The Effect of Digital Technologies on Kenya's Foreign Policy.

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ABSTRACT

Diplomacy defines states foreign policy guided by how they relate with each other. This article strives to outline the effect of digital technologies on Kenya's foreign policy. It is embedded in the constructivism theory by Alexander Wendt, and the digital transformation theory. To achieve this, a mixed research approach research techniques were used to get views from a select population from the Ministry of Foreign and Diaspora Affairs. In-depth interviews were also carried out from key personnel at the Ministry of Foreign and Diaspora Affairs. The study established that digital technologies and platforms are important in transforming Kenya's foreign policy by enhancing efficiency, visibility, and responsiveness in diplomatic practice. The findings showed that 70% of respondents affirm that there is improved efficiency and another 65% expressed confidence in strengthened cybersecurity despite of glaring challenges appertaining to trainings. This research established that Kenya's foreign policy is becoming increasingly effective in leveraging digital innovation for global engagement, regional security, and evidence-based decision-making. Nonetheless, there are critical institutional gaps in governance, coordination, and capacity building that must be addressed to sustain progress. Strengthening training programs, harmonizing communication protocols, and developing comprehensive digital diplomacy policies are essential for consolidating these gains. Digital technologies have become indispensable enablers of Kenya's foreign policy, but their success ultimately depends on human capacity, institutional alignment, and strategic integration with traditional diplomacy. It is therefore worthwhile to say that Kenya's ediplomacy should be enhanced to align with the advanced technological changes through comprehensive capacity-building, improved institutional coordination, and the development of clear policy frameworks and standardized protocols. Proper cybersecurity measures should be put in place to avert the rising information distortion and disinformation.

Keywords: E-Diplomacy, Political Environment, Virtual Diplomacy, Foreign Policy

INTRODUCTION

The formal process by which the states interact with the international system to protect and advance their national interests can be referred to as the foreign policy. It is the prism through which governments see what is happening around the world, impose their ideals, and achieve strategic goals such as economic success, regional security, and, consequently, world influence. In Kenya, foreign policy has transformed greatly since post-independence in terms of bilateralism to multilateralism resulting in the involvement of active multilateralism due to national interests on development and international changes in the global trend of diplomacy (Dahham, 2023). The current foreign policy of Kenya is endorsed in five strategic pillars, which are peace diplomacy, economic diplomacy, diaspora diplomacy, environmental diplomacy and cultural diplomacy (Kenya Embassy TelAviv, 2025). Such pillars are supposed to address not only the traditional concerns of geopolitics but also the emerging international affairs that include climate change, epidemics, and technological revolution. However, in the wake of the contemporary digitalization of the global environment, new avenues of interaction and competition have been introduced, in which the critical concern is how the foreign policy of Kenya is being manipulated or rather remodelled by digital technologies (Jazea & Khalaf, 2021).

Application of digital technology in foreign policy practices, commonly known as e-diplomacy, is one of the significant changes in the world of diplomacy in the 21st century. E-diplomacy at its very essence is the

utilization of online mechanisms like data systems, social media, virtual conferencing systems, artificial intelligence, cybersecurity systems, and cloud-based communication devices to facilitate diplomacy (Hedling, 2025). These instruments enable the process of negotiations, keep track of the events and convey strategic messages, as well as interact with both state and non-state actors across borders and time zones. More to the point, e-diplomacy is one step out of exclusive, elite diplomacy to more open and inclusive forms of international interactions (Dominelli, 2021). This change has been particularly marked in major diplomatic powers including the United States.

