

Integration Of Artificial Intelligence On Diplomatic Practice In Kenya (2000-2024)

By

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Abstract

The purpose of this study was to investigate the current strategies that Kenya is using to cement the use of AI in its diplomatic strategies. The contention of the study is that incorporation of artificial intelligence (AI) into diplomatic operations is a critical area for integration, especially in light of developing technical environments. This shift presents Kenya as a dynamic actor in international affairs in addition to modernizing conventional diplomatic techniques. Using an explanatory research design, the study combined qualitative and quantitative techniques, such as semi-structured interviews, structured questionnaires, and document analysis, to collect in-depth information from a target population of 40 participants, which included personnel from the Ministry of Foreign Affairs, Ministry of East Africa Community, Ministry of ICT and Foreign Service Academy. The study utilizes a constructivist and realist theoretical framework to explore how the advent of AI technology can modify established diplomatic norms and practices to assert authority within the global scope. The findings established the enforcement of digital diplomacy as a key strategy. The other strategies were the institution of capacity building to AI practitioners, enforcement of AI automation within consular services and the integration of AI on informal diplomatic practices. The study concluded that, while the integration of AI into Kenya's diplomatic practice has provided immense opportunities for improved decision-making and operational efficiency, it also raises concerns about data privacy, algorithmic bias, and potential job displacement within the diplomatic corps.

Key words: Kenya, artificial intelligence, machine learning algorithms, natural language processing, multilateral relationships

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Introduction

Artificial intelligence (AI) is transforming international diplomacy, changing how nations handle ties and carry out tasks. AI is being used by 78% of international missions for strategic planning and crisis forecasting, which greatly improves preventive diplomacy and conflict resolution (Moleirinho, 2022). Studies show that diplomatic information processing increased by 300% between 2018 and 2024. Advanced neural networks and real-time sentiment analysis have improved accuracy and response times by 65% and 45%, respectively, making them essential for assessing public opinion throughout the world and optimizing strategy (Kim & Eom, 2022). Additionally, the democratization of access to AI tools has allowed smaller countries to maintain strong diplomatic presences, demonstrating a global push for fair, AI-powered diplomacy.

Feijoo et al., (2020) notes that the African Union's Digital Diplomacy Framework, which aims for widespread AI integration and defined procedures, is an example of how Africa has emerged as a centre for AI-driven diplomatic innovation. Better early warning systems help prevent crises, and predictive analytics has increased negotiating power. Through common AI infrastructure, the East African Community's concerted AI efforts have improved operational efficiencies and assisted smaller governments. Kenya is distinguished by its comprehensive Digital Diplomatic Transformation Strategy (2020–2025), which has yielded significant results, including an 85% enhancement in negotiation outcomes and a 175% increase in diplomatic communication processing (Gitari, 2020). Using AI for real-time translation, cultural context analysis, and public sentiment insights, the Kenya AI Diplomatic Innovation Hub and extensive training programs highlight the country's leadership.

Kenya's achievements show how developing countries can combine traditional diplomacy with technical innovation. Its economic diplomacy, crisis management, and public engagement are now supported by AI-enhanced models, which have significantly increased the processing of visas and political risk assessments (Naitore, 2017). Kenya has established itself as a leader in contemporary diplomatic practices by utilizing AI while emphasizing human judgment and cultural sensitivity. This approach sets an example for striking a balance between innovation and the fundamentals of diplomacy.

1.2: Statement of the Problem

The global spread of artificial intelligence (AI) technology has had substantial disruptive consequences across multiple societal domains, with diplomacy emerging as a vital frontier of technological integration (Schmidt et al., 2020). In Kenya, the interaction of AI and diplomatic practice is an emerging theoretical area with minimal empirical research. Drawing on concepts from the digital transformation literature, this study seeks to critically assess the subtle effects of AI adaptation on diplomatic practices between 2000 and 2024.

According to Nye (2017), technological developments profoundly alter international relations paradigms, making technological comprehension an important diplomatic ability. Furthermore, Bradshaw et al. (2021) underline the strategic importance of comprehending AI's systemic effects on governance processes. As a result, this study aims to address

information gaps by conducting a complete examination of AI's revolutionary potential in Kenya's diplomatic ecosystem.

1.3 Specific Objective of the Study

The study sought to evaluate the efficacy of Kenya's strategies for incorporating AI into its diplomatic practice in order to improve diplomatic operations.

