

# Chapter 11

## Strategic Leadership Effect on Adoption of e-Governance by Mediation of Digital Literacy Organizational Culture in Ethiopia Public Service Sector

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## **ABSTRACT**

*In this chapter, strategic leadership is investigated as a factor that influences e-governance change in the Ethiopian public service sector and the issue of the mediating effects of the organizational culture of digital literacy is explored. The research used a sample size of 396 respondents based on which sampling adequacy is determined. The results obtained indicate that strategic leadership plays a major role in enhancing the adoption of e-governance mainly involving improvement of OC and promotion of digital literacy among members of the service sector. This chapter reveals the importance of building a supportive organization culture in facilitating the development of digital literacy that in the future enables positive e-governance practices. The chapter is a primary source to which policymakers and researchers concerned with the workings of the digital governance within an emerging economy can refer.*

## **INTRODUCTION**

E-governance, as a new framework, has fast become central to advancing transparency, efficiency, and citizen engagement in running government— especially in the increasingly digital world (Aldhi et al., 2025; Kesar & Joseph, 2025). The significance of e-governance in the world has been reinforced by the fact that it fills the gap that exists between the digital divide, promotes democratic practices, and enhances service delivery in different countries (Maheshwari et al., 2025; Liu & Khalid, 2025). This idea has been dated back to the later part of the 20th century when governments started to use the technology to ease the processes and promote citizen engagement (Oyedeko et al., 2025). With all countries around the world undergoing the e-governance system, strategic leadership has become a critical component to spearhead these changes especially in developing states (Ishtaiwi, 2025). According to empirical literature, it is seen that there has been an increased interest in how leadership and organizational culture (OC) interact with e-governance (Singh et al., 2025). Research has shown that strategic leadership plays a sizable role in the adoption and success of e-governance movements (Yumen, 2025). But in research findings, OC and digital literacy are most of the time not considered as the mediator, particularly within the Ethiopian public service sector (Kant & Degefa, 2025). The operation considerations, including poor infrastructure, change adverse reactions, and poor digital expertise of workers, are factors that impede efficient implementation of e-governance (Maheshwari et al., 2025; Kesar & Joseph, 2025).

This chapter was focused on these problems and how strategic leadership can foster a favorable OC that can foster digital literacy. It was addressed information

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