Kenya has a good case in point in this continent scenario. Mwashighadi (2023) mentions that Kenya has become East Africa favourite ICT hub and as a result, it has earned the name of technology innovations commonly referred to as Silicon Savannah. It has been apparent that the nation has been trying to integrate electronic technology in the state and foreign affairs. In the Ministry of Foreign Affairs, the principles of egovernance have been adopted, and the part of consular services has been partially digitalized, and bilateral meetings and multilateral meetings took place via Zoom and Microsoft Teams (Mboya,2021). Moreover, twitter accounts held by the government have fitted in the limelight especially the State House, Ministry of Foreign Affairs as well as Kenya diplomatic missions that have become a focal point in diplomatic communication and interaction with the people. Digital innovations in diaspora diplomacy in Kenya include use of online registration portals as well as online consular services. In spite of these achievements, as explained by Akuche and Akindoyin (2024), there are a number of loopholes that prevent the maximization of Kenya e-diplomacy potential. The state does not have a formal Digital Foreign Policy strategy that would help it to harmonize and centralize the application of digital technologies in its diplomatic bodies. The protocols of cybersecurity are scattered and usually become reactionary in nature as opposed to preventive.

REVIEWED LITERATURE

Although e- diplomacy could be very valuable, Kenya has not been able to deploy it in a systematic and strategic process. Despite a wide variety of policy documents (such as Kenya Foreign Policy 2024, Sessional Paper No. 1 of 2025 on the Foreign Policy of the Republic of Kenya, the Ministry of Foreign Affairs and Diaspora Affairs Strategic Plan 2023/24-2027/28, and The Comprehensive Kenya Diaspora Growth Strategy 2024-2027), insisting on the importance of digital transformation and public diplomacy, diaspora and enhanced cybersecurity, empirical evidence demonstrates. According to Mboya (2021) and Mwashighadi (2023), digital diploma is relegated to one-off use of social media and episodic crisis communication but has not been incorporated in the general foreign-policy strategy. Digital projects Socialmedia accounts for MFA, virtual meetings, and in-house email systems are isolate, patchily implemented throughout missions, with no performance measurements attached, no integration into systematic cybersecurity measures or substantial training of diplomats.

This article fills out this acute gap by considering adoption level, institutional and technological obstacles and the strategic implication in the key areas of foreign-policy concern namely diaspora engagement, global exposure, ability to negotiate and respond to a crisis. The research achieved this by harmonizing empirical results with policy goals that were outlined in the national contexts and suggest a context-specific scale-able model, which helped to enhance the digital diplomacy infrastructure in Kenya and actualize the goals that have been formulated in the foreign-policy reform agenda.

One of the earliest longitudinal evaluations of the digital diplomatic trend in Kenya is the one conducted by Waithaka (2018) who outlines the history of integrating information and communication technologies (ICTs) in the Ministry of Foreign Affairs (MFA) of Kenya since the country attained independence in the year 1963 up to the year 2014. This is evidenced in the research, which uses the ActorNetwork Theory and the e-governance frameworks; with the intentions of showing how digital systems, especially those that deal with document-sharing and communication within the confines of an office setting, decreased the inefficiencies brought about by bureaucracy, simplified decision-making, and created opportunities of remote contacts in diplomatic efforts. However, although, the adoption of ICT has helped to increase the rates of operations, the critical analysis that Waithaka seems to be missing is explanation of how the lack of institutional coordination took the form of disjoint digital infrastructures in each department of the MFA. There was no interoperability between these parallel systems which formed data silos which did not allow coherent policy articulation as well as interdepartmental coordination. Besides, the study reveals the weakness caused by inhomogeneous security

measures alerting to possible breaches of confidentiality and integrity of the diplomatic communication. The research points out to the need of Kenya de facto digitally connecting vertical ad hoc digital adoption into an organized e-diplomatic environment through institutionalizing centralized digital governance framework, standardized cybersecurity, interministerial data sharing norms, and control tools of strategy.

