UNIVERSITY OF NAIROBI

INSTITUTE OF DIPLOMACY AND INTERNATIONAL STUDIES (IDIS)

AN ASSESSMENT OF THE ROLE AND IMPACT OF TECHNOLOGY ON DIPLOMACY AND FOREIGN POLICY

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DECLARATION

This research project is my original work and has not been presented to any other university.

Signature………………………………… Date…………………………………

George Abasy-Nengo

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Supervisor

This research project has been submitted for examination with my approval as the University of

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DEDICATION

To my wife, Nelly and the children, Joseph, Hawi and Mor with love

You have taught me so much.

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ACKNOWLEDGMENTS

LIST OF ABBREVIATIONS

BREXIT British Exit from the European Union

CEO Chief Executive Officers

EU European Union

FCO Foreign and Commonwealth Office

FCONet UKEIG-INTRANETS-FORUM and UKEIG-INTRANETS-FORUM

GCHQ United Kingdom's Government Communications Headquarters

ICT Information and Communication Technology

IGF Internet Governance Forum

IGOs Intergovernmental Organizations

INGOs International Non-Governmental Organizations

IOs International Organizations

MFAT Ministry of Foreign Affairs and Trade

MNCs Multi-National Corporations

NGOs Non-Governmental Organizations

NSA United States National Security Agency

TNCs Trans-National Corporations

UK United Kingdom

UN United Nations

USA United States of America

USSR Union of Soviet Socialist Republics

VCDR Vienna Convention of Diplomatic Rights

WSIS World Summit on the Information Society

CHAPTER ONE

1.0 Introduction to the Study

This chapter gives an introduction to the study on the assessment of the role and the impact of 21st century technology revolution[1] on diplomacy and foreign policy practices of states.[2] The chapter specifically gives the background to the study, statement of the problem, research questions, objectives, justification, literature review, theoretical framework and research methodology. Finally the chapter synopsis is also outlined.

The premise of this study is that technology will revolutionise everything, including diplomacy, as we know it today and that this technological revolution has caused tremendous change on the nature and practice of foreign policy, exposing challenges and opportunities for contemporary diplomacy. Major technological changes and transformations have the potential of spurring meteoric changes in the global community of nations. We opine that technology and emerging trends in global communication infrastructure has significantly transformed the traditional diplomacy models and foreign policy practice, enabling the emergence of what is now known us digital diplomacy. Suffice to say that technology revolution will have an extensive and far-reaching ramifications on the nature and context of state interdependence and interactions. It creates a global ecosystem in which tacit and physical systems of information, communication technology (ICT) generally collaborate with each other in a amenable manner.

We have argued that the new digital world is a complete break from the past and huge drift from a closed-system, highly bureaucratic government-led diplomatic world. We have demonstrated

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[1] In this research, revolution denotes abrupt and radical change.
[2] In this study, diplomacy and foreign practice will be used and deployed interchangeably.

how technology is vital necessity in establishing power-equilibrium dynamics between and amongst nations of the world-it is changing the way states and power interact. This revolution will and/or is changing the strategies, tactics and actors in 21st century diplomacy.

1.1 Background to the Study

It is not in doubt that technology revolution and meteoric development in information and communication technologies (ICTs) has transformed traditional diplomacy and foreign policy practices, including having tremendous impact on instruments, character and nature of diplomacy. New models in ICT, have greatly transformed global society.[3] This study will attempt to show that technology revolution has changed the tactical setting for diplomacy in the modern world. This revolution's impact extend to every level of humanity- from individuals wielding smart phones, currently estimated to be about 1.5 Billion,[4] to trans-national corporations (TNCs) and governments of the world. Further, it will offer some latitude and leverage to harmonise the unmet needs of billions of people into the world's economic system, pushing up further demands for goods and services by connecting everybody in the world to each other.

The new technology of the internet opens up entirely unique panorama. It challenges all historical experiences and has become strategically indispensable. The truth of this disruption and the inevitability it's extensive transformation it does have on diplomacy calls for courage to confront the emerging challenges. It is indeed the responsibility of foreign policy experts and diplomats to formulate minimum value-system to drive foreign policy priorities and propose attendant reforms that will make technology revolution a viable opportunity.

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[3] Potter, E. (2002b). Cyber-diplomacy: managing foreign policy in the twenty-first century. Montreal: McGill-Queen's University Press.

[4] World Economic Forum's, *Global Information Technology Report 2015:* ICTS for Inclusive Growth, Soumitra Dutta, Thierry Geiger and Bruno Lanvin, eds., 2015

It is indisputable whether any government, even the autocratic ones, have been able to arrest or resist or will be able to resist the overwhelming and inevitable trend to push government operations and praxis to the digital domain. In any event, we will argue in this study that any attempt to curtail or resist the impacts of technology revolution would be futile or impossible. As a matter of fact, every nation is now being enlisted in the technological revolution as either a subject or an object.

Further, the mushrooming and spread of networked digital devices will become a positive spring-board of history: new networks of communication will shrink abuses, soften social and political contradictions and facilitate coherence of disunited parts to achieve a harmonious global ecosystem. We will argue, firmly, that technology will herald new social and information networks-an impetus to growth and innovation.

Technology has transcended transboundary complex problems such as; environmental challenges, global financial crises, global plagues, immigration, and global terrorism. These complex global problems have reversed the key functions of governments in the global system and, at the same time, forced them to engage and partner with emerging international non-governmental organisations (INGO's) and international-governmental organization (IGO's). Moreover, the global scope and speed of communication has diminished the distinction between domestic and international issues.

We see technology as tool in facilitating foreign policy practice. It has massively enhanced the likelihood of communicating constructively, not only with foreign governments and officials, but also with foreign publics, expanded the glamor of ICTs for state diplomatic institutions.[5] Needless

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[5] Melissen, J. (Ed.). (1999). Innovation in diplomatic practice. New York: St. Martin's Press.

to state here that these emerging and new technologies has considerably enfeeble territorial borders and massively enhanced technology dissemination.

The transformative changes brought by the technology revolution are reengineering how nations and state organs operate. Specifically, we believe that they will force governments to quickly change by recreating and/or evolving and finding new strategies of collaborations amongst themselves and with their citizens and other citizens of the world. This is because technology has tremendously altered the traditional concept of state sovereignty by challenging the control that governments have over territorial spaces. To this end, this study has delved deeper into what new the roles that governments must assume to master 21st century technology revolution. This is because, governments of the world are vital players in defining the pathways to the new scientific, technological, economic and societal world.

We contend that the rapid innovation nature of 21st century globalised world within the context of emerging and progressive trends in ICT will most likely continue to affect and perhaps distort the nature of diplomacy in a considerable fashion. Practitioners of foreign policy and diplomacy should embrace a global-nation of major transformative technological change, and must subject the diplomatic systems and foreign policy praxis to the changes, emerging trends and models that comes with 21st century revolution. The challenge for countries will be how to accommodate and absorb the emerging trends while still embracing the rich and enduring culture of traditional diplomatic practice. What matters to us, for the purpose of this study, is the effect on prospects for diplomacy and foreign policy.

The aim of this study, therefore, was to review and appraise major advances in technology and to the extent possible, identify and review potential impact and influence they have on foreign policy of countries and global diplomatic practices. We have proffered recommendation on how Ministries of foreign affairs can create spaces for technology and innovation.

We have argued in this study that technology is changing both the ecosystem in which diplomacy is practiced and the entire diplomatic agenda. It is also afresh new tool that is changing the practice, context and culture of diplomacy.

1.2 Statement of the Problem

Technology has created radically new methods and approaches that revolutionise the modus operandi of interactions of nations of the world and International Organisations (IOs). Governments should embrace the global shift in power, from state to non-state actors and from the known traditional established institutions to loose networks.

Every aspect of the 21st century technology revolution is as powerful, impactful and historically critical for the development and practice of foreign policy. However, this study has concerns about the factors that may limit the full potential of technology revolution. We contend that there is a gap on the threshold of needed leadership and basic comprehension of changes brought about by technology, especially when compared with the need to rethink our foreign policy systems to effectively respond to the 21st century technology revolution. Consequently, both at the municipal and International levels, the minimum antecedent policy, legal and institutional framework to govern the diffusion of innovation and mitigate the disruptive effect is, at best, inadequate.

This study further proceeded on the premise that the global diplomatic system lacks a flow-less, solid, positive and proper narrative that clearly show the opportunities and challenges of impact of technology revolution, a narrative, that we argue, is critical if the world is to effectively prepare and avoid the inevitable backlash against the fundamental changes to be visited on technology.

Technological advancement impacts greatly on the efficiency of diplomacy. It is evident that developing countries technological advancement is poor and this has a negative impact on their global diplomacy. Numerous technological innovations are not documented in the contemporary regulatory, policy and legal framework; despite the fact that, they may even disrupt the social contract that governments have established with it's citizens on the one hand and bilateral and/or multilateral agreements between and amongst states. This calls for the need for agile global governance that would demand of ways to adapt continuously to a new, dynamic global environment to learn and effectively comprehend the new models to be regulated. We posit that to overcome this problem, we need a regulatory and legal environment that will produce resilient global frameworks. Therefore, the wider contextual issue of law-reform and compliance at the national, regional and global level will play a determining role in shaping the ecosystem in which the disruptive digital diplomacy will operate.

Diplomacy can't operate in a policy interregnum. The capacity of diplomats to innovatively confront with emerging issues can be impeded by the lack of clear guidance and direction from their States. Therefore, this study will argue that it is critical for countries to begin a process of recasting their foreign policies to accommodate and adapt to global technological realties. Ultimately, a framework for organising the global cyber environment is vital. It may not keep pace with the revolution itself, but the process of defining and redefining will serve to educate global foreign policy experts and leaders of its benefits, impacts and dangers.

The questions which remain to be answered is three(3) pronged; first, the extent to which the infusion of these emerging innovations in ICT have created challenges or offered new opportunities for the ordinary work of traditional diplomats in terms of foreign policy formulation, second, how technology can be used in the service of global challenges, and third, how to use technology tools to further diplomatic goals and how to weave together technology into foreign policy.

1.3 Objectives of the Study

The main objective of this study was to assess the role and impact of technology revolution on diplomacy and foreign policy.

1.3.1 Specific Objectives

i.   To explore the influence of technology on diplomacy, foreign policy formulation and execution.

ii.   To examine challenges brought by technology on diplomatic practice?

iii. To assess the impacts of ICT advancements on 21ST century diplomatic practice.

1.4 Research Questions

The core research question of this study was: does technology revolution effect the decisions made by governments with regard to foreign policy and diplomacy? The study will answer the following specific research questions.

1. What role does technology play in diplomacy?

2. What are the challenges brought by technology on diplomatic practice?

3. What are the impacts of ICT advancements on 21ST century diplomatic practice?

1.5 Justification of the Study

Justification of this was two-fold; first, it aimed to contribute to already existing literature on the role of technology in Diplomacy. It will thus form a basis for future research on diplomacy and technology. The scholars may find the study useful in that it may provide literature that will be used by scholars in their academic research and assignments, and, second we hope that the study will help the government and other policy makers in policy making as far as diplomacy is concerned. Particularly, the study will address the practice of diplomacy in today's first changing world of technology. The recommendations of this study will hopefully add value to the 21st century foreign policy and diplomatic practices.

