



Republic of Kenya

Leadership in the Digital Transformation Era

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Introduction

When government has the right people, and the right system and the right intentions, many good things are possible. The trick is knowing which ones they are” *Alan Ehrenhalt*

Managers today need to be mindful of several trends in the government and public administration environment. These trends are important because they provide the context in which decisions are made



Digital era

The 21st century is marked by unprecedented globalization, technological advancements, demographic shifts, and evolving political dynamics, all of which are reshaping the very fabric of societies and economies.



Effect of Digital Era on Leadership

As these changes unfold, the demands placed on leaders are becoming increasingly complex and multifaceted, necessitating a redefinition of leadership paradigms and practices.



Role of Leadership in the era

- Explain
- Listen
- Involve
- Decide



Role of Public service

- The Public Service plays a key role in sustainable socio-economic development of any country;
- It is the connecting link between the state and the people, as such it is the incubator of public trust in government



Future Public Service Leadership in the Digital Disruption Era





The Age of Disruption 2000-2030

- 1. The Age of disruption is estimated to run between 2000-2030. Some factors influencing disruption are:**
 - New Technology – Block chain, AI, Robotics, Renewable Energy**
 - New Media – Social Media, Fake News, Memes**
 - Security – Terrorism, Cyber Crime, Natural Disaster**
 - Geopolitics – China, Europe, US, Russia... N.Korea**
 - Youth – Millennialism, Culture, Values, Bulge, Democratization, Unemployment, Urbanization**



Disruptions In Public Service

Leadership is the cornerstone in the journey of institutional transformation and modernization

Need to understand the role of public service such as:

Competing stakeholders expectations

Performance and productivity

Public accountability/access - government decisions are subject to intense public visibility and inspection



What is Transformation?

***‘Fundamental and Sustainable change
that meets Citizen needs and
aspirations’***

Transformation efforts are needed to dismantle these
disruption , fostering a culture of innovation and
continuous improvement



Citizen Expectations



RESULTS
FOR KENYANS



RESULTS
FOR KENYANS



RESULTS
FOR KENYANS



RESULTS
FOR KENYANS

SPEED

Timeliness

SIMPLE

Less Red Tape

SEAMLESS

*Clustered
No Wrong Door*

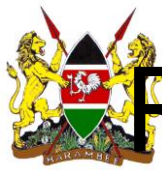
SATISFACTION

*Confidence in
Government*



Digitalization as a tool of Transformation Leadership

- Digitalization involves transforming business processes and customer experiences using digital technologies.
- In embracing digitalization, organizations automate processes, improve productivity, and enhance overall performance.
- Digitalization has an impact on impact on business processes, as it streamlines operations by eliminating paper-based processes and enabling automation.



Role of Artificial Intelligence in Leadership

- Decision making process in the modern Public administration through enhance data repository
- E-government initiative in the reduction of bureaucracy and silo mentality by creating a platform for whole government approach
- Development of programs to manage cyber security challenges



Innovation in the Age of Disruption

1. The ability to harness information, adapt rapidly, disrupt systems, execute, move first and fast to remain relevant in the Age of Disruption
2. Organizations that do not manage innovatively will not survive the age of disruption



The Disruptors



UBER

World's largest
taxi company

Owns NO

~~Taxis~~



airbnb

World's largest
Accommodation provider

Owns NO

~~Real
estate~~



skype WeChat

World's largest
Phone companies

Owns NO

~~Telco
infra~~



Alibaba Group

World's most
Valuable retailer

Owns NO

~~Inventory~~

facebook.

Most popular
Media owner

Owns NO

~~Content~~



SocietyOne

World's fastest
Growing bank

Owns NO

~~Actual
money~~

NETFLIX

World's largest
movie house

Owns NO

~~Cinemas~~



Apple Google

World's largest
Software vendors

Owns NO

~~Apps~~



NOKIA
Connecting People

The Disrupted



BlackBerry



HUMMER



 **cingular**
WIRELESS



LEHMAN BROTHERS



Local Disruptors





Political Environment - Local

Between 2022-2027, Public Service Management is been influenced by the following factors:

- a. Economy – Cost of Living & Budget Austerity**
- b. Policy – Bottom up transformation agenda**
- c. Societal – Fight Against Corruption**
- d. Legacy – National Unity**
- e. Transition – Generation” Z” Uprising**