More recently, Mutisya, et al. (2024) render a solid comparative study of digital diplomacy in Kenya and South Africa based on the mixed methodology, including twenty in-depth interviews with the examples of diplomatic practitioners. Their work contributes to the literature not only by evaluating the usefulness of the tools like secure email systems, big-data dashboards and cloud-based document repositories, but also by providing the insights on the importance of user perception on the ultimate use of the tools. Their conclusion confirms that the best practice is the strategic use of digital applications in the implementation of foreign policies, especially real time flow of information, as well as bilateral connections. But the authors also emphasize other infrastructural failures, including irregular broadband coverage, quality, but also the power delivery and lack of solid institutional cyber security which prevent effective implementation. Although the research was methodologically rigor and cross-nationally compared, the main limitation is that it was based only on the perceptions data and did not correlate those insights with performance measures of the influence on the policies (diplomatic reach, audience engagement, policy influence). Such a gap in evidence indicates the need to carry out further studies to come up with the measurable indicators that was used to gauge the on-ground effectiveness of digital diplomacy, especially in the Kenyan foreign policy environment.

The use of a digital foreign policy to further national foreign policy has been discussed by various authors. For instance, Chiimbiru (2022) develops this argument further by singling out a specific example, the Permanent Mission in Geneva of Kenya in order to push forward a conceptual framework of what he calls a Digital Foreign Policy (DFP). Using the grounded theory and the thematic analysis, Chiimbiru defines a layered approach including aligning national interest, technology governance, cybersecurity integration, ICT adaptability. He eloquently states that the foreign policy of Kenya needs to change to take into account the digitality of international relations as the real time of the coordination taking place across multilateral institutions is now taken as a new normal and virtual negotiations between countries have become normal. Nevertheless, although the theoretical expression is both current and futuristic, Chiimbiru has a model that is vague in terms of operation. The main practical questions (the degree of the digital literacy of the Kenyan diplomats, the date of investment necessary to fully implement the DFP, and the schedule of integration, etc.) are little studied. These practical dimensions are necessary to avoid having an aspirational framework. Still, this publication is an essential theoretical reference point that offers a strategic plan on the contemporary relationship of Kenya as digital aspirational country to Kenya as a foreign policy nation.

With its historical and even technical contexts, Njeri (2016) considers the opportunity of virtual diplomacy to compensate the insufficient physical representation of Kenya in the diplomacy. Even though the research is built on semi-structured interviews and surveys, it reveals that digital tools, in particular, email, online platform, and web conferencing, can serve as inexpensive alternatives to traditional embassy services. The policy appeal of the argument is placed in the outward growth and efficiency advantages of virtual diplomacy in the situations where diplomatic budgets are limited. Nevertheless, the study considers raising an alarm that is critical concerning cybersecurity; most channels of Kenyan diplomacy failed to have standard encryption procedures and therefore, sensitive information could easily be picked. Although the strength of empirical evidence included by Njeri gives him credit due to the period it was conducted, the study is now anticipated by the speed of transformation in the area of cyber threats and digital forms of governance years since 2016. the main point, however, still has relevance today since it provides substance to the argument that diplomacy is in danger of enhancing diplomatic interests unless cybersecurity is considered as an intrinsic component of any e-diplomatic activity.

The role of cybersecurity and digital communication in the management of a country's foreign policy has been discussed from various perspectives. A study by Mwashighadi (2023) relies on an ethnographic case study that focuses on Twitter activity of the State House in the course of 2018-2022. This research paper is based on the Actor-Network Theory and Soft Power Theory and examines how the executive branch in Kenya used Twitter in share narrative of the foreign policy, reaching international viewers and increasing the state visibility. The results illustrate how a speedy-response cycle of tweets enabled the presidency to control narratives in the case

of crisis, which closed the gap in communication between the state and individual action, and the perceptions of those people. A potent strategic gap is however exposited by Mwashighadi, banning the implication that the digital communication unit was functional minus the complement of autonomous digital diplomacy strategy and entirely supported by directions issued by the MFA thus causing message slowness and scattered outreach. Besides, cybersecurity was discovered to be primitive, and the verification of the content and protection against disinformation are poor. Although the study qualifies in terms of ethnographic richness and conceptual foundation, there is no available performance measurement, which can either be sentiment analysis, engagement metrics, or data that measures audience retention, which inhibited the assessment of the substantive effect of digital diplomacy. the suggestions are oriented on institutionalization of strategic communications unit in the presidency equipped with analytics tools and cybersecurity facilities to exploit the opportunities of state-led digital diplomacy to its full.

