Title

DIGITALIZATION, DIGITAL TRANSFORMATION
AND ARTIFICIAL INTELLIGENCE IN PUBLIC ADMINISTRATION

Theme proposed by: the National Agency of Civil Servants

Director:

Professor Armenia Androniceanu, PhD

Purpose:

The development of knowledge on digitalization, digital transformation, artificial intelligence and digital skills in public administration.

Objectives:

The proposed objectives aim at understanding the digital features, digital services and digital transformations in the public administrations of the EU member states, including Romania, as well as the identification of specific aspects integrated through the use of artificial intelligence in this sector. In addition, the stability of the essential and necessary digital skills of civil servants was pursued, with a special focus on the specific requirements within the ANFP.

Design/Methodology/Approach:

The documentation from specialized literature and the establishment of databases. Based on these, the development of comparative studies using relevant statistical and econometric tools and the design of research tools for the pilot study within the ANFP. Finally, the analysis of research results and their dissemination.

Results/originality:

Comparative analysis regarding the digitalization of the EU states and the clustering of the EU states from the perspective of three essential parameters: e-governance, e-participation and the development of human resources in the public administration in the 27 EU states. Key benefits, advantages and challenges of new trends in digital transformation and integration of AI in public administration. Digital public services and public servants' responsiveness to AI.

Impact on the society:

It contributes to the knowledge of the advantages and benefits of digitalization and artificial intelligence for public administration. It also highlights the relevance of digitalization and AI in the communication of institutions and administrative authorities with citizens and economic agents. The significant reduction of administrative bureaucracy and the reduction of public expenses through digitalization and the integration of AI in administration.