The Road To Great Leadership

- **CHALLENGE THE PROCESS:** Find a process that you believe need to be improved the most.
- **INSPIRE A SHARED VISION:** share your vision in words that can be understood by your followers.
- **ENABLE OTHERS TO ACT:** Give them the tools and methods to solve the problem



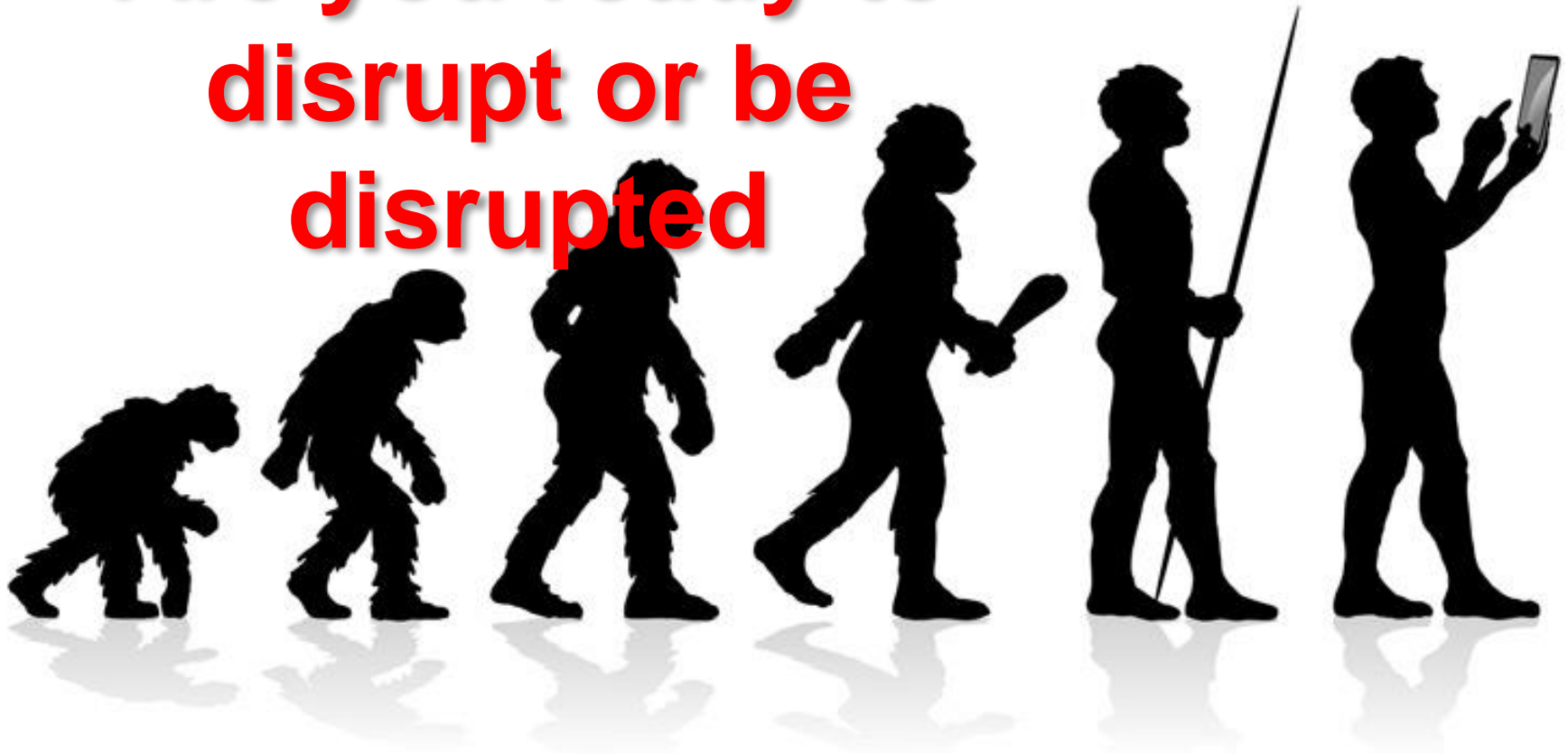
The Road To Great Leadership Cont'

- **MODEL THE WAY:** When process get tough, get your hands dirty. A boss tell others what to do – A leader shows what can be done
- **ENCOURAGE THE HEART:** Share the glory with your followers' heart, while keeping pains within your own

Success of a leader is in what get done in their absence



**Are you ready to
disrupt or be
disrupted**





***We must become the change we
want to see.***

By: Mahatma Gandhi.