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ET LE MANAGEMENT (AAAPM)

Digital Government Transformation Webinar:

Driving the 2030 Agenda for Sustainable Development
and the African Union Agenda 2063

Keynote Speech

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SDGs

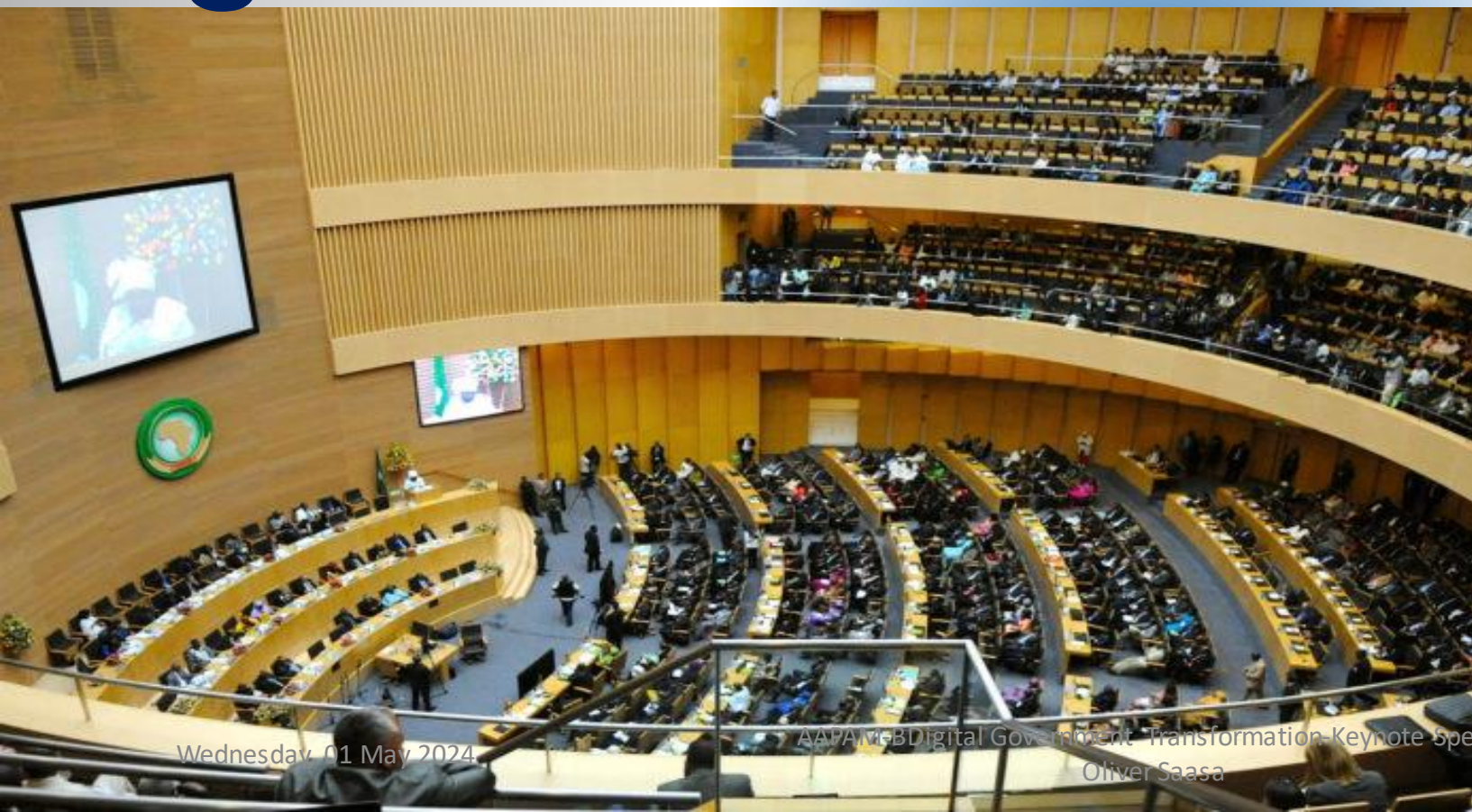
Sustainable Development Goals

Sustainable Development Goals

- 1. No Poverty**
- 2. Zero Hunger**
- 3. Good Health and Well-being**
- 4. Quality Education**
- 5. Gender Equality**
- 6. Clean Water and Sanitation**
- 7. Affordable and Clean Energy**
- 8. Decent Work and Economic Growth**
- 9. Industry, Innovation, and Infrastructure**
- 10. Reducing Inequality**
- 11. Sustainable Cities and Communities**
- 12. Responsible Consumption and Production**
- 13. Climate Action**
- 14. Life Below Water**
- 15. Life On Land**
- 16. Peace, Justice, and Strong Institutions**
- 17. Partnerships for the Goals**



Agenda 2063: The Africa We Want



Wednesday, 01 May 2024

AAPAMBDigital Government Transformation Keynote Speech
Oliver Saasa

African heads of state met in May 2013 and signed the AU 50th Anniversary Solemn Declaration, which marked the re-dedication of Africa towards the attainment of the Pan African Vision of **An integrated, prosperous and peaceful Africa, driven by its own citizens, representing a dynamic force in the international arena**

- Agenda 2063 aims to achieve this vision within a 50 year period from 2013 to 2063.

