APS-HRMnet · 11th Annual Conference

Better Public Service, Skilled People, Smart AI

How Zanzibar is improving public service and getting ready for AI

Revolutionary Government of Zanzibar

This is a plan for the future. It is not a report of final results.

The big idea

Zanzibar wants every government office to work with clear goals, check its progress, and help its workers grow.

Clear goals

Each office has goals for 5 years and for each year.

Check progress

Reviews every 3 months and at the end of the year.

Help people grow

Training and support for each worker.

The reform is about to start. It is not finished yet.

Five questions every office must answer

1. **What do we want to change?**
2. **Who is responsible?**
3. **What money and tools do we have?**
4. **What proof shows progress?**
5. **What do we do if we are behind?**

Before: writing reports → **Now: solving problems**

What is ready, and what is not

What is ready

- ✔ Two draft documents are written: an Executive Order and a Guideline
- ✔ Roles, forms and steps are planned

What is NOT done yet

- ✖ The Order is not signed yet
- ✖ Agreements are not signed yet
- ✖ The digital system is not working yet
- ✖ No national results yet
- ✖ AI is not used for HR decisions

From national goals to each worker

1

National goals

Vision 2050, ZADEP II, budget plan

2

Main work areas

What each sector must do

3

Targets

Numbers we can measure

4

Agreements and yearly plans

5-year and 1-year, linked to budget

5

Every worker

Everyone has a part

For every worker

You can see how your daily work helps your office and the country.

For HR managers

Training and coaching match what the job really needs.

How one year of work goes



Plan

Set plans and targets

Every 3 months

Check progress inside the office

Middle of year

Talk and fix problems

End of year

Full review with proof

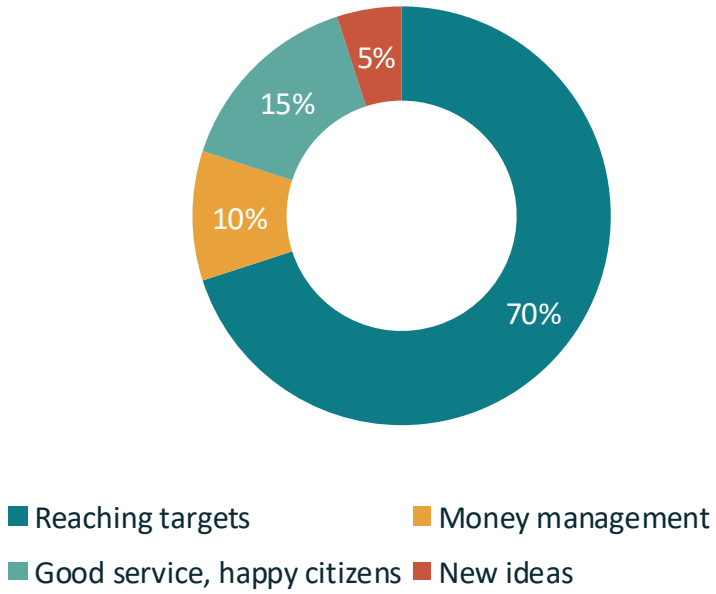
Final score

Proof is checked, then the score is given

Offices can explain their problems before the final score is given.

How the score is given

Example for ministries that do not collect revenue



5 levels of score



Best: Excellent **Lowest: Unsatisfactory**

Different offices, different rules

- Offices that serve people
- Offices that collect money
- Government businesses

These are plan ideas, not real results.

Fair rules build trust

Delays are counted

If money comes late or is cut, we take this into account.

Right to explain

Offices can explain before the final score.

Right to appeal

People can appeal if they disagree.

Open results

A summary of results is shared with the public.

Targets must be hard but possible. Any punishment must follow the law.

Find the real problem first

Why was a target missed?

- The target was too high
- Not enough resources
- The process is bad
- Skills are missing

Then give the right help

- Coaching
- Mentoring
- Leadership training
- Certificates
- New skills
- Better process
- Better tools

A missed target is not always the worker’s fault.

Do things in the right order

1

Clear goals

Know what we want and who is responsible.

2

Good, safe data

Make data correct, fair and well kept.

3

Skilled people

Teach workers digital and data skills.

4

Use AI carefully

Only now start AI, with clear rules.

If we buy AI first, it can make old mistakes bigger and faster.

Why this system helps AI later

What AI needs

- Same meaning for every term
- Good past records
- A clear owner for each data
- Written decisions
- Clear rules to check results



What this system builds

- **Agreed targets**
- **Standard forms**
- **Checking of proof**
- **Feedback**
- **Records of who did what**

The digital system is a bridge to AI. AI is not working yet.

Start small and safe

Good first uses

- Finding approved documents
- Helping to write drafts
- Finding data mistakes

Not at the start

- Choosing who to hire
- Choosing who to promote
- Punishing workers
- Scoring each worker

A job is a person’s life. People must make these decisions.

Rules for safe AI

01

Collect data legally

02

Use data only for its purpose

03

Keep data safe

04

Keep records of use

05

Test for unfairness (women, disability, region, job)

06

Explain every result

07

A person checks every decision

08

Workers can complain

No hidden computer should decide who is hired, promoted or punished.

What Africa can learn

First build clear systems and skilled people. Then add technology.

What we can share with each other

- **Lists of skills for jobs**
- **Digital training for all**
- **Safe AI rules**
- **Fair reviews of workers**
- **Planning for staff**
- **Ways to measure service**

Working together is better than each country buying its own technology.

Three things to remember



Build a culture of results

Leaders work for results. Resources are used well.



Help workers grow

Give them skills and confidence.



Protect the data

Fair rules, correct data, and people in charge.

Then use AI to serve people better.

Asanteni sana · Thank you

Sources

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