

HICSS-53 Minitrack Introduction: Digital Transformation: Empowering Governments, Businesses, and Citizens

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Abstract

Digital transformation is the profound transformation of organizational and business activities, processes, competencies and models leveraging new digital technologies. Local, state, and federal governments worldwide are undergoing digital transformations to provide improved services and programs. These transformations drive social innovations using new platforms such as social media or mobile apps, to meet new social needs and improve capabilities and relationships with stakeholders. The transformational potential of e-government/ digital government/ smart government involves interorganizational collaboration and the co-creation of value, multi-sector and cross-jurisdictional networks, and the management of a large variety of relationships with internal and external stakeholders.

1. Introduction

Our goal is to attract research papers, cases, and practical/theoretical models on relationships between digital transformations and social innovations; factors affecting digital transformation and social innovation with public administrations; digital transformation-driven social innovations in health care, emergency services, political processes, identity management, etc.; social innovation and civic engagement; two-way social media communication for citizen political discussion and mobilization; knowledge management and digital transformation; digital transformations for smarter cities, enhanced workplace efficiency, and improving the lives of citizens. Two papers were accepted for presentation at HICSS 53 on the basis of rigor and quality. We believe these contribute to

advancement of the digital transformation, digital governments and social innovation research areas.

2. Accepted papers

“Co-creating digital government service: An activity theory perspective” is authored by Nina Helander, Jari Jussila, Anik Bal, Virpi Sillanpää, Annamaija Paunu, Salvatore Ammirato, and Alberto Felicetti. This empirical study investigated co-creation of digital government service for building and other infrastructure permits in Finland, using activity theory and a value co-creation measurement framework. Interviews with building inspectors, customer service staff and corporate representatives identified contradictions emerging from the activity system of the new digital government service, and gained insights on value co-creation in public/private interface. Contradictions arose from internal inconsistency of activity system elements, and in relationships between elements. The study advises government and municipalities to use service design approach for digital services, to involve key stakeholders in early phases of the process.

“Facilitating digital transformation through education: A case study in the public administration” is authored by Birgit Schenk and Mateusz Dolata. It combines a contemporary, practice-oriented teaching approach towards digitalization with the contents of public administration curriculum. A course was structured and offered to public administration students at a German university. The course was successful among students and practice-partners. This case study and its systematic course overview can serve as a guideline for public administration instructors and departments. Public administration universities can contribute towards digital transformation by collaborating with municipalities and by empowering students to manage and drive digital transformation in the public sector.