

Digital Evolution of the Future Arab Public Administration

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ARAB PUBLIC ADMINISTRATION

2

FUTURE

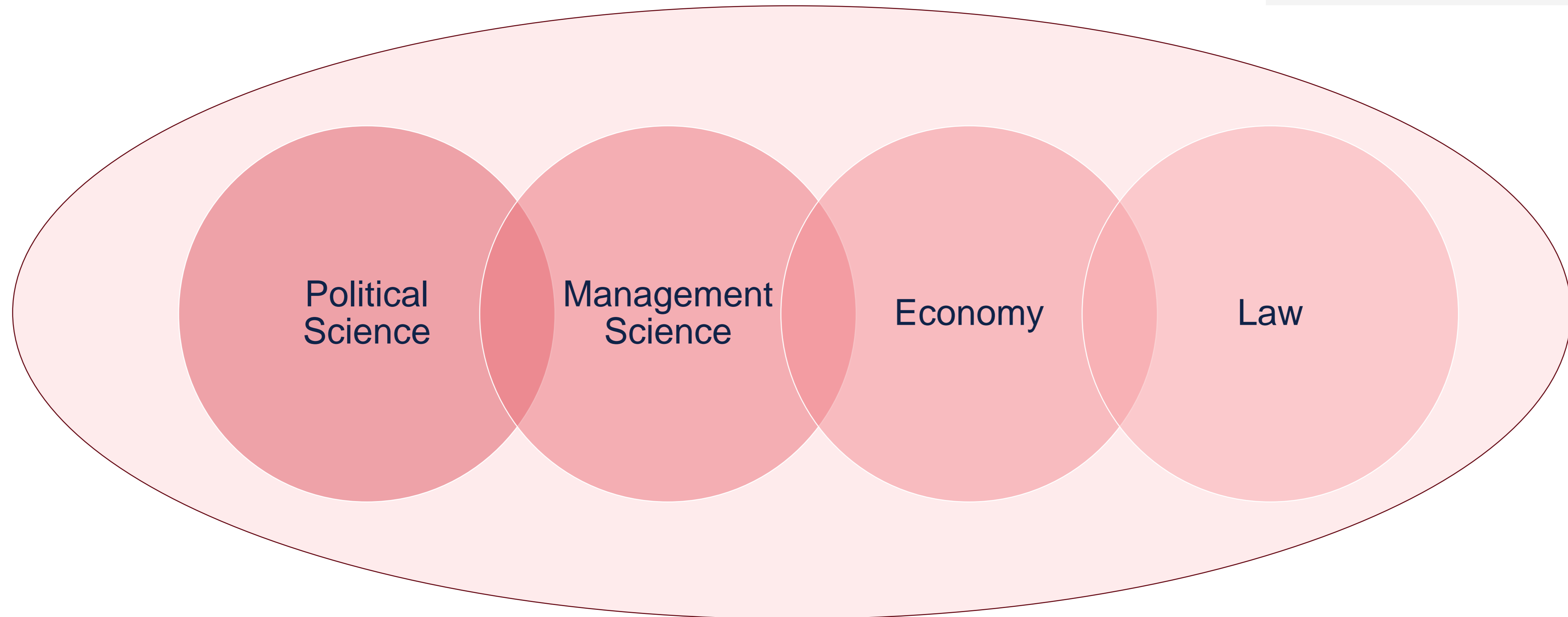
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DIGITAL EVOLUTION

