



REPUBLIC OF ZAMBIA

Mindset Transformation as a Catalyst for Responsive Governance

Insights from Zambia's Public Service Change Management Framework

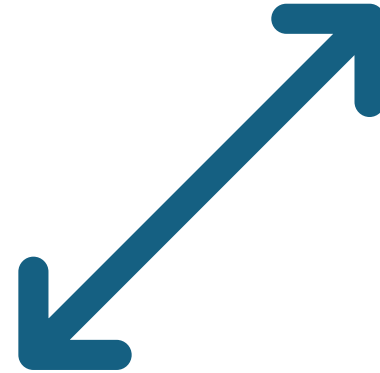
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Introduction



Imagine a public service that works for every citizen...



Where services are fast, digital, transparent, and citizens feel respected.

Why Mindset Matters for Africa



Reforms fail when culture +
mindsets remain unchanged



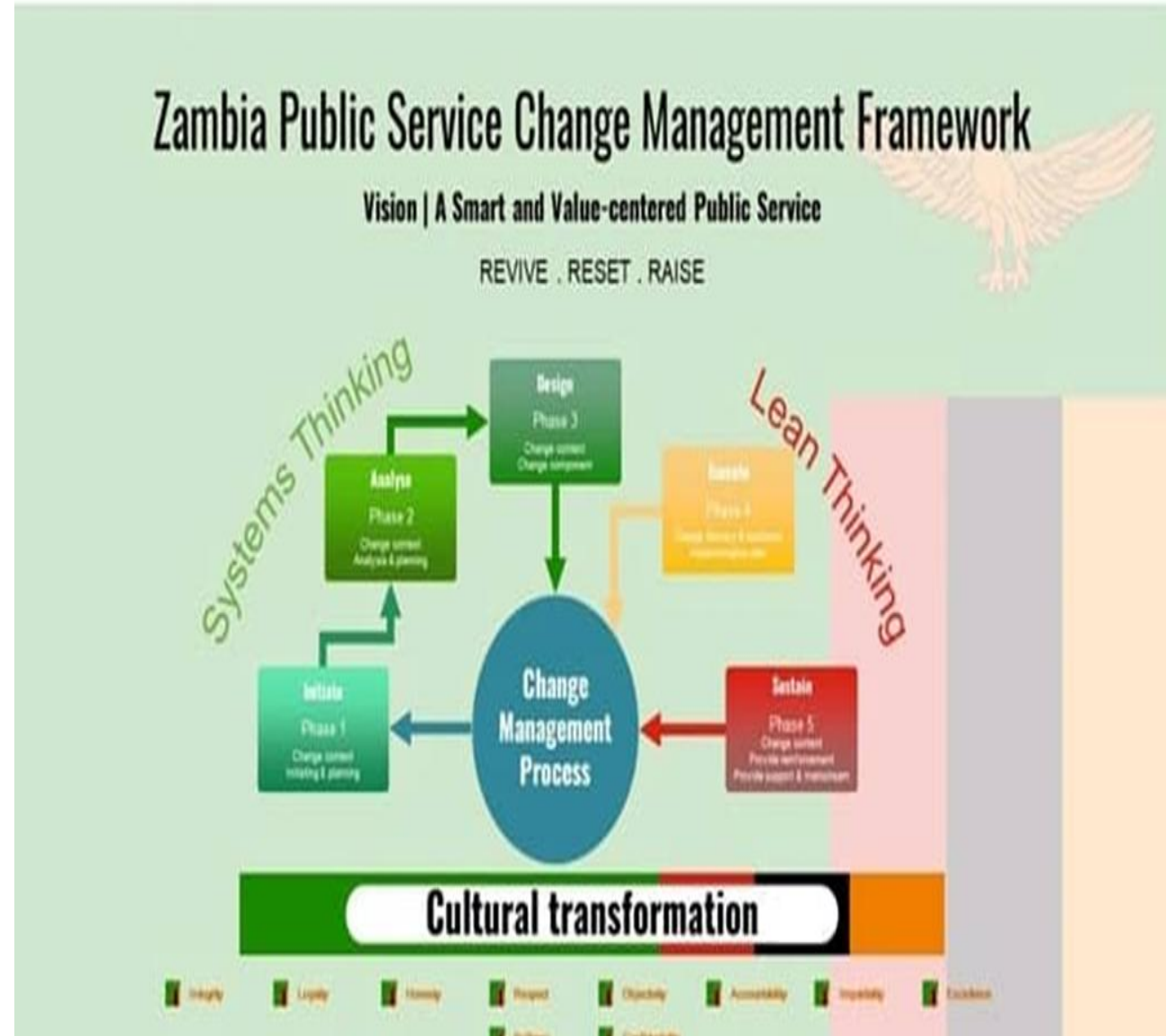
Systems change without
mindset change = reform
rejection



Mindset transformation is
a strategic governance tool

Zambia's Bold Reform: The ZPSCMF

- Launched: 18 February 2025
- Structured national change framework
- Integrates: culture, values, leadership, digitalization
- *Now that we've set the context, let's begin by examining the key challenges faced by Lusaka City Council."*





Why Lusaka City Council (LCC)

Before Transformation:

- Long queues and delays
- Manual and fragmented processes
- Failed past digital projects
- Strong resistance to change

The Real Problem Was Mindset

This was
NOT a
system issue.