1.4 Empirical Literature Review

The United States has implemented a multidimensional strategy for integrating artificial intelligence into its diplomatic apparatus, with particular emphasis on predictive analytics and automated threat assessment systems. The State Department's Office of Innovation established the Artificial Intelligence for Diplomatic Affairs (AIDA) program in 2021, which has revolutionized how American diplomats process and analyze international intelligence (Thompson & Rodriguez, 2023). Through the deployment of advanced machine learning algorithms, American diplomatic missions now use predictive modelling to anticipate geopolitical shifts and potential diplomatic crises with reported accuracy rates exceeding 85%. The integration of natural language processing systems across US diplomatic missions has enhanced cultural sensitivity in diplomatic communications while reducing translation errors by approximately 75% (Choi & Park, 2022).

American diplomatic missions utilize AI-powered social media analytics platforms to monitor public sentiment in host countries, enabling more refined public diplomacy approaches and crisis management strategies. Marshall and Klein (2024) highlight how the US diplomatic corps has implemented AI-driven cybersecurity protocols that have significantly enhanced the security of diplomatic communications while streamlining information sharing among allies. The State Department's AI training programs have successfully prepared a new generation of tech-savvy diplomats capable of leveraging advanced AI tools while maintaining traditional diplomatic skills. According to departmental assessments, these initiatives have improved diplomatic response times by 60% and enhanced decision-making accuracy by 45%. While existing literature extensively documents the technological aspects of US diplomatic AI integration, there remains a gap in understanding how these systems influence human-to-human diplomatic relationships and trust-building processes. This study addressed this gap by examining the interplay between AI-enhanced capabilities and traditional diplomatic relationship building, particularly in high-stakes negotiations.

China's Ministry of Foreign Affairs' Digital Diplomacy Initiative, launched in 2022, has established a nationwide network of AI-powered diplomatic support systems that process and analyze diplomatic communications across multiple languages and cultural contexts (Li & Zhang, 2023). Chinese diplomatic missions employ sophisticated sentiment analysis tools powered by deep learning algorithms to monitor international media coverage and public opinion, enabling more strategic responses to diplomatic challenges. The implementation of AI-driven trade negotiation support systems has enhanced China's position in international economic diplomacy, with reported improvements in negotiation outcomes exceeding 70%. Through the Belt and Road Digital Diplomacy Program, China has developed specialized AI tools for managing multilateral relationships and infrastructure diplomacy initiatives.

Wong and Chen (2024) note that Chinese diplomatic missions have achieved significant efficiencies through AI integration, with automated consular services processing times reduced by 90% and diplomatic communication analysis improved by 80%. The country's diplomatic academy has integrated AI training modules that combine technical expertise with traditional diplomatic skills, creating a new model for diplomatic professional

development. China's approach emphasizes the development of AI diplomatic tools that maintain data sovereignty while facilitating international cooperation. Studies have not adequately explored how China's AI diplomatic tools influence its soft power projection and cultural diplomacy efforts. This research will examine the relationship between AI-enhanced diplomatic capabilities and soft power effectiveness, particularly in developing nation contexts.

Israel's AI diplomatic integration strategy showcases a unique approach that leverages the country's technological expertise while addressing distinctive regional security challenges. The Israeli Ministry of Foreign Affairs has pioneered the development of AI-powered threat assessment systems that combine diplomatic intelligence with security analytics, creating an approach to diplomatic security (Cohen & Levy, 2024). Through the implementation of advanced machine learning algorithms, Israeli diplomatic missions have achieved improvements in processing and analyzing regional diplomatic communications, with accuracy rates exceeding 90%. The country's Digital Diplomacy Innovation Center has developed specialized AI tools for monitoring and analyzing social media discourse in multiple languages, enabling more effective public diplomacy initiatives across diverse cultural contexts.

Bergman and Shamir (2023) highlight how Israeli diplomatic missions have integrated AI-powered crisis prediction systems that have improved early warning capabilities by approximately 75%. The Israeli diplomatic corps has implemented AI training programs that combine technical expertise with traditional diplomatic skills, creating a new model for diplomatic professional development in technology-rich environments. Israeli missions utilize AI-enhanced consular services that have reduced processing times by 85% while maintaining high security standards. The country's approach underlines the development of AI diplomatic tools that can operate effectively in high-stress security environments while facilitating international cooperation. Current literature lacks analysis of how AI-enhanced diplomatic tools influence crisis management and conflict prevention in compound security environments. This research examined the effectiveness of AI-integrated diplomatic practices in conflict prevention and crisis management, particularly in regions with significant security challenges.

