Harnessing the potential of artificial intelligence to create public value in the Caribbean

Presenter:
Dale Alexander
Chief, Caribbean Knowledge Management Centre

Innovation, Digital Government and Changing Mindsets
for Public Sector Transformation series

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UNITED NATIONS ECONOMIC COMMISSION FOR LATIN AMERICA AND THE CARIBBEAN, SUBREGIONAL HEADQUARTERS FOR THE CARIBBEAN

AI is changing government

AI can process large amounts of data quickly.
Governments produce a lot of data.
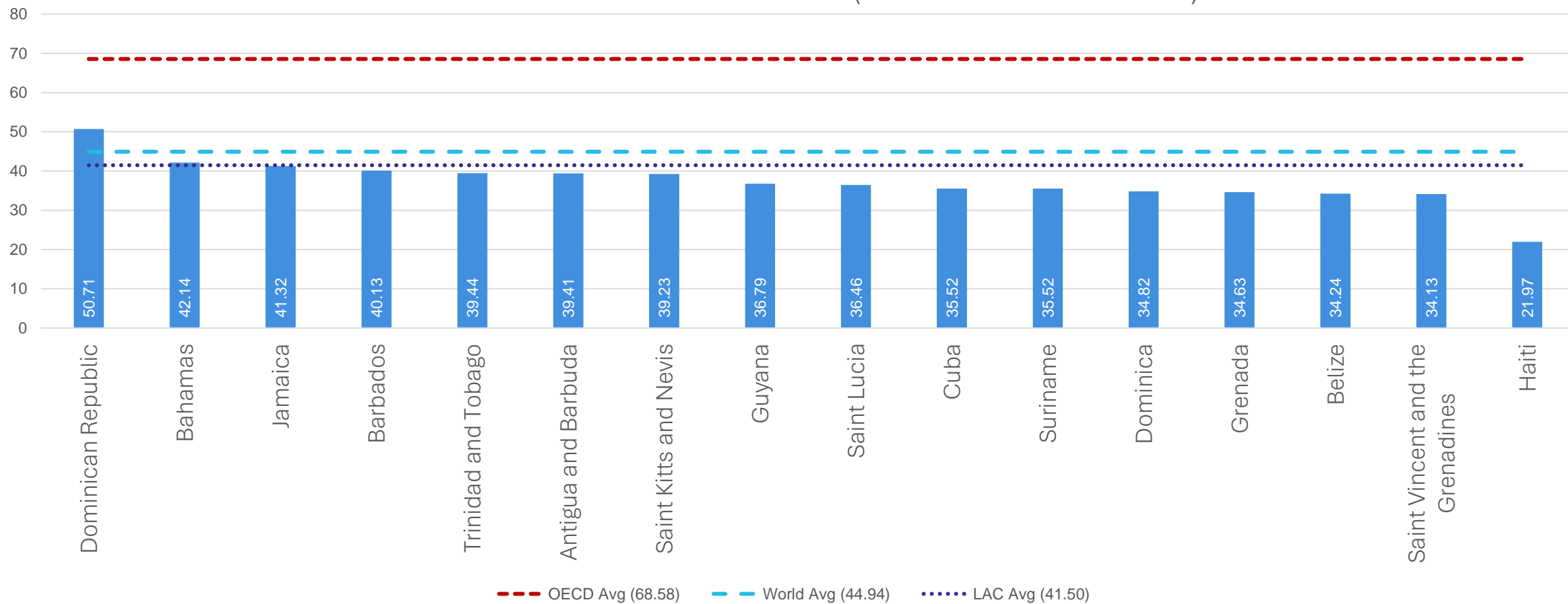Governments rely on data to make decisions.

AI could:
- generate new insights for governments
- support decision making
- help increase efficiency
- improve the quality of services

Governments across the world are seeking ways to benefit from the analytical capabilities of AI systems to further the public good.

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2023 Government AI Readiness (CDCC member States)

Country	Value
Dominican Republic	50.71
Bahamas	42.14
Jamaica	41.32
Barbados	40.13
Trinidad and Tobago	39.44
Antigua and Barbuda	39.41
Saint Kitts and Nevis	39.23
Guyana	36.79
Saint Lucia	36.46
Cuba	35.52
Suriname	35.52
Dominica	34.82
Grenada	34.63
Belize	34.24
Saint Vincent and the Grenadines	34.13
Haiti	21.97

- - - OECD Avg (68.58)   - - World Avg (44.94)   ..... LAC Avg (41.50)

Source: Oxford Insights, 2023 Government Readiness Index

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Creating public value

Public value is a principle of governance.
It is about creating value for the common good.
Public value is a newer paradigm of public management.
It diverges from past models by centering citizens.

