

# Digital Transformation in Public Administration

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**Abstract.** This article explores the impact of digital transformation on public administration, focusing on efficiency, transparency, and citizen engagement. It examines case studies from various countries to illustrate the benefits and challenges of integrating digital technologies into government operations. The findings suggest that while digital transformation can significantly improve service delivery and transparency, it also poses challenges related to privacy and data security.

**Keywords:** digital transformation, public administration, efficiency, transparency, citizen engagement

## Introduction

In recent years, digital transformation has emerged as a key driver of change in public administration. Governments worldwide are leveraging digital technologies to enhance efficiency, transparency, and citizen engagement. This article provides an in-depth analysis of the impact of digital transformation on public administration. By examining case studies from different countries, the article highlights both the opportunities and challenges that digital technologies present for government operations. The analysis indicates that digital transformation can lead to significant improvements in service delivery and transparency. However, it also raises important concerns about privacy and data security, which need to be addressed to fully realize the benefits of digital government.

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