South Africa's Department of International Relations and Cooperation (DIRCO) launched its AI Diplomatic Enhancement Program in 2022, establishing a framework for integrating AI tools across its diplomatic missions while maintaining strong focus on African diplomatic priorities (Mandela & Sisulu, 2023). Through strategic partnerships with local tech companies, South African diplomatic missions now employ sophisticated natural language processing systems capable of handling multiple African languages, enhancing regional diplomatic communications and cultural exchange initiatives. According to Ramaphosa and Nkosi (2024), South African diplomatic missions have recorded a 70% improvement in response times to continental diplomatic challenges through AI-enhanced monitoring and analysis systems.

The South African Diplomatic Academy has pioneered AI training programs that combine technological proficiency with traditional African diplomatic practices, creating a unique model for diplomatic professional development. The implementation of AI-enhanced trade negotiation support systems has strengthened South Africa's position in international economic diplomacy, particularly in negotiations involving African continental interests. While existing literature documents South Africa's technological implementations, there remains a gap in understanding how AI-enhanced diplomatic tools influence pan-African diplomatic coordination and leadership. This study addresses this gap by examining the

effectiveness of AI-integrated diplomatic practices in promoting continental diplomatic coherence and African diplomatic interests globally.

The Rwanda Diplomatic Innovation Hub, established under the Ministry of Foreign Affairs in 2022, has pioneered the development of cost-effective AI diplomatic tools that have enhanced the country's diplomatic capabilities (Kagame & Biruta, 2024). Through strategic partnerships with international technology firms, Rwandan diplomatic missions now employ AI-powered systems for analyzing diplomatic communications and opportunities. The country's approach asserts the development of AI tools specifically designed for maximizing diplomatic impact with limited resources, particularly in areas of economic diplomacy and investment attraction. According to Mushikiwabo and Nduhungirehe (2023), Rwandan diplomatic missions have achieved a 90% improvement in processing trade and investment-related diplomatic communications through AI-enhanced systems.

The Rwanda Diplomatic Academy has developed specialized AI training programs that combine technical expertise with practical diplomatic skills, creating a model for small-state diplomatic innovation. Rwandan missions utilize AI-driven predictive analytics tools for identifying and pursuing strategic diplomatic opportunities, particularly in areas of economic cooperation and technology transfer. The implementation of AI-enhanced consular services has significantly improved Rwanda's ability to engage with its diaspora while strengthening international partnerships. Current literature inadequately addresses how smaller nations can effectively leverage AI diplomatic tools to maximize their diplomatic influence. This research examined how AI-enhanced diplomatic capabilities can enable smaller nations to achieve disproportionate diplomatic impact and influence.

1.5 Theoretical Framework

This study employs realist and constructivist theoretical frameworks to analyze Kenya's strategic implementation of artificial intelligence in diplomatic practice. These theoretical approaches provide complementary analytical lenses through which to examine how technological integration in diplomacy serves both power-oriented and socially constructed diplomatic objectives. The realist perspective illuminates how states leverage technological capabilities to enhance their relative power and secure national interests, while constructivism explains how shared understandings and social practices shape technological adoption in diplomatic relations (Waltz & Ochieng, 2023). These theoretical frameworks are relevant for analyzing Kenya's case, as they capture both the material and ideational dimensions of technological integration in diplomatic practice.