Creating public value requires:
- Clarity about the strategic goals pursued
- Legitimacy from a coalition of stakeholders
- Operational capacity to implement effectively

These requirements also apply to the development and use of AI in the public service.
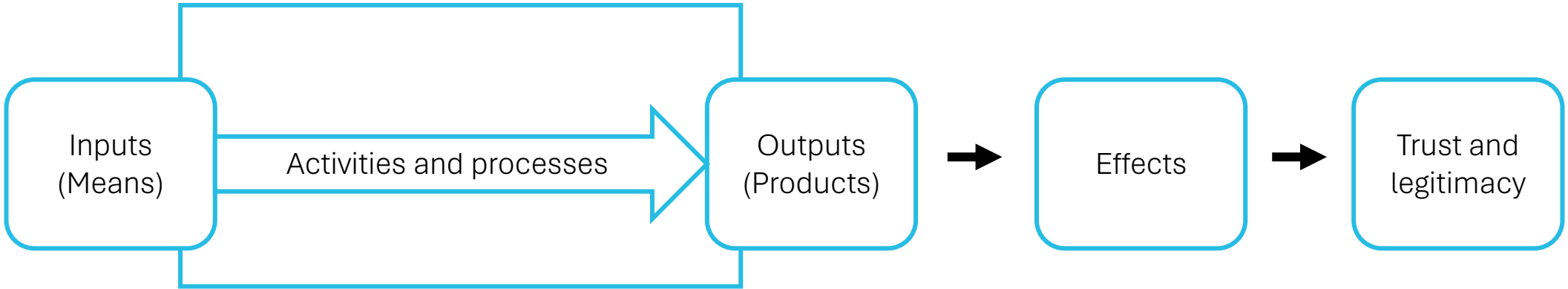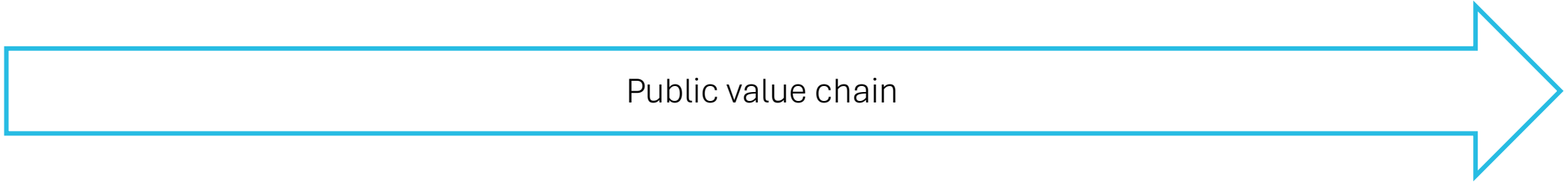
Defining and creating public value is a democratic and political process

Strategy
Legitimacy
Capacity

Public value chain

Inputs (Means) → Activities and processes → Outputs (Products) → Effects → Trust and legitimacy

New public management paradigm

Public value paradigm
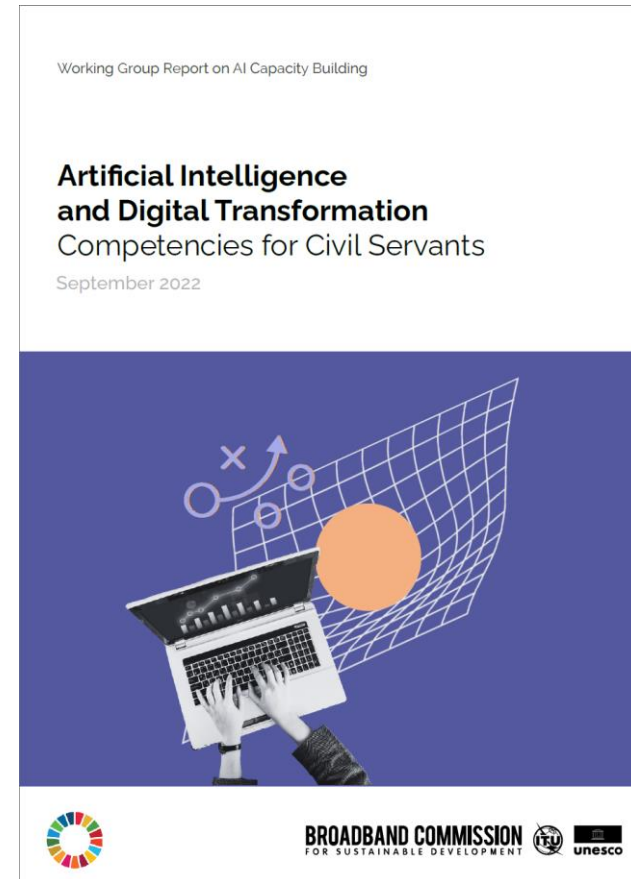
Creating public value through AI