1.6 Theoretical framework

This research was be conducted using the theory of constructivism. We posit that constructivism and its basic tenets are sufficiently explanatory for proper understanding of role and impact of changes in technology on foreign policy and diplomacy. To this end, constructivism and it's arguments will be applied in this study to explain the role and impact of technology on diplomacy. To effectively provide a cogent theoretical frame, we shall attempt to give a brief introduction to constructivism to provide a premise why it (constructivism) was chosen for this study.

The concept and approach of constructivism was introduced in the international relations ecosystems by Nicholas Onuf in his book of World of our making.[6] Onuf puts it aptly:

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[6] Onuf, Nicholas Greenwood. 1989. *World of our Making: rules and rule in social theory and international relations. Columbia, S.C.: University of Carolina Press.*

> " Constructivism does not offer general explanations for what people do, why societies differ, how the world changes. Instead, constructivism make it feasible to theorise about matters that seem to be unrelated because the concepts and prepositions normally used to talk about such matters are also unrelated."[7]

The basic argument for this approach was about how world politics is socially constructed. As a matter of fact, proponents of this approach do not strictly define and consider constructivism as new theory in understanding international relations; but rather, it is pitched as new way of trying to depict and describe to the world.[8] Suffice to say that it is a redescription of the world. This approach lays emphasis to the known value-systems and mutual-beneficial construction process between values and actors.

Scholars like, John Gerard Ruggie,[9] argues that this approach focus primarily on the issue of human consciousness in global life: the role it plays and what it means for the logic and social science research.[10] They (constructivists) interrogate the identity and interests of countries to give indications on how they have been socially constructed. This is because constructivists believe that identities and consequently states interests are oriented and re-oriented by global interactions.[11]The key assumption is that our comprehension of international system are not objectively acquired but heavily coloured and are a result of socially constructed concepts.

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[7] Ibid 14

[8] Fearson, James and Alexander Wendt. 2002. *Rationalism v. Constructivism: Skeptical View:* In the Handbook of International Relations, ed. By Walter Carlsnaes et al.: London.

[9] Ruggie, John Gerard. 1998. *What Makes the World Hang Together? Neo-utilitarianism and Social Constructvism Challenge.* International Organisation 52.

[10] Adler, Emanuel. 1997. *Seizing the Middle Ground: Constructivism in World Politics.* European Journal of International Relations.

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Premised on the foregoing, we have argued in this study that identify is a crucial reference point to fully understanding the foreign policy and diplomatic practice of a country. We posit that in order to comprehend the transformation of global diplomacy practice and foreign policy in the last decades, an analysis of changes and impacts brought about by technology revolution to government's foreign policy practices is necessary because it is linked to the definition of states interests and foreign policy. The role of the ideational and material change of global diplomatic structure, the recasting of municipal politics and changing norms foreign policy practices will be also be noted. Through a constructivist perspective and using a appropriate research methodology, this study will seek to expand the understanding about the impact of technology revolution on diplomacy. Flowing from the foregoing, we concluded that this theory is not applicable but also relevant to this study.

1.7 Literature Review

This section reviewed previous research in the area of technology and international relations. Given its focus, this study is at the nexus of several academic disciplines, including information technology, foreign policy practice and diplomacy. This study, therefore, plays a pioneering role on the issues it seeks to address.

Keith Hamilton and Richard Langhorne in their book, th**e Practice of Diplomacy: its Evolution, Theory, and Administration**[12] argues that the development of diplomacy has been closely intertwined with that of information, communication and technology since medieval age. They posited that "our predecessors realised that it was better to hear the message than to eat the message."

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[12] Hamilton, K.A., and R. Langhorne. 1995. T*he Practice of Diplomacy: Its Evolution, Theory, and Administration.* London: Routledge.

Peter Drucker[13] contends that knowledge has become the minimum antecedent of developed and developing economies, to this extent he observes that control of the phenomenal technology in effect meant controlling the society. According to him knowledge is at the cornerstone of the technology revolution of our time. He argues technology has introduced a massive range of new actors who have a profound and astronomical impact on the global world. For instance; hackers,[14] software multinational corporations,[15] and open-source groups.[16] The influence of the afore-mentioned actors is predicated on their content and technical related-knowledge.

Carl Builder[17] while reflecting on the impact of technology on diplomacy and foreign policy, opined that one of the major contradictions that the 21st century diplomats have to deal with is that of guarding state's sovereignty and the same time trying to encourage and promote their respective nations participation in the motions of both global and regional integration- both reduces inevitably sovereignty of the state. Builder argues that competitiveness of a state in matters of foreign relations will hugely depend on ability of the state to allow her citizens to access information, more so via computer technology. By doing so, states will be able to thrive both socio-economically and politically. Knowledge and technology is therefore an asset to the state in the 21st century.

Joseph Nye[18] provides a detailed thesis of the role of technology in promoting interdependence and soft power. He observes that technology has enhanced the capacity of various actors in global political economy to interact with each other by leveraging on what he calls physical and social

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[13] Drucker, P. F. 1989. *The New Realities: In Government and Politics, in Economics and Business, in Society and World View.* New York: Harper & Row.
[14] For example, the underground lethal elites of the WikiLeaks kind.
[15] Such as the giants like Google and Facebook.
[16] For instance the wikipedia, twitter and blogger.
[17] Builder, C. H., 1993. *Is it a Transition or a Revolution?* Futures 25(2) : 155-68
[18] Nye, J. S. Jr. 2011. *The Future of Power.* New York:PublicAffairs.

technologies.[19] This high-level and high-intensity communication leads to greater global interdependence which in-turn leads to frequent use of diplomacy as a tool for managing international relations and mitigating potential conflicts. Robert Keohane and Nye[20] further argues that this global interdependence blurs the traditional distinction between national and international spaces, leading to traditional municipal issues impacting on foreign policy.

David Newsom[21] argues that technology alongside issues like climate change, migration and food security has become a vital topic in expanding and influencing diplomacy. He contends succinctly: "For most of the 20th century, the international diplomatic agenda has consisted of questions of political and diplomatic relations between nation states- the traditional subjects of diplomacy. After the Second World War new diplomatic issues arose, spurred by the technical advances in nuclear energy and electronics."

Pajtinka in his work, Cultural Diplomacy in Theory and Practice of Contemporary International Relations, argues that the need reform measures or transformation of diplomacy has been greatly determined by the accelerating globalisation, and that diplomacy has been confronted some of the key attributes of globalisation, to wit, the massive progress in ICT.[22]

Thomas Switzer,[23] a communication director at the American Foreign Service, making a commenting on impact of ICTs on diplomacy believes that there is no doubt that technology is having a significant amount of transformational impact on traditional state –to-state diplomacy. Switzer

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[19] Physical technologies here connotes easier exchange of information and social technology infer to the development of common communication spaces with shared rules and procedures.

[20] Keohane, R. O., and J.S. Nye, Jr. 1972. *Transnational Relations and World Politics.* Cambridge, MA: Harvard University Press.

[21] Newsom, D. D. 1989. *The New Diplomatic Agenda: Are Governments Ready?* International Affairs 65(1) : 29-41

[22] Pajtinka, Erik. 2014. *Cultural Diplomacy in Theory and Practice of Contemporary International Relations.*

[23] Thomas Switzer (1979) Anticipation of Diplomacy in the Twenty First Century. Occasional Paper of the Institute for the Study of Diplomacy (Washington: D.C. 1979).

uses the internet, as a typical example where many people with common interest can now interact, and share and exchange information and ideas from advocacy groups and tries to influence both local and international politics.

Amitav Mallik, Ph.D in his book the Role of Technology in International Affairs,[24] contends that the link between technology vis-a-vis diplomacy and foreign policy on the other hand is age-old and that this link appears to be more critical now in a globalised, multi-polar world. He argues that most of the 21st century challenges, such as, security and climate change concerns have technological aspects- that these challenges are global issues and no one country can solve them in isolation to others. Therefore, according to Mallik, the tools, techniques, strategies and tact of foreign policy of nations needs to acclimatise to the changing world of increasing scientific and technological complexities. He posits that Foreign Policy and diplomacy have always been key antecedents of statecraft but even so, in his view, the reality of information society demands that statecraft should leverage new sensitivities around advances in technology- electronic medium- that facilitates instant communication and information revolution.

Nicholas Westcott,[25] formerly chief of information officer foreign and commonwealth office, London, argues that technology may contribute to the weakening of the traditional nation state as a primary focus for political loyalty, by enabling communities to coalesce and act across national boundaries. His proves technological knowledge is becoming an important component for retaining diplomatic effectiveness and for meeting challenges in global affairs. He examined the effects

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[24] Mallik, A.(2016). Role of Technology in International Affairs. New Delhi: Pentagon Press: Institute of Defense Studies and analyses.
[25] Westcott, N.(2008). *Digital diplomacy: The impact of internet on International Relations*, Oxford Internet Institute, Research Report 16, July 2008

of technology and the structures it operates within diplomacy hence essence of the rapid change, taking place in current global affairs.

Thomas Friedman[26] that the technology has played a crucial role in leveling the playing field across the globe, enabling anyone, anywhere, to have access to the same information, to connect to and do business direct with each other hence greatly assist in projecting a state's foreign policy positions to domestic and foreign audiences.

Fergus Hanson[27] states that the internet and new Information Communications Technologies to help carry out diplomatic objectives. He outlines eight policy goals for digital diplomacy.

Ilan Manor and Elad Segev[28] points out that digital diplomacy mainly refers to the mushrooming of social media platforms by a state in order to achieve her foreign policy goals and manage both her reputation and image. This shows that scientific exchange and technology cooperation can also contribute significantly to coalition building and conflict resolution, both vitally important to international peace.

Christodoulides[29] also posits that the Internet can be considered by governments as a unique diplomatic instrument; through its proper use they can "advertise" not only their positions on different issues, but also promote their ideas worldwide. Therefore, diplomats rely on the Internet to find information, communicate with colleagues via email, and negotiate draft texts in electronic format;

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[26] Friedman, T. (2005). The world is flat: A brief history of the twenty-first century. New York, NY: Farrar, Straus and Giroux.

[27] Hanson, F. (2012). Baked in and wired: eDiplomacy@State, Foreign Policy Paper Series no 30 (pp. 1–41), Washington, DC: Brookings Institution.

[28] Ibid

[29] Christodoulides, N. (2005). The internet & diplomacy. American Diplomacy, http://www.unc.edu/depts/diplomat/item/2005/0103/chri/christo_net.html (last accessed July 21st 2018)

diplomats are also increasingly using new social networking platforms such as blogs and Facebook. Social media have added an important real-time dimension to diplomacy, making communication ultra-fast and, by necessity, often less precise.

1.7.1 Gap in literature

This study takes cognizance of the fact that it was a challenge to find sufficient sources that fully capture the dynamic nature and character of diplomacy and indeed, the nexus between technology and diplomacy. Indeed this justified the need for a study that is contemporary, comprehensive, comparative and cutting-edge. This is the gap identified this identified and one that it has attempted to fill.

1.8 Research Hypotheses

The following were the hypotheses for this study.

1. Technological advancements in ICT are a threat to diplomatic practices.
2. Diplomatic missions should adapt to technological changes in the 21st century in executing their task .
3. Technology is revolutionizing Diplomatic practices and Foreign policy.

1.9 Study Methodology

Both primary data and secondary data were used in this study. Primary data was be important to answer questions that are unique to the study which may have not been documented.