The use of various digital tools and communication systems by foreign missions and diplomatic corps has been identified as a major strength, incorporating social media and encrypted emails. Oloo (2024) provides good comparative approach by interviewing with the officials of the US, UK, and Chinese missions in Kenya. the study reveals the extent to which foreign missions are currently using digital tools such as encrypted email systems and carefully selected contents of social media to enable the carrying out of both public and back-channel diplomacy. Although such missions use digital platforms well to sustain trust with the populace, it is possible to notice the general distrust in the minds of Kenyan diplomats due to the fear of hacking, mismanaging data, and risking one's reputation. the new proposal focuses on having specific digital liaison teams at Kenya MFA that was responsible in content governance, assurance of cybersecurity, and crisis response. In as much as the advice is practical, it falls short of financial modelling or resourcesdistributes planning such that it is uncertain how such departments would be established, financed, and overseen within established carbon-bureaucracies. However, this contribution also plays an important role in drawing attention to the relative backwardness of the MFA of Kenya in the field of digital institutionalization compared to foreign one and in shifting the discussion to a more economically viable capacity building.

Theoretical Perspective

The constructivism theory by Alexander Wendt (1999) guided the study towards the understanding of international relations as socially constructed rather than being the results of material force. Some of the major aspects that Wendt identifies as being fundamental to diplomatic relations include shared knowledge, experiences and social interactions; all aspects of a digital presence. Constructivism provides a valuable lens for understanding e-diplomacy (digital diplomacy), as digital platforms are arenas where norms, identities, and meanings are negotiated and constructed. E-diplomacy enables states and non-state actors to shape global narratives, influence perceptions, and localize or adapt international norms through online engagement. For example, ASEAN countries use digital diplomacy to reinterpret and localize global norms, demonstrating how online interactions can reshape international standards to fit regional identities (Zhu, 2025). Constructivist analysis also highlights how digital diplomacy is intertwined with soft power and identity politics, as states use digital tools to project values and shape international discourse. Alexander Wendt's systemic constructivism (1999) offers a powerful lens through which to examine the social dimension of Kenya's e-diplomacy. Constructivism emphasizes that international relations are not merely determined by material capabilities but are shaped by shared ideas, norms, and identities. From this perspective, e-diplomacy in Kenya is not just a tool for faster communication but a medium through which the state constructs and projects its diplomatic identity. Kenya's use of digital platforms—ranging from social media diplomacy to virtual summits—contributes to the creation of narratives that define how the state is perceived internationally. In line with Wendt's notion of "socially shared knowledge," Kenya's online diplomatic discourse becomes part of the social construction of its foreign policy identity. For instance, when Kenya participates in online climate negotiations or communicates its positions on trade through digital channels, these activities shape how it is recognized as an international actor committed to global cooperation. This framework also allows the research to explore the domestic dimension of ediplomacy. While Kenya's digital outreach has global implications, its foreign policy discourse is also directed at the domestic population (Irungu & Kimaita, 2024). Constructivism highlights that state identity is negotiated not only externally with other actors but also internally, through how citizens engage with and perceive government diplomacy. The theory thus helps explain how Kenya's foreign policy goals—such as economic diplomacy, regional integration, and cultural exchange—are discursively reinforced in digital spaces, while also warning that missteps online may undermine these narratives.