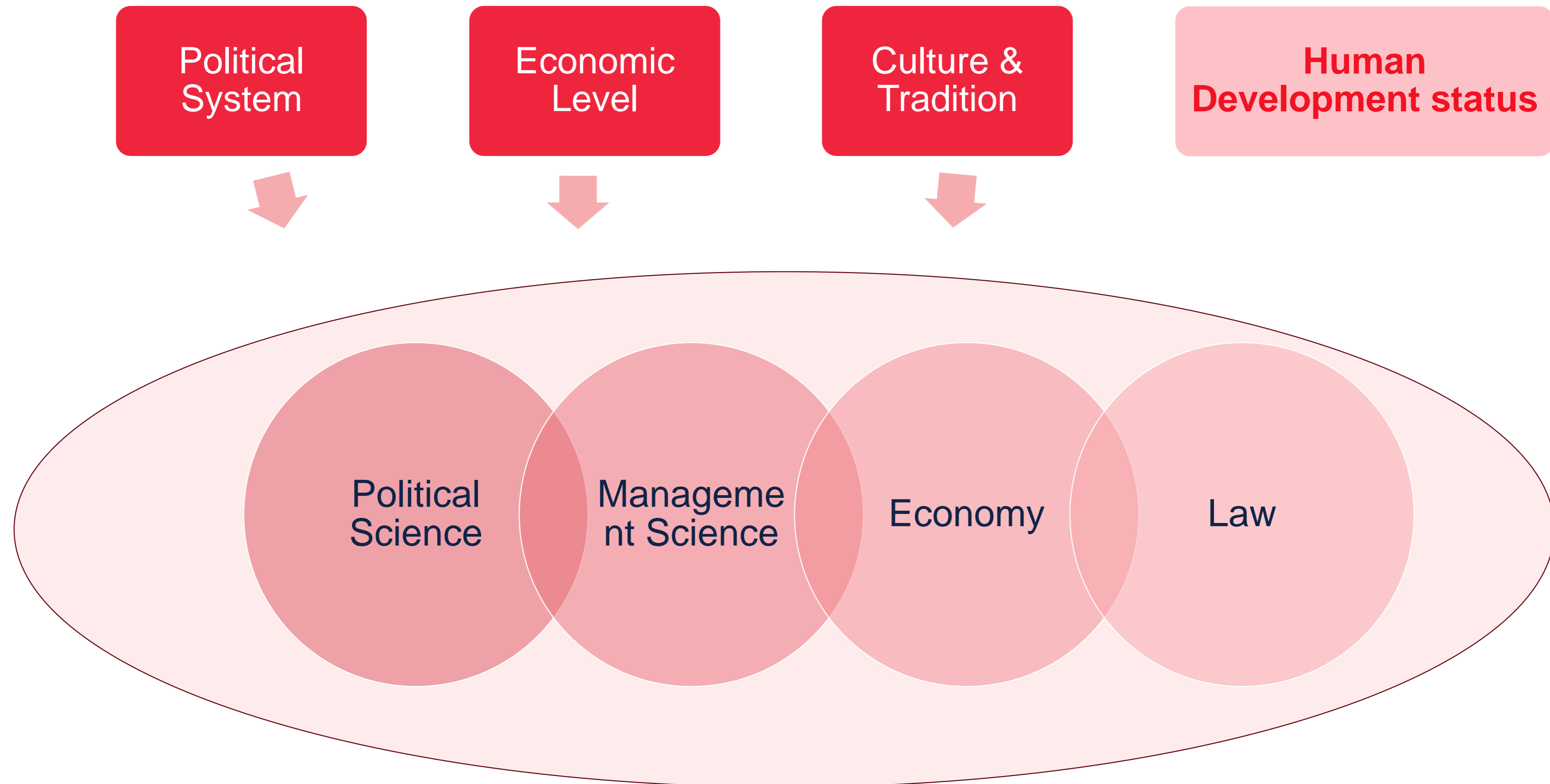
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