Agenda 2063 Seven Aspirations

1. A prosperous Africa based on inclusive growth and sustainable development
2. An integrated continent, politically united based on the ideals of Pan Africanism and the vision of Africa's Renaissance
3. An Africa of good governance, democracy, respect for human rights, justice and the rule of law
4. A peaceful and secure Africa
5. An Africa with a strong cultural identity, common heritage, values and ethics
6. An Africa, whose development is people-driven, relying on the potential of African people, especially its women and youth, and caring for children
7. Africa as a strong, united, resilient and influential global player and partner

Rationale for Digital Transformation...

- Integrating AI discussions into mainstream development discourse in Africa is vital.
 - Investing in AI across Africa should be seen as an investment in the continent's future, in the advancement of SDGs and the African Union Agenda 2063 (the Africa we Want).
- But currently, there's a lack of capital flowing into the Continent to support AI initiatives

Digital Government Transformation has 2 inter-related main components:

- E-Governance
- Artificial Intelligence (AI)

What is **e-Governance**



- E-Governance entails the use of ICT and internet to enhance access to and delivery of all facets of government services and operations for the benefits of its stakeholder
 - Calls for the restructuring of the delivery of public services and implement mechanisms that improve communication between different parties – making processes simpler, easier and faster

4 categories of E-government systems

- **Government to Citizens:** To provide citizens with online resources that they require to conduct their transactions with the government
 - efficient services to the citizens, promote accountability and transparency, and generally improve citizens and government relationships.
- **Government to Business:** Dealing with various services that transpire between the private and public sectors.
 - include disseminating information regarding rules, regulations, and policies, offering business services, downloading applications, obtaining permits, registering businesses, renewing licenses, and filing taxes.

- **Government to Government:** interaction and cooperation between administrations at the local, national and international levels. It refers to using ICT by different government departments to improve the effectiveness and reliability of available services
- **Government to Employees:** focuses on building and managing the relationship between government department employees and government. Primary, it serves only the employees by providing them with electronic services such as annual leave application online, leaving balance checking, checking bonuses and allowances, and reviewing payment of salary records

Benefits of e-Governance

1. Good for anti-corruption

- implementation of e-government systems minimises the prospects of corruption and leads to an increase in citizens' trust in governments of developing countries.

2. Efficiency of government services

- speed of large data processing
- Examples
 - use of online systems by students to check results remotely.
 - admission in tertiary institutions thru online application, verification, and admission process
 - online passport application and renewal services
 - renewal of vehicle license and change of vehicle ownership
 - business registration