Digital Transformation Theory offers a critical framework through which to understand how digital technologies fundamentally reshape diplomatic practice via alterations of actors, processes, and institutional routines. Advocates like Stolterman and Fors (2004), Westerman, Bonnet, and McAfee (2014), and Vial (2019) all support the idea that digitalization is more than the adoption of new tools; rather, it is a strategic, cultural, and structural shift that changes how organizations generate value and relate to their environments. As applied to diplomacy, this theory highlights the transformation of traditional, closed-door engagement toward more networked, participatory, and data-driven practices within which social media, artificial intelligence, virtual conferencing, and digital platforms extend the diplomatic playing field to foreign publics, civil society, private technology actors, and diaspora (Manor and Huang 2022). This broader transformation is further supported by practice-oriented approaches to international relations, through which digital technologies show how diplomatic routines, communication, and decision-making are reconfigured in real time. In Kenya, Digital Transformation Theory has proven particularly useful in explaining the country's transition from traditional diplomacy to a technologically integrated foreign policy framework. The Ministry of Foreign and Diaspora Affairs relies increasingly on social media, virtual conferencing, AIassisted analysis, and data-driven platforms in engaging diasporas, coordinating cross-agency policy, managing crises, and participating in global negotiations (Westcott, 2022). The theory especially emphasizes the structural reforms necessary for these shifts: cybersecurity frameworks, institutional coordination, and skills development among diplomats. Simultaneously, challenges noted by Bjola and Holmes (2015) include cyber vulnerabilities, misinformation, and narrative control, remaining so throughout the central concerns within the expanding e-diplomacy ecosystem of Kenya. Integrating digital transformation with constructivist insights furthermore illuminates how digital tools help construct Kenya's identity and narratives on the global stage while at the same time reshaping the operational and organizational practices through which the conduct of diplomacy is done. Taken together, these perspectives confirm that Kenya's success in e-diplomacy hinges on the capacity to align technological innovation with strategic policy design, institutional adaptability, and resilient digital governance.

METHODOLOGY

The research depended heavily on first-hand information and data from the representatives of the different directorates of the MFA. Primary data was collected through questionnaires and follow up done using in-depth interviews with purposively selected informants from Kenya's foreign policy decision making institutions to ensure the study is current and an analysis of specific digital diplomatic initiatives. To capture the goals of the study, the research used a mixed methods approach. Mixed methods research is explained by Dawadi, et al. (2021) as an ideal approach to understand different aspects of a study, that might need both qualitative and quantitative approaches. Qualitative methods (explanatory) was used to gain indepth insights from key informant interviews. Similarly, quantitative data (exploratory) from structured questionnaires administered to key informants. The quantitative data collected from these questionnaires Secondary data analysis such as social media metrics and content frequency in official diplomatic communications also supported the analysis. This combination enables triangulation and ensures a comprehensive understanding of both practice and policy impact. This mixed method research approach was used to both confirm existing theories: confirming or falsifying them.

The target population of this study was the Ministry of Foreign and Diaspora Affairs in Kenya, which bears the fourteen directorates of the ministry: Political and Diplomatic Affairs, Protocol, Multilateral, Africa, AU, America's and Caribbean, Europe and Commonwealth, Asia and Pacific, EAC, Middle East,

Economic and Commercial Diplomacy, Foreign Service Academy, Foreign Service Administration and Management, and Peace and Security, all of which provided information, intelligence, engagement and advice on foreign relations and diplomatic engagements. The respondents were distributed across the directorates on a pro-rata basis as indicated in the table of population and sample distribution below.