Secondary data were used in illustrating the history certain historical and contemporary facts about the interplay and linkages between technology and diplomacy.

A global wealth of information is available on the internet. The internet provides soft copies of materials that would otherwise be difficult to obtain. Internet sources constituted a broader base of

the research. This is in terms of what has been written on the topic and diverse and various recommendations made. Such data was the foundation of the study as well as exposed gaps that the study sought fill.

1.9.1 Data Sources

This study utilized both primary and secondary sources of data.

The primary source of data was informal interview with relevant stakeholders. The interview was face-to-face and interactive, not based on specific questionnaires. This ensured that as much information as possible was obtained from the respondents. It also helped in getting first-hand information. Further, it sought to achieve a holistic understanding of the interviewee's point of view on the issue of impact of technology on diplomatic practice, thus enriching the study.

The secondary data was obtained from reports, text books, journals, magazines, newspapers and articles.

1.9.2 Methods of Data Collection

In view of the fact that the study hinges on a contemporary, emerging and interesting but complex techno-diplomatic problem, we used the following methods in this study:

1. Government, non-government, and other research institutions records ; and,

2. Library Research.

1.10 Demarcation of the study

This study was confined to desk research and intensive library work. The study focused on the impact of technology revolution on foreign policy and diplomatic practices.

1.11 Chapter Breakdown

Chapter One

Introduction and Conceptual Issues

Chapter one introduces and outlines the area of research. It starts with a brief introduction of background of the problem, outlines the research problem, justification and the theoretical framework upon which this research is anchored.

Finally the chapter outlines the methodology used in this research. It indicates the types of data necessary to answer the research questions, the sources of the data and the collection methods.

Chapter Two

Influence of Technology in Diplomacy

Chapter two looked at the breadth and length of the influence technology has had on diplomacy, diplomatic practice and foreign policy practice from a historical perspective.

Chapter Three

Challenges of Technology in Diplomatic Practice

This chapter delved into some of the challenges occasioned by technology on diplomatic practice.

Chapter Four

Impact of Information, Communication and Technological Advancements on diplomatic practice.

Chapter Five

Conclusions and Recommendations

This final chapter shall make conclusions on various issues raised and proffer recommendations on the best way of addressing the issues identified in preceding chapters.

CHAPTER TWO

INFLUENCE OF TECHNOLOGY ON DIPLOMACY

2.0 Introduction

This chapter examines the extent to which technology has influenced diplomacy. It further analyses how today's diplomacy is being carried out in the digital age. It gives a chronological order of some technological inventions that have influenced immensely the field of diplomacy. The inventions are narrowed down to the last four centuries and an insight is given on how they have managed to influence how diplomacy as a tool of foreign policy is practiced; from telegraph to mails sent via internet. The main object of this chapter is not whether technology has had any impact on the practice of diplomacy but rather the extent of the impact on diplomatic practice and how the same has facilitated or impeded both diplomatic roles and the practice of diplomacy.

2.1 Influence of Technology on Diplomacy

It is not in doubt that technology has greatly influenced diplomatic practice. It has changed the socio-political and economic environment for diplomatic activities and diplomatic agenda; significantly changing the world of diplomacy.[30] Digital diplomacy; mobile applications, social media, among other technological advancements has changed mode and method of diplomacy. This chapter has looked at how technology has influenced diplomacy in a various epochs of history up to date. Technology has advanced diplomacy in stages; hence the influence is a process and not an event. According to Hanson[31], technology has influenced the way diplomats carry out their activities today unlike in the 19th century and early 20th century. Technology is currently the bridge

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[30] Hardy,M. (2012). How technology changes the world of diplomacy.

[31] Hanson, F. (2012). Baked in and wired: eDiplomacy@State, Foreign Policy Paper Series no 3, Washington, DC: Brookings Institution.

trying to ensure that the core diplomatic functions are achieved; linking a diplomat's home and host states. The functions of diplomacy include:[32] representation; promotion of friendly relations; negotiation; protection of interest; gathering; and, processing of information.[33] New technological channels of communication have out-placed conventional forms of diplomatic communication between and amongst diplomats. In this diplomatic age, diplomats and Foreign Service officers have unlimited and continuous access to new media. A number of diplomats have and use twitter to interact with colleagues, officials and policy makers.[34]

2.2 Evolution of Diplomacy and Technology

In the days of yore, diplomacy, foreign policy and global politics was a preserve of and jealously guarded by senior state officials and global elite actors in public International law, international fin cane, global business and eminent scholars. In the 21st century, the supersonic speed of information flow and proliferation of new players portends daunting challenges to the diplomacy and diplomatic architecture.

The brisk technological expansion of the past decades have greatly accelerated a lot of things in the global space. The world indeed has become smaller with these leaps in technology and novel innovations in ICTs.[35] Diplomacy has travelled from simple to complex, from traditional to modern and from basic to sophisticated; courtesy of technology infusion. One cannot explore influence of technology in diplomacy today without tracing back developments to understand where diplomacy was originally from to where it is today. As posited by former British premier, Winston Churchill in 2013, the further backward the diplomatic fraternity can look, the further we can see

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[32]United Nations, (1961). VCDR, ratified by Romania in 1968, published in the Official Bulletin, part I, no.89/1968.
[33] Mwagiru, M. (2004). Diplomacy: Documents, Methods and Practice. IDIS publications, Nairobi, Kenya.
[34] Copeland, D. 2009. Guerilla Diplomacy: Rethinking International Relations. Boulder, CO: Lynne Rienner.
[35] Albert, Martin 1996, the Global Age. Cambridge , UK: Polity Press

the luminous future. A reflection of diplomatic history will definitely act as a guideline for under-standing diplomacy in the internet era.[36] The end of cold war culminated into a massive develop-ment and meteoric rise science and technology, this greatly affected how players in the interna-tional ecosystem interacted.

The research established that the functions of diplomacy have been constant and consistent despite the change in technology, across the centuries. The change visualized is anchored on how diplo-mactic work is performed rather and not the functions of diplomacy. Technology has influenced communication and language as used in diplomacy.

We note that, advances in technology is a critical imperative in the global political system and knowledge of the same and indeed in keeping pace in technological trends is a minimum anteced-ent to effective international diplomatic interactions and foreign policy practice. Technology has and continue to transform the way diplomats live, conduct their business and work. To this extent, we are persuaded that diplomats and foreign policy players that would keep out the advances in technology because of its undesirable effects will be losers.

Today, data would show that more than a third of the world's citizenry uses the internet, and the web has become vital to modern day digital society.[37] However, we opine that evolution of tech-nology revolution represent grave bottlenecks to traditional diplomacy and foreign policy practice, to wit; breach of confidentiality, promoting openness and transparency, and cutting well known diplomatic red-tape.

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[36] Graffy, C., 2009 The of Public Diplomacy, Journal of International Security Affairs 17 (found at www.ciao-net.org/journal/jisa/v0i17/08 html, last accessed October 26 2018).
[37] Ulrich Dolata, *The Transformative Capacity of New Technologies: A Theory of Sociotechnical change(*London: Routledege)

2.2.2 Historical timeline of major ICT inventions that have influenced diplomacy

Below are some key innovations and developments in the ICT from the 17th century to 21st century that have greatly influenced modern diplomacy.

YEAR	INVENTION
1604	Mechanical Calculators manufactured by Blaise Pascal, after which manufactured for sale.
1820	Charles Babbage started working on the quest for a programmed machine which finally led to computer.
1854	George Boole; a professor of Mathematics at the Cork University carried out an investigation, after which wrote An Investion of the Law of Thought (1854). He is today referred to as the father of Computer Science.
1892	A printing calculator was introduced for commercial purpose by William Burroughs.
1971	Email invented by Tomlinson Ray. Tomlinson also made the decision to use "@" dymbol to separate user name, First pocket calculator introduced in Texas, U.S., Books and documents appear in the public domain.
1975	The invention of the first laptop, The first personal computer is marketed in kit form with Bill Gates writing its basic compiler, First modern email program invented by Vittal John; a programmer in South Carolina State of U.S.
1988	First major internet malware invented with the name Morris Internet Worm.
1991	First Webcam-Internet, First Web Page-Internaet.
2003	Skype invented to enhance video conferencing, Wikipedia;the free encyclopedia launched
2004	Paul Bucheit invents Gmail, the first time the term "social media" is believed to have been used by Chris Sharpley, Facebook founded by Mark Zuckerberg together with his roommates who were studying computer science then at Havard University, namely; Moskovitz Dustin, Hughes Chris and Eduardo Saverin.
2005	You Tube launched
2006	Twiter created by Jack Dorsey, Biz Stone, Evan Williams and Glass Noah.
2007	Mobile internet access with the innovation of iPhone.
2009	WhatsApp created by Acton Brian.

Technology has influenced the following areas of diplomacy.

2.3 ICT

Technology has influenced information and communication in diplomacy. Inclusiveness and openness are some of the two significant values of technological changes in diplomacy. Online platforms have today created a room for "netizens[38]" to not only participate nor contribute but also share information hence widening the outreach. Diplomats in the 21st century have therefore found it easier to engage the people online, getting both like-minded and divergent views on critical issues. This has influenced positively the way diplomats tend to prescribe solutions to some of the global issues.

Some of these technologies are reshaping the diplomatic landscape in unprecedented ways, opening up new opportunities unknown to the strict traditional diplomatic practices. These advances, we argue, will make it possible for diplomats to devise global solutions to foreign practice that only existed in the realms of imaginations.

2.4 Nexus between Technology and Diplomacy

ICT has enabled diplomats to collaborate in a number of programs and activities without necessarily having to meet physically unlike the medieval periods whereby emissaries had to travel and cover several miles to go meet and attend conferences and conventions. Today, emails can be sent to and received immediately from anywhere in the world, making it easier for diplomats to communicate. Other groups of similar characteristics have also been formed in various social platforms, making diplomats duties' easier. Diplomats today can hold a webinar to discuss a serious global issue, enjoining diplomats across the globe.

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[38] "Netizen": simply refer to the users of the internet or an individual who is effectively and actively involved in online communities. (http://www.encyclo.co.uk/define/Netizen)

2.5 New Frontiers of Knowledge

Diplomats' medium, modes and means of sharing knowledge, skills and information have been influenced by the advancements in the ICT. Excellent methods of disseminating and sharing knowledge in the current dynamic world are excellent. Travelling for long hours to attend meetings has been reduced to a click of a button, courtesy of the advancements in ICT. ICT has made it possible for diplomats to acquire skills online. Online learning has been encouraged among diplomats; where a diplomat can learn conveniently in the laps of his/her chair without interference, access libraries while seated in a coach at her/his residential place. Learning has been made possible by ICT anywhere, anytime, at low cost hence making it possible for diplomats to take a few units in different universities to enrich their knowledge across the world.

2.6 Changing Roles of the Foreign Missions

Technology revolution is changing the culture, context, practice and landscape of diplomacy and foreign policy practice in an enduring manner. ICT has greatly influenced and changed the role of missions. Vienna Convention on Diplomatic Relations[39] explicitly stipulates the functions of a diplomatic mission as: negotiating certain on certain issues and reporting back, protecting interests of nationals of the sending state, protecting national interests, promoting cordial relations between both the receiving and sending state hence fostering good relations between the states, as well as performing day to day consular duties.[40]

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[39] United Nations. (1961). Vienna Convention on Diplomatic Relations. Treaty Series, vol. 500, p. 95.
[40] Rana K. (2002a). Bilateral diplomacy. Malta: DiploProjects.