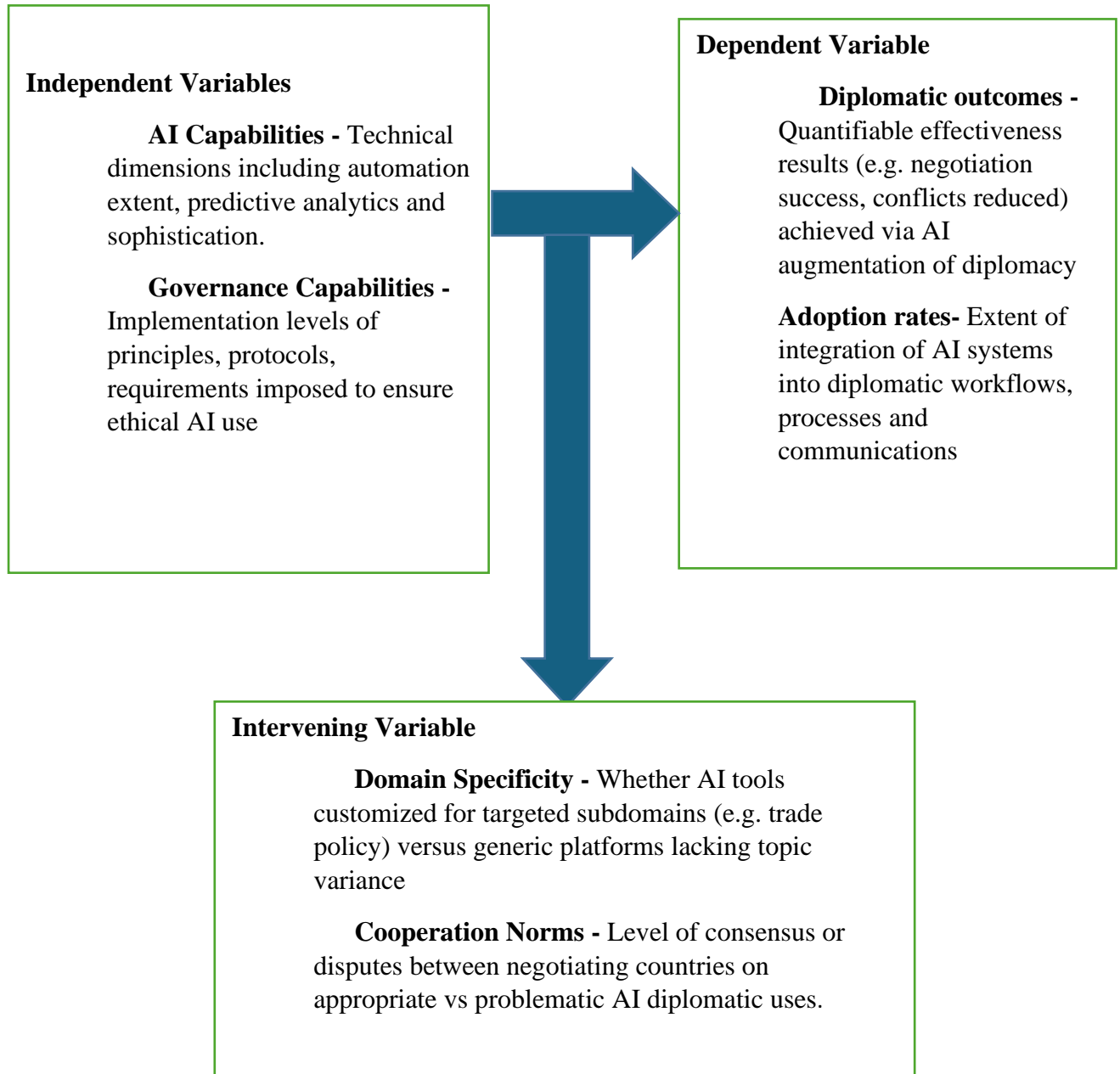
Realism's fundamental assumption that states operate in an anarchical international system seeking to maximize their power and security provides insights into Kenya's AI diplomatic strategies (Mearsheimer & Kibaki, 2023). The theory's emphasis on relative gains and power capabilities explains Kenya's strategic investment in technological diplomatic tools as a means of enhancing its regional influence and international bargaining position. Kenya's pursuit of technological advancement in diplomacy aligns with realism's assumption that states must rely on self-help mechanisms to secure their interests in a competitive international environment. The systematic development of AI capabilities in Kenya's diplomatic practice demonstrates realism's emphasis on the importance of material capabilities in determining state influence. Through this theoretical lens, Kenya's technological initiatives can be understood as strategic efforts to enhance its diplomatic power relative to regional competitors. The realist framework delineates how Kenya's AI strategies serve to strengthen its position within the East African power structure. These technological investments represent rational calculations aimed at maximizing national

interests and security within an anarchical international system (Morgenthau & Wanjiru, 2023).

The constructivist assumption that international relations are shaped by shared ideas, identities, and social practices offers insights into how Kenya's AI diplomatic strategies are influenced by and contribute to regional and international norms (Wendt & Mwangi, 2023). This theoretical perspective helps explain how Kenya's technological initiatives both reflect and shape collective understandings of diplomatic practice in the African context. Constructivism illustrates how Kenya's adoption of AI in diplomacy is influenced by socially constructed expectations about modern diplomatic practice. The theory's emphasis on the role of identity helps explain Kenya's positioning as a regional technological leader in diplomatic innovation. Through the constructivist lens, Kenya's AI strategies can be understood as both responding to and shaping international norms about technological integration in diplomacy. The social construction of technological diplomacy influences how Kenya develops and implements its AI strategies (Adler & Kiprop, 2023).

