

5.8. Digital divide

Digital divide is defined as inequalities in access to the Internet and resources for successful implementation of m-voting. The digital divide gap should be determined and be closed or at least narrowed before the implementation of e-voting [4], [10], [18], [23].

5.9. Political factors

Political consensus is defined as the agreement of politicians, government and electoral officials on the importance of m-voting. Political consensus regarding the importance of e-voting has a huge influence on the success of m-voting implementation [20], [32].

5.10. Voter education

Voter education is necessary to ensure an informed community is able to effectively exercise its right to vote. Voter education campaigns and public awareness on m-voting are critical to the exercise of fundamental rights and the success of the m-voting project. Voter education should be accessible to all voters, including those with special needs [18], [21].

5.11. Electoral staff training

Electoral staff training is vital that all electoral staff be trained on m-voting and the system itself to be able to administer elections with the new technology. The staff should also be trained on IT skills to be able to adopt the new system [12], [22].

5.12. Community engagement and communication

Interaction with all stakeholders is also extremely vital, from the very beginning. This includes constant consultations and discussions with all stakeholders including political parties and civil society [14], [15], [20].

5.13. Finance

A proper budget is also considered an important factor to m-voting implementation. Although m-voting implementation may require a huge amount of money during the first year of implementation; this should be different as the years goes by. The budget must be discussed and agreed upon by all stakeholders before the implementation start [14], [16].

5.14. Project planning and implementation

The successful implementation of any project relies on proper planning and implementation of the plan, as well as effective leadership. These play a major role to the success of m-voting. Effective and strong leaders must control and support the projects at all phases of m-voting and must possess a clear plan and vision for the implementation of m-voting [12], [15].

5.15. Electoral system

Electoral administration is central to the success of any election, with electoral administrators playing a critical role in interpreting the electoral law, implementing electoral procedures, educating the electorate and procurement of the m-voting system [6], [15].

This study attempts to capture the essence of key factors for the successful implementation of m-voting. Understanding these factors is critical for the progression of the field in both academia and practice. This study heavily relied on prior researches that have been done in the area and fifteen factors were identified as crucial for successful implementation of m-voting. This provides a strong foundation for further research in m-voting implementation. All of these identified factors are important to be aware of and should also be managed in order to ensure the success of all other m-government initiatives.

6. Conclusion

Electronic voting systems offer more advantages compared to paper-based voting systems. Many other countries have made attempts to replace the traditional paper-based voting system with modern voting technology. Research indicates that most of these developments and transitions have failed and very few of them have been successful. The main aim of this study was to investigate factors that may have influence in the successful implementation of m-voting in SA.

Successful implementation of m-voting in any given context is not only about the voting system itself and is not straightforward and simple as it seems. Projects encounter diverse problems whether in developed or developing countries. Many studies have focused on failed e-voting implementation, while very little focus on the factors leading to success. There are many factors that can affect the successful implementation of m-voting which includes technical, social, economic, organisational, and political factors. A country's technological progression, ICT infrastructure, voters m-readiness status, security, trust and transparency play a highly crucial role in the proliferation of m-voting and m-

government. The field of m-voting is moderately new and presents a variety of diverse research opportunities.

7. Recommendations and Further Work

This paper identified fifteen m-voting factors that have a potential to influence the successful implementation of m-voting in SA. The factors were identified only from existing literature. The theories held by participants are the most crucial, but the most neglected sources of theory [25]. Hughes [26] suggests that these theories are important for two reasons. Firstly, these theories are real phenomena; they inform the participants' actions, and any attempt to interpret or explain the participants' actions without taking account of their actual beliefs, values and theories is probably fruitless [26]. Secondly, the participants have far more experience with the things that are being studied; and they may have important insights into what is going on that a researcher might miss – if they fail to take the participant's theories seriously [27].

Future work has to consider the views and opinions of all stakeholders (voters, political parties, observers, electoral management bodies etc.). The researcher recommends focus groups and maybe questionnaires for the voters in order to excavate the views and opinions of all stakeholders on factors that may have influence in the successful implementation of m-voting in SA.

8. References

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