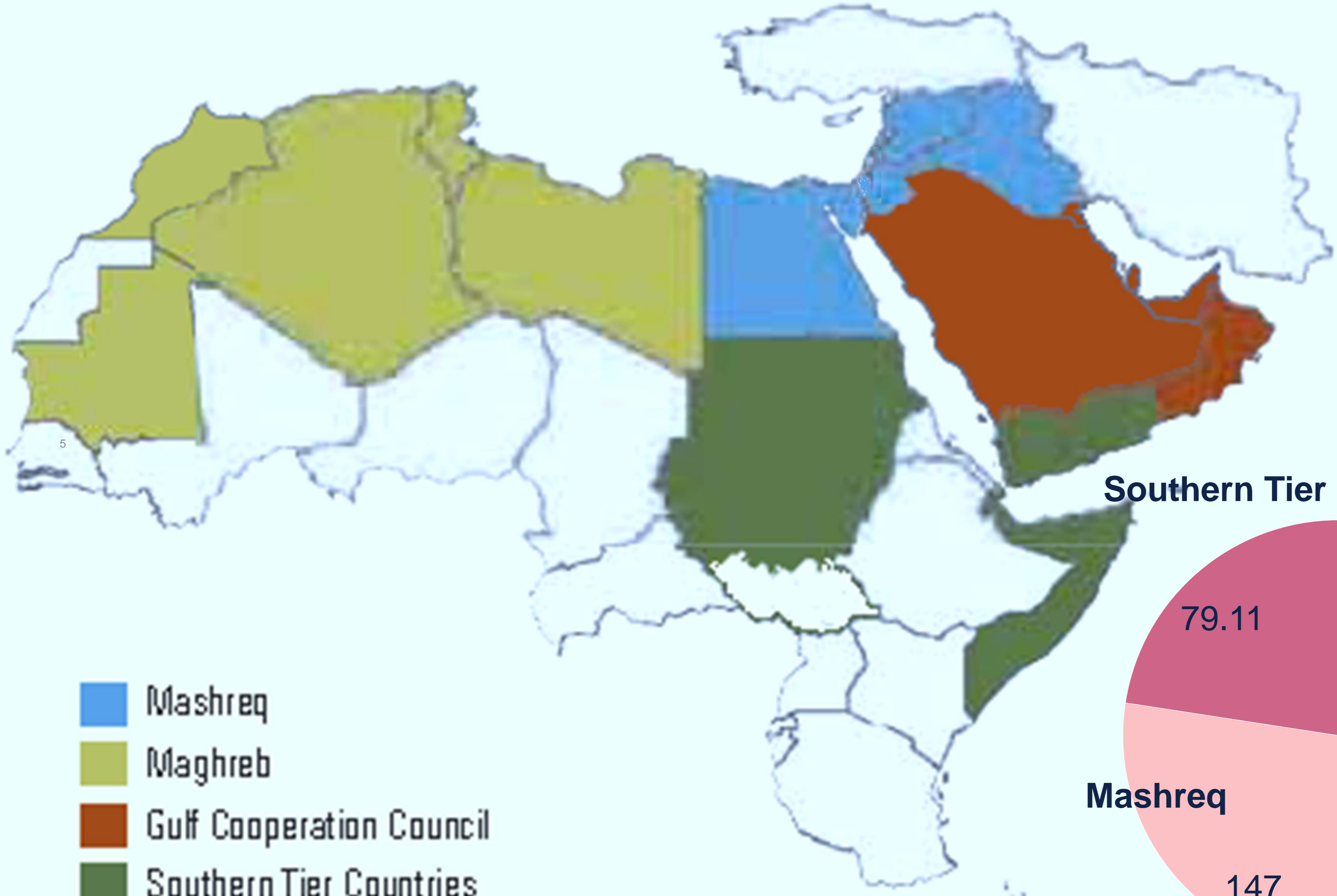
EPILOGUE

