

HARNESSING TECHNOLOGY FOR PUBLIC ADMINISTRATION

A PAPER DELIVERED BY

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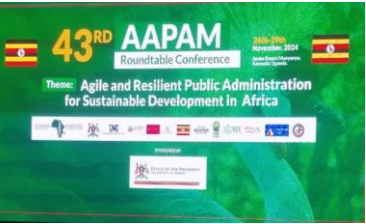
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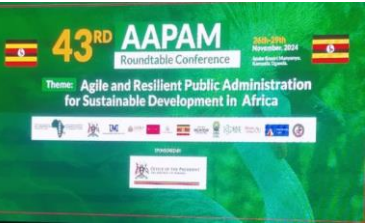
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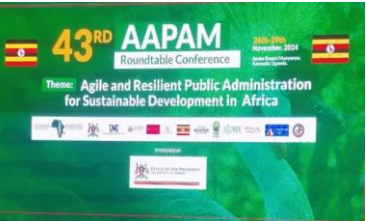
Abstract



The rapid evolution of technology provides powerful resources for transforming Public Administration. Technology has dramatically reshaped this field, offering unique opportunities to enhance efficiency, transparency, and citizen engagement. This paper examines the diverse impacts of integrating advanced technologies within public administration to address the administrative challenges regularly faced in the public sector. It also explores how technology can drive improvements in service delivery, increase citizen participation, and ultimately foster a more efficient and effective administrative framework.

Keywords: Public Administration, Technology, E-Government, Citizen Engagement, Big Data.

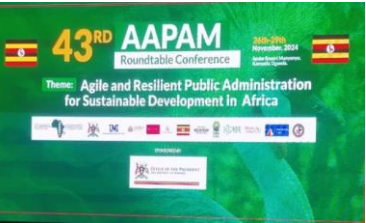
Key areas of emphasis include e-governance, data analytics, artificial intelligence (AI), and cloud computing.



Introduction

In a time marked by rapid technological progress, technology has become essential in improving Public Administration. It enhances service delivery and promotes transparency, presenting numerous opportunities to improve the efficiency and effectiveness of government operations. Public Administration possesses the significant potential to leverage technology to transform its operations, streamline processes, enhance service delivery, and substantially increase productivity.



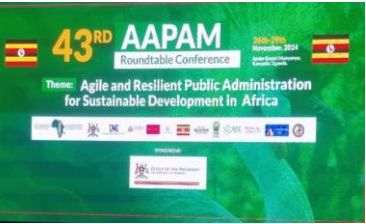


Introduction



The synergy between Public Administration and Technology can be described as symbiotic. Technology plays a crucial role in enhancing the efficiency and accessibility of public services. Incorporation of technology empowers decision-makers by providing valuable insights from data analytics and predictive Modelling.

As technology gained traction across various sectors, efforts have been made to enhance governance. This progressive approach promotes the digital transformation of operations, fostering a citizen-friendly, corruption-free, and transparent administrative system for better service delivery.



Introduction

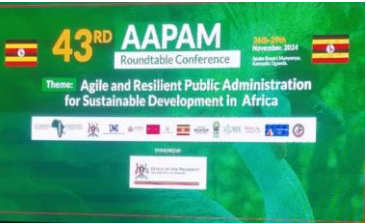


Technological progress is vital for the advancement of public administration for several reasons. It enables governments to streamline administrative processes, automate essential tasks, and improve service delivery efficiency. Digital platforms and data analytics accelerate information processing, reduce bureaucratic red tape, and improve resource allocation.

Definition of Terms

Public Administration

- ▶ The detailed and Systematic application of law - Prof. Woodrow Wilson, the pioneer of the social science of Public Administration says in his book 'The study of Public'
- ▶ Public Administration consists of all those operations having for their purpose the fulfilment of public policy as declared by authority - L. D. White
- ▶ The activities of the executive branches of the national, state and local government - Simon
- ▶ The art and science of management as applied to the affairs of the state - Marshall E. Dimock



Definition of Terms



Public Service

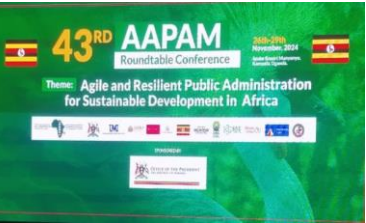
- ▶ These are Services designed and provided by the government to its citizens for their Merits.

