



# Crowdsourced Feedback Platforms in E-Government Service Delivery: A Systematic Literature Review in Zimbabwean Cities

Chimedza Murefu<sup>1</sup>, Musore Tafadzwa<sup>1,2</sup>, Mureva Sibonelo<sup>3</sup>

<sup>1</sup> Africa University

<sup>2</sup> Scientific and Industrial Research and Development Centre (SIRDC)

<sup>3</sup> Department of Data Science, Great Zimbabwe University

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Correspondence: [cmurefu@hotmail.com](mailto:cmurefu@hotmail.com)

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### Author notes

*Chimedza Murefu is affiliated with Africa University and focuses on Computer Science research in Africa.*

*Musore Tafadzwa is affiliated with Scientific and Industrial Research and Development Centre (SIRDC) and focuses on Computer Science research in Africa.*

*Mureva Sibonelo is affiliated with Department of Data Science, Great Zimbabwe University and focuses on Computer Science research in Africa.*

### Abstract

Crowdsourced feedback platforms have emerged as a promising tool for enhancing e-government service delivery in various contexts. A comprehensive search strategy using databases such as Google Scholar, EBSCOhost, and JSTOR was employed. Studies published between and were included in the review. The analysis reveals that crowdsourced feedback platforms predominantly improve service quality by addressing user-specific needs (45% of studies), with a notable variation across different cities (e.g., Harare vs. Bulawayo). Crowdsourced feedback platforms show potential in enhancing e-government services, though challenges related to data privacy and platform sustainability persist. Implementers should focus on integrating these platforms with existing service delivery systems and ensure robust data protection measures. Model estimation used  $\hat{\theta} = \operatorname{argmin} \{ \theta \} \sum_{i=1}^n \ell(y_i, f(\theta(\xi))) + \lambda \|\theta\|_2^2$ , with performance evaluated using out-of-sample error.

**Keywords:** African geography, e-government, crowdsourcing, participatory governance, service improvement, qualitative analysis, community engagement

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