Public administration is
interdisciplinary

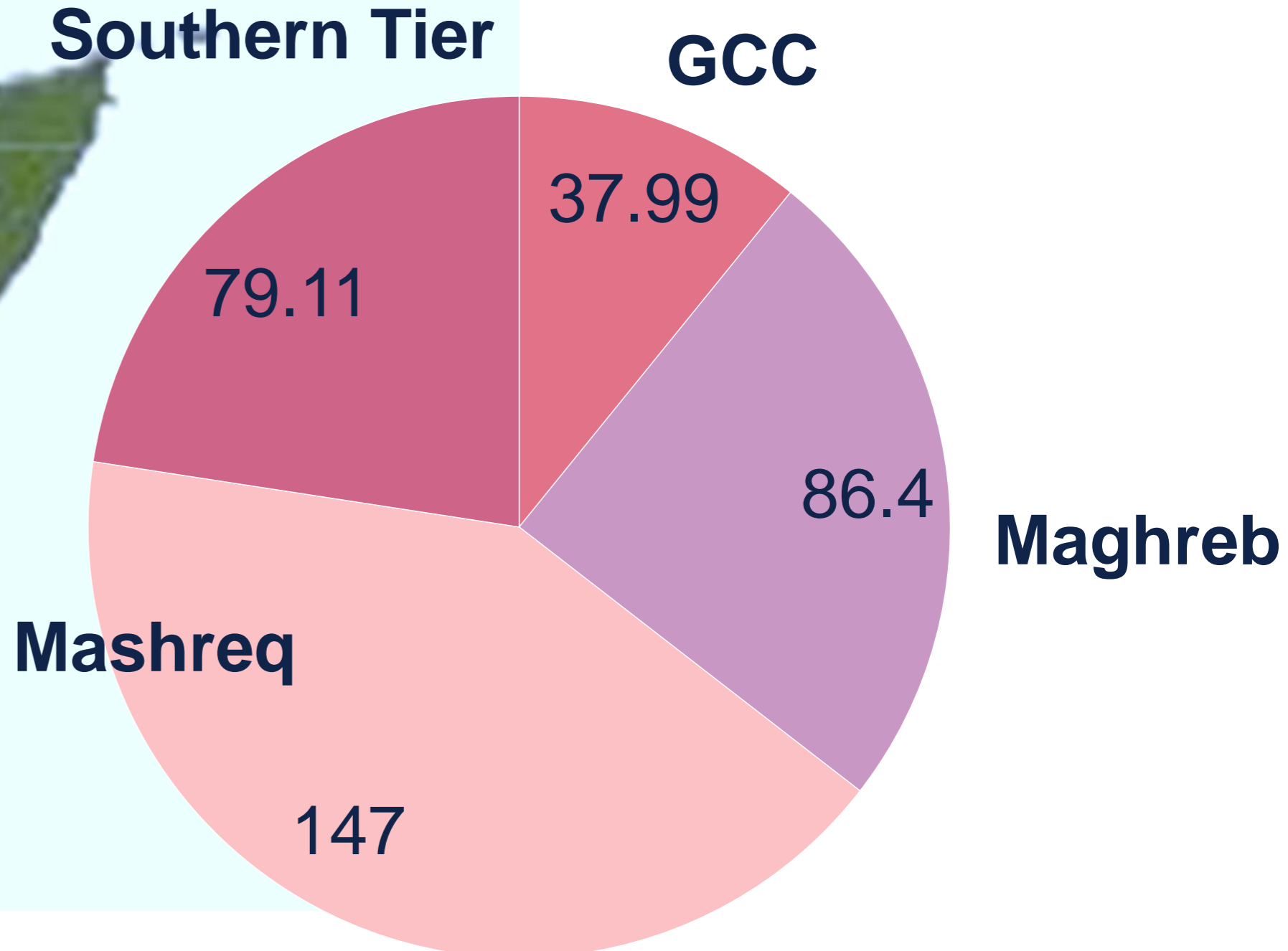


Public administration is affected by :

