

Digital Transformation in Public Administration

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Abstract. This article examines the impact of digital transformation on public administration, focusing on efficiency and citizen engagement. The study explores how digital tools reshape administrative processes and service delivery.

Keywords: digital transformation, public administration, efficiency, citizen engagement, service delivery

Introduction

The digital age has significantly altered the landscape of public administration. This paper delves into the effects of digital transformation, emphasizing its role in enhancing efficiency and fostering citizen engagement. By integrating digital tools, public institutions can streamline operations and improve service delivery. This transformation is not only about adopting new technologies but also about reshaping organizational cultures and processes to better meet public needs. The study examines various case studies where digital tools have been successfully implemented, providing insights into best practices for governments worldwide.

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