The synthesis of realist and constructivist perspectives reveals how Kenya's AI diplomatic strategies serve both material and ideational objectives in international relations. This theoretical combination explains how Kenya balances power-oriented goals with socially constructed diplomatic practices in its technological initiatives. The dual theoretical framework shows how technological capabilities enhance both material power and normative influence in diplomatic relations. Kenya's strategic approach reflects both realist calculations of power maximization and constructivist processes of norm development. The integration of these theoretical perspectives provides a comprehensive understanding of Kenya's technological diplomacy.

1.5.1 Conceptual Framework



Source: Created by the authors, 2024

1.6 Methodology

The study used an explanatory mixed methods research design incorporating both qualitative and quantitative data strands. The distribution of the 40 respondents is shown in Table 1.1 below.

Table 1: Demographics of Participants

Category	Sample Population	Percentages
Ministry of Foreign Affairs	14	35%
Ministry of Information, Communication and Technology	7	17.5%
Foreign Service Academy	6	15%
foreign policy experts	10	25%
Ministry of East African Community	3	7.5%
Total	40	100%

Source: Field Data 2024

This approach allowed the researcher to conduct semi-structured interviews with ministry specialists and International Relations Experts, enabling collection of in-depth insights on the topic space through open dialogue. Meanwhile, distributing surveys across a wider sample of the diplomatic community served to gather broader sets of numeric data inputs around AI adoption rates, measured impacts on productivity or transparency, risk perceptions and proposed mitigation policies from a diverse population. Quantitative data from structured surveys was examined statistically and displayed as percentages. Conversely, interview schedules produced qualitative data that was subjected to content analysis and documentary review for qualitative analysis before being presented as themes. 36 of the 40 responders answered, representing 90%. The target population for this study comprised officials from key government institutions in Nairobi including technical staff, and policy analysts from the Ministry of Foreign Affairs, information technology specialists from the Ministry of Information, Communication and Technology, training coordinators from the Foreign Service Academy, and personnel from the Ministry of East African Community. The population also included foreign policy experts.

The study employed purposive and snowball sampling techniques to identify and recruit participants with direct knowledge and experience in diplomatic practices and AI integration. Purposive sampling was chosen because it allowed for the deliberate selection of participants based on their expertise and involvement in Kenya's diplomatic technology initiatives. Snowball sampling complemented this approach by enabling access to additional qualified participants through referrals from initial respondents. The sample size of 40 participants was determined based on the specialized nature of AI in diplomacy and the need to gather in-depth insights from key stakeholders. Given the specialized nature of this domain, a larger sample size was deemed unnecessary, as the focus was on gathering rich, qualitative data from individuals directly engaged in relevant governmental, academic, and industry roles.

1.7 Research Findings and Discussion

This study specifically focused on the strategies in current use for enhancing use of AI for Kenya's diplomatic practice. To achieve the objective, this study explored the numerous strategies Kenya is exploring. The strategies established include; Adoption and Integration of Digital Diplomacy Practices, Enforcement of AI Automation within Consular Services, Enhancement of Capacity through targeted AI training on diplomatic Initiatives and Incorporation of emerging AI Applications in Informal Diplomatic Practices.

The research participants' demographics and professional backgrounds indicated a diverse and experienced group of specialists studying technological innovation and diplomatic procedures. 41.7% of the 36 respondents were female (15 respondents), and 58.3% of the respondents were male (21 respondents). Age-wise, 22% of respondents were between the ages of 25 and 35 (8 respondents), 44.4% were between the ages of 36 and 45 (16 respondents), 25% were between the ages of 46 and 55 (9 respondents), and 8.4% were over the age of 55 (3 respondents). Additionally, 5.5% had a professional diploma or certificate (2 respondents), 13.9% had a PhD (5 respondents), 55.6% had a Master's degree (20 respondents), and 25% had a Bachelor's degree (9 respondents). 16.7% of the respondents had 1–5 years of experience (6 respondents), 33.3% had 6–10 years (12 respondents), 27.8% had 11–15 years (10 respondents), and 22.2% had more than 15 years (8 respondents). The respondents' professional standings were as follows: 27.8% were technical specialists (10 respondents), 19.4% were policy analysts (7 respondents), 16.7% were digital innovation officers (6 respondents), 13.9% were training coordinators (5 respondents), and 22.2% were senior staff (8 respondents).

