

AFRICAN ASSOCIATION FOR  
PUBLIC ADMINISTRATION AND  
MANAGEMENT (AAPAM)



ASSOCIATION AFRICAINE POUR  
L'ADMINISTRATION PUBLIQUE  
ET LE MANAGEMENT (AAAPM)

## **AAPAM Innovations Webinar**

### **Concept Note**

Theme: **Disruptive Innovations for People-Centric Service Delivery**

Date: **25<sup>th</sup> March 2025**

Time: **11:00am- 1:00pm EAT**

Venue: **Online**

### **Background**

AAPAM introduced the Innovative Management Award (IMA) competition in 2005 to recognize and award innovations in the public sector. In alignment to AAPAM's mandate of strengthening best practice, excellence and professionalism in public administration, the innovations programme seeks to cultivate, instigate, incubate and showcase homegrown solutions. From the time of inception, AAPAM has received over 1,000 innovations from African countries affirming the belief that the Continent is driven by innovations.

From the innovations programme, AAPAM has noted that Innovations can be taught and learned; Innovations ought to be shared and replicated and that there is a positive correlation between Innovations and socio-economic transformation and development. It is on this premise that AAPAM is pleased to present the innovations webinar as a learning and knowledge sharing

platform focusing on Disruptive Public Sector Innovations and their transformational impact on service delivery in Africa.

## **Introduction**

Innovation is broadly defined as the transformative process of introducing a new practice or process, creating a new product (good or service), or adopting a new pattern of intra- or inter-organizational relationships (including the delivery of goods and services)<sup>1</sup>. In the public sector, OECD defines innovation as the significant improvements made to public administration and/or services by a public sector organization to formulate new or significantly improved processes, methods or services aimed at improving public sector unit's operations or outcomes<sup>2</sup>.

From the definition, innovation involves changing processes or creating more effective processes, products and ideas. Therefore, innovations can be categorized as product innovation, process innovation, marketing innovation and technological innovation. Further, innovations can also be regarded in terms of progression, either incremental, disruptive, adjacent, or radical.

Pursuant to the aspirations of the Africa Agenda 2063 and the SDGs, Innovation is lauded as a catalyst for public sector transformation with the public sector institutions charged with the responsibility of creating a conducive environment to nurture and institutionalize innovation as well as build the capacities and competencies of administrators innovate.

Enablers of innovations include digital technology and digital transformation which are often referred synonymously with innovation. Technology powered innovations witnessed in the African public sector have revolutionized government service delivery as well as citizen engagement and participation. Government electronic services such as E-citizen portals have enhanced citizen engagement and efficiency in service value. Similarly, innovations in transport, agriculture, environment, education, health, financial services among other service sectors have

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<sup>1</sup> [https://www.researchgate.net/publication/265318205\\_On\\_Innovation\\_in\\_the\\_Public\\_Sector](https://www.researchgate.net/publication/265318205_On_Innovation_in_the_Public_Sector)

<sup>2</sup> [https://www.oecd-ilibrary.org/docserver/sti\\_in\\_outlook-2016-12-en.pdf?expires=1706868476&id=id&accname=guest&checksum=28FD50ACDB4235E3B55418A54FCF04EC](https://www.oecd-ilibrary.org/docserver/sti_in_outlook-2016-12-en.pdf?expires=1706868476&id=id&accname=guest&checksum=28FD50ACDB4235E3B55418A54FCF04EC)

transforming established practices and enhanced service delivery further opening new avenues of employment creation- a critical need for the world's youngest continent.

While digital technology has been the biggest catalyst for innovations, some innovations devoid of digital technology have made significant impact in Africa especially at the local level where technology awareness and consumption is low due to limited infrastructural capacity and access.

Leadership has also been regarded as an enabler of innovation. A number of studies have shown that transformational leadership, characterized as charismatic role modeling, individualized consideration, inspirational motivation, and intellectual stimulation, positively influences organizational innovation.

The innovation programme will explore these key enablers of innovations through the lens of past IMA recipients drawn from South Africa, Mauritius, Kenya, Namibia, Egypt, Ghana among others.

### **Programme Objectives**

Given the historical, political and socio-economic similarities of the African continent, an innovation in one country can easily be replicated in another part of the Continent, with the same positive outcomes. It is against this backdrop that innovations webinar series aims to:

- Increase visibility of innovations in the continent
- Encourage replication of innovations
- Share lessons learned in the process of innovation development: the cycle which includes-
  - Identification of the problem- impetus for change (bottom-up or top-down or horizontal)
  - Stakeholder engagement- partners, resource mobilization and sustainability of the innovation
  - Creating awareness- are citizens aware of the innovation

- Impact on economic development- realized or projected
- Encourage the participation of other countries in the IMA programme to showcase their innovations
- Establish a baseline for innovations study tours and case studies

### **Outcomes**

At the end of the webinar, participants will have the opportunity to:

- Have a shared understanding of the innovations cycle and process
- Identify key enablers of innovations
- Learn how other countries are innovating
- Affirm the socio-economic long-term benefits of innovations

### **Target Participants**

Given the broad nature of the programme, the innovations programme welcomes all participants. The programme will be impactful to:

- Public Policy makers
- Practitioners & trainers
- Researchers
- Private sector
- NGOs

### **Speakers**

Speakers and presenters will include past IMA winning submissions who will discuss their innovations in-depth focusing on the impetus for change and sustainability of the innovations.