

**Moses Kotane
Research Institute**
Research · Innovation · Excellence

NAVIGATING THE AI REVOLUTION

EAC CONFERENCE

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ARTIFICIAL INTELLIGENCE'S REVOLUTION

- AI was born in the 4th Industrial Revolution.
- But has landed us into the 5th Industrial Revolution.
- Artificial Intelligence is not futuristic concept, it is the 'now'.
- Distinction between reality and AI generated scenarios.
- For administrators, it's exciting and a serious responsibility



5TH INDUSTRIAL REVOLUTION (5IR)

5IR ensures that humans and AI work together in ethical, inclusive, and sustainable ways.



WHAT IS AI REVOLUTION?

- AI - machines and software perform tasks that normally require human intelligence.
- Human Intelligence - learning, reasoning, decision-making, language processing, and problem-solving.
- Machines try to do the same – and we call it Artificial Intelligence.
- AI Revolution is the wave of change.
- AI drives productivity, innovation, and decision-making

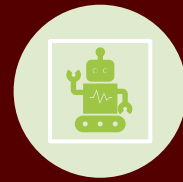
AI & DECISIONMAKING



AI can make decisions faster than humans.... But it still cannot figure out who actually stole the milk from the office fridge.



AI REVOLUTION FEATURES



Automation at Scale – AI systems are taking over routine and repetitive tasks (e.g., chatbots, automated data entry).



Data-Driven Insights – AI can analyse massive amounts of data faster than humans, providing predictive and prescriptive insights.



Personalisation – From online shopping to healthcare, AI tailors experiences and services to individuals.



Human–Machine Collaboration – Instead of just replacing jobs, AI augments human capabilities (e.g., administrators making better decisions with AI support).



Global Impact – AI is shaping every sector: healthcare, education, finance, agriculture, administration, security, and more.



AI'S LINK TO ADMINISTRATION

AI supports administration by:

- **automating** routine processes e.g. schedule meetings, process invoices, or file digital records saving hours of manual work.
- enabling data-driven **decisions** e.g. analyse staff performance or budget trends
- **improving service** delivery e.g. Chatbots can respond instantly to student, employee, or citizen queries.
- requiring ethical **oversight** e.g. AI doesn't discriminate in recruitment shortlisting or service eligibility decisions.
- Administrators' **focus** more efficient, strategic, and impactful e.g. from processing leave and travel claims to focusing on impactful reports.



WHY ADMINISTRATORS MATTER?

- Administrators are the backbone of institutions.
- If leaders set vision, administrators execute reality.
- AI will *amplify your role* if you navigate wisely.



AI CANNOT REPLACE ADMINISTRATORS



Sure, AI can process requests faster. But can it smile at a frustrated colleague, calm them down, and still get the form signed?

I don't think so!



CAN AN ORGANISATION SURVIVE WITHOUT ADMINISTRATION?

- Administrators are the backbone of institutions.
- If leaders set vision, administrators execute reality. AI will amplify your role, if navigated wisely.
- AI can assist, but only administrators ensure that organisations function, serve, and thrive.



BENEFITS OF AI IN ADMINISTRATION

Efficiency & Productivity

- Imagine cutting paperwork time in half, freeing administrators to focus on strategy.

Data-Driven Decision Making

- Predictive analytics for planning (e.g., resource allocation, performance tracking).

Enhanced Service Delivery

- Chatbots for citizen/customer queries or Personalisation in education or public services.

Accessibility & Inclusivity

- AI tools for translation, transcription, assisting people with disabilities.



CHALLENGES & RISKS

Ethical & Governance Concerns

- Bias in algorithms leading to unfair outcomes.
- Accountability “Who is responsible when AI makes a mistake?”

Job Displacement & Fear

- Automation replacing clerical/administrative roles.
- Need for upskilling, not displacement.

Data Privacy & Security

- Protecting sensitive personal and institutional data.

Digital Divide

- Inequality in access to AI tools, skills, and infrastructure.
- If not managed, AI can widen gaps rather than bridge them.



ADMINISTRATOR'S ROLE IN NAVIGATING AI

Be the Bridge, Not the Bystander

- Administrators must understand AI enough to harness it.

Build Ethical Frameworks

- Advocate for fairness, transparency, accountability in AI use.

Upskill & Reskill Continuously

- Digital literacy is now as fundamental as reading and writing.
- Promote training programs within your institutions.

Champion Human-Centred AI

- Technology should *augment* human intelligence, not replace it.
- Administrators safeguard human dignity in the age of algorithms.