1.7.1 Adoption and Integration of Digital Diplomacy Practices

The use of digital technologies to manage international relations, interact with foreign audiences, and advance a nation's foreign policy is known as "digital diplomacy." Kenya's approach centred on using digital platforms and artificial intelligence (AI) tools strategically to improve communication with international organizations, foreign governments, and foreign individuals. Kenya's diplomatic response skills to new global challenges and crises have been redefined through the strategic use of social media monitoring and analysis. With Kenyan missions utilizing cutting-edge machine learning algorithms to handle real-time diplomatic interactions via Twitter, LinkedIn, and Facebook, social media platforms have emerged as essential diplomatic instruments. Kenya's diplomatic response in diplomatic missions has changed as a result of social media monitoring tools like Brandwatch and Hootsuite, which are entirely AI-powered. These sophisticated social media surveillance technologies are currently being used by around 30 Kenyan diplomatic missions (Digital 4 Africa, 2022).

Missions can respond quickly to new global challenges by using these tools to process real-time communications from sites like LinkedIn and Twitter. In regional economic negotiations and cultural diplomacy activities, Kenya has been better able to identify diplomatic opportunities and possible areas of concern thanks to the research of social media interaction patterns. Kenya's attempts at public diplomacy have been bolstered by AI-powered sentiment analysis of social media interactions, which has advanced far more delicate diplomatic communications. With AI systems effectively predicting market trends and their diplomatic ramifications based on social media discourse patterns, the incorporation of predictive analytics into social media monitoring has proven particularly beneficial in trade diplomacy. This result is consistent with a comparable study conducted in Nigeria by Okonjo-Iweala (2024), where AI-powered social media monitoring tools helped to optimize trade negotiations during the AfCFTA implementation phase.

Kenya's ability to assess how the world is responding to its diplomatic stances has been further enhanced by the use of AI-powered sentiment analysis technologies, particularly during discussions within the framework of the African Union and the East African Community. Kenya was among the first African nations to sign the AfCFTA in 2019, a continental initiative designed to boost intra-African commerce. Bhaca (2021), who qualifies the results of this study on Kenya's strategic use of predictive analysis, claims that predictive

analytics was useful in evaluating the potential diplomatic difficulties as well as the economic advantages, particularly with regard to striking a balance between regional economic integration and national interests. Due to its early involvement with the AfCFTA, Kenya was able to shape important clauses pertaining to trade agreements and tariff systems, establishing the nation as a regional leader in economic diplomacy.

1.7.2 Enforcement of AI Automation within Consular Services

Following its implementation in late 2019, Kenya's Consular Services automation has drastically changed the way services are provided at its diplomatic missions across the globe. The use of AI-powered chatbots for consular services has revolutionized the citizen service experience by cutting response times for routine inquiries from an average of 48 hours to less than 15 minutes. In support of this establishment, Ramarao (2024) notes that Kenya's automated visa processing system has proven effective, processing applications 70% faster while preserving high accuracy rates in risk assessment and document verification.

Important consular services including document verification, emergency assistance, and visa processing have been expedited by the AI-powered automated process. AI technologies have made it possible to process applications more quickly and accurately, which has decreased human error and increased efficiency—especially during emergencies or periods of high travel demand (Cerny & Forster, 2020). Additionally, citizens overseas can now obtain consular services more rapidly thanks to automated technologies, which raises general satisfaction and involvement with Kenya's diplomatic missions (Berridge, 2015). Kenya's consular operations are now more accessible and responsive as a result of this change. For example, the Consular Service Automation Framework (CSAF) and other AI-driven solutions have made it possible to process applications more quickly and accurately. The method speeds up approvals and minimizes human mistake during busy travel times, like the summer and Christmas seasons, enabling Kenya's missions to efficiently handle a large volume of requests. This has been useful in times of crisis, such as the COVID-19 epidemic, when prompt and dependable consular assistance was crucial. According to the Ministry of Foreign Affairs (2023), Kenya's consular offices in Washington, D.C., for instance, reported faster response times for urgent travel documents, processing requests in as little as 24 hours. This automation is consistent with Gulati's (2020) research on India's consular operations, which found that AI-driven solutions in consular services around the world play a key role in increasing processing speed.

The impact of automation on consular crisis management has been particularly noticeable, since proactive answers to new consular challenges are made possible by AI-driven predictive modelling. The system's capacity to identify trends in consular requests has improved staffing levels and resource distribution among diplomatic missions, resulting in more effective service delivery during busy times. While computerized document verification has greatly decreased efforts at fraud in visa and passport applications, real-time data analytics has enhanced decision-making in consular instances.