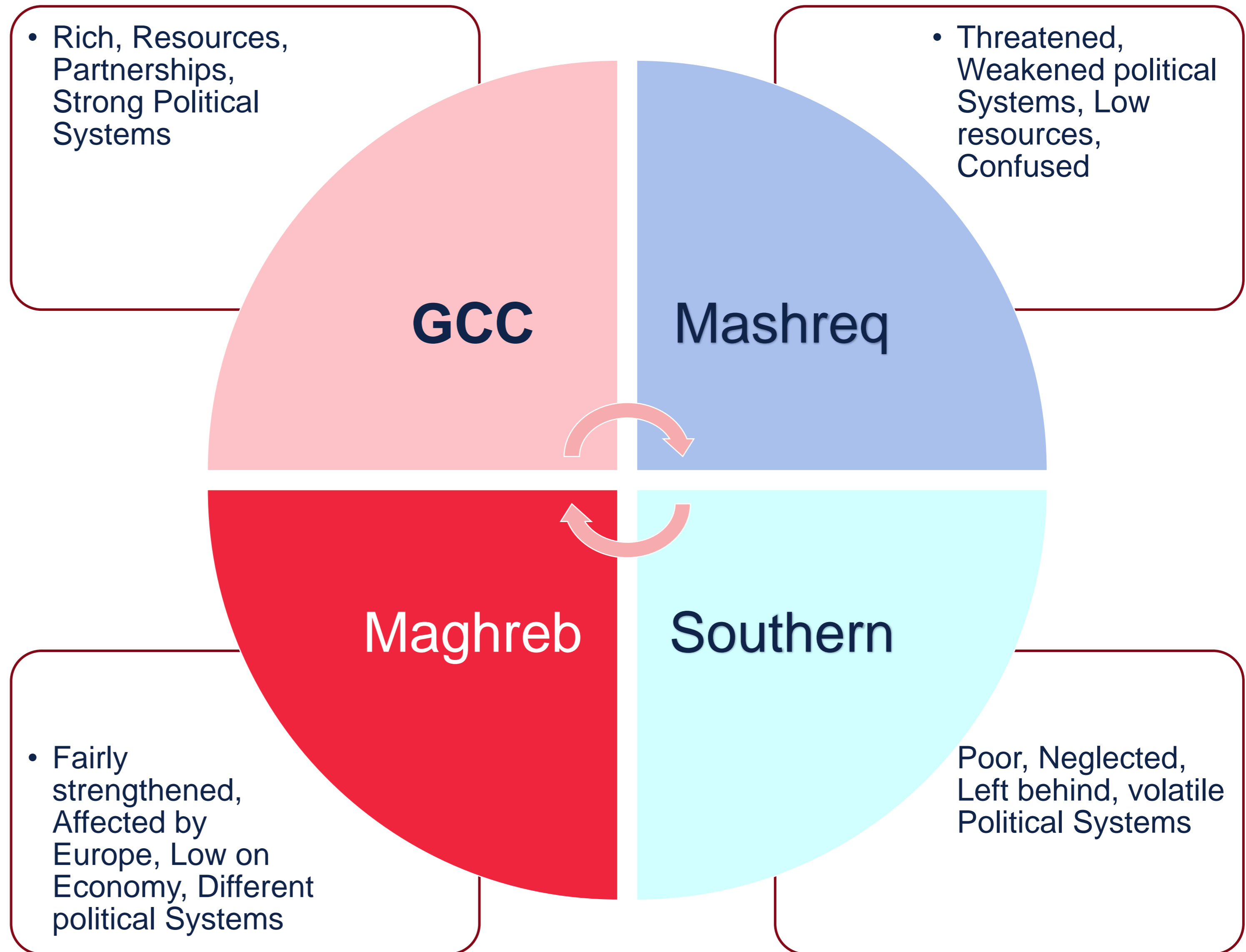




-  Mashreq
-  Maghreb
-  Gulf Cooperation Council
-  Southern Tier Countries



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1

ARAB PUBLIC ADMINISTRATION

There are **FOUR** different GAPS in Public Administration systems in the **ARAB WORLD**, hence the **PA Divide is difficult to neglect**

No ONE Size fits ALL

**PA is highly
VOLATILE**

**Difference between the four Types of
Arab PA is HIGH**

1

ARAB PUBLIC ADMINISTRATION

Stage 1: Each PA class of the four Arab countries need to be addressed separately

Stage 2: Enhance each Arab PA to converge to the adopted future model

Step 3: Implement a road map to bridge the divide between Arab PA groups

Best Approach:

2

FUTURE

The digital evolution of future public administration involves the following:

leveraging advanced technologies

- Adopting new emerging technologies
- managing disruptive technologies
- Human & Institutional capacity building

Innovating in digital strategies

- The best way to do it effectively
- Flexible to be adapted
- Integrated across the government

Optimizing and enhancing efficiency

- Provide right services
- Use right technology
- Adjust delivery to optimize resources
- Build for today and keep an eye on tomorrow

Providing wisdom to using citizen services

- Adequate online services
- Easy to use and Protected information
- Enabling citizens to manage services
- Providing opportunities to **co-design** services

2

FUTURE

TOOLS

Data-Driven Decision Making: data analytics for informed decision-making and integration of big data and analytics in public administration processes.