The mere existence of AI does not create public value.
Motivation alone is not enough to deploy AI effectively.
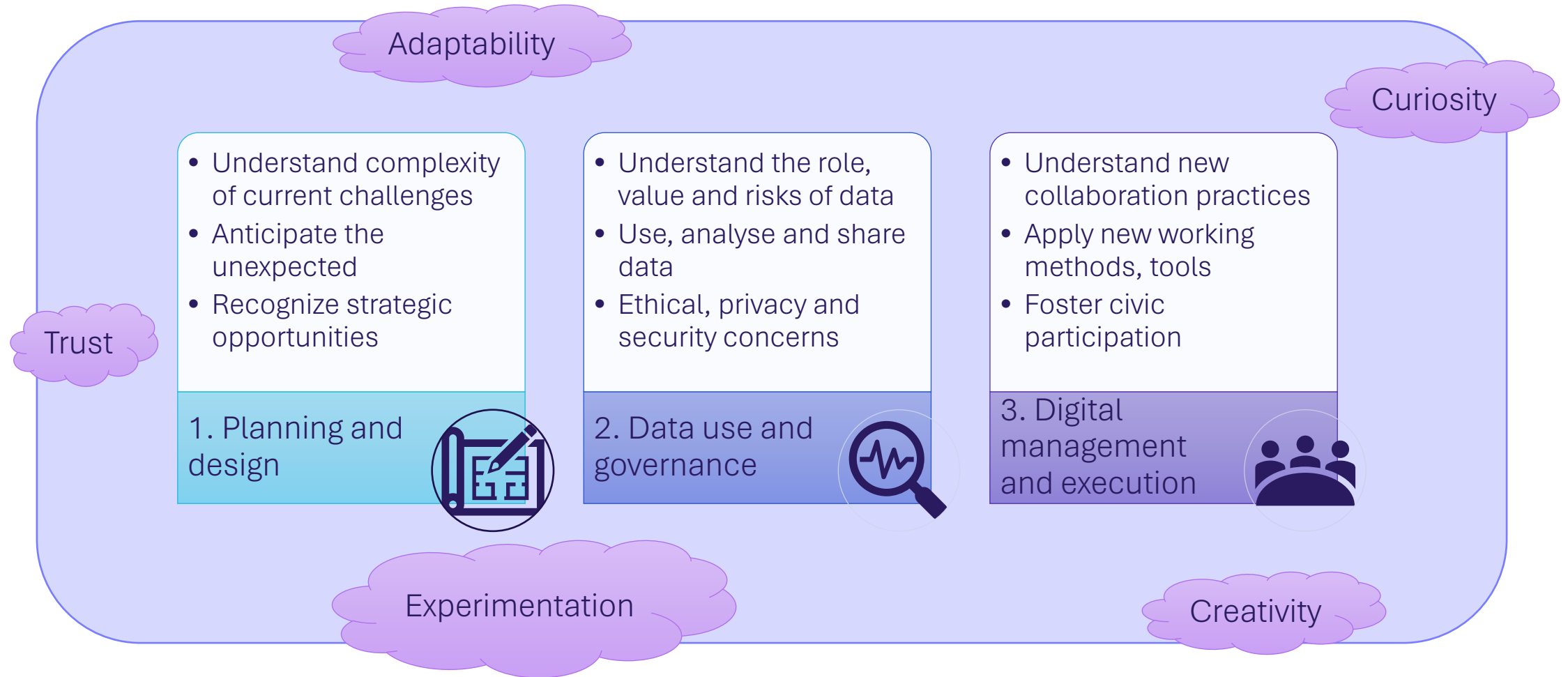Acute need to build up internal competency.

Every public servant must have some form of AI-related competency, for example to:
- Develop or use AI systems
- Find new ways of working with AI
- Change traditional work procedures
- Imagine new solutions to old challenges

AI systems must be integrated into the organization in a structural manner, while aiming at changing mindsets.

Working Group Report on AI Capacity Building

Artificial Intelligence and Digital Transformation
Competencies for Civil Servants
September 2022

BROADBAND COMMISSION
FOR SUSTAINABLE DEVELOPMENT
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3 competency domains and 5 attitudes for digital competence in government

Adaptability

Curiosity

Trust

- Understand complexity of current challenges
- Anticipate the unexpected
- Recognize strategic opportunities

1. Planning and design

- Understand the role, value and risks of data
- Use, analyse and share data
- Ethical, privacy and security concerns

2. Data use and governance

- Understand new collaboration practices
- Apply new working methods, tools
- Foster civic participation

