KINGDOM OF ESWATINI

MINISTRY OF TOURISM &
ENVIRONMENTAL AFFAIRS

PARTNERSHIP AND DIGITAL TRANSFORMATION FOR CITIZEN-CENTRIC SERVICES ALIGNED WITH THE GOVERNMENT IN YOUR HAND INITIATIVE

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ABSTRACT

o1. The public sector must adopt **innovative and agile approaches** to service delivery.

o2. Eswatini launched the **Digitalisation Strategy 2024–2028** under the theme *Government in Your Hand*.

o3. The strategy aims to bring **public services closer to citizens** through digital platforms.

o4. This paper advocates for a shift from **bureaucratic systems** to **integrated, citizen-centric service delivery models**.

o5. Emphasises **digital innovation**, **citizen experience**, **public-private partnerships**, and **smart digital ecosystems**.

INTRODUCTION

➢ Citizens globally expect **faster, transparent, and convenient** services.

➢ The Ministry of Housing and Urban Development is digitizing two critical processes:
  Land Disposal (Sale of Land)
  Building Permit Application and Approval

➢ Current systems are **fully manual, slow, and inefficient**, limiting the GIYH vision.
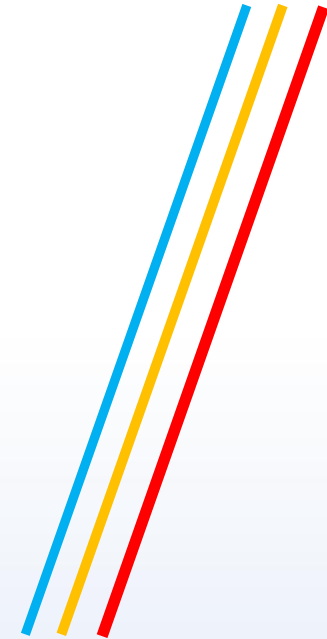
BACKGROUND

➢The Ministry is implementing a **strategic digital transformation agenda** aligned with:

- Ministry Strategic Plan
- Integrated Development Plans

➢National Development Agenda (Industry, Innovation, Infrastructure)

BACKGROUND

➢Focus areas include:
Citizen-centricity
Public-private partnerships
Digital inclusion
Transparency and accountability
Sustainability and innovation

OBJECTIVES

➢ Enhance **efficiency**, **accessibility**, and **transparency** of public services.
➢ Make all government services accessible to **every Liswati—anywhere, anytime**.
➢ Improve citizen trust through **open processes**, clear audit trails, and digital tracking.
➢ Use data analytics for smarter decision-making and improved service outcomes.

GUIDING HYPOTHESES

➢ **Co-creative partnerships** (Government + Private Sector + Civil Society) produce sustainable digital services.

➢ Addressing **digital literacy and access** prevents exclusion.

➢ **Transparent, digitized processes** increase trust and citizen participation.

METHODOLOGY

➢Qualitative, descriptive case study using:
- •Government policy review
- •GIYH framework analysis

➢Literature review on digital governance

➢Focuses on **two manual systems**:
1. Land Disposal System
2. Building Permit Application System

SUMMARY OF CURRENT MANUAL SYSTEMS

Land Disposal (Manual)

❖Paper-based: files circulated manually

❖Long, multi-step approvals

❖High risk of delays, lost documents, and inconsistencies

❖Many supporting documents required, with no digital tracking

Building Permit Application (Manual)

❖Requires multiple copies of documents
❖Routing through several departments manually
❖Handwritten comments, slow coordination
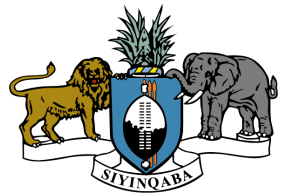❖Delays from incomplete submissions or lost files

CRITICAL CHALLENGES

➢Limited digital infrastructure, especially in rural areas
➢Low digital literacy
➢Data security and privacy concerns
➢Institutional resistance and limited digital capacity
➢Risk of digital exclusion

CRITICAL SUCCESS FACTORS

➢ Strong political will and leadership

➢ Citizen-centric service design

➢ Robust public-private partnerships

➢ Inclusivity and accessibility strategies

➢ Transparency and accountability

➢ Continuous system improvement and innovation

INCLUSIVE DIGITAL DESIGN – Key Strategies

➢ Multi-platform access: mobile app, web, USSD, SMS

➢ Simple, intuitive interfaces

➢ Digital literacy programs and community training

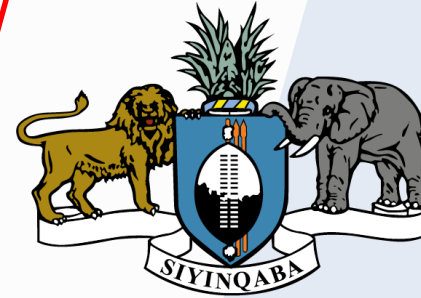➢ Help desks, call centres, and local digital support hubs

QUESTIONS ?

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THANK YOU

THIS MARKS THE END OF MY PRESENTATION