It was a
mindset +
culture issue.

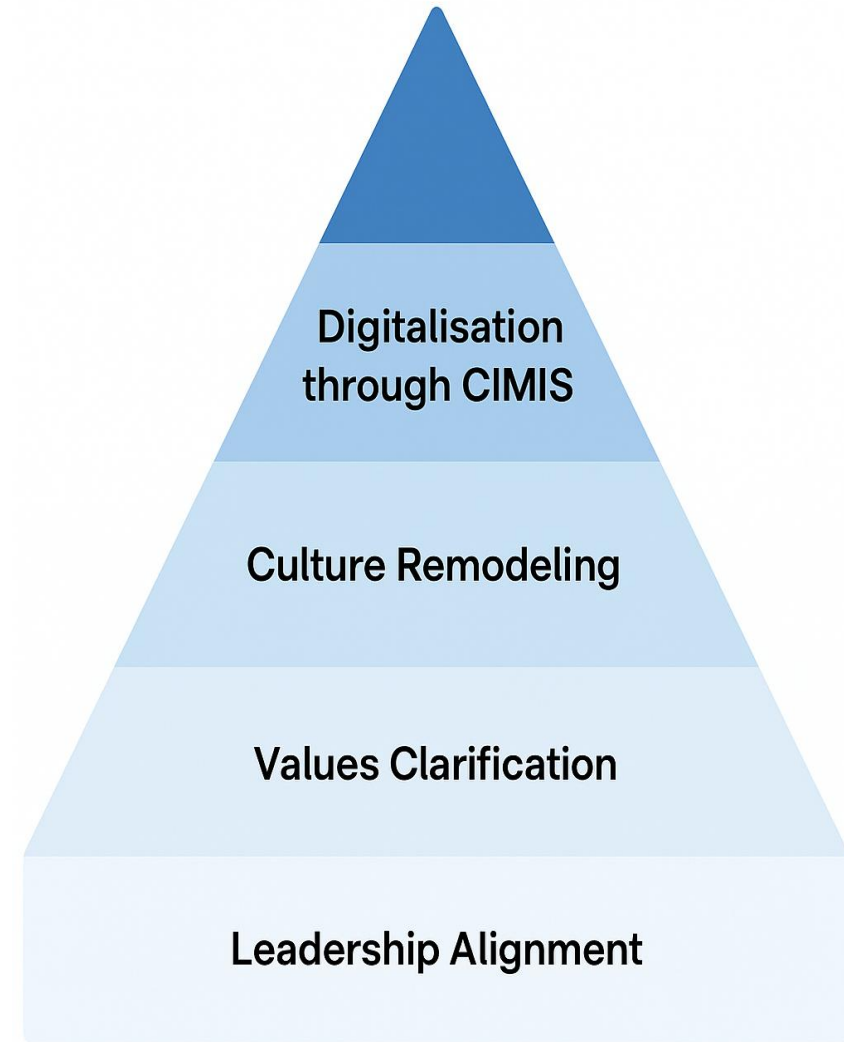
Silo mentality

Misaligned
values

Loophole
exploitation

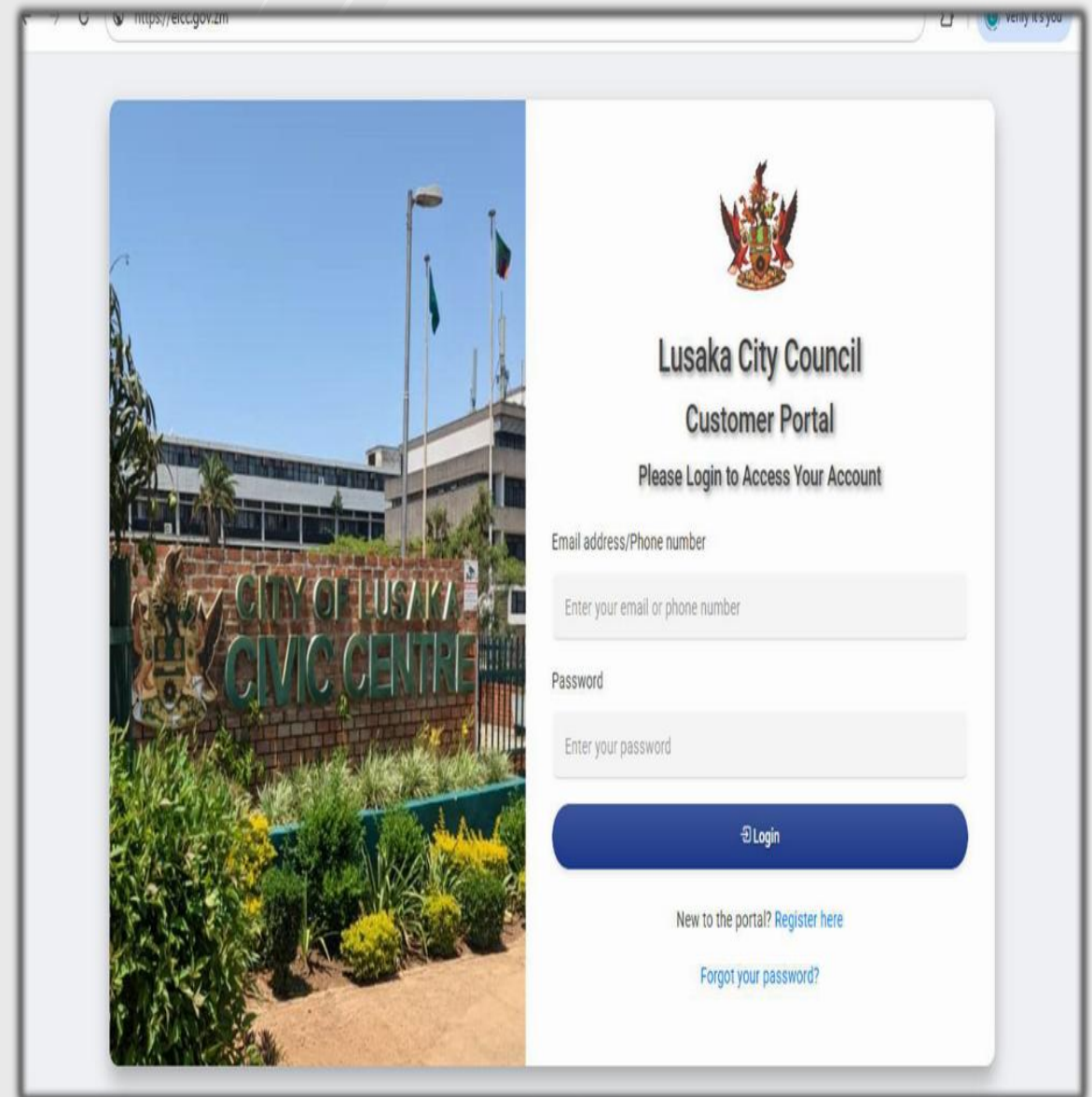
‘Service not
possible’
culture

Applying the ZPSCMF



CIMIS: Digital Transformation in Action

- Online applications
- Online payments
- QR-code verification
- Automated workflows
- Reduced queues
- <https://elcc.gov.zm>



Transformation at LCC



Faster
service
delivery



Greater
transparency



Revenue
growth



Better
teamwork

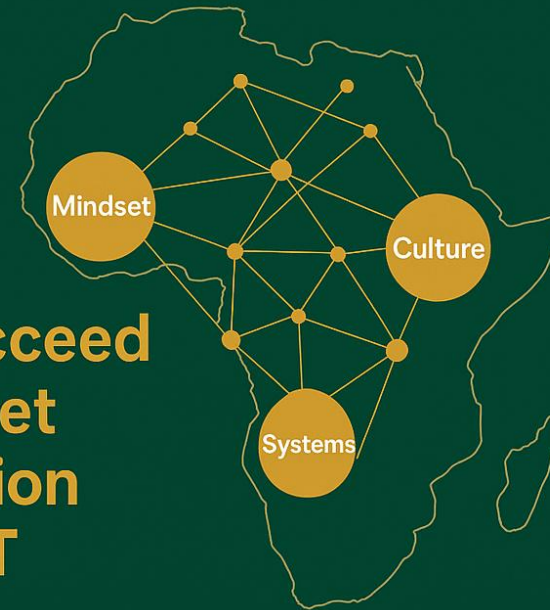


Enhanced
customer
experience

Lessons for Africa

**Mindset + Culture + Systems
= Responsive Governance**

**Reforms succeed
when mindset
transformation
comes FIRST**



Policy & Leadership Implications



**Institutionalize
mindset
transformation**



**Strengthen
leadership values**



**Align HR
systems**



**Pair digital reforms
with culture change**



The Africa We Want

- When mindsets shift, institutions shift, and Africa shifts.

VIDEO

Thank You



[Cabinet Office website](#)

References

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