Modalities and methods of conducting formal negotiations between the host country's government and reporting feedbacks to the home country have changed.[41] Ambassadors' roles have tremendously changed with the advent of technological advancements. Apart from negotiating foreign policies, the ambassador is also expected to be an effective communicator and an avid mediator of his/her country's position on issues of interest with major actors within the country of residence[42]. The internet has played an important role in facilitating diplomatic interactive relations; ICT has acted as a bridge connecting both the home and host countries diplomatic missions.

We argue that vast physical distance, time differences, and national territorial boundaries are no longer barriers to the missions and embassies daily work. Foreign service officers (FSOs) can now transmit large amount of information, instantaneously, at the touch of the keyboard from anywhere and anytime in the world as opposed to the ancient of days when diplomatic communication was conducted vide predictable avenues and sort of stable mutually agreed processes.

Diplomats in embassies should be allowed to open and develop their facebook pages, instagram and twitter accounts to engage in every level possible, this is because social media offers a unique opportunity to hear from a large number of people directly, even in those societies considered to be closed. For example, the Arab spring was made possible or leveraged on a highly wired and networked protestors.

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[41] Paschke, K.T. (2000). Report on the special inspection of 14 German embassies in the countries within EU Available on http://grberridge.diplomacy.edu/Paschke.htm.

[42] Paschke, K. T. (2007). Public diplomacy. In: K. Rana and J. Kurbalija (eds.). Foreign ministries: managing diplomatic networks and optimizing value. Msida: DiploFoundation, pp. 207-211.

2.7 Promotion and Image building

ICT has deprived part of diplomats' role of promotion and state's image building[43]. Promotion of trade and image building are some of the key development strategies of any country in the world. This task has largely been taken away from the state by non state actors such as the multi-national corporations (MNCs), INGOs, and individual actors like celebrities. In accordance with liberalism school of thought, 21st century diplomacy is no longer states centric;[44] there are numerous non-state actors that today take part in negotiations internationally. Ambassadors today, still play the above mentioned role however not as vivid as in the past centuries where international relations were majorly state centric.[45]

Kenyan companies, for instance Kenya Airways, is playing the key role of branding and promoting the country's rich cultural heritage. Kenyan athletes, sportsmen among other celebrities also assist the diplomats in the role of marketing the country and branding it in the outside world. There is rise of partnerships between the state and various private agencies in promoting cultural heritage, tourism, trade and investments. Lots of websites have also been developed by various countries to facilitate branding and promotion of a country's rich heritage. Other platforms such as social media, Facebook, email, etc have also advanced the above roles by complimenting the printed media.[46] Like in Germany, cultural promotion is no longer a major role of the mission of the host state. Concerts, theatre performances or museum exhibitions are majorly advertised by private companies online.[47]

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[43] Finn, E,. (2000) International Relations in a changing world: A new diplomacy? Princeton University.
[44] Wallerstein, I. (1974). The Modern World System 1. NY: Academic Press.
[45] See Paschke, K.T. (2000).
[46] Kennan, George F. 1997. Diplomacy without diplomats? Foreign Affairs.
[47] Ibid

Members of the diaspora community impact the domestic politics and foreign policy decisions of their various countries through emails, websites and sometimes major cyber-lobbying that often alter political and economic decisions.

2.8 Consular Affairs

Consular work has been widened by ICT advancement in the 21st century. A lot of issues that have been exploded in the social media are therefore addressed in the consulate. Migration crisis, environmental degradation, youth unemployment and terrorism are some of today's major global issues discussed by diplomats within and outside the consulate. Diplomats have therefore been forced in the consulate to organize for forums of trying to mitigate some of the challenges that have been amplified by ICT e.g. social media. Kenyan consulate in Saudi Arabia finds it difficult to address issues of jobless Kenyan youths finding themselves in Saudi Arabia with a perception of safe havens only to reach and find the contrary.[48] High influx of nationals job-seeking in foreign countries have made it difficult for consulates to assist, lots of phone calls are therefore today made by the consular offices in trying to repatriate victims of crime back to the home countries.

Consulates have, therefore, established websites in their quest to try and meliorate some of the challenges. Issuance of visas for visiting citizens is effectively and efficiently handled by providing for forms, templates and questionnaires at the mission's website portals in multiplicity of languages in order to benefit various nationals especially those from third countries.

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[48] Rimkunas, A. (2007). The Modernization of the Lithuanian consular service in response to global challenges. In: K. Rana and J. Kurbalija (eds.). Foreign ministries: managing diplomatic networks and optimizing value. Msida: DiploFoundation, pp. 186-191.

This study has posited that there still need to recruit, train and ensure continued technology education on highly skilled techies in each and every embassy so that routine tasks like website creation, website hosting and other issues relevant and related to digital age are handled with ease.

Further to keep pace with ever increasingly changing world, embassies of the world need to formulate new protocols to facilitate the continuous use of emails, websites, and other 21st century technology applications.

2.9 Crisis Management and Conflict Resolution

The state in the 21st century does not have the capacity to control its borders in the advent of ICT. Borders have gradually become porous with development of the internet. This has forced diplomats to work on a collective mechanism of securing their countries of origin. Security in the 21st century is therefore a key component of foreign policy. Diplomats have therefore been called upon to be creative and alert in the new security environment where conflict and war are sophisticated with the use of ICT tools. Developments seen in the ICT has eroded states' security. Collective security is therefore an obligation; unity is therefore not optional but mandatory in the increasingly complex and anarchic system[49].Many states security apparatus have therefore partnered in a number of programs in dealing with some international crimes for instance terrorism. Kenya for instance is in a collaborative partnership deal with the United States in war against terror, a deal negotiated by some Kenyan and U.S diplomats. Another example is the Interpol.

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[49] Bull, H. (1995). The Anarchical Society, NY: Columbia University Press.

Other crimes such as cyber warfare, spams, scams, cyber crime lack international regimes nor treaties hence are dealt with at single state's level[50]. With the advancement in technology; especially ICT, old approaches of dealing with security issues have proven to be unable to deal with the current hi-tech crimes, a good example being the war on terror[51]. There are a few instances where even diplomats have been forced to negotiate with the terrorists online. The internet therefore has been vital in war against terror[52].

The proliferation of new players and actors into the spheres of diplomacy has meant that governments are compelled to monitor the social media and a plethora of e-sources- they can no-longer rely only on intelligence reports, cables and other traditional sources of information. Governments must pitch for higher quality, solid and dynamic corpus of information. Ironically, the very technology that is allowing the entry of new players into the fray of global politics and diplomacy has also seen the rise of extremists to build powerful terrorists organisations and opening new frontiers for illicit warfares.

2.10 Conflict Resolution

Technology vide traditional media and the new media often plays a huge role in facilitating diplomatic conflict resolution, reconcialiation and prevention initiatives. Especially in scenarios where engagement of global actors, non-state actors, citizens and diaspora is crucial for the efforts to succeed.

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[50] Kurbalija, J. (2009). An introduction to Internet governance. Malta: DiploFoundation.

[51] Costea, D.R. (2007). Multilateralism: fading or changing?. In: K. Rana and J. Kurbalija (eds.). Foreign ministries: managing diplomatic networks and optimizing value. Msida: DiploFoundation, pp. 166-179.

[52] United Nations. (2007). Report of the Secretary-General on the work of the organization. Retrieved from http://www.un.org/millenniumgoals/sgreport2007.pdf?

Computer communication is being used in the 21st century by diplomats to facilitate brokering of peace, mediation and restoration of peace in the post conflict period in some war prone areas. An ideal example is the case of Liberia, where the U.S government conducted successful computer-mediated peace initiatives in order to end the fourteen year civil war. Virtual conferences were held in the internet featuring the national transition interim leader Gyude Bryant. During which, Liberians in diaspora were able to engage their leader on amicable ways to restore peace and tran-quillity to then fragile state. Liberian diaspora played a huge role in support of Gyude's programs and activities, geared towards restoring peace and order to the anarchic country during the civil war[53]. Technology too, speeds up the time taken by warring parties hence reducing the time taken to mediate, reduces the mediation's cost and increase efficiency.

It is our contention that the role of technology in international relations is significant to the global south nations and states that are in post-post-conflict resurgence situations. This thesis stresses the need of reengineering the contemporary international political diplomatic systems to effectively manage and monitor the process of technological change and the associated impact to ameliorate possible conflicts.

2.11 Perils of Technology

The adoption and use of technology in diplomacy has often times become a source of International diplomatic controversies, including confidential nature of Foreign Service work vis-a-vis access to information, privacy, espionage, and ethical values. It is also not in doubt that technological

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[53] Weimann, G. (2006). Terror on the Internet: The New Arena, The New Challenges. Washington DC: United States Institute of Peace.

advances have benefited our diplomatic world in unimaginable ways, but there is menacing pitfall- it can be as inimical and dangerous as it can also be fruitful and useful.

Some of the threats, hazards and dangers associated with technology on diplomacy include:

1. organised illicit groups in the cyber space are responsible for spam, phishing, denial of service attacks, fake news to name but a few of the criminal activities. Hackers break into international financial institutions, cell-phone networks and personal email accounts.

2. Global criminals are often the earliest and most novel adopters of technology, leading to contemporary crimes. They steal diplomats identities, draining online bank accounts and wiping out computer servers. It is worryingly easy to spy on diplomats, pacemakers can be hacked to deliver lethal jolt and illicit thieves can track social media of diplomats, ambassadors and other Foreign Service officers to determine, with precision, the best time for a home invasion.

3. In November 2010, WikiLeaks[54] published highly stolen confidential cables of the United States of America (US) State Department, unveiling the US foreign policy decision making process and top secret, sensitive observation and intelligence from the US diplomats. In the end the diplomatic fallout from WikiLeaks was bad, very bad.

4. Organised Criminal gangs as well some nations are building very offensive an illicit cyber-warfare and major industrial espionage capabilities. To this end, critical infrastructure- power grids and air control systems- are constantly extremely vulnerable to wired cyber- attacks.

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[54] This is an online organisation.

2.12 Conclusion

This chapter has focused on how technology is changing or has changed the political, social and economic environment for diplomatic activities and the diplomatic agenda. It also explores evolution and development diplomacy and ICT. Historical timelines that revolutionized the world of technology hence igniting the current changes have been delved deep into. Finally the chapter comprehensively assesses the influence of technology in the following facets of diplomacy: role of mission, learning, conflict management, role of consulate, communication and negotiation. The chapter, therefore, concludes by noting that advances in technology has greatly changed the manner in which the 21st century diplomat conducts his role and the modus operandi of both diplomacy and /or foreign policy practice. Further to creating a level playing field amongst the players in the global political ecosystem and bringing a measure general public awareness. Premised on the foregoing, we hold the view that players in diplomatic ecosystem should be agile enough to seize the opportunities offered by technology by staying abreast of the state of the art technological developments.