3. Digital management and execution
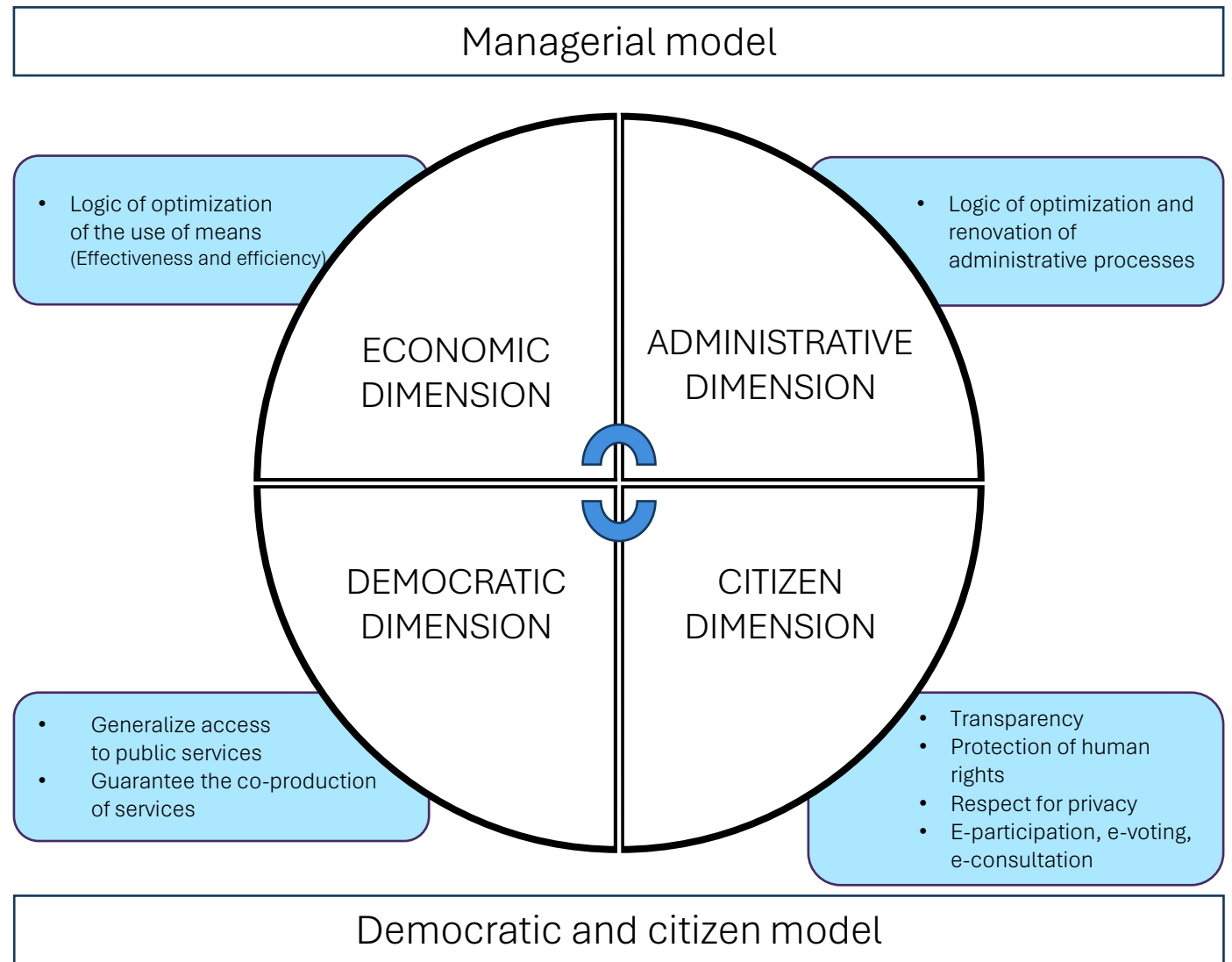
Experimentation

Creativity

Public value intersects domains

Democratic dimension
Citizen dimension
Need to consider the potential benefits, risks, threats, and manage them
Need to rethink how best to deliver services to citizens to create public value.

Managerial model

- Logic of optimization of the use of means (Effectiveness and efficiency)

- Logic of optimization and renovation of administrative processes

ECONOMIC DIMENSION

ADMINISTRATIVE DIMENSION

DEMOCRATIC DIMENSION

CITIZEN DIMENSION

- Generalize access to public services
- Guarantee the co-production of services

- Transparency
- Protection of human rights
- Respect for privacy
- E-participation, e-voting, e-consultation

Democratic and citizen model

Key recommendations

01. Develop national AI strategies

that articulate the vision and policy framework towards the adoption of AI, particularly within the public sector.

02. Assess AI adoption effectiveness

Assess the current and potential effectiveness of AI adoption in the public sector for public value creation.

03. Develop national AI capability

to ensure requisite human resources to drive all aspects of AI adoption within the public sector.

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Our current work

Thank you!

Scan the code to access the online questionnaire or visit the link **https://bit.ly/4ajx2CK**

Please note that the survey closes on Tuesday 9 April 2024, at 4:00 pm (AST).

Dale Alexander

dale.alexander@eclac.org