

Transforming Public Administration in the Digital Era: Challenges and Opportunities

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Abstract : In the digital age, public administration is facing profound change, fueled by technological advances and the growing demands of citizens for efficient, accessible and transparent services. This paper explores how new digital technologies - including artificial intelligence, blockchain, big data and e-governance solutions - are reshaping the functioning of public administrations globally. In addition to the obvious opportunities to streamline and optimize processes, digital transformation brings with it major challenges, such as cyber security, personal data protection, resistance to change and the need to develop new skills for employees. The paper aims to provide a discussion platform for public administration experts, policy makers and technology innovators to consider how governments can balance the benefits and risks of digital transformation. Topics such as the reconfiguration of administrative processes, the creation of interoperable government systems, the involvement of citizens in public decisions through digital platforms, and solutions for reducing the digital gap between developed and developing regions will be addressed. In conclusion, the digital transformation of public administration is not only an opportunity for modernization, but also a necessity to respond to the new demands and challenges of contemporary society. This paper will provide new insights into the role of technology in improving the quality of governance and public services.

Keywords : public administration, digital ERA, technology, government systems, global

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