

The Role of New Technologies in Own-Source Revenue Generation

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SUMMARY

The objective of this study is to bring together various technological solutions in a structured way to present their key strengths and challenges for implementation in specific environments. In this way, the study seeks to provide World Bank task teams and their clients with basic tools and guidance regarding the use of technology applications to enhance OSR mobilization. To do so, the study documents existing and emerging technological applications to support OSR data capture, assessment, and administration. It draws on the experiences of World Bank projects and technical assistance in supporting the modernization of OSR systems in seven case studies. Other international experiences are also referenced to complement the analysis and illustrate the available technological options. The analysis consisted of a secondary literature review and World Bank project documentation and was complemented by over 15 interviews with Bank teams, government clients and experts working on the topic. The paper is structured in four sections: Section I covers the key literature review on the subject; Section II outlines the main technologies being applied to the OSR domain; Section III provides evidence of the use of the technological applications on a thematic basis within specific jurisdictions of the case studies; and Section IV presents the conclusions of the study.

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