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1: Population and Sample Distribution

Directorate	Population	Sample
Political and Diplomatic Affairs	12	1
Protocol	48	3
Multilateral	17	1
Africa	29	2
AU	16	1
America's and Caribbean	18	1
Europe and Commonwealth	20	1
Asia and Pacific	12	1
EAC	10	1
Middle East	12	1
Economic and Commercial Diplomacy	22	1
Foreign Service Academy	21	1
Foreign Service Administration and Management	8	1
Peace and Security	9	1
Total	**254**	**17**

Effect of Digital Technologies on Kenya's Foreign Policy

The first section as part of the questionnaire was the analysis of the role of digital technologies in the foreign policy in Kenya. These findings depict how digital technologies have been central to the formula as far as the process of enhancing the efficiency of policy implementation process and operations of the

Ministry of Foreign Affairs (MFA). 70% of the respondents highlighted that the foreign policies of the country which have been adopted had increased participation from digital tools (35% strongly agreed; 35% agreed). Only 12% were undecided on this question.

Another aspect that is established in the research is that the infrastructural framework of cyber security has positively influenced the security of diplomatic communications. 65% of respondents (6% strongly agreed; 59 agreed) acquiesced in this position and this confirms the view that MFA has been enjoying much confidence in laying down safety and required infrastructural frameworks. Only 12% strongly disagreed and 18% were undecided on the investment in increased infrastructural frameworks.

Data management tools were also reported to have been duly engaged in the practice of diplomacy. The response of the survey on their effectiveness was 29% of the respond being neutral and 65% (53% agree; 12% strongly agreeing) agreeing. This isolates the notion that being busy can be a good quality though there are still practitioners who have not formally developed appreciation of the implementation of the concept in its widely described manner. Equally, three out of every five respondents indicated that they positively responded to

investment on the digital infrastructure over the last five years (53% agreed; 12% strongly agreed). The lack of commitment amongst the sample of people was however 24% , and indication that the improvements may not be uniform across the directorates.

More significance in the use of analytics in policy-making was also observed with 65% of the respondents affirming that data analytics would make them more basal in their policymaking. This demonstrates the fact that foreign policy of Kenya is gradually adhering to the world dynamics on data exploitation or diplomacy. However, the acquisition of ability to operate in digital tools was amongst those factors that have been raising critical concern. The respondents were also neutral with 53% and reported that there is insufficient training, 18% were in agreement. The extent of its positive endorsement is very low, which means that there is a restriction of optimal use of digital technologies as the positive endorsement does not imply a strong endorsement.

The findings also show that digital technologies have created the conditions for the modernization of the institutions in the Ministry of Foreign Affairs. Among the respondents, the integration into the efficiency of the operations, data integration, and cybersecurity were the main issues for consideration across the board. It was also perceived that using of secure communication lines and also document management systems contributed towards eliminating any delays besides enhancing the security of important diplomatic messages (Muthoni, 2022). According to one of the respondents, the documents that used to take days to send through various departments in any given mission now pass through the various missions in just a few hours because they are sensitive. The encryption systems are the ones that make sure that there is secure transfer of classified attachments. These statements imply that the computerized tools have reversed the pace and security through which Kenya manages its foreign affairs matters thus increasing trust and responsiveness of the institutes.

From the analysis, a secondary theme emerged covering the first specific objective: the analytic turn and evidence-based decision-making. Respondents also noticed an increased reliance of policy preparation and negotiation on data analytics. The digital technologies have also made the Kenya delegates to support their argument with a data visualization tool, predictive models, and statistical analysis which has helped to increase the credibility of their arguments at the multilateral levels (Ministry of Foreign and Diaspora Affairs, 2025). A respondent, a policy analyst within the MFA, said, "we are now able to sell a negotiating position with definite trend-lines and scenario projections. This alters the manner in which the other delegations buy our arguments. This sees a number of changes towards more evidence based foreign policy which is in line with trends across the world in the realm of international relations". Nonetheless, the respondents stressed that authority should be used with expert judgment and not in place of expert judgment and thus training in analytic literacy is essential.

Despite these accruals, the problem of capacity has lingered on. The data pointed out unequal training, inadequate access to advanced digital that are sophisticated, and overdependence on the limited set of cadres who are digitally skilled workers (South African Institute of International Affairs, 2021). One of the officers at the embassy placed an open remark that; many such officers normally get to learn through other officers, but software is there. When the cultured minority goes on, we shall be back where we started. These limitations wasa great occasion to underline the importance of establishing training programs and increasing the accessibility of the digital resources across missions. Without the systematic capacity building, the benefits of the use of digital technologies stop being exploited.