Public Sector

- ▶ The segment of the economy comprising organizations owned and operated by the government.

Service Delivery:

- ▶ The process of rendering services to customers or business/organizations which encompasses various administrative and operational aspects.



Definition of Terms



Harnessing:

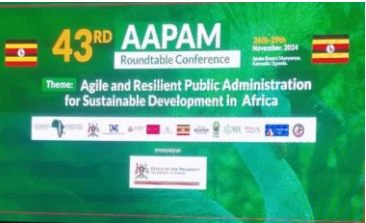
- ▶ Utilizing a resource or force for a specific purpose.

Technology:

- ▶ The application of scientific knowledge and tools to solve problems and enhance existing processes, including hardware, software, and networks.

Governance:

- ▶ Governance refers to decision-making and enforcement processes within an organization or society, establishing rules and mechanisms to guide functionality.

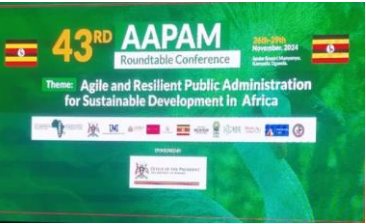


Methodology



This paper employs a qualitative research approach, using case studies and literature reviews to explore the impact of technology on public administration. A systematic review that involves analyzing of existing literature according to pre-defined objectives and utilizing standardized methods for identifying, critically evaluating, collecting, reporting, and analyzing data from selected studies.

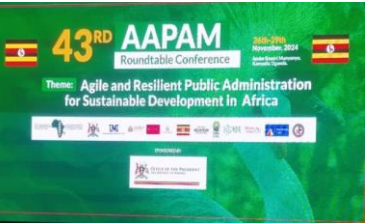
The analysis objectives are to identify the main opportunities and challenges related to the adoption of technology in public administration, as well as formulate policy recommendations for the continent at large.



Technology Impact and Advancement



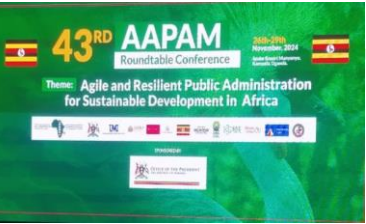
Adoption of technology in Public Administration has significantly altered the landscape of public service delivery worldwide. Countries that have successfully adopted technology in public administration and processes demonstrate enhanced efficiency, transparency, and citizen satisfaction. For instance, Estonia's e-governance model showcases how technology can streamline bureaucratic processes and reduce corruption by ensuring all transactions are transparent and traceable (Margetts & Dunleavy, 2013).



Technology Impact and Advancement



In contrast, some countries face significant barriers to harnessing technology for better public administration, including inadequate infrastructure, lack of digital skills among public servants, and resistance to change. These challenges highlight the importance of a comprehensive strategy that addresses technological, human, and organizational factors to facilitate successful digital transformation (West, 2005). As such, lessons from countries with advanced technological infrastructures provide valuable insights into overcoming these barriers.



Technology Impact and Advancement

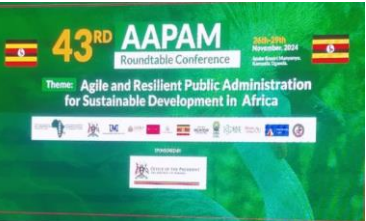


The general communications systems in the continent have improved over the last decade year through funding of Digital Technologies by the government and other private entities. Many of this country are Kenya, Ghana, Egypt, Nigeria, Rwanda, Uganda and South Africa thus has emerged as the leaders in digital innovation with active tech ecosystem that support the e-Government service and other e-Public Administration. On the other hand there are certain demerits of utilizing computerized information systems as outlined herein below; Interestingly, there are millions of people around the world especially