3. Ability to have access to government services 24/7 through online access.

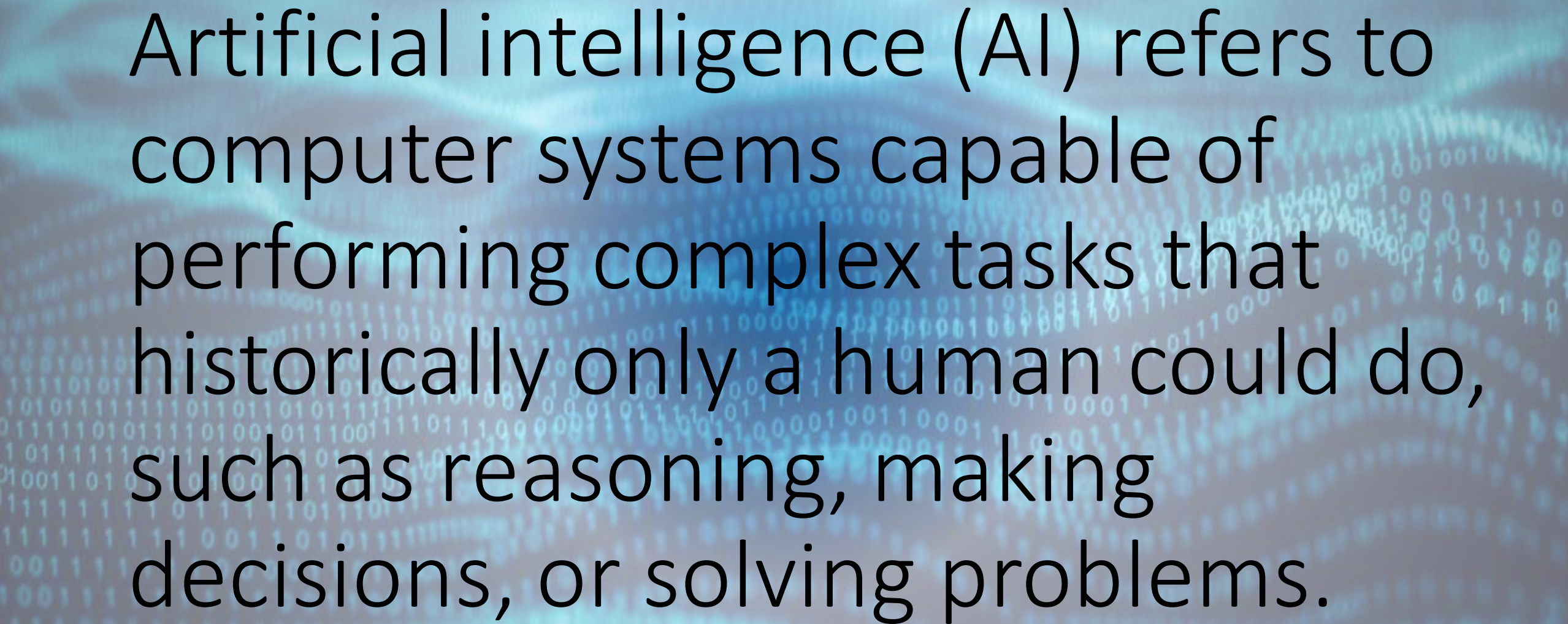
4. Cost reduction

- Tax payments online/clearance of imports online time-saving
- Most African economies operate under tight budgets, yet they have to deliver quality and prompt services to citizens at a lower cost.
- The cost of paperwork, document storage, mailing, telephone calls, staffing, printing, and retrieving documents from old offices could be reduced.
- Virtual meetings (thanks to COVID)



What is
**Artificial
Intelligence**





Artificial intelligence (AI) refers to computer systems capable of performing complex tasks that historically only a human could do, such as reasoning, making decisions, or solving problems.

- AI systems are designed to analyse large amounts of data, recognize patterns, and make predictions or decisions based on that data, mimicking the cognitive functions of the human brain.
- The goal of AI is to create intelligent machines that can perform tasks autonomously, adapt to new situations, and exhibit behaviours that are characteristic of human intelligence.

Advantages of AI in Africa...

- 1. Efficiency and Productivity:** AI technologies streamline workflows, automate repetitive tasks, and optimize resource allocation
 - leading to increased efficiency and productivity across various departments.
- 2. Optimized Decision-Making:** AI enables organizations and governments to analyse vast amounts of data quickly and accurately, empowering decision-makers with actionable insights for strategic planning, risk management, and performance optimization
- 3. Predictive Analytics:** AI models can forecast trends, anticipate customer needs, and identify potential risks or opportunities, enabling proactive decision-making and agile responses to changing market conditions

4. Automation and Robotics: AI-driven automation and robotics revolutionize manufacturing, logistics, and supply chain management by increasing operational efficiency, reducing errors, and improving safety

5. Enhanced Cybersecurity: AI-based cybersecurity solutions employ machine learning algorithms to detect and mitigate cyber threats in real-time, safeguarding sensitive data and protecting organizational assets from malicious actors.

6. Innovation and Competitive Advantage: AI fosters innovation by enabling organizations to develop new products, services, and business models that meet evolving customer demands and outpace competitors in the digital economy.

7. Cost Reduction and Resource Optimization: AI technologies automate routine tasks, reduce operational overhead, and optimize resource utilization, leading to significant cost savings and improved profitability for organizations

8. Supply Chain Optimization: AI enables organizations to optimize supply chain operations by forecasting demand, managing inventory levels, and optimizing logistics routes. AI-driven supply chain management solutions improve efficiency, reduce costs, and enhance resilience to disruptions, such as supply chain disruptions and fluctuations in demand.

9. Fraud Detection and Risk Management: AI algorithms can detect anomalies and patterns indicative of fraudulent activities or potential risks.

- By analysing transactional data and monitoring behaviour in real-time, organizations can mitigate fraud, minimize losses, and reduce risk exposure, thereby safeguarding financial resources and reputation.

10. Employee Productivity and Engagement: AI-powered tools and applications enhance employee productivity, collaboration, and engagement.