SAFETY

Cybersecurity Measures:

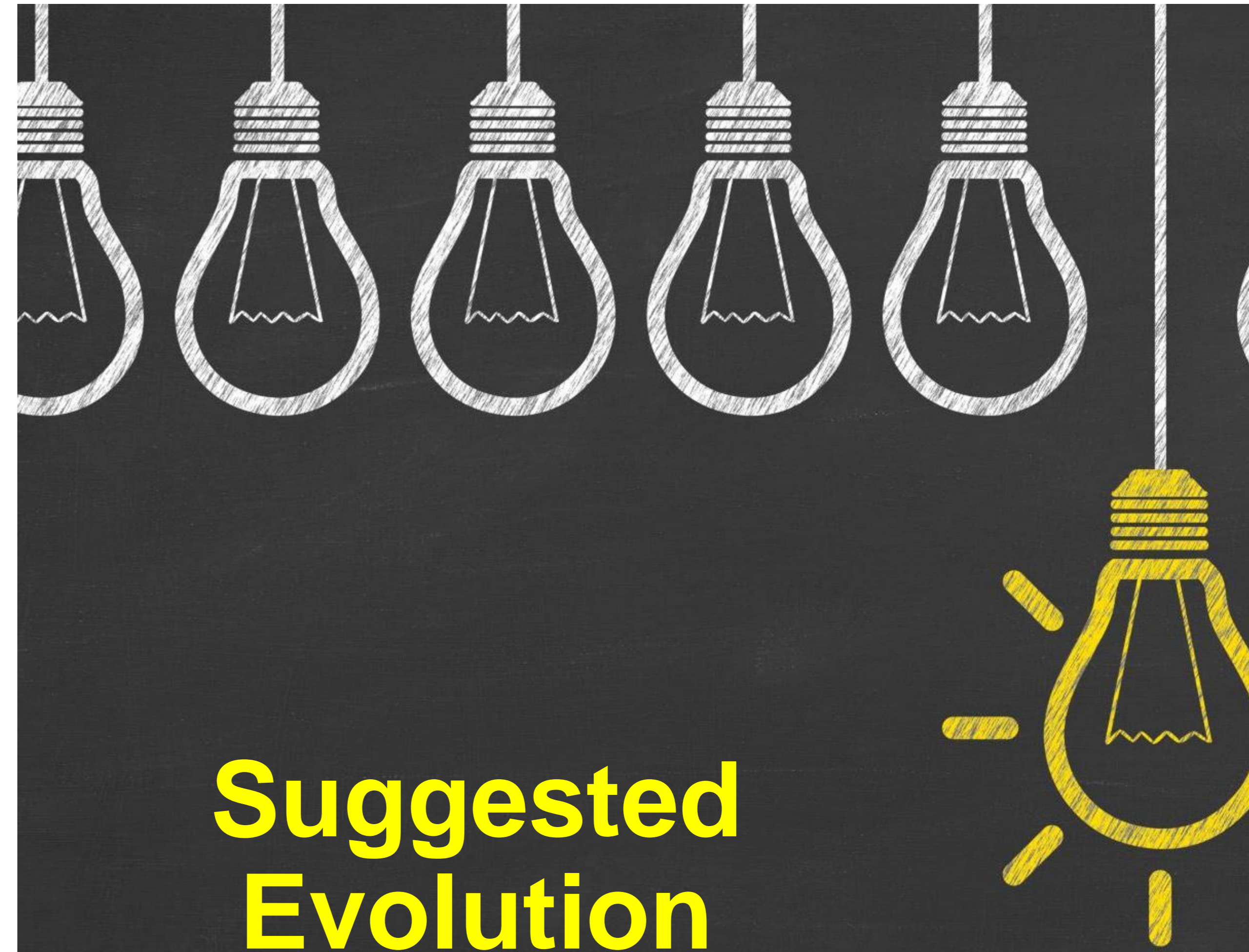
Robust cybersecurity strategies to protect sensitive data and ensure the integrity of digital systems.
Integration of AI for threat detection and prevention.

