PROMOTING INSTITUTIONAL ARRANGEMENTS
For Sustainable Development in the 4IR government service system

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Africa’s Renewal in the Era of Sustainable Development Shared Responsibility for Strengthening Institutions

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People establish government as institution with different sects and departments
Sound policymaking

Public policies
- coherent with one another
- founded on true or well-established grounds, in full accordance with fact, reason and good sense

Competence

Government institutions have
- sufficient expertise, resources and tools
- deal adequately with the mandates under their authority

Collaboration

Government institutions
- at all levels
- in all sectors
work together and jointly with non-State actors
Policies, processes and structures

Institutional arrangements
[Policy Competence]

used to legislate, plan, and manage RESOURCES in the government service system

and coordinate with others in fulfilling their mandates.
The **systematic promotion** of mutually reinforcing policy actions across government ministries creating **synergies** towards achieving increased **quality of life**—development
Whole-of Government Approach

An approach that integrates the collaborative efforts of the departments and agencies of a government to achieve unity of effort towards a shared goal.
Managing Public Policy Resources

Public policy resources—assets available to the management of public institution in the form of informational, financial, materials, labour or other possessions utilizable to produce government services.
Information: knowledge obtained from investigation, study, or instructional collection of valuable data generated by people for the Peoples’ quality of life

Information management: the efficient and effective utilization of informational resources to provide the citizen with quality service.

Informational Resource: the procedures, equipment, and software employed, designed, built, operated, and maintained to collect, record, process, store, retrieve, display, and transmit information, and associated personnel.
Information for Quality Government Service

- Quality Government Service bases quality data identified from within the society being served.
- Where the society is engulfed with data beyond which government fails to reach out, it denies the service by the government—to dive into information flood, get lost in life and identity
- Government loses legitimacy whom to serve within defined values;
- That is the 4IR the government has to deal with—digital transformation
Digital Transformation

- Transformation:
  - a profound and fundamental; radical and sustainable change
  - irreversibly altering the very nature of a state of being to a whole new form, function, and structure;
What makes transformation ‘digital’

- The integration of computer-based and potentially disruptive technologies

Digital information

- Generating ‘genetic code’ of modern technology into all areas of development activities
- Ensure a profound and sustainable change to an entirely new form, function, and structure of a state of being; never to reinstate as it was
Major pillars around which digital transformation operates

1. upgrading information technology infrastructure, data leaks, and the cloud;
2. utilizing digital to optimize, simplify, and rationalize the existing processes;
3. formulating new executing models, new products, and services;
4. collaborating with a large ecosystem for new sources of growth
Digital transformation for sustainable development only possible with digital literacy and all inclusive digital connectivity

**Digital Literacy**

The awareness, attitude and ability of individuals to appropriately use digital tools and facilities to:

- identify, access, manage, integrate, evaluate, analyse and synthesize digital resources,
- construct new knowledge,
- create media expressions, and communicate with others and enable constructive social action

**Digital Government**

The integration of digital technologies into all areas of government services resulting in fundamental changes as to how the government service system operates and basically how it delivers its service values to the ordinary citizen
Digital maturity

- The ability to quickly respond to or take advantage of opportunities in the government service system based on current tech stacks, staffing resources, and digital technology.
Evaluating Digital Maturity

Government service dimensions to create a holistic view of digital maturity across public institution

1. The Citizen
   Providing an experience where citizens view the organization as their digital partner using their preferred channels of interaction to control their connected future on and offline;

2. Strategy
   Focuses on how the business transforms or operates to increase its competitive advantage through digital initiatives; it is embedded within the overall business strategy

3. Technology
   Underpins the success of digital strategy by helping to create, process, store, secure and exchange data to meet the needs of customers at low cost and low overheads;

4. Operations
   Executing and evolving processes and tasks by utilizing digital technologies to drive strategic management and enhance business efficiency and effectiveness

5. Organisation & Culture
   Defining and developing an organizational culture with governance and talent processes to support progress along the digital maturity curve, and the flexibly to achieve growth and innovation objectives
Thank You All

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