Benefits of Using Technology in driving the Public Sector

Below are some of the opportunities that come with the use of technology in promoting the public service:

- ▶ **Transparency and Accountability:** Technology promotes increased transparency and accountability in public administration, enabling populaces to trail government activities, and public spending, and hold officials accountable through open data initiatives and real-time reporting systems.
- ▶ **Better Service Delivery:** Technology has changed how government businesses are delivered to people by the adoption of online platforms, mobile applications, and digital interfaces which allows people to access essential services accessibly, thereby reducing bureaucratic delays.



Benefits of Using Technology in driving the Public Sector



- ▶ **Data-Driven Decision-Making:** The emergence of big data analytics empowers public administrators with insights for informed decision-making. Leveraging data enables governments to allocate resources effectively and tackle urgent issues efficiently.
- ▶ **Citizen Engagement:** Digital tools and social media facilitate meaningful engagement and participation in policy-making processes.

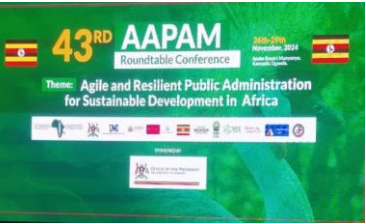
Challenges of Using Technology in driving the Public Sector

Itemized below are some bottlenecks that are being faced:

- ▶ **Resistance to Change:** Technological innovation often faces reluctance from entrenched bureaucratic systems. Overcoming this inertia involves strong leadership
- ▶ **Privacy Issues:** The gathering of individual's data raises ethical and privacy issues that must be addressed to maintain public trust. There is need for comprehensive data protection laws and transparent handling practices.

Challenges of Using Technology in driving the Public Sector

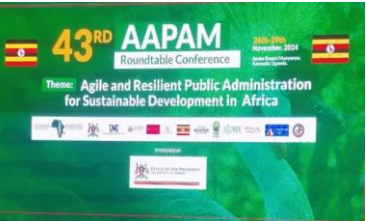
- ▶ **Digital Divide:** Despite the increasing digitization of government services, disparities in access to technology persist, particularly among marginalized communities and rural populations. Bridging the digital divide requires targeted interventions to ensure equitable access to technology and digital literacy training for all citizens.
- ▶ **Cybersecurity Threats:** The increased reliance on digital operations heightens vulnerability to Cybersecurity threats, necessitating robust Cybersecurity measures to safeguard sensitive data and protect infrastructure.



Recommendations



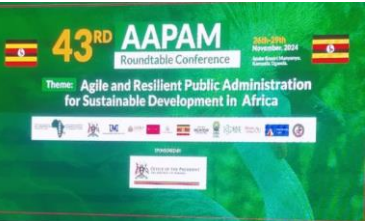
- ▶ Policy-Makers should indicated desire to reduce the “digital divide”—the disparity between those with reliable internet access and those without—creating a rare opportunity for bipartisan policymaking.
- ▶ The digital divide is a complicated issue, however, the policymakers must target their solutions to the variety of problems preventing internet access.
- ▶ Policymakers must also be cautious of attempting to impose a single or overly prescriptive solution and should instead look to leverage nuanced, on-the-ground knowledge.
- ▶ State and local policymakers should play an important role in bridging the digital divide by removing barriers to deployment and developing solutions that fit the unique needs of their communities.



Recommendations



- ▶ The digital divide is a complicated issue that will require policymakers at all levels to consider how they can enact policies that expand internet access and adoption. Federal, state, and local policymakers all have a role to play in developing solutions. In considering policy solutions, the best options will continue the development of a robust internet infrastructure and avoid options that limit choice or discourage innovation.



Recommendations



- ▶ These solutions should address not only access but also seek to make adoption easier for currently unconnected households. While addressing short-term concerns about the digital divide in the current pandemic, policymakers should use this opportunity to embrace policies that will support telecommunications innovation and investment to yield more lasting results.