



Preparing Guyana for digitalisation of services for the Guyanese diaspora

ACTION BASICS

Beneficiary		<p>The Diaspora Unit is the institution within the government of Guyana’s Ministry of Foreign Affairs and International Cooperation (MFA) responsible for engaging the Guyanese diaspora in national development. The MFA is in charge of all foreign engagements with other governments, international agencies and stakeholders for the promotion and development of Guyana at the international level.</p>
Duration	12 months	
Sustainable Development Goals	 	

MAIN ELEMENTS

Context and needs	<p>Guyana has an in-country population of just over 790k, whilst emigrants amount to 65% of the total population (over 520k) in 2020. The top countries of destination are the USA, Canada, the UK, Suriname and Trinidad and Tobago. The significance of the diaspora in both size, demographics and interest in supporting the country’s development, led to the development of the Guyana Diaspora Engagement Plan of Action.</p> <p>Since the discovery of oil and gas reserves in 2019, the Guyanese economy has experienced unprecedented growth, leading to the government announcing a significant transformational budget. A major element of this transformation is rapid development of the ICT sector. Since then, Guyana’s National Data Management Authority (NDMA) and other government institutions are working on a whole-of-government proposal for digital transformation. The forthcoming national digitalisation review presents a watershed opportunity for the Diaspora Unit to ensure that the government’s foreseen digital transformation includes diaspora engagement (the process and the people) in its (re)design and implementation. By lobbying to mainstream diaspora engagement into a whole-of-government transition, the Diaspora Unit aspires to improve its service delivery and communication with the diaspora, thereby building trust between government and diaspora to allow a diversification of the relationship including, for example, work towards greater investment, knowledge and skills transfer and return programmes.</p> <p>The action addresses the Diaspora Unit’s wish to understand how government digital transformation can best incorporate diaspora engagement in order to advocate for mainstreaming diaspora engagement in the digital transformation. In the long term, the Diaspora Unit requires external support to solidify its knowledge of the diaspora’s digital-service priorities, opportunities and challenges in order to feed into the strategic planning of this whole-of-government digital transition. It requires evidence to advocate for and then follow how diaspora-engagement is included in the design, implementation and monitoring of the digital transformation.</p>
Objectives	<p>General objective</p> <p>Prepare the Diaspora Unit to advocate for mainstreaming diaspora engagement into national digitalisation efforts.</p> <p>Specific objectives</p> <ul style="list-style-type: none"> • Enhance the Diaspora Unit’s understanding of digital service provision and needs from a diaspora engagement perspective • Test approaches to mainstream diaspora into citizen-centric design thinking • Develop the Diaspora Unit’s digital communication capacities, to enhance its overall diaspora communication and increase the impact of its outreach



ACTION PLAN

EUDiF's areas of intervention



Building the capacity of EU-based diaspora organisations



Supporting partner countries by enabling diaspora engagement



Encouraging multi-stakeholder partnership in diaspora engagement

Support for capacity development



Conducting analysis, research and/or evaluation

- **Desk research** on the state of play of digital services for/relevant to Guyanese diaspora
- **Key informant interviews** to assess the maturity of understanding of diaspora-engagement as a sub-set of citizen services and resulting requirements for digital transformation
- **Research** comparing governmental peers' digitalisation of diaspora-engagement services
- **Communication needs assessment** of the Diaspora Unit capacities



Organisation of knowledge transfer events

- **Peer exchange** with government representatives outside Guyana to discuss lessons learnt, opportunities and challenges in digitalising diaspora engagement
- **Diaspora consultations** to receive first-hand input from diaspora and understand their needs



Development of strategic documents and/or training tools

- **Report** on digitalising diaspora engagement services for Guyana



Visibility and communication activities

- **Communication skills development workshops** to enhance the Diaspora Unit's capacities in communication
- **Presentation** of the final report, its process and results, with key government stakeholders

Deliverables

- **Action report** on "Digitalising diaspora engagement services for Guyana: Priorities, preparedness and practices"
- **State of play report** of digital services for/relevant to Guyanese diaspora
- **Interview reports** based on the exchanges with the key informants
- **Diaspora consultation summary** containing the main highlights and findings of the interviews with diaspora members
- **Peer comparison report** and **info sheets** summarising practices of the peers identified
- **Event report** of the peer exchange summarising the key takeaways
- **Communication resources**

Expected results

- Diaspora Unit is empowered with knowledge on digitalising services for diaspora to allow it to advocate for, design and monitor the transformation with a diaspora-centric approach.
- Awareness across the government of diaspora-engagement potential, preparedness and priorities for digital transformation is enhanced.
- Diaspora Unit strengthens its relationship with the diaspora through consultation.
- Diaspora Unit's communication skills are improved, enabling them to improve digital services and build evidence on diaspora interests.

For more information, visit www.diasporafordevelopment.eu

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