opportunities and choices (agency)."	Developmental context	The benefit of saving money…the feeling of increased empowerment	Benefits	Empowerment an inclusion
[P21]	"These new conceptualisations of the digital divide go beyond the mere question of access by acknowledging that issues like design, content and production are equally important in the process of digital inclusion. Technology should therefore be developed taking into account local contexts and cultural multiplicity. This can only be achieved by involving the end user in the process of problem identification and technology design, implementation and evaluation. The ICT4D field should there- fore answer to the emerging call for a more participative approach."	Cultural context	involving the end user in the process of problem identification and technology design, implementation and evaluation.	Design-reality gap	Design and accessibility

Reference	Excerpt of text	Code "What"	Code "How"	Concept	Category
[P31]	"The consequences of the strategic-driven healthcare ICT adoption practices are that they fail to match clinician users' requirements and cause them to disuse ICTs for clinical practices and healthcare development."	Organizational context	Failure to match user's requirements	Top-down adoption	Integration and collaboration
[P31]	"The failure of the planned ICT systems was, in some instances, interpreted broadly by the clinicians as 'white elephant ICT systems.' A white elephant is an idiomatic expression used to describe a valueless but indispensable asset with a high maintenance cost. From the clinicians' contributions, the adoption of the telemedicine for clinical collaboration and knowledge sharing, like the intranet and ePatient systems, was mainly driven by a top-down approach, and did not fully account for the needs of the clinicians, the core users."	Economic context	High maintenance cost	Top-down approach to implementation	Integration and collaboration
[P41]	"ICT4D projects are failing during early stages of implementation (level 1-2 maturity), especially when external support and resources (volunteers and funding) decrease… it is not enough to state that this relation should be socially embedded, locally driven, maturing, or gaining momentum – we need to describe how to create projects with this sustainable character; a character that can withstand the withdrawal of funding or external support."	Financial context	Failure due to lack of funding	Sustainable funding	Success
[P44]	"The complex context of developing countries, change processes are often slow, taking place over several years, and unstable political contexts can impede or delay maturing of projects."	Temporal context	Impede or delay maturing of projects	Maturity	Adaptation
[P53]	"Although data and information ought to be the preserve of the client, the fact that service providers are responsible for it (and by implication have control over it) raises concerns of autonomy and freedom to one's information. In the context of Africa, it particularly raises claims of digital colonialism…Most service providers of cloud computing are located in developed countries and are large international corporations such as Microsoft, Google, Facebook or WhatsApp. This may hinder the development of local ICT developers who may be reliant on more developed countries to provide the technological expertise."	Technological context	Hindrance to local production	Dependency	Empowerment and inclusion

Reference	Excerpt of text	Code "What"	Code "How"	Concept	Category
[P55]	"Respondents are less concerned with corrosion or more extreme water-proof solutions, socially and environmentally responsible solutions, or a particular hardware configuration, but rather are concerned primarily with the more immediate problems that wreak havoc on technology: heat, humidity, dust and general long life, which all seem to be in line with the emphasis on durability from the previous question."	Environmental context	Affects the durability of the technology	Sustainability	Success
[P57]	"Guided by these objectives we identified the key actors and institutions and tried to understand what role they played in the operation of the system, and how they helped with providing access to universal health coverage. These actors belonged to multiple institutions, some are public authorities such as the Ministry of Labour and Employment, the State Nodal Agency (SNA), public hospitals and district or block- level government departments, others are private entities such as private clinics, insurance companies, third-party administrators and technology providers."	Institutional context	Role in the operation of the system; access to the universal health coverage	Collaboration	Integration and collaboration
[P74]	"The collaborators have been identified as the most interactive user role. This type of user seems to be able to integrate his/her collected knowledge into his/her ideas, as he submits ideas with the highest potential to be of high quality. In addition, this type of user is able to transfer knowledge between lots of other users giving this user a gatekeeper position in the network."	Cognitive context	Ability to transfer knowledge between users	Knowledge sharing	Engagement and participation
[P81]	"The legal and regulatory environment in which mobile phones are used and the presence of and access to technical and support services, were identified as the most important enabling factors in this context."	Legal context	Enabling factor to mobile phone used	Technology adoption	Success
[P83]	"The information needs assessment in these communities is complex because a wide array of factors affects why certain groups want certain types of information more than others. It was evident that gender, class, and status play important roles in determining why certain types of information are considered important."	Demographic context	Existence of different types of needs	Need assessment	Evaluation and assessment

Reference	Excerpt of text	Code "What"	Code "How"	Concept	Category
[P85]	Governance by the local governments helps remove material access barriers that hinder the quick and effective setup and deployment of the ICT that underlies the initiative.	Infrastructural context	Hindrance to ICT deployment	Access	Design and accessibility
[P88]	"The political factor plays a crucial role in the success of implemented e-Government projects because political leadership guides in allocating resources and making all the necessary political and legislative reforms to aid the smooth implementation and continuous use of e-Government projects."	Political context	Resources allocation and reforms	Leadership	Success
[P93]	"There was no scope to update the systems through trial and error and incorporating context specific needs. This resulted in inappropriate systems design for this zone and consequently, In Haor, the information system services were not as useful as it was in the other two zones"	Geographic context	Inappropriate systems design for this zone	System Design	Design and accessibility
[P95]	"Another group of technologists undertook ICT4D projects to enhance digital citizenship. Based on USSD and SMS principles, they had the software proficiency in developing a social media platform where user access is free and does not require a smartphone or internet connection but a standard mobile phone. This is crucial to alleviating the existing digital divide in the disadvantaged communities and enhancing the digital inclusion needed to address the social issues they face. While many disadvantaged had the knowledge and skills to use mobile technologies, they did not have the means to leverage digital technologies (e.g., ICT, social media, and mobile technologies) to foster citizen engagement and participation."	Social context	alleviating the existing digital divide in the disadvantaged communities and enhancing the digital inclusion needed to address the social issues they face	Digital inclusion	Engagement and participation