CHAPTER THREE

CHALLENGES OF TECHNOLOGY IN DIPLOMATIC PRACTICE

3.0 Introduction

This chapter delves into some of the challenges of technology in diplomatic practice. It dissects the perspective of the two antagonistic groups; pessimists and optimists on need to integrate ICT into diplomatic practice. In the rapid changes witnessed in the diplomatic arena, there are scholars who argue that diplomats should adapt to the changes. Adapting in this study simply imply that diplomats to simply copy and paste the existence technology without critically examining before use. Another group of scholars' believe that technology should be adopted and embraced in accordance with the diplomatic need.

3.1 Challenges of Technology in Diplomatic Practice

The diplomatic landscape of the 21st century is characterised by change and doubts. The rise in a myriad of international actors through ICT and social media. These actors now extend beyond the known INGOs to more amorphous non-state actors.

Technology has massively transformed information and communication, the key determinants of diplomacy. Technology-driven changes in the 21st century have substantially increased both the interconnectivity among the critical global players in international politics and the need for diplomacy as a method of conflict resolution through negotiations and amicable settlement. To this end, therefore, the advancement in technology has tremendously altered the face of diplomacy, how it is organised and practiced. Many actors who influence diplomacy often leverage on technology, it does change in a major way how information economy is managed in diplomatic circles.

The infusion and integration of ICT in diplomacy has not only positively impacted diplomatic practices but also come with lots of challenges in diplomatic practice, especially on how they perform their function. These challenges however can further be transformed into opportunities if well thought of and an amicable solution prescribed, so as to mitigate them. The study found out that there are two antagonistic schools of thought in regard to the infusion of technology in diplomatic practice as a tool of foreign policy. These two groups are: optimism and pessimism.

The optimists positively aver that ICT should be integrated into foreign policy. They posit that ICT has tremendously impacted diplomatic practice in the 21st century. They positively affirm that technological advancements have enhanced diplomatic communication, raised awareness in spreading diplomatic ideals through ought the globe and empowered citizens across the world. This narrative is however challenged by their counterparts; pessimists[55] who are slightly myopic about the integration of ICT in foreign policy and diplomatic practice. Pessimists' main argument is anchored on how technology has influenced digital security negatively and increased inequality.

Former US Secretary of States, Hillary Clinton, is one of the optimists' proponents who applauded embracement of ICT in diplomacy during her tenure. She once averred, "Just as the internet has changed virtually every aspect of how people worldwide live, learn, consume and communicate, connection technologies are changing the strategic context for diplomacy in the 21st century."

There are myriads of challenges that have been witnessed in efforts to integrate diplomacy and technological advancements. These challenges include: ineffectiveness in the implementation of

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[55] Snow, N. (2009). "Rethinking Public Diplomacy," in Nancy Snow and Philip M. Taylor (eds.), *Routledge Handbook of Public Diplomacy,* Routledge International.

technology in diplomatic practice, cyber-terrorism, difficulty in incorporating ICT in foreign policy and diplomacy, difficulty in proposing and implementing effective policies while mitigating public popularity, absence of effective and efficient decision making platforms , invading diplomats' privacy, complexity in formulation of regulations and rules governing ICT integration, cyber terrorism, cyber Espionage.

We argue that whereas, technology has diversified communication between diplomats and the public, we still have to contend with the challenge of technology having created a divide between diplomats from the personal contact with their audiences- social media has become a substitute for personal diplomatic interaction?

3.2 Challenges Related to Resource

Despite the fact that many foreign affairs ministries are positive about incorporation of ICT into diplomatic tool of foreign policy; there is an ambiguous challenge related to resources. Most of these foreign affairs ministries especially those from developing countries are hugely underfunded and incapacitated. Most of them have therefore thinned down the projects that they engage in, relatively proportional to the funding hence ought to prioritize on other projects they consider "important" other than ICT integration which they consider less important. The will is often there though the funding just don't allow.

Most of these countries sometime can only afford one mission in a region. Chances are high that such countries may not prioritize ICT usage in carrying out their foreign policy principles. Countries such as Ghana, Ethiopia and Kenya which are considered fairly great economies in Sub-Saharan Africa, still in the 21st century do not have the capacity to purchase and install state of art

ICT tools due to financial constraints they encounter[56]. Remember without auto-modern ICT tools then the state is likely to be unable to effectively and efficiently pursue her foreign policy goals and objectives.

Still on resources, many foreign affairs ministry still suffer from the challenge of limited unskilled labour. One, many diplomats cannot be paid by their home country and two, most of them especially do not have proficiency in ICT skills forcing the state to go farther to train them so as to deliver in the competitive anarchic system.

3.3 The Problem of Implementation

Ineffective implementation of technology in diplomacy and foreign policy can sometimes be detrimental. For instance the case of "Obama care"; a project launched by the former U.S president Barrack Obama with an intention to reduce the cost of healthcare among middle class citizens and the poor in the federal state[57]. Despite the good envisaged intention by the project, the platform faced a lot of outrageous criticism by the public in the U.S The platform was not only described as faulty but also s overpriced by many U.S citizens, some of whom were part of the launching team. The project was seen as having too many loopholes to be effective and efficient; this made the public to be outrageous hence showing discomfiture in the social media platforms hence burying alive the Obama care platform before inception[58].

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[56] Staff member of ICT Unit, MFA&RI, op. cit.
[57] Cannon F, and Tanner M (eds). (2017). Replacing Obamacare. CATO Institute, Washington, D.C.
[58] Weisman, Jonathan (2010), "Stupak: 15–20 Dems Can't Back Obama Health Plan", *Washington Wire*, The Wall Street Journal.

This is an example of a scenario where the government is likely to grapple with poorly developed, sophisticated and protected platforms that in the lense of cost- benefit analysis seem expensive and challenging to implement hence facing opposition from the public.

3.4 Challenge of Integrating ICT into Foreign Policy

It is not lost to us that the use of the new technological tools in diplomatic should be approached with abundant caution and restrain. This is because diplomacy is a field that often require some measure of secrecy and discretion. Whereas this study doesn't dispute the need for openness as a cardinal universal guiding principal of good governance, we note that many successful diplomatic issues are often conducted away from the public scrutiny.

In trying to harness and embrace ICT in foreign policy and diplomacy, some states have taken the advantage hence making the entire idea a challenge. Authoritarian regimes have continuously taken advantage of technological advancements to undermine and suppress social activism and divergent opinions. ICT has therefore been used as a means to acquire, cling into and control power regardless of the will of the people. This has been the case in Syria for instance, where President Bashar Al Assad found it easy to manipulate media by setting agenda for public consumption.

Technology especially online media is often used to spread propaganda in the interest of the in-cumbent as a means to continually rule a people. Through the use of ICT; especially the social media, many Syrians have been made to believe that President Assad wasn't culpable for their sufferings; the blame was shifted to the West. In this case, the internet was used for lobbying, setting agenda and finally shaping opinion and perception in foreign policy. This approach has greatly tampered with the public diplomacy between two antagonistic states, for instance: between Syria and the U.S, U.S and China, North Korea and U.S and currently U.K and Nothern Ireland.

This is a worrying trend as some heads of states' are like to masquerade the digital platforms to negatively blindfold and indoctrinate their followers to believe that they are the ones justified to lead them, after which advance their narrative geared towards their interests.

3.5 Decision-Making Challenges

Reinvention of the Art of Diplomacy and International policy is one of the major impacts of technological advancements. Despite the reinvention, there are challenges that come with it; for instance absence of effective and efficient decision making platforms that can be used to assist critical decision making process between different states. Authorities, since time immemorial have failed to cooperate on some thorny issues in the international arena. Efforts to reach an agreement by convergence of formal gatherings, regular summits, bilateral meetings and multilateral forums have occasionally yielded no success. There is absolutely no platform that can spearhead constructive dialogue and decision making so as to enhance global governance and responsiveness to critical issues. The existing platforms are marred with suspicions hence fear for information leakage to unintended quarters. This however provides tech-industries with an opportunity to think of devising a platform or application that can be used to perform the above mentioned function.

3.6 Policy Implementation Challenge

Technological advancements have made it difficult for politicians, policy makers and diplomats to propose and implement effective policies, bearing in mind the public popularity. This is a huge challenge in the implementation of both domestic and foreign policies. The public as posited as a wavering pendulum that will always swing either way hence unpredictable. This was the case with the BREXIT campaign whereby ICT played a key role to tilt the public opinion, by setting agenda of debate while targeting a certain outcome. The role of public popularity is therefore factored in

by policy makers and diplomats in the process of making and implementing policies. Digital platforms' are therefore synonymous for testing grounds before implementation. Politicians and diplomats therefore try to get the opinion of the public using digital platforms before and after implementation of foreign policies. The challenge is that many citizens in these platforms are elitists, meaning the opinions of ICT amateurs and illiterate citizens are not factored in. We disagree to agree with Henry Kissinger who posited that "the mindset for walking lonely political paths may not be self-evident to those who seek confirmation by hundreds, sometimes thousands of friends on Facebook." In case the public expectation is not catered for then attempts to effectively implement a certain policy will be thwarted right from the onset.

Today's politics is more than just taking a firm stand, in accordance with Max Weber; it also demands the ability to mitigate popularity and at the same time make tough and firm decisions. Diplomats and politicians in the 21st century are therefore supposed to be able to balance both in order to succeed in their duties. However challenging this may seem, it is mandatory, for failure to which then diplomats, politicians or policy makers are likely to be rendered redundant.

3.7 Technology Governance

This complex issue of technology was first put on the global diplomatic agenda the World Summit on the Information Society (WSIS) taking place in Geneva in 2003 and Tunis in 2005. The Tunis event culminated into the formation of Internet Governance Forum (IGF), the main global body in the field on technology governance. The IGF is model global policy international organisation because all the global actors- states, businesses and non-state actors- may participate on equal basis.

This chapter established that global technology governance covers a broad range f issues and which can take a five (5) prong typology:

1. Technology infrastructure and global standardisation;

2. Regulatory, policy and legal issues;

3. Technology rise and developments;

4. Economic concerns; and,

5. Socio-cultural dynamics.

The governance of technology is a debate of intense diplomatic negotiations. Key to these negotiations is an agreement amongst the players and global stakeholders of who should control, govern and offer oversight on the use of technology. To wit, who are the players that would influence the future development of technology? What is the regulatory, legal, policy and institutional framework regarding connectivity, international trade, and international security *ec cetera.*

Technologies require complex formulation of regulations and rules of conduct in to guarantee efficiency in carrying out of diplomatic functions such as negotiations, representation and communication. Formulation of rules and regulations may not only be difficult to structure but also to enforce. It has therefore become challenging, complex and sophisticated for the legal practitioners, diplomats and politicians to come up with legal framework or regimes governing use if ICT in foreign policy. Technology keep changing hence in an event that rules are formulated and ratified by member states, then they need to be reviewed frequently to meet the demand of the rapidly changing technology.

This study notes that global regulation of technology takes place in three different areas: ICT infrastructure; high-tech standards and global content standards.

3.8 The Challenge of New Media

The major challenge of using social media for diplomatic practice lies in the ordinary use of an informal channel like Facebook for the communication to public institutions. Often the language commonly used on Facebook is very informal, yet the traditional communication of the missions through press releases and their websites is extremely formal and official. No one disputes the positive sides of social media communication but the flipside is also glaring, especially in this era of fake news.

