



**Special Meeting
on Essential Leadership Capacities and Actions
for Transformational Government**

**Thursday, 27 June 2013
Diplomat Radisson Blu Hotel, Manama, Kingdom of Bahrain**

as part of the programme for
2013 United Nations Public Service Forum, Day and Awards Ceremony

Final Report

United Nations Project Office on Governance (UNPOG)

July 2013

The Special Meeting on Essential Leadership Capacities and Actions for Transformational Government took place at the Diplomat Radisson Blu Hotel in Manama, Kingdom of Bahrain on 27 June 2013. The event was organised by the United Nations Project Office on Governance (UNPOG) in cooperation with the Division for Public Administration and Development Management (DPADM), United Nations Department of Economic and Social Affairs (UNDESA). 22 participants from 9 countries attended this event, and participants included ministers, senior government officials as well as representatives from international organizations.

The Special Meeting started with the introduction of the background and objectives of the Meeting by Mr. Alexei Tikhomirov, Acting Head of UNPOG. Mr. Tikhomirov, chair of the Meeting handed over the floor to 6 presenters from Tajikistan, Afghanistan, Kazakhstan, Republic of Korea, Republic of Seychelles, and the People's Republic of China. Each presenter introduced the current status of e-government in their own countries and shared their views and experiences.

Mr. Mahmaminov, Minister of Labour and Social Protection, Tajikistan underlined that e-government should be one of the priorities in public administration and citizens should actively participated in public affairs. Mentioning the progress made in the last decade and the challenges ahead, Mr. Hassam, Deputy Minister of Communication and IT, Afghanistan highlighted that top level leadership from the political and very senior levels of government is essential for the development and operation of e-Government. Ms. Kurmangalieva, Deputy Chairperson of Zerde national ICT holding JSC of Ministry of Transport & Communications, Kazakhstan introduced 4 main areas of e-government: high performance infrastructure; customer-oriented services; government transparency and efficiency; and motivation of citizen engagement. With emphasis on the expansion of service delivery channels as well as the disclosure of government information, Mr. Lee, Director General of Seoul Metropolitan Government, Republic of Korea pointed out the role of high level leadership as driving force for citizen engagement in the policy-making process. Seychelles stressed that executive leadership at the highest level along with simple and straightforward strategy in terms of e-government implementation is essential to get the government-wide commitment. China mentioned the need for one organization to coordinate e-government within a country.

Following 6 presentations, additional inputs were provided by participants to facilitate the discussion. Mr. Malitikov, Chairman of Interstate Committee of CIS on Knowledge Promotion and Adult Education brought up the significance of e-government and difficulty of innovation. Mr. Bong-up Cho, Senior Policy Development Expert of UNPOG explained the concept of t-government and presented the importance and required capacities of leadership for t-government with an example of Korea.

After Mr. Barseghyan, Chief Expert of Administration of the President of Armenia delivered a speech on the linkage between e-governance and Armenia Sustainable Development Program (SDP) and current e-government initiatives of Armenia, the chair invited all speakers and participants to the open discussion on the following topics: 1) Problems and challenges of leaderships for transformational government; 2) Solutions on leadership for transformative governance; 3) Global and regional cooperation through international organisations for transformative governance.

Based on the discussions, presentations and additional inputs, following findings and

recommendations have been made.

1. Leaders in different levels should have adequate knowledge and competency in relation to e-government, therefore training programmes for senior officials in e-government are essential.
2. Leaders should have a better understanding of their country's context in order to develop comprehensive e-government policies and strategies, which can better serve citizens' needs.
3. Leaders should have skills in change management in order to adopt new transformations.
4. Leaders should be aware of the importance of citizens engagement and promote active citizens engagement through expansion of communication channels and open government.
5. Cooperation with other countries and international organisations is important to share best practices and experiences in e-government.

The Meeting ended with the closing remarks by Mr. Tikhomirov. He appreciated all participants for their valuable inputs and praised fruitful outcomes of the Meeting. He also expected future cooperation and collaboration in UNPOG's activities such as 2013 e-Government Forum to be held in October 2013.