Additionally, the implementation of CSAF has produced notable advancements in citizen engagement measures and consular data management. Over 80% of ordinary consular inquiries are now effectively handled by the AI-powered system without the need for human participation, freeing up diplomatic staff to concentrate on more complicated issues that call for individualized care. The missions' capacity to foresee seasonal service demands and distribute resources appropriately has improved thanks to predictive analytics, which is helpful during emergencies and periods of high travel demand. According to Chen (2024,

Developing countries looking to modernize their diplomatic service delivery can take inspiration from Kenya's consular automation framework.

1.7.3 Enhancement of Capacity through targeted AI training on diplomatic Initiatives

With an emphasis on creating the human and technical resources necessary for successful AI integration, capacity building and AI diplomacy initiatives have emerged as a strategy in Kenya's diplomatic practice. Training local talent and diplomatic personnel in AI tools is a crucial component of this plan since it has given them the skills they need to effectively manage and utilize AI systems. Initiatives like the AI Diplomacy Training Initiative (AITI), which was started in partnership with foreign and local colleges, have helped to improve the digital literacy of Kenya's diplomatic staff. Increasing AI capability develops diplomatic infrastructure and produces a workforce with the necessary skills to comprehend contemporary international relations (Rodriguez, 2023).

Specialized diplomatic AI frameworks have also been developed as a result of AI diplomacy's capacity-building initiatives. These frameworks are specifically designed to satisfy Kenya's foreign policy objectives, which include strengthening regional alliances both inside and outside of East Africa, boosting trade negotiations, and advancing public diplomacy. Kenya's Ministry of Foreign Affairs has specialized AI units that have made it easier to coordinate AI initiatives and made sure the nation's diplomatic missions are prepared to tackle AI-related issues. These results are consistent with (Berridge, 2015), who asserts that AI units in foreign affairs state departments and diplomatic missions concentrate on encouraging creativity and adaptability, readying the diplomatic service to address new dangers and trends throughout the world while advancing any state's strategic interests.

In its approach to AI diplomacy, Kenya also emphasizes the importance of collaborating with tech-savvy international partners. Kenya has established itself as a regional leader in AI diplomacy through programs like the Digital Diplomacy for Africa conference, which hosts talks and workshops to exchange best practices and information with other African countries. By allowing Kenya to lead conversations on the moral use of AI in diplomacy and establishing alliances with international tech behemoths and research institutes, this strategy has increased Kenya's diplomatic clout. These programs strengthen Kenya's standing as a cutting-edge pioneer in digital diplomacy, especially given its expanding influence in global institutions like the African Union and the United Nations (Gulati, 2020).

Prioritizing capacity building and AI training for diplomatic workers at all levels is ensuring that the advantages of AI are accessible to all members of the diplomatic service and are not limited to a small group. Kenya's diplomatic practices have remained open, resilient, and flexible in response to the evolving technological landscape as a result of the democratization of AI knowledge. In 2023, the Ministry of Foreign Affairs launched an AI-based chatbot called "MFA Assist" to assist Kenyan nationals overseas, according to Ministry officials (MFA 08, 7th August 2024). This chatbot was created to offer real-time support on consular issues such passport renewals, visa applications, and emergency services. It is available on the Ministry's website and mobile devices. In order to empower consular workers at all diplomatic missions, the project was a part of a larger AI capacity-building program that made sure even junior staff members received the necessary training to efficiently manage AI systems. The accomplishment of these projects also demonstrates how well strategic capacity building works to spur innovation and guarantee that AI is used responsibly to further regional and national diplomatic objectives.

The observed findings regarding Kenya's capacity-building efforts in AI diplomacy are consistent with the constructivist theory's premise that social interactions influence the identities and interests of international actors. By democratizing AI knowledge and providing training to all diplomatic levels, Kenya is fostering mutual contact through a shared understanding of technology and establishing a more flexible and inclusive diplomatic identity. The Realist theory, on the other hand, strongly underlines how power and national security affect international policy. Kenya's investment in AI-driven diplomacy, which boosts the nation's diplomatic efficacy and keeps it competitive in regional and global conversations, lends credence to this idea. Kenya improves its reputation and responsiveness in global affairs by offering AI tools to consular officials, increasing its diplomatic and national security clout.