A number of International Organisations, such as the United Nations are gradually losing their ability to govern, control, guard and implement necessary measures to curb technological obstacles. Social media has proven to be a horse that has bolted; difficult to contain. United Nations has been criticized widely in the digital platform and especially by people within these three continents; Africa, Asia and Latin America. Some of whom have been advancing the narrative of having an African state and Latin American state permanent members of the U. N. This has caused jitters in UN's operations as the debate seems to be gaining momentum. There have been calls for reforms within the United Nations from various quarters. The battle grounds for such debates have shifted to social media platforms, forcing diplomats and heads of states' to try find solutions to the public outrage.

India's External Affairs in 2015, October, Minister Swaraj Shushma, re-ignited this debate by challenging the UN to step up on its role of promoting international peace and security by stressing on the importance of new technological challenges that must change security strategies. He refuelled the need for consideration of an African and Latin America member states into the Security Council, "How can we have a Security Council in 2015 which still reflects the geo-political architecture of 1945?" Brexit in 2016 was also highly influenced by the social media platform. The fear

of unknown, refugee influx in Europe especially those from fragile Syria, xenophobia, identity issues, job loss and budget constraint to fund EU activities were over magnified by digital platform hence painting a nonexistence image hence calls for Brexit without rational thinking.

3.9 The Challenge of Privacy

Technological advancements in the ICT is a major contributing factor towards failure of reaching an agreement during negotiation which is one of the fundamentals of any foreign emissary. Some ICT devices have been used to advance sinister motives, for instance recording diplomats verbatim using a recorder or mobile phone then circulating the conversation or images on digital platforms without the diplomat's consent. This is anti-diplomatic professionalism, ethics and ethos. This has been a major challenge in the diplomatic arena currently marred with lots of suspicion and lack of trust. Diplomats majorly hold press conference when explaining their policies, putting pressure on some states in the negotiations of a specific situation or seeking support on certain positions taken by their home governments. In accordance with Dr. Joseph Saye Guanu's sentiments, privacy is not a challenge. According to him, a diplomat is an honest man[59] simply sent in a foreign country to go lie on behalf of his home country.[60] He argues that apart from representation, a diplomat should posses other qualities to help him/her succeed. Realists' school is likely to disagree with Saye's description of who a diplomat is. Realists such as Kenneth Waltz in his book, 'Man, State and War' aver that man is naturally evil; driven by his selfish ambitions and interests. In his pursuit of his interest he is likely to brush a number of fellow men the wrong shoulder hence create conflict.[61]

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[59] Man has been used synonymously to imply both male and female in this context.

[60] Gray, J (2013). Liberian Emerging Democracy.

[61] Waltz, K. (1959) Man, the State and War: A Theoretical Analysis. Columbia Univ. Press, New York.

We note that privacy and data protection are highly regulated in the policy environment amongst users, governments and international business. There is need to try to formulate some basic and global standards on the levels of protection of privacy at that level.

3.10 Wire Tapping

This is electronic technology that purposefully seizes or overhears conversations illicitly by means of a concealed recording without the consent of the source of information. It involves connection of listening devices that are connected to the transmission or listening device connected to the transmission line, hence masquerading of information.[62]

United Kingdom's Government Communications Headquarters (GCHQ) and the United States National Security Agency (NSA) were allegedly accused of dishonesty and interference into other diplomatic data and information by Edward Snowden in the recent revelations. These two companies conspired and tried to tap into the internet's structure with an intention to intercept world's data.[63] The intention was to get access to the huge data amount sent across continents by internet.[64] After which manipulate it or rather use it to their advantage.

3.11 Hacking

According to Oxford dictionary, the term hacking implies unauthorized attempts to bypass the security mechanisms of an information system or network. Since the advent of the internet, cases of hacking into the system have been numerous. This is a great risk of digital diplomacy which therefore posing a challenge to many diplomats all over the world. Myriads of sensitive diplomatic

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[62] "Wiretapping", accessed June 11, 2018, http://legal-dictionary.thefreedictionary.com/Wiretapping.
[63] Adam, B. and Christine, J. "After Snowden: How vulnerable is the internet?," *BBC News Technology*, accessed May 01, 2018, http://m.bbc.com/news/technology-25832341.
[64] Ibid

documents have been leaked by hacking of the internet systems. A pragmatic example of a scenario whereby information leakage was reported was that of Wikileaks episode. According to Manor[65], "on the 28th of November 2010, pandemonium spread among foreign ministries throughout the world as WikiLeaks began publishing some 250,000 diplomatic cables sent between US missions around the world and the State Department in Washington. These cables included frank assessments by US diplomats of world leaders, governments and their host countries."

The personal website of Israeli top diplomat Yuli Edelstein, former Israeli Public Diplomacy and Diaspora Affairs minister, was recently hacked. In response Yule affirmed that he shall continue performing his tasks amidst hacking; especially defending his country's both national and international interest[66]. Additionally, diplomatic rivals, including both non state actors' for instance terrorist groups and the state, may try to hack into each other's systems with an intention to extract information of personal interest.[67]These are great challenge to diplomatic practise as a tool of foreign policy.

In 1916 during the World War 1, technology made the U.S to change their foreign policy from isolationism to interventionism. This was after Arthur Zimmerman's telegram leaked to the British intelligence[68]. Issues of information leaking did not start in the 21st century, history has it that the telegram sent by the Foreign Secretary of Germany, Arthur Zimmerman to German Ambassador

[65] Ibid

[66] Permyakova, L. (2012). *Digital diplomacy: Areas of work, risksand tools*.

[67] Westcott, N.(2008).Research report on: *Digital diplomacy: The impact of internet on International Relations*, Oxford Internet In-stitute.

[68] Kurbalija, Jovan., "Golden Age of Diplomacy and the invention of the telegraph- Summary Text," *Diplo Foundation*, accessed June 21, 2018, http://www.diplomacy.edu/2013/evolution/june.

in Mexico leaked. Zimmerman had requested support of Mexico in case the U.S coalesced to support the allies; with promise of U.S territory as a reward[69].The telegram was trapped and encoded by the British Intelligence, who later took the telegram to the U.S, making U.S to join the war in support of the allies.[70]

3.12 Conclusion

This chapter concludes by noting that whereas the 21st century diplomat are compelled to share the ecosystem with diverse of actors and in international institutions, and against the backdrop of well-informed debate regarding the effect of globalization, nation-states still stand tall as significant players in global affairs. Flowing from the foregoing and despite the great challenges of technology on diplomacy and waning role of government in a globalised world, state diplomacy is still a vital factor in protecting national interests, developing global governance and promoting international peace and security. Finally, we note that cybersecurity and cybercrime are not only the major challenges facing diplomatic practice in the advent pf technology but also the areas in e-governance fraught with intense diplomatic and legal coverage.

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[69] Ibid
[70] Ibid

CHAPTER FOUR

IMPACT OF INFORMATION, COMMUNUNICATION AND

TECHNOLOGICAL

ADVANCEMENTS ON DIPLOMATIC PRACTICE

4.1 Introduction

This chapter has delved deeper into assessing the impact of technology in the field of ICT in diplomatic practice as a tool of foreign policy. It is evident that technology has played an enormous role in shaping many countries' foreign policy. The chapter also interrogates a few ICT tools on contemporary diplomatic practice. Despite the positivity noted, ICT tools can be misused hence thwart a country's foreign policy. Internet, blogs, and wikis have made it possible for young diplomats to grow in their career for they are powerful fountains of diplomatic knowledge and skills. Diplomats have also gained immensely from the ICT advancements, today a diplomat or ambassador can communicate instantly with the head of state something which in the distant past was rather impossible. Many actors of diplomacy have also been brought on board by the ICT advancements. Small groups have been able to coalesce into large group hence commanded some mammoth following hence listened to in negotiations affecting them directly.

Others like social media have widened the democratic space and freedom of expression. However social media platforms if not well monitored and control then can plunge a country into a war.

Technological advancements in ICT have greatly impacted the diplomatic arena. Today unlike in the 19th and 20th century, the world has become a global village, thanks to inventions and innovations in the tech- industries.

Governments all over the world have entrusted matters of conducting of foreign policies to their respective foreign affairs ministries. Foreign affairs ministers are blazing the trail in advancing a country's national interest in the international arena. This doesn't mean that it is only foreign affairs ministry carrying out this function; global changes have widened the scope of issues being discussed and increased the number of actors.[71]

4.2 Reinforcing the Role of Ethnic Diaspora

Diaspora constituent, for a long period of time had been forgotten hence omitted in formulation and implementation of foreign policy. This phenomenon has today changed and the positive changes registered around are commendable. The role of diaspora has been reinforced by the ICT developments in the 21st century. Today every country's foreign policy has a serious agenda and policies' revolving around her citizens in diaspora.The diaspora is today involved in public diplomacy in a number of social platforms, either directly or indirectly. The voice of the diaspora is today heard in various diplomatic missions.

Externally displaced and dispersed communities have recently become important actors in national and international politics, some of the citizens in diaspora assist heads of mission in advancing their home country's foreign policies. Kenyans in diaspora for instance have always been applauded by the tourism sector for marketing the country's rich heritage and diverse culture in diasporas. The internet has also reinforced the diaspora's role in foreign policy. For instance the Jews in diaspora have been af great importance in advancing Israeli's interests.ble to protect their home country's interest. Geopolitics in the Middle East on does not favour Israel as states. The

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[71] Bollier, D. (2002) The rise of Netpolitik: How the Internet is changing international politics and Diplomacy (Aspen, http://www.aspeninstitute.org/

diaspora has therefore tried to promote the country's culture, play the representation role and protect the country's interest in diaspora. The wealthy Israeli entrepreneurs in diaspora play a huge role in decision making both within and outside Israel. Some are great ambassadors of Israel at the global level.[72]

4.3 Stakeholders in Public Diplomacy

The number of actors participating in international diplomacy has gradually increased from state-to-state interactions, to international organizations and international non-governmental organizations. Technology has made it easier for states to get into negotiations with non-states actors. In 2018, amidst claim that Facebook data was not all that secured, Mark Zuckerberg, the CEO had to cross borders from one continent to another, trying to negotiate terms with the heads of states in those countries. His charm offensive campaign trying to restore public trust was an explicit scenario where non-governmental actors can as well be of great importance in diplomacy. Lots of actors, including the public have recently been brought to the table of international diplomatic arena.[73] The worry is, sometimes the public is abused, indoctrinated and misused.

4.4 Cyber-Security

Cyber-Terrorism is a serious international security issue that governments have tried to collectively curb. Cyber terrorism cannot be wiped out by one single state. It demands for a collectively support since its too serious and complex a matter. Just like war is too serious a matter to be entrusted with the soldiers; cyber terrorism is too serious an issue to be left in the hands of individual states. According to Saint-Claire, cyber-terrorism is the use of computing resources to coerce or

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[72] The Economist newpaper, 28 July 2007, p.65-6

[73] Sotiriu, S. (2015). Digital diplomacy: Between promises and reality. *Digital diplomacy: Theory and practice* (pp. 33–51). New York,NY: Routledge.

intimate a government or people in trying to advance social or political objectives.[74] Dealing with terrorists physically has proven to be a herculean task that several governments are unable to. Intelligence teams and organizations have always found it difficult to track terrorist activities and warn of an impending attack in time. This justifies the reason as to why most of the attacks always find people in ambush. Terrorists have advanced their operations in the digital world, making their operations and network sophisticated. The two attacks in Paris and Tunis in 2015 were planned in the internet then executed by a terrorist group. Terrorists have gone a notch high to recruit, plan and claim their heinous activities, online. Online attacks and threats are another misery in the 21st century; terrorist groups keep threatening and coercing the governments online. A group such as the "Cyber Caliphate" has emerged; a group highly linked with Islamic State (ISIS) terrorist group.