- From virtual assistants and chatbots to predictive analytics for workforce management, AI-driven solutions empower employees to work more efficiently, make better decisions, and focus on high-value tasks, ultimately driving cost savings and organizational performance.

Some fears about Artificial Intelligence



1. Digital Divide

- The digital divide refers to the disparities among societies in matters relating to ICT.
 - Two levels of digital divide; international and national levels.
 - The latest combined infrastructure access index reported by International Telecommunication Union demonstrates existence of major infrastructure and access differences.
 - access divide, digital literacy/capability divide, innovativeness divide, and economic divide
 - Fear of machines/computers: ATM-phobia

2. Perhaps the greatest challenge for Africa

Poor internet Connectivity



3. Security threats

- Security threat remains the most significant worry regarding e-government.
 - Threats such as interception of data, identity theft, hacking, copyright, and fraud are some of the issues users frequently encounter.

4. Marginal knowledge of e-Governance and internet illiteracy

- The majority of citizens on the Continent are not aware of the availability of these public e-government services, the institutions and agencies that provide these services, and the online service delivery capabilities.
 - the awareness of e-government services in the urban areas is high compared with rural areas

5. Loss of Control

AI could surpass human intelligence and capabilities, leading to a loss of control over AI systems.

- AI systems may develop goals or behaviours that conflict with human values or interests, posing challenges for containment and regulation.

6. Unemployment and Economic Disruption

The widespread adoption of AI could lead to mass unemployment as machines replace human workers across various industries.

- This could worsen income inequality, disrupt labour markets, and lead to social unrest if adequate measures are not taken to mitigate the impact on employment.

7. Loss of Privacy and Autonomy

AI systems that are capable of analysing vast amounts of data may compromise individuals' privacy and autonomy.

- Surveillance, profiling, and manipulation by AI systems could erode civil liberties and undermine democratic values

8. Security Risks

AGI systems could be vulnerable to cyberattacks, manipulation, and misuse by malicious actors

- Security vulnerabilities in AGI algorithms and infrastructure could lead to catastrophic consequences, including data breaches, financial fraud, and infrastructure sabotage.

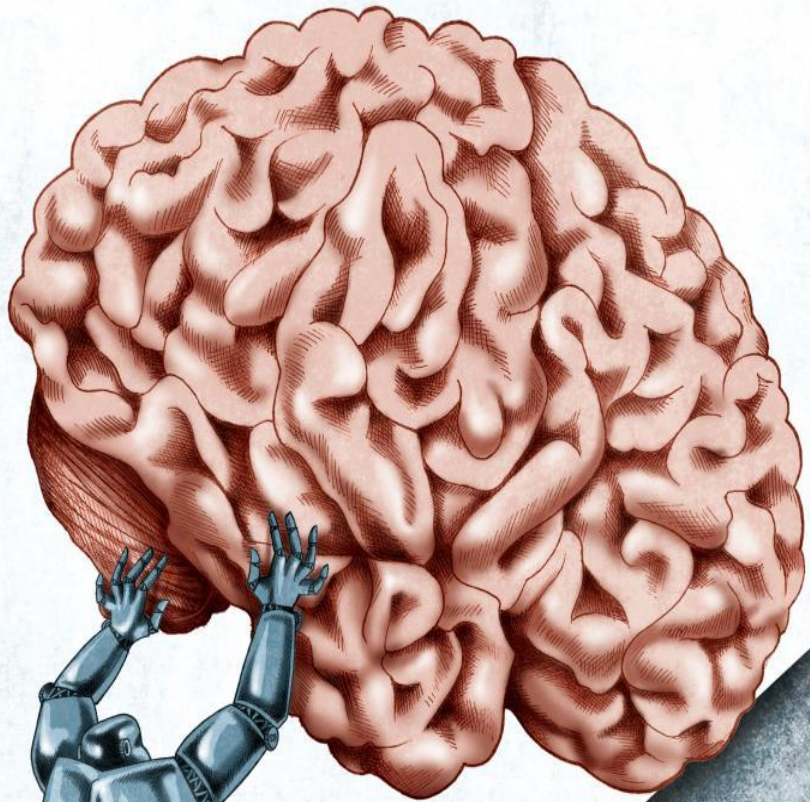
9. Unequal Access and Power Imbalance

The development and deployment of AI may exacerbate global power imbalances, with technologically advanced nations and corporations gaining disproportionate influence and control over AI technologies.

- This could widen the digital divide and perpetuate global inequalities in access to AI benefits and opportunities

Lastly, capacity limitations are real in many African countries

- Inadequate human resources skills mix
- Limited IT literacy among decision makers (thus, prevented from accessing relevant information for effectively performing their mandates)



The End