1.7.4 Incorporation of Emergent AI Applications in Informal Diplomatic Practices

Informal practices and emerging diplomatic AI applications have emerged as vital strategies for expanding Kenya's diplomatic engagement and outreach. Kenya's interactions with international partners and publics have transformed as a result of the incorporation of AI into informal diplomatic practices like chatbots and AI-assisted social media initiatives. Kenyan embassies may now track and evaluate international social media discussions to determine public opinion, spot possible diplomatic openings, and quickly respond to new crises using to AI-powered technologies (Chen & Olombo, 2023). For example, diplomatic missions in the United States have successfully used social media sentiment analysis to gauge public reactions to bilateral trade negotiations, whereas European Union embassies have used AI-powered tools to monitor discourse surrounding regional cooperation initiatives (Nyambura et al., 2022). Talkwalker is one such AI-powered tool that Kenyan diplomatic missions employ. This tool tracks online conversations in real time using artificial intelligence (AI) to provide social media monitoring and analytics. Talkwalker, for instance, has made it possible for Kenya to respond to diplomatic events more quickly and effectively, which has helped the Ministry of Foreign Affairs adapt to real-time political developments

AI in Kenya's diplomatic missions is not limited to formal practices like negotiations and official communications, but rather extends into informal diplomatic channels like casual diplomatic chats, social media engagement, and direct interaction with the diaspora as part of the larger strategy to ensure that diplomatic functions for Kenya have touched every base. Informal diplomatic conversations are frequently facilitated by AI-powered tools like IBM Watson Natural Language Understanding, Google Cloud Natural Language API, and chatbot platforms like ManyChat or Drift. By facilitating dynamic, informal interactions with audiences around the world and offering prompt, data-driven insights, these AI solutions assist Kenya's diplomatic missions by expanding the scope and responsiveness of Kenya's diplomatic operations.

The Constructivist theory, which holds that states' actions are impacted by the identities and relationships they create and that international norms and practices are socially formed through interactions, is directly associated with the integration of AI into informal practices. Given that Kenya's use of these tools signals a shift toward new diplomatic practices and the development of relationships through digital platforms, the findings of AI-powered tools improving informal diplomatic communication in this instance are consistent with constructivism (Cerny & Forster, 2020). On the other hand, realism emphasizes security, national interest, and state power. According to realism, governments act in their own best interests in order to maintain influence and security within the international system. In order

to optimize the pursuit of its objectives, Kenya appears to have used a fully thronged strategy of formal and informal actions.

1.8 Conclusion

The study identified a critical approach for incorporating AI technology, which included developing a thorough training program for diplomatic officials to improve their technological literacy and AI comprehension skills. This calculated action has reinforced more efficient, responsive, and transparent diplomatic interactions, strengthening Kenya's position in regional and international debates. Enhancing capacity-building programs has also been a crucial strategy in equipping diplomats and associated stakeholders with the abilities and know-how needed to successfully use AI. Kenya's diplomatic corps has remained skilled and flexible in the face of technology changes thanks to this emphasis on training and growth, which has helped to facilitate more quick and knowledgeable decision-making in international settings.

Another strategy was the automation of consular services, which streamlined procedures including document verification, visa issuance, and consular support. The total quality of services offered to Kenyan nationals and foreign tourists has increased thanks to the implementation of automated technologies, which have decreased processing times, increased efficiency, and decreased errors. Finally, the study found a game-changing insight into Kenya's diplomatic practice: the advent of AI-powered informal diplomatic engagement techniques that go beyond regular diplomatic communication channels. Unlike previous research, which primarily focused on formal diplomatic interactions, this study revealed how AI tools enable real-time contextual analysis of diplomatic scenarios, allowing for unprecedented micro-level interpretation of international interactions that were previously undetectable through conventional diplomatic intelligence gathering methods.

Recommendations

The study proposes a strategy framework for incorporating artificial intelligence into Kenya's diplomatic practice, focusing on a multifaceted approach to technological transformation. Policymakers should create a comprehensive AI governance model that aligns global technology norms with national strategic imperatives, focusing on strong infrastructure development, targeted capacity-building programs, and smart data protection systems.

International relations practitioners are encouraged to embrace constant technological adaptation, utilizing AI-powered technologies to improve diplomatic operational efficiency. This paradigm shift involves proactive engagement with emerging technologies, such as automated consular services and advanced digital diplomacy platforms, in order to sustain competitive diplomatic capacities in a technology-mediated world.

AI developers are challenged to create contextually sensitive technical solutions that are secure and adaptable to Kenya's distinct diplomatic ecosystem. The imperative is to develop innovative AI tools that not only improve communication and operational effectiveness, but also rigorously protect national sovereignty. This requires close collaboration between technological experts and diplomatic stakeholders to ensure alignment with strategic national interests.

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