The group hacked US magazine's twitter account; Newsweek[75] in 2015. This group started claiming that they were taking the "Holy War; Jihad" to the internet, calling it "cyber-jihad." The group radicalized many youth, consequently recruiting a number of those who believe in their mission. The group went ahead to threaten the family of the US former president; Barrack Obama. This is a challenge to the current crop of diplomats to try getting a collective long lasting prescription for this issue, not necessarily by use of hard power but rather soft power. Diplomats headed by heads of states' must therefore change tact and even negotiate with terrorists when situation dictates. Recently in 2015, Kenya's Westgate Mall was attacked; about sixty people lost their lives in the attack. After an investigation carried out by Kenyan authorities in partnership with the U.S government, it was realized that the attacks was planned online by a terrorist woman in the name of

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[74] Saint-Claire, Steven (2011). "Overview and Analysis on Cyber Terrorism". School of Doctoral Studies (European Union) Journal 3, no.1.
[75] Rogers, James. "Newsweek Twitter account hacked by 'Cyber Caliphate'," *FoxNews.com,* accessed June 14, 2018.

Samantha. With attacks being planned online, it is increasingly becoming difficult for states to deal with the menace of cyber terrorism. Cyber terrorism therefore poses a serious threat to the practice of e-diplomacy in the world, especially developing countries such as Kenya which are not yet technologically advanced.

4.5 Cyber Espionage

Accordance with the Oxford dictionary, Cyber espionage is defined as the use f computer networks to try and access information of a government or organization illegally.[76] A good example of cyber espionage was the "GhostNet." Ghost Net was a virus; malware discovered by Information Ware Management Programme in 2009.[77] The virus was allegedly created in China and targeted about 1300 computers in foreign affairs ministries, international organisations, NGOs, embassies and news agencies. The aim was to steal; possibly sensitive information[78].Keeping diplomatic data is therefore becoming a challenge in this digital age.

4.6 ICT and Negotiations

Technological advancements in the ICT is a major contributing factor towards failure or success of reaching an agreement during negotiation. Some devices have been used to advance sinister motives, for instance recording diplomats using a recorder or mobile phone then circulating the conversation or images without the diplomat's consent. This is anti-diplomatic professionalism, ethics and ethos. This has been a major challenge in the diplomatic arena currently marred with lots of suspicion and lack of trust. Diplomats majorly hold press conference when explaining their

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[76] Oxford Dictionaries, "Cyberespionage,"
[77] Skillings, Jon. "Malware probes find a China angle," accessed November 09, 2018, Available on http://www.cnet.com/news/malware-probes-find-a-china-angle/.
[78] Ibid

policies, putting pressure on some states in the negotiations of a specific issue or seek support on certain position for their governments.

4.7 Technology as a Driver for Power and Legitimacy

In the area of both foreign affairs and diplomacy, technological advancements have been used as a key driver for power. Witty diplomats and leaders have been able to understand the complexities that come with technology, however have chosen to use it to influence global human culture, social practices, and economics in trying to meet the legitimate needs of all people. The challenge here is an establishment of neo-colonialism, which is likely to affect all facets of a society; economically, politically and also socially.

A good example is the United States that has tried as much as possible to champion for democratic ideals across the globe by use of ICT in diplomacy as a driver of their foreign policy; making them to extend their power beyond the Americas. New movies launched in the U.S have been having terrorism as a major theme. These movies have circulated all over the world with an intention of trying to get public support on war against terror. This has consequently made the U.S to garner a huge public consent from the public on war against terrorism.

Big tech-companies such as Apple, Facebook and Google have played key diplomatic roles in advancing U.S interests in diaspora despite the fact that they are non-states actors of diplomacy. Power is fluid and big technology companies are currently wielding some tangible amount of power hence can influence a countries foreign relations. The current and former U.S presidents have been fond of having some technology companies' Chief Executive Officer (CEOs) in their delegations in their foreign trips. Some of the tech-companies such as Google, Apple, Safaricom,

Microsoft, etc CEOs are great tax payers within their countries hence have a lot of say on a country's foreign policy. The rise of their power in the diplomatic arena has led to a decline of states' power. Technology has also contributed to democratization. Citizens are today able to air out their grievances on social media. Arab Spring was started by a social media lapse.

4.8   Impact of ICT Tools on Contemporary Diplomatic Practices[79].

4.8.1   Electronic Diplomacy (E-Diplomacy)

According to Hanson there is no definite definition of the term "electronic diplomacy"[80]. He defines E-Diplomacy as simply the use of internet, web and ICT to facilitate or help in carrying out diplomatic goals and objectives[81]. Assanyo on the other hand defines E-Diplomacy as the integration of ICT into diplomatic practice[82]. From the two definitions, we can disagree to agree that E-Diplomacy is the integration of technology into diplomacy. E-Diplomacy has been sped up by gradual technological advancements from the 19th century up to today's 21st century. E-Diplomacy is synonymous to cyber diplomacy, digital diplomacy, internet diplomacy, virtual diplomacy and net diplomacy[83].

79 Ibid

[80] Hanson, F. (2012). Baked in and wired: eDiplomacy@State, Foreign Policy Paper Series no 30 (pp. 1–41), Washington, DC: Brookings Institution.
48 Ibid., p.2.
[81] Hanson, F. (2012). Baked in and wired: eDiplomacy@State, Foreign Policy Paper, Washington, DC: Brookings Institution.
[82] Assanyo, William.,(2016) "What is Electronic About e-diplomacy," accessed May 5, 2018,http://www. diplomacy.edu/courses/faculty/berridge.
[83] Hocking, B., & Melissen, J. (2015). Diplomacy in the digital age. Clingendael, Netherlands Institute of International Relations.

The following pages below, critically analyze the impact of a number ICT tools on contemporary diplomatic practices[84]. There is a close relationship between technology and diplomacy in the 21st century. This is the phenomenon referd to as "e-diplomacy" by a number of scholars.

4.8.2   Websites

Many foreign affairs ministries, embassies and consulates have designed and developed websites on which vital messages of relevance to their target groups are conveyed. The information displayed on these websites often include: information about both the host and home country's culture, politics and economics, the purpose and goals of the mission, important contacts for assistance and consular services offered by the mission, among others. By use of the search engines such as google and bing; websites can be accessed anywhere in the world. A Kenyan citizen in Germany for instance can inquire or even get assisted by the embassy of Kenya in Germany by the website without necessarily having to make a physical presence. Other websites have also been created where diplomatic concepts and practices are published for the public's consumption. For instance, Diplo Foundation website "www.diplomacy.edu"[85], created by the governments of Malta and Switzerland with an aim of integating ICT into diplomacy.[86] United Kingdom too has a similar website under her Foreign and Commonwealth Office (FCO).

The internet has greatly affected foreign policy to an extent of doing almost everything in various areas of government policy, according to Grant.[87] Currently, ICT is the channel controlling the dissemination of information across the globe. Spillover effect is being felt as ICT impacts the

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[84] Ibid.
[85] Diplo Foundation, "History and approach," accessed July 20, 2018, http://www.diplomacy.edu/aboutus/history.
[86] Ibid
[87] Grant, R. (2004). The democratization of diplomacy: Negotiating with the Internet, Oxford, London.

development of policy in the diplomatic arena so as to promote economic cooperation across the globe[88].A diplomat in Kenya today can purchase an item in France by use of internet and pay at the port of reception.

4.8.3   Intranets

These are local, restricted, private network created using worldwide website software[89].Unlike the internet; intranet covers a smaller area where the network security settings are available. Intranets can be used for sending diplomatic emails, searching for and sharing information and also storage of important information. "FCONet"[90] and "The Current"[91]; are unclassified intranet run by the United Kingdom's Foreign and Commonwealth Office and the United States Department of States respectively.

4.8.4   Virtual Embassies

Technological advancements have led to the rise of virtual embassies. These are basically embassies which physically do not exist, but exist in the internet. More often than not, they are created to compliment physical embassies and consulates. The first state to open a virtual embassy was Maldive, in 2007. The trend has however escalated and has been adopted by other states as well[92]. United States adopted the idea and established a virtual embassy in Teharan; Iran.

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[88] http://www.abc.net.au/radionational/programs/futuretense/digital-diplomacy

[89] Oxford Dictionaries, "Intranet," *Oxford Dictionaries,* accessed November 3, 2018, http://www.oxforddictionaries.com/definition/english/intranet.

[90] Andrew Davidson, "UKEIG-INTRANETS-FORUM," accessed October 8, 2018, https://www.jiscmail.ac.uk/cgi-bin/webadmin?A2=UKEIG-INTRANETS-FORUM; b719470a.0905.

[91] US Department of State, "MAJOR PROGRAMS OF IRM'S OFFICE OF EDIPLOMACY," *US Department of State*, accessed September 20, 2018, http://m.state.gov/mc23840.htm.

[92] Government of Maldives, "Maldives Unveils World's First Virtual Embassy," accessed June 24, 2018, http://archive1.diplomacy.edu/pool/fileInlinephp?idpool=413.q2.

4.8.5 Wikis

A wiki is a database developed collaboratively by multiple web designers'. The content is open for editing by any wiki user.[93] Examples include the Wikipedia, U.S internal wiki; the Diplopedia[94]. Diplopodia for instance plays the role of an online encyclopedia on foreign affairs matters.[95] It is a read online that cannot be edited[96]. Diplomatic wikis are extremely rich on diplomatic knowledge hence provide essential assistance to upcoming diplomats.

4.8.6 Social Media

This is a term many people around the world are well conversant to. It denotes online social interactions between people on internet platforms[97] such as facebook, whatsapp, my space, etc. Diplomats, states officials and government agencies mainly use facebook and twitter to engage the public. According to Marks in 2014, US Department of states had about 500, 000 followers on facebook and 800,000 followers on twitter.[98] Kenyan president, Hon Uhuru Muigai Kenyatta has about 3 million followers on Facebook, Barrack Obama has about 55 million followers, and the current U.S president Donald Trump has about 39.7 million followers.[99] Indian Prime Minister Nerandra Modi has millions of followers on his twitter handle and facebook page.[100] These help these policy makers to be able to test some policies and listen to divergent views before implementation. These platforms are used by diplomats among other world leaders to engage the public and collect public

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[93] Oxford Dictionaries, "Wiki," *Oxford Dictionaries,* accessed October 3, 2018, http://www.oxforddictionaries.com/definition/english/wiki.
[94] U.S Department of State, op. cit.
[95] Ibid
[96] U.S Department of State, op. cit.
[97] Beal, Vangie, "Social media," accessed September 18, 2018, http://www.webopedia.com/TERM/S/social_media.html.
[98] Marks, Joseph. (2014) "How Social Media Affects Diplomacy, http://www.defenseone.com/technology/2014/02/how-social-media-affects-diplomacy/79016, accessed on 3rd April, 2018.
[99] Ibid
[100] Ibid

opinion on critical issues hence changing the public's image about the host state.[101] Diplomats immensely rely on internet to communicate, research on some issues, negotiate electronically by use of email in an electronic format. Diplomats today use new social networking platforms such as twitter, Facebook and blogs to relay information to the public. Social media have made it easier for diplomats as it is cheaper, informative and ultra-fast for quick response.