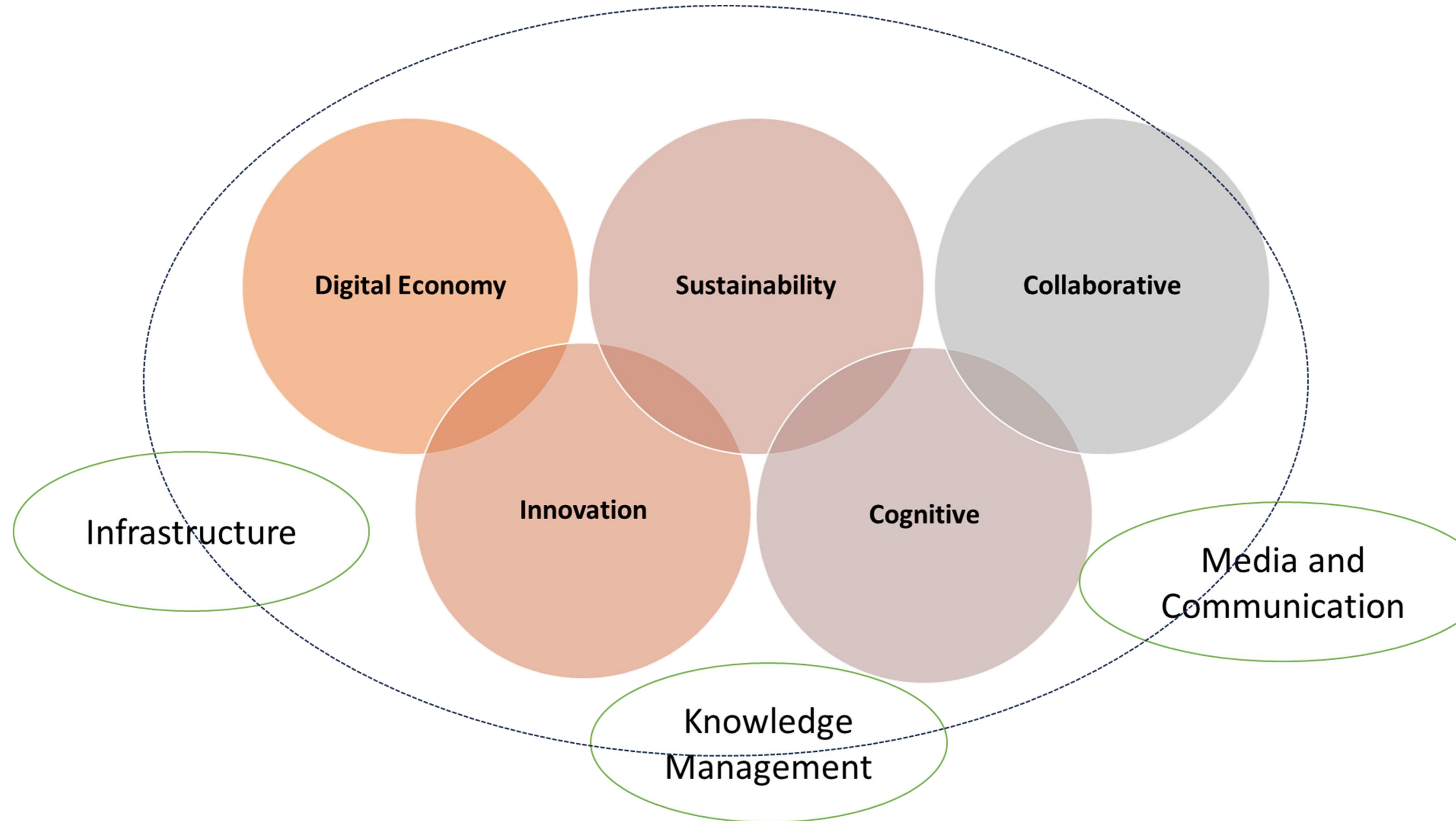
AGILE

Agile and Collaborative Work Environments: **example:** Genuine Mobile Government (m-Government) and not simply replacing web by mobile apps

The recommended modification are outlined as follows.