These findings are important and in line with the current scholarship, which points out chances and constraints of digital diplomacy in Africa. Mutisya, Maluki, and Adar (2024) state that despite the growing dependence of digital tools as an ingredient in the foreign policy agenda, lack of skills and infrastructure is keeping pace with its potential. Likewise, Turianskyi and Wekesa (2025) stress that, despite the reign of more transparency and responsiveness, African states are limited by poor training and disparaging technological capacity despite the digital integration. This literature was referred to in presenting the current study, which provides quantitative data on how confident practitioners in Kenya are regarding the use of technology along with a poor implementation of the support systems in the institutions.

Although the level of adoption is not as high, especially in analytics and cybersecurity, the lack of training and training on a large scale threatens to generate discrepancies and implement unstable security and under exploitation of the online prospects. Put differently, according to Minko (2024) in the context of analysing cyber conflicts within the African continent, the advanced level of technological tools should be accompanied by sufficient human intrigue and the structure of the institutions to eliminate the possibility of diplomatic failures.

In general, the results of the study indicate that digital technologies have increased efficiency, security, and evidence-based decisions in the MFA. However, such shortcomings in training and infrastructural imbalances in adoption still impede the maximization of these benefits.

CONCLUSION

Digital technologies have positively impacted esteem of the foreign policy implementation in Kenya, specifically, in the data management, analytics, and cybersecurity. Most of the respondents (70%) have recognized the impact of these tools on efficiencies in a positive way, and 65% expressing their trust in the cybersecurity of the Ministry of Foreign Affairs (MFA). Nevertheless, the results also showed that there was still an issue of continued difficulty in the field of training and capacity-building with over half of the respondents being neutral about the current one or even dissatisfied with the current programmes. The study concludes that digital technologies have greatly enhanced Kenya's foreign policy processes through efficiency gains, improved cybersecurity protections, and the enabling of more evidence-based decisionmaking. Of the responding officers, a majority reported that digital tools increased the pace, security, and reliability of communication and document handling within the Ministry of Foreign Affairs. The findings also show that data analytics and digital visualization tools have started to affect negotiation strategies and policy formulation, marking a gradual evolution toward analytics-driven diplomacy. Yet even as it documents these gains, the study also concludes that the potential of digital technologies has been circumscribed by notable capacity gaps: inconsistent training at varied levels, inequitable access to higherlevel digital tools at the directorate levels, and a reliance on a limited cadre of digitally skilled officers all undermine uniform adoption. Given these limitations, it would appear that digital technologies have positively contributed to Kenya's foreign policy performance but are not able to reach their full benefits because of insufficient human capacity and infrastructural disparities.

The study concludes that digital platforms have become integral to Kenya's diplomatic practice, significantly increasing the country's visibility, participation, and continuity in global engagements. High levels of usage both of government portals and virtual platforms illustrate their institutionalization within diplomatic operations. Consequently, digital platforms have managed to enable Kenya to attend more meetings, overcome resource limitations, and maintain a consistent presence in multilateral forums. It finds, however, that virtual platforms are not considered to replace in-person diplomacy. Respondents expressed scepticism over the utility of virtual meetings for negotiation, rapport-building, and informal diplomacy-all of which remain central to traditional diplomatic practice. The study finds that the usage of digital platforms outpaces policy framework development needed to govern it. Weak coordination, fragmentation of practices around various directorates, and incomplete institutional guidelines hinder coherence and may expose the country to communication inconsistencies. Thus, digital platforms have broadened Kenya's diplomatic reach but remain limited by governance gaps and the irreplaceable value of face-to-face diplomacy.

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