In 2004, Social media campaign was launched in Myanmar and Beijing via Facebook and Weibo respectively in order to understand peoples' needs in a wider perspective.[102] This campaign was launched by then Canadian Ambassador in Mynmar. According to Fisher,[103] social media has a number of advantages in the carrying out of diplomatic tasks for instance the case of Myanmar. Other roles played by social media include: increasing engagement between diplomats, providing of an opportunity to reach and interact with citizens of other countries of the world at the same time on the same platform and thus furthering the goals of diplomacy. It is further advantageous as it is cost effective; one is able to access information at a low cost as compared to other sources of information. This makes social media an attractive tool of communication preferably in government offices and embassies facing financial challenges. Social media platforms allow the use of a wide variety of data due to its dynamism in content. A diplomat can post photos, word documents, videos and links for the consumption of the public. The diversity of the content able to be posted in the social media is its greatest strength. This was impossible a couple f decades ago, when diplomats were forced to give lectures or pass pamphlets in order to interact with the public.

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[101] Christodoulides, N. (2005). The Internet and Diplomacy. American Diplomacy, March 2005.

[102] Diplomatic School of Armenia, "Digital Diplomacy: Prospects and Challenges," accessed February 26, 2018,http://www.diplomaticacademy.am/u_files/file/Digital%20Diplomacy%20Conference%20Final%Repory.pdf.

[103] Fisher, A. (2013). *The use of social media in public diplomacy:Scanning E-diplomacy by embassies in Washington, DC*. Retrieved from https://takefiveblog.org/2018/06/19/ the-use-of-social-media-in-public-diplomacy-scanning-ediplomacy-by-embassies-in-washington-dc/

Many countries of the world have today integrated ICT; especially social media in actively pursuance of their foreign policy. Some have gone a step further to positively rebranding by creating blogs, websites and social media platforms such as Whatsapp, Instagram, Facebook, Youtube, Google plus, Twitter, Flickr, etc. Other former diplomats like Schwarzenbach vehemently appreciate the role of twitter in modernizing 21st century diplomacy in engaging the public.[104]

4.8.7 Blogs

These are webpages, pragmatically run by individuals and written informally or rather in a conventional style.[105] Content in a bog can never be modified edited or tampered with, unless by the bloggers consent or bloggers themselves. Various missions all over the world run numerous blogs in various languages in pursuit of their country's foreign policy and interests. For instance, New Zealand's Ministry of Foreign Affairs and Trade (MFAT) runs a blog known as "blogs.mfat.govt.nz."[106] The blog sheds light on New Zealand's position on a number of its international issues. It paints the image of New Zealand's economics, politics and social cultural pillars of her foreign policy. Diplomatic blogs provides vital information about embassies' operations and treaties ratified by states hence play a key role in diplomatic practice. Blogs also play a key role of linking various actors of diplomacy. Blogs link both non-state and state actors of diplomacy.

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[104] Schwarzenbach, B. (2015). *Twitter and diplomacy: How social media revolutionizes interaction with foreign policy.*

[105] Oxford Dictionaries, "Blog," *Oxford Dictionaries,* accessed November 3, 2018,http://www.oxforddictionaries. com/definition/english/blog.

[106] New Zealand Ministry of Foreign Affairs and Trade, "MFAT Blogs," accessed October 15, 2018, http://blogs. mfat.govt.nz.

4.8.8 Phone Technology in the 21st Century Diplomatic Practices

Telephones and mobile phones can never be omitted in this debate; for they have taken diplomatic practice a notch high. The current mobile phones derive their origin from the invention of the telephone by Alexander Graham Bell in 1877.[107] This invention made it possible for human voice to be transmitted from one region to the other. Unfortunately, it took about half a century; a long period indeed for the telephone to be used in diplomacy. This was after the Second World War that started in 1939 and ended in 1945.[108] Guglielmo Marconi, an Italian scientist started attempts to improve the technology and invent a wireless telephone. In his relentless effort, he ended up inventing a wireless radio in 1906[109]. Radio was embraced and was widely used by the two antagonistic world powers; U.S.S.R and U.S.A during the Cold War.[110] The technology that merely started by a telegram has today evolved to skype, wiles phones, etc. Abbasov posits,[111] "It was a gradual shift from telegrams to mobile phones and more recently to Skype, postal letters to e-mails, short messages (SMS) to twitter posts, hard-copy invitations to Facebook events, TV announcements to Youtube channels, costly meetings to web-conferences and even from physical embassies to net-based virtual missions". Wireless mobile phones are currently used by diplomats all over the world to organize for meetings, facilitate in negotiations and report back home to their seniors instantly.

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[107] Childress, Alexander, Childress, Mary and Childress, Marilyn. (1981). "The Zimmermann Telegram," *Social Education* 45, no.4): 266.
[108] Ibid
[109] Kurbalija, Jovan.,(2013). "Diplomacy and the invention of telephony and wireless communication"
[110] Kurbalija, Jovan., "Radio broadcasting and Public Diplomacy", *Diplo Foundation*, accessed June 24, 2018, http://www.diplomacy.edu/2013/evolution/august.
[111] Abbasov, A. (2007). Digital diplomacy: Embedding information and communication technologies in the department of foreign affairs and trade.

4.9 Conclusion

The advancements have come with both negative and positive impacts, depending on one's analytical lens. These include: enhancing diplomatic performance and speeding up work processes in a number of diplomatic activities, increasing efficiency in assisting citizens' in diaspora, key factor in diplomatic negotiations, call for development aid, public diplomacy, proliferation of terrorism, and increase in the number of actors of diplomacy in the globalized world. ICT has elevated the manner in which heads of states, ambassadors and diplomats convey their messages to their target audience and consumers. State's power has been minimized by ICT in the 21st century, platforms for network diplomacy from club diplomacy have been created, the scope of consular activities have today widened, new issues and new actors of diplomacy have emerged, the role and functions of diplomats have become both complex and broad.[112]

Information transmission has become extremely mobile in the 21st century unlike a century ago. Well, telegraph and facsimile tried to achieve this role a couple of decades ago. Today information is passed very fast from region to region within a span of a second. Diplomats have greatly relied on the expertise of their staff in order to play their advisory role to the government and foreign affairs ministry.

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[112]P.Kerr and G. Wiseman, Diplomacy in a Globalizing World: Theories and Practices, 141-159Oxford.

CHAPTER FIVE

CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

This chapter concludes this study and proffers various recommendations which hopefully will add value to this area.

5.1 Conclusion

From the outset, we argue that technology will have a transformative impact on the operations of diplomats and foreign policy practice.

This study submits that technology is transforming both the environment which diplomacy is conducted and the diplomatic agenda itself. It is also a new tool that is changing the practise of and culture of diplomacy. Suffice to say that the technology is having an extensive impact on the two key minimum antecedents of diplomacy that information and communication.

This study also established that technology facilitates a broad-range of new players who influence society and whose technical skills and knowledge are based on persuasion rather than political coercion. It has thus altered the concept of sovereignty by challenging the control that governments have over territorial space.

As the old sage goes, 'if you can't beat them, join them'. The debate on whether to or not to integrate ICT in diplomacy and policy making is done and dusted; inevitable to oppose. The question diplomats among other foreign policy practitioners should be mind-boggle about is how best ICT can be integrated to diplomacy so as realize diplomatic objectives and goals.

This research also established that technology has significantly affected three organic principles for diplomatic services, that is, hierarchy, exclusivity, and secrecy. To this end, it is safe to say that technology has extensively changed the manner a wide variety of information is used. Thus diplomacy increasingly uses technology for preserving and managing internal information.

Technology has also replaced the conventional unilateral diplomatic communication, from diplomats to other diplomats and the public, to a greater two-way interaction between the diplomatic services and others.

We also conclude by noting that increasing and innovative use of web technologies can facilitate diplomats to revamp their structures and functions to improve performance.

5.2 Recommendations

The following recommendations are made based on the findings of this study. This study recommends the following:

We hold the view that the world community needs an expeditious foreign policy making coupled with a robust regulatory and legislative ecosystem that can produce more resilient global frameworks.

We recommend that governments of the world will need to engage citizens more effectively and conduct policy surveys that allow for learning and adaptation. This will require that governments and citizens must reflect on their respective roles.

It is our contention that the opportunities presented by technological abundance and diversity, as well as greater international connectivity, will require actors in diplomatic landscape to rethink about technology use. We think that harnessing existing technologies requires a more detailed understanding of the convergence technology with diplomacy.

We recommend cooperation of government together with other sectors in harnessing technology. Harnessing technology may demand closer cooperation between the government, academia and the private sector. Essentially, it requires that   foreign policymakers as well as practitioners think of diplomacy as innovative systems that evolve over time and adapt to change.

Foreign affairs ministries should organize frequent ICT training seminars, conferences and tutorials. In order to meliorate the challenges that come with incorporation of ICT in diplomacy, Ministries of Foreign Affairs of various countries of the world should frequently organize for training forums so as to equip their emissaries, ministers among other policy makers with the required digital skills in the 21st century. These meetings will boost their missions in the host countries hence enabling them meet the needs of their citizens in diasporas, fast and furious.

The state should collaborate and partner with various universities in coming up with "ICT in diplomacy" course modules so as to enable young diplomats and students aspiring to pick up foreign policies offices get equipped with ICT skills as early as possible. The state can give number of computers to colleges and institutes of diplomacy within the respective states to achieve this. Various state conferences can also be hosted by some universities so as to make diplomacy and foreign relations to look more pragmatic and not just theoretical. Such like programmes will immensely benefit not only the staff but also students who have shown interest in International studies and Diplomacy.

We recommend the Foreign Affairs ministries to take advantage and incorporate the online courses that are offered by the DiploFoundation . This can help the ministry in equiping all its foreign service personnel with necessary skills and knowledge in their work.

Governments should increase their funding for the Ministry of Foreign Affairs all over the world; especially third world countries. Most of these foreign affairs ministries and embassies are not only underfunded but also incapacitated. With limited funds, purchase of auto modern, state of art ICT tools still remain a dream that can never be realized unless they are well funded and their budgetary allocation increased. Many of these missions abroad have been forced to prioritize on those programs they consider 'important', unfortunately ICT always suffer for being considered less important. Ironically gathering and dissemination of both information and knowledge are important in diplomatic practice.

In order to meliorate the challenges that come with incorporation of ICT in diplomacy,Ministries of Foreign Affairs of various countries of the world should frequently organize for training forums so as to equip their emissaries, ministers among other policy makers with the required digital skills in the 21st century. These meetings will boost their missions in the host countries hence enabling them meet the needs of their citizens in diasporas, fast and furious.

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benefit not only the staff but also students who have shown interest in International studies and Diplomacy.

Foreign Affairs ministries should take advantage and incorporate the online courses that are offered by the DiploFoundation . This can help the ministry in equiping all its foreign service personnel with necessary skills and knowledge in their work.

Foreign affairs ministries should collaborate with other regional organizations dealing with ICT in order to try and design good e-diplomacy programs and ICT tools that address the diplomatic needs hence can be used to advance foreign policies of various countries. This will also enable various embassies to design water tight programmes that cannot be accessed nor hacked illegally by fictitious people with sinister interests. By doing so cases of cyber crimes, cyber attacks shall be reduced significantly.

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