

Digital Transformation in the Public Sector: Implications for Governance, Data Management and Citizen Engagement

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Abstract

This article explores the implications of digital transformation in the public sector, with a focus on governance, data management, and citizen engagement. It highlights the potential benefits of harnessing technologies like artificial intelligence (AI) and big data for improved decision-making processes, service delivery, and citizen-centricity. The article also discusses the challenges associated with data quality, security, and the need for citizen participation in governance. It emphasizes the importance of ethical data management practices and the recognition of digital rights in driving a citizen-driven digital transformation. The insights provided aim to inform public administrations and organizations about effective strategies for navigating the complexities of digital transformation.

Keywords: big data, data ethics, data quality, data security, decision-making process