


# Chapter 10


## Public Administration 5.0 Effect on Super Smart Society by Mediation of Digital Governance in Horn of Africa

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### ABSTRACT

*This study aims to analyse the moderating effect of Digital Governance on the relationship between PA5.0 and the transition to SSC in East Africa. E-government implementation in public administration is paramount to improving the delivery of service as well as governance. This research will explore ways in which improvements in PA5.0 and DG help to form intelligent societies in Eastern Africa and establish the nature of change driven by these paradigms in public services. Using KMO, EFA CFA & SEM with AMOS software, the research models & examines the interaction of PA5.0, DG & SSC. The results also show that DG plays a moderate role in mediating the relationship between the two independent variables and the dependent variable. The direct effect of PA5.0 on SSC is 0.49 and mediated by DG is 0.46 which in turn highlights partial mediation with total influence of 0.95. The findings indicate that a combination of PA5.0 and DG could greatly improve governance and socioeconomic growth in Eastern Africa to be closer to the concept of a Super Smart Society.*

### INTRODUCTION

With the help of digital governance, Public Administration 5.0 is emerging in the framework of a Super Smart Society, which has significant ramifications for both Eastern Africa and the rest of the world (Mostafa, 2024). This creative strategy, which uses cutting-edge technologies to improve public

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service delivery, policy execution, and citizen participation, represents a substantial shift in governance approaches (Peters, 2018). Eastern Africa is a crucial area where the nexus of technology and governance can spur revolutionary shift as countries throughout the world work to adjust to the digital age. Underpinned by the smooth integration of digital tools and data-driven decision-making processes, Public Administration 5.0 represents a paradigm shift towards more influence, transparent and citizen-centric governance models (Darley et. al., 2023).

Coming from the larger in the context of e-governance and administrative modernization, this idea is a step in the direction of a public sector ecosystem that is more responsive and integrated. With few investigation concentrating on the exclusive dynamics in Eastern Africa, the empirical literature examining the influences of Public Administration 5.0 and Digital Governance on Super Smart Civilizations is still in its infancy. The influence use of these creative strategies in the region is severely hampered by real-world issues like deficiencies in digital infrastructure, cybersecurity threats, institutional opposition to shift, and capacity building limitations (Wiafe-Amoako, 2022).

A call for a more synthesised discussion about the impacts of PA5.0 on the creation of an SSC through DG requires a critical perspective on the consequences of digitalisation on sustainability, society and culture while focusing on the SDGs as conceptual norms. Digital transformation plays a crucial role in the development of some of the highlighted SDGs through improvement of the efficiency of public services, as well as through the aspect of transparency. For instance, the utilization of smart technologies will enhance resource utilization and therefore lead to rational use of resources improving on Sustainable Cities and Communities (SDG 11) while at the same time embracing environmental sustainability (Mishra & Singh, 2023). Also, incorporating of DG into the development of PA5.0 can help with addressing the digital divide and increasing the benefits that any society is going to gains from the advancement of digital technologies. This also supports SDG 10 on Reduced Inequalities and SDG 5 on gender equality because inclusive digital governance enhances participation of all societies. Thus, if offered the right opportunity to access information and get services, DG indeed can built a kinder, less divided digital world (George et. al., 2024). From the cultural perspective, there ought to be assessment of the implications of the journey to a Super Smart Society in view of the disruptions that would be witnessed in religious, economic, political and social practices and norms. Digital transformation can expand the experiences between members of different cultures and improve interaction with communities yet digital interaction can also redefine cultural boundaries. This paper concludes that there is a need for a middle ground that, on the one hand, appreciates culture's existence while, on the other hand, supports the development of new ideas (Mostafa, 2024). Therefore, it is seen with the analysis of the relationship between PA5.0, DG, and the SDGs, the positive and negative impacts of digital transformation for sustainability, society, and culture. Both pro-business and social welfare as well as cultural preservation must become the goals of relevant policies so that on the way to becoming the Super Smart Society the world becomes substantially better (Göksan, 2023).

This chapter provides a thorough examination of the possible influences of Public Administration 5.0 and Digital Governance on the governance environment in Eastern Africa in an effort to fill in these investigation gaps and practical difficulties. This investigation attempts to offer a road map for future investigations and policymakers to traverse the challenges of digital transformation in public administration by combining current knowledge, identifying best practices, and suggesting customized implementation techniques.

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