Table A5. Dimensions of context and distribution of the papers

Dimensions	Counts/95	Papers
Technological	80	P1, P2, P3, P5, P6, P7, P8, P9, P11, P12, P13, P14, P15, P16, P18, P19, P21, P23, P24, P25, P26,P27, P28, P29, P30, P31, P32, P33, P34, P35, P36, P38, P39, P41, P42, P43, P44, P46, P47, P49, P50, P51, P52, P53, P54, P56, P57, P58, P59, P60, P61, P62, P63, P64, P67, P68, P69, P70, P71, P72, P74, P75, P76, P77, P78, P79, P81, P82, P84, P85, P86, P87, P88, P89, P90, P91, P92, P93, P94, P95
Social	85	P1, P2, P4, P5, P6, P7, P8, P9, P10, P11, P12, P13, P14, P15, P16, P17, P19, P20. P21, P22, P23, P24, P25, P26, P27, P28, P29, P30, P31, P32, P33, P34, P35, P36 P38, P39, P40, P41, P42, P43, P44, P45, P46, P47, P48, P49, P50, P51, P52, P53, P54, P56, P57, P58, P59, P60, P62, P64, P65, P66, P67, P70, P71, P72, P73, P74, P75, P76, P77, P79, P80, P81, P82, P83, P84, P85, P86, P88, P89, P90, P91, P92, P93, P94, P95
Cultural	62	P2, P3, P5, P7, P8, P9, P10, P11, P12, P14, P15, P16, P19, P21, P22, P23, P24, P25, P26, P27, P28, P29, P31, P32, P33, P34, P35, P36, P38, P39, P41, P42, P44, P45, P47, P48, P49, P50, P51, P52, P53, P57, P59, P60, P62, P64, P65, P66, P67, P71 P72, P73, P75, P77, P82, P83, P85, P86, P89, P90, P93
Developmental	56	P1, P4, P6, P8, P9, P12, P13, P14, P17, P18, P19, P22, P24, P26, P27, P28, P30, P32, P33, P34, P35, P36, P39, P40, P41, P42, P43, P44, P46, P48, P49, P50, P53, P56, P57, P59, P63, P65, P66, P67, P70, P71, P73, P74, P75, P77, P78, P79, P80, P83, P84, P85, P86, P89, P90, P94
Institutional	52	P1, P3, P4, P6, P8, P10, P11, P13, P14, P17, P18, P23, P24, P25, P26, P28, P29, P30, P31, P32, P34, P36,P38, P39, P40, P41,P44, P43, P47, P48, P51, P53, P54, P57, P58, P59, P60, P63, P64, P69, P71, P73, P75, P77, P78, P82, P84, P85, P87, P89, P91, P94
Economic	44	P2, P7, P8, P11, P12, P14, P15, P19, P20, P23, P24, P25, P27, P28, P29, P30, P34, P35, P36, P38, P39, P42, P44, P46, P47, P49, P50, P52, P53, P54, P58, P59, P67, P70, P78, P80, P81, P83, P85, P90, P92, P93, P94, P95
Demographic	39	P3, P5, P8, P10, P12, P15, P19, P21, P22, P25, P27, P28,P29, P30, P36, P41, P49, P52, P53, P54, P57, P58, P59, P60, P62, P64, P70, P71, P72, P75, P76, P77, P83, P89, P90, P91, P92, P93, P94,
Political	38	P1, P2, P4, P7, P16, P17, P19, P23, P24, P28, P30, P31, P32, P34, P38, P43, P44, P47, P51, P53, P57, P60, P64, P69, P73, P75, P77, P80, P83, P84, P85, P86, P87, P88, P89, P92, P93, P94
Infrastructural.	34	P4, P7, P8, P10, P15, P21,P24, P26, P28, P35, P39, P43, P46, P47, P49, P50, P52, P53, P54, , P55, P59, P64, P66, P68, P70, P71, , P75, P76, P78, P81, P83, P86, P92, P94
Organizational	29	P1, P4, P10, P11, P14, P16, P17, P18, P31, P33, P38, P43, P44, P45, P46, P47, P49, 56, P58, P71, P75, P77, P78, P82, P84, P85, P87, P89, P94
Geographical	22	P8, P9, P12, P15, P19, P23, P26, P27, P29, P33, P39, P53, P54, P57, P59, P66, P69, P70, P71, P80, P85, P89, P94
Financial	15	P4, P8, P10, P11, P12, P15, P19, P23, P28, P30, P35, P42, P49, P54, P81.
Historical	8	P2, P21, P40, P42, P44, P48, P73, P94
Legal	8	P23, P34, P35, P68, P69, P73, P81, P94
Ethnic	5	P15, P16, P19, P23, P83
Environmental	**5**	P39, P50, P70, P78, P87
Emotional	5	P8, P16, P19, P27, P95
Cognitive	4	P6, P8, P12, P65
Language	2	P11, P47