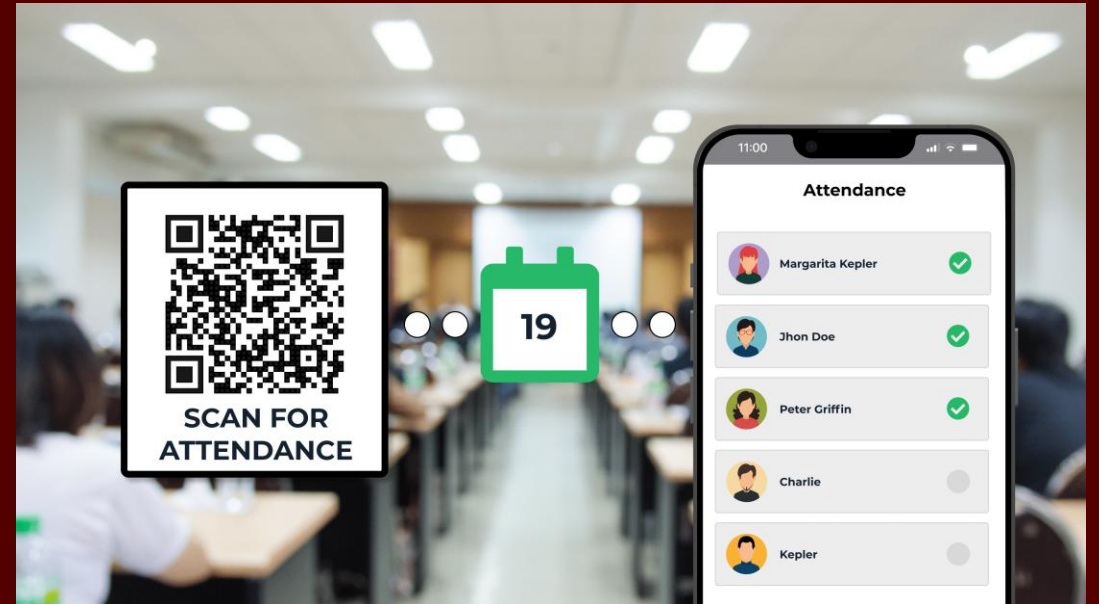
ATTENDANCE REGISTER EXAMPLE

DON'T DO THIS

ANJHWC
Meeting 3/27/13

Name	Agency
Roscoe Canapella	Sussex County MUA
CHUCK GIACOBBO	CAMDEN COUNTY D.G.A.
Brian Costantino	Camden County D.E.A.
Melissa Harvey	Somerset County S.W.
Monica Cismelli	Gloucester County I.A.
MCLENDY WILLIAMS	SALISBURY COUNTY IA/SUD
GREGORY HULSE	MONMOUTH COUNTY HEALTH
TOM BURBAGE	MORRIS COUNTY MUA
FRED STANFORD	MIDDLESEX COUNTY DSWM
Guy Watson	NSDEP
ARTHUR J. FORTIER	MONMOUTH COUNTY HEALTH DEPT.
Ron Potter	V.I.E.
Mark Kabaniski	M.I.F.
Ann J. Williams	Burlington County
Ann Sykes	DELAWARE COUNTY S.W.
Rich Brauch	Bergen County Utilities Authority
Patrick Dyrness	Newark Republic
Ed Waters	NJ Port Council / Chorusley Group
Denise Ross	Bergen County Utilities Authority
Larry Gindoff	Morris County MUA
Seamus Gendron	Union County
Chris Sikorski	Middlesex

LEARN TO DO THIS





AI ETHICS

ETHICAL AREA	WHAT TO DO?
Transparency	Decisions made or assisted by AI should be explainable
Accountability	Humans remain responsible for AI outcomes
Fairness and Non-Discrimination	AI should not reinforce biases or discrimination.
Privacy and Data Protection	Respect personal data and comply with laws.
Reliability and Safety	AI systems performance should be monitored over time.
Human-Centric Approach	Administrators can override AI decisions if necessary
Ethical Use and Social Responsibility	Avoid deploying AI for manipulative, coercive, or harmful purposes.
Continuous Learning and Adaptation	AI ethics is an evolving field; administrators must stay informed.



AI ADOPTION SNAPSHOT

Dimension	South Africa	Global	Insight
Employees using AI regularly	~ 72%	~ 72%	SA is on par with the global average.
Individuals who used GenAI in the past year	~ 55%	~ 48%	SA slightly ahead of global usage.
Large enterprises adopting GenAI	~ 67%	~ 65% (varies by region)	SA adoption rate is strong, close to global trend.
Organisations fully prepared for AI deployment	~ 18%	~ 20–25% (varies widely)	Both SA and global businesses show readiness gaps.
Perception / optimism	High optimism; strong uptake despite readiness issues	Mixed — strong uptake but uneven trust	SA mirrors global enthusiasm, but with the same governance challenges.

AI REVOLUTION IS WITH US

DON'T BE...



BUT BE...





A CALL TO ADMINISTRATORS

- Embrace AI as a partner, not a threat.
- Lead your institutions through policies, processes, and practices that ensure AI is used for equity, service, and empowerment.





NAVIGATE WISELY

If we navigate wisely, AI will not replace administrators. Instead, it will empower administrators to become leaders of transformation in this century.



THANK YOU