1. The Technology criteria in the future Arab public administration should be an **imbedded criteria and not a separate sector** since they types of skills needed grow beyond skills in using technology but includes also “**living with technology**” and become part of daily work or living of the citizen.
2. Three other important criteria of skills are entwined with knowledge that is becoming an imperative part of any ‘digital skilling’ of citizens: they are: **Digital Economy, Innovation and Sustainability**





Digital Skills for Empowerment

Infrastructure

Device and software operations

ICT generic skills,

Knowledge Management

Information and data literacy

ICT specialist skills

Media and Communication

Communication and collaboration

ICT complementary skills



Digital Economy



1. Access to and use of the internet
2. E-commerce trade: sales and purchases
3. Sales and purchases of digitally delivered services.
4. Digital intermediary platforms
5. Use of business software and cloud computing
6. Data security

Digital Innovation

- Business process innovation
- Innovation investment
- Services innovation
- Factors affecting innovation
- Innovation protection



What IS → AND → What is NOT

DIGITAL ECONOMY (DE)

- The Economy of BEING Digital and NOT Economy done in Digital

INNOVATION (IN)

- New WAYS of being DIGITAL and NOT Using New Technology

SUSTAINABILITY (SU)

- ABLE to CONTINUE and GROW Independently

COGNITIVE (CG)

- Being AWARE of ongoing Digital Transformation

COLLABORATIVE (CL)

- Being able to collaborate and Participate in partnerships

Digital Sustainability

- **Consumption of Digital resources**
- **Conservation of Digital resources**
- **Community sharing of Digital resources**
- **Cooperation in preserving and developing of Digital resources**





Collaborative

1. Collaboration in finding answers & resources
2. Collaboration in recommending solutions
3. Commitments to collaborating parties
4. Collaborative review and development planning
5. Commitment to Success and risk mitigation

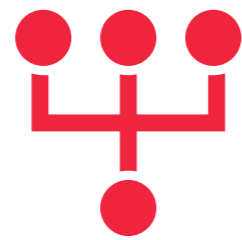


Cognitive

1. Cognitive of digital needs and resources
2. Cognitive of digital public goods
3. Cognitive of digital development planning needs
4. Cognitive of digital communities and information society

3

DIGITAL EVOLUTION



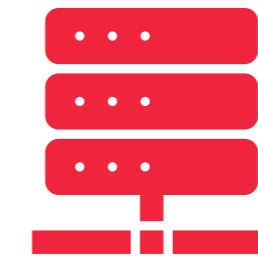
Agile Governance:

Adoption of agile methodologies in public administration. Flexibility and adaptability in policy-making, service delivery, and project management.



Blockchain-Enabled Administration:

Exploring the use of blockchain for secure and transparent transactions, data management, and identity verification and enhancing trust in public records and reducing fraud.



Platform Governance:

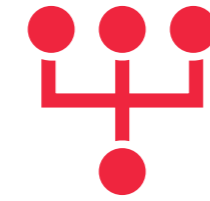
Development of digital platforms to streamline service delivery and integrating them into a unified, user-friendly platform.

EXAMPLES



Digital Twins for Urban Planning:

Utilizing digital twin technology to enhance urban planning, monitoring, and management.



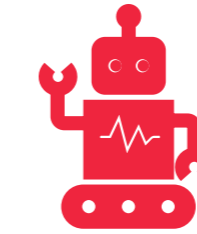
Decentralized Autonomous Organizations (DAOs):

Exploring decentralized models of governance through DAOs encouraging community decision-making and resource allocation.



Predictive Governance:

Use of predictive analytics for anticipating and addressing societal needs using data-driven insights for more proactive decision-making.



AI-Enhanced Policy Analysis:

Integrating artificial intelligence for data analysis and policy modeling.



Civic Tech and Citizen Engagement:

Digital platforms for public feedback, community collaboration, and participatory decision-making.

Data Collaboration across Agencies:

- Breaking down silos and fostering collaboration among government agencies for better data sharing and coordination.

Cyber-Physical Systems for Public Infrastructure:

- Integration of digital technologies into physical infrastructure. IoT-enabled smart infrastructure for efficient public services.

Smart Contracts in Public Procurement:

- Use of smart contracts for transparent and automated public procurement processes. Reducing bureaucracy and increasing efficiency in procurement..

Cyber-Physical Systems for Public Infrastructure:

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Ethical AI Governance:

- Establishing frameworks for ethical AI use in public administration, and ensuring fairness, accountability, and transparency in AI applications.

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EPILOGUE

These models reflect a broader trend towards:

*digital innovation, agility,
and citizen-centric approaches in public administration.*

Governments should **continually be exploring and adapting** new models to meet the evolving needs of their citizens in the digital age.

thank
you